



Kent County Dispatch Authority
c/o 300 Monroe Avenue NW, Grand Rapids, Michigan 49503-2206

NEWS RELEASE

Contacts:

<u>NAME</u>	<u>TITLE</u>	<u>PHONE NUMBER</u>
Curtis Holt	Chair, Kent County Dispatch Authority	616-530-7265
Kevin Belk	Chief, Grand Rapids Police Department	616-456-3364
Michelle Young	Captain, Kent County Sheriff's Department	616-632-6299

Kent County Dispatch Authority Contracts with the County of Kent and City of Grand Rapids to Improve Public Safety Emergency Call Taking

FOR IMMEDIATE RELEASE

GRAND RAPIDS, MICHIGAN, March 23, 2010 – The Kent County Dispatch Authority (KCDA) was established in 2006 to improve the handling of emergency calls for service by public safety responders. The KCDA Board consists of thirteen members, representing municipalities and public safety organizations within Kent County. The KCDA will provide operational funding for two 9-1-1 call taking centers in the County. By consolidating the many existing call taking centers to two centers, it allows for each center to be completely interoperable and act as a backup center for one another. These centers are acting as one virtual dispatch center. The KCDA awarded the Kent County Sheriff's Office and the City of Grand Rapids contracts to become Public Service Answering Points (PSAP).

Under this consolidation plan, the KCDA will be responsible for providing countywide 9-1-1 answering services using a countywide Computer Aided Dispatch System (CAD) and interoperable mobile computers. These systems send critical information about the emergency service request to the appropriate emergency responder. Consolidation would eliminate delayed responses due to transferring the call to multiple jurisdictions. All 9-1-1 calls in Kent County would be routed to one of these two PSAPs.

These two PSAPs will be fully functional and operational beginning in the first quarter of 2011. This has been a long process that began over 20 years ago. The leaders of our communities have come together to develop a safer, more efficient, and cost effective approach to serving all the citizens of Kent County. During these difficult budgetary times, it is more important than ever for communities to work together to make certain the most cost effective approach to public safety is of the highest priority.

For the most recent updates or information on the KCDA, please visit their web-site at www.kent911.org.

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Kent County Dispatch Authority

Timeline/Fact Sheet

- In 2006, the Kent County Dispatch Authority was established through an intergovernmental agreement signed by the cities of Grandville, Grand Rapids, Walker, Wyoming and Kent County. In addition, the Authority has members from cities of Lowell and Rockford, and members from Cannon Township, Plainfield Township Fire, Michigan State Police, and Kent County EMS, Inc.
- In 2006, the Authority completed a Cost-Benefit Analysis to determine if fully consolidating the call-taking and dispatch functions was feasible. The results of this study concluded that consolidation would not result in any cost-savings and recommended that the Authority pursue other technical initiatives that can continue to improve 911 services without fully consolidating the system.
- In 2007, the Authority adopted a Strategic Plan which consolidated the 911-call taking function from five to two Public Safety Answering Points (911 call-taking centers) which would reduce the number of times a call could be transferred.
 - The Strategy Plan also included technological improvements such as the purchase of a Computer Aided Dispatch System which would enable simultaneous dispatch of 911 call information to police, fire, and EMS responders.
- To fund these initiatives, in February 2008, the Authority requested, and the Kent County Board of Commissioners subsequently approved, a \$0.45 surcharge on all landline, wireless, or other communication services that are capable of accessing 911 services, as enabled by Public Act 164 of 2007.
 - The revenue from the surcharge will fund the 911 call-taking centers as well as the technological systems that need to be installed in order to complete the consolidation.
 - In 2008, the Authority received \$1.6 million from the surcharge and in 2009 the Authority received approximately \$3.2 million from the surcharge.
- In 2009, the Authority issued an RFP for a Computer Aided Dispatch System and subsequently awarded the contract to Motorola in the amount of \$2,658,356.
 - The CAD RFP process was reviewed and unanimously recommended by a multi-jurisdictional and multi-disciplinary group of police, fire, and EMS personnel to be purchased by the Authority.
- In 2009, the Authority released a Request for Qualifications to identify qualified Public Safety Answering Points to perform the 911 call-taking consolidation.
 - The City of Grand Rapids and Kent County Sheriff's Department submitted proposals.
- In 2009, the Authority released an RFP for a 911 Customer Premise Equipment (911 phone system) that will be installed at each of the two call-taking centers and which can handle the 911 call-volume.
 - The Authority is expected to award this contract in the next month with an estimated cost of \$900,000.
- In March 2010, the Authority approved a contract with the City of Grand Rapids and the Kent County Sheriff's Department which are currently being considered by the governmental bodies.
 - The Agreement sets forth a funding formula that provides \$2.5 million annually to fund the 911 call-taking centers. The formula is based upon a base rate in the first year with each subsequent year being based upon a combination of the call-volume and base rate.
- The KCDA expects the 911 call-taking transition to the two 911 call-taking centers to occur during the first quarter 2011.

For additional information go to www.kent911.org