



To: Administrative Policy Board
From: Executive Director Ronald Bonneau, ENP
Ref: Progress Report – May 19, 2014

1. I had an orientation meeting with Jessica Wood of Dickinson – Wright at her office in Grand Rapids. As she will be working on KCD A items it was important for her to understand how the Authority operates and current issues that have the potential for legal opinions and/or actions. Additionally she requested all administrative policies that have been developed by KCD A be provided for future reference and to provide baselines for their knowledge of KCD A which was provided.
2. I have continued to monitor the lack of payment of 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. As reported in last month's report, this continues to delay 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 had several additional meetings with Rehmann to bring closure to their audit of KCD A with both Curtis and I signing off on the final acceptance letter to Rehmann. As usual they did not find any misappropriations of funds, nor did they find any factual misrepresentations of the financial condition of the Authority.
4. As requested by me, 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 were presented to the Finance Committee at their meeting on May 7th and will be discussed at the Exec Committee meeting.

5. As reported earlier 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. While both provided initial quotes, both had areas not thoroughly covered and both quotes were returned along with items missing and for which the Authority required either clarification, assurances and/or pricing.

I have tried to comply with the instructions given to me by the Board, that being that the Board wanted me to obtain two quotes for the replacement of HP server hardware at GR and KD from both Motorola and through the MiDeal HP dealer in MI. However, both quotes needed to contain the same information and pricing for comparison. And while Motorola has provided the entire quote, the MiDeal vendor has not, notwithstanding the numerous phone calls/emails I have made to the vendor (copied to Michael Young). As recently as last week, I spoke to Phil Kelso of HP about the quote and advised him that I was prepared to move forward with Motorola if HP (MiDeal) did not have a completed quote to him by the COB on Friday, May 2nd so that I had enough time to present both to the Finance Committee for review. I did not receive the MiDeal HP quote on Friday, nor did I have it today when the Finance Committee met. It is important to note that several significant portions of the MiDeal quote for hardware was missing, notably the cost for staging and shipping of the hardware, the delivery time to Motorola of the hardware as well as the costs for 5 year warranty or maintenance and the cost for the Microsoft SQL software.

I have met with Motorola to talk about the struggles with including language about the installation of the new hardware, section 1.2 of the proposal and the ATP testing sections at this time. The PSAPs and I feel that we can achieve a better result as we move forward with the project and address these two issues when more is known about time frames, etc. We have asked Motorola to put a notation in each section where they have written that the process is an example to include language stating the process will be decided at a later date with mutual agreement between GR, KC, Motorola with approval from KCDA. This will allow the Authority to authorize the expenditure and allow the PSAPs and Motorola additional time to address these operational issues.

6. The contract with the HP vendor through MiDeal for CAD P1 workstations has been executed and the first round of workstations/monitors have been ordered for GR and KC. Additionally I processed the MiDeal membership agreement and

packet and have remitted, through the Fiduciary, the funds for this year's membership. The HP vendor has asked me to be the single point of contact for all future workstation/monitor requests as they will require a KCDA PO for each order. I have advised both PSAP managers of the process for ordering.

7. I continue to attend the Motorola conference calls on Phase II of the P1 CAD project. We have had initial discussion with Motorola on the potential for removing the CAD – MSP interface as a deliverable from the original contract and are exploring the feasibility of achieving such type of agreement and related cost structure. We are concerned as this particular interface presents challenges to the Authority and the PSAPs as we have no direct control if and when MSP will permit resources to be allocated for the interface and the impact this will have on completing the CAD project in FY2014.
8. On May 7th I attended the Finance Committee meeting in Rockford. During the meeting the Committee directed me to begin work on the first version of the FY2015 budget for their review in July.
9. I had a phone meeting with JoAnn Arcand about the new KDCA web page redesign required due to Kent County moving to a new web base platform. The new platform will add many new features and a new look. I have also asked her to work on additional logo designs for KCDA.
10. Last month I received a call from Matt Groesser asking me to contact Kirk Herring of Garman about Mobile Satellite Service (MSS) and 9-1-1 calls to Kent County. Matt had also contacted Kevin Travis from Kent County about the potential surcharge from these devices.

After speaking with Mr. Herring he advised that Garman has several clients in Kent County that have acquired satellite phones and have asked for the provisioning of 9-1-1 service. He wanted to know how to remit surcharge to Kent County for those devices.

I had some reservations about MSS and 9-1-1 calls to Kent County PSAP specifically how they would be received, provisioned (Class of Service designation, call back number capability, service address or name, and routing schemes). Additionally I understand that satellite phones have worldwide access and while expensive to use (\$8-10 minute) they are often used in remote areas outside normal public safety response capabilities. The potential liability for the PSAPs could be huge if we received a 9-1-1 call from such a device without the

means to respond. Additionally, the legal concept of accepting a fee for a service, establishes an expectation of service of the person providing the fee. I referred my concerns to Jessica Wood of Dickinson – Wright who had the same concerns I had about the expectation of service when fees are remitted.

I asked Garman for further information and they said the satellite call routing is being handled by Intrado. After several attempts to locate the correct person at Intrado I finally talked with Todd Rafter and he sent me a copy of the order from the FCC from a 2005 docket where the FCC requires that all MSS providers provision 9-1-1 services from those MSS devices operating within the USA.

Furthermore they advised that 9-1-1 calls from MSS devices are routed to the Intrado Call Center in Longmont, CO where their operator determines the location of the caller, the type of call and the correct PSAP to notify. He said they then call the PSAP on the ten digit number and advise them of the call and can connect the two parties.

This is essentially the same process Intrado performs with OnStar acting as a relay center. After determining this information I have advised Garman that they do not have to remit a 9-1-1 surcharge and advised Kent County Finance that Garman will not remitting any funds for 9-1-1 since they do not deliver the calls on 9-1-1 trunks. The issue of liability is satisfied since we will not be handling the initial call from the MSS device.

11. I created the PPT for the presentation for the participants of the Authority and attended the event on May 13th.

Respectfully submitted,
Ronald Bonneau, ENP