

NG911

ORT for the Springfield ISP Comm Center was completed. ORT and Go-Live for the Pontiac ISP Comm Center is scheduled for end of August and beginning of September. The remaining Comm Centers have ORTs and Go-Lives scheduled from October 2026 to April 2027. New SIP URI transfer information will be provided to PSAPs as they go-live.

NG911 GIS

Planning is complete for the migration to Version 3 of the NENA GIS Standard with an anticipated rollout for statewide adoption in 4th quarter of 2026. In addition to the monthly Data Maintainers Informational Calls, planning is occurring to present a Statewide NG911 GIS Program Update at the ILGISA Conference in October to support migration.

An in-depth assessment was conducted of statewide NG911 GIS data in June which identified three key issues within the PSAP layers: errors in the ServiceURI field, gaps and overlaps between 911 Authority datasets, and inconsistent PSAP Display name usage. Less than 30 911 Authorities were affected, and individual notifications were made to affected systems to make corrections and resubmit data.

Redundant Network Connections:

Thirty-eight orders have been completed, and 14 orders are currently in progress and 1 order is being worked.

Text-to-911:

One hundred and nine PSAPs have received Text Ready Notices from Intrado. The remaining 2 are waiting on vendors scheduling and addressing financial barriers to needed upgrade to accommodate text via their CPE.

The ETSA requires all PSAPs to be able to accept text-to-911 by December 31, 2025. Of the 168 PSAPs in Illinois, 167 can receive text-to-911.

Telecommunicator and Telecommunicator Supervisor Training and Certification:

All seventeen modules have been reviewed with the training professionals resulting in a final list of modules:

- Active Shooter
- Additional Considerations with Caller
- Call Processing
- Cybersecurity
- Emergency Communications Technology

- Emergency Management
- EMS
- Basic Fire Service
- Interpersonal Communications
- Law Enforcement
- Legal Concepts
- Mental Health & Stress Management
- On the Job Training
- Quality Assurance
- Roles and Responsibilities
- Sexual Assault
- Swatting Considerations for Telecommunicators

A comparative analysis is underway to ensure the existing curriculum aligns with the recently updated NENA/APCO Recommended Minimum Training Guidelines for Telecommunicators and to pinpoint forward-looking enhancements, particularly in the integration of evolving technology.

CESSA:

Cohort 0: Complete with bi-weekly check-ins

Cohort 1, 2, and 3: In Progress with bi-weekly check-ins

Informational Meeting for Cohorts 4, 4.5 and 5 held on July 8 allowing remaining PSAPs to begin two implementation steps, training and landscape survey completion, ahead of Cohort kickoff.

Cohort 4: Kick-off Informational Meeting for 911 Authorities, PSAPs, MCRTs and agency stakeholders held on August 13.

Informational Meeting for Medical Directors and EMS System Coordinators scheduled for August 20

Cohort 4.5: Implementing in small groups to accommodate unique structures and systems

Individual needs assessment meetings scheduled and conducted with PSAPs

Cohort 5: Kick-off Scheduled for Mid-October

All 168 PSAPs have been assigned a Cohort.

[UIC BHCH CESSA Implementation Status Dashboard](#)

What is "Live"

The PSAP has completed the following steps and been approved to transfer appropriate calls to the designated 988 transfer number:

- Completion of an updated Landscape Survey
- All current staff have completed CESSA required training
- Documented EMD approval obtained and submitted
- Required protocol software updates and reporting configurations completed
- Call handling system updated to include the ten-digit 988 transfer number
- Internal policies and training materials updated to reflect CESSA practices
- Coordination with response partners (Fire, EMS, and Law Enforcement) to communicate upcoming changes in response types