



## Legislation Text

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**File #:** 230620, **Version:** 2

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### [COMMITTEE SUBSTITUTE FOR] RESOLUTION NO. 230620

Sponsor: Mayor Quinton Lucas

RESOLUTION - Directing the City Manager to solicit proposals for the necessary technology and equipment to establish an in-house 911 call center and report back to the City Council within 30 days on the actions needed to effectuate this change.

WHEREAS, a fast response to 911 calls is a core, life-saving public service; and

WHEREAS, the National Emergency Number Association has set the National Call Answering Standard as 90% of calls should be answered within 15 seconds; and

WHEREAS, waiting times for 911 calls made in Kansas City are longer than ever, with fewer than 41 percent of 911 calls to the Kansas City Police Department answered within 15 seconds in the past month; and

WHEREAS, strong local oversight and decision-making of emergency services, including 911 call centers, is important for effective service delivery that is accountable to Kansas Citians; and

WHEREAS, due to 911 call-service consolidation, improvements to 911 call center operations currently require approval by regional stakeholders; and

WHEREAS, it is a common practice for cities to operate their own 911 call centers; NOW, THEREFORE,

BE IT RESOLVED BY THE CITY OF KANSAS CITY:

That the City Manager is directed to solicit proposals for the necessary technology and equipment to establish an in-house 911 call center and report back to the City Council within 30 days on the actions needed to effectuate this change.

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