



# Naperville

October 25, 2010

Paul R. Stoffels  
Area Manager - 9-1-1 Operations - IL/IN  
(708) 229-0389 (voice)  
(708) 229-0380 (fax)  
(708) 903-0535 (cell)  
[ps1956@att.com](mailto:ps1956@att.com) (e-mail)

Re: Letter of Intent to Change Back-up PSAP

Dear Mr. Stoffels,

This is a letter to confirm our intent to modify our existing Enhanced 9-1-1 system for the Naperville 911 Center, Naperville, Illinois. It is our desire to change our back-up PSAP from DuPage County to the Kane County ETSB Aurora PSAP.

We assume, unless otherwise notified, that the 9-1-1 system modifications will be in operation on approximately December 1, 2010.

Enclosed is our application to the Illinois Commerce Commission for approval to modify our current license.

Respectfully submitted,

A handwritten signature in cursive script that reads "Kalah Considine".

Kalah Considine  
Acting Communication Manager  
Naperville 911 Center

Naperville 911 Center  
C/o Naperville Police Department  
1350 Aurora Avenue  
Naperville, Illinois 60540  
Phone: 630/420-6147  
Fax: 630/305-3758



# Naperville

October 25, 2010

## Naperville 911 Center Timeline

- |   |   |
|---|---|
| 1. Application Date:                                      | October 25, 2010                                |
| 2. Proposed Modification Date<br>For Back-up 911 Services | December 1, 2010                                |
| 3. Modifications of Combined<br>Center Completion         | September 1, 2010                               |
| 4. Total Population Served                                | 152,000 (Including Unincorporated<br>Residents) |
| 5. Total Land Area Covered                                | Approximately 50 Square Miles                   |
| 6. Total Access Lines                                     | Approximately 64,000                            |

Respectfully submitted,

Kalah Considine  
Acting Communication Manager  
Naperville 911 Center

Naperville 911 Center  
C/o Naperville Police Department  
1350 Aurora Avenue  
Naperville, Illinois 60540  
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To whom it may concern:

The narrative statement for the most recently modified Naperville ETSB petition remains the same. Naperville is requesting to use a new back-up center for 911 services from the Kane County ETSB, Aurora PSAP to serve as our back-up for the Naperville 911 Center.

The purpose of the modification is to secure a back-up center that has similar communications equipment and staffing levels more consistent with Naperville. Naperville and Aurora have recently joined together in the procurement of a new radio system for our first responders. This system will facilitate the exchange of vital 911 caller information should calls overflow from agency to the other during peak 911 activity times. Both the Naperville and Aurora dispatch centers have staffing levels that are consistent with each other, as to not overwhelm one agency or the other should back-up services be needed. Intergovernmental Agreements has been signed by both the City of Naperville ETSB and the Kane County ETSB. They are included with this petition.

9-1-1 calls for service for the Naperville 911 Center which are answered by the Kane County ETSB, Aurora PSAP under this agreement, will be dispatched as follows:

1. 9-1-1 calls for service shall be transferred to the Naperville 911 Center; and
2. In the event that the calls cannot be transferred to the 9-1-1 trunks, calls shall be transferred to 630/420-0911 (the 10 digit administrative line answered in the Naperville PSAP); and
3. In the event 1 or 2 are not possible, emergency services will be directly dispatched by using the appropriate radio talk groups defined in the shared system that serves both Naperville and Aurora. A designated talk group has been set up between the Naperville and Aurora 911 Dispatch Centers.

These mutually beneficial agreements are possible as both the Naperville 911 Center and Kane County ETSB, Aurora PSAP are served by the pre-designated AT&T selective routers that are identified in this application.

Respectfully submitted,

*Kalah Considine*  
Kalah Considine  
Acting Communication Manager  
Naperville 911 Center

Naperville 911 Center  
C/o Naperville Police Department  
1350 Aurora Avenue  
Naperville, Illinois 60540  
Phone: 630/420-6147  
Fax: 630/305-3758



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## Exhibit 3 System Participants

System Participants	Address	Phone Number	Population	Land Area	Dispatch Service
Naperville Police	1350 Aurora Avenue, Naperville, Illinois 60540	630/420-6111	140,000	32 Square Miles	X
Naperville Fire/EMS	1380 Aurora Avenue, Naperville, Illinois 60540	630/305-5900	152,000	50 Square Miles	X

Note: Both of the agencies are covered by the City of Naperville call handling agreement.



# Naperville

## Exhibit 4 Adjacent Agency List

Agency	Address	Telephone	Dispatched By
Aurora Police and Fire	On-File	On-File	Aurora PSAP
Lisle Police	On-File	On-File	DuComm
Lisle Woodridge Fire Protection District	On-File	On-File	DuComm
DuPage County Sheriff	On-File	On-File	DuPage County Sheriff
Bolingbrook Police and Fire	On-File	On-File	Will County ETSB
Plainfield Police	On-File	On-File	Will County ETSB
Plainfield Fire Protection District	On-File	On-File	Will County ETSB
Warrenville Police	On-File	On-File	DuComm
Warrenville Fire Protection District	On-File	On-File	DuComm

**NAPERVILLE PSAP  
1350 W. AURORA  
Cutover 5-7-92**



**Naperville NE DS0**  
AH RS0  
CQ RS0  
AM RS0  
AN RS0  
BJ RS0

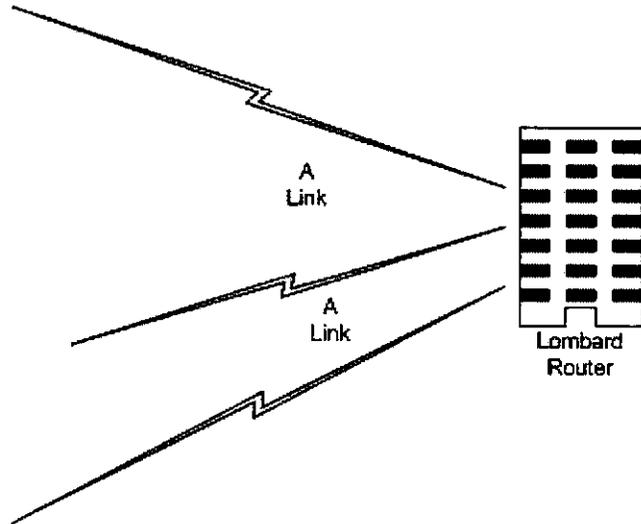
**Naperville NA**  
NF RS0  
NN RS0  
NW RS0  
SW RS0  
SBC - 13

Allegiance - 4  
AT&T - 12  
Cbeyond - 2  
Cimco - 2  
Focal - 6  
Frontier - 8  
Global Com - 2  
Intermedia - 2  
Level3 - 2  
MCI - 4  
McLeod - 4  
MGC - 2  
Paetec - 2  
Sprint - 2  
TDS - 2  
World Com - 2  
XO - 4

**Warrenville DS0**  
SBC - 4

**Wheaton DS0**  
**Wheaton RS1**

SBC - 9  
AT&T - 32  
Allegiance - 4  
Focal - 4  
GlobalCom - 2  
Intermedia - 2  
Level3 - 2  
Winstar - 6  
WorldCom - 4



(7) Wireline Trunks - Group 3  
Electric Building  
7EMNC590573 7EMNC701164  
7EMNC780023 7EMNC783149  
7EMNC391382 7EMNC401406  
7EMNC410979

7UGXR 783175 Make Busy

9-1-1 Trunks  
B Links

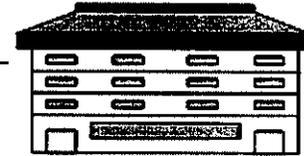
(5) Wireline Trunks - Group 1  
7EMNC849348 7EMNC849349  
7EMNC849350 7EMNC849351  
7EMNC849352  
7UGXR 529779 Make Busy

(4) Wireline Trunks - Group 2  
7EMNC849354 7EMNC849355  
7EMNC849356 7EMNC849357  
7CSNC 529781 Make Busy



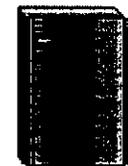
Naperville EOC  
Electric Building  
PSAP Backup  
Overflow PSAP-  
Aurora Indian Trail

FDDZ001064-Riverfront  
FDDZ000112-Northbrook



Naperville PSAP  
Overflow Naperville Electric

3FDDZ695239-Southfield  
7FDDZ695238-Northbrook



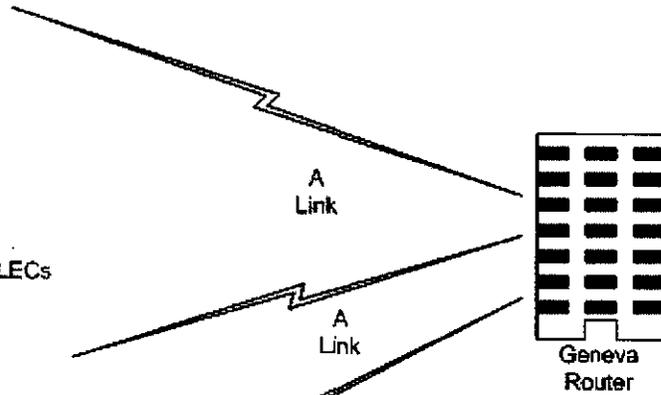
SBC ALI Database

**NAPERVILLE PSAP  
1350 W. AURORA  
Cutover 5-7-92**



**AURORA EAST DS0 - 5  
RS0  
RS1**

**AURORA Exchange CLECs**  
 AT&T - 16  
 Cbeyond - 2  
 Cimco - 2  
 Focal - 16  
 GlobalCom - 2  
 Level3 - 2  
 McLeod - 4  
 MFS - 4  
 MGC - 2  
 Paetec - 2  
 Sprint - 2  
 TDS - 2  
 XO - 2



(2) Wireline Trunks  
 Electric Building  
 7EMNC 127901  
 7EMNC 146285  
  
 7UGXR 180938 Make Busy



**Naperville EOC  
Electric Building  
PSAP Backup  
Overflow PSAP-  
Aurora Indian Trail**

FDDZ001064-Riverfront  
 FDDZ000112-Northbrook

9-1-1 Trunks  
 B Links

(2) Wireline Trunks  
 7EMNC 235123  
 7EMNC 235221  
  
 7 UGXR 256784 Make Busy



**Naperville PSAP  
Overflow Naperville Electric**

3FDDZ695239-Southfield  
 7FDDZ695238-Northbrook



**SBC ALI Database**

**FILE COPY**  
original on file  
@ city clerk

## **Naperville 9-1-1 System/Kane County ETSB Alternate Routing Agreement**

This Agreement is made and entered into between the City of Naperville (hereinafter referred to as the City of Naperville), and the Kane County ETSB (hereinafter known as Kane ETSB).

### **WITNESSETH:**

**WHEREAS**, the City of Naperville currently is certified to provide and operate an Enhanced 9-1-1 telephone service for the City of Naperville in DuPage and Will Counties under Illinois Commerce Commission Order #92-0158, and the Kane ETSB is certified to provide Enhanced 9-1-1 telephone service for the City of Aurora as well as several other communities and rural unincorporated areas of Kane County under Illinois Commerce Commission Order #91-213; and

**WHEREAS**, under Illinois law an ETSB is required to select a location for alternate routing when 9-1-1 lines to the primary Public Safety Answering Point ("PSAP") are busy or if the primary PSAP closes down for a period of time due to an emergency situation; and

**WHEREAS**, Article VII, Section 10 of the 1970 Illinois Constitution and 5 ILCS 220/1 *et seq.* authorize units of local government to enter into intergovernmental cooperation contracts; and

**WHEREAS**, the City of Naperville and the Kane ETSB 's City of Aurora PSAP mutually desire to enter into an Agreement establishing the Kane ETSB Aurora PSAP for alternate routing for 9-1-1 calls when all the 9-1-1 lines to the City of Naperville's PSAP are busy or in the event that the City of Naperville's PSAP closes down for a period of time due to an emergency situation,

**NOW, THEREFORE**, in consideration of the mutual covenants herein, the City of Naperville and the Kane ETSB Aurora PSAP do hereby agree as follows:

1. Beginning upon the execution of this Agreement by both parties, when, at any time, all the 9-1-1 lines for the City Of Naperville PSAP served by the AT&T tandem office are busy, or in the event the City of Naperville PSAP closes down for a period of time due to an emergency situation, the City of Naperville PSAP shall instruct AT&T to route all 9-1-1 calls to the Kane ETSB's Aurora PSAP via its designated trunk lines. The Kane ETSB's Aurora PSAP agrees to process all calls rerouted to it as set forth above.

2. Whenever the need for alternate routing arises, the City of Naperville PSAP will contact the Kane ETSB Aurora PSAP and advise the Kane ETSB Aurora PSAP of the reason for the alternate routing request along with the estimated length of time the alternate routing will need to be in effect while the Naperville PSAP personnel travel to their back-up PSAP to re-establish the answering of Naperville 9-1-1 calls. Calls received by the Kane ETSB Aurora PSAP that require dispatch in accordance with this Agreement will be directly dispatched via the shared Aurora-Naperville public safety radio communications system for the response of an appropriate Naperville public safety agency. The Kane ETSB Aurora PSAP shall not be required to incur or pay costs of any kind as a result of this Agreement and the City of Naperville agrees to indemnify and reimburse the Kane ETSB Aurora PSAP for any costs they would incur in the actual performance of this Agreement.
3. The Kane ETSB Aurora PSAP agrees to serve as the City of Naperville's PSAP back-up without any compensation except as provided in this Agreement.
4. Any notice or other communications permitted or required to be given to either party shall be in writing and shall be personally delivered or mailed by registered or certified U.S. Mail, postage prepaid, to the party to receive same as follows:

City Of Naperville  
Attention: Police Department  
1350 Aurora Avenue  
Naperville, Illinois 60540

Kane County Emergency Telephone System Board  
Attention: Chairman  
Post Office Box 191  
Geneva, Illinois 60134-0191

Notice delivered by personal delivery shall be considered received immediately upon receipt, and notice by U.S. Mail shall be considered served upon receipt or four (4) days after mailing, whichever is sooner.

5. This agreement shall be effective at which time it is executed by authorized officials of the City of Naperville and the Kane ESTB, and unless otherwise terminated, this Agreement shall remain in effect perpetually until either the City of Naperville or the Kane ETSB notifies the other party in writing that this Agreement shall be terminated on a date certain not less than sixty (60) days after the effective date of the service of the notice to terminate this Agreement.
6. If in the event a court of proper jurisdiction determines that any portion or portions of this Agreement are invalid, the parties agree that such invalidity shall not, to the extent permitted by law, affect the validity of the remaining portions of this Agreement.
7. This Agreement shall not be assigned by either the City of Naperville or the Kane ETSB and any purported assignment of this Agreement by either the City of Naperville or the Kane ETSB shall be null and void, provided however, the City of Naperville or Kane ETSB shall be entitled to assign this Agreement to any successor entity of the City of Naperville or the Kane ETSB.
8. The persons executing this Agreement on behalf of the City of Naperville and the Kane ETSB warrant that they have actual authority to enter into this Agreement on behalf of the City of Naperville and Kane ETSB.
9. Indemnification of City of Naperville. Kane ETSB agrees to defend, indemnify and hold the City of Naperville, its officers, directors, agents and employees harmless from and against any loss, liability, cost or expense (including reasonable attorneys' fees and court costs) which Kane ETSB may sustain or incur if, and to the extent that, such loss, liability, cost or expense arises out of the negligence or willful misconduct of Kane ETSB, its members, managers, officers, directors, agents or employees, in rendering services under this Agreement.
10. Indemnification of Kane ETSB. The City of Naperville agrees to defend, indemnify and hold Kane ETSB, its officers, directors, agents and employees, harmless from and against any actual loss, liability, cost or expense (including reasonable attorneys' fees and court costs) which Kane ETSB may sustain or incur if, and to the extent that, such loss, liability, cost or expense arises out of the negligence or willful misconduct of the City of Naperville, its officers, directors, agents or employees.
11. This Agreement constitutes the complete, final, and entire Agreement between the City of Naperville and the Kane ETSB with regard to the subject matter of this Agreement, and it supersedes any prior agreements, either written or oral, between the parties.

12. Any modification to this Agreement shall be null and void unless the modification is in writing and executed by both the City of Naperville and the Kane ETSB.

13. This Agreement shall be governed and construed in accordance with the laws of the State of Illinois.

**IN WITNESS THEROF**, the undersigned have caused this Agreement to be duly executed.

City of Naperville

Kane County Emergency Telephone System Board

BY: *Ways X Fuji*

BY: *Roger Felmsbeck*

Date: 8/9/10

Date: 7/15/2010