

## GENERAL PSAP INFORMATION

In addition to the specific information listed above, each of the PSAPs will meet or exceed the following requirements:

The PSAP and Back-up PSAP will be manned and operated by professional, fully trained telecommunicators on a twenty-four hour a day basis.

The Macoupin County Emergency Telephone System Board has developed a set of Suggested Operational Guidelines. Said guidelines include a call Trouble Reporting Procedure, a Call Tracing Procedure and Emergency Restoration Procedures. These procedures will be available at the PSAP and Back-up PSAP and to all telecommunicators. A copy will be submitted to the Illinois Commerce Commission.

As required by the State of Illinois, the PSAP will maintain a log of its calls for a period of one year. The Macoupin County Emergency Telephone System Board has agreed to make records available to all system participants and the Illinois Commerce Commission.

The 9-1-1 network and equipment will meet at least a P.01 grade of service. A complete trunking diagram can be found in Exhibit 10. The 9-1-1 circuits will be arranged for one-way incoming service to the PSAP.

All 9-1-1 calls will be handled on a first come - first served basis regardless of originating location of the call.

The PSAP will have administrative and non-emergency lines. No automatic dialing or alarm system will be allowed to use 9-1-1. Only true emergency calls, as defined in the Suggested Operational Guidelines, will be taken over the 9-1-1 lines. PSAP Suggested Operating Guidelines and Training Programs will reinforce the call taker's responsibility to carefully ascertain that each 9-1-1 call requires an emergency service response. In those cases where it is determined that an emergency services response is clearly inappropriate, call takers will be trained to refer the calling party to a seven digit dialup number or other appropriate agency. Incoming 9-1-1 calls determined to not require an immediate emergency services response will not be transferred over 9-1-1 lines.

### General Operation of System

The Macoupin County Emergency Telephone System will consist of one Primary PSAP and one Back-up PSAP, as identified above. The E9-1-1 calls from the unincorporated and incorporated areas of the system, including the entire Village of Brighton, will be routed to the primary PSAP, where they will be answered in the order received.

The Macoupin County ETSB will be providing its own telecommunicators. All telecommunicator's including the Sheriff's dispatchers and the Back-up telecommunicator's will receive Police Service Dispatch, Fire Service, TTY and Emergency Medical Dispatch training. They will also receive equipment related training by the 9-1-1 CPE vendor and on the job role playing before the Macoupin County E9-1-1 System goes on line.

The ETSB will provide one telecommunicator who will answer 911 calls from the E-911 service area. Currently there are six local basic 911 call centers in the county (Staunton, Mt. Olive, Benld, Gillespie, Carlinville and Girard/Virden). Since the implementation of the FCC mandated 911, calls received from areas not associated with any of the above Basic 911 systems are answered by the Sheriff's Department. After the Enhanced-911 system goes on line, all 911 dialed emergency calls, will be answered by the Macoupin County PSAP. The Macoupin County PSAP will be answering emergency calls for the eighteen (17) law enforcement agencies, twenty-one (21) fire departments and thirteen (13) emergency medical services that are participating agencies in our system.

The ETSB has hired four full time and three part time telecommunicators to staff our PSAP on a twenty four (24) hour a day basis. The Sheriff's dispatchers will serve as back-up telecommunicators if the E-911 telecommunicator is busy with an E-911 call. All Telecommunicator's are EMD trained, and are in the process of receiving various courses throughout the area pertaining to proper dispatching procedures. They will be trained by the customer premise equipment vendor, radio equipment vendor, and the communications equipment vendor. They will participate in the testing of the 911 system prior to full operation. The Macoupin County Sheriff's dispatchers act as matrons to the female prisoners at the Macoupin County Jail, enter warrants and various other duties that will not be required of the E-911 telecommunicator.

### Customer Premise Equipment

The Customer Premise Equipment and software meet the Enhanced 9-1-1 Standards as set out in the Standards of Service Applicable to 9-1-1 Emergency Systems, Part 725 of 83 Illinois Administrative Code and the appropriate sections of the Emergency Telephone System Act (50 ILCS Act 750).

The ETSB desired proposals on a complete turnkey system including equipment, installation, training, testing, maintenance and acting as "single point of contact" for all trouble reporting. The ETSB selected Verizon's customer premise equipment proposal for a CML EC5 1000 System. Verizon's proposal was the low bid submitted to the ETSB and met all bid requirements for installation and maintenance of the appropriate equipment.

The Verizon system provides Automatic-Number-Identification (ANI) display, Automatic-Location-Identification (ALI) display, Screen-to-Screen or Remote Printer Transfer. The Sentinel 9-1-1 Integrated Workstation Systems have TDD built into each workstation for TTY/TDD access to allow the hearing impaired citizens the same availability to 9-1-1 as all other citizens. Each Telecommunicator will be trained and receive the necessary updates associated with the operation of the TTY access on the Sentinel 9-1-1 Workstation. Verizon will provide a 24 hour per day trouble reporting telephone number for PSAP personnel to report equipment maintenance problems.

Call logging equipment will be utilized at the Primary PSAP and the Back-up PSAP. Said equipment was bid out in February 2001 and the ETSB selected Global Technical Systems, of Jacksonville, Illinois. The ETSB accepted the use of DVD technology as the method of recording.

## Radio/Telecommunications Compatibility with Participating and Adjacent Agencies

As detailed in a subsequent section, some eighteen (18) law enforcement agencies, twenty-one (21) fire departments, and thirteen (13) ambulance services will be serviced by the PSAP.

In 2001 the Macoupin County ETSB hired a consulting firm, Geo-Comm, to assist with the development, procurement and installation of the dispatch and radio system facilities, equipment and procedures needed for Macoupin County 911 operations.

VHF high band radio systems are the primary means of public safety communications within Macoupin County, to include the Macoupin County Sheriff's Department and most of the fire and ambulance agencies, as well as the surrounding counties and agencies. As such, it has been Macoupin County's intent to develop and operate a county-wide radio network based on VHF operations. Within the Northwest quadrant of the County, a unique radio system that is presently using a UHF repeater system will be capable to operate, utilize and receive dispatch directions for emergency communications from both the Bunker Hill and Carlinville dispatch facilities. The physical size of Macoupin County (864 square miles) dictates a radio system that provides reliable coverage over a large area, and will require a multi-site system for effective coverage.

However, due to Macoupin County's physical location, approximately midway between Springfield, IL and the greater St Louis MO metropolitan area, obtaining new VHF radio frequencies on which a new system could be operated have proved to be a difficult task. Several options were attempted, to include exchanging frequencies with existing agencies, as well as extensive frequency searches, however little success was found. Many hours were spent in discussions with the State of Illinois frequency coordination staff to research these options.

Ultimately, Macoupin County was successful by pursuing two separate but related options:

1. A new VHF "wideband" (25-Khz) repeater channel was obtained by entering into a working agreement with the Carlinville area hospital. It was imperative that a wideband channel be obtained for county-wide paging operations, as most of the emergency response agencies that will be dispatched by Macoupin County use radio pagers that are not "narrowband" (12.5 KHz) capable.

This system will operate on the following frequencies:

- 158.205 Mhz Repeater TX
- 159.630 Mhz Repeater RX

This channel is being implemented as the new Macoupin County 911 primary dispatch channel. It is a wide-area repeater system, with 5 remote receiver sites located in the NE (Viriden), NW (Palmyra), SW (Shipman), So. Central (Dorchester) and SE (Benld) areas of the County. All remote sites are linked back to the main site via RF link system.

Macoupin County has erected a new 330-foot communications tower, located 2 miles north of downtown Carlinville, which has been established as the primary tower site for the new radio system. This site is equipped with an emergency generator for operation during extended commercial power outages.

In addition to the remote receivers, two additional remote paging-only transmitters have been installed (at Palmyra and Dorchester) to provide additional in-building paging capability for agencies located in the north and south areas of the County.

A final component of the primary communications channel includes the installation of a fully functional standby repeater at the Sheriff's facility in Carlinville. This repeater is connected to the voting receiver comparator and can be activated in the event of a failure of the main repeater site.

The FCC license has been obtained for this system, call sign WPWB994.

2. A new VHF narrowband (12.5 KHz) repeater channel has been established at the main tower site north of Carlinville. This channel will serve as a secondary dispatch or event channel when the primary channel is being used for other activities. This system will operate on the following frequencies:

- 154.7475 Mhz Repeater TX
- 156.0975 Mhz Repeater RX

This channel will be a single-site system, but provides county-wide mobile coverage and some portable coverage within a 10-to-15 mile radius of Carlinville.

The FCC license for this system is still pending with the State of IL frequency coordinator, but approval is expected shortly.

In addition to the repeater channels discussed above, tactical VHF simplex channels are being implemented for on-scene communications by all agencies and departments within the County. These channels will consist of existing tactical frequencies now used by the various departments, as well as some new ones being obtained by the ETSB. Finally, the existing Macoupin County Sheriff's radio system channels are being retained and expanded to provide repeated county-wide coverage for the Sheriff's staff and operations, independent of the new Macoupin 911 radio channels.

The dispatching services for all entities within Macoupin County will be provided from the newly remodeled dispatch center at the Sheriff's facility in Carlinville. This facility has been established as the primary 911 dispatch operations center for Macoupin County, and is being equipped with a total of four (4) fully operational dispatch workstations. All workstations will be equipped with radio, 911 telephone, mapping and CAD systems to allow full operations from any of the dispatch work positions.

The Carlinville dispatch center is linked to the main tower site via both leased telephone company circuits and RF link systems.

The backup PSAP dispatch center was established in the city of Bunker Hill, IL, which is approximately 20 miles from Carlinville. This facility is equipped with two (2) fully operational dispatch workstations, and the appropriate radio system equipment for operations on the new Macoupin County system. This dispatch center will have 24 hour dispatching with fully trained communicators.

## Territory Covered by the System

There are eighteen (18) law enforcement agencies, twenty-one (21) fire departments, and thirteen (13) ambulance services serving Macoupin County.

### Law Enforcement:

Benld Police Department  
Brighton Police Department  
Bunker Hill Police Department  
Carlinville Police Department  
Gillespie Police Department  
Girard Police Department  
Medora Police Department  
Modesto Police Department  
Mt. Olive Police Department  
Palmyra Police Department  
Shipman Police Department  
Staunton Police Department  
Virden Police Department  
Wilsonville Police Department  
Nilwood Police Department  
Royal Lakes Police Department  
Macoupin County Sheriff Department  
Illinois State Police

### Fire Departments:

Benld Volunteer Fire Department  
Brighton Betsy-Ann Fire Protection District  
Bunker Hill Fire Protection District  
Carlinville Fire Department  
Dorchester Fire Department  
Farmersville-Waggoner Fire Department  
Gillespie Fire Department  
Girard Fire Protection District  
Greenfield Fire Protection District  
Hettick Fire Department  
Litchfield Fire Department  
Medora Fire Department  
Mt. Olive Fire Protection District  
New Douglas Fire Department  
Palmyra Fire Department  
Raymond Community Fire Protection District  
Scottville Modesto Fire Protection District  
Shipman Fire Department  
Staunton Fire Protection District  
Virden Fire Protection District  
Wilsonville Fire Department

### Ambulance Services:

Alton Memorial Ambulance Service  
Greene County Ambulance  
Bunker Hill Ambulance  
Carlinville Area Hospital Ambulance Service  
Gillespie-Benld Area Ambulance Service  
Prairieland Community Ambulance Service Co.  
Northwestern Area Fire and Ambulance Service  
Medora-Chesterfield Ambulance Service  
Mt. Olive Ambulance Service  
Shipman Area Ambulance Service  
Staunton Area Ambulance Service  
Farmersville/Waggoner Ambulance Service  
Litchfield-Montgomery County Ambulance

Macoupin County and various Municipal Emergency Management (ESDA) Agencies also will be served by the Macoupin County Enhanced 9-1-1 System.

The Macoupin County Enhanced 9-1-1 System will provide law enforcement, fire and EMS coverage to all the telephone customers in Macoupin County (including the entire Village of Brighton) with the exception of:

- A. The New Douglas Exchange -(217) 456- (Frontier/Citizens) has 40 access lines that will be opted- out. Madison County E9-1-1 has agreed to serve the customers in this exchange who reside in Macoupin County. Madison County E9-1-1 currently has, as system participants, all of the emergency responding agencies except for the Macoupin County Sheriff and a very small tract of land, approximately 1/8 square mile, covered by the Mt. Olive Fire Protection District and Mt. Olive Area Ambulance Service. The Telco trunking installation costs for this exchange would exceed \$33.70 per access line and the monthly recurring cost would exceed \$9.50 per access line.
- B. The Farmersville Exchange -(217) 227- (ICTC) with 24 access lines that will be opted out. The Litchfield Exchange -(217) 324 - (ICTC) with 125 access lines and the Raymond Exchange - (217) 229- (ICTC) with 2 access lines are all Illinois Consolidated Telephone Company Exchanges. All of these exchanges will be opted out to Montgomery County E9-1-1 System who has agreed to serve the customers in these exchanges who reside in Macoupin County.
  1. Montgomery County E9-1-1 currently has as system participants the Farmersville-Waggoner Fire Department, the Raymond Fire Department and the Farmersville-Waggoner Ambulance Service. The following emergency response agencies have response territory in the Farmersville Exchange, but are not Montgomery County E9-1-1 System participants: Macoupin County Sheriff, Prairieland Ambulance Service, Girard Fire Protection District, Carlinville Ambulance Service and the Carlinville Fire Department. The Telco trunking installation costs for this Exchange would exceed \$47.75 per access line and the monthly recurring cost would exceed \$31.50 per access line.
  2. Montgomery County E9-1-1 currently has as system participants the Litchfield Ambulance Service, Litchfield Fire Department, Mt. Olive Fire Protection District and the Mt. Olive Area Ambulance Service. The following emergency response agencies have response territory in the Litchfield Exchange, but are not Montgomery County E9-1-1 System participants: Macoupin County Sheriff, Carlinville Fire Department and the Gillespie Fire Department will be the responders. The Telco trunking installation costs for this Exchange would exceed \$15.00 per access line and the monthly recurring cost would exceed \$10.00 per access line.
- C. The Waverly Exchange - (217) 435 (Verizon) with 5 access lines and the Murrayville Exchange -(217) 882- with no access lines at this time, are both Verizon Exchanges. These customers living in Macoupin County will be opted out to Morgan County E9-1-1.
  1. The Waverly Exchange has approximately one square mile of territory in Northwestern Area Ambulance Service and Prairieland Community Ambulance Service are not participants of the Morgan County E9-1-1 System. The Telco trunking installation costs for this Exchange would exceed \$130.00 per access line and the monthly recurring cost would exceed \$38.00 per access line.
  2. The Murrayville Exchange has approximately ¼ of a square mile of territory in

Macoupin County and at this time, there are no access lines in this exchange in Macoupin County. Morgan County E9-1-1 has agreed to serve this territory in Macoupin County.

The Macoupin County ETSB will serve the entire Frontier/Midland exchanges of Scottville (217) 484 and Modesto (217) 439 including the Morgan County portions of these exchanges. There are approximately 23 customers in the Scottville exchange in Morgan County and approximately 20 customers in the Modesto exchange in Morgan County. Calls for emergency assistance from the Morgan County portion of these exchanges will be transferred to the Morgan County Sheriff's PSAP in Jacksonville. The Emergency responding agencies for the Modesto exchange territory in Morgan County are Waverly Rescue, Waverly Fire Department, Waverly EMS and the Morgan County Sheriff. The emergency responders for the Scottville exchange in Morgan County are the same as the Modesto exchange except for Froghill Road in the Scottville exchange which has South Jacksonville Rescue, Murrayville Fire Department, Murrayville/Woodson EMS and the Morgan County Sheriff.

The Macoupin County ESTB will serve the entire Woodburn Telephone exchange (618) 278 (Frontier/Midland). Madison County ETSB had previously served the ten (10) customers in the exchange in Madison County. The emergency responding agencies for this exchange territory in Madison County are: Madison County Sheriff, Fosterburg Fire Protection District and Alton Memorial Ambulance Service. Calls for emergency assistance from the Madison County portion of this exchange will be transferred to the Madison County Sheriff's PSAP in Edwardsville.

The Macoupin County ETSB will serve the entire Mt. Olive exchange (217) 999 (Frontier/Citizens) exchange and the entire Girard (217) 627 (Verizon) exchange. Originally that portion of the Mt. Olive and Girard exchange territory in Montgomery County was opted out of the Montgomery County E-911 service area until Macoupin County's E-911 system became operational. Emergency calls for assistance in the Montgomery County portion of the Mt. Olive and Girard exchange will be transferred to the Montgomery County PSAP in Hillsboro for the appropriate dispatching of emergency service agencies. There are approximately 75 access lines in the Mt. Olive exchange in Montgomery County and 3 access lines in the Montgomery County portion of the Girard Exchange.

911 calls received from any opted out exchange will be answered by the opted out exchange, information will be received by the PSAP and this appropriate emergency responding agency will be dispatched. Copies of intergovernmental agencies between Macoupin County ETSB and Montgomery County ETSB, Madison County ETSB and Morgan County ETSB concerning the overlapping exchanges will be filed with the final ICC application. These agreements will include the telephone company prefix, the approximate number of customers affected in the exchange and will detail how the 9-1-1 calls will be handled by the appropriate PSAP.

Any "opted out" telephone customers in the Macoupin County E9-1-1 System will be annually sent a letter notifying the customers that they are "opted out" of the Macoupin County E9-1-1 System and explaining to the customer how their 9-1-1 call for assistance will be handled. The Macoupin County E9-1-1 System is not requesting to "opt out" any customers to an adjoining

county that does not have E9-1-1 service, consequently all the telephone customers in Macoupin County and the Village of Brighton will have access to E9-1-1. See Exhibits 11 and 12 for the telephone company costs for the proposed "opted out" exchanges.

The entire Village of Brighton was allowed to vote in the Macoupin County E9-1-1 referendum and consequently that portion of the Village which lies in Jersey County will be included in the Macoupin County E9-1-1 System. Jersey County is currently planning for Enhanced 9-1-1 service.

There are no areas within the county that are not covered with an ESN or the ability to dial 911. There aren't any areas considered "no mans land"

The Macoupin County E.T.S.B. has filed its intent to accept wireless 911 calls with the Illinois Commerce Commission and the Illinois State Police. Currently cellular calls are routed to our PSAP at the Macoupin County Sheriff's Department by the Illinois State Police, Springfield, Illinois.

#### Telephone Company/Exchange Listing

There are five telephone companies serving Macoupin County: Verizon Communications, SBC/Ameritech Communications, Frontier/Citizens Communications of Illinois, Frontier Communications-Midland Inc., and Madison/Macoupin Communications. Illinois Communications (ICTC) customers have been opted out. They serve twenty-five (25) telephone exchanges. They are:

Brighton	Ameritech	618-372	Virden	Verizon	217-965
Girard	Verizon	217-627	Palmyra	Verizon	217-436
Greenfield	Verizon	217-368	Hettick	Frontier	618-778
Chesterfield	Frontier	618-753	Carlinville	Frontier	217-854
Gillespie	Frontier	217-839	Benld	Frontier	217-835
Mt. Olive	Frontier	217-999	*New Douglas	Frontier	217-456
Bunker Hill	Frontier	618-585	Medora	Frontier	618-729
*Waverly	Verizon	217-435	*Murrayville	Verizon	217-882
*Farmersville	ICTC	217-227	*Raymond	ICTC	217-229
*Litchfield	ICTC	217-324	Dorchester	Frontier	618-362
Woodburn	Frontier	618-278	Shipman	Frontier	618-836
Modesto	Frontier	217-439	Scottville	Frontier	217-484
Staunton	Madison/ Macoupin	618-635			

\*The Macoupin County ETSB is requesting that this exchange be "opted out" and that the 9-1-1 calls be served by the appropriate ETSB as previously discussed under "Territory Covered by the System".

### **Agreement with Participating and Adjacent Agencies**

Interagency agreements between the Macoupin County ETSB and each participating law enforcement, fire and EMS agency have been received and are being forwarded with this application.

### **Contact with Adjacent Agencies**

Contact has been made and is ongoing with the 9-1-1 Coordinators and Emergency Telephone System Boards in Madison, Montgomery, Sangamon and Morgan Counties. The Macoupin County ETSB has made contact with the adjacent agencies in Jersey and Greene Counties and will cooperate with those agencies as development and implementation of their E9-1-1 System continues. Greene and Jersey Counties border Macoupin County on the county's western border and currently do not have E9-1-1 Service.

### **System Cost and Funding**

The initial system cost is expected to be approximately \$ 1,540,153.72 and the first year's cost of operation is expected to be \$ 540,100.00 . All funding will be generated by the \$2.00 monthly Enhanced 9-1-1 surcharge. Collection of the surcharge began in September 1995. Exhibits 6 and 7 indicate the projected Financial Arrangements and System Costs.

### **Telecommunicator Training**

All ETSB telecommunicators will receive Police Service Dispatch, Fire Service, Emergency Medical Dispatch, CPR, and TTY training. All Dispatchers will be required to keep current all dispatching certifications and receive the mandatory updates related to dispatching. All Dispatchers will receive equipment related training by the 9-1-1 CPE vendor and on the job role playing before the Macoupin County E9-1-1 System goes on line.

### **Public Education**

The goal of the public education campaign will be to develop, maintain and enhance a positive image for the Macoupin County E9-1-1 System through a planned and strategic approach. The campaign will include an initial media blitz educating the public on the proper use of 9-1-1 and reporting the success of the cut-over process. The M.C.E.T.S.B. will strive to obtain optimum favorable publicity through the newspaper and radio media after the cut-over and will provide the media with success stories to keep the Enhanced 9-1-1 System in the public eye. Promotional items will be available and a representative from the M.C.E.T.S.B. will make public appearances in schools and at civic organizational meetings to emphasize the importance of using an E9-1-1 System properly. The public education process will continue on an as needed basis as determined by the ETSB and the participating agencies.

## Rural Addressing

To begin the task of rural addressing in Macoupin County, the E.T.S.B. contracted with Miller Management Services, Inc., a consultant company out of Columbia, Mo. Our project manager was Jim O'Loughlin. NENA Standards were adhered to in the naming and addressing of Macoupin County rural roads. The following steps were taken to collect road names:

Macoupin County Road Commissioners were asked to provide the E.T.S.B. with any long standing road names in each of their districts. Macoupin County Fire Departments and Districts, Ambulance Services, Sheriff's Department, County Highway Department, and surrounding county Enhanced 9-1-1 offices provided the E.T.S.B. with similar information. At this point, one common map was compiled by Miller Management Services. ESN's were adopted showing responding agencies to all roads within the County. There is no area that is not covered by the appropriate emergency responding agency.

The E.T.S.B. then made copies of the appropriate sections of the map to be posted in the Macoupin County local Post Offices. Press releases were issued throughout the county which stated that citizens were urged to go to their local Post Offices to review the road name configuration for accuracy. At this point, approximately 70% of the rural roads were named. Petitions, to either change a current road name or to propose a new road name for one that was unnamed, were available at each Post Office. The E.T.S.B. did, however, place precedence on any road name provided by an Emergency Service Provider. In other words, if a citizen proposed a road name change to a road that was named by a Fire or Ambulance District, every effort was made to keep the road name as it was.

A Public Hearing was held January 23, 1997. This was a forum for Macoupin County citizens to review their road names one last time before the map was given to the Macoupin County Board for a final approval vote. The road names were approved by the County Board at the end of January, 1997.

The Macoupin County E.T.S.B. feels that it gave the citizens every opportunity to provide input into the naming of their roads and to keep them aware of the progress of the project.

The addressing guidelines adopted by the Macoupin County Emergency Telephone System Board and the Macoupin County Board provided that all dead end roads would be designated as "lanes" and that all roads that were not dead ends would be designated as "roads". The house numbers were determined by using a corner point grid system which began with the 0/0 designation in the southwest corner of Macoupin County. This same corner point grid system was used by the Macoupin County Highway Department to put up rural reference marker signs in the unincorporated area of the county in 1980. Emergency service responding agencies were familiar with this addressing and location system, the Macoupin County Emergency Telephone System Board used the familiar grid system to provide the address numbers for the unincorporated area. To allow for future growth and to allow for sufficient addresses in congested areas, 1000 addresses were assigned per mile. All structures in the unincorporated areas of the county which

have or may have a telephone at some time in the future, will be assigned a two to five digit house number. Even numbers will be assigned on the east side of north/south roads and on the north side of east/west roads pursuant to NENA standards. Existing addresses within municipalities will be retained unless a change is requested by the municipality. A Master Street Address Guide has been compiled as part of the county's Enhanced 9-1-1 System. The ETSB installed and maintains the new street signs in the unincorporated area of the county.

There are no areas (roads, lanes, etc) without a Emergency Service Number (ESN) assigned to it within Macoupin county.

### **Database**

The selective router will be a CML ECS-1000 GTE router in Jacksonville, IL. Selective router features include: automatic number identification, forced disconnect, emergency ring back, default routing, alternate routing, ring no answer time out, and primary routing.

Verizon will update the databases daily on normal working days, Monday through Friday. The Verizon Data Base Management Center is currently located at 10402 North 56<sup>th</sup> Street, Temple Terrace, FL 33617.

The call handling agreements and the method of dispatch for Exhibit 3 are included in the final ICC application.

### **EXHIBIT 1 & 2**

### **SYSTEM MAPS**

Emergency Service Area Maps are attached to this Final Plan.