

**ILLINOIS STATE POLICE**  
**Office of the Statewide 9-1-1 Administrator**




**State of Illinois**

**Application for**  
**9-1-1 Modification Plan**



# VERIFICATION

I, Brent Reynolds, first being duly sworn upon oath, depose and say that I am Director, of Glenview Public Safety Dispatch; 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.

  
1/25/2023

Subscribed and sworn to before me

this 25<sup>th</sup> day of JANUARY, 20 23.

  
NOTARY PUBLIC, ILLINOIS



# 9-1-1 SYSTEM PROVIDER LETTER OF INTENT

02/23/2023

\_\_\_\_\_  
(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 60453

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

Dear Lisa \_\_\_\_\_:

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,



Brent Reynolds  
Director of Public Safety Support Services

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:

Please see attached.

# FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs  
prior to modification \$ \_\_\_ N/A \_\_\_\_\_

Projected annual  
recurring 9-1-1 network costs after  
modification \$ \_\_\_ N/A \_\_\_\_\_

Installation cost of the project \$ \_\_\_ N/A \_\_\_\_\_

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



**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.

<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>State</b>	<b>Zip</b>	<b>Phone Number</b>
Cencom Dispatch	911 Lotus Dr	Round Lake Beach	IL	60073	(847) 270-9111
City of Chicago-OEMC for police and fire	1411 W. Madison St	Chicago	IL	60607	(312) 746-9378
Cook County Forest Preserve Police	9511 W Harrison	DesPlaines	IL	60016	(708) 771-1000
Cook County Sheriff Police	9511 W Harrison	DesPlaines	IL	60016	(773) 674-2276
Deerfield Bannockburn FPD	500 Waukegan Rd	Deerfield	IL	60015	(847) 945-4066
Deerfield Police Department	850 Waukegan Rd	Deerfield	IL	60015	(847) 945-8636
Des Plaines Fire Department	405 S River Rd	Des Plaines	IL	60016	(847) 391-5333
Des Plaines Police Department	1420 Miner St	DesPlaines	IL	60016	(847) 391-5400
Glencoe Public Safety	325 Hazel Ave	Glencoe	IL	60022	(847) 835-4112
Golf Police Department	1 Briar Rd	Golf	IL	60029	(847) 998-8857
Illinois State Police	801 S 7 <sup>th</sup> Street – 300A	Springfield, IL	IL	62703	(847) 294-4400
Illinois State Police Dist 15	2700 Ogden Avenue	Downers Grove	IL	60515	
Lake County ETSB	1300 S. Gilmer Rd	Volo	IL	60073	(847) 487-8163
Lake County Sheriff's Police	1303 N. Milwaukee Ave	Libertyville	IL	60085	(847) 377-4000
Libertyville Fire Department	1551 N. Milwaukee Avenue	Libertyville	IL	60048	(847) 362-5664
Mount Prospect Fire Department	112 E. Northwest Hwy	Mt Prospect	IL	60056	(847) 818-5253
Mount Prospect Police Department	112 E. Northwest Hwy	Mt Prospect	IL	60056	(847) 870-5656
Mundelein Fire Department	1000 N. Midlothian Rd	Mundelein	IL	60060	(847) 949-3260
Mundelein Police Department	221 N. Lake St	Mundelein	IL	60060	(847) 546-2127
North Chicago Fire Department	1850 Lewis Ave	North Chicago	IL	60064	(847) 596-8700
North Chicago Police Department	1850 Lewis Ave	North Chicago	IL	60064	(847) 596-8700
Northbrook Fire Department	740 Dundee Rd	Northbrook	IL	60062	(847) 272-2141
Northbrook Police Department	1401 Landwehr Rd	Northbrook	IL	60062	(847) 564-2060
Northfield Fire Department	1800 Winnetka Ave	Northfield	IL	60093	(847) 441-3800
Northwest Central Dispatch	1975 E. Davis St	Arlington Heights	IL	60005	(847) 398-1130
Park Ridge Fire Department	901 Devon Ave	Park Ridge	IL	60068	(847) 318-5283
Park Ridge Police Department	200 S Vine	Park Ridge	IL	60068	(847) 318-5252
Prospect Heights Fire Department	10 E Camp McDonald Rd	Prospect Heights	IL	60070	(847) 253-8060
Prospect Heights Police Department	14 E Camp McDonald Rd	Prospect Heights	IL	60070	(847) 398-5511
Round Lake Beach Police Department	1947 N. Municipal Way	Round Lake	IL	60073	(847) 546-2127
Round Lake Park Police Department	215 E. Main St	Round Lake Park	IL	60073	(847) 546-7275
Round Lake Police Department	741 W. Townline Rd	Round Lake	IL	60073	(847) 546-8112
Skokie Fire Department	7424 Niles Center Rd	Skokie	IL	60077	(847) 982-5300
Skokie Police Department	7300 Niles Center Rd	Skokie	IL	60077	(847) 982-5900
Wheeling Fire Department	499 S. Milwaukee Ave	Wheeling	IL	60090	(847) 459-2662
Wheeling Police Department	1 Community Blvd	Wheeling	IL	60090	(847) 459-2632
Wilmette Fire Department	1304 Lake Ave Ave	Wilmette	IL	60091	(847) 251-1101
Wilmette Police Department	710 Ridge Rd	Wilmette	IL	60091	(847) 256-1200

## 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
Glencoe Public Safety	325 Hazel Ave, Glencoe		X		
Glenview Fire Dept.	1225 Waukegan Rd, Glenview 60025		X		
Glenview Police Dept.	2500 East Lake Ave, Glenview 60026		X		
Grayslake Fire Protection Dist.	160 Hawley St, Grayslake 60030		X		
Grayslake Police Dept.	10 S Seymour Ave, Grayslake 60030		X		
Highland Park Fire Dept.	1130 Central Ave, Highland Park 60035		X		
Highland Park Police Dept.	1677 Old Deerfield Rd, Highland Park 60035		X		
Highwood Police Dept.	130 Highwood Ave, Highwood 60040		X		
Kenilworth Police Dept.	419 Richmond Rd, Kenilworth 60043		X		
Lake Bluff Fire Dept.	45 E Center Ave, Lake Bluff 60044		X		
Lake Bluff Police Dept.	45 E Center Ave, Lake Bluff 60044		X		
Lake Forest Fire Dept.	255 W Deerpath, Lake Forest 60045		X		
Lake Forest Police Dept.	255 W Deerpath, Lake Forest 60045		X		
Morton Grove Fire Dept.	8954 Shermer Rd, Morton Grove 60053			X	
Morton Grove Police Dept.	6101 Capulina Ave, Morton Grove 60053		X		
Niles Fire Dept.	8360 W Dempster St, Niles 60714			X	
Nile Police Dept.	7000 W Touhy Ave Niles 60714		X		
Northfield Fire Dept.	1800 Winnetka Ave, Northfield 60093			X	
Northfield Police Dept.	350 Walnut Ave, Northfield 60093		X		
Winnetka Kenilworth Fire Dept.	428 Green Bay Rd, Winnetka 60093			X	
Winnetka Police Dept.	410 Green Bay Rd, Winnetka, IL 60093		X		
Lindenhurst Police Dept	2300 E Grand Ave, Lindenhurst, IL 60046		X		

# 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
AT&T	308 S. Akard St., Ste. 100, Dallas, TX 75202	(210) 821-4105
Frontier	Norwalk, CT	(800) 921-8101
CBeyond	320 Interstate N. Parkway SE, Atlanta, GA 30339	(866) 424-5544
CIMCO	1701 JFK Boulevard, Philadelphia, PA 19103	(215) 286-1700
FOCAL	200 N LaSalle St., Ste 1100, Chicago, IL 60601	(312) 895-8400
GLOBALCOM	17000 Preston Rd., Ste 320, Dallas, TX 75248	(256) 432-2685
LEVEL 3	100 Centurylink Dr., Monroe, LA 71203	(318) 388-9000
MCLEOD	1770 Boyson Rd., Hiawatha, IA 52233	(319) 790-7000
MFS	2470 N. 150th, Omaha, NE 68116	(888) 638-6866
PAETEC	200 W. Adams St., Ste 1110, Chicago, IL 60606	(312) 924-9300
SPRINT	6100 Sprint Pkwy, Overland Park, KS 66251	(800) 829-0965
TDS METROCOM	525 Junction Rd., Ste. 6000, Madison, WI 53717	(608) 664-4000
XO COMM	13865 Sunrise Valley Drl, Herndon, VA 20171	(703) 547-2000
MCI	22001 Loudoun County Pkwy, Ashburn, VA	(888) 444-3333
WORLDCOM	Same as MCI	
Comcast	1701 JFK Boulevard, Philadelphia, PA 19103	(215) 286-1700
Metronet	3701 Communications Way, Evansville, IN 47715	(844) 684-0215
Verizon Wireless	1095 Avenue, New York, NY 10036	(212) 395-1000
T-Mobile	12920 SE 38th St., WA 98006	(425) 378-4000
AT&T Mobility	P.O. Box 97061, Redmond, WA 98073-9761	(800) 331-0500

# 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).

Please see attached plan.

2) List wireline exchanges to be tested.

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

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

The \_Glenview JETSB 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 \_Glenview JETSB 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. Currently Glenview doesn't offer Text-to-911 and has been waiting for the implementation of this new network and the statewide for texting to be offered. Once this is in place Glenview plans to implement and begin offering Text-to-911.

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.

The day to day back up plan is the Glenview south PSAP backing up Glenview North PSAP and Glenview North PSAP backing up the Glenview south PSAP. The Northbrook and CENCOM PSAP's are in effect predetermined alternate routes that in the event that the either the Glenview south PSAP or the Glenview North PSAP is not available to backup the other PSAP.

### 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