

## 911 GENERAL INFORMATION

DATE:

Type of Change:			<input checked="" type="checkbox"/> Consolidation within an ETSB	<input type="checkbox"/> Joint ETSB	<input type="checkbox"/> Unserved consolidation
Current System Name:		Population Served		Land Area in Sq Miles	
DeKalb County ETSB		105,160		638	
		105.16		638	
System Name after Consolidation:					

[illegible]

911 System Contact: Glenna Johnson

Street Address: 150 N. Main St.

City, State and Zip Code: Sycamore, IL 60178

Office Telephone: (815) 899-4559

Cellular Telephone: (815) 761-6798

Email: [gjohnson@dekalbcounty.org](mailto:gjohnson@dekalbcounty.org)

### Wireless Coverage for Consolidated System:

100 % 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

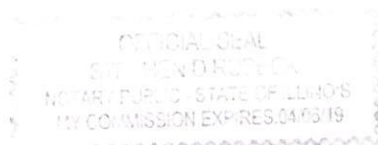
I, Glenna Johnson, first being duly sworn upon oath, depose and say that I am 911 Coordinator, of DeKalb County Illinois ETSB; that I have read the foregoing plan by me subscribed and know the contents thereof; that said contents are true in substance and in fact, except as to those matters stated upon information and belief, and as to those, I believe same to be true.

Glenna Johnson  
E-911 Coordinator

Subscribed and sworn to before me

this 1 day of May, 20 17.

Stephen D. Kell  
NOTARY PUBLIC, ILLINOIS



## 9-1-1 SYSTEM PROVIDER LETTER OF INTENT

2/11/19

(Date)

Ron Bloom

(9-1-1 System Provider Company Representative)

Frontier

(9-1-1 System Provider Company Name)

109 E Market

(Street Address)

Bloomington, IL 61701

(City, State, Zip Code)

Dear Ron \_\_\_\_\_:

This letter is to confirm our intent to consolidate our 9-1-1 System with (Name all 9-1-1 authorities that will be involved). Enclosed is your copy of our consolidation plan to be filed with the Department of the Illinois State Police for approval. Thank you for your assistance in this matter.

Sincerely,

*Shirley Johnson*  
911 Coordinator

(Name)

(Title)

enclosure: Consolidation Plan

## PLAN NARRATIVE

Please answer the questions below, and provide a detailed narrative to assist the Statewide 9-1-1 Advisory Board and the Statewide 9-1-1 Administrator with an understanding of the plan as it applies to this application. Please use additional sheets if necessary.

1.	Do all of your PSAPs meet all of the requirements defined in 1325.415 and 1325.515	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2.	Type of Radio/Telecommunications systems compatible with participating and adjacent agencies.  <div style="text-align: right;"> <input type="checkbox"/> STARCOMM21  <input type="checkbox"/> STARCOMM21 ITTF channels only  <input checked="" type="checkbox"/> Other, explain below         </div> <p>DeKalb County Sheriff Department PSAP and DeKalb Police Department PSAP will direct dispatch all emergency calls using a digital radio system.</p>	
3.	Will all PSAPs remaining after consolidation direct dispatch all emergency calls pursuant to section 1324.200b)3)?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4.	Have you included maps to show the territory covered by the system?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <b>Plans submitted without this documentation will be rejected.</b>
5.	Have you included a listing of all telephone companies?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <b>Plans submitted without this documentation will be rejected.</b>
6.	Have you included a copy of the intergovernmental agreement, ordinance, resolution and/or contracts?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <b>Plans submitted without this documentation will be rejected.</b>
7.	Have you included a list of participating and adjacent agencies?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <b>Plans submitted without this documentation will be rejected.</b>
8.	Have you included financial information?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <b>Plans submitted without this documentation will be rejected.</b>
9.	Public education.	<input type="checkbox"/> This is an unserved county that will require public education. (See attachment.) <input checked="" type="checkbox"/> This is an existing 9-1-1 system(s) and does not require public education.
10.	Training.	<input type="checkbox"/> This is an unserved county that will require training. (See attachment.) <input checked="" type="checkbox"/> This is an existing 9-1-1 system(s) and does not require internal training/similar/ongoing training for any GIS annexation or change of policy from agencies served.
11.	Use of TTY's and Training	<input type="checkbox"/> This is a unserved county that will require training. (See attachment.) <input checked="" type="checkbox"/> This is an existing 9-1-1 system(s) and does not require internal training/similar/ongoing training for any GIS annexation or change of policy from agencies served.



12. Have you included call handling and aid outside jurisdictional boundary agreements?

☐ Yes  
☒ No

**Plans submitted without this documentation will be rejected.**

13. Have you included a new system diagram?

☒ Yes  
☐ No

**Plans submitted without this documentation will be rejected.**

13a. Does the new system diagram include all PSAP(s) and backup PSAP location(s)?

☒ Yes  
☐ No

**Plans submitted without this documentation will be rejected.**

14. Have or will all areas within the 9-1-1 system be addressed for the database?  
If no, please explain.

☒ Yes  
☐ No

DeKalb County ETSB is consolidating PSAPs within the County. Database services will not change because of this consolidation. DeKalb County ETSB ESN routing will change and those changes will be made with the SSP prior to consolidation.

14a. Explain all aspects of the database, i.e., how often is it updated, where is it located, etc.

The database will be updated every day Monday through Friday. It will be located at the two host sites provided by Frontier.

15. Who is the 9-1-1 system provider for your 911 system? Please explain whether the system will be legacy based, next generation based or a combination.

Frontier is the SSP. The 9-1-1 System will be a Vesta CML ECS 1000 System. There will be 4 positions at DeKalb Police Department and 7 positions at DeKalb County Sheriff.

*(Please include additional pages if needed.)*

## NARRATIVE STATEMENT:

*(Provide a detailed summary of system operations for either a consolidation or modified plan. If incorporating an NG9-1-1 solution, please include the additional items listed below pursuant to 1325.205b)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:

The DeKalb County ETSB was granted approval for Enhanced 911 on April 26, 1993.

DeKalb County ETSB will be reducing the number of PSAPs to two from the current four PSAPs as required by Public Act. The remaining PSAPs will be DeKalb County Sheriff Department and DeKalb Police Department and the two decommissioned PSAPs will be Sandwich Police Department and Northern Illinois Police Department (NIU). DeKalb County serves a population of 105,160 without the Northern Illinois University student population.

The DeKalb County Sheriff PSAP will have seven E 9-1-1 positions and will answer Police, Fire and EMS emergency calls for the City of Sandwich coverage area and the balance of the County except for City of DeKalb coverage area and NIU coverage area. The Police, Fire and EMS emergency calls will be direct radio dispatched via a digital radio system as required by the Public Act and Administrative Code Part 1324 and 1325. A copy of the updated IGA is attached.

The DeKalb Police Department has four E 9-1-1 positions today to answer the Police, Fire and EMS emergency calls for City of DeKalb coverage area and NIU coverage area. All City of DeKalb coverage area for Police, Fire and EMS emergency calls, excluding the Police calls for NIU coverage area, DeKalb Police will direct dispatch on a digital radio system. The emergency Police calls for NIU will be direct radio dispatched via the NIU radio frequency that is built into the DeKalb Police radio consoles as required by the Public Act and Administrative Code Part 1324 and 1325. A copy of the updated IGA is attached.

DeKalb County Sheriff and DeKalb Police Department PSAPs will back up each other as they do today. With the implementation of the new radio system both PSAPs will have the full ability to direct dispatch Police, Fire and EMS emergency calls for DeKalb County. A copy of that agreement is attached. Both PSAPs also have a CAD to CAD connection for the two CAD servers to help with the backup dispatch process. Both PSAPs will also have the DeKalb County wide map data in the CAD. New recorders were installed in September 2017 in order to implement the consolidation and interface to the new NG 9-1-1 System to be able to record data for text messaging.

All dispatchers in the two certified PSAPs are EMD certified with Illinois Department Public Health and will use that protocol on all emergency EMD.

DeKalb ETSB will work with our System Provider to route the two E 9-1-1 ESNs and GIS coverage area for the two PSAPS that will be decommissioned to send the emergency calls to the correct PSAP for the consolidation, for wire line, wireless and VoIP emergency calls.

## FINANCIAL INFORMATION

Name of ETSB(s) that are being dissolved

Total Reserves to be transferred to the Joint ETSB

\_\_\_\_\_ \$ \_\_\_\_\_

\_\_\_\_\_ \$ \_\_\_\_\_

### Dispatch Staff and Positions

15 Number of answering positions prior to the consolidation (total for all entities)

<sup>11</sup> Number of answering positions in the consolidated system

\_\_\_\_ Number of full time dispatchers/call takers prior to the consolidation (total for all entities)

\_\_\_\_Number of full time dispatchers/call takers in the consolidated system

\_\_\_\_\_ Number of part time dispatchers/call takers prior to the consolidation (total for all entities)

\_\_\_\_Number of part time dispatchers/call takers in the consolidated system

Total amount (and percentage) of salaries paid for by 9-1-1 authority prior to consolidation:

\$ \_\_\_\_\_ 10 %

Total amount (and percentage) of salaries to be paid for by 9-1-1 authority after consolidation:

\$ \_\_\_\_\_ 10 %

9-1-1 Network Cost (per year)

a) Total network cost for each entity prior to the consolidation \$ \_\_\_\_\_

b) Total network cost of consolidated system \$ \_\_\_\_\_

c) Net change in network costs: \$ 0.00

If no cost savings in network please explain:

[illegible]

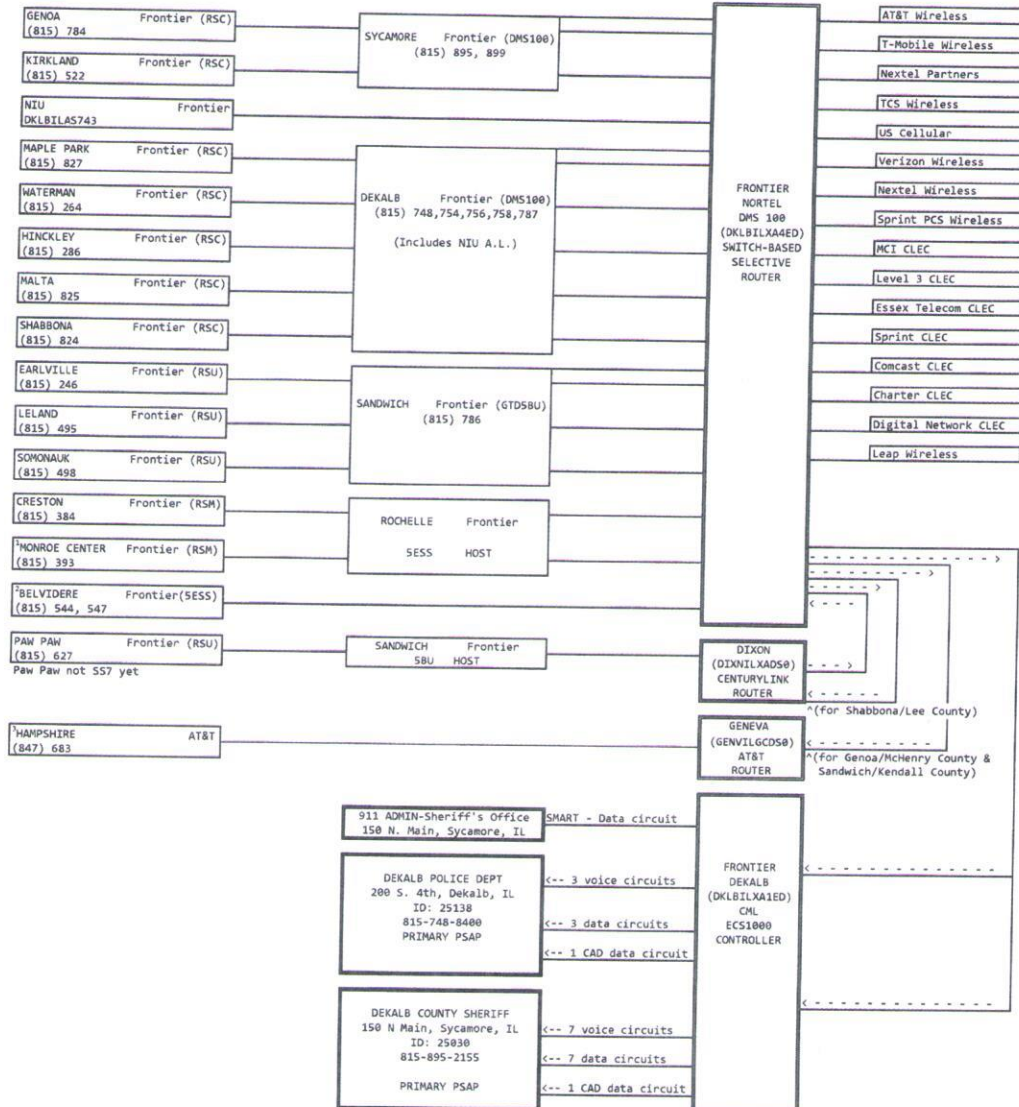




# 9-1-1 SYSTEM NETWORK DIAGRAM DEKALB COUNTY IL

**Frontier**  
COMMUNICATIONS  
9-1-1 Public Safety

DRAFT DIAGRAM FOR PROPOSED PLAN MODIFICATION



\*Monroe Ctr - Opted out to Ogle  
\*Belvidere - Opted out to Boone  
\*Hampshire - Opted out to Kane

01-31-2019  
NWJ  
Removed NIU PSAP for modification proposal  
Removed Sandwich IL PSAP for modification proposal



## Inter Government Agreement

09-21-17

For 9-1-1 Emergency Communications

This agreement is made between the Public Safety Answering Point, hereinafter referred to as "PSAP", and the Sandwich Police Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

### CALL HANDLING (Exhibit 8)

DeKalb County Sheriff PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio 460.550

Secondary: Telephone 815-786-7261

### AID OUTSIDE JURISDICTION BOUNDARY (Exhibit 9)

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 advisory and policy board.

DeKalb County Sheriff  
PSAP

By

Title

DeKalb County Sheriff  
ETSB

By

Title

Sandwich Police Department  
Agency

By

Title

Sandwich Police Chief

DeKalb County Sheriff

ETSB Chairman

## Inter Government Agreement

05-17-18

### For 9-1-1 Emergency Communications

This agreement is made between the Public Safety Answering Point, hereinafter referred to as "PSAP", and the Northern Illinois University Police Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

### CALL HANDLING (Exhibit 8)

DeKalb Police Department PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Radio StarCom Talk Group ID 80003571

Secondary: Telephone 815-753-1212

### AID OUTSIDE JURISDICTION BOUNDARY (Exhibit 9)

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 advisory and policy board.

DeKalb Police  
PSAP  
By Eugene Taylor  
Title Chief of Police

NIU Police  
Agency  
By Thomas Phillips  
Title Chief of Police

ETSB  
By James Curt  
Title Chairman



# AGREEMENT BETWEEN DEKALB CITY AND DEKALB COUNTY PSAP'S

06-27-18

## For 9-1-1 Emergency Communications

This agreement is made between the DeKalb City Public Safety Answering Point, hereinafter referred to as "DeKalb PSAP", and the DeKalb County Public Answering Point, hereinafter referred to as "DeKalb Co PSAP" for the purpose of effective handling, routing and dispatching of 9-1-1 Emergency calls. This document is in addition to the ETSB Policies.

### CALL HANDLING

When either PSAP receives a call for emergency services, outside their jurisdiction, the PSAP shall ascertain if the call can be routed to the appropriate jurisdiction by use of the designated icons in order of preference for the given agency. If the PSAP is unavailable, the call taker shall gather information from the caller, and then again ascertain if the call can be transferred. If the appropriate agency is still unavailable, the answering PSAP shall do the following: DeKalb PSAP shall switch to DKCountyFD frequency, check for emergency traffic in progress, set off the alert tones, and announce that there is a Fire/EMS/Law call, the location of the call and the information needed to affect a response, DeKalb Co PSAP, following the same procedure, shall announce, on DeKalb City main Police frequency, that there is a Fire/EMS/Law call, the location of the call and the information needed to affect a response. Each agency shall wait for an acknowledgement. If there is no acknowledgement in 15 seconds the agency shall repeat the process.

If the intended PSAP frequency is too busy or does not respond after the second attempt, using the above procedure, the receiving PSAP shall stay on the line with the caller, as per individual department policy, until the proper agency can be contacted and the information is relayed.

Once an emergency unit is dispatched in response to a request through this system, the answering PSAP will finish handling the call in the same manner they would handle any call. If EMD is needed, EMD shall be given. If the caller is comfortable hanging up, and the call taker needs no further information, the call can be terminated.

### EMERGENCY CALLS ON THE 10 DIGIT LINE WHEN PSAP'S ARE AVAILABLE

If either PSAP receives an emergency call on the non-emergency 10-digit line, the call should be transferred to the appropriate agency 10-digit dedicated line. The dedicated emergency line shall not be used to transfer 9-1-1 calls.

  
DeKalb PSAP

By LATOYA MARZ

Title COMMUNICATIONS COORDINATOR

Date 06-27-18

  
DeKalb Co PSAP

By VAN B BOMMAK

Title LIEUTENANT

Date 06-28-18

Original PSAP agreement was signed 09-13-12