



**Administrative Policy Board**  
**9:30 am Monday, April 23, 2012**  
**Wyoming City Hall, Lower Level Conference Room**

### **Agenda**

- 1. Call to Order**
- 2. Public Comment**
- 3. Approval of the Agenda – April 23, 2012**
- 4. Approval of the Minutes – March 26, 2012**
- 5. Members Excused**
- 6. Financial Report** (*Motion to Authorize Expenditures and Disbursements as Attached*)
- 7. Recognition of Ralph Gould (Holt)**
- 8. Financial Services RFP:** (Michael Young)
- 9. Grand Rapids Fire Department/KCDA Radio Grant: (Knapp/Holt/Bonneau)**  
*Motion to approve increasing the KCDA match portion of the grant from 20% (\$437,500.00) to 22.04% (\$495,000.00).*
- 10. Audit:** (Bonneau)
- 11. Mission Statement** (Bonneau) *Motion to approve the KCDA Mission Statement as presented.*
- 12. Method for Policy Creation** (Bonneau) *Motion to approve the methodology to create administrative policy for KCDA.*
- 13. Update from TAC** (Michelle Young and Karen Chadwick)
  - a. CAD*

b. CPE

14. Update and Progress Report from Executive Director: (Bonneau)

15. Executive Committee Update (Holt)

16. Miscellaneous

**Upcoming Meetings** ([www.kent911.org](http://www.kent911.org))

KCDA Executive Committee Meeting:

**NOTE DATE CHANGE**

Monday, May 7, 2012 at 10 AM, Wyoming City Hall

KCDA Administrative Policy Board Meeting:

**NOTE DATE CHANGE**

Monday, May 21, 2012 at 9:30 AM, Wyoming City

**Bills for Approval**

<b>Name</b>	<b>Purpose</b>	<b>Amount</b>	<b>Approval</b>
City of Grand Rapids	Frequency Coordination	\$580.00	Curtis
Priority Dispatch	EMD Tier Payment	\$30,260.60	Admin PB
PCS	Consulting March 12	\$6,060.00	Curtis



**Administrative Policy Board  
9:30 am Monday, March 26, 2012  
Wyoming City Hall, Lower Level Conference Room**

**Minutes**

**1. Call to Order at 9:33 am by Chair Holt**

**a. Members Present**

Curtis Holt – City of Wyoming  
Laura Knapp – Grand Rapids FD  
Larry Stelma – Kent County Sheriff  
Dan Koorndyke – Kent County Board of Commissioners  
Dick Richards – City of Grandville  
Dennis Hoemke – Township of Algoma  
Mark Meijer – Kent EMS  
David Peterson - Plainfield FD  
Michael Young – City of Rockford

**b. Member Absent**

Getzen

**c. Chair Declared a Quorum was Present**

**d. Guests**

Karen Chadwick Grand Rapids PSAP  
Matt Groesser Kent County PSAP  
Rick Uslan Motorola

David Kiddle Grand Rapids PD  
Jennifer DeHaan Kent County Administration  
Chuck DeWitt Kent County Sheriff's  
Ronald Bonneau KCDA Executive Director  
Will Rouster Student Grand Valley State University

**2. Introduction of New Member GR Fire Chief Laura Knapp by Chair Holt**

**3. Public Comment - None**

**4. Approval of the Agenda – March 26, 2012**

a. Motion to Approve – Richards,

b. Second – Peterson

No Discussion

Approved 9 -0

**5. Approval of the Minutes – January 23, 2012**

a. Motion to Approve – Meijer

b. Second – Peterson

No Discussion

Approved 9-0

**6. Members Excused – Chuck Deschaine, Kevin Belk and Chris McIntire**

a. Motion to Approve – Young

b. Second – Knapp

No Discussion

Approved 9-0

**7. Financial Report** (*Motion to Authorize Expenditures and Disbursements as Attached*)

a. Motion to Accept Financial Report and Disbursements – Koorndyke

b. Second – Hoemke

No Discussion

Approved 9-0

**8. Recognition of Ralph Gould** – Chair Holt explained to the group that he felt that Ralph's exceptional service to the Authority deserved special recognition in the form of a gift. The entire Board was in agreement that he should be honored and Member Meijer suggested that the Executive Committee determine the type of recognition and gift that would be most appropriate. The APB members agreed and the item will be placed on the next EC agenda.)

**9. Special Election of KCDA Treasurer** to replace Greg Sundstrom and make appointment to the Executive Committee. Chair Holt thanked Greg for his service to the Authority and explained that the Authority needed to have an election to name a new treasurer. He said that he had spoken to Michael Young who had agreed to serve in that capacity upon APB confirmation.

a. Motion to Nominate Michael Young as Treasurer of KCDA – Koorndyke

b. Second – Peterson

There were no other nominations

Approved 9-0

**10. Financial Services RFP:** Chair Holt explained that another step in moving some of the administrative tasks from Kent County was the development and release of a Request for Proposal for Financial Services. He explained that it was released earlier in the month and responses are due by March 27, 2012. He also said that he had appointed a review committee consisting of Young, Hoemke and Bonneau to review the proposals and make a recommendation to

the Exec Committee. Review committee member Young then told the Board that the review team had held an online organizational meeting and had finalized the methodology, scoring matrix and time line of the review with a goal of having the final recommendation being presented to the Exec Comm at the May meeting. Dennis Hoemke stated that our target date was the EC meeting on May 14, 2012. Bonneau made some comments on the development of the RFP and thanked Jennifer DeHaan for her assistance and well as the Wyoming Financial Director. Curtis stated he is expecting a good response from the RFP.

**11. Grand Rapids Fire Department/KCDA Radio Grant: Chief Laura Knapp gave the financial summary of the grant and she explained they are trying to get clarification about the total award which was reported originally as \$1,750,000.00 but which they believe is actually \$2,000,000 with a 20% match from KCDA. She told the Board the City of Grand Rapids had requested a letter from KCDA reconfirming our commitment to provide the 20% matching funds up to \$500,000.00. The letter was drafted by Bonneau and signed by Curtis Holt and given to Chief Knapp for her City Council meeting on Tuesday, March 27<sup>th</sup>. The Chief went on to say that the City Council has 30 days to accept the grant funds and 12 months to implement the project.**

Karen Chadwick then gave a summary of the technical portion of the project and what the project is designed to address; the availability of radio access to all radio networks from both PSAP's and the microwave backhaul to serve the radio and CAD systems between the two PSAP's. She felt the project is the logical link to allow either PSAP to service the other as a "hot backup" center in the event one center is overloaded or must be abandoned.

Matt Groesser, representing Kent County PSAP, said they agree that this project is a significant one for public safety in the County.

Bonneau told the Board about the kickoff meeting that had occurred on Thursday, March 22<sup>nd</sup> with Grand Rapids FD, Grand Rapids PSAP, Kent County PSAP , KCDA and Max Machuta attending to talk about the individual responsibilities in processing the grant. Chief Knapp explained that the City of Grand Rapids would process the grant application, manage and perform purchasing and accounting for the grant and complete the grant reports.

Bonneau then explained why a consultant was at the kick off meeting. The group felt we will need to employ the services of an independent consultant to help the TAC identify the critical components of this very complex radio project since we do not feel that we have the expertise to develop the technical specifications of the project RFP internally. Moreover, we need to have a consultant that is neutral with no manufacturer allegiance and who is not interested in bidding on the project. The group discussed the scope of work we would need and the method of funding such a consulting component within the tight timeframe of the grant project.

**2011 Audit:** Chair Holt explained the audit process that KCDA uses as a portion of the Kent County audit and our financial portion of that audit.

*Motion to renew an Agreement with Rehmann Robinson to perform an independent financial audit of Kent County Dispatch Authority for the Fiscal Year ended December 31, 2011, at a cost not to exceed \$6,250.00 and authorize the Chair to sign the Agreement.- Stelma*

Second – Meijer

No Discussion

Approved 9 - 0

**12.MMRMA Insurance Renewal:** Chair Holt explained the relationship of KCDA with the insurance renewal and asked member Koorndyke, who had reviewed the insurance proposal if he had found anything of concern with the proposal.

Koorndyke responded he found the proposal sufficient. Member Meijer asked if we felt the liability provision was sufficient and the consensus was that it was. *Motion to renew the annual contract for insurance services with MMRMA in the amount of \$12,372.00 for one year and authorize the Chair to sign the contract. -*

Koorndyke

Second – Peterson

No Discussion

Approved 9 – 0

**13.Update from TAC** (Karen Chadwick and Matt Groesser representing Michelle Young)

- a. *CAD – Matt stated that he has been pleased at the improved methods that Motorola has implemented that are making inroads into addressing the issues before the PSAP's as they move toward cut over of the new CAD system. He stated the in-house testing by Motorola of the Patch Fixes is improved and the recent releases are working as they should. Matt went on to say the last time Motorola was on scene they had nine computer engineers working on the release and the new way they are presenting the fixes to the PSAP's makes it easier for the test teams at the PSAP's to see what has been changed and how to test those issues. Karen Chadwick agreed and stated the last release cleared up 37 of the 40 issues they felt were required to proceed to cutover. They are still trying to determine with Motorola that they will be able to include some other fixes into the next release.*

*Chief Knapp asked if they are still looking at two phases for the final cutover and Matt said it is probably going to be three phases now.*

- i. Phase I – Ok with CAD and Mobile to go Live*
- ii. Phase II – CAD to CAD interface for EMS, EMD, MUM and Station Alerting*
- iii. Phase III – State Police Interface with GIS units*



b. *CPE – Chadwick reported they are still having issues with the Aurora reporting software from Cassidian but have been told my AWT that the issue is happening because each PSAP uses a different ALI format with their current CAD system. AWT believes when they both are on Motorola CAD, that they will use the same ALI format and the issue will self heal. Monitoring the situation and will attempt to validate the reason with Cassidian.*

**14. Priority Dispatch:** *Chair Holt asked Bonneau to give summary of the issue.*

*Bonneau explained the contract in force with Priority Dispatch identifies payments due by KCDA that were based on dates that were developed when CAD was designed to be on line sooner. Priority Dispatch had informed Bonneau in February that they were going to invoice KCDA for 80% of the total cost (\$105,921.00) since that milestone payment was due to be paid by KCDA over a year late ago but had been delayed to the CAD delay. After checking with the PSAP managers it was felt that KCDA did owe Priority Dispatch some money but the group felt that a good faith payment of less than \$105,921 was in order., Subsequently Curtis and Bonneau met via conference bridge with Priority Dispatch and developed a new payment schedule requiring a payment of \$30,360 now and the remaining payments scheduled in November of 2012 and the 1<sup>st</sup> Quarter of 2013.*

*Koorndyke questioned if the old payments were tied to deliverables and was told they were not, but rather to dates we originally believed would be met in the Motorola cutover. Koorndyke then asked if we were confident that we could meet the new dates as outlined in the proposal. Curtis said that while we hope we can meet them with the CAD project, but that we had to do something with the Priority Dispatch contract to preserve the current price schedule of goods and services and to make sure they supplied, without additional cost, the newest software version of EMD, ProQA Paramount. Koorndyke went on to state that we are paying out money for something we have not even seen installed and Curtis, Bonneau and Chadwick assured the Board that Priority Dispatch is a*

*reputable company with hundreds of EMD installations throughout the USA and it is the product specified by Kent EMS. Furthermore, we are confident that the EMD system is a well proven system through the hundreds of installations across the State and USA. The Board was comfortable with proceeding.*

*Motion to approve the revised financial payment terms as outlined in Quote #73647 dated March 20, 2012. – Peterson*

*Second – Knapp*

*No discussion*

*Approved 8 – 0 (Meijer Abstained from Voting)*

**15. Update and Progress Report from Executive Director:** Report as Distributed by the Executive Director. Chief Peterson stated that in the Director's report a reference is made to the lack of between \$4-7 million dollars in the collection of surcharge by the Michigan Auditor General and asked if this is the entire state loss, there must be losses in Kent County what can be done locally to collect the surcharge due. Bonneau replied that the Auditor General is asking for new legislation with an enforcement and penalty clause for carriers that do not remit the correct surcharge. Bonneau explained that it is impossible to determine if wireless carriers are not remitting the proper surcharge since they do not have to release the number of subscribers they have to the Authority or to anyone else, so it is hard to quantify if the correct surcharge is being collected and remitted.. Additionally Curtis spoke about wireless PrePaid and explained that there is legislation being introduced in the Michigan legislature which addresses PrePaid by requiring the collection of the surcharge at the point of sale. Bonneau stated this is the method many states are using to collect prepaid and that prepaid is the largest pot of money being uncollected nationally.

**16. Executive Committee Update – No Report**

**17. Miscellaneous – None**

**Meeting Adjourned 10:27 AM**

**Upcoming Meetings** ([www.kent911.org](http://www.kent911.org))

KCDA Executive Committee Meeting:

Monday, April 9, 2012 at 10 AM, Wyoming City Hall

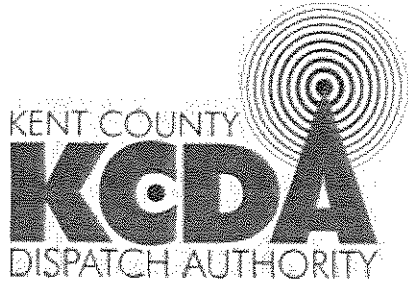
KCDA Administrative Policy Board Meeting:

Monday, April 23, 2012 at 9:30 AM, Wyoming City

**Status of Current and Future Project / Task**

<b>Project/Issue</b>	<b>Assigned</b>	<b>Status</b>	<b>ECD</b>
Appoint New Treasurer to replace Greg Sundstrom	APB	Completed	3/26/12
Financial RFP	KCDA Review Committee	Review	5-14-12
Appoint RFP Review Committee	Holt	Appointed	3/26/12
New Authority Mailing Address	APB	Discussion	3/26/12
5 / 10 year Capital Budget	Holt and Bonneau	In Progress	5/15/12
Annual State 911 Report	PSAP Directors & Bonneau	Begin this month	5/1/12
Web Site Redesign	Bonneau	In Progress	5/1/12
CAD to CAD interface	Young	In Progress	TBD
CAD Installation Timeline and Progress Reports	Chadwick and Young	Weekly Conference Calls with Motorola but Awaiting Schedule	TBD
Zetron Paging	Young		TBD
Interface of ProQA Paramount to	CAD	In Discussion with	TBD

Motorola CAD	KCSO	Motorola	
Live MUM	Pending		TBD
Fire Grant Acceptance	GR FD/ GR PD/ KCSO/ KCDA	Meetings for Process Established	4-15-12
Fire Grant Project	In Progress	Working Group	3-1-13



To: Administrative Policy Board  
From: Executive Director Ronald Bonneau, ENP  
Ref: Progress Report – April 23, 2012

1. During our discussion with Priority Dispatch about the restructuring of the payment schedule, Jon Stones offered to waive the registration fee (\$600 per person) if two people from KCDA wished to attend the upcoming NAED Navigator Conference in Baltimore on April 18 – 21. In light of the upcoming EMD project, attending the conference to gain insight into the system from an operational point of view in addition to establishing relationships with others that use the EMD system was viewed as a great opportunity. Curtis advised that the Board would support KCDA underwriting the travel costs of up to two persons, one from each PSAP attending. The two PSAP's were contacted and Kent County decided to send one person, Matt Groesser, to the conference with KCDA paying for the travel costs. Grand Rapids did not have the personnel available to attend.
2. We received five responses to the RFP for Financial Services and the review committee is in the process of reading and scoring the proposals. Chair of the Committee, Michael Young will provide additional information.
3. I attended NENA's 9-1-1 Goes to Washington event from the evening of March 26 – 29<sup>th</sup> where I attended several sessions on the new "D" block project and network rollout, FCC initiatives related to 9-1-1 including location accuracy rules; and alternative funding mechanisms that are being discussed nationally to address the loss of revenue from hard line telephones or to capture innovative ways to capture funds. As in my interviews with KCDA Board members, financial sustainability is a critical component of meeting the future funding of 9-1-1 provisioning and service to our citizens. Several new types of funding streams were discussed that may lead to new money into PSAP's.

Additionally, I had the chance to meet with several other Authority Directors across the State that attended and together we made congressional visits to: Rep. Levin, Rep. Amash, Rep. Huizenga, Rep. Upton, Rep. Walberg, Sen. Stabenow and Sen. Levin.

I also had a meeting with Darrin Reilly, the CEO of Cassidian and spoke of some of the challenges faced by KCDA in the implementation and maintenance of the 9-1-1 phone equipment, most recently the Aurora software issues.

Furthermore, I had a meeting with Laurie Flaherty of NTIA about some other grant funding opportunities that might be present for radio interoperability.

4. I continue to participate in the weekly conference calls with the PSAP managers and their teams with Motorola as we move forward in addressing the concerns about the implementation plan. My impression is that they are increasingly happy with the recent releases and the methods being used to pre-test the software in Boulder prior to site delivery.
5. As you are aware, the Grand Rapids Fire Department received official notification that they have been awarded the Fire Interoperable Radio Grant they applied for which KDCA was a partner. The original amount of \$1,750,000 has been confirmed that it is the correct amount and the \$2,000,000 federal portion was wrongly conveyed to GRFD.

Curtis and I had a meeting with Scott Buhner of Grand Rapids purchasing and Fire Chief Knapp concerning the financial accounting and purchasing requirements needed to comply to the grant. Furthermore, due to the reduction in the project funding an amended budget was sent to FEMA for concurrence on March 28, 2012, by GRFD. (**see attached spreadsheet**) We were notified on April 17<sup>th</sup> that FEMA has approved the amended budget and the grant has been awarded to GRFD. Curtis and I have a follow up meeting with Chief Knapp and Scott Buhner on April 24<sup>th</sup> to discuss finalizing the acceptance language in relation to how GRFD, the City of Grand Rapids and KCDA will interact on the grant.

As an additional component of the radio grant project, I attended a meeting between the GR PSAP, Kent County PSAP and the Michigan State Police concerning patches between the PSAP' and MSP and how it could be accomplished with the new radio console equipment as contained within this Fire Grant project.

Pursuant to information provided about the desire to hire an independent radio consultant, to assist all parties in the development of a comprehensive and technical RFP for the Fire Grant Radio and Backhaul project linking disparate radio networks including patches to the MSP; assist in the evaluation and scoring of responses to the RFP; choosing a vendor and assisting in contract language and providing project management services, I requested a preliminary SOW from Municipal Services Consulting, which has been reviewed by Karen, Michelle, Matt Groesser and myself. Equally important to the project success will be selecting a consultant with no ties to a particular vendor, with no interest in bidding the project or helping others to bid the project and to represent the interests of KCDA and the member PSAP's in system design.

Method to be used to hire the consultant will be discussed at the Administrative Policy Board meeting on April 23, 2012.

6. I had a meeting with Matt Groesser about the Grand Rapids Airport and their communications capabilities from an interoperability standpoint.
7. I attended the SNC Spring Technology Forum in Lansing and attended sessions devoted to the new Broadband D Block allocation and the preliminary steps needed to implement a statewide and nationwide public safety grade, IP network using the spectrum.

I also attended a session on the requirements for acquiring and/or provisioning an Emergency Services IP network (ESInet) which was very informative.

I also attended a session on Social Media and Public Safety applications which I found very interesting and may give us some additional ways to achieve outreach of the Authorities mission and goals.

During the luncheon Karen Chadwick and I had a meeting with AWT about the continuing Aurora software issues. The discussion resulted in three requests from us to AWT: research the Aurora software issue with Cassidian, check into the ALI load issue to the server from ATT and provide us a list of all trouble tickets presented to AWT by either of the two PSAP's since installation.

8. I meet with the Dispatch Authority Director from Ottawa County, Tim Smith and his team, and we talked about regional initiatives that both of our Authority's have interest in including LMR trunked system, ESInet and other technology to

strengthen our ability to function in an emergency through intercounty applications. The suggestion was made to have each of our TAC committees meet to discuss ways to implement some of these systems.

9. I drafted a letter, which was approved by Curtis, to Harriet Miller-Brown informing her that KCDA would not be participating in the NG GIS grant project at this time. The decision was made by the Executive Board due to the lack of staff resources necessary to build out the ESZ layers on the mapping application. The letter explained that KCDA is willing to participate at a later date and provide the map layers to the state repository.