

# PUBLIC SAFETY ANSWERING POINT (PSAP) POLICY ROUTING FUNCTION (PRF) BACKUP AGREEMENT

## 1. PARTIES TO THE AGREEMENT

This Policy Routing Function (PRF) Backup Agreement ("Agreement") is entered into by and between:

**Primary PSAP (Requesting Agency):**

Agency Name: Lake Havasu City Police Dept.

Address: 2360 Mcculloch Blvd. N. LHC, AZ

**Backup PSAP(s) (Responding Agencies):**

Backup PSAP Agency Name	Priority Order
Mohave County Sheriff's Office	1

## 2. PURPOSE

The purpose of this Agreement is to establish a formal understanding between Participating Agencies regarding backup call handling responsibilities for Policy Routing Function (PRF) within the Next Generation 9-1-1 (NG9-1-1) system. This Agreement ensures continuity of emergency communications services in the event the Primary PSAP is unable to receive or process 9-1-1 calls.

### **3. SCOPE OF SERVICES**

Each Backup PSAP agrees to provide the following services when PRF routing is activated:

- Receive and answer incoming 9-1-1 calls routed from the Primary PSAP
- Process calls in accordance with standard operating procedures
- Obtain all necessary call information and electronically relay call details (including ANI/ALI and incident information, when available) to the appropriate jurisdictional PSAP for dispatch via available electronic means
- Transfer calls when feasible
- Maintain communication with the Primary PSAP
- Document incidents handled under backup conditions

**Backup PSAPs are not responsible for dispatching field resources unless separately authorized.**

### **4. CONDITIONS FOR ACTIVATION**

PRF backup routing may be activated under the following conditions:

- Planned outages • Unplanned outages • Emergencies • Staffing shortages

Activation occurs through NG9-1-1 system configuration and coordination with the ESInet Core Services Provider.

### **5. RESPONSIBILITIES**

**Primary PSAP:** Maintain routing configuration, notify backups, provide protocols, and resume operations.

**Backup PSAP:** Accept calls, relay information, coordinate appropriately, and notify Primary PSAP of significant incidents.

### **6. OPERATIONAL CONSIDERATIONS**

Participating Agencies will coordinate procedures, interoperability, testing, and training. Priority order should align with PRF routing configuration.

### **7. LIABILITY AND INDEMNIFICATION**

Each Participating Agency shall be responsible for its own acts and omissions.

### **8. TERM AND TERMINATION**

Effective Date: 07/01/2026


This Agreement remains in effect until terminated with written notice and should be reviewed annually.

## 9. POINTS OF CONTACT

Agency	Name	Title	Phone	Email
Primary	Michael Terrinoni	Lieutenant, Lake Havasu City Police Dept.	928-854-0804	terrionim@lhcaz.gov
Backup 1	Micaela Carlson	Dispatch Supervisor, Mohave County Sheriff's Office	928-753-0753	carlsm@mohave.gov
Backup 2				
Backup 3				
Backup 4				

## 10. ACKNOWLEDGEMENT AND SIGNATURES

By signing below, each Participating Agency agrees to the terms of this Agreement.

Agency	Signature	Name	Title	Date
Primary		Jess Knudson	City Manager Lake Havasu City	
Backup 1		Doug Schuster	Mohave County Sheriff	5/4/26
Backup 2				
Backup 3				
Backup 4				