

STATE OF ILLINOIS

DEPARTMENT OF STATE POLICE

Mercer County ETSB	:	
	:	Case No. 18-M-217
Application to Modify 9-1-1 System	:	
Provider	:	

ORDER OF THE STATEWIDE 9-1-1 ADMINISTRATOR

I. INTRODUCTION

On April 24, 2018, the Mercer County ETSB ("Applicant") filed a Plan Modification Application with the Department of the Illinois State Police ("Department") 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 to Geneseo Communications, to implement an NG9-1-1 System and to seek authorization to change its backup PSAP from Warren County to a Henry County PSAP.

The Mercer County ETSB supported the Plan Modification 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 Plan Modification was filed pursuant to the Emergency Telephone System Act ("ETSA"), 50 ILCS 750, *et seq.* The purpose of the Act is "to establish the number "9-1-1" as the primary emergency telephone number for use in this State and to encourage units of local government and a combination of such units to develop and improve emergency communication procedures and facilities in such a manner as to be able to quickly respond to any person calling the telephone number "9-1-1" seeking police, fire, medical, rescue and other emergency services." 50 ILCS 750/1

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 1325.

II. DESCRIPTION OF APPLICANT

Applicant operates the 9-1-1 emergency services program in Mercer County, Illinois. The Illinois Commerce Commission ("Commission") approved Applicant's 9-1-1 system in Docket No. 94-0021. The system became operational in July 1994 and operates on a county wide basis with one Public Safety Answering Point, one located at the Mercer County Sheriff's

Office, 906 SW 3rd Street, Aledo, Illinois. The 9-1-1 system dispatches police, fire, and ambulance services.

III. PURPOSES AND DESCRIPTION OF PROPOSED MODIFICATION

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

Geneseo Communications will coordinate with all wireline, VoIP and wireless carriers with the establishment of new SS7 or SIP trunks to connect to the two Geneseo Communications Emergency Services Routing Proxies (ESRPs) located in Geneseo and Cambridge, Illinois and will coordinate the migration of 9-1-1 call traffic to two Legacy Network Gateways (LNG's) that are located at each ESRP site for carriers to connect their trunks to in order to deliver their 9-1-1 calls. The 9-1-1 Network will be IP based from the Geneseo Communications ESRPs to the Mercer County PSAP.

On May 1, 2018, Marci Elliott, 911 Program Manager, Statewide 9-1-1 Bureau filed a Technical Review to the Application. The Technical Review met the requirements of 83 Illinois Administrative Code 1325 with the exception of 1325.415.

Staff recommends the following conditions:

- a. participation in bi-weekly implementation conference calls with all parties (Applicant, Frontier Communications, Geneseo Communications, involved access providers, involved 9-1-1 system providers, 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 and Commission's Telecommunication Staff; and
- c. any other reporting as deemed necessary.
- d. the Henry County Backup PSAP must have the capability to dispatch (by either direct, transfer or call relay methods) all Mercer County public safety agencies in the event that 9-1-1 calls cannot be transferred or relayed back to the Mercer County PSAP for dispatch within 1 year of Mercer County's change in system provider.

IV. FINDINGS AND ORDERING PARAGRAPHS

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

- (1) Applicant operates the 9-1-1 emergency services program for Mercer County, Illinois under the ETSA;

- (2) Geneseo Communications has authority from the Commission to operate as a 9-1-1 system service provider;
- (3) Applicant and Geneseo Communications seek to implement an NG9-1-1 system as defined in the ETSA;
- (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 with the exception of 1325.415; and
- (6) Applicant's proposed 9-1-1 System modification should be approved subject to the following conditions:
 - a. participation in bi-weekly implementation conference calls with all parties (Applicant, Frontier Communications, Geneseo Communications, involved access providers, involved 9-1-1 system providers, 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 and Commission's Telecommunication Staff; and
 - c. any other reporting as deemed necessary.
 - d. the Henry County Backup PSAP must have the capability to dispatch (by either direct, transfer or call relay methods) all of Mercer County's public safety agencies in the event that 9-1-1 calls cannot be transferred or relayed back to the Mercer County PSAP for dispatch within 1 Year of Mercer County's change in system provider.

WHEREAS the modification plan also seeks to change their backup PSAP to the Henry County Sheriff's Office, located in Cambridge, Illinois; and

WHEREAS the Henry County Sheriff's Office PSAP located at 311 West Center Street, Cambridge, Illinois 61238, meets all the requirements for a Public Safety Answering Point (PSAP) as prescribed in Section 1325.415 from Illinois Administrative Code Part 1325 – Standards of Service Applicable to 9-1-1 Emergency Systems as it is currently a Primary PSAP with the exception of paragraph i) which requires the backup PSAP to operate independently from the primary PSAP.

IT IS THEREFORE ORDERED by the Statewide 9-1-1 Administrator that pursuant to the Findings of Fact the Mercer County ETSB's request to change their 9-1-1 System Service Provider pursuant to paragraph 1325.200(g)(2) of 83 Illinois Administrative Code is hereby approved.

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

IT IS FURTHER ORDERED that Mercer County ETSB will be required to file a Progress Report on or before June 30, 2018, and at the end of every quarter thereafter describing in detail the steps that have been taken and the progress that has been made toward addressing the requirements of 1325.415.

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.
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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-S
Springfield, Illinois 62703

Other Parties of Record:

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Illinois Department of State Police
c/o Illinois State Police Legal Office
801 South Seventh Street, Suite 300-S
Springfield, Illinois 62703

ENTERED: This 9th day of May 2018.

A handwritten signature in black ink, appearing to read "Cindy Barbera-Belle", written over a horizontal line.

Cindy Barbera-Belle
Statewide 9-1-1 Administrator
Office of the Statewide 9-1-1 Administrator
Illinois State Police

CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing document were served upon all parties listed below by electronic mail on May 9, 2018.



Cindy Barbara-Brelle
Statewide 911-1 Administrator

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