



State of Illinois
Illinois State Police

Statewide 9-1-1 Advisory Board



Annual Report to the Illinois General Assembly

March 1, 2022

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To the Honorable Members of the 102nd General Assembly

March 1, 2022

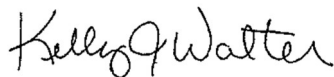
The members of the Statewide 9-1-1 Advisory Board (Advisory Board) respectfully submit this annual report pursuant to Section 19(e) of the Emergency Telephone System Act (Act) (50 ILCS 750/19(e)). This report is due to the General Assembly by March 1st of every year and includes an update on the transition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

There have been several noteworthy milestones reached since the Advisory Board's 2021 Annual Report to the General Assembly. Significant progress has been made in bringing Enhanced 9-1-1 (E9-1-1) and Next Generation 9-1-1 (NG9-1-1) to previously unserved counties with the last unserved county moving towards consolidation and the ability to provide NG9-1-1 services to its residents. Consolidation and modification applications continue to be reviewed and processed by the Illinois State Police (Department), Advisory Board and Statewide 9-1-1 Administrator (Administrator), with Emergency Telephone System Boards (ETSBs) reducing from 201 to 130 and Public Safety Answering Points (PSAPs) reducing from 253 to 179 as of the date of this report. Consolidation and NG9-1-1 grants continue to be offered to 9-1-1 Authorities with \$2.6 million in consolidation grants and \$6.4 million in NG9-1-1 grants awarded in Fiscal Year 2022 (FY22). For Fiscal Year 2023 (FY23) the Advisory Board has set aside an additional \$5 million for consolidation grants and approximately \$8.7 million will be available for NG9-1-1 expenses grants.

Finally, the Department awarded a contract for the development and implementation of the Statewide NG9-1-1 network to AT&T. The ten-year \$113-million-dollar contract was awarded in July 2021, and significant progress has been made. AT&T has been completing PSAP readiness assessments and ordering equipment for the AT&T Virtual Private Network (AVPN) for the state project. It is anticipated that the first PSAP will transition to the Statewide NG9-1-1 network in June 2022.

Despite the challenges of COVID posed to all areas of the state within the past 12 months, the Department, Advisory Board, Administrator and the 9-1-1 community have continued to meet to move Illinois towards enhanced public safety communication. The Advisory Board appreciates the opportunity to present this report to the General Assembly and welcomes any questions that General Assembly members may have regarding 9-1-1 in the State.

Respectfully submitted,



Chair
Colonel Kelly Walter
Statewide 9-1-1 Advisory Board

Executive Summary

In the past year, the Department, Administrator, and the Advisory Board working collaboratively with the 9-1-1 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 January 2023. Much was accomplished, even though it was difficult to achieve a quorum with several Advisory Board seats unfilled or pending for 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. The focus of this Executive Summary is on the forward movement accomplished in statewide 9-1-1 over the past 12 months.

Unserved Counties

At the beginning of this reporting period, 4 of the original 13 unserved counties remained unserved. Hardin and Pope Counties completed their consolidation with Johnson County in June 2021. Henderson County is consolidating with Hancock County, and has an approved consolidation order; it is projected that they will begin to provide 9-1-1 service in the first quarter of 2022. Stark County, the final unserved county, is consolidating with Peoria County. The intergovernmental agreements between Stark and Peoria Counties have been finalized, and the technical teams continue to meet. Peoria County submitted a Consolidation Plan in February 2022.

PSAP Consolidations


During 2021, one consolidation plan was submitted and processed. Since 2016, the 9-1-1 Program has processed 300 consolidation and modification applications or waiver requests, resulting in a reduction of Emergency Telephone System Boards (ETSBs) from 201 to 130, and a reduction in PSAPs from 253 to 179. One consolidation order for Madison County is currently being challenged in Madison County Circuit Court.

Grant Programs

Since the inception of the Consolidation Grant Program in 2016, 68 consolidation grant applications were submitted by 9-1-1 Authorities across the State resulting in awards of \$23,698,874. Since the inception of the NG9-1-1 Expenses Grant Program in 2017, 165 NG9-1-1 Expenses grant applications were submitted, with \$24,454,724 awarded to 9-1-1 Authorities. Grant applications for FY23 were due on February 1, 2022. The Administrator received 6 consolidation grant applications requesting \$4,273,789 and 54 NG-9-1-1 expenses grant applications requesting \$12,851,549. The applications will be reviewed with final grant awards completed by June 30, 2022.

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 January 1, 2023. The Department entered into a contract with AT&T to provide a statewide NG9-1-1 network on July 19, 2021. The Department 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. The Department, Administrator, AT&T and statewide 9-1-1 community are working diligently to ensure the successful development of a secure, statewide NG9-1-1 network that will serve all of Illinois by the legislative deadline.



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, 9-1-1 Service Providers, , Illinois Association of Public Safety Communications Officials (APCO), Illinois National Emergency Number Association (NENA), Illinois Association of Chiefs of Police, Illinois Sheriff's Association, Illinois Fire Chiefs, Illinois Broadband and Telecommunications Association, Illinois Broadband and Cable Association, 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.



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 service in those counties that do not offer 9-1-1 services to county residents. When the Act was signed into law on June 29, 2015, there were 13 counties without 9-1-1 service. Those counties included Brown, Calhoun, Fayette, Greene, Hamilton, Hardin, Henderson, Lawrence, Moultrie, Pope, Schuyler, Shelby, and Stark. Under the Act, any county without 9-1-1 service as of January 1, 2016, was required to provide 9-1-1 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, 11 of the 13 unserved counties are providing Enhanced 9-1-1 service to their citizens.

On June 2, 2021 Pope and Hardin Counties completed their consolidation with Johnson County. On October 19, 2020, a consolidation plan was approved for Henderson County to consolidate with Hancock County. It is anticipated that Next Generation 9-1-1 service will begin to be provided in Henderson County during the first quarter of 2022. Stark County recently reached an agreement with Peoria County for the provision of Next Generation 9-1-1 services. Intergovernmental agreements between the counties have been executed, and technical meetings have continued on a regular basis. The consolidation plan for Stark and Peoria counties was submitted in February 2022.

By July 1, 2022, it is anticipated that 12 of the 13 unserved counties will be providing Enhanced or NG9-1-1 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. 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. Presently, all consolidation plans required under these sections have been submitted. (50 ILCS 750/15.4a(a)(1)-(6)).

CONSOLIDATION APPLICATION FILINGS/WAIVERS

During this past year, one consolidation application was filed with the Department, and one entity was granted an extension of time to file a consolidation plan. With the majority of the statutorily required consolidations being completed over the past few years, the Advisory Board anticipates very few new consolidation plans will be filed in 2022. The Advisory Board will receive and review the Peoria/Stark Counties consolidation plan once it is filed with the Department. One consolidation plan was denied in previous years, 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 has been pending a court decision for the past two years.

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 2021, ten modification plans were filed and approved by the Administrator.

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, 2023, 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 \$6.5 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 ultimately determining grant awards.

GRANT MANAGEMENT SYSTEM

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

The Illinois State Police transitioned to the AmpliFund grant management system in December 2021 to manage the SFY23 grant programs.

CONSOLIDATION GRANT PROGRAM

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

SFY22 CONSOLIDATION GRANTS

The Advisory Board approved funding up to \$5 million for consolidation grants. Six grant applications requesting approximately \$3.7 million were submitted. Applicants requested funding for and received approval for 9-1-1 call taker positions, GIS services to assist with addressing and mapping, logging recorders, console positions, public safety voice communications, and connectivity and construction projects. Grants totaling approximately \$2.5 million were awarded. The remaining \$2.4 million was re-distributed to the 9-1-1 Authorities based on subscriber file allocations.

SFY23 CONSOLIDATION GRANTS

The Advisory Board approved up to \$5 million for consolidation grants for SFY23. Funding for the SFY2023 grant allocation will be generated from collected surcharge.

A Notice of Funding Opportunity was distributed November 1, 2021, and posted on December 9, 2021, in the new AmpliFund Grant Management System, with grant applications due to the Department by February 1,

2022. Six SFY23 grant applications were received requesting \$4,273,789 and are currently being evaluated. Existing and previously completed consolidation projects shall be eligible to apply for reimbursement of non-recurring costs related to consolidations completed between 2010 and the State Fiscal Year of the current grant application period.

CONSOLIDATION GRANT HISTORY

CONSOLIDATION GRANTS								
	SFY17	SFY18	SFY19	SFY20	SFY21	SFY22	SFY23	Total
Grant Funding	\$5,000,000	\$12,500,000	\$7,500,000	\$5,000,000	\$5,000,000	\$5,000,000	\$5,000,000	
Applications Received	20	16	10	10	5	7	6	74
Amount Requested	\$19,002,561	\$9,509,316	\$5,816,442	\$10,540,993	\$2,507,115	\$3,998,920	\$4,273,789	\$55,649,136
Amount Awarded	\$2,294,390	\$7,031,465	\$4,485,354	\$4,999,999	\$2,304,200	\$2,583,465		\$23,698,874
Amount Re-Distributed to 911 Authorities	\$2,705,610	\$5,468,535	\$3,014,646	\$0	\$2,695,800	\$2,416,535		
SFY17 Grant Applications submitted for all categories (Unserviced, Consolidation, NG911 Expenses, Reimbursement) only Unserviced received awards								
SFY18-SFY21 Only Unserviced and Consolidation Grant Applications Accepted								
SFY22-SFY23 Unserviced, Consolidation and existing and previous consolidation projects completed between 2010 and SSFY23								

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.

SFY22 NG9-1-1 EXPENSES GRANTS

\$7.9 million was available for NG9-1-1 Expenses grants in SFY22. Forty-five grant applications requesting approximately \$8.3 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 \$6.4 million were awarded. The balance of the grant allocation was rolled over to the SFY23 grant opportunity.

SFY23 NG9-1-1 EXPENSES GRANTS

\$8.7 million will be available for NG9-1-1 Expenses grants in SFY23. A Notice of Funding Opportunity was distributed on November 1, 2021 and posted on AmpliFund December 9, 2021, with grant applications due to the Department by February 1, 2022. Fifty-four SYF23 grant applications requesting \$12,851,549 were received and are currently being evaluated.

NG9-1-1 EXPENSES GRANT HISTORY

NG911 EXPENSES GRANTS						
	SFY19	SFY20	SFY21	SFY22	SFY23	Total
Grant Funding	\$6,200,000	\$8,880,000	\$9,057,000	\$7,929,510	\$8,731,490	
Applications Received	20	47	52	46	54	219
Amount Requested	\$7,271,319	\$8,360,605	\$10,107,366	\$9,056,254	\$12,851,549	\$47,647,093
Amount Awarded	\$3,823,925	\$6,272,676	\$7,924,059	\$6,434,065		\$24,454,724
Amount Rolled Over to Next SFY	\$2,376,075	\$2,607,323	\$1,429,510	\$2,231,490		
SFY19 - Hosted Solution i3 capable Call Handling Equipment						
SFY20-SFY23 - 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 statewide NG9-1-1 System with a legislative requirement for every 9-1-1 Authority in Illinois to provide NG9-1-1 by January 2023. (50 ILCS 750/3(b))

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

The Department will be responsible for the one-time setup costs to connect each PSAP to the ESInet and the monthly reoccurring network, NGCS and Network Operation Center/Security Operation Center (NOC/SOC) costs. The transition from legacy E9-1-1 services to IP-based NG9-1-1 offers options to resolve challenges 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. The number of primary PSAPs has decreased from 253 to 179 since January 2016, which will reduce the number of required network touchpoints to achieve a statewide ESInet capable of supporting a public safety grade call-delivery function.

In 2021, 179 Illinois PSAPs answered more than 7.6 million 9-1-1 calls from wireless, wireline, and voice over IP (VoIP) phone subscribers. In the same period, more than 8,383 text messages were delivered to 59 PSAPs that currently support text-to-9-1-1 service.

The Illinois PSAP community ranges in size from single-seat PSAPs to one with 176 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.

PROCUREMENT CHALLENGES

Initially, the Department was required by legislation to issue a Request for Proposal (RFP) for a consultant to complete a feasibility study to help make recommendations for the procurement of a statewide NG9-1-1 network. Initial dates required the Department to procure the services of a vendor to establish a statewide NG9-1-1 network by July 1, 2018 with implementation dates needing to be moved twice to accommodate delays in procurement caused by a variety of factors. Due to the technical nature of the procurement, an added layer of technical procurement review was required which added significant time delays to the process. An initial RFP was issued by the Department, however none of the initial vendors were deemed responsive by the Chief Procurement Office, and a second RFP was required to be re-issued. These delays required further changes to the ETSA extending the deadline for the State to procure a vendor and develop and implement a plan for a statewide NG9-1-1 network.

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).

Proposals for the Statewide NG9-1-1 network were received on February 24, 2020. A team of experts from the Department and the Department of Innovation and Technology completed a timely evaluation of the proposals submitted. After a lengthy review process which included a dual layer of procurement review required for all IT-related procurements, a Notice of Intent to Award was made on February 8, 2021.

In July 2021, more than three years after the first RFP was published, the Department entered into a contract with AT&T for the development and deployment of a statewide NG9-1-1 network. The State's goal is to deploy a NG9-1-1 System within 18 months of the awarding of the contract to provide Next Generation 9-1-

1 service. Every 9-1-1 system in Illinois, except in a municipality with a population over 500,000, shall provide Next Generation 9-1-1 service. A municipality with a population over 500,000 shall provide Next Generation 9-1-1 service by December 31, 2023. 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 Department.

NG9-1-1 SYSTEM DEVELOPMENT

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.

GIS

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

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

The Committee has completed regional meetings and training across the State, published a governance policy document, an Illinois NG9-1-1 Geodatabase Template and a GIS data readiness checklist for use by the PSAP community in preparation for NG9-1-1 deployment. The Committee continues to assess 9-1-1 Authorities PSAP, Provisioning, Law, Fire and EMS Boundary Layers and their Road Center Lines and Address Points, developing a program to ensure gaps, overlaps, and quality metrics are met by the statewide data set and administering a training program for local data stewards and data maintainers. An Esri NG9-1-1 Hub

has been deployed and includes a workflow process that allows systems to directly evaluate the readiness of their GIS data.

The State is responsible for providing the data portal and for portal access and security. The 9-1-1 Authorities are responsible for preparing their GIS data to be NG9-1-1 ready. 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.

CURRENT STATUS

AT&T has completed orders for 62 AT&T Virtual Private Networks (AVPN) connections and an additional 39 AVPN's have been ordered. 91 PSAP site visits have been completed. Seven vendors provide 9-1-1 call handling system software to the PSAP's providing service in the State. Their software is required to be tested and must receive AT&T LAB Approval for Use. Three of the current vendors have received approval. The remaining vendors are in various stages of testing. Based on call handling software readiness, the first 31 PSAP's to transition to NG9-1-1 have been identified. The transition of the first PSAP is scheduled for mid-June. Project Managers have been assigned to many of the first 31 PSAPs to transition, and project kickoff meetings are being held and scheduled to ensure readiness to transition. The design and ordering of Network to Network Interfaces (NNI's) to provide connections to existing regional networks and to surrounding State's is in progress.

TRAINING AND CERTIFICATION

Public Act 102-0009 require that each 9-1-1 Authority, as well as its answering points, shall ensure its public safety telecommunicators and public safety telecommunicator supervisors comply with the training, testing, and certification requirements established pursuant to Section 2605-53 of the Department of State Police Law. The certification training program will include a NG9-1-1 module that will provide the State's Telecommunicators with NG9-1-1 system functionality awareness and familiarization with future technology that will deliver 9-1-1 integrated text, pictures, and videos.

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

Costs incurred for the development of standards, training, testing and certification shall be expenses paid by the Department from the funds available to the Administrator and the Statewide 9-1-1 Advisory Board under Section 30 of the Act.

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

Federal 9-1-1 Grant Funding

The National Telecommunications and Information Administration (NTIA) and the National Highway Traffic Safety Administration (NHTSA), and the Agency of Transportation (DOT) implemented regulations for a 9-1-1 Grant Program. 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 has been applied towards 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 Administrator expects to submit an additional \$7,668,630 in expenses for reimbursement prior to the end of the grant on March 31, 2022. The grant cannot be extended.

ADDITIONAL ECONOMIC/FUNDING ASSESSMENT AND CONSIDERATIONS

The receipt of the federal grant funding discussed above marks the first time Illinois has been eligible to receive federal grant funding for 9-1-1. Illinois was previously ineligible due to sweeps of 9-1-1 funding on three separate occasions, with the last occurrence in 2015. Recently, 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 Department to apply for any federal grants and retain federal funds which have been previously awarded.

Over the past year, the Federal Communications Commission (FCC) has spent a significant amount of time reviewing costs associated with 9-1-1 in order to more clearly detail what is considered acceptable use of surcharge and what is unacceptable. On June 24, 2021, the FCC issued its Report and Order detailing acceptable uses of 9-1-1 surcharge in an effort to better assist states in avoiding the diversion of surcharge. The FCC created a 17-member 9-1-1 Strike Force (Strike Force) that was charged with studying the problem of 9-1-1 fee diversion. The Strike Force recognized 9-1-1 fee diversion negatively impacts public safety, 9-1-1 operations, first responders, and the fiscal sustainability of 9-1-1 service in the U.S. The Task Force found that 9-1-1 fee receipts and expenditures should be auditable to ensure that they are used for 9-1-1-related purposes, and that greater access to funding with prohibitions against 9-1-1 fee diversion is necessary to financially disincentivize diverters. The Advisory Board is reviewing the new guidance with respect to how it applies to practices currently being utilized by the PSAPs and will be making recommendations to the Department regarding changes to its administrative rules. A key concern for Advisory Board members remains the diversion of statewide 9-1-1 fees and the impact it has on the State's ability to obtain grants and sustain the current PSAP environment.

Surcharge Distribution


The Act was extended on June 12, 2020 and was renewed on June 3, 2021. A flat \$1.50 surcharge applies on all landline, wireless, and VoIP lines outside the City of Chicago effective January 1, 2018. Prepaid surcharge remained unchanged at a rate of 3% at the point of sale. Both are paid into the Statewide 9-1-1 Fund to be disbursed by the Department.

During SFY21, a total of \$207.9 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 2022 estimated income on all connections, as well as the actual revenue and expenses for Fiscal Year 2020 and 2021.

Emergency Telephone System Act Estimated Revenues and Expenses			
	Fiscal Year 2020 Final (Surcharge \$1.50)	Fiscal Year 2021 Final (Surcharge \$1.50)	Fiscal Year 2022 Est. (Surcharge \$1.50)
Revenues Collected:			
Wireline (Includes Carrier's Withholding (3% then 1.74% FY22))	\$ 21,086,714	\$ 15,455,575	\$ 13,791,567
VOIP (Includes Carrier's 1.74% Withholding beginning FY23)	\$ 34,596,882	\$ 35,300,945	\$ 34,340,321
Post Paid Wireless Revenue	\$ 142,719,000	\$ 147,507,634	\$ 142,301,880
Total From Surcharge Under Emergency Telephone System Act	\$ 198,402,596	\$ 198,264,154	\$ 190,433,768
PrePaid Revenue	\$ 10,060,665	\$ 9,620,797	\$ 8,754,240
Transfer In From Wireless Carrier Reimbursement Fund (ended FY22)	\$ 1,050,772	\$ -	\$ -
Penalties Collected	\$ 73,853	\$ 28,194	\$ 25,200
Total Collected 9-1-1 Revenue	\$ 209,587,886	\$ 207,913,145	\$ 199,213,208
Distribution of Surcharge:			
Withholding under Section 20 (a) (2) (d)			
3% Carrier Cost Recovery for Accounting and Collection of Surcharge	\$ 1,572,978	\$ 1,503,987	\$ 1,778,990
Disbursements under Section 30 (b) (1)			
(A) Portion for Counties Under 100k	\$ 1,713,003	\$ 1,725,630	\$ 1,658,880
(B) To Wireless Carrier Reimbursement Fund (ended FY22)	\$ 1,687,224	\$ 915,937	\$ -
(C) Department Administration	\$ 1,911,395	\$ 2,256,593	\$ 2,262,790
(D) Wireless Fixed (12 cents through 7/1/2020 then 4 cents)	\$ 15,811,335	\$ 5,287,044	\$ 6,586,949
(E) Grants for NG9-1-1 Expenses	\$ 6,588,051	\$ 6,099,526	\$ 6,201,787
(F) Implementation and Continuation of NG9-1-1 Network (begin 7/1/20)	\$ -	\$ 16,790,794	\$ 17,822,964
Disbursements under Section 30 (b) (2)			
(A) Wireline/VoIP/Hold Harmless Level	\$ 40,256,620	\$ 40,280,444	\$ 40,276,441
(B) 9-1-1 Network Costs	\$ 12,221,178	\$ 12,239,562	\$ 13,901,300
(C) ISP for IFB/RFP/Administrator/Advisory Board Costs	\$ 12,771,759	\$ 2,333,616	\$ 2,881,000
(D) Portion Set Aside for 9-1-1 Consolidation Grants	\$ 2,342,616	\$ 3,416,798	\$ 5,298,213
(E) Remaining Surcharge to All 9-1-1 Systems (Uses Wireless Zip Codes)	\$ 112,711,728	\$ 115,063,215	\$ 100,543,894
Grand Total Distributed	\$ 209,587,886	\$ 207,913,145	\$ 199,213,208
Funds Directly Benefiting 9-1-1 Authorities (Highlighted in Gray)	\$ 191,644,531	\$ 184,112,218	\$ 174,467,464

The \$1.50 surcharge increase and changes to the formula defined in the Act have addressed some of the concerns regarding sustainability and consistency in monthly disbursements from the State to the 9-1-1 Authorities. However, significant concerns remain among the 9-1-1 community with regards to future sustainability with the one-time and recurring cost of implementation and maintenance of NG9-1-1 throughout the State. 9-1-1 Authorities continue to experience budget concerns due to increased local expenses to address the COVID-19 pandemic. Surcharge funding for 9-1-1 authorities decreased in SFY21 and is expected to decrease again in SFY22. As funding for the one-time and recurring costs of a statewide



NG9-1-1 network come into focus in the next year; continuing discussions will need to be had to ensure adequate funding for all areas of statewide 9-1-1 are maintained.

2022 Objectives

Assuming that key vacancies are filled, the Advisory Board will continue to meet regularly in 2022 to plan for the future state of 9-1-1 as we begin the transition to NG9-1-1 service across Illinois. The Advisory Board recognizes that the needs of the 9-1-1 community will change as this transition occurs and technology allows for more efficient use of PSAP resources. The statewide surcharge calculation with respect to declining wireline revenue and 2015 hold harmless amounts needs to be reviewed, and continuing NG9-1-1 costs for the 9-1-1 systems will be analyzed as those costs become clearer. A more robust auditing process for all parties involved in provision of 9-1-1 services in the state should be considered to ensure that the State is following the new federal guidance on acceptable 9-1-1 expenses. Finally, a comprehensive look at what the future looks like for 9-1-1 in Illinois once the NG9-1-1 implementation is completed will need to be conducted. The Advisory Board looks forward to providing updates on these topics and more when the next Annual Report is filed in March 2023.

The Advisory Board appreciates the opportunity to provide an update on the state of 9-1-1 in Illinois and our transition to a statewide NG9-1-1 network. The Advisory Board appreciates the assistance of our legislative members on the Advisory Board and welcomes the opportunity to provide additional information to members of the 102nd General Assembly upon request.

Appendices

APPENDIX 1 – STATEWIDE ADVISORY BOARD MEMBERS & STATEWIDE 9-1-1 ADMINISTRATOR

Statewide 9-1-1 Advisory Board members

Illinois Association of Public Safety Communications Officials

Ralph Caldwell

Illinois Association of Chiefs of Police

Appointment Pending

Illinois Commerce Commission

Sam McClerren

Illinois Fire Chief's Association

Demond Dade, Urbana Fire Department

Illinois Sheriff's Association

Appointment Pending

Illinois State Police

Colonel Kelly Walter, Chair

Illinois National Emergency Number Association

Appointment Pending

Illinois Broadband and Telecommunications Association

Randy Nehrt

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

Juanita Kramer – Richland County

Representing Counties with a Population between 50,000 and 100,000

Appointment Pending

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

Tammy Peterson – Kankakee County

Representing a County 9-1-1 system from a County with a Population of 250,000 or More

Linda Zerwin – DuPage County

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

Appointment Pending



Representing an Incumbent Local Exchange Carrier

Appointment Pending

Representing a Large Wireless Carrier

Appointment Pending

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

Appointment Pending

Representing the Illinois Broadband and Cable Association

Debra Piscola - Comcast

Representing the Illinois State Ambulance Association

Appointment Pending

Representing the General Assembly

Senator Bill Cunningham

Representing the General Assembly

Senator Neil Anderson

Representing the General Assembly

Representative Kathleen Willis

Representing the General Assembly

Representative Michael Marron

Statewide 9-1-1 Administrator

Cindy Barbera-Brelle



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