**Approved by OMB**

**3060-1122**

**Expires: March 31, 2021**

**Estimated time per response: 10-55 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:

1. **Filing Information**
2. **Name of State or Jurisdiction**

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| **State or Jurisdiction** |
| Illinois |

1. **Name, Title and Organization of Individual Filing Report**

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

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| **Addendum Section A** |
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1. **Overview of State or Jurisdiction 911 System**
2. **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, 2019:**

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| **PSAP Type[[1]](#footnote-1)** | **Total** |
| Primary | 191 |
| Secondary | 11 |
| **Total** | 202 |

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| **Addendum Section B1** |
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1. **Please provide the total number of active telecommunicators[[2]](#footnote-2) in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2019:**

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| **Number of Active Telecommunicators** | **Total** |
| Full-Time | 3,200 |
| Part-time | 341 |

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| **Addendum Section B2** |
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1. **For the annual period ending December 31, 2019, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.**

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| **Amount**  **($)** | Local 9-1-1 Authorities report $165,434,079 in 9-1-1 expenses and the State incurred $12,318,392 for 9-1-1 network costs.  Totaling $177,752,471 in 9-1-1 Expenses. |

**3a. If an amount cannot be provided, please explain why.**

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| Missing cost information from the Cities of Harvey and North Chicago. |

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| **Addendum Section B3** |
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1. **Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2019 to December 31, 2019.**

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| **Type of Service** | **Total 911 Calls** |
| Wireline | 1,422,554 |
| Wireless | 7,408,906 |
| VoIP | 381,111 |
| Other | 5,939 |
| **Total** | 9,218,510 |

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| **Addendum Section B4** |
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1. **Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms**
2. **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.**

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| 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, 2019 to December 31, 2019, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.**

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| The Act was scheduled to be repealed on December 31, 2020. In May 2020 the General Assembly extended all dates included in the Act one year. No funding mechanisms were amended. |

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| **Addendum Section C1** |
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1. **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 ……………..

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| **Addendum Section C2** |
| Chicago, a local authority, collects fees directly. |

1. **Describe how the funds collected are made available to localities.**

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| 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. |

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

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| 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 |  |  |
| Local  (*e.g.*, county, city, municipality) |  |  |
| **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 9-1-1 surcharge fees can be used for, however the local 9-1-1 Authorities approve all of their expenditures. | | |

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| **Addendum Section D1** |
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1. **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.**

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

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

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1. **Description of Uses of Collected 911/E911 Fees**
2. **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.**

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| The State’s 9-1-1 fees support 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 9-1-1 expenditures as legislatively defined and can include Telecommunicator salaries, 9-1-1 equipment costs, lease expenses, radio equipment, mapping expenses, etc. The State pays 9-1-1 System Providers directly for 9-1-1 network expenses incurred by the local and county 9-1-1 Systems. |

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| 1. **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) |  |  |
| Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software) |  |  |
| Lease, purchase, maintenance of building/facility |  |  |
| **Personnel Costs** | Telecommunicators’ Salaries |  |  |
| Training of Telecommunicators |  |  |
| **Administrative Costs** | Program Administration |  |  |
| Travel Expenses |  |  |
| **Dispatch Costs** | Reimbursement to other law enforcement entities providing dispatch |  |  |
| Lease, purchase, maintenance of Radio Dispatch Networks |  |  |
| **Grant Programs** |  | **If YES, see 2a.** |  |
| **2a. During the annual period ending December 31, 2019, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.** | | | |
| During calendar year 2019 the State awarded $8,399,930.20 in grants to local 9-1-1 authorities to defer costs associated with PSAP consolidations and for Next Generation 9-1-1 expenses. | | | |

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| **Addendum Section E2** |
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1. **Description of 911/E911 Fees Collected**

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| 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**  **(*e.g.*, state, county, local authority, or a combination)** |
| Wireline | $1.50 | State (outside of the City of Chicago) |
| Wireless | $1.50 | State (outside of the City of Chicago) |
| Prepaid Wireless | 3% | State (outside of the City of Chicago) |
| Voice Over Internet Protocol (VoIP) | $1.50 | State (outside of the City of Chicago) |
| Other | A fee of which ever is greater: $25 for each month or an amt. equal to the product of 1% and the sum of all delinquent amounts each month that payment is delinquent. | Carrier Penalty for not remitting monthly surcharge. |

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| **Addendum Section F1** |
| The City of Chicago is exempt from the Statewide uniform 9-1-1 surcharge and legislatiave requirements.  The State does not collect surcharge revenue for Chicago nor does it pay for its network costs.  Wireline, Wireless, VoIP $5.00 City of Chicago (local authority)  Prepaid Wireless 9% City of Chicago (local authority) |

1. **For the annual period ending December 31, 2019, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.**

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| **Service Type** | **Total Amount Collected ($)** |
| Wireline | $17,246,642.39 |
| Wireless | $128,835,944.14 |
| Prepaid Wireless | $9,816,391.35 |
| Voice Over Internet Protocol (VoIP) | $29,774,266.39 |
| Other | $24,603.36 |
| **Total** | $185,697,847.63 |

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

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| **Addendum Section F2** |
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1. **Please identify any other sources of 911/E911 funding.**

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| Local government resources of which the estimated total is included in item 2 under “Other” |

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| **Question** | **Yes** | **No** |
| 1. **For the annual period ending December 31, 2019, 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?** *Check one.* |  |  |
| **4a.** **If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.** | | |
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| **Addendum Section F4** |
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| 1. **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 | 89.48% |
| Local 911 Fees | 0% |
| General Fund - State | 0% |
| General Fund - County | 10.52% |
| Federal Grants | 0% |
| State Grants | 0% |

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| **Addendum Section F5** |
| General Fund - County also inlcudes General Fund - Municipal  State Grants: The State offers Consolidation and NG9-1-1 Expense Grant Programs. Grant awards are funded from surcharge received and deposited into the Statewide 9-1-1 Fund. |

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

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| **Question** | | **Yes** | **No** |
| 1. **In the annual period ending December 31, 2019, 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?** *Check one*. | |  |  |
| **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. (*Add lines as necessary*)** | | |
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| **Addendum Section G1** |
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1. **Oversight and Auditing of Collection and Use of 911/E911 Fees**

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| **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.* |  |  |
| **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, 2019.** *(Enter “None” if no actions were taken.)* | | |
| Beginning in October of 2014 and every year thereafter, 9-1-1 authorities are legislatively required to file an annual financial report to provide revenue, and expenditure and activity information. Additionally, the State’s Auditor General has specific requirements for auditing the State’s collection and distribution of 9-1-1 funds. | | |

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| **Question** | **Yes** | **No** |
| 1. **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.* |  |  |
| **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, 2019.** *(Enter “None” if no actions were taken.)* | | |
| There were no specific audits of providers during 2019. 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 explanations for those discrepancies. | | |

1. **Description of Next Generation 911 Services and Expenditures**

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| **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.* |  |  |
| **1a. If YES, in the space below, please cite any specific legal authority:** | | |
| 50 ILCS Act 750 (Emergency Telephone System Act, ETSA), Section 35. | | |

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| **Question** | | **Yes** | **No** |
| 1. **In the annual period ending December 31, 2019, has your state or jurisdiction expended funds on Next Generation 911 programs?** *Check one.* | |  |  |
| **2a. If YES, in the space below, please enter the dollar amount that has been expended.** | | | |
| **Amount**  **($)** | $95,100 | | |

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| **Addendum Section I2** |
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| 1. **For the annual period ending December 31, 2019, 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** |
| 1. A single, state-wide ESInet |  |  |  |  |  |
| 1. Local (*e.g.*, county) ESInet |  |  |  |  |  |
| 1. Regional ESInets |  |  | [If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet] |  |  |
| Name of Regional ESInet 1:  CSI-INdigital | | | 14 |  |  |
| Name of Regional ESInet 2:  North Central Illinois System | | | 4 |  |  |
| Name of Regional ESInet 3:  INdigital | | | 6 |  |  |
| Name of Regional ESInet 4: | | |  |  |  |
| Name of Regional ESInet 5: | | |  |  |  |
| Name of Regional ESInet 6: | | |  |  |  |
| Name of Regional ESInet 7: | | |  |  |  |
| Name of Regional ESInet 8: | | |  |  |  |
| Name of Regional ESInet 9: | | |  |  |  |
| Name of Regional ESInet 10: | | |  |  |  |
| Name of Regional ESInet 11: | | |  |  |  |
| Name of Regional ESInet 12: | | |  |  |  |
| Name of Regional ESInet 13: | | |  |  |  |
| Name of Regional ESInet 14: | | |  |  |  |
| Name of Regional ESInet 15: | | |  |  |  |
| Name of Regional ESInet 16: | | |  |  |  |
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| Name of Regional ESInet 33: | | |  |  |  |
| Name of Regional ESInet 34: | | |  |  |  |
| Name of Regional ESInet 35: | | |  |  |  |

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| **Addendum Section I3** |
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1. **Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2019.**

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| 1st ESInet: A region of 11 local 9-1-1 Authorities/Counties consisting of 14 PSAPs joined together calling themselves the Counties of Southern Illinois (CSI) in order to implement a regional hosted ESInet and NG9-1-1 system.    2nd ESInet: A region of three (3) local 9-1-1 Authorities/Counties consiting of four (4) PSAPs joined together calling themselves the North Central Illinois System (NCIS) in order to implement a regional hosted ESInet and NG9-1-1 system.    3rd ESInet: INdigital Telecom assumed 9-1-1 System provider responsibilities for five (5) individual 9-1-1 Authorities/Counties consisting of six (6) PSAPS and have provided them with an NG911 hosted system when their original 911 System Provider left the 911 System market.  A region of nine (9) local 9-1-1 Authorities/Counties have joined together calling themselves the Northern Illinois Next Generation Alliance (NINGA) to create an hosted NG9-1-1 system whereby they would share NG9-1-1 Core Services (NCS) and ESInet. The NINGA System is in the implentation stage.  The State of Illinois posted an NG911 RFP for ESINet, NGCS and NOC/SOC in December 2019 and is currently in the process of evaluating proposals and selecting a 9-1-1 System provider to implement a statewide NG911 System. |

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| **Question** | **Total PSAPs**  **Accepting Texts** |
| 1. **During the annual period ending December 31, 2019, how many PSAPs within your state implemented text-to-911 and are accepting texts?** | 46 |
| **Question** | **Estimated Number of PSAPs**  **that will Become Text Capable** |
| 1. **In the next annual period ending December 31, 2020, how many PSAPs do you anticipate will become text capable?** | Unknown |

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| **Addendum Section I5** |
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| **Addendum Section I6** |
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1. **Description of Cybersecurity Expenditures**

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| **Question** | **Check the appropriate box** | | **If Yes,**  **Amount Expended ($)** |
| 1. **During the annual period ending December 31, 2019, did your state expend funds on cybersecurity programs for PSAPs?** | Yes | No |  |

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| **Addendum Section J1** |
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| **Question** | **Total PSAPs** |
| 1. **During the annual period ending December 31, 2019, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?** | Unknown |

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| **Addendum Section J2** |
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| **Question** | **Yes** | **No** | **Unknown** |
| 1. **Does your state or jurisdiction adhere to the National Institute of Standards and Technology *Framework for Improving Critical Infrastructure Cybersecurity* (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?** |  |  |  |

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| **Addendum Section J3** |
| At this time the State is not fully aware of the actions taken by local jurisdications concerning Cybersecurity. However, once the State implements its Statewide NG9-1-1 System, the State will ensure compliance to the National Institute of Standards and Technolgy Framework for Improving Critical Infrastructure Cybersecurity for all PSAPs that are supported. |

1. **Measuring Effective Utilization of 911/E911 Fees**
2. **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.**

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| The State of Illinois requires that every 9-1-1 Authority complete an Annual Finanical Report each year at the end of January. This provides a complete assessment of annual expenditures and revenues for each 9-1-1 system in the State. This assists the State in determining the finanical condition of each 9-1-1 system and whether there is appropriate funding available and whether inappropriate spending exists. |

**We have estimated that your response to this collection of information will take an average of 10 to 55 hours. Our estimate includes the time to read the instructions, look through existing records, gather and maintain required data, and actually complete and review the form or response. If you have any comments on this estimate, or on how we can improve the collection and reduce the burden it causes you, please write the Federal Communications Commission, Office of Managing Director, AMD‑PERM, Washington, DC 20554, Paperwork Reduction Act Project (3060‑1122). We will also accept your PRA comments via the Internet if you send an e-mail to** [**PRA@fcc.gov**](mailto:PRA@fcc.gov)**.**

**Please DO NOT SEND COMPLETED FORMS TO THIS ADDRESS. You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number and/or we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060‑1122.**

**THIS NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507.**

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>. [↑](#footnote-ref-1)
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. [↑](#footnote-ref-2)