

Statewide 9-1-1 Strategic Plan

Mission, Vision, Values, & Strategic Objectives Overview



Table of Contents

3	Strategic Planning Process	6	Vision
4	Strategic Plan Foundation	7	Values
5	Mission	8	Six Strategic Objectives

Strategic Planning Process

 Complete



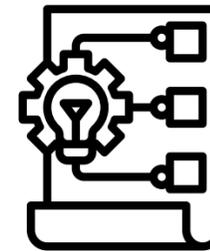
Broad Stakeholder Engagement

 Partially Complete



Evidence Synthesis

 Partially Complete



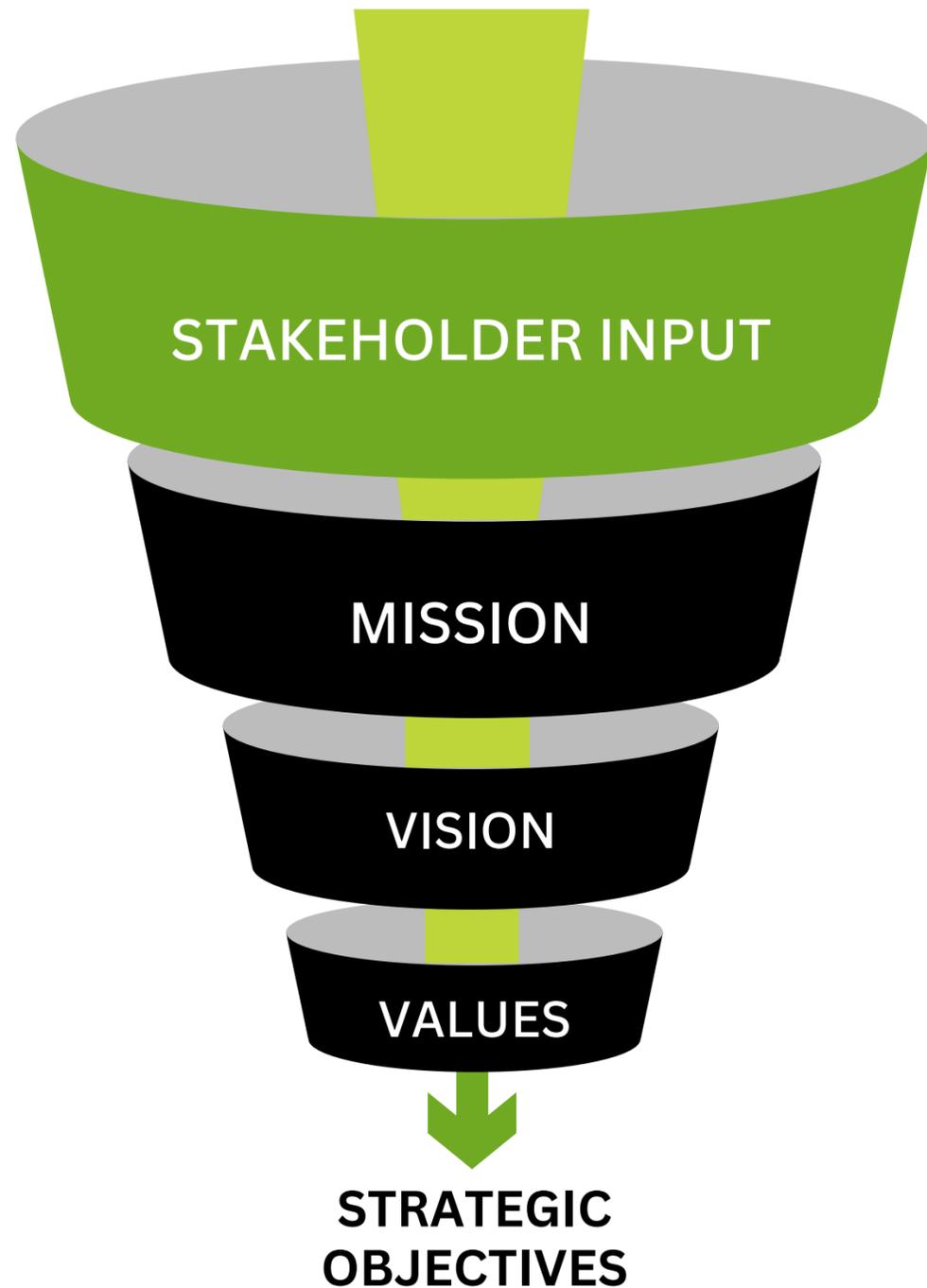
Mission, Vision, Strategic Objectives

Broad stakeholder engagement was achieved through a statewide survey and structured interviews with stakeholders across the 9-1-1 ecosystem. Stakeholders included PSAPs, ETSBs, first responders, Advisory Board members, and partner organizations.

Building on the insights gathered through broad stakeholder engagement, the findings were synthesized using nationally recognized best practices to surface concept-level opportunities for improvement.

Recommendations are being developed for the Board's review and discussion to build consensus on the Strategic Plan's direction.

Strategic Plan Foundation



STAKEHOLDER INPUT

The foundation of evidence and community priorities: Through the use of a statewide survey and stakeholder interviews, the voice of 9-1-1 stakeholders statewide was captured to identify the full spectrum of challenges, root causes, and opportunities for improvement.

MISSION

Defines the fundamental purpose: why the Illinois 9-1-1 system exists and who we serve. Grounds every decision in our core commitment.

VISION

Describes the future state we're working toward: what success looks like over the next 3 years. Provides a clear destination for all strategic efforts.

VALUES

Establishes how we work and make decisions: the principles that guide implementation, prioritization, and accountability across all initiatives.

STRATEGIC OBJECTIVES

The breakthrough outcomes we must achieve: measurable, time-bound goals that translate stakeholder priorities into actionable milestones, which will close the gap between current and future state.

MISSION

A mission statement is a concise description of the organization’s core purpose, why it exists and what it does today, that guides daily work, informs strategic choices, and serves as a critical input to the strategic planning process.

Below are optional Strategic Plan Mission Statement concepts for the Board’s consideration.

Mission #1

Illinois 9-1-1 exists to connect people in need with emergency response quickly, accurately, and equitably across Illinois.

Mission #2

Illinois 9-1-1 supports a coordinated statewide system that delivers reliable, modern emergency communications in every community.

Mission #3

Illinois 9-1-1 ensures every resident can access emergency communications reliably and equitably.

Mission #4

Illinois 9-1-1 serves as the critical link between people in need and public safety professionals ready to help.

Mission #5

Illinois 9-1-1 ensures every call is handled quickly, accurately, and professionally across Illinois.

Mission #6

Illinois 9-1-1 serves communities statewide by delivering modern, consistent, and trusted 9-1-1 service.

VISION

A vision statement is a concise description of the organization’s ideal future state that guides long-term strategic priorities, aligns improvement efforts at every level, and serves as a critical input to the strategic planning process.

Below are optional Strategic Plan Vision Statement concepts for the Board’s consideration.

Vision #1

Illinois will be a state where every person gets the right emergency help the first time, no matter where they are.

Vision #2

Illinois will be served by a coordinated, modern NG9-1-1 system where people, technology, and service work seamlessly together.

Vision #3

Illinois will be a place where every person is connected to the right help through modern, dependable NG9-1-1 service.

Vision #4

Illinois sets the national standard for consistent, modern NG9-1-1 service that every resident can count on.

Vision #5

Illinois leads the nation in emergency communications so every call reaches the right help the first time.

Vision #6

Illinois will be a place where every community can count on modern, consistent, and trusted NG9-1-1 service.

VALUES



Values are a concise set of shared principles that define how the organization behaves, makes decisions, and pursues its mission and vision over time, and they serve as a critical input to the strategic planning process.

Below are draft Values for the Board's review and refinement.

Reliability

We ensure people can count on 9-1-1 service when it matters most.

Resilience · Continuity · Timeliness

Accuracy

We act with precision so people, information, and response are connected correctly the first time.

Consistency · Correct routing · Data integrity

Professionalism

We serve with skill, compassion, and integrity, especially when the stakes are highest.

Training · Compassion · Wellness

Interoperability

We work across systems, jurisdictions, and disciplines so boundaries never become barriers to help.

Collaboration · Vendor neutrality · Partner coordination

Equity

We ensure every community can access quality emergency communications, regardless of location, language, or circumstance.

Fair access · Rural support · Statewide baseline

Stewardship

We manage public resources responsibly, transparently, and with a focus on lasting public value.

Accountability · Continuous improvement · Financial transparency

Six Strategic Objectives

Strategic objectives are a concise set of high-level priorities that define how the organization will advance its mission and vision. The mission, vision, and values serve as the foundation for identifying these objectives.

Below are draft strategic objectives for the Board's review and refinement.

1 Sustainable and Equitable Funding

Build a sustainable, equitable funding foundation that enables long-term system stability and modernization.

2 Transparent Governance

Strengthen governance by pairing collaborative processes with objective, quantitative data to inform decisions.

3 Workforce Resilience

Strengthen workforce resilience by developing, supporting, and retaining a skilled workforce.

4 Operational Quality

Ensure reliable routing, quality, and service standards statewide are guided by quantitative data.

5 Technology Resilience

Leverage quantitative standards to strengthen interoperability, redundancy, cybersecurity, and continuity.

6 Coordinated Change & Implementation

Apply structured change management to deploy initiatives, ensuring effective outcomes with minimal disruption.