

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 Agreements	shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.
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.

VERIFICATION


I, Donald Nielsen, first being duly sworn upon oath, depose and say that I am Communications Director, of Proviso-Leyden JETSB; 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.



Executive Director

Subscribed and sworn to before me

this 26 day of August, 20 19.



NOTARY PUBLIC, ILLINOIS



9-1-1 SYSTEM PROVIDER LETTER OF INTENT

August 26th, 2019

(Date)

Ms. Lisa Wirtanen

(9-1-1 System Provider Company Representative)

AT&T Governmental Services

(9-1-1 System Provider Company Name)

2000 W. AT&T Center Drive

(Street Address)

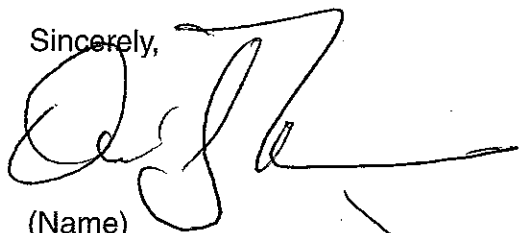
Hoffman Estates, IL, 60192

(City, State, Zip Code)

Dear Lisa 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)

Executive Director / ISAP Representative

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. Net 16, Net 17, VHF local and IFERN for Fire Dispatch. Starcomm21 ITTF used to communicate with interop as needed	<input type="checkbox"/> STARCOMM21 <input type="checkbox"/> STARCOMM21 ITTF channels only <input checked="" type="checkbox"/> Other, explain below
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.	

<p>12. Have you included call handling and aid outside jurisdictional boundary agreements?</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<p>Plans submitted without this documentation will be rejected.</p>	
<p>13. Have you included a new system diagram?</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<p>Plans submitted without this documentation will be rejected.</p>	
<p>13a. Does the new system diagram include all PSAP(s) and backup PSAP location(s)?</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<p>Plans submitted without this documentation will be rejected.</p>	
<p>14. Have or will all areas within the 9-1-1 system be addressed for the database? If no, please explain.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<p>14a. Explain all aspects of the database, i.e., how often is it updated, where is it located, etc.</p> <p>There are no changes to how the databases are maintained. It is an ongoing, daily process. Changes are submitted through an electronic process or via paper submissions. Changes to the MSAG are submitted to Intrado within 24 hours of receipt. Modification or changes are verified as corrected when Intrado indicates work is completed. Additionally, our computer aided dispatch (CAD) database is updated to reflect the changes. Our CAD is backed up daily and is tape based for DOR purposes.</p>	
<p>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.</p> <p>AT&T is the system provider. We have a NG911 capable phone system (CPE) and are working towards the State mandate for NG911.</p> <p>The 9-1-1 center provides five (5) in-house service technicians, and maintains contracts with vendors for the maintenance and repair of any of the 9-1-1 system architecture including all CPE and radio systems, and consoles.</p>	

(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:

Narrative

With respect to narrative statement requirements, Proviso-Leyden Joint 9-1-1 Authority states the following:

The addition of the Village of Rosemont to the Joint ETSB. The Village of Rosemont has signed an Intergovernmental agreement (IGA) agreeing to join the Proviso-Leyden Joint ETSB. The Proviso-Leyden Joint ETSB has approved the IGA for the transfer for 9-1-1 funds as required by the State of Illinois 9-1-1 Administrator's office. The system will remain otherwise unchanged. Rosemont will dissolve its ETSB upon approval of the authorization to join the Proviso-Leyden Joint 911 Authority.

Copies of the intergovernmental agreement is attached to our submission.

As an established 9-1-1 center meeting standards and requirements for 9-1-1 center operations.

The center dispatches currently for six (6) police and nine (9) fire/ems agencies. After the proposed change, the number will reduce to five (6) police and eight (9) fire/ems agencies. (Note the loss of Westchester reducing the numbers by one for FD and one for PD, but Rosemont will return the numbers to those stated above.

1. The name of the certified 9-1-1 system provider is AT&T. Our system lies entirely in AT&T jurisdiction for wireline 9-1-1 services.

2. National Standards of APCO, NENA, and IAED will be followed for dispatch protocols and QA/QI standards. We will work towards meeting standards of APCO P33, and when approved State of Illinois standards for telecommunicators. There are no changes to the national standards, protocols and/or operating measures that will be followed within the Proviso-Leyden Joint 911 System.

Narrative Plan:

3. As in previously applied documents filed and approved by the ICC, NORCOMM is a facility built in 2005 with a non-advertised location, underground, with no less than two physical barriers to entry. We maintain monitoring systems for the facility, and meet standards related to backup power for our location using a combination of generator, UPS, and battery power from twelve (12) volt and forty-eight (48) volt systems. The 9-1-1 center maintains audio loggers sufficient (NG capable) to records for all phone and radio lines within the center, and redundant systems to maintain call records. We are currently testing radio technology for our police and fire agencies.

Our backup will remain the same, with the CERCCC acting in that capacity.

Fiber and microwave backups exist along with other T-1 data connections to ensure continuity of operations. We deploy state of the art firewalls, antivirus, and other security protocols and notification systems to maintain security of connections and data. We have an IT Department dedicated to support of our systems. A timeline is being established to determine replacement systems as the new ETSB representation meets to discuss further enhancements to service. We are currently testing radio technology for our police and fire agencies.

4. Our databases are being audited and being prepared for the NG911 standard by working with our vendors to prepare for the transition to NG911. We will continue to look for updates from the ISP office and industry best practices to maintain our databases appropriately.

5. Split exchanges will be handled through

6. There are no changes to how the databases are maintained. It is an ongoing, daily process. Changes are submitted through an electronic process or via paper submissions. Changes to the MSAG are submitted to Intrado within 24 hours of receipt. Modification or changes are verified as corrected when Intrado indicates work is completed. Additionally, our computer aided dispatch (CAD) database is updated to reflect the changes.

7. Changes addressed in point 6 will be addressed on a daily basis by our Operations staff, and in coordination with our GIS resources. Changes are currently reported by line personnel through our supervisory chain to command personnel.

8. Fiber and microwave backups exist along with other T-1 data connections to ensure continuity of operations. We deploy state of the art firewalls, antivirus, and other security protocols and notification systems to maintain security of connections and data. We have an IT Department dedicated to support of our systems. A timeline is being established to determine replacement systems as the new ETSB representation meets to discuss further enhancements to service.

FINANCIAL INFORMATION

Name of ETSB(s) that are being dissolved	Total Reserves to be transferred to the Joint ETSB
Rosemont ETSB	\$ 71,000.00
	\$

Dispatch Staff and Positions

- 16 Number of answering positions prior to the consolidation (total for all entities)
- 12 Number of answering positions in the consolidated system
- 37 Number of full time dispatchers/call takers prior to the consolidation (total for all entities)
- 36 Number of full time dispatchers/call takers in the consolidated system
- 12 Number of part time dispatchers/call takers prior to the consolidation (total for all entities)
- 6 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:

\$ 104,000.00 22 %

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

\$ 0 %

9-1-1 Network Cost (per year)

- | | |
|--|--------------|
| a) Total network cost for each entity prior to the consolidation | \$ 82,370.24 |
| b) Total network cost of consolidated system | \$ 69,500.00 |
| c) Net change in network costs: | \$ 12,870.24 |

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)
AT&T Network Costs	\$ 69,500.40
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____

Other Consolidation Cost

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

Recurring and Nonrecurring Cost (per year)

Estimated nonrecurring cost for consolidation	\$ _____
a) Recurring costs prior to consolidations (all entities)	\$ _____
b) Proposed recurring cost for consolidated system	\$ _____
c) Net change in recurring costs: a – b = c	\$ 0.00
Revenue (per year)	
Projected surcharge revenue	\$ 1,927,114.00
Projected revenue from local governments	\$ 1,000.00
Projected revenue from other sources (grants)	\$ 57,600.00
Revenue in reserves	\$ 1,100,000.00
Total Revenue	\$ 3,085,714.00

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:

This executive summary of the Strategic Plan is presented by NORCOMM Public Safety Communications, Inc. for the Proviso-Leyden Joint 911 Authority. This plan outlines the goals and objectives, financial management activities and strategic direction to be accomplished with the resources allocated by client funding, company investment, and other revenue streams.

The Proviso-Leyden Joint 911 Authority (referred to as the Authority) seeks to provide uniform, prompt, and efficient access to public and private safety services for the citizens of, and visitors to the cities, towns, villages, and districts that comprise our client agencies.

As an organization, we are focused on enhancing public safety communications answering systems, utilizing dedicated staff and agency personnel who are committed to serving citizens and responders with the highest quality services. To guide this effort, the Authority has developed this strategic plan providing the framework for assigning resources and determining the direction for the consolidated 9-1-1 center. The plan is a culmination of an extensive process involving APCO/NENA best practices, client and staff input.

The following strategic goals have been adopted to guide the Authority in fulfilling its mission:

Goal A: Enhance the quality of the 9-1-1 answering system to ensure that all citizens and visitors have access to public safety answering services that are reliable, redundant, secure and diverse.

Goal B: Enhance Network capabilities for emerging technologies, disaster recovery, and multi-jurisdictional cost efficiencies.

Goal C: Enhance the communication and information exchange between the Authority and public safety agencies to strengthen relationships to streamline operational polices.

Goal D: Ensure the financial stability of the Authority and public safety communications systems to sustain their long-term viability as state-of-the-art communications networks.

A total of 16 objectives have been established to guide NORCOMM's approach to accomplish the four goals. Each objective relates to a specific goal, which will be addressed in this strategic plan implementation process.

The strategic plan forms the basis for the tasks and strategies managed by the NORCOMM Management. We will ensure resources are appropriately allocated and committees are assigned activities in support of the goals. Strong local client support will be necessary to respond to the rapid workload and activity growth required for the Authority to effectively respond to the needs identified during the planning process.

There will be many more accomplishments to celebrate in the future. Our action plan will result in a consolidated 9-1-1 center that allows citizens to easily and effectively request emergency assistance, and permits public safety personnel to communicate as needed. The Authority will build on its past successes to continue the strongest possible public safety communications systems for local governments and their constituents.

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
Cook County Dispatch Center	9511 Harrison Street, DesPlaines, IL 60016	(847) 458-1000
Illinois State Police	9511 Harrison Street, DesPlaines, IL 60016	(847) 294-4400
Eisenhower ETSB	2350 S. 25th Ave, Broadview IL 60155	(708) 345-6550
Southwest Cook County ETSB	425 N. Hillside Ave, Hillside, IL 60162	(708) 449-6133
DUCOMM	420 N County Farm Rd, Wheaton, IL 60187	(630) 260-7500
Chicago 9-1-1	1411 W. Madison St, Chicago, IL 60607	(312) 746-9111
Municipal Consolidated Dispatch	7300 W. Wilson Ave, Harwood Heights, IL 60706	(847) 878-4370
West Suburban Consolidated Dispatch	400 Park Avenue, River Forest, IL 60305	(708) 771-9110
LTAAC	447 N. Catherine, LaGrange Park, IL 60526	(708) 352-2131
Addison Consolidated Dispatch Center	3 Friendship Plaza, Addison, IL 60101	(630) 543-3080
Wheeling	1 Community Blvd, Wheeling 60090	(847) 459-2632
		(630) 543-3080
Northwest Central Dispatch Center	1975 E. Davis St., Arlington Heights, IL 60005	(708) 398-1130
CERCCC	5303 W. 25th Street, Cicero, IL 60804	(708) 652-2130

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.

TEST PLAN DESCRIPTION

1) Description of test plan (back-up, overflow, failure, database).

Annual testing of the back-up by review of SOG-53, the NORCOMM Evacuation Plan Standard Operating Guide, call testing with ATT for 9-1-1 trunks and callbox testing. Practice of the use of the NORCOMM backup center located at the Cicero 9-1-1 center through regular annual training and use for overflow when required for activities that require additional manpower. During the planned outage, we will coordinate calls with the wireline and wireless providers testing calls inbound to the 9-1-1 center. We will also test alternate communication methods such as backup radio channels and equipment at the backup center, such as CAD terminals.

2) List wireline exchanges to be tested.

AT&T wireline access is tested at regular intervals with NORCOMM responding to the local CO to use our backup phones to tie into the CO in case of an outage. NORCOMM also has participated in line diversity testing with ATT on 9-1-1 trunk lines to ensure system integrity, as well as having trunk lines coming from both the Lombard and Elk Grove locations. The lines are established and in place for all entities since 2013. ATT governmental group (Lisa Wirtanen) has built the diagram to allow for diversity of trunks for NORCOMM.

3) List of wireless and VoIP Carriers to be tested.

AT&T, Comcast, Sprint, T-Mobile, Verizon, Cricket, MetroPCS and other listed carriers. We regularly update and test locations for cellular accuracy and changes to towers in the PSAP jurisdictions. In addition, we do call testing into the center as part of our regular operations. Testing for phase II has been tested with all carriers as well as text to 9-1-1. All vendors are notified of the PSAP that are currently part of NORCOMM and we receive test calls for all entities.

DISCLOSURE AND CONSENT TO POTENTIAL CONFLICT OF INTEREST

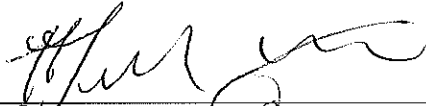
The law firm of Storino, Ramello & Durkin, pursuant to the Illinois Rules of Professional Conduct and in accordance with Rule 1.7 thereof, makes the following disclosure:

1. Storino, Ramello & Durkin ("SRD") has been requested to represent the Proviso-Leyden Joint 9-1-1 Authority (the "Joint 9-1-1 Authority") as general counsel.
2. The Joint 9-1-1 Authority is comprised of the Villages of Bellwood, Franklin Park, Melrose Park, River Grove, Stone Park and Westchester.
3. SRD has previously and currently represents the Village of Rosemont ("Village") as special counsel with respect to various leasing, tax and litigation matters ("Village Matters").
3. SRD has disclosed to (i) the Joint 9-1-1 Authority that SRD has previously and currently represents the interests of the Village in Village Matters, (ii) the Village that it proposes to represent the Joint 9-1-1 Authority as general counsel, and that each of the Joint 9-1-1 Authority and the Village hereby acknowledges the disclosure of such prior representations and consents to the representation of SRD on behalf of the Joint 9-1-1 Authority as general counsel and the continued representation of the Village in Village Matters.
4. SRD reasonably believes that its current and proposed representation of a party will not adversely affect its representation of the other party, as provided for herein.
5. If at any time SRD reasonably believes that SRD's representation of either party may be adversely affected by its prior and current representation of the other, SRD will immediately inform all parties of the circumstances which give rise to that belief.
6. If at any time a party reasonably believes that SRD's prior and current representation of another party may adversely affect the representation of SRD with respect to


such party, it will immediately inform the parties of the circumstances which give rise to that belief.

Therefore, it is consented to and agreed by the undersigned that (i) the law firm of SRD has fully disclosed its proposed representation of the Joint 9-1-1 Authority and its past and current representation of the Village, and (ii) upon that disclosure, the undersigned consent to and acknowledge SRD's representation of the Joint 9-1-1 Authority as general counsel, and its past and current representation of the Village with respect to Village Matters, and waive any objection to this possible conflict of interest.


**PROVISO-LEYDEN JOINT 9-1-1
AUTHORITY**, a cooperative venture

By: 
Its: CONFIRMED

STORINO, RAMELLO & DURKIN

By: 
One of its partners

THE VILLAGE OF ROSEMONT,
an Illinois municipal corporation

By: 
Its: PRESIDENT

VILLAGE OF ROSEMONT

ORDINANCE NO. 2019-7-10 A

AN ORDINANCE AUTHORIZING THE VILLAGE OF ROSEMONT TO TERMINATE THE ROSEMONT EMERGENCY TELEPHONE SYSTEM BOARD AND JOIN THE PROVISO-LEYDEN JOINT 9-1-1 AUTHORITY.

WHEREAS, Pursuant to the Illinois Emergency telephone System Act, (currently codified as 50 ILCS 750/0.01 *et. seq.*), the Village of Rosemont, by Ordinances 92-12-2A and 2014-2-12G, created and established the Rosemont Emergency Telephone System Board in order to plan, coordinate, supervise, implement, upgrade and maintain a 9-1-1 Emergency dispatch and communications system within the Village of Rosemont;

WHEREAS, the Corporate Authorities of the Village of Rosemont has determined that its best interests to become a member of the Proviso-Leyden Joint 9-1-1 Authority and receive emergency dispatch and communications services through the Proviso-Leyden Joint 9-1-1 Authority which currently already serves the Villages of Bellwood, Franklin Park, Melrose Park, River Grove, Stone Park and Westchester;

WHEREAS, in order to become a member of the Proviso-Leyden Joint 9-1-1 Authority, the Village of Rosemont must undertake the following actions:

- A. Enter into an agreement with NORCOMM Public Safety Communications Inc. for the provision of Emergency Dispatch Services and provide a copy of same to the Proviso-Leyden Joint 9-1-1 Authority.
- B. Approve and authorize the Village of Rosemont's execution of an "Addendum To The Intergovernmental Agreement To Establish the Proviso-Leyden Joint 9-1-1 Authority For The New Membership Of The Village of Rosemont."
- C. Obtain the approval of the Illinois State Police's Statewide 9-1-1 Administrator authorizing the Village of Rosemont to become a member of the Proviso-Leyden Joint 9-1-1 Authority and receive emergency dispatch services through the Proviso-Leyden Joint 9-1-1 Authority and NORCOMM Public Safety Communications, Inc.

D. The Village's rescission and elimination of its current Emergency Telephone System Board effective upon the date the Village of Rosemont obtains all the necessary regulatory and other approvals necessary for the Village to join the Proviso-Leyden Joint 9-1-1 Board.

WHEREAS, the Corporate Authorities of the Village of Rosemont, through this Ordinance, intends to: (1) Authorize the Village to enter into an intergovernmental agreement with the Villages of Bellwood, Franklin Park, Melrose Park, River Grove, Stone Park and Westchester for membership in the Proviso-Leyden Joint 9-1-1 Board by the approval and execution of a document titled, "Addendum To The Intergovernmental Agreement To Establish the Proviso-Leyden Joint 9-1-1 Authority For The New Membership Of The Village of Rosemont;" (2) Rescind all ordinances creating the Rosemont Emergency Telephone System Board so as to eliminate the Rosemont Emergency Telephone System Board effective as of the date the Village receives approval from the Illinois State Police's Statewide 9-1-1 Administrator and all other approvals that are necessary to allow the Village to join the Proviso-Leyden Joint 9-1-1 Board; and (3) Authorize the Village of Rosemont to submit all applications and information to the Illinois State Police that may be required to obtain all regulatory approvals for it to join the Proviso-Leyden Joint 9-1-1 Board; and

NOW THEREFORE BE IT ORDAINED BY THE PRESIDENT AND BOARD OF TRUSTEES OF THE VILLAGE OF ROSEMONT, COOK COUNTY, ILLINOIS, IN THE EXERCISE OF ITS HOME RULE POWERS, as follows:

SECTION 1: RECITALS.

The recitals to this Ordinance set forth above are true and material to this Ordinance and are incorporated into and made a part of this Ordinance as if they were fully set forth in this Section.

SECTION 2: APPROVAL OF MEMBERSHIP IN THE PROVISO-LEYDEN JOINT 9-1-1 BOARD.

The Village of Rosemont is authorized to become a member of the Proviso-Leyden Joint 9-1-1 Board through the execution by the Village President of the document titled "Addendum To The Intergovernmental Agreement To Establish the Proviso-Leyden Joint 9-1-1 Authority For The New Membership Of The Village of Rosemont," which is attached hereto as Exhibit A.

SECTION 3: RESCISSION AND ELIMINATION OF THE ROSEMONT EMERGENCY TELEPHONE SYSTEM BOARD.

All Village of Rosemont Ordinances (including Ordinances 92-12-2A and 2014-2-12G) creating the Rosemont Emergency Telephone System Board shall be rescinded and the Rosemont Emergency Telephone System Board shall thereby be eliminated effective as of the date the Village of Rosemont receives approval from the Illinois State Police's Statewide 9-1-1 Administrator and all other approvals that are necessary to allow it to join the Proviso-Leyden Joint 9-1-1 Board.

SECTION 4: APPLICATIONS FOR APPROVAL.

The Village's Superintendent of Public Safety and/or his designees are herein authorized to execute and file all applications with the Illinois State Police and its Statewide 9-1-1 Administrator that are necessary to obtain the regulatory approval authorizing the Village of Rosemont's membership in the Proviso-Leyden Joint 9-1-1 Board.

SECTION 5: SEVERABILITY.

If any provision, clause, sentence or paragraph of this Ordinance or the application thereof to any person or circumstances shall be held invalid by a court of competent

jurisdiction such invalidity shall not affect the other provisions of this Ordinance which can be given effect without the invalid provision or application, and to this end the provisions of this Ordinance are declared to be severable.

SECTION 6: EFFECTIVE DATE. This ordinance shall be in full force and effect upon its passage and approval and shall subsequently be published in pamphlet form as provided by law. However, notwithstanding the effective date of this ordinance, the rescission and elimination of the currently existing Rosemont Emergency Telephone System Board shall, pursuant to Section 3 of this ordinance, not be effective until such future date that the Village of Rosemont receives approval from the Illinois State Police's Statewide 9-1-1 Administrator and all other approvals that are necessary to allow it to join the Proviso-Leyden Joint 9-1-1 Board.

PASSED by the following roll call vote this 10th day of July, 2019.

AYES: *Trustees Price, Minale, Dargen, Farjo, Pappas,*
NAYS: *0 Di Matteo*

ABSENT: *0*

APPROVED this 10th day of July, 2019.


VILLAGE PRESIDENT

ATTEST:


VILLAGE CLERK



EXHIBIT A

**(Addendum to the Intergovernmental Agreement To Establish the Proviso-Leyden Joint
9-1-1 Authority For The New Membership Of The Village of Rosemont)**

NORCOMM

PUBLIC SAFETY COMMUNICATIONS, INC.

EMERGENCY DISPATCH SERVICES CONTRACT

FOR THE

VILLAGE OF ROSEMONT

CONTRACT FOR EMERGENCY DISPATCH SERVICES

This Contract is made on the last day signed below between the Village of Rosemont (hereinafter referred to as "Rosemont", "Village" or "Client"), an Illinois municipal corporation, and NORCOMM Public Safety Communications, Inc. (hereinafter referred to as "NORCOMM" or "Contractor"), an Illinois corporation. Both Parties shall collectively be referred to as "The Parties".

WHEREAS, NORCOMM is in the business of furnishing personnel and equipment for police, fire and emergency medical 9-1-1 dispatch services; and

WHEREAS, the residents of the Village of Rosemont are provided emergency services by the Village of Rosemont and its Public Safety Department; and;

WHEREAS, the Village of Rosemont operates a 9-1-1 dispatch service organized and operating in Cook County, Illinois; and

WHEREAS, the Village of Rosemont wishes to obtain necessary equipment and NORCOMM's services for 9-1-1 dispatch services, and NORCOMM wishes to provide such equipment and services; and

NOW, THEREFORE, in consideration of the foregoing recitals and the mutual covenants and promises hereinafter set forth, the Parties agree as follows:

ARTICLE 1. Contract Term

Conditions Precedent:

This Agreement shall become effective upon the date that the last Party hereto executes this Agreement at which point, the services described in Article 2.10 and its related subsections, provided by NORCOMM to Village, shall commence immediately upon the full execution of this Agreement by both Parties.

The Parties agree that NORCOMM cannot begin providing emergency 9-1-1 dispatch services on behalf of Village until a Consolidation Application Request Process is completed, which is required by the Statewide 9-1-1 Advisory Board (herein referred to as "Advisory Board") and the Office of the Illinois State Police's Statewide 9-1-1 Administrator's, which is summarized as follows and taken directly from the Statewide 9-1-1 Advisory Board's Annual Report to the Illinois General Assembly, dated March 1, 2019:

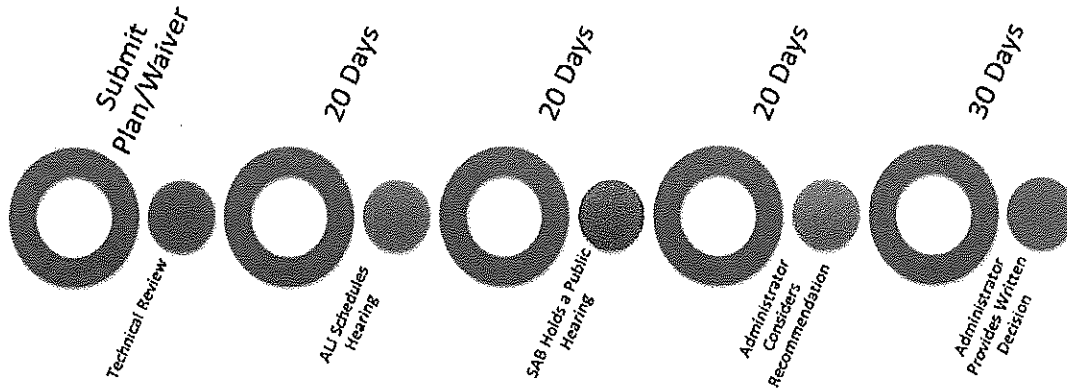
"Consolidation applications and waiver requests are submitted to the Illinois State Police's Office of the Statewide 9-1-1 Administrator (herein referred to as "Department"). For a consolidation application, the Department has 20 days to provide a technical review of the plan to determine if it meets the technical requirements of the Act. During this 20-day window, the Illinois Commerce Commission also provides a technical review to ensure the consolidation plans meet requirements under the Public Utilities Act. For a waiver request, the Department has 20 days to review the application to ensure it meets the requirements for filing a waiver under the Act. Once the reviews are completed, the Department schedules a hearing in front of an Administrative Law Judge, who makes recommendations to the Advisory Board regarding whether a proposed consolidation application or waiver request should be granted.

Upon receipt of a recommendation from the Administrative Law Judge, the Advisory Board holds a public hearing on the consolidation application/waiver request and makes a recommendation to the Administrator to either approve the consolidation application/waiver request, approve as modified by the Advisory Board, or reject that consolidation application/waiver request. The Advisory Board has 60 days from the date that the Department received the consolidation application or waiver request to make its recommendation to the Administrator.

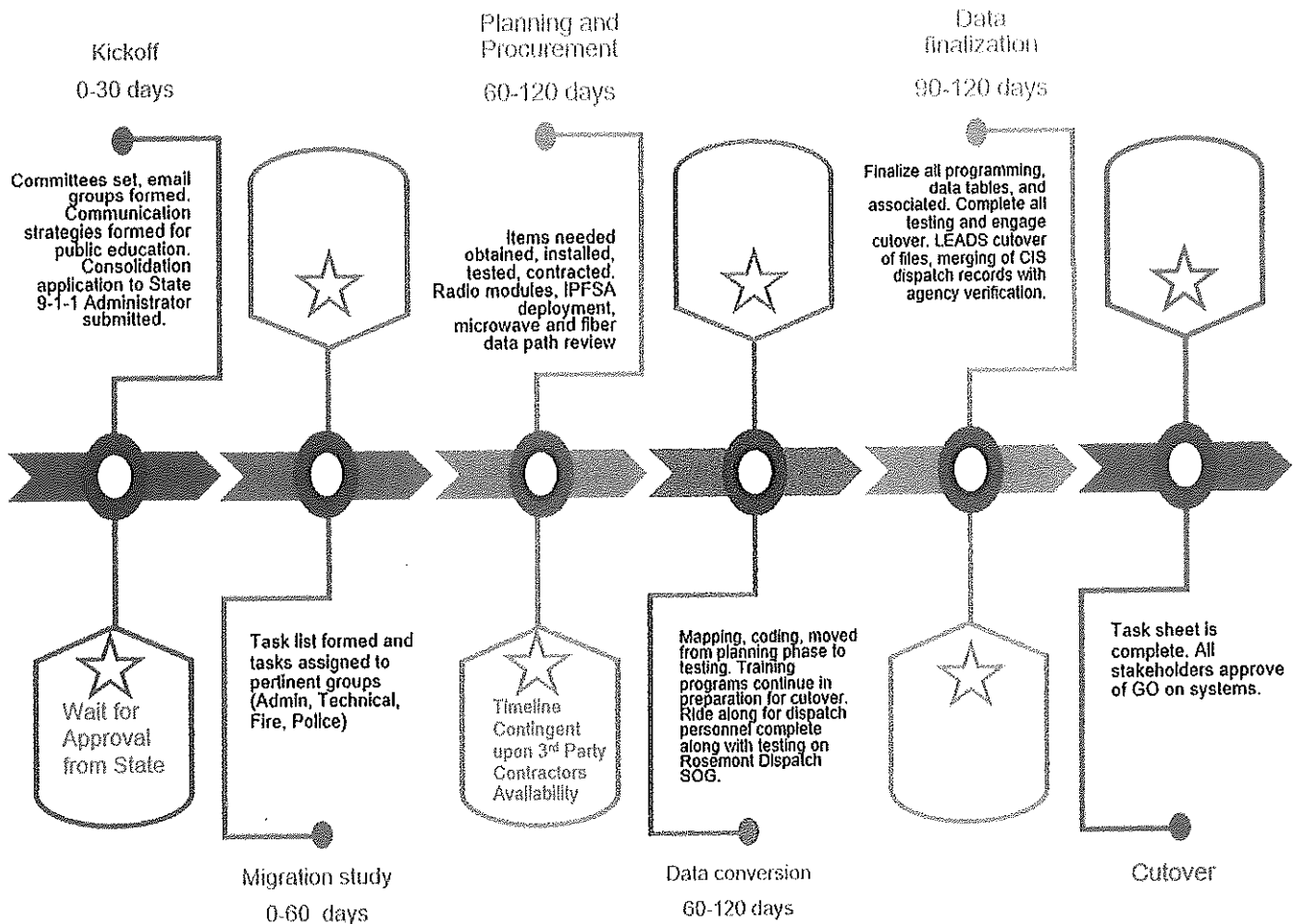
The Administrator has 30 days from the time of the Advisory Board's recommendation to review the file, consider the Advisory Board's recommendation, and make a final determination as to the consolidation application/waiver request."

An illustration of the Department's Consolidation Application Timeline is as follows:

THE CONSOLIDATION APPLICATION/WAIVER REQUEST TIMELINE



After the Consolidation Application Request Process is completed and upon the Department's approval of Rosemont's Consolidation of its 9-1-1 dispatch center into NORCOMM's; NORCOMM shall immediately begin working towards moving Rosemont's 9-1-1 Dispatch Operation into NORCOMM's 9-1-1 Dispatch Center, but NORCOMM anticipates that it will need at least an additional 90 to 120 days after the Department's approval of the Consolidation to complete the consolidation process. NORCOMM's estimated timeline for completion is estimated within the below illustration:



The services provided for this agreement shall be for a period of five (5) years commencing on the date for which NORCOMM actually begins providing Village’s 9-1-1 emergency dispatch services from the NORCOMM 9-1-1 dispatch center, as described in Article 2.1 through 2.6 (“Initial Term”) unless cancelled earlier by written notice by either Party or terminated by written notice of a breach of this Agreement, as outlined in this Agreement or operation of law, in which case this Agreement will terminate immediately on the date of such written notice.

The Initial Term of this Agreement shall automatically renew for a subsequent five (5) year term (“Subsequent Terms) unless either Party informs the other Party of their desire for the Agreement to expire at the end the term, by providing written notice to the other Party two hundred twenty (220) days before the end of either the Initial Term or by: (a) written notice to terminate this Agreement without cause, as

provided below, (b) written notice of an uncured breach by either Party, (c) by operation of law, or (d) a new agreement executed by the Parties prior to termination date.

After NORCOMM begins providing emergency 9-1-1 dispatch services on behalf of the Village from NORCOMM's 9-1-1 Dispatch Center, either Party may terminate this Agreement at any time, without cause, by giving the other Party two hundred twenty (220) days written notice to the other Party. If either Party commits a material breach of this Agreement, the non-breaching Party shall provide a detailed written statement of the claimed material breach. If the alleged breaching Party fails to cure such breach, if curable, within thirty (30) business days, (unless residents' safety forms the basis, in whole or in part, of the material breach, in which case, the breach must be cured within forty-eight (48) hours of notice of such breach), the Agreement shall terminate at the expiration of the thirty (30) business day period unless the Parties agree that additional time is necessary to cure such breach. In the event the failure to perform is of a type that cannot be reasonably cured within said 30 business day cure period, the party failing to perform shall not be deemed to have breached this Agreement so long as they have taken significant action necessary to cure their non-performance to the reasonable satisfaction of the complaining Party within 30 days of their receipt of notice and have thereafter diligently and continuously acted, without delay or suspension of activity, to cure their failure to perform and successfully cure their failure to perform. The acceptance of such cure shall not be unreasonably withheld. Where the cure has not been accepted, the Contractor shall have an opportunity to be heard by the Client's Board of Trustees or similar entity before any decision on termination or cancellation is made. In all cases where there is a termination for cause, services to the Client shall continue for such reasonable period of time as agreed upon by the Parties to ensure an orderly transfer of dispatch services in a manner that is protective of public safety.

Notwithstanding anything to the contrary in this Agreement, should any early cancellation or termination give rise to liability to either Party under the federal or state laws known as WARN Acts or similar laws, such cancellation or termination shall be delayed so the Parties can provide appropriate notices or take other steps to avoid liability under such laws as allocated under this Agreement or by operation of law.

ARTICLE 2: NORCOMM'S Duties at NORCOMM'S 911 Center

NORCOMM will provide telecommunicators and supervision to adequately provide 9-1-1 dispatch service for the Village. NORCOMM will provide an assigned Director and telecommunicators to provide 24-hour, 7-day, and 365-day per year coverage. All telecommunicators provided by NORCOMM will be LEADS certified in accordance with 20 IL Adm Code Sec 1240 et seq., and NORCOMM will at all times provide a sufficient number of Emergency Medical Dispatchers who are certified pursuant to 210 ILCS 50/3.70.

- 2.1 NORCOMM will answer all calls for service for the Village that are directed to NORCOMM via the following telephone circuits: 9-1-1 ESN Telephone Circuits, as well as non-911 emergency and non-emergency lines that are directed from the Village of Rosemont "Phone Tree" that are directed for a request for dispatch. Additionally, NORCOMM shall answer dedicated "Ring Down" Circuits that are routed from the Village to NORCOMM.
- 2.2 After receiving a call for service by the means set forth in subsection 2.1, NORCOMM will immediately alert the Village by the following means: In-House Fire Station Alerting, "Ring Down" on a dedicated telephone line, telephone, radio, tone paging devices or commercial pagers.
- 2.3 NORCOMM will provide service through radio equipment capable of transmitting all frequencies currently being used by the Village as determined by the Parties.
- 2.4 NORCOMM will provide a "TTY" or "TDD" capable machine for the hearing impaired at the Dispatch Center for the receipt of request for service received by this type of device. The device supplied by NORCOMM will meet or exceed specification mandated by the Americans with Disabilities Act.
- 2.5 NORCOMM shall record via an audio recording device all telephone and radio frequencies 24 hours of every day during the term of the Contract. These recordings shall be generated in accordance with Illinois law and shall be kept by NORCOMM for a minimum of 90 days after the call is received.

NORCOMM will not dispose of, destroy or record over, any record requesting the Village's service unless at least 90 days have passed since NORCOMM received the call. All records shall be accessible to the Village at all times upon request from the Village designee. NORCOMM shall maintain records and recordings for calls indefinitely upon request of the Village. NORCOMM shall comply with all Court orders regarding the maintenance of records and recordings. Client shall notify NORCOMM when it needs records and recordings for calls that need to be maintained indefinitely. In such instances, NORCOMM shall preserve said records via a Compact Disk (CD) or Digital Video Disk (DVD) and provide the Disk to Rosemont so that NORCOMM can maintain the record indefinitely.

- 2.6 NORCOMM shall establish a "Board of Advisors" ("Board") to assist in the coordination of the overall function of the Dispatch Center and NORCOMM's provision of communication services. This Board shall not have any voting rights within NORCOMM but shall serve in an advisory capacity on issues, which concern communications, and dispatching. NORCOMM will adhere to all reasonable operational practices and procedures required by the Board, provided that such operational practices and procedures are legal and consistent with industry standards. The Village shall have a seat on this Board and the Board shall consist of Public Safety Directors, Police Chiefs, and Fire Chiefs (or their designees) whose departments utilize NORCOMM for primary dispatch. "Primary Dispatch" shall mean the receiving, prioritization, alerting and record keeping of all requests for services by that department. NORCOMM shall provide a representative who shall act as a liaison between the Village and NORCOMM.
- 2.7 NORCOMM shall direct, guide and control the activities of staff in accordance with procedures established by agreement of the Parties. Standard Operating Guidelines (SOG) and General Orders (GO) are subject to revision and should always be considered a work in progress. New SOG's or GO's or any revisions to existing SOG's or GO's will be reviewed at the bi-monthly Police and Fire Administration Meeting which are held at the NORCOMM 911 Center and shall be mutually agreed upon by the Board and NORCOMM.

- 2.8 During the term of this Contract, NORCOMM shall maintain, in full force and effect, insurance policies written on an incurred loss basis, being of the kind and with the limits designated below and making the Village an additional insured party on all applicable policies.
- a. Comprehensive General Liability Insurance for property and bodily injury with a \$10,000,000 aggregate limit;
 - b. Workers' Compensation Insurance as prescribed by statute;
 - c. Errors and Omissions Insurance, with a \$10,000,000 limit.

All insurance companies issuing policies required herein, shall certify, to the Village that such policies, where applicable, have been issued with the Village listed as an additional insured party and are in force and will remain not materially changed, canceled or annulled except upon thirty (30) days prior written notice.

- 2.9 The Parties agree that it shall, as soon as practicable, give to the other Party written notice of any claim against it that is related to the services to be performed under this Agreement. In addition, if the Parties are aware of any act or omission in the course of performing its duties under this Agreement that might reasonably be expected to be the basis of a claim or suit against the other Party, the Parties shall give written notice to the other Party as soon as practicable.
- 2.10 NORCOMM, at no additional cost to Rosemont, shall provide consultation services to Rosemont as follows:
- a) Completion and submission of Consolidation Plan to the Office of the Illinois Statewide 9-1-1 Administrator.
 - b) Complete the migration of Rosemont's dispatch center to NORCOMM so that Rosemont's dispatch center consolidates into NORCOMM's Dispatch Center.
 - c) NORCOMM shall complete whatever paperwork is necessary for Rosemont to become a member of the Proviso-Leyden Joint 9-1-1 Authority.

ARTICLE 3. Village's Duties

3.1 One-Time Buy-In Fee & Initial One-Time and Reoccurring Infrastructure Fees.

- a) The following prices are subject to the conditions precedent that:

The Village shall arrange for and consent to NORCOMM's use of any excess CIS CAD system licenses currently licensed to the Village at no additional charge to NORCOMM for the life of this Agreement and any renewals or extensions thereof; however, said licenses shall at all times remain the property of the Village and if this Agreement is terminated for any reason, NORCOMM covenants and agrees that any right in or use of the licenses by NORCOMM shall automatically expire on the termination date of the Agreement. A condition precedent of this Agreement is the written consent of CIS to this provision;

- b) Upon full execution of this Agreement, Village will pay NORCOMM a non-refundable one-time buy-in fee of [REDACTED] payable in two installments within the first year of the agreement. The one-time buy-in fee is used by NORCOMM to offset its costs incurred for its initial investment in building its dispatch center and to offset costs associated with continual technological improvements made by NORCOMM to its dispatch center on a regular basis.
- c) Upon full execution of this Agreement, Village shall be responsible for all one-time and/or reoccurring actual costs related to the infrastructure and labor needed to connect Rosemont to the NORCOMM dispatch center. The one-time and/or reoccurring costs related to infrastructure needed to connect Rosemont to NORCOMM is estimated to be between [REDACTED], which is dependent upon the type of infrastructure Rosemont chooses to connect to NORCOMM, in addition to

any expansion modules needed for NORCOMM's equipment to accommodate Rosemont Public Safety. Such costs shall include, but not be limited to:

- i. Microwave connections
 - ii. Wide area networks (fiber optic network needed to connect Rosemont Public Safety Buildings to NORCOMM)
 - iii. Expansion modules to NORCOMM's equipment located within its dispatch center. For example, expansion cards to NORCOMM's radio console (Motorola MCC5500, Zetron Max Call Taking System, Zetron IPFSA Fire Station Alerting system, and Eventide Digital Recorder.
 - iv. Labor performed by NORCOMM technicians.
 - v. Third party contractors needed to identify circuits that will need to be redirected to NORCOMM; or to purchase and install equipment to connect Rosemont to NORCOMM. For example, telephone companies, 9-1-1 vendors (such as Chicago Communications and/or Mercury Systems).
 - vi. Computer Aided Dispatch (CAD) Records/Data Conversion to also include increases in CIS maintenance fees from Computer Information Systems (CIS).
- d) One-Time and/or reoccurring costs related to infrastructure or equipment needed to connect Rosemont to NORCOMM shall be actual costs incurred by Rosemont. Where applicable, upon request NORCOMM shall supply Rosemont with any and all quotes, receipts, and invoices for work provided. NORCOMM shall not mark up these costs. In addition, before any purchases are made, NORCOMM shall seek approval from Rosemont.

3.2 Annual Costs for Dispatch Services:

NORCOMM shall begin invoicing the Village for annual Costs of Dispatch Services once Village's dispatch services are actually being provided by NORCOMM.

- a) The Village will compensate NORCOMM for providing 9-1-1 Emergency Dispatch Services for Year 1 in the amount of [REDACTED]. The twelve monthly payments of [REDACTED] are due on the 10th of each month of Year 1.
- b) The Village will compensate NORCOMM for providing 9-1-1 Emergency Dispatch Services for Year 2 in the amount of [REDACTED]. The twelve monthly payments of [REDACTED] are due on the 10th of each month of Year 2.
- c) The Village will compensate NORCOMM for providing 9-1-1 Emergency Dispatch Services for Year 3 in the amount of [REDACTED]. The twelve monthly payments of [REDACTED] are due on the 10th of each month of Year 3.
- d) The Village will compensate NORCOMM for providing 9-1-1 Emergency Dispatch Services for Year 4 in the amount of [REDACTED]. The twelve monthly payments of [REDACTED] are due on the 10th of each month of Year 4.
- e) The Village will compensate NORCOMM for providing 9-1-1 Emergency Dispatch Services for Year 5 in the amount of [REDACTED]. The twelve monthly payments of [REDACTED] are due on the 10th of each month of Year 5.

3.2 If compensation or benefits to NORCOMM's personnel should vary during the term of this Agreement due to local, state or federal law change (including but not limited to minimum wage increases, mandatory scheduling requirements, or paid sick leave), the Parties will re-negotiate in good faith to cover Contractor's costs of labor plus a reasonable administrative fee for such additional personnel or required compensation or benefits.

a. The Contractor shall be solely responsible for:

- i. Compensating and providing the employment benefits set forth in this Agreement, if any, to such personnel.

- ii. Making all required deductions from compensation paid to the personnel and timely remitting such deductions and any required contributions from the Contractor to the appropriate government agency as required by law.
- iii. Complying with all applicable federal, state and local laws and regulations regarding the employment of such personnel.
- iv. The Contractor will properly and timely file all required reports and other information with the Internal Revenue Service, Social Security Administration, and all applicable state and local tax agencies.
- v. The Contractor's personnel and employees shall not be entitled to participate in any of the Client's employee benefit plans, including pension, 401(k), profit sharing, retirement, deferred compensation, welfare, insurance, disability, bonus, vacation pay, severance pay, and other similar plans, programs and agreements, whether reduced to writing or not.
- vi. The Contractor will use its best efforts to ensure that all personnel assigned pursuant to this Contract will be at least 18 years of age and either a United States citizen or an individual lawfully entitled to perform work. The Contractor shall be solely responsible for any audits, fines or other penalties resulting from its failure to fulfill the obligations of this paragraph and shall defend, protect, and hold harmless the Client, to the extent permitted by law, from such audits, fines or penalties described above.
- vii. The Client will promptly advise the Contractor in writing of any billing dispute or any other problem. The Client and the Contractor will identify and attempt to promptly resolve all billing disputes through face-to-face meetings between the Client and Contractor. If the Parties are unable to resolve the dispute through face-to-face meetings, the Parties agree to

submit the dispute to a mediator agreed upon by the Parties or in accordance with the rules of the JAMS, with each Party bearing half of the mediation costs. The Client will pay the undisputed portion of billable transactions as set forth above. For all disputes, the Contractor and the Client will promptly furnish to the other Party such information that such other Party may request to enable each of them to analyze the services and the activities of the other Party and the personnel involved in the dispute.

In the event that there is, any increase in the cost of professional liability, general liability, or health insurance related to this Contract for the period after the execution of this Agreement the Village and NORCOMM shall negotiate in good faith the Client's fair share amount of the increase in addition to the fees quoted within this Article 3. The methodology to determine the Client's fair share amount shall also be mutually agreed upon by Client and Contractor. [

- 3.3. In the event that there is any increase in the cost of equipment required by Section 3.1 to implement this Agreement for the period after this Contract is executed, the Village and NORCOMM shall negotiate and mutually agree to the Village paying their fair share of the actual cost of such increase in addition to the fees quoted in Article 3.1 of this Agreement. NORCOMM shall not seek payment from Village for any equipment purchase or upgrade without first obtaining the Village's written consent to such purchase or upgrade.

For the purpose of this Article, "cost of equipment" is defined as follows: any equipment that Village demands be added to the 911 Center; any hardware or software upgrades to the existing Zetron Max CT Telephone System, Motorola MCC5500 Radio System, Zetron IPSFA, CIS CAD system, or Uninterrupted Power Supply Systems; any upgrades or replacements to computer servers used to operate the aforementioned systems; any new hardware or software needing to be purchased or replaced due to "end of life notices" issued by manufacturers of the aforementioned

systems; and any and all equipment costs not specifically identified in this Agreement.

- 3.4. The Village shall provide NORCOMM with an updated copy of the Village's MSAG/GIS Data files (Master Street Address Guide) (Geographic Information System) database on an annual basis or more often if necessary. This information is necessary to help maximize the accuracy of NORCOMM's Computer Aided Dispatch and Next Generation 9-1-1 mapping software. The Village agrees to hold NORCOMM harmless for any and all claims or damages arising from the Village's failure to provide information or from inaccurate or outdated information in the Master Street Address Guide/GIS data files.
- 3.5. The Village shall comply with and file any reports required by law or local ordinance.

ARTICLE 4: Compliance with Law

The Parties agree to use their best efforts to adhere to all local, county, state, and federal rules, regulations, codes, ordinances, and charters as they may apply to emergency dispatch services, including but not limited to the following:

- a) **State of Illinois Anti-Discrimination Laws (775 ILCS 5/101/ et. seq.).** In carrying out the performance required under this Agreement, the Parties agree to use their best efforts to comply with all applicable provisions of the Illinois Human Rights Act, and rules and regulations promulgated by the Illinois Department of Human Rights, prohibiting unlawful discrimination in employment. Contractor's deliberate, willful, or repeated failure to comply with all applicable provisions of the Illinois Human Rights Act, as determined by the Illinois Human Rights Commission or a court of competent jurisdiction, including specifically, provisions related to sexual harassment, or applicable rules and regulations promulgated thereunder, may result in a determination that the Contractor is ineligible for future contracts with the Client or any of its political subdivisions or municipal corporations, and this Agreement may be canceled or voided in whole or in part, provided that the provisions of this Agreement for the termination of this Agreement are followed, the Contractor is given a thirty (30) day period in which to cure any non-compliance or violations, and an opportunity to be heard by the board of trustees of the Client or similar entity before any decision has been

made to cancel or void this Agreement and such other sanctions or penalties may be imposed or remedies invoked as provided by statute or regulation.

- b) **Drug-free Workplace Act (30 ILCS 580/1, et. seq.).** All Parties must comply with all of the provisions of the Drug-free Workplace Act, which are applicable to the Contractor. Knowing or repeated false certification or violation of the requirements of the Drug-free Workplace Act as determined by the Client's Board of Trustees or similar entity may result in sanctions including, but not limited to, termination of this Agreement. NORCOMM shall prohibit its employees from using marijuana and enforce this prohibition.
- c) **Freedom of Information Act (5 ILCS 140/1 et. seq.).** Applications, program reports and other information obtained by the Client pursuant to this Agreement shall be administered in accordance with the Freedom of Information Act. Client shall give Contractor at least 14 calendar days advanced written notice of any FOIA requests related to this Agreement and opportunity to review and object to any FOIA requests.
- d) **Educational Loan Default Act (5 ILCS 385/3).** The Contractor certifies that this Agreement is not in violation of the Educational Loan Default Act prohibiting certain contracts to individuals who are in default on an educational loan.
- e) **Americans with Disabilities Act.** As a condition of receiving this Agreement, the Contractor certifies that services and activities provided under this Agreement comply, and will continue to comply, with The Americans with Disabilities Act (hereinafter "ADA") (42 U.S.C. 12101 et. seq.) and the regulations there under (28 CFR 35.130).

The Client shall not require the Contractor to perform any act which is contrary to the aforesaid and the Contractor shall use its best efforts to prohibit its employees from performing any act which violate the aforesaid and will take prompt remedial action to rectify or resolve any such violations.

Each Party, their respective directors, trustees, officers and employees shall abide by their respective organization's ethical guidelines, including, but not limited to,

guidelines related to gifts, political contributions, the federal Anti-Kickback Act (Section 1128B(b) of the Social Security Act) and the False Claims Act (31 USC 3729) and any amendments thereto.

The Contractor warrants that it is properly licensed to provide the personnel described in this Agreement to the Client under all applicable federal, state, and local laws. The Contractor shall maintain all such licenses and all others as may be required by law during the term of this Agreement and will furnish a copy of each license and license renewal to the Client upon request. For purposes of any defenses or immunities to claims and liabilities to third parties that the Client and/or its employees may be entitled under applicable laws, the Parties agree that, to the extent permitted by law, the Contractor will be deemed the agent of the Client or standing in the shoes of the Client with respect to such defenses and immunities available to the Client.

ARTICLE 5: Limitation of Authority.

Contractor and its employees shall have the authority to provide services under this Agreement make and implement day-to-day decisions that are necessary in the performance of its obligations herein, and provide direction to all third parties in connection therewith. Notwithstanding anything contained herein to the contrary, in no event shall Contractor have the right or authority, express or implied, to commit, bind or obligate the Client contractually or otherwise to any liability or agreement or to cause the Client to incur any obligation to any third party.

The Parties agree that they shall not use the name, trademarks, or service marks of the other Party for the purposes of advertising, sales promotion or other similar purposes without the prior written approval of the other Party. Neither the Contractor nor the Client shall publicly announce or disclose the terms and conditions of this Agreement without the prior written approval of the other Party, absent a legal obligation to do so or pursuant to a subpoena or legal process.

ARTICLE 6: Administration

- a) The Client shall be responsible for processing all reports, as required under federal, state or local rules and regulations. The Contractor will cooperate fully in processing such forms.
- b) If this Agreement or any provision or report prepared in accordance with this Agreement is subject to or requested by any governmental agency, the Client shall have primary responsibility for complying with such request and shall truthfully respond to all agency requests, with notice to the Contractor, to the extent such notice is permitted by law or the applicable agency, and the Contractor shall preserve such books and records for the legally required time period.
- c) The Contractor shall keep adequate original records at the Contractor's principal place of business to allow the Client and its agents to obtain information regarding the personnel furnished and services rendered under this Agreement. The Client and its agents shall have the right to inspect such records and shall be given access to such records at any reasonable time upon the Client's request. This provision shall survive the termination of this Agreement. The Contractor shall maintain the records pertaining to the services rendered upon the behalf of the Client during the term of this Agreement and for a period of not less than seven years following any termination.

ARTICLE 7: Relationship of the Parties

- a. Notwithstanding anything to the contrary in this Agreement or elsewhere, the Contractor and Client are independent contractors. There is no agency, employment relationship, partnership, or joint venture between the Contractor, its employees, and the Client and/or the Client's employees. No one connected with the Contractor, except in a writing signed by the chief executive of the Contractor, has any authority to make any binding promises or agreements contrary to the foregoing.
- b. Contractor's employees shall be, for all purposes, bona fide employees of Contractor and not of Client. All employment-related costs, benefits and expenses arising out of the relationship between Client and Contractor,

including, but not limited to, wages, state, local and federal taxes, benefits, insurance premiums, and contributions to insurance, pension, or other deferred compensation plans, including Social Security, unemployment insurance and workers' compensation obligations, shall be the sole responsibility of Contractor. Contractor's employees shall also be subject to all personnel policies and regulations applicable to Contractor's employees generally, including time off with or without pay and leaves of absence, including under the Family and Medical Leave Act or any similar state law. The client will use its best efforts to provide a safe, healthy and non-discriminatory working environment in compliance with all applicable federal, state and local laws, regulations and ordinances. Neither Party, by virtue of this Agreement, shall have any right, power or authority to act or create any obligation, express or implied, on behalf of the other Party, except as specifically outlined herein. The Contractor, including its employees, shall not be considered, entitled or eligible to participate in any benefits or privileges given or extended by the Client or be deemed an employee of Client for any purposes, including but not limited to, for purposes of federal or state withholding taxes, FICA taxes, unemployment, workers' compensation and other employer contributions not specifically provided for in this Agreement. The Contractor shall retain the exclusive right to hire, discipline, compensate and terminate its employees pursuant to the Contractor's policies and procedures and consistent with the terms of this Agreement.

ARTICLE 8: Subcontracting Forbidden

NORCOMM shall not subcontract the services agreed to herein.

ARTICLE 9: Indemnification

It is expressly understood and agreed that each Party, to the extent permitted by law, shall in all events defend, indemnify, save, and hold harmless the other, their parents, affiliates, successors and assigns, and their respective present and former agents, officers, volunteers, and employees from any and all claims, liabilities, obligations, debts, charges, settlements or judgments (including attorneys' fees)

arising from death, illness, physical injuries or property damage to any third party or the other Party's present and former agents, officers, volunteers, and employees, including but not limited to any and all employment-related causes of action, to the extent attributable to the acts or omissions of the offending Party, its agents, officers, and employees while engaged in the performance of duties under this Contract provided that no Party shall have any obligation under this Article to indemnify, defend or hold harmless the other Party with respect to liabilities caused by the other Party's gross negligence, willful and wanton conduct, reckless, fraudulent, deliberately dishonest conduct, or intentional misconduct; and in the event that a final determination that such claims or liabilities resulted from such Party's gross negligence, reckless, fraudulent, deliberately dishonest conduct, or intentional misconduct is made by a court of competent jurisdiction, the indemnified Party shall immediately refund such monies and expenses paid pursuant to this Article. Neither Party shall be obligated to indemnify the other Party for any claim or liability: (a) involving a claim by one Party against the other Party; (b) to the extent prohibited by law; (c) to the extent the Party seeking indemnification receives indemnification or insurance coverage from any other source. Provided that a Party is not in breach of its indemnification obligations hereunder, no Party being indemnified shall settle or compromise any claim subject to indemnification hereunder without the consent, of the Party providing such indemnification. Each Party also agrees to indemnify and hold each other harmless for: (a) any settlement or judgment based upon the sole theory of apparent agency arising from the negligent acts or omissions of the other and/or its employees or agents, and (b) any settlement or judgment of an employment discrimination charge or claim arising from one Party's employees committing discriminatory, retaliatory, or harassing acts against the other Party's employees.

Notwithstanding the above paragraph, neither Party shall be liable to the other for indemnification for, and each Party hereby releases the other from, any liability for punitive, exemplary and consequential damages which may be suffered by such Party arising directly or indirectly out of the performance of this Agreement, including but not limited to the loss of use, loss of profits or business interruption (collectively, the "excluded damages"); provided that amounts owed as consideration under this Agreement shall not be deemed excluded damages.

Notwithstanding the foregoing, nothing contained within this Agreement is intended to be a waiver or estoppel of the Contractor, Client, or its respective

insurer's ability to rely upon the limitations, defenses and immunities contained within Illinois law, including, but not limited to Illinois Local Government Tort Immunity Act or the Emergency Medical Systems Act that may be applicable to the Client or Contractor. To the extent that indemnification is available and enforceable, the Parties or their respective insurers shall not be liable to indemnify or contribution for an amount greater than the limits of liability for claims established by law. Each Party's obligation to indemnify hereunder is subject to the availability and limits of applicable insurance coverage. Under no circumstances shall either Party be required to indemnify the other Party for the negligent or intentional conduct or omissions of the other Party and/or the other Party's present and former agents, officers, volunteers, and employees. This indemnification obligation shall be deemed to be contractual in nature and shall survive any termination of this Agreement.

In the event an employee of a Party to this Agreement makes any claim for personal injury against the other Party, the Employer of the Party making the personal injury claim shall waive any right to claim that its liability to the other Party is limited by the amount of any damages, compensation or benefits payable by or for it under any workers' compensation acts, disability benefit acts or other employee benefit acts.

ARTICLE 10: Confidentiality.

Trade secrets and confidential information that may be received by either Party or its employees, directly or indirectly, that are exempt from public disclosure under applicable laws shall remain the property of the disclosing Party and shall be kept confidential by the Party to whom such trade secrets or confidential information was disclosed. Such information will be utilized only for the purposes of carrying out the services and purposes of this Agreement, and each Party to which such information is disclosed shall cause each of its employees to comply with the foregoing. Upon termination of this Agreement, each Party agrees to surrender to the disclosing Party any and all trade secrets, confidential information, material or tangible items or written information supplied by the disclosing Party. The obligations of this Article will survive the termination or expiration of this Agreement.

ARTICLE 11: Publicity.

The Parties shall not, without the prior written consent of the other Party: (a) refer to, identify, or use the name or any trade name or trademark of the other Party or any of its employees in any advertising or communications to the public by the other Party made in any form; or (b) take any photographs, video or other recordings of the property of the other Party or any of its employees.

ARTICLE 12: Non-Solicitation Agreement.

The Client agrees not to, directly or indirectly, solicit, or cause or induce on its own behalf or for any third party to solicit, for the purpose of hiring any of Contractor's employees placed with the Client to perform like services for the Client for the duration of this Agreement and one year thereafter; unless mutually agreed by the Contractor and the Client.

ARTICLE 13: Force Majeure.

Neither Party shall be liable for any delay in delivery or nonperformance in whole of its obligations under this Agreement if prevented from doing so by a cause or causes beyond its control, including, without limitations, acts of nature or public enemy, fire, floods, storms, earthquakes, riots, strikes, war, and restraints of government. The suspension of performance shall be of no greater scope and no longer duration than is reasonably required and the non-performing Party shall promptly notify the other Party of such event and use reasonable efforts to remedy its inability to perform.

ARTICLE 14: Counterparts.

This Agreement may be executed in two or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument.

ARTICLE 15: Notices.

All notices provided for or permitted herein shall be in writing and shall be delivered personally, sent by a national overnight courier service, or sent by United States certified or registered mail, postage prepaid, return receipt requested, directed to the Parties at the following addresses or to such address as any Party shall designate by written notice delivered or sent in the above manner. If a notice is sent by national overnight courier service, it shall be deemed to have been received by the addressee upon receipt. If a notice is sent by mail, it shall be deemed to have been received by the addressee two (2) days after the post marked date, which it bears.

NORCOMM: Donald J. Nielsen, Executive Director
NORCOMM Public Safety Communications, Inc.
2600 N Mannheim Rd.
Franklin Park, Illinois 60131

With a Copy to: Michael G. Tillman, Vice President
NORCOMM Public Safety Communications, Inc.
395 W. Lake St.
Elmhurst, IL 60126

Village of Rosemont: Mayor Bradley Stephens
Village of Rosemont
9501 W. Devon Ave.
Rosemont, IL 60018

With a Copy to: Superintendent Donald E. Stephens II
Village of Rosemont
9501 W. Devon Ave.
Rosemont, IL 60018

ARTICLE 16: Entire Agreement, Amendment, and Waiver

This Agreement contains the entire agreement and understanding between the Parties in regard to the subject matter hereof; it supersedes and replaces all prior agreements, negotiations, and arrangements concerning its subject matter; and this Agreement is not subject to modification, alteration or amendment, except by further written Agreement signed by all Parties. No waiver of any provision shall constitute a waiver of any other provision, nor shall any waiver be deemed continuing unless otherwise expressly so provided in writing by the Party against which the waiver is asserted. A waiver of right or remedy on any one occasion will not be construed as a bar to or waiver of any such right to remedy on any other occasion. If the consent of either Party is necessary pursuant to the terms of this Agreement, such consent shall not be unreasonably withheld.

ARTICLE 17: Governing Law.

This Agreement and the Parties' relationship shall be construed in accordance with, and governed by the laws of the State of Illinois without regard to applicable conflict of law principles. In the event of any dispute between the Parties, the prevailing Party shall be entitled to its reasonable attorney fees and costs. All disputes relating to or arising out of this Agreement or the Parties' relationship shall be resolved exclusively in the federal and state courts located in the County of Cook, Illinois, and the Parties hereby waive all objections to personal jurisdiction, venue, or forum non-conveniens therein.

ARTICLE 18: Severability.

Should any provision of this Agreement be deemed by either Party to be contrary to the provisions of said Laws, then the court may revise such provision so that it is enforceable or the Parties agree to attempt in good faith to renegotiate the problematic provision to the mutual satisfaction of the Parties. All other portions of this Agreement shall remain in full force and effect. In the event the Parties are not able to mutually agree on modification of the problematic provision, then either Party may terminate this Agreement upon thirty (30) calendar days written notice to the other Party if the terminating Party has a good faith belief based on the

advice of legal counsel that the problematic provision creates an unfavorable exposure under applicable laws.

ARTICLE 19: Authority.

The Contractor represents that this Agreement is executed pursuant to approval of its President, and the Client represents that this Agreement is executed pursuant to resolution of its Board of Trustees.

ARTICLE 20: Headings.

The headings and subheadings in this Agreement are inserted for convenience of reference only and shall not affect the meaning or interpretation of this Agreement.

ARTICLE 21: Assignment.

This Agreement cannot be assigned or delegated to a third party by either Party without the prior written consent of the other Party, which shall not be unreasonably withheld, and any attempted assignment without such consent shall be considered null and void; except that either Party may assign this Agreement to a parent, sister, subsidiary or affiliated corporation. Subject to the foregoing limitation, this Agreement shall be binding upon and inure to the benefit of the Parties' successors, assigns, affiliates or other legal representatives.

[Remainder of Page Intentionally Left Blank]

IN WITNESS, the Parties hereto have caused this Contract to be executed by the properly authorized officials of the date and year first written.



VILLAGE OF ROSEMONT

PRESIDENT
TITLE

ATTEST:




VILLAGE CLERK
TITLE



NORCOMM PUBLIC SAFETY COMMUNICATIONS, INC.

Vice President
TITLE

ATTEST:



Executive Director
TITLE

**ADDENDUM TO THE INTERGOVERNMENTAL AGREEMENT
TO ESTABLISH THE PROVISO-LEYDEN JOINT 9-1-1 AUTHORITY
FOR THE NEW MEMBERSHIP OF THE VILLAGE OF ROSEMONT**

THIS ADDENDUM, which is entered into and shall become effective upon execution by authorized representatives of the Village of Bellwood, the Village of Franklin Park, the Village of Melrose Park, the Village of River Grove, the Village of Stone Park, the Village of Westchester, and the Village of Rosemont (“Signatories” or “Parties”), supplements, amends and modifies the terms and conditions of the Intergovernmental Agreement to Establish the Proviso-Leyden Joint 9-1-1 Authority and Addendum for the new Membership of the Village of Stone Park (the “Intergovernmental Agreement”), by and between the Village of Bellwood, the Village of Franklin Park, the Village of Melrose Park, the Village of River Grove, the Village of Stone Park, and the Village of Westchester (“Existing Members”).

WHEREAS, the Existing Members have previously entered into the Intergovernmental Agreement for the purpose of forming the Proviso-Leyden Joint 9-1-1 Authority; and

WHEREAS, the Village of Rosemont desires to become a new Member Municipality of the Proviso-Leyden Joint 9-1-1- Authority.

NOW, THEREFORE, it is agreed by and between the Parties hereto, as follows:

1. The Village of Rosemont (“Rosemont”) is hereby authorized to become a new Member Municipality of the Proviso-Leyden Joint 9-1-1 Authority, subject to satisfying the conditions set forth hereafter in Paragraph 3 of this Addendum.

2. Paragraph 2, entitled “Joint 9-1-1 Authority,” of the Intergovernmental Agreement is hereby amended as follows:

2. Joint 9-1-1 Authority. There is hereby established a Joint 9-1-1 Authority which shall consist of the following members: the Village of Bellwood, the Village of Franklin Park, the Village of Melrose Park, the Village of River Grove, the Village of Stone Park, the Village of Westchester, and the Village of Rosemont.

Any municipality serviced by the NORCOMM 9-1-1 Dispatch Center shall be entitled to become a subsequent participating member of the Joint 9-1-1 Authority. Designation of a new participating municipality shall be specified by the participant's enabling ordinance.

3. This Addendum, and Rosemont's new membership in the Proviso-Leyden Joint 9-1-1 Authority, is subject to and contingent upon Rosemont's compliance with the following conditions:

- A. Rosemont shall deliver to the Joint 9-1-1 Authority a duly certified ordinance or resolution in proper form authorizing and directing its execution of this Addendum;
- B. By execution of this Addendum, Rosemont hereby agrees to be bound by the Proviso-Leyden Joint 9-1-1 Authority's Bylaws.
- C. Rosemont shall deliver to the Proviso-Leyden Joint 9-1-1 Authority a copy of its Dispatch Service Agreement with NORCOMM Public Safety Communications, Inc.
- D. Rosemont shall deliver to the Proviso-Leyden Joint 9-1-1 Authority a duly authorized ordinance in proper form rescinding any ordinance or resolution which either created an Emergency Telephone System Board within Rosemont or which authorized Rosemont's membership with a Joint Emergency Telephone System Board.
- E. Rosemont shall deliver to the Proviso-Leyden Joint 9-1-1 Authority a check payable to the Proviso-Leyden Joint 9-1-1 Authority in the amount of One Thousand and 00/100 Dollars (1,000.00).

4. All remaining provisions of the Intergovernmental Agreement shall remain in full force and effect. In the event that there are any conflicts or inconsistencies between the terms and conditions of the Intergovernmental Agreement and this Addendum, then the terms and conditions of this Addendum shall control.

5. This Addendum shall become effective upon its execution, in counterparts, by authorized representatives of each of the Village of Bellwood, the Village of Franklin Park, the Village of Melrose Park, the Village of River Grove, the Village of Stone Park, the Village of Westchester, and the Village of Rosemont.

IN WITNESS WHEREOF, the Parties hereto have caused their respective corporate seals to be hereunto affixed and attested and these presents to be signed by their respective officers.

[SIGNATORY PAGES FOLLOW IMMEDIATELY]

VILLAGE OF BELLWOOD

By: [Signature]

Its: Mayor

ATTESTED:

[Signature]
Municipal Clerk

[SEAL]

DATED: July 17, 2019

VILLAGE OF FRANKLIN PARK

By: [Signature]

Its: Village President

ATTESTED:

[Signature]
Municipal Clerk

[SEAL]

DATED: 8/14, 2019

VILLAGE OF MELROSE PARK

By: *[Signature]*

Its: *Mayor*

ATTESTED:

[Signature]
Municipal Clerk

[SEAL]

DATED: *July 8*, 2019

VILLAGE OF RIVER GROVE

By: *David B. Quinn*

Its: *Village President*

ATTESTED:

Margari A. Marchan
Municipal Clerk *Jana M. Leder, DVC*

[SEAL]

DATED: *July 18*, 2019



VILLAGE OF STONE PARK

By: Benjamin Muzula

Its: MAYOR

ATTESTED:

Alan Hatert
Municipal Clerk

[SEAL]

DATED: July 9, 2019

VILLAGE OF WESTCHESTER

By: Paul Gattuso

Its: Village President


ATTESTED:

Stan Kolodziej
Municipal Clerk

[SEAL]

DATED: June 25, 2019

VILLAGE OF ROSEMONT

By: 

Its: MAYOR

ATTESTED:

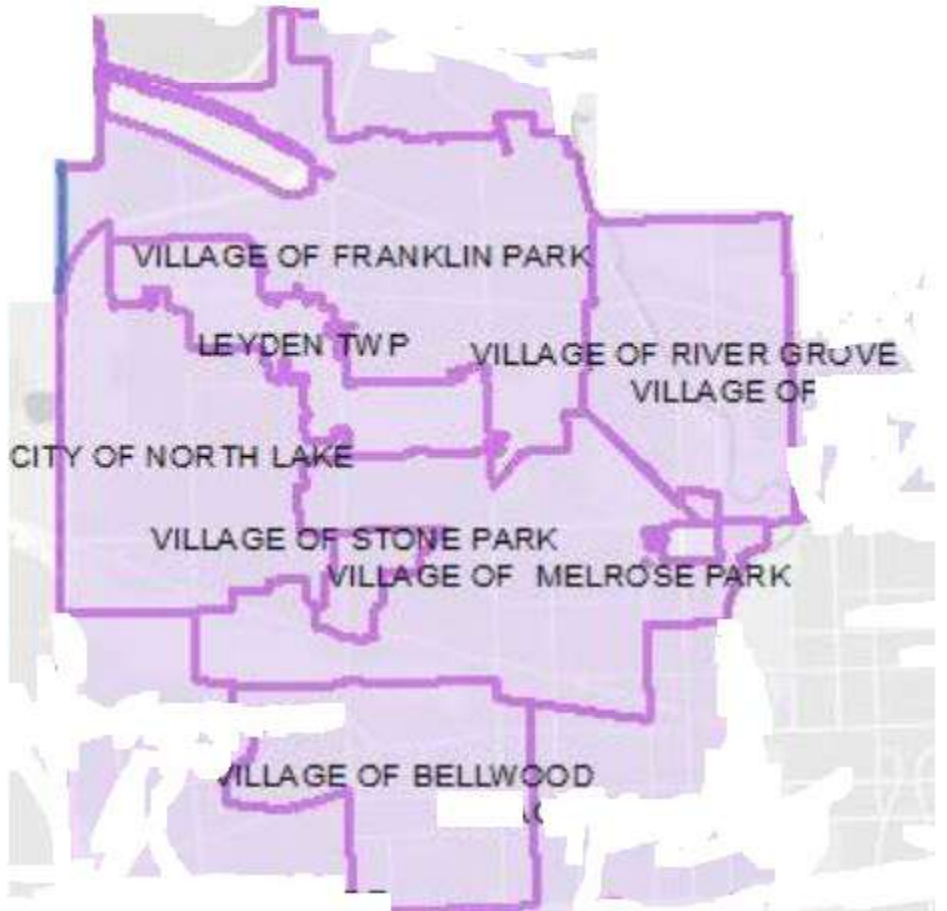

Municipal Clerk

[SEAL]

DATED: August 5, 2019



VILLAGE OF ROSEMONT



VILLAGE OF FRANKLIN PARK

LEYDEN TWP

VILLAGE OF RIVER GROVE

VILLAGE OF

CITY OF NORTH LAKE

VILLAGE OF STONE PARK

VILLAGE OF MELROSE PARK

VILLAGE OF BELLWOOD

**RATE CENTER END OFFICE
TO SELECTIVE ROUTER**

AT&T
 BELLWOOD (7)
 FRANKLIN PARK (14)
 HILLSIDE (5)
 RIVER GROVE (6)

ALTERNATE PROVIDERS-----
BELLWOOD/RIVERGROVE* EXCHANGE:

AT&T IP
 ALLEGIANCE*
 CBeyond
 CIMCO
 FOCAL
 FRONTIER
 GLOBAL COMM
 MPOWER
 MCLEOD
 PAETEC
 WORLDCOM
 XO COMM

FRANKLIN PARK EXCHANGE:

ALLEGIANCE
 AT&T IP
 CORECOM
 FOCAL
 FRONTIER
 GLOBAL COMM
 MGC
 OVATION
 PAETEC
 TELEPORT
 WINSTAR
 WORLDCOM
 XO COMM

HILLSIDE EXCHANGE:

AT&T IP
 CBeyond
 CIMCO
 FOCAL
 FRONTIER
 GLOBAL COMM
 INTERMEDIA
 M POWER
 MCLEOD
 PAETEC
 WORLDCOM
 XO COMM

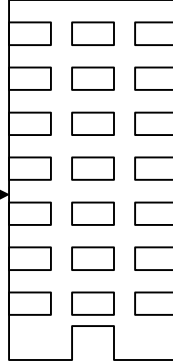
AT&T
 BENSVILLE (16)

ALTERNATE PROVIDERS-----

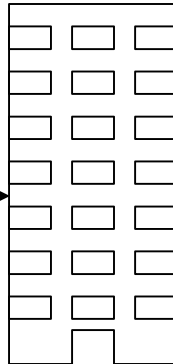
BENSVILLE EXCHANGE:

ALLEGIANCE
 AT&T IP
 FOCAL
 FRONTIER
 GLOBAL COMM
 INTERMEDIA
 MGC
 OVATION
 PAETEC
 TELEPORT
 WINSTAR
 WORLDCOM, XO COMM

CONTROL OFFICE



**ELK GROVE
VILLAGE (5E)**



**LOMBARD
(5E)**

**9-1-1 CIRCUITS
SELECTIVE ROUTER TO PSAP**

NORCOMM PSAP REMAINING OPEN

ROSEMONT PSAP CLOSING

COMBINED 911 DB RECORD COUNT AS OF DEC 2018 =93,843

BLUE ISLAND TRUNKING P.01 REQUIREMENT= 7

EXISTING TRUNK COUNT IN ELK GROVE= 1 group with 7, and 1 group with 3

PSAP LOCATIONS

**NORCOMM PSAP
2600 N MANHEIM ROAD
FRANKLIN PARK**

**BACK-UP PSAP:
ELK GROVE WIRELINE WIRELESS
CALLS: CICERO
LOMBARD WIRELINE : ACDC**

NORCOMM SERVES THE FOLLOWING:

- BELLWOOD
- FRANKLIN PARK
- MELROSE PARK
- WESTCHESTER
- RIVER GROVE
- STONE PARK EFFECTIVE
- MULTIPLE FIRE DEPARTMENTS

From: [WIRTANEN, LISA](#)
To: [Swiatek, Corinne](#); [Nielsen, Don](#)
Subject: RE: Authorization
Date: Wednesday, August 28, 2019 4:11:28 PM

Corinne,

Thank you for letting me know. This email serves as the confirmed authorization.

Lisa

Lisa Wirtanen
9-1-1 Service Executive
Global Public Sector Solutions & Operations

AT&T
4918 W. 95th St. Oak Lawn, IL 60453
o 708.229.0388 | m 708.925.4207 | lb9261@att.com

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-----Original Message-----

From: Swiatek, Corinne <cswiatek@norcomm911.com>
Sent: Wednesday, August 28, 2019 4:06 PM
To: Nielsen, Don <dnielsen@norcomm911.com>; WIRTANEN, LISA <lb9261@att.com>
Subject: RE: Authorization

Hello Lisa,

I'm responding to yesterday's email, and Cicero is okay with taking Rosemont calls if NORCOMM has to redirect. Please let me know if anything else is needed.

Regards,
Corinne A Swiatek , RPL, ENP | Director
CERCCC | NORCOMM Public Safety Communications, Inc
5303 W 25th St. Cicero, IL 60804
Phone: 708-652-2130 ext. 127
Mobile: 708-657-8048
Fax: 630-903-2879
cswiatek@norcomm911.com |
https://urldefense.proofpoint.com/v2/url?u=http-3A__www.norcomm911.com&d=DwIFAg&c=LFYZ-o9_HUMeMTSOicvjlg&r=gpXC1hVN3dFdC1x6knXLAO&m=lteEWluWSSHw41bgbG8aiS9MbyTSpJDltouTfq3UwLU&s=xwGyyhFlsxb3D-T6P8bnO3JuxBVA6_LWbED-NWld7fY&e=

From: Nielsen, Don
Sent: Tuesday, August 27, 2019 7:01 PM
To: WIRTANEN, LISA
Cc: Swiatek, Corinne
Subject: Re: Authorization

We can talk and they are ok with taking the calls. I have copied Director Swiatek PD the CERCCC who can advise if she approves.

Sent from my iPhone

> On Jul 10, 2019, at 3:31 PM, WIRTANEN, LISA <lb9261@att.com> wrote:
>
> Don,
>
> Attached is the proposed network diagram to be attached to the plan submitted to the ISP.

>
> In looking at Rosemont's current trunks, they have 4 and it covers both wireline and wireless.
> If the plan is approved by the state we will need to talk in more detail. It might be better to split up the traffic again if you want to direct over the Franklin Pk/Westchester group or place the calls on the Melrose/Bellwood group as it is the larger group. A quick question I have is Cicero okay with taking Rosemont calls if you have to redirect? They are your back up today.
>
> If you have anything else please let me know.
>
> Thank you,
> Lisa
>
> Lisa Wirtanen
> 9-1-1 Service Executive
> Global Public Sector Solutions & Operations
>
> AT&T
> 4918 W. 95th St. Oak Lawn, IL 60453
> o 708.229.0388 | m 708.925.4207 | lb9261@att.com
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>
>
>
>
> -----Original Message-----
> From: Nielsen,Don <dnielsen@norcomm911.com>
> Sent: Wednesday, July 10, 2019 3:18 PM
> To: WIRTANEN, LISA <lb9261@att.com>
> Subject: RE: Authorization
>
> Move them into the Franklin Park/Westchester group please.
>
> -----Original Message-----
> From: WIRTANEN, LISA <lb9261@att.com>
> Sent: Wednesday, July 10, 2019 3:07 PM
> To: Nielsen,Don <dnielsen@norcomm911.com>
> Subject: RE: Authorization
>
> Don,
>
> I am working on the proposed diagram for Rosemont.
> Which trunk group would we route the calls over? Rosemont has combined trunking so all calls route over their wireline group.
> They do not have separate wireline and wireless trunks.
>
> Would it be the Melrose/Bellwood group or the Franklin Park/Westchester group?
>
> Lisa
>
> Lisa Wirtanen
> 9-1-1 Service Executive
> Global Public Sector Solutions & Operations
>
> AT&T
> 4918 W. 95th St. Oak Lawn, IL 60453
> o 708.229.0388 | m 708.925.4207 | lb9261@att.com
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>
>
>

>
> -----Original Message-----
> From: WIRTANEN, LISA
> Sent: Friday, June 28, 2019 3:49 PM
> To: Nielsen,Don <dnielsen@norcomm911.com>
> Subject: RE: Authorization
>
> Don,
>
> Yes Jim and I talked the other day. This will work for the authorization.
> I will send you the diagram when I get a chance.
>
> Lisa
>
> Lisa Wirtanen
> 9-1-1 Service Executive
> Global Public Sector Solutions & Operations
>
> AT&T
> 4918 W. 95th St. Oak Lawn, IL 60453
> o 708.229.0388 | m 708.925.4207 | lb9261@att.com
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>
>
>
>
> -----Original Message-----
> From: Nielsen,Don <dnielsen@norcomm911.com>
> Sent: Friday, June 28, 2019 3:32 PM
> To: WIRTANEN, LISA <lb9261@att.com>
> Subject: Fwd: Authorization
>
> Lisa,
>
> Will this work to get the network diagram?
>
> Sent from my iPhone
>
> Begin forwarded message:
>
> From: "Otoole, Jim"
> <OtooleJ@VillageOfRosemont.org<<mailto:OtooleJ@VillageOfRosemont.org>>>
> Date: June 28, 2019 at 2:57:12 PM CDT
> To:
> "kmackey@superiorambulance.com<<mailto:kmackey@superiorambulance.com>>"
> <kmackey@superiorambulance.com<<mailto:kmackey@superiorambulance.com>>>
> Cc: "Nielsen,Don"
> <dnielsen@norcomm911.com<<mailto:dnielsen@norcomm911.com>>>
> Subject: FW: Authorization
>
> Hi Joe,
>
> Attached is the authorization that AT&T requested from me authorizing NORCOMM access to our network information.
>
> FYI: I'm on vacation 7/3 - 7/14.
>
> Jim O'Toole
> 911 Coordinator
> Rosemont Public Safety Department
> Bureau of Support Services
> 9501 W. Devon Ave.
> Suite 301
> Rosemont, IL 60018

>
> Phone: (847) 823-1134 x-305
> Fax: (847) 696-9911
> ootolej@Villageofrosemont.org<<mailto:ootolej@Villageofrosemont.org>>

>
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>
> From: Otoole, Jim
> Sent: Monday, June 24, 2019 3:27 PM
> To: 'WIRTANEN, LISA'
> Subject: Authorization

>
> Hi Lisa,

> Per our conversation our agency is starting the process of preparing to consolidate our 911 dispatch center with NORCOMM.

> Please assist them with moving our 9-1-1 services to their center.

> Thank you,

>
> Jim O'Toole
> 911 Coordinator
> Rosemont Public Safety Department
> Bureau of Support Services
> 9501 W. Devon Ave.
> Suite 301
> Rosemont, IL 60018

>
> Phone: (847) 823-1134 x-305
> Fax: (847) 696-9911
> ootolej@Villageofrosemont.org<<mailto:ootolej@Villageofrosemont.org>>

>
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>
>
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Proviso-Leyden Joint 9-1-1 Authority
2600 N. Mannheim Road, Franklin Park, Illinois 60131
(847) 451-8000 Dispatch Center - (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 911), hereinafter referred to as "PSAP", and the Bellwood FD, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 9-1-1) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:
Primary: Direct dispatch via 154.370
Secondary: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-547-3525

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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.

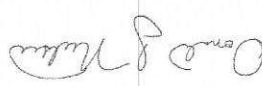
The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

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 advisory and policy board. Any agreements of changes in agreements and operating policies must be approved by the advisory board.

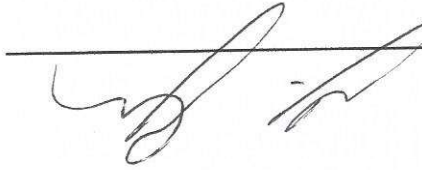
PSAP

By: 

Donald J. Nielsen
NORCOMM 9-1-1

Date: 1/17/19

Participating Agency

By: 

Date: 1-23-19

Proviso-Leyden Joint 9-1-1 Authority

2600 N. Mannheim Road, Franklin Park, Illinois 60131
(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 911), hereinafter referred to as "PSAP", and the Bellwood PD, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 9-1-1) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct dispatch via 470.4125

Secondary: Direct Dispatch via 154.8225

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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 advisory and policy board.

Any agreements of changes in agreements and operating policies must be approved by the advisory board.

PSAP

By: 

Donald J. Nielsen
NORCOMM 9-1-1

Date: 1/17/19

Participating Agency

By:  300

Chief Jiminez Allen
Bellwood PD

Date: 01/18/19

Proviso-Leyden Joint 9-1-1 Authority

2600 N. Mannheim Road, Franklin Park, Illinois 60131
(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 911), hereinafter referred to as "PSAP", and the Elk Grove Township FD, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 9-1-1) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct dispatch via 154.205

Secondary: Dispatch to your communications center via telephone call on your listed emergency telephone number 847-364-4236

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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.

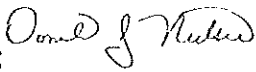
It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the advisory and policy board.

Any agreements of changes in agreements and operating policies must be approved by the advisory board.

PSAP

Participating Agency

By: 

Donald J. Nielsen
NORCOMM 9-1-1

Date: 1/17/19

By: 

Date: 1/17/2019

Proviso-Leyden Joint 9-1-1 Authority

2600 N. Mannheim Road, Franklin Park, Illinois 60131
(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 911), hereinafter referred to as "PSAP", and the Franklin Park PD, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 9-1-1) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct dispatch via 471.2375

Secondary: Direct Dispatch via 155.490

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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.

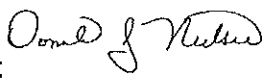
The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

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Any agreements of changes in agreements and operating policies must be approved by the advisory board.

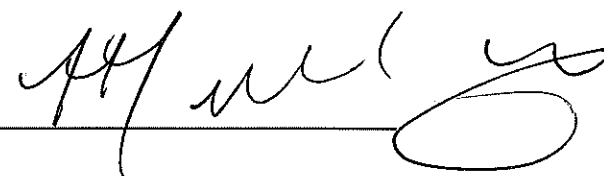
PSAP

By: 

Donald J. Nielsen
NORCOMM 9-1-1

Date: 1/17/19

Participating Agency

By: 

Date: 1/18/19

Proviso-Leyden Joint 9-1-1 Authority

2600 N. Mannheim Road, Franklin Park, Illinois 60131
(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 911), hereinafter referred to as "PSAP", and the Franklin Park FD, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 9-1-1) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct dispatch via 154.370

Secondary: Dispatch to your communications center via telephone call on your listed emergency telephone number 847-678-2400

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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 advisory and policy board.

Any agreements of changes in agreements and operating policies must be approved by the advisory board.

PSAP

Participating Agency

By: 

Donald J. Nielsen
NORCOMM 9-1-1

By: _____ *William C. Brehm Jr.* _____

Date: 1/17/19

Date: _____ January 18, 2019 _____

Proviso-Leyden Joint 9-1-1 Authority

2600 N. Mannheim Road, Franklin Park, Illinois 60131
(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 911), hereinafter referred to as "PSAP", and the Leyden FD, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 9-1-1) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct dispatch via 154.370

Secondary: Dispatch to your communications center via telephone call on your listed emergency telephone number 847-455-0180

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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 advisory and policy board.

Any agreements of changes in agreements and operating policies must be approved by the advisory board.


PSAP

Participating Agency

By: 

Donald J. Nielsen
NORCOMM 9-1-1

Date: 1/17/19

By:  FIRE CHIEF
LEYDEN FIRE PROTECTION DISTRICT

Date: 1/21/2019

Proviso-Leyden Joint 9-1-1 Authority

2600 N. Mannheim Road, Franklin Park, Illinois 60131
(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 911), hereinafter referred to as "PSAP", and the Melrose Park FD, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 9-1-1) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct dispatch via 154.370

Secondary: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-344-1210

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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 advisory and policy board.

Any agreements of changes in agreements and operating policies must be approved by the advisory board.

PSAP

Participating Agency

By: 

Donald J. Nielsen
NORCOMM 9-1-1

By: 

Date: 1-18-19

Date: 1/17/19

Proviso-Leyden Joint 9-1-1 Authority

2600 N. Mannheim Road, Franklin Park, Illinois 60131
(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 911), hereinafter referred to as "PSAP", and the Melrose Park PD, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 9-1-1) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct dispatch via 471.2375

Secondary: Direct Dispatch via 155.490

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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 advisory and policy board.

Any agreements of changes in agreements and operating policies must be approved by the advisory board.

PSAP

Participating Agency

By: 

Donald J. Nielsen
NORCOMM 9-1-1

By: 

Date: 1/17/19

Date: 01-23-19

Proviso-Leyden Joint 9-1-1 Authority

2600 N. Mannheim Road, Franklin Park, Illinois 60131
(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 911), hereinafter referred to as "PSAP", and the Northlake FD, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 9-1-1) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct dispatch via 154.370

Secondary: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-562-3182

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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 advisory and policy board.

Any agreements of changes in agreements and operating policies must be approved by the advisory board.

PSAP

Participating Agency

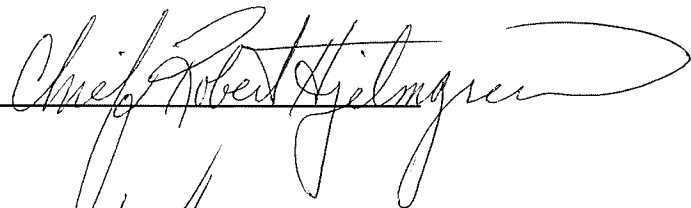
By:



Donald J. Nielsen
NORCOMM 9-1-1

Date: 1/17/19

By:



Date:

1/18/2019

Proviso-Leyden Joint 9-1-1 Authority

2600 N. Mannheim Road, Franklin Park, Illinois 60131
(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 911), hereinafter referred to as "PSAP", and the River Grove PD, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 9-1-1) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct dispatch via 471.2375

Secondary: Direct Dispatch via 155.490

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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 advisory and policy board.

Any agreements of changes in agreements and operating policies must be approved by the advisory board.

PSAP

By: 

Donald J. Nielsen
NORCOMM 9-1-1

Date: 1/17/19

Participating Agency

By:  - CHIEF
RIVER GROVE PD

Date: 1/19/2018

Proviso-Leyden Joint 9-1-1 Authority

2600 N. Mannheim Road, Franklin Park, Illinois 60131
(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 911), hereinafter referred to as "PSAP", and the River Grove FD, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 9-1-1) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct dispatch via 154.370

Secondary: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-453-1429

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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 advisory and policy board.

Any agreements of changes in agreements and operating policies must be approved by the advisory board.

PSAP

Participating Agency

By: 

By: 

Donald J. Nielsen
NORCOMM 9-1-1

David A. Atkocaitis
River Grove Fire Dept.

Date: 1/17/19

Date: 01/22/19

Proviso-Leyden Joint 9-1-1 Authority

2600 N. Mannheim Road, Franklin Park, Illinois 60131
(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 911), hereinafter referred to as 'PSAP', and Rosemont Public Safety Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 9-1-1) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct dispatch via 479.6750 Police
Secondary: Direct Dispatch via 479.7000 Police
Primary: Direct Dispatch via in house and 159.270
Secondary: Direct Dispatch via in house and 154.340

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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.

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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 advisory and policy board.

Any agreements of changes in agreements and operating policies must be approved by the advisory board.

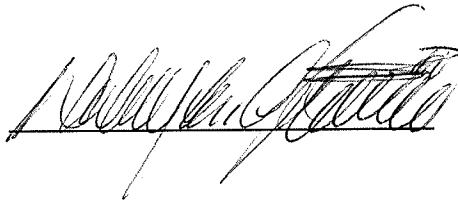
PSAP

By: 

Donald J. Nielsen
NORCOMM 9-1-1

Date: 9/17/19

Participating Agency

By: 

Date: 9/27/19

Proviso-Leyden Joint 9-1-1 Authority

2600 N. Mannheim Road, Franklin Park, Illinois 60131
(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 911), hereinafter referred to as "PSAP", and the Stone Park FD, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 9-1-1) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct dispatch via 154.370

Secondary: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-450-3217

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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.


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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 advisory and policy board.

Any agreements of changes in agreements and operating policies must be approved by the advisory board.

PSAP

By: 

Donald J. Nielsen
NORCOMM 9-1-1

Date: 1/17/19

Participating Agency

By: 

Date: 1-18-19

Proviso-Leyden Joint 9-1-1 Authority

2600 N. Mannheim Road, Franklin Park, Illinois 60131
(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 911), hereinafter referred to as "PSAP", and the Stone Park FD, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP (NORCOMM 9-1-1) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct dispatch via 154.370

Secondary: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-450-3217

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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.

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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 advisory and policy board.

Any agreements of changes in agreements and operating policies must be approved by the advisory board.

PSAP

Participating Agency

By:



Donald J. Nielsen
NORCOMM 9-1-1

By:



Stone Park P.D.

Date: 1/17/19

Date: 1-22-19

Proviso-Leyden Joint 9-1-1 Authority

Serving the communities of:

Bellwood, Franklin Park, Melrose Park, River Grove and Westchester

2600 N. Mannheim Road, Franklin Park, Illinois 60131

(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority, hereinafter referred to as "PSAP", and the Addison Consolidated Dispatch Center, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP Center (NORCOMM 911) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct transfer of 9-1-1 trunk line 630-911-5316.

Secondary: Dispatch to your communications center via telephone call on your listed emergency telephone number 630-458-4055.

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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 advisory and policy board.

Any agreements of changes in agreements and operating policies must be approved by the advisory board.

PSAP

By: 

Donald J. Nielsen
Communications Director

Date: 01/17/19

PSAP

By: 

Dolores Temes
Director - ACDC

Date: 1/18/19

Proviso-Leyden Joint 9-1-1 Authority

Serving the communities of:

Bellwood, Franklin Park, Melrose Park, River Grove and Westchester

2600 N. Mannheim Road, Franklin Park, Illinois 60131

(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority, hereinafter referred to as "PSAP", and the Cook County Dispatch Center, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP Center (NORCOMM 911) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct transfer of 9-1-1 trunk line 847-911-3222.

Secondary: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-458-1000.

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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 advisory and policy board.

Any agreements of changes in agreements and operating policies must be approved by the advisory board.

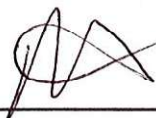
PSAP

By: 

Donald J. Nielsen
Director

Date: 01/17/19

PSAP

By:  _____

Martin Bennett Director

Date: _____ 1/17/19 _____

Proviso-Leyden Joint 9-1-1 Authority

Serving the communities of:

Bellwood, Franklin Park, Melrose Park, River Grove and Westchester
2600 N. Mannheim Road, Franklin Park, Illinois 60131
(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority, hereinafter referred to as “PSAP”, and the CERCCC Dispatch Center, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP Center (NORCOMM 911) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct transfer of 9-1-1 trunk line 847-911-3182.

Secondary: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-652-2130.

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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 advisory and policy board.

Any agreements of changes in agreements and operating policies must be approved by the advisory board.

PSAP

By: 

Donald J. Nielsen
Director

Date: 01/17/19

PSAP

By: 

Anthony J. Stua
Director

Date: 1/17/19

Proviso-Leyden Joint 9-1-1 Authority

Serving the communities of:

Bellwood, Franklin Park, Melrose Park, River Grove and Westchester
2600 N. Mannheim Road, Franklin Park, Illinois 60131
(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority, hereinafter referred to as "PSAP", and the Chicago OEMC, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP Center (NORCOMM 911) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct transfer of 9-1-1 trunk line 312-911-1277.

Secondary: Dispatch to your communications center via telephone call on your listed emergency telephone number 312-724-0911.

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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 advisory and policy board.

Any agreements of changes in agreements and operating policies must be approved by the advisory board.

PSAP

By: 

Donald J. Nielsen
Director

Date: 01/17/19

PSAP

By: 

Date: 1/24/19



EMERGENCY TELEPHONE SYSTEM
NORCOMM PUBLIC SAFETY COMMUNICATIONS INC
395 W. Lake Street
Elmhurst, IL 60126
BOARD OF DU PAGE COUNTY

Consolidated 9-1-1 Services for DuPage County
421 N. County Farm Road Wheaton, Illinois 60187
Main: 630-550-7743 etsb911@dupageco.org

BOARD MEMBERS:

Mr. Gary Grasso
Chairman
DuPage County Board Representative

Mr. Joseph Block
Vice Chairman
Village of Addison
DuPage Mayors & Managers
Conference Representative

Mrs. Gwen Henry
DuPage County Treasurer
Ex-Officio

Mr. Paul Hinds
Secretary - DuPage County Clerk
Ex-Officio

Deputy Chief James Connolly
Westmont Fire Department
DuPage County Fire Chiefs
Association Representative

Mr. Grant Eckhoff
DuPage County Board Representative

Mr. Mark Franz
Village of Glen Ellyn
DuPage Mayors & Managers
Conference Representative

Vacant
DuPage Sheriff's Office Representative

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Village of Oak Brook
DuPage Chiefs of Police
Association Representative

Ms. Diane McGinnis
Public Representative

Mr. Brian Tegtmeyer, ENP
DuPage Public Safety Communication
(DU-COMM) Representative

Mr. Michael G. Tillman, RPL
Superior Air-Ground Ambulance
Services Inc.
Emergency Services Representative

Ms. Linda M. Zerwin
Executive Director
9-1-1 System Coordinator

October 1, 2018

VIA CERTIFIED MAIL, RETURN RECEIPT REQUESTED
Executive Director Donald Nielsen
NORCOMM PUBLIC SAFETY COMMUNICATIONS INC
395 W. Lake Street
Elmhurst, IL 60126

Re: Call Handling Agreement for 2019

Dear Executive Director Donald Nielsen,

In 1991, The Emergency Telephone System Board of DuPage County (DuPage ETSB) was granted the authority to operate an Enhanced 9-1-1 System in its service area by the Illinois Commerce Commission. DuPage ETSB is operating an Enhanced 9-1-1 System with Phase 2 wireless.

Please note that the DuPage ETSB 911 System now consists of the following PSAPs: Addison Consolidated Dispatch Center (ACDC), DU-COMM and DuPage Sheriff's PSAP. An updated contact list has been provided with this letter to assist you.

Under the State of Illinois 9-1-1 System Administrator, new language for the call handling agreement was provided in 2016. The call handling agreement has been executed between DuPage ETSB and your agency on behalf of the PSAPs in your system. This call handling agreement, and any subsequent call handling agreement, is required by law and informs your agency of the manner in which DuPage ETSB will handle a 9-1-1 call received for your jurisdiction. The call handling agreement also defines the process of how service providers will respond to calls outside of DuPage ETSB's jurisdiction. A copy of the agreement is attached for your file.

Pursuant to 50 ILCS 750/15: annual certified notification, and on behalf of Chairman Grasso and the DuPage ETS Board, this letter will serve as notification that DuPage ETSB will continue to operate the Enhanced 9-1-1 System and to keep in full force and effect the call handling agreement executed with your agency.

Unless we receive written notification within 10 days of receipt of this letter, DuPage ETSB will accept your nonresponse as an affirmation that your agency has no objection to and will continue the Call Handling agreement for January 1, 2019 through December 31, 2019.

If you have any additional questions, please feel free to contact me at 630-550-7743. Thank you, and we look forward to a continued, positive working relationship.

Sincerely,

Linda M. Zerwin
911 System Coordinator

LMZ/ek



EMERGENCY TELEPHONE SYSTEM BOARD OF DUPAGE COUNTY

Enhanced 9-1-1 Emergency Service for DuPage County
421 N. County Farm Road Wheaton, Illinois 60187
Main: 630-550-7743 Fax: 630-221-0025

BOARD MEMBERS:

Mr. Gary Grasso
Chairman
DuPage County Board Representative

Mr. Joseph Block
Vice Chairman
Village of Addison
DuPage Mayors & Managers
Conference Representative

Mrs. Gwen Henry
DuPage County Treasurer
Ex-Officio

Mr. Paul Hinds
Secretary - DuPage County Clerk
Ex-Officio

Mr. Bradley Bloom
Village of Hinsdale
DuPage Chiefs of Police
Association Representative

Mr. Mark Franz
Village of Glen Ellyn
DuPage Mayors & Managers
Conference Representative

Deputy Chief James Connolly
Westmont Fire Department
DuPage County Fire Chiefs
Association Representative

Vacant
Public Representative

Mr. Grant Eckhoff
DuPage County Board Representative

Chief James Kruse
DuPage Sheriff's Office Representative

Mr. Brian Tegtmeyer, ENP
DuPage Public Safety Communication
(DU-COMM) Representative

Mr. Michael G. Tillman, RPL
Superior Air-Ground Ambulance
Services Inc.
Emergency Services Representative

Ms. Linda M. Zerwin
Executive Director
9-1-1 System Coordinator

CALL HANDLING/AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT For 911 Emergency Communications

This agreement is made between the Emergency Telephone System Board of DuPage County, ("9-1-1 System Authority") on behalf of its Public Safety Answering Points ("PSAPs"), and

NOR Comm 9-1-1
("Public Safety Agency"), for the purpose of effective handling and routing of 9-1-1 Emergency calls.

Addison Consolidated Dispatch Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 911 transfer 630-911-5316

Secondary: 630-911-5328 or Radio contact on DuPage STARCOM, IFERN or PSAP point to point

DU-COMM receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 911 Transfer 630-911-5338

Secondary: 630-833-9112 Radio contact on DuPage STARCOM, IFERN or PSAP point to point

DuPage County Sheriff's Office receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 911 transfer 630-911-5330

Secondary: 630-407-2400 or Radio contact on DuPage STARCOM, IFERN or PSAP point to point

Outside Agency Information receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 911 transfer: 847-911-3932

Secondary: 708-344-2124; Radio Contact on IFERN

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 according to State of Illinois Administrative Rules and internal policy. It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received according to State of Illinois Administrative Rules and internal policy. All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

9-1-1 Authority

By: [Signature]
Linda M. Zerwin
911 System Coordinator

Date: 11/17/2017

9-1-1 Authority

By: [Signature]
Authorized Agent
Print Name: DONALD NIELSEN

Date: 1/15/18

EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY
PRIMARY AND SECONDARY PSAPS

PRIMARY PSAPS		October 1, 2018		# of Pos
NAME	TYPE	LOCATION	Contact Information	
<p>1</p> <p>ADDITION CONSOLIDATED DISPATCH CENTER (ACDC)</p> <p>FIRE Addison Fire Protection District Bensenville Fire Protection District Itasca Fire Protection District Pleasantview Fire Protection District Tri-State Fire Protection District Westmont Fire Department Wood Dale Fire Protection District</p> <p>POLICE Addison Police Department Bensenville Police Department Bloomingdale Police Department DuPage County Forest Preserve Police Glendale Heights Police Department Itasca Police Department Westmont Police Department Wood Dale Police Department</p>	PRIMARY	<p>1471 W. JEFFREY DRIVE ADDISON, IL 60101</p> <p>Primary: 911 Transfer 630-911-5316 Secondary: 630-911-5328 or Radio contact on DuPage STARCOM, IFERN or PSAP point to point</p>	<p>Delores Temes – Director dtemes@addison-il.org 630-827-4853</p> <p>Brandon Hurd – Deputy Director / Police bhurd@addison-il.org 630-693-7908</p> <p>Bill Srejma – Deputy Director / Fire bsrejma@addison-il.org 630-693-7937</p>	35
<p>2</p> <p>DUPAGE PUBLIC SAFETY COMMUNICATIONS (DU-COMM)</p> <p>FIRE Bartlett Fire Protection District Bloomingdale Fire Protection District Carol Stream Fire Protection District Clarendon Hills Fire Department Darien-Woodridge Fire Protection District Downers Grove Fire Department Elmhurst Fire Department Glen Ellyn Volunteer Fire Company Glenview Fire Protection District Hanover Park Fire Department Hinsdale Fire Department Lisle-Woodridge Fire Protection District Lombard Fire Department Oak Brook Fire Department</p>	PRIMARY	<p>420 N. COUNTY FARM ROAD WHEATON, IL 60187</p> <p>Primary: 911 Transfer 630-911-5338 Secondary: 630-833-9112 or Radio contact on DuPage STARCOM, IFERN or PSAP point to point</p>	<p>Brian Tegtmeyer – Director bttegmeyer@ducomm.org 630-260-7500</p> <p>Matt Baarman – Deputy Director / Support Services (technical) mbaarman@ducomm.org 630-260-7514</p> <p>John Mostaccio – Deputy Director / Operations jmostaccio@ducomm.org 630-260-7504</p>	35

Proviso-Leyden Joint 9-1-1 Authority

Serving the communities of:

Bellwood, Franklin Park, Melrose Park, River Grove and Westchester

2600 N. Mannheim Road, Franklin Park, Illinois 60131

(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority, hereinafter referred to as "PSAP", and the Eisenhower Emergency Telephone System Board, operating the IKE 911 Center, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP Center (NORCOMM 911) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct transfer of 9-1-1 trunk line 847-911-3952.

Secondary: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-343-2134.

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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 advisory and policy board.

Any agreements of changes in agreements and operating policies must be approved by the advisory board.

PSAP

By: 

Donald J. Nielsen
Director

Date: 01/17/19

PSAP

By: 
Paul, Kurtzner, OEMC Director

Date: 011719

Proviso-Leyden Joint 9-1-1 Authority

Serving the communities of:

Bellwood, Franklin Park, Melrose Park, River Grove and Westchester

2600 N. Mannheim Road, Franklin Park, Illinois 60131

(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority, hereinafter referred to as "PSAP", and the ISP District Chicago Dispatch Center, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP Center (NORCOMM 911) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct transfer of 9-1-1 trunk line 847-294-4444.

Secondary: Dispatch to your communications center via telephone call on your listed emergency telephone number 847-294-4444.

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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.

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All agreements, management, records, and service will be the responsibility of the advisory and policy board.

Any agreements of changes in agreements and operating policies must be approved by the advisory board.

PSAP

By: 

Donald J. Nielsen
Director

Date: 01/17/19

PSAP

By: 

Date: 01/22/19

Proviso-Leyden Joint 9-1-1 Authority

Serving the communities of:

Bellwood, Franklin Park, Melrose Park, River Grove and Westchester
2600 N. Mannheim Road, Franklin Park, Illinois 60131
(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority, hereinafter referred to as "PSAP", and the LTACC Dispatch Center, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP Center (NORCOMM 911) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct transfer of 9-1-1 trunk line 847-911-3062.

Secondary: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-352-2131.

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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.

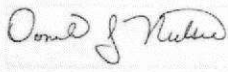
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It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

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Any agreements of changes in agreements and operating policies must be approved by the advisory board.

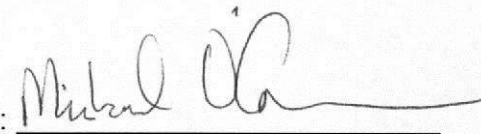
PSAP

By: 

Donald J. Nielsen
Director

Date: 01/17/19

PSAP LTACC

By: 

Director MICHAEL O'CONNOR

Date: 1/17/19

Proviso-Leyden Joint 9-1-1 Authority

Serving the communities of:

Bellwood, Franklin Park, Melrose Park, River Grove and Westchester
2600 N. Mannheim Road, Franklin Park, Illinois 60131
(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority, hereinafter referred to as "PSAP", and the Municipal Consolidated Dispatch Center, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP Center (NORCOMM 911) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct transfer of 9-1-1 trunk line 847-911-3442.

Secondary: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-320-7880.

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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.

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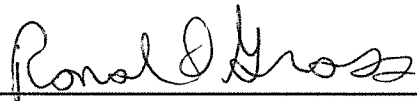
PSAP

By: 

Donald J. Nielsen
Communications Director

Date: 01/17/19

PSAP

By: 

Ron Gross
Director

Date: 01/17/19

Proviso-Leyden Joint 9-1-1 Authority

Serving the communities of:

Bellwood, Franklin Park, Melrose Park, River Grove and Westchester

2600 N. Mannheim Road, Franklin Park, Illinois 60131

(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority, hereinafter referred to as "PSAP", and the Northwest Central Dispatch Center, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP Center (NORCOMM 911) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct transfer of 9-1-1 trunk line 847-911-5852.

Secondary: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-398-1130.

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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.


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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 advisory and policy board.

Any agreements of changes in agreements and operating policies must be approved by the advisory board.

PSAP

By: 

Donald J. Nielsen
Director

Date: 01/17/19

PSAP

By: 

John Ferraro
Director

Date: 1/18/2019

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) **PROVISO LEYDEN ETSB**, for the purpose of effective call handling and routing of 9-1-1 Emergency Calls.

CALL HANDLING

(9-1-1 System Name) **SOUTH WEST COOK COUNTY ETSB** receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Primary 9-1-1 Routing Number from AT&T: 847-911-3932 (State Specific Procedures if radio frequency-identity number, if talk group identify name, if telephone-identify telephone number)

Secondary: Direct Telephone Number: 847-451-8000 (State Specific Procedures if radio frequency-identity number, if talk group identify name, if telephone-identify telephone 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 the 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.

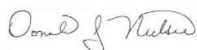
South West Cook County ETSB

Proviso-Leyden Joint 911 Authority

9-1-1 Authority

Public Safety Agency

By:  Joseph Beckwith

By:  Donald Nielsen

Title: 911 Director

Title: Executive Director

Proviso-Leyden Joint 9-1-1 Authority

Serving the communities of:

Bellwood, Franklin Park, Melrose Park, River Grove and Westchester
2600 N. Mannheim Road, Franklin Park, Illinois 60131
(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority, hereinafter referred to as "PSAP", and the Wheeling-Des Plaines Joint ETSB, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP Center (NORCOMM 911) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct transfer of 9-1-1 trunk line 630-911-5997.

Secondary: Dispatch to your communications center via telephone call on your listed emergency telephone number 847-403-4590.

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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 advisory and policy board.

Any agreements of changes in agreements and operating policies must be approved by the advisory board.

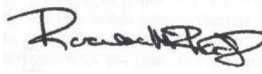
PSAP

By: 

Donald J. Nielsen
Director

Date: 01/17/19

PSAP

By: 

Rocella M. Rodgers
Communications 9-1-1 Center Manager

Date: 01/18/2019

Proviso-Leyden Joint 9-1-1 Authority

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2600 N. Mannheim Road, Franklin Park, Illinois 60131
(847) 451-8000 Dispatch Center – (847) 451-1713 Fax Number

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT (2018)

For 9-1-1 Emergency Communications

This agreement is made between the Proviso-Leyden Joint 9-1-1 Authority, hereinafter referred to as "PSAP", and the West Suburban Consolidated Dispatch Center (WSCDC), for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

The Proviso-Leyden Joint 9-1-1 Authority PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct transfer of 9-1-1 trunk line.

Secondary: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-771-9110

AID OUTSIDE JURISDICTION BOUNDARY

This agreement shall provide that, 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.

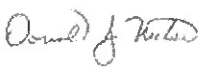
The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

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 advisory and policy board.

Any agreements of changes in agreements and operating policies must be approved by the advisory board.

PSAP

By: 

Donald J. Nielsen
Communications Director

Date: _____

PSAP

By:  _____

Director Brian Staunton
WSCDC

Date: 01-25-2019