

**System Name: Hancock/Henderson County**

**Case # 20-C-276**

**Date Filed: July 30, 2020**

**Department Review of Consolidation**

(For consolidation of an unserved county with an existing 9-1-1 authority and the creation of a Joint ETSB or consolidation of either paper ETSBs or multiple ETSBs resulting in the creation of a Joint ETSB and consolidation of individual PSAPs)

Requirement		Information Included	Staff Comment
<b>Contact and 9-1-1 System information</b>		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Maria Hopp 98 Buchanan St. Carthage, IL 62321 <a href="mailto:Hanco911@live.com">Hanco911@live.com</a> (217)357-2559
<b>Verification</b>		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Letter of Intent</b>		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Plan Narrative (if incorporating an NG9-1-1 solution, narrative must include the following: )</b>		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<p>Henderson County is currently an unserved county that is consolidating with Hancock County pursuant to the requirements of the ETSA, Section 15.4a. Hancock County and Henderson County have entered into an IGA creating a joint ETSB known as the Hancock/Henderson Joint Emergency Telephone System Board. Hancock County will take 9-1-1 calls and will build the radio network to notify and be able to communicate directly with all public safety agencies in Henderson County. The PSAP is located at 98 Buchaan St., Carthage, IL.</p> <p>In addition, the joint ETSB is requesting to change its 9-1-1 System Provider from Frontier to INdigital Telecom (INdigital). The system will be provisioned as an IP based NG911 system.</p>
	Name of certified 9-1-1 system provider	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	INdigital Telecom (INdigital)
	Explanation of the national standards, protocols and/or operating measures that will be followed	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	The 9-1-1 System will comply with all State and Federal requirements and is compliant with the National Emergency Number Association Standards.

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	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	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	An IP network has already been established for delivery of the calls to the Hancock/Henderson County 9-1-1 System. There will be redundant Emergency Services Routing Proxies (ESRPs). One stack is located in Geneseo, IL and the other is located in Cambridge, IL. Carriers can deliver 9-1-1 calls to the ESRPs or LNGs by using SS7 signaling or by using SIP trunk.
	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	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	<p>The project will focus on building the new NG911 network and database for Henderson County wireline subscribers who currently do not have 911 service. In addition, INdigital will work with the carriers that are currently connected to the Frontier selective router for delivery of wireline, wireless and VoIP 9-1-1 calls to Hancock County. Traffic will be migrated over carrier by carrier to the new LNGs or ESRPs.</p> <p>All wireless calls for Hancock and Henderson County are phase II and will be answered at the Hancock County PSAP. However, Henderson County wireless 9-1-1 are currently being answered by McDonough County.</p>
	Explanation of how split exchanges will be handled	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Router to router trunks will be established between INdigital's ESRPs and selective routers owned by other 9-1-1 system providers for routing of split exchanges where necessary.
	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 administer the 9-1-1 database and MSAG for Henderson County subscribers. Once the completed MSAG has been received by INdigital, they will distribute it to the participating wireline and VoIP carriers. INdigital will request TN loads and updates from the carriers upon completion of readdressing, Frontier will provide a copy of the Hancock County database to INdigital to load in its Database Management System to deliver ANI to the Hancock /Henderson County PSAP.
	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	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.

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	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		
<b>Financial Information</b>			
	Name of ETSB(s) that are being dissolved with Total Reserves to be transferred to the Joint ETSB	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Henderson County was previously unserved and therefore did not receive any surcharge; however, Hancock County has been handling wireless calls for Henderson County. As a result, there are no reserves for Henderson County. Hancock County will continue to receive the wireless surcharge money for Henderson County and will receive surcharge pursuant to Section 30(b)(2)(A)(iii) once Henderson County wireline call cutover to Hancock County. Hancock County's ETSB is being dissolved and has \$607,878.00 in reserves that will be transferred to the joint ETSB.
	Number of answering positions, full-time and part-time dispatchers prior to and after consolidation	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	There were 3 answering positions prior to consolidation, but there will only be 2 answering positions in the consolidated system.  There were 10 full time dispatchers prior to the consolidation, but there will only be 6 full time dispatch in the consolidated system.  There were 5 part time dispatchers prior to consolidation, but there will only be 1 part time dispatcher in the consolidated system.
	Total network cost prior to and after consolidation	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Network cost prior to the consolidation was \$50,048.28. Network cost after consolidation increased to \$65,357.52 because Henderson county was never serviced.
	Network Costs that the State will be responsible for paying	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$65,357.52
	Recurring and nonrecurring consolidation cost	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Recurring cost for consolidation is \$208,977.90 Nonrecurring cost for consolidation is \$5,489.33
	All revenue sources for consolidated system	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$1,071,133.00

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<b>Five Year Strategic Plan</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Communities Served</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Participating Agencies</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Adjacent Agencies</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Carrier Listing</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Attachments</b>		
<input type="checkbox"/> Ordinances	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Hancock County Dissolved their individual ETSB.
<input type="checkbox"/> Intergovernmental agreement(s)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	IGA creating the Joint ETSB.
<input type="checkbox"/> Contracts	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Contract with INdigital for NG9-1-1 Service.
<input type="checkbox"/> Back-up PSAP agreement	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Backup PSAP will be McDonough-Schuyler County 9-1-1.
<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"/>	
<b>Test Plan</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

**Conclusions:**

Under 50 ILCS 750/15.4a (7), the corporate authorities of each county that has no 9-1-1 service as of January 1, 2016, shall provide enhanced 9-1-1 wireline and wireless enhanced 9-1-1 service for that county by either (i) entering into an intergovernmental agreement with an existing ETSB or to create a new joint ETSB, or (ii) entering into an intergovernmental agreement with the corporate authorities that have created an existing joint

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ETSB. As a result of this legislation, Henderson County is required to consolidate and has chosen to consolidate with Hancock County. Hancock County dissolved its individual ETSB and entered into an IGA with Henderson County to create a joint ETSB known as the Hancock/Henderson County ETSB.

In addition to this consolidation, Hancock/Henderson County ETSB is also proposing to change its 9-1-1 System provider from Frontier to INdigital in order to provide a Next Generation 9-1-1 solution. Henderson County's service will begin when Hancock is able to transition to its new system provider which is anticipated to occur near the beginning of next year.

The Department has completed its review of the consolidation plan as prescribed by Section 1324.200(c) of Illinois Admin. Code Part 1324.200 – Consolidation of 9-1-1 Emergency Systems and modification of its plan as prescribed by Section 1325.205. The plan meets the requirements for consolidation and modification of its 9-1-1 system.

**Reviewed by: Marci Elliott**

**Date: August 19, 2020**