



INTRODUCING A NEW SHARED DISPATCH SERVICE FOR ALLENDALE RESIDENTS

Keeping Public Safety Strong, Current and Responsive

The Borough of Allendale is pleased to announce the forthcoming rollout of an enhancement to our Public Safety operations through a new Shared Service Dispatch Agreement with the Borough of Ramsey Police Department.

Over the past two years, Allendale Borough Officials have carefully evaluated how to maintain the high standards of professionalism, responsiveness, and safety our residents expect, despite challenges such as dispatcher staffing, rising equipment costs, and ensuring police officers focus on patrolling and responding to emergencies.

After extensive research we are confident that this new shared service model best serves the needs of our community—both now and into the future.

Why a Shared Dispatch Model?

Maintaining an independent dispatch operation has become increasingly difficult due to staffing shortages and the high cost of maintaining and upgrading required systems. At times, police officers have needed to cover dispatch duties, temporarily removing them from patrol and emergency response.

This strategy allows both dispatch and patrol operations to function more efficiently and independently, ensuring residents continue to receive fast and reliable emergency services, which remains the ultimate priority of all involved.

The Borough evaluated several alternatives, including county and regional dispatch centers. Borough leadership, comprised of the Chief of Police, the Mayor, the Public Safety Committee, and the Borough Administrator, visited multiple facilities and meticulously reviewed the advantages and challenges of each option.

Ultimately, Allendale was presented with the opportunity to collaborate with the Ramsey Police Department through a shared services agreement. Given our existing relationship with Ramsey, our common border, and our shared commitment to delivering high-quality public safety services, this partnership emerged as the most suitable fit for our community.

Benefits to Allendale Residents

This new shared dispatch service offers several significant advantages:

- Current Allendale dispatchers will be employed by the new agency, ensuring continuity and local expertise, along with expanded career advancement opportunities to ensure low turnover rates.
- Allendale's Dispatchers will continue to be managed by the Allendale Police Department, with no alterations to the handling and processing of calls throughout all emergency services provided by Allendale.
- Cost savings for taxpayers through shared operational expenses and reduced overhead.
- Increased officer presence on patrol, as police will no longer be required to cover dispatch shifts in times of desk staff shortages.
- The lobby will still be accessible 24/7 with either staff at the dispatch desk during business hours, or at phone with direct contact to the new dispatch location.

Next Steps

Allendale will initiate a "soft launch" of the shared dispatch service in March 2026, with a full transition occurring shortly thereafter. Residents won't notice any changes in service. Call 911 for emergencies, and (201) 825-1900 for non-emergency police matters. Police and emergency services will dispatch as usual.

We are confident that this change will enhance our public safety operations while ensuring responsible utilization of Borough resources. The Borough of Allendale eagerly anticipates this partnership and the long-term advantages it will bring to our residents.

If you have inquiries or require further information, updates will be disseminated through Borough websites, social media platforms, and our Mayor and Council meetings.

Sincerely,

Michael Dillon, Chief of Police – Allendale Police Department
Mayor Amy Wilczynski and the Borough Council
Alison Altano, Borough Administrator/CFO