



# JACKSON COUNTY 911

*Jackson County Emergency Telephone System Board*

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303 N. Robinson Circle  
Carbondale, IL 62901

618-457-5911

Fax-529-5501

[www.jc911.org](http://www.jc911.org)

RESOLUTION  
OF  
JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD



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**MINUTES OF JANUARY 28, 2013  
MEETING  
TO FILE  
MODIFICATION OF  
911 SYSTEM PROVIDER**



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## Jackson County Emergency Telephone System Board Minutes January 28, 2013

Chairman Ross Bedar called the Jackson County Emergency Telephone System Board meeting to order at approximately 6:00 p.m. Members present were: Mark Berkowitz, Mike Bilderback, Robert Burns, John Hudson, John Michalesko, Dottie Miles, Chris Mueller, and John Rendleman. Also in attendance were Patrick Lustig, John Clemons and Deputy Chief Stan Reno of the Carbondale Police Department. Randy Mathis, Jody O'Guinn, Todd Sigler and Steve Swafford were excused. Jeff Bock was absent.

According to the JCETSB By-Laws, officers are elected in January of the new year. Ross Bedar requested John Clemons chair the meeting until a chairman was elected.

Nominations were opened. Mark Berkowitz nominated Ross Bedar as Chairman. Chris Mueller seconded the nomination. Mike Bilderback made a motion to close nominations. Seconded by Dottie Miles. Motion carried. Ross Bedar elected JCETSB Chairman. The meeting was relinquished to Ross Bedar.

Nominations for Vice-Chairman were called. Dottie Miles nominated Mike Bilderback as Vice-Chairman. Mark Berkowitz seconded the nomination. Mark Berkowitz made a motion to close nominations. Seconded by Chris Mueller. Mike Bilderback elected JCETSB Vice-Chairman.

Nominations for Secretary were called. Mike Bilderback nominated Dottie Miles as Secretary. Robert Burns seconded the nomination. Robert Burns made a motion to close nominations. Seconded by Mark Berkowitz. Dottie Miles elected JCETSB Secretary.

Nominations for Financial Officer were called. Mark Berkowitz nominated Randy Mathis as Financial Officer. Chris Mueller seconded the nomination. Mike Bilderback made a motion to close nominations. Seconded by John Hudson. Randy Mathis elected JCETSB Financial Officer.

Motion by John Hudson to approve the minutes of the December 17, 2012 JCETSB meeting. Seconded by Mike Bilderback. Motion carried.

In the absence of Financial Officer Randy Mathis, Mark Berkowitz motioned the January 28, 2013 bills in the amount of \$18,087.15 be paid as presented. Seconded by Dottie Miles. Motion carried.

Officer Reports – Chairman Bedar indicated that he would be scheduling an Executive Board Meeting in the near future. The purpose of the meeting is to review Jackson County 9-1-1's investments and discuss options.

Committee Reports – None

Attorney Report – John Clemons reported that the responses to the annual intergovernmental agreements are almost complete. Mr. Clemons indicated that the initial filing has been made. Mr. Clemons stated he is awaiting five (5) responses. The annual report must be filed with the Illinois Commerce Commission, Chief Clerk, 9-1-1 Program Manager and the Illinois Attorney General by January 31, 2012.

Mr. Clemons indicated that the semi-annual review of closed meeting minutes pursuant to the Open Meetings Act has been completed. There are no closed meeting minutes to review in the July – December 2012 time period. Additionally, there are no previously closed minutes. All JCETSB minutes are open for public review.

Mr. Clemons recommended that the JCETSB Board adopt a new Freedom of Information Act Policy. The policy would follow the statute, 5 ILCS 140/, including the exceptions listed in the statute. A subpoena would only be required in the event the request is denied whereby court action could result in the release. In addition to following the statute, Director Lustig, the Compliance Officer, will contact the originating police, fire or emergency medical agency, as well as, the State Attorney, for cases of a criminal nature, to ascertain if there are any exceptions, consistent with the statute, that Director Lustig should consider before making his decision to release or deny the request.

Mr. Clemons presented a resolution concerning purchasing. Mr. Clemons indicated the last time the purchasing policy was reviewed was 2005. Mr. Clemons indicated that the Competitive Bids Statute 55 ILCS 5/5-1022 was update in January 2010. John Rendleman motioned to accept the resolution # 2013 - 1 (Resolution Concerning Purchasing) as presented with the following additions: Section 3; "amount not to exceed \$5,000"; Section 4: "amount not to exceed \$5,001" and Section 5: "exceed \$30,000." Seconded by Dottie Miles. Motion carried.

Patrick Lustig submitted the Director's Report.

Director Lustig reported that the annual filing requirement as specified in the 83 Illinois Administrative Code Part 725 "Standards of Service Applicable to 9-1-1 Emergency Telephone Systems" has been completed.

The network equipment has been deployed at both data centers. Jackson County 9-1-1 has been reimbursed by the other participating ETSBs.

Director Lustig indicated that the next ICC Status Hearing for the Counties of Southern Illinois is February 6, 2013.

Director Lustig reported that Illinois NENA has scheduled the 5<sup>th</sup> Annual 9-1-1 goes to Springfield for April 17, 2013.

Director Lustig requested that the Board file a modification to its existing 9-1-1 Plan to change 9-1-1 Service Providers. Director Lustig stated that NG911 Inc. is drafting a contract whereby, Jackson County 9-1-1 will see a 5% saving in 9-1-1 monthly reoccurring charges. Lustig stated that NG911 Inc. will replace Frontier Communications as the 9-1-1 Service Provider.

John Rendleman motioned to file a plan modification to change 9-1-1 Service Provider to NG911 Inc. Seconded by Mike Bilderback. Motion Carried.

Director Lustig discussed email exchanges that he had with a Frontier Senior Account Manager.

Old Business – None

Motion to adjourn by John Hudson. Seconded by Robert Burns. Motion carried.

Meeting adjourned at approximately 7:19 p.m.



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**RE: General Information for Petition to Modify 9-1-1 System Provider**

1. The Jackson County Emergency Telephone System 9-1-1 Program became operational on October 16, 1995.
2. This is a proposed modification of the system provider.
3. The petition is submitted by the chairman of the Jackson County Emergency Telephone System Board and its attorney.
4. This is a modification of an existing enhanced 9-1-1 telephone system which was approved for operation on February 28, 1994, see ICC Docket No. 93-0020.
5. The total population served is 60,365.
6. Total land area covered is 620 square miles.
7. Total access lines 14,860.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Patrick J. Lustig', written over a horizontal line.

Patrick J. Lustig  
Director



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## BEFORE THE ILLINOIS COMMERCE COMMISSION

IN THE MATTER OF )  
)  
JACKSON COUNTY EMERGENCY )  
TELEPHONE SYSTEM BOARD )  
) DOCKET NO.  
)  
)  
PETITION TO MODIFY 911 PROVIDER )  
FOR JACKSON COUNTY EMERGENCY )  
TELEPHONE SYSTEM BOARD )

### PREFILED TESTIMONY OF PATRICK J. LUSTIG, ENP

- Q Please identify yourself
- A My name is Patrick J. Lustig, ENP, 9-1-1 Director for Jackson County Emergency Telephone System Board with office at 303 N. Robinson Circle, Carbondale, Illinois 62901. I am a certified Emergency Number Professional and the Immediate Past-President of the Illinois Chapter of the National Emergency Number Association.
- Q What are your qualifications?
- A I have been employed in public safety for thirty-two years. I began my public safety career with the Jackson County Sheriff's Office. In 2002, I was hired as the Jackson County 9-1-1 Director, responsible for all 9-1-1 operations and accountable to the Jackson County Emergency Telephone System Board.
- Q What is the purpose of your testimony?
- A To declare, the foregoing Petition, Narrative and Exhibits 1 through 9, and that said contents are true in substance and in fact to the best of my knowledge. I am willing to stand for testimony regarding such.
- Q Is additional testimony by others required to support the Petition?
- A Yes. I will defer to NG-911 Inc. for testimony regarding Exhibits 10, Exhibit 10.1, 10.2 (Test Plan), and Contract.



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## **COMMUNITIES SERVED BY JACKSON COUNTY 911**

AVA  
CAMPBELL HILL  
CARBONDALE  
DESOTO  
DOWELL  
ELKVILLE  
GORHAM  
GRAND TOWER  
JACOB  
MAKANDA  
MURPHYSBORO  
ORAVILLE  
POMONA  
VERGENNES

# Plan Narrative

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**Jackson County Modified Plan for  
Docket Number 93-0020  
December 2013**

**Contents**

1.0 Executive Overview .....3

2.0 Part 725, Section 725.205 (f) .....5

    2.1 Identify the 9-1-1 system providers. If multiple providers are being used, provide a detailed description of each provider's role; .....5

    2.2 Explain the new system configuration and technological architecture (i.e., network and routing); .....5

    2.3 Explain what national standards, protocols, and/or operating measures will be followed; .....10

    2.4 Explain what measures have been taken to create a robust, reliable and diverse/redundant network; ..10

    2.5 Explain what functional elements and external interfaces will be needed for the NG9-1-1 system to supply data and assistance in processing an emergency call; .....11

    2.6 Explain how the existing 9-1-1 traditional legacy wireline and wireless databases will interface and/or be transitioned into the NG9-1-1 system; .....12

    2.7 Explain how these databases will be maintained and how address errors will be corrected and updated on a continuing basis. In addition, explain who will be responsible for updating and maintaining the data at a minimum on a daily basis Monday-Friday; .....14

    2.8 Explain what quality of service standards will be followed to ensure the same level of quality for voice, 9-1-1 call setup time and ALI delivery for the proposed 9-1-1 system as compared to the 9-1-1 traditional legacy service; .....14

    2.9 Explain how new technology in the 9-1-1 system will co-exist with the 9-1-1 traditional legacy service; .....15

    2.10 Explain what security measures will be placed on the IP 9-1-1 network and equipment to safeguard it from malicious attacks or threats to the system operation and what level of confidentiality will be placed on the system in order to keep unauthorized individuals from accessing it;.....17

    2.11 Provide a detailed transition plan for the newly designed system; .....19

    2.12 Provide a disaster recovery plan for system failures and outages;.....20

    2.13 Provide a contingency plan in the event that the new system fails or the 9-1-1 system provider does not fulfill its obligation; .....21

    2.14 Describe the financial and technical resources that the 9-1-1 authority needs in order to sustain such a system; and.....22

    2.15 If migrating to a new technology, file a test plan that may vary from the existing testing requirements addressed in Section 725.500(a) given the technical differences in the service offering. The test plan must thoroughly explain how the operation of the network, routing and database accuracy will be verified. Since this is a migration to new technology as outlined in 725.205 (f) (15), testing procedures will vary from what has been done historically with existing Basic 911 and E-911 systems. ....23

**1.0 Executive Overview**

Jackson County plans to implement a Next Generation 9-1-1 System county-wide with the primary objective to provide the citizens of Jackson County Illinois with a high quality of 9-1-1 services. NG-911, Inc. is the 9-1-1 System Provider (“SSP”).

Jackson County’s PSAPs will collectively answer, process and direct all calls placed to 9-1-1 within their jurisdictional boundaries. Jackson County has four (4) Public Safety Answering Points (PSAPs) with Eight (8) positions providing emergency services. Jackson County will leave their existing PSAPs in operation in their present locations using the same trained, qualified, and experienced personnel. Jackson County PSAP’s and backups are listed below.

| <b>PSAP</b>                                  | <b>1<sup>st</sup> Backup</b> | <b>2<sup>nd</sup> Backup</b> | <b>3<sup>rd</sup> Backup</b> |
|----------------------------------------------|------------------------------|------------------------------|------------------------------|
| <b>Jackson County Sheriff</b>                | Murphysboro PD               | Carbondale PD                | SIU PD                       |
| <b>Murphysboro PD</b>                        | Carbondale PD                | SIU PD                       | Jackson County Sheriff       |
| <b>Carbondale PD</b>                         | SIU PD                       | Jackson County Sheriff       | Murphysboro PD               |
| <b>Southern Illinois University (SIU) PD</b> | Jackson County Sheriff       | Murphysboro PD               | Carbondale PD                |

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 network Functional Elements (FEs), one at the Jackson County Sheriff’s Office in Murphysboro and the second at the Saline County Sheriff’s Office in Harrisburg.

Jackson County has entered into an agreement with other Illinois Public Safety Agencies known as The Counties of Southern Illinois, hereafter called “CSI”; CSI refers to sixteen (16) Emergency Telephone System Boards (ETSBs) with Public Safety responsibilities in (15) Counties: Alexander, Clay, Gallatin, Jackson, Johnson, Marion, Massac, Perry, Pulaski, Richland, Saline, Union, Wabash, White, Williamson and one (1) city, the City of Marion. Jackson County and the other CSI ETSBs formed a 501(c) 3 not for profit corporation to plan, fund and cooperate in a National Emergency Number Association (NENA) standards-based regional Next Generation 9-1-1 (NG9-1-1) solution.

The Next Generation 9-1-1 system will increase functionality, redundancy, diversity, and scalability. The system will have automatic failover capability between the two Data Centers. Having two Data Centers to serve the PSAPs in 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 Single Points of Failure (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. The new system will also incorporate the TTY technology that serves hearing and speech impaired end users.

## ICC Plan Narrative

Docket No. \_\_\_\_\_

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 and for traditional wireline calls operates exactly as the existing ALI.

Jackson County is currently handling Phase II wireless calls and this system will be as accurate in locating wireless callers as the current system.

**2.0 Part 725, Section 725.205 (f)**

**2.1 Identify the 9-1-1 system providers. If multiple providers are being used, provide a detailed description of each provider's role;**

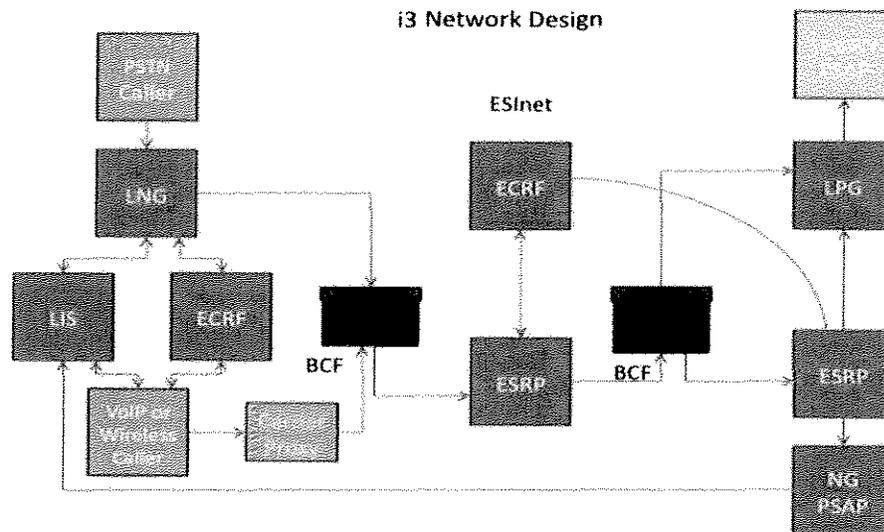
NG-911, Inc. is the sole 9-1-1 System Provider.

**2.2 Explain the new system configuration and technological architecture (i.e., network and routing);**

The NG9-1-1 architecture is comprised of an Emergency Services Internet Protocol Network (ESInet) to connect the PSAPs using IP signaling and aggregation points of interface (POIs). Indirect Access Carriers connect at the Carbondale Wire Center and Direct Access Carriers connect to the Data Centers. Each Carrier will choose from Legacy and newer protocol for trunk signaling.

The ESInet incorporates two fully duplicated Data Centers. A Session Border Controller (SBC) function provides a Firewall 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 Data Centers are the destination points for all inbound emergency 9-1-1 traffic in the areas served. The two Data Centers are also the exit points for all traffic outbound from the ESInet such as outbound calls from one of the PSAPs serving the area to an adjacent PSAP, not yet on an ESInet.

**NG9-1-1 Call Flow**



**Figure 1 - Call Flow Diagram**

Reference Figure 1 above. The Network has the same Functional Elements (FEs) in both Data Centers for redundancy. The acronyms are explained in the text below. The blue boxes represent additional FEs

with the i3 NENA Standard architecture and design. The FEs are repeated for ease in following the diagram (Figure 1) to show the call flow. There is only a single Emergency Call Routing Function (ECRF) and a single SBC, and a single Emergency Services Routing Proxy (ESRP) for example in each of the Data Centers.

The following text describes the Call Flow for the NG 9-1-1 architecture.

**Emergency Services IP Network (ESInet)** is an IP (Internet Protocol) network. The ESInet is a private, managed IP network, not on the open Internet. The key to network reliability is redundancy. The FEs listed below are redundant in the NG9-1-1 Design.

**LIS – the Location Information Server** stores information against a key. Keys are IP addresses, Media Access Control (MAC) addresses or telephone numbers, for legacy wireline customers. The LIS uses DHCP (Dynamic Host Configuration Protocol), the protocol that provides the IP address or HELD (a protocol identified by the Internet Engineering Task Force (IETF) to deliver HTTP (Hypertext Translation Protocol) based location protocol. The LIS is queried. The LIS returns a PIDF (Presence Information Data Format,) the new form of location. A PIDF can contain a civic (street) address or geo (X Y) coordinates. Location may be obtained by value or by reference. Location by value means the actual location is sent in the signaling. Location by reference supplies a URI (Uniform Resource Identifier) with a SIP or HELD protocol.

**ECRF – the Emergency Call Routing Function** (a.k.a. IP Selective Router database instructions for call routing) is the heart of the NG9-1-1 routing database used for ALL calls. It is queried using the LoST (Location to Server Translation) protocol. It sends location (PIDF) in, plus a service URN (Uniform Resource Name) and gets a URI, typically a SIP URI of where to send the call. Conceptually the ECRF geocodes a civic address to a geo, and uses a point-in-polygon algorithm against a set of service boundary polygons that represent the area served by a PSAP. ECRF replaces the MSAG (Master Street Address Guide) and ESN (Emergency Service Number) codes. The External ECRF (sometimes called the Public LoST server) routes to the correct ESInet and the originating ESRP (Emergency Services Routing Proxy) within it. Inside the ESInet, the Internal ECRF (sometimes called the Private LoST server) routes calls to the correct PSAP.

**ESRP – the Emergency Services Routing Proxy** (a.k.a. IP Selective Routing). The ESRP is the call routing engine. The ESRP uses the ECRF to choose a nominal next hop in routing. It then applies the route policy of the next nominal hop to determine the next actual hop. Route policy can take into account the state of the PSAPs, congestion, media server, source of the call and “suspicion level” provided by the border control function and more. Route decisions can include the next ESRP, a nominal PSAP, diversion PSAP, IMR (Interactive Media Response System) or Busy.

**PRF – the Policy Routing Function** evaluates the PSAP (Agency) controlled rules about how calls are routed in the ESRP. Inputs include the PSAP (System) state, congestion state, security posture, call suspicion, call state (SIP headers and added data) and more. The output is a routing decision. The ESRP queries the ECRF with location for the “nominal next hop”. That entity's policy is obtained from a policy store and interpreted. For example, rules are in the form of IF “this is true”, THEN do “that.” “This” is the input conditions expressed with “and/or” statements. “That” is the route, the actual PSAP,

diversion PSAP, IMR, or Busy. Policy is dynamic which means the capability to change it at any time to new calls route with new rules. Policy rules have a standardized format.

**BCF – the Border Control Function** provides the External security border for the ESInet and the internal isolation border for the PSAP. It has both firewall and Session Border Controller (SBC) (SIP specific) parts. It marks calls with suspicion levels and has functions to block specific call sources. The ESInet BCF will withstand the largest feasible attack, currently known to be in the range of 10 Gigabits.

**NG PSAP - the Next Generation PSAP** gets all calls from the ESInet via SIP protocols with Location routed by the ECRFs. The PSAP will use the ECRF/ESRP function to route to queues of call takers.

#### **LNG and LPG – Legacy Network Gateways and Legacy PSAP Gateways**

There are entry and exit points to and from the ESInet which will exist as long as there are non IP communications devices in the network. They are called Legacy Network Gateways (LNG) and Legacy PSAP Gateways (LPG). Inside the ESInet the architecture uses IP protocol based communications.

**LNG - the Legacy Network Gateway** serves as the bridge between the existing originating networks and the ESInet. One means of interface to the LNG for transition purposes is the existing Selective Router interface to the LNGs. This is an initial step to bring the CAMA/MF, SS7 and ISDN PRI (Legacy Signaling protocols) interfaces to the ESInet. The LNG is always outside the ESInet. It will reside in each of the dual Data Centers housing the redundant ESInet FEs in Harrisburg and Murphysboro. The LNG routes via the ECRF, always coming through the BCFs. Specifically the LNG uses the ESRP to route the calls. The LNG interworks location protocols and formats between the legacy network and the ESInet. The E2 interface (wireless) or internal LIS (replaces ALI Data for wireline) faces toward the legacy network. The LNG either supplies location-by-value in the SIP signaling, or may supply a location reference that resolves to itself using SIP or HELD protocol towards the ESInet. This will be part of the architecture as long as legacy networks are deployed. The LNG is on the Access side of the network architecture.

**LPG – the Legacy PSAP Gateway** allows existing non-upgraded PSAPs to connect to the ESInet.

**LVF – the Location Validation Function (LVF)** is used by the LIS Operator to validate location before loading it into the LIS. Similar to MSAG validation, the LVF verifies that the location matches a known address within the 9-1-1 Authority's service area. It is like the ECRF, using the same protocols and same data. The LVF can validate to the street address, not just address range. It can also validate to the building, floor, and unit (apartment, suite, etc.) and room. The LVF introduces a few new address elements, for example, the prefix for a street type. Addresses inside the NG9-1-1 standard systems are conformant to the new FGDC (Federal Geographic Data Committee) standards.

#### **Additional Data**

**Call data** is supplied by service providers in the path and possibly the device itself, signaled with the call, by value or by reference. Call data contains Access Carrier Contact data, Subscriber data, Service data (Class of Service equivalent), and device-specific data such as sensors, telematics, etc.

**Caller data** is specific to the caller (home, work or cell provide the same data) and can be signaled with the call or queried from a database. It contains Contact Data, Emergency Contact Data, Medical Data, etc.

**Location data** is specific to the location of the call; two calls from the same location will have the same location data. An ECRF query with a special service URN yields a URI to the data. Location data contains Building Owner/Tenant Contact information, Floor Plans, Alarm and Sensor data, Control Panel data and more.

**Database Flow**

Reference Figure 2.

Database flow starts with a LIS, a Location Information Services function. A LIS or its equivalent is required to support interactive validation functions, and is especially crucial to support "over the top" IP based originating services. The LIS is the equivalent of the ALI Database in the new NENA i3 environment only it is much more.

When a call comes from an Access Carrier (or Service Provider) as shown below, it goes to the ESRP - Emergency Services Routing Proxy. The ESRP queries the pre-populated LIS Database and, if needed, goes to the MPC, Mobile Positioning Center/ Gateway Mobile Location Center System, or the VPC, the VoIP Positioning Center System to rebid and see if there is better location information. The ESRP queries the Server going into the ECRF the Emergency Services routing Proxy to determine which PSAP should handle the call. The ESInet gathers all relevant information sending the call with the data to the PSAP for answering. In the ESInet architecture, the PSAP equipment does not do the data dip to the database.

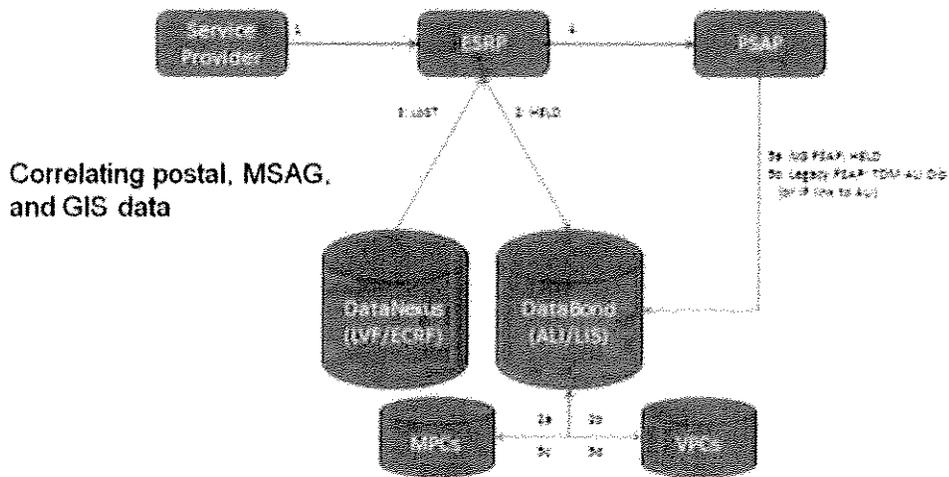


Figure 2 - Database Flow

NG-911, Inc. is responsible for all functional aspects of database operations and will coordinate with the Access Providers to receive updates and maintain the database(s).

**Frontier Aggregation Service – (FAS)**

Access Traffic will be delivered for Jackson County through what has been called the Frontier Aggregation Service (FAS). NG-911, Inc. has contracted with Frontier to aggregate Access Carrier traffic from Frontier and other Access Carrier offices and deliver it to the NG-911, Inc. Data Centers in Murphysboro and Harrisburg.

The Frontier Fiber Optic Connection provides protected diversity from both Carbondale, Illinois and Indiana Wire Centers into the Frontier Murphysboro and Harrisburg Wire Centers. From there, 20 megabits of Ethernet traffic is extended into the two (2) NG-911, Inc. Data Centers. Traffic will be converted through the FAS ESRP to SIP Ethernet over Copper. Calls will be routed by the NG-911, Inc. FEs in the 2 Data Centers onto the Clearwave fiber and routed to the proper PSAPs.

The Frontier Aggregation process converts the legacy protocols to SIP before delivering them to the two (2) Data Centers on new diverse facilities. The size of the routes from FAS to the Data Centers reflects the total demand of the 9-1-1 trunking in the network architecture for voice. This will carry the full load should one Data Center or transport route completely fail.

**Clearwave Service Access**

Access traffic from the Clearwave Central Office in Marion, Illinois carries calls originating [primarily through the use of Local Number Portability (LNP)] in Jackson County served by the Clearwave MetaSwitch Softswitch. The Clearwave MetaSwitch will route the calls over the Clearwave Fiber network into the two (2) Data Centers at Murphysboro and Harrisburg. There will be two (2) Clearwave trunks providing 32 paths each as shown on Exhibit 10. Translations in the Clearwave MetaSwitch send the calls primary and alternate to the two (2) Data Centers for completion to the designated PSAPs based on the location of the caller.

Frontier Aggregation and Clearwave calls will all use SIP trunking before the calls get access to the ESInet.

Access Carriers have the option to complete 9-1-1 calls via FAS, Clearwave or direct connect.

**Transfer Calls Out of the Network**

In this document, NG9-1-1 PSAPs are called on-net PSAPs and Legacy PSAPs are called off-net PSAPs. For example, during a 9-1-1 call, the PSAP discovers the responsibility for call handling belongs to an adjacent PSAP. For Jackson County, the call is transferred by the Jackson County PSAP to an off-net Legacy PSAP using the FAS solution. If a PSAP adjacent to Jackson County becomes a part of a NG9-1-1 ESInet, any ESInet, transfers out of the PSAP's jurisdiction will be done using the ESInet protocols and functional elements.

Initial off-net transfers will use the FAS ESRP and include ANI and ALI. Refer to the FAS Diagram in Exhibit 10. This keeps the process at the PSAP simpler and consistent with today's operations.

| Transfer Originates from | Transfer to County/ETSB | Transfer Process - Primary | Transfer Process - | Effective Date |
|--------------------------|-------------------------|----------------------------|--------------------|----------------|
|--------------------------|-------------------------|----------------------------|--------------------|----------------|

## ICC Plan Narrative

Docket No. \_\_\_\_\_

| County/ETSB |            |                           | Alternate       |                        |
|-------------|------------|---------------------------|-----------------|------------------------|
| Jackson     | Randolph   | Off-net via FAS w ANI ALI | 10 Digit Number | Initial NG9-1-1 Filing |
|             | Franklin   | Off-net via FAS w ANI ALI | 10 Digit Number | Initial NG9-1-1 Filing |
|             | Williamson | Off-net via FAS w ANI ALI | 10 Digit Number | Initial NG9-1-1 Filing |
|             | Perry      | Off-net via FAS w ANI ALI | 10 Digit Number | Initial NG9-1-1 Filing |
|             | Union      | Off-net via FAS w ANI ALI | 10 Digit Number | Initial NG9-1-1 Filing |

### Transfer Calls into the ESInet

There are some cases where calls may be required to be transferred into the NG9-1-1 ESInet from a neighboring Legacy PSAP. The FAS solution may be used to transfer calls into the ESInet. The 10 digit transfer to the PSAP will be allowed. Direct PSAP to PSAP facilities will remain in place if a call transfer is not going to use the FAS solution. Transfers to Jackson County:

| Transfer Originates from County/ETSB | Transfer to County/ETSB | Transfer Process Primary  | Transfer Process - Alternate | Effective Date         |
|--------------------------------------|-------------------------|---------------------------|------------------------------|------------------------|
| Randolph                             | Jackson                 | Off-net via FAS w ANI ALI | 10 Digit Number              | Initial NG9-1-1 Filing |
| Franklin                             |                         | Off-net via FAS w ANI ALI | 10 Digit Number              | Initial NG9-1-1 Filing |
| Williamson                           |                         | Off-net via FAS w ANI ALI | 10 Digit Number              | Initial NG9-1-1 Filing |
| Perry                                |                         | Off-net via FAS w ANI ALI | 10 Digit Number              | Initial NG9-1-1 Filing |
| Union                                |                         | Off-net via FAS w ANI ALI | 10 Digit Number              | Initial NG9-1-1 Filing |

### 2.3 Explain what national standards, protocols, and/or operating measures will be followed;

NG-911, Inc. has assembled the best FEs available from the vendors who comply with the NENA NG9-1-1 i3 standards. NG9-1-1 is an integrated standard based IP NENA solution. The Jackson County NG9-1-1 network Design Plan conforms to the NENA Standards.

For a complete list of standards, please see the i3 standards references on the [www.nena.org](http://www.nena.org) website.

The internal ESInet operates on SIP protocols. Access Carriers may retain their legacy access protocols they have in place today. The LNG will convert older existing protocols to SIP.

### 2.4 Explain what measures have been taken to create a robust, reliable and diverse/redundant network;

The Design is based on building redundant systems to avoid any single point of failure (SPOF) in the ESInet. 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 two (2) trunks from a legacy Selective Router, the third 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.

The hardware and software is 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.

In the event that 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. Jackson 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.

**2.5 Explain what functional elements and external interfaces will be needed for the NG9-1-1 system to supply data and assistance in processing an emergency call;**

Security -Session Border Control

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.

Database Management Software

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

Map

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

IP Selective Router / Switch

The IP Selective Router equipment and software being deployed meets the redundancy and resiliency that is required by the NG-911, Inc. The IP Selective Router / Switches will be located in the Jackson County Sheriff's office and the Harrisburg Sheriff's Office.

Recorder

This function includes call recording, data integration and reporting tools.

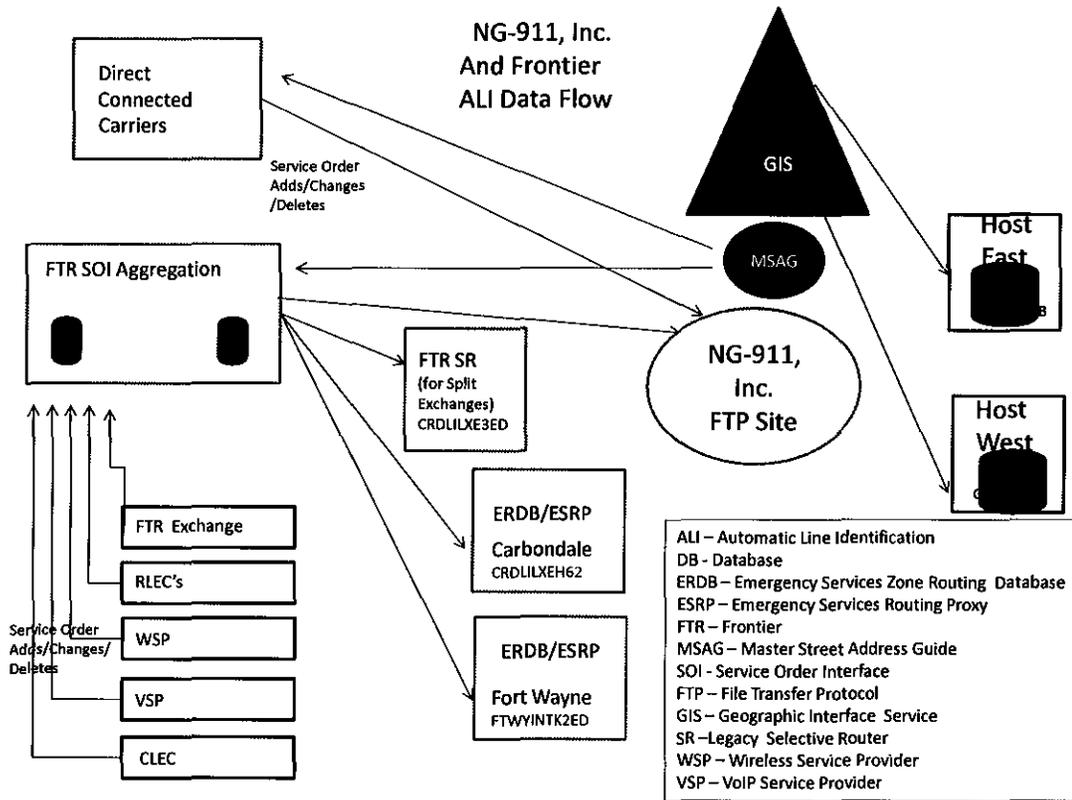
Monitoring

The Monitoring solution captures call completion and other data in real time from relevant general-purpose and NG9-1-1 platforms from a wide variety of vendors and telecommunications equipment manufacturers. Algorithms sort through the data to capture and rapidly analyze only the information that applies to situations in which emergency calls are at risk of not being delivered. The rigorous analysis identifies emergency services call trouble areas, and rapidly identifies network failures and congestion points that may be interfering with these calls.

**2.6 Explain how the existing 9-1-1 traditional legacy wireline and wireless databases will interface and/or be transitioned into the NG9-1-1 system;**

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.

Customer Records come from the Service Order Process of the Access Carriers. The Access Carriers that use the FAS will transmit the database updates to Frontier who will provide accurate ALI records to NG-911, Inc. NG-911, Inc. will work closely with Frontier on Database updates. For FAS carriers, the Initial Service Order information will continue going to Frontier who will load it into the Frontier split exchange database for split exchange call handling and pass these Service Order updates to NG-911, Inc. for updating the NG-911, Inc. Functional Elements. Service Order updates to the NG9-1-1 ALI records will be accomplished using database management software to process updates from all Access Carriers FAS and Direct Carriers. See Figure 3.



**Figure 3 Database Management for Direct and FAS Access Carrier Records**

Direct connect carriers will provide ALI updates to NG-911, Inc. via a FTP site.

PS/ALI will work in the same manner as the standard service order updates. If the PS/ALI customer is connected to the FAS, updates to PS/ALI records will be included with other service order updates from Frontier. There are no direct connected PS/ALI customers at the time of filing, but if there are direct connected PS/ALI customers, updates will be sent via the same FTP site as direct connect carriers.

The ALI Database is hosted onsite in the two (2) Data Centers in the Database FEs. They are duplicated and they reflect information that has been accepted, validated and aggregated and is ready to use in the 9-1-1 actual call flow.

GIS coding will be added to all Service Order records that update the ALI.

NG-911, Inc. will maintain the database in a manner that ensures that customer personnel cannot alter the data. All aspects of the ALI database process will meet NENA database standards.

The Service Order updates that will be managed by NG-911, Inc. daily, will utilize multiple logic checks that guard against invalid ALI updates and increase the reliability of data. These invalid updates would include, but are not limited to, ensuring that the address conforms to public record including GIS ECRF

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

**Steps to Test Database:**

1. The 9-1-1 SSP obtains the Jackson County ETSB ALI image copy from each Legacy 9-1-1 Carrier two weeks prior to live traffic being delivered to the NG9-1-1 System. This image copy is taken after the workweek's updates have been processed to make the database as current as possible.
2. Updates will be sent daily (work day) from Frontier for the Access Carriers connected via the FAS and each Access Carrier directly connected to NG-911, Inc., will also send updates daily (work day).
3. Records that fail the database edits for syntax or formatting errors will be returned to the submitting Access Carrier for correction. Error records sent to Access Carriers will be tracked for resolution and completion.
4. After 10 days of running concurrent updates of the Legacy 9-1-1 Carriers' databases with the identical updates processed into the Jackson County database, the Legacy 9-1-1 provider will provide a current (updated) version of the ALI database that will be compared against the Jackson County database that has been updated in parallel.
5. Discrepancies will be researched and resolved, depending on the situation, with the Legacy 9-1-1 SSP or the individual Carrier that controls the records with the discrepancies.
6. Test results will be determined by reviewing the differences in the database on a record by record basis, based on update activity
7. When these tests are successful, NG-911, Inc. will continue to process the Jackson County updates sent from the 9-1-1 Access Carrier until live traffic is successfully cut, beginning within days of successful database testing.
8. Once live traffic is cut the respective Access Carriers' updates will be processed by to NG-911, Inc. daily.

**2.7 Explain how these databases will be maintained and how address errors will be corrected and updated on a continuing basis. In addition, explain who will be responsible for updating and maintaining the data at a minimum on a daily basis Monday-Friday;**

The updates from the Carriers will be received via the Frontier FAS service or FTP site where the adds, changes and deletes will be processed and the database updated by NG-911, Inc. Any errors will be researched and returned for correction of records and resubmission of the update

**2.8 Explain what quality of service standards will be followed to ensure the same level of quality for voice, 9-1-1 call setup time and ALI delivery for the proposed 9-1-1 system as compared to the 9-1-1 traditional legacy service;**

NG-911, Inc. and Jackson 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. Since the NG9-1-1 Architecture doesn't rely on copper lines, inbound traffic is not limited by physical trunks. The NG9-1-1 Architecture will allow more calls to be answered once they are sent from the Access Carriers' offices.

ALI delivery will occur in milliseconds as the ALI database is located inside the ESInet within the duplicated Data Centers.

**2.9 Explain how new technology in the 9-1-1 system will co-exist with the 9-1-1 traditional legacy service;**

Working with NG-911, Inc., Frontier, has developed an Aggregation Service (FAS) for their end offices and other wireline ILEC's, Wireless and VoIP carriers. Individual Carriers can choose to leave their facilities terminated to the Frontier network and Frontier will aggregate and transport the traffic to the two NG-911, Inc. Data Centers. The FAS process uses the Frontier Legacy DMS 100 Selective Router Switch for Split Exchange Routing.

NG-911, Inc. has purchased transport facilities using the Frontier Fiber Optic Connection to the two (2) NG-911, Inc. Data Centers for call completion for Carriers using FAS. See Exhibit 10 Diagrams for details.

**Frontier Aggregation Services (FAS)**

Frontier will be providing a service using their existing network and adding hardware to aggregate, route and deliver calls to NG-911, Inc.

As the 9-1-1 Service Provider (SSP), NG911 Inc. will be responsible for "selectively routing" 9-1-1 calls for Jackson County to the appropriate Public Safety Answering Point (PSAP) within Jackson County.

Frontier will establish 9-1-1 Trunks using Session Initiation Protocol (SIP) signaling, via high bandwidth Ethernet facilities to each of NG-911 Inc.'s "Selective Routers" (SR's) which will be located at the dual NG-911, Inc. Data Centers located in Murphysboro and Harrisburg, Illinois.

To enable the service delivery, Frontier will deploy an Emergency Service Routing Proxy (ESRP) in the Frontier Carbondale Central Office to interconnect the SIP trunks to the NG-911, Inc. dual Data Centers.

The FAS will utilize digital trunking to the Carbondale ESRP. The upgrade to digital trunking will provide a service improvement of call setup time over legacy Centralized Automatic Message Accounting (CAMA) trunking. A mated ESRP, located in Indiana, will be utilized via a high capacity data circuit for redundancy. Frontier will load balance the traffic to the NG9-1-1 Data Centers.

Frontier will continue to selectively route 9-1-1 calls for split exchanges to the appropriate PSAPs for any county and/or jurisdiction, other than Jackson County, that uses Frontier as their 9-1-1 SSP. Frontier may also need to selectively route remote exchanges where the host switch does not exclusively serve the county, unless alternate arrangements are available. *Refer to the Split Exchange details for Jackson County below.*

Frontier will provide to NG-911 Inc., a download of the Frontier 911 ALI database that pertains to Jackson County records. The database copy will be stored in the NG -911, Inc. Next Generation 9-1-1 Functional Elements (FEs) which include ALI and GIS data. NG-911, Inc. will receive daily updates from Frontier and will be responsible for maintaining the ALI records for Jackson County. The service order

records from the FAS Access Carriers (including Frontier) and any directly connected Access Carriers will be reviewed, geo-coded and loaded into the NG9-1-1 GIS database Functional Elements daily (Monday – Friday). NG-911, Inc., as the 911 SSP, manages all data in the two (2) redundant Data Centers in Murphysboro and Harrisburg. Jackson County 9-1-1 calls will be processed and the routes selected to the PSAPs using the new GIS database.

Frontier will route and deliver 9-1-1 traffic from the FAS for any ILECs, CLECs, VOIP, and wireless Carriers that are currently connected to the Frontier Carbondale SR to the NG9-1-1, Inc. Selective Routers, with the exception of any carrier(s) that choose to directly connect to the NG-911, Inc. Selective Routers.

**Split Exchanges – Jackson County**

Split exchanges in Telephone Company Central Offices are supported in the NG9-1-1 network architecture. Directly connected Carriers do not require the FAS solution to resolve Split exchange issues. Because of the FAS agreement, there are processes in place to resolve split exchanges for access carriers using FAS.

In Jackson County, the split exchanges are managed in two places in a consistent fashion: the Frontier Carbondale DMS 100 and the NG9-1-1 Database.

1. The FAS retains the DMS 100 Tandem to route the legacy 9-1-1 calls for callers outside the Jackson County footprint to the legacy PSAPs in neighboring Randolph, Franklin, Williamson, Perry, Union, PSAPs, while forwarding the Jackson County 911 calls from those same split exchanges to the new NG9-1-1 network for completion to the Jackson County PSAPs.
2. The NG-911, Inc. GIS Databases accept the Jackson County 9-1-1 calls and route them through the NG9-1-1 network architecture via the Data Center FEs to the four (4) Jackson County PSAPs.
3. In some cases, Jackson County opted out of serving split exchanges which means those exchanges will not have 9-1-1 calls delivered to Jackson County from the FAS solution for completion.
4. The Jackson County included split exchanges:

| <b>Jackson County Access Carrier</b> | <b>Split Exchanges in this application</b> | <b>618 NPA NXXs</b>      | <b>Split Telco Exchange with ETSB/PSAP as Follows</b>                                                                                                                                   |
|--------------------------------------|--------------------------------------------|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Frontier                             | Cobden<br>CBDNILXERS0                      | 893                      | 893 Union                                                                                                                                                                               |
| Frontier                             | Carbondale<br>CRDLILXEDS0                  | 351,453,<br>457,529,549, | 351 Williamson, Union, Perry,<br>Massac<br>453 Williamson<br>457 Williamson, Union, Franklin<br>529 Williamson, Franklin, Pulaski,<br>City of Marion<br>549 Williamson, Union, Franklin |

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|          |                            |     |                                         |
|----------|----------------------------|-----|-----------------------------------------|
| Frontier | Carbondale<br>CRDLILXEPS0  | 351 | 351 Williamson, Union, Perry,<br>Massac |
| Frontier | AVA<br>AVAILXERS0          | 426 | 426 Perry                               |
| Frontier | Desoto<br>DESTILEXRS0      | 867 | 867 Williamson                          |
| Frontier | Elkville<br>EKVLILXERS0    | 568 | 568 Perry                               |
| Frontier | Murphysboro<br>MRBOILXEDS0 | 687 | 687 – Grand Tower - Randolph            |
| Egyptian | Glenn<br>GLNNILXERS0       | 763 | 763 Randolph                            |

**5. Jackson County excluded Split Exchange that are Opted Out:**

| <b>Jackson County<br/>Access Carrier</b> | <b>Split Exchanges<br/>Opted Out FAS<br/>DMS 100 Routed to<br/>other ETSBs</b> | <b>618 NPA<br/>NXXs</b> | <b>Opted Out to ESTB as<br/>Follows</b>                                  |
|------------------------------------------|--------------------------------------------------------------------------------|-------------------------|--------------------------------------------------------------------------|
| Frontier                                 | Carterville                                                                    | 985                     | Code Split - Williamson<br>Franklin, Jackson portion OO<br>to Williamson |
| Frontier                                 | Royalton                                                                       | 984                     | Franklin                                                                 |
| Frontier                                 | Hurst                                                                          | 987                     | Williamson, City of Marion                                               |
| Frontier                                 | DuQuoin                                                                        | 542                     | Perry                                                                    |
| Frontier                                 | Steeleville                                                                    | 965                     | Randolph                                                                 |

**2.10 Explain what security measures will be placed on the IP 9-1-1 network and equipment to safeguard it from malicious attacks or threats to the system operation and what level of confidentiality will be placed on the system in order to keep unauthorized individuals from accessing it;**

Security for IP based NG 9-1-1 is comprised of physical and logical layers. The locations of each data center have physical security layers, which include but not limited to: Secure entry, limited access entry and video/audio recordings.

All calls and network users are authenticated for security reasons. Calls are routed based on location. Being IP-based, the system is very flexible and can route calls based on network and/or PSAP access conditions, using database rules that can be set and are controllable.

The software components of the system have logical security i.e., Login and Password. Passwords will be controlled by the Data Center administrators and limited to IT staff. All employees that work with the equipment will have their own passwords and the log-ins will be recorded at time of log-in and log-off.

All employees, including IT staff, employees and custodial employees, are required to carry departmental identification and are fingerprinted as well.

The role of the Session Border Controller (SBC) or sometimes called the Border Control Function (BCF) was described earlier in this document. All 9-1-1 calls will pass through the SBCs located in both Data Centers to avoid overload and malicious attacks. See below Figure 4 for the FAS Security configuration and Figure 5 for Direct Connect Security Configuration.

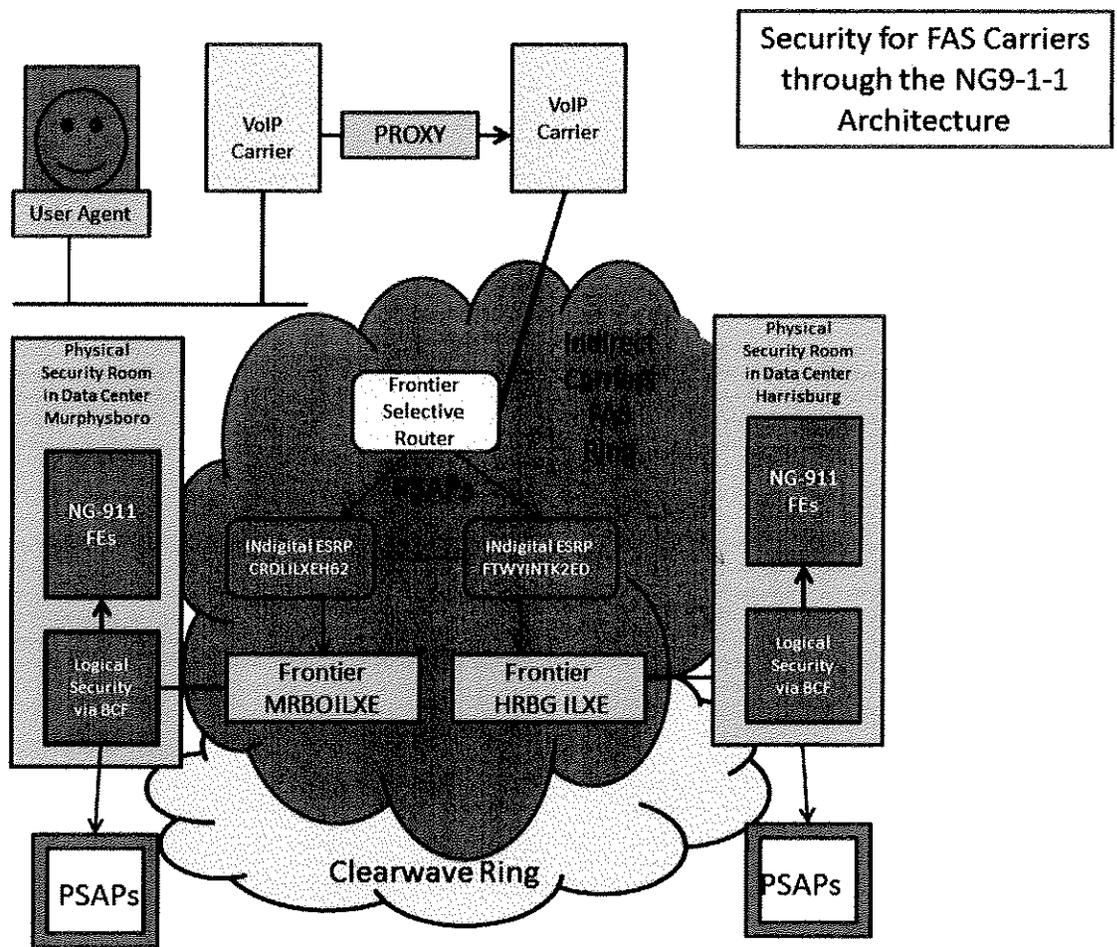


Figure 4 – Security FAS

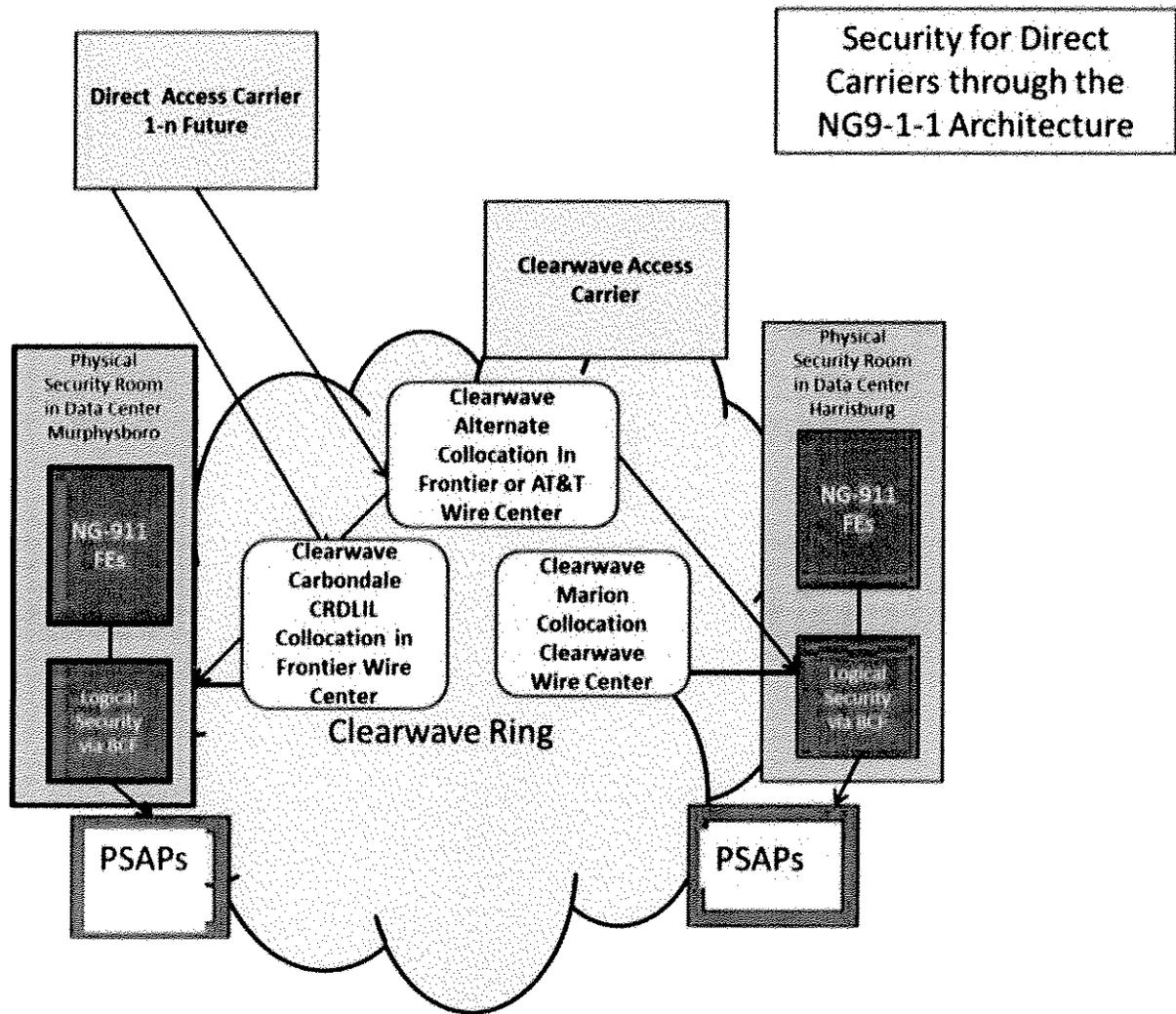


Figure 5 Security Direct

2.11 Provide a detailed transition plan for the newly designed system;

Initial Cutover Strategy will be cooperative with Carriers including the Frontier Aggregation Carrier.

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

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

- Optimization of physical and logical routes
- Circuit ordering process outlined and confirmed
- Field Testing resulting in Cutover Ready Transition
- Agreement on Primary and Alternate Routing Rules
- 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

Dual network access will be available for 14 days after successful cutover of the ESInet. Jackson County's ETSB plans to cut to live service after successful field testing.

All Access Carriers that have not direct connected to the Data Centers will be delivered using the Frontier Aggregation Service. IP trunking connectivity will be utilized where ever practical. Once the new trunking is installed, field testing will commence. The transfer of the 9-1-1 traffic load will occur after all field tests of the ESInet, the appropriate PSAP or PSAPs required to accept the traffic have been equipped with the new IP work station equipment and have passed both lab and field testing. A deployment schedule will be developed to coordinate these activities. Refer to the Access Carrier Test Plan, Exhibit 10.2, and the Integrated Test Plan, Exhibit 10.1

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

### **2.12 Provide a disaster recovery plan for system failures and outages;**

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 Murphysboro and Harrisburg are more than 50 miles apart.
2. Duplicated capabilities of the FEs 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 once in a while.

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

1. Direct Dual Trunking
2. Alternate Facilities Routes
3. SLAs for service quality problem identification and resolution.
4. Monitoring tools to see problems that are simplex in nature and get them rapidly corrected before they become service affecting for customers trying to reach 9-1-1.

Business Processes are Critical to Disaster Recovery Principles.

1. Planning for Disasters in the ongoing design, engineering and during growth of the network.

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

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

Jackson 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.

**2.13 Provide a contingency plan in the event that the new system fails or the 9-1-1 system provider does not fulfill its obligation;**

Because of the diverse and duplicated nature of the ESInet and its components, the system is designed not to fail. Following NENA guidelines, the plan supports 99.999% reliability. The total system will be tested prior to deployment. It is important to distinguish the nature of the "Next Generation" services (NG9-1-1) from the legacy 9-1-1 systems. NG9-1-1 is far different from the current (legacy) system, in which wireline, wireless and TTY/TDD calls are directed to PSAPs via selective routers owned and operated by telephone Carriers.

The transition to a new 911 SSP will not require significant additional capital expenditure for Jackson County. Jackson County has a long-term lease on the equipment and software. Jackson County has obtained the network (e.g., fiber) from Clearwave. Clearwave is the underlying network provider

(Carrier) and Jackson County either owns the equipment or leases the equipment on a long term basis. The network utilized by Jackson County could be replaced, or Jackson County could elect to continue using the same network.

The ESInet uses standards based open architecture standards. The NG9-1-1 equipment, software and services are in compliance with NENA standards, including the requirement for "open architecture" systems for call delivery, mapping, CAD and other components. The Emergency Services IP Network (ESInet) delivers voice, video, text and data to the PSAP using SIP or IP Multimedia Subsystem (IMS), which incorporates SIP. NENA standards prescribe SIP and IMS architectures to maximize interoperability and flexibility. Several manufacturers offer IP Selective Routers, Gateways and other equipment and software that utilize open architecture. Recording, mapping and CAD systems are available from numerous vendors.

Jackson County has contracted with NG-911, Inc. to serve as the SSP to provide and maintain the Database and assume the attendant Regulatory responsibilities. In the event NG-911, Inc. does not fulfill its obligation, Jackson County will contract with another SSP (the Next SSP).

If NG-911, Inc. ceases doing business as an SSP, the Next SSP will need to provide Database management. Database management is a service offered by multiple vendors. Software, including the software utilized by Jackson County is available if the database is managed internally. The 911 SSP will maintain the Database using NENA standards, so the format should be universal. The "next provider" will also be responsible for updating the ECRF; several companies presently solicit for that business.

NG-911, Inc. does not anticipate being out of business; however, if, for any reason NG-911, Inc. was unable to continue in business, the Database and all other files would be provided to the Next SSP in an orderly and professional manner to avoid any possibility of service interruption.

The ESInet is not a single system. Failure of a path or a portion of a path does not constitute total system failure. As stated earlier, all ESInet and PSAP components are based on standards and are duplicated and readily available from current vendors or other vendors.

**2.14 Describe the financial and technical resources that the 9-1-1 authority needs in order to sustain such a system; and**

Jackson County as part of CSI has shared the cost of the common functional elements, described as the FEs throughout the document. The CSI members, including Jackson County paid a portion of the cost of purchasing the next-generation equipment for the Data Centers and the network. The \$600,000 Department of Justice COPS program grant and the \$100,000 Delta Regional Authority grants were used to purchase the new PSAP equipment. The Clearwave BTOP grant was used to provide fiber for the ESInet and the hardware and software for the Data Centers. Under terms of the grant, they are providing low-cost fiber connections to the PSAPs. CSI has already provided the local match for these grants of \$450,000.

CSI has already paid for GIS services through Southern Illinois University and has prepaid the first three years of maintenance on the system. See Exhibit 6 for financial details.

The Jackson County ETSB has been operating enhanced 9-1-1 systems since 1993. Most of those functions will not change, so the annual budget will have very little change. Old maintenance contracts on legacy 9-1-1 equipment and software will end. Jackson County's current operating expenses for personnel, office operations, road signs, education, training, radio, CAD and recording systems, etc. will remain the same.

The ETSB Members are appointed by the county boards. If the ETSB's ever fall short on funds, the County government must pay for the service. They have the taxing authority to raise additional funds if needed.

Jackson County and the other CSI members have already shared the costs of the investment in the NG9-1-1 network. There are two diverse Data Centers which house the majority of the NG9-1-1 network Functional Elements (FEs). Jackson County PSAPs will have less onsite equipment than they currently have to own, operate, upgrade and manage today.

With a reliable and diverse network, the Jackson County PSAPs will be able to support each other in new and unique ways, leveraging the language skills in one center for example, and supporting each other during peak loads or in times of major trauma in a local area.

Jackson County will leave their existing PSAPs in operation in their locations using the same trained, qualified, and experienced personnel and the Inter-Governmental Agreements for backup PSAPs that exist today will be honored. New Agreements will be created as required to accommodate the new capabilities of the NG9-1-1 system.

**2.15 If migrating to a new technology, file a test plan that may vary from the existing testing requirements addressed in Section 725.500(a) given the technical differences in the service offering. The test plan must thoroughly explain how the operation of the network, routing and database accuracy will be verified. Since this is a migration to new technology as outlined in 725.205 (f) (15), testing procedures will vary from what has been done historically with existing Basic 911 and E-911 systems.**

Written test plans are in Exhibits 10.1 and 10.2 to this filing. The test plan thoroughly explains how the operation of the network, routing and database accuracy will be verified. NG-911, Inc. and Jackson County will oversee all aspects of testing the NG9-1-1 System and will be directly involved with Exhibit 10.1, Integrated Test Plan, Sections 2.2 through Section 2.12.

As discussed previously, the ALI database will be transferred from Frontier to NG-911, Inc. which will ensure that subsequent adds, deletes and changes will be processed daily. It is presumed that the ALI database maintained by Frontier meets the Commission standards set forth in Part 725.500(c), adopted from ETSA Section 15.4(d), of a 1% or less error ratio. NG-911, Inc. will verify that the ALI Database being deployed will also meet the 1% or less error ratio.

Jackson 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. Testing with Carriers is described in additional detail in the Exhibit 10.1 and 10.2 Test Plans.

Jackson County will work with NG-911, Inc. to conduct coordinated testing with the telecommunications carriers when any of the following occur:

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- New central office switching installations that affect the directly connected carrier(s) and/or the FAS
- Network router, Selective Router or functional equivalent installations, upgrades or rehomes;
- NPA (Numbering Plan Area) additions
- Any other event that affects 9-1-1

Jackson County will perform coordinated testing with private residential or business switch operators who request such testing.

Jackson County, in conjunction with the wireline telecommunications carriers, will test all call boxes at wireline end offices once a year and keep a running log of the testing.



# JACKSON COUNTY 911

*Jackson County Emergency Telephone System Board*

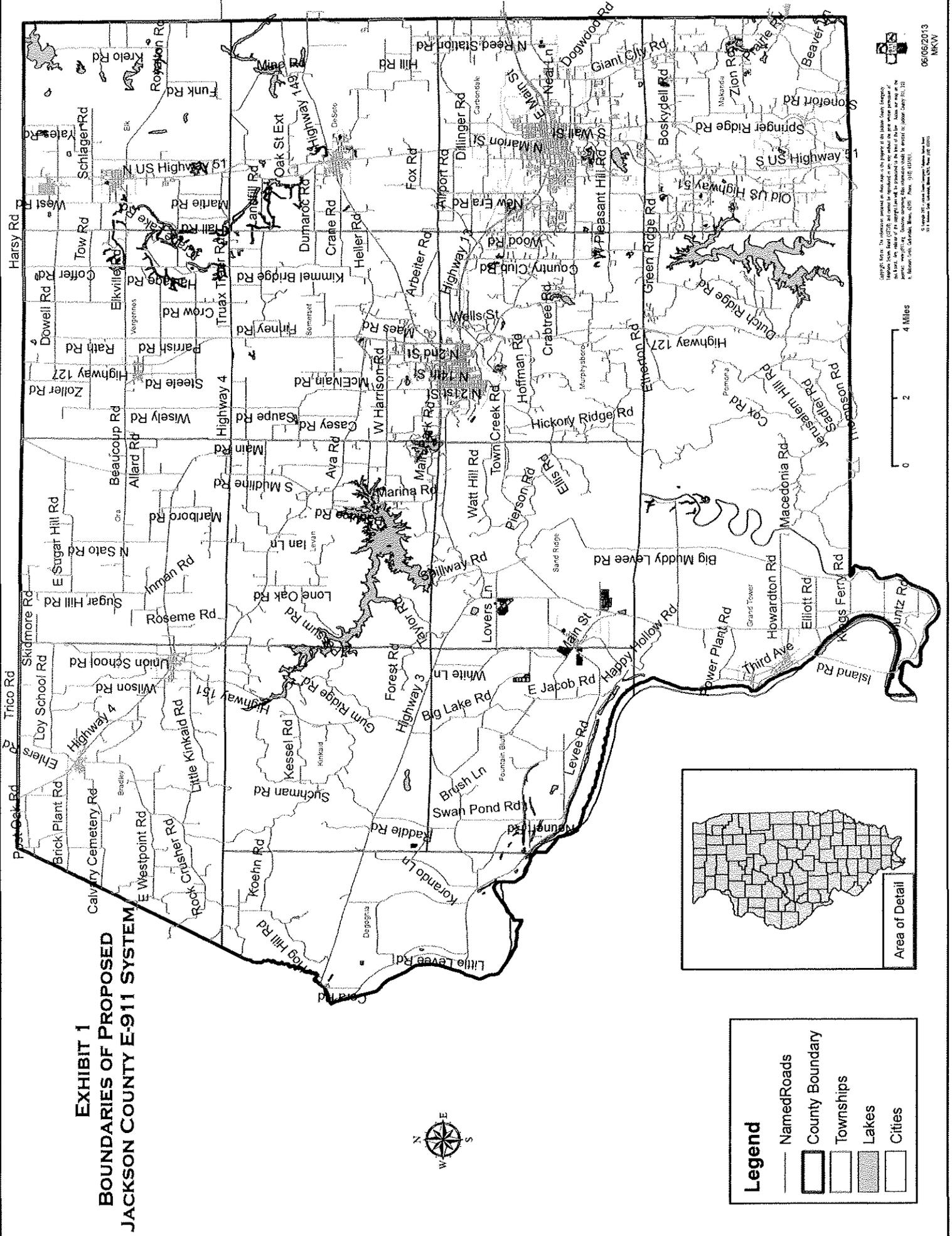
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303 N. Robinson Circle  
Carbondale, IL 62901  
618-457-5911  
Fax-529-5501  
[www.jc911.org](http://www.jc911.org)

## SYSTEM MAPS JACKSON COUNTY 911

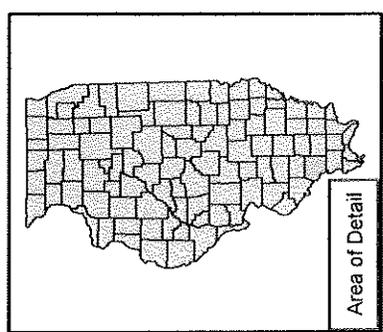
EXHIBIT 1

**EXHIBIT 1  
BOUNDARIES OF PROPOSED  
JACKSON COUNTY E-911 SYSTEM**



**Legend**

- Named Roads
- County Boundary
- Townships
- Lakes
- Cities



06/06/2013 MKW

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# JACKSON COUNTY 911

*Jackson County Emergency Telephone System Board*

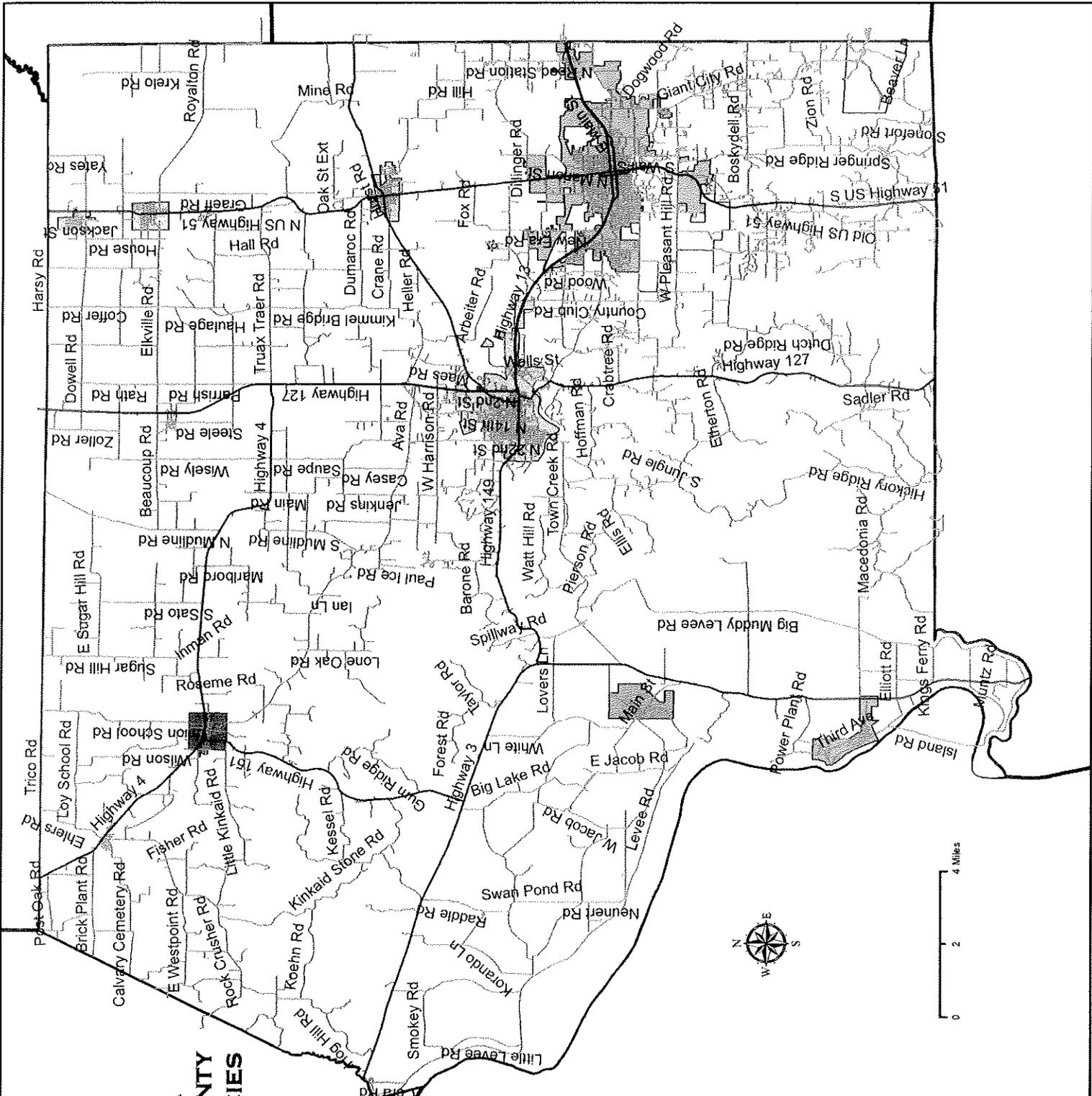
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## JURISDICTIONAL BOUNDARIES

EXHIBIT 2-A, 2-B, and 2-C

# EXHIBIT 2-A JACKSON COUNTY POLICE AGENCIES



**Legend**

- Jackson County Police
- JACKSON COUNTY SHERIFF
- AVA POLICE DEPARTMENT
- CARBONDALE POLICE DEPARTMENT
- DESOTO POLICE DEPARTMENT
- DOWELL POLICE DEPARTMENT
- ELKVILLE POLICE DEPARTMENT
- GORHAM POLICE DEPARTMENT
- GRAND TOWER POLICE DEPARTMENT
- MURPHYSBORO POLICE DEPARTMENT
- SIU POLICE DEPARTMENT
- Named Roads
- Highways
- IL Counties

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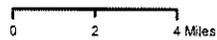
06/14/2013  
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# EXHIBIT 2-B JACKSON COUNTY FIRE DISTRICTS

**Legend**

**Fire Districts**

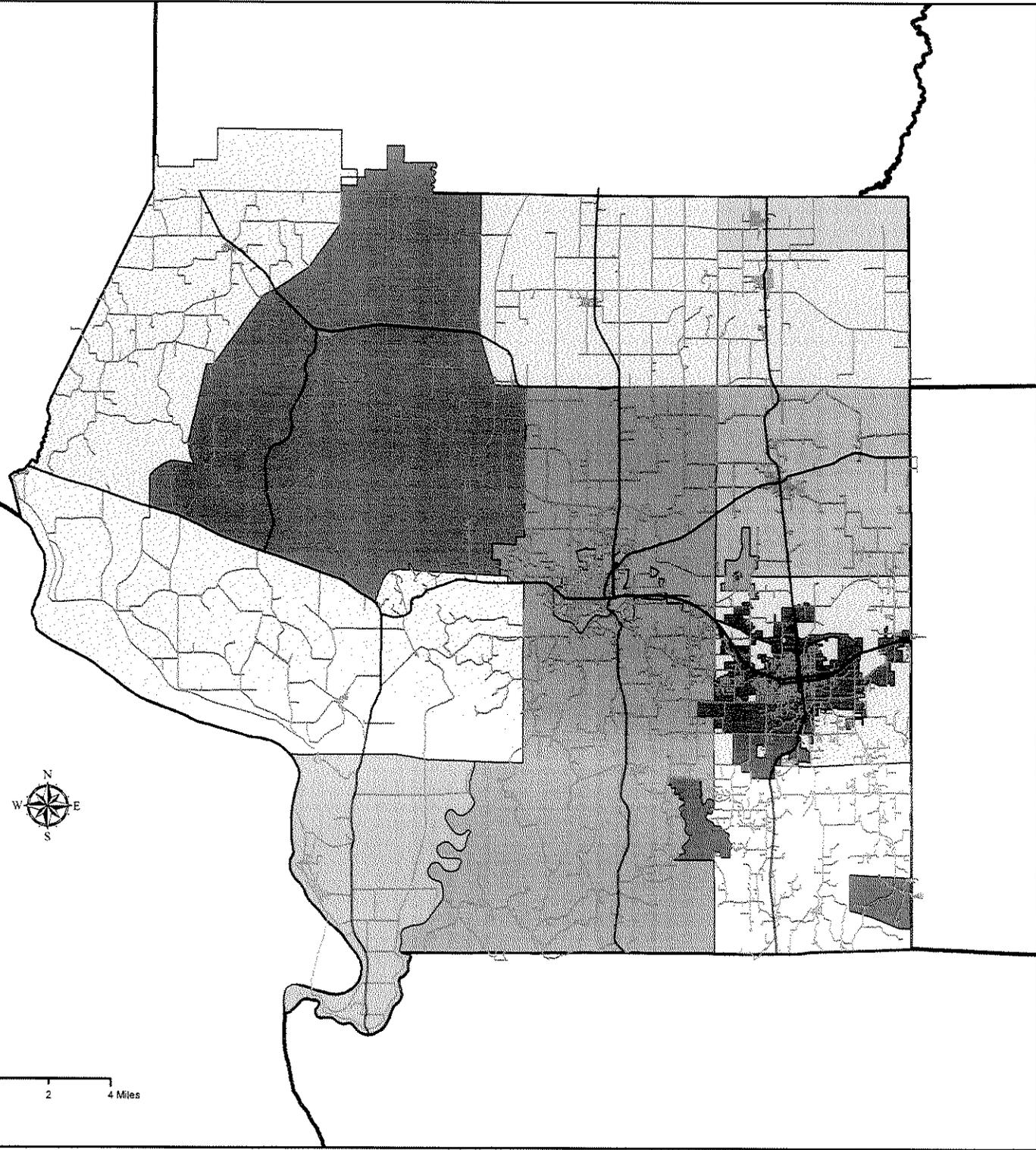
-  AVA FIRE DEPT
-  CAMPBELL HILL FIRE DEPT
-  CARBONDALE FIRE DEPT
-  CARBONDALE TOWNSHIP FIRE DEPT
-  DESOTO FIRE DEPT
-  DOWELL FIRE DEPT
-  ELKVILLE FIRE DEPT
-  GORHAM FIRE DEPT
-  MAKANDA TOWNSHIP FIRE DEPT
-  MPS FIRE DISTRICT
-  MURPHYSBORO FIRE DEPT
-  TOWER ROCK FIRE DEPT
-  VERGENNES FIRE DEPT
-  IL Counties
-  Named Roads
-  Highways



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**EXHIBIT 2-C  
ADJACENT COUNTIES &  
ADJACENT PUBLIC SAFETY  
AGENCIES**

**Randolph County**  
 Randolph County Sheriff's Dept  
 Chester Fire Dept  
 Med Star Ambulance Service

**Perry County**  
 Perry County Sheriff's Dept  
 Pinckneyville Rural Fire Protection District  
 Pinckneyville Ambulance Service

**Franklin County**  
 Franklin County Sheriff's Dept  
 Royalton Fire Dept

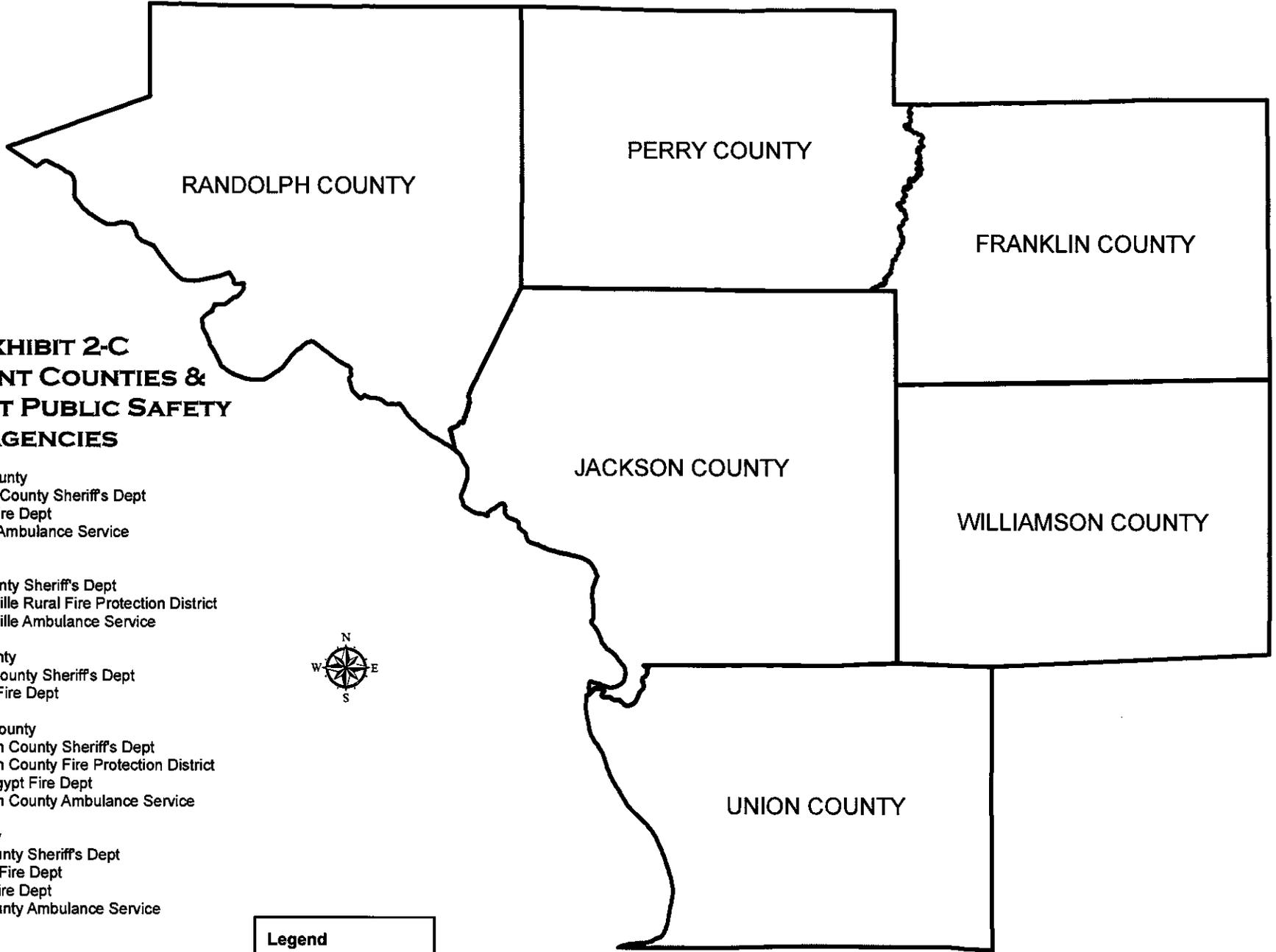
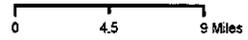
**Williamson County**  
 Williamson County Sheriff's Dept  
 Williamson County Fire Protection District  
 Lake of Egypt Fire Dept  
 Williamson County Ambulance Service

**Union County**  
 Union County Sheriff's Dept  
 Alto Pass Fire Dept  
 Cobden Fire Dept  
 Union County Ambulance Service



**Legend**

-  County Boundary
-  Adjacent IL Counties





# JACKSON COUNTY 911

*Jackson County Emergency Telephone System Board*

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## SYSTEM PARTICIPANTS JACKSON COUNTY 911

EXHIBIT 3



# JACKSON COUNTY 911

*Jackson County Emergency Telephone System Board*

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## **System Participants and Emergency Services Operating within Jackson County, Illinois**

### **I. Police**

Jackson County Sheriff's Office  
1001 Mulberry Street  
Murphysboro, Illinois 62966  
618.687.3822 administrative  
618.684.2177 non-emergency  
Population Served – 60,365  
Land area – 620 square miles  
Principle contact person – Robert Burns, Sheriff

Carbondale Police Department  
501 S. Washington Street  
Carbondale, Illinois 62901  
618.457.3200 administrative  
618.549.2121 non-emergency  
Population Served – 26,231  
Land area – 10.13 square miles  
Principle Contact person – Jody O'Guinn, Chief of Police

Murphysboro Police Department  
202 N. 11<sup>th</sup> Street  
Murphysboro, Illinois 62966  
618.684.2121 non-emergency  
618.684.5244 business  
Population served – 7,894  
Land area – 6.5 square miles  
Principle contact person – Jeffrey J. Bock, Chief of Police

Gorham Police Department  
Village Hall  
Gorham, Illinois 62940  
618.684.2177 non-emergency  
Population served – 230  
Land area – less than 5 square miles  
Principle contact person – James McCollum, Chief of Police



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Grand Tower Police Department  
City Hall  
Grand Tower, Illinois 62942  
618.565.2121 non-emergency  
Population served – 670  
Land area – less than 5 square miles  
Principle contact person – Nathan Smith, Chief of Police

DeSoto Police Department  
210 W. Lincoln Street  
DeSoto, Illinois 62924  
618.867.2315 non-emergency  
Population served – 1,150  
Land area - .775 square miles  
Principle contact person – Ben Doan, Chief of Police

Elkville Police Department  
114 S. 4<sup>th</sup> Street  
Elkville, Illinois 62932  
618.568.1881 non-emergency  
Population served – 450  
Land area - .775 square miles  
Principle contact person – Kenton Shaffer, Chief of Police

Dowell Police Department  
City Hall  
Dowell, Illinois 62927  
618.542.3022  
Population served – 475  
Land area – 1 square mile  
Principle contact person – Marvin Smith, Chief of Police

Ava Police Department  
City Hall  
Ava, Illinois 62907  
618.684.2177 non-emergency  
Population served – 635  
Land area – less than 5 square miles  
Principle contact person – Matt Randolph, Chief of Police



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Southern Illinois University Police Department  
705 S. Washington Street  
Washington Square A  
Carbondale, Illinois 62901  
618.453.3771 non-emergency  
Population served – 21,000  
Land area – 900 acres  
Principle contact person – Dr. Todd Sigler, Director of Public Safety

## II. Fire

Murphysboro Fire Department  
218 N. 10<sup>th</sup> Street  
Murphysboro, Illinois 62966  
618.684.3991 non-emergency  
Population served – 7,894  
Land area – 6.5 square miles  
Principle contact person – Steve Swafford, Fire Chief

Murphysboro Pomona Somerset Township Fire Protection District  
500 S. Williams Street  
Murphysboro, Illinois 62966  
618.684.2177 non-emergency  
Population served – 15,850  
Land area – 15 square miles  
Principle contact person – Bill Bateman, Fire Chief

U.S. Forest Service  
2205 Walnut Street  
Murphysboro, Illinois 62966  
618.687.1731  
Population served – forest area only  
Land area – 100 square miles  
Principle contact person – Ken Peterin, Ranger



# JACKSON COUNTY 911

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Tower Rock Fire Protection District  
P.O. Box 126  
Grand Tower, Illinois 62942  
618.565.2400 non-emergency  
Population served – 903  
Land area – 29 square miles  
Principle contact person – Dennis Wright, Fire Chief

Carbondale Fire Department  
200 N. Illinois Ave.  
Carbondale, Illinois 62901  
618.457.3234 non-emergency  
Population served – 26,231  
Land area – 10.13 square miles  
Principle contact person – John Michalesko, Fire Chief

Campbell Hill Fire Department  
104 Front Street  
Campbell Hill, Illinois 62916  
618.426.3714 non-emergency  
Population served – 800  
Land area – 40 square miles  
Principle contact person – David Misselhorn, Fire Chief

Ava Fire Department  
City Hall  
Ava, Illinois 62907  
618.684.2177 non-emergency  
Population served – 800  
Land area – 90 square miles  
Principle contact person – James Schatte, Fire Chief

Gorham Fire Department  
Village Hall  
Gorham, Illinois 62940  
618.684.2177 non-emergency  
Population served – 790  
Land area – 15 square miles  
Principle contact person – Rodney Mifflin, Fire Chief



# JACKSON COUNTY 911

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Vergennes Fire Department  
Porter Ave & Harrison Street  
Vergennes, Illinois 62994  
618.684.2177 non-emergency  
Population served – 1,350  
Land area – 40 square miles  
Principle contact person – John Sherman, Fire Chief

DeSoto Fire Department  
210 W. Lincoln Street  
DeSoto, Illinois 62924  
618.684.2177 non-emergency  
Population served – 2,073  
Land area – 36 square miles  
Principle contact person – Tom Manis, Fire Chief

Dowell Fire Department  
City Hall  
Dowell, Illinois 62927  
618.542.3022  
Population served – 600  
Land area – 12 square miles  
Principle contact person – David Houck

Elkville Fire Department  
103 N. 5<sup>th</sup> Street  
Elkville, Illinois 62932  
618.684.2177 non-emergency  
Population served – 1,500  
Land area – 24 square miles  
Principle contact person – Kevin Wright, Fire Chief

Carbondale Township Fire Department  
488 E. Park Street  
Carbondale, Illinois 62901  
618.549.2121 non-emergency  
Population served – 4,000  
Land area – 26 square miles  
Principle contact person – Michael Bilderback, Fire Chief



# JACKSON COUNTY 911

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Makanda Township Fire Department  
Village Hall  
Makanda, Illinois 62958  
618.684.2177 non-emergency  
Population served – 3,700  
Land area – 36 square miles

### III. Medical

Jackson County Ambulance Service  
520 N. University Ave.  
Carbondale, Illinois 62901  
618.529.5158 non-emergency  
Population served – 60,365  
Land area – 620 square miles  
Principle contact person – Dottie Miles, Director

### IV. Radio / Telecommunications

All emergency services within Jackson County, Illinois have the capability to be linked either by radio or telephonically. Details on both primary and secondary communication procedure is contained in the Call Handling Intergovernmental Agreement.

### V. Dispatch to Participating and Adjacent Agencies

Details of the elaborate dispatch system utilized by the four primary PSAPs is detailed in the Call Handling Intergovernmental Agreements. Details in said Agreements also cover the five counties adjacent to Jackson County being:

Randolph County  
Perry County  
Union county  
Franklin County  
Williamson County



# JACKSON COUNTY 911

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## VI. Territory Covered by the 9-1-1 System:

The Jackson County enhanced 9-1-1 system provides all residents of the geographic area covered by Jackson County with 9-1-1 enhanced services, either directly or indirectly through direct dispatch or router transfer, direct dispatch.

## VII. Telephone Companies Providing Service to Jackson County and Their Exchanges:

### Frontier Communications Company, Rochester, NY

|                              |                     |
|------------------------------|---------------------|
| Ava, Campbell Hill           | 426                 |
| Carbondale                   | 457, 529, 549, 351, |
| Cobden                       | 893                 |
| Elkville                     | 568                 |
| Grand Tower                  | 565                 |
| Murphysboro                  | 687, 684, 565       |
| DeSoto                       | 867                 |
| Southern Illinois University | 453, 536            |

### Egyptian Telephone Cooperative, Steeleville, Illinois

|       |     |
|-------|-----|
| Glenn | 763 |
|-------|-----|

## VIII. Intergovernmental Agreements:

The JCETSB has entered into 34 separate intergovernmental agreements for call handling and system procedures with emergency service providers within Jackson County

and 5 separate agreements with the 5 adjacent counties to Jackson County. The agreements form the basis for linkage, cooperation, and communication between both inter-county and intra-county agencies. The JCETSB has been extremely fortunate in building a strong relation with the area emergency services providers. Numerous informational meeting have been held and a strong spirit of mutual Cooperation and problem solving has emerged. Copies of all agreements are Contained and attached o this modification as exhibits under the heading Exhibit 8&9.

## IX. Financial Matters:

The JCETSB has, as one of its officers, a Financial Officer. A 2013 Budget has been provided. This budget is attached to this Modification as exhibit 7. The budget reflects the revenue and expenditures of the JCETSB.



# JACKSON COUNTY 911

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## X. Public Information:

The JCETSB continues to provide public awareness and information by means of their web site: <http://www.jc911.org>. The JCETSB complies with all requirements of the Illinois Open Meeting Act. The JCETSB plans increased publicity once the Modification is approved.

Media outlets serving Jackson County and used by 9-1-1 are as follows:

Radio: WINI, WCIL, WSIU, WTAO, WXAN, WDDD

Television: KFVS, KBSI, WPSD, WSIU, WSIL

## XI. Training:

Elaborate training will be provided to all persons staffing the four PSAP locations. The initial PSAP operators will all be existing employees of the emergency service providers where the PSAPs are located and all have had previous training in emergency call handling and dispatch. The major equipment and software vendor, NG-911 Inc. will provide extensive training on all aspects of the equipment.

## XII. Database Matters:

The JCETSB has designed and purchased a comprehensive i3 standards system that is highly sophisticated. The system will provide automatic location identification (ALI), automatic number identification (ANI), and selective routing to the four PSAPs. In addition, the system will feature geo-spatial, policy based functionality that will deliver superior service and response to the emergency needs of the citizens of Jackson County. There are no rural routes or box numbers in Jackson County. Every structure in Jackson 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.

## XIII. Miscellaneous Information:

Each of the PSAPs in the Jackson County 9-1-1 System meets the following requirements:

- A. Twenty-four hour a day operation, three hundred and sixty-five days a year.
- B. A call logging recorder capable of recording, and date and time stamping of all 9-1-1 position / calls, and radio frequencies which are used to dispatch the assignments.



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- C. An alternate power source, generator, capable of sustaining full operation of the PSAP, including communications, should commercial power outage occur. Each PSAP also has battery backup to allow continued operation during switch over from commercial power to alternate power.
- D. A TDD Device available at each PSAP to allow the hearing impaired citizen the same availability to 9-1-1 as all other citizens.
- E. Each PSAP will maintain a log of its calls for at least two years.
- F. The JCETSB has adopted a complete set of Standard Operating Procedures. These include, but not limited to, trouble reporting, call tracing, emergency restoration procedures etc.



# JACKSON COUNTY 911

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## ADJACENT AGENCY LIST JACKSON COUNTY 911

EXHIBIT 4

## EXHIBIT 4 ADJACENT COUNTIES & ADJACENT PUBLIC SAFETY AGENCIES

**Randolph County**  
 Randolph County Sheriff's Dept  
 Chester Fire Dept  
 Med Star Ambulance Service

**Perry County**  
 Perry County Sheriff's Dept  
 Pinckneyville Rural Fire Protection District  
 Pinckneyville Ambulance Service

**Franklin County**  
 Franklin County Sheriff's Dept  
 Royallton Fire Dept

**Williamson County**  
 Williamson County Sheriff's Dept  
 Williamson County Fire Protection District  
 Lake of Egypt Fire Dept  
 Williamson County Ambulance Service

**Union County**  
 Union County Sheriff's Dept  
 Alto Pass Fire Dept  
 Cobden Fire Dept  
 Union County Ambulance Service



**Legend**

-  County Boundary
-  Adjacent IL Counties

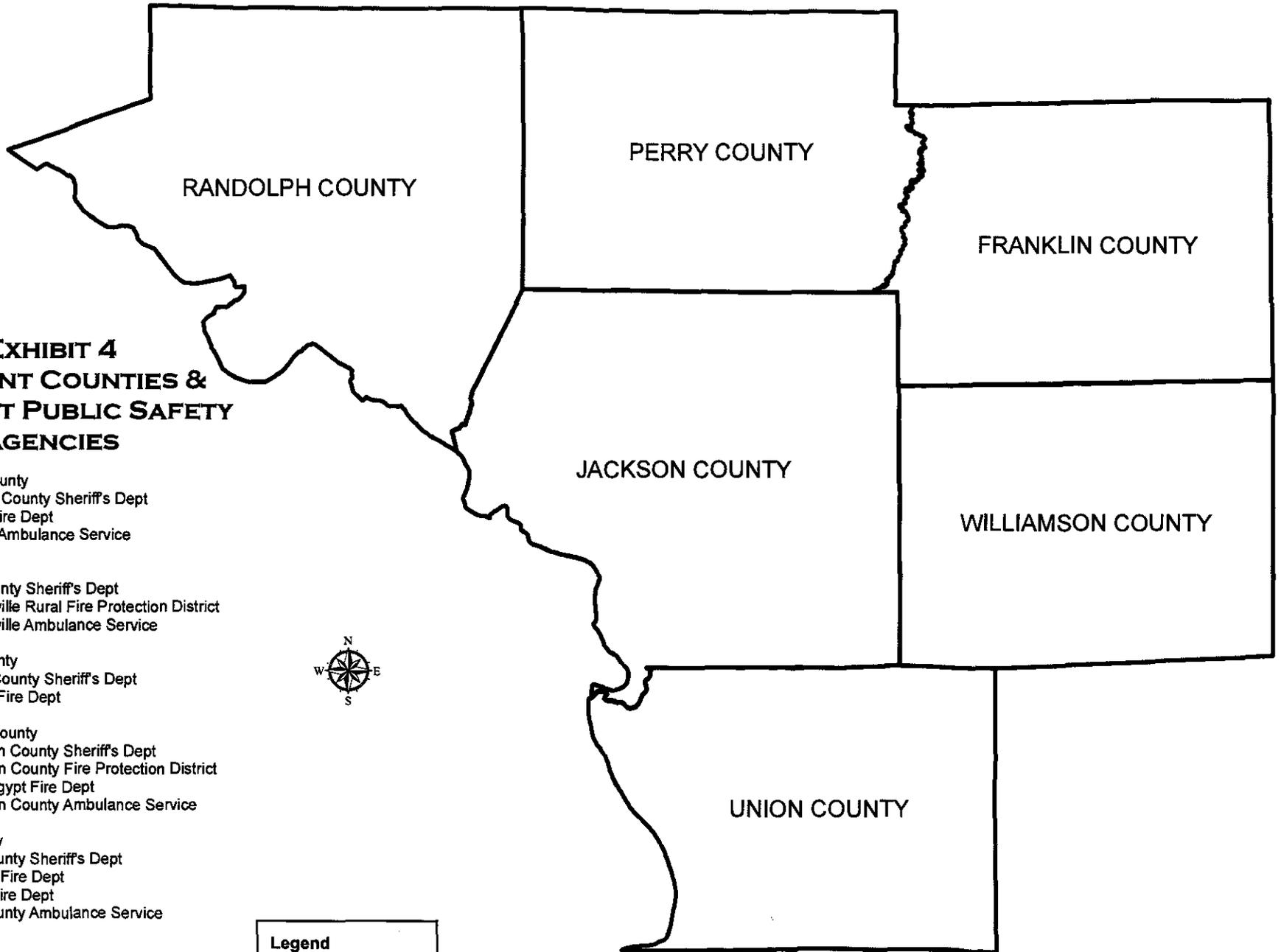
0 4.5 9 Miles



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## TELEPHONE COMPANIES LIST JACKSON COUNTY 911

EXHIBIT 5



# JACKSON COUNTY 911

*Jackson County Emergency Telephone System Board*

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## TELEPHONE COMPANIES LIST JACKSON COUNTY 911

FRONTIER COMMUNICATIONS

EGYPTIAN TELEPHONE COOPERATIVE ASSOCIATION



# JACKSON COUNTY 911

*Jackson County Emergency Telephone System Board*

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## FINANCIAL ARRANGEMENTS JACKSON COUNTY 911

**EXHIBIT 6 & 7**

## Exhibit 6

Jackson County as part of CSI has shared the cost of the common functional elements, described as the FEs throughout the document. The CSI members, including Jackson County paid a portion of the cost of purchasing the next-generation equipment for the Data Centers and the network. The \$600,000 Department of Justice COPS program grant and the \$100,000 Delta Regional Authority grants were used to purchase the new PSAP equipment. The Clearwave BTOP grant was used to provide fiber for the ESInet and the hardware and software for the Data Centers. Under terms of the grant, they are providing low-cost fiber connections to the PSAPs. CSI has already provided the local match for these grants of \$450,000.

CSI has already paid for GIS services through Southern Illinois University and has prepaid the first three years of maintenance on the system.

The Jackson County ETSB has been operating enhanced 9-1-1 systems since 1993. Most of those functions will not change, so the annual budget will have very little change. Old maintenance contracts on legacy 9-1-1 equipment and software will end. Jackson County's current operating expenses for personnel, office operations, road signs, education, training, radio, CAD and recording systems, etc. will remain the same. The Jackson County ETSB will no longer pay Frontier fees related to 911 for Selective Routing, database and network and will now pay the new provider, NG-911, Inc.

The ETSB Members are appointed by the county boards. If the ETSB's ever fall short on funds, the County government must pay for the service. They have the taxing authority to raise additional funds if needed.

Jackson County and the other CSI members have already shared the costs of the investment in the NG9-1-1 network. There are two diverse Data Centers which house the majority of the NG9-1-1 network Functional Elements (FEs). Jackson County PSAPs will have less onsite equipment than they currently have to own, operate, upgrade and manage today.

With a reliable and diverse network, the Jackson County PSAPs will be able to support each other in new and unique ways, leveraging the language skills in one center for example, and supporting each other during peak loads or in times of major trauma in a local area.

Jackson County will leave their existing PSAPs in operation in their locations using the same trained, qualified, and experienced personnel and the Inter-Governmental Agreements for backup PSAPs that exist today will be honored. New Agreements will be created as required to accommodate the new capabilities of the NG9-1-1 system.



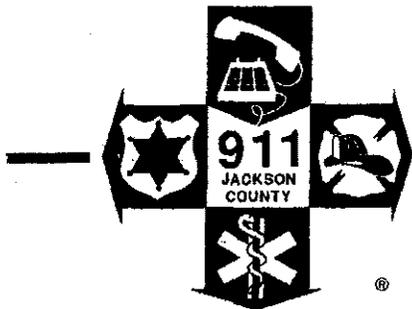
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 www.jc911.org

## Jackson County 911 Budget 2013 January through December 2013

|                                        | <u>Jan - Dec 13</u> |
|----------------------------------------|---------------------|
| <b>Ordinary Income/Expense</b>         |                     |
| <b>Income</b>                          |                     |
| 4110 · Frontier North Surcharge        | 156,800.00          |
| 4200 · Egyptian Surcharge              | 5,400.00            |
| 4205 · Clearwave Communications Surch  | 11,592.00           |
| 4237 · CSI Telecom Group, Inc. Surchar | 144.00              |
| 4251 · 8 X 8 Inc. Surcharge            | 252.00              |
| 4252 · Level 3 Comm. LLC Surcharge     | 696.00              |
| 4270 · Mediacom Surcharge              | 23,736.00           |
| 4280 · Metro Comm - Met Tel Surchar    | 132.00              |
| 4285 · Clear Rate Communications Surch | 1,272.00            |
| 4290 · Vonage America Surcharge        | 2,556.00            |
| 4300 · Wireless Surcharge              | 254,140.00          |
| 4305 · BullsEye Telecom Surcharge      | 360.00              |
| 4315 · Granite Telecomm Surcharge      | 6,144.00            |
| 4320 · Big River Telephone Co Surcharg | 60.00               |
| 4400 · Road Atlas                      | 90.00               |
| <b>Total Income</b>                    | <u>463,374.00</u>   |
| <b>Gross Profit</b>                    | 463,374.00          |
| <b>Expense</b>                         |                     |
| 5000 · 911 System Expenses             | 130,944.00          |
| 6000 · CAD System Expenses             | 15,270.00           |
| 7000 · Fixed Office Expenses           | 10,200.00           |
| 8000 · General Expenses                | 37,488.00           |
| 9000 · GIS & Mapping                   | 8,508.00            |
| 11000 · General Office Expenses        | 2,440.00            |
| 12000 · Payroll Expenses               | 247,748.00          |
| 13000 · Professional Fees              | 9,390.00            |
| 15000 · Building                       | 1,680.00            |
| <b>Total Expense</b>                   | <u>463,668.00</u>   |
| <b>Net Ordinary Income</b>             | -294.00             |
| <b>Other Income/Expense</b>            |                     |
| <b>Other Income</b>                    |                     |
| 4500 · Interest Income                 | 60.00               |
| 4600 · Other Income                    | 234.00              |
| <b>Total Other Income</b>              | <u>294.00</u>       |
| <b>Net Other Income</b>                | 294.00              |
| <b>Net Income</b>                      | <u><u>0.00</u></u>  |



# JACKSON COUNTY 911

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## **EXHIBIT 7**

FINANCIAL INFORMATION  
PUBLIC VERSION  
(REDACTED)

Exhibit 7 contains confidential and proprietary financial information which has been redacted from this public version.

PRESENT SYSTEM PROVIDER COSTS PER MONTH

|                        |                 |
|------------------------|-----------------|
| Frontier Communication | \$8,250.18      |
| Egyptian               | <u>+ 384.36</u> |
|                        | \$8,634.54      |



# JACKSON COUNTY 911

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## CALL HANDLING AGREEMENTS AND AID OUTSIDE NORMAL JURISDICTION

EXHIBIT 8 and 9

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD  
**E-9-1-1 CALL HANDLING**  
**INTERGOVERNMENTAL AGREEMENT**

This AGREEMENT is made and entered into by and between the Jackson County Emergency Telephone System Board, 303 N. Robinson Circle, Carbondale, Illinois 62901 hereinafter referred to as "JCETSB", and the Jackson County Sheriff's Department.

WHEREAS, the Constitution of the State of Illinois, 1970, Article VII, Section 10, authorizes units of local government to contract or otherwise associate among themselves in any manner not prohibited by law or ordinance; and

WHEREAS, 5 ILCS 220/1 et seq. entitled the "Intergovernmental Cooperation Act," provides that any power or powers, privileges or authority exercised or which may be exercised by a public agency of this State may be exercised and enjoyed jointly with any other public agency of this State; and

WHEREAS, the State of Illinois has enacted into law the "Emergency Telephone System Act" at 50 ILCS 750/0.01 et seq.; and

WHEREAS, the voters of Jackson County, Illinois did by a binding referendum at the General Election held on November 6, 1990, pass by a majority of the votes cast upon the question a provision for imposing a surcharge in an amount not to exceed \$1.25 per month per network connection on telecommunication carriers for the purpose of installing and maintaining a 911 emergency telephone system; and

WHEREAS, the County of Jackson has enacted into law various ordinances establishing a 911 emergency telephone system and a Emergency Telephone System Board known as the Jackson County Emergency Telephone System Board; and

WHEREAS, the JCETSB has established or will establish an enhanced 9-1-1 emergency telephone system for purposes of dispatching emergency services to the public and residents of Jackson County, Illinois; and

WHEREAS, the Jackson County Sheriff's Department is a unit of local government engaged in emergency services; and

WHEREAS, it is necessary to determine the manner and procedure for effective handling and routing of enhanced 9-1-1 emergency calls;

NOW, THEREFORE, in consideration of the promises and of the mutual covenants and agreements set forth herein, the JCETSB and the Jackson County Sheriff's Department do hereby agree as follows:

The purpose of the E-9-1-1 System is to provide the most convenient and efficient emergency service possible to the citizens of Jackson County and its municipalities. In recognition of this purpose, the following call handling agreement has been devised to facilitate call answering between and for the parties.

1. 9-1-1 calls received for the area outside of the City of Carbondale, City of Murphysboro, and Southern Illinois University phone system will automatically be routed to the Jackson County Sheriff's Department Public Service Answering Point (hereinafter referred to as PSAP) by Selective Routing Equipment.

2. 9-1-1 requests for the following agencies will be received and accepted at the Jackson County Sheriff's Department PSAP. After receiving a call for emergency services within the area served by the specific agency listed below, the call for emergency service will be dispatched via one of the methods listed below:

| <u>Agencies</u>                     | <u>Primary Dispatch</u>    | <u>Secondary Dispatch</u>  |
|-------------------------------------|----------------------------|----------------------------|
| Jackson County Sheriff's Department | radio frequency<br>155.850 | radio frequency<br>155.010 |
| Gorham Police Dept.                 | radio frequency<br>155.850 | radio frequency<br>155.010 |
| Gorham Fire Dept.                   | radio frequency<br>156.225 | phone<br>565-2135          |
| Grand Tower Police Dept             | radio frequency<br>155.850 | radio frequency<br>155.010 |
| Tower Rock Fire Protection District | radio frequency<br>156.225 | phone<br>565-2400          |
| DeSoto Police Dept.                 | radio frequency<br>155.850 | radio frequency<br>155.010 |
| DeSoto Fire Dept.                   | radio frequency<br>156.225 | phone<br>867-3300          |
| Elkville Police Dept.               | radio frequency<br>155.850 | radio frequency<br>155.010 |
| Elkville Fire Dept.                 | radio frequency<br>156.225 | phone<br>568-1341          |

| <u>Agencies</u>                                               | <u>Primary Dispatch</u>                                                                                                                                                                                                                                                                                                   | <u>Secondary Dispatch</u>  |
|---------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| Dowell Fire Dept.                                             | radio frequency<br>156.225                                                                                                                                                                                                                                                                                                | phone<br>568-1013          |
| Dowell Police Dept.                                           | radio frequency<br>155.850                                                                                                                                                                                                                                                                                                | radio frequency<br>155.010 |
| Ava Police Dept.                                              | radio frequency<br>155.850                                                                                                                                                                                                                                                                                                | radio frequency<br>155.010 |
| Ava Fire Dept.                                                | radio frequency<br>155.100                                                                                                                                                                                                                                                                                                | phone<br>426-3641          |
| Murphysboro-Pomona-Somerset Township Fire Protection District | radio frequency<br>156.225                                                                                                                                                                                                                                                                                                | phone<br>687-1344          |
| U.S. Forest Service                                           | phone<br>687-1731                                                                                                                                                                                                                                                                                                         | radio frequency<br>155.850 |
| Campbell Hill Fire Dept.                                      | radio frequency<br>156.225                                                                                                                                                                                                                                                                                                | phone<br>426-3012          |
| Fountain Bluff Fire Protection Assoc.                         | radio frequency<br>156.225                                                                                                                                                                                                                                                                                                | phone<br>763-4240          |
| Vergennes Fire Dept.                                          | radio frequency<br>156.225                                                                                                                                                                                                                                                                                                | phone<br>684-2211          |
| Jackson County Ambulance Service                              | radio frequency<br>154.415                                                                                                                                                                                                                                                                                                | radio frequency<br>155.100 |
| Carbondale Township Fire Department                           | 9-1-1 calls for the Carbondale Township Fire Department will be received at the Jackson County Sheriff's Dept. and transferred to the Carbondale Police Dept. PSAP which will dispatch the Carbondale Township Fire Dept. via radio; primary dispatch on radio frequency 154.205 and secondary dispatch on phone 549-4621 |                            |
| Makanda Township Fire Department                              | radio frequency<br>156.225                                                                                                                                                                                                                                                                                                | phone<br>549-0213          |

3. The Jackson County Sheriff's Department PSAP shall dispatch those agencies that they receive 9-1-1 calls for as per guidelines set forth by the Jackson County Sheriff's Department PSAP, JCETSB and the agency being dispatched and rules and regulations established by the Illinois Commerce Commission.

4. The Jackson County Sheriff's Department agrees to keep all records, times and places of the 9-1-1 calls on file as specified herein. All such records shall be available to JCETSB. The PSAP shall maintain records as required by the Illinois Commerce Commission and the JCETSB including the reports of all calls, their times, and their dispositions.

5. The JCSD shall maintain a seven digit phone number which shall be utilized for the receipt of all calls that are of an administrative or non-emergency nature .

6. In instances where the Jackson County Sheriff's Department PSAP refuses a 9-1-1 request from a person on the basis that the request is out of the jurisdictional boundaries, the PSAP's telecommunicator "SHALL" make every effort to redetermine the appropriate responding agency and complete the disposition of the call by transferring the call to the correct PSAP.

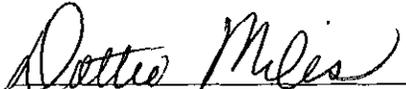
7. Once an emergency unit is dispatched in response to a 9-1-1 request for service and subsequently determines the address/location is outside of its jurisdiction, it shall render aid without regard to jurisdictional boundaries until relieved.

8. Any and all other responses by agencies providing emergency service outside of their respective serving areas, except as noted above, shall be made in accordance with established mutual aid procedures and agreements in effect at this time.

9. Any agreements or changes in agreements and/or operating policies must be approved by the JCETSB, Jackson County Sheriff's Department and any other agency providing emergency service which is effected.

#### JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

By:   
Chairperson

  
Secretary

Executed this 25<sup>th</sup> day of January, 2010.

#### JACKSON COUNTY SHERIFF'S DEPARTMENT

By:   
Robert Burns  
Sheriff of Jackson County

Executed this 15<sup>th</sup> day of January, 2010.

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD  
E-9-1-1 CALL HANDLING  
INTERGOVERNMENTAL AGREEMENT

This AGREEMENT is made and entered into by and between the Jackson County Emergency Telephone System Board, 1112 West Main Street, Carbondale, Illinois 62901 hereinafter referred to as "JCETSB", and the City of Carbondale and its Police and Fire Departments, Carbondale, Illinois.

WHEREAS, the Constitution of the State of Illinois, 1970, Article VII, Section 10, authorizes units of local government to contract or otherwise associate among themselves in any manner not prohibited by law or ordinance; and

WHEREAS, 5 ILCS 220/1 et seq. entitled the "Intergovernmental Cooperation Act," provides that any power or powers, privileges or authority exercised or which may be exercised by a public agency of this State may be exercised and enjoyed jointly with any other public agency of this State; and

WHEREAS, the State of Illinois has enacted into law the "Emergency Telephone System Act" at 50 ILCS 750/0.01 et seq.; and

WHEREAS, the voters of Jackson County, Illinois did by a binding referendum at the General Election held on November 6, 1990, pass by a majority of the votes cast upon the question a provision for imposing a surcharge in an amount not to exceed \$1.25 per month per network connection on telecommunication carriers for the purpose of installing and maintaining a 911 emergency telephone system; and

WHEREAS, the County of Jackson has enacted into law various ordinances establishing a 911 emergency telephone system and an Emergency Telephone System Board known as the Jackson County Emergency Telephone System Board; and

WHEREAS, the JCETSB has established or will establish an enhanced 9-1-1 emergency telephone system for purposes of dispatching emergency services to the public and residents of Jackson County, Illinois; and

WHEREAS, the City of Carbondale is a unit of local government and its Police and Fire Departments are engaged in emergency services; and

WHEREAS, it is necessary to determine the manner and procedure for effective handling and routing of enhanced 9-1-1 emergency calls;

NOW, THEREFORE, in consideration of the promises and of the mutual covenants and agreements set forth herein, the JCETSB and the City of Carbondale and its Police and Fire Departments do hereby agree as follows;

The purpose of the E-9-1-1 System is to provide the most convenient and efficient emergency service possible to the citizens of Jackson County and its municipalities. In recognition of this purpose, the following call handling agreement has been devised to facilitate call answering between and for the parties.

1. All 9-1-1 calls received for the area inside of the City of Carbondale, will automatically be routed to the City of Carbondale's Public Service Answering Point (hereinafter referred to as PSAP) located at the Carbondale Police Department by Selective Routing Equipment.

2. 9-1-1 requests for the following agencies will be received and accepted at the Carbondale Police Department PSAP. After receiving a call for emergency services within the area served by the specific agency listed below, the call for emergency service will be dispatched via one of the methods listed below:

| <u>Agencies</u>                | <u>Primary Dispatch</u>                                                                                                                                                                                                                                                                                                       | <u>Secondary Dispatch</u>  |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| Carbondale Police Department   | radio frequency<br>154.755                                                                                                                                                                                                                                                                                                    | radio frequency<br>155.640 |
| Carbondale Fire Department     | radio frequency<br>154.205                                                                                                                                                                                                                                                                                                    | radio frequency<br>153.770 |
| Carbondale Township Department | All 9-1-1 calls for the Carbondale Township Fire Dept. will be routed to the Jackson County Sheriff's Dept. PSAP and then transferred (one stroke/button) to the Carbondale Police Dept. which will dispatch the Carbondale Township Fire Dept. via radio; primary frequency 154.205 and secondary dispatch on phone 549-4621 |                            |

Makanda Township  
Fire Department

9-1-1 calls for Makanda Township Fire Department will be received at the Jackson County Sheriff's Department PSAP and then dispatched on primary radio frequency 154.070 and secondary dispatch on 549-0213.

Jackson County  
Ambulance Service

9-1-1 calls for the Ambulance Service will be transferred (one stroke/button) to the Jackson County Sheriff's Dept. PSAP for dispatch to the Ambulance Service.

3. The City of Carbondale PSAPs shall dispatch those agencies that they receive 9-1-1 calls for as per guidelines set forth by the City of Carbondale PSAPs, JCETSB and the agency being dispatched and rules and regulations established by the Illinois Commerce Commission.

4. The City of Carbondale agrees to keep all records, times and places of the 9-1-1 calls on file as specified herein. All such records shall be available to JCETSB. The City shall maintain records as required by the Illinois Commerce Commission and the JCETSB including the reports of all calls, their times, and their dispositions.

5. The Carbondale Police Department and Carbondale Fire Department shall each maintain a seven digit phone number which shall be utilized for the receipt of all calls that are of an administrative or non-emergency nature.

6. In instances where the City of Carbondale PSAPs refuse a 9-1-1 request from a person on the basis that the request is out of the jurisdictional boundaries, the PSAP's telecommunicator "SHALL" make every effort to redetermine the appropriate responding agency and complete the disposition of the call by transferring the call to the correct PSAP.

7. Once an emergency unit is dispatched in response to a 9-1-1 request for service and subsequently determines the address/location is outside of its jurisdiction, it shall render aid without regard to jurisdictional boundaries until relieved.

8. Any and all other responses by agencies providing emergency service outside of their respective serving areas, except as noted above, shall be made in accordance with established mutual aid procedures and agreements in effect at this time.

9. Any agreements or changes in agreements and/or operating policies must be approved by the JCETSB, City of Carbondale and

any other agency providing emergency service which is effected.

Executed this 21 day of DEC, 1998.

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

By: Bill Crawshaw  
Bill Crawshaw  
Chairperson

Executed this 5th day of January, 1999.

THE CITY OF CARBONDALE

By: Jeff Doherty  
Jeff Doherty  
City Manager

ATTEST: Janet M. Vaught  
Janet M. Vaught  
City Clerk



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**JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD  
E-9-1-1 CALL HANDLING  
INTERGOVERNMENTAL AGREEMENT**

This AGREEMENT is made and entered into by and between the Jackson County Emergency Telephone System Board, 303 N. Robinson Circle, Carbondale, Illinois 62901 hereinafter referred to as "JCETSB", and the City of Murphysboro and its Police and Fire Departments, Murphysboro, Illinois.

WHEREAS, the Constitution of the State of Illinois, 1970, Article VII, Section 10, authorizes units of local government to contract or otherwise associate among themselves in any manner not prohibited by law or ordinance; and

WHEREAS, 5 ILCS 220/1 et seq. entitled the "Intergovernmental Cooperation Act," provides that any power or powers, privileges or authority exercised or which may be exercised by a public agency of this State may be exercised and enjoyed jointly with any other public agency of this State; and

WHEREAS, the State of Illinois has enacted into law the "Emergency Telephone System Act" at 50 ILCS 750/0.01 et seq.; and

WHEREAS, the voters of Jackson County, Illinois did by a binding referendum at the General Election held on November 6, 1990, pass by a majority of the votes cast upon the question a provision for imposing a surcharge in an amount not to exceed \$1.25 per month per network connection on telecommunication carriers for the purpose of installing and maintaining a 911 emergency telephone system; and

WHEREAS, the County of Jackson has enacted into law various ordinances establishing a 911 emergency telephone system and an Emergency Telephone System Board known as the Jackson County Emergency Telephone System Board; and

WHEREAS, the JCETSB has established or will establish an enhanced 9-1-1 emergency telephone system for purposes of dispatching emergency services to the public and residents of Jackson County, Illinois; and

WHEREAS, the City of Murphysboro is a unit of local government and its Police and fire Departments are engaged in emergency services; and

WHEREAS, it is necessary to determine the manner and procedure for effective handling and routing of enhanced 9-1-1 emergency calls;

NOW, THEREFORE, in consideration of the promises and of the mutual covenants and agreements set forth herein, the JCETSB and the City of Murphysboro and its Police and Fire Departments do hereby agree as follows:

The purpose of the E-9-1-1 System is to provide the most convenient and efficient emergency service possible to the citizens of Jackson County and its municipalities. In recognition of this purpose, the following call handling agreement has been devised to facilitate call answering between and for the parties.

1. All 9-1-1 calls received for the area served inside of the City of Murphysboro, will automatically be routed to the City of Murphysboro’s Public Service Answering Pointe (hereinafter referred to as PSAP) located at the Murphysboro Police Department by Selective Routing Equipment.

2. 9-1-1 requests for the following agencies will be received and accepted at the Murphysboro Police Department PSAP. After receiving a call for emergency services within the area served by the specific agency listed below, the call for emergency service will be dispatched via one of the methods listed below:

| Agencies                         | Primary Dispatch                                                                                                                                                                   | Secondary Dispatch                                          |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|
| Murphysboro Police Department    | primary frequency<br>TX 159.090<br>RX 155.565<br>PL 192.8                                                                                                                          | secondary frequency<br>TX 155.565<br>RX 155.565<br>PL 192.8 |
| Murphysboro Fire Department      | primary frequency<br>TX 153.770<br>RX 153.770<br>PL 192.8                                                                                                                          | secondary frequency<br>TX 154.070<br>RX 154.070             |
| Jackson County Ambulance Service | 9-1-1 calls for the Jackson County Ambulance Service will be transferred (One stroke/button) to the Jackson County Sheriff’s Department PSAP for dispatch to the Ambulance Service |                                                             |

3. The City of Murphysboro PSAPs shall dispatch those agencies that they receive 9-1-1 calls for as per guidelines set forth by the City of Murphysboro PSAPs, JCETSB and the agency being dispatched and rules and regulations established by the Illinois Commerce Commission.

4. The City of Murphysboro agrees to keep all records, times and places of the 9-1-1 calls on file as specified herein. All such records shall be available to JCETSB. The City shall maintain records as required by the Illinois Commerce Commission and the JCETSB including the reports of all calls, their times, and their dispositions.

5. The Murphysboro Police Department and Murphysboro Fire Department shall each maintain a seven digit phone number which shall be utilized for the receipt of all calls that are of an administrative or non-emergency nature.

6. In instances where the City of Murphysboro PSAPs refuses a 9-1-1 request on the basis that the request is out of their jurisdictional boundaries, the PSAP's telecommunicator "SHALL" make every effort to redetermine the appropriate responding agency and complete the disposition of the call by transferring the call to the correct PSAP.

7. Once an emergency unit is dispatched in response to a 9-1-1 request for service and subsequently determines the address/location is outside of its jurisdiction, it shall render aid without regard to jurisdictional boundaries until relieved. It is further understood that no agency providing emergency service is agreeing to send its units throughout the entire 9-1-1 system area unless it is their legal service area.

8. Any and all other responses by agencies providing emergency service outside of their respective serving areas, except as noted above, shall be made in accordance with established mutual aid procedures and agreements in effect at this time.

9. Any agreements or changes in agreements and/or operating policies must be approved by the JCETSB, the City of Murphysboro and any other agency providing emergency service which is effected.

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

By: Ron Bedar  
Ross Bedar  
Chairperson

Executed this 24<sup>th</sup> day of January, 2011.

CITY OF MURPHYSBORO, ILLINOIS

By: Ron Williams  
Ron Williams  
Mayor

Executed this 10<sup>th</sup> day of January, 2011.

**JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD  
E-9-1-1 CALL HANDLING  
INTERGOVERNMENTAL AGREEMENT**

This AGREEMENT is made and entered into by and between the Jackson County Emergency Telephone System Board, 1112 West Main Street, Carbondale, Illinois 62901 hereinafter referred to as "JCETSB", and the Board of Trustees of Southern Illinois University, Carbondale, Illinois.

WHEREAS, the Constitution of the State of Illinois, 1970, Article VII, Section 10, authorizes units of local government to contract or otherwise associate among themselves in any manner not prohibited by law or ordinance; and

WHEREAS, 5 ILCS 220/1 et seq. entitled the "Intergovernmental Cooperation Act," provides that any power or powers, privileges or authority exercised or which may be exercised by a public agency of this State may be exercised and enjoyed jointly with any other public agency of this State; and

WHEREAS, the State of Illinois has enacted into law the "Emergency Telephone System Act" at 50 ILCS 750/0.01 et seq.; and

WHEREAS, the voters of Jackson County, Illinois did by a binding referendum at the General Election held on November 6, 1990, pass by a majority of the votes cast upon the question a provision for imposing a surcharge in an amount not to exceed \$1.25 per month per network connection on telecommunication carriers for the purpose of installing and maintaining a 911 emergency telephone system; and

WHEREAS, the County of Jackson has enacted into law various ordinances establishing a 911 emergency telephone system and an Emergency Telephone System Board known as the Jackson County Emergency Telephone System Board; and

WHEREAS, the JCETSB has established or will establish an enhanced 9-1-1 emergency telephone system for purposes of dispatching emergency services to the public and residents of Jackson County, Illinois; and

WHEREAS, the Board of Trustees of Southern Illinois University is a unit of government and its Department of Public Safety at the Carbondale, Illinois campus are engaged in emergency services; and

WHEREAS, it is necessary to determine the manner and procedure for effective handling and routing of enhanced 9-1-1 emergency calls;

NOW, THEREFORE, in consideration of the promises and of the mutual covenants and agreements set forth herein, the JCETSB and the Board of Trustees of Southern Illinois University do hereby agree as follows:

The purpose of the E-9-1-1 System is to provide the most convenient and efficient emergency service possible to the citizens of Jackson County and its municipalities. In recognition of this purpose, the following call handling agreement has been devised to facilitate call answering between and for the parties.

1. All 9-1-1 calls received from telephones located on the campus of Southern Illinois University at Carbondale, Illinois (calls originating from telephone prefixes 453 and 536) and from telephones located at Evergreen Terrace and Southern Hills apartment complexes will automatically be routed to the Southern Illinois University, Carbondale Department of Public Safety Police Public Service Answering Point (hereinafter referred to as PSAP) located at the Southern Illinois University, Carbondale Department of Public Safety, Washington Square, Carbondale, Illinois by Selective Routing Equipment.

2. 9-1-1 requests for the following agencies will be received and accepted at the Southern Illinois University Department of Public Safety PSAP. After receiving a call for emergency services within the area served by the specific agency listed below, the call for emergency service will be dispatched via one of the methods listed below:

| <u>Agencies</u> | <u>Primary Dispatch</u> | <u>Secondary Dispatch</u> |
|-----------------|-------------------------|---------------------------|
|-----------------|-------------------------|---------------------------|

|                                 |                                             |                               |
|---------------------------------|---------------------------------------------|-------------------------------|
| Southern Illinois DPS<br>Police | radio fequency<br>453.90 with re-<br>peater | secondary dispatch<br>453.150 |
|---------------------------------|---------------------------------------------|-------------------------------|

|                          |                                                                                                                                                                                                                                                                          |  |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Carbondale Fire<br>Dept. | 9-1-1 calls for the Carbondale Fire Department that are received by the SIU PSAP shall be transferred (one stroke/button) to the Carbondale Police Dept. PSAP. The Carbondale Police Dept. will then dispatch the Carbondale Fire Dept. and equipment to the SIU campus. |  |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

Jackson County  
Ambulance Service

9-1-1 calls for the Jackson County  
Ambulance Service will be transferred (one  
stroke/button) to the Jackson County Sheriff's  
Department PSAP for dispatch to the Ambulance  
Service

3. The Southern Illinois University Department of Public Safety PSAP shall dispatch those agencies that they receive 9-1-1 calls for as per guidelines set forth by the Southern Illinois University Department of Public Safety PSAP, JCETSB and the agency being dispatched and rules and regulations established by the Illinois Commerce Commission.

4. The Southern Illinois University Department of Public Safety Police agree to keep all records, times and places of the 9-1-1 calls on file as specified herein. All such records shall be available to JCETSB. The Trustees shall maintain records as required by the Illinois Commerce Commission and the JCETSB including the reports of all calls, their times, and their dispositions.

5. The Southern Illinois Department of Public Safety shall maintain a seven digit phone number which shall be utilized for the receipt of all calls that are of an administrative or non-emergency nature.

6. In instances where the Southern Illinois Department of Public Safety PSAP refuses a 9-1-1 request from a person on the basis that the request is out of the jurisdictional boundaries, the PSAP's telecommunicator "SHALL" make every effort to redetermine the appropriate responding agency and complete the disposition of the call by transferring the call to the correct PSAP.

7. Once an emergency unit is dispatched in response to a 9-1-1 request for service and subsequently determines the address/location is outside of its jurisdiction, it shall render aid without regard to jurisdictional boundaries until relieved.

8. Any and all other responses by agencies providing emergency service outside of their respective serving areas, except as noted above, shall be made in accordance with established mutual aid procedures and agreements in effect at this time.

9. Any agreements or changes in agreements and/or operating policies must be approved by the JCETSB, the Board of Trustees of Southern Illinois University and any other agency providing emergency service which is effected.

Executed this 7 day of Thursday, 1997.

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

By: Bill Crawshaw  
Bill Crawshaw  
Chairperson

Sam Spidner  
Secretary

Executed this \_\_\_\_\_ day of \_\_\_\_\_, 1999

BOARD OF TRUSTEES OF SOUTHERN ILLINOIS UNIVERSITY

By: Jo Ann Argersinger  
Jo Ann Argersinger  
Chancellor  
Southern Illinois University, Carbondale, IL

APPROVE  
AS TO  
LEGAL FORM  
[Signature]