

**System Name: Cook County ETSB**  
**Case # 24-M-385**  
**Date Filed: 04/18/2024**

**Illinois State Police (ISP) Review of Plan Modification**

Requirement	Information Included	Staff Comment
<b>Contact and 9-1-1 System information</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Martin Bennett 9511 Harrison Street Des Plaines, IL 60016 847-294-4742 (O) 312-914-3839 (C) <a href="mailto:martin.bennett@ccsheriff.org">martin.bennett@ccsheriff.org</a>
<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"/>	With this modification plan, the Cook County ETSB is requesting to opt- in the Villages of Crestwood and Worth. Southwest Central 911 has also filed a modification plan requesting to opt-out the Crestwood Police Department and the Village of Worth.  This transition is tentatively scheduled for April 30, 2024.
Name of certified 9-1-1 system provider	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>	
Explanation of the national standards, protocols and/or operating measures that will be followed	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>	
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 type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>	
Explanation of how the existing 9-1-1 traditional legacy wireline, wireless and VoIP network, along	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>	

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	with the databases, will interface and/or be transitioned into the NG9-1-1 system		
	Explanation of how split exchanges will be handled	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>	
	Explanation of how the databases will be maintained and how address errors will be corrected and updated on a continuing basis	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>	
	Explanation of who will be responsible for updating and maintaining the data, at a minimum on a daily basis Monday through Friday	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>	
	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	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>	
<b>Financial Information</b>			
	Annual recurring 9-1-1 network costs prior to modification	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$59,655.02
	Projected annual recurring 9-1-1 network costs after modification	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$59,655.02
	Installation cost of the project	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$443,000.00

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	Anticipated annual revenues	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$5,577,833.00
	<b>Five Year Strategic Plan</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<p>In anticipation of future consolidations, the Cook County Emergency Telephone System Board and the Cook County Sheriff's Office began expanding 911 operations in July of 2015. Currently, the primary PSAP in Des Plaines has 36 positions. This includes 31 full dispatch positions, and 5 call-taking positions.</p> <p>The Maywood primary PSAP, which was renovated in 2017, has 13 dispatch positions. The design of the Cook County NG911 -capable phone system from Zetron is unique in that it provides redundancy with a full independent system at both primary sites, Des Plaines and Maywood. The system allows operators to select which controller they are using which essentially allows for a total of 49 call-taking positions between both primary sites.</p> <p>In 2017, through a partnership with the Illinois Department of Transportation and Cook County expanded the Motorola P1 CAD System to add additional million calls for service per year. This expansion included a refresh of all server software and visualizes the current environment. Infrastructure updates have brought the center up to date on all equipment. This has prepared the Cook County 9-1-1 Center to accept new consolidations without passing the cost of technology or infrastructure onto contract dispatch agencies.</p>
	<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 Agencies</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
	<b>Carrier Listing</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
	<b>Attachments</b>	If changes necessitate new versions	
	Ordinances	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	

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	Intergovernmental agreement(s)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<p>The Villages of Crestwood and Worth have entered into an Intergovernmental Agreement with the Cook County ETSB and will no longer be a part of the Southwest Central 911 system. All 9-1-1 calls from the Villages of Crestwood and Worth will now be directed to the Cook County ETSB.</p> <p>Southwest Dispatch 911 has submitted an agreement relating to the transfer and reporting of surcharge funds attributable to the Village of Crestwood and the Village of Worth.</p> <p>The Villages of Crestwood and Worth are part of the Southwest Central 911 ETSB which has a hold harmless agreement. A portion of the hold harmless amount attributable to the Villages of Crestwood and Worth should be transferred to the Cook County ETSB.</p> <p>Wireless surcharge will be transferred to Cook County ETSB once a wireless plan adding the Villages of Crestwood and Worth is filed and approved by the Statewide 9-1-1 Administrator.</p>
	Contracts	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
	Back-up PSAP agreement	Yes <input type="checkbox"/> No <input checked="" 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"/>	
<b>Test Plan</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		

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**Conclusions:**

This plan modification opts the Villages of Crestwood and Worth out of the Southwest Central 911 ETSB and opts them into the Cook County ETSB. The Cook County ETSB has also filed a plan modification requesting to opt the Villages of Crestwood and Worth into the Cook County ETSB. Both Southwest Central 911 and Cook County ETSB's service populations will remain above 25,000 in their respective 9-1-1 systems, therefore meeting the requirement to serve a minimum population of at least 25,000 pursuant to Section 15.4a, 2) of the ETSA. This plan modification also meets the requirements for a modified plan filing under Illinois Administrative Code Part 1325.205. A portion of the hold harmless amount attributable to the Villages of Crestwood and Worth should be transferred to the Cook County ETSB. The wireless surcharge attributable to the Villages of Crestwood and Worth should be transferred to Cook County ETSB once a wireless plan adding Crestwood and Worth are filed and approved by the Statewide 9-1-1 Administrator.

**Reviewed by:** Catherine Dailey

**Date:** 04/24/2024