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

State of Illinois

Application for 9-1-1 Modification Plan

ISP 7-310 (4/22)

911 GENERAL INFORMATION

DATE:

Type of Change: ☒ Long Form Modification Plan	☐ Short Form Modification Plan	
Current System Name:	Population Served	Land Area in Sq Miles
Menard County ETSB	12705	315

List PSAPs:	Primary	Secondary
Menard County Jail 315 So. 6th St. Petersburg, Il. 62675	X	

911 System Contact: John Balster

Street Address: 315 So. 6th St.

City, State and Zip Code: Petersburg, Il. 62675

Office Telephone: (217) 632-7137

Cellular Telephone: (217) 725-3120

Email: 911coordinator@co.menard.il.us

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, John Balster, first being duly sworn upon oath, depose and say that I am 911 Coordinator, of Menard County 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.

Subscribed and sworn to before me

this 2nd day of December, 2023.

NOTARY PUBLIC, ILLINOIS

OFFICIAL SEAL
JACQUELINE S. YOUNG
NOTARY PUBLIC. STATE OF ILLINOIS
MY COMMISSION EXPIRES 07-26-2026

9-1-1 SYSTEM PROVIDER
LETTER OF INTENT

DECEMBER 2, 2023
(Date)

Lisa Wirtanan
(9-1-1 System Provider Company Representative)

AT&T
(9-1-1 System Provider Company Name)

4916 W. 95th St.
(Street Address)

Oaklawn, Il. 60453
(City, State, Zip Code)

Dear Ms Wirtanan:

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) JOHN BALSTER
(Title) 911 COORDINATOR

enclosure: Modification Plan

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. Menard County ETSB will be able to accept Text calls as the State integrates the software. Cass County II, is our Primary Back-up PSAP and we are using Sangamon County II as an Alternate if Cass is unable to provide service.

Plan Narrative:

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).
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.

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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
Petersburg, Il.	122 So. 6th St. Petersburg, Il. 62675
Athens, Il.	210 Dottie Bednarko Dr. Athens, Il. 62613
Tallula, Il.	111 Main St. Tallula, Il. 62688
Oakford, Il.	100 Center St. Oakford, Il. 62673
Greenview, Il.	106 E. Washington St. Greenview, Il. 62642

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
Athens Fire Dept.	402 E. Hargrave Athens, Il. 62613	(217) 636-8821	X		
Athens Police Dept.	210 Dottie Bednarko Dr. Athens, Il. 62613	(217) 632-7137	X		
Greenview Fire Dept.	130 N Engle St. Greenview, Il. 62642	(217) 968-2241	X		
Greenview Police Dept.	145 E. Adams St. Greenview, Il. 62642	(217) 968-5314	X		
Menard County EMS	19072 State Hwy 123 Petersburg, Il. 62675	(217) 632-7700	X		
Menard County Rescue District	210 So. 6th St. Petersburg, Il. 62675	(217) 632-7110	X		
Menard County Sheriff Dept.	315 So. 6th St. Petersburg, Il. 62675	(217) 632-2273	X		
Oakford Fire Dept.	State Rt.97and Center St. Oakford, Il. 62673	(217) 635-5227	X		
Petersburg Comm. Fire Dept.	18480 State Hwy 97 Petersburg, Il. 62675	(217) 632-7911	X		
Petersburg City Fire Dept.	302 E. Taylor St. Petersburg, Il. 62675	(217) 632-2349	X		
Petersburg Police Dept.	122 So. 6th St. Petersburg, Il. 62675	(217) 632-5032	X		
Tallula Fire Dept.	303 N. Elm St. Tallula, Il. 62688	(217) 634-4339	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
Cass County ETSB	101 N. Front Street Virginia, Il. 62691	(217) 452-7187
Sangamon County ETSB	2000 Shale Street Springfield, Il. 62703	(217) 753-6839
Logan County ETSB	911 Pekin Street Lincoln, Il.	(217) 732-3911
Mason County ETSB	125 N. Plum Street Havana, Il. 62644	(309) 543-3758

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	4916 W. 95th St. Oaklawn, Il. 60453	(708) 229-0388
Frontier	401 Merritt 7 Norwalk, Ct. 06851	(309) 205-8824
Cass Telephone Co.	100 Redbud Rd. Virginia, Il. 62691	(217) 452-3022

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.

CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency) _____ , for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

(9-1-1 System Name) _____ receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: _____ (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

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.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

_____	_____
9-1-1 Authority	Public Safety Agency
By _____	By _____
Title _____	Title _____

TEST PLAN DESCRIPTION

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

see attached

2) List wireline exchanges to be tested.

N/A

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

N/A

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