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

State of Illinois

Application for
9-1-1 Modification Plan

911 GENERAL INFORMATION

DATE: 02/05/2023

Type of Change:	☒ Long Form Modification Plan		☐ Short Form Modification Plan	
Current System Name:			Population Served	Land Area in Sq Miles
Calumet Park Regional 911 Authority			51881	14.35

List PSAPs:	Primary	Secondary
CalComm 911	X	

911 System Contact: CalComm 911

Street Address: 12419 S. Ashland Avenue

City, State and Zip Code: Calumet Park, IL 60827

Office Telephone: (708) 926-7342

Cellular Telephone: (708) 639-2565

Email: CPFD2200@calumetparkvillage.org

Wireless Coverage for Consolidated System:

100 % Phase II compliant

100 % Phase I compliant

Please check if applicable:

X NG9-1-1 capable

X Receive 9-1-1 Text

___ Receive 9-1-1 Video

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VERIFICATION

I, Jimmy Ross _____, first being duly sworn upon oath, depose and say that

I am Jimmy Ross _____, of 12419 S Ashland Avenue _____; 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.

Jimmy Ross _____

Executive Director _____

Subscribed and sworn to before me

this 5 _____ day of 02 _____, 20 2023 .

_____
NOTARY PUBLIC, ILLINOIS

9-1-1 SYSTEM PROVIDER
LETTER OF INTENT

02/05/2023
_____
(Date)

Lisa Wirtanen
_____
(9-1-1 System Provider Company Representative)

T&T
_____
(9-1-1 System Provider Company Name)

4918 West 95th Street
_____
(Street Address)

Oak Lawn, Illinois 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,

Jimmy Ross

(Name)   Jimmy Ross
(Title)   Executive Director

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:

Tinley Park 911 Communication Center will serve as a Back-up PSAP for all towns dispatched by CalComm Regional 9-1-1 (Calumet Park, Dixmoor Police, Markham, Midlothian, Posen, Robbins, Sauk Village).

CalComm Regional 9-1-1 currently receives Text-to-911, the Text Control Center is AT&T.

The CalComm Regional 9-1-1 System is transitioning from E9-1-1 to Next Generation 9-1-1 (NG911). AT&T is the 9-1-1 System Provider (" SSP ").
The CalComm Regional 9-1-1 System will comply with all Federal and State laws and with National Emergency Number Association Standards (NENA) that pertain to NG911 including the NENA i3 Standard for Next Generation - NENA-STA-010.3a-2021.
The State of Illinois has selected AT&T to provide a statewide Next Generation 9-1-1 System. AT&T ' s ESInet combines AT&T ' s network capabilities with technology from Intrado Life &Safety, Inc. (Intrado). The AT&T ESInet solution will facilitate an efficient transition from legacy 9-1-1 networks to networks capable of supporting the growing demands of a mobile society. With AT&T ESInet, the State is taking advantage of AT&T's investment in a pre-built, cloud-based solution that delivers next-generation functionality. AT&T is also providing their industry-leading AT&T VPN MPLS network for primary access to all PSAPs.

AT&T ' s ESInet solution is a combination of their IP network and Next Gen Core Services (NGCS) components that includes industry leading SLAs, management services and tools to help ensure that they provide the best possible service.

The design is based on building redundant systems to avoid any single point of failure (SPOF) in the ESInet and the overall NG9-1-1 Network Architecture. The NG9-1-1 system will provide flexibility in the routing of calls. The ESInet being deployed has all PSAPs connected and can route calls based on not only location, but also by availability. In a Next Generation solution, a call will be answered through intelligent routing. Additionally, there will be more available positions to answer calls because all connected and tested PSAPs will be technically able to answer the call and will be able to dispatch or transfer the call to another PSAP.

Plan Narrative:

AT&T ' s ESInet defense-in-depth security is built into the architecture. AT&T's Global IP network is monitored by 8 different Security Operations Center (SOC) facilities located across the world. AT&T uses its security portfolio capabilities to protect their data centers and networks.

AT&T ' s ESInet provides six (6) geographically diverse and fully redundant facilities to increase resiliency and survivability in natural and man-made disaster scenarios, with scalable capacity capable of supporting more than twice the 9-1-1 busy hour call for the entire United States. AT&T has documented business continuity and restoration plans, including complex disaster and evacuation contingencies. The 24x7 operations center employs an Incident Handling process modeled on FEMA ' s Incident Command System, with notifications built into the process.
The ESInet is monitored 24x7x365 from a NOC with tier 2 and tier 3 technical resources dedicated to the AT&T ESInet.
AT&T ' s 9-1-1 Resolution Center has dedicated public safety resources.
The AT&T ESInet provides a flexible routing platform that supports both ESN (tabular) and GIS (spatial) routing on the same Emergency Call Routing Function (ECRF).
The AT&T ESInet solution will interconnect to legacy selective routers as defined per NENA standards. AT&T provides redundant, public safety grade points of presence in each LATA for OSP ingress locations for Legacy Network Gateways (LNGs).
AT&T will interconnect to Legacy Selective Routers to transfer and/or receive calls with Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information to the State ' s NGCS via legacy means through the Legacy Selective Router Gateway (LSRG). Interconnections will also allow legacy PSAPs served by legacy selective routers to serve as the abandonment route for PSAPs served by the AT&T ESInet solution.
Connectivity extends beyond the internal ESInet transport to external network and OSP interfaces. The ESInet supports both TDM and IP OSP ingress at geographically distributed Points of Interconnection (POI ' s). The ESInet supports standards-based protocol interfaces to external ESInets for call hand-off and call transfers. With pre-established connectivity capabilities, PSAPs on the ESInet have the ability to transfer calls to PSAPs on other ESInets or PSAPs that have not yet transitioned off legacy selective routers.
AT&T will coordinate getting the OSPs records into the AT&T ESInet database. AT&T will also jointly plan the interconnecting network with the OSP. Circuits will be ordered and implemented between the OSP and the ESInet POI. The ESInet POI may reside in an AT&T office or hub. AT&T will cooperatively test and turn up all trunking arrangements with the OSP. Traffic migrations from the legacy to new AT&T infrastructure will follow.
Integrated Text-to-911 is supported by the ESInet.
AT&T is responsible for negotiating interconnection agreements and trunking arrangements with each service provider. Interconnection agreements will include the roles and responsibilities of the Parties related to the exchange of 9-1-1 traffic including but not limited to, split rate centers, tandem to tandem and IP connections.
GIS data is submitted to the AT&T ESInet via a web-based spatial interface (SI) portal. The portal provides secure GIS file transfer. 9-1-1 Authorities can maintain their local database schema and configure database changes using attribute field mapping tools.
The Spatial Interface (SI) validation engine logs errors and refers errors back to the originating 9-1-1 Authority in comprehensive reports that are retrieved in the 9-1-1 Enterprise Geospatial Database Management System (9-1-1EGDMS). Validation errors are corrected by the 9-1-1 Authority within their own GIS database. Updates are submitted and processed on an on-going basis.
AT&T ' s ESInet cyber security policies, standards, and guidelines are consistent with industry best practices as defined by International Organization for Standardization and Control Objectives for Information and related Technology. The AT&T ESInet is a highly secure, privately managed IP network providing IP based call routing services for next generation 9-1-1 call delivery. All inbound and outbound traffic interactions are with pre-authorized entities, utilize agreed upon protocols and traverse controlled access points. Call processing and real-time data delivery are protected through both physical and logical controls.
Sensitive data resides in trusted data centers that employ logical and physical access controls. All hardware and software elements deployed in a production environment go through stringent release management processes that incorporate thorough penetration scan testing. Corporate and development environments are separate from production and are not used in development or system test environments. Inter-zone traffic is restricted to only that of authorized personnel and the necessary protocols destinations used to support the management and applications of the ESInet with all other traffic implicitly denied by way of redundant and diverse Session Border Controllers (SBC) and stateful firewalls.
A Network Operations Center (NOC) staffed 24 hours a day, seven days a week, 365 days a year to actively monitor and manage the AT&T ESInet end-to-end service is provided. When a potential or actual Customer-affecting issue is detected, the Incident Administration team is engaged by the NOC. The team uses established processes that are ISO 9001:2008-compliant for immediate escalation, notification, resolution, and reporting. All buildings, NOC and Data Center access are monitored by 24x7 security and access control systems.

FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs
prior to modification $ _____ N/A

Projected annual
recurring 9-1-1 network costs after
modification $ _____ TBD

Installation cost of the project $ _____ TBD

Anticipated annual revenues $ _____ N/A

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:

5 Year Plan for the Calumet Park Regional 911 Center (CalComm)

The Calumet Park Regional 911 center plans to fill it's eight positions with communities for the area that are in need of dispatching services. CalComm currently has IGA's with 6 communites serving a total population of 57, 218. Services provided by the center are 911 services for Police, Fire and EMS.

CalComm provides and will continue to provide the latest and most uo to date technology available including a NG-911 compliant platform. CalComm has created a capital improvement fund into which memebr communities are required to contribute iin order to keep the PSAP on the cutting edge of technology.

CalComm provides training to its telecommunications officers to meet APCO standards,a nd includes EMD training. We will continue to strive to provide the most qualified personnel available in the dispatching community to our member communities.

With the addition if new member communities CalComm will continue to grow and provide the highest levels of service and technology to our member communities.

CalComm and its combined ETSB can provide the above services at a much reduced cost versus individual communities providng the same level of technology and service, and thereby keep with the state mandate of consolidation of PSAP's and ETSB's.

CalComm plans on continuing to add communities at the rate of one or two per year until we are at full capacity. By slowly adding teh new member communities we can insure that trhe new members are added properlu with an eyebon connectivity and makeing sure our memeber communities meet required atndard for technology (CAD, Mapping, MDTs, etc.) it should be noted that it takes several months fully integrate a new community after approval is given depending on technology levels and proximity in that community.

- We must survey the new community and determine connectivity requirements

- We require two high speed connections (1 main and 1 backup)

- Reorganiztion of radio circuits

- Provisioning of 911 circuits (CAMA trunks)

- Addition and installation of CAD system for incoming community

- Provisioning and installation of additional requirement equipment

- Testing and optimization

- Training

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
Calumet Park	12409 S Throop St., Calumet Park, IL 60827
Sauk Village	21801 Torrence Ave., Sauk Village, IL 60411
Midlothian	14801 S. Pulaski Rd., Midlothian, IL 60445
Posen	2440 Walter Ziminy Dr., Posen, IL 60469
Markham	16330 Kedzie Pkw., Markham, IL 60428
Robbins	3327 W. 137th St., Robbins, IL 60472
Dixmoor	170 W. 145th St., Dixmoor, IL 60426

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

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
Calumet Park Police	12409 S. Throop St., Calumet Park, IL 60827	(708) 385-6863	X		
Calumet Park Fire	12457 S. Ashland Ave., Claumet Park, IL 60827	(708) 926-7327	X		
Sauk VIllage Police	21701 Torrence Ave., Sauk Village, IL 60411	(708) 758-1331	X		
Sauk Village Fire	1849 22nd St., Sauk Village, IL 60411	(708) 758-1321	X		
Midlothian Police	14814 S. Pulaski Rd., Midlothian, IL 60445	(708) 489-4727	X		
Midlothian Fire	14814 S. Pulaski Rd., Midlothian, IL 60445	(708) 489-4742	X		
Posen Police	2440 Walter Ziminy Dr., Posen, IL 60469	(708) 385-0139	X		
Markham Police	16630 Kedzie Pkw., Markham, IL 60428	(708) 331-2171	X		
Markham Fire	16630 Kedzie Pkw., Markham, IL 60428	(708) 331-2171	X		
Robbins Police	3327 W. 137th St., Robbins, IL 60472	(708) 385-9840	X		
Robbins Fire	3327 W. 137th St., Robbins, IL 60472	(708) 385-9840	X		
Dixmoor Police	170 W. 145th St., Dixmoor, IL 60426	(708) 389-6121	X		

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9-1-1 Participant Agencies	Street Address, City, Zip Code	Administrative Telephone No.	Direct Dispatch	Transfer	Call Relay
	3327 W. 137th St., Robbins, IL 60472	(708) 385-9840	X		

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
Southwest Central Dispatch	7611 W. College Dr., Palos Heights, IL 60463	(708) 385-8131
SouthCom Dispatch	21113 Dettmering Dr., Matteson, IL 60443	(708) 283-6631
Will County Emergency Telephone System	16911 West Laraway Rd., Suite 102, Joliet, IL 60433	(815) 725-1911
E-Com 9-1-1 Dispatch Center	1154 Ridge Rd., Homewood, IL 60430	(708) 799-3787
Office of Emergency Management and Communications	1411 West Maddison St., Chicago, IL 60607	(312) 746-9111
Tinley Park Dispatch	7850 West 7850 183rd St., Tinley Park, IL 60477	(708) 444-5418
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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
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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
AT&T	1025 Lenox Park Blvd., Atlanta, GA 30319	(305) 347-5558
Sprint	6200 Sprint Pkwy., Overland Park, KS 66251	(855) 848-3280
Verizon	140 W. St., New York, NY 10007	(908) 559-5490
T-Mobile	12920 SE 38th St., Bellevue WA 98006	(425) 378-4000
US Cellular	8410 W. Bryn Mawr Ave., Chicago, IL 60631	(773) 399-8900
Mediacom	222 Merchandise Mart Plz., Ste 250, Chicago, IL 60654	(773) 698-5400
Comcast	One Comcast Center Philadelphia, PA 19103	(215) 665-1700

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

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)
_____Calumet Park Police_____ , for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) _____CalComm Regional 911 Center_____ receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: _____470.73750_____ (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _____155.9100_____ (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 non-emergency 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.

_____CalComm Regional 911 Center_____	_____Calumet Park Police_____
9-1-1 Authority	Public Safety Agency
By _____Jimmy Ross_____	By _____Christopher Fletcher_____
Title ___Executive Director_____	Title ___Chief of Police_____

TEST PLAN DESCRIPTION

1) Description of test plan (back-up, overflow, failure, database).

911 Calls will be routed to one of two PSAPs. If the 911 call is unanswered witihin 3 rings, the 911 overflow call rolls over to the next PSAP.

1.) 911 calls for Calumet Park, Posen, Midlothian, Markham, Sauk Village, and Robbins will roll over to Tinley Park PD.

Automatic Call Control is handled by AT&T 911 resloution center, overflow and circuit failures will roll over to the back-up PSAPs above with a manual transfer swith that allows authorized emergency call transfers to the back-up PSAPs when CalComm 911 needs to route the call outside the facility.

Incomin ANI is processed with Daula Redundant cicuits to two intrado's off-site ALI databases. Both Tinley Park and Cook County back-up PSAPs also have dual redundant circuits to the same Intrado's off-site ALI databases.

2) List wireline exchanges to be tested.

Robbins: 389, 385, 396, 539, 239, 293, 388, 489, 597, 629, 824, 879, 926, 986

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

AT&T Mobility, Sprint, Verizon, TCLEC, ALLEGIANCE AT&T, CBEYOND, COMCO, FOCAL, GLOBAL.COM, GLOBALCROSSING, LEVEL3, MCI, MCCLEOD, MGC, PAETEC, SPRINT, TDS, METROCOM, XO.COM-Mobile, US Celleular, Mediacom, Comcast

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