

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



State of Illinois

Application for
9-1-1 Modification Plan
Long Form

INTRODUCTION

The following document provides the application for submitting a 9-1-1 Modification Plan that will supply the Illinois State Police (ISP), the Illinois Commerce Commission (ICC), and the Statewide 9-1-1 Administrator (Administrator) with the necessary information about your proposal to modify your 9-1-1 system. All modification plans must comply with 83 Ill. Adm. Code Part 1324.300 and 1324.310.

LONG FORM MODIFICATION PLAN:

NOTE: If the modification results in increased network costs for the State, the costs must be pre-approved by the Administrator pursuant to Section 1326.210 before submitting the Modification Plan.

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

1. Changing geographic boundaries for wireline, wireless, VoIP, and text where it requires an intergovernmental agreement between 9-1-1 Authorities to modify those boundaries
2. Changes in network configuration, or 9-1-1 system provider except as provided for in subsection 1325.200(h), (i.e., implementation of a Next Generation 9-1-1 (NG9-1-1) system) or Cloud-Based 9-1-1 Call Handling Equipment (Narrative Statement required)
3. Change of Backup PSAP arrangement or Pre-Determined Alternate Route(s).

The Modification 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 sent to 9-1-1 System Provider with a copy of the plan.
Narrative Statement	A detailed summary of the changes to 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. Include the email request and Administrator's approval that support your network costs.
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 directly dispatched by the 9-1-1 System.
Adjacent 9-1-1 Authorities	List all adjacent 9-1-1 authorities that provide call handling and/or aid outside of your jurisdictional boundary.
Originating Service Providers (OSP)	A list of each OSP's exchange(s), prefix(es), and the 9-1-1 System Providers (OSP) configurations that will be used in the proposed system.
Test Plan	The 9-1-1 System's overall plan detailing how and to what extent the network and database will be tested. A Test Plan is required for all modifications.
Zip Codes	List each Zip Code within the 9-1-1 System boundary.

Attachments (if applicable)

Backup PSAP Agreement

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

☐

Backup PSAP Agreement is not Changed/Affected by this Modification.

Call Handling Agreements

Call handling agreements describe the primary and secondary dispatch agreement method(s) to be used by requesting parties within their respective jurisdictions.

☒

Call Handling Agreement(s) are not Changed/Affected by this Modification.

Contracts

The contract for a new NG9-1-1 system provider.

Network Diagram

Provided by the 9-1-1 system provider showing network, backup configuration and pre-determined alternate route(s).

Modification Plans must be filed electronically on the ISP's website at:

<https://isp.illinois.gov/Statewide911Division/ConsolidationPlansAndWaivers> where you will see the box below:



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

GENERAL INFORMATION

DATE: 09/29/2025

SYSTEM NAME	POPULATION SERVED	LAND AREA IN SQ. MILES
Central Dispatch Center	33,846	11.59

[illegible]

911 System Contact: Ronald R Robertson

Street Address: 1234 E Sibley Blvd

City, State and Zip Code: Dolton, Illinois 60419

Office Telephone: 708-201-3240

Cellular Telephone: 708-259-4815

Email: rrobertson@cms911.org

Please check:

- ☒ Receive Integrated 9-1-1 Text (SMS)
- ☐ Receive Integrated 9-1-1 Text (RTT)
- ☐ Receive 9-1-1 Videos/Pictures (MMS)

Text Control Center: att

VERIFICATION

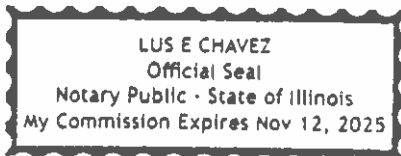
I, Nick Nomikas, first being duly sworn upon oath, depose and say that I am
Chairman of Emergency Telephone System Board; that I have read the
foregoing plan by me subscribed and know the contents thereof; that said contents are true in substance
and in fact, except as to those matters stated upon information and belief, and as to those, I believe same
to be true.

PL L B
CHAIRMAN ETSB

Subscribed and sworn to before me

this 6th day of October, 2025.

[Signature]
NOTARY PUBLIC, ILLINOIS



9-1-1 SYSTEM PROVIDER LETTER OF INTENT

09/30/2025

(Date)

Lisa Wirtanen

(9-1-1 System Provider Company Representative)

AT&T

(9-1-1 System Provider Company Name)

4918 W 95th St

(Street Address)

Oak Lawn, Illinois 60453

(City, State, Zip Code)

Dear Lisa:

This letter is to confirm our intent to modify our 9-1-1 System. Enclosed is your copy of our Modification Plan to be filed with the Illinois State Police for approval.

Thank you for your assistance in this matter.

Sincerely,



Chairman Nick Nomikos

enclosure: Modification Plan

NARRATIVE STATEMENT

Please answer the questions below and provide a detailed summary to assist the Illinois State Police (ISP), the Illinois Commerce Commission (ICC), and the Statewide 9-1-1 Administrator (Administrator) with an understanding of the plan and the nature of the modification as it applies to this application. Please use additional sheets if necessary.

1. Explain the reason for submitting the modification and provide the name and contact information for your certified 9-1-1 system provider, NGCS provider, and NOC/SOC provider.

The narrative statement for Central Dispatch Center stands the same. There will be a change to the back up PSAP portion of the agreement, The Calumet City Police Department also known as Calumet City 911, will serve as the primary back up for Central Dispatch.

2. Explain the national standards, protocols and/or operating measures that will be followed.

The purpose of this modification of the original petition is to eliminate ECOM dispatch PSAP from serving as primary back up fo Central Dispatch and to now make the Calumet City Police Department , also know as Calumet City 911, primary bak up for the Central Dispatch Center

3. 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.

An intergovernmental agreement has been agreed to by Central Dispatch Center ETSB abd The Calumet City Police Department, also known as Calumet City 911.

4. 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.

These mutually beneficial agreements are possible since both Central Dispatch and the Calumet City Police Department, alos know as Calumet City 911, are served by AT&T as the 9-1-1 provider.

5. Identify the backup PSAP. (Name and Address)

Calumet City ETSB, 1200 Pulaski, Calumet City, IL 60409

6. Indicate the PSAP Name(s) and Address(es) for your predetermined alternate route(s) or specify if none.

NONE

7. Explain how split exchanges will be managed.

No split

8. 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.

GIS updated via information each city and the dispatch center and from County GIS resources and uploaded to Next Gen portal by our vender Crossroads GIS solutions.

9. 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 whenever an updated version of the workflow tool is released.

Crossroads GIS solution maintains Central Dispatch Data base

FINANCIAL INFORMATION

Annual Recurring 9-1-1 Network Costs Prior to Modification	\$ _____	0.00
Projected Annual Recurring 9-1-1 Network Costs After Modification	\$ _____	0.00
Installation Cost of the Project	\$ _____	0.00
Additional Recurring Costs as a Result of the Modification – Provide Explanation Below	\$ _____	0.00

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. Include the email request and Administrator's approval that support your network costs.

This change will affect only the back up portion of our agreements. The strategic plan and financial projections are not involved with this change

COMMUNITIES SERVED

Provide a list of all communities to be served by the proposed 9-1-1 System. Include the name of the community and the official mailing address including street address, city, and zip code.

(ADD ADDITIONAL PAGES AS NEEDED)

[illegible]

PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS etc.) that are directly dispatched by the 9-1-1 System. Do not forget to include County Sheriff's jurisdiction and Illinois State Police Troops, if applicable. Each agency that appears on this list needs to have signed a call handling agreement.

(ADD ADDITIONAL PAGES AS NEEDED)

[illegible]

ADJACENT 9-1-1 AUTHORITIES

Provide a list of 9-1-1 Authorities that are adjacent to the proposed system's boundaries. Each 9-1-1 Authority that appears on this list needs to have signed a call handling agreement.

[illegible]

ORIGINATING SERVICE PROVIDERS (OSP)

(Wireline, Wireless, VoIP, Text)

A list of each OSP's exchange(s), prefix(es), and the 9-1-1 System Providers (OSP) configurations that will be used in the proposed system.

(ADD ADDITIONAL PAGES AS NEEDED)

[illegible]

TEST PLAN

1. The Test Plan defines testing with all OSPs and Aggregators who are known, including but not limited to, call testing, system overflow, system backup, pre-determined alternate routing, call transfers, NG9-1-1 address components and functionality, Integrated Text to 9-1-1 for Short Message Service (SMS) or Real Time Text (RTT) and if applicable, Multimedia Messaging Service (MMS), measurement tools, reporting solutions and voice and speech quality. The Test Plan should include Failover Test Cases, Network Equipment Test Cases, Call Handling Equipment Test Cases, Call Processing Test Cases including Text and Split Exchange Testing.

AT&T is the primary provider for Central Dispatch and all test plan including text to 9-1-1 will go through them. Cal city ETSB is 9-1-1 ready
Central is ESINET capable

2. List wireline exchanges to be tested.

esinet all 708 area codes
849,841,201,862,891,758,757,895

3. List the Wireless, Text, and VoIP Carriers to be tested.

att, verizon, t-mobile, xfinity, comcast,

ZIP CODES

Provide a list of Zip Codes for the communities within the boundary of your 9-1-1 System along with those being added. The Statewide 9-1-1 Bureau will determine the 9-1-1 Authority's zip code percentage using the NG9-1-1 GIS Address Point data within each Zip Code Boundary.

60419, 60633, 60411

9-1-1 AUTHORITIES BACKUP AGREEMENT

Parties will make a concerted effort to align with the call documentation procedures when handling calls from the other's jurisdiction.

- H. If a valid callback number is available, Parties will attempt to re-establish contact with abandoned calls. At a minimum, one callback should be performed to verify if an emergency exists when there are signs of distress, inaudibility, or a clear indication that emergency service is needed.
- I. When feasibly possible, Central Dispatch JETSB will follow up with a radio, voice transmission, or delivery of an email to rrobertson@cms911.org of the available Computer Aided Dispatch (CAD) or Call Detail Record (CDR) for Central Dispatch JETSB calls.
- J. When feasibly possible, _____ will follow up with a radio, voice transmission, or delivery of an email to _____ of the available Computer Aided Dispatch (CAD) or Call Detail Record (CDR) for _____ calls.
- K. Within thirty (30) days of the execution of this AGREEMENT, the Parties agree to conduct and document the appropriate training of their respective staff on the processes and procedures agreed to by the Parties.
- L. The Parties agree to notify the other Party of a return to normal conditions (such as the re-occupation of an evacuated PSAP) at the earliest possible opportunity. The Primary PSAP will be responsible for returning services back to normal conditions.
- M. If Central Dispatch JETSB or Calumet City ETSB is compelled by Law to disclose any call information, it shall provide prompt written notice to the other Party. If the Parties cannot fail to quash the legal process requiring disclosure, both Parties understand the requested call information will be disclosed only to the extent necessary to satisfy the request.

III. UPDATES AND MODIFICATIONS TO THIS AGREEMENT

This agreement shall last for a period of one year from October 01, 2025 through September 30, 2026 and shall continue from year to year thereafter. If either party wishes to terminate this agreement, they shall provide the other party with at least 30 days written notice of such termination.

The Parties agree to review this Agreement on a bi-annual basis, at a minimum, to update any processes or understandings.

9-1-1 AUTHORITIES BACKUP AGREEMENT

II. 9-1-1 EMERGENCY CALL HANDLING DISPATCH PROCEDURES AND PROTOCOLS

It is agreed by Central Dispatch JETSB and Calumet City ETSB that contingency diversion of 9-1-1 calls may not be supported if the Backup PSAP is experiencing its own emergency or has its own need for overflow call handling support.

The exigent circumstances and conditions under which a contingency diversion activation may occur shall include, but are not limited to the need for PSAP evacuation, network failure call handling equipment failure, unavailability of numerous workstations, or other conditions causing the processing and answering of a 9-1-1 call to be compromised.

The rerouting of all 9-1-1 calls to the Backup PSAP shall be done at the 9-1-1 routing level (Selective router or NG911 Core Services [NGCS]) to maintain the same level of service and information, and not routed to ten-digit lines. If this is not capable, the substitute methods must be approved by the 9-1-1 System Manager

Calumet City ETSB agrees to accept the following call types from Central Dispatch JETSB:

- ☒ 911 Voice
- ☒ 911 Text
- ☒ 10-digit Emergency
- ☒ CAD-to-CAD Interface
- ☒ 10-digit Non-Emergency/Administrative (Admin)
- ☒ Images/Video to 911

A. Condition 1: Call overflow due to instances such as PSAP busy condition or ring, no-answer due to full call queue.

- i. The Backup PSAP will accept overflow calls from Central Dispatch JETSB when its call queue is full, or a call goes unanswered for a period of 10 Minutes () seconds. The Backup PSAP will make best efforts to deliver any answered call details under this provision back to the PSAP's jurisdiction for dispatch by the following manner and in the following priority order:

1. Priority Method: Radio transmission on County band net 3
2. 2nd Priority Method: 10-digit Non-Emergency/Admin
(708-201-3240)
3. 3rd Priority Method: Talk Group _____

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(708-201-3240)
3. 3rd Priority Method: Talk Group _____

9-1-1 AUTHORITIES BACKUP AGREEMENT

The Parties entering into this AGREEMENT acknowledge that any modifications must be by mutual consent, in writing, with as advanced notice as possible considering the circumstances, and will be treated as an amendment to this AGREEMENT.

The 9-1-1 Administrator shall be notified when there are any modifications to, or termination of, this AGREEMENT

IV. EFFECTIVE DATES

This AGREEMENT shall take effect upon its signing by authorized representatives of each party.

Signatures:

Name: Ron Robertson

Signature: *Ron Robertson* Date: 9-24-2025

Title: Director

9-1-1 System: Central Dispatch JETSB

Name: Michelle Celmer

Signature: *Michelle Celmer* Date: 9-25-2025

Title: Director

9-1-1 System: Calumet City ETSB