



BARRINGTON HILLS POLICE DEPARTMENT

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DATE: April 27, 2026
TO: Village Board
FROM: Kyle Murphy, Chief of Police
SUBJECT: QuadCom 9-1-1 Dispatch Update

This memo serves as an update on the status of QuadCom 9-1-1 Dispatch services.

On April 20, 2026, the Village Board of Carpentersville voted to approve a resolution to formally notify QuadCom of its intent to withdraw. In accordance with QuadCom Bylaws, a participating agency must provide twelve (12) months' notice and remain responsible for all their financial obligations during that period.

At the direction of the QuadCom Board of Directors, the participating agency Fire and Police Chiefs (Executive Committee) have issued a Request for Proposal (RFP) to retain a qualified consultant to conduct a comprehensive, data driven assessment of QuadCom operations, financial model, and administrative structure. It is our goal for this study to be completed by the end of August 2026. The remaining Chiefs believe this evaluation is necessary to support informed decision-making that best serves the public safety interests of our communities.

Following completion of the study, the Executive Committee will work in coordination with the QuadCom Board of Directors to evaluate the operational and financial impacts associated with Carpentersville's departure and to determine the most appropriate path forward for QuadCom.

While no decisions have been made, it is reasonable to anticipate that this process may involve changes to service levels, staffing models, or cost structures, as well as consideration of alternative service delivery models. Any such considerations will be carefully evaluated with a focus on maintaining service quality and meeting the needs of all member communities.

There is no anticipated disruption to 911 or emergency dispatch services to our residents. Regardless of the outcome, continuity of service and maintaining public safety operations will remain the top priority throughout this process.