

Illinois State Police – Division of Statewide 9-1-1

Annual Financial Report (AFR)

Office of the Statewide 9-1-1 Administrator



Annual Financial Report (AFR) Guide

The purpose of the Annual Financial Report (AFR) is to file the report required by the Emergency Telephone System Act (ETSA) for all 9-1-1 Authorities in Illinois. The report is based upon the finances and data for each 9-1-1 Authority for the most recently completed calendar year. The AFR must be submitted to the Illinois State Police via secure online portal by January 31st. Failure and non-compliance can result in withholding of 9-1-1 surcharge funds and could result in the forfeiture of those funds.

See Title 83 Ill Administrative Rules Part 1325.215 (c) and 50 ILCS 750/40 "Financial Reports"

Helpful AFR Completion Tips:

- Portal opens December 1 – December 31 for data entry only. Open for submittals January 1 – January 31. AFR is due by January 31.
- Contact your IT department and make sure pop-ups are enabled on your computer
- Your username is your email address
- You can reset your password if you have forgotten it
- Save and save often as you progress through the AFR

SECTION OVERVIEW

9-1-1 Authority

In this section, your 9-1-1 Authority Name, County and other identifiable information is obtained via login credentials. Complete all remaining fields on the form.

Revenue and Expenditure

This section is used to record all revenue and expenses for the 9-1-1 Authority during the previous calendar year (January 1st to December 31st). It also requires an entry for reserves and cash beginning of year balances. The 9-1-1 Authority is responsible for tracking and reporting all revenues and expenses for the previous calendar year. Expenses the State pays directly to vendors such as 9-1-1 Network Costs are not to be reported.

In cases where you are entering information in an "other" revenue or expenditure category, a description is required in the "notes" section. If a tab or category contains a "notes" field, it is required and must be completed to provide the additional information or expenditures descriptions. Do not enter "does not apply" or "NA" in a notes box.

Report information only on behalf of the 9-1-1 Authority. DO NOT report expenses paid directly by the State or other entities. However, report any use of 9-1-1 surcharge distributed to other Agencies Contracting for Dispatch, a PSAP or a Public Safety Agency; it is the responsibility of the 9-1-1 Authority to report these funds.

Ensure that all fields marked "REQUIRED" in the tooltip are completed, even if the response is $0 or not applicable. If the response is $0, or not applicable, simply enter that information in the required cells.

All applicable fields in the report should be filled–in even if they are not marked required.

Expenditure and Revenue data must match the calendar year. An Authority can choose to report using a cash or accrual basis; but it must reflect 12 months of spending and 12 months of revenues. Regardless of which method is chosen, the 12 months should be associated with the most recent calendar year.

If a dollar amount was provided on the Revenue and Expenditure tab, under Professional Services/Other Distribution of 9-1-1 Funds, then a breakdown on the Other Distributions tab is required. The fields in the Other Distributions tab will be disabled if no dollar amount was provided.

9-1-1 System Statistics

This section is for non-financial information of the 9-1-1 Authority. Information captured here includes: information on number and type of 9-1-1 calls, PSAP information such as the PSAP name and address, number of positions (call taking and dispatch), participating agencies, colleges, and universities within the jurisdiction of the Authority, Adjacent 9-1-1 Authorities/PSAPs, names of all ETSB Board Members and the type of appointment, number of Telecommunicators, operational abilities, protocols, and anticipated capital expenses.

Some categories might have more fields than needed for your Authority, simply leave these fields blank unless it is marked as required. If needed, in the Anticipated Capital Expenses field, click on "Add More" to add more information.

Network Diagram and Call Handling Agreements

AFR Supplemental Documentation

See Title 83 Ill Administrative Rules Part 1325.215 (c)

1. Current 9-1-1 System Network Diagram
2. Annual certification renewal letter (only one as an example) along with a list of the Agencies the letter was sent to.
3. Any NEW and/or UPDATED call handling agreements you entered into in 2024
4. Your Current IRS Form W-9

Verify and Submit

Please ensure that all information you have provided is accurate. The online form will alert you along the way of missing required data. Once all alerts have been cleared, you can generate a preview of your AFR prior to submission to the Illinois State Police Statewide 9-1-1 for formal review and approval. Please check one of the required boxes, enter date from dropdown, and enter an authorized signature. Click the blue button to "submit to Illinois State Police – Statewide 9-1-1".

From this page, you are also able to display, save, and print your AFR as a pdf file. Click the green button to "Display Submitted AFR". From there, scroll down to the bottom of the document and click on Display Submitted AFR, to save or print. If your AFR has not yet been submitted, the file will say "DRAFT" at the top. If your AFR has been submitted, the file will say "FINAL" at the top.

Help and Guidance

Please email ISP.911AFR@Illinois.gov with any questions or need for assistance.

ELEMENT DETAIL

9-1-1 Authority

9-1-1 Authority Name

This is the name of your 9-1-1 Authority and is associated with you via Okta login credentials.

County 9-1-1 Authority Is Located In

This is the primary county of which your 9-1-1 Authority resides.

Start Date of Reporting Period

The Start Date of Reporting Period is January 1st of the reporting year and is generated automatically by the system.

End Date of Reporting Period

The End Date of Reporting Period is December 31st of the reporting year and is generated automatically by the system.

ETSB Chairman Name, Phone, Email

This is the contact information for the person currently holding the position of Chairman of your ETSB board.

Report Prepared By Name, Email, Title, Phone

This is the contact information for the person responsible for submitting the report.

9-1-1 System Manager Name, Email, Title, Phone, Mailing Address

This is the contact for the 9-1-1 Authority that ISP Staff and the Statewide Administrator will use to make general inquiries of the 9-1-1 Authority. For example, information about your 9-1-1 network, consolidation plans and other 9-1-1 notifications from the State. This can be, but does not have to be, the same person that prepared the report.

Local Data Steward Name, Email

This is the contact for the 9-1-1 Authority that is responsible for ensuring that GIS data is maintained for the Authority. The Local Data Steward must be a staff person for the City, County or 9-1-1 Authority responsible for the 9-1-1 Authority's GIS data, even if a vendor manages the actual data maintenance. The Local Data Steward must complete the IL State Police NG 9-1-1 Learning Plan as defined for the role.

Revenue and Expenditure

Revenue – ALL sources of revenue shall be reported accordingly

Total Amount of 9-1-1 Surcharge Received from the State of Illinois

This entry includes all 9-1-1 surcharge payments received from the State during the reporting period.

Total Amount of County, Municipal or Intergovernmental Cooperative General Funds Received in Calendar Year

Include any General Revenue Funds the County, Municipal or Intergovernmental Cooperative provided to support the 9-1-1 Authority's operations during the calendar year.

Total Amount of State Consolidation/NG911 Expenses Grant Funds Received in Calendar Year

Enter any Grant funds received from the Illinois State Police for Consolidation Grants or NG9-1-1 Expenses Grants in this category.

Total Amount of Other Grant Funds Received in Calendar Year

Any grant funds received by the 9-1-1 Authority from an entity other than the Illinois State Police are recorded in this category.

Total Amount of Interest Income Received in Calendar Year

Include any interest earned by the 9-1-1 Authority from its accounts in this line item.

Total Amount from 9-1-1 Contractual Services

This category is only used to record revenue that is related to your 9-1-1 Authority providing 9-1-1 Contractual Services to another entity. This specifically records 9-1-1 related services.

Total Amount of Other Funds Received in Calendar Year

List all revenues in this category that do not fit into one of the other revenue categories.

Expenditures

Personnel Costs

Enter the salary expenses of various staff positions in the appropriate category. All fringe benefits for all personnel should be included in the Fringe Benefits line item. Use Other Personnel Costs to enter expenses such as uniforms, headsets, etc.

Facility Costs

Include facility expenses, including capital improvements for the facility or building, in these subcategories. Entries would include items such as lease/loan or rental payments, utilities, emergency backup power, insurance, etc. Note that expenses for 9-1-1 call taking equipment should be included under the subcategory “Equipment, Software and Related Maintenance Service Agreements.”

Network Costs

These subcategories are only used to record network costs the 9-1-1 Authority paid for. 9-1-1 Network Costs paid by the State should not be included in these subcategories.

Training and Memberships

For these subcategories include any training, conferences, certifications, related travel, public education, or membership dues paid by the 9-1-1 Authority for its staff.

Equipment, Software and Related Maintenance Service Agreements

The subcategories in this group are for expenses related to 9-1-1 Call Taking Equipment and the Hardware and Software that supports the dispatch of 9-1-1 calls.

Professional Services

These subcategories include costs for any professional services the Authority pays for the provision of services. Do not include staffing expenses for employees paid directly by the 9-1-1 Authority; those should be included in the "Personnel Costs" category.

Miscellaneous Expenses

Vehicle (Mileage Reimbursement, Maintenance & Fuel necessary for 9-1-1, Vehicle Allowance)

Enter the costs associated with mileage reimbursement, maintenance & fuel necessary for travel to meetings, training and conferences, for MSAG/GIS verification and testing and for 9-1-1 public education purposes, vehicle allowance costs for 9-1-1 System Manager or radio, IT, or GIS technical staff attributable to the delivery of 9-1-1 service.

Other Expenses Not Classified Above

This includes non-operating expenses not captured above. Typically, it would be a non-recurring expense for the 9-1-1 Authority, which does not fit into one of the listed subcategories.

Operating Cash

Cash Balance End of Prior Year – this field will be auto populated with the ending cash balance from your prior year AFR

Cash Balance Beginning of Year (Excluding Reserves) – this field will require manual entry and should match the auto populated Cash Balance End of Prior Year field.

- *If these two fields do not match, you will be required to enter a note explaining why there is a discrepancy in your operating cash balance between end of prior year (12/31) and beginning of current year (01/01)*

Total Yearly Revenue – this field will be auto populated based on your revenue entries from the above revenue section

Expenditures (Operating Only – not from Cash Reserve) – this field will be auto populated based on your expenditure entries from the above expenditure section

Ending Cash before Reserve Transfers – this field will be auto populated based on your beginning cash balance plus revenues minus expenditures
Transfers To Reserve – this field will require manual entry and should specify any dollar amount you transferred TO Reserve from Operating Cash

Transfers From Reserve – this field will require manual entry and should specify any dollar amount you transferred FROM Reserve to Operating Cash

Reserve Cash

Reserve Cash End of Prior Year – this field will be auto populated with the ending reserve balance from prior year AFR

Reserve Cash Beginning of Year – this field will require manual entry and should match the auto populated Reserve Cash End of Prior Year field.

- *If these two fields do not match, you will be required to enter a note explaining why there is a discrepancy in your reserve balance between end of prior year (12/31) and beginning of current year (01/01)*

Transfers In – this field will be auto populated based on your "Transfers To Reserve" entry above

Transfers Out – this field will be auto populated based on your "Transfers From Reserve" entry above

Ending Cash Reserve Balance – this field will be auto populated based on your Reserve Cash beginning of year balance plus transfers in and minus transfers out

Total Cash Fund Balance (Operating and Reserve Cash) – this field will be auto populated based on your "Ending Operating Cash Balance" plus "Ending Cash Reserve Balance"

Totals and End Balances

Total Expenditures – this field will be auto populated based on your expenditure entries above

Balance of All Funds at the End of the Calendar Year – this field will be auto populated with a calculation of the yearly Total Revenue – yearly Total Expenditures = Balance

Reserve Balance End of Year – this field will be auto populated based on the "Ending Cash Reserve Balance" field above. This figure will also be the Reserve Balance End of Year which will carry over into the next year's

AFR.

Operating Cash Balance End of Year (Excluding Reserves) – this field will be auto populated based on the "Ending Operating Cash Balance" field above. This figure will also be the Operating Cash Balance End of Year which will carry over in the next year's AFR.

9-1-1 Surcharge Funds (Certify)

This is to certify 9-1-1 Surcharge Funds were not diverted by the 9-1-1 Authority, PSAP or Public Safety Agencies. Select "Yes" to certify that the statement is True. Select "No" to certify that the statement is False. If the statement is False, please provide an explanation in the Notes Section.

Other Distributions of 9-1-1 Funds for Professional Services

If a dollar amount was provided from the Expenses section, on Professional Services to PSAPs, Public Safety Agencies, Contracting for Dispatch, then please provide a breakdown. Note: The fields will be disabled if no dollar amount was provided.

Expenditures from surcharge revenues received under Sec. 35 of the Act may be made by municipalities, counties, and 911 Authorities only to pay for the costs associated with the following:

1) The design of the Emergency Telephone System.

2) The coding of an initial Master Street Address Guide database, and update and maintenance thereof.

3) The repayment of any moneys advanced for the implementation of the system.

4) The charges for Automatic Number Identification and Automatic Location Identification equipment, a computer aided dispatch system that records, maintains, and integrates information, mobile data transmitters equipped with automatic vehicle locators, and maintenance, replacement, and update thereof to increase operational efficiency and improve the provision of emergency services.

5) The non-recurring charges related to installation of the Emergency Telephone System.

6) The initial acquisition and installation, or the reimbursement of costs therefor to other governmental bodies that have incurred those costs, of road or street signs that are essential to the implementation of the Emergency Telephone System and that are not duplicative of signs that are the responsibility of the jurisdiction charged with maintaining road and street signs. Funds may not be used for ongoing expenses associated with road or street sign maintenance and replacement.

7) Other products and services necessary for the implementation, upgrade, and maintenance of the system and any other purpose related to the operation of the system, including costs attributable directly to the construction, leasing, or maintenance of any buildings or facilities or costs of personnel attributable directly to the operation of the system. Costs attributable directly to the operation of an emergency telephone system do not include the costs of public safety agency personnel who are and equipment that is dispatched in response to an emergency call.

8) The defraying of expenses incurred to implement Next Generation 911, subject to the conditions set forth in this Act.

9) The implementation of a computer aided dispatch system or hosted supplemental 911 services.

10) The design, implementation, operation, maintenance, or upgrade of wireless 911, or E911, or NG911 emergency services and public safety answering points.

Duties of the Emergency Telephone System Board shall include authorizing all disbursements from the fund. Sec. 15.4(b)(4)

911 Funds Distributed To

Enter the name of the Agency Contracting for Dispatch, the PSAP or the Public Safety Agency that 911 surcharge funds were distributed to.

Agency Type

Select from drop down list: Contracting for Dispatch; PSAP; Public Safety Agency

Amount Distributed

Enter the amount that was distributed to the Agency.

Funding Approved for

Describe the items that were approved for funding. They must be items identified in ETSA Sec. 35.

Date ETSB Approved Funding

Enter the date that the ETSB approved the funding.

Other Distributions Notes

In this section provide a narrative description for funding approved for items that need a further explanation.

9-1-1 System Statistics

This section is for non-financial information of the 911 Authority including information on number and type of 911 calls, 9-1-1 Authority information such as the 9-1-1 Authority name and address, number of positions (call taking and dispatch), participating agencies, colleges, and universities within the

jurisdiction of the Authority, Adjacent 9-1-1 Authorities/PSAPs, names of all ETSB Board Members and the type of appointment, number of telecommunicators, operational abilities, protocols, and anticipated capital expenses.

Calls

Annual # of 9-1-1 Wireline Calls Taken

Enter the total number of wireline calls taken during the calendar year.

Annual # of 9-1-1 Wireless Calls Taken

Enter the total number of wireless calls taken during the calendar year.

Annual # of 9-1-1 VoIP Calls Taken

Enter the total number of VoIP calls taken during the calendar year.

Total Annual # of All 9-1-1 Calls Taken

This field is automatically calculated.

Annual # of Administrative Calls Taken

Enter the total number of administrative calls taken during the calendar year.

Annual # of ASAP to PSAP Calls

Enter the total number of Automated Secure Alarm Protocol service calls during the calendar year.

Annual # of Text to 9-1-1 Calls Taken

Enter the total number of Text to 9-1-1 messages taken during the calendar year.

Primary Public Safety Answering Point (PSAP)

Number of Primary PSAPs

Enter the number of Primary PSAPs in your System.

Primary PSAP Name

For each PSAP enter the name of the PSAP.

Primary PSAP Address

Enter the street address, city, and zip code for the Primary PSAP.

PSAP Manager Name

For each PSAP enter the name of the PSAP Manager.

Primary PSAP 24/7 Phone Number

Enter the 10-digit phone number that calls from other PSAP's can be transferred to. This number will be used for the Statewide 9-1-1 Transfer Directory.

PSAP Manager Email

Enter an email contact for the PSAP that could be used by other PSAPs or 9-1-1 Authorities to

contact the PSAP.

Total Number of Positions

Enter the number of positions the PSAP has available for taking calls and dispatching. This is NOT the number of personnel that staff the PSAP.

Associated College or University

Enter all Colleges and Universities that are located within the geographic boundary of the PSAP. Use a comma to separate each college and university. For example, Sangamon County's 911 Dispatch Center might list: Springfield College, Lincoln Land Community College, University of Illinois Springfield, etc.

Adjacent 9-1-1 Authorities

List all adjacent 9-1-1 authorities that surround your Authority's geographic boundaries.

Participating Agencies

Enter all participating agencies the PSAP answers 9-1-1 calls for and completes the call taking process by dispatching police, medical, fire, or other emergency responders. Use a comma to separate each agency. For example, Sangamon County's 911 Dispatch Center might list for Police: Springfield Police Department, Sangamon County Sheriff. Do not state "see attached" in these lines, please list or copy and paste the applicable information. If a field is not applicable to your entity, complete that field with "NA".

Secondary Answering Point (SAP)

The Secondary Answering Point (SAP) means a location, other than a PSAP, that is able to receive the voice, data, and call back number of E9-1-1 or NG9-1-1 emergency calls transferred from a PSAP and completes the call taking process by dispatching police, medical, fire, or other emergency responders.

Number of Secondary Answering Points (SAP)

Enter the number of SAPs in your System.

SAP Name

Enter the name of each SAP.

SAP Address

Enter the street address, city, and zip code

Total Number of Positions

Enter the number of positions the SAP has available for taking calls and dispatching. This is NOT the number of personnel that staff the SAP.

Participating Agencies

Enter all participating agencies the SAP answers 9-1-1 calls for and completes the call taking process by dispatching police, medical, fire, or other emergency responders. Use a comma to separate each agency. For example, Sangamon County's 911 Dispatch Center for Police might list: Springfield Police Department, Sangamon County Sheriff

Backup PSAP

The Backup Public Safety Answering Point (PSAP) is an answering point that meets the appropriate standards of service and serves as an alternate to the PSAP operating independently from the PSAP at a different location, that has the capability to direct dispatch for the PSAP or otherwise transfer emergency calls directly to an authorized entity. A backup PSAP may accept overflow calls from the PSAP or be activated if the primary PSAP is disabled.

Number of Backup PSAPs

Enter the number of Backup PSAPs in your System. If the PSAPs back each other up, no additional information is needed.

Backup PSAP Name

For each Backup PSAP enter the name of the Backup PSAP.

Backup PSAP Address

Enter the street address, city, and zip code for the Backup PSAP.

Pre-Determined Alternate Route

Pre-Determined Alternate Routing means the capability of routing 9-1-1 calls to a designated alternate location(s) if the answering point CPE loses connectivity to the Next Generation Core Services (NGCS) or the answering point requests to activate an abandonment switch or calls the Network Operations Center (NOC). The routing may be activated upon request or automatically, if detectable, when 9-1-1 equipment fails, or the answering point is disabled. This Alternate Route should be located in a 9-1-1 Authority other than your own and is NOT the same as your Backup PSAP.

Unmanned Backup Answering Point

The Unmanned Backup Answering Point is an answering point that serves as an alternate to the PSAP at an alternate location and is typically unmanned but can be activated if the primary PSAP is disabled.

Number of Unmanned Backup Answering Points

Enter the number of Unmanned Backup Answering Points in your System (enter 0 if none).

Unmanned Backup Name

For each Unmanned Backup enter the name of the Unmanned Backup.

Unmanned Backup Address

Enter the street address, city, and zip code for the Unmanned Backup.

Virtual Answering Point (VAP)

The Virtual Answering Point (VAP) is a temporary or nonpermanent location that is capable of receiving an emergency call, contains a fully functional worksite that is not bound to a specific location, but rather is portable and scalable, connecting public safety telecommunicators to the work process, and is capable of completing the call dispatching process. Please enter the number of Virtual Answering Points (VAPs).

ETSB Member Appointments

Number of Board Members

Enter the total Number of Board Members

Name of Board Member

Enter the name of each member of the Board as of the date of your AFR.

Type of Appointment

The type of appointment is defined in the ETSA and includes County Board Member, Elected Official, Public Safety Agency Representative, PSAP Representative, and Resident of 9-1-1 System/Public Member. Select the Type of Appointment from the drop-down list.

Telecommunicators

Enter the total number of budgeted authorized Full-Time Telecommunicator positions and the total number of budgeted authorized Part-Time Telecommunicator positions.

Protocols

Select Yes or No from the drop-down box based on the protocols your PSAP(s) is (are) using. If your answer for EMD is yes, you will then be required to enter Protocol Provider, Version, EMS Region, and Resource Hospital. If you are unable to enter this information, clear your cache and try again.

Providers

Please provide your Call Handling Equipment Provider and Computer Aided Dispatch Provider names in the appropriate fields. Also required for each are: Model, Version, Installation Date, and Most Recent Upgrade Date.

Text-to-911

Please choose from the drop down to accurately reflect if your Authority has Text-to-911 Enabled.

Anticipated Capital Expenses

Expenses can be lumped together, for example in one field you could say: five workstations and then provide the estimated cost for those five workstations versus listing each individual piece of equipment for that workstation.

List all anticipated capital projects you plan to undertake in the next calendar year. Enter a description for each anticipated capital project.

Enter the projected cost for each anticipated capital project.

Total Future Capital Expenses – this field is automatically calculated.

Network Diagram and Call Handling Agreements

Documents listed below should be saved together as one PDF document and uploaded.

- Current 9-1-1 System Network Diagram
- Annual certification renewal letter (**only one example needed**)
- Any NEW and/or UPDATED call handling agreements you have entered into in 2025
- Please submit your organization's most recent W-9

Via the dropdown, please answer yes/no to "Do you have any new and/or updated call handling agreements you have entered into in 2025?"

Verify and Submit

- Please review this page for any error messages which might require your attention.
- Complete the "Financial Verification" section.
- Type your authorized signature in the signature block and date via the dropdown.
- Utilize the blue button to submit your completed AFR to ISP.
- Utilize the green button to display, save, and print your AFR pdf file.