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



State of Illinois

Application for 9-1-1 Modification Plan

INTRODUCTION

The following document provides the application for submitting a 9-1-1 Modification 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 modify your 9-1-1 system. All modified plans must comply with 83 Ill. Adm. Code Part 1325.

LONG FORM MODIFIED 9-1-1 PLAN:

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

- 1) Changing boundaries that require an intergovernmental agreement between local governmental entities to exclude or include residents within the 9-1-1 jurisdiction
- 2) Changing or adding a 9-1-1 system provider
- Changes in network configuration, except as provided for in subsection 1325.200(h), (i.e. implementation of a Next Generation 9-1-1 (NG9-1-1) system)
- 4) Change of Backup PSAP arrangement

The Modified Plan must include the following documents:

	Orante et en d.O.d.d.O. anteres information	
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 modified 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 applicat	ble):	
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 Boundaries Agreements	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 shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.	

Carrier ListingA 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 PlanThe 911 System's overall plan detailing how and to what extent the network and data
base will be tested.

These modified 9-1-1 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.

Submit Completed 911 Plans/Waivers

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

SHORT FORM MODIFIED 9-1-1 PLAN:

The following modifications 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.

- 1) Permanent relocation of an existing PSAP or backup PSAP facility
- 2) Reduction in 9-1-1 trunks from the selective router to the PSAP
- 3) Further reduction of PSAPs within a 9-1-1 Authority beyond consolidation as required by the Act

The notification should include:

General Information	Contact and 9-1-1 System information.
Plan Narrative	A detailed summary of the changes in the proposed system's operation.
<u>Attachments (if applicat</u> Network Diagram	le): 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:				
Type of Change: Long Form Modification Plan Short Form Modification Plan				
Current System Na	me:	Population Serve	ed Land Area in Sq Miles	

List PSAPs:	Primary	Secondary

11 System Contact:	
treet Address:	
ity, State and Zip Code:	
ffice Telephone:	
ellular Telephone:	
mail:	

Wireless Coverage for Consolidated System:

____% Phase II compliant

____% Phase I compliant

Please check if applicable:

- _____NG9-1-1 capable
- _____ Receive 9-1-1 Text
- _____ Receive 9-1-1 Video

VERIFICATION

I,______, first being duly sworn upon oath, depose and say that I am ______, of _____; 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.

Subscribed and sworn to before me

this ______ day of ______, 20 _____.

NOTARY PUBLIC, ILLINOIS

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,

(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:

FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs prior to modification

Projected annual recurring 9-1-1 network costs after modification

Installation cost of the project

Anticipated annual revenues

\$_____ \$_____ \$_____ \$_____

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:

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

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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

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

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

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

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

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

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	ST	REET ADDRESS, CITY, ZIP COI	DE	TELEPHONE NUMBER			

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.

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency)

_____, for the purpose of effective handling and routing of 9-1-1 Emergency

calls.

CALL HANDLING

(9-1-1 System Name) ______ receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: ______ (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

9-1-1 Authority	Public Safety Agency			
Ву	Ву			
Title	Title			

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.

RATE CENTER END OFFICE TO SELECTIVE ROUTER

			-						
ALTERNATIVE PROVIDERS	ALTERNATIVE PROVIDERS	ALTERNATIVE PROVIDERS							
BEECHER EXCHANGE: AT&T IP	KANKAKEE DS0 (AND REMOTES) EXCHANGES:	NEW LENOX EXCHANGE: AT&T IP]
FOCAL	AT&T IP	FOCAL							
GLOBALCOM	FOCAL	GLOBALCOM							
LEVEL 3	GLOBALCOM	MCI					1		
	LEVEL 3	MCLEOD	AT&T		<u>AT&T</u>		1		
CHICAGO HEIGHTS EXCHANGE:	MCI	PAETEC	BEECHER	(3)		(7)	1		
ALLEGIANCE	PAETEC	TDS METROCOM	PEOTONE	(3)	MOKENA	(3)	1 .		
AT&T IP	TDS METROCOM		CHICAGO HEIGHTS	(15)	MOMENCE	(3)	·		
CEBYOND	XO COMM	ORLAND PARK EXCHANGE:	CRETE	(3)	MORRIS	(4)	1		
FOCAL		ALLEGIANCE	FRANKFORT	(5)	COAL CITY		1		
		AT&T IP	JOLIET	(10)	GARDNER	(3)	1		
GLOBAL COM	KANKAKEE DS1 (AND REMOTES)	-	BRAIDWOOD	(3)	NEW LENOX	(4)	1		
LEVEL 3	EXCHANGES:	CBEYOND	MANHATTAN	(3)	ORLAND PARK	(10)	1		
MCI	AT&T IP	FOCAL	PLATTVILLE	(2)	PLAINFIELD	(4)	1		
MCLEOD	FOCAL	GLOBALCOM	WILMINGTON	(3)	TINLEY PARK	(6)	1		
MGC	GLOBALCOM	LEVEL 3	KANKAKEE DS0	(6)		(- <i>)</i>	í.		
PAETEC	MCI	MCI	GRANT PARK	(2)			1		
SPRINT	PAETEC	MGC	HERSHER	(3)			í.		
TDS METROCOM	TDS METROCOM	MCLEOD	KANKAKEE DS1	(6)			1		
XO COMM	XO COMM	PAETEC	HOPKINS PARK	(3)			1		
		TDS METROCOM	MANTENO	(2)			1		
CRETE EXCHANGE:	LOCKPORT/ROMEOVILLE	XO COMM	MANTENO	(2)			1		
AT&T IP	EXCHANGE:							BLUE ISLA	
FOCAL	AT&T IP	PLAINFIELD EXCHANGE:							AND
GLOBAL COM	TDS METROCOM	AT&T IP						(5E)	
PAETEC		CBEYOND							
	MOKENA EXCHANGE:	FOCAL					7		
FRANKFORT EXCHANGE:	AT&T IP	GLOBALCOM	ATOT		NAPERVILLE EXCHANGE				
AT&T IP	CEBYOND	LEVEL 3		(10)					
CEBYOND	FOCAL	MCI		(10)	ALLEGIANCE	(2)			
CIMCO	GLOBAL COM	PAETEC	NAPERVILLE	(13)	AT&T IP	(12)			
FOCAL		SPRINT			CBEYOND	(2)		4	
FRONTIER	MOMENCE EXCHANGE:	XO COMM		_	CIMCO	(2)			
GLOBAL COM	AT&T IP		ALTERNATIVE PROVIDERS	<u>5</u>	FOCAL	(6)			
TDS METROCOM	TDS METROCOM	TINLEY PARK EXCHANGE:			FRONTIER	(2)			
		ALLEGIANCE	LEMONT EXCHANGE:		GLOBALCOM	(2)			
JOLIET (AND REMOTES)	MORRIS (AND REMOTES)	AT&T IP	AT&T IP	(20)	INTERMEDIA	(2)			
EXCHANGES:	EXCHANGES:	CBEYOND	CEBYOND	(2)	MCI	(6)			
AT&T IP	AT&T IP	CIMCO	CIMCO	(2)	MGC	(2)		1	
CEBYOND	FOCAL	FOCAL	FOCAL	(12)	MCLEOD	(4)			
FOCAL	GLOBAL COM	GLOBALCOM	GLOBAL COM	(2)	MFS	(2)			L
GLOBAL COM	PAETEC	GLOBALCOM GLOBAL CROSSING	MCLEOD	(4)	PAETEC	(2)			
	-		MFS	(4)	SPRINT	(2)]
LEVEL 3	XO COMM	LEVEL 3	MGC	(2)	TDS METROCOM	(4)			L
MCLEOD		MCI	PAETEC	(4)	XO COMM	(4)			
MGC		MCLEOD	TDS METROCOM	(2)		. /			
PAETEC		MGC	XO COMM	(2)					
SPRINT		MCLEOD		. /		<u> </u>			
TDS METROCOM		PAETEC							
XO COMM		SPRINT							/FE)
		TDS METROCOM						LOMBARD	(5E)
		XO COMM							



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1/18/2018

