

DATE: August 22, 2011
TO: Kent County Dispatch Authority Chairperson Curtis Holt
FROM: Ralph H. Gould
SUBJECT: **PROGRESS REPORT** for the August 22, 2011 Administrative Policy Board Meeting

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

Late last Friday, August 19th, 27 pages of project documents were sent by AWT to TAC Co-Chairs Chadwick and Young, and myself. The documents are partially in response to the list of open 9-1-1- CPE issues we previously sent to AWT, most recently on July 29, 2011 and July 18, 2011. AWT is requesting written document acceptance "NLT August 31, 2011."

Based on my preliminary review this past weekend a very detailed review for acceptance of each of the items in these documents by the TAC Co-Chairs is critical for project success, and will undoubtedly result in a number of discussion points and decision points. This review will need to include the 32 items that AWT has listed as "Customer" responsibilities, including AWT's requirement that "...every third-party vendor is on-site during installation and cutover period."

In these documents AWT's projected 9-1-1 PSAP cutover date for "System acceptance/Final Cutover Date" is on a Friday. The date itself, October 7, 2011, falls in the challenging week of Art Prize as previously noted by Grand Rapids staff.

Parallel to TAC's review, a review of items in the documents that may or may not be in concert with some of provisions of our contract/agreement with AWT is being conducted.

MOTOROLA CAD SYSTEM

Michelle Young and Karen Chadwick will provide updated information on the tentative November cutover schedule for CAD.

MISROUTED CELLULAR 9-1-1 CALLS

Although almost all cellular call misroutes that can be prevented have been resolved, Karen Chadwick has reported over 70 misrouted calls in July that involve AT&T Mobility. Since Karen and I and others have worked with AT&T and their subcontractor Intrado for over six months to resolve these preventable 9-1-1 call misroutes, Karen and I will pursue two different routes with two oversight agencies for quicker resolution.

POST WARRANTY SYSTEM MAINTENANCE CONTRACTS

Almost all systems purchased by KCDA include maintenance contracts for future service, and the contract costs are being included in the five-year cost projection project started at the request of Chairperson Holt. One of the first invoices for a post-warranty service contact has been received, for the recording systems at both PSAP's that have now been in service for one year. This first invoice is being returned to the contractor who I contacted last week since the billed amount is not consistent with our contact with the provider.

PROVISIONS FOR FUTURE POLICE AND FIRE RADIO COMMUNICATIONS

As reviewed at the Annual International APCO Conference two weeks ago, more support activities are occurring on both the "700 Mhz D Block" (Federal Senate Bill 911) radio frequencies for Police and Fire, and access to the unused "White Space" radio frequencies, and will be reported as definitive milestones are met, or not met. Both of these projects can address the need for affordable "broadband" radio links with Police and Fire vehicles.

The previous revision of the PROJECTIONS OF FUTURE KCDA POINTS AND EXPENSE APPROVALS is reissued without significant change (on Page 2).

PROJECTIONS OF FUTURE KCDA DECISION POINTS AND EXPENSE APPROVALS

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	
Approval of payment for above to VanBelkum	DONE	
Application to 9-1-1 Service Providers to make rerouting changes	DONE	
KCDA Recommendation for MSP-Rockford and Life Ambulance as 9-1-1 Secondary PSAP's	DONE	
Kent County interim Resolution to amend 9-1-1 PSAP listings	DONE	
Completion of Interface Contract Negotiations New World	DONE	28Jan11
KCDA Recommendation for AMR Ambulance as 9-1-1 Secondary PSAP	DONE	
Kent County interim Resolution to amend 9-1-1 PSAP listing AMR	DONE	
Approval of \$30,075 payment for ambulance CAD to CAD interfaces	DONE	
#2 Design Milestone Payment to Motorola (w/other vendors) by contract	DONE	
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 #5 Milestone Payment to Motorola for Installation of Interfaces	MAY 2011	(confirm)
Approval of Motorola File Maker Interface Change Order	DONE	
Review of AWT 9-1-1 CPE System Milestones	DONE	
AWT Reply to KCDA Proposed Issue List Resolution	DONE	
Approval of CAD to CAD Secondary PSAP interfaces with Zoll	DONE	
Preliminary planning for September 22 ,2011 Kent BoC Meeting	JUL 2011	
Approval of posting for permanent Executive Director	Draft RFP prepared	
Review of draft RFP for permanent Executive Director	JUL 2011	
Approval of New World Payment #1 40%	DONE	
Approval of New World Payment #2 20%	DONE	
Minor corrections to Cellular 9-1-1 PSAP call routing	Monthly	
News Conference – Final Cell 9-1-1 Cutover	Not yet scheduled	
Approval of New World Payment #3 20%	Update from DeHaan	
Selection of permanent Executive Director	Draft RFP prepared	
Approval of New World Payment #4 20% (FINAL)	Update from DeHaan	
Review of multiple purchase requests (see list with five year fiscal projections)	11 Jul 2011	
Approval of RFP-compliant AWT 9-1-1 CPE System (installed)	"1Q 2011"	OCT 2011?
Approval of Final Payments to AWT		NOV 2011?
Approval of Final Payment to Priority Dispatch (dependent on CAD)		JAN 2012?
Approval of Milestone Payment to Motorola for Live Cut	OCT 2010?	
Approval of Milestone Payment to Motorola for Reliability Testing End	NOV 2010?	

THE BELOW ACTIONS WE WERE PREVIOUSLY REMOVED FROM THE ABOVE SCHEDULE AND WILL NEED TO BE RESCHEDULED UPON DEVELOPMENT OF A REVISED KENT COUNTY 9-1-1 SERVICE PLAN.

SEVEN MONTHS SHOULD BE ALLOCATED TO ACCOMPLISH ALL OF THE ACTIONS

- Review of Tentative 9-1-1 Service Plan, w/9-1-1&Disp. Assignments
- Kent County Resolution Approving tentative 9-1-1 Service Plan
- Mailing of Commission Resolution and tentative 9-1-1 Service Plan
- 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
- News Conference/Community Update – Tentative 9-1-1 Service Plan
- Public Hearing held on new 9-1-1 Service Plan
- County Commission Resolution approving final 9-1-1 Service Plan

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