

STATE OF ILLINOIS

DEPARTMENT OF STATE POLICE

Waukegan 9-1-1 ETSB	:	
	:	Case No. 26-M-417
Application for 9-1-1	:	
Modification Plan	:	

ORDER OF THE STATEWIDE 9-1-1 ADMINISTRATOR

WHEREAS the Waukegan 9-1-1 ETSB submitted a modification plan with the Office of the Statewide 9-1-1 Administrator on June 12, 2026, seeking to opt in the City of Park City, Village of Tower Lakes, and Village of Winthrop Harbor and transition their NG9-1-1 call handling equipment (customer premises equipment as referenced, in Section 35 of the Emergency Telephone System Act (ETSA)) to a cloud-hosted solution.

WHEREAS the modification plan has been read and reviewed by the 9-1-1 Bureau and the Administrator; and

WHEREAS the modification plan seeks to opt in the City of Park City, Village of Tower Lakes, and Village of Winthrop Harbor to the Waukegan 9-1-1 ETSB from the dissolved Lake County ETSB 9-1-1 System;

WHEREAS, Section 30 of the ETSA directs the Illinois State Police Division of Statewide 9-1-1 to make monthly disbursements of surcharge funds to the appropriate 9-1-1 Authority currently receiving 9-1-1 calls, based on the primary place of use (PPU) for wireless subscribers, for amounts received for wireline and wireless surcharge. Accordingly, the Intergovernmental Agreement (IGA) specifies the boundary change resulting from the joining of the City of Park City, Village of Tower Lakes, and Village of Winthrop Harbor with the Waukegan 9-1-1 ETSB. The IGA further provides that the Waukegan 9-1-1 ETSB will be responsible for accounting for such funds in its audited annual financial reports, as required under Section 40 of the ETSA.

WHEREAS the Waukegan 9-1-1 ETSB has entered into an IGA concerning the payment of 9-1-1 surcharge, the financial reporting and auditing of the funds, and other specifics concerning the addition of the City of Park City, Village of Tower Lakes, and Village of Winthrop Harbor to the Waukegan 9-1-1 ETSB.

WHEREAS, pursuant to Section 10 of the ETSA, which requires all 9-1-1 systems to comply with uniform technical and operational standards established by the Administrator, the proposed cloud-hosted NG9-1-1 call-handling equipment (customer premises equipment) solution has been assessed for compliance with those standards and determined to meet the requirements applicable to NG9-1-1 call handling equipment.

NOW THEREFORE, the Administrator orders the following;

IT IS HEREBY ORDERED that the Waukegan 911 ETSB request for approval of its modification plan as follows:

Opting in the City of Park City, Village of Tower Lakes, and Village of Winthrop Harbor into the Waukegan 9-1-1 ETSB and the migration to a cloud-hosted NG9-1-1 call-handling solution (customer premises equipment as defined in the ETSA), pursuant to Title 83: Public Utilities Chapter IV: Illinois State Police Part 1325 - Standards of Service Applicable to 9-1-1 Emergency Systems Section 205, is hereby approved subject to the requirements of this Order.

IT IS FURTHER ORDERED that the Waukegan 9-1-1 ETSB modification and the direct delivery of 9-1-1 calls within the City of Park City, Village of Tower Lakes, and Village of Winthrop Harbor to the Waukegan 9-1-1 ETSB will be completed no later than August 1, 2026.

IT IS FURTHER ORDERED that the City of Park City, Village of Tower Lakes, and Village of Winthrop Harbor surcharge remittances shall begin to be distributed to the Waukegan 9-1-1 ETSB as defined in 50 ILCS 750/30 beginning with the September 2026 remit period.

ENTERED: This 14th day of July 2026.



Alicia Atkinson
Statewide 9-1-1 Administrator
Office of the Statewide 9-1-1 Administrator
Illinois State Police

CERTIFICATE OF SERVICE

The undersigned certifies that a copy of the foregoing ORDER was served upon the parties of record to the above Modification by electronic mail on July 14, 2026, addressed to such parties as shown below. The original was filed with the 9-1-1 Bureau as a part of the permanent file.



Alicia Atkinson
Statewide 9-1-1 Administrator

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