

## STATE OF ILLINOIS

### DEPARTMENT OF STATE POLICE

Hancock/Henderson County Joint ETSB :  
: Case No. 20-C-276  
Application for 9-1-1 Consolidation Plan :

### ORDER OF THE STATEWIDE 9-1-1 ADMINISTRATOR

#### I. Introduction

On July 20, 2020, the Hancock/Henderson County Joint ETSB (“Applicant”) filed a Consolidation Plan with the Illinois State Police (“Department”) pursuant to the Emergency Telephone System Act (“ETSA”) 50 ILCS 750/15.4a, 83 Ill. Admin. Code 1324 “Consolidation of 9-1-1 Emergency Systems” (“Part 1324”) and 1325 “Standards of Service Applicable to 9-1-1 Emergency Systems” (“Part 1325”). Applicant seeks authorization to consolidate Henderson County and to change its 9-1-1 system provider from Frontier to INdigital to implement an NG9-1-1 System serving Hancock and Henderson Counties.

The Hancock/Henderson County 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 Consolidation Plan was filed pursuant to the Emergency Telephone System Act (“ETSA”), 50 ILCS 750, *et seq.* Under Section 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 Emergency Telephone System Board to create a new Joint Emergency Telephone System Board, or (ii) entering into an intergovernmental agreement with the corporate authorities that have created an existing Joint Emergency Telephone System Board. As a result, Henderson County is required to consolidate and has chosen to consolidate with Hancock County.

The Office of the 9-1-1 Administrator is authorized to coordinate the implementation 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 1324 and 1325.

#### II. Description of Applicant

Applicant operates the 9-1-1 emergency services program in Hancock County, Illinois. The Illinois Commerce Commission (“Commission”) approved Applicant’s 9-1-1 system in Docket No. 96-0244. The system became

operational in October 1996 and operates on a countywide basis with one Public Safety Answering Point, located at the Hancock County Sheriff's Office, 98 Buchanan Street, Carthage, Illinois. 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 Telecom ("INdigital").

INdigital will coordinate with all wireline, VoIP and wireless carriers with the establishment of a new SS7 or SIP trunks. The system will be provisioned as an IP, Next Generation i3 capable network and will deliver calls using SST signaling or SIP trunks 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 in Geneseo, Illinois and the other is located in Cambridge, Illinois and will coordinate the migration of 9-1-1 call traffic that is being delivered to a Frontier selective router from two INdigital LNGs or ESRPs. The 9-1-1 Network will be IP based from the INdigital ESRPs or LNGs to the PSAP.

On August 19, 2020, Marci Elliott, 911 Manager, Statewide 9-1-1 Bureau filed a Technical Review to the Application. The Technical Review met the requirements of 83 Illinois Administrative Code Part 1324 and 1325.

Staff recommends the following conditions:

- a. 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 Communications, INdigital, NG9-1-1, Inc.), and Department Staff;
- b. 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
- c. Any other reporting as deemed necessary.

### **IV. Findings and Ordering Paragraphs**

**WHEREAS**, the Findings of Fact, Conclusions of Law, and Recommendations of Administrative Law Judge Michelle Thielen in the above-captioned case have been read and examined; and

**WHEREAS**, the record has been read and reviewed;

**WHEREAS**, the Statewide 9-1-1 Advisory Board held a hearing on October 19, 2020 on this Request for Consolidation, at which hearing, the Statewide 9-1-1 Advisory Board voted to recommend approval of the Request for Consolidation;

**WHEREAS**, the rulings of the Administrative Law Judge on admission of evidence and all motions are correct and hereby concurred in by the Administrator; and

**WHEREAS**, the Administrator finds that the Findings of Fact and Conclusions of Law, as stated in the Recommended Decision, are correct, they are hereby adopted as the Findings of Fact and Conclusions of Law by the Administrator.

**NOW THEREFORE**, the Administrator adopts the recommendations as set forth in the Recommended Decision;

**IT IS HEREBY ORDERED** that pursuant to the Findings of Fact and Conclusions of Law, as set forth in the Recommended Decision, and upon the advice and recommendation of the Statewide 9-1-1 Advisory Board, the Hancock/Henderson Joint ETSB request for approval of its consolidation plan pursuant to Section 15.4a of the Emergency Telephone System Act, 50 ILCS 750/15.4a, is approved.

**IT IS FURTHER ORDERED** that based upon a review of all the information available, the Hancock/Henderson Joint ETSB's consolidation plan meets the requirements of 50 ILCS 750/15.4a and 83 Ill. Adm. Code 1324.200.

**IT IS FURTHER ORDERED** that the Hancock/Henderson consolidation will be completed no later than August 1, 2021.

**IT IS FURTHER ORDERED** that Hancock/Henderson's renew 9-1-1 System Service Provider will conduct a P.01 Study and if necessary, a Traffic Study to determine the number of 9-1-1 trunks required to serve the Hancock/Henderson Joint ETSB in advance of completing the consolidation.

**IT IS FURTHER ORDERED** that the Hancock/Henderson Joint ETSB will file with the Administrator a Wireless 9-1-1 Plan for all Carriers no later than July 1, 2021 with an effective date no later than August 1, 2021.

**IT IS FURTHER ORDERED** that the Hancock/Henderson County Joint ETSB shall begin to receive Henderson County's wireless surcharge payments as defined in 50 ILCS 750/30 when mobile calls currently being answered by McDonough County are transitioned to the Hancock County 9-1-1 Center.

**IT IS FURTHER ORDERED** that the Hancock/Henderson County Joint ETSB shall begin to receive Henderson County's wireline surcharge payments as defined in 50 ILCS 750/30 upon completion of the consolidation.

**WHEREAS**, The Administrator, having considered the Applicants Consolidation Plan and Department's Staff Review, is of the opinion and finds that:

- (1) Applicant operates the 9-1-1 emergency services program for Hancock County, Illinois under the ETSA;
- (2) INdigital has authority from the Commission to operate as a 9-1-1 system service provider;
- (3) Applicant seeks to consolidate as defined in the 83 Illinois Administrative Code Part 1324.
- (4) Applicant and INdigital seek to implement a NG9-1-1 system as defined in the 83 Illinois Administrative Code Part 1325;
- (5) The Administrator has jurisdiction over Applicant and the subject matter herein;
- (6) The record reflects that Applicant's proposed 9-1-1 System modifications comply with Code Parts 1324 and 1325 and applicable laws; and
- (7) Applicant's proposed 9-1-1 System modification should be approved subject to the following conditions:
  - a. 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 Communications, INdigital), and Department Staff;
  - b. 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
  - c. Any other reporting as deemed necessary.

**IT IS THEREFORE ORDERED** by the Statewide 9-1-1 Administrator that pursuant to the Findings of Fact the Hancock/Henderson County JETSB's request to consolidate and change their 9-1-1 System Service Provider pursuant to paragraphs 1324.200(c) and 1325.200(g)(2) of 83 Illinois Administrative Code Parts is hereby approved.

**IT IS FURTHER ORDERED** that the authorization herein granted is subject to the conditions set forth in Findings No. 7 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-A  
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Illinois State Police  
c/o Illinois State Police Legal Office  
801 South Seventh Street, Suite 1000-S  
Springfield, Illinois 62703

ENTERED: This 20<sup>th</sup> day of October 2020.

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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 October 20, 2020, addressed to such parties as shown below. The original was filed with the 9-1-1 Bureau, Office of the 9-1-1 Administrator, Illinois State Police as a part of the permanent file.

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Cindy Barbera-Brelle  
Statewide 9-1-1 Administrator

**SERVICE LIST**

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