

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



**State of Illinois**

**Application for**  
**9-1-1 Modification Plan**

# 911 GENERAL INFORMATION

DATE:

Type of Change: <input checked="" type="checkbox"/> Long Form Modification Plan <input type="checkbox"/> Short Form Modification Plan		
Current System Name:	Population Served	Land Area in Sq Miles
Southwest Central 9-1-1 System	116,183	115

List PSAPs:	Primary	Secondary
Southwest Central Dispatch	X	

911 System Contact: William D. Shanley

Street Address: 8911 West 95th Street

City, State and Zip Code: Palos Hills, IL 60465

Office Telephone: (708) 448-6180

Cellular Telephone: (708) 243-2319

Email: bill.shanley@swcd911.org

**Wireless Coverage for Consolidated System:**

  100   % Phase II compliant

  100   % Phase I compliant

**Please check if applicable:**

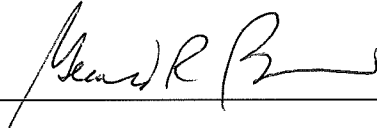
  X   NG9-1-1 capable

  X   Receive 9-1-1 Text

\_\_\_\_\_ Receive 9-1-1 Video

# VERIFICATION

I, Gerald R. Bennett, first being duly sworn upon oath, depose and say that I am Chairman, of Southwest Central 9-1-1 System; 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.

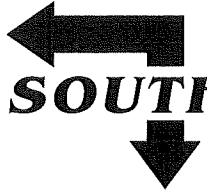
  
\_\_\_\_\_  
Gerald R. Bennett, Chairman of the Board

Subscribed and sworn to before me

this 19th day of August, 2022

  
\_\_\_\_\_  
NOTARY PUBLIC, ILLINOIS





# **SOUTHWEST CENTRAL 9-1-1 SYSTEM**

8911 West 95th Street • Palos Hills, IL 60465 • Tel (708) 448-6180 • Fax (708) 448-9823

**9-1-1**

## **9-1-1 SYSTEM PROVIDER LETTER OF INTENT**

August 26, 2022

Lisa Wirtanen  
AT&T 9-1-1 Service Executive  
4918 W. 95<sup>th</sup> Street  
Oak Lawn, IL 60453

Dear Ms. Wirtanen,

This letter is to confirm our intent to the transition from Legacy 9-1-1 System to Next Generation 9-1-1. Southwest Central 911 System Operational Readiness Testing is scheduled for the week of October 10, 2022 with a go-live date scheduled October 26, 2022.

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,

William D. Shanley  
Secretary

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:

See attached.

## **Next Generation 9-1-1 Modification Plan Narrative**

The Southwest Central 911 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 Southwest Central 911 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, 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.

### **TEXT to 911**

Southwest Central has been utilizing Intrado since 2017 for Text to 911. Upon the initiation, all agencies dispatched posted announcements at their public meetings and posted on their websites the availability of text to 911, an explanation of the use and shortcomings of the use for all the public to see. All member agencies were provided with documentation to post in their respective building for the public to view.

### **BACKUP PSAP**

The backup routing for the SWC911 System will remain as it at this time.

SWC 911 System receives calls through the Lombard, Elk Grove and Blue Island selective routers. For calls being routed through the Lombard selective route, the backup answering point for the calls from this router in the event of a failure or overflow are currently answered by Du-Comm in conjunction with a current agreement. Du-Comm will remain the backup answering point for processing 911 calls from the Lombard router in the event of the inability of SWC911 to answer and process 911 calls in accordance with the existing agreement.

For calls being routed through the Elk Grove selective route, the backup answering point for the calls from this router in the event of a failure or overflow are currently answered by Oak Lawn in conjunction with a current agreement. Oak Lawn will remain the backup answering point for processing 911 calls from the Elk Grove router in the event of the inability of SWC911 to answer and process 911 calls in accordance with the existing agreement.

For calls being routed through the Blue Island selective route, the backup answering point for the calls from this router in the event of a failure or overflow are currently answered by Orland Park in conjunction with a current agreement. Orland Park will remain the backup answering point for processing 911 calls from the Blue Island router in the event of the inability of SWC911 to answer and process 911 calls in accordance with the existing agreement.

SWC911 Call Handling Agreements inclusive of call transferring remain the same.



## 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

# 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:

Remains the same.

## 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
Village of Chicago Ridge	10455 S. Ridgeland Ave. Chicago Ridge, IL 60415
Village of Crestwood	13800 S. Cicero Ave. Crestwood, IL 60418
Village of Lemont	418 Main St. Lemont, IL 60439
City of Palos Heights	7607 W. College Dr. Palos Heights, IL 60463
City of Palos Hills	10335 S. Roberts Rd. Palos Hills, IL 60465
Village of Worth	7112 W. 111th St. Worth, IL 60462

## 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
see attached Exhibit 3					

Exhibit 3

SYSTEM PARTICIPANTS

A list of system participants showing the 9-1-1 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 be shown on the maps and should also have signed a call handling agreement. (USE ADDITIONAL SHEETS AS NECESSARY)

System Participants	Street Address, City, Zip Code	Administrative Telephone No.	Population	Land Area	Dispatch	Check Appropriate Box		
						Transfer	Call Relay	
Chicago Ridge Police Department	10425 S. Ridgeland Ave. Chicago Ridge, IL 60415	708-425-7831	14,434	2.3	XX			
Chicago Ridge Fire Department	10063 Virginia Chicago Ridge, IL 60415	708-857-4454	14,434	2.3	XX			
Crestwood Police Department	13840 S. Cicero Ave. Crestwood, IL 60445	708-371-3740	11,029	3.1	XX			
Crestwood Fire Department	13840 S. Cicero Ave. Crestwood, IL 60445	708-371-4805	11,029	3.1	XX			
Lemont Police Department	14600 W. 127 <sup>th</sup> Street Lemont, IL 60439	630-257-2229	16,661	9.5	XX			
Moraine Valley Community College Police Department	9000 W. College Parkway Palos Hills, IL 60565	708-974-5555	17,444	1.0		XX		
North Palos Fire Protection District	10629 S. Roberts Road Palos Hills, IL 60465	708-974-4474	35,000	15.5	XX			
Palos Heights Police Department	7607 W. College Drive Palos Heights, IL 60463	708-448-5060	12,597	3.0	XX			
Palos Heights Fire Protection District	12300 S. Harlem Ave. Palos Heights, IL 60463	708-448-4272	12,597	5.0	XX			
Palos Hills Police Department	8555 W. 103 <sup>rd</sup> Street Palos Hills, IL 60465	708-598-2272	17,627	4.0	XX			
Roberts Park Fire Protection District	8611 S. Roberts Road Justice, IL 60458	708-598-6752	25,000	8.0	XX			
Worth Police Department	7112 W. 111 <sup>th</sup> Street Worth, IL 60482	708-448-3979	10,838	1.5	XX			
Illinois State Police District 2	777 South State Street Elgin, IL 60123	847-931-2405	N/A	N/A		XX		
Illinois State Police District Chicago	9511 W. Harrison Des Plaines, IL 60016	847-294-4400	N/A	N/A		XX		
Illinois State Police District 15	2700 Ogden Avenue Downers Grove, IL 60515	630-241-6800	N/A	N/A		XX		
Cook County Forest Preserve Police Department	536 N. Harlem River Forest, IL 60305	708-241-6800	N/A	N/A		XX		
Cook County Sheriffs Police Department	1401 Maybrook Drive Maywood, IL 60153	708-865-4700	N/A	N/A		XX		
DuPage County Sheriffs Police Department	421 North County Farm Road Wheaton, IL 60187	630-407-2400	N/A	N/A		XX		
Will County Sheriffs Police Department	16911 W Laraway Road Ste. 101 Joliet, IL 60344	815-727-8575	N/A	N/A		XX		
Metro Sanitary District Police Department	6001 W. Pershing Road Chicago, IL 60655	773-863-7464	N/A	N/A			XX	

## ADJACENT AGENCIES LIST

Provide a list of public safety agencies and existing 9-1-1Systems that are adjacent to the proposed system's boundaries. Each agency that appears on this list should also have signed a call handling agreement and/or aid outside jurisdictional boundaries.

AGENCY	STREET ADDRESS, CITY, ZIP CODE	TELEPHONE NUMBER
see attached Exhibit 4		

Exhibit 4

ADJACENT AGENCY LIST

A list of public safety agency and existing 9-1-1 Systems adjacent to the proposed system boundaries, their address (es) and telephone number(s).

AGENCY	STREET ADDRESS, CITY, ZIP CODE	TELEPHONE NUMBER
Bridgeview Police & Fire Department	7500 S. Oketo Ave., Bridgeview, IL 60455	708-458-2131
Calcomm Regional 911 Communication Center	12419 S. Ashland Avenue, Calumet Park, IL 60827	708-926-7343
Chicago Fire Department	3510 Michigan Ave. 2 <sup>nd</sup> Fl. Chicago, IL 60653	312-745-4210
Des Plaines Valley ETSB/ Hickory Hills PD	8800 W. 87 <sup>th</sup> St. Hickory Hills, IL 60457	708-598-1313
Emergency Mgmt. & Comms.	1411 W. Madison St. Chicago, IL 60607-1809	312-746-9111
ETSB Enhanced 9-1-1 Emergency Service for DuPage County	421 N. County Farm Road Wheaton, IL 60187	630-550-7743
Laraway Communications Center	16911 W. Laraway Road Joliet, IL 60433	815-727-8575
Lemont Fire Protection District	15900 New Avenue, Lemont, IL 60439	630-257-2376
Midlothian Fire Department	14801 S. Pulaski Rd. Midlothian, IL 60445	708-598-4900
Midlothian Police Department	14601 S. Pulaski Rd. Midlothian, IL 60445	708-598-4900
Northwest Homer Fire Protection District	16152 W. 143 <sup>rd</sup> Street Lockport, IL 60441	815-838-0180
Oak Lawn Regional Emergency Communications	9446 S. Raymond Ave. Oak Lawn, IL 60453	708-499-7721
Orland Fire Protection District	9790 W. 151 <sup>st</sup> Street Orland Park, IL 60462	708-349-0074
Orland Park Police Department	15100 S. Ravinia Pl. Orland Park, IL 60462	708-349-4111
Addison Consolidated Dispatch Center	3 Friendship Plaza Addison, IL 60101	630-543-3080
Western Will Co. Communications Center	24600 W. Presidential Ave. Plainfield, IL 60544	815-267-8300
Willow Springs Police Department	8255 Willow Springs Road, Willow Springs, IL 60525	708-839-3023





## 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		(888) 243-1911
SBC		(866) 730-8154
CLEC		(217) 824-6398
Allegiance		(800) 421-3872
CBeyond		(866) 424-9233
CIMCO		(630) 691-8080
Focal		(877) 453-8353
Frontier		(877) 262-6822
Global COM		(800) 589-1531
Global Crossing		(888) 859-0911
Intermedia		(650) 641-4000
Level 3		(888) 404-9750
MCI		(800) 275-0014
McLeod		(800) 332-2385
MFS-Intelenet		(312) 580-0170
MGC		(480) 719-8556
MPower	(585) 218-6550	(585) 218-6550
Paetec		(800) 345-4484
Sprint		(913) 928-4107
TDS Metrocom		(888) 790-1216
WorldCOM		(800) 844-1001
XO COM		(888) 575-6398
Verizon Wireless		(800) 922-0204
Cricket		(800) 274-2538
T-Mobile		(866) 735-7700
Comcast		(800) 934-6489

# 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.

100007

SOUTHWEST CENTRAL 9-1-1 SYSTEM/ORLAND <sup>200</sup> ETSB  
ALTERNATE ROUTING AGREEMENT

THIS Agreement made and entered into between the Southwest Central 9-1-1 System, an intergovernmental cooperation association, hereinafter referred to as "SOUTHWEST" and the Orland Joint Emergency Telephone Service Board (hereinafter referred to as "ORLAND").

WITNESSETH:

WHEREAS, SOUTHWEST is currently implementing an Enhanced 9-1-1 emergency telephone system (hereinafter referred to as "ETS"); and

WHEREAS, ORLAND will have a fully operational ETS, December 18, 1994, and

WHEREAS, under Illinois law which ETS is required to select a location for alternate routing when all 9-1-1 lines to the primary Public Safety Answering Point ("P.S.A.P.") are busy or if the primary P.S.A.P. closes down for a period of time due to an emergency situation; and

WHEREAS, SOUTHWEST, upon completion of its ETS, will be a P.S.A.P., and

WHEREAS, Article VII, Section 10 of the 1970 Illinois Constitution and Chapter 127, Section 748 of the Illinois Revised Statutes authorize an intergovernmental cooperation association to enter into contracts with units of local government; and

WHEREAS, SOUTHWEST and ORLAND mutually desire to enter into an agreement establishing ORLAND as the location for alternate routing of 9-1-1 calls when all 9-1-1 lines to SOUTHWEST are busy or if the primary P.S.A.P. closes down for a period of time due to an emergency situation;

NOW, THEREFORE, in consideration of the above premises, and also the mutual covenants contained herein, SOUTHWEST and ORLAND do hereby agree as follows:

1. Beginning on March 25, 1992, when all 9-1-1 lines from SOUTHWEST are busy or if the primary P.S.A.P. closes down for a period of time due to an emergency situation, SOUTHWEST shall instruct all 9-1-1 calls to be routed to ORLAND as set forth above.

2. When there is a need for alternate routing, SOUTHWEST will contact the Orland PSAP. Advice received from the Orland PSAP and any other information on personnel at the Southwest Central Dispatch Center and provide assistance upon arrival of Southwest personnel to assist at the Orland PSAP. Calls received during these times that require dispatch

will be relayed to the Center via Point-to-Point Radio (155.370) or Fire Mutual Aid (154.280).

3. Orland agrees to serve as SOUTHWEST'S backup P.S.A.P. without any compensation.

4. Any notice or other communication permitted or required to be given hereunder by SOUTHWEST or ORLAND shall be in writing and shall be personally delivered or mailed, by registered or certified U.S. Mail, postage prepaid, return receipt required, to the party to receive the same as follows:

SOUTHWEST CENTRAL 9-1-1 SYSTEM  
Emergency Telephone Service Board  
Attention: Chairman  
7611 W. College Drive  
Palos Heights, Il. 60463-1008

ORLAND JOINT EMERGENCY TELEPHONE SYSTEM BOARD  
Attention: Chairman  
14600 Ravinia  
Orland Park, Il. 60462

Notice by mail shall be considered served four (4) days after mailing.

5. This Agreement shall be effective when executed by the proper officials of SOUTHWEST and ORLAND, unless otherwise terminated. This Agreement shall remain in effect perpetually until either SOUTHWEST or ORLAND notifies the other, by means of a sixty day notice, that this Agreement shall be terminated on a date certain no less than sixty days after service of notice to terminate this Agreement.

In the event a court of proper jurisdiction determines that any paragraph or paragraphs of this Agreement are invalid, the parties agree that such invalidity shall not affect the validity of the remaining portions of this Agreement.

This Agreement is not assignable by ORLAND or SOUTHWEST and any purported assignment of this Agreement by ORLAND or SOUTHWEST shall be deemed null and void. However, SOUTHWEST or ORLAND may, by written consent to assign this Agreement to any successor entity of SOUTHWEST or ORLAND.

The persons signing this Agreement on behalf of ORLAND and SOUTHWEST warrant that they have actual authority to enter into this Agreement on behalf of ORLAND and SOUTHWEST, respectively, and attached to this Agreement are the Resolutions of the Emergency Board of SOUTHWEST and ORLAND authorizing SOUTHWEST and ORLAND to enter into this Agreement.

This Agreement constitutes the complete, final, and entire agreement between ORLAND and SOUTHWEST, and supersedes any prior agreements, either written or oral, between the parties.

10. Any modification to this Agreement must be in writing and signed by both SOUTHWEST and ORLAND to be effective.

11. This Agreement shall be governed and construed in accordance with the laws of the State of Illinois.

IN WITNESS WHEREOF, the undersigned governmental units have caused this Agreement to be duly executed.

SOUTHWEST CENTRAL 9-1-1 SYSTEM

Michael E. Rice

Chairman - ETSB

11/26/91

ORLAND JOINT ETSB

By: [Signature]

Chairman - ETSB

Date: 11/26/91

SOUTHWEST CENTRAL 911 SYSTEM AND OAK LAWN REGIONAL  
EMERGENCY COMMUNICATIONS, A 9-1-1 AUTHORITY  
ALTERNATE ROUTING AGREEMENT

This Agreement made and entered into between the Southwest Central 9-1-1 System, an Intergovernmental Cooperation Association and Emergency Telephone System Board and SWCD Central Dispatch, a Public Safety Answering Point, (herein after referred to as "SWCD") and the Oak Lawn Emergency Regional Communications, a 9-1-1 Authority and a Public Safety Answering Point (hereinafter referred to as "OLREC").

WITNESSETH:

WHEREAS, SWCD currently provides Enhanced 9-1-1 service to the cities of Countryside, Palos Heights, Palos Hills; the Village of Chicago Ridge, Crestwood, Indian Head Park, Lemont, Palos Park and Worth; and

WHEREAS, OLREC currently provides Enhanced 9-1-1 service to the Villages of Oak Lawn, Evergreen Park, Bridgeview, Hodgkins and Alsip; and

WHEREAS, under Illinois law an ETSB is required to select a location for alternate routing when all 9-1-1 lines to the primary Public Safety Answering Point ("PSAP") are busy or if the primary PSAP closes down for a period of time due to an emergency situation; and

WHEREAS, Article VII, Section 10 of the 1970 Illinois Constitution and Chapter 127, Section 748 of the Illinois Revised Statutes authorize an intergovernmental cooperation to enter into contracts with units of local government; and

WHEREAS, SWCD and OLREC mutually desire to enter into an Agreement establishing OLREC as the location for alternate routing of 9-1-1 calls when all 9-1-1 lines to SWCD are busy or in the event that SWCD closes down for a period of time due to an emergency situation,

NOW, THEREFOR, in consideration of the above premises, and also the mutual covenants contained herein, SWCD and OLREC do hereby agree as follows:

1. Beginning upon the effective date of this Agreement, when, at any time, the 9-1-1 lines of SWCD serviced by the AT&T Elk Grove Tandem Office are busy or in the event that SWCD closes down for a period of time due to an emergency situation, SWCD shall instruct AT&T to reroute these 9-1-1 calls to OLREC via their designated 9-1-1 trunks. OLREC agrees to process all calls rerouted to OLREC as set out above.
2. When there is a need for alternate routing, SWCD will contact OLREC and advise the reason for the alternate routing request, the length of time the

alternate routing will need to be in effect (if possible), provide personnel from SWCD to assist OLREC and provide an estimated time of arrival of the SWCD personnel to assist at OLREC dispatch center.

3. OLREC agrees to serve as SWCD'S backup PSAP without any compensation, except as provided in this agreement.
4. Any notice permitted or required to be given hereunder by SWCD or OLREC shall be in writing and shall be personally delivered or mailed, by registered or certified U.S. Mail, postage prepaid, return receipt required, to the party to receive the same as follows:

SOUTHWEST CENTRAL 9-1-1 SYSTEM  
Emergency System Telephone Board  
ATTN: Chairman  
7611 W. College Drive  
Palos Heights, IL 60463-2071

OAK LAWN REGIONAL EMERGENCY  
COMMUNICATIONS, 9-1-1 AUTHORITY  
ATTN: Chairman  
9446 S. Raymond  
Oak Lawn, IL 60453

Notice by U.S. Mail shall be considered served four (4) days after mailing.

5. This Agreement shall be effective when executed by the proper officials of SWCD and OLREC. Unless otherwise terminated, this Agreement shall remain in effect perpetually until either SWCD or OLREC notifies the other, by means of a one hundred twenty (120) day notice, that this Agreement shall be terminated on a date certain no less than one hundred twenty (120) after service of notice to terminate this Agreement.
6. If in the event a Court of proper jurisdiction determines that any paragraph or paragraphs of this Agreement are invalid the parties agree that such invalidity shall not affect the validity of the remaining portions of this Agreement.
7. This Agreement is not assignable by SWCD or OLREC and any purported assignment of this Agreement by SWCD or OLREC shall be null and void, provided however SWCD or OLREC shall be entitled to assign this agreement to any successor entity of SWCD or OLREC.

8. The persons signing the Agreement on behalf of SWCD or OLREC warrant that they have actual authority to enter into this agreement on behalf of SWCD and OLREC respectively.
9. This Agreement constitutes the complete, final, and entire Agreement between SWCD and OLREC regarding the subject matter of this agreement and supersedes any prior agreements, either written or oral, between the parties.
10. Any modification to this Agreement must be in writing and signed by both SWCD and OLREC.
11. This Agreement shall be governed and construed in accordance with the laws of the State of Illinois.
12. The effective date of this agreement shall be the latest date this agreement is signed by SWCD and OLREC.

IN WITNESS THEREOF, the undersigned governmental units have caused this Agreement to be duly executed.

SWCD

OLREC

BY: *William J. Kelly*

BY: *Devin Dauseigneur*

TITLE: Secretary, ETSB

Title: Director

Date: January 8, 2018

Date: 1/12/18





# **SOUTHWEST CENTRAL 9-1-1 SYSTEM**

7611 West College Drive • Palos Heights, IL 60463 • (708) 448-6180 • Fax (708) 448-9823

## **9-1-1**

### **CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT For 9-1-1 Emergency Communications**

This Agreement made and entered into between the Southwest Central 9-1-1 System, an Intergovernmental Cooperation Association and Emergency Telephone System Board and SWCD Central Dispatch, a Public Safety Answering Point, (herein after referred to as "SWCD") and the Oak Lawn Regional Emergency Communications, a 9-1-1 Authority and a Public Safety Answering Point (hereinafter referred to as "OLREC")

#### **CALL HANDLING**

OLREC receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner to SWCD:

**Primary: Telephone Transfer:** via your Agency's primary 9-1-1 Routing Number as Identified by AT&T.

**Secondary: Direct Dispatch** via common radio Interconnects: VHF 155.370 MHz, Point to Point (police agencies); or in the case of Fire/EMS agencies VHF 154.265 MHz, IFERN

**Tertiary:** Telephone to Southwest Central 9-1-1 System via AT&T 708-448-1527, N/A-- Cell 708-638-8941.

#### **AID OUTSIDE JURISDICTION BOUNDARIES**

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 is used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The Southwest Central 9-1-1 System 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 the call and the disposition of each call received. All agreements, management, records, and service will be the responsibility of the 9-1-1 authority. Any agreements or changes in agreements and operating policies must be approved by the advisory board.

**SWCD**

**OLREC**

By: *William A. Kelly*

By: *Quaintance*

Title: Secretary of ETSB

Title: Director

Date: 1/8/2018

Date: 1/12/18



Diana Tousignant  
Director

Richard Bessette  
Technology Team Leader

Carrie Brouillette  
Operations Team Leader

Crnlg Kowalski  
Operations Team Leader

Oak Lawn Police &  
Fire Departments

Burbank Police &  
Fire Departments

Bridgeview Police &  
Fire Departments

Evergreen Park Police &  
Fire Departments

Hodgkins Police

Alsip Police and Fire  
Departments

Bedford Park  
Fire Department

Central Stickney  
Fire Protection  
District

MABAS Division 21

## Oak Lawn Emergency Communications

9446 S. Raymond Avenue, Oak Lawn, Illinois 60453  
Telephone: (708) 499-7721 | Facsimile: (708) 422-4266 | www.oaklawn-il.gov

### Overflow and Backup Call Handling Agreement

January 04, 2018

#### For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority located at the public safety building in Oak Lawn hereinafter referred to as "Oak Lawn Regional Emergency Communications" and Southwest Central Dispatch, for the purpose of effective handling and routing of overflow 9-1-1 emergency calls.

#### CALL HANDLING

Southwest Central receiving an overflow call for emergency service in the Oak Lawn, Evergreen Park, Burbank, Bridgeview, Hodgkins, and Alsip Jurisdiction shall dispatch the call in the following manner:

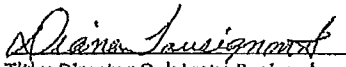
Primary: Via telephone at Southwest Central Dispatch to OLREC at 708-499-7721.

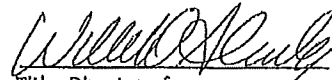
Secondary: Via telephone at Southwest Central Dispatch to OLREC Supervisor cellphone 708-634-9060 or 708-634-9061.

In the event of a complete loss of 9-1-1 service at the Oak Lawn Regional Emergency Communications Center (OLREC), Southwest Central Dispatch agrees to receive all of the 9-1-1 calls for the time required to restore complete 9-1-1 service to Oak Lawn Regional Emergency Communications Center.

Oak Lawn Regional Emergency Communications Center agrees that they will provide additional dispatch personal to the Southwest Central Dispatch to assist with the increased call volume.

It is assumed that this agreement will impose no financial burden to Southwest Central Dispatch.

  
Title: Director Oak Lawn Regional  
Emergency Communications

  
Title: Director of  
Southwest Central Dispatch

SOUTHWEST CENTRAL 911 SYSTEM/DU PAGE COUNTY EMERGENCY  
TELEPHONE SYSTEM BOARD  
ALTERNATE ROUTING AGREEMENT

This Agreement made and entered into between the Southwest Central 9-1-1 System, an intergovernmental cooperation association and Emergency Telephone System Board, (hereinafter referred to as "SWC911") and the DuPage County Emergency Telephone Systems Board (hereinafter referred to as "DU PAGE").

WITNESSETH:

WHEREAS, under Illinois law an ETSB is required to select a location for alternate routing when all 9-1-1 lines to the primary Public Safety Answering Point ("PSAP") are busy or if the primary PSAP closes down for a period of time due to an emergency situation; and

WHEREAS, Article VII, Section 10 of the 1970 Illinois Constitution and 5 ILCS 220/1 *et seq.* authorize units of local government to enter into intergovernmental cooperation contracts; and

WHEREAS, Downers Grove PSAP (hereinafter referred to as "DU PAGE PSAP") is part of the ICC approved DUPAGE 911 plan and under the control of DU PAGE as a PSAP in DU PAGE'S ICC approved 911 plan; and

WHEREAS, SWC911 and DU PAGE mutually desire to enter into an Agreement establishing the DU PAGE PSAP as the location for alternate routing of 9-1-1 calls when all 9-1-1 lines to SWC911 are busy or on the event that SWC911 closes down for a period of time due to an emergency situation,

NOW, THEREFORE, in consideration of the mutual covenants contained herein, SWC911 and DU PAGE do hereby agree as follows:

1. Beginning upon the execution of this Agreement by both Parties, when, at any time, all the 9-1-1 lines of SWC911 serviced by the Lombard AT&T Tandem Office are busy or in the event SWC911 closes down for a period of time due to an emergency situation, SWC911 shall instruct AT&T to route all 9-1-1 calls to DU PAGE PSAP via its designated 9-1-1 trunks. DU PAGE PSAP agrees to process all calls rerouted to SWC911 as set out above.
2. DU PAGE agrees to designate DU PAGE PSAP as SWC911's backup PSAP without any compensation..
3. Any notice or other communications permitted or required to be given hereunder by SWC911 or DU PAGE shall be in writing and shall be

personally delivered or mailed, by certified U.S. Mail, postage prepaid, return receipt required, to the party to receive the same as follows:

SOUTHWEST CENTRAL 9-1-1 SYSTEM  
Emergency System Telephone Board  
ATTN: William D. Shanley, Secretary  
7611 W. College Drive  
Palos Heights, IL 60463-2071

ETSB of DU PAGE COUNTY  
ATTN: Linda Zerwin, Executive Director  
9-1-1 System Coordinator  
421 County Farm Road  
Wheaton, IL 60187

Notice delivered by personal delivery shall be effective upon receipt, and notice by U.S. Mail shall be considered served upon receipt or four (4) days after mailing, whichever is sooner.

4. This Agreement shall be effective when executed by authorized officials of SWC911 and DU PAGE. Unless otherwise terminated, this Agreement shall remain in effect perpetually until either SWC911 or DU PAGE notifies the other Party, that this Agreement shall be terminated on a date certain not less one hundred twenty (120) after the effective date of service of the notice to terminate this Agreement.
5. If in the event a court of proper jurisdiction determines that any paragraph or paragraphs of this Agreement are invalid, the parties agree that such invalidity shall not, to the extent permitted by law, affect the validity of the remaining portions of this Agreement.
6. This Agreement shall not be assigned by either SWC911 or DU PAGE and any purported assignment of this Agreement by SWC911 or DU PAGE shall be null and void, provided however, SWC911 or DU PAGE shall be entitled to assign this Agreement to any successor entity of SWC911 or DU PAGE.
7. The persons signing this Agreement on behalf of SWC911 and DU PAGE warrant that they have actual authority to enter into this Agreement on behalf of SWC911 or DUPAGE, as appropriate, and that all necessary action required by law and the bylaws or other applicable rules governing SWC911 and DU PAGE to enter into this agreement have been satisfied and accomplished.

8. This Agreement constitutes the complete, final, and entire Agreement between SWC911 and DU PAGE with regard to the subject matter of this Agreement, and supersedes any prior agreements, either written or oral, between the Parties.
9. Any modification to this Agreement shall be null and void unless the modification is in writing and signed by both SWC911 and DU PAGE.
10. This Agreement shall be governed and construed in accordance with the laws of the State of Illinois.

IN WITNESS THEREOF, the undersigned have caused this Agreement to be duly executed:

Southwest Central 9-1-1 System, ETSB

BY: 

~~CHAIRMAN~~  
CHAIRMAN - ETSB

Date: 6-10-2011

Du Page County ETSB

BY: 

CHAIRMAN ETSB.

Date: 4/26/2011

# TEST PLAN DESCRIPTION

1) Description of test plan (back-up, overflow, failure, database).

See attached test plan

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