FOR IMMEDIATE RELEASE
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EMERGENCY DISPATCH CONSOLIDATION GOES INTO EFFECT TUESDAY, JUNE 6

(Glencoe, Illinois)—The Village of Glencoe is consolidating emergency dispatch services with the Village of Glenview—a change that will take effect June 6, 2017. The consolidation process began after the State of Illinois passed Public Act 99-0006 in June 2015 mandating that emergency dispatch centers serving populations of less than 25,000 consolidate with neighboring centers by July 1, 2017.

In the summer of 2016, the Village of Glencoe partnered with the Villages of Kenilworth, Northfield and Winnetka, and employed the assistance of Matrix Consulting Group, to conduct a comprehensive evaluation of existing operations and consolidation options that underscored retaining high service standards, such as quick response times and highly-trained dispatching staff, as well as cost-effective service. From this analysis, the Village of Glenview was identified as the best possible solution and in October 2016 the Village of Glencoe entered into a formal intergovernmental agreement with Glenview (joined by the Villages of Kenilworth, Northfield and Winnetka).

“Glencoe’s Public Safety Department prides itself on the high level of service we provide to the community. For the past several months, we have been working closely with the Village of Glenview to ensure that the transition to their dispatch center is as smooth as possible and that services our residents expect are maintained seamlessly,” said Public Safety Director Cary Lewandowski. “Due to the consolidation, we will transition to a new emergency radio network as well as Glenview’s Computer Aided Dispatch (CAD) and Records Management systems, which has created an opportunity for our Public Safety Officers to learn and utilize advanced technologies that will improve internal operations.”

There are several important points for residents to keep in mind:

- Glencoe Public Safety Officers will continue to provide 24/7 police, fire and emergency medical services and will respond to Glencoe residents when called.
- For those residents in need of non-emergency Public Safety assistance, please continue to call the Public Safety non-emergency number at (847) 835-4112. Glencoe staff will still answer these calls during regular business hours (8 a.m. – 4:30 p.m., Monday through Friday). After hours, Glenview dispatchers will answer these calls and assist as they are able, or they will dispatch on-duty Glencoe Public Safety Officers.
- Call answering and dispatching services will continue to be provided at the highest standards. Glenview dispatchers have participated in a rigorous training program to become familiar with Glencoe’s Public Safety
Department operations. Glenview currently dispatches emergency calls for the Cities of Highland Park and Lake Forest as well as the Village of Lake Bluff, and along with Glencoe, Kenilworth, Northfield and Winnetka will also transition to Glenview for dispatching services on June 6.

- There will no longer be a Public Safety presence in the Public Safety/Village Hall lobby 24 hours a day, seven days a week as exists today. Residents requiring walk-in Public Safety services outside regular business hours or on weekends will have access to a video phone system in the south vestibule and a basic phone system in the north vestibule to link directly to dispatchers in Glenview. This will allow a direct connection to Glenview dispatchers, and they will provide immediate assistance. Additionally, the Village has expanded our offering of online payments to accommodate after-hours needs. Learn more through the Payment Center at [www.villageofglencoe.org/pay](http://www.villageofglencoe.org/pay).

- The lobby will be open during regular business hours and citizens will continue to be assisted by Public Safety staff members at the lobby desk.

The Village will continue to provide public information as the consolidation goes into effect. Contact Public Safety Director Cary Lewandowski at clewandowski@villageofglencoe.org / (847) 835-4112 for more information.