

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="checked" type="checkbox"/> Long Form Modification Plan <input type="checkbox"/> Short Form Modification Plan		
Current System Name:	Population Served	Land Area in Sq Miles
Kankakee County Emergency Telephone System Board	109,924	680

List PSAPs:	Primary	Secondary
KanComm	X	

911 System Contact: Tammy Peterson

Street Address: 2380 W. Station St

City, State and Zip Code: Kankakee, IL 60901

Office Telephone: (815) 937-3915

Cellular Telephone: (815) 545-8911

Email: tpeteterson@k3county.net

Wireless Coverage for Consolidated System:

100 % Phase II compliant
 % Phase I compliant

Please check if applicable:

NG9-1-1 capable
 Receive 9-1-1 Text
 Receive 9-1-1 Video

VERIFICATION

I, Tammy Peterson, first being duly sworn upon oath, depose and say that I am Director, of Kankakee County 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.

Tammy Peterson
Director

Subscribed and sworn to before me

this 1st day of November, 2022.

Michelle L Sadler
NOTARY PUBLIC, ILLINOIS



9-1-1 SYSTEM PROVIDER LETTER OF INTENT

August 1, 2022

(Date)

Lisa Wirtanen

(9-1-1 System Provider Company Representative)

AT&T

(9-1-1 System Provider Company Name)

4918 W. 95th St

(Street Address)

Oak Lawn, IL 60453

(City, State, Zip Code)

Dear Ms. Wirtanen :

This letter is to confirm our intent to modify our 9-1-1 System. Enclosed is your copy of our modification plan to be filed with the Department of the Illinois State Police for approval. Thank you for your assistance in this matter.

Sincerely,



(Name) Tammy Peterson
(Title) 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:

The Kankakee County 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 Kankakee County 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.

Plan Narrative:

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.

Grundy County will remain the backup PSAP to Kankakee; no change in this regard. In the event calls cannot be routed to Kankakee or there is a need to vacate the center, calls will be redirected to Grundy County. Personnel from Kankakee will relocate to the Grundy PSAP to assist in answering calls.

Kankakee County has been accepting TXT29-1-1 calls since February 2019 with Intrado being the TCC. Text calls are currently integrated into our VESTA system. The public continues to be educated on the ability to TXT29-1-1 at community events and promotional material.

There has been one change to our participating agencies. ELITE Ambulance replaces Superior Ambulance and that call handling agreement is being included in this plan filing.

FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs prior to modification	\$ _____
Projected annual recurring 9-1-1 network costs after modification	\$ _____
Installation cost of the project	\$ _____
Anticipated annual revenues	\$ _____

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
Kankakee County	189 E. Court St, Kankakee, IL 60901
Aroma Park	2200 S. Lowe Rd, Aroma Park, IL 60910
Bourbonnais	600 Main St NW, Bourbonnais, IL 60914
Bradley	147 S. Michigan Ave, Bradley, IL 60915
Cabery	110 E Main St, Cabery, IL 60919
Chebance	275 S. Oak St, Chebance, IL 60922
Essex	PO BOX 219, Essex, IL 60935
Granat Park	106 W. Talyor St, Grant Park, IL 60940
Herscher	272 E Second St, Herscher, IL 60941
Limestone	5404 W. Rte 17, Kankakee, IL 60901
Manteno	98 E Third St, Manteno, IL 60950
Momence	105 W. Washington St, Momence, IL 60954
Hopkins Park	13580 E. Central St, Pembroke Township, IL 60958
Reddick	104 W Lincoln St, PO BOX 54, Reddick, IL 60961
Bonfield	173 E Smith St, Bonfield, IL 60913
St Anne	190 W Station St, St Anne, IL 60964
Buckingham	121 Maple St, Buckingham, IL 60964
Union Hill	1 Center St, Union Hill, IL 60969
Sun River Terrace	7267 E Chicago St., Sun River Terrace, IL 60964
Irwin	4309 Main St, Kankakee, IL 60961

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
Limestone Fire	4948 W Rte 17, Kankakee, IL 60901	(815) 932-4664	x		
Manteno Fire	13 S. Walnut St, Manteno, IL 60950	(815) 468-6619	x		
Momence Fire	15 N Pine St, Momence, IL 60954	(815) 472-4525	x		
Pembroke Fire	PO Box 575, Hopkins Park, IL 60944	(815) 944-8129	x		
Pilot (Herscher) Fire	PO Box 671, Herscher, IL 60941	(815) 426-2143	x		
Reddick Fire	210 E Main St, PO Box 80, Reddick, IL 609	(815) 365-4911	x		
Salina Twp Fire	PO Box 126, Bonfield, IL 60913	(815) 935-1411	x		
St Anne Fire	PO Box 408, St Anne, IL 60964	(815) 427-6798	x		
Bourbonnais Fire	1080 Armour Rd, bourbonnais, IL 60914	(815) 935-9670	x		
Cabery Fire	211 E Main St, Cabery, IL 60919	(815) 949-1688	x		
Otto Fire	100 W. Chebanse Ave, PO Box 456, Cheba	(815) 697-2422	x		
Essex Fire		(815) 365-4588	x		
Grant Park Fire	12624 E Rte 1-17, Grant Park, IL 60940	(815) 465-6123	x		
Kankakee Twp Fire	PO Box 2407, Kankakee, IL 60901	(815) 933-2762	x		
Essex Police	219 W. Main St, PO Box 219, Essex, IL 609	(815) 365-2813	x		
St Anne Police	122 S. Chicago Ave, PO Box 318 St Anne 6	(815) 427-8126	x		
Momence Police	29 N Dixie Hwy, Momence, IL 60954	(815) 472-2021	x		
Grant Park Police	100 E. Taylor, PO Box 414, Grant Park, IL 6	(815) 465-2151	x		
Manteno Police	269 N Main St, Manteno, IL 60950	(815) 929-4801	x		
Herscher Police	PO Box 238, Herscher, IL 60941	(815) 426-2131	x		
Aroma Park Police	PO Box 117, Aroma Park, IL 60910	(815) 937-1240	x		
Riverside Ambulance	400 S. Kennedy Dr, Bradley, IL 60915	(815) 935-4359	x		
ELITE Ambulance	11551 West 184th Place, Orland Park, IL 60	(815) 472-6004	x		
Bourbonnais Police	700 Main St NW, Bourbonnais, IL 60914	(815) 802-5330	x		
Bradley Police	147 S. Michigan Ave, Bradley, IL 60915	(815) 933-3315	x		

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
Kankakee Police	285 E Oak St, Kankakee, IL 60901	(815) 933-0401	x		
Kankakee County Sheriff	3000 Justice Way, Kankakee, IL 60901	(815) 802-7100	x		
Bradley Fire	147 S Michigan Ave, Bradley, IL 60915	(815) 933-2401	x		
Kankakee Fire	285 E Oak St, Kankakee, IL 60901	(815) 933-0450	x		
Illinois State Police Dist 21	801 S. 7th St, suite 300A, Springfield, IL	(815) 844-3131		x	

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
		Essex Fire
	78 Lowery Rd., Morris, IL 60450	
Will County ETSB	16911 W. Laraway Rd, Suite 102, Joliet, IL 60433	(815) 277-2305
Ford County ETSB	PO Box 289, Paxton, IL 60957	(217) 418-9293
Vermillion Valley Regional ETSB	844 W. Lincoln St, Suite B, Pontiac, IL 61764	(815) 842-8081
Iroquois County 911	1001 E Grant St, Watseka, IL	(815) 432-6956
Illinois State Police	801 S. 7th St - 300A, Springfield, IL 62703	
Indiana State Police	1550 E 181st Ave, Lowell, IN 46356	(219) 696-6242
Lake County IN Sheriff	2293 N Main St, Crown Point, IN 46307	(219) 755-3400
Newton County Communication Center	304 E. Seymour St, Kentland, IN 47951	(888) 663-9866
		(888) 663-9866

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).

See attached

2) List wireline exchanges to be tested.

(815) 365, 949, 697, 932, 933, 935, 936, 937, 939, 468, 472, 426, 944, and 427

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

Access One, AT&T, CIMCO, COMCAST, FOCAL COMM, GLOBAL COMM, LEVEL 3, MCLEOD, PAETEC, SPRINT, VERISON BUSINESS, XO COMM

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

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

9-1-1 EMERGENCY CALL HANDLING DISPATCH PROCEDURES:

This agreement is made between the Kankakee County ETSB ("9-1-1 Authority")
and ELITE Ambulance (Participating "Public Safety Agency") for the
purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING KanComm
("9-1-1 Authority") receiving a call for emergency services in
your jurisdiction shall dispatch the call in the following manner:

Primary: Radio Dispatch New Paging 154.325 (state specific procedures - if radio frequency-
identity frequency number, if talk group-identify name, if telephone-identity telephone number)

Secondary: StarCom K3_Elite Amb (state specific procedures - if radio frequency-
identity frequency etc.)

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.

Kankakee County ETSB

9-1-1 Authority Name

Signature Jim Phelps
Digitally signed by Jim Phelps
Date: 2022.07.11 16:22:10
+0500

Title Chairman

Date 7-11-2022

Elite Ambulance

Public Safety Agency Name

Signature [Signature]

Title General Manager

Date 7-12-2022