



To: Administrative Policy Board
From: Executive Director Ronald Bonneau, ENP
Ref: Progress Report – September 24, 2102

1. I continue to meet with Tim Smith from the City of Wyoming to accomplish the transfer of fiduciary duties. During the past month we have reconciled the surcharges paid to KCDA from Kent County Finance and understand the flow of surcharge income from both the state and county. We have established a VPN connection for me to access KCDA financials as well as a profile for KCDA within New World accounting systems.
2. Curtis, Tim Smith and I have worked through the 5 year capital and operating budget projections in anticipation of the discussions to be held at the KCDA strategy meeting on September 24th.
3. Curtis requested a meeting to be established with the three GIS providers in Kent County, those being Kent County GIS, REGIS and Grand Rapids GIS. The meeting was held at the City of Wyoming with all parties present plus representatives from both PSAP's on Thursday, August 30th. Curtis will be reporting on the summary items covered within the meeting.
4. Pursuant to a meeting I had with Cassidian at the APCO Conference about the Aurora reporting software, Tim Miller the project manager for Aurora reporting software traveled to Kent County, at Cassidian's expense, to work with our team on identifying reporting discrepancies between call counts as reported in Patriot Stats versus Patriot Aurora. The basic discrepancy seems to exist due to Patriot Stats counting every participant on a call (where there may be more than one person accessing an incoming call) whereas Aurora only counts the call (regardless of the participants accessing the call.) The information determined during his visit would indicate that Aurora will always have lower counts on incoming 911 calls than Stats.

An interesting report was created during his visit that may be beneficial to KCDA as we move forward. As many of you know both Grand Rapids and Kent County have 9-1-1 trunk groups assigned to them. Additionally, when the incoming 9-1-1 call is received the system searches the individual GR or KC trunk groups for a location to deliver the call within their respective PSAP's. If the positions that can answer an incoming 9-1-1 call are busy the call sits in a waiting queue until an answering position is free.

In the case of Grand Rapids, if the call has sat in the waiting queue for 40 seconds the system activates an "auto attendant" who notifies the caller that their call has been received and will be answered shortly (to minimize people hanging up and calling back).

The call will then be answered by with the Grand Rapids Call Taker or if it has not been answered in an additional 20 seconds the call is presented to Kent County where they can answer the overflow call.

The report developed by Mr. Miller allows for KCDA to see the number of 9-1-1 calls received in the individual trunk groups (Grand Rapids and Kent County) and also see the number of calls that go into overflow and are subsequently answered by Kent County and not Grand Rapids or vice versa. This will give us a clearer view of incoming call dynamics between the two centers as well as the actual number of a calls that are answered by each PSAP, both those that are native to the PSAP and those that are overflowed.

Additionally, Mr. Miller advised us that we could be on version 2.0 of Aurora as it was released in June of 2012 and told us that it eliminates some of the problems of version 1.3 which we are on. Capt. DeWitt called AWT to determine why version 2.0 is not loaded and may report on that issue at the meeting.

5. We have spent many hours trying to work through the final details of the ATT maintenance contract for the Cassidian 9-1-1 Patriot system as installed within the two PSAP's. We have a final version waiting the signature of the chair as approved at last month's APB meeting. The initial term of the contract will be for 36 months to commence of October 6, 2012. Thankfully, through the intervention of both Pat Thetford and Joe Nash of ATT, both of whom I had meetings with at the APCO conference, we were able to prevail on several business issues the PSAP managers felt were important to have in a new contract and eliminate some unsatisfactory items within the contract.

I want to thank Capt. DeWitt, Matt Groesser, Capt. Kiddle and Karen Chadwick for their participation in developing the business rules/items that needed to be present with the new vendor which included:

- a response matrix detailing the requirements for a level 1, 2 or 3 response with a level response that included a provision that if 30% or more of either an individual PSAP or 30% of the system are down, that a level 1 response (one site or VPN) is required,
- the requirement for at least two (2) Cassidian trained and certified technicians,
- a service location within the Grand Rapids area,
- mission critical repair parts in the local service center inventory and
- tracking of all repair tickets from inception to resolution.

Additionally, attorney Tim Eagle of Varnum cleared up some ambiguous legal language in the contract that ATT initially presented to KCDA and negotiated the written inclusion of the business rules/items in the final contract.

6. I had a conference call with Priority Dispatch to advise them of the status of the CAD project. As a portion of the call, I inquired as to the status of the Motorola Premier 1 interface to ProQA and was advised by Priority Dispatch that the interface is still being developed and has not been beta tested.

As you recall, KCDA renegotiated the financial terms of the contract and we have a milestone payment due to Priority Dispatch in November. The revised financial plan was designed when we thought the CAD go live date was going to be this fall with the EMD installation occurring in late December. Subsequently to that call, Grand Rapids received a shipment from them which Reed gave to me. The packages contained the ProQA software and the EMD protocol card sets for both PSAP's.

7. Curtis and I had a meeting with Mic Gunderson of KentEMS where he presented the current and future strategy of KentEMS. He also presented a new initiative that KentEMS is interested in pursuing with KCDA called AED (Automated External Defibrillator) LINK where the location of public access AED's are available to telecommunicators (through a GIS map layer) when processing a cardiac arrest call or providing EMD. Mr. Gunderson has been asked to present his discussion at the October meeting of the Executive Committee.

8. I have been working with Web Tech to redesign some elements on the KCDA website and have made some changes in the look of the pages and how minutes of the meetings are displayed in a drop down selection rather than in columns. Working on a new article for the home page.
9. I continue to participate in the weekly conference calls with the PSAP managers and their teams with Motorola as we move forward in addressing the concerns about the CAD implementation plan. Recently the two PSAP's had to make a consensus decision how they were going to deal with Hot Fixes released after the go live 3.1.6 version of software is accepted. We had a meeting and together they developed a plan to test Hot Fixes thoroughly before they are released into the go live version. The two PSAP's did joint ATP of version 3.1.6. Right now the go live date is still viable for mid December.

Additionally, last Thursday the two PSAP managers approved the CAD Interface ATP with a punch list of outstanding items that they have determined are not "blocking" items affecting the go live date. Pursuant to their approval Motorola issued a Milestone credential document that I have signed and will issue an invoice for \$265,835.69 for payment. Our new financial procedures allow the Executive Director to approve milestone payments that are part of a contract already approved by the Board.

We also received an email from Judy White of Motorola stating they would reduce the cost of an upcoming change order by the cost established by Kent County Sheriff to fix the interface between IYETEK and Premier 1 CAD as reported by Michelle Young at the last APB meeting. This will allow KCDA to take the funds that would have been paid to Motorola and apply them to the IYETEK interface. Michelle Young is coordinating the interface fix with IYETEK and she was notified by me to have IYETEK submit a W-9 for payment.