



To: Administrative Policy Board
From: Executive Director Ronald Bonneau, ENP
Ref: Progress Report – October 29, 2012

1. I was asked by a Board member to review the original PSAP Call Handling documents to assist in determining KCD A costs that were expected to be covered or not covered. Since that request I have obtained copies of the original Request for Qualifications issued by KCD A when the Authority was seeking two primary PSAP's to perform centralized call taking, as well as both responses to the RFQ by the City of Grand Rapids and Kent County Sheriff's Department.

I have included a separate report. Additionally, during the Finance Meeting last week the members of the Finance Committee requested copies of the documents to review which were provided to them.

2. Pursuant to the information provided at the Strategy meeting I have had a follow up meeting with the PSAP's to discuss and establish proposed/requested funding amounts for the 5 year budget in relation to CAD and Cassidian workstation replacement schedules, overtime required for EMD training, training and travel costs for PSAP personnel, and maintenance and replacement of the radio consoles and microwave relay equipment being purchased via the FEMA grant. These amounts were communicated to the Finance Committee for consideration in the development of the FY2013 Budget.
3. Pursuant to the site visit of Tim Miller from Cassidian where he identified that the current version of Aurora reporting software is not up-to-date, Chuck DeWitt obtained a quotation for the installation and optimization Aurora release 2.0 which he will discuss. This new version, released in June 2012, has enhanced reporting features that would be beneficial to both the PSAP's and KCD A. After discussion at the Executive Committee Capt. DeWitt will inquire to AT&T about the upgraded version of Aurora and report on this findings.

4. Additionally, we had a conference call on October 9, 2012 and reviewed the results of the Aurora reporting software for 9-1-1 calls received between Jan 1, 2012 and June 30, 2012. All agreed to the following:

Name	9-1-1 Calls Received	Percentage of Total	Amount of Payment
GR	82,490	59.3 %	\$741,250
KC	56,628	40.7 %	\$508,750
TOTAL	139,118	100 %	\$1,250,000

5. I received the signed copy of the AT&T Cassidian hardware and software support contract. I set up a kick off meeting for October 3rd, between AT&T and the two PSAP's and provided each PSAP with their Customer Number, Resolution Center Number and a copy of the Response Matrix as part of the kick off meeting. At the kick off meeting the technicians that will be assigned to our account were present and the process for notifying AT&T was explained as well as the access requirements for AT&T personnel into the PSAP's.
6. I sent an Express Mail letter to AWT reminding them of the change in Cassidian hardware and support maintenance providers effective Oct 6, 2012.
7. I had a conference call with Priority Dispatch to speak about the anticipated timing of implementing EMD at the two PSAP's. We also had a continuing discussion on the status of the Motorola Premier 1 CAD - ProQA interface. As per our financial agreement with PD, they are issuing a milestone payment invoice for November 2012. Additionally, they sent the ProQA software and card sets which I have in my possession. Furthermore, I had a face-to-face meeting with Jon Stones at the IL NENA 911 Conference last week about the status of the CAD implementation and CAD-ProQA interface.
8. I had a follow up discussion with Mic Gunderson of KentEMS about his presentation to the KCDA Executive Committee and about several issues with the provisioning of EMD at the primary dispatch centers. Having read the 67 page report on the "Findings and Recommendations on Emergency Medical Services in Kent County" the requirements contained therein for dispatch centers providing EMD was timely in nature. Additionally, KentEMS has established the EMS Advisory Panel where providers, (such as first responders and ambulance

companies) are providing emergency medical services within the EMS system and have representatives and since the PSAP's will be interacting with Kent EMS on a different level when EMD is provisioned I asked Mic whether there was any chance of KCDA having a seat on the EMD Advisory Panel. When Mic appeared at the KCDA Executive Committee meeting he said the Board had approved a member from each agency and KCDA.

9. 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 and have eliminated the Report to the Mayors from 2009. I am working on an updated report which resulted from discussions at the Strategy Meeting.
10. 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. The go live date has been established for December 4th and 12th. I have had conversations with Judy White about the IYETEK change order and am expecting that change order this week. I have also asked for clarification from Judy about the inclusion of the Motorola training conference in the maintenance contract and she will provide information.
11. Pursuant to the discussions held at the Strategy Meeting where it was decided that all equipment that KCDA has purchased belongs to KCDA and we are responsible for the maintenance and replacement of the equipment, I reviewed the current MMRMA insurance policy with MMRMA representative Keith Potter on October 10th. With the amount of new equipment that is or will be installed within the two primary PSAP's there will be an increase in premium for property coverage to increase the coverage limit over the current \$3M limit. This increase will occur when the policy is renewed in March of 2013, but needs to be incorporated into the FY2013 budget process. The increase will be around \$3,500 increasing the annual premium to around \$15,500.

Additionally, MMRMA has submitted a new questionnaire for KCDA which I am processing. As a portion of that questionnaire they have asked for an updated list of all assets owned by KCDA, their value and location. I requested a list of assets from Kent County which was provided. However, Kent did not list nor tag all assets, notably none of the 56 CAD and Phone workstations, monitors or printers located within the two PSAP's.

As asset management was part of the RFP for Fiduciary duties, I have inquired to Wyoming if they possess an asset tracking program which could be modified for use by KCDA. Pursuant to the determination, all assets will be retagged and entered into the new asset management system and subsequently provided to MMRMA.

12. I attended the October 2nd meeting of the Michigan State 911 Committee in Lansing, Mi. The topics were about the new auditing procedures which will include sampling by the auditing firm of equipment purchased with surcharge funds, the enforcement actions the Michigan Attorney General is preparing against two carriers that have not rebated surcharge as required and the annual PSAP training fund request in front of the Michigan legislature.
13. I had a conversation with Kristin Sapir of Rehmann our auditing company about the new auditing procedures which the Michigan Auditor General's office is requiring of 9-1-1 Authorities and/or PSAP's. I supplied her with a copy of the SNC document outlining what the SNC believes will satisfy and comply to the audit being requested by the AGO. As previously when Rehmann audited the County, Rehmann also is the auditing company for the City of Wyoming. As such she will prepare a new quote for auditing services for KCDA now that we are not under the County umbrella.
14. I had a phone meeting with Matt Zimmerman of Varnum and requested a new agreement for legal services effective January 1, 2013, with a reduction in cost to \$12,500.00
15. I had a meeting with the Finance Committee on Weds, October 17th at 9:30 AM in Rockford where we discussed and developed the initial draft of the FY2013 Budget for KCDA. A copy of that draft has been distributed and will be a point of discussion at today's meeting. Remember, we are moving from a fund budget to a line item budget and have accrued all capital purchases (CAD, Priority Dispatch, FEMA) in the current fiscal year budget and they will not be reflected in the new budget.

Respectfully submitted,
Ronald Bonneau, ENP