

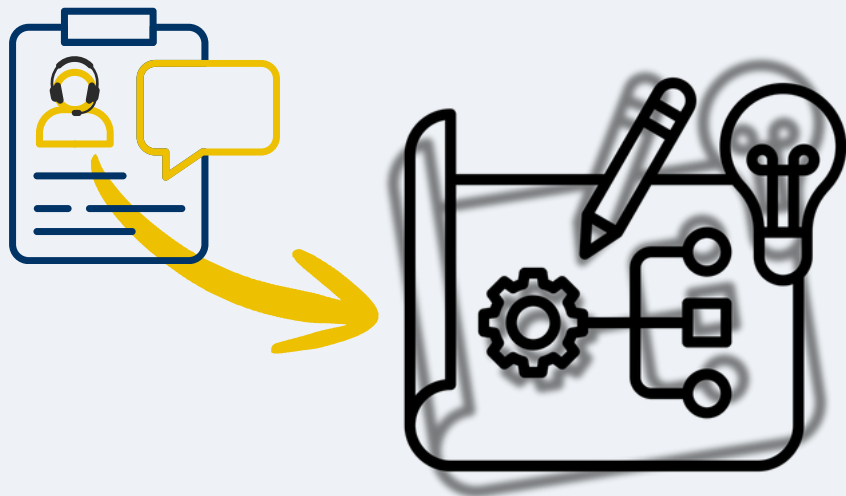
ILLINOIS STATEWIDE 9-1-1 STRATEGIC PLAN

IPSTA Conference 2026

Statewide 9-1-1 Advisory Board Meeting - October 21, 2026



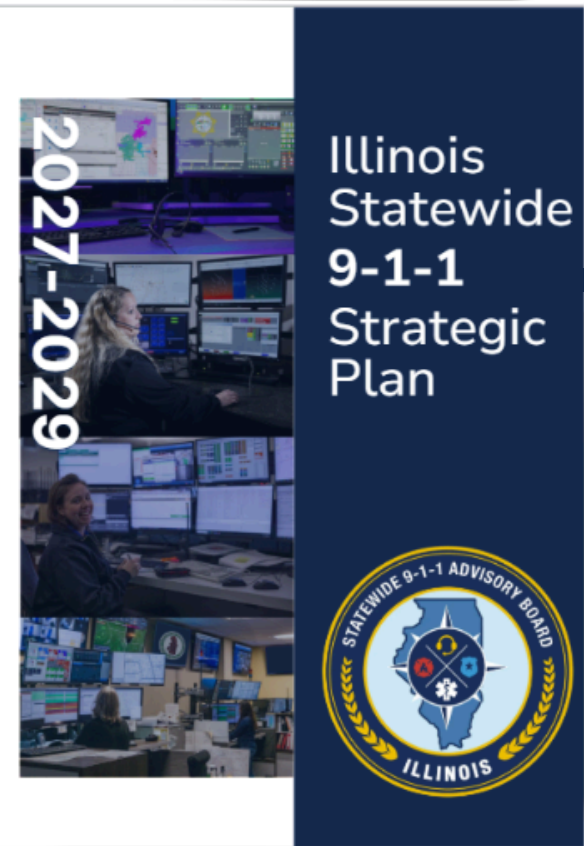
Today's Session



Plan Development Process

How statewide feedback became a plan

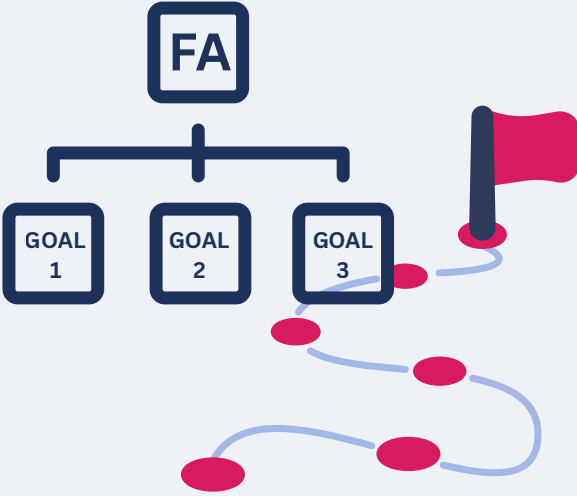
1



Strategic Plan Overview

Statewide Strategic Objectives and Priorities

2



The Path Forward

How the plan moves into implementation

3

The People Behind Illinois 9-1-1

Every response begins with a connection.



The first link in the chain of survival

Telecommunicators start every emergency response: gathering information, giving lifesaving instructions, and coordinating resources before anyone arrives on scene.



Outcomes start at the console

CPR instructions, a delivery, a rescue, a person in crisis. The call often shapes the outcome long before help arrives.



Represented by design

This page sits at the front of the plan on purpose. Every strategic priority depends on the people who answer the call.

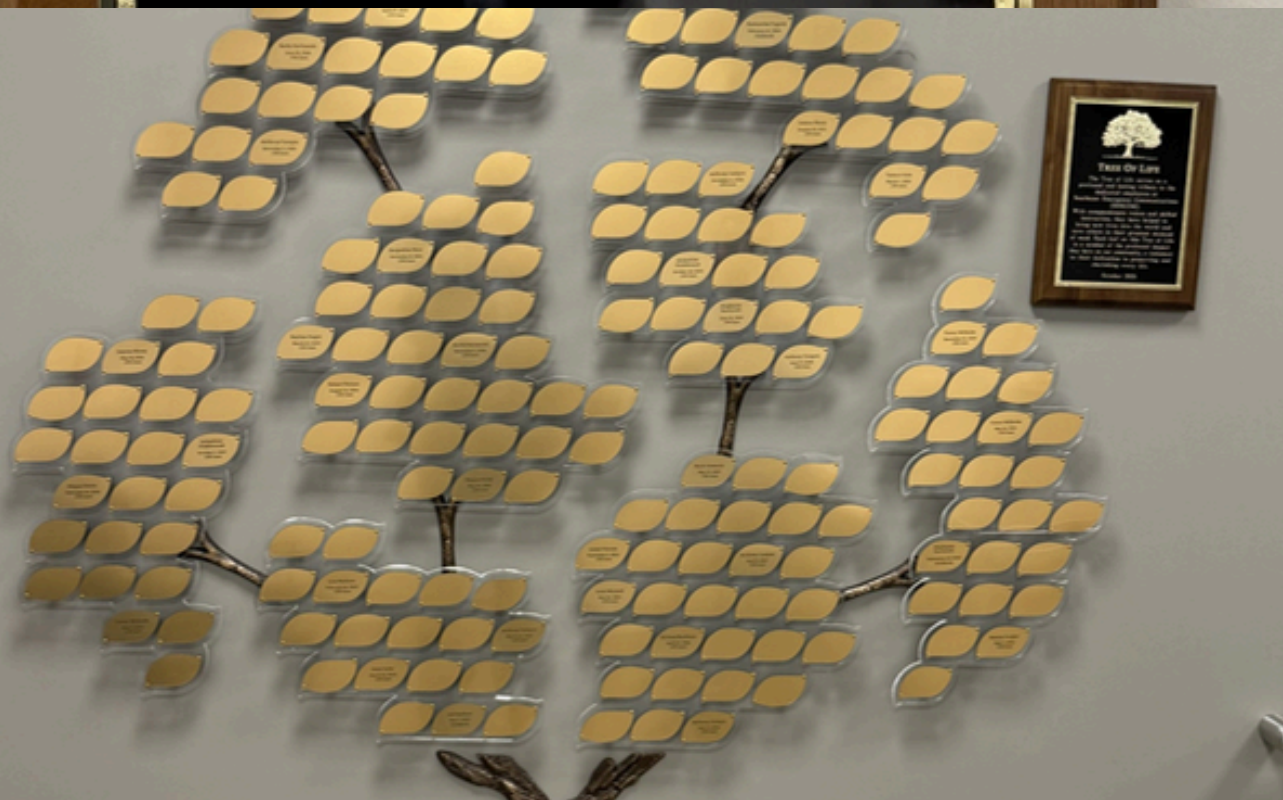
The public and policymakers need to see telecommunicators for what they are: the first responders on every call.



TREE OF LIFE

The Tree of Life serves as a profound and lasting tribute to the dedicated employees at Southeast Emergency Communications (SEECOM).

With compassionate voices and skilled instruction, they have helped to bring new lives into the world and save others in their greatest moment of need. Each leaf on this Tree of Life is a symbol of the profound impact they have on our community, a testament to their dedication to preserving and cherishing every life.





You built this.



What Illinois Has Built

Since statewide reform in 2015, the Illinois 9-1-1 community has achieved results that few states can match.

99%

Of PSAPs Text-to-911 ready, 167 of 168, as of July 2026

100%

Of Illinois counties providing 9-1-1 service, completed in 2024

100%

Of primary PSAPs connected to an NG9-1-1 network as of March 2026

257 → 168

Primary PSAPs, consolidated from 257 in 2015 to 168 in 2026

National Recognition

for statewide NG9-1-1 GIS data through NSGIC in 2025

Underway

Statewide telecommunicator training and certification program

The Statewide 9-1-1 Advisory Board (SAB)

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

DUTIES ACCORDING TO ETSA

Convene

Deliberate

Advise

Recommend

Develop

Review



The Board brings together diverse perspectives from across the 9-1-1 community. Its greatest strength is its ability to bring people together.

Why a Statewide Plan

Many Active Initiatives happening concurrently:

 NG9-1-1 and interoperability

 Cybersecurity

 Workforce and training

 Funding and costs

 ETSA sunset, Dec. 31, 2027

 Administrative rules rewrite

 988 and public health

 Continuity and resilience

This is no one's fault.

It is what happens when a statewide system grows without a shared plan.

Why Change Now

A lot is changing in 9-1-1, nationally and in Illinois.



Work happens in silos

Regions and PSAPs solve the same problems separately, and lessons stay local.



Same words, different meanings

“Nobody counts the same way, so the data is not actionable.”



Roles are not always clear

“We need greater clarity about roles and responsibilities.”



Competing priorities

Without a shared roadmap, urgent needs compete for limited time, funding, and attention.



Perspective over evidence

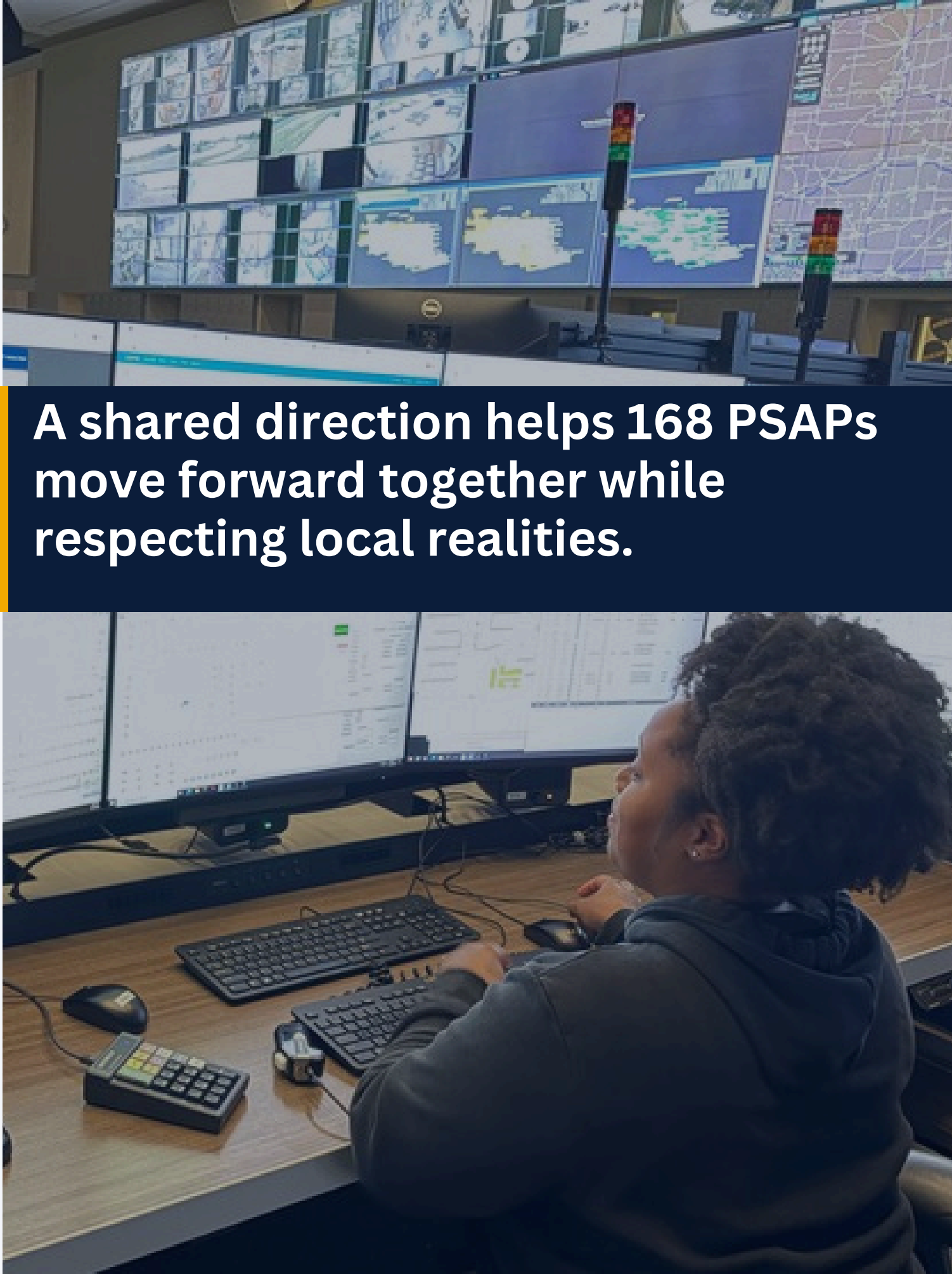
Without shared facts, debates run on experience and urgency instead of data.



Technology complexity and long-term constraints

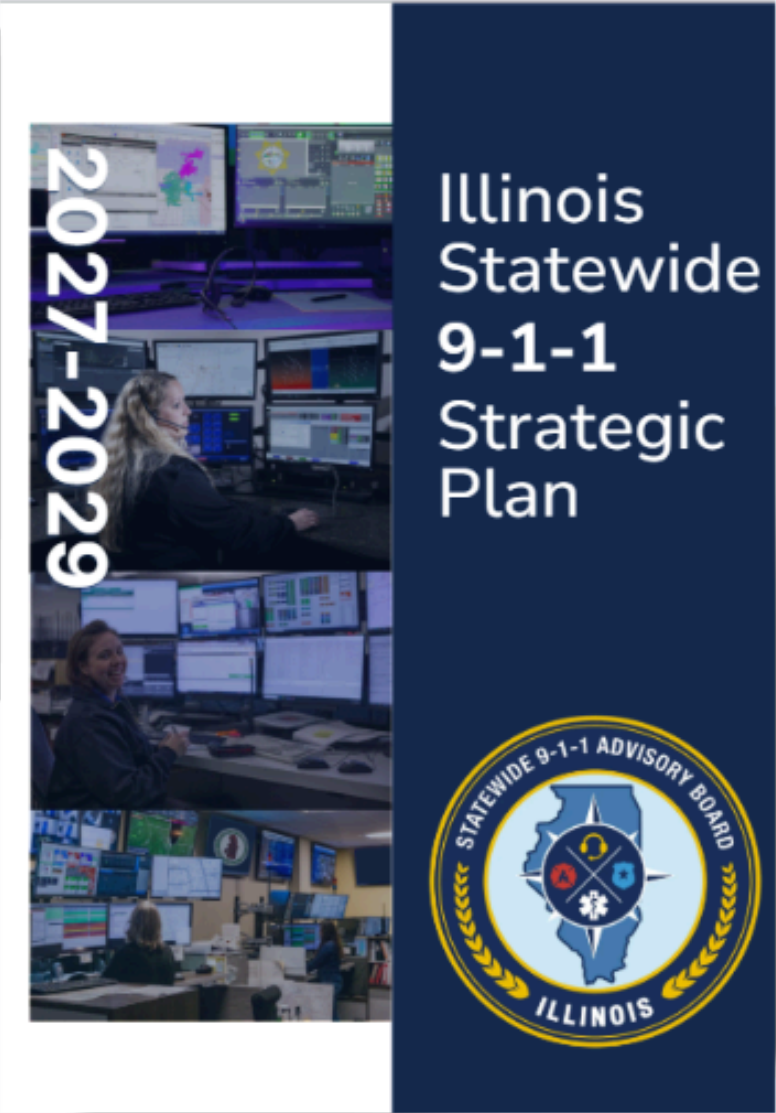
Complex technology can limit flexibility and create long-term cost constraints.

A shared direction helps 168 PSAPs move forward together while respecting local realities.



Illinois Statewide 9-1-1 Strategic Plan

The plan gives everyone the same picture and a common direction.



WHAT THE PLAN GIVES ILLINOIS 9-1-1



Consensus

Shared priorities the field agreed on, so effort pulls in one direction.



A roadmap

Goals sequenced in tiers, so everyone knows what comes first.



A shared picture

One statewide view of what is happening and what is next.

The objective: every person in Illinois can reach 9-1-1 and count on a reliable response, with every partner working toward it together.



What the Plan Is, and What It Is Not

The plan is

- ✓ **A shared direction.** It sets the Board's priorities for 2027 through 2029.
- ✓ **Common definitions.** Information can mean the same thing across PSAPs.
- ✓ **Voluntary guidance.** PSAPs and ETSBs may use it for their own improvement.
- ✓ **Recommendations.** The Board advises the Administrator, ISP, Governor, and General Assembly.

The plan is not

- ✗ **Not a mandate.** The Board advises and recommends; it does not set or enforce requirements.
- ✗ **Not a scorecard.** Information is reviewed in aggregate, never as PSAP scorecards or rankings.
- ✗ **Not new reporting.** The work builds on reporting that already exists, such as the AFR.
- ✗ **Not a consolidation push.** Consolidation required under legislation has already been completed.



An Independent Approach

The Board asked for a **neutral partner** so the plan would reflect the full 9-1-1 community.



No stake in the outcome

ISI facilitated without a position on any goal, so every perspective could be heard on equal terms.



Every voice considered

Input was organized by theme and evidence, so no single organization or viewpoint shaped the result.



Evidence informs, the Board decides

ISI gathered and analyzed input. The Board deliberated, refined, and accepted the plan.



Grounded in statute and operations

Close work with the Statewide Administrator and the SAB aligned each goal with ETSA and practical for local centers.

Who We Heard From

The plan reflects the inclusive approach to hearing from people who operate, support, govern, and rely on 9-1-1 every day.

 Telecommunicators	 PSAP Directors	 ETSB Administrators
 Technical Experts	 Carriers and Service Providers	 Fire, EMS & Law Enforcement
 INENA, IAPCO	 The Statewide Advisory Board (SAB)	 The Statewide Administrator
 Legislative, Regulatory & Legal Partners	 Statewide Departments and Associations	 ISP Division of Statewide 9-1-1

What We Heard - 8 Focus Areas

FOCUS
AREA 1



Sustainable Funding and
Cost Visibility

FOCUS
AREA 2



Common Definitions and
Information

FOCUS
AREA 3



NG9-1-1 Capability and
Interoperability

FOCUS
AREA 4



Cybersecurity, Privacy,
and Trust

FOCUS
AREA 5



Workforce, Training, and
Wellness

FOCUS
AREA 6



Governance and Board
Capacity

FOCUS
AREA 7



Resilience and
Continuity of 9-1-1

FOCUS
AREA 8



Public and Policymaker
Engagement



Focus Areas and their Strategic Goals

Tiers (T) in the plan: T1 Foundation T2 Build on the foundation T3 Longer-Term

FA1 Sustainable Funding and Cost Visibility T1 1.1 Evaluate Funding Adequacy, Distribution, and Operational and Capital Needs T1 1.2 Define and Measure the Full Cost of 9-1-1 Operations	FA2 Common Definitions and Information T2 2.1 Develop Common Performance Definitions and Voluntary Guidance T2 2.2 Review Aggregate Information to Inform Board Recommendations	FA3 NG9-1-1 Capability and Interoperability T2 3.1 Review NG9-1-1 Operational Capability T2 3.2 Review Routing Accuracy and GIS Data Sustainability T2 3.3 Develop Cross-Boundary Interoperability Recommendations	FA4 Cybersecurity, Privacy, and Trust T2 4.1 Develop Shared 9-1-1 Cybersecurity and Data Guidance T3 4.2 Develop Guidance on 9-1-1 Data, Privacy, and Records
FA5 Workforce, Training, and Wellness T2 5.1 Develop Workforce and Retention Recommendations T2 5.2 Review Training, Certification, and Operational Readiness T3 5.3 Advance Professional Recognition and Workforce Sustainability	FA6 Governance and Board Capacity T1 6.1 Review ETSA and Clarify Statutory Roles T2 6.2 Strengthen the Board's Strategic Capacity T3 6.3 Develop a Practical Guidance and Shared-Practice Reference	FA7 Resilience and Continuity of 9-1-1 T2 7.1 Develop Recommendations for 9-1-1 Resilience and Continuity	FA8 Public and Policymaker Engagement T1 8.1 Strengthen Policymaker and Legislative Engagement T3 8.2 Advance Public Understanding of 9-1-1 T3 8.3 Clarify Mission Boundaries and Cross-System Intersections





Tier 1

Foundational
4 goals

Starting With the Foundation

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

The full-cost definitions give the Board a documented basis for funding recommendations.

1.2

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

Common cost definitions create a consistent picture of what it costs to deliver 9-1-1.

6.1

Review ETSA and Clarify Statutory Roles

A plain-language reference of who does what, ahead of the December 31, 2027 sunset.

8.1

Strengthen Policymaker and Legislative Engagement

Recurring, plain-language information keeps 9-1-1 needs visible between reporting cycles.





Tier 2

Builds on the Foundation
10 Goals

Building 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 A voluntary reference for PSAPs.	4.1	Develop Shared 9-1-1 Cybersecurity and Data Guidance A voluntary security reference.
2.2	Review Aggregate Information to Inform Board Recommendations Statewide trends inform recommendations.	5.1	Develop Workforce and Retention Recommendations Recruiting and keeping telecommunicators.
3.1	Review NG9-1-1 Operational Capability Where NG9-1-1 use varies statewide.	5.2	Review Training, Certification, and Operational Readiness Readiness under statewide requirements.
3.2	Review Routing Accuracy and GIS Data Sustainability GIS upkeep and routing accuracy.	6.2	Strengthen the Board's Strategic Capacity Subcommittees, ownership, and reporting.
3.3	Develop Cross-Boundary Interoperability Recommendations Transfers and data with neighbors.	7.1	Develop Recommendations for 9-1-1 Resilience and Continuity Sustaining service through disruptions.





Tier 3

Longer-Term
Priorities
5 goals

Building Toward the Future

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

A clear reference for handling 9-1-1 data and records consistently.

5.3

Advance Professional Recognition and Workforce Sustainability

Recommendations on telecommunicator recognition, including classification.

6.3

Develop a Practical Guidance and Shared-Practice Reference

Lessons learned across Illinois captured in one place for PSAPs and ETSBs.

8.2

Advance Public Understanding of 9-1-1

Shared public education materials PSAPs can use and adapt voluntarily.

8.3

Clarify Mission Boundaries and Cross-System Intersections

Where 9-1-1 ends and systems such as 988 begin, for clearer handoffs.

From Plan to Practice

The plan is designed to stay active, visible, and current.

1

Organize subcommittees

Subcommittees support research and deliberation around assigned plan priorities.

2

Designate a plan owner

A named owner tracks progress across tiers.

3

Report progress regularly

The full Board reviews progress on a set cadence.

4

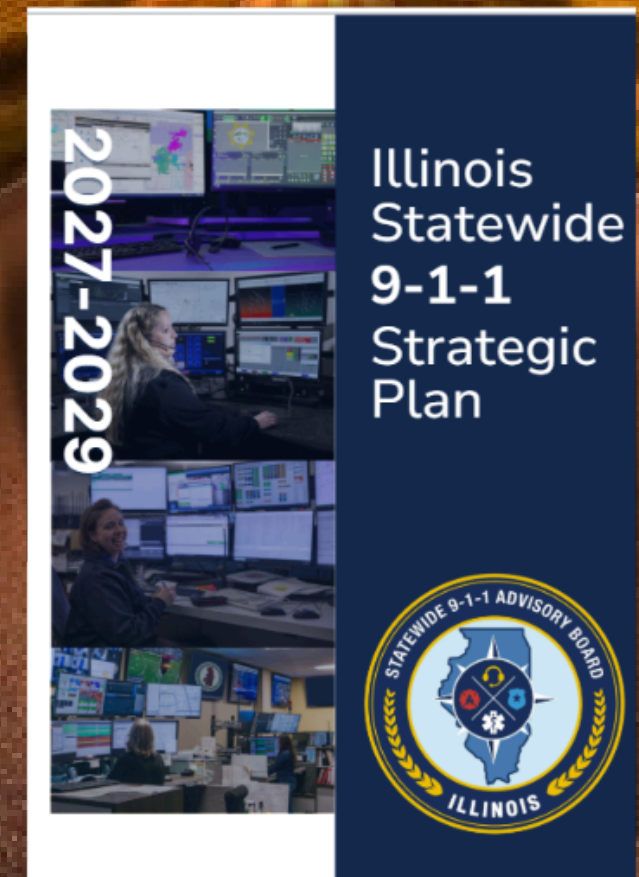
Identify support needs

The Board recommends expertise and support to the Administrator and ISP.

5

Review and refresh

The plan is reviewed and updated as statutes, rules, technology, and conditions change.





The Board Needs You!

Build a bench of field volunteers who give the Board the capacity to turn this plan into progress.

No one understands what 9-1-1 needs better than the people who deliver it.
Illinois 9-1-1 moves forward with your engagement!



Lend your expertise.

Support subcommittees aligned with your expertise, experience, and interests.



Try the guidance.

Use voluntary guidance as it is developed and share your feedback.



Share what you have learned.

Contribute lessons to the shared-practice reference.



Stay connected

Follow progress as the Board reviews the plan each month.

Interested? Connect with the Statewide 9-1-1 Administrator's office or a Board member after today's session.

Thank you for the work you do every day.

Here is how to stay connected and Next Steps:



READ THE PLAN



Find the Strategic Plan

Scan to view the final Illinois Statewide 9-1-1 Strategic Plan 2027-2029.



GET INVOLVED WITH SUB-COMMITTEES



Share Your Expertise

Scan to share your contact information and the Focus Areas where you can contribute.



QUESTIONS?

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