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:	☒ Long Form Modification Plan	☐ Short Form Modification Plan	
Current System Name:		Population Served	Land Area in Sq Miles
Wilmette Police Department 9-1-1		27,114	5.4

List PSAPs:	Primary	Secondary
Wilmette Police Department 9-1-1	X	

911 System Contact: Eric Peterson, ENP

Street Address: 710 Ridge Rd

City, State and Zip Code: Wilmette, IL 60091

Office Telephone:(8 47) 20 - 35 49

Cellular Telephone: (847) 322-4812

Email: petersone@wilmette.com

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, Eric D. Peterson   , first being duly sworn upon oath, depose and say that

I am System Manager   , of Wilmette PD 9-1-1 PSAP   ; 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.

Eric D. Peterson

Subscribed and sworn to before me

this 29 day of June   , 20 22   .
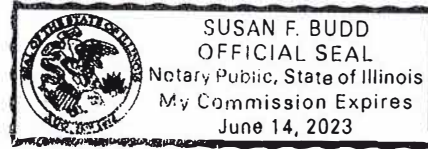
NOTARY PUBLIC, ILLINOIS

9-1-1 SYSTEM PROVIDER
LETTER OF INTENT

June 29, 2022
(Date)

Craig Bennett
(9-1-1 System Provider Company Representative)

AT&T, Inc. Public Safety
(9-1-1 System Provider Company Name)

240 N. Meridian St. #1670, Indianapolis, IN
(Street Address)

Indianapolis, IN 46024
(City, State, Zip Code)

Dear Mr. Bennett   :

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,

Eric W. Peterson #504

(Name) *Eric Peterson*
(Title) *Communications Supervisor*
Wilmette PD 9-1-1

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 Wilmette Police Department 9-1-1 System is transitioning from E9-1-1 to Next Generation 9-1-1 (NG911). AT&T, Inc. is the 9-1-1 System Provider.

The Wilmette Police Department 9-1-1 System will comply with all federal and state laws and with National Emergency Association (NENA) standards 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, Inc. to provide a statewide Next Generation 9-1-1 System. AT&T's ESInet (Emergency Systems Information network) capabilities with technology from Intrado Life & Safety, Inc. (Intrado). The AT&T 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 Public Safety Answering Points (PSAP). AT&T's ESInet solution is a combination of their IP network and Next Generation Core Services (NGCS) components that includes industry leading SLAs, management services, and tools to help ensure that they provide the best possibe service. The design is based on building redundant systems to avoid any single point of failure (SPOF) in the ESInet and the overall NG911 network architecture. The NG911 system will provide flexibility in the routing of emergency calls. The ESInet being deployed has all PSAPs connected and can route emergency 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 PSAPSs 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-strength security is built into the architecture. AT&T's Global IP network is monitored by eight different Security Operations Center (SOC) facilities located across the world. AT&T uses it's security portfolio capabilities to protect their data centers and networks. AT&T's ESInet provides six geograpgically diverse 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 the Federal Emergency Management Administration (FEMA) 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.

Plan Narrative:

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 redundent, public safety grade points of presence in each LATA for OSP ingress locations for Legacy Network Gateways (LNG). AT&T will interconnect to Legacy Selective Routers to transfer and/or receive calls with Automatic Number Indenification (ANI) and Automated Locations Idenfication (ALI) information to the states NGCS via legacy means through the Legacy Selective Router Gateway (LSRG). Interconection 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 beyound 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 (POIs). The ESInet supports standards based protocal 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 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 cooperativly test and turn up all the trunking arrangements with the OSP. Traffic migrations from the legacy to the new AT&T infrastructure will follow. Integrated Text to 9-1-1 is supported by the ESInet. AT&T is responsible for negotiating inteconnection 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, includied 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 SI valadation engine logs errors and refers errors back to the originating 9-1-1 authority in comprehensive reports that are retreived in the 9-1-1 Enterprise Geospatial database Management System (911EGDMS). Valadation errors are corrected by the 9-1-1 auuthority within their own GIS database. Updates are submitted and processed on an on-going basis. AT&Ts ESInet cyber security polices, standards, and guidleines are consistent with industry best practices as defined by the International Organization for Standardization amd 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 NG911 call delivery. All inbound and outbound traffic interactions are with pre-authorized entities, utilize agreed upon protocols, and traverse controlled acess 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 enviornment go through strigent release management processes that incorperate through penetration scan testing. Corporate and development enviorments are seperate from production and are not used in development or system test enviroment. Inter-zone traffic is restricted to only that of authorized personnel and the necessary protocals destinations used to support the management and applications of the ESInet with a NOC staffed 24x7x365 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 database centers are monitored by 24x7 security and acess control systems. The Wilmette Police Department 9-1-1 System will be maintaining the current back-up configuration, being fully backed up by the Glenview Public Safety Dispatch Center - South. The Wilmette Police Department 9-1-1 System has deployed a RAVE solution which allows immediate text back capability to persons calling 9-1-1 and allows for initiation of a text message to any ten digit number. It is our intention to accept native Text to 9-1-1 messages when delivered via the State of Illinois ESInet, to our Motorola Vesta Customer Premise Equipment (CPE).

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
Village of Wilmette, IL	1200 Wilmette Ave., Wilmette, IL 60091

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
Wilmette Police Department	710 Ridge Rd., Wilmette, IL 60091	(847) 256-1200	YES		
Wilmette Fire Department	1304 Lake Ave, Wilmette, IL 60091	(847) 251-1101		YES	YES

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
Cook County Sheriffs Police Department	9511 Harrison St., Des Plaines, IL 60016	7088654700
Evanston Police Department	1454 Elmwood Ave., Evanston, IL 60201	(847) 866-5000
Glenview Public Safety Dispatch Center - South	2500 E. Lake Ave., Glenview IL 60026	(847) 724-1700
Skokie Police Department	7300 Niles Center Rd., Skokie, IL 60077	(847) 982-5900
Illinois State Police District Chicago	9511 Harrison St., Des Plaines, IL 60016	(847) 294-4400

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