

POLICE

PRESS RELEASE

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Greendale Police Department

Greendale, Wisconsin

For more information, contact the Police Department at (414) 423-2121

Greendale/Hales Corners combined dispatch

On February 1, 2017, the emergency services dispatch centers for the Village of Greendale and the Village of Hales Corners will combine into one emergency dispatch center in a cooperative effort to become more efficient, provide a higher level of service and save money for both communities, while maintaining each municipality's independent identity.

When the Greendale Safety Center was built, the dispatch center was designed at that time to accommodate dispatching for multiple dispatch centers. Over the last 5 years, Greendale has updated its 9-1-1 system, phone system, and is currently in the process of updating its radio system. As each of these updates were implemented, they were designed with expandability and interoperability in mind to accommodate multiple agencies.

Over the last 2 years, the Villages of Greendale and Hales Corners tested an option of operating out of one location. During that time, it was determined that both municipalities have similar sized departments with similar operating procedures. Both departments operate on the same radio system, use the same record management/CAD system, have similar policies and procedures, and the officers and firefighters from both of these departments already train and work together regularly.

The Greendale and Hales Corners Fire Departments, over the last couple of years, have already been working cooperatively by sharing Greendale's ladder truck, sharing a paramedic license and sharing training resources, all for the benefit of both communities and the taxpayers. What has proven to be successful for the Fire Departments will now be expanded to the Communications Division with the intention of improving services and saving money.

After February 1st, residents of Hales Corners will still call their normal Police and Fire numbers or 9-1-1. Their call will be directed to the new location at the Greendale Police Department without interruption. Their calls for service will still be answered by their own community emergency services as they have in the past; the only difference is where the phone is being answered. Hales Corners residents can still go to their own Police and Fire stations for in-person service.

Both communities are very excited about this new venture and look forward to a long, mutually beneficial relationship.