

**System Name: Wheeling/Des Plaines**  
**Case #19-M-251**  
**Date Filed: 7/24/19**

**Department Review of Modification**  
 (Short form Modification)

Requirement	Information Included	Staff Comment
<b>Contact and 9-1-1 System information</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<p>Wheeling/Des Plaines 9-1-1 Center            Rocella M. Rodgers            1 Community Blvd            Wheeling, IL 60090  <a href="mailto:rrodgers@wheelingil.gov">rrodgers@wheelingil.gov</a></p> <p>Northwest Central Dispatch System            John Ferraro            1975 E. Davis St.            Arlington Heights, IL 60005            847-590-3407  <a href="mailto:jferraro@nwcds.org">jferraro@nwcds.org</a></p>
<b>Verification</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Letter of Intent</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Narrative</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<p>Wheeling/Des Plaines 9-1-1 Center currently uses three different backup PSAPs in its network design; Northbrook, Northwest Central Dispatch and West Suburban Consolidated Dispatch.</p> <p>The 9-1-1 system is currently installing a regional hosted i3-capable integrated IP based NG9-1-1 call handling system. It will provide Geo-diverse and redundant architecture at both Wheeling and Northbrook PSAPs. The two hosted sites will serve as the geo-redundant core infrastructure for the call handling workstations. This system will allow the Wheeling 9-1-1 Center to revise and consolidate its current backup PSAP arrangement.</p> <p>If the network platform fails, Northwest Central Dispatch System has also agreed to provide backup up services to the Wheeling/Des</p>

**System Name: Wheeling/Des Plaines**

**Case #19-M-251**

**Date Filed: 7/24/19**

		Plaines PSAP. It will also handle any overflow calls when the volume of emergency calls cannot be handled by Wheeling.
<b>Revised Agreements</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Revised Network Diagram</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

**Conclusions:**

The Wheeling/Des Plaines 9-1-1 Center has requested to change its backup PSAP to Northwest Central Dispatch System. The modification meets all the requirements for a backup PSAP as prescribed in Section 1325.415(i) of Illinois Administrative Code Part 1325 - Standards of Service Applicable to 9-1-1 Emergency Systems.

**Reviewed by: Marci Elliott**

**Date: 8/13/19**