Statewide 9-1-1 Advisory Board
Open Meeting
September 14, 2026, at 10:00 a.m.

The Board met pursuant to notice at
IEMA – 2200 S. Dirksen Parkway, Springfield, IL
DuPage County OHSEM – 418 N. County Farm Road, Wheaton, IL
and via WebEx

Board Members Physically Present in Springfield
Caldwell, Ralph
McCarty, Philip
McClerren, Sam
Nehrt, Randy
Woker, Melinda
Yokley, Michael

Board Members Physically Present in DuPage
Butler, Heather
Ferraro, John
Swiatek, Corinne
Zerwin, Linda

Board Members Present by Phone/WebEx
Hightower, Tim

Board Members Not Present
Anderson, Sen. Neil
Coffey, Rep. Michael
Cunningham, Sen. Bill
Dade, Demond
Daley, Laura
Guerrero-Cuellar, Rep. Angelica
Isla, Anthony
Perdiou, Deno
Piscola, Debra
Redd, (Chief) Carla

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

1) **Approval of the August 17, 2026, Open Meeting Minutes**
   On a motion by Melinda Woker, and a second by Phil McCarty, the August 17, 2026, meeting minutes were unanimously approved.

2) **Legislative Update**
   N/A

3) **Financial Update**
   - **Monthly Financial Reports Final FY26**
     - The final Revenue and Expenditures Fiscal Year-End FY26 financial document and the Statement of Revenue by Month through 06/30/2026 were provided to the Board for review.

4) **Administrator's Update**

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.

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.

5) **Strategic Planning Update**

- Illuminative Strategies Inc. (ISI) thanked everyone for completing the tier exercises for each of the Strategic Goals. ISI discussed the agreement percentages on the overall consensus on where each of these goals were rated (tier one, tier two or tier three) based on majority votes.
- ISI pointed out to the Board which Strategic Goals received an agreement percentage of 50% or less regarding which tier the goal should be in. The Board discussed whether to move or keep the goals as is.
- ISI presented comments that were received via emails from the Board. The Board discussed these comments and decided if any changes should be made.
- ISI will reflect all the changes discussed in version 4.0 of the Strategic Plan. ISI would like the Board members to send them any other changes/updates by email.
- The Chairman asked the ISI team to do a quick turn around so the Board can review Version 4.0 as soon as possible. The Chairman would like the Board members to approve the final draft of the Strategic Plan at the Statewide 9-1-1 Advisory Board meeting on September 28, 2026.
- ISI asked the Board members if they have any photos of their 911 centers to please send them to ISI by 09/14/2026.

6) **Old Business**

N/A

7) **New Business**

N/A

8) **Public Comment**

N/A

9) **Adjourn**

On a motion by Ralph Caldwell, and a second by Phil McCarty, the meeting was adjourned at 11:17 a.m. The motion carried by a unanimous vote by the Board.