

STATE OF ILLINOIS

DEPARTMENT OF STATE POLICE

E-COM ETSB Dispatch Center :
Application for 9-1-1 : Case No. 26-M-413
Modification Plan :

ORDER OF THE STATEWIDE 9-1-1 ADMINISTRATOR

WHEREAS the E-COM ETSB Dispatch Center submitted a modification plan with the Office of the Statewide 9-1-1 Administrator on March 20, 2026, seeking to opt out the Village of Riverdale.

WHEREAS the modification plan has been read and reviewed by the 9-1-1 Bureau and the Administrator; and

WHEREAS the modification plan seeks to opt out the Village of Riverdale from the E-COM 9-1-1 System and into the Cook County 9-1-1 System;

WHEREAS, Section 30 of the Emergency Telephone System Act (ETSA) directs the Illinois State Police Division of Statewide 9-1-1 to make monthly disbursements of surcharge funds to the appropriate 9-1-1 Authority currently receiving 9-1-1 calls, based on the primary place of use (PPU) for zip code wireless subscribers, for amounts received for wireline and wireless surcharge. Accordingly, the Intergovernmental Agreement (IGA) specifies the boundary change resulting from the disengagement of the Village of Riverdale from the E-COM 9-1-1 System, and its joining with the Cook County ETSB. The IGA further provides that the Cook County ETSB will be responsible for accounting for such funds in its audited annual financial reports, as required under Section 40 of the ETSA.

WHEREAS the Cook County 9-1-1 System and the E-COM 9-1-1 System have entered into an IGA concerning the payment of 9-1-1 surcharge, the financial reporting and auditing of the funds, and other specifics concerning the addition of the Village of Riverdale to the Cook County 9-1-1 System.

NOW THEREFORE, the Administrator orders the following;

IT IS HEREBY ORDERED that the E-COM ETSB Dispatch Center's request for approval of its modification plan as follows:

Opting out of the Village of Riverdale from the E-COM 9-1-1 System into the Cook County 9-1-1 System pursuant to Title 83: Public Utilities Chapter IV: Illinois State Police Part 1325 - Standards of Service Applicable to 9-1-1 Emergency Systems Section 205, is hereby approved subject to the requirements of this Order.

IT IS FURTHER ORDERED that the E-COM ETSB Dispatch Center's modification and the direct delivery of 9-1-1 calls within the Village of Riverdale to the Cook County 9-1-1 System will be completed no later than August 1, 2026.

IT IS FURTHER ORDERED that the Village of Riverdale surcharge remittances currently being remitted to the E-COM 9-1-1 System shall begin to be distributed to the Cook County 9-1-1 System as defined in 50 ILCS 750/30 beginning with the August 2026 remit period.

ENTERED: This 20th day of April 2026.



Alicia Atkinson
Statewide 9-1-1 Administrator
Office of the Statewide 9-1-1 Administrator
Illinois State Police

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 April 20, 2026 addressed to such parties as shown below. The original was filed with the 9-1-1 Bureau as a part of the permanent file.



Alicia Atkinson
Statewide 9-1-1 Administrator

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