

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
- 3) 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:

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 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 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 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 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.



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.

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.

VERIFICATION

I, STEVEN A FIGVED, first being duly sworn upon oath, depose and say that I am CHIEF ADMINISTRATOR, of WILL COUNTY 9-1-1 ETS; 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.

STEVE FIGVED

Subscribed and sworn to before me

this 27 day of FEBRUARY, 20 18.

NOTARY PUBLIC, ILLINOIS

9-1-1 SYSTEM PROVIDER LETTER OF INTENT

FEBRUARY 27, 2018

(Date)

LISA WIRTANEN, 9-1-1 SERVICE EXECUTIVE

(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 MS. WIRTANEN _____:

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:

JANAUARY 30, 2018

NARRATIVE STATEMENT

History

In the past, the Will County 9-1-1 ETSB utilized a PSAP Back-Up Plan of each PSAP being the back-up to one of the other six (6) PSAP's (Joliet was the back-up for the Sheriff's PSAP, Wescom was the back-up for the Joliet PSAP, etc.).

Current Operations

With the completion of the 9-1-1 Consolidation Plan (Case No. 16-C-134), the ETSB is creating two dedicated back-up facilities to protect the ETSB's three PSAP's. The two PSAP back-up locations will be housed at the Wescom and Laraway Communications Center PSAPs. Each back-up facility adjoins the PSAP and contains eight (8) workstation positions.

Situation Regarding AT&T Trunks

Currently, Joliet Police Department has 2 CAMA trunks from the Geneva Selective Router that were installed when Joliet Police was the back-up PSAP for Will County Sheriff. Since then, Will County Sheriff has consolidated into Laraway Communications Center, whose back-up is Wescom.

Plan Modification

In order to ensure all 911 traffic for Laraway Communications Center is directed to its proper back-up PSAP, AT&T will install two 911 trunks from the Geneva Selective Router to Wescom. Once installed and tested, the translations that are used to route calls from Geneva over to Joliet in today's environment will be changed to Wescom, so that when Laraway Communications Center activates its alternate answer, all calls will route to Wescom rather than multiple PSAPs (Wescom and Joliet).

The unused circuits at Joliet will be disconnected once completed. There are no network costs associated with this work.

Request for Approval

The Will County ETSB is submitting this Plan Modification to allow the proper installation of its PSAP Back

Plan Narrative:

PLAN MODIFICATION REQUEST
CASE NO. 16-C-134
WILL COUNTY 9-1-1 EMERGENCY TELEPHONE SYSTEM

FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs prior to modification	\$ <u>5,400,000.00</u>
Projected annual recurring 9-1-1 network costs after modification	\$ <u>5,400,000.00</u>
Installation cost of the project	\$ <u>0.00</u>
Anticipated annual revenues	\$ <u>5,400,000.00</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

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
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
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).

N/A

2) List wireline exchanges to be tested.

N/A

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

N/A



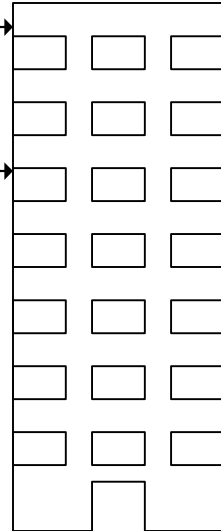
PROVIDERS
EXCHANGE:

EXCHANGE:

EXCHANGE:

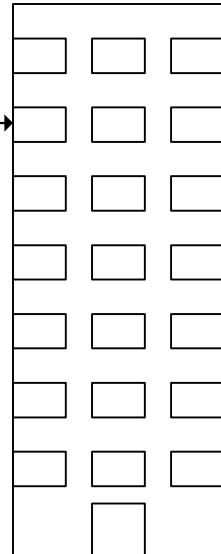
EXCHANGE:

AT&T		AT&T	
BEECHER	(3)	LOCKPORT/ROMEDEVILLE	(7)
PEOTONE	(3)	MOKENA	(3)
CHICAGO HEIGHTS	(15)	MOMENCE	(3)
CRETE	(3)	MORRIS	(4)
FRANKFORT	(5)	COAL CITY	
JOLIET	(10)	GARDNER	(3)
BRAIDWOOD	(3)	NEW LENOX	(4)
MANHATTAN	(3)	ORLAND PARK	(10)
PLATTVILLE	(2)	PLAINFIELD	(4)
WILMINGTON	(3)	TINLEY PARK	(6)
KANKAKEE DS0	(6)		
GRANT PARK	(2)		
HERSHER	(3)		
KANKAKEE DS1	(6)		
HOPKINS PARK	(3)		
MANTENO	(2)		



**BLUE ISLAND
(5E)**

AT&T		NAPERVILLE EXCHANGE:	
LEMONT/BOLINGBROOK	(10)	ALLEGIANCE	(2)
NAPERVILLE	(13)	AT&T IP	(12)
		CBeyond	(2)
		CIMCO	(2)
ALTERNATIVE PROVIDERS		FOCAL	(6)
LEMONT EXCHANGE:		FRONTIER	(2)
AT&T IP	(20)	GLOBALCOM	(2)
CEBYOND	(2)	INTERMEDIA	(2)
CIMCO	(2)	MCI	(6)
FOCAL	(12)	MGC	(2)
GLOBAL COM	(2)	MCLEOD	(4)
MCLEOD	(4)	MFS	(2)
MFS	(4)	PAETEC	(2)
MGC	(2)	SPRINT	(2)
PAETEC	(4)	TDS METROCOM	(4)
TDS METROCOM	(2)	XO COMM	(4)
XO COMM	(2)		



LOMBARD (5E)

LAND S/R
WIRELINE CALLS
01127
01130
01133
01345
01547
01792
02812 – MB
WIRELESS CALLS
02165
02174
02188
02311
02320
02324
02591
02593
02768
02813 – MB
LAND S/R
WIRELINE CALLS
02814
02815
02816
58441
58442
02817 – MB
WIRELESS CALLS
58445
58446
58447
58448
58451 - MB

LARAWAY COMM CENTER
(14) BLUE ISLAND S/R
TG= 540/WIRELINE CALLS
7EMNC005498
7EMNC005569
7EMNC008683
7EMNC027094
7EMNC044433
7EMNC092757
7UGXR001073 – MB
TG=541/WIRELESS CALLS
7EMNC066503
7EMNC080910
7EMNC121903
7EMNC167514
7EMNC191596
7EMNC214170
7EMNC119344
7EMNC143676
5CSNC214171 – MB
(2) LOMBARD S/R
TG= 605/WIRELINE CALLS
7EMNC113129
7EMNC142514
7UGXR167168 – MB
(2) GENEVA S/R
TG= 470/WIRELINE CALLS
7EMNC007643
7EMNC014095
7UGXR098973 - MB
BELOW CKTS TO BE LIVE IN 2018:
TG=445/WIRELINE CALLS
7EMXS161211
7EMXS161212
7EMXS161213
7EMXS161214
7EMXS161215
7EMXS161216
7EMXS161217
7UGXR161410 – MB
TG=446/WIRELESS CALLS
7EMXS161391
7EMXS161392
7EMXS161393
7EMXS161394
7EMXS161395
7EMXS161396
7EMXS161397
7UGXR161410 – MB
(2) GENEVA S/R
TG=540/WIRELINE CALLS
7EMXS161260
7EMXS161261
7UGXR161411 – MB
(2) LOMBARD S/R
TG=454/WIRELINE CALLS
7EMXS161262
7EMXS161263
7UGXR161413 – MB

WILL COUNTY
CURRENT NETWORK 12/20/2017



PSAP LOCATIONS

ALI DATABASE ACCESS



EFFECTIVE 12/20/2017:
EASTCOM, LINCOLNWAY, ROMEOVILLE,
AND WILL COUNTY SHERIFF HAVE
CONSOLIDATED INTO LARAWAY
COMMUNICATIONS CENTER