

NG911/ESINET:

On March 4, the final remaining PSAP was successfully cut over to the AT&T Statewide ESInet, completing statewide PSAP connectivity to Illinois' Next Generation 9-1-1 network. This milestone marks the culmination of a multi-year statewide implementation effort and reflects significant progress in strengthening the State's public safety infrastructure to support reliable, resilient, and modern 9-1-1 service delivery.

The 7 ISP Communication Centers are scheduled for cutover in July and August of 2026.

Redundant Network Connections:

Twenty-seven orders have been completed, 24 orders are currently active, and 3 orders are being worked on.

Text-to-911:

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, 163 are able to receive text-to-911. The remaining 6 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 one time, with ten modules completed, two out for review, and six 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 is currently in implementation, focusing on staff completing training and making the necessary technical and procedural changes to support 988 transfers. 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-up in each cohort, and the remaining slots assigned to ensure statewide progress and balanced participation.