

**Statewide 9-1-1 Advisory Board
Open Meeting
February 23, 2026, at 10:00 a.m.**

The Board met pursuant to notice at
Illinois State Police Academy – 3700 E. Lake Shore Drive, Springfield, IL
DuPage County OHSEM – 418 N. County Farm Road, Wheaton, IL
and via WebEx

Board Members Physically Present in Springfield

Caldwell, Ralph
Dade, Demond
Ferraro, John
McCarty, Philip
McClerren, Sam
Woker, Melinda
Yokley, Michael

Board Members Physically Present in DuPage

Zerwin, Linda

Board Members Present by Phone/WebEx

Daley, Laura
Guerrero-Cuellar, Rep. Angelica
Hightower, Tim
Isla, Anthony
Piscola, Debra
Redd, (Chief) Carla

Board Members Not Present

Anderson, Sen. Neil
Coffey, Rep. Michael
Cunningham, Sen. Bill
Nehrt, Randy
Perdiou, Deno

The Chairman opened the meeting at 10:00 a.m. Roll call was taken, and a quorum was present.

1) Approval of the January 12, 2026, Open Meeting Minutes

On a motion by John Ferraro, and a second by Melinda Woker, the January 12, 2026, meeting minutes were unanimously approved.

2) Legislative Update

The Chairman provided the Board with a list of all 9-1-1 legislative documents that he and the Statewide 9-1-1 Administrator have reviewed for the Governmental Affairs office (HB2900, HB4066, HB5107, HB5468, SB2670, SB2948, SB3798). There were no comments.

3) Financial Update

- **Monthly Financial Reports**

- The Fiscal Year 2026 revenue and expenditures financial document and the statement of revenue by month through 01/31/2026 were provided to the Board for review. There were no comments.

4) Administrator's Update

NG911/ESINET:

With 8 cutovers remaining, no PSAPs were cut over since our last meeting. To date, 124 PSAPs have migrated to the AT&T ESInet, with the last remaining PSAP (Northbrook) targeted for ORT the week of February 23, and cut over scheduled for March 4. The 7 ISP Communication Centers are scheduled for cutover in July and August of 2026.

Redundant Network Connections:

Forty-nine sites are currently in production with diverse connections. Twenty-four orders have been completed, 25 orders are currently active, and 3 orders are being worked on.

Text-to-911:

102 One hundred and two PSAPs have received Text Ready Notices from Intrado.

The ETSA requires all PSAPs to be able to accept text-to-911 by December 31, 2025. Of the 169 PSAPs in Illinois, 162 are able to receive text-to-911. The remaining 7 PSAPs received waivers extending their deadline. All 7 PSAPs have targeted text-ready cutovers with solution providers in the first half of 2026.

FY27 Grants:

The grant application window closed on February 2, 2026, and applications are currently being reviewed.

Telecommunicator and Telecommunicator Supervisor Training and Certification:

Work continues with the training professionals to finalize the online training content. Two modules are being delivered to the committee at a time, with ten modules completed and eight pending reviews.

The LMS RFP has been finalized with DOIT input, completed the governance process, and has received an initial review by the Chief Procurement Officer.

The training professionals began meeting monthly to discuss the reviewed content thus far and address additional training content needs, including agency-created materials and media for content incorporation.

CESSA:

Cohort 1 implementation continues, with two PSAPs now live and actively transferring calls to 988 as part of the implementation.

Cohort 2 held its kick-off meeting on January 29. Cohort 2 includes 22 PSAPs, all of which are Priority Dispatch users.

Looking ahead, Cohort 3 will also include PSAPs that utilize Priority Dispatch. Cohorts 4-6 will follow a hybrid participation model: PSAPs may volunteer to participate, with 50% of available slots open for sign-in up each cohort, and the remaining slots assigned to ensure statewide progress and balanced participation.

5) Strategic Planning Update

- Survey Results
- Colleagues from Illuminative Strategies Inc. (ISI) presented a PowerPoint discussing the Survey Respondents, Geographic Representation of Respondents, 6 Strategic Themes (Priorities and Challenges, Service Quality and Voice of the Customer, Workforce, Training and Leadership, Funding, Sustainability and Equity, and Technology, Data, NG911, Interoperability and AI and Governance & Coordination), Top 5 Concerns About Implementing CESSA 9-8-8 Requirements, and Feedback on the Elected-Official Engagement.

6) Draft Annual Report

- The Chairman stated that the draft Annual Report was sent to the Board members. Many Board members stated that they do not believe the report captures the amount of pressure and workload that the demands of 9-8-8 are causing on the PSAPs. The Board believes that it is important but does not believe that the report recognizes the significant amount of work that it places on the PSAP. They stated the importance for the legislators to know that this is a lot of change, and that it will take a lot of time, human resources, and money to implement.
- Discussion was held concerning the number of trainings recommended by CESSA.
- National and state staffing crises were also mentioned and how the ETSBs have accomplished much despite this challenge. Discussion was held on what document (Annual Report or Strategic Plan) that this information should be placed in.
- It was suggested that a one-page concise summary of the accomplishments of 911 over the last ten years be added to the General Assembly report to highlight the amount of work that has been accomplished. This could be a tool to use when talking to legislators.
- The next meeting is March 9, 2026. All new suggestions to the Annual Report should be sent to the Chairman by **March 2, 2026**.

7) GIS Briefing

- The Statewide 911 Administrator presented a document to the Board about what GIS looks like in the 911 environment. The document contains a summary of the conversations that the Chairman and the Statewide 911 Administrator had when they spoke with data maintainers, different GIS departments, and small and large 911 systems. This document highlights the updates, program direction and actions that are underway.
- Systems are expected to upload their data every 6 months if there have been no changes of significance. There was a question about the rationalization behind updating the address form every 6 months if there are no changes to the MSAG or the road as far as routing purposes. The Chairman and the Statewide 9-1-1 Administrator will review.

- The NG9-1-1 GIS submission compliance schedule was updated and will be published, effective March 1, 2026.

8) Old Business

- John Ferraro stated that APCO is receiving some feedback that there are a lot of steps concerning the FEIN requirements that need to be completed. They have received a lot of requests for an extension to the deadline to get everything done. Ralph Caldwell also commented that it would be better to have one date when everything was due, instead of extensions. The Chairman stated that they can discuss a date that everyone will have to comply by and was receptive to NENA and APCO helping the 911 systems to meet that date.
- The Chairman will review the possible change of the compliance date to July 1, 2026, and will provide further information. John Ferraro and Ralph Caldwell, APCO and NENA representatives, said that they are willing to work with that date and will also discuss.
- 911 Bureau Chief, Sheila Bartlett, stated that an internal discussion will need to take place concerning the impact on the FY27 grants, if a longer extension is granted.

9) New Business

N/A

10) Public Comment

- Chris Helle – Fulton County - wanted to make the Board aware of an incident that happened in Fulton County. He stated that they received a call about a burglary in progress, but the address did not exist. They discovered that a 3rd party monitoring service had made up the address and it was not even close to the actual address.
- Shelly Dallas – Lee County – stated a concern about not receiving a dispatchable location when there are multiple buildings at one location and especially when a phone system is upgraded or devices with one button activation of 911 are installed. She stated that she is dealing specifically with state agencies in her community. She asked who they should contact when they receive a call that comes in with no dispatchable location. This is a public safety issue because they are sending officers out and they do not know where the call came from. The calls come in as “main building”. State of Illinois rest areas are another concern. The Chairman stated that they will make some connections and will be in touch with Shelley Dallas on who to contact.
- Chairman stated that the March 9, 2026, meeting is at IEMA and the March 23, 2026, meeting will be at the Illinois State Police Academy.

11) Adjourn

On a motion by Ralph Caldwell, and a second by Phil McCarty, the meeting was adjourned at 12:42 p.m. The motion carried by a unanimous vote by the Board.