

PSAP Consolidation:

The Southland Communications Center is now live as a result of the consolidation of the SouthCom and E-COM ETSBs and PSAPs.

Redundant Network Connections:

Thirty orders have been completed, 23 orders are currently active, and 1 order is being worked on.

Text-to-911:

One hundred and six 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 6 PSAPs have targeted text-ready cutovers with solution providers in 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 twelve modules completed, and six pending reviews.

CESSA:

Cohort 1 implementation continues, with three PSAPs now live and actively transferring appropriate calls to 988.

Cohort 2 continues in implementation and has begun bi-weekly technical assistance sessions.

Looking ahead, Cohort 3 received notification emails on March 31. Informational Meeting scheduled for April 9.

Cohorts 4-6 will follow a hybrid identification/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. Information regarding the sign-up process will be provided by email in mid-April.