

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



State of Illinois

Application for
9-1-1 Modification Plan
Long Form

INTRODUCTION

The following document provides the application for submitting a 9-1-1 Modification Plan that will supply the Illinois State Police (ISP), the Illinois Commerce Commission (ICC), and the Statewide 9-1-1 Administrator (Administrator) with the necessary information about your proposal to modify your 9-1-1 system. All modification plans must comply with 83 Ill. Adm. Code Part 1324.300 and 1324.310.

LONG FORM MODIFICATION PLAN:

NOTE: If the modification results in increased network costs for the State, the costs must be pre-approved by the Administrator pursuant to Section 1326.210 before submitting the Modification Plan.

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

1. Changing geographic boundaries for wireline, wireless, VoIP, and text where it requires an intergovernmental agreement between 9-1-1 Authorities to modify those boundaries
2. Changes in network configuration, or 9-1-1 system provider except as provided for in subsection 1325.200(h), (i.e., implementation of a Next Generation 9-1-1 (NG9-1-1) system)
3. Change of Backup PSAP arrangement or Pre-Determined Alternate Route(s).

The Modification 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 sent to 9-1-1 System Provider with a copy of the plan.
Narrative Statement	A detailed summary of the changes to 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. Include the email request and Administrator's approval that support your network costs.
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 directly dispatched by the 9-1-1 System.
Adjacent 9-1-1 Authorities	List all adjacent 9-1-1 authorities that provide call handling and/or aid outside of your jurisdictional boundary.
Originating Service Providers (OSP)	A list of each OSP's exchange(s), prefix(es), and the 9-1-1 System Providers (OSP) configurations that will be used in the proposed system.
Test Plan	The 9-1-1 System's overall plan detailing how and to what extent the network and database will be tested. A Test Plan is required for all modifications.
Zip Codes	List each Zip Code within the 9-1-1 System boundary.

Attachments (if applicable)

Backup PSAP Agreement

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

☒ Backup PSAP Agreement is not Changed/Affected by this Modification.

Call Handling Agreements

Call handling agreements describe the primary and secondary dispatch agreement method(s) to be used by requesting parties within their respective jurisdictions.

☒ Call Handling Agreement(s) are not Changed/Affected by this Modification.

Contracts

The contract for a new NG9-1-1 system provider.

Network Diagram

Provided by the 9-1-1 system provider showing network, backup configuration and pre-determined alternate route(s).

Modification Plans must be filed electronically on the ISP's website at:

<https://isp.illinois.gov/Statewide911Division/ConsolidationPlansAndWaivers> where you will see the box below:

**Submit Completed
911 Plans/Waivers**

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

GENERAL INFORMATION

DATE: 04/11/2025

SYSTEM NAME	POPULATION SERVED	LAND AREA IN SQ. MILES
Vernon Hills Police Department	55,332	33.16

LIST PSAPS, SAPS, AND VAPS:	PRIMARY	SECONDARY
Vernon Hills Police Department	Primary	
Countryside Fire Protection District		Secondary

911 System Contact: Patrick Kries

Street Address: 740 Lakeview Pkwy

City, State and Zip Code: Vernon Hills, IL 60061

Office Telephone: 847-247-4880

Cellular Telephone: 847-878-2087

Email: pkreis@vhills.org

Please check:

- ☐ Receive Integrated 9-1-1 Text (SMS)
- ☐ Receive Integrated 9-1-1 Text (RTT)
- ☐ Receive 9-1-1 Videos/Pictures (MMS)

Text Control Center: N/A No text for Vernon Hills

VERIFICATION

I, Patrick L Kreis, first being duly sworn upon oath, depose and say that I am Chief, of Vernon Hills Police Department; 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.

Patrick L Kreis
Chief of Police

Subscribed and sworn to before me

this 11th day of June, 20 25.

K Cuevas
NOTARY PUBLIC, ILLINOIS



9-1-1 SYSTEM PROVIDER LETTER OF INTENT

04/11/2025

(Date)

Joshua Folta

(9-1-1 System Provider Company Representative)

AT&T

(9-1-1 System Provider Company Name)

10 S. Canal St 25th Floor

(Street Address)

Chicago, IL 60606

(City, State, Zip Code)

Dear Joshua:

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 Illinois State Police for approval.

Thank you for your assistance in this matter.

Sincerely,

Patrick Kreis



Chief Of Police

enclosure: Modification Plan

NARRATIVE STATEMENT

Please answer the questions below and provide a detailed summary to assist the Illinois State Police (ISP), the Illinois Commerce Commission (ICC), and the Statewide 9-1-1 Administrator (Administrator) with an understanding of the plan and the nature of the modification as it applies to this application. Please use additional sheets if necessary.

1. Provide the name and contact information for your certified 9-1-1 system, NGCS, and NOC/SOC provider.

AT&T

2. Explain the national standards, protocols and/or operating measures that will be followed.

Vernon Hills will be consolidating into Lake County Communications Center in 2025 (Lake Comm).

3. Explain what measures have been taken to create a robust, dependable, and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment.

Vernon Hills will no longer be operating a 911 system.

4. Explain what security measures will be placed on the PSAP's 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.

Vernon Hills will no longer be operating a 911 system.

5. Identify the backup PSAP. (Name and Address)

N/A

6. Indicate the PSAP Name(s) and Address(es) for your predetermined alternate route(s) or specify if none.

N/A

7. Explain how split exchanges will be managed.

N/A

8. Explain how the GIS database will be maintained and how boundary, address point, and street center line errors will be corrected and updated on a continuing basis.

N/A

9. Indicate who will be responsible for updating and maintaining the data. Updates are required whenever there is a change to the Road Centerline layer that includes a new or changed road name(s) or a database change, or annexation that modifies the Law, Fire, or EMS Boundary Layer, and whenever an updated version of the workflow tool is released.

N/A

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
Additional Recurring Costs as a Result of the Modification – Provide Explanation Below	\$ 0.00

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. Include the email request and Administrator's approval that support your network costs.

Libertyville has chosen to depart Vernon Hills and will join Glenview Public Safety Dispatch Center.

COMMUNITIES SERVED

Provide a list of all communities to be served by the proposed 9-1-1 System. Include the name of the community and the official mailing address including street address, city and zip code.

(ADD ADDITIONAL PAGES AS NEEDED)

[illegible]

PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS etc.) that are directly dispatched by the 9-1-1 System. Do not forget to include County Sheriff's jurisdiction and Illinois State Police Troops, if applicable. Each agency that appears on this list needs to have signed a call handling agreement.

(ADD ADDITIONAL PAGES AS NEEDED)

[illegible]

ADJACENT 9-1-1 AUTHORITIES

Provide a list of 9-1-1 Authorities that are adjacent to the proposed system's boundaries. Each 9-1-1 Authority that appears on this list needs to have signed a call handling agreement.

[illegible]

ORIGINATING SERVICE PROVIDERS (OSP)

(Wireline, Wireless, VoIP, Text)

A list of each OSP's exchange(s), prefix(es), and the 9-1-1 System Providers (OSP) configurations that will be used in the proposed system.

(ADD ADDITIONAL PAGES AS NEEDED)

ORIGINATING SERVICE PROVIDER	STREET ADDRESS, CITY, ZIP CODE	TELEPHONE NUMBER
AT&T	308 S. Akard St., Ste. 100, Dallas, TX 76202	(210) B21-4105
Frontier	Norwalk, CT	(800) 921-8101
CBeyond	320 Interstate N. Parkway SE, Atlanta, GA 30339	(866) 424-5544
CIMCO	1701 JFK Boulevard, Philadelphia, PA 19103	(216) 286-1700
FOCAL	200 N LaSalle St., Ste 1100, Chicago, IL 60601	(312) 895-8400
GLOBALCOM	17000 Preston Rd., Ste 320, Dallas, TX 76248	(256) 432-26B5
LEVEL3	100 Centurylink Dr., Monroe, LA 71203	(318) 388-9000
MCLEOD	1770 Boyson Rd., Hiawatha, IA 52233	(319) 790-7000
MFS	2470 N. 150th, Omaha, NE 68116	(888) 638-6866
PAETEC	200 W, Adams St., Ste 1110, Chicago, IL 60606	(312) 924-9300
sPRINT	6100 Sprint P~. Overtand Park, KS 66251	(800) 829-0965
TDS METROCOM	525 Junction Rd., Ste. 6000, Madison, WI 53717	(608) 664-4000
XOCOMM	13865 Sunrise Valley Dri, Herndon, VA 20171	(703) 547-2000
MCI	22001 Loudoun County Pkwy, Ashburn, VA	(888) 444-3333
WORLDCOM	Same as MCI	
Comcast	1701 JFK Boulevard, Philadelphia, PA 19103	(215) 286-1700
Metronet	3701 Communications Way, Evansville, IN 47715	(844) 684-0215
Verizon Wireless	1095 Avenue, NewYork, NY 10036	(212) 395-1000
T-Mobile	12920 SE 38th St., WA 98006	(425) 378-4000
AT&T Mobility	P.O. Box 97061, Redmond, WA 98073-9761	(800) 331-0500

TEST PLAN

1. The Test Plan defines testing with all OSPs and Aggregators who are known, including but not limited to, call testing, system overflow, system backup, pre-determined alternate routing, call transfers, NG9-1-1 address components and functionality, Integrated Text to 9-1-1 for Short Message Service (SMS) or Real Time Text (RTT) and if applicable, Multimedia Messaging Service (MMS), measurement tools, reporting solutions and voice and speech quality. The Test Plan should include Failover Test Cases, Network Equipment Test Cases, Call Handling Equipment Test Cases, Call Processing Test Cases including Text and Split Exchange Testing.

Testing will be covered under Libertyville's modification plan to join Glenview Public Safety Dispatch.

2. List wireline exchanges to be tested.

N/A

3. List the Wireless, Text and VoIP Carriers to be tested.

N/A

ZIP CODES

Provide a list of Zip Codes for the communities within the boundary of your 9-1-1 System along with those being added. The Statewide 9-1-1 Bureau will determine the 9-1-1 Authority's zip code percentage using the NG9-1-1 GIS Address Point data within each Zip Code Boundary.

N/A - no communities being added. Libertyville has chosen to depart.



March 3, 2025

Village of Vernon Hills
290 Evergreen Drive
Vernon Hills, IL 60061
Attention: Kevin Timony

Village of Vernon Hills
290 Evergreen Drive
Vernon Hills, IL 60061
Attention: Chief Kreis

Countryside Fire Protection District
600 Deerpath Drive
Vernon Hills, IL 60061
Attention: Chief Chuck Smith

John Kelly
Ottsen Britz
1804 North Naper Boulevard, Suite 350
Naperville, IL 600563

Re: Withdrawal from the Joint Emergency Telephone System Board

Pursuant to the notice provided by the Village of Vernon Hills to the Village of Libertyville on August 13, 2024, the Dispatch Service Agreement between Vernon Hills and Libertyville is scheduled to terminate as of June 30, 2025. As described in Section 8.C of that certain Intergovernmental Agreement Establishing a Joint Emergency Telephone Systems Board (the "Agreement"), it is a condition of membership in the Joint Emergency Telephone System Board ("JETSBB") that each party have a dispatch service agreement with Vernon Hills.

Consequently, pursuant to Section 8.F of the Agreement, Libertyville respectfully requests that the JETSBB pass a resolution terminating Libertyville's participation in the JETSBB, effective upon and subject to the condition precedent that the Statewide 9-1-1 Administrator approves a consolidation plan which results in Libertyville forming and joining a JETSBB with the Village of Glenview, but not before June 30, 2025 (the "Termination Date"). Notwithstanding anything herein to the contrary, the Termination Date shall not occur before the consolidation plan is approved by the Statewide 9-1-1 Administrator.

This notice shall also service as Libertyville's notice regarding:

- 1) Libertyville's desire to leave the LEADS cost sharing agreement; and
- 2) Libertyville's desire to terminate the network link between the Vernon Hills communications center and Libertyville;

both of which shall be effective on the Termination Date of June 30, 2025.



Furthermore, Libertyville expressly recognizes that from and after the Termination Date the following changes will occur:

- 1) Libertyville's lobby video will not be available in the Vernon Hills communication center;
- 2) Libertyville's squad car mobile data will no longer function via the Vernon Hills Private Network;
- 3) Libertyville's link to the Bureau of Identification for Live Scan will no longer function through Vernon Hills communication center;
- 4) Libertyville's link to the State for remote access to their Breathalyzer will no longer work through Vernon Hills communication center; and
- 5) Libertyville's overhead and internal jail doors will no longer be controlled from the Vernon Hills communication center; and
- 6) Libertyville's non-emergency phone line needs to be moved to Glenview, or if the line is still directed to the Vernon Hills communications center, it should be put on permanent call forward to the Glenview PSAP.

The Village of Libertyville wishes to express its appreciation for your service to our community and contributions to our health and safety of our residents. The telecommunicators serving in the Vernon Hills communications center have performed their role with poise and professionalism.

We hope that the parties will continue to operate with a sense of cooperation during this transition period to ensure Libertyville has a smooth conversation to a new PSAP and JETSB.

Sincerely,

Kelly Amidei
Village Administrator
Village of Libertyville
118 W. Cook Avenue | Libertyville, IL 60048
kamidei@libertyville.com | (847) 918-2027

Copy to: Ed Roncone, Police Chief
Mike Pakosta, Fire Chief

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



State of Illinois

Application for
9-1-1 Consolidation Plan

INTRODUCTION

The following document provides the application for submitting a 9-1-1 Consolidation 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 consolidate your 9-1-1 system. All consolidations plans must comply with 83 Ill. Adm. Code Part 1324.

The Emergency Telephone System Act ("ETSA" or "Act") (50 ILCS 750) Section 15.4a(b) states that each 9-1-1 authority or qualified governmental entity required to consolidate must file a consolidation plan by July 1, 2016.

There are three consolidation categories. Please find below the documents that need to be included when filing a consolidation plan for each category.

- 1) Consolidation of an unserved county with an existing 9-1-1 authority and the creation of a Joint ETSB
- 2) Consolidation of either paper ETSB's or multiple ETSB's resulting in the creation of a Joint ETSB and consolidation of individual PSAP's
- 3) Consolidation of PSAPs within an ETSB

Consolidation Plans defined under categories 1) and 2) above, must include the following documents when submitting a consolidation plan:

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 consolidated or 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	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

Boundaries Agreements	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 consolidation 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.



The Department and the ICC have 20 days to complete the technical review of your plan. An Administrative Law Judge (ALJ) will then have 20 days to hold a hearing and make a recommendation to the Advisory Board. From that point the Advisory Board has 20 days to hold a public hearing on the plan and provide a recommendation to the Administrator. Upon receipt of the Advisory Board's recommendation, the Administrator will have 30 days to provide a written decision to the applicant.

Consolidations Plans defined under category 3) above 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. The following documents must be included in this notification:

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.

911 GENERAL INFORMATION

DATE: 02/15/2017

Type of Change: <input type="checkbox"/> Consolidation within an ETSB <input checked="" type="checkbox"/> Joint ETSB <input type="checkbox"/> Unserved Consolidation		
Current System Name:	Population Served	Land Area in Sq Miles
Vernon Hills ETSB	25,613	7.92
Libertyville ETSB	20,512	9.15
Lincolnshire ETSB	7,292	4.67
	53,417	21.74
System Name after Consolidation: Vernon Hills Communications Center		

PSAP EFFECTED:	Consolidation/ Remain Open	Decommission/ Close	Primary	Secondary
Libertyville Police Departments ETSB/PSAP		Close		
Lincolnshire Police Departments ETSB/PSAP		Close		
Vernon Hills Police Deaprtments ETSB/PSAP	Open			
Countryside Fire Protection District				Yes

911 System Contact: Edward J Manke Jr.

Street Address: 740 N. Lakeview Pkwy.

City, State and Zip Code: Vernon Hills, IL. 60061

Office Telephone: (847) 247-4898

Cellular Telephone:

Email: emanke@vhills.org

Wireless Coverage for Consolidated System:

100 % Phase II compliant

100 % Phase I compliant

Please check if applicable:

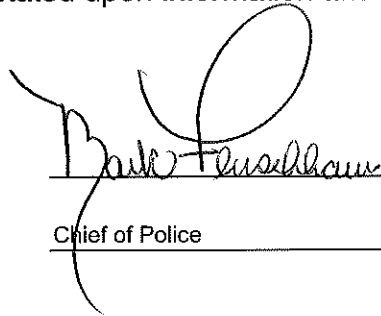
☒ NG9-1-1 capable

☐ Receive 9-1-1 Text

☐ Receive 9-1-1 Video

VERIFICATION


I, Mark Fleischhauer, first being duly sworn upon oath, depose and say that I am Chief of Police, of Vernon Hills Police Department; 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.



Chief of Police

Subscribed and sworn to before me

this 15 day of February, 20 17.



NOTARY PUBLIC, ILLINOIS



9-1-1 SYSTEM PROVIDER LETTER OF INTENT

02/08/2017

(Date)

Joe Nash

(9-1-1 System Provider Company Representative)

AT&T

(9-1-1 System Provider Company Name)

4918 W. 95th Street

(Street Address)

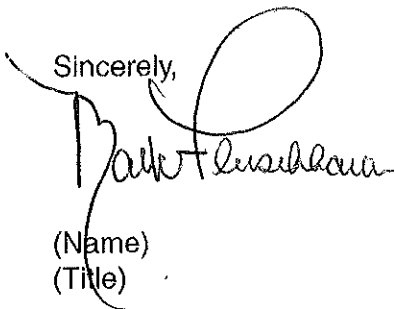
Oak Lawn, IL, 60453

(City, State, Zip Code)

Dear Joe Nash :

This letter is to confirm our intent to consolidate our 9-1-1 System with (Name all 9-1-1 authorities that will be involved). Enclosed is your copy of our consolidation 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: Consolidation Plan

PLAN NARRATIVE

Please answer the questions below, and provide a detailed narrative to assist the Statewide 9-1-1 Advisory Board and the Statewide 9-1-1 Administrator with an understanding of the plan as it applies to this application. Please use additional sheets if necessary.

1.	Do all of your PSAPs meet all of the requirements defined in 1325.415 and 1325.515	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2.	Type of Radio/Telecommunications systems compatible with participating and adjacent agencies.	<input checked="" type="checkbox"/> STARCOMM21 <input type="checkbox"/> STARCOMM21 ITTF channels only <input type="checkbox"/> Other, explain below
3.	Will all PSAPs remaining after consolidation direct dispatch all emergency calls pursuant to section 1324.200b)3)?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4.	Have you included maps to show the territory covered by the system?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Plans submitted without this documentation will be rejected.
5.	Have you included a listing of all telephone companies?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Plans submitted without this documentation will be rejected.
6.	Have you included a copy of the intergovernmental agreement, ordinance, resolution and/or contracts?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Plans submitted without this documentation will be rejected.
7.	Have you included a list of participating and adjacent agencies?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Plans submitted without this documentation will be rejected.
8.	Have you included financial information?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Plans submitted without this documentation will be rejected.
9.	Public education.	<input type="checkbox"/> This is an unserved county that will require public education. (See attachment.) <input checked="" type="checkbox"/> This is an existing 9-1-1 system(s) and does not require public education.
10.	Training.	<input type="checkbox"/> This is an unserved county that will require training. (See attachment.) <input checked="" type="checkbox"/> This is an existing 9-1-1 system(s) and does not require internal training/similar/ongoing training for any GIS annexation or change of policy from agencies served.
11.	Use of TTY's and Training	<input type="checkbox"/> This is a unserved county that will require training. (See attachment.) <input checked="" type="checkbox"/> This is an existing 9-1-1 system(s) and does not require internal training.

12. Have you included call handling and aid outside jurisdictional boundary agreements?

☒ Yes
☐ No

Plans submitted without this documentation will be rejected.

13. Have you included a new system diagram?

☒ Yes
☐ No

Plans submitted without this documentation will be rejected.

13a. Does the new system diagram include all PSAP(s) and backup PSAP location(s)?

☒ Yes
☐ No

Plans submitted without this documentation will be rejected.

14. Have or will all areas within the 9-1-1 system be addressed for the database?
If no, please explain.

☒ Yes
☐ No

14a. Explain all aspects of the database, i.e., how often is it updated, where is it located, etc.

The database is updated as needed and maintained by Intrado

15. Who is the 9-1-1 system provider for your 911 system? Please explain whether the system will be legacy based, next generation based or a combination.

AT&T is our provider and the system is a combination of both legacy and next generation.

(Please include additional pages if needed.)

NARRATIVE STATEMENT:

(Provide a detailed summary of system operations for a consolidation plan. If incorporating an NG9-1-1 solution, please include the additional items listed below pursuant to 1325.205b)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:

In 2009, the Village of Vernon Hills Police Department Communications Section combined with the Countryside Fire Protection District Communications Section to form a combined Police and Fire Communications system operating out of the Vernon Hills Police Department. In 2011, the Village of Libertyville contracted with the VHPD Communications Center to provide Police and Fire Dispatch services. In 2013, The Village of Lincolnshire contracted with the VHPD Communications Center to provide Police dispatch services. In 2014, Rockland Fire Protection District contracted with the Communications Center to provide fire dispatch services for Knollwood Fire Department. Currently the Communications Center is servicing (3) Police Departments and (3) Fire Departments, covering a population of 64,458.

All 911 calls for the Villages of Vernon Hills, Libertyville and Lincolnshire are answered by the Vernon Hills Communications Center. Calls are dispatched from the same location.

The current ETSB's of Vernon Hills, Libertyville and Lincolnshire will be dissolved. Three (3) representatives from each of the entities (Vernon Hills, Libertyville and Lincolnshire) will be appointed as Board of Directors on a new Joint ETSB to be established before June 30 2017. Countryside Fire Protection District will have one ex-officio member with non-voting rights .

- 1) Indicate the name of the certified 9-1-1 system provider being utilized.
 - AT&T
- 2) Explain the national standards, protocols and/or operating measures that will be followed.
 - Continue to operate utilizing our current Communications Operations manual, Vernon Hills General Orders, Medical Priorities EMD medical protocols, and NFPA fire dispatch protocols
- 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.
 - See Attachment (Narrative Statement Question 3)
- 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.
 - Currently we have the ability to move to NG9-1-1 capabilities through AT&T and New World Systems.

Plan Narrative:

5) Explain how split exchanges will be handled.

- No Changes

6) Explain how the databases will be maintained and how address errors will be corrected and updated on a continuing basis.

- No Changes currently all updates and errors are corrected within 24 hours of being identified.

7) Explain who will be responsible for updating and maintaining the data, at a minimum on a daily basis Monday through Friday.

- The communications Supervisor is responsible for updating and maintaining data with Intrado.

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.

- Physical security restricting access to authorized personnel only
- Monitored security system for intrusion detection
- Any documentation will be locked under lock and key
- Network security will be provided by others based on best practice and standards.

VHCC Systems Redundancy

Review as of April 27, 2016

Telephone:

- 1) Incoming circuits
 - a) 9-1-1 CAMA trunks are not redundant, however in the event of a trunk failure, AT&T can re-reroute incoming calls to a different trunk/center
 - b) Admin lines currently have very basic redundancy in that if the PRI line is cut, calls will route to Village Hall. Plans are in place to re-use certain current equipment to provide a redundant PRI connection to the Center. POTS lines have no redundancy.
- 2) Outgoing circuits
 - a) 9-1-1 CAMA trunks are in-bound only. Outgoing calls depend on the PRI to be operational.
 - b) Admin lines out-bound follow same redundancy as listed in 1b.
- 3) Call processing
 - a) VipER product has basic redundancy built into the system. Normal operations function on an "A" side, with a "B" side available to take over immediately upon failure with no user intervention required
 - b) ShoreTel product for Admin lines is dependent upon the VipER for call presentation. In the event of a VipER failure, there are 7 staff positions that can answer incoming calls after user intervention to forward calls. ShoreTel equipment has no redundancy.

Radios:

- 1) Conventional system currently has limited redundancy built in, depending on what fails:
 - a) Phone circuit between PD and Transmitter - no redundancy
 - b) Phone circuit between Transmitter and Voter - backup transmitter
 - c) Satellite receiver - no redundancy for phone circuit or equipment
 - d) Voter - no redundancy
 - e) Transmitter - 1 backup transmitter
 - f) Motorola MCC5500 card failure - backup card in hot spare mode
- 2) Starcom21 Trunked radio system has engineered multiple backups depending on point of failure including:
 - a) Automatic re-routing of traffic on microwave
 - b) Redundant paths between Core and Lake County cell
 - c) Redundant geo-prime controller sites
 - d) Site trunking capabilities
 - e) Backup radio consolettes

- 3) Portable and mobile radios have very limited "redundancy". In the event of a portable failure, Agencies have limited spares. There is no redundancy for mobile units.
- 4) Operator Consoles
 - a) MCC5500 consoles
 - i) No current redundancy, spares now available in the event of failure but will have down time. Plans are being discussed to provide 1 redundant position in the near future
 - b) MCC7500 consoles
 - i) Total of 4 positions with identical capabilities. Limited number of spares available but will have down time. Plans are being discussed to provide 1 redundant position as noted in 4ai above
 - ii) In the event the center needs to be evacuated, Lake County Sheriff's office and Waukegan Police Department can provide redundancy to the Center's law enforcement operations.

Computer Systems:

- 1) The center utilizes two different software packages, each with differing redundant capabilities.
 - a) Law Enforcement services provided by Tyler New World Systems suite
 - i) Core system runs on virtualized servers with limited redundant capabilities. Plans already in place to upgrade servers to allow for the loss of any 1 server hosting the virtual servers.
 - ii) End users have no redundancy in the event of hardware failure in the center.
 - iii) Remote users have no redundancy in the event of network link loss
 - iv) Mobile users have a redundant path into the system should the primary link be compromised. Switching is automatic requiring no user interaction.
 - b) Fire Services provided by Enroute/Infor systems and primarily runs on a self-healing microwave link. In the event of microwave link failure, system can be run on a VPN connection. Switching between paths is user controlled and is as simple as logging onto the VPN client and resuming session.
 - i) Fire Services have entered into an agreement with the Village of Lake Zurich to provide backup services for each other, providing a level of redundancy.

Network Infrastructure

- 1) The Communications center has some redundancy built into existing systems.
 - a) Internet connection

- i) Primary connection is via in ground fiber between ISP and the Center. In the event of a fiber failure, services can be provided via wireless radio link to Village microwave. The Comm center does not require Internet access to service public safety needs of the public
- b) Networking hardware
 - i) The Comm center routers have no redundancy, some functionality has been off-loaded to the network switch
 - ii) The Comm Center network switch has redundant power supplies and supervisors
 - iii) There is limited redundancy provided in the backbone cabling
- c) Environmental
 - i) The Comm Center has no redundancy for HVAC systems in the dispatch room, nor in the data center
- d) Electrical
 - i) The Comm Center is served by Commonwealth Edison and backed up by a UPS system with 30 minutes of available run time and a 600 amp diesel powered generator. There is no redundancy for the individual parts (single power feed, single UPS, single generator).

FINANCIAL INFORMATION

Name of ETSB(s) that are being dissolved	Total Reserves to be transferred to the Joint ETSB
Libertyville and Vernon Hills Police Departments ETSB's,	\$ _____
Lincolnshire Police Departments ETSB	\$ _____

Dispatch Staff and Positions

 6 Number of answering positions prior to the consolidation (total for all entities)

 6 Number of answering positions in the consolidated system

 22 Number of full time dispatchers/call takers prior to the consolidation (total for all entities)

 22 Number of full time dispatchers/call takers in the consolidated system

 6 Number of part time dispatchers/call takers prior to the consolidation (total for all entities)

 6 Number of part time dispatchers/call takers in the consolidated system

Total amount (and percentage) of salaries paid for by 9-1-1 authority prior to consolidation:

\$ \$ 2,477,250.00 100 %

Total amount (and percentage) of salaries to be paid for by 9-1-1 authority after consolidation:

\$ \$ 2,477,250.00 100 %

9-1-1 Network Cost (per year)

a) Total network cost for each entity prior to the consolidation	\$ <u> \$ 723,380.00 </u>
b) Total network cost of consolidated system	\$ <u> \$ 723,380.00 </u>
c) Net change in network costs:	\$ <u> \$ 0.00 </u>

If no network cost savings please explain:

The Vernon Hills Communication Center has been operating as a consolidated center since 2009. The Vernon Hills Communication Center combined with Countryside Fire Protection District Communication Center in 2009 with the Villages of Libertyville Police and Fire and Lincolnshire Police joining in 2011 and 2013 respectively. The Rockland Fire Protection District (Knollwood Fire Department) joined the Center in 2014.

FINANCIAL INFORMATION

Identify Network Costs that the ETSB believes the State will pay for the Consolidated System:

Network Cost	Estimated Amount (per year)
911 Phone Lines	\$ 36,000.00
	\$
	\$
	\$
	\$

Other Consolidation Cost

PSAP, CPE, CAD Equipment, logging recorders	\$
MSAG and Mapping Development or changes	\$
Radio Consoles	\$
Construction or Remodel of PSAP	\$ 0.00
Personnel	\$
Other (Please place total amount in the blank at the right and explain below).	\$

The Vernon Hills 911 Communications Center has been operational since 2009. There are no immediate plans to add any additional equipment or infrastructure changes to the Center. If other entities decide to join the VHCC, additional equipment and/or infrastructure changes may be needed.

Recurring and Nonrecurring Cost (per year)

Estimated nonrecurring cost for consolidation	\$
a) Recurring costs prior to consolidations (all entities)	\$ 3,200,630.00
b) Proposed recurring cost for consolidated system	\$ 3,200,630.00
c) Net change in recurring costs: a – b = c	\$ 0.00
Revenue (per year)	
Projected surcharge revenue	\$ 326,500.00
Projected revenue from local governments	\$ 963,560.00
Projected revenue from other sources (grants)	\$
Revenue in reserves	\$ 366,512.00
Total Revenue	\$ 1,656,572.00

FIVE YEAR STRATEGIC PLAN FOR CONSOLIDATION 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 consolidation plan with financial projections)

Narrative:

Vernon Hills and Countryside joined together in 2009 to begin operating as a consolidated dispatch center. In 2011 Village of Libertyville signed an agreement to have their Police and Fire 911 calls and dispatch services handled by the Center. In 2013, the Village of Lincolnshire signed an agreement to have their 911 calls and Police dispatch services handled by the Center. In 2014, Rockland Fire Protection District signed an agreement to have their fire dispatch service handled by the Center.

The Vernon Hills Communications Center currently is providing 9-1-1 call services for the Villages of Libertyville, Lincolnshire, and Vernon Hills along with the Countryside Fire Protection District. There are (3) Police Departments, (Libertyville, Lincolnshire and Vernon Hills) and (3) Fire Departments/Districts, (Countryside, Libertyville and K being dispatched by the System.

All operations are housed in the Vernon Hills Communication Center located at 740 Lakeview Parkway, Vernon Hills, IL. The System has back-up agreements with Mundelein Police department and Lake Zurich Communications Center.

The Vernon Hills CommunicationsCenter will continue to explore opportunities to offer 911 call taking and dispatching services to other entities.

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

[illegible]

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.

[illegible]

ADJACENT AGENCIES LIST

Provide a list of public safety agencies and existing 9-1-1 Systems 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
Mundelein Police Dept.	221 N. Lake St. Mundelein IL. 60060	(847) 968-4600
Buffalo Grove Police Dept.	46 Raupp Blvd. Buffalo Grove IL. 60089	(847) 459-2560
Lake County Sheriff	25 N. Martin Luther King Jr Ave. Waukegan IL. 60085	(847) 549-5200
Lake County ETSB	1300 S. Gilmer Volo, IL 60073	(847) 487-8163
Deerfield Police Department	850 Waukegan Rd. Deerfield, IL 60015	(847) 945-8636
Lake Forest Police Department	255 Deerpath Rd. Lake Forest, IL 60045	(847) 234-2601
Lake Bluff Police Department	45 E. Center Ave. Lake Bluff, IL 60044	(847) 234-8760
Lake Zurich Police Department	200 Mohawk Trl. Lake Zurich, IL 60047	(847) 438-2349
Gurnee Police Department	100 O'Plaine Rd. Gurnee, IL. 60031	(847) 599-7000
CENCOM 911	911 Lotus Dr. Round Lake, IL. 60073	(847) 270-9111
Glenview Public Safety 911	2500 E. Lake Ave. Glenview, IL. 60026	(847) 729-5000
Grayslake Police Department	10 S. Seymour Grayslake, IL 60030	(847) 223-2341
FOXCOMM 911	301 South US Route 59 Fox Lake, IL 60020	(847) 587-3100
Red Center 911	1842 Shermer Rd. Northbrook, IL 60062	(847) 498-5827
Northwest Central Dispatch 911	1975 E. Davis St, Arlington Heights, IL 60005	(847) 398-1130
North Chicago Police Department	1850 Lewis Ave. North Chicago, IL. 60064	(847) 596-8700
Wauconda Police Department	311 S. Main St. Wauconda, IL. 60084	(847) 526-2421
Waukegan Police Department	101 N. West St. Waukegan, IL 60085	(847) 459-2632
Wheeling Police Department	1 Community Blvd. Wheeling, IL 60090	(847) 360-9000
ISP Dist 2	777 S. State Elgin, IL 60123	(847) 931-2405
ISP Dist Chicago	801 S. 7th St. Springfield, IL 62703	(847) 294-4400

ATTACHMENTS

Ordinance - Documentation that supports the dissolution of the individual ETSB and its replacement with a JOINT ETSB per an intergovernmental agreement once the consolidation plan is approved by the Statewide 9-1-1 Administrator.

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

Intergovernmental Agreement - The agreement creating the Joint ETSB.

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).

Existing 9-1-1 System

- 2) List wireline exchanges to be tested.

Existing 9-1-1 System

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

Existing 9-1-1 System

Vernon Hills Communications Center

911 Testing Application Plan

Upon the installation on 911 ENT Circuits proper testing of those circuits will need to be completed to confirm they are in proper operation. Random test calls from locations within the ETSB's areas will be performed. Including transfers to other PSAP's and forwarding of calls to the backup PSAP.

911 Operators will make test 911 calls from random locations to confirm proper routing and receipt of ANI/ALI. Test calls that need to be transferred to neighboring agencies will occur by using the star transfer to confirm the star codes are working properly. Upon completion the switch to the backup PSAP will be activated and the same testing will be performed again to ensure the backup PASP can perform the same duties.

Upon completion of the backup PSAP testing the switch will be deactivated and additional test calls will be completed to ensure the 911 ENT circuits are terminating properly in the 911 Center.