

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

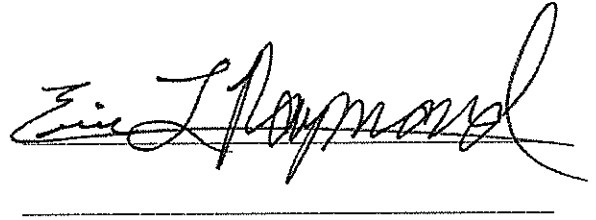


State of Illinois

Application for
9-1-1 Modification Plan

VERIFICATION

I, ERIC L. RAYMOND, first being duly sworn upon oath, depose and say that I am ETS DIRECTOR, of IROQUOIS COUNTY 911; 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.



Subscribed and sworn to before me

this 15 day of September, 20 23.

Dianne Zirkle
NOTARY PUBLIC, ILLINOIS



9-1-1 SYSTEM PROVIDER LETTER OF INTENT

09/15/2023

(Date)

ERIC L. RAYMOND

(9-1-1 System Provider Company Representative)

IROQUOIS COUNTY 911

(9-1-1 System Provider Company Name)

1001 E. GRANT ST.

(Street Address)

WATSEKA, IL 60970

(City, State, Zip Code)

Dear SIR OR MADAM _____ :

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 the Illinois State Police for approval. Thank you for your assistance in this matter.

Sincerely,

**Eric L_
Raymond**

(Name)

(Title)

Digitally signed by Eric L_ Raymond
DN: c=US, ou=ETS Director, o=Iroquois
County 911, cn=Eric L_ Raymond,
email=eraymond@co.iroquois.il.us
Date: 2023.09.15 16:26:50 -05'00'

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:

The Iroquois County 9-1-1 System is transitioning from E9-1-1 to Next Generation 9-1-1 (NG911). AT&T is the 9-1-1 System Provider ("SSP").

The Iroquois County 9-1-1 System will comply with all Federal and State laws and with National Emergency Number Association Standards (NENA) that pertain to NG911 including the NENA i3 Standard for Next Generation - NENA-STA-010.3a-2021.

The State of Illinois has selected AT&T to provide a statewide Next Generation 9-1-1 System. AT&T's ESInet combines AT&T's network capabilities with technology from Intrado Life & Safety, Inc. (Intrado).

The AT&T ESInet solution will facilitate an efficient transition from legacy 9-1-1 networks to networks capable of supporting the growing demands of a mobile society. With AT&T ESInet, the State is taking advantage of AT&T's investment in a pre-built, cloud-based solution that delivers next-generation functionality. AT&T is also providing their industry-leading AT&T VPN MPLS network for primary access to all PSAPs.

AT&T's ESInet solution is a combination of their IP network and Next Gen Core Services (NGCS) components that includes industry leading SLAs, management services and tools to help ensure that they provide the best possible service.

The design is based on building redundant systems to avoid any single point of failure (SPOF) in the ESInet and the overall NG9-1-1 Network Architecture. The NG9-1-1 system will provide flexibility in the routing of calls. The ESInet being deployed has all PSAPs connected and can route calls based on not only location, but also by availability. In a Next Generation solution, a call will be answered through intelligent routing. Additionally, there will be more available positions to answer calls because all connected and tested PSAPs will be technically able to answer the call and will be able to dispatch or transfer the call to another PSAP.

AT&T's ESInet defense-in-depth security is built into the architecture. AT&T's Global IP network is monitored by 8 different Security Operations Center (SOC) facilities located across the world. AT&T uses its security portfolio capabilities to protect their data centers and networks.

AT&T's ESInet provides six (6) geographically diverse and fully redundant facilities to increase resiliency and survivability in natural and man-made disaster scenarios, with scalable capacity capable of supporting more than twice the 9-1-1 busy hour call for the entire United States. AT&T has documented business continuity and restoration plans, including complex disaster and evacuation contingencies. The 24x7 operations center employs an Incident Handling process modeled on FEMA's Incident Command System,

Plan Narrative:

The ESInet is monitored 24x7x365 from a NOC with tier 2 and tier 3 technical resources dedicated to the AT&T ESInet. AT&T's 9-1-1 Resolution Center has dedicated public safety resources.

The AT&T ESInet provides a flexible routing platform that supports both ESN (tabular) and GIS (spatial) routing on the same Emergency Call Routing Function (ECRF).

The AT&T ESInet solution will interconnect to legacy selective routers as defined per NENA standards. AT&T provides redundant, public safety grade points of presence in each LATA for OSP ingress locations for Legacy Network Gateways (LNGs).

AT&T will interconnect to Legacy Selective Routers to transfer and/or receive calls with Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information to the State's NGCS via legacy means through the Legacy Selective Router Gateway (LSRG). Interconnections will also allow legacy PSAPs served by legacy selective routers to serve as the abandonment route for PSAPs served by the AT&T ESInet solution.

Connectivity extends beyond the internal ESInet transport to external network and OSP interfaces. The ESInet supports both TDM and IP OSP ingress at geographically distributed Points of Interconnection (POI's). The ESInet supports standards-based protocol interfaces to external ESInets for call hand-off and call transfers. With pre-established connectivity capabilities, PSAPs on the ESInet have the ability to transfer calls to PSAPs on other ESInets or PSAPs that have not yet transitioned off legacy selective routers.

AT&T will coordinate getting the OSPs records into the AT&T ESInet database. AT&T will also jointly plan the interconnecting network with the OSP. Circuits will be ordered and implemented between the OSP and the ESInet POI. The ESInet POI may reside in an AT&T office or hub. AT&T will cooperatively test and turn up all trunking arrangements with the OSP. Traffic migrations from the legacy to new AT&T infrastructure will follow.

Integrated Text-to-911 is supported by the ESInet.

AT&T is responsible for negotiating interconnection agreements and trunking arrangements with each service provider. Interconnection agreements will include the roles and responsibilities of the Parties related to the exchange of 9-1-1 traffic including but not limited to, split rate centers, tandem to tandem and IP connections.

GIS data is submitted to the AT&T ESInet via a web-based spatial interface (SI) portal. The portal provides secure GIS file transfer. 9-1-1 Authorities can maintain their local database schema and configure database changes using attribute field mapping tools.

The Spatial Interface (SI) validation engine logs errors and refers errors back to the originating 9-1-1 Authority in comprehensive reports that are retrieved in the 9-1-1 Enterprise Geospatial Database Management System (9-1-1EGDMS). Validation errors are corrected by the 9-1-1 Authority within their own GIS database. Updates are submitted and processed on an on-going basis.

AT&T's ESInet cyber security policies, standards, and guidelines are consistent with industry best practices as defined by International Organization for Standardization and Control Objectives for Information and related Technology. The AT&T ESInet is a highly secure, privately managed IP network providing IP based call routing services for next generation 9-1-1 call delivery. All inbound and outbound traffic interactions are with pre-authorized entities, utilize agreed upon protocols and traverse controlled access points. Call processing and real-time data delivery are protected through both physical and logical controls.

Sensitive data resides in trusted data centers that employ logical and physical access controls. All hardware and software elements deployed in a production environment go through stringent release management processes that incorporate thorough penetration scan testing. Corporate and development environments are separate from production and are not used in development or system test environments. Inter-zone traffic is restricted to only that of authorized personnel and the necessary protocols destinations used to support the management and applications of the ESInet with all other traffic implicitly denied by way of redundant and diverse Session Border Controllers (SBC) and stateful firewalls. A Network Operations Center (NOC) staffed 24 hours a day, seven days a week, 365 days a year to actively monitor and manage the AT&T ESInet end-to-end service is provided. When a potential or actual Customer-affecting issue is detected, the Incident Administration team is engaged by the NOC. The team uses established processes that are ISO 9001:2008-compliant for immediate escalation, notification, resolution, and reporting. All buildings, NOC and Data Center access are monitored by 24x7 security and access control systems.

Backup Information:

Kankakee County is our only backup PSAP at this time. There is no cost as at this time calls are received and then transferred to Iroquois County 9-1-1 for further processing.

Text to 9-1-1:

At this time Iroquois County 9-1-1 is not receiving text to 9-1-1 messages, it is the anticipation of the director to utilize the state bid for Text to 9-1-1 services in the near future.

FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs prior to modification	\$ _____ <input type="text" value="N/"/>
Projected annual recurring 9-1-1 network costs after modification	\$ _____ <input type="text" value="TBD"/>
Installation cost of the project	\$ _____ <input type="text" value="TBD"/>
Anticipated annual revenues	\$ _____ <input type="text" value="N/"/>

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:

The present CPE has been in place as of 07/2023. It is anticipated that the equipment will remain viable for at minimum 5 year period. When that time approaches the ETSB will review the system in conjunction with CentralSquare to determine if the system will need to be upgraded or a new system will need to be purchased. It should be noted that within the 5-8 year timeline CentralSquare will replacement this equipment at no cost to the ETSB as long as the annual maintenance is continued without a break in service.

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
Chebanse	275 S. Oak Street P.O. Box 400 Chebanse, IL 60922
Clifton	350 E 4th Ave, Clifton, IL 60927
Papineau	PO BOX 288. PAPINEAU IL 60956
Beaverville	PO BOX 65 BEAVERVILLE, IL 60912
Martinton	PO BOX 164 MARTINTON, IL 60951
Ashkum	PO BOX 449 ASHKUM, IL 60911
Donovan	PO BOX 205 DONOVAN, IL 60931
Danforth	PO BOX 201. DANFORTH IL 60930
Iroquois	202 N Main St, Iroquois, IL 60945
Gilman	PO BOX 215 GILMAN, IL 60938
Crescent City	PO BOX 280 CRESCENT CITY, IL 60928
Watseka	PO BOX 338 WATSEKA, IL 60970
Sheldon	PO BOX 99 SHELDON, IL 60966
Onarga	113 W. SEMINARY, IL 60955
Thawville	PO BOX 19 THAWVILLE, IL 60968
Woodland	103 E. MAIN WOODLAND, IL 60974
Milford	PO BOX 137 MILFORD, IL 60953
Stockland	2825 E. 850 NORTH RD MILFORD, IL 60953
Buckley	124 S RAILROAD AVE, BUCKLEY, IL 60918
Cissna Park	109 W CHURCH AVE, CISSNA PARK, IL 60924
Loda	PO BOX 146 LODA, IL 60948
Wellington	405 E MAIN ST, WELLINGTON, IL 60973

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
Iroquois County Sheriff's Dept.	550 S. 10th St. Wauseka, IL 60970	(815) 432-4918	Y		
Wauseka PD	PO BOX 318 WATSEKA, IL 60970	(815) 432-4918	Y		
Milford PD	PO BOX 137 MILFORD, IL 60953	(815) 432-4918	Y		
Sheldon PD	PO BOX 443 SHELDON, IL 60966	(815) 432-4918	Y		
Onarga PD	113 W. SEMINARY ONARGA, IL 60955	(815) 432-4918	Y		
Clifton PD	PO BOX 472 CLIFTON, IL 60927	(815) 432-4918	Y		
Woodland PD	PO BOX 82 WOODLAND, IL 60974	(815) 432-4918	Y		
Ashkum PD	PO BOX 449 ASHKUM, IL 60911	(815) 432-4918	Y		
ISP Troop 5, 6, 7	801 S 7TH ST 300A, SPRINGFIELD, IL 627	(815) 432-4918	N		
Aroma Fire / Ambulance Fire P	P. O. Box 146 Aroma Park, IL 60910	(815) 432-4918	N		
Benton County Sheriff's Depart	105 S. Lincoln Fowler, IN 47944	(815) 432-4918	N		
Benton County Ambulance	604 E. 2nd St. Suite C Fowler, IN. 47944	(815) 432-4918	N		
Boswell Fire Department	305 E. South Street Boswell, IN. 47921	(815) 432-4918	N		
East Lynn / Rankin Fire Depart	P. O. Box 7 East Lynn, IL 60932	(815) 432-4918	N		
Ford County Sheriff's Departm	235 N. American Paxton, IL 60957	(815) 432-4918	N		
Fowler Center Township Fire D	107 N. Washington Avenue Fowler, IN. 479	(815) 432-4918	N		
Hickory Grove Fire Department	P.O. Box 35 Ambia, IN. 47917	(815) 432-4918	N		
Hoopeston Fire Department	301 W. Main Hoopeston, IL 60942	(815) 432-4918	N		
Hoopeston Ambulance Service	701 East Orange Hoopeston, IL. 60942	(815) 432-4918	N		
Indiana State Police	1550 E. 181 Avenue Lowell, IN. 46356	(815) 432-4918	N		
KanCOMM	2380 W. Station Street Kankakee, IL. 60901	(815) 432-4918	N		
Kankakee County Sheriff's Dep	400 E. Merchant Kankakee, IL. 60901	(815) 432-4918	N		
Kentland-Jefferson Twp. Volunt	809 N. 3rd Street Kentland, IN. 47951	(815) 432-4918	N		
VCom / Livingston Co. ETSB	844 W. Lincoln Street Suite B Pontiac, IL. 61	(815) 432-4918	N		
Morocco Volunteer Fire Dept., I	Newton County Ambulance 112 N. Clay	(815) 432-4918	N		

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
Newton County Ambulance	9951 N 100 East Rd. Lake Village, IN. 46349	(815) 432-4918	N		
Newton County Sheriff's Depar	304 E. Seymour Kentland, IN. 47951	(815) 432-4918	N		
Paxton Fire Department	P.O. Box 316 Paxton, IL. 60957	(815) 432-4918	N		
Richland Township Volunteer F	P.O. Box 207 Earl Park, IN. 47942	(815) 432-4918	N		
St. Anne Fire Department	P.O. Box 408 St. Anne, IL. 60964	(815) 432-4918	N		
Buckley Ambulance Service	PO BOX 104 Buckley, IL 60918	(815) 432-4918	Y		
Woodland Fire Protection Distri	2481 E 1400 North Watseka, IL 60970	(815) 432-4918	Y		
Beaver Fire Protection District	P. O. Box 117 Donovan, IL 60931	(815) 432-4918	Y		
Chebense Township Fire & EM	P.O. Box 666 Clifton, IL 60927	(815) 432-4918	Y		
Crescent-Iroquois Fire Protecti	P. O. Box 111 Crescent City, IL 60928	(815) 432-4918	Y		
Gilman Community Fire Protect	519 E. 3rd Gilman, IL 60938	(815) 432-4918	Y		
Loda Fire Protection District	201 N. Chestnut Loda, IL 60948	(815) 432-4918	Y		
Onarga Fire Department	P.O. Box 136 Onarga, IL 60955	(815) 432-4918	Y		
Pilot Township Fire Departmen	P. O. Box 671 Herscher, IL 60941	(815) 432-4918	N		
Stockland Fire Department	P. O. Box 63 Stockland, IL 60967	(815) 432-4918	Y		

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.

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.

Test Plan Description i3

TEST #	TEST CASE	TYPE
1	Trunk Verification (SIP)	Call Routing
2	Trunk Verification (SS7 Ingress from LSR)	Call Routing
3	Trunk Verification (SS7 Egress from AGC to LSR)	Call Routing
4	Perform reboot and validation on each AT&T network edge router at PSAP	Failover test
5	Perform WAN interface shutdown and validation on each AT&T network edge router at PSAP	Failover
6	Perform reboot and validation on each ATT Interface Router (between CPE and AT&T router)	
7	Wireline Call Routed to PSAP through AT&T ESInet	Equipment
8	Wireless Call Routed to PSAP through AT&T ESInet	Equipment
9	VOIP Call Routed to PSAP through AT&T ESInet	Equipment
10	CPE bids i3 Components	Call Handling
11	i3 Routing Fails, Routing via SRDB for Wireline call	Call Routing
12	i3 Routing via ECRF for Wireline call	Call Routing
13	i3 Transfer: Fixed Bridge Conferencing Confirmation (Call to IP PSAP then bridge to i3 PSAP if available – willing PSAP)	Call Handling
14	S/R Transfer: Selective Bridge Conferencing Confirmation, if used by the PSAP	Call Handling
15	S/R Transfer: Fixed Bridge Conferencing Confirmation	Call Handling
16	S/R Transfer: Fixed Bridge Conferencing Confirmation	Call Handling
17	PSTN Transfer: Fixed Bridge Conferencing Confirmation	Call Handling
18	Manual Transfer to valid local TN	Call Handling
19	Manual conference bridging to invalid unassigned number	Call Handling
20	Manual conference bridging to a valid 8YY number	Call Handling
21	Manual conference bridging to a valid Busy number	Call Handling
22	Manual conference bridging to a Multi-Party Conference	Call Handling
23	Manual conference bridging to a valid long-distance cell	Call Handling
24	Alternate Routing	Call Routing
25	Ring no Answer Timer	Call Routing
26	No position Logged In	Call Routing
27	Abandonment Routing	Call Routing
28	Un-Abandonment Routing	Call Routing
29	Abandonment Routing – PAD Testing (if PAD available)	Call Routing
30	Un-Abandonment Routing – PAD Testing (if PAD available)	Call Routing
31	Test line appearances that appear on each CPE	Call Processing
32	TTY call	Call Handling
33	TTY conference call	Call Handling

**EMERGENCY TELEPHONE SYSTEM BOARD
ENHANCED 9-1-1 EMERGENCY SYSTEM
COUNTY OF IROQUOIS**

AGREEMENT

DATE: December 22, 2006

This agreement is made between the Iroquois County Public Safety Answering Point, hereinafter referred to as "PSAP" and the Kankakee County Sheriff's Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

CALL HANDLING

The Iroquois County PSAP Center receiving a call for emergency service in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Call Relay to Kankakee County PSAP at 815-933-3324

SECONDARY: Call Relay to Kankakee County PSAP on LEADS

AID OUTSIDE JURISDICTION:

Once an emergency unit is dispatched in response to a request through the system, such units 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 will 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 Iroquois County 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 call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the Iroquois County Emergency Telephone System Board.

Any agreements or changes in agreements and operating policies must be approved by the above-mentioned board.

Accepted by:

IROQUOIS COUNTY PSAP

by: *Aita L. Dubble*

Title: Director

Kankakee County Sheriff's Department

by: *[Signature]*

Title: *Sheriff*

Exhibits 8 & 9

AGREEMENTS

January 15, 1999

For 9-1-1 Emergency Communication

This agreement is made between the Iroquois County ETSB, Public Safety Answering Points, hereinafter referred to as "PSAP", and the Kankakee Sheriff's Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING (Exhibit 8)

Watseka/Iroquois PSAP Centers receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary; Call Relay to Kankakee Sheriff/ PSAP on Leads

Secondary: Call-Relay to Kankakee Sheriff/PSAP telephone 815-933-3324

AID OUTSIDE JURISDICTION BOUNDARY (exhibit 9)

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 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 the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the Iroquois County ETSB and or Contracted PSAP provider.

Any agreements or changes in agreements and operating policies must be approved by the Iroquois County ETSB and contracted PSAP providers.

PSAP: Watseka PD/Iroquois County Sheriff Police

BY: Michael Van Haren

TITLE: Chief of Police

BY: _____

TITLE: _____

AGENCY: Kankakee Sheriff

BY: [Signature]

TITLE: Sheriff

ETSB CHAIRMAN

BY: [Signature]

12-15-99