

KCDA TAC Update

Hi everyone, it's been quite a while since we have all been together for a meeting but, as you know, that doesn't mean we haven't made a lot of progress. I would like to take a few minutes and get everyone caught up on the parts of the projects you may not have been actively working on.

CAD Project:

This project is coming along nicely. We have finalized the contract with Motorola and have even paid the first bill. We had a two-day kickoff meeting on Feb 9th and 10th. This was a pretty intensive set of meetings designed to orient our staff to the process involved in implementing the CAD solution. We also did a substantial amount of information gathering meetings prior to and during the planning sessions to give Motorola information to get started in the engineering process. Specifically we have already supplied a substantial amount of the Geofile data and Motorola has started to study the material and plan their work. We have developed the merge strategy and decided on the data precedence that will be applied during the implementation and have another meeting next week with the major data suppliers regarding a long-term maintenance strategy.

We have also done preliminary work in the data conversion plan that included a careful study of the data that we will import into the Motorola CAD system. This work is focused primarily in the premise related data and some incident history.

Interface work has also been started as Motorola has already received the API for Core Technology's Talon product. This API will allow the interface with core so that it can be used as the query tool for LEIN, NCIC and all of the Talon databases we currently enjoy access to. Both the dispatchers and mobile users will utilize this interface. The API is also being used in Saginaw County in a project that will likely go online months before the Kent County project. Motorola is currently developing the engineer planning that will soon be turned over to New World, Iyetek and File Maker for use in developing the in car report interfaces and also to be used for the Firehouse and Visionair products used in many area fire departments. Also under design are interfaces to EMS CAD systems. Once the engineer designs are received we will develop a schedule with each of the involved vendors.

The timeline involved in this CAD deployment will prove to be a challenge as on-time delivery will require us to continue to work through planning and provisioning responsibilities throughout the spring and summer. Although exact time lines are not yet available we have set some preliminary dates:

May	Start Interface Development
Apr-May	Policy and response planning
Apr-May	Geo File final delivery
July	Server Deliver/ Administration GIS training
September	System setup – run card configuration
October	Train the Trainer Training

We will continue to need the support of all of you to keep this task on schedule. We will need committees willing to develop response plans, code tables and be poised and ready to address operational issues uncovered during the implementation. Many of these questions will be questions best answered by staff in operational roles.

Phone System – CPE

We have also made some progress on the purchase of the phone system. As you remember, we put a request for proposal document out in the fall and received six responses. We invited three of those vendors to Kent County in November and reduced the pool to two vendors, Microdata-911 and Advanced Wireless Telecomm (AWT) who is an implementation vendor for the Plant Sentinel system. After a weather delay in December, we got back on schedule in January and visited installed sites for both vendors. During these visits we became very confident that the AWT product was best suited to meet the needs of our combined centers. At the January KCDA board meeting we received permission to pursue a final proposal and contract with AWT to supply our CPE equipment- we are currently working through final contract language. The contract will be roughly \$900,000 and could result in the phone system delivery as early as April.

This equipment will be installed in both the Kent County Communications Center and the Grand Rapids Dispatch Center and be fully interfaced with both PBX systems. There will be no required equipment changes at any of the secondary PSAPs and will allow us to transfer 911 calls via the CAMA trunks to any PSAP with ANI/ALI.

Recording System/ Netclock

With the delivery of the new phone system it will be necessary to transition recording equipment at the same time. Our current plan is to expand the recording system produced by NICE in use at the Kent County Communication Center to both centers. This allows us to take advantage of previous investments and build a shared system that would allow access to recording of audio received at either of the PSAPs. This system is a role based security system that can allow or prevent access to a user based on who they are as opposed to where they are. The current system in use at the Wyoming Police Department is also compatible and may also be incorporated into the system once Wyoming and Grand Rapids have merged. The current system provider for this system is Vanbelkum and they have been consulted for design and pricing information.

In addition to the recording system, we will also need to coordinate the netclock installation with the new phone system. We are currently seeking quotes for this installation as well.

Network Planning

If we don't already have enough balls in the air already, we have also identified a significant amount of network planning that must take place in the near future between

Grand Rapids IT and Kent County IT. The preliminary discussions have happened in conjunction with the CAD kickoff meeting. We will plan additional planning sessions for the next couple of weeks to stay on schedule with the phone and CAD implementation.

Staff Communication

This project has implications far beyond the dispatch centers. We will need to continue to discuss the planning needs with our staffs. Specifically, we have purchased a mobile system in conjunction with the CAD system. This will require a transition for every department, system wide in January (ish) 2011. We will need to assist departments with this transition. Specifically, we will need to recruit patrol and fire staff to plan the mobile look and feel and to act as trainers to the 300 or so people that will need to be trained all within a month of each other. If that doesn't sound fun all on it's own- this will be at the exact time that we will be trying to go online with a new CAD. Start talking about this with your administration and coworkers.

We will be scheduling a full TAC meeting in a couple weeks to touch base and develop names for some of the tasks that have been outlined; we'll be in touch.