

**System Name: Saline/Gallatin County Joint ETSB****Case # 16-C-171****Date Filed: 12/14/18****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
Contact and 9-1-1 System information	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Saline County 911 Tracy Felty 1 North Main Street Harrisburg, IL 62946 (618) 252-8661 Salineil911@gmail.com
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>Saline County ETSB is requesting to change its 9-1-1 System Service Provider from NG-911, Inc. to INdigital Telecom (INdigital). The existing Solacom IP Selective routing system will be re-provisioned as an IP based NG911 call handling system. The Saline County ETSB is upgrading their call delivery system to ensure that all carriers are connected directly to the Selective routers serving the PSAP.</p> <p>In addition, Saline County is requesting approval of consolidating its 9-1-1 system with Gallatin County. Gallatin County does not have a PSAP and currently contracts with Saline County for dispatch services, but will need to consolidate its ETSB. Saline County has entered into an inter-governmental agreement with Gallatin County to create a Joint ETSB. Both Counties have passed ordinances dissolving their individual ETSBs. The Saline County PSAP will continue to answer 9-1-1 calls for both counties.</p> <p>Given the current structure of the network, the transition to the new 9-1-1 System provider will need to occur in 2 Stages.</p> <p>Stage 1: The first stage of implementation is the conversion from NG-911, Inc. to INdigital as the new 9-1-1 System Provider.</p>

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		<p>All carrier trunks will remain connected to Frontier's Carbondale central office. INdigital will establish new network connections from Carbondale central office to the gateways located at the existing datacenters in Murphysboro and Harrisburg. 9-1-1 calls will be re-directed to the new INdigital connections at Carbondale to the gateways at the datacenters and then be delivered to INdigital's ESRPs located in Mattoon and Rosiclare for selective routing to the appropriate PSAP. INdigital will manage the ALI database management system and will provide the IP based selective routing for call delivery with ANI and ALI.</p> <p>Additionally, all split exchanges for both counties will continue to route the same as no other network changes will be made in Stage 1. Additionally, the current ESInet that exists between the two data centers and the PSAP will remain in place for call delivery in Stage 1.</p> <p>Stage 2: The second stage of implementation will be to migrate carriers off the Frontier FAS. All carriers that were currently connected to the Frontier Carbondale central office for Saline and Gallatin Counties will establish new 9-1-1 trunks to the INdigital selective routers/or LNGs located in Mattoon and Rosiclare. INdigital will work with each carrier to determine the type of trunk signaling and establish points of interconnection for 9-1-1 call delivery. The carriers can deliver 9-1-1 calls to INdigital ESRPs or LNG's by using SS7 signaling or by using a SIP trunk IP based signaling. PS/ALI subscribers will be identified and included in the network and database migration plans.</p>	
	Name of certified 9-1-1 system provider	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	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 consolidated system will comply with all State and Federal requirements and be compliant with the National Emergency Number Association Standards.
	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"/>	The network will be provisioned as an IP based, 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

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			PSAP. One set of call routing elements is located in the Consolidated Communications Mattoon central office and the other is located in the Shawnee Communications central office in Rosiclare, Illinois.
	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"/>	The previous explanation provided in the narrative concerning Stage 1 and Stage 2 of the implementation of the project provides these details.
	Explanation of how split exchanges will be handled	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Split exchanges will be discussed, and the routing will be thoroughly planned for based on ICC/ISP orders during the Stage 2 Industry project calls that will be hosted by INdigital on a regular basis. These project calls will include all participating Service Providers, ICC and ISP Staff as well as the 9-1-1 authority.
	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"/>	<p>INdigital will request TN loads and updates from the carriers prior to the cut over and assume all 9-1-1 SSP administrative responsibilities for the database at the time of conversion. INdigital will work with the carriers and the Saline/Gallatin County Joint ETSB to keep the database up to date and in compliance with Illinois State law on an ongoing basis.</p> <p>The Solacom ANI/ALI controllers will retrieve the ALI information from INdigital's Database Management System and deliver it to the PSAP call station equipment. The current Datamaster System will also be re-configured at this time by the contracted maintenance provider to no longer provide ALI information to the PSAPs.</p>
	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 consolidated 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	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	All access to the system is secured by individual user level two factor login credentials. The IP based call delivery network is private with no outside access.

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	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"/>	Gallatin County ETSB reserves total 50,000.00 Saline County ETSB reserves total \$150,000.00
	Number of answering positions, full-time and part-time dispatchers prior to and after consolidation	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Currently, there are 5 answering positons and after the consolidation there will still be 5 answering positions.  Currently, there are 10 full time dispatchers/call takers and after the consolidation there will still be 10 dispatchers/call takers.  Currently, there is 1 part time dispatcher/call taker and after the consolidation there will still be 1 part time dispatcher/call taker.
	Total network cost prior to and after consolidation	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Not provided.
	Network Costs that the State will be responsible for paying	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	This is a consolidation of two individual ETSBs only. There is no PSAP closure or reduction of network in this consolidation, however there should be a network cost difference for nonrecurring and recurring cost since there will be a change in 9-1-1 system provider.
	Recurring and nonrecurring consolidation cost	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Recurring cost of the system prior to consolidation is \$190,000. However, the proposed recurring cost indicated for the consolidated system is the same amount, even though the system will have a new 9-1-1 system provider.  Nonrecurring cost \$25,600
	All revenue sources for consolidated system	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$235,000
<b>Five Year Strategic Plan</b>		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

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<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"/>	Saline County and Gallatin County passed ordinances to dissolve their individual ETSBs.
<input type="checkbox"/> Intergovernmental agreement(s)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Saline County and Gallatin County entered into an IGA to create a Joint ETSB.
<input type="checkbox"/> Contracts	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	INdigital contract
<input type="checkbox"/> Back-up PSAP agreement	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Johnson County is the backup PSAP.
<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 (6), any 9-1-1 Authority that does not have a PSAP within its jurisdiction shall be consolidated through an intergovernmental agreement with an existing 9-1-1 Authority that has a PSAP. As a result, Gallatin County ETSB is required to consolidate. Gallatin County currently does not have its own PSAP and contracts 9-1-1 call handling and dispatching to Saline County. Therefore the two Counties agreed to dissolve their individual ETSBs and create the Saline/Gallatin Joint ETSB.

As a part of this consolidation, Saline County is also proposing to change its 9-1-1 System provider from NG-911, Inc. to INdigital and will continue providing a Next Generation 9-1-1 solution in both Saline and Gallatin Counties.

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The Department has completed its review of the Saline/Gallatin Consolidation Plan which was filed as prescribed by Section 1324.200(c) of Illinois Admin. Code Part 1324.200 – Consolidation of 9-1-1 Emergency Systems. The plan meets the requirements for consolidation and modification of its 9-1-1 system except for the Financial Information pages 11 and 12.

The Financial Information page stated that Public Act 99-06 makes the State of Illinois responsible for the network charges, therefore there are no network charges. This statement is not correct. The State does pay the monthly recurring network costs, but it does not pay the non-recurring cost as those costs must be paid for by the ETSB. Additionally, the State provides each 9-1-1 Authority copies its monthly network bills for review, therefore the information is available for this part of the plan. Additionally, it is also the 9-1-1 Authority's responsibility to obtain cost estimates from the new 9-1-1 system provider, INdigital, which may differ somewhat from the existing 9-1-1 system provider, NG-911, Inc.'s, cost for 9-1-1 network. Staff requests that the 9-1-1 Authority make the necessary revisions to the Financial Information pages 11 and 12 which are specified below and provide a copy to the Department in advance of the ALJ Hearing. This will allow the 9-1-1 authority to clarify the issues that Staff has raised and also provide an opportunity to amend the plan at the hearing.

The following items need to be addressed:

- 1) Page 11, a) Total network cost prior to the consolidation (with NG-911 as the SSP plus other carrier cost) - Answer not provided
  - 2) Page 11, b) Total network cost of the consolidated system (with INdigital as the SSP plus other carrier cost) - Answer not provided (the answer should match the total of breakdown of network costs at top of page 12).
  - 3) Page 12, Breakdown of each carrier cost for 9-1-1 network that the State will be responsible for in the consolidated system - This breakdown should not include NG-911's cost prior to consolidation and change of 9-1-1 System provider. Instead the breakdown should be corrected to include INdigital's estimated 9-1-1 network cost as the new system provider in the consolidated system plus the other carriers' network cost.
  - 4) Page 12, a) Recurring costs of system prior to consolidation (entire cost of system with NG-911 as the SSP) - Answer was \$190,000
  - 5) Page 12, b) Proposed recurring cost for consolidated system (entire cost of system with INdigital as SSP) - Answer was \$190,000
- Staff questions how items 4 and 5 could be exactly the same cost when using different 9-1-1 System Providers whose rates are different.

**Reviewed by: Marci Elliott**

**Date: 1/3/19**