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

State of Illinois

Application for 9-1-1 Modification Plan

INTRODUCTION

The following document provides the application for submitting a 9-1-1 Modification Plan that will supply the Department of State Police (Department), the Illinois Commerce Commission (ICC), the Statewide 9-1-1 Advisory Board (Advisory Board) and the Statewide 9-1-1 Administrator (Administrator) with the necessary information about your proposal to modify your 9-1-1 system. All modified plans must comply with 83 Ill. Adm. Code Part 1325.

LONG FORM MODIFIED 9-1-1 PLAN:

The following 9-1-1 system changes require Administrator approval:

1) Changing boundaries that require an intergovernmental agreement between local governmental entities to exclude or include residents within the 9-1-1 jurisdiction
2) Changing or adding a 9-1-1 system provider
3) Changes in network configuration, except as provided for in subsection 1325.200(h), (i.e. implementation of a Next Generation 9-1-1 (NG9-1-1) system)
4) Change of Backup PSAP arrangement

The Modified Plan must include the following documents:

General Information	Contact and 9-1-1 System information.
Verification	Notarized statement of truth regarding information provided in the plan.
Letter of Intent	Letter that is sent to the 9-1-1 System Provider with a copy of the plan.
Plan Narrative	A summary of the changes of the proposed system's operation.
Financial Information	A summary of anticipated implementation costs and annual operating costs of the modified 9-1-1 system that are directly associated with 9-1-1 as well as the anticipated revenues.
5-Year Strategic Plan	A detailed plan for implementation and financial projections.
Communities Served	A list of all communities that are served by the 9-1-1 System.
Participating Agencies	A list of public safety agencies (Police, Fire, EMS, etc.) who are dispatched by the 9-1-1 System.
Adjacent Agencies	A list of public safety agencies (Police, Fire, EMS, etc.) that are adjacent to the 9-1-1 System's jurisdictional boundaries.

Attachments (if applicable):

Ordinance	Any local ordinances which dissolve an existing ETSB or creates a new ETSB.
Intergovernmental Agreement	Any intergovernmental agreements or MOU's creating a joint ETSB or any other agreements pertinent to the 9-1-1 system.
Contracts	Contract(s) with a 9-1-1 system provider or for NG-9-1-1 service.
Back-up PSAP Agreement	Establishes back-up and overflow services between PSAPs.
Network Diagram	Provided by the 9-1-1 system provider showing trunk routing and backup configuration.
Call Handling Agreements	Call handling agreements shall describe the primary and secondary dispatch method to be used by requesting parties within their respective jurisdictions.
Aid Outside Jurisdictional Boundaries Agreements	Aid outside normal jurisdictional boundaries agreements shall provide that 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.

Carrier Listing	A list of each carrier telephone company(s), exchange(s), prefix(es), and the various 9-1-1 System configurations that will be used in the proposed system.
Test Plan	The 911 System's overall plan detailing how and to what extent the network and data base will be tested.

These modified 9-1-1 Plans must be filed electronically on the Department's website at:

http://www.isp.state.il.us/Statewide911/statewide911.cfm where you will see the box below to submit your plan.

Once the plan is submitted, the Department and the ICC will have 20 days to provide a technical review of the plan to submit to the Administrator for approval.

SHORT FORM MODIFIED 9-1-1 PLAN:

The following modifications do not need to be submitted electronically on the Department's website.

The 9-1-1 Authority must provide written notification to the Administrator at 911_tech_support@isp.state.il.us at least 10 business days prior to making the following changes pursuant to Section 1325.200(h). After review, the Administrator will provide a letter of acknowledgment.

1) Permanent relocation of an existing PSAP or backup PSAP facility
2) Reduction in 9-1-1 trunks from the selective router to the PSAP
3) Further reduction of PSAPs within a 9-1-1 Authority beyond consolidation as required by the Act

The notification should include:

General Information	Contact and 9-1-1 System information.
Plan Narrative	A detailed summary of the changes in the proposed system's operation.

Attachments (if applicable):

Network Diagram	Provided by the 9-1-1 system provider showing trunk routing and backup configuration
Call Handling Agreements	Call handling agreements shall describe the primary and secondary dispatch method to be used by requesting parties within their respective jurisdictions.

911 GENERAL INFORMATION

DATE:

Type of Change:	☒ Long Form Modification Plan	☐ Short Form Modification Plan
Current System Name:	Population Served	Land Area in Sq Miles
Proviso-Leyden Joint ETSB	107,073	17.84

List PSAPs:	Primary	Secondary
NORCOMM 9-1-1	X	

911 System Contact: Donald Nielsen

Street Address: 2600 N. Mannheim Rd

City, State and Zip Code: Franklin Park, IL 60131

Office Telephone: (630) 903-2481

Cellular Telephone: (630) 816-5511

Email: dnielsen@norcomm911.com

Wireless Coverage for Consolidated System:

100 % Phase II compliant

100 % Phase I compliant

Please check if applicable:

☐ NG9-1-1 capable

☒ Receive 9-1-1 Text

☐ Receive 9-1-1 Video

VERIFICATION

I, Donald Nielsen, first being duly sworn upon oath, depose and say that I am Communications Director, of Proviso-Leyden JETSB; 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.

_____

_____

Subscribed and sworn to before me

this 11 day of March, 20 21.

_____

NOTARY PUBLIC, ILLINOIS

9-1-1 SYSTEM PROVIDER
LETTER OF INTENT

March 1st, 2021
(Date)

Ms. Lisa Wirtanen
(9-1-1 System Provider Company Representative)

AT&T Governmental Services
(9-1-1 System Provider Company Name)

2000 W. AT&T Center Drive
(Street Address)

Hoffman Estates, IL, 60192
(City, State, Zip Code)

Dear Lisa 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,

Donald Nielsen
PSAP Representative - Proviso Leyden Joint 911 Authority

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:

Narrative
With respect to narrative statement requirements, Proviso-Leyden Joint 9-1-1 Authority states the following:

The addition of the Village of Elmwood Park to the Joint ETSB. The Village of Elmwood Park has signed an Intergovernmental agreement (IGA) agreeing to join the Proviso-Leyden Joint ETSB. The Proviso-Leyden Joint ETSB has approved the IGA for the transfer for 9-1-1 funds as required by the State of Illinois 9-1-1 Administrator's office. The system will remain otherwise unchanged. Elmwood Park will dissolve its relationship with its current PSAP (WSCDC) and ETSB upon approval of the authorization to join the Proviso-Leyden Joint 911 Authority with NORCOMM as its PSAP.

Copies of the intergovernmental agreement is attached to our submission.

As an established 9-1-1 center meeting standards and requirements for 9-1-1 center operations.

The PSAP dispatches currently for six (6) police and nine (9) fire/ems agencies. After the proposed change, the number will increase to seven (7) police and ten (10) fire/ems agencies. The PSAP also serves as the Primary MABAS Dispatch center for Division 20.

1. The name of the certified 9-1-1 system provider is AT&T. Our system lies entirely in AT&T jurisdiction for wireline 9-1-1 services.

Plan Narrative:

2. There are no changes to the national standards, protocols and/or operating measures that will be followed within the Proviso-Leyden Joint 911 System. As in previously applied documents filed and approved by the ICC, NORCOMM is a facility built in 2005 with a non-advertised location, underground, with no less than two physical barriers to entry. We maintain monitoring systems for the facility, and meet standards related to backup power for our location using a combination of generator, UPS, and battery power from twelve (12) volt and forty-eight (48) volt systems. The 9-1-1 center maintains audio loggers sufficient to records for all phone and radio lines within the center, and redundant systems to maintain call records.

3. Our backup will remain the same, with the CERCCC acting in that capacity.

Legacy equipment will be replaced with NG911 capable equipment to prepare for the state-wide network with a NG capable phone system currently being deployed at our center (Zetron Max CT currently in place). Fiber and microwave backups exist along with other T-1 data connections to ensure continuity of operations. A timeline is being established to determine replacement systems as the new ETSB representation meets to discuss further enhancements to service. We are currently testing radio technology for our police and fire agencies.

There are no changes to how the databases are maintained. It is an ongoing, daily process. Changes are submitted through an electronic process or via paper submissions. Changes to the MSAG are submitted to Intrado within 24 hours of receipt. Modification or changes are verified as corrected when Intrado indicates work is completed. Additionally, our computer aided dispatch (CAD) database is updated to reflect the changes.

The 9-1-1 center provides four (4) in-house service technicians, and maintains contracts with vendors for the maintenance and repair of any of the 9-1-1 system architecture including all CPE and radio systems, and consoles.

FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs prior to modification	$ $ 49,020.00
Projected annual recurring 9-1-1 network costs after modification	$ $ 52,869.00
Installation cost of the project	$ $ 0.00
Anticipated annual revenues	$ $ 2,071,549.00

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:

This executive summary of the 2021-2026 Strategic Plan is presented by NORCOMM Public Safety Communications, Inc. for the Proviso-Leyden Joint 911 Authority. This plan outlines the goals and objectives, financial management activities and strategic direction to be accomplished with the resources allocated by client funding, company investment, and other revenue streams.

The Proviso-Leyden Joint 911 Authority (referred to as the Authority) seeks to provide uniform, prompt, and efficient access to public and private safety services for the citizens of, and visitors to the cities, towns, villages, and districts that comprise our client agencies.

As an organization, we are focused on enhancing public safety communications answering systems, utilizing dedicated staff and agency personnel who are committed to serving citizens and responders with the highest quality services. To guide this effort, the Authority has developed this strategic plan providing the framework for assigning resources and determining the direction for the consolidated 9-1-1 center. The plan is a culmination of an extensive process involving APCO/NENA best practices, client and staff input.

The following strategic goals have been adopted to guide the Authority in fulfilling its mission:

Goal A: Enhance the quality of the 9-1-1 answering system to ensure that all citizens and visitors have access to public safety answering services that are reliable, redundant, secure and diverse.

Goal B: Enhance Network capabilities for emerging technologies, disaster recovery, and multi-jurisdictional cost efficiencies.

Goal C: Enhance the communication and information exchange between the Authority and public safety agencies to strengthen relationships to streamline operational polices.

Goal D: Ensure the financial stability of the Authority and public safety communications systems to sustain their long-term viability as state-of-the-art communications networks.

A total of 16 objectives have been established to guide NORCOMM's approach to accomplish the four goals. Each objective relates to a specific goal, which will be addressed in this strategic plan implementation process.

The strategic plan forms the basis for the tasks and strategies managed by the NORCOMM PSAP Management. We will ensure resources are appropriately allocated and committees are assigned activities in support of the goals. Strong local agency/client support will be necessary to respond to the rapid workload and activity growth required for the Authority to effectively respond to the needs identified during the planning process.

There will be many more accomplishments to celebrate in the future. Our action plan will result in a consolidated 9-1-1 center that allows citizens to easily and effectively request emergency assistance, and permits public safety personnel to communicate as needed. The Authority will build on its past successes to continue the strongest possible public safety communications systems for local governments and their constituents.

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
Village of Bellwood	3200 W. Washington Blvd, Bellwood, 60104
Village of Franklin Park	9500 Belmont, Franklin Park, 60131
Village of Melrose Park	1000 N. 25th Ave, Melrose Park, 60160
Village of River Grove	2621 N. Thatcher Ave, River Grove, IL 60171
Village of Stone Park	1825 N 32nd Ave, Stone Park, IL 60165
Elk Grove Township Fire Protection District -	1415 E Algonquin Rd, Arlington Heights, 60005
Leyden Fire Protection District- Secondary	2600 N. Mannheim Road, Franklin Park 60131
Northlake Fire Protection District - Secondary	118 Parkview Dr, Northlake, 60164
Village of Rosemont	9501 W. Devon Ave, Rosemont, 60018
Village of Elmwood Park	11 Conti Parkway, Elmwood Park, 60707

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

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
Elk Grove Township Fire Prote	1415 E Algonquin Rd, Arlington Heights, 847	(847) 364-4236	X		
Leyden Fire Protection District	2600 N. Mannheim Road, Franklin Pk 60131	(847) 455-0180	X		
Northlake Fire Protection Distri	118 Parkview Dr, Northlake, 60164	(708) 562-3182	X		
Bellwood Fire/Police	3200 Washington Blvd,Bellwood, IL 60104	(708) 547-3500	x		
River Grove Fire/Police	2621 N. Thatcher, River Grove,IL,60171	(708) 453-8000	X		
Melrose Park Fire/Police	1000 N. 25th Ave,Melrose Park,IL,60160	(708) 343-4000	X		
Franklin Park Fire/Police	9500 Belmont, Franklin Park, IL, 60131	(847) 671-8200	X		
Stone Park Police	1825 N. 32nd Ave, Stone Park, IL 60165	(708) 345-5550	X		
Rosemont Public Safety	9501 W. Devon Ave, Rosemont, IL 60018	(847) 823-1134	X		
Elmwood Park Fire/Police	11 Conti Parkway, Elmwood Park, IL 60707	(708) 452-3911	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
	9501 W. Devon Ave, Rosemont, IL 60018	(708) 452-3911	X		

ADJACENT AGENCIES LIST

Provide a list of public safety agencies and existing 9-1-1Systems 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
Cook County Sheriff	9511 Harrison Street, DesPlaines, IL 60016	(847) 458-1000
Illinois State Police	9511 Harrison Street, DesPlaines, IL 60016	(847) 294-4400
Eisenhower ETSB	2350 S. 25th Ave, Broadview IL 60155	(708) 345-6550
Southwest Cook County ETSB	425 N. Hillside Ave, Hillside, IL 60162	(708) 449-6133
DUCOMM	600 Wall St, Glendale Heights, IL 60139	(630) 260-7500
Chicago 9-1-1	1411 W. Madison St, Chicago, IL 60607	(312) 746-9111
Municipal Consolidated Dispatch	7300 W. Wilson Ave, Harwood Heights, IL 60706	(847) 878-4370
West Suburban Consolidated Dispatch	400 Park Avenue, River Forest, IL 60305	(708) 771-9110
LTAAC	447 N. Catherine, LaGrange Park, IL 60526	(708) 652-2130
Addison Consolidated Dispatch Center	3 Friendship Plaza, Addison, IL 60101	(630) 543-3080
CERCCC	5303 W. 25th Street, Cicero, IL 60804	(708) 652-2130

ADJACENT AGENCIES LIST

Provide a list of public safety agencies and existing 9-1-1Systems 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
Municipal Consolidated Dispatch	7300 W. Wilson Ave, Harwood Heights, IL 60706	(847) 878-4370

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	2000 W. ATT Center Drive, Hoffman Estates, IL	
Verizon	180 Washington Valley Road, Bednunster NJ 07921	
Sprint	6391 Sprint Parkway Overland Park KS 62551	
T-Mobile	4 Sullivan Parkway, Parisppany, NY	
Cricket	10307 Pacific Center Ct San Diego CA 92121	
MetroPCS	2250 Lakeside Blvd	
Comcast	1701 JFK Blvd Philadelphia PA 19103	
Alltel	11760 US Hwy One, Suite 600	
OnStar	11760 US Hwy One, Suite 600	
ATT Mobility	P.O. Box 97061 Redmond, WA 98073	
XO Communications	13865 Sunrise Valley Dr. Herndon VA 20171	
CBeyond	3200 Interstate North Parkway Suite 500 Atlanta GA 303	
Focal	9641 82nd Ave Edmonton AB Canada T6C0Z9	
Frontier	63 Stone Street, Rochester NY 14646	
Globalcom	461 S Milpitas Blvd Milpitas CA	
McLeod	8306 Highway 90A Sugar Land TX 77478	
Vonage	23 Main St Holmdel NJ 07733	23 Main St Holmdel NJ 077
WorldCom	22001 Loudoun County Parkway, Ashburn VA 20147	
Level3	1025 Eldorado Blvd Broomfield CO 80021	
US Cellular	8410 W. Bryn Mawr Ave Chicago IL 60631	

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

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) _____ , 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-identify name, if telephone-identity telephone number)

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

Annual testing of the back-up by review of SOG-53, the NORCOMM Evacuation Plan Standard Operating Guide, call testing with ATT for 9-1-1 trunks and callbox testing. Practice of the use of the NORCOMM backup center located at the Cicero 9-1-1 center through regular annual training and use for overflow when required for activities that require additional manpower. During the planned outage, we will coordinate calls with the wireline and wireless providers testing calls inbound to the 9-1-1 center. We will also test alternate communication methods such as backup radio channels and equipment at the backup center, such as CAD terminals.

2) List wireline exchanges to be tested.

AT&T wireline access is tested at regular intervals with NORCOMM responding to the local CO to use our backup phones to tie into the CO in case of an outage. NORCOMM also has participated in line diversity testing with ATT on 9-1-1 trunk lines to ensure system integrity, as well as having trunk lines coming from both the Lombard and Elk Grove locations. The lines are established and in place for all entities since 2013. ATT governmental group (Lisa Wirtanen) has built the diagram to allow for diversity of trunks for NORCOMM.

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

AT&T, Comcast, Sprint, T-Mobile, Verizon, Cricket, MetroPCS and other listed carriers. We regularly update and test locations for cellular accuracy and changes to towers in the PSAP jurisdictions. In addition, we do call testing into the center as part of our regular operations. Testing for phase II has been tested with all carriers as well as text to 9-1-1. All vendors are notified of the PSAP that are currently part of NORCOMM and we receive test calls for all entities.