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

State of Illinois

Application for
9-1-1 Modification Plan

911 GENERAL INFORMATION

DATE: 06/06/2023

Type of Change:	☒ Long Form Modification Plan	☐ Short Form Modification Plan	
Current System Name:		Population Served	Land Area in Sq Miles
Evanston 9-1-1		76000	8 sq miles

List PSAPs:	Primary	Secondary
Evanston 9-1-1	X	
Northwestern University Police		X

911 System Contact: Christopher Voss

Street Address: 1454 Elmwood Ave

City, State and Zip Code: Evanston, IL 60201

Office Telephone: (847) 866-5068

Cellular Telephone: (847) 878-3806

Email: cvoss@cityofevanston.org

Wireless Coverage for Consolidated System:

___100___ % Phase II compliant

___100___ % Phase I compliant

Please check if applicable:

___X___ NG9-1-1 capable

___X___ Receive 9-1-1 Text

_____ Receive 9-1-1 Video

VERIFICATION

I, Christopher Voss _____, first being duly sworn upon oath, depose and say that
I am Communications Manager _____, of Evanston 9-1-1 _____; 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.

_____

Christopher Voss, Communications Manager

Subscribed and sworn to before me

this 6 ____ day of June _____, 20 23 ___.

_____
NOTARY PUBLIC, ILLINOIS

SUSAN PONTARELLI
Official Seal
Notary Public - State of Illinois
My Commission Expires Apr 2, 2025

9-1-1 SYSTEM PROVIDER
LETTER OF INTENT

06/06/2023
(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, IL 60453
(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

Christopher Voss
Communications Manager, City of Evanston

(Name)
(Title)

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:

The City of Evanston 9-1-1 System is transitioning from E9-1-1 to Next Generation 9-1-1 (NG911). AT&T is the 9-1-1 System Provider ("SSP").

The City of Evanston 9-1-1 System will comply with all Federal and State laws and with National Emergency Number Association Standards (NENA) that pertain to NG911 including the NENA i3 Standard for Next Generation - NENA-STA-010.3a-2021.

The State of Illinois has selected AT&T to provide a statewide Next Generation 9-1-1 System. AT&T's ESInet combines AT&T's network capabilities with technology from Intrado Life &Safety, Inc. (Intrado). The AT&T ESInet solution will facilitate an efficient transition from legacy 9-1-1 networks to networks capable of supporting the growing demands of a mobile society. With AT&T ESInet, the State is taking advantage of AT&T's investment in a pre-built, cloud-based solution that delivers next-generation functionality. AT&T is also providing their industry-leading AT&T VPN MPLS network for primary access to all PSAPs.
AT&T's ESInet solution is a combination of their IP network and Next Gen Core Services (NGCS) components that includes industry leading SLAs, management services and tools to help ensure that they provide the best possible service.

The design is based on building redundant systems to avoid any single point of failure (SPOF) in the ESInet and the overall NG9-1-1 Network Architecture. The NG9-1-1 system will provide flexibility in the routing of calls. The ESInet being deployed has all PSAPs connected and can route calls based on not only location, but also by availability. In a Next Generation solution, a call will be answered through intelligent routing. Additionally, there will be more available positions to answer calls because all connected and tested PSAPs will be technically able to answer the call and will be able to dispatch or transfer the call to another PSAP.
AT&T's ESInet defense-in-depth security is built into the architecture. AT&T's Global IP network is monitored by 8 different Security Operations Center (SOC) facilities located across the world. AT&T uses its security portfolio capabilities to protect their data centers and networks.
AT&T's ESInet provides six (6) geographically diverse and fully redundant facilities to increase resiliency and survivability in natural and man-made disaster scenarios, with scalable capacity capable of supporting more than twice the 9-1-1 busy hour call for the entire United States. AT&T has documented business con

Plan Narrative:

The ESInet is monitored 24x7x365 from a NOC with tier 2 and tier 3 technical resources dedicated to the AT&T ESInet. AT&T's 9-1-1 Resolution Center has dedicated public safety resources.
The AT&T ESInet provides a flexible routing platform that supports both ESN (tabular) and GIS (spatial) routing on the same Emergency Call Routing Function (ECRF).
The AT&T ESInet solution will interconnect to legacy selective routers as defined per NENA standards. AT&T provides redundant, public safety grade points of presence in each LATA for OSP ingress locations for Legacy Network Gateways (LNGs).

AT&T will interconnect to Legacy Selective Routers to transfer and/or receive calls with Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information to the State's NGCS via legacy means through the Legacy Selective Router Gateway (LSRG). Interconnections will also allow legacy PSAPs served by legacy selective routers to serve as the abandonment route for PSAPs served by the AT&T ESInet solution.

Connectivity extends beyond the internal ESInet transport to external network and OSP interfaces. The ESInet supports both TDM and IP OSP ingress at geographically distributed Points of Interconnection (POI's). The ESInet supports standards-based protocol interfaces to external ESInets for call hand-off and call transfers. With pre-established connectivity capabilities, PSAPs on the ESInet have the ability to transfer calls to PSAPs on other ESInets or PSAPs that have not yet transitioned off legacy selective routers.
AT&T will coordinate getting the OSPs records into the AT&T ESInet database. AT&T will also jointly plan the interconnecting network with the OSP. Circuits will be ordered and implemented between the OSP and the ESInet POI. The ESInet POI may reside in an AT&T office or hub. AT&T will cooperatively test and turn up all trunking arrangements with the OSP. Traffic migrations from the legacy to new AT&T infrastructure will follow.
Integrated Text-to-911 is supported by the ESInet.

AT&T is responsible for negotiating interconnection agreements and trunking arrangements with each service provider. Interconnection agreements will include the roles and responsibilities of the Parties related to the exchange of 9-1-1 traffic including but not limited to, split rate centers, tandem to tandem and IP connections.
GIS data is submitted to the AT&T ESInet via a web-based spatial interface (SI) portal. The portal provides secure GIS file transfer. 9-1-1 Authorities can maintain their local database schema and configure database changes using attribute field mapping tools.

The Spatial Interface (SI) validation engine logs errors and refers errors back to the originating 9-1-1 Authority in comprehensive reports that are retrieved in the 9-1-1 Enterprise Geospatial Database Management System (9-1-1EGDMS). Validation errors are corrected by the 9-1-1 Authority within their own GIS database. Updates are submitted and processed on an on-going basis.

AT&T's ESInet cyber security policies, standards, and guidelines are consistent with industry best practices as defined by International Organization for Standardization and Control Objectives for Information and related Technology. The AT&T ESInet is a highly secure, privately managed IP network providing IP based call routing services for next generation 9-1-1 call delivery. All inbound and outbound traffic interactions are with pre-authorized entities, utilize agreed upon protocols and traverse controlled access points. Call processing and real-time data delivery are protected through both physical and logical controls.

Sensitive data resides in trusted data centers that employ logical and physical access controls. All hardware and software elements deployed in a production environment go through stringent release management processes that incorporate thorough penetration scan testing. Corporate and development environments are separate from production and are not used in development or system test environments. Inter-zone traffic is restricted to only that of authorized personnel and the necessary protocols destinations used to support the management and applications of the ESInet with all other traffic implicitly denied by way of redundant and diverse Session Border Controllers (SBC) and stateful firewalls. A Network Operations Center (NOC) staffed 24 hours a day, seven days a week, 365 days a year to actively monitor and manage the AT&T ESInet end-to-end service is provided. When a potential or actual Customer-affecting issue is detected, the Incident Administration team is engaged by the NOC. The team uses established processes that are ISO 9001:2008-compliant for immediate escalation, notification, resolution, and reporting. All buildings, NOC and Data Center access are monitored by 24x7 security and access control systems.

Evanston 9-1-1 will retain it's current backup agreement with Wilmette PD replacing the legacy switch with a PSAP Abandonment Device (PAD). Evanston employs Comtech GEM9-1-1 for Text-to-911 with the intention to accept native Text-to-911 from the State of Illinois through the Motorola Callworks CPE.

Evanston's Secondary PSAP, Northewestern University PD, are in the late stages of an upgrade to Motorola CallWorks to gain i3 compliance. Their agency submitted an initial assessment in 2022 and will submit an update upon completion of the CPE project.

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 $ _____ $ 25,000.00

Anticipated annual revenues $ _____ $ 0.00

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:

N/A

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
City of Evanston	2100 Ridge ave Evanston, IL 60201

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
Evanston Police Department	1454 Elmwood Ave Evanston, IL 60201	(847) 866-5000	X		
Evanston Fire Department	909 Lake St Evanston, IL 60201	(847) 448-4311	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
Skokie/Lincolnwood Police/Fire Department	7300 Niles Center Rd., Skokie, IL 60077	(847) 982-5900
Cook County Sheriffs Office	9511 Harrison St.,, Des Plaines, IL 60016	(708) 865-4700
ISP Troop 3	9511 Harrison St., Des Plaines, IL 60016	(847) 294-4400
Wilmette Police/Fire Department	710 Ridge Rd., Wilmette, IL 60091	(847) 256-1200
Chicago Police/Fire Department	1411 W Madison St #4, Chicago, IL 60607	(312) 746-9111

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	208 S. Akard St. Ste. 100, Dallas, TX 75202	(210) 821-4105
Verizon Wireless	1095 Avenue of the Americas, New York, NY 10036	(212) 395-1000
T-Mobile/Sprint	12920 Se 38th St., Bellevue, WA, 98006	(425) 378-4000
AT&T Mobility	P.O Box 97061 Redmond, WA 98073	(800) 331-0500
Comcast	1701 JFK Boulevard, Philadelphia, PA 19103	(215) 286-1700
Corecom	854 Cypress Ave. Ridgewood, NY 11385	(347) 668-1207
Frontier	401 Merritt 7, Norwalk, CT 06851, USA	(800) 921-8101
Globalcom	14 Marsh Ct, Madison, Wisconsin, 53707	(608) 663-8016
Intermedia	100 Mathilda Place, Suite 600, Sunnyvale, CA 94086	(800) 379-7729
MPower		
Ovation	19315 W. Catawba Ave. Suite 220, Cornelius, NC 28031	(866) 207-2111
Cricket Wireless	1025 Lenox Park Blvd NE 5th floor, Atlanta, GA 30319	(800) 274-2538
Paetec	200 W. Adams St., Ste 1110, Chicago, IL 60606	(312) 924-9300
MCI Worldcom	22001 Loudoun County Pkwy., Ashburn, VA, 20147	(888) 444-3333
XO Communications	3865 Sunrise Valley Dr, Herndon, VA 20171	(703) 547-2000

Test Plan Description i3

TEST #	TEST CASE	TYPE
1	Trunk Verification (SIP)	Call Routing
2	Trunk Verification (SS7 Ingress from LSR)	Call Routing
3	Trunk Verification (SS7 Egress from AGC to LSR)	Call Routing
4	Perform reboot and validation on each AT&T network edge router at PSAP	Failover test
5	Perform WAN interface shutdown and validation on each AT&T network edge router at PSAP	Failover
6	Perform reboot and validation on each ATT Interface Router (between CPE and AT&T router)	
7	Wireline Call Routed to PSAP through AT&T ESInet	Equipment
8	Wireless Call Routed to PSAP through AT&T Esinet	Equipment
9	VOIP Call Routed to PSAP through AT&T ESInet	Equipment
10	CPE bids i3 Components	Call Handling
11	i3 Routing Fails, Routing via SRDB for Wireline call	Call Routing
12	i3 Routing via ECRF for Wireline call	Call Routing
13	i3 Transfer: Fixed Bridge Conferencing Confirmation (Call to IP PSAP then bridge to i3 PSAP if available – willing PSAP)	Call Handling
14	S/R Transfer: Selective Bridge Conferencing Confirmation, if used by the PSAP	Call Handling
15	S/R Transfer: Fixed Bridge Conferencing Confirmation	Call Handling
16	S/R Transfer: Fixed Bridge Conferencing Confirmation	Call Handling
17	PSTN Transfer: Fixed Bridge Conferencing Confirmation	Call Handling
18	Manual Transfer to valid local TN	Call Handling
19	Manual conference bridging to invalid unassigned number	Call Handling
20	Manual conference bridging to a valid 8YY number	Call Handling
21	Manual conference bridging to a valid Busy number	Call Handling
22	Manual conference bridging to a Multi-Party Conference	Call Handling
23	Manual conference bridging to a valid long-distance cell	Call Handling
24	Alternate Routing	Call Routing
25	Ring no Answer Timer	Call Routing
26	No position Logged In	Call Routing
27	Abandonment Routing	Call Routing
28	Un-Abandonment Routing	Call Routing
29	Abandonment Routing – PAD Testing (if PAD available)	Call Routing
30	Un-Abandonment Routing – PAD Testing (if PAD available)	Call Routing
31	Test line appearances that appear on each CPE	Call Processing
32	TTY call	Call Handling
33	TTY conference call	Call Handling

AT&T

December 14, 2022

Dear Christopher Voss,

As is our practice each year, the AT&T 9-1-1 Team has completed a review of your 9-1-1 System to aid you in preparing your Annual Reports to the Illinois State Police. Enclosed is a current 9-1-1 Network Diagram as well as important information.

AT&T provides your 9-1-1 System's 9-1-1 database Error Ratio and Network Access Line count each year. As of December 1, 2022, your System's Error Ratio is: 0.0 % based on the number of ALI records for your 911 system of 54027 Telephone Numbers.

As part of recent consolidation activity, AT&T has updated the Master 9-1-1 Transfer TN list. A copy of the updated list has been attached to this mailing.

Questions regarding your Legacy 9-1-1 system can be referred Lisa Wirtanen of the AT&T Illinois 9-1-1 Team and those systems on ESINet can be referred to Joshua Folta who's contact information is listed below. If you know of any changes to the recipients of this Annual Report for 2022, please let us know as soon as possible.

Respectfully Yours,

The AT&T Illinois 9-1-1 Team

9-1-1 Service Executive, Lisa Wirtanen, (708) 229-0388 or lb9261@att.com
9-1-1 Service Executive, Joshua Folta,(312) 291-6235 or jf3474@att.com
9-1-1 Data Integrity Unit, Midwest911diu@att.com
Director 9-1-1 Service Management, Kate Beinecke, (414) 678-4986 or kb5174@att.com