

**Village
Board**

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Rosa Carmona

Frank DeSimone

Agnieszka "Annie"

Jaworska

David Majeski

Martin O'Connell III

Henry Wessler

Village Clerk

Ilsa Rivera-Trujillo

Village Manager

Evan K. Summers



BENSENVILLE
GATEWAY TO OPPORTUNITY

Village of Bensenville, Illinois
VILLAGE BOARD
PUBLIC SAFETY COMMITTEE MEETING
AGENDA
6:00 PM February 21, 2017

Call to Order

Roll Call

Public Comment (3 Minutes per person with a 30 minute meeting limitation)

Approval of Minutes:

January 17, 2017 Public Safety Committee Minutes

ACTION ITEMS

1. Consideration of an Extension of the IGA with the Village of Addison for Police Dispatch Services from May 1, 2017 through April 30, 2020

INFORMATIONAL ITEMS

Adjournment

TYPE:Minutes**SUBMITTED BY:**Corey Williamsen**DEPARTMENT:**Village Clerk's Office**DATE:**February 21, 2017**DESCRIPTION:**January 17, 2017 Public Safety Committee Minutes.**SUPPORTS THE FOLLOWING APPLICABLE VILLAGE GOALS:****COMMITTEE ACTION:****DATE:****BACKGROUND:****KEY ISSUES:****ALTERNATIVES:****RECOMMENDATION:****BUDGET IMPACT:****ACTION REQUIRED:****ATTACHMENTS:**

Description

Upload Date

Type

DRAFT_170117_PS_Minutes**2/14/2017****Cover Memo**

**Village of Bensenville
Village Board Room
12 South Center Street
Bensenville, Illinois 60106
Counties of DuPage and Cook**

**MINUTES OF THE PUBLIC SAFETY COMMITTEE MEETING
January 17, 2017**

CALL TO ORDER: Chairwoman Carmona called the meeting to order at 7:09 p.m.

PRESENT: Upon roll call by Deputy Village Clerk, Corey Williamsen, the following Board Members were present:

Chairwoman Carmona, DeSimone, Jaworska, Majeski, O'Connell, Wesseler

Absent: None

Village Clerk, Ilsa Rivera-Trujillo, was also present.

A quorum was present.

Staff Present: E. Summers, J. Caracci, F. Kosman, M. Martella, S. Viger, C. Williamsen

Public Comment: There was no Public Comment.

Approval of Minutes: The October 18, 2016 Public Safety Committee Meeting Minutes were presented.

Motion: Trustee Majeski made a motion to approve the minutes as presented. Trustee DeSimone seconded the motion.

All were in favor. Motion carried.

Taser Purchase Order: Village Manager, Evan K. Summers, presented to the Committee a Resolution Approving the Purchase of 35 Tasers and Accessory Items for the Bensenville Police Department.

There were no questions from the Committee.

Motion: Trustee O'Connell made a motion to approve this item for placement on a future Village Board Meeting Agenda for action. Trustee DeSimone seconded the motion.

All were in favor. Motion carried.

**Informational
Items:**

There were no informational items.

ADJOURNMENT: Trustee Majeski made a motion to adjourn the meeting. Trustee DeSimone seconded the motion.

All were in favor. Motion carried.

Chairwoman Carmona adjourned the meeting at 7:13 p.m.

Corey Williamsen
Deputy Village Clerk

PASSED AND APPROVED by the President and Board of Trustees of the Village of Bensenville this ____ day, February 2017.

TYPE:Resolution**SUBMITTED BY:**Frank J. Kosman**DEPARTMENT:**Police**DATE:**February 21, 2017**DESCRIPTION:**Consideration of an Extension of the IGA with the Village of Addison for Police Dispatch Services from May 1, 2017 through April 30, 2020**SUPPORTS THE FOLLOWING APPLICABLE VILLAGE GOALS:****SUPPORTS THE FOLLOWING APPLICABLE VILLAGE GOALS:**

<input checked="" type="checkbox"/>	<i>Financially Sound Village</i>	<input type="checkbox"/>	<i>Enrich the lives of Residents</i>
<input checked="" type="checkbox"/>	<i>Quality Customer Oriented Services</i>	<input type="checkbox"/>	<i>Major Business/Corporate Center</i>
<input checked="" type="checkbox"/>	<i>Safe and Beautiful Village</i>	<input type="checkbox"/>	<i>Vibrant Major Corridors</i>

COMMITTEE ACTION:**DATE:**

February 21, 2017

BACKGROUND:

In 2011, the Village Board approved an IGA with the Village of Addison to provide police dispatch services. In 2014, the Village Board approved an extension of the IGA through 4/30/2017, which is attached. Through the first 6 years of the IGA, the Village has realized approximately \$1.2 million in savings. Under the terms of the proposed extension, the Village is expected to realize another \$451,671 in savings. Staff has attached the memo from 2014 and a new one that explains the savings.

Bensenville was the first to partner with Addison for police dispatching. Since Then, Bloomingdale, the DuPage County Forest Preserve, Wood Dale, Itasca and Glendale Heights have become partners. Recently, Fire Districts have joined ACDC. The Bensenville Fire District will be joining this May. Attached is the 2016 ACDC Annual Report with further information.

KEY ISSUES:

In 2015, the IGA was updated and approved by the Village Board so that each agency would only have to renew the exhibit related to them along with the Village of Addison to extend the IGA. The only terms that are changed in the proposed extension are the annual service fees. The increase is 5.5% per year. The increase is based on increased personnel costs and is in line with the other agencies. The proposed annual service rates are as follows:

- 5/1/17 through 4/30/18 \$252,335.67 (5.5% increase)
- 5/1/18 through 4/30/19 \$266,214.13 (5.5% increase)
- 5/1/19 through 4/30/20 \$280,855.91 (5.5% increase)

ALTERNATIVES:

1. Approval of the Resolution.
2. Discretion of the Committee.

RECOMMENDATION:

Village Staff recommends approval of the Resolution Authorizing an IGA extension with The Village of Addison for dispatching services.

BUDGET IMPACT:

The increase is within the amount budgeted in FY2017.

ACTION REQUIRED:

Consideration of a Resolution authorizing a contract extension with the Village of Addison for dispatching services until April 30, 2020.

ATTACHMENTS:

Description	Upload Date	Type
2014 Memo	2/14/2017	Backup Material
Memo 17-7 ACDC Renewal Cost Savings	2/14/2017	Backup Material
2016 ACDC Annual Report	2/15/2017	Backup Material
Proposed IGA Extension Resolution	2/14/2017	Resolution Letter
Proposed Exhibit C	2/15/2017	Exhibit
2015 Resolution and IGA	2/14/2017	Backup Material



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JoEllen Ridder
Henry Wesseler

Village Clerk
Ilsa Rivera-Trujillo

Village Manager
Michael J. Cassady

Police Chief
Frank Kosman

Memorandum 14-18

Date: 06-4-14

To: Michael Cassady, Village Manager

From: Frank Kosman, Chief of Police

Subject: Six Year Cost Savings of approximately \$1.2 million of Dispatch Consolidation

As per the Public Safety Committee's Request during the May 20th Committee meeting, I have gathered the below information that explains the cost savings so far for the Village from the consolidation of the police dispatching services with Addison along with a projection of the cost savings that the Village will gain from the proposed extension of the agreement with the fee structure offered by Addison for providing the services.

The personnel cost for Bensenville's independent communication center in 2011 was \$395, 269. The cost for police assistants who staff the police station in the evenings and weekends is included. The patrol officer's contract increased 3% in 2012, 2013, and 2014. Using that same increase for the dispatchers, the savings are as follows:

Actual Cost Savings

	2012	2103	2014	Cumulative
Dispatch Personnel Cost	\$407, 127	\$419, 341	\$431, 921	\$1,258,389
ACDC Service Fee	\$200,821	\$200,821	\$200,821	\$602,463
Police Assistant Personnel Cost	\$60,000	\$60,000	\$60,000	\$180,000
Savings	\$146,306	\$158,520	\$171,100	\$475,926



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The below table shows the projected savings for the Village if the proposed 3 year extension based on an estimated 3% annual increase in the personnel costs for the communications personnel for an independent communication center at the same staffing level, a 3% annual increase for the police assistants and the annual service fees proposed by Addison.

Projected Cost Saving

	2015	2016	2017	Cumulative
Personnel Cost	\$444,879	\$458,225	\$471,972	\$1,375,076
ACDC Service Fee	\$212,870	\$222,642	\$239,181	\$674,693
Police Assistant Personnel Cost	\$61,800	\$63,654	\$65,564	\$191,018
Savings	\$170,209	\$171,929	\$167,227	\$509,365

The above charts show the savings of \$985,291 in personnel costs over the 6 year period. In addition, FGM architects estimates that there would be an additional \$250,000 in savings from not having to build and equip a police communications center in the new police/EMS facility that is under construction. Therefore, the actual savings for the Village during this period for providing the police dispatch services is approximately \$1,235,291.



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 Frank J. Kosman

Memorandum 17-7

Date: 02-14-17

To: Evan Summers, Village Manager

From: Frank Kosman, Chief of Police

Subject: Anticipated Cost Savings of \$471,000 from ACDC 3 Year Contract Renewal Term

The Village consolidated its police dispatching with the Village of Addison in 2011. I have attached Memorandum 14-18 which documented the savings from the first 3 year term of the consolidation agreement, \$475,926, and the projected 3 year savings for the next 3 year term, \$509,365 which will end on April 30 of 2016.

The cost of dispatch personnel in 2011 was \$395,269. The projected costs for the following years include an estimated 3% increase in salary and benefits. The below estimate continues with the 3% increase assumption. The proposed extension of the IGA with Addison is for a 5.5% increase in their costs. The increase is attributable to their personnel costs increasing from cost of living and step increases over the next three years.

Projected Cost Saving

	2018	2019	2020	Cumulative
Personnel Cost	\$486,131	\$500,715	\$515,736	\$1,502,582
ACDC Service Fee	\$252,335	\$266,214	\$280,856	\$799,405
Police Assistant Personnel Cost	\$81,370	\$83,811	\$86,325	\$251,506
Savings	\$152,426	\$150,690	\$148,555	\$451,671

Before the beginning of 2016, the police assistants worked from 5:00 PM until 11:00 PM during the week and from 7:00 AM to 11:00 PM on weekends. In order to maintain staffing at the station at all times, police assistants began working the overnight shift 11:00 PM to 7:00 AM seven days a week. This increased the actual cost of the police assistants to about \$79,000 from \$55,000 in 2015 and reduced the anticipated savings from the consolidation as depicted in the 2014 Memo by about \$13,500 which still left about \$154,000 in savings.



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Combining the above information and the information on the previous memorandum, the savings of \$1,412,962 in personnel costs over the 9 year period. In addition, FGM architects estimated that there would be an additional \$250,000 in savings from not having to build and equip a police communications center in the Police/EMS facility that was constructed. Therefore, the actual savings for the Village during this period from consolidated police dispatch services is approximately \$1,662,962.

2016
ANNUAL REPORT

Addison
Consolidated
Dispatch
Center

Prepared by:

Director Delores Temes

Addison Consolidated Dispatch Center Mission and Values Statement

Mission

We are committed to building public trust and providing superior service by treating everyone with dignity and respect; while providing for the needs and safety of the communities and responders.

Values

To fulfill this mission to both the communities and the responders, the Addison Consolidated Dispatch Center (ACDC) adopts these values:

- To express compassion by treating everyone with courtesy, empathy, impartiality and respect.
- To demonstrate dependability by gathering and providing accurate information in an efficient and confidential manner.
- To foster integrity by always being ethical and honest.
- To exhibit professionalism by being loyal and taking the responsibility for working as a team.

Executive Summary

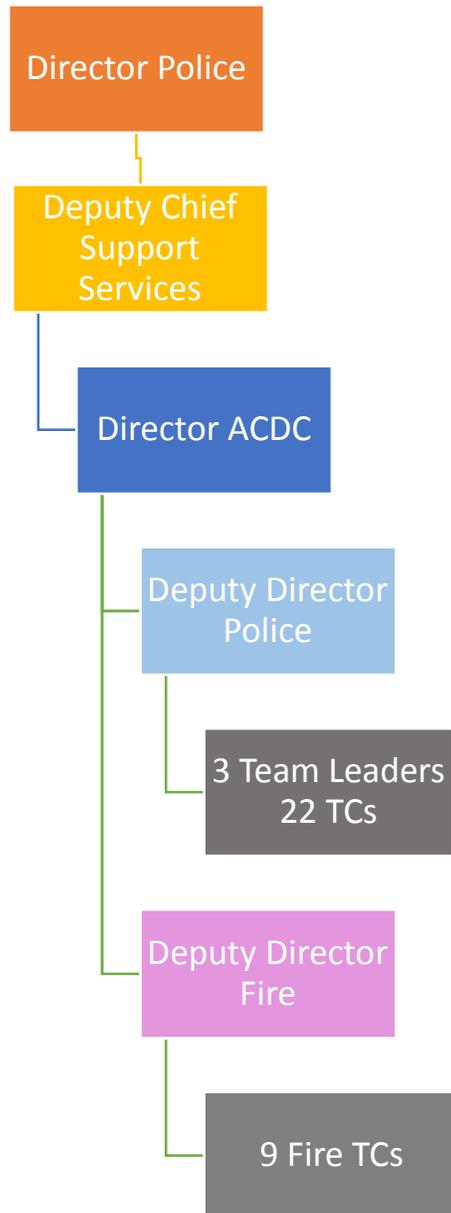
The ACDC Annual Report is a summary of 2016 activities and events. The focus in 2016 was consolidation, expanding services to include fire dispatch, developing emerging platforms that will be deployed in 2017, and moving forward with the ACDC new facility project. Illinois legislation served as the main driver of consolidation throughout the State. The number of PSAPs in DuPage County was reduced to three: Addison, DU-COMM, and the Sheriff's office.

In addition to consolidation of PSAPs, four fire agencies, who are currently dispatched by other PSAPs decided to join ACDC. This movement had been slated to occur after the build of the new ACDC facility. However due to financial concerns and pressures, the time-line for the moves was reprioritized to occur during the first quarter of 2017.

With the increase in agencies being served by ACDC we continued to hire and train non-stop. Our staffing levels increased to 29 police dispatchers (from 25 in 2015) and 9 new fire dispatchers, along with a Deputy Director of Fire. Nineteen TCs were hired in 2016. Two TCs were unable to complete the training program and resigned, one TC resigned her position prior to a pre-termination meeting, and another resigned due to a career change.

ACDC worked on a variety of projects throughout the year. This included heavy involvement in the County-wide CAD solution, the purchase of the new 911 call handling equipment, implementing fire dispatching, deployment of EMD software and protocols mandated by the State, and re-routing all wireless 911 calls in the County to "the closest PSAP".

ACDC Personnel



Personnel Changes

TC Name	Status	Status
Samantha Hall	Hired 02/23/16	Completed Training
Jaime Diaz	Hired 02/23/16	Completed Training
Alex Chavez	Hired 02/23/16	Completed Training
Leyla Alkanat	Hired 03/01/16	Completed Training
Karen Salazar	Hired 03/01/16	Resigned from Training Program 05/09/16
Dennis Hayden	Hired 03/01/16	Resigned from Training Program 07/01/16
Jaime Rickerson	Hired 08/29/16	Completed Training Program 12/05/16
April Poynor	Hired 09/19/16	Currently in Training Program
Fabiola Valdez	Hired 09/19/16	Currently in Training Program
Bill Srejma	Hired 09/26/16	Hired as Deputy Director of Fire Ops
Lisa Broche	Hired 09/26/16	Hired as a fire TC
Mike Graves	Hired 09/26/16	Hired as a fire TC
Lester Antos	Hired 09/26/16	Hired as a fire TC
Bret Jefferies	Hired 09/26/16	Hired as a fire TC
Mike Jakubosky	Hired 09/26/16	Hired as a fire TC
Jason Leonard	Hired 09/26/16	Hired as a fire TC
Shawn Dyer	Hired 09/26/16	Hired as a fire TC
Shelley Vulpo	Hired 11/29/16	Currently in Training Program
Beth Davis	Hired 12/08/16	Currently in Training Program
Lauren Vanderploeg	Resigned 11/17/16	Resigned before Pre-termination Meeting
Deanna Knox	Resigned 12/28/16	Resigned left Dispatch Field

Consolidation

- Throughout 2016, ACDC continued to meet with neighboring fire agencies (Addison, Bensenville, Bloomingdale, Glenside, Elmhurst, Itasca, and Wood Dale). ACDC signed Intergovernmental Agreements with the Addison Fire Protection District, Bensenville Fire Protection District, Itasca Fire Protection District, and Wood Dale Fire Protection Districts. Cut-over for the “North” groups are projected to begin during the first quarter of 2017. The DuPage County ETSB agreed to provide financial assistance for fire protection districts who chose to leave DU-COMM and join ACDC by reimbursing the Reserve Contribution and Administrative Fees. Bloomingdale Fire Protection District, Glenside Fire Protection District, and Elmhurst Fire Department choose to remain with DU-COMM.
- Cut-over for the Itasca Police Department occurred January 5, 2016. Cut-over for the Glendale Heights Police Department occurred May 3, 2016.

- ACDC signed Intergovernmental Agreements with the Tri-State and Pleasantview Fire Protection Districts. Due to limitations of the current 911 phone system, it was determined that fire dispatching operations would be performed from the Tri-State Fire Protection District's Communications Center. An Intergovernmental Agreement was signed for use of the facility and cut-over for both agencies occurred on October 5, 2016.
- The Village of Westmont signed an Intergovernmental Agreement with ACDC to provide police and fire dispatching services. Cut-over is projected for February 2017.

Projects

- CAD/RMS: The DuPage County ETSB and Procurement office signed a contract with the selected vendor of choice, Hexagon (aka Intergraph). ACDC Directors continue to work on this project serving on the CAD Build Team. Eighty-five percent of the static data has been collected by the PSAP Managers
- EMD/PRO QA: All ACDC dispatchers have become Priority Dispatch EMD certified under the direction of Deputy Director Hurd, who serves as a Training Project Co-Manager for ETSB. In addition, ACDC staff has become Pro QA certified. Pro QA is the software utilized by Priority Dispatch. This software is integrated with CAD and assists TCs with the EMD protocols. Roll out of Pro QA is scheduled for January 2017.
- ITECS TEAM: Deputy Director Hurd continues to serve on the DuPage County ITECs Team as a Com L. He works with DuPage County Office of Emergency Management on both small- and large- scale events.
- Next Gen911 Phone System: ACDC Directors have worked closely with the DuPage ETSB on creating a Request for Proposal for a next generation 911 telephone system to replace the antiquated system. Four vendors submitted proposals and the directors along with the other DuPage County PSAP managers attended demonstrations. The team selected AT&T/Airbus. The phone system is projected to deploy February 2017.
- Fire Dispatch: Deputy Director Srejma has worked closely with the ACDC fire agencies to collect data, understand technology and dispatching needs and to create SOPs for fire dispatching. Deputy Director Srejma has overseen the equipment, programming, and installation of station alerting, tones, paging, and radio frequencies.
- EMD License: Deputy Director Srejma met with our EMS Coordinator George Madland. Our application to be an EMD licensed communications center was submitted and we are waiting for approval.

- CALEA Accreditation: ACDC signed the CALEA contract April 2016. After reviewing the standards, ACDC revised and added necessary policies. The collecting of proofs began and will continue. ACDC participated in a mock assessment in December. The on-site assessment is schedule for April 2017.
- Wireless Reroute: The DuPage ETS and PSAP managers collaborated to re-route 911 wireless calls to the closest PSAP, changing the way 911 wireless calls had been handled. The goal was to reduce the number of transfers that a citizen encounters. Based on cell tower coverage, population, and jurisdiction, the managers reviewed and agreed on the re-routing selections.
- Tri-State Communications Center: Due to limitations to the phone system in Addison, ACDC was forced to split operations between police and fire in order to accommodate consolidations. After experiencing issues with the current phone server at Tri-State, the server was swapped with a decommissioned one by AT&T. A new position was added (phone, radio, and CAD) as well. Station alerting functionality was added for Pleasantview in October as well as was CAD configuration.

ACDC Building Project

In July, the building project was released for bid and the Village of Addison entered into a contract with Carlson Brothers Construction in August. The groundbreaking ceremony occurred on August 31st. The NFPA1221-compliant communications center for ACDC is currently on schedule. We have a tentative completion date between November and December 2017.

Performance of Duty

ACDC TCs were recognized for their work by various supervisors this year, as noted below

Case #	TCs Involved	Description
BL16-710	Swistek Medina Knox Williamson	3 rd party 911 call of a female screaming, possibly a gun shot. Isolated incident to separate radio channel, perimeter set, satisfied multiple requests from officers and detectives
WD16-932	Alimissis Beebe Gelb Hermes Hernandez Knox Kolberg Koechling Nowak Vanderploeg Wohlwend	An elderly couple both suffering from Dementia reported missing from their home. LEADS entries made, messages to various police departments in Illinois, area hospitals contacted, requests for hotel/motels to be checked. Coordinated information from family members. Provided media with press release. Efforts went into the following day. Couple was found uninjured
GL16-9691	Chavez Knox Medina Williamson	3 rd party call of a suicidal subject. Cell phone was pinged, area searched, subject located and transported to hospital. Several hours later, subject fled the hospital, extensive search requiring a K-9 call out, isolating radio traffic; a foot pursuit occurred and subject was located. While coordinating this call, TCs handled 162 other telephone calls and maintained normal operations for other agencies.
WD16-5709 & BV16-4026	Kolberg Vanderploeg	Bank robbery occurred in Wood Dale, isolated incident and set a perimeter. A few moments later a fatal car crash occurred in Bensenville requiring a DUCART, EMA, utilities call outs and multiple requests from officers from both agencies.
WD16-2635	Lettenberger	Sgt. Frese wrote a performance of duty regarding TC Lettenberger's handling of an on-going domestic that officers were dispatched to twice within an hour. During the third phone call, TC Lettenberger heard a reference to a gun in the background and began questioning the caller and alerted the officers. Sgt. Frese advised that when he listened to the call it took him 3 attempts before he heard and understood the mention of the gun.

WD16-14179	Nowak	The front clerk from the Double Tree Hotel in Wood Dale called. When asked what was going on he responded “yes”. TC Nowak immediately realized that the clerk could not speak freely and processed the call in an expedited manner
WD16-118	Nowak	Sgt. Frese wrote a performance of duty letter regarding TC Nowak’s performance in trying to locate a suicidal subject. The 3 rd party caller did not have an address for the subject. TC Nowak worked quickly searching several databases. She located an address, dispatched officers who were able to locate the person.
AD16-847	Medina	An Officer requested a backup after observing two subjects at a park that were in the possession of a gun. TC immediately dispatched additional units, advised the Sgt. cleared the channel and relayed pertinent information to responding officers.
ACDC Training Program	Hermes Vanderploeg	CTOs Hermes and Vanderploeg for overhauling the ACDC Training Program including the two week classroom, tests, and ancillary tools
Employee of the Month	Michele Beebe	Michele was named the Village of Addison Employee of the Month for her dedication, hard work and continuous efforts to improve work flow, processes and efficiency for all of ACDC

Community Charities

- ACDC Staff along with DuPage County Forest Preserve used the Charity Miles application to raise money for a variety of charities. ACDC staff completed 2,380 miles and the DuPage County Forest Preserve rallied an impressive 2,886 miles. Together we donated \$1,370.00.
- ACDC staff is still collecting flip tops for the Ronald McDonald House at Central DuPage Hospital in Winfield.
- ACDC along with Forest Preserve Police collected Box Tops for Education and donated to schools.

Public Education Events

Date	Location	Town	Organization/Event	911 Educator
01/21/16	404 N Wooddale	Wood Dale	Citizens Police Academy	Vanderploeg
04/07/20	50 S. Fairbank	Addison	Smart 911	Vanderploeg
04/11/16	1006 N. Rohlwing	Addison	Smart 911	Vanderploeg
09/14/16	201 S. Bloomingdale	Bloomingdale	Smart 911/Dispatch Presentation	Vanderploeg
09/22/16	222 N. John F Kennedy	Addison	School Resource Fair	Vanderploeg & Hernandez
09/26/16	Henry Hyde Center	Addison	GED Class	Hernandez
09/26/16	Henry Hyde Center	Addison	ESL Class	Hernandez
09/27/16	Henry Hyde Center	Addison	Teen Parenting Class	Hernandez
09/28/16	Henry Hyde Center	Addison	GED Class	Hernandez

Equipment / Capability Enhancements

The following equipment or capabilities were added to ACDC this year:

- Pro QA was installed at each CAD position in Addison and Tri-State. Deployment set for January 2017.
- Microwave link between ACDC and Itasca Police was established. Cameras and doors are connected and fully functional.
- Microwave link between ACDC and Glendale Heights was established; however cameras and doors have not been connected.

Breakdowns and Malfunctions

Ninety-seven critical or important repair requests were processed in 2016. These included CAD, radio system, and telephone system repair issues.

- ACDC encountered ninety-nine 9-1-1 discrepancies. These errors included calls being routed to the wrong PSAP, some of which were located out of state. Others had incorrect location and number (ANI/ALI) information displayed and wireless misroutes due to the county wide wireless reroute initiative. ACDC worked with the resident or business owner, phone vendor, and ETSB to get them corrected.

- Over 113 addresses needed to be corrected in CAD. Some of these errors were missing addresses and other routed to the wrong town or jurisdiction. TC Koechling worked with ETSB GIS to correct them.
- In June of 2016, ACDC experienced failures in several Wood Dale administrative lines. Ultimately, the failure encompassed four Wood Dale extensions, five Forest Preserve extensions, and one Itasca extension. Through multiple vendor meets and failures, it was determined a faulty expansion module on ACDC's phone server was causing the issues. These faulty lines were redirected to functional lines until AT&T can cut over to the new phone system.
- "Phantom" 911 calls were received from businesses in Glendale Heights, Wood Dale, Itasca, Addison, and out of state. ACDC worked with staff of each business to track down the issue and correct it. Each issue has been resolved.

Operations

- ACDC continues to work closely and meet with the police liaisons from each department to ensure high-quality service and continued successful operations
- ACDC all-staff meetings were held in April of 2016 (during Public Safety Telecommunicators Week) and September of 2016.
- Directors Temes and Hurd attended monthly ETSB meetings, PSAP managers meetings, and PAC meetings.
- Directors Temes and Hurd closely supervised the transition of the Itasca Police Department to ACDC and conducted operational meetings as necessary.
- Director Temes and Hurd closely supervised the transition of the Glendale Heights Police Department to ACDC and conducted operational meetings as necessary.
- Both Directors attended the APCO National Public Safety Telecommunicators Association (APCO) conference in Orlando, Florida. Seminars on stress, radio systems, management, and NG911 were attended.

2016 Statistics

ACDC Training

Director/Deputy Director	280 Hours of Training
Team Leaders	308 Hours of Training
TCs	340 Hours of Training
Total	928 Total Hours of Training

Recording Requests

A total of 433 requests for audio, video, or MDC messages were received and processed in 2016.

Agency	Audio	Video	MDC
Addison	90	155	0
Bensenville	23	0	0
Bloomington	67	0	0
Forest Preserve	4	0	0
Wood Dale	46	0	0
Itasca	23	0	0
Glendale Heights	23	0	0
Tristate Fire	2	0	0
Total	278	155	0

Call Volume, CADs, & Traffic Stops Addison Locations:

In 2016, ACDC TCs processed 197,138 incoming phone calls. Of the total calls handled, 39,862 (20%) were 911 calls, and 148,928 (75.54%) calls came in on the seven-digit direct or non-emergency police department lines, and 8,348 (4.2%) were calls from DU-COMM. TCs made 56,784 outgoing calls. 253,922 phone transactions were made by ACDC. This call volume does not include calls answered by each agency’s Records Departments or “desk person.”

Agency	911 Calls	DU-COMM	Non-Emergency Calls	Outbound Calls	CAD With T-Stops
<i>Addison</i>			*64,097		27,298
<i>Bensenville</i>			15,238		13,326
<i>Bloomington</i>			28,018		25,724
<i>Forest Preserve</i>			*3,308		10,860
<i>Glendale Heights</i>			*12,341		*13,514
<i>Itasca</i>			11,890		7,921
<i>Wood Dale</i>			*14,036		17,184
Total	39,862	8,348	148,928	56,784	57,629

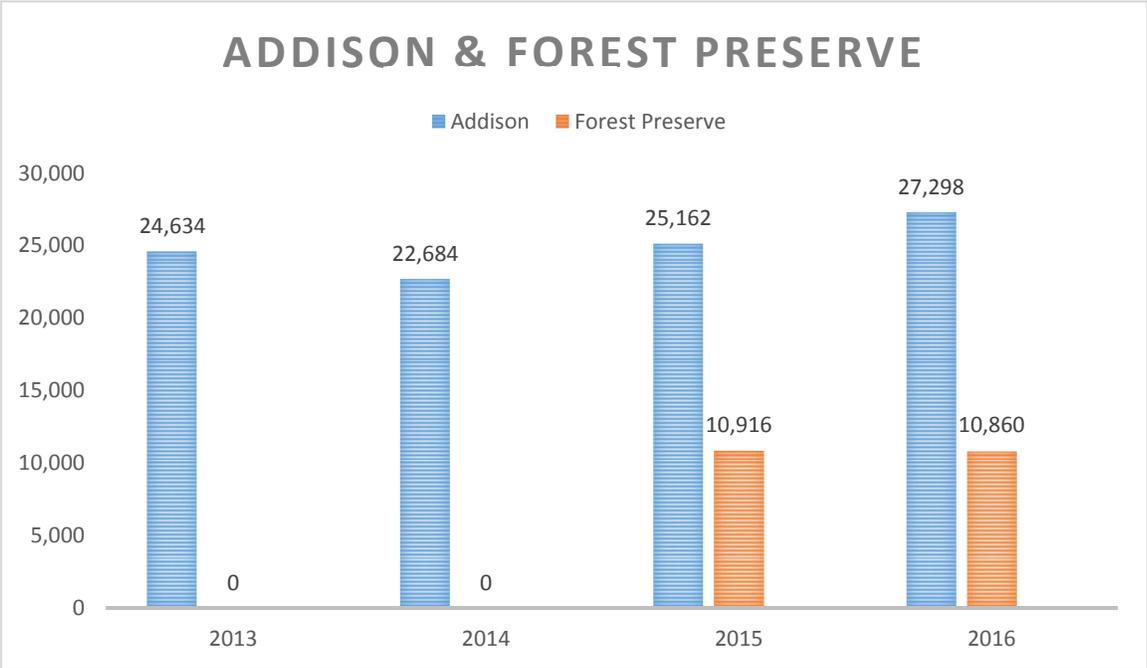
* Telephone statistics for Wood Dale and the Forest Preserve are not accurate due to the phone system. Statistics for Glendale Heights are a partial year due to consolidation occurring in May.

Land Line VS. Wireless 911 Calls

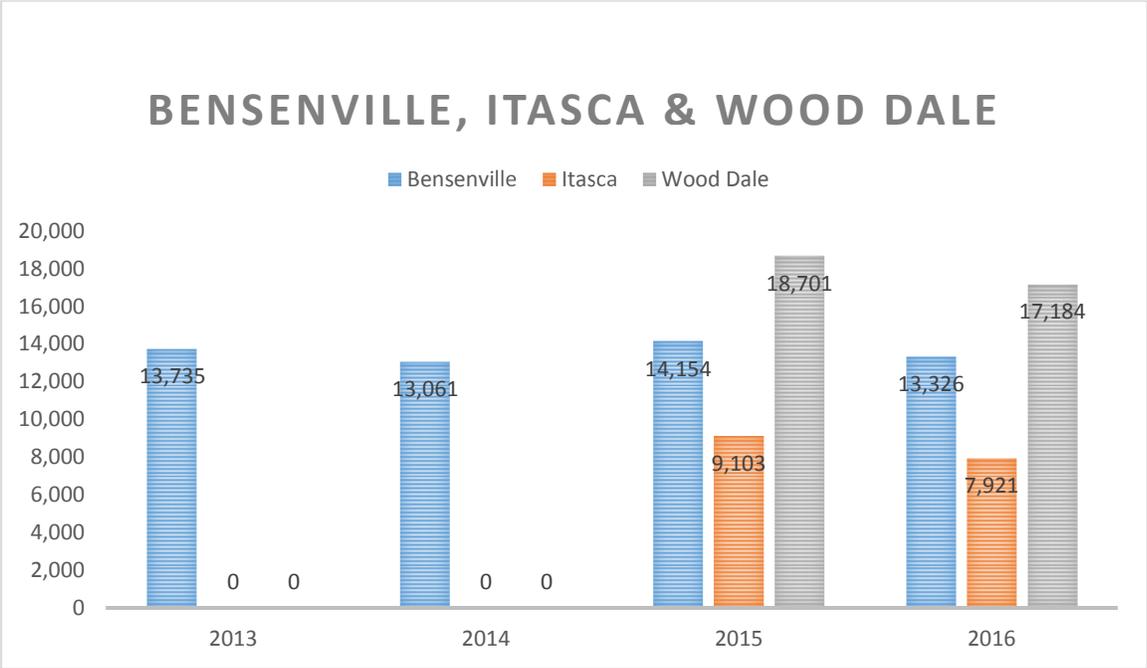


The 18% increase in cell phone calls can be attributed to consolidation and the wireless re-route that occurred within the County.

ACDC1 Calls for Service & Traffic Stops 2013 - 2016

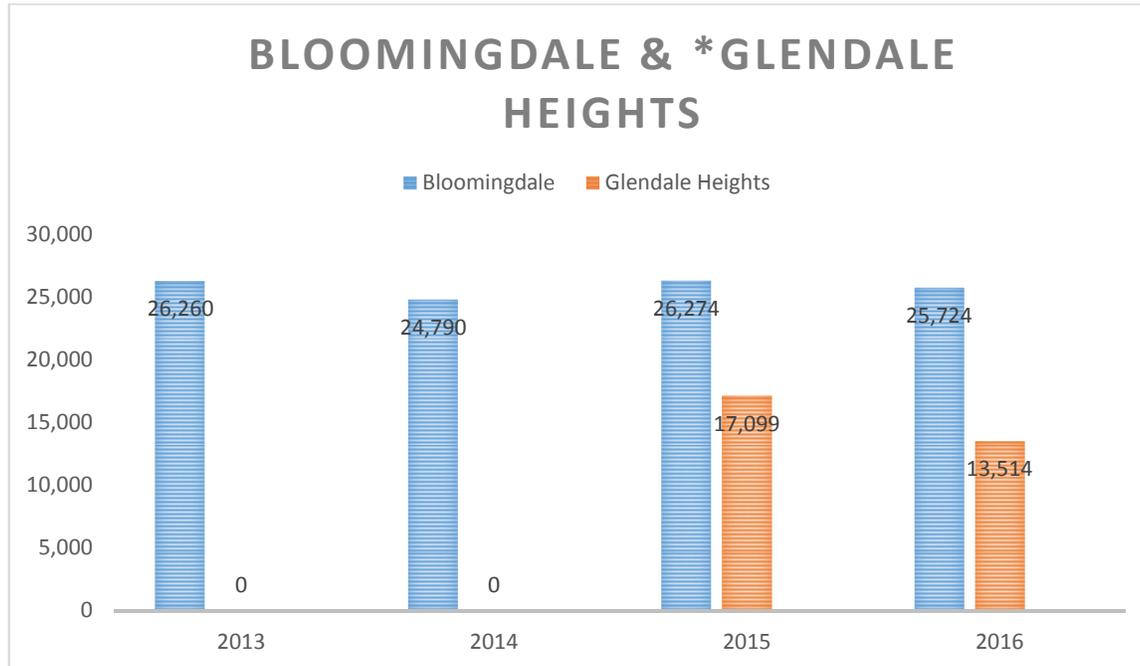


ACDC2 Calls for Service & Traffic Stops 2013 - 2016



ACDC3 Calls for Service & Traffic Stops 2013 – 2016

*Data from Glendale Heights is from May – December 2016



Answer Times

The National Emergency Number Association requires that 90% of all 911 calls must be answered within 10 seconds. No standard exists for the answering of non-emergency telephone calls.

NENA Standard	2014	2015	2016
911 Calls Answered Within 10 Seconds – North Location	99.96%	99.97%	99.8%
South Location	N/A	N/A	99.4%
Non-E Calls Answered Within 10 Seconds North Location	99.86%	99.86%	99.5%
South Location	N/A	N/A	98.6%

Call Volume and CAD Statistics from the Tri-State Location:

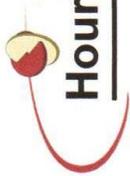
Fire statistics are from October – December 2016. ACDC TCs located at the Tri-State facility processed 4,889 incoming phone calls. Of the total calls handled, 1,271 (26%) were 911 calls, and 3,618 (74%) calls came in on the seven-digit direct or other department lines. TCs made 1,999 outbound calls.

Agency	911 Calls	Non-Emergency Calls	Outbound Calls	CADs
Tri-State	1,271	2,055	1,999	1,230
Pleasantview		1,563		973
<i>Total</i>		3,618		2,203

Complaints/Concerns

30 total complaints were made to ACDC. All were investigated; 11 were bona fide.

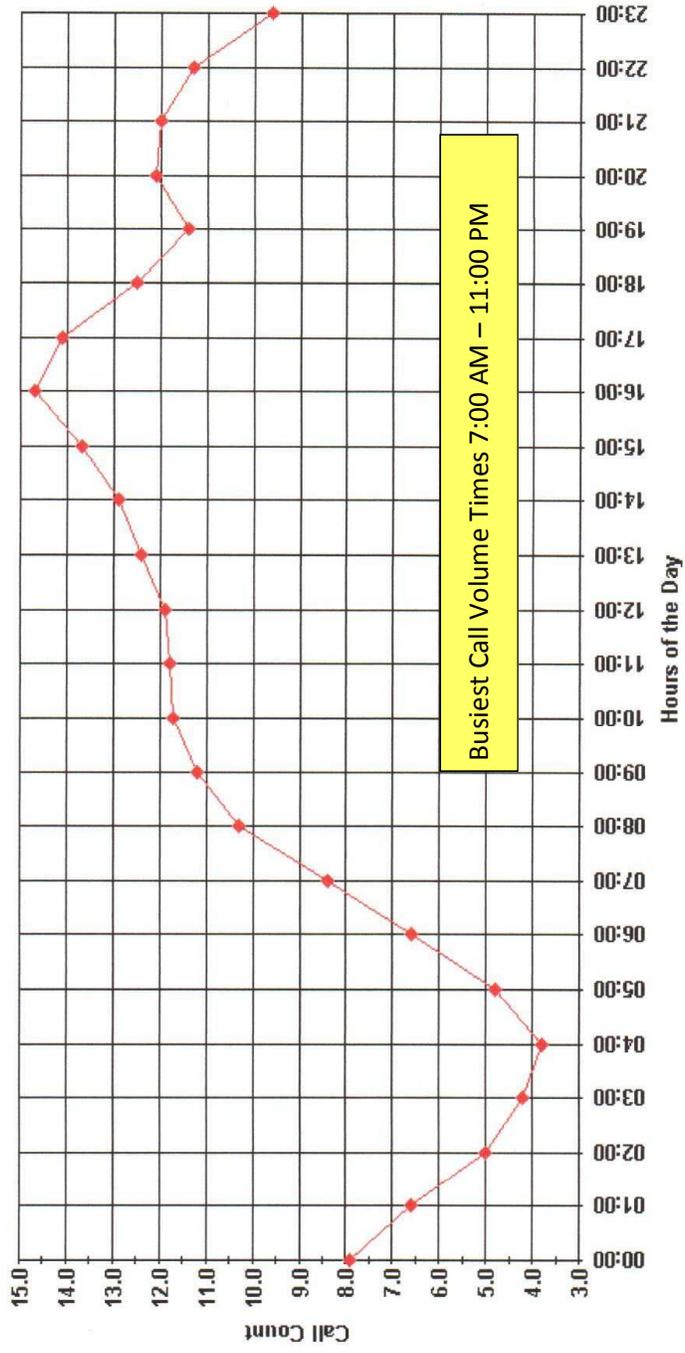
Agency	Citizen Complaints	Patrol Complaints	Other Complaints	Total	Bona fide	Non-Bona fide
Addison	1	4	0	5	3	2
Bensenville	0	2	0	2	1	1
Bloomington	0	3	0	3	2	1
Forest Preserve	0	0	0	0	0	0
Glendale Heights	0	3	0	3	1	2
Itasca	0	6	0	6	3	3
Wood Dale	0	4	7	11	1	10
Total	1	22	7	30	11	19



Hourly Call Center Overview

From: 01/01/2016 00:00:00
To: 12/31/2016 23:59:59

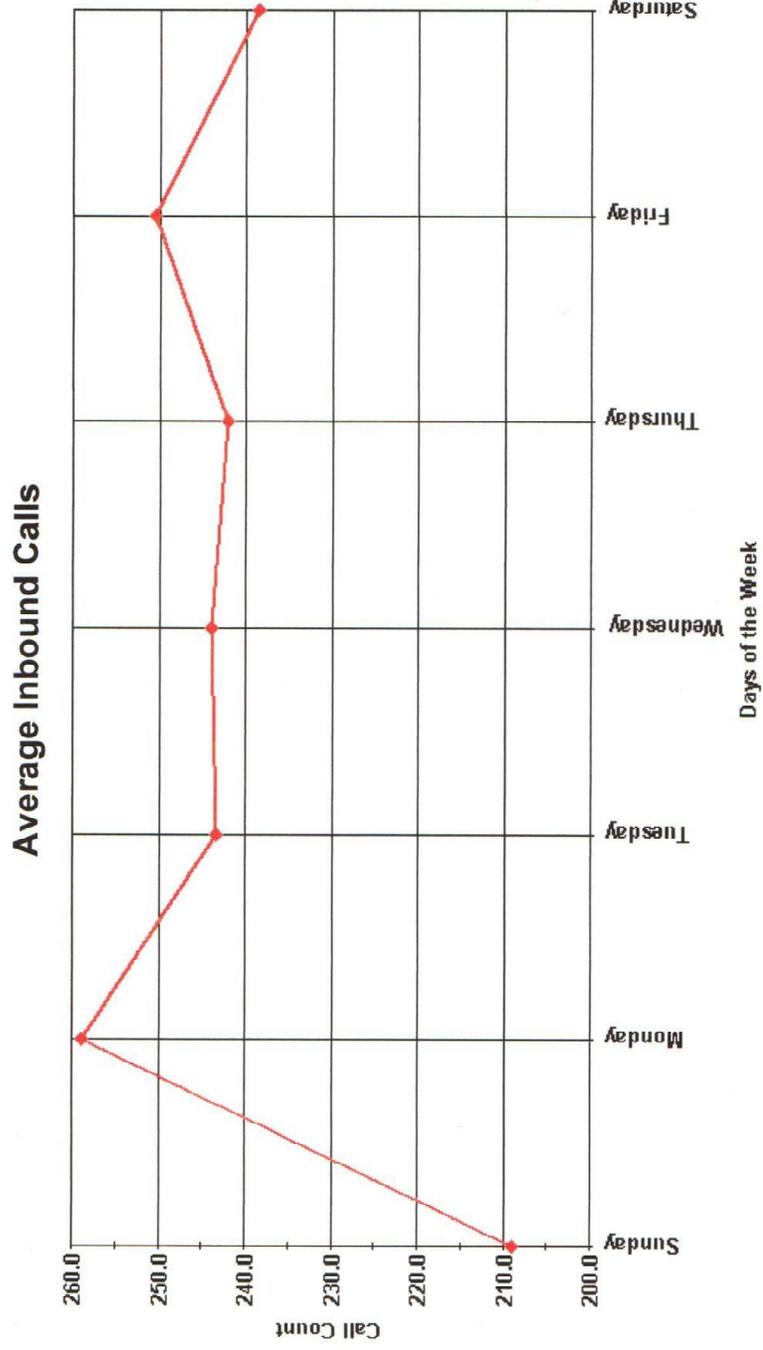
Average Inbound Calls





Daily Call Center Overview

From: 01/01/2016 00:00:00
To: 12/31/2016 23:59:59



2016 Goals

1. Continued involvement of the ACDC Directors in the CAD/RMS project, with CAD selection set for summer of 2015. ***This goal is on-going. Hexagon was selected as the vendor, contract was negotiated between ETSB and Hexagon. CAD Build began October 2016. Directors have heavy involvement in creating county-wide standards, system-wide configurations, user training, and implementation. We have accomplished standardization of event codes, status codes, disposition codes, and unit types. Deployment set for first quarter of 2018.***
2. In order to increase efficiencies and processes, add necessary enhancements to the ACDC Portal for member agencies. ***This goal is on-going.***
3. Ensure continued growth through consolidation by sustaining our branding and marketing strategy. ***This goal is on-going.***
4. Continue operational meeting with Glendale Heights and implement dispatching May 3, 2016. ***This goal was accomplished.***
5. Continue the ACDC Building Project, with the goal of breaking ground in the summer of 2016 and construction completion in 2017. ***This goal is on-going***
6. ACDC will continue to work with the “Fire North” group with a target of cut-over in 2017 at the new facility. Technology, protocols, and standardization will need to be agreed upon. ACDC will hire a Fire Coordinator to manage the fire portion of our dispatch function. ***This goal was partially accomplished. Deputy Director Srejma was hired as Deputy Director for fire operations. The “Fire North” group will cut-over between March and May 2017.***
7. With ACDC’s growth, staffing levels continue to grow. This growth affects the need for additional management positions. Without further consolidation, one operations manager will be implemented in 2016 in addition to the 3 Team Leaders. ***This goal will be accomplished January 1, 2017 with the promotions of Marilu Hernandez and Afton Swistek to Operations Managers.***
8. Consolidation will continue to impact ACDC. Additional personnel, changing policies and SOPs, fire dispatch equipment, and emerging technologies will need to be evaluated, implemented and managed. ***This goal is currently on-going.***

2017 Goals

1. The ETSB and PSAP Managers created an RFP, attended vendor demonstrations, and selected the AT&T Airbus 911 Call Handling System. The system is designed as one system for the three remaining PSAPs. Multiple call flow meetings and have occurred and deployment for the Addison location is scheduled for February 2017
2. Once the new ACDC facility is completed, extensive testing of each of the systems must occur to ensure a smooth transition of 911 staff from both the Tri-State location and Addison to the new center.
3. Implementation of EMD protocols and Pro QA software is scheduled for mid-February. All ACDC staff has been trained, however we anticipate heavy coaching session and supervision will need to occur for staff to become proficient and the protocols effective.
4. Completion of the newly built ACDC VHF system for use with our fire agencies. The VHF serves as a backup and interoperable communication system.
6. Achieve CALEA accreditation.

Resolution No. R-

AUTHORIZING THE AMENDMENT OF THE INTERGOVERNMENTAL AGREEMENT FOR POLICE DEPARTMENT DISPATCH SERVICES BETWEEN THE VILLAGE OF BENSENVILLE, THE VILLAGE OF ADDISON AND MEMBER MUNICIPALITIES.

BE IT RESOLVED by the Board of Trustees of the Village of Bensenville, Counties of DuPage and Cook, Illinois, as follows:

That the Village Manager is authorized to amend the above agreement for three more years until April 30, 2020 for the not to exceed amount of \$252,335.67 for May 1, 2017 through April 30, 2018, \$266,214.13 for May 1, 2018 through April 30, 2019 and \$280,855.91 for May 1, 2019 through April 30, 2020.

PASSED AND APPROVED by the President and Board of Trustees of the Village of Bensenville, Illinois, this 27th day of February, 2017.

APPROVED:

Temporary Chairperson

ATTEST

Ilsa Rivera-Trujillo
Village Clerk

AYES: _____

NAYES: _____

ABSENT: _____

EXHIBIT C - BENSENVILLE

C-1. Bensenville Customer Services

Addison shall provide personalized customer services to Bensenville including answering in person all non-emergency calls during hours when the Member Municipality's offices are closed to the public, including Public Works, utility calls and dispatching, and contact the appropriate Member Municipality of any emergency by phone, alpha numeric paging or other agreed upon methods. This precludes emergency (storm, flood) events. Bensenville shall provide thirty (30) days' notice of any change in their evening and weekend office hours. Any change of three (3) or more hours from the original office hours above must be mutually agreed upon. Bensenville's schedule of office hours is as follows: 911 and 7 digit direct calls – 24 hours a day, 7 days a week. Answer non-emergency telephones Monday – Friday 5:00 p.m. – 8:00 a.m. and 24 hours a day on Saturday and Sunday. Answer non-emergency calls on holidays.

C-2. Bensenville Equipment

Bensenville shall be responsible for procuring and maintaining, at its own cost, its mobile and portable radio equipment and repeaters for use by its personnel using the system, and any required enhancements shall be at Bensenville's cost.

C-3. Bensenville Services Fee

For the period May 1, 2017 through April 30, 2018, the Annual Service Fee payable by Bensenville shall be \$252,335.67. From May 1, 2018 through April 30, 2019, the Annual Service Fee payable by Bensenville shall be \$266,214.13. From May 1, 2019 through April 30, 2020, the Annual Service Fee payable by Bensenville shall be \$280,855.91. All payments will be scheduled according to the provisions of Paragraph 11 herein

Village Manager/Designee (Chief)

Village Manager/Designee (Chief)

**AUTHORIZING THE AMENDMENT OF THE INTERGOVERNMENTAL
AGREEMENT FOR POLICE DEPARTMENT DISPATCH SERVICES
BETWEEN THE VILLAGE OF BENSENVILLE, THE VILLAGE OF ADDISON
AND MEMBER MUNICIPALITIES.**

BE IT RESOLVED by the President and Board of Trustees of the Village of Bensenville, Counties of DuPage and Cook, Illinois, as follows:

That the Village Manager is authorized to amend the above agreement for two more years until April 30, 2017 for the not to exceed amount of \$222,642 for May 1, 2015 through April 30, 2016 and \$239,181 for May 1, 2016 through April 30, 2017.

PASSED AND APPROVED by the President and Board of Trustees of the Village of Bensenville, Illinois, this 26th day of May, 2015.

APPROVED:



Martin O'Connell
President Pro Tem

ATTEST



Lisa Rivera-Trujillo
Village Clerk

AYES: Desimone, Jaworska, Carmona, Wesseler, Janwaik, O'Connell

NAYES: None

ABSENT: President Soto

VILLAGE BOARD

President
 Frank Soto

Trustees
 Morris Bartlett
 Susan V. Janowiak
 Robert "Bob" Jarecki
 Martin O'Connell
 JoEllen Ridder
 Henry Wesseler

Village Clerk
 Iliasa Rivera-Trujillo

Village Manager
 Michael J. Cassidy

Police Chief
 Frank Kosman

Memorandum 14-18

Date: 06-4-14

To: Michael Cassidy, Village Manager
 From: Frank Kosman, Chief of Police

Subject: Six Year Cost Savings of approximately \$1.2 million of Dispatch Consolidation

As per the Public Safety Committee's Request during the May 20th Committee meeting, I have gathered the below information that explains the cost savings so far for the Village from the consolidation of the police dispatching services with Addison along with a projection of the cost savings that the Village will gain from the proposed extension of the agreement with the fee structure offered by Addison for providing the services.

The personnel cost for Bensenville's independent communication center in 2011 was \$395,269. The cost for police assistants who staff the police station in the evenings and weekends is included. The patrol officer's contract increased 3% in 2012, 2013, and 2014. Using that same increase for the dispatchers, the savings are as follows:

Actual Cost Savings

	2012	2103	2014	Cumulative
Dispatch Personnel Cost	\$407,127	\$419,341	\$431,921	\$1,258,389
ACDC Service Fee	\$200,821	\$200,821	\$200,821	\$602,463
Police Assistant Personnel Cost	\$60,000	\$60,000	\$60,000	\$180,000
Savings	\$146,306	\$158,520	\$171,100	\$475,926



Police Department
 100 North Church Road
 Bensenville, IL 60106
 Office: 630.350.3455
 Fax: 630.350.0855
www.bensenville.il.us

VILLAGE BOARD

President
 Frank Soto

Trustees

Morris Bartlett
 Susan V. Janowak
 Robert "Bob" Jarocki

Martin O'Connell

JoEllen Ridder
 Henry Wesseler

Village Clerk
 Ilsaa Rivera-Trujillo

Village Manager
 Michael J. Cassidy

Police Chief
 Frank Kosman

The below table shows the projected savings for the Village if the proposed 3 year extension based on an estimated 3% annual increase in the personnel costs for the communications personnel for an independent communication center at the same staffing level, a 3% annual increase for the police assistants and the annual service fees proposed by Addison.

Projected Cost Saving

	2015	2016	2017	Cumulative
Personnel Cost	\$444,879	\$458,225	\$471,972	\$1,375,076
ACDC Service Fee	\$212,870	\$222,642	\$239,181	\$674,693
Police Assistant Personnel Cost	\$61,800	\$63,654	\$65,564	\$191,018
Savings	\$170,209	\$171,929	\$167,227	\$509,365

The above charts show the savings of \$985,291 in personnel costs over the 6 year period. In addition, FGM architects estimates that there would be an additional \$250,000 in savings from not having to build and equip a police communications center in the new police/EMS facility that is under construction. Therefore, the actual savings for the Village during this period for providing the police dispatch services is approximately \$1,235,291.

RESOLUTION APPROVING INTERGOVERNMENTAL BETWEEN THE VILLAGE OF ADDISON AND THE MEMBER MUNICIPALITIES

WHEREAS, Article VII, Section 10 of the Constitution of 1970 and 5 ILCS 220/1 et seq.

authorize units of local government to contract or otherwise associate among themselves to obtain or share services, to exercise, combine, or transfer any power or function, in any manner not prohibited by law, to use their credit, revenues and other reserves to pay costs and to service debt related to intergovernmental activities; and

WHEREAS, the Village of Addison (the "Village"), the Village of Bensenville, the Village of Bloomingdale, the Forest Preserve District, the Village of Itasca and the City of Wood Dale (the "Member Municipalities") are public agencies as that term is defined in the Intergovernmental Cooperation Act (5 ILCS 220/1 et seq.); and

WHEREAS, the Mayor and Board of Trustees believe and hereby declare that it is in the best interests of the Village and its residents to approve said Intergovernmental Agreement;

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND BOARD OF TRUSTEES OF THE VILLAGE OF ADDISON, DU PAGE COUNTY, ILLINOIS, AS FOLLOWS:

SECTION ONE: The foregoing recitals are hereby incorporated in this Section One as if said recitals were fully set forth herein.

SECTION TWO: The Intergovernmental Agreement attached hereto as Exhibit 1 shall be and is hereby approved, and the Mayor and Village Clerk shall be and are hereby authorized and directed to execute and attest said agreement in substantially the form attached hereto.

SECTION THREE: This resolution shall be in full force and effect from and after its

passage and approval in the manner provided by law.

PASSED THIS 15th day of June, 2015.

AYES: *Justin Kennedy, Murray, Synod, The Rev. Matt & Therese*

NAYS: *None*

ABSENT: *Justin Payne*

APPROVED THIS 15th day of June, 2015.

ATTEST:

Village Clerk

Lucille A. Grochowski

JM\176803\6/10/15

Mayor

Frank Dentice

INTERGOVERNMENTAL AGREEMENT RE POLICE DEPARTMENT DISPATCH SERVICES

THIS INTERGOVERNMENTAL AGREEMENT (the "Agreement") is made this 15th day of

2015 (the "Execution Date"), by and between the VILLAGE OF

ADDISON, DuPage County, Illinois (herein referred to as "Addison"), and the Member

Municipalities.

WITNESSETH :

WHEREAS, Article VII, Section 10 of the Constitution of the State of Illinois authorizes units of

local government to contract and associate among themselves to obtain or share services and to

exercise, combine, or transfer any power or function, in any manner not prohibited by law or

ordinance; and

WHEREAS, under said Constitutional provision, participating units of local government may

use their credit, revenues, and other resources to pay costs related to intergovernmental activities;

and

WHEREAS, the Intergovernmental Cooperation Act, as amended (5 ILCS 220/1, et seq.)

authorizes units of local government to exercise, combine, transfer, and enjoy jointly any power or

powers, privileges, functions, or authority exercised or which may be exercised by any one of them,

and to enter into intergovernmental agreements for that purpose; and

WHEREAS, for the purposes of this Agreement, the term "Member Municipalities" shall

mean the governmental entities identified on the signature page of this agreement; and

WHEREAS, Addison and the Member Municipalities are Illinois units of local government; and

WHEREAS, Addison and the Member Municipalities currently provide police dispatching and

other customer service support for their respective departments; and

WHEREAS, Addison and the Member Municipalities have determined that it would be in their best interests for Addison to provide police dispatch services for the Addison Police Department and for the police department of the Member Municipalities through a single dispatch center, namely the Addison Consolidated Dispatch Center (the "Center"), to create financial and operational efficiencies and work collaboratively in the DuPage region;

NOW, THEREFORE, pursuant to statutory authority and their powers of intergovernmental cooperation, it is agreed by and among the Member Municipalities as follows:

1. **Recitals Incorporated.** The foregoing recitals shall be and are hereby adopted as findings of fact as if said recitals were fully set forth within this Paragraph 1.

2. **Effective Date.** This Agreement shall become effective on the date first written above, and shall remain in effect unless terminated in accordance with the provisions of this Agreement.

3. **Addison Police Dispatching Services.** Addison through the Addison Police Department located at 3 Friendship Plaza, Addison, Illinois 60101, shall perform the following services in order to provide police dispatch services on a 24-hour basis seven (7) days a week and certain non-emergency customer services for both Addison and the Member Municipalities during non-business hours as set forth below:

- A. Accept and answer all Addison and the Member Municipalities 9-1-1 calls in order to dispatch police units;
- B. Monitor traffic on police radio frequencies;
- C. Have access to all recordings of all such communications;
- D. Relay information received by such means to personnel of the appropriate Member

Municipalities by means of voice, radio computer-aided dispatch (CAD) and mobile data communications;

E. Monitor communications from and between a Member Municipality's respective on-duty personnel and relay messages as necessary;

F. Accurately input and update calls for service information into the CAD system;

G. Have access to all key holder information (hereinafter the "Confidentials"), cautions, medical alerts, etc (hereinafter "Special Contacts"). Each Member Municipality shall be responsible for providing Addison with all of the Confidentials and Special Contacts and shall be responsible for providing any and all updated information or new information regarding same to the Center;

H. Activate and test on a monthly basis the hazardous weather notification system. However, either the Member Municipalities or Addison can cause an activation of the system in an emergency. The Member Municipalities shall be solely responsible for all maintenance and equipment costs of its hazardous weather notification system.

I. Via closed circuit television (hereinafter "CCTV"), monitor the cameras mutually agreed to by the Member Municipalities. In the event a telecommunicator detects any incidents or suspicious activities via CCTV, said telecommunicator shall immediately notify the Member Municipality's shift supervisor or officer in charge on duty, and shall remotely activate any mutually agree upon doors, as necessary. The Member Municipalities will be responsible for owning and maintaining the camera equipment, garage door equipment and connectivity between the Member Municipality's facilities and the Center. Member Municipalities are responsible for responding to all recording requests for all cameras.

J. Timely provide recordings or copies of CAD, radio and telephone transmissions, LEADS audits

K. Addison shall provide personalized customer services to each Member Municipality in

L. Operate the Law Enforcement Agency Data System (hereinafter "LEADS") including but not

M. The Member Municipalities agree during the term of this Agreement to continue operating

N. In fulfilling the dispatching requirements of this Agreement, Addison shall comply with all

Member Municipality if applicable and are not included in the Annual Service Fee.

subject to the consent of the ETSB. All DEDIRS airtime costs will be the responsibility of each

frequencies, except (i) by mutual consent of the Member Municipalities and Addison and (ii)

frequencies located within the Center. No Member Municipality shall change its radio

necessary to operate on all existing radio frequencies and designated back-up radio

under the mutually agreed upon DEDIRS. Addison will install and maintain all equipment

Addison.

Municipalities, and the Member Municipalities shall use their best efforts to cooperate with

Agency Coordinator shall be responsible for all validations and for audits for all Member

persons and lost or stolen property or mutually agreed upon entries. The Addison LEADS

limited to entering all names, dates of birth, licenses, criminal histories, warrants, missing

amended.

accordance with the attached Member Municipality Exhibits, as now existing or hereafter

shall continue to be responsible for maintaining all recording equipment.

Department. The DuPage County Emergency Telephone System Board (hereinafter "ETSB")

provided that all requests and required forms are promptly submitted to the Addison Police

or other documents when requested either by the Member Municipality, subpoena or FOIA,

State and federal laws, rules, regulations, certifications and accreditation standards. Addison shall make reasonable attempts to comply with other applicable guidelines (e.g. ILEAS, APCO, ETSB and other relevant emergency services communications guidelines).

O. Each Member Municipality shall have equal administrative access to information contained in the shared computer system pertaining to its community, and each Member Municipality shall have the right to change records data on said shared computer system pertaining to its community.

P. Dispatch procedures and priorities shall follow the existing Addison policies which are incorporated into this Agreement by reference. These procedures may be amended from time to time by mutual agreement of the Member Municipalities.

Q. Addison shall disseminate a monthly report to Member Municipalities with key performance information, including previous month call volumes and other formula metrics for the Member Municipalities, staffing structure, technical updates, etc.

4. **Equipment.** Addison shall be responsible for acquiring all equipment necessary to provide the dispatching services. Addison shall own and operate all such equipment, except the Member Municipality's equipment as listed in the attached Member Municipality Exhibits of this Agreement, as now existing or hereafter amended. Addison shall be responsible for maintaining its equipment in a reasonable manner and shall provide appropriate primary back-up equipment in the event of a failure. All future upgrades to the dispatching equipment and software applications shall be the responsibility of Addison; provided, however, to the extent that a future upgrade would necessitate funding to be provided by the Member Municipalities in addition to the Service Fee, the

future upgrade will only be implemented with the mutual consent of the Member Municipalities

and Addison.

5. **Personnel.** Addison shall retain exclusive authority over the police dispatch services

provided under this Agreement, including personnel. Addison shall be solely responsible for employment and training of telecommunicators. Addison shall have sole discretion in determining the number of telecommunicators to be employed at any given time in order to properly provide dispatching services, however, each Member Municipality will provide input into the staffing determination, and their request for alteration, if any, will not be unreasonably ignored or denied. All telecommunicators shall be employees of the Village of Addison.

It is understood that Addison may hire additional telecommunicators as a result of this Agreement. In performing such hiring, Addison agrees to test a Member Municipality's current full-time telecommunicators who apply for employment as an Addison telecommunicator. However, final employment decisions shall be made solely by Addison.

At all times that this Agreement remains in effect, Addison shall maintain an adequate number of dispatch personnel utilizing the information from the Annual Reports (Paragraph 10) and APCO as a guideline. Addison telecommunicators shall utilize Addison's normal standards, procedures and information as necessary for the performance of their duties as telecommunicators.

6. **Advisory Police Liaison Committee.** There is hereby established an Advisory Police

Liaison Committee ("Liaison Committee") for the purpose of reviewing and recommending modifications or improvements to the police dispatch services provided by Addison under this Agreement. The Liaison Committee shall consist of representatives from the Member Municipalities and Addison. The Member Municipalities and Addison shall each have one

representative ("Liaison Officer") on this Committee. The Liaison Officer shall be the Police Chief or his/her designee.

The terms of the Liaison Officers shall begin when the agreement is executed by the respective governing boards and shall not expire until successors are appointed. Any vacancy in the office of Liaison Officer shall be filled by an appointment by the Member Municipality or Addison, as appropriate. Each Liaison Officer shall have one vote on the Liaison Committee.

Any Member Municipality or Addison may appoint an Alternate Liaison Officer who may attend any meeting of the Committee in the absence of the Liaison Officer or if there is a vacancy in the position of Liaison Officer. A person serving as an Alternate Liaison Officer shall serve until a successor Alternate Liaison Officer is appointed.

The Liaison Committee shall have the following duties and responsibilities with respect to the police dispatch services provided under this Agreement:

- A. To meet not less than monthly or as needed and review the quality of police dispatch services being provided by the Center;
- B. To recommend revised or supplementary procedures for the operation and maintenance of the dispatch services, as well as equipment replacement or other capital expenditures to enhance the police dispatch services being provided; and
- C. To provide a forum to address concerns with respect to the operation of the police dispatch services, and the implementation of this Agreement.

A special meeting of the Liaison Committee may be called by any two Liaison Officers upon 48 hours written notice, together with the agenda for the special meeting.

The chairperson of the Committee meeting shall rotate among Liaison Officers of Addison

and the Member Municipalities on a yearly basis.

7. **Advisory Executive Officer Committee.** There is hereby established an Advisory

Executive Officer Committee ("Executive Committee") for the purpose of reviewing the operational, financial and overall effectiveness of police dispatch services provided by Addison under this Agreement. The Executive Committee shall consist of representatives from the Member Municipalities and Addison. The Member Municipalities and Addison shall each have one representative ("Executive Officer") on this Committee. The Executive Officer shall be the City Manager/City Administrator, Village Manager/Village Administrator or his/her designee. There shall be one Executive Officer for Addison and each Member Municipality. The terms of the first Executive Officers shall begin when the agreement is executed by the respective governing boards and shall serve until their successors are appointed. Any vacancy in the office of Executive Officer shall be filled by appointment by the Member Municipality or Addison as appropriate.

Any Member Municipality or Addison may appoint an Alternate Executive Officer who may attend any meeting of the Advisory Executive Officer Committee in the absence of the Executive Officer or if there is a vacancy in the position of Executive Officer. A person serving as an Alternate Executive Officer shall serve until a successor Alternate Executive Officer is appointed.

The Advisory Executive Officer Committee shall have the following duties and responsibilities with respect to the police dispatch services provided under this Agreement:

A. To meet not less than twice annually and review the financial reports, the capital program, and other matters which are germane to the financing of the police dispatch services. The Executive Officers shall promptly submit written minutes of the meeting to their respective corporate authorities.

8. **Complaint Resolution.** The Member Municipality's police supervisor shall contact the on-duty Addison Dispatch Supervisor at the Center to discuss an immediate issue or request concerning a telecommunicator or dispatch situation. If the Addison Dispatch Supervisor is not on duty and there is an emergency/exigent need, the Member Municipality's Police Supervisor shall direct his/her request to the on-duty Addison Police Supervisor. The Addison Police Supervisor may authorize contacting the off-duty Addison Dispatch Supervisor. If there is a citizen, officer, or department complaint on a telecommunicator's performance in responding to a police call for a

Addison and the Member Municipalities on a yearly basis.

The chairperson of the Committee meeting shall rotate among the Executive Officers of Addison together with the agenda for the special meeting.

A special meeting may be called by any two Executive Officers upon 48 hours written notice, Exhibit with respect to services, fees, etc.).

D. By majority approval of the Executive Officers, to authorize New Members to join under this Agreement for police dispatch services which approval shall not be unreasonably withheld or delayed; provided, however, any New Member applicant must first agree to accept the full text of this Agreement without further amendment (except for the new Member's Police Liaison Committee.

C. To provide a forum to address concerns with respect to the operation and the implementation of this Agreement if not otherwise satisfactorily addressed by the Advisory relating to the provision of police dispatch services by the Center.

B. To recommend revised or supplementary procedures, methods of payment, use of funds restricted for Center equipment replacement, service charges, and capital expenditures

Member Municipality, the complaint will be directed to the Member Municipality's Deputy Chief, or in the absence of a Deputy Chief, the Police Chief for his/her review and consideration of forwarding the complaint to the Addison Dispatch Supervisor for review or further action. The complaint and the Deputy Chiefs or Chiefs review will be forwarded to the Addison Dispatch Supervisor in writing, if appropriate.

The final disposition of any complaint received and reviewed by the supervisor will be forwarded to the appropriate Member Municipality's Liaison Officer.

It is expected that the majority of interaction and communications between the police departments will begin at the supervisor level and then proceed up the chain of command and to the Advisory Police Liaison Committee, if necessary.

Complaints or concerns from Addison personnel involving a Member Municipality's employee's actions or performance will be directed to the Addison Dispatch Supervisor and forwarded to the appropriate Member Municipality Supervisor for follow-up. The final disposition of any complaint/concern received and reviewed by the Member Municipality's Supervisor will be forwarded to the Addison Dispatch Supervisor.

9. **Annual Service Fees.** Dispatch services shall be provided to a Member Municipality by Addison for and in consideration of payment of the Annual Service Fee in the amount set forth in the attached Member Municipality Exhibits, as now existing or hereafter amended. The Annual Service Fee shall be utilized in such manner as may be determined by Addison to be necessary for the efficient provision of police dispatch services, which may include:

10. **Annual Reports.** After January 1 of each calendar year, each Member Municipality shall supply Addison with the agency's prior year's number of traffic stops. Addison will prepare an annual report with a summary of each members prior years statistical data for call volume including

- Salaries
- Sick, holiday and vacation pay
- Overtime
- Medical insurance
- Life insurance
- Payroll taxes
- Retirement plan contributions
- Liability insurance
- Worker's compensation
- Unemployment compensation
- Uniforms
- Office supplies
- Dues and subscriptions
- Training and education
- Telecommunications
- Postage
- Office equipment
- Computer equipment/amortization
- Equipment repair and maintenance
- Recruitment costs
- Overhead allocation
- Equipment Replacement
- Information Services
- Technology

traffic stops, calls for service (hereinafter "CFS"), and other requested information. The reports with respect to the prior year's call volume shall be utilized by Addison to prepare a proposed budget for the computation of new Annual Service Fees after the initial term of this Agreement.

11. **Timely Payment of Costs.** The Member Municipalities recognize and agree that the timely payment of the Annual Service Fee associated with the police dispatch Center is critical to the provision of police dispatch services under this Agreement.

A. Each Member Municipality shall pay one-half of its Annual Service Fee on or before June 30 of each year and one half of its Annual Service Fee on or before December 31 of each year. Late payments shall bear interest at the rate of one percent (1%) per month or the maximum allowed by law, whichever is less.

B. A Member Municipality may, for good cause, make a payment to Addison under protest. In such event, Addison and the Member Municipality shall engage in good faith discussions to resolve the dispute for a period of thirty (30) days (the "Protest Resolution Period") after the payment under protest has been made. If only a portion of the payment is subject to protest, the discussions during the Protest Resolution Period shall be limited to the particular portion of the payment in dispute. If no agreement is reached at the conclusion of the Protest Resolution Period, either Addison or the Member Municipality may thereafter pursue any available legal remedies, whether in law or in equity, to determine the validity of the Member Municipality's payment under protest claim.

C. In the event that a Member Municipality fails to either (i) make timely payment of its Annual Service Fee or (ii) make timely payment of its Annual Service Fee under protest, Addison

may initiate collection proceedings to recover the payment. If collection proceedings are instituted, the Member Municipality shall also be liable for Addison's reasonable attorneys' fees and costs incurred with respect to collection of the delinquent payments.

D. All payments shall be made to the Village of Addison which will deposit the payments received into its General Fund under a separate revenue line item entitled "Police Dispatch Center Fees."

12. **Dispatch Services Disruption or Failure.** If dispatch services are disrupted or fail for

any reason, Addison shall notify the Member Municipality of such disruption as soon as practicable and shall inform it of the nature of the disruption or failure, if known, as well as the expected length of time before dispatching services are restored. Addison also shall notify the Member Municipality as soon as dispatching services are restored. Except as provided in Paragraph 16, the Member Municipality hereby waives and releases any and all claims or causes of action against Addison for costs, fees, claims or expenses incurred by the Member Municipality that arise out of or relate in any way to any such disruption or failure of dispatching services. In coordination with ETSB, the Member Municipalities and Addison commit to use their best efforts to develop a contingency plan for complete loss (including backup) of police dispatching capabilities using alternative temporary means (e.g. portable radios, cellular phones, or other means) within 6 months from the date hereof.

13. **No Obligation to Respond.** Nothing in this Agreement is intended, and shall not be construed, to require Addison to respond to calls or provide law enforcement services for events that occur outside of Addison. Notwithstanding the foregoing, Addison will render assistance in accordance with State statutes and all other mutual aid agreements currently in place. Nothing in this Agreement is intended, and shall not be construed, to require the Member Municipality to

respond to calls or provide law enforcement services for events that occur in Addison. Notwithstanding the foregoing, each Member Municipality will render assistance in accordance with State statutes and all other mutual aid agreements currently in place.

14. Term. Subject to early termination under Paragraph 15, the Term of this Agreement shall be from the execution date through the expiration date set forth on the respective Member Municipality Exhibit, as now existing or hereafter amended. After the initial term, the Agreement may be extended for one or more subsequent terms upon mutual agreement of Addison and the Member Municipality.

15. Termination. Any Member Municipality may terminate its membership by providing at least three hundred sixty-five (365) days written notice to Addison. Additionally, Addison may terminate the membership of a Member Municipality upon that Member Municipality's failure to make the required payments pursuant to Paragraphs 9 or 11 of this Agreement within sixty (60) days after written notice to the Member Municipality of the overdue amount, and Addison may terminate the membership of a Membership Municipality upon default of this Agreement by the Member Municipality after notice is provided with a time to cure as set forth in Paragraph 24 hereof.

16. Hold Harmless and Indemnification. Notwithstanding any other provision of this Agreement, each Member Municipality shall, and agrees to, indemnify Addison and its elected and appointed officials, attorneys, employees, and hold them harmless from any claim, injury, or loss, no matter how sustained allegedly, arising out of or related in any way to the provision of police services by that Member Municipality, or the use of, the misuse of, police dispatch information provided pursuant to this Agreement.

Notwithstanding any other provision of this Agreement, except for disruption or failure of dispatching services (Paragraph 12), Addison shall, and agrees to, indemnify each Member Municipality and its elected and appointed officials, attorneys, employees and agents, and hold them harmless from any claim, injury, or loss, no matter how sustained, allegedly arising out of or related in any way to the providing of police dispatching services as set forth in this Agreement.

17. **Independent Contractor.** The Member Municipalities agree that Addison shall be an independent contractor and shall not be an employee, agent or servant of any Member Municipality. Unless approved by the Member Municipalities in writing, the dispatch function shall not be subcontracted by Addison to a third party.

18. **Maintenance of Radio System.** Addison agrees to maintain the base radio system at Addison as it exists at the execution of this Agreement, and to make improvements to said base station system as approved by Addison and the Member Municipalities and/or as required by the rules and regulations of the DuPage ETSB and/or the Federal Communications Commission (FCC).

19. **Notices.** All notices desired or required to be given hereunder shall be given in writing at the address set forth in Exhibit C, as now existing or hereafter amended, by any of the following means: (i) personal service; (ii) overnight courier; or (iii) registered or certified first class mail, postage prepaid, return receipt requested. The Member Municipalities, by notice hereunder, may designate any further or different addresses to which subsequent notices, certificates, approvals, consents or other communications shall be sent. Any notice, demand, or request sent pursuant to clause (i) shall be deemed received upon such personal service. Any notice, demand or request sent pursuant to clause (ii) shall be deemed received on the day immediately following deposit with the overnight courier, and any notices, demands or requests sent pursuant to clause

(!!!!) shall be deemed received forty eight (48) hours following deposit in the mail.

20. **New Members.** In the event that a New Member applicant requests that the text of

this Agreement be amended, the New Member may only be allowed to join under this Agreement subject to the concurrence of the corporate authorities of Addison and the Member Municipalities. In the event that the New Member applicant accepts the text of this Agreement without modification or amendment, the application for membership shall be subject to the review and approval of the Executive Committee, as set forth in Paragraph 7.D hereof.

A New Member may be required to make a separate payment at the time of entering into this Agreement in order to compensate for the prior investment by other Member Municipalities and Addison in equipment, other capital expenditures, and administrative staff time, etc. The terms of permitting a New Member to participate in police dispatch services under this Agreement shall be set forth in a Member Municipality Exhibit for the New Member, which shall not take effect, however, until approved by the Member Municipalities and Addison.

21. **Entire Agreement.** This Agreement contains the entire agreement of Addison and the Member Municipalities relating to the subject matter hereof, and except as provided herein, may not be modified or amended except by written agreement of the Member Municipalities.

22. **Governing Law and Venue.** This Agreement shall be governed by the laws of the

State of Illinois, and venue shall lie in the Circuit Court of the Eighteenth Judicial Circuit, County of DuPage.

23. **Severability.** If any part of this Agreement shall be held invalid for any reason, the remainder of this agreement shall remain valid to the maximum extent possible.

24. **Default.** In the event of a default by Addison or a Member Municipality of any term,

provision or obligation of this Agreement, the non-defaulting municipality shall serve written notice of the default, specifying the nature thereof, to the defaulting municipality. The defaulting municipality shall have thirty (30) days after its receipt of such notice to cure said default, or it shall be in breach of this Agreement.

25. **Definitions.** As used in this Agreement, the following terms shall have the meaning hereinafter ascribed to them.

A. "Key Holder" shall mean an upper level employee who possesses a key to a business, school, etc. that the police or alarm company will call to unlock the building after an alarm, or for a premise check.

B. "Special Contacts" shall mean persons with special needs (medical issues, cautions, etc.) that first responders need to be aware of if responding to the residence, or arranging evacuations, etc.

C. "DEDIRS" is an acronym for Emergency DuPage Interoperable Radio System, also known as the StarCom 21 Radio System, a digital trunked system used in DuPage County.

D. "LEADS" is an acronym for Law Enforcement Agencies Data System, a database of stolen, missing and/or wanted people and articles commonly used by police.

E. "LEAS" is an acronym for the Illinois Law Enforcement Alarm System, an Illinois mutual aid organization aid organization for police.

F. "APCO" is an acronym for Association of Public-Safety Communications Officials, an organization committed to providing complete public safety communications, expertise, professional development, technical assistance, advocacy and outreach to benefit members and the public.

26. **No Power to Bind.** By entering into this Agreement, neither Addison nor a Member Municipality shall have the right to bind or obligate the other municipality, by contract or otherwise, except as may be expressly set forth in this Agreement.

IN WITNESS WHEREOF, Addison and the Member Municipality hereto have executed this

Agreement on the date herein above written.

VILLAGE OF ADDISON

ATTEST:

Lucille Zuchero
Lucille Zuchero, Village Clerk

VILLAGE OF BLOOMINGDALE

ATTEST:

Jane Michels
Jane Michels, Village Clerk

VILLAGE OF BENSENVILLE

ATTEST:

Lisa Rivera-Trujillo
Lisa Rivera-Trujillo, Village Clerk

FOREST PRESERVE

ATTEST:

James H. Murray
Secretary
JMY176476\4/30/15

Executive Director President

[Signature]

Frank Soto, Village President

[Signature]

Franco Coladipietro, Village President

[Signature]

Richard Veenstra, Mayor

[Signature]

EXHIBIT A - BLOOMINGDALE

A-1. Bloomingdale Customer Services - As agreed to by Addison and Bloomingdale.

Addison shall provide personalized customer services to Bloomingdale including answering all non-emergency calls, but only during hours when Bloomingdale's offices are closed to the public. Those non-emergency calls may include, but are not limited to calls for public services like snow plowing, street maintenance, isolated flooding, and water & sewer utility problems. Addison will dispatch Bloomingdale crews to answer the calls for public services, and inform Bloomingdale of any major emergency through a contact by phone, alpha numeric paging or other agreed upon methods.

In the case of a major emergency in Bloomingdale, such as a tornado touchdown or intense storm, an area-wide snow or ice emergency, area-wide flooding, or major police activity, non-emergency calls will be accepted and answered by Bloomingdale.

In addition, once a set of standard operating procedures have been agreed to between Addison and Bloomingdale, Addison and Bloomingdale shall insure that its staff complies in every respect with the agreed upon the standard operating procedures based upon the following schedule:

- ◆ all 911 calls and calls requiring a police service will be dispatched by Addison 24 hours a day 7 days a week;
- ◆ Non-emergency office calls will be handled by Bloomingdale;

- ◆ Addison will answer non-emergency office calls if Bloomingdale staffing needs cannot be met due to an emergency or illness as follows: Monday — Friday 1700-

0800 hours, 24 hours a day on Saturday and Sunday and 24 hours a

day on holidays.

- ◆ Bloomingdale will provide a thirty (30) day notice of any changes in their capabilities to answer non-emergency office calls which might necessitate Addison taking part or all of the above listed hours.

A-2. Bloomingdale Equipment

Bloomingdale shall be responsible for procuring and maintaining, at its own cost, its mobile and portable radio equipment and repeaters for its use, and any required enhancements shall be at Bloomingdale's cost.

A-3. Bloomingdale Service Fees

(a) The Annual Service Fee payable by Bloomingdale shall be \$384,616 per annum for the period of May 1, 2015 through April 30, 2016 with payment scheduled according to the provisions of Paragraph 11 herein. For the period of May 1, 2016 through April 30, 2017 the Annual Service Fee payable by Bloomingdale shall be \$407,693. For the period of May 1, 2017 through April 30, 2018 the Annual Service Fee payable by Bloomingdale shall be \$432,155.

(b) Addison commits to Bloomingdale that the Annual Service Fee or any proration of same as described in Subparagraph A-3(a) above will only be utilized by Addison to defray the cost of providing emergency dispatch services to Bloomingdale, which will include the operational and maintenance cost of the Center, and for no other general budgetary purpose

EXHIBIT B – DUPAGE COUNTY FOREST PRESERVE POLICE DEPARTMENT

B-1. Dupage County Forest Preserve Customer Services – As agreed to by Addison and

DuPage County Forest Preserve Police Department. Addison shall provide personalized

customer service to the Forest Preserve by answering telephone calls from the public or police

officers. Addison shall inform the Forest Preserve Police Department of any major emergency

through a contact by phone, alpha numeric paging, or other agreed upon methods.

Once a set of standard operating procedures have been agreed to between Addison and

the Forest Preserve, Addison and the Forest Preserve shall insure that its staff complies in every

respect with the agreed upon standard operating procedures based upon the following

schedule:

- All 911 calls and call requiring a police service will be dispatched by Addison 24 hours a day 7 days a week;
- Non-emergency calls will be answered by Addison outside of the Forest Preserve District Office's regular business hours and either processed appropriately or transferred to the appropriate division;

Forest Preserve has agreed with Addison that no more than 8 cameras will be

monitored from their facility located at 3 S. 580 Naperville Rd. Wheaton, Il.

B-2. Forest Preserve Police Department Equipment

Forest Preserve shall be responsible for procuring and maintaining, at its own cost, its mobile and portable radio equipment and repeaters for its use, and any required

enhancements shall be at Forest Preserve's cost.

B-3. Forest Preserve Service Fees

Within thirty (30) days after the execution of this Agreement, Forest Preserve shall pay Addison an administrative service fee in the amount of \$10,000.00 for system consideration

and integration of police dispatch services for the benefit of Forest Preserve. The policy of the ETSB allows for reimbursement of Addison's administrative service fee from Forest Preserve as a police dispatch consolidation cost.

Within thirty (30) days after receiving an Addison invoice therefor, Forest Preserve shall pay Addison a reserve contribution fee, to cover the costs of the capital improvements to the Center, including computer hardware and software, in an amount not to exceed \$150,000.00 which is necessary or desirable for the provision of police dispatch services for the benefit of the Forest Preserve. The policy of ETSB allows for reimbursement of Addison's reserve contribution fee from Forest Preserve as a police dispatch consolidation cost.

For the period of April 1, 2015 through December 31, 2015, Forest Preserve shall pay a partial Annual Service Fee to Addison in the amount of \$12.32 per day (\$114,000 / 365)

beginning on the day that Addison, the Forest Preserve Police Department, and the ETSB agree that the Center is accepting, answering, and dispatching all Forest Preserve emergency calls. Thereafter, the Annual Service fee payable by Forest Preserve shall be \$114,000.00 per annum, for the period of May 1, 2015 through April 30, 2016 with payment scheduled according to the provisions of Paragraph 11 herein.

Addison commits to the Forest Preserve Police Department that the Annual Service Fee or any proration of same as described in Subparagraph B-3 @ above will only be utilized by

Addison to defray the cost of providing emergency dispatch services to Forest Preserve, which

will include the operational and maintenance cost of the Center, and for no other general

budgetary purpose.

The agreement between Addison and the Forest Preserve Police Department will be for a three year period from the initial date, projected in May of 2015.

EXHIBIT C - BENSENVILLE

C-1. Bensenville Customer Services

Addison shall provide personalized customer services to Bensenville including answering in person all non-emergency calls during hours when the Member Municipality's offices are closed to the public, including Public Works, utility calls and dispatching, and contact the appropriate Member Municipality of any emergency by phone, alpha numeric paging or other agreed upon methods. This precludes emergency (storm, flood) events. Bensenville shall provide thirty (30) days' notice of any change in their evening and weekend office hours. Any change of three (3) or more hours from the original office hours above must be mutually agreed upon. Bensenville's schedule of office hours is as follows: 911 and 7 digit direct calls – 24 hours a day, 7 days a week. Answer non-emergency telephones Monday – Friday 5:00 p.m. – 8:00 a.m. and 24 hours a day on Saturday and Sunday. Answer non-emergency calls on holidays.

C-2. Bensenville Equipment

Bensenville shall be responsible for procuring and maintaining, at its own cost, its mobile and portable radio equipment and repeaters for use by its personnel using the system, and any required enhancements shall be at Bensenville's cost.

C-3. Bensenville Services Fee

For the period May 1, 2014 through April 30, 2015, the Annual Service Fee payable by Bensenville shall be \$212,870.00. From May 1, 2015 through April 30, 2016, the Annual Service Fee payable by Bensenville shall be \$225,642.20. From May 1, 2016 through April 30, 2017, the Annual Service Fee payable by Bensenville shall be \$239,180.73. All payments will be scheduled according to the provisions of Paragraph 11 herein.

EXHIBIT D

If to the Village of Bensenville:

Village of Bensenville
12 S. Center Street
Bensenville, Illinois 60106
TX: 630-766-8200
FAX: 630-594-1105

Attn: Village Manager

If to the Dupage Forest Preserve:

Dupage County Forest Preserve
35580 Naperville Rd
Wheaton, IL 60189
TX: 630-871-6400
FAX: 630-871-6439

Attn: Executive Director

If to the Village of Addison:

Village of Addison
1 Friendship Plaza
Addison, Illinois 60101
TX: 630-543-4100
FAX: 630-543-5593

Attn: Village Manager

If to the Village of Bloomingdale:

Village of Bloomingdale
201 South Bloomingdale Road
Bloomingdale, IL 60108
TX: 630-893-7000
FAX: 630-893-5136

Attn: Village Administrator