

State 9-1-1 Advisory Board Draft Goals

Focus Area	Strategic Concept	Goal Title
1: Sustainable Funding		
Goal 1.1	Full Cost Transparency	Define the Full, Measurable Cost of 9-1-1
Goal 1.2	Funding Formula & Revenue Sustainability	Modernize the Funding Formula and Capital Planning
2: Performance & Standards		
Goal 2.1	Statewide Performance Measurement	Establish Statewide Performance Metrics, Reporting, and Data Guidance
Goal 2.2	Practical Service Quality Baseline	Define and Support a Practical Statewide Service Quality Baseline
3: Interoperable & Resilient NG911 Operations		
Goal 3.1	NG911 Operational Readiness	Advance Consistent NG911 Operational Capability
Goal 3.2	Routing Accuracy & GIS Data Quality	Strengthen Routing Accuracy and GIS Data Quality
Goal 3.3	Cross-Boundary Interoperability	Strengthen Cross-Boundary Interoperability
4: Cybersecurity, Privacy & Trust		
Goal 4.1	Cybersecurity & System Integrity	Establish a Statewide Cybersecurity and Access-Control Baseline
Goal 4.2	Data Guidance, Privacy & Records	Define Clear Rules for Data, Privacy, and Records
5: Workforce		
Goal 5.1	Workforce Development & Retention	Build Workforce Pipelines, Career Pathways, and Retention Supports
Goal 5.2	Training & Certification	Strengthen Training, Certification, and Operational Readiness
Goal 5.3	Professional Recognition & Workforce Identity	Advance Professional Recognition and Workforce Sustainability
6: Governance & Accountability		
Goal 6.1	Governance Structure & Decision Rights	Clarify Decision Rights, Consolidation Policy, and State/Local Roles
Goal 6.2	Implementation Capacity & Execution	Build the Capacity to Execute on Strategic Commitments
7: Resilience & Continuity		
Goal 7.1	System Resilience & Regional Continuity	Strengthen Statewide Resilience and Regional Continuity
8: Public & Policymaker Engagement		
Goal 8.1	Public Education & Awareness	Advance Public Understanding of 9-1-1
Goal 8.2	Policymaker & Legislative Engagement	Strengthen Policymaker and Legislative Engagement
Goal 8.3	Cross-System Coordination & Mission Boundaries	Define Mission Boundaries and Align Cross-System Coordination