

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



State of Illinois

Application for
9-1-1 Modification Plan

911 GENERAL INFORMATION

DATE: 05/01/2023

Type of Change: <input checked="" type="checkbox"/> Long Form Modification Plan <input type="checkbox"/> Short Form Modification Plan		
Current System Name:	Population Served	Land Area in Sq Miles
Marion County ETSB	37205	572

List PSAPs:	Primary	Secondary
Centralia PSAP	x	
Salem PSAP	x	

911 System Contact: Stacey Arenas

Street Address: 1999 S. Marion

City, State and Zip Code: Salem, IL 62881

Office Telephone: (618) 548-3685

Cellular Telephone: (618) 267-1952

Email: 911coordinator@marioncounty911illinois.gov

Wireless Coverage for Consolidated System:

100 % Phase II compliant

100 % Phase I compliant

Please check if applicable:

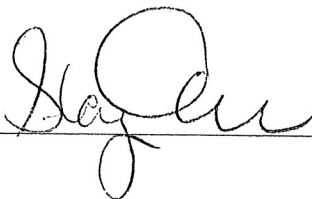
NG9-1-1 capable

Receive 9-1-1 Text

Receive 9-1-1 Video

VERIFICATION

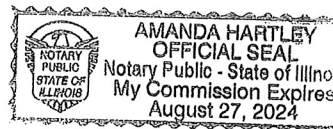
I, Stacey Arenas, first being duly sworn upon oath, depose and say that I am Coordinator, of Marion County ETSB; that I have read the foregoing plan by me subscribed and know the contents thereof; that said contents are true in substance and in fact, except as to those matters stated upon information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



Subscribed and sworn to before me

this 25 day of May, 20 23.


NOTARY PUBLIC, ILLINOIS



9-1-1 SYSTEM PROVIDER
LETTER OF INTENT

05/01/2023

(Date)

Lisa Wirtanen 9-1-1 Service Executive

(9-1-1 System Provider Company Representative)

AT&T

(9-1-1 System Provider Company Name)

4918 W. 95th Street

(Street Address)

Oak Lawn, IL 60453

(City, State, Zip Code)

Dear Ms. Wirtanen:

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,



(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:

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Next Generation 9-1-1 Modification Plan Narrative

Marion County ETSB

The _____ 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").

Marion County ETSB

The _____ 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.

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.

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:

N/A

COMMUNITIES SERVED

Provide a list of all communities to be served by the proposed 9-1-1 System. Please include the name of the community and the official mailing address including street address, city and zip code.

USE ADDITIONAL SHEETS AS NECESSARY

City, Town or Village	Street Address, City, Zip Code
CITY OF CENTRALIA	101 S LOCUST CENTRALIA 62801
CITY OF SALEM	101 S BROADWAY SALEM 62881
VILLAGE OF WAMAC	100 S WABASH AVE CENTRALIA 62801
VILLAGE OF CENTRAL CITY	141 N HARRISON ST CENTRALIA 62801
VILLAGE OF SANDOVAL	132 E COMMERCIAL AVE SANDOVAL 62882
VILLAGE OF ODIN	108 E KIRKWOOD ST ODIN 62870
VILLAGE OF JUNCTION CITY	1106 ADAMS AVE JUNCTION CITY 62882
VILLAGE OF WALNUT HILL	PO BOX 106 WALNUT HILL 62893
VILLAGE OF KELL	PO BOX 40 KELL 62853
VILLAGE OF IUKA	118 S FRONT ST IUKA 62849
VILLAGE OF ALMA	PO BOX 13 ALMA 62807
CITY OF KINMUNDY	115 W 3RD KINMUNDY 62854
VILLAGE OF PATOKA	301 S OAK ST PATOKA 62875
VILLAGE OF FARINA	PO BOX 218 FARINA 62838
VILLAGE OF ST PETER	PO BOX 28 ST PETER 62880
VILLAGE OF KEENES	PO BOX 124 KEENES 62851
VILLAGE OF XENIA	VILLAGE HALL XENIA 62899

PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS etc.) that are to be dispatched by the 9-1-1 System. Each Agencies land area(s) in square miles and estimated population which will have access to the proposed 9-1-1 System. Do not forget to include County Sheriff's jurisdiction and Illinois State Police Districts. Each agency that appears on this list should also have signed a call handling agreement.

9-1-1 Participant Agencies	Street Address, City, Zip Code	Administrative Telephone No.	Direct Dispatch	Transfer	Call Relay
AIR EVAC LIFE TEAM	300 AVIATION DR MT VERNON 62864	(800) 247-3822	X		
ALAM POLICE DEPT	103 7TH ST ALMA 62807	(618) 547-7686		X	
CENTRALCITY POLICE	141 N HARRISON CENTRAL CITY 62801	(618) 532-2474	X		
CENTRALIA FIRE DEPT	222 S POPLAR CENTRALIA 62801	(618) 533-7660	X		
CENTRALIA POLICE DEPT	222 S POPLAR CENTRALIA 62801	(618) 532-7602	X		
CENTRALIA FIRE PROT DIST	805 S POPLAR CENTRALIA 62801	(618) 532-0394	X		
FARINA AMBULANCE	300 E MADISON FARINA 62838	(618) 245-6210		X	
FARINA FIRE PROT DIST	300 E MADISON FARINA 62838	(618) 245-6201		X	
IUKA FIRE PROT DIST	116 S FRONT ST IUKA 62849	(618) 323-6330	X		
IUKA POLICE DEPT		(618) 323-6018		X	
JUNCTION CITY POLICE DPT	1108 N ADAMS SANDOVAL 62882				
KELL FIRE PROT DIST	201 3RD ST KELL 62853	(618) 822-6221	X		
KINMUNDY POLICE DEPT	111 S MONROE KINMUNDY IL 62854	(618) 547-7226		X	
KINMUNDY-ALMA AMBULAN	308 STATE RT 37 KINMUNDY 62854	(618) 547-7761	X		
KINMUNDY-ALMA FIRE DIST	308 STATE RT 37 KINMUNDY 62854	(618) 547-7761	X		
LIFESTAR AMBULANCE	1008 N ELM CENTRALIA 62801	(618) 532-2474	X		
MARION COUNTY SHERIFF	204 N WASHINGTON SALEM 62881	(618) 548-2141		X	
ODIN FIRE PROT DISTRICT	100 PERKINS ODIN 62870	(618) 548-1800	X		
ODIN POLICE DEPT	108 E KIRKWOOD ST ODIN 62870	(618) 775-6260		X	
PATOKA AMBULANCE	202 W FAYETTE PATOKA 62875	(618) 432-5252	X		
PATOKA FIRE PROT DIST	202 W FAYETTE PATOKA 62875	(618) 432-5253	X		
PATOKA POLICE DEPT	301 S OAK ST PATOKA 62875	(618) 432-5855		X	
SALEM FIRE PROT DIST	203 S BROADWAY SALEM 62881	(618) 548-1800	X		
SALEM POLICE DEPT	201 S ROTAN SALEM 62881	(618) 548-2232	X		
SANDOVAL AMBULANCE	109 N WALL SANDOVAL 62882	(618) 247-3870	X		

PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS etc.) that are to be dispatched by the 9-1-1 System. Each Agencies land area(s) in square miles and estimated population which will have access to the proposed 9-1-1 System. Do not forget to include County Sheriff's jurisdiction and Illinois State Police Districts. Each agency that appears on this list should also have signed a call handling agreement.

9-1-1 Participant Agencies	Street Address, City, Zip Code	Administrative Telephone No.	Direct Dispatch	Transfer	Call Relay
SANDOVAL FIRE PROT DIST	109 N WALL SANDOVAL 62882	(618) 247-3870	X		
SANDOVAL POLICE DEPT	102 N CHERRY SANDOVAL 62882	(618) 247-3411		X	
UNITED MEDICAL RESPON	220 E RODGERS ST SALEM 62881	(618) 740-0949	X		
WAMAC POLICE DEPT	100 S WABASH CENTRALIA 62801	(618) 532-4777	X		
ORCHARDVILLE FIRE PROT	1891 COUNTY RD 220E XENIA 62899	(618) 835-2220		X	

ADJACENT AGENCIES LIST

Provide a list of public safety agencies and existing 9-1-1 Systems that are adjacent to the proposed system's boundaries. Each agency that appears on this list should also have signed a call handling agreement and/or aid outside jurisdictional boundaries.

AGENCY	STREET ADDRESS, CITY, ZIP CODE	TELEPHONE NUMBER
FAYETTE COUNTY ETSB	219 S 5TH ST VANDALIA 62471	(618) 283-7241
CLINTON COUNTY ETSB	810 FRANKLIN ST CARLYLE 62331	(618) 210-3011
WASHINGTON COUNTY ETSB	PO BOX 214 NASHVILLE 62263	(618) 327-4800
JEFFERSON COUNTY ETSB	911 CASEY AVE MT VERNON 62864	(618) 242-6809
WAYNE COUNTY ETSB	1002 LEININGER RD FAIRFIELD 62837	(618) 847-8169
CLAY COUNTY ETSB	123 N LOCUST ST FLORA 62839	

CARRIER LISTING

(Wireline, Wireless, VoIP)

Provide a list of each carrier that will be involved in the proposed system.

(USE ADDITIONAL SHEETS AS NECESSARY)

CARRIERS	STREET ADDRESS, CITY, ZIP CODE	TELEPHONE NUMBER
AT&T		
FRONTIER		
CLEARWAVE		
WABASH		
AT&T MOBILITY		
VERIZON		
SPRINT/T-MOBILE		
OTHER VOIP PROVIDERS		

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) _____, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

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

Primary: _____ (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: _____ (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.

9-1-1 Authority

Public Safety Agency

By _____

By _____

Title _____

Title _____

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)	
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 Marion County has 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 Chief of Police of Salem Police Department and the Chief of Police of Centralia 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.

9-1-1 AUTHORITIES BACKUP AGREEMENT

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

It is agreed by Salem Police Department and Centralia 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.

Salem Police Department agrees to accept the following call types from Centralia 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 Centralia PSAP when its call queue is full, or a call goes unanswered for a period of 0 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: 10-digit non-emergency/admin 618-548-2232
 2. 2nd Priority Method: Radio transmission on 159.090

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: on 10-digit non-emergency/admin 618-548-2232
 2. 2nd Priority Method: Radio transmission on 159.090
- 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 Salem Police Department and Centralia 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 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 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 8 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.
- H. If a valid callback number is available, Parties will attempt to re-establish contact with

9-1-1 AUTHORITIES BACKUP AGREEMENT

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. 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.
- J. 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.
- K. If Salem Police Department or Centralia Police Department 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, 2023 through December 31, 2023, 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, 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:

Salem Police Department

Signature: 

Date: 7/18/23

Title: CHIEF OF POLICE

Centralia Police Department

Signature: 

Date: 18 JUL 2023

Title: CHIEF OF POLICE