

STATE OF ILLINOIS

DEPARTMENT OF STATE POLICE

Glenview JETSB

Application for 9-1-1 Modification Plan

:
: Case No. 24-M-390
:

ORDER OF THE STATEWIDE 9-1-1 ADMINISTRATOR

I. Introduction

On June 3, 2024, the Glenview JETSB ("Applicant") filed a Modification Plan with the Illinois State Police ("Department") pursuant to 83 Ill. Admin. Code 1325 "Standards of Service Applicable to 9-1-1 Emergency Systems" ("Part 1325"). Applicant seeks authorization to change their NG9-1-1 customer provided equipment serving Glencoe, Glenview, Grayslake, Highland Park, Highwood, Kenilworth, Lake Bluff, Lake Forest, Morton Grove, Nilis, Northfield, and Winnetka.

The Glenview JETSB supported the Plan with documentary materials, including a narrative statement explaining the purpose for modifying the Petitioner's existing NG9-1-1 plan and network diagram.

The Office of the 9-1-1 Administrator is authorized to coordinate the implementation of systems established under the ETSA. In order to secure compliance with the technical and operational standards for the development of local agency systems, the ETSA empowers the Statewide 9-1-1 Administrator to approve or disapprove plans submitted by the public agencies. Standards of service applicable to 9-1-1 emergency systems, as adopted by the Department, are set forth in 83 Ill. Adm. Code Part 1325.

II. Description of Applicant

Applicant operates the 9-1-1 emergency services program for Glencoe, Glenview, Grayslake, Highland Park, Highwood, Kenilworth, Lake Bluff, Lake Forest, Morton Grove, Nilis, Northfield, and Winnetka. The Statewide 911 Administrator ("Administrator") approved Applicant's 9-1-1 System in Order No. 16-C-151.

The NG9-1-1 system became operational in March 2023 and operates with two primary Public Safety Answering Point located at 2500 E Lake Avenue Glenview, Illinois 60026 and 1677 Old Deerfield Road Highland Park, Illinois 60035. The 9-1-1 system dispatches police, fire, and ambulance services.

III. Purpose and Description of Proposed Modification

The applicant is requesting to replace their current customer provided equipment with a cloud based call handling solution. The cloud based provider is working with the State's ESInet and Next Generation Core Service provider (AT&T and Intrado)

to change the way they deliver calls into the Glenview's PSAPs. The cloud-based solution will replace the current architecture with two Points of Interconnect (POIs) in place of the physical, on premise routers. These POIs are located in geographically diverse locations, in data centers. The POIs then connect to the cloud infrastructure in the AWS GOV Cloud, East and West.

The cloud provider provides its own network and firewalls, which are integrated with the PSAPs network and their firewall policy. They are providing a security layer, and all network traffic to and from the cloud is encrypted. The firewall connects into the PSAPs router (GPSDC Router). Carbyne is integrating with the Nice VR via SIPREC and providing i3 data to the recorder. They are also integrating with Tyler CAD and providing i3 data to the CAD vendor.

Support is available 24x7. Communication methods include a Toll-Free (24/7) phone number, email, and a customer support portal.

The Glenview North and Glenview South PSAPs will continue to provide backup services to each other. Their pre-determined alternate route will continue to be the Northbrook Police Department PSAP for the Glenview South PSAP and the CENCOM PSAP for the Glenview North PSAP.

The Glenview 9-1-1 System does not accept Text-to-911. Glenview was legislatively required to implement an integrated Text to 911 solution by July 1, 2024.

On July 23, 2024, Catherine Dailey, 911 Analyst, Statewide 9-1-1 Bureau filed Technical Review of the Application. The Technical Review met the requirements of 83 Illinois Administrative Code Part 1325.

Staff recommends the following conditions:

- a. The NG9-1-1 and Recording Systems must be capable of processing all types of emergency calls, including voice, text, data, and multimedia information.
- b. In accordance with 725.405 i) 26) 9-1-1 system providers are required to cooperate with other 9-1-1 system providers in the installation of a new 9-1-1 system or migration of a system from another 9-1-1 system provider by transitioning system information and participating in bi-weekly implementation conference calls with all parties; applicant, involved originating service providers (OSPs) and Aggregators, involved 9-1-1 system providers (AT&T), Illinois Commerce Commission Telecommunications Staff and Department Staff;
- c. Submission of the Methods of Procedure (MOP), the conversion schedule for cutting over to the new system by carrier and exchange, to be provided to the Statewide 9-1-1 Administrator, Statewide 9-1-1 Bureau, and the Commission's Telecommunication Staff; and
- d. Any other reporting as deemed necessary.

IV. Findings and Ordering Paragraphs

WHEREAS, the Administrator, having considered the Applicant's Modification Plan and Department Staff Review, is of the opinion and finds that:

- (1) Applicant operates the 9-1-1 emergency services program for Glencoe, Glenview, Grayslake, Highland Park, Highwood, Kenilworth, Lake Bluff, Lake Forest, Morton Grove, Niles, Northfield, and Winnetka;
- (2) AT&T has authority from the Commission to operate as a 9-1-1 system service provider;
- (3) Application has authority from the Administrator to operate a NG9-1-1 System.
- (4) Applicant seeks to implement a cloud-based call handling system;
- (5) The Administrator has jurisdiction over Applicant and the subject matter herein;
- (6) The record reflects that Applicant's proposed 9-1-1 System modifications comply with Code Part 1325 and applicable laws; and
- (7) Applicant's proposed 9-1-1 System modification should be approved subject to the following conditions:
 - a. The NG9-1-1 and Recording Systems must be capable of processing all types of emergency calls, including voice, text, data, and multimedia information.
 - b. In accordance with 725.405 (i)(26) 9-1-1 system providers are required to cooperate with other 9-1-1 system providers in the installation of a new 9-1-1 system or migration of a system from another 9-1-1 system provider by transitioning system information and participating in bi-weekly implementation conference calls with all parties; applicant, involved OSPs, involved 9-1-1 system providers (Frontier Communications, INdigital, NG9-1-1, Inc.), Illinois Commerce Commission Telecommunication Staff and Department Staff;
 - c. Submission of the Methods of Procedure (MOP), the conversion schedule for cutting over to the new system by carrier and exchange, to be provided to the Statewide 9-1-1 Administrator, Statewide 9-1-1 Bureau, and the Commission's Telecommunication Staff; and
 - d. Any other reporting as deemed necessary.

IT IS THEREFORE ORDERED by the Statewide 9-1-1 Administrator that pursuant to the Findings of Fact Glenview's request to deploy a cloud-based call handling system pursuant to paragraph 1325.205 of 83 Illinois Administrative Code Parts is hereby approved.

IT IS FURTHER ORDERED that the authorization herein granted is subject to the conditions set forth in Findings No. 7 above.

This Order is a final administrative decision of the Statewide 9-1-1 Administrator subject to review under the Administrative Review Law, 735 ILCS 5/3-101. In the event you wish to seek review of or appeal this Order, you are advised:

1. Every action seeking review of such final decision shall be commenced by the filing of a Complaint and the issuance of Summons in the Circuit Court within 35 days from the date a copy of the decision was served upon the parties.
2. In your action seeking review you must name in the Complaint, and issue a Summons for each party of record to the case other than yourself.
3. Attached below is a list of all parties of record to this case, including the name and address of the agency or officer entering the Order, and the addresses of each party where the parties may be served with pleadings, notices, or service of process for any review or further proceedings.
4. You are not required to file any motion or request for reconsideration with the Department or the Statewide 9-1-1 Administrator before filing your action for review in the Circuit Court. The administrative rules of the Department do not require or allow for any further proceedings before the Statewide 9-1-1 Administrator.

Name of Officer who entered the final Order:

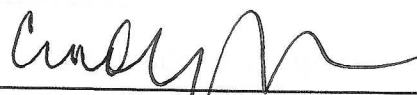
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Other Parties of Record:

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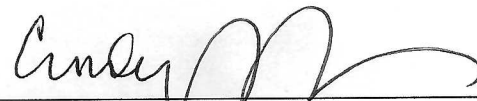
ENTERED: This 24th day of July 2024.



Cindy Barbera-Brelle
Statewide 9-1-1 Administrator
Illinois State Police
Office of the Statewide 9-1-1 Administrator

CERTIFICATE OF SERVICE

The undersigned certifies that a copy of the foregoing ORDER was served upon the parties of record to the above Modification by electronic mail on July 19, 2024, addressed to such parties as shown below. The original was filed with the 9-1-1 Bureau, Office of the 9-1-1 Administrator, Illinois State Police as a part of the permanent file.



Cindy Barbera-Brelle
Statewide 9-1-1 Administrator

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