

BCFPD Transfers Dispatch Operations to Internationally-Accredited Regional Center

Transition to Help Firefighters & Paramedics Provide Faster, More Responsive Services

The Barrington Countryside Fire Protection District's transfer of its emergency dispatch services to a internationally-accredited regional dispatch center on March 1st leverages multiple operational advantages that will help firefighters provide faster, more effective services to area residents.

As the newest entity to join Northwest Central Dispatch Services (NWCDS), the BCFPD is now able to coordinate its response to area emergencies – and communicate with other first responders – more effectively than ever before.

“NWCDS’ operational systems give us stronger, wider-ranging radio coverage throughout our District,” BCFPD Deputy Fire Chief Donald Wenschhof III, explained. “That capacity offers improved lines of communication between firefighters, neighboring departments, and emergency dispatchers during emergencies.”

NWCDS’ electronic mapping capabilities also improve firefighters’ ability to pinpoint the location of emergency calls while en-route – critical information in emergency situations, where delay can mean the difference between life and death.

The District’s affiliation with NWCDS is the latest in an ongoing series of operational upgrades to improve delivery of fire and emergency medical services.

“Identifying opportunities to continually provide residents with faster response times and better service is our top priority,” BCFPD President Keith Hanson added. “Our partnership with NWCDS is an important step forward as we continue efforts to enhance department operations.”

Established in 1972, NWCDs serves other area communities and public service departments, including 11 communities' police and fire departments and one fire protection district – providing service to nearly 500,000 people over an area encompassing more than 170 square miles. It was the first dispatch center in Illinois to earn accreditation as an EMD Dispatch Center of Excellence by the National Academies of Emergency Dispatch. For more information on NWCDs services and capabilities, visit www.nwcds.org.

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