

The Village Report

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Glenview Village Hall
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To: Postal Customer
Glenview, IL 60025

GLENVIEW RESIDENTS ON LINE WITH ENHANCED 9-1-1

On February 29, Glenview residents were linked to an Enhanced 9-1-1 telephone system. Through this system, Police and Fire Department dispatchers will be provided with the address and telephone number of anyone calling to report an emergency. This important feature will allow emergency assistance to be dispatched more quickly. This is especially critical in emergencies involving young children who do not know their address or telephone number, visitors unfamiliar with an address or area, people who are hearing or speech impaired, and have TDD equipment available, or callers who for some other reason are unable to give their address or telephone number.

Village police, fire, and emergency medical personnel can now be reached by dialing a single, three-digit number, instead of two different seven-digit numbers.

When and How to Use 9-1-1

**ANY TIME YOU NEED IMMEDIATE RESPONSE OF A
POLICE OFFICER, FIREFIGHTER OR PARAMEDIC, DIAL 9-1-1.**

If you don't know if you have a "true" emergency, dial 9-1-1. The Village's professionally trained emergency dispatchers will know best how to handle your call. Callers who simply need information, should use the non-emergency numbers for the Police Department (729-5000) and Fire Department (724-2141).

Unincorporated areas of Cook County that neighbor the corporate boundaries of the Village **ARE NOT** linked to the enhanced 9-1-1 emergency network. These households and businesses must continue to dial the seven-digit police and fire emergency numbers they currently use.

Parental Peace of Mind

Students (kindergarten through 8th grade) in schools within Glenview's boundaries will be trained in emergency reporting and Enhanced 9-1-1 by the Village's Police and Fire Departments. This includes all of Glenview Elementary District 34, Avoca West, Immanuel Church, Immanuel Lutheran, Our Lady of Perpetual Help, St. Catherine Laboure, Washington, Willowbrook, and Winkelman schools. After this training session, each student will know whether he or she is to dial 9-1-1 in an emergency, or continue to dial the seven-digit number for those living in unincorporated areas of Cook County. We hope to train your children so well, that they will be able to answer some of your questions about 9-1-1!

For the History Buffs

Why are we witnessing all the publicity about 9-1-1? These numbers even have their own television show. Everyone knows the numbers, but where did they come from and why? The use of a common emergency telephone number is not new or native to this country.

Since 1937, Great Britain has had a three digit, universal emergency number for all individuals living in the United Kingdom. Belgium, Denmark, and Sweden also have uniform emergency numbers throughout their respective countries. Several of these systems use a universal number only for emergency medical services, others include police services. Winnipeg, Canada has had a system in service since 1959, and the entire country of Canada is currently developing a national system using 9-1-1. In Japan, 1-1-9 has been implemented throughout the country as a universal emergency telephone number for public safety response.

American Telephone and Telegraph Co. announced in 1968 that within its service areas, 9-1-1 would be available as a single emergency telephone number. The AT&T offer was in response to the President's Commission on Law Enforcement and Administration of Justice recommendation (issued in 1967) that "whenever practical a single (police emergency) number should be established at least within a metropolitan area and preferably over the entire United States".

The federal government later endorsed the idea in response to concern over growing civil unrest. In March 1973, the Office of Telecommunications Policy issued National Policy Bulletin Number 73-1 endorsing the concept of 9-1-1 and urging its nationwide implementation.

Ideally the program would be in service everywhere in the United States. However, the federal government prefers to let individual state and local governments determine the need, desire, and implementation of the system.

Why the numbers 9-1-1? The choice was primarily based on cost factors, easy modification of existing telephone equipment, and the belief that 9-1-1 can be easily remembered and dialed by most persons. We believe that citizens will be more willing to call for public safety services since the 9-1-1 number is known and easy to activate. Simplicity can often be the best design.

We are One of the First!

The Village of Glenview is one of the first communities which has opted to utilize the ENHANCED 9-1-1 system. E 9-1-1 is a more advanced version of Basic 9-1-1, which would not have been technically possible in Glenview.

Our dispatchers will be able to determine if a caller has hung up, or if they still have an open line, but are unwilling or unable to speak. Our dispatchers will be able to automatically call back in the event a caller decides to hang up, before important information is obtained. Our dispatchers will also have the ability to force a disconnection so 9-1-1 lines can not be jammed. Most importantly, our dispatchers will have an automatic display of the caller's telephone number and the address of the telephone used to call 9-1-1.

Automatic display allows for public safety response should the line be interrupted or in the event the caller has become unable to provide any further information. ENHANCED 9-1-1 is the most complete and up to date system available for a uniform emergency number.

Cordless Telephones and Enhanced 9-1-1

If you own a cordless telephone, Village of Glenview emergency dispatch personnel urge you not to program your telephone for 9-1-1 auto dialing. There have been numerous reports of portable telephones dialing 9-1-1 without human intervention. Problems are caused by low battery power or increased distance from the base. Some units are factory designed to dial programmed emergency numbers when they sense trouble, such as low battery power.

To prevent your phone from inadvertently dialing emergency personnel we recommend that you de-program emergency telephone numbers from your telephone, keep the batteries fully charged, and place the telephone in its base when not in use.

Rather than programming your speed dial function with 9-1-1, we recommend that you place a 9-1-1 phone sticker on the handset so that anyone who needs to use the telephone in an emergency will have the number available to them.

One of the benefits to having ENHANCED 9-1-1 emergency service is that the number is easy to remember and quickly dialed.

Stickers Available

Emergency telephone stickers will be distributed in monthly bills from the telephone companies, and with all 1992-93 Village vehicle licenses.

Stickers are also available at the Police and Fire Stations, and the Village Hall. Glenview's Enhanced 9-1-1 emergency dispatch center is TDD equipped to communicate with hearing and/or speech impaired.

Helping Hands Establishes Special Fund for Seniors

Helping Hands of Glenview is pleased to announce the establishment of a "Special Fund" to assist seniors and disabled residents in serious financial need.

For the past year, Helping Hands has become increasingly aware of growing financial need on the part of some senior residents. The "Special Fund" will be maintained and monitored by Helping Hands of Glenview.

Requests for financial assistance will be handled by the Coordinator of Senior Services at the Glenview Village Hall. After an application is completed, a counselor from the North Shore Senior Center will meet with the client at the Glenview Senior Center to determine if that individual is eligible for any other financial assistance. The counselor will then make recommendations for financial assistance to Helping Hands of Glenview representatives. All personal information shared with the counselors will be held in the strictest confidence.

For more information about the Special Fund, or to apply for funds, please contact Carol Karol, Coordinator of Senior Services at the Village Hall, or by calling 724-1700, ext. 232.

CPR Classes Offered: The Glenview Fire Department will conduct two American Heart Association (AHA) CPR classes in March. Adult, child, and infant CPR procedures, along with Heimlich Maneuver choking procedures will be taught. The first class is a two session class on Wednesday evenings, March 11 and 18 from 7 to 10 pm. Attendance is required both evenings for AHA recognition. The second class will be a one session class Sat., Mar. 28 from 9 am to 3:30 pm. CLASS PARTICIPANTS MUST BE VILLAGE OF GLENVIEW RESIDENTS.

Pre-registration is required for participation in either class by calling 724-2141. Enrollment is limited.

District 34 Kindergarten Registration will be held on Thur., Mar. 19, from 4 - 7 pm. Call the District Offices at 998-5000 for more information.

Senior News

The Senior Services Department is located in the Village Hall on the lower level. A counselor is available Monday, Tuesday, and Thursday, 9 am to 4 pm, and Wednesday and Friday from 9 am to 12:30 pm for consultation with elderly residents and/or their families. For more information call 724-1700, ext. 232. See the "Senior News" display in the Finance Dept. (upper level) for important literature.

Spring Yard Clean-Up: Sat. Apr. 25th between 9 am and 1 pm is sponsored by the Interact Club of Glenbrook South High School and Helping Hands of Glenview. Volunteers are available to help senior or disabled persons who have physical limitations, and/or those unable to pay for services. Call 724-1700, ext. 232 **NO LATER** than April 14th, if you qualify and are in need of this service. If you received this service last year, Helping Hands will call you during the month of March.

1991 "Circuit Breaker" forms are available. If you received a grant last year, you should automatically receive a new application in the mail. Tax relief is available to seniors and disabled persons, in-

cluding renters, homeowners, and mobile home owners, as is help in paying for approved prescriptions for heart disease, abnormal blood pressure, arthritis, and diabetes. To qualify, you must be at least 65 and have a household annual income under \$14,000 for 1991. Claims for the tax year must be filed no later than Dec. 31. If you wish to apply for the first time, forms are available in the Senior Services Department, or the Illinois Department of Revenue (1-800-732-8866).

Defensive Driving at the Rugen Community Center on Wed. Mar. 25, and Fri., Mar. 27 from noon to 4 pm. Fee is \$8. Call 724-4793 for details.

25th Annual Civic Awards Night

The Radisson Suite Hotel, 1400 Milwaukee Ave., will be the scene of the 25th Annual Civic Awards Night to be presented on Friday, March 20, 1992. A social adjustment hour at 6:30 pm will be followed by a Chicken Milan or Poached Salmon dinner at 7:30 pm.

This civic event is sponsored by the Service Clubs in the Village, (Chamber of Commerce, Jaycees, Kiwanis, Lions, Optimists, Rotary, American Legion, Navy League, Glenview Women of Today, and the Sunrise Rotary Club). The purpose in promoting this community program is to pay tribute to persons for performing outstanding services.

Reservations for the dinner can be obtained either in person, or by mail, from Kathy Miles at the Chamber of Commerce, (724-0900) located at 2320 Glenview Road, or from any of the Service Clubs. Reservations must be paid for at the time the reservation is placed. Arrangements may be made to reserve a table at the time of your reservation, if desired. Seating is limited to 200, so early reservations are recommended. The cost is \$50 per couple or \$25 for a single.

Plan now to join with your fellow Villagers in honoring the recipients of the awards and let them know that their efforts to make Glenview an outstanding community are appreciated.

Commonly Asked Questions About Enhanced 9-1-1

Who receives Enhanced 9-1-1 service?

All residences and business within the corporate boundaries of the Village of Glenview.

When should I dial 9-1-1?

Whenever you need immediate response of a police officer, firefighter, or paramedic to your location.

Would dialing the operator be faster?

No. An operator must first determine what city, state, or area the emergency is occurring in. After determining this, the operator must look up the correct address to determine which agency should respond, and notify that agency. This all takes up critical time which you do not have in an emergency. When you dial 9-1-1 this information is immediately displayed to the emergency dispatcher.

Since Enhanced 9-1-1 immediately knows my address, can I just call and hang up?

NO! Emergency dispatchers need to verify the location of the actual emergency, which is not necessarily the location you are calling from.

Can I dial 9-1-1 from any pay telephone within the corporate limits of Glenview?

Yes. Enhanced 9-1-1 calls can be made from pay phones without coins.

Should I program 9-1-1 into my cordless telephone?

No. There have been numerous dialings of 9-1-1 without human intervention traced back to cordless telephones (see related story in this newsletter).

Can I dial 9-1-1 from my cellular car telephone?

No. To request assistance or report an emergency, you can dial *999 or the seven-digit telephone number for the jurisdiction in which the emergency is occurring. Be prepared to give the location and town in which the incident has occurred.

I have a Glenview mailing address and I receive my water from the Village of Glenview, but I live in unincorporated Cook County. Do I have 9-1-1 service?

No. The Cook County Sheriff's Police Department does not offer 9-1-1 service to its areas of protection. Dial 458-1000 for police, and 724-2121 to report a fire or request an ambulance.

What if I need to report an emergency in Glenview, but I'm calling from a telephone located outside the Village?

The former emergency numbers (Police 724-2131; Fire and Ambulance 724-2121) will be maintained for this purpose.

IMPORTANT NOTICE TO HOUSEHOLDS WITH GLENVIEW MAILING ADDRESSES BUT LOCATED IN UNINCORPORATED COOK COUNTY... You must continue to use your current seven-digit telephone numbers to access emergency assistance:

Fire or Ambulance	724-2121
Cook County Sheriff	458-1000

EMERGENCY?

DIAL 9-1-1