



CENTRALIZED DISPATCHING SERVICES Q & A

Pursuant to the Strategic Plan 2013-2018, the City of Lake Forest is furthering its participation in cost-saving regional consortiums and is considering merging its 911 Dispatch Services with Lake Bluff and Highland Park. Police, Fire and emergency facilities, vehicles and services are not being considered for change, only a reduction in full operating hours in the Public Safety Building and the way 911 calls are routed.

The three municipalities are considering utilizing Glenview's Consolidated Dispatch Center and operating it out of the Highland Park Police Department facility.

1. What are estimated savings for LF?

Approximately \$1.6 million in operational and capital savings is expected over 5 years.

2. What would the City spend to update the Public Safety Building to accommodate the new system?

\$80,000 is budgeted to convert the existing dispatching space into general office space.

3. What would Lake Forest spend on new equipment or upgrades for the Consolidated Center facility?

Included in the contractual cost is an annual operating charge of \$528,000 plus a one-time capital cost of \$444,000.

4. Who will handle the 24-7 non-emergency calls to 847.234.2601?

Lake Forest Police Department Administrative Personnel will respond Monday-Friday from 7 a.m.-11 p.m. and on weekends from 8 a.m.-5 p.m. These hours may change as the program is implemented. All other hours will be handled by Central Dispatch.

5. Will all calls and Dispatch personnel be located in the Village of Glenview?

Not all. One of the advantages of the proposed Central Dispatching operation is a fully redundant back-up facility in the City of Highland Park. Currently, if Lake Forest's Public Safety Building were damaged in a natural disaster, the City could not function fully in Dispatch and ancillary support services. Some dispatchers will be working out of Highland Park.

6. What will happen to the nine personnel currently employed?

They will be provided an opportunity to interview for the newly-created positions at the Central Dispatching facility.

7. How many employees will be hired for Central Dispatching? Who will interview them and make the decision on who will be employed?

A total of 12 new dispatchers will be hired as Glenview employees by the Village of Glenview and some will be assigned to the Highland Park facility. Newly-hired employees may be located in either Glenview or Highland Park.

8. Who will perform the ancillary duties currently handled by Dispatching personnel, at what cost and when?

Two additional Records Clerk positions will be created in Lake Forest. These personnel costs have been included in the overall net savings of consolidation noted in Question #1.

9. What hours would the Public Safety Building have a live person there and which hours would the television monitor service operate?

Lake Forest Police Department Administrative Personnel will be operating in the Public Safety Building on Deerpath: Monday-Friday from 7 a.m.-11 p.m. and on weekends from 8 a.m.-5 p.m. These hours may change as the program is implemented. All other hours will be handled by Central Dispatch, during which time a television monitor with a live dispatcher will be at service in the vestibule of the Public Safety Building on Deerpath. The dispatcher on the monitor will have the ability to buzz the visitor into the Public Safety Building lobby if needed.

10. Would the front door to the Public Safety Building be locked when the television monitor service is operating? If so, what if I feel threatened and would like to enter the building?

The front door will not be locked but will allow visitors into the vestibule of the building. If the visitor is experiencing an emergency or immediate threat, the dispatcher on the monitor will have the ability to buzz the visitor into the Public Safety Building lobby.

11. I have a family member who lives in a town that has central dispatching and problems occurred because the new dispatchers did not know the name of the streets in the town. How do I know that this will not happen in our case?

As in current practice, all new hires go through extensive training, which includes a ride-along program so they can learn about the geography and nuances of Lake Forest.

12. Will the consolidation of dispatching centers slow down the response rates for police and fire if I call?

No. Calls will be routed the same way they are today.

13. How will the Fire Department dispatching be affected by consolidation?

No change. Calls will be routed the same way they are today.

14. How will the dispatchers know our community if they do not work here?

As in current practice, all new hires go through extensive training, which includes a ride-along program so they can learn about the geography and nuances of Lake Forest. None of the current dispatchers are residents of Lake Forest.

15. What happens to residential/institutional alarm monitoring?

Lake Forest is exploring options with direct connects to third party alarm companies, many of which already provide service in the community.

16. Where can I learn more about the Consolidated 911/Dispatch Feasibility Study?

The full report can be found on the City's website in the News section.

17. Have other communities been successful with consolidated services?

Yes. There are two surveys available for viewing on the City's website in the News section.

18. Is it possible that the number of communities dispatched by Glenview will grow beyond the currently proposed eight communities?

While it is possible, Glenview has indicated that it has no interest in serving other communities in addition to the eight and that it is not interested in "growing for the sake of growth."

19. Are there advantages to Centralizing Dispatch other than saving money?

Yes. The proposed system includes built-in redundancy in case of a catastrophic event. Currently, if Lake Forest's Public Safety Building were damaged in a natural disaster, the City could not function fully in Dispatch and ancillary support services.

20. What other outsourcing/consolidation opportunities is the City exploring?

Lake Forest is already participating with Highland Park and Lake Bluff in studying shared Fire Service, and the idea of centralizing Dispatch was an outgrowth of that collaboration. Also being explored are the consolidations of IT, cable TV and Building Inspection Services.