

9-1-1 SYSTEM PROVIDER LETTER OF INTENT

4/3/2023

(Date)

Lisa Wirtanen

(9-1-1 System Provider Company Representative)

AT&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,



(Name) BRYAN E. ROUSON
(Title) 911 DIRECTOR

enclosure: Modification Plan

VERIFICATION

I, Bryan E. Rouson, first being duly sworn upon oath, depose and say that I am Bryan E. Rouson, of 12419 S. Ashaland 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.

Bryan E. Rouson 

911 Director

Subscribed and sworn to before me

this 3 day of April, 2023




NOTARY PUBLIC, ILLINOIS

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:

With this modification, the Calumet Park Regional 911 Authority is opting the Village of Robbins out to the Cook County ETSB.

FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs prior to modification	\$ <u>348,571.00</u>
Projected annual recurring 9-1-1 network costs after modification	\$ <u>348,571.00</u>
Installation cost of the project	\$ <u>0.00</u>
Anticipated annual revenues	\$ <u>982,005.00</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:

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

The Calumet Park Regional 911 center plans to fill its eight positions with communities for the area that are in need of dispatching services. CalComm currently has IGA's with 7 communities 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 up to date technology available including a NG-911 compliant platform. CalComm has created a capital improvement fund into which member communities are required to contribute in order to keep the PSAP on the cutting edge of technology.

CalComm provides training to its telecommunications officers to meet APCO standards, and 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 of 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 providing 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 the new member communities we can insure that the new members are added properly with an eye on connectivity and making sure our member communities meet required standard 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)
- Reorganization 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 Street, Calumet Park, IL 60827
Dixmoor	170 W. 145th Street, Dixmoor, IL 60426
Markham	16330 Kedzie Parkway, Markham, IL 60428
Midlothian	14801 S. Pulaski Road, Midlothian, IL 60445
Posen	2440 Walter Ziminy Drive, Posen, IL 60469
Sauk Village	21801 Torrence Avenue, Sauk Village, IL 60411

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., Calumet 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 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		

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).

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

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

Automatic Call Control is handled by AT&T 911 resolution center, overflow and circuit failures will roll over to the back-up PSAPs above with a manual transfer switch 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 Dual Redundant circuits to two Intrado's off-site ALI databases. Both Tinley Park Backup PSAP 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 Cellular, Mediacom, Comcast