



NEWS from the Village Hall

VILLAGE OF BARRINGTON HILLS

112 ALGONQUIN ROAD

SPRING 1989

FROM THE PRESIDENT

Two important matters will be before the voters of Barrington Hills on Tuesday, April 4. First is the election of three trustees and a president to the village board for the next four years. The second issue is fundamental to the reason for the existence of the village . . . safety and security.

You will be asked to approve adding the new Emergency Reporting System known as Enhanced 911 to the police and fire department telephone network. The details and full explanation of just how important and valuable this new emergency call system can be for all of us are covered in this newsletter. I urge you to read it and discuss its ramifications with your family and then vote on April 4.

This is a unique village, the only one in the entire state located within four counties. We also are served by five different fire departments. We have six different telephone exchanges. E911 will resolve all of those variances into a single electronic report, instantly available to the police dispatcher and the fire department serving your home. In the adjoining stories you will see how advanced the E911 system is compared to the old 911 you may have heard about. It is tailor-made for Barrington Hills.

VILLAGE DIRECTORY

Village Hall	112 Algonquin Road
Mon-Fri 9 AM-5 PM	Phone: 551-3000
Police Emergency 381-2211 or 551-2211	
Police Non-Emergency	551-3006
Elected Officials	
President James A. Kempe	428-1002
Trustees	
Alexander MacArthur	658-8221
Louis J. Klein, Jr.	658-5235
Brian J. McManus	381-1445
Lorraine H. Briggs	381-3931
Charles W. Sweet	658-8819
Theodore L. Horne	381-4731

E911 ON APRIL BALLOT

Voters in the village will be asked to approve a new Emergency Reporting System, known as Enhanced 911. E911 bears little resemblance to the Old 911 system now in use in some communities. It features a unique electronic reporting system which triggers a complete visual record of the caller's location and special instructions on the police dispatcher's screen. This report appears instantly, even if you must leave the phone because of fire or a prowler. With a permanent record of your call, the dispatcher will send a squad car or the applicable fire department, all with the touch of one button. And all you will have to do is dial 911.



FROM THE CHIEF . . .

April 4, 1989 is a vital date in the progress of Barrington Hills. That's Election Day. It is important to you because you will have the opportunity to vote for a new Emergency Phone Service to protect your home. The new 911 system, known as "Enhanced" 911 will have your address and location in the police department's dispatch computer, which will be flashed on the operator's screen the instant you dial 911. Your particular fire department paramedic will be dispatched within seconds by that same dispatch operator. If a babysitter or small child does not know your address, we will, instantly. It will be "locked" into our computer, automatically, even if the caller becomes confused and hangs up.

We can also insert special medical information along with your address, if you wish. Thus a paramedic squad will know in advance that a heart patient or someone on special medications is in need of help.

The new 911 system is so advanced, it almost seems tailor-made for our community, now being served by five fire districts in four counties. It will help us save lives and all for about the price of one hamburger each month.

Your Police Chiefs and your Fire Chiefs all support the new 911 Program enthusiastically. Please help us to serve you better by voting "Yes" for 911 on April 4.

The cost for this new service will be a maximum of \$1.50 per phone line (not telephone). This fee will enable the village to obtain the data input for every phone line in the village, complete with all location instructions and to lease the necessary equipment. It is estimated that the preparation of the data will require at least 18 months before E911 can be operative.

E911 will produce three "windows" on the dispatcher's video screen. The first will pinpoint the origin of the call and the second will give precise directions to the house. On the third screen will be any special information, such as medical conditions of any residents or special instructions which you may wish to have reported to fire or police departments as they respond to your call. All of this information, except for address and location directions will be voluntary.

Even a small child can be shown how to dial the new 911 system. No actual message will be required, although, of course, the police dispatcher will ask the nature of the problem. If circumstances prevent the caller from describing the situation, the dispatcher will still have all the information necessary in order to send a police car. If the caller reports a fire or illness, however, the fire department serving that house will receive instant notification with the same detailed information.

Fire Chiefs in each of the five districts serving the village have strongly endorsed the new system. Village Police Chief Robert Lamb said, "This is the best thing any village can do for its people."

Village Trustee Alexander MacArthur said, "The people who thought up E911 must have had Barrington Hills in mind."

If voters approve the telephone surcharge, a five-member board will be set up to oversee the system and begin the process to bring the benefits to the residents as quickly as possible. MacArthur noted that the \$1.50 is the "cap" and actual surcharge costs may be less.

QUESTIONS AND ANSWERS

How Does The New 911 System Work?

Once you dial the three digits, your phone is "locked" into the emergency system of fire, police and ambulance protection. You can't be disconnected. Even if you can't speak, or have to leave the phone, the line is instantly traced to your address.

What If I Panic?

It doesn't matter. The instant the connection is made your location is identified. Even if you hang up, it still is working and emergency response will be sent to you.

What Will It Cost Me?

The April 4 referendum calls for a maximum per line charge of \$1.50 per month. After the five-member oversight committee is established and actual costs are determined for data input and equipment, the actual cost is expected to be much less. And the \$1.50 cap cost cannot be increased without another voter approval.

Who Will Manage The System?

A five-member board made up of representatives of emergency response units and village officials will oversee the implementation and operation of E911.

What Will Happen If The County Also Adopts E911?

The systems will be completely integrated with no difference in service for village residents. There will still be only a single surcharge, even if the system is expanded county-wide.

INFO PROGRAMS PLANNED

A citizens' committee and the village police department are planning a series of community information programs to explain E911 before the April 4 election.

The newly appointed Ad Hoc Citizens' Committee will offer to conduct informal meetings with groups or residents throughout the village. Members of the committee are: Townley Rose, William Hendrickson, Ralph Dato, Marian SanFillippo and William Doyle III. If you would like to schedule a meeting with some of your neighbors, give the police dept. a call at 551-3006.

Village of Barrington Hills
112 Algonquin Road
Barrington Hills, Illinois 60010

BENEFITS OF E911

In 1988, Barrington Hills dispatchers fielded 15,125 calls for police service. If E911 had been in operation, huge amounts of time could have been saved by the reduction of conversation, often under stress, as the police dispatchers asked questions concerning the address, the directions, the caller's name and other bits of necessary information. All would have appeared instantly on the screen, plus making a permanent record in the data system.

FIRE CHIEFS HAIL E911

Each of the fire chiefs of the five departments serving sections of the village have strongly endorsed the new E911 system, particularly "selective routing" to the correct fire department for each residence location.

● Chief Steve Kite, Algonquin/Lake in the Hills Fire Protection District: "The service that E911 provides to people in rural areas is invaluable."

● Chief Steve Figved, Barrington Fire District, "The versatility of the E911 system through the option it provides, such as selective routing, should greatly improve the ability of the residents of Barrington Hills to receive prompt access to both police and fire."

● Chief Mark Rakow, East Dundee Fire Department, "We are very much supportive of E911 because of the selective routing feature that it provides in emergency situations."

● Chief John Helfert, Carpentersville Fire Department, "Selective routing through E911 eliminates the chance of dispatching the wrong department and saves valuable time in emergencies."

● Chief Don Kohlhase, Fox River Grove Fire Department, "E911 will be a benefit to everyone in Barrington Hills."

SPECIAL NOTICE

E911 IS NOT IN OPERATION IN THE VILLAGE NOW. At least 18 months, and as much as two years will be required to install the system, if approved by voters. In the meantime, continue to use the seven-digit number for your own Fire Department and 381-2211 or 551-2211 for Police Emergency.

