



To: Administrative Policy Board
From: Executive Director Ronald Bonneau, ENP
Ref: Progress Report – March 25, 2013

1. I continue to work on the Draft of the Procurement Policy and Document Retention and Destruction Policy for KCD A.
2. I met with Media Place Partners of Grand Rapids about a public education program that focuses on the accomplishments of the Authority to talk about strategy to proceed with the project. At the follow up meeting I met with one of their contributors who is a communications professor at GVSU who suggested, since the KCD A budget is limited to use students to perform some of the design work and graphics as a laboratory project. We have another meeting scheduled for the end of March.
3. I attended the MMCDA meeting in Ottawa. At the meeting I asked if other counties had experienced inconsistent surcharge collections from wireless carriers for each quarter of the year. Several said they have seen some deviations from the carriers and share the view of KCD A that better legislation is needed to address this issue of surcharge collection and remittance. Additionally, MCDA is working on surcharge issues as they relate to the new audit procedures. I furnished answers to questions from the committee on surcharge collection and remittance in Kent County.
4. I submitted a proposal for a presentation at the Michigan NENA conference in Lansing in May on “Social Media in the PSAP: the pros and cons” and for “Senior Citizen 9-1-1 Education” and both were accepted for presentation.
5. I continue to work on a new Executive Director handbook so that when a new Executive Director comes to KCD A they will have a guidebook to help them understand the job, the deliverables and the expectations of the Board.

6. Curtis, Tim Smith and I are continuing to monitor the surcharge payments as reported by Kent County. We have received a legal opinion from Attorney Scott who has also had a preliminary meeting with Kent legal aimed at KCDA obtaining specific carrier information from Kent County as part of the regular monthly report on accounts receivable. Curtis is planning on follow up of the meeting with Kent to resolve the issue.
7. I worked with Curtis to develop the report and PPT for the Kent County local government official briefing on February 5th, and was present for that meeting and demonstration. I believe the attendance was good and the message was clear and concise. Matt Grosser of KCSO did a great job giving the demonstration.
8. I participated in the review of fifty seven pages of Version 2/3 of the Elert document for the release of the RFP and radio conceptual design for the FEMA Radio grant project with our team members and via conference call. I also participated with the team in the conference call with Grand Rapids procurement on the boilerplate RFP and its use in the release of the radio RFP to vendors and the final review of the RFP before its public release.
9. I participated in the Finance Committee meeting of February 6th and provided requested information and documents to the committee for their use. I also provided Varnum with information the Finance Committee wished a legal opinion on and clarification as it relates to KCDA obligations as contained in the original KCDA RFP in 2009 and subsequent PSAP responses and contracts including obligations assumed as the result of resolutions of the Board.

Pursuant to the Finance Committee meeting several resolutions are being presented to the Administrative Policy Board following concurrence at the Executive Committee meeting and are outlined in the agenda for the March 25th meeting. Additionally, upon approval of the recommendations by the Board, language will need to be added or amended to the SOP 3 – Finance Policy and that language or amendment is included in the agenda for the meeting.
10. I attended the New and Emerging Technologies Seminar in Anaheim, Ca on January 30 and 31st. The main topics were related to new broadband service offering and provisions for public safety, public safety applications for Smart Phones such as Pulse Point, and SMS texting to 9-1-1 as it relates to an agreement worked out with the NENA and APCO with the three largest wireless carriers pursuant to FCC regulations and rules that the FCC is considering.

I wrote white papers on Medical Handheld Apps for Public Safety and SMS Texting to 9-1-1 and will be distributing them to the Board in March.

In the same vein I continue to participate in the NENA legislative committee work and know that the Notice of Proposed Rulemaking on Text to 9-1-1 remains an open docket for the FCC who is looking to finalize the implementation of text to 9-1-1 both for wireless providers as well as PSAP's. The current feeling is that while the FCC recognizes the agreement that NENA/APCO and the three wireless carriers made is a good starting point that other substantial issues may need regulatory support. NENA's position on a national level is that wireless carriers need to provide the network to support texting to 9-1-1 and follow established formats and protocols and that the FCC needs to address interconnections of different networks in how they provision network for texting to 9-1-1. NENA and other public safety groups feel that text to 9-1-1 as some point will be mandated by the FCC and/or the US Dept of Justice especially in light of ADA requirements that mandate equal access to emergency services by deaf and hearing/speech impaired individuals.

11. Mic Gunderson continues to provide ancillary information to KCDA about supplemental programs that improve survivability of those suffering cardiac arrest by accessing nearby AED's. Many of these ancillary software programs are hand based on Droid or IPHones and KentEMS would like them evaluated by KCDA as we implement EMD this year.
12. TAC held a preliminary meeting on EMD implementation on February 19th but due to vacation plans I was unable to attend the meeting either in person or via telephone conference bridge. Additionally another meeting was held on March 22nd but due to my father's heart surgery I was unable to attend.
13. I worked with the Fiduciary to review the draft of the Asset Policy. Tim Smith thought the policy should also cover the depreciation of capital assets so additional language was added as suggested by him to the draft document as highlighted or in edit mode on the policy attached. He has approved the content of the policy from an accounting point of view. It is on the agenda for approval at the March 25th meeting.
14. Pursuant to the discussions I've had with Karen Chadwick, Michelle Young and Judy White from Motorola concerning the "beneficial use" portion of the contract 9.3 and 9.4 and how it impacts hardware and software warranty periods and

subsequent maintenance and support periods for software interfaces that have not been delivered as well as the information provided to the Board, I signed an amended document that accepted that beneficial use has occurred for hardware and software related to release 3.6.1 and that the warranty period can begin, but eliminated from the warranty period beginning for the following items of the CAD system:

- a. Alerting – Zetron 626
- b. CAD to CAD interface
- c. Deccan Live MUM
- d. Mobile API – New World
- e. Firehouse Datafeeds
- f. LEIN – Query Performance Issues

In the two week interim Grand Rapids has asked for an escalation of several of the nagging issues affecting them from Motorola. The resolutions for those issues is ongoing.

On March 18th I attended a meeting that was held at GR that was a result of the escalation request by GR. At the meeting from Motorola was:

- John Zidar – Territory Vice President
- Dan Ludlow – Director of Sales
- Luke Hollis – Director of Project Management
- Mike Springer – Director of Engineering
- Rick Uslan – Regional Sales Representative

Chief Belk, Deputy Chief Kiddle, Karen Chadwick, Reed Wakeman
Sheriff Stelma, Undersheriff Hess, Chief Deputy Young, Capt DeWitt

The meeting discussed the issues on the punch lists provided by the PSAP's as well as the ongoing issue with Query responses from LIEN. The meeting was facilitated by Mr. Hollis and he explained that the Kent County issue has become a CEO issue and that Motorola intends to apply the resources necessary to meet our expectations.

15. I had a conference call with Jon Stones of Priority Dispatch about how our EMD is rolling out. He indicated that the Priority Dispatch believes the contract language requires another payment but I have reviewed the addendum and the next payment is not due at this time. Following another call Jon agreed to delay the payment until June or so. We also have begun processing the

attendance of Matt Groesser from Kent County, Josh Howell from Grand Rapids and myself to attend the International Academy of Emergency Dispatch (IAED) formerly the National Academy of Emergency Dispatch (NAED) Conference in Salt Lake City on April 17 – 19 as KCDA and the PSAP's prepare for the EMD system being contemplated. Because of my past role as National NENA President IAED is waiving my registration fee to the conference, a savings of \$515 to KCDA. All will be traveling on KCDA business to the conference that is geared to implementation and support of EMD and will be the first to use the new KCDA travel policy.

It is important to note that the new Priority Dispatch EMD system is actually composed of two elements:

1. The triage of the call received to effectuate a timely and accurate response of the correct level of emergency medical response personnel, AND
2. The delivery of pre arrival instructions when the medical condition indicates that pre arrival instructions are necessary.

16. Pursuant to the travel line item for both PSAP's, GR has indicated they are sending a person to the NENA Annual 9-1-1 Conference in Charlotte, NC in June and we have begun processing that conference travel.

17. I have monitored bills or invoices for KCDA from vendors to close out Fiscal Year 2012 and all appear to have been paid by the end of the sixty (60) day window as required in the KCDA policy. So with only accounts receivable for 2012 which accrue back to FY2012 outstanding and expected within March.

I have been notified that Rehmann has begun the audit of FY2012 and had two conference calls with Kristin Saper concerning questions that arose during the audit. I signed off on the Letter of Agreement and mailed same back to Rehmann.

18. I received an email from Karen Chadwick from Damon Obiden from AMR ambulance concerning why AMR did not receive a NetClock as did Life ambulance. Since the purchase and installation occurred prior to my arrival I called Ralph and he explained that NetClocks were purchased by KCDA for primary and secondary PSAP's that had the ability to accept and transfer 9-1-1 calls between them and for which time synchronization was desired by KCDA. I also spoke with Matt Groesser and Karen Chadwick who agreed with Ralph.

Since AMR does not have the capability they did not receive a NetClock. I advised Mr. Obiden of those facts.

19. I have completed identifying KCDA assets and have reconciled them against Kent County records. During the process I identified assets not listed by Kent County and found assets that Kent County had but I did not. I still need to tag about 15 assets between the two centers and will complete that within the next two weeks. After that is completed I will enter the assets into the software system at Wyoming for tracking and report them to MMRMA.

Respectfully submitted,
Ronald Bonneau, ENP