

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



State of Illinois

Application for
9-1-1 Modification Plan

VERIFICATION

I, GABE GUZMAN, first being duly sworn upon oath, depose and say that I am THE DIRECTOR, of WAUKEGAN 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.



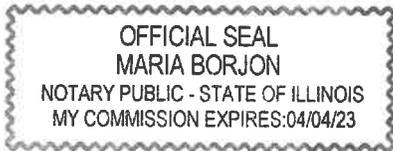
GABE GUZMAN, DIRECTOR - WAUKEGAN 9-1-1

Subscribed and sworn to before me

this 22 day of MARCH, 20 23.



NOTARY PUBLIC, ILLINOIS



9-1-1 SYSTEM PROVIDER LETTER OF INTENT

MARCH 22, 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,



(Name)

(Title)

GABE GUZMAN
DIRECTOR

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:

Plan Narrative:

[Empty box for Plan Narrative]

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:

A large, empty rectangular box with a thin black border, intended for the user to provide a detailed narrative summary of the proposed system's operation and a five-year strategic plan for implementation of the modified 9-1-1 plan with financial projections.

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.

TEST PLAN DESCRIPTION

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

2) List wireline exchanges to be tested.

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

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

AGREEMENT

Alternate / Secondary Public Safety Answering Point

February 22, 2017

For 9-1-1 Emergency Communications

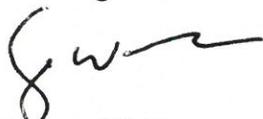
This agreement is made between the Gurnee Public Safety Answering Point located at 100 N. O'Plaine Road, Gurnee IL 60031, hereinafter referred to as "Gurnee PSAP" and the Waukegan Police Department Public Safety Answering Point located at 101 N. West Street, Waukegan IL 60085, hereinafter referred to as "Waukegan PSAP" for the purpose of effective handling and routing of E-9-1-1 and wireless 9-1-1 emergency calls for police/fire assistance.

Call Handling

When the volume of emergency calls at the Gurnee PSAP is such that an overflow of emergency calls is produced, the overflow of emergency calls will be transferred to the Waukegan PSAP. The Waukegan PSAP will serve as the secondary Public Safety Answering Point, and will be utilized in the event that the primary Gurnee PSAP becomes inoperable, providing the Waukegan PSAP is physically capable of receiving such calls. Waukegan would then become the receiving center for all emergency public safety service requests intended for the Gurnee PSAP for the duration of said event. Should an extended overflow or inoperability event occur, the Gurnee PSAP will physically assign dispatch personnel to the Waukegan PSAP in order to assist with the extra call volume.

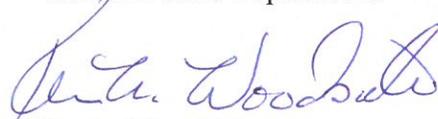
When the Waukegan Police Department receives an overflow emergency call for service originating in the Village of Gurnee, they will transfer the call to the Gurnee Police Department and an emergency unit will respond to the call for assistance. Should the Waukegan PSAP be utilized in the event that the primary Gurnee PSAP becomes inoperable, dispatch personnel from Gurnee will be assigned to the Waukegan Police Department to assist with the calls being made via radio relay on StarCom 21 utilizing a pre-determined talk group or other radio resource(s).

Waukegan Police Department



Wayne Walles
Chief of Police

Gurnee Police Department



Kevin Woodside
Chief of Police

Kristina M. Kovarik
Mayor

DEPARTMENT OF POLICE

Kevin M. Woodside
Chief of Police

100 North O'Plaine Road
Gurnee, Illinois 60031-2630
www.gurnee.il.us



Administration 847.599.7050
Communications 847.599.7000

Agreement

Date: February 22, 2017

RE: 9-1-1 Emergency Communications

This agreement is made between the Public Safety Answering Point, hereafter referred to as a PSAP and the City of Waukegan for the purpose of effective handling of 9-1-1 emergency calls.

Gurnee PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner.

PRIMARY: Telephone Transfer to 847-599-2608 via "speed dial" on the dialing system

SECONDARY: Radio Relay, via StarCom21 Talkgroup WKPD-ALT (807.125)

This agreement 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.

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.

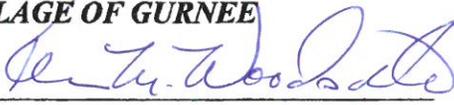
It shall be the responsibility of your agency to maintain the report of call, and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP

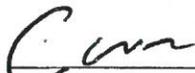
VILLAGE OF GURNEE

By: 

Title: Chief of Police

AGENCY

CITY OF WAUKEGAN

By: 

Title: Chief of Police