



State of Illinois
Illinois State Police

I need help

Where is your
emergency?



STATEWIDE 9-1-1 ADVISORY BOARD

ANNUAL REPORT TO THE GENERAL ASSEMBLY

APRIL 1, 2026

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

April 1, 2026

Under Section 19(e) of the Emergency Telephone System Act (50 ILCS 750/19(e)) (the Act), the members of the Statewide 9-1-1 Advisory Board (Advisory Board) respectfully submit this Annual Report to the Illinois General Assembly by April 1.

This report provides a comprehensive update on the continued transition to a statewide Next Generation 9-1-1 (NG9-1-1) system and outlines any recommendations for legislative consideration. It also includes annual financial information, including revenues and expenditures, grant program activity, and surcharge distributions. A complete list of Advisory Board members is provided in Appendix 2.

Connectivity to the statewide NG9-1-1 network by AT&T was nearing completion in 2025. Through the end of the 2025 reporting period, AT&T had successfully transitioned 124 PSAPs to the statewide NG9-1-1 network and continued to conduct PSAP readiness assessments and operational readiness testing. Following the close of this reporting year, the final PSAP was successfully cut over in March 2026, completing statewide PSAP connectivity and marking 125 PSAPs live on the AT&T Emergency Services IP network. Currently, 169 PSAPs are receiving 9-1-1 calls via NG9-1-1 networks. Network-to-Network Interfaces (NNIs) connecting the three regional and municipal NG9-1-1 systems have been completed, enabling seamless NG9-1-1 service across the State. A diversity project is also underway to ensure redundant connectivity for PSAPs. Additionally, the city of Chicago has completed its procurement process for an NG9-1-1 network and is nearing full implementation.

Consolidation and NG9-1-1 grants continue to be available annually to assist with implementation and transition costs. The NG9-1-1 legislative grant provision is scheduled to expire on June 30, 2028.

Ensuring sustainable funding for Illinois' 9-1-1 infrastructure remains under active review by the Advisory Board. Strategic planning efforts began in the latter half of 2025, with a master contract vendor engaged to facilitate development of a comprehensive, multi-year strategic plan. The Advisory Board has held several meetings to define the project scope, and work will continue into the first half of 2026 to finalize the plan.

Advancement of NG9-1-1 implementation, telecommunicator training and certification, and long-term financial stability for the 9-1-1 community remain top priorities. The Act is scheduled for repeal in December 2027. The Illinois State Police (ISP) and the Administrator are nearing completion of revisions to the Administrative Rules, developed in collaboration with the Advisory Board.

The ISP, the Administrator, and the Advisory Board appreciate the opportunity to present this report and stand ready to assist the General Assembly with any questions or further information.

Respectfully submitted,



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

Executive Summary

LEGISLATIVE INITIATIVES AND RECOMMENDATIONS

In 2025, the Statewide 9-1-1 Advisory Board advanced key policy priorities by supporting renewal of the ETSA with Board-recommended language. The Board also approved updates to Administrative Rules (Parts 1324, 1325, and 1326), which are now in the initial phases of Joint Committee on Administrative Rules (JCAR) review.

NG9-1-1

Illinois continued statewide NG9-1-1 implementation to strengthen resiliency, interoperability, and standards-based call delivery. The transition of PSAPs to the Statewide NG9-1-1 network progressed through 2025, with the final remaining PSAP transitioned in March 2026, marking completion of statewide PSAP connectivity.

COMMUNITY EMERGENCY SERVICES AND SUPPORTS ACT (CESSA)

In coordination with the CESSA Statewide Advisory Committee, Illinois Department of Human Services Division of Behavioral Health & Recovery (IDHS DBHR), Illinois Department of Public Health (IDPH), University of Illinois Chicago Behavioral Health Crisis Hub (UIC BHCH), and the Office of the Statewide 9-1-1 Administrator, Illinois launched cohort-based PSAP implementation following completion of PSAP Protocol Pilots. This phased approach supports statewide rollout toward the July 1, 2027, statutory deadline.

TRAINING & CERTIFICATION

Planning advanced for a statewide telecommunicator and supervisor training and certification program required by Public Act 102-0009. A statewide group of training professionals developed core training modules while planning occurred for a standing Public Safety Training Committee, certification exams, credentialing, and a statewide Learning Management System (LMS).

GRANT PROGRAMS

The ISP continued administering consolidation and NG9-1-1 expense grants funded through the statewide surcharge structure. In 2025, these grant programs supported PSAP modernization, consolidation efforts, and priority NG9-1-1 investments.

STRATEGIC PLANNING

During 2025, work began to formulate a multi-year strategic plan for 9-1-1 in the state of Illinois. A statement of work was developed with a contract vendor to begin the endeavor. Preliminary work has included discussions with the Advisory Board, engagement with key parties and development of a survey to be sent to stakeholders.

LEADERSHIP TRANSITION

In 2025, Cindy Barbera-Brelle retired following her service as Illinois' first Statewide 9-1-1 Administrator. Alicia Atkinson was appointed Statewide 9-1-1 Administrator on July 1, 2025, supporting continuity of statewide initiatives and ongoing program delivery.

ACKNOWLEDGMENTS

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

Legislative Initiatives

ETSA

In 2025, the Statewide 9-1-1 Advisory Board successfully advanced its legislative priorities for Illinois' 9-1-1 environment. The ETSA was renewed with legislative language recommended by the Board, ensuring continuity of authority, governance, and modernization efforts needed to support NG9-1-1 and other statewide initiatives.

The updated language included revised definitions that reflect the evolving nature of technology and operational practices, as well as clearer statutory guidance related to ETSBs, including governance expectations and financial organization to support accurate and accountable surcharge distribution.

ADMINISTRATIVE RULES

Title 83, Chapter IV (ISP) - Parts 1324, 1325, and 1326

The Board oversaw the development and approved updates to Administrative Rules, Parts 1324, 1325, and 1326. Together, 83 Ill. Adm. Code Parts 1324, 1325, and 1326 form the backbone of how the ISP Statewide 9-1-1 Division and the Office of the Statewide 9-1-1 Administrator plans, delivers, funds, and oversees 9-1-1 service statewide. Part 1324 establishes the formal process for creating, modifying, and consolidating 9-1-1 systems so changes to service areas, governance, and operations are reviewed and implemented in a systematic and documented way. Part 1325 defines baseline standards of service for answering points and call handling to promote consistent, reliable performance across systems. Part 1326 governs the Statewide 9-1-1 Surcharge Fund, including eligibility for surcharge distributions, carrier remittance and reporting, network cost payment processes, and required annual financial reporting.

These rulemakings have entered the initial phases of review with the JCAR, marking a significant milestone in aligning statutory authority and operational standards statewide.

As Illinois continues moving toward more data-driven and standards-based 9-1-1 operations, these rules provide the structure to scale modernization responsibly, ensuring every operational change, service expectation, and funding decision stays tied to reliability, accountability, and statewide consistency.

TEXT-TO-911

Illinois law requires every 9-1-1 system to be able to accept Text-to-9-1-1 by the statutory deadline in the ETSA. As amended, ETSA Section 6.2 sets the statewide requirement as no later than December 31, 2025. Text-to-9-1-1 expands access to emergency services for people who are deaf, hard of hearing, speech-disabled, or in situations where a voice call is unsafe or impossible. Meeting the ETSA requirement strengthens equitable access and improves caller safety in high-risk circumstances.

During 2025, Illinois' 9-1-1 community continued its coordinated push to ensure Text-to-9-1-1 capability is operational statewide. As of the writing of this report, 162 of the 169 PSAPs in Illinois have met the requirement of being able to accept Text-to-9-1-1. The remaining 7 PSAPs have a defined technical path forward with solutions in the scheduling phase; full compliance is anticipated in the first half of 2026.

NG 9-1-1 System Development

NG9-1-1 strengthens reliability and resiliency, supports interoperability across jurisdictions, and positions Illinois to improve location-based call delivery and next-generation capabilities, while maintaining a consistent baseline of service statewide.

Statewide modernization of 9-1-1 service in 2025 by advancing a secure, interoperable NG9-1-1 environment built on national standards. This work is designed to provide consistent, dependable emergency communications for residents and visitors, regardless of device or location, through i3 standards-based network connectivity, core call-routing services, geospatial data readiness, and integrated Text-to-9-1-1. The focus remains on achieving statewide interconnectivity and interoperability while maintaining flexibility to support PSAPs of all sizes.

The city of Chicago is active with its municipal ESInet solution, and the NNI between the Statewide ESInet and Chicago's ESInet is operational, supporting interoperability and reliable call delivery between networks.

Illinois continues to advance NG9-1-1 implementation in alignment with the Federal Communications Commission's (FCC) Report and Order, including the transition of origination service provider traffic toward session initiation protocol (SIP)-based interconnection and, ultimately, standards-based i3 call delivery.

ESINET AND NG9-1-1 CORE SERVICES (NGCS)

The statewide ESInet (provided by AT&T) is the dedicated, redundant network foundation for NG9-1-1 call and message delivery. It enables public-safety grade connectivity for PSAPs and supports interoperability with regional NG9-1-1 systems and neighboring networks through NNIs. The statewide ESInet is engineered to scale across Illinois' diverse PSAP landscape and to support continuity of operations through resilient network design.

Next Generation Core Services (NGCS) provide the i3-aligned functional elements that support call processing and location-based routing in an NG9-1-1 environment. NGCS capabilities strengthen interoperability and routing precision and provide a scalable platform for continued enhancements as NG9-1-1 services evolve.

The statewide ESInet transition achieved full PSAP connectivity, with the final PSAP cut over in March of 2026, marking a major milestone in NG9-1-1 implementation.

GIS

Accurate, standardized Geographic Information System (GIS) data remains essential to geospatial routing and effective NG9-1-1 call delivery. Illinois' statewide GIS readiness work continues to focus on governance, data quality, sustainable maintenance practices, and consistent submission workflows that support validation and routing functions within the NG9-1-1 ecosystem. Ongoing coordination with local data maintainers and 9-1-1 authorities supports continuous improvement of statewide GIS data quality and usability for 9-1-1 call routing.

To continue strengthening GIS-driven NG9-1-1 operations, the Office of the Statewide 9-1-1 Administrator maintained focus on supporting local GIS data creation and ongoing maintenance.

Monthly GIS calls are held with local data maintainers to review updates, discuss current GIS topics, and provide peer-to-peer support and shared problem-solving across regions. In addition, a NG9-1-1 Workforce Development Plan released in July 2025 outlines the roles of 9-1-1 authorities, Local Data Stewards and Data Maintainers, the required activities associated with each role, and recommended training to build and sustain the GIS and NG9-1-1 expertise needed for long-term success.

INTEGRATED TEXT-TO-911

In 2025, Illinois continued to advance integrated Text-to-9-1-1 as a core NG9-1-1 capability to ensure equitable access to emergency services through contracts with two text control providers: Next Gen Communications, Inc./Comtech and AT&T Inc./Intrado. Delivering Text-to-9-1-1 through an NG9-1-1 environment strengthens service reliability by leveraging public-safety grade security, redundancy, and resilient routing over the ESInet, helping ensure all 9-1-1 communications are transmitted and received consistently.

CESSA

In 2025, Illinois continued statewide implementation of CESSA, also known as the Stephon Watts Act. This work is guided by the CESSA Statewide Advisory Committee, which provides coordination and direction under the authority established by statute. Implementation is being advanced through close partnership among the IDHS DBHR, IDPH, UIC BHCH, and the Office of the Statewide 9-1-1 Administrator, in coordination with 9-1-1 Systems and PSAPs across Illinois.

CESSA represents a major operational shift for 9-1-1 by establishing a consistent framework for identifying eligible mental and behavioral health crisis calls and connecting callers to the most appropriate level of care. For PSAPs, this includes screening and decision-making enhancements that support the transfer of eligible calls to 988 for support provided by specialized crisis counselors and, when appropriate, Mobile Crisis Response Teams (MCRTs) for in-person stabilization and support. This strengthens the statewide crisis response continuum while supporting PSAPs in managing call load and aligning public safety resources to the calls that require them.

To support statewide readiness across diverse PSAP environments, Illinois' implementation approach is structured around the three major call-handling protocol providers. In 2025, pilots were conducted with PSAPs for all three protocol platforms, ensuring CESSA processes can be adopted statewide regardless of call-handling protocol systems.

Beginning in the fourth quarter of 2025, Illinois PSAPs began progressing through CESSA implementation in a phased, cohort-based approach to support PSAP readiness. Through cohort implementation, PSAPs are provided with structured training and shared resources, alongside ongoing work with protocol providers and close coordination among IDHS DBHR, IDPH, UIC BHCH, and the Office of the Statewide 9-1-1 Administrator. Implementation will continue in efforts to meet the statutory deadline for all PSAPs of July 1, 2027.

The implementation of 988 has been an important advancement in providing a dedicated crisis response system for behavioral health emergencies. However, it has also created measurable operational impacts for 9-1-1 centers. As a result, 9-1-1 telecommunicators are required to obtain additional training, manage complex mental health calls and time-intensive calls involving behavioral health, face increased inter-agency coordination, and encounter longer call-processing times - all of which add to workload and operational strain on an already fully committed, highly dedicated workforce.

Training and Certification

In 2025, the Statewide 9-1-1 Advisory Board, the ISP Division of Statewide 9-1-1, and the Office of the Statewide 9-1-1 Administrator advanced implementation planning for a statewide Training and Certification Program for public safety telecommunicators and telecommunicator supervisors, as required by Public Act 102-0009. This initiative will support an estimated 4,000 9-1-1 personnel and is intended to establish consistent, measurable training standards across all 9-1-1 Authorities and answering points. With the Statewide Advisory Board's approval, the program's requirements and structure were outlined in Part 1325, and the Office of the Statewide 9-1-1 Administrator began convening monthly meetings of a statewide Training Committee, including 22 PSAP Training Coordinators, to develop and refine core training modules. Curriculum development focused on foundational and high-impact topics including roles, responsibilities, ethics, call processing, callers with challenges, law enforcement, fire and EMS dispatch, legal concepts, active shooter response, cybersecurity awareness, and mental health and stress management. To strengthen governance and ensure statewide representation, planning efforts began for a standing Public Safety Training Committee comprised of diverse PSAP representation to guide curriculum, implementation, and continuous training development. In parallel, planning of the development of standardized telecommunicator and telecommunicator supervisor certification exams, a formal credentialing process, and a statewide 9-1-1 LMS is ongoing.

Grant Programs

The Act authorizes the Advisory Board to allocate funds from surcharges collected for grants that help offset non-recurring costs associated with 9-1-1 system consolidation. It also stipulates that \$0.05 from each surcharge collected must be allocated by the ISP for grants related to NG9-1-1 expenses. Priority is given to 9-1-1 systems that provide service within the territory of a Large Electing Provider, as defined in Section 13-406.1 of the Public Utilities Act. Approximately \$6.8 million is available annually for NG9-1-1 Expenses grants. The Administrator manages these grant programs by establishing funding opportunities with the advice of the Advisory Board, reviewing grant applications, and determining grant awards.

CONSOLIDATION GRANTS

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

SFY26

For SFY26, the Advisory Board approved up to \$7.5 million in funding for consolidation grants. Six grant applications, totaling approximately \$13 million were submitted. Grants totaling approximately \$7.5 million were awarded.

SFY27

For SFY27, the Advisory Board approved up to \$5 million in funding for consolidation grants. The funds will be generated from the collected surcharge. A funding opportunity was distributed on November 4, 2025, and posted in the Euna Grant Management System, with applications due to the ISP by February 2, 2026. Three Consolidation Grant applications were received and are currently being evaluated.

CONSOLIDATION GRANTS

	SFY24	SFY25	SFY26	SFY27	Total*
Grant Funding	\$5,000,000	\$7,500,000	\$7,500,000	\$5,000,000	\$70,000,000
Applications Received	3	5	6	3	90
Amount Requested	\$8,189,738	\$17,356,850	\$13,961,247		\$95,156,971
Amount Awarded	\$5,000,000	\$7,500,000	\$7,461,905		\$46,414,240
SFY22-SFY24 Unserved, Consolidation and existing and previous consolidation projects completed between 2010 and SFY23					
SFY25 Unserved and Consolidation Grant Applications Accepted					
SFY26 Consolidation Grant Applications Accepted					
*Total Since Inception of the Grant Program in SFY18					

NG9-1-1 EXPENSES GRANTS

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

SFY26

For SFY26, \$9 million in funding was allocated for NG9-1-1 Expenses grants. There were 22 grant applications submitted, totaling approximately \$4.9 million. These applications requested funding for hosted 9-1-1 call-taking positions, multimedia recording systems, NG9-1-1 GIS projects, indoor school mapping (K-12), and integrating EMD protocols with CAD systems. A total of approximately \$3.3 million in grants were awarded. The remaining balance of the grant allocation was rolled over to the SFY27 grant opportunity.

SFY27

For SFY27, approximately \$12 million will be available for NG9-1-1 Expenses grants. A funding opportunity was distributed on November 4, 2025, and posted in the Euna Grant Management System, with applications due to the ISP by February 2, 2026. The ISP received 23 NG911 Expenses Grant applications and they are currently being evaluated.

NG911 EXPENSES GRANTS					
	SFY24	SFY25	SFY26	SFY27	Total*
Grant Funding	\$8,000,000	\$12,900,000	\$9,000,000	\$12,000,000	\$82,698,000
Applications Received	24	27	22	23	315
Amount Requested	\$3,101,773	\$16,559,074	\$4,977,714		\$72,285,654
Amount Awarded	\$2,317,848	\$11,342,825	\$3,343,268		\$48,625,936
SFY20-SFY24 - Funding available for Hosted Solution i3 capable Call Handling Eqp, Multimedia Recording System, GIS Projects					
SFY25-SFY26 - Funding available for Hosted Solution i3 capable Call Handling Eqp, Multimedia Recording Systems, GIS Projects, Integrated EMD, CAD-to-CAD Interfaces, School Mapping					
SFY26-SFY27 - Funding available for Hosted Solution i3 capable Call Handling Eqp, Diverse AVPN Network Connection, Multimedia Recording Systems, GIS Projects, Integrated EMD					
*Total Since Inception of the Grant Program in SFY22					

Strategic Planning

During this reporting period, significant progress was made toward the development of a comprehensive multi-year Strategic Plan to guide 9-1-1 priorities and initiatives in the state of Illinois. A statement of work was developed and reviewed by the Advisory Board and a kickoff meeting was held in October. The planning process was intentionally structured to be collaborative and data-informed, ensuring that the final framework reflects both operational realities and the long-term vision of the Advisory Board.

Based on preliminary work and engagement, foundational elements of the Strategic Plan have been outlined, including proposed mission and vision refinements, strategic priorities, and measurable goals. Emphasis has been placed on accountability, transparency, and establishing clear performance indicators to track progress over time. The Advisory Board remains committed to a thoughtful, disciplined planning process that positions 9-1-1 for long-term effectiveness and sustainability.

Surcharge Distribution

The Act was amended and signed into law on August 15, 2025, and is scheduled to be repealed on December 31, 2027. A flat \$1.50 surcharge applies to all landline, wireless, and VoIP lines outside of Chicago, effective January 1, 2018. The prepaid wireless surcharge on sales outside the city of Chicago remains unchanged at a rate of 3% at the point of sale. Both surcharges are paid in the Statewide 9-1-1 Fund by the ISP. In the city of Chicago, a surcharge of up to \$5.00 is applied. Prepaid wireless surcharge for the city of Chicago is 9% at the point of sale as of November 2024.

During SFY25, approximately \$215 million in 9-1-1 surcharges were collected by the State (including Prepaid Wireless surcharges collected by the Illinois Department of Revenue and penalties assessed by the Statewide 9-1-1 Bureau). Approximately \$216 million was distributed to support the 9-1-1 systems through direct monthly distributions, payment of network costs, and grant payments for consolidation and NG9-1-1 efforts.

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

The ISP retained Crowe to perform a financial analysis, which included a historical review of AFR submissions. Crowe delivered these findings to the Board. Crowe also examined the funding models of three similarly situated states and provided an assessment of how those models would function if applied in Illinois.

The Advisory Board remains committed to ensuring 9-1-1 surcharges are not diverted towards non-9-1-1 expenses and continues to support Illinois' 9-1-1 system statewide and locally.

The chart below shows the Fiscal Year 2026 estimated income from all connections, as well as the actual revenue and expenses for Fiscal Years 2024 and 2025.

Emergency Telephone System Act: Estimated Revenues and Expenses

	Fiscal Year 2024 (Full Year at \$1.50)	Fiscal Year 2025 (Full Year at \$1.50)	Fiscal Year 2026 Estimated (Full Year at \$1.50)
Revenues Collected:			
Wireline (Includes Carrier Withholding)	\$ 13,363,950	\$ 10,572,171	\$ 10,000,000
VOIP (Includes Withholding)	\$ 31,416,396	\$ 29,602,078	\$ 29,000,000
Post Paid Wireless Revenue	\$ 165,378,870	\$ 171,269,163	\$ 170,000,000
Total From Surcharge Under Emergency Telephone System Act	\$ 210,159,216	\$ 211,443,411	\$ 209,000,000
Prepaid Revenue	\$ 8,074,538	\$ 7,329,830	\$ 5,500,000
Penalties Collected	\$ 11,488	\$ 4,667	\$ 5,000
Return of surcharge per Section 30(b)(1.5)(A) and (B) of ETSA	\$ 28,000,000	\$ 19,000,000	\$ 17,000,000
*Monies withheld in prior FYs pursuant to Section 30(b)(2)(C) of ETSA	\$ 30,000,000	\$ -	\$ -
Total Collected 9-1-1 Revenue	\$ 276,245,242	\$ 237,777,908	\$ 231,505,000
Distribution of Surcharge:			
Withholding under Section 20 (a) (2) (d)			
Carrier Cost Recovery for Collection of Surcharge	\$ 2,963,100	\$ 3,679,114	\$ 3,600,000
Disbursements under Section 30 (b) (1)			
(A) Portion for Counties Under 100k	\$ 1,821,379	\$ 1,831,882	\$ 1,810,000
(B) To Wireless Carrier Reimbursement Fund (provision ended SFY 22)	\$ -	\$ -	\$ -
(C) Department Administration	\$ 2,401,800	\$ 2,395,538	\$ 2,368,000
(D) Wireless Fixed (provision removed in SFY26)	\$ 5,525,230	\$ 5,138,075	\$ -
(E) Grants for NG9-1-1 Expenses	\$ 7,005,308	\$ 7,045,700	\$ 7,000,000
(F) NG9-1-1 Expenses	\$ 18,213,798	\$ 18,318,821	\$ 18,000,000
Disbursements under Section 30 (b) (2)			
(A) Wireline/ VoIP; Hold Harmless Level	\$ 40,322,718	\$ 40,322,718	\$ 40,322,718
(B) 9-1-1 Network Costs	\$ 12,315,590	\$ 18,179,238	\$ 17,280,000
(C) Administrator / Advisory Board Costs	\$ 400,000	\$ 538,972	\$ 560,000
(D) Portion Set Aside for 9-1-1 Consolidation Grants	\$ 7,500,000	\$ 7,500,000	\$ 5,000,000
(E) Return of Surcharge to All Authorities pursuant to Section 30(b)(1.5)(A) , (B) and (E) of ETSA	\$ 28,000,000	\$ 19,000,000	\$ 17,000,000
(F) Remaining Surcharge to All Authorities (Based on Wireless Zip Codes)	\$ 119,776,319	\$ 113,827,850	\$ 118,564,282
*Special distribution of Monies withheld in prior FYS pursuant to Section 30(b)(2)(C)of ETSA	\$ 30,000,000	\$ -	\$ -
Grand Total	\$ 276,245,242	\$ 237,777,908	\$ 231,505,000
Funds Directly Benefiting 9-1-1 Authorities (in Gray)			
	\$ 252,266,544	\$ 212,845,463	\$ 206,977,000

* The Department has had the opportunity to review funds allocated for NG9-1-1 purposes against the costs in the awarded contract and has determined that the initial NG9-1-1 funds withheld during the May 2018 - July 2020 remit period are not necessary for NG9-1-1 purposes. A legislative change was made to 50 ILCS 750 Emergency Telephone Systems Act in July of 2023 allowing the Department to return excess funds withheld for NG9-1-1 expenses.

2026 Objectives

LEGISLATIVE INITIATIVES

Advance 83 Ill. Adm. Code Parts 1324, 1325, and 1326 through the remaining JCAR process and finalize implementation guidance, including clear stakeholder-facing summaries tied to compliance, reporting, and timelines.

TEXT-TO-911

Achieve full statewide Text-to-9-1-1 compliance by supporting remaining PSAPs through scheduled technical implementations.

NG9-1-1 SYSTEM DEVELOPMENT

Strengthen interoperability between statewide, regional, and municipality ESInet solutions through NNIs.

Advance i3-based capabilities by progressing activities aligned with the FCC framework for SIP interconnection and standards-based i3 call delivery, including readiness planning with originating service providers and network partners.

Continue the diverse connection initiative to expand redundancy and resiliency across PSAP environments.

GIS

Strengthen statewide GIS data accuracy and reliability to support geospatial call routing by ensuring all 9-1-1 systems adopt the Illinois NG9-1-1 GIS Data Model and consistently achieve a 98% or higher match rate between legacy address/location records and the GIS map data used to validate and route 9-1-1 calls.

CESSA

Continue supporting PSAP implementation through structured cohort onboarding while maintaining operational quality, continued collaboration with protocol providers, workflow adoptions, and consistent call handling for eligible crisis calls transferred to 988/MCRTs.

Standardize readiness tracking and reduce PSAP burden by maturing shared tools and resources across cohorts.

TRAINING AND CERTIFICATION

Establish a representative Public Safety Training Committee to guide curriculum governance, implementation sequencing, and continuous improvement.

Finalize statewide LMS procurement and deployment planning to support scalable delivery, testing, reporting, and credentialing.

Advance development of a statewide telecommunicator and telecommunicator supervisor certification exam and credentialing process.

GRANT PROGRAMS

Strengthen grant topic identification and administration by improving Advisory Board input, application guidance, and outcome reporting aligned to consolidation impacts and NG9-1-1 modernization priorities.

STRATEGIC PLANNING

Fieldwork related to the multi-year strategic plan will continue in the first several months of 2026. Engagement of key internal and external stakeholders through surveys, facilitated discussions, and targeted outreach will continue. This input will be instrumental in identifying core strengths, operational challenges, emerging trends, and opportunities for improvement. In addition, the team will conduct an assessment of existing programs, statutory responsibilities, fiscal considerations, and performance metrics to ensure alignment between strategic objectives and available resources. One of the primary objectives of the plan will be the evaluation of sustainable funding for 9-1-1. The Advisory Board is targeting the completion of the plan by the 3rd quarter of 2026.

AFR AND COMPLIANCE

Promote strong AFR performance through clear requirements, proactive technical assistance, and standardized documentation expectations that support transparency and consistent statewide reporting.

APPENDIX 1 – Timeline of 9-1-1 Modernization

Illinois has moved from a fragmented 9-1-1 environment with uneven access and varying local capabilities to a coordinated, statewide modernization effort. With the creation of the Office of the Statewide 9-1-1 Administrator within the Illinois State Police, the State closed the final coverage gaps, strengthened funding and oversight tools, advanced statewide next-generation 9-1-1 (NG9-1-1) implementation, and expanded public access features like Text-to-9-1-1—resulting in a more reliable, consistent, and accessible 9-1-1 system.

1975: Illinois established the Emergency Telephone System Act (ETSA) (Public Act 79-1092), creating the foundation for 9-1-1 service statewide. The law established Emergency Telephone System Boards (ETSBs/JETSBs) and enabled communities to implement 9-1-1 through locally approved surcharge funding, replacing a patchwork of legacy emergency telephone numbers with a more uniform emergency access model.

1999: Illinois expanded its 9-1-1 framework to support the growing use of wireless calling through the Wireless Emergency Telephone System Act (Public Act 91-660 / 50 ILCS 751). The law established a wireless surcharge and strengthened statewide support for effective wireless E-9-1-1 service as mobile phones became a primary way the public contacted 9-1-1.

2015 (effective January 1, 2016): Illinois enacted major reforms through Public Act 99-0006, shifting 9-1-1 from a largely local structure to a statewide model built for modernization. The Act created the Office of the Statewide 9-1-1 Administrator within the Illinois State Police and established the Statewide 9-1-1 Advisory Board. It replaced varying local surcharges with a uniform statewide surcharge across wireline, wireless, and VoIP services, required every county to have access to 9-1-1 service, and accelerated consolidation—setting the stage for a coordinated transition to NG9-1-1 and reducing fragmentation statewide.

2017: Illinois strengthened statewide funding and created new tools to support modernization through Public Act 100-0020. The law set the statewide 9-1-1 surcharge at \$1.50 (and the city of Chicago at \$5.00) and established grant programs to support system consolidation and NG9-1-1 equipment readiness.

2017–2019: Illinois moved from concept to coordinated statewide planning by developing the NG9-1-1 blueprint and aligning systems around an internet-based, standards-driven approach. During this period, the State continued closing remaining service gaps using regional service arrangements and shared solutions, while using statewide grants and funding tools to reduce duplication and help local governments modernize.

2019–2021: Illinois shifted from planning to execution through key procurement and implementation steps that enabled statewide NG9-1-1 transitions. Consolidation and system modifications continued during this period, reducing fragmentation and improving baseline consistency across the State.

2020: Illinois secured significant one-time federal support to accelerate modernization and reduce financial barriers for implementation and readiness activities.

2021: Illinois established statewide telecommunicator certification and training standards and set the framework for all Public Safety Answering Points (PSAPs) to accept Text-to-9-1-1 through Public Act 102-0009 (HB 3743).

Illinois finalized a major statewide modernization milestone by signing a 10-year contract with AT&T to develop and implement the statewide NG9-1-1 network.

2022: Statewide NG9-1-1 transitions began in live operations, turning modernization efforts into measurable, on-the-ground change as PSAPs began moving onto next-generation connectivity.

2023: Illinois continued expanding statewide grant programs to support NG9-1-1 readiness, modernization, and transition costs, helping systems prepare for live next-generation operations.

2024: Text-to-9-1-1 became a statewide requirement, expanding access for people who cannot place a voice call and improving consistency in how texts are delivered and handled statewide.

Illinois achieved a major statewide milestone when the last previously unserved area began providing 9-1-1 service, closing the final statewide coverage gap.

2025: Illinois entered the final stretch of statewide NG9-1-1 PSAP connectivity, with a focus on completing remaining transitions, stabilizing operations, and moving toward a true i3 NG9-1-1 environment (the national NG9-1-1 standard for interoperable, IP-based 9-1-1).

December 2027: The Emergency Telephone System Act (ETSA) is scheduled to sunset. Illinois 9-1-1 stakeholders have expressed interest in developing and implementing legislative updates to sustain modernization, strengthen long-term oversight, and support continued system evolution.

BENEFITS OF CONSOLIDATION AND MODERNIZATION

- Faster, more reliable connections to help: Modern routing and network resiliency reduce the risk of misrouted calls and improve continuity during disruptions.
- Fairer and more consistent service statewide: Residents benefit from stronger baseline capabilities regardless of location – urban, suburban, or rural.
- Smarter use of public funds: Statewide planning, consolidation, and grant support help reduce duplication and target spending to priority needs.

	2014	2025
ESTBs	201	123
PSAPs	253	169

WHAT'S NEXT IN 9-1-1?

- Complete remaining statewide modernization work and stabilize operations so every 9-1-1 center benefits from consistent, resilient next-generation connectivity.
- Shift from “build” to “sustain,” prioritizing cybersecurity, reliability, training/workforce stability, and performance monitoring.
- Continue improving public access and interoperability, ensuring voice, text, and data services work consistently across jurisdictional boundaries during everyday calls and major incidents.
- Address the ongoing staffing crisis and make more mental health resources available specifically for telecommunicators.

APPENDIX 2 – Statewide Advisory Board Members

Illinois Association of Public Safety Communications Officials

Ralph Caldwell, METCAD, Champaign County

Illinois Association of Chiefs of Police

Chief Carla Redd, Rockford Police Department

Illinois Commerce Commission

Sam McClerren

Illinois Fire Chief's Association

Retired Chief Demond Dade, Urbana Fire Department

Illinois Sheriff's Association

Appointment Pending

Illinois State Police

Assistant Deputy Director Michael Yokley, Chair

Illinois National Emergency Number Association

John Ferraro, Northwest Central Dispatch, Cook County

Illinois Broadband and Telecommunications Association

Randy Nehrt, President

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

Phil McCarty, Emergency Management & 9-1-1 Coordinator, Morgan County

Representing a County 9-1-1 System from a County with a Population between 37,000 and 100,000

Melinda Woker, Director, Jackson County

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

Appointment Pending

Representing a County 9-1-1 system from a County with a Population of more than 250,000

Linda Zerwin, Executive Director, DuPage County ETSB

Representing a Municipality or Intergovernmental Cooperative 9-1-1 System, Excluding Any Single Municipality with a Population over 500,000

Appointment Pending

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

Deno Perdiou, Director External & Legislative Affairs - AT&T Illinois

Representing an Incumbent Local Exchange Carrier

Tim Hightower, Carrier Relations Director, Adams Telephone Cooperative

Representing a Large Wireless Carrier

Anthony Isla, Executive Program Manager - Public Safety, Verizon

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

Appointment Pending

Representing the Illinois Broadband and Cable Association

Debra Piscola, Senior Director of Government Affairs - Comcast

Representing the Illinois State Ambulance Association

Laura Daley, Vice President - Bud's Ambulance Service

Representing the General Assembly

Senator Bill Cunningham

Representing the General Assembly

Senator Neil Anderson

Representing the General Assembly

Representative Angelica Guerrero-Cuellar

Representing the General Assembly

Representative Michael Coffey

Statewide 9-1-1 Administrator

Alicia Atkinson



ISP 7-311 (03/26)

