

# Annual Report 2013

## Support Services Division

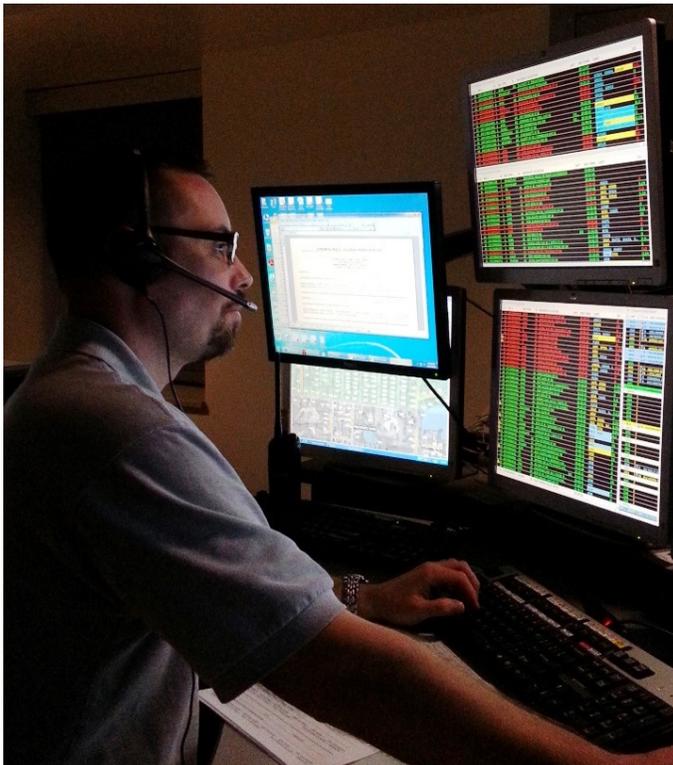
### Communications Center

The Kent County Communications Center (KCCC) is one of two Public Safety Answering Points in Kent County. Depending on the time of day and expected workload, there are between eight to fourteen call-takers, dispatchers, and communications supervisors working.

In 2013, the Kent County Communications Center (KCCC) employed 48 full-time and 3 part-time civilians.

Here is a break-down of our staff:

- 1 Emergency Communications Center Manager
- 8 Emergency Communications Supervisors (2 per shift)
- 30 Emergency Communication Operator II's (Dispatchers cross-trained to work dispatch and call-taking functions)
- 12 Emergency Communicator I's (Call-takers cross-trained to handle LEIN (Law Enforcement Information Network) related tasks)



KCCC handles dispatch services for ten police agencies (Kent County Sheriff's Department, Cedar Springs Police, East Grand Rapids Public Safety, Grandville Police, Kentwood Police, Lowell Police, Sparta Police, Walker Police, Sand Lake Police and part-time dispatching services for Rockford Public Safety, twenty-seven fire departments and is the after-hours call center for the Kent County Road Commission, Information Technology Department, the Sheriff's Victim Services, Emergency Management and Scientific Support Unit. In total, the KCCC handled 382,689 phone calls in 2013. 109,270 were 911 calls, 181,739 were incoming administrative calls, and 91,680 were outgoing calls made by dispatchers calling for other resources and gathering more information in reference to incidents.

In 2013, the Kent County Communications Center continued to partner with the Grand Rapids Police Dispatch and the Kent County Dispatch Authority to configure a shared Computer Aided Dispatch (CAD) system that allows Kent County to back up Grand Rapids and vice versa.

