

## 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
Stephenson County ETSB	47,711	568

[illegible]

911 System Contact: June Dillman

Street Address: 320 W Exchange St

City, State and Zip Code: Freeport, IL 61032

Office Telephone: (815) 599-5855

**Cellular Telephone: (815) 297-2493**

Email: [jdillman@freeportpd.com](mailto:jdillman@freeportpd.com)

**Wireless Coverage for Consolidated System:**

100 % Phase II compliant

100 % Phase I compliant

**Please check if applicable:**

X NG9-1-1 capable

X Receive 9-1-1 Text

**X Receive 9-1-1 Video**

## VERIFICATION

I, June Dillman, first being duly sworn upon oath, depose and say that I am 9-1-1 Coordinator, of Stephenson 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.

June Dillman

Subscribed and sworn to before me

this 1<sup>st</sup> day of April, 2020.

Rene Schwartz  
NOTARY PUBLIC, ILLINOIS



## 9-1-1 SYSTEM PROVIDER LETTER OF INTENT

4/1/20

(Date)

Martin DeLeonardis

(9-1-1 System Provider Company Representative)

Comtech – NG-911 Inc @ Subsidiary of Comtech Telecommunications Corp

(9-1-1 System Provider Company Name)

3020 Woodcreek Drive Suite A

(Street Address)

Downers Grove, IL 60515

(City, State, Zip Code)

Dear Mr. DeLeonardis,

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,

June Dillman

911 Coordinator

Stephenson County ETSB

Enclosure: Modification Plan

## **Narrative**

Stephenson County ETSB is filing its modified plan to implement a Next Generation 911 Hosted System. Stephenson ETSB will be switching 9-1-1 System Provider (SSP) at the same time, 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.)

Stephenson 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 be provided by a Competitive Local Exchange Carrier (CLEC) of Syndeo. Stephenson 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**

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

Stephenson 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. Stephenson County has two (2) PSAPs, the Stephenson County Sheriff Department PSAP currently with two (2) positions, and the Freeport Police Department PSAP with four (4) positions, and one (1) portable Workstation. There has been a third (3) console at Stephenson County since 2008; it previously had 911 equipment installed, it still has CAD (Computer Aided Dispatch) and radio (which had this PSAP up to 3 positions). The 3<sup>rd</sup> position was taken down to repair the equipment at another position that Frontier did not have the equipment to replace. Stephenson County Sheriff currently has 1 Telecommunicator 24hrs a day, 2 Telecommunicators on for 12 of those 24 hours. They are in the process of hiring so that it would be 2 Telecommunicators for each 24 hour shift. The third position would allow for the possibility of a position down, (out of service) so there would still be 2 911 positions in service. Or in

## Plan Narrative: Stephenson County Illinois ETSB

the case of the Freeport Police Department having 911 service issues, high call volume, or Freeport PD abandoning their PSAP, a Telecommunicator from the Freeport PD could report to Stephenson County Sheriff and assist in call load. The current 4 positions in place at Freeport PD allow for the reverse to occur (Stephenson Telecommunicator to man a Freeport PD position). Freeport PD currently has 3 Telecommunicators on each shift.

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

PSAP	Backup
Stephenson County Sheriff's Department	Freeport Police Department
Freeport Police Department	Stephenson County Sheriff's Department

### Radio / Telecommunications

All emergency services within Stephenson 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.

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

Planning for direct PS/ALI customers is handled the same way as a small direct Carrier to the network.

### **Database**

Stephenson 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 Stephenson County. Every structure in Stephenson 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 Stephenson County. Stephenson 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.

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

Stephenson 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.

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 PSAP 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**

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

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.

### **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 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.



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

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 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 Stephenson 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.

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

### **Miscellaneous Operations:**

The PSAPs in the Stephenson 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.

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

The Stephenson County ETSB plans for increased publicity for Text to 9-1-1 once the Modification is approved.

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

### **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.

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. Stephenson 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:

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

1. The dual Data Centers in Sycamore and Belvidere are more than 30 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.
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. Stephenson 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.

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

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

Stephenson 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 Stephenson County will oversee all aspects of testing the NG9-1-1 System and will be directly involved with The Network Test Plan. Stephenson 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. Stephenson 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. Stephenson 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>96,647.52</u>
Projected annual recurring 9-1-1 network costs after modification	\$ <u>123,384.72</u>
Installation cost of the project	\$ <u>116,200.00</u>
Anticipated annual revenues	\$ <u>743,786.00</u>

## **Five Year Strategic Plan Stephenson County ETSB**

The Stephenson 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 Stephenson County portion of this project, including installation of Next Generation 911 to both Stephenson County PSAPs.

The Five year plan for Stephenson 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 Stephenson 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 Stephenson 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, Stephenson County will have increased reliability with the fully diverse solution from a network perspective. Stephenson has purchased the capability to activate a remote 9-1-1 workstation 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 Stephenson County.

Stephenson 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 Stephenson County ETSB, they have purchased a remote 9-1-1 position that could be used in their Command Post for large incidents or if a PSAP is disabled for a long period of time.

Additional Purchases in the past year:

1. The existing recorder will be upgraded to interface with the NG 9-1-1 System
2. A New Generator has been purchased for the Freeport Police Department PSAP, and a new UPS for Stephenson County Sheriff PSAP.

## 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.

*USE ADDITIONAL SHEETS AS NECESSARY*

City, Town or Village	Street Address, City, Zip Code
Afolkey	Unincorporated
Bolton	Unincorporated
Buena Vista	Unincorporated
Cedarville	430 W Washington, Cedarville, IL 61013
Dakota	243 E South, Dakota IL 61018
Davis	602 N Stanton St, Davis, IL 61019
Eleroy	Unincorporated
Florence Station	Unincorporated
Freeport	314 W Stephenson St, Freeport, IL 61032
German Valley	65 State St, German Valley, IL 61039
Kent	Unincorporated
Lena	122 E Main St. Lena, IL 61048
Loran	Unincorporated
McConnell	Unincorporated
Oneco	Unincorporated
Orangeville	104 N Church St, Orangeville, IL 61060
Pearl City	200 Mill St, Pearl City, IL 61062
Red Oak	Unincorporated
Ridott	Unincorporated
Rock City	105 E Jefferson Av, Rock City IL, 61070
Rock Grove	Unincorporated
Scioto Mills	Unincorporated
Waddams Grove	Unincorporated
Winslow	13812 Illinois Route 73 North, Winslow, IL 61089



## 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.	Direct Dispatch	Transfer	Call Relay
Cedarville Fire	220 W Oak St, Cedarville IL 61013	(815) 563-4338	X		
Dakota Fire	118 E Main St, Dakota IL 61018	(815) 449-2490	X		
Davis Fire	602 N Stanton St, Davis IL 61019	(815) 865-5616	X		
Durand Fire & Ambulance	538 W Howard St, Durand, IL 61024/Winne	(815) 248-2696		X	
Forreston Fire & Ambulance	301 E Main St. Forreston, IL 61030/Ogle Co	(815) 238-7684		X	
Freeport Fire & Ambulance	1650 S. Walnut Av, Freeport IL 61032	(815) 235-8217	X		
Freeport Park District	1122 S Burchard Av. Freeport, IL 61032	(815) 235-6114	X		
Freeport Police Department	320 W Exchange St. Freeport, IL 61032	(815) 235-8222	X		
Freeport Rural Fire	4268 W Pearl City Rd. Freeport, IL 61032	(815) 233-5030	X		
Freeport Rural Ambulance	1003 W Lincoln Blvd. Freeport, IL 61032	(815) 233-1611	X		
German Valley Fire & Amb.	611 Church St, German Valley, IL 61039	(815) 362-2245	X		
Leamon's Ambulance	210 W. Main St. Lena, IL 61048	(815) 369-4512	X		
Lena Fire	405 W Railroad St. Lena, IL 61048	(815) 369-2715	X		
Lena Police Department	118 E Main St. Lena, IL 61048	(815) 369-4016	X		
Orangeville Fire	306 W High St. Orangeville, IL 61060	(815) 789-4410	X		
Pearl City Fire & Ambulance	300 Station St. Pearl City, IL 61062	(815) 443-2514	X		
Pecatonica Fire & Ambulance	1221 Main St. Pecatonica, IL 61063/Winneb	(815) 239-1221		X	
Rock City Fire	7600 N Rock City Rd. Rock City, IL 61070	(815) 831-1321	X		
Shannon Fire & Ambulance	14 S Hickory St. Shannon, IL 61078	(815) 745-2841		X	
Star Ambulance	3155 Business 20 West, Freeport IL 61032	(815) 745-2070			X
Stephenson County Sheriff	204 W Exchange St. Freeport, IL 61032	(815) 235-8252	X		
Tri-District Ambulance	108 S Main St. Rock City, IL 61070	(815) 865-5153	X		
Warren Area Ambulance/JDCo	103 W Main St, Warren, IL 61087 JoDavies	(815) 831-1321		X	
Warren Fire/Jo Daviess Co	110 South Warren St, Warren, IL 61087	(815) 864-2142		X	
Winslow Fire	202 Carver St. Winslow, IL 61089	(815) 367-2435	X		

## 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.

[illegible]

## ADJACENT AGENCIES LIST

Provide a list of public safety agencies and existing 9-1-1 Systems that are adjacent to the proposed system's boundaries. Each agency that appears on this list should also have signed a call handling agreement and/or aid outside jurisdictional boundaries.

[illegible]

County:       Stephenson

**Stephenson County Adjacent Agencies List**

**Green County ETSB**

Green County EMS  
Green County Sheriff  
Brodhead Fire/EMS  
Browntown Fire  
Juda Fire  
Monroe Fire & Ambulance

**Lafayette County ETSB**

Lafayette County Sheriff  
South Wayne Fire & Ambulance

**Rock County Communications Center**

**Jo Daviess County ETSB**

Warren Fire & Ambulance  
Stockton Fire & Ambulance  
Jo Daviess County Sheriff

**Ogle County ETSB**

Forreston Fire & Ambulance  
Ogle County Sheriff

**Winnebago County ETSB**

Durand Fire & Ambulance  
Pecatonica Fire & Ambulance  
Winnebago County Sheriff

**Carroll County ETSB**

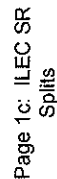
Shannon Fire & Ambulance  
Carroll County Sheriff

County: Stephenson

## CARRIER LISTING

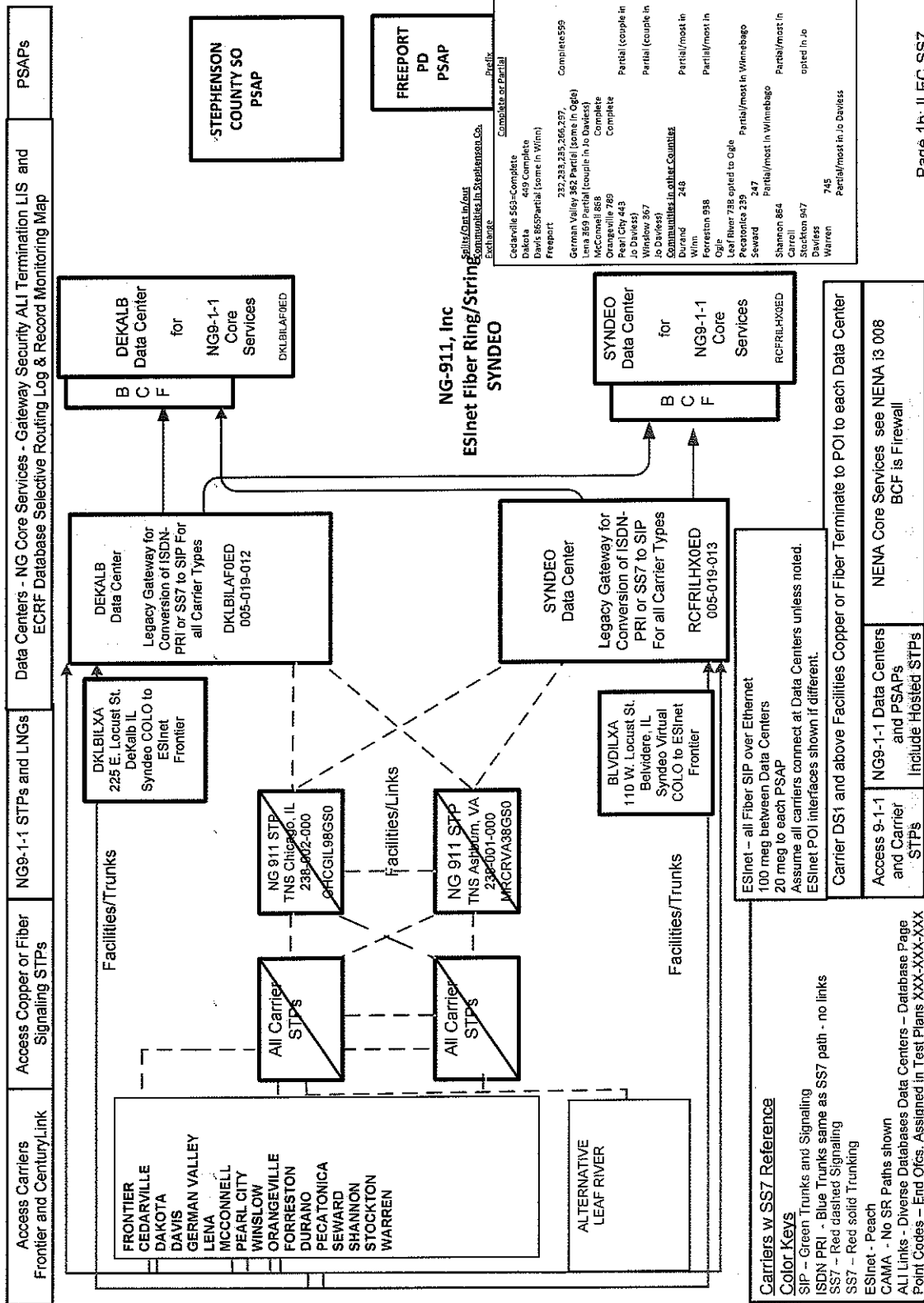
(Wireline, Wireless, VoIP)

CARRIERS		STREET ADDRESS, CITY, ZIP CODE	TELEPHONE NUMBER
ILEC/RLEC			
ILEC MSAG	Frontier	Frontier, 401 Merritt 7, Norwalk, CT 06851 Barclay Hall, barclay.e.hall@ftr.com	(203) 614-5190 (260) 461-2445
CLEC			
CLEC MSAG	Leaf River	Peggy Schelling 102 W 2nd St Leaf River, IL 61047	(815)-738-2211
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
Wireless			
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
MPC/VPC e2 Links			
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
Text Control Center			
TCC	Comtech TCS	Eddie Lemaire; 2401 Elliott Avenue, 2 <sup>nd</sup> Floor, Seattle, Washington 98121	(206) 792-2031

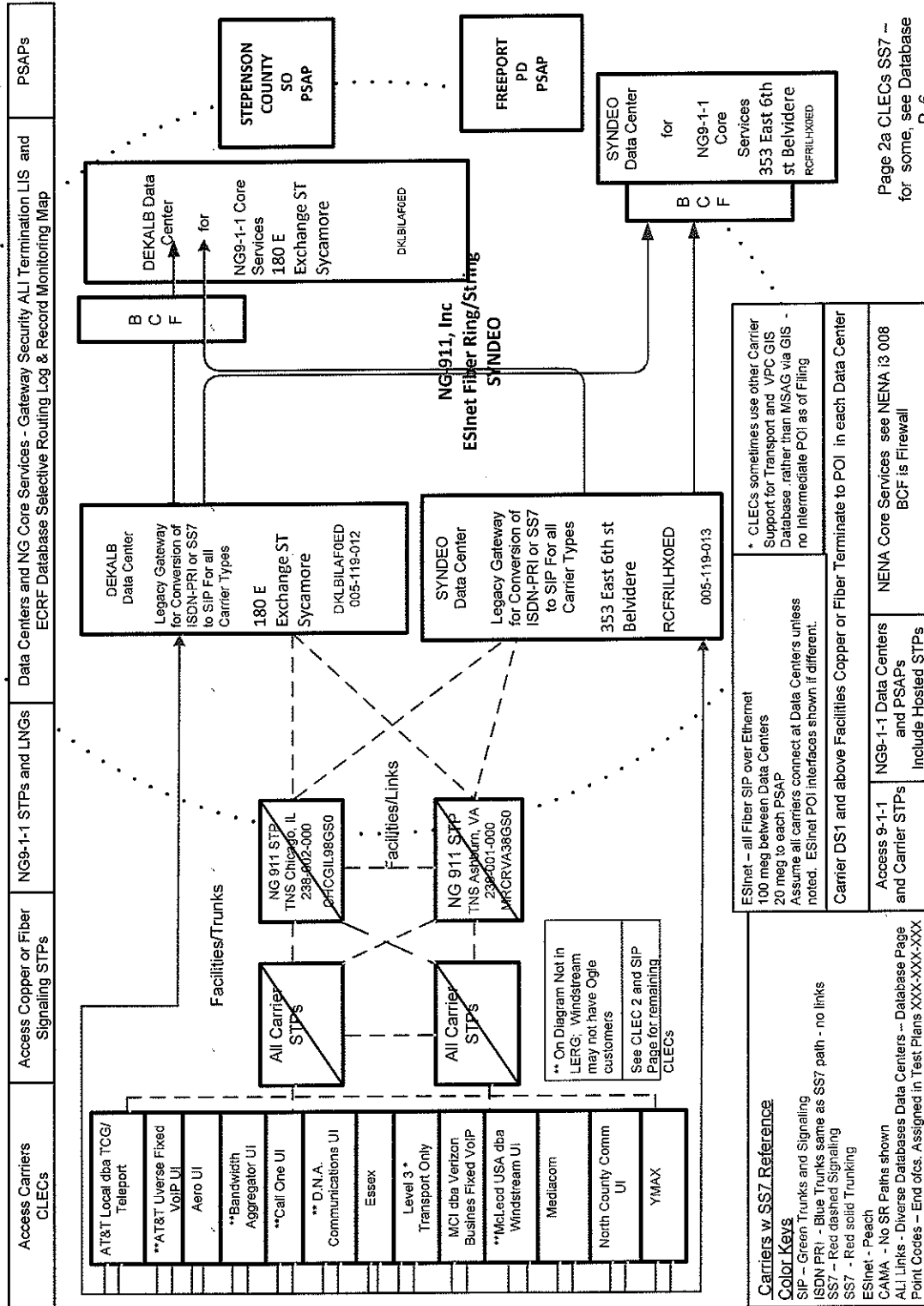


# STEPHENSON County IL NG9-1-1 Filing - NG-911, Inc. 911 SSP

Carrier Access - Direct SS7 - LATAs: 360, 364



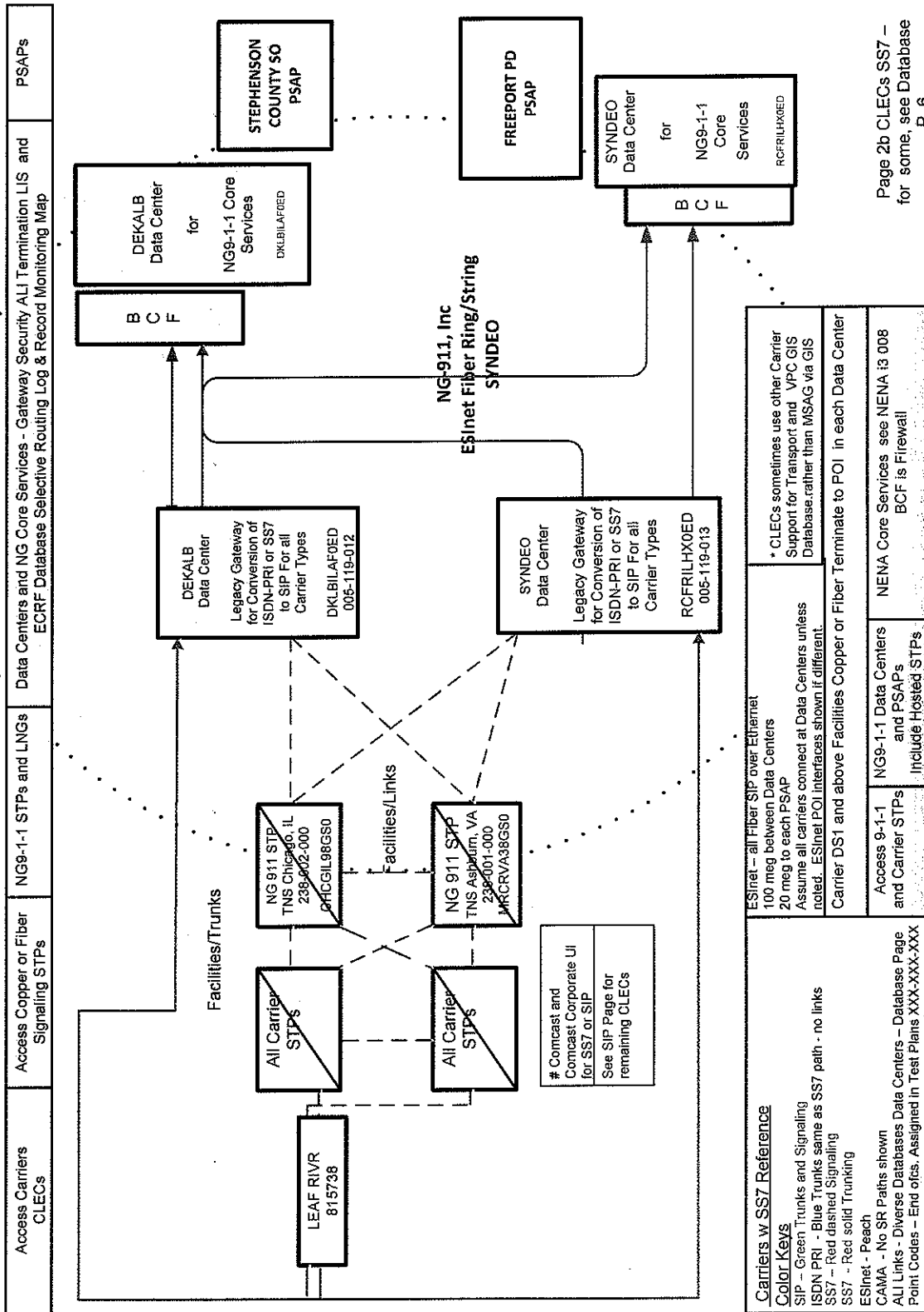
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Carrier Access - Direct SS7 - LATAs: 360, 364



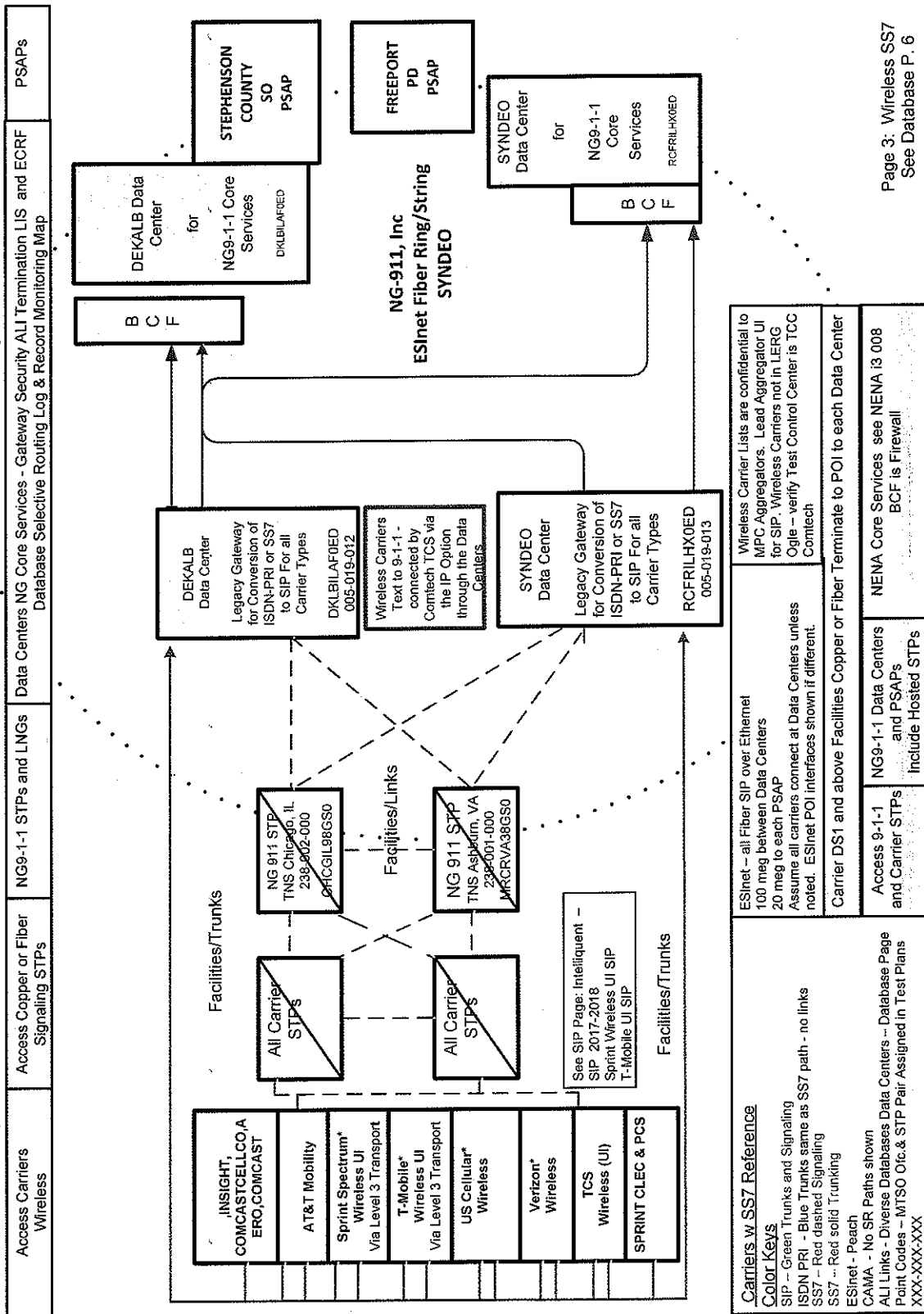


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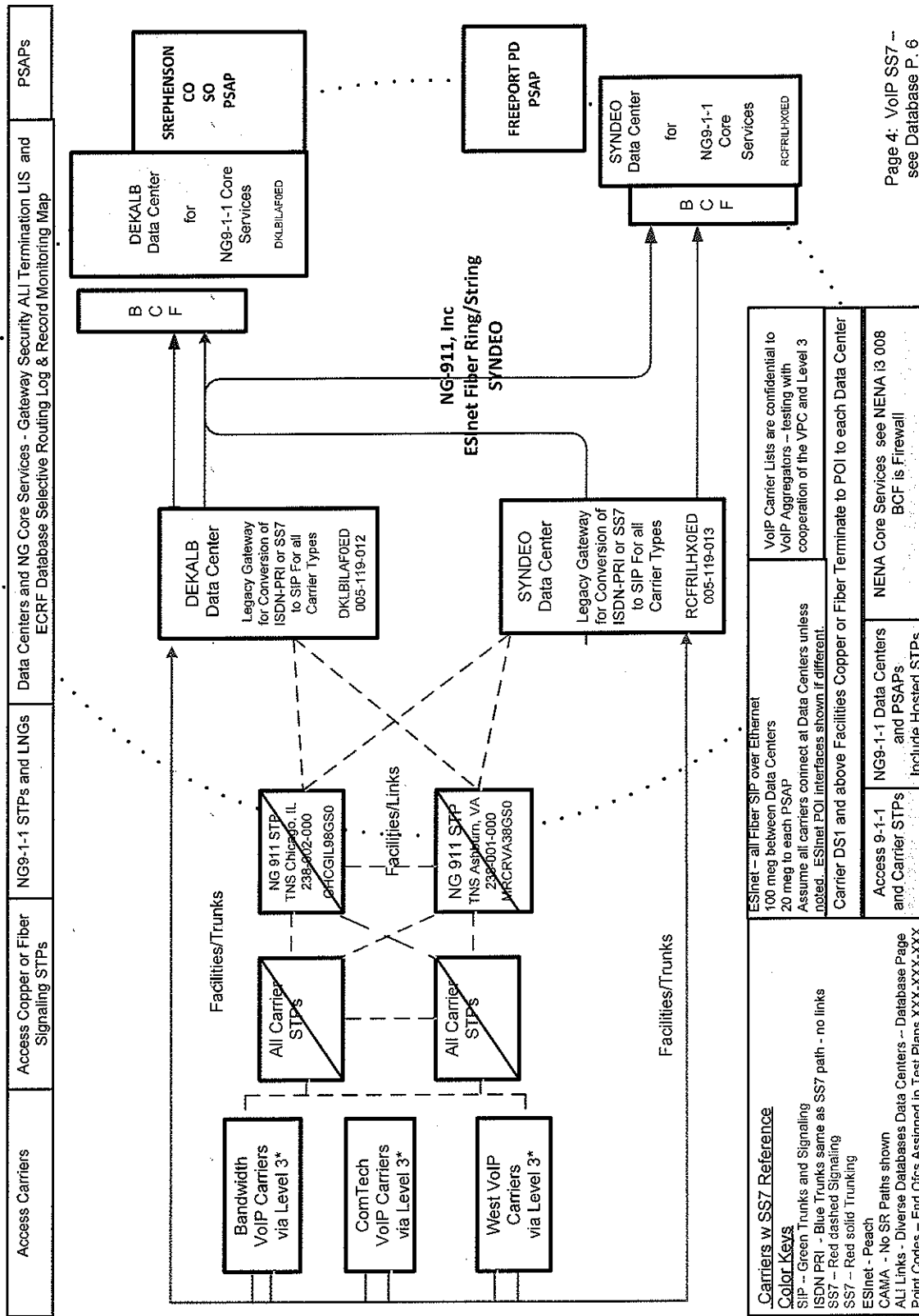
STEPHENSON County IL NG9-1-1 Filing - NG-911, Inc. 911 SSP  
Carrier Access -- Direct SS7 - LATAs: 360, 364



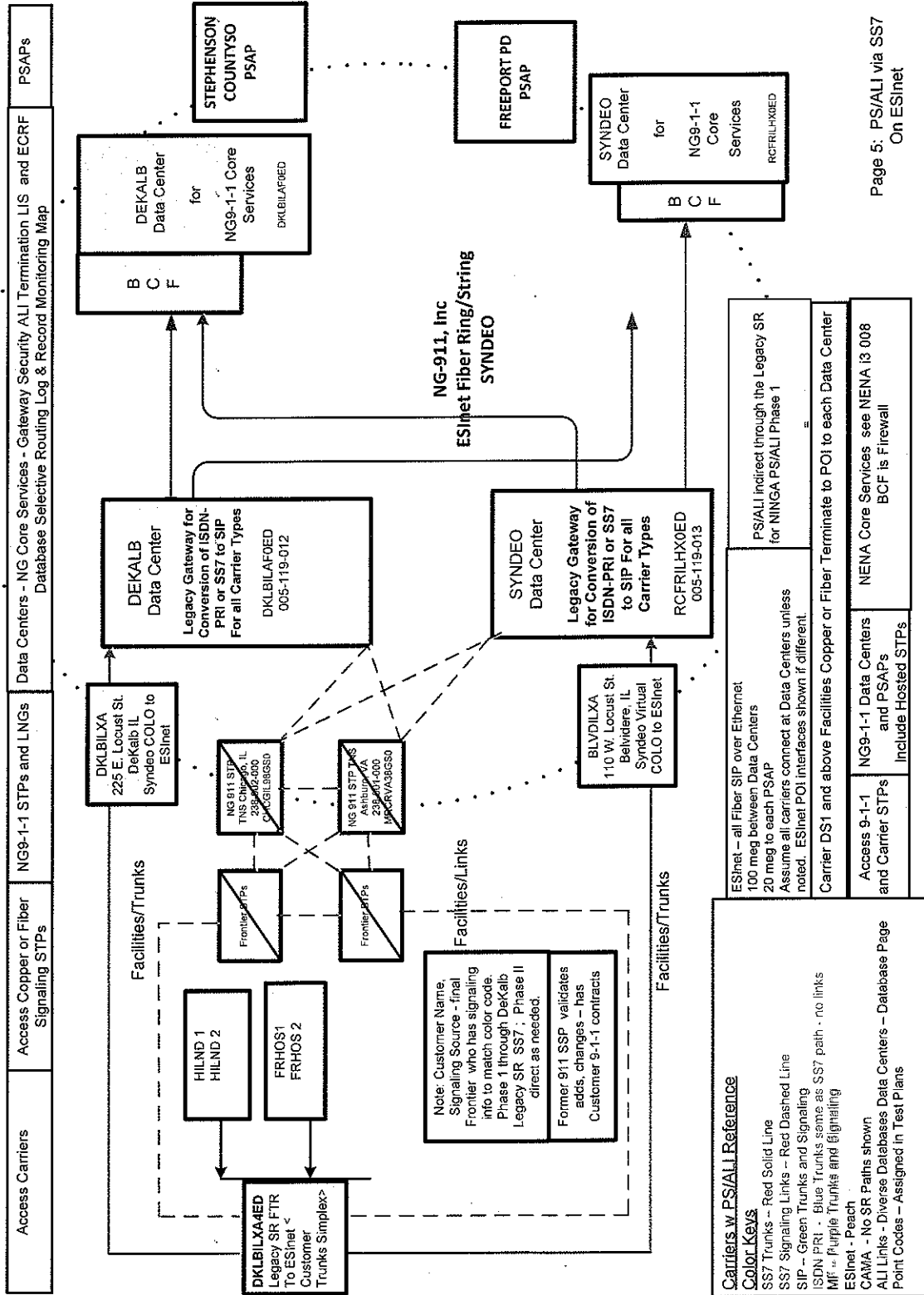
STEPHENSON County IL NG9-1-1 Filing - NG-911, Inc. 911 SSP  
Carrier Access - Direct SS7 - LATAs: 360, 364



STEPHENSON County IL NG9-1-1 Filing - NG-911, Inc. 911 SSP  
Carrier Access - Direct SS7 - LATAs: 360, 364

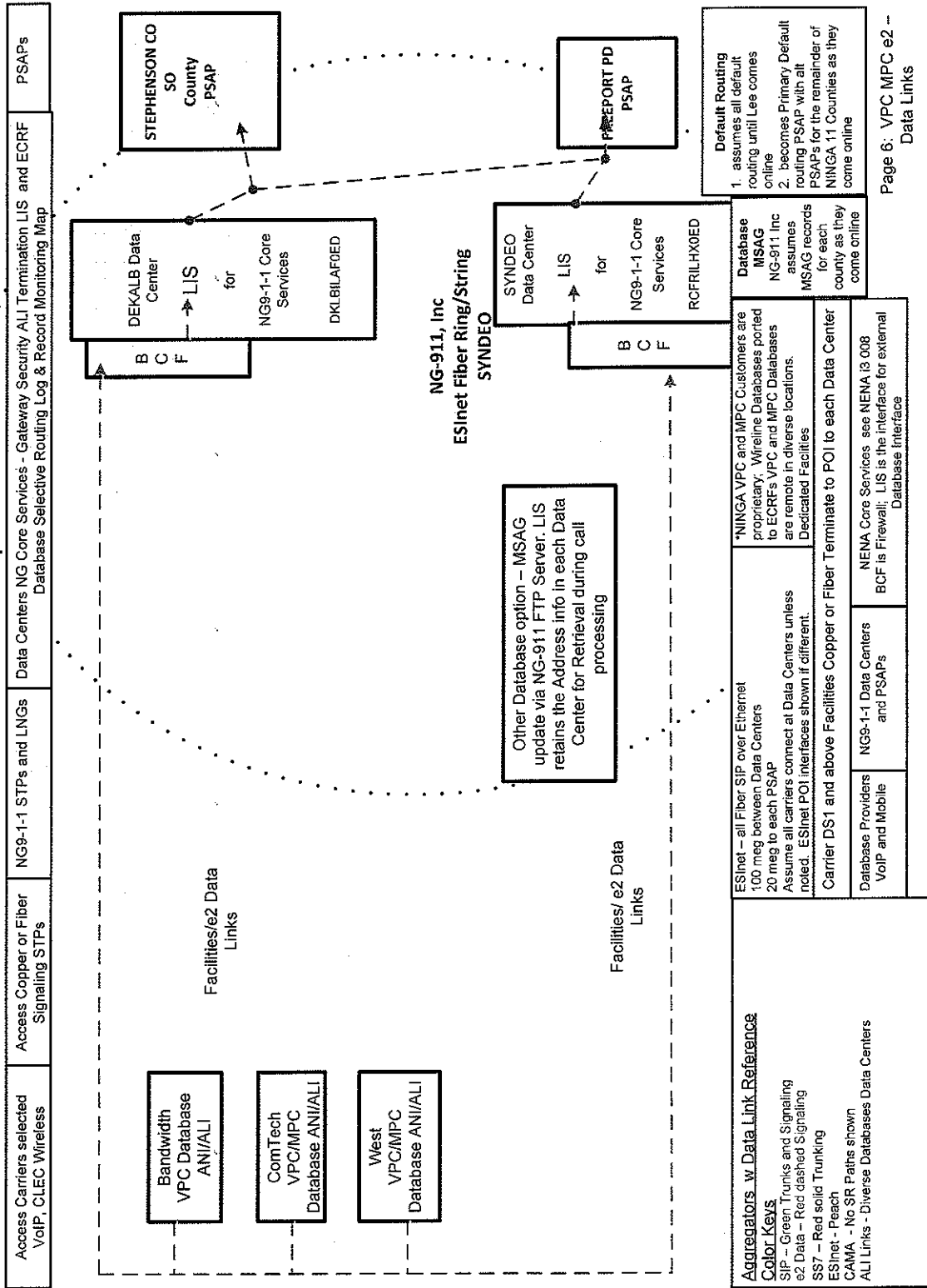


STEPHENSON County IL NG9-1-1 Filing - NG-911, Inc. 911 SSP  
Carrier Access - Direct SS7 - LATAs: 360, 364



STEPHENSON County IL NG9-1-1 Filing - NG-911, Inc. 911 SSP

Carrier Access - Direct e2 - LATAs: 360, 364



## 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 Stephenson County, Illinois, Emergency Telephone System Board ("County" or "ETSB"), with its offices at 301 Exchange St., Illinois (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,

## 9-1-1 Services Agreement

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.

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.

9-1-1 Services Agreement

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- f. Project Management and Regulatory Support. Project Management will be provided by NG-911 in accordance with the RFP. NG-911 will provide regulatory support for the ETSB's State's Attorney or other counsel of ETSB's choice, to navigate the Illinois regulatory process for plan modification approvals, including approval of the change to NG-911 as the System Service Provider. Before any application is filed, NG-911 will engage in discussions with ICC and ISP Staff to ensure that all regulatory concerns have been addressed. ETSB will be required to file an application for approval of an amended plan, either before the ICC or the ISP, or both. The application will be docketed as a separate proceeding (and may be consolidated with other applications). The application will include the proposed amended plan and narrative, network diagrams, test plans and numerous other documents required by Illinois Administrative Regulations. ETSB will file prefiled direct testimony in support of the application, respond to Data Requests from Staff and Intervenors, and file rebuttal testimony and surrebuttal testimony. The ISP and/or the ICC may (and probably will) hold hearings and require submission of proposed findings of fact and conclusions of law and/or legal briefs. It is likely that Access Carriers and other third Parties will intervene, which will require additional attention.

NG-911's counsel cannot represent ETSB, but due to the common interests of the Parties, will assist the ETSB's State's Attorney or other counsel of the ETSB's choice in preparing all filings. NG-911 will assist by providing suggested forms of all pleadings, including applications, schedules and exhibits, suggested testimony, rebuttal testimony, surrebuttal testimony; by providing suggested responses to Data Requests and any other questions from ISP or ICC Staff; by conducting telephone conferences with ETSB's attorney or State's Attorney, and by providing such other assistance as ETSB, its attorney or State's Attorney may reasonably request. In addition, NG-911 will intervene and file testimony in support of the application for approval of the amended plans and file rebuttal testimony, as needed.

- 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



9-1-1 Services Agreement

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. NG-911 agrees to have two properly trained and certified technicians, one employed by NG-911 and one employed by Solacom, located within the footprint of the NINGA group, with at least one of said technicians available to respond to service unavailability issues within the time limitations set forth below. Each technician will have a back-up technician available at all times. The technicians will be on-site for the installation and cut-over of the ETSB's system.

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	
Major	2 Hours	
Minor	2 Days	

d. Any Credit due to the ETSB will be credited against the next monthly bill. The maximum credit per month shall not exceed 20% of the monthly recurring charge.

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. This Agreement shall be effective [REDACTED]  
[REDACTED]  
[REDACTED] ("Initial Term"). [REDACTED], the Parties will confirm in writing the date of expiration of the Initial Term.

[REDACTED]  
[REDACTED] ("Renewal Term") [REDACTED]  
[REDACTED]

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

## 9-1-1 Services Agreement

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. Start Up Cost. The Parties agree that upon payment of the Start Up Cost [REDACTED] NG-911 will commence work. In the event less than all ten (10) of the NINGA Members have [REDACTED] by September 1, 2016, this Agreement will continue in force and effect, except that

[REDACTED]

[REDACTED]

- b. Recurring Monthly Charges. The Parties acknowledge that pursuant to 50 ILCS 750/10, the Illinois Department of State Police ("ISP") is administering the payment of certain 9-1-1 costs described in the statute, and as further developed by the Illinois Administrative Code. NG-911 agrees to submit for payment by the ISP, those sums denominated as such on Exhibit B and to make a good faith effort to obtain payment of those costs from the ISP. However, the ETSB acknowledges that in the event for any reason the ISP cannot or will not pay the amounts submitted to it by NG-911 for payment, upon notice by NG-911, the ETSB will pay the costs. In the event NG-911 subsequently receives payment from the ISP for expenses paid by the ETSB, NG-911 will refund or credit the payment to the ETSB.

7. Participant Fee. Should any ETSB within the State of Illinois elect to not issue an RFP and instead, contract with NG-911 upon terms and pricing acceptable to NG-911, utilizing the same contract with the same terms as the contract between NG-911 and the ten (10) original NINGA members (except for Exhibit B, Pricing, which will vary by customer), NG-911 agrees to collect a one-time fee of \$[REDACTED] as a [REDACTED] to compensate the original ten (10) ETSBs for their labor and expenses. After the Participant remits the [REDACTED], NG-911 will provide a one-time credit of [REDACTED] to each of the original ten (10) NINGA members' monthly bills. The foregoing shall not apply to any ETSBs that are current customers of NG-911 or that have been identified by NG-911 as its potential customers before September 1, 2016.

9-1-1 Services Agreement

8. Disclosure of Information. The terms of this Agreement, as well as information designated as confidential or proprietary by NG-911 ("Confidential Information"), 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 is required to provide Confidential Information to any court or government agency pursuant to written court order, subpoena, regulation or process of law, including without limitation, a request under the Freedom of Information Act, 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 cooperate with NG-911, at NG-911's cost, to appropriately protect against or limit the scope of such disclosure; will limit disclosure of information to those with a "need to know" such information; and, except as provided above, 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

9-1-1 Services Agreement

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

9-1-1 Services Agreement

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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

9-1-1 Services Agreement

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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 and Venue. This Agreement shall be governed by and construed and

9-1-1 Services Agreement

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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. Venue shall lie in the State or Federal courts in Illinois.

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

9-1-1 Services Agreement

Lawrence, KS 66044  
Fax: 785-843-0407  
Email: rhird@petefishlaw.com

ETSB: Stephenson County Emergency Telephone System Board  
Attn: June Dillman  
320 W Exchange St  
Freeport IL 61032  
Fax: \_\_\_\_\_  
Email: \_\_\_\_\_

With a copy to:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Fax: \_\_\_\_\_  
Email: \_\_\_\_\_

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.



9-1-1 Services Agreement

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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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EXHIBIT A

REQUEST FOR PROPOSAL  
WITH NG-911, INC. RESPONSES

9-1-1. Services Agreement

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EXHIBIT B

PAYMENT SCHEDULE


Entire Exhibit Redacted

CONFIDENTIAL AND PROPRIETARY DOCUMENT

9-1-1 Services Agreement

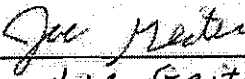
IN WITNESS WHEREOF, the Parties have executed this Agreement as of the date(s) set forth below.

NG-911, INC.

  
By: Michael Ramsey, President and CEO

Sep 6<sup>th</sup> 2016  
Date Signed

Stephenson COUNTY  
EMERGENCY TELEPHONE SYSTEM BOARD

  
By: Joe Geiter  
Title: Chairman ETSP

8/8/16  
Date Signed

Exhibits 8 & 9  
**AMENDED  
AGREEMENT**

December 19, 2019

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Green County Emergency Telephone System Board, hereinafter referred to as Green County ETSB, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

**CALL HANDLING (Exhibit 8)**

When the Stephenson County PSAP's receives a call for emergency services for public safety agencies within Green County's (Wisconsin) PSAP dispatch jurisdiction (Agencies) indicated below shall handle the call in the following manner:

Green County Sheriff's Office  
Brodhead Fire/EMS  
Browntown Fire  
Green County EMS  
Juda Fire  
Monroe Fire & Ambulance

Primary: 10 digit transfer on 911 CPE (Customer Premise Equipment)  
Secondary: 608-328-9401

**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 shall 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 per State requirements. All records will be available to all participants of the 9-1-1 System.

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

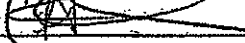
All agreements, management, records and service will be the responsibility of the advisory and policy board.

Stephenson County 911/ETSB

By: 

Title Chairman

Green County ETSB

By: 

Title Lieutenant Green County Sheriff

Exhibits 8 & 9  
**AMENDED  
AGREEMENT**

December 20, 2019

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Lafayette County Emergency Telephone System Board, hereinafter referred to as Lafayette County ETSB, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

**CALL HANDLING (Exhibit 8)**

When the Stephenson County PSAP's receives a call for emergency services for public safety agencies within Lafayette County's (Wisconsin) PSAP dispatch jurisdiction (Agencies) indicated below shall handle the call in the following manner:

Lafayette County Sheriff's Office  
S Wayne Fire/Ambulance

Primary: 10 digit transfer on 911 CPE (Customer Premise Equipment)  
Secondary:

**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 shall 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 per State requirements. All records will be available to all participants of the 9-1-1 System.

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

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

Stephenson County 911/ETSB

By: *Joe De*  
Title: *Chairman*

Lafayette County ETSB

By: *Shane H. Burger*  
Title: *Sheriff, Lafayette County Sheriff's Office*

**Exhibits 8 & 9  
AMENDED  
AGREEMENT**

December 3, 2019

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Rock County Communications Center, hereinafter referred to as Rock County CC, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

**CALL HANDLING (Exhibit 8)**

When the Stephenson County PSAP's receives a call for emergency services for public safety agencies within Rock County CC (Wisconsin) PSAP dispatch jurisdiction (Agencies) indicated below shall handle the call in the following manner:

Rock County Communication Center

Primary: 10 digit transfer on 911 CPE (Customer Premise Equipment)  
Secondary: 608-757-0400

**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 shall 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 per State requirements. All records will be available to all participants of the 9-1-1 System.

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

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

Stephenson County 911/ETSB

Rock County Communications Center

By: 

Title Chairman

By: 

Title Communications Director

Exhibits 8 & 9

**AMENDED  
AGREEMENT**

January 2, 2018

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and the Jo Daviess County PSAP, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

**CALL HANDLING (Exhibit 8)**

When the Stephenson County PSAP's receives a call for emergency services for public safety agencies within Jo Daviess County's PSAP dispatch jurisdiction (Agencies) indicated below shall handle the call in the following manner:

Jo Daviess County Sheriff's Office  
Stockton Fire & Ambulance  
Warren Fire & Ambulance

Primary: 10 digit transfer on CPE

Secondary: 815-777-2141

**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 shall 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 per State requirements. All records will be available to all participants of the 9-1-1 System.

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

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

Stephenson County 911/ETSB

Jo Daviess County 911/ETSB

By: Joe MaF

By: William D. Luedel

Title Chairman

Title Chair, Jo Daviess County ETSB

January 2, 2018, 11:44 AM



Exhibits 8 & 9

**AMENDED  
AGREEMENT**

December 26, 2017

For 9-1-1 Emergency Communications

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and the Ogle County PSAP, hereinafter referred to as Ogle County PSAP, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

**CALL HANDLING (Exhibit 8)**

When the Stephenson County PSAP's receives a call for emergency services for public safety agencies within Ogle County's PSAP dispatch jurisdiction (Agencies) indicated below shall handle the call in the following manner:

Ogle County Sheriff's Office  
Forreston Fire & Ambulance

Primary: 10 digit transfer on CPE  
Secondary: 815-732-2136

**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 shall 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 per State requirements. All records will be available to all participants of the 9-1-1 System.

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

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

Stephenson County 911/ETSB

By: *[Signature]*  
Title *Chairman*

Ogle County 911/ETSB

By: Sandy Beitel  
Title Ogle County 9-1-1 Coordinator

Exhibits 8 & 9

**AMENDED  
AGREEMENT**

December 27, 2019

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and the Winnebago PSAP's, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

**CALL HANDLING (Exhibit 8)**

When the Stephenson County PSAP's receive a call for emergency services for public safety agencies within Winnebago County PSAP's dispatch jurisdiction (Agencies) indicated below shall handle the call in the following manner:

Winnebago County Sheriff's Office  
Durand Fire & Ambulance  
Pecatonica Fire & Ambulance

Primary: 10 digit transfer on CPE  
Secondary: 815-639-4741

**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 shall 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 per State requirements. All records will be available to all participants of the 9-1-1 System.

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

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

Stephenson County 911/ETSB

Winnebago County 911/ETSB

By: Jon Mat

By: Derek Bepton

Title Chairman

Title ETSB Chairman

**AMENDED  
AGREEMENT**

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

**CALL HANDLING (Exhibit 8)**

Primary: 10 digit transfer on CPE  
Secondary: 815-244-2635

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

By: [Signature]  
Title: OWNER

## Exhibits 8 & 9

### Agreement

Date: January 2017

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Cedarville Fire for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 155.0700

Secondary: Text Message

#### 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

By: [Signature]

Title: Vice Chair

Date: 1/9/2017

Cedarville Fire

By: [Signature]

Title: Chief

## Exhibits 8 & 9

### Agreement

Date: January 2017

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Dakota Fire for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: ~~155.700~~ 154.190

Secondary: text message

#### 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

By: Joe Math

Title: Chairman ETSB

Date: 12/12/16

Dakota Fire

By: Dan Bauman

Title: Chief

## Agreement

Date: January 2017

## For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Davis Fire for the purpose of effective handling and routing of all 9-1-1 emergency calls.

CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 151.325Secondary: text messageAID 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

Davis FireBy: Joe RathBy: Ed KoellingTitle: ChairmanTitle: ChiefDate: 1/27/17

## Exhibits 8 & 9

### Agreement

Date: February 2017

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Durand Fire & Ambulance for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: CPE transfer

Secondary: Rock Comm 815-248-2100

#### 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

Durand Fire and Ambulance

By: Joe Petri

By: [Signature]

Title: Chairman

Title: CHIEF

Date: 2/21/17

## Exhibits 8 & 9

### Agreement

Date: January 2017

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and **Forreston Fire & Ambulance** for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: CPE transfer to Ogle Co

Secondary: Point to Point 155.370

#### 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

**Forreston Fire & Ambulance**

By: Joe Kato

By: Jack Davis

Title: Chairman ETSB

Title: Pres.

Date: 12/12/16



## Exhibits 8 & 9

### Agreement

Date: December, 2019

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and **Freeport Fire & Ambulance** for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.415

Secondary: MCS (CAD mobile computer)

#### 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 call and disposition of each call received.

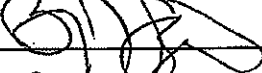
All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

By:   
Title: CLERK  
Date: 12/9/19

**Freeport Fire & Ambulance**

By:   
Title: Braden J. Liggett  
Fire Chief

## Exhibits 8 & 9

### Agreement

Date: January 2017

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Freeport Park Police for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Starcom Interoperability Network

Secondary: CAD MDC

#### 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

Freeport Park Police

By: Joe Reite

By: Kurt T. Schaefer

Title: Chairman, ETSB

Title: Police Coordinator

Date: 12/12/16

## Exhibits 8 & 9

### Agreement

Date: December, 2019

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Freeport Police Department for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Starcom Interoperability Network

Secondary: CAD MDC

#### 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

Freeport Police Department

By: [Signature]

By: [Signature]

Title: Chairman

Title: Chief of Police

Date: 12/23/19

## Exhibits 8 & 9

### Agreement

Date: January 2017

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Freeport Rural Fire for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 155.310

Secondary: text message

#### 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

By: Joe Raik

Title: Chairman, ETSB

Date: 12/12/16

Freeport Rural Fire

By: Mark Wild

Title: Chief - Freeport Rural Fire

## Exhibits 8 & 9

### Agreement

Date: January 2017

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Freeport Rural Ambulance for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 155.310

Secondary: text message

#### 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

By: Jac Proda  
Title: Chairman  
Date: 1/19/2017

Freeport Rural Fire

By: Beth Benyts  
Title: Chief

## Exhibits 8 & 9

### Agreement

Date: January 2017

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and German Valley Fire & Ambulance for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.190

Secondary: text message

#### 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

By: Joe Reut

Title: Chairman ETSB

Date: 12/12/16

German Valley Fire & Ambulance

By: [Signature]

Title: Fire Chief

## Exhibits 8 & 9

### Agreement

Date: January 2017

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Leamon's Ambulance for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 463.425

Secondary: cell phone

#### 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

By: Joe Paster

Title: Chairman ETSB

Date: 12/12/16

Leamon's Ambulance

By: Louise Lamey

Title: EMS Coordinator

## Exhibits 8 & 9

### Agreement

Date: January 2017

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Lena Fire for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.145

Secondary: text message

#### 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

By: Joe Keith  
Title: Chairman ETSB  
Date: 12/12/16

Lena Fire

By: Brad Strong  
Title: Chief



## Exhibits 8 & 9

### Agreement

Date: December, 2019

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Lena Police Department for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Starcom Interoperability Network

Secondary: MCS (CIS Mobile Data Computer)

#### 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

Lena Police Department

By: Joe Nete

By: Stephen Schachly #301

Title: Chairman

Title: POLICE CHIEF

Date: 1/6/2020

## Exhibits 8 & 9

### Agreement

Date: November, 2018

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Orangeville Fire for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 155.745

Secondary: Text Message (IAMRESPONDING)

#### 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

Orangeville Fire

By: Joe Matus

By: Robert M. Matus

Title: Chairman

Title: Chief

Date: 12/10/18

## Exhibits 8 & 9

### Agreement

Date: January 2017

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Pearl City Fire & Ambulance for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.190

Secondary: text message

#### 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

By: Joe Reith

Title: Chairman ETSB

Date: 12/12/16

Pearl City Fire & Ambulance

By: Brant Schmecker

Title: Chief

## Exhibits 8 & 9

### Agreement

Date: January 2017

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Rock City Fire for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 155.700

Secondary: Text Message

#### 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

By: Joe Pate

Title: Chairman ETSB

Date: 12/12/16

Rock City Fire

By: [Signature]

Title: Fire Chief

## Exhibits 8 & 9

### Agreement

Date: January 2018

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Star Ambulance for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 815-235-0911

Secondary: 815-235-0912

#### 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

By: Joe Maik

Title: Chairman

Date: 12-11-17

Star Ambulance

By: [Signature]

Title: President

## Exhibits 8 & 9

### Agreement

Date: November, 2018

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Stephenson County Sheriff's Office for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Starcom / Stephenson County Sheriff frequency

Secondary: Mobile Data Computer

#### 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

By: Joe Hest

Title: Chairman

Date: 12/5/18

Stephenson County Sheriff's Office

By: [Signature]

Title: Sheriff

## Exhibits 8 & 9

### Agreement

Date: December, 2019

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Tri-District Ambulance for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 151.325

Secondary: IAMRESPONDING cell phone application

#### 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

Tri-District Ambulance

By: Joe Flor

By: Adrian J. [Signature]

Title: CLERK

Title: Contract Supervisor

Date: 12/9/19

## Exhibits 8 & 9

### Agreement

Date: December, 2019

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Winslow Fire for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.190

Secondary: text message (IAMRESPONDING)

#### 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

Winslow Fire

By: Joe Jue

Title: Chairman

Date: 12/9/19

By: Fa R

Title: Chief



## Exhibits 8 & 9

### Agreement

Date: December, 2019

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Illinois State Police District 16 for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 815-239-1151

Secondary: 815-239-2058

#### 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB:

By: [Signature]

Title: Chairman

Date: 12/23/19

Illinois State Police District 16

By: [Signature] 4764

Lt. Michelle Interkorn

Title: Bureau Chief

12/13/19

**JOINT POWERS AGREEMENT  
PUBLIC SAFETY COMMUNICATION SERVICES**

This Joint Powers Agreement ("Agreement") is entered into on 5<sup>th</sup> of May 2020 by the Stephenson County Sheriff's Office ("Sheriff's Office"), and the City of Freeport, an Illinois municipal corporation ("City"). The City and Sheriff's Office are at times collectively referred to herein as the "Parties".

**RECITALS:**

**WHEREAS**, the Illinois Emergency Telephone System Act ("Act") governs the implementation of a 911 system in Stephenson County (50 ILCS 750/1, et seq.).

**WHEREAS**, Section 10 of the Act (50 ILCS 750/10) requires that all areas of Stephenson County are including in County's 911 system.

**WHEREAS**, the Sheriff's Office is a "public safety agency" within meaning of Section 2 of the Act (50 ILCS 750/2); and

**WHEREAS**, the Sheriff's Office operates and maintains a "public safety answering point ("PSAP") with in the terms of the Act (50 ILCS 750/2); and

**WHEREAS**, the City is a "public agency" within meaning of Section 2 of the Act (50 ILCS 750/2); and

**WHEREAS**, the City maintains its own police department known as the Freeport City Police Department ("City Police Department"); and

**WHEREAS**, The City Police Department operates and maintains a "public safety answering point" (PSAP) with in the terms of the Act (50 ILCS 750/2); and

**WHEREAS**, Section 15.4 Act of the (50 ILCS 750/15.4) requires both the Sheriff's Office and the City Police Department receive emergency calls and dispatch police, fire and emergency medical units to their respective service areas; and

**WHEREAS**, under Section 14 of the Act, (50 ILCS 750/14) the General Assembly has declared that a major purpose of the Illinois Emergency Telephone System Act is to ensure that 911 systems have redundant methods of dispatch for 911 systems whose jurisdictional boundaries are contiguous when an emergency request for service is received for a public safety agency that needs to be dispatched by the adjacent 9-1-1 emergency telephone systems; and

**WHEREAS**, accordingly emergency telephone systems are required to have a back-up PSAP;  
and

**WHEREAS**, the Sheriff's Office PSAP and the City Police Department PSAP desire to serve as the back up to each other; and

**WHEREAS**, the Sheriff's Office and City have reached an accord as to the terms and conditions upon which each PSAP will serve as a back up to one another and have memorialized the same herein.

**NOW, THEREFORE**, in consideration of the mutual promises and covenants contained herein and other good and valuable consideration the receipt and sufficiency of which is hereby acknowledged, the parties hereto agreed as follows:

1. The foregoing recitals are incorporated herein and made a part hereof.
2. The Sheriff's Office PSAP and the City Police Department PSAP will act as the back up to each other and are designated to receive emergency calls and dispatch police, fire or emergency medical service units. If the Sheriff's Office PSAP or the City Police Department PSAP should lose their ability to or be physically unable to receive emergency calls or dispatch police, fire or emergency medical service units the functioning PSAP shall take and dispatch all 911 calls until such time as the non-functioning PSAP is operational again. Further, if the Sheriff's Office PSAP or the City Police Department PSAP experiences high call volumes, the other PSAP shall take and dispatch the overflow 911 calls that are unable to be answered.
3. Neither party to this Agreement shall charge any fee or cost to the other for any service associated with serving as the back-up. A major outage may require transfer of dispatch personnel from the non-functioning center to the backup center.
4. Because the implementation of the backup center implies an emergency situation, the Parties to this Agreement shall establish standardized and cooperative policies and procedures relative to the operation of the back-up center that may differ significantly from normal dispatch operations.
5. The term of this Agreement shall be for five (5) years from the date first referenced above and shall renew automatically for additional one-year terms unless terminated as set forth below. The Parties shall, on an annual basis, review the provisions of this Agreement. Either party may terminate this Agreement by giving the other party at least twelve (12) months prior written notice of its intent to terminate this Agreement.
6. Each party to this Agreement agrees to indemnify, hold harmless and defend the other party, and its officials, members, agents and employees from all claims, causes of action, suits, damages, liabilities, costs, liens, fines, penalties, interest, expenses or demands, including and without limitation, reasonable attorney's fees and litigation costs incurred as the result of actions taken in fulfillment of this

Agreement.

7. Both parties to this Agreement do not waive any of the statutory immunities afforded to them in their function as a back-up center.

8. All written notices under this Agreement shall be sent via certified mail, return receipt requested, or served personally upon the following persons at the following addresses:

If to the City: Freeport City Police Department  
Att. Freeport Chief of Police  
320 West Exchange St.  
Freeport IL 61032  
(815) 235-8222

If to the County: Stephenson County Sheriff's Office  
Att. Stephenson County Sheriff  
15 North Galena Ave.  
Freeport, IL 61032  
(815) 235-8252

9. In the event of an alleged breach of any provision of this Agreement, the non-breaching party shall notify in writing the breaching party, specifying the breach of Agreement in detail. If within fifteen (15) days after receipt of the notice, cure of the breach of Agreement has not commenced by the breaching party and diligently pursued thereafter, the non-breaching party may initiate all legal recourse available to it at equity or in law, including recovering all court costs and reasonable attorneys' fees associated with any such enforcement effort.

10. Neither party shall be held in default under, or in noncompliance with, the provisions of this Agreement, nor suffer any enforcement or penalty relating to noncompliance or default, where such noncompliance or default occurred or were caused by strike, riot, war, earthquake, flood, unusually severe rain or snowstorm, tornado, or other catastrophic act of nature, or other event reasonably beyond the party's ability to anticipate or control.

11. This Agreement shall not be assigned by either party without the prior written consent of the other party.

12. Except as otherwise provided herein, this Agreement may not be amended, modified, or terminated, nor may any obligation hereunder be waived orally, and no such amendment, modification, termination, or waiver shall be effective for any purpose unless it is in writing, and bears the signatures of the authorized signors of the parties hereto.

13. This Agreement shall be governed by and construed in accordance with the laws of the State of Illinois. Venue for any action arising from the interpretation or performance of this Agreement shall be within Stephenson County, Illinois.

14. This Agreement may be executed in counterparts, each of which shall be deemed an original and all of which shall be deemed one and the same instrument. Signatures sent via facsimile or e-mail transmission shall be deemed original signatures for purposes of creating a binding agreement.

This Agreement is subject to formal approval by the parties' respective boards or councils.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by the properly authorized officials as of the date written above.

**CITY OF FREEPORT, ILLINOIS**

*Randy J. Berka*  
City Manager, City of Freeport, Illinois

5-5-2020  
Date

**STEPHENSON COUNTY SHERIFF'S OFFICE**

*[Signature]*  
Sheriff, Stephenson County, Illinois

05-06-2020  
Date

ATTEST:

*Donie L. Anderson*  
City Clerk

5/5/20  
Date

ATTEST:

*Vici R. Otte*  
County Clerk

5/6/2020  
Date

## Exhibits 8 & 9

### Agreement

Date: December 2008

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Shannon Fire & Ambulance for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: CPE transfer

Secondary: 815-244-2635

#### 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

By: Joe Net

Title: Chairman

Date: 1/22/09

Shannon Fire & Ambulance

By: [Signature]

Title: Chief

## Exhibits 8 & 9

### Agreement

Date: September 1 2017

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and **Warren Fire Department** for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Jo Daviess County 911

Secondary: Point to Point 155.370

#### 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

#### **Warren Fire Department**

By: Joe Kunt

Title: Chairman

Date: 10/20/17

By: Jeff Egel

Title: Chief

Exhibits 8 & 9AgreementDate: December 2008For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Pecatonica Fire & Ambulance for the purpose of effective handling and routing of all 9-1-1 emergency calls.

CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 815-239-2500

Secondary: 815-239-2500

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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

By: [Signature]

Title: Chairman

Date: 1/22/09

Pecatonica Fire & Ambulance

By: [Signature]

Title: District Chief



## Exhibits 8 & 9

### Agreement

Date: October 20, 2017

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

This agreement is made between the Stephenson County Emergency Telephone System Board, hereinafter referred to as "ETSB", and Warren Ambulance for the purpose of effective handling and routing of all 9-1-1 emergency calls.

#### CALL HANDLING (Exhibit 8)

The Public Safety Answering Point (PSAP) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Jo Daviess County 911

Secondary: Point to Point 155.370

#### 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 call and disposition of each call received.

All agreements, management, records, and service will be the responsibility of the ETSB.

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

Stephenson County ETSB

By: [Signature]

Title: Vice Chairman

Date: 5/11/2020

Warren Ambulance

By: [Signature]

Title: COORDINATOR