State of Illinois
Illinois State Police

STATEWIDE 9-1-1 ADVISORY BOARD

ANNUAL REPORT TO THE GENERAL ASSEMBLY

MARCH 1, 2025

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To the Honorable Members of the 104th General Assembly Statewide 9-1-1 Advisory Board

March 1, 2025

Under Section 19(e) of the Emergency Telephone System Act (50 ILCS 750/19(e)) (the Act), the members of the Statewide 9-1-1 Advisory Board (Advisory Board) submit this report to the General Assembly by March 1st. The report provides an update on the transition to a statewide Next Generation 9-1-1 system (NG9-1-1) and includes recommendations for any legislative action. It also contains annual financial information, including but not limited to revenue and expenditures, grant programs, and surcharge distribution. A list of Advisory Board members is included in Appendix 1.

The implementation of the Statewide NG9-1-1 network by AT&T is progressing. AT&T continues to complete Public Safety Answering Point (PSAP) readiness assessments, operational readiness testing, and has successfully transitioned 49 PSAPs to the Statewide NG9-1-1 network in 2024. In 2025, the remaining 11 PSAPs have transitioned or are scheduled to transition. Currently, 167 PSAPs are receiving 9-1-1 calls by means of NG9-1-1 networks. Network-to-network interfaces (NNIs) to the three regional NG9-1-1 systems—allowing for NG9-1-1 service across the state—have been completed. Additionally, the City of Chicago has completed a procurement for an NG9-1-1 network.

Consolidation and NG9-1-1 grants are available annually to help offset costs. The NG9-1-1 legislative grant provision is scheduled to expire in June 2025.

Sustainable funding for the existing 9-1-1 infrastructure remains under review by the Advisory Board. In 2024, an assessment of the current funding formula was completed and will be revisited during strategic planning by the Advisory Board in conjunction with the Statewide 9-1-1 Administrator (Administrator) and the Illinois State Police (ISP) to determine if updates are necessary. Crowe LLP (Crowe) prepared the funding models using historical data submitted by the State's Emergency System Telephone Boards in their annual reports. Strategic planning efforts are targeted to begin in the first six months of 2025.

Progress towards NG9-1-1 implementation, training, and certification for 9-1-1 telecommunicators, and ensuring stable funding for the 9-1-1 community continue to be priorities for the Advisory Board. The Act is scheduled to be repealed in December 2025. The ISP and the Administrator are currently revising the Administrative Rules with input from the Advisory Board. The ISP, the Administrator, and the Advisory Board appreciate the opportunity to present this report to the General Assembly and welcome any questions from its members.

The Board expresses its gratitude to Ms. Cindy Barbera-Brelle, who served as the first Statewide 9-1-1 Administrator starting on February 8, 2016. Her leadership has been instrumental in achieving many of the program's goals.

Statewide 9-1-1 Administrator Barbera-Brelle has provided a ten-year review.

Respectfully submitted,

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

Statewide 9-1-1 Advisory Board — Ten Year (2014-2024) Review

In the nine years that I have served as the Administrator, we have encountered many challenges but also experienced significant successes. I would like to take this opportunity to review the first ten years of the Statewide Advisory Board's work. The first report to the General Assembly, submitted in 2014, identified several key issues based on a report provided by Stone Carlie:

RECOMMENDATIONS FROM 2014

ACCOMPLISHMENTS

- Consolidation of 9-1-1 Functions

Consolidation of 9-1-1 Functions	2014	2024
Number of 9-1-1 Systems	201	129
Number of Public Safety Answering Points (PSAPs)	253	178

- Extension of Wireless Emergency Telephone Systems Act (WETSA), now consolidated into one statute.
- Implementation of a uniform financial reporting requirement.
- Prohibition of the diversion of 9-1-1 surcharge funds for purposes not directly related to the delivery of 9-1-1 service, as defined in the current statute.
- Adjustment of the wireless surcharge distribution, reducing the allocation to the Wireless Carrier Reimbursement Fund (WCRF) and increasing the allocation to the Wireless Services Emergency Fund (WSEF) to provide an immediate increase in funding to 9-1-1 systems until sufficient financial data is available to determine the revenue needed for each system to operate effectively.
- Ensuring the state complies with federal funding eligibility requirements, i.e., no fund sweeps or transfers of surcharge funds to other state funds.

OBSERVATIONS THAT SHOULD BE ADDRESSED IN THE FUTURE

THE 9-1-1 ADVISORY BOARD SHOULD:

- Develop a long-term strategic statewide plan and provide updates and recommendations to the General Assembly, including:
  - Address issues related to the implementation of NG9-1-1 services, including necessary costs and potential benefits of a statewide plan and funding.
  - Investigate the current disparity in the levels of 9-1-1 service across the state and recommend solutions to achieve consistent statewide coverage.
  - Determine the appropriate level of cost recovery for Originating Service Providers (OSPs) to meet NG911 requirements.
  - Evaluate the current statute that limits reimbursement from the Wireless Carrier Reimbursement Fund (WCRF) to wireless carriers based on the amount of surcharge they have deposited in the WCRF (Program Phased Out).

- Ensure continued oversight by the Illinois Commerce Commission (ICC) for technological standards, modifications, and consolidations. The Board concluded that there remains a need for the ICC to retain the responsibilities assigned by statute, independent of any future governance structure. Portions of governance were transferred statutorily to the ISP.

ONGOING EFFORTS

- Analyze future 9-1-1 financial reports annually to recommend the appropriate surcharge and distribution, ensuring the long-term sustainability of 9-1-1 services in the state.
- Plan and budget for the future needs and initiatives of the 9-1-1 systems within the state, including the implementation of NG9-1-1 (anticipated completion: Q3 2025).
- Coordinate and monitor technological and financial requirements for the maintenance and update of the NG9-1-1 system.
- Consider financial incentives to promote consolidation, regionalization, and resource sharing.
- Investigate the impact of transient populations (e.g., college students, seasonal workers, large events, and gatherings) or differences between rural and densely populated areas. Some 9-1-1 systems experience a high volume of calls from transient populations, with the surcharge paid by these users funding a different 9-1-1 system based on their permanent address.
- Continued efforts to ensure compliance with federal funding eligibility requirements, including the prohibition of fund sweeps or transfers of surcharge funds to other state accounts.

CONSIDERATIONS FOR THE BOARD

- The State of Illinois should consider studying and implementing the consolidation of 9-1-1 systems and services. This will move the state toward a more efficient and effective delivery of 9-1-1 services.
- One of the duties of a governance or advisory board is to plan for a single, statewide shared 9-1-1 network. This consolidation will help achieve the following goals:
- Resource sharing to improve economies of scale for purchasing, network, and equipment use.
- Reduction in network costs.
- Preparedness for NG9-1-1 technologies, ensuring availability to 9-1-1 systems and end-users.
- Improve 9-1-1 telecommunicator-to-caller ratios, allowing 9-1-1 systems to better manage human resources.
- Ensure preparedness for NG9-1-1 technologies, with a focus on integrating new and emerging technologies for 9-1-1 systems and end-users.

The Board supports the findings outlined in the Federal Communications Commission's Communications Security, Reliability, and Interoperability Council (CSRIC) Working Group 1A's Key Findings and Effective Practices for Public Safety Consolidation Final Report (October 2010) (CSRIC Report) as a viable baseline for consolidation. The most recent FCC guidance will supersede this report.

In short, without belaboring each of the points above, the Statewide 9-1-1 Advisory Board has acted swiftly and collaboratively over the past ten years to accomplish these objectives. While the Board has occasionally utilized legislation when necessary, its most significant efforts have involved collaborating closely with partner associations in both the public and private sectors, as well as with assigned legislative representatives, to improve the delivery of 9-1-1 services throughout Illinois. This is a body of work that all those involved can be proud of.

Because emergent technology is always on the horizon and citizen demands evolve alongside it, the work of this Board is ongoing. Examples of this include Text to 9-1-1, which was not even on the agenda in 2014 but is set to be delivered in 2025, and the ability to receive multimedia data in PSAPs.

In the future, strategic planning will focus on providing a path forward that is both fiscally responsible and operationally efficient. The Stone Carlie Report serves as the initial guide, while Crowe will offer new models for the Board to consider as it addresses emerging issues such as transient populations, the collection of surcharges from new technologies, interoperability, and the rising costs of personnel and equipment.

The State should consider asking 9-1-1 systems to submit their complete budgets to provide the General Assembly with a comprehensive picture of 9-1-1 operational costs. While 9-1-1 systems have done an admirable job managing with the $1.50 surcharge, services are still offset by local General Fund tax dollars. This means taxpayers contribute in two ways to fund their 9-1-1 emergency services. Though the answers will not be easy, the solution is attainable.

Providing a means for the community to request emergency services is a daunting and extraordinarily complex task, particularly for a state with diverse populations and varying access to resources.

It has truly been one of the most rewarding experiences of my 50-year public safety career and it has been an honor and a privilege to serve as Illinois' first Statewide 9-1-1 Administrator.

Respectfully submitted,

Cindy Barbera-Brelle
Statewide 9-1-1 Administrator
Office of the Statewide 9-1-1 Administrator

Executive Summary

LEGISLATIVE RECOMMENDATIONS

The Advisory Board will be providing agreed-upon legislative language to extend the repeal dates and address ongoing priorities for statewide 9-1-1. The Act was extended to July 2023 and is set to expire in December 2025. The review of the funding model, along with strategic planning, will provide substantive support for legislative recommendations. Statutory recommendations, along with an overhaul of the administrative rules, will be submitted to the Joint Committee on Administrative Rules (JCAR) in the first six months of 2025, a process that began in 2023.

UNSERVED COUNTIES

In the past year, the ISP and the Administrator, working collaboratively with the vendor communities, achieved a key requirement of the Act. Stark County, the last unserved county, began providing 9-1-1 service in August 2024. This marks the most significant milestone of the ISP and Administrator's efforts since the General Assembly's inception of the Act.

NG9-1-1

AT&T began transitioning PSAPs to the Statewide NG9-1-1 network in June 2022 and continues to complete operational readiness testing for the remaining PSAPs statewide. In 2024, 49 PSAPs transitioned to the statewide NG9-1-1 network. AT&T is collaborating with vendors providing NG9-1-1 service on a regional basis across three areas of the state to develop NNIs to the NG9-1-1 network. A total of 167 PSAPs have been successfully transitioned to the Statewide NG9-1-1 network, with the remaining 11 PSAPs scheduled to transition by mid-2025. The City of Chicago's timeline for implementation of NG9-1-1 service is still pending, with a target for January 1, 2026.

PSAP CONSOLIDATIONS

Mandatory PSAP consolidations have been completed with the settlement of the Madison County consolidation order. The case was delayed for over two years due to COVID-related complications. The case was settled in April 2024.

GRANT PROGRAMS

The Administrator continues to manage Consolidation and NG9-1-1 Expense Grant programs through the State's AmpliFund grant management system. This system facilitates the electronic management of grant applications, awards, and payment requests. For SFY26, the Advisory Board has set aside $7.5 million for Consolidation Grants. A statutory amount of at least $6.8 million, along with $2.6 million carried over from the previous fiscal year, results in a total of $9 million available for SFY26 NG9-1-1 Expense Grants.

ACKNOWLEDGMENTS

We acknowledge that this work would not be possible without the strong relationships between the ISP, the Administrator, the members of the Advisory Board, their professional associations, the vendor community, the 9-1-1 community, and the legislative partners who serve on the Advisory Board. We would also like to express our gratitude to the members of the General Assembly for their continued support of statewide 9-1-1 services.

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

HISTORY AND FUTURE PLANS

The Office of the Statewide 9-1-1 Administrator is responsible for implementing a statewide NG9-1-1 system, which includes a requirement for every 9-1-1 authority in Illinois to provide NG9-1-1 within 36 months of awarding a contract to a vendor certified under Section 13-900 of the Public Utilities Act. Municipalities with populations exceeding 500,000 are required to provide NG9-1-1 service by January 1, 2026 (50 ILCS 750/3(b)).

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

The ISP will be responsible for one-time setup costs to connect each PSAP to the ESInet, as well as the recurring monthly 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 opportunities to address existing challenges by introducing new and emerging technologies to citizens across Illinois. The primary focus is to provide ubiquitous, dependable, and robust 9-1-1 service, ensuring that all residents and visitors receive the same level of service regardless of their location or device. NG9-1-1 holds significant promise in achieving these goals while offering a scalable platform for future expansion as technologies and needs evolve.

Text Control Center contracts have been executed with the two Text Control Providers: Next Gen Communications, Inc./Comtech and AT&T Inc./Intrado. Kickoff meetings with PSAPs are currently underway. All PSAPs were required by legislation to provide integrated Text to 9-1-1 by July 1, 2024. Sixty sites are text ready.

A diversity project is underway that will provide PSAPs with redundant circuits and edge routers.

To realize the vision of NG9-1-1 in Illinois, including both the ESInet and NGCS, solutions based on standards are necessary. The use of the NENA i3 architecture ensures that vendor-agnostic solutions are deployed, meeting the system's needs, and offering flexibility in procurement options for both the ESInet and NGCS.

Ensuring compliance with these standards while allowing flexibility for growth and the introduction of innovative technologies is key to keeping pace with the rapidly evolving landscape of NG9-1-1 systems nationwide.

CURRENT ENVIRONMENT

In Illinois, PSAPs have traditionally been county or municipal-based, with a few exceptions. Since January 2016, the number of primary PSAPs has decreased from 253 to 178, which will reduce the number of required network touchpoints to establish a statewide ESInet capable of supporting public safety-grade call delivery.

In 2024, Illinois 9-1-1 Authorities collectively reported handling over 9.2 million 9-1-1 calls from wireless, wireline, and Voice over IP (VoIP) phone subscribers. During the same period, more than 16,000 text messages were delivered to 77 9-1-1 Authorities currently supporting text-to-9-1-1 service. Call volume data from 6 9-1-1 Authorities and their corresponding 8 PSAPS was not available at the time this report was published.

The Illinois PSAP community is diverse in terms of size, ranging from single-seat PSAPs to one with over 170 call-taking seats, underscoring the need for flexibility in future solutions. The majority of PSAPs in Illinois have five positions or fewer, with potential for further consolidations in the future.

Progress has been made in transitioning from legacy, circuit-switched 9-1-1 systems, which had limited interoperability, to IP-based NG9-1-1 systems. To date, 61 PSAPs have migrated to a regional level NG9-1-1 system, and 117 PSAPs/Secondary Answering Points (SAPs) have transitioned to a statewide NG9-1-1 network, resulting in a diverse technology landscape across the state.

Currently, 94% of Illinois' active PSAPs are supported by NG9-1-1 system providers. PSAPs are served by the AT&T Statewide NG9-1-1 network and three regional NG9-1-1 systems, the Counties of Southern Illinois (CSI), the North Central Illinois System (NCIS), and the Northern Illinois Next Generation Alliance (NINGA) and a Next Generation Core Services (NGCS) provider solution. These regional systems and individual PSAPs have interfaced to Statewide NG9-1-1 network.

NG9-1-1 System Development

ESINET

The foundation of the statewide NG9-1-1 solution is an accessible, diverse system that will deliver high-quality, public safety-grade service. Since NG9-1-1 is a statewide solution, each PSAP will have access to the statewide Emergency Services IP Network (ESInet). The ESInet is scalable to meet the needs of both the smallest and the largest PSAPs across the state.

NG9-1-1 CORE SERVICES (NGCS)

Building on a robust ESInet, the state is implementing an i3 standards-based NGCS that complies with the NG9-1-1 Standards outlined in the U.S. Department of Homeland Security's SAFECOM Guidance. The NG9-1-1 functional elements will provide significant benefits to the Illinois PSAP community, enhancing call routing features and integrating innovative technologies that offer more robust and accurate location information, as well as supplemental data.

Critical functions of a vendor-hosted NG9-1-1 solution include:

- Access and diversity
- Redundancy and quality of service
- Security
- Interstate and intrastate operability
- Spatial interfaces
- Location validation and information servers
- Border control functions
- Legacy network and PSAP gateways
- Call routing features
- Additional data repositories
- Text-to-9-1-1 capabilities
- Multimedia 9-1-1 capabilities

GIS

A statewide geographic information system (GIS) has been deployed. This initiative provides definitive guidance on GIS data requirements, update frequencies, and quality standards for public safety use in NG9-1-1.

The development, aggregation, standardization, quality assurance, and maintenance of geospatial data are essential to the successful implementation of NG9-1-1 in Illinois. In 2017, the Administrator formed a committee tasked with creating a governance structure, implementing NENA and state-specific geodatabase standards, and assessing the GIS data readiness of 9-1-1 Authorities. The committee includes representatives from PSAPs, counties, municipalities, educational institutions, the Illinois State Geological Survey, and the Illinois GIS Association.

The committee continues to meet monthly with NG9-1-1 GIS Data Maintainers. An Illinois NG9-1-1 Geodatabase Template and a GIS data readiness checklist for PSAPs preparing for NG9-1-1 deployment are available. The committee also works to evaluate 9-1-1 Authorities' PSAP, Provisioning, Law, Fire, and EMS Boundary Layers, Road Center Lines, and Address Points, ensuring gaps and overlaps are addressed. Additionally, a program is in place to ensure that the statewide data set meets quality metrics. Training for local data stewards and data maintainers is available. An NG9-1-1 GIS Hub developed by Environmental Systems Research Institute, Inc. (Esri)has been deployed and is continuously enhanced. This hub includes a workflow process that allows systems to submit and assess their GIS data directly.

The state is responsible for providing the data portal, access, and security. Meanwhile, 9-1-1 Authorities are responsible for preparing their GIS data to be NG9-1-1 ready and ensuring it is consistently maintained and updated. GIS data is required to be 98% accurate. Once the data is submitted to the NGCS provider, it 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 successfully transitioned 118 PSAPs/SAPs to the Statewide NG9-1-1 network. Seven vendors provide 9-1-1 call handling system software to PSAPs in Illinois. Their call handling solution is required to undergo evaluation and receive approval from AT&T's lab for use on the Statewide NG9-1-1 network. All current vendors received approval.

Based on call-handling software readiness, 114 PSAPs/SAPs have transitioned to NG9-1-1 network in 2024. Project managers have been assigned to each of the remaining 11 PSAPs scheduled for transition in 2025. Project kickoff meetings have been held to ensure readiness. The design, ordering, and testing of NNIs to connect existing regional networks is operational.

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, a leading enterprise grant management platform designed for federal, state, and local governments to oversee all phases of the grant management process. Over the past four years, Illinois has been implementing one of the most comprehensive statewide grant management infrastructures in the U.S., in line with the Grant Accountability and Transparency Act. The creation of the Grant Accountability Unit ensures compliance with both State and Federal regulations. To automate this infrastructure, the State selected AmpliFund to implement a statewide grants management system as part of a broader initiative to standardize and drive compliance in grant-related processes for state agencies and recipients.

In December 2021, the ISP transitioned to the AmpliFund system to manage SFY23 grant programs.

CONSOLIDATION GRANT PROGRAM

Consolidation grants are awarded on a priority basis, according to specific criteria such as reducing the number of transfers, minimizing infrastructure, promoting cost savings, enhancing interoperability, and other relevant factors.

SFY25 CONSOLIDATION GRANTS

The Advisory Board approved up to $7.5 million in funding for consolidation grants. Five grant applications, totaling approximately $17.4 million, were submitted. These applications sought funding for 9-1-1 call taker positions, GIS services to support addressing and mapping, logging recorders, console positions, public safety voice communications, and connectivity and construction projects. Grants totaling $7.5 million were awarded.

SFY26 CONSOLIDATION GRANTS

For SFY26, the Advisory Board approved up to $7.5 million in funding for consolidation grants. The funds will be generated from the collected surcharge. A funding opportunity was distributed on November 4, 2024, and posted in the AmpliFund Grant Management System, with applications due to the ISP by February 3, 2025. Applications are currently being evaluated.

Consolidation Grants					
	SFY23	**SFY24**	**SFY25**	**SFY26**	**Total***
Grant Funding	$5,000,000	$5,000,000	$7,500,000	$7,500,000	$65,000,000
Applications Received	6	3	5	6	88
Amount Requested	$4,273,789	$8,189,738	$17,356,850	$13,961,247	$95,156,971
Amount Awarded	$2,753,461	$5,000,000	$7,500,000		$38,952,335
Amount Re-Distributed to 911 Authorities	$2,246,539	$0	0		$18,547,664
SFY18-SFY21 Only Unserved and Consolidation Grant Applications Accepted					
SFY22-SFY24 Unserved ,Consolidation and existing and previous consolidation projects completed between 2010 and SFY23					
SFY25 Unserved and Consolidation Grant Applications Accepted					
SFY26 Consolidation Grant Applications Accepted					
*Total Since Inception of the Grant Program in SFY18					

NG9-1-1 EXPENSES GRANTS

NG9-1-1 Expenses grants are awarded on a priority basis, according to specific criteria, including covering costs associated with replacing or upgrading 9-1-1 call handling positions, implementing NG9-1-1 i3 capable multimedia recorder systems, conducting NG9-1-1 GIS projects, indoor school mapping (K-12), integrating Emergency Medical Dispatch (EMD) protocols with CAD systems, and establishing CAD-to-CAD interfaces. Priority is given to 9-1-1 Authorities that provide service within the territory of a Large Electing Provider as defined in Section 13-406.1 of the Public Utilities Act.

SFY25 NG9-1-1 EXPENSES GRANTS

For SFY25, $12 million was allocated for NG9-1-1 Expenses grants. Twenty-Eight grant applications, totaling approximately $16.5 million, were submitted. These applications requested funding for hosted 9-1-1 call-taking positions, multimedia recording systems, GIS projects, and related telecommunicator training. A total of $11.3 million in grants were awarded. The remaining balance of the grant allocation was rolled over to the SFY25 grant opportunity.

SFY26 NG9-1-1 EXPENSES GRANTS

For SFY26, $9 million will be available for NG9-1-1 Expenses grants. A funding opportunity was distributed on November 4, 2024, and posted in the AmpliFund Grant Management System, with applications due to the ISP by February 3, 2025. Applications are currently being evaluated.

NG911 EXPENSES GRANTS

	SFY23	SFY24	SFY25	SFY26	Total*
Grant Funding	$8,731,490	$8,000,000	$12,900,000	$9,000,000	$70,698,000
Applications Received	54	24	27	22	292
Amount Requested	$12,851,549	$3,101,773	$16,559,074		$45,282,668
Amount Awarded	$7,167,271	$2,317,848	$11,342,825		$45,282,668
Amount Rolled Over to Next SFY	$1,564,219	$5,682,152	$1,557,175		$17,447,944
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					
SFY25-SFY26 - Funding available for Hosted Solution i3 capable Call Handling Eqp, Multimedia Recording Systems, GIS Projects, Integrated EMD, CAD-to-CAD Interfaces, School Mapping					
*Total Since Inception of the Grant Program in SFY20					

Training and Certification

Public Act 102-0009 mandates that each 9-1-1 Authority, along with its answering points, ensure that public safety telecommunicators and telecommunicator supervisors comply with the training, testing, and certification requirements outlined in Section 2605-53 of the ISP Law for an estimated 4,000 public safety telecommunicators and telecommunicator supervisors. The Administrator is collaborating with 22 PSAP Training Coordinators from across the state to develop training modules. These modules will cover essential topics such as Roles, Responsibilities and Ethics, Call Processing, Callers with Challenges, Law Enforcement, Fire and EMS Dispatch. Legal Concepts, Active Shooter, Cybersecurity Awareness, CESSA/911, and Mental Health and Stress Management. Additionally, the training will familiarize telecommunicators with the functionality of the NG9-1-1 system and prepare them for future technologies that will enable the integration of 9-1-1 services with text, pictures, and videos.

Furthermore, each 9-1-1 Authority and its answering points are required to maintain records regarding their public safety telecommunicators and telecommunicator supervisors for at least seven years.

To support this initiative, a Learning Management System (LMS) that is scalable, secure, user-friendly and includes course creation, content delivery, assessments, collaboration tools, reporting, and learner tracking features is in the process of being procured to host online training content, administer tests, and certify both telecommunicators and telecommunicator supervisors.

Surcharge Distribution

The Act was extended on July 28, 2023, and is currently set to expire on December 31, 2025. A flat $1.50 surcharge applies to all landline, wireless, and VoIP lines outside of Chicago, effective January 1, 2018. The prepaid wireless surcharge on sales outside the city of Chicago remains unchanged at a rate of 3% at the point of sale. Both surcharges are paid into the Statewide 9-1-1 by the ISP. In the City of Chicago, a surcharge of up to $5.00 is applied. Prepaid wireless surcharge for the City of Chicago is 9% at the point of sale as of November 2024.

During SFY24, approximately $215 million in 9-1-1 surcharges were collected by the State (including Prepaid Wireless surcharges collected by the Illinois Department of Revenue). Of this amount, approximately $190 million was distributed to support the 9-1-1 community through direct monthly distributions, payment of network costs, and funding for consolidation and NG9-1-1 efforts.

The $1.50 surcharge, along with changes to the funding formula defined in the Act, has addressed some concerns related to the sustainability and consistency of monthly disbursements from the State to 9-1-1 Authorities. However, significant concerns remain regarding the long-term sustainability of NG9-1-1 implementation and maintenance costs, as well as the increased costs associated with supporting and maintaining Illinois' 9-1-1 infrastructure.

Additional concerns include fund sweeps and the impact on federal grant funding. The diversion of 9-1-1 surcharges has attracted significant federal attention in recent years. In 2021 and 2022, the FCC accepted comments and issued guidance on acceptable expenses, non-acceptable expenses, and fee diversion. The FCC also publishes an annual report on the status of 9-1-1 funding and fee diversion.

The chart below shows the Fiscal Year 2025 estimated income from all connections, as well as the actual revenue and expenses for Fiscal Years 2023 and 2024.

Emergency Telephone System Act: Estimated Revenues and Expenses

Revenues Collected:	Fiscal Year 2023 Final (Full Year at $1.50)	Fiscal Year 2024 (Full Year at $1.50)	Fiscal Year 2025 Est (Full Year at $1.50)
Wireline (Includes Carrier Withholding)	$ 12,503,521	$ 13,363,950	$ 12,000,000
VOIP (Includes Withholding)	$ 33,091,955	$ 31,416,396	$ 32,000,000
Post Paid Wireless Revenue	$ 157,427,115	$ 165,378,870	$ 156,000,000
Total From Surcharge Under Emergency Telephone System Act	**$ 203,022,592**	**$ 210,159,216**	**$ 200,000,000**
Prepaid Revenue	$ 8,747,524	$ 8,074,538	$ 8,000,000
Penalties Collected	$ 47,886	$ 11,488	$ 10,000
Return of surcharge per Section 30(b)(1.5)(A) and (B) of ETSA		$ 28,000,000	$ 10,900,000
*Monies withheld in prior FYs pursuant to Section 30(b)(2)(C) of ETSA	$ -	$ 30,000,000	$ -
Total Collected 9-1-1 Revenue	**$ 211,818,002**	**$ 276,245,242**	**$ 218,910,000**
Distribution of Surcharge:			
Withholding under Section 20 (a) (2) (d)			
Carrier Cost Recovery for Collection of Surcharge	$ 1,317,323	$ 2,963,100	$ 3,200,000
Disbursements under Section 30 (b) (1)			
(A) Portion for Counties Under 100k	$ 1,759,529	$ 1,821,379	$ 1,702,000
(B) To Wireless Carrier Reimbursement Fund (ended SFY 22)	$ -	$ -	$ -
(C) Department Administration	$ 2,300,923	$ 2,401,800	$ 2,220,000
(D) Wireless Fixed	$ 5,378,807	$ 5,525,230	$ 5,248,000
(E) Grants for NG9-1-1 Expenses	$ 6,767,420	$ 7,005,308	$ 6,555,000
(F) NG9-1-1 Expenses	$ 17,595,291	$ 18,213,798	$ 17,020,000
Disbursements under Section 30 (b) (2)			
(A) Wireline/ VoIP; Hold Harmless Level	$ 40,322,718	$ 40,322,718	$ 40,322,718
(B) 9-1-1 Network Costs	$ 12,725,010	$ 12,315,590	$ 14,400,000
(C) ISP for RFI / RFP / Administrator / Advisory Board Costs	$ 395,617	$ 400,000	$ 960,000
(D) Portion Set Aside for 9-1-1 Consolidation Grants	$ 5,000,000	$ 7,500,000	$ 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	$ 10,900,000
(F) Remaining Surcharge to All Authorities (Wireless Zip Codes)	$ 118,255,364	$ 119,776,319	$ 108,882,282
*Special distribution of Monies withheld in prior FYS pursuant to Section 30(b)(2)(C)of ETSA	$ -	$ 30,000,000	$ -
Grand Total Distributed	**$ 211,818,002**	**$ 276,245,242**	**$ 218,910,000**
Funds Directly Benefiting 9-1-1 Authorities (in Gray)	**$ 190,208,848**	**$ 252,266,544**	**$ 195,510,000**

* 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.

2025 Objectives

In 2025, the ISP and Administrator, in collaboration with the Advisory Board and the 9-1-1 community, will conduct a comprehensive review of the current funding formula and its application within the existing 9-1-1 infrastructure. To support this review, the ISP has engaged Crowe to perform an independent assessment and to examine funding formulas used by other states with similar populations to Illinois to determine potential changes, if any, to the current statutory formula.

In addition to evaluating the current 9-1-1 funding model, the ISP and Advisory Board will also assess the impacts of past consolidation efforts. Based on these reviews, they will make legislative recommendations aimed at ensuring the long-term sustainability of the 9-1-1 infrastructure and the continued provision of exceptional 9-1-1 services to the state's citizens.

The Advisory Board holds monthly meetings and continues to collaborate with the ISP on revising the administrative rules governing 9-1-1 services in the state. The ISP expects to have draft administrative rules ready for consideration by JCAR by the second quarter of 2025. The Advisory Board is committed to providing updates on these efforts and other topics in the next Annual Report, which will be filed in March 2026.

The Advisory Board appreciates the opportunity to update stakeholders on the state of 9-1-1 in Illinois and the ongoing transition to a statewide NG9-1-1 network. We also value the support of our legislative members and look forward to providing additional information to members of the 104th General Assembly upon request.

APPENDIX 1 – Statewide 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
Melinda Woker, Director, Jackson County

Representing a County 9-1-1 system from a County with a Population between 100,001 and 250,000
Lynette Bergeron, Director, Kendall 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
Tim Hightower, Carrier Relations Director, Adams Telephone Cooperative

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

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