

System Name: Washington County
Case # 20-M-277
Date Filed: 8/10/20

Department Review of Plan Modification

Requirement	Information Included	Staff Comment
Contact and 9-1-1 System information	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Jessica Hasheider 101 E St Louis St Nashville, IL 62263 (618) 327-4800 (Office) (618) 967-0097 (Cell) 911coord@washingtonco.illinois.gov
Verification	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Letter of Intent	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Plan Narrative (if incorporating an NG9-1-1 solution, narrative must include the following:)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<p>The Washington County ETSB is requesting to change its 9-1-1 System Service Provider from Frontier Communications to INdigital Telecom (INdigital). The system will be provisioned as an IP based NG9-1-1 system. The Washington County ETSB is upgrading its 9-1-1 call taking equipment to a geo-diverse Solacom system that is capable of receiving 9-1-1 calls using IP. Side A of the controller will be located at the Washington County Sheriff's Office. Side B will be located at the Randolph County Sheriff's Office.</p> <p>The Washington County Sheriff's Office PSAP is the primary answering point in the Washington County 9-1-1 system. There is also a secondary PSAP in the system located at the Washington County Ambulance Department. In the event of an equipment failure at the primary PSAP, all Washington County 9-1-1 calls will be routed to the Randolph County 9-1-1 System.</p> <p>The network will be provisioned as an IP based, Next Generation network and will deliver calls using IP technology to the PSAP. The system will have redundant Legacy Network Gateways (LNGs) and Internet Protocol Selective Routers (ISPRs). One set is located in the Consolidated Communications Mattoon, IL central office and the other</p>

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		<p>is located in the Shawnee Communications central office in Rosiclare, IL.</p> <p>INdigital will coordinate the ordering and installation of trunks to the new LNGs or IPSRs. INdigital will work with the carriers that are currently connected to the Frontier selective router for delivery of wireline and wireless 9-1-1 calls to Washington County. Traffic will be migrated over carrier by carrier to the new LNGs or IPSRs.</p> <p>The target completion date for the migration is November 20, 2020.</p> <p>INdigital will mirror current call transfer conditions at the time of conversion and will implement 9-1-1 call transfer with ANI/ALI between neighboring counties of Washington County, where possible, post conversion.</p>
	Name of certified 9-1-1 system provider	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></p> <p>INdigital Telecom</p>
	Explanation of the national standards, protocols and/or operating measures that will be followed	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></p> <p>The system will comply with all State and Federal requirements and be compliant with the National Emergency Number Association Standards.</p>
	Explanation of measures taken to create a robust, reliable and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></p> <p>The network will be provisioned as an IP based, Next Generation and will deliver calls using IP technology to the PSAP. Redundant Legacy Network Gateways (LNGs) and Internet Protocol Selective Routers (ISPRs) will handle all call routing for the PSAP. One set of call routing elements is located in the Consolidated Communications Mattoon, IL Central Office and the other is located in the Shawnee Communications Central Office in Rosiclare, IL.</p>
	Explanation of 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	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></p> <p>INdigital will work with the carriers that are currently connected to the Frontier selective router for delivery of wireline and wireless 9-1-1 calls to Washington County. Traffic will be migrated over carrier by carrier to the new LNGs or IPSRs.</p>
	Explanation of how split exchanges will be handled	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></p> <p>Router to router trunks will be established between INdigital's IPSRs and selective routers owned by other 9-1-1 system providers for routing of split exchanges where necessary.</p>

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	Explanation of how the databases will be maintained and how address errors will be corrected and updated on a continuing basis	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	INdigital will request telephone number loads and updates from the carriers prior to the cutover and assume all 9-1-1 SSP administrative responsibilities for the database at the time of conversion. INdigital will work with the carriers and Washington County to keep the database current and in compliance with Illinois State law on an ongoing basis.
	Explanation of who will be responsible for updating and maintaining the data, at a minimum on a daily basis Monday through Friday	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	INdigital will administer the 9-1-1 database and MSAG for the subscribers that reside in the service territory of the 9-1-1 system.
	Explanation of security measures 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	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	All access to the system is password protected. The IP based call delivery network is private with no outside access.
Financial Information			
	Annual recurring 9-1-1 network costs prior to modification	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$42,718.80
	Projected annual recurring 9-1-1 network costs after modification	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$49,546.80
	Installation cost of the project	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$20,000.00
	Anticipated annual revenues	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$244,400.00
Five Year Strategic Plan		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

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Communities Served	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Participating Agencies	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Adjacent Agencies	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Carrier Listing	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Attachments	If changes necessitate new versions	
<input type="checkbox"/> Ordinances	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
<input type="checkbox"/> Intergovernmental agreement(s)	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
<input type="checkbox"/> Contracts	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	An Enhanced 9-1-1 Services Agreement between Washington County and INdigital Telecom was included in the plan.
<input type="checkbox"/> Back-up PSAP agreement	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Randolph County will back up Washington County in the event Washington County's PSAP is down for a period due to an emergency situation.
<input type="checkbox"/> Network Diagram	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<input type="checkbox"/> Call-Handling and Aid outside jurisdictional boundaries agreements	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Test Plan	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

Conclusions:

Pursuant to the 83 Illinois Administrative Code Part 1325.200 g) 2), Washington County has filed a modification requesting to change its 9-1-1 system provider from Frontier Communications to INdigital Telecom. The Department has completed its review of the modified plan and has determined that it meets the requirements for a modified plan filing under Part 1325.205.

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Reviewed by: Stacy Ross
Date: 8/17/20