

ILLINOIS STATE POLICE
Office of the Statewide 9-1-1 Administrator



State of Illinois

Application for
9-1-1 Consolidation Plan

INTRODUCTION

The following document provides the application for submitting a 9-1-1 Consolidation Plan that will supply the Department of State Police (Department), the Illinois Commerce Commission (ICC), the Statewide 9-1-1 Advisory Board (Advisory Board) and the Statewide 9-1-1 Administrator (Administrator) with the necessary information about your proposal to consolidate your 9-1-1 system. All consolidations plans must comply with 83 Ill. Adm. Code Part 1324.

The Emergency Telephone System Act ("ETSA" or "Act") (50 ILCS 750) Section 15.4a(b) states that each 9-1-1 authority or qualified governmental entity required to consolidate must file a consolidation plan by July 1, 2016.

There are three consolidation categories. Please find below the documents that need to be included when filing a consolidation plan for each category.

- 1) Consolidation of an unserved county with an existing 9-1-1 authority and the creation of a Joint ETSB
- 2) Consolidation of either paper ETSB's or multiple ETSB's resulting in the creation of a Joint ETSB and consolidation of individual PSAP's
- 3) Consolidation of PSAPs within an ETSB

Consolidation Plans defined under categories 1) and 2) above, must include the following documents when submitting a consolidation plan:

General Information	Contact and 9-1-1 System information.
Verification	Notarized statement of truth regarding information provided in the plan.
Letter of Intent	Letter that is sent to the 9-1-1 System Provider with a copy of the plan.
Plan Narrative	A summary of the changes of the proposed system's operation.
Financial Information	A summary of anticipated implementation costs and annual operating costs of the consolidated or modified 9-1-1 system that are directly associated with 9-1-1 as well as the anticipated revenues.
5-Year Strategic Plan	A detailed plan for implementation and financial projections.
Communities Served	A list of all communities that are served by the 9-1-1 System.
Participating Agencies	A list of public safety agencies (Police, Fire, EMS, etc.) who are dispatched by the 9-1-1 System.
Adjacent Agencies	A list of public safety agencies (Police, Fire, EMS, etc.) that are adjacent to the 9-1-1 System's jurisdictional boundaries.
Attachments (if applicable):	
Ordinance	Any local ordinances which dissolve an existing ETSB or creates a new ETSB.
Intergovernmental Agreement	Any intergovernmental agreements or MOU's creating a joint ETSB or any other agreements pertinent to the 9-1-1 system.
Contracts	Contract(s) with a 9-1-1 system provider or for NG-9-1-1 service.
Back-up PSAP Agreement	Establishes back-up and overflow services between PSAPs.
Network Diagram	Provided by the 9-1-1 system provider showing trunking routing and backup configuration.
Call Handling Agreements	Call handling agreements shall describe the primary and secondary dispatch method to be used by requesting parties within their respective jurisdictions.
Aid Outside Jurisdictional	Aid outside normal jurisdictional boundaries agreements shall provide that once an emergency unit is dispatched in response to a request through the system, such unit

Boundaries	shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.
Agreements	
Carrier Listing	A list of each carrier telephone company(s), exchange(s), prefix(es), and the various 9-1-1 System configurations that will be used in the proposed system.
Test Plan	The 911 System's overall plan detailing how and to what extent the network and data base will be tested.

These consolidation Plans must be filed electronically on the Department's website at:

<http://www.isp.state.il.us/Statewide911/statewide911.cfm> where you will see the box below to submit your plan.



The Department and the ICC have 20 days to complete the technical review of your plan. An Administrative Law Judge (ALJ) will then have 20 days to hold a hearing and make a recommendation to the Advisory Board. From that point the Advisory Board has 20 days to hold a public hearing on the plan and provide a recommendation to the Administrator. Upon receipt of the Advisory Board's recommendation, the Administrator will have 30 days to provide a written decision to the applicant.

Consolidations Plans defined under category 3) above do not need to be submitted electronically on the Department's website.

The 9-1-1 Authority must provide written notification to the Administrator at 911_tech_support@isp.state.il.us at least 10 business days prior to making the following changes pursuant to Section 1325.200(h). After review, the Administrator will provide a letter of acknowledgment. The following documents must be included in this notification:

General Information	Contact and 9-1-1 System information.
Plan Narrative	A detailed summary of the changes in the proposed system's operation.
Attachments (if applicable):	
Network Diagram	Provided by the 9-1-1 system provider showing trunking routing and backup configuration
Call Handling Agreements	Call handling agreements shall describe the primary and secondary dispatch method to be used by requesting parties within their respective jurisdictions.

911 GENERAL INFORMATION

DATE: 02/27/2017

Type of Change: <input type="checkbox"/> Consolidation within an ETSB <input checked="" type="checkbox"/> Joint ETSB <input type="checkbox"/> Unserved consolidation		
Current System Name:	Population Served	Land Area in Sq Miles
Glencoe	8,923	3.72
Kenilworth	2,562	0.61
Northfield	5,483	3.21
Winnetka	12,490	3.81
	29,458	11.35
System Name after Consolidation: Glenview Joint ETSB		

[illegible]

911 System Contact: Brent Reynolds

Street Address: 2500 East Lake Ave

City, State and Zip Code: Glenview, IL 60026

Office Telephone: (847) 901-6072

Cellular Telephone: (847) 514-6035

Email: breyolds@glenview.il.us

Wireless Coverage for Consolidated System:

100 % Phase II compliant

100 % Phase I compliant

Please check if applicable:

 X NG9-1-1 capable

☐ Receive 9-1-1 Text

Receive 9-1-1 Video

VERIFICATION

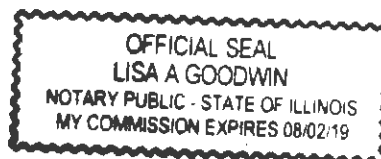
I, Brent Reynolds, first being duly sworn upon oath, depose and say that I am Director, of Glenview Public Safety Dispatch; that I have read the foregoing plan by me subscribed and know the contents thereof; that said contents are true in substance and in fact, except as to those matters stated upon information and belief, and as to those, I believe same to be true.

Brent Reynolds
02/23/2017

Subscribed and sworn to before me

this 23rd day of FEBRUARY, 20 17

Lisa A Goodwin
NOTARY PUBLIC, ILLINOIS



9-1-1 SYSTEM PROVIDER LETTER OF INTENT

02/24/2017

(Date)

Lisa Wirtanen

(9-1-1 System Provider Company Representative)

AT&T

(9-1-1 System Provider Company Name)

4918 W. 95th St

(Street Address)

Oak Lawn, IL 60453

(City, State, Zip Code)

Dear Ms. Wirtanen:

This letter is to confirm our intent to modify our 9-1-1 System. Enclosed is your copy of our modification plan to be filed with the Department of the Illinois State Police for approval. Thank you for your assistance in this matter.

Sincerely,



(Name)

(Title)

Director

enclosure: Modification Plan

PLAN NARRATIVE

Please answer the questions below, and provide a detailed narrative to assist the Statewide 9-1-1 Advisory Board and the Statewide 9-1-1 Administrator with an understanding of the plan as it applies to this application. Please use additional sheets if necessary.

1.	Do all of your PSAPs meet all of the requirements defined in 1325.415 and 1325.515	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2.	Type of Radio/Telecommunications systems compatible with participating and adjacent agencies. <div style="display: flex; justify-content: flex-end; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> STARCOMM21 <input type="checkbox"/> STARCOMM21 ITTF channels only <input checked="" type="checkbox"/> Other, explain below </div> </div> <p>Glenview Public Safety Dispatch Centers use both STARCOMM21 and conventional radios (UHF/VHF). Glencoe fire services will join the Glenview Fire STARCOM talkgroup, Glencoe, Kenilworth, Northfield, and Winnetka police agencies will transition to STARCOM in future.</p>	
3.	Will all PSAPs remaining after consolidation direct dispatch all emergency calls pursuant to section 1324.200b)3)?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4.	Have you included maps to show the territory covered by the system?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Plans submitted without this documentation will be rejected.
5.	Have you included a listing of all telephone companies?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Plans submitted without this documentation will be rejected.
6.	Have you included a copy of the intergovernmental agreement, ordinance, resolution and/or contracts?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Plans submitted without this documentation will be rejected.
7.	Have you included a list of participating and adjacent agencies?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Plans submitted without this documentation will be rejected.
8.	Have you included financial information?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Plans submitted without this documentation will be rejected.
9.	Public education. <input type="checkbox"/> This is an unserved county that will require public education. (See attachment.) <input checked="" type="checkbox"/> This is an existing 9-1-1 system(s) and does not require public education.	
10.	Training. <input type="checkbox"/> This is an unserved county that will require training. (See attachment.) <input checked="" type="checkbox"/> This is an existing 9-1-1 system(s) and does not require internal training/similar/ongoing training for any GIS annexation or change of policy from agencies served.	
11.	Use of TTY's and Training <input type="checkbox"/> This is a unserved county that will require training. (See attachment.) <input checked="" type="checkbox"/> This is an existing 9-1-1 system(s) and does not require internal training/similar/ongoing training for any GIS annexation or change of policy from agencies served.	

12. Have you included call handling and aid outside jurisdictional boundary agreements?

☒ Yes
☐ No

Plans submitted without this documentation will be rejected.

13. Have you included a new system diagram?

☒ Yes
☐ No

Plans submitted without this documentation will be rejected.

13a. Does the new system diagram include all PSAP(s) and backup PSAP location(s)?

☒ Yes
☐ No

Plans submitted without this documentation will be rejected.

14. Have or will all areas within the 9-1-1 system be addressed for the database?
If no, please explain.

☒ Yes
☐ No

14a. Explain all aspects of the database, i.e., how often is it updated, where is it located, etc.

15. Who is the 9-1-1 system provider for your 911 system? Please explain whether the system will be legacy based, next generation based or a combination.

AT&T - Legacy

(Please include additional pages if needed.)

NARRATIVE STATEMENT:

(Provide a detailed summary of system operations for either a consolidation or modified plan. If incorporating an NG9-1-1 solution, please include the additional items listed below pursuant to 1325.205b)12).

- 1) Indicate the name of the certified 9-1-1 system provider being utilized.
- 2) Explain the national standards, protocols and/or operating measures that will be followed.
- 3) Explain what measures have been taken to create a robust, reliable and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment.
- 4) Explain how the existing 9-1-1 traditional legacy wireline, wireless and VoIP network, along with the databases, will interface and/or be transitioned into the NG9-1-1 system.
- 5) Explain how split exchanges will be handled.
- 6) Explain how the databases will be maintained and how address errors will be corrected and updated on a continuing basis.
- 7) Explain who will be responsible for updating and maintaining the data, at a minimum on a daily basis Monday through Friday.
- 8) Explain what security measures will be placed on the IP 9-1-1 network and equipment to safeguard it from malicious attacks or threats to the system operation and what level of confidentiality will be placed on the system in order to keep unauthorized individuals from accessing it.

Plan Narrative:

The Village of Glenview operates a public safety dispatch center providing service to nine municipalities: Glenview Police and Fire, Grayslake Police (since 2009), Hainesville Police (since 2010), Niles and Morton Grove Police (since 2013), and Highland Park, Lake Forest and Lake Bluff Police and Fire and Highwood Police (since 2014). The consolidated center has achieved savings for all municipalities through shared resources and infrastructure and improved service levels. During the consolidation process in 2014 Glenview opened up a second dispatch center in Highland Park using the former Highland Park 9-1-1 center; this second location and the construction of Glenview's new 9-1-1 center within the Glenview Village Hall/Police Department building allowed for building in a fully redundant solution for all of our agencies' dispatch services. With the enhanced regional benefit of consolidated dispatch services, the Village of Glenview has shown interest in serving additional public safety agencies.

Beginning in early 2016, Glencoe, Kenilworth, Northfield, and Winnetka (the "Villages") contracted with a consultant to conduct a study of dispatch consolidation options in order to meet the state's mandate for dispatch centers serving a population of 25,000 or under to consolidate or join a consolidated center. The study analyzed and presented consolidation options, with one option being to consolidate and join the Glenview Public Safety Dispatch Center. Based upon the cost savings and operational benefits, the Villages recommended this option to consolidate 9-1-1 dispatch services under contract with the Village of Glenview. In November 2016, the Villages of Glencoe, Kenilworth, Northfield, and Winnetka entered into Dispatch Service Agreements with the Village of Glenview to receive police and public safety dispatch services as well as 9-1-1 services no later than July 1, 2017. Currently, with the exception of Glencoe Public Safety, all Fire/EMS dispatch services remain at RED Center.

Although the Village of Wilmette is not a part of this physical consolidation, the village will be remaining on the same police radio frequency/talk group as these new police agencies and in February of 2017 Wilmette entered into an intergovernmental agreement with Glenview to receive a hosted solution for their CAD/RMS solution. This allows for the existing communication and intradepartmental cooperation to remain between Wilmette PD and the agencies coming into Glenview, and adds this benefit for the existing Glenview agencies.

This shared solution reduces: the number of individual CAD/RMS solutions from four (4) down to one (1), the required infrastructure including servers, and the personnel costs related to the maintenance and administration of the CAD system through a virtual consolidation. Operationally, the consolidation reduces the inter-municipal transfers from cell phones that are not picked up by the correct 9-1-1 system and reduces the number of PSAPs by four (4) from the consolidating municipalities to an already existing PSAP.

Narrative Plan:

In addition to the communities cost savings there will be approximately \$11,000 in 9-1-1 network cost savings to the state annually due to the reduction of 9-1-1 trunks and a future cost saving on the delivery of next-gen 9-1-1.

See the attached IGA's for further narrative if additional in depth data is needed.

FINANCIAL INFORMATION

Name of ETSB(s) that are being dissolved	Total Reserves to be transferred to the Joint ETSB
Glencoe	\$ 59,303.00
Kenilworth	\$ 164,200.00

Dispatch Staff and Positions

- 8 Number of answering positions prior to the consolidation (total for all entities)
- 2 Number of answering positions in the consolidated system
- 16 Number of full time dispatchers/call takers prior to the consolidation (total for all entities)
- 6 Number of full time dispatchers/call takers in the consolidated system
- 10 Number of part time dispatchers/call takers prior to the consolidation (total for all entities)
- 0 Number of part time dispatchers/call takers in the consolidated system

Total amount (and percentage) of salaries paid for by 9-1-1 authority prior to consolidation:

\$ _____ %

Total amount (and percentage) of salaries to be paid for by 9-1-1 authority after consolidation:

\$ _____ %

9-1-1 Network Cost (per year)

- | | |
|--|---------------|
| a) Total network cost for each entity prior to the consolidation | \$ 190,833.60 |
| b) Total network cost of consolidated system | \$ 179,829.60 |
| c) Net change in network costs: | \$ 11,004.00 |

If no cost savings in network please explain:

FINANCIAL INFORMATION

Identify Network Costs that the ETSB believes the State will pay for the Consolidated System:

Network Cost	Estimated Amount (per year)
See attached _____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____

Other Consolidation Cost

PSAP, CPE, CAD Equipment, logging recorders	\$ _____
MSAG and Mapping Development or changes	\$ _____
Radio Consoles	\$ _____
Construction or Remodel of PSAP	\$ _____ \$ 0.00
Personnel	\$ _____
Other (Please place total amount in the blank at the right and explain below).	\$ _____

See attached Grant Application for detailed breakout of expenses related to consolidation.

Recurring and Nonrecurring Cost (per year)

Estimated nonrecurring cost for consolidation	\$ _____
a) Recurring costs prior to consolidations (all entities)	\$ _____ \$ 2,564,813.00
b) Proposed recurring cost for consolidated system	\$ _____ \$ 2,111,931.00
c) Net change in recurring costs: a – b = c	\$ _____ \$ 452,882.00
Revenue (per year)	
Projected surcharge revenue	\$ _____
Projected revenue from local governments	\$ _____
Projected revenue from other sources (grants)	\$ _____
Revenue in reserves	\$ _____
Total Revenue	\$ _____ \$ 0.00

Network Costs

GPSSDC		GPSSDC-North			
Glenview –		Highland Park –			
ANI/ALI/SR = \$2,700.00 per year \$32,400.00		ANI/ALI/SR – \$2,700.00 per month, \$32,400.00 per year	\$ 32,400.00		
Make busy circuits 2x\$20=\$40.00 per month, \$480.00 per year	\$ 489.00	Wireless trunks – 2x\$93=\$186.00 per month, \$2,232.00 per year	\$ 2,232.00		
Wireless trunks 7x\$93 =\$651.00 per month, \$7,812.00 per year	\$ 7,812.00	Make Busy circuit(wrls) - \$20.00 per month, \$240.00 per year	\$ 240.00		
Wireless Phase 1-2 = \$364.80 + \$63.08 =\$427.88 per month, \$5134.56 per year.	\$ 5,134.56				
Grayslake –		Highwood -	\$ 3,600.00		
ANI/ALI/SR – \$1,200.00 per month, \$14,400.00 per year	\$ 14,400.00	ANI/ALI/SR – \$300.00 per month, \$3,600.00 per year	\$ 1,116.00		
Wireless Phase 1-2 – included in the Glenview total		Wireless trunks - \$93.00 per month, \$1,116.00 per year			
Wireless Trunks – 2x\$93=\$186 per month, \$2232 per year	\$ 2,232.00				
Make busy for WRLS \$20 per month, \$240 per year	\$ 240.00				
Morton Grove –		Lake Bluff –	\$ 5,400.00		
ANI/ALI/SR – \$1,350.00 per month, \$16,200.00 per year	\$ 16,200.00	ANI/ALI/SR –\$450.00 per year, \$5,400.00 per year	\$ 1,116.00		
Wireless Phase1-2 - \$123.86 per month, \$1486.32 per year		Wireless trunks - \$93.00 per month, \$1,116.00 per year			
Niles -		Lake Forest –	\$ 21,600.00		
ANI/ALI/SR – \$2,100.00per month,\$25,200.00 per year	\$ 25,200.00	ANI/ALI/SR - \$1,800.00 per month, \$21,600.00 per year	\$ 2,232.00		
Wireless Phase1-2 - \$168.90 per month, \$2,026.80 per year	\$ 2,026.80	Wireless trunks 2x\$93=\$186.00 per month, \$2,232.00 per year	\$ 69,936.00	GPSSDC-North	No change
Glencoe – 2 Wireless trunks, and Make busy circuit–					
2x\$93=\$186 per month, 2232.00 per year.	\$ 2,232.00				
1 make busy at \$20 per month, \$240 per year.	\$ 240				
**ANI/ALI/SR= \$750 per month, \$9000.00 per year.	\$ 9,000				
**Wireless Phase 1-2= \$43.20 +\$7.47=\$50.67 per month, \$608.04 per year.	\$ 608.04				
Kenilworth – 2 Wireless trunks, and Make busy circuit–					
2x\$93=\$186 per month, 2232.00 per year.	\$ 2,232.00	Annual recurring 9-1-1 network costs prior to modification	\$ 190,833.60		
1 make busy at \$20 per month, \$240 per year.	\$ 240.00	Projected annual recurring 9-1-1 network costs after modification	\$ 179,829.60		
**ANI/ALI/SR =\$150 per month, \$1800 per year.	\$ 1,800.00	Total yearly savings after consolidation-	\$ 11,004.00		
**Wireless Phase 1-2= \$14.40+\$2.49=\$16.89 per month, \$202.68 per year	\$ 202.68				
Northfield – 2 Wireless trunks, and Make busy circuit–		Installation Costs of Project (no network costs)	\$ 622,700.00		
2x\$93=\$186 per month, 2232.00 per year.	\$ 2,232				
1 make busy at \$20 per month, \$240 per year.	\$ 240.00				
**ANI/ALI/SR =\$750 per month, \$9000 per year.	\$ 9,000.00				
**Wireless Phase 1-2= \$24.00 + \$4.15= \$29.15 per month, 337.80 per year.	\$ 337.80				
Winnetka – 2 Wireless trunks and a make busy circuit–					
2x\$93=\$279 per month, \$3348.00 per year.	\$ 3,348.00				
1 make busy at \$20 per month, \$240 per year.	\$ 240.00				
**ANI/ALI/SR =\$1200 per month, \$14,400 per year.	\$ 14,400.00				
**Wireless Phase 1-2= \$57.60 +\$9.96= \$67.56 per month, \$810.72.	\$ 810.72				
GPSSDC \$ 120,897.60		Pre-Consolidation			
Total savings with the Consolidation should it be approved.	\$ 109,893.60	Post Consolidation			
\$837 per month for the Wireless trunks, 10,044.00 per year.	\$ 11,004.00	Post Consolidation Savings			
\$80 per month for the make busy circuits, \$960 per year.					
**The ANI/ALI SR and Wireless Phase 1-2 charges will move from Glencoe, Kenilworth, Northfield and Winnetka bills to the Glenview ETSB bills.					
The savings will be seen with the disconnect of the Wireless and Make Busy circuits for the 4 agencies. (strikethrough).					
All these charges for the ANI/ALI/SR and Wireless Phase 1 and 2 charges from the 4 entities would move to the Glenview ISP Bills.					

FIVE YEAR STRATEGIC PLAN FOR CONSOLIDATION PLAN

(Provide a detailed summary of the proposed system's operation, including but not limited to, a five-year strategic plan for implementation of the consolidation plan with financial projections)

Narrative:

Glencoe, Kenilworth, Northfield, and Winnetka approved resolutions to join the Glenview Joint Emergency Telephone System Board ("Glenview Joint ETSB" or "Joint ETSB") and approved ordinances dissolving their individual emergency telephone system boards effective upon approval of this modification plan by the Illinois Department of State Police. At the January 10, 2017 Glenview Joint ETSB meeting, the Board reviewed and approved a resolution adding Glencoe, Kenilworth, Northfield, and Winnetka as Members to the Glenview Joint ETSB. Joinder agreements have been executed adding Glencoe, Kenilworth, Northfield, and Winnetka as parties to the Glenview Joint ETSB IGA under the same terms and conditions. Copies of all such documentation are included with this modification plan.

As background, the consolidation plan forming the Glenview Joint Emergency Telephone System Board was approved by order of the Illinois Department of State Police under Case No. 16-C-158 on September 12, 2016. The Glenview Joint ETSB formed and became effective as of January 1, 2017 and it is operating as specified in the approved consolidation plan. In summary, 9-1-1 surcharge revenues for each member municipality are received monthly from the Illinois State Police and deposited and accounted for in the Joint ETSB Fund (the "Fund") by the respective party. 9-1-1 surcharge revenues will not be released from the Fund except by approval of the Joint ETSB Board. The Joint ETSB IGA establishes an agreed upon process by which a member municipality can submit 9-1-1 eligible expenditures to the Joint ETSB Board for disbursement of its respective surcharge revenues.

Upon entry into the Glenview Joint ETSB, any balances in the individual ETSB funds of the new member municipalities will be transferred to the Fund and accounted for as belonging to the respective municipality for use at its request to the Joint ETSB Board. Thereafter, the 9-1-1 surcharge revenues for Glencoe, Kenilworth, Northfield, and Winnetka would be delivered from Illinois State Police in separate checks monthly or with respective 9-1-1 surcharge revenues amounts by municipality noted to the Glenview Joint ETSB for depositing into the Fund.

The multi-year dispatch service agreements define annual payment schedules for each municipality through December 31, 2023. Copies of the agreements are included with this modification plan.

Dispatch Consolidation Feasibility Study and Plan

**GLENCOE, KENILWORTH, NORTHFIELD,
WINNETKA, ILLINOIS**



August, 2016

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1. Introduction and Executive Summary

This chapter provides an introduction to our study, an executive summary, and table of recommendations.

1. INTRODUCTION

The Matrix Consulting Group was retained by the villages of Glencoe, Kenilworth, Northfield and Winnetka (GKNW) to conduct a 911 dispatch consolidation feasibility study for the four villages. This report provides our evaluation, analysis, findings, conclusions, recommendations and plans for consolidation to comply with the state mandate deadline of July 1, 2016 for plan submission and implementation by July 1, 2017. The report focuses on a wide range of issues including consolidation staffing, workload allocation, options for completing ancillary workloads, customer service support, operational and capital cost requirements, and other important topics. To develop this analysis, the Matrix Consulting Group (MCG) conducted a variety of interviews, collected detailed data, toured village dispatch centers, obtained information from the village of Glenview regarding contract-for-service consolidation options, and remained in regular contact with the project's Steering Committee composed of the villages' managers and police/public safety chiefs.

This introduction and executive summary provide a synopsis of the scope of work and overall context for the study, the methodologies used in evaluating dispatch services, and a summary of the recommendations made.

2. EXECUTIVE SUMMARY

To help frame decision-making for alternative approaches to dispatch service delivery, these *Four Framing Elements* are critical to understanding, and were instrumental in developing, the analysis, findings, conclusions and recommendations contained within this report.

- **It is crucial to minimize delays in public safety service response for effective service delivery to the community.** The impact in delivering timely public safety personnel and apparatus to a call for service scene can be critical. It should be considered an imperative service delivery goal, particularly with respect to the highest priority requests for service. The role of dispatch in response time is essential to this effort. Call processing and dispatching capabilities, as well as minimizing call transfers among agencies, are vital to facilitating rapid response times.
- **Highly-trained professional dispatchers employing consistent protocols are ideal for enhancing effective public safety service delivery.** Those that make a full-time profession of providing public safety dispatch services are typically the most well-trained and thus reliable dispatcher staff. There are assignment approaches in effect throughout the country which use part-time dispatcher positions, sworn staff on temporary assignment, job-sharing, and staff performing multiple assignments at a single duty station (i.e., concurrently dispatching fire, medical, EMS, and call-taking). While these models work, and by necessity must be used all of the time or part of the time in some (particularly smaller) locales, the ideal is to deploy a fully-trained dispatcher professional able to focus on a few key 911 service delivery tasks.
- **In an era of government fiscal constraint, taxpayers deserve highly effective dispatch services at the most reasonable cost.** Performing effective dispatch services at the most reasonable cost should be considered a vital priority. This requires careful balancing of operating costs against service level requirements, and also requires some of the most difficult financial decisions in a dispatch organization.
- **Operational changes resulting from alternative dispatch delivery initiatives should have a net operational benefit to overall public safety services.** Changes in dispatch service delivery should have an overall benefit to public safety service delivery. Dispatch operational changes that result in any perceived or actual service deterioration should have a counterbalancing enhancement in service and/or cost such that there is an overall positive impact to public safety

service recipients. Determining “net” benefit is not only a quantitative effort but a qualitative effort. Agencies and customers with unique needs will judge these benefits differently. Nevertheless, it is important to attempt to articulate the “net benefit” to public safety services from any operational or organizational change in 911 communications.

In addition to these *Four Framing Elements*, the leadership of the four villages provided important guiding principles that established a foundation for consolidated service delivery options. These are contained in the body of the report but include such framing requirements as the continuation of a police field services relationship with Wilmette and the continued use of RED Center for Fire/EMS dispatch services for Winnetka/Kenilworth and Northfield.

Based on all these principles, the Matrix Consulting Group has provided consolidation options that reflect implementable and achievable alternatives that will ensure efficient and effective public safety service delivery.

(1) Key Findings and Conclusions

The following table compares the two primary consolidation options that provide the most reasonable and cost-effective opportunities for success based on the *Four Framing Elements* and Project Steering Committee guiding principles. Based on a variety of analysis and feedback, 911 dispatch consolidation options were narrowed to a combined Glencoe, Kenilworth, Northfield, Winnetka dispatch center (GKNW Center) or a contract-for-service consolidation approach with the Glenview Public Safety Answering Point (Glenview Center).

Table #1 – Comparing Two Options’ First-Year Consolidation Costs and Operational Considerations

	GKNW Center All Police and Glencoe Fire	Glenview Center Contract-for-Service All Police and Glencoe Fire
Cost-related Information		
Present Internal Dispatch Services Budget for GKNW	\$2,341,813	
Est. 1 st Year Dispatch Center Operational Cost	\$1,588,931	\$1,221,618
Addition of Four Administrative Support Staff to Villages	<u>\$300,000</u>	<u>\$300,000</u>
Est. First Year Internal Operational Cost to Provide Service	\$1,888,931	\$1,521,618
Est. One-time Start-up Capital Costs for Center	<u>\$766,000</u>	<u>\$750,000</u>
Est. 1 st Year Loaded Cost for Internal Operations	\$2,654,931	\$2,271,618
Operational Considerations (e.g. Four Framing Elements)		
Does the option include Wilmette as a PD Radio Partner?	✓	✓
Which option minimizes delays in public safety response?	✓	✓
Which option employs professional dispatchers?	✓	✓
Which option offers effective dispatch at most reasonable cost?		✓
Which option offers greatest net benefit to public safety?		✓
Which option best serves to strengthen GKNW relationships?	✓	✓
Which option best minimizes implementation complications?		✓

The costs above represent the first-year cost calculations of the consolidation options that would be implemented over the longer-term. Glenview has provided a seven-year cost escalation of 3.7% to 4.5% annually over the life of the contract (see Appendix A). It can be assumed that a GKNW Center would have similar annual increases. Note that first-year start-up capital costs disappear in the second year and thereafter.

- There are operational nuances to the above information in Table 1 that are important for context:
 - Total Fire/EMS Computer-aided Dispatch (CAD) workload for all four villages represents approximately 6.5% of all CAD incident work (1.5% for Glencoe, 5% for Winnetka / Kenilworth and Northfield). Dispatcher staffing is therefore the same irrespective of the GKNW Center dispatching police-only or dispatching the villages’ police and Fire/EMS, as the modest amount

of additional Fire/EMS work does not justify additional positions. There is an approximate \$5,000 operational savings in training if GKNW dispatches police-only. Capital cost changes are difficult to quantify in a police-only dispatch environment, but likely nominal as illustrated below.

- The Glenview Center contract-for-service is “absorbing” Glencoe Fire/EMS work in its staffing model options. As such, the dispatch operational cost of a police-only service is identical. There would be a one-time start-up capital cost savings for Glencoe of \$80,000 for Fire/EMS-related capital costs if Glenview dispatched police only. This would require that Glencoe go to RED Center at a capital cost estimate of \$50,000 and an annual operational cost of \$79,000 (figures provided by RED Center).
- The four villages will need to hire Administrative Support positions to perform many of the functions currently undertaken by the villages’ dispatchers. Workload suggests one (1) position at each village would be satisfactory to complete this work at an estimated annual cost for each position of \$75,000 for salary and benefits. This totals \$300,000 per year to the villages.
- There are modest additional recurring communications and other costs linked to dispatch-related service provision that are somewhat different for each village dependent upon its unique public safety operation. These would be incurred by each village regardless of the consolidation option chosen. Examples of these encumbered costs include:
 - Mobile Data Terminals (MDT) equipment and connectivity
 - Mobile and portable radio equipment
 - Radio connectivity (currently NORCOM phone line charges)
 - NORCOM assessment fees
 - Legacy Computer-aided Dispatch (CAD) connectivity
 - Video security connectivity and maintenance
 - Administrative phone line charges
 - Phone call recorders

A portion of these recurring costs, estimated from \$200,000 to \$300,000 for all villages, may be absorbed by equivalent services/technologies provided by Glenview, but this would have to be addressed in an implementation phase.

- Information summarized in Table 1 above, and discussed in detail throughout this report, indicates that GKNW should pursue the most cost-effective consolidated dispatch service approach which is the Glenview Center's Contract-for-Service option listed above. As Glenview relies on its multi-agency partners to devise its own cost model, the villages' leadership reached consensus on a cost allocation model as summarized in Table 2 below. The model incorporates the following elements:
 - 20% of the operational costs are designated as fixed (e.g., equal sharing of a supervisor) and are equally shared among the four villages.
 - 40% of the operational costs are based on each village's proportional population.
 - 40% of the operational costs are based on each village's proportional contribution to key call for service and event-based workload drivers that are common to each village.¹

Table #2 – Four Villages' First-Year Operational Cost Sharing Based Upon Consensus Model (Glenview Model)

Community	% of Operational Costs	Dispatch Cost (Paid to Glenview)	Present Internal Dispatch Services Budget	Difference (Savings)
Village of Glencoe	28%	\$346,144	\$657,832	\$311,688
Village of Kenilworth	13%	\$160,308	\$337,029	\$176,721
Village of Northfield	25%	\$305,650	\$675,040	\$369,390
Village of Winnetka	34%	\$409,516	\$671,912	\$262,396
TOTAL:	100%	\$1,221,618	\$2,341,813	\$1,120,195

The costs in Table 2 do not include those expenses related to the addition of Administrative Support positions and the first-year start-up capital costs.

- For start-up **capital costs**, an equally shared capital cost allocation strategy is probably the least difficult to implement, barring any unique circumstances such as Glencoe's Fire/EMS capital contribution. Each village would contribute \$167,500 in the recommended capital cost allocation approach, with Glencoe covering the approximate additional \$80,000 for Fire/EMS capital.

¹ Calls for service include traffic accidents and police alarms; events include Part I crimes, Part II crimes, and traffic stops conducted.

Table #3 – First-year Capital and Operational Cost Comparison (Glenview Model)

Cost Type	Cost
Village of Glencoe Capital	\$247,500
Village of Kenilworth Capital	\$167,500
Village of Northfield Capital	\$167,500
Village of Winnetka Capital	\$167,500
Sub-Total Capital	\$750,000
Four Villages Admin Support	\$300,000
Four Villages Glenview Contract	\$1,221,618
Sub-Total Operations	\$1,521,618
TOTAL First-year Capital and Operations	\$2,271,618
Difference from Current Internal Dispatch (Savings)	\$70,195

As demonstrated by the information in Table 3, first-year dispatch-related costs for the Glenview model still offer a modest savings even after an accounting of one-time capital costs, expenses incurred for administrative support, and the on-going recurring expenses for internal communications (e.g., radios, MDTs) and related items. Dispatch savings beginning in year two and thereafter will be several hundred thousand per year for the villages.

- Individually, the four villages are appropriately staffed to conduct core dispatch workload and ancillary administrative and records workload. There are, however, opportunities for economies-of-scale in a consolidated dispatch center as demonstrated above.
- Various modifications, many minor, to how public safety and customer service is now performed will have to occur. This includes providing an audio/visual kiosk for after-hours to customers that wish to contact the police department/dispatch (as 24/7 front desk service is no longer practical). Only a small proportion of lobby visitations will need to use this system, as most customer visits are conducted during business hours when Administrative Support positions will be available.
- Regardless of the state mandate for consolidation, there are substantive benefits to public safety services as a consequence of moving away from the single-dispatcher deployments that the four villages now rely upon.
- In the event the villages choose to implement the GKNW Consolidated Dispatch Center as summarized in Table 1, the modeled dispatcher staffing level requirements for a GKNW Center is 10 full-time and 3 part-time staff. Currently,

the four villages employ 16 full-time and 10 part-time staff to cover the centers. The GKNW Center model should also include two (2) lead dispatcher positions, which are part of the 10 dispatchers, as well as one (1) supervisor position.

- Regardless of the selected dispatch service delivery approach, the villages need to establish a Project Transition Team to implement the plan. This team should report quarterly to the villages' Boards beginning September, 2016.

(2) Summary of Recommendations

The following table provides a list of the recommendations in this report. The chapters in this report should be reviewed for a detailed discussion and analysis of each issue and the background behind each recommendation.

Based on the Four Framing Elements that include operational and cost-related analysis impacting public safety service delivery, pursue a contract-for-service consolidated option (#1) with the Glenview PSAP. This is a 7-year fixed price contract beginning at \$1.22 million annually that consolidates all GKNW Police and Wilmette on a NORCOM radio channel and dispatches Glencoe Fire/EMS with its East Shore partners. Estimated capital start-up costs do not exceed \$750,000.
Develop Administrative Support job classifications and hire one (1) position at each of the four villages. These positions will complete ancillary workloads currently performed by dispatch staff. Based on various work such as front counter support, telephone calls, etc., schedule the staff from 8am to 5pm (1-hour meal). The estimated annual cost for each position is \$75,000 in salary and benefits or \$300,000 to the four villages.
Design a police entry Kiosk to provide audio/visual customer service for "walk-in traffic" during non-business hours. Glenview Dispatch would facilitate service. Glenview will maintain the system but initial capital investment is approximately \$10,000 per village.
Develop a plan with adjoining public safety partners, with strong consideration for Glenview, to handle prisoner processing and/or housing based on the unique needs of each village. Because of the Glenview service contract for dispatch, and the very minimal annual incarcerations from the four villages, Glenview might be approached to provide this service without further compensation.
Implement the devised charge-back model for the four villages and memorialize in an inter-agency agreement.
Revisit the cost allocation model for potential data update every four years.
Equally share among GKNW the start-up police-related capital costs estimated at \$167,500 per village. Glencoe would incur an additional \$80,000 capital cost for Fire/EMS.
In the event the villages choose a GKNW Center, based on APCO-related staff modeling and other analysis for the Center, the staffing plan would be composed of 8 full-time dispatcher positions, two (2) lead dispatcher positions, three (3) part-time dispatchers and one (1) supervisor.

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Based on analysis for a GKNW Center, the Winnetka PD dispatch location would serve as the primary site for a four-village consolidated dispatch operation if this option is selected.

Develop a project transition team to devise and execute a Project Implementation Plan for dispatch consolidation. This would be done in concert with Glenview.

Identify a project manager from one of these agencies to serve on the consolidation transition project and task with executing a formal implementation plan consistent with Project Management Body of Knowledge PMBOK principles.

Report project progress to the villages' Boards on a quarterly basis beginning September 2016 and monthly beginning April 2017.

2. Guidelines for Consolidation Options

This chapter of the study provides an overview of relevant information with respect to the various guidelines that will lay a foundation for and frame Glencoe, Kenilworth, Northfield and Winnetka (hereafter GKNW) PSAP consolidation options. The chapter includes:

- A discussion of the “Four Framing Elements” which should guide decision-making surrounding PSAP consolidation options.
- A discussion of the four villages’ guiding principles also framing consolidated options.
- A brief history of other consolidation initiatives impacting some or all of the four villages and their relevance to the current study.
- A discussion of the specific GKNW issues impacting potential consolidation opportunities.

This information provides a foundation for additional analysis in subsequent chapters.

1. DISPATCH CONSOLIDATION OPPORTUNITIES SHOULD BE SCRUTINIZED UNDER THE ‘FOUR FRAMING ELEMENTS.’

There can be little argument among service providers that an ultimate goal is to deliver *the most productive level of service to the consumer*. This essentially translates into the most effective (i.e., quality) level of service that can be provided in the most cost-efficient manner. And while cost is quantifiable, effectiveness elements have important quantitative and qualitative characteristics. As a consequence, agreeing upon what is “most productive” is often arguable, as service providers’ interpretation of quality can differ, let alone *what types of services should be offered*. There are some fundamental frameworks upon which nearly all public safety service delivery professionals can agree.

As such, the Matrix Consulting Group has adopted these 'Four Framing Elements' to help guide decision-making with respect to dispatch operations and consolidation opportunities.

(1) It is Crucial to Minimize Delays in Public Safety Service Response for Effective Service Delivery to the Community.

In the provision of emergency public safety service, seconds can make a difference. From Priority 1 call types such as an officer down, a baby-not-breathing or a structure fire, the reduction in response time (from E911 call receipt to unit(s) on-scene) should be a vital goal of all public safety service providers. According to the state of Maine Public Utilities Commission:

The Commission considers the single most important reason for consolidation is to improve emergency communication services resulting in improved public safety. For example, reducing call transfers between PSAPs and dispatch-only facilities improves response times and reduces the potential for human or technology errors in handling emergency calls. Comments the Commission received from regions that already have combined PSAP call taking and dispatch centers noted that unified PSAP and dispatch is crucial to the overall efficiency and accuracy in emergency communications and response and that it can improve the quality of emergency communications not degrade it as some fear.²

With respect to law enforcement, while there is various contradictory evidence with respect to overall response time having a significant impact on crime suppression/apprehension, there is general consensus that reduced response time targets for priority 1 and Code 3 (lights and siren) calls is highly desirable. Moreover, there is a wealth of research supporting the benefits of reduced response times in the fire and EMS service areas. The ultimate endpoint of various public safety research is to

² Public Safety Answering Point Reconfiguration Plan, Maine PUC, 11/1/10, page 2.

minimize response times to enhance service delivery, and to that end, dispatch service providers play a vital role in contributing to response time reductions.

(2) Highly-Trained Professional Dispatchers Employing Consistent Protocols are Ideal to Effective Public Safety Service Delivery.

Professionalizing public safety dispatch is becoming more commonplace throughout the nation given the benefits derived by the communities being served. The state of Pennsylvania Emergency Management Agency mandates through Chapter 120c dispatcher certification and training to be conducted by the Pennsylvania State Police. Texas, Kentucky, Florida, Utah and Georgia all have similar dispatcher certification requirements. Twenty-four states have moderate to strict legislative requirements related to Emergency Medical Dispatch operations. Finally, the National Academies of Emergency Dispatch (NAED)³ and APCO strongly advocate formal training and certification in their respective organizations. Clearly, there is widespread recognition that well-trained dispatcher personnel are central to effective public safety service delivery. And indeed, the benefits of specially trained public safety dispatchers are being recognized as shown by the following abstract from 9-1-1 Magazine:

Most agencies now have Communications Training Officers (CTOs), whereas just 20 years ago most trainees were assigned to a senior dispatcher or an unknowing dispatcher who was just working at the moment a trainee walked in the door. Within a day or two, it was time to solo. CTOs have been a great addition to our profession (and) they should also be somehow compensated for that additional responsibility and pressure, just as patrol Field Training Offices are compensated for this vital responsibility. In the early 1990s, the California fire service developed another specialty position that has since blossomed nationally. Based on the Incident Command System (ICS) "Radio Operator" position, it was modified into a local-agency based, rapid-deployment function called the Incident Dispatch Team (IDT). It was discovered that by using a specially trained dispatcher at a fire scene command post, it enhanced field communications, unified

³ http://www.emergencydispatch.org/cert_home.php?a=cert

command, responder safety, and resource management. By handling a myriad of responsibilities, it freed the Incident Commander to concentrate on the handling of the event while its IDT or specialized dispatcher handled vital tasks and resource tracking. Shortly after the rise of fire department IDTs, a now-retired FBI agent, realized that using professional communicators at hostage stand-offs, SWAT call outs, and other law enforcement events was a great tactical benefit. This training also started in California. This idea has gone nation-wide.⁴

There are assignment approaches in effect throughout the country which use sworn staff on temporary assignment, job-sharing, part-time dispatchers' positions, and staff performing multiple assignments at a single duty station (i.e., concurrently dispatching fire, medical, EMS, and call-taking). While these models work, and by necessity must be used all of the time or part of the time in some (particularly smaller) locales, the ideal is to deploy a fully-trained, experienced dispatcher professional able to focus on a few key and repetitive 911 service delivery tasks.

In summary, strong evidence exists that the deployment of professional dispatcher positions in a public safety environment is an essential service delivery approach for the most effective dispatch operations. This is demonstrated through training, experience, repetition of tasks, consistent application of common policies and procedures, certifications, and as-needed specializations to serve the public.

(3) In an Era of Government Fiscal Constraint, Taxpayers Deserve Highly Effective Dispatch Services at the Most Reasonable Cost.

In large part as a consequence of the "Great Recession," provision of government services at the most reasonable cost is particularly important. Nearly all states and local governments have faced significant budget reductions, many have initiated personnel reductions and other dramatic cost saving measures, and as a result there are very few,

⁴ May 2004 article, 9-1-1 Magazine

if any, public sector service delivery functions that are safe from potential service delivery impacts. These circumstances emphasize the need to provide services at the most efficient levels. According to a review of the Illinois State Legislature's intent with respect to PSAP consolidation:

The Act is premised on the conclusion that there are too many independent and diverse emergency telephone systems in the state to successfully implement a "next generation" NG911 solution. The Advisory Board has also concluded that consolidation of these systems would lead to greater interoperability and significant long-term cost savings at both the state and local levels (emphasis added). As a result, a primary goal of the Act is to reduce the number of ETSBs that the state distributes funds to, as well as the number of Public Safety Answering Points (PSAPs) that the state regulates.⁵

Monies saved from efficient dispatch operations could be expended in other public safety or government service areas. Regional dispatch services should therefore be collectively delivered at the most reasonable overall costs that will ensure cost-effective service delivery. It is not surprising that one of the catalysts for dispatch consolidation throughout the nation is cost containment.

(4) Operational Changes from any Consolidation or Alternative Dispatch Delivery Initiative Should Have a Net Operational Benefit to Overall Public Safety Services.

Perhaps the most difficult and fourth cornerstone of the 'Four Framing Elements' is evaluating the impact of operational alternatives on public safety operations in general, not just those associated with dispatch-based operations. There are particular reasons the most common dispatch model is one of localized dispatch services—the primary fact that such services provide important real or perceived benefit to the local community which they serve. Throughout the nation dispatch personnel provide widely different

⁵ Consolidation of Illinois 911 Authorities Pursuant to Public Act 99-0006; Illinois Government and Municipal Practice; 3/2016; pg1.

service types. These range from advanced and tactically based dispatch services in an incident command situation to staffing a front desk and performing face-to-face customer service in a rural setting as one of several “dispatch-related” job responsibilities. The analysis of this “net change” in overall public safety service is both quantitative and qualitative, but is no less important than other considerations noted previously. As such, it must be weighed equally, recognizing however, that there are three other framing elements that come into play when evaluating alternative dispatch service delivery options.

2. GUIDANCE RECEIVED OVER THE COUSE OF THE STUDY HAS FRAMED THE CONSOLIDATION OPTIONS TO BE EXPLORED.

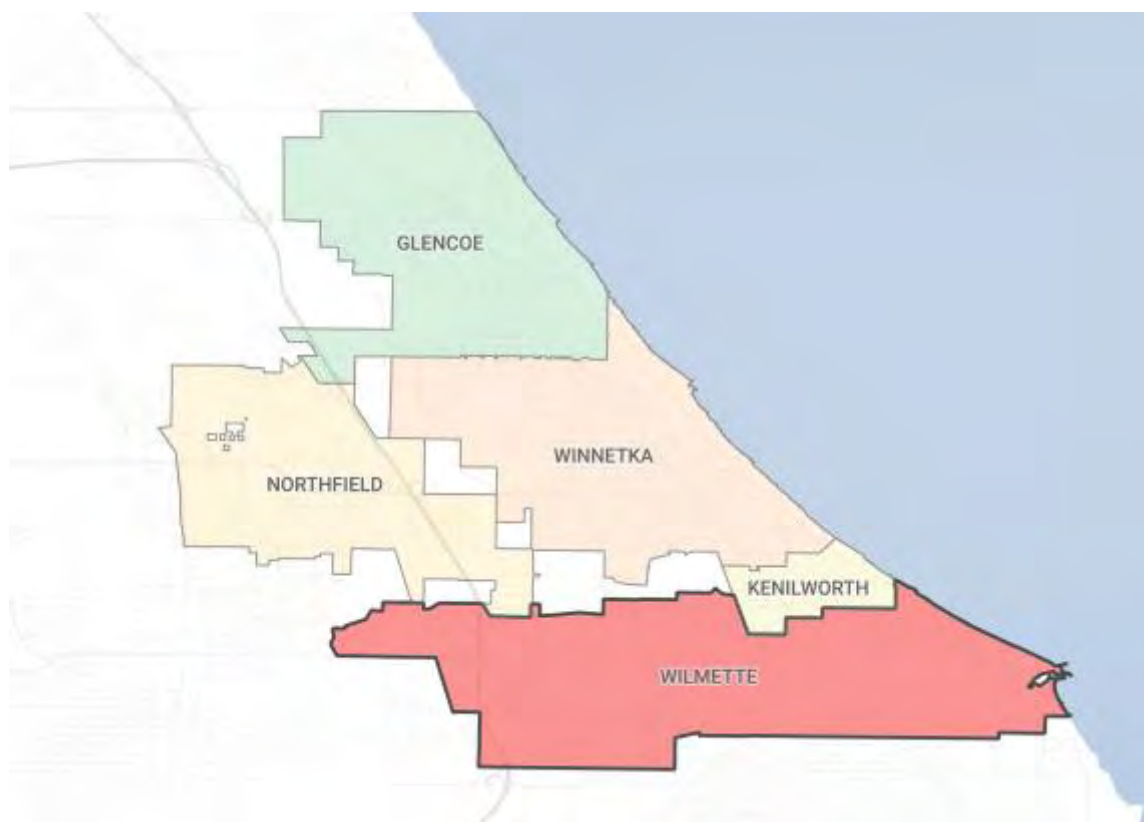
Our analysis, based on a variety of information collected over the course of the GKNW project, is founded on the premise that there are a few viable consolidation options to fully explore. While various other consolidation options might be feasible, the Matrix Consulting Group and Project Steering Committee⁶ collectively determined over the course of the engagement that the options discussed below offer the greatest overall advantages and potential for success. Options identified in the following sub-sections serve to limit the consolidation opportunities explored in this report.

(1) The Four Villages Provided Guiding Principles to Help Frame Consolidation Options They Wished to Explore.

The Project Steering Committee members, composed of the village managers and village police/public safety chiefs, provided guiding principles beyond the Four Framing Elements that they wished strongly considered during the consolidation feasibility study. These principles included the following:

⁶ The Project Steering Committee was composed of the four Village Managers and four police chiefs or public safety department heads.

- **Include Wilmette as a Public Safety Field Services Partner.** Currently the four villages and the village of Wilmette share a police radio channel and are thus capable of easily sharing information and, as necessary, community policing and other resource allocation strategies as circumstances dictate. Additionally, Wilmette, Kenilworth and Winnetka share a CAD system and associated dispatch information. There is a long-standing public safety relationship with Wilmette to GKNW, not the least of which is that coastal proximity of Wilmette to the four villages, as shown below, facilitates various cooperative efforts. As such, the inclusion of Wilmette, to the degree practical, in a consolidation scenario is strongly desired.



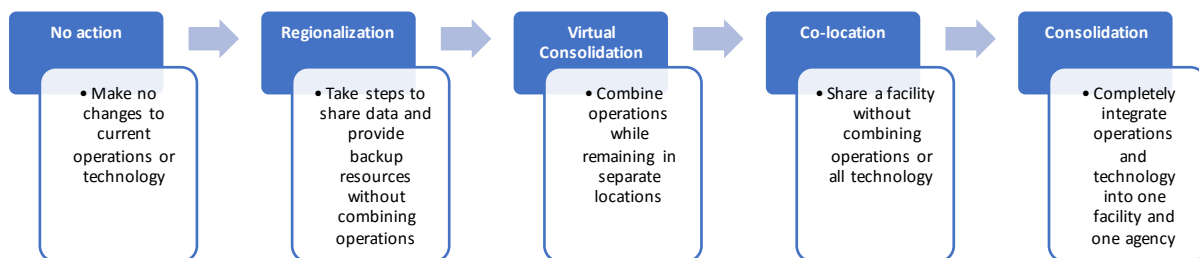
- **Initial Consolidation Solution Should Focus on Addressing Police Service Delivery and Glencoe Public Safety.** Because the villages of Winnetka, Kenilworth and Northfield have pre-existing dispatch agreements with RED Center, initial consolidation solutions should focus on police services and Glencoe's public safety services (police, Fire/EMS) to meet the intent of the Legislative directive for consolidation. Because of the complexities associated with consolidation in a limited time frame (by July 1, 2017), consolidation scenarios that unnecessarily impact the way in which public safety field services are presently served should be avoided.

- **Consolidation Scenarios Should Serve to Strengthen the Relationships of the Four Villages.** A consolidation effort can have dramatic impact on the participants and the way they delivery public safety services. Consequently, the key elements of dispatch consolidation should serve to strengthen current relationships rather than create potential areas of contention.
- **Consolidation Scenarios Should Attempt to Minimize Implementation Complications.** Because of the aforementioned deadline for consolidation, options should be explored that minimize potential complications to completing a successful consolidation initiative in the near term.

Given the Four Framing Elements and the above guiding principles as directed by GKNW, the following additional points are offered.

(2) The Four Villages Will Collectively Explore Full Consolidation Opportunities as Opposed to Other Kinds of Consolidation Possibilities.

Consolidation options can be categorized as falling along a broad spectrum of possible opportunities, each carrying its own set of risks and rewards. This spectrum is generally differentiated into five areas as shown in the graphic below.



All dispatch models noted above have operated successfully and as a consequence there is no single answer with respect to public safety dispatch operations. The unique factors of every service area—whether political, financial, technical, topographical, community expectation, or other myriad variables—largely influence which models will be most successful. Because of the circumstances and language surrounding legislative directive PA 99-0006, there does not appear to be flexibility with respect to consolidation opportunities other than “Full Consolidation” as reflected to the right of the

above chart. As such, GKNW have limited options with respect to the type of consolidation they can explore. Therefore, full consolidation opportunities are the only consolidation initiatives reviewed in this study. This full consolidation is restricted to the four villages of Glencoe, Kenilworth, Northfield and Winnetka which collectively exceed the 25,000 population benchmark established by the legislation. No other potential consolidation partner agencies are explored in this study, although contracting for service is reviewed and discussed in a following section.

(3) The Four Villages Will Examine in Their Full Consolidation Model the Different Possibilities Associated with Dispatching Police, Fire and Emergency Medical Services.

A complicating factor in this assessment is that Glencoe is a “full-service” 911 operation dispatching its own police, fire and emergency medical response, while the villages of Kenilworth, Northfield and Winnetka rely on RED Center⁷, as a secondary PSAP, to dispatch fire and emergency medical services. As part of this study, opportunities will be examined for a consolidated villages’ 911 operation to dispatch all villages police services including Glencoe Fire/EMS, or to dispatch Glencoe Fire/EMS under a different dispatch services model (e.g., using RED Center as the other three villages currently do).

(4) The Four Villages Will Explore a Contract-for-Service Relationship with Glenview.

There are a variety of contract-for-service opportunities that could pursue for 911 dispatch services that would meet the intention of the legislature’s consolidation efforts. Organizations such as Northwest Dispatch, Deerfield and Northbrook were considered

⁷ http://www.mabas3.org/red_center.html

potential contract-for-service partners. Given a variety of factors such as proximity, prior consolidation success rates, and other considerations, the Village of Glenview was determined to be the most practical PSAP for potential contract-for-service consolidation and was selected as the agency for further study regarding consolidation opportunities. While Wilmette was initially discussed as a potential dispatch service partner given the current public safety relationships among the villages, it was determined that Wilmette has not demonstrated the same consolidation success as Glenview. As such, a consolidation with Wilmette would be potentially complicated and increase risk in completing timely dispatch consolidation. This additional risk is contrary to the stated GKNW guiding principles.

3. PRIOR CONSOLIDATION STUDIES INVOLVING THE VILLAGES HAVE INFORMATION THAT CAN PROVIDE IMPORTANT GUIDANCE TO THE CURRENT INITIATIVE.

During the course of the engagement, research was conducted on other consolidation studies involving some or all of the villages that may have relevance to this engagement. Three studies were reviewed and are referenced herein:

- A 2011 Public Safety Dispatch Center Consolidation Feasibility Study performed for the villages of Kenilworth, Northfield and Winnetka by *Eler & Associates (E&A)*.
- A 2006 Assessment of Fire/EMS and Police Dispatch Options performed for the village of Glenview by the *Matrix Consulting Group*.
- A 2013 911/Dispatch Consolidation Feasibility Study performed for the villages of Highland Park, Lake Bluff, and Lake Forest by the *Matrix Consulting Group*. This study also involved the village of Glenview as a potential 911 service provider.

Where appropriate, these reviewed studies will be referenced in this report to further augment findings, conclusions and recommendations.

3. PSAP Operational Analysis

This chapter of the study provides an analysis of the independent operations of Glencoe, Kenilworth, Northfield and Winnetka's Public Safety Answering Points (PSAPs). This data also will influence the consolidated initiatives to be examined in further detail in the next chapter. For descriptive and various workload information regarding the individual dispatch centers for each village, please consult the Profile in Appendix B.

1. EFFECTIVE DISPATCH OPERATIONS ARE PREDICATED ON PROPER STAFFING LEVELS. STAFFING MODELS USE NUMEROUS VARIABLES TO DRIVE OVERALL DISPATCHER STAFFING REQUIREMENTS.

Developing an appropriate staffing model for a dispatch operation is not only critical to ensuring effective service to callers, but for those public safety agencies being serviced. To operate in the most efficient and effective manner possible, it is important to right-size the dispatch operation's staffing levels. Our project team has conducted an analysis of the dispatcher⁸ staffing needs of the four villages through a model-based approach, using data obtained from the project participants. Our team has reviewed and used a variety of dispatcher staffing models over the last several years. Indeed, as new information becomes available, these models are further modified to enhance their ability to assess the necessary staffing in a dispatch environment. With respect to this engagement, a new staff modeling tool was created to help capture administrative workloads performed by dispatcher staff. This is further discussed later in the report.

⁸ While the villages and other organizations use different terminology to define these positions, such as Telecommunicator, Communications Officer, etc., the term dispatcher will be used throughout this report for continuity.

Development of a staffing model begins with understanding and, as data are available, calculating several variables. The sub-section below deals with staff availability—a critical factor in all staffing models.

(1) Net Dispatcher Availability Information.

While one Full-time Equivalent (FTE) staff position is scheduled to work 2,080 hours per year in most professions, this is not always the case, particularly in public safety professions that have “exotic” schedules to meet service level demands. These often include 12-hour shift schedules where staff are scheduled to work 2,190 hours per year. While Glencoe and Kenilworth operate on some modified schedules where 12-hour deployments occur, staff are not scheduled for 2,190 hours per year.

A critical workload element to determine staffing requirements is the amount of annual time available for dispatch personnel to perform their work. This is defined as net availability and it is the number of hours that a dispatcher is available to perform his key dispatcher roles and responsibilities after the impact of leave/unavailable time has been subtracted from his gross annual scheduled hours of work. Leave includes sick, vacation, compensatory time off, etc. Unavailable time is time lost to breaks and meals, training, and other scheduled workday interruptions. The addition of leave and unavailable time is subtracted from base annual work hours and results in net availability per year.

With respect to net availability in general, a desirable target is 70-75% or greater net availability for a typical 2,080 hour work year. While these are desirable targets, they can at times be difficult to achieve in practice given numerous variables. Leave and other unavailability factors are strongly influenced by a variety of things including scheduled

and unscheduled leave benefits that have been negotiated, the actual use of such benefits, the robustness of an annual training program, the seniority of a workforce, etc.

Data was provided by the four villages and analyzed. This review resulted in the following annual net availability for each village.

GKNW Calculated Dispatcher Net Availability

Community	Net Annual Hours Available	Percent of Total Yearly Hours Available
Village of Glencoe	1,580	76%
Village of Kenilworth	1,706	82%
Village of Northfield	1,747	84%
Village of Winnetka	1,814	87%

In sum, data suggest GKNW PSAPs manage operations such that net availability exceeds the 70%-75% benchmark. This is due to a variety of factors but is most substantively related to the inability of several villages' dispatch staff to be able to take breaks and meals away from their workstations on a regular basis. This is a common problem among small dispatch agencies and can potentially lead to a variety of operational issues. Consequently, in a consolidated dispatcher staffing model such meal/break time will always be accommodated.

(2) Turnover at Reporting PSAPs is Different and Turnover Characteristics can Impact Authorized Staffing Requirements.

For comparative purposes, dispatcher turnover nationally averages 17% to 19%⁹. Recent historical information from the four villages indicates virtually no turnover among dispatcher ranks. As such, calculating "over-hire" needs to ensure adequate dispatcher staff are always fielded is unnecessary in this staffing exercise.

⁹ <http://www.iaedjournal.org/content/turnover-factor>

2. DETAILS OF THE ANALYSIS OF STAFFING NEEDS RESULTING FROM GLENCOE, KENILWORTH, NORTHFIELD AND WINNETKA CORE DISPATCH WORKLOADS.

Our project team has conducted an analysis of the dispatcher staffing needs for the four villages through a model-based approach, using data obtained from the project participants. The methodology and process of these calculations is detailed in the following sections.

(1) Overview of the APCO Approach.

In order to accurately model the workload and staff resources of dispatch operations, a number of important factors must be considered. It is not sufficient to base the staffing needs of a 911 operation center on workload alone, as many key variables, such as average leave time and turnover rate as discussed above, are vastly different among agencies throughout the nation. In the last few years, the Association of Public Communication Officials (APCO) has published a staffing model as part of its Project RETAINS efforts, developed by the University of Denver Research Institute. In effect, the APCO project RETAINS model requires several discreet data elements based on actual workloads to be effective. These include:

- **Net (actual) Annual Staffing Availability** as shown earlier in this chapter.
- **Average Telephone Busy Time** (call duration in seconds), from phone or other records. This should ideally distinguish between law and fire E-9-1-1 calls and administrative calls for service.
- **Average Processing Time:** A combination of average radio time and average task completion time per incident. These numbers, as available, are calculated from agency Computer-aided Dispatch (CAD) data covering a period of one year. If these times are not calculable (due to either issues with the data, unknown variables, or other reasons) a normative value is used based on the experience of the project team in working with other similarly sized dispatch agencies.

- **Agent Occupancy Rate:** Even after accounting for the net availability of dispatchers, the resulting number still does not represent an accurate picture of their ability to complete workload. It would be impossible for a dispatcher to spend 100% of his available time going from call to call without a break – even if it was logistically feasible for this to be true, the resulting effect on burnout would be significant. Given these reasons, the agent occupancy rate, which is in effect a “total utilization rate”, is created as a target for the ideal percentage of time a dispatcher is actually completing work. Today, utilization targets are often set by agencies from around 50% to 65%.

In brief, the APCO project RETAINS staffing model is a generally good methodology with a few notable exceptions, but it is data intensive to the extent that many agencies do not possess the level of detail required to thoroughly complete the model. The Matrix Consulting Group, using the APCO model as a baseline, has made some slight revisions to the model and has developed some operational assumptions regarding particular types of work. These are discussed in the following sub-sections.

(2) Results of the APCO RETAINS Dispatcher Staffing Analysis.

Using the calculation process outlined in the sections above, dispatcher staffing needs based on core dispatch workload can be modeled. The subsequent table shows the various calculations involved in deriving a necessary dispatcher staffing level based exclusively on the magnitude of core dispatch workload. The model does not accommodate a variety of other workload factors such as the numerous ancillary or records/administrative work performed by dispatcher staff, workload fluctuations throughout the day/hour, and other variables. These are discussed and accommodated later in the report. The following bullets discuss the various assumptions and sources of data used to arrive at the table's information.

In order to further clarify how the calculations have yielded these results, the outline below explains how each of the variables used was determined:

- **Average Processing Time for Computer-aided Dispatch (CAD) Incidents:** Reflects available data calculations, as well as a conservative estimate of the time required for dispatcher workload related to a CAD incident to be processed.

APCO, NENA and others have not provided any benchmarks with respect to this kind of processing time for CAD incident workload, suggesting an estimate be developed for such work. Consequently, developing a reasonable time estimate for Average Task Completion Time for every CAD incident is the only current approach beyond an industrial engineering exercise, which is beyond the scope of nearly all dispatch studies. Given our experience with a broad array of dispatch agencies, we believe that given the current operational environments in GKNW, an average of **2.5 minutes per incident** is a very reasonable estimate to capture incident “wrap-up” and related activities that include such things as keyboard entry, license and warrant runs, etc. Obviously some incidents will take longer and others shorter dependent upon the type of incident.

Secondly, the APCO-based model can use the actual amount of radio transmission transaction time as a primary workload driver to determine average radio time. Dispatchers are responsible for relaying information effectively via the radio and are usually multi-tasking (keyboard entry or console monitoring) while such “air time” is transacting. It is a primary responsibility of dispatcher staff. The total time associated with radio transactions is calculated to determine an average amount of time spent in this key task. With regard to the four villages, radio information was presented such that an average of 5.67 hours per day of radio-traffic “air time” was calculated for all users of the NORCOMM radio system.¹⁰

Based on our examination of the data, we developed an average radio-traffic air time of .96 minutes per CAD transaction for Kenilworth, Northfield and Winnetka and an average air time of 1.58 minutes for Glencoe given its additional Fire/EMS workloads.¹¹

- **Average Processing Time for Telephone Calls:** Some telephone systems easily capture time spent on telephone lines, others do not. Data provided to the project team regarding telephone transaction time was only available in part, as some villages did not have this information. Nevertheless, sufficient information was available to calculate that an average telephone call took 116 seconds. This timeframe is consistent with telephone information from a *National Fire Protection Association* (NFPA) study citing 92 seconds is the most relevant average for

¹⁰ The village of Wilmette is also on the radio system and its radio time is ultimately abstracted from the GKNW model for staffing estimate purposes.

¹¹ It should be noted here that like many models, there are inherent weaknesses. One of the shortcomings of linking radio transaction information to CAD incidents is that given different CAD recording approaches among different dispatch agencies, those PSAPs that record more CAD incidents receive more radio-time credit than counterparts with fewer CAD incidents. Unfortunately on shared radio channels (as is with GKNW), there is no way to effectively determine which agency is “actually doing the talking.” Thus, this modeling serves as a workload distribution approach, linking CAD incidents to radio-time. While this approach has inherent weaknesses in developing a staff model for individual agencies in a cooperative, the weakness is mitigated when looking at all PSAPs collectively (as is done in a consolidation exercise).

emergency response. The total time spent on telephone work by each agency was linked to CAD transactions. Because telephone traffic is different for each agency, the estimated telephone transaction time linked to each CAD incident is different. Despite this, the model accurately reflects time spent on telephone calls, as both time spent and number of telephone transactions for each village are available and can be converted to CAD workloads.

- **Time Investment per CAD Incident:** The time investment per CAD incident is related to the sum of the above two bullets for each agency.
- **Total CAD Incidents:** Reflects data provided from each PSAP for 2015. These CAD incident records were validated in an interim deliverable.
- **Annual Workload Hours:** Workload hours are the result of the Time Investment per CAD Incident and Total CAD incidents data. It is a multiplication of these two variables resulting in an estimated annual workload for dispatchers related to CAD incidents.
- **Net Annual Available Work Hours:** Reflects the average availability of each agency's dispatchers based upon the information provided earlier in this report.
- **Agent Occupancy Rate:** While utilization rates of 65% are occasionally used today, a rate of 50% was chosen, particularly since village dispatchers are regularly interrupted to perform ancillary work. This Agent Occupancy Rate of 50% is generally accepted by APCO.
- **Turnover Rate** – Given that turnover is not an issue at the four villages, this variable is not used.

Based on the information from all these variables, the APCO staffing model results are shown for each of the four village PSAPs below. As a reminder, these staffing estimates are based exclusively on the magnitude of core dispatch workload and do not include ancillary work performed by these staff (e.g., front desk assistance).

APCO Staffing Calculations Based on CAD Incident-related Workload

Category	Glencoe	Kenilworth	Northfield	Winnetka
Average Task Completion Time Per CAD Incident (in minutes)	2.5	2.5	2.5	2.5
Average Radio Time Per CAD Incident (in minutes)	1.58	.96	.96	.96
Average Processing Time (APT) for CAD Incident (in minutes)	4.08	3.46	3.46	3.46
Average Telephone Time Per Telephone Call (in minutes)	1.93	1.93	1.93	1.93
Average Telephone Time Extrapolated for a CAD Incident (min)	4.91	3.15	1.97	1.25
Time Investment Per CAD Incident (APT + Telephone Time)	8.99	6.61	5.43	4.71
Total CAD Incidents (2015 period)	17,571	9,253	21,976	23,046
Workload Hours Related to CAD Incidents (Hours)	2,633	1,019	1,990	1,808
Net Annual Available Work Hours	1,580	1,706	1,747	1,814
Agent Occupancy Rate (AOR)	50.0%	50.0%	50.0%	50.0%
True Annual Availability After AOR (Hours)	790	853	873.5	907
Full Time Equivalent Positions (FTE) Required to Complete Core Dispatch Workload	3.3	1.2	2.3	2.0
Existing Authorized Dispatcher Staffing Levels ¹²	5 F/T 2 P/T	3 F/T 2 P/T	4 F/T 2 P/T	4 F/T 4 P/T

¹² These staffing levels do not include supervisor or clerical/dispatch positions assigned to the villages.

(3) Interpretation of the APCO RETAINS Dispatcher Staffing Analysis.

The core dispatch workload data suggest that CAD-related workload (incidents, telephones and radio processing) is modest at each of the four villages. There is insufficient core dispatcher workload at any village to justify 24/7 coverage based solely on this type of work. In agencies where CAD incident-based data suggest less than 24-hour/7-day coverage is necessary based on workload characteristics, those agencies typically rely on staffing one (1) fixed-post position irrespective of workload. This is a necessity for smaller public safety agencies performing dispatch operations and essentially reflects what is accomplished at the four villages. Briefly, for every fixed-post, 8,736 work hours need to be covered in a year,¹³ which requires from 4.5 to 5.5 Full-time Equivalent (FTE) staff for coverage purposes. As shown by the existing authorized staffing levels in the prior table, each village is deploying sufficient full and part-time staff to typically cover one fixed-post. There are some exceptions where more than one dispatch person is scheduled during a shift (though not necessarily deployed due to leave or other issues). These include:

- Glencoe will deploy staff from 7 am to 3 pm four days of the week.
- Winnetka will normally assign staff specifically to the Records functions if there is any overlap that would result in exceeding one assigned dispatcher position.

In sum, core dispatch workload, based on APCO modeling, cannot fully occupy the villages' dispatcher staff. The villages, however, use these staff in other roles to occupy their time. These ancillary duties are discussed below.

¹³ This is 24 hours x 7 days x 52 weeks per year.

3. STAFFING LEVEL IMPACTS ASSOCIATED WITH ANCILLARY WORK PERFORMED BY DISPATCHER STAFF.

In APCO-based dispatcher modeling exercises, particularly those related to exploring optional service delivery approaches, certain assumptions and clarifications need to be made. For example, in those instances where dispatchers perform duties above and beyond core dispatch workloads as described above, how is this work typically accounted for? In a number of smaller dispatch agencies throughout the country, dispatchers will perform a variety of ancillary duties that need to be accomplished and that will occupy work time. This is the situation for the four villages. An examination of the profile in Appendix B details the variety of additional duties and responsibilities performed by dispatcher staff, ranging from front desk customer support to a range of records-related responsibilities.

This ancillary workload is not captured in the previous staff APCO modeling, and reflects one of the limitations of APCO's model. Since this additional work is not captured, the Matrix Consulting Group devised a self-reporting tool for all the villages' dispatcher staff to record various administrative work by category. This exercise occurred in early spring of 2016 for over 5 weeks. The following table shows the summary of that exercise.

Annual Hours Devoted by Dispatchers to Ancillary Work Based on Self-Reporting

Community	Yearly Hrs	Est. FTE
Village of Glencoe	830	0.53
Village of Kenilworth	1,951	1.14
Village of Northfield	1,657	0.95
Village of Winnetka	1,459	0.80

The outcome of this self-reporting exercise shows that each village uses from one-half to one FTE's worth of time to accomplish ancillary administrative/records work. In a consolidation initiative where work is generally dedicated to core dispatch duties, ancillary work will still have to be accomplished in some manner. This will be discussed later in the report. The impact on existing operations and staffing needs, however, is important to show for context. The hours dedicated to ancillary work is included in the staff modeling table below:

Village Dispatcher Staff Required to Complete All Workloads

Category	Glencoe	Kenilworth	Northfield	Winnetka
Workload Hours For Dispatch and Ancillary Work	3,463	2,970	3,647	3,267
Net Annual Available Work Hours	1,580	1,706	1,747	1,814
Agent Occupancy Rate (AOR)	50.00%	50.00%	50.00%	50.00%
True Annual Availability After AOR (Hours)	790	853	873.5	907
Full Time Equivalent Positions (FTE) Required to Complete Dispatch and Ancillary Work	4.4	3.5	4.2	3.6
Existing Authorized Dispatcher Staffing Levels	5 F/T 2 P/T	3 F/T 2 P/T	4 F/T 2 P/T	4 F/T 4 P/T

As shown above, the villages are generally occupying their dispatcher staff appropriately with core dispatch and a variety of ancillary workloads while still maintaining the appropriate 50% agent occupancy rate suggested. Reiterating, small dispatch agencies must staff at minimum one-fixed post on a 24/7 basis requiring anywhere from 4.5 to 5.5 FTEs. Assigning various workloads to these staff to ensure they are appropriately occupied is a key to operational efficiency and effectiveness. In sum, the four villages have accomplished this. In a consolidation initiative, ensuring core and ancillary work continues to be accomplished requires a different staffing and work

approach. The benefits and challenges associated with addressing workload under consolidation are discussed later in this report.

4. INTERNAL DISPATCH SERVICES PRESENTLY COST GKNW APPROXIMATELY \$2.34M ANNUALLY.

The four village PSAPs capture dispatch operational costs differently. Some costs are allocated to the broader public safety agency while others are specific to dispatch operations. Despite different village budgeting approaches, sufficient budgetary information is available to adequately capture dispatch operational costs for 2016 as summarized below:

2016 Village PSAP Developed Budgets

Community	Annual Budget
Village of Glencoe	\$657,832
Village of Kenilworth	\$337,029
Village of Northfield	\$675,040
Village of Winnetka	\$671,912
4 Village Internal PSAP Total:	\$2,341,813

As is typical of many municipal public safety budgets, the bulk of expenses are related to personnel costs, which for the four village PSAPs is 75% of total operating costs.

It should be noted that the above costs separate the contract-for-service dispatch services for the fire departments of Kenilworth, Northfield and Winnetka, that as previously noted, contract with RED Center dispatch for Fire/EMS services. Internal operational PSAP costs are approximately \$2.34M, whereas the contract costs for RED Center are an additional annual expense to the three villages' PSAPs of approximately \$223,000 per year, adjusted annually for these 911 services.

Of the \$2.34M costs shown, there are modest additional recurring communications and other costs linked to dispatch-related service provision that are somewhat different for each village dependent upon its unique public safety operation. These would be encumbered by each village, and are independent of the model of consolidation sought. Given the complexities of each village's potential recurring costs linked to the provision of dispatch-related services, quantification of these costs is beyond the scope of a feasibility report as they do not influence a consolidation decision. However, examples of these incurred costs include:

- Mobile Data Terminals (MDT) equipment and connectivity
- Mobile and portable radio equipment
- Radio connectivity (currently NORCOM phone line charges)
- NORCOM assessment fees
- Legacy Computer-aided Dispatch (CAD) connectivity
- Video security connectivity and maintenance
- Administrative phone line charges and phone call recorders

Consolidation of equipment or other assessments may result in economies-of-scale for the four villages but would be developed during an implementation phase.

5. FINDINGS AND CONCLUSIONS RELATED TO GKNW CURRENT DISPATCH OPERATIONS.

The following points summarize key findings and conclusions that will be considered during the forthcoming consolidation assessment.

- The four villages are effectively managing dispatcher staff time, including scheduled and unscheduled leave, such that net annual availability of dispatchers is within best-practice standards.

- The four villages do not have issues of dispatcher staff turnover, which often impacts 911 operations elsewhere in the nation.
- Small dispatch agencies such as GKNW, must staff at a minimum, one-fixed post on a 24/7 basis, regardless of workload. This requires anywhere from 4.5 to 5.5 Full-time Equivalent positions (FTEs).
- APCO workload modeling indicates that the four villages collectively have 8.8 FTEs worth of core dispatch service work. This staffing calculation is based on the unique CAD-related workloads and leave patterns of each PSAP.
- Self-reporting on ancillary work demonstrates that the four villages have 3.2 FTEs worth of workload dedicated to administrative/records-related work.
- Currently the four villages collectively deploy 16 full-time and 10 part-time dispatcher staff to perform these core and ancillary services.
- Individual village PSAPs have done an admirable job of devising dispatcher staffing plans, through the use of full-time, part-time and supporting staff, to perform the necessary and often unique duties and responsibilities associated with each agency. Each village has done a good job of matching dispatcher staff needs to core dispatch and ancillary workloads.
- As shown by the workload requirements compared to actual staffing deployment among all four villages, a consolidation effort will provide opportunities to manage these types of workloads differently, which will result in both benefits and challenges.
- The four villages' internal PSAP operational costs collectively are approximately \$2.34 million annually. Additional external 911 services are provided from RED Center at approximately \$223,000 annually.

The following chapter provides our analysis of the various consolidation options.

4. Consolidation Feasibility Analysis

This chapter of the study provides an analysis of consolidation opportunities premised on the consolidation guidelines and independent village PSAP operations discussed previously. A discussion of a consolidated GKNW dispatch option will be followed by a discussion of the Glenview consolidated option.

1. CORE WORKLOAD FOR A GKNW CONSOLIDATED DISPATCH CENTER RESULTS IN FEWER STAFF THAN EXISTING INDEPENDENT OPERATIONS.

The APCO staffing model presented in the prior chapter can be revisited to calculate staffing needs to accomplish core dispatch workloads in a consolidated dispatch center servicing GKNW. The following table shows the combined workload of the villages' PSAPs and how this would be handled in a modeled consolidated PSAP.

Consolidated Four Villages – APCO Staffing Calculations based on CAD Incidents

Category	GKNW Consolidated Center
Average Task Completion Time Per CAD Incident (in minutes)	2.5
Average Radio Time Per CAD Incident (in minutes)	1.11
Average Processing Time (APT) for CAD Incident (in minutes)	3.61
Average Telephone Time Per Telephone Call (in minutes)	1.93
Average Telephone Time Extrapolated for a CAD Incident (min)	2.61
Time Investment Per CAD Incident (APT + Telephone Time)	6.22
Total CAD Incidents (2015 period)	71,846
Workload Hours Related to CAD Incidents (Hours)	7,448
Net Annual Available Work Hours	1,615.5
Agent Occupancy Rate (AOR)	50.0%
True Annual Availability After AOR (Hours)	808
Full Time Equivalent Positions (FTE) Required to Complete Core Dispatch Workload	9.2
Existing Authorized Dispatcher Staffing Levels for GKNW	16 F/T 10 P/T

The APCO staffing table shown above makes the following modeling assumptions.

- The above dispatch model is based on current 911 practices whereby Glencoe Fire/EMS is dispatched while the remaining three villages use RED Center. This model, however, would require all dispatchers to be Law Enforcement, Fire and Emergency Medical Dispatch certified to accommodate Glencoe.
- Scheduled and unscheduled leave, training, etc. are calculated as the average of all four villages. The time to process CAD, telephone and radio workload remains unchanged.
- Unlike current village practices, the above model assumes meals and breaks will always be taken. This is consistent with best practice.

As shown above, 9.2 dispatcher staff positions would need to be authorized to handle the workloads associated with all GKNW core dispatch work.

(1) A GKNW Center Should Authorize 10 Dispatcher Staff and Supporting Supervisor and Part-time Positions.

This baseline staffing level in the APCO table establishes the foundation for a GKNW consolidated dispatch center with some key staffing characteristics to include the following points:

- In order to facilitate staff deployments (and other options) based on core dispatch workloads, 10 full-time dispatcher staff positions should be authorized.
- This dispatcher staffing contingent would result in an operational model deploying two fixed-post dispatch positions and a minimum of two dispatchers scheduled 24/7 on either 8 or 12-hour shift programs.
- Approximately 2,600 leave hours annually will likely be covered by part-time staff to help ensure two dispatcher staffing levels on a 24/7 basis (irrespective of workload requirement). This could be accomplished by three (3) part-time dispatchers scheduled less than 1,000 hours per year.
- The modeled dispatcher staffing level requirements for a GKNW Center are 10 full-time and 3 part-time staff, compared to present four village PSAP operations of 16 full-time and 10 part-time staff.
- Direct supervision is provided by civilian staff at both the Northfield and Winnetka dispatch operations. In a consolidated dispatch operation of this size, such direct supervision is also warranted. As such, one (1) supervisor is strongly

recommended in the GKNW Center. Notably, the 911 consolidated center would operate with six (6) fewer full-time dispatcher staff, up to seven (7) fewer part-time dispatcher staff, and one less supervisor position than current PSAP operations at the four villages.

- Because of the importance of supervision as well as opportunities for promotion, the GKNW Center should field two (2) lead dispatchers out of the 10 dispatch staff required. While this does not provide 24/7 supervision, as this would be fiscally imprudent, it does provide supervisory support on all three shifts for the majority of the time.

In summary, a GKNW Consolidated Dispatch Center would be staffed as follows:

GKNW Consolidated Dispatch Center Staffing Contingent

GKNW Center Job Title	Number of Positions
Supervisor	1
Lead Dispatcher	2
Dispatcher	8
Part-time Dispatcher	3
Total Staff Contingent (Personnel)	14

The number of full-time and part-time supervisory and line personnel assigned to the GKNW Center is notably less than staff currently assigned to the independent PSAP operations of the four villages. And while the ancillary workloads related to administrative / records functions still need to be addressed for the villages, this comparison demonstrates one of the significant economies-of-scale benefits associated with consolidated dispatch operations. Of additional note, this staffing contingent is comparable to the type of dispatcher staffing profile recommended in the three-village Kenilworth, Northfield and Winnetka 'E&A Dispatch Center Consolidation Feasibility Study' completed in 2011.¹⁴

¹⁴ E&A Report, page 24: "The staffing requirements for a 24/7 two-position dispatch center would be 9.4 dispatchers and one manager contributing 20% of their time to dispatching. The staffing requirement may be filled by both full-

(2) The Recommended GKNW Center Staffing Contingent Offers Flexibility to Address Other Operational Approaches to Completing Core Dispatch and Ancillary Workload.

The developed staffing contingent for the GKNW Center has some level of flexibility to address the four villages' core dispatch and ancillary workloads in alternative fashions. This includes the following options:

- **The Consolidated Center Could Dispatch for Law Enforcement Only with No Adjustments to the Staffing Contingent.** Another option for the GKNW Consolidated Dispatch Center is to transfer Glencoe Fire/EMS calls to RED Center, resulting in the GKNW Center being focused on law enforcement services only. This would result in the following GKNW Center-related changes:
 - As Glencoe Fire/EMS workload represents approximately 1.5% of the villages' CAD incident-based workload, this would have no measureable impact on a consolidated center's staffing requirements.
 - Such an operation would not need Fire and EMD certified dispatchers, thereby saving the associated costs and the initial Fire/EMD training for some dispatchers that would be associated with this alternative. The training costs, however, are modest, with first year costs of approximately \$5,000 and refresher training at \$1,500 per annum.
 - Additional costs would be incurred by Glencoe in order for RED Center to provide Fire/EMS dispatch services. Based on discussions with RED Center, these are estimated at \$79,000 first-year operational costs and an additional \$50,000 one-time capital cost estimate¹⁵.
- **Under Current Operational Approaches the Consolidated Center Could Accomplish the Host Agency's Ancillary Workload.** Given that core dispatch workload requires 9.2 staff and 10 dispatch staff are recommended, there is sufficient capacity among staff to perform the host agency's ancillary administrative / records workload discussed previously. This alternative would be possible under a scenario where Glencoe Fire/EMS is dispatched internally or eliminated as a responsibility; this option would not be possible if the GKNW Center provided all four villages' law enforcement, fire and EMD dispatch. Importantly, this ancillary

time and part-time employees in multiple combinations. E&A recommends a minimum of seven full-time dispatchers and preferably eight, with two or three part-time dispatchers."

¹⁵ According to RED Center this does not include annual fees associated with T1 lines, which are paid directly by Glencoe.

workload performed by staff would require a cost allocation model to indicate that such additional services provided to the host agency are appropriately charged.

In summary, the developed GKNW consolidated dispatch center has a recommended staffing contingent with some flexibility to approach core dispatch and ancillary workloads differently. This is discussed in further detail in a subsequent section.

2. THE LOCATION FOR A GKNW CONSOLIDATED DISPATCH CENTER SHOULD BE AT THE WINNETKA PSAP FACILITY.

The project team's tour of the four villages' facilities, interviews with staff and our review of various PSAP features leads to our conclusion that the Winnetka facility offers the greatest advantages for a four village consolidated PSAP. The Winnetka PD PSAP facility can presently deploy three (3) dispatch stations, has room for expansion, has adequate parking, already shares some technology with Kenilworth, is a centralized site for various primary and back-up infrastructure jointly owned by the four villages (such as the control point for the 24B regional NORCOM radio network repeater) and is the most ergonomically modernized locale as pictured below:



Of additional note, this location was also recommended in the three-village Kenilworth, Northfield and Winnetka 'E&A Dispatch Center Consolidation Feasibility Study' completed in 2011.¹⁶

3. ESTIMATED FIRST-YEAR INTERNAL OPERATIONAL COSTS FOR A GKNW CONSOLIDATED DISPATCH CENTER ARE \$1.59 MILLION, PLUS \$300 THOUSAND FOR ADMINISTRATIVE SUPPORT SERVICES.

Based on the APCO staffing model discussed previously, and situating a GKNW Consolidated Center at the existing Winnetka PD PSAP, the project team calculated the overall estimated operational costs at \$1.59 million for the first year's operation. The assumptions driving this pro-forma budget exercise are noted as follows:

- The personnel costs are based on the top-step salary for Winnetka dispatch personnel and the calculated benefit rate of 57.1%. Given the tenure of the four villages' dispatch staff, calculating at the top-step is not unreasonable.

¹⁶ E&A Report, page 23: "Dispatch Center Location Recommendation – The dispatch center should be located at the Winnetka Police Department. Winnetka has more space available for remodeling and accommodating more dispatchers."

- Lead dispatch staff are calculated with a +10% salary differentiation from first-line dispatch staff. The supervisor position is calculated at +20% salary differentiation from first-line dispatch staff.
- Approximately 2,600 hours per annum of coverage from part-time dispatcher staff are budgeted at the mid-range hourly salary of approximately \$22.50.
- Overtime is calculated at 5% over and above salary costs.
- Other operational costs (materials, supplies, contract services, etc.) are fixed or variable dependent upon consolidation, and dependent on the type of other operational cost incurred. The project team reviewed these costs for the four village PSAPs and developed a consolidated budget which represents 15% of the total budget.
- Four additional Administrative Support positions will be required to replace dispatchers' work efforts at the villages at an estimated total cost of \$300,000 and as detailed subsequently in this report.

The following table reflects a pro-forma first-year operational budget, by major expense category, for the GKNW Center.

GKNW Internal Consolidated Dispatch Center Pro-Forma Operational Budget

Budget Category	Est. Cost
PERSONNEL COSTS	
Salaries	\$862,330
Benefits	\$492,391
Part-time Compensation	\$59,235
Overtime	\$43,116
OTHER OPERATIONAL COSTS	
Service contracts (e.g. CAD maintenance)	\$90,300
First-year Fire/EMD Training	\$5,000
Other 911-related	\$19,360
15% Other Operational Contingency	\$17,199
Sub-Total Dispatch Personnel and Operational Costs:	\$1,588,931
Sub-Total: Administrative Support Positions:	\$300,000
TOTAL Internal Dispatch Costs:	\$1,888,931

In conclusion, the GKNW Center as developed, offers a notable operational savings compared to the annual \$2.34 million budget of the four independent village dispatch operations.

There are modest additional dispatch-related communications costs linked to dispatch service provision, as discussed elsewhere in this report, that are recurring and somewhat different for each village dependent upon its unique public safety operation. These would be incurred independently by each village regardless of the consolidation option chosen and are not included in those pro-forma costs above. The following sections describe details associated with contract-for-service consolidation opportunities with the village of Glenview.

4. ESTIMATED FIRST-YEAR OPERATIONAL COSTS FOR GLENVIEW CONTRACT-FOR-SERVICE CONSOLIDATION IS \$1.22 MILLION, PLUS \$300 THOUSAND FOR ADMINISTRATIVE SUPPORT SERVICES.

The village of Glenview currently services nine (9) different municipalities with a variety of public safety dispatch services; four of these villages receive full Law Enforcement, Fire and Emergency Medical dispatch¹⁷. The Matrix Consulting Group has completed studies previously involving the Glenview PSAP: a 2013 study whereby one consolidation option was that Glenview would provide services to the villages of Highland Park, Lake Forest and Lake Bluff (this was chosen), and a 2006 Glenview consolidation feasibility study that recommended as first choice the consolidation of dispatch services with Winnetka and Wilmette (not implemented). In sum, Glenview has been a potential / actual partner-of-choice in dispatch service delivery for a decade. As such, in consultation with the Project Steering Committee, Glenview was perceived as the most

¹⁷ http://glenview.il.us/Pages/Emergency_Dispatch.aspx

viable contract-for-service consolidation partner in the region. Consequently, Glenview was contacted and subsequently offered a variety of operational service models to provide dispatch for the four villages. Based upon on-going discussions with Glenview and the Project Steering Committee, two dispatch service delivery models were detailed and are described below.

(1) Glenview Has Offered Two Different Service Models to Provide Services to Glencoe, Kenilworth, Northfield and Winnetka. Derivatives of These Models are Also Possible Dependent Upon GKNW Needs.

The following bullet points summarize the dispatch operational models provided by Glenview in order to provide 911 dispatch services to GKNW. These descriptions are followed by a cost-table summarizing key cost and operational characteristics associated with the variety of 911 dispatch operational models discussed in this report.

- **Option #1 – Consolidate All GKNW Police and Glencoe Fire on NORCOM Radio Channels and use RED Center.** This dispatch model nearly duplicates the method by which GKNW now independently dispatch services, with RED Center dispatching Fire/EMS for Kenilworth, Northfield and Winnetka, as well as Wilmette, on a shared police radio channel. First year operational costs are \$1.22 Million.

Key Findings: This operational model is significantly less than the calculated costs of a GKNW Center providing the same service. There are start-up capital costs however, detailed later, that are similar to a GKNW Center. Radio partners for police include GKNW and Wilmette and Fire/EMS partners for Glencoe include a shared channel with Highland Park, Lake Forest, and Lake Bluff FD's. Note that beyond these operational costs there is \$300,000 in Administrative Support to the four villages, plus Kenilworth, Northfield and Winnetka would incur approximately \$223,000 annually in RED Center Fire/EMS dispatch fees.

- **Option #2 – Consolidate All GKNW Police on NORCOM Radio Channels. All GKNW villages would Use RED Center for Fire/EMS.** This dispatch model would dispatch police services as described in Option #1 but Glenview would provide no Fire/EMS services to GKNW. The four villages would use RED Center for their Fire/EMS dispatch services delivery. First year operational costs are \$1.22 Million.

Key Findings: There are no operational cost differences between Option #1 and Option #2, as staffing levels at Glenview are not impacted based upon the inclusion or exclusion of Glencoe Fire/EMS. This operational model is significantly less than the calculated costs of a GKNW Center providing services in the same fashion. There are start-up capital costs however, detailed later. Radio partners for police include GKNW and Wilmette. All villages would use RED Center for Fire/EMS service delivery. Note that beyond these operational costs there is \$300,000 in Administrative Support to the four villages, plus Glencoe, Kenilworth, Northfield and Winnetka would incur approximately \$302,000 annually in RED Center dispatch fees.

The following exhibit summarizes the totality of budgetary information presented thus far with respect to the different operational approaches to providing dispatch services and dispatch-related operations for GKNW.

Exhibit II

First-Year Operational Costs for All Dispatch-Related Services – Various Models and Radio Partners

PSAP Operational Type	Est. First Year Dispatch Center Operational Cost	Est. Annual Cost for Admn Support Positions Replacing Dispatchers	Est. First Year Internal Operational Costs for 911 Dispatch	Est. RED Center Contract Dispatch Costs	Full Operational Costs for Providing Dispatch and Admn Support	Wilmette is a Police Radio Partner	RED Center is a Radio Partner for KNW	RED Center is a Radio Partner for GKNW
Current Four Village PSAP Operations (terminates 7/2017)	\$2,341,813	-	\$2,341,813	\$223,000	\$2,564,813	✓	✓	
GKNW Center Police and Glencoe Fire	\$1,588,931	\$300,000	\$1,888,931	\$223,000	\$2,111,931	✓	✓	
GKNW Center Police Only	\$1,583,931	\$300,000	\$1,883,931	\$302,000	\$2,185,931	✓		✓
Glenview Center OPTION #1: Dispatch GKNW Police & Glencoe Fire	\$1,221,618	\$300,000	\$1,521,618	\$223,000	\$1,744,618	✓	✓	
Glenview Center OPTION #2: Dispatch GKNW Police Only; RED Center for Fire/EMS	\$1,221,618	\$300,000	\$1,521,618	\$302,000	\$1,823,618	✓		✓

5. START-UP CAPITAL COSTS FOR THE GKNW CENTER ARE ESTIMATED AT \$766K; ESTIMATED START-UP CAPITAL COSTS FOR THE GLENVIEW MODELS RANGE FROM \$670K TO \$750K DEPENDENT UPON OPTIONS CHOSEN.

While the on-going annual operational costs for various consolidation models are a significant factor in determining the most feasible consolidation alternative, initial capital investments are also an important consideration, particularly if they are significantly different dependent upon the consolidation option chosen. Interestingly, the capital investment for the various GKNW consolidation options explored is similar, and thus should not be considered a major determinant in selecting the most appropriate consolidation model. These capital costs and their impact on first-year dispatch budgets are summarized in the following table.

First-Year Capital and Internal Costs for 911 Dispatch Services

PSAP Operational Type	Est. Start-up Capital Costs	Est. First Year 911 Internal Dispatch Operational Costs¹⁸	Est. First Year Costs to Establish a Dispatch Center
Current Four Village PSAP Operations (terminates 7/2017)	Not Applicable	\$2,341,813	\$2,341,813
GKNW Center Police and Glencoe Fire	\$766,000	\$1,888,931	\$2,654,931
GKNW Center Police Only	\$766,000	\$1,883,931	\$2,649,931
Glenview Center OPTION #1: Dispatch GKNW Police & Glencoe Fire	\$750,000	\$1,521,618	\$2,271,618
Glenview Center OPTION #2: Dispatch GKNW Police Only; RED Center for Fire/EMS	\$670,000	\$1,521,618	\$2,191,618

Capital costs for the various consolidation options are based on the Matrix Consulting Group's review of various data provided and Glenview's submission of

¹⁸ These exclude RED Center costs incurred by each of the four villages.

information. The previously mentioned 2011 E&A report provided detailed transaction information on capital / transitional start-up costs for a GKNW Center based on its firm's technological expertise. Our project team reviewed these entries in the context of additional information and adding Glencoe as a fourth consolidation partner. While our audit indicates agreement with most entries, we believe the start-up capital and transition costs are over-emphasized by approximately 35% and believe that start-up for the GKNW Center can be accomplished for approximately \$766,000¹⁹ instead of the \$1.19 million stipulated in that report.

Capital costs for Glenview are estimated at a maximum \$750,000 to include the Glencoe Fire/EMS operation. This entails one fully equipped position (phone, radio console and desk), connectivity (fiber and microwave), New World licensing purchase, implementation and data conversion, basic Fire station alerting for Glencoe, remote connectivity/control of existing Net 24B for police in north and south dispatch centers, upgrade of existing Glencoe fire radio infrastructure to a repeated channel, connectivity and backup to existing Glencoe fire frequency, and capital equipment and redundancy buy-in. This capital cost does not include data conversion of CAD data from Glencoe and Northfield (who do not presently use New World) estimated at \$15,000 per agency based on discussion with Glenview.

6. EVALUATING THE CONSOLIDATED DISPATCH OPTIONS IN THE CONTEXT OF THE FOUR FRAMING ELEMENTS.

As noted earlier in this report, dispatch operational alternatives should be scrutinized in the context of the "Four Framing Elements" briefly summarized below:

¹⁹Page 37-40. E&A estimated \$1.19 Million for such costs. We eliminated various costs that we believed unnecessary such as additional consulting implementation services (\$72,000); interim manager (\$60,000); new recording system (\$67,000), and Winnetka PSAP facility improvements (\$203,000).

- **It is crucial to minimize delays in public safety service response for effective service delivery to the community.** The impact in delivering timely public safety personnel and apparatus to a call for service scene can be critical. It should be considered an imperative service delivery goal, particularly with respect to the highest priority requests for service. The role of dispatch in response time is essential to this effort. Call processing and dispatching capabilities, as well as minimization of call transfers among agencies, are vital to facilitating rapid response times.
- **Highly-trained professional dispatchers employing consistent protocols are ideal for enhancing effective public safety service delivery.** Those that make a full-time profession of providing public safety dispatch services are typically the most well-trained, and thus reliable, dispatcher staff. There are assignment approaches in effect throughout the country which use part-time dispatcher positions, sworn staff on temporary assignment, job-sharing, and staff performing multiple assignments at a single duty station (i.e., concurrently dispatching fire, medical, EMS, and call-taking). While these models work, and by necessity must be used all of the time or part of the time in some (particularly smaller) locales, the ideal is to deploy a fully-trained dispatcher professional able to focus on a few key 911 service delivery tasks.
- **In an era of government fiscal constraint, taxpayers deserve highly effective dispatch services at the most reasonable cost.** Performing effective dispatch services at the most reasonable cost should be considered a vital priority. This requires careful balancing of operating costs against service level requirements, and also requires some of the most difficult financial decisions in a dispatch organization.
- **Operational changes resulting from alternative dispatch delivery initiatives should have a net operational benefit to overall public safety services.** Changes in dispatch service delivery should have an overall benefit to public safety service delivery. Dispatch operational changes that result in any perceived or actual service deterioration should have a counterbalancing enhancement in service and/or cost such that there is an overall positive impact to public safety service recipients. Determining “net” benefit is not only a quantitative effort but a qualitative effort. Agencies and customers with unique needs will judge these benefits differently. Nevertheless, it is important to attempt to articulate the “net benefit” to public safety services from any operational or organizational change in 911 communications.

The following sections discuss the various consolidation options in the context of these Four Framing Elements.

(1) Minimizing Public Safety Service Response.

Any 911 dispatch operation that transfers calls to another dispatch center is, by necessity, extending the time required before any public safety units can be on-scene. In some instances this is unavoidable, particularly with the expanded use of cell-phones, as despite modern technologies, cell phones will be routed to the incorrect PSAP given geographic layouts of cell towers, etc. Nevertheless, minimizing 911 call transfers between agencies and ensuring that calls are answered and dispatched consistent with best-practice helps reduce the overall dispatcher response time to citizens.

Currently Kenilworth, Northfield and Winnetka are using the Fire/EMD 911 dispatch services of RED Center. Calls are rerouted from village PSAPs to RED Center when these calls come in. Despite the professionalism and capabilities of RED Center, and its self-reported statistic of a call transfer occurring in an average of four seconds²⁰, this technology transaction does not include the additional time it takes for the original dispatcher to interrogate the caller to determine call type, nor the validation of information required by the second dispatcher. This example illustrates why secondary PSAP operations are undergoing increased scrutiny nationally—their operation incorporates an unavoidable dispatch response delay that must be overcome by enhanced field service response times that are often difficult to quantify.

The village of Glencoe, during the course of this study, believed a consolidated dispatch operational model must include fully internal Law Enforcement, Fire, and Emergency Medical Services capabilities. This is particularly relevant for Glencoe, which

²⁰ http://www.mabas3.org/red_center.html “Those calls requiring fire department or EMS responses are immediately transferred to the secondary (RED Center) PSAP. This transfer process happens in approximately four seconds.

operates as a public safety agency whereby most fire and police personnel are fully cross-trained in both public safety capacities. Glencoe does, however, suggest that it is flexible with respect to dispatch models as long as a) its police radio network includes Wilmette as a public safety partner and b) it has relevant Fire/EMS public safety partners on its fire radio network.

In sum, consolidation options for consideration should focus on providing full 911 dispatch capabilities that minimize call transfers and the associated response delays. **(2)**

Deployment of Professional Dispatcher staff.

Any consolidation option will require the deployment of fully cross-trained Law Enforcement, Fire and Emergency Medical Dispatch staff unless the four villages pursue a law enforcement-only dispatch solution (with all villages contracting with RED Center for Fire/EMS). This will require the GKNW Center at Winnetka or the Glenview PSAP to field these fully cross-trained dispatch staff capable of professionally handling law, fire and medical calls for service.

Kenilworth, Northfield and Winnetka dispatchers, some of which may be part of the consolidated center, have not been trained in Fire/EMD dispatch services as there has been no need. Currently among the four villages, only Glencoe dispatchers are fully cross-trained to provide these services. As such, any GKNW Center will require the incorporation of Glencoe dispatch staff into the consolidation model, and/or certified Fire/EMD training must occur, for all GKNW dispatchers prior to the go-live date of July 1, 2017.

Currently all Glenview dispatchers are fully cross-trained in all public safety protocols and are certified to dispatch Police, Fire and Emergency Medical services. As

such, they are immediately capable of professionally dispatching all public safety service types, while some/all of the GKNW Center staff would require Fire/EMS training and would not yet have much practical experience at start-up. While it is clear that all four villages have professional dispatchers capable of providing a variety of dispatch services, there is insufficient experience presently among all four villages to staff a consolidated GKNW center without additional Fire/EMS training. It is undoubtable that the GKNW Consolidated Dispatch staff could field fully cross-trained personnel given the existing professionalism among village dispatchers. Nevertheless, this would take time, and in the overall context of providing professional Law Enforcement, Fire and Emergency Medical Services, the Glenview PSAP is immediately prepared to offer such services.

RED Center is prepared to offer Fire/EMS dispatch services to Glencoe, and has professional dispatchers to readily accomplish this. Yet, in the context of all *Four Framing Elements* and the guiding principles, other consolidation options exist that are overall more beneficial than transitioning Glencoe, as discussed subsequently.

(3) Service Costs to the Taxpayers.

Exhibit II and the capital costs table provided previously show that the various consolidation option annual operating costs range from \$1.52 to \$1.89 million annually (excluding RED Center), while capital start-up costs range from \$670,000 to \$766,000 in one-time expenditures. Importantly, these costs can be juxtaposed against the villages' current independent and internal PSAP operational costs of \$2.34 million annually. Potential costs savings compared to existing operations can be significant.

The least expensive GKNW Center operating model is calculated at \$1.59 million annually, plus \$300,000 in Administrative Support costs. Both Glenview dispatch

operational models offered are several hundred thousand less per year than a consolidated GKNW model. Regardless of capital start-up and transition cost amounts, when compared to existing independent four-village PSAP operational costs these expenditures will be recouped almost immediately irrespective of the consolidation operational model chosen. Whereas pay-back calculations for capital and transition costs are important in feasibility studies where the outcome is voluntary, these initial expenses are less important for overall decision-making in a mandated environment as long as such costs are essentially equivalent over the short to mid-term. Since GKNW must consolidate, and must incur these start-up costs in the nearer term, the long-term viewpoint suggests emphasizing operational cost comparisons to determine desirable service approaches.

Glenview Consolidated Option #1 whereby the villages consolidate all GKNW police with Wilmette on a NORCOM radio channel; dispatch Glencoe Fire/EMS on a shared radio channel with Highland Park, Lake Forest, and Lake Bluff FD's; and where Winnetka/Kenilworth and Northfield are dispatched by RED Center, is approximately \$367,000 less per annum in operational costs than an equivalent GKNW Center. This potential savings is substantive to the four villages' taxpayers and should be strongly considered barring public safety operational issues that may arise as a consequence of pursuing a contract-for-service model. This is discussed further in the concluding and fourth Framing Element below.

(4) Net Operational Benefit to Public Safety Services Overall.

The consolidation options discussed result in opportunities for the villages' public safety partners to operate differently. This can result in perceived advantages and disadvantages to the public safety service providers.

Where the perception of local control associated with an in-house GKNW Center can be perceived as advantageous, and does offer some potential benefits related to the direct oversight of a dispatch agency, these advantages can typically be mitigated by a well-crafted performance contract and a responsive public safety dispatch contractor. Glenview has demonstrated well its customer-service philosophy with other clientele, and consequently "local control," particularly at additional financial costs, does not benefit public safety services overall. Furthermore and importantly, there are several potential implementation complications that need to be addressed in a consolidation effort. As such, turning over implementation to a partner that has performed such consolidation services before (as opposed to performing this initiative in-house) is of significant qualitative benefit and has the opportunity to further minimize any short-term impact on public safety due to the transition. This is particularly important with respect to a pending legislative deadline for consolidation implementation.

While legislative directive has precipitated consolidation for GKNW, this does not override the public safety benefits associated with larger dispatch centers resulting from consolidation. One of the important issues that has driven dispatch consolidation initiatives throughout the nation is the recognition that smaller dispatch agencies composed of only a few personnel have the potential for several operational risks that can ultimately impact public safety services. Dispatch operations that field only one staff

member at certain times of the day can face many challenges that their larger PSAP counterparts do not experience. These include:

- A reduced ability to handle multiple concurrent public safety incidents. This is particularly problematic when these incidents are calls for service of the highest priority.
- Increased physical fatigue levels as a consequence of multiple factors, to include limited if any meal and break relief, excessive overtime in the case of long term colleague absenteeism or vacancies, and similar factors.
- Increased emotional and mental fatigue as a result of frequently working alone. There is a variety of research related to the additional risks of working solo. One international research study by the *National Research and Development Institute for Labor Protection* indicated:

The effects of the risk factors in isolation work conditions are mainly psychological to include “psycho-affective” reactions from absence of human presence resulting in decreasing vigilance levels, lack of usefulness feelings, etc. as well as “cognitive” reactions whereby operators in critical conditions could miss some information necessary to optimal intervention.²¹

In sum, the operation of a single-dispatcher PSAP fundamentally carries additional risks compared to its multi-personnel counterparts. According to an article in an *IMSA* periodical, “Having only one dispatcher on duty is risky. It may be a fiscal requirement, but it is nonetheless risky and every reasonable step should be taken to avoid it.”²² Indeed, according to the *National Fire Protection Association* (NFPA) Standard 1221, “Communication centers that provide emergency medical dispatching (EMD) protocols shall have TWO telecommunicators on at ALL times.” This further illustrates the importance of having more than one dispatch staff deployed. In closing, regardless of the consolidation option chosen by GKNW, a consolidated operation should be considered a

²¹ Working in Isolation – Risk Factors and Effects on Mental Health State. Ergonomic Department National Research and Development Institute for Labor Protection, page 3.

²² Dispatch Column, *IMSA Journal* Feature Article, September/October 2003, page 3.

net benefit to public safety services overall when compared to the independent PSAP operations and associated costs now experienced.

6. FINDINGS, CONCLUSIONS AND RECOMMENDATIONS RELATED TO THE CONSOLIDATION OPTIONS.

The following points summarize key findings and conclusions in this chapter.

- The APCO modeled dispatcher staffing level requirements for a GKNW Center are 10 full-time and 3 part-time staff compared to present four village PSAP operations of 16 full-time and 10 part-time staff. The GKNW Center should field two (2) lead dispatchers of the 10 dispatch staff required as well as one (1) supervisor position.
- The developed GKNW Consolidated Dispatch Center has a recommended staffing contingent with some flexibility to approach core dispatch and ancillary workloads differently, dependent upon the needs of the villages.
- Our facilities review for a GKNW Center suggest the Winnetka PD dispatch location would serve as the primary site for a four-village consolidated dispatch operation if this option (as opposed to a Glenview option) is selected.
- Based on the APCO staffing model discussed previously and situating a GKNW Center at the existing Winnetka PD PSAP, the project team calculated the overall estimated operational costs at \$1.59 million for the first year's operation. This **excludes** costs associated with RED Center dispatching Winnetka/Kenilworth and Northfield while Glencoe Fire/EMS would be dispatched internally.
- The various options provided by the Glenview PSAP to provide consolidated contract-for-service 911 dispatch is \$1.22 million for first year operating costs irrespective of whether it dispatches Glencoe Fire/EMS in addition to the four villages' police dispatch services. This cost **excludes** the additional \$223,000 for RED Center dispatch services to Winnetka/Kenilworth and Northfield.
- Start-up capital costs for any consolidation alternative are in the range from \$670 to \$766 thousand. As such, the initial capital costs should not be considered a major determinant in choosing the appropriate dispatch consolidation option.
- Dispatch costs noted previously for the various options do not include \$300,000 in annual costs associated with the Administrative Support services discussed in the following chapter.
- The "Four Framing Elements" noted previously, underpinned by the guiding principles provided by the Project Steering Committee, suggest that overall public safety would benefit by pursuing a contract-for-service arrangement with Glenview whereby all police and Glencoe Fire/EMD are dispatched by this agency.

- Regardless of the mandate for consolidation, there are substantive benefits to public safety services as a consequence of moving away from the single-dispatcher deployments upon which the four villages now rely.

Based on the totality of analysis provided in this chapter, the following is recommended.

Recommendations:

Based on APCO-related staff modeling and other analysis for a GKNW Center, the staffing plan would be composed of 8 full-time dispatcher positions, two (2) lead dispatcher positions, three (3) part-time dispatchers and one (1) supervisor.

Based on analysis for a GKNW Center, the Winnetka PD dispatch location would serve as the primary site for a four-village consolidated dispatch operation if this option is selected.

Based on the Four Framing Elements that include operational and cost-related analysis impacting public safety service delivery, pursue a contract-for-service consolidated option (#1) with the Glenview PSAP. This is a 7-year fixed price contract beginning at \$1.22 Million annually that consolidates all GKNW Police and Wilmette on a NORCOM radio channel and dispatches Glencoe Fire/EMS with its East Shore partners. Estimated capital start-up costs do not exceed \$750,000.

5. Ancillary Support Service Requirements

The following is a discussion of our analysis associated with the provision of ancillary administrative and records support services that can no longer be provided in a consolidated dispatch environment.

1. A VARIETY OF WORKLOAD APPROACHES WILL NEED TO BE CHANGED AS A RESULT OF CONSOLIDATION.

Ancillary duties performed by village dispatchers represent an important component of public safety work that needs to be accomplished in some manner. This list is rather extensive, and is included as part of the Profile in Appendix B. As a consequence of consolidation, a variety of duties will need to be shifted to other personnel or handled differently. This can impact service levels that are provided by the villages in some instances but this is unavoidable in any consolidation environment. At issue is how to address key duties, responsibilities and services that are presently performed.

(1) Self-Reporting of Dispatcher Ancillary Workload Indicates it is Substantive but Not Severe.

According to the previously referenced 2011 K&A report, 3.5 FTEs would need to be available to handle the ancillary workload of the three villages (Kenilworth, Northfield and Winnetka). The firm's interviews conducted at that time revealed 10% to 90% of a dispatcher's time was the estimated effort to perform such duties.²³ Because of the importance of resolving this ancillary workload, as consolidation will occur, a self-reporting exercise for this administrative work was developed by our project team and was populated by the villages' dispatch staff for approximately five weeks in April 2016. While

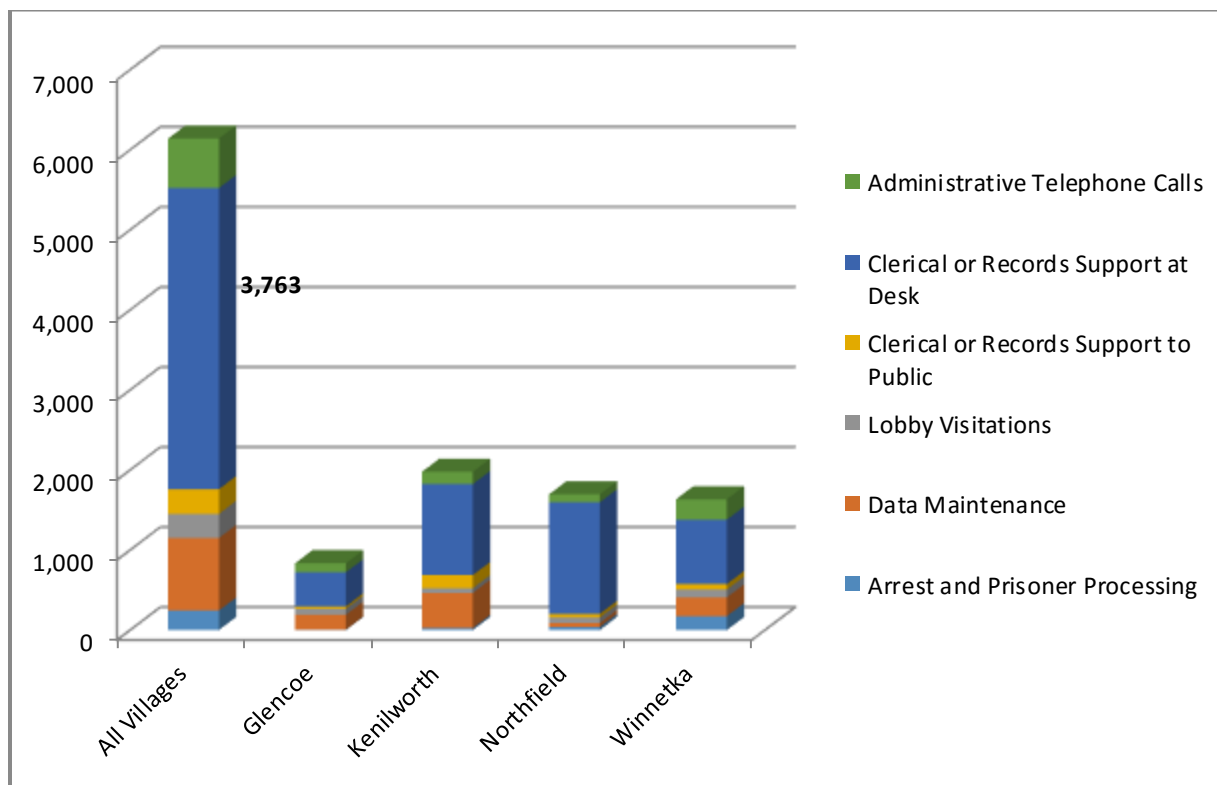
²³ 2011 K&A Consolidation Feasibility Study, page 24.

the ancillary workload functions noted in Appendix B are lengthy, for purposes of self-reporting they were merged into six categories, summarized as follows.

- Arrest and Prisoner Processing
- Data Maintenance
- Lobby Visitations
- Clerical or Records Support to Public
- Clerical or Records Support at Desk
- Administrative Telephone Calls

The following chart summarizes workload data collectively and by village by these categories.

Annualized Ancillary Workload for the Four Villages – By Work Category



Based on the data displayed above, the following points are noted.

- Clerical or records support performed at the desk represents the bulk of duties performed. In total, nearly 3,800 hours are dedicated by the four villages to these tasks, representing 61% of the workload. It is the highest workload category for each of the four villages, particularly for Northfield and Kenilworth.
- Data maintenance tasks represent the second area of notable activity, with the villages spending 15% of total ancillary time dedicated to these tasks. While some of these entry tasks would be re-located to the consolidated operation, other would not, and would have to be performed internally.
- Interestingly, the handling of administrative telephone calls only represented 10% of ancillary workload among the four villages. While numerous (based on other telephone data discussed earlier in the report) these transactions are often done quickly.
- Lobby visitations and records support to the public combined for only 10% of administrative workload. Oddly, Kenilworth had significantly more of this activity compared to its counterpart villages.
- Arrest and prisoner-related workload was minimal for the four villages; however, Winnetka's workload in this area was nearly triple that of the other three villages combined. Nevertheless, the total workload for all villages in this area is estimated at approximately 250 hours per year.

Based on the data above, approximately 6,100 hours per annum are dedicated to ancillary administrative and records work. There are various possible approaches to performing this workload or addressing the work in a different fashion. The following section describes these alternatives.

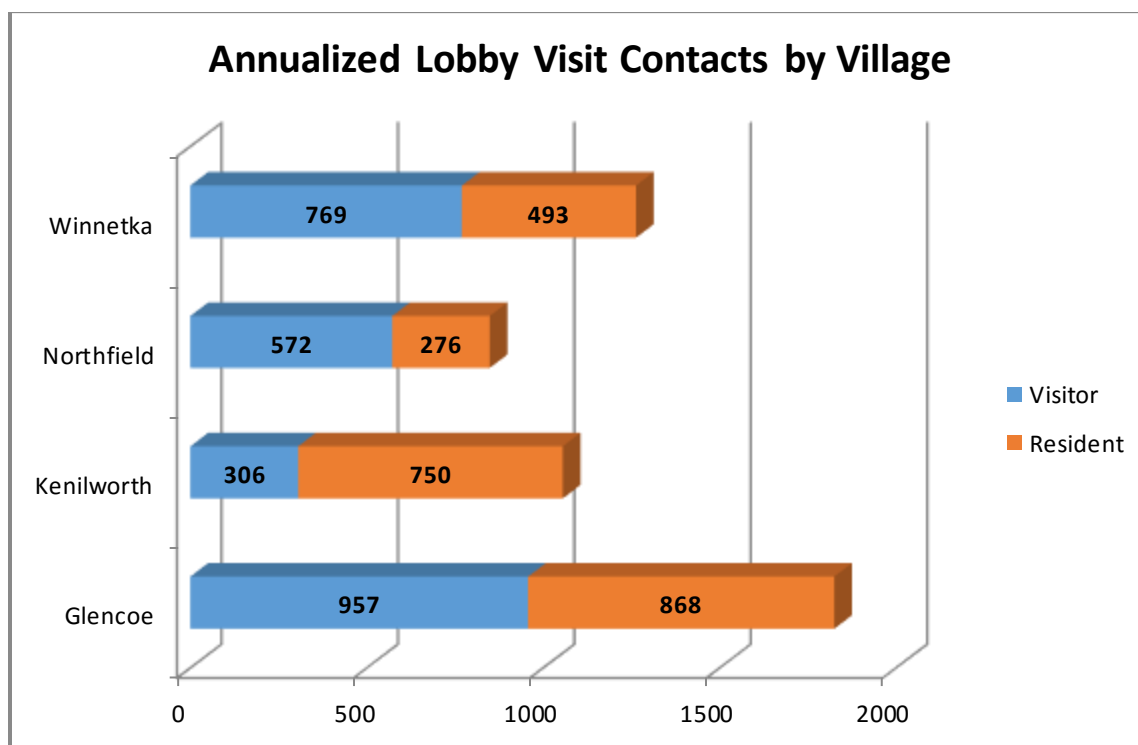
(2) Clerical, Records Support and Important Data Maintenance Functions Must be Performed by Newly Hired Staff.

Given the magnitude of work related to clerical and records functions performed at the dispatchers' desk or in support of the public, as well as the duties and responsibilities associated with data maintenance, new staff will need to be hired to complete these duties and responsibilities. This work represents approximately 80% of the dispatchers' total ancillary work and must be performed. As such, a records clerk job classification at each village is appropriate to handle this workload. In comparison to

other duty requirements, these two major responsibilities would occupy the bulk of records clerk time.

(3) Lobby Visitations Can be Handled by Newly Hired Clerical Staff During Normal Business Hours with Kiosks Deployed for Customer Service Purposes During Off-hours.

Lobby visits to the four villages do not take significant overall time, but do occur with regularity. The following graph shows the annualized number of lobby visits by village.



The data shows that for Winnetka, Northfield and Glencoe, visitor lobby visits exceed those of village residents. Conversely, residents of Kenilworth visit the police department in person proportionally more often than visitors. With respect to personal contact, fortunately these occurrences normally take place during business hours, with 83% of lobby visits occurring from 8 am to 5pm daily. These visits could be accommodated by the newly hired clerical staff during these time periods.

For the approximately one-in-five lobby visitors that currently are served by village dispatch personnel during non-business hours, as village lobbies are presently open 24/7, service could be accomplished by a kiosk system whereby the consolidated dispatch center (i.e., Glenview) would respond to a two-way audio-visual communication initiated by the customer at the entrance to the police department. Dispatch personnel would directly assist the customer or deploy a police officer to the police department's entrance to address the need. This system is currently in place in a variety of locales throughout the nation including current Glenview customers of Lake Forest and Lake Bluff. As part of its service offerings Glenview has offered to maintain these systems, but the initial capital investment of approximately \$10,000 is not included.

(4) Seven-digit Administrative Calls can be Handled in a Variety of Ways.

While Glenview will respond to these seven-digit calls after normal business hours, it can also field these calls for an additional cost beyond its currently proposed models. Further, these calls do not take a significant amount of ancillary workload time as noted previously, and as such could typically be answered by the newly hired records clerk staff in each village during normal business hours. In the event of heavy telephone traffic, the villages could collectively or individually hire a telephone answering service to respond to initial inquiries. This could also be expanded to include the possibility of separate but companion 311 telephone lines for all villages.²⁴ Telephone answering services' average cost for service is \$0.90 per minute. Based on after-hours telephone lines being handled by Glenview and business hour lines often being handled by newly hired staff, overflow costs for a telephone answering service would be minimal.

²⁴ http://icma.org/en/results/sustainable_communities/projects/311

(5) Jail Monitoring and Prisoner Housing Will Require a Different Approach to Service.

While arrest, prisoner processing and housing activities represent the smallest portion of ancillary workload—less than 250 hours annually—there are important issues to resolve. Prisoners in custody require checking, at a minimum, every 30 minutes, and while they can be monitored remotely via camera the majority of time, this prisoner-check activity must occur in-person as prisoners cannot be left alone unsupervised. In the absence of 24/7 dispatch staff, the only other available staff would be police officers; performing this prisoner-check activity twice per hour would not be a cost-effective use of an officer's time. Consequently, monitoring and housing of prisoners needs to be revised at the four villages. Fortunately, this is not a significant amount of time, as most arrestees are processed and released as opposed to being temporarily housed. This arrestee (booking) processing will not change at the villages irrespective of the dispatch approach implemented.

An arrangement could be made with Glenview PD, or another local village, to temporarily house GKNW prisoners. Each village has unique circumstances with respect to prisoner housing requirements and these should be addressed by each village accordingly. For example, Glencoe, given its public safety department status and cross-trained police/firefighters, may be able to operate without any change given that its on-station firefighters could perform jail monitoring/checks. Despite this, other villages will require transport of the prisoner from Kenilworth, Northfield and Winnetka to Glenview (or an alternate) for prisoner housing. This process would take officers out of service an additional amount of time for transport, and for small department's this becomes problematic. Consequently, additional protocols should be established to ensure police

coverage is available to the “vacated village” (if this actually occurs) in those rare occasions when officers are occupied managing prisoners. This would require reliance on other public safety partners in adjoining agencies.

It is assumed that given the minimal number of prisoners housed per year by the four villages, this service would be available without further compensation from Glenview, particularly given the contract-for-service arrangement in place for dispatch. The Glenview PSAP has already confirmed camera monitoring of these prisoners is part of the existing offers for service.

(6) Hire One (1) Administrative Support at Each Village to Undertake the Noted Ancillary Administrative and Records Tasks.

Based on the aforementioned methods for processing various ancillary work, the follow table estimates the required Administrative Support FTEs to complete this work.

Newly Hired Administrative Support Staff Needed at Each Village to Complete Prior Dispatcher Ancillary Work

Community	Yearly Hrs	Est. FTE
Village of Glencoe	830	0.53
Village of Kenilworth	1,951	1.14
Village of Northfield	1,657	0.95
Village of Winnetka	1,459	0.80

The data suggest that one (1) Administrative Support position at each village would be needed to process the aforementioned ancillary workloads previously performed by dispatch staff. While the Village of Glencoe might be able to proceed with a half-time position, this is not recommended given the potential vagaries associated with a self-reporting exercise.

Estimated cost for salary and benefits for each Administrative Support is \$75,000 per year.

2. FINDINGS, CONCLUSIONS AND RECOMMENDATIONS RELATED TO THE ANCILLARY WORK.

The following points summarize key findings and conclusions in this chapter.

- There are approximately 6,100 hours per annum dedicated to ancillary administrative and records work among dispatchers deployed to the four villages. As a result of consolidation, different approaches to performing this workload need to be devised.
- The four villages will need to hire Administrative Support positions, and use or create appropriate job classifications, to perform many of the functions currently undertaken by dispatchers. Workload suggests that one (1) position at each village would be satisfactory to complete this work.
- A few modifications to how public safety and customer service is now performed will have to occur. This includes providing an audio/visual kiosk for after-hours use by customers that wish to contact the police department/dispatch (as 24/7 front desk service is no longer practical). Only a small proportion of lobby visitations will need to use this system as most customer visits are conducted during business hours when Administrative Support positions will be available.
- Prisoner processing and housing will need to be handled differently by most of the villages. While this will require additional transport time, it is very infrequent. Only 250 hours per year is dedicated by dispatchers to processing/overseeing prisoners in the four villages.

Based on the totality of analysis provided in this chapter, the following is recommended.

Recommendations:

Develop Administrative Support job classifications and hire one (1) position at each of the four villages. These positions will complete ancillary workloads currently performed by dispatch staff. Based on various work such as front counter support, telephone calls, etc., schedule the staff from 8am to 5pm (1-hour meal). The estimated annual cost for each position is \$75,000 in salary and benefits or \$300,000 to the four villages.

Design a police-entry Kiosk to provide audio/visual customer service for “walk-in traffic” during non-business hours. Glenview Dispatch will facilitate service.

Glenview will maintain the system but initial capital investment is approximately \$10,000 per village.

Develop a plan with adjoining public safety partners, with strong consideration for Glenview, to handle prisoner processing and/or housing based on the unique needs of each village. Because of the Glenview service contract for dispatch, and the very minimal annual incarcerations from the four villages, Glenview might be approached to provide this service without further compensation.

6. Key Transitional Requirements for Consolidation

The following is a discussion of key transitional issues and associated requirements for consideration when moving to the consolidation model. Emphasis will be placed on the recommended Glenview contract-for-service dispatch model, although issues of importance will be discussed that are applicable to any consolidation model selected. These issues should be “checked off” during any formal implementation plan to ensure potential consolidation impediments are addressed proactively.

1. DEVELOPING AN EQUITABLE COST DISTRIBUTION MODEL FOR THE FOUR VILLAGES.

The Glenview contract-for-service model is a fixed price contract for all four villages. Glenview has a willingness to develop a consolidated contract with all four villages or alternately individual contracts with each village with re-opener language if one village leaves Glenview service. Regardless of the contract type, Glenview relies on the four villages to reach internal agreement on how those costs will be allocated among the villages. The project team has noted several cost apportionment models throughout the country that include a wide variety of variables that ultimately result in defensible cost allocations to the participating agencies. The four villages examined many of these variables to arrive at consensus on a fair-share cost allocation model discussed below.

(1) The Villages Reached Consensus on a Cost Allocation Model Incorporating Various Metrics.

Based on village leadership discussions over the course of this engagement, the members examined a variety of models and devised a method that all villages believe fairly shares operational costs. The model evaluated five years of representative workload

variables as well as current population to develop a fair-share cost allocation model to be used on a move-forward basis. The model incorporates the following elements:

- 20% of the operational costs are designated as fixed (e.g., the equal sharing of a supervisor) and are equally shared among the four villages.
- 40% of the operational costs are based on each village's proportional population.
- 40% of the operational costs are based on each village's proportional contribution to key call for service and event-based workload drivers that are common to each village.²⁵

The distribution of these variables using the methodology above results in the following cost allocation model for the four villages:

Four Villages' First-Year Operational Cost Sharing Based Upon Consensus Model

Community	% of Operational Costs	Dispatch Cost (Paid to Glenview)	Present Internal Dispatch Services Budget	Difference (Savings)
Village of Glencoe	28%	\$346,144	\$657,832	\$311,688
Village of Kenilworth	13%	\$160,308	\$337,029	\$176,721
Village of Northfield	25%	\$305,650	\$675,040	\$369,390
Village of Winnetka	34%	\$409,516	\$671,912	\$262,396
TOTAL:	100%	\$1,221,618	\$2,341,813	\$1,120,195

The above table demonstrates an operational savings for every village with respect to dispatch operations, some more significant than others. Importantly, the model has been developed such that the percentage of operational costs allocated to each village will remain fixed for the foreseeable future, thereby resulting in an ability to accurately forecast dispatch operational budgets annually.

²⁵ Calls for service include traffic accidents and police alarms; events include Part I crimes, Part II crimes, and traffic stops conducted.

(2) Start-up Capital Costs Benefit All Villages and Should be Equally Shared.

With respect to the distribution of shared start-up capital costs, this will need to be fully addressed during the implementation phase of the engagement among the four villages. There are a variety of “fair share” models discussed previously that could accommodate the villages. However, no model will address some key issues that could become problematic such as Kenilworth and Winnetka already having New World CAD and thus potentially being eligible for a CAD capital-cost credit whereas Northfield and Glencoe would not be eligible for such credit. Additionally, approximately \$80,000 is related exclusively to Glencoe Fire/EMS dispatch and as such should be handled accordingly. Irrespective of these kinds of issues, it can be argued that the capital investment to make consolidation work equally benefits every village, as the infrastructure and technologies will be used by GKNW. To that end, an equally shared capital cost allocation strategy is probably the least difficult to implement, barring any unique circumstances such as Glencoe’s Fire/EMS capital contribution. Since the initial capital investment for police is \$670,000 and not exorbitant, each village contributing \$167,500 is the recommended capital cost allocation approach, with Glencoe covering the approximate additional \$80,000 for Fire/EMS capital.

Recommendations:

Implement the devised charge-back model for the four villages and memorialize it in an inter-agency agreement.

Revisit the cost allocation model for potential data update every four years.

Equally share among GKNW the start-up police-related capital costs estimated at \$167,500 per village. Glencoe would incur an additional \$80,000 capital cost for Fire/EMS.

3. ADDRESS OTHER CUSTOMER SERVICE AND INTERNAL OPERATIONS GAPS THAT MAY OCCUR UPON CONSOLIDATION.

While this report has outlined in separate sections various key service areas that will require resolution upon consolidation (e.g., prisoner management), there will be dozens of small service delivery and operational issues that will need to be resolved in cooperation with Glenview, the newly hired Administrative Support positions, Wilmette, the villages' public safety departments, and the community. Some of these gaps include the following:

- **Determine Responsibility for Infrequent Customer Service Efforts.** As noted previously, Appendix B contains a detailed listing of current ancillary duties performed by the various villages' PSAPs. While the large majority of these will be accomplished by the consolidated dispatch center or the newly hired Administrative Support positions, there are some instances in which a particular customer service effort will need a different approach or staff with additional training. This includes such things as an assigned custodian of private property keys; child safety seat technician; or fingerprinting of school employees.
- **Privatize Alarm Monitoring with a Central Monitoring Station (CMS) Company.** Glenview does not offer direct alarm monitoring service, instead relying on the more common use of a CMS service that processes security alarms and makes the decision to contact responsible parties and/or forward the alarm to the emergency authorities (PSAP). These arrangements will need to be made with the community and various CMS vendors²⁶ prior to "go-live."
- **Consider Key Personnel Issues Regardless of the Consolidation Option Selected.** A variety of issues surrounding existing dispatch personnel at the villages will need to be resolved irrespective of the consolidation solution adopted. This includes such factors as development of dispatcher severance packages, determination of hiring protocols for the new dispatch agency among existing villages' dispatch staff²⁷, and other issues that remain undefined until execution of the consolidation alternative.
- **Re-allocate Minor Costs for Various Services/Technologies from PSAP Budgets to Broader Public Safety Budgets.** Various smaller and detailed line item budgets that reflect service and/or technology currently within PSAP budgets

²⁶ http://www.cepro.com/article/diy_vs_professional_monitored_home_security_how_law_enforcement_911# is an informative website describing the roles and responsibilities associated with alarm service approaches.

²⁷ For Example, Glenview guarantees all four villages' dispatchers will receive an interview for a possible job position, but provides no other guarantees with respect to employment.

will need to be addressed, and if retained, transitioned to the villages' broader public safety budgets. Examples include weather warning alert siren maintenance, electronic door lock maintenance, Mobile Data Terminal maintenance, non-emergency line recorders maintenance, etc.

- **Develop an Oversight Committee.** In the project team's experience, one of the primary reasons for the failure of many consolidation efforts, both pre and post-consolidation, is the inability for parties participating in consolidation to reach consensus. Governance or oversight models need to be perceived as equitable among all participating agencies in a consolidation scenario. While the recommended Glenview consolidation is a contract-for-service model that does not have governing oversight, the four villages are nevertheless bound collectively by an Intergovernmental Agreement with Glenview. As such, an oversight body to collectively address contract issues, service issues, etc., must be formed. It is recommended that the four Village Managers, or their designees, serve on an oversight committee and meet quarterly, or more often if required. The oversight committee may wish to include a fifth party advisor that would participate in decision-making in the event of split 2-2 decisions. Executives from the Cook County Emergency Telephone System Board, or others, could be solicited to participate.

In sum, a variety of smaller customer service and internal operations will need to be addressed and finalized prior to consolidation. Ultimately these should be included in a transition plan as described below; however, the four villages will need to be adaptable with respect to problem resolution as unforeseen circumstances constantly arise in any major project initiative.

4. DEVELOP A TRANSITION TEAM TO WORK ON GLENVIEW'S AND AN INTERNAL VILLAGES' IMPLEMENTATION PLAN.

In order to address multiple issues associated with a successful conversion to a consolidated model, the development of a formal project transition team and implementation plan must be devised in an endeavor of this scope, to ensure potential pitfalls are addressed proactively. An illustrative transition plan has been provided by Glenview and is included in Appendix A. However, transition planning should go beyond this effort for the four villages.

(1) Develop a Project Implementation Plan to Facilitate Successful Transition.

A project plan is the outcome of project management techniques consistent with best management practices. Project management is defined by the Project Management Institute as, “the application of knowledge, skills, tools, and techniques to a broad range of activities in order to meet the requirements of a particular project.” Key project management elements are abstracted from the Project Management Body of Knowledge (PMBOK) standards sponsored by the *Project Management Institute (PMI)*—the preeminent organization for project management best practices. Based upon the overarching philosophy of these techniques, the project team believes several project management principles should be applied to the consolidation initiative and development of a formal project implementation plan. The implementation plan should include the following eight areas that comprise the core principles of the project management process:

- Preparation of a project (transition) budget;
- Definition of the project, including its scope, staff resources required, project costs, and project priority;
- Establishment of plans and schedules for each key phase to determine what tasks are to be performed internally and by private contractors (as applicable), as well as the start, end and milestone dates;
- Monitoring and regularly reporting the progress against each element of the schedule for each phase;
- Maintenance of the financial control systems necessary to ensure timely reports on current expenditures of funds for each phase of the plan;
- Development of a system to alert top management to cost, schedule, legal and other difficulties, and unusual circumstances encountered during the course of the project;

- Management of the staff and consulting resources involved in the project in order to adjust to changes in priorities and project mixes as well as to enable completion of the project on schedule and within budget; and
- Management and coordination of the interfaces needed to complete the project.

The U.S. Department of Transportation discusses the need for transition planning, in-depth, in its own Transition Plan document for NG911 (next generation services), stating articulately the need for transition planning, “To facilitate the migration to the NG911 system, it is critical to understand and assess transition issues and identify potential options to resolve or address these issues. Without a clear understanding of the potential challenges and options to overcome the obstacles, the deployment of NG911 may extend over an inordinate length of time.”²⁸ This philosophy is true for all major initiatives, whether federal, state, local government or private enterprise.

In conclusion, the development of a formal project implementation plan coinciding with effective project management will minimize the risk of any service delivery impacts resulting from the transition. As such, it should be considered a vital first step in a consolidation process.

(2) Develop a Project Transition Team to Facilitate the Implementation Plan.

A project transition team should be assembled and tasked with developing a project implementation plan in concert with Glenview. The team should be composed of existing PSAP, police, fire and technical staff from the four villages, with at least one representative from each community. The project transition team should be composed of no more than nine (9) members and preferably seven (7) members. Beginning July 1, 2016 the team would meet monthly until March 1, 2017; would meet bi-weekly from March

²⁸ http://www.its.dot.gov/ng911/pdf/NG911_Transition_PlanFinal.pdf, page 1.

1, 2017 to April 30, 2017; and then meet weekly from May 1, 2017 until “go-live” implementation on July 1, 2017 (or sooner dependent upon the plan). The intention of the meeting would be to ensure the core principles of project management are appropriately executed, as well as to address, in cooperation with Glenview, the variety of issues that will arise during consolidation implementation. Members of the project transition team should report quarterly to the villages’ Boards beginning September 1, 2016 and monthly beginning April 1, 2017.

5. FUTURE ISSUES REGARDING DISPATCH OPERATIONS WILL IMPACT THE VILLAGES IN THE MID-TERM.

The following issues are provided for consideration in the future.

(1) Existing Radio Systems Will Need to be Phased-out by 2021.

The portable and mobile radio assets in the four villages’ public safety operations reflect a diversified set of equipment with different useful life remaining, model types, ownership and re-programming capabilities. Overall, there are approximately 350 mobile and portable radios deployed in a primary or back-up capacity in the villages. These are currently on the NORCOM 24B Regional Repeater. By order of the Federal Communications Commission (FCC), all public safety agencies on UHF analog (including Glenview Police and all the NORCOM agencies) must vacate their frequencies by calendar 2021. This will require a transition to radio frequencies such as Glenview’s STARCOM system or an equivalent system at Cook County. As such, these radio assets will need to be replaced within the next four years based on federal directive and useful life parameters.

The costs of these radio assets are expensive, estimated at \$1.65 million in initial capital costs. Some of these existing radio assets can be re-programmed to the

STARCOM network in the near term, and all of these assets can be purchased on a four-year 0% financing option now, based on present Motorola terms and conditions. These fees do not include estimated site-development costs of \$150,000 and monthly fees per radio ranging from \$18-\$36.

At issue is when such assets will be purchased and these additional costs incurred. Glenview can accommodate transition to the STARCOM network now; however as noted, Glenview has indicated a willingness to temporarily accommodate existing NORCOM police frequencies. While these capital cost investments can be delayed in the near-term, as the dispatch operation can remain on the NORCOM radio network, this delay is relatively brief, as the radios must be resolved by 2021 irrespective of how 911 dispatch is operated.

(2) National Consolidation Initiatives are Heading Toward Reduction of Secondary Public Safety Answering Point (PSAP) Operations.

RED Center has a strong reputation for professionalism, and many Fire Chiefs and other fire professionals strongly support fully dedicated (as opposed to “shared”) dispatchers deployed exclusively to fire and emergency medical dispatch services. Despite this, the service delays possible when incorporating a secondary PSAP, such as RED Center, are real. Various initiatives are underway throughout the United States to limit or eliminate secondary PSAP operations, given the delays that are experienced transferring 911 calls. For example, the Utah State Legislature recently defined a “PSAP” in such a way that secondary PSAPs are no longer eligible for a variety of State funds. This is indicative of the types of initiatives the Matrix Consulting Group foresees in the future, and as such, GKNW should periodically evaluate its options with respect to the continued use of RED Center as a Fire/EMS service provider. This will require

conversations among village fire and law enforcement professionals, as well as further analysis of the overall value of the annual expense (currently \$223,000) compared to cost-neutral alternatives.

The following recommendations are made with respect to transition planning.

Recommendation: Develop a project transition team of professional public safety staff from Glencoe, Kenilworth, Northfield and Winnetka to devise and execute a Project Implementation Plan for dispatch consolidation. This would be done in concert with Glenview.

Recommendation: Identify a project manager from one of these agencies that serves on the consolidation transition project and task with executing a formal implementation plan consistent with Project Management Body of Knowledge (PMBOK) principles.

Recommendation: Report project progress to the villages' Boards on a quarterly basis beginning September 2016 and monthly beginning April 2017.

APPENDIX A – 7-YEAR GLENVIEW CONSOLIDATION PROPOSALS AND ILLUSTRATIVE TRANSITION PLAN

DRAFTED PROPOSAL

GLENVIEW PUBLIC SAFETY DISPATCH CENTER
For Glencoe, Kenilworth, Northfield and Winnetka
June 2, 2016

OPTION #1

Glenview STARCOM Fire channel or shared channel with Highland Park, Lake Forest, and Lake Bluff FD's. Hire 5 Telecommunicators and 1 Supervisor.

TOTAL OPERATING COSTS						
Year 1 2017	Year 2 2018	Year 3 2019	Year 4 2020	Year 5 2021	Year 6 2022	Year 7 2023
\$1,221,618	\$1,266,708	\$1,320,232	\$1,375,689	\$1,434,793	\$1,499,460	\$1,566,152

**Note: Municipalities keep all 9-1-1 surcharge monies*

CAPITAL COST ESTIMATE: \$725,000 - \$750,000

For one fully equipped position (phone, radio and desk), connectivity (fiber and microwave), New World purchase, implementation and data conversion, basic Fire station alerting for Glencoe, remote connectivity/control of existing Net 24B for police in north and south dispatch centers, upgrade existing Glencoe fire radio infrastructure to a repeated channel, connectivity and backup to existing Glencoe fire frequency, and capital equipment and redundancy buy-in.

-
1. All Police and Glencoe Fire: Consolidate Police (Glencoe, Kenilworth, Northfield and Winnetka) onto its own separate channel (shared with Wilmette PD) AND consolidate Glencoe Fire onto

OPTION #2

-
2. All Police: Consolidate Police (Glencoe, Kenilworth, Northfield and Winnetka) onto its own separate channel (shared with Wilmette PD). Hire 5 Telecommunicators and 1 Supervisor.

TOTAL OPERATING COSTS						
Year 1 2017	Year 2 2018	Year 3 2019	Year 4 2020	Year 5 2021	Year 6 2022	Year 7 2023
\$1,221,618	\$1,266,708	\$1,320,232	\$1,375,689	\$1,434,793	\$1,499,460	\$1,566,152

**Note: Municipalities keep all 9-1-1 surcharge monies*

CAPITAL COST ESTIMATE: \$640,000 - \$670,000

For one fully equipped position (phone, radio and desk), connectivity (fiber and microwave), New World purchase, implementation and data conversion, remote connectivity/control of existing Net 24b for police, and capital equipment and redundancy buy-in.

Radio Infrastructure Information:

- Proposed capital cost estimates include these modifications to the existing Glencoe fire frequency
 - Modify simplex radio to repeated, allowing it to be combined with the existing Highland Park, Lake Forest, and Lake Bluff frequencies and radio network
 - FCC Licensing and coordination
 - Backup transmitter and connectivity for fire should main Glencoe fire transmitter fail
 - All equipment will come with warranty, but future maintenance costs related to the fire frequency after modification is the responsibility of the fire department
 - Radio frequency modifications are budgetary estimates based upon no interference issues and successful coordination of the frequency modifications through the FCC
 - Should Glencoe fire select the STARCOM solution they could be patched into the north agencies frequency or share the Glenview STARCOM talk group reducing the proposed capital cost estimate
- All microwave costs are budgetary estimates bases upon the ability to leverage existing radio towers, should any towers need to be added or modified these costs could increase
- To eliminate the reoccurring and quickly rising costs of phone lines needed to connect the two dispatch centers into the radio infrastructure we are proposing the use of microwave and fiber connectivity
- Proposed capital cost estimates include connecting to the existing Net 24b police frequency main and backup
- ***The capital cost estimates do not include the costs for agencies to transition mobile and portable radios to STARCOM or the monthly subscriber fees once transitioned***

Key Highlights of Proposal:

- **Operations consolidated on same radio channel** as neighboring agencies for improved communication and interoperability
- **Operation of two dispatch centers offering “live” fully redundant backup to each center**
 - Consolidated dispatch center providing police and fire dispatch services to 12 agencies
 - Allows for staff to address peak call volumes across multiple agencies and between both centers
- **Latest technology and systems**
 - Next-Gen ready Airbus 9-1-1 Phone System
 - Motorola MCC 7500 Radio system (STARCOM ready)
 - New World Systems E-CAD, MSP, Mobile, and Field Reporting solution that has full geo-diverse disaster recovery
 - **Dedicated New World application support specialist on staff**
 - Existing regional data sharing that can be expanded
 - GIS Data coordination through MGP
 - Active partner/customer with New World since 2007
- **Trained staff of telecommunicators (current staffing)**
 - 30 full-time Telecommunicators (Police and Fire trained, EMD certified)
 - 5 full-time 9-1-1 Shift Supervisors
 - 10 part-time Telecommunicators
- **Dedicated management team**

- Director – 24 years of 9-1-1 and dispatch service experience
- Deputy Director – 16 years of 9-1-1 and dispatch service experience
- Village Manager's Office support
- **Operating costs are all-inclusive**
 - Personnel Costs (salaries and all roll-ups), Part-time, Overtime, Holiday Pay, Longevity, Health Insurance, Workman's Comp, etc.
 - Uniforms, Training, Memberships, Certifications/Licenses, etc.
 - New World Support Service and Maintenance Agreement (SSMA) Costs
 - Maintenance Agreements for Dispatch equipment, LEADS hot files maintenance, 9-1-1 MSAG Maintenance
 - Capital Equipment Replacement Fund for Dispatch equipment
 - Information Technology Services for dispatch infrastructure and New World application support
 - New World map maintenance performed by Glenview
 - Management of center

Transition Plan- Page 1 Glenview Example



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System	6/2/2014 - 9/10/2014
4a. ETSB Meetings/ICC Filing (911 Modifications)	6/19/2014 - 8/13/2014
4b. 911 Trunk Lines	6/2/2014 - 8/29/2014

APPENDIX B – PROFILE OF EMERGENCY DISPATCH OPERATIONS

1. INTRODUCTION

This document provides the profile of current dispatching operations for Glencoe, Kenilworth, Northfield and Winnetka, Illinois (hereafter abbreviated GKNW Study). These data are based on interviews with public safety and other key personnel in the villages, collection of key workload data and statistics, and review of available documents. The profile is organized as follows:

- Background, Incident and telephone-based Data
- Summary of Current Dispatching Agencies

The purpose of the descriptive profile is to document the project team's understanding of the organizational structure of the agencies, including staffing levels, programs and other pertinent information in which confirmation is necessary. Data contained in the profile were developed based on the work conducted by the project team to date. This descriptive profile does not attempt to recapitulate all organizational and operational facets of the GKNW study's dispatch agencies. For Example, duties and responsibilities are not at the job description level. Rather, the profile reflects a summary of our understanding of the organizations, which prefaces forthcoming steps in the consolidation feasibility analysis. These profiles are descriptive only – there are no findings, conclusions nor recommendations to be found in this interim deliverable. Workload data are still being analyzed by the project team, which will be included in forthcoming documents. This profile should be reviewed for accuracy and completeness by the Steering Committee and/or key participants.

The information in this document will be one piece of information utilized as the basis for the development of consolidation alternatives. By understanding the general operations, staffing, and resources for the public safety agencies potentially impacted by dispatch consolidated options, alternatives can be devised. For contextual purposes, the first section below provides overall demographic information for the four villages.

2. THE FOUR VILLAGES HAVE A POPULATION OF APPROXIMATELY 29,500 THAT HAS NOT CHANGED SIGNIFICANTLY IN THE LAST SEVERAL YEARS.

The following table illustrates the population growth of the GKNW study's area over the past several years:

Community / Year	2000	2010	2014 (est.)	15-Year % Change
Village of Kenilworth	2,494	2,513	2,562	1.03%
Village of Northfield	5,389	5,420	5,483	1.02%
Village of Winnetka	12,419	12,187	12,490	1.01%

As shown above, the population of the various villages ranges from approximately 2,600 to 12,500. Limited growth has been experienced in these areas over the last 15 years.

3. INCIDENT AND TELEPHONE CALL DATA.

Based on dispatch-related workload such as incident and attendant telephone calls data obtained from the respective dispatching agencies, the sections below summarize some key information used in developing dispatch consolidation models.

Agency	Incidents	Telephone Calls				
	Tot. CAD Incidents	Incomin g	Outgoi g	Abandone d	Incomin g that are 911	Total
Village of Glencoe	17,571	35,423	9,199	221	2,407	44,843
Village of Kenilworth ⁱ	9,253	13,231	1,849	Unk.	797	15,060
Village of Northfield	21,976	15,755	6,689	268	2,762	22,712
Village of Winnetka ⁱⁱ	23,046	9,897	4,978	158	1,882	15,033

4. SUMMARY OF DISPATCH AGENCIES.

To provide emergency communications and dispatching service to the local public safety agencies in Glencoe, Kenilworth, Northfield and Winnetka there are four (4) separate public safety dispatch agencies. The summary of their respective organization, operation, and services are included in the table below. The matrix does not include Red Center providing Fire/EMD to Kenilworth, Northfield and Winnetka.

Department	Summary of Organization / Operation	Summary of Dispatch Services
GLENCOE DISPATCH		
		

Glencoe Dispatch	<p>Total dispatch staffing consists of following authorized positions:</p> <p><u>Oversight Supervisor/Manager:</u> (1) Public Safety Lieutenant</p> <p><u>Authorized Dispatch Staffing</u> (5) full-time dispatchers (2) part-time dispatchers (new in 2016)</p> <p>(1) CSO and a few officers are also certified to support dispatch.</p> <p><u>Actual Dispatch Staffing</u> (4) full-time dispatchers (1 retired 3/31/16) (2) part-time dispatchers</p> <p>Hours of operation: Works 8-hour weekday and 12-hour weekend shifts with weekend personnel filling two shifts on weekdays, Tue-Fri.</p> <ul style="list-style-type: none">• M-F 0700 – 1500 hours• M-F 1500 – 2300 hours• M-F 2300 – 0700 hours• S-S 0700 – 1900 hours• S-S 1900 – 0700 hours <p>The center consists of 2 dispatching stations available. The following key hardware/software solutions are in use by the PSAP:</p> <table><tr><td>CAD</td><td>Cushing PSIMS</td></tr><tr><td>911</td><td>Airbus Vesta 4</td></tr><tr><td>Other Phone</td><td>Cisco IP</td></tr><tr><td>Radio(VHF/UHF)</td><td>C. Comm Telex</td></tr><tr><td>Surveillance</td><td>Milestone Sys.</td></tr></table>	CAD	Cushing PSIMS	911	Airbus Vesta 4	Other Phone	Cisco IP	Radio(VHF/UHF)	C. Comm Telex	Surveillance	Milestone Sys.	<p>Serves as the primary Public Safety Answering Point for the village of Glencoe. Dispatches and supports law enforcement and Fire/EMD personnel in this public safety agency. Winnetka is back-up dispatch center.</p> <p>Provide 24/7 dispatching services and Records-related services. CPSE, CFAI and CALEA certified. Key responsibilities include:</p> <p>RE Dispatch: Assigns and dispatches appropriate police, fire, EMS units verbally and/or via MDT to calls for service and provides Emergency Medical Dispatch (EMD). Processes incoming/outgoing E911 and other calls. Maintains CAD information through incident-based transactions. Performs entries and queries into local, state and federal databases. Monitors the alarm board, building security and village facility camera systems. Performs other dispatch-related duties as assigned.</p> <p>RE Records: Records-related functions are currently being recorded in detail. A portion of time is dedicated to Records-related support functions to include but not be limited to: 24/7 front counter service; vehicle impounds; LEADS/ICLEAR administration; Cisco IP phone system telephone roll-over; records-based clerical support and other administrative support. Performs other clerical-related duties as assigned. (See Appendix).</p>
CAD	Cushing PSIMS											
911	Airbus Vesta 4											
Other Phone	Cisco IP											
Radio(VHF/UHF)	C. Comm Telex											
Surveillance	Milestone Sys.											

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Department	Summary of Organization / Operation	Summary of Dispatch Services
KENILWORTH DISPATCH		
		

Kenilworth Dispatch	<p>Total dispatch staffing consists of following authorized positions:</p> <p><u>Oversight Supervisor/Manager:</u> (1) Admn. Sergeant</p> <p><u>Authorized Dispatch Staffing</u> (3) full-time Records and Communication Officers (2) part-time Records and Communication Officers (4 FTE Total)</p> <p><u>Actual Dispatch Staffing</u> (3) full-time R&C officers (2) part-time R&C officers</p> <p>Hours of operation: Works 8-hour and 12-hour shifts with part-time primarily working Day shifts.</p> <ul style="list-style-type: none">• M-T & F-Sa 0700 – 1900 hours• M-T & F-Sa 1900 – 0700 hours• W-Th 0700 – 1500 hours• W-Th 1500 – 2300 hours• W-Th 2300 – 0700 hours• Sun 0700 – 1500 hours• Sun 2300 – 0700 hours <p>The center consists of 2 dispatching stations available. The following key hardware/software solutions are in use by the PSAP:</p> <table><tr><td>CAD</td><td>Tyler Tech. (New World)</td></tr><tr><td>911</td><td>TCI Cassidian</td></tr><tr><td>Other Phone</td><td>Avaya</td></tr><tr><td>Radio</td><td>Motorola Gold Elite</td></tr><tr><td>Surveillance</td><td>Geovision</td></tr></table>	CAD	Tyler Tech. (New World)	911	TCI Cassidian	Other Phone	Avaya	Radio	Motorola Gold Elite	Surveillance	Geovision	<p>Serves as the primary Public Safety Answering Point for the village of Kenilworth. Dispatches and supports law enforcement and transfers Fire/EMD to Red Center secondary PSAP. Wilmette is back-up dispatch center.</p> <p>Provide 24/7 dispatching services and Records-related services. Key responsibilities include:</p> <p>RE Dispatch: Assigns and dispatches appropriate police personnel verbally and through MDT to calls for service. Processes incoming/out-going E911 and other calls. Maintains CAD information through incident-based transactions. Performs entries and queries into local, state and federal databases. Monitors various police and village systems. Performs other dispatch-related duties as assigned.</p> <p>RE Records: Records-related functions are currently being recorded in detail. A portion of time is dedicated to Records-related support functions to include but not be limited to: 24/7 front counter service; monitoring jail cameras and prisoner checks; processing subpoenas; performing case management administration; records-based clerical support and other administrative support. Performs other clerical-related duties as assigned. (See Appendix)</p>
CAD	Tyler Tech. (New World)											
911	TCI Cassidian											
Other Phone	Avaya											
Radio	Motorola Gold Elite											
Surveillance	Geovision											

**GLENCOE, KENILWORTH, NORTHFIELD AND WINNETKA, ILLINOIS
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Department	Summary of Organization / Operation	Summary of Dispatch Services

NORTHFIELD DISPATCH



Northfield Dispatch	<p>Total dispatch staffing consists of following authorized positions:</p> <p><u>Oversight Supervisor/Manager:</u> (1) Communications / Records Supervisor</p> <p><u>Authorized Dispatch Staffing</u> (4) full-time dispatchers (2) Part-time records/dispatch 8-16 hrs per week.</p> <p>(1) Part-time records clerk (no dispatch but supported by other P/T).</p> <p><u>Actual Dispatch Staffing</u> (4) full-time dispatchers (2) part-time dispatchers</p> <p>Hours of operation: Works 8-hour shifts on 28-day rotating schedule with Thr/Fri, Sat/Sun, Mon/Tue days off.</p> <ul style="list-style-type: none">• 0600 – 1400 hours• 1400 – 2200 hours• 2200 – 0600 hours <p>The center consists of 3 dispatching stations available with a fourth upgradeable. The following key hardware/software solutions are in use by the PSAP:</p> <table><tr><td>CAD</td><td>Computer Info. Systems</td></tr><tr><td>911</td><td>Positron</td></tr><tr><td>Other Phone</td><td>Mitel</td></tr><tr><td>Radio</td><td>Moducom</td></tr><tr><td>Surveillance</td><td>Pelco DVR</td></tr></table>	CAD	Computer Info. Systems	911	Positron	Other Phone	Mitel	Radio	Moducom	Surveillance	Pelco DVR	<p>Serves as the primary Public Safety Answering Point for the village of Northfield. Dispatches and supports law enforcement and transfers Fire/EMD to Red Center secondary PSAP.</p> <p>Provide 24/7 dispatching services and Records-related services. Key responsibilities include:</p> <p>RE Dispatch: Assigns and dispatches appropriate police personnel to calls for service. Processes incoming/out-going E911 and other calls. Maintains CAD information through incident-based transactions. Performs entries and queries into local, state and federal databases. Monitors various police and village systems. Performs other dispatch-related duties as assigned.</p> <p>RE Records: Records-related functions are currently being recorded in detail. A portion of time is dedicated to Records-related and administrative support functions to include but not be limited to: monitoring jail cameras and prisoner checks; performing Livescan fingerprinting; notaries; records-based clerical support and other administrative support. Performs other clerical-related duties as assigned. (See Appendix).</p>
CAD	Computer Info. Systems											
911	Positron											
Other Phone	Mitel											
Radio	Moducom											
Surveillance	Pelco DVR											

**GLENCOE, KENILWORTH, NORTHFIELD AND WINNETKA, ILLINOIS
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Department	Summary of Organization / Operation	Summary of Dispatch Services

WINNETKA DISPATCH



Winnetka Dispatch	<p>Total dispatch staffing consists of following authorized positions:</p> <p><u>Oversight Supervisor/Manager:</u> (1) Lead Records & Communications Officer</p> <p><u>Authorized Dispatch Staffing</u> (4) Full-time Records & Communications Ofcr. (4) part-time Records & Communications Ofcr</p> <p>Sergeants and officers will periodically provide break relief.</p> <p><u>Actual Dispatch Staffing</u> (4) Full-time Records & Communications Ofcr. (4) part-time Records & Communications Ofcr</p> <p>Hours of operation: Works 8-hour shifts with periodic 10-hour shifts when directly assigned to Records functions.</p> <ul style="list-style-type: none">• 0600 – 1400 hours• 1400 – 2200 hours• 2200 – 0600 hours <p>The center consists of 3 dispatching stations available. The following key hardware/software solutions are in use by the PSAP:</p> <table><tr><td>CAD</td><td>Tyler Tech. (New World)</td></tr><tr><td>911</td><td>Moducom</td></tr><tr><td>Other Phone</td><td>Mitel</td></tr><tr><td>Radio</td><td>Motorola</td></tr><tr><td>Surveillance</td><td>Avigilon</td></tr></table>	CAD	Tyler Tech. (New World)	911	Moducom	Other Phone	Mitel	Radio	Motorola	Surveillance	Avigilon	<p>Serves as the primary Public Safety Answering Point for the village of Winnetka. Dispatches and supports law enforcement and transfers Fire/EMD to Red Center secondary PSAP. Northfield is back-up dispatch center.</p> <p>Provide 24/7 dispatching services and Records-related services. Key responsibilities include:</p> <p>RE Dispatch: Assigns and dispatches verbally and/or via MDT appropriate police personnel to calls for service. Processes incoming/out-going E911 and other calls. Maintains CAD information through incident-based transactions. Performs entries and queries into local, state and federal databases. Monitors various police and village systems. Performs other dispatch-related duties as assigned.</p> <p>RE Records: Records-related functions are currently being recorded in detail. A portion of time is dedicated to Records-related support functions to include but not be limited to: 24/7 front counter service; records-based clerical support and other administrative support. Performs other clerical-related duties as assigned. (See Appendix).</p>
CAD	Tyler Tech. (New World)											
911	Moducom											
Other Phone	Mitel											
Radio	Motorola											
Surveillance	Avigilon											

Profile Appendix – Primary and Ancillary ‘Dispatcher’ Duties

The following table reflects key primary and ancillary duties performed by Glencoe, Kenilworth, Northfield and Winnetka staff. The table has been duplicated from information collected by the four public safety agencies.

Task
<i>Communications Duties</i>
911 Answering
Fire Dispatch
EMD
Answer PW or VH Phones after Hours
Radio Contact with PW or Other Utilities
Monitor text to 911 system
Next Gen 911 System
Operate Voice Logger
<i>Interoperability Systems</i>
Activate Weather Sirens
Answer EMnet Alerts
Emergency Cell Phone / Tower Locates
Monitor StarCom21 Radio
<i>Wide Area Database</i>
UCR Reports
Crash Report Coding and Processing
<i>Local Databases</i>
CAD Entries
CAD File Maintenance
Process Vacation / House Watch Requests
Maintain Forms Inventories for Communications Center Only
Maintain Forms Inventories (Local Forms)
Maintain Lost Pets Log
Maintain Streetlight Log
Maintain Property Inventory
Maintain Communications Center Property Inventory
Maintain Business Contact Files
Maintain Repossession Logs
Maintain Personnel Records (Payroll)
Maintain Personnel Records (Payroll) for Communications Center
Senior Citizen Program
Handicapped File
Monthly Reports

GLENCOE, KENILWORTH, NORTHFIELD AND WINNETKA, ILLINOIS
Dispatch Consolidation Feasibility Study and Plan

Monthly Reports – Dispatch Related
Premise Alert Program / Census Contact
LEADS
LEADS Inquiries
LEADS Entries
LEADS Validations
LEADS Audits
I-CLEAR Admin
Administrative Phones
Administrative Telephone Line Answering
Approximate # of Daily Administrative TX Calls
Screen TX Calls for Officers
Screen TX Calls for Supervisors
Screen TX Calls for Staff
Alarms
Monitor Alarm Panel
Maintain Alarm Panel Info
Process/Issue Alarm Permits
Monitor Alarm Board (Police)
Monitor Alarm Board (Fire)
Maintain Alarm Board DB of Key Holders
Invoice False Alarms
Records Duties
Handle Records Duties
Process Expungements
Prepare Transfer Sheets
Enter Police Reports Data
Enter Traffic Citations & Warnings Data
Maintain Traffic Stop Data
Enter Parking Tickets
Create/Maintain CAD Global Jackets
Service FOIA Requests
Answer Subpoenas - Dispatch Related
Answer Subpoenas
Maintain Warrant Files
Order Office Supplies
Press Releases
Payables Database
Court Courier
Permits, Etc.
Sell Parking Permits
Process Solicitor Permits
Sell or Process Permits (Other)

GLENCOE, KENILWORTH, NORTHFIELD AND WINNETKA, ILLINOIS
Dispatch Consolidation Feasibility Study and Plan

Register Bicycles License/Database
Register Solicitors
Issue Village Permits (Non-Parking)
Maintain Village License File
Handicapped Permits
Parking
Receive Parking Permissions - Daytime Requests
Receive Parking Permissions Night Time and Overflow of Daytime Calls
Provide Court Dates or Appeals for Parking Tickets
Prepare Tickets for Collection
Parking Ticket Complaints
Process Compliance Tickets
Camera Monitoring
Monitor Police Station Cameras
Monitor Prisoner Video Cameras
Monitor Prisoner Audio Surveillance
Access to Security Cameras for Banks
Access to Security Cameras for Schools
Access to Security Cameras for VH / Public Facility
Access to Security Cameras for Other Public Area
Prisoners & Arrests
Search or Process Prisoners: Some Matron Duties – Ordering and serving food, etc. A search only if opposite sex is required and not available within the sworn officer staff.
LiveScan Processing
Make Physical Prisoner Checks
Take & Prepare Traffic Bonds
Fingerprint Prisoners
Prepare Arrest Reports for SA
Public Duties
Public Walk-in Counter Contact (Face to Face)
Fingerprint Services
Maintain/Store Village Keys
Maintain/Store Private Property Keys
Fingerprint School Employees
Lost/Found Dog Release
Lost/Found Dog Database
Lost/Found Item Release
Lost/Found Item Database
Child Safety Seat Technician
Glencoe – Additional Items
Facility Entry Authorization Log
After Hours Access to Family Services of Glencoe
Village / Golf Bank Deposit Vaults

<i>Kenilworth – Additional Items</i>
NORTAF Homicide and MCAT page out
Maintenance of NORTAF team member info for page out

ⁱ Incoming and outgoing 7-digit calls for Kenilworth based on annualized self-reporting exercise.

ⁱⁱ Telephone data based on 2014 Winnetka information given 2015 a new system was installed mid-year.

COMMUNITIES SERVED

Provide a list of all communities to be served by the proposed 9-1-1 System. Please include the name of the community and the official mailing address including street address, city and zip code.

USE ADDITIONAL SHEETS AS NECESSARY

[illegible]

PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS etc.) that are to be dispatched by the 9-1-1 System. Each Agencies land area(s) in square miles and estimated population which will have access to the proposed 9-1-1 System. Do not forget to include County Sheriff's jurisdiction and Illinois State Police Districts. Each agency that appears on this list should also have signed a call handling agreement.

9-1-1 Participant Agencies	Street Address, City, Zip Code	Administrative Telephone No.	Direct Dispatch	Transfer	Call Relay
Glencoe Public Safety	325 Hazel Ave, Glencoe		X		
Glenview Fire Dept.	1225 Waukegan Rd, Glenview 60025		X		
Glenview Police Dept.	2500 East Lake Ave, Glenview 60026		X		
Grayslake Fire Protection Dist.	160 Hawley St, Grayslake 60030			X	
Grayslake Police Dept.	10 S Seymour Ave, Grayslake 60030		X		
Highland Park Fire Dept.	1130 Central Ave, Highland Park 60035		X		
Highland Park Police Dept.	1677 Old Deerfield Rd, Highland Park 60035		X		
Highwood Police Dept.	130 Highwood Ave, Highwood 60040		X		
Kenilworth Police Dept.	419 Richmond Rd, Kenilworth 60043		X		
Lake Bluff Fire Dept.	45 E Center Ave, Lake Bluff 60044		X		
Lake Bluff Police Dept.	45 E Center Ave, Lake Bluff 60044		X		
Lake Forest Fire Dept.	255 W Deerpath, Lake Forest 60045		X		
Lake Forest Police Dept.	255 W Deerpath, Lake Forest 60045		X		
Morton Grove Fire Dept.	8954 Shermer Rd, Morton Grove 60053			X	
Morton Grove Police Dept.	6101 Capulina Ave, Morton Grove 60053		X		
Niles Fire Dept.	8360 W Dempster St, Niles 60714			X	
Nile Police Dept.	7000 W Touhy Ave Niles 60714		X		
Northfield Fire Dept.	1800 Winnetka Ave, Northfield 60093			X	
Northfield Police Dept.	350 Walnut Ave, Northfield 60093		X		
Winnetka Kenilworth Fire Dept.	428 Green Bay Rd, Winnetka 60093			X	
Winnetka Police Dept.	410 Green Bay Rd, Winnetka, IL 60093		X		

ADJACENT AGENCIES LIST

Provide a list of public safety agencies and existing 9-1-1 Systems that are adjacent to the proposed system's boundaries. Each agency that appears on this list should also have signed a call handling agreement and/or aid outside jurisdictional boundaries.

AGENCY	STREET ADDRESS, CITY, ZIP CODE	TELEPHONE NUMBER
Des Plaines Fire Department	405 S River Rd, Des Plaines, 60016	(847) 391-5333
Des Plaines Police Department	1420 Miner St, DesPlaines 60016	(847) 391-5400
Park Ridge Fire Department	901 Devon Ave, Park Ridge, 60068	(847) 318-5283
Park Ridge Police Department	200 S Vine, Park Ridge, 60068	(847) 318-5252
Cook County Sheriff Police	9511 W Harrison, DesPlaines, 60016	(773) 674-2276
Cook County Forest Preserve Police	9511 W Harrison, DesPlaines, 60016	(708) 771-1000
ISP Chicago	9511 W Harrison, DesPlaines, 60016	(847) 294-4400
ISP Dist 15		
ISP Dist. 2	777 S State, Elgin, 60123	(847) 931-2405
Skokie Police Department	7300 Niles Center Rd, Skokie 60077	(847) 982-5900
Skokie Fire Department	7424 Niles Center Rd, Skokie 60077	(847) 982-5300
Golf Police Department	1 Briar Rd, Golf, 60029	(847) 998-8857
City of Chicago-OEMC for police and fire	1411 W. Madison St, Chicago, IL 60607	(312) 746-9378
Wilmette Police Department	710 Ridge Rd, Wilmette, 60091	(847) 256-1200
Wilmette Fire Department	1304 Lake Ave Ave, Wilmette, 60091	(847) 251-1101
Northfield Police Department	350 Walnut Ave, Northfield, 60093	(847) 446-2131
Northfield Fire Department	1800 Winnetka Ave, Northfield, 60093	(847) 441-3800
Northbrook Police Department	1401 Landwehr Rd, Northbrook 60062	(847) 564-2060
Northbrook Fire Department	740 Dundee Rd, Northbrook 60062	(847) 272-2141
Lake County Sheriff's Police	25 S Martin Luther Ave Waukegan, 60085	(847) 377-4000
Glencoe Public Safety	325 Hazel Ave, Glencoe, 60022	(847) 835-4112
North Chicago Police Department	1850 Lewis Ave, North Chicago, 60064	(847) 596-8700
North Chicago Fire Department	1850 Lewis Ave, North Chicago, 60064	(847) 596-8700
Prospect Heights Police Department	14 E Camp McDonald Rd, Prospect Heights, 60070	(847) 398-5511
Prospect Heights Fire Department	10 E Camp McDonald Rd, Prospect Heights, 60070	(847) 253-8060
Deerfield Bannockburn FPD	500 Waukegan Rd, Deerfield, 60015	(847) 945-4066
Deerfield Police Department	850 Waukegan Rd, Deerfield, 60015	(847) 945-8636

CARRIER LISTING

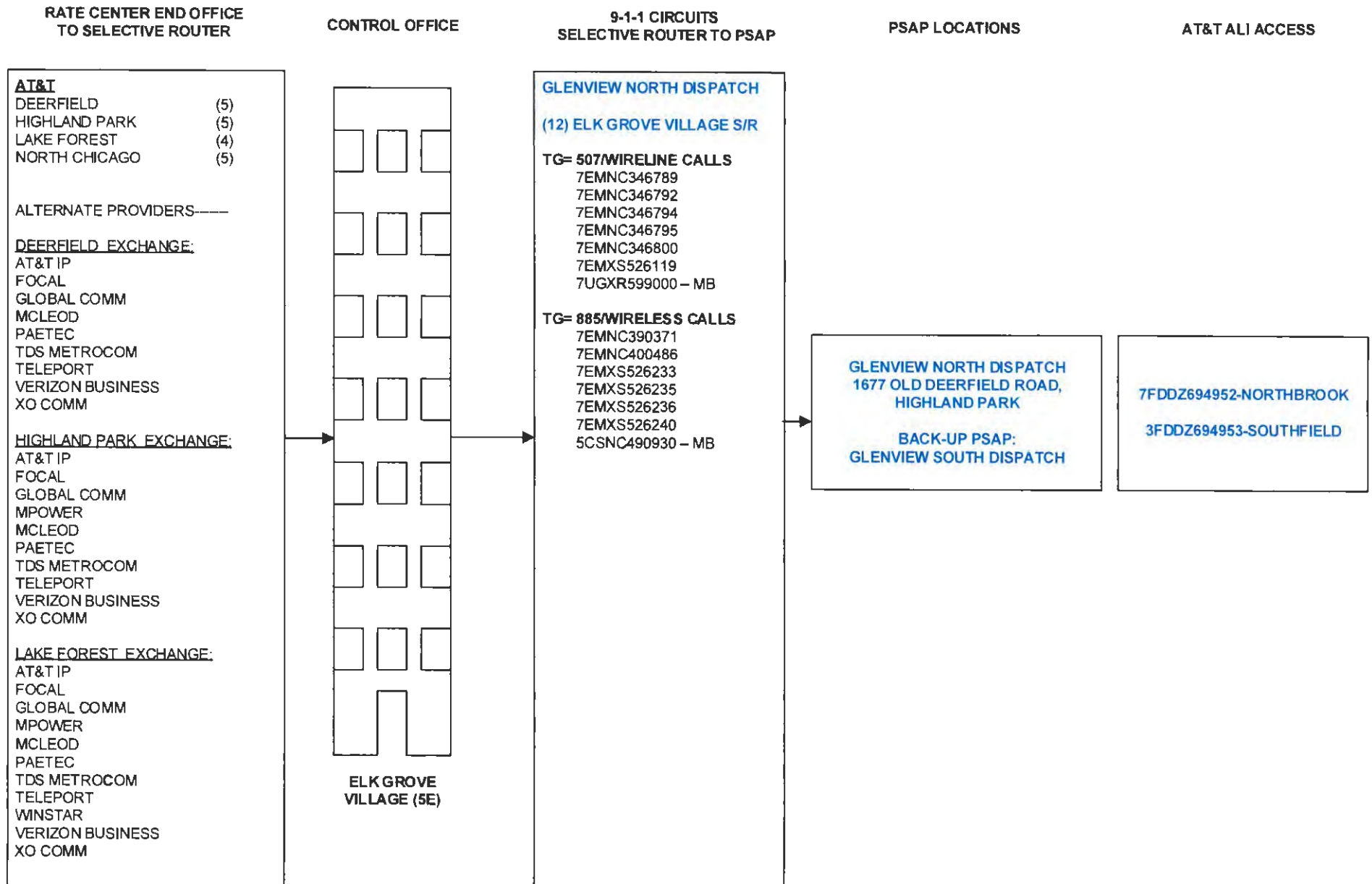
(Wireline, Wireless, VoIP)

Provide a list of each carrier that will be involved in the proposed system.

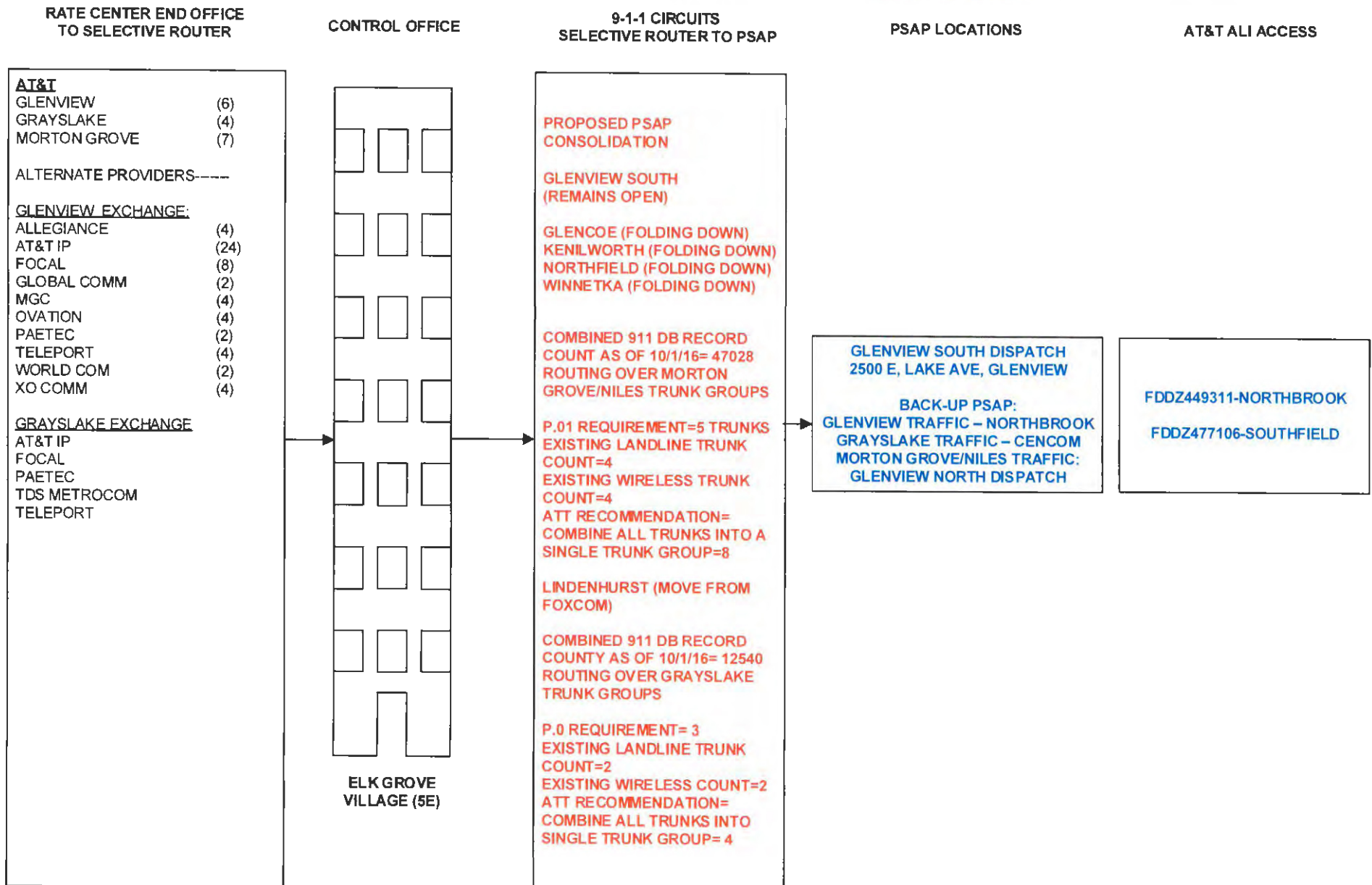
(USE ADDITIONAL SHEETS AS NECESSARY)

CARRIERS	STREET ADDRESS, CITY, ZIP CODE	TELEPHONE NUMBER
AT&T Wireless		
Verizon Wireless		
Sprint		
T-Mobile		
US Cellular		
No change for wireline or VoIP carriers		
Carrier info on file with State of Illinois		
	25 S Martin Luther Ave Waukegan, 60085	

HIGHLAND PARK / HIGHWOOD / LAKE BLUFF / LAKE FOREST



GLENVIEW / GRAYSLAKE / MORTON GROVE / NILES
PROPOSED
GLENCOE/KENILWORTH/NORTHFIELD/WINNETKA/
LINDENHURST



ATTACHMENTS

Ordinance - Documentation that supports the dissolution of the individual ETSB and its replacement with a JOINT ETSB per an intergovernmental agreement once the consolidation plan is approved by the Statewide 9-1-1 Administrator.

Contracts - The contract for a new 9-1-1 system provider or for NG 9-1-1 service.

Intergovernmental Agreement - The agreement creating the Joint ETSB.

Back-up PSAP Agreement - The agreement that establishes back-up service due to interruptions or overflow services between PSAPs.

Network Diagram - Diagram provided by the 9-1-1 System Provider. Re-evaluate P.O1 grade of Service for cost savings and network efficiency.

Resolutions Approving
Dispatch Service IGAs and
Membership to the Glenview
Joint ETSB

VILLAGE OF GLENCOE

RESOLUTION NO. R-35-2016

**A RESOLUTION APPROVING A DISPATCH SERVICES AGREEMENT WITH THE
VILLAGE OF GLENVIEW**

WHEREAS, Article VII, Section 10 of the Illinois Constitution of 1970 provides for intergovernmental cooperation between units of local government such as the Villages of Glenview and Glencoe, including the power to contract or otherwise associate among themselves to obtain or share services and to exercise, combine or transfer any power or function in any manner not prohibited by law or by ordinance, and to use their credit, revenues, and other resources to pay costs related to intergovernmental activities; and

WHEREAS, the Illinois Intergovernmental Cooperation Act, 5 ILCS 220/1 *et seq.*, provides that any power or powers, privileges or authority exercised or which may be exercised by a unit of local government may be exercised and enjoyed jointly with any other unit of local government; and

WHEREAS, the State of Illinois passed Public Act 99-0006 on June 29, 2015 requiring all communities with populations of less than 25,000 to consolidate their emergency telephone system boards (ETSBs) and E911 answering points with other communities that either alone, or in combination, exceed the 25,000 population threshold and to do so no later than July 1, 2017; and

WHEREAS, the Village of Glenview operates a full service dispatch centers ("*Full Service Dispatch Center*") and provides 9-1-1 call answering and dispatch services to a number of surrounding communities; and

WHEREAS, after extensive study, the Village has determined that consolidation of Glencoe's dispatching operations into Glenview's Full Service Dispatch Center will bring the Village of Glencoe into compliance with Public Act 99-0006; and

WHEREAS, Glencoe is seeking to have 9-1-1 call answering and dispatch services performed by Glenview from the Full Service Dispatch Center, on behalf of its Department of Public Safety and other ancillary services (collectively the "*Dispatch Services*"); and

WHEREAS, Glenview anticipates concurrently providing services similar to the Dispatch Services from the Full Service Dispatch Center to the Village of Kenilworth, the Village of Northfield, and the Village of Winnetka ("*Additional Agencies*"); and

WHEREAS, Glenview and the other municipalities that Glenview provides Dispatch Services to have entered into an intergovernmental agreement forming a Joint Emergency Telephone System Board ("*JETSB*"); and

WHEREAS, Glencoe intends to submit an application to join Glenview's JETSB in accordance with the provisions and requirements of the Illinois Emergency Telephone Systems Act 50 ILCS 750/0.01, *et seq.*, as amended; and

WHEREAS, Glenview and Glencoe have determined that it is in the best interests of each party to this Agreement and the public health, safety and welfare of persons and property within Glenview and Glencoe to enter into an agreement for Glenview to provide Dispatch Services to Glencoe ("*Agreement*"); and

WHEREAS, Village President and the Board of Trustees of have determined that it is in the best interests of the Village and its residents to enter into the Agreement;

NOW, THEREFORE, BE IT RESOLVED BY THE PRESIDENT AND BOARD OF TRUSTEES OF THE VILLAGE OF GLENCOE, COUNTY OF COOK, STATE OF ILLINOIS, as follows:

SECTION ONE. RECITALS. The foregoing recitals are incorporated into and made a part of this Resolution.

SECTION TWO. APPROVAL OF AGREEMENT. The Agreement is hereby approved in the form attached to, and by this referenced made a part of, this Resolution as *Exhibit A*.

SECTION THREE. AUTHORIZATION TO EXECUTE AGREEMENT. The Village President and the Village Clerk shall be and are hereby authorized and directed to execute the Agreement as well as such other documents may be necessary for Glencoe to join Glenview's JETSB.

PASSED THIS 20th DAY OF OCTOBER, 2016

AYES: Cornell, Miller, Mulvaney, Pearce, Thomas, Vree (6)

NAYS:

ABSENT:

ABSTAIN:

Approved this 20th day of October, 2016.


Village President

ATTEST:


Village Clerk

VILLAGE OF KENILWORTH

RESOLUTION NO. R2016-18

A RESOLUTION APPROVING A DISPATCH SERVICES AGREEMENT BETWEEN
THE VILLAGE OF KENILWORTH AND THE VILLAGE OF GLENVIEW

WHEREAS, Article VII, Section 10 of the Illinois Constitution of 1970 provides for intergovernmental cooperation between units of local government such as the Villages of Glenview and Kenilworth, including the power to contract or otherwise associate among themselves to obtain or share services and to exercise, combine or transfer any power or function in any manner not prohibited by law or by ordinance, and to use their credit, revenues, and other resources to pay costs related to intergovernmental activities; and

WHEREAS, the Illinois Intergovernmental Cooperation Act, 5 ILCS 220/1 *et seq.*, provides that any power or powers, privileges or authority exercised or which may be exercised by a unit of local government may be exercised and enjoyed jointly with any other unit of local government; and

WHEREAS, the Village of Glenview operates a full service dispatch centers ("**Full Service Dispatch Center**") and provides 9-1-1 call answering and dispatch services to a number of surrounding communities; and

WHEREAS, Kenilworth is seeking to have 9-1-1 call answering and dispatch services performed by Glenview from the Full Service Dispatch Center, on behalf of its Department of Public Safety and other ancillary services (collectively the "**Dispatch Services**"); and

WHEREAS, Glenview anticipates concurrently providing services similar to the Dispatch Services from the Full Service Dispatch Center to the Village of Glencoe, the Village of Northfield, and the Village of Winnetka ("**Additional Agencies**"); and

WHEREAS, Glenview and the other municipalities that Glenview provides Dispatch Services to have entered into an intergovernmental agreement forming a Joint Emergency Telephone System Board ("**JETSB**"); and

WHEREAS, Kenilworth intends to submit an application to join Glenview's JETSB in accordance with the provisions and requirements of the Illinois Emergency Telephone Systems Act 50 ILCS 750/0.01, *et seq.*, as amended; and

WHEREAS, Glenview and Kenilworth have determined that it is in the best interests of each party to this Agreement and the public health, safety and welfare of persons and property within Glenview and Kenilworth to enter into an agreement for Glenview to provide Dispatch Services to Kenilworth ("**Agreement**"); and

WHEREAS, the Board of Trustees hereby find it to be in the best interests of the Village and the public to enter into the Agreement with the Village of Glenview;

NOW, THEREFORE, BE IT RESOLVED BY THE PRESIDENT AND BOARD OF TRUSTEES OF THE VILLAGE OF KENILWORTH, COUNTY OF COOK, STATE OF ILLINOIS, as follows:

SECTION ONE: RECITALS. The foregoing recitals are incorporated in, and made a part of, this Resolution by this reference as findings of the Village Board of Trustees of the Village of Kenilworth.

SECTION TWO: APPROVAL. The Agreement is hereby approved, in substantially the form of Exhibit A hereto, subject to the final review and approval of the Village Manager and Village Attorney.

SECTION THREE: AUTHORIZATION. The Village President and the Village Clerk shall be and are hereby authorized and directed to execute the Agreement as well as such other documents may be necessary for Kenilworth to join Glenview's JETSB.

PASSED THIS 17TH DAY OF OCTOBER, 2016.

AYES: KONEN, LENNON, LIEN, POTTER, SHADEK, WINSLOW
NAYS: NONE
ABSTAIN: NONE
ABSENT: NONE

APPROVED THIS 17TH DAY OF OCTOBER, 2016.


Village President

ATTEST:


Village Clerk, *DEPT 7*

ORDINANCE NO. 16-1666

**AN ORDINANCE REPEALING ORDINANCE NO. 99-972 TO DISSOLVE THE
EMERGENCY TELEPHONE SYSTEM BOARD OF THE VILLAGE OF NORTHFIELD,
ILLINOIS AND JOINING THE GLENVIEW JOINT ETSB BOARD**

Preamble

WHEREAS, on April 26, 1999, the Village of Northfield adopted Ordinance No. 99-972 creating, among other things, an Emergency Telephone System Board in the Village; and

WHEREAS, the State of Illinois passed PA 99-0006, mandating that in a county with a population of at least 250,000 that has more than one Emergency Telephone System Board, Joint Emergency Telephone System Board, or qualified governmental entity, any 9-1-1 Authority serving a population of less than 25,000 shall be consolidated such that no 9-1-1 Authority in the county serves a population of less than 25,000; and

WHEREAS, the Village of Northfield is in Cook County, Illinois which has a population in excess of 250,000 and therefore is required under PA 99-0006 to consolidate 9-1-1 answering and public safety dispatch services ("Dispatching Services"); and

WHEREAS, on October 18, 2016, the Village Board, in full compliance with Ill. PA 99-0006, adopted a Resolution approving the execution of an Intergovernmental Agreement with the Village of Glenview for the provision of public safety dispatch services;

NOW, THEREFORE, BE IT ORDAINED by the President and Board of Trustees of the Village of Northfield, Cook County, Illinois, as follows:

SECTION 1: Pursuant to Ill. PA 99-0006, Northfield Ordinance No. 99-972 is hereby repealed and the Village of Northfield Emergency Telephone System Board is dissolved.

SECTION 2: The President and Board of Trustees authorize and direct the Village Manager or her designee to apply to join the Glenview Joint ETSB Board and to execute and submit to any and all documents necessary to fulfill all of the applicable obligations under the applicable laws and regulations to dissolve the Northfield ETSB and join the Glenview Joint ETSB.

SECTION 3: This ordinance shall become effective the later of the State of Illinois' approval of the Consolidation Plan or the Commencement Date, as that term is defined in the Dispatch Services Agreement dated November 1, 2016, between the Village of Northfield and the Village of Glenview.

SECTION 4: That all ordinances or parts of ordinances in conflict herewith are hereby repealed.

SECTION 5: This Ordinance shall be in full force and effect from and upon its passage and approval in the manner provided by law.

AYES: Kozminski; Goldenberg; Roszak; Kaplan; Gregorio; Frazier = 6

NAYS: _____

ABSENT: _____

PASSED and APPROVED this 6th day of December, 2016, by the President of the Village of Northfield.



Fred Gougler, Village President

ATTESTED and FILED in the office of the Village Clerk this 6th day of December, 2016.

A handwritten signature in black ink, appearing to read 'Stacy Sigman', is written over a horizontal line.

Stacy Sigman, Village Clerk

RESOLUTION NO. R-56-2016

**A RESOLUTION APPROVING A DISPATCH SERVICES AGREEMENT WITH THE
VILLAGE OF GLENVIEW**

WHEREAS, Article VII, Section 10 of the Illinois Constitution of 1970 provides for intergovernmental cooperation between units of local government such as the Villages of Glenview and Winnetka, including the power to contract or otherwise associate among themselves to obtain or share services and to exercise, combine or transfer any power or function in any manner not prohibited by law or by ordinance, and to use their credit, revenues, and other resources to pay costs related to intergovernmental activities; and

WHEREAS, the Illinois Intergovernmental Cooperation Act, 5 ILCS 220/1 *et seq.*, provides that any power or powers, privileges or authority exercised or which may be exercised by a unit of local government may be exercised and enjoyed jointly with any other unit of local government; and

WHEREAS, the Village of Glenview operates a full service dispatch centers ("**Full Service Dispatch Center**") and provides 9-1-1 call answering and dispatch services to a number of surrounding communities; and

WHEREAS, Winnetka is seeking to have 9-1-1 call answering and dispatch services performed by Glenview from the Full Service Dispatch Center, on behalf of its Department of Public Safety and other ancillary services (collectively the "**Dispatch Services**"); and

WHEREAS, Glenview anticipates concurrently providing services similar to the Dispatch Services from the Full Service Dispatch Center to the Village of Kenilworth, the Village of Northfield, and the Village of Glencoe ("**Additional Agencies**"); and

WHEREAS, Glenview and the other municipalities that Glenview provides Dispatch Services to have entered into an intergovernmental agreement forming a Joint Emergency Telephone System Board ("**JETSB**"); and

WHEREAS, Winnetka intends to submit an application to join Glenview's JETSB in accordance with the provisions and requirements of the Illinois Emergency Telephone Systems Act 50 ILCS 750/0.01, *et seq.*, as amended; and

WHEREAS, Glenview and Winnetka have determined that it is in the best interests of each party to this Agreement and the public health, safety and welfare of persons and property within Glenview and Winnetka to enter into an agreement for Glenview to provide Dispatch Services to Winnetka ("**Agreement**"); and

WHEREAS, the Village Council has determined that it is in the best interests of the Village and its residents to enter into the Agreement with Glenview;

NOW, THEREFORE, BE IT RESOLVED, by the Council of the Village of Winnetka, Cook County, Illinois, as follows:

November 3, 2016

R-56-2016

SECTION 1: RECITALS. The Village Council hereby adopts the foregoing recitals as its findings, as if fully set forth herein.

SECTION 2: APPROVAL OF AGREEMENT. Pursuant to the Village's home rule authority, the Village Council hereby approves the Agreement in substantially the form attached to this Resolution as **Exhibit A** and in a final form approved by the Village Attorney.

SECTION 3: AUTHORIZATION TO EXECUTE AGREEMENT. The Village Council hereby authorizes and directs the Village President and the Village Clerk to execute the Agreement as well as such other documents may be necessary for Winnetka to join Glenview's JETSB.

SECTION 4: EFFECTIVE DATE. This Resolution shall be in full force and effect from and after its passage and approval according to law.

ADOPTED this 3rd day of November, 2016, pursuant to the following roll call vote:

AYES: _____
NAYS: _____
ABSENT: _____

Signed


Village President

Countersigned:


Village Clerk

Ordinances Dissolving Individual ETSBs

VILLAGE OF GLENCOE

ORDINANCE NO. 2017-2-3410

**AN ORDINANCE AMENDING THE VILLAGE CODE OF
THE VILLAGE OF GLENCOE TO DISSOLVE THE VILLAGE'S
INDEPENDENT EMERGENCY TELEPHONE SYSTEM BOARD &
REDUCE VILLAGE'S LOCAL ENHANCED 9-1-1 SURCHARGE**

WHEREAS, the code of the Village of Glencoe, Illinois, 2011, as the same has been from time to time amended ("*Village Code*"), establishes boards and commissions tasked with specific duties necessary for the operation of the Village in the interest of the public's health, safety, and welfare; and

WHEREAS, Division 8, of Article V, of Chapter 2 of the Village Code establishes an Emergency Telephone System Board, and sets forth the composition of its membership, the Board's procedures, and the Board's powers and duties; and

WHEREAS, Article III of Change 35A of the Village Code imposes and sets forth the means of collecting and expending funds from an "Enhanced 9-1-1 Surcharge"; and

WHEREAS, Public Act 99-0006 of the Illinois General Assembly amended the Emergency Telephone System Act, 50 ILCS 750/0.01, et seq. ("*Act*") to require municipalities whose Public Safety Answering points serve a population of less than 25,000 persons to consolidate their ETSBs with an ETSB that serve a population greater than 25,000 no later than July 1, 2017; and

WHEREAS, on October 20, 2016 the Village Board approved Resolution No **R-35-2016** authorizing the Village to enter into an Intergovernmental Agreement with the Village of Glenview to join the Village's joint ETSB ("*JETSB*") and to obtain call answering and emergency dispatch services through Glenview's joint dispatch center; and

WHEREAS, in addition to requiring consolidation of ETSBs, the Act also rescinded local authority to impose a surcharge on telecommunications accounts, including land line, wireless, and VOIP accounts, for the purpose of supporting E 9-1-1 activities; and

WHEREAS, the Village Board has determined that it is appropriate to amend (i) Division 8, of Article V, of Chapter 2 to reflect the establishment of the JETSB and the corresponding changes in operation of the City's emergency communications system; and (ii) Article III of Chapter 35A to reduce the City's existing surcharge to \$0.00;

NOW, THEREFORE, BE IT ORDAINED by the Village Board of the Village of Glencoe,

Cook County, Illinois, as follows:

SECTION 1. RECITALS. The recitals set forth are incorporated herein by reference and made a part hereof.

SECTION 2. AMENDMENTS.

The Village of Glencoe, "Village Code," shall be, and is hereby, amended and shall be and read as set forth in *Exhibit A* attached to and, by this reference, made a part of this Ordinance.

SECTION 3. EFFECT OF AMENDMENTS. Any provisions of the Village Code not amended by this Ordinance shall remain in full force and effect.

SECTION 4. SEVERABILITY. If any paragraph, section, clause or provision of this Ordinance is held invalid, the remainder shall continue in full force and effect without affecting the validity of the remaining portions of the Ordinance.

SECTION 5. EFFECTIVE DATE. This Ordinance and the amendments set forth herein shall be in full force and effect upon either (i) the issuance of an Order of Authority by the Illinois State Police authorizing the Village to join the Village of Glenview's JETSB, or (ii) July 1, 2017, whichever occurs first.

PASSED THIS 19th DAY OF JANUARY, 2017.

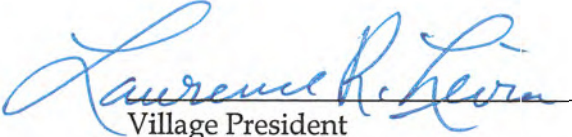
AYES: Cornell, Miller, Mulvaney, Pearce, Thomas, Vree (6)

NAYS: None (0)

ABSENT: None (0)

ABSTAIN: None (0)


APPROVED THIS 19th DAY OF JANUARY, 2017.


Village President

ATTEST:


Village Clerk

Posted and Published in pamphlet form on this 19th day of JANUARY, 2017.


Village Clerk

Approved as to form.

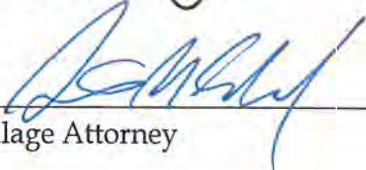

Village Attorney

EXHIBIT A

CODE AMENDMENTS

The following provisions of the Village Code shall be amended as set forth in this Exhibit A.

* * *

Chapter 2: ADMINISTRATION

Article V. Boards and Commissions

Division 8. Joint Emergency Telephone System Board

§ 2-145 ~~CREATION; COMPOSITION; APPOINTMENT AND TERMS OF MEMBERS.~~

There is hereby ~~created~~ authorized as a joint emergency telephone system board that shall consist of ~~ten members as follows: the village president and the board of trustees and the three public safety officers.~~ The three public safety officers shall be appointed for individual five year terms by the village president with the consent of the board of trustees. The president shall have the power to fill any vacancy in the positions on the emergency telephone system board reserved for the three public safety officers in the same manner as such positions are ordinarily filled. be established pursuant to an intergovernmental agreement approved by a duly adopted resolution of the village's corporate authorities.

§ 2-146 ~~POWERS AND DUTIES.~~ Reserved for future use.

~~The emergency telephone system board shall have power and duty to:~~

- ~~(a) Plan a 9-1-1 system;~~
- ~~(b) Coordinate and supervise the implementation, upgrading and maintenance of the 9-1-1 system, including the establishment of equipment specifications coding systems;~~
- ~~(c) Receive monies from the surcharge imposed under § 35A-17 of this code and from any other source, for deposit into the emergency telephone system account established pursuant to § 35A-22 of this code;~~
- ~~(d) Authorize all disbursements from the emergency telephone system account pursuant to § 35A-22 of this code; and~~
- ~~(e) Hire any staff necessary for the implementation or upgrade of the 9-1-1 system.~~

* * *

Chapter 35A: TAXATION

Article III. ENHANCED 9-1-1 SURCHARGE

§ 35A-17 DEFINITIONS.

For the purpose of this article the following words and phrases shall have the meaning respectively ascribed to them by this section.

NETWORK CONNECTION. The number of voice grade communication channels directly between a subscriber and without the intervention of any other telecommunications carriers switched network which would be required to carry the subscriber's interpremises traffic.

TRANSMITTING MESSAGES. The meaning ascribed to that term in § 8-11-2 of the Illinois Municipal Code, 65 ILCS 5/8-11-2 (1992).

TELECOMMUNICATIONS CARRIER. Any natural individual, firm, trust, estate, partnership, association, joint stock company, joint venture, corporation or political subdivision of this state, or a receiver, trustee, conservator or other representative appointed by order of any court engaged in the business of transmitting messages by means of electricity.

§ 35A-17 IMPOSED; AMOUNT.

If authorized by 50 Illinois Compiled Statutes 750/15.3, the Village shall impose a

surcharge on monthly billed subscribers of telecommunication carriers at a rate per network connection in order to implement and maintain a 9-1-1 emergency telephone system.

A surcharge is hereby imposed at a rate of \$1.50 zero dollars (\$0.00) per month per in-service network connection on all telecommunication carriers engaged in the business of transmitting messages by means of electricity originating within the corporate limits of the village and terminating within the State of Illinois. A network connection shall not be deemed to be in service if the subscriber's account for such connection is uncollectible.

§ 35A-18 LIST OF EXEMPT CONNECTIONS. Reserved for future use.

~~The village clerk shall provide any telecommunication carrier subject to the surcharge with a certified list of those network connections assigned to the Village of Glencoe to be exempt from imposition of the surcharge. The certified list may be revised by the Village of Glencoe on 60 days prior written notice provided to the telecommunication carriers.~~

§ 35A-19 PAYMENT OF SURCHARGE. Reserved for future use.

~~The surcharge shall be imposed on the first day of the month following the expiration of 90 days from the date the village clerk certifies to any of the telecommunication carriers who are subject to the surcharge that a referendum authorizing imposition of the surcharge has passed.~~

§ 35A-20 ACCOUNTING AND COLLECTION CHARGE. Reserved for future use.

~~In lieu of the telecommunication carriers imposing a 3% accounting and collection charge on subscribers as permitted by law, each telecommunication carrier is hereby authorized and instructed to recover the accounting and collection charge by deducting 3% from the amount of surcharge otherwise due and owing the Village of Glencoe prior to remittance of the surcharge pursuant to § 35A-21 of this article.~~

§ 35A-21 PAYMENT. Reserved for future use.

~~Each telecommunication carrier shall remit to the village treasurer the amount of surcharge due and owing for each calendar month within 30 days following expiration of each month to which the surcharge applies, net of any network or other "9-1-1" or sophisticated "9-1-1" system charge then due the particular telecommunication carrier as shown on an itemized bill and the 3% accounting and collection charge described in § 35A-20 of this article.~~

§ 35A-22 EMERGENCY TELEPHONE SYSTEM ACCOUNT. Reserved for future use.

~~All monies received by the village treasurer pursuant to a surcharge imposed pursuant to this article shall be deposited into an emergency telephone system account (the "ETS account"). All interest accruing in the ETS account shall remain in the ETS Account. No expenditures may be made from such account except pursuant to a resolution passed by a majority of all members of the village's emergency telephone system board (the "ETS board").~~

~~Expenditures may be made only to pay for the costs associated with the following:~~

- ~~(a) Design of the emergency telephone system;~~
- ~~(b) Coding of an initial master street address guide data base, and update and maintenance thereof;~~
- ~~(c) Repayment of any monies advanced for the implementation of the system;~~
- ~~(d) Charges for automatic number identification and automatic location identification equipment, and maintenance, replacement and update thereof;~~
- ~~(e) Non recurring charges related to installation of the emergency telephone system and the ongoing network charges; and~~
- ~~(f) Other products and services necessary for the implementation, upgrade and maintenance of the system and any other purpose related to the operation of the system, including costs attributable directly to the construction, leasing or maintenance of any buildings or facilities or costs of personnel attributable directly to the operation of the system. Costs attributable directly to the operation of the emergency telephone system do not include the costs of public safety agency personnel who are and equipment that is dispatched in response to an emergency call.~~

§ 35A-23 RETURNS TO BE FILED. Reserved for future use.

~~Simultaneously with the remittance described in § 35A-21 of this article, each telecommunication carrier shall make a return to the village treasurer for the period to which the remittance applies stating the following information:~~

- ~~(a) Name of the telecommunication carrier;~~
- ~~(b) Telecommunication carrier's principal place of business;~~
- ~~(c) Number of network connections to which the surcharge applies;~~
- ~~(d) Amount of surcharge due;~~
- ~~(e) Net amount remitted; and~~
- ~~(f) Such other reasonable and related information as the corporate authorities may require.~~

§ 35A-24 PAYMENTS IN ERROR. Reserved for future use.

~~If it shall appear that an amount of surcharge has been paid which was not due under~~

~~the provisions of this article, whether as the result of a mistake of fact or an error of law, then such amount shall be credited against any surcharge due, or to become due, under this article from the telecommunication carrier who made the erroneous payment; provided that no amounts erroneously paid more than three years prior to the filing of a claim therefor shall be so credited. Ninety days' prior notice shall be given to the ETS board of any credit against a surcharge due.~~

§ 35A-25 ACTION FOR COLLECTION. Reserved for future use.

~~Any action to recover any amount of surcharge due under the provisions of this article shall be commenced within the time period provided in § 35A-38 of this code.~~

ORDINANCE NO. 1187

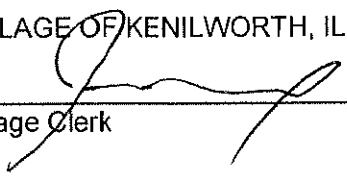
**AN ORDINANCE AMENDING CHAPTERS 33 AND 35
OF THE KENILWORTH VILLAGE CODE
AND AMENDING THE ANNUAL FEE ORDINANCE
REGARDING TO REDUCE THE VILLAGE'S 9-1-1 SURCHARGE**

Passed by the Board of Trustees this 23rd day of January, 2017

Published by the Board of Trustees this 24th day of January, 2017

Printed and published in pamphlet form
by authority of the President and Board of Trustees

VILLAGE OF KENILWORTH, ILLINOIS



Village Clerk

VILLAGE OF KENILWORTH

ORDINANCE NO. 1187

AN ORDINANCE AMENDING CHAPTERS 33 AND 35
OF THE KENILWORTH VILLAGE CODE
REGARDING THE VILLAGE'S E-911 BOARD AND SURCHARGE

WHEREAS, the Village of Kenilworth Code of Ordinances, as the same has been from time to time amended ("**Village Code**"), establishes boards and commissions tasked with specific duties necessary for the operation of the Village in the interest of the public's health, safety, and welfare; and

WHEREAS, Sections 33.100 through 33.103 of the Village Code establish an E-911 Board, and set forth the composition of its membership, the Board's procedures, and the Board's powers and duties; and

WHEREAS, Section 35.25 of the Village Code imposes a surcharge upon the monthly billed subscribers of telecommunications carriers residing within the Village for the purpose of funding the Village's 9-1-1 emergency telephone system; and

WHEREAS, Public Act 99-0006 of the Illinois General Assembly amended the Emergency Telephone System Act, 50 ILCS 750/0.01, *et seq.* ("**Act**") to require municipalities whose Public Safety Answering points serve a population of less than 25,000 persons to consolidate their ETSBs with an ETSB that serve a population greater than 25,000 no later than July 1, 2017; and

WHEREAS, on October 17th, 2016, the Village Board approved Resolution No. 2016-18, authorizing the Village to enter into an Intergovernmental Agreement with the Village of Glenview to join the Village's joint ETSB ("**JETSB**") and to obtain call answering and emergency dispatch services through Glenview's joint dispatch center; and

WHEREAS, in addition to requiring consolidation of ETSBs, the Act also rescinded local authority to impose a surcharge on telecommunications accounts, including land line, wireless, and VOIP accounts, for the purpose of supporting E 9-1-1 activities; and

WHEREAS, the Village Board has determined that it is appropriate to amend (i) Chapter 33 to reflect the establishment of the JETSB and the corresponding changes in operation of the Village's emergency communications system; and (ii) Section 35.25 to reduce the Village's existing surcharge to \$0.00; and

WHEREAS, the President and Board of Trustees have determined that it is in the best interests of the Village and its residents to amend the Village Code as set forth in this Ordinance;

NOW THEREFORE, BE IT ORDAINED BY THE PRESIDENT AND BOARD OF TRUSTEES OF THE VILLAGE OF KENILWORTH, COUNTY OF COOK, STATE OF ILLINOIS,

Additions are bold and double underlined; deletions are struck through.

as follows:

SECTION 1: Recitals. The foregoing recitals are hereby incorporated into and made a part of this Ordinance by this reference.

SECTION 2. E-911 Board. Section 33.100, entitled "Creation of Board," of the Village Code is hereby amended in its entirety to read as follows:

"§ 33.100 JOINT EMERGENCY TELEPHONE SYSTEM BOARD

There is hereby authorized a joint emergency telephone system board that shall be established and maintained pursuant to an intergovernmental agreement approved by a duly adopted resolution of the Village's Board of Trustees."

Sections 33.101 through 33.103 are hereby deleted in their entirety and reserved for future use.

SECTION 3: 9-1-1 Surcharge. Section 35.25, entitled "Surcharge Imposed," of the Village Code is hereby amended to read as follows:

"§ 35.25 SURCHARGE IMPOSED.

A surcharge is hereby imposed upon the monthly billed subscribers of telecommunications carriers residing within the village for funding of the 9-1-1 emergency telephone system at a rate per network connection, ~~of up to~~ in an amount of \$0.00 ~~established in the annual fee ordinance (or such greater or lesser amount as shall be established from time to time by the Village's Emergency Telephone System Board) per month, subject to change from time to time by action of the Village Board of Trustees.~~

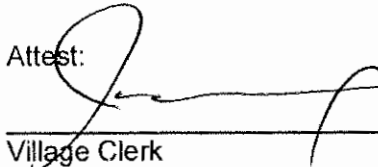
SECTION 4: Effective Date. This Ordinance and the amendments set forth herein shall be in full force and effect upon either (i) the issuance of an Order of Authority by the Illinois State Police authorizing the Village to join the Village of Glenview's JETSB, (ii) or July 1, 2017, whichever occurs first.

Passed this 23rd day of January, 2017.

AYES: Konen, Lien, Lennon, Potter, Shadek, Winslow
NAYS: None
ABSENT: None
ABSTAIN: None

Approved this 23rd day of January, 2017.

Attest:


Village Clerk
#49336388_v1


Village President

Additions are bold and double underlined; deletions are struck through.

ORDINANCE NO. 16-1666

**AN ORDINANCE REPEALING ORDINANCE NO. 99-972 TO DISSOLVE THE
EMERGENCY TELEPHONE SYSTEM BOARD OF THE VILLAGE OF NORTHFIELD,
ILLINOIS AND JOINING THE GLENVIEW JOINT ETSB BOARD**

Preamble

WHEREAS, on April 26, 1999, the Village of Northfield adopted Ordinance No. 99-972 creating, among other things, an Emergency Telephone System Board in the Village; and

WHEREAS, the State of Illinois passed PA 99-0006, mandating that in a county with a population of at least 250,000 that has more than one Emergency Telephone System Board, Joint Emergency Telephone System Board, or qualified governmental entity, any 9-1-1 Authority serving a population of less than 25,000 shall be consolidated such that no 9-1-1 Authority in the county serves a population of less than 25,000; and

WHEREAS, the Village of Northfield is in Cook County, Illinois which has a population in excess of 250,000 and therefore is required under PA 99-0006 to consolidate 9-1-1 answering and public safety dispatch services ("Dispatching Services"); and

WHEREAS, on October 18, 2016, the Village Board, in full compliance with Ill. PA 99-0006, adopted a Resolution approving the execution of an Intergovernmental Agreement with the Village of Glenview for the provision of public safety dispatch services;

NOW, THEREFORE, BE IT ORDAINED by the President and Board of Trustees of the Village of Northfield, Cook County, Illinois, as follows:

SECTION 1: Pursuant to Ill. PA 99-0006, Northfield Ordinance No. 99-972 is hereby repealed and the Village of Northfield Emergency Telephone System Board is dissolved.

SECTION 2: The President and Board of Trustees authorize and direct the Village Manager or her designee to apply to join the Glenview Joint ETSB Board and to execute and submit to any and all documents necessary to fulfill all of the applicable obligations under the applicable laws and regulations to dissolve the Northfield ETSB and join the Glenview Joint ETSB.

SECTION 3: This ordinance shall become effective the later of the State of Illinois' approval of the Consolidation Plan or the Commencement Date, as that term is defined in the Dispatch Services Agreement dated November 1, 2016, between the Village of Northfield and the Village of Glenview.

SECTION 4: That all ordinances or parts of ordinances in conflict herewith are hereby repealed.

SECTION 5: This Ordinance shall be in full force and effect from and upon its passage and approval in the manner provided by law.

AYES: Kozminski; Goldenberg; Roszak; Kaplan; Gregorio; Frazier = 6

NAYS: _____

ABSENT: _____

PASSED and APPROVED this 6th day of December, 2016, by the President of the Village of Northfield.



Fred Gougler, Village President

ATTESTED and FILED in the office of the Village Clerk this 6th day of December, 2016.

A handwritten signature in black ink, appearing to read 'Stacy Sigman', is written over a horizontal line.

Stacy Sigman, Village Clerk

Glenview Joint ETSB Approval of
Glencoe, Kenilworth, Northfield,
and Winnetka

RESOLUTION NO. 2017-001

**RESOLUTION AUTHORIZING GLENCOE, KENILWORTH, NORTHFIELD, AND WINNETKA
AS SUBSEQUENT PARTIES TO THE GLENVIEW JOINT ETSB IGA**

WHEREAS, pursuant to Section 15.4a of the Emergency Telephone System Act, 50 ILCS 750/0.01, et seq. (the "Act"), the Village of Glenview, the Village of Grayslake, the City of Highland Park, the City of Highwood, the Village of Lake Bluff, the City of Lake Forest, the Village of Morton Grove, and the Village of Niles (collectively, the "Members") submitted a plan to consolidate their 9-1-1 authorities (the "Plan") to the State of Illinois Department of State Police ("ISP");

WHEREAS, as part of the Plan, and pursuant to Section 15.4 of the Act, the Members entered into an intergovernmental agreement (the "IGA") to form the Glenview Joint Emergency Telephone System Board (the "JETSBS");

WHEREAS, the Office of the Statewide 9-1-1 Administrator of the ISP approved the Plan and the IGA and the by order dated September 12, 2016;

WHEREAS, the Village of Glenco ("Glenco"), the Village of Kenilworth ("Kenilworth"), the Village of Northfield ("Northfield"), and the Village of Winnetka ("Winnetka") (collectively, the "Subsequent Parties") have entered into intergovernmental agreements with the Village of Glenview to provide dispatch services;

WHEREAS, Section 8 of the IGA allows any municipality or county to apply to become a Subsequent Party to the IGA with a copy of a resolution duly adopted by the corporate authorities of the applying entity expressing that entity's desire and intent to become a Subsequent Party subject to the approval of the JETSBS;

WHEREAS, the Subsequent Parties desire to join the JETSBS and have passed resolutions authorizing entry to the JETSBS; and

WHEREAS, the Subsequent Parties will adopt ordinances rescinding their individual emergency telephone systems board and submit such ordinances as part of a plan to consolidate their 9-1-1 authorities (the "GKNW Plan") to ISP by February 28, 2017.

NOW, THEREFORE, BE IT RESOLVED, by the JETSBS, as follows:

SECTION 1: The JETSBS finds that the facts set forth in the recitals to this Resolution are true and correct and the same are hereby incorporated into this Resolution as the findings of the JETSBS.

SECTION 2: The Villages of Glencoe, Kenilworth, Northfield, and Winnetka are to be added as Subsequent Parties to the Joint ETSB IGA and the Chairman is authorized to execute any necessary paperwork.

SECTION 3: Upon approval of the Plan by the Illinois State Police, Glencoe, Kenilworth, and Northfield will dissolve their individual ETSBs and join the Glenview Joint ETSB, including the transfer of all fund balances.

SECTION 4: This Resolution shall be in full force and effect from and after its passage and approval as provided by law.

PASSED THIS 12th DAY OF January, 2017 BY ROLL CALL VOTE AS FOLLOWS:

AYES: Owen, Perlini, Neukirch, Wentz, Belmonte, Siebert, Simo, McEnerney

NAYS: None

ABSENT: None


APPROVED THIS 12th DAY OF January, 2017.

Chairman
Glenview Joint Emergency Telephone Systems Board

ATTEST:


Secretary
Glenview Joint Emergency Telephone Systems Board

Glenview Joint ETSB IGA with Joinder
Agreements for Glencoe, Kenilworth,
Northfield, and Winnetka

INTERGOVERNMENTAL AGREEMENT ESTABLISHING A JOINT EMERGENCY TELEPHONE SYSTEMS BOARD

THIS INTERGOVERNMENTAL AGREEMENT (the "Agreement") is made and entered into as of June 14, 2016 (the "Effective Date"), by and between the Village of Glenview, an Illinois home rule municipal corporation ("Glenview"), the Village of Grayslake, an Illinois municipal corporation ("Grayslake"), the City of Highland Park, an Illinois home rule municipal corporation ("Highland Park"), the City of Highwood, an Illinois home rule municipal corporation ("Highwood"), the Village of Lake Bluff, an Illinois home rule municipal corporation ("Lake Bluff"), the City of Lake Forest, an Illinois home rule municipal corporation ("Lake Forest"), the Village of Morton Grove, an Illinois home rule municipal corporation ("Morton Grove"), and the Village of Niles, an Illinois home rule municipal corporation ("Niles"). (For convenience, Glenview, Grayslake, Highland Park, Highwood, Lake Bluff, Lake Forest, Morton Grove, and Niles may be referred to individually as a "Party" and collectively as the "Parties.")

RECITALS

A. Glenview operates a full service dispatch center from two facilities, one being located at 2500 East Lake Avenue, Glenview, Illinois (the "Glenview PSSS South Center"), and the other being located at 1677 Old Deerfield Road, Highland Park, Illinois (the "Glenview PSSS North Center" and, collectively with the Glenview PSSS South Center, the "Dispatch Center").

B. The Glenview PSSS South Center and the Glenview PSSS North Center are both public safety answering points ("PSAPs"), as defined in the Emergency Telephone Systems Act, 50 ILCS 750/0.01, *et seq.* (the "Act").

C. Glenview operates the Glenview PSSS North Center pursuant to a certain Facility Use Agreement dated April 28, 2014 between Glenview and Highland Park.

D. Grayslake, Highland Park, Highwood, Lake Bluff, Lake Forest, Morton Grove, and Niles have each entered into intergovernmental agreements with Glenview (collectively, the "Dispatch Service Agreements"), pursuant to which Glenview provides dispatch services to each of those Parties.

E. Each of the Parties has an emergency telephone systems board, as defined in the Act, appointed by its corporate authorities.

F. The Act authorizes any two or more municipalities, counties, or combinations thereof, to establish by intergovernmental agreement a joint emergency telephone system board, as defined therein.

G. Moreover, Section 15.4a of the Act sets forth certain consolidation requirements to ensure, among other things, that no 9-1-1 Authority, as defined in the Act, serves a population of less than 25,000, and that any 9-1-1 Authority without a PSAP in its jurisdiction be consolidated through an intergovernmental agreement with an existing 9-1-1 Authority that has a PSAP to create a joint emergency telephone systems board.

H. Article VII, Section 10 of the Illinois Constitution of 1970 provides for intergovernmental cooperation between units of local government, including the power to contract or otherwise associate among themselves to obtain or share services and to exercise, combine, or transfer any power or function in any manner not prohibited by law or by ordinance.

I. The Illinois Intergovernmental Cooperation Act, 5 ILCS 220/1 *et seq.*, provides that any power or powers, privileges or authority exercised or which may be exercised by a unit of local government may be exercised and enjoyed jointly with any other unit of local government.

J. The Parties are units of local government.

K. All Parties desire to dissolve their individual emergency telephone system boards and establish a joint emergency telephone system board to comply with the consolidation requirements of Section 15.4a of the Act, as described above.

L. Public Act 99-0006 created a uniform statewide surcharge and centralized collection and distribution of 9-1-1 surcharge revenues under the Illinois State Police ("ISP"), and provides that ISP will distribute surcharge revenues to joint emergency telephone system boards.

M. The Parties have determined that it is their mutual best interests, and in furtherance of the public health, safety, and welfare, to enter into this Agreement.

NOW, THEREFORE, in consideration of the foregoing, and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged by the Parties, the Parties hereby agree as follows:

Section 1. Incorporation of Recitals. The foregoing recitals are material to this Agreement and are incorporated herein as if set forth in full.

Section 2. Dispatch Service Agreements. The Parties expressly acknowledge and agree that the Dispatch Service Agreements remain in full force and effect, and are not amended, modified, or superseded in any way by this Agreement. To the extent that there are any conflicts between the provisions of the Dispatch Service Agreements and this Agreement, the provisions of the Dispatch Service Agreements shall prevail.

Section 3. Creation of JETSB. Effective January 1, 2017 (the "Commencement Date"), the Parties establish a joint emergency telephone system board (the "JETSB" or the "Board"), as defined in the Act. The organization and powers of the JETSB shall be as set forth herein. Pursuant to Section 15.4(e) of the Act, the corporate authorities of each Party shall rescind the ordinance or ordinances creating that Party's individual emergency telephone system boards, effective upon the creation of the JETSB on the Commencement Date, subject to regulatory approval of the consolidation plan to which this Agreement pertains (the "Consolidation Plan") by the Statewide 9-1-1 Administrator.

Section 4. Board Composition.

A. Each Party to this Agreement shall be represented by one member of the Board (each, a "Board Member"). Each Party's Board Member shall be the Chief Administrative Officer, or his/her designee with substantial management responsibility and experience, of that Party.

B. Each Board Member may designate an alternate (each, an "Alternate") to attend regular and special Board meetings on his/her behalf, with the same voting power as the Board Member. Each Alternate shall possess the same qualifications as prescribed in Section 4.A for Chief Administrative Officer designees.

C. At the first meeting of the Board in each calendar year, the Board shall elect a Chairman from among its members, who shall preside over all Board meetings. The term of the Chairman shall be one year. In the absence of the Chairman at any meeting, the Board shall

elect a temporary chair to preside over the meeting.

D. At the first meeting of the Board in each calendar year, the Board shall elect a Secretary from among its Members, who shall be responsible for keeping the Board's records and for taking minutes of all Board meetings. The term of the Secretary shall be one year.

E. At the first meeting of the Board in each calendar year, the Board may elect a Finance Liaison ("Finance Liaison") from among its Members, who will consult with Glenview in Glenview's role as treasurer and Custodian as defined herein.

F. The JETSB's fiscal year shall be from January 1 to December 31.

Section 5. Board Powers.

The powers of the JETSB shall be limited to the following:

- A. Maintaining control over the Fund, defined in Section 7 hereof, including:
1. Receiving monies from the surcharge imposed under Section 15.3 of the Act, or disbursed to it under Section 30 of the Act, and from any other source, for deposit into the Fund, as defined in Section 7, herein; and
 2. Authorizing all disbursements from the Fund pursuant to Section 7 of this Agreement.
- B. Planning and maintaining the System, defined herein. On behalf of the Board, Glenview shall exercise these powers pursuant to the Dispatch Service Agreements, including:
1. Planning a 9-1-1 system (the "System");
 2. Coordinating and supervising the implementation, upgrading, or maintenance of the System, including the establishment of equipment specifications and coding systems and maintenance of a Master Street Address Guide database that meets the requirements of Section 15.4(d) of the Act;
 3. Hiring, on a temporary or permanent basis, any staff necessary for the implementation or upgrade of the System;
 4. Contracting with telecommunications providers to service the System and reviewing and approving all Network Costs incurred in the provision of such services; and
 5. Preparing all annual reports required to be provided to the Statewide 9-1-1 Administrator or any other government agency pursuant to the Act.
- C. Any other powers conferred upon it by the Act.

Section 6. Board Meetings.

A. The Board shall adopt an annual regular meeting schedule in accordance with the Open Meetings Act, 5 ILCS 120/1, *et seq.* (the "OMA").

B. Special meetings of the Board may be called by the Chairman or by any three Board Members.

C. A majority of the Board Members shall constitute a quorum for the transaction of all business by the Board.

D. All meetings of the JETSB shall comply with the requirements of the OMA.

E. A simple majority vote of all Board Members shall be required to pass any motion or resolution.

F. Each Board Member shall be entitled to one vote on each matter of business considered by the Board.

G. No Board Member shall be permitted to vote by proxy.

H. The JETSB shall adopt rules allowing Board Members to attend and participate in Board meetings by means other than physical presence, in accordance with Section 7 of the OMA.

I. The Board may adopt bylaws and additional rules of procedure it deems appropriate for conducting business.

J. Unless otherwise provided in rules of procedure adopted by the Board, Board meetings shall be conducted in accordance with the current edition of Robert's Rules of Order.

Section 7. Emergency Telephone System Fund and Distribution.

A. Effective on the Commencement Date and subject to the Statewide 9-1-1 Administrator's approval of the Consolidation Plan, there shall be created an Emergency Telephone System Fund (hereafter the "Fund") into which all 9-1-1 surcharge revenues and reserve balances of the Parties' respective ETSB funds as of the Commencement Date received by the Board shall be deposited. The Fund shall have a separate interest-bearing account. All interest accruing in the Fund shall remain in the Fund, until such time as it is disbursed annually, on a pro-rata basis, using month-end balances attributable to each Party, by resolution of the Board.

B. The Glenview Village Manager, as *ex officio* Glenview Treasurer, shall act as the treasurer and custodian of the Fund (the "Custodian").

C. No expenditures may be made from the Fund except upon direction of the Board by resolution passed by a simple majority of all Board Members. The Parties agree that at the Board's regular meetings, the Board will, in addition to any other business, consider Parties' requests for disbursements made in accordance with Section 7.D.4 hereof.

D. The Parties have agreed that the preparation of resolutions and distributions made from the Fund shall occur as follows:

1. ISP will distribute 9-1-1 surcharge revenues to the Fund in accordance with the Act and any applicable administrative rules;

2. 9-1-1 surcharge revenues will be accounted for according to each Party's jurisdiction where the revenue was collected based on the funding level set forth in the Act, as the Act may be amended from time to time;

3. The Custodian shall account for and report 9-1-1 surcharge revenues collected by the Board and attributed to each Party;

4. At any meeting of the Board, a Party may request disbursements from the Fund to be used in satisfaction of allowable expenditures under the Act ("Allowable Expenditures") for which the requesting Party has legally obligated itself as of the date of the disbursement request. No later than 10 days prior to the Board meeting, a requesting Party shall submit to the Custodian a certified statement detailing the nature and amounts of such Allowable Expenditures for which disbursement is sought, together with supporting documentation concerning such Allowable Expenditures ("Supporting Documentation"), the sufficiency of which shall be determined by the Custodian. Such Supporting Documentation may include, without limitation, approved and executed contracts and/or purchase orders, and shall expressly include the requesting Party's Dispatch Service Agreement. The Board shall consider and act upon all such requests properly submitted.

5. At its first meeting during any fiscal year, the Board may adopt resolutions approving disbursements to each Party for Allowable Expenditures that constitute the applicable percentage of that year's annual amounts due under each Party's Dispatch Service Agreement. Such resolutions shall authorize the Custodian to disburse said amounts to each Party as surcharge revenues attributable to that Party are received and deposited in the Fund, without further action by the Board during that fiscal year, subject to Section 7.D.6, below.

6. No Party shall be entitled to receive any disbursement in excess of the balance held in the Fund that is attributable to that Party at the time of its request for disbursement.

7. Upon approval of a resolution by the Board, the Custodian shall execute approved disbursements from the Fund to each Party within 10 business days.

8. Moneys other than 9-1-1 surcharge revenues that are related to the operation of the System and properly received by the Board, including, but not limited to grant funds, shall be placed in the Fund and disbursed pursuant to resolution of the Board.

E. As of the Commencement Date, if a Party has a reserve balance of 9-1-1 surcharge revenues, or if that Party receives additional 9-1-1 surcharge revenues directly from the State of Illinois, that Party shall transfer such revenues into the Fund and such revenues will be recorded as attributable to that Party.

F. Each Party shall have the right to review the records and conduct, at its sole expense, an independent audit of the deposits into and expenditures from the Fund by the Board upon ten business days' notice. The Custodian will take all commercially reasonable steps to cooperate and assist any Party seeking to conduct such a review or audit.

G. The Custodian shall maintain detailed books and records related to consolidation grants and surcharge disbursements received and the use of those funds in accordance with applicable law and generally accepted accounting principles. The Custodian shall maintain such

books and records for a minimum of five years. All such books and records shall be available for review or audit by the Department of State Police, its representatives, the Illinois Auditor General, and other governmental entities with monitoring authority, upon reasonable notice and during normal business hours. The Custodian and the Board shall cooperate fully with any such review or audit.

Section 8. Entry and Termination.

A. Each municipality or county that becomes a party to this Agreement after the Effective Date hereof (each, a "Subsequent Party") shall be entitled to representation on the Board in the same manner as described in Section 4.A. of this Agreement. Each Subsequent Party shall rescind its ordinance or ordinances creating its individual emergency telephone system board, and shall eliminate such emergency telephone system board, upon becoming a Subsequent Party.

B. Any municipality or county wishing to become a Subsequent Party may make application for such status (each, a "Subsequent Party Application") to the JETSB. Any Subsequent Party Application shall include a copy of a resolution duly adopted by the corporate authorities of the applying entity expressing that entity's desire and intent to become a Subsequent Party and approving the same, subject to the approval of the JETSB. The JETSB shall review any Subsequent Party Application and determine, by vote of a simple majority of all Board Members, whether to admit the applying entity as a Subsequent Party. Each Party and Subsequent Party delegates to its respective Board Member the express authority to act on behalf of that Party or Subsequent Party in accordance with the provisions of this Section 8.

C. As a condition to becoming a Subsequent Party, each Subsequent Party must enter into an agreement pursuant to which Glenview shall provide dispatch services to that Subsequent Party, similar in form and scope to the Dispatch Service Agreements.

D. Any Party or Subsequent Party may terminate its status as such and withdraw from the Board by providing at least three hundred sixty-five (365) days written notice to the Custodian stating its effective withdrawal date and identifying the joint emergency telephone system board that such Party or Subsequent Party will join upon termination and withdrawal from the Board. Notwithstanding the foregoing, if applicable law is amended such that the Parties' participation in a joint emergency telephone systems board is no longer required, then any Party may terminate its status as a Party and withdraw from the Board upon thirty (30) days written notice to the Custodian, and without the need to identify any other joint emergency telephone systems board that it intends to join.

E. Any Party or Subsequent Party that terminates its status and withdraws from the Board, shall, after the effective date of the withdrawal, receive a final distribution from the Fund in proportion to its remaining balance of funds in the Fund. Such distribution shall be made in accordance with Section 7 of this Agreement and any other Board rules and procedures with respect to Fund expenditures.

F. Upon expiration or termination of any Party's Dispatch Service Agreement with Glenview, the Board may, in its discretion and upon passage of a resolution, terminate that Party's participation in the JETSB. In that event, the termination of that Party's participation in the JETSB shall be effective upon 120 days written notice by the JETSB.

Section 9. 9-1-1 Authority. The Parties acknowledge that Title 83, Chapter IV of the Illinois Administrative Code (the "Rules") sets forth standards of service applicable to 9-1-1 emergency systems and standards of service applicable to wireless 9-1-1 emergency systems in

Parts 1325 and 1328, respectively, thereof. The Parties further acknowledge and agree that Glenview shall perform the functions of the "9-1-1 Authority" described in Parts 1325 and 1328 of the Rules. For all other purposes, the Board shall serve as, and perform the functions of, the "9-1-1 Authority" as referenced elsewhere in the Rules.

Section 10. General Provisions.

A. Notice. Any notice or communication required or permitted to be given under this Agreement shall be in writing and shall be delivered (i) personally, (ii) by a reputable overnight courier, or (iii) by certified mail, return receipt requested, and deposited in the U.S. Mail, postage prepaid. Unless otherwise provided in this Agreement, notices shall be deemed received after the first to occur of (a) the date of actual receipt; or (b) the date that is one (1) business day after deposit with an overnight courier as evidenced by a receipt of deposit; or (b) the date that is three (3) business days after deposit in the U.S. mail, as evidenced by a return receipt. Notices to the Parties and to the Custodian shall be addressed as follows:

Parties:

Village of Glenview 2500 E Lake Avenue Glenview, IL 60026 Attention: Village Manager With a copy to: Robbins, Salomon & Patt, Ltd. 2222 Chestnut Avenue, Suite 101 Glenview, IL 60026	Village of Grayslake 10 South Seymour Drive Grayslake, IL 60030 Attention: Village Manager With a copy to: Victor P. Filippini, Jr. Filippini Law Firm, LLP 990 Grove Street, Suite 220 Evanston, IL 60201
City of Highland Park 1707 St. Johns Avenue Highland Park, IL 60035 Attn: City Manager With a copy to: Steven M. Elrod Holland & Knight LLP 131 S. Dearborn Street, 30 th Floor Chicago, IL 60603	City of Highwood 17 Highwood Avenue Highwood, IL 60040 Attn: City Manager With a copy to: James Feroio Klein, Thorpe & Jenkins Ltd 20 N. Wacker Drive, Suite 1660 Chicago, IL 60606
Village of Lake Bluff 40 East Center Avenue Lake Bluff, IL 60044 Attn: Village Administrator With a copy to: Peter Friedman Holland & Knight LLP 131 S. Dearborn Street, 30 th Floor Chicago, IL 60603	City of Lake Forest 220 E. Deerpath Lake Forest, IL 60045 Attn: City Manager With a copy to: Filippini Law Firm LLP 990 Grove Street, Suite 220 Evanston, IL 60201
Village of Morton Grove 6101 Capulina Avenue	Village of Niles 1000 Civic Center Drive

Morton Grove, IL 60053 Attn: Village Administrator With a copy to: Teresa Hoffman Liston 6101 Capulina Avenue Morton Grove, IL 60053 Attn: Corporate Counsel	Niles, IL 60714 Attn: Village Manager With a copy to: Joseph J. Annunzio Village Attorney Village of Niles 1000 Civic Center Drive Niles, IL 60714
--	---

Custodian:
Village of Glenview
2500 E Lake Avenue
Glenview, IL 60026
Attn: Village Manager

- B. Time of the Essence. Time is of the essence in the performance of this Agreement.
- C. Governing Law. This Agreement shall be governed by, and enforced in accordance with, the laws of the State of Illinois. Venue for any disputes arising under this Agreement shall lie exclusively in the Circuit Court of Cook County, Illinois.
- D. Severability. It is hereby expressed to be the intent of the Parties that should any provision, covenant, agreement, or portion of this Agreement or its application to any person or property be held invalid by a court of competent jurisdiction, the remaining provisions of this Agreement shall not be impaired thereby, but the remaining provisions shall be interpreted, applied, and enforced so as to achieve, as near as may be, the purpose and intent of this Agreement to the greatest extent permitted by law.
- E. Amendments and Modifications. No amendment or modification to this Agreement shall be effective until it is reduced to writing and approved and executed by all Parties.
- F. Changes in Laws. Unless otherwise provided in this Agreement, any reference to laws, statutes, ordinances, rules, or regulations shall be deemed to include any modifications of, or amendments to, such laws, statutes, ordinances, rules, or regulations that may occur in the future.
- G. Authority to Execute. Each Party hereby warrants and represents to the other Parties that the persons executing this Agreement on its behalf have been properly authorized to do so by the corporate authorities of such Party.
- H. No Third Party Beneficiaries. No claim as a third party beneficiary under this Agreement by any person shall be made, or be valid, against the Parties.
- I. Counterparts. This Agreement may be executed in counterparts, each of which shall be deemed an original and all of which together shall be deemed one and the same instrument.
- J. Effective Date. The Effective Date of this Agreement shall be the last date on

which it is executed by any of the Parties.

[Signature page follows.]

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the dates set forth below.

VILLAGE OF GLENVIEW

By James R. Patterson Jr.
Village President
Attest Todd H. Al
Village Clerk
Date 6/14/2016

VILLAGE OF GRAYSLAKE

By _____
Village President
Attest _____
Village Clerk
Date _____

VILLAGE OF LAKE BLUFF

By _____
Village President
Attest _____
Village Clerk
Date _____

VILLAGE OF MORTON GROVE

By _____
Village President
Attest _____
Village Clerk
Date _____

VILLAGE OF NILES

By _____
Village President
Attest _____
Village Clerk
Date _____

CITY OF HIGHLAND PARK

By _____
Mayor
Attest _____
City Clerk
Date _____

CITY OF HIGHWOOD

By _____
Mayor
Attest _____
City Clerk
Date _____

CITY OF LAKE FOREST

By _____
Mayor
Attest _____
City Clerk
Date _____

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the dates set forth below.

VILLAGE OF GLENVIEW

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF LAKE BLUFF

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF NILES

By _____
Village President

Attest _____
Village Clerk

Date _____

CITY OF HIGHWOOD

By _____
Mayor

Attest _____
City Clerk

Date _____

VILLAGE OF GRAYSLAKE

By [Signature]
Village President

Attest [Signature]
Deputy Village Clerk

Date 6-7-2016



VILLAGE OF MORTON GROVE

By _____
Village President

Attest _____
Village Clerk

Date _____

CITY OF HIGHLAND PARK

By _____
Mayor

Attest _____
City Clerk

Date _____

CITY OF LAKE FOREST

By _____
Mayor

Attest _____
City Clerk

Date _____

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the dates set forth below.

VILLAGE OF GLENVIEW

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF GRAYSLAKE

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF LAKE BLUFF

By _____
Village President

Attest _____
Village Clerk

Date 5/13/14

VILLAGE OF MORTON GROVE

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF NILES

By _____
Village President

Attest _____
Village Clerk

Date _____

CITY OF HIGHLAND PARK

By _____
Mayor

Attest _____
City Clerk

Date _____

CITY OF HIGHWOOD

By _____
Mayor

Attest _____
City Clerk

Date _____

CITY OF LAKE FOREST

By _____
Mayor

Attest _____
City Clerk

Date _____

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the dates set forth below.

VILLAGE OF GLENVIEW

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF GRAYSLAKE

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF LAKE BLUFF

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF MORTON GROVE

By _____
Village President

Attest *Connie Davis*
Village Clerk

Date *05/10/2010*

VILLAGE OF NILES

By _____
Village President

Attest _____
Village Clerk

Date _____

CITY OF HIGHLAND PARK

By _____
Mayor

Attest _____
City Clerk

Date _____

CITY OF HIGHWOOD

By _____
Mayor

Attest _____
City Clerk

Date _____

CITY OF LAKE FOREST

By _____
Mayor

Attest _____
City Clerk

Date _____

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the dates set forth below.

VILLAGE OF GLENVIEW

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF GRAYSLAKE

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF LAKE BLUFF

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF MORTON GROVE

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF NILES

By 
Village President

Attest 
Village Clerk

Date May 24, 2016

CITY OF HIGHLAND PARK

By _____
Mayor

Attest _____
City Clerk

Date _____

CITY OF HIGHWOOD

By _____
Mayor

Attest _____
City Clerk

Date _____

CITY OF LAKE FOREST

By _____
Mayor

Attest _____
City Clerk

Date _____

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the dates set forth below.

VILLAGE OF GLENVIEW

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF GRAYSLAKE

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF LAKE BLUFF

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF MORTON GROVE

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF NILES

By _____
Village President

Attest _____
Village Clerk

Date _____

CITY OF HIGHLAND PARK

By _____
Mayor

Attest _____
City Clerk

Date 14 June 2016

CITY OF HIGHWOOD

By _____
Mayor

Attest _____
City Clerk

Date _____

CITY OF LAKE FOREST

By _____
Mayor

Attest _____
City Clerk

Date _____

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the dates set forth below.

VILLAGE OF GLENVIEW

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF GRAYSLAKE

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF LAKE BLUFF

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF MORTON GROVE

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF NILES

By _____
Village President

Attest _____
Village Clerk

Date _____

CITY OF HIGHLAND PARK

By _____
Mayor

Attest _____
City Clerk

Date _____

CITY OF HIGHWOOD

By _____
Mayor

Attest _____
City Clerk

Date 5/17/2010

CITY OF LAKE FOREST

By _____
Mayor

Attest _____
City Clerk

Date _____

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the dates set forth below.

VILLAGE OF GLENVIEW

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF GRAYSLAKE

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF LAKE BLUFF

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF MORTON GROVE

By _____
Village President

Attest _____
Village Clerk

Date _____

VILLAGE OF NILES

By _____
Village President

Attest _____
Village Clerk

Date _____

CITY OF HIGHLAND PARK

By _____
Mayor

Attest _____
City Clerk

Date _____

CITY OF HIGHWOOD

By _____
Mayor

Attest _____
City Clerk

Date _____

CITY OF LAKE FOREST

By _____
Mayor

Attest _____
City Clerk

Date 6-6-16

**VILLAGE OF GLENCOE JOINDER IN INTERGOVERNMENTAL AGREEMENT
ESTABLISHING A JOINT EMERGENCY TELEPHONE SYSTEMS BOARD**

Pursuant to Section 8 of that certain *Intergovernmental Agreement Establishing a Joint Emergency Telephone Systems Board* dated June 14, 2016 (the "IGA"), on October 26, 2016, the corporate authorities of the Village of Glencoe ("Glencoe") passed and approved *A Resolution Approving a Dispatch Services Agreement with the Village of Glenview* (Resolution No. R-35-2016), thereby approving a Dispatch Services Agreement with the Village of Glenview and authorizing Glencoe's President and Clerk to execute all necessary documents necessary for Glencoe to become a member of the Glenview Joint Emergency Telephone Systems Board ("JETSBS") created by the IGA.

On January 12, 2017, the JETSBS passed and approved *A Resolution Authorizing Glencoe, Kenilworth, Northfield, and Winnetka as Subsequent Parties to the Glenview Joint ETSB IGA* (Resolution No. 2017-001), thereby approving the addition of Glencoe as a Subsequent Party to the IGA and member of the JETSBS, effective upon approval by the Illinois State Police of the 9-1-1 authorities consolidation plan filed by Glencoe, Kenilworth, Northfield, and Winnetka.

As a Subsequent Party to the IGA, Glencoe agrees to abide by all provisions and assume all obligations and responsibilities of the IGA, and in return shall have the same rights and privileges as all original parties to the IGA.

Pursuant to Section 4 of the IGA, Glencoe hereby appoints Philip Kiraly (Village Manager) as its Board Member and Cary Lewandowski (Director of Public Safety) as its Alternate.

Pursuant to Section 10 of the IGA, notices to Glencoe shall be delivered to:

Village of Glencoe
Attn: Village Manager
675 Village Court
Glencoe, IL 60022

With a Copy to:
Stewart Weiss
Holland & Knight LLP
131 S. Dearborn Street, 30th Floor
Chicago, IL 60603

VILLAGE OF GLENCOE

By Lawrence H. Levin
Village President

Attest Matthew
Village Clerk

Date FEBRUARY 2 2017

GLENVIEW JETSBS

By [Signature]
JETSBS Chairman

Attest [Signature]
JETSBS Secretary

Date 2/2/17

**VILLAGE OF KENILWORTH JOINDER IN INTERGOVERNMENTAL AGREEMENT
ESTABLISHING A JOINT EMERGENCY TELEPHONE SYSTEMS BOARD**

Pursuant to Section 8 of that certain *Intergovernmental Agreement Establishing a Joint Emergency Telephone Systems Board* dated June 14, 2016 (the "IGA"), on October 17, 2016, the corporate authorities of the Village of Kenilworth ("Kenilworth") passed and approved *A Resolution Approving a Dispatch Services Agreement with the Village of Glenview* (Resolution No. R2016-18), thereby approving a Dispatch Services Agreement with the Village of Glenview and authorizing Kenilworth's President and Clerk to execute all necessary documents necessary for Kenilworth to become a member of the Glenview Joint Emergency Telephone Systems Board ("JETSBS") created by the IGA.

On January 12, 2017, the JETSBS passed and approved *A Resolution Authorizing Glenview, Kenilworth, Northfield, and Winnetka as Subsequent Parties to the Glenview Joint ETSB IGA* (Resolution No. 2017-001), thereby approving the addition of Kenilworth as a Subsequent Party to the IGA and member of the JETSBS, effective upon approval by the Illinois State Police of the 9-1-1 authorities consolidation plan filed by Glenview, Kenilworth, Northfield, and Winnetka.

As a Subsequent Party to the IGA, Kenilworth agrees to abide by all provisions and assume all obligations and responsibilities of the IGA, and in return shall have the same rights and privileges as all original parties to the IGA.

Pursuant to Section 4 of the IGA, Kenilworth hereby appoints DAVID MILLER POLICE CHIEF as its Board Member and PATRICK BRENNAN VILL. MGR. as its Alternate.

Pursuant to Section 10 of the IGA, notices to Kenilworth shall be delivered to:

Village of Kenilworth
Attn: CHIEF OF POLICE
414 RICHMOND RD.
Kenilworth, IL 60043

With a Copy to: VILLAGE OF KENILWORTH
ATTN: VILLAGE MANAGER
414 RICHMOND RD.
KENILWORTH, IL 60043

VILLAGE OF KENILWORTH

By

[Signature]
Village President

Attest

[Signature]
Village Clerk

Date

2-10-17

GLENVIEW JETSBS

By

[Signature]
JETSBS Chairman

Attest

[Signature]
JETSBS Secretary

Date

2/10/17

**VILLAGE OF NORTHFIELD JOINDER IN INTERGOVERNMENTAL AGREEMENT
ESTABLISHING A JOINT EMERGENCY TELEPHONE SYSTEMS BOARD**

Pursuant to Section 8 of that certain *Intergovernmental Agreement Establishing a Joint Emergency Telephone Systems Board* dated June 14, 2016 (the "IGA"), on October 18, 2016, the corporate authorities of the Village of Northfield ("Northfield") passed and approved a *Resolution Approving a Dispatch Services Agreement with the Village of Glenview* (Resolution R470-16), thereby approving a Dispatch Services Agreement with the Village of Glenview, and passed and approved an Ordinance (Ordinance No. 16-1666) on December 6, 2016 authorizing Northfield's Village Manager to execute all necessary documents necessary for Northfield to become a member of the Glenview Joint Emergency Telephone Systems Board ("JETSBS") created by the IGA.

On January 12, 2017, the JETSBS passed and approved *A Resolution Authorizing Glencoe, Kenilworth, Northfield, and Winnetka as Subsequent Parties to the Glenview Joint ETSB IGA* (Resolution No. 2017-001), thereby approving the addition of Northfield as a Subsequent Party to the IGA and member of the JETSBS, effective upon approval by the Illinois State Police of the 9-1-1 authorities consolidation plan filed by Glencoe, Kenilworth, Northfield, and Winnetka.

As a Subsequent Party to the IGA, Northfield agrees to abide by all provisions and assume all obligations and responsibilities of the IGA, and in return shall have the same rights and privileges as all original parties to the IGA.

Pursuant to Section 4 of the IGA, Northfield hereby appoints Stacy Sigman as its Board Member and William Lustig as its Alternate.

Pursuant to Section 10 of the IGA, notices to Northfield shall be delivered to:

Village of Northfield
Attn: Village Manager
361 Happ Road
Northfield, IL 60062

With a Copy to:
Everette Hill
Klein, Thorpe, & Jenkins Ltd
20 North Wacker Drive, Suite 1660
Chicago, IL 60606

VILLAGE OF NORTHFIELD

By 
Village Manager

Attest 
Village Clerk

Date February 6, 2017

GLENVIEW JETSBS

By 
JETSBS Chairman

Attest 
JETSBS Secretary

Date 2/6/17

**VILLAGE OF WINNETKA JOINDER IN INTERGOVERNMENTAL AGREEMENT
ESTABLISHING A JOINT EMERGENCY TELEPHONE SYSTEMS BOARD**

Pursuant to Section 8 of that certain *Intergovernmental Agreement Establishing a Joint Emergency Telephone Systems Board* dated June 14, 2016 (the "IGA"), on November 3, 2016, the corporate authorities of the Village of Winnetka ("Winnetka") passed and approved *A Resolution Approving a Dispatch Services Agreement with the Village of Glenview* (Resolution No. R-56-2016), thereby approving a Dispatch Services Agreement with the Village of Glenview and authorizing Winnetka's President and Clerk to execute all necessary documents necessary for Winnetka to become a member of the Glenview Joint Emergency Telephone Systems Board ("JETSBS") created by the IGA.

On January 12, 2017, the JETSBS passed and approved *A Resolution Authorizing Glenview, Kenilworth, Northfield, and Winnetka as Subsequent Parties to the Glenview Joint ETSB IGA* (Resolution No. 2017-001), thereby approving the addition of Winnetka as a Subsequent Party to the IGA and member of the JETSBS, effective upon approval by the Illinois State Police of the 9-1-1 authorities consolidation plan filed by Glenview, Kenilworth, Northfield, and Winnetka.

As a Subsequent Party to the IGA, Winnetka agrees to abide by all provisions and assume all obligations and responsibilities of the IGA, and in return shall have the same rights and privileges as all original parties to the IGA.

Pursuant to Section 4 of the IGA, Winnetka hereby appoints Chief of Police as its Board Member and Village Manager as its Alternate.

Pursuant to Section 10 of the IGA, notices to Winnetka shall be delivered to:

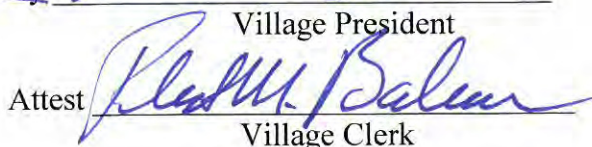
Village of Winnetka
Attn: Rob Bahan
Village Manager
Winnetka, IL 60031

With a Copy to:
Peter Friedman, Village Attorney
Holland & Knight
131 South Dearborn Street, 30th Floor
Chicago, IL 60603

VILLAGE OF WINNETKA

By 

Village President

Attest 

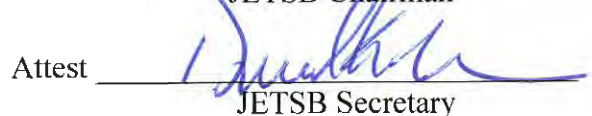
Village Clerk

Date 2/21/17

GLENVIEW JETSBS

By 

JETSBS Chairman

Attest 

JETSBS Secretary

Date 2/21/17

**DISPATCH SERVICES AGREEMENT BETWEEN
THE VILLAGE OF GLENVIEW AND THE VILLAGE OF GLENCOE**

THIS AGREEMENT is made as of November 1, 2016, by and between the **VILLAGE OF GLENVIEW**, an Illinois home rule municipal corporation ("**Glenview**") and the **VILLAGE OF GLENCOE** ("**Glencoe**"), an Illinois special chartered non-home rule municipal corporation. In consideration of the mutual promises of the Parties hereto made each to the other and other good and valuable consideration, Glenview and Glencoe hereby agree as follows:

Section 1. Background.

A. Article VII, Section 10 of the Illinois Constitution of 1970 provides for intergovernmental cooperation between units of local government such as Glenview and Glencoe, including the power to contract or otherwise associate among themselves to obtain or share services and to exercise, combine or transfer any power or function in any manner not prohibited by law or by ordinance, and to use their credit, revenues, and other resources to pay costs related to intergovernmental activities. The Illinois Intergovernmental Cooperation Act, 5 ILCS 220/1 *et seq.*, provides that any power or powers, privileges or authority exercised or which may be exercised by a unit of local government may be exercised and enjoyed jointly with any other unit of local government.

B. Glenview and Glencoe (sometimes referred to herein individually as a "**Party**" and collectively as the "**Parties**") are units of local government.

C. Glenview operates full service dispatch centers at 2500 East Lake Avenue, Glenview, Illinois (the "**Glenview Facility**") and 1677 Old Deerfield Road, Highland Park, Illinois (the "**Highland Park Facility**"), and will continue to operate a primary dispatch center and secondary dispatch center for redundancy, known collectively as the "**Full Service Dispatch Center**". Glenview currently provides 9-1-1 call answering and dispatch services to a number of surrounding communities through the Full Service Dispatch Center.

D. Glencoe is seeking to have unified police, fire, and EMS 9-1-1 call answering and dispatch services performed by Glenview from the Full Service Dispatch Center, on behalf of its Department of Public Safety and other ancillary services (collectively the "**Dispatch Services**") as those Dispatch Services are more fully described in Section 2.A of this Agreement.

E. Glenview anticipates concurrently providing services similar to the Dispatch Services from the Full Service Dispatch Center to the following additional municipalities: Village of Kenilworth, Village of Northfield, Village of Winnetka ("**Additional Agencies**").

F. Glenview and the other municipalities that Glenview provides Dispatch Services to have entered into an intergovernmental agreement forming a Joint Emergency Telephone System Board ("**JETSB**").

G. Glencoe intends to submit an application to join Glenview's JETSB in accordance with the provisions and requirements of the Illinois Emergency Telephone Systems Act 50 ILCS 750/0.01, *et seq.*, as amended.

H. Glenview and Glencoe have determined that it is in the best interests of each party to this Agreement and the public health, safety and welfare of persons and property within

Glenview and Glencoe to enter into this Agreement for Glenview to provide Dispatch Services to Glencoe.

Section 2. Provision of Dispatch Services by Glenview and Corresponding Obligations of Glencoe.

A. Operation of Full Service Dispatch Center and Provision of Dispatch Services by Glenview. Glenview shall continue to directly operate the Full Service Dispatch Center to provide Dispatch Services to Glencoe throughout the Initial Term and any Renewal Term of this Agreement. Glenview shall begin providing the Dispatch Services to Glencoe on July 1, 2017, or such earlier date mutually agreed upon in writing by the Parties (the "**Commencement Date**"). The Dispatch Services provided by Glenview to Glencoe shall include without limitation the following:

1. Provide 24-hour a day answering of all emergency 9-1-1 and police/fire/EMS non-emergency calls; maintain updated telephone lists of Glencoe staff and employees; implement and utilize call-out procedures for emergencies and non-emergencies, and forward messages, utilizing reasonable telephone answering procedures adopted by Glenview and approved by Glencoe. All calls (emergency and non-emergency) shall be answered within ten (10) seconds at least ninety-five percent (95%) of the time, and a log of all calls shall be provided to Glencoe by Glenview on a quarterly basis or as otherwise reasonably requested by Glencoe. Said log shall be made available to Glencoe upon request within a reasonable time period of no greater than seven (7) days. Recordings of all aspects of each call received for Glencoe (including the incoming phone call, internal dispatch center conversations related to the call, out bound phone calls and any and all radio traffic relate to the call) shall be made available as soon as a qualified person is available to provide recordings, unless an emergency exists, to Glencoe upon request for such recording by Glencoe. Additionally, Glenview shall provide Glencoe with call answering performance metrics for Glenview and all other agencies contracting with Glenview for services similar to the Dispatch Services on an annual basis or as otherwise requested in writing by Glencoe, such requests to occur no more than quarterly. In addition, Glenview will, at all times, comply with the requirements of Part 1325 of Chapter IV of Title 83 of the Illinois Administrative Code regarding the maintenance of a backup PSAP for the Full Service Dispatch Center and maintain a secondary location to serve as the Primary PSAP for the Village in the event that the Glenview Facility goes offline;
2. Provide 24-hour a day dispatching for all Glencoe Public Safety police/fire/EMS and after-hours' and emergency notification of Glencoe Public Works as requested by Glencoe. The "Performance Standard" for call handling will be procedurally and operationally consistent with contemporary industry recognized standards; as determined by the Association of Public Safety Communications Officials (APCO) or National Emergency Number association (NENA). Glenview agrees to proactively review and take reasonable steps to correct any operational practices in the Dispatch Center that increase average dispatch times to levels exceeding industry standards, or standards previously agreed to by the Parties, and provide notice of the issue and corrective actions taken to the Glencoe Director of Public Safety or his designee. Glenview shall provide reporting to Glencoe demonstrating compliance with the Performance Standard described above no less frequently than monthly;

3. Maintain and operate radio and computer communications with Glencoe for all Public Safety police/fire/EMS and Glencoe Public Works, utilizing dispatching procedures adopted and agreed upon by the Parties. Any proposed changes or additions to the radio channel or talk group used by Glencoe and the Additional Agencies shall be discussed and agreed upon by the Parties;
4. Glenview will use best efforts to maintain the following minimum employee staffing levels to provide the Dispatch Services:
 - a. In the Full Service Dispatch Center, staff at least one (1) telecommunicator per radio channel to provide the Dispatch Services at all times; provided, however, in the event that temporary staffing difficulties caused by an emergency situation that is beyond Glenview's reasonable control prevent such minimum staffing, then Glenview shall notify the Glencoe Village Manager of any circumstances when such minimum staffing level will not be met and the expected duration of any such circumstance. The Parties shall mutually agree upon which facility will serve as the primary PSAP from which the Dispatch Services will be provided.
 - b. To the extent these minimum staffing levels require the hiring of any additional employees by Glenview, Glenview agrees to allow any and all current Glencoe dispatch employees to undertake any pre-employment examinations and perform any and all other requirements necessary for those employees to apply for and be considered for any available dispatchers/call taker positions. Glencoe acknowledges that, should Glenview hire any former Glencoe employees to provide the Dispatch Services, those employees will become Glenview employees and Glencoe will have no ability to make any personnel-related decisions concerning those employees.
5. Provide and continuously update training to all Glenview employees providing the Dispatch Services in the operation of Glenview's New World System for Glencoe, as further described in Section 2.B and 2.C of this Agreement, and other necessary skills including but not limited to Emergency Medical Dispatch (E.M.D.). Documentation and evidence of such training shall be provided by Glenview to Glencoe upon request;
6. Perform supervised transfers of 9-1-1 fire rescue calls to the appropriate Fire/EMS rescue agency as required by ICC 9-1-1 regulations. The transfer of calls will be consistent with industry recognized standards; NENA 56-005 and NFPA 1221;
7. Pursuant to informational materials provided by Glencoe, provide general information to, and answer questions from, callers related to Glencoe public health and safety issues (i.e. boil orders or street closures) and general information related to Police, Fire/EMS, Public Works and other Glencoe services; provided, however, that Glenview will only answer non-emergency calls from Glencoe outside of regular Glencoe business hours as advertised by the Village on its website and posted on its facilities, as well as on weekends and designated

holidays by Glencoe. Glenview shall not under any circumstances accept payment of any fees, fines or other amounts on behalf of Glencoe.

8. No more than seven (7) days following the final day of any month, or upon written request by Glencoe, provide copies of reports regarding service performance metrics, call volume, LEADS reports, officer time usage and any other requested reports;
9. Provide warning notifications to the Glencoe community and residents, including without limitation activating community warning sirens and reverse notification calls (e.g. Code Red), as requested by Glencoe and in accordance with Glencoe's policies and procedures and only at the direction of the Glencoe Director of Public Safety or his/her designee; however, Glencoe shall be responsible for providing the exact wording of the emergency message to be delivered, and for all costs associated with the purchase and installation, maintenance and/or relocation of any equipment necessary to activate Glencoe's community warning sirens;
10. Maintain a call logging and recording system of all emergency and non-emergency calls and, upon request, provide copies to Glencoe to Glencoe Police, Fire/EMS, and Public Works Departments.
11. Provide passive electronic remote control monitoring for the Glencoe Department of Public Safety security system and other Village-controlled facilities as designated by Glencoe, including monitoring the entry to the Glencoe Public Safety building; provided, however, that Glencoe shall provide the necessary equipment and connections at Glencoe's cost to enable Glenview to accomplish this monitoring. This monitoring will include both video and audio, two-way communications;
12. Assist Glencoe in any manner necessary, including cooperating with representatives and assessors with Police and Fire/EMS performance metrics, and taking any other appropriate action, to ensure that Glencoe receives the any information necessary to satisfy the applicable agencies' professional accreditation or certification processes. It is understood, however, that Glenview's obligations in this regard are related solely to the telecommunications requirements of such accreditations, and not to any other aspects of Police/Public Safety activities undertaken by Glencoe, as the case may be. Any extraordinary compliance measures undertaken by Glenview in furtherance of this Paragraph 2.A.12 at the request of Glencoe will be done at Glencoe's expense;
13. Subject to the obligations of Glencoe described in Section 2.B herein, operate, maintain and manage the Law Enforcement Data System program ("**LEADS**") and the National Crime Information Center program ("**NCIC**"), including without limitation the following activities:
 - a. Assist and cooperate with all audits of the LEADS and NCIC program files and operations;
 - b. Enter into the LEADS or NCIC system information as requested by Glencoe, including without limitation warrants and sex offenders;

- c. Maintain and manage hot files;
 - d. Maintain and manage all LEADS and NCIC files;
 - e. Remove from the LEADS and NCIC files information and data that is no longer current; and
 - f. Update and validate, on a regular basis, LEADS and NCIC data and files, with information provided by Glencoe;
 - g. Ensure all dispatchers operate in compliance with LEAD standards.
14. Maintain and operate mutual aid dispatch services for Glencoe in accordance with the emergency response plans and programs established by the Northern Illinois Police Alarm System ("**NIPAS**"), the Illinois Law Enforcement Alarm System ("**ILEAS**"), the Mutual Aid Box Alarm System ("**MABAS**"), the North Regional Major Crimes Task Force ("**NORTAF**"), the Major Crash Assistance Team ("**MCAT**"), and the Illinois Public Works Mutual Aid Network ("**IPWMAN**"), as well as any other applicable public safety organizations; provided, however, that Glenview's obligations in this regard are limited to monitoring, dispatching, documenting and updating of system information, based upon data provided by Glencoe;
15. Participate in reasonable periodic training exercise programs and scenarios conducted by Glencoe, including the provision of dispatch services employees to participate in the programs and scenarios, provided that adequate notice is given and staffing limitations permit such participation. Costs associated with the attendance of dispatch service employees (including supervisory staff) at special assignments or special events will be borne by Glencoe.
16. To encourage mutual personnel interactions, Glenview agrees that its dispatch personnel will accompany Glencoe Police officers and/or Glencoe Firefighters/EMS personnel on "ride-alongs" to become familiar with local geography and Glencoe Police and Fire/EMS Department procedures. Such "ride-alongs" will be conducted on no less than a semi-annual basis during the first year of the Initial Term (defined herein) and, thereafter, no less than an annual basis, at no additional charge to Glencoe. Periodic attendance at Glencoe Public Safety Department meetings and other mutually agreed upon events is encouraged throughout the term of this Agreement;
17. Cooperate with Glencoe in the preparation of responses to any subpoenas and/or Freedom of Information Act requests concerning the Dispatch Services, including without limitation identifying and providing copies of responsive records (including documents, call logs, call recordings, video recordings). Glencoe will be responsible for completing and transmitting final responses to such subpoenas FOIA requests; and
18. Cooperate with Glencoe in the event that any litigation arises out of or is related to the services provided under this Agreement, including providing records and making employees available for depositions and testimony in accordance with

service of legal process, provided that Glenview does not become adverse to Glencoe in any such litigation.

B. Obligations of Glencoe. Glencoe agrees to perform the following in order to enable Glenview to efficiently and properly fulfill its obligations under this Agreement:

1. Provide timely updated telephone lists, call out procedures, and suggested telephone answering procedures;
2. Provide timely notification of a Glencoe designee for receiving notice in the absence of the Director of Public Safety;
3. Provide informational materials on public safety, civic and utility issues for dissemination to residents of Glencoe;
4. Provide proper equipment and connections to enable Glenview to monitor designated security video feeds at Village-controlled facilities;
5. Provide reasonable cooperation in assisting Glenview to achieve accreditation as desired by Glenview;
6. Provide timely reports and other data needed for Glenview to comply with LEADS requirements and current MABAS box cards;
7. Provide work schedules, on-call schedules, training exercises and reasonable notification thereof;
8. Enter and manage warrants through New World RMS (defined as New World Records Management System), or other subsequently-implemented records management system; and
9. Maintain fire run cards in New World RMS, or other subsequently-implemented records management system, with any changes thereto provided to Glenview.

C. Party Obligations Relating to New World System.

1. Glenview will execute with New World an Additional Software License Agreement and any other required documentation to add the necessary licenses for Glencoe to join Glenview's New World System.
2. The parties acknowledge and mutually agree that Glenview shall be responsible for all IT costs and services related to maintaining the New World Computer Aided Dispatch, New World Records Management System, New World Mobile and Field Reporting Systems, and all other software/hardware components, New World or otherwise, integrated with the New World software solution (collectively, the "New World System"), to the extent that those components are physically located at the Full Service Dispatch Center. In addition, Glenview agrees to schedule, perform, and complete, in coordination with Glencoe, any and all upgrades to the New World System servers.

3. Glencoe shall be responsible for the procurement of all third party software, including updates, upgrades, and service/maintenance packs, and hardware prerequisites required for New World System upgrades to be implemented properly on all Glencoe hardware, including the mobile clients.
4. The parties mutually agree that either party may elect to add New World System components, or third party components, to the New World System. Such new components added by either party shall be at the sole cost (including, but not limited to, implementation costs, software license/maintenance costs, and any necessary software or hardware components to the servers that house the New World System) of that same party. The parties may mutually agree, in writing, to share the cost of such new components. If at a later date the non-implementing party wishes to utilize a component paid by the implementing party, then the non-implementing party will agree to reimburse the implementing party for a portion of the implementing costs as agreed to by the respective parties. Any individual mobile unit/terminal software license or maintenance costs shall be the responsibility of the party where the unit is located.

Section 3. Determination and Payment of Costs by Glencoe.

A. Quarterly Fee for Dispatch Services. Glencoe agrees to pay to Glenview a fee for Dispatch Services in the amounts set forth in the attached ***Exhibit A ("Quarterly Fee")***, attached hereto and incorporated by reference herein. The parties acknowledge and agree that the Quarterly Fee includes ongoing expenses to upgrade, improve and enhance the Dispatch Services and the equipment and facilities relating thereto. The Quarterly Fee shall be paid to Glenview each quarter, beginning on the Commencement Date; except that in recognition of the costs that Glenview must incur in advance of the Commencement Date, Glencoe shall begin payment of the Quarterly Fee 60 days in advance of the Commencement Date per the attached Exhibit A schedule.

B. Additional Expenses. To the extent that this Agreement provides for Glencoe to bear other expenses relating to the Dispatch Services, such other expenses mutually agreed upon shall be due and payable thirty (30) days after Glenview delivers an invoice for such expenses to Glencoe, as the case may be.

C. Credits Upon Termination. To the extent that this agreement terminates other than upon its expiration, under section 8.a (excepting termination due to a default of Glencoe) any Quarterly Fee covering a period after the termination date shall be refunded to Glencoe, on a pro rata basis within 60 days.

D. Capital Charges. The fees set forth in ***Exhibit A*** reflect certain capital expenses relating to the transition costs for providing Dispatch Services to Glencoe which shall be paid to Glenview no later than February 1, 2017. Except as otherwise expressly provided in this Subsection 3.C, Glencoe shall not be responsible for any future capital expense by Glenview or any other entity related to the provision of the Dispatch Services to Glencoe.

E. New Recipients of Dispatch Services. Glenview may enter into agreements with other municipalities or fire protection districts to provide services similar to the Dispatch Services. Glenview agrees to consult with Glencoe prior to executing any agreement for such services. Under any and all circumstances, Glenview represents and warrants that the standards of performance for the Dispatch Services provided to Glencoe shall not diminish in any manner

following any extension of similar services by Glenview to other municipalities or fire protection districts.

F. Participation of Additional Agencies. The parties agree and acknowledge that the business model underlying the Agreement is based upon the involvement of the Additional Agencies. In the event that any of the Additional Agencies: (i) does not enter into an agreement with Glenview for dispatch services; or (ii) terminates any such agreement, then, and in such event, the Parties hereto agree to enter into good-faith negotiations concerning pricing and operations hereunder.

G. Recapture Fees. If Glenview contracts with any agency other than Glencoe and the Additional Agencies, then and in such event, Glenview shall require such agency to pay a fee to Glenview for access to the redundancies of the Dispatch Services (the "**Recapture Fee**"). In such event, within sixty (60) days of Glenview's actual receipt of the Recapture Fee, Glenview agrees to distribute a portion of the Recapture Fee to Glencoe and the Additional Agencies in accordance with each entity's proportionate capital contribution hereto. Upon agreement of the Parties, such distribution can be in the form of a credit towards amounts owed to Glenview under this Agreement by Glencoe and the Additional Agencies.

Section 4. Insurance.

A. Coverage Provided. Glenview agrees to provide the following insurance coverages for the Dispatch Services:

1. Commercial General Liability combined single limit per occurrence for bodily injury and property damage, and personal and advertising injury limited to \$10 million aggregate for the Dispatch Services. Coverage includes the following: all premises and operations, products/completed operations, broad form property damage, defense and contractual liability;
2. Automobile Liability combined single limit per occurrence for all owned, hired and non-owned Glenview vehicles brought onto any of the Village's properties for bodily injury and property damage. Uninsured/underinsured motorist coverage must be secured per Illinois requirements.
3. General Liability and Property coverage for any equipment used in the provision of the Dispatch Services under this Agreement;
4. Workers' Compensation with statutory limits and Employer's Liability coverage;
5. Umbrella or Excess Liability for bodily injury, personal injury, and property damage limited to \$2,000,000 per occurrence and \$2,000,000 aggregate.
6. Law Enforcement Liability for bodily injury, personal injury, and property damage limited to \$2,000,000 per occurrence and \$4,000,000 aggregate with a \$200,000 Self Insured Retention.
7. Cyber-liability for media content, security & privacy liability, regulatory action sublimit, network interruption, event management, and cyber extortion limited to

\$2,000,000 per occurrence and \$2,000,000 aggregate with a \$50,000 Self Insured Retention.

8. Additional Insured. The Village of Glencoe and its officials, officers, agents and employees (collectively "***Additional Insureds***") must each be named as additional insureds on a primary and non-contributory basis on general liability, automobile liability, and umbrella or excess liability insurance coverage. The Additional Insured status is strictly limited to the Dispatch Services Agreement.

Such coverages shall be in amounts no less than what Glenview maintains for itself in its normal course of business and upon the same terms, provisions and conditions of Glenview's coverage. Upon Glencoe's written request, Glenview shall provide Glencoe a copy of the insurance policy(ies) or coverage document(s) and additional insured endorsements which affords the insurance coverage required in this paragraph no later than ten days prior to the Commencement Date. Any insurance required to be carried by Glenview hereunder shall be primary and not excess to any other coverage carried by Glencoe in connection with any act or omission on the part of Glenview in the performance of the obligations of Glenview under this Agreement.

B. Indemnification.

1. To the fullest extent permitted by law, Glenview does hereby agree to defend, indemnify and hold Glencoe, its officials, employees and agents harmless from and against any and all claims, demands, losses, causes of action or liabilities of any nature whatsoever, including reasonable attorney's fees and expenses, arising out of, in whole or in part, or in connection with or in consequence of any act or omission on the part of Glenview, its officials, employees or agents, in the performance of or with relation to any of the work or services to be performed or furnished by Glenview under this Agreement, except to the extent caused by the negligence or willful misconduct of Glencoe.
2. To the fullest extent permitted by law, Glencoe does hereby agree to defend, indemnify and hold Glenview, its officials, employees and agents harmless from and against any and all claims, demands, losses, causes of action or liabilities of any nature whatsoever, including reasonable attorney's fees and expenses, which may arise out of, in whole or in part, or in connection with or in consequence of any act or omission on the part of Glencoe, its officials, employees or agents, in the performance of or with relation to any of the work or services to be performed or furnished by Glencoe under this Agreement, except to the extent caused by the negligence or willful misconduct of Glenview.
3. Nothing herein shall be deemed to diminish or waive any immunities or defenses available to the Parties under any applicable statute or rule of law.

C. Proof of Coverage by Glenview. Glenview agrees to furnish to Glencoe a certificate of coverage detailing the self-insurance or commercial insurance as provided by its insurer. The certificate shall be delivered to Glencoe within thirty (30) days after the effective date of this Agreement. Glencoe shall be added, by original endorsement, as an additional insured to all liability policies set forth in Section 4.A. Such endorsement shall be furnished to Glencoe with the certificate of coverage. The certificates and endorsements are to be signed by a person

authorized by that insurer to bind coverage on its behalf. The insurance coverage required under Section 4.A. shall be primary and not excess to any other coverage carried by Glencoe.

D. Termination of Coverage. If Glenview's coverage as provided by its insurer is terminated for any reason:

1. Glenview shall promptly notify Glencoe of receipt of any such notice; and
2. Glenview agrees to use its best efforts to provide comparable coverage either through membership in a joint risk management association or through commercial insurance carriers. However, the failure of Glenview to secure or provide such comparable coverage does not relieve it of its duty to defend, indemnify or hold Glencoe harmless as required in this Agreement.

E. Coverage by Glencoe. Glencoe agrees to maintain commercial general liability coverage, workers' compensation and employer's liability coverage for its operations. Upon request, Glencoe will provide proof of this insurance to Glenview. Any insurance required to be carried by Glencoe hereunder shall be primary and not excess to any other coverage carried by Glenview in connection with any act or omission on the part of Glencoe in the performance of the obligations of Glencoe under this Agreement, or any obligation related to the provision of police and/or public works services by Glencoe.

Section 5. Promotion of Interaction and Communication.

The parties agree that they desire to establish a variety of means to enhance and promote communication and cooperation between Glenview and Glencoe. In addition to those matters otherwise addressed in this Agreement, the Parties also wish to establish the following:

A. Access to Information about Service Delivery. Glencoe shall have access to records pertaining to the Dispatch Services provided to them for the purposes of inspection by any authorized representatives of Glencoe (during regular business hours, upon reasonable notice), to the same extent as such records are available for inspection by any authorized representatives of Glenview.

B. Complaint Procedure. Glenview shall establish a procedure for logging in and responding to complaints concerning the provision of the Dispatch Services. Glenview agrees to inform Glencoe when specific complaints are brought by their respective residents or customers, including without limitation the date and time of the call, complainant's contact information, and a description of the complaint. In addition, Glenview agrees to inform Glencoe of the actions taken by Glenview to resolve the complaint.

C. Regular Meetings. The parties agree that representatives of each of the Parties shall meet initially to consider the implementation of operational rules and procedures for the provision of the Dispatch Services pursuant to this Agreement. The parties further agree that their representatives shall meet on a regular basis, at a minimum of a quarterly basis, to discuss this Agreement and the Dispatch Services provided pursuant to this Agreement, including without limitation issues relating to the operation of the Dispatch Services and the complaint procedures described in Subsection 5.B of this Agreement.

Section 6. Records.

Glenview shall establish and keep a file and record system for all data relative to the Dispatch Services. The parties shall provide and exchange records in accordance with the provisions and limitations of the Health Insurance Portability Accountability Act, the provisions of which shall supersede any conflicting requirement of this Section, and as necessary to respond to requests pursuant to the Illinois Freedom of Information Act or to subpoenas issued by a court of competent jurisdiction.

Section 7. Dispute Resolution.

A. Negotiation. The parties desire to avoid and settle without litigation any future disputes that may arise between them relative to this Agreement. Accordingly, the Parties agree to engage in good faith negotiations to resolve any such dispute. If any party has a dispute about a violation, interpretation, or application of a provision of this Agreement or a dispute regarding a party's failure to comply with this Agreement, then that party may serve on the other party written notice, delivered as provided in Section 10 of this Agreement, setting forth in detail the dispute, the provisions of this Agreement to which the dispute is related, and all facts and circumstances pertinent to the dispute. The parties then, within seven (7) days, shall schedule a date certain for representatives of the Parties to meet in a conference to resolve the dispute. Such conference shall be conducted within thirty (30) days after notice of the dispute has been delivered as provided herein. If a resolution is not reached within such 30 (thirty) day period (or such longer period to which the Parties may mutually agree), then either party may pursue remedies available under this Agreement, including termination.

B. Continuation of Services and Payments. During all negotiation proceedings and any subsequent proceedings provided for in this Section 7, Glenview and Glencoe shall continue to fulfill the terms of this Agreement to the fullest extent possible. Glenview shall continue to provide Dispatch Services to Glencoe as provided by this Agreement. Glencoe shall continue to make all payments to Glenview for the Dispatch Services as provided by this Agreement, including all payments about which there may be a dispute.

C. Remedies. Provided that the Parties have met their obligations under Section 7.A., the Parties shall be entitled to pursue such remedies as may be available in law and equity, including without limitation an action to secure the performance of the covenants, agreements, conditions, and obligations contained herein. The parties agree that any such action must be brought in the Circuit Court of Cook County, Illinois. The requirements of Section 7.A. shall be waived in the event of either significant risk of irreparable harm or significant jeopardy to public health and safety.

Section 8. Term; Termination.

A. **Term.** The term of this Agreement shall begin on the Commencement Date and terminate on December 31, 2023 ("***Initial Term***"). The parties may agree in writing to renew or extend the Agreement for additional periods (each such period a "***Renewal Term***") upon such terms and conditions as are mutually agreeable to the Parties. No less than one hundred eighty (180) days before the expiration of the Initial Term, the Parties agree to negotiate in good faith on the issue of pricing for any Renewal Term. If a Renewal Term cannot be agreed upon by the Parties prior to the expiration of the Initial Term, the Agreement may be extended at the option of Glencoe for one (1) year beyond the Initial Term (the "***Extension***") with the annual escalator for Quarterly Fees payable during the Extension being limited to the annual escalator between the Year 6 (2022) Quarterly Fee and the Year 7 (2023) Quarterly Fee. After the expiration of any Renewal Term, the Parties may agree to renew or extend such term upon such terms and conditions as are mutually agreeable.

B. **Termination.** This Agreement may be terminated pursuant to one of the following procedures:

1. By written notice of no fewer than 365 days after termination is duly authorized by the appropriate legislative action of one of the Parties for its convenience;
2. By written amendment to this Agreement duly authorized by the appropriate legislative action of Glenview and Glencoe; or
3. In the event of a material default under this Agreement, and provided that the Parties have failed to resolve matters pursuant to the provisions of Section 7, the non-defaulting party may notify a defaulting party in writing setting forth the nature of the default and the requested remedy of such default. The defaulting party shall thereafter have ten (10) days to correct the default prior to the non-defaulting party's terminating this Agreement; provided that said ten (10) day period shall be extended, for a reasonable time not exceeding ninety (90) days, if said default cannot reasonably be cured within said ten (10) day period. If a defaulting party fails to cure the default within the cure period provided in this Section, the non-defaulting party shall have the right to terminate this Agreement by written notice of termination to the defaulting party, which termination will be effective immediately (or by such other date, not beyond the term of this Agreement, as the non-defaulting party may determine). A party that terminates this Agreement pursuant to this Section 8.B.3 shall retain its rights to pursue any and all other remedies that may be available, either in law or in equity under this Agreement.
4. The Parties acknowledge and agree that the permanent unavailability of the New World System, Highland Park Facility, or other critical infrastructure for the performance of the Dispatch Services will automatically constitute a default of this Agreement by Glenview. If Glenview learns or reasonably believes that the New World System, Highland Park Facility, or other critical infrastructure will become permanently unavailable for any reason, Glenview must immediately notify Glencoe and cure the default. If such default is not cured within ninety (90) days, as determined by Glencoe in its sole discretion, Glencoe may terminate this Agreement at any time thereafter.

Section 9. Unfunded Mandates. The parties acknowledge that significant changes have occurred in legal requirements of Dispatch Services over the past decade and are likely to occur in the future. In the event unfunded mandates arise which impose dispatch service obligations on Glenview over and above current obligations, then the Parties agree to negotiate a sharing of the costs incurred to comply with said mandates.

Section 10. Effective Date. This Agreement shall be effective as of the date it is signed by both parties, and Glenview will begin providing the Dispatch Services on the Commencement Date.

Section 11. General Provisions.

A. **Notice.** Any notice or communication required or permitted to be given under this Agreement shall be in writing and shall be delivered (i) personally, (ii) by a reputable overnight courier, (iii) by certified mail, return receipt requested, and deposited in the U.S. Mail, postage prepaid, or (iv) by facsimile. Facsimile notices shall be deemed valid upon confirmed transmission followed by notice in the manner described in either (i), (ii), or (iii) above within three business days thereafter at the appropriate address set forth below. Unless otherwise provided in this Agreement, notices shall be deemed received after the first to occur of (a) the date of actual receipt; or (b) the date that is one (1) business day after deposit with an overnight courier as evidenced by a receipt of deposit; or (b) the date that is three (3) business days after deposit in the U.S. mail, as evidenced by a return receipt or the date of confirmed fax transmission. By notice complying with the requirements of this Section 10.A, each party to this Agreement shall have the right to change the address or the addressee, or both, for all future notices and communications to them, but no notice of a change of addressee or address shall be effective until actually received.

Notices and communications to Glenview shall be addressed to, and delivered at, the following address:

Village of Glenview
2500 E Lake Avenue
Glenview, Illinois 60026
Fax: (847) 724-1518
Attention: Village Manager

with a copy to: Eric G. Patt
Robbins, Salomon & Patt, Ltd.
2222 Chestnut Avenue, Suite 101
Glenview, IL 60026
Fax: (847) 729-7390

Notices and communications to Glencoe shall be addressed to, and delivered at, the following address:

Village of Glencoe
675 Village Court
Glencoe, Illinois 60022
Fax: (847) 835-1785
Attention: Village Manager

with a copy to: Steven Elrod
Holland & Knight
131 South Dearborn, 30th Floor
Chicago, IL 60603
Fax: (312) 578-6666

- B. Time of the Essence. Time is of the essence in the performance of this Agreement.
- C. Rights Cumulative. Unless expressly provided to the contrary in this Agreement, each and every one of the rights, remedies, and benefits provided by this Agreement shall be cumulative and shall not be exclusive of any other rights, remedies, and benefits allowed by law.
- D. Non-Waiver. No party shall be under any obligation to exercise any of the rights granted to it in this Agreement. The failure of any party to exercise at any time any right granted to such party shall not be deemed or construed to be a waiver of that right, nor shall the failure void or affect the party's right to enforce that right or any other right.
- E. Ownership and Capital Costs. Glenview will own the entire dispatch system, except the radio infrastructure equipment installed in Glencoe and the antennae, which shall be owned and maintained by Glencoe, unless otherwise agreed to in writing by both parties.
- F. Consents. Unless otherwise provided in this Agreement, whenever the consent, permission, authorization, approval, acknowledgement, or similar indication of assent of any party to this Agreement, or of any duly authorized officer, employee, agent, or representative of any party to this Agreement, is required in this Agreement, the consent, permission, authorization, approval, acknowledgement, or similar indication of assent shall be in writing.
- G. Governing Law. This Agreement shall be governed by, and enforced in accordance with, the internal laws, but not the conflicts of laws rules, of the State of Illinois.
- H. Severability. It is hereby expressed to be the intent of the Parties to this Agreement that should any provision, covenant, agreement, or portion of this Agreement or its application to any person or property be held invalid by a court of competent jurisdiction, the remaining provisions of this Agreement and the validity, enforceability, and application to any person or property shall not be impaired thereby, but the remaining provisions shall be interpreted, applied, and enforced so as to achieve, as near as may be, the purpose and intent of this Agreement to the greatest extent permitted by applicable law.
- I. Entire Agreement. This Agreement constitutes the entire agreement between the Parties and supersedes any and all prior agreements and negotiations between the Parties, whether written or oral, relating to the subject matter of this Agreement.
- J. Interpretation. This Agreement shall be construed without regard to the identity of the party who drafted the various provisions of this Agreement. Moreover, each and every provision of this Agreement shall be construed as though all parties to this Agreement participated

equally in the drafting of this Agreement. As a result of the foregoing, any rule or construction that a document is to be construed against the drafting party shall not be applicable to this Agreement.

K. Exhibit. Exhibit A attached to this Agreement is, by this reference, incorporated in, and made a part of this Agreement. In the event of a conflict between an exhibit and the text of this Agreement, the text of this Agreement shall control.

L. Amendments and Modifications. No amendment or modification to this Agreement shall be effective until it is reduced to writing and approved and executed by all parties to this Agreement in accordance with applicable law.

M. Changes in Laws. Unless otherwise provided in this Agreement, any reference to laws, statutes, ordinances, rules, or regulations shall be deemed to include any modifications of, or amendments to, such laws, statutes, ordinances, rules, or regulations that may occur in the future.

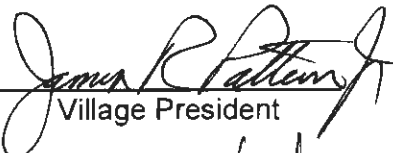
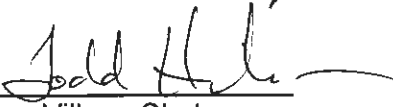
N. Authority to Execute. Each party hereby warrants and represents to the other parties that the persons executing this Agreement on its behalf have been properly authorized to do so by the corporate authorities of such party.

O. No Third Party Beneficiaries. No claim as a third party beneficiary under this Agreement by any person shall be made, or be valid, against Glenview and Glencoe.

[SIGNATURE PAGE FOLLOWS]

IN WITNESS HEREOF, Glenview and Glencoe, respectively, have caused this Agreement to be executed by their respective Village President and attested by their respective Village Clerk as of the day and year first above written.

VILLAGE OF GLENVIEW

By 
Village President
Attest 
Village Clerk

VILLAGE OF Glencoe

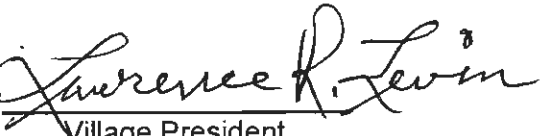
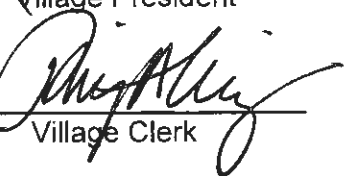
By 
Village President
Attest 
Village Clerk

EXHIBIT A
Payment Schedule

**EXHIBIT A
PAYMENT SCHEDULE
GLENCOE**

OPERATING PAYMENTS

		Quarter 2 (May-Jun)	Quarter 3 (Jul-Aug-Sept)	Quarter 4 (Oct-Nov-Dec)	Annual Total
		May 1	July 1	October 1	
		<u>Jun 15</u>	<u>August 15</u>	<u>November 15</u>	
Partial Year	2017	\$57,009	\$85,513	\$85,513	\$228,035

		Quarter 1 (Jan-Feb-Mar)	Quarter 2 (Apr-May-June)	Quarter 3 (July-Aug-Sept)	Quarter 4 (Oct-Nov-Dec)	
Invoiced on:		January 1	April 1	July 1	October 1	
Due by:		<u>February 15</u>	<u>May 15</u>	<u>August 15</u>	<u>November 15</u>	
Year 1	2018	\$88,670	\$88,670	\$88,670	\$88,670	\$354,678
Year 2	2019	\$92,416	\$92,416	\$92,416	\$92,416	\$369,665
Year 3	2020	\$96,298	\$96,298	\$96,298	\$96,298	\$385,193
Year 4	2021	\$100,436	\$100,436	\$100,436	\$100,436	\$401,742
Year 5	2022	\$104,962	\$104,962	\$104,962	\$104,962	\$419,849
Year 6	2023	\$109,631	\$109,631	\$109,631	\$109,631	\$438,523
						<hr/>
						\$2,597,685

CAPITAL PAYMENTS

Feb 1, 2017 \$ 247,500

**DISPATCH SERVICES AGREEMENT BETWEEN
THE VILLAGE OF GLENVIEW AND VILLAGE OF KENILWORTH**

THIS AGREEMENT is made as of October 17th, 2016, by and between the **VILLAGE OF GLENVIEW**, an Illinois home rule municipal corporation ("**Glenview**") and the **VILLAGE OF KENILWORTH** ("**Kenilworth**"), an Illinois non-home rule municipal corporation. In consideration of the mutual promises of the Parties hereto made each to the other and other good and valuable consideration, Glenview and Kenilworth hereby agree as follows:

Section 1. Background.

A. Article VII, Section 10 of the Illinois Constitution of 1970 provides for intergovernmental cooperation between units of local government such as Glenview and Kenilworth including the power to contract or otherwise associate among themselves to obtain or share services and to exercise, combine or transfer any power or function in any manner not prohibited by law or by ordinance, and to use their credit, revenues, and other resources to pay costs related to intergovernmental activities. The Illinois Intergovernmental Cooperation Act, 5 ILCS 220/1 *et. seq.*, provides that any power or powers, privileges or authority exercised or which may be exercised by a unit of local government may be exercised and enjoyed jointly with any other unit of local government.

B. Glenview and Kenilworth (sometimes referred to herein individually as a "**Party**" and collectively as the "**Parties**") are units of local government.

C. Glenview operates full service dispatch centers at 2500 East Lake Avenue, Glenview, Illinois (the "**Glenview Facility**") and 1677 Old Deerfield Road, Highland Park, Illinois (the "**Highland Park Facility**"), and will continue to operate a primary dispatch center and secondary dispatch center for redundancy, known collectively as the "**Full Service Dispatch Center**". Glenview currently provides 9-1-1 call answering and dispatch services to a number of surrounding communities through the Full Service Dispatch Center.

D. Kenilworth is seeking to have 9-1-1 call answering and dispatch services performed by Glenview from the Full Service Dispatch Center, on behalf of its [police department/Department of Public Safety] and other ancillary services (collectively the "**Dispatch Services**") as those Dispatch Services are more fully described in Section 2.A of this Agreement.

E. Glenview anticipates concurrently providing services similar to the Dispatch Services from the Full Service Dispatch Center to the following additional municipalities: Glencoe, Winnetka, Northfield, ("**Additional Agencies**").

F. Glenview and the other municipalities that Glenview provides Dispatch Services to have entered into an intergovernmental agreement forming a Joint Emergency Telephone System Board ("**JETSB**").

G. Kenilworth intends to submit an application to join Glenview's JETSB in accordance with the provisions and requirements of the Illinois Emergency Telephone Systems Act 50 ILCS 750/0.01, *et seq.*, as amended.

H. Glenview and Kenilworth have determined that it is in the best interests of each party to this Agreement and the public health, safety and welfare of persons and property within

Glenview and Kenilworth to enter into this Agreement for Glenview to provide Dispatch Services to Kenilworth.

Section 2. Provision of Dispatch Services by Glenview and Corresponding Obligations of Kenilworth.

A. Operation of Full Service Dispatch Center and Provision of Dispatch Services by Glenview. Glenview shall continue to directly operate the Full Service Dispatch Center to provide Dispatch Services to Kenilworth throughout the Initial Term and any Renewal Term of this Agreement. Glenview shall begin providing the Dispatch Services to Kenilworth on July 1, 2017, or such earlier date mutually agreed upon in writing by the Parties (the "**Commencement Date**"). The Dispatch Services provided by Glenview to Kenilworth shall include without limitation the following:

1. Provide 24-hour a day answering of all emergency 9-1-1 and police non-emergency calls; maintain updated telephone lists of Kenilworth staff and employees; implement and utilize call-out procedures for emergencies and non-emergencies, and forward messages, utilizing reasonable telephone answering procedures adopted by Glenview and approved by Kenilworth. All calls (emergency and non-emergency) shall be answered within ten (10) seconds at least ninety-five percent (95%) of the time, and a log of all calls shall be provided to Kenilworth by Glenview on a quarterly basis or as otherwise reasonably requested by Kenilworth. Said log shall be made available to Kenilworth upon request within a reasonable time period of no greater than seven (7) days. Recordings of all aspects of each call received for Kenilworth (including the incoming phone call, internal dispatch center conversations related to the call, out bound phone calls and any and all radio traffic relate to the call) shall be made available as soon as a qualified person is available to provide recordings, unless an emergency exists, to Kenilworth upon request for such recording by Kenilworth. Additionally, Glenview shall provide Kenilworth with call answering performance metrics for Glenview and all other agencies contracting with Glenview for services similar to the Dispatch Services on an annual basis or as otherwise requested in writing by Kenilworth, such requests to occur no more than quarterly. In addition, Glenview will, at all times, comply with the requirements of Part 1325 of Chapter IV of Title 83 of the Illinois Administrative Code regarding the maintenance of a backup PSAP for the Full Service Dispatch Center and maintain a secondary location to serve as the Primary PSAP for the Village in the event that the Glenview Facility goes offline;
2. Provide 24-hour a day dispatching for all Kenilworth [Police Department/Public Safety] and after-hours' and emergency notification of Kenilworth Public Works as requested by Kenilworth. The "Performance Standard" for call handling will be procedurally and operationally consistent with contemporary industry recognized standards; as determined by the Association of Public Safety Communications Officials (APCO) or National Emergency Number association (NENA). Glenview agrees to proactively review and take reasonable steps to correct any operational practices in the Dispatch Center that increase average dispatch times to levels exceeding industry standards, or standards previously agreed to by the Parties, and provide notice of the issue and corrective actions

taken to the Kenilworth police chief or his designee. Glenview shall provide reporting to Kenilworth demonstrating compliance with the Performance Standard described above no less frequently than monthly;

3. Maintain and operate radio and computer communications with Kenilworth for all Police Department and Kenilworth Public Works [and public utility (water and electric) calls - *for Winnetka*], utilizing dispatching procedures adopted and agreed upon by the Parties. Any proposed changes or additions to the radio channel or talk group used by Kenilworth and the Additional Agencies shall be discussed and agreed upon by the Parties;
4. Glenview will use best efforts to maintain the following minimum employee staffing levels to provide the Dispatch Services:
 - a. In the Full Service Dispatch Center, staff at least one (1) telecommunicator per radio channel to provide the Dispatch Services at all times; provided, however, in the event that temporary staffing difficulties caused by an emergency situation that is beyond Glenview's reasonable control prevent such minimum staffing, then Glenview shall notify the Kenilworth Village Manager of any circumstances when such minimum staffing level will not be met and the expected duration of any such circumstance. The Parties shall mutually agree upon which facility will serve as the primary PSAP from which the Dispatch Services will be provided.
 - b. To the extent these minimum staffing levels require the hiring of any additional employees by Glenview, Glenview agrees to allow any and all current Kenilworth dispatch employees to undertake any pre-employment examinations and perform any and all other requirements necessary for those employees to apply for and be considered for any available dispatchers/call taker positions. Kenilworth acknowledges that, should Glenview hire any former Kenilworth employees to provide the Dispatch Services, those employees will become Glenview employees and Kenilworth will have no ability to make any personnel-related decisions concerning those employees.
5. Provide and continuously update training to all Glenview employees providing the Dispatch Services in the operation of Glenview's New World System for Kenilworth, as further described in Section 2.B and 2.C of this Agreement, and other necessary skills including but not limited to Emergency Medical Dispatch (E.M.D.). Documentation and evidence of such training shall be provided by Glenview to Kenilworth upon request;
6. Perform supervised transfers of 9-1-1 fire rescue calls to the appropriate Fire/EMS rescue agency as required by ICC 9-1-1 regulations. The transfer of calls will be consistent with industry recognized standards; NENA 56-005 and NFPA 1221;
7. Pursuant to informational materials provided by Kenilworth provide general information to, and answer questions from, callers related to Kenilworth public

health and safety issues (i.e. boil orders or street closures) and general information related to Police, Fire/EMS, Public Works and other Kenilworth services; provided, however, that Glenview will only answer non-emergency calls from Kenilworth outside of regular Kenilworth business hours as advertised by the Village on its website and posted on its facilities, as well as on weekends and designated holidays by Kenilworth. Glenview shall not under any circumstances accept payment of any fees, fines or other amounts on behalf of Kenilworth.

8. No more than seven (7) days following the final day of any month, or upon written request by Kenilworth, provide copies of reports regarding service performance metrics, call volume, LEADS reports, officer time usage and any other requested reports;
9. Provide warning notifications to the Kenilworth community and residents, including without limitation activating community warning sirens and reverse notification calls (e.g. Code Red), as requested by Kenilworth and in accordance with Kenilworth's policies and procedures and only at the direction of the Kenilworth Chief of Police or his/her designee; however, Kenilworth shall be responsible for providing the exact wording of the emergency message to be delivered, and for all costs associated with the purchase and installation, maintenance and/or relocation of any equipment necessary to activate Kenilworth's community warning sirens;
10. Maintain a call logging and recording system of all emergency and non-emergency calls and, upon request, provide copies to Kenilworth Police, Fire/EMS, and Public Works Departments.
11. Provide passive electronic remote control monitoring for the Kenilworth Police Department security system and other Village-controlled facilities as designated by Kenilworth, including monitoring the entry to the Kenilworth Police Station; provided, however, that Kenilworth shall provide the necessary equipment and connections at Kenilworth's cost to enable Glenview to accomplish this monitoring. This monitoring will include both video and audio, two-way communications;
12. Assist Kenilworth in any manner necessary, including cooperating with representatives and assessors with Police and Fire/EMS performance metrics, and taking any other appropriate action, to ensure that Kenilworth receives the any information necessary to satisfy the applicable agencies' professional accreditation or certification processes. It is understood, however, that Glenview's obligations in this regard are related solely to the telecommunications requirements of such accreditations, and not to any other aspects of Police/Public Safety activities undertaken by Kenilworth, as the case may be. Any extraordinary compliance measures undertaken by Glenview in furtherance of this Paragraph 2.A.12 at the request of Kenilworth will be done at Kenilworth's expense;
13. Subject to the obligations of Kenilworth described in Section 2.B herein, operate, maintain and manage the Law Enforcement Data System program ("**LEADS**")

and the National Crime Information Center program ("**NCIC**"), including without limitation the following activities:

- a. Assist and cooperate with all audits of the LEADS and NCIC program files and operations;
 - b. Enter into the LEADS or NCIC system information as requested by Kenilworth, including without limitation warrants and sex offenders;
 - c. Maintain and manage hot files;
 - d. Maintain and manage all LEADS and NCIC files;
 - e. Remove from the LEADS and NCIC files information and data that is no longer current; and
 - f. Update and validate, on a regular basis, LEADS and NCIC data and files, with information provided by Kenilworth;
 - g. Ensure all dispatchers operate in compliance with LEAD standards.
14. Maintain and operate mutual aid dispatch services for Kenilworth in accordance with the emergency response plans and programs established by the Northern Illinois Police Alarm System ("**NIPAS**"), the Illinois Law Enforcement Alarm System ("**ILEAS**"), the Mutual Aid Box Alarm System ("**MABAS**"), the North Regional Major Crimes Task Force ("**NORTAF**"), the Major Crash Assistance Team ("**MCAT**"), and the Illinois Public Works Mutual Aid Network ("**IPWMAN**"), as well as any other applicable public safety organizations; provided, however, that Glenview's obligations in this regard are limited to monitoring, dispatching, documenting and updating of system information, based upon data provided by Kenilworth;
15. Participate in reasonable periodic training exercise programs and scenarios conducted by Kenilworth including the provision of dispatch services employees to participate in the programs and scenarios, provided that adequate notice is given and staffing limitations permit such participation. Costs associated with the attendance of dispatch service employees (including supervisory staff) at special assignments or special events will be borne by Kenilworth
16. To encourage mutual personnel interactions, Glenview agrees that its dispatch personnel will accompany Kenilworth Police officers and/or Kenilworth Firefighters/EMS personnel on "ride-alongs" to become familiar with local geography and Kenilworth Police and Fire/EMS Department procedures. Such "ride-alongs" will be conducted on no less than a semi-annual basis during the first year of the Initial Term (defined herein) and, thereafter, no less than an annual basis, at no additional charge to Kenilworth. Periodic attendance at Kenilworth Police or Fire Department meetings and other mutually agreed upon events is encouraged throughout the term of this Agreement;

17. Cooperate with Kenilworth in the preparation of responses to any subpoenas and/or Freedom of Information Act requests concerning the Dispatch Services, including without limitation identifying and providing copies of responsive records (including documents, call logs, call recordings, video recordings). Kenilworth will be responsible for completing and transmitting final responses to such subpoenas FOIA requests; and
18. Cooperate with Kenilworth in the event that any litigation arises out of or is related to the services provided under this Agreement, including providing records and making employees available for depositions and testimony in accordance with service of legal process, provided that Glenview does not become adverse to Kenilworth in any such litigation.

B. Obligations of Kenilworth/. Kenilworth agrees to perform the following in order to enable Glenview to efficiently and properly fulfill its obligations under this Agreement:

1. Provide timely updated telephone lists, call out procedures, and suggested telephone answering procedures;
2. Provide timely notification of a Kenilworth designee for receiving notice in the absence of Police Chief and or Fire Chief;
3. Provide informational materials on public safety, civic and utility issues for dissemination to residents of Kenilworth;
4. Provide proper equipment and connections to enable Glenview to monitor designated security video feeds at Village-controlled facilities;
5. Provide reasonable cooperation in assisting Glenview to achieve accreditation as desired by Glenview;
6. Provide timely reports and other data needed for Glenview to comply with LEADS requirements and current MABAS box cards;
7. Provide work schedules, on-call schedules, training exercises and reasonable notification thereof;
8. Enter and manage warrants through New World RMS (defined as New World Records Management System), or other subsequently-implemented records management system; and
9. Maintain fire run cards in New World RMS, or other subsequently-implemented records management system, with any changes thereto provided to Glenview.

C. Party Obligations Relating to New World System.

1. Glenview will execute with New World an Additional Software License Agreement and any other required documentation to add the necessary licenses for Kenilworth to join Glenview's New World System.

2. The parties acknowledge and mutually agree that Glenview shall be responsible for all IT costs and services related to maintaining the New World Computer Aided Dispatch, New World Records Management System, New World Mobile and Field Reporting Systems, and all other software/hardware components, New World or otherwise, integrated with the New World software solution (collectively, the "New World System"), to the extent that those components are physically located at the Full Service Dispatch Center. In addition, Glenview agrees to schedule, perform, and complete, in coordination with Kenilworth any and all upgrades to the New World System servers.
3. Kenilworth shall be responsible for the procurement of all third party software, including updates, upgrades, and service/maintenance packs, and hardware prerequisites required for New World System upgrades to be implemented properly on all Kenilworth hardware, including the mobile clients.
4. The parties mutually agree that either party may elect to add New World System components, or third party components, to the New World System. Such new components added by either party shall be at the sole cost (including, but not limited to, implementation costs, software license/maintenance costs, and any necessary software or hardware components to the servers that house the New World System) of that same party. The parties may mutually agree, in writing, to share the cost of such new components. If at a later date the non-implementing party wishes to utilize a component paid by the implementing party, then the non-implementing party will agree to reimburse the implementing party for a portion of the implementing costs as agreed to by the respective parties. Any individual mobile unit/terminal software license or maintenance costs shall be the responsibility of the party where the unit is located.

Section 3. Determination and Payment of Costs by Kenilworth.

A. Quarterly Fee for Dispatch Services. Kenilworth agrees to pay to Glenview a fee for Dispatch Services in the amounts set forth in the attached ***Exhibit A ("Quarterly Fee")***, attached hereto and incorporated by reference herein. The parties acknowledge and agree that the Quarterly Fee includes ongoing expenses to upgrade, improve and enhance the Dispatch Services and the equipment and facilities relating thereto. The Quarterly Fee shall be paid to Glenview each quarter, beginning on the Commencement Date; except that in recognition of the costs that Glenview must incur in advance of the Commencement Date, Kenilworth shall begin payment of the Quarterly Fee 60 days in advance of the Commencement Date per the attached Exhibit A schedule.

B. Additional Expenses. To the extent that this Agreement provides for Kenilworth to bear other expenses relating to the Dispatch Services, such other expenses mutually agreed upon shall be due and payable thirty (30) days after Glenview delivers an invoice for such expenses to Kenilworth as the case may be.

C. Credits Upon Termination. To the extent that this agreement terminates other than upon its expiration, under section 8.a (excepting termination due to a default of Kenilworth) any Quarterly Fee covering a period after the termination date shall be refunded to Kenilworth, on a pro rata basis within 60 days.

D. Capital Charges. The fees set forth in **Exhibit A** reflect certain capital expenses relating to the transition costs for providing Dispatch Services to Kenilworth which shall be paid to Glenview no later than February 1, 2017. Except as otherwise expressly provided in this Subsection 3.C, Kenilworth shall not be responsible for any future capital expense by Glenview or any other entity related to the provision of the Dispatch Services to Kenilworth.

E. New Recipients of Dispatch Services. Glenview may enter into agreements with other municipalities or fire protection districts to provide services similar to the Dispatch Services. Glenview agrees to consult with Kenilworth prior to executing any agreement for such services. Under any and all circumstances, Glenview represents and warrants that the standards of performance for the Dispatch Services provided to Kenilworth shall not diminish in any manner following any extension of similar services by Glenview to other municipalities or fire protection districts.

F. Participation of Additional Agencies. The parties agree and acknowledge that the business model underlying the Agreement is based upon the involvement of the Additional Agencies. In the event that any of the Additional Agencies: (i) does not enter into an agreement with Glenview for dispatch services; or (ii) terminates any such agreement, then, and in such event, the Parties hereto agree to enter into good-faith negotiations concerning pricing and operations hereunder.

G. Recapture Fees. If Glenview contracts with any agency other than Kenilworth and the Additional Agencies, then and in such event, Glenview shall require such agency to pay a fee to Glenview for access to the redundancies of the Dispatch Services (the "**Recapture Fee**"). In such event, within sixty (60) days of Glenview's actual receipt of the Recapture Fee, Glenview agrees to distribute a portion of the Recapture Fee to Kenilworth and the Additional Agencies in accordance with each entity's proportionate capital contribution hereto. Upon agreement of the Parties, such distribution can be in the form of a credit towards amounts owed to Glenview under this Agreement by Kenilworth and the Additional Agencies.

Section 4. Insurance.

A. Coverage Provided. Glenview agrees to provide the following insurance coverages for the Dispatch Services:

1. Commercial General Liability combined single limit per occurrence for bodily injury and property damage, and personal and advertising injury limited to \$10 million aggregate for the Dispatch Services. Coverage includes the following: all premises and operations, products/completed operations, broad form property damage, defense and contractual liability;
2. Automobile Liability combined single limit per occurrence for all owned, hired and non-owned Glenview vehicles brought onto any of the Village's properties for bodily injury and property damage. Uninsured/underinsured motorist coverage must be secured per Illinois requirements.
3. General Liability and Property coverage for any equipment used in the provision of the Dispatch Services under this Agreement;
4. Workers' Compensation with statutory limits and Employer's Liability coverage;

5. Umbrella or Excess Liability for bodily injury, personal injury, and property damage limited to \$2,000,000 per occurrence and \$2,000,000 aggregate.
6. Law Enforcement Liability for bodily injury, personal injury, and property damage limited to \$2,000,000 per occurrence and \$4,000,000 aggregate with a \$200,000 Self Insured Retention.
7. Cyber-liability for media content, security & privacy liability, regulatory action sublimit, network interruption, event management, and cyber extortion limited to \$2,000,000 per occurrence and \$2,000,000 aggregate with a \$50,000 Self Insured Retention.
8. Additional Insured. The Village of Kenilworth and its officials, officers, agents and employees (collectively "**Additional Insureds**") must each be named as additional insureds on a primary and non-contributory basis on general liability, automobile liability, and umbrella or excess liability insurance coverage. The Additional Insured status is strictly limited to the Dispatch Services Agreement.

Such coverages shall be in amounts no less than what Glenview maintains for itself in its normal course of business and upon the same terms, provisions and conditions of Glenview's coverage. Upon Kenilworth's written request, Glenview shall provide Kenilworth a copy of the insurance policy(ies) or coverage document(s) and additional insured endorsements which affords the insurance coverage required in this paragraph no later than ten days prior to the Commencement Date. Any insurance required to be carried by Glenview hereunder shall be primary and not excess to any other coverage carried by Kenilworth in connection with any act or omission on the part of Glenview in the performance of the obligations of Glenview under this Agreement.

B. Indemnification.

1. To the fullest extent permitted by law, Glenview does hereby agree to defend, indemnify and hold Kenilworth its officials, employees and agents harmless from and against any and all claims, demands, losses, causes of action or liabilities of any nature whatsoever, including reasonable attorney's fees and expenses, arising out of, in whole or in part, or in connection with or in consequence of any act or omission on the part of Glenview, its officials, employees or agents, in the performance of or with relation to any of the work or services to be performed or furnished by Glenview under this Agreement, except to the extent caused by the negligence or willful misconduct of Kenilworth.
2. To the fullest extent permitted by law, Kenilworth does hereby agree to defend, indemnify and hold Glenview, its officials, employees and agents harmless from and against any and all claims, demands, losses, causes of action or liabilities of any nature whatsoever, including reasonable attorney's fees and expenses, which may arise out of, in whole or in part, or in connection with or in consequence of any act or omission on the part of Kenilworth its officials, employees or agents, in the performance of or with relation to any of the work or services to be performed or furnished by Kenilworth under this Agreement, except to the extent caused by the negligence or willful misconduct of Glenview.

3. Nothing herein shall be deemed to diminish or waive any immunities or defenses available to the Parties under any applicable statute or rule of law.

C. Proof of Coverage by Glenview. Glenview agrees to furnish to Kenilworth a certificate of coverage detailing the self-insurance or commercial insurance as provided by its insurer. The certificate shall be delivered to Kenilworth within thirty (30) days after the effective date of this Agreement. Kenilworth shall be added, by original endorsement, as an additional insured to all liability policies set forth in Section 4.A. Such endorsement shall be furnished to Kenilworth with the certificate of coverage. The certificates and endorsements are to be signed by a person authorized by that insurer to bind coverage on its behalf. The insurance coverage required under Section 4.A. shall be primary and not excess to any other coverage carried by Kenilworth.

D. Termination of Coverage. If Glenview's coverage as provided by its insurer is terminated for any reason:

1. Glenview shall promptly notify Kenilworth of receipt of any such notice; and
2. Glenview agrees to use its best efforts to provide comparable coverage either through membership in a joint risk management association or through commercial insurance carriers. However, the failure of Glenview to secure or provide such comparable coverage does not relieve it of its duty to defend, indemnify or hold Kenilworth harmless as required in this Agreement.

E. Coverage by Kenilworth. Kenilworth agrees to maintain commercial general liability coverage, workers' compensation and employer's liability coverage for its operations. Upon request, Kenilworth will provide proof of this insurance to Glenview. Any insurance required to be carried by Kenilworth hereunder shall be primary and not excess to any other coverage carried by Glenview in connection with any act or omission on the part of Kenilworth in the performance of the obligations of Kenilworth under this Agreement, or any obligation related to the provision of police and/or public works services by Kenilworth.

Section 5. Promotion of Interaction and Communication.

The parties agree that they desire to establish a variety of means to enhance and promote communication and cooperation between Glenview and Kenilworth. In addition to those matters otherwise addressed in this Agreement, the Parties also wish to establish the following:

A. Access to Information about Service Delivery. Kenilworth shall have access to records pertaining to the Dispatch Services provided to them for the purposes of inspection by any authorized representatives of Kenilworth/ (during regular business hours, upon reasonable notice), to the same extent as such records are available for inspection by any authorized representatives of Glenview.

B. Complaint Procedure. Glenview shall establish a procedure for logging in and responding to complaints concerning the provision of the Dispatch Services. Glenview agrees to inform Kenilworth when specific complaints are brought by their respective residents or customers, including without limitation the date and time of the call, complainant's contact

information, and a description of the complaint. In addition, Glenview agrees to inform Kenilworth of the actions taken by Glenview to resolve the complaint.

C. Regular Meetings. The parties agree that representatives of each of the Parties shall meet initially to consider the implementation of operational rules and procedures for the provision of the Dispatch Services pursuant to this Agreement. The parties further agree that their representatives shall meet on a regular basis, at a minimum of a quarterly basis, to discuss this Agreement and the Dispatch Services provided pursuant to this Agreement, including without limitation issues relating to the operation of the Dispatch Services and the complaint procedures described in Subsection 5.B of this Agreement.

Section 6. Records.

Glenview shall establish and keep a file and record system for all data relative to the Dispatch Services. The parties shall provide and exchange records in accordance with the provisions and limitations of the Health Insurance Portability Accountability Act, the provisions of which shall supersede any conflicting requirement of this Section, and as necessary to respond to requests pursuant to the Illinois Freedom of Information Act or to subpoenas issued by a court of competent jurisdiction.

Section 7. Dispute Resolution.

A. Negotiation. The parties desire to avoid and settle without litigation any future disputes that may arise between them relative to this Agreement. Accordingly, the Parties agree to engage in good faith negotiations to resolve any such dispute. If any party has a dispute about a violation, interpretation, or application of a provision of this Agreement or a dispute regarding a party's failure to comply with this Agreement, then that party may serve on the other party written notice, delivered as provided in Section 10 of this Agreement, setting forth in detail the dispute, the provisions of this Agreement to which the dispute is related, and all facts and circumstances pertinent to the dispute. The parties then, within seven (7) days, shall schedule a date certain for representatives of the Parties to meet in a conference to resolve the dispute. Such conference shall be conducted within thirty (30) days after notice of the dispute has been delivered as provided herein. If a resolution is not reached within such 30 (thirty) day period (or such longer period to which the Parties may mutually agree), then either party may pursue remedies available under this Agreement, including termination.

B. Continuation of Services and Payments. During all negotiation proceedings and any subsequent proceedings provided for in this Section 7, Glenview and Kenilworth shall continue to fulfill the terms of this Agreement to the fullest extent possible. Glenview shall continue to provide Dispatch Services to Kenilworth as provided by this Agreement. Kenilworth shall continue to make all payments to Glenview for the Dispatch Services as provided by this Agreement, including all payments about which there may be a dispute.

C. Remedies. Provided that the Parties have met their obligations under Section 7.A., the Parties shall be entitled to pursue such remedies as may be available in law and equity, including without limitation an action to secure the performance of the covenants, agreements, conditions, and obligations contained herein. The parties agree that any such action must be brought in the Circuit Court of Cook County, Illinois. The requirements of Section 7.A. shall be waived in the event of either significant risk of irreparable harm or significant jeopardy to public health and safety.

Section 8. Term; Termination.

A. **Term.** The term of this Agreement shall begin on the Commencement Date and terminate on December 31, 2023 ("***Initial Term***"). The parties may agree in writing to renew or extend the Agreement for additional periods (each such period a "***Renewal Term***") upon such terms and conditions as are mutually agreeable to the Parties. No less than one hundred eighty (180) days before the expiration of the Initial Term, the Parties agree to negotiate in good faith on the issue of pricing for any Renewal Term. If a Renewal Term cannot be agreed upon by the Parties prior to the expiration of the Initial Term, the Agreement may be extended at the option of Kenilworth for one (1) year beyond the Initial Term (the "***Extension***") with the annual escalator for Quarterly Fees payable during the Extension being limited to the annual escalator between the Year 6 (2022) Quarterly Fee and the Year 7 (2023) Quarterly Fee. After the expiration of any Renewal Term, the Parties may agree to renew or extend such term upon such terms and conditions as are mutually agreeable.

B. **Termination.** This Agreement may be terminated pursuant to one of the following procedures:

1. By written notice of no fewer than 365 days after termination is duly authorized by the appropriate legislative action of one of the Parties for its convenience;
2. By written amendment to this Agreement duly authorized by the appropriate legislative action of Glenview and Kenilworth; or
3. In the event of a material default under this Agreement, and provided that the Parties have failed to resolve matters pursuant to the provisions of Section 7, the non-defaulting party may notify a defaulting party in writing setting forth the nature of the default and the requested remedy of such default. The defaulting party shall thereafter have ten (10) days to correct the default prior to the non-defaulting party's terminating this Agreement; provided that said ten (10) day period shall be extended, for a reasonable time not exceeding ninety (90) days, if said default cannot reasonably be cured within said ten (10) day period. If a defaulting party fails to cure the default within the cure period provided in this Section, the non-defaulting party shall have the right to terminate this Agreement by written notice of termination to the defaulting party, which termination will be effective immediately (or by such other date, not beyond the term of this Agreement, as the non-defaulting party may determine). A party that terminates this Agreement pursuant to this Section 8.B.3 shall retain its rights to pursue any and all other remedies that may be available, either in law or in equity under this Agreement.
4. The Parties acknowledge and agree that the permanent unavailability of the New World System, Highland Park Facility, or other critical infrastructure for the performance of the Dispatch Services will automatically constitute a default of this Agreement by Glenview. If Glenview learns or reasonably believes that the New World System, Highland Park Facility, or other critical infrastructure will become permanently unavailable for any reason, Glenview must immediately notify Kenilworth and cure the default. If such default is not cured within ninety (90) days, as determined by Kenilworth in its sole discretion, Kenilworth may terminate this Agreement at any time thereafter.

Section 9. Unfunded Mandates. The parties acknowledge that significant changes have occurred in legal requirements of Dispatch Services over the past decade and are likely to occur in the future. In the event unfunded mandates arise which impose dispatch service obligations on Glenview over and above current obligations, then the Parties agree to negotiate a sharing of the costs incurred to comply with said mandates.

Section 10. Effective Date. This Agreement shall be effective as of the date it is signed by both parties, and Glenview will begin providing the Dispatch Services on the Commencement Date.

Section 11. General Provisions.

A. **Notice.** Any notice or communication required or permitted to be given under this Agreement shall be in writing and shall be delivered (i) personally, (ii) by a reputable overnight courier, (iii) by certified mail, return receipt requested, and deposited in the U.S. Mail, postage prepaid, or (iv) by facsimile. Facsimile notices shall be deemed valid upon confirmed transmission followed by notice in the manner described in either (i), (ii), or (iii) above within three business days thereafter at the appropriate address set forth below. Unless otherwise provided in this Agreement, notices shall be deemed received after the first to occur of (a) the date of actual receipt; or (b) the date that is one (1) business day after deposit with an overnight courier as evidenced by a receipt of deposit; or (b) the date that is three (3) business days after deposit in the U.S. mail, as evidenced by a return receipt or the date of confirmed fax transmission. By notice complying with the requirements of this Section 10.A, each party to this Agreement shall have the right to change the address or the addressee, or both, for all future notices and communications to them, but no notice of a change of addressee or address shall be effective until actually received.

Notices and communications to Glenview shall be addressed to, and delivered at, the following address:

Village of Glenview
2500 E Lake Avenue
Glenview, Illinois 60026
Fax: (847) 724-1518
Attention: Village Manager

with a copy to:

Eric G. Patt
Robbins, Salomon & Patt, Ltd.
2222 Chestnut Avenue, Suite 101
Glenview, IL 60026
Fax: (847) 729-7390

Notices and communications to Kenilworth shall be addressed to, and delivered at, the following address:

Village of Kenilworth
419 Richmond Road
Kenilworth, Illinois 60043

Fax: (847) 251-3908
Attention: Village Manager

with a copy to: Kenilworth Village Counsel
Holland and Knight LLP
131 S. Dearborn Street
30th floor
Chicago, IL 60603
Fax: (312)-578-6666

B. Time of the Essence. Time is of the essence in the performance of this Agreement.

C. Rights Cumulative. Unless expressly provided to the contrary in this Agreement, each and every one of the rights, remedies, and benefits provided by this Agreement shall be cumulative and shall not be exclusive of any other rights, remedies, and benefits allowed by law.

D. Non-Waiver. No party shall be under any obligation to exercise any of the rights granted to it in this Agreement. The failure of any party to exercise at any time any right granted to such party shall not be deemed or construed to be a waiver of that right, nor shall the failure void or affect the party's right to enforce that right or any other right.

E. Ownership and Capital Costs. Glenview will own the entire dispatch system, except the radio infrastructure equipment installed in Kenilworth and the antennae, which shall be owned and maintained by Kenilworth, unless otherwise agreed to in writing by both parties.

F. Consents. Unless otherwise provided in this Agreement, whenever the consent, permission, authorization, approval, acknowledgement, or similar indication of assent of any party to this Agreement, or of any duly authorized officer, employee, agent, or representative of any party to this Agreement, is required in this Agreement, the consent, permission, authorization, approval, acknowledgement, or similar indication of assent shall be in writing.

G. Governing Law. This Agreement shall be governed by, and enforced in accordance with, the internal laws, but not the conflicts of laws rules, of the State of Illinois.

H. Severability. It is hereby expressed to be the intent of the Parties to this Agreement that should any provision, covenant, agreement, or portion of this Agreement or its application to any person or property be held invalid by a court of competent jurisdiction, the remaining provisions of this Agreement and the validity, enforceability, and application to any person or property shall not be impaired thereby, but the remaining provisions shall be interpreted, applied, and enforced so as to achieve, as near as may be, the purpose and intent of this Agreement to the greatest extent permitted by applicable law.

I. Entire Agreement. This Agreement constitutes the entire agreement between the Parties and supersedes any and all prior agreements and negotiations between the Parties, whether written or oral, relating to the subject matter of this Agreement.

J. Interpretation. This Agreement shall be construed without regard to the identity of the party who drafted the various provisions of this Agreement. Moreover, each and every

provision of this Agreement shall be construed as though all parties to this Agreement participated equally in the drafting of this Agreement. As a result of the foregoing, any rule or construction that a document is to be construed against the drafting party shall not be applicable to this Agreement.

K. Exhibit. Exhibit A attached to this Agreement is, by this reference, incorporated in, and made a part of this Agreement. In the event of a conflict between an exhibit and the text of this Agreement, the text of this Agreement shall control.

L. Amendments and Modifications. No amendment or modification to this Agreement shall be effective until it is reduced to writing and approved and executed by all parties to this Agreement in accordance with applicable law.

M. Changes in Laws. Unless otherwise provided in this Agreement, any reference to laws, statutes, ordinances, rules, or regulations shall be deemed to include any modifications of, or amendments to, such laws, statutes, ordinances, rules, or regulations that may occur in the future.

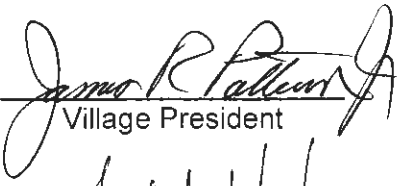
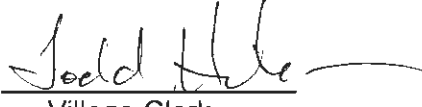
N. Authority to Execute. Each party hereby warrants and represents to the other parties that the persons executing this Agreement on its behalf have been properly authorized to do so by the corporate authorities of such party.

O. No Third Party Beneficiaries. No claim as a third party beneficiary under this Agreement by any person shall be made, or be valid, against Glenview and Kenilworth.

[SIGNATURE PAGE FOLLOWS]

IN WITNESS HEREOF, Glenview and Kenilworth, respectively, have caused this Agreement to be executed by their respective Village President and attested by their respective Village Clerk as of the day and year first above written.

VILLAGE OF GLENVIEW

By 
Village President
Attest 
Village Clerk

VILLAGE OF Kenilworth



By 
Village President
Attest 
Village Clerk, *DEPUTY*

EXHIBIT A
Payment Schedule

**EXHIBIT A
PAYMENT SCHEDULE
KENILWORTH**

OPERATING PAYMENTS

		Quarter 2 (May-Jun)	Quarter 3 (Jul-Aug-Sept)	Quarter 4 (Oct-Nov-Dec)	Annual Total	
		May 1	July 1	October 1		
		<u>Jun 15</u>	<u>August 15</u>	<u>November 15</u>		
Partial Year	2017	\$26,468	\$39,703	\$39,703	\$105,874	
		Quarter 1 (Jan-Feb-Mar)	Quarter 2 (Apr-May-June)	Quarter 3 (July-Aug-Sept)	Quarter 4 (Oct-Nov-Dec)	
Invoiced on:		January 1	April 1	July 1	October 1	
Due by:		<u>February 15</u>	<u>May 15</u>	<u>August 15</u>	<u>November 15</u>	
Year 1	2018	\$41,168	\$41,168	\$41,168	\$41,168	\$164,672
Year 2	2019	\$42,908	\$42,908	\$42,908	\$42,908	\$171,630
Year 3	2020	\$44,710	\$44,710	\$44,710	\$44,710	\$178,840
Year 4	2021	\$46,631	\$46,631	\$46,631	\$46,631	\$186,523
Year 5	2022	\$48,732	\$48,732	\$48,732	\$48,732	\$194,930
Year 6	2023	\$50,900	\$50,900	\$50,900	\$50,900	\$203,600
					<hr/>	\$1,206,068

CAPITAL PAYMENTS

Feb 1, 2017 \$ 167,500

**DISPATCH SERVICES AGREEMENT BETWEEN
THE VILLAGE OF GLENVIEW AND VILLAGE OF NORTHFIELD**

THIS AGREEMENT is made as of November 1, 2016, by and between the **VILLAGE OF GLENVIEW**, an Illinois home rule municipal corporation ("**Glenview**") and the **VILLAGE OF NORTHFIELD** ("**Northfield**"), an Illinois home rule Municipal Corporation. In consideration of the mutual promises of the Parties hereto made each to the other and other good and valuable consideration, Glenview and Northfield hereby agree as follows:

Section 1. Background.

A. Article VII, Section 10 of the Illinois Constitution of 1970 provides for intergovernmental cooperation between units of local government such as Glenview and Northfield, including the power to contract or otherwise associate among themselves to obtain or share services and to exercise, combine or transfer any power or function in any manner not prohibited by law or by ordinance, and to use their credit, revenues, and other resources to pay costs related to intergovernmental activities. The Illinois Intergovernmental Cooperation Act, 5 ILCS 220/1 *et. seq.*, provides that any power or powers, privileges or authority exercised or which may be exercised by a unit of local government may be exercised and enjoyed jointly with any other unit of local government.

B. Glenview and Northfield (sometimes referred to herein individually as a "**Party**" and collectively as the "**Parties**") are units of local government.

C. Glenview operates full service dispatch centers at 2500 East Lake Avenue, Glenview, Illinois (the "**Glenview Facility**") and 1677 Old Deerfield Road, Highland Park, Illinois (the "**Highland Park Facility**"), and will continue to operate a primary dispatch center and secondary dispatch center for redundancy, known collectively as the "**Full Service Dispatch Center**". Glenview currently provides 9-1-1 call answering and dispatch services to a number of surrounding communities through the Full Service Dispatch Center.

D. Northfield is seeking to have 9-1-1 call answering and dispatch services performed by Glenview from the Full Service Dispatch Center, on behalf of its police department and other ancillary services (collectively the "**Dispatch Services**") as those Dispatch Services are more fully described in Section 2.A of this Agreement.

E. Glenview anticipates concurrently providing services similar to the Dispatch Services from the Full Service Dispatch Center to the following additional municipalities: Village of Glencoe, Village of Kenilworth, and Village of Winnetka ("**Additional Agencies**").

F. Glenview and the other municipalities that Glenview provides Dispatch Services to have entered into an intergovernmental agreement forming a Joint Emergency Telephone System Board ("**JETSB**").

G. Northfield intends to submit an application to join Glenview's JETSB in accordance with the provisions and requirements of the Illinois Emergency Telephone Systems Act 50 ILCS 750/0.01, *et seq.*, as amended.

H. Glenview and Northfield have determined that it is in the best interests of each party to this Agreement and the public health, safety and welfare of persons and property within

Glenview and Northfield to enter into this Agreement for Glenview to provide Dispatch Services to Northfield.

Section 2. Provision of Dispatch Services by Glenview and Corresponding Obligations of Northfield.

A. Operation of Full Service Dispatch Center and Provision of Dispatch Services by Glenview. Glenview shall continue to directly operate the Full Service Dispatch Center to provide Dispatch Services to Northfield throughout the Initial Term and any Renewal Term of this Agreement. Glenview shall begin providing the Dispatch Services to Northfield on July 1, 2017, or such earlier date mutually agreed upon in writing by the Parties (the “**Commencement Date**”). The Dispatch Services provided by Glenview to Northfield shall include without limitation the following:

1. Provide 24-hour a day answering of all emergency 9-1-1 and police non-emergency calls; maintain updated telephone lists of Northfield staff and employees; implement and utilize call-out procedures for emergencies and non-emergencies, and forward messages, utilizing reasonable telephone answering procedures adopted by Glenview and approved by Northfield. All calls (emergency and non-emergency) shall be answered within ten (10) seconds at least ninety-five percent (95%) of the time, and a log of all calls shall be provided to Northfield by Glenview on a quarterly basis or as otherwise reasonably requested by Northfield. Said log shall be made available to Northfield upon request within a reasonable time period of no greater than seven (7) days. Recordings of all aspects of each call received for Northfield (including the incoming phone call, internal dispatch center conversations related to the call, out bound phone calls and any and all radio traffic relate to the call) shall be made available as soon as a qualified person is available to provide recordings, unless an emergency exists, to Northfield upon request for such recording by Northfield. Additionally, Glenview shall provide Northfield with call answering performance metrics for Glenview and all other agencies contracting with Glenview for services similar to the Dispatch Services on an annual basis or as otherwise requested in writing by Northfield, such requests to occur no more than quarterly. In addition, Glenview will, at all times, comply with the requirements of Part 1325 of Chapter IV of Title 83 of the Illinois Administrative Code regarding the maintenance of a backup PSAP for the Full Service Dispatch Center and maintain a secondary location to serve as the Primary PSAP for the Village in the event that the Glenview Facility goes offline;
2. Provide 24-hour a day dispatching for Northfield Police Department and after-hours' and emergency notification of Northfield Public Works as requested by Northfield. The “Performance Standard” for call handling will be procedurally and operationally consistent with contemporary industry recognized standards; as determined by the Association of Public Safety Communications Officials (APCO) or National Emergency Number association (NENA). Glenview agrees to proactively review and take reasonable steps to correct any operational practices in the Dispatch Center that increase average dispatch times to levels exceeding industry standards, or standards previously agreed to by the Parties, and provide notice of the issue and corrective actions taken to the Northfield police chief or

his designee. Glenview shall provide reporting to Northfield demonstrating compliance with the Performance Standard described above no less frequently than monthly;

3. Maintain and operate radio and computer communications with Northfield for all Police Department and Northfield Public Works calls, utilizing dispatching procedures adopted and agreed upon by the Parties. Any proposed changes or additions to the radio channel or talk group used by Northfield and the Additional Agencies shall be discussed and agreed upon by the Parties;
4. Glenview will use best efforts to maintain the following minimum employee staffing levels to provide the Dispatch Services:
 - a. In the Full Service Dispatch Center, staff at least one (1) telecommunicator per radio channel to provide the Dispatch Services at all times; provided, however, in the event that temporary staffing difficulties caused by an emergency situation that is beyond Glenview's reasonable control prevent such minimum staffing, then Glenview shall notify the Northfield Village Manager of any circumstances when such minimum staffing level will not be met and the expected duration of any such circumstance. The Parties shall mutually agree upon which facility will serve as the primary PSAP from which the Dispatch Services will be provided.
 - b. To the extent these minimum staffing levels require the hiring of any additional employees by Glenview, Glenview agrees to allow any and all current Northfield dispatch employees to undertake any pre-employment examinations and perform any and all other requirements necessary for those employees to apply for and be considered for any available dispatchers/call taker positions. Northfield acknowledges that, should Glenview hire any former Northfield employees to provide the Dispatch Services, those employees will become Glenview employees and Northfield will have no ability to make any personnel-related decisions concerning those employees.
5. Provide and continuously update training to all Glenview employees providing the Dispatch Services in the operation of Glenview's New World System for Northfield, as further described in Section 2.B and 2.C of this Agreement, and other necessary skills including but not limited to Emergency Medical Dispatch (E.M.D.). Documentation and evidence of such training shall be provided by Glenview to Northfield upon request;
6. Perform supervised transfers of 9-1-1 fire rescue calls to the appropriate Fire/EMS rescue agency as required by ICC 9-1-1 regulations. The transfer of calls will be consistent with industry recognized standards; NENA 56-005 and NFPA 1221;
7. Pursuant to informational materials provided by Northfield, provide general information to, and answer questions from, callers related to Northfield public health and safety issues (i.e. boil orders or street closures) and general

information related to Police, Fire/EMS, Public Works and other Northfield services; provided, however, that Glenview will only answer non-emergency calls from Northfield outside of regular Northfield business hours, as advertised by the Village on its website and posted on its facilities, as well as on weekends and designated holidays by Northfield. Glenview shall not under any circumstances accept payment of any fees, fines or other amounts on behalf of Northfield.

8. No more than seven (7) days following the final day of any month, or upon written request by Northfield, provide copies of reports regarding service performance metrics, call volume, LEADS reports, officer time usage and any other requested reports;
9. Provide warning notifications to the Northfield community and residents, including without limitation activating community warning sirens and reverse notification calls (e.g. Code Red), as requested by Northfield and in accordance with Northfield's policies and procedures and only at the direction of the Northfield Chief of Police or his/her designee; however, Northfield shall be responsible for providing the exact wording of the emergency message to be delivered, and for all costs associated with the purchase and installation, maintenance and/or relocation of any equipment necessary to activate Northfield's community warning sirens;
10. Maintain a call logging and recording system of all emergency and non-emergency calls and, upon request, provide copies to Northfield Police, Fire/EMS, and Public Works Departments.
11. Provide passive electronic remote control monitoring for the Northfield Police Department security system and other Village-controlled facilities as designated by Northfield, including monitoring the entry to the Northfield Police Station; provided, however, that Northfield shall provide the necessary equipment and connections at Northfield's cost to enable Glenview to accomplish this monitoring. This monitoring will include both video and audio, two-way communications;
12. Assist Northfield in any manner necessary, including cooperating with representatives and assessors with Police and Fire/EMS performance metrics, and taking any other appropriate action, to ensure that Northfield receives the any information necessary to satisfy the applicable agencies' professional accreditation or certification processes. It is understood, however, that Glenview's obligations in this regard are related solely to the telecommunications requirements of such accreditations, and not to any other aspects of Police/Public Safety activities undertaken by Northfield, as the case may be. Any extraordinary compliance measures undertaken by Glenview in furtherance of this Paragraph 2.A.12 at the request of Northfield will be done at Northfield's expense;
13. Subject to the obligations of Northfield described in Section 2.B herein, operate, maintain and manage the Law Enforcement Data System program ("**LEADS**") and the National Crime Information Center program ("**NCIC**"), including without limitation the following activities:

- a. Assist and cooperate with all audits of the LEADS and NCIC program files and operations;
 - b. Enter into the LEADS or NCIC system information as requested by Northfield, including without limitation warrants and sex offenders;
 - c. Maintain and manage hot files;
 - d. Maintain and manage all LEADS and NCIC files;
 - e. Remove from the LEADS and NCIC files information and data that is no longer current; and
 - f. Update and validate, on a regular basis, LEADS and NCIC data and files, with information provided by Northfield;
 - g. Ensure all dispatchers operate in compliance with LEAD standards.
14. Maintain and operate mutual aid dispatch services for Northfield in accordance with the emergency response plans and programs established by the Northern Illinois Police Alarm System ("**NIPAS**"), the Illinois Law Enforcement Alarm System ("**ILEAS**"), the Mutual Aid Box Alarm System ("**MABAS**"), the North Regional Major Crimes Task Force ("**NORTAF**"), the Major Crash Assistance Team ("**MCAT**"), and the Illinois Public Works Mutual Aid Network ("**IPWMAN**"), as well as any other applicable public safety organizations; provided, however, that Glenview's obligations in this regard are limited to monitoring, dispatching, documenting and updating of system information, based upon data provided by Northfield;
 15. Participate in reasonable periodic training exercise programs and scenarios conducted by Northfield, including the provision of dispatch services employees to participate in the programs and scenarios, provided that adequate notice is given and staffing limitations permit such participation. Costs associated with the attendance of dispatch service employees (including supervisory staff) at special assignments or special events will be borne by Northfield.
 16. To encourage mutual personnel interactions, Glenview agrees that its dispatch personnel will accompany Northfield Police officers and/or Northfield Firefighters/EMS personnel on "ride-alongs" to become familiar with local geography and Northfield Police and Fire/EMS Department procedures. Such "ride-alongs" will be conducted on no less than a semi-annual basis during the first year of the Initial Term (defined herein) and, thereafter, no less than an annual basis, at no additional charge to Northfield. Periodic attendance at Northfield Police or Fire Department meetings and other mutually agreed upon events is encouraged throughout the term of this Agreement;
 17. Cooperate with Northfield in the preparation of responses to any subpoenas and/or Freedom of Information Act requests concerning the Dispatch Services, including without limitation identifying and providing copies of responsive records

(including documents, call logs, call recordings, video recordings). Northfield will be responsible for completing and transmitting final responses to such subpoenas FOIA requests; and

18. Cooperate with Northfield in the event that any litigation arises out of or is related to the services provided under this Agreement, including providing records and making employees available for depositions and testimony in accordance with service of legal process, provided that Glenview does not become adverse to Northfield in any such litigation.

B. Obligations of Northfield. Northfield agrees to perform the following in order to enable Glenview to efficiently and properly fulfill its obligations under this Agreement:

1. Provide timely updated telephone lists, call out procedures, and suggested telephone answering procedures;
2. Provide timely notification of a Northfield designee for receiving notice in the absence of Police Chief and or Fire Chief;
3. Provide informational materials on public safety, civic and utility issues for dissemination to residents of Northfield;
4. Provide proper equipment and connections to enable Glenview to monitor designated security video feeds at Village-controlled facilities;
5. Provide reasonable cooperation in assisting Glenview to achieve accreditation as desired by Glenview;
6. Provide timely reports and other data needed for Glenview to comply with LEADS requirements and current MABAS box cards;
7. Provide work schedules, on-call schedules, training exercises and reasonable notification thereof;
8. Enter and manage warrants through New World RMS (defined as New World Records Management System), or other subsequently-implemented records management system; and

C. Party Obligations Relating to New World System.

1. Glenview will execute with New World an Additional Software License Agreement and any other required documentation to add the necessary licenses for Northfield to join Glenview's New World System.
2. The parties acknowledge and mutually agree that Glenview shall be responsible for all IT costs and services related to maintaining the New World Computer Aided Dispatch, New World Records Management System, New World Mobile and Field Reporting Systems, and all other software/hardware components, New World or otherwise, integrated with the New World software solution (collectively, the "New World System"), to the extent that those components are physically

located at the Full Service Dispatch Center. In addition, Glenview agrees to schedule, perform, and complete, in coordination with Northfield, any and all upgrades to the New World System servers.

3. Northfield shall be responsible for the procurement of all third party software, including updates, upgrades, and service/maintenance packs, and hardware prerequisites required for New World System upgrades to be implemented properly on all Northfield hardware, including the mobile clients.
4. The parties mutually agree that either party may elect to add New World System components, or third party components, to the New World System. Such new components added by either party shall be at the sole cost (including, but not limited to, implementation costs, software license/maintenance costs, and any necessary software or hardware components to the servers that house the New World System) of that same party. The parties may mutually agree, in writing, to share the cost of such new components. If at a later date the non-implementing party wishes to utilize a component paid by the implementing party, then the non-implementing party will agree to reimburse the implementing party for a portion of the implementing costs as agreed to by the respective parties. Any individual mobile unit/terminal software license or maintenance costs shall be the responsibility of the party where the unit is located.

Section 3. Determination and Payment of Costs by Northfield.

A. Quarterly Fee for Dispatch Services. Northfield agrees to pay to Glenview a fee for Dispatch Services in the amounts set forth in the attached ***Exhibit A ("Quarterly Fee")***, attached hereto and incorporated by reference herein. The parties acknowledge and agree that the Quarterly Fee includes ongoing expenses to upgrade, improve and enhance the Dispatch Services and the equipment and facilities relating thereto. The Quarterly Fee shall be paid to Glenview each quarter, beginning on the Commencement Date; except that in recognition of the costs that Glenview must incur in advance of the Commencement Date, Northfield shall begin payment of the Quarterly Fee 60 days in advance of the Commencement Date per the attached Exhibit A schedule.

B. Additional Expenses. To the extent that this Agreement provides for Northfield to bear other expenses relating to the Dispatch Services, such other expenses mutually agreed upon shall be due and payable thirty (30) days after Glenview delivers an invoice for such expenses to Northfield, as the case may be.

C. Credits Upon Termination. To the extent that this agreement terminates other than upon its expiration, under section 8.a (excepting termination due to a default of Northfield) any Quarterly Fee covering a period after the termination date shall be refunded to Northfield, on a pro rata basis within 60 days.

D. Capital Charges. The fees set forth in ***Exhibit A*** reflect certain capital expenses relating to the transition costs for providing Dispatch Services to Northfield which shall be paid to Glenview no later than February 1, 2017. Except as otherwise expressly provided in this Subsection 3.C, Northfield shall not be responsible for any future capital expense by Glenview or any other entity related to the provision of the Dispatch Services to Northfield.

E. New Recipients of Dispatch Services. Glenview may enter into agreements with other municipalities or fire protection districts to provide services similar to the Dispatch Services. Glenview agrees to consult with Northfield prior to executing any agreement for such services. Under any and all circumstances, Glenview represents and warrants that the standards of performance for the Dispatch Services provided to Northfield shall not diminish in any manner following any extension of similar services by Glenview to other municipalities or fire protection districts.

F. Participation of Additional Agencies. The parties agree and acknowledge that the business model underlying the Agreement is based upon the involvement of the Additional Agencies. In the event that any of the Additional Agencies: (i) does not enter into an agreement with Glenview for dispatch services; or (ii) terminates any such agreement, then, and in such event, the Parties hereto agree to enter into good-faith negotiations concerning pricing and operations hereunder.

G. Recapture Fees. If Glenview contracts with any agency other than Northfield and the Additional Agencies, then and in such event, Glenview shall require such agency to pay a fee to Glenview for access to the redundancies of the Dispatch Services (the "**Recapture Fee**"). In such event, within sixty (60) days of Glenview's actual receipt of the Recapture Fee, Glenview agrees to distribute a portion of the Recapture Fee to Northfield and the Additional Agencies in accordance with each entity's proportionate capital contribution hereto. Upon agreement of the Parties, such distribution can be in the form of a credit towards amounts owed to Glenview under this Agreement by Northfield and the Additional Agencies.

Section 4. Insurance.

A. Coverage Provided. Glenview agrees to provide the following insurance coverages for the Dispatch Services:

1. Commercial General Liability combined single limit per occurrence for bodily injury and property damage, and personal and advertising injury limited to \$10 million aggregate for the Dispatch Services. Coverage includes the following: all premises and operations, products/completed operations, broad form property damage, defense and contractual liability;
2. Automobile Liability combined single limit per occurrence for all owned, hired and non-owned Glenview vehicles brought onto any of the Village's properties for bodily injury and property damage. Uninsured/underinsured motorist coverage must be secured per Illinois requirements.
3. General Liability and Property coverage for any equipment used in the provision of the Dispatch Services under this Agreement;
4. Workers' Compensation with statutory limits and Employer's Liability coverage;
5. Umbrella or Excess Liability for bodily injury, personal injury, and property damage limited to \$2,000,000 per occurrence and \$2,000,000 aggregate.

6. Law Enforcement Liability for bodily injury, personal injury, and property damage limited to \$2,000,000 per occurrence and \$4,000,000 aggregate with a \$200,000 Self Insured Retention.

7. Cyber-liability for media content, security & privacy liability, regulatory action sublimit, network interruption, event management, and cyber extortion limited to \$2,000,000 per occurrence and \$2,000,000 aggregate with a \$50,000 Self Insured Retention.

8. Additional Insured. The Village of Northfield and its officials, officers, agents and employees (collectively "**Additional Insureds**") must each be named as additional insureds on a primary and non-contributory basis on general liability, automobile liability, and umbrella or excess liability insurance coverage. The Additional Insured status is strictly limited to the Dispatch Services Agreement.

Such coverages shall be in amounts no less than what Glenview maintains for itself in its normal course of business and upon the same terms, provisions and conditions of Glenview's coverage. Upon Northfield's written request, Glenview shall provide Northfield a copy of the insurance policy(ies) or coverage document(s) and additional insured endorsements which affords the insurance coverage required in this paragraph no later than ten days prior to the Commencement Date. Any insurance required to be carried by Glenview hereunder shall be primary and not excess to any other coverage carried by Northfield in connection with any act or omission on the part of Glenview in the performance of the obligations of Glenview under this Agreement.

B. Indemnification.

1. To the fullest extent permitted by law, Glenview does hereby agree to defend, indemnify and hold Northfield, its officials, employees and agents harmless from and against any and all claims, demands, losses, causes of action or liabilities of any nature whatsoever, including reasonable attorney's fees and expenses, arising out of, in whole or in part, or in connection with or in consequence of any act or omission on the part of Glenview, its officials, employees or agents, in the performance of or with relation to any of the work or services to be performed or furnished by Glenview under this Agreement, except to the extent caused by the negligence or willful misconduct of Northfield.

2. To the fullest extent permitted by law, Northfield does hereby agree to defend, indemnify and hold Glenview, its officials, employees and agents harmless from and against any and all claims, demands, losses, causes of action or liabilities of any nature whatsoever, including reasonable attorney's fees and expenses, which may arise out of, in whole or in part, or in connection with or in consequence of any act or omission on the part of Northfield, its officials, employees or agents, in the performance of or with relation to any of the work or services to be performed or furnished by Northfield under this Agreement, except to the extent caused by the negligence or willful misconduct of Glenview.

3. Nothing herein shall be deemed to diminish or waive any immunities or defenses available to the Parties under any applicable statute or rule of law.

C. Proof of Coverage by Glenview. Glenview agrees to furnish to Northfield a certificate of coverage detailing the self-insurance or commercial insurance as provided by its insurer. The certificate shall be delivered to Northfield within thirty (30) days after the effective date of this Agreement. Northfield shall be added, by original endorsement, as an additional insured to all liability policies set forth in Section 4.A. Such endorsement shall be furnished to Northfield with the certificate of coverage. The certificates and endorsements are to be signed by a person authorized by that insurer to bind coverage on its behalf. The insurance coverage required under Section 4.A. shall be primary and not excess to any other coverage carried by Northfield.

D. Termination of Coverage. If Glenview's coverage as provided by its insurer is terminated for any reason:

1. Glenview shall promptly notify Northfield of receipt of any such notice; and
2. Glenview agrees to use its best efforts to provide comparable coverage either through membership in a joint risk management association or through commercial insurance carriers. However, the failure of Glenview to secure or provide such comparable coverage does not relieve it of its duty to defend, indemnify or hold Northfield harmless as required in this Agreement.

E. Coverage by Northfield. Northfield agrees to maintain commercial general liability coverage, workers' compensation and employer's liability coverage for its operations. Upon request, Northfield will provide proof of this insurance to Glenview. Any insurance required to be carried by Northfield hereunder shall be primary and not excess to any other coverage carried by Glenview in connection with any act or omission on the part of Northfield in the performance of the obligations of Northfield under this Agreement, or any obligation related to the provision of police and/or public works services by Northfield.

Section 5. Promotion of Interaction and Communication.

The parties agree that they desire to establish a variety of means to enhance and promote communication and cooperation between Glenview and Northfield. In addition to those matters otherwise addressed in this Agreement, the Parties also wish to establish the following:

A. Access to Information about Service Delivery. Northfield shall have access to records pertaining to the Dispatch Services provided to them for the purposes of inspection by any authorized representatives of Northfield (during regular business hours, upon reasonable notice), to the same extent as such records are available for inspection by any authorized representatives of Glenview.

B. Complaint Procedure. Glenview shall establish a procedure for logging in and responding to complaints concerning the provision of the Dispatch Services. Glenview agrees to inform Northfield when specific complaints are brought by their respective residents or customers, including without limitation the date and time of the call, complainant's contact information, and a description of the complaint. In addition, Glenview agrees to inform Northfield of the actions taken by Glenview to resolve the complaint.

C. Regular Meetings. The parties agree that representatives of each of the Parties shall meet initially to consider the implementation of operational rules and procedures for the

provision of the Dispatch Services pursuant to this Agreement. The parties further agree that their representatives shall meet on a regular basis, at a minimum of a quarterly basis, to discuss this Agreement and the Dispatch Services provided pursuant to this Agreement, including without limitation issues relating to the operation of the Dispatch Services and the complaint procedures described in Subsection 5.B of this Agreement.

Section 6. Records.

Glenview shall establish and keep a file and record system for all data relative to the Dispatch Services. The parties shall provide and exchange records in accordance with the provisions and limitations of the Health Insurance Portability Accountability Act, the provisions of which shall supersede any conflicting requirement of this Section, and as necessary to respond to requests pursuant to the Illinois Freedom of Information Act or to subpoenas issued by a court of competent jurisdiction.

Section 7. Dispute Resolution.

A. Negotiation. The parties desire to avoid and settle without litigation any future disputes that may arise between them relative to this Agreement. Accordingly, the Parties agree to engage in good faith negotiations to resolve any such dispute. If any party has a dispute about a violation, interpretation, or application of a provision of this Agreement or a dispute regarding a party's failure to comply with this Agreement, then that party may serve on the other party written notice, delivered as provided in Section 10 of this Agreement, setting forth in detail the dispute, the provisions of this Agreement to which the dispute is related, and all facts and circumstances pertinent to the dispute. The parties then, within seven (7) days, shall schedule a date certain for representatives of the Parties to meet in a conference to resolve the dispute. Such conference shall be conducted within thirty (30) days after notice of the dispute has been delivered as provided herein. If a resolution is not reached within such 30 (thirty) day period (or such longer period to which the Parties may mutually agree), then either party may pursue remedies available under this Agreement, including termination.

B. Continuation of Services and Payments. During all negotiation proceedings and any subsequent proceedings provided for in this Section 7, Glenview and Northfield shall continue to fulfill the terms of this Agreement to the fullest extent possible. Glenview shall continue to provide Dispatch Services to Northfield as provided by this Agreement. Northfield shall continue to make all payments to Glenview for the Dispatch Services as provided by this Agreement, including all payments about which there may be a dispute.

C. Remedies. Provided that the Parties have met their obligations under Section 7.A., the Parties shall be entitled to pursue such remedies as may be available in law and equity, including without limitation an action to secure the performance of the covenants, agreements, conditions, and obligations contained herein. The parties agree that any such action must be brought in the Circuit Court of Cook County, Illinois. The requirements of Section 7.A. shall be waived in the event of either significant risk of irreparable harm or significant jeopardy to public health and safety.

Section 8. Term; Termination.

A. **Term.** The term of this Agreement shall begin on the Commencement Date and terminate on December 31, 2023 ("***Initial Term***"). The parties may agree in writing to renew or extend the Agreement for additional periods (each such period a "***Renewal Term***") upon such terms and conditions as are mutually agreeable to the Parties. No less than one hundred eighty (180) days before the expiration of the Initial Term, the Parties agree to negotiate in good faith on the issue of pricing for any Renewal Term. If a Renewal Term cannot be agreed upon by the Parties prior to the expiration of the Initial Term, the Agreement may be extended at the option of Northfield for one (1) year beyond the Initial Term (the "***Extension***") with the annual escalator for Quarterly Fees payable during the Extension being limited to the annual escalator between the Year 6 (2022) Quarterly Fee and the Year 7 (2023) Quarterly Fee. After the expiration of any Renewal Term, the Parties may agree to renew or extend such term upon such terms and conditions as are mutually agreeable.

B. **Termination.** This Agreement may be terminated pursuant to one of the following procedures:

1. By written notice of no fewer than 365 days after termination is duly authorized by the appropriate legislative action of one of the Parties for its convenience;
2. By written amendment to this Agreement duly authorized by the appropriate legislative action of Glenview and Northfield; or
3. In the event of a material default under this Agreement, and provided that the Parties have failed to resolve matters pursuant to the provisions of Section 7, the non-defaulting party may notify a defaulting party in writing setting forth the nature of the default and the requested remedy of such default. The defaulting party shall thereafter have ten (10) days to correct the default prior to the non-defaulting party's terminating this Agreement; provided that said ten (10) day period shall be extended, for a reasonable time not exceeding ninety (90) days, if said default cannot reasonably be cured within said ten (10) day period. If a defaulting party fails to cure the default within the cure period provided in this Section, the non-defaulting party shall have the right to terminate this Agreement by written notice of termination to the defaulting party, which termination will be effective immediately (or by such other date, not beyond the term of this Agreement, as the non-defaulting party may determine). A party that terminates this Agreement pursuant to this Section 8.B.3 shall retain its rights to pursue any and all other remedies that may be available, either in law or in equity under this Agreement.
4. The Parties acknowledge and agree that the permanent unavailability of the New World System, Highland Park Facility, or other critical infrastructure for the performance of the Dispatch Services will automatically constitute a default of this Agreement by Glenview. If Glenview learns or reasonably believes that the New World System, Highland Park Facility, or other critical infrastructure will become permanently unavailable for any reason, Glenview must immediately notify Northfield and cure the default. If such default is not cured within ninety (90) days, as determined by Northfield in its sole discretion, Northfield may terminate this Agreement at any time thereafter.

Section 9. Unfunded Mandates. The parties acknowledge that significant changes have occurred in legal requirements of Dispatch Services over the past decade and are likely to occur in the future. In the event unfunded mandates arise which impose dispatch service obligations on Glenview over and above current obligations, then the Parties agree to negotiate a sharing of the costs incurred to comply with said mandates.

Section 10. Effective Date. This Agreement shall be effective as of the date it is signed by both parties, and Glenview will begin providing the Dispatch Services on the Commencement Date.

Section 11. General Provisions.

A. **Notice.** Any notice or communication required or permitted to be given under this Agreement shall be in writing and shall be delivered (i) personally, (ii) by a reputable overnight courier, (iii) by certified mail, return receipt requested, and deposited in the U.S. Mail, postage prepaid, or (iv) by facsimile. Facsimile notices shall be deemed valid upon confirmed transmission followed by notice in the manner described in either (i), (ii), or (iii) above within three business days thereafter at the appropriate address set forth below. Unless otherwise provided in this Agreement, notices shall be deemed received after the first to occur of (a) the date of actual receipt; or (b) the date that is one (1) business day after deposit with an overnight courier as evidenced by a receipt of deposit; or (b) the date that is three (3) business days after deposit in the U.S. mail, as evidenced by a return receipt or the date of confirmed fax transmission. By notice complying with the requirements of this Section 10.A, each party to this Agreement shall have the right to change the address or the addressee, or both, for all future notices and communications to them, but no notice of a change of addressee or address shall be effective until actually received.

Notices and communications to Glenview shall be addressed to, and delivered at, the following address:

Village of Glenview
2500 E. Lake Avenue
Glenview, Illinois 60026
Fax: (847) 724-1518
Attention: Village Manager

with a copy to: Eric G. Patt
Robbins, Salomon & Patt, Ltd.
2222 Chestnut Avenue, Suite 101
Glenview, IL 60026
Fax: (847) 729-7390

Notices and communications to Northfield shall be addressed to, and delivered at, the following address:

Village of Northfield
361 Happ Road

Northfield, Illinois 60093
Fax: (847) 446-4670
Attention: Village Manager

with a copy to: Everett M. Hill, Jr.
Klein, Thorpe and Jenkins, Ltd
20 North Wacker Drive – Suite 1660
Chicago, Illinois 60606-2903
Fax: (312) 984-6444

B. Time of the Essence. Time is of the essence in the performance of this Agreement.

C. Rights Cumulative. Unless expressly provided to the contrary in this Agreement, each and every one of the rights, remedies, and benefits provided by this Agreement shall be cumulative and shall not be exclusive of any other rights, remedies, and benefits allowed by law.

D. Non-Waiver. No party shall be under any obligation to exercise any of the rights granted to it in this Agreement. The failure of any party to exercise at any time any right granted to such party shall not be deemed or construed to be a waiver of that right, nor shall the failure void or affect the party's right to enforce that right or any other right.

E. Ownership and Capital Costs. Glenview will own the entire dispatch system, except the radio infrastructure equipment installed in Northfield and the antennae, which shall be owned and maintained by Northfield, unless otherwise agreed to in writing by both parties.

F. Consents. Unless otherwise provided in this Agreement, whenever the consent, permission, authorization, approval, acknowledgement, or similar indication of assent of any party to this Agreement, or of any duly authorized officer, employee, agent, or representative of any party to this Agreement, is required in this Agreement, the consent, permission, authorization, approval, acknowledgement, or similar indication of assent shall be in writing.

G. Governing Law. This Agreement shall be governed by, and enforced in accordance with, the internal laws, but not the conflicts of laws rules, of the State of Illinois.

H. Severability. It is hereby expressed to be the intent of the Parties to this Agreement that should any provision, covenant, agreement, or portion of this Agreement or its application to any person or property be held invalid by a court of competent jurisdiction, the remaining provisions of this Agreement and the validity, enforceability, and application to any person or property shall not be impaired thereby, but the remaining provisions shall be interpreted, applied, and enforced so as to achieve, as near as may be, the purpose and intent of this Agreement to the greatest extent permitted by applicable law.

I. Entire Agreement. This Agreement constitutes the entire agreement between the Parties and supersedes any and all prior agreements and negotiations between the Parties, whether written or oral, relating to the subject matter of this Agreement.

J. Interpretation. This Agreement shall be construed without regard to the identity of the party who drafted the various provisions of this Agreement. Moreover, each and every provision of this Agreement shall be construed as though all parties to this Agreement participated equally in the drafting of this Agreement. As a result of the foregoing, any rule or

construction that a document is to be construed against the drafting party shall not be applicable to this Agreement.

K. Exhibit. Exhibit A attached to this Agreement is, by this reference, incorporated in, and made a part of this Agreement. In the event of a conflict between an exhibit and the text of this Agreement, the text of this Agreement shall control.

L. Amendments and Modifications. No amendment or modification to this Agreement shall be effective until it is reduced to writing and approved and executed by all parties to this Agreement in accordance with applicable law.

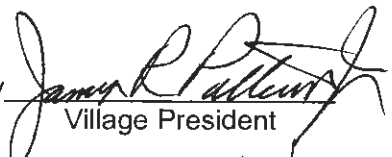
M. Changes in Laws. Unless otherwise provided in this Agreement, any reference to laws, statutes, ordinances, rules, or regulations shall be deemed to include any modifications of, or amendments to, such laws, statutes, ordinances, rules, or regulations that may occur in the future.

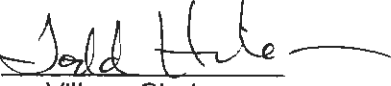
N. Authority to Execute. Each party hereby warrants and represents to the other parties that the persons executing this Agreement on its behalf have been properly authorized to do so by the corporate authorities of such party.

O. No Third Party Beneficiaries. No claim as a third party beneficiary under this Agreement by any person shall be made, or be valid, against Glenview and Northfield.

IN WITNESS HEREOF, Glenview and Northfield, respectively, have caused this Agreement to be executed by their respective Village President and attested by their respective Village Clerk as of the day and year first above written.

VILLAGE OF GLENVIEW

By 
Village President

Attest 
Village Clerk

VILLAGE OF NORTHFIELD

By _____
Village President

Attest _____
Village Clerk

EXHIBIT A

Payment Schedule

**EXHIBIT A
PAYMENT SCHEDULE
NORTHFIELD**

OPERATING PAYMENTS

		Quarter 2 (May-Jun)	Quarter 3 (Jul-Aug-Sept)	Quarter 4 (Oct-Nov-Dec)	Annual Total
		May 1	July 1	October 1	
		<u>Jun 15</u>	<u>August 15</u>	<u>November 15</u>	
Partial Year	2017	\$50,901	\$76,351	\$76,351	\$203,603

		Quarter 1 (Jan-Feb-Mar)	Quarter 2 (Apr-May-June)	Quarter 3 (July-Aug-Sept)	Quarter 4 (Oct-Nov-Dec)	
	Invoiced on:	January 1	April 1	July 1	October 1	
	Due by:	<u>February 15</u>	<u>May 15</u>	<u>August 15</u>	<u>November 15</u>	
Year 1	2018	\$79,169	\$79,169	\$79,169	\$79,169	\$316,677
Year 2	2019	\$82,515	\$82,515	\$82,515	\$82,515	\$330,058
Year 3	2020	\$85,981	\$85,981	\$85,981	\$85,981	\$343,922
Year 4	2021	\$89,675	\$89,675	\$89,675	\$89,675	\$358,698
Year 5	2022	\$93,716	\$93,716	\$93,716	\$93,716	\$374,865
Year 6	2023	\$97,885	\$97,885	\$97,885	\$97,885	\$391,538
						<u>\$2,319,362</u>

CAPITAL PAYMENTS

Feb 1, 2017 \$ 167,500

**DISPATCH SERVICES AGREEMENT BETWEEN
THE VILLAGE OF GLENVIEW AND VILLAGE OF NORTHFIELD**

THIS AGREEMENT is made as of November 1, 2016, by and between the **VILLAGE OF GLENVIEW**, an Illinois home rule municipal corporation ("**Glenview**") and the **VILLAGE OF NORTHFIELD** ("**Northfield**"), an Illinois home rule Municipal Corporation. In consideration of the mutual promises of the Parties hereto made each to the other and other good and valuable consideration, Glenview and Northfield hereby agree as follows:

Section 1. Background.

A. Article VII, Section 10 of the Illinois Constitution of 1970 provides for intergovernmental cooperation between units of local government such as Glenview and Northfield, including the power to contract or otherwise associate among themselves to obtain or share services and to exercise, combine or transfer any power or function in any manner not prohibited by law or by ordinance, and to use their credit, revenues, and other resources to pay costs related to intergovernmental activities. The Illinois Intergovernmental Cooperation Act, 5 ILCS 220/1 *et seq.*, provides that any power or powers, privileges or authority exercised or which may be exercised by a unit of local government may be exercised and enjoyed jointly with any other unit of local government.

B. Glenview and Northfield (sometimes referred to herein individually as a "**Party**" and collectively as the "**Parties**") are units of local government.

C. Glenview operates full service dispatch centers at 2500 East Lake Avenue, Glenview, Illinois (the "**Glenview Facility**") and 1677 Old Deerfield Road, Highland Park, Illinois (the "**Highland Park Facility**"), and will continue to operate a primary dispatch center and secondary dispatch center for redundancy, known collectively as the "**Full Service Dispatch Center**". Glenview currently provides 9-1-1 call answering and dispatch services to a number of surrounding communities through the Full Service Dispatch Center.

D. Northfield is seeking to have 9-1-1 call answering and dispatch services performed by Glenview from the Full Service Dispatch Center, on behalf of its police department and other ancillary services (collectively the "**Dispatch Services**") as those Dispatch Services are more fully described in Section 2.A of this Agreement.

E. Glenview anticipates concurrently providing services similar to the Dispatch Services from the Full Service Dispatch Center to the following additional municipalities: Village of Glencoe, Village of Kenilworth, and Village of Winnetka ("**Additional Agencies**").

F. Glenview and the other municipalities that Glenview provides Dispatch Services to have entered into an intergovernmental agreement forming a Joint Emergency Telephone System Board ("**JETSB**").

G. Northfield intends to submit an application to join Glenview's JETSB in accordance with the provisions and requirements of the Illinois Emergency Telephone Systems Act 50 ILCS 750/0.01, *et seq.*, as amended.

H. Glenview and Northfield have determined that it is in the best interests of each party to this Agreement and the public health, safety and welfare of persons and property within

Glenview and Northfield to enter into this Agreement for Glenview to provide Dispatch Services to Northfield.

Section 2. Provision of Dispatch Services by Glenview and Corresponding Obligations of Northfield.

A. **Operation of Full Service Dispatch Center and Provision of Dispatch Services by Glenview.** Glenview shall continue to directly operate the Full Service Dispatch Center to provide Dispatch Services to Northfield throughout the Initial Term and any Renewal Term of this Agreement. Glenview shall begin providing the Dispatch Services to Northfield on July 1, 2017, or such earlier date mutually agreed upon in writing by the Parties (the "**Commencement Date**"). The Dispatch Services provided by Glenview to Northfield shall include without limitation the following:

1. Provide 24-hour a day answering of all emergency 9-1-1 and police non-emergency calls; maintain updated telephone lists of Northfield staff and employees; implement and utilize call-out procedures for emergencies and non-emergencies, and forward messages, utilizing reasonable telephone answering procedures adopted by Glenview and approved by Northfield. All calls (emergency and non-emergency) shall be answered within ten (10) seconds at least ninety-five percent (95%) of the time, and a log of all calls shall be provided to Northfield by Glenview on a quarterly basis or as otherwise reasonably requested by Northfield. Said log shall be made available to Northfield upon request within a reasonable time period of no greater than seven (7) days. Recordings of all aspects of each call received for Northfield (including the incoming phone call, internal dispatch center conversations related to the call, out bound phone calls and any and all radio traffic relate to the call) shall be made available as soon as a qualified person is available to provide recordings, unless an emergency exists, to Northfield upon request for such recording by Northfield. Additionally, Glenview shall provide Northfield with call answering performance metrics for Glenview and all other agencies contracting with Glenview for services similar to the Dispatch Services on an annual basis or as otherwise requested in writing by Northfield, such requests to occur no more than quarterly. In addition, Glenview will, at all times, comply with the requirements of Part 1325 of Chapter IV of Title 83 of the Illinois Administrative Code regarding the maintenance of a backup PSAP for the Full Service Dispatch Center and maintain a secondary location to serve as the Primary PSAP for the Village in the event that the Glenview Facility goes offline;
2. Provide 24-hour a day dispatching for Northfield Police Department and after-hours' and emergency notification of Northfield Public Works as requested by Northfield. The "Performance Standard" for call handling will be procedurally and operationally consistent with contemporary industry recognized standards; as determined by the Association of Public Safety Communications Officials (APCO) or National Emergency Number association (NENA). Glenview agrees to proactively review and take reasonable steps to correct any operational practices in the Dispatch Center that increase average dispatch times to levels exceeding industry standards, or standards previously agreed to by the Parties, and provide notice of the issue and corrective actions taken to the Northfield police chief or

his designee. Glenview shall provide reporting to Northfield demonstrating compliance with the Performance Standard described above no less frequently than monthly;

3. Maintain and operate radio and computer communications with Northfield for all Police Department and Northfield Public Works calls, utilizing dispatching procedures adopted and agreed upon by the Parties. Any proposed changes or additions to the radio channel or talk group used by Northfield and the Additional Agencies shall be discussed and agreed upon by the Parties;
4. Glenview will use best efforts to maintain the following minimum employee staffing levels to provide the Dispatch Services:
 - a. In the Full Service Dispatch Center, staff at least one (1) telecommunicator per radio channel to provide the Dispatch Services at all times; provided, however, in the event that temporary staffing difficulties caused by an emergency situation that is beyond Glenview's reasonable control prevent such minimum staffing, then Glenview shall notify the Northfield Village Manager of any circumstances when such minimum staffing level will not be met and the expected duration of any such circumstance. The Parties shall mutually agree upon which facility will serve as the primary PSAP from which the Dispatch Services will be provided.
 - b. To the extent these minimum staffing levels require the hiring of any additional employees by Glenview, Glenview agrees to allow any and all current Northfield dispatch employees to undertake any pre-employment examinations and perform any and all other requirements necessary for those employees to apply for and be considered for any available dispatchers/call taker positions. Northfield acknowledges that, should Glenview hire any former Northfield employees to provide the Dispatch Services, those employees will become Glenview employees and Northfield will have no ability to make any personnel-related decisions concerning those employees.
5. Provide and continuously update training to all Glenview employees providing the Dispatch Services in the operation of Glenview's New World System for Northfield, as further described in Section 2.B and 2.C of this Agreement, and other necessary skills including but not limited to Emergency Medical Dispatch (E.M.D.). Documentation and evidence of such training shall be provided by Glenview to Northfield upon request;
6. Perform supervised transfers of 9-1-1 fire rescue calls to the appropriate Fire/EMS rescue agency as required by ICC 9-1-1 regulations. The transfer of calls will be consistent with industry recognized standards; NENA 56-005 and NFPA 1221;
7. Pursuant to informational materials provided by Northfield, provide general information to, and answer questions from, callers related to Northfield public health and safety issues (i.e. boil orders or street closures) and general

information related to Police, Fire/EMS, Public Works and other Northfield services; provided, however, that Glenview will only answer non-emergency calls from Northfield outside of regular Northfield business hours, as advertised by the Village on its website and posted on its facilities, as well as on weekends and designated holidays by Northfield. Glenview shall not under any circumstances accept payment of any fees, fines or other amounts on behalf of Northfield.

8. No more than seven (7) days following the final day of any month, or upon written request by Northfield, provide copies of reports regarding service performance metrics, call volume, LEADS reports, officer time usage and any other requested reports;
9. Provide warning notifications to the Northfield community and residents, including without limitation activating community warning sirens and reverse notification calls (e.g. Code Red), as requested by Northfield and in accordance with Northfield's policies and procedures and only at the direction of the Northfield Chief of Police or his/her designee; however, Northfield shall be responsible for providing the exact wording of the emergency message to be delivered, and for all costs associated with the purchase and installation, maintenance and/or relocation of any equipment necessary to activate Northfield's community warning sirens;
10. Maintain a call logging and recording system of all emergency and non-emergency calls and, upon request, provide copies to Northfield Police, Fire/EMS, and Public Works Departments.
11. Provide passive electronic remote control monitoring for the Northfield Police Department security system and other Village-controlled facilities as designated by Northfield, including monitoring the entry to the Northfield Police Station; provided, however, that Northfield shall provide the necessary equipment and connections at Northfield's cost to enable Glenview to accomplish this monitoring. This monitoring will include both video and audio, two-way communications;
12. Assist Northfield in any manner necessary, including cooperating with representatives and assessors with Police and Fire/EMS performance metrics, and taking any other appropriate action, to ensure that Northfield receives the any information necessary to satisfy the applicable agencies' professional accreditation or certification processes. It is understood, however, that Glenview's obligations in this regard are related solely to the telecommunications requirements of such accreditations, and not to any other aspects of Police/Public Safety activities undertaken by Northfield, as the case may be. Any extraordinary compliance measures undertaken by Glenview in furtherance of this Paragraph 2.A.12 at the request of Northfield will be done at Northfield's expense;
13. Subject to the obligations of Northfield described in Section 2.B herein, operate, maintain and manage the Law Enforcement Data System program ("**LEADS**") and the National Crime Information Center program ("**NCIC**"), including without limitation the following activities:

- a. Assist and cooperate with all audits of the LEADS and NCIC program files and operations;
 - b. Enter into the LEADS or NCIC system information as requested by Northfield, including without limitation warrants and sex offenders;
 - c. Maintain and manage hot files;
 - d. Maintain and manage all LEADS and NCIC files;
 - e. Remove from the LEADS and NCIC files information and data that is no longer current; and
 - f. Update and validate, on a regular basis, LEADS and NCIC data and files, with information provided by Northfield;
 - g. Ensure all dispatchers operate in compliance with LEAD standards.
14. Maintain and operate mutual aid dispatch services for Northfield in accordance with the emergency response plans and programs established by the Northern Illinois Police Alarm System ("**NIPAS**"), the Illinois Law Enforcement Alarm System ("**ILEAS**"), the Mutual Aid Box Alarm System ("**MABAS**"), the North Regional Major Crimes Task Force ("**NORTAF**"), the Major Crash Assistance Team ("**MCAT**"), and the Illinois Public Works Mutual Aid Network ("**IPWMAN**"), as well as any other applicable public safety organizations; provided, however, that Glenview's obligations in this regard are limited to monitoring, dispatching, documenting and updating of system information, based upon data provided by Northfield;
15. Participate in reasonable periodic training exercise programs and scenarios conducted by Northfield, including the provision of dispatch services employees to participate in the programs and scenarios, provided that adequate notice is given and staffing limitations permit such participation. Costs associated with the attendance of dispatch service employees (including supervisory staff) at special assignments or special events will be borne by Northfield.
16. To encourage mutual personnel interactions, Glenview agrees that its dispatch personnel will accompany Northfield Police officers and/or Northfield Firefighters/EMS personnel on "ride-alongs" to become familiar with local geography and Northfield Police and Fire/EMS Department procedures. Such "ride-alongs" will be conducted on no less than a semi-annual basis during the first year of the Initial Term (defined herein) and, thereafter, no less than an annual basis, at no additional charge to Northfield. Periodic attendance at Northfield Police or Fire Department meetings and other mutually agreed upon events is encouraged throughout the term of this Agreement;
17. Cooperate with Northfield in the preparation of responses to any subpoenas and/or Freedom of Information Act requests concerning the Dispatch Services, including without limitation identifying and providing copies of responsive records

(including documents, call logs, call recordings, video recordings). Northfield will be responsible for completing and transmitting final responses to such subpoenas FOIA requests; and

18. Cooperate with Northfield in the event that any litigation arises out of or is related to the services provided under this Agreement, including providing records and making employees available for depositions and testimony in accordance with service of legal process, provided that Glenview does not become adverse to Northfield in any such litigation.

B. Obligations of Northfield. Northfield agrees to perform the following in order to enable Glenview to efficiently and properly fulfill its obligations under this Agreement:

1. Provide timely updated telephone lists, call out procedures, and suggested telephone answering procedures;
2. Provide timely notification of a Northfield designee for receiving notice in the absence of Police Chief and or Fire Chief;
3. Provide informational materials on public safety, civic and utility issues for dissemination to residents of Northfield;
4. Provide proper equipment and connections to enable Glenview to monitor designated security video feeds at Village-controlled facilities;
5. Provide reasonable cooperation in assisting Glenview to achieve accreditation as desired by Glenview;
6. Provide timely reports and other data needed for Glenview to comply with LEADS requirements and current MABAS box cards;
7. Provide work schedules, on-call schedules, training exercises and reasonable notification thereof;
8. Enter and manage warrants through New World RMS (defined as New World Records Management System), or other subsequently-implemented records management system; and

C. Party Obligations Relating to New World System.

1. Glenview will execute with New World an Additional Software License Agreement and any other required documentation to add the necessary licenses for Northfield to join Glenview's New World System.
2. The parties acknowledge and mutually agree that Glenview shall be responsible for all IT costs and services related to maintaining the New World Computer Aided Dispatch, New World Records Management System, New World Mobile and Field Reporting Systems, and all other software/hardware components, New World or otherwise, integrated with the New World software solution (collectively, the "New World System"), to the extent that those components are physically

located at the Full Service Dispatch Center. In addition, Glenview agrees to schedule, perform, and complete, in coordination with Northfield, any and all upgrades to the New World System servers.

3. Northfield shall be responsible for the procurement of all third party software, including updates, upgrades, and service/maintenance packs, and hardware prerequisites required for New World System upgrades to be implemented properly on all Northfield hardware, including the mobile clients.
4. The parties mutually agree that either party may elect to add New World System components, or third party components, to the New World System. Such new components added by either party shall be at the sole cost (including, but not limited to, implementation costs, software license/maintenance costs, and any necessary software or hardware components to the servers that house the New World System) of that same party. The parties may mutually agree, in writing, to share the cost of such new components. If at a later date the non-implementing party wishes to utilize a component paid by the implementing party, then the non-implementing party will agree to reimburse the implementing party for a portion of the implementing costs as agreed to by the respective parties. Any individual mobile unit/terminal software license or maintenance costs shall be the responsibility of the party where the unit is located.

Section 3. Determination and Payment of Costs by Northfield.

A. Quarterly Fee for Dispatch Services. Northfield agrees to pay to Glenview a fee for Dispatch Services in the amounts set forth in the attached ***Exhibit A ("Quarterly Fee")***, attached hereto and incorporated by reference herein. The parties acknowledge and agree that the Quarterly Fee includes ongoing expenses to upgrade, improve and enhance the Dispatch Services and the equipment and facilities relating thereto. The Quarterly Fee shall be paid to Glenview each quarter, beginning on the Commencement Date; except that in recognition of the costs that Glenview must incur in advance of the Commencement Date, Northfield shall begin payment of the Quarterly Fee 60 days in advance of the Commencement Date per the attached Exhibit A schedule.

B. Additional Expenses. To the extent that this Agreement provides for Northfield to bear other expenses relating to the Dispatch Services, such other expenses mutually agreed upon shall be due and payable thirty (30) days after Glenview delivers an invoice for such expenses to Northfield, as the case may be.

C. Credits Upon Termination. To the extent that this agreement terminates other than upon its expiration, under section 8.a (excepting termination due to a default of Northfield) any Quarterly Fee covering a period after the termination date shall be refunded to Northfield, on a pro rata basis within 60 days.

D. Capital Charges. The fees set forth in ***Exhibit A*** reflect certain capital expenses relating to the transition costs for providing Dispatch Services to Northfield which shall be paid to Glenview no later than February 1, 2017. Except as otherwise expressly provided in this Subsection 3.C, Northfield shall not be responsible for any future capital expense by Glenview or any other entity related to the provision of the Dispatch Services to Northfield.

E. New Recipients of Dispatch Services. Glenview may enter into agreements with other municipalities or fire protection districts to provide services similar to the Dispatch Services. Glenview agrees to consult with Northfield prior to executing any agreement for such services. Under any and all circumstances, Glenview represents and warrants that the standards of performance for the Dispatch Services provided to Northfield shall not diminish in any manner following any extension of similar services by Glenview to other municipalities or fire protection districts.

F. Participation of Additional Agencies. The parties agree and acknowledge that the business model underlying the Agreement is based upon the involvement of the Additional Agencies. In the event that any of the Additional Agencies: (i) does not enter into an agreement with Glenview for dispatch services; or (ii) terminates any such agreement, then, and in such event, the Parties hereto agree to enter into good-faith negotiations concerning pricing and operations hereunder.

G. Recapture Fees. If Glenview contracts with any agency other than Northfield and the Additional Agencies, then and in such event, Glenview shall require such agency to pay a fee to Glenview for access to the redundancies of the Dispatch Services (the "**Recapture Fee**"). In such event, within sixty (60) days of Glenview's actual receipt of the Recapture Fee, Glenview agrees to distribute a portion of the Recapture Fee to Northfield and the Additional Agencies in accordance with each entity's proportionate capital contribution hereto. Upon agreement of the Parties, such distribution can be in the form of a credit towards amounts owed to Glenview under this Agreement by Northfield and the Additional Agencies.

Section 4. Insurance.

A. Coverage Provided. Glenview agrees to provide the following insurance coverages for the Dispatch Services:

1. Commercial General Liability combined single limit per occurrence for bodily injury and property damage, and personal and advertising injury limited to \$10 million aggregate for the Dispatch Services. Coverage includes the following: all premises and operations, products/completed operations, broad form property damage, defense and contractual liability;
2. Automobile Liability combined single limit per occurrence for all owned, hired and non-owned Glenview vehicles brought onto any of the Village's properties for bodily injury and property damage. Uninsured/underinsured motorist coverage must be secured per Illinois requirements.
3. General Liability and Property coverage for any equipment used in the provision of the Dispatch Services under this Agreement;
4. Workers' Compensation with statutory limits and Employer's Liability coverage;
5. Umbrella or Excess Liability for bodily injury, personal injury, and property damage limited to \$2,000,000 per occurrence and \$2,000,000 aggregate.

6. Law Enforcement Liability for bodily injury, personal injury, and property damage limited to \$2,000,000 per occurrence and \$4,000,000 aggregate with a \$200,000 Self Insured Retention.

7. Cyber-liability for media content, security & privacy liability, regulatory action sublimit, network interruption, event management, and cyber extortion limited to \$2,000,000 per occurrence and \$2,000,000 aggregate with a \$50,000 Self Insured Retention.

8. Additional Insured. The Village of Northfield and its officials, officers, agents and employees (collectively "**Additional Insureds**") must each be named as additional insureds on a primary and non-contributory basis on general liability, automobile liability, and umbrella or excess liability insurance coverage. The Additional Insured status is strictly limited to the Dispatch Services Agreement.

Such coverages shall be in amounts no less than what Glenview maintains for itself in its normal course of business and upon the same terms, provisions and conditions of Glenview's coverage. Upon Northfield's written request, Glenview shall provide Northfield a copy of the insurance policy(ies) or coverage document(s) and additional insured endorsements which affords the insurance coverage required in this paragraph no later than ten days prior to the Commencement Date. Any insurance required to be carried by Glenview hereunder shall be primary and not excess to any other coverage carried by Northfield in connection with any act or omission on the part of Glenview in the performance of the obligations of Glenview under this Agreement.

B. Indemnification.

1. To the fullest extent permitted by law, Glenview does hereby agree to defend, indemnify and hold Northfield, its officials, employees and agents harmless from and against any and all claims, demands, losses, causes of action or liabilities of any nature whatsoever, including reasonable attorney's fees and expenses, arising out of, in whole or in part, or in connection with or in consequence of any act or omission on the part of Glenview, its officials, employees or agents, in the performance of or with relation to any of the work or services to be performed or furnished by Glenview under this Agreement, except to the extent caused by the negligence or willful misconduct of Northfield.
2. To the fullest extent permitted by law, Northfield does hereby agree to defend, indemnify and hold Glenview, its officials, employees and agents harmless from and against any and all claims, demands, losses, causes of action or liabilities of any nature whatsoever, including reasonable attorney's fees and expenses, which may arise out of, in whole or in part, or in connection with or in consequence of any act or omission on the part of Northfield, its officials, employees or agents, in the performance of or with relation to any of the work or services to be performed or furnished by Northfield under this Agreement, except to the extent caused by the negligence or willful misconduct of Glenview.
3. Nothing herein shall be deemed to diminish or waive any immunities or defenses available to the Parties under any applicable statute or rule of law.

C. Proof of Coverage by Glenview. Glenview agrees to furnish to Northfield a certificate of coverage detailing the self-insurance or commercial insurance as provided by its insurer. The certificate shall be delivered to Northfield within thirty (30) days after the effective date of this Agreement. Northfield shall be added, by original endorsement, as an additional insured to all liability policies set forth in Section 4.A. Such endorsement shall be furnished to Northfield with the certificate of coverage. The certificates and endorsements are to be signed by a person authorized by that insurer to bind coverage on its behalf. The insurance coverage required under Section 4.A. shall be primary and not excess to any other coverage carried by Northfield.

D. Termination of Coverage. If Glenview's coverage as provided by its insurer is terminated for any reason:

1. Glenview shall promptly notify Northfield of receipt of any such notice; and
2. Glenview agrees to use its best efforts to provide comparable coverage either through membership in a joint risk management association or through commercial insurance carriers. However, the failure of Glenview to secure or provide such comparable coverage does not relieve it of its duty to defend, indemnify or hold Northfield harmless as required in this Agreement.

E. Coverage by Northfield. Northfield agrees to maintain commercial general liability coverage, workers' compensation and employer's liability coverage for its operations. Upon request, Northfield will provide proof of this insurance to Glenview. Any insurance required to be carried by Northfield hereunder shall be primary and not excess to any other coverage carried by Glenview in connection with any act or omission on the part of Northfield in the performance of the obligations of Northfield under this Agreement, or any obligation related to the provision of police and/or public works services by Northfield.

Section 5. Promotion of Interaction and Communication.

The parties agree that they desire to establish a variety of means to enhance and promote communication and cooperation between Glenview and Northfield. In addition to those matters otherwise addressed in this Agreement, the Parties also wish to establish the following:

A. Access to Information about Service Delivery. Northfield shall have access to records pertaining to the Dispatch Services provided to them for the purposes of inspection by any authorized representatives of Northfield (during regular business hours, upon reasonable notice), to the same extent as such records are available for inspection by any authorized representatives of Glenview.

B. Complaint Procedure. Glenview shall establish a procedure for logging in and responding to complaints concerning the provision of the Dispatch Services. Glenview agrees to inform Northfield when specific complaints are brought by their respective residents or customers, including without limitation the date and time of the call, complainant's contact information, and a description of the complaint. In addition, Glenview agrees to inform Northfield of the actions taken by Glenview to resolve the complaint.

C. Regular Meetings. The parties agree that representatives of each of the Parties shall meet initially to consider the implementation of operational rules and procedures for the

provision of the Dispatch Services pursuant to this Agreement. The parties further agree that their representatives shall meet on a regular basis, at a minimum of a quarterly basis, to discuss this Agreement and the Dispatch Services provided pursuant to this Agreement, including without limitation issues relating to the operation of the Dispatch Services and the complaint procedures described in Subsection 5.B of this Agreement.

Section 6. Records.

Glenview shall establish and keep a file and record system for all data relative to the Dispatch Services. The parties shall provide and exchange records in accordance with the provisions and limitations of the Health Insurance Portability Accountability Act, the provisions of which shall supersede any conflicting requirement of this Section, and as necessary to respond to requests pursuant to the Illinois Freedom of Information Act or to subpoenas issued by a court of competent jurisdiction.

Section 7. Dispute Resolution.

A. **Negotiation.** The parties desire to avoid and settle without litigation any future disputes that may arise between them relative to this Agreement. Accordingly, the Parties agree to engage in good faith negotiations to resolve any such dispute. If any party has a dispute about a violation, interpretation, or application of a provision of this Agreement or a dispute regarding a party's failure to comply with this Agreement, then that party may serve on the other party written notice, delivered as provided in Section 10 of this Agreement, setting forth in detail the dispute, the provisions of this Agreement to which the dispute is related, and all facts and circumstances pertinent to the dispute. The parties then, within seven (7) days, shall schedule a date certain for representatives of the Parties to meet in a conference to resolve the dispute. Such conference shall be conducted within thirty (30) days after notice of the dispute has been delivered as provided herein. If a resolution is not reached within such 30 (thirty) day period (or such longer period to which the Parties may mutually agree), then either party may pursue remedies available under this Agreement, including termination.

B. **Continuation of Services and Payments.** During all negotiation proceedings and any subsequent proceedings provided for in this Section 7, Glenview and Northfield shall continue to fulfill the terms of this Agreement to the fullest extent possible. Glenview shall continue to provide Dispatch Services to Northfield as provided by this Agreement. Northfield shall continue to make all payments to Glenview for the Dispatch Services as provided by this Agreement, including all payments about which there may be a dispute.

C. **Remedies.** Provided that the Parties have met their obligations under Section 7.A., the Parties shall be entitled to pursue such remedies as may be available in law and equity, including without limitation an action to secure the performance of the covenants, agreements, conditions, and obligations contained herein. The parties agree that any such action must be brought in the Circuit Court of Cook County, Illinois. The requirements of Section 7.A. shall be waived in the event of either significant risk of irreparable harm or significant jeopardy to public health and safety.

Section 8. Term; Termination.

A. **Term.** The term of this Agreement shall begin on the Commencement Date and terminate on December 31, 2023 ("**Initial Term**"). The parties may agree in writing to renew or extend the Agreement for additional periods (each such period a "**Renewal Term**") upon such terms and conditions as are mutually agreeable to the Parties. No less than one hundred eighty (180) days before the expiration of the Initial Term, the Parties agree to negotiate in good faith on the issue of pricing for any Renewal Term. If a Renewal Term cannot be agreed upon by the Parties prior to the expiration of the Initial Term, the Agreement may be extended at the option of Northfield for one (1) year beyond the Initial Term (the "**Extension**") with the annual escalator for Quarterly Fees payable during the Extension being limited to the annual escalator between the Year 6 (2022) Quarterly Fee and the Year 7 (2023) Quarterly Fee. After the expiration of any Renewal Term, the Parties may agree to renew or extend such term upon such terms and conditions as are mutually agreeable.

B. **Termination.** This Agreement may be terminated pursuant to one of the following procedures:

1. By written notice of no fewer than 365 days after termination is duly authorized by the appropriate legislative action of one of the Parties for its convenience;
2. By written amendment to this Agreement duly authorized by the appropriate legislative action of Glenview and Northfield; or
3. In the event of a material default under this Agreement, and provided that the Parties have failed to resolve matters pursuant to the provisions of Section 7, the non-defaulting party may notify a defaulting party in writing setting forth the nature of the default and the requested remedy of such default. The defaulting party shall thereafter have ten (10) days to correct the default prior to the non-defaulting party's terminating this Agreement; provided that said ten (10) day period shall be extended, for a reasonable time not exceeding ninety (90) days, if said default cannot reasonably be cured within said ten (10) day period. If a defaulting party fails to cure the default within the cure period provided in this Section, the non-defaulting party shall have the right to terminate this Agreement by written notice of termination to the defaulting party, which termination will be effective immediately (or by such other date, not beyond the term of this Agreement, as the non-defaulting party may determine). A party that terminates this Agreement pursuant to this Section 8.B.3 shall retain its rights to pursue any and all other remedies that may be available, either in law or in equity under this Agreement.
4. The Parties acknowledge and agree that the permanent unavailability of the New World System, Highland Park Facility, or other critical infrastructure for the performance of the Dispatch Services will automatically constitute a default of this Agreement by Glenview. If Glenview learns or reasonably believes that the New World System, Highland Park Facility, or other critical infrastructure will become permanently unavailable for any reason, Glenview must immediately notify Northfield and cure the default. If such default is not cured within ninety (90) days, as determined by Northfield in its sole discretion, Northfield may terminate this Agreement at any time thereafter.

Section 9. Unfunded Mandates. The parties acknowledge that significant changes have occurred in legal requirements of Dispatch Services over the past decade and are likely to occur in the future. In the event unfunded mandates arise which impose dispatch service obligations on Glenview over and above current obligations, then the Parties agree to negotiate a sharing of the costs incurred to comply with said mandates.

Section 10. Effective Date. This Agreement shall be effective as of the date it is signed by both parties, and Glenview will begin providing the Dispatch Services on the Commencement Date.

Section 11. General Provisions.

A. **Notice.** Any notice or communication required or permitted to be given under this Agreement shall be in writing and shall be delivered (i) personally, (ii) by a reputable overnight courier, (iii) by certified mail, return receipt requested, and deposited in the U.S. Mail, postage prepaid, or (iv) by facsimile. Facsimile notices shall be deemed valid upon confirmed transmission followed by notice in the manner described in either (i), (ii), or (iii) above within three business days thereafter at the appropriate address set forth below. Unless otherwise provided in this Agreement, notices shall be deemed received after the first to occur of (a) the date of actual receipt; or (b) the date that is one (1) business day after deposit with an overnight courier as evidenced by a receipt of deposit; or (b) the date that is three (3) business days after deposit in the U.S. mail, as evidenced by a return receipt or the date of confirmed fax transmission. By notice complying with the requirements of this Section 10.A, each party to this Agreement shall have the right to change the address or the addressee, or both, for all future notices and communications to them, but no notice of a change of addressee or address shall be effective until actually received.

Notices and communications to Glenview shall be addressed to, and delivered at, the following address:

Village of Glenview
2500 E. Lake Avenue
Glenview, Illinois 60026
Fax: (847) 724-1518
Attention: Village Manager

with a copy to:

Eric G. Patt
Robbins, Salomon & Patt, Ltd.
2222 Chestnut Avenue, Suite 101
Glenview, IL 60026
Fax: (847) 729-7390

Notices and communications to Northfield shall be addressed to, and delivered at, the following address:

Village of Northfield
361 Happ Road

Northfield, Illinois 60093
Fax: (847) 446-4670
Attention: Village Manager

with a copy to: Everette M. Hill, Jr.
Klein, Thorpe and Jenkins, Ltd
20 North Wacker Drive – Suite 1660
Chicago, Illinois 60606-2903
Fax: (312) 984-6444

B. Time of the Essence. Time is of the essence in the performance of this Agreement.

C. Rights Cumulative. Unless expressly provided to the contrary in this Agreement, each and every one of the rights, remedies, and benefits provided by this Agreement shall be cumulative and shall not be exclusive of any other rights, remedies, and benefits allowed by law.

D. Non-Waiver. No party shall be under any obligation to exercise any of the rights granted to it in this Agreement. The failure of any party to exercise at any time any right granted to such party shall not be deemed or construed to be a waiver of that right, nor shall the failure void or affect the party's right to enforce that right or any other right.

E. Ownership and Capital Costs. Glenview will own the entire dispatch system, except the radio infrastructure equipment installed in Northfield and the antennae, which shall be owned and maintained by Northfield, unless otherwise agreed to in writing by both parties.

F. Consents. Unless otherwise provided in this Agreement, whenever the consent, permission, authorization, approval, acknowledgement, or similar indication of assent of any party to this Agreement, or of any duly authorized officer, employee, agent, or representative of any party to this Agreement, is required in this Agreement, the consent, permission, authorization, approval, acknowledgement, or similar indication of assent shall be in writing.

G. Governing Law. This Agreement shall be governed by, and enforced in accordance with, the internal laws, but not the conflicts of laws rules, of the State of Illinois.

H. Severability. It is hereby expressed to be the intent of the Parties to this Agreement that should any provision, covenant, agreement, or portion of this Agreement or its application to any person or property be held invalid by a court of competent jurisdiction, the remaining provisions of this Agreement and the validity, enforceability, and application to any person or property shall not be impaired thereby, but the remaining provisions shall be interpreted, applied, and enforced so as to achieve, as near as may be, the purpose and intent of this Agreement to the greatest extent permitted by applicable law.

I. Entire Agreement. This Agreement constitutes the entire agreement between the Parties and supersedes any and all prior agreements and negotiations between the Parties, whether written or oral, relating to the subject matter of this Agreement.

J. Interpretation. This Agreement shall be construed without regard to the identity of the party who drafted the various provisions of this Agreement. Moreover, each and every provision of this Agreement shall be construed as though all parties to this Agreement participated equally in the drafting of this Agreement. As a result of the foregoing, any rule or

construction that a document is to be construed against the drafting party shall not be applicable to this Agreement.

K. Exhibit. Exhibit A attached to this Agreement is, by this reference, incorporated in, and made a part of this Agreement. In the event of a conflict between an exhibit and the text of this Agreement, the text of this Agreement shall control.

L. Amendments and Modifications. No amendment or modification to this Agreement shall be effective until it is reduced to writing and approved and executed by all parties to this Agreement in accordance with applicable law.

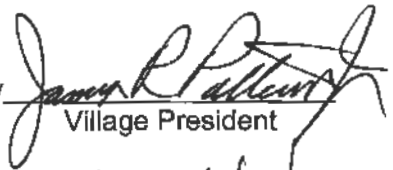
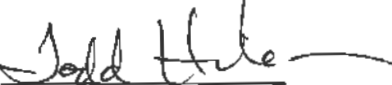
M. Changes in Laws. Unless otherwise provided in this Agreement, any reference to laws, statutes, ordinances, rules, or regulations shall be deemed to include any modifications of, or amendments to, such laws, statutes, ordinances, rules, or regulations that may occur in the future.

N. Authority to Execute. Each party hereby warrants and represents to the other parties that the persons executing this Agreement on its behalf have been properly authorized to do so by the corporate authorities of such party.

O. No Third Party Beneficiaries. No claim as a third party beneficiary under this Agreement by any person shall be made, or be valid, against Glenview and Northfield.

IN WITNESS HEREOF, Glenview and Northfield, respectively, have caused this Agreement to be executed by their respective Village President and attested by their respective Village Clerk as of the day and year first above written.

VILLAGE OF GLENVIEW

By 
Village President
Attest 
Village Clerk

VILLAGE OF NORTHFIELD

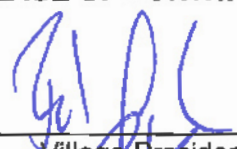

By 
Village President
Attest 
Village Clerk

EXHIBIT A

Payment Schedule

**EXHIBIT A
PAYMENT SCHEDULE
NORTHFIELD**

OPERATING PAYMENTS

		Quarter 2 (May-Jun)	Quarter 3 (Jul-Aug-Sept)	Quarter 4 (Oct-Nov-Dec)	Annual Total	
		May 1 <u>Jun 15</u>	July 1 <u>August 15</u>	October 1 <u>November 15</u>		
Partial Year	2017	\$50,901	\$76,351	\$76,351	\$203,603	
		Quarter 1 (Jan-Feb-Mar)	Quarter 2 (Apr-May-June)	Quarter 3 (July-Aug-Sept)	Quarter 4 (Oct-Nov-Dec)	
Invoiced on:		January 1	April 1	July 1	October 1	
Due by:		<u>February 15</u>	<u>May 15</u>	<u>August 15</u>	<u>November 15</u>	
Year 1	2018	\$79,169	\$79,169	\$79,169	\$79,169	\$316,677
Year 2	2019	\$82,515	\$82,515	\$82,515	\$82,515	\$330,058
Year 3	2020	\$85,981	\$85,981	\$85,981	\$85,981	\$343,922
Year 4	2021	\$89,675	\$89,675	\$89,675	\$89,675	\$358,698
Year 5	2022	\$93,716	\$93,716	\$93,716	\$93,716	\$374,865
Year 6	2023	\$97,885	\$97,885	\$97,885	\$97,885	\$391,538
					\$2,319,362	

CAPITAL PAYMENTS

Feb 1, 2017 \$ 167,500

**DISPATCH SERVICES AGREEMENT BETWEEN
THE VILLAGE OF GLENVIEW AND VILLAGE OF WINNETKA**

THIS AGREEMENT is made as of November 3, 2016, by and between the **VILLAGE OF GLENVIEW**, an Illinois home rule municipal corporation ("**Glenview**") and the **VILLAGE OF WINNETKA** ("**Winnetka**"), an Illinois home rule municipal corporation. In consideration of the mutual promises of the Parties hereto made each to the other and other good and valuable consideration, Glenview and Winnetka hereby agree as follows:

Section 1. Background.

A. Article VII, Section 10 of the Illinois Constitution of 1970 provides for intergovernmental cooperation between units of local government such as Glenview and Winnetka, including the power to contract or otherwise associate among themselves to obtain or share services and to exercise, combine or transfer any power or function in any manner not prohibited by law or by ordinance, and to use their credit, revenues, and other resources to pay costs related to intergovernmental activities. The Illinois Intergovernmental Cooperation Act, 5 ILCS 220/1 *et seq.*, provides that any power or powers, privileges or authority exercised or which may be exercised by a unit of local government may be exercised and enjoyed jointly with any other unit of local government.

B. Glenview and Winnetka (sometimes referred to herein individually as a "**Party**" and collectively as the "**Parties**") are units of local government.

C. Glenview operates full service dispatch centers at 2500 East Lake Avenue, Glenview, Illinois (the "**Glenview Facility**") and 1677 Old Deerfield Road, Highland Park, Illinois (the "**Highland Park Facility**"), and will continue to operate a primary dispatch center and secondary dispatch center for redundancy, known collectively as the "**Full Service Dispatch Center**". Glenview currently provides 9-1-1 call answering and dispatch services to a number of surrounding communities through the Full Service Dispatch Center.

D. Winnetka is seeking to have 9-1-1 call answering and dispatch services performed by Glenview from the Full Service Dispatch Center, on behalf of its police department and other ancillary services (collectively the "**Dispatch Services**") as those Dispatch Services are more fully described in Section 2.A of this Agreement.

E. Glenview anticipates concurrently providing services similar to the Dispatch Services from the Full Service Dispatch Center to the following additional municipalities: Village of Glencoe, Village of Kenilworth, Village of Northfield ("**Additional Agencies**").

F. Glenview and the other municipalities that Glenview provides Dispatch Services to have entered into an intergovernmental agreement forming a Joint Emergency Telephone System Board ("**JETSB**").

G. Winnetka intends to submit an application to join Glenview's JETSB in accordance with the provisions and requirements of the Illinois Emergency Telephone Systems Act 50 ILCS 750/0.01, *et seq.*, as amended.

H. Glenview and Winnetka have determined that it is in the best interests of each party to this Agreement and the public health, safety and welfare of persons and property within

Glenview and Winnetka to enter into this Agreement for Glenview to provide Dispatch Services to Winnetka.

Section 2. Provision of Dispatch Services by Glenview and Corresponding Obligations of Winnetka.

A. Operation of Full Service Dispatch Center and Provision of Dispatch Services by Glenview. Glenview shall continue to directly operate the Full Service Dispatch Center to provide Dispatch Services to Winnetka throughout the Initial Term and any Renewal Term of this Agreement. Glenview shall begin providing the Dispatch Services to Winnetka on July 1, 2017, or such earlier date mutually agreed upon in writing by the Parties (the "**Commencement Date**"). The Dispatch Services provided by Glenview to Winnetka shall include without limitation the following:

1. Provide 24-hour a day answering of all emergency 9-1-1 and police non-emergency calls; maintain updated telephone lists of Winnetka staff and employees; implement and utilize call-out procedures for emergencies and non-emergencies, and forward messages, utilizing reasonable telephone answering procedures adopted by Glenview and approved by Winnetka. All calls (emergency and non-emergency) shall be answered within ten (10) seconds at least ninety-five percent (95%) of the time, and a log of all calls shall be provided to Winnetka by Glenview on a quarterly basis or as otherwise reasonably requested by Winnetka. Said log shall be made available to Winnetka upon request within a reasonable time period of no greater than seven (7) days. Recordings of all aspects of each call received for Winnetka (including the incoming phone call, internal dispatch center conversations related to the call, out bound phone calls and any and all radio traffic relate to the call) shall be made available as soon as a qualified person is available to provide recordings, unless an emergency exists, to Winnetka upon request for such recording by Winnetka. Additionally, Glenview shall provide Winnetka with call answering performance metrics for Glenview and all other agencies contracting with Glenview for services similar to the Dispatch Services on an annual basis or as otherwise requested in writing by Winnetka, such requests to occur no more than quarterly. In addition, Glenview will, at all times, comply with the requirements of Part 1325 of Chapter IV of Title 83 of the Illinois Administrative Code regarding the maintenance of a backup PSAP for the Full Service Dispatch Center and maintain a secondary location to serve as the Primary PSAP for the Village in the event that the Glenview Facility goes offline;
2. Provide 24-hour a day dispatching for all Winnetka Police Department and after-hours' and emergency notification of Winnetka Public Works as requested by Winnetka. The "Performance Standard" for call handling will be procedurally and operationally consistent with contemporary industry recognized standards; as determined by the Association of Public Safety Communications Officials (APCO) or National Emergency Number association (NENA). Glenview agrees to proactively review and take reasonable steps to correct any operational practices in the Dispatch Center that increase average dispatch times to levels exceeding industry standards, or standards previously agreed to by the Parties, and provide notice of the issue and corrective actions taken to the Winnetka police chief or

his designee. Glenview shall provide reporting to Winnetka demonstrating compliance with the Performance Standard described above no less frequently than monthly;

3. Maintain and operate radio and computer communications with Winnetka for all Police Department and Winnetka Public Works and Winnetka Water and Electric calls, utilizing dispatching procedures adopted and agreed upon by the Parties. Any proposed changes or additions to the radio channel or talk group used by Winnetka and the Additional Agencies shall be discussed and agreed upon by the Parties;
4. Glenview will use best efforts to maintain the following minimum employee staffing levels to provide the Dispatch Services:
 - a. In the Full Service Dispatch Center, staff at least one (1) telecommunicator per radio channel to provide the Dispatch Services at all times; provided, however, in the event that temporary staffing difficulties caused by an emergency situation that is beyond Glenview's reasonable control prevent such minimum staffing, then Glenview shall notify the Winnetka Village Manager of any circumstances when such minimum staffing level will not be met and the expected duration of any such circumstance. The Parties shall mutually agree upon which facility will serve as the primary PSAP from which the Dispatch Services will be provided.
 - b. To the extent these minimum staffing levels require the hiring of any additional employees by Glenview, Glenview agrees to allow any and all current Winnetka dispatch employees to undertake any pre-employment examinations and perform any and all other requirements necessary for those employees to apply for and be considered for any available dispatchers/call taker positions. Winnetka acknowledges that, should Glenview hire any former Winnetka employees to provide the Dispatch Services, those employees will become Glenview employees and Winnetka will have no ability to make any personnel-related decisions concerning those employees.
5. Provide and continuously update training to all Glenview employees providing the Dispatch Services in the operation of Glenview's New World System for Winnetka, as further described in Section 2.B and 2.C of this Agreement, and other necessary skills including but not limited to Emergency Medical Dispatch (E.M.D.). Documentation and evidence of such training shall be provided by Glenview to Winnetka upon request;
6. Perform supervised transfers of 9-1-1 fire rescue calls to the appropriate Fire/EMS rescue agency as required by ICC 9-1-1 regulations. The transfer of calls will be consistent with industry recognized standards; NENA 56-005 and NFPA 1221;
7. Pursuant to informational materials provided by Winnetka, provide general information to, and answer questions from, callers related to Winnetka public

health and safety issues (i.e. boil orders or street closures) and general information related to Police, Fire/EMS, Public Works, Water and Electric, and other Winnetka services; provided, however, that Glenview will only answer non-emergency calls from Winnetka outside of regular Winnetka business hours as advertised by the Village on its website and posted on its facilities, as well as on weekends and designated holidays by Winnetka. Glenview shall not under any circumstances accept payment of any fees, fines or other amounts on behalf of Winnetka.

8. No more than seven (7) days following the final day of any month, or upon written request by Winnetka, provide copies of reports regarding service performance metrics, call volume, LEADS reports, officer time usage and any other requested reports;
9. Provide warning notifications to the Winnetka community and residents, including without limitation activating community warning sirens and reverse notification calls (e.g. Code Red), as requested by Winnetka and in accordance with Winnetka's policies and procedures and only at the direction of the Winnetka Chief of Police or his/her designee; however, Winnetka shall be responsible for providing the exact wording of the emergency message to be delivered, and for all costs associated with the purchase and installation, maintenance and/or relocation of any equipment necessary to activate Winnetka's community warning sirens;
10. Maintain a call logging and recording system of all emergency and non-emergency calls and, upon request, provide copies to Winnetka Police, Fire/EMS, Public Works, and Water and Electric Departments.
11. Provide passive electronic remote control monitoring for the Winnetka Police Department security system and other Village-controlled facilities as designated by Winnetka, including monitoring the entry to the Winnetka Police Station; provided, however, that Winnetka shall provide the necessary equipment and connections at Winnetka's cost to enable Glenview to accomplish this monitoring. This monitoring will include both video and audio, two-way communications;
12. Assist Winnetka in any manner necessary, including cooperating with representatives and assessors with Police and Fire/EMS performance metrics, and taking any other appropriate action, to ensure that Winnetka receives the any information necessary to satisfy the applicable agencies' professional accreditation or certification processes. It is understood, however, that Glenview's obligations in this regard are related solely to the telecommunications requirements of such accreditations, and not to any other aspects of Police/Public Safety activities undertaken by Winnetka, as the case may be. Any extraordinary compliance measures undertaken by Glenview in furtherance of this Paragraph 2.A.12 at the request of Winnetka will be done at Winnetka's expense;
13. Subject to the obligations of Winnetka described in Section 2.B herein, operate, maintain and manage the Law Enforcement Data System program ("**LEADS**")

and the National Crime Information Center program ("**NCIC**"), including without limitation the following activities:

- a. Assist and cooperate with all audits of the LEADS and NCIC program files and operations;
 - b. Enter into the LEADS or NCIC system information as requested by Winnetka, including without limitation warrants and sex offenders;
 - c. Maintain and manage hot files;
 - d. Maintain and manage all LEADS and NCIC files;
 - e. Remove from the LEADS and NCIC files information and data that is no longer current; and
 - f. Update and validate, on a regular basis, LEADS and NCIC data and files, with information provided by Winnetka;
 - g. Ensure all dispatchers operate in compliance with LEAD standards.
14. Maintain and operate mutual aid dispatch services for Winnetka in accordance with the emergency response plans and programs established by the Northern Illinois Police Alarm System ("**NIPAS**"), the Illinois Law Enforcement Alarm System ("**ILEAS**"), the Mutual Aid Box Alarm System ("**MABAS**"), the North Regional Major Crimes Task Force ("**NORTAF**"), the Major Crash Assistance Team ("**MCAT**"), and the Illinois Public Works Mutual Aid Network ("**IPWMAN**"), as well as any other applicable public safety organizations; provided, however, that Glenview's obligations in this regard are limited to monitoring, dispatching, documenting and updating of system information, based upon data provided by Winnetka;
 15. Participate in reasonable periodic training exercise programs and scenarios conducted by Winnetka, including the provision of dispatch services employees to participate in the programs and scenarios, provided that adequate notice is given and staffing limitations permit such participation. Costs associated with the attendance of dispatch service employees (including supervisory staff) at special assignments or special events will be borne by Winnetka.
 16. To encourage mutual personnel interactions, Glenview agrees that its dispatch personnel will accompany Winnetka Police officers and/or Winnetka Firefighters/EMS personnel on "ride-alongs" to become familiar with local geography and Winnetka Police and Fire/EMS Department procedures. Such "ride-alongs" will be conducted on no less than a semi-annual basis during the first year of the Initial Term (defined herein) and, thereafter, no less than an annual basis, at no additional charge to Winnetka. Periodic attendance at Winnetka Police or Fire Department meetings and other mutually agreed upon events is encouraged throughout the term of this Agreement;

17. Cooperate with Winnetka in the preparation of responses to any subpoenas and/or Freedom of Information Act requests concerning the Dispatch Services, including without limitation identifying and providing copies of responsive records (including documents, call logs, call recordings, video recordings). Winnetka will be responsible for completing and transmitting final responses to such subpoenas FOIA requests; and
18. Cooperate with Winnetka in the event that any litigation arises out of or is related to the services provided under this Agreement, including providing records and making employees available for depositions and testimony in accordance with service of legal process, provided that Glenview does not become adverse to Winnetka in any such litigation.

B. Obligations of Winnetka. Winnetka agrees to perform the following in order to enable Glenview to efficiently and properly fulfill its obligations under this Agreement:

1. Provide timely updated telephone lists, call out procedures, and suggested telephone answering procedures;
2. Provide timely notification of a Winnetka designee for receiving notice in the absence of Police Chief and or Fire Chief;
3. Provide informational materials on public safety, civic and utility issues for dissemination to residents of Winnetka;
4. Provide proper equipment and connections to enable Glenview to monitor designated security video feeds at Village-controlled facilities;
5. Provide reasonable cooperation in assisting Glenview to achieve accreditation as desired by Glenview;
6. Provide timely reports and other data needed for Glenview to comply with LEADS requirements and current MABAS box cards;
7. Provide work schedules, on-call schedules, training exercises and reasonable notification thereof;
8. Enter and manage warrants through New World RMS (defined as New World Records Management System), or other subsequently-implemented records management system; and

C. Party Obligations Relating to New World System.

1. Glenview will execute with New World an Additional Software License Agreement and any other required documentation to add the necessary licenses for Winnetka to join Glenview's New World System.
2. The parties acknowledge and mutually agree that Glenview shall be responsible for all IT costs and services related to maintaining the New World Computer Aided Dispatch, New World Records Management System, New World Mobile

and Field Reporting Systems, and all other software/hardware components, New World or otherwise, integrated with the New World software solution (collectively, the "New World System"), to the extent that those components are physically located at the Full Service Dispatch Center. In addition, Glenview agrees to schedule, perform, and complete, in coordination with Winnetka, any and all upgrades to the New World System servers.

3. Winnetka shall be responsible for the procurement of all third party software, including updates, upgrades, and service/maintenance packs, and hardware prerequisites required for New World System upgrades to be implemented properly on all Winnetka hardware, including the mobile clients.
4. The parties mutually agree that either party may elect to add New World System components, or third party components, to the New World System. Such new components added by either party shall be at the sole cost (including, but not limited to, implementation costs, software license/maintenance costs, and any necessary software or hardware components to the servers that house the New World System) of that same party. The parties may mutually agree, in writing, to share the cost of such new components. If at a later date the non-implementing party wishes to utilize a component paid by the implementing party, then the non-implementing party will agree to reimburse the implementing party for a portion of the implementing costs as agreed to by the respective parties. Any individual mobile unit/terminal software license or maintenance costs shall be the responsibility of the party where the unit is located.

Section 3. Determination and Payment of Costs by Winnetka.

A. Quarterly Fee for Dispatch Services. Winnetka agrees to pay to Glenview a fee for Dispatch Services in the amounts set forth in the attached ***Exhibit A ("Quarterly Fee")***, attached hereto and incorporated by reference herein. The parties acknowledge and agree that the Quarterly Fee includes ongoing expenses to upgrade, improve and enhance the Dispatch Services and the equipment and facilities relating thereto. The Quarterly Fee shall be paid to Glenview each quarter, beginning on the Commencement Date; except that in recognition of the costs that Glenview must incur in advance of the Commencement Date, Winnetka shall begin payment of the Quarterly Fee 60 days in advance of the Commencement Date per the attached Exhibit A schedule.

B. Additional Expenses. To the extent that this Agreement provides for Winnetka to bear other expenses relating to the Dispatch Services, such other expenses mutually agreed upon shall be due and payable thirty (30) days after Glenview delivers an invoice for such expenses to Winnetka, as the case may be.

C. Credits Upon Termination. To the extent that this agreement terminates other than upon its expiration, under section 8.a (excepting termination due to a default of Winnetka) any Quarterly Fee covering a period after the termination date shall be refunded to Winnetka, on a pro rata basis within 60 days.

D. Capital Charges. The fees set forth in ***Exhibit A*** reflect certain capital expenses relating to the transition costs for providing Dispatch Services to Winnetka which shall be paid to Glenview no later than February 1, 2017. Except as otherwise expressly provided in this

Subsection 3.C, Winnetka shall not be responsible for any future capital expense by Glenview or any other entity related to the provision of the Dispatch Services to Winnetka.

E. New Recipients of Dispatch Services. Glenview may enter into agreements with other municipalities or fire protection districts to provide services similar to the Dispatch Services. Glenview agrees to consult with Winnetka prior to executing any agreement for such services. Under any and all circumstances, Glenview represents and warrants that the standards of performance for the Dispatch Services provided to Winnetka shall not diminish in any manner following any extension of similar services by Glenview to other municipalities or fire protection districts.

F. Participation of Additional Agencies. The parties agree and acknowledge that the business model underlying the Agreement is based upon the involvement of the Additional Agencies. In the event that any of the Additional Agencies: (i) does not enter into an agreement with Glenview for dispatch services; or (ii) terminates any such agreement, then, and in such event, the Parties hereto agree to enter into good-faith negotiations concerning pricing and operations hereunder.

G. Recapture Fees. If Glenview contracts with any agency other than Winnetka and the Additional Agencies, then and in such event, Glenview shall require such agency to pay a fee to Glenview for access to the redundancies of the Dispatch Services (the "**Recapture Fee**"). In such event, within sixty (60) days of Glenview's actual receipt of the Recapture Fee, Glenview agrees to distribute a portion of the Recapture Fee to Winnetka and the Additional Agencies in accordance with each entity's proportionate capital contribution hereto. Upon agreement of the Parties, such distribution can be in the form of a credit towards amounts owed to Glenview under this Agreement by Winnetka and the Additional Agencies.

Section 4. Insurance.

A. Coverage Provided. Glenview agrees to provide the following insurance coverages for the Dispatch Services:

1. Commercial General Liability combined single limit per occurrence for bodily injury and property damage, and personal and advertising injury limited to \$10 million aggregate for the Dispatch Services. Coverage includes the following: all premises and operations, products/completed operations, broad form property damage, defense and contractual liability;
2. Automobile Liability combined single limit per occurrence for all owned, hired and non-owned Glenview vehicles brought onto any of the Village's properties for bodily injury and property damage. Uninsured/underinsured motorist coverage must be secured per Illinois requirements.
3. General Liability and Property coverage for any equipment used in the provision of the Dispatch Services under this Agreement;
4. Workers' Compensation with statutory limits and Employer's Liability coverage;
5. Umbrella or Excess Liability for bodily injury, personal injury, and property damage limited to \$2,000,000 per occurrence and \$2,000,000 aggregate.

6. Law Enforcement Liability for bodily injury, personal injury, and property damage limited to \$2,000,000 per occurrence and \$4,000,000 aggregate with a \$200,000 Self Insured Retention.

7. Cyber-liability for media content, security & privacy liability, regulatory action sublimit, network interruption, event management, and cyber extortion limited to \$2,000,000 per occurrence and \$2,000,000 aggregate with a \$50,000 Self Insured Retention.

8. Additional Insured. The Village of Winnetka and its officials, officers, agents and employees (collectively "**Additional Insureds**") must each be named as additional insureds on a primary and non-contributory basis on general liability, automobile liability, and umbrella or excess liability insurance coverage. The Additional Insured status is strictly limited to the Dispatch Services Agreement.

Such coverages shall be in amounts no less than what Glenview maintains for itself in its normal course of business and upon the same terms, provisions and conditions of Glenview's coverage. Upon Winnetka's written request, Glenview shall provide Winnetka a copy of the insurance policy(ies) or coverage document(s) and additional insured endorsements which affords the insurance coverage required in this paragraph no later than ten days prior to the Commencement Date. Any insurance required to be carried by Glenview hereunder shall be primary and not excess to any other coverage carried by Winnetka in connection with any act or omission on the part of Glenview in the performance of the obligations of Glenview under this Agreement.

B. Indemnification.

1. To the fullest extent permitted by law, Glenview does hereby agree to defend, indemnify and hold Winnetka, its officials, employees and agents harmless from and against any and all claims, demands, losses, causes of action or liabilities of any nature whatsoever, including reasonable attorney's fees and expenses, arising out of, in whole or in part, or in connection with or in consequence of any act or omission on the part of Glenview, its officials, employees or agents, in the performance of or with relation to any of the work or services to be performed or furnished by Glenview under this Agreement, except to the extent caused by the negligence or willful misconduct of Winnetka.

2. To the fullest extent permitted by law, Winnetka does hereby agree to defend, indemnify and hold Glenview, its officials, employees and agents harmless from and against any and all claims, demands, losses, causes of action or liabilities of any nature whatsoever, including reasonable attorney's fees and expenses, which may arise out of, in whole or in part, or in connection with or in consequence of any act or omission on the part of Winnetka, its officials, employees or agents, in the performance of or with relation to any of the work or services to be performed or furnished by Winnetka under this Agreement, except to the extent caused by the negligence or willful misconduct of Glenview.

3. Nothing herein shall be deemed to diminish or waive any immunities or defenses available to the Parties under any applicable statute or rule of law.

C. Proof of Coverage by Glenview. Glenview agrees to furnish to Winnetka a certificate of coverage detailing the self-insurance or commercial insurance as provided by its insurer. The certificate shall be delivered to Winnetka within thirty (30) days after the effective date of this Agreement. Winnetka shall be added, by original endorsement, as an additional insured to all liability policies set forth in Section 4.A. Such endorsement shall be furnished to Winnetka with the certificate of coverage. The certificates and endorsements are to be signed by a person authorized by that insurer to bind coverage on its behalf. The insurance coverage required under Section 4.A. shall be primary and not excess to any other coverage carried by Winnetka.

D. Termination of Coverage. If Glenview's coverage as provided by its insurer is terminated for any reason:

1. Glenview shall promptly notify Winnetka of receipt of any such notice; and
2. Glenview agrees to use its best efforts to provide comparable coverage either through membership in a joint risk management association or through commercial insurance carriers. However, the failure of Glenview to secure or provide such comparable coverage does not relieve it of its duty to defend, indemnify or hold Winnetka harmless as required in this Agreement.

E. Coverage by Winnetka. Winnetka agrees to maintain commercial general liability coverage, workers' compensation and employer's liability coverage for its operations. Upon request, Winnetka will provide proof of this insurance to Glenview. Any insurance required to be carried by Winnetka hereunder shall be primary and not excess to any other coverage carried by Glenview in connection with any act or omission on the part of Winnetka in the performance of the obligations of Winnetka under this Agreement, or any obligation related to the provision of police and/or public works services by Winnetka.

Section 5. Promotion of Interaction and Communication.

The parties agree that they desire to establish a variety of means to enhance and promote communication and cooperation between Glenview and Winnetka. In addition to those matters otherwise addressed in this Agreement, the Parties also wish to establish the following:

A. Access to Information about Service Delivery. Winnetka shall have access to records pertaining to the Dispatch Services provided to them for the purposes of inspection by any authorized representatives of Winnetka (during regular business hours, upon reasonable notice), to the same extent as such records are available for inspection by any authorized representatives of Glenview.

B. Complaint Procedure. Glenview shall establish a procedure for logging in and responding to complaints concerning the provision of the Dispatch Services. Glenview agrees to inform Winnetka when specific complaints are brought by their respective residents or customers, including without limitation the date and time of the call, complainant's contact information, and a description of the complaint. In addition, Glenview agrees to inform Winnetka of the actions taken by Glenview to resolve the complaint.

C. Regular Meetings. The parties agree that representatives of each of the Parties shall meet initially to consider the implementation of operational rules and procedures for the provision of the Dispatch Services pursuant to this Agreement. The parties further agree that their representatives shall meet on a regular basis, at a minimum of a quarterly basis, to discuss this Agreement and the Dispatch Services provided pursuant to this Agreement, including without limitation issues relating to the operation of the Dispatch Services and the complaint procedures described in Subsection 5.B of this Agreement.

Section 6. Records.

Glenview shall establish and keep a file and record system for all data relative to the Dispatch Services. The parties shall provide and exchange records in accordance with the provisions and limitations of the Health Insurance Portability Accountability Act, the provisions of which shall supersede any conflicting requirement of this Section, and as necessary to respond to requests pursuant to the Illinois Freedom of Information Act or to subpoenas issued by a court of competent jurisdiction.

Section 7. Dispute Resolution.

A. Negotiation. The parties desire to avoid and settle without litigation any future disputes that may arise between them relative to this Agreement. Accordingly, the Parties agree to engage in good faith negotiations to resolve any such dispute. If any party has a dispute about a violation, interpretation, or application of a provision of this Agreement or a dispute regarding a party's failure to comply with this Agreement, then that party may serve on the other party written notice, delivered as provided in Section 10 of this Agreement, setting forth in detail the dispute, the provisions of this Agreement to which the dispute is related, and all facts and circumstances pertinent to the dispute. The parties then, within seven (7) days, shall schedule a date certain for representatives of the Parties to meet in a conference to resolve the dispute. Such conference shall be conducted within thirty (30) days after notice of the dispute has been delivered as provided herein. If a resolution is not reached within such 30 (thirty) day period (or such longer period to which the Parties may mutually agree), then either party may pursue remedies available under this Agreement, including termination.

B. Continuation of Services and Payments. During all negotiation proceedings and any subsequent proceedings provided for in this Section 7, Glenview and Winnetka shall continue to fulfill the terms of this Agreement to the fullest extent possible. Glenview shall continue to provide Dispatch Services to Winnetka as provided by this Agreement. Winnetka shall continue to make all payments to Glenview for the Dispatch Services as provided by this Agreement, including all payments about which there may be a dispute.

C. Remedies. Provided that the Parties have met their obligations under Section 7.A., the Parties shall be entitled to pursue such remedies as may be available in law and equity, including without limitation an action to secure the performance of the covenants, agreements, conditions, and obligations contained herein. The parties agree that any such action must be brought in the Circuit Court of Cook County, Illinois. The requirements of Section 7.A. shall be waived in the event of either significant risk of irreparable harm or significant jeopardy to public health and safety.

Section 8. Term; Termination.

A. **Term.** The term of this Agreement shall begin on the Commencement Date and terminate on December 31, 2023 ("***Initial Term***"). The parties may agree in writing to renew or extend the Agreement for additional periods (each such period a "***Renewal Term***") upon such terms and conditions as are mutually agreeable to the Parties. No less than one hundred eighty (180) days before the expiration of the Initial Term, the Parties agree to negotiate in good faith on the issue of pricing for any Renewal Term. If a Renewal Term cannot be agreed upon by the Parties prior to the expiration of the Initial Term, the Agreement may be extended at the option of Winnetka for one (1) year beyond the Initial Term (the "***Extension***") with the annual escalator for Quarterly Fees payable during the Extension being limited to the annual escalator between the Year 6 (2022) Quarterly Fee and the Year 7 (2023) Quarterly Fee. After the expiration of any Renewal Term, the Parties may agree to renew or extend such term upon such terms and conditions as are mutually agreeable.

B. **Termination.** This Agreement may be terminated pursuant to one of the following procedures:

1. By written notice of no fewer than 365 days after termination is duly authorized by the appropriate legislative action of one of the Parties for its convenience;
2. By written amendment to this Agreement duly authorized by the appropriate legislative action of Glenview and Winnetka; or
3. In the event of a material default under this Agreement, and provided that the Parties have failed to resolve matters pursuant to the provisions of Section 7, the non-defaulting party may notify a defaulting party in writing setting forth the nature of the default and the requested remedy of such default. The defaulting party shall thereafter have ten (10) days to correct the default prior to the non-defaulting party's terminating this Agreement; provided that said ten (10) day period shall be extended, for a reasonable time not exceeding ninety (90) days, if said default cannot reasonably be cured within said ten (10) day period. If a defaulting party fails to cure the default within the cure period provided in this Section, the non-defaulting party shall have the right to terminate this Agreement by written notice of termination to the defaulting party, which termination will be effective immediately (or by such other date, not beyond the term of this Agreement, as the non-defaulting party may determine). A party that terminates this Agreement pursuant to this Section 8.B.3 shall retain its rights to pursue any and all other remedies that may be available, either in law or in equity under this Agreement.
4. The Parties acknowledge and agree that the permanent unavailability of the New World System, Highland Park Facility, or other critical infrastructure for the performance of the Dispatch Services will automatically constitute a default of this Agreement by Glenview. If Glenview learns or reasonably believes that the New World System, Highland Park Facility, or other critical infrastructure will become permanently unavailable for any reason, Glenview must immediately notify Winnetka and cure the default. If such default is not cured within ninety (90) days, as determined by Winnetka in its sole discretion, Winnetka may terminate this Agreement at any time thereafter.

Section 9. Unfunded Mandates. The parties acknowledge that significant changes have occurred in legal requirements of Dispatch Services over the past decade and are likely to occur in the future. In the event unfunded mandates arise which impose dispatch service obligations on Glenview over and above current obligations, then the Parties agree to negotiate a sharing of the costs incurred to comply with said mandates.

Section 10. Effective Date. This Agreement shall be effective as of the date it is signed by both parties, and Glenview will begin providing the Dispatch Services on the Commencement Date.

Section 11. General Provisions.

A. **Notice.** Any notice or communication required or permitted to be given under this Agreement shall be in writing and shall be delivered (i) personally, (ii) by a reputable overnight courier, (iii) by certified mail, return receipt requested, and deposited in the U.S. Mail, postage prepaid, or (iv) by facsimile. Facsimile notices shall be deemed valid upon confirmed transmission followed by notice in the manner described in either (i), (ii), or (iii) above within three business days thereafter at the appropriate address set forth below. Unless otherwise provided in this Agreement, notices shall be deemed received after the first to occur of (a) the date of actual receipt; or (b) the date that is one (1) business day after deposit with an overnight courier as evidenced by a receipt of deposit; or (b) the date that is three (3) business days after deposit in the U.S. mail, as evidenced by a return receipt or the date of confirmed fax transmission. By notice complying with the requirements of this Section 10.A, each party to this Agreement shall have the right to change the address or the addressee, or both, for all future notices and communications to them, but no notice of a change of addressee or address shall be effective until actually received.

Notices and communications to Glenview shall be addressed to, and delivered at, the following address:

Village of Glenview
2500 E Lake Avenue
Glenview, Illinois 60026
Fax: (847) 724-1518
Attention: Village Manager

with a copy to: Eric G. Patt
Robbins, Salomon & Patt, Ltd.
2222 Chestnut Avenue, Suite 101
Glenview, IL 60026
Fax: (847) 729-7390

Notices and communications to Winnetka shall be addressed to, and delivered at, the following address:

Village of Winnetka
510 Green Bay Road
Winnetka, Illinois 60093
Fax: (847) 501-3180
Attention: Village Manager

with a copy to: Peter M. Friedman
Holland & Knight
131 South Dearborn, 30th Floor
Chicago, IL 60603
Fax: (312) 578-6666

B. Time of the Essence. Time is of the essence in the performance of this Agreement.

C. Rights Cumulative. Unless expressly provided to the contrary in this Agreement, each and every one of the rights, remedies, and benefits provided by this Agreement shall be cumulative and shall not be exclusive of any other rights, remedies, and benefits allowed by law.

D. Non-Waiver. No party shall be under any obligation to exercise any of the rights granted to it in this Agreement. The failure of any party to exercise at any time any right granted to such party shall not be deemed or construed to be a waiver of that right, nor shall the failure void or affect the party's right to enforce that right or any other right.

E. Ownership and Capital Costs. Glenview will own the entire dispatch system, except the radio infrastructure equipment installed in Winnetka and the antennae, which shall be owned and maintained by Winnetka, unless otherwise agreed to in writing by both parties.

F. Consents. Unless otherwise provided in this Agreement, whenever the consent, permission, authorization, approval, acknowledgement, or similar indication of assent of any party to this Agreement, or of any duly authorized officer, employee, agent, or representative of any party to this Agreement, is required in this Agreement, the consent, permission, authorization, approval, acknowledgement, or similar indication of assent shall be in writing.

G. Governing Law. This Agreement shall be governed by, and enforced in accordance with, the internal laws, but not the conflicts of laws rules, of the State of Illinois.

H. Severability. It is hereby expressed to be the intent of the Parties to this Agreement that should any provision, covenant, agreement, or portion of this Agreement or its application to any person or property be held invalid by a court of competent jurisdiction, the remaining provisions of this Agreement and the validity, enforceability, and application to any person or property shall not be impaired thereby, but the remaining provisions shall be interpreted, applied, and enforced so as to achieve, as near as may be, the purpose and intent of this Agreement to the greatest extent permitted by applicable law.

I. Entire Agreement. This Agreement constitutes the entire agreement between the Parties and supersedes any and all prior agreements and negotiations between the Parties, whether written or oral, relating to the subject matter of this Agreement.

J. Interpretation. This Agreement shall be construed without regard to the identity of the party who drafted the various provisions of this Agreement. Moreover, each and every provision of this Agreement shall be construed as though all parties to this Agreement participated equally in the drafting of this Agreement. As a result of the foregoing, any rule or construction that a document is to be construed against the drafting party shall not be applicable to this Agreement.

K. Exhibit. Exhibit A attached to this Agreement is, by this reference, incorporated in, and made a part of this Agreement. In the event of a conflict between an exhibit and the text of this Agreement, the text of this Agreement shall control.

L. Amendments and Modifications. No amendment or modification to this Agreement shall be effective until it is reduced to writing and approved and executed by all parties to this Agreement in accordance with applicable law.

M. Changes in Laws. Unless otherwise provided in this Agreement, any reference to laws, statutes, ordinances, rules, or regulations shall be deemed to include any modifications of, or amendments to, such laws, statutes, ordinances, rules, or regulations that may occur in the future.

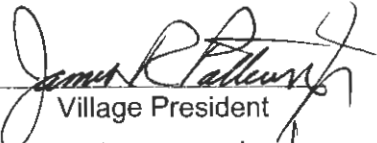
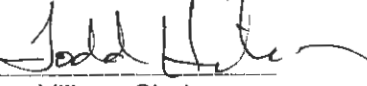
N. Authority to Execute. Each party hereby warrants and represents to the other parties that the persons executing this Agreement on its behalf have been properly authorized to do so by the corporate authorities of such party.

O. No Third Party Beneficiaries. No claim as a third party beneficiary under this Agreement by any person shall be made, or be valid, against Glenview and Winnetka.

[SIGNATURE PAGE FOLLOWS]

IN WITNESS HEREOF, Glenview and Winnetka, respectively, have caused this Agreement to be executed by their respective Village President and attested by their respective Village Clerk as of the day and year first above written.

VILLAGE OF GLENVIEW

By 
Village President
Attest 
Village Clerk

VILLAGE OF Winnetka

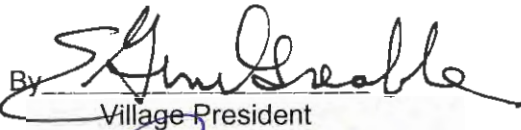

By 
Village President
Attest 
Village Clerk

EXHIBIT A
Payment Schedule

**EXHIBIT A
PAYMENT SCHEDULE
WINNETKA**

OPERATING PAYMENTS

		Quarter 2 (May-Jun)	Quarter 3 (Jul-Aug-Sept)	Quarter 4 (Oct-Nov-Dec)	Annual Total
		May 1	July 1	October 1	
		<u>Jun 15</u>	<u>August 15</u>	<u>November 15</u>	
Partial Year	2017	\$69,225	\$103,838	\$103,838	\$276,900

		Quarter 1 (Jan-Feb-Mar)	Quarter 2 (Apr-May-June)	Quarter 3 (July-Aug-Sept)	Quarter 4 (Oct-Nov-Dec)	
Invoiced on:		January 1	April 1	July 1	October 1	
Due by:		<u>February 15</u>	<u>May 15</u>	<u>August 15</u>	<u>November 15</u>	
Year 1	2018	\$107,670	\$107,670	\$107,670	\$107,670	\$430,681
Year 2	2019	\$112,220	\$112,220	\$112,220	\$112,220	\$448,879
Year 3	2020	\$116,934	\$116,934	\$116,934	\$116,934	\$467,734
Year 4	2021	\$121,957	\$121,957	\$121,957	\$121,957	\$487,830
Year 5	2022	\$127,454	\$127,454	\$127,454	\$127,454	\$509,816
Year 6	2023	\$133,123	\$133,123	\$133,123	\$133,123	\$532,492
						<hr/>
						\$3,154,332

CAPITAL PAYMENTS

Feb 1, 2017 \$ 167,500

TEST PLAN DESCRIPTION

1) Description of test plan (back-up, overflow, failure, database).

2) List wireline exchanges to be tested.

3) List of wireless and VoIP Carriers to be tested.

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Glenview Public Safety Dispatch Center 9-1-1 Authority, and the (Public Safety Agency) Glencoe Public Safety, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

Glenview Public Safety Dispatch Center

South Center – 2500 East Lake Ave, Glenview, IL 60026 (847-901-6111)

North Center – 1677 Old Deerfield Rd, Highland Park, IL 60035 (847-861-9611)

Receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Glencoe Public Safety – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-835-4125** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Glenview Police & Fire – South Center

Primary: **1 847 911 3787** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-724-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Grayslake Police (also serving Hainesville) – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-223-2341** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highland Park Police & Fire – North Center

Primary: **1 847 911 3807** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-433-4380** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highwood Police – North Center

Primary: **1 847 911 3829** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-604-8992** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Lake Bluff Police & Fire – North Center

Primary: **1 847 911 3822** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2151** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lindenhurst Police – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-847-904-9877** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Kenilworth Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-251-2141** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lake Forest Police & Fire – North Center

Primary: **1 847 911 3827** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Morton Grove Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-965-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Niles Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-647-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Northfield Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Winnetka Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

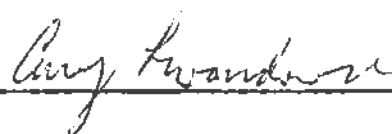
All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center
9-1-1 Authority

By 

Title Director

Glencoe Public Safety
Public Safety Agency

By 

Title DIRECTOR OF PUBLIC SAFETY

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Glenview Public Safety Dispatch Center 9-1-1 Authority, and the (Public Safety Agency) Glenview Fire, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

Glenview Public Safety Dispatch Center

South Center – 2500 East Lake Ave, Glenview, IL 60026 (847-901-6111)

North Center – 1677 Old Deerfield Rd, Highland Park, IL 60035 (847-861-9611)

Receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Glencoe Public Safety – South Center

Primary: 1 847 911 3847 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-835-4125 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Glenview Police & Fire – South Center

Primary: 1 847 911 3787 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-724-2121 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Grayslake Police (also serving Hainesville) – South Center

Primary: 1 847 911 3792 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-223-2341 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highland Park Police & Fire – North Center

Primary: 1 847 911 3807 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-433-4380 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highwood Police – North Center

Primary: **1 847 911 3829** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-604-8992** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Lake Bluff Police & Fire – North Center

Primary: **1 847 911 3822** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2151** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lindenhurst Police – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-847-904-9877** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Kenilworth Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-251-2141** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lake Forest Police & Fire – North Center

Primary: **1 847 911 3827** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Morton Grove Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-965-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Niles Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-647-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Northfield Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Winnetka Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center
9-1-1 Authority

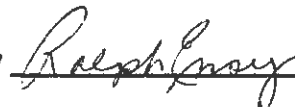
By

_____

Title Director

Glenview Fire
Public Safety Agency

By

_____

Title FIRE CHIEF

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Glenview Public Safety Dispatch Center 9-1-1 Authority, and the (Public Safety Agency) Glenview Police, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

Glenview Public Safety Dispatch Center

South Center – 2500 East Lake Ave, Glenview, IL 60026 (847-901-6111)

North Center – 1677 Old Deerfield Rd, Highland Park, IL 60035 (847-861-9611)

Receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Glencoe Public Safety – South Center

Primary: 1 847 911 3847 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-835-4125 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Glenview Police & Fire – South Center

Primary: 1 847 911 3787 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-724-2121 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Grayslake Police (also serving Hainesville) – South Center

Primary: 1 847 911 3792 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-223-2341 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highland Park Police & Fire – North Center

Primary: 1 847 911 3807 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-433-4380 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highwood Police – North Center

Primary: **1 847 911 3829** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-604-8992** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Lake Bluff Police & Fire – North Center

Primary: **1 847 911 3822** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2151** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lindenhurst Police – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-847-904-9877** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Kenilworth Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-251-2141** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lake Forest Police & Fire – North Center

Primary: **1 847 911 3827** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Morton Grove Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-965-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Niles Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-647-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Northfield Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Winnetka Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.


All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center
9-1-1 Authority

By  _____

Title Director _____

Glenview Police
Public Safety Agency

By  _____

Title Chief of Police _____

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Glenview Public Safety Dispatch Center 9-1-1 Authority, and the (Public Safety Agency) Grayslake Police, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

Glenview Public Safety Dispatch Center

South Center – 2500 East Lake Ave, Glenview, IL 60026 (847-901-6111)

North Center – 1677 Old Deerfield Rd, Highland Park, IL 60035 (847-861-9611)

Receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Glencoe Public Safety – South Center

Primary: 1 847 911 3847 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-835-4125 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Glenview Police & Fire – South Center

Primary: 1 847 911 3787 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-724-2121 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Grayslake Police (also serving Hainesville) – South Center

Primary: 1 847 911 3792 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-223-2341 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highland Park Police & Fire – North Center

Primary: 1 847 911 3807 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-433-4380 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highwood Police – North Center

Primary: 1 847 911 3829 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-604-8992 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Lake Bluff Police & Fire – North Center

Primary: 1 847 911 3822 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-234-2151 (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lindenhurst Police – South Center

Primary: 1 847 911 3792 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-847-904-9877 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Kenilworth Police – South Center

Primary: 1 847 911 3847 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-251-2141 (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lake Forest Police & Fire – North Center

Primary: 1 847 911 3827 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-234-2131 (State Specific Procedures if radio frequency-identity frequency number, if talk group- Identify name, if telephone-identity number)

Morton Grove Police – South Center

Primary: 1 847 911 3847 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-965-2131 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Niles Police – South Center

Primary: 1 847 911 3847 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-647-2131 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Northfield Police – South Center

Primary: 1 847 911 3847 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-446-2131 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Winnetka Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures If radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center
9-1-1 Authority

By 

Title Director

Grayslake Police
Public Safety Agency

By 

Title Chief of Police

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Glenview Public Safety Dispatch Center 9-1-1 Authority, and the (Public Safety Agency) Highland Park Fire, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

Glenview Public Safety Dispatch Center

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North Center – 1677 Old Deerfield Rd, Highland Park, IL 60035 (847-861-9611)

Receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

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Secondary: 847-835-4125 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Glenview Police & Fire – South Center

Primary: 1 847 911 3787 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-724-2121 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Grayslake Police (also serving Hainesville) – South Center

Primary: 1 847 911 3792 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-223-2341 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highland Park Police & Fire – North Center

Primary: 1 847 911 3807 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-433-4380 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highwood Police – North Center

Primary: **1 847 911 3829** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-604-8992** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Lake Bluff Police & Fire – North Center

Primary: **1 847 911 3822** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2151** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lindenhurst Police – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-847-904-9877** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Kenilworth Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-251-2141** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lake Forest Police & Fire – North Center

Primary: **1 847 911 3827** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Morton Grove Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-965-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Niles Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-647-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Northfield Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Winnetka Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center
9-1-1 Authority

By

_____

Title Director_____

Highland Park Fire
Public Safety Agency

By

_____

Title Fire Chief_____

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)
Glenview Public Safety Dispatch Center, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

Glenview Public Safety Dispatch

South Center – 2500 East Lake Ave, Glenview, IL 60026

North Center – 1677 Old Deerfield Rd, Highland Park, IL 60035

Receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Glenview Police & Fire – South Center

Primary: **1 847 911 3787** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-724-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Grayslake Police (also serving Hainesville) – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-223-2341** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highland Park Police & Fire – North Center

Primary: **1 847 911 3807** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-433-4380** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highwood Police – North Center

Primary: **1 847 911 3829** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-604-8992** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Lake Bluff Police & Fire – North Center

Primary: **1 847 911 3822** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2151** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Lake Forest Police & Fire -- North Center

Primary: **1 847 911 3827** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Morton Grove Police -- South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-965-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Niles Police -- South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-647-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number) AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Highland Park Police

Public Safety Agency

By

Carl S. Smith 1-30-17

Title

Chief of Police

Glenview Public Safety Dispatch Center

9-1-1 Authority

By

[Signature]

Title Director of Public Safety Support Services

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Glenview Public Safety Dispatch Center 9-1-1 Authority, and the (Public Safety Agency) Highwood Police, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

Glenview Public Safety Dispatch Center

South Center – 2500 East Lake Ave, Glenview, IL 60026 (847-901-6111)

North Center – 1677 Old Deerfield Rd, Highland Park, IL 60035 (847-861-9611)

Receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Glencoe Public Safety – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-835-4125** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Glenview Police & Fire – South Center

Primary: **1 847 911 3787** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-724-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Grayslake Police (also serving Hainesville) – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-223-2341** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highland Park Police & Fire – North Center

Primary: **1 847 911 3807** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-433-4380** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highwood Police – North Center

Primary: **1 847 911 3829** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-604-8992** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Lake Bluff Police & Fire – North Center

Primary: **1 847 911 3822** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2151** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lindenhurst Police – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-847-904-9877** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Kenilworth Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-251-2141** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lake Forest Police & Fire – North Center

Primary: **1 847 911 3827** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Morton Grove Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-965-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Niles Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-647-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Northfield Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Winnetka Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.


The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center
9-1-1 Authority

By  _____

Title Director _____

Highwood Police
Public Safety Agency

By  _____

Title Chief of Police _____

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Glenview Public Safety Dispatch Center 9-1-1 Authority, and the (Public Safety Agency) Kenilworth Police, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

Glenview Public Safety Dispatch Center

South Center – 2500 East Lake Ave, Glenview, IL 60026 (847-901-6111)

North Center – 1677 Old Deerfield Rd, Highland Park, IL 60035 (847-861-9611)

Receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Glencoe Public Safety – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-835-4125** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Glenview Police & Fire – South Center

Primary: **1 847 911 3787** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-724-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Grayslake Police (also serving Hainesville) – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-223-2341** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highland Park Police & Fire – North Center

Primary: **1 847 911 3807** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-433-4380** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highwood Police – North Center

Primary: **1 847 911 3829** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-604-8992** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Lake Bluff Police & Fire – North Center

Primary: **1 847 911 3822** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2151** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lindenhurst Police – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-847-904-9877** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Kenilworth Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-251-2141** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lake Forest Police & Fire – North Center

Primary: **1 847 911 3827** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Morton Grove Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-965-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Niles Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-647-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Northfield Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Winnetka Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

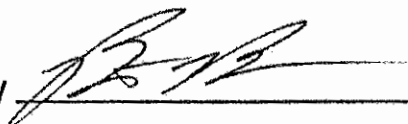
The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center
9-1-1 Authority

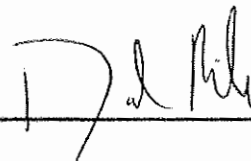
By



Title Director

Kenilworth Police
Public Safety Agency

By



Title CHIEF OF POLICE

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Glenview Public Safety Dispatch Center 9-1-1 Authority, and the (Public Safety Agency) Lake Bluff Fire, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

Glenview Public Safety Dispatch Center
South Center – 2500 East Lake Ave, Glenview, IL 60026 (847-901-6111)
North Center – 1677 Old Deerfield Rd, Highland Park, IL 60035 (847-861-9611)

Receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Glencoe Public Safety – South Center

Primary: 1 847 911 3847 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-835-4125 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Glenview Police & Fire – South Center

Primary: 1 847 911 3787 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-724-2121 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Grayslake Police (also serving Hainesville) – South Center

Primary: 1 847 911 3792 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-223-2341 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highland Park Police & Fire – North Center

Primary: 1 847 911 3807 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-433-4380 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

1-3

Highwood Police – North Center

Primary: **1 847 911 3829** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-604-8992** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Lake Bluff Police & Fire – North Center

Primary: **1 847 911 3822** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2151** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lindenhurst Police – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-847-904-9877** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Kenilworth Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-251-2141** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lake Forest Police & Fire – North Center

Primary: **1 847 911 3827** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Morton Grove Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-965-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Niles Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-647-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Northfield Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

2-3

Winnetka Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

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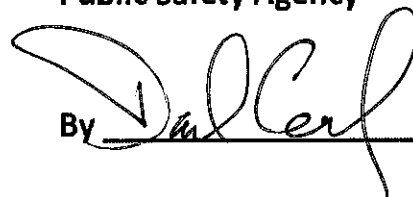
All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center
9-1-1 Authority

By 

Title Director

Lake Bluff Fire
Public Safety Agency

By 

Title Chief LBFD 2/28/17

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Glenview Public Safety Dispatch Center 9-1-1 Authority, and the (Public Safety Agency) Lake Bluff Police, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

Glenview Public Safety Dispatch Center

South Center – 2500 East Lake Ave, Glenview, IL 60026 (847-901-6111)

North Center – 1677 Old Deerfield Rd, Highland Park, IL 60035 (847-861-9611)

Receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Glencoe Public Safety – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-835-4125** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Glenview Police & Fire – South Center

Primary: **1 847 911 3787** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-724-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Grayslake Police (also serving Hainesville) – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-223-2341** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highland Park Police & Fire – North Center

Primary: **1 847 911 3807** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-433-4380** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highwood Police – North Center

Primary: **1 847 911 3829** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-604-8992** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Lake Bluff Police & Fire – North Center

Primary: **1 847 911 3822** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2151** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lindenhurst Police – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-847-904-9877** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Kenilworth Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-251-2141** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lake Forest Police & Fire – North Center

Primary: **1 847 911 3827** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Morton Grove Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-965-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Niles Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-647-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Northfield Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Winnetka Police -- South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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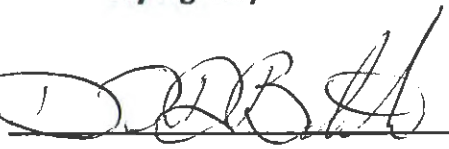
All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center
9-1-1 Authority

By  _____

Title Director _____

Lake Bluff Police
Public Safety Agency

By  _____

Title Chief of Police _____

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Glenview Public Safety Dispatch Center 9-1-1 Authority, and the (Public Safety Agency) Lake Forest Fire, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

Glenview Public Safety Dispatch Center

South Center – 2500 East Lake Ave, Glenview, IL 60026 (847-901-6111)

North Center – 1677 Old Deerfield Rd, Highland Park, IL 60035 (847-861-9611)

Receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Glencoe Public Safety – South Center

Primary: 1 847 911 3847 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-835-4125 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Glenview Police & Fire – South Center

Primary: 1 847 911 3787 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-724-2121 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Grayslake Police (also serving Hainesville) – South Center

Primary: 1 847 911 3792 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-223-2341 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highland Park Police & Fire – North Center

Primary: 1 847 911 3807 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-433-4380 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highwood Police – North Center

Primary: **1 847 911 3829** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-604-8992** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Lake Bluff Police & Fire – North Center

Primary: **1 847 911 3822** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2151** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lindenhurst Police – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-847-904-9877** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Kenilworth Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-251-2141** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lake Forest Police & Fire – North Center

Primary: **1 847 911 3827** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Morton Grove Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-965-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Niles Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-647-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Northfield Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Winnetka Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center
9-1-1 Authority

By 

Title Director

Lake Forest Fire
Public Safety Agency

By 

Fire Chief
Title _____

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Glenview Public Safety Dispatch Center 9-1-1 Authority, and the (Public Safety Agency) Lake Forest Police, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

Glenview Public Safety Dispatch Center

South Center – 2500 East Lake Ave, Glenview, IL 60026 (847-901-6111)

North Center – 1677 Old Deerfield Rd, Highland Park, IL 60035 (847-861-9611)

Receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Glenview Public Safety – South Center

Primary: 1 847 911 3847 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-835-4125 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Glenview Police & Fire – South Center

Primary: 1 847 911 3787 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-724-2121 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Grayslake Police (also serving Hainesville) – South Center

Primary: 1 847 911 3792 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-223-2341 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highland Park Police & Fire – North Center

Primary: 1 847 911 3807 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-433-4380 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highwood Police – North Center

Primary: 1 847 911 3829 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-604-8992 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Lake Bluff Police & Fire – North Center

Primary: 1 847 911 3822 (State Specific Procedures if radio frequency-identity number, If talk group-identify name, if telephone-identity telephone number)

Secondary: 847-234-2151 (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lindenhurst Police – South Center

Primary: 1 847 911 3792 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-847-904-9877 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Kenilworth Police – South Center

Primary: 1 847 911 3847 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-251-2141 (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lake Forest Police & Fire – North Center

Primary: 1 847 911 3827 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-234-2131 (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Morton Grove Police – South Center

Primary: 1 847 911 3847 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-965-2131 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Niles Police – South Center

Primary: 1 847 911 3847 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-647-2131 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Northfield Police – South Center

Primary: 1 847 911 3847 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-445-2131 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Winnetka Police – South Center

Primary: 1 847 911 3847 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-446-2121 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center
9-1-1 Authority

By



Title Director

Lake Forest Police
Public Safety Agency

By



Title CHIEF OF POLICE

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Glenview Public Safety Dispatch Center 9-1-1 Authority, and the (Public Safety Agency) Lindenhurst Police, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

Glenview Public Safety Dispatch Center

South Center – 2500 East Lake Ave, Glenview, IL 60026 (847-901-6111)

North Center – 1677 Old Deerfield Rd, Highland Park, IL 60035 (847-861-9611)

Receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Glencoe Public Safety – South Center

Primary: 1 847 911 3847 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-835-4125 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Glenview Police & Fire – South Center

Primary: 1 847 911 3787 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-724-2121 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Grayslake Police (also serving Hainesville) – South Center

Primary: 1 847 911 3792 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-223-2341 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highland Park Police & Fire – North Center

Primary: 1 847 911 3807 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-433-4380 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highwood Police – North Center

Primary: **1 847 911 3829** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-604-8992** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Lake Bluff Police & Fire – North Center

Primary: **1 847 911 3822** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2151** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lindenhurst Police – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-847-904-9877** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Kenilworth Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-251-2141** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lake Forest Police & Fire – North Center

Primary: **1 847 911 3827** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Morton Grove Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-965-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Niles Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-647-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Northfield Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Winnetka Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

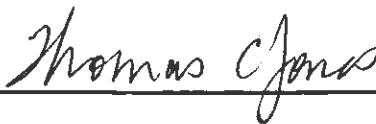
All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center
9-1-1 Authority

By 

Title Director

Lindenhurst Police
Public Safety Agency

By 

Title CHIEF OF POLICE

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Glenview Public Safety Dispatch Center 9-1-1 Authority, and the (Public Safety Agency) Morton Grove Police, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

Glenview Public Safety Dispatch Center

South Center – 2500 East Lake Ave, Glenview, IL 60026 (847-901-6111)

North Center – 1677 Old Deerfield Rd, Highland Park, IL 60035 (847-861-9611)

Receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Glencoe Public Safety – South Center

Primary: 1 847 911 3847 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-835-4125 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Glenview Police & Fire – South Center

Primary: 1 847 911 3787 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-724-2121 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Grayslake Police (also serving Hainesville) – South Center

Primary: 1 847 911 3792 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-223-2341 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highland Park Police & Fire – North Center

Primary: 1 847 911 3807 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-433-4380 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highwood Police – North Center

Primary: **1 847 911 3829** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-604-8992** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Lake Bluff Police & Fire – North Center

Primary: **1 847 911 3822** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2151** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lindenhurst Police – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-847-904-9877** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Kenilworth Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-251-2141** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lake Forest Police & Fire – North Center

Primary: **1 847 911 3827** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Morton Grove Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-965-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Niles Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-647-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Northfield Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Winnetka Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center
9-1-1 Authority

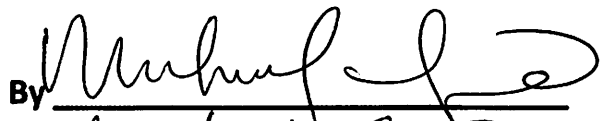
By



Title **Director**

Morton Grove Police
Public Safety Agency

By


MICHAEL SIMO

Title **CHIEF OF POLICE**

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Glenview Public Safety Dispatch Center 9-1-1 Authority, and the (Public Safety Agency) Niles Police, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

Glenview Public Safety Dispatch Center

South Center – 2500 East Lake Ave, Glenview, IL 60026 (847-901-6111)

North Center – 1677 Old Deerfield Rd, Highland Park, IL 60035 (847-861-9611)

Receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Glencoe Public Safety – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-835-4125** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Glenview Police & Fire – South Center

Primary: **1 847 911 3787** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-724-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Grayslake Police (also serving Hainesville) – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-223-2341** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highland Park Police & Fire – North Center

Primary: **1 847 911 3807** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-433-4380** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highwood Police – North Center

Primary: **1 847 911 3829** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-604-8992** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Lake Bluff Police & Fire – North Center

Primary: **1 847 911 3822** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2151** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lindenhurst Police – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-847-904-9877** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Kenilworth Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-251-2141** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lake Forest Police & Fire – North Center

Primary: **1 847 911 3827** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Morton Grove Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-965-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Niles Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-647-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Northfield Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Winnetka Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

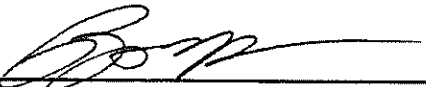
The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

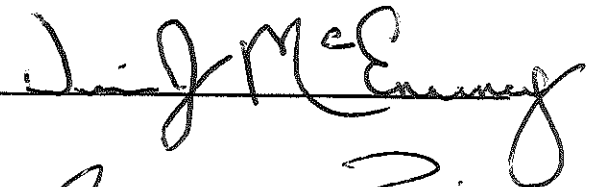
All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center
9-1-1 Authority

By 

Title Director

Niles Police
Public Safety Agency

By 

Title CHIEF OF POLICE

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Glenview Public Safety Dispatch Center 9-1-1 Authority, and the (Public Safety Agency) Northfield Police, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

Glenview Public Safety Dispatch Center

South Center – 2500 East Lake Ave, Glenview, IL 60026 (847-901-6111)

North Center – 1677 Old Deerfield Rd, Highland Park, IL 60035 (847-861-9611)

Receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Glencoe Public Safety – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-835-4125** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Glenview Police & Fire – South Center

Primary: **1 847 911 3787** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-724-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Grayslake Police (also serving Hainesville) – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-223-2341** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highland Park Police & Fire – North Center

Primary: **1 847 911 3807** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-433-4380** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highwood Police – North Center

Primary: **1 847 911 3829** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-604-8992** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Lake Bluff Police & Fire – North Center

Primary: **1 847 911 3822** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2151** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lindenhurst Police – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-847-904-9877** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Kenilworth Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-251-2141** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lake Forest Police & Fire – North Center

Primary: **1 847 911 3827** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Morton Grove Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-965-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Niles Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-647-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Northfield Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Winnetka Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

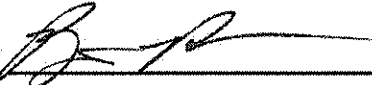
The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center
9-1-1 Authority

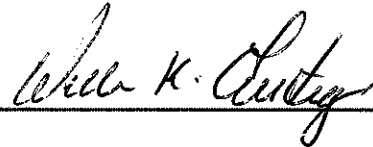
By



Title Director

Northfield Police
Public Safety Agency

By



Title Chief of Police

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Glenview Public Safety Dispatch Center 9-1-1 Authority, and the (Public Safety Agency) Winnetka Police, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

Glenview Public Safety Dispatch Center

South Center – 2500 East Lake Ave, Glenview, IL 60026 (847-901-6111)

North Center – 1677 Old Deerfield Rd, Highland Park, IL 60035 (847-861-9611)

Receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Glencoe Public Safety – South Center

Primary: 1 847 911 3847 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-835-4125 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Glenview Police & Fire – South Center

Primary: 1 847 911 3787 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-724-2121 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Grayslake Police (also serving Hainesville) – South Center

Primary: 1 847 911 3792 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-223-2341 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highland Park Police & Fire – North Center

Primary: 1 847 911 3807 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 847-433-4380 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highwood Police – North Center

Primary: **1 847 911 3829** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-604-8992** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Lake Bluff Police & Fire – North Center

Primary: **1 847 911 3822** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2151** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lindenhurst Police – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-847-904-9877** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Kenilworth Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-251-2141** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lake Forest Police & Fire – North Center

Primary: **1 847 911 3827** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Morton Grove Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-965-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Niles Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-647-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Northfield Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Winnetka Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center
9-1-1 Authority

By  _____

Title Director

Winnetka Police
Public Safety Agency

By  _____

Title Chief of Police

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Glenview Public Safety Dispatch Center 9-1-1 Authority, and the (Public Safety Agency) CENCOM, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

Glenview Public Safety Dispatch Center

South Center – 2500 East Lake Ave, Glenview, IL 60026 (847-901-6111)

North Center – 1677 Old Deerfield Rd, Highland Park, IL 60035 (847-861-9611)

Receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Glencoe Public Safety – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-835-4125** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Glenview Police & Fire – South Center

Primary: **1 847 911 3787** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-724-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Grayslake Police (also serving Hainesville) – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-223-2341** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highland Park Police & Fire – North Center

Primary: **1 847 911 3807** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-433-4380** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highwood Police – North Center

Primary: **1 847 911 3829** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-604-8992** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Lake Bluff Police & Fire – North Center

Primary: **1 847 911 3822** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2151** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lindenhurst Police – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-847-904-9877** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Kenilworth Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-251-2141** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lake Forest Police & Fire – North Center

Primary: **1 847 911 3827** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Morton Grove Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-965-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Niles Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-647-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Northfield Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Winnetka Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center
9-1-1 Authority

CENCOM
Public Safety Agency

By

_____

By

Title **Director**_____

Title _____

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Glenview Public Safety Dispatch Center 9-1-1 Authority, and the (Public Safety Agency) Lake County ETSB, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

Glenview Public Safety Dispatch Center

South Center – 2500 East Lake Ave, Glenview, IL 60026 (847-901-6111)

North Center – 1677 Old Deerfield Rd, Highland Park, IL 60035 (847-861-9611)

Receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Glencoe Public Safety – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-835-4125** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Glenview Police & Fire – South Center

Primary: **1 847 911 3787** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-724-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Grayslake Police (also serving Hainesville) – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-223-2341** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highland Park Police & Fire – North Center

Primary: **1 847 911 3807** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-433-4380** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highwood Police – North Center

Primary: **1 847 911 3829** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-604-8992** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Lake Bluff Police & Fire – North Center

Primary: **1 847 911 3822** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2151** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lindenhurst Police – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-847-904-9877** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Kenilworth Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-251-2141** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lake Forest Police & Fire – North Center

Primary: **1 847 911 3827** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Morton Grove Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-965-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Niles Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-647-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Northfield Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Winnetka Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center
9-1-1 Authority

By  _____

Title **Director** _____

Lake County ETSB
Public Safety Agency

By _____

Title _____

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Glenview Public Safety Dispatch Center 9-1-1 Authority, and the (Public Safety Agency) North West Central Dispatch System, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

Glenview Public Safety Dispatch Center

South Center – 2500 East Lake Ave, Glenview, IL 60026 (847-901-6111)

North Center – 1677 Old Deerfield Rd, Highland Park, IL 60035 (847-861-9611)

Receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Glencoe Public Safety – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-835-4125** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Glenview Police & Fire – South Center

Primary: **1 847 911 3787** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-724-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Grayslake Police (also serving Hainesville) – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-223-2341** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highland Park Police & Fire – North Center

Primary: **1 847 911 3807** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-433-4380** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highwood Police – North Center

Primary: **1 847 911 3829** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-604-8992** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Lake Bluff Police & Fire – North Center

Primary: **1 847 911 3822** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2151** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lindenhurst Police – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-847-904-9877** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Kenilworth Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-251-2141** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lake Forest Police & Fire – North Center

Primary: **1 847 911 3827** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Morton Grove Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-965-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Niles Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-647-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Northfield Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Winnetka Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center
9-1-1 Authority

By  _____

Title Director _____

North West Central Dispatch System
Public Safety Agency

By _____

Title _____

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Glenview Public Safety Dispatch Center 9-1-1 Authority, and the (Public Safety Agency) RED Center, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

Glenview Public Safety Dispatch Center

South Center – 2500 East Lake Ave, Glenview, IL 60026 (847-901-6111)

North Center – 1677 Old Deerfield Rd, Highland Park, IL 60035 (847-861-9611)

Receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Glencoe Public Safety – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-835-4125** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Glenview Police & Fire – South Center

Primary: **1 847 911 3787** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-724-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Grayslake Police (also serving Hainesville) – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-223-2341** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highland Park Police & Fire – North Center

Primary: **1 847 911 3807** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-433-4380** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Highwood Police – North Center

Primary: **1 847 911 3829** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-604-8992** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Lake Bluff Police & Fire – North Center

Primary: **1 847 911 3822** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2151** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lindenhurst Police – South Center

Primary: **1 847 911 3792** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-847-904-9877** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Kenilworth Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-251-2141** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Lake Forest Police & Fire – North Center

Primary: **1 847 911 3827** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-234-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group- identify name, if telephone-identity number)

Morton Grove Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-965-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Niles Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-647-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Northfield Police – South Center

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2131** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Primary: **1 847 911 3847** (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: **847-446-2121** (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center
9-1-1 Authority

By  _____

Title Director _____

RED CENTER
Public Safety Agency

By _____

Title _____



The Village of Glenview



Dear Chief or Administrator,

Glenview Public Safety Dispatch has begun the process of consolidating multiple new jurisdictions into our center. At the direction of the State Police and the 9-1-1 Administrator, we are requesting new call handling agreements from your agency to us, and we are supplying new call handling agreements to your agency. Please confirm the Primary info and add the Secondary info(see sample below) before signing and returning the attached call handling agreement. Thank you in advance for your assistance.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Confirm (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: Add (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

Respectfully,

Brent Reynolds
Director
Glenview Public Safety Dispatch

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Northfield Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 847 911 3253 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

9-1-1 Authority

By



Title

Director

Northfield Fire Department

Public Safety Agency

By

Title

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Mount Prospect Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 630 911 5852 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

9-1-1 Authority

By 

Title Director

Mount Prospect Fire Department

Public Safety Agency

By _____

Title _____

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Mount Prospect Police Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 630 911 5852 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

9-1-1 Authority

By 

Title Director

Mount Prospect Police Department

Public Safety Agency

By _____

Title _____

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Wheeling Police , for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 847 911 3897 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

9-1-1 Authority

By 

Title 

Wheeling Police

Public Safety Agency

By _____

Title _____

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Wheeling Fire, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 847 911 3253 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

9-1-1 Authority

By 

Title 

Wheeling Fire

Public Safety Agency

By _____

Title _____

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Niles Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 847 911 3253 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

9-1-1 Authority

By 

Title 

Niles Fire Department

Public Safety Agency

By _____

Title _____

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Morton Grove Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 847 911 3253 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.


It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

9-1-1 Authority

By



Title

Director

Morton Grove Fire Department

Public Safety Agency

By

Title

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Winnetka Kenilworth Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 847 911 3253 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

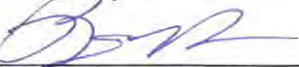
It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

9-1-1 Authority

By



Title

Director

Winnetka Kenilworth Fire Department

Public Safety Agency

By

Title

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

North Chicago Fire, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 847 911 3867 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

North Chicago Fire

9-1-1 Authority

Public Safety Agency

By



By

Title

Director

Title

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

North Chicago Police, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 847 911 3867 (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identity name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

9-1-1 Authority

By



Title



North Chicago Police

Public Safety Agency

By

Title

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Northbrook Fire, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 847 911 3253 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

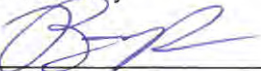
It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

9-1-1 Authority

By



Title



Northbrook Fire

Public Safety Agency

By

Title

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Northbrook Police, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 847 911 3862 (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identity name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

9-1-1 Authority

By



Title

Director

Northbrook Police

Public Safety Agency

By

Title

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Wilmette Police, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 847 911 3902 (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identity name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

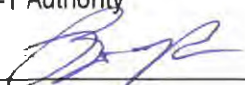
Glenview Public Safety Dispatch Center

Wilmette Police

9-1-1 Authority

Public Safety Agency

By



By

Title



Title

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Wilmette Fire, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 847 911 3253 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

Wilmette Fire

9-1-1 Authority

Public Safety Agency

By



By

Title

Director

Title

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Skokie Fire, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 847 911 3882 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

Skokie Fire

9-1-1 Authority

Public Safety Agency

By



By

Title

Director

Title

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Skokie Police, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 847 911 3882 (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identity name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

Skokie Police

9-1-1 Authority

Public Safety Agency

By



By

Title

Director

Title

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Park Ridge Fire, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 847 911 3253 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

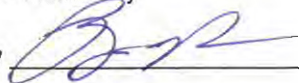
It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

9-1-1 Authority

By



Title



Park Ridge Fire

Public Safety Agency

By

Title

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Prospect Height Police, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 630 911 5852 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

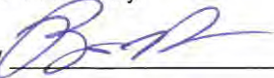
It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

9-1-1 Authority

By



Title

Director

Prospect Heights Police

Public Safety Agency

By

Title

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Park Ridge Police, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 847 911 3118 (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identity name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

9-1-1 Authority

By 

Title Director

Park Ridge Police

Public Safety Agency

By _____

Title _____

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Prospect Heights Fire, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 847 911 3253 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

9-1-1 Authority

By



Title

Director

Prospect Heights Fire

Public Safety Agency

By

Title

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Round Lake Police, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 847 911 3762 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

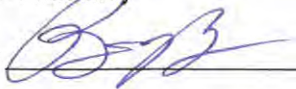
It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

9-1-1 Authority

By



Title

Director

Round Lake Police

Public Safety Agency

By

Title

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Round Lake Beach Police, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 847 911 3762 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

9-1-1 Authority

By



Title

Director

Round Lake Beach Police

Public Safety Agency

By

Title

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Mundelein Police, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 847 911 3852 (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identity name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

9-1-1 Authority

By



Title



Mundelein Police

Public Safety Agency

By



Title



CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Round Lake Park Police, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 847 911 3762 (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identity name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

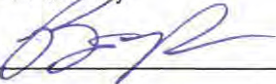
Glenview Public Safety Dispatch Center

Round Lake Park Police

9-1-1 Authority

Public Safety Agency

By



By

Title

Director

Title

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Mundelein Fire, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 847 911 3852 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

9-1-1 Authority

By



Title



Mundelein Fire

Public Safety Agency

By

Title

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Libertyville Fire, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 847 911 3712 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

9-1-1 Authority

By 

Title Director

Libertyville Fire

Public Safety Agency

By _____

Title _____

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

Mount Prospect Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) Glenview Public Safety Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1 630 911 5852 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

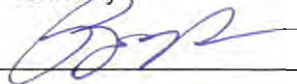
It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Glenview Public Safety Dispatch Center

9-1-1 Authority

By



Title

Director

Mount Prospect Fire Department

Public Safety Agency

By

Title
