

DATE: September 12, 2011  
**UPDATED SEPTEMBER 23, 2011**  
**UPDATED SEPTEMBER 25, 2011 5:04 PM**  
TO: Kent County Dispatch Authority Chairperson Curtis Holt  
FROM: Ralph H. Gould  
SUBJECT: **PROGRESS REPORT** for the September 12, 2011 Executive Committee Meeting  
**(UPDATED FOR THE SEPTEMBER 26, 2011 ADMINISTRATIVE POLICY BOARD MEETING)**

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

Acceptance of the AWT document that required written acceptance by August 31, 2011 was not possible due to provisions that were not in concert with some of provisions of our contract/agreement with AWT.

On September 1, 2011 TAC co-chairs Karen Chadwick and Michelle Young and their respective 9-1-1 CPE installation teams participated in a previously scheduled conference call with AWT's CPE installation team. The primary purpose was to obtain answers to unanswered technical questions. The questions had been previously sent to AWT. On September 1<sup>st</sup> the AWT Project Manager did not have answers to many of the technical questions. Late Friday, September 9, 2011, AWT forwarded five documents that are under review.

The most recent date proposed by AWT for final cutover remains as Friday, October 7, 2011. Related CPE issues are discussed separately.

#### **23SEP11:**

1. Karen and Michelle negotiated the better installation date of Thursday, October 6, 2011.
2. Since RFP compliance of the new system is paramount I have asked TAC co-chairs to estimate the amount of time they need to verify that the new system being installed is compliant with the RFP, prior to cutover acceptance and the start of reliability testing.
3. On September 22, 2011, an email was received from AWT regarding "very disturbing" information they received from their subcontractor Cassadian regarding the possibility of a November cutover date and request for a meeting with the PSAP installation teams on September 23<sup>rd</sup> to discuss options. The AWT email was critical of Cassasian.

Related CPE issues are discussed separately.

#### **25SEP11:**

Emails received 5:04 PM on Sunday, September 25<sup>th</sup> suggest an attempt is being made by AWT to recover the original (October) installation schedule. Additional meetings are scheduled for Tuesday, September 27<sup>th</sup>.

### **MOTOROLA CAD SYSTEM**

Michelle Young and Karen Chadwick will provide updated information on mobile software and the tentative November cutover schedule for CAD.

**23SEP11:** An update will be provided on the impact of the AWT 9-1-1 CPE installation schedule changes on the CAD cutover schedule.

### **MISROUTED CELLULAR 9-1-1 CALLS**

In July Karen Chadwick reported over 70 preventable misrouted calls that involved AT&T Mobility. Since preventable misroutes involving AT&T had spanned over six months I informed AT&T of KCDA's intent to request FCC intervention to accomplish resolution.

In August Karen's 9-1-1 equipment detected **one preventable misrouted AT&T 9-1-1 cellular telephone call.**

## POST WARRANTY SYSTEM MAINTENANCE CONTRACTS

[Previously reported: Almost all systems purchased by KCDA include maintenance contracts for future service, and the contract costs are being included in the five-year cost projection project started at the request of Chairperson Holt. One of the first invoices for a post-warranty service contract has been received, for the recording systems at both PSAP's that have now been in service for one year. This first invoice is being returned to the contractor who I contacted last week since the billed amount is not consistent with our contact with the provider.]

I discussed the contract provisions with the contractor. They have significantly reduced their invoice to an amount consistent with the contract. The original \$13,800.00 invoice has been replaced with an invoice for \$3,250.00.

**23SEP11:** Of the 2 or 3 times that the \$13,800 invoice was resubmitted by the vendor (originally sent to the KCDA 30 Monroe address in May when I was overseas; one resubmission later arrived with a 60 day overdue notice that I forwarded for additional information; and one I rejected since it did not agree with our contract for the recording system), one of the resubmissions of the invoice was paid in error. Under the circumstances I will take the responsibility for the mispayment and have made arrangements for a refund from the vendor.

## PROVISIONS FOR FUTURE POLICE AND FIRE RADIO COMMUNICATIONS

Work is continuing on the "700 Mhz D Block" (Federal Senate Bill 911) radio frequencies for Police and Fire, and access to the unused "White Space" radio frequencies. Both are to address the need for affordable "broadband" radio links with Police and Fire vehicles.

## PROJECTIONS OF FUTURE KCDA DECISION POINTS AND EXPENSE APPROVALS.

Tentative Approval of initial PSAP Start Up Expenses	<b>MONTHLY</b>
PSAP operational payment adjustment approval	SEP 2011
Selection of permanent Executive Director	NOV 2011?
Approval of 20% for installation of RFP-compliant <b>AWT</b> 9-1-1 CPE System	DEC 2011?
Approval of Final 10% Payment to <b>AWT</b> for completion of reliability testing	JAN 2011?
Approval of Final Payment to <b>Priority Dispatch</b> (dependent on CAD Cutover)	FEB 2012?
Approval of Milestone Payment to <b>Motorola</b> for Live Cut	DEC 2011?
Approval of Milestone Payment to <b>Motorola</b> for Reliability Testing End	JAN 2011?

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