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



# 911 SYSTEM MANAGER ORIENTATION 2021

Cindy Barbera-Brelle
Statewide 9-1-1 Administrator
Marci Elliott
9-1-1 Operational Support Section Manager
Stacy Ross
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 M/Sgt. Angela Kinstner
- Special Counsel Suzanne Bond
- Statewide 9-1-1 Bureau Captain Eric Murphy
- 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

#### **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

#### **Duties:**

Administratively supports activities performed by the Office.

### STATEWIDE 9-1-1 BUREAU

Captain Eric Murphy

r.eric.murphy@illinois.gov

- O Duties:
  - As Bureau Chief, 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

Marci Elliott – Operational Support Manager

marci.elliott@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.

### STATEWIDE 911 TECHNICAL SUPPORT MANAGER

Stacy Ross - Technical Support Manager

stacy.l.ross@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 Administrator with grant preparation paperwork and reimbursement requests.
- Assists the Statewide 9-1-1 Advisory Board.

### 9-1-1 ADMINISTRATIVE SUPPORT MANAGER

Sheila Bartlett – Administrative Support Manager

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.

#### TBD – Accountant

#### **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

### JoDee Seif – Office Coordinator

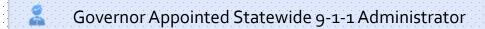
jodee.seif@lllinois.gov

#### **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

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





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

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



Surcharge Distribution Formula



Allowable Expenditures of Surcharge



ETSB Annual Financial Report (AFR) requirement. Surcharge withholding for non-compliance



**Carrier Penalties** 



Extended the repeal (Sunset) of the ETSA until December 31, 2023

# Emergency Telephone System Act (ETSA) [50 ILCS 750] Public Act 102-0009



New/Updated Definitions (Sec. 2)



Every System to Provide NG9-1-1 with 18 Months of Awarding a Contract (02/2023)/Chicago by 12/2023 (Sec. 3(b))



Every 9-1-1 system shall be able to accept text to 9-1-1 no later than January 1, 2023. ISP to adopt rules. (Sec. 6/2)



Direct Dispatch (Sec. 7)



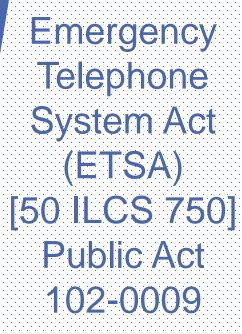
Minimum TC Training Standards & Certification (Sec 7.1)



Compliance with Uniform Technical and Operational Standards. (Sec. a-5)



Aggregator and Originating Service Provider Responsibilities (Sec 11.5)





Designating a 9-1-1 System Manager (15.4(b)(7))



References to Qualified Governmental Entity removed.



Decommissioned PSAP's (Sec.15.4a (b)(1)



Statewide 9-1-1 Call Directory (Sec. 17.5)



Remaining on the Line with a Caller to ensure that a 9-1-1 call is transferred (Sec 17.5)(d)



Telecommunications Carrier Reimbursement for Expenses: Changed from 3% to 1.74%. (Sec. 20 (d)). Maximum set to 2.5% (Sec. 20 (d-5))

ETSA
Sec. 2
New
Definitions

9-1-1 System Manager

Aggregator

**Answering Point** 

Authorized Entity

Decommissioned

**Emergency Call** 

Grade of Service

Originating Service Provider

**PSAP** Representative

**Public Safety Telecommunicator** 

Public Safety Telecommunicator Supervisor

# ETSA Sec. 2 Updated Definitions

9-1-1 Network	
9-1-1 System	
ALI and ANI	
9-1-1 Authority	
Automatic Alarm	
Backup PSAP	
Computer Aided Dispatch	
Direct Dispatch	
Mechanical Dialer	
Network Connections	
Next Generation 9-1-1	
NG9-1-1 Costs	
Public Safety Answering Point	

Referral, Relay and Transfer

Virtual Answering Point

**Unmanned Backup Answering Point** 

Direct Dispatch (ETSB Sec. 2)

"Direct dispatch" means a 9-1-1 service wherein upon receipt of an emergency call a public safety telecommunicator transmits without delay, transfer, relay, or referral - all relevant available information to the appropriate public safety personnel or emergency responders.

Secondary
Answering
Point (SAP)
(ETSB Sec. 2)

"Secondary Answering Point" or "SAP" means a location, other than a PSAP, that is able to receive the voice, data, and call back number of E9-1-1 or NG9-1-1 emergency calls transferred from a PSAP and completes the call taking process by dispatching police, medical, fire, or other emergency responders. Transfer (ETSB Sec. 2)

"Transfer" means a 9-1-1 service in which the public safety telecommunicator, who receives an emergency call, transmits, redirects, or conferences that call to the appropriate public safety agency or other provider of emergency services. Transfer shall not include a relay or referral of the information without transferring the caller.

General
Assembly
Finding
(ETSB 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
(ETSB
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:

- Illinois State Police Director or designee who shall serve as Chairman
- Illinois Commerce Commission Director or designee
- Illinois NENA Representative
- Illinois APCO Representative
- Counties with population < 37,000 Representative</li>
- Counties with a population between 37,000-100,000
   Representative
- Counties with a population between 101,000-250,000 Representative
- County with a population > 250,000 Representative
- Representative from a municipal or intergovernmental cooperative 9-1-1 system, excluding any single municipality over 500,000
- Illinois Association of Chiefs of Police Representative
- Illinois Sheriff's Association Representative
- Illinois Fire Chief's Association Representative

9-1-1
Advisory
Board
Non-Voting
Members

# The Governor appoints the following non-voting members:

- Incumbent 9-1-1 System Provider
- Non-Incumbent 9-1-1 System Provider
- Large Wireless Carrier
- Incumbent Local Exchange Carrier
- Illinois Broadband & Telecommunications Association Representative
- Illinois Broadband & Cable Association Representative
- Illinois State Ambulance Association Representative

9-1-1
Advisory
Board
Legislative
Members

Members of the legislature will serve temporarily as non-voting members 12 months before the 2023 repeal date of the Act to discuss legislative initiatives of the Board

- Members 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

Annual Report to General Assembly due March 1st

Consolidation Plans and Waiver Requests Hearings

# **ILLINOIS COMMERCE COMMISION**

### Roles and Responsibilities

- Administer 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
- Review Initial, Modification, Consolidation Plans and Consolidation Waivers for compliance
- Review 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

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 that is NG 9-1-1 i3 Capable
  - Replacement/Upgrade Multimedia Logging Recorder System
     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.

Award to AT&T March 2021



GIS data preparation to support Geospatial Routing in progress.



Researching NG9-1-1 CHE Federal and Other State's options.

# Statewide NG911 System Project Update



Review of AT&T's Draft Project Management Plan (PMP) in Progress.



PSAP Site Requirements include baselining bandwidth requirements for AT&T Virtual Private Network (AVPN)



911 Systems Submitting required NG911 GIS data via the ISP's Hub Workflow Tool



Determination of currently tested CPE software revisions with AT&T/Intrado



Determination of available facilities for largest 15 individual PSAP's (based on population served)



NENA i3 Capable Hosted Call Handling Equipment

# NG911 PSAP Readiness



Multimedia Recording System to Support Voice, Text, Multimedia



Network/Cyber Security Protection in Place

## NG911 GIS READINESS

Designate Local Data Steward and Data Maintainer



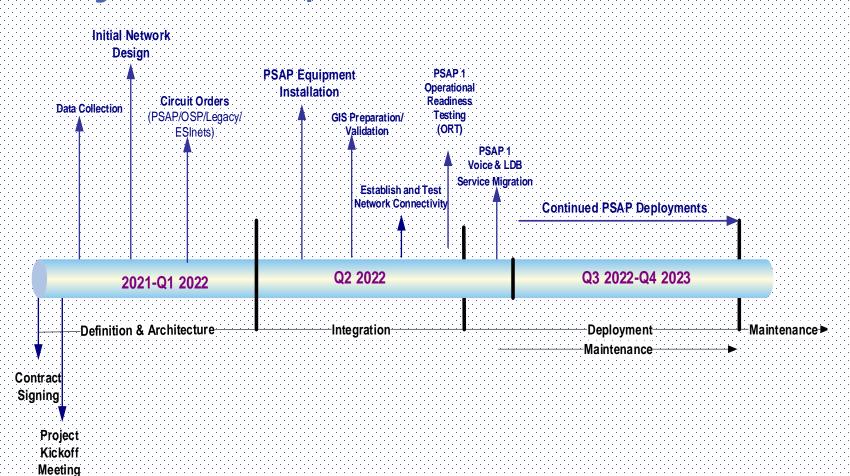
**PSAP Boundary** 

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

# Chicago 9-1-1 Surcharge

\$5.00 surcharge assessed on wireline, wireless and VoIP service. Required to reduce the amount to its original \$2.50 surcharge on January 1, 2024

9% prepaid wireless surcharge per retail transaction. Required to reduce the percentage back to 7% per retail transaction on January 1, 2024

# 9-1-1 Surcharge Distribution Breakdown

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

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

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

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

1.7¢ per line for
Department's
Administrative Costs
Sec. 30(b)(1)(C)

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

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

5¢ per line for Grants for NG9-1-1 Expenses (Until 6/30/23)

Sec. 30(b)(1)(E)

## 9-1-1 Surcharge Distribution Breakdown

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

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

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

Administrator/Advisory Board Costs Sec. 30(b)(2)(C) 9-1-1 Consolidation Grants Sec. 30(b)(2)(D) Remaining funds 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 is 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;

- § 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.

- (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, prearrival instructions, and emergency notification systems (ENS). PSAP operating costs include technological innovation that supports 911;
  - (2) PSAP personnel costs, including telecommunicators' salaries and training;

- (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.

- (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

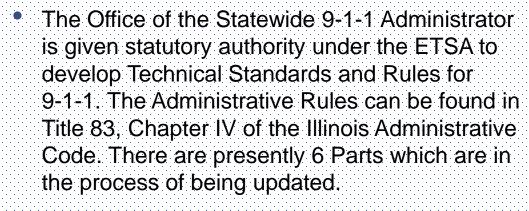
The ETSB is responsible for reviewing and ensuring that expenses are approved in accordance with Section 35 and the FCC Report & Order

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





Part 1324

Part 1325

Part 1326

☐Part 1327

Part 1328

Part 1329

#### Consolidation of 9-1-1 Emergency Systems



Establishes Requirements for Consolidation Plans and Requests for Waivers



Establishes the timelines for the 90 Day Consolidation Process

#### 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

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)

9-1-1 Emergency Systems Consolidating Grants



Application and Receipt of Grant Program Funds



Administration of Grant Program Funds

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

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

#### 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

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 31st

Calendar Year Financial and Statistical Data submitted in an Excel spreadsheet



Signed Verification

Continuing Agreements

Network Diagram

## AFR Revenue & Expenditure Tracking Template REVENUE

REVENUE	<b>*</b>	BUDGETED 🔽	JANUARY 🔽	FEBRUARY <mark>▼</mark>
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
Facility Costs			
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



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

FAQs

CONTACT US

ETSA AND ADMIN CODE (RULES)

STATEWIDE 9-1-1 ADVISORY BOARD



#### The Statewide 9-1-1 Division

The Statewide 9-1-1 Division is comprised of the Statewide 9-1-1 Bureau, Communications Services Bureau, Fleet Services Bureau, and Radio Network Services Bureau. The Division also includes the Office of the Statewide 9-1-1 Administrator.

The contact number for the Office of the Statewide 9-1-1 Administrator is 217-782-7345.

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