

Waiver Request Instructions

Illinois State Police – Division of Statewide 911

Pursuant to ETSA Section 30

The following instructions are for waiver requests for a 9-1-1 Authority unable to meet the statutory deadlines outlined in Section 30 of the Emergency Telephone System Act.

A 9-1-1 Authority may request a waiver only after exhausting all available avenues to meet the requirements of the Act.

Waiver Submission Method

Waiver requests must be submitted via email to ISP.911Administrator@illinois.gov. Provide the following in the email subject line: **Waiver Request – (9-1-1- Authority Name)**

Required Statements and Submissions for the Waiver Request

- 9-1-1 Authority Information, including:
 - 9-1-1 Authority Name
 - PSAP(s) requesting a waiver (if not all PSAPs in the system)
 - Primary point of contact (name, title, phone, email)
- Type of Waiver Requested, such as:
 - NG9-1-1 (i3) implementation
 - Text-to-911
 - NG9-1-1 GIS Data Submission Schedule
 - Joint ETSB Bylaw adoption
 - Other (please specify)
- A detailed explanation of compliance efforts to date
- Supporting documentation, as applicable (examples: vendor correspondence, contracts, meeting minutes, or system status reports)
- Planned path to compliance and the anticipated compliance date

Review Process

Waiver requests are reviewed promptly and in order of receipt. You may be contacted for clarification or additional information. You will be notified within fourteen days of receipt, via email, of the decision of the Administrator. Approval of a waiver only extends the deadline for compliance for the portions approved

Questions

If you have questions or need assistance preparing your request, please contact:

Statewide 9-1-1 Administrator Alicia Atkinson at Alicia.atkinson@illinois.gov