



Federal Communications Commission
Washington, D.C. 20554

Approved by OMB
3060-1122
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hours

Annual Collection of Information

Related to the Collection and Use of 911 and E911 Fees by States and Other Jurisdictions

Pursuant to OMB authorization 3060-1122, the FCC's Public Safety and Homeland Security Bureau seeks the following specific information in order to fulfill the Commission's obligations under Section 6(f)(2) of the NET 911 Act:

A. Filing Information

1. Name of State or Jurisdiction

State or Jurisdiction
Illinois

2. Name, Title and Organization of Individual Filing Report

Name	Title	Organization
Cindy Barbera-Brelle	Statewide 9-1-1 Administrator	Illinois State Police



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B. Overview of State or Jurisdiction 911 System

1. Please provide the total number of active Public Safety Answering Points (PSAPs) in your state or jurisdiction that receive funding derived from the collection of 911/E911 fees during the annual period ending December 31, 2018:

PSAP Type ¹	Total
Primary	188
Secondary	11
Total	199

2. Please provide the total number of active telecommunicators² in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2018:

Number of Active Telecommunicators	Total
Full-Time	3,109
Part-time	418

3. For the annual period ending December 31, 2018, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

¹ A Primary PSAP is one to which 911 calls are routed directly from the 911 Control office. A secondary PSAP is one to which 911 calls are transferred from a Primary PSAP. See National Emergency Number Association, Master Glossary of 9-1-1 Terminology (*Master Glossary*), Apr. 13, 2018, at 162, available at https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/NENA-ADM-000.22-2018_FINAL_2.pdf.

² A telecommunicator, also known as a call taker or a dispatcher, is a person employed by a PSAP who is qualified to answer incoming emergency telephone calls and/or who provides for the appropriate emergency response either directly or through communication with the appropriate PSAP. See *Master Glossary* at 192.



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Amount (\$)	Local 9-1-1 Authorities report \$315,803,099 in 9-1-1 expenses and the State incurred \$11,654,073 for 9-1-1 network costs. Totaling \$327,457,172 in 9-1-1 Expenses. (Includes City of Chicago expenses)
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3a. If an amount cannot be provided, please explain why.

4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2018 to December 31, 2018.

Type of Service	Total 911 Calls
Wireline	1,792,018
Wireless	6,833,791
VoIP	346,689
Other	2,024
Total	9,200,041*

*Note some entities were unable to break out the type of calls by service so the total includes their call numbers, but they are not included in the itemized breakout.



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C. Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms

1. Has your State, or any political subdivision, Indian tribe, village or regional corporation therein as defined by Section 6(f)(1) of the NET 911 Act, established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (please include a citation to the legal authority for such mechanism)? *Check one.*

- Yes
- No

1a. If YES, provide a citation to the legal authority for such a mechanism.

50 ILCS Act 750 - Emergency Telephone System Act (ETSA)
50 ILCS Act 753 - Prepaid Wireless 9-1-1 Surcharge Act

1b. If YES, during the annual period January 1, 2018 to December 31, 2018, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.

Public Act 100-0020 amended the Emergency Telephone Safety Act and the Prepaid Wireless 9-1-1 Surcharge Act in July 2017 and effective January 1, 2018.

Summary of amendments to the Acts:

- Increased the uniform monthly surcharge from \$.87 to \$1.50 effective January 1, 2018 for wireline, VoIP and wireless connections; this surcharge is collected and disbursed by the State. Where multi voice grade communication channels are connected through a PBX or Centrex service, a 5 surcharge per network connection will apply.
- Mandated that all 9-1-1 Authorities must have an Emergency Telephone System Board (ETSB) by July 1, 2018. Also required that any new boards created after this date must include a PSAP representative.
- Provided authority to the State to withhold surcharge or grant money if a 9-1-1 authority did not comply with consolidation.
- Mandated that the State create 24/7 10-digit transfer list for 9-1-1 authorities use.
- Added a member representing the Cable Television and Communication Association of Illinois and a member representing the Illinois State Ambulance Association to the Statewide 9-1-1 Advisory Board. Also allows that a representative of the Speaker of the House, the Minority Leader of the House, the President of the Senate, and the Minority leader of the Senate may each appoint a member of the General Assembly to temporarily serve as a non-voting member of the Board during the 12 months prior to the repeal date of this Act to discuss legislative initiatives of the Board.
- Established the distribution formula for the \$1.50 surcharge effective January 1, 2018:



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- \$0.013 to counties under 100,000 population
- \$0.026 transferred to Wireless Carrier Reimbursement Fund from June 30, 2017 to June 30, 2018; \$0.020 from July 1, 2018 through June 30, 2019; \$0.013 from July 1, 2019 through June 30, 2020; \$0.007 from July 1, 2020 through June 30, 2021. After June 30, 2021 no more transfers will be made to the Wireless Carrier Reimbursement Fund.
- \$0.017 to cover Illinois State Police (ISP) administrative costs.
- Beginning January 1, 2018 until June 30, 2020, \$0.12, and on and after July 1, July 2020, \$0.04 shall be used to make monthly proportional grants to the appropriate 9-1-1 Authority currently taking wireless 9-1-1 based upon the United States Postal Zip code of the billing address of subscriber's wireless carriers.
- After the disbursements listed above, all remaining funds in the Statewide 911 Fund shall be disbursed in the following priority order:
 - Monthly payment to 9-1-1 authorities that imposed surcharges under section 15.3 on October 1, 2014 of an amount equal to the average monthly wireline and VOIP surcharge revenue for the most recent 12-month reported to the Department for October 2014 filing.
 - Monthly payment to counties that did not collect a wireline surcharge of an amount equal to population multiplied by .37 multiplied by the rate of \$0.69. Counties that do not provide E911 will not receive funds until the service is provided.
 - Monthly payment to counties without E911 service but have a 911 surcharge as of December 31, 2015 in an amount equal to their population multiplied by .37 by their surcharge rate established by referendum.
 - All 911 network costs for systems outside of the City of Chicago, to be paid directly to vendors.
 - All expenses incurred by the Administrator and Advisory Board associated with the NG911 RFP and contract.
 - Disbursement of Annual Grants for consolidations under section 15.4a, 15.4b and for NG911 expenses up to:
 - 2017 = \$12.5 million
 - 2018 = \$20 million
 - 2019 = \$20.9 million
 - 2020 = \$15.3 million
 - 2021 = \$16.2 million
 - 2022 = \$23.1 million
 - 2023 and each year thereafter \$17 million.
 - All remaining funds shall be distributed to the appropriate 911 authority taking wireless 911 based on the postal zip code of billing addresses of subscribers of wireless carriers.



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- Extended Chicago’s authority to impose a local surcharge of \$5.00 until January 1, 2021 and then it must not be reduced to \$2.50 or below.
- Allows each telecommunication carrier (non-wireless) to deduct up to 3% of the gross amount of surcharge collected to reimburse for the expense of accounting and collecting surcharge. Wireless carriers will be allowed to do the same beginning July 1, 2022.
- Remittance of surcharge within 30 days of collection for deposit into the Statewide 911 Fund.
- Wireless carriers may still recover 911 service costs that are not reimbursed through the Wireless Carrier Reimbursement Fund through a direct charge to their respective customers.
- The Emergency Telephone Systems Act sunsets on December 31, 2020.

Summary of amendments to the Pre-Paid Wireless Act:

- Increased the 911 pre-paid wireless surcharge to 3% for the State and 9% for Chicago, effective on October 1, 2015. Chicago’s rate will then drop to 7% effective January 1, 2020.
- Provided that the prepaid wireless 911 surcharge shall not be applied to the lifeline subsidized portion of the service.

2. Which of the following best describes the type of authority arrangement for the collection of 911/E911 fees? Check one.

- The State collects the fees
- A Local Authority collects the fees
- A hybrid approach where two or more governing bodies
(e.g., state and local authority) collect the fees

3. Describe how the funds collected are made available to localities.

The ETSA specifies that the statewide surcharge (This excludes Chicago’s \$5.00 surcharge as the State does not collect surcharge for the City) of \$1.50 must be applied on each network connection and wireless subscriber billed by the Local Exchange Carriers, VoIP providers and Wireless Carriers. Once collected, the carriers are allowed to deduct 3% of the gross amount of the surcharge for administrative fees. The carriers are then obligated to remit the surcharge no later than 30 days after the surcharge is collected to the State for disbursement according to the specific explanation provided in question 1b.



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D. Description of State or Jurisdictional Authority That Determines How 911/E911 Fees are Spent

1. Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.		
Jurisdiction	Authority to Approve Expenditure of Funds (Check one)	
	Yes	No
State	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Local (e.g., county, city, municipality)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1b. Please briefly describe any limitations on the approval authority per jurisdiction (e.g., limited to fees collected by the entity, limited to wireline or wireless service, etc.)		
The legislation defines what the 9-1-1 surcharge money can be used for, however, the local 9-1-1 Authorities reserve the right to determine how the funds are spent.		

2. Has your state established a funding mechanism that mandates *how* collected funds can be used? Check one.

- Yes
- No

2a. If you checked YES, provide a legal citation to the funding mechanism of any such criteria.

50 ILCS Act 750 - Emergency Telephone System Act (ETSA)
50 ILCS Act 753 - Prepaid Wireless 9-1-1 Surcharge Act



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2b. If you checked NO, describe how your state or jurisdiction decides how collected funds can be used.

E. Description of Uses of Collected 911/E911 Fees

- 1. Provide a statement identifying with specificity all activities, programs, and organizations for whose benefit your state, or political subdivision thereof, has obligated or expended funds collected for 911 or E911 purposes and how these activities, programs, and organizations support 911 and E911 services or enhancements of such services.**

The State's 9-1-1 fees supports all 9-1-1 related activities throughout the State. Most of the fees collected are passed through from the State to local and county governmental 9-1-1 Authorities to support their 9-1-1 operation. These funds may be used for expenses that can classified as 9-1-1 related as legislatively defined and can include such as Telecommunicator salaries, 9-1-1 equipment costs, lease expenses, radio equipment, mapping expenses, etc. The State pays telecommunications carriers directly for 9-1-1 network expenses incurred by the local and county 9-1-1 Systems.



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2. Please identify the allowed uses of the collected funds. Check all that apply.			
Type of Cost		Yes	No
Operating Costs	Lease, purchase, maintenance of customer premises equipment (CPE) (hardware and software)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of building/facility	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Personnel Costs	Telecommunicators' Salaries	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Training of Telecommunicators	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Administrative Costs	Program Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Travel Expenses	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dispatch Costs	Reimbursement to other law enforcement entities providing dispatch	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of Radio Dispatch Networks	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Grant Programs		<input checked="" type="checkbox"/> If YES, see 2a.	<input type="checkbox"/>
2a. During the annual period ending December 31, 2018, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.			



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During calendar year 2018 the State made \$2,095,637 in grants to local 9-1-1 authorities to assist with PSAP consolidations and Next Generation 911 expenses.

F. Description of 911/E911 Fees Collected

1. Please describe the amount of the fees or charges imposed for the implementation and support of 911 and E911 services. Please distinguish between state and local fees for each service type.		
Service Type	Fee/Charge Imposed	Jurisdiction Receiving Remittance <i>(e.g., state, county, local authority, or a combination)</i>
Wireline	\$1.50	State (except for the City of Chicago)
Wireless	\$1.50	State (except for the City of Chicago)
Prepaid Wireless	3%	State (except for the City of Chicago)
Voice Over Internet Protocol (VoIP)	\$1.50	State (except for the City of Chicago)
Other	N/A	
Wireline, Wireless, VoIP	\$5.00	City of Chicago (local authority)
Prepaid Wireless	9%	City of Chicago (local authority)



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2. For the annual period ending December 31, 2018, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.

Service Type	Total Amount Collected (\$)
Wireline	\$20,131,873
Wireless	\$140,352,636
Prepaid Wireless	\$9,447,329
Voice Over Internet Protocol (VoIP)	\$34,828,543
Chicago (Service Type Breakdown Not Available)	\$152,975,255
Other	\$117,644
Total	\$357,853,280

- 2a. If an amount cannot be provided, please explain why.

3. Please identify any other sources of 911/E911 funding.

Local government resources of which the estimated total is included in item 2 under "Other (GRF)"



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Question	Yes	No
4. For the annual period ending December 31, 2018, were any 911/E911 fees that were collected by your state or jurisdiction combined with any federal, state or local funds, grants, special collections, or general budget appropriations that were designated to support 911/E911/NG911 services? <i>Check one.</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4a. If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.		

5. Please provide an estimate of the proportional contribution from each funding source towards the total cost to support 911 in your state or jurisdiction.	Percent
State 911 Fees	79.1%
Local 911 Fees	0/0%
General Fund - State	0.0%
General Fund - County	20.9% (would also include Local GRF)



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Federal Grants	0.0%
State Grants	0% Note: The State administers Consolidation and NG911 Expense Grant Programs. However, grant awards are paid from surcharge received and deposited into the Statewide 911 Fund.

G. Description of Diversion or Transfer of 911/E911 Fees for Other Uses

Question	Yes	No
1. In the annual period ending December 31, 2018, were funds collected for 911 or E911 purposes in your state or jurisdiction made available or used solely for the purposes designated by the funding mechanism? <i>Check one.</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1a. If NO, please identify what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including any funds transferred, loaned, or otherwise used for the state's general fund. Along with identifying the amount, please include a statement identifying the non-related purposes for which the collected 911 or E911 funds were made available or used.		
Amount of Funds (\$)	Identify the non-related purpose(s) for which the 911/E911 funds were used. <i>(Add lines as necessary)</i>	



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H. Oversight and Auditing of Collection and Use of 911/E911 Fees

Question	Yes	No
1. Has your state established any oversight or auditing mechanisms or procedures to determine whether collected funds have been made available or used for the purposes designated by the funding mechanism or otherwise used to implement or support 911? Check one.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1a. If YES, provide a description of the mechanisms or procedures and any enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2018. (Enter "None" if no actions were taken.)		
<p>Beginning in October of 2014 and every year thereafter, 9-1-1 authorities are legislatively required to file an Annual Financial Report (AFR) to provide revenue and expenditure activity information. Additionally, the State's Auditor General has specific requirements for auditing the State's collection and distribution of 9-1-1 funds.</p>		

Question	Yes	No
2. Does your state have the authority to audit service providers to ensure that the amount of 911/E911 fees collected from subscribers matches the service provider's number of subscribers? Check one.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2a. If YES, provide a description of any auditing or enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2018. (Enter "None" if no actions were taken.)		
<p>There were no specific audits of providers during 2018. However, the Department routinely looks at wireless customers reported by zip codes and compares that to wireless payments to look for discrepancies. Additionally, the Department looks for significant variations in a company's monthly payments. If potential issues are found, the companies are contacted and asked to either amend their returns or provide an explanation for those discrepancies.</p>		



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I. Description of Next Generation 911 Services and Expenditures

Question	Yes	No
1. Does your state or jurisdiction classify expenditures on Next Generation 911 as within the scope of permissible expenditures of funds for 911 or E911 purposes? Check one.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1a. If YES, in the space below, please cite any specific legal authority:		
50 ILCS Act 750 (Emergency Telephone System Act, ETSA), Section 35.		

Question	Yes	No
2. In the annual period ending December 31, 2018, has your state or jurisdiction expended funds on Next Generation 911 programs? Check one.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2a. If YES, in the space below, please enter the dollar amount that has been expended.		
Amount (\$) 	The State has spent \$167,534.80 for a consultant to complete a feasibility study and develop a NG911 RFP.	



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3. For the annual period ending December 31, 2018, please describe the type and number of NG911 Emergency Service IP Network(s) (ESInets) that operated within your state.					
Type of ESInet	Yes	No	If Yes, Enter Total PSAPs Operating on the ESInet	If Yes, does the type of ESInet interconnect with other state, regional or local ESInets?	
				Yes	No
a. A single, state-wide ESInet	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
b. Local (e.g., county) ESInet	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
c. Regional ESInets	<input checked="" type="checkbox"/>	<input type="checkbox"/>	[If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet]	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Name of Regional ESInet: Counties of Southern Illinois (CSI)			20	<input type="checkbox"/>	<input checked="" type="checkbox"/>



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Name of Regional ESInet: Geneseo Communications	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2018.

A region of 14 9-1-1 authorities joined together calling themselves the Counties of Southern Illinois (CSI) to create a NG9-1-1 system. Seven of the 14 systems were implemented in 2014 and the remaining 7 were implemented in 2015. There are currently 13 9-1-1 authorities that make up CSI, as a result of a consolidation.

Geneseo Communications currently provides an ESInet to 4 counties.

The State posted an NG911 RFP for an ESInet, NGCS and NOC/SOC in December 2018.

Question	Total PSAPs Accepting Texts
5. During the annual period ending December 31, 2018, how many PSAPs within your state implemented text-to-911 and are accepting texts?	30 9-1-1 Authorities reported taking text calls in 2018, but the State does not track the number of PSAPs that implement text.
Question	Estimated Number of PSAPs that will Become Text Capable
6. In the next annual period ending December 31, 2018, how many PSAPs do you anticipate will become text capable?	Unknown. This information in not currently tracked.



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J. Description of Cybersecurity Expenditures

Question	Check the appropriate box		If Yes, Amount Expended (\$)
1. During the annual period ending December 31, 2018, did your state expend funds on cybersecurity programs for PSAPs?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	

Question	Total PSAPs
2. During the annual period ending December 31, 2018, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?	Unknown. This information is not currently tracked.

Question	Yes	No	Unknown
3. Does your state or jurisdiction adhere to the National Institute of Standards and Technology <i>Framework for Improving Critical Infrastructure Cybersecurity</i> (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



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K. Measuring Effective Utilization of 911/E911 Fees

- 1. Please provide an assessment of the effects achieved from the expenditure of state 911/E911 or NG911 funds, including any criteria your state or jurisdiction uses to measure the effectiveness of the use of 911/E911 fees and charges. If your state conducts annual or other periodic assessments, please provide an electronic copy (*e.g.*, Word, PDF) of the latest such report upon submission of this questionnaire to the FCC or provide links to online versions of such reports in the space below.**

The 9-1-1 authorities Annual Financial Reports from 2014-2016 which outline revenues and expenses by authority can be found at: <https://www.icc.illinois.gov/filings/ar911/>

The Annual Financial Reports for 2017 and 2018 are available at the following link:
https://data.illinois.gov/dataset/911_finance