

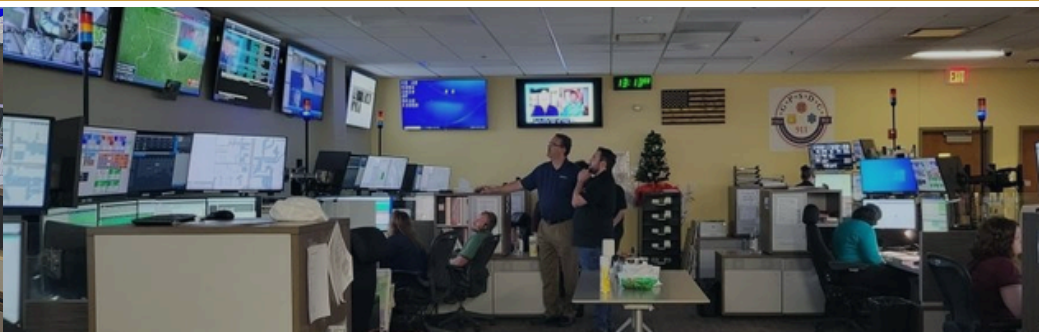
2027-2029

Illinois Statewide 9-1-1 Strategic Plan



Version: 5.0
Last Updated: September 28, 2026

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LETTER FROM THE STATEWIDE 9-1-1 ADMINISTRATOR

To Illinois' 9-1-1 Community,

Illinois is entering a period of significant opportunity for 9-1-1. We have built a strong statewide foundation—universal NG9-1-1 connectivity, near-universal Text-to-911 availability, a mature statewide NG9-1-1 GIS program, and a public-safety workforce whose professionalism and capability continue to move the system forward. These achievements reflect the shared work of Telecommunicators, PSAP Directors, ETSB Administrators, technical professionals, the Illinois State Police Statewide 9-1-1 Division, and many other state and local partners.

It is a privilege to serve as Statewide 9-1-1 Administrator as we build on this momentum and continue advancing a system relied upon every day in every corner of the state. Technology continues to evolve rapidly, and 9-1-1 must evolve with it—modernizing interoperability, refining operational practices, advancing training and certification, and preparing for the new capabilities and expectations that come with next-generation emergency communications.

Developed by the Statewide 9-1-1 Advisory Board, this Strategic Plan establishes forward-looking priorities focused on sustainable funding, stronger statewide guidance, continued NG9-1-1 GIS readiness, workforce development, and continuity across the 9-1-1 system. It provides a shared direction for the Board's work while recognizing the distinct responsibilities of state government, local 9-1-1 authorities, PSAPs, and the many partners who support emergency communications across Illinois.

Progress will not occur through isolated effort. No single office, agency, or individual advances 9-1-1 alone. Illinois will continue moving forward through coordination, shared ownership, strong partnerships, and a clear understanding of the role each contributor plays in delivering a reliable statewide 9-1-1 system. At the center of that work are the professionals who operate the system and the people who depend on it, ensuring that every advancement is grounded in purpose, strengthens service, and supports the trust placed in 9-1-1 every day.

The strength of Illinois' 9-1-1 community, its expertise, professionalism, and commitment is evident in what has already been accomplished. That foundation gives me confidence in our ability to advance these priorities and continue building a statewide 9-1-1 system that is consistent, sustainable, and prepared for the future.

Thank you for your continued commitment to operational excellence and public safety.

Alicia Atkinson

Statewide 9-1-1 Administrator



LETTER FROM THE CHAIR OF THE STATEWIDE 9-1-1 ADVISORY BOARD

To Illinois' 9-1-1 Community,

It is a privilege to serve as Chair of the Statewide 9-1-1 Advisory Board as Illinois continues to build on years of progress and investment in 9-1-1. The Board was created to bring together the many voices that shape 9-1-1 in our state. Its members represent different regions, disciplines, organizations, and perspectives, yet all share a commitment to strengthening and advancing 9-1-1 for the people of Illinois.

This strategic plan reflects those voices. Through interviews, surveys, workshops, Board discussions, and broad stakeholder engagement, participants identified both the strengths of Illinois' current system and the opportunities that deserve focused attention in the years ahead. The priorities presented here are not the product of any single organization, viewpoint, or individual. They represent the collective input of the people who operate, support, govern, and rely on 9-1-1 every day.

One of the Board's responsibilities is to help direct attention to the issues that matter most. Stakeholders offered many ideas and identified numerous opportunities for improvement across the 9-1-1 landscape. Lasting progress depends on addressing foundational challenges first, those that enable broader success over time. For that reason, this plan concentrates on a focused set of goals designed to build a strong foundation for future advancements while remaining realistic about what can be accomplished over the life of the plan.

The Board's role is advisory to the 9-1-1 Administrator. Its value lies in bringing people together, examining issues from multiple perspectives, and developing recommendations that support informed and effective decision-making. The successful implementation of this plan will rely on continued collaboration among local agencies, statewide partners, professional associations, industry representatives, and the public servants who deliver 9-1-1 every day. The Board remains committed to ensuring that these perspectives continue to inform its guidance.

Meaningful progress rarely results from a single initiative or decision. It is built through sustained effort, ongoing collaboration, and a shared commitment to moving forward—one step at a time. This strategic plan is intended to provide clear direction, focus collective effort, and support thoughtful decision-making as Illinois continues to strengthen 9-1-1 across the state.

I am optimistic about what can be accomplished in the years ahead. The professionalism, expertise, and dedication demonstrated throughout this planning process reinforce my confidence in Illinois' 9-1-1 community. On behalf of the Statewide 9-1-1 Advisory Board, thank you to everyone who contributed their time, knowledge, and perspective to this effort. We look forward to continuing this work together.

Michael T. Yokley

Chair, Illinois Statewide 9-1-1 Advisory Board



EXECUTIVE SUMMARY

ABOUT THE STATEWIDE 9-1-1 ADVISORY BOARD

The Statewide 9-1-1 Advisory Board (SAB) is a collaborative forum for representatives from across the Illinois 9-1-1 community. Established under the Emergency Telephone System Act (ETSA), the Board is chaired by the Director of the Illinois State Police (ISP) or the Director's designee. Its members include representatives of 9-1-1 systems of different sizes, law enforcement, fire services, emergency medical services, the Illinois Commerce Commission, carriers, service providers, the Illinois chapters of the National Emergency Number Association (NENA) and the Association of Public-Safety Communications Officials (APCO), and members of the General Assembly. The Board's role is advisory: it convenes stakeholders, deliberates on statewide issues, develops recommendations, advises the Statewide 9-1-1 Administrator and ISP, and submits an annual report to the General Assembly.

MISSION

The Statewide 9-1-1 Advisory Board serves as a collaborative forum for representatives from across the 9-1-1 community to discuss statewide priorities and provide guidance to the Statewide 9-1-1 Administrator and the Illinois State Police.

VISION

Every person in Illinois can reach 9-1-1 and count on a reliable response, connected statewide, sustainably funded, and staffed by recognized public safety professionals.

VALUES

- Trust
- Accountability
- Stewardship
- Equity
- Professionalism
- Collaboration

RECENT NOTABLE ACHIEVEMENTS OF ILLINOIS 9-1-1

Since Illinois established statewide 9-1-1 administration in 2015, coordinated work by the Statewide 9-1-1 Administrator, ISP, Emergency Telephone System Boards (ETSBs), Public Safety Answering Points (PSAPs), telecommunicators, and partners has built a connected statewide foundation:

- Statewide Governance Established**
In 2015, Illinois enacted statewide 9-1-1 reform, transferring oversight to the ISP, establishing the Statewide 9-1-1 Advisory Board, and creating the statutory framework for consolidation and NG9-1-1.
- 100% County Coverage**
As of 2024, all 102 counties provide 9-1-1 service, closing the final statewide access gap and extending 9-1-1 to every Illinois county.
- Statewide Consolidation Progress**
Illinois reduced primary PSAPs from 257 in 2015 to 168 in 2026 through statutory requirements, regional partnerships, and grant-supported consolidation.
- 100% NG9-1-1 Connectivity**
As of March 2026, all 168 primary PSAPs completed the transition to a Next Generation 9-1-1 network.
- 99% Text-to-911 Ready**
As of July 2026, 167 of 168 PSAPs are Text-to-911 ready, expanding accessibility for people across the state.
- Nationally Recognized GIS Program**
Illinois standardized statewide NG9-1-1 GIS data and earned national recognition in 2025 through NSGIC.
- Statewide Training & Certification Underway**
Statewide telecommunicator training and certification are underway and moving toward full implementation.

BUILDING THE NEXT PHASE OF ILLINOIS 9-1-1

Illinois has made significant progress in expanding access to 9-1-1, strengthening statewide coordination, and implementing NG9-1-1 capabilities. As technology, emergency communications, and public expectations continue to evolve, new questions are emerging around funding, interoperability, cybersecurity, workforce sustainability, continuity of operations, and the effective use of statewide capabilities. The Strategic Plan provides a framework for the Statewide 9-1-1 Advisory Board's deliberation, advice, and recommendations on these matters from 2027 through 2029. The plan is organized into 8 Focus Areas and 19 Strategic Goals that establish the Board's priorities for the years ahead.

BUILDING THE NEXT PHASE OF ILLINOIS 9-1-1 THROUGH 8 FOCUS AREAS & 19 STRATEGIC GOALS

Focus Area 1 Sustainable Funding & Cost Visibility



Goal 1.1: Evaluate Funding Adequacy, Distribution, and Operational and Capital Needs

The surcharge and its distribution are set in statute, and operational and capital needs continue to evolve. The Board will review funding adequacy, the distribution formula, and documented needs, and develop recommendations, including to the General Assembly where statutory change is required.

Goal 1.2: Define and Measure the Full Cost of 9-1-1 Operations

The Annual Financial Report (AFR) captures information required by statute, while other 9-1-1 costs are funded and tracked outside statewide reporting. The Board will develop common cost definitions to provide a more complete and consistent cost picture.

Focus Area 2 Common Definitions & Information



Goal 2.1: Develop Common Performance Definitions and Voluntary Guidance

The same measure can mean different things across PSAPs. The Board will develop voluntary definitions PSAPs can use to interpret measures and improve locally.

Goal 2.2: Review Aggregate Information to Inform Board Recommendations

Useful statewide data is already reported through the Annual Financial Report (AFR) and other sources. The Board will use it to identify trends, recommending aggregate reporting only, never PSAP scorecards.

Focus Area 3 NG9-1-1 Capability & Interoperability



Goal 3.1: Review NG9-1-1 Operational Capability

With connectivity complete, feature use varies with equipment, cost, and carrier engagement. The Board will review use and recommend support for more consistent use.

Goal 3.2: Review Routing Accuracy and GIS Data Sustainability

Routing depends on locally maintained GIS data, and practices vary. The Board will review GIS sustainability and recommend support for continued routing accuracy.

Goal 3.3: Develop Cross-Boundary Interoperability Recommendations

Calls and data move across jurisdictions and providers statewide. The Board will review transfer and data-exchange practices and recommend improvements.

Focus Area 4 Cybersecurity, Privacy & Trust



Goal 4.1: Develop Shared 9-1-1 Cybersecurity and Data Guidance

As NG9-1-1 connects more systems, security in one affects confidence statewide. The Board will develop scalable, voluntary cybersecurity and access-control guidance.

Goal 4.2: Develop Guidance on 9-1-1 Data, Privacy, and Records

9-1-1 information is confidential under ETSA and also touches FOIA and the State Records Act. The Board will develop voluntary data and records guidance, informed by FCC orders and recognized standards.

Focus Area 5 Workforce, Training & Wellness



Goal 5.1: Develop Workforce and Retention Recommendations

Workforce factors such as pay, scheduling, and pensions largely sit outside ETSA. The Board will review recruitment and retention and develop recommendations, flagging legislative items.

Goal 5.2: Review Training, Certification, and Operational Readiness

Statewide training and certification are being implemented. The Board will review readiness and advise the Administrator on continued support.

Goal 5.3: Advance Professional Recognition and Workforce Sustainability

Recognition, classification, and pensions are set locally and in law. The Board will advance recommendations, including to the General Assembly, to support long-term sustainability.

Focus Area 6 Governance & Board Capacity



Goal 6.1: Review ETSA and Clarify Statutory Roles

ETSA defines statutory roles and sunsets December 31, 2027. The Board will review ETSA and its administrative rules and document, in plain language, who is responsible for what.

Goal 6.2: Strengthen the Board's Strategic Capacity

The Board is a volunteer body supported administratively by ISP. The Board will establish subcommittees, plan ownership, and reporting, and identify support needs.

Goal 6.3: Develop a Practical Guidance and Shared-Practice Reference

Practical lessons on consolidation, transition, and procurement reside with individual authorities. The Board will capture them, from Illinois and other states, into a voluntary shared-practice reference.

Focus Area 7 Resilience & Continuity of 9-1-1



Goal 7.1: Develop Recommendations for 9-1-1 Resilience and Continuity

Continuity depends on interconnected systems, facilities, and staffing that vary by PSAP. The Board will develop voluntary continuity guidance and optional outage templates.

Focus Area 8 Public & Policymaker Engagement



Goal 8.1: Strengthen Policymaker and Legislative Engagement

ETSA requires an annual report, and policymaker familiarity shifts with turnover. The Board will develop recurring, plain-language information and recommend a sustained cadence.

Goal 8.2: Advance Public Understanding of 9-1-1

Public education varies locally, and accidental activations add to PSAP workload. The Board will develop shared, adaptable public-education resources agencies can customize.

Goal 8.3: Clarify Mission Boundaries and Cross-System Intersections

9-1-1 increasingly intersects with systems outside ETSA, such as 988, public health, and emerging technologies. The Board will develop guidance and a voluntary operational-impact checklist to clarify handoffs.

RECENT NOTABLE ACHIEVEMENTS OF ILLINOIS 9-1-1

Since statewide reform began in 2015, Illinois has expanded 9-1-1 access, reduced the number of primary PSAPs, completed statewide NG9-1-1 connectivity, strengthened GIS, and developed a statewide training and certification foundation.

These accomplishments reflect sustained work by the Statewide 9-1-1 Administrator, ISP, ETSBs, PSAPs, telecommunicators, technical professionals, service providers, and other partners across Illinois. Together, this work provides the foundation for the priorities in this Strategic Plan.

Achievements Summary:

- ▶▶ **A Modern Governance Foundation:**
 - In 2015, Illinois enacted statewide 9-1-1 reform that transferred statewide oversight to the Illinois State Police, established the Statewide 9-1-1 Advisory Board, and created the statutory framework for consolidation and NG9-1-1 implementation.
- ▶▶ **Complete Statewide 9-1-1 Coverage:**
 - As of 2024, all 102 counties provide 9-1-1 service, closing the final statewide access gap and extending 9-1-1 availability to every Illinois county.
- ▶▶ **A Major Consolidation Effort:**
 - Illinois reduced the number of primary PSAPs from 257 in 2015 to 168 operating in 2026 through statutory requirements, regional partnerships, and grant-supported consolidation. Consolidation grants have supported local modernization and reduced duplication of infrastructure.
- ▶▶ **Completion of Statewide NG9-1-1 Connectivity:**
 - As of March 2026, all 168 PSAPs had transitioned to an NG9-1-1 network, completing statewide connectivity and enabling standards-based call delivery and enhanced location capabilities. NG9-1-1 grants supported local technology and infrastructure needed for PSAP migration.
- ▶▶ **Near-Universal Text-to-911 Availability:**
 - As of July 2026, 167 of Illinois' 168 PSAPs were Text-to-911 ready, expanding access for people who cannot safely or effectively place a voice call and supporting text routing through an NG9-1-1 network.
- ▶▶ **A Statewide GIS Foundation for NG9-1-1:**
 - Illinois standardized statewide NG9-1-1 GIS data, developed governance and maintenance practices, and received national recognition through the 2025 NSGIC Geospatial Maturity Assessment. Monthly coordination supports continued data-quality improvement and maintenance.
- ▶▶ **A Statewide Training and Certification Foundation Underway:**
 - Illinois has developed core modules for the statewide telecommunicator and supervisor training and certification program through collaboration with PSAP training coordinators. Curriculum alignment, exams, credentialing processes, and a statewide learning management system are being completed to support full implementation of the program.

100%

**COUNTIES WITH 9-1-1
SERVICE STATEWIDE**

(completed 2024)

100%

**PSAPs CONNECTED
TO AN NG9-1-1
NETWORK**

(All 168 primary PSAPs
operating in 2026)

99%

**OF PSAPs
Text-to-911 READY**

(as of July 2026)

168

**PRIMARY PSAPs
ANSWERING ILLINOIS
EMERGENCY CALLS**

(operating in 2026)

ABOUT THE STATEWIDE 9-1-1 ADVISORY BOARD

The Statewide 9-1-1 Advisory Board serves as a collaborative forum for representatives from across the 9-1-1 community to discuss statewide priorities and provide guidance to the Statewide 9-1-1 Administrator and the Illinois State Police.

Its members are appointed as provided in the Emergency Telephone System Act (ETSA), and the Board is chaired by the Director of the Illinois State Police or the Director's designee.

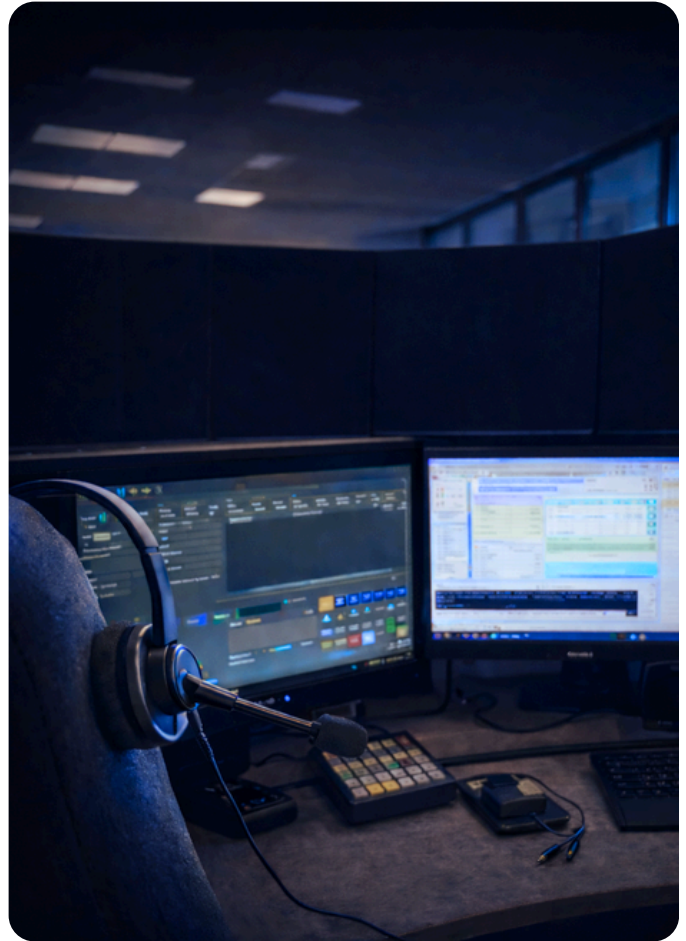
The Board includes representatives of 9-1-1 systems of different sizes, law enforcement, fire services, emergency medical services, the Illinois Commerce Commission, carriers, service providers, the Illinois chapters of NENA and APCO, and the General Assembly. This membership brings statutory, professional, geographic, and operational perspectives into statewide deliberation.

Today, 9-1-1 calls in Illinois are answered by 168 primary PSAPs operating within local 9-1-1 systems. ETSBs and other local authorities carry out the governance and funding responsibilities assigned by law.

The Statewide 9-1-1 Administrator and ISP carry out the statewide administrative, funding, technical, and operational responsibilities assigned to them under ETSA and its administrative rules.

The Board's role is advisory. It convenes and deliberates on statewide issues, advises the Statewide 9-1-1 Administrator and ISP, develops recommendations on matters within ETSA, reviews statutes, rules, information, and proposals, and submits the annual report required by law. The Statewide 9-1-1 Administrator establishes uniform technical and operational standards with the Board's advice and recommendation.

This Strategic Plan sets the Board's priorities for 2027 through 2029. The Board will convene stakeholders, deliberate on these priorities, and review the statutes, rules, and information that bear on them. From that work, the Board will develop common definitions, frameworks, and draft guidance. The Board will advise the Statewide 9-1-1 Administrator and the Illinois State Police; recommend improvements to the Governor and General Assembly; and submit the annual report required by ETSA. The Board will review the plan as statutes, administrative rules, technology, and statewide conditions change.

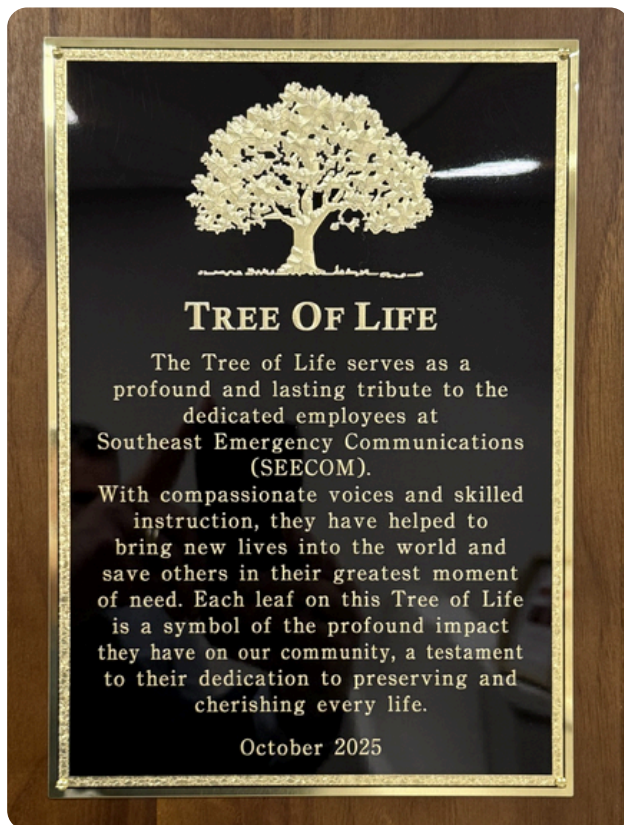


THE PEOPLE BEHIND ILLINOIS 9-1-1

Illinois 9-1-1 is more than a network of technology, policies, and infrastructure. It is a network of dedicated professionals who answer the call, provide lifesaving instructions, coordinate resources, support one another, and help save lives every day. Their expertise, commitment, and service are the foundation upon which the statewide 9-1-1 system is built.

Through calm guidance, critical questioning, lifesaving instructions, and rapid coordination of resources, telecommunicators help transform moments of uncertainty into action. Whether assisting a caller through CPR, supporting the delivery of a child, coordinating a rescue, or guiding someone through a crisis, their work often shapes outcomes long before help arrives on scene.

The Tree of Life, sometimes known as a Wall of Life, is a powerful representation of the impact emergency telecommunicators have on the lives of the people they serve. Every emergency response begins with a connection: a call, text, or request for help. These professionals represent the foundation upon which every achievement in Illinois 9-1-1 has been built and every strategic priority in this plan depends.



MISSION

The Statewide 9-1-1 Advisory Board serves as a collaborative forum for representatives from across the 9-1-1 community to discuss statewide priorities and provide guidance to the Statewide 9-1-1 Administrator and the Illinois State Police.

The Board fulfills this mission within its advisory role under the Emergency Telephone System Act (ETSA) by:

- ▶▶ **Convening** representatives of PSAPs, ETSBs, public safety disciplines, carriers, service providers, state agencies, and other interests represented in 9-1-1 to consider statewide priorities.
- ▶▶ **Deliberating** on funding, technology, operations, governance, workforce, and other matters affecting 9-1-1 in Illinois.
- ▶▶ **Advising** the Statewide 9-1-1 Administrator and the Illinois State Police, and **recommending** improvements to the Governor and General Assembly as provided by ETSA.
- ▶▶ **Developing and reviewing** the Statewide 9-1-1 Strategic Plan.
- ▶▶ **Submitting** the annual report required by ETSA.

VISION

Every person in Illinois can reach 9-1-1 and count on a reliable response, connected statewide, sustainably funded, and staffed by recognized public safety professionals.

Realizing this vision means that, across Illinois:

- ▶▶ Funding supports the delivery, maintenance, and continued modernization of 9-1-1.
- ▶▶ Telecommunicators are supported by consistent training, certification, professional recognition, and wellness programs.
- ▶▶ PSAPs have clear references that support consistent, reliable service and local improvement.
- ▶▶ Statutory roles and responsibilities are clearly understood.
- ▶▶ Calls and available location information reach the appropriate PSAP as accurately and efficiently as possible.
- ▶▶ 9-1-1 service remains resilient through outages, disasters, and other disruptions.
- ▶▶ Cybersecurity and data handling are supported by clear, shared guidance.
- ▶▶ The public and policymakers understand the role, needs, and continued importance of 9-1-1.

OUR VALUES

The Statewide 9-1-1 Advisory Board's values define how the Board conducts its work, deliberates on statewide issues, and develops its advice and recommendations.

They reflect the commitments the Board makes in carrying out its statutory advisory responsibilities:



Trust

We build confidence through accurate information, transparent deliberation, and reliable follow-through on the Board's commitments.



Accountability

We document the Board's decisions, review progress on its commitments, and report its work clearly.



Stewardship

We consider the responsible use of public resources in the Board's advice, recommendations, and review of statewide priorities.



Equity

We advance recommendations that recognize differences in geography, language, access, and local circumstances across Illinois.



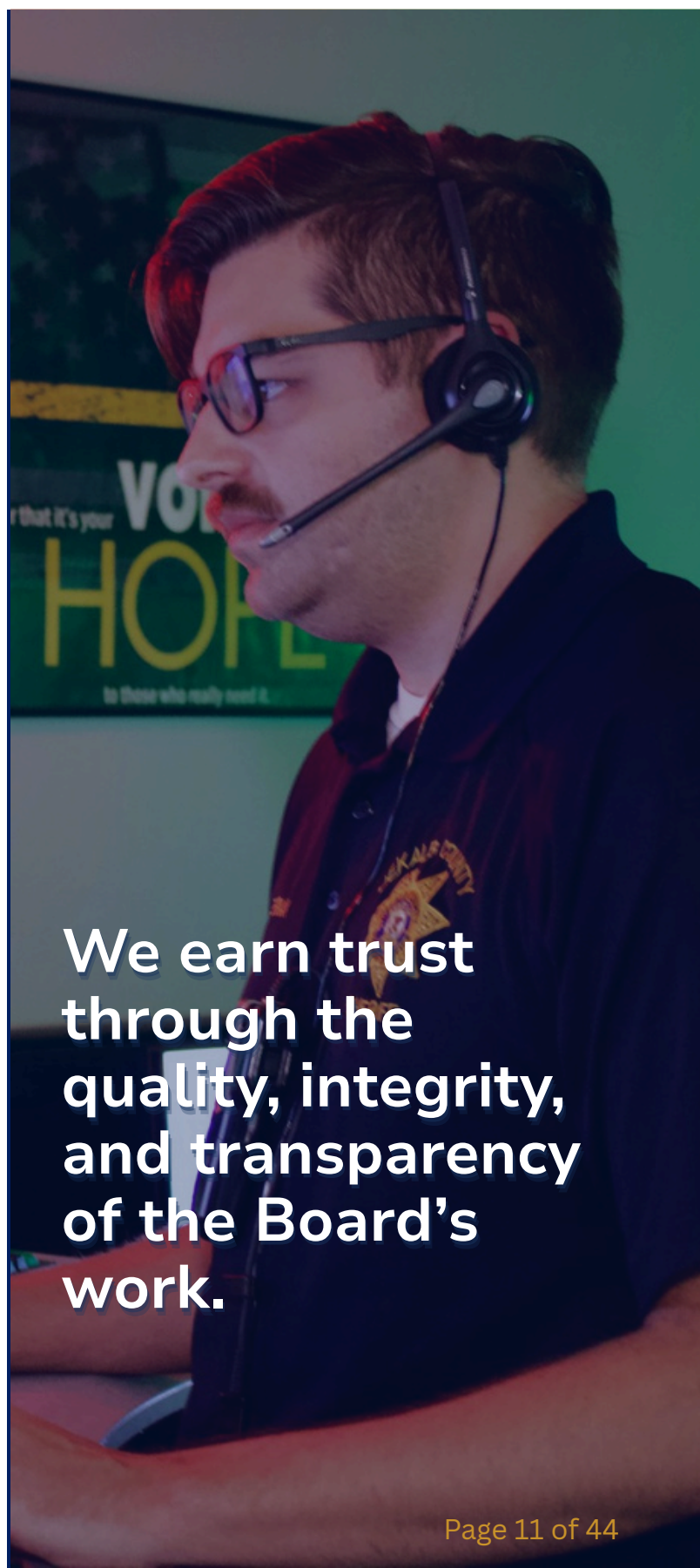
Professionalism

We approach the Board's work with preparation, respect, integrity, and recognition for the professionals who answer the call.



Collaboration

We collaborate across jurisdictions, disciplines, and service environments, including interoperability among 9-1-1 systems, to inform recommendations that support effective 9-1-1 operations.



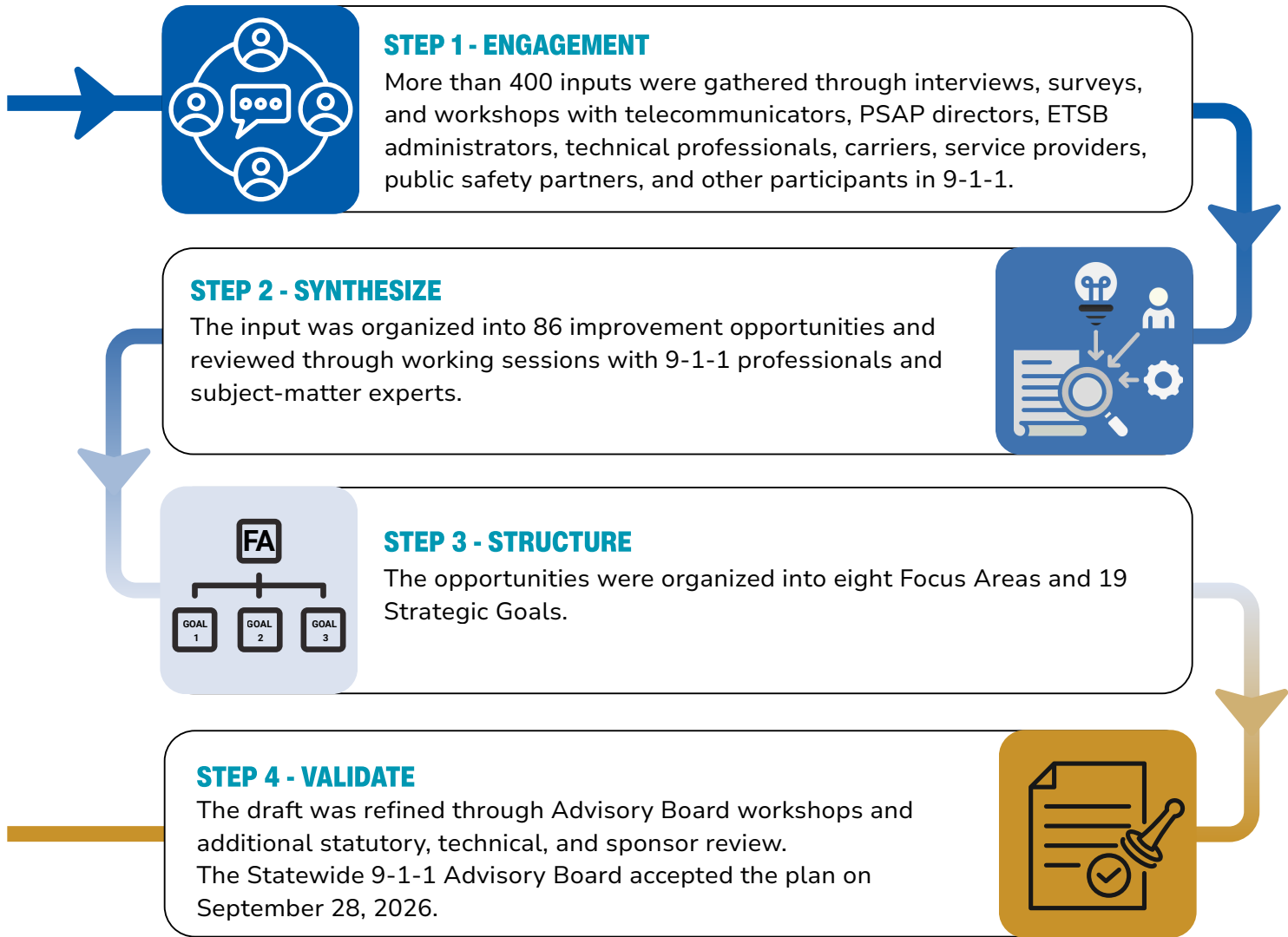
We earn trust through the quality, integrity, and transparency of the Board's work.

STRATEGIC PLAN DEVELOPMENT METHODOLOGY



This plan was developed through statewide engagement, analysis of stakeholder input, and deliberation by the Statewide 9-1-1 Advisory Board.

How this plan was built:



FOCUS AREAS, STRATEGIC GOALS & PAGE INDEX

Eight Focus Areas organize the plan's 19 Strategic Goals by theme. Each Focus Area groups goals that address a common subject, and each goal names a specific matter for the Board's deliberation, advice, recommendation, development, or review. The following pages present these goals first by Focus Area, then by tier.

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STRATEGIC GOALS BY TIER

The Plan organizes its 19 Strategic Goals into three tiers to support sequencing, focus, and realistic use of available statewide capacity. Following development of the Strategic Goals within eight Focus Areas, tier placement was informed by goal relationships, readiness for action, Strategic Impact, Statewide Effort, and the Board's ability to advance the work within its advisory role.

TIER 1 GOALS- Foundational Work

Goals that establish the foundation for progress across the plan and enable or directly support later work.

1.1 Evaluate Funding Adequacy, Distribution, and Operational and Capital Needs

1.2 Define and Measure the Full Cost of 9-1-1 Operations

6.1 Review ETSA and Clarify Statutory Roles

8.1 Strengthen Policymaker and Legislative Engagement

TIER 2 GOALS- Build on the Foundation

Goals that build on or complement the foundation established through Tier 1 and may advance as statewide capacity and opportunities allow.

2.1 Develop Common Performance Definitions and Voluntary Guidance

2.2 Review Aggregate Information to Inform Board Recommendations

3.1 Review NG9-1-1 Operational Capability

3.2 Review Routing Accuracy and GIS Data Sustainability

3.3 Develop Cross-Boundary Interoperability Recommendations

4.1 Develop Shared 9-1-1 Cybersecurity and Data Guidance

5.1 Develop Workforce and Retention Recommendations

5.2 Review Training, Certification, and Operational Readiness

6.2 Strengthen the Board's Strategic Capacity

7.1 Develop Recommendations for 9-1-1 Resilience and Continuity

TIER 3 GOALS- Longer-Term

Goals that build on progress through Tiers 1 and 2 and may advance as conditions, capacity, and related work develop.

4.2 Develop Guidance on 9-1-1 Data, Privacy, and Records

5.3 Advance Professional Recognition and Workforce Sustainability

6.3 Develop a Practical Guidance and Shared-Practice Reference

8.2 Advance Public Understanding of 9-1-1

8.3 Clarify Mission Boundaries and Cross-System Intersections

STRATEGIC IMPACT & STATEWIDE EFFORT

To inform tier placement and provide additional context for each Strategic Goal, Board members evaluated all 19 goals using Strategic Impact and Statewide Effort ratings. Strategic Impact reflects the anticipated statewide importance and benefit of advancing a goal. Statewide Effort reflects the anticipated level of coordination, engagement, and effort required to advance a goal across Illinois.

These ratings were considered alongside goal relationships, dependencies, readiness for action, and available capacity to inform tier placement.

FOCUS AREA 1



Sustainable Funding & Cost Visibility

Sustainable 9-1-1 service starts with a clear and shared view of what it costs to deliver. This focus area develops common cost definitions the Board can use to inform its recommendations on funding adequacy, statutory distribution, and operational and capital needs.

GOAL 1.1

TIER 1 PRIORITY

Evaluate Funding Adequacy, Distribution, and Operational and Capital Needs

GOAL 1.2

TIER 1 PRIORITY

Define and Measure the Full Cost of 9-1-1 Operations

Illinois Statewide 9-1-1
Annual Financial Report

Goal 1.1 : Evaluate Funding Adequacy, Distribution, and Operational and Capital Needs

TIER 1 PRIORITY



OBJECTIVE

Evaluate funding adequacy, statutory distribution, and operational and capital needs using the common cost definitions developed under Goal 1.2, giving the Board a documented basis for its funding recommendations.



OUTCOME

The Board has a documented position on funding adequacy, statutory distribution, and operational and capital needs for use in its advice and recommendations.



STRATEGIC ACTIONS

1.1.1

Review Funding Information

The Board will review the full-cost framework, statutory funding provisions, the distribution formula, available financial information, and documented operational and capital needs, and identify information gaps requiring further analysis.

1.1.2

Deliberate on Funding Needs

The Board will deliberate on funding adequacy, statutory distribution, and operational and capital needs using available analysis and stakeholder perspectives.

1.1.3

Develop Funding Recommendations

The Board will develop funding recommendations, including recommendations to the General Assembly when statutory changes are supported by its findings.



BACKGROUND

- The statewide 9-1-1 surcharge amount and its statutory distribution are established in ETSA, and changes require General Assembly action.
- The distribution formula calculates each ETSB's monthly share from the surcharge revenue remaining after statutory deductions, including statewide network costs.
- Operational needs and capital and replacement planning are addressed locally, with practices, tools, and planning timelines varying across ETSBs and PSAPs.

Goal 1.2 : Define and Measure the Full Cost of 9-1-1 Operations

TIER 1 PRIORITY



OBJECTIVE

Develop common definitions for the full cost of delivering 9-1-1 so cost is described consistently across Illinois, giving the Board a more consistent basis for its funding recommendations.



OUTCOME

The Board has a common full-cost framework that supports consistent financial analysis and future funding recommendations.



STRATEGIC ACTIONS

1.2.1

Convene Subject-Matter Experts

The Board will convene subject-matter experts and ETSBs representing varied operating environments to inform the development of common cost definitions and categories.

1.2.2

Develop the Framework

The Board will develop common definitions and cost categories for the full cost of delivering 9-1-1, informed by that input.

1.2.3

Invite Voluntary Use and Recommend Adoption

The Board will invite ETSBs representing varied operating environments to review and use the framework voluntarily, refine it based on stakeholder feedback, and recommend to the Statewide 9-1-1 Administrator how it can support consistent cost reporting within existing financial reporting.



BACKGROUND

- The Annual Financial Report required under ETSA Section 40 already collects revenue from all sources, surcharge-fund expenditures, call data as specified by ISP, and dispatch costs for each ETSB.
- 9-1-1 in Illinois is delivered by 168 primary PSAPs, funded through multiple streams, including the phone-line surcharge, local government contributions, and grant opportunities.
- Surcharge funds are collected by carriers, remitted to the Illinois State Police, and distributed to ETSBs.
- The AFR does not capture every cost of delivering 9-1-1, and local contributions are reported differently across ETSBs, so the full cost is not described the same way statewide.

FOCUS AREA 2



Common Definitions & Information

Illinois needs common definitions for how 9-1-1 performance is described, so information means the same thing across PSAPs. This focus area develops common definitions and voluntary guidance for local use, and reviews available aggregate information to inform the Board's recommendations.

GOAL 2.1

TIER 2 PRIORITY

Develop Common Performance Definitions and Voluntary Guidance

GOAL 2.2

TIER 2 PRIORITY

Review Aggregate Information to Inform Board Recommendations

Goal 2.1 : Develop Common Performance Definitions and Voluntary Guidance

TIER 2 PRIORITY



OBJECTIVE

Develop common definitions for selected 9-1-1 measures to describe performance consistently across PSAPs, giving PSAPs a voluntary reference for understanding and improving their own performance.



OUTCOME

PSAPs have common definitions they may use to interpret selected measures and identify opportunities for local improvement.



STRATEGIC ACTIONS

2.1.1

Convene Practitioners and Experts

The Board will convene PSAP representatives and subject-matter experts to identify selected measures and review how they are defined and used.

2.1.2

Develop Common Definitions

The Board will develop recommended definitions informed by applicable statutes, administrative rules, existing reporting requirements, and recognized guidance.

2.1.3

Develop Voluntary Guidance

The Board will develop guidance describing how PSAPs may use the common definitions for local analysis and improvement.



BACKGROUND

- ETSA Section 10(a) assigns uniform technical and operational standards to the Statewide 9-1-1 Administrator with the Board's advice, and the Board develops and recommends definitions rather than setting them.
- PSAPs use different technologies, configurations, and local practices to manage and document 9-1-1 calls.
- Without common definitions, the same measure may not represent the same information across different operating environments.
- Common definitions developed here provide the foundation for the Board's review of aggregate information under Goal 2.2.

Goal 2.2 : Review Aggregate Information to Inform Board Recommendations

TIER 2 PRIORITY



OBJECTIVE

Review available aggregate 9-1-1 information, including AFR-based financial and operational data, to identify statewide trends, giving the Board a clearer evidence base for its recommendations.



OUTCOME

The Board has a documented understanding of statewide trends drawn from aggregate 9-1-1 information that it can use in its advice and recommendations, in place of relying on individual accounts alone.



STRATEGIC ACTIONS

2.2.1

Review Available Information

The Board will review aggregate information already available through existing statutory and administrative reporting, including AFR data reported under ETSA Section 40.

2.2.2

Identify Statewide Trends

The Board will analyze the aggregate information, using the common definitions developed under Goal 2.1 where applicable, to identify statewide trends relevant to its recommendations.

2.2.3

Recommend Aggregate Trend Reporting

The Board will recommend that authorized entities provide aggregate statewide trend information for field learning, without PSAP-level scorecards, rankings, or public individual results.



BACKGROUND

- The Annual Financial Report already provides revenue, expenditures, call data as specified by ISP, and dispatch costs for each ETSB under ETSA Section 40.
- Aggregate information, such as county-level funding, call volume, and cost, can be drawn from this existing reporting.
- Common definitions from Goal 2.1 would make operational information beyond the AFR more consistently comparable across PSAPs.
- PSAPs' capacity to report beyond the AFR varies with their existing tools, so this goal focuses on aggregate trends rather than new PSAP-level reporting.

FOCUS AREA 3



NG9-1-1 Capability & Interoperability

With statewide NG9-1-1 connectivity complete, this focus area reviews how consistently these capabilities are used, how routing and GIS data are sustained, and where cross-boundary interoperability can be strengthened, to inform the Board's advice and recommendations to the Statewide 9-1-1 Administrator.

GOAL 3.1

TIER 2 PRIORITY

Review NG9-1-1 Operational Capability

GOAL 3.2

TIER 2 PRIORITY

Review Routing Accuracy and GIS Data Sustainability

GOAL 3.3

TIER 2 PRIORITY

Develop Cross-Boundary Interoperability Recommendations

Goal 3.1 : Review NG9-1-1 Operational Capability

TIER 2 PRIORITY



OBJECTIVE

Review how PSAPs use NG9-1-1 capabilities following completion of statewide connectivity, to identify where operational use varies, giving the Board a clearer basis for its advice to the Statewide 9-1-1 Administrator.



OUTCOME

The Board has a documented understanding of NG9-1-1 operational use across Illinois that it can use in its advice and recommendations to the Statewide 9-1-1 Administrator.



STRATEGIC ACTIONS

3.1.1

Convene on Operational Use

The Board will convene PSAP representatives and subject-matter experts to review how NG9-1-1 capabilities are used following completion of statewide connectivity.

3.1.2

Identify Variance

The Board will identify where operational use of NG9-1-1 features varies and what contributes to those differences, including differences in carrier delivery and local call-handling equipment capabilities.

3.1.3

Develop Recommendations

The Board will develop recommendations to the Statewide 9-1-1 Administrator on supporting more consistent NG9-1-1 operational use.



BACKGROUND

- ISP oversees one statewide NG9-1-1 network serving 67% of PSAPs; the remaining 33% are served by three other NG9-1-1 networks overseen locally.
- All 168 primary PSAPs transitioned to an NG9-1-1 network by March 2026, completing statewide connectivity.
- PSAPs use NG9-1-1 features at varying stages depending on local call-handling equipment, configuration, cost, and carrier engagement.
- Carrier delivery to NG9-1-1 networks is transitioning in phases to the required IP-based format under the Federal Communications Commission (FCC) framework.

Goal 3.2 : Review Routing Accuracy and GIS Data Sustainability

TIER 2 PRIORITY



OBJECTIVE

Review the sustainability of GIS data maintenance and its effect on routing and distribution accuracy, giving the Board a clearer basis for its advice to the Statewide 9-1-1 Administrator.



OUTCOME

The Board has a documented understanding of GIS data maintenance practices and their effect on routing and distribution accuracy that it can use in its advice and recommendations.



STRATEGIC ACTIONS

3.2.1

Convene GIS Practitioners

The Statewide 9-1-1 Administrator will continue to convene ETSB GIS coordinators and subject-matter experts to review current GIS data maintenance practices, ongoing automation efforts, and progress toward the statutory requirement.

3.2.2

Identify Sustainability Considerations

The Board will review information from the Statewide 9-1-1 Administrator, ETSB GIS coordinators, and subject-matter experts to identify considerations affecting sustainable GIS data maintenance, including differences in local tools, staffing, and practices.

3.2.3

Develop Recommendations

The Board will develop recommendations to the Statewide 9-1-1 Administrator on supporting sustainable GIS data maintenance and continued routing accuracy statewide.



BACKGROUND

- Each ETSB is responsible under ETSA for maintaining its GIS data to the required statewide GIS data standard.
- Illinois received national recognition for statewide GIS data maturity through the 2025 NSGIC Geospatial Maturity Assessment.
- GIS data supports call routing and is completed and maintained locally by each ETSB.
- GIS maintenance tools, staffing, and practices vary among ETSBs.

Goal 3.3 : Develop Cross-Boundary Interoperability Recommendations

TIER 2 PRIORITY



OBJECTIVE

Review interoperability between Illinois' NG9-1-1 environment and adjacent 9-1-1 systems, including call transfer and data exchange, giving the Board a clearer basis for its advice to the Statewide 9-1-1 Administrator.



OUTCOME

The Board has a documented understanding of cross-boundary interoperability considerations that it can use in its advice and recommendations.



STRATEGIC ACTIONS

3.3.1

Convene on Interoperability

The Board will convene technology providers operating in Illinois, PSAP representatives, and subject-matter experts to review current cross-boundary call transfer and data exchange practices.

3.3.2

Identify Interoperability Considerations

The Board will identify where interoperability gaps exist between technology providers and adjacent systems, consistent with the call-handling and aid agreements required under ETSA.

3.3.3

Develop Recommendations

The Board will develop recommendations to the Statewide 9-1-1 Administrator on strengthening cross-boundary interoperability.



BACKGROUND

- Under ETSA Section 14, 9-1-1 authorities are required to enter call-handling and aid agreements to support cross-boundary call transfer.
- The Illinois State Police oversees one statewide NG9-1-1 network under ETSA Section 15.6(b); additional NG9-1-1 networks serve other PSAPs locally.

FOCUS AREA 4



Cybersecurity, Privacy & Trust

As NG9-1-1 connects more PSAPs, providers, and networks, the security and handling of 9-1-1 information in one environment can affect confidence in 9-1-1 across Illinois. This focus area develops shared cybersecurity and data-handling guidance the Board can recommend to the Statewide 9-1-1 Administrator, so PSAPs have a common reference and sensitive 9-1-1 information is handled consistently with existing law.

GOAL 4.1

TIER 2 PRIORITY

Develop Shared 9-1-1
Cybersecurity and Data
Guidance

GOAL 4.2

TIER 3 PRIORITY

Develop Guidance on 9-1-1
Data, Privacy, and Records

Goal 4.1 : Develop Shared 9-1-1 Cybersecurity and Data Guidance

TIER 2 PRIORITY

OBJECTIVE

Develop shared cybersecurity guidance for 9-1-1 systems to support more consistent protection statewide, giving PSAPs a practical, voluntary reference for strengthening their own security.

OUTCOME

The Board has shared 9-1-1 cybersecurity and access-control guidance, developed with ISP, PSAP representatives, and subject-matter experts, that PSAPs may adopt voluntarily and that the Board can recommend to the Statewide 9-1-1 Administrator.

STRATEGIC ACTIONS

Convene Cybersecurity Practitioners

4.1.1

The Board will convene PSAP representatives, the Illinois State Police, and cybersecurity subject-matter experts to review current 9-1-1 cybersecurity and access-control practices and the shared services already in use.

Develop Shared Guidance

4.1.2

The Board will develop shared cybersecurity and access-control guidance for 9-1-1, informed by that input and recognized frameworks, scaled for PSAPs of different sizes and capacities.

Invite Voluntary Use and Recommend Adoption

4.1.3

The Board will invite PSAPs to use the guidance voluntarily and recommend to the Statewide 9-1-1 Administrator how it can support more consistent 9-1-1 cybersecurity practices within existing authority.

BACKGROUND

- Under ETSA Section 10(a), the Statewide 9-1-1 Administrator establishes uniform technical and operational standards with the Board's advice, and the Board develops and recommends guidance rather than setting or enforcing standards.
- PSAPs operate under different CIO and IT-governance structures, and guidance must work alongside each PSAP's existing arrangement.
- Cybersecurity is an acceptable use of 9-1-1 surcharge funds under ETSA Section 35, alongside other PSAP operating costs.

Goal 4.2 : Develop Guidance on 9-1-1 Data, Privacy, and Records

TIER 3 PRIORITY



OBJECTIVE

Develop guidance on handling 9-1-1 data and records to support more consistent practice, giving PSAPs a clear reference scoped specifically to 9-1-1 information.



OUTCOME

The Board has guidance on 9-1-1 data, privacy, and records, developed with ISP and PSAP representatives, scoped to information under 9-1-1 jurisdiction rather than PSAPs' broader data holdings, and consistent with existing confidentiality law, that PSAPs may use voluntarily and the Board can recommend to the Statewide 9-1-1 Administrator.



STRATEGIC ACTIONS

4.2.1

Convene on Data and Records Practices

The Board will convene PSAP representatives, the Illinois State Police, and subject-matter experts to review how 9-1-1 data and records are currently handled, retained, and shared.

4.2.2

Develop Data and Records Guidance

The Board will develop guidance on handling, retaining, and sharing 9-1-1 data, scoped specifically to information under 9-1-1 jurisdiction and informed by applicable FCC orders, recognized 9-1-1 standards, and existing confidentiality requirements.

4.2.3

Invite Voluntary Use and Recommend Adoption

The Board will invite PSAPs to use the guidance voluntarily and recommend to the Statewide 9-1-1 Administrator how it can support more consistent 9-1-1 data practices.



BACKGROUND

- 9-1-1 information is confidential under ETSA, including customer names, addresses, and unpublished phone numbers.
- A PSAP's records also fall under other laws beyond ETSA, such as FOIA and the State Records Act.
- ISP writes the rules and the Board only advises, so the Board recommends guidance rather than writing rules itself.

FOCUS AREA 5



Workforce, Training & Wellness

The people who answer and dispatch 9-1-1 calls are the foundation of reliable service, and workforce stability, training, and recognition shape every other priority in this plan. This focus area reviews the workforce, training, and recognition matters affecting 9-1-1 in Illinois and develops recommendations the Board can advance within its advisory role.

GOAL 5.1

TIER 2 PRIORITY

Develop Workforce and Retention Recommendations

GOAL 5.2

TIER 2 PRIORITY

Review Training, Certification, and Operational Readiness

GOAL 5.3

TIER 3 PRIORITY

Advance Professional Recognition and Workforce Sustainability

Goal 5.1 : Develop Workforce and Retention Recommendations

TIER 2 PRIORITY



OBJECTIVE

Develop recommendations on 9-1-1 workforce and retention to help address staffing challenges, giving PSAPs stronger support for recruiting and keeping qualified telecommunicators.



OUTCOME

The Board has documented workforce and retention recommendations, developed with PSAP and subject-matter input, that it can use in its advice and recommendations, including recommendations to the General Assembly where change requires statutory action.



STRATEGIC ACTIONS

5.1.1

Convene on Workforce Challenges

The Board will convene PSAP representatives and subject-matter experts to review the recruitment and retention challenges facing 9-1-1 in Illinois.

5.1.2

Identify Workforce Factors

The Board will identify the factors affecting recruitment and retention, including compensation, scheduling, and pension structure, and note which fall outside ETSA and would require legislative action.

5.1.3

Develop Recommendations

The Board will develop workforce and retention recommendations, flagging those that require General Assembly action.



BACKGROUND

- ETSA requires telecommunicator training and certification under Section 7.1 but does not address workforce pipelines, compensation, scheduling, or pensions.
- Factors commonly associated with turnover, including compensation differences, 24/7 scheduling, and pension and labor structures, largely sit outside ETSA.
- Recruitment and retention pressures affect primary PSAPs of all sizes across Illinois.
- Recognition, classification, and compensation are set locally and in law, placing many workforce levers with the General Assembly and local employers.

Goal 5.2 : Review Training, Certification, and Operational Readiness

TIER 2 PRIORITY



OBJECTIVE

Review implementation of statewide training and certification requirements across PSAPs, giving the Board a clearer basis for its advice to the Statewide 9-1-1 Administrator on supporting operational readiness.



OUTCOME

The Board has a documented understanding of training, certification, and operational readiness across Illinois that it can use in its advice and recommendations to the Statewide 9-1-1 Administrator.



STRATEGIC ACTIONS

5.2.1

Continue Implementation Engagement

The Statewide 9-1-1 Administrator will continue to convene PSAP representatives and subject-matter experts to review implementation of statewide training and certification requirements and where support for operational readiness varies.

5.2.2

Review Readiness Considerations

The Board will review information from the Statewide 9-1-1 Administrator, PSAP representatives, and subject-matter experts concerning differences in staffing, training delivery, and support for meeting statewide requirements.

5.2.3

Advise on Continued Implementation

The Board will advise the Statewide 9-1-1 Administrator on the continued implementation of statewide training and certification requirements and support for operational readiness.



BACKGROUND

- ETSA Section 7.1 requires telecommunicators and supervisors to meet training, testing, and certification requirements.
- The statewide training and certification program, including the learning management system, is being implemented.
- Statewide training materials and the learning management system provide a common foundation for PSAPs to meet the statutory requirements.
- Support for meeting the requirements varies with each PSAP's staffing and delivery capacity.

Goal 5.3 : Advance Professional Recognition and Workforce Sustainability

TIER 3 PRIORITY



OBJECTIVE

Advance recommendations on professional recognition for telecommunicators to support long-term workforce sustainability, giving the field a stronger foundation for recruiting and retaining 9-1-1 professionals.



OUTCOME

The Board has a documented position on professional recognition and workforce sustainability that it can advance in its advice and recommendations, including recommendations to the General Assembly where change requires statutory action.



STRATEGIC ACTIONS

5.3.1

Review Recognition and Sustainability Matters

The Board will review professional recognition and workforce sustainability matters affecting 9-1-1 telecommunicators, including classification, and identify which require legislative action.

5.3.2

Deliberate on a Board Position

The Board will deliberate on recognition and sustainability, drawing on stakeholder perspectives and progress already made across the field.

5.3.3

Advance Recommendations

The Board will advance recommendations on professional recognition, including recommendations to the General Assembly on classification and related matters outside ETSA.



BACKGROUND

- Professional recognition, classification, labor provisions, and pension structure sit outside ETSA and are legislative matters.
- Classification and compensation for telecommunicators are negotiated locally and set in law.
- Peer support and workforce wellness efforts exist across the 9-1-1 field in Illinois.
- Changes to recognition and classification largely require action by the General Assembly and local employers.

FOCUS AREA 6



Governance & Board Capacity

ETSA defines the roles of the Administrator, ISP, ETSBs, and PSAPs, but those roles are not always clearly understood across 9-1-1 in Illinois. This focus area reviews the statute and clarifies statutory roles, strengthens the Board's own capacity, and captures practical guidance and lessons learned across 9-1-1, all within the Board's advisory role.

GOAL 6.1

TIER 1 PRIORITY

Review ETSA and Clarify
Statutory Roles

GOAL 6.2

TIER 2 PRIORITY

Strengthen the Board's
Strategic Capacity

GOAL 6.3

TIER 3 PRIORITY

Develop a Practical Guidance
and Shared-Practice Reference

Goal 6.1 : Review ETSA and Clarify Statutory Roles

TIER 1 PRIORITY



OBJECTIVE

Review ETSA and clarify the statutory roles it defines, so responsibilities are better understood across 9-1-1 in Illinois, giving PSAPs and partners a clearer picture of who does what.



OUTCOME

The Board has a documented, plain-language understanding of the roles ETSA assigns to the Administrator, ISP, ETSBs, and PSAPs that it can use in its advice and in recommendations to the General Assembly ahead of the statute sunset.



STRATEGIC ACTIONS

6.1.1

Review Statute and Rules

The Board will review ETSA and the administrative rules being rewritten under Parts 1324, 1325, and 1326 to document the roles they assign.

6.1.2

Clarify Roles

The Board will clarify, in plain language, how statutory responsibilities are distributed among the Administrator, ISP, ETSBs, and PSAPs, without redefining them.

6.1.3

Develop a Voluntary Accountability Reference

The Board will develop a plain-language reference showing which entity is accountable for specific 9-1-1 functions under existing statute, for example, technical standard-setting (Administrator, with Board advice, under Section 10(a)).



BACKGROUND

- ETSA assigns standards-setting and implementation coordination to the Administrator with the Board's advice, fund and network administration to ISP, and local governance and service delivery to ETSBs and PSAPs.
- This goal reviews and clarifies these roles rather than assigning them, which is outside the Board's authority.
- ETSA is scheduled to sunset on December 31, 2027, and the administrative rules are being rewritten under Parts 1324, 1325, and 1326.
- A clear, shared understanding of existing roles supports every other priority in this plan.

Goal 6.2 : Strengthen the Board's Strategic Capacity

TIER 2 PRIORITY



OBJECTIVE

Develop the Board's subcommittee structure, plan ownership, and progress-reporting practices to strengthen its capacity to advance this plan, giving the Board a sustainable operating structure for its advisory work.



OUTCOME

The Board has an organized subcommittee structure, designated plan ownership, and a regular progress-reporting cadence that support its capacity to advance the plan's priorities within its advisory role.



STRATEGIC ACTIONS

6.2.1

Establish Subcommittee Structure

The Board will organize subcommittees around selected plan priorities to distribute pre-work and research ahead of full-Board review.

6.2.2

Designate Plan Ownership and Reporting

The Board will designate responsibility for tracking its progress across tiers and establish a regular review and reporting approach to the full Board.

6.2.3

Identify External Capacity Needs

The Board will identify where additional subject-matter expertise or administrative support may be needed and recommend appropriate support to the Statewide 9-1-1 Administrator and ISP.



BACKGROUND

- The Statewide 9-1-1 Advisory Board is a volunteer advisory body that is unpaid and has no dedicated staff, with administrative support provided by ISP.
- Subcommittees could allow pre-work and research ahead of full-Board sessions.
- Data-intensive analysis, such as full-cost or funding-formula work, may require support beyond current Board and ISP staff time.
- New responsibilities are weighed against the Board's current capacity as the plan advances.

Goal 6.3 : Develop a Practical Guidance and Shared-Practice Reference

TIER 3 PRIORITY



OBJECTIVE

Develop a shared reference of practical guidance and lessons learned across 9-1-1, so useful experience is captured in one place, giving PSAPs and ETSBs a voluntary resource they can draw on for their own decisions.



OUTCOME

The Board has a voluntary shared-practice reference, developed with ETSB, PSAP, and subject-matter input, that captures practical guidance and lessons learned, including on consolidation, and that the Board can maintain and recommend to the Statewide 9-1-1 Administrator.



STRATEGIC ACTIONS

6.3.1

Convene on Practical Experience

The Board will convene ETSB and PSAP representatives and subject-matter experts to identify practical lessons and shared practices from Illinois and other states worth capturing, including experience from consolidations carried out within the thresholds ETSA already defines.

6.3.2

Develop the Shared-Practice Reference

The Board will develop a practical reference organizing guidance and lessons learned across recurring 9-1-1 topics, with consolidation as one component alongside transition, procurement, and operational decisions local authorities commonly face.

6.3.3

Invite Voluntary Use and Recommend Improvements

The Board will invite local authorities to use and contribute to the reference voluntarily, and recommend statutory or rule changes to the appropriate authorities where the experience captured identifies them.



BACKGROUND

- Practical lessons from consolidation, transition, procurement, and operational decisions currently reside with individual local authorities.
- Much of the plan's supporting detail and field input is already organized into a Board-maintained companion record.
- Illinois reduced primary PSAPs from 257 in 2015 to 168 in 2026 through statutory requirements, regional partnerships, and grant-supported consolidation.
- Consolidation remains governed by statutory thresholds under ETSA Section 15.4(a), and the Board's statutory role is limited to grant eligibility and plan review.

FOCUS AREA 7



Resilience & Continuity of 9-1-1

Sustaining 9-1-1 service through outages, disasters, and other disruptions depends on continuity planning and backup arrangements that vary across local 9-1-1 systems. This focus area develops voluntary continuity guidance and recommendations the Board can offer to the field and to the Statewide 9-1-1 Administrator, building on the call-handling and aid agreements ETSA already requires.

GOAL 7.1

TIER 2 PRIORITY

Develop Recommendations for 9-1-1 Resilience and Continuity

Goal 7.1 : Develop Recommendations for 9-1-1 Resilience and Continuity

TIER 2 PRIORITY



OBJECTIVE

Develop voluntary guidance and recommendations on 9-1-1 resilience and continuity to support more consistent planning statewide, giving PSAPs a practical reference for sustaining service through disruptions.



OUTCOME

The Board has voluntary continuity guidance and recommendations, developed with PSAP and subject-matter input, that PSAPs may use for their own planning and that the Board can recommend to the Statewide 9-1-1 Administrator.



STRATEGIC ACTIONS

7.1.1

Convene on Continuity Practices

The Board will convene PSAP representatives and subject-matter experts to review current continuity planning, backup, and aid practices, including the systems, facilities, staffing, and requirements that affect continuity.

7.1.2

Develop Continuity Guidance

The Board will develop voluntary continuity guidance, including planning considerations and optional outage and after-action templates, scaled for PSAPs of different sizes.

7.1.3

Invite Voluntary Use and Recommend Improvements

The Board will invite PSAPs to use the guidance voluntarily and recommend to the Statewide 9-1-1 Administrator how it can support more consistent continuity planning within existing authority.



BACKGROUND

- ETSA Section 14 already requires 9-1-1 authorities to enter call-handling and aid agreements, so backup coordination rests on a statutory foundation.
- Backup and continuity costs are an allowable use of 9-1-1 surcharge funds where they meet ETSA Section 35 requirements.
- 9-1-1 continuity depends on interconnected systems, facilities, staffing, and requirements that affect call handling and dispatch, and practices vary with each PSAP's operating environment and resources.

FOCUS AREA 8



Public & Policymaker Engagement

Public understanding of 9-1-1, sustained engagement with policymakers, and clear boundaries with systems outside ETSA all shape how well 9-1-1 in Illinois is supported. This focus area develops voluntary public resources, strengthens the Board's engagement with policymakers, and clarifies where 9-1-1 responsibilities end and other systems begin.

GOAL 8.1

TIER 1 PRIORITY

Strengthen Policymaker and Legislative Engagement

GOAL 8.2

TIER 3 PRIORITY

Advance Public Understanding of 9-1-1

GOAL 8.3

TIER 3 PRIORITY

Clarify Mission Boundaries and Cross-System Intersections

Goal 8.1 : Strengthen Policymaker and Legislative Engagement

TIER 1 PRIORITY



OBJECTIVE

Strengthen how the Board provides clear, recurring information to policymakers, so 9-1-1 needs are well understood, giving the Board a stronger foundation for its statutory reporting and recommendations.



OUTCOME

The Board has an organized approach to policymaker engagement, including plain-language materials and a regular schedule for providing information, that supports its annual report and recommendations under ETSA.



STRATEGIC ACTIONS

8.1.1

Review Engagement Practices

The Board will review its current policymaker engagement and the plain-language information available on 9-1-1 funding, operations, workforce, and technology.

8.1.2

Develop Engagement Materials

The Board will develop recurring, plain-language materials that support its annual report and inform policymakers between reporting cycles.

8.1.3

Recommend a Sustained Cadence

The Board will recommend a sustained engagement cadence and develop plain-language information resources that partners may use in their own policymaker engagement.



BACKGROUND

- ETSA Section 19(e) requires the Board to submit an annual report to the General Assembly.
- Four members of the General Assembly serve on the Board, and policymaker engagement is supported by participation from Board members, associations, local leaders, and other 9-1-1 partners.
- Policymaker understanding of 9-1-1 varies, and engagement can be episodic given election cycles and turnover.
- Associations and local leaders already carry 9-1-1 information to policymakers.

Goal 8.2 : Advance Public Understanding of 9-1-1

TIER 3 PRIORITY



OBJECTIVE

Develop shared public education resources on 9-1-1 to support more consistent public understanding statewide, giving PSAPs and local agencies materials they can use and adapt voluntarily.



OUTCOME

The Board has shared public education resources, developed with PSAP and subject-matter input, that local agencies may use and customize voluntarily and that the Board can recommend to the Statewide 9-1-1 Administrator.



STRATEGIC ACTIONS

8.2.1

Convene on Public Education Needs

The Board will convene PSAP representatives and subject-matter experts to identify common public education needs and existing local materials.

8.2.2

Develop Shared Resources and Templates

The Board will develop shared public education resources and adaptable templates, including core messaging and accessible materials, that local agencies may use and customize voluntarily.

8.2.3

Invite Voluntary Use

The Board will invite local agencies to use and customize the resources voluntarily and recommend how they can be maintained for continued use.



BACKGROUND

- ETSA does not authorize the Board to require public education models, so any resources are offered for voluntary local use.
- Local agencies conduct 9-1-1 public education differently, and public assistance numbers vary across jurisdictions, so there is no single statewide resource today.
- Accidental activations and confusion about when to call 9-1-1 add to PSAP workload.
- Accessibility needs, including for people who are deaf, hard of hearing, or who need language access, span all communities.

Goal 8.3 : Clarify Mission Boundaries and Cross-System Intersections

TIER 3 PRIORITY



OBJECTIVE

Develop guidance clarifying where 9-1-1 responsibilities end and systems outside ETSA, such as 988 and public-health response, begin, so roles are better understood, giving PSAPs a clearer reference for coordination and handoffs.



OUTCOME

The Board has voluntary guidance clarifying 9-1-1 mission boundaries and cross-system intersections, developed with PSAP and subject-matter input, that PSAPs may use and that the Board can recommend to the Statewide 9-1-1 Administrator.



STRATEGIC ACTIONS

8.3.1

Convene on Cross-System Intersections

The Board will convene PSAP representatives and subject-matter experts to review where 9-1-1 intersects with systems outside ETSA, such as 988 and public-health response.

8.3.2

Develop Boundary Guidance

The Board will develop guidance clarifying what falls within 9-1-1 and what belongs to systems outside ETSA, along with a voluntary operational impact checklist for new mandates and technologies.

8.3.3

Invite Voluntary Use

The Board will invite PSAPs to use the guidance and checklist voluntarily and recommend coordination approaches to the appropriate authorities.



BACKGROUND

- 988, CESSA, and public-health programs are governed by separate statutes, not ETSA.
- 9-1-1 in Illinois increasingly intersects with systems outside ETSA, including 988 behavioral-health response and public-health programs.
- New technologies, such as school safety devices, detection systems, and drones, create expectations for 9-1-1 before authority, funding, and workflows are clear.
- Coordination needs vary by jurisdiction and partner system.

APPENDIX:

Glossary of Key Terms (#-I)

#

9-1-1

The nationwide emergency number the public calls to reach police, fire, and emergency medical services.

9-1-1 Authority

A governmental entity responsible for establishing, governing, or supporting a 9-1-1 system under Illinois law.

9-1-1 System

A defined geographic area and the network, equipment, agreements, and local governance used to provide 9-1-1 service.

988

The national Suicide and Crisis Lifeline. It is governed separately from ETSA but intersects operationally with 9-1-1.

A

Administrative Rules (Parts 1324, 1325, 1326)

The regulations that implement ETSA. These parts are currently being rewritten.

AFR (Annual Financial Report)

The report ETSBs submit under ETSA covering revenue, surcharge expenditures, call data as specified by ISP, and dispatch costs.

Aggregate Information

Combined, statewide-level information that shows trends without identifying individual PSAP results.

APCO

(Association of Public-Safety Communications Officials)

A professional association representing public-safety communications personnel. The Illinois chapter holds a seat on the SAB.

C

CAD (Computer-Aided Dispatch)

The software PSAPs use to manage calls for service, dispatch responders, and track incidents.

Call-Handling and Aid Agreements

Agreements required under ETSA that support call transfer, backup assistance, and coordination among 9-1-1 authorities.

Call-Handling Equipment

The hardware and software a PSAP uses to answer and process 9-1-1 calls.

Carrier

A telephone or wireless service provider that delivers calls to the 9-1-1 network. Carriers are regulated by the ICC.

CESSA (Community Emergency Services and Support Act)

Illinois law governing behavioral-health crisis response. It is separate from ETSA but intersects operationally with 9-1-1.

Consolidation

The statutory or voluntary effort that reduced the number of primary PSAPs through mergers and shared services, from 257 in 2015 to 168 in 2026.

Cross-Boundary

Involving more than one PSAP jurisdiction, such as transferring calls or data between neighboring systems.

E

ETSA (Emergency Telephone System Act)

The Illinois statute governing 9-1-1 service, funding, administration, and statewide responsibilities.

ETSA Sections

Provisions cited in this plan include Section 7.1 (training and certification), Section 10(a) (uniform technical and operational standards with Board advice), Section 14 (call-handling and aid agreements), Section 15.4(a) (consolidation thresholds), Section 15.6(b) (statewide NG9-1-1 network), Section 19(e) (annual report), Section 35 (acceptable surcharge uses), and Section 40 (Annual Financial Report requirements).

ETSA Sunset

The date ETSA is scheduled to expire unless reauthorized: December 31, 2027.

ETSB (Emergency Telephone System Board)

The local body responsible for governing and funding 9-1-1 service within its jurisdiction.

F

Focus Area

A grouping of related Strategic Goals under one statewide theme. This plan has eight.

FOIA (Freedom of Information Act)

Illinois' public-records law governing public access to government records.

GIS (Geographic Information System)

Mapping data used in NG9-1-1 to route calls and locate callers accurately.

I

ICC (Illinois Commerce Commission)

The state agency that regulates carriers in Illinois.

Interoperability

The ability of different 9-1-1 systems, networks, and agencies to work together and exchange information.

ISP (Illinois State Police)

The state agency responsible for statewide 9-1-1 oversight, network administration, and surcharge administration under ETSA.

APPENDIX:

Glossary of Key Terms (L-T)

L

Learning Management System (LMS)

The statewide platform used to deliver and track telecommunicator training and certification.

LMR (Land Mobile Radio)

Public-safety radio systems used for responder communications that intersect operationally with 9-1-1 call handling and dispatch.

N

NENA (National Emergency Number Association)

A professional association representing the 9-1-1 community and developing 9-1-1 standards and guidance. The Illinois chapter holds a seat on the SAB.

NG9-1-1 (Next Generation 9-1-1)

An internet protocol-based 9-1-1 system that supports advanced call routing, caller location, and transmission of voice, text, and data.

NSGIC Geospatial Maturity Assessment

The national assessment that recognized Illinois' statewide GIS program in 2025.

O

Objective

A short statement of what a goal sets out to accomplish and for whom.

Outcome

A statement of the result a goal is intended to produce.

P

Primary PSAP

A PSAP where a 9-1-1 call is first received and answered. Illinois has 168 primary PSAPs.

PSAP (Public Safety Answering Point)

The facility where 9-1-1 calls are answered and the response is dispatched.

R

Remittance

The process by which carriers transfer collected surcharge funds to ISP.

S

State Records Act

The Illinois law governing retention of government records, which applies to PSAP records alongside ETSA.

Statewide 9-1-1 Administrator

The official who provides statewide administration of 9-1-1 and sets technical and operational standards with the Board's advice.

SAB (Statewide 9-1-1 Advisory Board)

The volunteer advisory body under ETSA that advises the Statewide 9-1-1 Administrator and ISP and recommends improvements. The Board's role is advisory.

Statewide Effort

A rating used in this plan of how much effort a goal will require across the state.

Strategic Action

A specific, sequenced step the Board will take to advance a goal.

Strategic Goal

A specific matter identified for the Board's deliberation, advice, recommendation, development, or review. This plan has 19.

Strategic Impact

A rating used in this plan of how important a goal is to 9-1-1 statewide.

Surcharge

The fee on phone lines and services that funds 9-1-1 in Illinois. Carriers collect and remit it to ISP; the amount is set in statute.

T

Telecommunicator

A public-safety professional who answers 9-1-1 calls, gathers information, provides potentially lifesaving instructions, and dispatches the response.

Text-to-911

The capability that allows the public to reach 9-1-1 by text message.

Tier

A grouping of goals based on relative priority, dependencies, readiness for action, and available statewide capacity. Tiers guide emphasis but do not require work to occur in a fixed sequence.

Acknowledgments

This plan was developed with the support of many people across the Illinois 9-1-1 community.

- The telecommunicators
- The PSAP directors and ETSB administrators
- The Statewide 9-1-1 Advisory Board (SAB)
- The Statewide 9-1-1 Administrator
- The technical staff
- The Illinois State Police, Division of Statewide 9-1-1
- Illinois NENA (National Emergency Number Association)
- Illinois APCO (Association of Public-Safety Communications Officials)

Thank you for your contributions.

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