

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Riverdale Police Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Dispatch call to emergency units over frequency 476.3625

SECONDARY: Dispatch call to emergency units via secondary radio frequency 155.670

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to 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 service 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.

PSAP
By: *Dianna Wiessner*
Dianna Wiessner, Director
E-Com Communications Center

Riverdale Police Department
By: *Peter R. Satriano*
Peter R. Satriano, Chief of Police

Date: 1-20-06

Date: 01-24-06

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Riverdale Fire Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Dispatch call to emergency units over main fire frequency 153.890

SECONDARY: Dispatch call to emergency units over IFERN frequency 154.295

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to 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 service 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.

PSAP
By: Dianna Wiessner
Dianna Wiessner, Director
E-Com Communications Center

Date: 1-20-06

Riverdale Fire Department
By: Gregory Knowl
Gregory Knowl, Fire Chief

Date: 1/24/06

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the South Holland Police Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Dispatch call to emergency units over frequency 476.3625

SECONDARY: Dispatch call to emergency units via secondary radio frequency
155.670

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to 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 service 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.

PSAP	South Holland Police Department
By: <u><i>Dianna Wiessner</i></u>	By: <u><i>Robert Stegenga</i></u>
Dianna Wiessner, Director E-Com Communications Center	Robert Stegenga, Deputy Chief of Police

Date: 1-20-06

Date: 1-20-06

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the South Holland Fire Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Dispatch call to emergency units over main fire frequency 153.890

SECONDARY: Dispatch call to emergency units over IFERN frequency 154.295

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to 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 service 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.

PSAP

South Holland Fire Department

By: Dianna Wiessner
Dianna Wiessner, Director
E-Com Communications Center

By: James Wiley
James Wiley, Fire Chief

Date: 1-20-06

Date: 1/20/06

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Blue Island Police Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

- PRIMARY: Direct transfer of 9-1-1 trunk line.
- SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number ~~708-597-8601~~, 385-1313
- TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency 155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to 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 service 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.

PSAP
By: Dianna Wiessner
Dianna Wiessner, Director
E-Com Communications Center

Blue Island Police Department
By: Doug Hoglund
Doug Hoglund, Police Chief

Date: 1-20-06

Date: 01-24-06

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Blue Island Fire Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

- PRIMARY: Direct transfer of 9-1-1 trunk line.
- SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number ~~708-597-8601~~. *385-1313*
- TERTIARY: Dispatch to your communications center via main fire frequency 154.070.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to 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 service 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.

PSAP
By: *Dianna Wiessner*
Dianna Wiessner, Director
E-Com Communications Center

Blue Island Fire Department
By: *Dave Haywood*
Dave Haywood, Fire Chief

Date: *1-20-06*

Date: *1/23/06*

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Calumet City Police Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

- PRIMARY: Direct transfer of 9-1-1 trunk line.
- SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-868-2500 x 301.
- TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency 155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to 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 service 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.

PSAP
By: Dianna Wiessner
Dianna Wiessner, Director
E-Com Communications Center

Calumet City Police Department
By: Pat O'Meara
Pat O'Meara, Police Chief

Date: 1-20-06

Date: 1/20/06

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Calumet City Fire Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

- PRIMARY: Direct transfer of 9-1-1 trunk line.
- SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-349-3141.
- TERTIARY: Dispatch to your communications center via main fire frequency 153.890

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to 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 service 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.

PSAP
By: *Dianna Wiessner*
Dianna Wiessner, Director
E-Com Communications Center

Calumet City Fire Department
By: *Bill Galgan*
Bill Galgan, Fire Chief

Date: 1-20-06

Date: 1-20-06

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Calumet Park Police Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

- PRIMARY: Direct transfer of 9-1-1 trunk line.
- SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-385-6863.
- TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency 155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to 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 service 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.

PSAP
By: Dianna Wiessner
Dianna Wiessner, Director
E-Com Communications Center

Calumet Park Police Department
By: Mark Davis
Mark Davis, Police Chief

Date: 1-20-06

Date: 01-26-06

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Calumet Park Fire Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

- PRIMARY: Direct transfer of 9-1-1 trunk line.
- SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-385-6862.
- TERTIARY: Dispatch to your communications center via main fire frequency 154.070.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to 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 service 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.

PSAP	Calumet Park Fire Department
By: <u>Dianna Wiessner</u>	By: <u>Thomas M Battistella</u>
Dianna Wiessner, Director	Thomas Battistella, Fire Chief
E-Com Communications Center	
Date: <u>1-20-06</u>	Date: <u>1-23-06</u>

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Cook County Sheriff's Police for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

- PRIMARY: Direct transfer of 9-1-1 trunk line.
- SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 458-1000.
- TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to 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 service 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.

PSAP
By: *Diana Wiessner*
Diana Wiessner, Director
E-Com Communications Center

Cook County Sheriff's Police
By: *Marjorie O'Dea*
Marjorie O'Dea
Chief of Police
MORRIE FARBMAN
EXEC. DIR., ETSB

Date: 9-1-05

Date: 9/1/05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Cook County Forest Preserve Police for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

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

SECONDARY: Dispatch to your communications center via Point-to-Point radio frequency 155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to 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 service 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.

PSAP
By: *Dianna Wiessner*
Dianna Wiessner, Director
E-Com Communications Center

Date: 1-20-06

~~Cook County Forest Preserve Police~~
By: *Richard Waszak*
Richard Waszak, Police Chief

Date: 1/23/06

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Dixmoor Fire Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

- PRIMARY: Direct transfer of 9-1-1 trunk line.
- SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-~~389-9444~~
388-3340
- TERTIARY: Dispatch to your communications center via main fire frequency 154.070.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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

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

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

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

PSAP
By: Dianna Wiessner
Dianna Wiessner, Director
E-Com Communications Center

Dixmoor Fire Department
By: Robert Morrin
Robert Morrin, Fire Chief

Date: 1-20-06

Date: 1-24-06



VILLAGE OF DOLTON
DEPARTMENT OF POLICE



Elton McClendon
Chief of Police

December 12, 2005

**South Holland Police Department
16220 Wausau Avenue
South Holland, IL. 60473**

To: Whom It May Concern:

The Village Of Dolton currently has a call handling agreement with your agency documenting procedures for handling 9-1-1 emergency calls.

In compliance with the Illinois Telephone System Act, this agreement will remain in effect for the succeeding year of 2006 unless notified by your agency in writing of any changes.

Sincerely,

**Chief Elton McClendon
Chairman
Emergency Telephone System Board**

EM/rth

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Dolton Fire Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

- PRIMARY: Direct transfer of 9-1-1 trunk line.
- SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-849-2151.
- TERTIARY: Dispatch to your communications center via main fire frequency 153.890

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

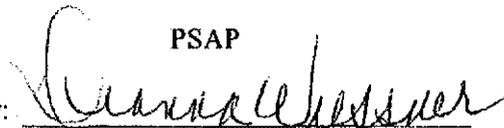
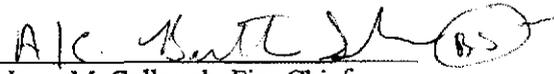
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The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

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 service 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.

PSAP	Dolton Fire Department
By: <u></u>	By: <u></u>
Dianna Wiessner, Director E-Com Communications Center	Jerry McCullough, Fire Chief
Date: <u>1-24-06</u>	Date: <u>1-24-06</u>

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Harvey Police Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

- PRIMARY: Direct transfer of 9-1-1 trunk line.
- SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-331-2131.
- TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency 155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to 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 service 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.

PSAP
 By: *Dianna Wiessner*
 Dianna Wiessner, Director
 E-Com Communications Center

Harvey Police Department
 By: *Andrew Joshua*
 Andrew Joshua, Police Chief

Date: 1-20-06

Date: 1-25-06

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Harvey Fire Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

- PRIMARY: Direct transfer of 9-1-1 trunk line.
- SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-331-2131.
- TERTIARY: Dispatch to your communications center via main fire frequency 153.890

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to 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 service 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.

PSAP Harvey Fire Department
By: Dianna Wiessner By: Jason Bell
Dianna Wiessner, Director Jason Bell, Fire Chief
E-Com Communications Center

Date: 1-30-06

Date: 1-30-06

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Lansing Police Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

- PRIMARY: Direct transfer of 9-1-1 trunk line.
- SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 895-7150.
- TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

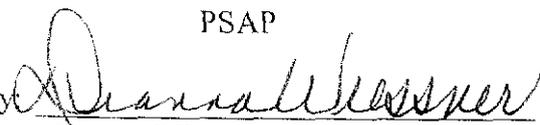
The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to 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 service 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.

PSAP
By: 
Dianna Wiessner, Director
E-Com Communications Center

Lansing Police Department
By: 
Daniel McDevitt
Chief of Police

Date: 9-1-05

Date: 01-18-06

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Lansing Fire Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

- PRIMARY: Direct transfer of 9-1-1 trunk line.
- SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-895-7133.
- TERTIARY: Dispatch to your communications center via main fire frequency 153.890

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to 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 service 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.

PSAP
By: *Dianna Wiessner*
Dianna Wiessner, Director
E-Com Communications Center

Lansing Fire Department
By: *[Signature]*
Dan Gregorovic, Fire Chief

Date: 1-20-04

Date: 01-20-06

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Metropolitan Rail/METRA Police for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 312-322-8903.

SECONDARY: Dispatch to your communications center via Point-to-Point radio frequency 155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

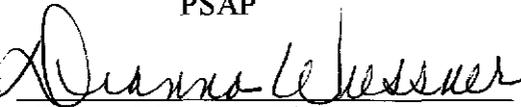
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It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service 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.

PSAP
By: 
Dianna Wiessner, Director
E-Com Communications Center

Metropolitan Rail/METRA Police
By: 
James Sanford, Acting Chief

Date: 1-20-06

Date: 1-23-06

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Phoenix Fire Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

- PRIMARY: Direct transfer of 9-1-1 trunk line.
- SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-331-2192.
- TERTIARY: Dispatch to your communications center via main fire frequency 153.890

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to 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 service 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.

PSAP
By: Dianna Wiessner
Dianna Wiessner, Director
E-Com Communications Center

Phoenix Fire Department

By: Brandon Turner
Brandon Turner, Fire Chief

Date: 1-20-06

Date: 1-23-06