



State of Illinois
Illinois State Police

Statewide 9-1-1 Advisory Board



Annual Report to the Illinois General Assembly

March 1, 2021

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TO THE HONORABLE MEMBERS OF THE 102ND GENERAL ASSEMBLY

To the Honorable Members of the 102nd General Assembly

March 1, 2021

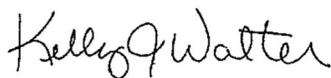
The members of the Statewide 9-1-1 Advisory Board (Advisory Board) respectfully submit this annual report pursuant to Section 19(e) of the Emergency Telephone System Act (Act) (50 ILCS 750/19(e)). This report is due to the General Assembly by March 1st of every year and includes an update on the transition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

The Advisory Board has grappled with the effects of the COVID-19 pandemic on the public safety community and the citizens they serve. As the COVID-19 pandemic unfolded across the State and throughout the country, telecommunicators and first responders continued to work diligently to ensure needed resources were available to those who were impacted by COVID-19. The financial implications of the COVID-19 pandemic on the 9-1-1 community are still being identified. Of particular concern to the Advisory Board members, and the 9-1-1 community throughout the State, is legislation to renew the Act which sunsets on December 31, 2021, the need to extend the deadline for implementation of the NG9-1-1 System beyond July 1, 2021, as well as continued sustainable funding for the 9-1-1 community statewide.

There have been several noteworthy milestones reached since the Advisory Board's 2020 Annual Report to the General Assembly. Significant progress has been made in bringing Enhanced 9-1-1 (E9-1-1) to previously unserved counties; numerous consolidation and modification applications have been reviewed, presented for hearing, and ruled upon by the Illinois State Police (Agency), Advisory Board and Statewide 9-1-1 Administrator (Administrator); consolidation grants in the amount of \$2.3 million and Next Generation 9-1-1 (NG9-1-1) expenses grants in the amount of \$7.9 million were awarded in FY21; the Advisory Board has authorized up to \$5 million in grants for FY22 to assist with additional unserved county needs, as well as system consolidations; and NG9-1-1 expenses grant funds in the amount of \$7.9 million to assist with NG9-1-1 System readiness expenses will also be available. Finally, the Agency released a Request for Proposal (RFP) for the build out and implementation of the NG9-1-1 system in December 2019. A Notice of Intent to Award was made on February 8, 2021.

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.

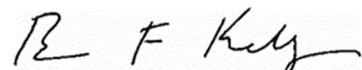
Respectfully submitted,



Kelly J. Walter
Chair, Statewide 9-1-1 Advisory Board



Cindy Barbera-Brelle
Statewide 9-1-1 Administrator



Brendan F. Kelly
Director, Illinois State Police

Executive Summary

In the past year, the Agency, Administrator, and the Advisory Board working collaboratively with the 9-1-1 community under the Act, have made great progress in our efforts to deliver Enhanced 9-1-1 (E9-1-1) to unserved counties, to complete legislatively mandated Public Safety Answering Point (PSAP) consolidations, to administer Consolidation and NG9-1-1 Expenses Grant programs and to prepare for the migration to NG9-1-1 by July 2021. In addition, the 9-1-1 community dealt with the COVID-19 pandemic both on an operational and administrative front. The effects of the COVID-19 pandemic are still being felt within the 9-1-1 community and impacts to funding will take time to be fully evaluated.

COVID-19 Impacts

As the COVID-19 pandemic unfolded across the State and throughout the country, telecommunicators and first responders continued to work diligently to ensure needed resources were available to those who were impacted by COVID-19. The financial implications of the COVID-19 pandemic on the 9-1-1 community are still being identified and include loss of tax revenue at the state and local level, a decrease in the receipts of statewide 9-1-1 surcharge and costs associated with moving towards NG9-1-1 for both the state and 9-1-1 authorities. The Act is set to expire on December 31, 2021 and legislation will need to be adopted in order to continue sustainable funding for 9-1-1, and to move the State towards a reliable NG9-1-1 network.

Unserved Counties

At the beginning of this reporting period, 4 of the original 13 unserved counties remained unserved. Hardin and Pope Counties are consolidating with Johnson County, and have an approved consolidation order; it is projected that they will begin to provide E9-1-1 service in the second quarter of 2021. Henderson County is consolidating with Hancock County, and has an approved consolidation order; it is projected that they will begin to provide E9-1-1 service in the second quarter of 2021. Stark County continues to research their options which includes a review of funding sources. Significant progress has been made to date, with additional work continuing to finalize plans for the one remaining county in 2021.

PSAP Consolidations

During 2020, 3 consolidation plans were submitted and processed. Since 2016, the 9-1-1 Program has processed 286 consolidation and modification applications or waiver requests, resulting in a reduction of Emergency Telephone System Boards (ETSBs) from 201 to 131, and a reduction in PSAPs from 253 to 183. One consolidation order is currently being challenged in court.

Grants

Beginning in January 2016, the Administrator began administering a Consolidation grant program on an annual basis. A Next Generation 9-1-1 Expenses grant program was added in 2017. Since the inception of the grant programs, 61 consolidation grant applications were submitted by 9-1-1 Authorities across the State resulting in awards of \$21,115,409. In addition, 119 NG9-1-1 Expenses grant applications were submitted, with \$18,020,660 awarded to 9-1-1 Authorities.

NG9-1-1

NG9-1-1 is legislatively mandated for the State, with all 9-1-1 Authorities required to be ready to transition to NG9-1-1 by December 31, 2021. The Agency posted an RFP re-bid on December 27, 2019 which was due February 24, 2020. The Agency pays network costs for all 9-1-1 Systems in the State except for the City of



Chicago from the \$1.50 surcharge that is collected across all types of devices. One time start up and implementation costs, and recurring costs for the NG9-1-1 System will be determined once a NG9-1-1 vendor is selected.

As always, we recognize this work would not be possible without the strong relationship we enjoy with the 9-1-1 Authorities, 9-1-1 PSAPs, telecommunication service providers, and legislators, whose input and feedback help to shape the path towards providing the best 9-1-1 service to the State's citizens and visitors. The Agency, Administrator, Advisory Board members and the 9-1-1 community thank the General Assembly for its support as we work together to serve the great State of Illinois.



COVID-19 Impacts on Statewide 9-1-1

The long-term impacts of the coronavirus pandemic on the statewide 9-1-1 community will take time to be fully assessed and understood. All areas of the state have experienced a loss in tax revenue and preliminary projections from the Agency indicate surcharge collection will decrease in the next fiscal year. Sustainable funding for NG9-1-1 and 9-1-1 expenses is critical to ensuring 9-1-1 authorities can provide the services expected by the citizens of this State. The State has been steadily progressing towards the provision of NG9-1-1 services, and the Agency has secured federal funding for part of the NG9-1-1 project. Requirements and target deadlines for both the Agency and the 9-1-1 authorities are set out in the Act which require action and expenditure of funds in the coming fiscal year and beyond.

Consistent, sustainable funding has always been a concern of the 9-1-1 community and remains a concern for the coming fiscal year. The continuation of the federal grant funding requires that statewide surcharge collected for 9-1-1 purposes not be deferred for expenses unrelated to 9-1-1.

As additional cost information becomes available through the response to the RFPs for the NG9-1-1 system and as the state's budget picture become clearer, continuing discussions will need to be had to ensure adequate funding for all areas of statewide 9-1-1.

Enhanced 9-1-1 for Previously Unserved Counties

LEGISLATIVE REQUIREMENT

One of the key legislative initiatives for the Act is to foster implementation of Enhanced 9-1-1 (E9-1-1) in those counties that do not offer E9-1-1 services to county residents. When the Act was signed into law on June 29, 2015, there were 13 counties without E9-1-1 service. Those counties included Brown, Calhoun, Fayette, Greene, Hamilton, Hardin, Henderson, Lawrence, Moultrie, Pope, Schuyler, Shelby, and Stark. Under the Act, any county without E9-1-1 service as of January 1, 2016, was required to provide E9-1-1 service by entering into an Intergovernmental Agreement with either an existing ETSB to create a Joint ETSB, or with a corporate authority with an ETSB. To date, 9 of the 13 unserved counties are providing E9-1-1 service to their citizens.

On February 7, 2019, a consolidation plan was approved for Pope and Hardin Counties to consolidate with Johnson County. It is anticipated that E9-1-1 service will begin to be provided in Pope and Hardin Counties during the second quarter of 2021. On October 19, 2020, a consolidation plan was approved for Henderson County to consolidate with Hancock County. It is anticipated that E9-1-1 service will begin to be provided in Henderson County during the second quarter of 2021. Stark County continues to explore their consolidation options, including identifying a sustainable funding source. Stark County poses unique challenges which the County, the Administrator and neighboring 9-1-1 authorities are working to address.

By July 1, 2021, it is anticipated that 12 of the 13 unserved counties will be providing Enhanced or NG 9-1-1 service to their citizens.

Consolidations/Waivers/Modifications

CONSOLIDATIONS

At the time of the Act's implementation, the State of Illinois had approximately 253 PSAPs and 24 ETSBs or Joint ETSBs without a PSAP or PSAPs (See Appendix 2). In anticipation of moving the State towards a statewide NG9-1-1 system, the Act required consolidation of PSAPs and ETSBs/Joint ETSBs. The Act requires any 9-1-1 Authority that did not have a PSAP within its jurisdiction (a Paper ETSB) to be consolidated. Additional consolidation requirements are based on population and the number of ETSBs/Joint ETSBs and PSAPs within an area. (See Appendices 3 and 4). Presently, all consolidation plans required under these sections have been submitted. (50 ILCS 750/15.4a(a)(1)-(6)).

CONSOLIDATION APPLICATION FILINGS

During this past year, three consolidation applications were filed with the Agency, and one entity was granted an extension of time to file a consolidation plan. The Act gives the Administrator the ability to extend the timelines in the Act upon agreement by the parties. In some cases where a 9-1-1 authority was asking for an extension of time to file a consolidation application, the 9-1-1 authority had experienced difficulties in acquiring all the required documentation needed to file a consolidation application or needed additional time to explore options to determine which neighboring 9-1-1 authority best fit its consolidation needs. As of the date of this report, the Administrator has issued orders approving all consolidation applications which have proceeded before the Advisory Board, except for one applicant. (See Appendices 3, 4 and 5). One consolidation plan was denied, and the resulting Consolidation Order requires the submitting ETSB to make modifications consistent with the Act. The Consolidation Order is being challenged in court and is pending a court decision.

WAIVERS

The Act allows for a 9-1-1 authority to request a waiver of the consolidation requirements which may be granted if the Administrator finds that the consolidation will result in a substantial threat to public safety, is economically unreasonable, or is technically infeasible. No waiver requests were filed during this reporting period.

THE MODIFICATION PLAN PROCESS

In addition to consolidation applications and waiver requests, 9-1-1 authorities may make system changes which do not require a formal process. Plan modifications can include changing boundaries that require an intergovernmental agreement between local governmental entities to exclude or include residents within the 9-1-1 jurisdiction; changing or adding a 9-1-1 system provider; changes in network configuration; and changing a backup arrangement. Modifications to a 9-1-1 Authority's existing 9-1-1 plan that require written notification 10 business days prior to making any of the following changes include permanent relocation of a PSAP or backup PSAP facility, any reduction in 9-1-1 trunks from the selective router to the PSAP and further reduction within a 9-1-1 Authority of PSAPs beyond consolidation as required by the Act. In 2020, twenty-eight modification plans were filed and approved by the Administrator.

Grants

The Act allows for the Advisory Board to set aside money from surcharges received to fund grants to assist in offsetting nonrecurring costs associated with 9-1-1 system consolidation. The Act also states that until June 30, 2021, the distribution of \$0.05 from surcharge collected is to be used by the Agency 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 \$6.5 million is projected to be available annually for NG9-1-1 Expenses grants. The Administrator administers the grant programs for the Agency by establishing a Notice of Funding Opportunity, reviewing grant applications, and ultimately determining grant awards. Two grant offerings were issued for FY21 – one for Consolidations and one for NG9-1-1 Expenses.

CONSOLIDATION GRANTS

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.

FY21 CONSOLIDATION GRANTS

The Advisory Board approved funding up to \$5 million for consolidation grants. Five grant applications requesting approximately \$2.5 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 \$2.3 million were awarded.

FY22 CONSOLIDATION GRANTS

The Advisory Board approved up to \$5 million for consolidation grants for FY22. Funding for the FY2022 grant allocation will be generated from collected surcharge and the July 2020 wireless carrier reimbursement fund distribution of \$543,835.71.

A Notice of Funding Opportunity was distributed November 1, 2020 and posted on November 10, 2020, with grant applications due to the Agency by February 3, 2021. Five grant applications were received 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 grant application.

CONSOLIDATION GRANT HISTORY

CONSOLIDATION GRANTS							
	FY17	FY18	FY19	FY20	FY21	FY22	Total
Grant Funding	\$5,000,000	\$12,500,000	\$7,500,000	\$5,000,000	\$5,000,000	\$5,000,000	
Applications Received	20	16	10	10	5	7	68
Amount Requested	\$19,002,561	\$9,509,316	\$5,816,442	\$10,540,993	\$2,507,115	\$3,998,920	
Amount Awarded	\$2,294,390	\$7,031,465	\$4,485,354	\$4,999,999	\$2,304,200		\$21,115,409
Amount Re-Distributed to 911 Authorities	\$2,705,610	\$5,468,535	\$3,014,646	\$0	\$2,695,800		
FY17 Grant Applications submitted for all categories (Unserviced, Consolidation, NG911 Expenses, Reimbursement) only Unserviced received awards							
FY18-FY21 Only Unserviced and Consolidation Grant Applications Accepted							
FY22 Unserviced, Consolidation and existing and previous consolidation projects completed between 2010 and SFY22							

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, and GIS projects in preparation for NG9-1-1. 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.

FY21 NG9-1-1 EXPENSES GRANTS

\$9 million was available for NG9-1-1 Expenses grants in FY21. Fifty-Two grant applications requesting approximately \$10.1 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 \$7.9 million were awarded. The balance of the grant allocation was rolled over to the FY22 grant opportunity.

FY22 NG9-1-1 EXPENSES GRANTS

\$7.9 million will be available for NG9-1-1 Expenses grants in FY22. A Notice of Funding Opportunity was distributed on November 1, 2020 and posted on November 10, 2020, with grant applications due to the Agency by February 3, 2021. Forty-four grant applications were received and are currently being evaluated.

NG9-1-1 EXPENSES GRANT HISTORY

NG911 EXPENSES GRANTS					
	FY19	FY20	FY21	FY22	Total
Grant Funding	\$6,200,000	\$8,880,000	\$9,057,000	\$7,929,510	
Applications Received	20	47	52	46	165
Amount Requested	\$7,271,319	\$8,360,605	\$10,107,366	\$9,056,254	
Amount Awarded	\$3,823,925	\$6,272,676	\$7,924,059		\$18,020,660
Amount Rolled Over to Next FY	\$2,376,075	\$2,607,323	\$1,429,510		
FY19 - Hosted Solution i3 capable Call Handling Equipment					
FY20-FY22 - Hosted Solution i3 capable Call Handling Equipment, Multimedia Recording Systems, GIS Projects					

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 NG9-1-1 System with a legislative requirement for every 9-1-1 Authority in Illinois to provide NG9-1-1 by July 1, 2021. (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 Agency 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 to bringing new and emerging technologies to citizens of Illinois. Of paramount importance is the delivery of ubiquitous, robust, and reliable 9-1-1 and to provide each 9-1-1 caller with the same level of service for all residents and visitors of 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.

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 new 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. A consolidation effort for municipal-based PSAPs is in progress, along with several county-based PSAP consolidations. The number of primary PSAPs has decreased from 253 to 183 since January 2016, with additional consolidations anticipated in the future. The consolidations will reduce the number of required network touchpoints to achieve a statewide ESInet capable of supporting a public safety grade call-delivery function.

In 2020, 183 Illinois PSAPs answered more than 8.3 million 9-1-1 calls from wireless, wireline, and voice over IP (VoIP) phone subscribers. In the same period, more than 5,300 text messages were delivered to 44 PSAPs that currently support text-to-9-1-1 service.

The Illinois PSAP community ranges in size from single-seat PSAPs to one with 200 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 some PSAPs on a regional level, resulting in a diverse technology landscape across the state.

Today, the majority of ETSBs are supported by legacy 9-1-1 system providers, accounting for roughly 75 percent of Illinois' active PSAPs. However, in the recent past, two notable regional groups have formed to forge ahead with NG9-1-1 solutions: The Counties of Southern Illinois (CSI) and the North Central Illinois System (NCIS). A third group, the Northern Illinois Next Generation Alliance (NINGA), is in the process of deploying a regional NG9-1-1 solution. These solutions offer or will be offering ESInets, and some NGCS features that include the Emergency Call Routing Function (ECRF), Emergency Services Routing Proxy (ESRP), Legacy Selective Router Gateway (LSRG), Border Control Function (BCF), and integrated GIS for call routing.

GOALS AND OBJECTIVES

The State's goal is to deploy a NG9-1-1 network one year after the execution of a vendor contract. All other NG9-1-1 functional elements will be implemented over time. The State proposes to fund the implementation of a network that allows 9-1-1 systems providing 9-1-1 service to Illinois residents and visitors to access the system utilizing their current infrastructure if it meets the standards adopted by the Agency.

The State re-posted a RFP on December 27, 2019 for an ESInet, NGCS, and NOC/SOC with the following requirements:

- ESInet – Vendors are required to consider using the existing in-place Illinois Century Network (ICN) to allow for a rapid and cost-effective deployment to limit the redundant connections to the larger PSAPs and about half of the smaller PSAPs to reduce costs.
- NGCS – Vendors will use a hosted solution provider given the Agency's limited staff and to limit the liability of the State.
- Geographic Information System (GIS) – Develop a statewide system; in the interim, place the receipt and management of GIS data of the initial areas on the NGCS provider to speed the deployment.
- Operational Issues – Allow each ETSB to develop the plans for which existing PSAPs will receive various media types and will be backup sites for routing and redundant connections. The ETSBs are in the best position to identify the capabilities of the PSAPs and develop Continuity of Operation Plans (COOP).

NG9-1-1 SYSTEM FUNCTIONALITY

ESInet

The foundation upon which the statewide NG9-1-1 solution will be built is a highly 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 new 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. These factors will be carefully evaluated to ensure the integrity of the solution selected by the Agency.

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 Office of the 9-1-1 Administrator's role includes coordinating the development, aggregation, standardization, quality assurance, and maintenance of geospatial data for NG9-1-1. 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 Society, and the Illinois GIS Association. The Committee works closely with 9-1-1 Authorities' across the State as well as adjacent State and Federal resources with the goal of creating a program to gather and create mechanisms to maintain required data, such as streets, address points, and emergency response and community boundaries. Datasets will be validated for accuracy and completeness prior to being coalesced into a seamless statewide dataset that will be used to support 9-1-1 call routing, location validation and emergency responses in the NG9-1-1 system.

To date the Committee has held 2 rounds of regional meetings across the State, published a governance policy document, an Illinois NG9-1-1 Geodatabase Template and a GIS data readiness checklist. The Committee is in the process of assessing 9-1-1 Authorities PSAP, Provisioning, Law and Fire Boundary Layers, developing a program to ensure gaps, overlaps, and quality metrics are met by the statewide data set and developing a training program for local data stewards and data maintainers. An Esri NG911 Hub has been deployed and will include 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. The Office of 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.

ECONOMIC/FUNDING ASSESSMENT AND CONSIDERATIONS

There are grants and potential funding sources that support the planning and implementation of a statewide NG9-1-1 plan. As such, the Agency has considered several different sources to help support the efforts being planned.



Fund diversion has become a significant topic and a point of contention among federal, state, and local authorities. Every effort must be made to ensure that funds collected for 9-1-1 purposes are not used for non-9-1-1 related activities or programs to allow the Agency to apply for any federal grants and retain federal funds which have been previously awarded.

The State of Illinois can successfully plan, transition, and implement a statewide NG9-1-1 network. This will not be an easy task and requires detailed planning, prioritization, and collaboration across multiple groups and organizations.

Proposals for the Statewide NG9-1-1 network were due on February 24, 2020. A team of experts from the Agency and the Department of Innovation and Technology completed an evaluation of the proposals submitted. A Notice of Intent to Award was made on February 8, 2021.

TRAINING AND CERTIFICATION

The 9-1-1 community has made extensive efforts to improve the professionalism in the delivery of 9-1-1 services and is working with the Administrator to develop a training and certification program. This is a collaborative effort with the Agency and Board to establish formal training standards, as well as continuing education, testing, and certification programs. The training will build upon the training protocols already in place regarding emergency medical dispatch and sexual assault and sexual abuse calls to address issues such as domestic battery and valuable information newly available to first responders through an NG9-1-1 system such as video.

Federal 9-1-1 Grant Opportunity

The National Telecommunications and Information Administration (NTIA) and the National Highway Traffic Safety Administration (NHTSA), and the Agency of Transportation (DOT) have implemented regulations for a 9-1-1 Grant Program, because of the enactment of the Next Generation (NG9-1-1) Advancement Act of 2012. The 9-1-1 Grant Program provides grants to prepare for NG9-1-1 services and applications. In 2016, about \$115 million from spectrum auction proceeds were deposited into the Public Safety Trust Fund and made available to NTIA and NHTSA for the 9-1-1 Grant Program.

Illinois submitted an initial application package on September 10, 2018. Once all applications were received, the NHTSA and the NTIA issued a revised Notice of Funding Opportunity on February 1, 2019. Illinois submitted a supplemental application package and was awarded \$8,893,970 which includes the State's 40% matching contribution in an amount of \$3,557,588, which will be funded from the Statewide 9-1-1 Fund.

The funding will be used for costs associated with the buildout of the ESInet and PSAP connectivity, telecommunicator and first responder training, implementation of a hosted GIS hub/portal, technical support for the hosted GIS hub/portal, provision of technical licenses for PSAPs and training for local data stewards and data maintainers. Reimbursements in an amount of \$394,800 have been received to date. The receipt of this grant funding marks the first time Illinois has been eligible to receive federal grant funding. Illinois was previously ineligible due to sweeps of 9-1-1 funding by the State.

Surcharge Distribution

The Act was renewed on July 1, 2017 and extended on June 12, 2020, and established a flat \$1.50 surcharge 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 Agency.

During FY2020, a total of \$209.5 million of 9-1-1 surcharge was collected by the State (including Prepaid Wireless collected by the Department of Revenue).

The chart below shows the Fiscal Year 2021 projected income on all connections, as well as the actual disbursements made for Fiscal Year 2019 and 2020.

Emergency Telephone System Act Estimated Revenues and Expenses			
	Fiscal Year 2019 Final (Surcharge \$1.50)	Fiscal Year 2020 Final (Surcharge \$1.50)	Fiscal Year 2021 Est (Surcharge \$1.50)
Revenues Collected:			
Wireline (Includes Carrier's 3% Withholding)	\$ 20,847,273	\$ 21,086,714	\$ 20,067,851
VOIP (Includes Carrier's 3% Withholding)	\$ 34,204,030	\$ 34,596,882	\$ 34,912,939
Post Paid Wireless Revenue	\$ 141,098,410	\$ 142,719,000	\$ 142,990,324
Total From Surcharge Under Emergency Telephone System Act	\$ 196,149,713	\$ 198,402,596	\$ 197,971,114
PrePaid Revenue	\$ 10,300,184	\$ 10,060,665	\$ 9,980,284
Transfer In From Wireless Carrier Reimbursement Fund	\$ 1,784,974	\$ 1,050,772	\$ 543,836
Penalties Collected	\$ 115,521	\$ 73,853	\$ 82,599
Total Collected 9-1-1 Revenue	\$ 208,350,391	\$ 209,587,886	\$ 208,577,833
Distribution of Surcharge:			
Withholding under Section 20 (a) (2) (d)			
3% Carrier Cost Recovery for Accounting and Collection of Surcharge	\$ 1,640,044	\$ 1,572,978	\$ 1,569,558
Disbursements under Section 30 (b) (1)			
(A) Portion for Counties Under 100k	\$ 1,700,164	\$ 1,713,003	\$ 1,709,278
(B) To Wireless Carrier Reimbursement Fund	\$ 2,617,855	\$ 1,687,224	\$ 1,385,798
(C) Department Administration	\$ 2,222,901	\$ 1,911,395	\$ 2,243,543
(D) Wireless Fixed (12 cents through 7/1/2020 then 4 cents)	\$ 15,687,496	\$ 15,811,335	\$ 5,258,931
(E) Grants for NG9-1-1 Expenses	\$ 6,536,599	\$ 6,588,051	\$ 6,573,724
(F) Implementation and Continuation of NG9-1-1 Network (begin 7/1/20)			\$ 17,138,634
Disbursements under Section 30 (b) (2)			
(A) Wireline/VoIP/Hold Harmless Level	\$ 40,171,355	\$ 40,256,620	\$ 40,198,334
(B) 9-1-1 Network Costs	\$ 12,034,867	\$ 12,221,178	\$ 12,327,688
(C) ISP for IFB/RFP/Administrator/Advisory Board Costs	\$ 12,277,040	\$ 12,771,759	\$ 359,240
(D) Portion Set Aside for 9-1-1 Consolidation Grants	\$ 4,384,287	\$ 2,342,616	\$ 5,000,000
(E) Remaining Surcharge to All 9-1-1 Systems (Uses Wireless Zip Codes)	\$ 109,077,783	\$ 112,711,728	\$ 114,813,105
Grand Total Distributed	\$ 208,350,391	\$ 209,587,886	\$ 208,577,833
Funds Directly Benefiting 9-1-1 Authorities (Highlighted in Gray)			
	\$ 189,592,552	\$ 191,644,531	\$ 185,881,060

The \$1.50 surcharge increase and changes to the formula defined in the Act have addressed some of the 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. A further concern for the 9-1-1 community is the long-term impact that the effects of the COVID-19 pandemic will have on continued sustainability of funding. 9-1-1 authorities are experiencing significant budget concerns due to a reduction in local tax revenue, increased local expenses to address the COVID-19 pandemic, a continued reduction in landline telephones and uncertainty regarding state budget issues and federal financial assistance to help states address expenses related to the COVID-19 pandemic. Surcharge funding for 9-1-1 authorities decreased in FY21 and is expected to decrease again in FY22.

As additional cost information becomes available through the response to the RFPs for the NG9-1-1 system and as the state's budget picture become clearer, continuing discussions will need to be had to ensure adequate funding for all areas of statewide 9-1-1.

The Advisory Board appreciates the opportunity to provide an update on the transition to a statewide NG9-1-1 system and welcomes the opportunity to provide additional information to members of the 102nd General Assembly upon request.

Appendices

APPENDIX 1 – STATEWIDE ADVISORY BOARD MEMBERS & STATEWIDE 911 ADMINISTRATOR

Statewide 9-1-1 Advisory Board members

Illinois Association of Public Safety Communications Officials

Ralph Caldwell

Illinois Association of Chiefs of Police

Appointment Pending

Illinois Commerce Commission

Sam McClerren

Illinois Fire Chief's Association

Derek Bergsten, Rockford Fire Department

Illinois Sheriff's Association

Appointment Pending

Illinois State Police

Colonel Kelly Walter, Chair

Illinois National Emergency Number Association

David Tuttle

Illinois Telecommunications Association

Randy Nehrt

Representing Counties with a Population Less Than 50,000

Appointment Pending

Representing Counties with a Population between 50,000 and 250,000

Tammy Peterson – Kankakee County

Representing Counties with a Population of 250,000 or More

Linda Zerwin – DuPage County

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

Deno Perdiou – AT&T

Representing an Incumbent Local Exchange Carrier

Karen Boswell - Frontier



Representing a Large Wireless Carrier

Patrick Fucik - Sprint

Representing a Municipality with a Population Less Than 500,000 within a County with a Population in Excess of 2,000,000

Appointment Pending

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

Deb Prather – INdigital, Inc.

Representing the Cable Television and Communication Association

Debra Piscola - Comcast

Representing the Illinois State Ambulance Association

Appointment Pending

Representing the General Assembly

Senator Bill Cunningham

Representing the General Assembly

Appointment Pending - Senator

Representing the General Assembly

Representative Kathleen Willis

Representing the General Assembly

Representative Michael Marron

Statewide 9-1-1 Administrator

Cindy Barbera-Brelle

APPENDIX 2 – 9-1-1 AUTHORITIES WITHOUT A PSAP REQUIRED TO CONSOLIDATE

9-1-1 AUTHORITIES	COUNTY	STATUS
ALEXANDER COUNTY	ALEXANDER	COMPLETED
BARRINGTON	COOK/LAKE	COMPLETED
BELLWOOD	COOK	COMPLETED
BRIDGEVIEW	COOK	COMPLETED
BURR RIDGE	DUPAGE	COMPLETED
COUNTRYSIDE	COOK	COMPLETED
DES PLAINES	COOK	COMPLETED
GALLATIN COUNTY	GALLATIN	COMPLETED
GRAYSLAKE	LAKE	COMPLETED
HIGHLAND PARK	LAKE	COMPLETED
HIGHWOOD	LAKE	COMPLETED
INDIAN HEAD PARK	COOK	COMPLETED
LAKE BLUFF	LAKE	COMPLETED
LAKE FOREST	LAKE	COMPLETED
LIBERTYVILLE	LAKE	COMPLETED
LINCOLNSHIRE	LAKE	COMPLETED
MARSEILLES	LaSALLE	COMPLETED
MIDLOTHIAN	COOK	COMPLETED
MORTON GROVE	COOK	COMPLETED
NILES	COOK	COMPLETED
SAUK VILLAGE	COOK/WILL	COMPLETED
SENECA	GRUNDY	COMPLETED
SOUTH CHICAGO HEIGHTS	COOK	COMPLETED
SOUTH ELGIN	KANE	COMPLETED

APPENDIX 3 – COUNTY 9-1-1 AUTHORITIES REQUIRED TO CONSOLIDATE

COUNTY 9-1-1 AUTHORITIES REQUIRED TO CONSOLIDATE	STATUS
ALEXANDER COUNTY	COMPLETED
DeKALB COUNTY	COMPLETED
DuPAGE COUNTY	COMPLETED
GALLATIN COUNTY	COMPLETED
HAMILTON COUNTY	WAIVER GRANTED AT THIS TIME
HENRY COUNTY	COMPLETED
KANE COUNTY	COMPLETED
KANKAKEE COUNTY	COMPLETED
LAKE COUNTY	COMPLETED
LaSALLE COUNTY	COMPLETED
LAWRENCE COUNTY	WAIVER GRANTED AT THIS TIME
McHENRY COUNTY	COMPLETED
McLEAN COUNTY	COMPLETED
MADISON COUNTY	IN PROCESS
PEORIA COUNTY	COMPLETED
ROCK ISLAND COUNTY	COMPLETED
ST. CLAIR COUNTY	COMPLETED
TAZEWELL COUNTY	COMPLETED
WHITESIDE COUNTY	COMPLETED
WILL COUNTY	COMPLETED
WILLIAMSON COUNTY	COMPLETED

APPENDIX 4 – MUNICIPAL 9-1-1 AUTHORITIES REQUIRED TO CONSOLIDATE

MUNICIPAL 9-1-1 AUTHORITIES REQUIRED TO CONSOLIDATE	COUNTY	STATUS
ALSIP	COOK	COMPLETED
BEDFORD PARK	COOK	COMPLETED
BERKELEY	COOK	COMPLETED
BLUE ISLAND	COOK	COMPLETED
BROADVIEW	COOK	COMPLETED
BROOKFIELD	COOK	COMPLETED
CALUMET PARK	COOK	COMPLETED
COUNTRY CLUB HILLS	COOK	COMPLETED
DEERFIELD/BANNOCKBURN	LAKE	COMPLETED
DOLTON	COOK	COMPLETED
ELMWOOD PARK	COOK	COMPLETED
FOREST PARK	COOK	COMPLETED
FOREST VIEW	COOK	COMPLETED
FRANKLIN PARK	COOK	COMPLETED
GLENCOE	COOK	COMPLETED
HARWOOD HEIGHTS	COOK	COMPLETED
HICKORY HILLS	COOK	COMPLETED
HILLSIDE	COOK	COMPLETED
HOMETOWN	COOK	COMPLETED
JUSTICE	COOK	COMPLETED
KENILWORTH	COOK	COMPLETED
LaGRANGE	COOK	COMPLETED
LaGRANGE PARK	COOK	COMPLETED
LaSALLE	LaSALLE	COMPLETED
LINCOLNWOOD	COOK	COMPLETED
LYNWOOD/THORNTON/EAST HAZELCREST	COOK	COMPLETED
LYONS	COOK	COMPLETED
MARKHAM	COOK	COMPLETED
MARSEILLES	LaSALLE	COMPLETED
MAYWOOD	COOK	COMPLETED
McCOOK	COOK	COMPLETED
MENDOTA	LaSALLE	COMPLETED
MERRIONETTE PARK	COOK	COMPLETED
NORRIDGE	COOK	COMPLETED
NORTH RIVERSIDE	COOK	COMPLETED
NORTHFIELD	COOK	COMPLETED
OGLESBY	LaSALLE	COMPLETED
OTTAWA	LaSALLE	COMPLETED
PARK CITY	LAKE	COMPLETED
PERU	LaSALLE	COMPLETED
RIVER FOREST	COOK	COMPLETED



RIVER GROVE	COOK	COMPLETED
RIVERSIDE	COOK	COMPLETED
ROSEMONT	COOK	COMPLETED
SCHILLER PARK	COOK	COMPLETED
STICKNEY	COOK	COMPLETED
SUMMIT	COOK	COMPLETED
WESTCHESTER	COOK	COMPLETED
WESTERN SPRINGS	COOK	COMPLETED
WILLOW SPRINGS	COOK	COMPLETED
WINNETKA	COOK	COMPLETED
WINTHROP HARBOR	LAKE	COMPLETED
ZION	LAKE	COMPLETED



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