

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

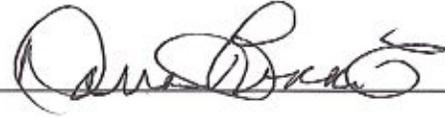


State of Illinois

Application for
9-1-1 Modification Plan

VERIFICATION

I, Dana Burris, first being duly sworn upon oath, depose and say that I am Madison County 911 Coordinator, of Madison County 911/ETSB; that I have read the foregoing plan by me subscribed and know the contents thereof; that said contents are true in substance and in fact, except as to those matters stated upon information and belief, and as to those, I believe same to be true.



Dana Burris

Subscribed and sworn to before me

this 7 day of November, 2023.

Stacey R. Counton
NOTARY PUBLIC, ILLINOIS



9-1-1 SYSTEM PROVIDER LETTER OF INTENT

09/07/2023

(Date)

Craig Bennett

(9-1-1 System Provider Company Representative)

AT&T Inc.

(9-1-1 System Provider Company Name)

12851 Manchester Road

(Street Address)

St. Louis, MO 63131

(City, State, Zip Code)

Dear Mr. Bennett _____:

This letter is to confirm our intent to modify our 9-1-1 System. Enclosed is your copy of our modification plan to be filed with the Department of the Illinois State Police for approval. Thank you for your assistance in this matter.

Sincerely,



Madison County 911 Coordinator
Dana Burris
101 E. Edwardsville Road
Wood River, IL 62095
618-296-5913

enclosure: Modification Plan

NARRATIVE STATEMENT:

(Provide a detailed summary of system operations for a modified 9-1-1 plan. Also, if incorporating an NG9-1-1 solution, please include the additional items listed below pursuant to 1325.205 b)12).

- 1) Indicate the name of the certified 9-1-1 system provider being utilized.
- 2) Explain the national standards, protocols and/or operating measures that will be followed.
- 3) Explain what measures have been taken to create a robust, reliable and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment.
- 4) Explain how the existing 9-1-1 traditional legacy wireline, wireless and VoIP network, along with the databases, will interface and/or be transitioned into the NG9-1-1 system.
- 5) Explain how split exchanges will be handled.
- 6) Explain how the databases will be maintained and how address errors will be corrected and updated on a continuing basis.
- 7) Explain who will be responsible for updating and maintaining the data, at a minimum on a daily basis Monday through Friday.
- 8) 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.

Plan Narrative:

Plan Narrative:

[Empty box for Plan Narrative]

FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs prior to modification	\$ <u>N/A</u>
Projected annual recurring 9-1-1 network costs after modification	\$ <u>TBD</u>
Installation cost of the project	\$ <u>TBD</u>
Anticipated annual revenues	\$ <u>N/A</u>

FIVE YEAR STRATEGIC PLAN FOR MODIFIED PLAN

(Provide a detailed summary of the proposed system's operation, including but not limited to, a five-year strategic plan for implementation of the modified 9-1-1 plan with financial projections)

Narrative:

A large, empty rectangular box with a thin black border, intended for the user to provide a detailed narrative summary of the proposed system's operation and a five-year strategic plan for implementation of the modified 9-1-1 plan with financial projections.

NAME (POLICE)	AREA_SQ_MI	POP
City of Alton	16.78148729	27898
City of Collinsville	14.98908099	22401
City of Edwardsville	16.51670777	21703
City of Granite City	20.49554879	30172
City of Highland	7.80133345	9779
City of Madison	16.19860675	3915
City of Troy	5.48857421	9833
City of Venice	1.83706703	1870
City of Wood River	7.23420681	10630
Grantfork PD	0.308	337
Madison County Sheriff	569.1188883	76114
SIUE	3.69806721	2534
Village of Bethalto	7.65217937	9580
Village of East Alton	5.45893061	6296
Village of Glen Carbon	10.26161496	12965
Village of Hamel	1.20947008	816
Village of Hartford	5.40981954	1434
Village of Livingston	1.05065867	842
Village of Marine	0.7026085	801
Village of Maryville	5.66534252	7816
Village of Pontoon Beach	12.35748398	5899
Village of Roxana	7.21429426	1537
Village of South Roxana	2.2855735	2105
Village of St Jacob	0.83054426	1097
Village of Williamson	1.219923	230
Village of Worden	0.75117989	943
Total		269547

NAME (FIRE)	AREA_SQ_MI	POP
Worden Fire District	16.70800106	1628
St Rose Fire	0.7557183	11
City of Venice	1.83706703	1870
Cottage Hills Fire	1.16271293	2322
Alhambra Fire	42.81814169	1606
Hamel Fire	44.3599985	2786
Wood River Fire District	0.14575716	2
Bethalto Fire	7.65217937	9580
City of Wood River	7.25497634	10630
Olive Fire	23.69991865	1702
St Jacob Fire	35.98585563	2578
South Roxana Fire	2.6008609	2164
Village Of Roxana	7.21429426	1537
Holiday Shores Fire	15.13836624	3540
Long Lake Fire	12.08986774	8296
City of Granite City	20.49554879	30172
New Douglas Fire	21.51628218	505
Staunton Fire	5.14660016	124
City of Highland	7.80133345	9779
Marine Fire	56.14939094	3071
City of Collinsville	23.1999399	25236
Glen Carbon Fire	13.6771207	12488
Maryville Fire	7.82955327	9368
City of Edwardsville	20.18796009	24237
Meadowbrook Fire	7.98644553	2147
City of Madison	16.32173083	4104
Village of Hartford	5.41194687	1434
Bunker Hill/Dorsey Fire	19.03722709	1031
Godfrey Fire	35.79610777	17788
Rosewood Heights Fire	1.44851752	3642
Village of East Alton	5.45893061	6296
Prairie Fire District	24.85966432	1358
Fosterburg Fire	31.94785412	4264
Mitchell Fire	14.62908629	5639
Highland-Pierron Fire	82.38235928	4431
City of Alton	16.78148729	27898
State Park Fire	3.27221141	1060
Grantfork Fire	32.53064982	1303
Troy Fire	49.55848965	16909
Total		264536

NAME (EMS)	AREA_SQ_MI	POP
Collinsville Fire Dept	20.88973447	25236
Alhambra-Hamel Ambulance	86.33654347	4325
Granite City Fire	20.51686948	30172
Abbott EMS	43.12994292	15754
Lifestar	15.52269668	11839
Edwardsville Fire Dept	42.17808903	27104
Maryville Fire Dept	7.83348991	9368
Alton Memorial	177.5645432	62243
Glen Carbon Fire	13.69985133	13467
Staunton Area Ambulance	67.7794632	3959
Troy Fire EMS	49.52923008	16907
Alton Fire EMS	16.78148729	27898
Total		248272

ATTACHMENTS

Ordinance - The local ordinance which created an ETSB prior to January 1, 2016.

Contracts - The contract for a new 9-1-1 system provider or for NG 9-1-1 service.

Intergovernmental Agreement

Back-up PSAP Agreement - The agreement that establishes back-up service due to interruptions or overflow services between PSAPs.

Network Diagram - Diagram provided by the 9-1-1 System Provider. Re-evaluate P.01 grade of Service for cost savings and network efficiency.

TEST PLAN DESCRIPTION

1) Description of test plan (back-up, overflow, failure, database).

2) List wireline exchanges to be tested.

3) List of wireless and VoIP Carriers to be tested.

Test Plan Description i3

TEST #	TEST CASE	TYPE
1	Trunk Verification (SIP)	Call Routing
2	Trunk Verification (SS7 Ingress from LSR)	Call Routing
3	Trunk Verification (SS7 Egress from AGC to LSR)	Call Routing
4	Perform reboot and validation on each AT&T network edge router at PSAP	Failover test
5	Perform WAN interface shutdown and validation on each AT&T network edge router at PSAP	Failover
6	Perform reboot and validation on each ATT Interface Router (between CPE and AT&T router)	
7	Wireline Call Routed to PSAP through AT&T ESInet	Equipment
8	Wireless Call Routed to PSAP through AT&T ESInet	Equipment
9	VOIP Call Routed to PSAP through AT&T ESInet	Equipment
10	CPE bids i3 Components	Call Handling
11	i3 Routing Fails, Routing via SRDB for Wireline call	Call Routing
12	i3 Routing via ECRF for Wireline call	Call Routing
13	i3 Transfer: Fixed Bridge Conferencing Confirmation (Call to IP PSAP then bridge to i3 PSAP if available – willing PSAP)	Call Handling
14	S/R Transfer: Selective Bridge Conferencing Confirmation, if used by the PSAP	Call Handling
15	S/R Transfer: Fixed Bridge Conferencing Confirmation	Call Handling
16	S/R Transfer: Fixed Bridge Conferencing Confirmation	Call Handling
17	PSTN Transfer: Fixed Bridge Conferencing Confirmation	Call Handling
18	Manual Transfer to valid local TN	Call Handling
19	Manual conference bridging to invalid unassigned number	Call Handling
20	Manual conference bridging to a valid 8YY number	Call Handling
21	Manual conference bridging to a valid Busy number	Call Handling
22	Manual conference bridging to a Multi-Party Conference	Call Handling
23	Manual conference bridging to a valid long-distance cell	Call Handling
24	Alternate Routing	Call Routing
25	Ring no Answer Timer	Call Routing
26	No position Logged In	Call Routing
27	Abandonment Routing	Call Routing
28	Un-Abandonment Routing	Call Routing
29	Abandonment Routing – PAD Testing (if PAD available)	Call Routing
30	Un-Abandonment Routing – PAD Testing (if PAD available)	Call Routing
31	Test line appearances that appear on each CPE	Call Processing
32	TTY call	Call Handling
33	TTY conference call	Call Handling

9-1-1 AUTHORITIES BACKUP AGREEMENT

For the purpose of effective handling and routing of 9-1-1 Emergency Calls, 9-1-1 Authority **Pontoon Beach Police Department** and 9-1-1 Authority **Granite City Police Department** have entered into this Agreement pursuant to a framework established between participants of the 9-1-1 System (hereinafter the "Parties").

This Backup Agreement authorizes and directs the **Pontoon Beach Police Department** and the **Granite City Police Department** to enter into a 9-1-1 Authorities Backup Agreement ("AGREEMENT") to establish the procedures that enable management of emergency calls during prearranged, unanticipated, and exigent circumstances.

This AGREEMENT establishes the procedures to follow during such circumstances.

The headings contained in this AGREEMENT are for convenience of reference only and shall not affect in any way the meaning or interpretation of this AGREEMENT. As the Public Safety Answering Point's (PSAPs) name will be used to describe the PSAPs that answer 9-1-1 calls.

I. DEFINITIONS

Abandoned Call - A call placed to 9-1-1 when a PSAP is in an abandonment state/offline.

Contingency diversion - The capability of routing 9-1-1 calls to a designated alternate location(s) if all 9-1-1 trunks are busy or out of service due to a service interruption. May be activated upon request or automatically, if detectable, when call volume exceeds a designated threshold, 9-1-1 equipment fails, the PSAP itself is disabled, or other conditions causing the processing and answering of a 9-1-1 call to be compromised.

Exigent circumstances - Situation impacting 9-1-1 call processing in which the PSAP authority determines is sufficiently significant and pressing to divert calls from the PSAP to a predetermined alternate PSAP.

Primary [Diverting] PSAP - The PSAP which, by agreement, reroutes 9-1-1 calls to an alternate PSAP under prearranged, unanticipated, or exigent circumstances.

Prolonged event - An exigent circumstance of a lengthy duration and condition that causes the PSAP's authority to invoke contingency diversion of 9-1-1 calls from one PSAP to a predetermined receiving PSAP.

Backup [Receiving] PSAP - The PSAP which, by agreement, answers 9-1-1 calls for another PSAP under prearranged, unanticipated, or exigent circumstances.

II. 9-1-1 EMERGENCY CALL HANDLING DISPATCH PROCEDURES AND PROTOCOLS

9-1-1 AUTHORITIES BACKUP AGREEMENT

It is agreed by Pontoon Beach Police Department and Granite City Police Department that contingency diversion of 9-1-1 calls may not be supported if the Backup PSAP is experiencing its own emergency or has its own need for overflow call handling support.

The exigent circumstances and conditions under which a contingency diversion activation may occur shall include, but are not limited to, the need for PSAP evacuation, network failure, call handling equipment failure, unavailability of numerous workstations, or other conditions causing the processing and answering of a 9-1-1 call to be compromised.

The rerouting of all 911 calls to the Backup PSAP shall be done at the 911 routing level (Selective router or NG911 Core Services [NGCS]) to maintain the same level of service and information, and not routed to ten-digit lines. If this is not capable, the substitute methods must be approved by the 911 Coordinator.

Pontoon Beach Police Department agrees to accept the following call types from Granite City Police Department:

- 911 Voice
- 911 Text
- 10-digit Emergency
- CAD-to-CAD Interface
- 10-digit Non-Emergency/Administrative (admin)
- Images/Video to 911

A. Condition 1: Call overflow due to instances such as PSAP busy condition or ring, no-answer due to full call queue.

- i. The Backup PSAP will accept overflow calls from Granite City Police Department when its call queue is full, or a call goes unanswered for a period of **fifteen (15)** seconds. The Backup PSAP will make best efforts to deliver any answered call details under this provision back to the PSAP's jurisdiction for dispatch by the following manner and in the following priority order:

1. 1st Priority Method: Radio transmission on: **MC E911**
2. 2nd Priority Method: 10-digit non-emergency/admin: **618-877-3172**
3. 3rd Priority Method: **MC CALL**
4. 4th Priority Method: **In the event of Starcom21 failure, VHF IREACH (155.0550) can be utilized.**

9-1-1 AUTHORITIES BACKUP AGREEMENT

- B. Condition 2: Call diversion due to instances such as PSAP offline or evacuated (also known as abandonment) or call handling equipment is offline due to a network outage.
- i. The Backup PSAP will accept calls from the Primary PSAP when the Primary PSAP has invoked its abandonment state in the NGCS policy routing rules and the Backup PSAP is next in the rules queue. The Primary PSAP may have multiple alternate destinations provisioned ahead of the Backup PSAP which may assist in limiting the volume of calls diverted to its call queue. The Backup PSAP will make best efforts to deliver any answered call details under this provision back to the Primary PSAP for dispatch by:
 1. 1st Priority Method: Radio transmission on: **MC E911**
 2. 2nd Priority Method: 10-digit non-emergency/admin **618-877-3172**
 3. 3rd Priority Method: **MC CALL**
 4. 4th Priority Method: **In the event of Starcom21 failure, VHF IREACH (155.0550) can be utilized.**
- C. Condition 3: Call misrouted due to routing function, shared exchange, mobile caller or other reason.
- i. The Backup PSAP will accept calls from the Primary PSAP when misrouted calls are transferred.
- D. Both **Pontoon Beach Police Department** and **Granite City Police Department** agree to place an overflow queue for each other on their call handling screens to manage inbound diverted 9-1-1 calls within thirty days (30) days of execution of this AGREEMENT. Each Party shall bear their own costs for equipment modification. Both Parties understand that diverted calls may be answered with a lower priority than the answering jurisdiction's **9-1-1 calls, Text-to-911, 10-digit emergency, 10-digit non-emergency calls/admin and alarm calls.**
- E. During a call diversion event the Backup PSAP will audio record answered calls from the Primary PSAP. Recordings will be made available to the Primary PSAP upon request.
- F. During an emergency event lasting longer than **twenty-four (24)** continuing hours, the Primary Party will in good faith, make best efforts to send staff to the Backup PSAP to provide operational support and subject matter expertise to minimize impact to the Backup PSAP staff and operations.
- G. Parties will share their call handling and call documentation procedures to inform one another of the specifics of each other's operation. At a minimum, Parties will gather location information, call back number, nature of the call, and known safety information. Parties will make a concerted effort to align with the call documentation procedures when

9-1-1 AUTHORITIES BACKUP AGREEMENT

handling calls from the other's jurisdiction.

- H. If a valid callback number is available, Parties will attempt to re-establish contact with abandoned calls. At a minimum, one callback should be performed to verify if an emergency exists when there are signs of distress, inaudibility, or a clear indication that emergency service is needed.
- I. When feasibly possible, Pontoon Beach Police Department will follow up with a radio or voice transmission, or email with the delivery of a fax to 618-876-9027 of the available Computer-Aided Dispatch (CAD) record for Granite City Police Department calls.
- J. When feasibly possible, Granite City Police Department will follow up with a radio or voice transmission, or email with the delivery of a fax to 618-931-2640 of the available Computer-Aided Dispatch CAD record for Pontoon Beach Police Department calls.
- K. Within thirty (30) days of the execution of this AGREEMENT, the Parties agree to conduct and document the appropriate training of their respective staff on the processes and procedures agreed to by the Parties.
- L. The Parties agree to notify the other Party of a return to normal conditions (such as the re-occupation of an evacuated PSAP) at the earliest possible opportunity. The Primary PSAP will be responsible for returning services back to normal conditions.
- M. If Pontoon Beach Police Department or Granite City Police Department is compelled by Law to disclose any call information, it shall provide prompt written notice to the other Party. If the Parties cannot fail to quash the legal process requiring disclosure, both Parties understand the requested call information will be disclosed only to the extent necessary to satisfy the request.

III. UPDATES AND MODIFICATIONS TO THIS AGREEMENT

This agreement shall last for a period of one year from January 1, 2024, through December 31, 2024, and shall continue from year to year thereafter. If either party wishes to terminate this agreement, they shall provide the other party with at least 30 days written notice of such termination.

The Parties agree to review this Agreement on a bi-annual basis, at a minimum, to update any processes or understandings.

9-1-1 AUTHORITIES BACKUP AGREEMENT

The Parties entering into this AGREEMENT acknowledge that any modifications must be by mutual consent, in writing, with as advanced notice as possible considering the circumstances, and will be treated as an amendment to this AGREEMENT.

The 911 Administrator shall be notified when there are any modifications to, or termination of, this AGREEMENT.

9-1-1 AUTHORITIES BACKUP AGREEMENT

IV. EFFECTIVE DATES

This AGREEMENT shall take effect upon its signing by authorized representatives of each party.

Signatures:

Pontoon Beach Police Department

Signature: 

Date: 10/31/23

Title: Chief of Police

Granite City Police Department

Signature: 

Date: 10/31/23

Title: Chief of Police

9-1-1 AUTHORITIES BACKUP AGREEMENT

For the purpose of effective handling and routing of 9-1-1 Emergency Calls, 9-1-1 Authority Madison County Sheriff and 9-1-1 Authority Glen Carbon Police Department have entered into this Agreement pursuant to a framework established between participants of the 9-1-1 System (**hereinafter the "Parties"**).

This Backup Agreement authorizes and directs the Madison County Sheriff and the Glen Carbon Police Department to enter into a 9-1-1 Authorities Backup Agreement ("AGREEMENT") to establish the procedures that enable management of emergency calls during prearranged, unanticipated, and exigent circumstances.

This AGREEMENT establishes the procedures to follow during such circumstances.

The headings contained in this AGREEMENT are for convenience of reference only and shall not affect in any way the meaning or interpretation of this AGREEMENT. As the Public Safety Answering Point's (PSAPs) name will be used to describe the PSAPs that answer 9-1-1 calls.

I. DEFINITIONS

Abandoned Call - A call placed to 9-1-1 when a PSAP is in an abandonment state/offline.

Contingency diversion - The capability of routing 9-1-1 calls to a designated alternate location(s) if all 9-1-1 trunks are busy or out of service due to a service interruption. May be activated upon request or automatically, if detectable, when call volume exceeds a designated threshold, 9-1-1 equipment fails, the PSAP itself is disabled, or other conditions causing the processing and answering of a 9-1-1 call to be compromised.

Exigent circumstances - Situation impacting 9-1-1 call processing in which the PSAP authority determines is sufficiently significant and pressing to divert calls from the PSAP to a predetermined alternate PSAP.

Primary [Diverting] PSAP - The PSAP which, by agreement, reroutes 9-1-1 calls to an alternate PSAP under prearranged, unanticipated, or exigent circumstances.

Prolonged event - An exigent circumstance of a lengthy duration and condition that causes the PSAP's authority to invoke contingency diversion of 9-1-1 calls from one PSAP to a predetermined receiving PSAP.

Backup [Receiving] PSAP - The PSAP which, by agreement, answers 9-1-1 calls for another PSAP under prearranged, unanticipated, or exigent circumstances.

II. 9-1-1 EMERGENCY CALL HANDLING DISPATCH PROCEDURES AND PROTOCOLS

9-1-1 AUTHORITIES BACKUP AGREEMENT

It is agreed by Madison County Sheriff and Glen Carbon Police Department that contingency diversion of 9-1-1 calls may not be supported if the Backup PSAP is experiencing its own emergency or has its own need for overflow call handling support.

The exigent circumstances and conditions under which a contingency diversion activation may occur shall include, but are not limited to the need for PSAP evacuation, network failure, call handling equipment failure, unavailability of numerous workstations, or other conditions causing the processing and answering of a 9-1-1 call to be compromised.

The rerouting of all 911 calls to the Backup PSAP shall be done at the 911 routing level (Selective router or NG911 Core Services [NGCS]) to maintain the same level of service and information, and not routed to ten digit lines. If this is not capable, the substitute methods must be approved by the 911 Coordinator.

Madison County Sheriff agrees to accept the following call types from Glen Carbon Police Department:

- 911 Voice
- 911 Text
- 10-digit Emergency
- CAD-to-CAD Interface
- 10-digit Non-Emergency/Administrative (admin)
- Images/Video to 911

- A. Condition 1: Call overflow due to instances such as PSAP busy condition or ring, no-answer due to full call queue.
- i. The Backup PSAP will accept overflow calls from Glen Carbon Police Department when its call queue is full, or a call goes unanswered for a period of 15 seconds. The Backup PSAP will make best efforts to deliver any answered call details under this provision back to the PSAP's jurisdiction for dispatch by the following manner and in the following priority order:
 1. 1st Priority Method: Radio transmission on [MC E911]
 2. 2nd Priority Method: 10-digit non-emergency/admin [618-288-7226]
 3. 3rd Priority Method: Talk group [MC CALL]

9-1-1 AUTHORITIES BACKUP AGREEMENT

- B. Condition 2: Call diversion due to instances such as PSAP offline or evacuated (also known as abandonment) or call handling equipment is offline due to a network outage.
- i. The Backup PSAP will accept calls from the Primary PSAP when the Primary PSAP has invoked its abandonment state in the NGCS policy routing rules and the Backup PSAP is next in the rules queue. The Primary PSAP may have multiple alternate destinations provisioned ahead of the Backup PSAP which may assist in limiting the volume of calls diverted to its call queue. The Backup PSAP will make best efforts to deliver any answered call details under this provision back to the Primary PSAP for dispatch by:
 1. 1st Priority Method: Radio transmission on MC E911]
 2. 2nd Priority Method: 10-digit non-emergency/admin 618-288-7226
 3. 3rd Priority Method: Talk group MC CALL
- C. Condition 3: Call misrouted due to routing function, shared exchange, mobile caller or other reason.
- i. The Backup PSAP will accept calls from the Primary PSAP when misrouted calls are transferred.
- D. Both Madison County Sheriff and Glen Carbon Police Department agree to place an overflow queue for each other on their call handling screens to manage inbound diverted 9-1-1 calls within thirty days (30) days of execution of this AGREEMENT. Each Party shall bear their own costs for equipment modification. Both Parties understand that diverted calls may be answered with a lower priority than the answering jurisdiction's 9-1-1, text-to-911, 10-digit emergency, 10-digit non-emergency calls/admin, CAD to CAD interface, and alarm calls.
- E. During a call diversion event the Backup PSAP will audio record answered calls from the Primary PSAP. Recordings will be made available to the Primary PSAP upon request.
- F. During an emergency event lasting longer than twenty-four (24) continuing hours, the Primary Party will in good faith, make best efforts to send staff to the Backup PSAP to provide operational support and subject matter expertise to minimize impact to the Backup PSAP staff and operations.
- G. Parties will share their call handling and call documentation procedures to inform one another of the specifics of each other's operation. At a minimum, Parties will gather location information, call back number, nature of the call, and known safety information. Parties will make a concerted effort to align with the call documentation procedures when handling calls from the other's jurisdiction.

9-1-1 AUTHORITIES BACKUP AGREEMENT

- H. If a valid callback number is available, Parties will attempt to re-establish contact with abandoned calls. At a minimum, one callback should be performed to verify if an emergency exists when there are signs of distress, inaudibility, or a clear indication that emergency service is needed.
- I. When feasibly possible, Madison County Sheriff will follow up with a radio, voice transmission, or TTY with the delivery of an email dispatch1@glen-carbon.il.us of the available Computer-Aided Dispatch (CAD) record for Glen Carbon Police Department calls.
- J. When feasibly possible, Glen Carbon Police Department will follow up with a radio or voice transmission, or email with the delivery of a fax to (618)288-3929 of the available CAD record for Madison County Sheriff calls.
- K. Within thirty (30) days of the execution of this AGREEMENT, the Parties agree to conduct and document the appropriate training of their respective staff on the processes and procedures agreed to by the Parties.
- L. The Parties agree to notify the other Party of a return to normal conditions (such as the re-occupation of an evacuated PSAP) at the earliest possible opportunity. The Primary PSAP will be responsible for returning services back to normal conditions.
- M. If Madison County Sheriff or Glen Carbon Police Department is compelled by Law to disclose any call information, it shall provide prompt written notice to the other Party. If the Parties cannot fail to quash the legal process requiring disclosure, both Parties understand the requested call information will be disclosed only to the extent necessary to satisfy the request.

III. UPDATES AND MODIFICATIONS TO THIS AGREEMENT

This agreement shall last for a period of one year from January 1, 2024 through December 31, 2024, and shall continue from year to year thereafter. If either party wishes to terminate this agreement, they shall provide the other party with at least 30 days written notice of such termination.

The Parties agree to review this Agreement on a bi-annual basis, at a minimum, to update any processes or understandings.

The Parties entering into this AGREEMENT acknowledge that any modifications must be by mutual consent, in writing, with as advanced notice as possible considering the circumstances,

9-1-1 AUTHORITIES BACKUP AGREEMENT

and will be treated as an amendment to this AGREEMENT.

The 911 Administrator shall be notified when there are any modifications to, or termination of, this AGREEMENT.

9-1-1 AUTHORITIES BACKUP AGREEMENT

IV. EFFECTIVE DATES

This AGREEMENT shall take effect upon its signing by authorized representatives of each party.

Signatures:

Madison County Sheriff

Signature: Jeff C. Cooney

Date: 10-16-23

Title: Sheriff of Madison County IL.

Glen Carbon Police Department

Signature: John A. Lunte

Date: 10/19/2023

Title: Chief of Police

9-1-1 AUTHORITIES BACKUP AGREEMENT

For the purpose of effective handling and routing of 9-1-1 Emergency Calls, 9-1-1 Authority Glen Carbon Police Department and 9-1-1 Authority Collinsville Police Department have entered into this Agreement pursuant to a framework established between participants of the 9-1-1 System (**hereinafter the "Parties"**).

This Backup Agreement authorizes and directs the Glen Carbon Police Department and the Collinsville Police Department to enter into a 9-1-1 Authorities Backup Agreement ("AGREEMENT") to establish the procedures that enable management of emergency calls during prearranged, unanticipated, and exigent circumstances.

This AGREEMENT establishes the procedures to follow during such circumstances.

The headings contained in this AGREEMENT are for convenience of reference only and shall not affect in any way the meaning or interpretation of this AGREEMENT. As the Public Safety Answering Point's (PSAPs) name will be used to describe the PSAPs that answer 9-1-1 calls.

I. DEFINITIONS

Abandoned Call - A call placed to 9-1-1 when a PSAP is in an abandonment state/offline.

Contingency diversion – The capability of routing 9-1-1 calls to a designated alternate location(s) if all 9-1-1 trunks are busy or out of service due to a service interruption. May be activated upon request or automatically, if detectable, when call volume exceeds a designated threshold, 9-1-1 equipment fails, the PSAP itself is disabled, or other conditions causing the processing and answering of a 9-1-1 call to be compromised.

Exigent circumstances – Situation impacting 9-1-1 call processing in which the PSAP authority determines is sufficiently significant and pressing to divert calls from the PSAP to a predetermined alternate PSAP.

Primary [Diverting] PSAP – The PSAP which, by agreement, reroutes 9-1-1 calls to an alternate PSAP under prearranged, unanticipated, or exigent circumstances.

Prolonged event – An exigent circumstance of a lengthy duration and condition that causes the PSAP's authority to invoke contingency diversion of 9-1-1 calls from one PSAP to a predetermined receiving PSAP.

Backup [Receiving] PSAP – The PSAP which, by agreement, answers 9-1-1 calls for another PSAP under prearranged, unanticipated, or exigent circumstances.

II. 9-1-1 EMERGENCY CALL HANDLING DISPATCH PROCEDURES AND PROTOCOLS

9-1-1 AUTHORITIES BACKUP AGREEMENT

It is agreed by Glen Carbon Police Department and Collinsville Police Department that contingency diversion of 9-1-1 calls may not be supported if the Backup PSAP is experiencing its own emergency or has its own need for overflow call handling support.

The exigent circumstances and conditions under which a contingency diversion activation may occur shall include, but are not limited to the need for PSAP evacuation, network failure, call handling equipment failure, unavailability of numerous workstations, or other conditions causing the processing and answering of a 9-1-1 call to be compromised.

The rerouting of all 911 calls to the Backup PSAP shall be done at the 911 routing level (Selective router or NG911 Core Services [NGCS]) to maintain the same level of service and information, and not routed to ten digit lines. If this is not capable, the substitute methods must be approved by the 911 Coordinator.

Glen Carbon Police Department agrees to accept the following call types from Collinsville Police Department:

- 911 Voice
- 911 Text
- 10-digit Emergency
- CAD-to-CAD Interface
- 10-digit Non-Emergency/Administrative (admin)
- Images/Video to 911

A. Condition 1: Call overflow due to instances such as PSAP busy condition or ring, no-answer due to full call queue.

- i. The Backup PSAP will accept overflow calls from Collinsville Police Department when its call queue is full, or a call goes unanswered for a period of **fifteen (15)** seconds. The Backup PSAP will make best efforts to deliver any answered call details under this provision back to the PSAP's jurisdiction for dispatch by the following manner and in the following priority order:

1. 1st Priority Method: Radio transmission on: **MC E911**
2. 2nd Priority Method: 10-digit non-emergency/admin: **618-301-4423**
3. 3rd Priority Method: **MC CALL**
4. 4th Priority Method: **In the event of Starcom21 failure, VHF IREACH (155.0550) can be utilized.**

9-1-1 AUTHORITIES BACKUP AGREEMENT

- B. Condition 2: Call diversion due to instances such as PSAP offline or evacuated (also known as abandonment) or call handling equipment is offline due to a network outage.
- i. The Backup PSAP will accept calls from the Primary PSAP when the Primary PSAP has invoked its abandonment state in the NGCS policy routing rules and the Backup PSAP is next in the rules queue. The Primary PSAP may have multiple alternate destinations provisioned ahead of the Backup PSAP which may assist in limiting the volume of calls diverted to its call queue. The Backup PSAP will make best efforts to deliver any answered call details under this provision back to the Primary PSAP for dispatch by:
 1. 1st Priority Method: Radio transmission on: **MC E911**
 2. 2nd Priority Method: 10-digit non-emergency/admin: **618-301-4423**
 3. 3rd Priority Method: **MC CALL**
 4. 4th Priority Method: **In the event of Starcom21 failure, VHF IREACH (155.0550) can be utilized.**
- C. Condition 3: Call misrouted due to routing function, shared exchange, mobile caller or other reason.
- i. The Backup PSAP will accept calls from the Primary PSAP when misrouted calls are transferred.
- D. Both Glen Carbon Police Department and Collinsville Police Department agree to place an overflow queue for each other on their call handling screens to manage inbound diverted 9-1-1 calls within thirty days (30) days of execution of this AGREEMENT. Each Party shall bear their own costs for equipment modification. Both Parties understand that diverted calls may be answered with a lower priority than the answering jurisdiction's **9-1-1 calls, Text-to-911, 10-digit emergency, 10-digit non-emergency calls/admin and alarm calls.**
- E. During a call diversion event the Backup PSAP will audio record answered calls from the Primary PSAP. Recordings will be made available to the Primary PSAP upon request.
- F. During an emergency event lasting longer than **twenty-four (24)** continuing hours, the Primary Party will in good faith, make best efforts to send staff to the Backup PSAP to provide operational support and subject matter expertise to minimize impact to the Backup PSAP staff and operations.
- G. Parties will share their call handling and call documentation procedures to inform one another of the specifics of each other's operation. At a minimum, Parties will gather location information, call back number, nature of the call, and known safety information. Parties will make a concerted effort to align with the call documentation procedures when

9-1-1 AUTHORITIES BACKUP AGREEMENT

handling calls from the other's jurisdiction.

- H. If a valid callback number is available, Parties will attempt to re-establish contact with abandoned calls. At a minimum, one callback should be performed to verify if an emergency exists when there are signs of distress, inaudibility, or a clear indication that emergency service is needed.
- I. When feasibly possible, Glen Carbon Police Department will follow up with a radio or voice transmission, or email with the delivery of a fax to (618) 344-4763 of the available Computer-Aided Dispatch (CAD) record for Collinsville Police Department calls.
- J. When feasibly possible, Collinsville Police Department will follow up with a radio or voice transmission, or email with the delivery of a fax to (618) 288-3929 of the available Computer-Aided Dispatch CAD record for Glen Carbon Police Department calls.
- K. Within thirty (30) days of the execution of this AGREEMENT, the Parties agree to conduct and document the appropriate training of their respective staff on the processes and procedures agreed to by the Parties.
- L. The Parties agree to notify the other Party of a return to normal conditions (such as the re-occupation of an evacuated PSAP) at the earliest possible opportunity. The Primary PSAP will be responsible for returning services back to normal conditions.
- M. If Glen Carbon Police Department or Collinsville Police Department is compelled by Law to disclose any call information, it shall provide prompt written notice to the other Party. If the Parties cannot fail to quash the legal process requiring disclosure, both Parties understand the requested call information will be disclosed only to the extent necessary to satisfy the request.

III. UPDATES AND MODIFICATIONS TO THIS AGREEMENT

This agreement shall last for a period of one year from January 1, 2024, through December 31, 2024, and shall continue from year to year thereafter. If either party wishes to terminate this agreement, they shall provide the other party with at least 30 days written notice of such termination.

The Parties agree to review this Agreement on a bi-annual basis, at a minimum, to update any processes or understandings.

9-1-1 AUTHORITIES BACKUP AGREEMENT

The Parties entering into this AGREEMENT acknowledge that any modifications must be by mutual consent, in writing, with as advanced notice as possible considering the circumstances, and will be treated as an amendment to this AGREEMENT.

The 911 Administrator shall be notified when there are any modifications to, or termination of, this AGREEMENT.

9-1-1 AUTHORITIES BACKUP AGREEMENT

IV. EFFECTIVE DATES

This AGREEMENT shall take effect upon its signing by authorized representatives of each party.

Signatures:

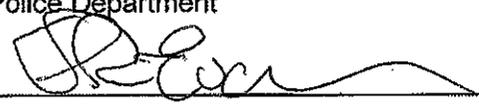
Glen Carbon Police Department

Signature: 

Date: 11/1/23

Title: Chief of Police

Collinsville Police Department

Signature: 

Date: 11/6/23

Title: Chief of Police