

**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:

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
Northwest Central 9-1-1 System	515,000	

List PSAPs:	Primary	Secondary
Northwest Central Dispatch System	X	

911 System Contact: John Ferraro  
 Street Address: 1975 E. Davis Street  
 City, State and Zip Code: Arlington Heights, IL. 60005  
 Office Telephone: (847) 590-3407  
 Cellular Telephone: (708) 446-1037  
 Email: jferraro@nwcds.org

<p><b>Wireless Coverage for Consolidated System:</b>  <u>  100  </u> % Phase II compliant  <u>  100  </u> % Phase I compliant</p>	<p><b>Please check if applicable:</b>  <input checked="" type="checkbox"/> NG9-1-1 capable  <input checked="" type="checkbox"/> Receive 9-1-1 Text  <input type="checkbox"/> Receive 9-1-1 Video</p>
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# VERIFICATION

I, John Ferraro, first being duly sworn upon oath, depose and say that I am Executive Director, of Nothwest Central 9-1-1 System; 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.

John Ferraro  
[Signature]

Subscribed and sworn to before me

this 28 day of June, 20 22.

[Signature]  
NOTARY PUBLIC, ILLINOIS



# 9-1-1 SYSTEM PROVIDER LETTER OF INTENT

July 8, 2022

\_\_\_\_\_  
(Date)

Clint Strassburg, Sr. Specialist - Tech Project Mgmt

\_\_\_\_\_  
(9-1-1 System Provider Company Representative)

AT&T Services

\_\_\_\_\_  
(9-1-1 System Provider Company Name)

1606 Davitt St.

\_\_\_\_\_  
(Street Address)

Sault Sainte Marie, MI. 49783

\_\_\_\_\_  
(City, State, Zip Code)

Dear Mr. Strassburg \_\_\_\_\_:

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) *John Ferrara*

(Title) *Executive Director*

enclosure: Modification Plan

## Next Generation 9-1-1 Modification Plan Narrative

The Northwest Central 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 Northwest Central 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, 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 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.

Regarding text-to-9-1-1, NWCDS uses InDigital, with MSRP delivery through the Solacom phone system. Text-to-9-1-1 has been available in the NWCDS coverage area since 2014. Citizens are made aware of this capability through public education with information on the NWCDS website, on the NWCDS member Villages' websites, and various NWCDS social media accounts.

NWCDS backs up to the Cook County 9-1-1 dispatch center in Des Plaines, Illinois. NWCDS has a backup facility with complete CAD and phone redundancies (including a mirroring of all servers) at the Schaumburg Police

Department in Schaumburg, Illinois. NWCDS can staff the backup center at the Schaumburg Police Department either simultaneously or separately with our main facility in Arlington Heights. Cook County's dispatch center is utilized when we have to evacuate for an unforeseen issue. Cook County employees would answer 9-1-1 calls for the NWCDS service area, until our employees are in place at the backup center at the Schaumburg Police Department. The backup center is staffed regularly, including eight (8) times in the last two (2) years.

## 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:

- 1) The current and future 9-1-1 system provider is AT&T.
- 2) Northwest Central Dispatch System (NWCDS/NWC911) follows the National Emergency Number Association's Call-Answering standard, which is measured monthly. NWCDS is an Accredited Center of Excellence(ACE) with the International Academy of Emergency Dispatch (IAED) for Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch(EFD). All of NWCDS' training for both new hires and continuing education has been validated by the APCO Project 33 requirements, and NWCDS is partnered with the National Center for Missing and Exploited Children (NCMEC). That partnership involves meeting all requirements for call-receiving when dealing with calls for missing children.
- 3) The 9-1-1 system has full redundancy for our twelve (12) communities, including a backup center at the Schaumburg Police Department. Trunks are diversified and 9-1-1 calls can either be handled at NWCDS' main location in Arlington Heights, at the Schaumburg Police Department, or both at the same time. In the last couple of years, due to COVID-19, the backup center has been activated on eight (8) different occasions, for weeks at a time, to socially distance our staff. The Motorola Premier 1 CAD system has fully redundant servers at NWCDS and the backup location located at the Schaumburg Police Department with nearly simultaneous disaster recovery. No other 9-1-1 authorities share our equipment.
- 4) In January of 2021, NWCDS transitioned to the Solacom phone system. The system is NG9-1-1 ready and capable of transitioning from legacy wireline, wireless, and VOiP networks to the State's new system with AT&T. The staff at NWCDS have been following guidelines for GIS and ESInet implementation and implications. The backup at the Schaumburg Police Department will remain with dual connections to NWCDS (microwave and Comcast EVPL). NWCDS is scheduled to get the latest software upgrade from Solacom on June 30, 2022 (Version 21.3, Rev 2 HF1+HF2).
- 5) Split exchanges will be routed by the 9-1-1 provider, AT&T. One-button transfers will be programmed on the phone system for efficiency, in the event a call is routed incorrectly.



## Plan Narrative:

6) There are no changes to how the databases are maintained, which is an ongoing and daily process. Changes are submitted by users directly through the phone system, as they occur, such as MSAG changes. NWCDS utilizes Amazon cloud services for backup.

7) NWCDS has two (2) employees that are responsible for overseeing, maintaining, and updating the data. They work Monday - Friday and do not take the same extended time off. They are supervised by our Deputy Director - Support Services.

8) NWCDS maintains it's own facility with a non-advertised location. The facility has a large security fence around the entire property and access can only be gained by key-card or by allowed (bell notification) entry. NWCDS takes many steps to protect its networks including isolating the 9-1-1 network from other networks and outside access, Barracuda internet filtering, anti-virus programs, and email blocking. NWCDS has a contract with Prescient Solutions for our IT staff and resources. NWCDS recently implemented stricter password requirements and more frequent changes to those passwords. NWCDS has strict written directives dealing with confidentiality in place and a robust quality assurance process to ensure policies are being followed.

# FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs prior to modification	\$ <u>                    N/A                    </u>
Projected annual recurring 9-1-1 network costs after modification	\$ <u>                    N/A                    </u>
Installation cost of the project	\$ <u>                    TBD                    </u>
Anticipated annual revenues	\$ <u>                    N/A                    </u>

# FIVE YEAR STRATEGIC PLAN FOR MODIFIED PLAN

(Provide a detailed summary of the proposed system's operation, including but not limited to, a five-year strategic plan for implementation of the modified 9-1-1 plan with financial projections)

Narrative:

N/A
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# 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
Arlington Heights	33 S Arlington Heights Rd, Arlington Heights, IL. 60005
Barrington	200 S Hough St, Barrington, IL. 60010
Buffalo Grove	50 Raupp Bl, Buffalo Grove, IL. 60089
Elk Grove Village	901 Wellington Av, Elk Grove Village, IL. 60007
Hoffman Estates	1800 Hassell Rd, Hoffman Estates, IL. 60169
Inverness	1400 Baldwin Rd, Inverness, IL. 600067
Mount Prospect	50 S Emerson St, Mount Prospect, IL. 60056
Palatine	200 E Wood St, Palatine, IL. 60067
Prospect Heights	8 N Elmhurst Rd, Prospect Heights, IL. 60070
Rolling Meadows	3600 Kirtchoff Rd, Rolling Meadows, IL. 60008
Schaumburg	101 Schaumburg Ct, Schaumburg, IL. 60193
Streamwood	301 E Irving Park Rd, Streamwood, IL. 60107

## 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
Arlington Heights Police	See attached		X		
Arlington Heights Fire	See attached		X		
Barrington Police	See attached		X		
Barrington Fire	See attached		X		
Barrington Countryside Fire **	See attached		X		
Buffalo Grove Police	See attached		X		
Buffalo Grove Fire	See attached		X		
Elk Grove Village Police	See attached		X		
Elk Grove Village Fire	See attached		X		
Hoffman Estates Police	See attached		X		
Hoffman Estates Fire	See attached		X		
Inverness Police	See attached		X		
Mount Prospect Police	See attached		X		
Mount Prospect Fire	See attached		X		
Palatine Police	See attached		X		
Palatine Fire	See attached		X		
Palatine Rural Fire **	See attached		X		
Prospect Heights Police ***	See attached		X		
Rolling Meadows Police	See attached		X		
Rolling Meadows Fire	See attached		X		
Schaumburg Police	See attached		X		
Schaumburg Fire	See attached		X		
Streamwood Police	See attached		X		
Streamwood Fire	See attached		X		
	BC and PALR and contracts, PH fire w/RED		X		

**NWCDS EXECUTIVE COMMITTEE**

2021 Chairperson: Mount Prospect Fire Chief Dolan

<b>Municipality</b>	<b>Chief's Name/Address</b>	<b>Admin</b>	<b>Telephone</b>	<b>Fax</b>
AHPD	Police Chief Nick Pecora Arlington Heights Police Department 200 E. Sigwalt Street Arlington Heights, 60005 <a href="mailto:npecora@vah.com">npecora@vah.com</a>	Chief's Direct # Chief's Cell#	847-368-5311/04 847-368-5328 847-514-3602	847-368-5970
AHFD	Fire Chief Lance Harris Arlington Heights Fire Department 1150 N. Arlington Heights Road Arlington Heights, 60004 <a href="mailto:alarson@vah.com">alarson@vah.com</a>	Laura Hendricks  Chief's Direct # Chief's Cell #	847-368-5450  847-368-5455	847-368-5995
BAPD	Police Chief Dave Dorn Barrington Police Department 400 North Northwest Highway Barrington, IL 60010 <a href="mailto:ddorn@barrington-il.gov">ddorn@barrington-il.gov</a>	Chief's Direct # Chief's Cell#	847-304-3301 224-639-0368	
BAFD	Fire Chief John Christian Barrington Fire Department 400 North Northwest Highway Barrington, IL 60010 <a href="mailto:jchristian@barrington-il.gov">jchristian@barrington-il.gov</a>	Chief's Direct # Chief's Cell#	847-304-3601 847-561-5779	
BCFD	Fire Chief Jim Kreher Barrington Countryside Fire Protection Dist. 22222 N. Pepper Road Lake Barrington, IL 60010 <a href="mailto:jkreher@bcfpd.us">jkreher@bcfpd.us</a>	Main Line  Chief's Direct # Chief's Cell #	224-848-4800  224-848-4801 (847)878-1399	224-848-4848
BGPD	Police Chief Steven Casstevens Buffalo Grove Police Department 46 Raupp Boulevard Buffalo Grove, 60089 <a href="mailto:scasstevens@vbq.org">scasstevens@vbq.org</a>	Wilma Evaristo Main # Chief's Direct # Chief's Cell #	847-459-2575 847-459-2560 847-459-2574	847-459-5252
BGFD	Fire Chief Mike Baker Buffalo Grove Fire Department 1051 Highland Grove Drive Buffalo Grove, 60089 <a href="mailto:wbaker@vbq.org">wbaker@vbq.org</a>	Chief's Cell#	847-537-0995	847-537-7370
EGPD	Police Chief Chuck Walsh Elk Grove Village Police Department 901 Wellington Avenue Elk Grove Village, 60007 <a href="mailto:cwalsh@elkgrove.org">cwalsh@elkgrove.org</a>	Debbie Liberatore Chief's Direct # Chief's Cell #	847-357-4110 847-357-4111 847-456-2165	847-357-4115 847-357-4144
EGFD	Fire Chief Richard J. Mikel Elk Grove Village Fire Department 901 Wellington Avenue Elk Grove Village, 60007 <a href="mailto:rmikel@elkgrove.org">rmikel@elkgrove.org</a>	Debbie Weber  Chief's Direct #  Chief's Cell #	847-734-8001  847-734-8002  847-337-8002	847-734-8024  Station 7 Fax: 847-734-8070
HEPD	Police Chief Kasia Cawley Hoffman Estates Police Department 411 W. Higgins Road Hoffman Estates, 60169 <a href="mailto:Kasia.cawley@hoffmanestates.org">Kasia.cawley@hoffmanestates.org</a>	Christine Kasper  Chief's Direct # Chief's Cell #	847-781-2868  847-781-2803 224-651-6596	847-882-8423
HEFD	Fire Chief Alan Wax Hoffman Estates Fire Department 1900 Hassell Road Hoffman Estates, 60169 <a href="mailto:alan.wax@hoffmanestates.org">alan.wax@hoffmanestates.org</a>	Jill Wegehaupt  Chief's Direct # Chief's Cell #	847-843-4832  847-843-4828 847-343-3977	847-781-4849
INPD	Police Chief Robert Haas, Jr. Inverness Police Department 1415 Baldwin Road	Sheri Piasecki  Chief's Cell#	847-358-7766	847-358-8774

Inverness, IL 60067  
[bhaas@inverness-il.gov](mailto:bhaas@inverness-il.gov)

<b>MPPD</b>	<b>Police Chief Mike Eterno</b> Mount Prospect Police Department 112 E. Northwest Highway Mount Prospect, 60056 <a href="mailto:Jkoziol@mountprospect.org">Jkoziol@mountprospect.org</a>	Diane Rhode Chief's Direct #	847-818-5235 847-818-5234	847-392-1070
<b>MPFD</b>	<b>Fire Chief John Dolan</b> Mount Prospect Fire Department 111 E. Rand Road Mount Prospect, 60056 <a href="mailto:jdolan@mountprospect.org">jdolan@mountprospect.org</a>	Michele Kowalczyk Chief's Direct # Chief's Cell #	847-818-5256 847-870-5663 847-508-6782	847-818-5240

<b>Municipality</b>	<b>Chief's Name/Address</b>	<b>Admin</b>	<b>Telephone</b>	<b>Fax</b>
PAPD	<b>Police Chief Dave Daigle</b> Palatine Police Department 595 N. Hicks Road Palatine, 60067 <a href="mailto:ddaigle@palatine.il.us">ddaigle@palatine.il.us</a>	Kasia Cordell  Chief's Direct # Chief's Cell #	847-359-9010  847-359-9002 847-345-4518	847-359-9021
PAFD	<b>Fire Chief Patrick Gratziana</b> Palatine Fire Department 39 E. Colfax Palatine, 60067 <a href="mailto:pgratziana@palatine.il.us">pgratziana@palatine.il.us</a>	Sarah McKillop  Chief's Direct # Chief's Cell #	847-202-6340  847-202-6341 847-894-0042	847-202-6320
PRFD	<b>(Interim) Fire Chief Scott Mohr</b> Palatine Rural Fire Department 35 N. Ela Road Palatine, 60067 <a href="mailto:smohr@prfpd.org">smohr@prfpd.org</a>	Dawn Andriik  Chief's Cell#	847-991-8700 847-308-1900  847-651-2371	847-991-8789
PHPD	<b>Police Chief Jim Zawlocki</b> Prospect Heights Police Department 14 E. Camp McDonald Road Prospect Heights, 60070 <a href="mailto:jzawlocki@prospect-heights.org">jzawlocki@prospect-heights.org</a>	No Sec'y Chief's Extension  Chief's Cell #	847-398-5511 x101  	847-398-6080
RMFD	<b>Fire Chief Jeff Moxley</b> Rolling Meadows Fire Department 3201 Algonquin Road Rolling Meadows, 60008 <a href="mailto:moxley@cityrm.org">moxley@cityrm.org</a>	Lisa Norton (Logistics Coordinator)  Chief's cell OR	847-397-3352  630-209-4349 847-544-1933	
RMPD	<b>Police Chief John Nowacki</b> Rolling Meadows Police Department 3600 Kirchoff Road Rolling Meadows, 60008 <a href="mailto:nowackij@cityrm.org">nowackij@cityrm.org</a>	Linda Schendell	847-255-2416 x3001 847-870-9064	847-506-0298
SCPD	<b>Police Chief Bill Wolf</b> Schaumburg Police Department 1000 W. Schaumburg Road Schaumburg, 60194 <a href="mailto:gwolf@villageofschaumburg.com">gwolf@villageofschaumburg.com</a>	Jennifer Hellmer  Chief's Direct# Chief's Cell#	847-348-7326  	847-882-3846
SCFD	<b>Fire Chief Jim Walters</b> Schaumburg Fire Department 1601 N. Roselle Road Schaumburg, 60195 <a href="mailto:jwalters@schaumburg.com">jwalters@schaumburg.com</a>	Mary Newton  Chief's Cell #	847-923-6743  847-489-9106	847-885-6360
SWPD	<b>Police Chief Daryl Syre</b> Streamwood Police Department 401 E. Irving Park Road Streamwood, 60107 <a href="mailto:dsyre@streamwood.org">dsyre@streamwood.org</a>	Carol Dykstra  Chief's Direct #	630-736-3711  630-736-3715	630-837-9397
SWFD	<b>Fire Chief Christopher Clark</b> Streamwood Fire Department 1204 S. Park Ave. Streamwood, 60107 <a href="mailto:cclark@streamwood.org">cclark@streamwood.org</a>	Barbara Humphrey Chief's Direct #	630-736-3652 630-736-3655	630-830-3994



## 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
McHenry County ETSB	2200 N. Seminary Av.	(815) 337-7911
	Woodstock, IL. 60098	
QuadCom ETSB	505 Elm Ridge Rd.	(847) 428-7015
	Carpentersville, IL 60010	
Cook County ETSB	69 W. Washington St.	(847) 294-4744
	Chicago, IL. 60602	
Lake County Sheriff's Police	25 S. Martin Luther King Av.	(847) 549-5200
	Waukegan, IL. 60085	
Proviso-Leyden Joint 9-1-1 Authority	395 W. Lake St.	(630) 530-2991
	Elmhurst, IL. 60126	
Glenview (GPSDC)	2500 E. Lake St.	(847) 901-6111
	Glenview, IL. 60026	
Chicago OEMC	1411 W. Madison St.	(312) 743-1322
	Chicago, IL. 60607	
DuPage ETSB	421 N. County Farm Rd.	(630) 550-7743
	Wheaton, IL. 60187	
Wheeling PD	1 Community Bl.	(847) 459-2962
	Wheeling, IL. 60090	

# 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
Illinois State Police	9511 W. Harrison St.	(847) 294-4400
	Des Plaines, IL. 60016-1562	
Elgin Police Department	181 Douglas Av.	(847) 289-2700
	Elgin, IL. 60120-5503	
Cook County Sheriff's Police	9511 W. Harrison Av.	(847) 818-2810
	Des Plaine, IL. 60016-1562	
Cook County Forest Preserve Police	536 N. Harlem Av.	(708) 771-1001
	River Forest, IL. 60305	
		(708) 771-1001
R.E.D. Center	1842 Shermer Rd.	(847) 724-5700
	Northbrook, IL. 60062	



# CARRIER LISTING

(Wireline, Wireless, VoIP)

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

*(USE ADDITIONAL SHEETS AS NECESSARY)*

CARRIERS	STREET ADDRESS, CITY, ZIP CODE	TELEPHONE NUMBER
Sprint / T-Mobile	Ler3@t-mobile.com	(973) 292-8911
AT&T	lawson.dripps@att.com	(513) 657-6270
Verizon	zarine.parlenko@verizonwireless.com	(206) 792-2218

### 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