

Emergency Dispatch Consolidation FAQs

Background

As required by State law, Glencoe is consolidating emergency dispatch responsibilities with the Village of Glenview – a change that will take effect on or before July 1, 2017. Glencoe Public Safety Officers will continue to provide 24/7 police, fire and emergency medical services. Residents are reminded that dialing 911 is the preferred method to request emergency assistance.

- 1. Will Glencoe Public Safety Officers still respond to my home for police, fire and EMS purposes, in addition to performing police patrol services, once dispatch services are consolidated?**
 - a. Yes. Public Safety services will not change - Glencoe Public Safety Officers will continue to provide 24/7 police, fire and emergency medical services once dispatch services are consolidated with Glenview.
- 2. Who will answer the non-emergency phone calls (847) 835-4112 currently answered by the Glencoe Public Safety dispatch center?**
 - a. Glencoe Public Safety Department personnel will continue to answer routine calls for assistance during normal business hours (8 a.m.-4:30 p.m., Monday-Friday). After hours, this line will automatically forward to Glenview's dispatch center.
- 3. If I feel threatened, will I be able to enter Village Hall after hours to seek assistance from Public Safety Officers?**
 - a. Yes. After hours, the Public Safety vestibules (the south entrance from Hazel Avenue or the north entrance off Wyman Green) will remain unlocked. If you are experiencing an emergency you will be able to speak with a Glenview dispatcher, via phone or video phone system, who will activate a door locking mechanism to allow you into a secure area.
- 4. I am unable to visit Village Hall during regular business hours to purchase things like a Commuter Parking Permit or to pay a parking ticket. How will I make these purchases and payments after consolidation?**
 - a. The Village recognizes that many residents cannot make it to Village Hall during regular business hours, and is working to provide more online payment options. We are working to have these online options available in advance of Glenview beginning our dispatching operations in late June. Additionally, we suggest the following methods for our most common after-hours purchases:
 - i. Commuter Parking Lot Permits:
 1. Mail permit application and check/money order, payable to the Village of Glencoe, to Village Hall (675 Village Court) or drop your application and check/money order in the white mailbox outside of Village Hall. (ONLINE OPTION COMING SOON!)
 - ii. Parking Tickets:
 1. Pay online via the Village's [Payment Center](#) (Requires 7-9 digit account number)
 2. Mail parking tickets and check/money order, payable to the Village of Glencoe, to Village Hall (675 Village Court) or drop your parking tickets and check/money order in the white mailbox outside of Village Hall.
 - iii. Utility Bills:
 1. Pay online via the Village's [Payment Center](#) (Requires 10 digit account number)
 2. Mail bill stubs and check/money order, payable to the Village of Glencoe, to Village Hall (675 Village Court) or drop your bill stubs and check/money order in the white mailbox outside of Village Hall.
 - iv. Vehicle & Animal Licenses:
 1. New this year, residents can complete both renewals and new license applications online via the Village's [Payment Center](#). Online Vehicle License renewals require both license plate numbers and Vehicle ID numbers, while online Pet Licenses require a current Cook/Lake County rabies vaccine number for all licenses and a Pet ID number for renewals.

2. Mail checks/money orders, payable to the Village of Glencoe, with a copy of your license application to Dept. #3, P.O. Box 88565, Carol Stream, Illinois 60188-0565 drop your application and check/money order in the white mailbox outside of Village Hall.
 - v. Note that False Alarm invoices, Alarm Permit Applications and donations to the Village may also be made via the [Payment Center](#).
5. **When I find items around the community I bring them to Public Safety – much like a lost and found. How will I turn in these items after hours?**
 - a. To turn in items to Public Safety Officers after hours, please visit the vestibule and speak with a Glenview dispatcher who will have an officer meet you. Alternatively, call the non-emergency number at (847) 835-4112 and an officer will respond to your home.
6. **How will Glenview’s dispatchers know our community if they are not working in Glencoe?**
 - a. As is current practice, all dispatchers will undergo extensive training, including ride-alongs, to learn the geography and other nuances of our community.
7. **Other than being in compliance with State law, are there other advantages to dispatch consolidation?**
 - a. Yes. Glenview’s dispatch center, because of its size and capacity, will have resources not available to the Glencoe Public Safety Department currently, including having both call takers and dispatchers and a redundant partner dispatch center that could take over services should a catastrophic event render the Glenview dispatch center inoperable. We expect no degradation in the high standards of service that our residents deserve and have come to expect.