

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: Mohave County Sheriff's Office

Address: 600 W Beale St. Kingman, AZ 86401

Backup PSAP(s) (Responding Agencies):

| Backup PSAP Agency Name | Priority Order |
|-------------------------------------|----------------|
| Kingman 911 Communications | 1 |
| Bullhead City Police Department | 2 |
| Lake Havasu City Police Department | 3 |
| Mohave County Sheriff - Admin Alt 2 | 4 |

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: July 1, 2026

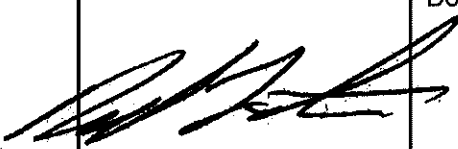
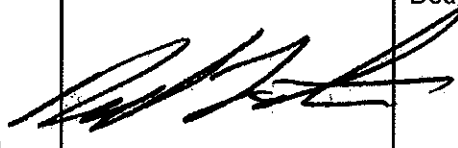
This Agreement remains in effect until terminated with written notice and should be reviewed annually.

9. POINTS OF CONTACT

| Agency | Name | Title | Phone | Email |
|----------|-------------------|--------------------------------------|--------------|----------------------------|
| Primary | Micaela Carlson | Public Safety Dispatch Supervisor | 928-753-0753 | carlsm@mohave.gov |
| Backup 1 | Amy Kennedy | Communications Manager | 928-753-8171 | akennedy@cityofkingman.gov |
| Backup 2 | Eddie Espinoza | Lieutenant | 928-763-9200 | eespinoza@bullheadcity.az |
| Backup 3 | Michael Terrinoni | Lieutenant | 928-854-0804 | terrinonim@lhcaz.gov |
| Backup 4 | Micaela Carlson | Public Safety Dispatch Supervisor | 928-753-0753 | carlsm@mohave.gov |

10. ACKNOWLEDGEMENT AND SIGNATURES

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

| Agency | Signature | Name | Title | Date |
|----------|---|---------------|--------------|---------|
| Primary |  | Doug Schuster | Sheriff | 4/30/26 |
| Backup 1 | | Jack Yeager | Chief | |
| Backup 2 | | Paul George | Chief | |
| Backup 3 | | Jess Knudson | City Manager | |
| Backup 4 |  | Doug Schuster | Sheriff | 4/30/26 |