



To: Administrative Policy Board
From: Executive Director Ronald Bonneau, ENP
Ref: Progress Report – April 28, 2014

1. I had an orientation meeting with Scott Smith of Dickinson – Wright at his office in Grand Rapids. I provided him with copies of all current KCD A contracts for reference, a brief overview of the strategic plan of KCD A and a summary of pending issues that might involve a legal component moving forward. He also provided to the KCD A fiduciary at W-9 for invoice processing
2. I notified Jon Stones of the receipt of invoice funds from Life and Rockford ambulance companies as Priority Dispatch begins the planning for the implementation of all three to ProQA and AQUA software. I returned our copies of ProQA and AQUA software systems to Priority Dispatch as required by FedEx and received confirmation of their return by Priority Dispatch. As we have not received the invoiced fee from AMR I have had follow up conversations with Dick Whipple of AMR who relates the delay has been caused by internal channels at AMR but they fully intend to remit the fee and participate. This delay results in the delivery of services by Priority Dispatch as part of the assignment agreement program we had agreed to combine installations and training with all three providers to capture financial efficiencies.
3. I spent a considerable amount of time with the auditors from Rehmann providing them with information and validation of financial issues in their audit of FY2013. They have provided draft comments on the audit and the finance committee is holding a special meeting on April 15th with the auditors to review and discuss those comments, of which the Fiduciary disagrees with. I as well as members of the Finance Committee and Fiduciary had a sit down meeting with Rehmann to discuss our disagreements and talked through the issues on the exception report and came to an acceptable consensus for the final version. Additionally, Rehmann conducted an audit of obligated fund balance against the history of bills payable most notably to reconcile the remaining obligations of KCD A to

Motorola for the P1 CAD project. Those corrections will be reviewed by the Finance Committee in May. As part of the FY2013 audit, I have signed the final acceptance letter and expect the final audit to be published and sent to us by the end of this month. The reconciled amounts have been used in the 301 Form for the SNC Annual Report due in May, 2014.

4. I processed the TEEAF's for Groesser and Hutchinson for attending the Exelis C4i FAT in Virginia. I also processed the TEEAF for Chadwick and Groesser for the APCO National Conference in New Orleans in August and for Reed Wakeman to the NENA Conference in Nashville in June. In that vein Motorola has notified us that the annual Motorola User conference will be September 29 – Oct 1, 2014 in Schaumburg, IL. The cost of attending that conference for one person each from KCDA, one from KC and one from GR is paid by Motorola per the agreed compensation for the outstanding contractual items.
5. I have spent a considerable amount of time and effort working with Motorola and MiDeal to secure Scopes of Work and the cost of the CAD P1 hardware at both GR and KC. Both have provided proposals and they are being evaluated. The Motorola proposal was reviewed by the PSAPs and several points of clarification were identified.

Even though the timeline proposed by Motorola indicated an approval date of April 14th, it is my view that the proposals are not ready for formal acceptance as too many issues remain in questions.

I have had two meetings on this issue, one with just the two PSAPs and one with the PSAPs and Motorola and are working to clarify the issues and have adjustments to the proposed costs. During our conversations with Motorola we received a preliminary quote for just the HP hardware from EDS, the MiDeal vendor that supplies HP hardware. The quote was not complete as it did not address pre staging or racks, shipping or delivery times to Motorola in Schaumburg. I have been working to obtain those clarifications.

On April 24th we had another meeting with Motorola to work out the remaining contractual issues before the Finance Committee review at their May 7th meeting and subsequent reviews by the Exec Committee and Policy Board. Motorola is aware of the delay caused by this extensive review by the Board and is aware that we understand the time lines for installation, testing and approval have been increased. We are hoping to have a recommendation on this item in May.

6. I have also obtained two quotes for replacement of CAD workstations and monitors in GR and KC PSAPs . One quote provided was from Motorola (as part of the CAD P1 server hardware quote) for HP Z420 Workstations (38 CPE and 114 Monitors) at cost of \$140,000. The second quote was from the MiDeal vendor EDS for the same workstations for a cost of \$86,651.16. As you recall MiDeal is a State of Michigan procurement program that bids competitively for items that precluded local government units from having to bid the same items on their own. As part of the quote from each, the team made it clear that the workstations will be ordered as needed from now until the end of 2014 and need to be provisioned in that manner. Both quotes realized that delivery. I will present the EDS quote for acceptance at the Board meeting. The cost is part of the capital equipment replacement program and was a budgeted item for FY2014.
7. I have continued discussion with Christine Lay about the processing of Motorola invoices for both the milestone CAD Phase I payment and the 2014 CAD and Mobile maintenance plans. I also secured the initial month to month payment on the hardware maintenance extension.
8. I continue to attend the Motorola conference calls on Phase II of the P1 CAD project. During our conversations it has become clear that the time frame to implement these additional interfaces is dependent on the time third parties are willing to commit to accomplish these interfaces, beyond the time the PSAP will need to be involved. This uncertainty of the third parties working on these interfaces makes clear the time lines of completing these projects within FY2014 are not realistic. Additionally, we have been notified by Michigan State Police that due to budget constraints that they will not be able to work on the CAD interface to their system anytime with 2014 but may be able to address that interface in 2015. We have relayed our concerns to the Rockford Post Commander of MSP for further information but he has relayed that the information we received is factual. So, that Phase II deliverable is certainly not going to happen in 2014 and is questionable in 2015. Motorola has been advised of our concerns moving forward in Phase II of the CAD P1 project and it may be necessary to sit down with Motorola and create a MOU or addendum to the contract addressing these remaining interfaces as individual projects with individual time lines and milestone payments.
9. As I have mentioned previously, the Authority received the documentation of all income from 9-1-1 surcharge sources for the calendar year of 2013 from Kent County Finance and the recommendation of the Board. Curtis has indicated that

he wishes to meet with the new legal counsel for Kent County to establish a new working relationship in regards to the income received from 9-1-1 surcharge prior to moving forward with the Board recommendations.

10. I have received the justification request for the change order with Motorola as it relates to new ANI/ALI 9-1-1 formatting in CAD P1. The request was sent to the Finance Committee for review, since the cost is outside the operating budget. The Chair will make a report to the Exec Comm of the decision of the Finance Committee on this request. At the Executive Committee this upgrade was discussed and the Finance Chair requested the PSAPs write a justification letter to the Board explaining why this upgrade is a cost that should be paid by the Authority and not by the PSAPs.
11. On April 24th Curtis presented the annual report to the Kent County Board of Commissioners using the PPT I prepared. There was good acceptance from the Board and some pointed questions pertaining to public safety response time and metrics as well as ambulance provisioning questions.
12. On April 9th the Finance Committee met and discussed several current issues as well as some future issues. As the Board knows the Finance Committee begins work on the next fiscal year budget in June of each year to allow adequate time for the budget development, vetting and the Public Meeting on the proposed budget to be held in October of each year. In that vein the Committee understands that the current call handling contracts with the two PSAPs expire in June of 2015, thus the committee wishes to begin discussion with the PSAPs on a new/extension of the contract ASAP so that the impact of the new contract which will be felt in the FY2015 budget can be determined. The Chair of the Finance Committee is prepared to present some names from the Board to represent the Authority in discussions with the two PSAPs.
13. I met with JoAnn Arcand about the KDCA web page redesign and she is working on a new layout, pursuant to the decision by Kent County to go to a new operating format. As you are aware, KCDA's web page is hosted by WebTechs as a supplement to the Kent County webpage. I have reviewed three new logos and we are further defining their color schemes. After review of the three we believe two really capture what the Authority does. We will review the two at the Board meeting.

I also have spoken with Karyn DeMarco of Will County 9-1-1 in IL, about their Kids Museum display about 9-1-1 and dispatch for design ideas. I am interested in implementing such a display in GR and have begun discussions with NENA on design and educational intent of such an exhibit.

14. I participated on the recently completed National NENA/APCO working group for the Quality Assurance in PSAP's Standard. This standard is scheduled to go to ANI for acceptance sometime this summer. (FYI to KCDA and without cost)
15. The Federal Railroad Administration in Washington, DC, of which I am the NENA Board Liaison to same, recently adopted the recommended changes to the Railroad Locator smart phone application software. These recommended changes originated from a working group I chaired. (FYI to KCDA and without cost)
16. I continue to participate in the PSAP Railroad Standard which is being updated and will be sent to ANS for acceptance and publication as an operational standard for PSAPs this summer. (FYI to KCDA and without cost)

Respectfully submitted,
Ronald Bonneau, ENP