

**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.
<b>Attachments (if applicable):</b>	
<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:

**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:

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
Peoria County Emergency Telephone System Board	186494	631

[illegible]

911 System Contact: Amy Marion

Street Address: 6913 W Plank Rd

City, State and Zip Code: Peoria, IL 61604

Office Telephone: (309) 697-8524

Cellular Telephone: (309) 210-1853

Email: peoriacounty911@sbcglobal.net

### Wireless Coverage for Consolidated System:

100 % Phase II compliant

100 % Phase I compliant

**Please check if applicable:**

NG9-1-1 capable

☒ Receive 9-1-1 Text

Receive 9-1-1 Video

## 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:

The Peoria County Emergency Telephon System Board (ETSB) is submitting a plan modification to the original 9-1-1 consolidation plan submitted on June 30, 2016, Case #16-C148. A modification plan was submitted in December 2016, closing the Chillicothe PSAP and consolidating it temporarily in to the Peoria Heights PSAP; this consolidation was completed on January 26, 2017.

On The original plan called for the final consolidation of PSAPs to leave the City of Peoria ECC (ECC) and Bartonville PSAP as the two remaining PSAPs; the original plan called for consolidation of Chillicothe/Peoria Heights to be moved to the Bartonville PSAP. At this time, the ETSB would request a modification of that consolidation plan; with the current Peoria Heights PSAP consolidating into the City of Peoria ECC; both the City of Chillicothe and Village of Peoria Heights would be serviced for 9-1-1 calls and direct dispatch services by the ECC.

Bartonville PSAP would remain as a stand alone PSAP and will continue to serve a primary PSAP as well as a manned backup PSAP for the ECC.

Updates have been made to 3, 4, and 5 below.

1. The current 9-1-1 system provider for Peoria County ETSB is AT&T. AT&T will continue to be the Peoria ETSB's system provider and assist with the network changes necessary for the requested consolidation. This consolidation will reduce the system line count by 3 lines with the closure of Peoria Heights.

2. All call answering and dispatch standards and protocols will remain the same. The current Peoria County PSAPs utilize Priority Dispatch's Emergency Medical Dispatch protocol for medical calls.

3. The ETSB currently owns and operates a P25 radios system with a ringed microwave network backhaul as well as fiber connectivity; Bartonville and City of Peoria PSAPs are connected with fiber in addition to the microwave connection. At this time the ETSB is working with Motorola to transition the Peoria County P25 system to part of the Starcom21 Statewide Network.

4. The current 9-1-1 phone system is legacy equipment. The ETSB is currently working on a RFP to secure a hosted NG9-1-1 capable phone system.

## Plan Narrative:

5. Selective routing that was routed to Peoria Heights will be routed to the ECC. There is no anticipated changed to ESN numbers at this time.
6. The MSAG database is maintained by the ETSB 9-1-1 Coordinator. Address errors and corrections are processed and updated on an as needed basis when reported or received.
7. The 9-1-1 Coordinator maintains and updates the database during regular business hours.
8. The Peoria County ETSB system is a private network with local controlled access.

# ATTACHMENTS

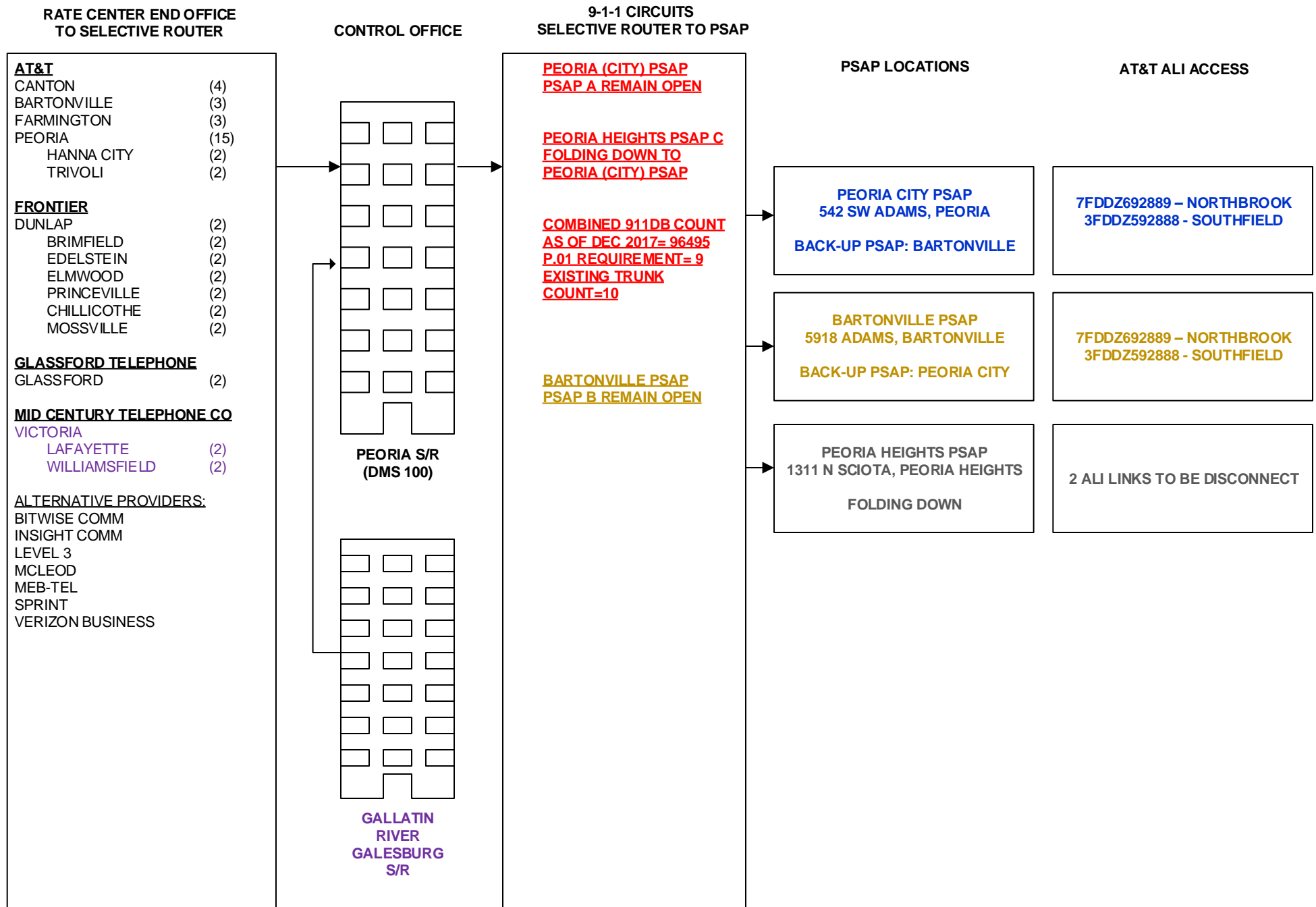
**Ordinance** - The local ordinance which created an ETSB prior to January 1, 2016.

**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.





**INTERAGENCY AGREEMENT  
FOR 9-1-1 EMERGENCY COMMUNICATIONS**

This agreement is made by and between the **Peoria County Emergency Telephone System Board (ETSB)** and the **Chillicothe Police Department** for the purpose of effective handling and routing of 9-1-1 Emergency Calls. 9-1-1 is available only on a Telephone Exchange Basis and, as such, emergency 9-1-1 calls will be sent to one-of four (4) primary Public Safety Answering Points (PSAPs) that comprise the Peoria County 9-1-1 System.

**CALL HANDLING**

In general, 9-1-1 calls from within the corporate limits of Bartonville, Chillicothe, Peoria and Peoria Heights will be routed to the PSAP that serves those communities. 9-1-1 calls from the unincorporated areas of the County and the other municipalities, will be routed to the PSAP which services the Peoria County Sheriff's Department.

Once a 9-1-1 call requiring assistance from the Chillicothe Police Department is received at one of the PSAPs, the call will be either directly dispatched or transferred to your department by the following methods:

Primary: Peoria County P25 Radio System

Secondary: 155.670 via Backup System

The Chillicothe Police Department hereby agrees to receive and properly dispose of all related 9-1-1 calls from within its jurisdiction, following the rules and regulations established by the Department of State Police, the Illinois Statewide 9-1-1 Advisory Board, and other applicable state and federal agencies.

**AID OUTSIDE JURISDICTION BOUNDARY**

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

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore all calls of an administrative or non-emergency nature will be refused on 9-1-1 and will be referred to your administrative number in the telephone directory.

The Peoria County ETSB agrees to keep all records, including times and places of all 9-1-1 calls transferred to the Chillicothe Police Department. All records will be available to all participants of the 9-1-1 system.

It shall be the responsibility of the Chillicothe Police Department to maintain the report of the call and the disposition of each call received.

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

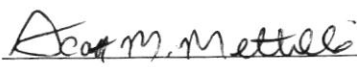
Certified by and between.

**Peoria County Emergency Telephone System Board**

By:   
David Tuttle, Chairman

Date: 12-23-15

**Chillicothe Police Department**

By:   
Title: Chief of Police

Date: 12/28/15

**INTERAGENCY AGREEMENT  
FOR 9-1-1 EMERGENCY COMMUNICATIONS**

This agreement is made by and between the **Peoria County Emergency Telephone System Board (ETSB)** and the **Chillicothe Fire Department** for the purpose of effective handling and routing of 9-1-1 Emergency Calls. 9-1-1 is available only on a Telephone Exchange Basis and, as such, emergency 9-1-1 calls will be sent to one of four (4) primary Public Safety Answering Points (PSAPs) that comprise the Peoria County 9-1-1 System.

**CALL HANDLING**

In general, 9-1-1 calls from within the corporate limits of Bartonville, Chillicothe, Peoria and Peoria Heights will be routed to the PSAP that serves those communities. 9-1-1 calls from the unincorporated areas of the County and the other municipalities, will be routed to the PSAP which services the Peoria County Sheriff's Department.

Once a 9-1-1 call requiring assistance from the Chillicothe Fire Department is received at one of the PSAPs, the call will be either directly dispatched or transferred to your department by the following methods:

Primary: 154.325

Secondary: 154.325 Via Backup System

The Chillicothe Fire Department hereby agrees to receive and properly dispose of all related 9-1-1 calls from within its jurisdiction, following the rules and regulations established by the Illinois Commerce Commission, and other applicable state and federal agencies.

**AID OUTSIDE JURISDICTION BOUNDARY**

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

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore all calls of an administrative or non-emergency nature will be refused on 9-1-1 and will be referred to your administrative number in the telephone directory.

The Peoria County ETSB agrees to keep all records, including times and places of all 9-1-1 calls transferred to the Chillicothe Fire Department. All records will be available to all participants of the 9-1-1 system.

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

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

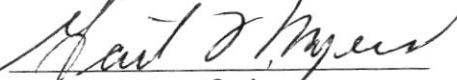
Certified by and between.

**Peoria County Emergency Telephone System Board**

By:   
David Tuttle, Chairman

Date: NOV 1 2000

**Chillicothe Fire Department**

By:   
Title: Fire Chief  
Date: NOV 14, 2000

**INTERAGENCY AGREEMENT  
FOR 9-1-1 EMERGENCY COMMUNICATIONS**

This agreement is made by and between the **Peoria County Emergency Telephone System Board (ETSB)** and the **Peoria Heights Police Department** for the purpose of effective handling and routing of 9-1-1 Emergency Calls. 9-1-1 is available only on a Telephone Exchange Basis and, as such, emergency 9-1-1 calls will be sent to one of four (4) primary Public Safety Answering Points (PSAPs) that comprise the Peoria County 9-1-1 System.

**CALL HANDLING**

In general, 9-1-1 calls from within the corporate limits of Bartonville, Chillicothe, Peoria and Peoria Heights will be routed to the PSAP that serves those communities. 9-1-1 calls from the unincorporated areas of the County and the other municipalities, will be routed to the PSAP which services the Peoria County Sheriff's Department.

Once a 9-1-1 call requiring assistance from the Peoria Heights Police Department is received at one of the PSAPs, the call will be either directly dispatched or transferred to your department by the following methods:

Primary: Peoria County P25 Radio System

Secondary: 155.715

The Peoria Heights Police Department hereby agrees to receive and properly dispose of all related 9-1-1 calls from within its jurisdiction, following the rules and regulations established by the Department of State Police, the Illinois Statewide 9-1-1 Advisory Board, and other applicable state and federal agencies.

**AID OUTSIDE JURISDICTION BOUNDARY**

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

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore all calls of an administrative or non-emergency nature will be refused on 9-1-1 and will be referred to your administrative number in the telephone directory.

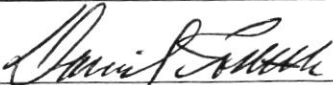
The Peoria County ETSB agrees to keep all records, including times and places of all 9-1-1 calls transferred to the Peoria Heights Police Department. All records will be available to all participants of the 9-1-1 system.

It shall be the responsibility of the Peoria Heights Police Department to maintain the report of the call and the disposition of each call received.

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


Certified by and between.

**Peoria County Emergency Telephone System Board**

By:   
David Tuttle, Chairman

Date: 12-23-15

**Peoria Heights Police Department**

By:   
Title: chief of Police

Date: 01/04/16

**INTERAGENCY AGREEMENT  
FOR 9-1-1 EMERGENCY COMMUNICATIONS**

This agreement is made by and between the **Peoria County Emergency Telephone System Board (ETSB)** and the **Peoria Heights Fire Department** for the purpose of effective handling and routing of 9-1-1 Emergency Calls. 9-1-1 is available only on a Telephone Exchange Basis and, as such, emergency 9-1-1 calls will be sent to one of four (4) primary Public Safety Answering Points (PSAPs) that comprise the Peoria County 9-1-1 System.

**CALL HANDLING**

In general, 9-1-1 calls from within the corporate limits of Bartonville, Chillicothe, Peoria and Peoria Heights will be routed to the PSAP that serves those communities. 9-1-1 calls from the unincorporated areas of the County and the other municipalities, will be routed to the PSAP which services the Peoria County Sheriff's Department.

Once a 9-1-1 call requiring assistance from the Peoria Heights Fire Department is received at one of the PSAPs, the call will be either directly dispatched or transferred to your department by the following methods:

Primary: 154.370  
Secondary: 154.370 Via Backup System

The Peoria Heights Fire Department hereby agrees to receive and properly dispose of all related 9-1-1 calls from within its jurisdiction, following the rules and regulations established by the Illinois Commerce Commission, and other applicable state and federal agencies.

**AID OUTSIDE JURISDICTION BOUNDARY**

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

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore all calls of an administrative or non-emergency nature will be refused on 9-1-1 and will be referred to your administrative number in the telephone directory.

The Peoria County ETSB agrees to keep all records, including times and places of all 9-1-1 calls transferred to the Peoria Heights Fire Department. All records will be available to all participants of the 9-1-1 system.

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

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

Certified by and between.

**Peoria County Emergency Telephone System Board**

By: David Tuttle  
David Tuttle, Chairman

Date: Nov 1 2000

**Peoria Heights Fire Department**

By: Howard Gorman  
Title: Chief

Date: 11-20-2000