



September 9, 2020

Kentucky 911 Services Board
Kentucky Office of Homeland Security
Office of the Governor
200 Mero Street
Frankfort, KY 40622

RE: 2017 Grant Extension Request (Project#2017-10)

The Lexington Fayette Urban County Government Division of Enhanced 911 is requesting a third extension of the 2017 Kentucky 911 Services Board grant for a Computer Aided Dispatch (CAD) system (Project 2017-10). The first grant extension was requested on September 27, 2018 due to a 52-day delay in receiving computer hardware from the vendor, resolving interface issues, acquiring server licenses, and delays with the “build” schedule from the vendor. Since receiving the first extension through January 31, 2020 and a second extension through January 31, 2021 the local project team has participated in weekly project video conference calls with Tyler Technologies and continued testing of software “fixes” that are in accordance with the government’s bid specifications. Some of the fixes are classified as critical and are therefore considered blocking issues preventing system cut-over.

While Tyler Technologies has fixed many issues identified in the past year, some software updates “broke” earlier fixes, causing further delays. The novel Corona Virus has made in-person meetings impossible, further delaying the project. Lexington has had five “go-live” dates come and go due to outstanding software fixes. Based on prior experience with Tyler Technologies, it is unlikely that company can complete fixes in time for training agency personnel and cut-over prior for the next go-live date planned for late October or early November 2020. Since this puts the project very close to the end of the second grant extension, the Lexington-Fayette Urban County Government is requesting a third grant extension through January 31, 2022. If you have any questions about this request, please call Robert Stack, Director of the Division of Enhanced 911 at 859-280-8184 or e-mail him at rstack@lexington911.ky.gov.

Sincerely,

Linda Gorton
Mayor

cc: Charlie Lanter, Grants & Special Programs

