

**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: 06/06/2023

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
Evanston 9-1-1	76000	8 sq miles

List PSAPs:	Primary	Secondary
Evanston	X	
Northwestern University Police		X

911 System Contact: Christopher Voss

Street Address: 1454 Elmwood Ave

City, State and Zip Code: Evanston, IL 60201

Office Telephone: (847) 866-5068

Cellular Telephone: (847) 878-3806

Email: cvoss@cityofevanston.org

**Wireless Coverage for Consolidated System:**  
  100   % Phase II compliant  
  100   % Phase I compliant

**Please check if applicable:**  
 NG9-1-1 capable  
 Receive 9-1-1 Text  
 Receive 9-1-1 Video

# VERIFICATION

I, Christopher Voss, first being duly sworn upon oath, depose and say that I am Communications Manager, of Evanston 9-1-1; 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.

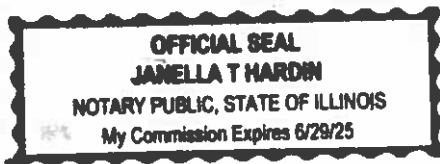


Christopher Voss, Communications Manager

Subscribed and sworn to before me

this 22 day of November, 20 24.

Janelle J. Hardin  
NOTARY PUBLIC, ILLINOIS



# 9-1-1 SYSTEM PROVIDER LETTER OF INTENT

11/22/2024

\_\_\_\_\_  
(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 Lisa 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,

*Christopher Voss*

Christopher Voss

Communications Manager, City of Evanston

(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 City of Evanston 9-1-1 System and the Village of Skokie 9-1-1 System have entered into a 9-1-1 Authorities Backup Agreement wherein the Village of Skokie will agree to accept emergency calls from the City of Evanston 9-1-1 System during prearranged, unanticipated, and exigent circumstances.

The signed agreement is attached to this Modification Plan.

This agreement shall last for a period of one year from December 9, 2024 through December 8, 2025 and shall continue from year to year thereafter. If either party wishes to terminate this agreement, they shall provide the other party with at least 30 days written notice of such termination.

This agreement will replace the current 9-1-1 Authorities Backup Agreement currently on file with the City of Evanston 9-1-1 System and the Village of Wilmette 9-1-1 System.

# FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs prior to modification	\$ _____	\$ 0.00
Projected annual recurring 9-1-1 network costs after modification	\$ _____	\$ 0.00
Installation cost of the project	\$ _____	\$ 0.00
Anticipated annual revenues	\$ _____	\$ 0.00

# 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:

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
City of Evanston	2100 Ridge ave Evanston, IL 60201







# 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	208 S. Akard St. Ste. 100, Dallas, TX 75202	(210) 821-4105
Verizon Wireless	1095 Avenue of the Americas, New York, NY 10036	(212) 395-1000
T-Mobile/Sprint	12920 Se 38th St., Bellevue, WA, 98006	(425) 378-4000
AT&T Mobility	P.O. Box 97061 Redmond, WA 98073	(800) 331-0500
Comcast	1701 JFK Boulevard, Philadelphia, PA 19103	(215) 286-1700
Corecom	854 Cypress Ave. Ridgewood, NY 11385	(347) 668-1207
Frontier	401 Merritt 7, Norwalk, CT 06851, USA	(800) 921-8101
Globalcom	14 Marsh Ct, Madison, Wisconsin, 53707	(608) 663-8016
Intermedia	100 Mathilda Place, Suite 600, Sunnyvale, CA 94086	(800) 379-7729
MPower		
Ovation	19315 W. Catawba Ave. Suite 220, Cornelius, NC 28031	(866) 207-2111
Cricket Wireless	1025 Lenox Park Blvd NE 5th floor, Atlanta, GA 30319	(800) 274-2538
Paetec	200 W. Adams St., Ste 1110, Chicago, IL 60606	(312) 924-9300
MCI Worldcom	22001 Loudoun County Pkwy., Ashburn, VA, 20147	(888) 444-3333
XO Communications	3865 Sunrise Valley Dr, Herndon, VA 20171	(703) 547-2000

## ATTACHMENTS

**Ordinance** - The local ordinance which created an ETSB prior to January 1, 2016.

**Contracts** - The contract for a new 9-1-1 system provider or for NG 9-1-1 service.

### **Intergovernmental Agreement**

**Back-up PSAP Agreement** - The agreement that establishes back-up service due to interruptions or overflow services between PSAPs.

**Network Diagram** - Diagram provided by the 9-1-1 System Provider. Re-evaluate P.01 grade of Service for cost savings and network efficiency.

# TEST PLAN DESCRIPTION

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

2) List wireline exchanges to be tested.

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



# Village of Skokie

January 29, 2024

## Police Department

7300 Niles Center Road  
Skokie, Illinois 60077

Phone (847) 982-5900  
Fax (847) 982-5978

www.skokie.org  
SkokieVision Municipal Cable  
1660 AM Skokie

Chief Schenita Stewart  
Evanston Police Department  
1454 Elmwood  
Evanston, IL 60201

Dear Chief Schenita Stewart,

In accordance with the Emergency Telephone System Act (50 ILCS 750/14, 750/15), our agency is notifying you of our intention to renew our Call Handling Aid Outside Jurisdictional Boundaries Agreement with your agency.

This correspondence shall serve as notice of the Village of Skokie's intention to continue to operate under the terms of previous agreements. If there are any modifications that your agency would like to make to the agreement, please respond as soon as possible so that we may file the changes with the State of Illinois Office of 9-1-1 Administration.

If we do not hear from your agency within 15 days, we will presume that our agreements will remain in effect.

Thank you for your cooperation.

Sincerely,

John Barkhoo  
Communications Director

JB/cbp

## Council-Manager Government

Mayor	George Van Dusen
Clerk	Pramod C. Shah
Trustees	James H. Johnson
	Khem Khoeun
	Ralph Klein
	Alison Pure Slovin
	Keith A. Robinson
	Edie Sue Suter
Manager	John T. Lockerby
Counsel	Michael M. Lorge

## Awards and Distinctions

American Public Works Association  
(APWA) Accreditation

Commission on Fire Accreditation  
International (CFAI)

Gold Level Clean Air Counts  
Community

Government Finance Officers  
Association Budget Award

Government Finance Officers  
Association Certificate of  
Achievement for Excellence in  
Financial Reporting

Illinois Law Enforcement  
Accreditation (ILEAP)

Insurance Services Office (ISO)  
Class One Fire Department

State of Illinois Certified Health  
Department

Tree City U.S.A. Distinction

# 9-1-1 AUTHORITIES BACKUP AGREEMENT

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For the purpose of effective handling and routing of 9-1-1 Emergency Calls, 9-1-1 Authority City of Evanston 9-1-1 and 9-1-1 Authority Village of Skokie 9-1-1 have entered into this Agreement pursuant to a framework established between participants of the 9-1-1 System (hereinafter the "Parties").

This Backup Agreement authorizes and directs the City of Evanston 9-1-1 and the Village of Skokie 9-1-1 to enter into a 9-1-1 Authorities Backup Agreement ("AGREEMENT") to establish the procedures that enable management of emergency calls during prearranged, unanticipated, and exigent circumstances.

This AGREEMENT establishes the procedures to follow during such circumstances.

The headings contained in this AGREEMENT are for convenience of reference only and shall not affect in any way the meaning or interpretation of this AGREEMENT. As the Public Safety Answering Point's (PSAPs) name will be used to describe the PSAPs that answer 9-1-1 calls.

## I. DEFINITIONS

Abandoned Call - A call placed to 9-1-1 when a PSAP is in an abandonment state/offline.

Contingency Diversion - The capability of routing 9-1-1 calls to a designated alternate location(s) if all 9-1-1 trunks are busy or out of service due to a service interruption. May be activated upon request or automatically, if detectable, when call volume exceeds a designated threshold, 9-1-1 equipment fails, the PSAP itself is disabled, or other conditions causing the processing and answering of a 9-1-1 call to be compromised.

Exigent Circumstances - Situation impacting 9-1-1 call processing in which the PSAP authority determines is sufficiently significant and pressing to divert calls from the PSAP to a predetermined alternate PSAP.

Primary [Diverting] PSAP - The PSAP which, by agreement, reroutes 9-1-1 calls to an alternate PSAP under prearranged, unanticipated, or exigent circumstances.

Prolonged Event - An exigent circumstance of a lengthy duration and condition that causes the PSAP's authority to invoke contingency diversion of 9-1-1 calls from one PSAP to a predetermined receiving PSAP.

Backup [Receiving] PSAP - The PSAP which, by agreement, answers 9-1-1 calls for another PSAP under prearranged, unanticipated, or exigent circumstances.

# 9-1-1 AUTHORITIES BACKUP AGREEMENT

## II. 9-1-1 EMERGENCY CALL HANDLING DISPATCH PROCEDURES AND PROTOCOLS

It is agreed by City of Evanston 9-1-1 and Village of Skokie 9-1-1 that contingency diversion of 9-1-1 calls may not be supported if the Backup PSAP is experiencing its own emergency or has its own need for overflow call handling support.

The exigent circumstances and conditions under which a contingency diversion activation may occur shall include, but are not limited to the need for PSAP evacuation, network failure, call handling equipment failure, unavailability of numerous workstations, or other conditions causing the processing and answering of a 9-1-1 call to be compromised.

The rerouting of all 9-1-1 calls to the Backup PSAP shall be done at the 9-1-1 routing level (Selective router or NG911 Core Services [NGCS]) to maintain the same level of service and information, and not routed to ten-digit lines. If this is not capable, the substitute methods must be approved by the 9-1-1 System Manager.

Village of Skokie 9-1-1 agrees to accept the following call types from  
City of Evanston 9-1-1:

- 911 Voice
- 911 Text
- 10-digit Emergency
- CAD-to-CAD Interface
- 10-digit Non-Emergency/Administrative (Admin)
- Images/Video to 911

A. Condition 1: Call overflow due to instances such as PSAP busy condition or ring, no-answer due to full call queue.

- i. The Backup PSAP will accept overflow calls from City of Evanston 9-1-1 when its call queue is full, or a call goes unanswered for a period of One Minute ( 60 ) seconds. The Backup PSAP will make best efforts to deliver any answered call details under this provision back to the PSAP's jurisdiction for dispatch by the following manner and in the following priority order:

1. Priority Method: Radio transmission on Starcom Talkgroup Apem
2. 2nd Priority Method: 10-digit Non-Emergency/Admin  
( 847 ) 866-5095
3. 3rd Priority Method: Talk Group Starcom Talkgroup Evanston



# 9-1-1 AUTHORITIES BACKUP AGREEMENT

B. Condition 2: Call diversion due to instances such as PSAP offline or evacuated (also known as abandonment) or call handling equipment is offline due to a network outage.

i. The Backup PSAP will accept calls from the Primary PSAP when the Primary PSAP has invoked its abandonment state in the NGCS policy routing rules and the Backup PSAP is next in the rules queue. The Primary PSAP may have multiple alternate destinations provisioned ahead of the Backup PSAP which may assist in limiting the volume of calls diverted to its call queue. The Backup PSAP will make best efforts to deliver any answered call details under this provision back to the Primary PSAP for dispatch by:

1. 1st Priority Method: Radio transmission on Starcom Talkgroup APERN
2. 2nd Priority Method: 10-digit Non-Emergency/Admin  
(847) 866-5095
3. 3rd Priority Method: Talk Group Starcom Talkgroup Evanston

C. Condition 3: Call misrouted due to routing function, shared exchange, mobile caller, or other reason.

i. The Backup PSAP will accept calls from the Primary PSAP when misrouted calls are transferred.

D. Both City of Evanston 9-1-1 and Village of Skokie 9-1-1 agree to place an overflow queue for each other on their call handling screens to manage inbound diverted 9-1-1 calls within thirty days (30) days of execution of this AGREEMENT. Each Party shall bear their own costs for equipment modification. Both Parties understand that diverted calls may be answered with a lower priority than the answering jurisdiction's – Check all that apply:

Text to 911,  10-digit Emergency,  10-digit Non-Emergency/Admin Calls,  
and  Alarm Calls.

E. During a call diversion event the Backup PSAP will audio record answered calls from the Primary PSAP. Recordings will be made available to the Primary PSAP upon request.

F. During an emergency event lasting longer than One (1) continuing hours, the Primary Party will in good faith, make best efforts to send staff to the Backup PSAP to provide operational support and subject matter expertise to minimize impact to the Backup PSAP staff and operations.

G. Parties will share their call handling and call documentation procedures to inform one another of the specifics of each other's operation. At a minimum, Parties will gather location information, call back number, nature of the call, and known safety information.

# 9-1-1 AUTHORITIES BACKUP AGREEMENT

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Parties will make a concerted effort to align with the call documentation procedures when handling calls from the other's jurisdiction.

- H. If a valid callback number is available, Parties will attempt to re-establish contact with abandoned calls. At a minimum, one callback should be performed to verify if an emergency exists when there are signs of distress, inaudibility, or a clear indication that emergency service is needed.
- I. When feasibly possible, Village of Skokie 9-1-1 will follow up with a radio, voice transmission, or delivery of an email to policetelecommunicators@cityofevanston.org of the available Computer Aided Dispatch (CAD) or Call Detail Record (CDR) for City of Evanston calls.
- J. When feasibly possible, Village of Skokie 9-1-1 will follow up with a radio, voice transmission, or delivery of an email to policetelecommunicators@cityofevanston.org of the available Computer Aided Dispatch (CAD) or Call Detail Record (CDR) for City of Evanston 9-1-1 calls.
- K. Within thirty (30) days of the execution of this AGREEMENT, the Parties agree to conduct and document the appropriate training of their respective staff on the processes and procedures agreed to by the Parties.
- L. The Parties agree to notify the other Party of a return to normal conditions (such as the re-occupation of an evacuated PSAP) at the earliest possible opportunity. The Primary PSAP will be responsible for returning services back to normal conditions.
- M. If the City of Evanston 9-1-1 or the Village of Skokie 9-1-1 is compelled by Law to disclose any call information, it shall provide prompt written notice to the other Party. If the Parties cannot fail to quash the legal process requiring disclosure, both Parties understand the requested call information will be disclosed only to the extent necessary to satisfy the request.

### III. UPDATES AND MODIFICATIONS TO THIS AGREEMENT

This agreement shall last for a period of one year from December 9, 2024 through December 8, 2025 and shall continue from year to year thereafter. If either party wishes to terminate this agreement, they shall provide the other party with at least 30 days written notice of such termination.

The Parties agree to review this Agreement on a bi-annual basis, at a minimum, to update any processes or understandings.

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# 9-1-1 AUTHORITIES BACKUP AGREEMENT

The Parties entering into this AGREEMENT acknowledge that any modifications must be by mutual consent, in writing, with as advanced notice as possible considering the circumstances, and will be treated as an amendment to this AGREEMENT.

The 9-1-1 Administrator shall be notified when there are any modifications to, or termination of, this AGREEMENT.

## IV. EFFECTIVE DATES

This AGREEMENT shall take effect upon its signing by authorized representatives of each party.

Signatures:

Name: John Barkoo

Signature: *John Barkoo* Date: 11/13/2024

Title: Communications Director

9-1-1 System: Skokie/Lincolnwood 9-1-1

Name: Christopher Voss

Signature: *Christopher Voss* Date: 11/13/2024

Title: Communications Manager

9-1-1 System: Evanston 9-1-1