Kimberly White

From: Robb, Jessica <jrobb@ducomm.org>
Sent: Wednesday, December 17, 2025 9:47 AM
Subject: In support of HB4066 and SB2670

Good morning,

On behalf of DU-COMM, I am writing to express our support for Illinois House Bill 4066 and Illinois Senate Bill 2670 and respectfully ask DMMC to consider these measures. As a consolidated, multi-jurisdictional 9-1-1 Public Safety Answering Point (PSAP) serving number municipalities in DuPage County, DU-COMM relies on stable, predictable, and appropriately structured 9-1-1 surcharge funding to sustain operations, maintain critical infrastructure, and plan responsibility for future technology and staffing needs. The proposed legislation represents an important step toward ensuring that surcharge revenues are aligned with the modern realities of 9-1-1 service delivery and Next Generation 9-1-1 expectations.

HB 4066 and SB 2670 recognize that PSAPs must manage increasingly costly and complex systems, while remaining accountable stewards of public funds. Clarifying and strengthening the statutory framework surrounding surcharge use and administration will help 9-1-1 centers like DU-COMM continue to deliver high quality, reliable emergency communications services to the public without placing undue financial strain on local governments or taxpayers.

We appreciate your attention to this important issue and your commitment to legislation which supports operational integrity and future readiness of Illinois' 9-1-1 systems. Thank you for your leadership and for reviewing these bills.

Happy Holidays,

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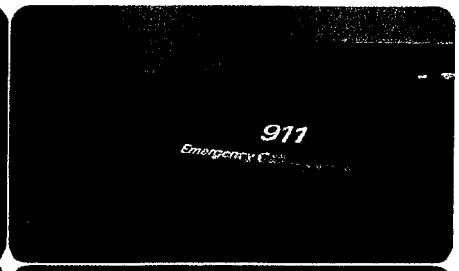
Funding 9-1-1 Services in Illinois

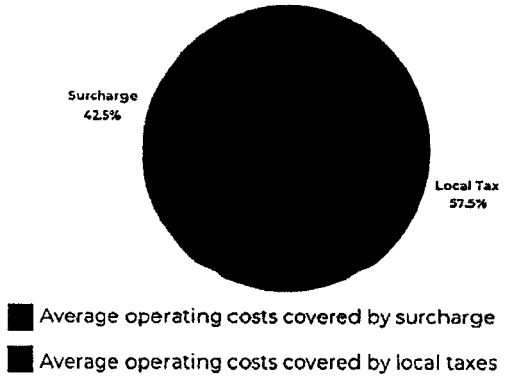


HB 4066
SB 2670

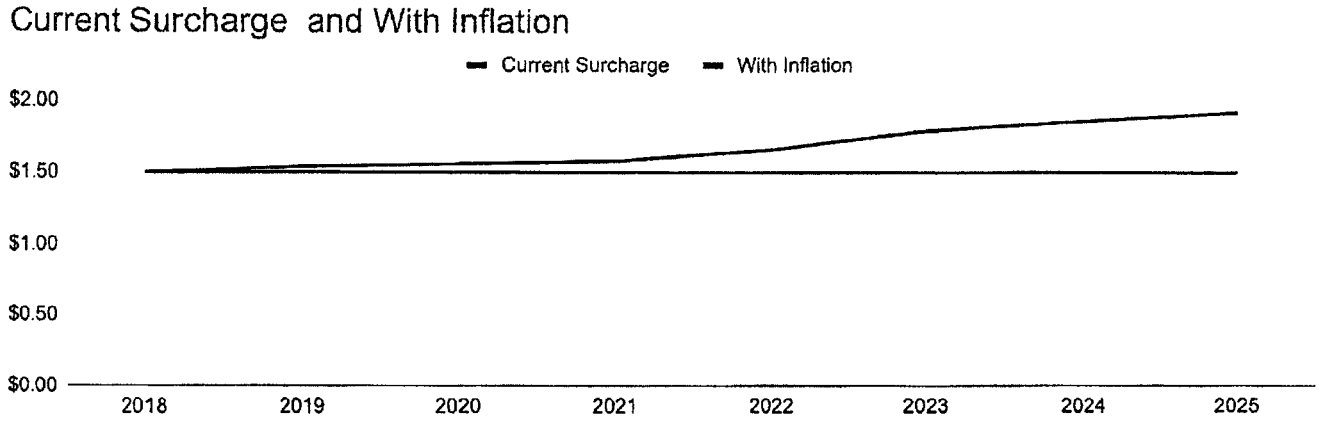
Public Safety Telecommunicators (PSTs) are the crucial first point of contact when someone calls 9-1-1 in a crisis, acting as the initial first responders. Illinois residents need assurance that competent and compassionate PSTs are available 24/7 to answer distress calls and dispatch emergency services.

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.



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.