

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



**State of Illinois**

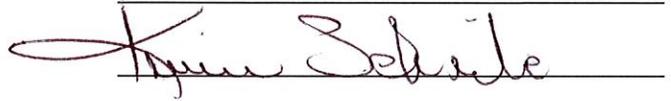
**Application for**  
**9-1-1 Modification Plan**



# VERIFICATION

I, Kevin Scheibe, first being duly sworn upon oath, depose and say that I am Kevin Scheibe, of Monroe County 911; 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.

Kevin Scheibe



Subscribed and sworn to before me

this 23<sup>rd</sup> day of January, 20 23.

  
NOTARY PUBLIC, ILLINOIS



# 9-1-1 SYSTEM PROVIDER LETTER OF INTENT

September 01, 2022

(Date)

Kevin Scheibe

(9-1-1 System Provider Company Representative)

Monroe County 911

(9-1-1 System Provider Company Name)

100 South Main Street

(Street Address)

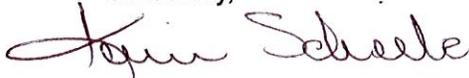
Waterloo, Il. 62298

(City, State, Zip Code)

Dear Illinois State Police:

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,

  
Public Safety Director

(Name)

(Title)

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:

The Monroe County 9-1-1 System is transitioning from E9-1-1 to Next Generation 9-1-1 (NG911). AT&T is the 9-1-1 System Provider ("SSP").

The Monroe County 9-1-1 System will comply with all Federal and State laws and with National Emergency Number Association Standards (NENA) that pertain to NG911 including the NENA i3 Standard for Next Generation - NENA-STA-010.3a-2021.

The State of Illinois has selected AT&T to provide a statewide Next Generation 9-1-1 System. AT&T's ESInet combines AT&T's network capabilities with technology from Intrado Life & Safety, Inc. (Intrado). The AT&T ESInet solution will facilitate an efficient transition from legacy 9-1-1 networks to networks capable of supporting the growing demands of a mobile society. With AT&T ESInet, the State is taking advantage of AT&T's investment in a pre-built, cloud-based solution that delivers next-generation functionality. AT&T is also providing their industry-leading AT&T VPN MPLS network for primary access to all PSAPs.

AT&T's ESInet solution is a combination of their IP network and Next Gen Core Services (NGCS) components that includes industry leading SLAs, management services and tools to help ensure that they provide the best possible service.

The design is based on building redundant systems to avoid any single point of failure (SPOF) in the ESInet and the overall NG9-1-1 Network Architecture. 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. In a Next Generation solution, a call will be answered through intelligent routing. Additionally, there will be more available positions to answer calls because all connected and tested PSAPs will be technically able to answer the call and will be able to dispatch or transfer the call to another PSAP.

AT&T's ESInet defense-in-depth security is built into the architecture. AT&T's Global IP network is monitored by 8 different Security Operations Center (SOC) facilities located across the world. AT&T uses its security portfolio capabilities to protect their data centers and networks.

AT&T's ESInet provides six (6) geographically diverse and fully redundant facilities to increase resiliency and survivability in natural and man-made disaster scenarios, with scalable capacity capable of supporting more than twice the 9-1-1 busy hour call for the entire United States. AT&T has documented business continuity and restoration plans, including complex disaster and evacuation contingencies. The 24x7 operations center employs an Incident Handling process modeled on FEMA's Incident Command System, with notifications built into the process.

## Plan Narrative:

The ESInet is monitored 24x7x365 from a NOC with tier 2 and tier 3 technical resources dedicated to the AT&T ESInet. AT&T's 9-1-1 Resolution Center has dedicated public safety resources.

The AT&T ESInet provides a flexible routing platform that supports both ESN (tabular) and GIS (spatial) routing on the same Emergency Call Routing Function (ECRF).

The AT&T ESInet solution will interconnect to legacy selective routers as defined per NENA standards. AT&T provides redundant, public safety grade points of presence in each LATA for OSP ingress locations for Legacy Network Gateways (LNGs).

AT&T will interconnect to Legacy Selective Routers to transfer and/or receive calls with Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information to the State's NGCS via legacy means through the Legacy Selective Router Gateway (LSRG). Interconnections will also allow legacy PSAPs served by legacy selective routers to serve as the abandonment route for PSAPs served by the AT&T ESInet solution.

Connectivity extends beyond the internal ESInet transport to external network and OSP interfaces. The ESInet supports both TDM and IP OSP ingress at geographically distributed Points of Interconnection (POI's). The ESInet supports standards-based protocol interfaces to external ESInets for call hand-off and call transfers. With pre-established connectivity capabilities, PSAPs on the ESInet have the ability to transfer calls to PSAPs on other ESInets or PSAPs that have not yet transitioned off legacy selective routers.

AT&T will coordinate getting the OSPs records into the AT&T ESInet database. AT&T will also jointly plan the interconnecting network with the OSP. Circuits will be ordered and implemented between the OSP and the ESInet POI. The ESInet POI may reside in an AT&T office or hub. AT&T will cooperatively test and turn up all trunking arrangements with the OSP. Traffic migrations from the legacy to new AT&T infrastructure will follow.

Integrated Text-to-911 is supported by the ESInet.

AT&T is responsible for negotiating interconnection agreements and trunking arrangements with each service provider. Interconnection agreements will include the roles and responsibilities of the Parties related to the exchange of 9-1-1 traffic including but not limited to, split rate centers, tandem to tandem and IP connections.

GIS data is submitted to the AT&T ESInet via a web-based spatial interface (SI) portal. The portal provides secure GIS file transfer. 9-1-1 Authorities can maintain their local database schema and configure database changes using attribute field mapping tools.

The Spatial Interface (SI) validation engine logs errors and refers errors back to the originating 9-1-1 Authority in comprehensive reports that are retrieved in the 9-1-1 Enterprise Geospatial Database Management System (9-1-1EGDMS). Validation errors are corrected by the 9-1-1 Authority within their own GIS database. Updates are submitted and processed on an on-going basis.

AT&T's ESInet cyber security policies, standards, and guidelines are consistent with industry best practices as defined by International Organization for Standardization and Control Objectives for Information and related Technology. The AT&T ESInet is a highly secure, privately managed IP network providing IP based call routing services for next generation 9-1-1 call delivery. All inbound and outbound traffic interactions are with pre-authorized entities, utilize agreed upon protocols and traverse controlled access points. Call processing and real-time data delivery are protected through both physical and logical controls.

Sensitive data resides in trusted data centers that employ logical and physical access controls. All hardware and software elements deployed in a production environment go through stringent release management processes that incorporate thorough penetration scan testing. Corporate and development environments are separate from production and are not used in development or system test environments. Inter-zone traffic is restricted to only that of authorized personnel and the necessary protocols destinations used to support the management and applications of the ESInet with all other traffic implicitly denied by way of redundant and diverse Session Border Controllers (SBC) and stateful firewalls. A Network Operations Center (NOC) staffed 24 hours a day, seven days a week, 365 days a year to actively monitor and manage the AT&T ESInet end-to-end service is provided. When a potential or actual Customer-affecting issue is detected, the Incident Administration team is engaged by the NOC. The team uses established processes that are ISO 9001:2008-compliant for immediate escalation, notification, resolution, and reporting. All buildings, NOC and Data Center access are monitored by 24x7 security and access control systems.

Monroe County Sheriff Department and Columbia Police Department are the backup PSAP centers for each other, this will not change. Monroe County does not currently accept 9-1-1. Monroe County uses a variety of transfer methods depending on the capabilities of agencies to which the call is being transferred. For those capable, a PSAP to PSAP transfer is used. For those PSAP's not yet on the ESInet, the traditional tandem transfer will be used. Monroe County borders the state of Missouri and transfers to Missouri will be traditional as Missouri is not ready for ESInet. When other agencies are capable, the PSAP to PSAP transfer will be done via the ESInet. Transfers to non-PSAP agencies are done via telephone transfers. In all cases all Monroe County 911 telecommunicators stay on the line to assure a smooth transfer.

# FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs prior to modification	\$ _____	\$ 0.00
Projected annual recurring 9-1-1 network costs after modification	\$ _____	\$ 0.00
Installation cost of the project	\$ _____	\$ 0.00
Anticipated annual revenues	\$ _____	\$ 0.00

# **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:

Blank area for narrative content.

















# 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.

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)  
Columbia Fire Department , for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

(9-1-1 System Name) Monroe County 911 receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: SC Col Cty Wide Talk Group (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: Fire 2 Col Talk Group (State Specific Procedures if radio frequency-identity frequency number, if talk group-identity name, if telephone-identity number)

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

<u>Monroe County 911</u>	<u>Columbia Fire Department</u>
9-1-1 Authority	Public Safety Agency
By _____	By _____
Title <u>Public Safety Director for 911</u>	Title <u>Columbia Fire Department Chief</u>

## TEST PLAN DESCRIPTION

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

The following was provided by AT&T:

All needed parties will assemble at the agreed upon start time.  
AT&T will verify that there are call takers logged into the ESInet profile.  
Baseline pretesting with cut will be asked for.  
All traffic will be switched to the ESInet profile.  
Verification testing will be completed.

- 2) List wireline exchanges to be tested.

Harrisonville Telephone Company

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

AT&T wireless  
Verizon wireless  
Sprint wireless  
T-Mobile wireless  
HTC wireless  
Various VoIP carriers

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)  
Columbia Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

(9-1-1 System Name) Monroe County 911 receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: SC Col Cty Wide Talk Group (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: Fire 2 Col Talk Group (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Monroe County 911  
9-1-1 Authority

By Karin Scheube  
Karin Scheube

Title Public Safety Director for 911

Columbia Fire Department  
Public Safety Agency

By Michael Roediger  
Michael Roediger

Title Columbia Fire Department Chief

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)  
Hecker Fire Department , for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

(9-1-1 System Name) Monroe County 911 receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: County Fire Talk Group (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: Monroe County Sheriff 1 Talk Group (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

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It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Monroe County 911

9-1-1 Authority

By Kevin Scheube  
Kevin Scheube

Title Public Safety Director for 911

Hecker Fire Department

Public Safety Agency

By Kevin B. Ffar Kevin B. Ffar

Title Hecker Fire Department Chief

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)  
Waterloo Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

(9-1-1 System Name) Monroe County 911 receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: County Fire Talk Group (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: Monroe County Sheriff 1 Talk Group (State Specific Procedures if radio frequency-identity frequency number, if talk group-identity name, if telephone-identity number)

## AID OUTSIDE JURISDICTION BOUNDARIES

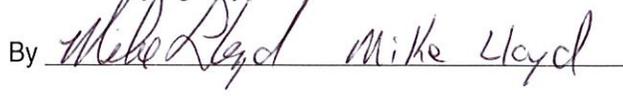
Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

<u>Monroe County 911</u>	<u>Waterloo Fire Department</u>
9-1-1 Authority	Public Safety Agency
By <u></u> Kuru Scheube	By <u></u> Mike Lloyd
Title <u>Public Safety Director for 911</u>	Title <u>Waterloo Fire Department Chief</u>

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)  
Columbia Police Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

(9-1-1 System Name) Monroe County 911 receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Columbia PD 1 Talk Group (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: Columbia PD 2 Talk Group (State Specific Procedures if radio frequency-identity frequency number, if talk group-identity name, if telephone-identity number)

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Monroe County 911  
9-1-1 Authority  
By Kevin Scheube  
Kevin Scheube  
Title Public Safety Director for 911

Columbia Police Department  
Public Safety Agency  
By Jason Donjon  
Jason Donjon  
Title Columbia Police Department Chief

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)  
Monroe County Ambulance Service , for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

(9-1-1 System Name) Monroe County 911 receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: County EMS Talk Group (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: Monroe County Sheriff 1 Talk Group (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

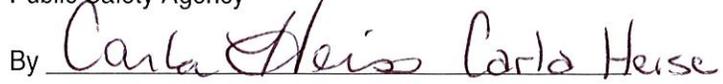
The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

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It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Monroe County 911  
9-1-1 Authority  
By   
Kenia Scheele  
Title Public Safety Director for 911

Monroe County Ambulance Service  
Public Safety Agency  
By   
Carla Heise  
Title Monroe County Ambulance Service Director

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)  
Waterloo Police Department , for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

(9-1-1 System Name) Monroe County 911 receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Waterloo PD Talk Group (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: Monroe County Sheriff 1 Talk Group (State Specific Procedures if radio frequency-identity frequency number, if talk group-identity name, if telephone-identity number)

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Monroe County 911  
9-1-1 Authority  
By   
Kevin Scheube  
Title Public Safety Director for 911

Waterloo Police Department  
Public Safety Agency  
By   
Jeff Prosser  
Title Waterloo Police Department Chief

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)  
Monroe County Sheriff Department , for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

(9-1-1 System Name) Monroe County 911 receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Monroe County Sheriff 1 Talk Group (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: Monroe County Sheriff 2 Talk Group (State Specific Procedures if radio frequency-identity frequency number, if talk group-identity name, if telephone-identity number)

## AID OUTSIDE JURISDICTION BOUNDARIES

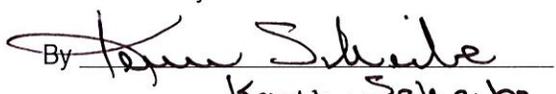
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The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Monroe County 911  
9-1-1 Authority  
By   
Kerin Scheibe  
Title Public Safety Director for 911

Monroe County Sheriff Department  
Public Safety Agency  
By   
Neal Rohlfus  
Title Monroe County Sheriff

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)  
Maeystown Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

(9-1-1 System Name) Monroe County 911 receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: County Fire Talk Group (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: Monroe County Sheriff 1 Talk Group (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

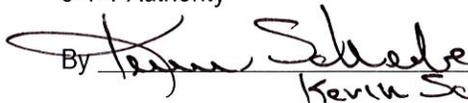
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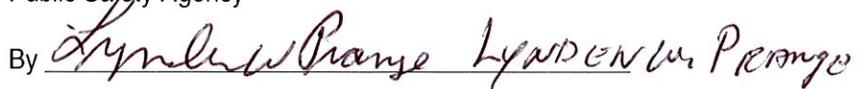
All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Monroe County 911  
9-1-1 Authority

By   
Kevin Scheibe

Title Public Safety Director for 911

Maeystown Fire Department  
Public Safety Agency

By   
Lyndee Prange

Title Maeystown Fire Department Chief

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)  
Valmeyer Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

(9-1-1 System Name) Monroe County 911 receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: County Fire Talk Group (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: Monroe County Sheriff 1 Talk Group (State Specific Procedures if radio frequency-identity frequency number, if talk group-identity name, if telephone-identity number)

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Monroe County 911

9-1-1 Authority

By Kevin Scheibe  
Kevin Scheibe

Title Public Safety Director for 911

Valmeyer Fire Department

Public Safety Agency

By Floyd Floarke Floyd Floarke

Title Valmeyer Fire Department Chief

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)  
Columbia Ambulance Service , for the purpose of effective handling and routing of 9-1-1 Emergency calls.

### CALL HANDLING

(9-1-1 System Name) Monroe County 911 receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Columbia EMS Talk Group (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: Columbia PD 1 Talk Group (State Specific Procedures if radio frequency-identity frequency number, if talk group-identity name, if telephone-identity number)

### AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

<u>Monroe County 911</u>	<u>Columbia Ambulance Service</u>
9-1-1 Authority	Public Safety Agency
By _____	By _____
Title <u>Public Safety Director for 911</u>	Title <u>City of Columbia Ambulance Service Director</u>

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)  
Valmeyer Police Department , for the purpose of effective handling and routing of 9-1-1 Emergency calls.

### CALL HANDLING

(9-1-1 System Name) Monroe County 911 receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Monroe County Sheriff 1 Talk Group (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: Monroe County Sheriff 2 Talk Group (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

### AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

<u>Monroe County 911</u>	<u>Valmeyer Police Department</u>
9-1-1 Authority	Public Safety Agency
By _____	By _____
Title <u>Public Safety Director for 911</u>	Title <u>Valmeyer Police Department Chief</u>



# MONROE COUNTY 911 & EMERGENCY MANAGEMENT AGENCY



Police \* Fire \* EMS \* Emergency Management \* Communications \* Hazardous Materials

100 South Main Street  
Waterloo, IL 62298

Office: 618-939-8681 Ext. 534  
Fax: 618-939-5048

## **INTERAGENCY AGREEMENT BETWEEN THE MONROE COUNTY SHERIFF DEPARTMENT AND COLUMBIA POLICE DEPARTMENT AND MONROE COUNTY 911 ETSB FOR ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE BACKUP SERVICE**

THIS AGREEMENT is made and entered into this 4<sup>th</sup> day of January, 2023 between Monroe County Sheriff Department, Columbia Police Department and the Monroe County 911 ETSB.

WHEREAS, Monroe County ETSB, Monroe County Sheriff Department, and Columbia Police Department have determined that it is in their mutual interest and to the benefit of the citizens of both counties that the Monroe County Sheriff Department PSAP act as a 9-1-1 backup PSAP for Columbia Police Department and the Columbia Police Department PSAP act as a 9-1-1 backup PSAP for Monroe County Sheriff Department for the 9-1-1 operating system.

NOW, THEREFORE IT IS HEREBY AGREED THAT,

1. In case of an outage or overflow condition affecting the Monroe County Sheriff Department 9-1-1 system, 9-1-1 calls originating within Monroe County Sheriff Department will be routed to the Columbia Police Department PSAP for answering and dispatch.
2. In case of an outage or overflow condition affecting the Columbia Police Department 9-1-1 system, 9-1-1 calls originating within Columbia Police Department will be routed to the Monroe County Sheriff Department PSAP for answering and dispatch.
3. Either party shall make no charge to the other for any services rendered under this agreement.
4. Any additional trunking , networking, or hardware (including but not limited to computer, telephone and radio systems) required to be installed to provide backup 9-1-1 services for that party shall be approved under the direction and approved of the Monroe County 911 Public Safety Director. Maintenance, repairs, and insurance shall be overseen and directed by the Public Safety Director with costs shared between Monroe County ETSB board and PSAP agencies if needed.



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5. Any permits, licenses, or approvals required from other government agencies (including but not limited to the Federal Communications Commission, other Federal agencies, State agencies, etc.) for either party shall be the responsibility of that named PSAP center. The Monroe county Public Safety Director will partner with both PSAP agencies.
6. Each party will provide a minimum seven talk groups and a minimum of 5 telephone lines on its current voice recording equipment to record radio talk groups and telephone line used to answer for and dispatch the other party's emergency agencies.
7. Any records (including but not limited to paper, computer files and printouts, and audio recordings) generated as a result of calls handled under this agreement shall be the joint property of both parties. Access to such records shall be allowed to Monroe County 911 Public Safety Director, Assistant 911 Director, and both PSAP agencies listed within this agreement.
8. Each party will provide a copy of its Standard Operating Procedures along with a dispatch guide detailing dispatch procedure, mutual aid procedures, etc. to the Monroe County Public Safety Director and the Monroe County ETSB.
9. Each party shall take normal precautions to safeguard and protect any equipment owned by Monroe County ETSB, Monroe County Sheriff Department, and Columbia Police Department.
10. In the event of a protracted outage (normally exceeding four hours) or under the discretion of the Monroe County Public Safety Director, affecting one party, that agency shall provide one qualified telecommunicator 24/7 to be located at the back up agencies PSAP. This telecommunicator shall augment there PSAP staff until such time the outage has been rectified and the PSAP experiencing the outage is again able to answer and dispatch their own 9-1-1 calls. All cost of this telecommunicator shall be the responsibility of the PSAP agency that experiences the outage.
11. Any notices to the public or press release concerning 9-1-1 operations and dispatch for either party being rerouted shall be the responsibility of the Monroe County Public Safety Director and/or designee under the direction of the Public Safety Director.
12. Each PSAP agency shall notify LEADS to reroute any LEADS messages addressed to the outage agencies back up PSAP agency.



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13. The Monroe County Public Safety Director, assistant director or PSAP administrator shall notify each PSAP at the earliest reasonable opportunity of any known conditions (such as repair, maintenance, network changes, etc.) that may require the back up PSAP to assume 9-1-1 services both PSAP centers.
14. Each party shall indemnify and hold harmless the other for any actions taken under this agreement, other than those actions resulting from either reckless conduct or intentional misconduct.
15. This agreement shall be reviewed annually and if no action is taken shall automatically renew itself for an additional year.