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procedures, and the call is of an emergency nature, the Village shall dispatch appropriate Village vehicles and personnel in response to the call. Attempts will continue in response to the call and to notify Lemont or the entity providing E-911 services to Lemont of the situation until contact is made.

3. In the event Lemont or the entity providing E-911 services to Lemont receives a call for emergency police, fire or ambulance services outside of Lemont which should have been received by the Village, Lemont agrees to dispatch the call to the Village in the following manner:

**PRIMARY:** Lemont or the entity providing E-911 services to Lemont shall fast forward transfer the call by automatic speed dialing to the Village's emergency telephone number as designated by the Village. If the line is busy or if there is no response, Lemont or the entity providing E-911 services to Lemont shall manually dial the number. Automatic number and location indications shall be recorded and preserved. Lemont or the PSAP operators handling the Lemont emergency calls shall remain in contact with the caller until the caller is connected with the Village and the Village has all the information necessary to respond to the call.

**SECONDARY:** If Lemont or the entity providing E-911 services to Lemont cannot place the caller in contact with the Village after the above procedures, and the call is of an emergency nature, Lemont or the entity providing E-911 services to Lemont shall dispatch appropriate emergency vehicles and personnel in response to the call. Attempts will be made to continue to notify the Village until contact is made.

4. Both parties agree that in order to provide the highest level of public safety service to their citizens that:

a. If either agency inadvertently responds to a 911 emergency call from an address located in the other

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agency's jurisdictional area, believing that address to be in the responding agency's jurisdiction, the responding agency shall continue to answer the call and disregard its jurisdictional boundaries.

b. The responding agency shall not recall its unit(s) solely on the basis of jurisdictional boundaries.

c. As soon as the responding agency determines it is answering a call outside its jurisdictional boundary, it shall notify the appropriate agency by the fastest means possible.

d. If the appropriate agency requests assistance of the outside agency, the outside agency will continue its response to the address outside its jurisdictional boundary.

e. If the responding unit(s) of the agency operating outside of its jurisdiction arrive at the address first they shall render such aid as is necessary to protect life and property. When the proper agency arrives at the address, the agency operating outside its jurisdiction shall be relieved of any further responsibility.

f. As the legislative intent is that 911 be used for emergency calls only, if the Village receives a call of an administrative or non-emergency nature, the operator will refer the call to Lemont's non-emergency published telephone number as designated by Lemont.

g. The Village shall keep all records, time and places of all calls received. All records shall be available to Lemont.

h. Lemont, or the entity providing E-911 services to Lemont, shall maintain its own records on the report of call and the disposition of each call received by it.

5. This agreement shall be effective for the calendar year wherein the Village's E-911 system becomes effective within the Bolingbrook Service Area. Thereafter, it shall be renewed annually as required by law. Until the Village's E-911 system is installed, the existing Mutual Aid Agreement between the Village and Lemont and all renewals thereof,

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shall be effective.

This agreement executed by the parties pursuant to authority  
of their respective corporate authorities.

VILLAGE OF BOLINGBROOK

By: *Regina Desjardis*  
Chairperson

Attest: *Lisa Bradshaw*  
Secretary

LEMONT FIRE PROTECTION DISTRICT

By: *George E. Smoller*

Attest: *William R. Eklert*  
City Clerk

**SOUTHWEST CENTRAL 9-1-1 SYSTEM**

7811 West College Drive • Palos Heights, IL 60463 • (708) 448-6180 • Fax (708) 448-8378

**9-1-1**

**AGREEMENT**

November 25, 1991

For 9-1-1 Emergency Communications

This agreement is made between the Southwest Central 9-1-1 System Public Safety Answering Point Center, hereinafter referred to as "PSAP", and the Darien/Woodridge Fire Protection District, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

**CALL HANDLING**

Southwest Central 9-1-1 System PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Call Transfer (708) 968-2181

Secondary: Call Transfer (708) 985-0003

**AID OUTSIDE JURISDICTION BOUNDARY**

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 call of an administrative or non-emergency nature shall be referred to Darien/Woodridge Fire Protection District's published telephone number.

The Southwest Central 9-1-1 System PSAP 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 call and the disposition of each call received.

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

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

Southwest Central 9-1-1 System

BY: *[Signature]*

TITLE: Secretary ETSB

Darien/Woodridge Fire Protection District

BY: *[Signature]* ROBERT J. TIMELI

TITLE: *[Signature]*

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**SOUTHWEST CENTRAL 9-1-1 SYSTEM**

7811 West College Drive • Palos Heights, IL 60463 • (708) 448-6180 • Fax (708) 448-8378

**9-1-1**

**AGREEMENT**

November 25, 1991

For 9-1-1 Emergency Communications

This agreement is made between the Southwest Central 9-1-1 System Public Safety Answering Point Center, hereinafter referred to as "PSAP", and the Lockport Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

**CALL HANDLING**

Southwest Central 9-1-1 System PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Call Transfer (815) 838-2121

**Secondary:** Notification By Public Safety Radio Frequency 154.280

**AID OUTSIDE JURISDICTION BOUNDARY**

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 call of an administrative or non-emergency nature shall be referred to Lockport Fire Department's published telephone number.

The Southwest Central 9-1-1 System PSAP 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 call and the disposition of each call received.

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

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

Southwest Central 9-1-1 System

BY: Cynthia Barbera

TITLE: Secretary ETSB

Lockport Fire Department

BY: David Martini

TITLE: Chief

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**SOUTHWEST CENTRAL 9-1-1 SYSTEM**

7611 West College Drive • Palos Heights, IL 60463 • (708) 448-6186 • Fax (708) 448-8378

**9-1-1**

**AGREEMENT**

December 4, 1991

For 9-1-1 Emergency Communications

This agreement is made between the Southwest Central 9-1-1 System Public Safety Answering Point Center, hereinafter referred to as "PSAP", and the Northwest Homer Fire Protection District, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

**CALL HANDLING**

Southwest Central 9-1-1 System PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Call Transfer (815)485-3491

**Secondary:** Call Transfer (708)301-2150

**AID OUTSIDE JURISDICTION BOUNDARY**

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 call of an administrative or non-emergency nature shall be referred to Northwest Homer Fire Protection District's published telephone number.

The Southwest Central 9-1-1 System PSAP 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 call and the disposition of each call received.

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

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

Southwest Central 9-1-1 System

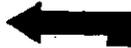
BY: *[Signature]*

TITLE: Secretary ETSB

Northwest Homer Fire Protection District

BY: *[Signature]*

TITLE: Fire Chief



# SOUTHWEST CENTRAL 9-1-1 SYSTEM

7611 West College Drive • Palos Heights, IL 60463 • (708) 448-6130 • Fax (708) 448-6378

## 9-1-1

### AGREEMENT

November 25, 1991

For 9-1-1 Emergency Communications

This agreement is made between the Southwest Central 9-1-1 System Public Safety Answering Point Center, hereinafter referred to as "PSAP", and the Romeoville Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

Southwest Central 9-1-1 System PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Call Transfer <sup>815</sup>(708) 886-2171

Secondary: Call Transfer <sup>815</sup>(708) 886-7227

#### AID OUTSIDE JURISDICTION BOUNDARY

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 call of an administrative or non-emergency nature shall be referred to Romeoville Fire Department's published telephone number.

The Southwest Central 9-1-1 System PSAP 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 call and the disposition of each call received.

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

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

Southwest Central 9-1-1 System

BY: Carl Churnick

TITLE: Secretary ETSB

Romeoville Fire Department

BY: Carl Churnick

TITLE: Fire Chief

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**SOUTHWEST CENTRAL 9-1-1 SYSTEM**

7611 West College Drive • Palos Heights, IL 60463 • (708) 443-6180 • Fax (708) 448-8378

**9-1-1**

**AGREEMENT**

January 31, 1992

For 9-1-1 Emergency Communications

This agreement is made between the Southwest Central 9-1-1 System Public Safety Answering Point Center, hereinafter referred to as "PSAP", and the Bolingbrook Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

**CALL HANDLING**

Southwest Central 9-1-1 System PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Direct Transfer

Secondary: Call Transfer (708) 739-1211

**AID OUTSIDE JURISDICTION BOUNDARY**

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 call of an administrative or non-emergency nature shall be referred to Bolingbrook Fire Department's published telephone number.

The Southwest Central 9-1-1 System PSAP 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 call and the disposition of each call received.

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

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

Southwest Central 9-1-1 System

BY: *Cynthia Barbara Allen*

TITLE: Secretary ETSB

Bolingbrook Fire Department

BY: *Terence K. Drogan*

TITLE: *Fire Chief*  
*Vice Chairman Bolingbrook*  
*E.T.S.B.*

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