

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.

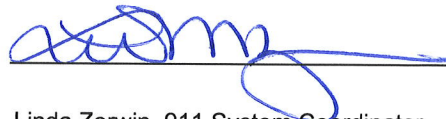
Attachments (if applicable):

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.

VERIFICATION

I, Linda Zerwin, first being duly sworn upon oath, depose and say that I am 911 System Coordinator, of DuPage ETSB; that I have read the foregoing plan by me subscribed and know the contents thereof; that said contents are true in substance and in fact, except as to those matters stated upon information and belief, and as to those, I believe same to be true.



Linda Zerwin, 911 System Coordinator



Subscribed and sworn to before me

this 24th day of September, 20 20.

Eve Kraus

NOTARY PUBLIC, ILLINOIS

9-1-1 SYSTEM PROVIDER LETTER OF INTENT

September 29, 2020

(Date)

Lisa Wirtanen

(9-1-1 System Provider Company Representative)

AT&T

(9-1-1 System Provider Company Name)

4918 W. 95th Street

(Street Address)

Oak Lawn, IL 60543

(City, State, Zip Code)

Dear Ms. Wiratenen _____:

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

Sincerely,



(Name)

LINORA ZERWIN

(Title)

Executive Director

enclosure: Modification Plan

NARRATIVE STATEMENT:

(Provide a detailed summary of system operations for a modified 9-1-1 plan. Also, if incorporating an NG9-1-1 solution, please include the additional items listed below pursuant to 1325.205 b)12).

- 1) Indicate the name of the certified 9-1-1 system provider being utilized.
- 2) Explain the national standards, protocols and/or operating measures that will be followed.
- 3) Explain what measures have been taken to create a robust, reliable and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment.
- 4) Explain how the existing 9-1-1 traditional legacy wireline, wireless and VoIP network, along with the databases, will interface and/or be transitioned into the NG9-1-1 system.
- 5) Explain how split exchanges will be handled.
- 6) Explain how the databases will be maintained and how address errors will be corrected and updated on a continuing basis.
- 7) Explain who will be responsible for updating and maintaining the data, at a minimum on a daily basis Monday through Friday.
- 8) Explain what security measures will be placed on the IP 9-1-1 network and equipment to safeguard it from malicious attacks or threats to the system operation and what level of confidentiality will be placed on the system in order to keep unauthorized individuals from accessing it.

Plan Narrative:

This is a plan modification within one system to decommission and close the DuPage Sheriff's Office PSAP. DuPage ETSB has three primary PSAPs serving 62 police and fire agencies (Sheriff/2, ACDC/16, DU-COMM/44). Wireline calls are routed to the appropriate PSAP. Wireless calls are routed to PSAPs based on the PSAP with the largest coverage area or density in population. Currently approximately 89% of 9-1-1 calls are wireless in the DuPage 9-1-1 System.

The Sheriff's PSAP will be closing November 2, 2020. (Note: Staffing issues may require an earlier date) The Sheriff is entering into a contract for service with Addison Consolidated Dispatch Center (ACDC). That contract has not yet been finalized. Attached to this application is the Sheriff's Letter of Intent to Close sent to DuPage ETSB. ACDC and DU-COMM will be the remaining PSAPs. As this is within one system, there are no changes in procedure for split exchanges, error corrections or updates. A new call handling agreement for The sheriff and ACDC has been executed. See attached. This is already a hosted Customer Premise Equipment System. The system is a unified NG911 system.

This closure will reduce the DuPage ETSB 9-1-1 system to two PSAPs, two less than the statutory requirement. The current system has 73 positions. The remaining PSAPs each have 34 operational dispatch positions which serve as overflow and back up (if needed for the other PSAP). This closure will reduce the system by one (1) positions. Equipment at the Sheriff's PSAP will be used in ACDC and DU-COMM and as spares or to replace command post units currently utilized at dispatch positions and two fully operational manager positions will be added to ACDC. Command post positions will be utilized in the clean room environment temporarily set up to assist in the event either center must be evacuated because of COVID to allow for cleaning. ACDC has 5 clean room positions and DU-COMM has 6 clean room positions.

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

Consolidation costs are currently estimated at: \$321,446.00 but additional cost will be incurred to move the equipment from the Sheriff's PSAP to ACDC or DU-COMM. However, those moves are not required for cut over.

FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs prior to modification	\$ <u>723,759.00</u>
Projected annual recurring 9-1-1 network costs after modification	\$ <u>723,759.00</u>
Installation cost of the project	\$ <u>321,446.00</u>
Anticipated annual revenues	\$ <u>14,000,000.00</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:

The current NG9-1-1 CPE has complete redundancy between ACDC and DU-COMM, the sheriff's PSAP is attached as a remote location. The CPE remote location will be removed from the system design upon cutover.

ACDC and DU-COMM back up each other. This will not change. If there is a complete system failure, Northwest Central Dispatch and DuPage ETSB have executed a mutually reciprocal back-up agreement. This would be accomplished via the NOC upon failure pursuant to the December 8, 2017 Order of the Statewide 9-1-1 Administrator. There is one change to the December 2017 order, as of early 2020, this process is not automatic and does not require NOC intervention.

The current five year strategic plan of DuPage ETSB is not impacted by this consolidation as this modification is within the system and sufficient funds exist to complete the consolidation in 2020. Upon completion of this consolidation, DuPage ETSB will have exceeded its required consolidation goal of four (4) to two (2). The annual personnel savings is roughly \$7M a year and annual network savings of \$2M because of the reduced foot print of the system.

There are no new boundary agreements. However, DuPage ETSB, ACDC and DU-COMM have taken the time to review the wireless tower sectors assigned to the Sheriff's PSAP and make modifications that will improve the routing of a wireless call to the appropriate remaining PSAP(s).

PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS etc.) that are to be dispatched by the 9-1-1 System. Each Agencies land area(s) in square miles and estimated population which will have access to the proposed 9-1-1 System. Do not forget to include County Sheriff's jurisdiction and Illinois State Police Districts. Each agency that appears on this list should also have signed a call handling agreement.

9-1-1 Participant Agencies	Street Address, City, Zip Code	Administrative Telephone No.	Direct Dispatch	Transfer	Call Relay
Village of Burr Ridge	7700 County Line Road Burr Ridge 60527	(630) 323-8181	x	na	na
Village of Clarendon Hills	1 N. Prospect Ave, Clarendon Hills 60514	(630) 268-5420	X		
Village of Willowbrook	7760 Quincy ST, Willowbrook 60527	(630) 323-8215	X		
Village of Addison	1 Friendship Plaza, Addison 60101	(630) 543-4100	X		
Village of Bartlett	228 S. Main, Bartlett, 60103	(630) 837-0800	X		
Village of Bensenville	12 S. Center St. Bensenville, 60106	(630) 766-8200	X		
Village of Bloomingdale	201 S. Bloomingdale, Bloomingdale 60108	(630) 893-7000	X		
Village of Carol Stream	55 N. Gary, Carol Stream 60188	(630) 665-7050	X		
Village of Darien	1702 Plainfield Rd, Darien 60561	(630) 852-5000	X		
Village of Downers Grove		(630) 434-5500	X		
Village of Elmhurst	209 York Street, Elmhurst	(630) 530-3050	X		
Village of Glen Ellyn	535 Duane St, Glen Ellyn 60137	(630) 469-5000	X		
Village of Glendale Heights	300 Civic Center Pl, Glendale Hts 60139	(630) 909-5302	X		
Village of Hanover Park	2121 W. Lake St, Hanover Park 60133	(630) 823-5900	X		
Village of Hinsdale	19 E. Chicago, Hinsdale 60521	(630) 789-7000	X		
Village of Itasca	550 W. Irving Park Rd, Itasca	(630) 773-0835	X		
Village of Lisle	925 Burlington Ave., Lisle 60532	(630) 271-4100	X		
Village of Lombard	255 E. Wilson Ave., Lombard 60148	(630) 620-5700	X		
Village of Oak Brook	1200 Oak Brook Rd, Oak Brook 60523	(630) 368-5000	X		
Village of Oakbrook Terrace	17W275 Butterfield, Oakbrook Terrace 60181	(630) 941-8300	X		

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

PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS etc.) that are to be dispatched by the 9-1-1 System. Each Agencies land area(s) in square miles and estimated population which will have access to the proposed 9-1-1 System. Do not forget to include County Sheriff's jurisdiction and Illinois State Police Districts. Each agency that appears on this list should also have signed a call handling agreement.

9-1-1 Participant Agencies	Street Address, City, Zip Code	Administrative Telephone No.	Direct Dispatch	Transfer	Call Relay
Village of Roselle	31 S. Prospect, Roselle 60172	(630) 980-2000	X		
Village of Village Park	20 S. Ardmore, Villa Park 60181	(630) 834-8500	X		
Village of Warrenville	28W701 Stafford Pl, Warrenville 60555	(630) 393-5741	X		
Village of West Chicago	475 Main Street, West Chicago 60185	(630) 293-2200	X		
Village of Westmont	31 W. Quincy, Westmont 60559	(630) 981-6200	X		
Village of Wheaton	303 Wesley, Wheaton, 60187	(630) 260-2000	X		
Village of Winfield	27W465 Jewell Rd, Winfield 60190	(630) 933-7100	X		
Village of Wood Dale	404 N. Wood Dale Rd., Wood Dale 60191	(630) 595-8545	X		
Village of Woodridge	5 Plaza Drive, Woodridge 60517	(630) 852-7000	X		
Addison FPD	10 S. Addison Rd, Addison 60101	(630) 628-3100		X	
Bartlett FPD	234 N. Oak Ave, Bartlett, 60103	(630) 837-3701	X		
Bloomingtondale FPD	179 S. Bloomingtondale, Bloomingtondale 60108	(630) 894-9080		X	
Carol Stream FPD	365 N. Kuhn Rd, Carol Stream 60188	(630) 668-4836	X		
Darien-Woodridge FPD	7550 Lyman Ave, Darien 60561	(630) 610-2200	X		
Glenside FPD	1608 N. Bloomingtondale, Glendale Hts 60139	(630) 668-5323		X	
Lisle-Woodridge FPD	1005 School St, Lisle 60532	(630) 964-2233	X		
Oakbrook Terrace FPD	17W400 Butterfield, Oakbrook Terr 60181	(630) 834-2759	X		
Warrenville FPD	3S472 Batavia Rd, Warrenville 60555	(630) 393-1381	X		
West Chicago FPD	200 Fremont, West Chicago, 60185	(630) 231-2123	X		
Wood Dale FPD	589 N. Wood Dale Rd, Wood Dale 60191	(630) 766-1147	X		

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

Adjacent Agencies

Organization

AURORA POLICE DEPARTMENT
BERKELEY FIRE DEPARTMENT
BERKELEY POLICE DEPARTMENT
ELGIN POLICE DEPARTMENT
HILLSIDE FIRE DEPARTMENT
HILLSIDE POLICE DEPARTMENT
ILLINOIS STATE POLICE
KANE COUNTY SHERIFF
KANECOMM
NAPERVILLE POLICE AND FIRE DEPTS.
NORCOMM PUBLIC SAFETY COMMUNICATIONS INC
NORTHLAKE FIRE PROTECTION DISTRICT
NORTHLAKE POLICE DEPARTMENT
NORTHWEST CENTRAL DISPATCH
OFFICE OF EMERGENCY MANAGEMENT CHICAGO
PLEASANT VIEW POLICE AND FIRE DEPT.
ROMEDEVILLE FIRE DEPARTMENT
ORLAND FIRE PROTECTION DISTRICT
SOUTHWEST CENTRAL DISPATCH
TRI-COM CENTRAL DISPATCH
WESTCHESTER FIRE DEPARTMENT
WESTCHESTER POLICE DEPARTMENT
WESTERN SPRINGS POLICE DEPARTMENT
WILL COUNTY SHERIFF'S OFFICE
WILLOW SPRINGS POLICE DEPARTMENT

Address Line 1

1200 E. Indian Trail
5819 Electric Avenue
5819 Electric Avenue
151 Douglas Avenue
523 N. Wolf Road
425 N. Hillside Avenue
531 Sangamon Avenue
37W755 IL State Route 38, Suite A
719 S Batavia Avenue
1350 Aurora Avenue
2600 N. Mannheim Road
118 E. Parkview Road
55 E. North Avenue
1975 E. Davis Street
1411 W. Madison Street
1970 W Plainfield Road
18 Montrose Drive
9790 W 151st Street
7611 W. College Drive
3823 Karl Madsen Drive
10240 W. Roosevelt Road
10300 W. Roosevelt Road
740 Hillgrove Avenue
14 W. Jefferson St.
8255 Willow Springs Road

Address Line 3

Aurora, IL 60505
Berkeley, IL 60163
Berkeley, IL 60163
Elgin, IL 60120
Hillside, IL 60162
Hillside, IL 60162
Springfield, IL 62702
St. Charles, IL 60175
Geneva, IL 60134
Naperville, IL 60540
Franklin Park, IL 60131
Northlake, IL 60164
Northlake, IL 60164
Arlington Heights, IL 60005
Chicago, IL 60607
LaGrange, IL 60525
Romeoville, IL 60446
Orland Park, IL 60462
Palos Heights, IL 60463
St. Charles, IL 60175
Westchester, IL 60154
Westchester, IL 60154
Western Springs, IL 60558
Joliet, IL 60432
Willow Springs, IL 60480

PHONE

630-256-5000
708-449-9444
510-981-5900
847-289-2700
708-449-6133
708-547-8684
217-782-7345
630-232-6840
630-232-8400
630-420-6197
630-279-1778
708-531-5755
708-562-3182
847-398-1130
312-746-9111
708-352-9229
815-886-7227
708-349-0074
708-448-6180
630-232-4739
708-345-0433
708-345-0060
708-246-8540
815-727-8895
708-839-2732

9-1-1 System Name: DuPage ETSB

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

Carrier Name	Contact Phone Number	Street Address	City	State	Zip Code
Wireline					
5 Link	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
8x8, Inc.	(770) 240-8773	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
AT&T Illinois Bell	(770) 240-8849	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Access One	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Accessline	(770) 240-8773	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
A C N	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
ANPI Business, LLC	(949) 838-3300	18006 Skypark Circle, Ste.106	Irvine	CA	92614
Airespring	Qtr payments	3838 Carson Street, Ste. 200	Torrance	CA	90503
Access Point, Inc.	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Apptix, inc.	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
AT&T Corp	(770) 240-8849	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Avayalive, Inc.	(908) 953-7364	211 Mt. Airy Road	Baskin Ridge	NJ	7920
Birch	(770) 240-8815	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Block Line Systems		PO Box 720128	Oklahoma City	OK	73172-0218
Bridgeconnex / RTC	(678) 436-5590	3075 Breckinridge Boulevard, Ste. 425	Duluth	GA	30096-4981
Budget Prepay, Inc.		3838 Carson Street, Ste. 200	Torrance	CA	90503
BullsEye	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382
ConnectMe, LLC	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Call One, Inc.	(312) 681-8329	2255 West Wacker Drive, 8th Floor	Chicago	IL	60606-1260
Cbeyond Comm, LLC	(770) 240-8815	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Cincinnati Bell	(770) 240-8889	3100 Cumberland Boulevard, Ste.700	Atlanta	GA	30339
Clear Rate Comm	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Comtect21, LLC	(949) 838-3300	18006 Skypark Circle, Ste.106	Irvine	CA	92614
Converging Networks Group	(815) 602-8510	143 N Schuyler Ave	Kankakee	IL	60901
ESCO Technologies	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
Digium Cloud or GS		6250 Shiloh Road, Ste. 240	Alpharetta	GA	30005
Dynalink	(407) 260-1011	740 Florida Central Parkway, Ste. 2028	Longwood	FL	32750
US Xchange of IL/ Earthlink	(512) 301-1808	4301 W William Cannon, Ste.B-150#291	Austin	TX	78749
Easton Telecom Services		3838 Carson Street, Ste. 200	Torrance	CA	90503
EDGE	(913) 859-9674	8675 W 96th Street, Ste. 220	Overland Park	KS	66212-3382

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

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

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

ATTACHMENTS

Ordinance - The local ordinance which created an ETSB prior to January 1, 2016.

Contracts - The contract for a new 9-1-1 system provider or for NG 9-1-1 service.

Intergovernmental Agreement

Back-up PSAP Agreement - The agreement that establishes back-up service due to interruptions or overflow services between PSAPs.

Network Diagram - Diagram provided by the 9-1-1 System Provider. Re-evaluate P.01 grade of Service for cost savings and network efficiency.

TEST PLAN DESCRIPTION

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

The only change that has been made in the December 2015 order by the 9-1-1 Administrator is to make the overflow to Northwest Central Dispatch, in the event of a complete failure, automatic vs performed via a call to the NOC. This change was done earlier in 2020 after a system failure and at the recommendation of AT&T.

2) List wireline exchanges to be tested.

Sheriff's ESNs will be routed to ACDC. Since the exchanges for the unincorporated Sheriff's jurisdiction are the same as the incorporated municipalities, listing the exchanges would create confusion. See attached list of ESNs which will be routed to the ACDC.

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

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

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

**DuPage ETSB – Sheriff’s PSAP ESNs that will move to ACDC – Cut over planned for November 2, 2020
Upon approval of the State 911 System Administrator**

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



Note: Adjusted consolidation date is November 2, 2020

Contract will be provided upon execution between ACDC and the Sheriff

JAMES MENDRICK
SHERIFF
COUNTY OF DUPAGE

July 13, 2020

Sean Noonan, Chairman
Emergency Telephone System Board of DuPage County
421 County Farm Road
Wheaton, IL 60187

Dear Chairman Noonan,

The DuPage County Sheriff's Office is committed to emergency dispatching services consolidation and cooperation efforts. Our commitment has been demonstrated by the operation of our current center.

At the request and direction of County Board members and the DuPage County Finance Department, the Sheriff's Office has explored options of joining DU-COMM or Addison Consolidated Dispatch Center (ACDC). As such, we are now pursuing consolidation of our PSAP with ACDC. ACDC should begin providing service for the Sheriff's Office by mid-October, 2020.

Pursuing membership in ACDC offers the following benefits:

- Maintains the level of service currently provided to DuPage County unincorporated residents
- Is consistent with the State of Illinois consolidation efforts including the recommendations in the report issued by the State of Illinois Task Force on Local Government Consolidation and Unfunded Mandates and the Emergency Telephone System Act requiring a reduction in the number of emergency dispatch centers
- Is consistent with the DuPage County consolidation efforts as outlined in the ACT initiative and the ETSB policy to consolidate dispatch centers
- Reduces the total cost and increases the efficiency of providing emergency dispatching services at the County level
- Reduces cost of the PSAP services for the Sheriff's Office and DuPage County.

With this letter, pursuant to ETSB policy 911-001 and 911-002, the Sheriff's Office and ACDC make notification that we will be requesting financial assistance for this consolidation. We look forward to working with you and the ETSB on this important consolidation project.

Respectfully,


Sheriff James Mendrick



EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY

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

EXHIBIT 8 & 9

BOARD MEMBERS:

Mr. Sean Noonan
Chairman
DuPage County Board
Representative

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

Mrs. Gwen Henry, Ex-Officio
DuPage County Treasurer

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

Mr. David Andalco
Public Representative

Deputy Chief Daniel Bilodeau
DuPage Sheriff's Office
Representative

Deputy Chief James Connolly
Westmont Fire Department
DuPage County Fire Chiefs
Association Representative

Mr. Grant Eckhoff
DuPage County Board
Representative

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

Ms. Julie Renehan
DuPage County Board
Representative

Chief David Schar
Village of Winfield
Police Representative

Mr. Brian Tegtmeyer, ENP
DuPage Public Safety
Communication
(DU-COMM) Representative

Ms. Delores Temes
Addison Consolidated Dispatch
Center
(ACDC) Representative

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

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

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

This agreement is made this 18th day of September, 2020,
between:

ADDISON CONSOLIDATED DISPATCH CENTER (ACDC), "PSAP" and DU PAGE COUNTY SHERIFF'S OFFICE, "Agency"

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

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

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

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

Agency will maintain a seven digit phone number which shall be utilized for the receipt of all calls that of an administrative nature. That telephone number is: 630-407-2100 [insert phone number].

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

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


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

DUPAGE EMERGENCY TELEPHONE SYSTEM BOARD | 9-1-1

Agency will be responsible for maintaining the report of the 9-1-1 calls handled by the Agency and the disposition of each call received in accordance with Rules and Regulations for Local Government Records retention as proscribed by the Illinois Secretary of State.


Any agreements or changes in agreements and operating policies must be approved by the management of the PSAP and Agency.

ADDISON CONSOLIDATED DISPATCH CENTER (ACDC), "PSAP"

By 
Delores Temes, Executive Director

Date 9/18/20

DU PAGE COUNTY SHERIFF'S OFFICE, "Agency"

By 
JAMES MENDRICK, SHERIFF

Date 9/18/20



EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY

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

BOARD MEMBERS:

Mr. Sean Noonan
Chairman
DuPage County Board
Representative

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

Mrs. Gwen Henry, Ex-Officio
DuPage County Treasurer

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

Mr. David Andalcio
Public Representative

Deputy Chief Daniel Bilodeau
DuPage Sheriff's Office
Representative

Deputy Chief James Connolly
Westmont Fire Department
DuPage County Fire Chiefs
Association Representative

Mr. Grant Eckhoff
DuPage County Board
Representative

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

Ms. Julie Renehan
DuPage County Board
Representative

Chief David Schar
Village of Winfield
Police Representative

Mr. Brian Tegtmeyer, ENP
DuPage Public Safety
Communication
(DU-COMM) Representative

Ms. Delores Temes
Addison Consolidated Dispatch
Center
(ACDC) Representative

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

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

September 29, 2020

«AddressBlock»

Re: Call Handling Agreement for 2021

«GreetingLine»

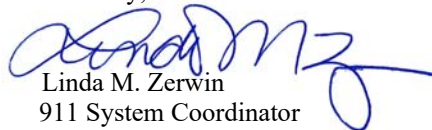
In 1991, The Emergency Telephone System Board of DuPage County (DuPage ETSB) was granted the authority to operate an Enhanced 9-1-1 System in its service area by the Illinois Commerce Commission. DuPage ETSB is operating an Enhanced 9-1-1 System with Phase 2 wireless.

Under the State of Illinois 9-1-1 System Administrator, new language for the call handling agreement was provided in 2016. The call handling agreement has been executed between DuPage ETSB and your agency on behalf of the PSAPs in its system. This call handling agreement, and any subsequent call handling agreement, is required by law and informs your agency of the manner in which DuPage ETSB will handle a 9-1-1 call received for your jurisdiction. The call handling agreement also defines the process of how service providers will respond to calls outside of DuPage ETSB's jurisdiction.

Pursuant to 50 ILCS 750/15: annual certified notification, and on behalf of Chairman Noonan and the DuPage ETS Board, this letter will serve as notification that DuPage ETSB will continue to operate the Enhanced 9-1-1 System and to keep in full force and effect the call handling agreement executed with your 9-1-1 System. Unless we receive written notification within 10 days of receipt of this letter, DuPage ETSB will accept your nonresponse as an affirmation that your 9-1-1 System has no objection to and will continue the 2016 Call Handling agreement for January 1, 2021 through December 31, 2021.

If you have any additional questions, please feel free to contact me at 630-550-7743. Thank you, and we look forward to a continued positive working relationship.

Sincerely,


Linda M. Zerwin
911 System Coordinator

LMZ/ek



EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY

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

BOARD MEMBERS:

Mr. Sean Noonan
Chairman
DuPage County Board
Representative

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

Mrs. Gwen Henry, Ex-Officio
DuPage County Treasurer

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

Mr. David Andalcio
Public Representative

Deputy Chief Daniel Bilodeau
DuPage Sheriff's Office
Representative

Deputy Chief James Connolly
Westmont Fire Department
DuPage County Fire Chiefs
Association Representative

Mr. Grant Eckhoff
DuPage County Board
Representative

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

Ms. Julie Renehan
DuPage County Board
Representative

Chief David Schar
Village of Winfield
Police Representative

Mr. Brian Tegtmeyer, ENP
DuPage Public Safety
Communication
(DU-COMM) Representative

Ms. Delores Temes
Addison Consolidated Dispatch
Center
(ACDC) Representative

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

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

September 29, 2020

VIA CERTIFIED MAIL, RETURN RECEIPT REQUESTED

Contact
Organization
Address
City Zip

Re: Call Handling Agreement for 2021

Dear Chief,

In 1991, The Emergency Telephone System Board of DuPage County (DuPage ETSB) was granted the authority to operate an Enhanced 9-1-1 System in its service area by the Illinois Commerce Commission. DuPage ETSB is operating an Enhanced 9-1-1 System with Phase 2 wireless.

Under the State of Illinois 9-1-1 System Administrator, new language for the call handling agreement was provided in 2016. The call handling agreement has been executed between DuPage ETSB and your agency on behalf of the PSAPs in your system. This call handling agreement, and any subsequent call handling agreement, is required by law and informs your agency of the manner in which DuPage ETSB will handle a 9-1-1 call received for your jurisdiction. The call handling agreement also defines the process of how service providers will respond to calls outside of DuPage ETSB's jurisdiction.

Because of the closing the Sheriff's PSAP effective November 2, 2020, we will require new call handling agreements. We have attached two copies of the agreement and a return postage paid return envelope for your convenience. We ask your assistance in completing this form as part of our modification process with the State of Illinois 9-1-1 System Administrator.

Pursuant to 50 ILCS 750/15: annual certified notification, and on behalf of Chairman Noonan and the DuPage ETS Board, this letter will serve as notification that DuPage ETSB will continue to operate the Enhanced 9-1-1 System and to keep in full force and effect the call handling agreement executed with your agency.

Unless we receive written notification within 10 days of receipt of this letter, DuPage ETSB will accept your nonresponse as an affirmation that your agency has no objection to and will continue the Call Handling agreement for January 1, 2021 through December 31, 2021. **The return of the call handling agreement prior to October 25, 2020 will be greatly appreciated.**

If you have any additional questions, please feel free to contact me at 630-550-7743. Thank you, and we look forward to a continued, positive working relationship.

Sincerely,

Linda M. Zerwin
Executive Director and 911 System Coordinator

LMZ/ek



EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY

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

BOARD MEMBERS:

Mr. Sean Noonan
Chairman
DuPage County Board
Representative

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

Mrs. Gwen Henry, Ex-Officio
DuPage County Treasurer

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

Mr. David Andalcio
Public Representative

Deputy Chief Daniel Bilodeau
DuPage Sheriff's Office
Representative

Deputy Chief James Connolly
Westmont Fire Department
DuPage County Fire Chiefs
Association Representative

Mr. Grant Eckhoff
DuPage County Board
Representative

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

Ms. Julie Renehan
DuPage County Board
Representative

Chief David Schar
Village of Winfield
Police Representative

Mr. Brian Tegtmeyer, ENP
DuPage Public Safety
Communication
(DU-COMM) Representative

Ms. Delores Temes
Addison Consolidated Dispatch
Center
(ACDC) Representative

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

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

CALL HANDLING/AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT For 911 Emergency Communications

This agreement is made between the Emergency Telephone System Board of DuPage County, ("9-1-1 System Authority") on behalf of its Public Safety Answering Points ("PSAPs"), and

_____ ("Public Safety Agency"), for the purpose of effective handling and routing of 9-1-1 Emergency calls.

Addison Consolidated Dispatch Center (ACDC) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 911 transfer 630-911-5316

Secondary: 847-911-3112 or Radio contact on DuPage STARCOM, IFERN or PSAP point to point

DU-COMM receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 911 Transfer 630-911-5338

Secondary: 630-911-5348 Radio contact on DuPage STARCOM, IFERN or PSAP point to point

EFFECTIVE November 2, 2020, this PSAP will close and Wireline Calls will be handled by ACDC.

DuPage County Sheriff's Office receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 911 transfer 630-911-5330

Secondary: 630-407-2400 or Radio contact on DuPage STARCOM, IFERN or PSAP point to point

Outside Agency Information receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: _____

Secondary: _____

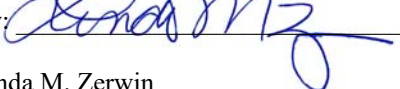
AID OUTSIDE JURISDICTION BOUNDARIES

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 according to State of Illinois Administrative Rules and internal policy. It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received according to State of Illinois Administrative Rules and internal policy. All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

9-1-1 Authority

By: 

Linda M. Zerwin
911 System Coordinator

Date: September 29, 2020

9-1-1 Authority

By: _____

Authorized Agent
Print Name: _____

Date: _____

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

PRIMARY PSAPS

September 21, 2020

	NAME	TYPE	LOCATION	Contact Information	# of Pos
1	<p>ADDISON CONSOLIDATED DISPATCH CENTER (ACDC)</p> <p>FIRE Addison Fire Protection District Bensenville Fire Protection District Itasca Fire Protection District Pleasantview Fire Protection District Tri-State Fire Protection District Westmont Fire Department Wood Dale Fire Protection District</p> <p>POLICE Addison Police Department Bensenville Police Department Bloomingdale Police Department DuPage County Forest Preserve Police Glendale Heights Police Department Itasca Police Department Westmont Police Department Wood Dale Police Department</p>	PRIMARY	<p>1471 W. JEFFREY DRIVE ADDISON, IL 60101</p> <p>Primary: 911 Transfer 630-911-5316</p> <p>Secondary: 847-911-3112 or Radio contact on DuPage STARCOM, IFERN or PSAP point to point</p>	<p>Delores Temes – Director dtemes@addison-il.org 630-827-4853</p> <p>Brandon Hurd – Deputy Director / Police bhurd@addison-il.org 630-827-4852</p> <p>Bill Srejma – Deputy Director / Fire bsrejma@addison-il.org 630-827-4851</p>	35
2	<p>DUPAGE PUBLIC SAFETY COMMUNICATIONS (DU-COMM)</p> <p>FIRE Bartlett Fire Protection District Bloomingdale Fire Protection District Carol Stream Fire Protection District Clarendon Hills Fire Department Darien-Woodridge Fire Protection District Downers Grove Fire Department Elmhurst Fire Department Glen Ellyn Volunteer Fire Company Glenside Fire Protection District Hanover Park Fire Department Hinsdale Fire Department Lisle-Woodridge Fire Protection District Lombard Fire Department Oak Brook Fire Department</p>	PRIMARY	<p>420 N. COUNTY FARM ROAD WHEATON, IL 60187</p> <p>Primary: 911 Transfer 630-911-5338</p> <p>Secondary: 630-911-5348 or Radio contact on DuPage STARCOM, IFERN or PSAP point to point</p>	<p>Brian Tegtmeier – Director btegtmeier@ducomm.org 630-260-7500</p> <p>Matt Baarman – Deputy Director / Support Services (technical) mbaarman@ducomm.org 630-260-7514</p> <p>Nicole Lamela – Deputy Director / Operations nlamela@ducomm.org 630-260-7504</p>	35

	<p>Oakbrook Terrace Fire Protection District Roselle Fire Department Villa Park Fire Department Warrenville Fire Protection District West Chicago Fire Protection District Wheaton Fire Department Winfield Fire Protection District York Center Fire Protection District</p> <p>POLICE Bartlett Police Department Burr Ridge Police Department Carol Stream Police Department Clarendon Hills Police Department Darien Police Department Downers Grove Police Department Elmhurst Police Department Glen Ellyn Police Department Hanover Park Police Department Hinsdale Police Department Lisle Police Department Lombard Police Department Oak Brook Police Department Oakbrook Terrace Police Department Roselle Police Department Villa Park Police Department Warrenville Police Department West Chicago Police Department Wheaton Police Department Willowbrook Police Department Winfield Police Department Woodridge Police Department</p>				
3	<p>DUPAGE COUNTY SHERIFF PSAP Sheriff Coroner DuPage Animal Control Juvenile Probation</p> <p>As of NOVEMBER 2, 2020, this PSAP will close and 911 calls will go to ACDC</p>	<p>PRIMARY</p> <p>CLOSING</p>	<p>501 N. COUNTY FARM ROAD WHEATON, IL 60187</p> <p>Primary: 911 Transfer 630-911-5330</p> <p>Secondary: 630-407-2400 or Radio contact on DuPage STARCOM, IFERN or PSAP point to point</p>	<p>Jen O’Keefe – Director jen.okeefe@dupagesheriff.org 630-407-2401</p>	5

CALL HANDLING AGREEMENTS DISTRIBUTED

DUPAGE AGENCIES

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

DUPAGE ETSB PSAPS

ADDISON CONSOLIDATED DISPATCH CENTER (ACDC)
DU-COMM
DUPAGE COUNTY SHERIFF'S DEPARTMENT executed 9/18/20

EXTERNAL PSAPS

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

RATE CENTER END OFFICE TO SELECTIVE ROUTER



ALTERNATIVE PROVIDERS-----	ALTERNATIVE PROVIDERS-----	ALTERNATIVE PROVIDERS-----
BARTLETT EXCHANGE: AT&T IP CEBYOND FOCAL LEVEL 3 MGC TDS METROCOM WINSTAR	ELMHURST EXCHANGE: CEBYOND FOCAL FRONTIER MCLEOD XO COMM	ROSELLE EXCHANGE: ALLEGIANCE AT&T IP CIMCO FOCAL FRONTIER GLOBAL COM INTERMEDIA LEVEL 3 MCI MCLEOD MGC SPRINT XO COMM
BENSENVILLE EXCHANGE: ALLEGIANCE AT&T IP CEBYOND CIMCO FOCAL FRONTIER GLOBAL COM INTERMEDIA LEVEL 3 MCI MCLEOD PAETEC SPRINT	HINSDALE EXCHANGE: ALLEGIANCE AT&T IP CEBYOND CIMCO FOCAL FRONTIER GLOBAL COM INTERMEDIA LEVEL 3 MCI MCLEOD MGC PAETEC TDS METROCOM WORLD COM XO COMM	WHEATON EXCHANGE: ALLEGIANCE AT&T IP CIMCO FOCAL GLOBAL COM INTERMEDIA LEVEL 3 PAETEC WORLD COM
DOWNERS GROVE EXCHANGE: ALLEGIANCE AT&T IP CEBYOND CIMCO FOCAL FRONTIER GLOBAL COM INTERMEDIA LEVEL 3 MCI MCLEOD MGC PAETEC TDS METROCOM TELEPORT WORLD COM XO COMM	LEMONT EXCHANGE: AT&T IP CEBYOND CIMCO FOCAL GLOBAL COM LEVEL 3 MFS PAETEC TDS METROCOM XO COMM	
ELGIN EXCHANGE: AT&T IP CEBYOND CIMCO FOCAL FRONTIER GLOBAL COM LEVEL 3 MCLEOD MGC PAETEC SPRINT TDS METROCOM WORLD COM XO COMM	NAPERVILLE EXCHANGE: ALLEGIANCE AT&T IP CEBYOND CIMCO FOCAL FRONTIER GLOBAL COM LEVEL 3 MCI MCLEOD MGC PAETEC SPRINT TDS METROCOM WORLD COM XO COMM	

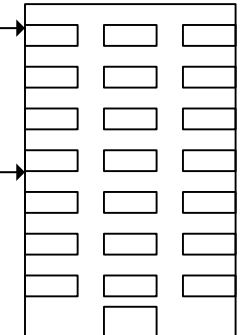
AT&T			
BARTLETT	(6)	LOMBARD	(8)
BENSENVILLE	(8)	YORKTOWN	
ITASCA		NAPERVILLE	(13)
DOWNERS GROVE	(10)	WARRENVILLE	
ELGIN	(7)	ROSELLE	(18)
ELMHURST	(10)	WEST CHICAGO	(4)
GLEN ELLYN	(5)	WHEATON	(9)
HINSDALE	(6)		
LEMONT	(10)		
BOLINGBROOK			

AT&T	
LAGRANGE	(6)
BROOKFIELD	
WESTERN SPRINGS	
SUMMIT	(6)

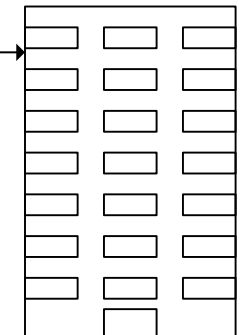
ALTERNATIVE PROVIDERS-----	
LAGRANGE/BROOKFIELD/WESTERN SPRINGS EXCHANGE:	
ALLEGIANCE	(2)
AT&T IP	(4)
CEBYOND	(2)
FOCAL	(2)
FRONTIER	(2)
GLOBAL COM	(2)
LEVEL 3	(2)
MCLEOD	(8)
MPOWER	(2)
PAETEC	(4)
WORLD COM	(2)
XO COMM	(2)
SUMMIT EXCHANGE:	
AT&T IP	(24)
CEBYOND	(2)
CIMCO	(2)
FOCAL	(8)
FRONTIER	(8)
GLOBAL COM	(2)
LEVEL 3	(2)
MCLEOD	(4)
MPOWER	(2)
PAETEC	(2)
WORLD COM	(2)
XO COMM	(2)

AT&T	
AURORA	(10)
GENEVA	(7)
ALTERNATIVE PROVIDERS-----	
AURORA EXCHANGE:	
AT&T IP	(20)
CEBYOND	(2)
CIMCO	(2)
FOCAL	(12)
GLOBAL COM	(2)
LEVEL 3	(2)
MCLEOD	(4)
MFS	(4)
MGC	(2)
PAETEC	(4)
SPRINT	(2)
TDS METROCOM	(2)
XO COMM	(2)
GENEVA EXCHANGE:	
AT&T IP	(4)
FOCAL	(4)
GLOBAL COM	(4)
LEVEL 3	(4)
MCI	(6)
MCLEOD	(4)
MFS	(2)
MGC	(2)

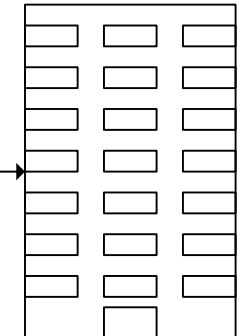
CONTROL OFFICE



LOMBARD (5E)



ELK GROVE VILLAGE (5E)



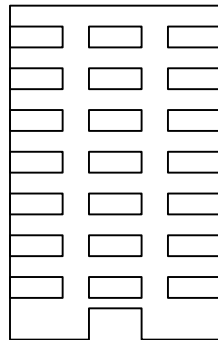
GENEVA (5E)

**DUPAGE COUNTY
PROPOSED CLOSING OF DUPAGE
COUNTY SHERIFF**

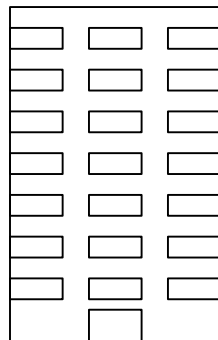


9-1-1 CIRCUITS SELECTIVE ROUTER TO HOSTED SOLUTION

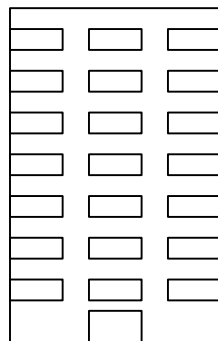
CONTROL OFFICE



LOMBARD (5E)



**ELK GROVE
VILLAGE (5E)**



GENEVA (5E)

**PROPOSED CONSOLIDATION:
DUCOMM (REMAIN OPEN)**

**PSAP B-DUPAGE COUNTY SHERIFF
WILL CLOSE**

**COMBINED 911 DB RECORD
COUNT AS OF DEC 2019 =566,707**

**ELK GROVE TRUNKING
P.01 REQUIREMENT =2
EXISTING=2**

**LOMBARD TRUNKING
P.01 REQUIREMENT= 26
EXISTING=26**

**GENEVA TRUNKING
P.01 REQUIREMENT=2
EXISTING=2**

NOTE: P.01 IS BASED ON TN COUNT

**PROPOSED CONSOLIDATION:
ACDC (REMAIN OPEN)**

**ELK GROVE TRUNKING
P.01 REQUIREMENT= 2
EXISTING=2**

**LOMBARD TRUNKING
P.01 REQUIREMENT=10
EXISTING=10**

**GENEVA TRUNKING (ROUTING
CHANGED FROM SHERIFF TO
ACDC)
P.01 REQUIREMENT=2
EXISTING = 2**

**BACK-UP USING ALTERNATE
ANSWER KEYS**

**DUCOMM – BACK-UP
LOMBARD – NAPERVILLE
ELK GROVE/GENEVA – NWC**

**ACDC -BACKUP
LOMBARD – NAPERVILLE
ELK GROVE/GENEVA - NWC**

**H
O
S
T
E
D

C
E
P
H
O
S
T
E
D

S
O
L
U
T
I
O
N**

ALI DATABASE ACCESS

**HOST A SIDE
DUCOMM PSAP**

**7FDDZ695046-NORTHBROOK
3FDDZ695047-SOUTHFIELD**

**HOST B SIDE
ACDC PSAP**

**FDDZ000026-NORTHBROOK
FDDZ002202-SOUTHFIELD**

PSAP LOCATIONS

**ADDISON CONSOLIDATED
DISPATCH PSAP (ACDC)
1471 JEFFREY DRIVE, ADDISON
BACK-UP PSAP:
LOMBARD- NAPERVILLE
ELK GROVE/GENEVA - NWC**

**DUCOMM PSAP
420 N COUNTY FARM RD, WHEATON
BACK-UPS:
LOMBARD – NAPERVILLE
ELK GROVE /GENEVA - NWC**