EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY
Consolidated 9-1-1 Services for DuPage County
421 N. County Farm Road, Wheaton, Illinois 60187
630-550-7743 ETSB911@dupageco.org

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DuPage County Board
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Ms. Delores Temes
Addison Consolidated Dispatch
Center
(ACDC) 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, 2020

VIA CERTIFIED MAIL, RETURN RECEIPT REQUESTED
Director Donald J. Nielsen
PROVISO-LEYDEN JOINT 9-1-1 AUTHORITY
2600 N. Mannheim Road
Franklin Park, IL 60131

Re: **Call Handling Agreement for 2021**

Dear Director Donald J. 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.

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.

Because of the closing the Sheriff's PSAP effective November 2, 2020, we will require new call handling agreements. We have attached two copies of the agreement and a return postage paid return envelope for your convenience. We ask your assistance in completing this form as part of our modification process with the State of Illinois 9-1-1 System Administrator.

Pursuant to 50 ILCS 750/15: annual certified notification, and on behalf of Chairman Noonan 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, 2021 through December 31, 2021. **The return of the call handling agreement prior to October 25, 2020 will be greatly appreciated.**

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
Executive Direction and 911 System Coordinator

LMZ/ek

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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

_____,
("Public Safety Agency"), for the purpose of effective handling and routing of 9-1-1 Emergency calls.

Addison Consolidated Dispatch Center (ACDC) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:
Primary: 911 transfer 630-911-5316
Secondary: 847-911-3112 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: 630-911-5348 Radio contact on DuPage STARCOM, IFERN or PSAP point to point

EFFECTIVE November 2, 2020, this PSAP will close and Wireline Calls will be handled by ACDC.
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: 847-451-8000 of via IFERN, MABAS Division 20 local 154.370 VHF

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: _____
Linda M. Zerwin
911 System Coordinator
Date: September 29, 2020

9-1-1 Authority
By: _____
Authorized Agent
Print Name: Donald Nielsen
Date: 01/21/2021

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

PRIMARY PSAPS **September 21, 2020**

	NAME	TYPE	LOCATION	Contact Information	# of Pos
1	**ADDISON CONSOLIDATED DISPATCH CENTER (ACDC)** **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 **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	PRIMARY	1471 W. JEFFREY DRIVE ADDISON, IL 60101 **Primary:** 911 Transfer 630-911-5316 **Secondary**: 847-911-3112 or Radio contact on DuPage STARCOM, IFERN or PSAP point to point	Delores Temes – Director dtemes@addison-il.org 630-827-4853 Brandon Hurd – Deputy Director / Police bhurd@addison-il.org 630-827-4852 Bill Srejma – Deputy Director / Fire bsrejma@addison-il.org 630-827-4851	35
2	**DUPAGE PUBLIC SAFETY COMMUNICATIONS (DU-COMM)** **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 Glenside Fire Protection District Hanover Park Fire Department Hinsdale Fire Department Lisle-Woodridge Fire Protection District Lombard Fire Department Oak Brook Fire Department	PRIMARY	420 N. COUNTY FARM ROAD WHEATON, IL 60187 **Primary:** 911 Transfer 630-911-5338 **Secondary**: 630-911-5348 or Radio contact on DuPage STARCOM, IFERN or PSAP point to point	Brian Tegtmeyer – Director btegtmeyer@ducomm.org 630-260-7500 Matt Baarman – Deputy Director / Support Services (technical) mbaarman@ducomm.org 630-260-7514 Nicole Lamela – Deputy Director / Operations nlamela@ducomm.org 630-260-7504	35

	Oakbrook Terrace Fire Protection District Roselle Fire Department Villa Park Fire Department Warrenville Fire Protection District West Chicago Fire Protection District Wheaton Fire Department Winfield Fire Protection District York Center Fire Protection District **POLICE** Bartlett Police Department Burr Ridge Police Department Carol Stream Police Department Clarendon Hills Police Department Darien Police Department Downers Grove Police Department Elmhurst Police Department Glen Ellyn Police Department Hanover Park Police Department Hinsdale Police Department Lisle Police Department Lombard Police Department Oak Brook Police Department Oakbrook Terrace Police Department Roselle Police Department Villa Park Police Department Warrenville Police Department West Chicago Police Department Wheaton Police Department Willowbrook Police Department Winfield Police Department Woodridge Police Department				
3	**DUPAGE COUNTY SHERIFF PSAP** Sheriff Coroner DuPage Animal Control Juvenile Probation **As of NOVEMBER 2, 2020, this PSAP will close and 911 calls will go to ACDC**	PRIMARY **CLOSING**	501 N. COUNTY FARM ROAD WHEATON, IL 60187 **Primary:** 911 Transfer 630-911-5330 **Secondary**: 630-407-2400 or Radio contact on DuPage STARCOM, IFERN or PSAP point to point	Jen O'Keefe – Director jen.okeefe@dupagesheriff.org 630-407-2401	5