

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



State of Illinois

Application for
9-1-1 Modification Plan

INTRODUCTION

The following document provides the application for submitting a 9-1-1 Modification Plan that will supply the Department of State Police (Department), the Illinois Commerce Commission (ICC), the Statewide 9-1-1 Advisory Board (Advisory Board) and the Statewide 9-1-1 Administrator (Administrator) with the necessary information about your proposal to modify your 9-1-1 system. All modified plans must comply with 83 Ill. Adm. Code Part 1325.

LONG FORM MODIFIED 9-1-1 PLAN:

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

- 1) Changing boundaries that require an intergovernmental agreement between local governmental entities to exclude or include residents within the 9-1-1 jurisdiction
- 2) Changing or adding a 9-1-1 system provider
- 3) Changes in network configuration, except as provided for in subsection 1325.200(h), (i.e. implementation of a Next Generation 9-1-1 (NG9-1-1) system)
- 4) Change of Backup PSAP arrangement

The Modified Plan must include the following documents:

| | |
|-------------------------------|--|
| General Information | Contact and 9-1-1 System information. |
| Verification | Notarized statement of truth regarding information provided in the plan. |
| Letter of Intent | Letter that is sent to the 9-1-1 System Provider with a copy of the plan. |
| Plan Narrative | A summary of the changes of the proposed system's operation. |
| Financial Information | A summary of anticipated implementation costs and annual operating costs of the modified 9-1-1 system that are directly associated with 9-1-1 as well as the anticipated revenues. |
| 5-Year Strategic Plan | A detailed plan for implementation and financial projections. |
| Communities Served | A list of all communities that are served by the 9-1-1 System. |
| Participating Agencies | A list of public safety agencies (Police, Fire, EMS, etc.) who are dispatched by the 9-1-1 System. |
| Adjacent Agencies | A list of public safety agencies (Police, Fire, EMS, etc.) that are adjacent to the 9-1-1 System's jurisdictional boundaries. |

Attachments (if applicable):

| | |
|---|---|
| Ordinance | Any local ordinances which dissolve an existing ETSB or creates a new ETSB. |
| Intergovernmental Agreement | Any intergovernmental agreements or MOU's creating a joint ETSB or any other agreements pertinent to the 9-1-1 system. |
| Contracts | Contract(s) with a 9-1-1 system provider or for NG-9-1-1 service. |
| Back-up PSAP Agreement | Establishes back-up and overflow services between PSAPs. |
| Network Diagram | Provided by the 9-1-1 system provider showing trunk routing and backup configuration. |
| Call Handling Agreements | Call handling agreements shall describe the primary and secondary dispatch method to be used by requesting parties within their respective jurisdictions. |
| Aid Outside Jurisdictional Boundaries Agreements | Aid outside normal jurisdictional boundaries agreements shall provide that 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. |

| | |
|------------------------|---|
| Carrier Listing | A list of each carrier telephone company(s), exchange(s), prefix(es), and the various 9-1-1 System configurations that will be used in the proposed system. |
| Test Plan | The 911 System's overall plan detailing how and to what extent the network and data base will be tested. |

These modified 9-1-1 Plans must be filed electronically on the Department's website at: <http://www.isp.state.il.us/Statewide911/statewide911.cfm> where you will see the box below to submit your plan.



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

SHORT FORM MODIFIED 9-1-1 PLAN:

The following modifications do not need to be submitted electronically on the Department's website.

The 9-1-1 Authority must provide written notification to the Administrator at 911_tech_support@isp.state.il.us at least 10 business days prior to making the following changes pursuant to Section 1325.200(h). After review, the Administrator will provide a letter of acknowledgment.

- 1) Permanent relocation of an existing PSAP or backup PSAP facility
- 2) Reduction in 9-1-1 trunks from the selective router to the PSAP
- 3) Further reduction of PSAPs within a 9-1-1 Authority beyond consolidation as required by the Act

The notification should include:

General Information Contact and 9-1-1 System information.

Plan Narrative A detailed summary of the changes in the proposed system's operation.

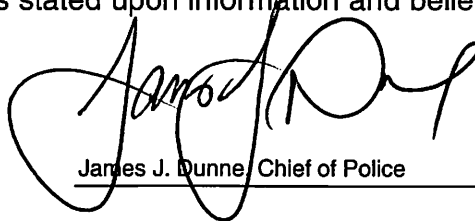
Attachments (if applicable):

Network Diagram Provided by the 9-1-1 system provider showing trunk routing and backup configuration

Call Handling Agreements Call handling agreements shall describe the primary and secondary dispatch method to be used by requesting parties within their respective jurisdictions.

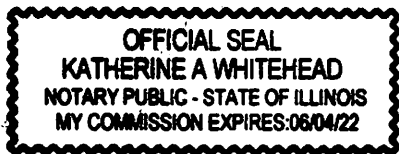
VERIFICATION

I, James J Dunne, first being duly sworn upon oath, depose and say that I am Chief of Police, of the Village of Wheeling, Illinois; 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.



James J. Dunne, Chief of Police

Village of Wheeling, Illinois



Subscribed and sworn to before me

this 23RD day of July, 20 19.



NOTARY PUBLIC, ILLINOIS

OFFICIAL SEAL
KATHERINE A WHITEHEAD
NOTARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES 03/31/2025

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

May 16, 2019

(Date)

Lisa Wirtanen

(9-1-1 System Provider Company Representative)

AT&T

(9-1-1 System Provider Company Name)

4918 W. 95th St.

(Street Address)

Oak Lawn, IL 60453

(City, State, Zip Code)

Dear Ms. Wirtanen _____ :

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,

(Name)

(Title)

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 Wheeling 9-1-1 Center PSAP serves both the Village of Wheeling and the City of Des Plaines. Our current network design, uses three backup PSAPs in the event we need to reroute our Selective Routers, Northbrook, Northwest Central Dispatch System and West Suburban Consolidated Dispatch Center. This design has proven to be cumbersome and needs to be addressed.

The Wheeling 9-1-1 Center, is installing a regional hosted i3-capable, state-of-the-art, integrated IP based NG9-1-1 call handling system. Specifically, our project has a Geo-Diverse and Federated redundant back-room architecture located in both Wheeling and Northbrook. Our two host sites will serve as the geo-redundant core infrastructure for the call handling workstations. This system will bring redundancy and resiliency to the Center which allows us to revise and consolidate our PSAP backup approach.

The Geo-Diverse network platform allows Wheeling and Northbrook to effectively become the primary back up for each other during periods where the individual PSAP is inoperable. However, should the Wheeling 9-1-1 Center need to reroute 9-1-1 calls at the same time the network platform was also in failure, the Wheeling 9-1-1 Center would need a standard alternate PSAP backup. The proposed revision will consolidate the three backup locations down to one, Northwest Central Dispatch Center.

When the volume of emergency calls at the Wheeling 9-1-1 Center PSAP is such that an overflow of emergency calls is produced, the overflow of emergency calls, normally routed to the Wheeling 9-1-1 Center, will be routed to Northwest Central Dispatch System.

In the event that the above mentioned Geo-Diverse call handling platform becomes inoperable and there is an interruption in the Wheeling 9-1-1 Center PSAP's ability to answer 9-1-1 calls, Northwest Central Dispatch System, will serve as the backup PSAP, providing Northwest Central Dispatch System is physically capable of receiving such calls.

This proposed modification will occur with the implementation of this NG9-1-1 call handling system schedule for late November 2019.

Plan Narrative:

A large, empty rectangular box with a thin black border, occupying most of the page. It is intended for a plan narrative.

FINANCIAL INFORMATION

| | |
|---|----------|
| Annual recurring 9-1-1 network costs prior to modification | \$ _____ |
| Projected annual recurring 9-1-1 network costs after modification | \$ _____ |
| Installation cost of the project | \$ _____ |
| Anticipated annual revenues | \$ _____ |

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:

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.



Alternate Public Safety Answering Point Agreement



For 9-1-1 Emergency Communications

The Wheeling 9-1-1 Center participates in a Geo-Diverse and Federated NG9-1-1 call handling platform delivered over a secure dedicated Local Area Network. The two host sites, located in Wheeling and Northbrook, will serve as the geo-redundant core infrastructure for the call handling system. Wheeling and Northbrook effectively become the primary back up for each other during periods where the individual PSAP is inoperable. However, should the Wheeling 9-1-1 Center need to evacuate at the same time the Geo-Diverse network platform was also in failure, the Wheeling 9-1-1 Center would need a standard alternate PSAP backup agreement in place.

This agreement is made between the Wheeling-Des Plaines Joint ETSB and Northwest Central Dispatch System, located at 1975 E. Davis St., Arlington Heights, IL 60005, for the purpose of effective handling and routing of E-9-1-1 and wireless 9-1-1 emergency calls for police/fire assistance.

Call Handling

When the volume of emergency calls at the Wheeling 9-1-1 Center Public Safety Answering Point (PSAP) is such that an overflow of emergency calls is produced, the overflow of emergency calls, normally routed to the Wheeling 9-1-1 Center, will be routed to Northwest Central Dispatch System.

In the event that the above mentioned Geo-Diverse call handling platform becomes inoperable and there is an interruption in the Wheeling 9-1-1 Center PSAP's ability to answer 911 calls, Northwest Central Dispatch System, will serve as the backup PSAP, providing Northwest Central Dispatch System is physically capable of receiving such calls.

When the Northwest Central Dispatch System receives an emergency call for service, normally routed to the Wheeling 9-1-1 Center, they will notify Wheeling via the StarCom radio network or a mutually agreed upon telephone number to have an emergency unit respond to the call for assistance. Northwest Central Dispatch System will transfer all fire calls to the Regional Emergency Dispatch (RED) Center. The Northwest Central Dispatch System will collect the appropriate information about the caller and transfer this information back to the Wheeling 9-1-1 Center Public Safety Answering Point for the proper recording of this information.

Wheeling-Des Plaines Joint ETSB

Rocella M. Rodgers
Communications 9-1-1 Center Manager

Date: January 20, 2019

Northwest Central Dispatch System

John Ferraro
Executive Director

Date

4/17/2019

TEST PLAN DESCRIPTION

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

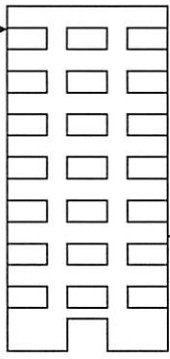
2) List wireline exchanges to be tested.

3) List of wireless and VoIP Carriers to be tested.

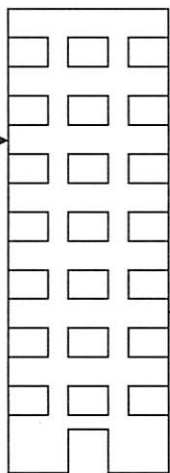
RATE CENTER END OFFICE
TO SELECTIVE ROUTER

| | |
|------------------------------------|------|
| AT&T----- | |
| ARLINGTON HEIGHTS | (12) |
| ALTERNATE PROVIDERS----- | |
| <u>ARLINGTON HEIGHTS EXCHANGE:</u> | |
| AT&T IP | |
| FRONTIER | |
| INTERMEDIA | |
| MPOWER | |
| VERIZON BUSINESS | |
| XO COMM | |
| | |
| AT&T----- | |
| DES PLAINES | (16) |
| MORTON GROVE | (7) |
| NEWCASTLE | (4) |
| PARK RIDGE | (10) |
| SKOKIE | (6) |
| WHEELING | (9) |
| ALTERNATE PROVIDERS----- | |
| <u>DES PLAINES EXCHANGE:</u> | |
| AT&T IP | |
| CORECOM | |
| FOCAL | |
| FRONTIER | |
| GLOBAL COMM | |
| INTERMEDIA | |
| M POWER | |
| MCLEOD | |
| PAETEC | |
| TDS METROCOM | |
| TELEPORT | |
| VERIZON BUSINESS | |
| XO COMM | |
| | |
| <u>SKOKIE EXCHANGE:</u> | |
| 21 ST CENTURY | |
| AT&T IP | |
| CORECOM | |
| FOCAL | |
| FRONTIER | |
| GLOBAL COMM | |
| INTERMEDIA | |
| MCLEOD | |
| PAETEC | |
| TELEPORT | |
| VERIZON BUSINESS | |
| XO COMM | |
| | |
| <u>WHEELING EXCHANGE:</u> | |
| AT&T IP | |
| CORECOM | |
| FOCAL | |
| FRONTIER | |
| GLOBAL COMM | |
| M POWER | |
| MCLEOD | |
| PAETEC | |
| TDS METROCOM | |
| TELEPORT | |
| VERIZON BUSINESS | |
| XO COMM | |

CONTROL OFFICE



LOMBARD
(5E)



ELK GROVE
VILLAGE (5E)

9-1-1 CIRCUITS
SELECTIVE ROUTER TO PSAP

WHEELING PSAP

WHEELING TRAFFIC:
(5) LOMBARD S/R
TG= 512/WIRELINE CALLS
7EMNC849539
7EMNC849540
7EMNC849541
7UGXR7731472 – MB
TG= 437/WIRELESS CALLS
7EMNC260337
7EMNC260339
5CSNC260347 – MB
(4) ELK GROVE VILLAGE S/R
TG= 504/WIRELINE CALLS
7EMNC346895
7EMNC346896
7EMNC346897
7EMNC346898
7UGXR773095 – MAKE BUSY

DES PLAINES TRAFFIC:
(3) LOMBARD S/R
TG= 512/WIRELINE CALLS
7EMNC849539
7EMNC849540
7EMNC849541
7UGXR773147 – MB
(7) ELK GROVE VILLAGE S/R
TG= 516/WIRELINE CALLS
7EMXS890358
7EMXS890353
7EMXS890354
7EMXS890361
7UGXR560306 – MB
TG= 515/WIRELESS CALLS
7EMXS540758
7EMXS540766
7EMXS890357
5CSXS540797 – MB

WHEELING/DES PLAINES
JETSBS



**PROPOSED CHANGE IN BACK
UP**

PSAP LOCATIONS

AT&T ALI ACCESS

WHEELING PSAP
1 COMMUNITY BLVD, WHEELING

BACK-UP PSAP:
ALL TRAFFIC TO NWCD

7FDDZ695008-NORTHBROOK
3FDDZ695009-SOUTHFIELD

**REMOVAL OF DESPLAINES
UNMANNED BACK UP CIRCUITS**