State of Illinois

Application for
9-1-1 Consolidation Plan
Madison County Government
Emergency Telephone System

Terence H. McFarland • 9-1-1 Coordinator
101 E. Edwardsville Rd. • Wood River, IL 62095
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e-mail • thmcfarland@co.madison.il.us

Kurt Prenzler, CPA
County Board Chairman

Robert A. Rizzi, Jr. • Chairman
Donald Moore • Vice Chairman

Steve Evans
Vince Martinez
Marc B. McLemore
Joe Petrokovich
Scott Prange

Contents

• Application for 911 Consolidation Plan

Attachments

• 911 System Provider Letter of Intent
• Madison County, IL PSAP Boundaries
• ATT Hosted Patriot E911 Systems Diagram (current)
• AT&T ASE Network Diagram
• Proposed AT&T 911 Service Provider Diagram
• Interagency Agreements for 911 Emergency Communications
## 911 GENERAL INFORMATION

**DATE:** 07/19/2017

<table>
<thead>
<tr>
<th>Type of Change:</th>
<th>Consolidation within an ETSB</th>
<th>Joint ETSB</th>
<th>Unserved consolidation</th>
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<table>
<thead>
<tr>
<th>Current System Name:</th>
<th>Population Served</th>
<th>Land Area in Sq Miles</th>
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<tbody>
<tr>
<td>Madison County 911</td>
<td>270,000</td>
<td>716</td>
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<table>
<thead>
<tr>
<th>System Name after Consolidation:</th>
<th>Madison County 911</th>
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### PSAP EFFECTED:

(Consolidation Plans Only)

<table>
<thead>
<tr>
<th>PSAP Name</th>
<th>Consolidation/ Remain Open</th>
<th>Decommission/ Close</th>
<th>Primary</th>
<th>Secondary</th>
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<tbody>
<tr>
<td>Alton</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bethalto</td>
<td></td>
<td></td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Collinsville</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>East Alton</td>
<td></td>
<td></td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Edwardsville</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Glen Carbon</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Granite City</td>
<td></td>
<td></td>
<td>x</td>
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</tr>
<tr>
<td>Highland</td>
<td></td>
<td></td>
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<tr>
<td>Madison</td>
<td></td>
<td></td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Madison County Sheriff</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pontoon Beach</td>
<td>x</td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>SIUE</td>
<td></td>
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<td>Troy</td>
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<tr>
<td>Venice</td>
<td>x</td>
<td>x</td>
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<tr>
<td>Wood River</td>
<td>x</td>
<td></td>
<td></td>
<td>x</td>
</tr>
</tbody>
</table>

**911 System Contact:** Dana Burns

**Street Address:** 101 E. Edwardsville Road

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

**Office Telephone:** (618) 296-5913

**Cellular Telephone:** (618) 558-5744

**Email:** dlburris@co.madison.il.us

**Wireless Coverage for Consolidated System:**

- **100% Phase II compliant**
- **100% Phase I compliant**

**Please check if applicable:**

- **X** NG9-1-1 capable
- **_____** Receive 9-1-1 Text
- **_____** Receive 9-1-1 Video
VERIFICATION

I, Dana Burris, first being duly sworn upon oath, depose and say that I am Madison County 911 Coordinator-Interim, 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.

Subscribed and sworn to before me
this 12 day of January 2018.

Dana Burris
Subscribed and sworn to before me
this 12 day of January 2018.

Stacey Counton
Notary Public, Illinois
My commission expires 02/27/2019
July 20, 2017

Dear Joe,

This letter is to confirm our intent to consolidate Madison County's 911 System. The remaining PSAPs will include the following:

- Alton
- Collinsville
- Edwardsville
- Glen Carbon
- Granite City
- Madison County Sheriff
- Pontoon Beach
- Wood River

Enclosed is your copy of our consolidation plan to be filed with the Department of the Illinois State Police for approval. Thank you for the assistance in this matter.

Sincerely,

Dana Burris
911 Training Administrator

Enclosure: Consolidation Plan
# 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? [ ] Yes [ ] No

2. Type of Radio/Telecommunications systems compatible with participating and adjacent agencies.
   - [ ] STARCOMM21
   - [ ] STARCOMM21 ITTF channels only
   - [ ] Other, explain below

   **VHF Conventional:** Wood River, Alton, Pontoon Beach for Madison and Venice (fire departments are paged out on VHF Conventional)

3. Will all PSAPs remaining after consolidation direct dispatch all emergency calls pursuant to section 1324.200b(3)? [ ] Yes [ ] No

4. Have you included maps to show the territory covered by the system? [ ] Yes [ ] No

   Plans submitted without this documentation will be rejected.

5. Have you included a listing of all telephone companies? [ ] Yes [ ] No

   Plans submitted without this documentation will be rejected.

6. Have you included a copy of the intergovernmental agreement, ordinance, resolution and/or contracts? [ ] Yes [ ] No

   Plans submitted without this documentation will be rejected.

7. Have you included a list of participating and adjacent agencies? [ ] Yes [ ] No

   Plans submitted without this documentation will be rejected.

8. Have you included financial information? [ ] Yes [ ] No

   Plans submitted without this documentation will be rejected.

9. Public education. [ ] This is an unserved county that will require public education. (See attachment.) [ ] This is an existing 9-1-1 system(s) and does not require public education.

10. Training. [ ] This is an unserved county that will require training. (See attachment.) [ ] 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 [ ] This is an unserved county that will require training. (See attachment.) [ ] 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.
<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have you included call handling and aid outside jurisdictional boundary agreements?</td>
<td>X</td>
<td></td>
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<tr>
<td>Plans submitted without this documentation will be rejected.</td>
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<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
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<tbody>
<tr>
<td>Have you included a new system diagram?</td>
<td>X</td>
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<tr>
<td>Plans submitted without this documentation will be rejected.</td>
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<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
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<tbody>
<tr>
<td>Does the new system diagram include all PSAP(s) and backup PSAP location(s)?</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Plans submitted without this documentation will be rejected.</td>
<td></td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have or will all areas within the 9-1-1 system be addressed for the database?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If no, please explain.</td>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explain all aspects of the database, i.e., how often is it updated, where is it located, etc.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The ALI and MSAG are stored on servers at West Corp and are updated through their 911Net web portal. Madison County 9-1-1 is responsible for maintaining the MSAG and the carriers are responsible for maintaining the ALI. Comparing between the ALI and MSAG and the GIS data are run biannually in order to resolve discrepancies.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ATT: current Legacy based system</td>
<td></td>
<td></td>
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<tr>
<td>New system will be IP based-contract is being negotiated with ATT and will be implemented within the next year.</td>
<td></td>
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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 1325.205(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:

Pursuant to the State of Illinois Emergency Telephone System Act (50 ILCS 750/15,4a(b)), the Madison County 9-1-1 system and ETSS is submitting this consolidation plan in compliance with applicable law and conditions of the previous waiver request order.

The Madison County 9-1-1 system currently has 15 PSAPs (with one unmanned back up training facility) and will be reducing (by mandated minimum of 50%) to 8 PSAPs. On page 4 of this document, a detailed listing of all PSAPs and their operating status has been updated which shows the 8 PSAPs that will remain open and the 7 PSAPs that will be closed upon consolidation. Earlier this year, the Madison County ETSS formed a subcommittee to examine the most appropriate option for consolidation. Their recommendation was approved by the Madison County ETSS in June of 2017. The Madison County ETSS has also formed a subcommittee that is tasked with system design and contract negotiations with AT&T for a new consolidated system. Currently, the 15 PSAPs are on an existing AT&T hosted 911 legacy system. The contract for that system has expired and is being paid monthly as negotiations and design for the new system are finalized. The new system will be designed around a NENA 13 standards based system which will allow for inclusion into a statewide solution in the future. It should be noted that Madison County does not intend to build out an ESINet in advance of the State. Text-to-911 is being considered in the new system. An additional change to note will be the change in fiber connectivity from the AT&T Opt-E-Man to the AT&T Switched Ethernet (ASE) network service. It is Madison County ETSS's intent to include the Office of the Statewide 9-1-1 Administrator in future discussions with AT&T when appropriate to ensure that the system and services negotiated are consistent with current and future statewide plans.

The following is a summary of remaining PSAPs and the PSAPs they will absorb:

1. Madison County Sheriff's Office—will absorb Troy PD PSAP (closing)
2. Granite City Police Department—no change
3. Alton Police Department—no change
4. Collinville Police Department—will absorb Highland PD PSAP (closing)
5. Wood River Police Department—will absorb East Alton PD PSAP (closing) and Bethalto PD (closing)
6. Edwardsville Police Department—will absorb SIU-E PD PSAP (closing)
7. Glen Carbon Police Department—no change
8. Pontoon Beach Police Department—will absorb Venice PD PSAP (closing) and Madison PD PSAP (closing)
Narrative Plan:

The following provides the back-up/rollover configuration for each PSAP (NOTE: See System Diagram attached):

1. Madison County Sheriff's Office—back up Edwardsville PD
2. Granite City Police Department—back up Pontoon Beach PD
3. Alton Police Department—back up Madison Co. Sheriff
4. Collinsville Police Department—back up Glen Carbon PD
5. Wood River Police Department—back up Alton PD
6. Edwardsville Police Department—back up Glen Carbon PD
7. Glen Carbon Police Department—back up Madison Co. Sheriff
8. Pontoon Beach Police Department—Granite City PD

Additionally, the Wood River Training Facility (listed as MADCOM in Wood River on attached current network diagram) will not be configured as a PSAP. This facility had been designated as an emergency rollover PSAP, training center, and was previously considered as a site for a consolidated center. However, the site was not equipped with radio equipment.

Madison County ETSB has identified a need to maintain a training facility that would provide adequate space for hands-on telecommunicator classes (i.e., new hires, recertification, ongoing training, etc.) that require direct use of 9-1-1 training workstations in a classroom setting. Madison County ETSB plans to keep training positions and 9-1-1 system administrator workstations (which require direct access to the 9-1-1 network) at the Wood River Training Facility. Factors in this decision include the lack of an adequate facility (physical space) at any of the remaining PSAPs and the need to provide ongoing training and administrative access to the system. Furthermore, Madison County ETSB will pay for the Wood River Training Facility (Admin., Training ONLY site) connectivity to the system from local revenue sources AND IT WILL NOT BE INCLUDED IN ANY INVOICE PAID DIRECTLY BY the State of Illinois. The Wood River Training Facility will also NOT be included as a back up site in any system configuration.

The Consolidation Plan has grouped agencies geographically and with technologically (radio/CAD) similar systems in order to minimize costs that would be associated with consolidation. All PSAPs designated as “closing” will have ALL 911 equipment removed from their facility. It should be noted that each PSAP listed as “closing” will continue to function as a dispatch center for their respective jurisdictions. This decision was made locally by each respective municipality based on various factors, to include: non-911 call volume, walk-in complaints, inmate monitoring, maintenance of agency LEADS entries, monitoring and activation of severe weather sirens, and providing dispatch services for other municipal departments (i.e., Public Works, Animal Control, Police, Fire, etc.). These services will continue to be done at the local dispatch center.

Upon legal review, the Madison County ETSB does not have any authority over municipal government beyond PSAP designation, location, and ETSS funding. The Madison County ETSB has no legal authority to control expenditures of units of local government. If a unit of local government chooses to solely fund a dispatch center which will serve multiple branches (police, fire, animal control, public works, etc.) of its unit of government, the law does not allow for the ETSB to control individual units of local government policies or expenditures. The unit of local government would therefore be operating within the Illinois Municipal Code (65 ILCS 5/ Illinois Municipal Code) by funding programs and services that they deem necessary.

Although each remaining PSAP may not be required to provide FULL dispatch services to all agencies absorbed, the PSAPs will maintain direct dispatch capabilities to absorbed agencies in the following manner:

1. 911 call received by PSAP and CAD incident created. For the duration of the 911 call, PSAP will be responsible for all EMD and gathering pertinent information from the caller.
2. PSAP directly dispatches appropriate agency VIA Primary Method (if Primary Method is not available, Secondary Method will be utilized as outlined in each call handling agreement attached to this plan).
3. After dispatching appropriate agency, PSAP will verify that units are responding to the 911 call.
4. If PSAP provides full dispatch services for the agency, PSAP will continue call handling for the duration of the incident.
5. If PSAP does not provide full dispatch services for the agency, non-PSAP dispatch center assumes call handling (all radio traffic, CAD updates, requests for additional resources, etc.) for the remainder of the incident.

NOTE: The above protocol has historically been used for most FIRE and EMS agencies throughout the County since the inception of Madison County E911. At no time will a 9-1-1 call be transferred out of the network to a non-PSAP. The only exceptions are in cases where the appropriate jurisdiction is outside the geographic limits of Madison County or to the Illinois State Police.

In reference to Part 1325 415. paragraph 1), regarding recording/logging of calls and radio traffic, each remaining PSAP has a master logging recorder. Any additional required talkgroups/radio frequencies will be added as a result of the consolidation with outside agencies.

The Madison County ETSB considers this the first step in a series of future consolidations. As trust builds over time, both between agencies and with the system, additional consolidations may occur. Those consolidations most likely will occur when non-PSAP dispatch centers combine with PSAPs for full service dispatch services.
## 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**

<table>
<thead>
<tr>
<th>City, Town or Village</th>
<th>Street Address, City, Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aviston (Zip Code enters Madison County)</td>
<td>149 Page St, Aviston, IL 62216</td>
</tr>
<tr>
<td>Bartelso (Zip Code enters Madison County)</td>
<td>603 Lincoln St, Bartelso, IL 62218</td>
</tr>
<tr>
<td>Breese (Zip Code enters Madison County)</td>
<td>500 N 1st St, Breese, IL 62230</td>
</tr>
<tr>
<td>Bunker Hill</td>
<td>62014</td>
</tr>
<tr>
<td>Carlyle (Zip Code enters Madison County)</td>
<td>650 Franklin St, Carlyle, IL 62231</td>
</tr>
<tr>
<td>City of Alton</td>
<td>101 E 3rd Street, Alton, IL 62002</td>
</tr>
<tr>
<td>City of Collinsville</td>
<td>125 S Center St, Collinsville, IL 62234</td>
</tr>
<tr>
<td>City of Edwardsville</td>
<td>118 Hillsboro Ave. PO Box 407, Edwardsville, IL 62025</td>
</tr>
<tr>
<td>City of Granite City</td>
<td>2000 Edison Avenue, Granite City, IL, 62040</td>
</tr>
<tr>
<td>City of Highland</td>
<td>1115 Broadway, Highland, IL 62249</td>
</tr>
<tr>
<td>City of Madison</td>
<td>615 Madison Avenue, Madison, IL 62080</td>
</tr>
<tr>
<td>City of Troy</td>
<td>116 E Market St, Troy, IL 62294</td>
</tr>
<tr>
<td>City of Venice</td>
<td>329 Broadway, Venice, IL 62090</td>
</tr>
<tr>
<td>City of Wood River</td>
<td>111 North Wood River Ave, Wood River, Illinois 62095</td>
</tr>
<tr>
<td>Cottage Hills</td>
<td>62018</td>
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<tr>
<td>Donnellson (Zip Code enters Madison County)</td>
<td>62019</td>
</tr>
<tr>
<td>Dorsey</td>
<td>62021</td>
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<tr>
<td>East Saint Louis (Zip Code enters Madison County)</td>
<td>62201</td>
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<tr>
<td>Greenville (Zip Code enters Madison County)</td>
<td>404 S 3rd St, Greenville, IL 62246</td>
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<tr>
<td>Keyesport (Zip Code enters Madison County)</td>
<td>604 Clinton St, Keyesport, IL 62253</td>
</tr>
<tr>
<td>Lebanon (Zip Code enters Madison County)</td>
<td>312 W St Louis St, Lebanon, IL 62254</td>
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<tr>
<td>Moro</td>
<td>62067</td>
</tr>
<tr>
<td>Mulberry Grove (Zip Code enters Madison County)</td>
<td>205 N Wood St, Mulberry Grove, IL 62262</td>
</tr>
<tr>
<td>O'Fallon (Zip Code enters Madison County)</td>
<td>255 S Lincoln Ave, O'Fallon, IL 62269</td>
</tr>
<tr>
<td>Pocahontas</td>
<td>101 E Kavanaugh St, Pocahontas, IL 62275</td>
</tr>
</tbody>
</table>
## 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*

<table>
<thead>
<tr>
<th>City, Town or Village</th>
<th>Street Address, City, Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rosewood Heights</td>
<td>Designated Census Name</td>
</tr>
<tr>
<td>Smithboro (Zip Code enters Madison County)</td>
<td>202 S Main St, Smithboro, IL 62284</td>
</tr>
<tr>
<td>Sorento (Zip Code enters Madison County)</td>
<td>62086</td>
</tr>
<tr>
<td>Staunton (Zip Code enters Madison County)</td>
<td>304 W Main St, Staunton, IL 62088</td>
</tr>
<tr>
<td>Trenton (Zip Code enters Madison County)</td>
<td>14 W Broadway, Trenton, IL 62293</td>
</tr>
<tr>
<td>Village of Alhambra</td>
<td>602 West Main Street P.O. Box 309, Alhambra IL 62001</td>
</tr>
<tr>
<td>Village of East Alton</td>
<td>119 Main Street, East Alton, IL 62024</td>
</tr>
<tr>
<td>Village of Fairmont City (Zip Code enters Madison County)</td>
<td>2568 N 41st St, East St Louis, IL 62201</td>
</tr>
<tr>
<td>Village of Glen Carbon</td>
<td>151 N Main St, Glen Carbon, IL 62034</td>
</tr>
<tr>
<td>Village of Godfrey</td>
<td>6810 Godfrey Rd, Godfrey, IL 62035</td>
</tr>
<tr>
<td>Village of Grantfork</td>
<td>205 Rock St, Highland, Illinois 62249</td>
</tr>
<tr>
<td>Village of Hamel</td>
<td>111 S Old US Highway, 66 PO Box 345, Hamel, IL 62045</td>
</tr>
<tr>
<td>Village of Hartford</td>
<td>140 W Hawthorne St, Hartford, IL 62048</td>
</tr>
<tr>
<td>Village of Livingston</td>
<td>601 Livingston Ave, Livingston, IL 62058</td>
</tr>
<tr>
<td>Village of Marine</td>
<td>P.O. Box 136 Marine, IL 62061</td>
</tr>
<tr>
<td>Village of Maryville</td>
<td>2520 N Center St, Maryville, IL 62082</td>
</tr>
<tr>
<td>Village of New Douglas</td>
<td>209 S Main St, New Douglas, IL 62074</td>
</tr>
<tr>
<td>Village of Pierron</td>
<td>221 Washington St, Pocahontas, IL 62275</td>
</tr>
<tr>
<td>Village of Pontoon Beach</td>
<td>1 Regency Parkway, Pontoon Beach, IL 62040</td>
</tr>
<tr>
<td>Village of Roxana</td>
<td>400 S Central, Roxana, IL 62084</td>
</tr>
<tr>
<td>Village of South Roxana</td>
<td>211 Sinclair Ave, South Roxana, IL 62087</td>
</tr>
<tr>
<td>Village of St Jacob</td>
<td>213 N Douglas St, St Jacob, IL 62281</td>
</tr>
<tr>
<td>Village of Williamson</td>
<td>1201 Williamson Ave, Staunton, IL 62088</td>
</tr>
<tr>
<td>Village of Worden</td>
<td>115 E Wall St, Worden, IL 62097</td>
</tr>
</tbody>
</table>
**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.

<table>
<thead>
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<th>9-1-1 Participant Agencies</th>
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INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB) and the State Park Fire Department to ensure the effective handling and routing of 9-1-1 Emergency Calls. In general, 9-1-1 calls from within the corporate limits of the municipalities listed on a previously distributed Attachment A will be routed to the Public Safety Answering Point (PSAP) that serves that municipality, while 9-1-1 calls from the unincorporated areas of the county and the smaller municipalities will be routed to the Madison County Sheriff’s Office PSAP. As described below, Emergency 9-1-1 calls from within the area assigned to the State Park Fire Department will be received by any Madison County PSAP, and the information/caller will be relayed/transfered to State Park Fire Department.

CALL HANDLING

Emergency 9-1-1 fire-related calls from within the area served by State Park Fire Department shall be dispatched from the Madison County Sheriff’s Office PSAP to the State Park Fire Department via one of the following methods:

Primary: St. Clair County Fire Department 154.190
Secondary: Cencom

The State Park Fire Department hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its jurisdiction, following the Standard Operating Procedures established by the ETSB and the rules and regulations established by the Illinois State Police.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1 system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by the State Park Fire Department. If any PSAP Telecommunicator refers a call to the PSAP’s Telecommunicator which is clearly outside of the State Park Fire Department’s jurisdictional boundaries, the PSAP Telecommunicator may refuse to respond by immediately notifying the transferring Telecommunicator that the State Park Fire Department will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

ADMINISTRATION

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

- It shall be the responsibility of State Park Fire Department to maintain the report of the call and the disposition of each call received.

Any agreements or changes in agreements and operating procedures must be submitted in writing and approved by both parties.
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

CERTIFIED BY AND BETWEEN

MADISON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

By: Dana Burris
Title: 9-1-1 Coordinator-Interim
Date: 2/15/18

State Park Fire Department

By: Michael Mason
Title: Asst Chief
Date: 2/15/18
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INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB) and the Sugar Creek Ambulance to ensure the effective handling and routing of 9-1-1 Emergency Calls. In general, 9-1-1 calls from within the corporate limits of the municipalities listed on a previously distributed Attachment A will be routed to the Public Safety Answering Point (PSAP) that serves that municipality, while 9-1-1 calls from the unincorporated areas of the county and the smaller municipalities will be routed to the Madison County Sheriff’s Office PSAP. As described below, Emergency 9-1-1 calls from within the area assigned to the Sugar Creek Ambulance will be received by any Madison County PSAP, and the information/caller will be relayed/transferred to Sugar Creek Ambulance.

CALL HANDLING

Emergency 9-1-1 EMS-related calls from within the area served by Sugar Creek Ambulance shall be relayed/transferred via one of the following methods:

Primary: (618) 594-4555 Call Relay to Clinton County 911 dispatch

Secondary: Bond County Sheriff- (618) 664-2151

Sugar Creek Ambulance hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its assigned area, following the Standard Operating Procedures established by the Madison County ETSB, and the rules and regulations established by the Illinois State Police. This agreement is conditional upon Sugar Creek Ambulance having personnel and equipment available to respond to the call.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1 System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal assigned area. It is understood that this paragraph is conditional upon acceptance of the call by Sugar Creek Ambulance. If any PSAP Telecommunicator refers a call to Sugar Creek Ambulance which is clearly outside of its assigned area, Sugar Creek Ambulance may refuse to respond by immediately notifying the Telecommunicator that it will not respond and, if possible, providing advice as to which agency should receive the call.

ADMINISTRATION

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

It shall be the responsibility of Sugar Creek Ambulance to maintain the report of the call and the disposition of each call received.

Any agreements or changes in agreements and operating procedures must be submitted in writing and approved by both parties.
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

CERTIFIED BY AND BETWEEN

MADISON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

By:

Dana Burris

Title: 9-1-1 Coordinator-interim

Date: 2/15/18

Sugar Creek Ambulance

By:

Jim Knispel

Signature

Title: Operations Manager

Date: 2/15/2018
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB) and the Lifestar Ambulance to ensure the effective handling and routing of 9-1-1 Emergency Calls. In general, 9-1-1 calls from within the corporate limits of the municipalities listed on a previously distributed Attachment A will be routed to the Public Safety Answering Point (PSAP) that serves that municipality, while 9-1-1 calls from the unincorporated areas of the county and the smaller municipalities will be routed to the Madison County Sheriff’s Office PSAP. As described below, Emergency 9-1-1 calls from within the area assigned to the Lifestar Ambulance will be received by any Madison County PSAP, and the information/caller will be relayed/transferred to Lifestar Ambulance.

CALL HANDLING

Emergency 9-1-1 EMS-related calls from within the area served by Lifestar Ambulance shall be relayed/transferred via one of the following methods:

Primary: 618-465-6633-Alton, IL Location
Secondary: Relay/Transfer Point 1-800-339-0934 (940 N. Elm, Centralia, IL from 8:00pm-4:00am)

Lifestar Ambulance hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its assigned area, following the Standard Operating Procedures established by the Madison County ETSB, and the rules and regulations established by the Illinois State Police. This agreement is conditional upon Lifestar Ambulance having personnel and equipment available to respond to the call.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1-System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal assigned area. It is understood that this paragraph is conditional upon acceptance of the call by Lifestar Ambulance. If any PSAP Telecommunicator refers a call to Lifestar Ambulance which is clearly outside of its assigned area, Lifestar Ambulance may refuse to respond by immediately notifying the Telecommunicator that it will not respond and, if possible, providing advice as to which agency should receive the call.

ADMINISTRATION

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

It shall be the responsibility of Lifestar Ambulance to maintain the report of the call and the disposition of each call received.

Any agreements or changes in agreements and operating procedures must be submitted in writing and approved by both parties.
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

CERTIFIED BY AND BETWEEN

MADISON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

By: Dana Burris

Title: 9-1-1 Coordinator-Interim

Date: 2/15/18

Lifestar Ambulance

By: Maurice Hano Jr.

Title: Exec Vice President

Date: 2-15-18
Note: Madison County Sheriff takes calls for areas shown in Bond, Macoupin, and Montgomery Counties per intergovernmental agreements.
AT&T Hosted Patriot E911 Systems

Patriot #1 (North)
33P 27T
Patriot1A and Patriot2B will be located at the
Collinsville, IL CO
203 Goethe, Collinsville, IL, 62234

Patriot #2 (South)
35P 17T
Patriot1B and Patriot2A will be located at the
Belleville, IL CO
211 Kretschmer Ave., Belleville, IL, 62221

Alton PD
East Alton PD
Edwardsville PD
Granite City
SIUE
Belleville PD
Collinsville PD
Highland PD
Bethylto PD
Glen Carbon
Venice
Wood River PD
2P 3T
MADCOM in Wood River, Consolidated PSAP And Training Center
Troy PD
Madison County SO
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Any other ambulance agreements

Ambulance Service agreement with Alton PD
Agreement with ETSB and all entities involved

Back-up PSAP: Madison County Sheriff
Call Flow Narrative for Alton Police PSAP
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB) and Alton Police Department to ensure the effective handling and routing of 9-1-1 Emergency calls. Calls will be sent to the Alton Police Department PSAP, if possible, via the 9-1-1 system, or that failing, by the department’s non-emergency number or by a common radio frequency. Should the Alton Police Department PSAP be unable to accept 9-1-1 calls for any reason, the calls will, based on certain criteria, be automatically forwarded by the 9-1-1 hardware to the Madison County Sheriff PSAP or to another operational PSAP within the Madison County 9-1-1 system.

CALL HANDLING

Emergency 9-1-1 calls from within the area served by Alton Police Department, shall be dispatched directly from the Alton Police Department PSAP to the Alton Police Department via one of the following methods:

Primary: APD Radio Frequency 155.190
Secondary: StarCom-E911 (Madison County E911 Talk Group) after consolidation

All EMD protocol questions will be asked by the answering PSAP or ambulance service. Once it is determined where that call should go, the appropriate agency will be dispatched via radio.

The Alton Police Department hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its jurisdiction, following the Standard Operating Procedures established by the ETSB and the rules and regulations established by the Illinois State Police.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1 System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by the City PD. If any PSAP Telecommunicator refers a call to the Alton PSAP Telecommunicator which is clearly outside of the City PD’s jurisdictional boundaries, the Alton Police Department PSAP Telecommunicator may refuse to respond by immediately notifying the transferring Telecommunicator that the City PD will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

ADMINISTRATION

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

The Madison County Emergency Telephone System Board hereby agrees to provide all 9-1-1 related equipment and telephone lines from the proceeds of $1.50 telephone surcharge. As a PSAP, the Alton Police Department will need to provide space for the equipment, provide a minimum of one Telecommunicator 24 hours per day, voice recording and logging equipment and the required backup power supply.

The Madison County ETSB agrees to keep records relating to the system, PSAP, and Telecommunicator performance. All records will be available to all participants in the 9-1-1 system.

It shall be the responsibility of the Alton Police Department to maintain the E-9-1-1 ANI/ALI records, voice and logging records of calls, written reports of the calls, and dispositions of the calls for all E-9-1-1 calls received by the PSAP. Voice and logging tapes shall be kept a minimum of thirty days. Written radio logs shall be kept a minimum of one year. ANI/ALI printouts shall be kept for a time period to be determined, as required by the Illinois State Police.

Any agreements or changes in agreements and operating policies must be submitted in writing and approved by all parties.

DATE: 12/18/2017
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB) and the Alton Police Department to ensure the effective handling and routing of 9-1-1 Emergency calls. In general, 9-1-1 calls from within the corporate limits of the municipalities listed on a previously distributed Attachment A will be routed to the Public Safety Answering Point (PSAP) that serves that municipality, while 9-1-1 calls from the unincorporated areas of the county and the smaller municipalities will be routed to the Madison County Sheriff's Office PSAP. As described below, Emergency 9-1-1 calls from within the area served by the Alton Police Department will be sent to the Alton Police Department PSAP, if possible, via the 9-1-1 system, or that failing, by the department's non-emergency number or by a common radio frequency. Should the Alton Police Department PSAP be unable to accept 9-1-1 calls for any reason, the calls will, based on certain criteria, be automatically forwarded by the 9-1-1 hardware to the Madison County Sheriff's Office PSAP or to another operational PSAP within the Madison County 9-1-1 system.

CALL HANDLING

Emergency 9-1-1 police-related calls from within the area served by the Alton Police Department shall be dispatched directly from the Alton Police Department PSAP to the Alton Police Department via one of the following methods:

Primary: APD Radio Frequency 155.190
Secondary: APD Radio Frequency 155.055
StarCom-MCE911 (Madison County E911 Talk Group) after consolidation

The Alton Police Department hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its jurisdiction, following the Standard Operating Procedures established by the ETSB and the rules and regulations established by the Illinois State Police.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1 System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by the City PD. If any PSAP Telecommunicator refers a call to the Alton PSAP Telecommunicator which is clearly outside of the City PD's jurisdictional boundaries, the Alton Police Department PSAP Telecommunicator may refuse to respond by immediately notifying the transferring Telecommunicator that the City PD will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

ADMINISTRATION

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

The Madison County Emergency Telephone System Board hereby agrees to provide all 9-1-1 related equipment and telephone lines from the proceeds of $1.50 telephone surcharge. As a PSAP, the Alton Police Department will need to provide space for the equipment, provide a minimum of one Telecommunicator 24 hours per day, voice recording and logging equipment and the required backup power supply.

The Madison County ETSB agrees to keep records relating to the system, PSAP, and Telecommunicator performance. All records will be available to all participants in the 9-1-1 system.
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

CERTIFIED BY AND BETWEEN

Madison County Emergency Telephone System Board

By: __________________________
Title: 9-1-1 Coordinator
Date: 1/16/18

Alton Police Department

By: __________________________
Title: Chief of Police
Date: 1-16-18

Any agreements or changes in agreements and operating policies must be submitted in writing and approved by both parties.
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Alton Police Department-PSAP

Alton Fire Department Station 1-(Fire and EMS)

CALL HANDLING

Alton Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.285 156.7 FL (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 612-469-3568 (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.

Madison County ETSB
ETSB
By:
Title:

Alton Police Department
PSAP
By:
Title:

Alton Fire Department Station #1
Public Safety Agency
(Police, Fire, EMS)
By:
Title:

Date: 10/24/2017
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Alton Police Department-PSAP

Alton Fire Department Station 2

CALL HANDLING

Alton Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 618-385-1521 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 618-463-3569 (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.

Madison County ETSB

Alton Police Department

Alton Fire Department Station #2

Title: [Signature]
Title: Chief of Police
Title: Fire Chief

By: [Signature]
By: [Signature]
By: [Signature]

10/24/2017
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Alton Police Department-PSAP

Alton Memorial Hospital-EMS

CALL HANDLING

Alton Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 618-463-7355 (Alton Location) (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 314-289-4111 (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.

Madison County ETSB
ETSB
Title: [Signature]

Alton Police Department
PSAP
By: [Signature]
Title: Chief of Police

Alton Memorial Hospital-EMS
Public Safety Agency
(Police, Fire, EMS)
By: [Signature]
Title: EMS Manager
### Police Departments:
- **Collinsville Police Department**
  - Address: 200 W. Clay
  - City: Collinsville
  - State: IL
  - Zip: 62234
  - Phone #: 618-344-2131
- **Highland Police Department**
  - Address: 820 Mulberry Street
  - City: Highland
  - State: IL
  - Zip: 62249
  - Phone #: 618-654-2131
- **Collinsville Emergency Management**
  - Address: 130 S. Clinton St.
  - City: Collinsville
  - State: IL
  - Zip: 62234
  - Phone #: 618-346-5200

### Fire Departments:
- **Collinsville Fire Department Station 1**
  - Address: 130 S. Clinton
  - City: Collinsville
  - State: IL
  - Zip: 62234
  - Phone #: 618-346-5022
- **Collinsville Fire Department Station 2**
  - Address: 1160 Beltline Road
  - City: Collinsville
  - State: IL
  - Zip: 62234
  - Phone #: 618-346-5215
- **Highland Volunteer Fire Department**
  - Address: 1122 Broadway
  - City: Highland
  - State: IL
  - Zip: 62249
  - Phone #: 618-654-5901
- **Highland-Pierron Volunteer Fire Department**
  - Address: 187 Woodcrest Drive
  - City: Highland
  - State: IL
  - Zip: 62249
  - Phone #: 618-654-1161
- **Grantfork Volunteer Fire Department**
  - Address: 210 N. Locust
  - City: Highland
  - State: IL
  - Zip: 62249
  - Phone #: 618-675-2755

### EMS:
- **Collinsville Fire Department Station 2-EMS**
  - Address: 1160 Beltline Road
  - City: Collinsville
  - State: IL
  - Zip: 62234
  - Phone #: 618-346-5215
- **Highland Fire Department- EMS serves**: 1122 Broadway
- **Highland-Pierron Fire District EMS serves**: 187 Woodcrest Drive
- **Grantfork Fire District EMS serves**: 210 N. Locust
- **Marine Fire District EMS serves**: 215 S. Center
- **St. Jacob Fire Protection District EMS serves**: 203 E. 2nd Street
- **St. Rose Fire Protection District EMS serves**: 17901 Saint Rose Road

* (TG) Talk Group

### Agreement between Collinsville and Highland departments:
- Highland Police Department
- Highland Volunteer Fire Department
- Highland-Pierron Volunteer Fire Department
- Back up PSAP Champaign PD

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**Point to Point Radio Frequency**

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<td>618-977-4784 Emergency</td>
<td><strong>618-977-3901 Emergency</strong></td>
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<td><strong>Text Paging</strong></td>
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**Collinsville Police Department**
- Address: 200 W. Clay
- City: Collinsville
- State: IL
- Zip: 62234
- Phone #: 618-344-2131

**Highland Police Department**
- Address: 820 Mulberry Street
- City: Highland
- State: IL
- Zip: 62249
- Phone #: 618-654-2131

**Collinsville Emergency Management**
- Address: 130 S. Clinton St.
- City: Collinsville
- State: IL
- Zip: 62234
- Phone #: 618-346-5200

**StarCom 21 *(TG) CFD Main**
- Address: 1160 Beltline Road
- City: Collinsville
- State: IL
- Zip: 62234
- Phone #: 618-346-5215-CFD2

**Highland Fire Department**
- Address: 1122 Broadway
- City: Highland
- State: IL
- Zip: 62249
- Phone #: 618-654-5901

**Highland-Pierron Volunteer Fire Department**
- Address: 187 Woodcrest Drive
- City: Highland
- State: IL
- Zip: 62249
- Phone #: 618-654-1161

**Grantfork Volunteer Fire Department**
- Address: 210 N. Locust
- City: Highland
- State: IL
- Zip: 62249
- Phone #: 618-675-2755

**Grantfork Volunteer Fire Department**
- Address: 210 N. Locust
- City: Highland
- State: IL
- Zip: 62249
- Phone #: 618-675-2755

**Highland-Pierron Volunteer Fire Department**
- Address: 187 Woodcrest Drive
- City: Highland
- State: IL
- Zip: 62249
- Phone #: 618-654-1161

**Grantfork Volunteer Fire Department**
- Address: 210 N. Locust
- City: Highland
- State: IL
- Zip: 62249
- Phone #: 618-675-2755

**St. Jacob Fire Protection District**
- Address: 203 E. 2nd Street
- City: St. Jacob
- State: IL
- Zip: 62281
- Phone #: 618-646-5751

**St. Rose Fire Protection District**
- Address: 17901 Saint Rose Road
- City: Saint Rose
- State: IL
- Zip: 62230
- Phone #: 618-526-4221
Call Flow Narrative for Collinsville PSAP
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB), the Collinsville Police Department, and Highland Police Department (closed PSAP) to ensure the effective handling and routing of 9-1-1 Emergency calls. Calls will be sent to the Collinsville Police Department PSAP, if possible, via the 9-1-1 system, or that failing, by the department’s non-emergency number or by a common radio frequency. Should the Collinsville Police Department PSAP be unable to accept 9-1-1 calls for any reason, the calls will, based on certain criteria, be automatically forwarded by the 9-1-1 hardware to the Glen Carbon Police Department PSAP or to another operational PSAP within the Madison County 9-1-1 system.

CALL HANDLING

Emergency 9-1-1 calls from within the area served by Highland Police Department, shall be dispatched directly from the Collinsville Police Department PSAP to the Highland Police Department via one of the following methods:

Primary: Highland PD VHF RX153.0925 TX153.7925 (P25)
Secondary: StarCom-MCE911 (Madison County E911 Talk Group)-after consolidation

All EMD protocol questions will be asked by the answering PSAP or ambulance service. Once it is determined where that call should go, the appropriate agency will be dispatched via radio.

The Collinsville Police Department hereby agrees to receive and properly dispose of all said related 9±1-1 calls from within its jurisdiction, following the Standard Operating Procedures established by the ETSB and the rules and regulations established by the Illinois State Police.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1 System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by the City PD. If any PSAP Telecommunicator refers a call to the Collinsville PSAP Telecommunicator which is clearly outside of the City PD’s jurisdictional boundaries, the Collinsville Police Department PSAP Telecommunicator may refuse to respond by immediately notifying the transferring Telecommunicator that the City PD will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

ADMINISTRATION

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

The Madison County Emergency Telephone System Board hereby agrees to provide all 9-1-1 related equipment and telephone lines from the proceeds of $1.50 telephone surcharge. As a PSAP, the Collinsville Police Department will need to provide space for the equipment, provide a minimum of one Telecommunicator 24 hours per day, voice recording and logging equipment and the required backup power supply.

The Madison County ETSB agrees to keep records relating to the system, PSAP, and Telecommunicator performance. All records will be available to all participants in the 9-1-1 system.

Any agreements or changes in agreements and operating policies must be submitted in writing and approved by all parties.

DATE: 12/18/2017
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB) and the Collinsville Police Department to ensure the effective handling and routing of 9-1-1 Emergency calls. In general, 9-1-1 calls from within the corporate limits of the municipalities listed on a previously distributed Attachment A will be routed to the Public Safety Answering Point (PSAP) that serves that municipality, while 9-1-1 calls from the unincorporated areas of the county and the smaller municipalities will be routed to the Madison County Sheriff's Office PSAP. As described below, Emergency 9-1-1 calls from within the area served by the Collinsville Police Department will be sent to the Collinsville Police Department PSAP, if possible, via the 9-1-1 system, or that failing, by the department's non-emergency number or by a common radio frequency. Should the Collinsville Police Department PSAP be unable to accept 9-1-1 calls for any reason, the calls will, based on certain criteria, be automatically forwarded by the 9-1-1 hardware to the Madison County Sheriff's Office PSAP or to another operational PSAP within the Madison County 9-1-1 system.

CALL HANDLING

Emergency 9-1-1 police-related calls from within the area served by the Collinsville Police Department shall be dispatched directly from the Collinsville Police Department PSAP to the Collinsville Police Department via one of the following methods:

Primary: Police Department Radio Frequency 460.100

Secondary: Point to Point Radio Frequency 155.370
StarCom-MCE911 (Madison County E911 Talk Group)-after consolidation

The Collinsville Police Department hereby agrees to receive and properly dispose of all 9-1-1 calls from within its jurisdiction, following the Standard Operating Procedures established by the ETSB and the rules and regulations established by the Illinois State Police.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1 System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by the City PD. If any PSAP Telecommunicator refers a call to the Collinsville PSAP Telecommunicator which is clearly outside of the City PD's jurisdictional boundaries, the Collinsville Police Department PSAP Telecommunicator may refuse to respond by immediately notifying the transferring Telecommunicator that the City PD will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

ADMINISTRATION

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

The Madison County Emergency Telephone System Board hereby agrees to provide all 9-1-1 related equipment and telephone lines from the proceeds of $1.50 telephone surcharge. As a PSAP, the Collinsville Police Department will need to provide space for the equipment, provide a minimum of one Telecommunicator 24 hours per day, voice recording and logging equipment and the required backup power supply.

The Madison County ETSB agrees to keep records relating to the system, PSAP, and Telecommunicator performance. All records will be available to all participants in the 9-1-1 system.
Voice and logging tapes shall be kept a minimum of thirty days. Written radio logs shall be kept a minimum of one year.

Any agreements or changes in agreements and operating policies must be submitted in writing and approved by both parties.

INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

CERTIFIED BY AND BETWEEN

Madison County Emergency Telephone System Board

By: [Signature]
Title: 9-1-1 Coordinator
Date: 11/28/19

Collinsville Police Department

By: [Signature]
Title: Chief of Police
Date: Jan 16, 2018
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Collinsville Police Department-PSAP

Highland Police Department

CALL HANDLING

Collinsville Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 911.description

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

Secondary: 911.description

(State Specific Procedures if radio frequency-identity 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.

Madison County ETSB
ETSB
By: ___________________________
Title: __________________________

Collinsville Police Department
PSAP
By: ___________________________
Title: __________________________

Highland Police Department
Public Safety Agency
(Police, Fire, EMS)
By: ___________________________
Title: __________________________
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Collinsville Police Department-PSAP

Collinsville Fire Department Station 1-(Fire and EMS)

CALL HANDLING

Collinsville Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 911 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 608-346-5022 CFD 1 (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.

Madison County ETSB
ETSB
Title: Training Admin

Collinsville Police Department
PSAP
Title: Chief of Police

Collinsville Fire Department Station 1
Public Safety Agency
(Police, Fire, EMS)
Title: Fire Chief

By: ________________________

By: ________________________

By: ________________________
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Collinsville Police Department-PSAP

Collinsville Fire Department Station 2-(Fire and EMS)

CALL HANDLING

Collinsville Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Starcom 21 statewide Talkgroup: CFDmain (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 418-3X6-5215 CFD2 (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.

Madison County ETSB
ETSB
By: [Signature]
Title: [Title]

Collinsville Police Department
PSAP
By: [Signature]
Title: Chief of Police

Collinsville Fire Department Station 2
Public Safety Agency
(Police, Fire, EMS)
By: [Signature]
Title: Fire Chief
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Collinsville Police Department-PSAP

Highland Volunteer Fire Department-Fire and EMS

CALL HANDLING

Collinsville Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: (Highland 911, 1-877-775-7925) (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: ___________________________ (State Specific Procedures if radio frequency-identity 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.

Madison County ETSB
ETSB

Collinsville Police Department
PSAP

Highland Volunteer Fire Department
Public Safety Agency
(Police, Fire, EMS)

By: ___________________________ Title: ___________________________

By: ___________________________ Title: ___________________________
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Collinsville Police Department-PSAP

Highland-Pierron Volunteer Fire Department

CALL HANDLING

Collinsville Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

P.O. Box 153775
153-775
(State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Primary: 913-580-4794
Secondary: (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone 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.

Madison County ETSB

Collinsville Police Department

Highland-Pierron Volunteer Fire Department

ETSB

PSAP

Public Safety Agency
(Police, Fire, EMS)

Title: Chairman

Title: Chief of Police

Title: Chief
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Collinsville Police Department-PSAP

Grantfork Volunteer Fire Department

CALL HANDLING

Collinsville Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: +1-911-373-7925 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: (State Specific Procedures if radio frequency-identity 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 record 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.

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<thead>
<tr>
<th>Madison County ETSB</th>
<th>Collinsville Police Department</th>
<th>Grantfork Volunteer Fire Department</th>
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<tbody>
<tr>
<td>ETSB</td>
<td>PSAP</td>
<td>Public Safety Agency</td>
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DEC 18 2017
CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Collinsville Police Department-PSAP

Marine Fire District

CALL HANDLING

Collinsville Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Highland PD - 217-792-5611 TX 153-7925 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identify telephone number)

Secondary: Collinsville PD - 217-792-5611 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identify telephone 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.

Madison County ETSB

Collinsville Police Department

Marine Fire District

Public Safety Agency (Police, Fire, EMS)

By: [Signature]
Title: [Title]

By: [Signature]
Title: Chief of Police

By: [Signature]
Title: Chief
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Collinsville Police Department-PSAP

St. Jacob Fire Protection District

CALL HANDLING

Collinsville Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: VHF RX 146.825, TX 155.7925 — (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: VHF RX 146.4675, TX 155.7925 — (State Specific Procedures if radio frequency-identity 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.

Madison County ETSB

Collinsville Police Department

St. Jacob Fire Protection District

ETSB

By: [Signature]

Title: [Signature]

Collinsville Police Department

By: [Signature]

Title: [Signature]

St. Jacob Fire Protection District

By: [Signature]

Title: [Signature]
CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Collinsville Police Department-PSAP

St. Rose Fire Protection District

CALL HANDLING

Collinsville Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 900-257-7225 (State Specific Procedures if radio frequency, identity number, if talk group, identify name, if telephone-identify telephone number)

Secondary: 900-257-7225 (State Specific Procedures if radio frequency, identity number, if talk group, identify name, if telephone-identify telephone 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.

Madison County ETSB

ETSB

By: [Signature]

Title: [Title]

Collinsville Police Department

PSAP

By: [Signature]

Title: Chief of Police

St. Rose Fire Protection District

Public Safety Agency

(Police, Fire, EMS)

By: [Signature]

Title: [Title]
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<td>Edwardsville Police Department</td>
<td>333 S. Main Street</td>
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<td>99 Supporting Services Road</td>
<td>Edwardsville</td>
<td>IL</td>
<td>62025</td>
<td>618-650-3324</td>
<td>STARCOM-Zone A - (618)650-3324</td>
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Fire Departments:

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<tr>
<td>Edwardsville Fire Department</td>
<td>333 S. Main Street</td>
<td>Edwardsville</td>
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<td>62025</td>
<td>618-692-7541</td>
<td>EFD VHF Radio 154.4300MHz - (618)692-7542</td>
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EMS:

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<th>Phone #</th>
<th>Form of Dispatch Primary (i.e.) Radio Frequency</th>
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<th>Talk Group</th>
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<td>333 S. Main Street</td>
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<td>62025</td>
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<td>EFD VHF Radio 154.4300MHz - (618)692-7542</td>
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Agreement between Edwardsville and SIUE police department
Agreement with ETSI and all entities involved

Back-up PSAP: Glen Carbon
Call Flow Narrative for Edwardsville PSAP
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB), the Edwardsville Police Department, and SIUE Police Department (closed PSAP) to ensure the effective handling and routing of 9-1-1 calls. Calls will be sent to the Edwardsville Police Department PSAP, if possible, via the 9-1-1 system, or that failing, by the department's non-emergency number or by a common radio frequency. Should the Edwardsville Police Department PSAP be unable to accept 9-1-1 calls for any reason, the calls will, based on certain criteria, be automatically forwarded by the 9-1-1 hardware to the Glen Carbon Police Department PSAP or to another operational PSAP within the Madison County 9-1-1 system.

CALL HANDLING

Emergency 9-1-1 calls from within the area served by SIUE Police Department shall be dispatched directly from the Edwardsville Police Department PSAP to the SIUE Police Department via one of the following methods:

Primary: StarCom Zone A (618) 650-3324
Secondary: StarCom-MCE911 (Madison County E911 Talk Group)-after consolidation

All EMD protocol questions will be asked by the answering PSAP or ambulance service. Once it is determined where that call should go, the appropriate agency will be dispatched via radio.

The Edwardsville Police Department hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its jurisdiction, following the Standard Operating Procedures established by the ETSB and the rules and regulations established by the Illinois State Police.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1 System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by the City PD. If any PSAP Telecommunicator refers a call to the Edwardsville PSAP Telecommunicator which is clearly outside of the City PD's jurisdictional boundaries, the Edwardsville Police Department PSAP Telecommunicator may refuse to respond by immediately notifying the transferring Telecommunicator that the City PD will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

ADMINISTRATION

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

The Madison County Emergency Telephone System Board hereby agrees to provide all 9-1-1 related equipment and telephone lines from the proceeds of $1.50 telephone surcharge. As a PSAP, the Edwardsville Police Department will need to provide space for the equipment, provide a minimum of one Telecommunicator 24 hours per day, voice recording and logging equipment and the required backup power supply.

The Madison County ETSB agrees to keep records relating to the system, PSAP, and Telecommunicator performance. All records will be available to all participants in the 9-1-1 system.

It shall be the responsibility of the Edwardsville Police Department to maintain the E-9-1-1 ANI/AI records, voice and logging records of calls, written reports of the calls, and dispositions of the calls for all E-9-1-1 calls received by the PSAP. Voice and logging tapes shall be kept a minimum of thirty days. Written radio logs shall be kept a minimum of one year. ANI/AI printouts shall be kept for a time period to be determined, as required by the Illinois State Police.

Any agreements or changes in agreements and operating policies must be submitted in writing and approved by all parties.

DATE: 12/18/2017
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB) and the Edwardsville Police Department to ensure the effective handling and routing of 9-1-1 Emergency calls. In general, 9-1-1 calls from within the corporate limits of the municipalities listed on a previously distributed Attachment A will be routed to the Public Safety Answering Point (PSAP) that serves that municipality, while 9-1-1 calls from the unincorporated areas of the county and the smaller municipalities will be routed to the Madison County Sheriff’s Office PSAP. As described below, Emergency 9-1-1 calls from within the area served by the Edwardsville Police Department will be sent to the Edwardsville Police Department PSAP, if possible, via the 9-1-1 system, or that failing, by the department’s non-emergency number or by a common radio frequency. Should the Edwardsville Police Department PSAP be unable to accept 9-1-1 calls for any reason, the calls will, based on certain criteria, be automatically forwarded by the 9-1-1 hardware to the Madison County Sheriff’s Office PSAP or to another operational PSAP within the Madison County 9-1-1 system.

CALL HANDLING

Emergency 9-1-1 police-related calls from within the area served by the Edwardsville Police Department shall be dispatched directly from the Edwardsville Police Department PSAP to the Edwardsville Police Department via one of the following methods:

Primary: Police Department Radio Frequency 453.975
Secondary: 1-REACH Radio Frequency 155.055
Starcom-MCE911 (Madison County E911 Talk Group)-after consolidation

The Edwardsville Police Department hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its jurisdiction, following the Standard Operating Procedures established by the ETSB and the rules and regulations established by the Illinois State Police.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1 System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by the City PD. If any PSAP Telecommunicator refers a call to the Edwardsville PSAP Telecommunicator which is clearly outside of the City PD’s jurisdictional boundaries, the Edwardsville Police Department PSAP Telecommunicator may refuse to respond by immediately notifying the transferring Telecommunicator that the City PD will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

ADMINISTRATION

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

The Madison County Emergency Telephone System Board hereby agrees to provide all 9-1-1 related equipment and telephone lines from the proceeds of $1.50 telephone surcharge. As a PSAP, the Edwardsville Police Department will need to provide space for the equipment, provide a minimum of one Telecommunicator 24 hours per day, voice recording and logging equipment and the required backup power supply.

The Madison County ETSB agrees to keep records relating to the system, PSAP, and Telecommunicator performance. All records will be available to all participants in the 9-1-1 system.
shall be the responsibility of the Edwardsville Police Department to maintain the E-9-1-1 ANI/ALI records, voice and logging records of calls, written reports of the calls, and dispositions of the calls for all E-9-1-1 calls received by the PSAP. Voice and logging tapes shall be kept a minimum of thirty days. Written radio logs shall be kept a minimum of one year. ANI/ALI printouts shall be kept for a time period to be determined, as required by the State of Illinois ISP.

Any agreements or changes in agreements and operating policies must be submitted in writing and approved by both parties.

INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS
CERTIFIED BY AND BETWEEN

Madison County Emergency Telephone System Board

By: [Signature]
Title: 9-1-1 Coordinator
Date: 1/10/18

Edwardsville Police Department

By: [Signature]
Title: [Signatures]
Date: 1/14/18
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Edwardsville Police Department-PSAP

SIUE Police Department

CALL HANDLING

Edwardsville Police Department-PSAP of Madison County 911 System 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-identify name, if telephone-identity telephone number)

Secondary: ________________ (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.

Madison County ETSB

ETSB

By: ________________
Title: ________________

Edwardsville Police Department

PSAP

By: __________________
Title: Chief Jay Keeven

SIUE Police Department

Public Safety Agency
(Police, Fire, EMS)

By: __________________
Title: Chief Kevin Schmoll
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Edwardsville Police Department-PSAP

Edwardsville Fire Department-Fire and EMS

CALL HANDLING

Edwardsville Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.175MHZ - Phone (618) 692-7541 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 154.4300 MHZ - Phone (618) 692-7542 (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.

Madison County ETSB
ETSB
By: [Signature]
Title: [Position]

Edwardsville Police Department
PSAP
By: [Signature]
Title: Chief Jay Keeven

Edwardsville Fire Department
Public Safety Agency
(Police, Fire, EMS)
By: [Signature]
Title: Chief Rick Welle
### Police Departments:

<table>
<thead>
<tr>
<th>Department</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>Phone #</th>
<th>Frequency</th>
<th>Group</th>
<th>Telephone Number</th>
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<td>151 N. Main Street</td>
<td>Glen Carbon</td>
<td>IL</td>
<td>62034</td>
<td>618-288-7226</td>
<td>StarCom</td>
<td>21-MC Glen PD</td>
<td>618-288-7226</td>
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<td>2500 N. Center</td>
<td>Maryville</td>
<td>IL</td>
<td>62062</td>
<td>618-344-8899</td>
<td>StarCom-MC</td>
<td>Glen PD</td>
<td>618-344-8899-Maryville PD</td>
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<th>Phone #</th>
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<th>Telephone Number</th>
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<tr>
<td>Glen Carbon Fire Department</td>
<td>199 S. Main Street</td>
<td>Glen Carbon</td>
<td>IL</td>
<td>62034</td>
<td>618-288-1220</td>
<td>StarCom</td>
<td>(MC GCFD Main)</td>
<td>618-288-1220-Glen FD</td>
</tr>
<tr>
<td>Maryville Fire Department</td>
<td>300 N. Donk Avenue</td>
<td>Maryville</td>
<td>IL</td>
<td>62062</td>
<td>618-344-8099</td>
<td>StarCom</td>
<td>(MC MFD Dispatch)</td>
<td>618-344-8899-Maryville PD</td>
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<td>Troy Fire Department</td>
<td>116 W. Clay Street</td>
<td>Troy</td>
<td>IL</td>
<td>62264</td>
<td>618-667-6722</td>
<td>StarCom</td>
<td>(MC Troy FD Main)</td>
<td>618-410-7566 Emergency</td>
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### EMS:

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<th>Zip</th>
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<th>Frequency</th>
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<th>Telephone Number</th>
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<td>Glen Carbon Fire Department-EMS</td>
<td>199 S. Main Street</td>
<td>Glen Carbon</td>
<td>IL</td>
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<td>Maryville Fire Department-EMS</td>
<td>300 N. Donk Avenue</td>
<td>Maryville</td>
<td>IL</td>
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<td>618-344-8099</td>
<td>StarCom</td>
<td>(MC MFD Dispatch)</td>
<td>618-344-8899-Maryville PD</td>
</tr>
</tbody>
</table>

Agreement between Glen Carbon PD and Troy Fire department
Agreement with ETSB and all entities involved

Back up PSAP: Madison County Sheriff
Call Flow Narrative for Glen Carbon PSAP
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB), the Glen Carbon Police Department to ensure the effective handling and routing of 9-1-1 Emergency calls. Calls will be sent to the Glen Carbon Police Department PSAP, if possible, via the 9-1-1 system, or that failing, by the department's non-emergency number or by a common radio frequency. Should the Glen Carbon Police Department PSAP be unable to accept 9-1-1 calls for any reason, the calls will, based on certain criteria, be automatically forwarded by the 9-1-1 hardware to the Madison County Sheriff PSAP or to another operational PSAP within the Madison County 9-1-1 system.

CALL HANDLING

Emergency 9-1-1 calls from within the area served by Troy Fire Department, shall be dispatched directly from the Glen Carbon Police Department PSAP to the Troy Fire Department via one of the following methods:

Primary: StarCom (MC TROY FD Main)
Secondary: 618-667-6721 Troy FD

All EMD protocol questions will be asked by the answering PSAP or ambulance service. Once it is determined where that call should go, the appropriate agency will be dispatched via radio.

The Glen Carbon Police Department hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its jurisdiction, following the Standard Operating Procedures established by the ETSB and the rules and regulations established by the Illinois State Police.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1 System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by the City PD. If any PSAP Telecommunicator refers a call to the Glen Carbon PSAP Telecommunicator which is clearly outside of the City PD’s jurisdictional boundaries, the Glen Carbon Police Department PSAP Telecommunicator may refuse to respond by immediately notifying the transferring Telecommunicator that the City PD will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

ADMINISTRATION

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

The Madison County Emergency Telephone System Board hereby agrees to provide all 9-1-1 related equipment and telephone lines from the proceeds of $1.50 telephone surcharge. As a PSAP, the Glen Carbon Police Department will need to provide space for the equipment, provide a minimum of one Telecommunicator 24 hours per day, voice recording and logging equipment and the required backup power supply.

The Madison County ETSB agrees to keep records relating to the system, PSAP, and Telecommunicator performance. All records will be available to all participants in the 9-1-1 system.

It shall be the responsibility of the Glen Carbon Police Department to maintain the E-9-1-1 ANI/ALI records, voice and logging records of calls, written reports of the calls, and dispositions of the calls for all E-9-1-1 calls received by the PSAP. Voice and logging tapes shall be kept a minimum of thirty days. Written radio logs shall be kept a minimum of one year. ANI/ALI printouts shall be kept for a time period to be determined, as required by the Illinois State Police.

Any agreements or changes in agreements and operating policies must be submitted in writing and approved by all parties.

DATE: 12/18/2017
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB) and the Glen Carbon Police Department to ensure the effective handling and routing of 9-1-1 Emergency calls. In general, 9-1-1 calls from within the corporate limits of the municipalities listed on a previously distributed Attachment A will be routed to the Public Safety Answering Point (PSAP) that serves that municipality, while 9-1-1 calls from the unincorporated areas of the county and the smaller municipalities will be routed to the Madison County Sheriff’s Office PSAP. As described below, Emergency 9-1-1 calls from within the area served by the Glen Carbon Police Department will be sent to the Glen Carbon Police Department PSAP, if possible, via the 9-1-1 system, or that failing, by the department’s non-emergency number or by a common radio frequency. Should the Glen Carbon Police Department PSAP be unable to accept 9-1-1 calls for any reason, the calls will, based on certain criteria, be automatically forwarded by the 9-1-1 hardware to the Troy PSAP or to another operational PSAP within the Madison County 9-1-1 system.

CALL HANDLING

Emergency 9-1-1 police-related calls from within the area served by the Glen Carbon Police Department shall be dispatched directly from the Glen Carbon Police Department PSAP to the Glen Carbon Police Department via one of the following methods:

Primary: StarCom Network21 MC Glen PD
Secondary: New World Cad mobile
StarCom-MCF911 (Madison County E911 Talk Group)-after consolidation

The Glen Carbon Police Department hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its jurisdiction, following the Standard Operating Procedures established by the ETSB and the rules and regulations established by the Illinois State Police.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1 System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by the City PD. If any PSAP Telecommunicator refers a call to the Glen Carbon PSAP Telecommunicator which is clearly outside of the City PD’s jurisdictional boundaries, the Glen Carbon Police Department PSAP Telecommunicator may refuse to respond by immediately notifying the transferring Telecommunicator that the City PD will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

ADMINISTRATION

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

The Madison County Emergency Telephone System Board hereby agrees to provide all 9-1-1 related equipment and telephone lines from the proceeds of $1.50 telephone surcharge. As a PSAP, the Glen Carbon Police Department will need to provide space for the equipment, provide a minimum of one Telecommunicator 24 hours per day, voice recording and logging equipment and the required backup power supply.

The Madison County ETSB agrees to keep records relating to the system, PSAP, and Telecommunicator performance. All records will be available to all participants in the 9-1-1 system.
Voice and logging tapes shall be kept a minimum of thirty days. Written radio logs shall be kept a minimum of one year. ANI/ALI printouts shall be kept for a time period to be determined, as required by the State of Illinois.

Any agreements or changes in agreements and operating policies must be submitted in writing and approved by both parties.

INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

CERTIFIED BY AND BETWEEN

Madison County Emergency Telephone System Board

By: [Signature]
Title: 9-1-1 Coordinator
Date: 1/10/18

Glen Carbon Police Department

By: [Signature] Todd A. Link
Title: Chief of Police
Date: 1/15/18
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Glen Carbon Police Department-PSAP

Maryville Police Department

CALL HANDLING

Glen Carbon Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: [Starcom (MC Glen PD)] (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: [Maryville PD] (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.

Madison County ETSB
By: [Signature]
Title: [Title]

Glen Carbon Police Department
By: [Signature]
Title: [Title]

Maryville Police Department
By: [Signature]
Title: [Title]
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Glen Carbon Police Department-PSAP

Glen Carbon Fire Protection District / Fire Department

CALL HANDLING

Glen Carbon Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Starcom (MC GCFPD Main) (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 618-288-1220 (State Specific Procedures if radio frequency-identity 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.

Madison County ETSB
ETSB

By: 
Training Admin
Title:

Glen Carbon Police Department
PSAP

By: 
Police Chief
Title:

Glen Carbon Fire Department
Public Safety Agency
(Police, Fire, EMS)

By: 
Fire Chief
Title:
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Glen Carbon Police Department-PSAP

Glen Carbon Fire Protection District / EMS Department

CALL HANDLING

Glen Carbon Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Starcom (MC GCFPD Main) (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: 618-288-1225 (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.

Madison County ETSB
ETSB

Glen Carbon Police Department
PSAP

Glen Carbon EMS Department
Public Safety Agency
(Police, Fire, EMS)

By: J. David Link
Title: Police Chief

By: ________________
Title: EMS Director

By: ________________
Title: ________________
CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Glen Carbon Police Department-PSAP

Marville Fire Department

CALL HANDLING

Glen Carbon Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Starcom (MC MFD Dispatch) (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: 618-344-8099 (MC MFD Dispatch) (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity number)

AID OUTSIDE JURISDICTIONAL 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.

Madison County ETSB

By: [Signature] Title: [Title]

Glen Carbon Police Department

By: [Signature] Title: [Title]

Marville Fire Department

By: [Signature] Title: [Title]
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Glen Carbon Police Department-PSAP

Troy Fire Department

CALL HANDLING

Glen Carbon Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Starcom (name, Troy FD min) (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 number, if talk group-identity name, if telephone-identity number)

AID OUTSIDE JURISDICTIONAL 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.

Madison County ETSB

By: [Signature]
Title: [Title]

Glen Carbon Police Department

By: [Signature]
Title: [Title]

Troy Fire Department

By: [Signature]
Title: [Title]
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<th>PSAP-Granite City</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>Phone #</th>
<th>Form of Dispatch</th>
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<tr>
<td>Granite City Police Department</td>
<td>2330 Madison Avenue</td>
<td>Granite City</td>
<td>IL</td>
<td>62040</td>
<td>618-877-5111</td>
<td>StarCom Police Department Radio</td>
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<td></td>
<td></td>
<td>Frequency 153.845</td>
<td>StarCom MCE911-after consolidation</td>
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<tr>
<td>Fire Department:</td>
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<td></td>
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<td></td>
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<tr>
<td>Granite City Fire Department</td>
<td>2330 Madison Avenue</td>
<td>Granite City</td>
<td>IL</td>
<td>62040</td>
<td>618-877-5114</td>
<td>GCFD VHF Radio 151.34 mhz</td>
<td>618-876-4545-Granite City FD</td>
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<td>Granite City Fire Department-EMS</td>
<td>2330 Madison Avenue</td>
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<td>62040</td>
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<td>GCFD VHF Radio 151.34 mhz</td>
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<td>Agreement with ETSB and all entities involved</td>
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Call Flow Narrative for Granite City PSAP
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB), and Granite City Police Department to ensure the effective handling and routing of 9-1-1 Emergency calls. Calls will be sent to the Granite City Police Department PSAP, if possible, via the 9-1-1 system, or that failing, by the department’s non-emergency number or by a common radio frequency. Should the Granite City Police Department PSAP be unable to accept 9-1-1 calls for any reason, the calls will, based on certain criteria, be automatically forwarded by the 9-1-1 hardware to the Pontoon Beach Police Department PSAP or to another operational PSAP within the Madison County 9-1-1 system.

CALL HANDLING

Emergency 9-1-1 calls from within the area served by Granite City Police Department, shall be dispatched directly from the Granite City Police Department PSAP to the Granite City Police Department via one of the following methods:

Primary: StarCom-Granite City Police Department Radio Frequency 153.845
Secondary: StarCom-MCE911 (Madison County E911 Talk Group)-after consolidation

All EMD protocol questions will be asked by the answering PSAP or ambulance service. Once it is determined where that call should go, the appropriate agency will be dispatched via radio.

The Granite City Police Department hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its jurisdiction, following the Standard Operating Procedures established by the ETSB and the rules and regulations established by the Illinois State Police.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1 System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by the City PD. If any PSAP Telecommunicator refers a call to the Granite City PSAP Telecommunicator which is clearly outside of the City PD’s jurisdictional boundaries, the Granite City Police Department PSAP Telecommunicator may refuse to respond by immediately notifying the transferring Telecommunicator that the City PD will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

ADMINISTRATION

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

The Madison County Emergency Telephone System Board hereby agrees to provide all 9-1-1 related equipment and telephone lines from the proceeds of $1.50 telephone surcharge. As a PSAP, the Granite City Police Department will need to provide space for the equipment, provide a minimum of one Telecommunicator 24 hours per day, voice recording and logging equipment and the required backup power supply.

The Madison County ETSB agrees to keep records relating to the system, PSAP, and Telecommunicator performance. All records will be available to all participants in the 9-1-1 system.

It shall be the responsibility of the Granite City Police Department to maintain the E-9-1-1 ANI/ALI records, voice and logging records of calls, written reports of the calls, and dispositions of the calls for all E-9-1-1 calls received by the PSAP. Voice and logging tapes shall be kept a minimum of thirty days. Written radio logs shall be kept a minimum of one year. ANI/ALI printouts shall be kept for a time period to be determined, as required by the Illinois State Police.

Any agreements or changes in agreements and operating policies must be submitted in writing and approved by all parties.

DATE: 12/18/2017
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB) and the Granite City Police Department to ensure the effective handling and routing of 9-1-1 Emergency calls. In general, 9-1-1 calls from within the corporate limits of the municipalities listed on a previously distributed Attachment A will be routed to the Public Safety Answering Point (PSAP) that serves that municipality, while 9-1-1 calls from the unincorporated areas of the county and the smaller municipalities will be routed to the Madison County Sheriff’s Office PSAP. As described below, Emergency 9-1-1 calls from within the area served by the Granite City Police Department will be sent to the Granite City Police Department PSAP, if possible, via the 9-1-1 system, or that failing, by the department’s non-emergency number or by a common radio frequency. Should the Granite City Police Department PSAP be unable to accept 9-1-1 calls for any reason, the calls will, based on certain criteria, be automatically forwarded by the 9-1-1 hardware to the Madison County Sheriff’s Office PSAP or to another operational PSAP within the Madison County 9-1-1 system.

CALL HANDLING

Emergency 9-1-1 police-related calls from within the area served by the Granite City Police Department shall be dispatched directly from the Granite City Police Department PSAP to the Granite City Police Department via one of the following methods:

Primary: Starcom Police Department Radio Frequency 153.845

Secondary: 1-Reach Radio Frequency 155.055
StarCom-MCE911 (Madison County E911 Talk Group)-after consolidation

The Granite City Police Department hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its jurisdiction, following the Standard Operating Procedures established by the ETSB and the rules and regulations established by the Illinois State Police.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1-System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by the City PD. If any PSAP Telecommunicator refers a call to the Granite City PSAP Telecommunicator which is clearly outside of the City PD’s jurisdictional boundaries, the Granite City Police Department PSAP Telecommunicator may refuse to respond by immediately notifying the transferring Telecommunicator that the City PD will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

ADMINISTRATION

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 each agency’s non-emergency telephone number.

The Madison County Emergency Telephone System Board hereby agrees to provide all 9-1-1 related equipment and telephone lines from the proceeds of $1.50 telephone surcharge. As a PSAP, the Granite City Police Department will need to provide space for the equipment, provide a minimum of one Telecommunicator 24 hours per day, voice recording and logging equipment and the required backup power supply.

The Madison County ETSB agrees to keep records relating to the system, PSAP, and Telecommunicator performance. All records will be available to all participants in the 9-1-1 system.
It shall be the responsibility of the Granite City Police Department to maintain the E-9-1-1 ANI/ALI records, voice and logging records of calls, written reports of the calls, and dispositions of the calls for all E-9-1-1 calls received by the PSAP. Voice and logging tapes shall be kept a minimum of thirty days. Written radio logs shall be kept a minimum of one year. ANI/ALI printouts shall be kept for a time period to be determined, as required by the State of Illinois.

Any agreements or changes in agreements and operating policies must be submitted in writing and approved by both parties.

INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

CERTIFIED BY AND BETWEEN

Madison County Emergency Telephone System Board

By: ____________________________
Title: 9-1-1 Coordinator
Date: 1/14/18

Granite City Police Department

By: ________________
Title: Chief of Police
Date: 1/16/18
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Granite City Police Department-PSAP

Granite City Fire Department-(Fire and EMS)

CALL HANDLING

Granite City Police Department-PSAP of Madison County 911 System 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-identify name, if telephone-identity telephone number)

Secondary: (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.

Madison County ETSB

Granite City Police Department

Granite City Fire Department

ETSB

PSAP

Public Safety Agency

Title:

Title:

Title:
<table>
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<tr>
<th>PSAP-Pontoon Beach</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>Form of Dispatch</th>
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<tr>
<td>Pontoon Beach Police Department</td>
<td>3 Regency Pkwy</td>
<td>Pontoon Beach</td>
<td>IL</td>
<td>62040</td>
<td>StarCom Network 21-Pontoon Beach PD</td>
<td>618-931-5100</td>
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<tr>
<td>Madison Police Department</td>
<td>615 Madison Avenue</td>
<td>Madison</td>
<td>IL</td>
<td>62060</td>
<td>StarCom Madison PD</td>
<td>618-876-4300</td>
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<tr>
<td>Venice Police Department</td>
<td>329 Broadway</td>
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<td>IL</td>
<td>62090</td>
<td>VPD VHF Radio 155.07 mhz</td>
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**Fire Departments:**

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<tr>
<td>Long Lake Fire Department</td>
<td>4113 Pontoon Road</td>
<td>Granite City</td>
<td>IL</td>
<td>62040</td>
<td>Co Fire VHF Radio 154.43mhz</td>
<td>618-931-2655</td>
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<tr>
<td>Madison Fire Department</td>
<td>1800 3rd Street</td>
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<td>62060</td>
<td>StarCom Madison PD</td>
<td>618-876-7287</td>
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<tr>
<td>Venice Fire Department</td>
<td>329 Broadway</td>
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<td>IL</td>
<td>62090</td>
<td>VPD VHF Radio 155.07 mhz</td>
<td>618-877-4233</td>
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**EMS:**

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<tr>
<td>Abbott Ambulance</td>
<td>4400 North Belt West</td>
<td>Belleville</td>
<td>IL</td>
<td>62226</td>
<td>888-865-6017 St Louis Call Center</td>
<td>888-865-6017</td>
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<tr>
<td>Alton Memorial Hospital</td>
<td>One Memorial Drive</td>
<td>Alton</td>
<td>IL</td>
<td>62002</td>
<td>618-463-7355 ext S-Alton location</td>
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Agreements between Pontoon Beach and:
- Madison Police Department
- Venice Police Department
- Long Lake Fire Department
- Madison Fire Department
- Venice Fire Department
- Abbott Ambulance
- Alton Memorial Hospital

Agreement with EMS and all entities mentioned

Backup PSAP: Granite City PD
Call Flow Narrative for Pontoon Beach PSAP
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB), the Pontoon Beach Police Department, Madison Police Department (closed PSAP), and Venice Police Department (closed PSAP) to ensure the effective handling and routing of 9-1-1 Emergency calls. Calls will be sent to the Pontoon Beach Police Department PSAP, if possible, via the 9-1-1 system, or that failing, by the department's non-emergency number or by a common radio frequency. Should the Pontoon Beach Police Department PSAP be unable to accept 9-1-1 calls for any reason, the calls will, based on certain criteria, be automatically forwarded by the 9-1-1 hardware to the Granite City Police Department PSAP or to another operational PSAP within the Madison County 9-1-1 system.

CALL HANDLING

Emergency 9-1-1 calls from within the area served by Madison Police Department, shall be dispatched directly from the Pontoon Beach Police Department PSAP to the Madison Police Department via one of the following methods:

Primary: StarCom Madison PD
Secondary: StarCom-MCE911 (Madison County E911 Talk Group)-after consolidation

Emergency 9-1-1 calls from within the area served by Venice Police Department, shall be dispatched directly from the Pontoon Beach Police Department PSAP to the Venice Police Department via one of the following methods:

Primary: Venice PD VHF Radio 155.070 mhz
Secondary: StarCom-MCE911 (Madison County E911 Talk Group)-after consolidation

All EMD protocol questions will be asked by the answering PSAP or ambulance service. Once it is determined where that call should go, the appropriate agency will be dispatched via radio.

The Pontoon Beach Police Department hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its jurisdiction, following the Standard Operating Procedures established by the ETSB and the rules and regulations established by the Illinois State Police.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1 System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by the City PD. If any PSAP Telecommunicator refers a call to the Pontoon Beach PSAP Telecommunicator which is clearly outside of the City PD’s jurisdictional boundaries, the Pontoon Beach Police Department PSAP Telecommunicator may refuse to respond by immediately notifying the transferring Telecommunicator that the City PD will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

ADMINISTRATION

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

The Madison County Emergency Telephone System Board hereby agrees to provide all 9-1-1 related equipment and telephone lines from the proceeds of $1.50 telephone surcharge. As a PSAP, the Pontoon Beach Police Department will need to provide space for the equipment, provide a minimum of one Telecommunicator 24 hours per day, voice recording and logging equipment and the required backup power supply.

The Madison County ETSB agrees to keep records relating to the system, PSAP, and Telecommunicator performance. All records will be available to all participants in the 9-1-1 system.

It shall be the responsibility of the Pontoon Beach Police Department to maintain the E-9-1-1 ANI/ALI records, voice and logging records of calls, written reports of the calls, and dispositions of the calls for all E-9-1-1 calls received by the PSAP. Voice and logging tapes shall be kept a minimum of thirty days. Written radio logs shall be kept a minimum of one year. ANI/ALI printouts shall be kept for a time period to be determined, as required by the Illinois State Police.

Any agreements or changes in agreements and operating policies must be submitted in writing and approved by all parties.

DATE: 12/18/2017
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB) and the Pontoon Beach Police Department to ensure the effective handling and routing of 9-1-1 Emergency calls. In general, 9-1-1 calls from within the corporate limits of the municipalities listed on a previously distributed Attachment A will be routed to the Public Safety Answering Point (PSAP) that serves that municipality, while 9-1-1 calls from the unincorporated areas of the county and the smaller municipalities will be routed to the Madison County Sheriff’s Office PSAP. As described below, Emergency 9-1-1 calls from within the area served by the Pontoon Beach Police Department will be sent to the Pontoon Beach Police Department PSAP, if possible, via the 9-1-1 system, or that failing, by the department’s non-emergency number or by a common radio frequency. Should the Pontoon Beach Police Department PSAP be unable to accept 9-1-1 calls for any reason, the calls will, based on certain criteria, be automatically forwarded by the 9-1-1 hardware to the Madison County Sheriff’s Office PSAP or to another operational PSAP within the Madison County 9-1-1 system.

CALL HANDLING

Emergency 9-1-1 police-related calls from within the area served by the Pontoon Beach Police Department shall be dispatched directly from the Pontoon Beach Police Department PSAP to the Pontoon Beach Police Department via one of the following methods:

Primary: StarCom Network2 Pontoon Beach PD
Secondary: 155.790 Pontoon Beach Police Department
StarCom-MCE911 (Madison County E911 Talk Group)-after consolidation

The Pontoon Beach Police Department hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its jurisdiction, following the Standard Operating Procedures established by the ETSB and the rules and regulations established by the Illinois State Police.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1 System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by the City PD. If any PSAP Telecommunicator refers a call to the Pontoon Beach PSAP Telecommunicator which is clearly outside of the City PD’s jurisdictional boundaries, the Pontoon Beach Police Department PSAP Telecommunicator may refuse to respond by immediately notifying the transferring Telecommunicator that the City PD will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

ADMINISTRATION

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

The Madison County Emergency Telephone System Board hereby agrees to provide all 9-1-1 related equipment and telephone lines from the proceeds of $1.50 telephone surcharge. As a PSAP, the Pontoon Beach Police Department will need to provide space for the equipment, provide a minimum of one Telecommunicator 24 hours per day, voice recording and logging equipment and the required backup power supply.

The Madison County ETSB agrees to keep records relating to the system, PSAP, and Telecommunicator performance. All records will be available to all participants in the 9-1-1 system.
It shall be the responsibility of the Pontoon Beach Police Department to maintain the 9-1-1 ANI/ALI records, voice and logging records of calls, written reports of the calls, and dispositions of the calls for all 9-1-1 calls received by the PSAP. Voice and logging tapes shall be kept a minimum of thirty days. Written radio logs shall be kept a minimum of one year. ANI/ALI printouts shall be kept for a time period to be determined, as required by the State of Illinois.

Any agreements or changes in agreements and operating policies must be submitted in writing and approved by both parties.

INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

CERTIFIED BY AND BETWEEN

Madison County Emergency Telephone System Board

By: [Signature]
Title: 9-1-1 Coordinator
Date: 1/16/18

Pontoon Beach Police Department

By: [Signature]
Title: Chief of Police
Date: 1/16/18
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Pontoon Beach Police Department-PSAP

Madison Police Department

CALL HANDLING

Pontoon Beach Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 911 MAdison P.D. (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 911 McCull (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.

Madison County ETSB
ETSB

Pontoon Beach Police Department
PSAP

Madison Police Department
Public Safety Agency
(Police, Fire, EMS)

Title: 

By: 

Title: Chief of Police

By: 

Title: Chief of Police
CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Pontoon Beach Police Department-PSAP

Venice Police Department

CALL HANDLING

Pontoon Beach Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: VHF Venice PD 165.070 MHz (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 10.000-1 1011 (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.

Madison County ETSB
ETSB

By: [Signature]
Title: [Title]

Pontoon Beach Police Department
PSAP

By: [Signature]
Title: Chief of Police

Venice Police Department
Public Safety Agency (Police, Fire, EMS)

By: [Signature]
Title: Chief of Police
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

**Madison County Emergency Telephone System Board (ETSB)**

**Pontoon Beach Police Department-PSAP**

**Long Lake Fire Department**

**CALL HANDLING**

Pontoon Beach Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Co.Fio.VHF Pani 154.43 mhz (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identify telephone number)

Secondary: [Radio Frequency] (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.

By: [Signature]
Title: Training Admin.

By: [Signature]
Title: Chief of Police

By: [Signature]
Title: Fire Chief
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Pontoon Beach Police Department-PSAP

Madison Fire Department

CALL HANDLING

Pontoon Beach Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: STARKON P.D. (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: (626) 376-4399 (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.

Madison County ETSB

Pontoon Beach Police Department

Madison Fire Department

ETSB

PSAP

Public Safety Agency

(Police, Fire, EMS)

Title: By: Title: By: Title:
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Pontoon Beach Police Department-PSAP

Venice Fire Department

CALL HANDLING

Pontoon Beach Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: VHE Venice PD 155.070 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: (State Specific Procedures if radio frequency-identity 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.

Madison County ETSB
ETSB

Pontoon Beach Police Department
PSAP

Venice Fire Department
Public Safety Agency
(Police, Fire, EMS)

Title: Chief of Police

Title: CHIEF OF POLICE

Title:
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Pontoon Beach Police Department-PSAP

Abbott Ambulance Service-EMS

CALL HANDLING

Pontoon Beach Police Department-PSAP of Madison County 911 System 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-identify name, if telephone-identify telephone number)

Secondary: (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identify 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.

Madison County ETSB
ETSB

By: ______________________
Title: ______________________

Pontoon Beach Police Department
PSAP

By: ______________________
Title: ______________________

Abbott Ambulance Service-EMS
Public Safety Agency
(Police, Fire, EMS)

By: ______________________
Title: ______________________
CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Pontoon Beach Police Department-PSAP

Alton Memorial Hospital-EMS

CALL HANDLING

Pontoon Beach Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 618-436-7355 ext 8 (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: 314-653-5940 Ext 100 (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.

__________________________  __________________________  __________________________
Madison County ETSB         Pontoon Beach Police Department           Alton Memorial Hospital-EMS
ETSB                         PSAP                                      Public Safety Agency
                              (Police, Fire, EMS)
By: ________________         By: ___________________          By: ___________________
Title: ________________      Title: Chief of Police           Title: Chief of EMS
<table>
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<tr>
<th>Police Department:</th>
<th>Address</th>
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<th>Form of Dispatch</th>
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<tr>
<td>Illinois State Police</td>
<td>1100 Eastport Plaza Dr.</td>
<td>Collinsville</td>
<td>IL</td>
<td>62234</td>
<td>318-346-3990</td>
<td>618-346-3830</td>
<td>618-346-3831</td>
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</table>
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Illinois State Police (ISP)

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 618-346-3830 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 618-346-3831 (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.

Madison County Emergency Telephone System Board
ETSB

By:
Title: Director of Public Safety
Date: 11/4/18

Illinois State Police
ISP

By: 
Title: Bureau Chief
Date: 11/2/18
<table>
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<th>Police Departments:</th>
<th>Address</th>
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<th>Phone #</th>
<th>Form of Dispatch</th>
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<td>Highland</td>
<td>IL</td>
<td>62040</td>
<td>618-675-3400</td>
<td>StarCom21 Network MC Main Talk</td>
<td>StarCom21 Network Rural PD Talk</td>
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<td>Hamel Police Department</td>
<td>11 S. Old Route 66</td>
<td>Hamel</td>
<td>IL</td>
<td>62066</td>
<td>618-633-2777</td>
<td>StarCom21 Network MC Main Talk</td>
<td>StarCom21 Network Rural PD Talk</td>
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<tr>
<td>Livingston Police Department</td>
<td>601 Livingston Avenue</td>
<td>Livingston</td>
<td>IL</td>
<td>62053</td>
<td>618-637-2300</td>
<td>StarCom21 Network MC Main Talk</td>
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<td>Madison County Sheriff</td>
<td>405 Rando</td>
<td>Edwardsville</td>
<td>IL</td>
<td>62025</td>
<td>618-692-4433</td>
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<td>Marine Police Department</td>
<td>320 N. Vernon Street</td>
<td>Marine</td>
<td>IL</td>
<td>62061</td>
<td>618-887-4526</td>
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<td>213 N. Douglas Street</td>
<td>St. Jacob</td>
<td>IL</td>
<td>62081</td>
<td>618-644-5669</td>
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<td>IL</td>
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<td>618-667-8731</td>
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<td>115 E. Wall Street</td>
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<td>IL</td>
<td>62097</td>
<td>618-459-2240</td>
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<td>Alhambra Community Fire Protection District</td>
<td>514 E. Main Street</td>
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<td>IL</td>
<td>62001</td>
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<td>Dorsey Fire Department</td>
<td>4587 Seller Road</td>
<td>Dorsey</td>
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<td>62021</td>
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<td>Fosterburg Fire Protection District</td>
<td>4604 Seminary Road</td>
<td>Alton</td>
<td>IL</td>
<td>62002</td>
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<td>Godfrey Fire Protection District</td>
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<td>Godfrey</td>
<td>IL</td>
<td>62035</td>
<td>618-466-0131</td>
<td>Co. Fire VHF Radio 154.43 mhz</td>
<td>618-223-3740-Emergency Text Paging</td>
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<tr>
<td>Grantfork Volunteer Fire Department</td>
<td>210 N. Locust Street</td>
<td>Highland</td>
<td>IL</td>
<td>62049</td>
<td>618-675-2755</td>
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<td>618-344-2131-Collinsville PD</td>
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<tr>
<td>Holiday Shores Volunteer Fire Department</td>
<td>93 Holiday Dam Road</td>
<td>Edwardsville</td>
<td>IL</td>
<td>62025</td>
<td>618-856-8241</td>
<td>Co. Fire VHF Radio 154.43 mhz</td>
<td>618-530-1353-Emergency Text Paging</td>
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<tr>
<td>Long Lake Volunteer Fire Department</td>
<td>4113 Pontoon Road</td>
<td>Granite City</td>
<td>IL</td>
<td>62004</td>
<td>618-931-2655</td>
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<td>618-931-5100-Pontoon Beach PSAP</td>
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<td>Marine Community Fire Protection District</td>
<td>215 S. Center Street</td>
<td>Marine</td>
<td>IL</td>
<td>62061</td>
<td>618-888-4221</td>
<td>Co. Fire VHF Radio 154.43 mhz</td>
<td>618-897-4566-Emergency Text Paging</td>
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<td>Olive Fire Protection District</td>
<td>422 Nichols Street</td>
<td>Livington</td>
<td>IL</td>
<td>62058</td>
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<td>618-530-3417-Emergency Text Paging</td>
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<td>Prairietown Volunteer Fire Department</td>
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<td>Worden</td>
<td>IL</td>
<td>62097</td>
<td>618-888-2436</td>
<td>Co. Fire VHF Radio 154.43 mhz</td>
<td>618-567-6385-Emergency Text Paging</td>
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<td>Rosewood Heights Fire Department</td>
<td>45 E. Airline Driver</td>
<td>East Alton</td>
<td>IL</td>
<td>62024</td>
<td>618-259-3311</td>
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<td>618-910-2658-Emergency Text Paging</td>
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<td>St. Jacob Fire Department</td>
<td>203 E. 2nd Street</td>
<td>St. Jacob</td>
<td>IL</td>
<td>62081</td>
<td>618-644-5751</td>
<td>Co. Fire VHF Radio 154.43 mhz</td>
<td>618-558-5160-Emergency Text Paging</td>
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<tr>
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<th>Zip</th>
<th>Phone #</th>
<th>Form of Dispatch</th>
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<tbody>
<tr>
<td>Abbott Ambulance</td>
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<td>Belleville</td>
<td>IL</td>
<td>62226</td>
<td>618-233-4820</td>
<td>Co. Fire VHF Radio 154.43 mhz</td>
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<td>Alhambra/Hamel Ambulance Service</td>
<td>401 N. Old Route 66</td>
<td>Staunton</td>
<td>IL</td>
<td>62046</td>
<td>618-488-3911</td>
<td>Co. Fire VHF Radio 154.43 mhz</td>
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<tr>
<td>Alton Memorial Hospital</td>
<td>One Memorial Drive</td>
<td>Alton</td>
<td>IL</td>
<td>62002</td>
<td>618-633-7311</td>
<td>618-463-7355 ext. 8-Alton location</td>
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<td>Staunton Area Ambulance Service</td>
<td>401 Ash Street</td>
<td>Staunton</td>
<td>IL</td>
<td>62088</td>
<td>618-635-3290</td>
<td>Macoupin Co.911 217-854-9051</td>
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Agreement with Madison County Sheriff and all entities involved
Agreement with EHS and all entities involved
Back-up PSAP: Edwardsville
Call Flow Narrative for Madison County Sheriff PSAP
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB), the Madison County Sheriff's Office, and Troy Police Department (closed PSAP) to ensure the effective handling and routing of 9-1-1 Emergency calls. Calls will be sent to the Madison County Sheriff PSAP, if possible, via the 9-1-1 system, or that failing, by the department's non-emergency number or by a common radio frequency. Should the Madison County Sheriff PSAP be unable to accept 9-1-1 calls for any reason, the calls will, based on certain criteria, be automatically forwarded by the 9-1-1 hardware to the Edwardsville Police Department PSAP or to another operational PSAP within the Madison County 9-1-1 system.

CALL HANDLING

Emergency 9-1-1 calls from within the area served by Troy Police Department, shall be dispatched directly from the Madison County Sheriff PSAP to the Troy Police Department via one of the following methods:

Primary: Starcom2 TROY PD Talk Group
Secondary: StarCom-MCE911 (Madison County E911 Talk Group)-after consolidation

All EMD protocol questions will be asked by the answering PSAP or ambulance service. Once it is determined where that call should go, the appropriate agency will be dispatched via radio.

The Madison County Sheriff hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its jurisdiction, following the Standard Operating Procedures established by the ETSB and the rules and regulations established by the Illinois State Police.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1 System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by the City PD. If any PSAP Telecommunicator refers a call to the Madison County Sheriff Telecommunicator which is clearly outside of the City PD's jurisdictional boundaries, the Madison County Sheriff PSAP Telecommunicator may refuse to respond by immediately notifying the transferring Telecommunicator that the City PD will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

ADMINISTRATION

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

The Madison County Emergency Telephone System Board hereby agrees to provide all 9-1-1 related equipment and telephone lines from the proceeds of $1.50 telephone surcharge. As a PSAP, the Madison County Sheriff will need to provide space for the equipment, provide a minimum of one Telecommunicator 24 hours per day, voice recording and logging equipment and the required backup power supply.

The Madison County ETSB agrees to keep records relating to the system, PSAP, and Telecommunicator performance. All records will be available to all participants in the 9-1-1 system.

It shall be the responsibility of the Madison County Sheriff to maintain the E-9-1-1 ANI/ALI records, voice and logging records of calls, written reports of the calls, and dispositions of the calls for all E-9-1-1 calls received by the PSAP. Voice and logging tapes shall be kept a minimum of thirty days. Written radio logs shall be kept a minimum of one year. ANI/ALI printouts shall be kept for a time period to be determined, as required by the Illinois State Police.

Any agreements or changes in agreements and operating policies must be submitted in writing and approved by all parties.

DATE: 12/18/2017
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB) and the Madison County Sheriff's Office to ensure the effective handling and routing of 9-1-1 Emergency calls. In general, 9-1-1 calls from within the corporate limits of the municipalities listed on a previously distributed Attachment A will be routed to the Public Safety Answering Point (PSAP) that serves that municipality, while 9-1-1 calls from the unincorporated areas of the county and the smaller municipalities will be routed to the Madison County Sheriff's Office PSAP. As described below, Emergency 9-1-1 calls from within the area served by the Madison County Sheriff's Office will be sent to the Madison County Sheriff's Office PSAP, if possible, via the 9-1-1 system, or that failing, by the department's non-emergency number or by a common radio frequency. Should the Madison County Sheriff's Office PSAP be unable to accept 9-1-1 calls for any reason, the calls will, based on certain criteria, be automatically forwarded by the 9-1-1 hardware to the Madison County Sheriff's Office PSAP or to another operational PSAP within the Madison County 9-1-1 system.

CALL HANDLING

Emergency 9-1-1 police-related calls from within the area served by the Madison County Sheriff's Office shall be dispatched directly from the Madison County Sheriff's Office PSAP to the Madison County Sheriff's Office via one of the following methods:

Primary: STARCOM21 talk group MC Main
Secondary: STARCOM21 talk group MC Car to Car
StarCom-MCE911 (Madison County E911 Talk Group)-after consolidation

The Madison County Sheriff's Office hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its jurisdiction, following the Standard Operating Procedures established by the ETSB and the rules and regulations established by the Illinois State Police.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1 System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by the City PD. If any PSAP Telecommunicator refers a call to the Madison County Sheriff's Office PSAP Telecommunicator which is clearly outside of the City PD's jurisdictional boundaries, the Madison County Sheriff's Office PSAP Telecommunicator may refuse to respond by immediately notifying the transferring Telecommunicator that the City PD will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

ADMINISTRATION

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

The Madison County Emergency Telephone System Board hereby agrees to provide all 9-1-1 related equipment and telephone lines from the proceeds of $1.50 telephone surcharge. As a PSAP, the Madison County Sheriff's Office Police Department will need to provide space for the equipment, provide a minimum of one Telecommunicator 24 hours per day, voice recording and logging equipment and the required backup power supply.

The Madison County ETSB agrees to keep records relating to the system, PSAP, and Telecommunicator performance. All records will be available to all participants in the 9-1-1 system.
It shall be the responsibility of the Madison County Sheriff’s Office to maintain the E-9-1-1 ANI/ALI records, voice and logging records of calls, written reports of the calls, and dispositions of the calls for all E-9-1-1 calls received by the PSAP. Voice and logging tapes shall be kept a minimum of thirty days. Written radio logs shall be kept a minimum of one year. ANI/ALI printouts shall be kept for a time period to be determined, as required by the State of Illinois, 755 ILCS.

Any agreements or changes in agreements and operating policies must be submitted in writing and approved by both parties.

INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS
CERTIFIED BY AND BETWEEN

Madison County Emergency Telephone System Board

By: __________________________
Title: 9-1-1 Coordinator
Date: 1/1/18

Madison County Sheriff’s Office

By: Capt. John Becker 37
Title: Communications Commander
Date: 1/10/18
CALL HANDLING AND

AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

Grantfork Police Department

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: StateCond1 Network me main talkgroup (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: StateCond1 Network Your talkgroup (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.

Madison County ETSB

Madison County Sheriff

Grantfork Police Department

By: [Signature]
Title: ETSB

By: [Signature]
Title: PSAP Manager

By: [Signature]
Title: Chief of Police
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

Hamel Police Department

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: State\text{Com21 network, main talk group}(State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: State\text{Com21 network, Rural DD 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.

Madison County ETSB

Madison County Sheriff-PSAP

Hamel Police Department

Public Safety Agency
(Police, Fire, EMS)

Signature: [Signature]
Title: [Title]

Signature: [Signature]
Title: [Title]

Signature: [Signature]
Title: [Title]
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

Livingston Police Department

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Starcom21 Network MC Main (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: Starcom21 Network Rural PD (State Specific Procedures if radio frequency-identity 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.
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)
Madison County Sheriff-PSAP
Marine Police Department

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 911 network mc mn tel group (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 911 network Rural PS tel group (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTIONAL 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.

Madison County ETSB
By: [Signature]
Title: [Title]

Madison County Sheriff
PSAP
By: [Signature]
Title: [Title]

Marine Police Department
Public Safety Agency
(Police, Fire, EMS)
By: [Signature]
Title: [Title]
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

St. Jacob Police Department

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System 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-identify name, if telephone-identity telephone number

Secondary: 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.

Madison County ETSB
ETSB
By: 
Title: 

Madison County Sheriff
PSAP
By: 
Title: PSAP Manager

St. Jacob Police Department
Public Safety Agency
(Police, Fire, EMS)
By: 
Title: CHIEF OF POLICE
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

Troy Police Department

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System 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-identify name, if telephone-identity telephone number]

Secondary: [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.

Madison County ETSB
ETSB

Madison County Sheriff
PSAP

Troy Police Department
Public Safety Agency
(Police, Fire, EMS)

By: [Name]
Title: [Title]

By: [Name]
Title: [Title]

By: [Name]
Title: [Title]
CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

Worden Police Department

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Sheriff 21 network 00 main talk group. (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: Sheriff 21 network Rural PD 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.

Madison County ETSB
ETSB

By: [Signature]
Title: [Title]

Madison County Sheriff
PSAP

By: [Signature]
Title: [Title]

Worden Police Department
Public Safety Agency
(Police, Fire, EMS)

By: [Signature]
Title: Chief of Police
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

Alhambra Community Fire Protection District

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: [Radio Channel (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)]

Secondary: [Radio Channel (State Specific Procedures if radio frequency-identity 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.

Madison County ETSB

ETSB

By: [Signature]

Title: [Title]

Madison County Sheriff

PSAP

By: [Signature]

Title: [Title]

Alhambra Community Fire Protection District

Public Safety Agency
(Police, Fire, EMS)

By: [Signature]

Title: [Title]
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

Cottage Hills Fire Protection District

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Channel 154.415 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: Channel 18795-42 (State Specific Procedures if radio frequency-identity 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.

Madison County ETSB
ETSB

By: __________________________ Title: ______________

Madison County Sheriff
PSAP

By: __________________________ Title: ______________

Cottage Hills Fire Protection District

By: __________________________ Title: ______________

Public Safety Agency

(Police, Fire, EMS)
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

Dorsey Fire Department

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System 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-identify name, if telephone-identity telephone number)

Secondary: (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.

Madison County ETSB
ETSB

By: __________
Title: Trainer Admin

Madison County Sheriff
PSAP

By: __________
Title: PSAP Manager

Dorsey Fire Department
Public Safety Agency
(Police, Fire, EMS)

By: __________
Title: Batt Chief
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

Fosterburg Fire Protection District

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System 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-identify name, if telephone-identity telephone number)

Secondary: (State Specific Procedures if radio frequency-identity 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.

Madison County ETSB  Madison County Sheriff  Fosterburg Fire Protection District

ETSB  PSAP  Public Safety Agency

By:  By:  By:

Title: Interim Coop  Title: PSA Manager  Title: FIRE CHIEF
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

Godfrey Fire Protection District

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System 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 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.

Madison County ETSB
ETSB
Title: Training Admin
By: [Signature]

Madison County Sheriff
PSAP
Title: PSAP Manager
By: [Signature]

Godfrey Fire Protection District
Public Safety Agency
(Police, Fire, EMS)
Title: Fire Chief
By: [Signature]
CALL HANDLING AND 
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

Grantfork Volunteer Fire Department

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: _______________ Co. Fire VHF Radio Channel 154.43mhz (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _______________ (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.

Madison County ETSB

ETSB

By: 

Title: ETSB Coordinator

Madison County Sheriff

PSAP

By: 

Title: PSAP Manager/Comm. Officer

Grantfork Volunteer Fire Department

Public Safety Agency (Police, Fire, EMS)

By: 

Title: Fire Chief
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

**Madison County Emergency Telephone System Board (ETSB)**

**Madison County Sheriff-PSAP**

**Hamel Community Fire Protection District**

**CALL HANDLING**

Madison County Sheriff-PSAP of Madison County 911 System 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-identify name, if telephone-identity telephone number)

Secondary: (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.

<table>
<thead>
<tr>
<th>Madison County ETSB</th>
<th>Madison County Sheriff</th>
<th>Hamel Community Fire Protection District</th>
</tr>
</thead>
<tbody>
<tr>
<td>ETSB</td>
<td>PSAP</td>
<td>Public Safety Agency (Police, Fire, EMS)</td>
</tr>
<tr>
<td>By: John Doe</td>
<td>By: Chief Baker</td>
<td>By: Fire Chief</td>
</tr>
<tr>
<td>Title: Training Dir</td>
<td>Title: PSAP Manager</td>
<td>Title: Fire Chief</td>
</tr>
</tbody>
</table>
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

Holiday Shores Volunteer Fire Department

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System 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-identify name, if telephone-identity telephone number]

Secondary: [State Specific Procedures if radio frequency-identity 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.

Madison County ETSB

ETSB

By: [Signature]

Title: [Title]

Madison County Sheriff

PSAP

By: [Signature]

Title: [Title]

Holiday Shores Volunteer Fire Department

Public Safety Agency
(Police, Fire, EMS)

By: [Signature]

Title: [Title]
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

Long Lake Volunteer Fire Department

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Co. Fire VHF Radio Channel 154.43 MHz (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: Renton Beach PSAP C1 931-5100 (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.

Madison County ETSB
ETSB

By: Title: Administrator

Madison County Sheriff
PSAP

By: Title: PSAP Manager

Long Lake Volunteer Fire Department

Public Safety Agency
(Police, Fire, EMS)

By: Title: Fire Chief
CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

Marine Community Fire Protection District

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Freq. VHF Radio Channel 154.45 MHz (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identify telephone number)

Secondary: 701-626-4511 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identify 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.

Madison County ETSB

By: ____________________________
Title: ____________________________

Madison County Sheriff

By: ____________________________
Title: ____________________________

Marine Community Fire Protection District

Public Safety Agency
(Police, Fire, EMS)

By: ____________________________
Title: ____________________________
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

**Madison County Emergency Telephone System Board (ETSB)**

**Madison County Sheriff-PSAP**

**Meadowbrook Fire Protection District**

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System 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-identify name, if telephone-identity number]

Secondary: [State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity number]

AID OUTSIDE JURISDICTIONAL 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.

**Madison County ETSB**

By: [Signature]

Title: [Title]

**Madison County Sheriff**

By: [Signature]

Title: [Title]

**Meadowbrook Fire Protection District**

By: [Signature]

Title: [Title]
CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

Mitchell Fire Protection District

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 

Secondary: 

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.

Madison County ETSB

By: 
Title:

Madison County Sheriff

By: 
Title:

Mitchell Fire Protection District

By: 
Title:

Public Safety Agency
(Police, Fire, EMS)

By:
Title:
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

New Douglas Community Fire Protection District

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System 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-identify name, if telephone-identity telephone number)

Secondary: (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.

Madison County ETSB

Madison County Sheriff

New Douglas Community Fire Protection District

ETSB

PSAP

Title:

Title:

Title:

By:

By:

By:

Title:

Title:

Title:

_________________________
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

**Madison County Emergency Telephone System Board (ETSB)**

**Madison County Sheriff-PSAP**

**Olive Fire Protection District**

**CALL HANDLING**

Madison County Sheriff-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 911

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

Secondary: (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.

**Madison County ETSB**

**Madison County Sheriff**

**Olive Fire Protection District**

ETSB

PSAP

Public Safety Agency

(Police, Fire, EMS)

By: ____________________

By: ____________________

By: ____________________

Title: _________________

Title: _________________

Title: _________________
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

Prairietown Volunteer Fire Department

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Channel 154.43 MHz (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identify telephone number)

Secondary: 618-567-3325 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identify telephone 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.

Madison County ETSB
ETSB

Madison County Sheriff
PSAP

Prairietown Volunteer Fire Department
Public Safety Agency
(Police, Fire, EMS)

Title: Admin

Title: PSAP Manager

Title: Fire Chief
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

Rosewood Heights Fire Department

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System 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-identify name, if telephone-identity telephone number)

Secondary: (State Specific Procedures if radio frequency-identity 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.

Madison County ETSB
ETSB

Madison County Sheriff
PSAP

Rosewood Heights Fire Department
Public Safety Agency
(Police, Fire, EMS)

By: __________________ Title: __________________
By: __________________ Title: __________________
By: __________________ Title: __________________
CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

**Madison County Emergency Telephone System Board (ETSB)**

**Madison County Sheriff-PSAP**

**St. Jacob Fire Department**

**CALL HANDLING**

Madison County Sheriff-PSAP of Madison County 911 System 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-identify name, if telephone-identity number]

Secondary: [State Specific Procedures if radio frequency-identity 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.

---

**Madison County ETSB**

**ETSB**

By: [Signature]
Title: [Position]

**Madison County Sheriff**

**PSAP**

By: [Signature]
Title: PSAP Manager

**St. Jacob Fire Department**

**Public Safety Agency**

(Police, Fire, EMS)

By: [Signature]
Title: Chief
CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

Staunton Police Department

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Macoupin County 911 217-854-9051 (State Specific Procedures if radio frequency-identify number, if talk group-identify name, if telephone-identify telephone number)

Secondary: Staunton Police Department 518-635-3333 (State Specific Procedures if radio frequency-identify frequency number, if talk group-identify name, if telephone-identify number)

AID OUTSIDE JURISDICTIONAL 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.

Madison County ETSB

Madison County Sheriff

Staunton Police Department

ETSB

PSAP

J Ciff of Police

Title: Coordinator - Intake

Date: 1/18/18

Title: Chief

Date: 1/18/18

Jeffrey A. Doerr

Chief of Police

Title: Chief

Date: 1/18/18
CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

Staunton Fire Protection District

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Madison County, 911 - 217-854-4051 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 911 - 317-973-1517 (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.

Madison County ETSB
ETSB

By: 
Title: 

Madison County Sheriff
PSAP

By: 
Title: PSAP Manager

Staunton Fire Protection District
Public Safety Agency
(Police, Fire, EMS)

By: 
Title: FIRE CHIEF
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

Worden Fire Department

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System 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-identify name, if telephone-identity telephone number]

Secondary: [State Specific Procedures if radio frequency-identity 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.

By: ____________________
Title: ____________________

By: ____________________
Title: ____________________

By: ____________________
Title: ____________________
CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Abbott Ambulance Service-EMS

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 888-865-6930 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 888-865-6915 (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.

By: [signature]
Title: [Title]

By: [signature]
Title: [Title]

By: [signature]
Title: [Title]
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

Alhambra-Hamel Ambulance Service-EMS

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: \( \text{County Fire VHF Radio Channel 154.43 MHz} \) (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: \( \text{18-550-9147} \) (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.

<table>
<thead>
<tr>
<th>Madison County ETSB</th>
<th>Madison County Sheriff</th>
<th>Alhambra-Hamel Ambulance Service-EMS</th>
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</thead>
<tbody>
<tr>
<td>ETSB</td>
<td>PSAP</td>
<td>Public Safety Agency (Police, Fire, EMS)</td>
</tr>
<tr>
<td>By:</td>
<td>By:</td>
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</tbody>
</table>
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

Alton Memorial Hospital-EMS

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 463-7355 ext 8 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 314-653-4017 St. Louis #16 location (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.

Madison County ETSB
ETSB
By: [Signature]
Title: [Position]

Madison County Sheriff
PSAP
By: [Signature]
Title: [Position]

Alton Memorial Hospital-EMS
Public Safety Agency
(Police, Fire, EMS)
By: [Signature]
Title: [Position]
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Madison County Sheriff-PSAP

Staunton Area Ambulance Service-EMS

CALL HANDLING

Madison County Sheriff-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Madison Co. 911 - 2i7- 854-9091 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 911-655-2223 Staunton P.D. (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.

Madison County ETSB
ETSB
By: [Signature]
Title: Chairman

Madison County Sheriff
PSAP
By: [Signature]
Title: Sheriff

Staunton Area Ambulance Service-EMS
Public Safety Agency
(Police, Fire, EMS)
By: [Signature]
Title: Director
### PSAP-Wood River

**Police Departments:**

<table>
<thead>
<tr>
<th>Department</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>Phone #</th>
<th>Primary Radio Frequency</th>
<th>Primary Talk Group</th>
<th>Form of Dispatch</th>
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<tbody>
<tr>
<td>Wood River Police Department</td>
<td>550 E. Madison</td>
<td>Wood River</td>
<td>IL</td>
<td>62095</td>
<td>618-251-3113</td>
<td>WRPD VHF Radio 155.115 mhz</td>
<td>WRPD VHF Radio 155.115 mhz</td>
<td>Point to Point 155.370-StarCom</td>
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<td>Bethalto Police Department</td>
<td>213 N. Prairie</td>
<td>Bethalto</td>
<td>IL</td>
<td>62010</td>
<td>618-377-5266</td>
<td>WRPD VHF Radio 155.115 mhz</td>
<td>WRPD VHF Radio 155.115 mhz</td>
<td>MCE911-after consolidation</td>
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<td>East Alton Police Department</td>
<td>211 N. Shamrock</td>
<td>East Alton</td>
<td>IL</td>
<td>62024</td>
<td>618-259-6212</td>
<td>WRPD VHF Radio 155.115 mhz</td>
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<td>Hartford Police Department</td>
<td>400 S. Central Avenue</td>
<td>Roxana</td>
<td>IL</td>
<td>62084</td>
<td>618-254-1945</td>
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<td>618-254-1945</td>
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<td>South Roxana Police Department</td>
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<td>South Roxana</td>
<td>IL</td>
<td>62087</td>
<td>618-254-7469</td>
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<td>WRPD VHF Radio 155.115 mhz</td>
<td>WRPD VHF Radio 155.715 mhz</td>
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**Fire Departments:**

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<th>Department</th>
<th>Address</th>
<th>City</th>
<th>State</th>
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<th>Phone #</th>
<th>Primary Radio Frequency</th>
<th>Primary Talk Group</th>
<th>Form of Dispatch</th>
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<tr>
<td>East Alton Fire Department</td>
<td>209 N. Shamrock Street</td>
<td>East Alton</td>
<td>IL</td>
<td>62024</td>
<td>618-259-2984</td>
<td>WRFD VHF Radio 154.145 mhz</td>
<td>WRFD VHF Radio 154.145 mhz</td>
<td>EAFD VHF Radio 153.785 mhz</td>
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<tr>
<td>Roxana Fire Department</td>
<td>400 S. Central Avenue</td>
<td>Roxana</td>
<td>IL</td>
<td>62084</td>
<td>618-254-8293</td>
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<td>WRFD VHF Radio 153.785 mhz</td>
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**EMS:**

<table>
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<th>Hospital</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>Phone #</th>
<th>Primary Radio Frequency</th>
<th>Primary Talk Group</th>
<th>Form of Dispatch</th>
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<tbody>
<tr>
<td>Alton Memorial Hospital</td>
<td>One Memorial Drive</td>
<td>Alton</td>
<td>IL</td>
<td>62002</td>
<td>618-463-7311</td>
<td>WRFD VHF Radio 154.145 mhz</td>
<td>WRFD VHF Radio 154.145 mhz</td>
<td>314-653-4017-St Louis, MO Location</td>
</tr>
</tbody>
</table>

**Agreements between Wood River PD and:**

- Bethalto Police Department
- East Alton Police Department
- Hartford Police Department
- Roxana Police Department
- South Roxana Police Department
- Bethalto Fire Department
- East Alton Fire Department
- Hartford Fire Department
- Roxana Fire Department

Agreement with ETSB and all entities involved

Back-up PSAP: Alton PD
This agreement is made between the Madison County Emergency Telephone System Board (ETSB), the Wood River Police Department, Bethalto Police Department (closed PSAP), and East Alton Police Department (closed PSAP) to ensure the effective handling and routing of 9-1-1 Emergency calls and also calls within the corporate limits of the Villages of Roxana, South Roxana and Hartford – as agreed upon in their intergovernmental agreement. Calls will be sent to the Wood River Police Department PSAP, if possible, via the 9-1-1 system, or that failing, by the department's non-emergency number or by a common radio frequency. Should the Wood River Police Department PSAP be unable to accept 9-1-1 calls for any reason, the calls will, based on certain criteria, be automatically forwarded by the 9-1-1 hardware to the Alton Police Department PSAP or to another operational PSAP within the Madison County 9-1-1 system.

CALL HANDLING

Emergency 9-1-1 calls from within the area served by Bethalto, shall be dispatched directly from the Wood River Police Department PSAP to the Bethalto Police Department via one of the following methods:

Primary: Bethalto Police Department VHF Radio Frequency 158.805 mhz
Secondary: StarCom-MCE911 (Madison County E911 Talk Group)-after consolidation

Emergency 9-1-1 calls from within the area served by East Alton, shall be dispatched directly from the Wood River Police Department PSAP to the East Alton Police Department via one of the following methods:

Primary: East Alton Police Department VHF Radio Frequency 155.43 mhz
Secondary: StarCom-MCE911 (Madison County E911 Talk Group)-after consolidation

All EMD protocol questions will be asked by the answering PSAP or ambulance service. Once it is determined where that call should go, the appropriate agency will be dispatched via radio.

The Wood River Police Department hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its jurisdiction, following the Standard Operating Procedures established by the ETSB and the rules and regulations established by the Illinois State Police.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1 System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by the City PD. If any PSAP Telecommunicator refers a call to the Wood River Police Department Telecommunicator which is clearly outside of the City PD's jurisdictional boundaries, the Wood River Police Department PSAP Telecommunicator may refuse to respond by immediately notifying the transferring Telecommunicator that the City PD will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

ADMINISTRATION

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

The Madison County Emergency Telephone System Board hereby agrees to provide all 9-1-1 related equipment and telephone lines from the proceeds of $1.50 telephone surcharge. As a PSAP, the Wood River Police Department will need to provide space for the equipment, provide a minimum of one Telecommunicator 24 hours per day, voice recording and logging equipment and the required backup power supply.

The Madison County ETSB agrees to keep records relating to the system, PSAP, and Telecommunicator performance. All records will be available to all participants in the 9-1-1 system.

It shall be the responsibility of the Wood River Police Department to maintain the E-9-1-1 ANI/ALI records, voice and logging records of calls, written reports of the calls, and dispositions of the calls for all E-9-1-1 calls received by the PSAP. Voice and logging tapes shall be kept a minimum of thirty days. Written radio logs shall be kept a minimum of one year. ANI/ALI printouts shall be kept for a time period to be determined, as required by the Illinois State Police.

Any agreements or changes in agreements and operating policies must be submitted in writing and approved by all parties.

DATE: 12/18/2017
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB) and the Wood River Police Department to ensure the effective handling and routing of 9-1-1 Emergency calls. In general, 9-1-1 calls from within the corporate limits of the municipalities listed on a previously distributed Attachment A will be routed to the Public Safety Answering Point (PSAP) that serves that municipality, while 9-1-1 calls from the unincorporated areas of the county and the smaller municipalities will be routed to the Madison County Sheriff’s Office PSAP. As described below, Emergency 9-1-1 calls from within the area served by the Madison County Sheriff’s Office PSAP. As described below, Emergency 9-1-1 calls from within the area served by the Madison County Sheriff’s Office PSAP, if possible, via the 9-1-1 system, or that failing, by the department’s non-emergency number or by a common radio frequency. Should the Wood River Police Department PSAP be unable to accept 9-1-1 calls for any reason, the calls will, based on certain criteria, be automatically forwarded by the 9-1-1 hardware to the Madison County Sheriff’s Office PSAP or to another operational PSAP within the Madison County 9-1-1 system.

CALL HANDLING

Emergency 9-1-1 police-related calls from within the area served by the Wood River, Roxana, South Roxana and Hartford Police Departments shall be dispatched directly from the Wood River Police Department PSAP to the Wood River Police Department via one of the following methods:

Primary: WRPD VHF Radio 155.115 mhz
Secondary: Point to Point 155.370
          StarCom-MCE911 (Madison County E911 Talk Group)-after consolidation

The Wood River Police Department hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its jurisdiction, following the Standard Operating Procedures established by the ETSB and the rules and regulations established by the Illinois State Police.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1 System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by the City PD. If any PSAP Telecommunicator refers a call to the Wood River PSAP Telecommunicator which is clearly outside of the City PD’s jurisdictional boundaries, the Wood River Police Department PSAP Telecommunicator may refuse to respond by immediately notifying the transferring Telecommunicator that the City PD will not respond and, if possible, providing
advice as to which jurisdiction should receive the call.

ADMINISTRATION

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

The Madison County Emergency Telephone System Board hereby agrees to provide all 9-1-1 related equipment and telephone lines from the proceeds of $3.87 telephone surcharge. As a PSAP, the Wood River Police Department will need to provide space for the equipment, provide a minimum of one Telecommunicator 24 hours per day, voice recording and logging equipment and the required backup power supply.

The Madison County ETSB agrees to keep records relating to the system, PSAP, and Telecommunicator performance. All records will be available to all participants in the 9-1-1 system.

It shall be the responsibility of the Wood River Police Department to maintain the E-9-1-1 ANI/ALI records, voice and logging records of calls, written reports of the calls, and dispositions of the calls for all E-9-1-1 calls received by the PSAP. Voice and logging tapes shall be kept a minimum of thirty days. Written radio logs shall be kept a minimum of one year. ANI/ALI printouts shall be kept for a time period to be determined, as required by the State of Illinois.

Any agreements or changes in agreements and operating policies must be submitted in writing and approved by both parties.

INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

CERTIFIED BY AND BETWEEN

Madison County Emergency Telephone System Board

By: Otis Steward
Title: Chief of Police
Date: 1/15/2017

Wood River Police Department

By: Otis Steward
Title: Chief of Police
Date: 1/15/2017
CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Wood River Police Department-PSAP

Bethalto Police Department

CALL HANDLING

Wood River Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: EPD VHF Radio 158.050 MHz (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: Statewide - VHF UHF (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.

Madison County ETSB
ETSB

By: [Signature]  
Title: Training Admin

Wood River Police Department
PSAP

By: [Signature]  
Title: Chief of Police

Bethalto Police Department
Public Safety Agency
(Police, Fire, EMS)

By: [Signature]  
Title: Chief of Police
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Wood River Police Department-PSAP

East Alton Police Department

CALL HANDLING

Wood River Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: C4APD VHF Radio 155.43 MHz (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: Starcom-MCE 911 (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.

Madison County ETSB
ETSB
By: 
Title: 

Wood River Police Department
PSAP
By: 
Title: Chief of Police

East Alton Police Department
Public Safety Agency
(Police, Fire, EMS)
By: 
Title: Chief of Police

OCT 9 2017
CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Wood River Police Department-PSAP

Hartford Police Department

CALL HANDLING

Wood River Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Wood River Police Dispatch 155141 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: Wood River Police Dispatch 155151 (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.

Madison County ETSB
ETSB

By: [Signature]
Title: [Title]

Wood River Police Department
PSAP

By: [Signature]
Title: [Title]

Hartford Police Department
Public Safety Agency (Police, Fire, EMS)

By: [Signature]
Title: Chief of Police

OCT 10 2017
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Wood River Police Department-PSAP

Roxana Police Department

CALL HANDLING

Wood River Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: VRPD VHF Radio 155.115 MHz (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: VRPD VHF Radio 155.715 MHz (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.

Madison County ETSB

Wood River Police Department

Roxana Police Department

By: ___________________  By: ___________________  By: ___________________

Title: ___________________  Title: ___________________  Title: ___________________

ETSB  PSAP  Public Safety Agency

(Police, Fire, EMS)
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications
For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)
Wood River Police Department - PSAP
South Roxana Fire Department

CALL HANDLING

-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: \text{WCPD VHF Radio}
(State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: \text{WCPD VHF Radio}
(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.

Madison County ETSB          Wood River Police Department          South Roxana Fire Dept
ETSB                          PSAP                                    Public Safety Agency
                                By: \text{\ldots}                          (Police, Fire, EMS)
Title: \text{\ldots}                          By: \text{\ldots}                          By: \text{\ldots}
                                \text{\ldots}                          \text{\ldots}                          \text{\ldots}
CALL HANDLING AND OCT 10 2017
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Wood River Police Department-PSAP

Wood River Fire Department

CALL HANDLING

Wood River Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: WRFD VHF Radio 154.145 MHz (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: WRFD VHF Radio 153.785 MHz (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.

Madison County ETSB
ETSB
By: [Signature]
Title: [Position]

Wood River Police Department
PSAP
By: [Signature]
Title: [Position]

Wood River Fire Department
Public Safety Agency
(Police, Fire, EMS)
By: [Signature]
Title: Fire Chief
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Wood River Police Department-PSAP

Bethalto Fire Department

CALL HANDLING

Wood River Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 151 460 BFD VHF 1180 (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: Starcom MCE 111 (State Specific Procedures if radio frequency-identity 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.

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<tr>
<th>Madison County ETSB</th>
<th>Wood River Police Department</th>
<th>Bethalto Fire Department</th>
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<tr>
<td>ETSB</td>
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<td>(Police, Fire, EMS)</td>
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<td>Signature</td>
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<td>Campbell</td>
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<td>Title:</td>
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</table>
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Wood River Police Department-PSAP

East Alton Fire Department

CALL HANDLING

Wood River Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: EAPD VHF Radio 154.145 MHz (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: EAPD VHF Radio 153.785 MHz (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.

Madison County ETSB
ETSB

By: ________________________
Title: ________________________

Wood River Police Department
PSAP

By: ________________________
Title: Chief of Police

East Alton Fire Department
Public Safety Agency
(Police, Fire, EMS)

By: ________________________
Title: Fire Chief
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Wood River Police Department-PSAP

Hartford Fire Department

CALL HANDLING

Wood River Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: WREDF VHF Radio 154.145 MHz (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: WREDF VHF Radio 155.755 MHz (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.

Madison County ETSB

By: [Signature]  
Title: [Title]

Wood River Police Department

By: [Signature]  
Title: Chief of Police

Hartford Fire Department

Public Safety Agency  
(Police, Fire, EMS)

By: [Signature]  
Title: FIRE CHIEF
For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Wood River Police Department-PSAP

Roxana Fire Department

CALL HANDLING

Wood River Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: \( \text{Wood River Police Department-PSAP} \) (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: \( \text{Wood River Police Department-PSAP} \) (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.

---

Madison County ETSB

By: [Signature]
Title: [Title]

Wood River Police Department

By: [Signature]
Title: [Title]

Roxana Fire Department

By: [Signature]
Title: [Title]
CALL HANDLING AND
AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Wood River Police Department-PSAP

South Roxana Police Department

CALL HANDLING

Wood River Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: [Frequency-identity number, if talk group-identify name, if telephone-identity telephone number]

Secondary: [Frequency-identity 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.

Madison County ETSB
ETSB

Wood River Police Department
PSAP

South Roxana Police Department
Public Safety Agency
(Police, Fire, EMS)

By: [Signature]
Title: [Title]

By: [Signature]
Title: [Title]

By: [Signature]
Title: [Title]
CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

For the purpose of effective handling and routing of 9-1-1 Emergency calls, this agreement is made between:

Madison County Emergency Telephone System Board (ETSB)

Wood River Police Department-PSAP

Alton Memorial Hospital-EMS

CALL HANDLING

Wood River Police Department-PSAP of Madison County 911 System receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 618-463-7355 (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: 314-653-4017 (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.

Madison County ETSB
ETSB
By: [Signature]
Title: [Position]

Wood River Police Department
PSAP
By: [Signature]
Title: [Position]

Alton Memorial Hospital-EMS
Public Safety Agency
(Police, Fire, EMS)
By: [Signature]
Title: [Position]
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB) and the State Park Fire Department to ensure the effective handling and routing of 9-1-1 Emergency Calls. In general, 9-1-1 calls from within the corporate limits of the municipalities listed on a previously distributed Attachment A will be routed to the Public Safety Answering Point (PSAP) that serves that municipality, while 9-1-1 calls from the unincorporated areas of the county and the smaller municipalities will be routed to the Madison County Sheriff's Office PSAP. As described below, Emergency 9-1-1 calls from within the area assigned to the State Park Fire Department will be received by any Madison County PSAP, and the information/caller will be relayed/transferred to State Park Fire Department.

CALL HANDLING

Emergency 9-1-1 fire-related calls from within the area served by State Park Fire Department shall be dispatched from the Madison County Sheriff's Office PSAP to the State Park Fire Department via one of the following methods:

Primary: St. Clair County Fire Department 154.190
Secondary: Cencôm

The State Park Fire Department hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its Jurisdiction, following the Standard Operating Procedures established by the ETSB and the rules and regulations established by the Illinois State Police.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1 system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by the State Park Fire Department. If any PSAP Telecommunicator refers a call to the PSAP's Telecommunicator which is clearly outside of the State Park Fire Department's jurisdictional boundaries, the PSAP Telecommunicator may refuse to respond by immediately notifying the transferring Telecommunicator that the State Park Fire Department will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

ADMINISTRATION

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

It shall be the responsibility of State Park Fire Department to maintain the report of the call and the disposition of each call received.

Any agreements or changes in agreements and operating procedures must be submitted in writing and approved by both parties.
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

CERTIFIED BY AND BETWEEN

MADISON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

By: Dana Burris
Title: 9-1-1 Coordinator-Interim
Date: 2/15/18

State Park Fire Department

By: Michael Iscan
Title: Asst Chief
Date: 2/15/18

TOTAL P. 003
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB) and the Sugar Creek Ambulance to ensure the effective handling and routing of 9-1-1 Emergency Calls. In general, 9-1-1 calls from within the corporate limits of the municipalities listed on a previously distributed Attachment A will be routed to the Public Safety Answering Point (PSAP) that serves that municipality, while 9-1-1 calls from the unincorporated areas of the county and the smaller municipalities will be routed to the Madison County Sheriff’s Office PSAP. As described below, Emergency 9-1-1 calls from within the area assigned to the Sugar Creek Ambulance will be received by any Madison County PSAP, and the information/caller will be relayed/transferred to Sugar Creek Ambulance.

CALL HANDLING

Emergency 9-1-1 EMS-related calls from within the area served by Sugar Creek Ambulance shall be relayed/transferred via one of the following methods:

Primary: (618) 594-4555 Call Relay to Clinton County 911 dispatch

Secondary: Bond County Sheriff- (618) 664-2151

Sugar Creek Ambulance hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its assigned area, following the Standard Operating Procedures established by the Madison County ETSB, and the rules and regulations established by the Illinois State Police. This agreement is conditional upon Sugar Creek Ambulance having personnel and equipment available to respond to the call.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1- System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal assigned area. It is understood that this paragraph is conditional upon acceptance of the call by Sugar Creek Ambulance. If any PSAP Telecommunicator refers a call to Sugar Creek Ambulance which is clearly outside of its assigned area, Sugar Creek Ambulance may refuse to respond by immediately notifying the Telecommunicator that it will not respond and, if possible, providing advice as to which agency should receive the call.

ADMINISTRATION

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

It shall be the responsibility of Sugar Creek Ambulance to maintain the report of the call and the disposition of each call received.

Any agreements or changes in agreements and operating procedures must be submitted in writing and approved by both parties.
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

CERTIFIED BY AND BETWEEN

MADISON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

By: Dana Burris

Title: 9-1-1 Coordinator-Interim
Date: 2/15/18

Sugar Creek Ambulance

By: Jim Knupfer

Signature:

Title: Operations Manager
Date: 7/15/2018
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB) and the Lifestar Ambulance to ensure the effective handling and routing of 9-1-1 Emergency Calls. In general, 9-1-1 calls from within the corporate limits of the municipalities listed on a previously distributed Attachment A will be routed to the Public Safety Answering Point (PSAP) that serves that municipality, while 9-1-1 calls from the unincorporated areas of the county and the smaller municipalities will be routed to the Madison County Sheriff's Office PSAP. As described below, Emergency 9-1-1 calls from within the area assigned to the Lifestar Ambulance will be received by any Madison County PSAP, and the information/caller will be relayed/transfered to Lifestar Ambulance.

CALL HANDLING

Emergency 9-1-1 EMS-related calls from within the area served by Lifestar Ambulance shall be relayed/transfered via one of the following methods:

Primary: 618-465-6633-Alton, IL Location
Secondary: Relay/Transfer Point 1-800-339-0934 (940 N. Elm, Centralia, IL from 8:00pm-4:00am)

Lifestar Ambulance hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its assigned area, following the Standard Operating Procedures established by the Madison County ETSB, and the rules and regulations established by the Illinois State Police. This agreement is conditional upon Lifestar Ambulance having personnel and equipment available to respond to the call.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1 System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal assigned area. It is understood that this paragraph is conditional upon acceptance of the call by Lifestar Ambulance. If any PSAP Telecommunicator refers a call to Lifestar Ambulance which is clearly outside of its assigned area, Lifestar Ambulance may refuse to respond by immediately notifying the Telecommunicator that it will not respond and, if possible, providing advice as to which agency should receive the call.

ADMINISTRATION

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

It shall be the responsibility of Lifestar Ambulance to maintain the report of the call and the disposition of each call received.

Any agreements or changes in agreements and operating procedures must be submitted in writing and approved by both parties.
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

CERTIFIED BY AND BETWEEN

MADISON COUNTY EMERGENCY
TELEPHONE SYSTEM BOARD

By: Dana Burris

Title: 9-1-1 Coordinator-Interim
Date: 2/15/18

Lifestar Ambulance

By: Maurice Hano Jr.

Title: Exec. Vice President
Date: 2/15/18

TOTAL P. 003
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.

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>STREET ADDRESS, CITY, ZIP CODE</th>
<th>TELEPHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bond County Sheriff</td>
<td>403 S 2nd St, Greenville, IL 62246</td>
<td>(618) 694-2151</td>
</tr>
<tr>
<td>Jersey County Sheriff</td>
<td>114 N Washington St, Jerseyville, IL 62052</td>
<td>(618) 498-6881</td>
</tr>
<tr>
<td>Macoupin County Sheriff</td>
<td>215 S East St #1, Carlinville, IL 62626</td>
<td>(217) 854-3135</td>
</tr>
<tr>
<td>Montgomery County Sheriff</td>
<td>140 N Main St, Hillsboro, IL 62049</td>
<td>(217) 532-9511</td>
</tr>
<tr>
<td>St. Clair County Sheriff</td>
<td>700 N 5th St, Belleville, IL 62220</td>
<td>(618) 277-3505</td>
</tr>
<tr>
<td>St. Clair County CENCOM</td>
<td>101 S. 1st St, Suite B, Belleville, IL 62221</td>
<td>(618) 825-5780</td>
</tr>
<tr>
<td>ISP-Illinois State Police</td>
<td>1100 Eastport Plaza Dr, Collinsville, IL 62234</td>
<td>(618) 346-3990</td>
</tr>
</tbody>
</table>
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB) and the Bond County Sheriff to ensure the effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

In general, 911 calls from within the county limits of Madison County will be routed directly to the appropriate Madison County Public Safety Answering Point(s) (PSAP(s)) over the 911 System. In the event that a 911 call for police related emergency services in the area served by the Bond County Sheriff is received by a Madison County PSAP, the call will be transferred or the information relayed to the Bond County Sheriff via one of the following methods:

Primary: Bond County 9-1-1
Secondary: Transfer/relay point 618-664-2151 ISPERN or IREACH

The Bond County Sheriff hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its jurisdiction, following the Standard Operating Procedures established by the ETSB and the rules and regulations established by the Illinois State Police.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1 System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by the Bond County Sheriff. If any PSAP Telecommunicator refers a call to the PSAP Telecommunicator which is clearly outside of the City PD’s jurisdictional boundaries, the Bond County Sheriff PSAP Telecommunicator may refuse to respond by immediately notifying the transferring Telecommunicator that the City PD will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

ADMINISTRATION

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 each agency’s non-emergency telephone number.

The Madison County ETSB agrees to keep records relating to the system, and PSAP. All records will be available to all participants in the 9-1-1 system.

It shall be the responsibility of the Bond County Sheriff to maintain the E-9-1-1 ANI/ALI records, voice and logging records of calls for the Bond County Sheriff. Voice and logging tapes, ANI/ALI data shall be kept for a time period to be determined by the Bond County Sheriff and as required by the Illinois State Police.

Any agreements or changes in agreements and operating policies must be submitted in writing and approved by both parties.
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

CERTIFIED BY AND BETWEEN

Madison County Emergency Telephone System Board
By: Dana Burris
Title: Interim 911 Coordinator
Date: 1/5/2018

Bond County Sheriff
By: James Leitschuh
Title: Chief Deputy
Date: 1/10/18
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB) and the Jersey County Sheriff’s Office to ensure the effective handling and routing of 9-1-1 Emergency calls. In general, 9-1-1 calls from within the corporate limits of the municipalities listed on a previously distributed Attachment A will be routed to the Public Safety Answering Point (PSAP) that serves that municipality, while 9-1-1 calls from the unincorporated areas of the county and the smaller municipalities will be routed to the Jersey County Sheriff’s Office PSAP. As described below, Emergency 9-1-1 calls from within the area served by the Jersey County Sheriff’s Office will be sent to the Jersey County Sheriff’s Office PSAP, if possible, via the 9-1-1 system, or that failing, by the department’s non-emergency number or by a common radio frequency. Should the Jersey County Sheriff’s Office PSAP be unable to accept 9-1-1 calls for any reason, the calls will, based on certain criteria, be automatically forwarded by the 9-1-1 hardware to the Jersey County Sheriff’s Office PSAP or to another operational PSAP within the Madison County 9-1-1 system.

CALL HANDLING

Emergency 9-1-1 police-related calls from within the area served by the Jersey County Sheriff’s Office shall be dispatched directly from the Jersey County Sheriff’s Office PSAP to the Jersey County Police Department via one of the following methods:

Primary: Relay/Transfer Point 618-498-6881

Secondary: Call Relay from MADCO Sheriff’s Office via LEADS System

The Jersey County Sheriff’s Office hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its jurisdiction, following the Standard Operating Procedures established by the ETSB and the rules and regulations established by the Illinois State Police.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1 System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by the City PD. If any PSAP Telecommunicator refers a call to the Jersey County PSAP Telecommunicator which is clearly outside of the City PD’s jurisdictional boundaries, the Jersey County Sheriff’s Office PSAP Telecommunicator may refuse to respond by immediately notifying the transferring Telecommunicator that the City PD will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

ADMINISTRATION

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 each agency’s non-emergency telephone number.

The Madison County ETSB agrees to keep records relating to the system and PSAP. All records will be available to all participants in the 9-1-1 system.

It shall be the responsibility of the Jersey County Sheriff’s Office to maintain the E-9-1-1 ANI/ALI records, voice and logging records of calls for the Jersey County Sheriff’s Office. Voice and logging tapes, ANI/ALI data shall be kept for a time period to be determined by the Jersey County Sheriff’s Office and as required by the Illinois State Police.

Any agreements or changes in agreements and operating policies must be submitted in writing and approved by both parties.
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

CERTIFIED BY AND BETWEEN

Madison County Emergency Telephone System Board

By: Dana Burns
Title: Interim 911 Coordinator
Date: 1/5/2018

Jersey County Sheriff's Office

By: John C. Wimmersberg
Title: Sheriff
Date: 1-9-2018
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB) and the Macoupin County Sheriff to ensure the effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

In general, 911 calls from within the county limits of Madison County will be routed directly to the appropriate Madison County Public Safety Answering Point(s) (PSAP(s)) over the 911 System. In the event that a 911 call for police related emergency services in the area served by the Macoupin County Sheriff is received by a Madison County PSAP, the call will be transferred or the information relayed to the Macoupin County Sheriff via one of the following methods:

Primary: (217) 854-3135 (Ext. 1)

Secondary: 110590000

The Macoupin County Sheriff hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its jurisdiction, following the Standard Operating Procedures established by the ETSB and the rules and regulations established by the Illinois State Police.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1-System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by the Macoupin County Sheriff. If any PSAP Telecommunicator refers a call to the PSAP Telecommunicator which is clearly outside of the City PD's jurisdictional boundaries, the Macoupin County Sheriff’s PSAP Telecommunicator may refuse to respond by immediately notifying the transferring Telecommunicator that the City PD will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

ADMINISTRATION

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 each agency's non-emergency telephone number.

The Madison County ETSB agrees to keep records relating to the system and PSAP. All records will be available to all participants in the 9-1-1 system.

It shall be the responsibility of the Macoupin County Sheriff to maintain the E-9-1-1 ANI/ALI records, voice and logging records of calls for the Macoupin County Sheriff. Voice and logging tapes, ANI/ALI data shall be kept for a time period to be determined by the Macoupin County Sheriff and as required by the Illinois State Police.

Any agreements or changes in agreements and operating policies must be submitted in writing and approved by both parties.
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

CERTIFIED BY AND BETWEEN

Madison County Emergency Telephone System Board
By: Dana Burns
Title: Interim 911 Coordinator
Date: 11/5/2018

Macoupin County Sheriff
By: Quinn Reiter
Title: Chief Deputy
Date: 11/6/2018
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB) and the Montgomery County Sheriff to ensure the effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

In general, 911 calls from within the county limits of Madison County will be routed directly to the appropriate Madison County Public Safety Answering Point(s) (PSAP(s)) over the 911 System. In the event that a 911 call for police related emergency services in the area served by the Montgomery County Sheriff is received by a Madison County PSAP, the call will be transferred or the information relayed to the Montgomery County Sheriff via one of the following methods:

Primary: Transfer/relay point 217-532-9511
Secondary: Call relay from Madison County Sheriff via LEADS System

The Montgomery County Sheriff hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its jurisdiction, following the Standard Operating Procedures established by the ETSB and the rules and regulations established by the Illinois State Police.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1- System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by the Montgomery County Sheriff. If any PSAP Telecommunicator refers a call to the PSAP Telecommunicator which is clearly outside of the City PD’s jurisdictional boundaries, the Montgomery County Sheriff PSAP Telecommunicator may refuse to respond by immediately notifying the transferring Telecommunicator that the City PD will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

ADMINISTRATION

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 each agency’s non-emergency telephone number.

The Madison County ETSB agrees to keep records relating to the system and PSAP. All records will be available to all participants in the 9-1-1 system.

It shall be the responsibility of the Montgomery County Sheriff to maintain the E-9-1-1 ANI/ALI records, voice and logging records of calls for the Montgomery County Sheriff. Voice and logging tapes, ANI/ALI data shall be kept for a time period to be determined by the Montgomery County Sheriff and as required by the Illinois State Police.

Any agreements or changes in agreements and operating policies must be submitted in writing and approved by both parties.
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

CERTIFIED BY AND BETWEEN

Madison County Emergency Telephone System Board

By: Dana Burris
Title: Interim 9-1-1 Coordinator
Date: 11/5/2018

Montgomery County Sheriff

By: Greg L. Nimmo
Title: Captain
Date: 1-12-18
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Madison County Emergency Telephone System Board (ETSB) and the St. Clair County Central Dispatch (CENCOM) to ensure the effective handling and routing of 9-1-1 Emergency calls. In general, 9-1-1 calls from within the corporate limits of the municipalities will be routed to the Public Safety Answering Point (PSAP) that serves that municipality, while 9-1-1 calls from the unincorporated areas of the county and the smaller municipalities will be routed to the Madison County Sheriff's Office PSAP. As described below, Emergency 9-1-1 calls from within the area(s) of Madison County served by CENCOM will be received by the CENCOM PSAP, if possible, via the 9-1-1 system, or that failing, on the PSAP's emergency ten number or by a common radio frequency. Should the St. Clair County Central Dispatch PSAP be unable to accept 9-1-1 calls for any reason, the calls will, based on certain criteria, be automatically forwarded by the 9-1-1 hardware to the Madison County Sheriff's Office PSAP or to another operational PSAP within the Madison County 9-1-1 system.

CALL HANDLING

Emergency 9-1-1 police-related calls from within the area served by the St. Clair County Central Dispatch (CENCOM) PSAP shall be dispatched directly, to those Madison County agencies in St. Clair County over which CENCOM has dispatch authority using the following methods:

Primary: Local Agency(s) Talkgroup or Frequency on the St. Clair Radio System

Secondary: Backup Talkgroups on the St. Clair County Radio System

Emergency 9-1-1 police/fire/EMS related calls from within Madison County but not within the dispatch area served by the CENCOM PSAP will be transferred to the Madison County Sheriff's PSAP via one of the following methods:

Primary: Via the 9-1-1 System

Secondary: St. Clair County Calling Talk Group

The St. Clair County Central Dispatch (CENCOM) hereby agrees to receive and properly dispose of all said related 9-1-1 calls from within its jurisdiction, following the Standard Operating Procedures established by the St. Clair County ETSB and the rules and regulations established by the Illinois State Police.

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1 System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by the City PD. If any PSAP Telecommunicator refers a call to the PSAP Telecommunicator which is clearly outside of the City PD's jurisdictional boundaries, the PSAP Telecommunicator may refuse to respond by immediately notifying the transferring Telecommunicator that the City PD will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

ADMINISTRATION

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 each agency's non-emergency telephone number.

The Madison County ETSB agrees to keep records relating to the system and PSAP. All records will be available to all participants in the 9-1-1 system.
It shall be the responsibility of the St. Clair County ETSB to maintain the E-9-1-1 ANI/ALI records, voice and logging records of calls for the CENCOM PSAP. Voice and logging tapes, ANI/ALI data shall be kept for a time period to be determined by the St. Clair County ETSB and as required by the State of Illinois. 

Any agreements or changes in agreements and operating policies must be submitted in writing and approved by both parties.

INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

CERTIFIED BY AND BETWEEN

Madison County Emergency Telephone System Board

By: Dana Burris
Title: Interim 9-1-1 Coordinator
Date: 1/18/2018

St. Clair County Central Dispatch

By: Herbert Simms
Title: Director
Date: 1/18/2018
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the St. Clair County Emergency Telephone System Board (ETSB) and the Madison County ETSB to ensure the effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

In general, 911 calls from within the county limits of St. Clair County will be routed directly to the appropriate St. Clair County Safety Answering Point(s) (PSAP(s)) over the 9-1-1 system. In the event a 9-1-1 call for emergency services in the Madison County ETSB jurisdiction is received by a St. Clair County PSAP, it shall be handled in the following manner:

Primary: 9-1-1 transfer to the PSAP serving the Madison County Sheriff’s Department

Secondary: Call relay via point-to-point Radio Talk Group MCSHFCH2

AID OUTSIDE JURISDICTIONAL BOUNDARY

Once an emergency unit is dispatched in response to a request through the 9-1-1 System, such unit shall render its service to the requesting party without regard to whether the unit is operating outside of its normal jurisdictional boundary. It is understood that this paragraph is conditional upon acceptance of the call by a Telecommunicator in the Madison County Sheriff’s Department. If any St. Clair County PSAP Telecommunicator refers a call to the Madison County Sheriff’s Department which is clearly outside of the jurisdictional boundaries, the Madison County Sheriff’s Department may refuse to respond by immediately notifying the Telecommunicator that it will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

ADMINISTRATION

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 each agency’s non-emergency telephone number.

It shall be the responsibility of the Madison County Sheriff’s Department to maintain the report of the call and the disposition of each call received. The St. Clair County PSAP transferring the call will retain the ALI/ANI records of all calls received, as well as tape recordings of the calls.

Any agreements or changes in agreements and operating policies must be submitted in writing and approved by both parties.
INTERAGENCY AGREEMENT
FOR 9-1-1 EMERGENCY COMMUNICATIONS

CERTIFIED BY AND BETWEEN

Madison County Emergency Telephone System Board

By: Dana Burris
Title: Interim 9-1-1 Coordinator
Date: 11/5/2018

St. Clair County ETSB

By: [Signature]
Title: Chairman ETSB
Date: 1-9-2018
CARRIER LISTING
(Wireline, Wireless, VoIP)

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

(USE ADDITIONAL SHEETS AS NECESSARY)

<table>
<thead>
<tr>
<th>CARRIERS</th>
<th>STREET ADDRESS, CITY, ZIP CODE</th>
<th>TELEPHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>ATT Wireless (Comtech)</td>
<td>2401 Elliot Ave Ste 200 Seattle, WA 98121</td>
<td>(800) 956-3749</td>
</tr>
<tr>
<td>Sprint PCS (West Corp)</td>
<td>1601 Dry Creek Dr Longmont, CO 80503</td>
<td>(800) 514-1851</td>
</tr>
<tr>
<td>T-Mobile</td>
<td>121 Election Rd, Salt Lake City, UT 84020</td>
<td>(801) 816-4414</td>
</tr>
<tr>
<td>US Cellular (West Corp)</td>
<td>1601 Dry Creek Dr Longmont, CO 80503</td>
<td>(800) 514-1851</td>
</tr>
<tr>
<td>Verizon Wireless (West Corp)</td>
<td>1601 Dry Creek Dr Longmont, CO 80503</td>
<td>(800) 514-1851</td>
</tr>
<tr>
<td>Charter Communications</td>
<td>941 Charter Commons St Town &amp; Country, MO 63017</td>
<td>(866) 248-7662</td>
</tr>
<tr>
<td>Bandwidth</td>
<td>1860 Blake St Ste 420, Denver, CO 80202</td>
<td>(855) 864-7776</td>
</tr>
<tr>
<td>Comtech</td>
<td>2401 Elliot Ave Ste 200 Seattle, WA 98121</td>
<td>(800) 650-3749</td>
</tr>
<tr>
<td>West Corporation</td>
<td>1601 Dry Creek Dr Longmont, CO 80503</td>
<td>(800) 514-1851</td>
</tr>
<tr>
<td>Alhambra-Grant Fork</td>
<td>114 Wall St, Alhambra 62001</td>
<td>(618) 488-2165</td>
</tr>
<tr>
<td>AT&amp;T</td>
<td>4918 W. 95th St. Oak Lawn, IL 60453</td>
<td>(708) 223-0388</td>
</tr>
<tr>
<td>Frontier Citizens Communication</td>
<td>211 E North St Greensburg, IN 47240</td>
<td>(812) 663-0609</td>
</tr>
<tr>
<td>Frontier</td>
<td>211 E North St Greensburg, IN 47240</td>
<td>(812) 663-0609</td>
</tr>
<tr>
<td>Home Telephone Co</td>
<td>501 N Douglas St St Jacob, IL 62281</td>
<td>(618) 644-3355</td>
</tr>
<tr>
<td>Madison Telephone Co</td>
<td>21668 Double Arch Rd, Staunton, IL 62088</td>
<td>(618) 635-5000</td>
</tr>
</tbody>
</table>
TEST PLAN DESCRIPTION

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

The Madison County ETSB is upgrading its system and migrating to the Airbus Vesta 911 platform. This upgraded system will be in place prior to consolidation. As part of their implementation procedures, AT&T will perform tests on 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, will be done at the tandem level. The ESN will be tested before and after being rerouted to the consolidation PSAP. One PSAP will be cut over to the upgraded system each day over the course of two weeks.

2) List wireline exchanges to be tested.

Below are the rate centers that will be affected by the consolidation:
ATT: Bethalto
Frontier: Highland
The LATA Exchanges that will be affected they the consolidation: 520

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

Wireless Carriers:
ATT Wireless
Sprint PCS
T-Mobile
US-Cellular
Verizon

VoIP Carriers:
Bandwidth
Comtech
West Corporation