



Public Safety Department

911 Dispatch Consolidation

Background

- Illinois Public Act 99-006 requires 911 dispatch centers to serve a minimum population of 25,000 by July 1, 2017
- Glencoe, Kenilworth, Northfield, and Winnetka (GKNW Group) worked cooperatively – as a group the population threshold is met
- The Matrix Consulting Group was retained to evaluate existing operations and potential consolidation options
- The recommendation was a “contract for service” relationship with the Glenview Regional Dispatch Center to provide dispatch services
- Following Board direction at the August 18, 2016 Committee of the Whole meeting, staff entered into negotiations with Glenview to provide dispatch services; Village Board review and approval of the contract is being sought this evening

Contract Specifications

The Village of Glenview will supply the following services:

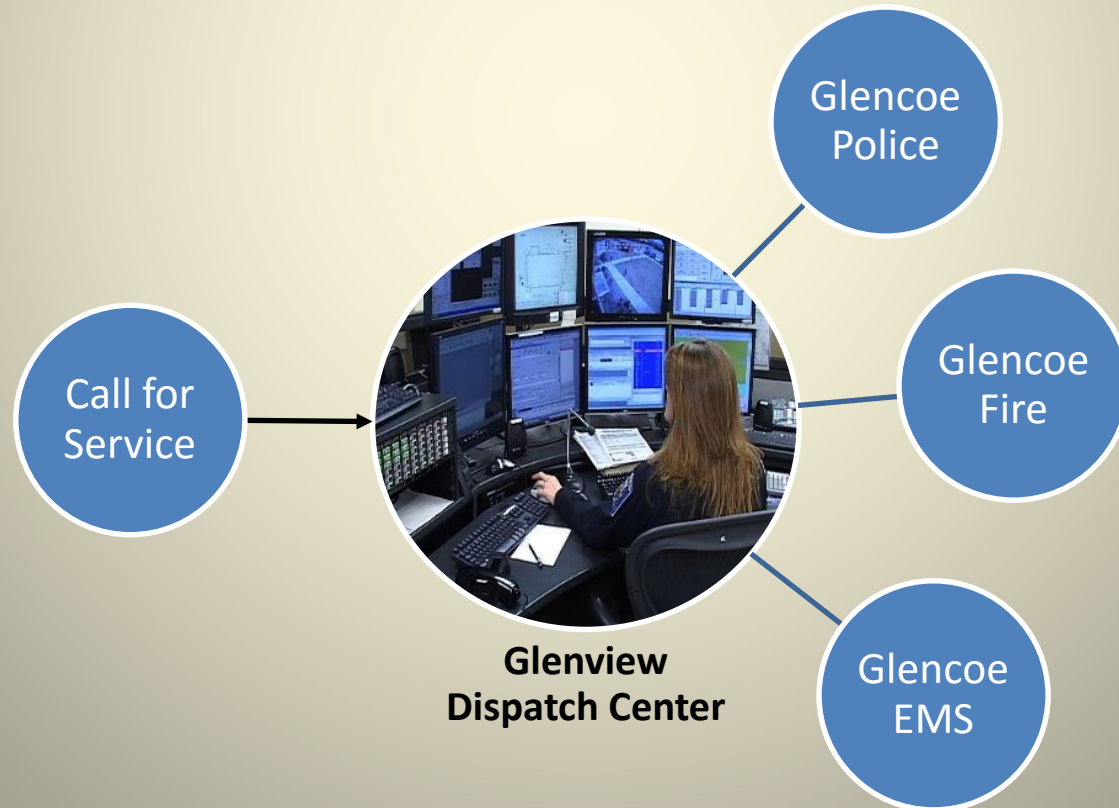
- 24 hour emergency and non-emergency police, fire, and EMS call taking and radio dispatching
- Answer administrative calls after business hours and on weekends and holidays; Glencoe Public Safety civilian staff will answer administrative calls during business hours only
- After-hours and emergency Public Works notifications
- Activation of community emergency notification messages and warning sirens
- Dispatch data entry and records management for police, fire, and EMS incidents



Glenview Dispatch Center

Service Delivery

- Most importantly, Glencoe Public Safety Officers will continue to respond to all calls for service; there will be no changes or delays in these services
- All calls for emergency and non-emergency Public Safety services (police, fire, EMS) will be handled by Glenview dispatchers; Glencoe will no longer employ dispatchers or maintain a dispatch center in the Village Hall



Service Delivery (cont.)

- The Public Safety/Village Hall lobby will be open during regular business hours; citizens requiring walk-in lobby service will be assisted by Glencoe Public Safety civilian staff members at the lobby desk
- Citizens requiring walk-in lobby service after regular business hours will be assisted by Glenview dispatchers via video phone in the vestibule of the Village Hall; Glencoe officers will be dispatched to assist as necessary



Next Steps

- Continue development of transition team and plan (*Underway*)
- Review and recommend to the Board a staffing and administrative structure to provide residual services (*December*)
- Join the Glenview Joint Emergency Telephone System Board (*January*)
- Complete the transition by July 1, 2017 in accordance with the mandate
- Provide periodic status reports to the Village Board throughout the implementation process (*Ongoing*)

Recommendation

Staff recommends that the Village Board authorize the Village Manager to execute an Intergovernmental Agreement with the Village of Glenview to provide dispatch services to the Village of Glencoe