

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



**State of Illinois**

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

## INTRODUCTION

The following document provides the application for submitting a 9-1-1 Modification Plan that will supply the Department of State Police (Department), the Illinois Commerce Commission (ICC), the Statewide 9-1-1 Advisory Board (Advisory Board) and the Statewide 9-1-1 Administrator (Administrator) with the necessary information about your proposal to modify your 9-1-1 system. All modified plans must comply with 83 Ill. Adm. Code Part 1325.

### LONG FORM MODIFIED 9-1-1 PLAN:

The following 9-1-1 system changes require Administrator approval:

- 1) Changing boundaries that require an Intergovernmental agreement between local governmental entities to exclude or include residents within the 9-1-1 jurisdiction
- 2) Changing or adding a 9-1-1 system provider
- 3) Changes in network configuration, except as provided for in subsection 1325.200(h), (i.e. implementation of a Next Generation 9-1-1 (NG9-1-1) system)
- 4) Change of Backup PSAP arrangement

The Modified Plan must include the following documents:

<b>General Information</b>	Contact and 9-1-1 System information.
<b>Verification</b>	Notarized statement of truth regarding information provided in the plan.
<b>Letter of Intent</b>	Letter that is sent to the 9-1-1 System Provider with a copy of the plan.
<b>Plan Narrative</b>	A summary of the changes of the proposed system's operation.
<b>Financial Information</b>	A summary of anticipated implementation costs and annual operating costs of the modified 9-1-1 system that are directly associated with 9-1-1 as well as the anticipated revenues.
<b>5-Year Strategic Plan</b>	A detailed plan for implementation and financial projections.
<b>Communities Served</b>	A list of all communities that are served by the 9-1-1 System.
<b>Participating Agencies</b>	A list of public safety agencies (Police, Fire, EMS, etc.) who are dispatched by the 9-1-1 System.
<b>Adjacent Agencies</b>	A list of public safety agencies (Police, Fire, EMS, etc.) that are adjacent to the 9-1-1 System's jurisdictional boundaries.

### Attachments (if applicable):

<b>Ordinance</b>	Any local ordinances which dissolve an existing ETSB or creates a new ETSB.
<b>Intergovernmental Agreement</b>	Any Intergovernmental agreements or MOU's creating a joint ETSB or any other agreements pertinent to the 9-1-1 system.
<b>Contracts</b>	Contract(s) with a 9-1-1 system provider or for NG-9-1-1 service.
<b>Back-up PSAP Agreement</b>	Establishes back-up and overflow services between PSAPs.
<b>Network Diagram</b>	Provided by the 9-1-1 system provider showing trunk routing and backup configuration.
<b>Call Handling Agreements</b>	Call handling agreements shall describe the primary and secondary dispatch method to be used by requesting parties within their respective jurisdictions.
<b>Aid Outside Jurisdictional Boundaries Agreements</b>	Aid outside normal jurisdictional boundaries agreements shall provide that 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.



<b>Carrier Listing</b>	A list of each carrier telephone company(s), exchange(s), prefix(es), and the various 9-1-1 System configurations that will be used in the proposed system.
<b>Test Plan</b>	The 911 System's overall plan detailing how and to what extent the network and data base will be tested.

These modified 9-1-1 Plans must be filed electronically on the Department's website at:

<http://www.isp.state.il.us/Statewide911/statewide911.cfm> where you will see the box below to submit your plan.

**Submit Completed  
911 Plans/Waivers**

Once the plan is submitted, the Department and the ICC will have 20 days to provide a technical review of the plan to submit to the Administrator for approval.

**SHORT FORM MODIFIED 9-1-1 PLAN:**

The following modifications do not need to be submitted electronically on the Department's website.

The 9-1-1 Authority must provide written notification to the Administrator at [911\\_tech\\_support@isp.state.il.us](mailto:911_tech_support@isp.state.il.us) at least 10 business days prior to making the following changes pursuant to Section 1325.200(h). After review, the Administrator will provide a letter of acknowledgment.

- 1) Permanent relocation of an existing PSAP or backup PSAP facility
- 2) Reduction in 9-1-1 trunks from the selective router to the PSAP
- 3) Further reduction of PSAPs within a 9-1-1 Authority beyond consolidation as required by the Act

The notification should include:

**General Information** Contact and 9-1-1 System information.

**Plan Narrative** A detailed summary of the changes in the proposed system's operation.

**Attachments (if applicable):**

**Network Diagram** Provided by the 9-1-1 system provider showing trunk routing and backup configuration

**Call Handling Agreements** Call handling agreements shall describe the primary and secondary dispatch method to be used by requesting parties within their respective jurisdictions.

## 911 GENERAL INFORMATION

DATE: 02/03/2025

Type of Change: <input checked="" type="checkbox"/> Consolidation within an ETSB <input type="checkbox"/> Joint ETSB <input type="checkbox"/> Unserved consolidation		
Current System Name:	Population Served	Land Area in Sq Miles
Madison County 911	270,000	716
	270	716
System Name after Consolidation:    Madison County 911		

PSAP EFFECTED: (Consolidation Plans Only)	Consolidation/ Remain Open	Decommission/ Close	Primary	Secondary
Alton	x		x	
Bethalto		x		
Collinsville	x		x	
Edwardsville	x		x	
Glen Carbon	x		x	
Granite City	x		x	
Highland		x		
Madison		x	x	
Madison County Sheriff	x		x	
Pontoon Beach		x	x	
SIUE		x	x	
Troy		x	x	
Venice		x	x	
Wood River	x		x	
East Alton		x		
Wood River 911 Facility (MADCOM)		x	x	

911 System Contact: Arron M. Weber

Street Address: 101 E. Edwardsville Road

City, State and Zip Code: Wood River, IL 62095

Office Telephone: (618) 296-5913

Cellular Telephone: (618) 979-7845

Email: arweber@madisoncountylil.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, Arron M. Weber, 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.



Arron M. Weber

Subscribed and sworn to before me

this 5 day of February, 2025.

Stacey R. Counton

NOTARY PUBLIC, ILLINOIS





**9-1-1 SYSTEM PROVIDER  
LETTER OF INTENT**

02/03/25

(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.

*Arnon M. Weber*  
*911 Coordinator Madison County*

*[Signature]* 2/3/25

## PLAN NARRATIVE

Please answer the questions below, and provide a detailed narrative to assist the Statewide 9-1-1 Advisory Board and the Statewide 9-1-1 Administrator with an understanding of the plan as it applies to this application. Please use additional sheets if necessary.

1. Do all of your PSAPs meet all of the requirements defined in 1325.415 and 1325.515	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Type of Radio/Telecommunications systems compatible with participating and adjacent agencies.	<input checked="" type="checkbox"/> STARCOMM21 <input type="checkbox"/> STARCOMM21 ITTF channels only <input type="checkbox"/> Other, explain below
<p>VHF Conventional: Wood River and Alton are currently on a VHF/DMR system but are moving to the Starcom platform. The order had been placed for Motorola consoles to be installed in their PSAPs. VHF Trunked System: Highland and will be transitioning to the Starcom platform</p>	
3. Will all PSAPs remaining after consolidation direct dispatch all emergency calls pursuant to section 1324.200b)3)?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Have you included maps to show the territory covered by the system?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <p style="text-align: right; margin-top: 5px;"><b>Plans submitted without this documentation will be rejected.</b></p>
5. Have you included a listing of all telephone companies?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <p style="text-align: right; margin-top: 5px;"><b>Plans submitted without this documentation will be rejected.</b></p>
6. Have you included a copy of the intergovernmental agreement, ordinance, resolution and/or contracts?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <p style="text-align: right; margin-top: 5px;"><b>Plans submitted without this documentation will be rejected.</b></p>
7. Have you included a list of participating and adjacent agencies?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <p style="text-align: right; margin-top: 5px;"><b>Plans submitted without this documentation will be rejected.</b></p>
8. Have you included financial information?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <p style="text-align: right; margin-top: 5px;"><b>Plans submitted without this documentation will be rejected.</b></p>
9. Public education.	<input type="checkbox"/> This is an unserved county that will require public education. (See attachment.) <input checked="" type="checkbox"/> This is an existing 9-1-1 system(s) and does not require public education.
10. Training.	<input type="checkbox"/> This is an unserved county that will require training. (See attachment.) <input checked="" type="checkbox"/> This is an existing 9-1-1 system(s) and does not require internal training/similar/ongoing training for any GIS annexation or change of policy from agencies served.
11. Use of TTY's and Training	<input type="checkbox"/> This is a unserved county that will require training. (See attachment.) <input checked="" type="checkbox"/> This is an existing 9-1-1 system(s) and does not require internal training/similar/ongoing training for any GIS annexation or change of policy from agencies served.



<p>12. Have you included call handling and aid outside jurisdictional boundary agreements?</p>	<p><input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No</p> <p><b>Plans submitted without this documentation will be rejected.</b></p>
<p>13. Have you included a new system diagram?</p>	<p><input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No</p> <p><b>Plans submitted without this documentation will be rejected.</b></p>
<p>13a. Does the new system diagram include all PSAP(s) and backup PSAP location(s)?</p>	<p><input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No</p> <p><b>Plans submitted without this documentation will be rejected.</b></p>
<p>14. Have or will all areas within the 9-1-1 system be addressed for the database?          If no, please explain.</p>	<p><input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No</p>
<p>14a. Explain all aspects of the database, i.e., how often is it updated, where is it located, etc.</p> <p>The ALI and MSAG are stored on servers at AT&amp;T and are updated through their Public Safety Portal. Madison County 9-1-1 is responsible for maintaining the MSAG and the carriers are responsible for maintaining the ALI. Comparos between the ALI and MSAG and the GIS data are run continually using GeoComm GDH in order to resolve discrepancies. GIS data is also managed, validated, and submitted using tools from esri and Intrado, provided by the State of IL.</p> <p>The GIS data used in the 9-1-1 system is stored in an ArcGIS SDE database. This data is maintained on a continual basis by the GIS Analyst at Madison County 9-1-1 in conjunction with the IT and Maps and Plats Departments. Updates to the GIS data are loaded monthly to the 9-1-1 system dispatch map.</p>	
<p>15. Who is the 9-1-1 system provider for your 911 system? Please explain whether the system will be legacy based, next generation based or a combination.</p> <p>ATT: Vesta 911 I3, AT&amp;T Hosted System</p> <p>We have been working since 2019 to get the new ATT I3 capable equipment installed. As of 9/9/2023, all eight primary PSAPs and Madcomm backup at the 911 office have been cut over to the Vesta 911 system.</p> <p>Text Control Center: Intrado</p> <p>Application using when deploying Text to 911: Text to 911 is an integrated feature of Vesta 911.</p> <p>How will public education be addressed?: Through press releases to the media and social media.</p> <p>What transfer method will be deployed?: 9-1-1 transfers with ALI via the legacy 911 tandems or through the state run ESInet. We will also be able transfer text to 911 to calls to any 911 centers with Madison County and any neighboring 911 center using the Intrado Text Control center.</p>	

(Please include additional pages if needed.)



## NARRATIVE STATEMENT:

*(Provide a detailed summary of system operations for either a consolidation or modified plan. If incorporating an NG9-1-1 solution, please include the additional items listed below pursuant to 1325.205b)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 Madison County, IL 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 Madison County, IL 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 Standards for Next Generation – NENA-STA-010.3a-2021.

The State of Illinois has selected AT&T to provide statewide Next Generation 9-1-1 System. ESInet combines AT&T's network capabilities with technology from Intrado Life and 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 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 the 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 NG 9-1-1 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 Operation 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 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 the 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 ENS (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 point of presence in each LATA for OSP ingress locations for Legacy Network Gateways (LNG).



## Narrative Plan:

NGCS via legacy means through the Legacy Selective Router Gateway (LSRG). Interconnections will also allow legacy PSAPs served by the 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 (POIs). The ESInet supports standards-based protocol interfaces to external ESInet for call hand-off and call transfers. With pre-established connectivity capabilities, PSAP 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 interconnect network with 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 ISP. 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 agreement 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 fields mapping tools.

The Spatial Interface (SI) validation engine logs error and refers errors back to the originating 9-1-1 Authority. 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 travers-controlled access points. Call processing and real-time data deliver are protected through both physical and logical controls.

Sensitive Data resides in a trusted data center that employs logical and physical access controls. All hardware and software elements deploy 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 Sinet with all other traffic implicitly denied by the way of redundant and diverse Session Border Controllers (SBC) and stateful firewalls.

A Network Operation 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.

Madison County is not currently using text-to-911, but we have a contract with Intrado for that purpose. All the PSAPs are set up to roll to their back up through Vesta, per our AT&T network diagram. We have an unmanned backup PSAP, which is also our training center.

Our latest amendment to our consolidation plan included a modification to our roll procedure. With the closing of our Pontoon Beach PSAP, the Granite City PSAP needed a place to roll to, since their previous roll down was Pontoon Beach. We have changed that roll down so now Granite City roles to the Collinsville PSAP. Attached is an updated network diagram showing the amended change.



## FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs  
prior to modification

\$ N/A

Projected annual  
recurring 9-1-1 network costs after  
modification

\$ TBD

Installation cost of the project

\$ TBD

Anticipated annual revenues

\$ N/A

## **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
Aviston (Zip Code enters Madison County)	149 Page St, Aviston, IL 62216
Bartelso (Zip Code enters Madison County)	603 Lincoln St, Bartelso, IL 62218
Breese (Zip Code enters Madison County)	500 N 1st St, Breese, IL 62230
Bunker Hill	62014
Carlyle (Zip Code enters Madison County)	850 Franklin St, Carlyle, IL 62231
City of Alton	101 E 3rd Street, Alton, IL 62002
City of Collinsville	125 S Center St, Collinsville, IL 62234
City of Edwardsville	118 Hillsboro Ave. PO Box 407, Edwardsville, IL 62025
City of Granite City	2000 Edison Avenue, Granite City, IL, 62040
City of Highland	1115 Broadway, Highland, IL 62249
City of Madison	615 Madison Avenue, Madison, IL 62060
City of Troy	116 E Market St, Troy, IL 62294
City of Venice	329 Broadway, Venice, IL 62090
City of Wood River	111 North Wood River Ave, Wood River, Illinois 62095
Cottage Hills	62018
Donnellson (Zip Code enters Madison County)	62019
Dorsey	62021
East Saint Louis (Zip Code enters Madison C	62201
Greenville (Zip Code enters Madison County)	404 S 3rd St, Greenville, IL 62246
Keyesport (Zip Code enters Madison County)	604 Clinton St, Keyesport, IL 62253
Lebanon (Zip Code enters Madison County)	312 W St Louis St, Lebanon, IL 62254
Moro	62067
Mulberry Grove (Zip Code enters Madison Co	205 N Wood St, Mulberry Grove, IL 62262
O'Fallon (Zip Code enters Madison County)	255 S Lincoln Ave, O'Fallon, IL 62269
Pocahontas	101 E Kavanaugh St, Pocahontas, IL 62275

## 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
Rosewood Heights	Designated Census Name
Smithboro (Zip Code enters Madison County)	202 S Main St, Smithboro, IL 62284
Sorento (Zip Code enters Madison County)	62086
Staunton (Zip Code enters Madison County)	304 W Main St, Staunton, IL 62088
Trenton (Zip Code enters Madison County)	14 W Broadway, Trenton, IL 62293
Village of Alhambra	602 West Main Street P.O. Box 309, Alhambra IL 62001
Village of East Alton	119 Main Street, East Alton, IL 62024
Village of Fairmont City (Zip Code enters Mad)	2568 N 41st St, East St Louis, IL 62201
Village of Glen Carbon	151 N Main St, Glen Carbon, IL 62034
Village of Godfrey	6810 Godfrey Rd, Godfrey, IL 62035
Village of Grantfork	205 Rock St, Highland, Illinois 62249
Village of Hamel	111 S Old US Highway, 66 PO Box 345, Hamel, IL 62046
Village of Hartford	140 W Hawthorne St, Hartford, IL 62048
Village of Livingston	601 Livingston Ave, Livingston, IL 62058
Village of Marine	P.O. Box 136 Marine, IL 62061
Village of Maryville	2520 N Center St, Maryville, IL 62062
Village of New Douglas	209 S Main St, New Douglas, IL 62074
Village of Pierron	221 Washington St, Pocahontas, IL 62275
Village of Pontoon Beach	1 Regency Parkway, Pontoon Beach, IL 62040
Village of Roxana	400 S Central, Roxana, IL 62084
Village of South Roxana	211 Sinclair Ave, South Roxana, IL 62087
Village of St Jacob	213 N Douglas St, St Jacob, IL 62281
Village of Williamson	1201 Williamson Ave, Staunton, IL 62088
Village of Worden	115 E Wall St, Worden, IL 62097



## 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
Please see attached					
Police					
Fire					
EMS					

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
<b>Total</b>		<b>269547</b>



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
<b>Total</b>		<b>264536</b>

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
Stanton Area Ambulance	67.7794632	3959
Troy Fire EMS	49.52923008	16907
Alton Fire EMS	16.78148729	27898
<b>Total</b>		<b>248272</b>









## TEST PLAN DESCRIPTION

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

The Madison County ETSB upgraded its system and migrated to the Motorola Vesta 911 platform. As part of their implementation procedures, ATT performed tests on the selective router roll over back-up, CPE overflow and no positions available prior to going live with the upgraded system. Rerouting of landline, VoIP and wireless ESNs due to consolidation, were done at the tandem level. The ESN was tested before and after being rerouted to the consolidated PSAP. One PSAP was cut over to the upgraded system each day over the course of two weeks. The most recent update was the closure of the Pontoon Beach PSAP that was consolidated to Glen Carbon PSAP. All testing was conducted by AT&T and Motorola, as well as additional testing conducted by Madison County ETSB personnel to confirm the proper routing, map plotting, and roll over procedures.

### 2) List wireline exchanges to be tested.

Below are the rate centers that will be affected by the consolidation:

ATT: Pontoon Beach

The LATA Exchanges that will be affected by consolidation: 520

Glen Carbon

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

Wireless Carriers:

ATT Wireless

Dish Wireless

Sprint PCS

T-Mobile

US-Cellular

Verizon

VoIP Carriers:

Bandwidth

Comtech

i3 Broadband

West Corporation

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	Fallover test
5	Perform WAN interface shutdown and validation on each AT&T network edge router at PSAP	Fallover
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



## 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.

R:\Documentation\ESINet\Overflow\Madison Coll Vesta Overflow.xlsx  
 UPDATED 12/2/24

Vesta 911 / Belleville and Oak Brook		AT&T Alternate Route 1	AT&T Alternate Route 2	AT&T Alternate Route 3	AT&T Alternate Route 4	AT&T Alternate Route 5	AT&T Alternate Route 6	AT&T Alternate Route 7
PSAP Agency ID	PSAP	Connectivity lost to 911 centers at Central Office	Connectivity lost to 911 centers at Central Office	Connectivity lost to 911 centers at Central Office	Connectivity lost to 911 centers at Central Office	Connectivity lost to 911 centers at Central Office	Connectivity lost to 911 centers at Central Office	Connectivity lost to 911 centers at Central Office
171190013	Madison Co Sheriff	Madison Co Sheriff	Edwardsville PD	Glen Carbon PD	Collinsville PD	Granite City PD	Wood River PD	A-91-Alternate Route 7
171190001	Glen Carbon PD	Glen Carbon PD	Madison Co Sheriff	Edwardsville PD	Wood River PD	Granite City PD	Alton PD	Connectivity lost to 911 centers at Central Office
171190010	Glen Carbon PD	Glen Carbon PD	Madison Co Sheriff	Collinsville PD	Wood River PD	Granite City PD	Alton PD	Connectivity lost to 911 centers at Central Office
171190008	Madison Co Sheriff	Madison Co Sheriff	Edwardsville PD	Granite City PD	Collinsville PD	Wood River PD	Alton PD	Connectivity lost to 911 centers at Central Office
171190007	Collinsville PD	Collinsville PD	Madison Co Sheriff	Edwardsville PD	Glen Carbon PD	Wood River PD	Alton PD	Connectivity lost to 911 centers at Central Office
	Madison Co Sheriff	Madison Co Sheriff	Edwardsville PD	Glen Carbon PD	Collinsville PD	Wood River PD	Alton PD	Granite City PD
171190011	Edwardsville PD	Edwardsville PD	Glen Carbon PD	Collinsville PD	Granite City PD	Wood River PD	Alton PD	Connectivity lost to 911 centers at Central Office
171190010	Alton	Alton PD	Madison Co Sheriff	Edwardsville PD	Glen Carbon PD	Collinsville PD	Granite City	Connectivity lost to 911 centers at Central Office



Municipalities Covered
ALTON
COLLINSVILLE
EDWARDSVILLE, TROY
PRIMERY PSAP
TRIVILLE & EMSL
MARYVILLE & GLEN
CARBON, MADISON,
PONTIAC BEACH AND
VENICE
GRANITE CITY
GODFREY, ST. JACOB,
MARINE, GRANT FORK,
HIGHLAND, NEW
DOUGLAS, AND
UNINCORPORATED
COUNTY
EAST ALTON,
BETHLEHEM, HARTFORD,
ROXANA, SOUTH
ROXANA AND WOOD
RIVER

# 9-1-1 AUTHORITIES BACKUP AGREEMENT

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For the purpose of effective handling and routing of 9-1-1 Emergency Calls, 9-1-1 Authority Collinsville PSAP and 9-1-1 Authority Granite City PSAP 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 PSAP of Collinsville Police Department and the PSAP of 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.



# 9-1-1 AUTHORITIES BACKUP AGREEMENT

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

It is agreed by Collinsville 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 9-1-1 calls to the Backup PSAP shall be done at the 9-1-1 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 9-1-1 System Manager.

Collinsville Police Department PSAP agrees to accept the following call types from  
Granite City Police Department PSAP:

- 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 PSAP 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. Priority Method: Radio transmission on MC E911
2. 2nd Priority Method: 10-digit Non-Emergency/Admin  
(518) 877-3172
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  
(818) 877-3172
    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 Collinsville PSAP and Granite City PSAP 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 – Check all that apply:
- Text to 911,  10-digit Emergency,  10-digit Non-Emergency/Admin Calls, 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.



## 9-1-1 AUTHORITIES BACKUP AGREEMENT

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 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, Collinsville PSAP will follow up with a radio, voice transmission, or delivery of an email to 1policedispatch@collinsville.org of the available Computer Aided Dispatch (CAD) or Call Detail Record (CDR) for Granite City PSAP calls.
- J. When feasibly possible, Granite City PSAP will follow up with a radio, voice transmission, or delivery of an email to disp1@granitecity.illinois.gov of the available Computer Aided Dispatch (CAD) or Call Detail Record (CDR) for Collinsville PSAP 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 Collinsville PSAP or Granite City PSAP 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 29, 2025 through January 29, 2026 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.

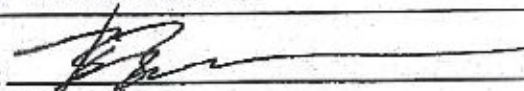
The 9-1-1 Administrator shall be notified when there are any modifications to, or termination of, this AGREEMENT.

## IV. EFFECTIVE DATES

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

Signatures:

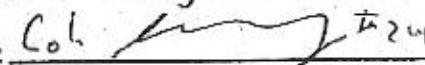
Name: J. Brett Boerm

Signature:  Date: 02/04/2025

Title: Chief of Police

9-1-1 System: Collinsville PSAP

Name: Col. Gary Brooks Jr.

Signature: Col.  2/4 Date: 02/04/2025

Title: Chief of Police

9-1-1 System: Granite City PSAP