



State of Illinois
Illinois State Police

STATEWIDE 9-1-1 ADVISORY BOARD

ANNUAL REPORT TO THE
GENERAL ASSEMBLY

MARCH 1, 2024



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To the Honorable Members of the 103rd General Assembly

March 1, 2024

The members of the Statewide 9-1-1 Advisory Board (Advisory Board) respectfully submit this annual report pursuant to Section 19(e) of the Emergency Telephone System Act (Act) (50 ILCS 750/19(e)). This report is due to the General Assembly by March 1st of every year and includes an update on the transition to a statewide Next Generation 9-1-1 (NG9-1-1) system. A listing of Advisory Board members is contained in Appendix 1.

Consolidation and NG9-1-1 grants are offered on a yearly basis to help offset costs, and the development and implementation of the Statewide NG9-1-1 network by AT&T is progressing. AT&T continues to complete PSAP readiness assessments, operational readiness testing and was successful in transitioning 46 PSAPs to the Statewide NG9-1-1 network in 2023. In 2024, the remaining 65 PSAPs are scheduled or targeted to transition to the Statewide NG9-1-1 network. Network-to-network interfaces (NNIs) will be completed with the three regional NG9-1-1 systems, allowing for the provision of NG9-1-1 service to all areas of the state outside of the City of Chicago. The City of Chicago is in the process of procuring its own NG9-1-1 network, and once that network is operational, the State will work to establish an NNI connection with the City of Chicago.

Sustainable funding for the existing 9-1-1 infrastructure continues to be monitored by the Advisory Board. An assessment of the existing funding formula will be completed over the next several months and reviewed to determine if updates are needed to the funding of the statewide 9-1-1 program. This project is being facilitated through the utilization of Crowe LLP.

Progress in moving towards NG9-1-1; training and certification for 9-1-1 dispatchers; and stable funding for the 9-1-1 community continues to be priorities. The Act expires in December 2025. The Illinois State Police, the Administrator's Office and Advisory Board are in the process of re-writing the Administrative Rules. The Department, along with the Administrator and the Advisory Board, appreciates the opportunity to present this report to the General Assembly and welcomes any questions that General Assembly members may have regarding 9-1-1 in the State.

Respectfully submitted,

Chair
Michael T. Yokley
Statewide 9-1-1 Advisory Board

Executive Summary

In the past year, the Department, Administrator, and the Advisory Board, working collaboratively with the 9-1-1 and vendor communities, have made great progress in our efforts to achieve the requirements of the Act. The final unserved county is projected to begin providing 9-1-1 service in the 2nd Quarter of 2024. In 2023, 46 PSAPs transitioned to the statewide NG9-1-1 network. The Administrator continues to administer the consolidation and NG9-1-1 expenses grants, with the Advisory Board setting aside \$7.5 million for continued consolidation efforts. The Advisory Board presented agreed legislative language to extend the repeal dates and address continuing priorities of 9-1-1 statewide. The Act was extended in July 2023 and expires in December 2025.

Unserved Counties

At the beginning of this reporting period, 1 of the original 13 unserved counties remained unserved. Stark County, the final unserved county, began the process of consolidation. As part of its consolidation plan, Stark will begin providing NG9-1-1 service to its citizens when it becomes fully operational in early 2024.

PSAP Consolidations

Mandatory PSAP consolidations have been completed except for one consolidation order for Madison County which is currently being challenged in Madison County Circuit Court. The court case was delayed for over two years due to COVID complications, however, it is anticipated that it will be resolved by the first quarter of 2024.

Grant Programs

The Administrator continues to administer consolidation grant and NG9-1-1 expense grant programs through the new state Amplifund system. The new system allows for the electronic management of grant applications, grant awards, reimbursement requests and disbursements. The Advisory Board set aside \$7.5 million for consolidation grants for SFY25. A statutory amount of at least \$6.8 million along with \$5.2 million carried over from the previous fiscal year for a total of \$12 million is available for SFY25 NG9-1-1 expense grants.

NG9-1-1

AT&T began transitioning PSAPs to the Statewide NG9-1-1 network in June 2022 and continues to complete PSAP readiness and operational readiness testing for the remaining PSAPs statewide. AT&T has collaborated with the vendors providing NG9-1-1 service on a regional basis to three areas of the state to develop NNI connections to the Statewide NG9-1-1 network. A total of 65 PSAPs have transitioned to the Statewide NG9-1-1 network. It is anticipated that the remaining PSAPs will transition to the Statewide NG9-1-1 network by the middle of 2024.

We recognize this work would not be possible without the strong relationships developed between the Department, Administrator, members of the Advisory Board, their associations, the vendor community, the 9-1-1 community, and the legislative partners who serve on the Advisory Board. We would also like to thank the members of the General Assembly for their continued support of 9-1-1 statewide.

Grant Programs

The Act allows for the Advisory Board to set aside money from surcharges received to fund grants to assist in offsetting non-recurring costs associated with 9-1-1 system consolidation. The Act also states that until June 30, 2025, the distribution of \$0.05 from surcharge collected is to be used by the Department for grants for NG9-1-1 expenses, with priority given to 9-1-1 Authorities that provide 9-1-1 service within the territory of a Large Electing Provider as defined in Section 13-406.1 of the Public Utilities Act. Approximately \$6.8 million is projected to be available annually for NG9-1-1 Expenses grants. The Administrator administers the grant programs for the Department by establishing a Notice of Funding Opportunity, reviewing grant applications, and determining grant awards.

GRANT MANAGEMENT SYSTEM

In 2019 the State entered a partnership with Amplifund, the leading enterprise grant management platform designed for federal, state, and local governments to manage every phase of the grant management process. Over the past four years, the State of Illinois has been implementing the most comprehensive, statewide grant management infrastructure in the U.S., passing the Grant Accountability and Transparency Act, and forming the Grant Accountability Unit to ensure State and Federal compliance. The State of Illinois selected Amplifund to automate this infrastructure through the implementation of a statewide grants management system as part of its plan to further standardize and drive compliance of grant-related processes for state agencies and recipients.

The Illinois State Police transitioned to the Amplifund Grant Management System in December 2021 to manage the SFY23 grant programs.

CONSOLIDATION GRANT PROGRAM

Consolidation grants are awarded on a priority basis based on enumerated criteria which include reducing the number of transfers, reducing infrastructure, promoting cost savings, facilitating interoperability and other factors.

SFY24 CONSOLIDATION GRANTS

The Advisory Board approved funding of up to \$5 million for consolidation grants. Three grant applications requesting approximately \$8.1 million were submitted. Applicants requested funding for and received approval for 9-1-1 call taker positions, GIS services to assist with addressing and mapping, logging recorders, console positions, public safety voice communications, and connectivity and construction projects. Grants totaling approximately \$5 million were awarded.

SFY25 CONSOLIDATION GRANTS

The Advisory Board approved up to \$7.5 million for consolidation grants for SFY25. Funding for the SFY25 grant allocation will be generated from collected surcharge.

A Notice of Funding Opportunity was distributed on November 8, 2023, and posted in the Amplifund Grant Management System, with grant applications due to the Department by February 12, 2024.

A Notice of Funding Opportunity was distributed on November 8, 2022, and posted in the Amplifund Grant Management System, with grant applications due to the Department by February 1, 2023. Three SFY24 grant applications were received requesting \$10,038,700 and are currently being evaluated. Existing and previously completed consolidation projects shall be eligible to apply for reimbursement of non-recurring costs related to consolidations completed between 2010 and the State Fiscal Year of the current grant application period.

CONSOLIDATION GRANT HISTORY

Consolidation Grants				
	SFY22	SFY23	SFY24	Total*
Grant Funding	\$5,000,000	\$5,000,000	\$5,000,000	\$50,000,000
Applications Received	7	6	3	74
Amount Requested	\$3,998,920	\$4,273,789	\$10,038,700	\$65,687,836
Amount Awarded	\$2,583,465	\$2,753,461	\$5,000,000	\$26,452,335
Amount Re-Distributed to 911 Authorities	\$2,416,535	\$2,246,539	0	\$18,547,664
*Total Since Inception of the Grant Program in SFY17				

NG9-1-1 EXPENSES GRANTS

NG9-1-1 Expenses grants are awarded on a priority basis based on enumerated criteria including defraying costs associated with replacing or upgrading 9-1-1 call handling positions, NG9-1-1 i3 capable standards-based multimedia recorder systems, NG911 GIS projects, Indoor School Mapping (K-12), CAD integrated Emergency Medical Dispatch (EMD) Protocols and CAD-to-CAD Interfaces. Priority is given to 9-1-1 Authorities providing service within the territory of a Large Electing Provider as defined in Section 13-406.1 of the Public Utilities Act.

SFY23 NG9-1-1 EXPENSES GRANTS

\$8 million was available for NG9-1-1 Expenses grants in SFY24. Twenty-Four grant applications requesting approximately \$3.1 million were submitted. Applicants requested funding for and received approval for hosted 9-1-1 call taking positions, multimedia recording systems, GIS Projects and related Telecommunicator training. Grants in the amount of \$2.3 million were awarded. The balance of the grant allocation was rolled over to the SFY25 grant opportunity.

SFY24 NG9-1-1 EXPENSES GRANTS

\$12.9 million will be available for NG9-1-1 Expenses grants in SFY25. A funding opportunity was distributed on December 19, 2023, and posted in the Amplifund Grant Management System, with grant applications due to the Department by February 20, 2024.

NG9-1-1 EXPENSES GRANT HISTORY

NG911 EXPENSES GRANTS

	SFY21	SFY22	SFY23	SFY24	Total*
Grant Funding	\$9,057,000	\$7,929,510	\$8,731,490	\$8,000,000	\$40,789,000
Applications Received	52	46	54	24	243
Amount Requested	\$10,107,366	\$9,056,256	\$12,851,549	\$3,101,773	\$50,748,866
Amount Awarded	\$7,924,059	\$6,434,065	\$7,167,271	\$2,317,848	\$33,939,843
Amount Rolled Over to Next SFY	\$1,429,510	\$2,231,490	\$1,564,219		\$10,208,617

SFY19 - Funding Available Hosted Solution i3 capable Call Handling Equipment

SFY20-SFY24 - Funding available for Hosted Solution i3 capable Call Handling Eqp, Multimedia Recording System, GIS Projects

*Total Since Inception of the Grant Program in SFY20

Next Generation 9-1-1 (NG9-1-1)

NG9-1-1 HISTORY AND FUTURE PLANS

The Office of the Statewide 9-1-1 Administrator has the legislative responsibility to implement a statewide NG9-1-1 System with a legislative requirement for every 9-1-1 Authority in Illinois to provide NG9-1-1 within 36 months of the awarding of a contract to a vendor certified under Section 13-900 of the Public Utilities Act. A municipality with a population over 500,000 shall provide Next Generation 9-1-1 service by January 1, 2026 (50 ILCS 750/3(b)).

The State's goal is to achieve interconnectivity and interoperability throughout the state by implementing a National Emergency Number Association (NENA) i3-compliant Emergency Services IP network (ESInet) and Next Generation Core Services (NGCS) solution that will serve all county, municipal and regional PSAPs.

The Department will be responsible for the one-time setup costs to connect each PSAP to the ESInet and the monthly reoccurring network, NGCS, and Network Operation Center/Security Operation Center (NOC/SOC) costs. The transition from legacy E9-1-1 services to IP-based NG9-1-1 offers options to resolve challenges by bringing new and emerging technologies to citizens of Illinois. Of paramount importance is the delivery of ubiquitous, robust, and dependable 9-1-1 and to provide each 9-1-1 caller with the same level of service for all residents and visitors to the state, regardless of location or device. NG9-1-1 offers great promise in accomplishing each of these goals while providing a platform to grow and expand as environmental factors change over time.

Text Control Center contracts were executed with the two Text Control Providers, Next Gen Communications, Inc./Comtech and AT&T Inc./Intrado. Kickoff meetings with PSAPs are in progress. All PSAPs are legislatively required to provide integrated Text to 9-1-1 by July 1, 2024.

To accomplish the vision of NG9-1-1 in Illinois, which will include both the ESInet and NGCS, standards-based system solutions are required. The use of a standards-based NENA i3 architecture will ensure that vendor-agnostic solutions are deployed to meet the needs of the system, thus allowing for flexibility in procurement options when considering both the ESInet and NGCS.

Ensuring compliance with standards while allowing flexibility for growth and emergence of innovative technologies is key to keeping pace with the evolving patchwork of NG9-1-1 implementations occurring nationwide.

CURRENT ENVIRONMENT

PSAPs in Illinois have historically been county-based or municipal-based with a few exceptions. The number of primary PSAPs has decreased from 253 to 176 since January 2016, which will reduce the number of required network touchpoints to achieve a statewide ESInet capable of supporting a public safety grade call-delivery function.

In 2023, 130 of the of the 130 Illinois 9-1-1 Authorities reported answering more than 7.1 million 9-1-1 calls from wireless, wireline, and voice over IP (VoIP) phone subscribers. In the same period, more than 14,000 text messages were delivered to 66 9-1-1 Authorities that currently support text-to-9-1-1 service.

The Illinois PSAP community ranges in size from single-seat PSAPs to one with over 170 call-taking seats, demonstrating the diversity in population centers and confirming the need to ensure flexibility of future solutions. A majority of the PSAPs in Illinois have five positions or less, and the possibility exists for further consolidations.

Progress toward migration from legacy, circuit-switched 9-1-1 systems with limited interoperability to IP-based NG9-1-1 systems has been achieved at 58 PSAPs on a regional level and 65 PSAPs have transitioned to the Statewide NG9-1-1 network, resulting in a diverse technology landscape across the state.

Today, the majority of ETSBs are supported by NG9-1-1 system providers, accounting for 71 percent of Illinois' active PSAPs. PSAPs are served by the AT&T Statewide NG9-1-1 network and three regional NG9-1-1 systems, Counties of Southern Illinois (CSI), North Central Illinois System (NCIS) and the Northern Illinois Next Generation Alliance (NINGA) regional NG9-1-1 solutions. In addition, 25 individual PSAPs have transitioned to a Next Generation Core Services (NGCS) solution. These regional systems and individual PSAPs account for 60 PSAPs and will be interfaced to the Statewide network. 46 legacy PSAPs transitioned to the Statewide NG911 network in 2024. These solutions offer or will be offering ESInets, and NGCS features that include an Emergency Call Routing Function (ECRF), Emergency Services Routing Proxy (ESRP), Legacy Selective Router Gateway (LSRG), Border Control Function (BCF), and integrated GIS for geospatial routing of 9-1-1 calls and Text-to-911.

NG9-1-1 SYSTEM DEVELOPMENT

ESInet

The foundation upon which the statewide NG9-1-1 solution will be built is an available, diverse system and will deliver consistent high-quality, public safety-grade service. Because NG9-1-1 will be a statewide solution, each PSAP will be able to obtain access to the statewide ESInet; therefore, the ESInet will be capable of scaling to meet the needs of the smallest PSAPs, as well as those of the largest PSAPs operating in the state.

NG9-1-1 Core Services

Leveraging a solid ESInet foundation, the State will implement an i3 standards-based NGCS that complies with the NG9-1-1 Standards listed in the Agency of Homeland Security's SAFECOM Guidance. The NG9-1-1 functional elements will provide significant benefits to the Illinois PSAP community, through the enhancement of call routing features and inclusion of innovative technologies offering more robust and accurate location information and supplemental data.

Access, diversity and redundancy, quality of service, security, interstate/intrastate operability, spatial interface, location validation function and location information server, border control functions, legacy network and PSAP gateways, call routing functions, additional data repositories, text to 9-1-1, and video are all critical functions of a vendor hosted NG9-1-1 solution.

GIS

Establishment of a statewide geographic information system (GIS) initiative and to provide definitive guidance on the requirements, frequency for updates, and quality standards for GIS data for public safety use in NG9-1-1 is a work in progress.

The development, aggregation, standardization, quality assurance, and maintenance of geospatial data is a cornerstone for successfully implementing NG9-1-1 in the state. In 2017, the Administrator formed a committee to develop a governance structure, to implement NENA and state-specific geodatabase standards and to determine 9-1-1 Authorities' GIS data readiness. Members of the Committee represent PSAPs, counties, municipalities, educational institutions, the Illinois State Geological Survey, and the Illinois GIS Association.

The Committee continues to meet monthly with NG911 GIS Data Maintainers. An Illinois NG9-1-1 Geodatabase Template and a GIS data readiness checklist for use by the PSAP community in preparation for NG9-1-1 deployment is available. The Committee continues to assess 9-1-1 Authorities PSAP, Provisioning, Law, Fire and EMS Boundary Layers and their Road Center Lines and Address Points, developing a program to ensure gaps, overlaps, and quality metrics are met by the statewide data set and administering a training program for local data stewards and data maintainers. An Esri NG9-1-1 Hub has been deployed and continues to be enhanced. It includes a workflow process that allows systems to directly evaluate the readiness of their GIS data.

The State is responsible for providing the data portal and for portal access and security. The 9-1-1 Authorities are responsible for preparing their GIS data to be NG9-1-1 ready and continuing to maintain and update the data. GIS data is required to be 98% accurate. Once the data is sent to the NGCS provider, the data must be free of any critical GIS errors. The Statewide 9-1-1 Administrator has taken the lead on the State's GIS readiness initiative to support the NG9-1-1 legislative mandate.

CURRENT STATUS

AT&T has transitioned 65 PSAPs to the Statewide NG911 network. Six vendors provide 9-1-1 call handling system software to PSAP's providing service in the state. Their software is required to be evaluated and must receive AT&T lab approval for use. All the current vendors have received approval for use. Based on call handling software readiness, 65 PSAPs have been or will be scheduled to transition to NG9-1-1 in 2024. Project Managers are assigned to each PSAP scheduled to transition, and project kickoff meetings are being held and scheduled to ensure readiness to transition. The design, ordering and testing of Network-to-Network Interfaces (NNI's) to provide connections to existing regional networks and to surrounding state's networks is in progress.

TRAINING AND CERTIFICATION

Public Act 102-0009 requires that each 9-1-1 Authority, as well as its answering points, shall ensure its public safety telecommunicators and public safety telecommunicator supervisors comply with the training, testing, and certification requirements established pursuant to Section 2605-53 of the Department of State Police Law. The Administrator is working with 22 PSAP Training Coordinators from across the state in the development of twenty training modules that include Call Processing, Legal Concepts, Active Shooter, Cyber Security Awareness, CESSA/911 and Mental Health and Stress Management and that will also provide the state's Telecommunicators with NG9-1-1 system functionality awareness and familiarization with future technology that will deliver 9-1-1 integrated text, pictures, and videos.

Each 9-1-1 Authority, as well as its answering points, shall maintain a record regarding its public safety telecommunicators and public safety telecommunicator supervisors for at least 7 years.

Costs incurred for the development of standards, training, testing and certification shall be expenses paid by the Department from the funds available to the Administrator and the Advisory Board under Section 30 of the Act.

The Statewide 9-1-1 Administrator, in consultation with the Advisory Board, will be developing comprehensive guidelines for training on emergency dispatch procedures including, but not limited to, emergency medical dispatch, the delivery of 9-1-1 services, and professionalism for public safety telecommunicators and public safety telecommunicator supervisors. In addition, rules and minimum standards for continuing education on emergency dispatch procedures and the delivery of 9-1-1 services and professionalism for public safety telecommunicators and public safety telecommunicator supervisors will be established. Finally, the adopted rules will provide appropriate testing and certification processes consistent with the training required.

Surcharge Distribution

The Act was extended on July 28, 2023, and currently expires on December 31, 2025. A flat \$1.50 surcharge applies on all landline, wireless, and VoIP lines outside the City of Chicago effective January 1, 2018. Prepaid surcharge remained unchanged at a rate of 3% at the point of sale. Both are paid into the Statewide 9-1-1 Fund to be disbursed by the Department. The City of Chicago collects a surcharge up to \$5.00 with a prepaid rate of 3%.

During SFY23, approximately 210 million of 9-1-1 surcharge was collected by the State (including Prepaid Wireless collected by the Department of Revenue). Of the surcharge collected in SFY23, approximately \$190 million was provided in support of the 9-1-1 community through direct distribution on a monthly basis, payment of network costs, and the provision of grant funding for consolidation and NG9-1-1 efforts.

The \$1.50 surcharge and changes to the formula defined in the Act have addressed some of the concerns regarding sustainability and consistency in monthly disbursements from the State to the 9-1-1 Authorities. However, significant concerns remain among the 9-1-1 community with regards to future sustainability with the one-time and recurring cost of implementation and maintenance of NG9-1-1 throughout the state, as well as increased costs to support and maintain the 9-1-1 infrastructure in Illinois.

Fund sweeps and the impact on federal grant funding are an additional concern for the 9-1-1 community. 9-1-1 surcharge diversion has been the focus of significant federal interest in recent years, and in 2021 and 2022, the FCC accepted comments and issued guidance on allowable expenses, non-allowable expenses, and fee diversion. The FCC also provides an annual report on the status of 9-1-1 funding and fee diversion.

The chart below shows the Fiscal Year 2024 estimated income on all connections, as well as the actual revenue and expenses for Fiscal Years 2022 and 2023.



Emergency Telephone System Act: Estimated Revenues and Expenses

	Fiscal Year 2022 Final (Full Year at \$1.50)	Fiscal Year 2023 Final (Full Year at \$1.50)	Fiscal Year 2024 Est (Full Year at \$1.50)
Revenues Collected:			
Wireline (Includes Carrier Withholding)	\$ 12,044,893	\$ 12,503,521	\$ 12,000,000
VOIP (Includes Withholding)	\$ 31,077,661	\$ 33,091,955	\$ 33,000,000
Post Paid Wireless Revenue	\$ 140,095,514	\$ 157,427,115	\$ 162,000,000
Total From Surcharge Under Emergency Telephone System Act	\$ 183,218,068	\$ 203,022,592	\$ 207,000,000
Prepaid Revenue	\$ 8,747,524	\$ 8,747,524	\$ 9,500,000
Penalties Collected	\$ 60,830	\$ 47,886	\$ 12,000
Return of surcharge per Section 30(b)(1.5)(A) and (B) of ETSA			\$ 28,000,000
*Monies withheld in prior FY's pursuant to Section 30(b)(2)(C) of ETSA	\$ 27,000,000	\$ -	\$ 30,000,000
Total Collected 9-1-1 Revenue	\$ 219,026,422	\$ 211,818,002	\$ 274,512,000
Distribution of Surcharge:			
Withholding under Section 20 (a) (2) (d)			
Carrier Cost Recovery for Collection of Surcharge	\$ 813,774	\$ 1,317,323	\$ 2,690,000
Disbursements under Section 30 (b) (1)			
(A) Portion for Counties Under 100k	\$ 1,594,116	\$ 1,759,529	\$ 1,777,497
(B) To Wireless Carrier Reimbursement Fund (ended SFY 22)	\$ -	\$ -	\$ -
(C) Department Administration	\$ 2,084,613	\$ 2,300,923	\$ 2,250,000
(D) Wireless Fixed	\$ 4,885,815	\$ 5,378,807	\$ 5,448,267
(E) Grants for NG9-1-1 Expenses	\$ 6,140,354	\$ 6,767,420	\$ 6,803,523
(F) NG9-1-1 Expenses	\$ 15,941,155	\$ 17,595,291	\$ 17,713,677
Disbursements under Section 30 (b) (2)			
(A) Wireline/ VoIP; Hold Harmless Level	\$ 36,916,531	\$ 40,322,718	\$ 40,322,718
(B) 9-1-1 Network Costs	\$ 11,691,485	\$ 12,725,010	\$ 12,720,000
(C) ISP for RFI / RFP / Administrator / Advisory Board Costs	\$ 318,452	\$ 395,617	\$ 400,000
(D) Portion Set Aside for 9-1-1 Consolidation Grants	\$ 4,583,333	\$ 5,000,000	\$ 7,500,000
(E) Return of Surcharge to All Authorities pursuant to Section 30(b)(1.5)(A) and (B) of ETSA	\$ -	\$ -	\$ 28,000,000
(F) Remaining Surcharge to All Authorities (Wireless Zip Codes)	\$ 107,056,794	\$ 118,255,364	\$ 118,886,318
*Special distribution of Monies withheld in prior FYS pursuant to Section 30(b)(2)(C) of ETSA	\$ 27,000,000	\$ -	\$ 30,000,000
Grand Total Distributed	\$ 219,026,422	\$ 211,818,002	\$ 274,512,000
Funds Directly Benefiting 9-1-1 Authorities (in Gray)	\$ 199,868,428	\$ 190,208,848	\$ 251,458,323

* The Department has had the opportunity to review funds allocated for NG9-1-1 purposes against the costs in the awarded contract and has determined that the initial NG9-1-1 funds withheld during the May 2018 - July 2020 remit period are not necessary for NG9-1-1 purposes. A legislative change was made to 50 ILCS 750 Emergency Telephone Systems Act in July of 2023 allowing the Department to return excess funds withheld for NG9-1-1 expenses.

2024 Objectives

In 2023, the Department and Administrator, working with the Advisory Board and 9-1-1 community, In 2024, the Department and Administrator, working with the Advisory Board and 9-1-1 community, will be undertaking a comprehensive review of the current funding formula and its application within the existing 9-1-1 infrastructure. The Department has engaged Crowe LLP to assist in the independent assessment and to review other states' funding formulas to determine what changes, if any, are recommended for the current statutory formula. In addition to an assessment of the current 9-1-1 funding model, the Department and Advisory Board will be reviewing the impacts of previous consolidation efforts as well as making legislative recommendations to ensure the continued sustainability of the 9-1-1 infrastructure and provision of exceptional 9-1-1 service to the State's citizenry.

The current Act expires on December 31, 2025. The Advisory Board meets monthly and continues to work with the Department on its revision to the administrative rules governing 9-1-1 in the state. The Department is expecting to have draft administrative rules for consideration by JCAR within the second quarter of 2024. The Advisory Board looks forward to providing updates on these topics and more when the next Annual Report is filed in March 2025.

The Advisory Board appreciates the opportunity to provide an update on the state of 9-1-1 in Illinois and our transition to a Statewide NG9-1-1 network. The Advisory Board appreciates the assistance of our legislative members on the Advisory Board and welcomes the opportunity to provide additional information to members of the 103rd General Assembly upon request.



APPENDIX 1 – Statewide Advisory Board Members & Statewide 9-1-1 Administrator

Statewide 9-1-1 Advisory Board members

Illinois Association of Public Safety Communications Officials

Ralph Caldwell, METCAD, Champaign County

Illinois Association of Chiefs of Police

Chief Carla Redd, Rockford Police Department

Illinois Commerce Commission

Sam McClerren

Illinois Fire Chief's Association

Chief Demond Dade, Urbana Fire Department

Illinois Sheriff's Association

Appointment Pending

Illinois State Police

Assistant Deputy Director Michael Yokley, Chair

Illinois National Emergency Number Association

John Ferraro, Northwest Central Dispatch, Cook County

Illinois Broadband and Telecommunications Association

Randy Nehrt, President

Representing a County 9-1-1 System from a County with a Population of Less than 37,000

Phil McCarty, Emergency Management & 9-1-1 Coordinator, Morgan County

Representing a County 9-1-1 System from a County with a Population between 37,000 and 100,000

To be determined

Representing a County 9-1-1 system from a County with a Population between 100,001 and 250,000

Tammy Peterson, 9-1-1 Coordinator, Kankakee County

Representing a County 9-1-1 system from a County with a Population of more than 250,000

Linda Zerwin, Executive Director, DuPage County ETSB

Representing a Municipality or Intergovernmental Cooperative 9-1-1 System, Excluding Any Single Municipality with a Population over 500,000

Delores Temes, Executive Director, Town of Cicero

Representing an Incumbent Local Exchange 9-1-1 System provider

Deno Perdiou, Director External & Legislative Affairs - AT&T Illinois

Representing an Incumbent Local Exchange Carrier

Appointment Pending

Representing a Large Wireless Carrier

Lauren Neill, Senior State Legislative Affairs Manager - T-Mobile

Representing a Non-Incumbent Local Exchange 9-1-1 Service Provider

Deborah Prather, Director Regulatory Affairs - INdigital

Representing the Illinois Broadband and Cable Association

Debra Piscola, Senior Director of Government Affairs - Comcast

Representing the Illinois State Ambulance Association

Laura Daley, Vice President - Bud's Ambulance Service

Representing the General Assembly

Senator Bill Cunningham

Representing the General Assembly

Senator Neil Anderson

Representing the General Assembly

Representative Angelica Guerrero-Cuellar

Representing the General Assembly

Representative Michael Coffey

Statewide 9-1-1 Administrator

Cindy Barbera-Brelle

