

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



State of Illinois

Application for
9-1-1 Modification Plan

VERIFICATION

I, John C Skain, first being duly sworn upon oath, depose and say that I am Chairman, of Clinton County 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.

John C Skain

John C Skain

Subscribed and sworn to before me

this 26 day of May, 20 22.

Virginia M Dietzel
NOTARY PUBLIC, ILLINOIS



9-1-1 SYSTEM PROVIDER LETTER OF INTENT

May 31, 2022

(Date)

Clint Strassburg

(9-1-1 System Provider Company Representative)

AT&T Services, Inc

(9-1-1 System Provider Company Name)

1606 Davitt St

(Street Address)

Sault Sainte Marie, MI 49783

(City, State, Zip Code)

Dear Mr Strassburg _____:

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,



enclosure: Modification Plan

Next Generation 9-1-1 Modification Plan Narrative

The Clinton 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 Clinton 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. Current implementation plans provide for "last-mile" redundancy only to the top PSAP's by population. Unfortunately, current plans do not provide a redundant ESInet connection for Clinton County. It is hoped a solution providing "last-mile" redundancy will be forthcoming, and implemented in CY2023.

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, with notifications built into the process.

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 PSAP Arrangement:

The current backup PSAP, Bond County/Greenville Police Department, will not change. Although Clinton County will be transitioning to the ESInet before Greenville Police Department, we have been reassured by AT&T that PSAP backup will function correctly. The backup agreement with Bond County is attached.

Transfer Method:

Clinton County uses a variety of transfer methods depending on the capabilities of agencies to which the call is being transferred. For those so capable, a PSAP to PSAP transfer is used. For those PSAP's not yet on the ESInet, the traditional tandem transfer will be use. When other agencies are so capable, the PSAP to PSAP transfers will be done via the ESInet. Transfers to non-PSAP agencies are done via a telephone transfer. In all cases our telecommunicators stay on the line to assure a smooth transfer.

Text-to-911:

Clinton County implemented Text-to-911 in May 2015. Clinton County has implemented Text-to-911 using the TTY method, and does not employ a TCC. We have been reassured by AT&T that the ESInet will support this method. The State of Illinois is working on a statewide Text-to-911 plan, and Clinton County intends to participate.

FINANCIAL INFORMATION

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

\$ N/A

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

\$ TBD

Installation cost of the project

\$ TBD

Anticipated annual revenues

\$ N/A

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
New Baden	1 E. Hanover St, New Baden IL 62265
Albers	206 W Dwight St, Albers IL 62215hofman
Damiansville	225 E. Main St, Damiansville IL 62215149 S Page
Germantown	306 Prairie St, Germantown IL 622456
Bartelso	603 North St, Bartelso IL 62218
Hoffman	110 E. Park Ave, Hoffman IL 62801
Centralia	101 S Locust St, Centralia IL 62801
Trenton	14 W. Broadway, Trenton IL 62293
Aviston	149 S Page St, Aviston IL 62216
St. Rose	8004 S 1st St, St. Rose IL 62230
Breese	800 N 1st St, Breese IL 62230
Beckemeyer	191 E 1st St, Beckemeyer IL 62219city h
Carlyle	850 Franklin St, Carlyle IL 62231
Keyesport	604 Clinton St, Keyesport IL 62253
Wamac	100 S Wabash Ave., Centralia IL 62801
Huey	c/o Village Clerk, 11145 State Rt 161, Carlyle IL 62231

Participating Agencies – Clinton County

Albers Police Department
Aviston Police Department
Beckemeyer Police Department
Breese Police Department
Carlyle Police Department
Centralia Police Department (Transfer)
Clinton County Sheriff's Office
Germantown Police Department
Illinois State Police (Transfer)
Kaskaskia College Safety & Security Department
New Baden Police Department
Trenton Police Department
Wamac Police Department (Transfer)

Aviston Fire Department
Santa Fe (Bartelso) Fire Department
Wade Township (Beckemeyer) Fire Department
Breese Fire Department
Carlyle Fire Department
Centralia Fire Department (Transfer)
Centralia Fire Protection District (Transfer)
Clin-Clair Fire Department
Germantown Fire Department
Highland-Pieron Fire Department
Hoffman Fire Department
Huey-Ferrin-Boulder Fire Department
Keyesport Fire Department (Transfer)
New Baden Fire Department
Patoka Fire Department (Transfer)
St. Rose Fire Department
Sandoval Fire and Ambulance (Transfer)
Sugar Creek Fire Department
Wheatfield Fire Department

Breese EMS
Highland Ambulance (Transfer)
LifeStar Ambulance (Transfer)
MedStar Ambulance (Transfer)
New Baden Ambulance
Patoka Ambulance (Transfer)
RuralMed/Bond County EMS (Transfer)
Sugar Creek Ambulance

Clinton County EMA
Department of Conservation – Carlyle Lake
Army Corps of Engineers – Carlyle Lake

(All are direct dispatch unless otherwise noted)

Adjacent 9-1-1 Authorities

St. Clair County

Madison County

Bond County

Marion County

Washington County

Fayette County

**INTERAGENCY AGREEMENT
BETWEEN THE COUNTY OF CLINTON ETSB AND
COUNTY OF BOND ETSB FOR ENHANCED 9-1-1 EMERGENCY
TELEPHONE SERVICE BACKUP SERVICE**

THIS AGREEMENT is made and entered into this 8th day of March, 2001, between the County of Clinton Emergency Telephone System Board, hereinafter referred to as "Clinton County ETSB" and the County of Bond Emergency Telephone System Board, hereinafter referred to as "Bond County ETSB."

WHEREAS, Clinton County ETSB and Bond County ETSB have determined that it is in their mutual interest and to the benefit of the citizens of both counties that the Clinton County Sheriff's Office PSAP act as a 9-1-1 backup PSAP for the Bond County 9-1-1 system and conversely that the Greenville Police Department PSAP act as a 9-1-1 backup PSAP for the Clinton County 9-1-1 system,

NOW, THEREFORE IT IS HEREBY AGREED THAT,

1. In case of an outage or overflow condition affecting the Bond County 9-1-1 system, 9-1-1 calls originating within Bond County will be routed to the Clinton County Sheriff's Office PSAP for answering and dispatch.
2. In case of an outage or overflow condition affecting the Clinton County 9-1-1 system, 9-1-1 calls originating within Clinton County will be routed to the Greenville Police Department PSAP for answering and dispatch.
3. Either party shall make no charge to the other for any services rendered under this agreement.
4. Any additional trunking, networking, or hardware (including but not limited to computer, telephone and radio systems) required to be installed to provide backup 9-1-1 services for that party shall be the responsibility and expense of that party. Maintenance, repairs, and insurance shall be the responsibility and expense of that respective party.
5. Any permits, licenses, or approvals required from other government agencies (including but not limited to the Federal Communications Commission, other Federal agencies, State Agencies, etc.) for either party shall be the responsibility of that party.
6. Each party will provide a minimum of two channels on it's current voice recording equipment to record radio channels and telephone lines used to answer for and dispatch the other party's emergency agencies.

7. Any records (including but not limited to paper, computer files and printouts, and audio recordings) generated as a result of calls handled under this agreement shall be the joint property of both parties.
8. Each party will provide two copies (one paper, one on disk in Word format) of it's SOP's along with a dispatch guide detailing dispatch procedures, mutual aid procedures, etc. to the other party for all emergency agencies handled by the first party. Copies of updates or changes shall be provided as soon as possible.
9. Each party shall take normal precautions to safeguard and protect any equipment owned by the other party and located at the first party's PSAP. However, each party shall hold the other harmless for any accident, damage, or loss to such equipment.
10. In the event of a protracted outage (normally exceeding four hours) affecting one party, that party shall provide one qualified telecommunicator twenty-four hours per day, seven days per week, to be located at the second party's PSAP. This telecommunicator shall augment the second party's PSAP staff until such time the outage has been rectified and the first party is again able to answer and dispatch their own 9-1-1 calls. All costs of this telecommunicator shall be the responsibility of first party.
11. Any notices to the public or press releases concerning 9-1-1 operations and dispatch for either party being rerouted to the second party shall be the responsibility of the first party.
12. Any forwarding or diversion of one party's administrative telephone calls to the other shall be the responsibility of and at the expense of the first party.
13. If required, each party shall notify LEADS to reroute any LEADS messages addressed to the first party to the second party's PSAP.
14. Each party shall notify the other at the earliest reasonable opportunity of any known condition (such as equipment repair, network changes, etc.) that may require the second party to assume 9-1-1 services for the first party.
15. At a mutually agreed time, no less often than once per month, 9-1-1 telephone systems will be tested. As a minimum, this will include activating the "call divert" switch, and making test calls to assure 9-1-1 calls properly reroute to the other party. Actual 9-1-1 calls from the public may occur during the testing, and are to be processed in accord with paragraphs 1 and 2, as applicable.
16. In addition, at a mutually agreed time, no less often than once per month, both parties shall make a test call or page for each public safety agency within the other party's jurisdiction using the communications system provided by the second party.

17. Each party shall indemnify and hold harmless the other for any actions taken under this agreement, other than those actions resulting from either reckless conduct or intentional misconduct.

18. This agreement shall be reviewed annually and if no action is taken shall automatically renew itself for an additional year.

IN WITNESS WHEREOF, the undersigned agencies have set their signatures on the respective dates set forth below. This document may be signed in duplicate originals.

Clinton County ETSB

By:

John C. Shain

Title

Chairman

ATTEST:

By

Wesley E. Applegate

Title

EST Board member

Date

04-02-01

Bond County ETSB

By

Tris Daumberger

Title

Chairman

ATTEST:

By

Allen L. Dan

Title

9-1-1 Coordinator

Date

3/8/01

Clinton County 9-1-1 Now Offers Text-To-911 Service

Posted Date: May 18, 2015

Wireless customers in Clinton County are now able to text emergency information to Clinton County 911 telecommunicators.

This month Clinton County became the fifth 9-1-1 system in the State of Illinois and the first in the entire St. Louis metropolitan region to offer Text-To-911 service. Nationally, less than 5% of 9-1-1 systems are able to accept texts.

This became possible with the partnership between the Clinton County 9-1-1 system, equipment and software providers Airbus DS, Intrado, and TCS along with the wireless carriers serving Clinton County.

Text-to-911 is intended for use only in specific emergency situations and is not generally a substitute for calling 9-1-1. Given a choice, always call rather than text 9-1-1. Texting to 9-1-1 should be considered in these situations:

- * for an individual who is speech or hearing impaired
- * for a person who is unable to call 911 due to a medical emergency that renders them unable to speak
- * in the event of a crime such as a home invasion or abduction

Following are some tips to keep in mind regarding texting to 911:

- * Callers should text to 9-1-1 only in an emergency and when a voice call is not an option. Texting to 9-1-1 is meant as a supplement to and not a replacement for calling 9-1-1.
- * Texting to 9-1-1 is inherently slower than a standard voice call, which means it takes slightly longer to dispatch emergency services in a text-to-911 situation.
- * Providing location information and nature of the emergency in the first text message is very important, since Text-to-911 does not currently provide the Clinton County 9-1-1 dispatch center with exact location information and the telecommunicator will not be able to speak with the person sending the text.
- * Text abbreviations or slang should never be used so that the intent of the message can be as clear as possible.
- * Text messages to 911 sent from near the edges of the County may not reach the Clinton County 9-1-1 system as they may connect to towers outside the county. The caller may receive a bounce-back message indicating that a voice call must be made. This would also apply if you

were traveling to areas not offering text-to 911 service.

* Those using Text-To-911 must have an activated cell phone that is capable of sending text messages in order to reach 9-1-1 via text. There is no charge to the customer for sending a text to 911.

* Photos, videos and other attachments cannot currently be sent to 911 via text.

* Just as with a voice call, texts to 9-1-1 should only be used for emergencies. And, as with a voice call, malicious or false texting to 9-1-1 is a crime, and texts to 9-1-1 can be traced.

For more information on texting to 9-1-1, visit the FCC web site at www.fcc.gov/text-to-911

For more information please call the Clinton County Sheriff's Office at (618) 594-4555 or e-mail to etsb-911@clintonco.illinois.gov

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
AT&T (Wireline)		
Frontier (Wireline)		
AT&T Mobility (wireless)		
Verizon (wireless)		
Sprint/T-Mobile (Wireless)		
Numerous VOIP providers		

Test Plan – ESINet Migration, Clinton County IL

The following was provided by AT&T:

All needed parties will assemble at the agreed upon start time.
AT&T will verify that there are call takers logged into the ESINet profile.
Baseline pretesting will be completed.
Go Ahead/proceed with cut will be asked for.
All traffic will be switched to the ESInet profile.
Verification testing will be completed.

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