

# Illinois State Police DIVISION OF STATEWIDE 9-1-1



#### 911 SYSTEM MANAGER ORIENTATION 2025

Alicia Atkinson
Statewide 9-1-1 Administrator

Cindy Barbera-Brelle Senior Advisor

- Deputy Director Cher Clodfelter
- Assistant Deputy Director Michael Yokley
- Statewide 9-1-1 Administrator Alicia Atkinson
- Chief of Staff Ryan Prehn
- Special Counsel Elizabeth Lepic
- Statewide 9-1-1 Bureau Chief Sheila Bartlett
- Vehicle Services Bureau
- Radio Network Services Bureau
- Telecommunication Services Bureau

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

### Alicia Atkinson – Statewide 911 Administrator Alicia.atkinson@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

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

- 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

- 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 Tanner - Technical Support Manager catherine.tanner@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

- 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.

#### Pamela Sherrick

#### Pamela.Sherrick@illinois.gov

- 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

- 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

#### Statewide 9-1-1 Advisory Board [SAB] 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</li>
- 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

Statewide 9-1-1 Advisory Board [SAB] 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

Statewide
9-1-1
Advisory
Board
[SAB]
Legislative
Members

Members of the legislature serve temporarily as nonvoting 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 [SAB] 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 12/31/27

Annual Report to General Assembly due April 1st

Consolidation Plans and Request for Waiver 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) Maintaining a 9-1-1 system.
- (2) Coordinating and supervising upgrading, or maintenance of the 9-1-1 system, including the establishment of equipment specifications and coding systems.
- (3) Receiving moneys 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 upgrade and maintenance 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
[ETSA]
50 ILCS 750

Public Act 104-0204 https://ilga.gov/Legislation/PublicActs/View/104-0204

Signed by Governor Pritzker August 15, 2025

Effective: August 15, 2025

Sunsets: **12/31/2027** 

Where do
Legislative
Changes 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 a Bill.

The Bill is voted on by both Houses. If it passes, 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

- 2 Definitions
- 3 NG and NNI requirements
- 6.2 Accept text to 9-1-1 no later than December 31, 2025
- 7.1 Training
- 10 Uniform Technical and Operation Standards deleted (b) added (b-5) NG911, Text to 9-1-1, CESSA, Call Handling Agreements, Training Certification
- 11.5 Aggregator (b) and (2)
- 15.2 Reporting false information
- 15.3 Local non-wireless, wireless and advanced service (Chicago)
- 15.4 Emergency Telephone System Board
- 15.4a Consolidation
- 15.4b Consolidation Grants
- 15.6b Next generation 9-1-1 service
- 15.9 Configuration of Multi-Line telephone systems
- 19 Statewide 9-1-1 Advisory Board
- 20 Statewide surcharge
- 30 Statewide 9-1-1 Fund
- 35 9-1-1 surcharge, acceptable expenditures
- 40 Financial reports

ETSA
Sec. 2
New and
Updated
Definitions

#### **New Definitions**

Bylaws
Diversion
Emergency Telephone System Board
Subscriber
Voice-grade call
Wireless

#### **Updated Definitions**

Transfer

Computer aided dispatch Direct dispatch Dispatchable location Grade of service Hosted supplemental 9-1-1 service Interconnected voice service Multi-line telephone system Next generation 9-1-1 costs Next generation 9-1-1 core services Primary place of use System

ETSA
Sec. 2
Deleted
Definitions

#### **Deleted Definitions**

Enhanced 9-1-1 and all references to E9-1-1
Private branch exchange
Private business switch service
Private residential switch service
Shared residential MLTS service
Temporary residence MLTS
Wireless enhanced 9-1-1
Wireless public safety answering point
Wireless subscriber

ETSA Sec. 3 Sec. 6.2 **Sec. 3 -** Extended the NG911 System implementation date for a municipality with a population over 500,000 to provide Next Generation 9-1-1 service and a Network-to-Network interface by January 1, 2027.

Sec. 6.2 - Every 9-1-1 System shall be able to accept text to 9-1-1 no later than December 31, 2025.

ETSA
Sec. 7.1
Training
Sec. 10
Plans

**Sec. 7.1** - Each 9-1-1 Authority, as well as its answering points, shall review the training records for its public safety telecommunicators and public safety telecommunicator supervisors to ensure that they are compliant compliance with this Section for at least 7 years and shall make the continuing education training records available for inspection by the Administrator upon request.

Sec. 10 (b-5) - Before January 1, 2016, all local public agencies operating a 9-1-1 system shall operate under a plan that has been filed with and approved by the Commission or the Administrator. Plans filed under this Section shall conform to minimum standards established under subsection (a) of Section 10.

ETSA
Sec. 15.2
Reporting False
Information

Sec. 15.2 - Any person who knowingly reports or is responsible for placing a call or text to the number "9-1-1" 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 or the alleged occurrence of a criminal act 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 alleges occurrence of a criminal act while knowing the act did not occur and 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. (Source: P.A. 102-9, eff. 6-3-21; 103-366, eff. 1-1-24.)

ETSA Sec. 15.4 (a-5) ETSB

Sec. 15.4 (a-5)- A Joint ETSB created before the effective date of this amendatory Act of the 104th General Assembly shall adopt and maintain bylaws for the governance and termination of the Joint ETSB within 6 months after the effective date of this amendatory Act of the 104th General Assembly. A Joint ETSB created on or after the effective date of this amendatory Act of the 104th General Assembly shall adopt and maintain bylaws for the governance and termination of the Joint ETSB within 6 months after the creation of the Joint ETSB.

The corporate authorities of the county or municipality shall assign staggered terms to board members.

# ETSA Sec. 15.4(b) ETSA Powers and Duties of the ETSB

**Sec. 15.4 (b)(1) -** Powers and duties of the Board shall include the following:

- (1) Maintaining a NG9-1-1 Planning a 9-1-1 system.
- (2) Coordinating and supervising the implementation, upgrading, or maintenance of the <u>9-1-1</u> 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 and maintenance 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.

ETSA
Sec. 15.4(d)
ETSA
Powers and
Duties of the
ETSB

**Sec. 15.4 (d) -** The board shall complete and maintain a next generation 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 standardization 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. 15.4a Consolidation

Sec. 15.4a(2) Public Hearing

#### Sec. 15.4a - Consolidation

- (a) removed By July 17, 2017
- (a)(5-7) Deleted consolidation condition requirements that no longer exist
- (b) Deleted references to deleted sections relative to submitting a plan for consolidation.

#### Sec. 15.4a(2) – Public Hearings

Added - If there are no contested issues in the filing, then no public hearing shall be warranted.

ETSA
Sec. 15.4b(7)
Consolidation
Grants

**Sec. 15.4b (7)** - Priority shall be given <u>to</u> <u>first-time grant applicants</u> <del>first to counties</del> <del>not providing 9-1-1 service as of January</del> <del>1,2016</del>

The application shall include a modified 9-1-1 system plan as required by this Act in support of the consolidation plan, and modified 9-1-1 system plans.

Payment <u>requests for under the approved</u> 9-1-1 System Consolidation grant applications grants shall be contingent upon an Order for an Application for 9-1-1 Consolidation Plan the final approval of a modified 9-1-1 system plan.

ETSA
Sec. 15.6b
Next generation
9-1-1 service

Sec. 15.6b - Next <u>generation</u> <del>Generation</del> 9-1-1 service.

The Illinois State Police shall maintain a statewide next generation 9-1-1 network.

(a) The Administrator, with the advice and recommendation of the Statewide 9-1-1

Advisory Board, shall develop and implement a plan for a statewide Next Generation 9-1-1 network. The next generation Next Generation 9-1-1 network must be an Internet protocol-based platform that at a minimum provides:

15.6b and 15.6c — are no longer applicable and were deleted.

ETSA
Sec. 30
Statewide 9-1-1
Fund
Sec. 30(a)

#### Sec. 30(a) Statewide 9-1-1 Fund

(a) Moneys deposited into the Statewide 9-1-1 Fund may be used only for purposes or functions set forth in Section 35. The direct distribution of funds from the Statewide 9-1-1 Fund to a municipality is prohibited. The moneys deposited into the Statewide 9-1-1 Fund under this Section shall not be subject to administrative charges or chargebacks unless otherwise authorized by this Act. A special fund in the State treasury known as the Wireless Service Emergency Fund shall be renamed the Statewide 9-1-1 Fund. Any appropriations made from the Wireless Service Emergency Fund shall be payable from the Statewide 9-1-1 Fund.

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

#### Sec. 30(b)(1)(A) Statewide 9-1-1 Fund

(A) \$0.013 shall be distributed monthly in equal amounts to each County Emergency Telephone System Board in counties with a population under 100,000, including counties that are members of a joint ETSB and counties that are not members of a joint ETSB, according to the most recent census data which is authorized to serve as a primary wireless 9-1-1 public safety answering point for the county and to provide wireless 9-1-1 service as prescribed by subsection (b) of Section 15.6a of this Act, and which does provide such service.

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

#### Sec. 30(E) Statewide 9-1-1 Fund

(1.5)(d) The Illinois State Police shall make a single payment for each 9-1-1 Authority for each of the disbursements required under this Section consistent with the provisions of this Act. If a 9-1-1 Authority fails to meet the requirements of this Act for next generation 9-1-1 (i3) and text to 9-1-1 due dates, or does not submit the required NG9-1-1 GIS data to support geospatial routing of 9-1-1 calls in accordance with the published update schedule, then 5% of the 9-1-1 Authority monthly surcharge distribution will be held provided that notice is given each month until the 9-1-1 Authority achieves compliance. After 3 months, a surcharge that has been held shall be forfeited one month at a time until full compliance is achieved, and the 9-1-1 Authority shall not be eligible for future surcharge distributions or other State funding until all conditions are met. A 9-1-1 Authority may request a waiver if the 9-1-1 Authority has exhausted all avenues to meet the requirements of this Act. The forfeited funds shall be redistributed to 9-1-1 Authorities in accordance with subparagraph (E) of paragraph (2) of Section 30 on an annual basis at the end of the State's fiscal year.

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

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

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

## SURCHARGE RECEIPTS (\$1.50) PER NETWORK CONNECTION)

PREPAID WIRELESS (ADMINISTERED BY THE DEPARTMENT OF REVENUE)

PENALTIES ASSESSED BASED ON LATE CARRIER SURCHARGE PAYMENTS AND SUBSCRIBER FILES

FEDERAL GRANT FUNDING AS AVAILABLE AND AWARDED

### Revenue Sources

9-1-1
Surcharge
Distribution
Breakdown
Calculation

4							
\$1.50		Pre Network Connection					
-\$0.026	1.74%	Administrative Fee Deduction Allowed					
\$1.474							
		Per ETSA - Fixed Deduction Amounts					
-\$0.013	-0.87%	Small County (Counties with Population < 100,000					
-\$0.017	-1.13%	ISP Administrative Costs					
-\$0.050	-3.33%	NG9-1-1 Grants					
ψο.σσσ	3.3375	The Training					
-\$0.013	-0.87%	NG9-1-1 Expenses					
-\$0.013	-0.87 70	NO9-1-1 Expenses					
-\$0.093							
<b>44.00</b>							
\$1.38		Remaining Prior to Variable Deductions Amounts					
		Per ETSA - Allowed Deductions (variable)					
		Variable Amounts shown are based on average receipts/					
		budgeted deduction amounts					
-\$0.143	9.53%	Network Costs (\$1.4M to \$1.6M per month)					
-\$0.003	0.20%	Administrator and Advisory Board Expenses					
-\$0.017	2.48%	Consolidation Grants (FY27 \$5M)					
-\$0.163							
φυ.100							
\$1.22							
Φ1.∠∠							
фо оо	00.050/	OO OF O LIGHT DILLADAH FOO (\$0.00 AM more moster)					
-\$0.30	20.25%	20.25% HOLD HARMLESS (\$3.4M per month)					
4.4.4.4							
\$0.92	Approximated Net Amount Remaining for Distribution						

# 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 NG9-1-1 Systems
  - Small County (< 100,000) Distributions</li>
  - NG9-1-1 Grants
  - Consolidation Grants
  - Direct Disbursements

ETSA
Sec. 35
9-1-1 Surcharge;
Acceptable
Expenditures

- (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 acceptable expenditures include, but are not limited to:

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

- (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;

ETSA
Sec. 35
9-1-1
Surcharge;
Acceptable
Expenditures

- (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.

ETSA
Sec. 35
9-1-1 Surcharge;
Acceptable
Expenditures

(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 acceptable

Section 35 of the Act and the FCC Report & Order define acceptable 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, Requests for Waiver and Public Hearings and Decisions



**Establishes Requirements for Modification Plans** 

# 83 Illinois Administrative Code Part 1325

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



Establishes Standards of Service for PSAPs, Backups, Secondary and Virtual Answering Points



Establishes 9-1-1 Standards of Service for PSAP Operations and Answering Point Requirements



Establishes Minimum Training Guides for Telecommunicators and Telecommunicator Supervisors



The 9-1-1 Authority Shall Ensure that each Answering Point maintains an archive of the storage media for a minimum of go 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



Wireless Carrier Reporting and Surcharge
Administration



Administration of the Statewide 9-1-1
Fund



Surcharge Fund Management and Annual Financial Reports



**Records and Records Retention** 

## **ILLINOIS COMMERCE COMMISION**

#### 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 Waiver Requests for technical compliance
- Reviews Network Diagrams

## 9-1-1 System Transfer 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 directly answered emergency number for each 9-1-1 Authority that other 9-1-1 PSAPs can transfer emergency calls to.

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

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

# CONSOLIDATION GRANT PROGRAM

Used to defray non-recurring costs associated with 9-1-1 System consolidation of systems while increasing the availability and efficiency of 9-1-1 service coverage throughout the State.

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

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:

FY27 NG9-1-1 EXPENSES GRANT PROGRAM Implementation of Hosted (preferred) NG9-1-1 i3 capable CHE that upgrades or replaces a primary PSAPs Legacy call handling equipment or NG9-1-1 i3 capable call handling equipment that has been operational for more than 7 years

**Diverse AVPN Network Implementation** 

i3 capable Multimedia Recording System that replaces a legacy recording system

NG911 GIS Readiness Projects

EMD Protocol Upgrade to support CAD System Integration

Indoor K-12 School Mapping

## Statewide NG911 System Project Update

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

- 1 PSAP is scheduled or targeted to transition in the 1<sup>st</sup> Ouarter 2026
- 7 ISP Communication Centers and are scheduled or targeted to transition in the 2<sup>nd</sup> Quarter 2026

All PSAPs are accepting Text to 911 by December 31, 2025.

AT&T AVPN Diversity Project
Completed Orders – 19
Active Orders – 33
Orders Being Worked on - 2

911 Authority Designates a Local Data Steward and Data Maintainer

NG911 GIS READINESS



PSAP Boundary Provisioning Boundary Emergency Service Boundaries (Police, Fire, EMS)

Address Points

Street Centerline TC/TC
Supervisors
Minimum
Training
Requirement
ETSA Sec.
7.1

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 Illinois State Police Law.

Training Modules that meet the minimum training requirements for Telecommunicators are in the process of being finalized.

The procurement of a Learning Management System (LMS) is in progress.

# REQUIRED TELECOMMUNICATOR TRAINING

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

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

LEADS (Law Enforcement Agency Data System)

Sexual Assault (New Hires, Refresher)

**Continuing Education** 

# 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.911AFR@illinois.gov.



Current 9-1-1 System Network Diagram Annual Certification Renewal Letter New and/or Updated Call Handling Agreements

ETSB's W-9

How to Submit your 2025 AFR

#### •https://isp.Illinois.gov/statewide911divis ion/annualreports

- "Submitting the Annual Financial Report (AFR) Online"
- "ISP Application Portal Annual Financial Reports (AFR)"

### **Authority Information**

Revenue and Expenditure Other Distributions 9-1-1 System Statistics Verify and Submit							
9-1-1 Authority							
By January 31, and every January 31 thereafter, each emergency telephone system board, or unit of local government receiving surcharge money pursu to Section 15.3, 15.3a, or 30 shall report to the Illinois State Police audited financial statements showing total revenue and expenditures for the per beginning with the end of the period covered by the last submitted report through the end of the previous calendar year in a form and manner prescribed by the Illinois State Police.  In this section, your 9-1-1 Authority Name, County and other identifiable information is obtained via Okta login credentials. Please ensure that information provided is complete and accurate. The Verify and Submit tab will display any required missing fields before submitting your AFR data to Illinois State Police - Statewide 9-1-1 for review.  Once you have submitted your AFR, data entry is disabled. If you need to modify or update your AFR, please send an email to ISP.911AFR@illinois.gov make that request.  Note: Please ensure you SAVE your data before leaving this page to allow you to return and edit as needed. Save and Save Often!							
Select Authority Name ISP SW911 Admin   ✓							
Select Report Year 2023 ✓							
Emergency Telephone System ISP SW911 Admin							

#### Revenue and Expenditure

Authority Information

Revenue and Expenditure

Other Distributions 9-1-1 System Statistics

#### **Revenue and Expenditure**

This section is used to record all revenue and expenses for the 9-1-1 Authority during the previous calendar year (i.e., January 1st to December 31st). It also requires an entry for cash reserves. The 9-1-1 Authority is responsible for tracking and reporting all revenues and expenses for the previous calendar year. Expenses the State pays directly to vendors such as 9-1-1 Network Costs are not to be reported.

Revenue and Expenditures that are not specifically categorized are labeled as "Other" and require a description in the Notes section.

Note: Please ensure you SAVE your data before leaving this page to allow you to return and edit as needed. Save and Save Often!

#### **Revenue Section**

Total Amount of 9-1-1 Surcharge Received from the State of Illinois	\$ 0
Total Amount of County, Municipal or Intergovernmental Cooperative General Funds received in Calendar Year	\$
Total Amount of State Consolidation/NG911 Expenses 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	\$
Total Amount of Other Funds Received in Calendar Year	s
Total Funds Available	\$ 0.00

#### Other Distributions

Authority Information Revenue and Expenditure

9-1-1 System Statistics Verify and Submit

Other Distributions of 3-1-1 Fullus



If a dollar amount was provided from the Expenses section, on Professional Services to PSAPs, Public Safety Agencies, Contracting for Dispatch, then please provide a breakdown below. Note: The fields below will be disabled if no dollar amount was provided.

Expenditures from surcharge revenues received under Sec. 35 of the Act may be made by municipalities, counties, and 911 Authorities only to pay for the costs associated with the following:

- 1. The design of the Emergency Telephone System.
- 2. The coding of an initial Master Street Address Guide database, and update and maintenance thereof.
- 3. The repayment of any moneys advanced for the implementation of the system.
- 4. The charges for Automatic Number Identification and Automatic Location Identification equipment, a computer aided dispatch system that records, maintains, and integrates information, mobile data transmitters equipped with automatic vehicle locators, and maintenance, replacement, and update thereof to increase operational efficiency and improve the provision of emergency services.
- 5. The non-recurring charges related to installation of the Emergency Telephone System.
- 6. The initial acquisition and installation, or the reimbursement of costs therefor to other governmental bodies that have incurred those costs, 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. Funds may not be used for ongoing expenses associated with road or street sign maintenance and replacement.
- 7. Other products and services necessary for the implementation, upgrade, and maintenance of the system and any other purpose related to the operation of the system, including costs attributable directly to the construction, leasing, or maintenance of any buildings or facilities or costs of personnel attributable directly to the operation of the system. Costs attributable directly to the operation of an emergency telephone system do not include the costs of public safety agency personnel who are and equipment that is dispatched in response to an emergency call.
- 8. The defraying of expenses incurred to implement Next Generation 911, subject to the conditions set forth in this Act.
- 9. The implementation of a computer aided dispatch system or hosted supplemental 911 services.
- 10. The design, implementation, operation, maintenance, or upgrade of wireless 911, or E911, or NG911 emergency services and public safety answering points.

Duties of the Emergency Telephone System Board shall include Authorizing all disbursements from the fund. Sec. 15.4(b)(4)

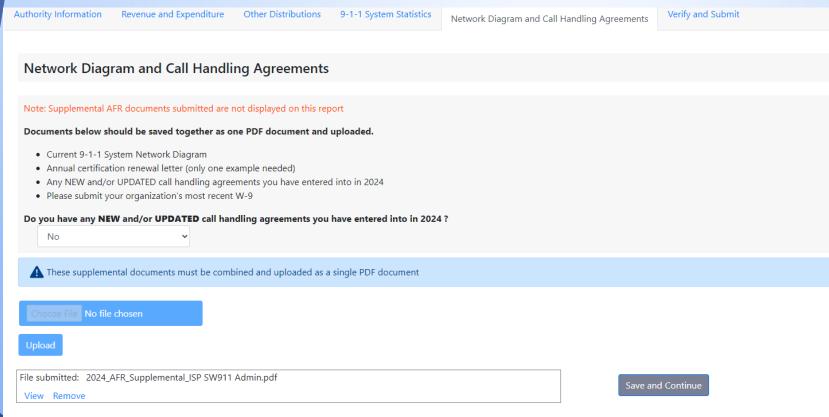
Note: Please ensure you save your data at the end of each section to allow you to return and edit as needed. Save and Save Often!

Other Distributions of 9-1-1 Funds	\$
9-1-1 Funds Distributed To	
Agency Type	Please Select

#### 9-1-1 System Statistics

Authority Information Revenue and Expenditure Other Distributions Verify and Submit 9-1-1 System Statistics 9-1-1 System Statistics This section is for non-financial information of the 911 Authority including information on number and type of 911 calls, 9-1-1 Authority information such as the 9-1-1 Authority name and address, number of positions (call taking and dispatch), participating agencies, colleges, and universities within the jurisdiction of the Authority, names of all ETSB Board Members and the type of appointment, number of Telecommunicators, operational abilities, protocols, and anticipated capital expenses. Note: Please ensure you SAVE your data before leaving this page to allow you to return and edit as needed. Save and Save Often! Calls Annual # of 9-1-1 Wireline Calls Taken Annual # of 9-1-1 Wireless Calls Taken Annual # of 9-1-1 VoIP Calls Taken Total Annual # of All 9-1-1 (Wireless + Wireline + VoIP) Annual # of Administrative Calls Taken Annual # of Text to 9-1-1 Calls Taken **Primary PSAP Number of Primary PSAPs** 

#### Network Diagram and Call Handling Agreements



#### **Verify and Submit**

Please ensure that all information you have supplied on this form is accurate. You can generate a preview of your completed AFR before continuing the final step of submitting your form data to the Illinois State Police Statewide 9-1-1 for formal review and approval.

Once you have submitted your AFR, data entry is disabled. If you need to modify or update your AFR, please send an email to ISP.911AFR@illinois.gov to make that request.

Review Draft AFR data before Verification and Submission

Report Preview

#### Financial Verification

The responsible accounting officer shall verify this report under oath.

Name of 9-1-1 Authority ISP SW911 Admin

Emergency Telephone System Board: ISP SW911 Admin

Illinois County: ISP SW911 Admin

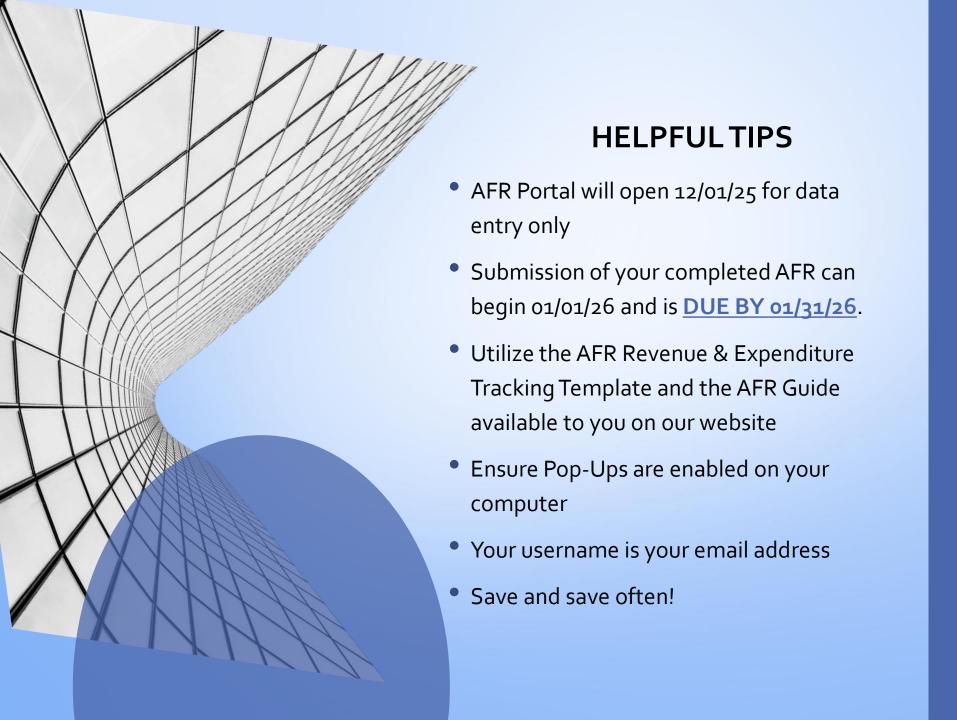
Report Prepared By:

Title:

That he/she is duly authorized to execute this verification; that he/she has examined the foregoing Annual Financial Report - Form AFR (hereinafter referred to as "Report"); that to the best of his/her knowledge, information, and belief, all statements of fact contained in said Report are true; that said Report is a correct statement of the business and affairs of the above named 9-1-1 Authority in respect to each and every matter set forth therein;

Check one of the following:

O That he/she has personal knowledge that said Report is based upon currently available financial information, and the numbers used to compile this report will be independently audited at a future date. The most recently completed and audited



#### **AFR Definitions**

**Participating Agencies** – public safety agencies (police, fire, EMS, etc.) that are directly dispatched by the 9-1-1 system.

**Adjacent 911 Authorities** (formerly Adjacent Agencies) - ETSB/911 Authorities that surround your 9-1-1 Authority's geographic boundary.

**Unmanned Backup** – an answering point that serves as an alternate to the PSAP at an alternate location and is typically unmanned but can be activated and staffed if the primary PSAP is disabled.

Local Data Steward –the person responsible for ensuring that GIS data related to NG911 GIS is kept up to date and keeping contact details updated in the NG911 Data Portal, which is vital for coordination across agencies involved in emergency response. The Steward must be a staff person for the City, County, or intergovernmental cooperative. The Steward is focused on oversight and strategic data quality and may serve as a Data Maintainer handling technical data updates.

#### **AFR Clarifications**

- Please ensure your current and future Call Handling Agreements no longer reference filing them with the "Illinois Commerce Commission", but accurately reference the "Illinois State Police"
- If you have more than one Ambulance Service or a Fire Department or 1<sup>st</sup> Responders that are deactivated within your 9-1-1 System and that is no longer serving your County/9-1-1 System or any other responder changes notify your surrounding 9-1-1 Systems so they can obtain a current Call Handling Agreement.

#### **AFR Clarifications**

- All sources of revenue should be reported in the appropriate fields on the AFR
- New LAST year we are requesting you submit your ETSB's most current IRS form W-9 with your supplemental document upload.



#### **Resources and Tools**

- Guide for Completing the Annual Financial Report (AFR)
  - Available year round on our website
  - Updated as needed yearly if any fields or requirements on the AFR form change
  - Addresses each question/category included in the AFR form

#### AFR Revenue and Expenditure Tracking Template

- Available year round on our website
- Follows the expenditure categories directly from the AFR in a monthly format which can then be totaled for your year end figures. Makes for easier input on the AFR for annual information utilized.
- Updated as needed yearly if any fields or requirements on the AFR form change.

# AFR Revenue Tracking Template REVENUE CATEGORIES

REVENUE	BUDGETED	JANUARY	FEBRUARY
Total Amount of 9-1-1 Surcharge Received from the State of Illinois			<u>:::::::::::::::::::::::::::::::::::::</u>
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			<u>:::::::::::::::::::::::::::::::::::::</u>
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			<u>:::::::::::::::::::::::::::::::::::::</u>
Total Funds Available	\$(	\$(	\$0

# 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
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) - Provide Description and Cost for Each			
ltem:			

AFR QUESTIONS?
<a href="mailto:ISP.911AFR@ILLINOIS.GOV">ISP.911AFR@ILLINOIS.GOV</a>

**BROOKE DOGGETT** 

(217)524-5523

BROOKE.N.DOGGETT@ILLINOIS.GOV

CATHERINE TANNER

(217)524-0190

CATHERINE.TANNER@ILLINOIS.GOV



### isp.Illinois.gov/Statewide911Division

DIVISION HOME PAGE	HISTORY	LEADERSHIP	ORGANIZATION	OFFICE (	DF THE STATEWIDE 9-1-1 ADMINISTRA	TOR	STATEWIDE 9-1-1 BUREAU	TELECOMMUNIC	CATION SERVICES BUREAU	FLEET SERVICES BUREAU
RADIO NETWORK SERVICES BUREAU		REAU	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 Vehicle Services Bureau.

Office of the Statewide 9-1-1 Administrator is responsible for implementing, maintaining and overseeing a uniform statewide 9 1 1 system including text to 9-1-1 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 in place and maintained.

**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 systems providers. The ISP has oversight authority of 9-1-1 systems and provides administrative support to the Statewide 9-1-1 Advisory Board.

**Telecommunications Services Bureau** is responsible for providing support to patrol officer via radio and telecommunications devices as well as supporting State of Illinois residence during requested needs for routine and emergency services from Illinois State Police.

Radio Network Services Bureau is responsible for providing reliable routine and emergency communication capabilities for state law enforcement agencies, federal, county, and municipal agency partners through the use of shared resources and interoperability protocols. In addition, support communications equipment for patrol vehicles as well as tower radio communications sites.

Vehicle Services Bureau is responsible for all departmental needs related to vehicles and their associated equipment. The bureau includes the Fleet Services Section, which provides, maintains, and supports the Department's fleet to ensure officers are equipped with appropriate vehicles. It also includes the Vehicle Equipment Section, which oversees emergency communications and warning equipment, as well as in-car and officer-worn body cameras. The Camera Support Unit manages video-related responsibilities stemming from the use of officer-worn body cameras, including user access and role-based permissions. This unit is also involved in the rollout of new training, policy updates, and equipment enhancements.

#### **Mission Statement**

The **Division of Statewide 9-1-1** will enhance public safety operations across Illinois by developing and maintaining a statewide Next Generation 9-1-1 (NG9-1-1) service, implementing text-to-9-1-1 capabilities, and supporting the statewide 9-1-1 land mobile radio infrastructure. Additionally, the Division delivers comprehensive fleet services to Illinois State Police officers, including the provisioning of all required fleet and emergency vehicle equipment, radio network services, in-car camera technology, and officer-worn body cameras. ISP telecommunicators provide critical communications support to State of Illinois agencies through the use of structured interoperability communications tools and software.