



To: Administrative Policy Board
From: Executive Director Ronald Bonneau, ENP
Ref: Progress Report – February 24, 2014

1. Curtis and I created a letter of interest which was sent to several local law firms related to their interest in providing legal support to the Authority. We received only two responses and reviewed those presented. The responses were presented to the Executive Board for discussion and a recommendation to the Policy Board to appoint Dickenson & Wright as the attorney for KCDA was decided.
2. I presented the Assignment Agreement for EMD software from Priority Dispatch to each of the three ambulance companies for their review and concurrence. I worked with Priority Dispatch and the two attorney's (PDC and KCDA) to secure the change in language for the assignment of the KCDA EMD licenses to each ambulance company. The edited assignment quotes were tendered to each ambulance company as the reference point for the scope of work they are agreeing to and for which the assignment agreements reference.

The three agreements were approved and signed by each ambulance company and have been returned to KCDA for Board resolution at the Policy Board meeting in February with the effective date of the agreements being March 1, 2014. Subsequently, I have developed a KCDA invoice which will be sent to each ambulance company for their participation cost.

3. I have begun finished filling out the Rehmann questionnaire for the FY2013 Audit and sent it in. I have had several calls with Nancy Bazan, of Wyoming financial, about items within the pending audit in preparation for the audit teams arrival in March of 2014. I signed the letter of agreement with the auditors since the Board approved using Rehmann through 2015 by resolution last year. The audit team will begin their audit in the last week of March. Additionally, we have started to do journal entry corrections to the FY 2013 budget.

4. I processed a TEEAF travel reimbursement from Matt Groesser for the Emerging Technology Forum in Boston on December 2 – 4, 2013.
5. Since November, I have spent considerable time participating in the Motorola conference calls as they relate to the CAD project and to the proposal by Motorola to trade off CAD deliverables for other items in their public safety portfolio. These calls have been with Judy White, our KCDA CAD development team, Luke Hollis of Motorola, Christine Lay of Motorola and Tim Boyle of Motorola. Additionally, I attended the briefing at Motorola headquarters on November 21 and 22, 2013, where the Kent County team reviewed offerings that Motorola was willing to trade for these items. Subsequently, I participated in a conference call with Karen Carlson of Motorola on the value of the thirteen items. *(A separate report on this item is attached to the Progress Report that reflects the current status and final disposition of this item).*

As you are aware, I negotiated with Motorola on terms acceptable to the Authority to move the project forward. All discussions were summarized to the PSAPs for their concurrence. The summary result of the final negotiations which were approved by the Board at a Special Meeting in December is that KCDA will receive an additional 25% discount for CAD and Mobile maintenance on top of the 4.5% discount KCDA already received for a five year agreement for PremierOne CAD and Mobile maintenance. This combined discount of 29.5% will be taken off the cost for CAD and Mobile PremierOne maintenance and support service for the years 2014 – 2018 with a realized saving to KCDA for the entire period of \$414,831.

Additionally the negotiations resulted in an additional saving to KCDA of \$139,275 for the Motorola portion of the Version 3.4 upgrade to PremierOne anticipated to occur in 2015 as well as an additional credit of \$41,371 for 3 persons (one from GR, KC and KCDA) to attend the annual Motorola User Group conference for the next five years, starting with the conference in 2014.

Furthermore, KCDA (Curtis) executed a 5 year maintenance package for PremierOne CAD and Mobile and third party software as a result of the negotiations. Hardware maintenance and support was not part of the Motorola maintenance agreement as KCDA plans to purchase new hardware in the 2nd Q of 2014 and use an extended warranty period to cover that aspect of the CAD and Nobile systems. We will proceed with issuing an RFP for hardware

replacement in February of 2014. We are awaiting billing for the maintenance package aforementioned.

6. We are continuing the discussion with Kimball and Kent GIS to determine the changes in GIS data needed to comply with the State NG data requirements and had a conference call with Kimball and Kent IT/GIS to discuss methodology and costs to correct these deficiencies going forward.
7. I continue to attend the Motorola conference calls on CAD and monitored the progress in addressing the move to production mode of 3.1.6 and related issues. As part of the ongoing process, in concurrence with the PSAPs and by action of the Admin Policy Board, Curtis signed off on Version 3.1.6 on December 18, 2013, with some stipulations documented on Phase I items still outstanding and authorized Motorola to generate a milestone invoice for payment of the amount due minus the credit owed by Motorola for payments KCDA made for overtime for CAD Hot Fix testing by the PSAPs as agreed to by Motorola. That invoice was received and was for \$243,521.60 and is on the voucher list for bills to be approved.
8. After I completed and filed the MMRM questionnaire, I have monitored the renewal of our MMRMA insurance with the team at IBEX in Farmington Hills, MI., and look forward to them issuing a renewal quotation in the near future. On January 23rd I was notified that MMRMA has renewed our insurance and I signed the letter of acceptance subsequent to that conference call. The premium for 2014 will be \$8,800, which is substantially less than 2013 and we will receive a premium refund of \$1,300 this year.
9. Subsequent to the heat related server failure at Kent County Sheriff, I filed an incident report with MMRMA should the assessment of the server identify damages to the server that would cause repairs and/or replacement. Additionally, I briefed the Finance Committee on the potential financial impact of this event and received permission to expend Authority funds, in excess of the budgeted line item, using capital fund reserves to address this emergency situation. Quotes for evaluation of the equipment was secured through Motorola and the systems were examined for re-certification by Fortinet and HP and the system were examined and recertified in December of 2013. No replacement was indicated at this time.

10. As you are aware, during the negotiations with Motorola a decision was made to advance the replacement of the backroom HP hardware that runs PremierOne CAD at both PSAPs, prior to the expiration of the HP hardware warranty in May of 2014.

The decision to replace the hardware was made during the discussion of capital replacement items during the budget process and advanced after the hardware maintenance costs for a five year period, provided through a contract with Motorola, were identified as being in excess of \$600,000. If the maintenance would have been purchased, the need to replace the hardware would have still existed. The Board felt that moving up the replacement to 2014 would accomplish two things; needed hardware upgrades and eliminating a high annual maintenance cost by purchasing a longer warranty period from the vendor of the new hardware.

Motorola was asked what hardware vendor was used to develop PremierOne and the vendor they recommend for the PremierOne system to operate. They relied that PremierOne was developed and tested using HP hardware and they routinely install HP at PremierOne locations. While they have some customers that use other products, Motorola does not test those hardware products with PremierOne nor do they pre-stage other hardware vendor products. This fact does not lend itself to bidding this hardware since we only want HP, additionally, HP hardware is part of the State of Michigan MiDeal purchasing where it has been pre bid by the State.

To move this project forward I have obtained a list of all backroom hardware used in the PremierOne CAD in both PSAP locations. After talking with the two PSAPs a request was made to Motorola recently to provide KCDA with some additional information pertaining to the replacement of this equipment:

1. Motorola to inform us if the HP hardware platform (vendor) provides the optimal functionality of PremierOne CAD. To clarify, if PremierOne works on other hardware platforms such as Dell or IBM but PremierOne was either not designed to operate on other vendor hardware platforms OR PremierOne can operate on them but not to the level PremierOne does using HP hardware we would like to know.
2. Motorola has provided to KCDA a current list of installed HP backroom hardware (servers, etc) however we would like for Motorola to provide what their recommendations for HP hardware would be to a NEW installation of PremierOne CAD for a county larger than Kent County. It is our intent to purchase the strongest servers available for the application based on Motorola's experience and recommendations.
3. Motorola to provide an estimate of installation costs, provision costs, etc for installing new HP (or other vendor hardware) backroom / computer room) hardware at both Grand Rapids PD and Kent County Sheriff including in the installation, the costs for switching over from

- the existing hardware platform to the new hardware platform in a real time environment. (It is our intention to have Motorola provide a turnkey proposal to KCDA)
4. Motorola to provide a cost for the total replacement of all HP backroom / computer room hardware for the PremierOne CAD system to be located at GR and KC along with a four year warranty without an upcharge over the actual cost of the HP hardware equipment aforementioned
 5. Motorola to provide a cost for the total replacement of 38 HP CPE and 114 flatscreen 20" monitors used as workstations for the PremierOne CAD system to be located at GR (18) and KC (20) along with a four year warranty without an upcharge over the actual cost of the HP hardware equipment aforementioned. Said workstations would need to be quoted understanding that they would not be ordered at the same time. Additionally, Motorola would not have to install nor provision these workstations at either PSAP.

Judy White (our Motorola Account Manager for PremierOne) is working on providing this information to KCDA as we move forward. For information, both PSAPs and I believe that we would be better served to have Motorola provide the installation and provisioning of the new hardware, whether we purchase the new hardware directly from Motorola or purchase the HP hardware from MiDeal or elsewhere. Our intention is to install the new hardware with the least amount of downtime or affect on either of the two PSAPs and all of us feel that a key component of achieving that is to have Motorola intimately involved. However, at the Executive Committee meeting there was discussion about obtaining another quote from HP directly to see what is the most cost effective way of proceeding. Subsequently, I have sent the list of current hardware to the MiDeal representative so they can prepare a quote on the hardware and hardware installation also.

Nevertheless, I have had two conference calls with the Motorola team and this hardware replacement, and while the project is time sensitive it remains a major project, especially because the installation at the two PSAPs cannot result in major down time of the CAD system. Motorola said that it is doubtful that we can make the May 1st cutoff (for current warranty) due to the need of quoting the hardware, receiving approval, ordering the hardware, pre-staging the hardware in Schaumburg where they will load and test the hardware using our data and then deliver, install and optimize the hardware.

11. Pursuant to the project to acquire the new CAD workstations, Karen Chadwick was concerned that the current CAD software does not work on Windows 7 operating systems. An inquiry was made to Judy White of Motorola who confirmed via email that PremierOne CAD does work in Windows 7, since the new workstations will be loaded with that operating system. We have received

confirmation that Windows 7 is being used by two PremierOne CAD customers presently without problems.

12. Additionally, a question was raised about Instant Recall features that GR uses with the NICE recording platform which in the current environment is working on workstations using a Windows XP operating system. Van Belkum the local supplier of the NICE system which was purchased by KCDA and is supported annually by KCDA for maintenance, notified GR that the current system does not support Windows 7 for full functionality that they currently enjoy. He recommended a system upgrade to use Windows 7 with the NICE system and retain important functionality including FOIA requests.

Pursuant to her request I obtained a quote from VanBelkum (our local NICE representative) for upgrading the NICE system to be compliant with Windows 7 machines (which will be loaded on the workstations we get when we purchase new workstations as part of the CAD hardware project) and received a quote of \$24,500. This issue was discussed at the KCDA Finance Committee meeting as the expenditure is not a budgeted item in the current FY2014 budget and by policy it must be vetted at the Finance Committee meeting. It was discussed at the Executive Committee where the issue of "is this cost a KCDA cost" was the paramount question. The Executive Committee tabled the item and directed the Finance Committee to review and make a recommendation to the Policy Board.

13. I have compiled the Kent IT/GIS as requested report by the Board and the report is included in the Board packet for February 24, 2014.
14. I received documentation from both PSAPs on the incoming 9-1-1 call volume for the time period of July 1 – December 31, 2013 for which the distribution of 9-1-1 surcharge is derived. The split for the time period was Grand Rapids processed 59.24% of the calls resulting in a distribution of \$740,544.75 and Kent County processed 40.76% of the calls resulting in a distribution of \$509,455.25. The individual PSAPs invoiced KCDA and the checks have been processed.
15. I received the documentation of all income from 9-1-1 surcharge sources for the calendar year of 2013 from Kent County Finance. This was the result of a meeting that Curtis and I had with their legal counsel. The information has been examined and has been compiled into a usable report that was presented to the KCDA Finance Committee for their review. The report which I generated lists each company providing surcharge to Kent County alphabetically with subtotals of their funds identified. In this manner it is possible to see how companies

rebate their surcharge to Kent County currently. Additionally it is easy to see how the individual amounts fluctuate each period during the year. I think it will be useful to build historical data to support our belief about the current method of collecting surcharge in Kent County and the State of Michigan. This report will be needed on a quarterly and yearly basis and we have been notified that we will need to file a FOIA to get further reports of this nature. The report was presented to the Finance Committee at the February 5th meeting but they would like additional time to review it before making a recommendation to the Exec Committee and Board on actions we might consider.

16. As aforementioned I established an Internet Conference Call with the Finance Committee on February 5, 2013 and several items were discussed including the upcoming audit of FY2013. Additionally the committee reviewed my performance in managing the FY2013 budget which will close for all expenses in 2013 on February 28, 2014.

During the Finance Committee meeting the income from the State of Michigan 9-1-1 surcharge was discussed. The committee though the income reflected in the Finance Report from the Fiduciary was troublesome as only 54% of the expected revenue from that source has been realized even though the report was for the period of time to reflect 75% of the budget. Subsequently I checked with the Kent County finance office, that receives the payments from the State and then remits those payments to KCDA. Their information shows that they electronically transferred \$739,436 to KCDA although the finance report shows \$500,524. I am working with the Fiduciary to reconcile this difference.

17. I prepared an orientation PowerPoint for the newest Board members and then conducted an Internet orientation session with Lee Cook and Mark Herald. I also tendered to them the minutes from the Board meetings for the past six months, as well as the financial report and FY2014 budget.

Respectfully submitted,
Ronald Bonneau, ENP