



## **Strategic Plan Community Briefing**

**September 30, 2008**

Kent District Library, 3350 Michael Ave. SW, Wyoming

# Curtis Holt

Chair

Kent County Dispatch Authority



# Agenda

1. A Short History
2. Current Environment
3. The Strategic Plan
4. Current Initiatives/Timelines
5. Questions & Discussion



# A Short History

- Kent County *Central* Dispatch Authority
  - 2004-2006 Agreement
    - Interim Administrative Policy Board
    - County, Wyoming, Walker, Grandville
- Kent County Dispatch Authority
  - 2006 Administrative Policy Board
    - County, Wyoming, Walker, Grandville, *Grand Rapids, KCEMS*



# 911 Surcharge

## Kent County Commissioners

- Approved: Feb 28, 2008
- Effective: July 1, 2008
- 45 cents per month
- Paid Quarterly
- Anticipated Annual Revenue: \$3,645,000

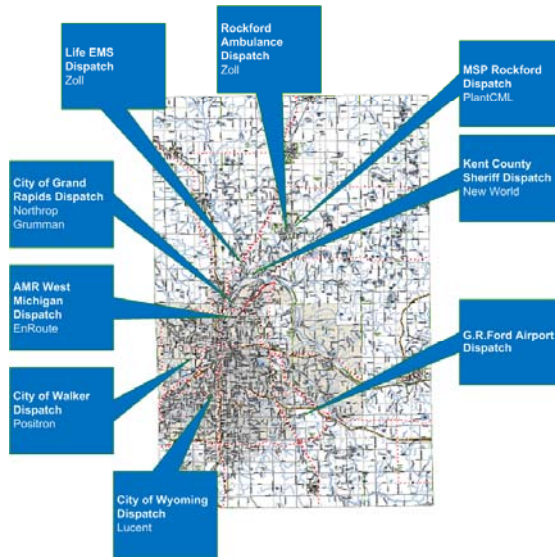


# William Doolittle

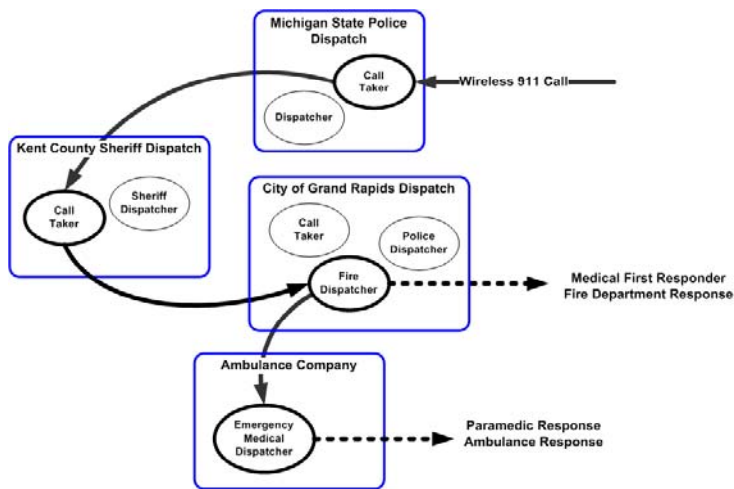
Project Executive



# Current Environment



# Current Environment



## The Strategic Plan

***“The primary goal of these initiatives is to improve the handling of emergency calls for service from the public.”***



## Steps to that Goal

### Consolidate 911 Call Taking

- Two Primary Public Safety Answering Points (PSAPs)
- Emergency Medical Call Taking at 'Point of Entry'
- Shared Computer Aided Dispatch (CAD)

***Benefit: Reduce/Eliminate Call Transfers***



## Steps to that Goal (con't)

### Additional Operational Funding

- Existing Dispatch Centers Remain in Place
- KCDA Reimbursement for Call Taking, Certification/Re-Certification
- Maintenance/Support Costs of New (Shared) Technology

***Benefit: Improved Capability, Accountability & Performance***



## Near-Term Initiatives

1. Time Synchronization
2. Organizational Alignment
3. Operational Review
4. Consolidated 911 Call Taking Transition
5. Computer Aided Dispatch System



## Current Initiatives

1. Time Synchronization
  - Provide Baseline Technology; Consistent Chronology of Calls For Service
2. Organizational Alignment
  - Ensure Linkage with Each Jurisdiction
3. Operational Review
  - Ensure Detail Operational Planning Completed

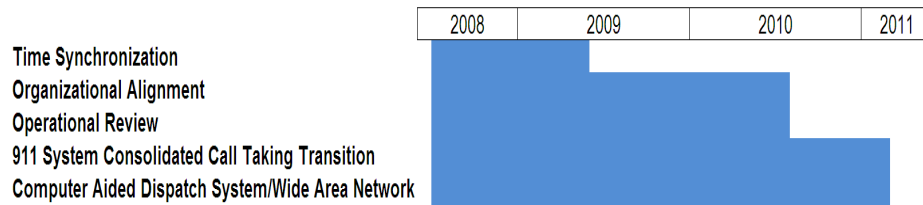


## Current Initiatives (con't)

4. 911 Call Taking Consolidation
  - Select Two Primary PSAPs
  - Train/Certify to KCEMS Protocols
  - Modify Call Routing
5. Computer Aided Dispatch
  - Vendor/Product Procurement
  - Multi-Agency, Multi-Jurisdictional



# Timelines



# Future Initiatives

## Countywide Wireless Communications

- Identify Key Questions
- Determine Technology Direction
  - Voice, Mobile Data
- Planning for Capital Equipment Upgrades





## In Summary

- Kent County ***Call Taking*** Authority
  - Leave Existing Dispatch Centers Intact
  - Two Primary 911 Call Centers
  - Emergency Medical Protocols by 911 Call Takers
  - Shared, Countywide Computer Aided Dispatch Technology



Arthur Tanis

Vice Chair  
Kent County Dispatch Authority



## Legislative Update

***Emergency 911 Service Enabling Act (MCL 484.1717)  
has a sunset date of February 28, 2009***

### **HB 6070**

- "...a county board of commissioners may, **by millage** or as otherwise allowed...with the approval of the voters...assess a county 9-1-1 charge..."
- "The [Michigan Public Service] Commission shall **review** and either **approve or disapprove** the proposed county 9-1-1 surcharge..."
- "**If the commission approves** the requested surcharge...submit the surcharge...for approval of the voters in the county."



## Legislative Update (con't)

### **HB 5892**

- Extends local 9-1-1 surcharge capability to December 31, 2013
- Voice Your Support!
- Next Hearing: November 6th at 9AM



# Questions & Discussion

[www.kent911.org](http://www.kent911.org)

