

STATE OF ILLINOIS

DEPARTMENT OF STATE POLICE

Central Dispatch 9-1-1 System :
Application for 9-1-1 Modification Plan : Case No. 25-M-409

ORDER OF THE STATEWIDE 9-1-1 ADMINISTRATOR

I. Introduction

On October 24th, 2025, the Central Dispatch 9-1-1 System ("Applicant") filed a Modification Plan with the Illinois State Police ("Bureau") pursuant to 83 Ill. Admin. Code 1325 "Standards of Service Applicable to 9-1-1 Emergency Systems" ("Part 1325"). Applicant seeks to change the Backup PSAP from the E-COM 9-1-1 Dispatch Center to the Calumet City 9-1-1 Center.

The Central Dispatch 9-1-1 System 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 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 Illinois State Police, are set forth in 83 Ill. Adm. Code Part 1325.

II. Description of Applicant

Applicant operates the 9-1-1 emergency services program for the Villages of Burnham, Dolton, and Lynwood in Cook County. The Statewide 9-1-1 Administrator ("Administrator") approved Applicant's 9-1-1 System in Orders No. 17-C-189 and 22-M-332.

The system became operational in December of 1991 and operates with one primary Public Safety Answering Point located at 1234 E Sibley Boulevard, Dolton, IL, 60149.

III. Purpose and Description of Proposed Modification

Applicant is requesting to change the backup for the Central Dispatch 9-1-1 System from the E-COM 9-1-1 Dispatch Center to the Calumet City 9-1-1 Center.

The Central Dispatch 9-1-1 System accepts text-to-911 and was declared text-

ready on September 20th, 2022.

On November 3, 2025, Catherine Dailey, 911 Analyst, Statewide 9-1-1 Bureau filed a Technical Review of the Application. The Technical Review met the requirements of 83 Illinois Administrative Code Part 1325.

Staff did not recommend any conditions.

IV. Findings and Ordering Paragraphs

WHEREAS, the Administrator, having considered the Applicant's Modification Plan and Bureau Staff Review, is of the opinion and finds that:

- (1) Applicant operates the NG9-1-1 emergency services program for the Villages of Burnham, Dolton, and Lynwood in Cook County, Illinois under the ETSA;
- (2) Applicant seeks to change the backup for the Central Dispatch 9-1-1 System;
- (3) The Administrator has jurisdiction over Applicant and the subject matter herein;
- (4) The record reflects that Applicant's proposed 9-1-1 System modifications comply with Code Part 1325 and applicable laws; and
- (5) Applicants proposed 9-1-1 System modification should be approved:

IT IS THEREFORE ORDERED by the Statewide 9-1-1 Administrator that pursuant to the Findings of Fact, the Central Dispatch 9-1-1 System's request to change Central Dispatch's backup pursuant to paragraph 1325.205 and 1325.415 of 83 Illinois Administrative Code Parts is hereby approved.

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 Bureau or the Statewide 9-1-1 Administrator before filing your action for review in the Circuit Court. The administrative rules of the Bureau do not require or allow for any further proceedings before the Statewide 9-1-1 Administrator.

Name of Officer who entered the final Order:

Alicia Atkinson
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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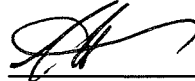
ENTERED: This 11th day of November 2025



Alicia Atkinson
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 November 11, 2025, 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.



Alicia Atkinson
Statewide 9-1-1 Administrator

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