

**System Name: Winnebago County ETSB**  
**Case # 20-M-265**  
**Date Filed: 4/22/20**

**Department Review of Plan Modification**

Requirement	Information Included	Staff Comment
<b>Contact and 9-1-1 System information</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Derek Bergsten 204 S. 1 <sup>st</sup> Street Rockford, IL 61104 Derek.bergsten@rockfordil.gov 779-500-6526 (Office) 815-979-0411 (Cell)
<b>Verification</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Letter of Intent</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Plan Narrative (if incorporating an NG9-1-1 solution, narrative must include the following: )</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<p>Winnebago County ETSB's filing is a modification plan to implement a Next Generation 9-1-1 (NG9-1-1) System and to change its 9-1-1 System Provider from AT&amp;T to NG-9-1-1, Inc.</p> <p>The Winnebago County 9-1-1 system has two PSAPs: Winnebago County 9-1-1 PSAP which has 14 answering positions and Rockford 9-1-1 PSAP which has 16 answering positions. The two PSAPs back each other up.</p> <p>In addition, Winnebago County has purchased 2 remote 9-1-1 positions that could be used for large incidents or if a PSAP is disabled for a long period of time.</p>
Name of certified 9-1-1 system provider	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	The ICC has advised that because Comtech Telecommunications Corp. has acquired NG9-1-1, Inc., they do not need to do anything further to qualify as a certified system provider. They need only to be DBA NG9-1-1, Inc. (per Matt Harvey email, 4/15/20)
Explanation of the national standards, protocols and/or operating measures that will be followed	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	The Winnebago County 9-1-1 design is IP-based and is fully compliant with current NENA i3 standards. It is geographically diverse and has redundant configuration and design to avoid any single points of failure.

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	Explanation of measures taken to create a robust, reliable and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	<p>Winnebago County's new 9-1-1 service provider, NG-911, Inc., has contracted with Syndeo in order to provide the ESInet in the NINGA project. There are two geographically diverse, fully redundant, NG-911, Inc. operated data centers which house the NG9-1-1 core services. One data center is located at the DeKalb County Sheriff's Department Jail Annex, 180 E. Exchange Street, Sycamore, IL, and the second data center is located at the Belvidere Fire Department, 353 East 6<sup>th</sup> Street, Belvidere, IL.</p> <p>The NG9-1-1 system design not only serves the Winnebago County ETSB, but will host multiple remote PSAPs in multiple 9-1-1 jurisdictions. The other 9-1-1 authorities involved are Boone, Bureau, DeKalb, Carroll, Jo Daviess, Ogle, Stephenson and Whiteside Counties who have joined in a collaborative effort to migrate to NG9-1-1 service and share resources in an effort to reduce cost. This group is called 9-1-1 Northern Illinois Next Generation Alliance (NINGA). Each 9-1-1 authority will file individual modified plans.</p>
	Explanation of 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	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	<p>The NG9-1-1 system will handle calls from all carriers that are answered today. Carriers may connect to the ESInet at various points on the fiber ring. The points of interconnection (POI) have been mutually agreed upon by NG-911, Inc., Syndeo and each of the carriers. Carriers were also given the choice between legacy (SS7/ISDN) or newer protocols for trunk signaling (SIP) connectivity at the POI.</p> <p>The NG9-1-1 architecture is comprised of an ESInet which will connect the PSAP using IP signaling. The system will also enable users who are hearing impaired, speech impaired, non-English speaking and text to communicate with 911.</p> <p>Private Switch customers will also be migrated to the new network.</p>
	Explanation of how split exchanges will be handled	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Split exchanges will be routed the same as they are today.
	Explanation of how the databases will be maintained and how address errors will be corrected and updated on a continuing basis	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Winnebago County has designed and purchased a NENA i3 standards-based system. The system will provide ALI, ANI, and selective routing to the PSAPs using dynamic routing. In addition, the system will feature geo-spatial, policy-based functionality. All database elements comply with NENA data formats for ALI, MSAG and GIS.

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			<p>NG-911, Inc. will ensure the database records are received from each carrier and reviewed for location accuracy, accepted, validated and integrated into the active working records. Carriers will transmit the database updates to NG-911, Inc. who will work closely with each carrier directly on database updates.</p> <p>Database updates will be completed on a daily basis. NG-911, Inc. will utilize multiple logic checks that guard against invalid ALI updates and increase the reliability of the data. The database system supports direct service order entry, manual update as well as the import and export of NENA format. NG-911, Inc. will maintain the database in a manner that ensures that no one else can alter the data.</p> <p>GIS coding will be added to all service order records that update the ALI.</p>
	Explanation of who will be responsible for updating and maintaining the data, at a minimum on a daily basis Monday through Friday	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	<p>The software will enable NG-911, Inc. to manage the ALI database. The software fully integrates with the NG9-1-1 core services of the NG9-1-1 system and performs data validation, request/response software, data quality and provides real-time communication tools.</p>
	Explanation of security measures 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.	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	<p>A Session Border Controller is being installed in each of the data centers and will provide access control for protection from unwarranted cyber-attacks, denial of service attacks and/or focused network overloads. The design is in accordance with the NENA i3 Standards.</p> <p>Each PSAP will be composed of a number of positions plus security appliances and software necessary to prevent intrusion by unauthorized personnel. Each individual PSAP will have a diverse IP transport network between the remote PSAPs and the system cores. The system has varying levels of security and administration privileges for managing, configuring, monitoring, maintenance and diagnostic activities. All access to the PSAPs will be restricted with a code access. The computer network is password secured and all workstations are updated regularly and scanned for threats with security software.</p>

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<b>Financial Information</b>			
	Annual recurring 9-1-1 network costs prior to modification	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$461,526.00
	Projected annual recurring 9-1-1 network costs after modification	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$424,974.00
	Installation cost of the project	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$116,650.00
	Anticipated annual revenues	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$3,760,811.00
<b>Five Year Strategic Plan</b>		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Communities Served</b>		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Participating Agencies</b>		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Adjacent Agencies</b>		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Carrier Listing</b>		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Attachments</b>		If changes necessitate new versions	
	Ordinances	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
	Intergovernmental agreement(s)	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
	Contracts	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	The 9-1-1 services agreement between Winnebago County and NG9-1-1, Inc. was included in the plan.
	Back-up PSAP agreement	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	The backup agreement between the Rockford 9-1-1 PSAP and the Winnebago County 9-1-1 PSAP was included in the plan.

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	Network Diagram	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
	Call-Handling and Aid outside jurisdictional boundaries agreements	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Test Plan</b>		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

**Conclusions:**

The Winnebago County modification plan meets the requirements set forth in 83 Illinois Administrative Code Part 1325.205 for a modification plan.

**Reviewed by:** Stacy Ross

**Date:** May 8, 2020