

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



**State of Illinois**

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

# INTRODUCTION

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

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

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

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

The Modified Plan must include the following documents:

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

## **Attachments (if applicable):**

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

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

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



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

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

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

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

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

The notification should include:

<b>General Information</b>	Contact and 9-1-1 System information.
<b>Plan Narrative</b>	A detailed summary of the changes in the proposed system's operation.

**Attachments (if applicable):**

<b>Network Diagram</b>	Provided by the 9-1-1 system provider showing trunk routing and backup configuration
<b>Call Handling Agreements</b>	Call handling agreements shall describe the primary and secondary dispatch method to be used by requesting parties within their respective jurisdictions.

# 911 GENERAL INFORMATION

DATE: 10/16/2016

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

List PSAPs:	Primary	Secondary
Morgan County Sheriff's Office	X	
Jacksonville Police Department	x	
Passavant Hospital		x

911 System Contact: Phil McCarty

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Street Address: 200 West Douglas

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City, State and Zip Code: Jacksonville, IL 62650

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Office Telephone: (217) 479-4616

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Cellular Telephone: (217) 473-6525

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Email: pmccarty@jacksonvilleil.com

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

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

# VERIFICATION

I, Phil McCarty, first being duly sworn upon oath, depose and say that I am Director, of West Central Joint 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.

*Phil McCarty*  
Director

Subscribed and sworn to before me

this 27 day of October, 20 16.

*Bethany Hopkins*  
NOTARY PUBLIC, ILLINOIS





200 W. Douglas Av  
Jacksonville, IL 62650

Phone: 217-479-4616  
Fax: 217-479-4618  
esda@jacksonvilleil.com

911 System Provider  
Letter of Intent

October 27, 2016

Paul Stoffels  
Frontier Communications  
3S050 Butternut Ln  
Glen Ellyn, IL 60137

Dear Paul Stoffels;

This letter is to confirm our intent to modify our 9-1-1 System. Enclosed is your copy of our modification plan to be filed with the Department of Illinois State Police for approval. Thank you for your attention to this matter.

Sincerely,

Phil McCarty  
9-1-1 Director

Enclosure: Modification Plan

## NARRATIVE STATEMENT:

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

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

### Plan Narrative:

On 11/9 the secondary medical PSAP will be closed and the 9-1-1 trunk that is routed to that location will be routed to 200 W. Douglas where the new consolidated PSAP will be located. All staff have been trained on EMD. Polices and operation software is in place and tested.

On 12/6 the Morgan County Sheriff's PSAP at 300 W. Court will be moved to the back-up PSAP for a temporary period. The only primary PSAP will be at 200 W. Douglas. All 9-1-1 calls will be routed to 200 West Douglas and the overflow will become Macoupin County.

During 1st quarter of 2017 we will move forward with the back-up agreement with Macoupin County and move out back-up operation to Macoupin County and close the PSAP at Morgan County Sheriff's Department.

This will require us to add two 9-1-1 trunks at Macoupin County and allow us to disconnect all connections to the 300 W. Court Location this should show a network savings for the network of Morgan County.

Plan Narrative:

A large, empty rectangular box with a thin black border, occupying most of the page. It is intended for a plan narrative but contains no text or other content.



## FINANCIAL INFORMATION

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

\$ \_\_\_\_\_

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

\$ \_\_\_\_\_

Installation cost of the project

\$ \_\_\_\_\_

Anticipated annual revenues

\$ \_\_\_\_\_

## FIVE YEAR STRATEGIC PLAN FOR MODIFIED PLAN

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

Narrative:

N/A
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# COMMUNITIES SERVED

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

*USE ADDITIONAL SHEETS AS NECESSARY*

City, Town or Village	Street Address, City, Zip Code
No Changes from Current Plan	



## PARTICIPATING AGENCIES

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

9-1-1 Participant Agencies	Street Address, City, Zip Code	Administrative Telephone No.	Direct Dispatch	Transfer	Call Relay
No Changes to Current					

# PARTICIPATING AGENCIES

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

9-1-1 Participant Agencies	Street Address, City, Zip Code	Administrative Telephone No.	Direct Dispatch	Transfer	Call Relay



## ADJACENT AGENCIES LIST

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

AGENCY	STREET ADDRESS, CITY, ZIP CODE	TELEPHONE NUMBER





# CARRIER LISTING

(Wireline, Wireless, VoIP)

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

*(USE ADDITIONAL SHEETS AS NECESSARY)*

CARRIERS	STREET ADDRESS, CITY, ZIP CODE	TELEPHONE NUMBER

## ATTACHMENTS

**Ordinance** - The local ordinance which created an ETSB prior to January 1, 2016.

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

### **Intergovernmental Agreement**

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

**Network Diagram** - Diagram provided by the 9-1-1 System Provider. Re-evaluate P.01 grade of Service for cost savings and network efficiency.

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency) \_\_\_\_\_, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

### CALL HANDLING

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

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

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

### AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

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

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

9-1-1 Authority	Public Safety Agency
By _____	By _____
Title _____	Title _____

**INTERGOVERNMENTAL AGREEMENT  
BETWEEN THE WEST CENTRAL JOINT EMERGENCY TELEPHONE SYSTEM BOARD  
AND THE MACOUPIN COUNTY 911 EMERGENCY TELEPHONE SYSTEM BOARD.**

This agreement is entered into by and between the Joint Emergency Telephone System Board (hereinafter referred to as "West Central Joint ETSB"), a unit of local government in the State of Illinois and the County of Macoupin acting through its 911 Emergency Telephone System Board (hereinafter referred to as "Macoupin County ETSB"), a unit of local government in the State of Illinois.

**WITNESSETH**

WHEREAS, the West Central Joint ETSB and the Macoupin County ETSB may enter into intergovernmental cooperation agreements as provided in Article VII, Section 10 of the Illinois Constitution and the Intergovernmental Cooperation Act (5 ILCS 220/1 et seq.); and

WHEREAS, the Macoupin County ETSB has determined that it has need for a backup Public Safety Answering Point(PSAP); and

WHEREAS, the West Central Joint ETSB has determined that it has need for a backup Public Safety Answering Point (PSAP); and

WHEREAS, the West Central Joint ETSB, acting initially and primarily through its PSAP at 200 West Douglas, Jacksonville, is willing to serve as a backup PSAP for the Macoupin County ETSB and the Macoupin County ETSB is willing to serve as a backup PSAP for the West Central Joint ETSB; and

WHEREAS, the parties desire to memorialize in writing the respective rights and obligations of the parties to this Agreement.

THEREFORE, in consideration of the mutual agreements contained in this Agreement, the recitals of fact set forth above, and other good and valuable consideration, the receipt of which is hereby acknowledged, the parties agree as follows:

1. The West Central Joint ETSB and the Macoupin County ETSB agree to serve as the backup PSAP for each other and will receive 911 calls and provide command and control

services necessary to dispatch emergency services in those circumstances for each other where the primary PSAP for one party is not able to provide the necessary services.

2. Either party will only be called upon to provide backup PSAP services in the following situations:
  - a. There exists an emergency which overloads a party's primary PSAP to the point that the primary PSAP cannot adequately handle all incoming calls;
  - b. An emergency, natural disaster, electrical fire, computer failure, phone system failure, or other similar occurrence renders a party's Primary PSAP inoperable, out of order, or otherwise nonfunctional; or
  - c. A request for backup assistance is made by a party's primary PSAP and this request is agreed to by the other party.
3. If either party's primary PSAP is expected to remain inoperable for more than one hour, then that party will send personnel to assist with staffing the other party's Dispatch Center to answer the party in needs 911 calls and provide command and control dispatch services during the period that the primary PSAP remains inoperable.
4. Both parties have inspected each other's Dispatch Center and acknowledge that the equipment, and phone service, among other things necessary to facilitate provision of the required services under this Agreement are in place.
5. Both parties have inspected the others Dispatch Center and acknowledge that any additional equipment, phone service, or other items reasonably necessary to allow the Dispatch Center of either to perform the services required under this Agreement shall be procured by the party that will benefit from the backup service. However, the obligation herein shall be based upon mutual agreement between both parties. At the conclusion of this or any other contract, each party shall be entitled to remove items that each party purchased and which were installed and/or used at the other party's Dispatch Center; provided however, that such removal must not adversely impact or impede the operation of the other party's Dispatch Center and the operation of its 911 system. The maintenance and upkeep of equipment and items placed by a party in the other party's Dispatch Center shall be maintained by the placing party.
6. The parties agree to use reasonable efforts to provide services in the situations listed in paragraph two of this agreement.

7. Each party agrees to protect, defend, indemnify and hold harmless the other party including the, agents, employees, directors, officers, successors, and assigns of the party for any claim, causes of action, judgments, loss or damage of any kind arising out of, or in connections with provision of backup PSAP services under this Agreement, unless such loss is caused by or results from the gross negligence, recklessness or intentional misconduct of the party who would otherwise be defended, indemnified and held harmless under this provision. An act of gross negligence, recklessness or intentional misconduct by one party shall not relieve it from its duty to protect, defend, indemnify, and hold harmless the other party as described above.
8. Nothing contained herein shall constitute or create an employer-employee, landlord-tenant, or partnership relationship between the parties.
9. Nothing contained in this Agreement shall be construed to prohibit, or allow either party to prevent the other from relocating, upgrading, or otherwise changing its Dispatch Center.
10. Any notice required under this Agreement shall be sent to the following addresses, unless the recipient notifies the other party of a different address in writing:

If to the West Central Joint ETSB, then to:

West Central Joint ETSB 911 Coordinator  
200 West Douglas, Municipal Building  
Jacksonville, IL 62650

If to the Macoupin County ETSB, then to:

Macoupin County ETSB  
215 S. East St. Suite # 2  
Carlinville, IL 62626

11. The initial term of this Agreement shall be twelve months from the effective date printed below, and shall automatically renew for an additional twelve-month period, unless notice is given six months prior thereto. The contact shall thereafter terminate upon six months prior to notice. Either party may decide that it no longer desires to have the other serve as its backup PSAP and may remove its equipment and make other arrangements for backup service upon 30 days written notice to the other party to this

Agreement. Exercising this right will not terminate the party's obligation to continue to serve as the other party's backup PSAP pursuant to this Agreement.

12. If any part of this agreement is found to be unenforceable by a court of competent jurisdiction, that part shall be stricken or modified by said court and the remainder of the agreement shall not be affected.

13. This agreement shall be construed in accordance with the laws of the State of Illinois.

This agreement shall be effective as of the latest adoption date printed below.

Accepted and adopted by the West Central Joint ETSB

On the \_\_\_\_\_ day of \_\_\_\_\_, 2016



\_\_\_\_\_, Chairman of the West Central Joint ETSB

Accepted and adopted by the Macoupin County ETSB

On the 25 day of Oct., 2016



\_\_\_\_\_, Chairman of the Macoupin County ETSB



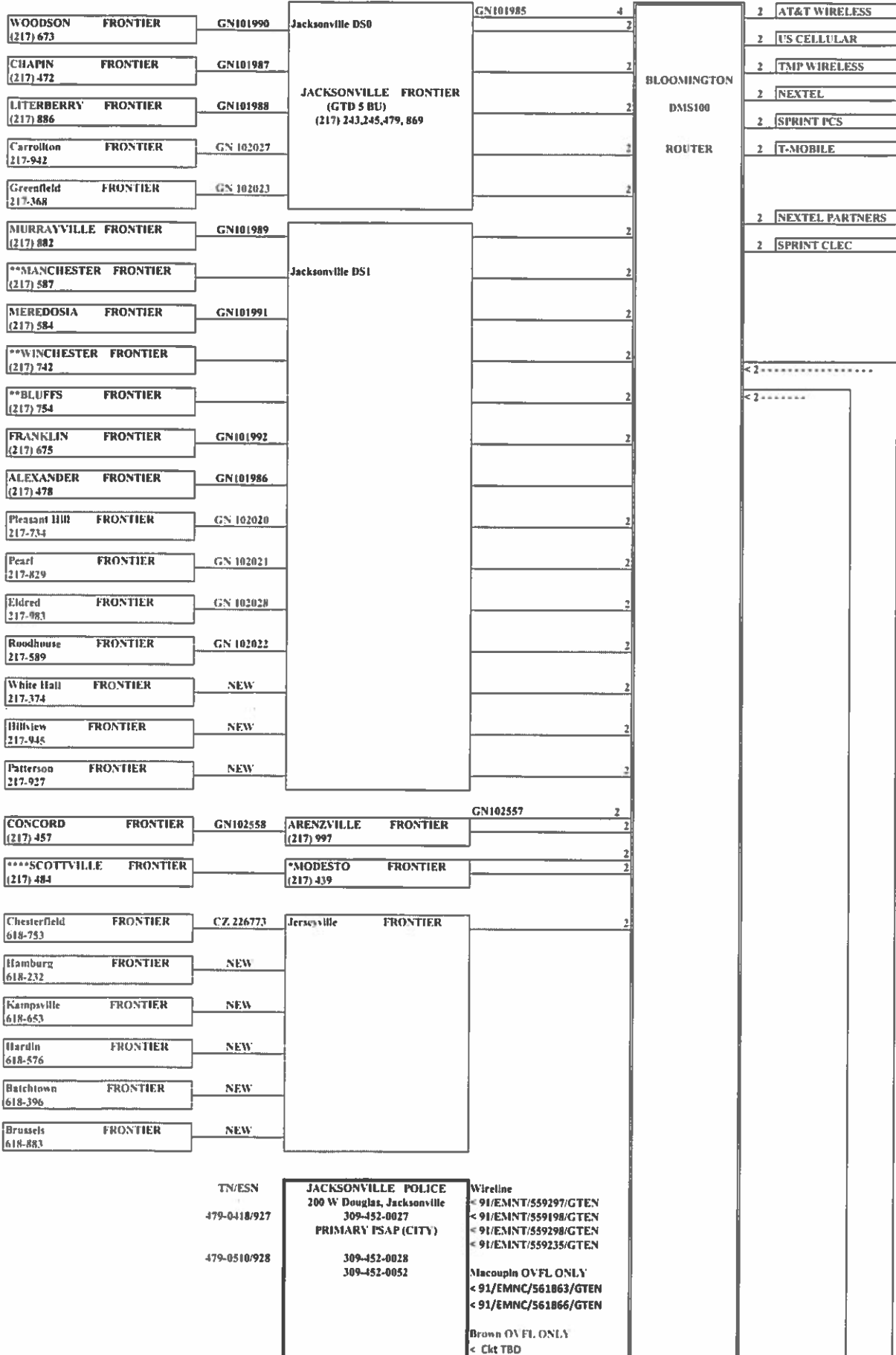
## TEST PLAN DESCRIPTION

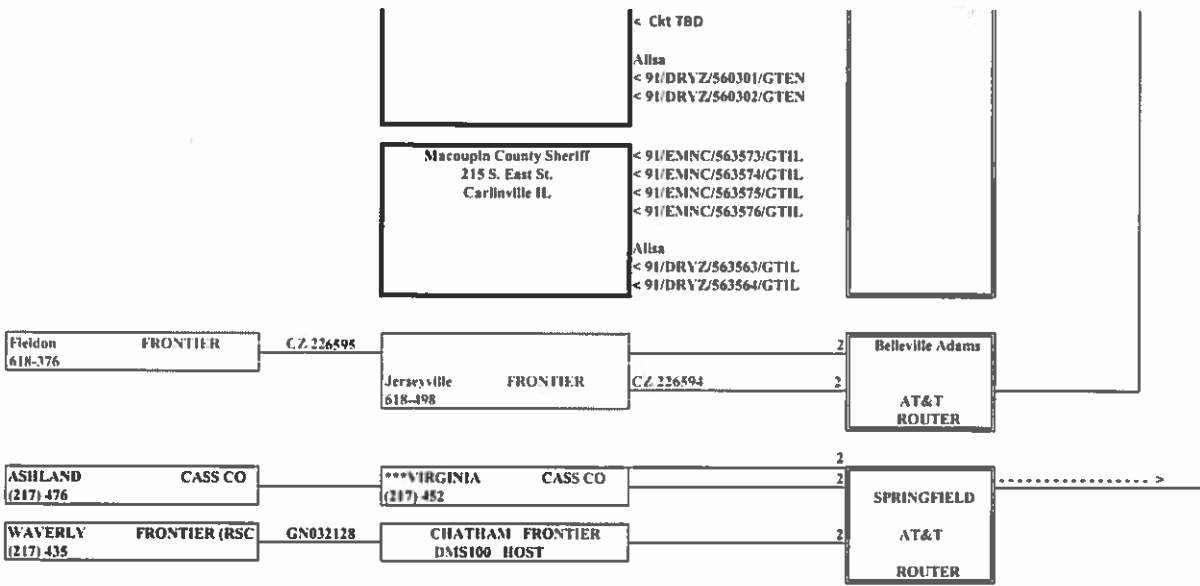
1) Description of test plan (back-up, overflow, failure, database).

2) List wireline exchanges to be tested.

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

MORGAN/Calhoun/Greene COUNTY Combined Diagram





\* Opted out to Macoupin County  
 \*\* Opted out to Scott County  
 \*\*\* Opted out to Cass County  
 \*\*\*\* Formerly Opted out to macoupin, Now Part of Greene County  
 TOTAL ACCESS LINES: 9689  
 Yearly Diagram 2015  
 Access Line additions for Calhoun and Green - TBD

Updated 10/21/16 to include Brown County overflow group and change Backup to Macoupin County

CONTAINS CONFIDENTIAL/PROPRIETARY FRONTIER LINE COUNT INFORMATION  
 DATA SHOULD ONLY BE USED BY COUNTY TO SUBMIT REPORT TO THE ILLINOIS COMMERCE COMMISSION