

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



**State of Illinois**

**Application for**  
**9-1-1 Modification Plan**

# INTRODUCTION

The following document provides the application for submitting a 9-1-1 Modification Plan that will supply the Department of State Police (Department), the Illinois Commerce Commission (ICC), the Statewide 9-1-1 Advisory Board (Advisory Board) and the Statewide 9-1-1 Administrator (Administrator) with the necessary information about your proposal to modify your 9-1-1 system. All modified plans must comply with 83 Ill. Adm. Code Part 1325.

## **LONG FORM MODIFIED 9-1-1 PLAN:**

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

- 1) Changing boundaries that require an intergovernmental agreement between local governmental entities to exclude or include residents within the 9-1-1 jurisdiction
- 2) Changing or adding a 9-1-1 system provider
- 3) Changes in network configuration, except as provided for in subsection 1325.200(h), (i.e. implementation of a Next Generation 9-1-1 (NG9-1-1) system)
- 4) Change of Backup PSAP arrangement

The Modified Plan must include the following documents:

<b>General Information</b>	Contact and 9-1-1 System information.
<b>Verification</b>	Notarized statement of truth regarding information provided in the plan.
<b>Letter of Intent</b>	Letter that is sent to the 9-1-1 System Provider with a copy of the plan.
<b>Plan Narrative</b>	A summary of the changes of the proposed system's operation.
<b>Financial Information</b>	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.
<b>5-Year Strategic Plan</b>	A detailed plan for implementation and financial projections.
<b>Communities Served</b>	A list of all communities that are served by the 9-1-1 System.
<b>Participating Agencies</b>	A list of public safety agencies (Police, Fire, EMS, etc.) who are dispatched by the 9-1-1 System.
<b>Adjacent Agencies</b>	A list of public safety agencies (Police, Fire, EMS, etc.) that are adjacent to the 9-1-1 System's jurisdictional boundaries.

## **Attachments (if applicable):**

<b>Ordinance</b>	Any local ordinances which dissolve an existing ETSB or creates a new ETSB.
<b>Intergovernmental Agreement</b>	Any intergovernmental agreements or MOU's creating a joint ETSB or any other agreements pertinent to the 9-1-1 system.
<b>Contracts</b>	Contract(s) with a 9-1-1 system provider or for NG-9-1-1 service.
<b>Back-up PSAP Agreement</b>	Establishes back-up and overflow services between PSAPs.
<b>Network Diagram</b>	Provided by the 9-1-1 system provider showing trunk routing and backup configuration.
<b>Call Handling Agreements</b>	Call handling agreements shall describe the primary and secondary dispatch method to be used by requesting parties within their respective jurisdictions.
<b>Aid Outside Jurisdictional Boundaries Agreements</b>	Aid outside normal jurisdictional boundaries agreements shall provide that 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.

- Carrier Listing**                    A list of each carrier telephone company(s), exchange(s), prefix(es), and the various 9-1-1 System configurations that will be used in the proposed system.
- Test Plan**                         The 911 System's overall plan detailing how and to what extent the network and data base will be tested.

These modified 9-1-1 Plans must be filed electronically on the Department's website at:  
<http://www.isp.state.il.us/Statewide911/statewide911.cfm> where you will see the box below to submit your plan.



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

**SHORT FORM MODIFIED 9-1-1 PLAN:**

The following modifications do not need to be submitted electronically on the Department's website.

The 9-1-1 Authority must provide written notification to the Administrator at [911\\_tech\\_support@isp.state.il.us](mailto:911_tech_support@isp.state.il.us) at least 10 business days prior to making the following changes pursuant to Section 1325.200(h). After review, the Administrator will provide a letter of acknowledgment.

- 1) Permanent relocation of an existing PSAP or backup PSAP facility
- 2) Reduction in 9-1-1 trunks from the selective router to the PSAP
- 3) Further reduction of PSAPs within a 9-1-1 Authority beyond consolidation as required by the Act

The notification should include:

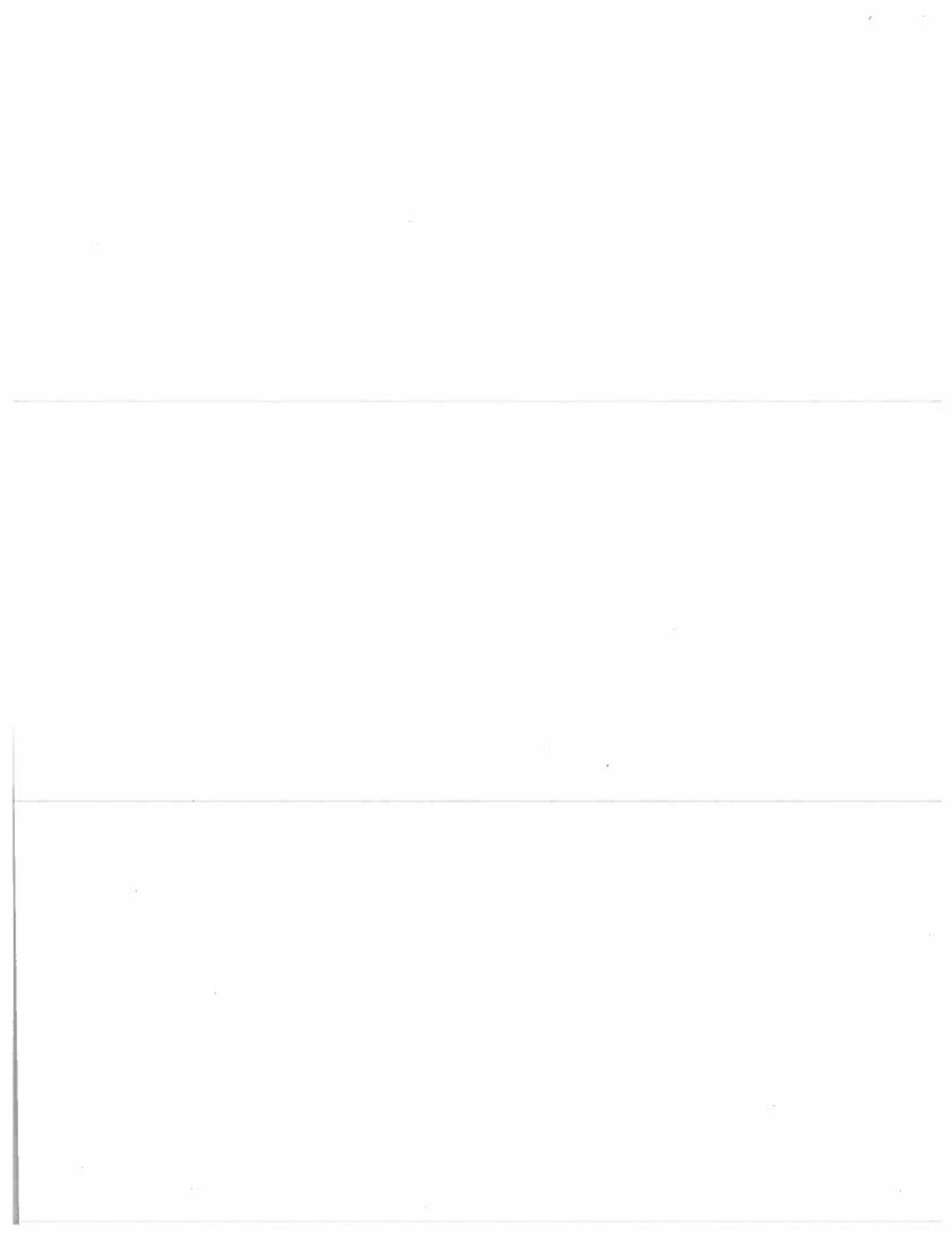
**General Information**            Contact and 9-1-1 System information.

**Plan Narrative**                    A detailed summary of the changes in the proposed system's operation.

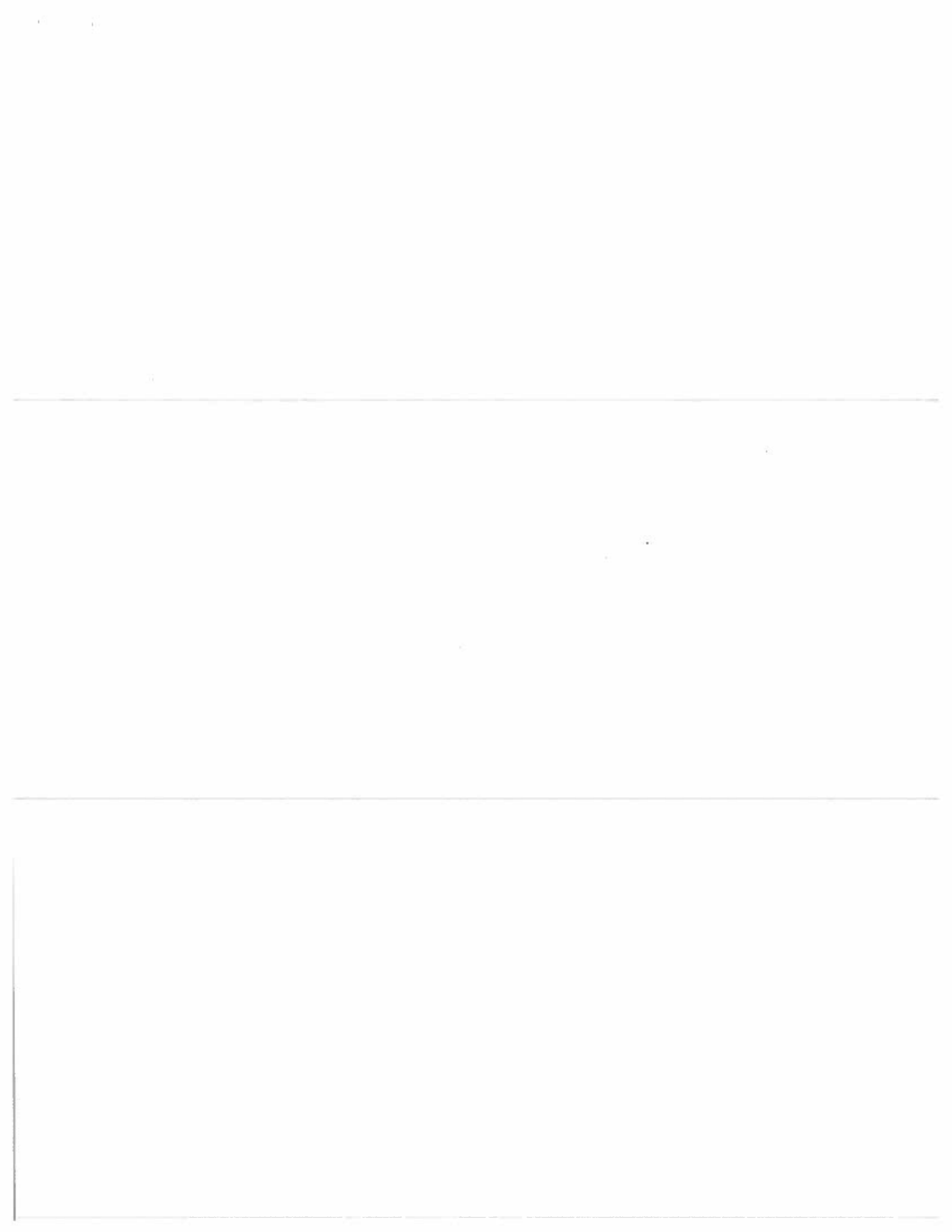
**Attachments (if applicable):**

**Network Diagram**                Provided by the 9-1-1 system provider showing trunk routing and backup configuration

**Call Handling Agreements**        Call handling agreements shall describe the primary and secondary dispatch method to be used by requesting parties within their respective jurisdictions.








# VERIFICATION

I, Kenneth Helms, first being duly sworn upon oath, depose and say that I am 911 Coordinator, of Warren County 911; 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 5 day of December, 20 18.



  
\_\_\_\_\_  
NOTARY PUBLIC, ILLINOIS

# 9-1-1 SYSTEM PROVIDER LETTER OF INTENT

12.06.2018

\_\_\_\_\_  
(Date)

Joseph Cousineau

\_\_\_\_\_  
(9-1-1 System Provider Company Representative)

Frontier Communications

\_\_\_\_\_  
(9-1-1 System Provider Company Name)

210 South 1st Street

\_\_\_\_\_  
(Street Address)

Monmouth, Illinois, 61462

\_\_\_\_\_  
(City, State, Zip Code)

Dear Mr. Cousineau \_\_\_\_\_:

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,

*KEN HELMS*

Kenneth Helms  
911 Coordinator

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:

We are proposing a change to our E-911 backup from Mercer County to McDonough County. This change is necessary due to system router operations.

**Plan Narrative:**

Rollover calls will be routed through the Macomb CML router. McDonough Dispatch will then transfer the call back to us through the 911 system or they will transfer the call to our secondary line at 309-734-8488.

# FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs prior to modification	\$ _____
Projected annual recurring 9-1-1 network costs after modification	\$ _____
Installation cost of the project	\$ _____
Anticipated annual revenues	\$ _____

## 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:

This modification is intended as a temporary measure. Within 8 months we will begin planning for the implementation of NG-911 which result in network and/or provider changes.



















## 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 \_\_\_\_\_

## Agreement

Date: May 29, 2018

Between: Warren County Emergency Telephone System Board  
and McDonough - Schuyler Joint Emergency  
Telephone System Board

REF: McDonough County to serve as a backup Public Safety Answering  
Point: hereinafter referred to as "PSAP" for Warren County.

### Call Handling:

Should the Warren County's PSAP be out of service for any period of time, all E911 calls normally handled by the Warren County Dispatch will be routed to the McDonough County PSAP. It is understood by all parties that McDonough is the backup for Hancock County PSAP.

E 9-1-1 calls received by the McDonough County Dispatcher will be handled in the following manner. All vital information will be recorded and relayed to the Warren County Dispatcher Center.

Primary: 309-734-8488

Secondary: 309-734-8383

### Warren County ETSB

Name: 

Date: *Ken Helms*  
*911 Coord. Mto 2*

*06/11/18*

### McDonough County

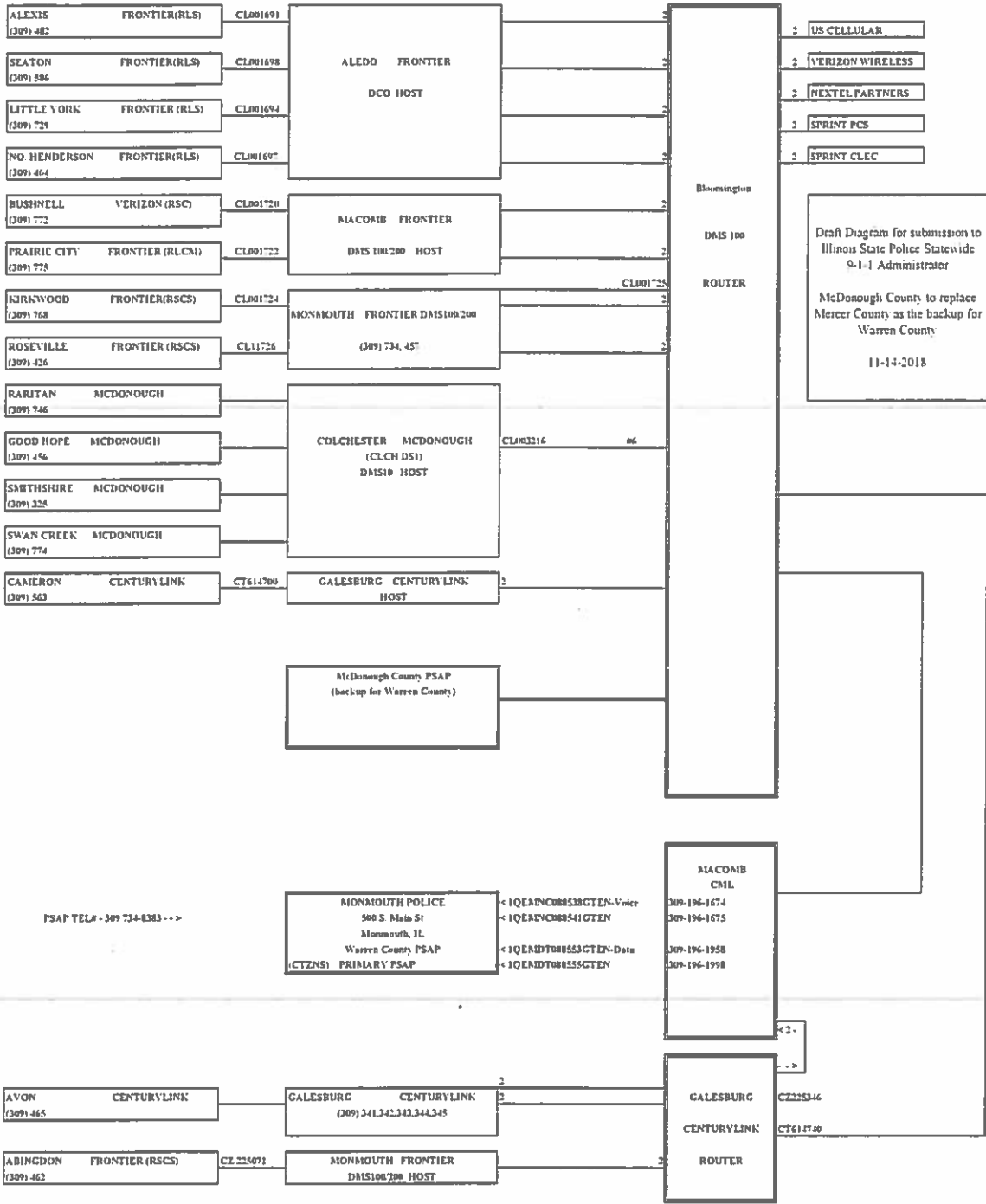
Name: 

Date: *Thomas Clark*  
*ETSB Chair*

*06/06/18*

WARREN COUNTY

Proposal to change backup for Warren from Mercer to McDonough



TOTAL FTR ACCESS LINES: 2185  
 TOTAL NON FTR ACCESS LINES: 6113  
 CONTAINS CONFIDENTIAL & PROPRIETARY FRONTIER LINE COUNT INFORMATION  
 DATA SHOULD ONLY BE USED BY COUNTY TO SUBMIT REPORT TO ILLINOIS COMMERCE COMMISSION  
 Yearly Diagram 2017



## TEST PLAN DESCRIPTION

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

Frontier Communications will reroute our answering points, one at a time to McDonough dispatch. This will leave one answering point online at all times during the testing phase to answer on the current routing.

When the routing is changed on each individual position, Frontier will test from various locations that exist within the current database to ensure that the calls are being routed to McDonough county. The testing will also include one position being occupied to insure that rollover occurs to McDonough.

The position will also be taken offline to simulate a last mile failure. Calls will then be placed to verify routing has been established to McDonough County.

These procedures will be repeated on the 2nd console as well. At every step of testing, all call data will be verified to ensure proper database handling.

### 2) List wireline exchanges to be tested.

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

