

STATE OF ILLINOIS

DEPARTMENT OF STATE POLICE

Carroll County ETSB

Application for 9-1-1 Modification Plan

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Case No. 20-M-285

ORDER OF THE STATEWIDE 9-1-1 ADMINISTRATOR

I. Introduction

On December 16, 2020, the Carroll County 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 Lumen Technologies ("Lumen") to Comtech-NG9-1-1, Inc. DBA NG9-1-1, Inc. ("Comtech") and to change its backup PSAP.

The Carroll County 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 in Carroll County, Illinois. The Illinois Commerce Commission ("Commission") approved Applicant's 9-1-1 system in Docket No. 96-0170. The system became operational in May 1996 and operates on a countywide basis with one primary Public Safety Answering Point, located at the Carroll County Sheriff's Office, 301 North Main Street, Mt. Carroll, Illinois 61053. 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 Provider from Lumen to Comtech and to change their backup PSAP to the Ogle County Sheriff's PSAP.

Comtech 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 set of call routing elements is located at the DeKalb County Sheriff's Department Jail Annex located in Sycamore, Illinois and the second is located at the Belvidere Fire Department in Belvidere, Illinois. Comtech will coordinate the migration of 9-1-1 call traffic for each wireline, wireless and VoIP carrier that is currently being delivered to the Lumen selective router(s) to the two Comtech ESRPs. The 9-1-1 Network will be IP based from Comtech's ESRPs to the PSAP.

On January 4, 2021, 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 (Lumen, Comtech), 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 Carroll County, Illinois under the ETSA;
- (2) Comtech has authority from the Commission to operate as a 9-1-1 system service provider;
- (3) Applicant and Comtech seek to modify the current plan by changing the 9-1-1 system provider from Lumen to Comtech 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) 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 (Lumen, Comtech), 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.

WHEREAS the modification plan seeks to change their backup PSAP to the Ogle County Sheriff's PSAP; and

WHEREAS the Ogle County Sheriff's PSAP, located at 202 South 1st Street, Oregon, Illinois 61061, meets all the requirements for a Public Safety Answering Point (PSAP) as prescribed in Section 1325.415 of the Illinois Administrative Code Part 1325 – Standards of Service Applicable to 9-1-1 Emergency Systems as it is currently a Primary PSAP.

IT IS THEREFORE ORDERED by the Statewide 9-1-1 Administrator that pursuant to the Findings of Fact that the Carroll County ETSB's request to change their 9-1-1 System Provider pursuant to paragraphs 1325.200 g) 2) of 83 Illinois Administrative Code Parts and changing their backup from the Lee County PSAP to the Ogle County Sheriff's PSAP 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:

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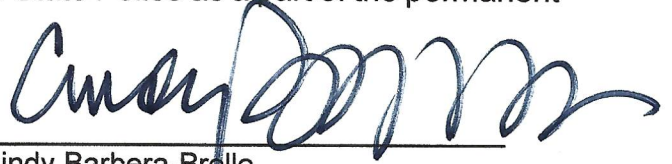
ENTERED: This 11th day of January 2020.



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 January 11, 2021, 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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