

DATE: December 13, 2010 **
TO: Kent County Dispatch Authority Chairperson Curtis Holt
FROM: Ralph H. Gould
SUBJECT: PROGRESS REPORT for the December 13, 2010 Administrative Policy Board Meeting

AWT 9-1-1 CUSTOMER PREMISE EQUIPMENT (CPE) SYSTEM

In response to my request to AWT three weeks ago for a meeting to review a schedule of installation of the resolutions of the open issues of the AWT 9-1-1 CPE system, AWT has agreed to meet on December 14, 2010.

30% project payments will follow resolution of open project issues, including successful reliability testing.

MOTOROLA CAD SYSTEM

Michelle Young and Karen Chadwick will provide an updated report.

I have requested Motorola to provide a tentative schedule for the work associated with Payment #2 (design).

NEW WORLD INTERFACE WITH CAD

As previously reported TAC has tentatively selected New World's proposed Option 3 at \$209,200, plus expenses, for CAD interfaces. Following submittal by New World of problematic CAD interface installation dates of March 31, 2011 and April 30, 2011, KCDA offered to meet in person with New World representatives to resolve "targeted" delivery schedules, payment schedule, project fixed fee determination, and other issues. Four days following the meeting on November 11, 2010 with Nino DiCosmo, New World Vice President of Operations, and Trevor Milton, Customer Care Manager, KCDA Chair Curtis Holt and Executive Director Ralph Gould, New World did agree to a small payment after product delivery and testing, but with a final installation date of September 30, 2011.

Discussions with New World continue. They have indicated that they will not agree to a contract with refund provisions (KCDA's proposal addressed refund only in the event of failure to deliver and/or breach of contract). A reply to this New World position has been prepared.

REROUTING OF CELLULAR 9-1-1 CALLS

Michigan State Police Rockford Post has indicated that they will not be accepting Primary PSAP 9-1-1 calls after December 31, 2010. This is consistent with KCDA's June 28 2010 letter response to MSP Lt. McIntire's inquiry, subsequent cellular 9-1-1 call rerouting work of Karen Chadwick for the Grand Rapids PSAP and Michelle Young for the Kent County Sheriff's PSAP, and the Kent County November 11, 2010 resolution amending the designated 9-1-1 Primary and Secondary PSAP's in Kent County. . All rerouting is to occur by December 31, 2010.

MICHIGAN PUBLIC SERVICE COMMISSION ACTION – MULTILINE TELEPHONE SYSTEMS

Other than a notice that a formal hearing process will take place MPSC has not made any further announcement regarding this mandatory replacement of any telephone systems that can not meet 9-1-1 requirements (including local government telephone systems).

Projected decisions points and expense approvals follow in Page 2.

PROJECTIONS OF FUTURE KCDA DECISION POINTS AND EXPENSE APPROVALS

[Note: items in blue 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; possibly subject to New World interfacing delay.**

***** Indicates Kent County Legal Department's recommended modification of PSAP listing in existing 9-1-1 Plan, then to be later followed by revised 9-1-1 Plan.**

The following approval points are projected:	PREFERRED DATE	LAST DATE
Tentative Approval of initial PSAP Start Up Expenses	MONTHLY	
Final approval of additional Time Synchronization Systems (TAC)	DONE	
<i>Contract Meeting w/New World</i>	<i>11NOV10</i>	<i>DONE</i>
<i>Interface Agreement with New World</i>	<i>Work in Progress</i>	
Approval of all remaining PSAP & CAD to CAD networking expenses	**	**
KCDA Recommendation for MSP-Rockford and Life Ambulance as 9-1-1 Secondary PSAP's	DONE	
**AMR and Rockford Ambulance requests for serve as 9-1-1 Secondary PSAP's		
***Review of Tentative 9-1-1 Service Plan, w/9-1-1&Disp. Assignments	***	***
***Kent County interim Resolution to amend 9-1-1 PSAP listing	DONE	18Nov10
[***Kent County Resolution Approving tentative 9-1-1 Service Plan	***	***]
[***Mailing of Commission Resolution and tentative 9-1-1 Service Plan	***	***]
Approval of #2 Design Milestone Payment to Motorola (w/other vendors)	TBD	
(Schedule update requested from Motorola)		
Approval of #3 Hardware Delivery Milestone Payments to Motorola	DONE	
Approval of #4 Milestone Payment to Motorola for Installation of CAD Stw	DONE	
Approval of #5Milestone Payment to Motorola for Installation of Interfaces	poss	JAN 2011
Approval of Motorola File Maker Interface Change Order	Jan	2011
Review of AWT 9-1-1 CPE System Milestones	DONE	
AWT Reply to KCDA Proposed Issue List Resolution	Sched for	14Dec10
Approval of Final Payment to AWT	SEE ABOVE	
[***Receipt of Notices of Intent from PSAP's for new 9-1-1 Service Plan	***	***]
[***9-1-1 Service Plan Public Hearing notices published in newspapers	***	***]
Approval of posting for permanent Executive Director		NOV 2010
[***Public Hearing held on new 9-1-1 Service Plan		***]
[***County Commission Resolution approving final 9-1-1 Service Plan	***	***]
News Conference/Community Update – Tentative 9-1-1 Service Plan	***	
Application to 9-1-1 Service Providers to make rerouting changes	IN PROGRESS	
Approval of Motorola File Maker Interface Change Order	Jan	2011
News Conference New Kent County 9-1-1 Service Plan	***	***
Interviews for permanent Executive Director	DEC	2010
Approval of tentative 9-1-1 Routing Cut-Over Date Second Phase	JAN	2010
Approval of Milestone Payment to Motorola for Live Cut	**JAN	2011**MAR2011
Selection of permanent Executive Director	JAN	2011
News Conference – Final 9-1-1 Cutover	**February,	2011
Approval of Final Payment to Priority Dispatch	**MAR2011**APR	2011
Approval of Milestone Payment to Motorola for Reliability Testing End	**MAR2011**ARP	2011

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