

STATE OF ILLINOIS

DEPARTMENT OF STATE POLICE

West Central Joint ETSB :
Application for 9-1-1 Modification Plan : Case No. 22-M-301

ORDER OF THE STATEWIDE 9-1-1 ADMINISTRATOR

I. Introduction

On April 20, 2022, the West Central Joint ETSB ("Applicant") filed a Modification Plan Application with the Illinois State Police ("Agency") pursuant to the Emergency Telephone System Act ("ETSA") 50 ILCS 750/ and 83 Ill. Admin. Code 1325 "Standards of Service Applicable to 9-1-1 Emergency Systems" ("Part 1325"). Applicant seeks authorization to change its 9-1-1 system provider from Frontier Communications ("Frontier") to INdigital Telecom ("INdigital").

The West Central Joint ETSB supported the Plan with documentary materials, including a narrative statement explaining the purpose for modifying the Petitioner's existing 9-1-1 plan and a network diagram.

The Office of the 9-1-1 Administrator is authorized to coordinate the modification 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, West Central Joint Dispatch for Morgan, Calhoun and Greene Counties, Illinois. The Administrator approved applicant's 9-1-1 system in Order No: 16-C-170. The system became operational in July 2018 and operates one primary Public Safety Answering Point, located at the West Central Joint Dispatch Center, 200 West Douglas Avenue, Jacksonville, Illinois 62650. The 9-1-1 system dispatches police, fire, and ambulance services.

III. Purposed and Description of Proposed Modification

Applicant is requesting to change their 9-1-1 System Service Provider from Frontier to INdigital.

INdigital will coordinate with all wireline, VoIP and wireless carriers with the establishment of new SS7 or SIP trunks. The system will be provisioned as an

IP, Next Generation i3 capable network and will deliver calls using IP technology to the PSAP. The system will have redundant Legacy Network Gateways (LNG's) and Emergency Service Routing Proxy's (ESRP's), otherwise referred to as selective routers that will handle all call routing for the PSAP. One ESRP is in Chicago, Illinois and the second ESRP is located in St. Louis, Missouri. INdigital will coordinate the migration of 9-1-1 call traffic that is currently being delivered to the Frontier selective router(s) to the two INdigital ESRPs. The 9-1-1 Network will be IP based from the INdigital ESRPs to the PSAP.

On May 9, 2022, Stacy Ross, 911 Analyst, Statewide 9-1-1 Bureau filed a Technical Review to 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), involved 9-1-1 system providers (Frontier, INdigital), 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's Staff Review, is of the opinion and finds that:

- (1) Applicant operates the 9-1-1 emergency services program for the West Central Joint ETSB under the ETSA;
- (2) INdigital has authority from the Commission to operate as a 9-1-1 system service provider;
- (3) Applicant and INdigital seek to modify the current plan by changing the 9-1-1 system provider from Frontier to INdigital and to implement a Next Generation 9-1-1 i3 capable system as defined in 83 Illinois Administrative Code Part 1325;

- (4) The Administrator has jurisdiction over Applicant and the subject matter herein;
- (5) The record reflects that Applicant's proposed 9-1-1 System modifications comply with Part 1325 and applicable laws; and
- (6) Applicants 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, INdigital), 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 Illinois Commerce 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 that the West Central Joint ETSB's request to change their 9-1-1 System Service Provider pursuant to paragraphs 1325.200 g) 2) of 83 Illinois Administrative Code Parts is hereby approved; and

IT IS FURTHER ORDERED that the authorization herein granted is subject to the conditions set forth in Findings No. 6 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:

Cindy Barbera-Brelle
Statewide 9-1-1 Administrator
Illinois State Police
801 South Seventh Street, Suite 300-A
Springfield, Illinois 62703

Other Parties of Record:

Office of the Statewide 9-1-1 Administrator
Illinois State Police
801 South Seventh Street, Suite 300-S
Springfield, Illinois 62703

Illinois Department of State Police
c/o Illinois State Police Legal Office
801 South Seventh Street, Suite 1000-S
Springfield, Illinois 62703

ENTERED: This 13th day of May 2022.



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 May 13, 2022, addressed to such parties as shown below. The original was filed with the 9-1-1 Bureau, Office of the Statewide 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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