



Regional 9-1-1 Consortium Concept of Operations and Implementation Plan

PREPARED DECEMBER 6, 2019 FOR
THE CONSORTIUM IN LAKE COUNTY, ILLINOIS

Appendix I – Sample Consolidation IGA

A sample consolidation IGA can be found on the following pages.

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1 Agreement

Between

FOR THE OPERATION OF CONSOLIDATED SERVICES FOR PUBLIC SAFETY EMERGENCY COMMUNICATIONS SERVICES

WHEREAS, the State of Illinois has mandated the consolidation of Public Safety Answering Points (PSAPs) statewide; and

WHEREAS, the XXX on have filed a required consolidation plan, they are working with the parties of the *Regional 911 Consolidation Agreement* in the County to collaboratively partner for the eventual reduction of PSAPs; and

WHEREAS, the parties (hereafter referred to as a “Community” or collectively as the “Communities”) has determined that consolidating would improve the emergency call-processing and dispatching; and

WHEREAS, the Communities desire to improve regional coordination and funding for the provision of quality emergency communication services; and

WHEREAS, all municipalities located within Lake County are invited to participate in the Consolidated PSAP; and

WHEREAS, the functions of the Consolidated PSAP is to provide all administrative and operational duties and services as generally accepted and necessary for the provision of emergency communications services; and

WHEREAS, the Communities have mutually determined that it is in the interest of all parties for the consolidation of emergency communications services into one service, to be overseen and managed by the Consolidated PSAP (hereafter referred to as the Host PSAP); and

WHEREAS, each participating Community will have representation on the Consolidated PSAP Advisory Board.

NOW, THEREFORE, the Communities, based on the mutual promises and considerations below, agree as follows:

2 Section 1: Purpose and Enabling Authority.

A. Purpose. The purpose of this Agreement is for the consolidation of emergency communications services, to include 911 call-taking, teletype, dispatching, and general administrations of services, under the oversight and management of XXX PSAP (Host PSAP).

B. Authority to Enter Agreement. This Intergovernmental Agreement is made by authority of [INSERT LEGISLATIVE REFERENCE]

3 Section 2: Definitions.

For purposes of this Agreement, the following definitions shall apply:

- A. **"Agreement"** means this Agreement between the Host PSAP and a Community desiring to consolidate emergency 911 services.
- B. **"Administrative Call"** means a call received in a Host PSAP that is not an Emergency Call or a Non-Emergency Call and is specific to a participating Community.
- C. **"City Limits"** means the geographical areas of a Participating Community as they currently exist or as may be amended during the term of this Agreement or any Renewal Term.
- D. **"Contract Administrator"** means the participating community Administrator or designee. The primary responsibilities of the Contract Administrator are to coordinate and communicate with the Host PSAP and to manage and supervise execution and completion of the Scope of Services and the terms and conditions of this Agreement as set forth herein. In the administration of this Agreement, as contrasted with matters of policy, all Parties may rely on the instructions or determinations made by the Contract Administrator; provided, however, that such instructions and determinations do not change the Scope of Services.
- E. **"Core Team"** A team made up of members, or designees, of the [HOST AGENCY NAME] and Participating Community actively implementing a consolidation effort.
- F. **"[INSERT 911 AUTHORITY NAME]"** is the authority that provides the total system approach to emergency communications management and training within the County.
- G. **"Emergency Call"** means a call that requires immediate law enforcement, fire rescue, or EMS call for service dispatch, or a combination thereof.
- H. **"Host PSAP"** means a facility providing the service and housing the equipment and personnel that provide E911 call-taking, teletype, and dispatching services for the regional emergency communications services and specifically designated by the [INSERT AUTHORITY] as a Host PSAP.
- I. **"Non-Emergency Call"** means a call received in a Host PSAP that does not require an immediate response from law enforcement, fire rescue, or EMS call for service dispatch, or any combination thereof.
- J. **"Consolidated PSAP Advisory Board"** means the Chartered governing body, created to provide guidance and advice to the Consolidated PSAP Director.
- K. **"Participating Communities"** means the municipal corporation or corporations existing under the laws of the State of Colorado, located within Lake County that enter into an agreement with municipalities for participation in consolidated emergency communications services.
- L. **"PSAP"** means Public Safety Answering Point, to include all functions, facilities, personnel, and equipment necessary to answer 911 calls.
- M. **"Consolidated Emergency Communications Center"** means the consolidated call-taking, teletype, and dispatch functions of emergency calls and non-emergency calls, as defined herein, for police services, fire services, and EMS.
- N. **"Intergovernmental Partnership Agreement"** means the intergovernmental agreement, which establishes the term, conditions, and financial obligations of entities participating in the consolidated emergency communications services.
- O. **"Subscriber Equipment"** means mobile radio, portable radio, fixed station radio equipment, pagers, computers, mobile data terminals, and all equipment owned and/or operated by the receiver associated with dispatch services.

- P. **“System Services”** mean the operational services performed by the Host PSAP consisting of consolidated call-taking, teletype, and dispatch functions of emergency calls and non-emergency calls, as defined herein, for fire services, emergency medical services and police services and the services and tasks related to the day-to-day operations of the Host PSAP, the system's PSAP location(s), and the hiring, training, supervision, direction, and discipline of operator's personnel.
- Q. **“Teletype”** refers to **ICIC/NCIC** which means Illinois Crime Information Center and National Crime Information Center.
- R. **“Transition Period”** means the period of beginning upon the execution of this Agreement and continuing through [insert a target date for full consolidation] as it relates to those participating communities.

4 **Section 3: Scope of Services**

- A. The Host PSAP shall provide System Services as required in this Agreement and Appendix “A”. The scope of services is a description of the Host PSAPs obligations and responsibilities and is deemed to include preliminary considerations and prerequisites, and all labor, materials, and tasks which are such an inseparable part of the work described that exclusion would render performance by the Host PSAP impractical, illogical, or unconscionable.
- B. The Host PSAP and Participating Communities acknowledges that the Contract Administrator and the ADVISORY BOARD has no authority to make changes that would increase, decrease, or otherwise modify the Scope of Services to be provided under this Agreement.
- C. The agreement with the Host PSAP shall establish benchmarks (Exhibit “B”) that must be met by the Host PSAP and address the time by which the benchmarks shall be fully achieved.

5 **Section 4: Term.**

- Term & Renewal.** The initial duration of this Agreement shall be for a period of five (5) years from the date hereof, and thereafter shall be automatically extended for consecutive two (2) year periods unless terminated by the parties. In the event that any party desires to withdraw
- A. Notice must be provided no later than one year prior to expiration of the then-current term.
 - B. **Termination.** Nothing in this agreement prohibits either community from terminating this agreement upon completion of the initial term, provided they provide a minimum of one year notice and the withdrawal shall take effect only as of the beginning of the succeeding fiscal year of the County, unless otherwise agreed between the parties.

- A. Charge for Service.** Participating Communities agree to compensate the Host PSAP in a manner specified in Section 3, as compensation for work actually performed and pursuant to this Agreement. In subsequent years, the ADVISORY BOARD will work with the Host PSAP to develop a proposed budget for recommendation and approval by the XXX Consolidated. The Host PSAP shall provide for management, administration, and oversight of the regional emergency communications services; fund the capital and operational expenses of the services out of legally available Host PSAP funds.
- B. Fee Structure:**
 - a. **Initial Consolidation Impact Costs**
 - b. **Service Fee Pricing Structure**
- C. Participating Community Costs.** The following costs represent direct costs for equipment and/or services not provided by the Host PSAP that will remain Participating Community costs:
 - a. Maintaining non-emergent telephone lines and administrative telephone lines.
 - b. Maintaining call forwarding on non-emergent or administrative telephone lines to be answered by the Host PSAP.
 - c. Installation, operation, and maintenance of circuits, software, or equipment associated with alarms or transfer of automated records for a Records Management System (RMS) or Computer Aided Dispatch (CAD) terminals.
 - d. Installing, operating, and maintaining subscriber equipment and/or licensed frequencies.
- D. Payments.** An annualized quarterly payment based upon the approved or amended budget, for system services shall be payable to the Host PSAP at the beginning of each calendar quarter (January, April, July, October).

7 **Section 6: Integration Planning**

- A. Core Team.** The Host PSAP in collaboration with the participating Community must identify a Core Team for each consolidation. The Core Team shall develop a system implementation plan which shall provide for the transition of participating communities to a Host PSAP in a manner that will minimize adverse impacts on the system as a whole. Actions of this team will always be approached with the future consolidation of additional PSAP's into the Host PSAP in mind.
- B. Authority.** The Core Team is not designed to oversee the daily functions of the Consolidated PSAP. Daily functions of the Consolidated PSAP shall be under the direction of the [INSERT ENTITY], who reports to [INSERT ENTITY NAME].
- C. Members of the Core Team:** The Core Team will consist of representatives from the City of Consolidated and the consolidating Community. The City of Consolidated will hire a Project Manager, to be funded by the Host PSAP and the consolidating Community, for the purpose of managing this consolidation. Personnel assigned to the Core Team shall be compensated by their respective agency. The roles and responsibilities of the Core Team will be articulated in relevant project planning document.
- D. Reporting.** The Core Team will provide a written report regarding progress of each consolidation. This report will be delivered to the ADVISORY BOARD and the Lake ETSB. This report shall be furnished in August and January of each respective year, beginning in [insert month/year],

and will be a public record. Reporting shall continue until the consolidation effort is complete.

- E. Termination of the Core Team:** The Core Team is designed to be temporary and be in place until the end of the transition period. The Core Team, by its own mutual agreement, may terminate, or may accept other duties as mutually agreed upon. The Core Team, at request of the Host PSAP or participating Community may remain intact to collaborate on future implementations as additional consolidations take place.

8 Section 7: Consolidated PSAP Advisory or Executive Board

- F. ADVISORY BOARD.** The Host PSAP in collaboration with the participating Communities must identify representatives to service on the ADVISORY BOARD for each consolidation. The ADVISORY BOARD functions within the provisions of the ADVISORY BOARD Charter.
- G. Authority.** The ADVISORY BOARD is not designed to oversee the daily functions of the Consolidated PSAP. The ADVISORY BOARD is only advisory in nature. Decisions made by the ADVISORY BOARD are not binding on the Host PSAP.
- H. Members of the ADVISORY BOARD:** The membership of the ADVISORY BOARD is detailed in the ADVISORY BOARD Charter and will consist of representatives from the City of Consolidated and the consolidating Communities. Representatives assigned to the ADVISORY BOARD shall be compensated by their respective agency. The roles and responsibilities of the ADVISORY BOARD will be articulated in relevant Charter document.
- I. Reporting.** The ADVISORY BOARD will provide written reports in accordance with the Charter document.
- J. Termination of the ADVISORY BOARD:** The ADVISORY BOARD is designed to be permanent. The ADVISORY BOARD, by its own Charter agreement, may increase or decrease its membership, terminate, or may accept other duties as mutually agreed upon.

9 Section 8: Participating Community Emergency Communications Personnel.

- A. Existing Employees.** Subject to the conditions below, the Center Director will hire dispatchers that meet the qualifications standards adopted by the Board, from emergency communications centers of the parties to this agreement. A readiness program to assist current dispatchers to meet qualifications standards will be made available during the establishment phase of the facility.
- B.** It is the intent of this Agreement that the hiring of dispatch staff at participating agencies will take place, subject to the pay scales established for the Consolidated 9-1-1 Center, and with existing longevity and position level taken into consideration, among other things. Criteria which may render a participating dispatch center employee ineligible for County employment at the Consolidated 9-1-1 Center include, but are not limited to, the following:
- i. Convicted felon or other significant information found on a criminal records check
 - ii. The employee has been determined "not eligible for re-hire" as a XXX employee
 - iii. Inability to pass a drug test
 - iv. Inability to pass a basic literacy exam
 - v. Education level which is not equivalent to a high school diploma or higher
- C.** Parties acknowledge that the participating Community has existing 911 emergency communications personnel who are competent and capable in performance of their job duties. Except where hiring criteria cannot be met, existing employees from the joining

agency will be offered full employment with the Host PSAP in the most equivalent role based on existing positions and current availability in the Host PSAPs Emergency Communications Center.

- D. Separation.** Participating Community employees will be required to separate from the participating Community employment and become employees of the Host PSAP.
- E. Years of Service.** Participating Community employees accepting employment by the Host PSAP will receive credit for their years of participating Community service. Joining employees will be integrated into a compiled seniority list and receive the appropriate selections with regard to shift scheduling on future shift and vacation bids. Transitioning employees time in service will also be considered for future promotional opportunities.
- F. Pay & Benefits.** Pay and benefits for employees accepting Host PSAP employment will be commensurate with new hires at the Host PSAP, with consideration of the employee's current participating community position, status, and years of service, similar to a lateral move. Transitioning employees' hourly rate of pay will not be less than their current rate. Once employment is accepted, these employees are subject to all City of Consolidated policies, and procedures, to include accrual of vacation and sick time as a new agency employee.

10 Section 9: General Provisions.

- A. Modifications.** This Agreement may only be modified upon written agreement of the Communities.
- B. Governing Law.** This Agreement is subject to and shall be interpreted under the law of the State of Illinois. Court venue and jurisdiction shall exclusively be in the Illinois District Court for Consolidated.
- C. Assignment.** No Community shall assign or otherwise transfer this Agreement or any right or obligation hereunder without the prior written consent of the other Community.
- D. Local Concern.** The Communities agree and acknowledge that the activities contained in this Agreement are matters of local concern only, and that the Communities have mutually joined together for the performance of the matters of local concern, and that nothing in this Agreement shall be construed as making any of the concerns covered herein matters of mixed or statewide concern.
- E. Independent Contractors.** The Communities agree that they stand as independent contractors in relationship to one another. Nothing in this Agreement shall be construed to create an employer-employee or any other sort of master-servant relationship between the Communities. Each Community remains responsible for all pay, benefits, employment decisions, and worker's compensation and other liabilities for its own personnel.
- F. Governmental Immunity.** The Communities recognize and agree that they are governmental entities, subject to the provisions of the [INSERT LEGISLATIVE REFERENCE]. Any provision of this Agreement, whether or not incorporated by reference, shall be controlled, limited, and otherwise modified so as to limit any liability of the Communities to the terms of the Agreement.
- G. Hold Harmless/Indemnification.** Each Community agrees to be responsible for its own liability incurred as a result of its participation in this Agreement. In the event any claim is litigated with respect to the enforcement of the Agreement, each party will be responsible

for its own expenses of litigation or other costs associated with enforcing this Agreement. No provision of this Agreement shall be deemed or construed to be a relinquishment or waiver of any kind of the applicable limitations of liability provided to each party by the [INSERT LEGISLATIVE REFERENCE]. The Host PSAP shall neither have, nor exercise, any control or direction over the manner and means by which the participating Community performs its obligations, except as otherwise stated in this Agreement.

- H. Compliance with Laws.** At all times during the performance of this Agreement, the Communities shall strictly adhere to all applicable federal, state, and local laws, rules, and regulations that have been or may hereafter be established.
- I. Waiver.** The Communities agree that the waiver of a breach of any term or provision of this Agreement shall not act as a second or subsequent waiver of the same term or any other term under this Agreement.
- J. Entire Agreement.** This Agreement, together with all exhibits attached hereto, constitutes the entire agreement between the Communities, and all other representations or statements made previously, verbal or written, are merged herein.
- K. Headings.** The headings of the several sections of this Agreement are inserted only as a matter of convenience and for reference and do not define or limit the scope or intent of any provisions of this Agreement. The headings shall not be construed to affect in any manner the terms and provisions of this Agreement or their construction.
- L. No Third-Party Beneficiaries.** It is expressly understood and agreed that enforcement of the terms and conditions of this Agreement, and all rights of action relating to such enforcement, shall be strictly reserved to its Communities, and nothing contained in this Agreement shall give or allow any such claim or right of action by any person or entity not a party to this Agreement. It is the express intention of the Communities that any person or entity not a party to this Agreement receiving a benefit under this Agreement shall be deemed an incidental beneficiary only.
- M. Severability.** The terms of this Agreement are severable. Should any term or provision of this Agreement be declared invalid or become inoperative for any reason, such invalidity or failure shall not affect the validity of any other term or provision of this Agreement, to the extent that it is still capable of being performed within the Communities' intentions.
- N. Subject to Annual Appropriations.** Consistent with [INSERT LEGISLATIVE REFERENCE], any financial obligations of the participating Community not performed during the current fiscal year are subject to annual appropriation, and thus any obligations of the participating Community hereunder shall extend only to monies currently appropriated and shall not constitute a mandatory charge, requirement, or liability beyond the current fiscal year.
- O. Records and Compliance.** The Host PSAP will maintain records regarding calls and dispatch, in compliance with the Host PSAP records retention requirements and Illinois state law.
- P. Compliance with Federal Law.** The Host PSAP will provide services related to emergency communication that will assist the participating Community in compliance with any federal law, Memorandum of Understanding (MOU), or agreement applicable to law enforcement agencies; such as Immigration and Customs Enforcement (ICE) notifications.

- i. **Confidentiality.** The Host PSAP shall keep all records and information confidential and comply with all laws and regulations concerning confidentiality of information.
- ii. **Notification.** The Host PSAP shall notify its agents, employees and assignees that may come into contact with records that arise out of the emergency communication center and its duties relating to the participating Community that the information shall remain confidential and is subject to the confidentiality requirements set forth by policy and Illinois state law.
- iii. **Use, Security, Retention and Distribution.** Confidential information of any kind shall not be distributed or sold to any third party or used by the Host PSAP or its

agents in any way, except as authorized by the Agreement and as approved by the participating Community. The Host PSAP shall provide and maintain a secure environment that ensures confidentiality of all records relating to a participating Community and other confidential information wherever located. Records may be used for training and quality assurance purposes. Confidential information shall not be retained in any files or otherwise by the host PSAP or its agents, except as set forth in this Agreement and approved by the participating Community. EXHIBIT F outlines services to be provided by the host PSAP with respect to maintenance of records.

The host PSAP shall be the record holder and administrator for all records generated out of the Emergency Communications Center. The host PSAP will supply records as outlined in Exhibit F.

Q. Amendment of Agreement. This Agreement may be amended only upon the consent of the participating Communities. Amendment must be put in writing and signed by participating Communities.

11 **Section 10: Notices.**

A. General Notices. Any notice required to be given under this Agreement or related to the overall terms of this Agreement shall be in writing and shall be either personally served upon the other Community or sent by certified U.S. mail, return receipt requested. The following individuals shall serve as the contacts for notice under this Agreement:

For the host PSAP:
[INSERT CONTACT]

For the Participating Community:
[INSERT CONTACT]

IN WITNESS WHEREOF, the [INSERT ENTITIES] have executed this Agreement as written above.

APPROVED: APPROVED:

[INSERT SIGNATURES]

12 EXHIBIT A

Scope of Services

A. The functions of the Host PSAP are to provide all administrative and operational duties and services as generally accepted and necessary for the provision of Emergency Communications Services, to include the following:

- a. Act on behalf of the participating Community as the Public Safety Answering Point (PSAP) and coordinate with the Consolidated Advisory Board and Lake ESTB to ensure that Participating Community citizens receive the very best possible services when dialing 911.
- b. Answer all 911 calls originated within the participating Community geographical limits and/or Police and Fire designated response areas on a continuous twenty- four (24) hour a day three hundred sixty- five (365) day a year basis
- c. Answer non-emergency calls intended for the participating Communities' public safety and non-governmental entities as identified in this Intergovernmental Partnership Agreement (e.g. Police, Fire, Public Works) on a three hundred sixty-five (365) day a year basis.
 - i. Non-emergency calls may be answered by an automatic answering device during periods of high call volume and placed on hold until call takers are available to assist the customer.
- d. Dispatch police and fire calls for service based upon the host PSAP's policies and procedures, national standards and best practices including but not limited to:
 - i. [INSERT POLICIES]
- e. Under most scenarios, call taking and radio dispatching are separate functions. Communities acknowledge that, when the Host PSAP is short-staffed, call takers may dispatch and vice-versa.
 - i. The primary telephone positions are responsible for handling incoming telephone calls, both emergent and non-emergent.
 - ii. The primary police radio dispatcher is responsible for dispatching units, maintaining communication, recording times and comments.
 - iii. The fire dispatcher dispatches the fire and medical calls for service, while a call taker is processing the call for service.
- f. Maintain participating Community Police and Fire Department response plans provided by the participating Community in the Computer Aided Dispatch (CAD) system.
- g. Provide after-hours notification to participating Community governmental entities and their personnel as identified (e.g. Public Works on-call personnel in accordance with established procedures, as provided by the participating Community.)
- h. Provide the citizens of the participating Community with the services of a nationally accredited communications center accredited by the International Academy of

Emergency Dispatch (NAED).

- i. The participating Community Fire radio(s) shall be programmed with the talk groups utilized by the participating Community Police talk groups and vice versa.
 - j. Paging and radio transmission content shall be consistent with FCC regulations concerning use of Public Safety frequencies.
 - k. The Host PSAP shall be responsible for scheduling and assigning of personnel servicing this Agreement.
 - l. Emergency 24-hour support for subscriber equipment is not included in this Agreement, as it is supplied by the Lake County.
 - m. The Host PSAP shall not be liable for claims or damages caused by communications failures.
 - n. Maintain and own all records created by the Host PSAP.
 - o. Support for functions and services or equipment not identified in this Agreement shall be arranged in advance on a case-by-case basis with the Host PSAP, the Contract Administrator and/or the ADVISORY BOARD representative for the Participating Community.
 - p. The items in this scope of work may be modified from time to time, as needed, by mutual agreement between the Host PSAP and the participating Communities. If modification is made, the modification shall be in writing and signed by all Communities.
- K. Reports.** Through an automated system, by fax, email or other means, the Host PSAP will provide the following reports to the participating Community on the schedule indicated:
- a. Daily - Case Number Log
 - b. Monthly - Calls for Service
 - c. Annual - Reports, as necessary, to comply with United States Immigration and Customs Enforcement Office (ICE) requirements
 - q. Other - Reports as reasonably needed and/or requested, if possible within the confines of the existing data management
 - r. Stolen license plates, vehicles, guns and missing person's entries will be maintained by The Center for purpose of providing 24-hour validation of inquiries made. The documentation will be forwarded to the filing agency upon recovery and completion of the validation and removal process from ICIC/NCIC in the form of a PDF file to an email address provided by the receiving agency.
- L. Complaints.** The Host PSAP shall be responsible for handling all complaints relating to delivery of service and performance of the System and shall provide a detailed response to the participating Community. The Host PSAP shall provide to the ADVISORY BOARD on a monthly basis a report detailing the issue and response to each complaint it has received regarding System Services. The Host PSAP and ADVISORY BOARD shall develop an action plan to address complaints.
- M. Change Management.** The Host PSAP shall be responsible for handling all change management requests relating to delivery of service and performance of the System and shall provide a detailed response to the participating Community. The Host PSAP provide to the ADVISORY BOARD on a monthly basis a report detailing the status of each change management request it has received regarding System Services. The Host PSAP and ADVISORY BOARD shall develop a change management request process.
- N. Declared Emergencies.** During periods of a declared state or local emergency as authorized by law, the Host PSAP shall take all necessary steps to ensure that adequate personnel are

available to properly perform the requirements of this Agreement and shall coordinate its activities with the participating Community.

13 EXHIBIT B

Performance Standards

- A. Performance.** The performance of the Consolidated PSAP will be based on the lifecycle of an emergency call for calls received on the emergency lines (911 lines).
- PS1 - 911 call answer time
 - PS2 - Time from call answered to call entered in cad (and forwarded to dispatcher)
 - PS3 - Time from CAD entry until a unit is dispatched
 - PS4 - Time from unit dispatched until unit arrives on scene
 - PS5 - Time from unit arrives on scene until incident is closed
- a. To ensure the performance of the Consolidated PSAP is evaluated in a reasonable manner, performance standards have been separated based on a transition and post-transition period.
- b. Performance Standards ("Standards") will become effective at such time the participating Community is designated, in writing, by the Host PSAP as having been migrated to the consolidated system.
- B. Transition.** The following Standards will be utilized to track the efficiency and operational performance of the regional system on a monthly basis during transition phase:
- a. Communication personnel shall be certified by the International Academy of Emergency Dispatch as the Host PSAP migrates to all three disciplines.
- C. Post Transition.**
- a. **Call Processing**
- i. Calls for service presented on 911 trunks shall be answered by the 2nd ring under most circumstances.
 - ii. Emergent calls for service will be entered reflecting the location and type of incident within 30 seconds under most circumstances.
 - iii. Non-emergent calls for service will be answered based on availability of dispatchers and may go into an auto-answering queue.

14 EXHIBIT C

Staffing

- A. Staffing**
- a. The Host PSAP shall provide and employ the civilian personnel, in the appropriate number to align to the hourly call data and the staffing model to perform system services.

- b. Using staffing analytics, the Host PSAP will establish staffing levels and schedules that allows the Host PSAP to maintain minimum staffing requirements to meet the performance standards outlined in this agreement.
- c. Using staffing analytics and call handling statistics, staff appropriate number of certified Emergency Medical Dispatch (EMD) personnel on each shift.
- d. Under most scenarios, call taking and radio dispatching are separate functions. Communities acknowledge that, when the Center is short-staffed, call takers may dispatch and vice-versa.
- e. The Host PSAP shall ensure that its employees receive the training required to perform their jobs in a manner consistent with the terms, conditions, obligations, goals and requirements of this Agreement. During the transition period all employees performing System Services shall be trained to maintain their present level of services (call-taking, dispatching, and teletype processes). Post transition period, all employees performing System Services shall be provided the opportunity to be trained on call taking, dispatching, and teletype processes.

15 EXHIBIT D

Standard Operating Procedures

- a. The Host PSAP will process calls for service using agreed upon call taking, police, and fire dispatching duties, standards, and protocols.
- b. **Call Processing**
 - a. Calls for service coding is based on the information provided by the caller during the interview.
 - b. Calls for service will contain information provided by the caller based on a series of pre-defined questions appropriate to the problem coding.
- c. **IAED**
 - a. Medical calls will be processed on the Priority Dispatch System. The responding units will receive the determinant by radio, as a second notification if it's not available at the time of the dispatch.
- d. **Police Dispatching**
 - i. High priority calls will be dispatched to available officers and those assigned to "lower priority calls".
 - ii. Calls for service will be dispatched based on priority and availability of officers.
 - iii. Calls for service will be time tracked by the police dispatcher.
 - iv. Calls for service will contain information provided by the officer.
 - v. Officers may request information on prior events, premise information, caution notes and other information deemed to be an officer safety issue by radio as recorded in the Computer Aided Dispatch System.
 - vi. Whenever possible, group pages shall be accomplished by using a single cap-code page, Active 911 and/or the 911 software.
 - vii. Contacts requiring vehicle tows will be provided for the towing service based on municipal contracts or direction by the officer.
 - viii. Entries related to tows will be assigned a case number or incident number as determined by this Agreement. An impound log will be maintained by communications personnel to track impounded vehicles.
- e. **Fire Rescue Dispatching**
 - i. Emergency Fire and medical calls for service will be dispatched in accordance with NFPA 1221 (7.4 Operating Procedures) 2013.

- ii. [INSERT HOST AGENCY NAME] will ensure that all policies & protocols observed will not do anything to decrease current ISO ratings.
- iii. All unit activities will be tracked by the fire dispatcher.
- iv. Requests for mutual aid assistance and notifications will be recorded in the call for service, tracked and date time stamped by the dispatcher.
- v. The dispatcher will make notifications of responder safety hazards when dispatched.
- vi. New premise and hazard information will be entered into the CAD system at the request of the [AGENCY] Fire Department Chief or their representative.
- vii. If a paging problem is suspected, test pages will be performed by communications to troubleshoot. The Center is not responsible for sending out pages other than for actual calls for service, i.e.; center will not send training or meeting notifications.
- viii. OEM, weather, and operation needs will be paged according to standard operating procedure.

f. Teletype

- i. Stolen vehicle entries into the XXXX/NCIC system will be completed after the request for the case number and according to standard operating procedures.
- ii. Missing person entries will be entered into the XXXX/NCIC system will be completed within two hours of report, with the information available, to meet the National Missing and Exploited Children requirements. Entries may be made using the incident number assigned to the call pending the issuance of a case number.
- iii. Stolen license plate entries into the XXXX/NCIC system will be completed after the request for the case number and availability of dispatchers.
- iv. Broadcasts for stolen vehicles will be made if the vehicle was stolen within the last 6 hours to the routing of [INSERT AGENCIES].
- v. All towed vehicles entered into the XXXX/NCIC system will be completed after the request and availability of dispatchers.
- vi. Stolen gun entries into the XXXX/NCIC system will be completed after the request for the case number and according to standard operating procedure.