

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



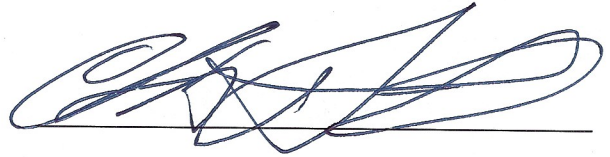
**State of Illinois**

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



# VERIFICATION

I, Chris Helle, first being duly sworn upon oath, depose and say that I am the 911 Coordinator, of Fulton County 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.

A handwritten signature in blue ink, appearing to read "Chris Helle", written over a horizontal line.

Chris Helle

Subscribed and sworn to before me

this 13 day of October, 20 23.



NOTARY PUBLIC, ILLINOIS

A handwritten signature in blue ink, appearing to read "Stephen E. Kiese Wetter", written over a horizontal line. Below the signature, the text "NOTARY PUBLIC, ILLINOIS" is printed.

# 9-1-1 SYSTEM PROVIDER LETTER OF INTENT

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(9-1-1 System Provider Company Representative)

\_\_\_\_\_  
(9-1-1 System Provider Company Name)

\_\_\_\_\_  
(Street Address)

\_\_\_\_\_  
(City, State, Zip Code)

Dear \_\_\_\_\_:

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,



Chris Helle  
Fulton County 911 Coordinator

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:

At this time Fulton County -is not- receiving text to 911.

Plan Narrative:

At this time the following PSAP Backup Plan is in place:

- The Fulton County Sheriff Dept PSAP is backed up by the City of Canton Police Department.
- The City of Canton Police Department is backed up by the Fulton County Sheriff Department PSAP.

There is no plan on changing the current arrangement at this time.

Currently we have the same arrangement for the alternate routes:

- If the FCSD PSAP in Lewistown fails to answer - the calls are rolled to the City of Canton Police Dept in Canton.
- Conversely; if the CPD PSAP in Canton fails to answer, the FCSD PSAP in Lewistown would be the roll over PSAP.

We are currently conducting a rather deep dive on the alternate and backup PSAP arrangements. We are planning on conducting outreach in 2024 to engage neighboring Counties in some sort of plan to arrange for alternate sites. The goal would be to have an arrangement with at least one other County to roll calls to and have the ability to page/contact area first responders. However that dialogue has not started and we are unsure of what that will entail.

# FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs prior to modification	\$ <u>    N/A    </u>
Projected annual recurring 9-1-1 network costs after modification	\$ <u>    TBD    </u>
Installation cost of the project	\$ <u>    TBD    </u>
Anticipated annual revenues	\$ <u>    N/A    </u>

# **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**











# 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.

## 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