

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



**State of Illinois**

**Application for**  
**9-1-1 Modification Plan**  
**Long Form**

# INTRODUCTION

The following document provides the application for submitting a 9-1-1 Modification Plan that will supply the Illinois State Police (ISP), the Illinois Commerce Commission (ICC), and the Statewide 9-1-1 Administrator (Administrator) with the necessary information about your proposal to modify your 9-1-1 system. All modification plans must comply with 83 Ill. Adm. Code Part 1324.300 and 1324.310.

## LONG FORM MODIFICATION PLAN:

**NOTE: If the modification results in increased network costs for the State, the costs must be pre-approved by the Administrator pursuant to Section 1326.210 before submitting the Modification Plan.**

The following 9-1-1 system changes require Administrator approval:

1. Changing geographic boundaries for wireline, wireless, VoIP, and text where it requires an intergovernmental agreement between 9-1-1 Authorities to modify those boundaries
2. Changes in network configuration, or 9-1-1 system provider except as provided for in subsection 1325.200(h), (i.e., implementation of a Next Generation 9-1-1 (NG9-1-1) system) or Cloud-Based 9-1-1 Call Handling Equipment (Narrative Statement required)
3. Change of Backup PSAP arrangement or Pre-Determined Alternate Route(s).

The Modification Plan must include the following documents:

<b>General Information</b>	Contact and 9-1-1 System information.
<b>Verification</b>	Notarized statement of truth regarding information provided in the plan.
<b>Letter of Intent</b>	Letter sent to 9-1-1 System Provider with a copy of the plan.
<b>Narrative Statement</b>	A detailed summary of the changes to the proposed system's operation.
<b>Financial Information</b>	A summary of anticipated implementation costs and annual operating costs of the modified 9-1-1 system that are directly associated with 9-1-1 as well as the anticipated revenues. Include the email request and Administrator's approval that support your network costs.
<b>Communities Served</b>	A list of all communities that are served by the 9-1-1 System.
<b>Participating Agencies</b>	A list of public safety agencies (Police, Fire, EMS, etc.) who are directly dispatched by the 9-1-1 System.
<b>Adjacent 9-1-1 Authorities</b>	List all adjacent 9-1-1 authorities that provide call handling and/or aid outside of your jurisdictional boundary.
<b>Originating Service Providers (OSP)</b>	A list of each OSP's exchange(s), prefix(es), and the 9-1-1 System Providers (OSP) configurations that will be used in the proposed system.
<b>Test Plan</b>	The 9-1-1 System's overall plan detailing how and to what extent the network and database will be tested. A Test Plan is required for all modifications.
<b>Zip Codes</b>	List each Zip Code within the 9-1-1 System boundary.

**Attachments (if applicable)**

**Backup PSAP Agreement**

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

Backup PSAP Agreement is not Changed/Affected by this Modification.

**Call Handling Agreements**

Call handling agreements describe the primary and secondary dispatch agreement method(s) to be used by requesting parties within their respective jurisdictions.

Call Handling Agreement(s) are not Changed/Affected by this Modification.

**Contracts**

The contract for a new NG9-1-1 system provider.

**Network Diagram**

Provided by the 9-1-1 system provider showing network, backup configuration and pre-determined alternate route(s).

**Modification Plans must be filed electronically on the ISP's website at:**

<https://isp.illinois.gov/Statewide911Division/ConsolidationPlansAndWaivers> where you will see the box below:



Once the plan is submitted, the ISP and the ICC each have 20 days to provide a technical review of the plan to submit to the Administrator for approval.

# GENERAL INFORMATION

DATE: 01/27/2026

SYSTEM NAME	POPULATION SERVED	LAND AREA IN SQ. MILES
Deerfield JETSB	35,000	16.32

LIST PSAPS, SAPS, AND VAPS:	PRIMARY	SECONDARY
Deerfield JETSB (Deerfield PD)	Yes	

911 System Contact: Commander Steve Pettorelli

Street Address: 850 Waukegan Rd

City, State and Zip Code: Deerfield, IL 60015

Office Telephone: 847-794-7577

Cellular Telephone: \_\_\_\_\_

Email: spettorelli@deerfield.il.us

**Please check:**

- Receive Integrated 9-1-1 Text (SMS)
- Receive Integrated 9-1-1 Text (RTT)
- Receive 9-1-1 Videos/Pictures (MMS)

Text Control Center: Intrado

# VERIFICATION

I, Steve Pettorelli, first being duly sworn upon oath, depose and say that I am Communications Director, of Deerfield 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.



Steve Pettorelli

Subscribed and sworn to before me

this 27 day of January, 20 26.



NOTARY PUBLIC, ILLINOIS



**9-1-1 SYSTEM PROVIDER  
LETTER OF INTENT**

11/17/2025

(Date)

**Josh Folta**

(9-1-1 System Provider Company Representative)

**AT&T**

(9-1-1 System Provider Company Name)

**10 S Canal Chicago, IL 25th Floor 60606**

(Street Address)

**Oak Lawn, IL 60453**

(City, State, Zip Code)

Dear **Josh** \_\_\_\_\_:

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 Illinois State Police for approval.

Thank you for your assistance in this matter.

Sincerely,

**Steve Pettoelli**



**Communications Director**

enclosure: Modification Plan

# NARRATIVE STATEMENT

Please answer the questions below and provide a detailed summary to assist the Illinois State Police (ISP), the Illinois Commerce Commission (ICC), and the Statewide 9-1-1 Administrator (Administrator) with an understanding of the plan and the nature of the modification as it applies to this application. Please use additional sheets if necessary.

1. Explain the reason for submitting the modification and provide the name and contact information for your certified 9-1-1 system provider, NGCS provider, and NOC/SOC provider.

Deerfield United JETSB is requesting to modify its 9-1-1 system by replacing their current on-premise call handling solution with the Carbyne APEX, cloud based, call handling solution. In the current solution, AT&T/Intrado have physical routers in place at Deerfield United that deliver ESInet and connect it to their current call handling system. The Carbyne solution will replace this architecture with two Points of Interconnect (POIs) in place of the physical, on premise routers. These POIs are located in geographically diverse locations, in data centers located in Dallas, TX and Ashburn, VA. These POIs then connect to Carbyne's cloud infrastructure in the AWS GOV Cloud, East and West. Deerfield United JETSB is also requesting that the Riverwoods Police Department join the Deerfield United JETSB after leaving the disbanded Lake County ETSB. See attached Resolution and Call Handling Agreements.

2. Explain the national standards, protocols and/or operating measures that will be followed.

The 9-1-1 System will comply with all State and Federal requirements and is compliant with the National Emergency Number Association (NENA) Standards including the NENA i3 Standard for Next Generation – NENA-STA-010.3a-2021.

3. Explain what measures have been taken to create a robust, dependable, and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment.

The Carbyne solution will have two Points of Interconnect (POIs) in place of the physical, on premise routers. These POIs are located in geographically diverse locations, in data centers located in Dallas, TX and. These POIs then connect to Carbyne's cloud infrastructure in the AWS GOV Cloud, East and West.

4. Explain what security measures will be placed on the PSAP's 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.

Carbyne security plan is heavily redacted as there is sensitive information pertaining to their core infrastructure: they did provide a Security Incident Response Plan Policy, which contains the document outline, but no specifics. Carbyne provided an NDA form and the SOC 2 report. See Attached

5. Identify the backup PSAP. (Name and Address)

Glenview North Public Safety - 1877 Old Deerfield Rd, Highland Park, IL 60035

6. Indicate the PSAP Name(s) and Address(es) for your predetermined alternate route(s) or specify if none.

Glenview South Public Safety PSAP 2500 East Lake Avenue, Glenview, IL 60025, is the predetermined alternate route for Deerfield United PSAP.

7. Explain how split exchanges will be managed.

Split exchanges will be routed by the 9-1-1 provider, AT&T, One-button transfers will be programmed on the phone system for efficiency, in the event a call is routed incorrectly.

8. Explain how the GIS database will be maintained and how boundary, address point, and street center line errors will be corrected and updated on a continuing basis.

GIS data is submitted to the AT&T ESInet via a web-based spatial interface portal. The portal provides secure GIS file transfer. 9-1-1 Authorities can maintain their local database schema and configure database changes using attribute field mapping tools. The Spatial Interface validation engine logs errors and refers errors back to the originating 9-1-1 Authority in comprehensive reports that are retrieved in the 9-1-1 Enterprise Geospatial Database Management System.

9. Indicate who will be responsible for updating and maintaining the data. Updates are required whenever there is a change to the Road Centerline layer that includes a new or changed road name(s) or a database change, or annexation that modifies the Law, Fire, or EMS Boundary Layer, and whenever an updated version of the workflow tool is released.

GIS Vendor "MGP" Maintains Deerfield JETSB GIS Database. They coordinate with Deerfield Police Department Communication Director and Village of Deerfield's IT department.



## ☑ Narrative Statement - Cloud-Based 9-1-1 Call Handling Equipment

### General System Requirements

- Is the cloud-based 911 Call Handling solution NG911-compliant and aligned with NENA i3 standards?
- Is the vendor/system authorized to connect to the state or regional ESInet?
- Does the redundant cloud hosting environment utilize geographically diverse data centers? Provide specific details.
- Is the system architecture scalable to accommodate fluctuating call volumes?
- Are 24/7 monitoring and technical support services available?

Is the cloud-based 911 Call Handling solution NG911-compliant and aligned with NENA i3 standards?

- Yes

Is the vendor/system authorized to connect to the state or regional ESInet?

-Yes

Does the redundant cloud hosting environment utilize geographically diverse data centers? Provide specific details.

- The Carbyne solution will replace this architecture with two Points of Interconnect (POIs) in place of the physical, on premise routers. These POIs are located in geographically diverse locations, in data centers located in Dallas, TX and Ashburn, VA. These POIs then connect to Carbyne's cloud infrastructure in the AWS GOV Cloud, East and West.

Is the system architecture scalable to accommodate fluctuating call volumes?

-Yes - The system architecture scalable to accommodate fluctuating call volumes.

Are 24/7 monitoring and technical support services available?

There is 24/7 monitoring and technical support services available through Carbynes 1-800 number.

### Connectivity & Network Readiness

- Are there secure and redundant connection paths to the ESInet? Provide detailed specifications.
- Is Network-to-Network Interface (NNI) configuration supported?
- Does the system utilize IP-based SIP trunking with TLS and SRTP encryption protocols?
- Are Public Safety Grade Service Level Agreements (SLAs) in place? Attach SLAs.
- Have all relevant IP addresses and DNS details been provided to the ESInet provider (AT&T, Aurelian (Comtech), or INdigital)?

Are there secure and redundant connection paths to the ESInet? Provide detailed specifications.

a. Yes. Carbyne has proposed a Private carrier grade Ethernet Circuit between its cloud instances in AWS GovCloud (US), and the PSAP with an automatic failover path to AT&T Firstnet, using tertiary Deerfield's Dedicated Internet Access circuits. The failover routes utilized Virtual Private Network connections and all connections are encrypted end-to-end (during transit and at rest) with AES-256.

Is Network-to-Network Interface (NNI) configuration supported?

a. Yes. Carbyne has established Network-to-Network interfaces with all major NGCS providers at either its Points of Interconnection (POI) located in Dallas, Texas and Ashburn, VA, or directly via cloud-to-cloud interfaces.

Does the system utilize IP-based SIP trunking with TLS and SRTP encryption protocols?

a. Yes.

Are Public Safety Grade Service Level Agreements (SLAs) in place? Attach SLAs.

a. Yes. SLA's attached. Section 5.2, page 15.

Have all relevant IP addresses and DNS details been provided to the ESInet provider (AT&T, Aurelian (Comtech), or Indigital)?

a. Site configuration is conducted during the project phase, but Carbyne has existing relationships with all major NGCS providers as well as deployment processes and operational readiness test flows.

### Call Handling Capabilities

- Can the cloud-based Call Handling Equipment (CHE) receive SIP-based 911 calls with complete PIDF-LO location information?
- Is Real-Time Text (RTT) supported?
- Does the system provide TTY compatibility?
- Are transfer capabilities to and from adjacent PSAPs over the ESInet supported, including full metadata preservation?
- Are features such as call queuing, priority routing, and selective routing implemented?

Can the cloud-based Call Handling Equipment (CHE) receive SIP-based 911 calls with complete PIDF-LO location information?

a. Yes

Is Real-Time Text (RTT) supported?

a. Yes. RTT is ready to be deployed when the customer is ready.

Does the system provide TTY compatibility?

a. Yes. APEX provides full access to TDD/TTY functionality

Are transfer capabilities to and from adjacent PSAPs over the ESInet supported, including full metadata preservation?

a. Yes.

Are features such as call queuing, priority routing, and selective routing implemented?

a. Yes. These options are configured during the configuration phase.

### Location & Data Handling

- Is the system integrated with a Location Information Server (LIS)?
- Can location data be displayed and acted upon in real time?
- Are logs and records of ALI, PIDF-LO, and routing decisions stored securely and in compliance with applicable standards?
- Does the CHE support NG911 multimedia data types such as video, images, telematics, and sensor data?

Is the system integrated with a Location Information Server (LIS)?

a. Yes.

Can location data be displayed and acted upon in real time?

a. Yes. APEX provides updates on location to the end-user as soon as they are received from the NGCS provider.

Are logs and records of ALI, PIDF-LO, and routing decisions stored securely and in compliance with applicable standards?

a. Yes. Carbyne sets record retention policies based on customer statutes. All data is housed encrypted with AES-256, and stored in AWS GovCloud (US)

Does the CHE support NG911 multimedia data types such as video, images, telematics, and sensor data?

a. Yes. Carbyne supports multimedia data as native functionality.

#### Interoperability Testing

- Has the cloud provider successfully completed test scenarios with the ESInet provider?
- Has end-to-end call flow—covering call origination, routing, handling, and transfer—been validated?
- Has the accurate receipt and preservation of SIP headers and metadata been confirmed? Provide test results and outcomes.

Will be provided during ORT.

#### Security & Compliance

- Is the system compliant with CJIS security requirements and SOC 2 Type II certified?
- Does the system support end-to-end encryption for both voice and data using TLS 1.2 or higher?
- Are role-based access controls and system audit logs implemented?
- Is a cybersecurity incident response plan in place? Attach the plan.

Is the system compliant with CJIS security requirements and SOC 2 Type II certified?

a. Carbyne is SOC 2 Type II certified and independent, 3rd party auditors review our compliance. While Carbyne APEX does not store or process CJIS data, the facilities and our security practices exceed the requirements for CJIS requirements.

Does the system support end-to-end encryption for both voice and data using TLS 1.2 or higher?

a. Yes. Carbyne uses TLS 1.3 where available and falls back to 1.2 where required.

Are role-based access controls and system audit logs implemented?

a. Yes. Carbyne uses a Zero Trust Architecture, or Perimeter Security and fully logs all user activity.

Is a cybersecurity incident response plan in place? Attach the plan.

a. For security reasons, Carbyne redacts certain sensitive information for operational security. We are happy to provide the full, unredacted report with the execution of an NDA.

## Training & Documentation

- Provide a training plan for telecommunicators and IT staff.
- Provide detailed documentation covering call flow, failover mechanisms, recovery processes, and maintenance schedules.
- Include Tier 1 and Tier 2 support contact information.
- Include escalation procedures and confirm they have been shared with the ESInet provider.

Provide a training plan for telecommunicators and IT staff.

The initial training will be conducted using Carbyne's self-led on-line learning platform. This training will lead users through orientation of the APEX user interface and navigate through each feature within the platform. Additionally, administrative staff will receive training in the use of Control Center and Events History. The on-line training will be available to users for two full weeks in order to allow for each user to complete it. Following the two week on-line training, a Carbyne Customer Success Manager will report on site to complete a skills sign-off with each user. This will be completed in groups of up to 10 users, according to staffing needs, in 2-hour sessions. This will take place on the APEX training stations. The skills sign-off will be completed over the course of 3 consecutive days.

a. User Training Plan attached. The cloud-native architecture does not require any specialized training for maintenance personnel other than basic network and PC skills.  
Include Tier 1 and Tier 2 support contact information.

a. Tier 1 and Tier 2 support contact information can be found in the attached Support SLA document for question 4.

Include escalation procedures and confirm they have been shared with the ESInet provider.

a. Escalation procedures can be found in the Support SLA document attached for question 4. Carbyne has rigorous support procedures with the NGCS providers and have established e-bonding between vendors to ensure seamless ticketing creation and data exchange during incidents and support issues.

## Go-Live Preparation

- Have test calls been scheduled and coordinated with the ESInet provider? Provide testing schedule.
- Has a cutover plan been developed and shared? Attach the plan.
- Is a backup call routing plan confirmed? Attach the plan.
- Provide a contingency plan for system failure or degraded performance.

The project will be implemented starting mid November 2025, with a Go-Live date of May, 2026.

# FINANCIAL INFORMATION

Annual Recurring 9-1-1 Network Costs Prior to Modification	\$	<u>19,032.00</u>
Projected Annual Recurring 9-1-1 Network Costs After Modification	\$	<u>19,032.00</u>
Installation Cost of the Project	\$	<u>351,706.00</u>
Additional Recurring Costs as a Result of the Modification – Provide Explanation Below	\$	<u>25,000.00</u>

A summary of anticipated implementation costs and annual operating costs of the modified 9-1-1 system that are directly associated with 9-1-1 as well as the anticipated revenues. Include the email request and Administrator's approval that support your network costs.

Implementation costs are related to the one time purchase of equipment such as 911 call handling equipment expansion, computers, and services to install equipment needed to support the dispatch operations for Deerfield, Bannockburn, Riverwoods and Lincolnshire Police Departments.

Additional Recurring Costs as a Result of the Modification: Computer Software licenses, ongoing maintenance costs , additional monitors, ESInet circuits, Cell circuit for backup, etc. This is an estimated cost at this time due to CARBYNE cloud based call taking software being implemented.

# COMMUNITIES SERVED

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

*(ADD ADDITIONAL PAGES AS NEEDED)*

CITY, TOWN, OR VILLAGE	STREET ADDRESS, CITY, ZIP CODE
Village of Deerfield	850 Waukegan Road, Deerfield, IL 60015
Village of Bannockburn	2275 Telegraph Road, Bannockburn, IL 60015
Village of Riverwoods	845 Saunders Road, Riverwoods, IL 60015
Village of Lincolnshire	1 Old Half Day Road, Lincolnshire, IL 60069

# PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS etc.) that are directly dispatched by the 9-1-1 System. Do not forget to include County Sheriff's jurisdiction and Illinois State Police Troops, if applicable. Each agency that appears on this list needs to have signed a call handling agreement.

(ADD ADDITIONAL PAGES AS NEEDED)

9-1-1 PARTICIPATING AGENCY	STREET ADDRESS, CITY, ZIP CODE	ADMINISTRATIVE TELEPHONE NO.	DIRECT DISPATCH	TRANSFER
Deerfield PD	850 Waukegan Rd, Deerfield,IL 60015	847-945-8636	X	
Bannockburn PD	2275 Telegraph Road, Bannockburn,IL 60015	847-945-9490	X	
Riverwoods PD	845 Saunders Rd, Riverwoods,IL 60015	847-945-1130	X	
Lincolnshire PD	1 Olde Half Day Rd, Lincolnshire,IL 60069	847-883-9900	X	
State Police Troop 3	9511 W. Harrison St. Des Plaines, IL 60016	(847) 294-4400		X
Deerfield-Bannockburn Fire	500 Waukegan Rd,Deerfield,IL 60015	847-945-4066		X
Lincolnshire-Riverwoods Fire	115 Schelster Road Lincolnshire, IL 60069	847-634-2512		X

## ADJACENT 9-1-1 AUTHORITIES

Provide a list of 9-1-1 Authorities that are adjacent to the proposed system's boundaries. Each 9-1-1 Authority that appears on this list needs to have signed a call handling agreement.

AGENCY	STREET ADDRESS, CITY, ZIP CODE	TELEPHONE NUMBER
Glenview Public Safety North	1677 Old Deerfield Rd, Highland Park, IL 60035	847-861-9613
Northbrook PD	1401 Landwehr Rd, Northbrook, IL 60062	847-564-2060
Lake County Sheriff	1303 N Milwaukee Avenue, Libertyville, IL 60048	847-549-5200
Lake Comm	656 W. Winchester Rd. Libertyville, IL 60048	847-984-2321
Glenview Public Safety South	2500 E. Lake Ave, Glenview,IL 60026	847-724-1700
IL State Police Troop 3	9511 W. Harrison St. Des Plaines, IL 60016	847-294-4400
Cook County Sheriff	9511 W. Harrison Des Plaines, IL 60016	847-635-1188
NWCD	1975 E. Davis, Arlington Heights,IL	847-398-1130



## ORIGINATING SERVICE PROVIDERS (OSP)

(Wireline, Wireless, VoIP, Text)

A list of each OSP's exchange(s), prefix(es), and the 9-1-1 System Providers (OSP) configurations that will be used in the proposed system.

(ADD ADDITIONAL PAGES AS NEEDED)

ORIGINATING SERVICE PROVIDER	STREET ADDRESS, CITY, ZIP CODE	TELEPHONE NUMBER
AT&T		888-243-1911
SBC		866-730-8154
CLEC		217-824-6398
ALLEGIANCE		800-421-3872
CBEYOND		866-424-9233
CIMCO		630-691-8080
FOCAL		877-453-8353
FRONTIER		877-262-6822
GLOBAL COM		888-859-1531
GLOBAL CROSSING		888-859-0911
INTERMEDIA		650-641-4000
LEVEL 3		888-404-9750
MCI		800-275-0014
MCLEOD		800-332-2385
MFS-INTELENET		312-580-0170
MGC		480-719-9556
MPOWER		585-218-6550
PAETEC		800-345-4484
TDS METROCOM		888-790-1216
WORLDCOM		800-844-1001
XO COM		888-575-6398
VERIZON WIRELESS		800-922-0204
T-MOBILE		866-735-7700
COMCAST		800-934-6489

# TEST PLAN

1. The Test Plan defines testing with all OSPs and Aggregators who are known, including but not limited to, call testing, system overflow, system backup, pre-determined alternate routing, call transfers, NG9-1-1 address components and functionality, Integrated Text to 9-1-1 for Short Message Service (SMS) or Real Time Text (RTT) and if applicable, Multimedia Messaging Service (MMS), measurement tools, reporting solutions and voice and speech quality. The Test Plan should include Failover Test Cases, Network Equipment Test Cases, Call Handling Equipment Test Cases, Call Processing Test Cases including Text and Split Exchange Testing.

The test plan utilized will be substantially similar to the testing done when Deerfield United want to the ESINet. Wireless and Wireline test calls will be made: Deerfield Transfer Calls to neighboring PSAPS. Rollover to Glenview Public Safety North.

See attached Testing Plan

2. List wireline exchanges to be tested.

Deerfield, Bannockburn, Riverwoods and Lincolnshire

3. List the Wireless, Text, and VoIP Carriers to be tested.

Verizon Wireless, AT&T Mobility, T-Mobile, Comcast (VOIP), Vonage (VOIP), Intrado (VOIP) and Ring Central

## ZIP CODES

Provide a list of Zip Codes for the communities within the boundary of your 9-1-1 System along with those being added. The Statewide 9-1-1 Bureau will determine the 9-1-1 Authority's zip code percentage using the NG9-1-1 GIS Address Point data within each Zip Code Boundary.

60015 - Village of Riverwoods, Village of Deerfield and Village of Bannockburn (all the same ZIP)

60069 - Village of Lincolnshire

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, Deerfield JETSB (9-1-1 Authority) and the Village of Village of Riverwoods Police Department (Public Safety Agency) for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

("9-1-1 Authority"): Village of Riverwoods Police Department receives a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** ESInet: sos@drfdilpd1.lake.il.us (state specific procedures - if radio frequency-identify frequency number, if talk group-identify name, if telephone-identity telephone number)

**Secondary:** Manual Transfer: 847-734-6217 or Starcom DF-DISP1 (state specific procedures - if radio frequency identify frequency etc.)

## 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 is used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP agrees to keep all records, times, and the location 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.

Deerfield JETSB  
9-1-1 Authority

Signature: John J. Sliozis

Title: *Chief of Police- John J. Sliozis*

Date: January 26, 2026

Village of Riverwoods Police Department  
Public Safety Agency

Signature: Bruce Dayno

Title: *Chief of Police- Bruce Dayno*

Date: January 27, 2026

**VILLAGE OF DEERFIELD**

**RESOLUTION NO. 2026- R-26-09**

**A RESOLUTION APPROVING AN INTERGOVERNMENTAL AGREEMENT FOR  
THE PROVISION OF EMERGENCY DISPATCH SERVICES  
WITH THE VILLAGE OF RIVERWOODS**

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

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

**WHEREAS**, the Village of Deerfield operates an emergency dispatch center ("**Dispatch Center**") and provides 9-1-1 call answering and dispatch services to a number of surrounding communities; and

**WHEREAS**, the Village of Riverwoods ("**Riverwoods**") is seeking to have 9-1-1 call answering and dispatch services performed by Deerfield from the Dispatch Center, on behalf of its Police Department and other ancillary services (collectively the "**Dispatch Services**"); and

**WHEREAS**, Deerfield anticipates concurrently providing services similar to the Dispatch Services from the Dispatch Center to the Village of Bannockburn and the Village of Lincolnshire; and

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

**WHEREAS**, the Village Board has determined that entering into the Agreement with Riverwoods will serve and be in the best interests of the Village and its residents; and

**NOW, THEREFORE, BE IT RESOLVED BY THE VILLAGE BOARD OF DEERFIELD, LAKE AND COOK COUNTIES, ILLINOIS**, as follows:

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

**SECTION 2: APPROVAL OF AGREEMENT.** The Village Board hereby approves the Agreement in substantially the same form as attached to this Resolution as **Exhibit A** and in a final form approved by the Village Attorney.

**SECTION 3: AUTHORIZATION TO EXECUTE AGREEMENT.** The Mayor and the Village Clerk are hereby authorized and directed to execute and attest, on behalf of the Village, the Agreement. If the executed copy of the final Agreement is not received by the Village Clerk within 60 days after the effective date of this Resolution, then this authority to execute and attest will, at the option of the Mayor and Board of Trustees, be null and void.

**SECTION 4: EFFECTIVE DATE.** This Resolution shall be in full force and effect from and after its passage and approval by a majority of the members of the Board of Trustees.

AYES: Benton, Berg, Goldstone, Jacoby, Oppenheim

NAYS: None


ABSTAIN: None

ABSENT: Greenberg, Shapiro

PASSED: January 20, 2026

APPROVED: January 21, 2026

RESOLUTION NO: R-26-09

  
\_\_\_\_\_  
Daniel C. Shapiro, Mayor

ATTEST:

  
\_\_\_\_\_  
Kent S. Street, Village Clerk



**EXHIBIT A**  
**AGREEMENT**

**EMERGENCY DISPATCH SERVICES AGREEMENT BETWEEN  
THE VILLAGE OF DEERFIELD AND VILLAGE OF RIVERWOODS**

THIS AGREEMENT is made as of January 20, 2026, by and between the **VILLAGE OF DEERFIELD**, an Illinois home rule municipal corporation ("**Deerfield**") and the **VILLAGE OF RIVERWOODS**, an Illinois home rule municipal corporation ("**Riverwoods**"). In consideration of the mutual promises of the parties hereto made each to the other and other good and valuable consideration, Deerfield and Riverwoods hereby agree as follows:

**Section 1. Background.**

- A. Article VII, Section 10 of the Illinois Constitution of 1970 provides for intergovernmental cooperation between units of local government such as Deerfield and Riverwoods, including the power to contract or otherwise associate among themselves to obtain or share services and to exercise, combine, or transfer any power or function in any manner not prohibited by law or by ordinance and to use their credit, revenues, and other resources to pay costs related to intergovernmental activities. The Illinois Intergovernmental Cooperation Act, 5 ILCS 220/1 *et seq.*, provides that any power or powers, privileges or authority exercised or which may be exercised by a unit of local government may be exercised and enjoyed jointly with any other unit of local government.
- B. Deerfield and Riverwoods are units of local government.
- C. Deerfield operates an emergency dispatch center, and Riverwoods is seeking to have Deerfield perform emergency dispatch services for Riverwoods's police department and other services as hereinafter described.
- D. Deerfield and Riverwoods have determined that it is in the best interests of each party to this Agreement and the public health, safety and welfare of persons and property within Deerfield and Riverwoods to enter into this Agreement providing that Deerfield shall provide emergency dispatch services to Riverwoods.

**Section 2. Provision of Emergency Dispatch Services by Deerfield and Corresponding Obligations of Riverwoods.**

- A. Operation of Full Service Emergency Dispatch Center by Deerfield. Deerfield shall continue to operate directly an emergency dispatch center to provide emergency dispatch services to Riverwoods. Services to be provided by Deerfield to Riverwoods (collectively, "**Dispatch Services**") shall include, without limitation, the following, and shall be conducted at a level equal to the overall service level provided to Deerfield's residents and non-resident customers:
  - 1. Provide 24-hour a day answering of all emergency 9-1-1 and police 10-digit emergency telephone calls emanating from within the borders of Riverwoods.
  - 2. Maintain updated telephone lists of Riverwoods staff and employees.
  - 3. Implement and utilize call-out procedures agreed upon and adopted by the parties for emergencies and non-emergencies.
  - 4. Provide answering of all calls made to the public safety non-emergency 10-digit Police Department telephone number after normal business hours of the Police Department, as



may be designated from time to time by the Chief of the Riverwoods Police Department (typically between 1630 hours and 0800 hours).

5. Provide administrative phone call relief in limited circumstances during normal business hours, when a Riverwoods Record's Clerk is temporarily unavailable.
6. Provide audio and video monitoring of Riverwoods Police Officers during the prisoner booking process at the Riverwoods Police Department.
7. Provide 24-hour a day emergency dispatching for all Riverwoods Police Department calls for service and related activities as well as after-hours notification of Riverwoods Public Works as requested by the Riverwoods Police.
8. Maintain and operate radio and computer communications with Riverwoods for all Police Department emergency dispatch calls, utilizing dispatching procedures agreed upon and adopted by the Parties.
9. Maintain daily employee staffing levels sufficient for Deerfield to provide Riverwoods with the Dispatch Services.
10. Perform, in accordance with procedures agreed upon and adopted by the Parties, supervised transfers of 9-1-1 calls for fire or EMS service to the Lincolnshire-Riverwoods Fire Protection District's or the Deerfield-Bannockburn Fire Protection District's designated dispatch facility, depending on the origin of the call, for such calls at no additional cost.
11. Provide general information to and answer questions related to public health and safety issues (i.e. boil orders or street closures) and general information related to Police and other Riverwoods services asked by Riverwoods residents, non-resident customers, and others in accordance with informational materials provided by Riverwoods.
12. Upon request by Riverwoods, provide copies of reports on call volume, LEADS reports, officer time usage, and any other reasonably requested reports routinely maintained by a law enforcement agency.
13. Maintain a call logging and recording system of all telephone calls and, upon written request, provide copies of recorded calls to the Riverwoods Police Department. Deerfield will further provide assistance in timely responding to litigation related discovery involving Riverwoods' emergency calls or properly submitted Freedom of Information Act requests.
14. Conduct, at Riverwoods' request, Riverwoods's required operations pertaining to the Law Enforcement Data System program ("**LEADS**") and the National Crime Information Center program ("**NCIC**"), including, without limitation, any of the following activities:
  - a. Assist and cooperate with all audits of the LEADS and NCIC program files and operations.
  - b. Enter information into LEADS or NCIC as requested by Riverwoods, including without limitation warrants and sex offenders.

- c. Maintain and manage hot files.
  - d. Maintain and manage all LEADS and NCIC files.
  - e. Remove from the LEADS and NCIC files information and data that is no longer current or accurate.
  - f. Update and validate, on a regular basis, LEADS and NCIC data and files, with information provided by Riverwoods.
15. Maintain and operate mutual aid Dispatch Services for Riverwoods in accordance with the emergency response plans and programs established by the Northern Illinois Police Alarm System ("**NIPAS**"), the Illinois Law Enforcement Alarm System ("**ILEAS**"), the North Regional Major Crimes Task Force ("**NORTAF**"), the Lake County Major Crime Task Force ("**LCMCTF**"), Illinois Terrorism Task Force ("**ITTF**") and the Major Crash Assistance Team ("**MCAT**"), as well as any other applicable public safety organizations; provided, however, that Deerfield's obligations in this regard are limited to monitoring, dispatching, documenting, and updating of system information, based upon data provided by Riverwoods.
  16. To encourage mutual personnel interactions, direct its emergency dispatch personnel to accompany Riverwoods Police officers on "ride-a-longs" to become familiar with local geography and Riverwoods Police Department procedures. Such "ride-a-longs" may be conducted on no less than an annual basis, at no additional charge to Riverwoods. The Deerfield Police Chief will designate specific dispatch personnel to attend Riverwoods Police Department meetings and other events as mutually agreed upon by the parties throughout the term of this Agreement.
  17. Utilize, at the request of the Riverwoods Police Department Command Staff, Riverwoods's citizen alert/mass notification software to activate community and/or police department notifications for emergency circumstances only. The Riverwoods Police Department shall provide all scripts for citizen alert calls.
  18. Maintain exclusive control, supervision and direction over Deerfield personnel all times during the term of this Agreement.
  19. Provide other related services as mutually agreed upon by Deerfield and Riverwoods.
- B. Obligations of Riverwoods.** Riverwoods agrees to perform the following in order to enable Deerfield to efficiently and properly fulfill its obligations under this Agreement:
1. Provide timely updated telephone lists, call-out procedures and suggested telephone answering procedures.
  2. Provide timely notification of a Riverwoods Police Department employee designated to receive notice in the absence of the Police Chief.
  3. Provide informational materials on public safety issues for dissemination to residents of Riverwoods.

4. Provide timely reports and other data needed for Deerfield to comply with LEADS and NCIC requirements.
- C. New Recipients of Dispatch Services. Deerfield may attempt to solicit other municipalities to enter into agreements by which Deerfield may provide emergency dispatch services and Deerfield retains the power, in its sole discretion, to enter into such agreements provided that such additional agreements do not result in the unreasonable diminishment of service to Riverwoods.

**Section 3. Determination and Payment of Costs by Riverwoods.**

- A. Annual Fee for Dispatch Services. Riverwoods agrees to pay to Deerfield a fee for Dispatch Services, as described in Section 2.A, in the amounts set forth in the attached **Exhibit A ("Annual Fee")**, attached hereto and incorporated by reference herein; the parties acknowledge and agree that the Annual Fee includes ongoing expenses to upgrade, improve, and enhance the Dispatch Services and the equipment and facilities relating thereto. The provisions of the Local Government Prompt Payment Act 50 ILCS 505/1 shall apply to all payments due hereunder.
- B. Credits upon Termination. In the event that this Agreement is terminated prior to the expiration date set forth in Section 8.A, with the exception of a termination due to a default by Riverwoods, the portion of the Annual Fee corresponding the remainder of the current annual period will be refunded to Riverwoods on a *pro rata* basis. Such refund will be paid by Deerfield to Riverwoods no later than 30 days after the termination of the Agreement.
- C. Additional Expenses. To the extent that this Agreement provides for Riverwoods to bear expenses other than those set forth in **Exhibit A** and relating to the Dispatch Services, such other expenses shall also be due and payable according to the provisions of the Local Government Prompt Payment Act (50 ILCS 505/1).
- D. A payment equal to  $\frac{1}{4}$  of the Annual Fee shall be paid to Deerfield on a quarterly basis during the term of this Agreement no later than the first day of each quarter to which the payment applies. The initial Riverwoods quarterly payment will be paid within thirty (30) days after commencement of dispatch services ("Dispatch Services Payment").

**Section 4. Insurance; Indemnification.**

- A. Coverage Provided. Deerfield agrees to provide the following insurance coverages for the Dispatch Services:
  1. Commercial General Liability;
  2. Business Liability for any equipment used in the provision of the Dispatch Services under this Agreement;
  3. First Party Property;
  4. Workers' Compensation; and
  5. Employers' Liability for employees of Deerfield who perform the Dispatch Services under

this Agreement.

Such coverages shall be in amounts no less than what Deerfield maintains for itself in its normal course of business.

- B. Proof of Coverage by Deerfield. Deerfield agrees to furnish to Riverwoods certificate of coverage detailing the self-insurance or commercial insurance as provided by its insurer. The certificate shall be delivered to Riverwoods within thirty (30) days after the effective date of this Agreement. All liability coverage carried by Deerfield shall be endorsed to name Riverwoods as an additional insured. All certificates memorializing the coverages set forth in Section 4.A shall express that Riverwoods is an additional insured.
- C. Termination of Coverage. All policies carried by Deerfield shall contain a provision which requires notice of intent to cancel coverage not less than thirty (30) days prior to the effective date thereof. If Deerfield receives notice of its insurer's intent to cancel or modify coverage, as provided by its insurer, or its coverage is terminated for any reason:
1. Deerfield shall promptly notify Riverwoods in writing of receipt of any such notice; and
  2. Deerfield agrees to use reasonable efforts to provide comparable coverage either through membership in a joint risk management association or through commercial insurance carriers.
- D. Coverage by Riverwoods. Riverwoods agrees to provide commercial general liability coverage for their operations as provided herein, and workers compensation coverage and employers' liability for their employees who will perform obligations of Riverwoods under this Agreement, and to provide proof of insurance at Deerfield's request.
- E. Indemnification.
1. Deerfield does hereby indemnify and holds Riverwoods harmless from and against any and all claims which may arise out of the provision of Dispatch Services by Deerfield under this Agreement, except to the extent caused by the negligence or willful and wanton conduct of Riverwoods, as the case may be.
  2. Riverwoods does hereby indemnify and holds Deerfield harmless from and against any and all claims which may arise out of the obligations of Riverwoods under this Agreement, or any obligation related to the provision of police and/or public works services, except to the extent caused by the negligence or willful and wanton conduct of Deerfield.
  3. Nothing expressed in this Agreement is intended to result in the waiver of any defenses or immunities provided by statute or common law. The reciprocal indemnity described herein is solely for the benefit of the parties hereto and there are no third party beneficiaries intended or created by the parties' allocation of risk.
- F. Unemployment Insurance Reimbursement. In the event that Deerfield properly terminates this Agreement due to Riverwoods' failure to cure a default pursuant to Section 8.B.2 during the Initial Term of this Agreement, and such action results in the termination of personnel hired by Deerfield to provide the Dispatch Services to Riverwoods ("**Terminated Employees**"), Riverwoods shall reimburse Deerfield for unemployment insurance benefits paid by Deerfield to

the Illinois Department of Employment Security for the Terminated Employees no later than thirty days after the Deerfield provides written notice and evidence of its payment of such benefits. This reimbursement obligation shall not extend beyond the Initial Term of this Agreement.

**Section 5. Promotion of Interaction and Communication.** The parties agree that they desire to establish a variety of means to enhance and promote communication and cooperation between Deerfield and Riverwoods. In addition to those matters otherwise addressed in this Agreement, the parties also wish to establish the following:

- A. Access to Information about Service Delivery. Riverwoods shall have access to Deerfield's records pertaining to the Dispatch Services Deerfield provides Riverwoods. Deerfield will provide such records for the purposes of inspection by any authorized representatives of Riverwoods (during regular business hours, upon reasonable notice), to the same extent as such records are available for inspection by any authorized representatives of Deerfield.
- B. Complaint Procedure. Deerfield shall establish a procedure for responding to complaints concerning the provision of the Dispatch Services. Deerfield agrees to inform Riverwoods, within 48 hours, when specific complaints are brought by Riverwoods residents or its customers, including without limitation the date and time of the call, complainant's contact information, and a description of the complaint. In addition, Deerfield agrees to inform Riverwoods of the actions taken by Deerfield to resolve the complaint.
- B. Regular Meetings. The parties agree that representatives of each of the parties shall meet initially to consider the implementation of mutually agreed upon operational rules and procedures for the provision of the Dispatch Services pursuant to this Agreement. The parties further agree that their representatives shall meet on a regular basis, but no less than once per year, to discuss this Agreement and the Dispatch Services provided pursuant to this Agreement, including without limitation issues relating to the operation of the Dispatch Services and the complaint procedures described in Subsection 5.B of this Agreement.

**Section 6. Records.** Deerfield shall establish and keep a file and record system for data relative to the Dispatch Services. The parties shall provide and exchange records in accordance with the provisions and limitations of the Health Insurance Portability and Accountability Act (HIPAA) and any other applicable federal or State laws and regulations, the provisions of which shall supersede any conflicting requirement of this Section. Deerfield will also promptly provide all records that Riverwoods may require to respond to a properly submitted request under the Freedom of Information Act (5 ILCS 140/1 *et seq.*) or litigation related discovery.

## Section 7. Dispute Resolution.

- A. Negotiation. The parties desire to avoid and settle without litigation any future disputes that may arise between them relative to this Agreement. Accordingly, the parties agree to engage in good faith negotiations to resolve any such dispute. If any party has a dispute about a violation, interpretation, or application of a provision of this Agreement, or a dispute regarding a party's failure to comply with this Agreement, then that party may serve on the other party written notice, delivered as provided in Section 10 of this Agreement, setting forth in detail the dispute, the provisions of this Agreement to which the dispute is related, and all facts and circumstances pertinent to the dispute. The parties then, within seven (7) days, shall schedule a date certain for representatives of the parties to meet in a conference to resolve the dispute. Such conference shall be conducted within thirty (30) days after notice of the dispute has been delivered as provided herein. If a resolution is not reached within such 30-day period (or such longer period to which the parties may mutually agree), then either party may pursue remedies available under this Agreement, including termination.
- B. Continuation of Services and Payments. During all negotiation proceedings and any subsequent proceedings provided for in this Section 7, Deerfield and Riverwoods shall continue to fulfill the terms of this Agreement to the fullest extent possible. Deerfield shall continue to provide Dispatch Services to Riverwoods as provided by this Agreement. Riverwoods shall continue to make all payments to Deerfield for the Dispatch Services as provided by this Agreement, including all payments about which there may be a dispute.
- C. Remedies. Provided that the parties have met their obligations under Section 7.A, the parties shall be entitled to pursue such remedies as may be available in law and equity, including an action to secure the performance of the covenants, agreements, conditions, and obligations contained herein. The parties agree that any such action must be brought in the Circuit Court of Lake County, Illinois. The requirements of Section 7.A shall be waived in the event of either significant risk of irreparable harm or significant jeopardy to public health and safety. The non-prevailing party in such a dispute shall pay the reasonable attorney's fees and court costs of the prevailing party.

## Section 8. Term; Termination.

- A. Term. The term of this Agreement shall be for five (5) years following the Commencement Date, terminating on December 31, 2030, ("**Initial Term**") or such other date thereafter as the parties may agree by mutual written agreement. Riverwoods and Deerfield may renew the Agreement for one additional three-year term ("**Renewal Term**") by mutual written agreement no less than one hundred eighty (180) days before the expiration of the Initial Term. The parties agree to negotiate in good faith on the issue of pricing for the Renewal Term. After the expiration of the Renewal Term, the parties may agree to extend the Agreement upon such terms and conditions as are mutually agreeable by written agreement.
- B. Termination. This Agreement may be terminated pursuant to one of the following procedures:
1. By written agreement of the parties duly authorized by the appropriate legislative action of each party; or
  2. In the event of a material default under this Agreement, and provided that the parties have failed to resolve matters pursuant to the provisions of Section 7, the non-defaulting party may notify the defaulting party in writing setting forth the nature of the material

default and the requested remedy of such material default. The defaulting party shall thereafter have ten (10) days to correct the material default prior to the non-defaulting party's terminating this Agreement; provided that said 10-day period shall be extended, for a reasonable time not exceeding ninety (90) days, if said default cannot reasonably be cured within said 10-day period. If a defaulting party fails to cure the material default within the cure period provided in this Section, the non-defaulting party shall have the right to terminate this Agreement by written notice of termination to the defaulting party, which termination will be effective immediately (or by such other date, not beyond the term of this Agreement, as the non-defaulting party may determine). A party that terminates this Agreement pursuant to this Section 8.B.2 shall retain its rights to pursue any and all other remedies that may be available, either in law or in equity under this Agreement; or

3. In the event Deerfield merges its dispatch services with any other dispatch center during the term of this Agreement, Deerfield shall notify Riverwoods not less than 180 days prior to the date of such merger, and at that time, either party may terminate the Agreement; or
4. Either party may cancel this agreement without cause with advance written notice of at least twelve (12) months.

In the event that this Agreement is terminated pursuant to this Section 8, the parties will cooperate and coordinate efforts to allow Riverwoods to transition its emergency call answering and dispatching to another dispatching facility with no disruptions in service. After termination any transferred equipment shall remain in possession of Deerfield.

#### **Section 9. Miscellaneous.**

- A. Unfunded Mandates. The parties acknowledge that significant changes have occurred in legal requirements of Emergency Dispatch Services over the past decade and are likely to occur in the future. In the event that unfunded mandates arise from legislation or regulations adopted or imposed by the State of Illinois or the federal government of the United States of America which impose dispatch service obligations on Deerfield over and above current obligations, then the parties agree to negotiate a sharing of the costs incurred to comply with said mandates, and the parties agree to be responsible for their fair share of said costs. This provision shall not apply to any legislative or administrative actions taken by Deerfield.
- B. Effective Date. This Agreement shall be effective as of the date it is signed by both parties; provided, however, that Deerfield will not be required to commence provision of the Dispatch Services until the Commencement Date.
- C. Commencement Date. To be mutually agreed upon and set by Riverwoods, upon sixty (60) days advance written notice to Deerfield, after consultation with Deerfield's Police Chief, but in no case shall the Commencement Date occur later than 200 days after the approval and execution of this Agreement by both parties.

**Section 10. General Provisions.**

- A. Notice. All notices required or permitted to be given under this Agreement must be given by the Parties by: (i) personal delivery; (ii) deposit in the United States mail, enclosed in a sealed envelope with first class postage thereon; or (iii) deposit with a nationally recognized overnight delivery service, addressed as stated in this Section 10.A. The address of any Party may be changed by written notice to the other Parties. Any mailed notice will be deemed to have been given and received within three days after the same has been mailed and any notice given by overnight courier will be deemed to have been given and received within 24 hours after deposit. Notices and communications to the Parties will be addressed to, and delivered at, the following addresses:

If to Deerfield:

Village of Deerfield  
850 Waukegan Road  
Deerfield, IL 60015  
Attention: Village Manager

with a copy to:

Elrod Friedman LLP  
350 N. Clark Street, Second Floor  
Chicago, IL 60654  
Attention: Benjamin L. Schuster

If to Riverwoods:

Village of Riverwoods  
300 Portwine Road  
Riverwoods, IL 60015  
Attention: Village Manager

with a copy to:

Huvar Law Firm  
450 Drexel Avenue  
Glencoe, IL 60022-2103  
Attention: Bruce Huvar

- B. Time of the Essence. Time is of the essence in the performance of this Agreement.
- C. Rights Cumulative. Unless expressly provided to the contrary in this Agreement, each and every one of the rights, remedies, and benefits provided by this Agreement shall be cumulative and shall not be exclusive of any other rights, remedies, and benefits allowed by law.
- D. Non-Waiver. No party shall be under any obligation to exercise any of the rights granted to it in this Agreement. The failure of any party to exercise at any time any right granted to such party shall not be deemed or construed to be a waiver of that right, nor shall the failure void or affect the party's right to enforce that right or any other right.
- E. Ownership of Dispatch System. Deerfield will own the entire dispatch system, including the Transferred Equipment.
- F. Consents. Unless otherwise provided in this Agreement, whenever the consent, permission, authorization, approval, acknowledgement, or similar indication of assent of any party to this Agreement, or of any duly authorized officer, employee, agent, or representative of any party to this Agreement, is required in this Agreement, the consent, permission, authorization, approval,



acknowledgement, or similar indication of assent shall be in writing and shall not be unreasonably withheld, conditioned or delayed.

- G. Governing Law. This Agreement shall be governed by, and enforced in accordance with, the internal laws, but not the conflicts of laws rules, of the State of Illinois.
- H. Severability. It is hereby expressed to be the intent of the parties to this Agreement that should any provision, covenant, agreement, or portion of this Agreement or its application to any person or property be held invalid by a court of competent jurisdiction, the remaining provisions of this Agreement and the validity, enforceability, and application to any person or property shall not be impaired thereby, but the remaining provisions shall be interpreted, applied, and enforced so as to achieve, as near as may be, the purpose and intent of this Agreement to the greatest extent permitted by applicable law.
- I. Entire Agreement. This Agreement constitutes the entire agreement between the parties and supersedes any and all prior agreements and negotiations between the parties, whether written or oral, relating to the subject matter of this Agreement.
- J. Interpretation. This Agreement shall be construed without regard to the identity of the party who drafted the various provisions of this Agreement. Moreover, each and every provision of this Agreement shall be construed as though all parties to this Agreement participated equally in the drafting of this Agreement. As a result of the foregoing, any rule or construction that a document is to be construed against the drafting party shall not be applicable to this Agreement.
- K. Exhibits. ***Exhibits A (Payment Schedule) and B (IT Scope of Responsibility)*** attached to this Agreement are, by this reference, incorporated in, and made a part of this Agreement. In the event of a conflict between an exhibit and the text of this Agreement, the text of this Agreement shall control.
- L. Amendments and Modifications. No amendment or modification to this Agreement shall be effective until it is reduced to writing and approved and executed by all parties to this Agreement in accordance with applicable law.
- M. Changes in Laws. Unless otherwise provided in this Agreement, any reference to laws, statutes, ordinances, rules, or regulations shall be deemed to include any modifications of, or amendments to, such laws, statutes, ordinances, rules, or regulations that may occur in the future.
- N. Authority to Execute. Each party hereby warrants and represents to the other parties that the persons executing this Agreement on its behalf have been properly authorized to do so by the corporate authorities of such party.
- O. No Third Party Beneficiaries. No claim as a third party beneficiary under this Agreement by any person shall be made, or be valid, against Deerfield and Riverwoods.

[SIGNATURE PAGE FOLLOWS]

**IN WITNESS HEREOF**, the parties hereto have caused this Agreement to be executed and attested to as of the day and year first above written.

**VILLAGE OF DEERFIELD**

By \_\_\_\_\_  
Mayor

Attest \_\_\_\_\_  
Village Clerk

**VILLAGE OF RIVERWOODS**

By \_\_\_\_\_  
Mayor

Attest \_\_\_\_\_  
Village Clerk

**IN WITNESS HEREOF**, the parties hereto have caused this Agreement to be executed and attested to as of the day and year first above written.

**VILLAGE OF DEERFIELD**

By \_\_\_\_\_  
Mayor

Attest \_\_\_\_\_  
Village Clerk

**VILLAGE OF RIVERWOODS**

By *[Signature]*  
Mayor

Attest *[Signature]*  
Village Clerk

**EXHIBIT A**  
**PAYMENT SCHEDULE**

	<b>Personnel**</b>	<b>Other*</b>	<b>Total Annual Cost</b>
2026	184,113	51,913	236,026
2027	193,318	54,509	247,827
2028	202,983	57,234	260,217
2029	213,134	60,096	273,230
2030	223,791	63,101	286,892

\*Other costs will assume a 5% adjustment each year to account for increases to annual contractual obligations and other technology enhancements.

\*\*Personnel costs assume a 5% adjustment each year based on projected annual salary increases and other associated costs including; IMRF, FICA, Medicare, Health Insurance, Dental Insurance, Life Insurance, worker's comp., and apparel.

## EXHIBIT B

### I.T. Scope of Responsibility - Riverwoods

In support of the Riverwoods Police Department's 911 dispatch service agreement with Deerfield, and the agency's use of related Deerfield-provided or hosted software as required or included to facilitate dispatching and other police services, Deerfield IT shall provide the following:

- Support of the Tyler Enterprise Public Safety software suite, and facilitated access to it.
  - Includes full support of features and functionality as required for Riverwoods to use the components and services include in their base service agreement with Deerfield or otherwise additionally negotiated.
  - Excludes maintenance or entry of Riverwoods data except where required to ensure or maintain functional status of the software.
  - Concierge-style support where Deerfield IT serves as Riverwoods's single point of contact for any and all Tyler Enterprise Public Safety support matters relating to Deerfield's Tyler Enterprise Public Safety implementation.
  - Includes full support of virtual desktops provided for Riverwoods station access to Tyler Enterprise Public Safety software.
  - External agency shall obtain, maintain, and provide to Deerfield the requisite State identifiers as necessary for the agency's use of LEADS/NCIC functionality in Tyler EPS software.
- Support of squad computer (MDT) systems and functionality via exclusive administrative control and management of said devices.
  - Includes hardware troubleshooting and handling of repairs under warranty.
  - Includes operating system and base functions. Includes network connectivity integration but excludes operational status of Riverwoods external cellular modems.
  - Includes support of integration with vehicle dock and antennas, but excludes responsibility for the operational status of those components.
  - Includes all Tyler Enterprise Public Safety suite software.
  - Includes other software in-common with Deerfield.
  - Includes best-effort support of non-standard, Riverwoods -specific, software/service/functionality as agreed upon between both parties in advance.
  - Includes full support of authentication peripherals (i.e. fingerprint readers) provided by Deerfield as required for login to MDT systems.
- Support of site-to-site VPN connectivity between the Deerfield and Riverwoods police stations, and services carried by the VPN.
  - Full support of the Deerfield end of the VPN connection.
  - Best-effort, consultative support, of the Riverwoods end of the connection.
    - Includes support, configuration, and maintenance of Deerfield-provided and Deerfield-owned equipment at Riverwoods station to terminate site-to-site VPN.
      - Riverwoods is responsible for providing suitable rack space and operating conditions (electrical, temperature, humidity, physical security) for the equipment.
    - Deerfield shall maintain exclusive administrative control of the equipment.
    - Riverwoods shall provide physical access to the equipment by Deerfield as is needed to fulfill Deerfield's support obligations.

- Best-effort consultative support to Riverwoods for Station integration with Deerfield-provided systems and services
    - Excludes direct configuration or troubleshooting of Riverwoods-owned network hardware or computers.
    - Excludes Riverwoods station computer hardware or software issues except for software provided by or required by Deerfield for use of provided services.
  - Support of connectivity to the state police through the Deerfield network, as/while allowed by the state and subject to LEADS/CJIS or other policies, but excludes responsibility for the operational status of Riverwoods -side equipment or devices making use of said connection.
  - Support of Deerfield dispatch and Riverwoods squad computers' ability to print to Riverwoods station printers, but excludes responsibility for the functional status of Riverwoods printers.
  - Support of integration with approved authentication peripherals (i.e. fingerprint readers) for access to Deerfield systems, but excluding responsibility for the operational status of said devices.
  - Excludes support or responsibility for external agency's Internet connection and service.
- Support of technology/service relating to non-emergency telephone call answering
    - Includes hosting of dedicated inbound telephone numbers to receive transferred calls from external agency, as agreed upon between agency and Deerfield Dispatch Communications Director.
    - Includes support of Deerfield-side configurations, systems, and hardware necessary to ensure said calls reach dispatch for answering.

Access to and use of Deerfield systems, and the responsibilities and actions of Deerfield IT, shall be governed by the following terms and conditions:

- Deerfield IT shall act first in the best interest of Deerfield and the consolidated dispatch environment.
- Deerfield IT reserves the right to limit or revoke Riverwoods access to, or permissions within, systems, software, and networks as required to protect the operation or security of Deerfield systems or software, in whole or in part, or where otherwise in the best interest of Deerfield and/or its consolidated dispatch environment.
- Deerfield IT shall act in accordance with its interpretation of the current version of the FBI CJIS policy, or as directed by an appropriate authority from the Deerfield Police Department.
- Deerfield IT shall make every attempt to provide sufficient advance notice of any maintenance or outages that may affect Riverwoods's use of Deerfield services or systems and, where possible, will solicit Riverwoods input on scheduling. Notification of certain outages or maintenance activities may be provided directly to dispatch for dissemination to on-duty personnel via available means.
- Deerfield IT shall protect and handle Riverwoods data equally to its own.
- Deerfield shall advise Riverwoods of security or compatibility concerns in regards to versions of Deerfield-required software installed on Riverwoods systems, when known to Deerfield. Deerfield is not responsible or liable for deficiencies or consequences due to Riverwoods use of outdated or vulnerable software on Riverwoods systems.

- Riverwoods shall promptly apply any updates or configurations relating to Deerfield-required software or connectivity installed on Riverwoods systems (computer or network) where deemed critical to operation or security by Deerfield.
- Riverwoods accounts within Deerfield systems are subject to security-related policies as deemed necessary and appropriate by Deerfield IT including, but not limited to, password policies, requirements for advanced authentication, and handling of inactive accounts.
- Riverwoods shall facilitate access to its employed or otherwise-contracted IT personnel and any support personnel for agency-specific products that fall within scope of Deerfield IT support. Lack of these contacts or support resources may limit Deerfield's ability to provide support.
- Riverwoods shall notify Deerfield IT promptly of any changes in personnel so that security and access can be adjusted accordingly. Lack of prompt notification may result in delay in provisioning of new users or security implications from terminated users.
- Riverwoods shall exercise a duty of care to ensure Riverwoods systems and networks which access Deerfield resources are secure and properly maintained.
- Riverwoods shall notify Deerfield IT immediately of any security breach of its internal network.
- Riverwoods shall provide formal direction as to who is authorized to approve requests made to Deerfield IT that Deerfield IT determines warrant review or approval.
- Changes by Riverwoods that significantly affect Deerfield Internet bandwidth (or other telecommunications service) use or capacity must be negotiated in advance. Deerfield reserves the right to block or rate-limit traffic that has a negative operational impact on Deerfield or consolidated dispatch operations.
- Changes in the quantities of endpoints supported by Deerfield IT and/or provided to/for Riverwoods by Deerfield must be negotiated.
- Changes in scope of provided and/or supported services, or work outside of scope, must be negotiated.
- Riverwoods shall provide Deerfield IT with reasonable advanced notice for any changes to their operations which shall require implementation on, configuration changes to, or provisioning/re-provisioning of Deerfield-provided systems. Insufficient advanced notice may result in project delays, for which Deerfield will not be held liable. Larger implementations or larger scopes of configuration changes shall require more advance notice to be considered reasonable.

The following terms and conditions shall govern Riverwoods's access to Deerfield IT support:

- Normal business hours are defined as Monday through Friday, 8AM – 4:30PM local time, excluding official Village of Deerfield holidays as defined by Village policy.
- Support for emergency issues of in-scope technology is provided 24x7x365.
- During normal business hours, Riverwoods shall contact Deerfield IT for support using the IT hotline (847-719-7444), or by opening a work order either by using Deerfield's help desk platform from a Deerfield-managed computer or by emailing [helpdesk@deerfield.il.us](mailto:helpdesk@deerfield.il.us) from a Riverwoods -domain email account.
- For emergency issues outside of normal business hours, Riverwoods shall contact Deerfield dispatch who will at their discretion either contact Deerfield IT on behalf of the caller or provide the name and contact number of the on-call person. Contact made directly by Riverwoods to Deerfield IT for emergency issues outside of normal business hours MUST be a phone call (not text or email) to ensure prompt response. Outside of normal business hours, support requests by means other than via the scheduled on-call phone number shall be considered non-emergency in nature.

- For non-emergency issues outside of normal business hours, Riverwoods shall follow the normal business hours procedures with the expectation that response to the request shall begin the next business day.