



**LIVINGSTON COUNTY, MICHIGAN**  
**911 CENTRAL DISPATCH**

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# Memorandum

**To: Livingston County Board of Commissioners**

**From: Chad Chewning, 911 Director**

**Date: June 14, 2021**

**Re: Rockford Ambulance Dispatch Contract**

Livingston County Central Dispatch was approached by Rockford Ambulance Service in Kent County to consider providing part-time dispatch services between the hours of 2100-0600, seven days per week. Rockford Ambulance will fully cover the equipment costs necessary to make this transition a success, as well as pay for dispatch services; the first year of dispatch service fees will total \$20,000.00, with an additional 3% increase over each remaining years of the contract. Livingston County will have no monetary costs incurred with the establishment of this contract.

Rockford Ambulance is a community-based non-profit ambulance service that covers more than 55% of the suburban and rural areas of Kent County. Those services include ALS response, non-emergent transfers, wheelchair van transportation, and clinical education. During peak times from 0600-2000 there are 2 staff members on duty, and 1 staff member on duty from 2000-0600. The majority of their call volume occurs between 0700-2000, with call volume reducing to, on average, one call every 3 hours after 22:00.

In reviewing the current workload and budget for Livingston County Central Dispatch, we could implement this contract and with no negative impacts to the current 911 system or residents in Livingston County. With the uncertain outcome of State funding for dispatch centers, this is a viable avenue to create additional revenue for the 911 center in the future.

Livingston County Central Dispatch is seeking approval to move forward with a partnership to provide dispatch services to Rockford Ambulance. This will allow Livingston County 911 to participate on a trial basis to provide contracted services to a smaller agency. As 911 center consolidations continue to occur, a successfully established process can be used as a model to explore potential opportunities to provide contracted dispatch services in the future for other areas. Full due diligence has been conducted, including research and development of an implementation plan on how to connect to CAD systems, dispatch radio talkgroups, and provide training for the staff.

I have enclosed a copy of the proposed contract for review. If approved to move forward, I will consult with legal for full review of the contract prior to signing.