

# Illinois State Police

DIVISION OF  
STATEWIDE 9-1-1



## 911 SYSTEM MANAGER ORIENTATION 2024

**Cindy Barbera-Brelle**  
Statewide 9-1-1 Administrator

- Deputy Director - Colonel Mike Gillock
- Assistant Deputy Director – Michael Yokley
- Statewide 9-1-1 Administrator - Cindy Barbera-Brelle
- Chief of Staff – Ryan Prehn
- Special Counsel - Elizabeth Lepic
- Statewide 9-1-1 Bureau Chief – Sheila Bartlett
- Fleet Services Bureau
- Radio Network Services Bureau
- Telecommunication Services Bureau

**STATEWIDE  
9-1-1 DIVISION  
COMMAND  
STRUCTURE  
(1 of 7 Divisions)**

**Cindy Barbera-Brelle – Statewide 911  
Administrator**

[cindy.barbera-brelle@illinois.gov](mailto:cindy.barbera-brelle@illinois.gov)

- 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](mailto:lori.walker@illinois.gov)

- Provides administrative support for the activities of the Office of the Statewide 9-1-1 Administrator, including coordinating schedules, preparing reports, and assisting with project management and communication.

**OFFICE OF THE  
STATEWIDE 9-1-1  
ADMINISTRATOR**

**Sheila Bartlett – Statewide 911 Bureau Chief**  
[sheila.bartlett@illinois.gov](mailto:sheila.bartlett@illinois.gov)

- Supervises the Statewide 9-1-1 Bureau which consists of:
  - 911 Operations Support Section
  - 911 Administrative Support Section
- **Review Bureau Policies:** Ensure that the Bureau has established internal policies that align with ETSA requirements, particularly in terms of system design, public access, and data management.
- **Compliance Procedures:** Assess whether the Bureau has written procedures that specify how it will comply with ETSA and its Administrative Rules.
- Provides administrative and strategic assistance, offers guidance on key decisions, and manages both internal and external correspondence on behalf of the Bureau.

**STATEWIDE  
9-1-1  
BUREAU  
CHIEF**

**Brooke Doggett – Operations Support Manager**  
[brooke.n.doggett@Illinois.gov](mailto:brooke.n.doggett@Illinois.gov)

- Supervises the Operations Support Section and acts as the primary technical liaison between 9-1-1 Authorities, Carriers, 9-1-1 System Providers, and the ICC. Provides oversight for technical reviews of plan filings, assists 9-1-1 Authorities with regulatory compliance issues, and participates in hearings and implementation calls to ensure adherence to the Emergency Telephone System Act (ETSA) and Administrative Rules.
- Supports the Administrator in a variety of tasks, including the preparation of annual report filings, rule development, legislative initiatives, and addressing technical issues. Assists the Administrative Support Section with network cost reviews and collaborates with the Statewide 9-1-1 Advisory Board. Additionally, supports the Administrator with grant preparation and reimbursement requests.

**STATEWIDE  
9-1-1  
OPERATIONS  
SUPPORT  
MANAGER**

**Catherine Dailey - Technical Support Manager**  
[catherine.dailey@illinois.gov](mailto:catherine.dailey@illinois.gov)

- Assists in preparing technical reviews of 9-1-1 plans and provides support to 9-1-1 Authorities on regulatory issues.
- Participates in hearings and implementation calls to ensure compliance with the Emergency Telephone System Act (ETSA) and administrative rules.
- Collaborates on the preparation and review of Annual Financial Reports (AFRs) and assists the Statewide 9-1-1 Advisory Board with various initiatives."

**STATEWIDE  
9-1-1  
TECHNICAL  
SUPPORT  
MANAGER**

## **Megan Cleveland – Administrative Support Manager**

[megan.m.cleveland@illinois.gov](mailto:megan.m.cleveland@illinois.gov)

- Supervises the Administrative Support Section and oversees the distribution of 9-1-1 surcharges, including the Main Surcharge and distributions for counties with populations under 100,000.
- Manages the payment process for network costs and departmental expenses.
- Provides financial support to the Agency, 9-1-1 Advisory Board, and 9-1-1 Systems, including budgeting, reporting, and financial oversight.

### **Accountant - TBD**

- Performs accounting tasks for the Statewide 9-1-1 Bureau, including processing financial transactions and preparing reports.
- Responsible for subscriber file processing, carrier payment tracking, penalty processing, and communication with telecommunications carriers.
- Ensures compliance with applicable regulations and maintains accurate financial reporting for all 9-1-1-related activities.

**STATEWIDE  
9-1-1  
ADMINISTRATIVE  
SUPPORT  
MANAGER**

**Annette Mullins – Office Coordinator**

[annette.d.mullins@illinois.gov](mailto:annette.d.mullins@illinois.gov)

- Assists the Bureau with daily tasks, including the distribution of mail and processing of network invoices.
- Processes all departmental expense invoices.
- Documents, tracks, and distributes network cost invoices.

**STATEWIDE  
9-1-1  
ADMINISTRATIVE  
SUPPORT  
SECTION**



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

ETSA Enacted – September 25, 1975

Governor Appointed 1st Statewide 9-1-1 Administrator -  
2016

Statewide 9-1-1 Advisory Board

Consolidation Requirements

Development of a Statewide NG9-1-1 System

Statewide Uniform Surcharge for Wireline, Wireless, VoIP  
and Prepaid Wireless (excludes Chicago) - 2017

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

Consolidation and NG9-1-1 Expense Grant Programs

# 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
- Illinois State Ambulance 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.

# 911 SYSTEM MANAGER'S RESPONSIBILITIES

The 911 System Manager means the manager, director, administrator, or coordinator who at the direction of his or her Emergency Telephone System Board is responsible for the implementation and execution of the order of authority issued by the Commission or the Statewide 9-1-1 Administrator through the programs, policies, procedures, and daily operations of the 9-1-1 system consistent with the provisions of this Act and any other duties and responsibilities set forth by the Emergency Telephone System Board in writing.

Emergency  
Telephone  
System  
Act  
750/ILCS

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Public Act 103-0366

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Signed by Governor  
Pritzker July 28, 2023

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Sunsets 12/31/2025



**Where do Legislative Updates Start?**  
ETSA →  
Administrative Rules  
→ JCAR

The ETSA sunsets every 2 years.



In advance of the sunset the ISP and SW 911 Advisory Board have an opportunity to submit changes to the Act with the creation of Bill.



The Bill is voted on by both Houses. If passed, the Governor is presented with the Bill to sign.



If the bill is signed by the Governor Administrative Rules are updated and presented to the Joint Committee on Administrative Rules (JCAR) for approval.

**ETSA →  
Administrative  
Rules  
→ JCAR**

- JCAR's purpose is to ensure that the General Assembly is adequately informed of how laws are implemented through agency rulemaking and to facilitate public understanding of rules and regulations.
- To that end, in addition to reviewing new and existing rulemaking, JCAR monitors legislation that affects rulemaking and conducts a Public Act review to alert agencies to the need for rulemaking.

## ETSA Legislative Changes 2023

- Added or Updated Definitions
- Updated Requirements:  
NG911, Text to 9-1-1, CESSA,  
Call Handling Agreements,  
Training Certification
- Added ETSB Responsibility:  
The ETSB shall complete and  
maintain a Next Generation  
9-1-1 GIS database per NENA  
Standards before implementing  
the NG9-1-1 system.

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 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 (AFR) process.

Update your current annual certification notification of continuing agreements to reflect the current statute reference. Replace references to the ICC with ISP (50 ILCS 750/14).

ETSA  
Sec. 14  
Call  
Handling  
Agreements

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

**There is no longer a requirement to send continuing agreements to the Attorney General's Office.**

ETSA  
Sec. 14  
Call  
Handling  
Agreements

The call handling and aid outside jurisdictional boundaries agreements shall be incorporated into the plan filed under Sec. 11.

Notice of any changes to call handling and aid outside jurisdictional boundaries agreements are made annually during the financial reporting process.

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.



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. 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.

# ETSA Legislative Changes 2025

- New/Updated Definitions
- Review in Progress
  - Remove references to E9-1-1
  - Address Sections that are no longer applicable

Uniform  
Statewide  
Surcharge

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

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3% prepaid wireless  
fee on retail  
transactions

# Pre-Paid Wireless 9-1-1 Fee

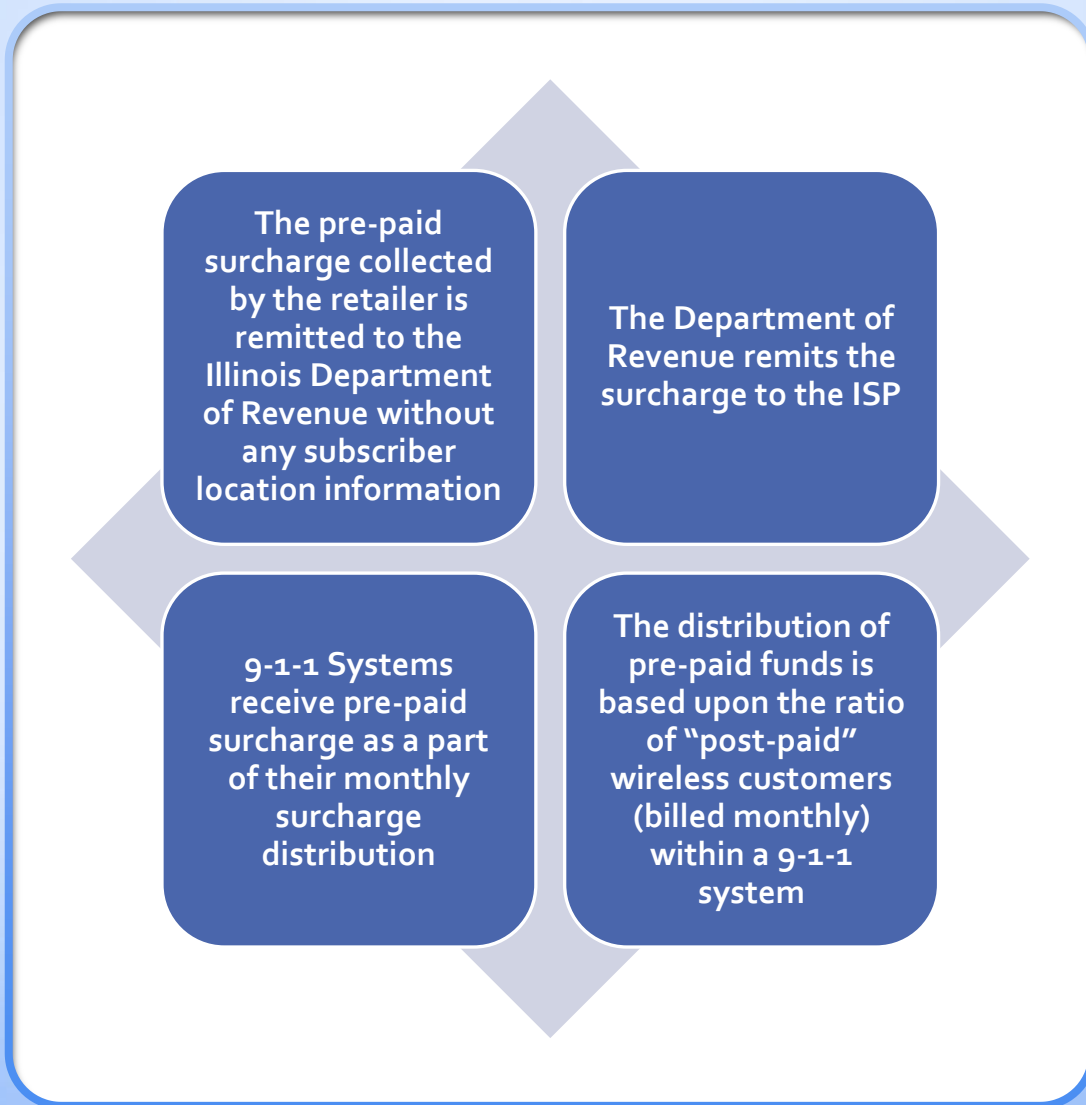
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The pre-paid wireless fee is different than the surcharge assessed on each phone

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It is a fee calculated using a specific percentage (3%) charged on prepaid services collected by the retailer at the point of sale

# Distribution of Pre-Paid Surcharge



# 9-1-1 Surcharge Distribution Breakdown

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

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

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

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

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**1.7¢ per line for the Department's Administrative Costs**

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

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

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

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**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

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

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Wireline “Hold Harmless” Level  
Sec. 30(b)(2)(A)

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

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

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

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The remaining funds are 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 9-1-1 Authorities through:
  - Payment of Network Costs
  - Payment for the Implementation and Continuing Expenses of the Statewide NG9-1-1 System
  - Small County (< 100,000) Distributions
  - NG9-1-1 Grants
  - Consolidation Grants
  - Direct Disbursements

**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 (FCC's Report & Order), 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

(F) costs for the initial acquisition and installation of road or street signs that are essential to the implementation of the Emergency Telephone System and that are not duplicative of signs that are the responsibility of the jurisdiction charged with maintaining road and street signs, as well as costs incurred to reimburse governmental bodies for the acquisition and installation of those signs, except that expenditures may not be used for ongoing expenses associated with sign maintenance and replacement.

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.

# Acceptable 9-1-1 Expenditures

Only 9-1-1 related expenses are allowable



Section 35 of the Act and the FCC Report & Order define allowable expenditures



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



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

# 9-1-1 Administrative Rules

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 consolidated and updated.

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 Cost 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  
Report (AFR)

# 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

# 9-1-1 System Transfer Directory

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

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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.

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

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Each 9-1-1 System's SOP is submitted to the 9-1-1 Operational Support Manager in accordance with Sec. 17.5.



CONSOLIDATION  
GRANT  
PROGRAM

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

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

NG9-1-1  
EXPENSES  
GRANT  
PROGRAM

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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)

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

**NG9-1-1  
EXPENSES  
GRANT  
PROGRAM**

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**Replacement/Upgrade of Legacy 9-1-1 Call Handling Positions to a Hosted Solution that is NG 9-1-1 i3 Capable**

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**Replacement/Upgrade of Legacy Logging Recorder Systems to a Multimedia Recording System**

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**GIS Projects in Support of NG911 Implementation**

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**EMD Protocol Updates that support CAD System Integration**

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**CAD-to-CAD Interface**

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**Indoor K-12 School Mapping**

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# Statewide NG911 System Project Update

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

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**9** PSAPs are scheduled or targeted to transition in 2024

**12** PSAPs including the ISP Communication Centers and are scheduled or targeted to transition in 2025

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Text to 911 Capable by **July 1, 2024**.

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



NG911  
PSAP  
Readiness  
Requirements

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NENA i3 Capable Hosted Call Handling Equipment.

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Multimedia Recording System to Support Voice, Text, Multimedia.

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CAD System interface to support data stream.

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Network/Cyber Security Protection

# NG911 GIS READINESS

**911 Authority Designates a Local  
Data Steward and Data Maintainer**



**Required Layers (Illinois Geodatabase  
Template – REQUIRED)**

<b>PSAP Boundary</b>	<b>Provisioning Boundary</b>	<b>Emergency Service Boundaries (Police, Fire, EMS)</b>	<b>Address Points</b>	<b>Street Centerline</b>
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# Annual Financial Report (AFR) due January 31<sup>st</sup>

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>. There is also a Guide for Completing the AFR and OKTA account setup instructions. If you do not already have an OKTA account, please contact [ISP.911Tech@illinois.gov](mailto:ISP.911Tech@illinois.gov).



Supplemental Documents submitted as a PDF

Continuing Agreements

Network Diagram

# AFR Revenue Tracking Template

## *REVENUE CATEGORIES*

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 the 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			
<b>Total Funds Available</b>		<b>\$0</b>	<b>\$0</b>

# AFR Expenditure Tracking Template

## *EXPENDITURE CATEGORIES*

- 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
<b>Facility Costs</b>			
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) - <b>Provide Description and Cost for Each Item</b>			

TC/TC  
Supervisors  
Minimum  
Training  
Requirement  
**ETSA Sec.  
7.1**

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Each 9-1-1 Authority, as well as its answering points, shall ensure its public safety telecommunicators and public safety telecommunicator Supervisors comply with the training, testing, and certification requirements established pursuant to Section 2605-53 of the Department of State Police Law.

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Costs incurred for the development of standards, training, testing and certification shall be expenses paid by the Department from the funds available to the Administrator and the Statewide 9-1-1 Advisory Board under Section 30 of this Act. Nothing in this subsection shall prohibit the use of grants or other nonsurcharge funding sources available for this purpose.

REQUIRED  
TELECOMMUNICATOR  
TRAINING

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Newly hired TC's shall complete the emergency dispatch procedures training curriculum prior to independently handling emergency calls

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

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Sexual Assault (New Hires, Refresher)

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Continuing Education



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

[DIVISION HOME PAGE](#)[HISTORY](#)[LEADERSHIP](#)[ORGANIZATION](#)[OFFICE OF THE STATEWIDE 9-1-1 ADMINISTRATOR](#)[STATEWIDE 9-1-1 BUREAU](#)[TELECOMMUNICATION SERVICES BUREAU](#)[FLEET SERVICES BUREAU](#)[RADIO NETWORK SERVICES BUREAU](#)[9-1-1 FAQs](#)[CONTACT US](#)[ETSA AND ADMIN CODE \(RULES\)](#)[STATEWIDE 9-1-1 ADVISORY BOARD](#)

## Division of Statewide 9-1-1

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.