

System Name: Cook County ETSB
Case # 25-M-407
Date Filed: 07/07/2025

Illinois State Police (ISP) Review of Plan Modification

Requirement		Information Included	Staff Comment
Contact and 9-1-1 System information		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<p>Martin Bennett 9511 Harrison St. Des Plaines, IL 60016</p> <p>847-294-4744 (o) 312-914-3839 (c) martin.bennett@ccsheriff.org</p>
Verification		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Letter of Intent		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Narrative Statement		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
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 <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	<p>With this modification, the Cook County ETSB is requesting to opt-in the Village of Olympia Fields. The SouthCom Dispatch Center has also filed a modification requesting to opt-out the Village of Olympia Fields.</p> <p>AT&T - Joshua Folta at jf3574@att.com, 312-291-6235, 10 S. Canal St., 25th Floor, Chicago, IL 60606 NGCS: Mercury – Howard Gadorus at guru911Wmercysys.com or 630-953-3333, 123 Ambassador Dr., Ste 151, Naperville, IL 60540. NOC/SOC: AT&T Resolution Center - 888-424-3911</p>
2.	Explain the national standards, protocols and/or operating measures that will be followed.	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	<p>The Cook County 9-1-1 Center has its own Standard Operating Procedures and follows PowerPhone's Total Response Call Handling Protocol System. The IP phone network is protected by a SonicWall NSA 2700 firewall. In addition to the firewall, the network is monitored by a DarkTrace AI Cybersecurity appliance. The appliance reports security concerns to the Cook County Sheriff's Information Security Office, which is monitored 24x7x365. Computers do not have DNS and</p>

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			internet access is limited by the firewall to the Dark Trace appliance and CrowdStrike Falcon Software.
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 <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	There are no changes necessary to the existing 9-1-1 system at the Cook County ETSB. AT&T has determined that Cook County ETSB can add the Olympia Fields call load to its existing network. The MAX-CT system was installed in 2015. In 2022, both core servers in Des Plaines and Maywood were upgraded to high-capacity servers to handle the increase in activity since the Cook County ETSB has expanded operations so rapidly.
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 <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Cook County ETSB has a redundant primary center in Maywood that operates 24/7. Overflow calls are routed to NWCDS in the event that additional staff is commuting from Des Plaines to Maywood. The network route from Des Plaines to Maywood is through a closed circuit OPT-E-Man circuit and backed up through a microwave connection. Each location can work independently on its own phone controller.
5.	Identify the backup PSAP. (Name and Address)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Northwest Central Dispatch System -1975 E. Davis Street, Arlington Heights, 60005
6.	Indicate the PSAP Name(s) and Address(es) for your predetermined alternate route(s) or specify if none.	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Maywood controller-1401 Maybrook Dr, Maywood, 60153
7.	Explain how split exchanges will be managed.	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>	
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 <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	GIS data is submitted to the AT&T ESINet via web-based Spatial Interface (SI) portal. The portal provides secure GIS file transfer. 9-1-1 authorities can maintain their local database schema and configure database changes using attribute field mapping tools. The SI validation engine logs errors and refers errors back to the originating 9-1-1 authority in comprehensive reports that are retrieved in the 9-1-1

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			Enterprise Geospatial Database Management System (9-1-1EGDMS). Validation errors are corrected by the 9-1-1 authority within their own GIS database. Updates are submitted and processed on an on-going basis.
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 <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Cook County ETSB Administrative CAD staff member(s) will be responsible for updating and maintaining databases.
Financial Information			
	Annual recurring 9-1-1 network costs prior to modification	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$23,000.00
	Projected annual recurring 9-1-1 network costs after modification	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$23,000.00
	Installation cost of the project	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$43,004.00
	Anticipated recurring costs as a result of the modification – Explanation Below	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$6,200.00
	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.		Network costs of 23,000 are ESINet costs paid by ISP. We don't anticipate incurring any additional costs with the addition of Olympia Fields. Implementation costs include quoted costs for equipment to on-board Olympia Fields. They have 8 vehicles needing 8 modems, 3 MDTs, and 3 docks. The cost for 3 MDTs and 3 docks together is \$4,788 each. The cost for 8 modems is \$2,930 each. Installation costs will be approximately \$650 each. Annual operating costs include \$4,500 for phone maintenance and \$1,700 for four Motorola P1 (cont.)

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			CAD licenses. With the addition of Olympia Fields, a full year of surcharge revenue for all our agencies is expected to be approximately \$7,432,843.
Communities Served		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Participating Agencies		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Adjacent 911 Authorities		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Originating Service Providers (OSP)		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Test Plan		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	We conduct a call with AT&T and Intrado on cutover and we all work together to switch routers over and test prior to moving onto the next. Officers and Cook County ETSB staff scheduled on-site for cutover conduct landline test calls from the village and station, typically their fax machines. They also participate in testing voice 9-1-1 calls and text-to-911 from all the wireless carriers. Discrepancy Reports are submitted for any misrouted call(s) or text(s).
Zip Codes		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Attachments		If applicable	
	Back-Up PSAP agreement	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
	Call Handling Agreements	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
	Contracts	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
	Network Diagram	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

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Conclusions:

With this modification, the Cook County ETSB is requesting to opt-in the Village of Olympia Fields. The SouthCom Dispatch Center has also filed a modification requesting to opt-out the Village of Olympia Fields. The ISP has completed its review of the modified plans 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: 07/10/2025

ICC Reviewed by: George Light

Date: