

**System Name: Joint Emergency Telephone System Board (JETSBS) of Lake County**

**Case: 25-C-408**

**Date Filed: 08/15/2025**

**Illinois State Police (ISP) Review of Consolidation**

Requirement	Information Included	Staff Comment
<b>Contact and 9-1-1 Information</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Jason Kern 656 W. Winchester Road Libertyville, IL 60048 847-984-2320 (o) 815-687-2821 (c) jason.kern@lakecomm911.org
<b>Verification</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Letter of Intent</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Plan Narrative (if incorporating an NG9-1-1 solution, narrative must include the following:)</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<p>The application reflects the consolidation of CenComm, FoxComm, Joint Central Lake County ETSB, Lake County E9-1-1, Northeast Lake County ETSB, and Vernon Hills to establish the Joint Emergency Telephone System Board of Lake County (JETSBS of Lake County) 9-1-1 System.</p> <p>The JETSBS of Lake County application for consolidation incorporates and consolidates the operations of six Public Safety Answering Points (PSAPs). The six PSAPs are FoxLake(FoxComm), CenCom, Gurnee(Northeast Lake County), Lake Zurich, Mundelein, and Vernon Hills/Countryside. They will be consolidating into a single PSAP and the conversion of the Lake County Sheriff Dispatch to a Secondary Answering Point. The result is the creation of the Lake Consolidated Emergency Communication (LakeComm) PSAP. 911 calls originating from within the JETSBS of Lake County boundaries will be routed to the Lakecomm PSAP. It will be an intergovernmental cooperative agency to provide 9-1-1 call processing and emergency dispatch services for police and fire first responders in Lake County, Illinois.</p> <p>LakeComm member agencies have signed the intergovernmental agreement creating LakeComm and acknowledging their membership. LakeComm was further solidified by the Lake County Board's support and funding for the construction of the Regional Operations and Communications Facility. This facility will provide the capacity to consolidate 9-1-1 dispatch services for Lake County. 9-1-1 call routing will direct 9-1-1 calls to the LakeComm facility in Libertyville.</p>

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		The 9-1-1 Network will incorporate text and video via the Solacom CHE.
Name of certified 9-1-1 system provider	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	AT&T is the 9-1-1 system provider. The JETSBS of Lake County, IL 9-1-1 System will be fully compliant with Next Generation 9-1-1 (NG911).
Explanation of the national standards, protocols and/or operating measures that will be followed	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	The JETSBS of Lake County, IL 9-1-1 System will comply with all Federal and State Laws and with National Emergency Number Association Standards (NENA) that pertain to NG911 including the NENA i3 Standard for Next Generation -NENA-STA-010.3a-2021.
Explanation of measures taken to create a robust, reliable, and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment.	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	<p>Designated call-takers will screen all calls and validate the location/nature of the event and generate a computer aided dispatch (CAD) incident. Once the CAD incident is created, designated police and fire dispatch personnel will dispatch emergency responders. If the event is occurring in a jurisdiction which is served by another PSAP or SAP, a 'warm transfer' will occur with the 9-1-1 call and the CAD incident. The JETSBS of Lake County will provide CAD-to-CAD transfers, via the State supported platform for agencies not utilizing the JETSBS hosted Tyler Enterprise CAD. The timeline for the consolidation of 9-1-1 Call Handling in support of this application is well documented on the Lake County Government site at: <a href="https://www.lakecountyil.gov/3922/911-Regional-Consolidation">https://www.lakecountyil.gov/3922/911-Regional-Consolidation</a>. 911 calls originating from within the JETSBS of Lake County boundaries will be routed to the LakeComm PSAP. 911 calls received by LakeComm will be screened to determine the nature/location of the event. 911 calls occurring within the boundaries of an adjacent authority, SAP, or other authority will be transferred without delay. Call routing policies will provide for adjacent authorities or SAP to accept a warm transfer with a verified nature/location via the Tyler Enterprise CAD or the State supported CAD-to-CAD network. Individual adjacent authorities or SAPs may also opt for a protocol to accept traditional 911 call transfers.</p> <p>AT&amp;T ESInet is a combination of their IP network and Next Generation Core Services (NGCS) component which include SLAs, management services and tolls to help ensure they provide the best possible services. The design is based on building redundant systems to avoid any single point of failure (SPOF) of the ESInet and the overall NG9-1-1 Network architecture. The NG9-1-1 system provides flexibility in call routing to route calls based not only on location but also availability. In the Next Generation solution, calls are answered through intelligent routing.</p>
Explanation of how the existing 9-1-1 traditional	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	The AT&T ESInet solution has transitioned legacy 9-1-1 networks to networks capable of supporting the growing demand of a mobile society. With AT&T ESInet,

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<p>legacy wireline, wireless and VoIP network, along with the databases, will interface and/or be transitioned into the NG9-1-1 system</p>		<p>the State is taking advantage of AT&amp;T's investment in pre-built, cloud-based solutions which deliver Next Generation functionality. AT&amp;T is also providing their industry-leading AT&amp;T VPN MPLS network for primary access to all PSAPs.</p>
<p>Explanation of how split exchanges will be handled</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></p>	<p>AT&amp;T is responsible for negotiating interconnection agreements and trunking arrangements with each service provider. Interconnection agreements will include the roles and responsibilities of the parties related to the exchange of 9-1-1 traffic including but not limited to, split-rate centers, tandem to tandem and IP connections.</p>
<p>Explanation of how the databases will be maintained and how address errors will be corrected and updated on a continuing basis</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></p>	<p>GIS data is submitted to the AT&amp;T ESInet via a web-based spatial interface (SI) portal. The portal provides secure GIS file transfer. 9-1-1 Authorities will ensure PSAP and SAP staff maintain local database schema and configure database changes using attribute field mapping tools. The Spatial Interface (SI) validation engine logs error and refers errors back to the 9-1-1 authority in comprehensive reports that are retrieved in the 9-1-1 Enterprise Geospatial Database Management System (9-1-1 EGDMS). Validation errors are corrected by the PSAP staff within the GIS database. Updates are submitted and processed on an on-going basis.</p>
<p>Explanation of who will be responsible for updating and maintaining the data, at a minimum on a daily basis Monday through Friday</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></p>	<p>LakeComm will employ a full-time designated GIS specialist to maintain the database within the 9-1-1 system. Changes/updates to the database are made daily and reported to the Lake County GIS staff for data submission to the State of Illinois.</p>
<p>Explanation of security measures placed on the 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.</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></p>	<p>AT&amp;T's ESInet defense-in-depth security is built into the architecture. AT&amp;T's Global IP network is monitored by eight (8) different Security Operations Center (SOC) facilities located across the work. AT&amp;T uses its security portfolio to protect their data centers and networks. AT&amp;T's ESInet provides six (6) geographically diverse and fully redundant facilities to increase resiliency and survivability in natural and man-made disasters, with scalable capacity capable of supporting more than twice the normal 9-1-1 busy hour calls for the entire United States. AT&amp;T has documented business continuity and restoration plans, including complex disaster and evacuation contingencies. The 24x7 operations center employs an Incident Handling process modeled on FEMA's Incident Command System, with notification built into the process. The ESInet is monitored 24x7x365 from a Network Operation Center (NOC) with tier II and tier III technical resources dedicated to the AT&amp;T ESInet through the Legacy Selective Router Gateway (LSRG). Interconnections</p>

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			<p>provide legacy PSAPs served by legacy selective routes to serve as the abandonment route for PSAPs served by the AT&amp;T ESInet solution. Connectivity extends beyond the internal ESInet Transport to external networks and OSP interfaces. The ESInet supports both TDM and IP OSP ingress at geographically distributed Points of Interconnection (POIs). The ESInet supports standards-based protocol interfaces to external ESInets for call hand-offs and call transfers. With pre-established connectivity capabilities, PSAPs on the ESInet have the ability to transfer calls to SAPs or PSAPs on other ESInets or PSAPs that have not yet transitioned off legacy selective routers.</p> <p>AT&amp;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&amp;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, utilized 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 Controller (SBC) and stateful firewalls. 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&amp;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. The application reflects the consolidation of CenCom, FoxComm, Joint Central Lake County ETSB, Lake County E9-1-1, Northeast Lake County ETSB, and Vernon Hills to establish the Joint Emergency Telephone System Board of Lake County (JETSBS of Lake County). The 9-1-1 Network will incorporate text and video via the Solacom CHE. The 9-1-1 Call Routing is set up with two fully redundant host</p>
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		sites capable of providing uninterrupted delivery of 9-1-1 calls to the PSAP through Solacom CHE, as designed on the AT&T Network diagram.
<b>Financial Information</b>		
Name of ETSB(s) that are being dissolved with Total Reserves to be transferred to the Joint ETSB	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Lake County ETSB, Cencom, Fox Comm, Vernon Hills, Joint Central Lake County and Northeast Lake County are being dissolved. \$5,000,000.00 total reserves will be transferred to the Joint Emergency Telephone System Board of Lake County.
Number of answering positions, full-time and part-time dispatchers prior to and after consolidation	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	There are 50 answering positions prior to the consolidation and 34 positions in the consolidated system.  There are 122 full time dispatchers prior to the consolidation and 90 full time dispatchers in the consolidated system.  There are 18 part time dispatchers prior to consolidation and 0 part time dispatchers in the consolidated system.
Total network cost prior to and after consolidation	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Network cost prior to the consolidation is \$413,000.00. Network cost after consolidation will be \$210,000.00.
Network Costs that the State will be responsible for paying	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Broadband Fees - \$135,000 Cisco Smart Network - \$25,000 Extreme Switches - \$25,000 Microwave Network - \$25,000
Recurring and nonrecurring consolidation cost	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Recurring costs prior to consolidation is \$21,813,044.00. Proposed recurring cost for consolidated system is \$15,676,270.00. Estimated nonrecurring cost for consolidation is \$44,636,000.00.
All revenue sources for consolidated system	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Total Revenue is \$8,000,000.00
<b>Five Year Strategic Plan</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	The five-year goal of the JETSBS of Lake County will be to continue the effort to reduce or eliminate 9-1-1 call transfers and ensure first responders are dispatched to the correct locations with the least amount of delay. The JETSBS of Lake County will seek to attract adjacent agencies to become participating agencies by requiring that the LakeComm PSAP provides the highest level of dispatch services with the most cost-effective terms. The JETSBS will ensure the PSAP and SAP operating procedures are based on APCO and NENA standards and industry best practices to improve the effectiveness of 9-1-1 Call Handling and Dispatch

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		Operations. The JETSBS of Lake County will approve future budgets to maintain the equipment, facilities, training, and operations of the participating PSAP and SAP. The budget will also account for capital expenditure on equipment and technologies in the next five years. This budget will be funded by both 9-1-1 surcharge funds and the contributions of member agencies. The JETSBS will keep pace with technological innovations to improve the effectiveness of 9-1-1 call handling, communication with first responders, and communication with adjacent PSAPs and SAPs.
<b>Communities Served</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Participating Agencies</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Adjacent 9-1-1 Authorities</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Carrier Listing</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>By Laws</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Zip Codes</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Transfer and Reporting of Surcharge Funds Agreement</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Ordinance(s)/Resolution(s)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Intergovernmental agreement(s)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Memorandum of Understanding(s) (MOU)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Back-up PSAP agreement	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Glenview Public Safety Dispatch Center (South) will provide immediate backup. Alternate routing is designated as Northwest Central Dispatch in Arlington Heights, Cook County, Illinois. The Lake Zurich police dispatch center will serve as a dark backup facility in the event the Libertyville site must be abandoned.

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Test Plan	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Network Diagram	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Call-Handling and Aid outside jurisdictional boundaries agreements	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	New Call Handling Agreements were provided for the participating and adjacent 911 Authorities.

**Conclusions:**

The application reflects the consolidation of CenComm, FoxComm, Joint Central Lake County ETSB, Lake County E9-1-1, Northeast Lake County ETSB, and Vernon Hills to establish the Joint Emergency Telephone System Board of Lake County (JETSBS of Lake County) 9-1-1 System.

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The ISP has completed its review of the consolidation plan as prescribed by Section 1324.200(c) of Illinois Admin. Code Part 1324.200 – Consolidation of 9-1-1 Emergency Systems. The plan meets the requirements for consolidation of a 9-1-1 system.

**ISP Reviewed by: Catherine Tanner**

**ISP Reviewed Date: 08/27/2025**

**ICC Reviewed by: George Light**

**ICC Approved Date: 09/03/2025**