

DATE: **NOVEMBER 28, 2011**
TO: Kent County Dispatch Authority Chairperson Curtis Holt
FROM: Ralph H. Gould
SUBJECT: **PROGRESS REPORT for the NOVEMBER 28, 2011 ADMINISTRATIVE
POLICY BOARD MEETING**

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

[As previously reported: The significant overflow function (automatic 9-1-1 call overflow from one PSAP to the other PSAP) that was absent from the 9-1-1 CPE System that was installed by AWT in August 2010, was also found by GRPD Communications Manager Karen Chadwick to be missing from the system installed by AWT in October, 2011. Subsequently AWT stated that they would not install/activate this function until after Final Cutover and after completion of Reliability Testing, also coincidentally the point at which all final payments to AWT would have been made.

Totally unacceptability of final cutover and testing without this important PSAP backup function was conveyed to AWT in a letter from Chairperson Holt. AWT reconsidered. The overflow function was then installed/activated by AWT. It was tested both directions on October 28, 2011. This established the Cutover (and the start of Reliability Testing) of the 9-1-1 CPE System, as provided for in the Contract.

An AWT invoice for "Cutover" for \$176,143.08 was subsequently received by Kent County Sheriff Department Chief Deputy Michelle Young but it was dated August 13, 2010. As such, this AWT invoice was not processed for payment since "Cutover" date (and later "Reliability Test" conclusion) dictates the start of numerous other Contract provisions, as noted separately. On my request AWT later sent a replacement "Cutover" invoice that was dated October 28, 2011.

This one of the two final installation payments to AWT was subsequently approved for payment. The amount of the second of the two final installation payments, for successful completion of the Reliability Test, is \$88,071.54.]

On November 17, 2011 TAC Co-Chairs Chadwick and Young verified that at the end of the five day Reliability Test comment period that the AWT 9-1-1 CPE System was meeting the RFP requirements. On November 23, 2011 an AWT invoice for Final Acceptance was received by KCDA for \$88,071.45. It has been approved for payment.

As stipulated in Paragraph 3.2 of the April 19, 2010 KCDA – AWT Contract, the no-charge maintenance and support services from AWT on the 9-1-1 CPE System will be in effect through October, 28, 2012.

MOTOROLA CAD SYSTEM

As reported by TAC Co-Chairs Michelle Young and Karen Chadwick the tentative CAD Go Live date for the Kent County Sheriff's Department PSAP is February 21, 2012, and February 28, 2012 for the Grand Rapids Police Department PSAP.

MISROUTED CELLULAR 9-1-1 CALLS

Compared to the estimated 80,000 plus 2010 cell phone 9-1-1 calls that were routed to the wrong PSAP's that were not able to dispatch these calls, relentless pressure on the cellular telephone companies by the PSAP's and KCDA has resulted in this now being essentially resolved. Future monitoring and correction will be necessary to maintain the correct call routing.

PROVISIONS FOR FUTURE POLICE AND FIRE RADIO COMMUNICATIONS

Possible unused frequencies have been located by Karen Chadwick. License applications are

pending. My recommendation is make license application with no delay.

Work by APCO is continuing on obtaining the "700 Mhz D Block" (Federal Senate Bill 911) radio frequencies for Police and Fire that we will need for future communications. Also, two installations of "TV White Space" radio systems for comparatively inexpensive deployment of broadband communications are also being tracked. As previously reported one "White Space" installation is in California and one is in Kent County.

KCDA AGREEMENT WITH KENT COUNTY INFORMATION TECHNOLOGY

A draft agreement is being reviewed by the KCDA Attorney for PSAP to PSAP network and geo service support to be provided to both PSAP's by Kent County Information Technology and the Kent County Bureau of Equalization – Property Description and Mapping Division.

CONSOLE INTEROPERABILITY GRANT APPLICATION

Karen Chadwick will report on recent activity on this grant request.

PROJECTIONS OF FUTURE KCDA DECISION POINTS AND EXPENSE APPROVALS.

	MONTHLY
Tentative Approval of PSAP Start Up Expenses	
Approval of GRPD Train the Trainer Overtime Costs \$19,037.71	NOV-DEC 2011
Approval of GRPD Overtime for AWT CPE Installation \$2,453.26	NOV-DEC 2011
Approval of KESH CAD Train the Trainer Overtime Costs \$TBD	DEC 11-JAN 12
Approval of KESH Overtime for CPE AWT Installation \$TBD	DEC 11-JAN 12
Approval of Backup PSAP to PSAP Microwave Link \$TBD	DEC 11-JAN 12
Approval of extra Motorola CAD training costs\$6537.00	NOV-DEC 2011
Approval of Kent Co IT PSAP Support Agreement for 2012 \$35,000.00	NOV-DEC 2011
Approval of 2012 KCDA Budget \$6,750,000.00	NOV-DEC 2011
Approval of 2012 KCDA Meeting Schedule	NOV-DEC 2011
Selection of permanent Executive Director (pending BG invest. completion)	NOV-DEC 2011
Approval of 20% payment for installation of RFP-compliant AWT 9-1-1 CPE System (\$176,143.08)	Done NOV 2011
Approval of Final 10% Payment to AWT for completion of CPE System Reliability Testing (\$88,071.55)	Pending NOV 2011
Approval of New World invoice for \$29,520 (hold for technical approval)	DEC 11-JAN 12
Approval of Milestone Payment to Motorola for 21-28 Feb 12 Live Cuts	est.MAR 2012
Approval of Milestone Payment to Motorola for Reliability Testing Completion	est.APR 2012
Approval of Final Payment to Priority Dispatch (dependent on CAD Cutover)	est.MAY 2012

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