

Lincolnwood FAQ

Background: As required by the State, the Village of Lincolnwood is merging its 911 Dispatch Services with the Village of Skokie. Police and Fire service levels will remain the same. All emergency dispatch calls for Police and Fire will be transferred to Skokie's Police Department, not Lincolnwood's.

1. Will Lincolnwood 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 patrol or response. If a citizen requests a police response in the Village of Lincolnwood, a Lincolnwood Police Officer will respond as they currently do.

2. If I call, will the consolidated dispatching center slow down the response rates for police and fire? No. Calls will be routed the same way they are today.

3. Who will answer the 24-7 non-emergency phone calls to the existing Lincolnwood Dispatch Center (847-673-2167)? Lincolnwood Police Department administrative personnel will answer the administrative phones and be available for walk in guests at the police front desk Monday through Friday from 7:00 a.m. to 5:00 p.m.

4. Who will assist me at the Police front counter outside the business hours of Monday through Friday 7:00 a.m. to 5:00 p.m.? After standard hours, a trained dispatcher will have video coverage of the front vestibule in front of the lobby. A phone is located in the vestibule for those with an emergency to use to contact dispatch. The dispatcher will have the ability to send a Lincolnwood officer to the lobby, or provide other assistance through the service kiosk.

5. Will the front door to the Police Department be locked when the television monitor service is operating? If so, what if I feel threatened and would like to enter the building? The Police Department Lobby will remain locked. If an individual needs to enter the lobby for safety, the dispatcher can unlock the door for entrance into the lobby. The dispatcher will be able to observe the lobby via video feed.

6. What are estimated savings for Lincolnwood? Approximately \$200,000 in savings are expected over the next 5 years.

7. Have other communities been successful with consolidated services? Yes. Several other communities currently operate under consolidated dispatch services with Regional Emergency Dispatch Center (fire calls only), Northwest Central Dispatch System and the Village of Glenview.