

1

DATE: September 13, 2010 **UPDATED SEPTEMBER 27, 2010**
TO: Kent County Dispatch Authority Chairperson Curtis Holt
FROM: Ralph H. Gould
SUBJECT: **PROGRESS REPORT** for the September 13, 2010 Executive Committee Meeting
UPDATED FOR THE SEPTEMBER 27, 2010 ADMINISTRATIVE POLICY MEETING

AWT 9-1-1 CUSTOMER PREMISE EQUIPMENT (CPE) SYSTEM

12 post-Cutover issues were initially identified, now 21 issues. A meeting was held on September 8th with AWT who also invited their subcontractor (Plant/CML) to the meeting. AWT agreed to furnish an update on the status of the issues by the end of last week.

AWT has requested Cutover Payment (20%), the last payment prior to the 10% Reliability Test, which I requested to be placed on today's Executive Committee Meeting so the Committee can be briefed on the current Project status. **UPDATE:** Forwarded to Administrative Policy Board for further review. Some of the 37 issues are listed as "completed" on the September 24th list.

MOTOROLA CAD SYSTEM

Motorola has requested payment for Milestone #3 (hardware delivery and installation) and Milestone #4 (application software installation). I asked Motorola to provide an update on the anticipated completion of Milestone #2 (functional system description, interface requirements and implementation /cutover plan), and also Milestone #5 (interface software). They anticipate 30-60 days for #2, and 90-120 days for #5.

I requested that Milestone Payment #3 and #4 be placed on the Executive Committee Meeting agenda so the Committee can be briefed on the circumstances of the out of sequence payment requests, which includes work from other companies in addition to Motorola. **UPDATE:** reviewed. Moved forward for normal processing. Motorola has also indicated completion of the CAD Geo-File progress verification milestone, a non-payment milestone..

NEW WORLD INTERFACE WITH CAD

Michelle Young arranged for a meeting with New World regarding their RMS Interface, which was held on August 24th. In addition to the potential interface users of this interface Com. Tanis and I also attended. Michelle will report on current status of a price and schedule from New World. **UPDATE:** Michelle has subsequently received additional interface information.

REROUTING OF CELLULAR 9-1-1 CALLS

As discussed at the last Executive Committee Meeting I have obtained 2010 statistics for wire and wireless 9-1-1 calls, by PSAP, to quantify the current (pre-rerouting) call volumes. Karen Chadwick and Michelle Young have made the request for the first cellular telephone company (Verizon) to prepare for the rerouting their cell 9-1-1 calls. This will involve a small charge for large cell site maps, and expense previously approved by KCDA. **UPDATE:** They have updated information on 9-1-1 rerouting plans for the other cellular telephone companies.

TIME SYNCHRONIZATION (NETCLOCK; VANBELKUM) PROJECT

Additional NetClocks for Secondary PSAP's and CAD to CAD points to provide County-wide CAD time synchronization will be ordered when TAC has completed configuration information.

KCDA REVENUE

The letter has been mailed to companies identified by the State 9-1-1 Office as possibly providing 9-1-1 access in Michigan that we currently are not receiving surcharge funds from. Jennifer DeHaan will report on the initial returns from the mailing. **IN PROGRESS.**

MICHIGAN PUBLIC SERVICE COMMISSION ACTION – MULTILINE TELEPHONE SYSTEMS

On August 5, 2010 MPSC indicated that future comments on this proposed requirement will now move to "formal" comment period. As of September 10, 2010 MPSC has not made and further

announcement regarding this mandatory replacement of any telephone systems that can not meet requirements (including local government telephone systems)

PROJECTIONS OF FUTURE KCDA DECISION POINTS AND EXPENSE APPROVALS

[Note: items in red and within square brackets in the below list includes necessary actions on the part of the Kent County Board of Commissioners, Kent County Clerk, and PSAP's that have a direct impact on the approval of the 2010 tentative 9-1-1 Service Plan. These items could also prevent the Plan from becoming the Final 9-1-1 Service Plan on schedule.]

**** Indicates that this item is subject to delay from a modified CAD Project Schedule from Motorola.**

***** indicates Kent County Legal Department's recommended modification of PSAP listing in existing 9-1-1 Plan, then to be later followed by revised 9-1-1 Plan.**

The following approval points are projected:	PREFERRED DATE	LAST DATE
Tentative Approval of initial PSAP Start Up Expenses	MONTHLY	
Final approval of additional Time Synchronization Systems (TAC)	DONE	
Approval of Contract with New World (PENDING: RECEIPT OF NEW WORLD BID)		
Approval of additional Motorola Interfacing	OCT	
Approval of all remaining PSAP & CAD to CAD networking expenses **		**
Review of Tentative 9-1-1 Service Plan, w/9-1-1&Disp. Assignments ***		***
[Kent County Resolution Approving tentative 9-1-1 Service Plan	***	***]
[Mailing of Commission Resolution and tentative 9-1-1 Service Plan	***	***]
Approval of #2 Design Milestone Payment to Motorola (w/other vendors)	TBD	
Approval of #3 Hardware Delivery Milestone Payments to Motorola	IP	
Approval of #4 Milestone Payment to Motorola for Installation of CAD Stw IP		
Approval of #5 Milestone Payment to Motorola for Installation of Interfaces	poss JAN 2011	
Review of AWT 9-1-1 CPE System Milestones	IP	
[Kent Com. Approval of 9-1-1 Plan Modified PSAP listing	AUG 2010	SEP 2010]
[Receipt of Notices of Intent from PSAP's for new 9-1-1 Service Plan	***	***]
[9-1-1 Service Plan Public Hearing notices published in newspapers	***	***]
Approval of posting for permanent Executive Director	OCT 2010	
[Public Hearing held on new 9-1-1 Service Plan		***DEC]
[County Commission Resolution approving final 9-1-1 Service Plan	***	***]
News Conference/Community Update – Tentative 9-1-1 Service Plan	***	
Application to 9-1-1 Service Providers to make rerouting changes	IN PROGRESS	
Tentative Approval of PSAP to PSAP 9-1-1 Operational Plans	**OCT 2010	
News Conference New Kent County 9-1-1 Service Plan	***	***
Interviews for permanent Executive Director	NOV 2010	
Approval of tentative 9-1-1 Routing Cut-Over Date	**DEC 2010	
Approval of Milestone Payment to Motorola for Live Cut	**JAN 2010 **MAR	
Selection of permanent Executive Director	DEC 2010	
News Conference – Final 9-1-1 Cutover	**February, 2011	
Approval of Final Payment to Priority Dispatch	**March, 2011 **APR	
Approval of Milestone Payment to Motorola for Reliability Testing End	**March 2011 **APR	

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