

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: 10/05/2023

Type of Change: <input checked="" type="checkbox"/> Long Form Modification Plan <input type="checkbox"/> Short Form Modification Plan		
Current System Name:	Population Served	Land Area in Sq Miles
DuPage County ETSB	932708	331.68

[illegible]

911 System Contact: Linda M. Zerwin

Street Address: 421 County Farm Road

City, State and Zip Code: Wheaton, IL 60187

Office Telephone: (630) 550-7743

Cellular Telephone: (630) 878-2509

Email: linda.zerwin@dupagecounty.gov

Wireless Coverage for Consolidated System:

100 % Phase II compliant

_____ % Phase I compliant

Please check if applicable:

X NG9-1-1 capable

Receive 9-1-1 Text

Receive 9-1-1 Video

9-1-1 SYSTEM PROVIDER LETTER OF INTENT

January 6, 2024

(Date)

Lisa Wirtanen

(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 60543

(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,

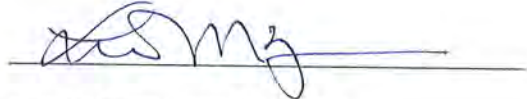


Linda M. Zerwin
Executive Director

enclosure: Modification Plan

VERIFICATION

I, Linda M. Zerwin, first being duly sworn upon oath, depose and say that I am 911 System Coordinator, of DuPage 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.



Linda M Zerwin, Executive Director

Subscribed and sworn to before me

this 17th day of January, 20 24.

Eve Kraus

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:

Next Generation 9-1-1 Modification Plan Narrative

The DuPage ETSB 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 DuPage ETSB 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.

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,

Plan Narrative:

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.

We are currently not receiving text at Addison Consolidated Communications center and the DuPage County Communication Center. Addison Consolidated Dispatch Center and DuPage Communications Center will back each other up. We do not have an Alternate route in place at this time.

Backup Plan for ACDC

1. DU-COMM
2. TBD
3. TBD

Backup Plan for DU-COMM

1. ACDC
2. TBD

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:

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
Addison	3 Friendship Plaza, Addison, 60101
Bartlett	228 S. Main St, Bartlett, 60103
Bensenville	345 E. Green St. Bensenville, 60106
Bloomingtondale	201 S. Bloomingtondale Rd. Bloomingtondale, 60108
Burr Ridge	7700 County Line Rd. Burr Ridge, 60527
Carol Stream	500 N. Gary Ave. Carol Stream, 60188
Clarendon Hills	448 Park Ave. Clarendon Hills, 60514
Darien	1710 Plainfield Rd. Darien, 60561
Downers Grove	825 Burlington Ave. Downers Grove, 60515
Unincorporated DuPage County	421 County Farm Rd. Wheaton, 60187
Elmhurst	125 E. First St. Elmhurst, 60126
DuPage County Forest Preserve	.S580 Naperville Rd, Wheaton 60189
Glen Ellyn	65 S. Park Blvd. Glen Ellyn, 60137
Glendale Heights	300 Civic Center Glendale Heights, 60139
Hanover Park	2011 W. Lake St. Hanover Park, 60103
Hinsdale	121 Symonds Dr. Hinsdale, 60521
Itasca	540 W. Irving Park Rd. Itasca, 60143
Lisle	5040 Lincoln Ave. Lisle, 60532
Lombard	235 E. Wilson Ave. Lombard, 60148
Oak Brook	1200 Oak Brook Rd. Oak Brook, 60523
Oakbrook Terrace	17W261 Butterfield Rd. Oakbrook Terrace, 60181
Roselle	103 S. Prospect, Roselle, 60172
Villa Park	40 S. Ardmore, Villa Park 60181
Warrenville	3S245 Warren Ave. Warrenville, 60555
West Chicago	325 Spencer St. West Chicago, 60185

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

[illegible]

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
Village of Burr Ridge	7700 County Line Road, Burr Ridge 60527	(630) 323-8181	X		
Village of Clarendon Hills	1 N. Prospect Ave, Clarendon Hills 60514	(630) 268-5420	X		
Village of Willowbrook	7760 Quincy St, Willowbrook 60527	(630) 323-8215	X		
Village of Addison	1 Friendship Plaza, Addison 60101	(630) 543-4100	X		
Village of Bartlett	225 S. Main, Bartlett 60103	(630) 837-0800	X		
Village of Bensenville	12 S. Center St, Bensenville 60106	(630) 766-8200	X		
Village of Carol stream	55 N. Gary, Carol Stream 60188	(630) 665-7050	X		
Village of Darien	1702 Plainfield Rd, Darien 60561	(630) 852-5000	X		
Village of Downers Grove	801 Burlington Ave, Downers Grove 60515	(630) 434-5500	X		
Village of Elmhurst	2019 York Street, Elmhurst	(630) 530-3050	X		
Village of Glen Ellyn	535 Duane St, Glen Ellyn 60137	(630) 469-5000	X		
Village of Glendale Heights	300 Civic Center Pl, Glendale Hts 60139	(630) 909-5302	X		
Village of Hanover Park	2121 W. Lake, Hanover Park 60133	(630) 823-5900	X		
Village of Hinsdale	19 E. Chicago, Hinsdale 60521	(630) 789-7000	X		
Village of Itasca	550 W. Irving Park Rd, Itasca	(630) 773-0835	X		
Village of Lisle	925 Burlington Ave, Lisle 60532	(630) 271-4100	X		
Village of Lombard	255 E Wilson, Lombard 60148	(630) 620-5700	X		
Village of Oak Brook	1200 Oak Brook Rd, Oak Brook 60523	(630) 368-5000	X		
Village of Oakbrook Terrace	17W275 Butterfield, Oakbrook Terr 60181	(630) 941-8300	X		
Village of Roselle	31 S. Prospect, Roselle 60172	(630) 980-2000	X		
Village of Villa Park	20 S. Ardmore, Villa Park 60181	(630) 834-8500	X		
Village of Warrenville	28W701 Stafford Pl, Warrenville 60555	(630) 393-5741	X		
Village of West Chicago	475 Main Street, West Chicago 60185	(630) 293-2200	X		
Village of Westmont	31 W. Quincy, Westmont 60559	(630) 981-6200	X		
Village of Wheaton	303 Wesley, Wheaton, 60187	(630) 260-2000	X		

PARTICIPATING AGENCIES

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9-1-1 Participant Agencies	Street Address, City, Zip Code	Administrative Telephone No.	Direct Dispatch	Transfer	Call Relay
Village of Winfield	27W465 Jewell Rd, Winfield 60190	(630) 933-7100	X		
Village of Wood Dale	404 N Wood Dale Rd, Wood Dale 60191	(630) 595-8545	X		
Village of Woodridge	5 Plaza Drive, Woodridge 60517	(630) 852-7000	X		
Addison FPD	10 S. Addison Rd, Addison 60101	(630) 628-3100	X		
Bartlett FPD	234 N Oak Ave, Bartlett 60103	(630) 837-3701	X		
Bloomingtondale FPD	179 S. Bloomingtondale, Bloomingtondale 60108	(630) 894-9080		X	
Carol Stream FPD	365 N Kihn Rd, Carol Stream 60188	(630) 668-4836	X		
Darien-Woodridge FPD	7550 Lyman Ave, Darien 60561	(630) 610-2200	X		
Glenside FPD	1608 N Bloomingtondale Glendale Hts 60139	(630) 668-5523		X	
Lisle-Woodridge FPD	1005 School St, Lisle 60532	(630) 964-2233	X		
Oakbrook Terrace FPD	17W400 Butterfield, Oakbrook Terr 60181	(630) 834-2759	X		
Warrenville FPD	3S472 Batavia Rd, Warrenville 60555	(630) 393-1381	X		
West Chicago FPD	200 Fremont, West Chicago 60185	(630) 231-2123	X		
Wood Dale FPD	589 N Wood Dale Rd, Wood Dale 60191	(630) 766-1147	X		
York Center FPD	1517 S Meyers Rd, Lombard 60148	(630) 627-1940	X		
Bensenville FPD	500 S York Rd, Bensenville 60106	(630) 350-3441			
Itasca FPD	520 W Irving Park Rd, Itasca 60143	(630) 773-1223			
Pleasantview FPD	1970 Plainfield Rd, LaGrange Hglds 60525	(708) 352-9229			
Tri-State FPD	236 Sunrise Avenue, Willowbrook 60527	(630) 323-6445			
Village of Bloomingtondale	201 Bloomingtondale Rd, Bloomingtondale 60108	(630) 890-7000			
DuPage Couty Sheriff	501 County Farm Rd, Wheaton 60187	(630) 407-2000			
DuPage Cty Forest Preserve	3S580 Naperville Rd, Wheaton 60189	(630) 933-7200			
Glen Ellyn Volunteer Fire Co	524 Pennsylvania Ave, Glen Ellyn 60137	(630) 469-5265			
Winfield FPD	27W530 High Lake Rd, Winfield 60190	(630) 653-5050			

ADJACENT AGENCIES LIST

Provide a list of public safety agencies and existing 9-1-1 Systems 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
Aurora Police	1200 E Indian Trail, Aurora 60505	(630) 256-5000
Berkeley Fire	5819 Electric Ave, Berkeley 60163	(708) 449-9444
Berkeley Police	5819 Electric Ave, Berkeley 60163	(510) 891-5900
Elgin Police	151 Douglas, Elgin 60120	(847) 289-2700
Hillside Fire	523 N Wolf Rd, Hillside 60162	(708) 449-6133
Hillside Police	425 N Hillside, Hillside 60162	(708) 547-8684
Illinois State Police	531 Sangamon, Springfield 62702	(217) 782-7345
Kane County Sheriff	37 W755 Il State Route 38, St. Charles 60175	(630) 232-6840
KANECOMM	719 S Batavia, Geneva 60134	(630) 232-8400
Naperville Police and Fire	1350 Aurora Ave, Naperville 60540	(630) 420-6197
Norcomm Public Safety Communications	2600 N Mannheim Rd, Franklin Park 60131	(630) 279-1778
Northlake Fire Protection	118 E. Parkview Rd, Northlake 60164	(708) 531-5755
Northlake Police	55 E. North Ave, Northlake 60164	(708) 562-3182
Northwest Central Dispatch	1975 E. Davis St, Arlington Heights 60005	(847) 398-1130
Office Of Emergency Management Chicago	1411 W. Madison St, Chicago 60607	(312) 746-9111
Orland Fire Protection	9790 W. 151 St, Orland Park 60462	(708) 349-0074
Southwest Central Dispatch	7611 W. College Drive, Palos Heights 60465	(708) 448-6180
Tri-Com Central Dispatch	3823 Karl Madsen Dr, St. Charles 60175	(630) 232-4739
Will County Sheriff Office	16911 W. Laraway Rd, Joliet 60433	(815) 727-6000
Western Will County Communication Center	24600 Presidential Ave, Plainfield 60544	(815) 267-8300
Cook County 9-1-1	9511 Harrison St, Des Plaines 60016	(847) 294-4744

CARRIER LISTING

(Wireline, Wireless, VoIP)

Provide a list of each carrier that will be involved in the proposed system.

(USE ADDITIONAL SHEETS AS NECESSARY)

[illegible]

9-1-1 System Name: DuPage ETSB

List of Carriers who submit local 9-1-1 Surcharge

Carrier Name	Contact Phone Number	Street Address	City	State	Zip Code
Wireline					
S Link	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
8x8, Inc.	(770) 240-8773	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
AT&T Illinois Bell	(770) 240-8849	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Access One	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Accessline	(770) 240-8773	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
A C N	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
ANPI Business, LLC	(949) 838-3300	18006 Skypark Circle, Ste.106	Irvine	CA	92614
Airespring		3838 Carson Street, Ste. 200	Torrance	CA	90503
Access Point, Inc.	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Apptix, inc.	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
AT&T Corp	(770) 240-8849	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Avayalive, Inc.	(908) 953-7364	211 Mt. Airy Road	Basking Ridge	NJ	7920
Birch	(770) 240-8815	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Block Line Systems		PO Box 720128	Oklahoma City	OK	73172-0218
Bridgeconnex / RTC	(678) 436-5590	3075 Breckinridge Boulevard, Ste. 425	Duluth	GA	30096-4981
Budget Prepay, Inc.		3838 Carson Street, Ste. 200	Torrance	CA	90503
BullsEye	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
ConnectMe, LLC	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Call One, Inc.	(312) 681-8329	2255 West Wacker Drive, 8th Floor	Chicago	IL	60606-1260
Cbeyond Comm, LLC	(770) 240-8815	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Cincinnati Bell	(770) 240-8889	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Clear Rate Comm	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Comtact21, LLC	(949) 838-3300	18006 Skypark Circle, Ste.106	Irvine	CA	92614
Converging Networks Group	(815) 602-8510	143 N Schuyler Ave	Kankakee	IL	60901
ESCO Technologies	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Digium Cloud or GS		6250 Shiloh Road, Ste. 240	Alpharetta	GA	30005
Dynalink	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
US Xchange of IL/ Earthlink	(512) 301-1808	4301 W William Cannon, Ste.B-150#291	Austin	TX	78749
Easton Telecom Services		3838 Carson Street, Ste. 200	Torrance	CA	90503
EDGE	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382

Enhanced Comm	(949) 838-3300	18006 Skypark Circle, Ste.106	Irvine	CA	92614
Essex Telecom	(303) 705-6522	400 Inverness Pkwy, Ste.330	Englewood	CO	80112
First Comm	(512) 301-1808	4301 W William Cannon, Ste.B-150#291	Austin	TX	78749
Granite Telecomm, LLC	(770) 240-8889	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Globalinx Enterprises, Inc.	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Interface Security Sys.LLC		3838 Carson Street, Ste. 200	Torrance	CA	90503
ITC Global Networks	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
Jive Comm	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Level 3 Comm., LLC	(949) 838-3300	18006 Skypark Circle, Ste.106	Irvine	CA	92614
Line Systems		PO Box 720128	Oklahoma City	OK	73172-0128
Lingo Inc., Bartlett		3838 Carson Street, Ste. 200	Torrance	CA	90503
Lingo Inc., DuPage		3838 Carson Street, Ste. 200	Torrance	CA	90503
Masergy Cloud Comm	(214) 442-5729	2740 N Dallas Pkwy, Ste.260	Plano	TX	75093
Matrix DuPage		3838 Carson Street, Ste. 200	Torrance	CA	90503
Matrix Oak Brook		3838 Carson Street, Ste. 200	Torrance	CA	90503
MCI Metro Access	(770) 240-8748	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
McGraw Comm., Inc.	(678) 436-5590	3075 Breckinridge Boulevard, Ste. 425	Duluth	GA	30096-4981
McLeod Telecom Services	(501) 748-5407	4001 Rodney Parham Road, Attn:Corp Tax - E911	Little Rock	AR	72212
Megapath Cloud Co	(770) 240-8889	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Megapath Corp.	(770) 240-8889	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Met Tel	(212) 607-2011	55 Water Street, 32 Floor	New York	NY	10041
Mitel	(770) 240-8801	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
motherG	(800) 676-7374	248 Spring Lake Dr.	Itasca	IL	60143
netFortris Acquisition Co.		PO Box 720128	Oklahoma City	OK	73172-0128
Network Innovations		5909 NW Expressway, Ste.101	Oklahoma City	OK	73132
New Global					
Nextiva	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
North American Tel	(678) 389-4989	1595 Peachtree Parkway, Suite 204-337	Cumming	GA	30041
Paetec / Windstream / Nuvox	(501) 748-5407	4001 Rodney Parham Road, Attn:Corp Tax - E911	Little Rock	AR	72212
PNG Telecom	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
Preferred Ling Distance	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
Premier Hosting	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Primus Telecomm.		3838 Carson Street, Ste. 200	Torrance	CA	90503
Quantum Shift / cCom Sol	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
Qwest / Centurytel Comm, LLC	(318) 340-5317	PO Box 4065	Monroe	LA	71211-4065
Ringcentral	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
Royal Phone Co, LLC	(847) 541-2775	750 W Lake Cook Road, Ste 110	Buffalo Grove	IL	60089

Sage Telecom Co.	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
The Sienna Group	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Single Path	(630) 812-2304	905 Parkview Blvd	Lombard	IL	60148
Small Office Systems	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
S-Net Comm	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Spectrocel, Inc.	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Sprint Comm. Co.	(913) 315-5777	6500 Sprint Parkway	Overland Park	KS	66251-5555
Star2Star	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
Stratus Networks	(678) 389-4989	1595 Peachtree Parkway, Suite 204-337	Cumming	GA	30041
Talk America Services	(501) 748-5407	4001 Rodney Parham Road, Attn: Corp Tax - E911	Little Rock	AR	72212
Talk America, Inc.	(501) 748-5407	4001 Rodney Parham Road, Attn: Corp Tax - E911	Little Rock	AR	72212
Telecom Man	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Thinking Phone	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Telco Experts	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Teleport LLC	(770) 240-8849	3100 Cumberland Boulevard, Ste. 700	Atlanta	GA	30339
Telesphere Networks, Ltd.	(913) 901-5071	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
TDS Metrocom, LLC	(770) 240-8889	3100 Cumberland Boulevard, Ste. 700	Atlanta	GA	30339
TNCI Operating Co.	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
TW Telecom	(303) 566-1000	10475 Park Meadow Drive	Littleton	CO	80124
Velocity		7130 Spring Meadow Dr. W	Holland	OH	43528
Woyzze Comm	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
WANetics	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
World Discount		1595 Peachtree Parkway, Suite 204-337	Cumming	GA	30041
WOW	(303) 600-1873	7887 E Belleview Ave, Ste. 1000	Englewood	CO	80111
Xclutel Comm	(512) 301-1808	4301 W William Cannon, Ste. B-150#291	Austin	TX	78749
XO Communications	(770) 240-8815	3100 Cumberland Boulevard, Ste. 700	Atlanta	GA	30339
Zayo Enterprise	(512) 301-1808	4301 W William Cannon, Ste. B-150#291	Austin	TX	78749
Ymax Bartlett	(310) 792-8081	3838 Carson Street, Ste. 200	Torrance	CA	90503
Ymax DuPage		3838 Carson Street, Ste. 200	Torrance	CA	90503
Ymax Roselle		3838 Carson Street, Ste. 200	Torrance	CA	90503
VoIP					
NOS Comm., Inc.	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Phone.com, Inc.	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Bandwidth.com, Inc.	(770) 240-8773	3100 Cumberland Boulevard, Ste. 700	Atlanta	GA	30339
Broadview Networks	(770) 240-8783	3100 Cumberland Boulevard, Ste. 700	Atlanta	GA	30339
Chicago Business VOIP	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Comcast IP	(215) 286-7347	One Comcast Center	Philadelphia	PA	19103

Comcast Phone of IL	(215) 286-7347
Data Net Systems, LLC	(913) 859-9674
eVolve Business	(770) 240-8889
eVolve IP, LLC	(913) 859-9674
Equivoice LLC	
Intelafone	(407) 260-1011
Intermedia Voice	(913) 859-9674
IP Networked Services	(770) 240-8773
Excalibur Technology	(847) 850-1150
nexVortex	(407) 260-1011
Telnet Worldwide, Inc.	(913) 859-9674
VoipStreet, Inc.	(407) 260-1011
Vonage Business Sol.	(913) 859-9674
Vonage Tax Account	(913) 859-9674
West IP Comm.	(913) 859-9674
Wireless	
AT&T	(414) 678-4986
Sprint PCS Nextel	1-866-398-3284
T-Mobile	973-292-5711
US Cellular	206-792-2152
Verizon	678-339-6300

One Comcast Center
8675 W 96th Street, Ste. 220
3100 Cumberland Boulevard, Ste. 700
8675 W 96th Street, Ste. 220
3838 Carson Street, Ste. 200
740 Florida Central Parkway, Ste. 2028
8675 W 96th Street, Ste. 220
3100 Cumberland Boulevard, Ste. 700
700 Fox Glen
740 Florida Central Parkway, Ste. 2028
8675 W 96th Street, Ste. 220
740 Florida Central Parkway, Ste. 2028
8675 W 96th Street, Ste. 220
8675 W 96th Street, Ste. 220
8675 W 96th Street, Ste. 220

845 N. 35th Street
6450 Sprint Parkway
12920 SE 38th Street
8410 W. Bryn Mawr #700
2 Verizon Place

Philadelphia	PA	19103
Overland Park	KS	66212-3382
Atlanta	GA	30339
Overland Park	KS	66212-3382
Torrance	CA	90503
Longwood	FL	32750
Overland Park	KS	66212-3382
Atlanta	GA	30339
Barrington	IL	60010
Longwood	FL	32750
Overland Park	KS	66212-3382
Longwood	FL	32750
Overland Park	KS	66212-3382
Overland Park	KS	66212-3382
Overland Park	KS	66212-3382
Milwaukee	WI	53208
Overland Park	KS	66251
Bellevue	WA	980006
Chicago	IL	60631
Alpharetta	GA	30004

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)
not applicable - no changes, 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-identity name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identity 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.

9-1-1 Authority

Public Safety Agency

By _____

By _____

Title _____

Title _____

TEST PLAN DESCRIPTION

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

See Attached

- 2) List wireline exchanges to be tested.

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

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

9-1-1 AUTHORITIES BACKUP AGREEMENT

For the purpose of effective handling and routing of 9-1-1 Emergency Calls, 9-1-1 Authority 9-1-1 Authority [Addison Consolidated Dispatch Center, ACDC] and [DuPage Public Safety Communications, DU-COMM] have entered into this Agreement pursuant to a framework established between participants of the 9-1-1 System (hereinafter the "Parties").

This Backup Agreement authorizes and directs the [Executive Director] of [DuPage Public Safety Communications] and the [Director of Communications] of [Addison Consolidated Dispatch Center] to enter into a 9-1-1 Authorities Backup Agreement ("AGREEMENT") to establish the procedures that enable management of emergency calls during prearranged, unanticipated, and exigent circumstances.

This AGREEMENT establishes the procedures to follow during such circumstances.

The headings contained in this AGREEMENT are for convenience of reference only and shall not affect in any way the meaning or interpretation of this AGREEMENT. As the Public Safety Answering Point's (PSAPs) name will be used to describe the PSAPs that answer 9-1-1 calls.

I. DEFINITIONS

Abandoned Call - A call placed to 9-1-1 when a PSAP is in an abandonment state/offline.

Contingency diversion - The capability of routing 9-1-1 calls to a designated alternate location(s) if all 9-1-1 trunks are busy or out of service due to a service interruption. May be activated upon request or automatically, if detectable, when call volume exceeds a designated threshold, 9-1-1 equipment fails, the PSAP itself is disabled, or other conditions causing the processing and answering of a 9-1-1 call to be compromised.

Exigent circumstances - Situation impacting 9-1-1 call processing in which the PSAP authority determines is sufficiently significant and pressing to divert calls from the PSAP to a predetermined alternate PSAP.

Primary [Diverting] PSAP - The PSAP which, by agreement, reroutes 9-1-1 calls to an alternate PSAP under prearranged, unanticipated, or exigent circumstances.

Prolonged event - An exigent circumstance of a lengthy duration and condition that causes the PSAP's authority to invoke contingency diversion of 9-1-1 calls from one PSAP to a predetermined receiving PSAP.

Backup [Receiving] PSAP - The PSAP which, by agreement, answers 9-1-1 calls for another PSAP under prearranged, unanticipated, or exigent circumstances.

9-1-1 AUTHORITIES BACKUP AGREEMENT

- B. Condition 2: Call diversion due to instances such as PSAP offline or evacuated (also known as abandonment) or call handling equipment is offline due to a network outage.
- i. The Backup PSAP will accept calls from the Primary PSAP when the Primary PSAP has invoked its abandonment state in the NGCS policy routing rules and the Backup PSAP is next in the rules queue. The Primary PSAP may have multiple alternate destinations provisioned ahead of the Backup PSAP which may assist in limiting the volume of calls diverted to its call queue. The Backup PSAP will make best efforts to deliver any answered call details under this provision back to the Primary PSAP for dispatch by:
 1. 1st Priority Method: 10-digit non-emergency line: (630) 260-9110
 2. 2nd Priority Method: Radio transmission on Starcom21 DuPage PSAP Point
 3. 3rd Priority Method: POTS Line: (630) 665-7233
- C. Condition 3: Call misrouted due to routing function, shared exchange, mobile caller or other reason.
- i. The Backup PSAP will accept calls from the Primary PSAP when misrouted calls are transferred.
- CI. Both ACDC and DU-COMM agree to place an overflow queue for each other on their call handling screens to manage inbound diverted 9-1-1 calls within thirty days (30) days of execution of this AGREEMENT. Each Party shall bear their own costs for equipment modification. Both Parties understand that diverted calls may be answered with a lower priority than the answering jurisdiction's [TYPES 9-1-1, text-to-911, 10-digit emergency, 10-digit non-emergency calls/admin and alarm calls].
- CII. During a call diversion event the Backup PSAP will audio record answered calls from the Primary PSAP. Recordings will be made available to the Primary PSAP upon request.
- CIII. During an emergency event lasting longer than [four] (4) continuing hours, the Primary Party will in good faith, make best efforts to send staff to the Backup PSAP to provide operational support and subject matter expertise to minimize impact to the Backup PSAP staff and operations.
- CIV. Parties will share their call handling and call documentation procedures to inform one another of the specifics of each other's operation. At a minimum, Parties will gather location information, call back number, nature of the call, and known safety information.

9-1-1 AUTHORITIES BACKUP AGREEMENT

The Parties entering into this AGREEMENT acknowledge that any modifications must be by mutual consent, in writing, with as advanced notice as possible considering the circumstances, and will be treated as an amendment to this AGREEMENT.

The 911 Administrator shall be notified when there are any modifications to, or termination of, this AGREEMENT.

9-1-1 AUTHORITIES BACKUP AGREEMENT

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9-1-1 AUTHORITIES BACKUP AGREEMENT

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 - 1. 1st Priority Method: Radio transmission on [Starcom DuPage County Talkgroup PSAP Point]
 - 2. 2nd Priority Method: 10-digit non-emergency/admin [630-458-4055]
 - 3rd Priority Method: Talk group [Starcom DuPage County Hailing Talkgroup]
- C. Condition 3: Call misrouted due to routing function, shared exchange, mobile caller or other reason.
- i. The Backup PSAP will accept calls from the Primary PSAP when misrouted calls are transferred.
- CI. Both ACDC and DU-COMM agree to place an overflow queue for each other on their call handling screens to manage inbound diverted 9-1-1 calls within thirty days (30) days of execution of this AGREEMENT. Each Party shall bear their own costs for equipment modification. Both Parties understand that diverted calls may be answered with a lower priority than the answering jurisdiction's [TYPES 9-1-1, text-to-911, 10-digit emergency, 10-digit non-emergency calls/admin and alarm calls].
- CII. During a call diversion event the Backup PSAP will audio record answered calls from the Primary PSAP. Recordings will be made available to the Primary PSAP upon request.
- CIII. During an emergency event lasting longer than [four] (4) continuing hours, the Primary Party will in good faith, make best efforts to send staff to the Backup PSAP to provide operational support and subject matter expertise to minimize impact to the Backup PSAP staff and operations.
- CIV. Parties will share their call handling and call documentation procedures to inform one another of the specifics of each other's operation. At a minimum, Parties will gather location information, call back number, nature of the call, and known safety information.

9-1-1 AUTHORITIES BACKUP AGREEMENT

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9-1-1 AUTHORITIES BACKUP AGREEMENT

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This Backup Agreement authorizes and directs the [Executive Director] of [DuPage Public Safety Communications] and the [Director of Communications] of [Addison Consolidated Dispatch Center] to enter into a 9-1-1 Authorities Backup Agreement ("AGREEMENT") to establish the procedures that enable management of emergency calls during prearranged, unanticipated, and exigent circumstances.

This AGREEMENT establishes the procedures to follow during such circumstances.

The headings contained in this AGREEMENT are for convenience of reference only and shall not affect in any way the meaning or interpretation of this AGREEMENT. As the Public Safety Answering Point's (PSAPs) name will be used to describe the PSAPs that answer 9-1-1 calls.

I. DEFINITIONS

Abandoned Call - A call placed to 9-1-1 when a PSAP is in an abandonment state/offline.

Contingency diversion - The capability of routing 9-1-1 calls to a designated alternate location(s) if all 9-1-1 trunks are busy or out of service due to a service interruption. May be activated upon request or automatically, if detectable, when call volume exceeds a designated threshold, 9-1-1 equipment fails, the PSAP itself is disabled, or other conditions causing the processing and answering of a 9-1-1 call to be compromised.

Exigent circumstances - Situation impacting 9-1-1 call processing in which the PSAP authority determines is sufficiently significant and pressing to divert calls from the PSAP to a predetermined alternate PSAP.

Primary [Diverting] PSAP - The PSAP which, by agreement, reroutes 9-1-1 calls to an alternate PSAP under prearranged, unanticipated, or exigent circumstances.

Prolonged event - An exigent circumstance of a lengthy duration and condition that causes the PSAP's authority to invoke contingency diversion of 9-1-1 calls from one PSAP to a predetermined receiving PSAP.

Backup [Receiving] PSAP - The PSAP which, by agreement, answers 9-1-1 calls for another PSAP under prearranged, unanticipated, or exigent circumstances.

9-1-1 AUTHORITIES BACKUP AGREEMENT

II. 9-1-1 EMERGENCY CALL HANDLING DISPATCH PROCEDURES AND PROTOCOLS

It is agreed by Addison Consolidated Communications Center (ACDC) and DuPage Public Safety Communications (DU-COMM) that contingency diversion of 9-1-1 calls may not be supported if the Backup PSAP is experiencing its own emergency or has its own need for overflow call handling support.

The exigent circumstances and conditions under which a contingency diversion activation may occur shall include, but are not limited to the need for PSAP evacuation, network failure, call handling equipment failure, unavailability of numerous workstations, or other conditions causing the processing and answering of a 9-1-1 call to be compromised.

The rerouting of all 911 calls to the Backup PSAP shall be done at the 911 routing level (Selective router or NG911 Core Services [NGCS]) to maintain the same level of service and information, and not routed to ten digit lines. If this is not capable, the substitute methods must be approved by the 911 Coordinator.

DU-COMM agrees to accept the following call types from ACDC:

- ☒ 911 Voice
- ☐ 911 Text
- ☒ 10-digit Emergency
- ☒ CAD-to-CAD Interface
- ☒ 10-digit Non-Emergency/Administrative (admin)
- ☐ Images/Video to 911

A. Condition 1: Call overflow due to instances such as PSAP busy condition or ring, no-answer due to full call queue.

- i. The Backup PSAP will accept overflow calls from ACDC when its call queue is full, or a call goes unanswered for a period of 57 seconds. The Backup PSAP will make best efforts to deliver any answered call details under this provision back to the PSAP's jurisdiction for dispatch by the following manner and in the following priority order:

1. 1st Priority Method: 10-digit non-emergency line: (630) 260-9110
2. 2nd Priority Method: Radio transmission on Starcom21 DuPage PSAP Point
3. 3rd Priority Method: POTS Line: (630) 665-7233

9-1-1 AUTHORITIES BACKUP AGREEMENT

- B. Condition 2: Call diversion due to instances such as PSAP offline or evacuated (also known as abandonment) or call handling equipment is offline due to a network outage.
- i. The Backup PSAP will accept calls from the Primary PSAP when the Primary PSAP has invoked its abandonment state in the NGCS policy routing rules and the Backup PSAP is next in the rules queue. The Primary PSAP may have multiple alternate destinations provisioned ahead of the Backup PSAP which may assist in limiting the volume of calls diverted to its call queue. The Backup PSAP will make best efforts to deliver any answered call details under this provision back to the Primary PSAP for dispatch by:
 1. 1st Priority Method: 10-digit non-emergency line: (630) 260-9110
 2. 2nd Priority Method: Radio transmission on Starcom21 DuPage PSAP Point
 3. 3rd Priority Method: POTS Line: (630) 665-7233
- C. Condition 3: Call misrouted due to routing function, shared exchange, mobile caller or other reason.
- i. The Backup PSAP will accept calls from the Primary PSAP when misrouted calls are transferred.
- CI. Both ACDC and DU-COMM agree to place an overflow queue for each other on their call handling screens to manage inbound diverted 9-1-1 calls within thirty days (30) days of execution of this AGREEMENT. Each Party shall bear their own costs for equipment modification. Both Parties understand that diverted calls may be answered with a lower priority than the answering jurisdiction's [TYPES 9-1-1, text-to-911, 10-digit emergency, 10-digit non-emergency calls/admin and alarm calls].
- CII. During a call diversion event the Backup PSAP will audio record answered calls from the Primary PSAP. Recordings will be made available to the Primary PSAP upon request.
- CIII. During an emergency event lasting longer than [four] (4) continuing hours, the Primary Party will in good faith, make best efforts to send staff to the Backup PSAP to provide operational support and subject matter expertise to minimize impact to the Backup PSAP staff and operations.
- CIV. Parties will share their call handling and call documentation procedures to inform one another of the specifics of each other's operation. At a minimum, Parties will gather location information, call back number, nature of the call, and known safety information.

9-1-1 AUTHORITIES BACKUP AGREEMENT

Parties will make a concerted effort to align with the call documentation procedures when handling calls from the other's jurisdiction.

- H. If a valid callback number is available, Parties will attempt to re-establish contact with abandoned calls. At a minimum, one callback should be performed to verify if an emergency exists when there are signs of distress, inaudibility, or a clear indication that emergency service is needed.
- I. When feasibly possible, DU-COMM will follow up with a radio, voice transmission, or TTY with the delivery of an email to (630-260-7512) of the available Computer-Aided Dispatch (CAD) record for DU-COMM calls.
- J. When feasibly possible, ACDC will follow up with a radio or voice transmission, or email with the delivery of a fax to (630-260-7512) of the available CAD record for DU-COMM calls.
- K. Within thirty (30) days of the execution of this AGREEMENT, the Parties agree to conduct and document the appropriate training of their respective staff on the processes and procedures agreed to by the Parties.
- L. The Parties agree to notify the other Party of a return to normal conditions (such as the re-occupation of an evacuated PSAP) at the earliest possible opportunity. The Primary PSAP will be responsible for returning services back to normal conditions.
- M. If ACDC or DU-COMM is compelled by Law to disclose any call information, it shall provide prompt written notice to the other Party. If the Parties cannot fail to quash the legal process requiring disclosure, both Parties understand the requested call information will be disclosed only to the extent necessary to satisfy the request.

III. UPDATES AND MODIFICATIONS TO THIS AGREEMENT

This agreement shall last for a period of one year from January 1, 2024__ through December 31, 2024__, and shall continue from year to year thereafter. If either party wishes to terminate this agreement, they shall provide the other party with at least 30 days written notice of such termination.

The Parties agree to review this Agreement on a bi-annual basis, at a minimum, to update any processes or understandings.

9-1-1 AUTHORITIES BACKUP AGREEMENT

The Parties entering into this AGREEMENT acknowledge that any modifications must be by mutual consent, in writing, with as advanced notice as possible considering the circumstances, and will be treated as an amendment to this AGREEMENT.

The 911 Administrator shall be notified when there are any modifications to, or termination of, this AGREEMENT.

9-1-1 AUTHORITIES BACKUP AGREEMENT

IV. EFFECTIVE DATES

This AGREEMENT shall take effect upon its signing by authorized representatives of each party.

Signatures:

[INSERT PARTY A's NAME HERE]

Signature:  Date: 1-9-24

Title: INTERIM Executive Director

[INSERT PARTY B's NAME HERE]

Signature:  Date: 1-18-24

Title: Director of Communications

9-1-1 AUTHORITIES BACKUP AGREEMENT

For the purpose of effective handling and routing of 9-1-1 Emergency Calls, 9-1-1 Authority 9-1-1 Authority [Addison Consolidated Dispatch Center, ACDC] and [DuPage Public Safety Communications, DU-COMM] have entered into this Agreement pursuant to a framework established between participants of the 9-1-1 System (hereinafter the "Parties").

This Backup Agreement authorizes and directs the [Executive Director] of [DuPage Public Safety Communications] and the [Director of Communications] of [Addison Consolidated Dispatch Center] to enter into a 9-1-1 Authorities Backup Agreement ("AGREEMENT") to establish the procedures that enable management of emergency calls during prearranged, unanticipated, and exigent circumstances.

This AGREEMENT establishes the procedures to follow during such circumstances.

The headings contained in this AGREEMENT are for convenience of reference only and shall not affect in any way the meaning or interpretation of this AGREEMENT. As the Public Safety Answering Point's (PSAPs) name will be used to describe the PSAPs that answer 9-1-1 calls.

I. DEFINITIONS

Abandoned Call - A call placed to 9-1-1 when a PSAP is in an abandonment state/offline.

Contingency diversion - The capability of routing 9-1-1 calls to a designated alternate location(s) if all 9-1-1 trunks are busy or out of service due to a service interruption. May be activated upon request or automatically, if detectable, when call volume exceeds a designated threshold, 9-1-1 equipment fails, the PSAP itself is disabled, or other conditions causing the processing and answering of a 9-1-1 call to be compromised.

Exigent circumstances - Situation impacting 9-1-1 call processing in which the PSAP authority determines is sufficiently significant and pressing to divert calls from the PSAP to a predetermined alternate PSAP.

Primary [Diverting] PSAP - The PSAP which, by agreement, reroutes 9-1-1 calls to an alternate PSAP under prearranged, unanticipated, or exigent circumstances.

Prolonged event - An exigent circumstance of a lengthy duration and condition that causes the PSAP's authority to invoke contingency diversion of 9-1-1 calls from one PSAP to a predetermined receiving PSAP.

Backup [Receiving] PSAP - The PSAP which, by agreement, answers 9-1-1 calls for another PSAP under prearranged, unanticipated, or exigent circumstances.

9-1-1 AUTHORITIES BACKUP AGREEMENT

II. 9-1-1 EMERGENCY CALL HANDLING DISPATCH PROCEDURES AND PROTOCOLS

It is agreed by Addison Consolidated Communications Center (ACDC) and DuPage Public Safety Communications (DU-COMM) that contingency diversion of 9-1-1 calls may not be supported if the Backup PSAP is experiencing its own emergency or has its own need for overflow call handling support.

The exigent circumstances and conditions under which a contingency diversion activation may occur shall include, but are not limited to the need for PSAP evacuation, network failure, call handling equipment failure, unavailability of numerous workstations, or other conditions causing the processing and answering of a 9-1-1 call to be compromised.

The rerouting of all 911 calls to the Backup PSAP shall be done at the 911 routing level (Selective router or NG911 Core Services [NGCS]) to maintain the same level of service and information, and not routed to ten digit lines. If this is not capable, the substitute methods must be approved by the 911 Coordinator.

DU-COMM agrees to accept the following call types from ACDC:

- ☒ 911 Voice
- ☒ 911 Text
- ☒ 10-digit Emergency
- ☒ CAD-to-CAD Interface
- ☒ 10-digit Non-Emergency/Administrative (admin)
- ☒ Images/Video to 911

- A. Condition 1: Call overflow due to instances such as PSAP busy condition or ring, no-answer due to full call queue.
- i. The Backup PSAP will accept overflow calls from (ACDC when its call queue is full, or a call goes unanswered for a period of [30 Seconds] seconds. The Backup PSAP will make best efforts to deliver any answered call details under this provision back to the PSAP's jurisdiction for dispatch by the following manner and in the following priority order:
 1. 1st Priority Method: Radio transmission on [Starcom DuPage County Talkgroup PSAP Point]
 2. 2nd Priority Method: 10-digit non-emergency/admin
[630-458-4055]
 3. 3rd Priority Method: Talk group [Starcom DuPage County Hailing Talkgroup]

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- B. Condition 2: Call diversion due to instances such as PSAP offline or evacuated (also known as abandonment) or call handling equipment is offline due to a network outage.
- i. The Backup PSAP will accept calls from the Primary PSAP when the Primary PSAP has invoked its abandonment state in the NGCS policy routing rules and the Backup PSAP is next in the rules queue. The Primary PSAP may have multiple alternate destinations provisioned ahead of the Backup PSAP which may assist in limiting the volume of calls diverted to its call queue. The Backup PSAP will make best efforts to deliver any answered call details under this provision back to the Primary PSAP for dispatch by:
 - 1. 1st Priority Method: Radio transmission on [Starcom DuPage County Talkgroup PSAP Point]
 - 2. 2nd Priority Method: 10-digit non-emergency/admin [630-458-4055]
 - 3rd Priority Method: Talk group [Starcom DuPage County Hailing Talkgroup]
- C. Condition 3: Call misrouted due to routing function, shared exchange, mobile caller or other reason.
- i. The Backup PSAP will accept calls from the Primary PSAP when misrouted calls are transferred.
- CI. Both ACDC and DU-COMM agree to place an overflow queue for each other on their call handling screens to manage inbound diverted 9-1-1 calls within thirty days (30) days of execution of this AGREEMENT. Each Party shall bear their own costs for equipment modification. Both Parties understand that diverted calls may be answered with a lower priority than the answering jurisdiction's [TYPES 9-1-1, text-to-911, 10-digit emergency, 10-digit non-emergency calls/admin and alarm calls].
- CII. During a call diversion event the Backup PSAP will audio record answered calls from the Primary PSAP. Recordings will be made available to the Primary PSAP upon request.
- CIII. During an emergency event lasting longer than [four] (4) continuing hours, the Primary Party will in good faith, make best efforts to send staff to the Backup PSAP to provide operational support and subject matter expertise to minimize impact to the Backup PSAP staff and operations.
- CIV. Parties will share their call handling and call documentation procedures to inform one another of the specifics of each other's operation. At a minimum, Parties will gather location information, call back number, nature of the call, and known safety information.

9-1-1 AUTHORITIES BACKUP AGREEMENT

Parties will make a concerted effort to align with the call documentation procedures when handling calls from the other's jurisdiction.

- H. If a valid callback number is available, Parties will attempt to re-establish contact with abandoned calls. At a minimum, one callback should be performed to verify if an emergency exists when there are signs of distress, inaudibility, or a clear indication that emergency service is needed.
- I. When feasibly possible, [DU-COMM] will follow up with a radio, voice transmission, or TTY with the delivery of an email to (630-495-1906) of the available Computer-Aided Dispatch (CAD) record for DU-COMM calls.
- J. When feasibly possible, ACDC will follow up with a radio or voice transmission, or email with the delivery of a fax to (630-495-1906) of the available CAD record for DU-COMM calls.
- K. Within thirty (30) days of the execution of this AGREEMENT, the Parties agree to conduct and document the appropriate training of their respective staff on the processes and procedures agreed to by the Parties.
- L. The Parties agree to notify the other Party of a return to normal conditions (such as the re-occupation of an evacuated PSAP) at the earliest possible opportunity. The Primary PSAP will be responsible for returning services back to normal conditions.
- M. If ACDC or DU-COMM is compelled by Law to disclose any call information, it shall provide prompt written notice to the other Party. If the Parties cannot fail to quash the legal process requiring disclosure, both Parties understand the requested call information will be disclosed only to the extent necessary to satisfy the request.

III. UPDATES AND MODIFICATIONS TO THIS AGREEMENT

This agreement shall last for a period of one year from January 1, 2024__ through December 31, 2024__, and shall continue from year to year thereafter. If either party wishes to terminate this agreement, they shall provide the other party with at least 30 days written notice of such termination.

The Parties agree to review this Agreement on a bi-annual basis, at a minimum, to update any processes or understandings.

9-1-1 AUTHORITIES BACKUP AGREEMENT

The Parties entering into this AGREEMENT acknowledge that any modifications must be by mutual consent, in writing, with as advanced notice as possible considering the circumstances, and will be treated as an amendment to this AGREEMENT.

The 911 Administrator shall be notified when there are any modifications to, or termination of, this AGREEMENT.

9-1-1 AUTHORITIES BACKUP AGREEMENT

IV. EFFECTIVE DATES

This AGREEMENT shall take effect upon its signing by authorized representatives of each party.

Signatures:

[INSERT PARTY A's NAME HERE]

Signature: _____

Date: _____

Title: _____

[INSERT PARTY B's NAME HERE]

Signature: _____

Date: _____

Title: _____

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: 02/12/2024

Type of Change: <input type="checkbox"/> Long Form Modification Plan <input checked="" type="checkbox"/> Short Form Modification Plan		
Current System Name:	Population Served	Land Area in Sq Miles
DuPage ETSB	932,708	331.68

[illegible]

911 System Contact: Linda Zerwin

Street Address: 421 County Farm Road

City, State and Zip Code: Wheaton, IL 60187

Office Telephone: (80) 550-7743

Cellular Telephone: (80) 878-2509

Email: Linda.Zerwin@dupageco.org

Wireless Coverage for Consolidated System:

100 % Phase II compliant

_____% Phase I compliant

Please check if applicable:

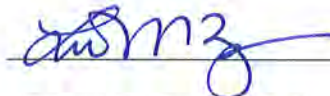
X NG9-1-1 capable

☐ Receive 9-1-1 Text

Receive 9-1-1 Video

VERIFICATION

I, Linda M. Zerwin, first being duly sworn upon oath, depose and say that I am 911 System Coordinator, of DuPage 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.



Linda M. Zerwin, Executive Director

Subscribed and sworn to before me

this 19 day of March, 20 24.



NOTARY PUBLIC, ILLINOIS



9-1-1 SYSTEM PROVIDER LETTER OF INTENT

March 19, 2024

(Date)

Lisa Wirtanen

(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 60543

(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) *LINORA M. Zerwin*

(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:

This is a plan modification within one system to move the DuPage County Sheriffs office from the Addison Consolidated Dispatch Center(ACDC) to the DuPage Public Safety Communications (DU-COMM). DuPage ETSB has two primary PSAPs serving 62 police and fire agencies (ACDC/18, DU-COMM/44). Wireline calls are routed to the appropriate PSAP. Wireless calls are routed to PSAPs based on the PSAP with the largest coverage area or density in population. Currently approximately 90% of 9-1-1 calls are wireless in the DuPage 9-1-1 System.

The Sheriff's PSAP will be moving on or around May 1, 2024. That contract with DU-COMM has not yet been finalized. As this is within one system, there are no changes in procedure for split exchanges, error corrections or updates.

There is no anticipated change in the annual costs or revenue with this modification because it is a consolidation within the DuPage ETSB 911 system.

FINANCIAL INFORMATION

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

\$ NA

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

\$ N/A

Installation cost of the project

\$ N/A

Anticipated annual revenues

\$ 14,000,000.00

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:

The two PSAPs currently share one Geo-diverse CPE systems. With the transition to NG 9-1-1 each PSAP, DU-COMM and ACDC, will migrate to two separate phone systems. The two PSAPS will be the principal backup for each other. DU-COMM and ACDC have worked with AT&T and Motorola to implement a configuration that will allow the capability of leveraging each others CPE in the event of a failure scenario. DU-COMM and ACDC will have each have a profile with a unique queue within their CPE system that has a separate URI that the PAD devices point to in the event of a failure at each location. Each PSAP also has the capability of forwarding their collection of 10 digit dial numbers to their respective configuration at the backup PSAP.

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
Addison	3 Friendship Plaza, Addison, 60101
Bartlett	228 S. Main St, Bartlett, 60103
Bensenville	345 E. Green St. Bensenville, 60106
Bloomington	201 S. Bloomington Rd. Bloomington, 60108
Burr Ridge	7700 County Line Rd. Burr Ridge, 60527
Carol Stream	500 N. Gary Ave. Carol Stream, 60188
Clarendon Hills	448 Park Ave. Clarendon Hills, 60514
Darien	1710 Plainfield Rd. Darien, 60561
Downers Grove	825 Burlington Ave. Downers Grove, 60515
Unincorporated DuPage County	421 County Farm Rd. Wheaton, 60187
Elmhurst	125 E. First St. Elmhurst, 60126
DuPage County Forest Preserve	.S580 Naperville Rd, Wheaton 60189
Glen Ellyn	65 S. Park Blvd. Glen Ellyn, 60137
Glendale Heights	300 Civic Center Glendale Heights, 60139
Hanover Park	2011 W. Lake St. Hanover Park, 60103
Hinsdale	121 Symonds Dr. Hinsdale, 60521
Itasca	540 W. Irving Park Rd. Itasca, 60143
Lisle	5040 Lincoln Ave. Lisle, 60532
Lombard	235 E. Wilson Ave. Lombard, 60148
Oak Brook	1200 Oak Brook Rd. Oak Brook, 60523
Oakbrook Terrace	17W261 Butterfield Rd. Oakbrook Terrace, 60181
Roselle	103 S. Prospect, Roselle, 60172
Villa Park	40 S. Ardmore, Villa Park 60181
Warrenville	3S245 Warren Ave. Warrenville, 60555
West Chicago	325 Spencer St. West Chicago, 60185

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

[illegible]

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
Burr Ridge Police	7700 County Line Road Burr Ridge 60527	(630) 323-8181	x	na	na
Clarendon Hills Police and Fire	1 N. Prospect Ave, Clarendon Hills 60514	(630) 268-5420	X		
Willowbrook Police	7760 Quincy ST, Willowbrook 60527	(630) 323-8215	X		
Addison Police	1 Friendship Plaza, Addison 60101	(630) 543-4100	X		
Bartlett Police	228 S. Main, Bartlett, 60103	(630) 837-0800	X		
Bensenville Police	12 S. Center St. Bensenville, 60106	(630) 766-8200	X		
Bloomingtondale Police	201 S. Bloomingtondale, Bloomingtondale 60108	(630) 893-7000	X		
Carol Stream Police	55 N. Gary, Carol Stream 60188	(630) 665-7050	X		
Darien Police	1702 Plainfield Rd, Darien 60561	(630) 852-5000	X		
Downers Grove Police and Fire	801 Burlington Downers Grove 60515	(630) 434-5500	X		
Elmhurst Police and Fire	209 York Street, Elmhurst	(630) 530-3050	X		
Glen Ellyn Police and Fire	535 Duane St, Glen Ellyn 60137	(630) 469-5000	X		
Glendale Heights Police	300 Civic Center Pl, Glendale Hts 60139	(630) 909-5302	X		
Hanover Park Police and Fire	2121 W. Lake St, Hanover Park 60133	(630) 823-5900	X		
Hinsdale Police and Fire	19 E. Chicago, Hinsdale 60521	(630) 789-7000	X		
Itasca Police and Fire	550 W. Irving Park Rd, Itasca	(630) 773-0835	X		
Usie Police	925 Burlington Ave., Lisle 60532	(630) 271-4100	X		
Lombard Police and Fire	255 E. Wilson Ave., Lombard 60148	(630) 620-5700	X		
Oak Brook Police and Fire	1200 Oak Brook Rd, Oak Brook 60523	(630) 368-5000	X		
Oakbrook Terrace Police and Fire	17W275 Butterfield, OakbrookTerrace 60181	(630) 941-8300	X		

If transferring please list the Secondary PSAPs in your system that you will transfer to:

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
Roselle Police and Fire	31 S. Prospect, Roselle 60172	(630) 980-2000	X		
Villa Park Police and Fire	20 S. Ardmore, Villa Park 60181	(630) 834-8500	X		
Warrenville Police	28W701 Stafford Pl, Warrenville 60555	(630) 393-5741	X		
West Chicago Police	475 Main Street, West Chicago 60185	(630) 293-2200	X		
Westmont Police and Fire	31 W. Quincy, Westmont 60559	(630) 981-6200	X		
Wheaton Police and Fire	303 Wesley, Wheaton, 60187	(630) 260-2000	X		
Winfield Police and Fire	27W465 Jewell Rd, Winfield 60190	(630) 933-7100	X		
Wood Dale Police	404 N. Wood Dale Rd., Wood Dale 60191	(630) 595-8545	X		
Woodridge Police	5 Plaza Drive, Woodridge 60517	(630) 852-7000	X		
Addison FPD	10 S. Addison Rd, Addison 60101	(630) 628-3100	X		
Bartlett FPD	234 N. Oak Ave, Bartlett, 60103	(630) 837-3701	X		
Bloomingtondale FPD	179 S. Bloomingtondale, Bloomingtondale 60108	(630) 894-9080		X	
Carol Stream FPD	365 N. Kuhn Rd, Carol Stream 60188	(630) 668-4836	X		
Darien-Woodridge FPO	7550 Lyman Ave, Darien 60561	(630) 610-2200	X		
Glenside FPO	1608 N. Bloomingtondale, Glendale Hts 60139	(630) 668-5323		X	
Lisle-Woodridge FPO	1005 School St, Lisle 60532	(630) 964-2233	X		
Oakbrook Terrace FPO	17W400 Butterfield, Oakbrook Terr 60181	(630) 834-2759	X		
Warrenville FPD	3S472 Batavia Rd, Warrenville 60555	(630) 393-1381	X		
West Chicago FPO	200 Fremont, West Chicago, 60185	(630) 231-2123	X		
Wood Dale FPD	589 N. Wood Dale Rd, Wood Dale 60191	(630) 766-1147	X		

If transferring please list the Secondary PSAPs in your system that you will transfer to:

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.

[illegible]

If transferring please list the Secondary PSAPs in your system that you will transfer to:

--

ADJACENT AGENCIES LIST

Provide a list of public safety agencies and existing 9-1-1 Systems 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
Aurora Police	1200 E Indian Trail, Aurora 60505	(630) 256-5000
Berkeley Fire	5819 Electric Ave, Berkeley 60163	(708) 449-9444
Berkeley Police	5819 Electric Ave, Berkeley 60163	(510) 891-5900
Elgin Police	151 Douglas, Elgin 60120	(847) 289-2700
Hillside Fire	523 N Wolf Rd, Hillside 60162	(708) 449-6133
Hillside Police	425 N Hillside, Hillside 60162	(708) 547-8684
Illinois State Police	531 Sangamon, Springfield 62702	(217) 782-7345
Kane County Sheriff	37 W755 II State Route 38, St. Charles 60175	(630) 232-6840
KANECOMM	719 S Batavia, Geneva 60134	(630) 232-8400
Naperville Police and Fire	1350 Aurora Ave, Naperville 60540	(630) 420-6197
Norcomm Public Safety Communications	2600 N Mannheim Rd, Franklin Park 60131	(630) 279-1778
Northlake Fire Protection	118 E. Parkview Rd, Northlake 60164	(708) 531-5755
Northlake Police	55 E. North Ave, Northlake 60164	(708) 562-3182
Northwest Central Dispatch	1975 E. Davis St, Arlington Heights 60005	(847) 398-1130
Office Of Emergency Management Chicago	1411 W. Madison St, Chicago 60607	(312) 746-9111
Orland Fire Protection	9790 W. 151 St, Orland Park 60462	(708) 349-0074
Southwest Central Dispatch	7611 W. College Drive, Palos Heights 60465	(708) 448-6180
Tri-Com Central Dispatch	3823 Karl Madsen Dr, St. Charles 60175	(630) 232-4739
Will County Sheriff Office	16911 W. Laraway Rd, Joliet 60433	(815) 727-6000
Western Will County Communication Center	24600 Presidential Ave, Plainfield 60544	(815) 267-8300
Cook County 9-1-1	9511 Harrison St, Des Plaines 60016	(847) 294-4744

CARRIER LISTING

(Wireline, Wireless, VoIP)

Provide a list of each carrier that will be involved in the proposed system.

(USE ADDITIONAL SHEETS AS NECESSARY)

[illegible]

9-1-1 System Name: DuPage ETSB

List of Carriers who submit local 9-1-1 Surcharge

Carrier Name	Contact Phone Number	Street Address	City	State	Zip Code
Wireline					
S Link	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
8x8, Inc.	(770) 240-8773	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
AT&T Illinois Bell	(770) 240-8849	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Access One	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Accessline	(770) 240-8773	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
A C N	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
ANPI Business, LLC	(949) 838-3300	18006 Skypark Circle, Ste.106	Irvine	CA	92614
Airespring	Qtr payments	3838 Carson Street, Ste. 200	Torrance	CA	90503
Access Point, Inc.	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Apptix, inc.	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
AT&T Corp	(770) 240-8849	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
AvayaLive, Inc.	(908) 953-7364	211 Mt. Airy Road	Basking Ridge	NJ	7920
Birch	(770) 240-8815	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Block Line Systems		PO Box 720128	Oklahoma City	OK	73172-0218
Bridgeconnex / RTC	(678) 436-5590	3075 Breckinridge Boulevard, Ste. 425	Duluth	GA	30096-4981
Budget Prepay, Inc.		3838 Carson Street, Ste. 200	Torrance	CA	90503
BullsEye	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
ConnectMe, LLC	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Call One, Inc.	(312) 681-8329	2255 West Wacker Drive, 8th Floor	Chicago	IL	60606-1260
Cbeyond Comm, LLC	(770) 240-8815	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Cincinnati Bell	(770) 240-8889	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Clear Rate Comm	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Comtact21, LLC	(949) 838-3300	18006 Skypark Circle, Ste.106	Irvine	CA	92614
Converging Networks Group	(815) 602-8510	143 N Schuyler Ave	Kankakee	IL	60901
ESCO Technologies	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Digium Cloud or GS		6250 Shiloh Road, Ste. 240	Alpharetta	GA	30005
Dynalink	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
US Xchange of IL/ Earthlink	(512) 301-1808	4301 W William Cannon, Ste.B-150#291	Austin	TX	78749
Easton Telecom Services		3838 Carson Street, Ste. 200	Torrance	CA	90503
EDGE	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382

Enhanced Comm	(949) 838-3300	18006 Skypark Circle, Ste.106	Irvine	CA	92614
Essex Telecom	(303) 705-6522	400 Inverness Pkwy, Ste.330	Englewood	CO	80112
First Comm	(512) 301-1808	4301 W William Cannon, Ste.B-150#291	Austin	TX	78749
Granite Telecomm, LLC	(770) 240-8889	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Globalinx Enterprises, Inc.	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Interface Security Sys.LLC		3838 Carson Street, Ste. 200	Torrance	CA	90503
ITC Global Networks	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
Jive Comm	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Level 3 Comm., LLC	(949) 838-3300	18006 Skypark Circle, Ste.106	Irvine	CA	92614
Line Systems		PO Box 720128	Oklahoma City	OK	73172-0128
Lingo Inc., Bartlett		3838 Carson Street, Ste. 200	Torrance	CA	90503
Lingo Inc., DuPage		3838 Carson Street, Ste. 200	Torrance	CA	90503
Masergy Cloud Comm	(214) 442-5729	2740 N Dallas Pkwy, Ste.260	Plano	TX	75093
Matrix DuPage		3838 Carson Street, Ste. 200	Torrance	CA	90503
Matrix Oak Brook		3838 Carson Street, Ste. 200	Torrance	CA	90503
MCI Metro Access	(770) 240-8748	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
McGraw Comm., Inc.	(678) 436-5590	3075 Breckinridge Boulevard, Ste. 425	Duluth	GA	30096-4981
McLeod Telecom Services	(501) 748-5407	4001 Rodney Parham Road, Attn:Corp Tax - E911	Little Rock	AR	72212
Megapath Cloud Co	(770) 240-8889	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Megapath Corp.	(770) 240-8889	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Met Tel	(212) 607-2011	55 Water Street, 32 Floor	New York	NY	10041
Mitel	(770) 240-8801	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
motherG	(800) 676-7374	248 Spring Lake Dr.	Itasca	IL	60143
netFortris Acquisition Co.		PO Box 720128	Oklahoma City	OK	73172-0128
Network Innovations		5909 NW Expressway, Ste.101	Oklahoma City	OK	73132
New Global					
Nextiva	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
North American Tel	(678) 389-4989	1595 Peachtree Parkway, Suite 204-337	Cumming	GA	30041
Paetec / Windstream / Nuvox	(501) 748-5407	4001 Rodney Parham Road, Attn:Corp Tax - E911	Little Rock	AR	72212
PNG Telecom	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
Preferred Ling Distance	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
Premier Hosting	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Primus Telecomm.		3838 Carson Street, Ste. 200	Torrance	CA	90503
Quantum Shift / cCom Sol	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
Qwest / Centurytel Comm, LLC	(318) 340-5317	PO Box 4065	Monroe	LA	71211-4065
Ringcentral	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
Royal Phone Co, LLC	(847) 541-2775	750 W Lake Cook Road, Ste 110	Buffalo Grove	IL	60089

Sage Telecom Co.	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
The Sienna Group	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Single Path	(630) 812-2304	905 Parkview Blvd	Lombard	IL	60148
Small Office Systems	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
S-Net Comm	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Spectrocel, Inc.	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Sprint Comm. Co.	(913) 315-5777	6500 Sprint Parkway	Overland Park	KS	66251-5555
Star2Star	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
Stratus Networks	(678) 389-4989	1595 Peachtree Parkway, Suite 204-337	Cumming	GA	30041
Talk America Services	(501) 748-5407	4001 Rodney Parham Road, Attn:Corp Tax - E911	Little Rock	AR	72212
Talk America, Inc.	(501) 748-5407	4001 Rodney Parham Road, Attn:Corp Tax - E911	Little Rock	AR	72212
Telecom Man	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Thinking Phone	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Telco Experts	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Teleport LLC	(770) 240-8849	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Telesphere Networks, Ltd.	(913) 901-5071	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
TDS Metrocom, LLC	(770) 240-8889	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
TNCI Operating Co.	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
TW Telecom	(303) 566-1000	10475 Park Meadow Drive	Littleton	CO	80124
Velocity		7130 Spring Meadow Dr. W	Holland	OH	43528
Woyzze Comm	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
WANetics	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
World Discount		1595 Peachtree Parkway, Suite 204-337	Cumming	GA	30041
WOW	(303) 600-1873	7887 E Bellevue Ave, Ste.1000	Englewood	CO	80111
Xclutel Comm	(512) 301-1808	4301 W William Cannon, Ste.B-150#291	Austin	TX	78749
XO Communications	(770) 240-8815	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Zayo Enterprise	(512) 301-1808	4301 W William Cannon, Ste.B-150#291	Austin	TX	78749
Ymax Bartlett	(310) 792-8081	3838 Carson Street, Ste. 200	Torrance	CA	90503
Ymax DuPage		3838 Carson Street, Ste. 200	Torrance	CA	90503
Ymax Roselle		3838 Carson Street, Ste. 200	Torrance	CA	90503
VoIP					
NOS Comm., Inc.	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Phone.com, Inc.	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Bandwidth.com, Inc.	(770) 240-8773	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Broadview Networks	(770) 240-8783	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Chicago Business VOIP	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Comcast IP	(215) 286-7347	One Comcast Center	Philadelphia	PA	19103

Comcast Phone of IL	(215) 286-7347	One Comcast Center	Philadelphia	PA	19103
Data Net Systems, LLC	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
eVolve Business	(770) 240-8889	3100 Cumberland Boulevard, Ste. 700	Atlanta	GA	30339
eVolve IP, LLC	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
Equivoice LLC		3838 Carson Street, Ste. 200	Torrance	CA	90503
Intelafone	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Intermedia Voice	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
IP Networked Services	(770) 240-8773	3100 Cumberland Boulevard, Ste. 700	Atlanta	GA	30339
Excalibur Technology	(847) 850-1150	700 Fox Glen	Barrington	IL	60010
nexVortex	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Telnet Worldwide, Inc.	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
VoipStreet, Inc.	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Vonage Business Sol.	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
Vonage Tax Account	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
West IP Comm.	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
Wireless					
AT&T	(414) 678-4986	845 N. 35th Street	Milwaukee	WI	53208
Sprint PCS Nextel	1-866-398-3284	6450 Sprint Parkway	Overland Park	KS	66251
T-Mobile	973-292-5711	12920 SE 38th Street	Bellevue	WA	980006
US Cellular	206-792-2152	8410 W. Bryn Mawr #700	Chicago	IL	60631
Verizon	678-339-6300	2 Verizon Place	Alpharetta	GA	30004

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).

There have been no changes to the back-up. Since the trunks are not changing there is no intention to test the back-up since this is an internal PSAP consolidation.

- 2) List wireline exchanges to be tested.

Sheriff's ESNs will be routed to ACDC. Since the exchanges for the unincorporated Sheriff's jurisdiction are the same as the incorporated municipalities, listing the exchanges would create confusion. See attached list of ESNs which will be routed to the DU-COMM. AT&T will open a bridge and will perform test calls per their procedure to confirm the ESNs are routed properly.

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

Some cell sectors will be rerouted to either DU-COMM, ACDC, Naperville or Northwest Central Dispatch based on provided coverage maps from AT&T, T-Mobile, and Verizon. Test calls will be performed by the carrier based on their current protocols.

Known VoIP providers include: Comcast, Comcast Phone of IL, NOS Comm, Phone.com, Bandwidth.com, Inc., Broadview Networks, Chicago Business VoIP, Data Net Systems, LLC, eVolve Business, eVolve IP, LLC, Equivoice, LLC, Intelaphone, Intermedia Voice, IP Networked Services, Excalibur Technology, nexVortex, Telnet Worldwide, Inc., VoipStreet, Inc., Vonage Business Sol, Vonage Tax Account, West IP Communication.

DuPage ETSB – Sheriff's PSAP ESNs that will move from ACDC to DU-COMM

ESN	POLICE AGENCY	FIRE/EMS AGENCY	CURRENT	NEW
281	DUPAGE SHERIFF	ARGONNE FIRE	ACDC	DUCOMM
282	DUPAGE SHERIFF	ADDISON FPD	ACDC	DUCOMM
283	DUPAGE SHERIFF	BARTLETT FPD	ACDC	DUCOMM
285	DUPAGE SHERIFF	BENSENVILLE FPD	ACDC	DUCOMM
287	DUPAGE SHERIFF	BLOOMINGDALE FPD	ACDC	DUCOMM
288	DUPAGE SHERIFF	CAROL STREAM FPD	ACDC	DUCOMM
290	DUPAGE SHERIFF	DARIEN WOODRIDGE FPD	ACDC	DUCOMM
291	DUPAGE SHERIFF	DOWNERS GROVE FPD	ACDC	DUCOMM
293	DUPAGE SHERIFF	GLENSIDE FPD	ACDC	DUCOMM
295	DUPAGE SHERIFF	HINSDALE FIRE	ACDC	DUCOMM
296	DUPAGE SHERIFF	HANOVER PARK FPD	ACDC	DUCOMM
297	DUPAGE SHERIFF	ITASCA FPD	ACDC	DUCOMM
298	DUPAGE SHERIFF	LEMONT FPD	ACDC	DUCOMM
299	DUPAGE SHERIFF	LISLE WOODRIDGE FPD	ACDC	DUCOMM
300	DUPAGE SHERIFF	LOMBARD FPD	ACDC	DUCOMM
301	DUPAGE SHERIFF	MARYWOOD FPD	ACDC	DUCOMM
302	DUPAGE SHERIFF	NAPERVILLE FPD	ACDC	DUCOMM
304	DUPAGE SHERIFF	OAKBROOK TERRACE FD	ACDC	DUCOMM
305	DUPAGE SHERIFF	PLEASANTVIEW FD	ACDC	DUCOMM
306	DUPAGE SHERIFF	ROSELLE FPD	ACDC	DUCOMM
307	DUPAGE SHERIFF	SOUTH ELGIN FPD	ACDC	DUCOMM
308	DUPAGE SHERIFF	WESTMONT FIRE	ACDC	DUCOMM
309	DUPAGE SHERIFF	ST CHARLES FPD	ACDC	DUCOMM
310	DUPAGE SHERIFF	TRI-STATE FPD	ACDC	DUCOMM
311	DUPAGE SHERIFF	VILLA PARK FD	ACDC	DUCOMM
312	DUPAGE SHERIFF	WARRENSVILLE FPD	ACDC	DUCOMM
313	DUPAGE SHERIFF	WEST CHICAGO FPD	ACDC	DUCOMM
314	DUPAGE SHERIFF	WHEATON FIRE	ACDC	DUCOMM
315	DUPAGE SHERIFF	WINFIELD FIRE	ACDC	DUCOMM
316	DUPAGE SHERIFF	WOOD DALE FPD	ACDC	DUCOMM
317	DUPAGE SHERIFF	YORK CENTER FD	ACDC	DUCOMM
319	DUPAGE SHERIFF	ELMHURST FD	ACDC	DUCOMM
320	DUPAGE SHERIFF	GLEN ELLYN FIRE	ACDC	DUCOMM
325	DUPAGE SHERIFF	AURORA FIRE	ACDC	DUCOMM

JAMES MENDRICK
SHERIFF



EDMOND MOORE
UNDERSHERIFF

COUNTY OF DUPAGE

February 15, 2024

Honorable Chairman Schwarze
ETSB Executive Director Zerwin
DuPage County ETSB

Please accept this letter as a notification that it is our desire and intent to move our dispatch services from the Addison Consolidated Dispatch Center (ACDC) to DUCOMM effective May 1, 2024. Staff from my office is currently working with DUCOMM to facilitate the transition and ACDC is aware of the pending change.

If there are any questions or further information needed, please do not hesitate to reach out.

Respectfully,

Sheriff James Mendrick

EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY

Consolidated 9-1-1 Services for DuPage County
421 N. County Farm Road, Wheaton, Illinois 60187
630-550-7743 ETSB911@dupageco.org

BOARD MEMBERS:

Mr. Greg Schwarze
Chairman
DuPage County Board
Representative

Mr. Mark Franz
Vice Chairman
Village of Glen Ellyn
DuPage Mayors & Managers
Conference Representative

Mrs. Gwen Henry, Ex-Officio
DuPage County Treasurer

Ms. Jean Kaczmarek, Ex-Officio
Secretary - DuPage County Clerk

Mr. Grant Eckhoff
DuPage County Board
Representative

Mr. Michael Guttman
DuPage Public Safety
Communication
(DU-COMM) Representative

Chief Erik Kramer
Addison Fire Protection District
DuPage County Fire Chiefs
Association Representative

Mr. Joseph Maranowicz
Village of Addison
DuPage Mayors & Managers
Conference Representative

Chief David Schar
Village of Winfield
DuPage County Police Chief
Association Representative

Mr. William Srejma
Addison Consolidated Dispatch
Center
(ACDC) Representative

Deputy Chief Eric Swanson
DuPage Sheriff's Office
Representative

Mr. Michael G. Tillman, RPL
Superior Air-Ground Ambulance
Services Inc.
Emergency Services Representative

Mr. Robert Toerpe
Public Representative

Ms. Yeena Yoo
DuPage County Board
Representative

Ms. Linda Zerwin
Executive Director
9-1-1 System Coordinator

EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY ENHANCED 9-1-1 CALL HANDLING AGREEMENT

This agreement is made this 1 day of May, 20 , between:

DUPAGE PUBLIC SAFETY COMMUNICATIONS CENTER (DU-COMM), "PSAP" and DU PAGE COUNTY SHERIFF'S OFFICE, "Agency"

The purpose of the Enhanced 9-1-1 System is to provide the most convenient and efficient emergency service possible to the citizens of DuPage County and its municipalities. In recognition of this purpose, the following call handling agreement has been devised to facilitate call answering between the parties.

9-1-1 calls received at the Primary Public Safety Answering Point, ("PSAP") for the ("Agency") shall be directly dispatched by two-way radio for the purpose of responding to the emergency.

As a secondary means, Agency will be notified by direct ring down.

The Primary PSAP management agrees to keep all records, times and places of the calls on file as specified herein. All such records shall be available to the "Agency." The PSAP shall maintain records as required by the Illinois Commerce Commission and the Emergency Telephone System Board of DuPage County.

Agency will maintain a seven digit phone number which shall be utilized for the receipt of all calls that of an administrative nature. That telephone number is: 630-407-2400 [insert phone number].

In instances where an agency refuses a 9-1-1 request from a PSAP on the basis that the request is out of the jurisdictional boundaries, the PSAP's telecommunicator shall make every effort to re-determine the appropriate responding agency and complete the disposition of the call.

Once an agency [not the PSAP] begins to respond to a 9-1-1 request for service and subsequently determines the address is outside of its jurisdiction, it shall render aid without regard to jurisdictional boundaries until relieved. It is further understood that Agency is not agreeing to send its units throughout the entire 9-1-1 service area. It is contemplated that the area of response is in close proximity to Agency service area.

Any and all other responses outside of Agency service area, except as noted above, shall be made in accordance with established mutual aid procedures and agreements in effect at that time.

Agency will be responsible for maintaining the report of the 9-1-1 calls handled by the Agency and the disposition of each call received in accordance with

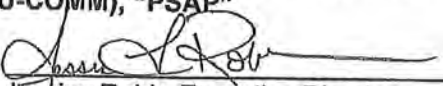
DUPAGE EMERGENCY TELEPHONE SYSTEM BOARD | 9-1-1

Rules and Regulations for Local Government Records retention as proscribed by the Illinois Secretary of State.

Any agreements or changes in agreements and operating policies must be approved by the

DUPAGE PUBLIC SAFETY COMMUNICATION (DU-COMM), "PSAP"

By


Jessica Robb, Executive Director

Date

4/1/2024

DU PAGE COUNTY SHERIFF'S OFFICE, "Agency"

By


James Mendrick, Sheriff

Date

4/2/2024

**PARTICIPATING AGENCY CALL HANDLING &
AID OUTSIDE JURISDICTIONAL BOUNDARIES
AGREEMENT**

9-1-1 EMERGENCY CALL HANDLING DISPATCH PROCEDURES:

This agreement is made between the Emergency Telephone System Board of DuPage County ("9-1-1 Authority") and DuPage County Sheriff's Office _____ (Participating "Public Safety Agency") for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

("9-1-1 Authority") DuPage Public Safety Communications Center (DU-COMM) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 911 Transfer 630-911-5338 _____ (state specific procedures - if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 630-911-5348 or Radio Starcom/IFERN _____ (state specific procedures - if radio frequency-identity frequency etc.)

Because of the move of the Sheriff's office to DU-COMM effective May 1, 2024, we will require new call handling agreements.

We have attached two copies of the agreement and a return postage paid return envelope for your convenience.

We ask your assistance in completing this form as part of our modification process with the State of Illinois 9-1-1 System Administrator.

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 is 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 agrees to keep all records, times, and the location 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.

DuPage ETSB

DuPage County Sheriff's Office

9-1-1 Authority Name _____

Public Safety Agency Name _____

Sig: 
911 System Coordinator

Signature 
Title SHERIFF

Title _____

Title _____

Date _____

Date 4/2/2024

EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY
PRIMARY AND SECONDARY PSAPS

PRIMARY PSAPS

March 11, 2024

	NAME	TYPE	LOCATION	Contact Information	# of Pos
1	ADDISON CONSOLIDATED DISPATCH CENTER (ACDC) FIRE Addison Fire Protection District Bensenville Fire Protection District Itasca Fire Protection District Pleasantview Fire Protection District Tri-State Fire Protection District Westmont Fire Department Wood Dale Fire Protection District POLICE Addison Police Department Bensenville Police Department Bloomingdale Police Department DuPage County Forest Preserve Police Glendale Heights Police Department Itasca Police Department Westmont Police Department Wood Dale Police Department	PRIMARY	1471 W. JEFFREY DRIVE ADDISON, IL 60101 Primary: 911 Transfer 630-911-5316 Secondary: 847-911-3112 or Radio contact on DuPage STARCOM, IFERN or PSAP point to point	Bill Srjema – Director bsrjema@addison-il.org 630-827-4851 Marilu Hernandez – Deputy Director / mhernandez@addison-il.org 630-827-4852	36
2	DUPAGE PUBLIC SAFETY COMMUNICATIONS (DU-COMM) FIRE Bartlett Fire Protection District Bloomingdale Fire Protection District Carol Stream Fire Protection District Clarendon Hills Fire Department Darien-Woodridge Fire Protection District Downers Grove Fire Department Elmhurst Fire Department Glen Ellyn Volunteer Fire Company Glenside Fire Protection District Hanover Park Fire Department Hinsdale Fire Department Lisle-Woodridge Fire Protection District Lombard Fire Department Oak Brook Fire Department	PRIMARY	420 N. COUNTY FARM ROAD WHEATON, IL 60187 Primary: 911 Transfer 630-911-5338 Secondary: 630-911-5348 or Radio contact on DuPage STARCOM, IFERN or PSAP point to point	Jessica Robb – Director jrobb@ducomm.org 630-260-7500 Tyler Benjamin – Acting Deputy Director / Operations tlamela@ducomm.org 630-260-7504	36

Oakbrook Terrace Fire Protection District Roselle Fire Department Villa Park Fire Department Warrenville Fire Protection District West Chicago Fire Protection District Wheaton Fire Department Winfield Fire Protection District York Center Fire Protection District POLICE Bartlett Police Department Burr Ridge Police Department Carol Stream Police Department Clarendon Hills Police Department Darien Police Department Downers Grove Police Department Elmhurst Police Department Glen Ellyn Police Department Hanover Park Police Department Hinsdale Police Department Lisle Police Department Lombard Police Department Oak Brook Police Department Oakbrook Terrace Police Department Roselle Police Department Villa Park Police Department Warrenville Police Department West Chicago Police Department Wheaton Police Department Willowbrook Police Department Winfield Police Department Woodridge Police Department DuPage County Sheriff				
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CALL HANDLING AGREEMENTS DISTRIBUTED

DUPAGE AGENCIES

ADDISON FIRE PROTECTION DISTRICT
ADDISON POLICE DEPARTMENT
BARTLETT FIRE PROTECTION DISTRICT
BARTLETT POLICE DEPARTMENT
BENSENVILLE FIRE PROTECTION DISTRICT
BENSENVILLE POLICE DEPARTMENT
BLOOMINGDALE FIRE PROTECTION DISTRICT
BLOOMINGDALE POLICE DEPARTMENT
BURR RIDGE POLICE DEPARTMENT
CAROL STREAM FIRE PROTECTION DISTRICT
CAROL STREAM POLICE DEPARTMENT
CLARENDON HILLS FIRE DEPARTMENT
CLARENDON HILLS POLICE DEPARTMENT
DARIEN POLICE DEPARTMENT
DARIEN-WOODRIDGE FIRE PROTECTION DISTRICT
DOWNERS GROVE FIRE DEPARTMENT
DOWNERS GROVE POLICE DEPARTMENT
DUPAGE COUNTY FOREST PRESERVE POLICE
ELMHURST FIRE DEPARTMENT
ELMHURST POLICE DEPARTMENT
GLEN ELLYN POLICE DEPARTMENT
GLEN ELLYN VOLUNTEER FIRE COMPANY
GLENDALE HEIGHTS POLICE DEPARTMENT
GLENSIDE FIRE PROTECTION DISTRICT
HANOVER PARK FIRE DEPARTMENT
HANOVER PARK POLICE DEPARTMENT
HINSDALE FIRE DEPARTMENT
HINSDALE POLICE DEPARTMENT
ITASCA FIRE PROTECTION DISTRICT
ITASCA POLICE DEPARTMENT
LISLE POLICE DEPARTMENT
LISLE-WOODRIDGE FIRE PROTECTION DISTRICT
LOMBARD FIRE DEPARTMENT
LOMBARD POLICE DEPARTMENT
OAK BROOK FIRE DEPARTMENT
OAK BROOK POLICE DEPARTMENT
OAKBROOK TERRACE FIRE PROTECTION DISTRICT
OAKBROOK TERRACE POLICE DEPARTMENT
PLEASANTVIEW FIRE PROTECTION DISTRICT
ROSELLE FIRE DEPARTMENT
ROSELLE POLICE DEPARTMENT
TRI-STATE FIRE PROTECTION DISTRICT
VILLA PARK FIRE DEPARTMENT
VILLA PARK POLICE DEPARTMENT
WARRENVILLE FIRE PROTECTION DISTRICT
WARRENVILLE POLICE DEPARTMENT
WEST CHICAGO FIRE PROTECTION DISTRICT
WEST CHICAGO POLICE DEPARTMENT
WESTMONT FIRE DEPARTMENT
WESTMONT POLICE DEPARTMENT
WHEATON FIRE DEPARTMENT
WHEATON POLICE DEPARTMENT
WILLOWBROOK POLICE DEPARTMENT
WINFIELD FIRE PROTECTION DISTRICT
WINFIELD POLICE DEPARTMENT
WOOD DALE FIRE PROTECTION DISTRICT
WOOD DALE POLICE DEPARTMENT
WOODRIDGE POLICE DEPARTMENT
YORK CENTER FIRE PROTECTION DISTRICT

DUPAGE ETSB PSAPS

ADDISON CONSOLIDATED DISPATCH CENTER (ACDC)
DU-COMM

EXTERNAL PSAPS

COOK COUNTY ETSB
ELGIN POLICE DEPARTMENT PSAP
ILLINOIS STATE POLICE DISTRICT CHICAGO PSAP
ILLINOIS STATE POLICE DISTRICT 2 PSAP
KANE COUNTY ETSB
KANECOMM
MID-SOUTH COMM ETSB
NAPERVILLE ETSB
LYONS TOWNSHIP AREA COMMUNICATIONS CENTER
NORTHWEST CENTRAL DISPATCH
OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATION
OF THE CITY OF CHICAGO
ORLAND CENTRAL (SAP)
PROVISO-LEYDEN JOINT 9-1-1 AUTHORITY
SOUTH WEST COOK COUNTY ETSB
SOUTHWEST CENTRAL DISPATCH
WILL COUNTY ETSB