

DATE: December 13, 2010 **UPDATED JANUARY 24, 2011**
TO: Kent County Dispatch Authority Chairperson Curtis Holt
FROM: Ralph H. Gould
SUBJECT: **PROGRESS REPORT** for the December 13, 2010 Administrative Policy Board Meeting
UPDATED FOR THE JANUARY 24, 2011 ADMINISTRATIVE POLICY BOARD

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

In response to my request to AWT three weeks ago for a meeting to review a schedule of installation of the resolutions of the open issues of the AWT 9-1-1 CPE system, AWT has agreed to meet on December 14, 2010.

30% project payments will follow resolution of open project issues, including successful reliability testing.

In the December 14, 2010 meeting AWT committed to:

1) install RFP-Compliant 9-1-1 Equipment at the 9-1-1 PSAP's at the Kent County Sheriff's Department and Grand Rapids Police Department during the 1st Quarter of 2011, and;
2) to furnish an improved MIS system during the 3rd Quarter of 2011. The replacement AWT 9-1-1 CPE System will provide the important backup functions between the two PSAP's.

To confirm the above schedule I sent a related letter to AWT on January 11, 2011 letter.

Karen Chadwick and Michelle Young will report on recent 9-1-1 equipment outages and recent progress.

MOTOROLA CAD SYSTEM

Michelle Young and Karen Chadwick will provide an updated report.

I have requested Motorola to provide a tentative schedule for the work associated with Payment #2 (design).

Prior to Christmas Motorola submitted a Change Order for enhanced interfacing with the Grand Rapids Police FileMaker RMS interface. KCDA Attorney Tom Lockhart has reviewed and approved the document for legal content. The interface will add \$28,600 to the Motorola CAD Contract and \$1,800/year for maintenance.

NEW WORLD INTERFACE WITH CAD

As previously reported TAC has tentatively selected New World's proposed Option 3 at \$209,200, plus expenses, for CAD interfaces. Following submittal by New World of problematic CAD interface installation dates of March 31, 2011 and April 30, 2011, KCDA offered to meet in person with New World representatives to resolve "targeted" delivery schedules, payment schedule, project fixed fee determination, and other issues. Four days following the meeting on November 11, 2010 with Nino DiCosmo, New World Vice President of Operations, and Trevor Milton, Customer Care Manager, KCDA Chair Curtis Holt and Executive Director Ralph Gould, New World did agree to a small payment after product delivery and testing, but with a final installation date of September 30, 2011.

Discussions with New World continue. They have indicated that they will not agree to a contract with refund provisions (KCDA's proposal addressed refund only in the event of failure to deliver and/or breach of contract). A reply to this New World position has been prepared.

Telephone Negotiations with New World were conducted on December 20, 2010. A new proposal was received from New World on December 30th.

Pursuant to recommendations by KCDA Chair Holt and the Executive Committee on January 10, 2011, I had further communications with NWS and they submitted a revised proposal for two interfaces rather than three interfaces. A new NWS proposal was received on January 20, 2011 with an improved delivery date for two interfaces instead of three as suggested by the KCDA Chairman at the KCDA Executive Committee Meeting. A minor revision to this proposal is forthcoming, perhaps today. Related agreement summary documents will be available on this date for the KCDA Administrative Policy Board.

REROUTING OF CELLULAR 9-1-1 CALLS

Michigan State Police Rockford Post has indicated that they will not be accepting Primary PSAP 9-1-1 calls after December 31, 2010. This is consistent with KCDA's June 28 2010 letter response to MSP Lt. McIntire's inquiry, subsequent cellular 9-1-1 call rerouting work of Karen Chadwick for the Grand Rapids PSAP and Michelle Young for the Kent County Sheriff's PSAP, and the Kent County November 11, 2010 resolution amending the designated 9-1-1 Primary and Secondary PSAP's in Kent County. . All rerouting is to occur by December 31, 2010.

Michelle Young and Karen Chadwick will report separately on the rerouting of cell 9-1-1 calls that was performed cell company by cell company.

Additionally a wholesale rerouting of all remaining 9-1-1 cell calls was performed by AT&T on December 30th. An issue was recently discovered with AT&T 9-1-1 counts and upon resolution updated counts of cellular and non-cellular 9-1-1- calls will be obtained and distributed.

As I previously summarized at the December 13, 2010 and January 10 KCDA Meetings this massive rerouting of cell 9-1-1 calls is a major milestone for KCDA that is one of the major goals of the KCDA Strategic Plan.

SECONDARY PSAP: AMR AMBULANCE

Retired Primary 9-1-1 equipment was located that could serve as Secondary 9-1-1 equipment for AMR Ambulance. AMR has requested recognition as a Secondary PSAP. Approval is recommended.

MICHIGAN PUBLIC SERVICE COMMISSION ACTION – MULTILINE TELEPHONE SYSTEMS

Other than a notice that a formal hearing process will take place MPSC has not made any further announcement regarding this mandatory replacement of any telephone systems that can not meet 9-1-1 requirements (including local government telephone systems). **No Change.**

The last revision of the Projected decisions points and expense approvals follow in Page 2.

PROJECTIONS OF FUTURE KCDA DECISION POINTS AND EXPENSE APPROVALS

Last revised 10 Jan 11

[Note: items in **blue 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; possibly subject to New World interfacing delay.**

***** 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 | |
| Contract Meeting with New World | 11NOV10 | DONE |
| Telephone Negotiations with New World | 20DEC10 | DONE |
| Review Most Recent New World Proposal | In Progress | |
| Approval of Interface Contract | TBD | |
| Installation of final New World Interface [contract not resolved] | [SEP 2011] | |
| Approval of all remaining PSAP & CAD to CAD networking expenses | ** | ** |
| KCDA Recommendation for MSP-Rockford and Life Ambulance as 9-1-1 Secondary PSAP's | DONE | |
| **AMR and Rockford Ambulance requests for serve as 9-1-1 Secondary PSAP's | OPEN | |
| ***Review of Tentative 9-1-1 Service Plan, w/9-1-1&Disp. Assignments | *** | *** |
| ***Kent County interim Resolution to amend 9-1-1 PSAP listing | DONE | 18Nov10 |
| ***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) (Schedule update requested from Motorola) | TBD | |
| Approval of #3 Hardware Delivery Milestone Payments to Motorola | DONE | |
| Approval of #4 Milestone Payment to Motorola for Installation of CAD Stw | DONE | |
| Approval of #5 Milestone Payment to Motorola for Installation of Interfaces | poss | MAR 2011 |
| Approval of Motorola File Maker Interface Change Order | Jan | 2011 |
| Review of AWT 9-1-1 CPE System Milestones | DONE | |
| AWT Reply to KCDA Proposed Issue List Resolution | 14Dec10 | DONE |
| Approval of Compliant AWT 9-1-1 CPE System (installed) | 1Q | 2011 |
| Approval of Final Payment to AWT | SEE ABOVE | |
| ***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 | | NOV 2010 |
| ***Public Hearing held on new 9-1-1 Service Plan | | *** |
| ***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 | DONE | |
| Approval of Motorola File Maker Interface Change Order | Jan | 2011 |
| News Conference New Kent County 9-1-1 Service Plan | *** | *** |
| Interviews for permanent Executive Director | DEC 2010 | MAR 2011 |
| Approval of tentative 9-1-1 Routing Cut-Over Date Second Phase | JAN 2010 | DONE |
| Approval of Milestone Payment to Motorola for Live Cut | **JAN 2011 | **MAR2011 |
| Selection of permanent Executive Director | JAN 2011 | APR 2011 |
| News Conference – Final 9-1-1 Cutover | **February, | 2011 |
| Approval of Final Payment to Priority Dispatch | **MAR2011 | **APR |
| 2011 Approval of Milestone Payment to Motorola for Reliability Testing End | *MAR2011 | **ARP2011 |

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