



Winnetka Police Department

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Winnetka Consolidated Dispatch Frequently Asked Questions (FAQ)

Background: As of June 6, 2017, the Village of Winnetka, along with the Villages of Glencoe, Kenilworth, and Northfield, will be entering into a contract for service with the Village of Glenview for dispatch services. Winnetka residents can be assured that calls for service will continue to be answered in the same manner as before and the police officers who respond to assist will still be Winnetka officers.

1. Will Winnetka police officers still respond to my home and patrol our streets 24-hours per day after dispatch services are consolidated?

Yes. Nothing will change with regard to police response. If a citizen requests a police response in the Village of Winnetka, a Winnetka police officer will respond as they currently do.

2. If I call the police, will the consolidated dispatch center slow down the response rates for police and fire?

No. Response time will remain the same as it is today.

3. Who will answer the 24-7 non-emergency phone calls to the Winnetka Police Department?

Winnetka Police Department administrative personnel will answer administrative phones and assist walk-in visitors Monday through Friday from 8:00am – 6:00pm. After the close of business, the administrative phone calls will automatically be forwarded to the Glenview Public Safety Dispatch Center.

4. Who will assist me at the police department outside the business hours of Monday through Friday, 8:00am to 6:00pm?

After the close of regular business, walk-in visitors will be assisted by Glenview Public Safety Dispatch through the use of a video kiosk. Visitors can pick up the kiosk phone and will see the dispatcher on the video screen. The dispatcher on the monitor will have the ability to provide assistance or will dispatch a Winnetka Police Officer to provide assistance.

“Proudly Serving and Protecting Since 1869”

5. Will the front door to the Police Department be locked when the video kiosk is operating? If so, what if I feel threatened and would like to enter the building?

The Police Department has an exterior lobby door and an interior lobby door. The exterior lobby door will always be unlocked so visitors can access the video kiosk to connect with a dispatcher. If the visitor is experiencing an emergency or immediate threat, the dispatcher can unlock the interior lobby door so the visitor can enter. The dispatcher can relock the door after entry. Glenview dispatchers will be able to observe the lobby via security cameras.

6. Will Fire Department dispatching be affected by the consolidation?

No. Calls will be routed the same way they are today and services will continue to be provided by the Winnetka Fire Department.

7. What will happen to the personnel currently employed in our dispatch center?

All dispatch personnel will be provided an opportunity to apply and interview for the newly-created positions at the Glenview Public Safety Dispatch Center. Additionally, the Village of Winnetka has created one full-time and two part-time Records Specialist positions to handle Records functions, answer administrative telephone calls, and handle walk-in traffic Monday through Friday, 8am – 6pm. All dispatch personnel will be able to apply and interview for these positions as well.

8. How many employees will be hired by the Glenview Public Safety Dispatch Center?

A total of five or six new dispatchers will be hired by the Village of Glenview. Glenview will be interviewing the dispatchers from Winnetka and our partner communities first in order to fill these positions.

9. Who will perform the ancillary duties currently handled by dispatch personnel?

The Winnetka Police Department is creating one full-time and two part-time Records Specialist positions. These staff members will perform the ancillary duties currently handled by dispatch personnel.

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

Glenview Public Safety Dispatch Center personnel go through extensive training which includes a ride-along program to learn the geography and nuances of Winnetka.

11. Are there advantages to consolidating dispatch other than saving money?

Yes. More dispatch staff will be dedicated to answering Winnetka calls because the phones will be monitored by a team of dispatchers at all times. This means they can more effectively handle emergency situations. Additionally, Glenview Public Safety Dispatch Center has a fully redundant dispatch center in Highland Park which provides an extra level of back-up to keep emergency communications operational should there be a catastrophic event at the Glenview location.

12. Have other communities been successful with consolidated services?

Yes. The following is a list of communities that currently operate under consolidated dispatch services with Regional Emergency Dispatch Center (fire calls only), Northwest Central Dispatch System, and the Village of Glenview:

Regional Emergency Dispatch (fire only)	Northwest Central Dispatch System	Village of Glenview
Deerfield - Bannockburn	Arlington Heights	Glenview
Highwood	Buffalo Grove	Grayslake (police)
Kenilworth	Elk Grove Village	Hainesville (police)
Lincolnshire - Riverwoods	Hoffman Estates	Highland Park
Lincolnwood	Inverness (police)	Highwood
Long Grove	Mount Prospect	Lake Bluff
Morton Grove	Palatine	Lake Forest
Niles	Palatine Rural Fire Protection Dist.	Morton Grove (police)
North Maine	Prospect Heights (police)	Niles (police)
Northbrook	Rolling Meadows	New in 2017:
Northfield	Schaumburg	Glencoe
Prospect Heights	Streamwood	Kenilworth (police)
Wheeling		Northfield (police)
Wilmette		Winnetka (police)
Winnetka		

For any additional questions regarding dispatch consolidation, please contact Deputy Chief Marc Hornstein at 847-716-3401.