ADMINISTRATOR'S UPDATE 8/17/26

NG911

ORT for the Springfield and Pontiac ISP Comm Centers were completed. The remaining Comm Centers have ORTs and Go-Lives targeted and scheduled from October 2026 to April 2027. New SIP URI transfer information will be provided to PSAPs as they go-live.

Illinois continues to make strong progress toward the FCC's two-phase NG911 transition framework. All PSAPs served by AT&T, INdigital, and Comtech have been included in valid Phase 1 requests, initiating the transition of originating service providers (OSPs) to IP-based SIP delivery. Migration is actively underway, with approximately 50% of the roughly 60 OSPs having completed the required transition to the Statewide AT&T ESInet.

NG911 GIS

ISP continues to strengthen NG9-1-1 GIS data quality and support accurate call and data routing through several coordinated efforts:

- **Visibility and compliance:** Launched the 9-1-1 Data Submission Dashboard, allowing all 122 local 9-1-1 authorities to monitor submission and GIS compliance status.
- **Standards migration:** Completed planning for statewide adoption of the NENA Version 3 GIS Data Model, with rollout anticipated in the fourth quarter of 2026. Provider coordination, Upload Tool enhancements, training, and ILGISA committee guidance will support local implementation and reduce manual work.
- **Data quality:** A June assessment identified routing-field errors, boundary gaps and overlaps, and inconsistent PSAP display names affecting fewer than 30 authorities. Affected systems received individual notifications requesting corrections and resubmission.
- **Ongoing Data Maintenance Support:** Local Data Maintainers are provided support for troubleshooting and issue mitigation.
- **Future planning:** An August workshop brought together providers, subject matter experts, and leadership to develop the FY28 NG9-1-1 GIS roadmap, including a phased approach for enhancing ISP's Esri Hub and Workflow Tools.

Monthly Data Maintainer calls and a planned October ILGISA Conference update will continue supporting local agencies through the transition.

Redundant Network Connections:

Forty orders have been completed, 14 orders are currently in progress, and 2 orders are being worked on.

Text-to-911:

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

ADMINISTRATOR'S UPDATE 8/17/26

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:

An in-depth analysis was completed of applicable Illinois laws and rules, as well as national standards. This review identified 337 unique training topics, categorized as follows:

- Expressly required by Illinois law or rule
- Required when performing a specific function
- Required by local 9 1 1 Authorities or EMS Systems
- Nationally recommended, but not independently mandated in Illinois

The next step is a detailed review of each training module to determine which topics are fully addressed, with particular attention to items required by statute, operational function, or local 9 1 1 and EMS standards. This will allow us to accurately assess gaps and determine the most effective path forward for refining and updating the training content.

The LMS RFP has returned to DOIT Governance for further review. At this time, there is no new update available.

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 held on August 20
Biweekly technical assistance and check-in sessions beginning in September.
Cohort 4.5: Implementing in small groups to accommodate unique structures and systems. Individual needs assessment meetings were held in August with agencies to determine internal processes and systems. Determining the path forward for them is in progress in coordination with DHS/UIC BHCH.
Cohort 5: Kick-off Scheduled for Mid-October
All 168 PSAPs have been assigned a Cohort.

UIC BHCH CESSA Implementation Status Dashboard
All 168 PSAPs have been assigned a Cohort.
46 PSAPs have completed implementation.

ADMINISTRATOR'S UPDATE 8/17/26