

DATE: June 27, 2011
TO: Kent County Dispatch Authority Chairperson Curtis Holt
FROM: Ralph H. Gould
SUBJECT: **PROGRESS REPORT** for the June 27, 2011 Administrative Policy Board

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

AWT proposed a June – July installation of a RFP-Compliant 9-1-1 System at the 9-1-1 PSAP's at the Kent County Sheriff's Department and Grand Rapids Police Department. As previously conveyed to AWT this schedule is impossible due to CAD work at both PSAP sites. AWT has countered with proposed installation during the weeks of September 26, 2011 and October 3, 2011. If related issues can be resolved this schedule is acceptable with both Communications Manager Karen Chadwick and Chief Deputy Michelle Young.

A conference call was held with AWT and Michelle Young, Karen Chadwick, and myself on June 9, 2011 to clearly identify open issues and closed issues with AWT's proposed system. I invited AWT to provide written confirmation of the discussion points from that conference call, the final review of which will be held today between Karen Chadwick, Michelle Young, and myself immediately prior to the Administrative Policy Board Meeting.

Receipt and review of a detailed call flow description of 9-1-1 and administrative calls from AWT of their proposed 9-1-1 CPE System is critical.

MOTOROLA CAD SYSTEM

Michelle Young and Karen Chadwick will provide information on a Fall 2011 installation schedule for CAD.

The total of the remaining payments to Motorola is \$1,063,342.40.

PROJECTED KCDA EXPENSES

Updated draft of KCDA projected expenses through CY 2016 has been prepared. Four year hardware-only replacements, in conjunction with eight year total system replacements, and staffing cost escalators have been incorporated in the current version.

EMERGING BROADBAND RADIO FREQUENCY "WHITE SPACE" TECHNOLOGY

[Previously reported: Sufficient future "broadband" radio frequencies/spectrum (such as for real-time streaming video from critical incidents) for Police, Fire, and Medical will require partnering with commercial and consumer radio systems for efficient use of radio spectrum. The FCC has issued a handful of experimental radio licenses for the organized multi-user use of unused radio frequencies in specific local areas. In researching this handful of experimental FCC licenses issued across the US I have found that one of the FCC licenses is being issued to an entity in Vergennes Township near Ada. This concept has future implications for Public Safety broadband communications in Kent County and will be tracked for those aspects of this emerging technology that could have potential future use by Police, Fire, and Emergency Medical services in Kent County.]

The project in Vergennes Township is on hold while alternate funding options are pursued.

At another site, in conjunction with information I am obtaining for APCO, I have conducted one of two interviews with another "White Space" system that has actually just began operation. I will report the potential of use in this technology in this County after the second interview.

REROUTING OF CELLULAR 9-1-1 CALLS

Karen Chadwick reported 60 misrouted calls for the month of May. The involved cellular telephone companies have been asked by both PSAP's and myself to resolve as many as possible. Some of AT&T's calls appear to have been inadvertently caused by a software change to another part of their system.

To keep the 60 calls a month in perspective, the volume of misrouted calls in previous years was over 80,000 every year, prior to corrective action by KCDA's members in 2010.

The last revision of the PROJECTIONS OF FUTURE KCDA DECISION POINTS AND EXPENSE APPROVALS follows on Page 3

PROJECTIONS OF FUTURE KCDA DECISION POINTS AND EXPENSE APPROVALS

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 payment for above to VanBelkum	DONE	
Application to 9-1-1 Service Providers to make rerouting changes	DONE	
KCDA Recommendation for MSP-Rockford and Life Ambulance as 9-1-1 Secondary PSAP's	DONE	
Kent County interim Resolution to amend 9-1-1 PSAP listings	DONE	
Completion of Interface Contract Negotiations New World	DONE	28Jan11
KCDA Recommendation for AMR Ambulance as 9-1-1 Secondary PSAP	DONE	
Kent County interim Resolution to amend 9-1-1 PSAP listing AMR	DONE	
Approval of \$30,075 payment for ambulance CAD to CAD interfaces	DONE	
#2 Design Milestone Payment to Motorola (w/other vendors) by contract	DONE	
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	MAY 2011	(confirm)
Approval of Motorola File Maker Interface Change Order	DONE	
Review of AWT 9-1-1 CPE System Milestones	DONE	
AWT Reply to KCDA Proposed Issue List Resolution	DONE	
Approval of CAD to CAD Secondary PSAP interfaces with Zoll	DONE	
Approval of posting for permanent Executive Director	Draft RFP prepared	
Approval of New World Payment #1 40%	DONE	
Approval of New World Payment #2 20%	DONE	
Minor corrections to Cellular 9-1-1 PSAP call routing	Monthly	
News Conference – Final Cell 9-1-1 Cutover	Not yet scheduled	
Approval of New World Payment #3 20%	Update from DeHaan	
Selection of permanent Executive Director	Draft RFP prepared	
Approval of New World Payment #4 20% (FINAL)	Update from DeHaan	
Approval of RFP-compliant AWT 9-1-1 CPE System (installed)	"1Q 2011"	OCT 2011?
Approval of Final Payments to AWT		NOV 2011?
Approval of Final Payment to Priority Dispatch (dependent on CAD)		DEC 2011?
Approval of Milestone Payment to Motorola for Live Cut	OCT 2010?	
Approval of Milestone Payment to Motorola for Reliability Testing End	NOV 2010?	

THE BELOW ACTIONS WE WERE PREVIOUSLY REMOVED FROM THE ABOVE SCHEDULE AND WILL NEED TO BE RESCHEDULED UPON DEVELOPMENT OF A REVISED KENT COUNTY 9-1-1 SERVICE PLAN.

SEVEN MONTHS SHOULD BE ALLOCATED TO ACCOMPLISH ALL OF THE ACTIONS

- 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
- 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
- News Conference/Community Update – Tentative 9-1-1 Service Plan
- Public Hearing held on new 9-1-1 Service Plan
- County Commission Resolution approving final 9-1-1 Service Plan

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