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: 08/06/2022

Type of Change:	☒ Long Form Modification Plan	☐ Short Form Modification Plan
Current System Name:	Population Served	Land Area in Sq Miles
Eisenhower Emergency Communications (IKE 911)	31,068	4.0

List PSAPs:	Primary	Secondary
Eisenhower Emergency Communications (IKE 911)	X	

911 System Contact: Francisco Reyes

Street Address: 2350 S 25th Ave

City, State and Zip Code: Broadview, Illinois 60155

Office Telephone: (708) 345-6550

Cellular Telephone: (708) 204-8915

Email: freyes@broadview-il.gov

Wireless Coverage for Consolidated System:

100 % Phase II compliant

100 % Phase I compliant

Please check if applicable:

_____ NG9-1-1 capable

_____ Receive 9-1-1 Text

_____ Receive 9-1-1 Video

VERIFICATION

I, Francisco Reyes, first being duly sworn upon oath, depose and say that I am Director, of Eisenhower Emergency Communications; 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.

Francisco Reyes

Subscribed and sworn to before me

this 28 day of APRIL, 20 23.

NOTARY PUBLIC, ILLINOIS

KEVIN MCGRIER
Official Seal
Notary Public - State of Illinois
My Commission Expires Jun 28, 2026

9-1-1 SYSTEM PROVIDER
LETTER OF INTENT

April 28th, 2023
(Date)

Lisa Wartanen
(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

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,

Francisco Reyes
Eisenhower Emergency Communications

enclosure: Modification Plan

NARRATIVE STATEMENT:

(Provide a detailed summary of system operations for either a consolidation or modified plan. If incorporating an NG9-1-1 solution, please include the additional items listed below pursuant to 1325.205b)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 Eisenhower Emergency Communications 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 Eisenhower Emergency Communications 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&Ts 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&Ts 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 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.
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).

Narrative Plan:

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.

Backup PSAP
Eisenhower Emergency Communications will maintain its current backup PSAP at the Southwest Cook County Consolidated Dispatch PSAP in Hillside, IL. The current backup PSAP Agreement is included as an attachment to this application.

FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs prior to modification	$ n/a
Projected annual recurring 9-1-1 network costs after modification	$ TBD
Installation cost of the project	$ TBD
Anticipated annual revenues	$ n/a

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
Broadview	2350 S 25th Ave Broadview, IL 60155
Maywood	125 S 5th Ave Maywood, IL 60153

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
Broadview Police Department	2350 S 25th Ave Broadview, IL 60155	(708) 345-6550	x		
Broadview Fire Department	2400 S 25th Ave Broaview, IL 60155	(708) 343-6124	x		
Maywood Police Department	125 S 5th Ave Maywood, IL 60153	(708) 450-4460	x		
Maywood Fire Department	700 St Charles Rd Maywood, IL 60153	(708) 681-8860	x		

ADJACENT AGENCIES LIST

Provide a list of public safety agencies and existing 9-1-1Systems that are adjacent to the proposed system's boundaries. Each agency that appears on this list should also have signed a call handling agreement and/or aid outside jurisdictional boundaries.

AGENCY	STREET ADDRESS, CITY, ZIP CODE	TELEPHONE NUMBER
Cook County Sheriff's Department	9511 W. Harrison, Des Plaines, IL 60016	(847) 294-4744
Hines Veteran's Administration	5000 S 5th Ave Hines, IL 60141	(708) 202-8387
Illinois State Police District Chicago	9511 W. Harrison, Des Plaines, IL 60016	(847) 294-4400
Forest Park Fire Department	(See West Suburban Consolidated Dispatch Ctr Below)	(708) 771-9110
Forest Park Police Department	(See West Suburban Consolidated Dispatch Ctr Below)	(708) 771-9110
River Forest Police Department	(See West Suburban Consolidated Dispatch Ctr Below)	(708) 771-9110
River Forest Fire Department	(See West Suburban Consolidated Dispatch Ctr Below)	(708) 771-9110
West Suburban Consolidated Dispatch Center	400 Park Ave, River Forest, IL 60305	(708) 771-9110
North Riverside Fire Department	(See West Central Consolidated Comm. Below)	(708) 762-5413
North Riverside Police Department	(See West Central Consolidated Comm. Below)	(708) 762-5413
La Grange Police Department	(See Lyons Township Area Comm. Below)	(708) 215-3586
La Grange Fire Department	(See Lyons Township Area Comm. Below)	(708) 762-5413
Riverside Fire Department	(See West Central Consolidated Comm. Below)	(708) 762-5413
Riverside Police Department	(See West Central Consolidated Comm. Below)	(708) 762-5413
La Grange Park Police Department	(See Lyons Township Area Comm. Below)	(708) 215-3586
La Grange Park Fire Department	(See Lyons Township Area Comm. Below)	(708) 215-3586
Westchester Police Department	(See Proviso Central Dispatch Below)	(708) 449-6133
Westchester Fire Department	(See Proviso Central Dispatch Below)	(708) 449-6133
Bellwood Police Department	(See Proviso Leyden Joint 911 Auth. Below)	(847) 455-0180
Bellwood Fire Department	(See Proviso Leyden Joint 911 Auth. Below)	(847) 455-0180
Melrose Park Police Department	(See Proviso Leyden Joint 911 Auth. Below)	(847) 455-0180
Melrose Park Fire Department	(See Proviso Leyden Joint 911 Auth. Below)	(847) 455-0180
Proviso Leyden Joint 911 Authority	2600 N Mannheim Road, Franklin Park, IL 60131	(847) 455-0180
Proviso Central Dispatch	425 N Hillside Ave, Hillside, IL 60162	(708) 449-6133
Lyons Township Area Commuincations	304 W Burlington Ave, Lagrange, IL 60525	(708) 215-3586
West Central Consolidated Communications	2359 S. DesPlaines Ave., N Riverside, IL 60546	(708) 762-5413

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 - Primary Statewide and Local Carrier		-
Wireless Carriers - Statewide ESINET Service		
VOIP Carriers - Statewide ESINET Service		

AGREEMENT FOR 911 EMERGENCY COMMUNICATIONS BACK-UP AND OVERFLOW

THIS AGREEMENT (the "*Agreement*") is made and entered into as of the 27th day of February, 2019 by and between the Eisenhower Joint Emergency Telephone System Board ("*IKE 911*") and the South West Cook County Consolidated Dispatch ETSB ("*SWCCCD*") for the purposes of handling and routing of 911 emergency calls.

WITNESSETH:

WHEREAS, IKE 911 and SWCCCD are each a Joint ETSB, as such term is defined in the Emergency Telephone System Act, 50 ILCS 750/1 *et seq*. (the "*Act*"), formed in accordance with the consolidation requirements set forth in Section 15.4a of the Act; and,

WHEREAS, IKE 911 operates a PSAP, as such term is defined in the Act, located in Broadview, Illinois, for the handling of emergency 911 calls and the dispatch of police, fire, and emergency medical services in its jurisdiction (the "*Broadview PSAP*"); and,

WHEREAS, SWCCCD operates a PSAP, as such term is defined in the Act, located in Hillside, Illinois, for the handling of emergency 911 calls and the dispatch of police, fire, and emergency medical services in its jurisdiction (the "*Hillside PSAP*"); and,

WHEREAS, IKE 911 and SWCCCD desire to have the Broadview PSAP and Hillside PSAP serve as a back-up to each other in the event of a failure of either PSAP; and,

NOW, THEREFORE, in consideration of the promises and mutual covenants hereafter set forth, the Parties agree as follows:

Section 1. The foregoing preambles are hereby incorporated into this Agreement, as if fully restated in this Section 1.

Section 2. Upon the Broadview PSAP becoming disabled or unable to handle incoming 911 calls, including by reason of all lines being busy, all such incoming 911 calls shall be routed to the Hillside PSAP by a method of direct transfer. Immediately upon its restoration, all incoming 911 calls shall be routed back to the Broadview PSAP.

Section 3. Upon the Hillside PSAP becoming disabled or unable to handle incoming 911 calls, including by reason of all lines being busy, all such incoming 911 calls shall be routed to the Broadview PSAP by a method of direct transfer. Immediately upon its restoration, all incoming 911 calls shall be routed back to the Hillside PSAP.

Section 4. Prior to transfer of 911 calls, the disabled PSAP shall inform the back-up PSAP, to which incoming 911 calls will be routed, of the situation and the estimated downtime for the disabled PSAP. This obligation shall not apply in the case of incoming 911 calls being rerouted as a result of all lines being busy.

Section 5. In the event of an extended or prolonged outage, members of the disabled PSAP shall be sent to assist the back-up PSAP in handling call processing.

Section 6. Each party shall retain exclusive authority over its respective PSAP, including as it relates to personnel and all actions of a PSAP's personnel shall be considered the acts of employees of that party alone. The parties agree that its respective employees shall be trained, certified and/or receive additional periodic training, on an as-needed basis, relating to the provision of services by the applicable PSAP in accordance with all applicable laws and regulations and their respective training and protocol policies and procedures.

Section 7. Each PSAP shall be operated in conformance with all applicable laws and regulations. All incoming 911 calls shall be handled in accordance with the policies and procedures of the PSAP receiving the call.

Section 8. The parties, at each party's sole cost, shall maintain general liability insurance, personal injury and property damage insurance naming the other party as an additional insured in the amount such party generally maintains for itself in the ordinary course of business.

Section 9. Nothing in this Agreement shall be construed as altering or changing the jurisdiction of either party.

Section 10. This Agreement shall continue in full force and effect until terminated by either party upon 90-days advance written notice.

Section 11. This Agreement may be executed in counterparts, each of which shall be deemed to be an original and both of which shall constitute one and the same Agreement.

Section 12. If any part of this Agreement shall be held invalid for any reason, the remainder of this Agreement shall remain valid to the maximum extent possible.

Section 13. This Agreement shall be governed by the laws of the State of Illinois without giving consideration to the principals of conflict of laws.

Section 14. This Agreement represents the entire agreement between the parties and there are no other promises or conditions in any other agreement whether oral or written. Except as stated herein, this Agreement supersedes any other prior written or oral agreements between the parties and may not be further modified except in writing acknowledged by both parties.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their duly authorized officers on the date first written above.

[Signature Page Follows]

Eisenhower Joint Emergency Telephone System Board

By: FRANCISCO REYES
Acting on Behalf of:
Eisenhower Joint Emergency Telephone
System Board

South West Cook County Consolidated Dispatch ETSB

By: Joseph Beckwith
Acting on Behalf of:
Southwest Consolidated Dispatch

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