Emergency Telephone System Board Of DuPage County Legislative Position

Legislation: SB2670 and HB4066
50 ILCS 750/20 Amends the Emergency Telephone System Act. Provides that, beginning January 1, 2026, the statewide surcharge shall be $2.50 per connection.

DuPage ETSB Background:
Over the last 10 years, the State 911 board has worked to consolidate dispatch centers and 911 Systems to become more efficient.

During this time the DuPage ETSB consolidated from 18 geographic locations to 2 locations. This resulted in a reduction of dispatchers from 215 to 120 or estimated saving in personnel costs today of $10M in salary and benefits.

The reduction of locations in DuPage resulted in reduced networks costs of $2M to $800,000 annually.

A unified, county-wide system has also demonstrated increased efficiency in call routing, dispatching of emergency services and reduction of transfers.

Challenges:

- The surcharge was increased from 0.87 to $1.50 in 2017. The surcharge has not kept pace with inflation.

- Illinois has made significant progress in strengthening 9-1-1 services since the 2018 surcharge update, including statewide NG9-1-1 deployment, text-to-9-1-1, standardized GIS data, system consolidation, and expanded training for public safety telecommunicators.

- Despite these gains, the fixed $1.50 surcharge now covers less than half the 911 System operating costs, placing growing pressure on local governments and other government services. In DuPage County it is one-third of the cost.

- Increasing the surcharge to $2.50 is a prudent, sustainable step to preserve service quality, support future technology, and ensure reliable emergency communications in Illinois and especially DuPage which serves over 1M people.

Position:

- The Emergency Telephone System Board of DuPage County (DuPage ETSB) supports the increase of the fixed surcharge from $1.50 to $2.50.

DRAFT

FUNDING DU PAGE 911

Current monthly surcharge:
$1.50 enacted in 2017

Increase request: $2.50
or $12 more per year.

(Cost is per device per month)

The ETSB receives $13M in 911 surcharge funds annually. The balance of the costs are provided from General Fund / Tax Payer dollars. People in Illinois are paying twice for the same service. An increase to $2.50 would return General Fund money to municipalities and the County for other government services.

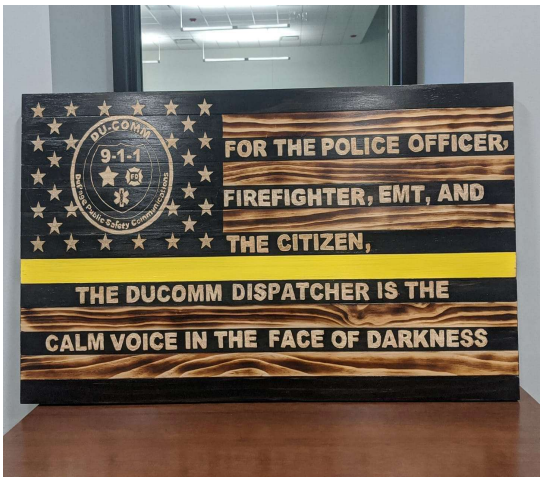
LEGISLATION

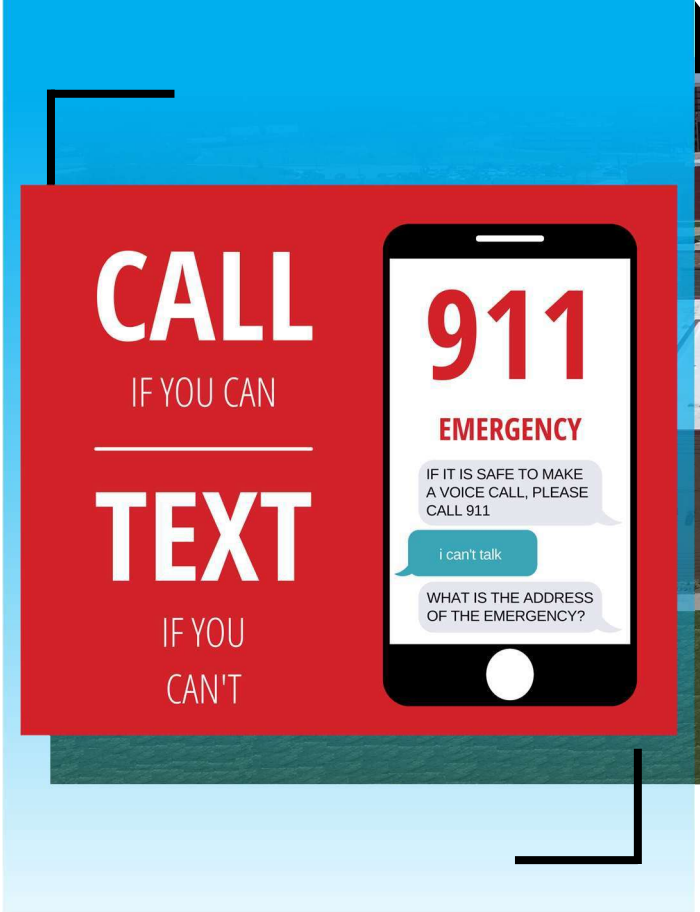
SB2670
HB4066

These two bills are currently in the General Assembly for consideration.

BUDGET:

ETSB	$13.8M
ACDC	$ 7.9M
DU-COMM	$19.9M





Consolidated Services

Becoming more efficient

Over the past 15 years, DuPage County 911 professionals have worked to consolidate services to become more efficient and meet the demands of the community for 911 services. Reducing the geographic footprint from 18 location to 2 (Addison Consolidated Dispatch Center / ACDC and DuPage Public Safety Communications / DU-COMM).

- Reducing the number of Dispatchers from **215 to 120**.
- Streamlining personnel resulted in an estimated **savings of $10M** annually assuming a salary and benefit cost of $120,000.
- Network costs were reduced from $2M a year to $800,00.

Roughly **92%** of the calls to 911 are cellular. Because DuPage has two dispatch locations (Public Safety Answering Points/PSAPS), the routing of these calls is more efficient. Prior to consolidation, the 911 system transferred over 300,000 calls per year to the correct dispatch center. In 2025 there were 35,285 transfers.

Without the diligent consolidation of locations and services, the $1.50 surcharge collected each month per device could not hope to provide for the cost of the delivery of this service. And it still not sufficient to provide the service for 64 police and fire agencies serving over 1M people throughout DuPage and parts of Cook, Kane and Will Counties.

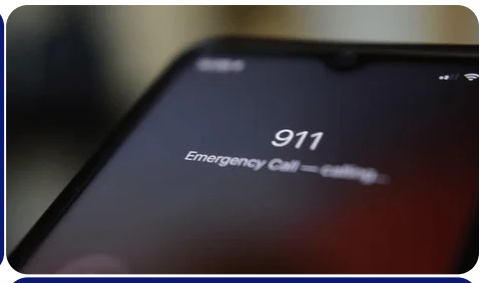
The additional $1 per device per month will offset costs currently covered by General Funds providing those funds back to communities for other government services.

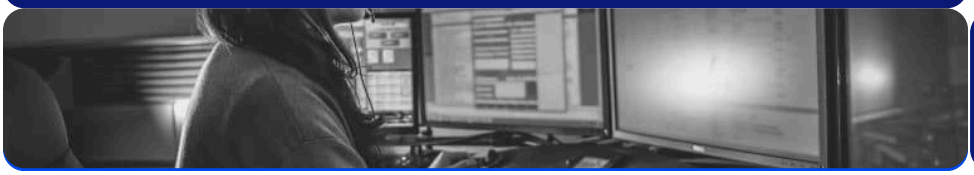
The current surcharge has not kept up with inflation.

SB2670 and HB4066 are current bills that support the increase from $1.50 to $2.50. This increase would include all communities other than the City of Chicago which has been getting $3.90 since 2017.

Please support SB2670 and HB4066

Funding 9-1-1 Services in Illinois



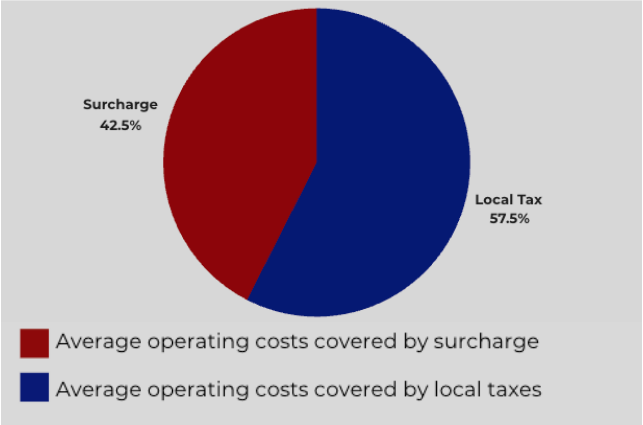


HB 4066
SB 2670

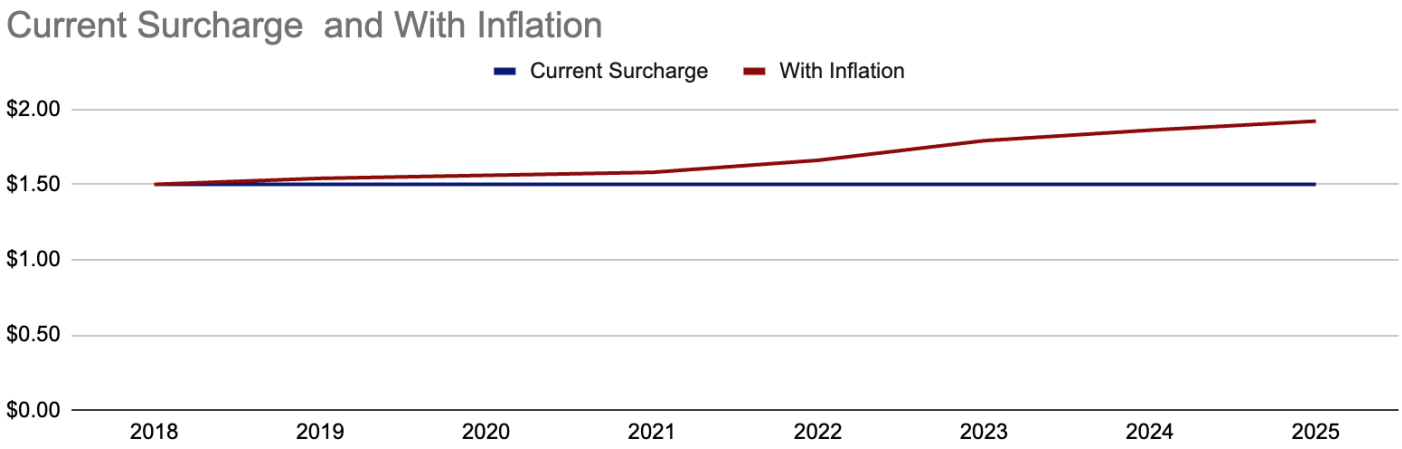
Public Safety Telecommunicators (PSTs) are the crucial first point of contact when someone calls 9-1-1 in a crisis, acting as the initial first responders. Illinois residents need assurance that competent and compassionate PSTs are available 24/7 to answer distress calls and dispatch emergency services.

It's a common misconception that the $1.50 monthly phone surcharge (outside Chicago) fully funds 9-1-1. In reality, it covers only about 42% of the average call center's expenses, with local taxes bearing the majority (58%).

Funding Source of PSAP Operating Costs



Because surcharge taxes are fixed and don't increase with inflation, the portion covered by local taxes will steadily rise, potentially at the expense of essential public safety services like police and fire departments.



ILLINOIS 9NENA
ILLINOIS APCO
Leaders in Public Safety Communications

Background

In 2017, the 9-1-1 surcharge on wireless and wireline phones increased from $.87 to $1.50. This adjustment addressed inflation, cost-of-living changes, evolving technologies, the need for improved staff compensation, and the goal of ensuring consistent statewide 9-1-1 access. Since then, this $1.50 surcharge has facilitated several critical advancements, including:

Statewide Next Generation 9-1-1 (NG9-1-1) Network: NG9-1-1 will enhance emergency number services by creating a faster, more resilient system that allows digital information (e.g. voice, photos, videos, text messages) to flow seamlessly from the public, through the 9-1-1 network and eventually directly to first responders. Nearly all Public Safety Answering Points (PSAPs) have transitioned to the NG9-1-1 network, operated by AT&T. Currently, 167 PSAPs receive 9-1-1 calls via this network, with the remaining 11 scheduled to transition by 2025. This system ensures a robust, high-quality, and public safety-grade service across Illinois. Each PSAP will have access to the Emergency Services IP Network (ESInet), which is scalable to meet the needs of both small and large 9-1-1 centers.

Statewide Geographic Information System (GIS): A comprehensive GIS system has been deployed, playing a crucial role in the successful implementation of NG9-1-1. In 2017, the Administrator formed a committee to establish a governance structure, implement NENA and state-specific geodatabase standards, and assess the GIS data readiness of 9-1-1 authorities.

Text-to-9-1-1: Implemented text-to-9-1-1, and sixty 9-1-1 sites are text ready.

9-1-1 System Consolidation: Over the past decade, the number of 9-1-1 systems has been reduced from 201 to 129, while the number of PSAPs has decreased from 253 to 178. Although consolidations require time, effort, and financial investment, they result in significant long-term cost savings.

Funding for Consolidation and NG9-1-1: Grants have been made available to assist 9-1-1 systems in offsetting consolidation and NG9-1-1 implementation costs.

Enhanced Training and Certification for 9-1-1 Telecommunicators: Significant progress has been made toward a statewide training and certification program; it is expected to be fully operational by the end of 2025.

Statewide 9-1-1 Coverage: A major milestone was achieved in August 2024 when Stark County, the last unserved county in Illinois, began providing 9-1-1 service. Ensuring that every part of the state has access to emergency services marks a significant step forward in public safety.

However, the sustainability of these achievements and the ability to address future operational and technological demands are at risk due to insufficient surcharge revenue. To secure reliable 9-1-1 service that can adapt to evolving technologies and increasing demands—while minimizing the burden on other public safety services—we request the 9-1-1 surcharge rate increase to $2.50. Please support HB4066 and SB2670.

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