

EASTSIDE DISPATCH CENTER

CITY OF BELLEVUE

BELLEVUE, WASHINGTON

PROJECT DESCRIPTION:

The Eastside Dispatch Center, operated by the City of Bellevue Police Department, provides law enforcement dispatching services for more than 150,000 eastside residents. Additionally, the Center provides fire services dispatching for more than 450,000 eastside and north-side residents. Much of the service is provided on a contract basis to communities adjacent to and north of Bellevue. The Center is located in east Bellevue at City Fire Station #3. It operates with a staff of approximately 50 professional dispatchers and managers.

Recently, the City has undertaken a major facility and systems renovation program. New 800 MHz radio systems, client-server-based computer aided dispatching, video projection map/information displays and back-bone communications systems have been installed. Additionally, the facility has been renovated with space and mechanical/electrical system modifications and upgrades. The cost of this work was approximately \$800,000.

ACSI'S RESPONSIBILITIES:

ACSI was engaged by the City as its project manager and coordinator for the systems and facility renovation. Additionally, ACSI acted as the lead professional firm for the facility renovation and design work. Engaging an architect and mechanical engineer as consultants and performing the electrical design work in-house, ACSI prepared and issued construction documents, analyzed bids, and provided construction management and coordination services.

A key objective for this project was the absolute minimization of facility downtime while the renovation work was being accomplished. During this period, dispatching services had to be accomplished from less-than-ideal backup facilities, which not only taxes operating personnel, but also could have hampered response time in the case of the occurrence of a major emergency. Fortunately, the cutover period went very smoothly due to ACSI's project management and engineering personnel who developed and implemented a very detailed project cutover plan and schedule. The fulfillment of this plan not only minimized temporary operations, but also achieved an enhanced dispatching capability which will help the City and adjoining communities to be better prepared for the challenges of the 21st century.



Bellevue Eastside Dispatch Center