

DATE: May 24, 2010
TO: Kent County Dispatch Authority Chairperson Curtis Holt
FROM: Ralph H. Gould
SUBJECT: **PROGRESS REPORT** for the May 24, 2010 Administrative Policy Board

CAD PROJECT

TAC Co-Chairs Michelle Young and Karen Chadwick will report separately on the progress of the CAD Project and their discussion with Motorola on the possible delay of CAD implementation that Motorola brought forward verbally on May 7, 2010.

I have requested an email with an explanation for the delay, and hardcopy of the proposed modified schedule and proposed payment schedule from the Motorola Project Manager. Due to the impact on their staffing reduction schedule I have notified MSP-Rockford.

2010 KENT COUNTY 9-1-1 SERVICE PLAN

Karen Chadwick, Michelle Young, and myself met on May 6, 2010 to review the most recent revision of this tentative 2010 9-1-1 Service Plan. For your review the most recent revision to the core of the tentative 2010 Kent County 9-1-1 Service Plan has been forwarded to each member of the Administrative Policy Board by Jennifer DeHaan. Upon KCDA review the document will be forwarded to the Kent County Board of Commissions or to Kent County Legal staff as the first step of a State-required four month approval process. This process includes public notices and a public hearing.

A tentative schedule for the necessary **Resolutions, Mailings, Notices of Intent, and Public Hearings** is included at the end of this **PROGRESS REPORT** in the **PROJECTIONS OF FUTURE KCDA DECISION POINTS AND EXPENSE APPROVALS**. The Mailings will need to include all adjacent counties since most share at least one of the 9-1-1 wire centers with Kent County.

9-1-1 CUSTOMER PREMISE EQUIPMENT CPE (AWT) Contract Draft

This \$880,715.43 contract with AWT for replacement Primary PSAP 9-1-1 equipment has been signed and returned by the contractor, Advanced Wireless Telecom (AWT). Karen Chadwick and Michelle Young will report separately on the start of this Project.

The first payment of \$220,178.85 (contract signing) will automatically occur in accordance with the contract.

9-1-1 RECORDING SYSTEM (VanBelkum) Contract Draft

At \$138,422.00 this contract has been signed and returned by VanBelkum for 9-1-1 recording equipment at both Primary PSAP's. Michelle Young and Karen Chadwick will report on the status of this Project.

The first payment of \$69,211.00 (contract signing) will automatically occur in accordance with the contract.

PRIMARY PUBLIC SAFETY ANSWERING POINT REIMBURSEMENTS

The current balance of the initial allocation of \$300,000 per Primary PSAP is \$273,075.00 for Grand Rapids Police PSAP and \$274,075.00 for the Kent County Sheriff's Department PSAP. Reimbursement to each Primary PSAP for each respective CAD/QA Administrator is pending for

the first half of CY2010, \$47,000 per PSAP.

TIME SYNCHRONIZATION

As approved by KCDA in April this \$8,645 time synchronization system is being ordered and installed by VanBelkum. This Project is well under budget since only one system was purchased by KCDA to replace the nine year old system at Grand Rapids PSAP, to be linked to the existing system at Kent County Sheriff's Department PSAP. Karen Chadwick will report on the status of this Project.

The surplus funds will be kept in reserve for additional local PSAP, CAD to CAD network, and other related KCDA project costs that do not have final cost estimates.

MEDICAL CALL SOFTWARE AND TRAINING

I previously obtained draft contract language from the probable contractor for this software and training, Priority Dispatch Corp. The sole source status of this contractor has been discussed and confirmed with Kent County Emergency Medical Service (KCEMS) Executive Director Senez Rodriguez.

This Project will supply the PSAP software, 9-1-1 operator training, and quality assurance training for medical calls. Test software will tentatively be installed and tested on CAD in August, or later, depending on the modified Motorola CAD implementation schedule.

Review of the draft contract from Priority Dispatch was completed by Tom Lockhart from Varnum, Riddering, Schmidt, and Howlett and forwarded to Priority Dispatch on Saturday, May 8, 2010. They have just forwarded their comments and Tom Lockhart is currently reviewing the remaining items that Priority Dispatch has not yet accepted.

Upon completion of contract negotiations with Priority Dispatch, I will be bringing forward a request for a budgeted total expenditure of **\$151,303.00**. Of this total, **\$15,130.30** (tentatively reduced from the original first payment of **\$30,260.60**), will be requested for payment in July of 2010, or later, depending on the modified CAD schedule..

PSAP TO PSAP CAD & 9-1-1 COMMUNICATION LINKS, AND GEO FILE SERVICES

Jennifer DeHaan had previously reported that Kent County legal staff was drafting an agreement for GIS Geofile services. In April the KCDA Executive Committee determined that a contract with Kent IT for network links is not necessary at this time. Michelle Young and Karen Chadwick will report on the current status of the GIS Geofile service contract.

KCDA REVENUE

In the interest of any possible missed revenue from wire or wireless companies that are not forwarding surcharges to KCDA it is recommended that we mail or email a request to the master list of wire and wireless companies that has been compiled by the State 9-1-1 Office.

MICHIGAN PUBLIC SERVICE COMMISSION ACTION – MULTILINE TELEPHONE SYSTEMS

As previous chairperson of the 9-1-1 State 9-1-1 subcommittee that drafted the original Multiline Telephone System requirements for usable 9-1-1 caller location, I was asked to participate in recent related MPSC activity. I am not billing KCDA for this time but will continue involvement as possible due to the importance of this activity on the following:

- 1) overdue improvements to 9-1-1 caller location information in large buildings; and,

- 2) preventing premature mandated replacement of the telephone systems that are in use by local governments in Kent County.

PROJECTIONS OF FUTURE KCDA DECISION POINTS AND EXPENSE APPROVALS

[Note: items in red and within square brackets in the below list includes necessary actions on the part of the Kent County Board of Commissioners, Kent County Clerk, and PSAP's that have a direct impact on the approval of the 2010 tentative 9-1-1 Service Plan. These items could also prevent the Plan from becoming the Final 9-1-1 Service Plan on schedule.]

**** Indicates that this item is subject to delay from a modified CAD Project Schedule from Motorola.**

The following approval points are projected:	PREFERRED DATE	LAST DATE
Conclusion of AWT 9-1-1 CPE Contract Documents Pre-Approval		DONE
The first contractual payment is 25%, \$220,178.85 (contract signing).	PENDING	
Conclusion of VanBelkum Recording Sys Contract Docs Pre-Approval		DONE
The first contractual payment is 50%, \$69,211.00 (contract signing).	PENDING	
Tentative Approval of initial PSAP Start Up Expenses	MONTHLY	
Approval of Purchase Time Synchronization System from VanBelkum		
Approval of CAD Design, Interface Requirements Milestone Payment **APR 2010		
*NO INVOICE RECEIVED FROM MOTOROLA AS OF 20 MAY 10		
Approval of Contract with New World		**NLT MAY
Approval of all remaining PSAP & CAD to CAD networking expenses		**NLT JUN
Review of Tentative 9-1-1 Service Plan, w/9-1-1&Disp. Assignments	MAY 2010	NLT JUL
Approval of Initial Contract for Dispatch Medical Software for CAD tests	JUN 2010	**NLT JUN
[Kent County Resolution Approving tentative 9-1-1 Service Plan	JUN 2010	NLT AUG]
[Mailing of Commission Resolution and tentative 9-1-1 Service Plan	JUN 2010	NLT AUG]
Approval of Itek contract	JUN 2010	
Approval of Hardware Delivery Milestone Payments to Motorola	**JUL 2010	
Approval of Milestone Payment to Motorola for Installation of CAD Stw	**JUL 2010	
Approval of Milestone Payment to Motorola for Installation of Interfaces	**AUG 2010	
[Receipt of Notices of Intent from PSAP's for new 9-1-1 Service Plan	AUG 2010	NLT 1OCT]
[9-1-1 Service Plan Public Hearing notices published in newspapers	AUG 2010	NLT OCT]
Approval of posting for permanent Executive Director	SEP 2010	
[Public Hearing held on new 9-1-1 Service Plan	SEP 2010	NLT NOV]
[County Commission Resolution approving final 9-1-1 Service Plan	SEP 2010	NLT NOV]
News Conference/Community Update – Tentative 9-1-1 Service Plan	SEP 2010	
[Application to 9-1-1 Service Providers to make 9-1-1 changes	SEP 2010	NLT NOV]
Tentative Approval of PSAP to PSAP 9-1-1 Operational Plans	OCT 2010	
News Conference New Kent County 9-1-1 Service Plan	OCT 2010	**NLT NOV
Interviews for permanent Executive Director	NOV 2010	
Approval of tentative 9-1-1 Routing Cut-Over Date	**NOV 2010	
Approval of Milestone Payment to Motorola for Live Cut	**DEC 2010	
Selection of permanent Executive Director	DEC 2010	
News Conference – Final 9-1-1 Cutover	**January, 2011	
Approval of Final Payment to Priority Dispatch	**February, 2011	
Approval of Milestone Payment to Motorola for Reliability Testing End	**February, 2011	

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