

**KENT COUNTY
EMERGENCY TELEPHONE SERVICE DISTRICT
FINAL PLAN**

Adopted on xxxxxx nn, 2022

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KENT COUNTY E-911 SERVICE PLAN

I. INTRODUCTION

For decades the 911 system has served the needs of the public in emergencies. Next Generation 911 (NG911) will enhance the 911 systems to create a faster, more flexible, resilient and scalable system that will allow 911 to keep up with communication technology used by the public. Put simply, NG911 is an Internet Protocol (IP) based system that allows digital information (e.g., voice, photos, videos, text messages) to flow seamlessly from the public, through the 911 network, and on to emergency responders.

While the technology to implement NG911 systems is available, the transition to NG911 involves much more than just new computers. Implementing NG911 will include activities of many people, who will coordinate efforts to plan and deploy a continually evolving system of hardware, software, standards, policies, protocols and training. An important purpose of this plan is to prepare Kent County (“County”) for NG911 and technologies that will follow NG911.

Michigan Public Act 32 of 1986, MCL §484.1101 et seq., as amended, (“Act”) authorizes Kent County to enact an enhanced (E-911) Service Plan (“Plan”) that establishes a Service District (“Service District”) in which E-911 services are provided to callers requesting emergency medical, police and fire services. Kent County has adopted a Plan and various amendments to that Plan. This present Plan replaces, supersedes and updates all earlier Plans, taking into consideration current circumstances with the potential to more easily accommodate present and future technologies and management operations with the goal of facilitating a superior and ever-improving E-911 system within the County.

This Plan implements a Service District covering Kent County by addressing the following:

- Technical considerations of the service supplier including system equipment for facilities that would be used in providing emergency telephone service.
- Operational considerations including the designation of public safety answering points (“PSAPs”) and the way 911 calls will be processed, dispatch functions performed, and informational systems utilized.
- Managerial considerations including the organizational form and agreements that will control technical, operational, and fiscal aspects of the emergency telephone service.
- Fiscal considerations including projected recurring and non-recurring costs with a financial plan for implementing and operating the system.

By facilitating the development and maintenance of E-911 services in Kent County, this Plan provides multiple benefits, including, but not limited to:

- 1) Use of the universal, simple, easy-to-remember, three-digit number for all emergencies in any location within the County;
- 2) Automatic number identification (ANI) and automatic location identification (ALI) for wire-based calls and geographic positioning identification for mobile or wireless technologies and automatic and selective routing to increase the effectiveness of emergency response and dispatch services;
- 3) Establishment of financial, management and operational mechanisms designed to position the community in the best position to implement and maintain a current E-911 System; and
- 4) Facilitating the transition from wire-based to NG911.

Unless otherwise defined herein, the terms used in this Plan shall have their definition or meaning as used in the Act.

II. PLAN ADOPTION

- 1) The Act requires the Kent County Board of Commissioners (“County Board”) to adopt by resolution a Tentative Plan creating a Service District.
- 2) The Act requires the resolution to include a date, time and place for a public hearing to be held on a final Service Plan not less than 90 days after the date of adoption of the resolution.
- 3) The Act requires the County Clerk to give notice of the public hearing. Notice must be published twice in a newspaper of general circulation within the County. The first notice must be at least 30 days prior to the hearing, and the second notice within 30 days of the hearing.
- 4) The Act requires the County Clerk to forward a copy of the resolution, together with a copy of the Tentative Plan, to the clerk of each community within the District.
- 5) A Community has 45 days after receipt of the resolution to file with the County Clerk a notice of exclusion from the Plan (See Appendix #1). Failure to file a notice of exclusion within 45 days will result in the community being included in the Service Plan and the Service District.
- 6) The Kent County Sheriff’s Office will be a primary PSAP for Kent County, as will the City of Grand Rapids Police Department. American Medical Response (AMR), Life EMS, and Rockford Ambulance will be secondary PSAPs. Any other agency within Kent County that wishes to be a PSAP agency, either primary or secondary, has 45 days after receipt of the resolution to file a notice of intent to function as a PSAP (see Appendix #2).
- 7) The Act requires the County Board to adopt the Tentative Plan as the Final Plan, except as modified by Plan Exclusions and PSAP Notices as identified above.

III. TECHNICAL CONSIDERATIONS

1) **Service District**

The Service District created by this Service Plan will be coterminous with the boundaries of Kent County, with exceptions as noted in Appendix #3 for either jurisdictions that lie both in Kent County and an adjoining County or for specific arrangements with an adjoining County.

The County Board will cooperate with the State 9-1-1 Committee or any other state, federal or local body or official authorized to install, operate, modify and maintain universal emergency number service systems, whether wire-based, cellular, wireless, digital or radio-based, within the Service District.

2) **Enhanced wire-based 911 (E-911)**

This Plan requires an Automatic Number Identification (“ANI”), Automatic Location Identification (“ALI”), and selective Routing Network System, including “on screen” information to the telecommunication coordinator of the caller’s name, address, and telephone number and space provided for jurisdiction information in the areas of police, fire, and ambulance (“EMS”).

Wire-based telephone companies provide E-911 services to service users in Kent County and those companies must maintain their E-911 services to continue to serve residents of Kent County. All wire-based telephone companies providing wire-based services within the County must provide and maintain E-911 and will cooperate to supply, in accordance with the Michigan Public Service Commission tariff rates, rules and regulations, the design, installation, and maintenance of the network for all facilities involved in providing emergency response telephone service, including modifications to all pay telephones to provide free 911 service. The current E-911 service provider for Kent County is Peninsula Fiber Network (FPN).

The cities, townships, and villages that are wholly or partially included in the Service District include those identified in Appendix #3.

By resolution, the County Board is authorized from time to time to update the list of jurisdictions within the Service District.

3) **Wireless Implementation**

All Commercial Mobile Radio Service (“CMRS”) or other wireless providers (collectively “Wireless”) providing service within the Service District are requested and directed to deploy Phase II, E-911 Enhanced service as provided in the wireless emergency service order (“Order”), FCC Docket No. 94-102, adopted June 12, 1996, with an effective date of

October 1, 1996, including but not limited to provision of number, location and name. Kent County is Phase II compliant.

4) **VOIP Implementation**

All providers of voice over internet protocol (“VOIP”) are required to provide E-911 services if the computer is wire-based and service that is equivalent or exceeds Phase II, Enhanced service if mobile and wireless.

5) **Implementation – General**

All 911 calls within these exchanges originating from Kent County locations must be automatically routed to the primary PSAPs. All calls within these exchanges originating from other counties shall be automatically routed as directed by the E-911 service plans adopted by the County Board from those counties, or, if no such provisions exist, to the appropriate secondary PSAP for selective routing to the appropriate public agencies and EMS providers within those counties.

The County Board may act to create a 911 Board. If a 911 Board is created, it will have those responsibilities that are delegated to it by the County Board that are consistent with the Act and may exercise those responsibilities in place of the County Board. Establishment of a 911 Board does not preclude the County Board from exercising any of its responsibilities under the Act or this Plan.

The County Board is authorized and directed to take any action necessary to implement the Order, the Act, this Plan or any other applicable state or federal law existing or subsequently adopted.

The County Board may require that every wire-based, CMRS / wireless or VOIP service provider billing service users within the District submit a written registration as a “service provider” under the Act, including a contact person, telephone number and the type of service supplied, number of customers within the Service District as well as other information that the Boards periodically deem relevant. The County Board may by resolution impose reasonable time limits on the registration and require periodic updates.

6) **Updates**

By resolution, the County Board may periodically:

- Direct routing and other instructions to such service suppliers and public entities for purposes of Primary and Secondary PSAP improvements, including but not limited to NG911 implementation;
- Update the list of secondary PSAP entities; or
- Make other changes to the Appendices to this Plan.

IV. OPERATIONAL CONSIDERATIONS

1) **PSAP**

All present PSAPs and the public agencies dispatched, and dispatch method are identified in Appendix #4. By resolution, the County Board is authorized from time to time to update the list of PSAPs, public agencies dispatched, and dispatch methods as provided in Appendix #4.

All primary PSAPs must be staffed twenty-four (24) hours per day, every day of the year, and shall have at least one device for receiving calls for service from hearing or speech-impaired persons.

If a local unit of government or public safety agency that is identified in the Plan as being a primary PSAP or that has filed an intention to serve as a primary PSAP under the Act and Plan, and subsequently files a notice of intention to cease to function as a primary PSAP, the Kent County Sheriff's Office shall serve as the primary PSAP for the geographical area previously served by the local unit of government or public safety agency as soon as practicable.¹

2) **Dispatch Methods**

Calls to 911 will be processed by the direct dispatch method. Calls for service from jurisdictions outside the geographical boundaries of Kent County but which are included in this Service Plan will be handled by the manual transfer method. If, at any time, Selective Routing Transfer of the Manual Transfer method becomes unusable, the calls for service will be routed by the Relay Method.

Any safety agency not already designated to serve as a primary or secondary, or back-up PSAP, shall file a notice of its intent to serve as a PSAP no later than 45 days after the city or township which the agency serves receives a copy of this Service Plan. Any safety agency designated as a PSAP, whether as part of this Plan or a subsequent Plan amendment, shall ensure technical interoperability and / or interface capabilities with the Kent County Sheriff's Office (KCSO) PSAP's network systems including, but not limited to Computer-Aided Dispatch (CAD), Radio System, Phone System, and all audio recording equipment and software. The KCSO PSAP shall determine proper connectivity and may consider whether any potential limitations to this provision are viable. As such, the KCSO PSAP reserves the right to accept or deny identified limitations (technical or otherwise) and establish any necessary exceptions for feasible interoperability solutions. The KCSO PSAP may update technical requirements as required to serve public safety and all other designated PSAPs will meet those requirements within a reasonable period after the updated requirement is established.

While the Plan is designed solely for the benefit of the residents of Kent County, areas

¹ "Practicability" shall be determined in the sole discretion of the County Board after consultation with the local unit of government affected.

outside this County may be affected by the implementation of this plan. Agreements shall be reached with those communities as to the proper forwarding of those 911 calls that originate beyond the boundaries of the Service District.

3) **Training**

All PSAPs will follow State processes such that all telecommunicators maintain a minimum training standard, including submission of applications and following funding guidelines so as to receive funding from the State 911 Committee.

4) **Agencies and Updates**

The public and / or private agencies to be dispatched within the County and the dispatch methods are identified in Appendix #4. By resolution, the County Board is authorized from time to time to update the list of public and private agencies providing emergency response services within the District and the corresponding dispatch methods.

5) **911 Resource Protection**

Notwithstanding its right to enact ordinances to protect any other provision in this plan including but not limited to fee structures for services rendered, the County Board is also specifically authorized to adopt an ordinance to protect the following activities that could threaten the effectiveness of 911 and / or safety of first responders and the public they serve:

- (a) False Alarm prohibitions
- (b) Hacking prohibitions
- (c) Signal jamming or blocking prohibitions including swatting
- (d) Automatic signal prohibitions or deviations from protocols established by the Primary PSAP(s) to properly channel automatic connections from alarms and / or alarm companies into its computer aided dispatch (“CAD”) system
- (e) Virus prohibitions
- (f) Prohibitions against other emergency service providers responding to calls to which they were not dispatched in a manner unauthorized by the County Board (“call jumping”)
- (g) Prohibitions against the impeding of first responders from reaching emergencies to which they have been dispatched
- (h) Prohibitions against providing services that threaten the economic viability of any exclusive contract for emergency services necessary to effectively and efficiently operate the 911 dispatch operations described herein
- (i) Prohibitions against application providers representing within the County that their applications can provide services to the Primary PSAP(s) that cannot be provided
- (j) Prohibition against application providers and / or service providers selling applications or communications services hardware or software within the service district that will not deliver calls and texts consistent with Enhanced wire line, wireless Phase II compliance, VoIP 911 and NG911 service standards

- or Michigan laws, rules and regulations
- (k) Requirements that all service suppliers forward 911 calls and texts to the IP address and provider as specified by the County Board for NG911 Service, including all technical requirements that would enable the passage to the Primary PSAP(s) and receipt thereby of text messages for 911 service.

V. MANAGERIAL CONSIDERATIONS

Each public or private safety agency which is authorized under this Plan files a notice of intent to function as a PSAP (either primary or secondary) accepts the responsibility for the management of the on-line public safety dispatch center including the operational configuration, level of service and equipment needs.

Management of each PSAP will be in accordance with the policies and procedures of the public safety agency that operates the PSAP.

The County Board shall continue to direct implementation of technology integration and operational compatibility of 911 and central dispatch services for the Service District as it always has.

VI. FISCAL CONSIDERATIONS

1) Technical Charges

A. Estimated Network Costs²

This Plan authorizes the imposition and collection of a technical charge as provided in the Act. Each service provider shall provide the County Board with any technical surcharges authorized by the Michigan Public Service Commission, including any changes. If the Act is modified to reduce or expand these caps, this Plan shall be automatically adjusted without modification to authorize or establish such revised caps.

B. Estimated Network Charges

Network Charges will be collected by each wire-based Service Supplier from all subscribers in the Service district, as approved by the Michigan Public Service Commission.

The Act requires each agency operating a PSAP to pay for all terminal equipment installation and for the actual PSAP equipment either through rental or capital acquisition. If the Act is modified, this Plan shall be automatically modified regarding

² All rates are subject to annual review and Tariff Revision.

the provision of such terminal or technical equipment.

Primary PSAP(s) will utilize existing equipment. The cost of maintaining existing and acquiring new equipment shall be paid for by the Primary PSAP funding unit or by a separate entity operated to provide dispatch services, if one exists, as funded through Operational Funding, as described below. Grant monies, wherever applicable, will be sought for equipment costs and planning and development of the database.

2) **Operational Funding**

To finance the delivery of primary PSAP services, the County Board is authorized and directed to implement, receive and expend, consistent with all applicable laws and County resolutions, any voter approved millages, 911 operational surcharges or any other funding provided under state or federal law, including but not limited to such fees authorized, imposed, and collected under the Act. The County Board is authorized to make any request for funding from the Michigan Public Service Commission or State 9-1-1 Committee pursuant to the Act.

Furthermore, if millage and/or 911 operational surcharge revenues are insufficient to cover the costs of financing the Kent County Sheriff's Office PSAP, the County Board is authorized to negotiate fees for primary PSAP services rendered to public safety agencies and other emergency service providers by Kent County Sheriff's Office, and if such fees cannot be negotiated, to set them at reasonable and fair levels.

In addition, the County Board is authorized to accept and to expand Kent County's share of the State's wireless surcharge revenue as provided under the Act and to expend such funds on equipment and services benefiting the wireless telephone citizens operating within Kent County.

This Plan also recognizes the County Board right to seek voter approval for a millage to fund dispatch equipment and operations.

3) **Past Plans or Amendments**

These provisions are intended to modify, amend, supersede and replace any prior Plan or Plan Amendment. This Plan may be amended in any manner and at any time consistent with the Act.

EXECUTION AND ACKNOWLEDGEMENT

Date: _____

Stan Stek, Chairperson
Kent County Board of Commissioners

I, Lisa Posthumus Lyons, the Kent County Clerk, hereby attest that the Kent County Board of Commissioners approved this plan on _____, 2022 and authorized the Chairperson to execute it on its behalf, which occurred in my presence.

Date: _____

Lisa Posthumus Lyons
Kent County Clerk

APPENDICES

- Appendix #1 Notice of Exclusion (Full Jurisdiction) and Notice of Exclusion (Partial Jurisdiction)
- Appendix #2 Notice of intent to function as a PSAP
- Appendix #3 Service District, Affected units of government within Kent County
- Appendix #4 List of public agencies serviced by the 911 network and dispatch methods

APPENDIX #1

1. Notice of Exclusion – (Full Jurisdiction)

Pursuant to Section 306 of the Emergency Telephone Service Enabling Act, Michigan Public Act 32 of 1986, as amended, each public agency has 45 days after receipt of the Final 911 Service Plan to file a Notice of Exclusion from the 911 service district with the County Clerk. The Notice of Exclusion shall be in substantially the following form:

NOTICE OF EXCLUSION FROM THE 911 SERVICE DISTRICT

Pursuant to Section 306 of the Emergency Telephone Service Enabling Act, the _____ of _____ hereby notifies the Kent County Board of Commissioners that the _____ of _____ is excluded from the 911 Service District established by the Board of Commissioners on _____, 2020.

Clerk or other appropriate official

2. Notice of Exclusion – (Partial Jurisdiction)

Pursuant to the provisions of the Emergency Telephone Service Enabling Act, Michigan Public Act 32 of 1986, as amended, each public agency has 45 days after receipt of the final 911 Service Plan to file a Notice of Exclusion from the 911 Service District with the County Clerk. If less than the entire jurisdiction of a public agency is to be excluded, the Notice of Exclusion shall be in substantially the following form:

NOTICE OF EXCLUSION FROM THE 911 SERVICE DISTRICT

Pursuant to Section 306 of the Emergency Telephone Service Enabling Act, the _____ of _____ hereby notifies the Kent County Board of Commissioners that the _____ of _____ described on the attached map is excluded from the 911 Service District established by the Final 911 Service Plan adopted by the Board of Commissioners on _____, 2020.

Clerk or other appropriate official

APPENDIX #2

NOTICE OF INTENT TO FUNCTION AS A PSAP

Pursuant to the provisions of the Emergency Telephone Service Enabling Act, Michigan Public Act 32 of 1986, as amended, each public safety agency has 45 days after receipt of this final 911 Service Plan to file with the County Clerk a Notice of Intent to Function as a PSAP. The notice shall be in substantially the following form:

NOTICE OF INTENT TO FUNCTION AS A PSAP

Pursuant to Section 307 of the Emergency Telephone Service Enabling Act, _____ shall function as a PSAP within the 911 Service Plan adopted by resolution of the Kent County Board of Commissioners on _____, 2020.

Official's Name
Official's Position

Second Official's Name
Second Official's Position

APPENDIX #3

JURISDICTIONS WITHIN THE SERVICE PLAN

The following townships, villages and cities exist in whole or in part within the County and, therefore, the Service District created by this Plan:

TOWNSHIPS OF:

Ada
Algoma
Alpine
Bowne
Byron
Caledonia
Cannon
Cascade
Courtland
Gaines
Grand Rapids
Grattan
Lowell
Nelson
Oakfield
Plainfield
Solon
Sparta
Spencer
Tyrone
Vergennes

VILLAGES OF:

Caledonia
Casnovia
Kent City
Sand Lake
Sparta

CITIES OF:

Cedar Springs
East Grand Rapids
Grand Rapids
Grandville
Kentwood
Lowell
Rockford

Walker
Wyoming

In addition, limited portions of the following jurisdictions that are adjacent to Kent County are also included as part of the Service District created by this Plan:

COUNTIES OF:

Ionia
Montcalm
Newaygo

APPENDIX #4

PSAP, PUBLIC SERVICE AGENCIES AND DISPATCH METHODS

KENT COUNTY PSAP

LAW ENFORCEMENT AGENCIES:

Agency Name: Kent County Sheriff's Office

Address: 701 Ball Ave NE, Grand Rapids, MI. 49503

Business Line: 616-632-6100

Dispatch Method: 800 MHz Radio

Jurisdiction: Kent County

Agency Name: East Grand Rapids Department of Public Safety

Address: 770 Lakeside Dr SE, Grand Rapids, MI 49506

Business Line: 616-949-7010

Dispatch Method: 800 MHz Radio

Jurisdiction: City of East Grand Rapids

Agency Name: Grandville Police Department

Address: 3181 Wilson Ave SW Grandville, MI 49418

Business Line: 616-538-6110

Dispatch Method: 800 MHz Radio

Jurisdiction: City of Grandville

Agency Name: Kentwood Police Department

Address: 4742 Walma Ave SE Kentwood, MI 49512

Business Line: 616-698-6580

Dispatch Method: 800 MHz Radio

Jurisdiction: City of Kentwood
Agency Name: Lowell Police Department
Address: 111 N Monroe St Lowell, MI 49331
Business Line: 616-897-7123
Dispatch Method: 800 MHz Radio
Jurisdiction: City of Lowell

Agency Name: Rockford Department of Public Safety
Address: 7 S Monroe St NE Rockford, MI 49341
Business Line: 616-866-9557
Dispatch Method: 800 MHz Radio
Jurisdiction: City of Rockford

Agency Name: Sparta Police Department
Address: 260 W Division St Sparta, MI 49354
Business Line: 616-887-8716
Dispatch Method: 800 MHz Radio
Jurisdiction: Village of Sparta

Agency Name: Walker Police Department
Address: 4343 Remembrance Rd NW Walker, MI 49534
Business Line: 616-453-5441
Dispatch Method: 800 MHz Radio
Jurisdiction: City of Walker

Agency Name: Wyoming Police Department
Address: 2300 De Hoop Ave SW Wyoming, MI 49509
Business Line: 616-530-7300
Dispatch Method: 800 MHz Radio
Jurisdiction: City of Wyoming

FIRE DEPARTMENTS:

Agency Name: Ada Fire Department

Address: 6990 E Fulton St Ada, MI 49301

Business Line: 616-676-2376

Dispatch Method: 800 MHz Radio

Jurisdiction: Ada Township

Agency Name: Algoma Fire Department

Address: 10820 Edgerton Ave NE Rockford, MI 49341

Business Line: 616-866-2607

Dispatch Method: 800 MHz Radio

Jurisdiction: Algoma Township

Agency Name: Alpine Fire Department

Address: 841 Alpine Church Rd NW Comstock Park, MI 49321

Business Line: 616-784-5750

Dispatch Method: 800 MHz Radio

Jurisdiction: Alpine Township

Agency Name: Alto Fire Department

Address: 6260 Bancroft Ave SE Alto, MI 49302

Business Line: 616-868-6846

Dispatch Method: 800 MHz Radio

Jurisdiction: Bowne Township, Southern 1/3 of Lowell Township

Agency Name: Byron Township Fire Department

Address: 2560 84th St SW Byron Center, MI 49315

Business Line: 616-878-9174

Dispatch Method: 800 MHz Radio

Jurisdiction: Byron Township

Agency Name: Caledonia Fire Department

Address: 8192 Broadmoor Ave SE Caledonia, MI 49316

Business Line: 616-891-0140

Dispatch Method: 800 MHz Radio

Jurisdiction: Caledonia Township

Agency Name: Cannon Fire Department

Address: 6878 Belding Rd NE Rockford, MI 49341

Business Line: 616-874-9725

Dispatch Method: 800 MHz Radio

Jurisdiction: Cannon Township

Agency Name: Cascade Fire Department

Address: 2865 Thornhills Ave SE Grand Rapids, MI 49546

Business Line: 616-949-1320

Dispatch Method: 800 MHz Radio

Jurisdiction: Cascade Township (except GRFIA property)

Agency Name: Cedar Springs Fire Department

Address: 38 N 2nd St NE Cedar Springs, MI 49319

Business Line: 616-696-1221

Dispatch Method: 800 MHz Radio

Jurisdiction: City of Cedar Springs, Southern Half of Nelson Township

Agency Name: Courtland Township Fire

Address: 7480 14 Mile Rd NE Rockford, MI 49341

Business Line: 616-866-3511

Dispatch Method: 800 MHz Radio

Jurisdiction: Courtland Township

Agency Name: Cutlerville Fire Department

Address: 11 68th St SW Grand Rapids, MI 49548

Business Line: 616-455-7670

Dispatch Method: 800 MHz Radio

Jurisdiction: Northeast Byron Township, Western Third of Gaines Township

Agency Name: Dutton Fire Department

Address: 3471 68th St SE Caledonia, MI 49316

Business Line: 616-541-0119

Dispatch Method: 800 MHz Radio

Jurisdiction: East Half of Gaines Township

Agency Name: East Grand Rapids Department of Public Safety

Address: 770 Lakeside Dr SE, Grand Rapids, MI 49506

Business Line: 616-949-7010

Dispatch Method: 800 MHz Radio

Jurisdiction: City of East Grand Rapids

Agency Name: Grand Rapids Township Fire Department

Address: 1836 East Beltline Ave NE Grand Rapids, MI 49525

Business Line: 616-361-7391

Dispatch Method: 800 MHz Radio

Jurisdiction: Grand Rapids Township

Agency Name: Grandville Fire Department

Address: 3215 Wilson Ave SW Grandville, MI 49418

Business Line: 616-530-6211

Dispatch Method: 800 MHz Radio

Jurisdiction: City of Grandville, I-196 Corridor in Wyoming

Agency Name: Grattan Fire Department

Address: 12134 Old Belding Rd NE Belding, MI 48809

Business Line: 616-691-7404

Dispatch Method: 800 MHz Radio

Jurisdiction: Grattan Township

Agency Name: Kent City Fire Department

Address: 218 E Muskegon Kent City, MI 49330

Business Line: 616-678-4330

Dispatch Method: 800 MHz Radio

Jurisdiction: Village of Kent City, Tyrone Township

Agency Name: Kentwood Fire Department

Address: 4775 Walma Ave SE Kentwood, MI 49512

Business Line: 616-554-0800

Dispatch Method: 800 MHz Radio / Call to fire station depending on call type

Jurisdiction: City of Kentwood

Agency Name: Lowell Fire Department

Address: 315 S Hudson St SE Lowell, MI 49331

Business Line: 616-897-7354

Dispatch Method: 800 MHz Radio

Jurisdiction: City of Lowell, Northern 2/3 of Lowell Township, Vergennes Township, Small Section of Western Keene Township (Ionia County)

Agency Name: Oakfield Fire Department

Address: 10300 14 Mile Rd NE Rockford, MI 49341

Business Line: 616-754-5122

Dispatch Method: 800 MHz Radio

Jurisdiction: Oakfield Township

Agency Name: Plainfield Fire Department

Address: 4343 Plainfield Ave NE Grand Rapids, MI 49525

Business Line: 616-361-2895

Dispatch Method: 800 MHz Radio

Jurisdiction: Plainfield Township

Agency Name: Rockford Department of Public Safety

Address: 7 S Monroe St NE Rockford, MI 49341

Business Line: 616-866-9557

Dispatch Method: 800 MHz Radio

Jurisdiction: City of Rockford

Agency Name: Sand Lake Fire Department

Address: 2 E Maple St NE Sand Lake, MI 49343

Business Line: 616-636-8854

Dispatch Method: 800 MHz Radio

Jurisdiction: Village of Sand Lake, Northern Nelson Township, Montcalm Township (Montcalm County), Ensley Township (Newaygo County)

Agency Name: Solon Township Fire Department

Address: 2305 19 Mile Rd NE Cedar Springs, MI 49319

Business Line: 616-696-0020

Dispatch Method: 800 MHz Radio

Jurisdiction: Solon Township

Agency Name: Sparta Fire Department

Address: 43 N State St NE Sparta, MI 49345

Business Line: 616-887-0900

Dispatch Method: 800 MHz Radio

Jurisdiction: Village of Sparta, Sparta Township

Agency Name: Spencer Township Fire Department

Address: 12131 18 Mile Rd NE, Gowen, MI 49326

Business Line: 616-984-2200

Dispatch Method: 800 MHz Radio

Jurisdiction: Spencer Township

Agency Name: Walker Fire Department

Address: 4343 Remembrance Rd NW Walker, MI 49534

Business Line: 616-791-6840

Dispatch Method: 800 MHz Radio

Jurisdiction: City of Walker

Agency Name: Wyoming Fire Department

Address: 1250 36th St SW Wyoming, MI 49509

Business Line: 616-530-7250

Dispatch Method: 800 MHz Radio

Jurisdiction: City of Wyoming / Call to fire station depending on call type

AMBULANCE AGENCIES:

Agency Name: American Medical Response (AMR)

Address: 517 Division Ave S, Grand Rapids, MI 49503

Business Line: 616-459-8197

Dispatch Method: Call to AMR Dispatch

Jurisdiction: Central portions of the City of Grand Rapids, Ada Township, Northwestern portions of the City of Wyoming, City of Grandville, Western 1/3 of the City of Kentwood, Western 2/3 of Gaines Township.

Agency Name: Life EMS

Address: 1275 Cedar St NE, Grand Rapids, MI 49503

Business Line: 616-458-5433

Dispatch Method: Call to Life EMS Dispatch

Jurisdiction: Southern 2/3 of Alpine Township, All areas south of the Grand River in Plainfield Township, City of Walker, Eastern 2/3 of the city of Kentwood, Cascade Township, Byron Township, Eastern 1/3 of Gaines Township, Caledonia Township, Village of Caledonia, Bowne

Township, Northern and Southern portions of the City of Grand Rapids, Northeastern portions of the City of Wyoming.

Agency Name: Rockford Ambulance

Address: 8450 Shaner Ave NE, Rockford, MI 49341

Business Line: 616-866-0724

Dispatch Method: Call to Rockford Ambulance Dispatch

Jurisdiction: All Townships, Cities, and Villages north of 10 Mile Rd, Northern 1/3 of Alpine Township, All areas north of the Grand River in Plainfield Township, Cannon Township, Grattan Township, Vergennes Township, Lowell Township, City of Lowell, Grand Rapids Township

MISCELLANEOUS AGENCIES:

Agency Name: Kent County Animal Control

Address: 740 Fuller Ave NE, Grand Rapids, MI 49503

Business Line: 616-632-7300

Dispatch Method: 800 MHz Radio

Jurisdiction: Kent County

Agency Name: Kent County Road Commission

Address: 1500 Scribner Ave NW, Grand Rapids, MI 49504

Business Line: 616-242-6900

Dispatch Method: 800 MHz Radio / Call to On-Duty Personnel

Jurisdiction: Kent County