



To: Administrative Policy Board
From: Executive Director Ronald Bonneau, ENP
Ref: Progress Report – December 17, 2012

1. The approved FY 2013 Budget and the 2011 Audit was sent to MMRMA as part of the process for new insurance.
2. I had another meeting with both Tim Smith and Gail Sheppard of Wyoming about the data and field requirements of the asset tracking system and entry procedures. I completed the asset inventory of CAD workstations at both GR and KC and created an Excel spreadsheet of the information. I still need to collect the information on back room servers for CAD, Cassidian Phone and NICE recording systems as well as workstations for Cassidian at both centers. Target is to complete this asset collection by mid January.
3. I have finished Draft 1 of the Asset Inventory and Disposal Policy for first review by the Executive Committee at their January 2013 meeting.
4. I am working on the Draft of the Procurement Policy for KCDA.
5. I have update kent911.org with the press release for PremierOne CAD and posted a new photo banner for KCDA website. Additionally, I updated the web page by creating and adding the 2011 Annual Report as well as the approved FY 2013 budget and the meeting dates of the Administrative Policy Board and Executive Committee meetings in 2013.
6. I have continuing conversations with Jon Stones of Priority Dispatch in reference to our CAD status with Motorola and to monitor the progress of the interface between PremierOne and ProQA Paramount

7. I submitted the approved meeting dates of the APB and Exec Comm in 2013 to Kent County for posting.
8. Letters about expiring terms of Board members were emailed to KentEMS, the Kent County Township Association, the Kent County Fire Chief's Association and the Supporting Entities in Kent County informing them that the current KCDA Board representatives, namely Michael Young, Barry Getzen, Dennis Hoemke, Mark Meijer and David Peterson's terms expire December 31, 2012. All current Board members were contacted by me, as directed by the Chair, and all wanted to serve another term on the KCDA Board. The letters asked the organization to either reappoint the current members or name their replacements prior to December 20, 2012, so they could participate in the January 28th election of officers.
9. New World, the accounting system used by Wyoming, has completed the final stages of implementing individual KCDA checks and the required signatures of Policy Board officers (Chair and Finance Committee Chair) as required in the enabling agreement. Thanks to Tim Smith for making this happen.
10. KCDA has applied for a credit card through Fifth Third Bank with a credit limit of \$5,000. The card was secured primarily to pre pay for authorized KCDA travel as discussed previously with the Board. We will be establishing policy on who is authorized to use the card. In the meantime the card will be secured in the office of the Fiduciary and used at the direction of the Chair of the Admin Policy Board.
11. I registered KCDA with the US Communities Government Cooperative Purchasing Alliance.
12. Tim Smith and I are continuing to monitor the surcharge payments as reported by Kent County. An examination of the Michigan State Law revealed that the quarterly payment of surcharge is not merely suggested but required of all those remitting surcharge. We continue to believe that since KCDA is responsible for the accounting and auditing of all surcharge funds, that we should have direct knowledge of those entities remitting surcharge. We also believe the State statute that deals with this issue allows KCDA, under the exception clause, to have access to this information. The discussion is on going at this time.
13. Following the resolution appointing the members of the two PSAP's to the KentEMS Governance and Technical committees, I sent an email to Mic Gunderson notifying him of our appointments.

14. I attended the CAD cutover at Kent County Sheriff on December 4th and the Grand Rapids Police on December 11th. Both centers signed off on the Motorola acceptance of the go live version of the software, ie., 3.1.6 HF 13. Motorola had a significant amount of people at each site to help with any problems that occurred. Additionally, both centers invested a large amount of time and personnel from the center to be on hand to assist call takers and dispatchers in the center and first responders in the field to acclimate to the new software. Both cutovers went fairly smooth and I heard no complaints from the telecommunicators processing calls in the new CAD which is a further testament to the good planning on the part of each centers project management team. Now that we are on line with Phase I of the project we need to get refocused on the outstanding issues that need to be addressed in this version of CAD as well as the interfaces required in Phase II, especially the EMD interface.
15. Subsequent to the successful cutover I produced a Press Release for KCDA to use which was reviewed and approved by Curtis and disseminated to all Board members and to the press through the press department at the Sheriff's Office.
16. I reviewed the new Emergency 9-1-1 Service Standards of Training that was issued by the SNC and sent to the Michigan Secretary of State for formal posting of the effective date. The provisions are the law 7 days after it is published by the Michigan Secretary of State. The new standards affect primary (9-1-1) PSAP's for call taking and dispatching and are aimed at creating a standard of knowledge for all persons processing 9-1-1 calls at Primary¹ PSAP's throughout the State of Michigan.

A summary of the new standard is that telecommunicators employed by a Primary PSAP within the period of 12 months before the effective date of these rules must receive 40 hours of training in Module I course basics within 18 months and an additional 40 hours in Module II advance courses within 24 months of the effective date. (So any telecommunicator hired after December XX, 2011 would be affected) and must comply with Module III for continuing education as required. Telecommunicators hired over 12 months before the enactment are grandfathered in for Module I and II requirements but must

¹ Primary PSAP refers to the location where the 9-1-1 call is originally delivered for service apart from a secondary PSAP which may receive a transferred 9-1-1 call from the Primary. In Kent County Primary PSAP's are Kent County Sheriff and Grand Rapids Police.

complete Module III which requires each 24 months an additional 24 hours of continuing education (with a maximum of 8 hours of internal training).

Telecommunicators who fail to complete any Module I, II or III as required will be classified as "Undesignated" which will prevent them from performing call taking or dispatching functions at a Primary PSAP, except under exigent circumstances and then for no more than two (2) hours.

17. I attended a Webinar on Next Generation provisioning for networks and PSAP's as presented by US Telecomm (the Broadband Association). The information was useful in understanding not only the necessities of NG911 as it relates to GIS (lat/long coordinate) based versus Tabular (Civic Address - MSAG) based systems but also the deployment roll out of NG as FirstNet makes deployment decisions. It is obvious that as Public Safety grade IP networks are developed some PSAP's will be able to use the networks immediately and some over time. NG 911 will not deploy as did the original 9-1-1 when it went from PSAP to PSAP in a systematic way, but rather will be deployed as PSAP's are equipped to accept IP based network connections as they are built.

A question was asked by an attendee, why is NG 911 needed? The response was a bit staggering with the statistics supplied by Cellular Telephone and Internet Association (CTIA):

In 2011 there were 330 Million Networked Devices in the US (Population of 303 Million)

It is estimated that by 2015 there will be 2 Billion Networked Devices in US

In 2011 there were 8 Trillion text messages sent, an increase of 1.1 Trillion over 2010.

34 Million Americans are hearing or speech impaired and rely on text messaging for primary communications.

And currently the majority of these networked devices do not connect to 9-1-1.

Respectfully submitted,
Ronald Bonneau, ENP