

# Illinois State Police

DIVISION OF  
STATEWIDE 9-1-1



## 911 SYSTEM MANAGER ORIENTATION

2022

**Cindy Barbera-Brelle**

Statewide 9-1-1 Administrator

**Stacy Ross**

9-1-1 Operational Support Section Manager

**Catherine Dailey**

Technical Support Manager



## STATEWIDE 9-1-1 DIVISION COMMAND STRUCTURE

- Deputy Director - Colonel Kelly Walter
- Assistant Deputy Director – Michael Yokley
- Statewide 9-1-1 Administrator - Cindy Barbera-Brelle
- Chief of Staff – Lt. Jennifer Radosevic
- Special Counsel - Suzanne Bond
- Statewide 9-1-1 Bureau - TBD
- Fleet Services Bureau
- Radio Network Services Bureau
- Telecommunication Services Bureau

# OFFICE OF THE STATEWIDE 9-1-1 ADMINISTRATOR

- Cindy Barbera-Brelle – Statewide 911 Administrator  
[cindy.barbera-brelle@Illinois.gov](mailto:cindy.barbera-brelle@Illinois.gov)
- Duties:
  - 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)
- Duties:
  - Administratively supports activities performed by the Office.

# STATEWIDE 9-1-1 BUREAU CHIEF

○ TBD

○ Duties :

- Supervises the Statewide 9-1-1 Bureau which consists of:
  - 911 Operational Support Section
  - 911 Administrative Support Section
- Ensures the Bureau follows ETSA and Administrative Rules.
- Provides assistance, direction, and correspondence on behalf of the Bureau.

# 9-1-1 OPERATIONAL SUPPORT MANAGER

- Stacy Ross – Operational Support Manager  
[stacy.l.ross@Illinois.gov](mailto:stacy.l.ross@Illinois.gov)
- Duties:
  - Supervises the Operational Support Section and serves as the technical liaison between the 9-1-1 Authorities, Carriers, 9-1-1 System Providers and the ICC.
  - Provides oversight with technical reviews on plan filings, assists 9-1-1 Authorities with regulatory issues and participates in hearings and implementation calls to ensure compliance with the ETSA and Administrative Rules.
  - Assists the Administrator with annual report filings, development of rules, legislation and technical issues; assists the Administrative Support Section with network cost reviews; and assists the Statewide 9-1-1 Advisory Board.
  - Assists the Administrator with grant preparation paperwork and reimbursement requests

# STATEWIDE 911 TECHNICAL SUPPORT MANAGER

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

- Provides assistance in preparing technical reviews on assists 9-1-1 authorities with regulatory issues and participates in hearings and implementation calls to ensure compliance of the ETSA and administrative rules.
- Maintains and updates the Statewide 9-1-1 data tracking reports.
- Assists the Statewide 9-1-1 Advisory Board.

# 9-1-1 ADMINISTRATIVE SUPPORT MANAGER

- Sheila Bartlett – Administrative Support Manager  
[sheila.bartlett@illinois.gov](mailto:sheila.bartlett@illinois.gov)
  
- Duties:
  - Supervises the Administrative Support Section.
  - Oversees the Main Surcharge Distribution and Distribution for Counties under 100,000.
  - Oversees the payment of Network Costs.
  - Provides Statewide 9-1-1 financial support for the Agency, 9-1-1 Advisory Board, and 9-1-1 Systems.
  
- Jake Ward – Accountant  
[jacob.ward@illinois.gov](mailto:jacob.ward@illinois.gov)
  
- Duties:
  - Performs accounting duties for the Statewide 911 Bureau.
  - Reviews invoices and issues payments for 9-1-1 network costs, grant reimbursement requests, and other 9-1-1 expenditures.
  - Serves as the financial liaison between the Agency and carriers.
  - Ensures compliance and accurate reporting.

# 911 ADMINISTRATIVE SUPPORT SECTION

- TBD – Office Coordinator
- Duties:
  - Assists the Bureau with daily tasks and distribution of mail and network invoices.
  - Documents network costs, deposits, and remit data for tracking purposes.
  - Assists with reconciling discrepancies and missed payments.

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



ETSA Enacted – September 25, 1975



Governor Appointed Statewide 9-1-1 Administrator - 2016



Statewide 9-1-1 Advisory Board



Consolidation and NG9-1-1 Expense Grant Programs



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 Requirements

ETSA  
Sec. 2  
New  
Definitions  
Public Act  
102-0983

Call Back Number

Dispatchable Location

Key Telephone System

Multi-line Telephone System (MLTS)

Shared Residential MLTS Service

Shared Telecommunications Services

Temporary Residence MLTS

# MLTS (ETSA Sections)

2

15.5

15.5a

15.6c

15-8a

- Definitions added to support MLTS sections.
- Grandfathered private residential switch or MLTS 9-1-1 service.
- Grandfathered private business switch or MLTS.
- Requirements for MLTS installed after February 16, 2020.
- Configuration of MLTS.

## General Assembly Finding (ETSA Sec. 7)

The General Assembly further finds and declares that direct dispatch should be used, if possible, to shorten the time required for the public to request and receive emergency aid.

The Administrator shall minimize the use of transfer, relay, and referral of an emergency call if possible and encourage Backup PSAPs to be able to direct dispatch.

Transfer, relay, and referral of an emergency call to an entity other than an answering point or the Illinois State Police shall not be used in response to emergency calls unless exigent circumstances exist.

## Transfers (ETSA Sec. 17.5(d))

Unless exigent circumstances dictate otherwise, each 9-1-1 system's public safety telecommunicators shall be responsible for remaining on the line with the caller when a 9-1-1 call originates within its jurisdiction to ensure the 9-1-1 call is transferred to the appropriate authorized entity for answer and dispatch until a public safety telecommunicator is on the line and confirms jurisdiction for the call.

## 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

**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 12/31/23

Annual Report to General Assembly due March 1st

Consolidation Plans and Waiver Request Hearings

# Emergency Telephone System Board Powers (Sec. 15.4)

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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.

# Emergency Telephone System Board Allowable Expenditures (Sec. 35)

Except as otherwise provided in this Act, expenditures from surcharge revenues received under this Act may be made by municipalities, counties, and 9-1-1 Authorities only to pay for the costs associated with the following:

the costs associated with the following:

## ETSB Allowable Expenditures Sec. 35

- (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.

# ETSB Allowable Expenditures Sec. 35

- (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.

ETSB  
Allowable  
Expenditures  
Sec. 35

- (8) The defraying of expenses incurred to implement Next Generation 9-1-1, subject to the conditions set forth in this Act.
- (9) The implementation of a computer aided dispatch system or hosted supplemental 9-1-1 services.
- (10) The design, implementation, operation, maintenance, or upgrade of wireless 9-1-1, Eg-1-1, or NG9-1-1 emergency services and public safety answering points.

# 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, Consolidation Plans and Consolidation Waivers for technical compliance
- Reviews Network Diagrams

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

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

Priority given to counties not providing 9-1-1 service

Previously completed consolidation projects eligible for costs incurred between 2010 and the State fiscal year of the application

## CONSOLIDATION GRANT PROGRAM



# 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:

1. Replacement/Upgrade of 9-1-1 Call Handling Positions to a Hosted Solution (preferred) that is NG 9-1-1 Capable

2. Replacement/Upgrade Multimedia Logging Recorder System
3. NG911 GIS Projects that meet the Funding Criteria

Must be purchased or contracted for after January 1, 2016

# Development of the Statewide NG9-1-1 System



Consultant selected via an RFP process to complete a Feasibility Study. Study completed December 2017



Proposals in response to the RFP for a NG911 System Provider evaluated. Awarded to AT&T March 2021. Contract executed July 2021. Project Kick-Off August 2021



GIS data prepared to support Geospatial Routing.



Researched NG9-1-1 Call Handling Equipment options.

# Statewide NG911 System Project Update



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



The 2023 transition schedule is in the process of being finalized and includes the transition of 101 PSAPs.



Required NG911 GIS data submitted using the ISP's Hub Workflow Tool and is sent to Intrado (AT&T's NGCS subcontractor).



CHE providers are finalizing testing with the AT&T Lab to obtain an Approval for Use (AFU).

# NG911 PSAP Readiness



NENA i3 Capable Hosted  
Call Handling Equipment.



Multimedia Recording  
System to Support Voice,  
Text, Multimedia. CAD  
System interface to  
support data stream.



Network/Cyber Security  
Protection in Place.

# NG911 GIS READINESS

Designate Local Data Steward and Data Maintainer



Required Layers (Illinois Geodatabase Template – REQUIRED)

PSAP Boundary

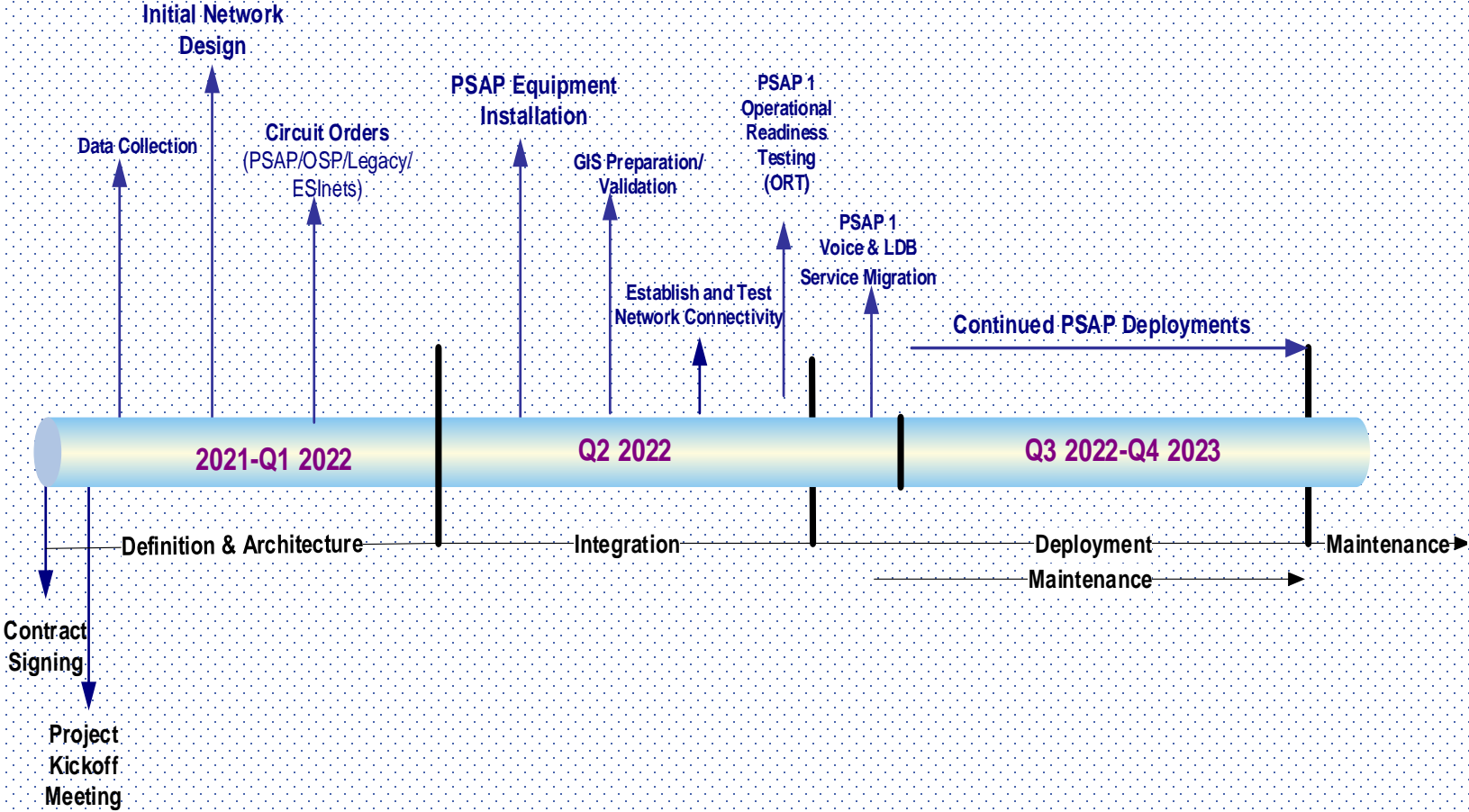
Provisioning  
Boundary

Emergency Service  
Boundaries (Police,  
Fire, EMS)

Address Points

Street Centerline

# Projected Implementation Timeline



## 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

This charge is different than a surcharge assessed on each phone

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



# Distribution of Pre-paid Surcharge

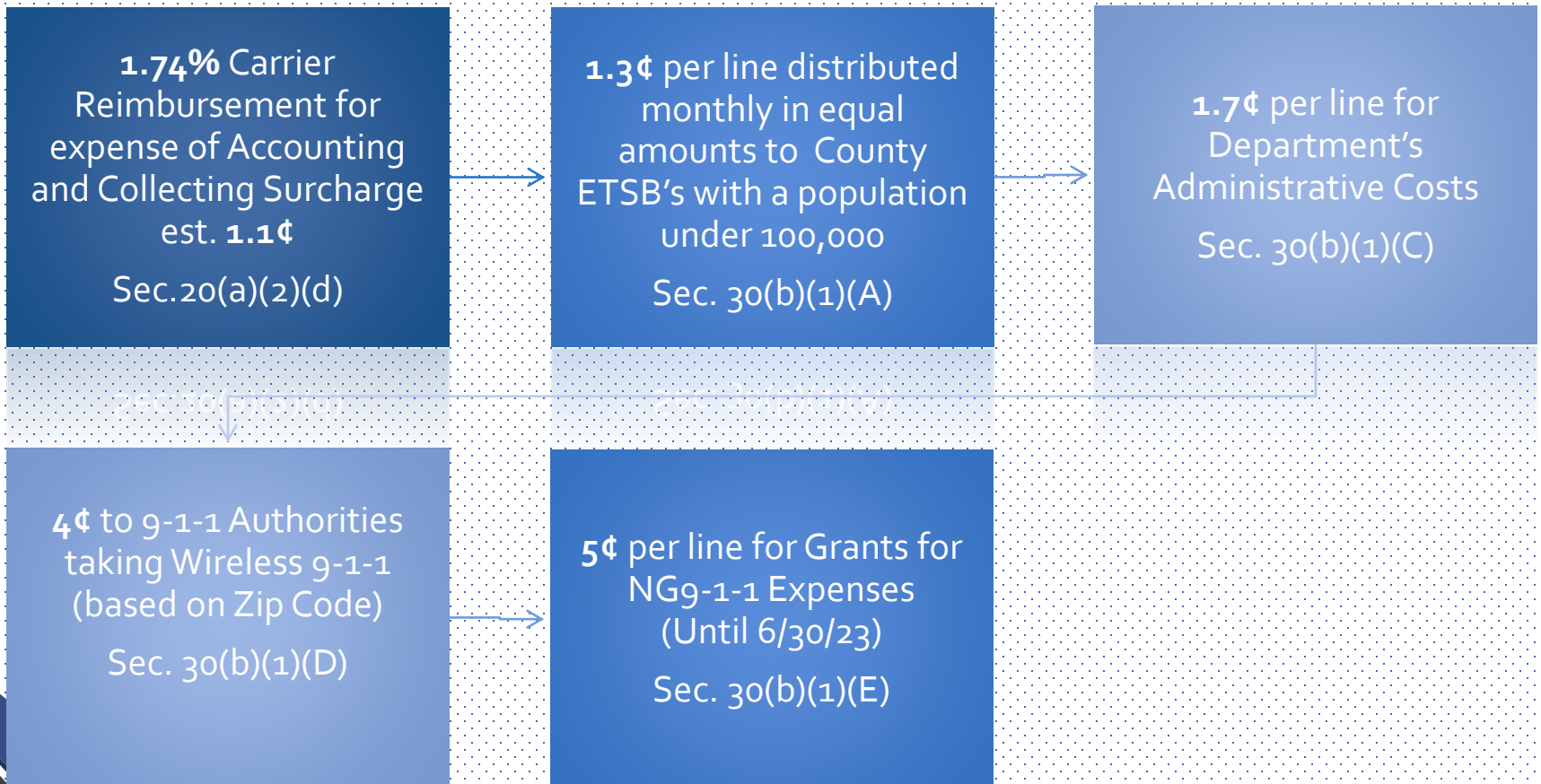
The pre-paid surcharge collected by the retailer is remitted to the Illinois Department of Revenue without any subscriber location information

The Department of Revenue remits the surcharge to the ISP

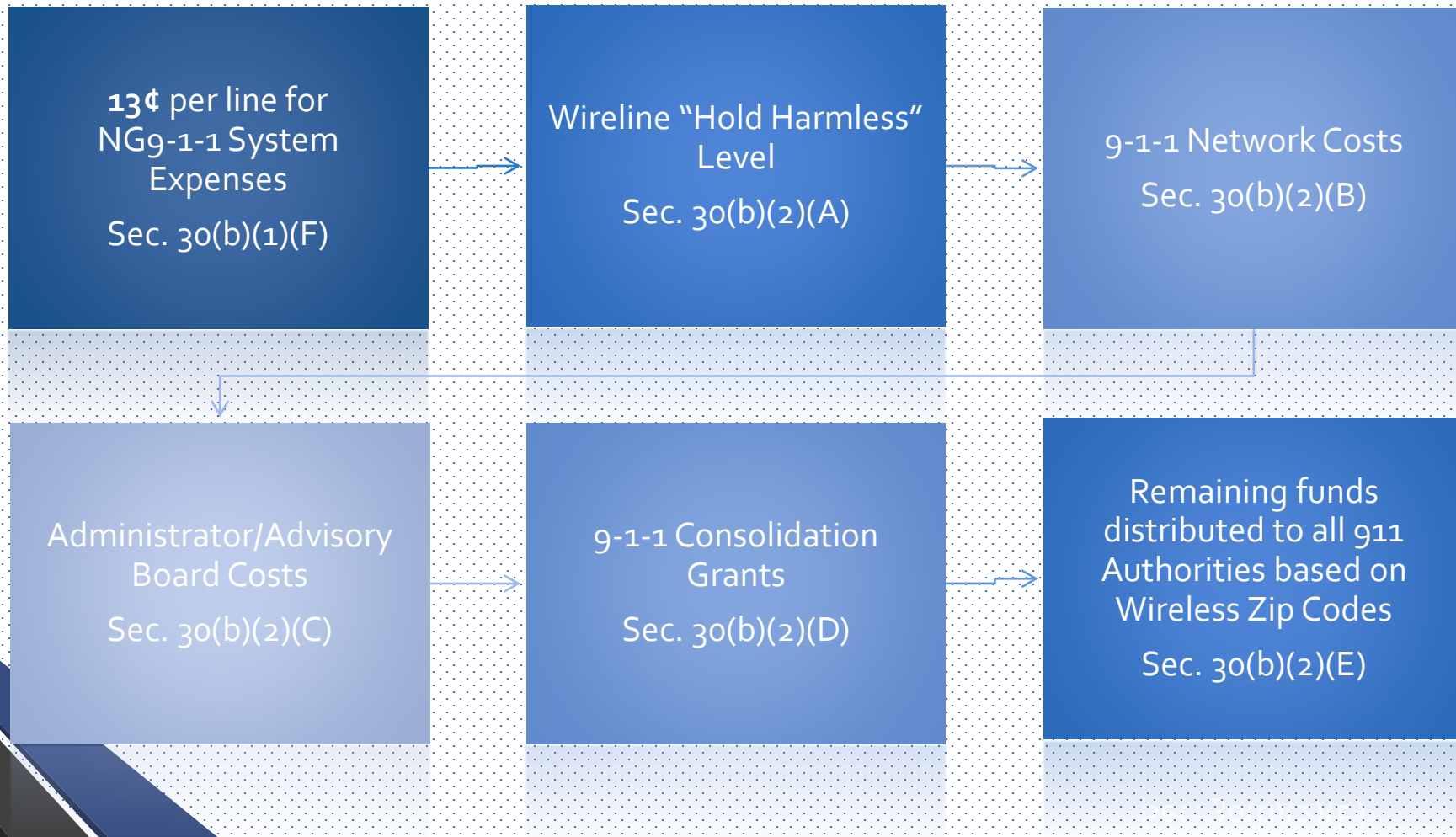
9-1-1 Systems receive pre-paid surcharge as a part of their monthly surcharge distribution

The distribution of pre-paid funds is based upon the ratio of “post-paid” wireless customers (billed monthly) within a 9-1-1 system

# 9-1-1 Surcharge Distribution Breakdown



# 9-1-1 Surcharge Distribution Breakdown



# 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 the 9-1-1 Authorities through:
  - Small County Distributions
  - NG9-1-1 Grants
  - Consolidation Grants
  - Payment of Network Costs
  - Payment for the Implementation & Continuing Expenses of the Statewide NG9-1-1 System
  - Direct Disbursements to 9-1-1 Authorities

# FCC Report & Order – 2021

- Defines the types of expenditures of 911 fees by states and taxing jurisdictions that are acceptable under the criterion established in Section 902 and the types of expenditures that constitute 911 fee diversion;
- Allows states and taxing jurisdictions to petition the Commission for a determination that expenditures of 911 fees not previously designated as acceptable by the Commission should be treated as acceptable under Section 902;

# FCC REPORT & Order - 911 Expenditures

- § 9.23 Designation of acceptable obligations or expenditures for purposes of section 902 of Consolidated Appropriations Act, 2021, Pub. L. No. 116-260, Division FF, Title IX, section 902(c)(1)(C).
- (a) **Acceptable purposes and functions for the obligation or expenditure of 911 fees or charges for purposes of section 902 are limited to:**
  - (1) Support and implementation of 911 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 such State or taxing jurisdiction.

# FCC REPORT & Order - 911 Expenditures

- (b) **Examples of acceptable purposes and functions** include, but are not limited to, the following, provided that the State or taxing jurisdiction can adequately document that it has obligated or spent the fees or charges in question for these purposes and functions:
  - (1) **PSAP operating costs**, including lease, purchase, maintenance, replacement, and upgrade of customer premises equipment (CPE) (hardware and software), computer aided dispatch (CAD) equipment (hardware and software), and the PSAP building/facility and including NG911, cybersecurity, pre-arrival instructions, and emergency notification systems (ENS). PSAP operating costs include technological innovation that supports 911;
  - (2) **PSAP personnel costs**, including telecommunicators' salaries and training;

# FCC REPORT & Order - 911 Expenditures

- (3) **PSAP administration**, including costs for administration of 911 services and travel expenses associated with the provision of 911 services;
- (4) **Integrating public safety/first responder dispatch and 911 systems**, including lease, purchase, maintenance, and upgrade of CAD hardware and software to support integrated 911 and public safety dispatch operations; and
- (5) **Providing for the interoperability of 911 systems with one another and with public safety/first responder radio systems.**



# FCC REPORT & Order - 911 Expenditures

- (c) **Examples of purposes and functions that are not acceptable** for the obligation or expenditure of 911 fees or charges for purposes of section 902 include, but are not limited to, the following:
  - (1) Transfer of 911 fees into a State or other jurisdiction's general fund or other fund for non-911 purposes;
  - (2) Equipment or infrastructure for constructing or expanding non-public safety communications networks (e.g., commercial cellular networks); and
  - (3) Equipment or infrastructure for law enforcement, firefighters, and other public safety/first responder entities that does not directly support providing 911 services.

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 in accordance with Section 35 and the FCC Report & Order



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

Acceptable  
9-1-1  
Expenditures

# 9-1-1 Regulations

## 83 Illinois Administrative Codes

- 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 updated.



- Part 1324
- Part 1325
- Part 1326
- Part 1327
- Part 1328
- Part 1329

# 83 Illinois Administrative Code Part 1324

## Consolidation of 9-1-1 Emergency Systems



Establishes Requirements for Consolidation Plans and Requests for Waivers



Establishes the timeline for the 90 Day Consolidation Process

# 83 Illinois Administrative Code Part 1325

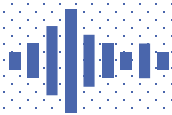
## Standards of Service Applicable to 9-1-1 Emergency Systems



Establishes Requirements for Initial Plans, Modification Plans and NG-911 Plans



Establishes Technical Standards for PSAPs, Backups, Secondary and Virtual Answering Points



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

Requirements for Private Business Switch Service To  
Comply with the Emergency Telephone System Act



Establishes Technical Standards for Multi-Line Telephone  
Systems (MLTS)



Establishes Technical Standards for Private Emergency  
Answering Points (PEAPs)

# 83 Illinois Administrative Code Part 1327

## 9-1-1 Emergency Systems Consolidation Grants



Application and Receipt of Grant Program Funds



Administration of Grant Program Funds

# 83 Illinois Administrative Code Part 1328

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



Establishes Requirements for Wireless Plans



Establishes Technical Standards for Wireless  
Service Provisioning



Will be merged with 1324 and 1325



# 83 Illinois Administrative Code

## Part 1329

Administration of the Statewide 9-1-1 Fund  
and Establishes Standards for:



Distribution and Allocation of Surcharge  
and Grant Money



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 Purposes & Functions for the  
Obligation or Expenditure of Surcharge

# 83 Illinois Administrative Code

## Update in Progress



Distribution and Allocation of Surcharge and Grant Money



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 Purposes & Functions for the Obligation or Expenditure of Surcharge

# Statewide 9-1-1 Call Directory

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



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.



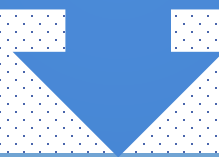
The directory shall be made available to every 9-1-1 authority for its use in establishing its standard operating procedure for transfers.



The SOP is submitted to the 9-1-1 Operational Support Manager in accordance with Sec. 17.5.

# 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>



Supplemental Documents submitted as a PDF

Continuing Agreements

Network Diagram

# AFR Revenue & Expenditure Tracking Template

## *REVENUE*

REVENUE	BUDGETED	JANUARY	FEBRUARY
Total Amount of 9-1-1 Surcharge Received from the State of Illinois			
Total Amount of County or Municipal General Funds Received in Calendar Year			
Total Amount of State Consolidation 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			

# AFR Revenue & 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 PAID	JANUARY	FEBRUARY
<b>Facility Costs</b>			
Capital Improvements			
Lease/Loan or Rental Payments (Real Estate Taxes)			
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)			

# REQUIRED TELECOMMUNICATOR TRAINING

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

EMD (If you dispatch any Fire or EMS Agency)

Sexual Assault (New Hires, Refresher)

Continuing Education





## The Statewide 9-1-1 Division

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.

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