

## **Dispatch Consolidation**

Island Lake is one of 17 police departments and 13 fire departments and fire protection districts in Lake County who are consolidating emergency communications services in a new facility in Libertyville called Lake Consolidated Emergency Communications (LakeComm).

Merging multiple 911 dispatch centers to a single, centralized location will improve efficiency, coordination, and resource allocation for emergency services.

## **Frequently Asked Questions**

### When should I call 911?

Call 911 for emergencies AND non-emergencies. All calls for service need to go through the dispatch center.

If you need a police officer to respond to your location, call 911 for all requested police services, 24 hours a day, 7 days a week. This can be anything from a theft report or suspicious person, to a traffic crash or crime in progress.

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

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

### Will Island Lake 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 Island Lake, a police officer will respond as they currently do.

### What are the police department hours?

Island Lake Police Department business hours are 8:00 a.m. to 4:30 p.m., Monday through Friday. Police service is available 24 hours a day by calling 911. In person records requests can be conducted during business hours. And the lobby is open 24 hours for prescription drug disposal.

The Island Lake Police Department administrative telephone number is 847.526-2100. This number can be used to request a variety of services, schedule appointments, ask questions, or advise of concerns that do not require a police or community officer response.

Overnight parking and vacation watch requests can be made at: <https://www.frontlinepss.com/islandlake>

### When is this happening?

The transition is set to begin October 28, 2025, and will be phased in carefully to avoid any disruption to emergency services.

All 911 emergency calls from Island Lake are now automatically routed to LakeComm. When someone calls the Island Lake Police Department's administrative number (847.526.2100), they will still be able to reach various individuals within the police department through an auto attendant greeting message.