



February 23, 2012

To: Kent County Dispatch Authority
Administrative Policy Board
From: Ronald Bonneau, ENP (Executive Director)
Ref: Progress Report

Administrative Police Board (APB)

Since the last A.P.B. meeting Ralph Gould and I have meet several times to review the Strategic Plan and the projects which have been completed, are ongoing or those planned for the future of the Authority and its stakeholders. Additionally, we have talked on the phone or via email on numerous occasions. We have completed a three page item review (too lengthy to include with this report) on all aspects of KCDA, as well as background on various issues included in the Strategic Plan from 2007. Ralph has been a wonderful asset in the orientation process and I fully expect the need to contact him after the transition, to which he has agreed.

Additionally, I have met regularly with Jennifer DeHaan using email exchanges, text messaging and telephone, as well as twice in person to discuss her duties and the methods used by her to support the Authority and meet your expectations. We also discussed the Fiduciary RFP being developed for the Authority as well as financial processes being used and streamlining those processes for the future. As we transition from having the County perform the Fiduciary duties, I will be presenting a draft on a financial policy for review at the March Executive Board meeting.

I have conducted interviews with Administrative Policy Board members as they are available, as well as other interested stakeholders, the K.C.D.A attorney and some vendor representatives. This has permitted me to understand both the individual concerns of those involved as well as recognizing consensus opinions on many topics of interest to the Authority.

After the interviews were conducted a common theme emerged from the participants. All were pretty consistent in what they believe the role of K.C.D.A. should be, yet there is no published Mission Statement in any material I have read, nor is it posted on the K.C.D.A. website. As all of you know a Mission Statement is

really a statement about the CORE value of the organization. Therefore, I will be submitting a draft Mission Statement at the March Executive Board meeting.

Operations

Furthermore, I have visited both PSAP's at least twice and have viewed the CAD project and its basic functionality with the ECO's testing the system, as well as reading the CAD design document and Motorola contract language.

I had a telephone call with Judy White, the Motorola Project Manager and have participated in two conference calls with Motorola and K.C.D.A. (Ralph and I) where the revised installation schedule was discussed as well as ancillary items discovered in system testing. I am continuing to monitor the development of the "hard" timelines and schedule to be established by Motorola and the PSAP managers, as did Ralph previously and will be attending the newly scheduled weekly conference calls between Motorola and the two PSAP managers.

I have met with the KCDA attorneys, Matthew Zimmerman and Thomas Lockhart as well as the newly nominated member of the KCDA Exec Committee, Grand Rapids Fire Chief Laura Knapp.

I have received and reviewed all contracts of KCDA and have a general understanding of the issues contained therein. Jennifer has been a wonderful asset and has agreed to provide me with assistance on some procedural issues as the transition moves forward.

I had a one-on-one call with Jon Stones of Medical Priorities (EMD) to talk about the contract and understand some of the pricing provisions contained therein. He was most helpful and I plan to meet with him again at the spring Michigan NENA conference in Lansing.

I attended a Webinar on the impact of the newly passed federal legislation assigning the D block radio spectrum, with build out funds, to public safety as well as provisioning funding for the deployment of Next Generation (Broadband) 911 for funding requirements. This new method of provisioning 911 will impact KCDA in the future as we transition from copper wire circuits to IP based networks and architecture.

Budget

Finally, I have begun to review the current, adopted Fiscal Year budget as well as the five and ten year capital budgets. In the interview process, one consensus concern was the financial survivability of the Authority. I am hoping to develop an easier to understand 5/10 year budget and will take a closer look at anticipated

expenses over that time period. Ralph has done a good job forecasting our finances going forward but I feel I need to address those same issues since I am responsible for that product forward.

Technical Advisory Committee (TAC)

In addition to the update Ralph gave on TAC issues, (the TAC did not meet this month, so this update is from the PSAP managers) Motorola will be holding weekly conference calls on Project Status from now until April 5th to make sure we (Motorola and Kent County PSAP's) are on track to meet the installation timelines.

Also, we are still awaiting the revised implementation schedule from Motorola following the conference calls and face-to-face meeting held in Grand Rapids on February 8th, but learned today from Motorola that they have changed the manager of the testing department who wants to review the testing elements on the schedule before it is released and that Judi Norch was hospitalized recently and she was responsible for finalizing the implementation schedule.

Judy White did assure us that the schedule will include two more "patch" releases of the software (one in March and one in May) addressing the concerns of the PSAP's along with a risk mitigation period for final review and testing of the software before End User Training (EUT) is started. Nevertheless, Motorola and the PSAP's are anticipating this effort to move final cutover to the fall of 2012. Motorola has agreed to perform more testing and hardening of the software in their Boulder software lab before distribution to the PSAP's and to test at both sites as appropriate.

Also, the Aurora reporting software for the Cassidian (Plant/CML) 9-1-1 equipment was installed and training on the product took place on Wednesday, February 22nd at both GRPD and KCSO PSAP's. GR found a glitch in that the Aurora reporting software only allows reporting on items contained within the 9-1-1 Automatic Location Information (ALI) screen as used by KCSO and not the ALI format used by GR, as well as some backup issues with the equipment. GR is referring the problem to both Cassidian and AWT to be resolved.