

Illinois State Police


DIVISION OF
STATEWIDE 9-1-1



911 SYSTEM MANAGER ORIENTATION

2023

Cindy Barbera-Brelle
Statewide 9-1-1 Administrator



STATEWIDE 9-1-1 DIVISION COMMAND STRUCTURE

- Deputy Director - Colonel Isiah Vega
- Assistant Deputy Director – Michael Yokley
- Statewide 9-1-1 Administrator - Cindy Barbera-Brelle
- Chief of Staff – Ryan Prehn
- Special Counsel - Suzanne Bond
- Statewide 9-1-1 Bureau Chief – Sheila Bartlett
- Fleet Services Bureau
- Radio Network Services Bureau
- Telecommunication Services Bureau

OFFICE OF THE STATEWIDE 9-1-1 ADMINISTRATOR

- Cindy Barbera-Brelle – Statewide 911 Administrator
cindy.barbera-brelle@illinois.gov

- Duties:
 - Establishes uniform technical and operational standards for all 9-1-1 Systems in the State in conjunction with the Statewide Advisory Board.
 - Issues orders on plan filings (consolidation, initial, modification or waiver requests) and network cost disputes.
 - Administers consolidation and NG9-1-1 grant programs.
 - Oversees the development and implementation of a Statewide NG9-1-1 System.

- Lori Walker – Administrative Assistant
lori.walker@illinois.gov

- Duties:
 - Administratively supports activities performed by the Office.

STATEWIDE 9-1-1 BUREAU CHIEF

- Shelia Bartlett
shelia.bartlett@illinois.gov

- Duties :
 - Supervises the Statewide 9-1-1 Bureau which consists of:
 - 911 Operational Support Section
 - 911 Administrative Support Section
 - Ensures the Bureau follows ETSA and Administrative Rules.
 - Provides assistance, direction, and correspondence on behalf of the Bureau.

9-1-1 OPERATIONAL SUPPORT MANAGER

○ Brooke Doggett

brooke.n.doggett@Illinois.gov

○ Duties:

- Supervises the Operational Support Section and serves as the technical liaison between the 9-1-1 Authorities, Carriers, 9-1-1 System Providers and the ICC.
- Provides oversight with technical reviews on plan filings, assists 9-1-1 Authorities with regulatory issues and participates in hearings and implementation calls to ensure compliance with the ETSA and Administrative Rules.
- Assists the Administrator with annual report filings, development of rules, legislation and technical issues; assists the Administrative Support Section with network cost reviews; and assists the Statewide 9-1-1 Advisory Board.
- Assists the Administrator with grant preparation and reimbursement requests.

STATEWIDE 911 TECHNICAL SUPPORT MANAGER

- Catherine Dailey - Technical Support Manager
catherine.dailey@illinois.gov
- Duties:
 - Provides assistance in preparing technical plan reviews. Assists 9-1-1 authorities with regulatory issues and participates in hearings and implementation calls to ensure compliance with the ETSA and administrative rules.
 - Works with the Annual Financial Reports (AFR).
 - Assists the Statewide 9-1-1 Advisory Board.

9-1-1 ADMINISTRATIVE SUPPORT MANAGER

- Megan Cleveland
megan.m.cleveland@illinois.gov

- Duties:
 - Supervises the Administrative Support Section.
 - Oversees the Main Surcharge Distribution and Distribution for Counties under 100,000.
 - Oversees the payment of Network Costs.
 - Provides Statewide 9-1-1 financial support for the Agency, 9-1-1 Advisory Board, and 9-1-1 Systems.

911 ADMINISTRATIVE SUPPORT SECTION

- Jake Ward – Accountant
jacob.ward@illinois.gov

- Duties:
 - Performs accounting duties for the Statewide 911 Bureau.
 - Reviews invoices and issues payments for 9-1-1 network costs, grant reimbursement requests, and other 9-1-1 expenditures.
 - Serves as the financial liaison between the Agency and carriers.
 - Ensures compliance and accurate reporting.

- Annette Mullins – Office Coordinator
annette.d.mullins@illinois.gov

- Duties:
 - Assists the Bureau with daily tasks and distribution of mail and network invoices.
 - Documents network costs, deposits, and remit data for tracking purposes.
 - Assists with reconciling carrier discrepancies and missed payments and remittances from carriers.

Emergency Telephone System Act Historical Activity (ETSA) [50 ILCS 750]



ETSA Enacted – September 25, 1975



Governor Appointed Statewide 9-1-1 Administrator - 2016



Statewide 9-1-1 Advisory Board



Consolidation and NG9-1-1 Expense Grant Programs



Development of a Statewide NG9-1-1 System



Statewide Uniform Surcharge for Wireline, Wireless, VoIP and Prepaid Wireless (excludes Chicago) - 2016



Local Emergency Telephone System Board (ETSB) or Joint ETSB and its Powers and Duties



Consolidation Requirements

9-1-1 Advisory Board Voting Members

The Governor appoints the following voting members:

- Director of the State Police or his/her designee, who shall serve as Chairman
- Executive Director of the Illinois Commerce Commission, or his or her designee
- Illinois NENA
- Illinois APCO
- Counties with population < 37,000
- Counties with a population between 37,000-100,000
- Counties with a population between 101,000-250,000
- Counties with a population > 250,000
- A municipal or intergovernmental cooperative 9-1-1 system, excluding any single municipality over 500,000
- Illinois Association of Chiefs of Police
- Illinois Sheriff's Association
- Illinois Fire Chief's Association

**9-1-1
Advisory
Board
Non-Voting
Members**

The Governor appoints the following non-voting members:

- Incumbent local exchange 9-1-1 System Provider
- Non-Incumbent local exchange 9-1-1 System Provider
- Large Wireless Carrier
- Incumbent Local Exchange Carrier
- Illinois Broadband & Telecommunications Association
- Illinois Broadband & Cable Association
- Illinois State Ambulance Association

9-1-1
Advisory
Board
Legislative
Members

Members of the legislature serve temporarily as non-voting members 12 months prior to the repeal date of the Act to discuss legislative initiatives of the Board

- Legislative Members are Appointed by:
 - Speaker of the House of Representatives
 - Minority Leader of the House of Representatives
 - President of the Senate
 - Minority Leader of the Senate

Statewide 9-1-1 Advisory Board Duties

Provides advice and recommendations to the Illinois State Police, Office of the Statewide 9-1-1 Administrator for the development of:

Administrative Rules

Future Legislation –
ETSA sunsets 12/31/25

Annual Report to General
Assembly due March 1st

Consolidation Plans and
Waiver Request Hearings

Emergency Telephone System Board (ETSB) Powers (Sec. 15.4)

The powers and duties of the board shall be defined by ordinance of the municipality or county, or by intergovernmental agreement in the case of a joint board. The powers and duties shall include, but need not be limited to the following:

- (1) Planning a 9-1-1 system.
- (2) Coordinating and supervising the implementation, upgrading, or maintenance of the system, including the establishment of equipment specifications and coding systems.
- (3) Receiving moneys from the surcharge imposed under Section 15.3, or disbursed to it under Section 30, and from any other source, for deposit into the Emergency Telephone System Fund.
- (4) Authorizing all disbursements from the fund.
- (5) Hiring any staff necessary for the implementation or upgrade of the system.
- (6) (Blank).
- (7) Designating a 9-1-1 System Manager, whose duties and responsibilities shall be set forth by the Emergency Telephone System Board in writing.

Public Act 103-0366

Signed by Governor
Pritzker July 28, 2023

Sunsets 12/31/2025

Emergency
Telephone
System
Act
(ETSA)
50 ILCS 750

ETSA
Sec. 2
New/Revised
Definitions

EMS Personnel

First Responder

Grade of Service

ETSA
Sec. 3
Sec. 6.2

Sec. 3

Extended the NG911 System implementation date to within 36 of the awarding of a contract to provide Next Generation 9-1-1 service, every 9-1-1 system in Illinois, except in a municipality with a population over 500,000, shall provide Next Generation 9-1-1 service by July 1, 2024.

Sec. 6.2

Every 9-1-1 System shall be able to accept text to 9-1-1 no later than July 1, 2024.

ETSA
Sec. 14
Call
Handling
Agreements

The call handling and aid outside jurisdictional boundaries agreements shall be incorporated into the plan (**Consolidation or Modification**) filed under Section 11. Notice of any changes to call handling and aid outside jurisdictional boundaries agreements must be made annually during the financial reporting process.

Update your current annual certification notification of continuing agreements to reference the current statute (50 ILCS 750/14).

ETSA
Sec. 14
Call
Handling
Agreements

Notice of any changes to call handling and aid outside jurisdictional boundaries agreements must be made annually during the financial reporting process. The Illinois State Police may adopt rules for the administration of this Section.

Copies of the annual certified notification of continuing agreement required by Section 14 shall be filed with the Attorney General and the Administrator has been repealed eff. 1-1-24.

Annual Certification Notification Letter Draft

- The Emergency Telephone System Act 50 ILCS 750/14 requires all 9-1-1 authorities to enter into call handling and aid outside jurisdictional boundaries agreements with each participating agency and adjacent 9-1-1 system.
- This call handling agreement, and any subsequent call handling agreement, is required by law and informs your agency of the manner in which the Mercer County ETSB will handle a 9-1-1 call received for your jurisdiction. The call handling agreement also defines the process of how service providers will respond to calls outside of Mercer ETSB's jurisdiction.
- Pursuant to 50 ILCS 750/14 this letter will serve as notification that Mercer ETSB will continue to operate the 9-1-1 System and to keep in full force and effect the call handling agreement executed with your agency.
- Unless we receive written notification within 10 days of receipt of this letter, Mercer ETSB will accept your nonresponse as an affirmation that your agency has no objection to and will continue the current Call Handling agreement through December 31, 2024.
- If you have any additional questions, please feel free to contact me at _____. Thank you, and we look forward to a continued, positive working relationship.

Call Handling Agreement - Summary

Call Handling Agreements are included when a Consolidation or Modification Plan is filed.

Mail/Email your annual certification renewal notifications (see draft) to your participating agencies and adjacent 911 Systems.

Only New and/or Updated Call Handling Agreements are submitted annually with your AFR.

Also submit your annual certification renewal letter and a list of the Agencies and PSAPs the letter was sent to with your AFR.

Sending copies of the annual certified notification of continuing agreements to the Attorney General's Office is no longer required.

ETSA Sec. 15.2

Sec. 15.2. Any person placing a call or text to the number "911" or causing a transmission, in any manner, to a public safety agency or public safety answering point for the purpose of making an alarm or complaint and reporting false information when, at the time the call, text, or transmission is made, the person knows there is no reasonable ground for making the call, text, or transmission and further knows that the call, text, or transmission could result in the emergency response of any public safety agency, is subject to the provisions of Section 26-1 of the Criminal Code of 2012.

Criminal
Code
Sec. 26-1
Disorderly
Conduct

Calls or texts to the number "911" or transmits or causes to be transmitted in any manner to a public safety agency or public safety answering point for the purpose of making or transmitting a false alarm or complaint and reporting information when, at the time the call, text, or transmission is made, the person knows there is no reasonable ground for making the call, text, or transmission and further knows that the call, text, or transmission could result in the emergency response of any public safety agency

ETSA
Sec. 15.4(d)
ETSB
Powers

(d) The board shall complete and maintain a Next Generation 9-1-1 GIS database in accordance with NENA Standards before implementation of the NG9-1-1 system. The MSAG and GIS data standardizing and synchronization must reach a 98% or greater match rate, with an option of matching with ALI, before using GIS data for NG9-1-1.

ETSA
Sec. 15.4b
(7)(b)
Consolidation
Grants

The 9-1-1 System Consolidation Grant application, as defined by Illinois State Police rules, shall be submitted electronically using the State's grant management system by February 1, 2024 and every February 1 thereafter.

ETSA
Sec. 30
(b)(1.5)
Statewide
9-1-1 Fund

Beginning on the effective date of this amendatory Act of the 103rd General Assembly, to assist with the implementation of the statewide Next Generation 9-1-1 network, the Illinois State Police's administrative costs include the one-time capital cost of upgrading the Illinois State Police's call-handling equipment to meet the standards necessary to access and increase interoperability with the statewide Next Generation 9-1-1 network.

ETSA
Sec. 30
(1.5)(A)
Statewide
9-1-1 Fund

(A) Upon completion of the Illinois State Police's call-handling equipment upgrades, but no later than June 30, 2024, surplus moneys in excess of \$1,000,000 from subparagraph (C) of paragraph (1) not utilized by the Illinois State Police for administrative costs shall be distributed to the 9-1-1 Authorities in accordance with subparagraph (E) of paragraph (2) on an annual basis at the end of the State fiscal year (June 30th). Any remaining surplus money may also be distributed consistent with this paragraph (1.5) at the discretion of the Illinois State Police.

ETSA
Sec. 30
(1.5)(A)
Statewide
911 Fund

(B) Upon implementation of the Statewide NG9-1-1 system, but no later than June 30, 2024, surplus moneys in excess of \$5,000,000 from subparagraph (F) of paragraph (1) not utilized by the Illinois State Police for the implementation of and continuing expenses for the Statewide NG9-1-1 system shall be distributed to the 9-1-1 Authorities in accordance with subparagraph (E) of subsection (2) on an annual basis at the end of the State fiscal year. Any remaining surplus money may also be distributed consistent with this paragraph (1.5) at the discretion of the Illinois State Police.

9-1-1
surcharge;
allowable
expenditures
ETSA
Sec. 35

(a) Except as otherwise provided in this Act, expenditures from surcharge revenues received under this Act shall be made consistent with 47 CFR 9.23, which include the following:

(1) support and implementation of 9-1-1 services provided by or in the State or taxing jurisdiction imposing the fee or charge; and

(2) operational expenses of public safety answering points within the State. Examples of allowable expenditures include, but are not limited to:

9-1-1
surcharge;
allowable
expenditures
ETSA
Sec. 35

(A) PSAP operating costs, including lease, purchase, maintenance, replacement, and upgrade of customer premises equipment (hardware and software), CAD equipment (hardware and software), and the PSAP building and facility and including NG9-1-1, cybersecurity, pre-arrival instructions, and emergency notification systems. PSAP operating costs include technological innovation that supports 9-1-1;

(B) PSAP personnel costs, including telecommunicators' salaries and training;

9-1-1
surcharge;
allowable
expenditures
ETSA
Sec. 35

(C) PSAP administration, including costs for administration of 9-1-1 services and travel expenses associated with the provision of 9-1-1 services;

(D) integrating public safety and first responder dispatch and 9-1-1 systems, including lease, purchase, maintenance, and upgrade of CAD equipment (hardware and software) to support integrated 9-1-1 and public safety dispatch operations; and

(E) providing the interoperability of 9-1-1 systems with one another and with public safety and first responder radio systems

9-1-1
surcharge;
allowable
expenditures
ETSA
Sec. 35

(b) The obligation or expenditure of surcharge revenues received under this Act for a purpose or function inconsistent with 47 CFR 9.23 and this Section shall constitute diversion, which undermines the purpose of this Act by depriving the 9-1-1 system of the funds it needs to function effectively and to modernize 9-1-1 operations. Examples of diversion include, but are not limited to:

9-1-1
surcharge;
allowable
expenditures
ETSA
Sec. 35

(1) transfer of 9-1-1 fees into a State or other jurisdiction's general fund or other fund for non-9-1-1 purposes;

(2) use of surcharge revenues for equipment or infrastructure for constructing or expanding non-public-safety communications networks (e.g., commercial cellular networks); and

(3) use of surcharge revenues for equipment or infrastructure for law enforcement, firefighters, and other public safety or first responder entities that does not directly support providing 9-1-1 services.

Acceptable 9-1-1 Expenditures

Shall be limited to the support and implementation of 9-1-1 services and operational expenses of PSAPs

Section 35 of the Act and the FCC Report & Order FCC 21-80 define acceptable expenditures

The ETSB is responsible for reviewing and ensuring that expenses are approved in accordance with Section 35 and the FCC Report & Order

Surcharge funds cannot be distributed to local governmental entities to spend at their discretion

ILLINOIS COMMERCE COMMISSION

Roles and Responsibilities

- Administers 83 Illinois Administrative Code Part 725, Standards of Service Applicable to 9-1-1 Emergency Systems as it relates to the regulation of Telecommunication Carriers and 9-1-1 System Providers
- Reviews Initial, Modification and Consolidation Plans and Waivers for technical compliance
- Reviews Network Diagrams

CONSOLIDATION
GRANT
PROGRAM

Used to offset non-recurring costs associated with 9-1-1 System consolidation

Awarded based on criteria defined in Section 15.4b of the Act

Priority given to counties not providing 9-1-1 service

NG9-1-1
EXPENSES
GRANT
PROGRAM

Priority to 9-1-1 Authorities that provide 9-1-1 service within the territory of a Large Electing Provider as defined by the Public Utilities Act (AT&T)

Administrator's goal in administering the grant program is to defray costs associated with the following projects:

NG9-1-1 EXPENSES GRANT PROGRAM

Replacement/Upgrade of 9-1-1 Call Handling Positions to a Hosted Solution (preferred) that is NG 9-1-1 i3 Capable

Replacement/Upgrade Multimedia Logging Recorder System

Indoor School Mapping

EMD Protocol Update to an Integrated Solution

CAD-to-CAD Interface

Statewide NG911 System Project Update



56 PSAP's have transitioned to the AT&T ESInet.



73 PSAPs are scheduled or targeted to transition in 2024.



All but 7 911 Systems have submitted the required NG911 GIS layers to the ISP Hub/Intrado.



Continuing to work with CHE providers to get resource commitments to support Operational Readiness Testing (ORT) and Cutovers.

NG911 PSAP Readiness


NENA i3 Capable Hosted (preferred) Call Handling Equipment.



Multimedia Recording System to Support Voice, Text, Multimedia.



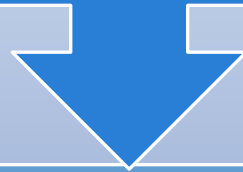
CAD System interface to support NG911 data stream.



Network/Cyber Security Protection in place.

NG911 GIS READINESS

Designate a Local Data Steward and Data Maintainer



Required Layers (Illinois Geodatabase Template – REQUIRED)

PSAP Boundary

Provisioning
Boundary

Emergency Service
Boundaries (Police,
Fire, EMS)

Address Points

Street Centerline

Uniform Statewide Surcharge

\$1.50 surcharge assessed on
wireline, wireless and VoIP service

3% prepaid wireless fee on retail
transactions

Pre-Paid Wireless 9-1-1 Fee

This charge is different than a surcharge assessed on each wireline, wireless or VoIP phone

It is a fee calculated using a specific percentage charged on prepaid services collected at the point of sale by the retailer

The pre-paid surcharge collected by the retailer is remitted to the Illinois Department of Revenue without any subscriber location information

The Department of Revenue remits the surcharge to the ISP

9-1-1 Systems receive pre-paid surcharge as a part of their monthly surcharge distribution

The distribution of pre-paid funds is based upon the ratio of "post-paid" wireless customers (billed monthly) within a 9-1-1 system

Distribution of Pre-paid Surcharge

9-1-1 Surcharge Distribution Breakdown

1.74% Carrier Reimbursement for expense of Accounting and Collecting Surcharge est. 1.1¢

Sec.20(a)(2)(d)

1.3¢ per line distributed monthly in equal amounts to County ETSB's with a population under 100,000

Sec. 30(b)(1)(A)

1.7¢ per line for the Department's Administrative Costs

Sec. 30(b)(1)(C)

4¢ to 9-1-1 Authorities taking Wireless 9-1-1 (based on Zip Code)

Sec. 30(b)(1)(D)

5¢ per line for Grants for NG9-1-1 Expenses (Until 6/30/25)

Sec. 30(b)(1)(E)

9-1-1 Surcharge Distribution Breakdown

13¢ per line for NG9-1-1 System Expenses
Sec. 30(b)(1)(F)

Wireline "Hold Harmless"
Sec. 30(b)(2)(A)

9-1-1 Network Costs
Sec. 30(b)(2)(B)

Administrator/Advisory Board Costs
Sec. 30(b)(2)(C)

9-1-1 Consolidation Grants
Sec. 30(b)(2)(D)

Remaining funds distributed to all 911 Authorities based
on Wireless Zip Codes
Sec. 30(b)(2)(E)

9-1-1 Surcharge Distribution Breakdown

- Of the **\$1.50** collected in surcharge, it's estimated that approximately **\$1.39** goes to the direct benefit of the 9-1-1 Authorities through:
 - Payment of Network Costs
 - Payment for the Implementation & Continuing Expenses of the NG9-1-1 System
 - Small County Distributions
 - NG9-1-1 Grants
 - Consolidation Grants
 - Direct Disbursements to 9-1-1 Authorities

9-1-1 Regulations

83 Illinois Administrative Codes Re-Write
In-Progress.

- The Office of the Statewide 9-1-1 Administrator is given statutory authority under the ETSA to develop Technical Standards and Rules for 9-1-1.
- The Administrative Rules can be found in Title 83, Chapter IV of the Illinois Administrative Code. There are presently 6 Parts which are in the process of being re-written to the following:

- Part 1324
- Part 1325
- Part 1326



83 Illinois Administrative Code Part 1324

Consolidation Plans, Requests for Waiver, and Modification Plans for 9-1-1 Emergency Systems



Establishes Requirements for Consolidation Plans and Requests
for Waiver



Establishes Requirements for Modification Plans

83 Illinois Administrative Code Part 1325

Standards of Service Applicable to 9-1-1 Emergency Systems



Establishes Technical Standards for PSAPs, Backups,
Secondary and Virtual Answering Points



Establishes Technical Standards for PSAP Operations



Establishes 9-1-1 Standards of Service



The 9-1-1 Authority Shall Ensure that each Answering Point
Maintains an Archive of the Storage Media for a Minimum of
90 days without any Recirculation of any Media

83 Illinois Administrative Code

Part 1326

Administration of the Statewide 9-1-1 Fund



Establishes Eligibility of 9-1-1 Authorities for Surcharge Disbursements



Reimbursement for Network and Administrative Costs



Resolution of Geographic Surcharge Disputes between 9-1-1 Authorities



Assessment of Penalties on Carriers for not Submitting Surcharge



Acceptable Obligations or Expenditures of 9-1-1 Disbursements, Annual Financial Reports (AFR)

Statewide 9-1-1 Call Directory

The ISP is responsible for preparing and maintaining a directory of all authorized 9-1-1 authorities.

The directory shall include a 10-digit 24/7 emergency number for each 9-1-1 authority that other 9-1-1 PSAPs can transfer emergency calls to. It is distributed quarterly.

The directory shall be made available to every 9-1-1 authority for its use in establishing its standard operating procedure for transfers.

The SOP is submitted to the 9-1-1 Operational Support Manager in accordance with Sec. 17.5.

Annual Financial Report (AFR) due January 31st

Calendar year financial and statistical data submitted thru an online web application located on the ISP's website at <https://isp.illinois.gov/Statewide911Division/AnnualReports>. The Guide for Completing the AFR and OKTA account setup instructions is also available. If you do not already have an OKTA account, please contact ISP.911Tech@illinois.gov. The Portal is open from January 1st thru January 31st.



Supplemental Documents submitted as a PDF

Continuing Agreements

Network Diagram

AFR Revenue & Expenditure Tracking Template

REVENUE

REVENUE	BUDGETED	JANUARY	FEBRUARY
Total Amount of 9-1-1 Surcharge Received from the State of Illinois			
Total Amount of County, Municipal or Intergovernmental Cooperative General Funds Received in Calendar Year			
Total Amount of State Consolidation/NG911 Grant Funds Received in Calendar Year			
Total Amount of Other Grant Funds Received in Calendar Year			
Total Amount of Interest Income Received in Calendar Year			
Total Amount from 9-1-1 Contractual Services Received in Calendar Year			
Total Amount of Other Funds Received in Calendar Year			
Total Funds Available	\$0	\$0	\$0

AFR Revenue & Expenditure Tracking Template *EXPENDITURES*

- Personnel Costs
- Facility Costs
- Network Costs
- Training and Memberships
- Equipment, Software and Related Maintenance Service Agreements
- Professional Services
- Other Expenses

AFR Revenue & Expenditure Tracking Template

EXPENDITURES

EXPENDITURES	TOTAL	JANUARY	FEBRUARY
Facility Costs			
Capital Improvements			
Lease/Loan or Rental Payments			
Utilities			
Emergency Backup Power & Maintenance (UPS/Generator) (Maintenance, Repairs)			
Insurance (Property, Liability etc.)			
Furniture and Fixtures for Dispatch and Admin			
Office Supplies (Postage, Copier, etc.)			
Other Facility Costs (Housekeeping, Maintenance, Repairs) - <i>Provide Description and Cost for Each Item</i>			

REQUIRED TELECOMMUNICATOR TRAINING

Newly hired TC's shall complete the emergency dispatch procedures training curriculum prior to independently handling emergency calls. Development of Training Modules in progress.

EMD Certification (If you dispatch any Fire or EMS Agency)

Sexual Assault (New Hires, Refresher)

Continuing Education

Monthly Administrators Call

- 1st Thursday at 11 AM
- Webex



The Statewide 9-1-1 Division

The **Division of Statewide 9-1-1** encompasses the Office of the Statewide 9-1-1 Administrator, the Statewide 9-1-1 Bureau, the Telecommunications Services Bureau, the Radio Network Services Bureau, and the Fleet Services Bureau.

The Office of the Statewide 9-1-1 Administrator is responsible for developing, implementing, and overseeing a uniform statewide 9-1-1 system for all areas of the State outside of municipalities having a population over 500,000. Further, the Administrator is responsible for developing a plan to ensure 9-1-1 systems are consolidated and a Statewide Next Generation 9-1-1 Network is implemented.

The Statewide 9-1-1 Bureau is responsible for the technical review of consolidation, modification, and waiver applications and disbursement of surcharge to Local 9-1-1 Systems and 9-1-1 system providers. The ISP has oversight authority of 9-1-1 systems and provides administrative support to the Statewide 9-1-1 Advisory Board. The Telecommunications Services Bureau and Radio Network Services Bureau are responsible for providing reliable routine and emergency communication capabilities for state law enforcement agencies, and to federal, county, and municipal agency partners through the use of shared resources and interoperability protocols. Finally, the Radio Network Services Bureau and Fleet Services Bureau are responsible for providing, maintaining, and supporting the Department's fleet to ensure officers are equipped with appropriate vehicles as well as emergency communications and warning equipment.

The contact number for the Office of the Statewide 9-1-1 Administrator is [217-782-7345](tel:217-782-7345).

Mission Statement

The Division of Statewide 9-1-1 will improve public safety operations within Illinois by developing statewide NG9-1-1 service, maintaining the statewide 9-1-1 radio infrastructure and delivering comprehensive fleet services to ISP officers.

<https://isp/illinois.gov/Statewide911Division>