PARTICIPATING AGENCY CALL HANDLING &
AID OUTSIDE JURISDICTIONAL BOUNDARIES
AGREEMENT

9-1-1 EMERGENCY CALL HANDLING DISPATCH PROCEDURES:

This agreement is made between the Proviso Leyden Joint 9-1-1 Authority ("9-1-1 Authority") and River Grove Fire Department (Participating "Public Safety Agency") for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING
("9-1-1 Authority") Proviso Leyden Joint 911 Authority receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Dispatch via in house tone, and via radio ((state specific procedures - if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity telephone number)

Secondary: call via in station to 708-453-1429, and via (state specific procedures - if radio frequency-identity 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.

Proviso Leyden Joint 911 Authority	River Grove Fire Department
9-1-1 Authority Name	Public Safety Agency Name
Signature Donald J. Nielsen Digitally signed by Donald J. Nielsen Date: 2020.12.14 18:03:49 -06'00'	Signature Sean M Flynn
Title PSAP Representative	Title Fire Chief
Date 12/14/2020	Date 01-25-21