

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



**State of Illinois**

**Application for  
9-1-1 Consolidation Plan**

# INTRODUCTION

The following document provides the application for submitting a 9-1-1 Consolidation Plan that will supply the Illinois State Police (ISP), the Illinois Commerce Commission (ICC), and the Statewide 9-1-1 Administrator (Administrator) with the necessary information about the proposal to consolidate your 9-1-1 system. The consolidation plan must comply with 83 Ill. Adm. Code Part 1324.

## **CONSOLIDATION PLAN:**

**NOTE: If the consolidation results in increased network costs for the State, the costs must be pre-approved by the Administrator pursuant to Section 1326.210 before submitting the Consolidation Plan.**

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

1. Consolidation of a county with an existing 9-1-1 Authority and the creation of a Joint ETSB
2. Consolidation of two or more ETSB's resulting in the creation of a Joint ETSB and consolidation of individual PSAP(s)
3. Consolidation of a PSAP(s) from another 9-1-1 Authority

The Consolidation Plan must include the following documents:

<b>General Information</b>	Contact and 9-1-1 System information.
<b>Verification</b>	<b>Signed and Notarized</b> statement of truth regarding information provided in the plan.
<b>Letter of Intent</b>	Letter sent to the 9-1-1 System Provider with a copy of the plan. ( <b>Signature required</b> )
<b>Narrative Statement</b>	A detailed summary of the changes to the proposed system's operation, including but not limited to a complete explanation of the 9-1-1 Authority's boundary that the 9-1-1 system will cover all types of emergency calls, including voice, text, data, and multimedia information, along with staffing, training, and revised operational policy implications.
<b>Narrative Statement – Cloud-Based 9-1-1 Call Handling System</b>	A detailed summary for a Cloud-Based 9-1-1 Call Handling System implementation.  <input type="checkbox"/> Check box if Cloud-Based 9-1-1 Call Handling System is a component of your Consolidation. ( <i>Supplemental Document is available on the website</i> ).
<b>Financial Information</b>	A summary of the anticipated implementation costs and annual recurring operating costs of the proposed consolidated 9-1-1 system that are directly associated with 9-1-1, as well as the anticipated revenues. Include the email request and Administrator's approval that support your network costs.
<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) that are directly dispatched by the 9-1-1 System, including the County Sheriff and ISP Troop(s). Include address, telephone number and form of dispatch.
<b>Adjacent 9-1-1 Authorities</b>	List all adjacent 9-1-1 Authorities that surround the 9-1-1 Authorities geographic boundary.

<b>Originating Service Providers (OSPs) &amp; Local Exchange Carriers (LECs)</b>	Provide a comprehensive list of Originating Service Providers (OSPs), including Providers (OPPs) & aggregators and Local Exchange Carriers (LECs), that are known by the applicant to deliver service within the jurisdiction of the 9-1-1 System. This list should include the Carriers (LECs), relevant exchange(s), prefix(es), and the 9-1-1 System Providers (OSPs) configuration that will be implemented in the proposed system. Refer to your 9-1-1 System Network Diagram to support and illustrate the proposed configuration.
<b>Test Plan</b>	Provide the 9-1-1 System's overall test plan that defines testing with all 9-1-1 System Providers, OSPs, LECs and Aggregators who are known. Explain how the 9-1-1 Authority plans to perform its testing in conjunction with the 9-1-1 system providers and carriers. The test plan for the 9-1-1 System establishes a comprehensive framework to validate the operation readiness, functionality, and performance of the emergency communication infrastructure in alignment with NENA standards and best practices. The Test Plan ensures that all Next Generation 9-1-1 functional elements, interfaces, and data exchanges meet NENA-defined interoperability and performance requirements. Testing activities are coordinated among all relevant stakeholders, including 9-1-1 System Providers, Other Service Providers (OSPs), Local Exchange Carriers (LECs), and Aggregators. It integrates testing with all relevant system providers. Testing covers a broad range of use cases, from basic voice call routing to advanced NG9-1-1 services, ensuring that all components of the system are fully operational in the event of an emergency. Areas of testing include 9-1-1 Call Handling, Split Exchange Scenarios, TDD/TTY Accessibility, Network Trunking and Load Management, System Overflow and Failover Protocols, Backup and Alternate Routing Capabilities, Call Transfer Functionality, and NG9-1-1 Addressing, NGCS 9-1-1 GIS Database Validation, Integrated Text to 9-1-1 (SMS/RTT/MMS), API Interoperability, Measurement and Reporting Tools and Voice and Speech Quality Assessment.
<b>Zip Codes</b>	Provide a list of USPS Zip Codes for the communities within the boundary of the 9-1-1 System along with all Zip Codes being added. The Statewide 9-1-1 Bureau will determine the 9-1-1 Authority's Zip Code percentage using the NG9-1-1 GIS Address Point data within each Zip Code Boundary.
<b><u>Attachments (if applicable)</u></b>	
<b>Agreements</b>	Include the local ordinance(s) or resolution(s) that formally dissolve any existing ETSB or Joint ETSB, as well as those that establish the new Joint ETSB. Additionally, provide the Intergovernmental Agreement(s) (IGAs) that authorize the creation of the Joint ETSB. All relevant IGAs, ordinances, resolution, or contracts associated with the consolidation should be included. IGAs must contain explicit language confirming mutual agreement on the transfer of surcharge revenues and reserve funds.
<b>Bylaws</b>	That define the structure, membership requirements, voting procedures, decision-making process, financial management, and operational guidelines, ensuring equitable representation and transparent governance while adhering to relevant legal frameworks, with key elements including purpose statement, membership criteria, board composition, financial obligations, dispute resolution mechanisms, and amendment procedures.
<b>Contracts</b>	New NG9-1-1 system provider and call handling system contracts entered into as a result of the consolidation.

**Backup PSAP  
Agreement**

The agreement that establishes back-up and overflow services due to interruptions and pre-determined alternate routing between 9-1-1 Authorities or PSAPs within those Authorities, which must detail and confirm the backup PSAP/s capability to direct dispatch or otherwise transfer emergency calls directly to all authorized entities within the 9-1-1 Authority's boundary for whom they are serving as a backup.

Backup PSAP Agreement is not Changed/Affected by this Consolidation.

**Call Handling  
Agreements**

Include a primary and secondary means of dispatch (i.e., radio frequency/talk group, 10-digit 24x7 directly answered transfer telephone number) entered into as a result of the consolidation.

Call Handling Agreement(s) are not Changed/Affected by this consolidation.

**Network Diagram**

A proprietary diagram which will not be posted to the website, which is provided by the 9-1-1 system provider showing a list of all known OSPs, LECs, and Aggregators transporting all 9-1-1 traffic from the end user to the PSAP and all system components including ingress and egress, trunking, interconnection points, NGCS components, and routing configuration, predetermined alternate routes, Text to 9-1-1 capabilities, PSAPs, SAPs, Backups, Unmanned Backups and Communities served by the system.

**Consolidation Plans must be filed electronically on the ISP's website at:**

<https://isp.illinois.gov/Statewide911Division/ConsolidationPlansAndWaivers> where you will see the box below:

**Submit Completed  
911 Plans/Waivers**

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

## GENERAL INFORMATION

DATE:

**TYPE OF CONSOLIDATION** (Check all that apply)

## Consolidation of a County with an existing 9-1-1 Authority and the creation of a JETSB

## Consolidation of 2 or more ETSBs resulting in the creation of a JETSB and consolidation of PSAPs

## PSAP Consolidation from another ETSB

9-1-1 Authority Name	Population Served	Area in Sq. Miles
Total:		

**9-1-1 Authority Name after Consolidation:**

## ETSBs Dissolved:


### 9-1-1 Authority Contact:

Street Address: \_\_\_\_\_

City, State and Zip Code:

Office Telephone: \_\_\_\_\_

Cellular Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

**Please check:**

## Please check:

### Receive Integrated 9-1-1 Text (SMS)

### Receive Integrated 9-1-1 Text (RTT)

### Receive 9-1-1 Videos/Pictures (MMS)

## Text Control Center:

## VERIFICATION

I, \_\_\_\_\_, first being duly sworn upon oath, depose and say that I am \_\_\_\_\_, of \_\_\_\_\_; 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.

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Subscribed and sworn to before me

This \_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_.

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NOTARY PUBLIC, ILLINOIS

# **9-1-1 SYSTEM PROVIDER**

## **LETTER OF INTENT**

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(Date)

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(9-1-1 System Provider Company Representative)

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(9-1-1 System Provider Company Name)

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(Street Address)

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(City, State, Zip Code)

Dear \_\_\_\_\_:

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 Illinois State Police for approval.

Thank you for your assistance in this matter.

Sincerely,

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enclosure: Consolidation Plan

# NARRATIVE STATEMENT

Provide a concise narrative addressing the following (use additional pages if necessary) to assist the Illinois State Police (ISP), Illinois Commerce Commission (ICC) and the Statewide 9-1-1 Administrator (Administrator) with an understanding of your Plan as it applies to this application. This information helps the 9-1-1 System Authority assess the feasibility of the consolidation, ensuring that it improves the overall efficiency and effectiveness of public safety operations. All 9-1-1 Authorities and PSAPs must meet the requirements defined in Part 1324. All sections are required. Attach supporting documents as indicated.

## **SERVICE AREAS, GOVERNANCE, AND IMPLEMENTATION TIMELINE**

- Provide a detailed description of all participating service areas and governing jurisdictions.
- Include a current map that identifies Public Safety Answering Point (PSAP) locations and clearly defines service boundaries.
- Present a project timeline that highlights key milestones leading to consolidation, along with the projected completion date. The timeline should encompass Call Handling Equipment (CHE) and ESInet configuration activities, network, and functional testing, telecommunicator and supervisor training, and the final cutover to consolidated operations.
- Attach executed local ordinances, intergovernmental agreements (IGAs), and other authorizing documents to demonstrate formal approval and governance.

## TECHNOLOGY, INFRASTRUCTURE, AND POSITION CONFIGURATION

Document the number of call-taking and dispatch positions in place prior to consolidation. Specify the number of answering/dispatch positions planned post-consolidation. Provide detailed information for the following system components:

- Call Handling Equipment (CHE): Vendor, version, and hosted/on-premise configuration.
- Text-to-9-1-1 Capabilities: Supported features, including TCC integration, SMS, RTT, and MMS.
- Computer-Aided Dispatch (CAD): Vendor and version.
- Radio Systems: Infrastructure details and interoperability measures.
- Recording Systems: Vendor, version, retention policies.
- Network Provider: Identify the existing 9-1-1 network provider and indicate whether ESInet modifications are required; if so, describe required changes.
- List all required facility, network, and technology upgrades necessary to support consolidation.
- Attach diagrams showing floor plans, console layouts, and position configurations.
- Describe all national standards, protocols, and best practices that will guide ongoing operations.

## **OPERATIONAL WORKFLOWS AND PROTOCOL CHANGES**

- Provide a comprehensive overview of operational changes resulting from consolidation.
- Document updated workflows and procedures for call handling, including new or revised operational protocols.
- Describe changes to dispatch workflows and routing processes resulting from consolidation.
- List and explain all newly developed or updated Standard Operating Procedures (SOPs).

## **STAFFING, ROLES, TRAINING, AND TRANSITION MANAGEMENT**

- Provide the number of full-time (FT) and part-time (PT) staff currently assigned to each participating PSAP.
- Identify all existing supervisory, management, and technical support roles across the centers.
- Present the proposed staffing model following consolidation, including changes in roles, reassignments, or adjustments to supervisory structure.
- Outline training programs for new systems, updated operational procedures, and consolidation-related changes.
- Describe strategies to minimize service disruptions during the transition and stabilize operations post-cutover.

## **DATA STEWARDSHIP AND GIS/DATABASE READINESS**

- Verify that all components of the 9-1-1 system have been fully addressed.
- Confirm that the seven required NG9-1-1 data layers have been updated in the ISP NG9-1-1 database.
- Provide current contact information for your designated Local Data Steward and Local Data Maintainer(s).

## **INTEROPERABILITY AND COORDINATION WITH ADJACENT PSAPS**

- Develop and document a plan to ensure seamless interoperability with adjacent PSAPs.
- Define protocols, systems, and workflows that support coordinated response with emergency responders and mutual-aid partners.
- Outline radio and data interoperability requirements, including supporting infrastructure, applicable standards, and integration considerations.

## **PUBLIC COMMUNICATION & COMMUNITY NOTIFICATION**

- Provide a summary of the communication strategy supporting consolidation and maintaining service continuity.
- Identify all planned public notification methods, including press releases, social media, websites, and other outreach tools.
- Summarize potential impacts to public access of 9-1-1 services and identify mitigation measures.
- Describe communication procedures for service disruptions, including notification timelines, public messaging, and stakeholder engagement.

## **BACKUP PSAP, CONTINUITY OF OPERATIONS, AND DISASTER RECOVERY**

- Provide the name and physical location of the designated backup PSAP.
- Identify the pre-determined alternate routing location and describe available failover routing capabilities.
- Document available backup power systems and their capacity to sustain operations during outages.
- Outline all redundancy measures and failover plans designed to ensure continuous network functionality.
- Describe established disaster recovery procedures for restoring operations following a major disruption.
- Detail data redundancy strategies and system monitoring practices that ensure the integrity and availability of critical information.
- Describe all security protections in place for the IP-based 9-1-1 network and associated equipment.

## **CYBERSECURITY PROTECTIONS AND COMPLIANCE**

- Document the cybersecurity measures currently in place, including firewalls, intrusion detection/prevention systems (IDS/IPS), and network segmentation.
- Describe access control mechanisms, authentication protocols, and other protections used to prevent unauthorized access and safeguard sensitive information.
- Detail user permission structures, audit logging practices, and monitoring processes that support accountability.
- Confirm compliance with NENA standards, CJIS requirements, and all applicable state security policies.

## FINANCIAL INFORMATION

*Complete all applicable fields. Enter \$0 where not applicable.*

Current Annual 9-1-1 Network Costs (Before Consolidation) \$ \_\_\_\_\_

Projected Annual 9-1-1 Network Costs (After Consolidation) \$ \_\_\_\_\_

One-Time Installation / Implementation Cost \$ \_\_\_\_\_

Additional Recurring Costs (if any) \$ \_\_\_\_\_

Total Estimated Project Cost: \$ \_\_\_\_\_

**Cost Analysis:** Provide a breakdown of the costs associated with the consolidation, including technology, staffing, training, and infrastructure changes.

**Cost Saving:** Provide an estimate of any potential cost savings resulting from the consolidation, including efficiency improvements and resource sharing.

**Funding Sources:** Provide information about how the consolidation will be funded, including any state, federal or local grants, and the 9-1-1 System Authority's role in supporting the transition.

**Reserves:** Total reserves each 9-1-1 System Authority is transferring to the JETSB.

## COMMUNITIES SERVED

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

*Use Additional Sheets as Necessary*

## PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS) that are directly dispatched by the 9-1-1 System. Include the County Sheriff and Illinois State Police Troop(s), that may respond within your system boundary.

Each agency that appears on this list requires a signed Call Handling Agreement.

## ADJACENT 9-1-1 AUTHORITIES

Provide a list of 9-1-1 Authorities that are adjacent to the proposed system's boundaries. Each 9-1-1 Authority that appears on this list requires a signed Call Handling Agreement.

## ORIGINATING SERVICE PROVIDERS (OSPs) & LOCAL EXCHANGE CARRIERS (LECs)

(Wireline, Wireless, VoIP, Text)

Provide a list of Originating Service Providers (OSPs)—including aggregators and Local Exchange Carriers (LECs)—that the applicant has identified as serving the jurisdiction of the 9-1-1 system. This list should correspond to the relevant exchange(s), prefix(es), and the 9-1-1 System Provider configuration proposed for implementation. Refer to your 9-1-1 System Network Diagram.

*Use Additional Sheets as Necessary*

# TEST PLAN

Provide the 9-1-1 System's overall test plan that defines testing with all 9-1-1 System Providers, OSPs , LECs and Aggregators who are known. Explain how the 9-1-1 Authority plans to perform its testing in conjunction with the 9-1-1 system providers and carriers. The test plan for the 9-1-1 System establishes a comprehensive framework to validate the operational readiness, functionality, and performance of the emergency communication infrastructure in alignment with NENA standards and best practices. The Test Plan ensures that all Next Generation 9-1-1 functional elements, interfaces And data exchanges meet NENA-defined interoperability and performance requirements. Testing activities are coordinated along all relevant stakeholders, including 9-1-1 System Providers, Other Service Providers (OSPs), Local Exchange Carriers (LECs), and Aggregators. It integrates testing with all relevant system providers. Testing covers a broad range of use cases, from basic voice call routing to advanced NG9-1-1 services, ensuring that all components of the system are fully operational in the event of an emergency. Areas of testing include 9-1-1 Call Handling, Split Exchange Scenarios, TDD/TTY accessibility, Network Trunking and Load Management, System Overflow and Failover Protocols, Backup and Alternate Routing Capabilities, Call Transfer Functionality, NG9-1-1 Addressing, NGCS 9-1-1 GIS Database Validation, Integrated Text to 9-1-1 (SMS/RTT/MMS), API Interoperability, Measurement and Reporting Tools and Voice and Speech Quality Assessment.

Identify areas to be tested.

List wireline exchanges to be tested.

List of Wireless, Text and VoIP Carriers to be tested.

## **ZIP CODES**

Provide a list of Zip Codes for the communities within the boundary of your 9-1-1 System along with Zip Codes being added. The Statewide 9-1-1 Bureau will determine the 9-1-1 Authority's Zip Code percentage using the NG9-1-1 GIS Address Point data within each Zip Code Boundary.

# PLAN SUBMITTAL GRID

	Consolidation Plan	Request for Waiver	Modification Long Form	Modification Short Form
<b>PLAN ELEMENTS</b>				
General Information	X	X	X	X
Verification	X	X	X	X
Letter of Intent	X		X	X
Narrative Statement	X		X	X
Basis for Request for Waiver		X		
Financial Information	X		X	X
Communities Served	X	X	X	
Participating Agencies	X	X	X	
Adjacent 9-1-1 Authorities	X		X	
OSPs and LECs	X		X	X
Test Plan	X		X	X
Zip Codes	X		X	
<b>ATTACHMENTS</b>				
Local Ordinance/Resolutions	X		X	
IGA	If Applicable		If Applicable	
Bylaws	X		If Applicable	
NG911/Call Handling Contract	If Applicable		If Applicable	
Backup PSAP Agreement	If Applicable		If Applicable	If Applicable
Call Handling Agreements	If Applicable		If Applicable	If Applicable
Network Diagram	X		X	X