

Customer Service and the PSAP

On May 6, 2016, the Kent County Dispatch Authority (KCDA) and the Kent County Sheriff's Office is proud to host the highly acclaimed Customer Service Seminar presented by the National Emergency Number Association (NENA).

The class instructor will be John Ferraro, the Executive Director of Northwest Central Dispatch or Arlington Heights, IL. Northwest Central is the second largest consolidated and combined dispatch in Illinois and John is an accomplished speaker as well as a recognized professional in the public safety communications field. John is a veteran of the US Coast Guard and holds a BS degree from Judson College. He is a NENA Emergency Number Professional (ENP) and a member of the Educational Advisory Board and instructor for NENA as well as being an instructor for Priority Dispatch of Salt Lake City.

The Customer Service Course has been ranked as one of NENA's premier courses by those who have attended and space is limited for the class.

The course will be held on Friday, May 6, 2016 in the Kent County Sheriff's training room located at headquarters at 701 Ball Ave in Grand Rapids, MI. A continental breakfast will be provided by KCDA to all those attending.

Registration for the course is available at NENA.org or can be accessed from the KCDA website at kent911.org. The course has been approved by the State of Michigan and State training funds can be used for the registration costs.