

## 911 GENERAL INFORMATION

DATE:

Type of Change: <input checked="checked" type="checkbox"/> Long Form Modification Plan <input type="checkbox"/> Short Form Modification Plan		
Current System Name:	Population Served	Land Area in Sq Miles
DeKalb County ETSB	105,160	638

[illegible]

911 System Contact: Glenna Johnson

Street Address: 150 N. Main St.

City, State and Zip Code: Sycamore, IL 60178

Office Telephone: (815) 899-4559

Cellular Telephone: (815) 761-6798

Email: gjohnson@dekalbcounty.org

### Wireless Coverage for Consolidated System:

**100 % Phase II compliant**

**100 % Phase I compliant**

**Please check if applicable:**

**X NG9-1-1 capable**

**✕ Receive 9-1-1 Text**

  X   Receive 9-1-1 Video

# VERIFICATION

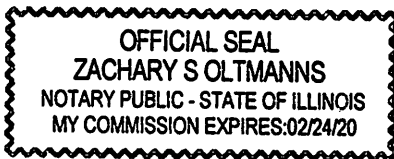
I, Glenna Johnson, first being duly sworn upon oath, depose and say that I am 9-1-1 Coordinator, of DeKalb County ETSB; that I have read the foregoing plan by me subscribed and know the contents thereof; that said contents are true in substance and in fact, except as to those matters stated upon information and belief, and as to those, I believe same to be true.

Glenna Johnson

Subscribed and sworn to before me

this 13<sup>th</sup> day of May, 20 19.

[Signature]  
NOTARY PUBLIC, ILLINOIS



# 9-1-1 SYSTEM PROVIDER LETTER OF INTENT

11-20-19

(Date)

Michael Ramsey

(9-1-1 System Provider Company Representative)

NG-911 Inc

(9-1-1 System Provider Company Name)

815 South Highland

(Street Address)

Williamsburg, IA 52361

(City, State, Zip Code)

Dear Michael:

This letter is to confirm our intent to modify our 9-1-1 System. Enclosed is your copy of our modification plan to be filed with the Department of the Illinois State Police for approval. Thank you for your assistance in this matter.

Sincerely,



(Name)

(Title)

enclosure: Modification Plan

## **Narrative**

The DeKalb County ETSB is filing its modified plan to implement a Next Generation 911 Hosted System. DeKalb ETSB will be switching 9-1-1 System Provider (SSP) at the same time and the new SSP will be NG-911, Inc. NG-911, Inc. is a certificated 9-1-1 Service Provider in Illinois (See Order, August 22, 2012, Illinois Commerce Commission (ICC) Docket No. 12-0093.)

The DeKalb ETSB system is IP-based and is fully compliant with all current NENA i3 standards; it is geographically diverse and has a redundant configuration and design to avoid any single points of failure (SPOF). The system architecture is designed and provisioned so that the failure of any one component will not result in a total system failure. All essential system components are protected through the use of redundant components to limit a SPOF.

The system will provide service parity for all potential 9-1-1 callers, and being IP based, can be administered, monitored and managed both locally and remotely. The system will host multiple remote PSAPs in multiple jurisdictions. Each PSAP will be composed of a number of positions plus security appliances and software necessary to prevent intrusion by unauthorized personnel. Each individual PSAP will have a diverse IP transport network between the remote PSAPs and the system cores. The system has varying levels of security and administration privileges for managing, configuring, monitoring, maintenance and diagnostic activities.

The network design of NINGA for NG-911 Inc will now be provided by a Competitive Local Exchange Carrier (CLEC) of Sydeo. DeKalb will be utilizing the NINGA Network with a total of nine (9) counties for NG 9-1-1 Services. There are two (2) geographically diverse, fully redundant NG-911, Inc. operated Data Centers (Data Centers will be used as Term of Art) which house the NG9-1-1 Next Generation Core Services (NGCSs). The two (2) Data Centers are: (1) the DeKalb County Sheriff Department Jail Annex Data Center in 180 E. Exchange St, Sycamore, Illinois, and (2) Belvidere Fire, 353 East 6<sup>th</sup> Street, Belvidere, IL 61008

### **PSAPs**

DeKalb County plans to implement a Next Generation 9-1-1 System county-wide with the primary objective to provide the citizens of DeKalb County Illinois with a high quality of 9-1-1 services.

DeKalb County's Public Safety Answering Points (PSAPs) will collectively answer, process and direct all calls and texts placed to 9-1-1 within their jurisdictional boundaries. DeKalb County has two (2) PSAPs, the DeKalb County Sheriff PSAP with seven (7) positions, and the DeKalb Police Department PSAP with six (6) positions, and two (2) portable Workstations.

Both DeKalb PSAPs backup each other. DeKalb County PSAPs in operation in their present location will be using trained, qualified, and experienced personnel.



## **Plan Narrative: DeKalb County Illinois ETSB**

PSAP	Backup
DeKalb County Sheriff's Office	DeKalb Police Department
DeKalb Police Department	DeKalb County Sheriff's Office

### **Radio / Telecommunications**

All emergency services within DeKalb County, Illinois have the capability to be linked either by radio or telephonically. Details on both primary and secondary communication procedures are contained in the Call Handling Intergovernmental Agreements. The Participating Agency Forms include the Radio and other Dispatch capabilities.

### **Dispatch to Participating and Adjacent Agencies**

Details of the elaborate dispatch system utilized by the PSAPs are included in the Call Handling Agreements plus the Participating Agency and the Adjacent Agency documents.

### **New system configuration and technological architecture (i.e., network and routing);**

The Next Generation 9-1-1 system will increase functionality, redundancy, diversity, and scalability. The new NG9-1-1 system by design has redundancy built in at every point practical to eliminate all SPOF.

The NG9-1-1 system will handle calls from all Carriers that are answered today. The NG9-1-1 ESInet will enable a wide spectrum of users to utilize emergency support services, such as hearing impaired, deaf, speech impaired, and non-English speaking callers (Text to 911 and TTY technology).

Carriers may connect to the ESInet at various points on the Fiber Ring. These points of interface (POI) locations will be mutually agreeable to NG-911, Inc., Syndeo and the Access Carrier. Syndeo may also provide points of interface (POI) for Access Carriers. These POI's specific locations are documented on the Network Diagrams and in the Access Test Plan document.

The NG9-1-1 architecture is comprised of an Emergency Services Internet Protocol Network (ESInet) to connect the PSAP using IP signaling. Carriers will connect to the Host Site. Each Carrier will choose from Legacy (SS7/ISDN) and newer Protocols for trunk signaling (SIP). Where the ESInet appears in a Carrier or Private Switched ALI (PS/ALI) Switch Location, the Carrier or PS/ALI customer may connect to the fiber at that location, thus including a zero-mile access solution. Planning for direct PS/ALI customers is handled the same way as a small direct Carrier to the network.

### **Database**

The DeKalb County ETSB has designed and purchased a comprehensive NENA i3 standards-based system that is highly sophisticated. The system will provide automatic location identification (ALI), automatic number identification (ANI), and selective routing to the PSAP using dynamic routing. In addition, the system will feature geo-spatial, policy-based functionality that will deliver superior service and response to the emergency needs of the citizens of DeKalb County. Every structure in DeKalb

## **Plan Narrative: DeKalb County Illinois ETSB**

County has been identified and every residence has a street number with a street or road name. Additionally, geo-spatial number has been designed with address points to identify the residence where the 9-1-1 request is made. All database elements comply with NENA Data Formats for ALI, MSAG and GIS.

### **Text to 9-1-1 Flow**

Text to 9-1-1 will be implemented in DeKalb County. DeKalb ETSB and NG-911, Inc. the 911 SSP, have chosen Comtech TCS as their Text Control Company (TCC). The NENA Interim Standard which is being implemented best complements a full NENA NG9-1-1 Network, using an IP i3 SIP/MSRP interface to the ESInet and the NG9-1-1 NGCS equipment being deployed. NENA provides instructions for the PSAPs and Carriers to complete the technical aspects of the project and register the PSAPs with the FCC.

### **Robust, reliable and diverse/redundant network; and whether other 9-1-1 Authorities will be sharing the equipment.**

The Design is based on building redundant systems to avoid any SPOF in the ESInet and across the entire NG9-1-1 Architecture. The NG9-1-1 system will provide flexibility in the routing of calls. The ESInet being deployed has all PSAPs connected and can route calls based on not only location, but also by availability. Currently, if a PSAP has only three (3) trunks from a legacy Selective Router, the (4) fourth caller gets a busy signal. In a Next Generation solution, that caller will be answered through intelligent routing. Additionally, there will be more available positions to answer calls because all connected PSAPs will be technically able to answer the call and will be able to dispatch or transfer the call to another PSAP. Refer to General Information 911. Routing methodology is documented in each Application. Based on the number of fixed and portable workstations per PSAP, not all PSAPs will back up each other in NINGA. The size disparity between PSAPs is one reason, and the ability to properly dispatch for one another is the second reason.

The hardware and software are expandable by installing additional components, such as servers, gateways and workstations as needed. The hardware is comprised of off the shelf servers and NENA compliant software. The Workstations used by the Call Takers are Dell computers, so there is not a barrier to replacing equipment if hardware fails.

If 9-1-1 calls are unable to be answered by the primary PSAP (for whatever reason), calls will be routed to the Backup PSAP designated in the 9-1-1 Plan. DeKalb County will utilize existing backup plans for the 1st layer of backup. The IP network allows flexibility to deliver overflow or re-routed calls to pre-determined Backup PSAPs. Calls can be routed to the Backup location through the software.

The key to network reliability is redundancy.

The system will have automatic failover capability between the two Data Centers. Having two Data Centers to serve the PSAPs using the Emergency Services Internet Protocol Network (ESInet) will increase reliability 100%. The new NG9-1-1 system by design has redundancy built in at every point practical to eliminate all SPOF.

## **Plan Narrative: DeKalb County Illinois ETSB**

The NG9-1-1 ESInet is by design a reliable network. The factors that make it a good network during national security and emergency preparedness situations include:

- The dual Data Centers are more than 30 miles apart.
  - Duplicated capabilities of the NGCS within each Data Center.
  - Having a balanced load on the Data Centers with dual access requested of the Access Carriers makes this a good plan in Disaster Recovery scenarios.
- Each PSAPs is backed up by one (1) or more PSAPs on separate call routes using separate power sources.

### **Security - Session Border Control**

Session Border Controllers (SBCs) provide the access control for protection from unwarranted Cyber Attacks, Denial of Service Attacks and/or focused Network Overloads. The design is in accordance with the NENA i3 Standards. The SBC will act as a sophisticated firewall to protect the NG9-1-1 system from Denial of Service Attacks, malicious or accidental attempts that could cause ESInet network overload, and other intrusive security breach attempts. The SBC satisfies critical security, service assurance, and regulatory requirements and supports multiple protocols including SIP, H.323, MGCP/NCS, H.248 and RTSP and multiple border points.

A Session Border Controller (SBC) firewall is being installed in each of the Data Centers. The same system has been installed and tested extensively at the Illinois Institute of Technology Real Time Communications Laboratory (IIT RTCL) simulating loads well beyond what can be developed in the field.

### **PSAP Security**

All access to the PSAPs is restricted with a code access. The computer network is password secured. Protection extends to the Network's perimeter as well, including E-mail and web filtering, as well as current firewall technology. To maximize that safety and security is provided on all workstations with Security software. All workstations are updated regularly and scanned for threats, including but not limited to viruses, spyware, malware, and root kits. The protection extends to the Network's perimeter as well, including E-mail and web filtering, as well as current firewall technology.

The ETSB will continue to investigate future Security needs.

### **Database Management Software**

The software will enable NG-911, Inc. to manage the ALI database. The software fully integrates with the other NGCS of the NG9-1-1 system and performs data validation, request/response software, managing data quality and provides real-time communication tools.

### **Map**

The IP-based mapping system fully integrates with all the other components of the NG9-1-1 system.

## **Plan Narrative: DeKalb County Illinois ETSB**

### **IP Selective Router / Switch**

The IP Selective Router equipment and software being deployed meets the redundancy and resiliency that is required by the NG-911, Inc. Additionally, the system has data integration and reporting tools

### **Monitoring**

The NG-911, Inc. monitoring system will alert the NG9-1-1 24 by 7 by 365 NOC personnel to any problem with the Data Centers, the ESInet including Temperature and Power alarms and to alert on any NGCS in the secure collocation space. Monitoring the systems and centers and network will be done during all phases of testing and ongoing after network cutover. Part of the monitoring is the alerting in near real time, the ability to ticket and/or display to systems centers and hand held devices.

The Carriers remain responsible for their own Access Reporting. NG-911, Inc. as the 911 SSP is accountable for the monitoring alerting problem resolution and reporting of all other aspects of the NG9-1-1 network.

**The existing 9-1-1 traditional legacy wireline, wireless and VoIP network, along with the databases, will interface and/or be transitioned into the NG9-1-1 system.**

The NG9-1-1 system will handle 9-1-1 calls from all Carriers that are answered today plus Text to 9-1-1. The NG9-1-1 ESInet will enable a wide spectrum of users to utilize emergency support services, such as hearing impaired, deaf, speech impaired, and non-English speaking callers. The new system will incorporate the TTY technology that serves hearing and speech impaired end users.

The NG9-1-1 system fully integrates with a local ALI database management system as well as an integrated Mapped-ALI display. The ALI database management system (ALI DBMS) is Internet Protocol (IP)-based system, and for traditional wireline it calls operates exactly as the existing ALI.

NG-911, Inc. will ensure the Database records are received from the Access Carriers reviewed as they are today for location accuracy, accepted, validated and integrated into the active working records.

Most Wireline customer records come from the Service Order Process of the Carriers. The Carriers will transmit the database updates to NG-911, Inc. NG-911, Inc. will work closely with each Carrier directly on Database updates.

Split Exchange call handling records will be handled in the same manner. Service Order updates to the NG9-1-1 ALI records will be accomplished using database management software to process updates from all Carriers

The ALI Database is hosted onsite in the two (2) Data Centers in the Database NGCS. The NGCS are duplicated and they reflect information that has been accepted, validated and aggregated and is ready to use in the 9-1-1 actual call flow. GIS coding will be added to all Service Order records that update the ALI. NG-911, Inc. will maintain the database in a manner that ensures that customer personnel cannot alter the data. All aspects of the ALI database process will meet NENA database standards. The Service Order updates that will be managed by NG-911, Inc. daily, will utilize multiple logic checks that guard against invalid ALI updates and increase the reliability of data. These invalid updates would include, but are not limited to, ensuring that the address conforms to public record including GIS ECRF

## **Plan Narrative: DeKalb County Illinois ETSB**

data (MSAG) and that the ALI record telephone number is in a valid format. The database system supports direct service order entry, manual update as well as the import and export of NENA format.

### **Quality of Service Standards**

NG-911, Inc. and DeKalb County will utilize the Commission's service standards for call blocking and will provide the required P.01 level of service at a minimum. Call set up will remain the same or improve with the use of SIP signaling. SLAs will be in place with Carriers and vendors.

SLAs will be in place with Carriers and vendors.

The ESInet provider including Data Center providers have Service Level Agreements (SLAs) in place with NG9-1-1, Inc. Bandwidth and availability are part of the SLAs over the ESInet and to each PSAP.

### **Miscellaneous Operations:**

The PSAPs in the DeKalb County 9-1-1 System meet the following requirements:

- Twenty-four hour a day operation, three hundred sixty-five days a year.
- A call logging recorder capable of recording, and date and time stamping of all 9-1-1 position/calls, texts and radio frequencies which are used to dispatch the assignments.
- An alternate power source, generator, capable of sustaining full operation of the PSAP including communications, should a commercial power outage occur. The PSAP also has UPS to allow continued operation during switch over from commercial power to alternate power.
- TDD service is available at each PSAP to allow the hearing-impaired citizen the same access and availability to call 9-1-1 as all other citizens. TDD calls are delivered to the workstation and do not require a separate device.
- The PSAPs will maintain an electronic log of the 911 calls and texts.
- The DeKalb County ETSB PSAPs have adopted a set of standard operating guidelines that include PSAP security.

### **Public Information including Text to 9-1-1:**

The DeKalb County ETSB continues to provide public awareness and information by means of several local media outlets, public presentations and school programs, signage, etc. The DeKalb County ETSB plans for increased publicity once the Modification is approved.

### **Training:**

Detailed training will be provided to all persons staffing the PSAP location. The initial PSAP operators will be existing employees of the communications centers where the PSAP is located and all have had previous training in emergency call handling and dispatch. NG-911, Inc. will provide extensive training on all aspects of the equipment.

### **Initial Cutover Strategy**

Initial Cutover Strategy will be cooperative with Carriers.

The Cutover Plan will validate the translations in the network are operational for primary, alternate and disaster situations to ensure the proper response gets to the PSAP even if the network is overloaded.

## **Plan Narrative: DeKalb County Illinois ETSB**

Cutover will occur Carrier-by-Carrier in the mutually agreeable Carrier and PSAP maintenance window for 9-1-1 services.

The process includes:

- Optimization of physical and logical routes
- Circuit ordering process outlined and confirmed
- Field Testing resulting in Cutover Ready Transition
- Agreement on Primary and Alternate Routing Rules
- Agreement on Split Exchange Routing and Interfaces
- Translations for Load Balance and Routing in the Carrier Network
- Sharing of Carrier Test Numbers
- Addition of Carrier Test Numbers into the NG9-1-1 Database Records
- Selective Router trunking to Data Centers
- Originating Rate Center (NPA-NXX) to PSAP
- Verify PSAP before and after Dispatch
- Make Access Trunks Busy and Verify Load Balance
- Log off workstations and verify Primary / Alternate PSAP

Traffic will be live after all steps are complete.

The legacy network will be available for seven days after successful cutover of the NINGA end to end network. DeKalb County's ETSB plans to cut to live service after successful network and field testing.

When all tests are successful, the first access traffic load will be delivered to the appropriate PSAP/PSAPs in accordance with the deployment schedule. Include the deployment schedule. Subsequent migration will occur as specified in the deployment schedule.

### **Disaster Recovery**

The NG9-1-1 ESInet is by Design a reliable network. The factors that make it a good network during national security and emergency preparedness situations include:

1. The dual Data Centers in Sycamore and Belvidere are more than 40 miles apart.
2. Duplicated capabilities of the NGCS within each Data Center.
3. Having a balanced load on the Data Centers with dual access requested of the Access Carriers makes this a good plan in Disaster Recovery scenarios. Manual switchover to a Disaster Recovery PSAP often requires staffing and physical switching over to a configuration that is only tested occasionally.

Access Carriers will connect in a way that supports Disaster Recovery principles.

1. Dual Trunking
2. Alternate Facilities Routes
3. Commercial Agreements for service quality, problem identification and resolution.

## **Plan Narrative: DeKalb County Illinois ETSB**

4. Monitoring tools to see problems that are simplex in nature and get them rapidly corrected before they become service affecting for customers trying to reach 9-1-1.

### **Business Processes are Critical to Disaster Recovery Principles.**

1. Planning for Disasters in the ongoing design, engineering and during growth of the network.
2. The need for good records exchange with Carriers, Methods of Procedures for work activities signed off and communicated ahead of a planned event.
3. Use of Maintenance Windows that are strict before any change is made to the network.
4. Proper staffing and coverage and a call out plan for emergencies.
5. Training on the NGCS and on processes and procedures.
6. Communications capabilities using the IP PBX.
7. Use of Conference Bridges and other means of communications during cutovers, planned major activities and during major outages or emergencies. Radios etc.
8. Documented Disaster Plans in case of natural disasters such as earthquakes, floods, tornadoes, electrical grid problems, prison breaks, plane crashes, bomb threats and physical and cyber-attacks on the Data Centers and more.
9. Testing of Scenarios planned and unplanned, exercises involving staged incidents.
10. Offers to participate with Access Carriers, during their annual Disaster Recovery exercises.
11. Use of Best Practices in password protection and physical and logical security protection. Note: FCC provides industry Best Practices. FCC CSRIC includes NG9-1-1. [www.fcc.gov](http://www.fcc.gov).
12. Session Border Controllers (SBCs) to prevent, thwart and alert for unwarranted attacks on the network.
13. Facility diversity where possible and uninterrupted power supply (UPS) and generators to ensure the system can run indefinitely. In event of commercial power failure, UPS systems and generators will be utilized until electrical service is restored.
14. Grounding of the Data Centers to industry requirements.
15. DeKalb County will comply with NENA standards and sound Information Technology policy.
16. Standard procedures to maintain telephony and computer equipment will be utilized, including HVAC and other environmental controls to ensure optimum conditions for the ongoing function of the hardware.

If PSAPs must abandon a physical site, the calls can be rerouted to other PSAPs in real time through changes in software and tables.

DeKalb County's system is resilient and fault tolerant. The failure of individual components, such as Local Exchange End Offices, will not bring the NG9-1-1 system down because the components utilized in the NG9-1-1 system are geographically diverse and the network is designed for redundancy and resiliency.

## **Test Plans Description**

1. Description of test plan-
  - a. NG-911, Inc. and DeKalb County will oversee all aspects of testing the NG9-1-1 System and will be directly involved with The Network Test Plan. DeKalb County will coordinate call through testing for each wireline end office. NG-911, Inc. will obtain from the Access Carriers, test numbers per wire center, per rate exchange, per class of service as appropriate. Phase I and II PS/ALI Customer testing is described in the Test Plans.
  - b. DeKalb County will work with NG-911, Inc. to conduct coordinated testing with the telecommunications carriers when any of the following occur:
  - c. New central office switching installations that affect the directly connected carrier(s)
  - d. Network router, Selective Router or functional equivalent installations, upgrades or rehomes;
  - e. NPA (Numbering Plan Area) additions
  - f. Any other event that affects 9-1-1
  - g. DeKalb County will perform coordinated testing with private residential or business switch operators who request/require such testing.
  - h. The communities to be tested are listed in the community list attachment.
  - i. Test calls will meet the Administrative Code Part 1325 requirements.
2. List of wireline exchanges to be tested.
  - a. See Carrier listing document
3. List of wireless and VoIP Carriers to be tested
  - a. See Carrier listing document



## FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs prior to modification	\$ <u>\$ 194,257.08</u>
Projected annual recurring 9-1-1 network costs after modification	\$ <u>\$ 194,982.60</u>
Installation cost of the project	\$ <u>\$ 116,200.00</u>
Anticipated annual revenues	\$ <u>\$ 1,420,845.00</u>

# **FIVE YEAR STRATEGIC PLAN FOR MODIFIED PLAN**

(Provide a detailed summary of the proposed system's operation, including but not limited to, a five-year strategic plan for implementation of the modified 9-1-1 plan with financial projections)

## **Narrative:**

The DeKalb County ETSB has had the foresight and ability to save money for this project over the past several years, and is in appropriate fiscal condition to be able to completely fund the DeKalb County portion of this project, including installation of Next Generation 911 to both DeKalb County PSAPs.

The Five year plan for DeKalb ETSB is to utilize the existing contract with NG-911, Inc. for the hosted Next Generation 9-1-1 solution proposed in this plan. This system is compliant with the legislative mandate of being Next Generation 911 by 2020.

The DeKalb County ETSB will implement Interim Text to 9-1-1 along with voice to 9-1-1 and may incorporate video and static images in the system in the next five years if NENA standards are finalized and the benefits are tangible.

The DeKalb ETSB will continue to look for efficiencies in operations over the next five (5) years and ways to improve service to the citizens and maintain or reduce expenditures. With Next Generation 9-1-1, DeKalb County will have increased reliability with the fully diverse solution from a network perspective. DeKalb has purchased the capability to activate remote 9-1-1 workstations in the event of area wide or localized situations causing greater than normal demand for 9-1-1 service thus improving safety for citizens of DeKalb County.

DeKalb has budgeted for capital expenditures for peaks and valleys as equipment became manufacture discontinued or broke down for the current 911 System. This will be smoothed out and predictable since the hosting party will be responsible for all upgrades and maintenance of the shared core system.

At an additional expense to DeKalb County ETSB they have purchased two remote 9-1-1 positions that could be used in their Command Post for large incidents or if a PSAP is disabled for a long period of time.

### **Addition Purchases in the past year:**

1. DeKalb County purchased a County-wide P25 radio system and the DeKalb County ETSB did work with them to purchase that system to help with the required consolidation.
2. New recorders were purchased to interface to the NG 9-1-1 System
3. New Generator and UPS for DeKalb County Sheriff PSAP.

## Communities Served

DeKalb  
2019 Plan

**County: DeKalb**

### COMMUNITIES SERVED

Provide a list of all communities to be served by the proposed 9-1-1 System. Please include the name of the community and the official mailing address including street address, city and zip code.

City, Town, or Village	Street Address, City, Zip Code
Belvidere	123 S. State St, Belvidere, IL 61008
Creston – Opted Out	E, Cedarholm St., Creston, IL 60113
DeKalb	700 N.7 <sup>th</sup> St., DeKalb, IL 60115
Earlville	99 East St, Earlville, IL 60518
Genoa	317 E. Railroad Ave, Genoa, IL 60135
Hinckley	911 N. Sycamore St., IL 60520
Kirkland	3891 IL-72, Kirkland, IL 60146
Lee	103 Lee Rd, Lee, IL 60530
Leland	145 E, Railroad Dr., Leland, IL 60531
Malta	308 Jefferson St., Malta, IL 60150
Maple Park	305 S. County Line Rd., Maple Park, IL 60151
Monroe Center	104 West St., Monroe Center, IL 61052
Paw Paw	244 Elizabeth St., Paw Paw, IL 61353
Sandwich	310 E. Railroad St., Sandwich, IL 60548
Shabbona	105 E, Navaho Ave, Shabbona, IL 60550
Somonauk	145 W. DeKalb St, Somonauk IL 60520
Sycamore	112 W, Elm St, Sycamore, IL 60178
Waterman	160 N. Cedar St., Waterman, IL 60556
Hampshire	202 Washington Ave, Hampshire, IL 60140

Note: DeKalb Community Addresses are from the Fire Departments

## Participating Agencies

2019 Plan

**County: DeKalb**

PSAPs: DeKalb County Sheriff Department; DeKalb Police Department;

### PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS etc.) that are to be dispatched by the 9-1-1 System. Each Agencies land area(s) in square miles and estimated population which will have access to the proposed 9-1-1 System. Do not forget to include County Sheriff's jurisdiction and Illinois State Police Districts. Each agency that appears on this list should also have signed a call handling agreement.

9-1-1 Participant Agencies	Street Address, City, Zip Code	Administrative Telephone No./Contact	Direct Dispatch	Transfer	Call Relay
Cortland Fire Department, DeKalb County, IL	30 West North Ave, Cortland IL 60112	(815) 756-2545 Chief Moser	X		
Cortland Police Department, DeKalb County, IL	250 S. Halwood St., Cortland IL 60112	(815) 756-2558 Chief Dargis	X		
DeKalb County Sheriff's Police, DeKalb County, IL	150 N. Main St., DeKalb IL 60178	(815) 895-2155 Sheriff Scott	X		
DeKalb Fire Department, DeKalb County, IL	700 N. 7 <sup>th</sup> St, DeKalb IL 60115	(815) 748-8460 Chief McMaster	X		
DeKalb Police Department, DeKalb County, IL	700 W. Lincoln, DeKalb, IL 60115	(815) 748-8400 Chief Petragallo	X		
Earlville Fire Department, DeKalb and LaSalle County, IL	99 East St, Earlville, IL 60518	(815) 246-7095 Chief Todd		X	
Genoa/Kingston Fire/Rescue Department, DeKalb County, IL	391 Railroad St, Genoa, IL 60135	(815) 784-5131 Chief Kozlowski	X		
Genoa Police Department, DeKalb County, IL	333 E. First St., Genoa, IL 60135	(815) 784-2526 Chief Smith	X		
Hampshire Fire Department, DeKalb and McHenry County, IL	202 Washington Av, Hampshire, IL 60140	(847) 683-2629 Chief Robinson		X	
Hinckley Fire Department, DeKalb County, IL	105, N. Main ST, Hinckley, IL 60520	(815) 286-7711 Chief VanLanduyt	X		
Hinckley Police Department, DeKalb County, IL	700 James St, Hinckley, IL 60520	(815) 286-7282 Chief Gettemy	X		

**Participating Agencies**  
2019 Plan

9-1-1 Participant Agencies	Street Address, City, Zip Code	Administrative Telephone No./Contact	Direct Dispatch	Transfer	Call Relay
Kingston Police Department, DeKalb County, IL	101 N. Main St, Kingston, IL 60145	(815) 784-5572 Chief Taft	X		
Kirkland Fire Department, DeKalb County, IL	3891 State Route 72, Kirkland, IL 60146	(815) 522-4414 Chief Connell	X		
Kirkland Police Department, DeKalb County, IL	511 W. Main St, Kirkland, IL 60146	(815) 522-3315 Chief Davenport	X		
Lee Fire Department, DeKalb County and Lee County, IL	103 Lee Rd., Lee, IL 60530	(815) 824-2120 Chief Galbreath	X		
Leland Fire Department, DeKalb and LaSalle County	145 E. Railroad, Leland, IL 60531	(815) 495-3342 Chief Hecathorn	X		
Maple Park Fire Department, DeKalb County and Kane County, IL	305 E. County Line Rd, Maple, IL 60151	(815) 827-3500 Chief Peterson		X	
Maple Park Police Department DeKalb County and Kane County, IL	302 Willow St., Maple Park, IL 60151	815 827 3286 Chief Stiegemeier		X	
Malta Fire Department DeKalb County, IL	308 Jefferson St. Malta, IL 60150	(815) 825-2165 Chief Mohns	X		
Malta Police Department DeKalb Count, IL	115 S. Third St, Malta IL 60150	815-825-2200 Chief Kaminski	X		
NIU Police Department, DeKalb County, IL	375 Wirtz Dr., DeKalb, IL 60115	(815) 753-1212 Chief Phillips	X		
Paw Paw Fire Department DeKalb County, Lee County	244 Elizabeth St Paw Paw, IL	(815) 263-9262 Chief Aloisio	X		
Sandwich Fire Department, DeKalb County, LaSalle, Kendall, IL	310 E. Railroad St., Sandwich, IL 60548	(815) 786-9241 Chief King	X		
Sandwich Police Department, DeKalb County, LaSalle, Kendall, IL	308 E. College St., Sandwich, IL 60548	(815) 786-7261 Chief Bianchi	X		
Shabbona Fire Department, DeKalb County, IL	103 E. Navaho. Shabbona, IL 60550	(815) 824-2888 Chief Ottenheigme	X		

**Participating Agencies**  
2019 Plan

<b>9-1-1 Participant Agencies</b>	<b>Street Address, City, Zip Code</b>	<b>Administrative Telephone No./Contact</b>	<b>Direct Dispatch</b>	<b>Transfer</b>	<b>Call Relay</b>
Somonauk Fire Department, DeKalb County and LaSalle County, IL	145 W. DeKalb St, Somonauk, IL 60552	(815) 498-2218 Chief Colford	X		
Somonauk Police Department, DeKalb County, LaSalle County IL	131 Depot St, Somonauk, IL 60552	(815) 498-2351 Chief King	X		
Sycamore Fire Department DeKalb County, IL	535 W. DeKalb Av, Sycamore, IL 60178	(815) 895-4514 Chief Polarek	X		
Sycamore Police Department, DeKalb County, IL	535 DeKalb Av. Sycamore, IL 60178	(815) 895-3435 Chief Winters	X		
Waterman Fire Department, DeKalb County, IL	160 N. Cedar, Waterman, IL 60556	(815) 264-3284 Chief Lave	X		
Waterman Police Department, DeKalb County, IL	150 N. Cedar , Waterman, IL	(815) 264-3574 Chief Cicci	X		
Illinois State Police District 2	801 South 7th Street Suite 201N & Suite 300-A Springfield, IL 62703	(217) 524-6569 / ISP 911 Coordinator		X	
Illinoi State Toll Highway Authority	2700 Ogden Av Downers Grove, IL 60515	Craig Lundt 630-241-6800 Dispatch Manager		X	

**County: DeKalb**

**DeKalb County Adjacent Agencies List**

**Boone County ETSB**

Boone County Sheriff

Boone County Rural

**Kane County ETSB**

Burlington Fire Department

Elburn Countryside Ambulance

Kane County Sheriff's Department

Kaneville Fire Department

**Kendall County Sheriff**

Sandwich Fire

**LaSalle County Sheriff's Police**

**Lee County ETSB**

Lee County Sheriff's Police

Lee Fire

Shabbona Fire

Paw Paw Fire

**McHenry County ETSB**

McHenry County Sheriff's Police

Marengo Police

Marengo Fire

**Ogle County Sheriff's Police**

Ogle/Lee Fire

Monroe Center Township

Lynn-Scott-Rock Fire

**Winnebago County Sheriff's Police**

Cherry Valley Fire Department

**County: DeKalb**

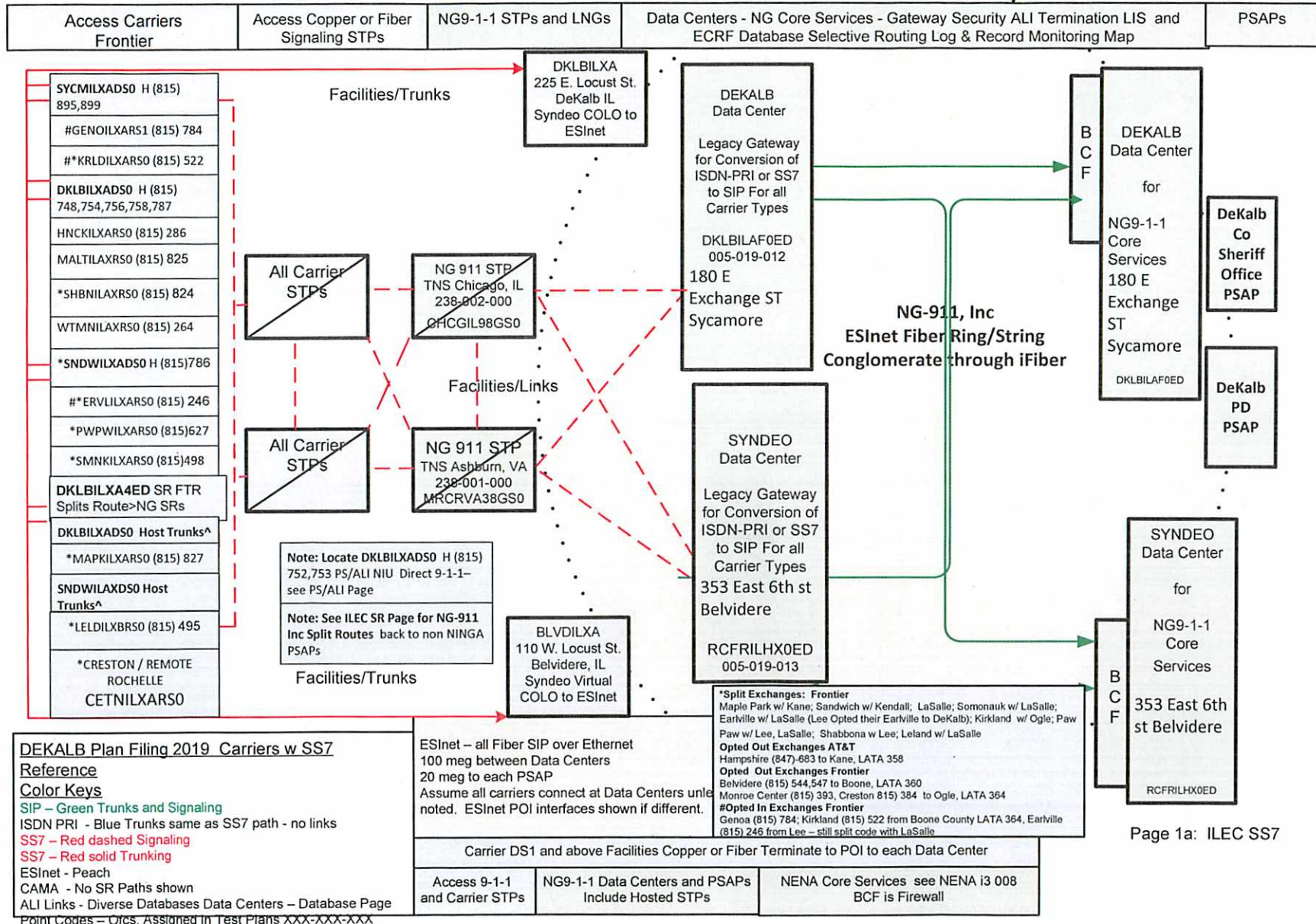
## CARRIER LISTING

(Wireline, Wireless, VoIP)

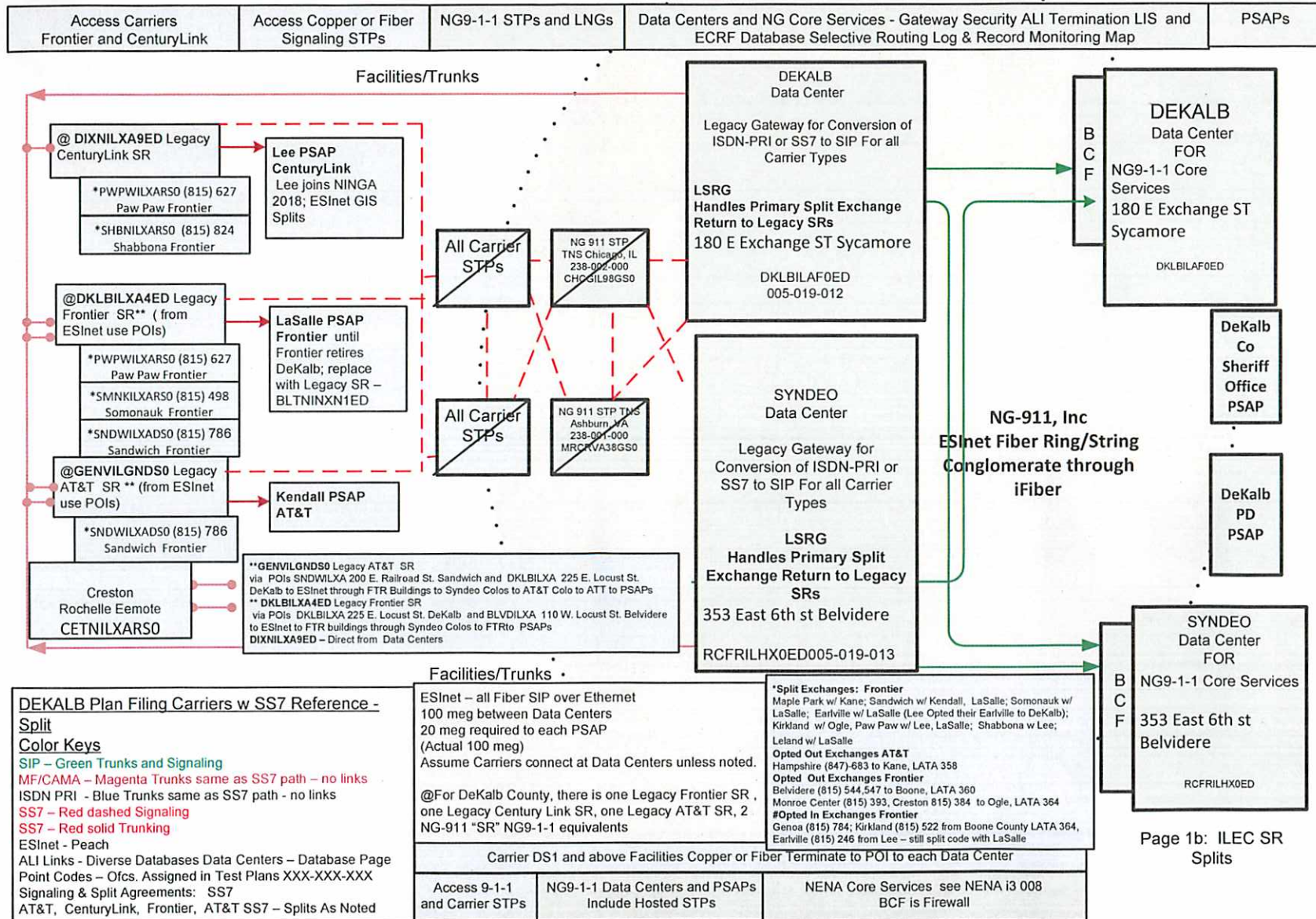
CARRIERS		STREET ADDRESS, CITY, ZIP CODE	TELEPHONE NUMBER
<b>ILEC/RLEC</b>			
ILEC MSAG	Frontier	Rose Soto, 401 Merritt 7, Norwalk, CT 06851 Barclay Hall, barclay.e.hall@ftr.com	(203) 614-5190 (260) 461-2445
<b>CLEC</b>			
CLEC MSAG	AT&T Local (TCG and Teleport) (Fixed VoIP Business)	3100 Cumberland Blvd, Suite 700. Atlanta, GA 30339	(770) 240-8773
CLEC VPC UI	Call One (United Communications System dba Call One)	Katie Wilson, 225 W. Wacker Drive, 8th Floor, Chicago, IL 60606	(312) 681-8300
CLEC Comtech TCS and West VPC	Comcast Corporate using Level 3 Transport	One Comcast Center, Philadelphia PA 19103	(215) 286-7347
CLEC, VoIP and Wireless Transport	Level 3 Communications, LLC	Ernst & Young, 18006 Skypark Circle, Suite 106, Irvine CA 92615	(949) 838-3300
<b>Wireless</b>			
Wireless Comtech TCS MPC	AT&T Mobility w Text	Lawson Dripps; 8089 South Ave., Boardman, Ohio 44512	(513) 657-6270
Wireless Comtech TCS MPC	Intelliquest (Onvoy Spectrum) w Text using Level 3; Live 3- 4Q '17 or early '18	1725 Walnut Street, Suite B, Boulder, CO, 80302	(303) 997-2308
Wireless West MPC Ericsson Prof Svcs	Sprint PCS w Text- (SIP using Level 3 SS7 Transport ) UI	6200 Sprint Pkwy. Overland Park, KS 66251	(913) 624-6000
Wireless Comtech TCS MPC	T-Mobile w Text (SIP using Level 3 Transport – Level 3 SS7 Transport ) UI	Document Processor, Illinois Corp Service Co 801 Adlai Stevenson Dr, Springfield, IL 62703-4261	(217) 544-5900
Wireless West MPC	US Cellular w Text	8410 W. Bryn Mawr, Suite 700, Chicago, IL 60631-3486	(773) 399-8900
Wireless West MPC	Verizon w Text (using ICN Transport)	Kip Skeels (TCS) 2401 Elliott Ave, Suite 200, Seattle, WA 98121 Patrick McHale; 1120 Sanctuary Parkway, Suite 150 GASA5E911 Alpharetta, GA 30004	(206) 792-2842 (770) 797-1226
<b>MPC/VPC e2 Links</b>			
VPC	Bandwidth	3100 Cumberland Blvd, Suite 700. Atlanta, GA 30339	(770) 240-8773
MPC/VPC	Comtech TCS	2401 Elliott Avenue, 2 <sup>nd</sup> Floor, Seattle, Washington 98121	(206) 792-2473
MPC/VPC	West	Sean Smith, Technical Project Manager ssmith2@west.com	(720) 494-5814
<b>Text Control Center</b>			
TCC	Comtech TCS	Eddie Lemaire; 2401 Elliott Avenue, 2 <sup>nd</sup> Floor, Seattle, Washington 98121	(206) 792-2031



DeKalb County IL NG9-1-1 Plan Filing 2019 - NG-911, Inc. 911 SSP  
Carrier Access – Direct SS7 - LATAs: 360, 364, border 358



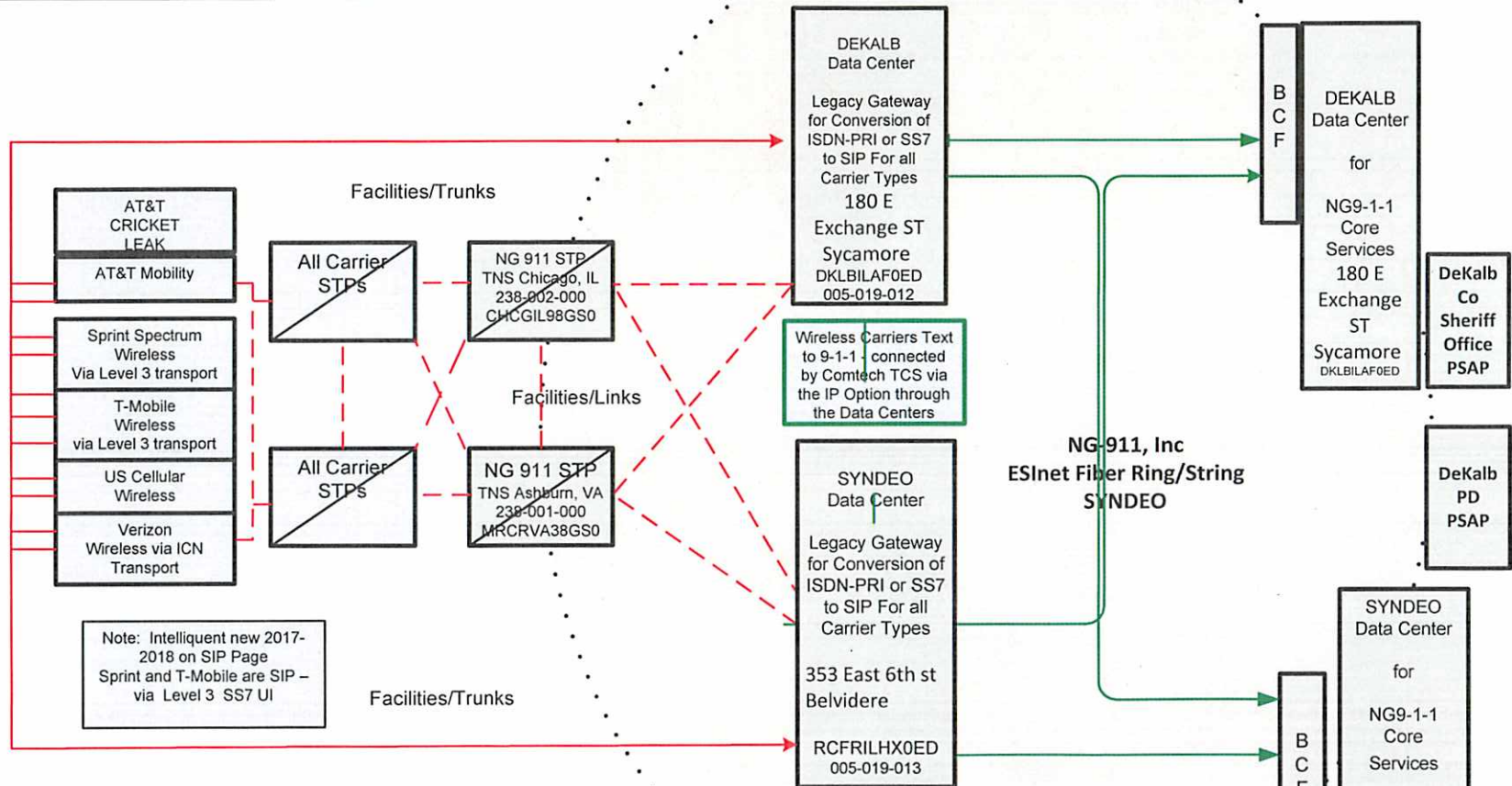
DeKalb County IL NG9-1-1 Plan Filing 2019 - NG-911, Inc. 911 SSP  
Carrier Access – SR SS7 Splits - LATAs: 360, 364, border 358





DeKalb County IL NG9-1-1 Plan Filing 2019 - NG-911, Inc. 911 SSP  
Carrier Access – Direct SS7 - LATAs: 360, 364, border 358

Access Carriers Wireless	Access Copper or Fiber Signaling STPs	NG9-1-1 STPs and LNGs	Data Centers and NG Core Services - Gateway Security ALI Termination LIS and ECRF Database Selective Routing Log & Record Monitoring Map	PSAPs
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DEKALB Plan Filing 2019 Carriers w SS7

Reference

Color Keys

SIP or IP – Green Trunks and Signaling

ISDN PRI - Blue Trunks same as SS7 path - no links

SS7 – Red dashed Signaling

SS7 – Red solid Trunking

ESInet - Peach

CAMA - No SR Paths shown

ALL Links - Diverse Databases Data Centers – Database Page

Point Codes – End Foci. Assigned in Test Plans XXX-XXX-XXX

ESInet – all Fiber SIP over Ethernet  
100 meg between Data Centers  
20 meg to each PSAP  
Assume all carriers connect at Data Centers unless noted. ESInet POI interfaces shown if different.

\*DeKalb Wireless Carrier Lists are confidential to MPC Aggregators – testing with cooperation of the MPC and any Carrier supporting Trunking

Carrier DS1 and above Facilities Copper or Fiber Terminate to POI to each Data Center

Access 9-1-1 and Carrier STPs

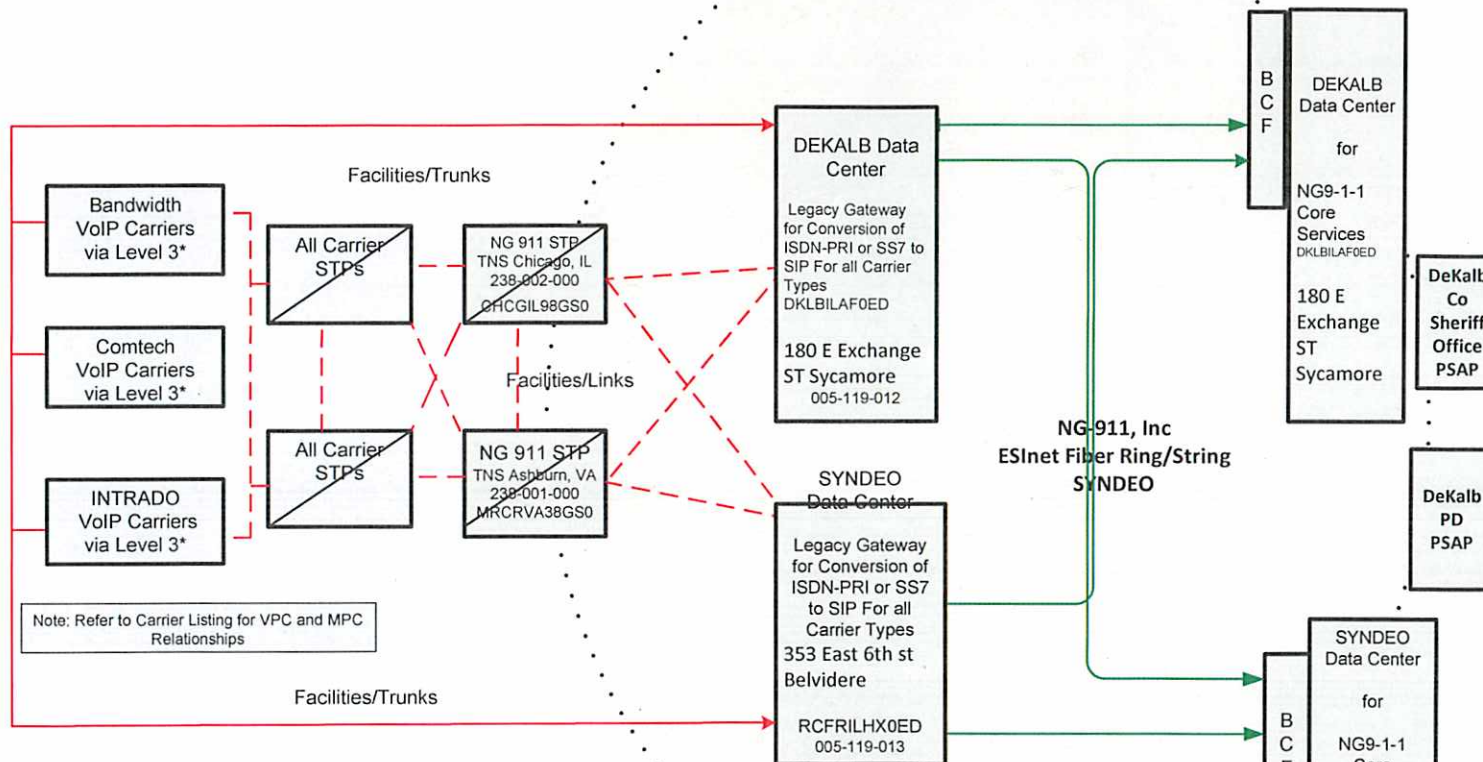
NG9-1-1 Data Centers and PSAPs  
Include Hosted STPs

NENA Core Services see NENA i3 008  
BCF is Firewall

# DeKalb County IL NG9-1-1 Plan Filing 2019 - NG-911, Inc. 911 SSP

Carrier Access – Direct SS7 - LATAs: 360, 364, border 358

Access Carriers VoIP Provider Carriers	Access Copper or Fiber Signaling STPs	NG9-1-1 STPs and LNGs	Data Centers and NG Core Services - Gateway Security ALI Termination LIS and ECRF Database Selective Routing Log & Record Monitoring Map	PSAPs
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Note: Refer to Carrier Listing for VPC and MPC Relationships

## DEKALB Plan Filing 2019 Carriers w SS7

### Reference

### Color Keys

SIP – Green Trunks and Signaling

ISDN PRI - Blue Trunks same as SS7 path - no links

SS7 – Red dashed Signaling

SS7 – Red solid Trunking

ESInet - Peach

CAMA - No SR Paths shown

All Links - Diverse Databases Data Centers – Database Page

Point Codes – End Ofcs. Assigned in Test Plans XXX-XXX-XXX

ESInet – all Fiber SIP over Ethernet

100 meg between Data Centers

20 meg to each PSAP

Assume all carriers connect at Data Centers unless noted.

ESInet POI interfaces shown if different.

\*DeKalb VoIP Carrier Lists are

confidential to VoIP Aggregators –

testing with cooperation of the VPC

and Level 3- Carrier Listing has names

noted.

Carrier DS1 and above Facilities Copper or Fiber Terminate to POI to each Data Center

Access 9-1-1

and Carrier STPs

NG9-1-1 Data Centers

and PSAPs

Include Hosted STPs

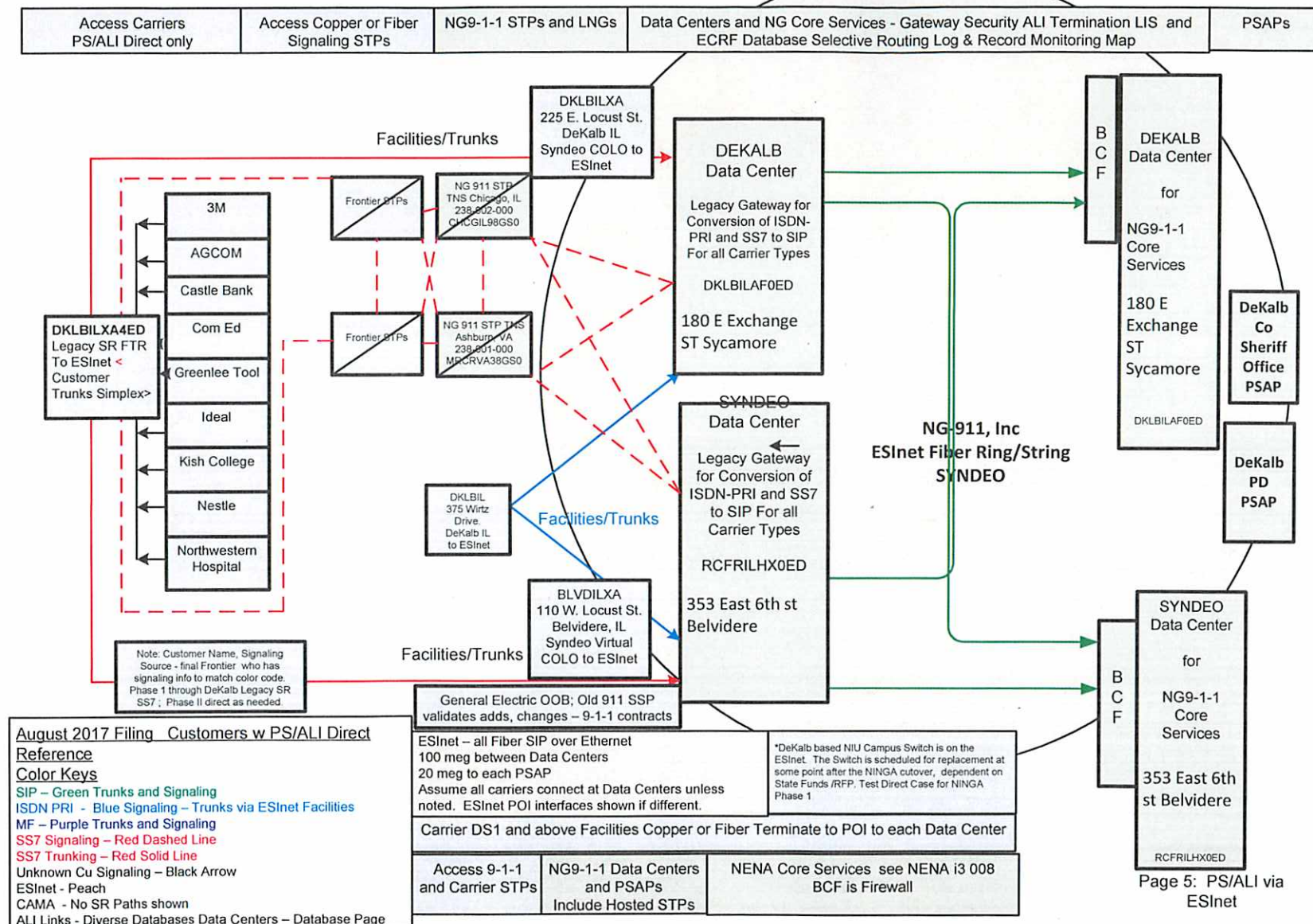
NENA Core Services see NENA i3 008

BCF is Firewall



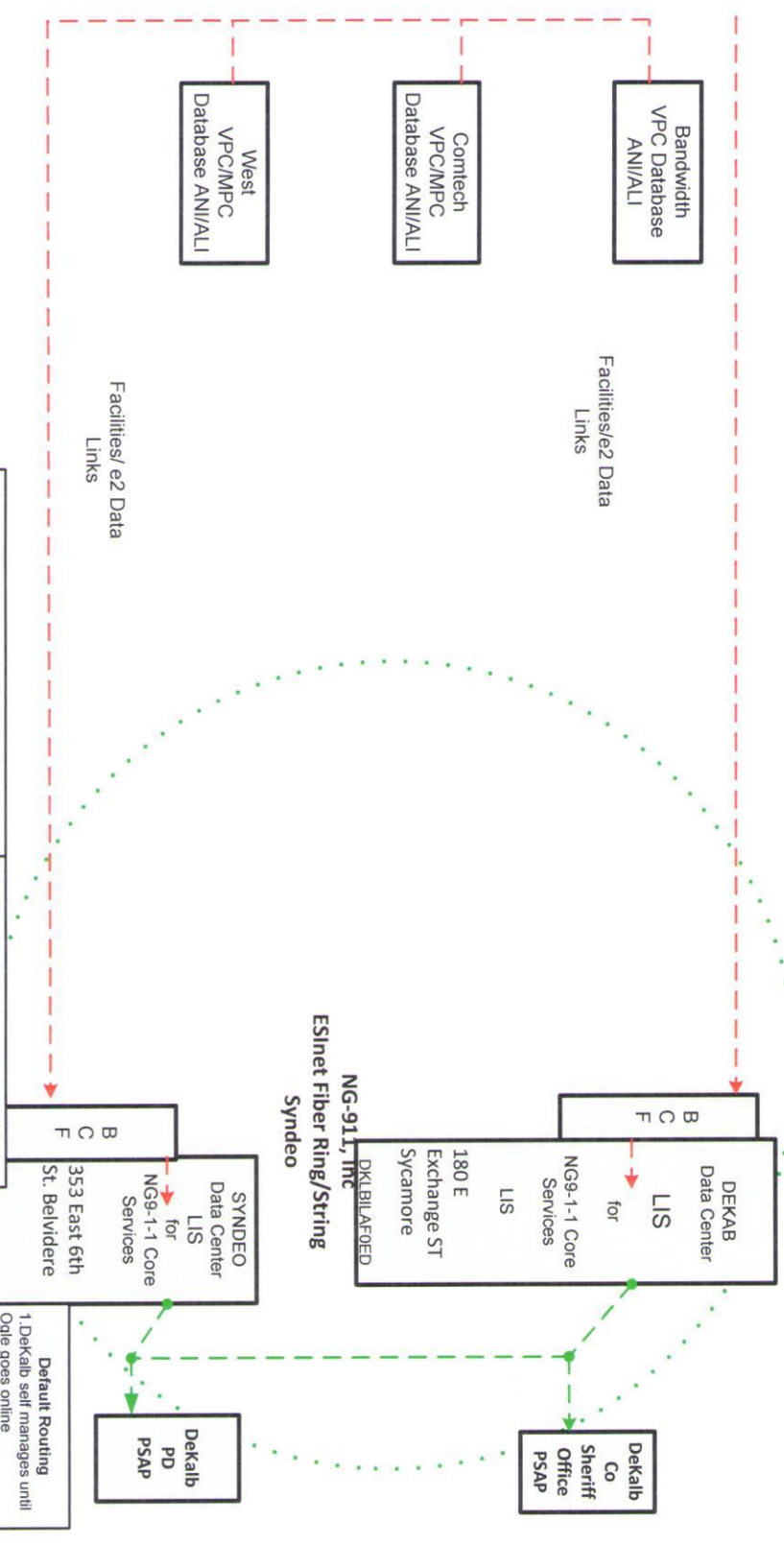
# DeKalb County IL NG9-1-1 Plan Filing 2019 - NG-911, Inc. 911 SSP

Carrier Access – Direct ISDN PRI - LATAs: 360, 364, border 358



DeKalb County IL NG9-1-1 Plan Filing 2019 - NG-911, Inc. 9111 SSP  
Carrier Access – e2 Links - LATAs: 360, 364, border 358

Access Carriers Database Providers	Access Copper or Fiber Signaling STPs	NG9-1-1 STPs and LNGs	Data Centers and NG Core Services - Gateway Security All Termination LIS and ECRF Database Selective Routing Log & Record Monitoring Map	PSAPs
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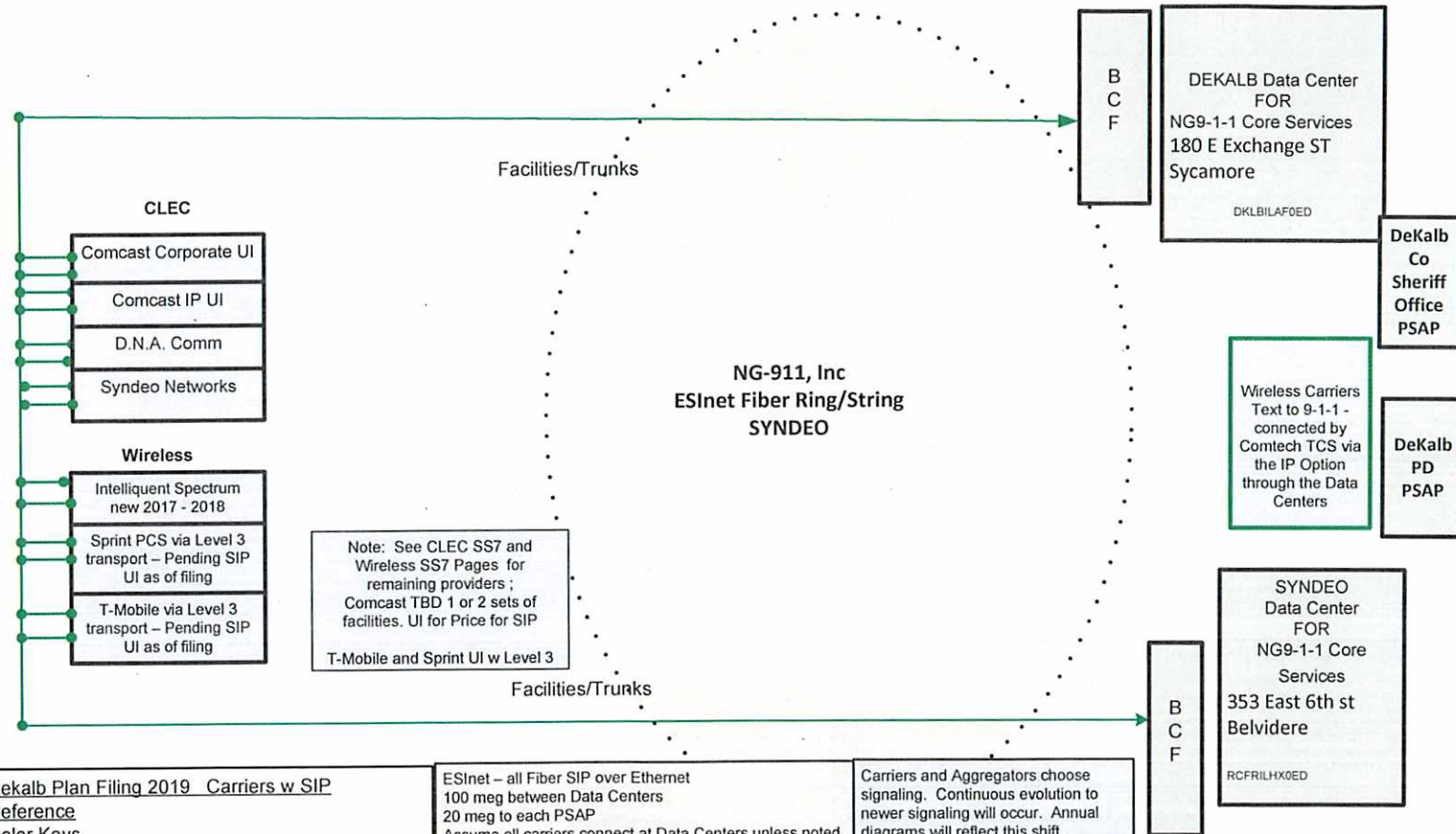


DEKAB Plan Filing Aggregators w Data Link Reference	ESInet – all Fiber SIP over Ethernet 100 meg between Data Centers 20 meg to each PSAP Assume all carriers connect at Data Centers unless noted. ESInet POI interfaces shown if different.	*NINGA VPC and MPC Customers are proprietary. Wireline Databases are ported to ECRFs VPC and MPC Databases are remote in diverse locations. Dedicated Facilities	Database MSAG NG-911 Inc assumes MSAG records for each county as they come online
Color Keys SIP – Green Trunks and Signaling ISDN PRI - Blue Trunks same as SS7 path - no links e2 Data - Red dashed Signaling ESInet - Peach All Links - Diverse Databases Data Centers	Carrier DS1 and above Facilities Copper or Fiber Terminate to POI to each Data Center	NENA Core Services see NENA 13 008 BCF is Firewall. LIS is the interface for external Database Interface	Default Routing 1. DeKalb self manages until Ogile goes online 2. Ogile assumes all default routing until Lee comes online 3. Lee becomes Primary Default routing PSAP with all remainder of NINGA 11 Counties as they come online
Database Providers VoIP and Mobile	NG9-1-1 Data Centers and PSAPs Include Hosted STPs		



DeKalb County IL NG9-1-1 Plan Filing 2019 - NG-911, Inc. 911 SSP  
Carrier Access – Direct SS7 - LATAs: 360, 364, border 358

Access Carriers	Access Copper or Fiber Signaling STPs	NG9-1-1 STPs and LNGs	Data Base and NG Core Services - Gateway Security ALI Termination LIS and ECRF Database Selective Routing Log & Record Monitoring Map	PSAPs
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<b>DeKalb Plan Filing 2019 Carriers w SIP Reference</b> <b>Color Keys</b> SIP – Green Trunks and Signaling ISDN PRI - Blue Trunks same as SS7 path - no links SS7 – Red dashed Signaling SS7 – Red solid Trunking ESInet - Peach CAMA - No SR Paths shown ALI Links - Diverse Databases Data Centers – Database Page	ESInet – all Fiber SIP over Ethernet 100 meg between Data Centers 20 meg to each PSAP Assume all carriers connect at Data Centers unless noted. ESInet POI interfaces shown if different.		Carriers and Aggregators choose signaling. Continuous evolution to newer signaling will occur. Annual diagrams will reflect this shift.
	Carrier DS1 and above Facilities Copper or Fiber Terminate to POI to each Data Center		
	Access 9-1-1 and Carrier STPs	NG9-1-1 Data Centers and PSAPs Include Hosted STPs	NENA Core Services see NENA i3 008 BCF is Firewall

**Carrier Points of Interface (POIs) along the ESInet**

**\*\*GENVILGND\$0** Legacy AT&T SR  
via POIs SNDWILXA 200 E. Railroad St. Sandwich and DKLBI LXA 225 E. Locust St.  
DeKalb to ESInet through FTR Buildings to Syndeo Colos to AT&T Colo to ATT to  
PSAPs

**\*\*DKLBILXA4ED** Legacy Frontier SR  
via POIs DKLBI LXA 225 E. Locust St. DeKalb and BLVDILXA 110 W. Locust St.  
Belvidere to ESInet to FTR buildings through Syndeo Colos to FTR to PSAPs

**CenturyLink** Legacy SR CL has not declared a POI – as of filing direct to the NG-911,  
Inc Data Centers in DeKalb and Rockford

**Other Carriers or Aggregators may choose POIs – none declared as of Filing**

**\*Split Exchanges: Frontier**

Maple Park w/ Kane; Sandwich w/ Kendall, LaSalle; Somonauk w/ LaSalle;  
Earlville w/ LaSalle (Lee Opted their Earlville to DeKalb), Kirkland w/ Ogle;  
Paw Paw w/ Lee, LaSalle; Shabbona w Lee; Leland w/ LaSalle

**Opted Out Exchanges AT&T**

Hampshire (847)-683 to Kane

**Opted Out Exchanges Frontier**

Belvidere (815) 544,547 to Boone

Monroe Center (815) 393, Creston 815) 384 to Ogle

**#Opted In Exchanges Frontier**

Genoa (815) 784; Kirkland (815) 522 from Boone County, Earlville (815) 246  
from Lee – still split code with LaSalle

**PS/ALI Access Point of Interface (POI) along the ESInet**

**Northern Illinois University PS/ALI Direct** - has a single POI –  
DKLBIL 375 Wirtz Drive DeKalb IL to ESInet via Cienna Router to reach  
each NG-911, Inc Data Center in DeKalb and Rockford

**All other PS/ALI Direct Customers routing via DKLBI LXA4ED in Phase I  
Cutover.**

**Phase II will change Diagrams based on Customer routes and signaling  
choices.**

**Default Routing**

1. DeKalb self manages until Ogle goes online
2. Ogle assumes all default routing until Lee comes online
3. Lee becomes Primary Default routing PSAP with alt Ogle PSAPs  
for the remainder of NINGA 11 Counties as they come online

**Text to 911 Call Out Box**

Wireless Carriers Text to 9-1-1 - connected by Comtech TCS via  
the IP Option through the Data Centers

**DeKalb Plan 2019 Filing**



## 9-1-1 SERVICES AGREEMENT

This 9-1-1 Services Agreement ("Agreement") is made by and between **NG-911, Inc.**, an Iowa corporation with its principal offices located at 815 South Highland, Williamsburg, Iowa 52361 ("NG-911"), and the **DeKalb County, Illinois, Emergency Telephone System Board** ("County" or "ETSB"), with its offices at 150 N. Main Street, Sycamore, IL 60178 (NG-911 and ETSB each a "Party" and collectively, the "Parties").

### RECITALS

WHEREAS, ETSB is part of a group of ten (10) Emergency Telephone System Boards ("ETSBs") known as the Northern Illinois Next Generation Alliance ("NINGA"); and

WHEREAS, during August of 2015, NINGA issued a Request for Proposals for a System Integrator for a Next Generation 9-1-1 Host/Remote System (the "RFP"), a copy of which, with the responses of NG-911, is attached hereto as Exhibit A and incorporated herein by reference as though fully set forth; and

WHEREAS, NG-911 responded to the RFP and was selected by the members of NINGA as the System Integrator; and

WHEREAS, the members of NINGA have each agreed to contract with NG-911 individually, but with contracts with substantially identical terms (except for pricing), to provide the services contemplated by the RFP; and

WHEREAS, NG-911, Inc. is certificated as a 9-1-1 System Provider ("SSP") in Illinois pursuant to the order issued by the Illinois Commerce Commission ("ICC") in Docket No. 12-0093, and desires to provide the services contemplated by the RFP; and

WHEREAS, the Parties desire to set forth their agreements with respect to the provision of a Next Generation 9-1-1 Host/Remote System for ETSB by NG-911,

NOW THEREFORE, in consideration of the premises and payments and mutual covenants set forth herein, the receipt and sufficiency of such consideration being hereby acknowledged, the Parties agree as follows:

1. The Project. NG-911 is the System Integrator as defined in the RFP and will design, purchase and implement a complete turn-key hosted Next Generation 9-1-1 system for ETSB, including customer premise equipment (CPE), emergency services Internet protocol network (ESInet) and geographic information system (GIS) as described in the RFP.
2. Scope of Work. NG-911 agrees to perform the work described in the RFP.
  - a. NG-911 will furnish all tools, equipment, materials, supplies, labor, supervision,

transportation, and other accessories, and services required for the performance of its duties and obligations specified in this Agreement and will execute and complete all specified work with due diligence, in accordance with good technical practice and industry standards.

- b. As the System Integrator, NG-911 will be responsible for all aspects of Database Management, GIS Data and Maintenance, and provisioning the Network, as described in the RFP. [REDACTED]

- c. Initial ALI Database Load. [REDACTED]

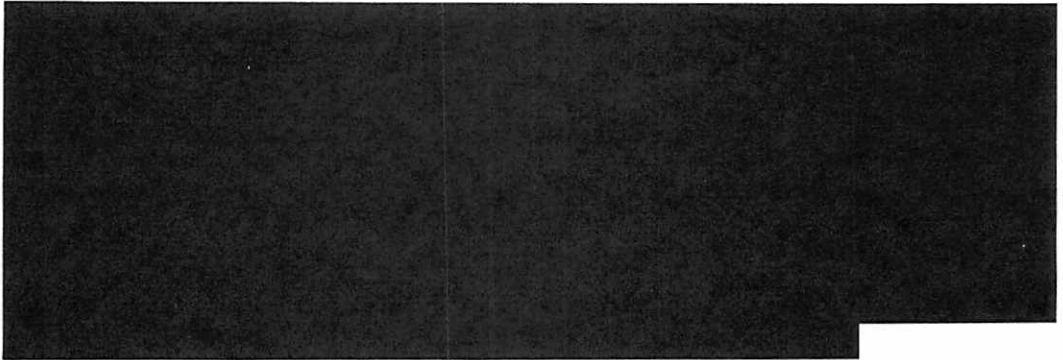
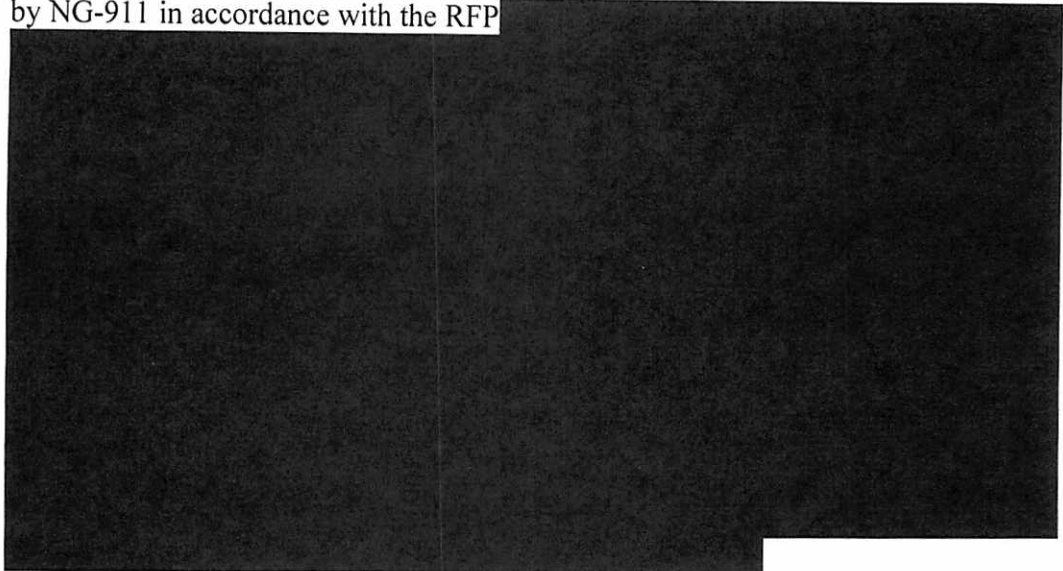
[REDACTED] Thereafter, the telcos will submit to NG-911 and NG-911 shall directly administer and have responsibility for, Service Order Updates and Error Resolutions. ETSB will cooperate with NG-911 to correct errors by working with NG-911 to update the MSAG or work with the Telcos to resolve errors and successfully load ALI records into the ALI database.

- d. GIS Data and Maintenance. NG-911 will utilize a format for GIS data consistent with NENA standards, as required by the RFP. If format changes based on updated technology, NENA standards or system requirements require an alternate format, the ETSB agrees to accept the format and make changes to the ETSB's GIS system and data to make the system operational. [REDACTED]

- e. Network. As the 9-1-1 Service Provider which is subject to State and Federal regulatory compliance, NG-911 will have the sole responsibility and authority for the design and deployment of the network, including but not limited to IP assignment, hardware selection and deployment, monitoring, access to the network, remote access to the network, connections to the network, bandwidth requirements, system diagrams, methods and procedures, testing requirements. NG-911 will work cooperatively with NG-911's network sub-contractors and NINGA to produce the network design, seeking input from all parties. NG-911 will make the final decision on design issues considering all parties. The ETSB agrees to cooperate with NG-911 and make such connections as NG-911 shall direct for the network.

- f. Project Management and Regulatory Support. Project Management will be provided

by NG-911 in accordance with the RFP



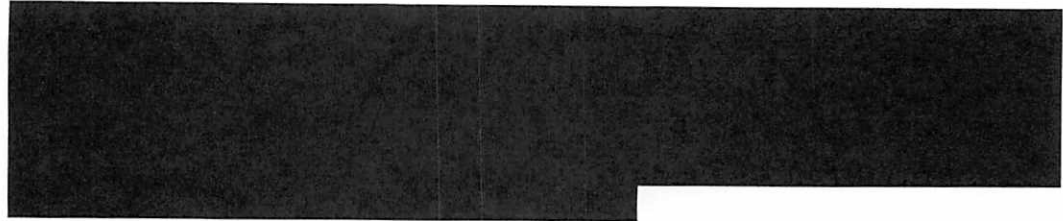
- g. Training. NG-911 will provide training as set forth in its RFP response within the ETSB's facility or in a location acceptable to the ETSB.

3. Service Level Agreement.

- a. NG-911 shall provide support 24 hours, 7 days a week, 365 days per year. Twenty-four hour technical and maintenance support shall be available with a response time as set forth below. The Parties acknowledge that a "response" to a Critical or Major service unavailability shall include the remote response of an NG-911 technician.
- Critical: System failures that render the system completely unusable or significantly reduce system operability, and are considered to be operationally unacceptable by the ETSB.
  - Major – System failures that indicate a severe, service affecting condition has occurred and that immediate corrective action is imperative, regardless of the time of day or day of the week. Escalation to top level personnel is immediate, and required.

- Minor – Non Service affecting issues – noise-static – single position issues

b.



- c. If the ETSB experiences a Major or Critical service unavailability and NG-911 fails to respond in the time specified, ETSB will be compensated by a service rebate credit as follows:

<u>Service Issue</u>	<u>Response Time</u>	<u>Monetary Credit</u>
Critical	1 Hour	\$ [REDACTED]
Major	2 Hours	\$ [REDACTED]
Minor	2 Days	\$ [REDACTED]

- d. Any Credit due to the ETSB will be credited against the next monthly bill. [REDACTED]

- e. The Service Unavailability Credit shall not apply to Service Unavailability caused by failures or interruptions due to Force Majeure, unauthorized alterations by ETSB or third parties, or planned work and outages, for which NG-911 will give the ETSB advance notice.

- f. The ETSB agrees to promptly report Service Unavailability to NG-911 via the toll-free hotline number provided by NG-911.

4. Term.



5. Termination. This Agreement is not terminable by either party except that either party may, subject to any applicable breach, notice and cure provision, terminate this Agreement for cause. In the event of termination of this Agreement, the ETSB agrees to timely request regulatory approval of an amended 9-1-1 Plan to delete reference to NG-911 as the SSP and to hold NG-911 harmless from any costs associated therewith.

6. Payments. The ETSB shall pay to NG-911, the sums set forth and on the dates set forth in the Payment Schedule attached hereto as Exhibit B and incorporated herein by reference as though fully set forth.

a.

[REDACTED]

i.

[REDACTED]

ii.

[REDACTED]

b.

[REDACTED]

[REDACTED]

8. Disclosure of Information. The terms of this Agreement, as well as information designated as proprietary by NG-911, will be held in confidence by the ETSB to the fullest extent allowed by law and will not be disclosed to or discussed with third parties, including without limitation, NG-911's competitors. If the ETSB receives a request from a third party for

disclosure of all or any part of the Agreement, the ETSB will immediately inform NG-911 so as to allow NG-911 the opportunity to contest the disclosure or take other measures to protect its interests, as NG-911 deems appropriate. In all cases, the ETSB will limit disclosure of information to those with a "need to know" such information; and will not disclose information clearly designated as proprietary by NG-911 to third parties without the consent of NG-911.

9. Representations, Warranties and Covenants of NG-911. NG-911 represents, warrants and covenants:

- a. That NG-911 is entering into this Agreement on its own behalf and not on behalf of any undisclosed person, firm or corporation.
- b. That the officer signing this Agreement on behalf of NG-911 has corporate authority to execute this Agreement.
- c. That NG-911 is a duly organized corporation, validly existing and in good standing under the laws of the state of Iowa and is duly qualified to conduct business in the state of Illinois and has the power to own or lease its properties and to carry on the business described in the NINGA Project.
- d. That NG-911 has duly approved the execution of this Agreement by all necessary actions; that this Agreement has been duly and validly executed and delivered by NG-911; and that this Agreement constitutes a valid and binding obligation of NG-911, enforceable against it according to its terms, subject to bankruptcy, insolvency, fraudulent conveyance, reorganization, moratorium and similar laws affecting the enforceability of contractual obligations and creditor's rights generally and by the application of equitable principles by courts of competent jurisdiction, sitting at law or in equity.
- e. That the execution and delivery of this Agreement by NG-911 and its performance of the obligations hereunder, do not a) conflict with or result in any breach of any provision of the formation or charter documents of NG-911; b) except for any required approvals of the Illinois Commerce Commission ("ICC") or the Illinois Department of State Police ("ISP"), require any consent, approval, authorization or permit of, or filing with or notification to, any governmental authority, except where the failure to obtain such consent, approval, authorization or permit, or to make such filing or notification, would not have a material adverse effect on NG-911 or materially adversely affect the ability of NG-911 to consummate the transactions contemplated by this Agreement; c) except as would not, individually or in the aggregate, have a material effect on NG-911, conflict with or result in a breach or violation of, or constitute a default under, or result in (or create in any party the right to cause) the acceleration of any performance of NG-911 under, (i) any judgment or law to which it is subject or bound (subject to any consents, approvals, authorizations, permits, filings or notifications required under b) above), or (ii) any mortgage, bond, indenture, agreement, contract, license or other instrument or obligations to which NG-911 is

subject or bound.

- f. **Non-Discrimination/Equal Employment Opportunity.** NG-911 shall comply with Illinois laws regarding non-discrimination and equal employment opportunity and in accordance with the provisions of 775 ILCS 5/2-105, NG-911 shall:
  - i. Refrain from unlawful discrimination and discrimination based on citizenship status in employment and undertake affirmative action to assure equality of employment opportunity and eliminate the effects of past discrimination;
  - ii. Comply with the procedures and requirements of the Department's regulations concerning equal employment opportunities and affirmative action;
  - iii. Provide such information, with respect to its employees and applicants for employment, and assistance as the Department may reasonably request;
  - iv. Have written sexual harassment policies that shall include, at a minimum, the following information: (i) the illegality of sexual harassment; (ii) the definition of sexual harassment under State law; (iii) a description of sexual harassment, utilizing examples; (iv) the vendor's internal complaint process including penalties; (v) the legal recourse, investigative and complaint process available through the Department and the Commission; (vi) directions on how to contact the Department and Commission; and (vii) protection against retaliation as provided by Section 6-101 of this Act. A copy of the policies shall be provided to the Department upon request.
- g. All people representing/contracting that will be present in the communications centers with LEADS/NCIC will have to meet the security guidelines as required by the agency, LEADS, and NCIC. This will involve fingerprinting and receipt of a State Identification Number (SID) from the State of Illinois.

10. **Representations, Warranties and Covenants of the ETSB.** The ETSB represents, warrants and covenants:

- a. That the ETSB has the requisite power and authority to approve, authorize, execute and deliver this Agreement.
- b. That the ETSB is a duly appointed and approved county governmental entity, duly organized, validly existing and in good standing under the laws of the state of Illinois and is duly qualified to conduct its business and purchase the services contemplated by this Agreement.
- c. That the ETSB has duly approved the execution of this Agreement by all necessary actions; that this Agreement has been duly and validly executed and delivered by the ETSB; and that this Agreement constitutes a valid and binding obligation of the ETSB, enforceable against it according to its terms, subject to bankruptcy, insolvency, fraudulent conveyance, reorganization, moratorium and similar laws affecting the



enforceability of contractual obligations and creditor's rights generally and by the application of equitable principles by courts of competent jurisdiction, sitting at law or in equity.

- d. That there is no action, suit, claim, governmental investigation, arbitration or other proceeding pending, or, to the actual knowledge of the ETSB's officers, threatened against the ETSB or any of its officers or directors which, if adversely determined, would have a material effect upon the ETSB's ability to perform its obligations under this Agreement.
11. Regulatory Approval. The Parties acknowledge that this Agreement and NG-911's authority to act as SSP for the ETSB, are subject to the approval and continuing jurisdiction of the ICC and/or the ISP. NG-911 will request approval to act as the SSP as part of the application for approval of the modified 9-1-1 Plan. In the event approval is not granted, the Parties will negotiate in good faith for a resolution.
  12. Breach, Notice and Cure. The Parties acknowledge that neither has previously contracted for hosted 9-1-1 services and that there may be issues which arise that were not anticipated by either party. Therefore, the Parties covenant and agree to attempt to resolve by good faith negotiation, any issues which may arise during the term of this agreement.

Following good faith negotiations, in the event of a breach, the non-breaching party shall notify the breaching party of the specific acts or omissions constituting the breach. The breaching party shall have thirty (30) days from the receipt of this notice to cure the breach (except that payment breaches shall be cured within ten (10) days) and if the breach is cured within said thirty (30) day period (or ten (10) days for a payment breach), the breach will be deemed to have not occurred; provided, that if the breach is of a type which cannot be cured within thirty (30) days, the breaching party shall be allowed the opportunity to commence and pursue to completion, good-faith efforts to cure the breach within a reasonable time. If the breaching party fails to cure the breach within thirty (30) days or, if the breach is of a type which cannot be cured within thirty (30) days and the breaching party has not commenced or is not pursuing good-faith efforts to cure the breach within a reasonable time, this Agreement may be terminated by the non-breaching party.

13. Limitation of Liability and Indemnity.

- a. All provisions of NG-911's Non-Competitive 9-1-1 System Provider Tariff presently in effect and hereafter filed with the Chief Clerk of the Illinois Commerce Commission releasing or limiting NG-911 from liability of any type to any person or party, are incorporated herein by reference as though fully set forth.
- b. Nothing in this Agreement shall limit or restrict either party from pursuing, through civil litigation or other appropriate means, any actual damages arising out of this Agreement.
- c. NG-911 shall indemnify, defend and hold harmless the ETSB and its officers and directors from and against any and all loss and expense incurred by the ETSB to third



parties arising from or in connection with (or alleged to arise from or in connection with): (a) any failure by NG-911 to perform its obligations under this Agreement; or (b) the negligence or willful misconduct of NG-911 or any of its officers, directors, employees, agents or representatives in connection with this Agreement. The ETSB shall promptly notify NG-911 of the assertion of any claim against it for which it is entitled to be indemnified hereunder, and NG-911 shall have the right to assume the defense of the claim in any legal proceeding and to approve any settlement of the claim, which approval shall not be unreasonably withheld. These indemnification provisions are for the protection of the ETSB only and shall not establish any liability to third parties. The provisions of this Section shall survive termination of this Agreement.

- d. The ETSB shall indemnify, defend and hold harmless NG-911, and its officers and directors, from and against any and all losses and expenses incurred by NG-911 to third parties arising from or in connection with (or alleged to arise from or in connection with): (a) any failure by the ETSB to perform its obligations under this Agreement; or (b) the negligence or willful misconduct of the ETSB or any of its officers, directors, employees, agents or representatives in connection with this Agreement. NG-911 shall promptly notify the ETSB of the assertion of any claim against it for which it is entitled to be indemnified hereunder, and the ETSB shall have the right to assume the defense of the claim in any legal proceeding and to approve any settlement of the claim, which approval shall not be unreasonably withheld. These indemnification provisions are for the protection of NG-911 only and shall not establish any liability to third parties. The provisions of this Section shall survive termination of this Agreement.
14. Relationship of Parties. The relationship of the parties hereunder shall be that of independent contractors. Neither party is intended to have, and neither of them shall represent to any other person that it has, any power, right or authority to bind the other or to assume or create any obligation or responsibility, expressed or implied, on behalf of the other, except as expressly required by this Agreement or as otherwise permitted in writing. Nothing in this Agreement shall be construed to create between the Parties any partnership, joint venture, employment relationship, franchise or agency.
15. Governing Law. This Agreement shall be governed by and construed and interpreted in accordance with the laws of the State of Illinois applicable to agreements made and to be performed entirely within such state, including all matters of enforcement, validity and performance.
16. Recitals. The Recitals set forth on the first page of this Agreement are incorporated herein by reference as though fully set forth.
17. Severability. If any provision of this Agreement shall be held invalid, illegal or unenforceable, the validity, legality or enforceability of the other provisions of this Agreement shall not be affected thereby, and there shall be deemed substituted for the provision at issue a valid, legal and enforceable provision as similar as possible to the provision at issue.

18. Construction of Agreement. The Parties hereto have participated jointly in the negotiation and drafting of this Agreement. In the event an ambiguity or question of intent or interpretation arises, this Agreement shall be construed as if drafted jointly by the Parties hereto, and no presumption or burden of proof shall arise favoring or disfavoring any Party by virtue of the authorship of any of the provisions of this Agreement. Whenever required by the context, any pronoun used in this Agreement shall include the corresponding masculine, feminine, or neuter forms, and the singular form of nouns, pronouns, and verbs shall include the plural and vice versa. The use of the word "including" in this Agreement shall be by way of example rather than by limitation. The use of the words "or," "either," and "any" shall not be exclusive. Any specific provisions of this Agreement shall be deemed to supersede any provisions in the RFP on the same subject and this Agreement and the RFP shall be construed harmoniously, if possible, to give effect to the intent of the Parties.
19. Notices. Any notice required or permitted to be given hereunder shall be in writing shall be: (i) personally delivered; and/or (ii) transmitted by postage pre-paid first class certified United States mail return receipt requested; and/or (iii) transmitted by pre-paid, overnight courier (e.g. FedEx, DHL, UPS, etc.); and/or (iv) transmitted by facsimile (fax); and/or (v) transmitted by e-mail. All notices and other communications shall be deemed to have been duly given, received and effective on the date of actual receipt. Either Party may unilaterally change its address for purposes hereof by notice given to the other Party. Notices hereunder shall be directed to the Parties and their designated agents at the following addresses:

NG-911:        NG-911, Inc.  
                  Attn: Michael Ramsey, CEO  
                  815 S. Highland  
                  Williamsburg, IA 52361  
                  Fax: (319) 668-9369  
                  Email: mramsey@ng-911inc.com

With a copy to :

Richard W. Hird  
Petefish, Immel, Heeb & Hird, LLP  
P.O. Box 485 842 Louisiana Street  
Lawrence, KS 66044  
Fax: 785-843-0407  
Email: rhird@petefishlaw.com

ETSB:            DeKalb County Emergency Telephone System Board  
                  Attn: Glenna Johnson, 911 Coordinator  
                  150 N. Main Street  
                  Sycamore, IL 60178  
                  Fax: \_\_\_\_\_  
                  Email: gjohnson@dekalbcounty.org

20. Further Assurances. The Parties hereby agree to execute, acknowledge and deliver to each other

any further writings, documents, transfers, acknowledgements, instruments, powers of attorney, authorizations, filings, applications, reports, etc. that may be reasonably required to give full force and effect to the provisions of this Agreement, and to take such further actions reasonably required in fulfillment of obligations set forth herein or in furtherance of the intent hereof.

21. Amendment. This Agreement may not be modified or amended, except by an instrument in writing signed by the party against whom enforcement of any such modification or amendment is sought. Either party hereto may waive compliance by the other party with any term or provision of this Agreement on the part of the other party to be performed or complied with. The waiver by a party hereto of a breach of any term or provision of this Agreement shall not be construed as a waiver of any subsequent breach.
22. Force Majeure. No delay in, or failure of, performance by either party under this Agreement, except and excluding payments hereunder, will constitute default hereunder or give rise to any claim for damages if and to the extent caused by Force Majeure. Force Majeure shall mean acts of God, strikes, lock-outs or other such industrial disturbances, acts of the public enemy, wars, blockades, insurrections, riots, epidemics, landslides, lightning, earthquakes, fires, tornadoes, storms, floods, high water, washouts, civil disturbances, explosions, breakage or accidents in and to equipment and machinery, and all other causes, whether of the kind herein enumerated or otherwise, not reasonably within the control of the party claiming suspension due to Force Majeure.
23. Binding Agreement. The provisions of this Agreement shall be binding upon, and inure to the benefit of, the Parties hereto and their respective successors and assigns.
24. Counterparts. This Agreement may be executed in counterparts, all of which together shall constitute one Agreement binding on the Parties hereto, notwithstanding that both of the Parties have not signed the same counterpart. Counterpart signatures may be exchanged by pdf file, fax or other electronic communication and shall be considered to be binding originals.
25. Entire Agreement. This Agreement, including agreements incorporated herein, and the schedules and exhibits hereto, contain the entire agreement between the Parties with respect to the subject matter hereof and there are no agreements, understandings, representations or warranties between the Parties other than those set forth or referred to herein.

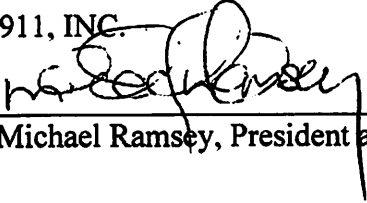
(The remainder of this page intentionally left blank; signature pages follow.)

9-1-1 Services Agreement

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IN WITNESS WHEREOF, the Parties have executed this Agreement as of the date(s) set forth below.

NG-911, INC.

  
By: Michael Ramsey, President and CEO

Sept 6<sup>th</sup>, 2016  
Date Signed

DEKALB COUNTY  
EMERGENCY TELEPHONE SYSTEM BOARD

  
By: JASON LEVERTON  
Title: CHAIRMAN

8.3.2016  
Date Signed

EXHIBIT A

REQUEST FOR PROPOSAL  
WITH NG-911, INC. RESPONSES

The Request for Proposal issued by the NINGA group, together with the responses of NG-911, Inc. are incorporated herein by reference as though fully set forth. The parties acknowledge that the number of pages makes it impractical to attach to this Exhibit A.

EXHIBIT B

PAYMENT SCHEDULE

(Redacted in full)

# AGREEMENT BETWEEN DEKALB CITY AND DEKALB COUNTY PSAP'S

06-27-18

## For 9-1-1 Emergency Communications

This agreement is made between the DeKalb City Public Safety Answering Point, hereinafter referred to as "DeKalb PSAP", and the DeKalb County Public Answering Point, hereinafter referred to as "DeKalb Co PSAP" for the purpose of effective handling, routing and dispatching of 9-1-1 Emergency calls. This document is in addition to the ETSB Policies.

### CALL HANDLING

When either PSAP receives a call for emergency services, outside their jurisdiction, the PSAP shall ascertain if the call can be routed to the appropriate jurisdiction by use of the designated icons in order of preference for the given agency. If the PSAP is unavailable, the call taker shall gather information from the caller, and then again ascertain if the call can be transferred. If the appropriate agency is still unavailable, the answering PSAP shall do the following: DeKalb PSAP shall switch to DKCountyFD frequency, check for emergency traffic in progress, set off the alert tones, and announce that there is a Fire/EMS/Law call, the location of the call and the information needed to affect a response, DeKalb Co PSAP, following the same procedure, shall announce, on DeKalb City main Police frequency, that there is a Fire/EMS/Law call, the location of the call and the information needed to affect a response. Each agency shall wait for an acknowledgement. If there is no acknowledgement in 15 seconds the agency shall repeat the process.

If the intended PSAP frequency is too busy or does not respond after the second attempt, using the above procedure, the receiving PSAP shall stay on the line with the caller, as per individual department policy, until the proper agency can be contacted and the information is relayed.

Once an emergency unit is dispatched in response to a request through this system, the answering PSAP will finish handling the call in the same manner they would handle any call. If EMD is needed, EMD shall be given. If the caller is comfortable hanging up, and the call taker needs no further information, the call can be terminated.

### EMERGENCY CALLS ON THE 10 DIGIT LINE WHEN PSAP'S ARE AVAILABLE

If either PSAP receives an emergency call on the non-emergency 10-digit line, the call should be transferred to the appropriate agency 10-digit dedicated line. The dedicated emergency line shall not be used to transfer 9-1-1 calls.

  
DeKalb PSAP

By LATOYA MARZ

Title COMMUNICATIONS COORDINATOR

Date 06-27-18

  
DeKalb Co PSAP

By VAN B. Bomar

Title LIEUTENANT

Date 06-28-18

Original PSAP agreement was signed 09-13-12

Date Nov. 28th.

**For Enhanced 9-1-1 Emergency Communications**

This agreement is made between the Public Safety Answering Point, hereinafter referred to as "PSAP," and the Cortland Fire Department for the purpose of effective handling and routing of 9-1-1 Emergency calls on a countywide Enhanced 9-1-1 system proposed to be operational December 31, 1991.

**CALL HANDLING**

A DeKalb County PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 815-756-7091 EMER Phone Bar

Secondary: KANE CO. DISPATCH 708-232-8400

**AID OUTSIDE JURISDICTION BOUNDARY**

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdiction boundaries.

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

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

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

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

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

DeKalb County  
PSAP

BY [Signature]  
TITLE [Signature]

Cortland Fire Dert.  
Agency

BY [Signature]  
TITLE Chief

E.T.S.B.

BY [Signature]  
TITLE Chairman



## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the DeKalb County ETSB, and the Cortland Police Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

DeKalb County Sheriff PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio P25 Radio 700 MHZ

Secondary: Telephone 815-758-5572

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

By

James Evert

By

Cortland Police Department

[Signature]

Title

Chairman

Title

Chief

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the **DeKalb County ETSB**, and the **DeKalb County Sheriff Department**, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

**DeKalb County Sheriff PSAP** receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio P25 Radio 700 MHZ

Secondary: Telephone 815-895-2157

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

DeKalb County Sheriff

By *James Evers* By *Roger Scott*

Title *Chairman* Title *Sheriff*

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between DeKalb County ETSB, and the DeKalb Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

DeKalb Police Department PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio 154.070

Secondary: Radio 155.145

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

DeKalb Fire Department

By James Quate By Jeff McMaster

Title Chairman Title Fire chief

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between **DeKalb County ETSB**, and the **DeKalb Police Department**, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

**DeKalb Police Department PSAP** receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio Starcom and County P25

Secondary: Radio 155.250

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

**DeKalb County ETSB**

**DeKalb Police Department**

By Jason Cervet

By Joe I. [Signature]

Title Chairman

Title Police Chief

Date 2-15-91

## For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Public Safety Answering Point, hereinafter referred to as "PSAP," and the Earlville Fire Department for the purpose of effective handling and routing of 9-1-1 Emergency calls on a countywide Enhanced 9-1-1 system proposed to be operational December 31, 1991.

### CALL HANDLING

A DeKalb County PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 246-8341 Station

Secondary: 246-7095 Non-Emergency  
246-9013 Chief

### AID OUTSIDE JURISDICTION BOUNDARY

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdiction boundaries.

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

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

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

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

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

DeKalb County  
PSAP

BY Ross Scott  
TITLE Sherriff

Earlville Fire Dept.  
Agency

BY Larry D. Simpson  
TITLE Fire Chief

E.T.S.B.

BY James W. Taten  
TITLE Chairman

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the **DeKalb County ETSB**, and the **Genoa-Kingston Fire Protection District**, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

**DeKalb County Sheriff PSAP** receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio VHF 154.070

Secondary: I Am Responding Software

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

Genoa-Kingston Fire Protection District

By Henna Johnson By Angie Warr  
Title 9-1-1 Coordinator Title President

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the **DeKalb County ETSB**, and the **Genoa Police Department**, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

**DeKalb County Sheriff PSAP** receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio P25 Radio 700 MHZ and 154.800

Secondary: Telephone 815-784-6633

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

Genoa Police Department

By Ann Ewert

By Robert S. Smith

Title Chairman

Title Chief of Police

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the DeKalb County ETSB, and the Hampshire Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

DeKalb County Sheriff PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Transfer to Kane County 630-232-8400

Secondary: Radio 155.37

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

Hampshire Fire Department

By *James Ewert* By *William Robinson*

Title *Chairman* Title *Fire Chief*



Date 2/7/91

**For Enhanced 9-1-1 Emergency Communications**

This agreement is made between the Public Safety Answering Point, hereinafter referred to as "PSAP," and the Hinckley Fire Department for the purpose of effective handling and routing of 9-1-1. Emergency calls on a countywide Enhanced 9-1-1 system proposed to be operational December 31, 1991.

**CALL HANDLING**

A DeKalb County PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: FIRE 642 286-3202

Secondary: CHIEF 286 7315

**AID OUTSIDE JURISDICTION BOUNDARY**

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdiction boundaries.

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

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

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

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

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

<u>DeKalb County</u>	<u>Hinckley Fire Dert.</u>	<u>E.T.S.B.</u>
PSAP	Agency	
BY <u>Roger A. Scott</u>	BY <u>Gregory J. Bish</u>	BY <u>Jama W. Tober</u>
TITLE <u>Sheriff</u>	TITLE <u>Chief</u>	TITLE <u>Chairman</u>

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the **DeKalb County ETSB**, and the **Hinckley Police Department**, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

**DeKalb County Sheriff PSAP** receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio P25 Radio 700 MHZ

Secondary: Telephone 815-286-7465

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

By



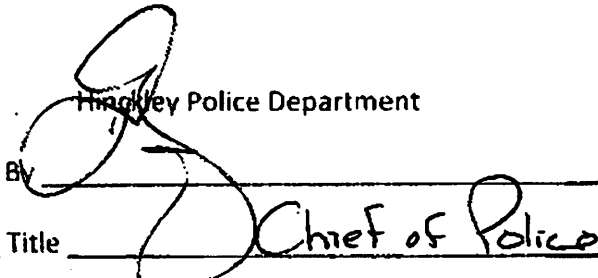
Title

Chairman

Hinckley Police Department

By

Title

  
Chief of Police

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the **DeKalb County ETSB**, and the **Kingston Police Department**, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

**DeKalb County Sheriff PSAP** receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio P25 Radio 700 MHZ

Secondary: Telephone 815-784-5572

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

Kingston Police Department

By James Ewert

By Al Taft

Title Chairman

Title Chief of Police

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the DeKalb County ETSB, and the Kirkland Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

DeKalb County Sheriff PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio VHF 154.070

Secondary: I Am Responding Software

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

Kirkland Fire Department

By *Jason Ewert*

By *Chad C...*

Title *Chairman*

Title *CHIEF*

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the **DeKalb County ETSB**, and the **Kirkland Police Department**, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

**DeKalb County Sheriff PSAP** receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio P25 Radio 700 MHZ

Secondary: Telephone 815-522-3315

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

Kirkland Police Department

By Donna C. C. C.

By A. Davenport Adam Davenport

Title Chairman

Title Chief of Police

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the **DeKalb County ETSB**, and the **Lee Fire Department**, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

**DeKalb County Sheriff PSAP** receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio VHF 154.070  
153.485  
Secondary: I Am Responding Software

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

Lee Fire Department

By *James E. T.* By *Garet Galbreath*

Title *Chairman* Title *Fire Chief Garet Galbreath*

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the **DeKalb County ETSB**, and the **Leland Fire Department**, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

**DeKalb County Sheriff PSAP** receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio VHF <sup>153.485</sup>~~154.070~~

Secondary: I Am Responding Software

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

Leland Fire Department

By Tamara Currett By Dan Haskett

Title Chairman Title CHIEF

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the DeKalb County ETSB, and the Malta Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

DeKalb County Sheriff PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio VHF 154.070

Secondary: I Am Responding Software

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

Malta Fire Department

By Jason Overton By James

Title Chairman Title Malta Fire Chief



## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the **DeKalb County ETSB**, and the **Malta Police Department**, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

**DeKalb County Sheriff PSAP** receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio P25 Radio 700 MHZ

Secondary: Telephone 815-825-2200

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

Malta Police Department

By *Donn Everett* By *Bill Katt*

Title *Chairman* Title *Police Chief*

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the DeKalb County ETSB, and the Maple Park Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

DeKalb County Sheriff PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Transfer to Kane County 708-232-8400

Secondary: Telephone 815-827-3500

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

Maple Park Fire Department

By *Dana Sweet* By *Kevin Peterson*

Title *Chairman* Title *FIRE CHIEF*

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the DeKalb County ETSB, and the Maple Park Police Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

DeKalb County Sheriff PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Transfer to Kane County 708-232-8400

Secondary: Telephone 630-208-2055

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

Maple Park Police Department

By Jason Curt

By Dean [Signature]

11/27/19

Title Chairman

Title Chief of Police

## Inter Government Agreement

05-17-18

### For 9-1-1 Emergency Communications

This agreement is made between the Public Safety Answering Point, hereinafter referred to as "PSAP", and the Northern Illinois University Police Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

### CALL HANDLING (Exhibit 8)

DeKalb Police Department PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio StarCom Talk Group ID 80003571

Secondary: Telephone 815-753-1212

### AID OUTSIDE JURISDICTION BOUNDARY (Exhibit 9)

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

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

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

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

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

DeKalb Police

PSAP

By

Eugene Taylor  
EUGENE TAYLOR

Title

Chief of Police

NIU Police

Agency

By

Thomas Phillips  
THOMAS PHILLIPS

Title

Chief of Police

ETSB

By

James Sweet

Title

Chairman

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the DeKalb County ETSB, and the Paw Paw Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

DeKalb County Sheriff PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio VHF 154.070

Secondary: I Am Responding Software

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

Paw Paw Fire Department

By



By



Title

Chairman

Title

Chief

Date 1-14-91

**For Enhanced 9-1-1 Emergency Communications**

This agreement is made between the Public Safety Answering Point, hereinafter referred to as "PSAP," and the Sandwich Fire Department for the purpose of effective handling and routing of 9-1-1 Emergency calls on a countywide Enhanced 9-1-1 system proposed to be operational December 31, 1991.

**CALL HANDLING**

A DeKalb County PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.190

Secondary: 786-2432 Chief Home  
786-8411 Bus.

786-9241 Station

**AID OUTSIDE JURISDICTION BOUNDARY**

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdiction boundaries.

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

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

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

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

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

Sandwich P.D.  
PSAP

Sandwich Fire Dept.  
Agency

E.T.S.B.

BY [Signature]

BY [Signature]

BY [Signature]

TITLE Chief of Police

TITLE Fire Chief

TITLE Chairman



## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the **DeKalb County ETSB**, and the **Sandwich Police Department**, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

**DeKalb County Sheriff PSAP** receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio P25 Radio 700MHz

Secondary: CAD Message and 815-786-8735

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

Sandwich Police Department

By

Jason Everett

By

W. Baker

Title

Chairman

Title

Chief of Police

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the **DeKalb County ETSB**, and the **Shabbona Fire Department**, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

**DeKalb County Sheriff PSAP** receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio ~~VHF 154.070~~ 153.485

Secondary: ~~We Are Responding Software~~

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

Shabbona Fire Department

By Tommy Evert

By Frank Pittenger

Title Chairman

Title Chief

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the **DeKalb County ETSB**, and the **Somonauk Fire Department**, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

**DeKalb County Sheriff PSAP** receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio VHF 154.070

Secondary: I Am Responding Software

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

Somonauk Fire Department

By James C. Cvet

By [Signature]

Title Chairman

Title Fire Chief

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the **DeKalb County ETSB**, and the **Somonauk Police Department**, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

**DeKalb County Sheriff PSAP** receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio P25 Radio 700 MHZ

Secondary: Telephone 815-498-2351

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

By *Damon Sweet*

Title *Chairman*

Somonauk Police Department

By *William R. Krueger*

Title *Chief of Police*

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the DeKalb County ETSB, and the Sycamore Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

DeKalb County Sheriff PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio VHF 154.070

Secondary: Telephone 815-895-3824

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

Sycamore Fire Department

By *James Owen* By *Peter S. Polarek*, *Peter S. Polarek*

Title *Chairman* Title *Fire Chief*

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the DeKalb County ETSB, and the Sycamore Police Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

DeKalb County Sheriff Department PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio P25 700 MHz

Secondary: Telephone 815-895-3435

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

By Jason Everett

Title Chairman

Sycamore Police Department

By [Signature]

Title Chief

25

**CALL HANDLING AND****AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT****For 9-1-1 Emergency Communications**

This agreement is made between the DeKalb County ETSB, and the Waterman Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

**CALL HANDLING**

DeKalb County Sheriff PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio VHF 154.070

Secondary: I Am Responding Software

**AID OUTSIDE JURISDICTION BOUNDARIES**

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

Waterman Fire Department

By



By



Title

Chairman

Title

FIRE CHIEF

**CALL HANDLING AND****AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT****For 9-1-1 Emergency Communications**

This agreement is made between the DeKalb County ETSB, and the Waterman Police Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

**CALL HANDLING**

DeKalb County Sheriff PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio P25 Radio 700 MHZ

Secondary: Telephone 815-264-3975

**AID OUTSIDE JURISDICTION BOUNDARIES**

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

By

Shana Johnson

Title

9-1-1 Coordinator

Waterman Police Department

By

Chief James Lee

Title

Chief of PoliceWaterman P.D.



**Exhibits 8 & 9**

**AGREEMENTS**

02-18-16

For 9-1-1 Emergency Communications

This agreement is made between the Public Safety Answering Point, hereinafter referred to as "PSAP", and the Illinois State Police District 2, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

**CALL HANDLING (Exhibit 8)**

DeKalb County ETSB PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 847-931-2400

Secondary: 847-931-2401

**AID OUTSIDE JURISDICTION BOUNDARY (Exhibit 9)**

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

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

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

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

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

DeKalb County ETSB\_

By

Alana Johnson  
Title 9-1-1 Coordinator  
DeKalb Co. ETSB

Illinois State Police District # 2

By

[Signature]  
Title Bureau Chief

RECEIVED MAR 03 2016

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the DeKalb County ETSB, and the Illinois State Toll Highway Authority, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

DeKalb County Sheriff PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Telephone 630-271-7535

Secondary: Telephone 630-241-6800

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

Illinois State Toll Highway Authority

12/6/19

By *Jason Everett* By *CHAD LUNOT*

Title *Chairman* Title *DISPATCH MANAGER*

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the **DeKalb County ETSB**, and the **Boone County ETSB**, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

**DeKalb County Sheriff PSAP** receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Boone County Sheriff Department

Boone County Rural Fire Department

Primary: Radio 155.37

Secondary: Telephone 815-544-2144

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

By Tom Curt

Title Chairman

Boone County ETSB

By Jeanine Kaglar

Title 9-1-1 COORDINATOR

Date Feb. 1, 1991

**For Enhanced 9-1-1 Emergency Communications**

This agreement is made between the Public Safety Answering Point, hereinafter referred to as "PSAP," and the Kane County Sheriff Department for the purpose of effective handling and routing of 9-1-1 Emergency calls on a countywide Enhanced 9-1-1 system proposed to be operational December 31, 1991.

**CALL HANDLING**

A DeKalb County PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: TELEPHONE 708-232-8400

Secondary: RADIO PT to PT 155.370hz

**AID OUTSIDE JURISDICTION BOUNDARY**

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdiction boundaries.

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

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

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

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

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

DeKalb County  
PSAP

Kane County S.O.  
Agency

E.T.S.B.

BY Roger Scott

BY John Landell

BY James W. Loken

TITLE Staff

TITLE Sheriff

TITLE Chairman

N/A

Date 2-15-91

**For Enhanced 9-1-1 Emergency Communications**

This agreement is made between the Public Safety Answering Point, hereinafter referred to as "PSAP," and the Kendall County Sheriff Department for the purpose of effective handling and routing of 9-1-1 Emergency calls on a countywide Enhanced 9-1-1 system proposed to be operational December 31, 1991.

**CALL HANDLING**

A DeKalb County PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio 155.37

Secondary: Telephone 708-553-5856

**AID OUTSIDE JURISDICTION BOUNDARY**

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdiction boundaries.

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

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

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

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

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

DeKalb County S.O.  
PSAP

Kendall County S.O.  
Agency

E.T.S.B.

BY Roger Scott

BY Richard B. Baddell

BY James W. Labin

TITLE Sheriff

TITLE Sheriff

TITLE Chairman

N/A

**CALL HANDLING AND  
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT**

**For 9-1-1 Emergency Communications**

This agreement is made between the **DeKalb County ETSB**, and the **LaSalle County ETSB**, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

**CALL HANDLING**

**DeKalb County Sheriff PSAP** receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

LaSalle County Sheriff Department

**Primary:** Telephone: 815 433-5142 (10 Digit Emergency Number)

**Secondary:** Radio: 155.370 (Point to Point)

**AID OUTSIDE JURISDICTION BOUNDARIES**

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

By

Glenn Johnson

Title

9-1-1 Coordinator

LaSalle County ETSB

By

Curry A. Yarn

Title

Communications Director 12/12/2019

## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the **DeKalb County ETSB**, and the **Lee County ETSB**, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

**DeKalb County Sheriff PSAP** receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Lee County Sheriff Department  
Lee Fire Department  
Shabbona Fire Department  
Paw Paw Fire Department

Primary: Radio 155.37

Secondary: Telephone 815-284-6631

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

By Tamara Overt

Title Chairman

Lee County ETSB

By Shelly Dallas

Title ETSB Director



## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the DeKalb County ETSB, and the McHenry County ETSB, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

DeKalb County Sheriff PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

McHenry County Sheriff Department  
Marengo Fire Department  
Marengo Police Department

Primary: 815-363-2130

Secondary: 815-338-2141

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

By Shanna Johnson  
Title 9-1-1 Coordinator

McHenry County ETSB

By Reese Carlson  
Title Director



## CALL HANDLING AND

### AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

#### For 9-1-1 Emergency Communications

This agreement is made between the DeKalb County ETSB, and the Ogle County ETSB, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

#### CALL HANDLING

DeKalb County Sheriff PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Ogle/Lee Fire Department

Monroe Center Township

Lynn-Scott-Rock Fire Department

Primary: Radio 155.37

Secondary: Telephone 815-732-2136

#### AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

DeKalb County ETSB

Ogle County ETSB

By Ann Overst By Sandy Beitel  
Title Chairman Title Ogle Co 911 Coordinator

Date 12/13/90

**For Enhanced 9-1-1 Emergency Communications**

This agreement is made between the Public Safety Answering Point, hereinafter referred to as "PSAP," and the Winnebago County Sheriff Dept. for the purpose of effective handling and routing of 9-1-1 Emergency calls on a countywide Enhanced 9-1-1 system proposed to be operational December 31, 1991.

**CALL HANDLING**

A DeKalb County PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio 155.37

Secondary: Telephone <sup>415</sup> 987-5800

**AID OUTSIDE JURISDICTION BOUNDARY**

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdiction boundaries.

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

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

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

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

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

DeKalb County S.O.  
PSAP

BY Roger Scott

TITLE Sheriff

Winnebago County S.O. E.T.S.B.  
Agency

BY Donald J. Hightower BY James W. Loken

TITLE Sheriff TITLE Chairman

N/A