



City of South Haven

PRESS RELEASE

City of South Haven

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Local Media

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CITY OF SOUTH HAVEN DISPATCH CHANGES BEGINNING AUGUST 24th

FOR IMMEDIATE RELEASE – (South Haven, Michigan) As the City of South Haven moves toward closing the South Haven Dispatch Center (SHDC) and having Van Buren County Dispatch (VBCD) assume dispatch responsibilities, incremental steps have been taken to assure a smooth transition. The City is confident that a graduated closing of the SHDC will allow an opportunity to work through difficulties which may be encountered as the transfer proceeds.

The first phase of the transfer will begin August 24, 2011 at 7:00 pm at which time the SHDC will begin closing each day between the hours of 7:00 pm and 7:00 am. During this time VBCD will control all 911 dispatching. SHDC will continue to be open for business each day from 7:00 am to 7:00 pm and will dispatch and respond to all non-emergency calls received during the hours of operation.

During the hours the SHDC is closed, users who attempt to contact the non-emergency business lines will be routed to a call center which will assist with addressing immediate service requests or forwarding user requests to City staff for follow up during normal business hours. During the hours the SHDC is closed, the police headquarters building will be locked and a call box placed at the entrance, which will forward any users to VBCD.

Over the coming months, staff will be working on developing a “311” service and integrating an answering service to process after hour needs. It is anticipated that this should be accomplished by October 1, 2011 which is the target date for Van Buren to be fully operational and dispatching all calls in the County.

Please do not hesitate to contact the City of South Haven if you should have any questions regarding the process for transferring dispatch services to VBCD. As the transition progresses, the City will make every effort to keep citizens aware of changes that are being made. Further, we guarantee that we will continue to provide the superior level of Police, Fire, and EMS services that citizens within the City of South Haven and South Haven Township have always received.

For more information on this transfer, please feel free to contact Police Chief Tom Martin, (269-637-5151.)

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