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# Winnebago County Sheriff's Department



## News Release

**FOR IMMEDIATE RELEASE:**  
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### **WINNEBAGO COUNTY SHERIFF'S OFFICE 911 TO DISPATCH FOR LOVES PARK FIRE**

The Winnebago County Sheriff's Office and Loves Park Fire Department are pleased to announce an agreement for 911 dispatching services.

Effective Monday, June 26, 2023 at 8 a.m., Telecommunicators at the Winnebago County 911 Center will dispatch emergency calls for the Fire Department. The deal is expected to result in improved efficiency and decreased response times for firefighters as well as improve the public safety in the community.

Previously, when a Loves Park resident called 911, dispatchers would have to determine which agency was needed, then contact the appropriate agency to respond. The time delay, could be anywhere from 30 seconds to one minute. Now, the Winnebago County Sheriff's Office 911 Center will receive the call and immediately dispatch the Loves Park Fire Department. This will improve response time, which is critical for calls that require immediate lifesaving action. The Loves Park Fire Department will also gain access to the County's Computer Aided Dispatch software (CAD) giving them all the dispatch information right at their fingertips. Firefighters will have building pre-plans available on their in-vehicle computers which shows the layout of buildings in case of a fire.

The Winnebago County Sheriff's Office 911 Center has state-of-the art technology and employs highly trained Telecommunicators. Telecommunicators are responsible for receiving all 911 calls, emergency and non-emergency calls outside the City of Rockford, and for dispatching all law enforcement agencies outside the City of Rockford. The Loves Park Fire Department is first Fire Agency to be dispatched by the Winnebago County Sheriff's Office.

"The Winnebago County Sheriff's Office and the Loves Park Fire Department are excited to announce the transition of our fire department's dispatching services to the County 911 center. This positive change will enhance our emergency response capabilities and streamline communication, enabling us to serve our community more effectively and efficiently." Said Sheriff Gary Caruana.

"While we are grateful for the agency we previously worked with, however in an emergency, we know every second counts. When we can get to scenes faster, it increases the chances for better outcomes for victims and for first responders. We are dedicated to ensuring the safety and well-being of our residents, and this transition marks a significant step forward in our commitment to providing top-notch emergency services. We appreciate the hard work and collaboration of all those involved in making this change possible, and we look forward to the positive impact it will have on our ability to protect and serve our community." Said Chief James Hart

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