



Washington Police Department

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Michael D. McCoy

Chief of Police

TO: Honorable Mayor Gary Manier and Washington City Council

FROM: Chief Michael D. McCoy and DC Jeff Stevens

RE: Dispatch Consolidation and Provision of Improved Services

DATE: March 16, 2018

Mayor and Aldermen,

As a result of a State of Illinois mandate, Washington must close its dispatch center and transition to dispatch services provided by the new Tazewell County Consolidated Communications (TC3). This is a significant disruption in organization and service delivery for the Department in that it changes primary methods of service delivery to Washington residents. Our plan to address this disruption, minimize negative impacts and improve overall service delivery to the City will be addressed in the Department's proposed budget and is summarized here.

While we expect TC3 will assume dispatch operations relatively soon, to conservatively address the possibility of unforeseen delays, we have budgeted to operate dispatch operations through August, 2018. Our staffing plan for operations after the dispatch transition calls for fewer total non-sworn positions, so a transition before the end of August will not negatively affect budget execution.

While we will lose dispatch positions, we intend to create the position of Police Support Specialist. This position will address elements of service delivery currently done by dispatchers but which cannot or will not be serviced by TC3. A key element of this service delivery is the ability of anyone to receive in-person service upon entering the Washington Police Department. Currently, we provide that service around the clock and our dispatch positions are staffed to accommodate this. While we believe that service level is important, we suggest a reduction in walk-in service hours to 16 per day. This timing will allow us to serve about 97% of current walk-in traffic.

The Police Support Specialist position will expand some services available internally and to the public and improve others. While not a comprehensive listing, the position will:

- Perform records functions currently performed by dispatchers
- Accept payments, issue receipts and releases
- Service walk-in and phone inquiries
- Investigate belated reports from the public involving misdemeanors with no physical evidence or suspects; initiate field information reports; complete belated accident reports and property reports for items turned in
- Register and complete reports for sex offenders and other offenders required by law to register with police

- Catalog and release evidence and property (a task that will consume time beyond this 16-hour staffing because it requires time away from the “front desk”)
- Research, apply, and disseminate intelligence and policing data
- Provide civilian fingerprinting services for non-criminal requirements
- If certified, act as child restraint system inspectors and installers

Dispatch staffing levels in the FY 2017-18 budget are 8.25 FTE, including 6 full-time positions. Proposed staffing levels for Police Support Specialist must be further refined, but are 5.5 FTE, including 1 or 2 full-time positions, depending on immediate qualified applicant availability, with preference to current employees. The pay grade is expected to be commensurate with a Clerk II position.

Staffing at this level will allow the Department to deliver improved service overall, despite a decrease in some aspects, such as the availability of immediate, 24-hour, walk-in personal service. Residents will experience appropriate service when entering the Department, but can expect that sworn officers currently removed from patrol duties for several services will have that time available for more appropriate and direct service that requires the skills of their sworn positions. In short, police officers will be available to perform enforcement and community services for which their positions were established, as opposed to services that can be performed by this non-sworn position. This is a model that has worked in other jurisdictions nationwide and which furthers the efficiency and service goals of the Department.