



West Suburban
Consolidated
Dispatch
Center

Who we are

- WSCDC is the Public Safety Answering Point (PSAP) for:
 - Village of Oak Park
 - Village of River Forest
 - Village of Forest Park
- WSCDC answers all 911, emergency, and non-emergency phone calls, as well as dispatches each community's police and fire departments.

WSCDC Mission and History

- Mission

- To provide, in a professional and fiscally responsible manner, a complete public safety answering point and dispatch service for police, fire, and emergency medical services, supporting the needs of the residents, businesses, and visitors to the communities served by the West Suburban Consolidated Dispatch Center.

- History

- WSCDC was established in May, 2002 through an intergovernmental agreement between the Villages of River Forest and Oak Park.

Statistics

- 2022

- 116,389 Total Calls answered by WSCDC
 - 58,014 were 9-1-1 calls
 - 58,375 were ten-digit emergency and administrative calls
 - 68 text messages were received to 9-1-1

- 2021

- 125,325 Total Calls answered by WSCDC
 - 64,013 were 9-1-1 calls
 - 61,313 were ten-digit emergency and administrative calls
 - 2 text messages were received to 9-1-1(able to receive text messages in November 2021)

Staffing

- WSCDC is authorized to have a staff of 27 employees
 - 1 Executive Director
 - 1 Deputy Director
 - 4 Shift Supervisors
 - 1 Office Manager
 - 20 Telecommunicators/Dispatchers
- Current Staffing is at 23 employees
 - Openings for 2 Shift Supervisors and 2 Telecommunicators

9-1-1 Call Taking Challenges

- Location Information
- Language Barriers
- Connection Issues
- Jurisdiction Issues
- Highly Emotional Callers
- Multitasking Needs

Call Example 1

- First party caller stating that they are going to take their own life

Call Example 2

- A caller calls in because they are witnessing someone in public having an episode/acting erratically or in mental distress

Call Example 3

- Caller states they saw a young person post on social media that they are planning to harm themselves

Call Example 4

- Caller stating that they have not heard from their adult family member who lives in Oak Park and they are afraid they need mental health assistance.

988 vs 911

Questions?

Contact Information

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