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

State of Illinois

Application for
9-1-1 Modification Plan
INTRODUCTION

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

LONG FORM MODIFIED 9-1-1 PLAN:
The following 9-1-1 system changes require Administrator approval:

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

The Modified Plan must include the following documents:

- **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 summary of the changes of the proposed system’s operation.
- **Financial Information**: A summary of anticipated implementation costs and annual operating costs of the modified 9-1-1 system that are directly associated with 9-1-1 as well as the anticipated revenues.
- **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 ETSB or creates a new ETSB.
- **Intergovernmental Agreement**: Any intergovernmental agreements or MOU's creating a joint ETSB or any other agreements pertinent to the 9-1-1 system.
- **Contracts**: Contract(s) 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 trunk routing and backup configuration.
- **Call Handling Agreements**: Call handling agreements shall describe the primary and secondary dispatch method to be used by requesting parties within their respective jurisdictions.
- **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.
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 database will be tested.

These modified 9-1-1 Plans must be filed electronically on the Department's website at:
http://www.isp.state.il.us/Statewide911/statewide911.cfm where you will see the box below to submit your plan.

Submit Completed 911 Plans/ Waivers

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

SHORT FORM MODIFIED 9-1-1 PLAN:
The following modifications do not need to be submitted electronically on the Department's website.
The 9-1-1 Authority must provide written notification to the Administrator at 911_tech_support@isp.state.il.us at least 10 business days prior to making the following changes pursuant to Section 1325.200(h). After review, the Administrator will provide a letter of acknowledgment.

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

The notification should include:

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

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

Attachments (if applicable):

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

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

### Date:

<table>
<thead>
<tr>
<th>Type of Change:</th>
<th>Long Form Modification Plan</th>
<th>Short Form Modification Plan</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Current System Name:</th>
<th>Population Served</th>
<th>Land Area in Sq Miles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coles County / Moultrie County ETSB</td>
<td>68746</td>
<td>854</td>
</tr>
</tbody>
</table>

### List of PSAPs:

<table>
<thead>
<tr>
<th>Primary</th>
<th>Secondary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coles County E9-1-1</td>
<td>X</td>
</tr>
</tbody>
</table>

### 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:** 217-549-5719
- **Email:** bbuttram@co.coles.il.us

### 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, first being duly sworn upon oath, depose and say that I am Director, of Coles County E9-1 and Coles County ETSB; that I have read the foregoing plan by me subscribed and know the contents thereof; that said contents are true in substance and in fact, except as to those matters stated upon information and belief, and as to those, I believe same to be true.

Bernie Buttram

Subscribed and sworn to before me
this 25th day of January, 2016

OFFICIAL SEAL
TINA M. SMITH
NOTARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES OCT. 28, 2016

NOTARY PUBLIC, ILLINOIS
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,

[Signature]

(Name) Bernie Bratton  
(Title) Director

closure: Consolidation Plan
NARRATIVE STATEMENT:

(Provide a detailed summary of system operations for a modified 9-1-1 plan. Also, if incorporating an NG9-1-1 solution, please include the additional items listed below pursuant to 1325.205 b)12).

1) Indicate the name of the certified 9-1-1 system provider being utilized.
2) Explain the national standards, protocols and/or operating measures that will be followed.
3) Explain what measures have been taken to create a robust, reliable and diverse/recurrent network and whether other 9-1-1 Authorities will be sharing the equipment.
4) Explain how the existing 9-1-1 traditional legacy wireline, wireless and VoIP network, along with the databases, will interface and/or be transitioned into the NG9-1-1 system.
5) Explain how split exchanges will be handled.
6) Explain how the databases will be maintained and how address errors will be corrected and updated on a continuing basis.
7) Explain who will be responsible for updating and maintaining the data, at a minimum on a daily basis Monday through Friday.
8) Explain what security measures will be placed on the IP 9-1-1 network and equipment to safeguard it from malicious attacks or threats to the system operation and what level of confidentiality will be placed on the system in order to keep unauthorized individuals from accessing it.

Plan Narrative:
On June 28, 2016 the Statewide 9-1-1 Administrator approved the Consolidation plan that was filed by Coles and Moultrie County to become a joint Emergency Telephone System Board (ETSB) and be known as the Coles County/Moultrie County Emergency Telephone System.

The Coles County/Moultrie County Emergency Telephone System Board is requesting to change it’s 9-1-1 System Service Provider (9-1-1 SSP) from Consolidated Communications to INdigital telecom. The system will be provisioned as an Enhanced 9-1-1 System until such time that the Coles County/Moultrie County ETSB upgrades it’s equipment and requests to convert to an NG9-1-1 System.

The Enhanced 9-1-1 System will comply with all State and Federal requirements and be compliant with the National Emergency Number Association standards.

The project will be implemented in two Phases. Phase I will focus on building the new E9-1-1 network and database for Moultrie County Wireline subscribers who currently do not have E9-1-1 service. This will enable Moultrie County to comply with the legislative requirements of 50 ILCS 750 The Emergency Telephone System Act. Wireless calls for Coles and Moultrie Counties are currently being answered as Phase II Wireless by the Coles County PSAP. Phase II of the project will focus on rehoming the Wireless Carriers and remaining Wireline and VoIP service providers over to INdigital as the 9-1-1 SSP for the Coles County/Moultrie County 9-1-1 System.

The network will be provisioned as an IP based Next Generation network, but will deliver calls via legacy TDM trunks to the Coles County/Moultrie County PSAP. There will be redundant Legacy Network Gateways (LNGs) and Emergency Services Routing Proxies (ESRPs). One set will be located in Mattoon, IL and the other will be located in Charleston, IL. Carriers will deliver 9-1-1 calls to the ESRPs or LNGs by using SS7 signaling or by using SIP trunks. Please see the attached network diagram.

Router to router trunks will be established between INdigital’s ESRP’s and selective routers owned by other 9-1-1 SSPs for routing of split exchanges where necessary.

INdigital will administer the 9-1-1 database and MSAG for Moultrie County subscribers for Phase I of the project. Once the completed MSAG has been received by INdigital, Indigital will distribute it to the participating Wireline and VoIP carriers. INdigital will request TN loads and updates from the carriers upon completion of readdressing. Consolidated Communications will provide a copy of the Coles County database to INdigital to load in its Database Management System to deliver ANI to the Coles/Moultrie County PSAP during Phase I of the project. Consolidated Communications will continue to administer the Coles County portion of the MSAG and database until Phase II of the project.

Call through testing will be completed for all carriers prior to cutover where possible. Call through testing for split exchanges may not be possible until the day of cutover. Overflow and backup routing will also be tested. The Coles/Moultrie County 9-1-1 authorities will perform call through testing for 10 percent of the Moultrie County subscribers to test the network and database prior to cutover. All new NPA/NXXs will be tested along with any new ESNs.

After Phase I of the project is cutover, INdigital will begin Phase II of the project. This will entail coordinating the installation of trunks to the two new LNGs/ESRPs with the carriers that are currently
connected to the Consolidated Communications selective router for delivery of 9-1-1 calls to Coles County and the delivery of wireless 9-1-1 calls. Traffic will be migrated over by carrier to the new LNGs/ESRPs.

During Phase II of the project, INdigital will request TN loads and updates from the carriers that are delivering Coles County 9-1-1 calls. Administration of the 9-1-1 database and MSAG for Coles County will transition over to INdigital during Phase II of the project. Test calls will be made for each carrier either prior to or during the cutover to ensure calls are routing correctly and that the proper ANI is being displayed at the PSAP.

Phase II will be completed when all carriers and VoIP providers have migrated their traffic over to the INdigital LNGs/ESRPs for call delivery to the Coles/Moultrie County PSAP. INdigital will receive and process updates for the database on a daily basis during weekdays and will coordinate error resolution with the Counties and carriers.

The Enhanced 9-1-1 network is private with no outside access. Any portions of the network that are IP are also private with no outside access. Access is password protected.
FINANCIAL INFORMATION

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

$43,000

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

$91,637.80

Installation cost of the project

$183,135.93

Anticipated annual revenues

$1,253,000.00
FIVE YEAR STRATEGIC PLAN
FOR MODIFIED PLAN

(Provide a detailed summary of the proposed system's operation, including but not limited to, a five-year strategic plan for implementation of the modified 9-1-1 plan with financial projections)

Narrative:

See attachment 3 for 5 Year Strategic Plan
COMMUNITIES SERVED

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

**USE ADDITIONAL SHEETS AS NECESSARY**

<table>
<thead>
<tr>
<th>City, Town or Village</th>
<th>Street Address, City, Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sullivan</td>
<td>61951</td>
</tr>
<tr>
<td>Allenville</td>
<td>61951</td>
</tr>
<tr>
<td>Arthur</td>
<td>61911</td>
</tr>
<tr>
<td>Bethany</td>
<td>61914</td>
</tr>
<tr>
<td>Dalton City</td>
<td>61925</td>
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<tr>
<td>Gays</td>
<td>61928</td>
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<td>Lovington</td>
<td>61937</td>
</tr>
<tr>
<td>Cooks Mills</td>
<td>61931</td>
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<tr>
<td>Charleston</td>
<td>61920</td>
</tr>
<tr>
<td>Mattoon</td>
<td>61938</td>
</tr>
<tr>
<td>Ashmore</td>
<td>61912</td>
</tr>
<tr>
<td>Humboldt</td>
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<tr>
<td>Lerna</td>
<td>62440</td>
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<tr>
<td>Oakland</td>
<td>61943</td>
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<td>Trilla</td>
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<td>Neoga</td>
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<td>Windsor</td>
<td>61957</td>
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<td>Findlay</td>
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<td>Hammond</td>
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<td>Atwood</td>
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<td>Arcola</td>
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<td>Hindsboro</td>
<td>61930</td>
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<tr>
<td>Kansas</td>
<td>61933</td>
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<tr>
<td>Casey</td>
<td>62420</td>
</tr>
<tr>
<td>Janausville</td>
<td>62435</td>
</tr>
</tbody>
</table>
PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS etc.) that are to be dispatched by the 9-1-1 System. Each Agency’s 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 Attachment 2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>For Signed Agreements</td>
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<td></td>
</tr>
</tbody>
</table>
2017 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
Dunn's 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 Weltig
879-2379
ADJACENT AGENCIES LIST

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

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>STREET ADDRESS, CITY, ZIP CODE</th>
<th>TELEPHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>See Attachment 1 for Signed Agreements</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# 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-Mattoon)</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 61837</td>
</tr>
<tr>
<td>Mediacom Telephone of Illinois</td>
<td>One Mediacom Way</td>
<td>Mediacom Park, NY 1091</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** - The local ordinance which created an ETSB prior to January 1, 2016.

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

**Intergovernmental Agreement**

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

**Network Diagram** - Diagram provided by the 9-1-1 System Provider. Re-evaluate P.01 grade of Service for cost savings and network efficiency.
State of Illinois
Jss.
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 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 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, 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’s 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 be signed in duplicate originals.

County of Moultrie:

By [Signature]
Title [Position]
Date [Date]

County of Coles

By [Signature]
Title [Position]
Date [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 ___ 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. Record Management: Beginning December 1, 2015, and continuing until November 30, 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 phones 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 ($167,001.00)
   MPD - $149,639.00  MF&A - $17,362.00
2. VisionAir Software Licensing Fees (MPD) $14,122.67
3. Point to Point (WAN) % Split $4,289.00

Total $185,412.67

NOTICE: This 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: [Signature]
(AGENCY DEPT. HEAD) (DATE)

BY: [Signature]
(AGENCY ASST. REP.) (DATE)

BY: [Signature]
CHAIRMAN-ETSB (DATE)

BY: [Signature]
DIRECTOR-CECOM (DATE)
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, Windsor 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.
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.

1. 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.
2. 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.
3. 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

CECOM

By: 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: Carbondale County
Primary: 217-849-2521
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.

(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
TITLE 9-1-1 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: PLAT CO ETSB 911
Primary: CALL: 217-762-5761
Secondary: Moultrie 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.

(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

CECOM 9-1-1
BY
James A. Cripe
TITLE E9-1-1 Director
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: EDGRA COUNTY 911/SHERIFF DEPT.
Primary: 217-465-4166
Secondary: LEADS MESSAGE COOUTH PAT
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.

(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: Laund A. Buttram
TITLE: E9-1-1 Director
DATE: 3/20/16

BY: Nanette Cripps
TITLE: Edgar County 9-1-1 Director
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: 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.

(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 _______________________________

TITLE 9-1-1 Director
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 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: Macom County 911 (ETSB)
  Primary: 217-452-2711
  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 E9-1-1 Director
DATE 3/30/11

BY  
TITLE
DATE 3-30-11
<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Address</th>
<th>City, IL</th>
<th>Attn:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coles County Sheriff's Dept.</td>
<td>701 7th St.</td>
<td>Charleston</td>
<td>Sheriff Rankin</td>
</tr>
<tr>
<td>Mitchell-Jordan Ambulance Service</td>
<td>1204 Wabash</td>
<td>Mattoon</td>
<td></td>
</tr>
<tr>
<td>Mattoon Police Dept.</td>
<td>1710 Wabash</td>
<td>Mattoon</td>
<td></td>
</tr>
<tr>
<td>Attn: Chief Nichols</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mattoon Fire and Ambulance</td>
<td>1812 Prairie Ave.</td>
<td>Mattoon</td>
<td></td>
</tr>
<tr>
<td>Charleston Police Dept.</td>
<td>614 6th St.</td>
<td>Charleston</td>
<td></td>
</tr>
<tr>
<td>Attn: Chief Baker</td>
<td></td>
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</tr>
<tr>
<td>Charleston Fire and Ambulance</td>
<td>404 10th St.</td>
<td>Charleston</td>
<td></td>
</tr>
<tr>
<td>Dunns Ambulance Service</td>
<td>1821 Marshall</td>
<td>Mattoon</td>
<td></td>
</tr>
<tr>
<td>Attn: Dan Ensign</td>
<td></td>
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<tr>
<td>Coles County ESDA</td>
<td>701 7th St.</td>
<td>Charleston</td>
<td></td>
</tr>
<tr>
<td>Eastern Illinois University Police Dept.</td>
<td>7th and Grant</td>
<td>Charleston</td>
<td></td>
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<tr>
<td>Attn: Andrew Fearn</td>
<td></td>
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<td></td>
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<tr>
<td>Attn: Chief Ratiff</td>
<td></td>
<td></td>
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<tr>
<td>Illinois State Police D-10</td>
<td>800 South Old Airport Rd</td>
<td>Pontiac</td>
<td></td>
</tr>
<tr>
<td>Illinois State Police D-12</td>
<td>401 Industrial Drive</td>
<td>Effingham</td>
<td>IL 62401</td>
</tr>
<tr>
<td>Attn: Chief Cobb</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Humboldt Fire Protection</td>
<td>5196 E Cty Rd 1600N</td>
<td>Humboldt</td>
<td>IL 61931</td>
</tr>
<tr>
<td>Attn: Trustee Huber</td>
<td></td>
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<tr>
<td>Oakland Fire and Ambulance</td>
<td>12 E Lincoln St.</td>
<td>Oakland</td>
<td>IL 61943</td>
</tr>
<tr>
<td>Attn: John Long</td>
<td></td>
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<tr>
<td>7 Hickory-Morgan Fire Prot</td>
<td>19803 E Cty Rd 1600N</td>
<td>Charleston</td>
<td>IL 61920</td>
</tr>
<tr>
<td>Ashmore Fire Prot. Dist.</td>
<td>2026 Walnut</td>
<td>Ashmore</td>
<td>IL 61912</td>
</tr>
<tr>
<td>Attn: Chief Berner</td>
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<tr>
<td>Attn: Chief Newby</td>
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<tr>
<td>Wabash Fire Dept.</td>
<td>1073 Edison</td>
<td>Mattoon</td>
<td>IL 61938</td>
</tr>
<tr>
<td>Attn: Chief Schultz</td>
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</tr>
</tbody>
</table>
Lake Land Public Safety                           Oakland Police Department
5001 Lake Land Blvd.                               PO Box 828
Mattoon, IL 61938                                  Oakland, IL 61910
Attn: Chief Ervin                                 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

Lovington Police Dept
106 E. State, Lovington, 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 Weltig
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 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 reevaluate 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 3/30/16

CECOM
BY James B. Baker
TITLE Coles Co. Sheriff
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:  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.

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. Buttram

TITLE 9-1-1 Director  TITLE ________________________
DATE 4/14/16  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: Mattoon Police Dept.
Primary: Ce-Com
Secondary: Mattoon 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.

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

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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: ___________________________  BY: ___________________________
Roland A. Buttram  J.Burnam

TITLE: 9-1-1 Director  TITLE: Chief of Police
DATE: 3/1/16  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: MATTOON FIRE AMBULANCE

Primary: CECOM

Secondary: MATTOON FD

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

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Coles County/Moultrie County 9-1-1

BY

Roland A. Buttram

TITLE: 9-1-1 Director

DATE 3/31/16

BY

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: ______________________
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 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.

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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. Buttram  Steven. W. Bennett

TITLE E9-1-1 Director  TITLE Fire Chief

DATE ________________________ 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: CHARMER 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 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 3/31/16

By: 
TITLE Chief of Police
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
Primary: CECOM
Secondary: Cell Phone 549-7383

- 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.

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(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.

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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.

CECOM
Roland A. Buttram
BY

TITLE E9-1-1 Director
DATE 4/14/16

TITLE Director
DATE 4/14/16
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 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: 3V69, 5857
Secondary: 217-234-6999

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 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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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 W. Burrell
TITLE: 9-1-1 Director
DATE: 3-31-16

BY: Joseph W. Times
TITLE: EMTP Asst 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 herinafter 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 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: 3/31/16

BY: 
TITLE: 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:  E14 PO
Primary:  S81-32-13
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 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.

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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:  
TITLE: Chief of Police
DATE: 03-30-2016
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: ISP Post. 10
Primary: 217-857-2211
Secondary: 217-857-2212

- 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.

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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 9-1-1 Director
DATE 3/20/16

BY Donn Moore

TITLE Superintendent
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: ISP DISTRICT 12
Primary: LEADS 371 812
Secondary: 217-347-2677

- 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.

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(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 ____________________________ BY ____________________________
Roland A. Buttram

TITLE E9-1-1 Director TITLE ____________________________
DATE 3/20/16 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: 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 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 4/5/16

BY
TITLE Trustee (Pac)
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 856-6101

- 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 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 3/31/16

BY

TITLE C. H. Gilbert

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 Hickory 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(s) 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

TITLE  E9-1-1 Director                TITLE ________________________
DATE 4/3/16                        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: 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 9-1-1 Director
DATE ___________________

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: [Redacted]
Primary: 517-550-3376
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 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 4/16/16

BY [Signature]

TITLE [Redacted]

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 FIE

Primary: 159.090 COUNTY DISPATCH

Secondary: LARRY NEWBY 549-8798
RICHARD BOWES 549-7371 MINN SWEENEY 232-0627

- 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

4/11/16

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 herinafter 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
Secondary: HUMBOLDT FIRE PRO. 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 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 4/5/16

CECOM
BY ____________________________
James H. Hilgenberg
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 E9-1-1 Director
DATE 3/31/16

BY ____________________________
Jerry Schultz

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 Law PD
Primary: 217-234-5253
Secondary: CECOM - MATTOON 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 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 9-1-1 Director
DATE 3/30/16

BY
Randy Ervin

TITLE Chief of Police
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: OAKLAND Police DEPT.
Primary: ON-DUTY OFFICER
Secondary: COLES COUNTY SHERIFF DEPT.

- 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 reestablish 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

[Signature]
Roland A. Buttram

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

BY [Signature]

TITLE CHIEF - OAKLAND
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 Co Sheriff's Office
Primary: 217-726-4386
Secondary: CDC/1382

- 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 PSA 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 PSA 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 agreement 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 3/31/14

CECOM

BY
TITLE Sheriff
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: 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 adjoinging 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 3/30/14

BY
Dave Woofy #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 [Signature]
Roland A. Buttram

TITLE E9-1-1 Director
DATE 3-10-16

By [Signature]

TITLE Chief
DATE 2-30-16
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: 217-725-4386

- 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: Director
DATE: 3/20/16

BY:  
Chris Swoboda

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 ________________________________
Roland A. Buttram

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

BY ________________________________
Daniel Beck

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: Sullivan Fire

Primary: 217-789-8714

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 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. Bunn
TITLE Fire Director
DATE 3/31/15

BY: CAPTAIN
TITLE
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 217-665-7663
Secondary: SULLIVAN 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.

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: ____________________________
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: **COUNCIL 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 manager 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 3/20/16

BY ____________________________
Tony 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:

Primary:      Loo[unintelligible] - 873.9933
Secondary:   Sull[unintelligible] 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 9-1-1 Director
DATE  3/30/16

BY   Steven Fleming
TITLE Chairman, EMT-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 “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.

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: Sean McQueen
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.

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 ________________________________
By________________________
TITLE Chief
DATE 3-30-16
ENHANCED 9-1-1 SERVICES AGREEMENT

This Enhanced 9-1-1 Services Agreement (the "Agreement") is entered into this 30th day of September, 2016 by and between Communications Venture Corporation d/b/a INdigital telecom, an Indiana corporation ("INdigital") and Coles County and Moultrie County Illinois 9-1-1 acting by and through the Coles County and Moultrie County Emergency Telephone System Board with authority as designated. INdigital and the Coles County and Moultrie County Emergency Telephone System Board may hereinafter be referred to individually as a "Party" and collectively as the "Parties".

WHEREAS, the Coles County and Moultrie County Emergency Telephone System Board manages and operates the County wide enhanced emergency telephone system within Coles County and Moultrie County in the State of Illinois; and

WHEREAS, INdigital is a certificated telecommunications company operating within the State of Illinois which is in the business of providing enhanced 9-1-1 services within the State of Illinois in support of local units of government which manage and operate emergency telephone systems; and

WHEREAS, the Coles County and Moultrie County Emergency Telephone System Board desires to purchase enhanced 9-1-1 services to operate its enhanced emergency telephone systems and use the services of INdigital in support of operation of its emergency telephone system.

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, the parties agree as follows:

1. **Definitions.** The following terms, when used herein, shall have the following meanings:
1.01. "Acceptance Date" is defined as the date on which Enhanced 9-1-1 services are deemed accepted by the Coles County and Moultrie County Emergency Telephone System Board as provided in Section 3.02 of this Agreement.

1.02. "Deficiency Notice" is defined as the notice from the Coles County and Moultrie County Emergency Telephone System Board to INdigital that a defect or deficiency with the Equipment exists as provided for under Section 4 of this Agreement.

1.03. "Enhanced 9-1-1 Service" is defined as a specialized telephone system which includes network switching; data base services and Public Safety Answering Point ("PSAP") premise elements capable of providing automatic location identification data, including the presentation of a call back number from the call originator; selective routing, selective transfer, fixed transfer.

1.04. "Equipment" is defined as the equipment and software used to answer Enhanced 9-1-1 calls.

1.05. "Facility" is defined as the Coles County and Moultrie County Emergency Telephone System Board's facilities located at 10500 State Hwy 16 Mattoon, IL 61938 and other locations as determined by the Coles County and Moultrie County Emergency Telephone System Board.

1.06. "Installation Notice" is defined as the notice from INdigital to the Coles County and Moultrie County Emergency Telephone System Board as provided in Section 3.02 of this Agreement.

1.07. "Master Street Address Guide" or "MSAG" is the address information provide for under Section 5.01 of this Agreement.

1.08. "Payment Address" is defined as INdigital Telecom, 1616 Directors Row, Fort Wayne, IN 46808 or such other address as INdigital shall designate in writing from time to time.
1.09. "Primary PSAP" is defined as the location to which an enhanced 9-1-1 emergency call will first be selectively routed.

1.10. "Backup PSAP" is defined as a public safety answering point that serves as an alternate to the Primary PSAP and is at a different location and operates independently from the Primary PSAP. A backup PSAP may accept overflow calls from the PSAP or be activated in the event that the PSAP is disabled.

1.11. "Public Safety Answering Point" or "PSAP" is defined as a set of call takers authorized by the Coles County and Moultrie County Emergency Telephone System Board and operating under common management which receives 9-1-1 calls and asynchronous event notifications for a defined geographic area and processes those calls and events according to a specified operations policy.

1.12. "Purchase Price" is as defined in Section 4.03 of this Agreement.

1.13. "Secondary PSAP" is defined as a location to which an enhanced 9-1-1 emergency call will be routed upon transfer by a Primary PSAP and is capable of receiving voice, data, and call back number for the transferred call.

1.14. "Schedule" is defined as the schedule contained on the attached Exhibit B.

1.15. "Service Commencement Date" is defined as the date on which INdigital notifies the Coles County and Moultrie County Emergency Telephone System Board that the Services provided for under Section 4 of this Agreement are available for use by the Coles County and Moultrie County Emergency Telephone System Board.

1.16. "Services" are defined as the Enhanced 9-1-1 Services provided by INdigital as defined in Section 4.01 of this Agreement.

1.17. "Term" is as defined in Section 2.01 of this Agreement and includes any renewal terms.

1.18. "Termination Charges" is as defined in Section 2.02 of this Agreement.
2. **Term: Early Termination; Payment Terms.**

2.01. **Term: Renewals.** The term of this Agreement shall be for a period of 5 years commencing on the first anniversary of the Service Commencement Date hereof and terminating on the **fifth** anniversary of the Service Commencement Date (the “Term”). The Term of this Agreement shall automatically renew for additional periods of one (1) year unless either party notifies the other party in writing of its intent not to renew at least ninety (90) days prior the then current term.

2.02. **Early Termination by Coles County and Moultrie County Emergency Telephone System Board.** This Agreement may be terminated during the Term by the Coles County and Moultrie County Emergency Telephone System Board, without cause, upon not less than ninety (90) days written notice to INdigital; provided, however, the Coles County and Moultrie County Emergency Telephone System Board shall be liable to INdigital for the following Termination Charges:

(i) Any other charges owed INdigital hereunder accruing prior to the effective date of termination;

INdigital shall invoice the Coles County and Moultrie County Emergency Telephone System Board for any Termination Charges, which shall be due and payable within thirty (30) days after invoice.

2.03. **Regulatory Requirements.** If the Federal Communications Commission, a state Public Utilities or Service Commission or a court of competent jurisdiction issues a rule, regulation, law or order which has the effect of canceling, changing or superseding any material term or provision of this Agreement (collectively, “Regulatory Requirement”), then the Parties shall attempt to mutually agree on a modification and amendment of this Agreement in such a way as is necessary to comply with such Regulatory Requirement. Should the Parties not be able to agree on modifications necessary to comply with a Regulatory Requirement within thirty (30) days after the Regulatory Requirement is effective, then upon
written notice either Party may, to the extent practicable, terminate that portion of this Agreement impacted by the Regulatory Requirement, or if the entire Agreement is impacted in such a way as to make continuation impossible, either Party may terminate the Agreement with no further obligation or liability hereunder, and the Coles County and Moultrie County Emergency Telephone System Board shall not be liable for any Early Termination Charges hereunder, except any outstanding amounts for services provided by INdigital prior to the effective date of termination.

2.04. **Termination for Cause.** In the event of a breach of any material term or condition of this Agreement by a Party, the non-breaching Party may terminate this Agreement upon thirty (30) days written notice, unless the breaching Party cures the breach during the thirty (30) day period. In the event INdigital terminates this Agreement as a result of an uncured breach by the Coles County and Moultrie County Emergency Telephone System Board, the Coles County and Moultrie County Emergency Telephone System Board shall be liable to INdigital for the Early Termination Charges provided for under Section 2.02 of this Agreement.

2.05. **Payment Terms.** INdigital shall invoice the Illinois State Police 9-1-1 Program office for all Enhanced 9-1-1 call delivery and database service amounts due and owing INdigital under this Agreement. Unless otherwise provided in this Agreement, all invoiced amounts shall be due and payable within thirty (30) days after the date of invoice. All payments shall be made to INdigital at the Payment Address.

3. **Equipment Purchase.**

   Not applicable.

4. **Enhanced 9-1-1 Services.**
4.01. **Enhanced 9-1-1 Services.** During the Term, INdigital will provide the County with the Services to the County’s Primary PSAP and Backup PSAP as more particularly described herein. INdigital will route the County’s incoming 9-1-1 calls via dedicated-direct facilities to a PSAP, using a secondary network of private telephone facilities and the Equipment. The County’s 9-1-1 call takers shall be able to transfer calls from the Primary PSAP to the proper agency (police, fire, etc.) or to a Secondary PSAP as needed to provide a response to the caller. INdigital shall automatically monitor all components of the enhanced 9-1-1 network with failures resulting in the generation of a trouble report. Surveillance and maintenance efforts by INdigital will include the tracking, identification, and notification of any automatically detected problem within one (1) hour of their occurrence. For all other network failures not related to an automatic Surveillance incident, INdigital will respond with a resolution to any County initiated trouble report within four (4) hours. The Services shall include the following features:

(i) **Selective Routing (SR) and Selective Routing Database (SRdB).** Selective Routing and the underlying Selective Routing Database provide for the routing of each 9-1-1 call to the primary PSAP serving the calling telephone’s geographic location. Selective Routing service is required to match local governmental boundaries, and accommodates the nonconformity between telephone company rate center boundaries and the civil boundaries established by municipalities. This feature is provided by INdigital’s network, and provides a data management system, the SRDB, to provide the capability for storing, updating, and retrieving the list of telephone numbers and the Emergency Service Number (ESN) representing the correct PSAP serving that particular telephone subscriber.

(ii) **(ANI) Automatic Number Identification.** The ANI feature forwards the calling telephone number of the 9-1-1 caller to the PSAP, where it is displayed at the answering position.
(iii) **Automatic Location Identification.** The ALI feature provides a display at the PSAP which includes the data associated with the service address of the calling telephone number. This includes a hardware/software link to software used by the County for Computer Aided Dispatch (“CAD”) that identifies the police, fire and ambulance jurisdictions corresponding to the location address. ALI Information is automatically transferred from the call taking workstation and presented via a computer interface to the CAD system used by the County.

(iv) **Default Routing.** Default Routing is used only when a 9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits, or other error that may bypass or result from impairment of the selective routing process. In these instances, the call is routed to a default PSAP via a method and to a destination predetermined by Coles County and Moultrie County.

(v) **Emergency Routing and/or Alternative Service Routing.** These features provide for the controlled rerouting of 9-1-1 calls to an alternate PSAP designated by the County if service to a particular PSAP is disrupted or the PSAP is closed for other reasons. In addition, INdigital’s selective routing network can be controlled by the County, or, with the proper authorization, other counties that have an inter-local agreement with the County.

(vi) **Call Transfer.** Call Transfer allows an established 9-1-1 call to be transferred to another PSAP or desired destination. Call Transfer permits a simultaneous three-way connection between the calling party, the transferring party, and the other PSAP or desired destination party. All transfers between PSAP’s will include ANI and ALI Information to the extent that 9-1-1 provider serving the destination PSAP permits such transfers to occur. Three types of Call Transfer are available:

1. **Fixed Transfer** transfers to another PSAP or desired destination by pushing preset button on the PSAP terminal equipment.
2. **Manual Transfer** transfers to another PSAP or desired destination by dialing the PSAP or desired destination’s telephone number.

3. **Automatic Transfer** In the event calls are unanswered at a specific PSAP or desired destination within a designated time period, INdigital will provide automatic re-routing of 9-1-1 calls to a pre-designated call taking location to ensure service.

(vii) **ALI Lookup.** The Wireline ALI Lookup feature permits the PSAP attendant to obtain the location information for callers located within the jurisdiction boundaries of the County by entering the telephone number of the workstation keyboard in the absence of such location information on a 9-1-1 call.

(viii) **ALI Data Base Maintenance and Error Correction.** INdigital will update customer service information contained in the ALI records that make up the database for Coles County and Moultrie County on a daily basis, and will provide notification of errors to the appropriate entities within 24 hours for corrective action. In addition to these provisions, INdigital will make a web browser based ALI records management interface available to the County. INdigital will provide initial training to a minimum of 2 persons designated by the County on the use of this database administration system. This system can be used by the County to make changes to the Master Street Address Guide serving the Coles County and Moultrie County enhanced 9-1-1 system in real time.

4.02. **Grade of Service.**

(i) The enhanced 9-1-1 system will be designed to provide an industry standard P.01 grade of service. The definition of this measurement metric will result in an average of one (1) busy out of one hundred (100) attempts to reach the primary PSAP. INdigital will provide traffic reports to the County to establish this measurement metric, and to the extent that additional facilities
are required, INdigital will advise the County of the remedial or supplementary action that is needed, which remedial or supplementary action shall be at the County’s cost and expense and billed to the Illinois State Police 9-1-1 Program Office.

(ii) INdigital will provide an initial response to an ALI request launched by the County within two (2) seconds or less on all calls, and within 20 seconds or less on certain wireless calls. INdigital will provide traffic reports to the County to establish this measurement metric, and to the extent that additional facilities are required, INdigital will advise the County of the remedial or supplementary action that is needed, which remedial or supplementary action shall be at the County’s cost and expense and billed to the Illinois State Police 9-1-1 Program Office.

(iii) In addition, INdigital will provide such training to County personnel as INdigital deems reasonable on the use of the ALI update (a/k/a/ rebid) service features of the CPE used by the County for wireless 9-1-1 service.

4.03 Monthly Recurring Charges. The County shall pay INdigital an MRC of [REDACTED] for the Services. INdigital shall invoice the Illinois State Police 9-1-1 Program Office monthly in advance for the MRC. The MRC is based on the network configuration described in the attached Exhibit B and the following factors:

(i) The number of PSAP workstations required, and the quantity of voice trunks needed to obtain a suitable P.01 grade of service;

(ii) The number and type of standard and optional features requested;

(iii) The quantity and types of record storage provided by INdigital;

(iv) The quantity and type of Automatic Location Information (ALI) records stored by INdigital;
(v) The quantity and type of database providers made available to the County for ALI data query; and

(vi) The quantity and types of other data services provided by INdigital to the County.

In the event the Equipment configuration, network configuration and/or the foregoing factors change from the configuration provided for under this Agreement, INdigital reserves the right to adjust the MRC to reflect its reasonable costs of such changes (including overhead and profit margin) upon not less than thirty (30) days notice to the County and the Illinois State Police 9-1-1 Program Office. The County shall have thirty (30) days after receipt of notice to dispute in writing an adjustment in the MRC or it shall be deemed accepted by the County. If the County disputes the adjustment of the MRC within thirty (30) days, the parties shall attempt to resolve such dispute through informal means at the executive management level. If the parties cannot resolve the dispute informally within thirty (30) days after the dispute notice is received by INdigital, the County shall have thirty (30) days to request in writing that the disputed adjustment be submitted to binding arbitration or the adjustment shall be deemed accepted. If the County timely demands arbitration, the dispute shall be arbitrated in accordance with the arbitration provision of this Agreement.

4.04. **Third Party Service Charges.** Unless specifically listed on Exhibit C, the MRC does not include the cost of services which may be charged by any other telephone utility which may provide enhanced 9-1-1 data, information, services or facilities to the County.

4.06. **Modification of Services.** Additional services, service modifications, and deletions of service elements that comprise the Enhanced 9-1-1 Services will not be made except upon the prior written approval of the County’s 9-1-1 director or authorized designee and INdigital. The County’s 9-1-1 director is that person
assigned by the County from time to time to oversee the functions of 9-1-1 call taking and dispatch operations. This person also acts as INdigital's point of contact during implementation of the Equipment and Services. The cost of additions, modifications, and deletions to the Enhanced 9-1-1 Services provided by INdigital will be billed to the Illinois State Police 9-1-1 Program Office and be formalized by an addendum or modification of this Agreement.

5. **County Responsibilities.**

5.01 **Master Street Address Guide.** Within ten (10) days after the Effective Date, the county shall provide INdigital with the location of PSAPs within Coles / Moultrie County and to furnish to INdigital a usable description of the geographic area covered by each PSAP. Such description shall include street names, street addresses, and number ranges and/or such other information as may be mutually agreed to by INdigital and the County. The delineation and format of this information shall be as mutually agreed upon by the parties. This information shall collectively be known as the Master Street Address Guide or MSAG. The ongoing updates to the description of such MSAG geographic areas, and the updating of such information, shall be the County's sole responsibility. Coles County and Moultrie County further agrees to furnish to INdigital, from time to time, any updated geographic information necessary to the provisioning of enhanced 9-1-1 services. INdigital agrees to complete geographic Information updates within ten (10) business days from the date INdigital's database administrator receives written notification from the County's authorized contact. In the event the magnitude of the update precludes INdigital from completing work within ten (10) days, INdigital will contact the County to establish an acceptable due date.

5.02. **Suitability of Environmental Space for 9-1-1 Equipment.** The County, at its sole cost and expense, shall be responsible for the condition of any of the County's PSAP site's electrical bonding and grounding must meet standard
electrical codes, and compliance with such condition will be inspected by INdigital, who will issue a report of their findings. INdigital will assist in the assessment of the PSAP’s bonding and grounding where remedial action is indicated. The condition of a PSAP sites’ environmental controls for temperature and humidity shall also be the responsibility of the County and shall be within the specifications set out by the manufacturer of the equipment used by INdigital. INdigital will assist in the assessment of the PSAP’s environmental controls where remedial action is indicated.

5.03. **Suitability of Network Connectivity Provided by Third Parties.** The County’s enhanced 9-1-1 network may upon mutual agreement of the parties utilize certain connectivity arrangements that are not explicitly provided by INdigital. Where and as necessary, INdigital will assist these third parties in the proper configuration of these connectivity arrangements. If the use of any third party connection arrangements would result in impairments to the quality and/or reliability of the Services, INdigital reserves the right to correct these deficiencies at the County’s sole cost and expense through the provisioning of substitute network elements until the deficiencies are mitigated.

5.04. **Unauthorized Use of Service.** It is understood and agreed by the Parties that the furnishing of ANI and ALI information pertaining to incoming 9-1-1 calls is to be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency, and such use shall conform to applicable state statutes. Misuse of the ANI or ALI information by a PSAP may, at the discretion of INdigital, result in the suspension of Enhanced 9-1-1 Services until such time that conforming use can be re-established.

6. **Warranties: Disclaimer.**

6.01. **Warranties.** INdigital represents and warrants to the Coles County and Moultrie County Emergency Telephone System Board that it has the right to
provide the Services specified herein and has the right, power and authority to enter into and perform its obligations under this Agreement. INdigital represents and warrants that the Services are in compliance with all applicable federal, state and local laws, rules and regulations and administrative and regulatory requirements, and INdigital shall be responsible for obtaining and maintaining all approvals, registrations and certifications required by such authorities. INdigital represents and warrants that the Services shall not infringe the copyright, patent, trademark or other intellectual property right of a third party. INdigital represents and warrants that the equipment and services which it provides pursuant to this Agreement will perform as represented.

6.02. **Disclaimer of Warranties.** OTHER THAN THE WARRANTIES SET FORTH HEREIN, INDIGITAL MAKES NO WARRANTY TO THE COLES COUNTY AND MOULTRIE COUNTY EMERGENCY TELEPHONE SYSTEM BOARD OR ANY OTHER PERSON OR ENTITY, WHETHER EXPRESS, IMPLIED, OR STATUTORY, AS TO THE DESCRIPTION, QUALITY, MERCHANTABILITY, COMPLETENESS OR FITNESS FOR ANY PURPOSE OF ANY SERVICES PROVIDED HEREUNDER OR DESCRIBED HEREIN, OR AS TO ANY OTHER MATTER, ALL OF WHICH WARRANTIES BY INDIGITAL ARE HEREBY EXCLUDED AND DISCLAIMED. INDIGITAL MAKES NO REPRESENTATION OR WARRANTIES WITH RESPECT TO INFORMATION, DATA, OR FACILITIES PROVIDED BY ANY OTHER TELEPHONE UTILITY WHICH MAY ALSO PROVIDE ENHANCED 9-1-1 SERVICES TO THE COLES COUNTY AND MOULTRIE COUNTY EMERGENCY TELEPHONE SYSTEM BOARD. FOR PURPOSES OF THIS SECTION, THE TERM "INDIGITAL" SHALL BE DEEMED TO INCLUDE INDIGITAL, ITS OFFICERS, AGENTS AND EMPLOYEES.

7. **Limitation of Liability; Indemnification.**

7.01. **Limitation of Liabilities; Indemnification.**
(i) EXCEPT AS EXPRESSLY PROVIDED HEREIN, IN NO EVENT SHALL INDIGITAL BE LIABLE TO THE COLES COUNTY AND MOLUETRIE COUNTY EMERGENCY TELEPHONE SYSTEM BOARD OR ANY THIRD PARTY IN ANY RESPECT FOR SPECIAL, INDIRECT, INCIDENTAL, ECONOMIC, CONSEQUENTIAL OR PUNITIVE DAMAGES, REGARDLESS OF THE LEGAL THEORY UNDER WHICH SUCH DAMAGES ARE SOUGHT, AND EVEN IF INDIGITAL HAS BEEN ADVISED OF THE LIKELIHOOD OF SUCH DAMAGES. COLES COUNTY AND MOLUETRIE COUNTY EMERGENCY TELEPHONE SYSTEM BOARD AGREES THAT INDIGITAL’S TOTAL LIABILITY TO COLES COUNTY AND MOLUETRIE COUNTY EMERGENCY TELEPHONE SYSTEM BOARD OR ANY THIRD PARTY FOR ANY AND ALL DAMAGES WHATSOEVER ARISING OUT OF OR IN ANY WAY RELATED TO THIS AGREEMENT FROM ANY CAUSE, INCLUDING BUT NOT LIMITED TO CONTRACT LIABILITY OR INDIGITAL’S NEGLIGENCE, ERRORS, OMISSIONS, STRICT LIABILITY, BREACH OF CONTRACT OR BREACH OF WARRANTY SHALL NOT, IN THE AGGREGATE, EXCEED THE FEES PAID TO INDIGITAL HEREUNDER. NOTHING IN THIS PROVISION SHALL BE INTERPRETED AS LIMITING INDIGITAL’S LIABILITY FOR PERSONAL INJURY OR PROPERTY DAMAGE ATTRIBUTABLE TO INDIGITAL, ITS EMPLOYEES, AGENTS OR CONSULTANTS IN THE COURSE OF THIS AGREEMENT.

(ii) The Services and equipment provided hereunder by INdigital is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person or entity other than the Coles County and Moultrie County Emergency Telephone System Board.

7.02. **Indemnification.** INdigital shall defend and hold Coles County and Moultrie County Emergency Telephone System Board harmless from all claims arising out of the death or bodily injury of any agent, employee or business invitee of Coles County and Moultrie County Emergency Telephone System Board to the
extent caused by the negligence or intentional acts or omissions of INdigital, its officers, employees, agents or consultants.


8.01. Independent Contractor. The Parties acknowledge and agree that the relationship between them is solely that of independent contractors. Neither Party, nor their respective employees, agents or representatives, has any right, power or authority to act or create any obligation, express or implied, on behalf of the other Party.

8.02. Force Majeure. Neither Party shall be liable for any failure of performance hereunder due to causes beyond its reasonable control, including, but not limited to, acts of God, fire, explosion, terrorism, vandalism, storms or other similar catastrophes, national emergencies, insurrections, riots or wars.

8.03. Waivers. Failure of either Party to enforce or insist upon compliance with the provisions of this Agreement shall not be construed as a general waiver or relinquishment of any provision or right under this Agreement.

8.04. Survival. The indemnifications, covenants and agreements of the Parties contained in this Agreement, including, but not limited to the Coles County and Moultrie County Emergency Telephone System Board’s obligations to ensure that the Illinois State Police 9-1-1 Program Office pays all amounts due hereunder, shall survive any termination of this Agreement. The rights and obligations under this Agreement shall survive any merger or sale of either Party and shall be binding upon the successors and permitted assigns of each Party.

8.05. Confidentiality. (1) Each Party agrees that all information furnished to it by the other Party, or to which it has access under this Agreement, shall be deemed confidential and proprietary information or trade secrets (collectively referred to as "Proprietary Information") of the disclosing Party and shall remain the sole and exclusive property of the disclosing Party.
(ii) The confidentiality obligations of this Section do not apply to any portion of the Proprietary Information: (i) which is or becomes public knowledge through no fault of the receiving Party; (ii) which is in the lawful possession of the receiving Party prior to disclosure to it by the disclosing Party (as confirmed by the receiving Party’s records); (iii) which is disclosed to the receiving Party without restriction on disclosure by a person who has the lawful right to disclose the information; or (iv) which is disclosed pursuant to the lawful requirements or formal request of a governmental agency. If the receiving Party is requested or legally compelled by a governmental agency or court of competent jurisdiction to disclose any Proprietary Information of the disclosing Party, the receiving Party shall give notice to the disclosing Party so that the disclosing party may immediately attempt to obtain a protective order requiring that the Confidential Information so disclosed be used only for the purposes for which the order was issued and narrowing as much as possible the request.

(iii) Any obligations of the Parties relating to confidentiality shall survive termination of this Agreement.

8.06. Entire Agreement. This Agreement and all Exhibits, Schedules and other attachments incorporated herein, represent the entire agreement between the Parties with respect to the subject matter hereof and supersede and merge all prior agreements, promises, understandings, statements, representations, warranties, indemnities and inducements to the making of this Agreement, whether written or oral.

8.07. Construction. The language used in this Agreement is deemed the language chosen by the Parties to express their mutual intent. No rule of strict construction shall be applied against either Party.

8.08. Assignment. Neither Party shall assign any right or obligation under this Agreement without the other Party’s written consent, which consent shall not be unreasonably withheld. Any attempted assignment shall be void, except that
either party may assign moneys due or to become due it, provided that (a) the
assigning party gives the other party at least thirty (30) days prior written notice of
such assignment, and (b) such assignment does not impose upon the other party
obligations to the assignees other than the payment of such moneys.
Notwithstanding the foregoing, INDigital may assign this Agreement, in whole or in
part, to any of its affiliates. Upon such assignment and assumption of liability
thereof by the assignee, the assignor shall be discharged of any liability under this
Agreement. Without limiting the generality of the foregoing, this Agreement shall
be binding upon and shall inure to the benefit of the parties' respective successors
and assigns.

8.09. Notices. All notices, including but not limited to, demands, requests
and other communications required or permitted hereunder (not including Invoices)
shall be in writing and shall be deemed to be delivered when actually received,
whether upon personal delivery or if sent by facsimile, or overnight delivery and
shall be deemed delivered three days after mailing if mailed by regular mail. All
notices shall be addressed as follows, or to such other address as each of the Parties
may notify the other.

If to INDigital:

INDigital Telecom
Attn: Contract Administration
1616 Directors Row
Fort Wayne, IN 46808
FAX: 260 - 469 - 4329

If to the Coles County and Moultrie County Emergency Telephone System Board:

Coles County and Moultrie County Emergency Telephone System Board
8.10. **Counterparts.** This Agreement may be executed in several counterparts, each of which shall constitute an original, but all of which shall constitute one and the same instrument.

8.11. **Compliance with Laws.** During the term of this Agreement, the Parties shall comply with all local, state and federal laws and regulations applicable to this Agreement and to their respective businesses. Further, each Party shall obtain, file and maintain any tariffs, permits, certifications, authorizations, licenses or similar documentation as may be required by the Federal Communications Commission, a state Public Utilities or Service Commission, or any other governmental body or agency having jurisdiction over its business, provided however, that INdigital shall obtain, file and maintain any tariffs, permits, certifications, authorizations, licenses or similar documentation as may be required by the Federal Communication Commission, a state Public Utilities or Service Commission, or any other governmental body or agency for the Services under this Agreement. Upon request, a Party will supply copies of such permits, certifications, authorizations, licenses and similar documentation. This Agreement is subject to all terms and conditions of INdigital or other relevant tariffs or other rules and regulations of the State of Illinois, and all applicable federal and state and local laws.

8.12. **Third Party Beneficiaries.** The provisions of this Agreement and the rights and obligations created hereunder are intended for the sole benefit of INdigital and the Coles County and Moultrie County Emergency Telephone System Board, and do not create any right, claim or benefit on the part of any person not a Party to this Agreement, including end-users.

9.13. **Amendments.** Except as may otherwise be provided herein, any amendments or modifications to this Agreement must be in writing and signed by an authorized officer of INdigital and an authorized officer of the Coles County and Moultrie County Emergency Telephone System Board.
9.14. **Severability.** The illegality or unenforceability of any provision of this Agreement shall not affect the legality or enforceability of any other provision or portion hereof. If any provision or portion of this Agreement is deemed illegal or unenforceable for any reason by a court of competent jurisdiction, there shall be deemed to be made such minimum change in such provision or portion as is necessary to make it valid and enforceable as so modified.

9.15. **Adequate Counsel.** By its signature below, each Party acknowledges and agrees that sufficient allowance has been made for review of this Agreement by their respective counsel and that each Party has been advised as to its legal rights, duties and obligations under this Agreement.

9.16. **Mediation** All claims and disputes arising out of the Agreement shall be decided utilizing a mediator selected by agreement of the parties from a list of individuals supplied by the Coles County and Moultrie County Emergency Telephone System Board Common Pleas Court and qualified under the Illinois Rules of Alternative Dispute Resolution. The parties hereto agree that time is of the essence hereunder and, as such, they agree to schedule a mediation upon the first available date, with the intent being to obtain a final resolution to any dispute as quickly as possible. If the parties hereto are unable to reach a resolution of the dispute through mediation, then all claims or disputes may be pursued in an appropriate court of competent jurisdiction.

9.17. **Annual Availability of Funding** In the event that the Coles County and Moultrie County Emergency Telephone System Board is not able to obtain funding, after affirmatively requesting such funding, for any sums due INdigital in accordance with this Agreement, Coles County and Moultrie County Emergency Telephone System Board may terminate this Agreement on thirty (30) days written notice to INdigital. In such event, Coles County and Moultrie County Emergency Telephone System Board agrees that it shall reimburse INdigital for all expenses incurred under this Agreement before written notice of termination is received. Such charges, however, shall not exceed the total sum otherwise payable by Coles County
and Moultrie County Emergency Telephone System Board under this Agreement. INdigital and Coles County and Moultrie County Emergency Telephone System Board understand that the funding for a multi-year agreement is done on a year-to-year basis, and this provision applies annually.

9.18. **Governing Law; Exclusive Jurisdiction; Exclusive Venue** This Agreement is entered into in Illinois and all matters arising under or related to this Agreement shall be governed by and construed in accordance with the substantive law (and the law of conflicts) of the State of Illinois. Courts of competent authority located in Coles County and Moultrie County, Illinois shall have sole and exclusive jurisdiction of any action arising out of or in connection with the Agreement, and such courts shall be the sole and exclusive venue for any such action.
IN WITNESS WHEREOF, the Parties by their authorized representative have executed this Agreement on the date first above written.

Coles County and Moultrie County 9-1-1
Acting by and through its Emergency Telephone System Board

By: [Signature]

Communication Venture Corporation
d/b/a INdigital Telecom

By: [Signature]

Coles/Moultrie 9-1-1
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
Start Date: December 1, 2013
End Date: Ongoing
Person Responsible: Director
Resources needed: None
Fiscal Impact: Unknown

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**

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

**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 VR725 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.
Start Date: Jan. 1, 2014
End Date: Ongoing
Person Responsible: Director
Resources Needed: Annual Budget – Equipment line item adjustments
Fiscal Impact: None

**Antennae’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.

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

**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**

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**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**

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**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.

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 offset 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