

ILLINOIS STATE POLICE
Office of the Statewide 9-1-1 Administrator



State of Illinois

Application for
9-1-1 Modification Plan

911 GENERAL INFORMATION

DATE: 05/14/2019

| | | |
|---|-------------------|-----------------------|
| Type of Change: <input checked="" type="checkbox"/> Long Form Modification Plan <input type="checkbox"/> Short Form Modification Plan | | |
| Current System Name: | Population Served | Land Area in Sq Miles |
| Ogle County ETSB | 51273 | 757 |

[illegible]

911 System Contact: Sandy Beitel

Street Address: 202 S 1st St

City, State and Zip Code: Oregon, IL 61061

Office Telephone: (815) 732-1119

Cellular Telephone: (815) 238-2019

Email: sbeitel@oglecounty.org

Wireless Coverage for Consolidated System:

100 % Phase II compliant

100 % Phase I compliant

Please check if applicable:

 X NG9-1-1 capable

_____ Receive 9-1-1 Text

_____ Receive 9-1-1 Video

VERIFICATION

I, Sandra Beitel, first being duly sworn upon oath, depose and say that I am 9-1-1 Coordinator, of Ogle 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.

Sandra Beitel
Sandra Beitel

Subscribed and sworn to before me

this 13th day of May, 20 19.

Susan Ann Montavon
NOTARY PUBLIC, ILLINOIS



9-1-1 SYSTEM PROVIDER LETTER OF INTENT

May 13, 2019

(Date)

Michael Ramsey

(9-1-1 System Provider Company Representative)

NG-911, Inc.

(9-1-1 System Provider Company Name)

815 South Highland

(Street Address)

Williamsburg, IA 52361

(City, State, Zip Code)

Dear Mr. Ramsey,

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,



Sandy Beitel
911 Coordinator Ogle County ETSB

enclosure: Modification Plan

Narrative

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

The Ogle 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.

Ogle County is part of a nine county consortium called Northern Illinois Next Generation Alliance (NINGA). The Alliance includes Boone County, Bureau County, Carroll County, DeKalb County, Jo Daviess County, Stephenson County, and Whiteside County. This 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 PSAP's 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. The system has varying levels of security and administration privileges for managing, configuring, monitoring, maintenance and diagnostics activity. All the counties of NINGA will benefit economically in this collaborative effort.

NG9-1-1, Inc. will be providing the NINGA ESInet/Network by contracting with a Competitive Local Exchange Carrier (CLEC) Syndeo. Ogle County 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) DeKalb County Sheriff's Department Jail Annex Data Center in 180 E. Exchange St, Sycamore, Illinois, and (2) Belvidere Fire, 353 East 6th Street, Belvidere, IL 61008. By NINGA utilizing the same network, data centers, and other necessary equipment, will provide a collaborative effect to decrease costs for the entire NINGA group.

PSAPs

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

Ogle 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. Ogle County has two (2) PSAPs, the Ogle County Sheriff PSAP with Five (5) positions, and the Rochelle Police Department PSAP with two (2) positions, and three (3) portable Workstations.

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

Plan Narrative: Ogle County Illinois ETSB

| PSAP | Backup |
|------------------------------|------------------------------|
| Ogle County Sheriff's Office | Rochelle Police Department |
| Rochelle Police Department | Ogle County Sheriff's Office |

Radio / Telecommunications

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

Dispatch to Participating and Adjacent Agencies

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

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

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

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

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

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

Database

The Ogle 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

Plan Narrative: Ogle County Illinois ETSB

and response to the emergency needs of the citizens of Ogle County. Every structure in Ogle 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.

Ogle County and the other NINGA partners will be utilizing software that 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.

Text to 9-1-1 Flow

Text to 9-1-1 will be implemented in Ogle County. Ogle 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. Ogle 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.

Plan Narrative: Ogle County Illinois ETSB

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 PSAPs is backed up by one (1) or more PSAPs on separate call routes using separate power sources.

Security - Session Border Control

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

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

PSAP Security

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

The ETSB will continue to investigate future Security needs

Map

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

Plan Narrative: Ogle County Illinois ETSB

IP Selective Router / Switch

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

Monitoring

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

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

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

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

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

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

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

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

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

Plan Narrative: Ogle County Illinois ETSB

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

Quality of Service Standards

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

SLAs will be in place with Carriers and vendors.

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

Miscellaneous Operations:

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

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

Public Information including Text to 9-1-1:

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

Training:

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

Initial Cutover Strategy

Initial Cutover Strategy will be cooperative with Carriers.

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

Plan Narrative: Ogle County Illinois ETSB

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

The process includes:

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

Traffic will be live after all steps are complete.

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

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

Disaster Recovery

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

1. The dual Data Centers in Belvidere and Sycamore are more than 20 miles apart.
2. Duplicated capabilities of the NGCS within each Data Center.
3. Having a balanced load on the Data Centers with dual access requested of the Access Carriers makes this a good plan in Disaster Recovery scenarios. Manual switchover to a Disaster Recovery PSAP often requires staffing and physical switching over to a configuration that is only tested occasionally.

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

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

Plan Narrative: Ogle County Illinois ETSB

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

Business Processes are Critical to Disaster Recovery Principles.

1. Planning for Disasters in the ongoing design, engineering and during growth of the network.
2. The need for good records exchange with Carriers, Methods of Procedures for work activities signed off and communicated ahead of a planned event.
3. Use of Maintenance Windows that are strict before any change is made to the network.
4. Proper staffing and coverage and a call out plan for emergencies.
5. Training on the NGCS and on processes and procedures.
6. Communications capabilities using the IP PBX.
7. Use of Conference Bridges and other means of communications during cutovers, planned major activities and during major outages or emergencies. Radios etc.
8. Documented Disaster Plans in case of natural disasters such as earthquakes, floods, tornadoes, electrical grid problems, prison breaks, plane crashes, bomb threats and physical and cyber-attacks on the Data Centers and more.
9. Testing of Scenarios planned and unplanned, exercises involving staged incidents.
10. Offers to participate with Access Carriers, during their annual Disaster Recovery exercises.
11. Use of Best Practices in password protection and physical and logical security protection. Note: FCC provides industry Best Practices. FCC CSRIC includes NG9-1-1. www.fcc.gov.
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. Ogle 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

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

Ogle 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 Ogle County will oversee all aspects of testing the NG9-1-1 System and will be directly involved with The Network Test Plan. Ogle 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. Ogle 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. Ogle 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>136,551.00</u> |
| Projected annual recurring 9-1-1 network costs after modification | \$ <u>134,615.40</u> |
| Installation cost of the project | \$ <u>116,200.00</u> |
| Anticipated annual revenues | \$ <u>800,000.00</u> |

Ogle County ETSB

Network Justification

December 4, 2019

Ogle County will be implementing a NG 9-1-1 System and at the same time change SSP. The new SSP will be NG 9-1-1, Inc. Ogle County ETSB is providing information on the network and the breakdown of NG9-1-1, Inc and Frontier charges for NG9-1-1. This new justification of the network charges is because the network design of NINGA has changed since NG9-1-1, Inc. has now contracted with a CLEC of Syndeo. Syndeo is a certified CLEC and doing business with the ICC today. Also, an additional fact is that McHenry County and Lee County have dropped from the NINGA Project. There are now 9 systems within NINGA.

The Ogle County ETSB system is an 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 pricing below and on the spreadsheet does not include the charges for portable/remote positions since that is not part of the network today.

The new NG9-1-1 ISP charges to be paid are as follows:

| | <u>Monthly</u> | <u>Yearly</u> |
|----------------------------|----------------|---------------|
| NG9-1-1 Inc | \$7,315.22 | \$87,782.64 |
| Frontier | \$3,667.33 | \$44,007.96 |
| Century Link | \$113.40 | \$ 1,360.80 |
| Leaf River | \$122.00 | \$ 1,464.00 |
| NG 9-1-1 ISP Billing Total | 11,217.95 | \$134,615.40 |

Current monthly network 9-1-1 fees for Ogle County being billed to the ISP is \$11,379.25.

| Frontier COMMUNICATIONS 9-1-1 Public Safety | | 9-1-1 Services Pricing Estimate Ogle County IL -- Sheriff: 25012; Rochelle PD: 25146 Conversion to 12511 9/6/2019 | | | | | Notes | | | |
|---|------------|--|---------|---|---------------------------|--------------|---|--|--|-------|
| Non-recurring Installation EISB Responsibility | | Monthly Recurring State Responsibility | | | | | | | | |
| SSE Code | Charge | SSE Code | Charge | DESCRIPTION | Current Units (FIR) | Future Units | Current Recurring Charge (State) | Future Installation Charge (EISB) | Future Recurring Charge (State) | Notes |
| E9AN1 | \$1,312.45 | | | Option E-1: provides Automatic Location Identification (ALI) and Automatic Number Identification (ANI) per 1000 Frontier North Inc. exchange access lines that are within the geographical boundaries of the customer's public safety jurisdiction. (WIRELESS) | | 0 | | | | |
| E9AN2 | \$1,466.85 | E9SV2 | \$48.17 | Option E-2: provides Automatic Location Identification (ALI), Automatic Number Identification (ANI) and Selective Routing per 1000 Frontier North Inc. exchange access lines that are within the geographical boundaries of the customer's public safety jurisdiction. (WIRELESS) | 0 | 5 | \$0.00 | | \$240.85 | |
| E9SV1 | \$82.25 | | | Option E-3: provides Automatic Location Identification (ALI), Automatic Number Identification (ANI) and Selective Routing per 1000 Frontier North Inc. exchange access lines that are within the geographical boundaries of the customer's public safety jurisdiction. (WIRELESS) | 5 | 0 | \$411.25 | | \$0.00 | |
| SOCER & COB | \$61.00 | | | E9-1-1 Service Line (PSP) Trunks - SR to PSAP formerly appeared on bill as "Business Line - Measured". Now appears as "Emergency Dial Line". (WIRELESS) | | 0 | | | | |
| E911P | \$17.99 | | | E9-1-1 Service Line (PSP) Trunks - SR to PSAP formerly appeared on bill as "Business Line - Measured". Now appears as "Emergency Dial Line". (WIRELESS) | 20 | 0 | \$359.80 | | \$0.00 | |
| E911D | \$39.41 | | | NOTE: If a customer moves any of their wireless or wireless trunks from one group to the other (programming only) a change order charge of \$26.00 is assessed since these are the BIM1 and BIM2 S&E codes. E9-1-1 Automatic Location Identification (ALI), per 1000 Non-Frontier North Inc. Access Lines (ALI database for Non-Frontier Lines). Appears on bills as "911 ALI Data Admin/1000". (WIRELESS) | 4 | 0 | \$157.64 | N/A | \$0.00 | |
| E9PAS | \$30.00 | | | Regional ALI Storage, per 1000 access lines (total count). (WIRELESS) - Do not charge if PSP has ALISA data links. | 9 | 0 | \$270.00 | N/A | \$0.00 | |
| E9RAC | \$40.00 | | | 911 Regional ALI Controller, data links for ALISA, marked ALISA on diagram (ALISA data links). (WIRELESS) | 0 | 0 | \$0.00 | \$0.00 | \$0.00 | |
| E910T | \$95.18 | | | 9-1-1 Interoffice Facility, per trunk for each new trunk installed (WIRELESS) | 0 | 0 | | \$0.00 | | |
| E9WH | \$24.20 | | | 9-1-1 Interoffice Facility, per trunk for all trunks from remote end offices to the selective router (WIRELESS) | 36 | 36 | \$3,426.48 | | \$3,426.48 | |
| E91SR | \$73.51 | | | Regional ALI Wireless Process for CAS or KAS Phase 1 or Wireless Compatibility Phase 2, per 1000 lines. (any county that uses 12 or Regional ALI) (WIRELESS) | 39 | 0 | \$943.80 | | \$0.00 | |
| E9ACH | \$52.28 | | | Regional ALI/ALI Controller Wireless, per 1000 lines. (sentinel positions only) (WIRELESS) | 39 | 0 | \$2,038.92 | | \$0.00 | |

1. This document represents a good-faith estimate which is subject to change depending on design considerations and future decisions that may affect trunking capacities.
 2. Current charges (column 3) are based on the most recent annual true-up performed in December 2018 to establish billing rates for 2019.
 3. Split exchange determinations could affect this estimate.
 4. Mileage charges may apply.

Prepared By: Ned W. Jacklin, 9-1-1 Specialist, 309-823-2215

Ogle County
NG-911, Inc. State Pricing

| State Submitted Charges | Rate | POSITIONS | Total |
|--|----------|-----------|-------------------|
| ESInet - Per Month | | | |
| Ogle County Sheriff's Office | \$748.00 | 1 | \$748.00 |
| ESINET-Core/ Datacenters | | | |
| Ogle County Sheriff | \$292.00 | 1 | \$292.00 |
| Rochelle PD | \$292.00 | 1 | \$292.00 |
| i3 Core ESRP/Selective Routing Per Position | | | |
| Ogle County Sheriff's Office | \$364.00 | 5 | \$1,820.00 |
| Rochelle PD | \$364.00 | 2 | \$728.00 |
| ECRF/LVF/DBMS/GIS/ALI/ Data Eco System - | | | \$3,435.22 |
| Total State Charges | | | \$7,315.22 |

Five year strategic plan

Ogle County ETSB

The Ogle County ETSB is a leader and participant in the nine-county Northern Illinois Next Generation Alliance (NINGA), an ongoing effort to provide consolidated Next Generation 9-1-1 to all existing PSAP's in our eleven-county region. The Ogle County ETSB has had the foresight and ability to save money for this project over many years, and is in appropriate fiscal condition to be able to completely fund the Ogle County portion of this project, including installation of Next Generation 9-1-1 to both PSAP's located at the Ogle County Sheriff's Office and Rochelle Police Department.

The five year plan for Ogle County ETSB is to utilize the existing contract with NG-9-1-1, 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 9-1-1 by 2020. Ogle County anticipates going live 2nd Quarter 2020

The Ogle county ETSB will implement Text to 9-1-1 along with voice to 9-1-1 with the other 8 NINGA counties, 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 Ogle County 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, Ogle County will have increased reliability with the fully diverse solution from a network perspective. Ogle County has purchased the capability to activate remote 9-1-1 workstations in the event of area wide or localized situations causing greater than normal demand for 9-1-1 service thus improving safety for citizens of Ogle County.

Financial projections indicate a further decline in wireline revenue and flat to slight growth in wireless and VoIP surcharge. The Ogle County ETSB expect operational costs to be flat for the next year and then decline over the next 4 years.

Ogle County has budgeted for capital expenditures for equipment that has been discontinued or no longer able to be repaired for the current 9-1-1 system. This will become more flat and predictable since the hosting party will be responsible for all upgrades and maintenance of the shared core system. Upgrades are shared by all NINGA members.

Five year strategic plan

Ogle County ETSB

Page 2

The system is robust and other Counties may choose to join NINGA. Revenue from added members will accrue to all members from a onetime membership fee and any contributions to the common maintenance and ongoing costs will be shared through NINGA membership.

Ogle County ETSB has also purchased two remote positions that could be used in the supervisor's office, command post, or EOC for large incidents or if a PSAP is disabled for a long period of time.

$$f(x) = \frac{1}{2} \left(\frac{1}{x} + \frac{1}{x^2} \right) \quad \text{for } x \in \mathbb{R} \setminus \{0\}$$

USE ADDITIONAL SHEETS AS NECESSARY

USE ADDITIONAL SHEETS AS NECESSARY

[illegible]

| Adjacent Agency | Call Relay/Call Transfer | | | | | |
|--|--------------------------|---------------|-------|--------------|--------------|--|
| Boone County ETSB | 615 N. Main St | Belvidere | 61008 | 815-544-4414 | | Boone County Fire |
| Carroll County ETSB | 100 Main St | Mount Carroll | 61053 | 815-244-9171 | | Lanark FD, Milledgeville FD, Shannon FD |
| DeKalb County ETSB | 150 N. Main St | Sycamore | 60178 | 815-895-2155 | | Kirkland FD |
| Lee County ETSB | 306 S Hennepin | Dixon | 61021 | 815-284-6631 | | Ashton FD, Franklin Grove FD, Dixon Rural FD |
| Stephenson County ETSB | 204 W Exchange st | Freeport | 61032 | 815-235-8521 | | |
| Whiteside County ETSB | 400 N. Cherry St | Morrison | 61270 | 815-772-4044 | | |
| Winnebago County ETSB | 650 W. State St | Rockford | 61102 | 815-895-2155 | | Blackhawk FD, Cherry Valley FD, Rockford FD, |
| Illinois State Police Districts 1 and 16 | 3107 E Lincolnway | Sterling | 61081 | 815-632-4010 | 815-239-1151 | |
| Illinois Tollway Authority | 2001 W 22nd St | Oakbrook | 60521 | 815-241-6800 | | |

| <u>Participating Agencies</u> | <u>Direct Dispatch</u> | | | |
|-------------------------------|------------------------|----------------------------|-------------------|-------|
| Byron FD | Y | 123 N. Franklin St | Byron, IL | 61010 |
| Forreston FD | Y | PO Box 212 301 E Main St | Forreston, IL | 61030 |
| Leaf River FD | Y | 205 W. 3rd St | Leaf River, IL | 61047 |
| LSR FD | Y | 106 W. 1st, PO Box 101 | Lindenwood, IL | 61049 |
| Monroe Center FD | Y | 104 West St | Monroe Center, IL | 61052 |
| Mt. Morris FD | Y | 15 E Center St | Mt Morris, IL | 61054 |
| Ogle Lee FD | Y | 515 N. 7th St | Rochelle, IL | 61068 |
| Oregon FD | Y | 106 S 1st St | Oregon, IL | 61061 |
| Polo Fire and EMS | Y | 109 E. Colden St PO Box 95 | Polo, IL | 61064 |
| Rochelle FD | Y | 515 N. 7th St | Rochelle, IL | 61068 |
| St Valley FD | Y | 200 Rural St | St. Valley, IL | 61084 |
| New Milford FD | Y | 2177 Will James Rd | Rockford, IL | 61109 |
| German Valley FD | Y | 600 Church St | German Valley, IL | 61039 |
| PD Byron IL | Y | 232 W 2nd St | Byron, IL | 61010 |
| PD Mt. Morris IL | Y | 105 W Lincoln St | Mt. Morris, IL | 61054 |
| PD Oregon IL | Y | 115 N. 3rd St. | Oregon, IL | 61061 |
| PD Polo IL | Y | 116 S. Division Ave. | Polo, IL | 61064 |
| PD Rochelle IL | Y | 416 N. 6th St. | Rochelle, IL | 61068 |
| PD Forreston IL | Y | 102 S. Walnut Ave | Forreston, IL | 61030 |

CARRIER LISTING

(Wireline, Wireless, VoIP)

Provide a list of each carrier that will be involved in the proposed system.

(USE ADDITIONAL SHEETS AS NECESSARY)

[illegible]

**INTERGOVERNMENTAL AGREEMENT
FOR BACKUP COMMUNICATION SERVICES**

This Intergovernmental Agreement is made this the 13th day of December, 2010 by and between the Stephenson County Emergency Telephone System Board, a unit of local government, and the Ogle County Emergency Telephone System Board, a unit of local government, the Ogle County Sheriff's Office, a unit of local government, Rochelle Police Department, a unit of local government, and Stephenson County Sheriff's Office, a unit of local government.

WHEREAS, the Stephenson County Emergency Telephone System Board is an Emergency Telephone System Board created under the terms of the Illinois Emergency Telephone System Act, 50 ILCS 750/1 et seq. by Stephenson County, Freeport, IL and

WHEREAS, the Ogle County Emergency Telephone System Board is an Emergency Telephone System Board created under the terms of the Illinois Emergency Telephone System Act, 50 ILCS 750/1 et seq. by Ogle County, Oregon, IL; and

WHEREAS, Article VII, Section 10 of the Illinois Constitution and the Illinois Intergovernmental Cooperation Act, 5 ILCS 220/1 authorize units of local government to join together to exercise the powers granted to those individual units of local government; and

WHEREAS, the Stephenson County Emergency Telephone System Board and the Ogle County Emergency Telephone System Board both operate public safety answering points (PSAP) within the terms of the Illinois Emergency Telephone System Act, 50 ILCS 750/1 et seq.; and

WHEREAS, both the Stephenson County Emergency Telephone System Board and the Ogle County Emergency Telephone System Board receive emergency calls and dispatch police, fire and emergency medical units to their respective service areas; and

WHEREAS, the Ogle County Emergency Telephone System Board, Ogle County Sheriff's Office, and Rochelle Police Department agrees to operate as a backup PSAP in the event of the loss of communication capabilities, dispatch building failure or unsafe environmental conditions within the dispatch center which affect human life in Stephenson County, Freeport, IL.

NOW, THEREFORE, be it agreed as follows:

1. The Ogle County Emergency Telephone System Board and Ogle County Sheriff's Office shall serve as the back-up communication center for the Stephenson County Emergency Telephone System Board should the Stephenson County Emergency Telephone System Board lose its ability or be physically unable to receive emergency calls or dispatch police, fire or emergency medical service units.
2. It is agreed that the Stephenson County Emergency Telephone System Board shall be responsible for installing and maintaining the necessary equipment in the Ogle County Sheriff's Office to enable the dispatch center to receive Stephenson County emergency calls, when there is some form of system impairment or rollover situation and provide the ability to notify Stephenson County of the need for emergency public safety dispatch. There will remain three (3) active Public Safety Answering Positions (PSAP's) for Stephenson County E9-1-1 calls.
3. Rollover calls to the Ogle County Sheriff's Office or Rochelle Police Department for Stephenson County shall be referred back to Stephen County Dispatch via the following methods:
 - a. PSAP Tandem Transfer
 - b. Point to Point Radio Frequency
 - c. StarCom 800 Mghz Radio
4. Neither party to this Agreement will pay or be charged for any service as the back-up dispatch center as long as the outage is for a reasonable period of time. Any outage that is deemed to be extensive and an undue burden on the Ogle County Sheriff's Office, may require a transfer of dispatch personnel from the non-functioning center to the backup center. Additionally, outages for extended periods of days and/or weeks will result in not only transfer of sufficient dispatch personnel, as outlined above, but also may require the payment of other operational costs incurred by the backup centers as a result of the outage.
5. 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. All agreements will be approved by all entities.
6. Each party to this Agreement agrees to indemnify, hold harmless and defend the other party and its members, agents and employees from all claims, causes of action, suits, damages, liabilities, costs, liens, fines, penalties, interest, expenses or demands, including 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.

7. Either party to this Agreement may cancel the Agreement by providing one hundred eighty (180) days prior notice. Such notice of cancellation shall not be effective until both parties have secured replacement back-up centers and the Illinois Commerce Commission (I.C.C.) has approved the changes.

8. All notices relative to this Agreement shall be provided by first class U.S. mail to the following persons;

Ogle County E.T.S.B., Chairperson
PO Box 135
Oregon, IL 61061
(815) 732-1119

Stephenson County E.T.S.B., Chairperson
320 W Exchange St
Freeport, IL 61032
(815) 599-5855

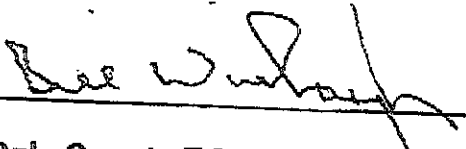
Ogle County Sheriff
103 Jefferson St
Oregon, IL 61061
(815) 732-6666

Rochelle Police Department Chief
416 N. 6th St
Rochelle, IL 61068
(815) 562-2131

Stephenson County Sheriff
15 N Galena Ave.
Freeport, IL 61032
(815) 235-8252


9. Any amendments or modifications to this Agreement shall be in writing and mutually agreed to by both parties.

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



Ogle County E.T.S.B. Chairperson

1-5-11
Date




Ogle County Sheriff's Office

1-5-11
Date




Stephenson County E.T.S.B. Chairperson

1-5-11
Date



Rochelle Police Department, Chief

010510
Date



Stephenson County Sheriff

010510
Date

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 Ogle County, Illinois, Emergency Telephone System Board ("**County**" or "**ETSB**"), with its offices at Oregon, 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, promises and mutual covenants set forth herein, the receipt and sufficiency of such consideration being hereby acknowledged, the Parties agree as follows:

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

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

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

- c. Initial ALI Database Load. [REDACTED]

Thereafter, the telephone companies 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 telephone companies 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.

- 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

9-1-1 Services Agreement

occurred and that immediate corrective action is imperative, regardless of the time of day or day of the week. Escalation to top level personnel is immediate, and required.

- Minor – Non Service affecting issues – noise-static – single position issues
- b. 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 | \$ [REDACTED] |
| Major | 2 Hours | \$ [REDACTED] |
| Minor | 2 Days | \$ [REDACTED] |

- 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]
[REDACTED]
[REDACTED]
[REDACTED]
[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

5

9-1-1 Services Agreement

current customers of NG-911 or that have been identified by NG-911 as its potential customers before September 1, 2016.

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 or any other third party 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's only obligations are to notify NG-911 and cooperate with NG-911, at NG-911's cost, to appropriately protect against or limit the scope of such disclosure. ETSB 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. The parties acknowledge that the Freedom of Information Act may be applicable to any and all documents in this Agreement, and that the ETSB may be obligated to provide responses to a valid FOIA request.
9. Representations, Warranties and Covenants of NG-911. NG-911 represents, warrants and covenants:
 - a. That NG-911 is entering into this Agreement on its own behalf and not on behalf of any undisclosed person, firm or corporation.
 - b. That the officer signing this Agreement on behalf of NG-911 has corporate authority to execute this Agreement.
 - c. That NG-911 is a duly organized corporation, validly existing and in good standing under the laws of the state of Iowa and is duly qualified to conduct business in the state of Illinois and has the power to own or lease its properties and to carry on the business described in the NINGA Project.
 - d. That NG-911 has duly approved the execution of this Agreement by all necessary actions; that this Agreement has been duly and validly executed and delivered by NG-911; and that this Agreement constitutes a valid and binding obligation of NG-911, enforceable against it according to its terms, subject to bankruptcy, insolvency, fraudulent conveyance, reorganization, moratorium and similar laws affecting the enforceability of contractual obligations and creditor's rights generally and by the application of equitable principles by courts of competent jurisdiction, sitting at law or in equity.
 - e. That the execution and delivery of this Agreement by NG-911 and its performance of the obligations hereunder, do not a) conflict with or result in any breach of any

provision of the formation or charter documents of NG-911; b) except for any required approvals of the Illinois Commerce Commission ("ICC") or the Illinois Department of State Police ("ISP"), require any consent, approval, authorization or permit of, or filing with or notification to, any governmental authority, except where the failure to obtain such consent, approval, authorization or permit, or to make such filing or notification, would not have a material adverse effect on NG-911 or materially adversely affect the ability of NG-911 to consummate the transactions contemplated by this Agreement; c) except as would not, individually or in the aggregate, have a material effect on NG-911, conflict with or result in a breach or violation of, or constitute a default under, or result in (or create in any party the right to cause) the acceleration of any performance of NG-911 under, (i) any judgment or law to which it is subject or bound (subject to any consents, approvals, authorizations, permits, filings or notifications required under b) above), or (ii) any mortgage, bond, indenture, agreement, contract, license or other instrument or obligations to which NG-911 is subject or bound.

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

State Identification Number (SID) from the State of Illinois.

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

- a. That the ETSB has the requisite power and authority to approve, authorize, execute and deliver this Agreement.
- b. That the ETSB is a duly appointed and approved county governmental entity, duly organized, validly existing and in good standing under the laws of the state of Illinois and is duly qualified to conduct its business and purchase the services contemplated by this Agreement.
- c. That the ETSB has duly approved the execution of this Agreement by all necessary actions; that this Agreement has been duly and validly executed and delivered by the ETSB; and that this Agreement constitutes a valid and binding obligation of the ETSB, enforceable against it according to its terms, subject to bankruptcy, insolvency, fraudulent conveyance, reorganization, moratorium and similar laws affecting the enforceability of contractual obligations and creditor's rights generally and by the application of equitable principles by courts of competent jurisdiction, sitting at law or in equity.
- d. That there is no action, suit, claim, governmental investigation, arbitration or other proceeding pending, or, to the actual knowledge of the ETSB's officers, threatened against the ETSB or any of its officers or directors which, if adversely determined, would have a material effect upon the ETSB's ability to perform its obligations under this Agreement.

11. Regulatory Approval. The Parties acknowledge that this Agreement and NG-911's authority to act as SSP for the ETSB, are subject to the approval and continuing jurisdiction of the ICC and/or the ISP. NG-911 will request approval to act as the SSP as part of the application for approval of the modified 9-1-1 Plan. In the event approval is not granted, the Parties will negotiate in good faith for a resolution.

12. Breach, Notice and Cure. The Parties acknowledge that neither has previously contracted for hosted 9-1-1 services and that there may be issues which arise that were not anticipated by either party. Therefore, the Parties covenant and agree to attempt to resolve by good faith negotiation, any issues which may arise during the term of this agreement.

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

9-1-1 Services Agreement

and pursue to completion, good-faith efforts to cure the breach within a reasonable time. If the breaching party fails to cure the breach within thirty (30) days or, if the breach is of a type which cannot be cured within thirty (30) days and the breaching party has not commenced or is not pursuing good-faith efforts to cure the breach within a reasonable time, this Agreement may be terminated by the non-breaching party.

13. Limitation of Liability and Indemnity.

- a. All provisions of NG-911's Non-Competitive 9-1-1 System Provider Tariff presently in effect and hereafter filed with the Chief Clerk of the Illinois Commerce Commission releasing or limiting NG-911 from liability of any type to any person or party, are incorporated herein by reference as though fully set forth.
- b. Nothing in this Agreement shall limit or restrict either party from pursuing, through civil litigation or other appropriate means, any actual damages arising out of this Agreement.
- c. NG-911 shall indemnify, defend and hold harmless the ETSB and its officers and directors from and against any and all loss and expense incurred by the ETSB to third parties arising from or in connection with (or alleged to arise from or in connection with): (a) any failure by NG-911 to perform its obligations under this Agreement; or (b) the negligence or willful misconduct of NG-911 or any of its officers, directors, employees, agents or representatives in connection with this Agreement. The ETSB shall promptly notify NG-911 of the assertion of any claim against it for which it is entitled to be indemnified hereunder, and NG-911 shall have the right to assume the defense of the claim in any legal proceeding and to approve any settlement of the claim, which approval shall not be unreasonably withheld. These indemnification provisions are for the protection of the ETSB only and shall not establish any liability to third parties. The provisions of this Section shall survive termination of this Agreement.
- d. The ETSB shall indemnify, defend and hold harmless NG-911, and its officers and directors, from and against any and all losses and expenses incurred by NG-911 to third parties arising from or in connection with (or alleged to arise from or in connection with): (a) any failure by the ETSB to perform its obligations under this Agreement; or (b) the negligence or willful misconduct of the ETSB or any of its officers, directors, employees, agents or representatives in connection with this Agreement. NG-911 shall promptly notify the ETSB of the assertion of any claim against it for which it is entitled to be indemnified hereunder, and the ETSB shall have the right to assume the defense of the claim in any legal proceeding and to approve any settlement of the claim, which approval shall not be unreasonably withheld. These indemnification provisions are for the protection of NG-911 only and shall not establish any liability to third parties. The provisions of this Section shall survive termination of this Agreement.

14. Relationship of Parties. The relationship of the parties hereunder shall be that of independent contractors. Neither party is intended to have, and neither of them shall represent to any other person that it has, any power, right or authority to bind the other or to assume or create any obligation or responsibility, expressed or implied, on behalf of the other, except as expressly required by this Agreement or as otherwise permitted in writing. Nothing in this Agreement shall be construed to create between the Parties any partnership, joint venture, employment relationship, franchise or agency.
15. Governing Law and Venue. This Agreement shall be governed by and construed and interpreted in accordance with the laws of the State of Illinois applicable to agreements made and to be performed entirely within such state, including all matters of enforcement, validity and performance. 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

9-1-1 Services Agreement

815 S. Highland
Williamsburg, IA 52361
Fax: (319) 668-9369
Email: mramsey@ng-911inc.com

With a copy to :

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

ETSB: Ogle County Emergency Telephone System Board

Attn: Sandy Beitel

202 S. 13th St

Oregon, IL 61061

Fax: 815-732-1118

Email: sbeitel@oglecounty.org

With a copy to:

N/A

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.
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

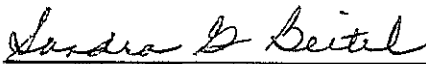
IN WITNESS WHEREOF, the Parties have executed this Agreement as of the date(s) set forth below.

NG-911, INC.


By: Michael Ramsey, President and CEO

Sept 6th, 2016
Date Signed

Ogle COUNTY
EMERGENCY TELEPHONE SYSTEM BOARD


By: Sandra B. Beitel
Title: Ogle Co 911 Coordinator

August 10, 2016
Date Signed

EXHIBIT A

REQUEST FOR PROPOSAL
WITH NG-911, INC. RESPONSES

EXHIBIT B

PAYMENT SCHEDULE

Entire Exhibit Redacted

AGREEMENT BETWEEN OGLE COUNTY SHERIFF'S OFFICE AND ROCHELLE POLICE DEPARTMENT

05-23-19

For Emergency Communications

This agreement is made between the Ogle County Sheriff's Office PSAP and the Rochelle Police Department PSAP for the purpose of effective handling, routing and dispatching of 9-1-1 emergency calls.

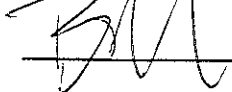
CALL HANDLING

When either PSAP receives a call for emergency services, outside their jurisdiction, the PSAP shall ascertain if the call can be routed to the appropriate jurisdiction by use of the designated icons on the 9-1-1 call taking system in order of preference for the given agency. If the PSAP is unavailable, the call taker shall gather information from the caller, and then again ascertain if the call can be transferred. If the appropriate agency is still unavailable, the answering PSAP shall dispatch the call to Rochelle PD via radio to the command unit.

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

If a non-emergency call is received by the PSAP for the other PSAP, the call will be transferred to the other's non-emergency line, of the non-emergency phone number be provided to the caller.

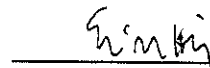
Ogle County Sheriff's Office



Sheriff, Ogle County

Date 052419

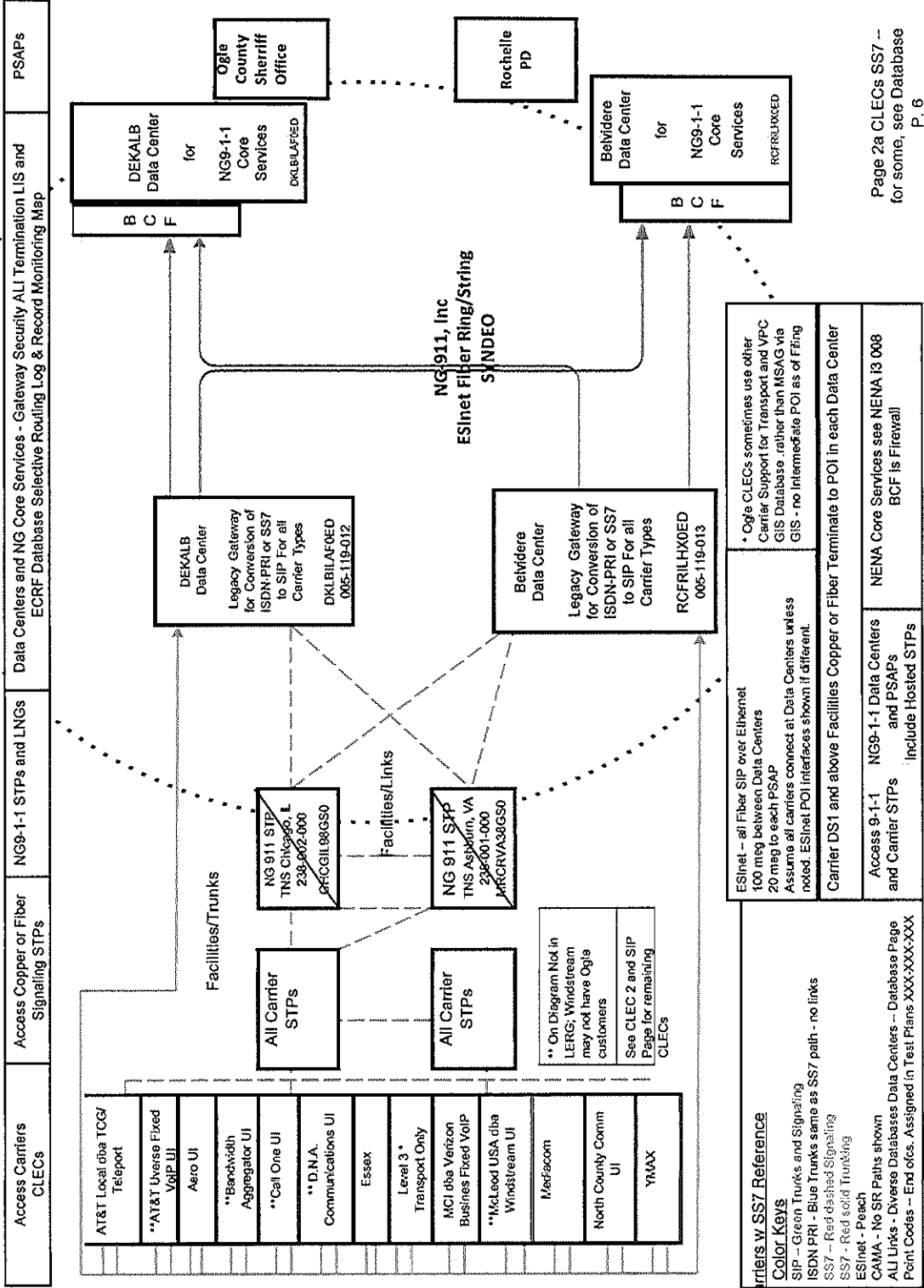
Rochelle Police Department

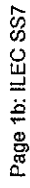


Chief of Police

Date 052319

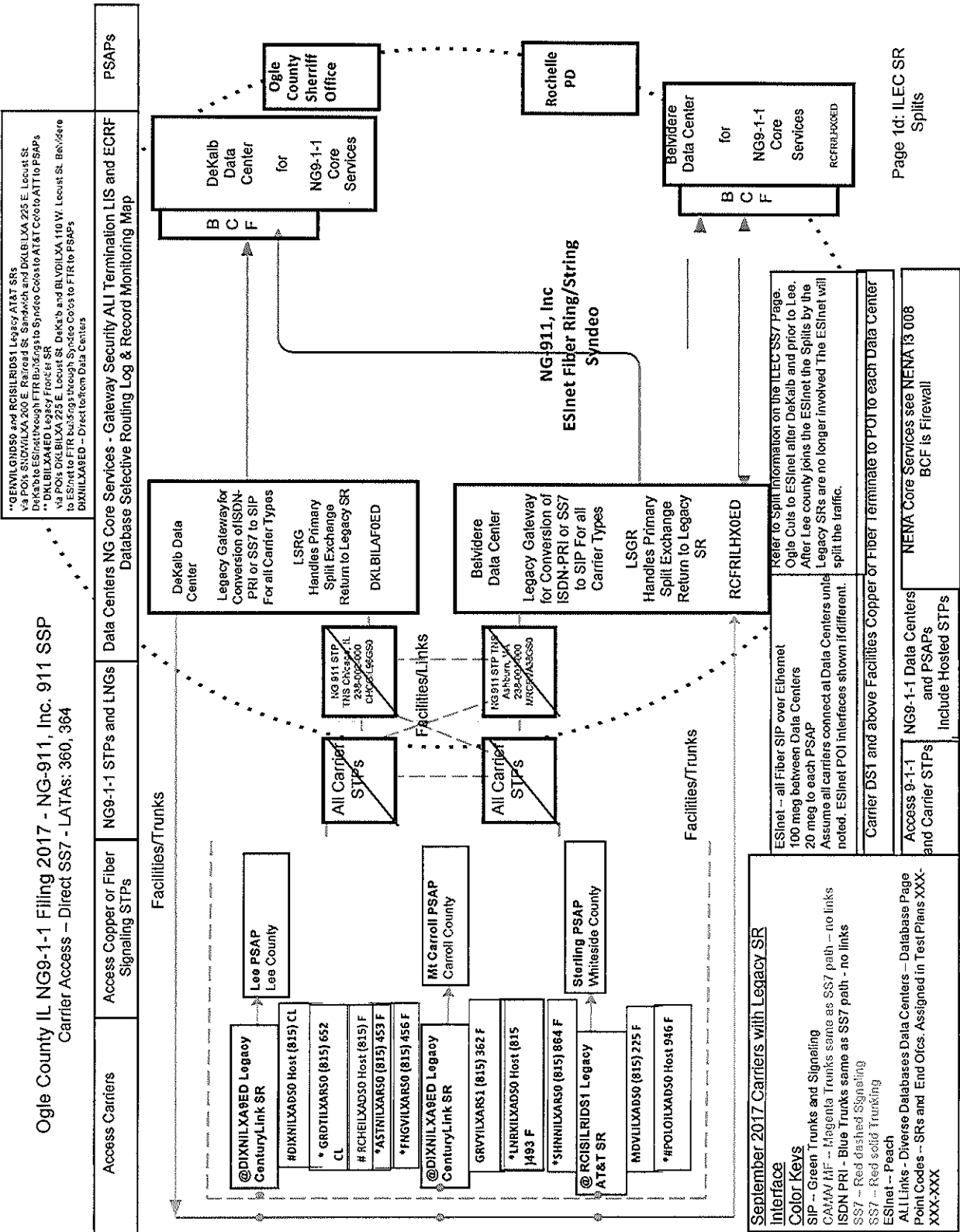
Ogle County IL NG9-1-1 Filing - NG-911, Inc. 911 SSP
Carrier Access -- Direct SS7 - LATAs: 360, 364



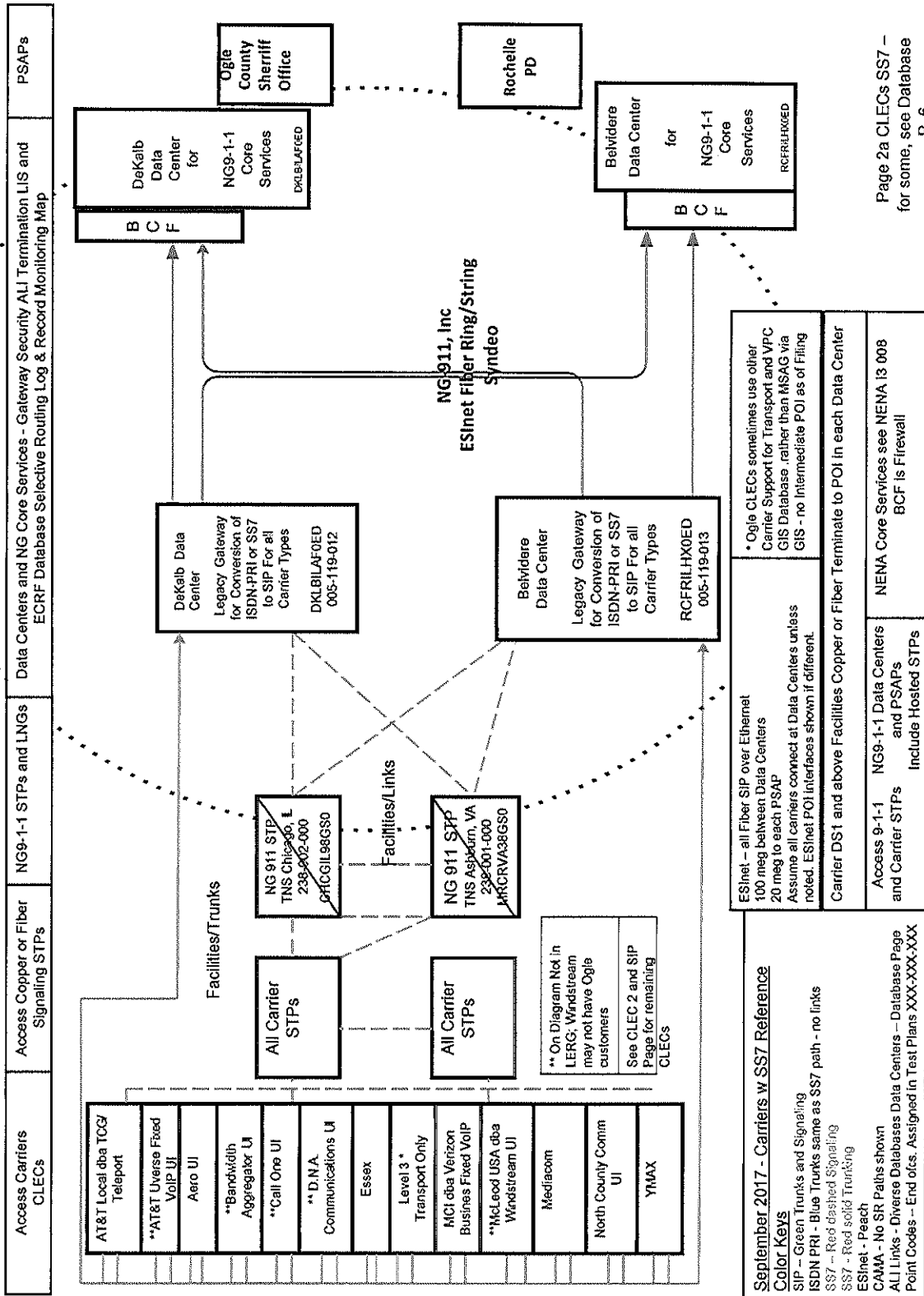




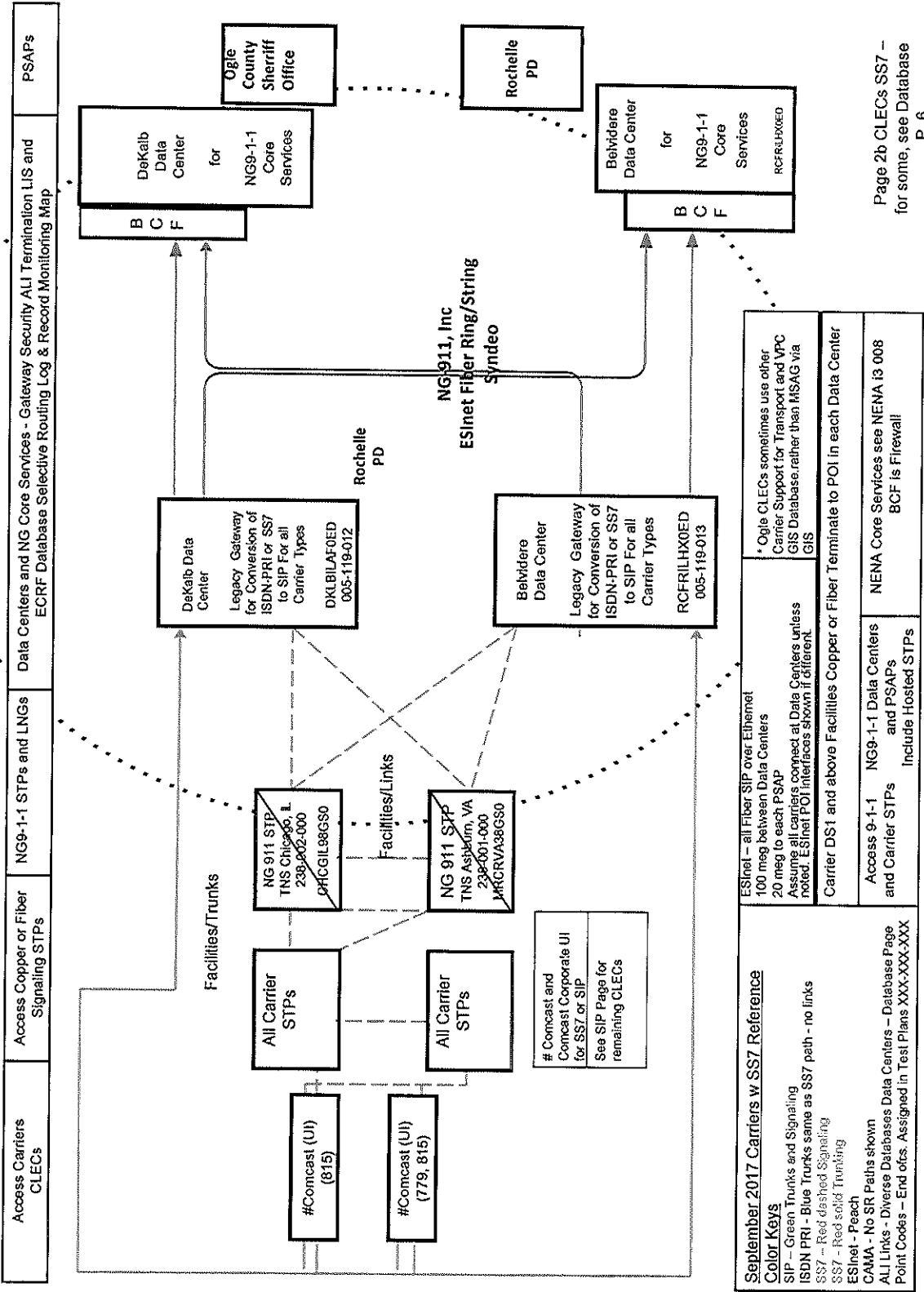
Ogle County IL NG9-1-1 Filing 2017 - NG-911, Inc. 911 SSP
Carrier Access - Direct SS7 - LATAS: 360, 364



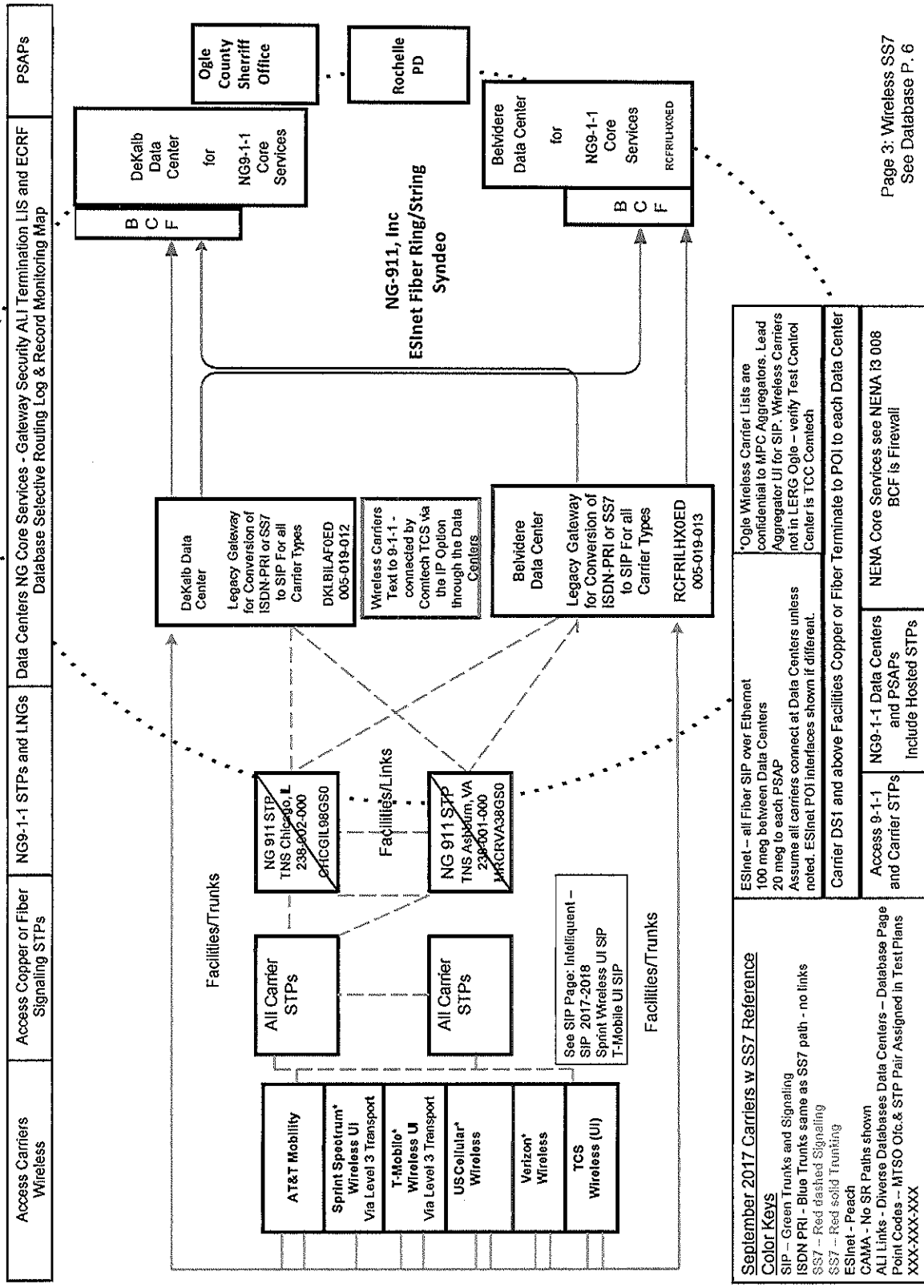
Ogle County IL NG9-1-1 Filing 2017 - NG-911, Inc. 911 SSP
Carrier Access - Direct SS7 - LATAs: 360, 364



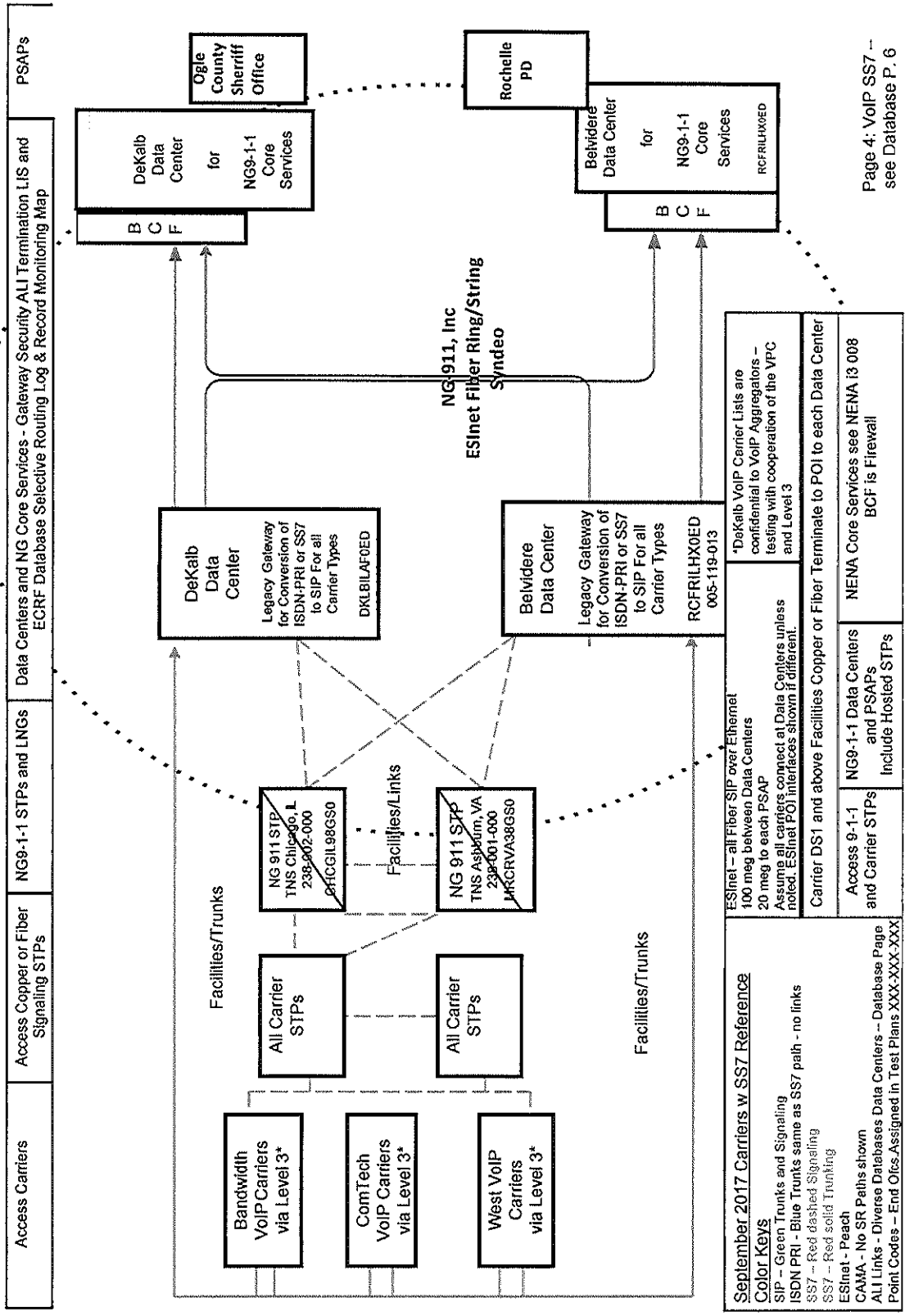
Ogle County IL NG9-1-1 Filing 2017 - NG-911, Inc. 911 SSP
Carrier Access - Direct SS7 - LATAs: 360, 364



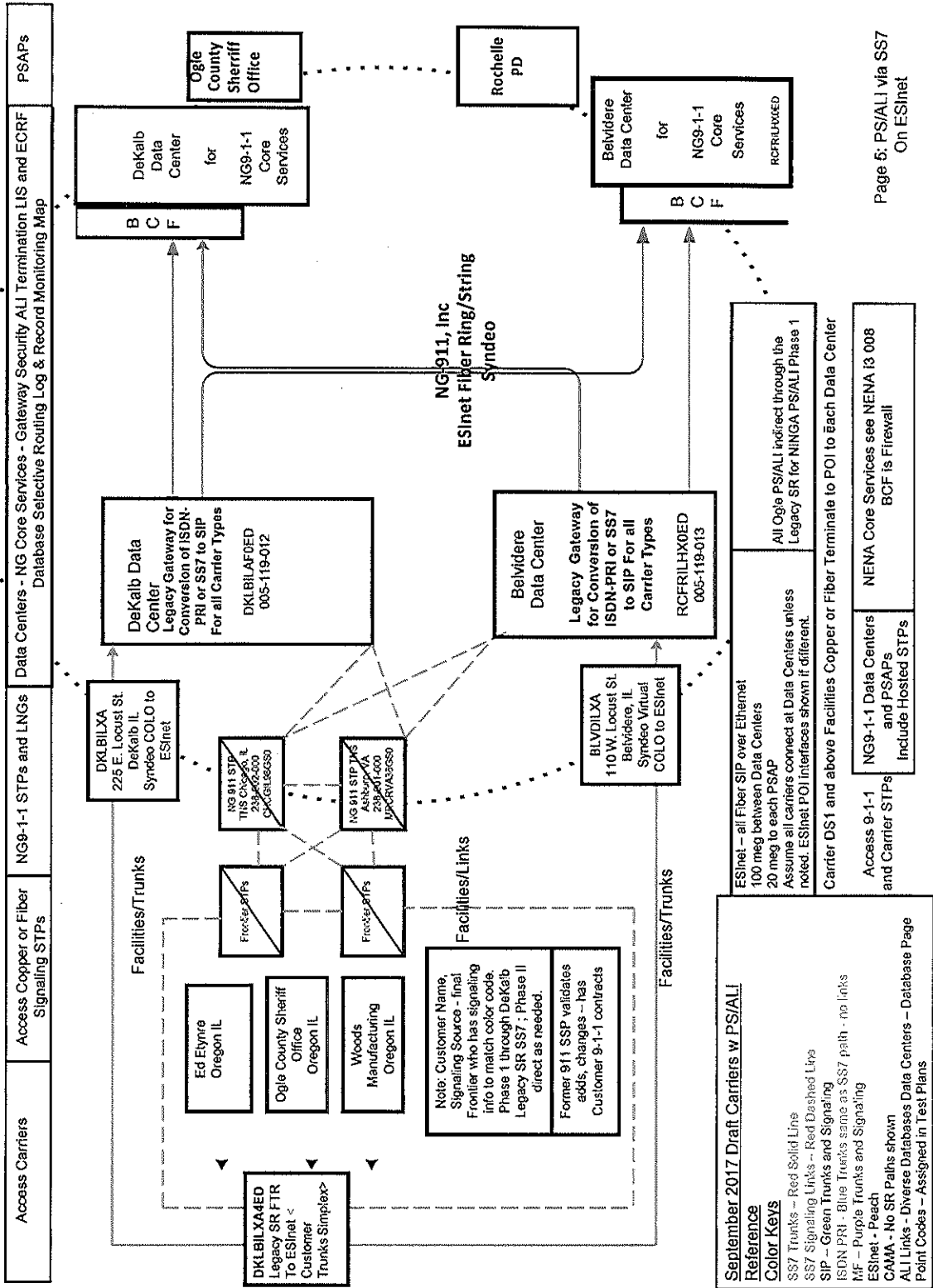
Ogle County IL NG9-1-1 Filing 2017 - NG-911, Inc. 911 SSP
Carrier Access - Direct SS7 - LATAs: 360, 364



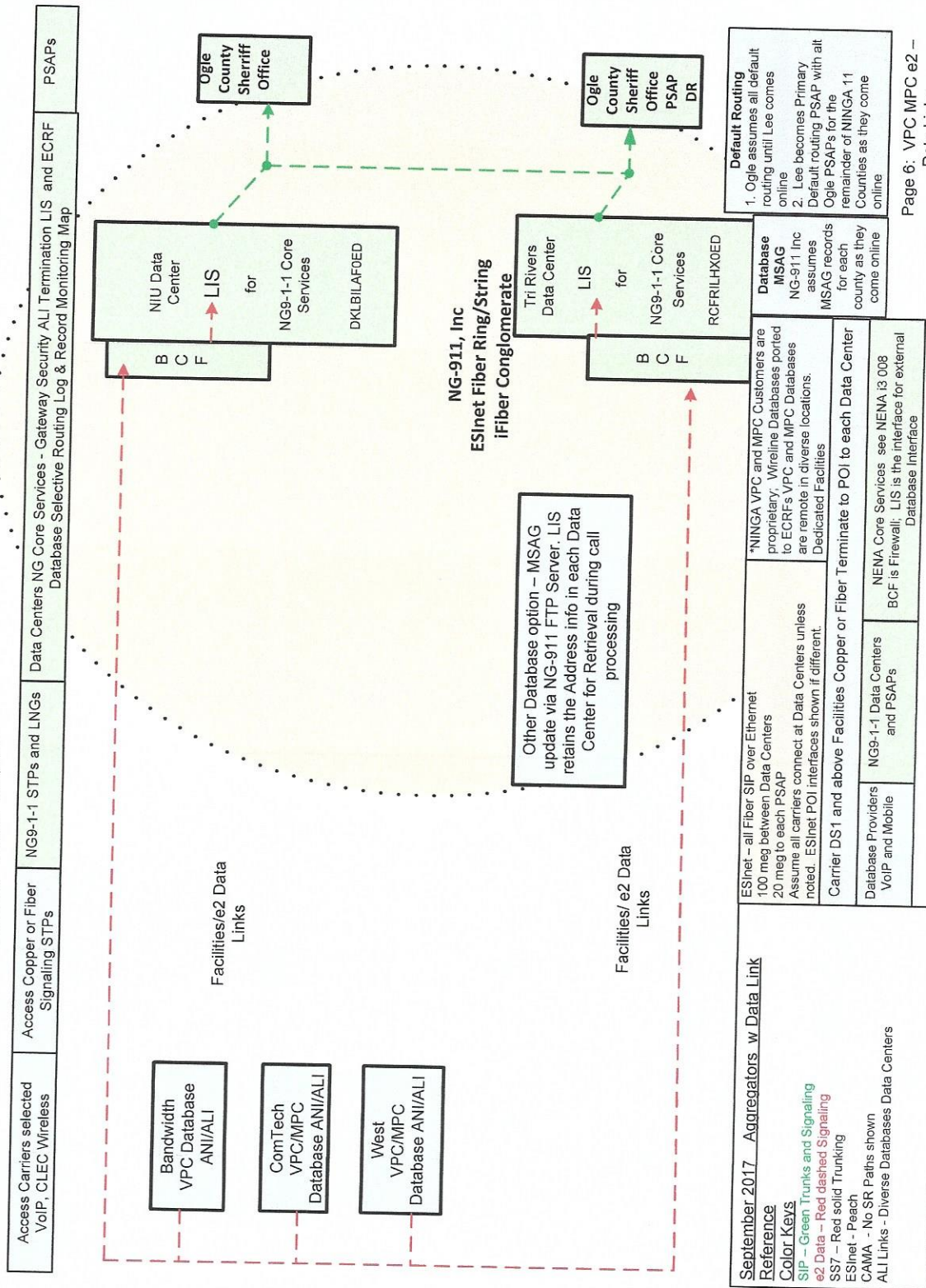
Ogle County IL NG9-1-1 Filing 2017 - NG-911, Inc. 911 SSP
Carrier Access - Direct SS7 - LATAs: 360, 364

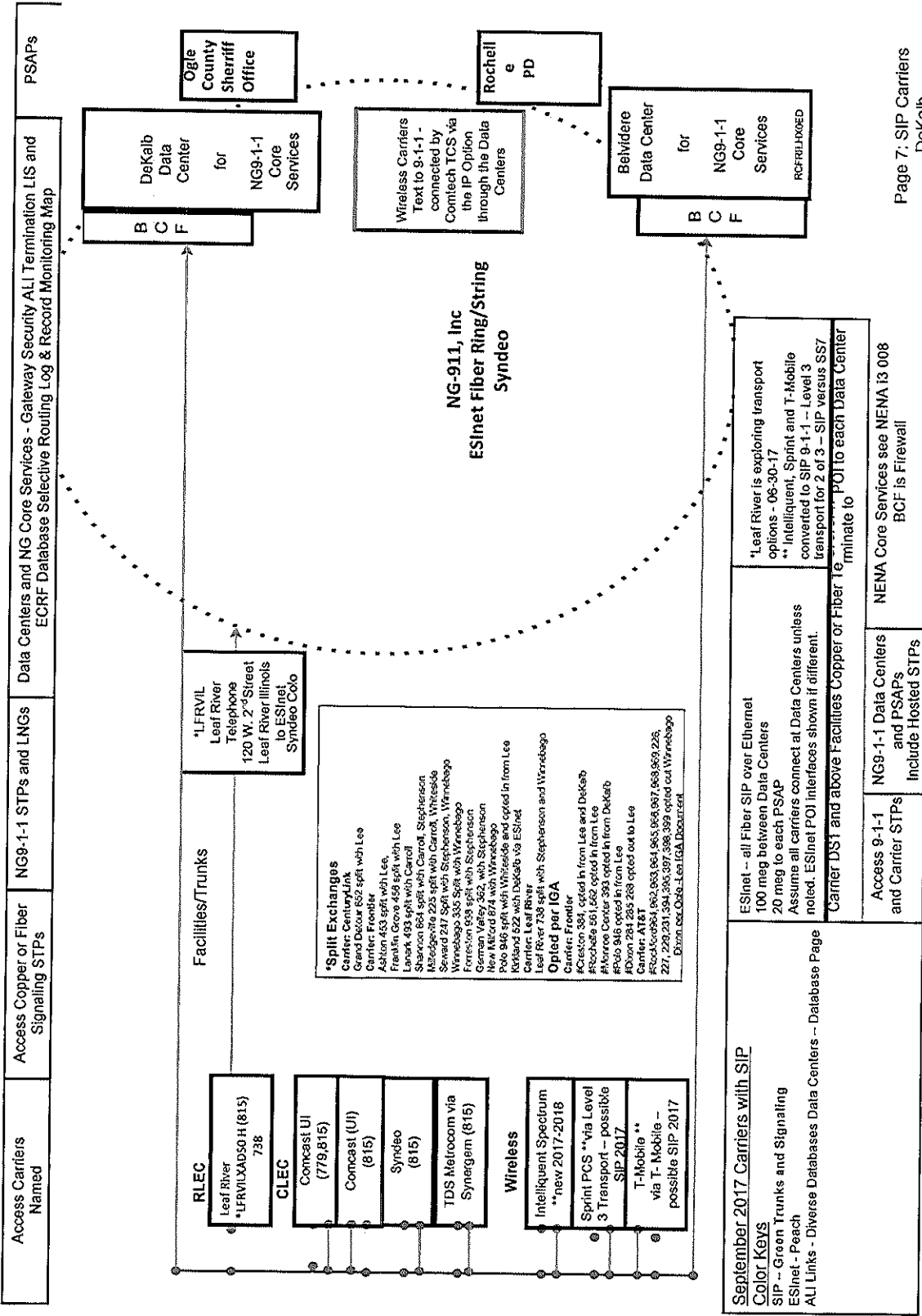


Ogle County IL NG9-1-1 Filing 2017 - NG-911, Inc. 911 SSP
Carrier Access - Direct SS7 - LATAs: 360, 364



Ogle County IL NG9-1-1 Filing 2017 - NG-911, Inc. 911 SSP
Carrier Access - Direct e2 - LATAs: 360, 364





Page 7: SIP Carriers
DeKalb

EMERGENCY
CALL 911

FIRE-POLICE-MEDICAL

202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

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

For 9-1-1 Emergency Communications

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

CALL HANDLING

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

Primary: Direct Dispatch Radio Frequency 453.100
Secondary: Officer Cellular phone listed in CAD Rolodex

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

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

Byron Police Department

By Todd H. May

Title Chief of Police

Date 11-26-19

Ogle County ETSB

By Sandy Beitel

Title 911 Coordinator

Date 11-26-19

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

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

CALL HANDLING

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

Primary: Direct Dispatch Radio Frequency 453.100

Secondary: Officer Cellular phone listed in CAD Rolodex

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

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

Mount Morris Police Department

Ogle County ETSB

By Jason White

By Sandy Beitel

Title Chief of Police

Title 911 Coordinator

Date 11-26-19

Date 11-26-19

EMERGENCY
CALL 911

FIRE-POLICE-MEDICAL

202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

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

For 9-1-1 Emergency Communications

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

CALL HANDLING

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

Primary: Direct Dispatch Radio Frequency 453.100
Secondary: Officer Cellular phone listed in CAD Rolodex

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

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

Oregon Police Department

Ogle County ETSB

By Darin DeHaan **By** Sandy Beitel

Title Chief of Police **Title** 911 Coordinator

Date 11/26/2019 **Date** 11/26/19

EMERGENCY
CALL 911

FIRE-POLICE-MEDICAL

202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

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

For 9-1-1 Emergency Communications

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

CALL HANDLING

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

Primary: Direct Dispatch Radio Frequency 453-100
Secondary: Officer Cellular phone listed in CAD Rolodex

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

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

Dolo Police Department

Ogle County ETSB

By J. Marshall

By Sandy Beeth

Title Chief of Police

Title 911 Coordinator

Date 11/26/19

Date 11-26-19

EMERGENCY
CALL 911
FIRE-POLICE-MEDICAL

202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

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

For 9-1-1 Emergency Communications

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

CALL HANDLING

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

Primary: 9-1-1 CPE Transfer
Secondary: Telephone: 815-562-2131

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

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

Rochelle Police Department

Ogle County ETSB

By *[Signature]*

By *[Signature]*

Title CHIEF

Title 911 Coordinator

Date 12/04/19

Date 12/4/19

EMERGENCY CALL 911

FIRE-POLICE-MEDICAL

202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

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

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

CALL HANDLING

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

Primary: Radio Direct Dispatch: 453.100
Secondary: Officer Cell phone in CAD Rolodex

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

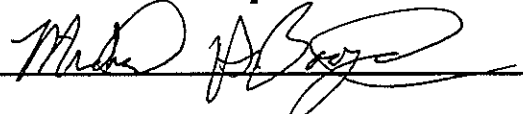
The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

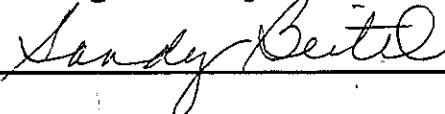
It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

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

Forrester Police Department

Ogle County ETSB

By 

By 

Title Chief of Police

Title 911 Coordinator

Date 11/26/19

Date 12-2-19

EMERGENCY CALL 911

FIRE-POLICE-MEDICAL

202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

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

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

CALL HANDLING

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

Primary: Radio Direct Dispatch: 154.340
Secondary: Telephone: 815-734-4322 Fire State
Tertiary: Software Program I am Responding

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

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

Mount Morris Fire Department

Ogle County ETSB

By Paul J. Whitworth By Sandy Beitel

Title Fire Chief Title 911 Coordinator

Date 11-26-19 Date 11-27-19

Exhibits 8 & 9
Agreement

Date: December 1, 2014

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Ogle County Emergency Telephone System Board, hereinafter referred to as "ETSB", and the New Milford 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 per your request..

Primary: Direct Dispatch radio frequency 154.340

Secondary: Call Relay Rockford Fire at 815-987-5648 or 815-987-5649

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 Lee County 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.

Ogle County Sheriff's Office Rochelle Police Department Agency Head

By: 

By: 

By: 

Title: Sheriff

Title: Chief

Title: Chief

Date: 12-18-14

Date: 12-23-14

Date: 12-17-15

EMERGENCY

CALL 911

FIRE-POLICE-MEDICAL

202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

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

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

CALL HANDLING

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

**Primary: Radio Direct Dispatch: 154.160
Secondary: 9-1-1 CPE Transfer to Rochelle PD
Tertiary: Telephone: 815-562-2121 Rochelle Fire Station**

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

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

Ogle Lee Fire Departments

By *Tom Samboite*

Title DISTRICT CHIEF

Date 12/12/2019

Ogle County ETSB

By *Sandy Beitel*

Title 911 Coordinator

Date 12/13/19

EMERGENCY
CALL 911

FIRE-POLICE-MEDICAL

202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

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

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

CALL HANDLING

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

Primary: Radio Direct Dispatch: 154.340
Secondary: Telephone: 815-234-4911
Tertiary: Software Program I am Responding

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

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

Byron Fire Department

By Phil M. K.

Title Fire Chief

Date 12/2/17

[Signature]

Ogle County ETSB

By Audrey Bentz

Title 911 Coordinator

Date 12-4-19

EMERGENCY

CALL 911

FIRE-POLICE-MEDICAL

202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

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

CALL HANDLING

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

Primary: Radio Direct Dispatch: 154.340
Secondary: Telephone: Forreston FD Chief phone number in Rolodex
Tertiary: Software Program I am Responding

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

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

Forreston Fire Department

Ogle County ETSB

By Robert Meyer

By Sandy Beitel

Title Chief

Title 911 Coordinator

Date 11/26/19

Date 11/27/19



202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

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

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

CALL HANDLING

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

Primary: Radio Direct Dispatch: 154.160

Secondary: Call Transfer to Stephenson County for dispatch through Esi Net

AID OUTSIDE JURISDICTION BOUNDARIES

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

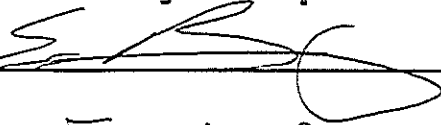
The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

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

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

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

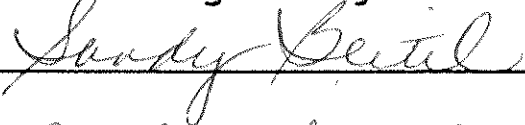
German Valley Fire Department

By 

Title Fire Chief

Date 1/13/2020

Ogle County ETSB

By 

Title 911 Coordinator

Date 1/13/2020

EMERGENCY CALL 911

FIRE-POLICE-MEDICAL

202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

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

CALL HANDLING

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

Primary: Radio Direct Dispatch: 154.340 Byron Fire can also dispatch
Secondary: Telephone: Leaf River FD Chief phone number in Rolodex
Tertiary: Software Program I am Responding

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

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

Leaf River Fire Department

Ogle County ETSB

By Steve Shelton

By Sandy Beitel

Title Chief

Title 911 Coordinator

Date 1-13-20

Date 1-13-2020

EMERGENCY
CALL 911

FIRE-POLICE-MEDICAL

202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

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

For 9-1-1 Emergency Communications

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

CALL HANDLING

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

Primary: Radio Direct Dispatch: 154.340
Secondary: Telephone: LSR FD Chief phone number in Rolodex
Tertiary: Software Program I am Responding

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

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

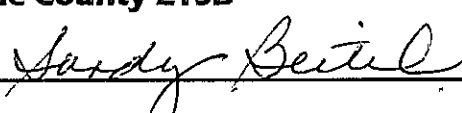
LSR Fire Department

By 

Title Chief

Date 11-26-19

Ogle County ETSB

By 

Title 911 Coordinator

Date 11/27/19

EMERGENCY

CALL 911

FIRE-POLICE-MEDICAL

202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

CALL HANDLING AND

AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

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

CALL HANDLING

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

Primary: Radio Direct Dispatch: 154.340

Secondary: Telephone: Monroe Center FD Chief phone number in Rolodex

Tertiary: Software Program I am Responding

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

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

Monroe Center Fire Department

Ogle County ETSB

By Scott Lauer

By Sandy Beitzel

Title Chief

Title 911 Coordinator

Date 12/5/19

Date 12/6/19

EMERGENCY
CALL 911

FIRE-POLICE-MEDICAL

202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

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

For 9-1-1 Emergency Communications

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

CALL HANDLING

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

Primary: Radio Direct Dispatch: 154.340
Secondary: Contact Fire Chief via cell phone listed in CAD Rolodex
Tertiary: Software program I am Responding

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

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

Oregon Fire Departments

By Michael [Signature]

Title Fire Chief

Date 11/26/19

Ogle County ETSB

By Sandy [Signature]

Title 911 Coordinator

Date 11/27/19



FIRE-POLICE-MEDICAL

202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

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

For 9-1-1 Emergency Communications

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

CALL HANDLING

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

Primary: Radio Direct Dispatch: 154.340
Secondary: Call Polo Fire Station 815-946-2153
Tertiary: Contact Fire Chief via cell phone listed in CAD Rolodex

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

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

Polo Fire Departments

By JAMES Ports

Title Ass. Chief

Date 11/26/19

Ogle County ETSB

By Sandy Beitel

Title 911 Coordinator

Date 11/27/19

EMERGENCY
CALL 911

FIRE-POLICE-MEDICAL

202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

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

For 9-1-1 Emergency Communications

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

CALL HANDLING

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

Primary: Radio Direct Dispatch: 154.160
Secondary: 9-1-1 CPE Transfer to Rochelle PD
Tertiary: Telephone: 815-562-2121 Rochelle Fire Station

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

Rochelle Fire Department

By *Paul Samblak*

Title *FIRE CHIEF*

Date *12/12/2019*

Ogle County ETSB

By *Sandy Beitel*

Title *911 Coordinator*

Date *12/13/19*

EMERGENCY
CALL 911

FIRE-POLICE-MEDICAL

202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

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

This agreement is made between the **Ogle County ETSB**, and the **Stillman Valley Fire Departments**, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

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

Primary: Radio Direct Dispatch: 154.340
Secondary: Call Stillman Fire Station 815-645-8110 ext 2
Tertiary: Contact Fire Chief via cell phone listed in CAD Rolodex

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

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

Stillman Valley Fire Departments

Ogle County ETSB

By [Signature] By [Signature]

Title Fire Chief Title 911 Coordinator

Date 12-13-19 Date 9/12/19



202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

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

This agreement is made between the Ogle County ETSB, and the Illinois State Police District 15, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

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

Primary: Telephone: ~~630-574-2616~~ 630-271-7535
Secondary: Radio: 155.370 Point to Point 630-271-7535

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

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

Illinois State Police District 15

Ogle County ETSB

By [Signature] By [Signature]

Title DISPATCH MANAGER Title 911 Coordinator

Date 12/20/2019 Date 12-23-19

EMERGENCY CALL 911

FIRE-POLICE-MEDICAL

202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

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

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

CALL HANDLING

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

Primary: Telephone: District 1 815-632-4000 District 16 815-239-1151
Secondary: Radio: 155.370 Point to Point

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

Illinois State Police

By Sandy Bevil

Ogle County ETSB

By LT MICHELLE TUFENKJIAN 4769
Lt. Michelle Tufenkjian

Title 911 Coordinator

Title Bureau Chief

Date 12-19-19

Date 12/12/19

EMERGENCY

CALL 911

FIRE-POLICE-MEDICAL

202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

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

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

CALL HANDLING

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

Primary: 9-1-1 CPE Transfer
Secondary: Telephone 815-544-2144

Boone County Fire Department

AID OUTSIDE JURISDICTION BOUNDARIES

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

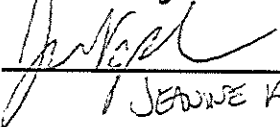
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It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

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

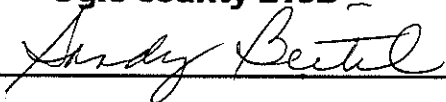
Boone County ETSB

By 
JEANINE KAPLAN

Title 9-1-1 COORDINATOR

Date 1/9/2020

Ogle County ETSB

By 

Title Coordinator

Date 1/9/2020

EMERGENCY

CALL 911

FIRE-POLICE-MEDICAL

202 S. 1st Street

Oregon, Illinois 61061

815-732-1119

911@oglecounty.org

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

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

CALL HANDLING

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

Primary: Telephone 815-244-2635

Secondary: Radio 155.370 Point to Point

Shannon Fire Department

Milledgeville Fire Department

Lanark Fire Department

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

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

Carroll County ETSB

By [Signature]

Ogle County ETSB

By [Signature]

Title CHAIRMAN- ETSB

Date 1-8-2020

Title 911 Coordinator

Date 1-8-2020

EMERGENCY
CALL 911

FIRE-POLICE-MEDICAL

202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

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

For 9-1-1 Emergency Communications

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

CALL HANDLING

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

Primary: Telephone: 815-284-6631
Secondary: Radio Frequency: 155.370 Point to Point

Ashton Fire Department
Dixon Rural Fire Department
Franklin Grove Fire Department

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

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

Lee County ETSB

By Shelly Dallas

Title ETSB Director
Date 1-8-2020

Ogle County ETSB

By Sandy Beitel

Title 911 Coordinator
Date 1-8-2020

EMERGENCY CALL 911

FIRE-POLICE-MEDICAL

202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

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

CALL HANDLING

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

Primary: 9-1-1 CPE Transfer
Secondary: Telephone: 815-235-8251
Tertiary: Radio: 155.370 Point to Point

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

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

Stephenson County ETSB

By Jane Dillman

Title 911 Coordinator

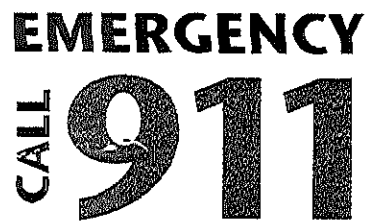
Date 12/2/19

Ogle County ETSB

By Judy Beitel

Title 911 Coordinator

Date 12/6/19



FIRE-POLICE-MEDICAL

202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

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

For 9-1-1 Emergency Communications

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

CALL HANDLING

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

Primary: Telephone: 815-772-5297
Secondary: Radio: 155.370 Point to Point

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

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

Whiteside County ETSB

By 

Title EQ11 Coordinator

Date November 26, 2019

Ogle County ETSB

By 

Title 911 Coordinator

Date 11-26-19

EMERGENCY

CALL 911

FIRE-POLICE-MEDICAL

202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

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

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

CALL HANDLING

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

**Primary: Telephone: 815-282.2600
Secondary: Radio: 155.370 Point to Point**

**Blackhawk Fire Department
Cherry Valley Fire Department
Rockford Fire Department
Winnebago County Sheriff's Office**

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

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

Winnebago County ETSB

Ogle County ETSB

By Derek Bergsten By Sandy Beitel

Title Chair ETSB Date 1-10-2020 Date 1-10-20 Date _____

EMERGENCY CALL 911

FIRE-POLICE-MEDICAL

202 S. 1st Street
Oregon, Illinois 61061
815-732-1119
911@oglecounty.org

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

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

CALL HANDLING

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

Primary: 9-1-1 CPE Transfer
Secondary: Telephone 815-895-2155
Tertiary: Radio 155.370 Point to Point

Kirkland Fire Department

AID OUTSIDE JURISDICTION BOUNDARIES

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

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

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

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

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

DeKalb County ETSB

By *Glenn Johnson*

Title 9-1-1 Coordinator

Date 1/7/2020

Ogle County ETSB

By *Sandy Beitel*

Title 911 Coordinator

Date 1/7/2020