

System Name: Waukegan 9-1-1
Case # 26-M-417
Date Filed: 06/12/2026

Illinois State Police (ISP) Review of Plan Modification

Requirement		Information Included	Staff Comment
Contact and 9-1-1 System information		Yes ☒ No ☐	Francisco Lopez 3550 N. McAree Waukegan, IL 60087 224-480-4791 (o) 847-343-3103 (c) francisco.lopez@waukeganil.gov
Verification		Yes ☒ No ☐	
Letter of Intent		Yes ☒ No ☐	
Narrative Statement		Yes ☒ No ☐	
1.	Explain the reason for submitting the modification and provide the name and contact information for your certified 9-1-1 system, NGCS, and NOC/SOC provider	Yes ☒ No ☐ N/A ☐	With this modification, Waukegan 9-1-1 is changing their call handling solution to AT&T Vesta NXT, changing the name of their PSAP to Waukegan Metropolitan ECC, and they are opting in Tower Lakes Police Dept., Park City Police Dept., and Winthrop Harbor Police and Fire Departments. With the consolidation of Gurnee into LakeComm, LakeComm has agreed to become the Waukegan Metropolitan ECC back up PSAP. AT&T is the certified 9-1-1 system provider as well as the NGCS provider. Intrado and AT&T are the NOC/SOC provider.
2.	Explain the national standards, protocols and/or operating measures that will be followed.	Yes ☒ No ☐ N/A ☐	The Waukegan Metropolitan ECC System will comply with all Federal and State laws and with National Emergency Number Association

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			Standards (NENA) that pertain to NG911 including the NENA i3 Standard for Next Generation - NENA-STA-010.3a-2021.
3.	Explain what measures have been taken to create a robust, dependable, and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment.	Yes ☒ No ☐ N/A ☐	AT&T's ESInet solution is a combination of their IP network and Next Gen Core Services (NGCS) components that includes industry leading SLAs, management services and tools to help ensure that they provide the best possible service. The design is based on building redundant systems to avoid any single point of failure (SPOF) in the ESInet and the overall NG9-1-1 Network Architecture. The NG9-1-1 system will provide flexibility in the routing of calls. The ESInet being deployed has all PSAPs connected and can route calls based on not only location, but also by availability. In a Next Generation solution, a call will be answered through intelligent routing. Additionally, there will be more available positions to answer calls because all connected and tested PSAPs will be technically able to answer the call and will be able to dispatch or transfer the call to another PSAP.
4.	Explain what security measures will be placed on the PSAP's IP 9-1-1 network and equipment to safeguard it from malicious attacks or threats to the system operation and what level of confidentiality will be placed on the system in order to keep unauthorized individuals from accessing it.	Yes ☒ No ☐ N/A ☐	AT&T's ESInet cyber security policies, standards, and guidelines are consistent with industry best practices as defined by International Organization for Standardization and Control Objectives for Information and related Technology. The AT&T ESInet is a highly secure, privately managed IP network providing IP based call routing services for next generation 9-1-1 call delivery. All inbound and outbound traffic interactions are with pre-authorized entities, utilize agreed upon protocols and traverse controlled access points. Call processing and real-time data delivery are protected through both physical and logical controls. Sensitive data resides in trusted data centers that employ logical and physical access controls. All hardware and software elements deployed in a production environment go through stringent release management processes that incorporate thorough penetration scan testing. Corporate and development environments are separate from production and are not used in development or system test environments. Inter-zone traffic is restricted to only that of authorized personnel and the necessary protocols destinations used to support the management and applications of the ESInet with all other traffic implicitly denied by way of redundant and diverse Session Border Controllers (SBC) and stateful firewalls.

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			A Network Operations Center (NOC) staffed 24 hours a day, seven days a week, 365 days a year to actively monitor and manage the AT&T ESInet end-to-end service is provided. When a potential or actual Customer-affecting issue is detected, the Incident Administration team is engaged by the NOC. The team uses established processes that are ISO 9001:2008-compliant for immediate escalation, notification, resolution, and reporting. All buildings, NOC and Data Center access are monitored by 24x7 security and access control systems.
5.	Identify the backup PSAP. (Name and Address)	Yes ☒ No ☐ N/A ☐	LakeComm - 656 Winchester Rd. Libertyville, IL 60048
6.	Indicate the PSAP Name(s) and Address(es) for your predetermined alternate route(s) or specify if none.	Yes ☐ No ☐ N/A ☒	
7.	Explain how split exchanges will be managed.	Yes ☒ No ☐ N/A ☐	Split exchanges will be routed by the 9-1-1 provider, AT&T. One-button transfers will be programmed on the phone system for efficiency in the event a call is routed incorrectly.
8.	Explain how the GIS database will be maintained and how boundary, address point, and street center line errors will be corrected and updated on a continuing basis.	Yes ☒ No ☐ N/A ☐	The GIS database is maintained and managed by LakeComm GIS manager Marissa Dantos as it is a consolidated computer aided dispatch, GIS database, and records management system. Regular updates are pushed out to the MCTs by LakeComm.
9.	Indicate who will be responsible for updating and maintaining the data. Updates are required whenever there is a change to the Road Centerline layer that includes a new or changed road name(s) or a database change, or annexation that modifies the Law, Fire, or EMS Boundary Layer, and whenever an updated version of the workflow tool is released.	Yes ☒ No ☐ N/A ☐	LakeComm updates and maintains the data. Updates are installed by individual officers as they sign in to their MCTs/desktop computers. Individual dispatchers and supervisor's monitor and install updates on the dispatching consoles when notified. Waukegan has a dedicated IT specialist, working Monday through Friday, who monitors systems and runs updates as needed.

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Narrative Statement – Cloud Based 9-1-1 Call Handling Equipment			
1.	General System Requirements •Is the cloud-based 911 Call Handling solution NG911-compliant and aligned with NENA i3 standards? •Is the vendor/system authorized to connect to the state or regional ESInet? •Does the redundant cloud hosting environment utilize geographically diverse data centers? Provide specific details. • Is the system architecture scalable to accommodate fluctuating call volumes? • Are 24/7 monitoring and technical support services available?	Yes ☒ No ☐ N/A ☐	*Yes. *Yes. *Yes. The Motorola Vesta NXT solution will replace this architecture with two points of interconnect (POIs) in place of the physical, on premise, routers. These POIs are located in geographically diverse locations, in data centers located in Dallas, TX and Ashburn, VA. *Yes, the system architecture is scaable to accommodate fluctuating call volumes. *Yes, there is 24/7 monitoring and technical support services available through Motorola's Vesta NXT 1-800 number.
2.	Connectivity & Network Readiness • Are there secure and redundant connection paths to the ESInet? Provide detailed specifications. • Is Network-to-Network Interface (NNI) configuration supported? • Does the system utilize IP-based SIP trunking with TLS	Yes ☒ No ☐ N/A ☐	*Yes. Motorola's Vesta NXT has proposed a private carrier grade Ethernet Circuit between its cloud instances in AWS GovCloud (US), and the PSAP with an automatic failover path to ATT Firstnet, using tertiary Deerfield's Dedicated Internet Access circuits. The failover routes utilized Virtual Private Network connections and all connections are encrypted end-to-end (during transit and at rest) with AES-256. *Yes. Motorola's Vesta NXT has established network-to-network interfaces with all major NGCS providers at either its Points of Interconnection (POI) located in Dallas, TX and Ashburn, VA or directly via cloud-to-cloud interfaces.

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	and SRTP encryption protocols? • Are Public Safety Grade Service Level Agreements (SLAs) in place? Attach SLAs. • Have all relevant IP addresses and DNS details been provided to the ESInet provider (AT&T, Aurelian (Comtech), or INdigital)?		*Yes. Motorola's Vesta NXT system utilizes a customer provided SIP infrastructure with encryption protocols. *Yes, they are provided directly from Joshua Folta from ATT. *Site configuration is conducted during the project phase, but Motorola's Vesta NXT has existing relationships with all major NGCS providers as well as deployment processes and operational readiness test flows. Those IPs and DNS are provided to the EsiNet provider during the deployment process.
3.	Call Handling Capabilities • Can the cloud-based Call Handling Equipment (CHE) receive SIP-based 911 calls with complete PIDF-LO location information? • Is Real-Time Text (RTT) supported? • Does the system provide TTY compatibility? • Are transfer capabilities to and from adjacent PSAPs over the ESInet supported, including full metadata preservation? • Are features such as call queuing, priority routing, and selective routing implemented?	Yes ☒ No ☐ N/A ☐	*Yes. *Yes, RTT is ready to be deployed when the customer is ready. *Yes, Motorola's Vesta NXT provides full access to TDD/TTY functionality. *Yes, as established through PSAP url's provided by the control provider (ie Intrado). *Yes, these options are configured during the configuration phase.
4.	Location & Data Handling • Is the system integrated with a Location Information Server (LIS)? • Can location data be displayed and acted upon in real time?	Yes ☒ No ☐ N/A ☐	*Yes, as provided through mapping/GIS technologies deployed OTP by the customer or integrated into the Vesta NXT system at deployment. *Yes, Motorola's Vesta NXT provides updates on location to the end-user as soon as they are received from the NGCS provider.

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	• Are logs and records of ALI, PIDF-LO, and routing decisions stored securely and in compliance with applicable standards? • Does the CHE support NG911 multimedia data types such as video, images, telematics, and sensor data?		*Yes, Motorola's Vesta NXT and Intrado sets record retention policies based on customer statutes. All data is housed encrypted with AES-256, and stored in AWS GovCloud (US). *Yes, Motorola's Vesta NXT supports multimedia data as native functionality.
5.	Interoperability Testing • Has the cloud provider successfully completed test scenarios with the ESInet provider? • Has end-to-end call flow-covering call origination, routing, handling, and transfer-been validated? • Has the accurate receipt and preservation of SIP headers and metadata been confirmed? Provide test results and outcomes.	Yes ☒ No ☐ N/A ☐	*Yes, pre-testing with the ESInet provider in preparation for the deployment of Vesta NXT has been completed successfully. Additional test scenarios will be provided during ORT when completed. *Yes, end-to-end call flow has been successfully tested with the ESInet provider; further testing by Vesta NXT will occur prior to deployment and during the initial phase of a cutover/live environment with the customer. *Yes, receipt and preservation of SIP headers and metadata is an expected outcome of the deployment of Vesta NXT; test results and outcomes will become available following pre-deployment testing with the ESInet testing/ORT.
6.	Security & Compliance • Is the system compliant with CJIS security requirements and SOC 2 Type II certified? • Does the system support end-to-end encryption for both voice and data using TLS 1.2 or higher? • Are role-based access controls and system audit logs implemented?	Yes ☒ No ☐ N/A ☐	*Motorola's Vesta NXT is a SOC2 Type II certified and independent 3rd party auditors review our compliance. While Motorola's Vesta NXT does not store or process CJIS data, the facilities and our security practices exceed the requirements for CJIS. *Yes, Motorola's Vesta NXT uses TLS 1.3 where available and falls back to 1.2 where required. Yes, Motorola's Vesta NXT uses a Zero Trust Architecture, or Perimeter Security and fully logs all user activity.

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	• Is a cybersecurity incident response plan in place? Attach the plan.		*Please see the attached cybersecurity plan from Motorola.
7.	Training & Documentation • Provide a training plan for telecommunicators and IT staff. • Provide detailed documentation covering call flow, failover mechanisms, recovery processes, and maintenance schedules. • Include Tier 1 and Tier 2 support contact information. • Include escalation procedures and confirm they have been shared with the ESInet provider.	Yes ☒ No ☐ N/A ☐	*Training is coordinated with the customer prior to a cutover of the system. It consists of, and have available, administrative, supervisory, agent, and analytics training. A training schedule/plan is attached with course descriptions that will enable the customer to determine how to assign training classes for staff based upon their agency role. The initial training will be conducted using Vesta NXT's in-person instructional sessions and self-led online learning platform. This training will lead users through orientation of the Vesta NXT user interface and navigate through each feature within the platform. Additionally, administrative staff will receive training in the use of Analytics gathering and reporting using historical data. The online training will be available to users for one year with auditing available. This allows sufficient time for the agent to complete or refresh their learning. *Call flow was conducted with the customer and Motorola Application Specialists on 4/8/26. Maintenance windows are coordinated through a Customer Support Manager. Following call flow detail established during a one-on-one system demonstration and active call flow questionnaire. Provisioning training is conducted with identified agency staff. Failover mechanisms are established through hardware redundancy and system monitoring; recovery processes are established and reviewed during the transition to support meeting upon deployment. Maintenance schedules and updates are provided to agency contacts through bulletins; any significant maintenance is performed only after contact with the agency and an agreed upon date and time. *The transition to Motorola's support team completes the implementation activities. Motorola's Customer Support team can be

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			reached at 1-9=800-MSI-HELP (option x4, x4, x3) or by email at support-commandcentral@motorolasolutions.com. *In addition to Tier 1 and Tier 2 support, a customer support manager is assigned to each agency to provide escalation and constant monitoring of any issue which cannot be resolved in a appropriate time period. Motorola has rigorous support procedures with the NGCS providers with established lines of communication between vendors to ensure seamless reporting and data exchange during incidents.
8.	Go-Live Preparation • Have test calls been scheduled and coordinated with the ESInet provider? Provide testing schedule. • Has a cutover plan been developed and shared? Attach the plan. • Is a backup call routing plan confirmed? Attach the plan. • Provide a contingency plan for system failure or degraded performance.	Yes ☒ No ☐ N/A ☐	*A tentative testing schedule has been established with pass-through testing expected on 5/8, followed by ORT. *A cutover plan template is attached which will be adjusted to specifically meet the deployment of the application and services to the agency. *A backup call routing plan will be established by the agency through the use of local agency or locality plans currently in place for the continuity of operations. *Contingency Plan for system failure or degraded performance includes significant testing, a system verification checklist complete by field engineering staff, positional testing, audio testing to ensure operational readiness to prevent any system failure or degradation of performance. Through a constructed cutover plan, agency deployment will occur through positional deployments leaving infrastructure to be retired in place throughout the deployment should the need arise due to system failure or degraded performance.
Financial Information			
	Annual recurring 9-1-1 network costs prior to modification	Yes ☒ No ☐	\$330,000
	Projected annual recurring 9-1-1 network costs after modification	Yes ☒ No ☐	\$330,000

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	Installation cost of the project	Yes ☒ No ☐	\$0.00
	Anticipated recurring costs as a result of the modification – Explanation Below	Yes ☒ No ☐	\$0.00
	Summary of anticipated implementation costs and annual operating costs of the modified 9-1-1 system that are directly associated with 9-1-1 as well as the anticipated revenues. Include the email request and Administrator's approval that support your network costs.	Yes ☒ No ☐	Waukegan 9-1-1 does not anticipate any network cost changes as a result of this modification. These amounts consist of the network costs incurred from Constellation, ATT, and Peerless. The amounts have been reduced in the past year with the elimination of old wire line service no longer being used.
	Communities Served	Yes ☒ No ☐	
	Participating Agencies	Yes ☒ No ☐	
	Adjacent 911 Authorities	Yes ☒ No ☐	
	Originating Service Providers (OSP)	Yes ☒ No ☐	
	Test Plan	Yes ☒ No ☐	
	Zip Codes	Yes ☒ No ☐	
	Attachments		
	Back-Up PSAP agreement	Yes ☒ No ☐	With the consolidation of Gurnee into LakeComm, LakeComm has agreed to become the back up PSAP.

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	Call Handling Agreements	Yes ☒ No ☐	
	Contracts	Yes ☒ No ☐	
	Network Diagram	Yes ☒ No ☐	

With this modification, Waukegan 9-1-1 is changing their call handling solution to AT&T Vesta NXT, changing the name of their PSAP to Waukegan Metropolitan ECC, and they are opting in Tower Lakes Police Dept., Park City Police Dept., and Winthrop Harbor Police and Fire Departments. With the consolidation of Gurnee into LakeComm, LakeComm has agreed to become the Waukegan Metropolitan ECC back up PSAP. The ISP has completed its review of the modified plan and has determined that it meets the requirements for a modified plan filing under 83 Ill. Admin. Code Part 1325.205.

ISP reviewed by: Catherine Tanner
Date: 06/18/2026
ICC reviewed by: George Light
Date: 06/25/2026