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

State of Illinois

Application for 9-1-1 Consolidation or Modified Plan
TABLE OF CONTENTS

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

Ordinance  Any local ordinances which dissolve an existing ETSA or creates a new ETSA.
Intergovernmental Agreement  Any intergovernmental agreements or MOU’s creating a joint ETSA or any other agreements pertinent to the 9-1-1 system.
Contracts  Contracts with a 9-1-1 system provider or for NG-9-1-1 service.
Back-up PSAP Agreement  Establishes back-up and overflow services between PSAPs.
Network Diagram  Provided by the 9-1-1 system provider showing trunking routing and backup configuration.
Call Handling Agreements  Call handling agreements shall describe the primary and secondary dispatch method to be used by requesting parties within their respective jurisdictions.
Aid Outside Jurisdictional Boundaries Agreements  Aid outside normal jurisdictional boundaries agreements shall provide that once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

These agreements shall be made between the 9-1-1 Authority and all public safety agencies in a single 9-1-1 system and also between the adjacent public safety agencies in different systems whose jurisdictional boundaries are contiguous.

Annual Agreement Renewal

Pursuant to the ETSA, Section 15, states that copies of the annual certified notification of continuing agreement shall be filed prior to January 31 each year with the Attorney General and the Administrator. Call handling agreements must be certified annually for accuracy and copies of the annual continuing agreement must be filed with:

Illinois Attorney General  Department of State Police
Attn: 9-1-1 Files  Statewide 9-1-1 Administrator
500 South 2nd Street  801 South 7th Street
Springfield, Illinois 62706  Springfield, IL 62703

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

**DATE:** 03/14/2016

<table>
<thead>
<tr>
<th>Type of Change:</th>
<th>Consolidation within an ETSB</th>
<th>Joint ETSB</th>
<th>Unserved consolidation</th>
<th>Plan Modification</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Current System Name</th>
<th>Population Served</th>
<th>Land Area in Sq Miles</th>
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</thead>
<tbody>
<tr>
<td>Coles County ETSB</td>
<td>53,873</td>
<td>510</td>
</tr>
<tr>
<td>Unserved County - Moultrie</td>
<td>14,873</td>
<td>344</td>
</tr>
</tbody>
</table>

| System Name after Consolidation: | Coles County / Moultrie County ETSB |

## PSAP EFFECTED:
(Consolidation Plans Only)

<table>
<thead>
<tr>
<th>PSAP</th>
<th>Consolidation/ Remain Open</th>
<th>Decommission/ Close</th>
<th>Primary</th>
<th>Secondary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coles County E9-1-1  Coles County ETSB</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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**911 System Contact:** Bernie Buttram  
**Street Address:** 10500 State Hwy 16  
**City, State and Zip Code:** Mattoon, IL 61938  
**Office Telephone:** 217-345-2939  
**Cellular Telephone:** 217-549-6719  
**Email:** bbuttram@co.coles.il.us  
**General System Email:** (if applicable): 

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**Wireless Coverage for Consolidated System:**  
- X % Phase II compliant  
- % Phase I compliant

**Please check if applicable:**  
- NG9-1-1 capable  
- Receive 9-1-1 Text  
- Receive 9-1-1 Video
VERIFICATION

I, Bernie Buttram, Director, of Coles County E9-1-1 Coles County ETSB, first being duly sworn upon oath, depose and say that I am

that I have read the foregoing plan by me subscribed and know the contents thereof; that said contents are true in substance and in

except as to those matters stated upon information and belief, and as to those, I believe same to

be true.

Bernie Buttram

Subscribed and sworn to before me

this 25th day of January, 2016.

Notary Public, Illinois

OFFICIAL SEAL
TINA M. SMITH
NOTARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES OCT. 28, 2016
January 8, 2016
(Date)

Carrie Rice
(9-1-1 System Provider Company Representative)

Consolidate Communications
(9-1-1 System Provider Company Name)

221 East Hickory St.
(Street Address)

Mankato, MN 56001
(City, State, Zip Code)

Dear Ms. Rice:

This letter is to confirm our intent to consolidate our 9-1-1 System with (Name all 9-1-1 authorities that will be involved). Enclosed is your copy of our consolidation plan to be filed with the Department of Illinois State Police for approval. Thank you for your attention to this matter.

Sincerely,

Bernie Burttram
(Director)

enclosure: Consolidation Plan
Consolidation Plan for Coles County / Moultrie County ETSB

A Network Consolidation to comply with 50 ILCS 750/15.4a7 is requested between the current system, Coles County 9-1-1 and the underserved County of Moultrie in Illinois.

We will need a network diagram created indicating the routing of their phone company service providers wireline calls from Moultrie County through your network to our location and back up location existing trunk lines.

The database of addressing and working with your group to create the network is being performed by the Coles County Regional Planning Office. The contact is Kelly Lockhart and he can be contacted at 217-348-0521.

The wireless network connection was completed in 2012 and is working properly.
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. List the name and location of each PSAP, secondary PSAP, and backup PSAP. List the security for each location.
   10500 State Hwy 16
   Mattoon, IL 61938
   
   Backup location:
   1710 Wabash Ave.
   Mattoon, Ill
   61938
   
   Locked doors, Mattoon Police, video surveillance / recorders at both facilities

2. Do all of your PSAPs meet the security requirements in 1325.515? If no, explain below and include anticipated compliance date.
   [ ] Yes
   [ ] No
   Plans submitted without this documentation will be rejected.

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

   14 direct dispatching frequencies use to dispatch and communicate with all agencies in Coles and Moultrie Counties

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

5. Have you included maps to show the territory covered by the system, i.e., list town, counties, district, etc.?
   [ ] Yes
   [ ] No
   Plans submitted without this documentation will be rejected.

6. Have you included a listing of all telephone companies?
   [ ] Yes
   [ ] No
   Plans submitted without this documentation will be rejected.
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>7.</td>
<td>Have you included a copy of the intergovernmental agreement, ordinance, resolution and/or contracts?</td>
</tr>
<tr>
<td></td>
<td>Plans submitted without this documentation will be rejected.</td>
</tr>
<tr>
<td>8</td>
<td>Have you included a list of participating and adjacent agencies?</td>
</tr>
<tr>
<td></td>
<td>Plans submitted without this documentation will be rejected.</td>
</tr>
<tr>
<td>9</td>
<td>Have you included financial information?</td>
</tr>
<tr>
<td></td>
<td>Plans submitted without this documentation will be rejected.</td>
</tr>
<tr>
<td>10</td>
<td>Public education.</td>
</tr>
<tr>
<td></td>
<td>This is an unserved county that will require public education. (See attachment.)</td>
</tr>
<tr>
<td></td>
<td>This is an existing 9-1-1 system(s) and does not require public education.</td>
</tr>
<tr>
<td>11</td>
<td>Training.</td>
</tr>
<tr>
<td></td>
<td>This is an unserved county that will require training. (See attachment.)</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td>12</td>
<td>Use of TTY's and Training</td>
</tr>
<tr>
<td></td>
<td>This is an unserved county that will require training. (See attachment.)</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td>13</td>
<td>Have you included call handling and aid outside jurisdictional boundary agreements?</td>
</tr>
<tr>
<td></td>
<td>Plans submitted without this documentation will be rejected.</td>
</tr>
<tr>
<td>14</td>
<td>Have you included a new system diagram?</td>
</tr>
<tr>
<td></td>
<td>Plans submitted without this documentation will be rejected.</td>
</tr>
<tr>
<td>14a</td>
<td>Does the new system diagram include all PSAP(s) and backup PSAP location(s)?</td>
</tr>
<tr>
<td></td>
<td>Plans submitted without this documentation will be rejected.</td>
</tr>
<tr>
<td>15</td>
<td>Have rural residences been addressed for the database?</td>
</tr>
<tr>
<td></td>
<td>Plans submitted without this documentation will be rejected.</td>
</tr>
<tr>
<td>15a</td>
<td>Explain all aspects of the database, i.e., how often is it updated, where is it located, etc.</td>
</tr>
<tr>
<td></td>
<td>Consolidate Communications (system provider) administers the database, both primary and backup locations. We have on-site ALI database storage devices, which are updated automatically by consolidated Communications daily</td>
</tr>
<tr>
<td>16</td>
<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>
</tr>
<tr>
<td></td>
<td>Consolidated Communications is the system provider. The system will be next generation based.</td>
</tr>
</tbody>
</table>

*(Please include additional pages if needed.)*
NARRATIVE STATEMENT:

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

1) Indicate the name of the certified 9-1-1 system provider being utilized.
2) Explain the national standards, protocols and/or operating measures that will be followed.
3) Explain what measures have been taken to create a robust, reliable and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment.
4) Explain how the existing 9-1-1 traditional legacy wireline, wireless and VoIP network, along with the databases, will interface and/or be transitioned into the NG9-1-1 system.
5) Explain how split exchanges will be handled.
6) Explain how the databases will be maintained and how address errors will be corrected and updated on a continuing basis.
7) Explain who will be responsible for updating and maintaining the data, at a minimum on a daily basis Monday through Friday.
8) Explain what security measures will be placed on the IP 9-1-1 network and equipment to safeguard it from malicious attacks or threats to the system operation and what level of confidentiality will be placed on the system in order to keep unauthorized individuals from accessing it.
Coles County currently receives and dispatches wireless 911 calls for Moultrie County from the approved plan in 2011. The existing PSAP and backup PSAP will remain. The new plan is to include wireline 911 service with the creation of a joint system with Moultrie County wireline service providers. The resolution was passed by the Coles County Board to create Coles / Moultrie E9-1-1 and the Intergovernmental Agreement was created and signed off by the Moultrie County Board.

9-1-1 System Provider (Consolidated Communications) will be building the 9-1-1 network for the underserved County, that is to be addressed, and the data loaded and maintained by the System Provider.
FINANCIAL INFORMATION
(For Consolidation Plans)

Name of ETSB(s) that are being dissolved

Coles County ETSB

Total Reserves to be transferred to the Joint ETSB

$ 1,599,912.00

Dispatch Staff and Positions

9. Number of answering positions prior to the consolidation (total for all entities)

9. Number of answering positions in the consolidated system

20. Number of full time dispatchers/call takers prior to the consolidation (total for all entities)

20. Number of full time dispatchers/call takers in the consolidated system

2. Number of part time dispatchers/call takers prior to the consolidation (total for all entities)

2. Number of part time dispatchers/call takers in the consolidated system

Total amount (and percentage) of salaries paid for by 9-1-1 authority prior to consolidation:

$ 435,830.00 50%

Total amount (and percentage) of salaries to be paid for by 9-1-1 authority after consolidation:

$ 479,413.00 55%

9-1-1 Network Cost (per year)

a) Total network cost for each entity prior to the consolidation

$ 43,000.00

b) Total network cost of consolidated system

$ 91,637.80

c) Net change in network costs:

$ -48,637.80

If no cost savings in network please explain:

The increased costs are due to the fact that Moultrie County does not have a PSAP or any current network costs. The combined two county network will be significantly less than the counties costs would be for 2 separate networks and systems.
FINANCIAL INFORMATION
(For Consolidation Plans) Cont.

Identify Network Costs that the CTSB believes the State will pay for the Consolidated System:

<table>
<thead>
<tr>
<th>Network Cost</th>
<th>Estimated Amount (per year)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moultrie Network recurring charges</td>
<td>$ 48,638.00</td>
</tr>
<tr>
<td>Coles County Network recurring charges</td>
<td>$ 43,000.00</td>
</tr>
<tr>
<td></td>
<td>$</td>
</tr>
<tr>
<td></td>
<td>$</td>
</tr>
<tr>
<td></td>
<td>$</td>
</tr>
<tr>
<td>Other Consolidation Cost</td>
<td></td>
</tr>
<tr>
<td>PSAP, CPE, CAD Equipment, logging recorders</td>
<td>$ 75,000.00</td>
</tr>
<tr>
<td>MSAG and Mapping Development or changes</td>
<td>$ 44,994.39</td>
</tr>
<tr>
<td>Radio Consoles</td>
<td></td>
</tr>
<tr>
<td>Construction or Remodel of PSAP</td>
<td>$</td>
</tr>
<tr>
<td>Personnel</td>
<td>$</td>
</tr>
<tr>
<td>Other (Please place total amount in the blank at the right and explain below).</td>
<td>$ 73,141.54</td>
</tr>
<tr>
<td></td>
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<tr>
<td>Moultrie County Public Education / Training</td>
<td>$ 10,000</td>
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<tr>
<td>Literature and mileage</td>
<td></td>
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<tr>
<td>Moultrie Independent Network Installation</td>
<td>$ 1,000.00</td>
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<tr>
<td>Consolidated (Moultrie) Network Installation</td>
<td>$ 4,994.16</td>
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<tr>
<td>$</td>
<td>$</td>
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<tr>
<td>Frontier (Moultrie) Network Installation</td>
<td>$ 4,647.38</td>
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<td>GTSI Programming Installation</td>
<td>$ 2,500.00</td>
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<td>Recurring and Nonrecurring Cost (per year)</td>
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<tr>
<td>Estimated nonrecurring cost for consolidation</td>
<td>$ 193,135.93</td>
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<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>a) Recurring costs prior to consolidations (all entities)</td>
<td>$ 43,000.00</td>
</tr>
<tr>
<td>b) Proposed recurring cost for consolidated system</td>
<td>$ 91,637.80</td>
</tr>
<tr>
<td>c) Net change in recurring costs: a – b = c</td>
<td>$ -48,637.80</td>
</tr>
<tr>
<td></td>
<td></td>
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<tr>
<td>Revenue (per year)</td>
<td></td>
</tr>
<tr>
<td>Projected surcharge revenue</td>
<td>$ 750,000.00</td>
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<tr>
<td>Projected revenue from local governments</td>
<td>$ 450,000.00</td>
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<tr>
<td>Projected revenue from other sources (grants)</td>
<td>$ 53,000.00</td>
</tr>
<tr>
<td>Revenue in reserves</td>
<td>$ 844,000.00</td>
</tr>
<tr>
<td>Total Revenue</td>
<td>$ 2,097,000.00</td>
</tr>
</tbody>
</table>
FIVE YEAR STRATEGIC PLAN FOR CONSOLIDATION OR MODIFIED PLAN

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

Narrative:

See next attachment.
COLES COUNTY E9-1-1

FIVE YEAR STRATEGIC PLAN

2014 - 2018

(REVISED 2016)

BERNIE BUTTRAM

DIRECTOR
MISSION STATEMENT

Coles County E9-1-1 exists to enhance the quality of life of every person entering or residing in Coles County, by receiving and processing 9-1-1 emergency calls, dispatching Police, Fire, and Emergency Medical Services in a prompt, efficient, courteous, and professional manner, to help save lives, protect property, and assist the public, making Coles County, Illinois a safe area in which to live, work and visit.

COLES COUNTY ETSB

Prior to the upcoming year, the project planning has been provided and approved annually by the ETSB. The following plan provides information and forecasted needs of the E9-1-1 Center, known as CECOM.

Financial goals in the last four years have exceeded expectation and provide a solid foundation for the future of the center. Labor fees to the agencies dispatching services are provided for were adjusted during fiscal year 2010, with no increases of those cost since that time.

The SOP was created and completed in March of 2010, and was recently updated to meet the needs of the agencies protocols. With the addition of the SOP, quality performance has increased greatly, with minimal performance issues needing reviewed.

The current telephony 9-1-1 system was purchased and installed in April of 2011. Funding support from a grant provided by the Illinois Criminal Justice Information Authority provided 45% of the funds needed to complete the $700,000 project. The system is warranted and maintained by the vendor, Global Technical Systems, Inc. The five year warranty expires in April of 2016. Global Technical Systems also took over full maintenance of the radio, repeaters, and antennae systems at that time, which has improved the operation with minimal problems.

In 2012, CECOM assumed the duty of answering and forwarding wireless 9-1-1 calls for Moultrie and Shelby Counties from the Illinois State Police. No staffing was added to perform these additional duties and the funding received from their cell phone tariff has contributed to increasing the current level of cash reserves.

NOTE: In 2015, Moultrie County signed a new 5 yr. agreement with Coles County E9-1-1 to receive not only wireless calls but also all land line 911 calls through a call-forwarding switch located at the Moultrie County Sheriff's Office. In addition, Moultrie County invested into radio equipment and antennae's to allow Coles County 9-1-1 to direct tone out all Emergency Responding Agencies instead of using the former call forwarding system. This has improved emergency response of agencies in Moultrie County up to 7 minutes in some cases.
A mapping system was recently added to our system to identify the location of wireless callers in both Coles and Moultrie Counties. Shelby County will be added to the system when their mapping is completed. The CAD servers were replaced and computers updated in 2012.


OBJECTIVES AND STRATEGIES

1. FUNDING

Funding of CECOM needs to continue to be proactive vs. reactive, due to technological advances, mandates required for 9-1-1 centers, and grant funding becoming minimal or non-existent. The County Board does not offer financial support and the agencies we provide dispatching services cannot absorb annual large funding increases needed for:

1. Equipment maintenance and replacement
2. Facility maintenance
3. Staffing with longevity increases
4. Employee benefits – IMRF and Insurance

We continue to manage our center based on value added vs. non-value added principles

1. Sufficient equipment to meet needs – not wants
2. Continued efforts to eliminate waste
3. Control increases in User’s fees (Emergency Agencies)
4. Labor agreement with FOP for wages and benefits
5. Minimal overtime costs

The strategy is as follows:

1. Seek and provide support for Legislative efforts to increase wireless tariff funding
2. Continue searching for any possible grants (if available)
3. Continue managing costs
4. Continue marketing CECOM to provide additional services to neighboring Counties to provide labor cost funding assistance to Coles County Emergency Agencies
UPDATE: Legislation passed in 2015, SB0096, will increase funding for cell phones and will continue receiving funding for land lines. Savings to our agency will include re-curring charges being paid by the new 911 administration through the Illinois State Police. In addition, underserved Counties will be funded to consolidate with an existing County 911 system and form a joint ETSB. Moultrie County has elected to remain with Coles County 911, but Shelby County has decided to join Christian County. The loss in revenue from the Shelby County wireless tariff will be offset by the increase in wireless tariff received for Coles and Moultrie Counties in addition to the wireline tariff received from Moultrie County once the new joint ETSB is approved and the system is completed.

2. **STAFFING**

(20) full time employees, (4) part time employees, and (2) administration

**Hiring Practices**

Continue existing testing system for employee selection

**Training and Development**

Mandatory training of EMD/CPR Standard Operating Procedure Maintain weekly training activities

**Quality**

Continue periodic review of calls and performance discussion with employees

**Bargaining Agreement**

Continued interpretation consistency of the contract
Cost savings

- Negotiate fair and reasonable new agreement
- Annual negotiation of health care premiums
- Minimal non-value added activity

NOTE: Current 3 Yr. Bargaining Unit Agreement expires November 30, 2017

Start Date: December 1, 2014
End Date: Ongoing
Person Responsible: Director
Resources needed: Annual Budget
Fiscal Impact: Fiscal years 2015-16-17
- 3% annual wage increases to annual budget
- 10% annual increases to health insurance – annual budget
- 1% annual increase to IMRF – annual budget

3. FACILITY

The building was erected in 1995 on Airport Authority property. A twenty (20) year land lease was signed at that time and expires at the end of 2014. A new lease agreement will be created before the expiration date. Expected annual lease of $5,000.

The building was constructed with the proper security requirements of a 9-1-1 center. The upper level is wood framed with a brick façade, allowing for minimal exterior maintenance. The flooring of the upper level is concrete, providing a solid ceiling structure for the basement below where the dispatch center is located. As required, there are security bars covering the only window access to the lower level. The two entries to the dispatch area are secured and locked at all times with video cameras at the entrances.

The upper level offices are currently leased to Random Encounters, a gaming hobby group who use the area for conducting resale of gaming items and also to have group participation gaming. The rent amount level, $350.00, does not require CECOM to pay income tax for the rental income. The funds are used to provide benefit items to the employees of CECOM during the year.

Insurance for the facility is funded by CECOM separate from the County property insurance group. CECOM was eliminated from the group by the County Board in 2012. The current annual rate for replacement/liability with a $1,000 deductible is $3,800. That rate is locked in for two more years. The policy also covers the repeaters and antennae’s located at the Coles County Sheriff’s Office, Oakland Fire Department, and Wabash Fire
Department. The facility is nearing twenty (20) years in existence and should not require more than updates or normal wear and tear maintenance in the next five years.

**Future expenditures for the facility:**

1. New flooring for boardroom – Existing carpet is worn out and loose from the concrete surface. There is $8,000 in the 2014 budget to cover the expense of carpet/glue removal and purchase/installation of carpet squares. **COMPLETED**
2. The driveway was sealed and striped in 2012. The surface will be evaluated yearly. Anticipated sealing/striping will be needed in 2016. Cost estimate of $3,500.
3. The roof of the facility is a heavy grade commercial shingle. Normal life expectancy of 25-30 years. Anticipated cost of replacement in five to seven years would be estimated $18,000 for a similar roof material. Note: Metal roofing would possibly cause radio interference. **COMPLETED 2015**

<table>
<thead>
<tr>
<th>Start Date:</th>
<th>Jan. 1, 2014</th>
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<tbody>
<tr>
<td>End Date:</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Person Responsible:</td>
<td>Director</td>
</tr>
<tr>
<td>Resources Needed:</td>
<td>Annual Budget</td>
</tr>
<tr>
<td>Fiscal Impact:</td>
<td>None</td>
</tr>
</tbody>
</table>

4. **EQUIPMENT**

The equipment needed to operate the 9-1-1 system, paging/dispatching, and the CAD records management system are all separate components. The only system that is controlled by Government/State of Illinois ICC mandates is the 9-1-1 telephony system and recorder. All other equipment is based on needs to properly dispatch or support the emergency agencies we perform the service for, monitoring and documenting their activity.

**9-1-1 Telephony System and Recorder**

The system is a ZETRON Series 3300 Phase II Integrated system with ZETRON 4000 Radio Communication Console. The recorder is EVENTIDE VR.725 dual recording system. The system was installed in April 2011 and was purchased with a five (5) year maintenance/service warranty agreement which expires in March 2016.

The system meets and exceeds the current mandates required of 9-1-1 systems with modular upgrading capabilities to meet any changes currently being proposed by NENA and other Government agencies.

Prior to the expiration date of the warranty agreement, meetings will be held with the supplier GTSI and the Coles County 9-1-1 Equipment Committee to review any new potential mandates/requirements and performance of the existing system.
2014 – 2015 – System maintenance program

2016 – Review of system operation and performance. Purchase new maintenance agreement

Start Date: April 1, 2016
End Date: March 31, 2017
Person Responsible: Director, Equipment Committee recommendations
Resources Needed: Annual Budget - $30,000 increase to equipment maintenance line item
Fiscal Impact: None

2017 – Review of system operation and performance. Purchase new maintenance agreement

Start Date: April 1, 2017
End Date: March 31, 2018
Person Responsible: Director, Equipment Committee recommendations
Resources Needed: Annual Budget - $32,000 increase to equipment maintenance line item
Fiscal Impact: None

2018 – Review of system operation and performance. Weigh cost of system performance in addition to potential cost increases of maintenance agreements. System will be seven (7) years in age. Replacement of system with new five (5) year warranty agreement.

Start Date: April 1, 2018
End Date: March 31, 2023
Person Responsible: Director, Equipment Committee recommendations and approval of ETSB
Resources Needed: Capital Improvement Fund, Grant Funding if available
Fiscal Impact: $750,000 estimate

Radios

The radios at the 9-1-1 center are property of CECOM. The radios used at the Mattoon Facility are maintained and the property of the Mattoon Police Department. The radios were upgraded from broadband to narrowband in 2012 to meet the FCC mandate.

The radios used at CECOM were purchased new in 2006. Only one unit since that time has needed to be replaced, due to the cost to repair the old unit vs. cost to replace. New radios will be purchased as needed.

UPDATE: Moultrie County purchased radios and antennae’s in 2015 to direct tone Out Emergency Responding Agencies vs. call forwarding.
Antenna's and Repeater's

CECOM owns three (3) repeater's located in Oakland, Mattoon City Building, and at the Coles County Sheriff's Office. The main repeater at the CCSO feeds the signal to the other repeaters. The main repeater was replaced after fifteen years of operation in 2011. The other two repeaters received lightening damage in 2011 and were repaired along with the antennae at the Oakland location.

The cost of a new repeater and antennae with installation is $10,000. The units are all insured for damage from lightening strikes, etc. with a $1,000 deductible. Any replacement would be as needed.

The other radio communication antennae's and tower are located on the west side of the CECOM facility. They have been in use since the beginning and continue to perform as needed. Replacement would be as needed and would not require excess funding to repair or replace.

A propagation study was performed in 2013 to review the performance of the current communication system within the County to potentially move the antennae's and main repeater to a more strategic location in addition to raising the height of the tower at CECOM. The study verified that all the antennae's were placed in the best locations to serve all areas of Coles County and raising the tower height would not improve the communication enough to justify changing the height.

CAD System – TriTech/VisionAir

The CAD System was purchased in 2003 and funded by CECOM and the five (5) Police Departments within the County. The system has been upgraded at various times during the last eleven years. The main and backup servers, located at the Coles County Sheriff's Office were replaced in 2012, funded by CECOM and the Police Departments, and
maintained by Officer Mark Harris of CCSO. Future upgrades will again be funded by the agencies.

The annual licenses are funded by each agency. The cost is established by how many licenses they have purchased over time and for the function of the system they utilize. CECOM only funds the license assigned to the facility and is part of the annual budget.

The operating computers used for the CAD system at CECOM and the Mattoon backup were purchased new in 2011 with a three (3) year warranty by CECOM. They are going to be upgraded this year to Windows 7 with larger hard drives. Funding for this project is from the equipment upgrade to purchase the new mapping system currently being added to the system.

The need for new computers will be based upon operation and reliability. Normal life expectancy is 5-6 years.

Start Date: Jan. 1, 2014  
End Date: December 31, 2015  
Person Responsible: Director  
Resources Needed: Annual Budget to keep units maintained  
Fiscal Impact: None

Start Date: Jan. 1, 2016  
End Date: December 31, 2016  
Person Responsible: Director  
Resources Needed: Annual Budget to replace computers  
Fiscal Impact: Estimated $17,000 COMPLETED

Start Date: Jan. 1, 2017  
End Date: December 31, 2018  
Person Responsible: Director  
Resources Needed: Annual Budget to keep units maintained  
Fiscal Impact: None

**GeoComm Mapping System**

The GeoComm Mapping System was purchased to complete the transformation of the 9-1-1 center to full Phase II capabilities. The mapping system automatically plots the location of the cell phone caller within seconds of answering the call. The system improves our ability to locate callers unaware of their surroundings or location in addition to potential call disconnects.

The system also has the capability to monitor the location of the Police Officer’s and their location while on duty to assist with officer safety.
The system currently plots both Coles and Moultrie County callers. Additional layers to the mapping are being completed at this time and will be added to the system by the Regional Planning Office. Shelby County will be added once their 9-1-1 mapping is completed. The system mapping/addressing will be updated periodically by the Regional Planning Office.

The system also integrates with the TriTech/VisionAir CAD system for operation. The is a separate server that was purchased to operate the system and the CAD computers will be upgraded to Windows 7 with larger hard drives installed to make both the CAD and Mapping systems more efficient. Ofc. Mark Harris will have the upgrades completed by the end of October.

The system and upgrade cost for the project is $35,000 and funded by CECOM and was part of the 2013 fiscal year budget. Annual license for the system will be $3,500 (estimated).

Start Date: Jan. 1, 2014  
End Date: December 31, 2015  
Person Responsible: Director  
Resources Needed: Annual Budget – License Expense  
Fiscal Impact: $3,500 COMPLETED

**UPS Battery Back Up System**

The UPS system located in the server room backs up the entire system in case of power outage and can keep the system operating for up to 2.5 hours. The system holds thirty (30) deep cycle batteries that were replaced in 2010. The life expectancy of the batteries is five (5) years.

Start Date: Jan. 1, 2015  
End Date: Dec. 31, 2016  
Person Responsible: Director  
Resources Needed: Annual Budget to replace batteries  
Fiscal Impact: $7,500 COMPLETED

**Generator**

The generator at the facility automatically starts within seven – ten seconds of a power outage. During the short power outage, the UPS system keeps the equipment from
shutting down, until the generator takes over providing the power. The generator is
tested twice a month to insure operation and has annual maintenance each year by D & M
of Neoga, at a cost of $2,000.

The unit is powered by a diesel engine, has a fuel and battery heater to insure starting
during cold temperatures. Fuel capacity is 350 gallons, is checked periodically, and
refueled as needed.

Start Date: Jan. 1, 2014
End Date: Ongoing
Person Responsible: Director
Resources Needed: Annual Budget – Equipment Maintenance line item
Fiscal Impact: $2,000 annual cost

Office Furniture and Dispatch Consoles

The office furniture and dispatch consoles currently in use meet the needs of the center.
The dispatch consoles were purchased in 2006. Replacement and repairs are performed
as needed.

Start Date: Jan. 1, 2014
End Date: Ongoing
Person Responsible: Director
Resources Needed: Annual Budget
Fiscal Impact: None

UPDATE: New ergonomic consoles were purchased and installed in 2014 at a cost
of $75,000

5. Public Information and Education

CECOM actively participates in providing the public with information regarding 9-1-1.
We staff the information booth during the County Fair Week in addition to participating
in parades and activities in Mattoon and Charleston pre-schools and school registrations.
We also provide tours to any group wishing to see the facility. We demonstrate the
equipment operation and provide informational handouts at these activities.

CECOM also maintains a website that has useful information about 9-1-1, the facility,
and a premise alert that allows the citizens to provide additional information about family
members, property, etc. The information is entered into the CAD system and the info
will come up on screen if there is an emergency at the location or with that person. The
information is then shared with the emergency responding agency during the call.
6. **Actively Pursue Other Sources of Funding**

CECOM has been successful in the last four (4) years, receiving a $300,000 grant from the Illinois Criminal Justice Information Authority during the replacement of our 9-1-1 system. Attempts have been made for smaller grants, but without success. The Director will continue to actively pursue grants at every opportunity as they become available.

Attempts have been made to expand the dispatch center, offering neighboring Counties the opportunity to allow Coles County 9-1-1 to assume their 9-1-1 call taking and sub-contracting their dispatching services. Cumberland, Moultrie, and Shelby Counties have all been quoted dispatching services costs. We will continue to review/update these quotes when requested by those Counties. If successful, the funding will assist towards the fees currently being paid by the agencies in Coles County.

CECOM successfully assumed 9-1-1 call taking and forwarding for Moultrie and Shelby in 2012, taking over for the Illinois State Police. The cell phone funding received from those two Counties has been a welcome addition to the funding of the center and increasing our current cash reserves.

**Start Date:** Jan. 1, 2014  
**End Date:** November 30, 2018  
**Person Responsible:** Director  
**Resources Needed:** N/A  
**Fiscal Impact:** Unknown

**NOTE:** With the passing of SB0096, Coles County and Moultrie County are applying to create a joint ETSB. With Shelby County deciding to join with Christian County, the additional revenue from wireless funding for both Moultrie and Coles County and wireline funding from Moultrie County once the joint system is completed, should off—set the loss of revenue from the Shelby County wireless tariff.

**UPDATE:** The Emergency Telephone System Act (50 ILCS 750) Section 15.4a(b) states that by July 1, 2016, each underserved County required to consolidate under this section shall file a plan for consolidation. An application and grant proposal has been filed to dismiss the Coles County ETSB and create a consolidated Coles County/Moultrie County ETSB. Once approved by the State 911 Administration,
the new ETSB will increase from 7 members from Coles County to 9 members, with
the two additional members appointed by the Moultrie County Board. The ETSB
by-laws will be updated at that time.

The existing Coles County PSAP and its backup PSAP facility will handle all 911
activity for both counties. Plans and preparation is underway for the creation of a
data base of all Moultrie County addresses with wirelines by the Coles County
Regional Planning Office and confirmed with the phone suppliers in both Counties
and will be loaded into the telephony system at Coles County. GIS mapping
information is also to be re-defined between the two counties and will be loaded into
the GeoComm system at Coles County. The cost of the project will be in excess of
$248,000 if approved by the State of Illinois 911 Administration.

The result of this project will provide full 911 services to the underserved County of
Moultrie and its citizens.

Start Date: April, 2016
End Date: Open
Person Responsible: Director
Resources Needed: Grant Application and additional funds from cash reserves
Fiscal Impact: Preservation of current Moultrie County funding
## 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>
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</thead>
<tbody>
<tr>
<td>Sullivan</td>
<td>61951</td>
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<tr>
<td>Allenville</td>
<td>61951</td>
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<tr>
<td>Arthur</td>
<td>61911</td>
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<tr>
<td>Bethany</td>
<td>61914</td>
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<td>Dalton City</td>
<td>61925</td>
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<td>Gays</td>
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<td>Lovington</td>
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<td>Cooks Mills</td>
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<td>Charleston</td>
<td>61920</td>
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<td>Mattoon</td>
<td>61938</td>
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<td>Ashmore</td>
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<td>Humboldt</td>
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<td>Lerna</td>
<td>62440</td>
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<td>Oakland</td>
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<td>Trilla</td>
<td>62469</td>
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<td>Neoga</td>
<td>62447</td>
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<td>Windsor</td>
<td>61957</td>
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<td>Hindsboro</td>
<td>61930</td>
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<td>Kansas</td>
<td>61933</td>
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<td>Casey</td>
<td>62420</td>
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<tr>
<td>Janesville</td>
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</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>
<tr>
<th>9-1-1 Participant Agencies</th>
<th>Street Address, City, Zip Code</th>
<th>Administrative Telephone No.</th>
<th>Direct Dispatch</th>
<th>Transfer</th>
<th>Call Relay</th>
</tr>
</thead>
<tbody>
<tr>
<td>See Next Exhibit</td>
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</tbody>
</table>

If transferring please list the Secondary PSAPs in your system that you will transfer to:
2016 Emergency Responding Agencies
Coles County / Moultrie County 9-1-1

Coles County Sheriff’s Dept.
701 7th St.
Charleston, IL 61920
Attn: Sheriff Rankin

Mitchell-Jordan Ambulance Service
1204 Wabash
Mattoon, IL 61938

Mattoon Fire and Ambulance
1812 Prairie Ave.
Mattoon, IL 61938
Attn: Chief Nichols

Mattoon Police Dept.
1710 Wabash
Mattoon, IL 61938
Attn: Chief Branson

Charleston Fire and Ambulance
404 10th St.
Charleston, IL 61920
Attn: Chief Bennett

Charleston Police Dept.
614 6th St.
Charleston, IL 61920
Attn: Chief Baker

Coles County ESDA
701 7th St.
Charleston, IL 61920
Attn: Dan Ensign

Dunns Ambulance Service
1821 Marshall
Mattoon, IL 61938

Coles County Airport Authority
432 Airport Rd.
Mattoon, IL 61938
Attn: Andrew Fearn

Eastern Illinois University Police Dept.
7th and Grant
Charleston, IL 61920
Attn: Chief Ratliff

Illinois State Police D-10
800 South Old Airport Rd
Pontiac, IL
217-867-2211

Illinois State Police D-12
401 Industrial Drive
Effingham, IL 62401

Lincoln Fire Prot. Dist.
371 W. Coolidge Ave.
Charleston, IL 61920
Attn: Trustee Huber

Humboldt Fire Protection
5196 E Cty Rd 1600N
Humboldt, IL 61931
Attn: Chief Cobb

7 Hickory-Morgan Fire Prot
19603 E Cty Rd 1600N
Charleston, IL 61920
Attn: John Long

Oakland Fire and Ambulance
12 E Lincoln St.
Oakland, IL 61943

Ashmore Fire Prot. Dist.
2026 Walnut
Ashmore, IL 61912
Attn: Chief Berner

Hutton Fire Prot. Dist.
19817 E Cty Rd 700N
Charleston, IL 61920
Attn: Chief Newby

Cooks Mill Fire Prot. Dist
13551 N Cty Rd 500E
Humboldt, IL 61931
Attn: Chief Hilgenberg

Wabash Fire Dept.
1073 Edison
Mattoon, IL 61938
Attn: Chief Schultz
Lake Land Public Safety
5001 Lake Land Blvd.
Mattoon, IL 61938
Attn: Chief Ervin

Oakland Police Department
PO Box 828
Oakland, IL 61910
Attn: Chief Sanders

Moultrie County Sheriff's Office
1505 W. Hagerman, Sullivan, IL 61951
728-4386
Sheriff Chris Sims 962-1699

Sullivan Police Dept
307 South Van Buren, Sullivan, IL 61951
728-4351
Chief John Love 246-7733
Assistant Chief Jim Waggoner 433-2502

Bethany Police Dept
207 W. Main, Bethany, IL 61914
665-3111

Lovingston Police Dept
106 E. State, Lovingston, IL 61937
873-9922
Acting Chief Andy Schabbing 343-9915

Arthur Police Dept
120 E. Progress, Arthur, IL 61911
543-3141
Chief Mike Goodman 962-0528

Sullivan Fire and Ambulance
115 W Harrison, Sullivan, IL 61951
Emergency: 728-4341
Non Emergency: 728-8714
Chief Mike Piper
Captain Larry Edwards

Bethany Fire and Ambulance
201 W. Main, Bethany, IL 61914
665-3341
Chief Aaron McReynolds
Lovington Fire  
120 S. County, Lovington, IL 61937  
Fire #: 873-9999  
Ambulance #: 873-9933  
Non Emergency: 873-4322  
Chief Gary Smith

Lovington Comm. Ambulance  
127 W. State  
PO Box 343  
Lovington, IL 61937  
873-9933  
873-2344

Arthur Fire and Ambulance  
323 W. Columbia  
543-3100  
Non Emergency: 543-2222  
Chief Chris Helton

Gays Fire Volunteers (Same as Windsor FD in Shelby County)  
1515 Main, Windsor, IL 61957  
752-6511  
Chief Rick Allen  254-2795

Dora Fire Volunteers/Lake City  
PO Box 306  
Dalton City, IL 61925  
Chief: Bob Weitig  
879-2379
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Coles Co. Sheriff OFFICE
Primary: 217-348-7332
Secondary: 217-348-0570

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1

By ____________________________
Roland A. Buttram

TITLE: E9-1-1 Director
DATE: 3/30/16

CECOM

By ____________________________
James P. Paskin

TITLE: Coles Co. Sheriff
DATE: 3-30-2016

CECOM
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as "CECOM" and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Mitchell - Jordan Ambulance
Primary: CECOM Tone - Pager System
Secondary: 217 - 234 - 8828

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit's jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County/Moultrie County 9-1-1
BY Roland A. Buttram
TITLE E9-1-1 Director
DATE 4/14/16

BY
TITLE
DATE 4-10-16
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Mattion Police Dept.
Primary: Ce-Com
Secondary: Mattion Police Dept. (911) or (235-5451)

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1

BY [Signature]
Roland A. Buttram
TITLE 9-1-1 Director
DATE 3/1/16

CECOM 9-1-1

BY [Signature]
_TITLE CHIEF OF POLICE
DATE 3/1/16
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Mattoon Fire and Ambulance
Primary: CECOM
Secondary: Mattoon PD

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall ensure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1

By: [Signature]
Roland A. Buttram

Title: E9-1-1 Director
Date: 3/31/16

By: [Signature]
Anthony Nicholson

Title: Fire Chief
Date: 3/31/16
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as "CECOM" and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: ____________________________
Primary: 151.470 - CFD Primary
Secondary: 159.090 - CFD Backup or 217-345-2133

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit's jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County/Moultrie County Emergency Telephone System Board (ETSB).

Any agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County/Moultrie County 9-1-1
BY ____________________________
Roland A. Buttram
TITLE 9-1-1 Director
DATE ____________________________

CECOM
BY ____________________________
Steven W. Bennett
TITLE Fire Chief
DATE 4-4-16
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County/Moultrie County ETSB hereinafter to as “CECOM”
and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the
following manner:

Agency: Charleston PD
Primary: CPD Freq CECOM
Secondary: 345-8400

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no
jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then
mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional
boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is
handled according to the agreements it has negotiated with its participants.

(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is
outside its jurisdictional boundaries, the telecommunicator shall make every effort to
re-determine the appropriate responding agency and complete the disposition of the call.

(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for
emergency services and subsequently it is determined that the address is outside of the unit’s
jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call
received.

All agreements, management, records and service will be the responsibility of the Coles County/Moultrie
County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles
County/Moultrie County ETSB and the undersigned participating agency.

Coles County/Moultrie County 9-1-1

BY [Signature]
Roland A. Buttram

TITLE 9-1-1 Director
DATE 3/21/16

BY [Signature]
Chief of Police

TITLE
DATE 3-30-16
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Coles County EMA
Primary: CECOM
Secondary: Cell Phone 519-7383

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.

(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.

(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County/Moultrie County 9-1-1

By __________________________
Roland A. Buttram
TITLE E9-1-1 Director
DATE 4/4/14

BY __________________________
TITLE ____________
DATE 4/4/14
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Dunn's Ambulance
Primary: 354-5563
Secondary: 817-254-6999

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall ensure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to re-assign the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit's jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1

BY
Roland A. Buttram
TITLE 9-1-1 Director
DATE 2-20-16

BY
Joseph W. Thies
TITLE EMERGENCY SERVICES MANAGER
DATE 3-30-16
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as "CECOM" and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Coles County Airport Authority
Primary: 217-234-7120
Secondary: 217-273-7120

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency responses dispatched will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit's jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1

BY Roland A. Buttram
TITLE ES-1-1 Director
DATE 7/31/16

BY [Signature]
TITLE [Signature]
DATE 3-30-16
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as "CECOM" and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- **CALL HANDLING**
  CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:
  
  Agency: **Elu Po**
  
  Primary: **581-3213**
  
  Secondary: **Charleston Po**

- **AID OUTSIDE JURISDICTION BOUNDARY**
  Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

  (a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
  
  (b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.
  
  (c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit's jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

  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.

  CECOM 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 call and disposition of each call received.

  All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

  Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

  **Coles County / Moultrie County 9-1-1**
  
  **BY**
  
  Roland A. Buttram
  
  **TITLE** E9-1-1 Director
  
  **DATE** 3/30/18
  
  **BY**
  
  **TITLE**
  
  **DATE** 03-30-2018
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: ISP PST 10
Primary: 217-867-2211
Secondary: 217-867-2212

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1

BY ____________________  BY ____________________
Roland A. Buttram    Down Mourns

TITLE E9-1-1 Director   TITLE Supervisor
DATE 3/20/16   DATE 3-30-2016
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: \text{ISS DISTRICT 12}

Primary: \text{LEADS C DC|R12}

Secondary: \text{1-773-347-2677}

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.

(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to re-determine the appropriate responding agency and complete the disposition of the call.

(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1
BY \text{Roland A. Buttram}
TITLE E9-1-1 Director
DATE 3/30/15

CECOM:
BY \text{Supervisor}
TITLE
DATE 3/30/15
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Lincoln Fire Protection District
Primary: CECOM Dispatch Frequency
Secondary: CECOM back up – Mattoon PD

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to re-determine the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1

BY ________________________________
Roland A. Buttram
TITLE E9-1-1 Director
DATE 4/6/16

BY ________________________________
TITLE _______________
DATE 4-5-16
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Humboldt Fire District
Primary: No Change 856-3869
Secondary: No Change 258-6101

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall ensure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1

By
Roland A. Buttram

TITLE: E9-1-1 Director
DATE: 3/31/16

BY

TITLE: ______________________
DATE: 3-30-2016
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: 7 Heckory Morgan Fire District
Primary: Tone out frequency - 911
Secondary: Pager System - WENS

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.

(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redeetermine the appropriate responding agency and complete the disposition of the call.

(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1

BY: ____________________________
Roland A. Buttram

TITLE: __________ Director
DATE: __________

BY: ____________________________

TITLE: __________ Chief
DATE: __________
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Oakland Fire and Ambulance Prot. District
Primary: Tone out frequency - 911
Secondary: 217 - 346 - 3102

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.

(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.

(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1

By ____________________________
Roland A. Buttram

Title E9-1-1 Director
Date 11/8

By ____________________________
Kylie Wadley

Title Mutual
Date 4/10/16
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as "CECOM" and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Ashmore Fire
Primary: 217-530-3376
Secondary: 217-218-5214

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit's jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1

BY ___________________________  ___________________________
Roland A. Buttram  Chas. E. Doherty
TITLE E9-1-1 Director  TITLE
DATE 4/16/16  DATE 4/16/16
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM”
and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the
following manner:

Agency: Hutton Fire
Primary: 189.090 COUNTY Dispatch
Secondary: Larry Newby 547-8998
Rick Hapke 547-7571 Mike Sweeney 232-0627
- OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no
jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then
mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional
boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is
handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is
outside its jurisdictional boundaries, the telecommunicator shall make every effort to
redetermine the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for
emergency services and subsequently it is determined that the address is outside of the unit’s
jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call
received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie
County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles
County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1

BY Roland A. Buttram

TITLE E9-1-1 Director 4/24/16

BY

TITLE 4-5-16
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Cooks Mills Fire Protection District
Primary: TONE OUT - 911

AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to re-determine the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

By: Roland A. Buttram
Title: 9-1-1 Director
Date: 4/15/16

By: James H. Hagenberg
Title: Fire Chief
Date: 4/5/2016
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as "CECOM" and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Wabash Fire Protection District
Primary: Pagers
Secondary: Radio/Cell Phone

AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit's jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1

BY Roland A. Buttram
TITLE 9-1-1 Director
DATE 3/31/16

BY Jerry Schultze
TITLE Chief
DATE 3-31-16
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Lake Lawo College PD
Primary: 217-234-5253
Secondary: CECOM - Moultrie Dispatch

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1

BY: Roland A. Burstam

TITLE: 9-1-1 Director

DATE: 3/20/16

BY: Randy Ervin

TITLE: Chief of Police

DATE: 3/20/16
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency:  D A K L A N D  P o l i c e  D e p t.
Primary:  O N - D U T Y  O F F I C E R
Secondary:  C O L E S  C O U N T Y  S H E R I F F  D E P T.

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.

(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.

(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1

By
Roland A. Buttram

TITLE  E9-1-1 Director
DATE  3/30/16

By
Chief - D A K L A N D

TITLE  CHIEF - D A K L A N D
DATE  3/30/16
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Moultrie County Sheriff's Office
Primary: 217-728-4386
Secondary: CDC/BCZ

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall ensure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to re-determine the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatches a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County/Moultrie County Emergency Telephone System Board (ETSB).

Any agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County/Moultrie County 9-1-1

By: [Signature]
Roland A. Buttram
Title: ES-1-1 Director
Date: 3/31/11

By: [Signature]
Sheriff
Title: Sheriff
Date: 3/31/11
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Sullivan Police Dept.

Primary: 217-728-4351

Secondary: Moultrie County Sheriff

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes to agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County  Moultrie County 9-1-1

BY /s/ Roland A. Buttram

Roland A. Buttram

TITLE 9-1-1 Director

DATE 3/30/2016

BY /s/ Zavor #5

Zavor #5

TITLE Ass't Chief Of Police

DATE 3/30/2016
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Bethany Police Dept.
Primary: 217-665-3111
Secondary: Moultrie County Sheriff

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1

BY Roland A. Buttram
TITLE E9-1-1 Director
DATE 3-28-16

BY Jesse Scribner
TITLE Chief
DATE 3-30-16
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: 

Primary: 217-972-9941
Secondary: 217-728-4386

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall ensure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.

(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1

BY 
Roland A. Buttram

TITLE E9-1-1 Director
DATE 3/30/16

BY
Chris Swidler

TITLE Chief
DATE 3/30/2016
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as "CECOM" and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Arthur Police Dept.
Primary: Douglas County Sheriff
Secondary: CECOM / Coles County

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit's jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County/Moultrie County 9-1-1

BY: [Signature]
Roland A. Buttram
TITLE: 9-1-1 Director
DATE: 3/20/16

BY: [Signature]
Title: Chief
DATE: 3/20/16
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County/Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING

CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Sullivan Fire District
Primary: 217-728-8714
Secondary: Moultrie Sheriff’s office

- AID OUTSIDE JURISDICTION BOUNDARY

Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County/Moultrie County Emergency Telephone System Board (ETSB).

Any agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County/Moultrie County 9-1-1

BY: __________________________  BY: __________________________
Roland A. Brunham  Captain
TITLE 9-1-1 Director  DATE 3-31-16
DATE 3-31-16
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: BETHANY FIRE
Primary: BETHANY FIRE 217-665-3663
Secondary: LINCOLN FIRE 217-454-7518

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall ensure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1

BY ____________________________  BY ____________________________
Roland A. Buttram              Roderick McCall

TITLE: B9-1-1 Director        TITLE: FIRE CHIEF

DATE: 3/31/16                  DATE: 3/31/16

03/31/2016
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: COUNTY FIRE
Primary: SULLIVAN
Secondary: 873-4322

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall ensure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.
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All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1
BY: 
Roland A. Buttram
TITLE: E9-1-1 Director
DATE: 3/30/16

BY: Gary P. Smith
TITLE: Chief
DATE: 3-30-16
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Coles County Com. Ambulance
Primary: Coles County - 873-9933
Secondary: Moultrie Fire Amb

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1

BY: Roland A. Buttram

TITLE: E9-1-1 Director

DATE: 3/30/16

BY: Steven Fleming

TITLE: Chairman, ETSB 9-1-1

DATE: 3/30/2016
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as "CECCM" and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- **CALL HANDLING**
  CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:
  
  Agency: **Arthur Fire Dist Amb.**
  
  Primary: **911 Tone Out**
  
  Secondary: **217-273-4402**

- **AID OUTSIDE JURISDICTION BOUNDARY**
  Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

  (a) Each PSAP management shall ensure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.

  (b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.

  (c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County/Moultrie County 9-1-1

By: [Signature]
Roland A. Buttram

Title: 9-1-1 Director

Date: 1/1/2016

By: [Signature]

Title: Chief

Date: 4/24/16
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: GAYS FIRE VOL.
Primary: 217-459-2311
Secondary: 217-774-3941

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County, Moultrie County 9-1-1
BY: Roland A. Buttram
TITLE: E9-1-1 Director
DATE: 3/30/16

CECOM
BY: B. McDougal
TITLE: Ems Director
DATE: 3-30-2016
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 879-2379
Secondary: 413-9292

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

   (a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.

   (b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.

   (c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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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All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County/Moultrie County 9-1-1

BY Roland A. Buttram

TITLE E9-1-1 Director

DATE 3/30/16

CECOM

BY

TITLE Chief

DATE 3-30-16
# ADJACENT AGENCY LIST

A list of public safety agency and existing 9-1-1 Systems adjacent to the proposed system boundaries, address and telephone number. Each agency that appears on this list should also have signed a call handling agreement.

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>STREET ADDRESS, CITY, ZIP CODE</th>
<th>TELEPHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Macon County 911 PSAP</td>
<td>333 S. Franklin St. Decatur, IL 62523</td>
<td>217-424-2711</td>
</tr>
<tr>
<td>Platt County 911 PSAP</td>
<td>1216 Raymond Rd. Monticello, IL 61856</td>
<td>217-762-5761</td>
</tr>
<tr>
<td>Cumberland County 911 PSAP</td>
<td>166 Courthouse Square Toledo, IL 62468</td>
<td>217-849-2571</td>
</tr>
<tr>
<td>Edgar County 911 PSAP</td>
<td>228 N. Central Ave. Pains, IL 61944</td>
<td>217-465-4766</td>
</tr>
<tr>
<td>Shelby County Sheriff's Office</td>
<td>151 N. Morgan St. Shelbyville, IL 62565</td>
<td>217-774-3941</td>
</tr>
<tr>
<td>Douglas County 911 PSAP</td>
<td>920 S. Washington Tuscola, IL 61953</td>
<td>217-253-2913</td>
</tr>
</tbody>
</table>
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Macon County 911 (955)
Primary: 217-412-2711
Secondary: LEADS

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

(a) Each PSAP management shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has negotiated with its participants.
(b) In instances where a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to redetermine the appropriate responding agency and complete the disposition of the call.
(c) As provided in the Act, once the PSAP dispatched a unit in response to a 9-1-1 request for emergency services and subsequently it is determined that the address is outside of the unit’s jurisdiction, the unit shall render aid without regard to jurisdictional boundaries until relieved.

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.

CECOM 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 call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1

BY: Roland A. Buttram
TITLE: 9-1-1 Director
DATE: 3-31-16

BY: [Signature]
TITLE: [Signature]
DATE: 3-30-16
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: PIATT CO ETSB 911
Primary: CALL- 217-762-5761
Secondary: MOLTRIE FIRE

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

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Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1

BY
Roland A. Buttram

TITLE E9-1-1 Director
DATE 3/23/16

CECOM 9-1-1

BY
James A. Cripe

TITLE E9-1-1 Director
DATE 3/20/16
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Cumberland County
Primary: 217-849-2571
Secondary: EGA

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

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Coles County/Moultrie County 9-1-1
BY
Roland A. Buttram
TITLE E9-1-1 Director
DATE 3/30/16

BY
TITLE E9-1-1 Coordinator
DATE 3/30/16
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as "CECOM" and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency:    EDGAR COUNTY 911/SHERIFF DEPT.
Primary:   217-465-4166
Secondary: LEADS message COJ\DSS
          217-465-4167

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

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Coles County / Moultrie County 9-1-1

BY        BY
Roland A. Buttram    Yanette Crippe
TITLE  E9-1-1 Director   TITLE  Edgar County 9-1-1 Director
DATE  3/30/16       DATE  3/30/16
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Shelby County Sheriff’s Office (217) 774-3941
Primary: (217) 774-3941
Secondary: LEADS

AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

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All agreements, management, records and service will be the responsibility of the Coles County / Moultrie County Emergency Telephone System Board (ETSB).

Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1

BY
Roland A. Buttram

TITLE E9-1-1 Director

DATE 3/31/16

Sheriff of Shelby County

DATE 03/31/2016
Coles County/Moultrie County ETSB
Call Handling Agreement

For 9-1-1 Emergency Communications
This agreement is made between the Coles County / Moultrie County ETSB hereinafter to as “CECOM” and the agency listed below, for the purpose of effective handling and routing of 9-1-1 Emergency Calls.

- CALL HANDLING
CECOM upon receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Agency: Douglas County 9-1-1
Primary: 217-253-3511
Secondary: 217-253-2913

- AID OUTSIDE JURISDICTION BOUNDARY
Emergency response dispatches will first be made to a unit or units from the jurisdiction agency. If no jurisdictional agency unit(s) is immediately available, or if additional units are requested or required, then mutual aid response will be provided by adjoining agency units, without regard to normal jurisdictional boundaries.

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Any Agreements or changes in agreements and operating policies must be approved by the Coles County/Moultrie County ETSB and the undersigned participating agency.

Coles County / Moultrie County 9-1-1

BY: __________________________
Roland A. Buttram

TITLE: E9-1-1 Director
DATE: 3/30/16

BY: __________________________
Dena Krichel

TITLE: 9-1-1 Director
DATE: 3-30-16
# CARRIER LIST

(Wireline, Wireless, VoIP)

A list of each carrier telephone company(s), exchange(s), prefix(es), and the various 9-1-1 System configurations that will be used in the proposed system.

*(USE ADDITIONAL SHEETS AS NECESSARY)*

<table>
<thead>
<tr>
<th>CARRIERS</th>
<th>STREET ADDRESS</th>
<th>CITY, IL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frontier (Hammond 262- LaPlace 677- Dalton City)</td>
<td>3 High Ridge Park</td>
<td>Stamford, CT 06905</td>
</tr>
<tr>
<td>Consolidated Communications (Atwood 578-Arthur 543-Gays 752-Mattoor)</td>
<td>121 South 17th St.</td>
<td>Mattoon, IL 61938</td>
</tr>
<tr>
<td>Moultrie Independent Telephone (Lovington 873)</td>
<td>111 N. Broadway</td>
<td>Lovington, IL 61937</td>
</tr>
<tr>
<td>Mediacom Telephone of Illinois</td>
<td>One Mediacom Way</td>
<td>Mediacom Park, NY 10911</td>
</tr>
<tr>
<td>ACN</td>
<td>1000 Progress Place</td>
<td>Concord, NC 28025</td>
</tr>
<tr>
<td>Evolve IP, LLC</td>
<td>14 Dartmouth Lane</td>
<td>Haverford, PA 19041</td>
</tr>
<tr>
<td>Granite Telecommunications</td>
<td>3100 Cumberland Blvd. Suite 700</td>
<td>Atlanta, GA 30339</td>
</tr>
<tr>
<td>Interface Security Systems, Inc.</td>
<td>3838 Carson St. Suite 200</td>
<td>Torrance, CA 90503</td>
</tr>
<tr>
<td>Level 3 Communications LLC</td>
<td>1025 Eldorado Blvd</td>
<td>Broomfield, CO 80021</td>
</tr>
<tr>
<td>RingCentral, Inc.</td>
<td>1400 Fashion Island Blvd Suite 700</td>
<td>San Mateo, CA 94404</td>
</tr>
<tr>
<td>Vonage America</td>
<td>23 Main Street</td>
<td>Holmdel, NJ 07733</td>
</tr>
<tr>
<td>Y MAX Communications Corp</td>
<td>10090 Medlock Bridge Rd Suite 200</td>
<td>Johns Creek, GA 30097</td>
</tr>
</tbody>
</table>
ATTACHMENTS

Ordinance - Documentation that supports the dissolution of the individual ETSB and its replacement with a JOINT ETSB per an intergovernmental agreement once the consolidation plan is approved by the Statewide 9-1-1 Administrator.

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

Intergovernmental Agreement - The agreement creating the Joint ETSB.

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

Network Diagram - Diagram provided by the 9-1-1 System Provider. Re-evaluate P.O1 grade of Service for cost savings and network efficiency.
State of Illinois

County of Coles

ORDINANCE AUTHORIZING CONSOLIDATION OF 911 EMERGENCY TELEPHONE SYSTEM WITH
MOULTRIE COUNTY

Whereas, the County of Coles and the County of Moultrie have been operating pursuant to an
Inter-Governmental Agreement between the County of Moultrie and the Coles County Emergency
Telephone System Board for 911 Emergency Telephone Services said agreement being entered into in
February, 2015;

Whereas, the laws of the State of Illinois have been amended so that effective January 1, 2016,
emergency telephone service agencies can consolidate for the purposes of operating a consolidated 911
system;

Whereas, it is in the best interest of the County of Coles that it consolidate with the County of
Moultrie for the provision of 911 system;

Whereas, it is in the best interest of the County of Coles that said newly consolidated 911 system
be known as the Coles County/Moultrie County Emergency Telephone System;

Whereas, it is in in the best interest in the County of Coles that said newly created Coles
County/Moultrie County Emergency Telephone System be operated by a Board of Directors which
consists of 7 directors from the County of Coles in the same fashion allocated as the current Board of
Directors and the creation of 2 additional Board of Directors positions to be assigned by the County of
Moultrie, State of Illinois;

Whereas, it is appropriate that said agencies enter into an agreement which provides for said
consolidation said shared expenses and provision of services and shared revenues all in accordance with
the laws made and provided by the State of Illinois including all regulations contained therein.

NOW BE IT THEREFORE ORDAINED by the County of Coles that pursuant to the laws of
the State of Illinois that the 911 Emergency Telephone System of Coles County Illinois consolidate with
the 911 Emergency Telephone System of Moultrie County Illinois and be known as the Coles
County/Moultrie County Emergency Telephone System and that the Director of said 911 services,
subject to the approval of its board execute an inter-governmental agreement creating and consolidating
911 services consistent with this Ordinance and the laws of the State of Illinois.

Dated the 8th day of December, 2015.

ATTEST:

[Signature]
INTERGOVERNMENTAL AGREEMENT BETWEEN THE COUNTY OF MOULTRIE AND THE COLES COUNTY EMERGENCY TELEPHONE SYSTEM BOARD FOR E 9-1-1 EMERGENCY TELEPHONE SERVICE AND DISPATCH

THIS AGREEMENT is made and entered into this 14th day of January, 2016, between the County of Moultrie, hereinafter referred to as Moultrie County and Coles County Emergency Telephone System Board, hereinafter referred to as the “Coles County ETSB.”

WHEREAS, the Constitution of the State of Illinois, 1970, Article VII, Section 10, authorizes units of local government to contract or otherwise associate among themselves in any manner not prohibited by law or ordinance; and,

WHEREAS, 5 ILCS 220/1, entitled the “Intergovernmental Cooperation Act,” provides that any power or powers, privileges or authority exercised or which may be exercised by a unit of local government may be exercised and enjoyed jointly with any other unit of local government; and,

WHEREAS, 5 ILCS 220/2, defines a public agency as follows:

“any unit of local government as defined in the Illinois Constitution of 1970, any school district, any public community college district, any public building commission, the State of Illinois, any agency of the State government or of the United States, or any other State, any political subdivision of another State, and any combination of the above pursuant to an intergovernmental agreement which includes provisions for a governing body of the agency created by the agreement.”

WHEREAS, the County of Coles and the County of Moultrie have been operating pursuant to an Intergovernmental Agreement between the County of Moultrie and the Coles County Emergency Telephone System Board for 911 Emergency Telephone Services said agreement being entered into in February, 2015;

WHEREAS, the laws of the State of Illinois have been amended so that effective January 1, 2016, underserved Counties must consolidate with an existing County 911 System;

WHEREAS, it is in the best interest of the Counties of Coles and Moultrie that they consolidate with under the provision of the 911 system;

WHEREAS, it is in the best interest of the Counties of Coles and Moultrie that said newly consolidated 911 system be known as the Coles County/Moultrie County Emergency Telephone System;

WHEREAS, it is in the best interest in the Counties of Coles and Moultrie that said newly created Coles County/Moultrie County Emergency Telephone System be
operated by a Board of Directors which consists of 7 members from the County of Coles in the same fashion allocated as the current Board and the creation of 2 additional member positions to be assigned by the County of Moultrie, State of Illinois. The newly formed joint ETSB terms shall be staggered in the following manner:

1. The Sheriff of Coles County – conterminous with their elected position
2. A member of the Coles County Board - conterminous with their elected position
3. Three (3) individuals representative of the City of Charleston, City of Mattoon, and Eastern Illinois University on the basis of their ability or experience with emergency services to - wit. One (1) member will be appointed for a (2) year term. Two (2) members will be appointed for (3) year terms.
4. Two (2) individuals who are public members and are residents of the local exchange territory included in the 9-1-1 coverage area (Coles County). One (1) public member and resident of the local exchange (Coles County) shall be appointed for a one (1) year term. One (1) public member and resident of the local exchange (Coles County) shall be appointed for a (2) year term.
5. Two (2) individuals who are residents of the local exchange territory included in the 9-1-1 coverage area (Moultrie County). One (1) public member and resident of the local exchange (Moultrie County) shall be appointed for a one (1) year term. One (1) public member and resident of the local exchange (Moultrie County) shall be appointed for a (2) year term.

WHEREAS, the newly formed Coles County / Moultrie County joint ETSB meetings shall be subject to the provisions of the State of Illinois Open Meetings Act and except as otherwise required by the laws of the State of Illinois or ordinances of the Counties of Coles and Moultrie, Illinois, the meetings shall be conducted in accordance with the latest revised edition of Robert’ Rules of Order.

Officers and duties of the newly formed joint ETSB are as follow:

1. Chairman – Shall be one of the members of the newly formed ETSB and will be elected by the members of the ETSB. The Chairman shall supervise and control the business of the ETSB. He may sign any instruments authorized by the board to be executed, and perform all duties incidental to the office of Chairman and those prescribed by the Board. All County orders must be signed by the Chairman. The Chairman shall also supervise the activities of the 911 Director.
2. Vice Chairman – The Vice Chairman shall be one of the members of the newly formed ETSB and will be elected by the ETSB. The Vice Chairman shall perform the duties of the Chairman in their absence. The Vice Chairman shall be able to sign orders if the absence of the Chairman.
3. Secretary – Shall be one of the members of the newly formed ETSB and elected by the ETSB.

4. Treasurer – The Treasurer of the newly formed ETSB shall be the Treasurer of Coles County as provided in 50 ILCS 750/15.4. All checks must be signed by the Treasurer. The Treasurer shall be responsible for providing the newly formed ETSB with an accounting of funds as requested by the ETSB.

Whereas, meetings of the newly formed ETSB shall be conducted. The dates and times of those meetings shall be established by the ETSB at its annual meeting in the month of June. Special meetings may be called by the Chairman of the ETSB or by any two (2) officers of the ETSB or by a majority of the ETSB.

Whereas, the duties of the newly formed ETSB are as follows:

1. Planning, coordination and supervising the implementation, upgrading, and maintenance of the 911 system, including the establishment of equipment specifications and efforts, operations, cost sharing, expenditure approval, utilization of personnel and equipment in accordance with the policies established by the ETSB and the applicable law.

2. Receiving moneys from the surcharge imposed under 50 ILCS 750/15.4 and from any other source for deposit into the ETSB fund, supervised by the Coles County Treasurer.

3. Pay bills and disburse moneys in accordance with the policies and laws

4. Hire any staff necessary for the implementation or upgrade of the system.

5. Set the general policy and operations of the ETSB.

6. Annually utilize county auditors to conduct an audit of the physical operation and receive the report of the annual audit.

7. Contract with other governmental bodies for use of facilities, equipment and service necessary in the planning, implementation, upgrade or maintenance of the 911 system.

8. Appoint Advisory Committees for policy development and assistance.

WHEREAS, it is appropriate that said agencies enter into an agreement which provides for said consolidation with shared expenses and provision for services and shared revenues all in accordance with the laws made and provided by the State of Illinois including all regulations contained therein.

NOW, THEREFORE IT IS HEREBY AGREED THAT,

1. All 9-1-1 wireline and wireless calls in the Jurisdictional boundaries of Coles and Moultrie Counties will be answered by the Coles / Moultrie E9-1-1 PSAP located at 10500 State Hwy 16, Mattoon, IL 61938

2. All rollover 9-1-1 wireline and wireless calls in the Jurisdictional boundaries of Coles and Moultrie Counties will be answered at the back up PSAP, located at the Mattoon Police Department, 1710 Wabash Ave., Mattoon, IL 61938
3. Coles County / Moultrie County 9-1-1 PSAP will contact through radio tone out, the necessary emergency responding agency in Coles and Moultrie Counties and communicate to that agency the location of the emergency and the issue needing addressed. In addition, while the emergency responding agency is in route, the Coles / Moultrie County 9-1-1 PSAP will provide any additional information provided by the caller when necessary.

IN WITNESS WHEREOF, the undersigned local governments have set their signatures on the respective dates set forth below. This document may by signed in duplicate originals.

County of Moultrie:
By ____________________________
Title  CHAIRMAN Moultrie County BOARD
Date __________________________

County of Coles
By ____________________________
Title  COLES COUNTY BOARD
Date __________________________

NOTE: THIS AGREEMENT WILL BE RE-SIGNED, DATED, AND NOTARIZED UPON COMPLETION OF CONSOLIDATION.
BACK UP PSAP-SEE ITEM 5

AN INTERGOVERNMENTAL AGREEMENT FOR NON-EMERGENCY DISPATCHING AND
RECORDS MANAGEMENT SERVICES BETWEEN COLES COUNTY EMERGENCY
COMMUNICATIONS ETSB AND
THE CITY OF MATTOON

This intergovernmental Agreement is entered into this ___1st___ day of December, 2015, by and between
Coles County Emergency Communications ETSB and The City of Mattoon.

The City of Mattoon and Coles County Emergency Communications ETSB agree as follows:

1. **Staffing and Dispatching Services:** Beginning December 1, 2015, and continuing until
November 30, 2016, Coles County Emergency Communications agrees to provide around-the-clock staffing and dispatching of all emergency and non-emergency calls for the City of Mattoon.
In return for the agreement to provide around-the-clock staffing and dispatch of all emergency and non-emergency calls for the City of Mattoon, the City of Mattoon shall pay Coles County Emergency Communications $185,412.67 for the next year. The payments shall be made quarterly, paid in full by November 1, 2016.

2. **Records Management:** Beginning December 1, 2015, and continuing until November 20, 2016,
Coles County Emergency Communications agrees to document and record all records, and provide
any information requested by the City of Mattoon. The City of Mattoon agrees to pay their fair share for software licensing agreements and hardware upgrades.

3. **Additional Services:** Beginning December 1, 2015, and continuing until November 30, 2016,
Coles County Emergency Communications agrees to provide the following additional services:
   A. Monitor all cameras at the Mattoon Police Department
   B. Monitor all alarms at the Mattoon Police Department
   C. Monitor all cells and holding areas at the Mattoon Police Department
   D. Monitor all doors at the Mattoon Police Department
   E. Sound all warning sirens in accordance with the directions of Coles County Emergency
      Services and Disaster Agency (ESDA) and the Mattoon Police Department
   F. Test all ESDA sirens when directed by the Mattoon Police Department
   G. Handle any walk in activity after the normal working hours of the Mattoon Police
      Department
   H. Answer any phone lines and transfer calls on the regular Mattoon Police Department
      phone numbers currently routed to the Mattoon dispatch center.

4. **Equipment:** Coles County Emergency Communications shall be responsible for the maintenance
and replacement of the following equipment located in the Mattoon dispatch center:
   A. The four (4) dispatching consoles, phones, computers, and monitors located at those
      consoles.
   B. The radio console unit
   C. The ZETRON server and tower

The City of Mattoon shall be responsible for the maintenance and replacement of all systems
being electronically monitored by Coles County 911 for the City of Mattoon Police Department.
Any additional equipment or appliances located in the Mattoon Dispatch Center will also be the
responsibility of the City of Mattoon.

5. **Building, Maintenance, and Janitorial:** With the exception of the office currently used by the shift
Captains, Coles County 911 shall have exclusive use of and control over the building, which
they will maintain and equipment for use as their back up PSAP for all 911 activity.
For the term of this agreement, the City of Mattoon shall provide any and all required maintenance
for the building and provide all janitorial services to the building.
### Breakdown of Fees for the City of Mattoon:

1. **Emergency and Non-Emergency Dispatching Fee**  
   *(No fee increase from 2015)*  
   MPD - $149,639.00  
   MF&A - $17,362.00  
   **Total** $167,001.00

2. **VisionAir Software Licensing Fees (MPD)**  
   **Total** $14,122.67

3. **Point to Point (WAN) % Split**  
   **Total** $4,289.00

**Total** $185,412.67

### Note:
The agreement shall be binding upon and inure to the benefit of the parties hereto, their successors and assigns. Please sign and return to Coles County ETSB. Keep the additional copy for your records.

**BY:**
- **(AGENCY DEPT. HEAD) (DATE)**: 
- **(AGENCY ASST. REP.) (DATE)**: 

**BY:**
- **(CHAIRMAN - ETSB (DATE))**: 
- **(DIRECTOR - CECOM (DATE))**: 

**[Signature]**

**[Signature]**

**[Signature]**
## 018 EMERGENCY TELEPHONE SYSTEMS

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| 78,000.00     | 13,725.78 | (20,000.00) | (33,725.78) | 018-7085-064-000 HEALTH INSURER                    | 75,539.61    |
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| 70,000.00     | 151.30   | .00    | 151.30    | 018-7111-064-000 EQUIPMENT MAC                     | 69,510.28    |
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| 15,000.00     | 2,350.98 | .00    | 2,350.98  | 018-7143-064-000 FUEL & LIGHTS                    | 14,019.55    |
| 1,400.00      | 233.47   | .00    | 233.47    | 018-7148-064-000 WATER                            | 1,614.14     |
| 5,000.00      | 636.00   | .00    | 636.00    | 018-7155-064-000 CONSULTANT FE                     | 2,144.53     |
| 200.00        | 3.94     | .00    | 3.94      | 018-7161-064-000 POSTAGE                          | 154.88       |
| 100.00        | .00      | .00    | 0.00      | 018-7183-064-000 DUES & ASSOCI                    | .00          |
| 300.00        | 345.97   | .00    | 345.97    | 018-7185-064-000 PUBLISHING &                     | 245.97       |
| 10,000.00     | 137.00   | .00    | 137.00    | 018-7186-064-000 TRAINING EDU                     | 137.00       |
| 6,000.00      | 268.65   | .00    | 268.65    | 018-7189-064-000 OFFICE SUPPLIES                  | 2,356.05     |
| 10,000.00     | 260.56   | .00    | 260.56    | 018-7190-064-000 OFFICE EQUIPMENT                 | 10,829.84    |
| 30,000.00     | 1,770.35 | 15,000.00 | 13,229.65 | 018-7192-064-000 BUILDING COST                    | 28,353.38    |
| 10,000.00     | 2,934.54 | .00    | 2,934.54  | 018-7490-064-000 EQUIPMENT UPG                    | 2,931.54     |
| 9,000.00      | .00      | .00    | 0.00      | 018-7590-064-000 MISCELLANEOUS                    | 8,742.00     |
| 1,286,945.00  | 123,848.03 | .00    | 123,848.03 | Total Expenditure                                 | 1,147,513.68 |

### Excess Revenue over (under) Expenditures

| 35,489.00 | 82,362.11 | .00 | 82,362.11 | 343,301.33 | 35,489.00 | 307,815.33 |
SECTION: 645
TITLE: GENERAL DISPATCHING PROCEDURES /Dispatching
Calls for MPD, Moultrie County, Sullivan PD
EFFECTIVE DATE: February 23, 2015

I. POLICY
Dispatching 911 or In-Progress Calls to MPD, Moultrie County, Sullivan PD

II. PROCEDURE
When a 9-1-1 call is received at the main Cecom building that is to be
handled by the Mattoon Police Department, Moultrie County Sheriff’s
Department and the Sullivan PD it needs to be handled in the following manner:

911, In-Progress Calls
- Follow the General Call taking procedures as outlined in this SOP.
- Tone out MPD/Moultrie County on the radio and advise of the call following the
  in-progress dispatching procedure as outlined in this SOP.
- The MPD/Moultrie County dispatcher will acknowledge the call. MPD dispatcher
  will advise the units that need to respond to the call. Moultrie County dispatcher
  will acknowledge the call and advise the County units that need to respond if in
  the County. If in Sullivan the Moultrie County dispatcher will be sure that
  Sullivan PD was 10-69. Sullivan is to monitor Moultrie Counties Frequency for
  911 calls at all times. Moultrie County dispatcher is to monitor their frequency at
  all times and ensure that Sullivan PD has the call or the appropriate units are
  responding.
- The TC at the main Cecom will stay on the line and gain additional
  information that is needed and update the ticket and provide needed updates
  to the officers/Moultrie County via radio if the frequency is busy the ticket will
  update the TC at MPD and the TC at MPD will provide the updates to the officer.
- In the event and only in the event that there is too much radio traffic and the
  frequency cannot be cleared the TC may call MPD/Moultrie County to provide
  the details to them or any additional updates that need to be relayed. The MPD
  TC needs to be sure to be aware of the updates that are added to the ticket.
  Moultrie County needs to be sure to relay the updates that are received to officers
  or Sullivan PD dispatcher.

Non-Emergency Calls
- If a call comes in that is not in-progress on a 9-1-1 line or a non-emergency
  line the non-emergency direct number can be given to MPD/Moultrie County or
  the call can be transferred to ensure that the caller makes contact with the TC.
- If a TC at Cecom takes a call and creates a ticket the call should be toned out
  over the radio, unless the frequency is busy emergency or non-emergency.
  No calls emergency or non-emergency shall be dispatched out to TC’s via mobile.
SECTION: 625  
TITLE: GENERAL DISPATCHING PROCEDURES /Dispatching Fire and Ambulance Contd.
EFFECTIVE DATE: February 23, 2015

Responding to Fire and Ambulance

Example:  
Cecom, 3X15, clear
Three X-Ray, one five, clear, 1635

☐ Repeat the information that they provided to you along with the time for all radio transmissions.

Dispatching a call with a County Address:

☐ When a call has a County address dispatch it in the following manner:

Example:  
Tone/Page
Charleston Ambulance
Breathing Difficulty
County Address to follow (be sure to give city with address)
Pause for 5 seconds
Charleston Ambulance County Address 11518N County Rd
2040E, Ashmore
Time Out 1635

☐ Advise updates as the unit calls en-route along with direction and description of the residence if needed.

☐ Fax a copy of the call to the Rural Fire/Moultrie County departments when call is complete.
Moultrie County Fire EMS and Sullivan Fire EMS

- Initial response: units need to acknowledge page they received the page only. If not correct agency units need to advise the correct responding agency. If no units to respond, advise no units to respond send next agency or advise that they will be responding to the call.
- Moultrie County Fire and EMS will advise when we need to roll calls
- Should Moultrie County Fire and EMS need additional units sent to the scene from other agencies or another page sent out they will advise Cecom and we will comply with that request.
- Cecom will provide a faxed copy of all calls to Moultrie County Fire and EMS
- Once Moultrie County Fire or EMS arrive on scene dispatch functions for Cecom are completed and now become the responsibility of Moultrie County Fire and EMS.
- Only 1 person needs to acknowledge the initial page, call enroute and on scene. Advise your department name along with your unit number.
- On the initial page we will only advise the needed responding agency for that area. No automatic mutual aid request, RIT responses or Air Evac will be sent unless requested by the responding agency when they acknowledge the page.
SECTION: 631
TITLE: GENERAL DISPATCHING PROCEDURES /Fire and Ambulance
EFFECTIVE DATE: MARCH 1, 2010

I. POLICY
General Dispatching Procedures for Fire and Ambulance

II. PROCEDURE

❖ TC’s will attempt to dispatch out all calls within a minimum of 30 seconds no more than 60 seconds of the original call.
❖ Do not use 10 codes when dispatching Fire and Ambulance use plain English.
❖ Be sure to get the nature of the call if officers are on scene and requesting an ambulance.
❖ Be sure to advise fire or ambulance to stage if the situation is not secure.
❖ For Rural Fire call dispatch out the residents name along with the address.
❖ Be sure to update all departments responding with any additional information.
❖ Be sure to advise the business address along with the business name.
❖ Do not advise the caller that they have the right to refuse an ambulance, Public safety personnel has the right to override the refusal and transport the patient.
❖ All Ambulance Services are required to follow the Ambulance Policy and Procedure manual provided to them when the contract is signed.
❖ All Ambulance Services are required to inform Cecom if a unit is out of service and for how long this information will be recorded in CAD and on the board along with what units they have in service for the day each morning.
❖ All Ambulance Services are required to inform Cecom if all units are busy and to roll calls over this information will be noted in CAD.
❖ Any time a Fire or Ambulance unit handles an NET/Private line call/Out of county transfer they are required to advise Cecom which unit is responding and where that unit is responding to and when that unit is clear. This will ensure the safety of the EMS personnel and ensure that Cecom is able to know which units are available to respond to future details.
SECTION: 636
TITLE: GENERAL DISPATCHING PROCEDURES Dual Paging
EFFECTIVE DATE: February 23, 2015

I. POLICY
How to page Hutton and Ashmore Fire to all calls
How to page Cooks Mills and Humboldt Fire to all calls
How to page Ashmore Fire/Oakland Fire to all calls
Dual paging

II. PROCEDURE
When paging out Ashmore/Hutton or Cooks Mills/Humboldt Fire, Oakland/Ashmore Fire do the following:

⚠️ Be sure to page one department along with the other to all calls in either department’s jurisdiction to ensure adequate man power will respond to the call.

⚠️ Each department is listed as a dual page on the radio to be sent together to all calls with the exception of Oakland/Ashmore they will be toned separately.

Calls in Ashmore Fire Jurisdiction:
If there is a Fire in Ashmore the following will respond:
Ashmore/Hutton
Oakland Fire
Kansas Fire

Dual Paging:

We will dual page Police and EMS on the following calls
- Traffic Accidents with injuries or unknown injuries
- Suicide Threats and attempts
- Domestics, Fights or any call that requires a police response with potential injury

We will dual page the following together:
CPD/CFD, MPD/on call ambulance, Moultrie County/Sullivan EMS, Moultrie County/Bethany, Moultrie County/Lovington, Moultrie County/Arthur

Dora first responders will always dual page with Bethany EMS and Lovington EMS in their area. Dora/Bethany EMS and Dora/Lovington EMS.
I. POLICY
Dispatching First Responders
First responders are basic responders that will respond to an EMS call. These first responders are affiliated with the rural fire departments. First responders will arrive on scene to provide basic care until the Ambulance arrives.

II. PROCEDURE

Anytime and Ambulance is dispatched to a county address First responders from the nearest Rural Fire Department will automatically be sent.

Cecom will tone First responders in the same way as listed in SECTION: 625

Cecom will follow the dispatch response time prior to giving a second page as listed in SECTION: 626.

If no response is received from the First Responders we will request the following:

We will advise the ambulance responding that First Responders have been dispatched and no response was received.

We will then wait for further call out instructions from the responding ambulance service as to which First Responders to send to the incident.

The following departments do not have First Responders, do not page them. Ask the responding ambulance is they do not have First responders, do they want the nearest agency with First Responders dispatched.

- Hutton Fire
- Seven Hickory Morgan
- LFD (can respond if requested by agency)

You will dual page first responders with the Ambulance responding.

Dual page options are on the Radio: CFD/AFD, MFD/WAFD, MFD/MJAM, MFD/DUNN's, OFD/3x20, CMFD/HMFD, Dora/Bethany EMS, Dora/Lovington EMS
SECTION: 612  
TITLE: GENERAL DISPATCHING PROCEDURES /Ambulance Calls for Police.  
EFFECTIVE DATE: MARCH 1, 2010

I. POLICY  
Dispatching Police to Ambulance Calls  
To notify Officers of all Medical Calls that the Ambulance responds to

II. PROCEDURE

◆ We will notify the area unit the location the ambulance is responding to and the nature of the problem.

◆ The officer will acknowledge the information, if they are going to respond they will call en-route.

◆ The unit will not be placed on the ticket until they call en-route

◆ A comment will be made what unit was notified of the call

◆ We will dual page Police/Ambulance to the following calls for a police and EMS response: This bullet refers to calls in Moultrie County and Sullivan.

10-50 with known or unknown injuries  
Suicide Threats and Attempts  
Domestic disturbance, Fights or any call that requires a police response with injuries.
I. POLICY

To ensure that all emergency services provided through 911 are equally accessible to hearing impaired citizens using TTY equipment as mandated by the Americans with Disabilities Act.

II. PROCEDURE

- TTY equipment is accessible at every workstation via the Zetron 911 call handling system at our Main center and our Backup Center.

- When at TTY call is received the Call handling screen will note that it is an incoming TTY Call along with an audible alarm to alert the call taker of the call.

- The call taker will type in the box provided to them and communicate with the caller.

- The 911 call taking policy will be followed the same as if speaking with the caller.
TEST PLAN DESCRIPTION

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

2) List wireline exchanges to be tested.
   Frontier: Hammond 262, La Place 677, Dalton City 874, Bethany 665, Sullivan 728, Kirksville 797
   Consolidated: Atwood 578, Arthur 543, Gays 752, Mattoon 235 258,
   Moultrie Independent: Lovington 873
   Ashmore 349, Charleston 345 348 581 639, Humboldt 856, Mattoon 234 235 238 258, Neoga 895
   Oakland 346, Toledo 849, Westfield 967, Windor 459

3) List of wireless and VoIP Carriers to be tested.
   Y MAX Communications Corp
   Vonage America
   RingCentral, Inc.
   Level 3 Communications LLC
   Interface Security Systems, Inc.
   Granite Telecommunications
   Evolve IP, LLC
   ACN
TEST PLAN FROM CONSOLIDATED COMMUNICATIONS REP CARRIE RICE

The 9-1-1 Authority will coordinate testing with the 911 system providers in the following manner:

- PSAPs will be notified at least 2 days ahead of testing.
- An introductory letter and summary of the tests to be conducted will be provided to the PSAP by the 9-1-1 Authority.
- The time window for testing will not conflict with PSAP busy times (e.g. test between 10 am and 2 pm).
- Data exchange processes between telephone companies and the database provider should be tested prior to call through testing with the PSAPs. Database records for all test numbers should be built in through established database processes between the telephone companies and the database provider prior to actual tests with the PSAPs.
- All general trunk tests for trunk acceptance should be conducted by telephone companies prior to testing involving the PSAPs.

- Tests involving the PSAPs should include at a minimum:
  1) Call through trunk tests
     - Test trunk groups for each default PSAP and both tandems (if applicable).
     - Test trunk group route advance from primary to secondary tandem (if applicable).
     - Test call setup time from dialing the last digit 111 of 9-1-1 until the beginning of the audible ring.
     - Test the timeout interval for determining that a call cannot be completed on a given trunk and advancing to the next trunk.
     - Make test calls from test numbers built for each trunk group/Line Class Code. If applicable, for every test call, verify selective routing to the correct PSAP based on the address of the test record and display of the correct ANI, including area code; and correct ALI. Have the PSAP complete a call back to the telephone number. To test that calls can complete to all PSAPs, test numbers should be built with an MSAG valid address within each PSAP's area.
     - If applicable, test calls should be made from test numbers that have not been built in the Sr/AlI database for each trunk group/Line Class Code. For every test call verify default routing to the correct PSAP based on the Line Class Code (or jurisdiction) of the caller. Have the PSAP complete a call back to the telephone number. Default routing should be checked at both the primary and the secondary tandem.
     - Test calls should be made from every NXX.

Results of testing should be shared in writing with the system integrator and the County. Any re-test involving the PSAPs need to be pre-coordinated again.