

System Name: Tazewell County ETSB
Case # 25-M-403
Date Filed: 04/24/2025

Illinois State Police (ISP) Review of Plan Modification

Requirement	Information Included	Staff Comment
Contact and 9-1-1 System information	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Gary Michael McIntyre 2964 Court St. Pekin, IL 61554 o: 309-478-5408 c: 309-417-6785 mikemcintyre@tazewell911.com
Verification	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Letter of Intent	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Narrative Statement	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Tazewell County ETSB is requesting to modify its 9-1-1 system by transitioning to the statewide Next Generation 9-1-1 ESInet provided by AT&T. The Tazewell County Consolidated Communication Center (TC3) Pekin PSAP transitioned to the AT&T ESInet on 10/30/2024. Tazewell County ETSB did not accept text to 911 before the cutover on 10/30/2024. Since 10/30/2024, Tazewell County accepts text to 9-1-1 using Intrado as their text control center.
Provide the name and contact information for your certified 9-1-1 system, NGCS, and NOC/SOC provider	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	The Tazewell County ETSB 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").
Explain the national standards, protocols and/or operating measures that will be followed.	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	The Tazewell County ETSB 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.

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	<p>Explain what measures have been taken to create a robust, dependable, and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment.</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></p>	<p>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.</p> <p>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.</p> <p>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.</p>
	<p>Explain what security measures will be placed on the PSAP's 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.</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></p>	<p>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.</p> <p>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.</p>

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			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.
Identify the backup PSAP. (Name and Address)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>		Peoria ECC - 542 SW Adams St., Peoria, IL 61602
Indicate the PSAP Name(s) and Address(es) for your predetermined alternate route(s) or specify if none.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A <input type="checkbox"/>		No alternate routing was indicated in the plan.
Explain how split exchanges will be managed.	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>		<p>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.</p> <p>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</p>

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			<p>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.</p> <p>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.</p>
	<p>Explain how the GIS database will be maintained and how boundary, address point, and street center line errors will be corrected and updated on a continuing basis.</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></p>	<p>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 (9-1-1 EGDMS). 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.</p>
	<p>Indicate who will be responsible for updating and maintaining the data. Updates are required whenever there is a change to the Road Centerline layer that includes a new or changed road name(s) or a database change, or annexation that modifies the Law, Fire, or EMS Boundary Layer, and</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></p>	<p>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 muting 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</p>

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	whenever an updated version of the workflow tool is released.		<p>real-time data delivery are protected through both physical and logical controls.</p> <p>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.</p> <p>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-compHant for Immediate escalation, notification, resolution, and reporting. All buildings, NOC and Data Center access are monitored by 24x7 security and access control systems.</p>
Financial Information			
	Annual recurring 9-1-1 network costs prior to modification	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	N/A
	Projected annual recurring 9-1-1 network costs after modification	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	TBD
	Installation cost of the project	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	TBD
	Include the email request and Administrator’s approval that support the network costs.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	N/A

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	Anticipated recurring costs as a result of the modification – Explanation Below:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
	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. Include the email request and Administrator’s approval that support your network costs.		TBD, currently working on a full redundant PSAP back up with Peoria ECC and Peoria County ETSB. Morton dispatch center is still in operation for radio dispatch and non-emergency call taking during this transition, Peoria ECC will process 911 calls and transfer 10 digit to non-emergency location until completion and agreements are determined.
	Communities Served	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
	Participating Agencies	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
	Adjacent 911 Authorities	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
	Originating Service Providers (OSP)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
	Test Plan	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
	Zip Codes	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
	Attachments	If applicable	
	Back-Up PSAP agreement	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	The backup PSAP agreement is with the Peoria ECC PSAP.
	Call Handling Agreements	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
	Contracts	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	

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Network Diagram	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
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Conclusions:

Tazewell County ETSB is requesting a networking change to transition to the statewide AT&T Next Generation 9-1-1 network to provide Next Generation 9-1-1 service. The Tazewell County Communications Center PSAP transitioned to the AT&T ESInet on 10/30/2024. The ISP has completed its review of the modified plans and has determined that it meets the requirements for a modified plan filing under 83 Ill. Admin. Code Part 1325.205.

Reviewed by: Catherine Dailey

Date: 05/06/25