

## ILLINOIS STATE POLICE DIRECTIVE ADM-106, NINE-ONE-ONE (9-1-1)

<b>RESCINDS:</b> ADM-106, 2011-084, revised 12-13-2011.	<b>REVISED:</b> 04-11-2016 <b>2016-024</b>
<b>RELATED DOCUMENTS:</b> ADM-135, Communications Services Bureau Policies and Procedures Manual	<b>RELATED CALEA STANDARDS:</b> 81.2.1, 81.2.2, 81.2.7, 81.2.12, 81.2.14

### I. POLICY

The Illinois State Police (ISP) will ensure:

- I.A. Prompt and timely public safety services to Illinois citizens by supporting 9-1-1 programs according to legislative regulations affecting the ISP.
- I.B. ISP personnel receive necessary training and equipment to facilitate their involvement in both the land line and wireless 9-1-1 programs.
- I.C. Accurate accounting of all public funds made available by the legislature.

### II. AUTHORITY

- II.A. 50 ILCS 750/0.01, "Emergency Telephone System Act"
- II.B. 50 ILCS 751/1, "Wireless Emergency Telephone Safety Act"

### III. DEFINITIONS

- III.A. Closest Car Concept - the dispatch of an available law enforcement unit closest to the scene of an emergency at the time the call is received.
- III.B. Department 9-1-1 Coordinator - an ISP employee assigned to the Communications Services Bureau (CSB), Division of Administration (DOA) who coordinates the Department's efforts in the 9-1-1 programs as directed by the Bureau Chief of the CSB.
- III.C. Land Line 9-1-1 Emergency Call - an emergency call routed from a local Public Safety Answering Point (PSAP) to an ISP District Communications Center for handling.
- III.D. Public Safety Answering Point (PSAP) – the initial answering location of an emergency call.
- III.E. Telecommunications Coordinator - an ISP employee of the Logistics Bureau, Division of Administration (DOA) who coordinates telephone service/equipment requests for the Department.
- III.F. Telecommunicator Call Taker Specialist - an ISP employee responsible for receiving and routing calls for service or deploying the appropriate resources for handling 9-1-1 emergency calls.
- III.G. Wireless 9-1-1 Default Communications Center - a designated ISP District Communications Center acting as the default agency for local PSAPs electing not to accept wireless 9-1-1 emergency calls in a specific geographical area.
- III.H. Wireless 9-1-1 Emergency Call
  - III.H.1. An emergency call from a wireless telephone routed directly to one of the ISP Districts responsible for answering 9-1-1 calls.
  - III.H.2. A wireless 9-1-1 call directed to a local PSAP and then transferred to an ISP District Communications Center if the call requires an ISP call for service.

## IV. PROCEDURES

## IV.A. The Fiscal Management Bureau, DOA, will:

- IV.A.1. Maintain accurate accounting records for funds made available to the ISP.
- IV.A.2. Provide accounting records to authorized ISP units and outside entities upon request.
- IV.A.3. Process ISP expenditures supporting the Department's 9-1-1 program.

## IV.B. CSB

## IV.B.1. The Communications Center Supervisor will:

## IV.B.1.a. Assume responsibility for proper call handling by ensuring:

- IV.B.1.a.1) Telecommunicator Call Taker Specialists are appropriately trained in call handling procedures.
- IV.B.1.a.2) Telecommunicator Call Taker Specialists abide with established procedures outlined in the CSB Policies and Procedures Manual, Call Taking chapter, and any local procedures developed by the governing PSAP and approved by ISP in those districts where ISP serves as the local PSAP's answering point.
- IV.B.1.a.3) District personnel accept and transmit only emergency 9-1-1 calls on telephone lines designated for this purpose.

- IV.B.1.b. Act as the District's 9-1-1 representative by forwarding call-handling agreements to the Department's 9-1-1 Coordinator for processing in compliance with ADM-135, "Contractual Agreements for Law Enforcement Services."

## IV.B.2. The Telecommunicator Call Taker Specialist will:

- IV.B.2.a. In land line 9-1-1 non-PSAP Districts, dispatch calls to district patrol following guidelines and procedures outlined in the CSB Policies and Procedures Manual, Call Taking chapter.
- IV.B.2.b. In Wireless 9-1-1 Default Communications Centers, receive and transfer calls to the appropriate law enforcement agency following guidelines and procedures outlined in the CSB Policies and Procedures Manual; Call Taking, Wireless 9-1-1 Call Taking, and Call Management chapters.

## IV.B.3. The Department's 9-1-1 Coordinator will:

- IV.B.3.a. Comply with the Emergency Telephone System Act (land-line 9-1-1) and the Wireless Telephone Emergency Safety Act (wireless 9-1-1) by:
  - IV.B.3.a.1) Representing the ISP on all state committees related to 9-1-1 programs as directed by the CSB Bureau Chief.
  - IV.B.3.a.2) Reviewing and commenting on legislative activities related to 9-1-1 as directed by the CSB Bureau Chief.
  - IV.B.3.a.3) Working with other state agencies and state public safety organizations fostering cooperative participation between agencies.
  - IV.B.3.a.4) Ensuring there are a sufficient number of 9-1-1 emergency lines for receiving and routing calls at the District Headquarters.
  - IV.B.3.a.5) Processing all 9-1-1 Call Handling Agreements received from PSAPs with a copy provided to affected districts upon completion of the approval process provided in ADM-135.

IV.B.3.b. Provide support to district personnel by:

- IV.B.3.b.1) Providing technical expertise when required.
- IV.B.3.b.2) Conducting district visits where information on progress, problems, solutions, and other 9-1-1 activities can be discussed.
- IV.B.3.b.3) Ensuring coordination of future ISP planning activities statewide.

IV.B.4. The Telecommunications Coordinator will comply with the Emergency Telephone Systems Act by providing to the Illinois Department of Central Management Services (CMS):

- IV.B.4.a. Correct street address information for telephone numbers in ISP facilities with less than 40,000 square feet of workspace.
- IV.B.4.b. At least one Distinct Location Identifier (DLI) per telephone line in ISP facilities with 40,000 square feet or more of workspace.

IV.C. District Commanders will:

- IV.C.1. Work with the ISP Telecommunications Coordinator to ensure district telephone equipment is maintained in proper working order.
- IV.C.2. Ensure timely emergency response using the "closest car concept" according to Computer Aided Dispatch (CAD) categories of incidents.
- IV.C.3. Through the DOO chain-of-command, keep the Department's 9-1-1 Coordinator informed of 9-1-1 issues/actions evolving from interaction with local, state, and county officials.

| Indicates new or revised items.

**-End of Directive-**