

ILLINOIS STATE POLICE
Office of the Statewide 9-1-1 Administrator



State of Illinois

Application for
9-1-1 Modification Plan
Long Form

INTRODUCTION

The following document provides the application for submitting a 9-1-1 Modification Plan that will supply the Illinois State Police (ISP), the Illinois Commerce Commission (ICC), and the Statewide 9-1-1 Administrator (Administrator) with the necessary information about your proposal to modify your 9-1-1 system. All modification plans must comply with 83 Ill. Adm. Code Part 1324.300 and 1324.310.

LONG FORM MODIFICATION PLAN:

NOTE: If the modification results in increased network costs for the State, the costs must be pre-approved by the Administrator pursuant to Section 1326.210 before submitting the Modification Plan.

The following 9-1-1 system changes require Administrator approval:

1. Changing geographic boundaries for wireline, wireless, VoIP, and text where it requires an intergovernmental agreement between 9-1-1 Authorities to modify those boundaries
2. Changes in network configuration, or 9-1-1 system provider except as provided for in subsection 1325.200(h), (i.e., implementation of a Next Generation 9-1-1 (NG9-1-1) system) or Cloud-Based 9-1-1 Call Handling Equipment (Narrative Statement required)
3. Change of Backup PSAP arrangement or Pre-Determined Alternate Route(s).

The Modification Plan must include the following documents:

General Information	Contact and 9-1-1 System information.
Verification	Notarized statement of truth regarding information provided in the plan.
Letter of Intent	Letter sent to 9-1-1 System Provider with a copy of the plan.
Narrative Statement	A detailed summary of the changes to the proposed system's operation.
Financial Information	A 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.
Communities Served	A list of all communities that are served by the 9-1-1 System.
Participating Agencies	A list of public safety agencies (Police, Fire, EMS, etc.) who are directly dispatched by the 9-1-1 System.
Adjacent 9-1-1 Authorities	List all adjacent 9-1-1 authorities that provide call handling and/or aid outside of your jurisdictional boundary.
Originating Service Providers (OSP)	A list of each OSP's exchange(s), prefix(es), and the 9-1-1 System Providers (OSP) configurations that will be used in the proposed system.
Test Plan	The 9-1-1 System's overall plan detailing how and to what extent the network and database will be tested. A Test Plan is required for all modifications.
Zip Codes	List each Zip Code within the 9-1-1 System boundary.

Attachments (if applicable)

Backup PSAP Agreement

The agreement that establishes back-up service due to interruptions or overflow services between PSAPs.

Backup PSAP Agreement is not Changed/Affected by this Modification.

Call Handling Agreements

Call handling agreements describe the primary and secondary dispatch agreement method(s) to be used by requesting parties within their respective jurisdictions.

Call Handling Agreement(s) are not Changed/Affected by this Modification.

Contracts

The contract for a new NG9-1-1 system provider.

Network Diagram

Provided by the 9-1-1 system provider showing network, backup configuration and pre-determined alternate route(s).

Modification Plans must be filed electronically on the ISP's website at:

<https://isp.illinois.gov/Statewide911Division/ConsolidationPlansAndWaivers> where you will see the box below:



Once the plan is submitted, the ISP and the ICC each have 20 days to provide a technical review of the plan to submit to the Administrator for approval.

VERIFICATION

I, Martin Bennett, first being duly sworn upon oath, depose and say that I am Executive Director _____, of Cook County; that I have read the foregoing plan by me subscribed and know the contents thereof; that said contents are true in substance and in fact, except as to those matters stated upon information and belief, and as to those, I believe same to be true.

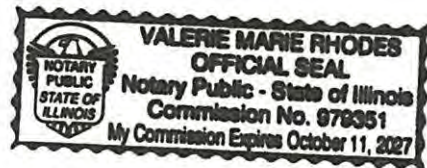


Executive Director

Subscribed and sworn to before me

this 9th day of December, 20 25.

Valerie Marie Rhodes
NOTARY PUBLIC, ILLINOIS



**9-1-1 SYSTEM PROVIDER
LETTER OF INTENT**

12/09/2025

(Date)

Joshua Folta

(9-1-1 System Provider Company Representative)

AT&T

(9-1-1 System Provider Company Name)

10 S. Canal Street, 25th Floor

(Street Address)

Chicago, IL 60606

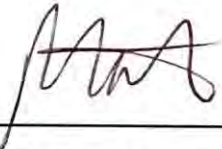
(City, State, Zip Code)

Dear **Mr. Folta** _____:

This letter is to confirm our intent to modify our 9-1-1 System. Enclosed is your copy of our Modification Plan to be filed with the Illinois State Police for approval.

Thank you for your assistance in this matter.

Sincerely,



Executive Director, Cook County

enclosure: Modification Plan

NARRATIVE STATEMENT

Please answer the questions below and provide a detailed summary to assist the Illinois State Police (ISP), the Illinois Commerce Commission (ICC), and the Statewide 9-1-1 Administrator (Administrator) with an understanding of the plan and the nature of the modification as it applies to this application. Please use additional sheets if necessary.

1. Explain the reason for submitting the modification and provide the name and contact information for your certified 9-1-1 system provider, NGCS provider, and NOC/SOC provider.

The reason for submitting the modification is because the City of Riverdale Police Department (RPD) expressed interest in Cook County ETSB providing 9-1-1 call answering and police dispatching services for RPD. Both parties signed an Intergovernmental Agreement to add RPD to the Cook County ETSB System.
9-1-1 System: AT&T - Joshua Folta jf3574@att.com or 312-291-6235, address is 10 S. Canal St, 25th Flr, Chicago, IL 60606. NGCS: Mercury - Howard Gadorus guru911@mercsys.com or 630-953-3333, address is 123 Ambassador Dr, Ste 151, Naperville, IL60540. NOC/SOC: AT&T Resolution Center 888-424-3911

2. Explain the national standards, protocols and/or operating measures that will be followed.

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 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.

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 Riverdale 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.

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)

Maywood controller - 1401 Maybrook Dr, Maywood, 60153

6. Indicate the PSAP Name(s) and Address(es) for your predetermined alternate route(s) or specify if none.

Northwest Central Dispatch System - 1975 E. Davis Street, Arlington Heights, 60005

7. Explain how split exchanges will be managed.

We are on ESINet and no longer utilize exchanges, split or otherwise.

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.

GIS data is submitted to the AT&T ESINet via web-based Spatial Interface (SI) portal. The portal includes 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 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.

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	\$	<u>23,000.00</u>
Projected Annual Recurring 9-1-1 Network Costs After Modification	\$	<u>23,000.00</u>
Installation Cost of the Project	\$	<u>153,114.00</u>
Additional Recurring Costs as a Result of the Modification – Provide Explanation Below	\$	<u>13,245.00</u>

A 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 for ESINet are paid by ISP. We don't anticipate incurring any additional costs with the addition of Riverdale.

Implementation costs include quoted costs from a vendor to purchase the equipment needed to on-board Riverdale. They require 12 modems (1,512/each), 12 modem mounts (76/each), 10 modem antennas (356/each), 12 power supplies (155/each), 12 MDTs (3,398/each), 12 MDT docks (915/each), 12 data cables (56/each), 10 Havis CHDM204 mounting components (176/each), and 10 Havis CMD119 mounting components (276/each). Equipment costs for Riverdale's fleet total \$81,424.00. They requested to utilize their installer, so there will be no cost for installing the equipment into their cars.

Additionally, a CAD console and phone station will be installed in the 9-1-1 center. The cost for a console is \$27,695, a CAD station is \$3,735, and a phone position is \$40,260, for a total of \$71,690.

The grand total for installation to on-board Riverdale is \$153,114.

Recurring annual costs include \$7,045 for phone maintenance and \$6,200 for Motorola P1 Mobile CAD licenses, totaling \$13,245 per year.

We expect approximately \$6,693,843 for a full year of surcharge revenue with the addition of Riverdale.

COMMUNITIES SERVED

Provide a list of all communities to be served by the proposed 9-1-1 System. Include the name of the community and the official mailing address including street address, city, and zip code.

(ADD ADDITIONAL PAGES AS NEEDED)

CITY, TOWN, OR VILLAGE	STREET ADDRESS, CITY, ZIP CODE
Berkeley	5819 Electric Avenue, Berkeley, 60163
Blue Island	13031 Greenwood Avenue, Blue Island, 60406
Chicago Heights	1601 Chicago Road, Chicago Heights, 60411
Crestwood	13840 South Cicero Avenue, Crestwood, 60418
Des Plaines	1418 Miner Street, Des Plaines, 60016
Ford Heights	1343 Ellis Avenue, Ford Heights, 60411
Golf	1 Briar Road, P.O. Box 216, Golf, 60029
Harvey	15320 Broadway Avenue, Harvey, 60429
Hometown	4331 Southwest Highway, Hometown, 60456
Indian Head Park	201 Acacia Road, Indian Head Park, 60525
Lyons	4200 Lawndale Avenue, Lyons, 60534
Merrionette Park	11720 South Kedzie Avenue, Merrionette Park, 60803
Northlake	55 East North Avenue, Northlake, 60164
Olympia Fields	20040 Governors Hwy, Olympia Fields, 60461
Palos Park	8999 West 123rd Street, Palos Park, 60464
Park Ridge	200 South Vine Avenue, Park Ridge, 60068
Phoenix	629 East 151st Street, Phoenix, 60426
Riverdale	725 West 138th Street, Riverdale, 60827
Robbins	3327 West 137th Street, Robbins, 60472
Worth	7112 West 111th Street, Worth, 60482
Unincorporated Cook County	1401 N Maybrook Dr, Mawood, 60153
Cook County Forest Preserves	536 N Harlem Ave, River Forest, 60305
Metra	547 W Jackson Blvd, Chicago, 60661

PARTICIPATING AGENCIES

9-1-1 Participating Agency	Street Address	City	Zip	Admin Phone	Direct Dispatch	Transfer	Call Relay
Alisp Fire Department	12600 S. Pulaski Rd.	Alisp	60803	(708) 385-6902		X	
Arlington Heights Fire Department	1150 N. Arlington Hgts. Rd.	Arlington Heights	60004	(847) 368-5450		X	
Barrington Hills Fire District	400 N. Northwest Highway	Barrington	60010	(847) 304-3600		X	
Bedford Park Fire Department	6820 S. Archer Ave.	Bedford Park	60501	(708) 563-4513		X	
Bellwood Fire Department	3200 Washington Blvd.	Bellwood	60104	(708) 547-3524		X	
Bensenville Fire Department	500 S. York Rd.	Bensenville	60106	(630) 350-3441		X	
Berkeley Fire Department	5819 Electric Ave.	Berkeley	60163	(708) 449-9444		X	
Berkeley Police Department	5819 Electric Ave.	Berkeley	60163	(708) 449-9444	X		
Berwyn Fire Department	6700 W. 26th St	Berwyn	60402	(708) 788-2660		X	
Blue Island Fire Department	2450 W. Vermont Street	Blue Island	60406	(708) 396-7070		X	
Blue Island Police Department	13031 Greenwood Ave	Blue Island	60406	(708)385-1313	X		
Bridgeview Fire Department	7500 S. Oketo Ave.	Bridgeview	60455	(708) 924-8250		X	
Broadview Fire Department	2400 S. 25th Ave.	Broadview	60155	(708) 343-6124		X	
Brookfield Fire Department	9001 Shields Ave.	Brookfield	60513	(708) 485-0076		X	
Brookfield Zoo Fire Brigade	3300 Golf	Brookfield	60513	(708) 485-0023		X	
Buffalo Grove Fire Department	1051 Highland Grove Dr.	Buffalo Grove	60089	(847) 537-0995		X	
Burbank Fire Department	6530 West 79th St.	Burbank	60459	(708) 599-7766		X	
Burnham Fire Department	14450 Manistee Ave.	Burnham	60633	(708) 891-9865		X	
Calumet City Fire Department	684 Wentworth Ave.	Calumet City	60409	(708) 891-8145		X	
Calumet Park Fire Department	12457 S. Ashland Ave.	Calumet Park	60827	(708) 385-0550		X	
Chicago Emergency Comm Center	1411 W. Madison	Chicago	60607	(773) 746-9111		X	
Chicago Fire Department	10 W. 35th Street	Chicago	60616	(312) 745-4200		X	
Chicago Heights Police Department	1601 Halsted St.	Chicago Heights	60411	(708) 754-2121	X		
Chicago Heights Fire Department	83 E. Joe Orr Rd.	Chicago Heights	60411	(708) 756-5370		X	
Cicero Fire Department	5303 West 25th St.	Cicero	60804	(708) 652-0174		X	
Cook Cty Forest Preserve Police	536 N Harlem Ave.	River Forest	60305	(708) 771-1000	X		
Cook Cty Sheriffs Police	1401 S. Maybrook Drive	Maywood	60153	(708) 865-4770	X		
Country Club Hills F.D.	4350 West 183rd St.	Country Club Hills	60478	(708) 798-3270		X	
Crestwood Police Department	13840 S. Cicero Ave.	Crestwood	60445	(224)580-2867	X		
Crestwood Fire Department	13840 S. Cicero Ave.	Crestwood	60445	(708) 371-4805		X	
Des Plaines Police Department	1420 Miner St	Des Plaines	60016	(224) 580-2868	X		
Des Plaines Fire Department	405 S. River Rd.	Des Plaines	60016	(847) 391-5333		X	
Dixmoor Police Department	170 West 145th St.	Dixmoor	60426	(708) 389-9441		X	
Dixmoor Fire Department	170 West 145th St.	Dixmoor	60426	(708) 389-9441		X	
Dolton Fire Department	14022 Park Ave.	Dolton	60419	(708) 201-3250		X	
East Hazel Crest Fire Department	17223 S. Throop St.	East Hazel Crest	60429	(708) 798-3902		X	
Elgin Fire Department	550 Summit St.	Elgin	60120	(847) 931-6175		X	
Elk Grove Village Fire Department	901 Brantwood Ave.	Elk Grove Village	60007	(847) 734-8002		X	

PARTICIPATING AGENCIES

Elmhurst Fire Department	209 North York Road	Elmhurst	60126	(630) 530-3090	X
Elmwood Park Fire Department	7 Conti Parkway	Elmwood Park	60707	(708) 453-2600	X
Evanston Fire Department	9091 Lake St.	Evanston	60201	(847) 866-5918	X
Evergreen Park Fire Department	9000 S. Kedzie Ave.	Evergreen Park	60805	(708) 422-2148	X
Flossmoor Fire Department	2828 Flossmoor Rd.	Flossmoor	60422	(708) 798-3885	X
Ford Heights Fire Department	1343 Ellis Ave.	Ford Heights	60411	(708) 758-3451	X
Forest Park Fire Department	7625 Wilcox St.	Forest Park	60130	(708) 366-1234	X
Forest View Fire Department	7010 West 46th St.	Forest View	60402	(708) 788-9769	X
Franklin Park Fire Department	10001 W. Addison St.	Franklin Park	60131	(847) 678-2400	X
Glencoe Fire Department	325 Hazel Ave.	Glencoe	60022	(847) 835-4112	X
Glenview Fire Department	1815 Glenview Rd.	Glenview	60025	(847) 724-2141	X
Glenwood Fire Department	1 Asselborn Way	Glenwood	60425	(708) 753-2440	X
Golf Police Department	1 Briar Rd. P. O. Box 216	Golf	60029	(847) 998-8857	X
Glenview Fire Department	1815 Glenview Rd.	Glenview	60025	(847) 724-2141	X
Hanover Park Fire Department	6850 Barrington Rd.	Hanover Park	60103	(630) 736-6800	X
Harvey Police Department	15301 Dixie Hwy	Harvey	60426	(708) 210-5200	X
Harvey Fire Department	15600 S. Center	Harvey	60426	(708) 331-7720	X
Hazel Crest Fire Department	2903 West 175th St.	Hazel Crest	60429	(708) 335-9630	X
Hillside Fire Department	523 N. Wolf Rd.	Hillside	60162	(708) 547-8684	X
Hines VA Hospital F. D.	P. O. Box 5000 Route 0015	Hines	60141	(708) 202-8387	X
Hinsdale Fire Department	121 Symonds Dr.	Hinsdale	60521	(630) 789-7060	X
Hoffman Estates Fire Department	1900 Hassell Rd.	Hoffman Estates	60169	(847) 843-3825	X
Hometown FPD	4301 SW Hwy	Hometown	60456	(708) 422-3637	X
Hometown Police	4331 SW Hwy	Hometown	60456	(708) 422-2188	X
Homewood Fire Department	17950 Dixie Hwy.	Homewood	60430	(708) 206-3400	X
Indian Head Park PD	201 Acacia Dr	Indian Head Park	60525	(708) 246-4534	X
Justice Roberts Park FPD	7800 Archer Rd.	Justice	60458	(708) 458-1585	X
LaGrange Fire Department	300 W. Burlington Ave.	LaGrange	60525	(708) 579-2338	X
LaGrange Park Fire Department	447 N. Catherine Ave.	LaGrange Park	60526	(708) 354-0225	X
Lansing Fire Department	19300 Burnham	Lansing	60438	(708) 895-7400	X
Lincolnwood Fire Department	6900 N. Lincoln Ave.	Lincolnwood	60712	(847) 673-1545	X
Lynwood Fire Department	3107 E. Glenwood-Dyer Rd.	Lynwood	60411	(708) 758-6102	X
Lyons Fire Department	4043 Joliet Avenue	Lyons	60534	(708) 447-6655	X
Lyons Police Department	4200 Lawndale	Lyons	60534	(708) 447-1225	X
Markham Fire Department	16313 Kedzie Pkwy.	Markham	60428	(708) 331-4905	X
Matteson Fire Department	3445 W. 211th St.	Matteson	60443	(708) 748-5129	X
Maywood Fire Department	700 St. Charles Rd.	Maywood	60153	(708) 681-8860	X
McCook Fire Department	5000 Glencoe Ave.	McCook	60525	(708) 447-7561	X
Melrose Park Fire Department	3601 W. Lake	Melrose Park	60160	(708) 344-1315	X

PARTICIPATING AGENCIES

Merrionette Park Fire Department	3165 West 115th St.	Merrionette Park	60803	(708) 396-3180	X
Merrionette Park Police Department	11750 S Kedzie	Merrionette Park	60808	(708) 396-3170	X
Metra Police Department	547 W. Jackson Blvd, 9th Flr	Chicago	60661	(312) 322-2800	X
Midlothian Fire Department	14801 S. Pulaski Rd.	Midlothian	60445	(708) 489-4742	X
Morton Grove Fire Department	6250 Lincoln Ave.	Morton Grove	60053	(847) 470-5226	X
Mount Prospect Fire Department	112 E. Northwest Hwy.	Mount Prospect	60056	(847) 870-5660	X
Niles Fire Department	8360 W. Dempster St.	Niles	60714	(847) 588-6801	X
North Riverside Fire Department	2331 S. Des Plaines Ave.	North Riverside	60546	(708) 447-1981	X
Northbrook Fire Department	740 Dundee Rd.	Northbrook	60062	(847) 498-5545	X
Northlake Police Department	55 E. North Ave	Northlake	60164	(708) 531-5755	X
Northfield Fire Department	1800 Winnetka	Northfield	60093	(847) 441-3800	X
Oak Brook Fire Department	1200 Oak Brook Road	Oak Brook	60523	(630) 990-3040	X
Oak Brook Fire Department	1200 Oak Brook Road	Oak Brook	60523	(630) 990-3040	X
Oak Forest Fire Department	5620 James Dr.	Oak Forest	60452	(708) 687-6050	X
Oak Lawn Fire Department	6451 West 93rd Pl.	Oak Lawn	60453	(708) 499-7700	X
Oak Park Fire Department	100 N. Euclid	Oak Park	60301	(708) 358-5602	X
Olympia Fields Police Department	20040 Governors Hwy	Olympia Fields	60461	(708) 503-8100	X
Olympia Fields (Matteson FD)	1015 Central Ave	Matteson	60443	(815) 277-2247	X
Palatine Fire Department	39 E. Cofax	Palatine	60067	(847) 202-6340	X
Palos Park Police Department	8999 123rd St	Palos Park	60464	(708) 448-2191	X
Park Forest Fire Department	156 Indianwood Blvd,	Park Forest	60466	(708) 748-5606	X
Park Ridge Police Department	200 Vine St	Park Ridge	60068	(224) 580-2860	X
Park Ridge Fire Department	901 Devon	Park Ridge	60068	(847) 318-5259	X
Phoenix Fire Department	625 East 151st St.	Phoenix	60426	(708) 331-2182	X
Phoenix Police Department	625 East 151st St.	Phoenix	60426	(708) 331-2182	X
Posen Fire Department	2440 W. Walter Zimmy Dr.	Posen	60469	(708) 385-3110	X
Richton Park Fire Department	4455 Sauk Trail	Richton Park	60471	(708) 481-8985	X
River Forest Fire Department	400 Park Ave.	River Forest	60305	(708) 366-8500	X
River Grove Fire Department	2601 Thatcher Ave.	River Grove	60171	(708) 453-1429	X
Riverdale Fire Department	725 W. 138th Street	Riverdale	60827	(708) 849-2122	X
Riverdale Police Department	725 W. 138th Street	Riverdale	60827	(708) 841-2203	X
Riverside Fire Department	27 Riverside Rd.	Riverside	60546	(708) 447-2123	X
Robbins Fire Department	3327 West 137th St.	Robbins	60472	(708) 385-8940	X
Robbins Police Department	3327 West 137th St.	Robbins	60472	(708) 385-8940	X
Rolling Meadows Fire Department	2455 Plum Grove Rd.	Rolling Meadows	60008	(847) 397-3352	X
Roselle Fire Department	100 E. Maple	Roselle	60172	(630) 980-2043	X
Rosemont Fire Department	9501 W. Devon Ave.	Rosemont	60018	(847) 823-1134	X
Sauk Village Fire Department	1804 East 222nd St.	Sauk Village	60411	(708) 758-2225	X
Schaumburg Fire Department	1601 N. Roselle Rd.	Schaumburg	60195	(847) 923-6744	X

PARTICIPATING AGENCIES

Schiller Park Fire Department	9526 W. Irving Park Rd.	Schiller Park	60176	(847) 678-5136	X
Skokie Fire Department	7424 Niles Center Rd.	Skokie	60077	(847) 982-5300	X
South Chicago Heights F.D.	2729 Jackson Ave.	So. Chgo Heights	60411	(708) 755-9589	X
South Holland Fire Department	16230 Wausau Ave.	South Holland	60473	(708) 331-3123	X
Steger Fire Department	35 West 34th Street	Steger	60475	(708) 754-2625	X
Stickney Fire Department	6433 West 43rd Street	Stickney	60402	(708) 795-6333	X
Stone Park Fire Department	1745 N. 35th Ave.	Stone Park	60165	(708) 450-3217	X
Stone Park Police Department	1745 N. 35th Ave.	Stone Park	60165	(708) 450-3217	X
Streamwood Fire Department	1095 E. Schaumburg Rd.	Streamwood	60107	(630) 736-3650	X
Summit Fire Department	7339 W. 59th Street	Summit	60501	(708) 594-3894	X
Thornton Fire Department	115 E. Margaret St.	Thornton	60476	(708) 877-4459	X
Tinley Park Fire Department	17355 S. 68th Court	Tinley Park	60477	(708) 444-5200	X
University Park Fire Department	698 Burnham Dr.	University Park	60466	(708) 534-0913	X
Westchester Fire Department	10240 W. Roosevelt Rd.	Westchester	60154	(708) 345-0433	X
Western Springs Fire Department	740 Hillgrove Ave.	Western Springs	60558	(708) 246-1800	X
Wheeling Fire Department	255 W. Dundee Rd.	Wheeling	60090	(847) 459-2662	X
Willow Springs Fire Department	8259 Willow Springs Rd.	Willow Springs	60480	(708) 839-5665	X
Wilmette Fire Department	1304 Lake Ave.	Wilmette	60091	(847) 853-7692	X
Winnetka Fire Department	428 Green Bay Rd.	Winnetka	60093	(847) 501-6029	X
Worth North Palos F.P.D	7112 West 111th St.	Worth	60482	(708) 448-1181	X
Worth Police Department	7112 West 111th St.	Worth	60482	(708) 580-2869	X

#	PSAP Name	Adjacent 911 Authorities	Address	Phone Number
1	DuPage County ETSB		1471 Jeffrey Dr, Addison, 60101	630-543-3080
2	Naperville ETSB		1200 East Indian Trail, Aurora, 60505	630-256-5900
3	Berwyn ETSB		6401 W 31st St, Berwyn 60402	708-788-4019
4	CalComm ETSB		12409 S Throop St, Calumet Park, 60827	708-653-9965
5	Calumet City ETSB		1200 Pulaski Rd, Calumet City, 60409	708-349-3121
6	Central Dispatch ETSB		1234 Sibley Blvd, Dolton, 60419	708-201-3240
7	Chicago OEMC ETSB		1411 W Madison St, Chicago, 60607	312-742-0911
8	Cicero Consolidated Dispatch ETSB		5303 W 25th St, Cicero, 60804	708-652-2130
9	Deerfield ETSB		850 Waukegan Rd, Deerfield, 60015	847-734-6217
10	Des Plaines Valley JETSB		8800 W 87th St, Hickory Hills, 60437	708-598-1313
11	E-Comm ETSB		1154 Ridge Rd, Homewood, 60430	708-799-6834
12	Eisenhower Emergency Communications ETSB		2350 S 25th Ave, Broadview, 60155	708-343-2134
13	Elgin ETSB		151 Douglas Ave, Elgin, 60120	847-289-2700
14	Evanston ETSB		1454 Elmwood Ave, Evanston, 60201	847-866-5096
15	Glenview ETSB		2500 E Lake Ave, Glenview, 60026 & 1677 Old Deerfield Rd, Highland Park, 60035	847-901-6111 & 847-861-9611
16	Southwest Cook JETSB		425 Hillside Ave, Hillside, 60162	708-449-6450
17	Lake County ETSB		1300 N Gilmer Rd, Volo, 60073	847-549-5200
18	Lansing ETSB		2710 170th St, Lansing, 60438	708-895-7645
19	Lyons Township Area Consolidated Communications ETSB		304 W Burlington Ave, LaGrange, 60525	708-352-2131
20	Municipal Consolidated Dispatch ETSB		7300 W Wilson Ave, Harwood Heights, 60706	708-320-7880
21	Norcomm Public Safety ETSB		395 W Lake St, Flr 4, Elmhurst, 60126	630-530-2991
22	Northbrook ETSB		1401 Landwehr Rd, Northbrook, 60062	847-272-2131
23	Northwest Central ETSB		1975 E Davis St, Arlington Heights, 60005	847-590-3495
24	Oak Lawn ETSB		9446 S Raymond Ave, Oak Lawn, 60453	708-499-7721
25	Oak Forest ETSB		15440 S Central Ave, Oak Forest, 60452	708-687-1376
26	Orland Joint ETSB		15100 S Ravinia Ave, Orland Park, 60462	708-349-3121
27	Proviso-Leyden JETSB		2600 Mannheim Rd, Franklin Park, 60131	630-903-2481
28	QuadCom ETSB		505 Elm Ridge Rd, Carpentersville, 60110	847-428-8784
29	Skokie ETSB		7300 Niles Center Rd, Skokie, 60077	847-982-5900
30	SouthCom ETSB		21113 Dettmerring St, Matteson, 60443	708-748-6131
31	Southwest Central ETSB		8911 W 95th St, Palos Hills, 60465	708-448-1527
32	Tinley Park ETSB		17355 S 68th Ct, Tinley Park, 60477	708-444-5300
33	West Central Consolidated Communications ETSB		2359 S Des Plaines Ave, North Riverside, 60546	708-447-9191
34	Will County ETSB		24600 Presidential Ave, Plainfield, 60544	815-267-8300
35	West Suburban Consolidated ETSB		400 Park Ave, River Forest, 60305	708-386-2131

TEST PLAN

1. The Test Plan defines testing with all OSPs and Aggregators who are known, including but not limited to, call testing, system overflow, system backup, pre-determined alternate routing, call transfers, NG9-1-1 address components and functionality, Integrated Text to 9-1-1 for Short Message Service (SMS) or Real Time Text (RTT) and if applicable, Multimedia Messaging Service (MMS), measurement tools, reporting solutions and voice and speech quality. The Test Plan should include Failover Test Cases, Network Equipment Test Cases, Call Handling Equipment Test Cases, Call Processing Test Cases including Text and Split Exchange Testing.

We conduct a call with AT&T and Intrado on cutover and we all work together to switch URIs over then test. Officers and Cook County ETSB staff that are scheduled on-site for cutover conduct landline test calls from the city 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).

2. List wireline exchanges to be tested.

708
773
872

3. List the Wireless, Text, and VoIP Carriers to be tested.

AT&T, Sprint/T-Mobile, and Verizon

ZIP CODES

Provide a list of Zip Codes for the communities within the boundary of your 9-1-1 System along with those being added. The Statewide 9-1-1 Bureau will determine the 9-1-1 Authority's zip code percentage using the NG9-1-1 GIS Address Point data within each Zip Code Boundary.

60004, 60005, 60008, 60007, 60008, 60010, 60015, 60016, 60018, 60022, 60025, 60026,
60029, 60043, 60053, 60056, 60062, 60065, 60067, 60068, 60070, 60074, 60077, 60082,
60089, 60090, 60091, 60093, 60103, 60106, 60107, 60120, 60130, 60131, 60133, 60141,
60153, 60154, 60155, 60160, 60162, 60163, 60164, 60169, 60171, 60172, 60173, 60176,
60192, 60193, 60194, 60195, 60305, 60402, 60406, 60409, 60411, 60412, 60415, 60418,
60419, 60422, 60425, 60426, 60428, 60429, 60430, 60438, 60439, 60443, 60445, 60452,
60453, 60455, 60456, 60457, 60458, 60461, 60462, 60463, 60464, 60465, 60466, 60467,
60469, 60471, 60472, 60473, 60475, 60476, 60477, 60478, 60480, 60482, 60487, 60461,
60521, 60523, 60525, 60526, 60527, 60534, 60546, 60558, 60620, 60628, 60631, 60633,
60634, 60638, 60643, 60652, 60655, 60656, 60706, 60714, 60803, 60804, 60805, 60827

**COUNTY'S ENHANCED 9-1-1 EMERGENCY TELEPHONE
SYSTEM ORDINANCE, AS AMENDED**

WHEREAS, the State of Illinois has enacted into law the Emergency Telephone System Act, Ill. Rev. Stat. ch. 134, para. 30.01 et. seq. (the Act) and

WHEREAS, the Act enables a County to impose a surcharge on billed subscribers of network connections provided by telecommunications carriers at a rate per network connection in order to implement and maintain a "9-1-1" Emergency Telephone System; and

WHEREAS, the Act further provides that before the surcharge may be imposed it must be authorized by a majority of voters in a referendum by the County; and

WHEREAS, the County Board of Cook, its' President, and commissioners deem it to be in the best interest of the County to implement and maintain an enhanced "9-1-1" Emergency Telephone System and to impose a surcharge on billed subscribers of network connections provided by the telecommunications carriers to pay for the cost associated therewith;

NOW, THEREFORE, BE IT ORDAINED by the President and Board of Commissioners of the County of Cook, Cook County Illinois as follows:

NEW CHAPTER - Surcharge for Emergency 9-1-1 Telephone System

Section One

A surcharge is hereby imposed, subject to the provisions of Section Two, upon all telephone subscribers passed through telecommunication carriers engaged in the business of transmitting messages by means of electricity originating within the corporate limits of Cook County. However, the surcharge may not be imposed, unless requested by a municipality, in any incorporated area which has previously approved a surcharge, or in any incorporated area where the corporate authorities have previously entered into a binding contract or letter of intent with a telecommunications carrier to provide 9-1-1 service through municipal funds.

If simultaneous to approval of the county referendum contained in this ordinance, a municipality approves a substantially similar referendum authorizing a surcharge for 9-1-1 services to be provided by the municipality, this ordinance does not apply to that municipality.

Section Two

A referendum shall be placed by the Cook County Clerk on the April 20, 1993, ballot for all legal voters residing in the Unincorporated areas of Cook County and Municipalities of Berkeley, Golf, Ford Heights, Northlake, Phoenix, Robbins, and Stone Park, to vote upon the following question:

:Shall the County of Cook impose a surcharge	:	
:of up to one and 25/100 dollars (\$1.25) per month	:	YES
:per network connection, which surcharge will be	:	
:added to the monthly bill you receive for telephone	:	
<hr/>		
:or telecommunications charges for the purpose of	:	
:installing a 9-1-1 Emergency Telephone System	:	NO
<hr/>		

Section Three

If a majority of the votes cast upon the question are in favor thereof, a surcharge is hereby imposed at a rate of \$1.25 per month per in service network connection, as hereinafter defined.

Section Four

As used in this Ordinance, the following terms shall have the following meanings: a)"network connection" and "transmitting messages" shall have the same meanings as in the Emergency Telephone System Act, Ill. Rev. Stat. ch. 134, para. 30.01 et seq. (1991); b) "telecommunications carrier" shall have the same meaning as Ill. Rev. Stat. ch. 111 2/3, para. 13-202; c) "board" means the Emergency Telephone System Board of Cook County created pursuant to Section 12 of this Ordinance.

Section Five

The Cook County Clerk shall provide any telecommunication carrier subject to the surcharge with a certified list of those network connections assigned to the municipalities or county to be exempt from imposition of the surcharge. The certified list may be revised by the County of Cook on 60 days prior written notice provided to the telecommunication carriers.

Section Six

The surcharge shall be imposed on the first day of the month following the expiration of 90 days from the date of the Cook County Clerk certifies to the individual telecommunication carriers subject to the surcharge that the referendum referred to in Section Two has passed.

Section Seven

Each telecommunications carrier is hereby authorized and instructed to recover accounting and collection charge, as provided in Section 8, by deducting 3% from the gross amount of surcharge collected otherwise due and owing the County of Cook prior to remittance under Section Eight of this ordinance.

Section Eight

The amount of surcharge collected by the telecommunications carrier shall be paid to the Emergency Telephone System Board of Cook County not later than 30 days after the surcharge is collected, net of any network or other 9-1-1 or sophisticated 9-1-1 system charges then due the particular telecommunication carrier, as shown on an itemized bill and as previously agreed upon by the Board and the carrier and the 3% accounting and collection charge described in Section Seven.

Section Nine

Simultaneously with the remittance described in Section Eight above each telecommunication carrier shall make a return to the Cook County Treasurer for the period to which the remittance applies stating as follows:

1. The name of the telecommunication carrier.
2. The telecommunication carrier's principal place of business.
3. The number of network connections to which the surcharge applies.
4. The amount of surcharge due.
5. Such other reasonable and related information such as the corporate authorities may require.

Section Ten

If it shall appear that an amount of surcharge has been paid which was not due under the provisions of this ordinance, whether as the result of a mistake of fact or an error of law, then such amount shall be credited against any surcharge due, or to become due, under this ordinance from the telecommunication carrier who made the erroneous payments; provided that no amounts erroneously paid more than three(3) years prior to the filing of a claim therefore shall be so credited. Ninety days prior notice shall be given to the Emergency Telephone System Board on any credit against a surcharge due.

Section Eleven

No action to recover any amount of surcharge due under the provisions of this ordinance shall be commenced more than three (3) years after the due date of such amount.

Section Twelve

Upon approval of the referendum, the Emergency Telephone Board System of Cook County shall be established. The Board shall consist of not fewer than five members, appointed by the President of the Cook County Board of Commissioners and approved by the Board of Commissioners.

At least three members of the Board shall be representative of the 9-1-1 public safety agencies, including but not limited to police departments, fire departments, emergency medical services providers, and emergency services and disaster agencies, and appointed on the basis of their ability or experience. Elected officials are also eligible to serve on the board. Members of the board shall serve without compensation but shall be reimbursed for their actual and necessary expenses. Any 2 or more municipalities, counties, or combination thereof, that impose a surcharge may, instead of establishing individual boards, establish by intergovernmental agreement a Joint Emergency Telephone System Board pursuant to this Section. The manner of appointment of such a joint board shall be prescribed in the agreement.

The Board's powers and duties shall include, but are not limited to the following:

1. Planning a 9-1-1 system.
2. Coordinating and supervising the implementation, upgrading or maintenance of the system, including the establishment of equipment specifications and coding systems.
3. Receiving monies from the surcharge imposed under this Ordinance, and from any other source, for deposit into the Emergency Telephone System Fund.
4. Authorizing all disbursements from the fund.
5. Hiring, on a temporary basis, any staff necessary for the implementation or upgrade of the system.

All monies received by a board pursuant to a surcharge imposed under this Ordinance shall be deposited into a separate interest bearing Emergency Telephone System Fund account. The Cook County Treasurer shall be custodian of the fund. All interest accruing on the fund shall remain in the fund. No expenditures may be made from such fund except upon the direction of the board by resolution passed by a majority of all members of the board. Expenditures may be made only to pay for the costs associated with the following:

1. The design of the Emergency Telephone System.
2. The coding of an initial Master Street Address Guide database, and update and maintenance thereof.
3. The repayment of any monies advanced for the implementation of the system.
4. The charges for Automatic Number Identification and Automatic Location Identification equipment, and maintenance, replacement and update thereof.
5. The non-recurring charges related to installation of the Emergency Telephone System and the ongoing network charges.

6. Other products and services necessary for the implementation, upgrade and maintenance of the system and any other purpose related to the operation of the system, including costs attributable directly to the construction, leasing, or maintenance of any buildings or facilities or costs of personnel attributable directly to the operation of the system. Costs attributable directly to the operation of an emergency telephone system do not include the costs of public safety agency personnel who are and equipment that is dispatched in response to an emergency call.

The Board shall complete the database before implementation of the 9-1-1 system. The error ratio of the database shall not at any time exceed 1% of the total database.

Section Thirteen

Civil Liability

No public agency or public safety agency, nor any officer, agent or employee of any public agency or public safety agency, shall be liable for any civil damages as a result of any act or omission, except willful or wanton misconduct, in connection with developing, adopting, operating or implementing any plan or system required by this Ordinance.

No person who gives emergency instructions through a system established under this Ordinance to persons rendering services in an emergency at another location, nor any person following such instructions in rendering such services, shall be liable for any civil damages as a result of issuing or following the instructions, unless issuing or following the instructions constitutes willful or wanton misconduct.

This Section may not be offered as a defense in any judicial proceeding brought by the Attorney General to, compel compliance under Section 12 of the Emergency Telephone Systems Act.

Section Fourteen

The County shall not expend any County funds for the implementation, installation and maintenance or other related costs attributable to providing a 9-1-1 emergency system for the citizens of Cook County. However, the County may pay for the personnel necessary to operate the 9-1-1 system.

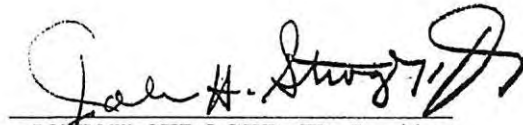
Section Fifteen

Any and all ordinances in conflict herewith, be and the same are hereby repealed.

Section Sixteen

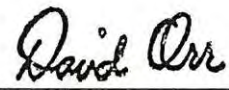
As provided in Section One of this ordinance, and pursuant to the October 11, 2001 request by the Village of Dixmoor to be included in the Cook County 9-1-1 system, upon approval by the Illinois Commerce Commission all telecommunication carriers shall be notified to impose the County surcharge rate of \$1.25 per month per in service network connection, to all customers located within the Village of Dixmoor.

Approved and adopted this 20th day of November 2001.



JOHN H. STROGER, JR., President
Cook County Board of Commissioners

(S E A L)

Attest: 

DAVID ORR, County Clerk

APPROVED AS AMENDED
BY THE BOARD OF COOK COUNTY COMMISSIONERS

NOV 20 2001

COM _____

**PARTICIPATING AGENCY CALL HANDLING &
AID OUTSIDE JURISDICTIONAL BOUNDARIES
AGREEMENT**

9-1-1 EMERGENCY CALL HANDLING DISPATCH PROCEDURES:

This agreement is made between the Cook County ETSB ("9-1-1 Authority")
and Riverdale Police Department (Participating "Public Safety Agency") for the
purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING Cook County ETSB
("9-1-1 Authority") receiving a call for emergency services in
your jurisdiction shall dispatch the call in the following manner:

Primary: METRO SOUTHEAST (state specific procedures - if radio frequency-
identify frequency number, if talk group-identify name, if telephone-identity telephone number)

Secondary: CK INTEROP 1 (state specific procedures - if radio frequency-
identify frequency etc.)

AID OUTSIDE JURISDICTION BOUNDARIES:

Once an emergency unit is dispatched in response to a request through the system, such unit shall
render its service to the requesting party without regard to whether the unit is operating outside its
normal jurisdictional boundaries.

The legislative intent is that 9-1-1 is used for emergency calls only. Therefore, all calls of an
administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP agrees to keep all records, times, and the location of all calls. All records will be available to all
participants of the 9-1-1 System.


It shall be the responsibility of your agency to maintain the report of the call and the disposition of each
call received. All agreements, management, records, and service will be the responsibility of the 9-1-1
Authority.

Cook County ETSB

Riverdale Police Department

9-1-1 Authority Name

Public Safety Agency Name

Signature 

Signature Mark D Kozeluh

Title Executive Director

Title Police Chief

Date 01/06/2026

Date 1/06/2026

**PARTICIPATING AGENCY CALL HANDLING &
AID OUTSIDE JURISDICTIONAL BOUNDARIES
AGREEMENT**

9-1-1 EMERGENCY CALL HANDLING DISPATCH PROCEDURES:

This agreement is made between the Cook County ETSB ("9-1-1 Authority")
and Riverdale Fire Department (Participating "Public Safety Agency") for the
purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING Cook County ETSB
("9-1-1 Authority") receiving a call for emergency services in
your jurisdiction shall dispatch the call in the following manner:

Primary: 708-799-6834 (ECom) (state specific procedures - if radio frequency-
identify frequency number, if talk group-identify name, if telephone-identify telephone number)

Secondary: CK INTEROP 1 (state specific procedures - if radio frequency-
identify frequency etc.)

AID OUTSIDE JURISDICTION BOUNDARIES:

Once an emergency unit is dispatched in response to a request through the system, such unit shall
render its service to the requesting party without regard to whether the unit is operating outside its
normal jurisdictional boundaries.

The legislative intent is that 9-1-1 is used for emergency calls only. Therefore, all calls of an
administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP agrees to keep all records, times, and the location of all calls. All records will be available to all
participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each
call received. All agreements, management, records, and service will be the responsibility of the 9-1-1
Authority.

Cook County ETSB

Riverdale Fire Department

9-1-1 Authority Name

Public Safety Agency Name

Signature

Signature

Executive Director
Title

Fire Chief
Title

01/06/2026
Date

1/7/2026
Date

**ADJACENT 9-1-1 AUTHORITIES CALL HANDLING &
AID OUTSIDE JURISDICTIONAL BOUNDARIES
AGREEMENT**

9-1-1 EMERGENCY CALL HANDLING DISPATCH PROCEDURES:

This agreement is made between Cook County ETSB ("9-1-1 Authority"), and SouthCom ("Adjacent 9-1-1 Authority"), that dispatches the following "Public Safety Agencies" whose boundaries are adjacent to this 9-1-1 Authority for the purpose of effective handling and routing of 9-1-1 Emergency Calls:

- | | |
|-----------------|-----|
| 1) Matteson | 6) |
| 2) Park Forest | 7) |
| 3) Richton Park | 8) |
| 4) | 9) |
| 5) | 10) |

CALL HANDLING

(9-1-1 Authority PSAP Name) Cook County ETSB receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: sip:sos@ecomilrd1.cook.il.us (state specific procedures - if radio frequency- identify frequency number, if talk group-identify name, if telephone-identity telephone number)

Secondary: CC SOUTHCOM (state specific procedures - if radio frequency- identify frequency etc.)

AID OUTSIDE JURISDICTION BOUNDARIES:

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 is used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP agrees to keep all records, times, and the location of all calls. All records will be available to all participants of the 9-1-1 System.

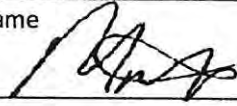
It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received. All agreements, management, records, and service will be the responsibility of the 9-1-1 Authority.

Cook County ETSB

SouthCom

9-1-1 Authority Name

Adjacent 9-1-1 Authority Name

Signature 

Signature 

Title Executive Director

Title Executive Director

Date 1/9/2026

Date 1-7-2026



EMERGENCY TELEPHONE SYSTEM BOARD

Enhanced 9-1-1 Emergency Service for Cook County

2026 CALL HANDLING AID OUTSIDE JURISDICTIONAL BOUNDARIES

John Cornier
Board Member

Timothy Doherty
Board Member

Thomas Fleming
Board Member

Michael Kuryla
Board Member

John Matthews
Board Member

Kevin Sisk
Board Member

Martin Bennett
Executive Director

Matthew Carlson
Director of Support
Services

Megan Kinsella
Director of Operations

Chris Lienhardt
Director Fire Operations

Valerie Rhodes
Director of
Administration

Carl Campbell
CAD Administrator

Patricia Duffy
CAD Administrator

D'Vante Thomas
CAD Administrator

Dear Public Safety Member,

In accordance with the Emergency Telephone System Act (50 ILCS 750/14, 750/15), our agency is required to annually certify the continuation of a Call Handling – Aid Outside Jurisdictional Boundaries Agreements, as filed in our Authority to Operate a 9-1-1 System; IL Docket 96-0575.

This correspondence shall serve as notice of our intention to continue to operate under the terms of the Call Handling – Aid Outside Jurisdictional Boundaries Agreement between our agencies.

This agreement is made between the Cook County ETSB on behalf of its Public Safety Agencies: Berkeley, Blue Island, Cook County Forest Preserve Police, Cook County Sheriff's Police, Chicago Heights, Crestwood, Des Plaines, Ford Heights, Golf, Harvey, Hometown, Lyons, Merrionette Park, Metra Police, Northlake, Olympia Fields, Palos Park, Park Ridge, Phoenix and Worth, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

Calls received in Cook County jurisdiction below should be routed as follows:

ESInet to ESInet
Primary 911 Transfer sip:sos@cookilso1.cook.il.us
Manual Transfer On Net 8471194014

Off-Net to On-Net
Primary 911 Transfer 708-911-6120 or 847-911-6134

Berkeley PD
Secondary 708-449-8224

Blue Island PD
Secondary 708-385-1313

Chicago Heights PD
Secondary 708-754-2121

Cook County Forest Preserve Police, Cook County Sheriff's Police, Ford Heights, Golf, and Northlake:
Secondary 708-458-1000
Tertiary ISPERN or Cook County INTEROP1

Crestwood PD
Secondary 708-385-5131 or 224-580-2867

Des Plaines PD
Secondary 224-580-2868

Harvey PD

Secondary 708-331-2131

Hometown PD

Secondary 224-580-2856

Indian Head Park

Secondary 708-246-3161

Lyons PD

Secondary 708-442-4405

Merrionette Park PD

Secondary 708-396-3172

Metra Police

Secondary 312-322-2800

Olympia Fields PD

Secondary 224-580-2840

Palos Park PD

Secondary 708-448-2191

Park Ridge PD

Secondary 224-580-2860

Phoenix PD

Secondary 708-331-2191

Robbins PD

Secondary 224-580-2862

Worth PD

Secondary 708-448-2151 or 224-580-2869

The Cook County PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary Telephone transfer via your agency's primary routing number as identified by AT&T.

Secondary via your agency's 10-digit emergency number

Tertiary ISPERN or point to point radio.

Cook County ETSB has moved to the ESInet as of February of 2024.

Aid Outside Jurisdiction Boundaries

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries. The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System according to State of Illinois Administrative Rules and internal policy. It shall be the responsibility of your agency to maintain the report of call and the disposition of each call.

There is no need to respond to this notification unless it is your desire to modify this agreement or withdraw from it. Unless we hear from you within ten (10) days, we will assume that agreement remains in full effect. If you have any questions regarding this matter, please feel free to contact Valerie Rhodes (847) 294-4742.

Sincerely,

Martin F. Bennett

Martin F. Bennett
Executive Director ETSB
Cook County 911 System

COOK COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

Resolution No. 24-1216-01

**RESOLUTION TO ACCEPT THE VILLAGE OF RIVERDALE
INTO THE COOK COUNTY 9-1-1 SYSTEM**

WHEREAS, the State of Illinois has enacted the Emergency Telephone System Act, 50 ILCS 750/0.01 et seq. ("Act") which enables a county to impose a surcharge on billed subscribers of network connections provided by telecommunications carriers at a rate per network connection in order to implement and maintain a 911 Emergency Telephone System; and

WHEREAS, pursuant to Section 26-79 of Ordinance Number 01-O-35 of the Cook County Code of Ordinances ("Ordinance"), the Cook County Emergency Telephone System Board ("ETSB") has the authority to plan and implement a 9-1-1 system and receive monies from the surcharge imposed under the Ordinance; and

WHEREAS, pursuant to 50 ILCS 15.4(a)(2), the Village of Riverdale has requested that it be included in the Cook County 9-1-1 System and has agreed to the payment of the surcharge for such 9-1-1 services as established by the State of Illinois; and

WHEREAS, the ETSB has agreed to accept the Village of Riverdale into the Cook County 9-1-1 System subject to approval by the Illinois State Police.

NOW, THEREFORE BE IT RESOLVED, that pursuant to a request by the Village of Riverdale, the ETSB hereby approves the inclusion of the Village of Riverdale within the Cook County 9-1-1 System to commence upon the approval of the Statewide 9-1-1 Administrator of the Illinois State Police. Upon such approval, all telecommunications carriers shall be notified to impose the applicable surcharge rate for such 9-1-1 services as established by the State of Illinois upon all customers located within the Village of Riverdale.

The above Resolution is hereby APPROVED AND ADOPTED this 16th day of December, 2024.



Martin Bennett
Executive Director
Cook County Emergency Telephone System Board

**INTERGOVERNMENTAL AGREEMENT
BETWEEN
THE COUNTY OF COOK, ON BEHALF OF
THE COOK COUNTY SHERIFF
AND THE VILLAGE OF RIVERDALE**

This Intergovernmental Agreement ("IGA") is entered into by and between the County of Cook ("County") on behalf of the Cook County Sheriff's Office ("CCSO") and the Village of Riverdale ("Riverdale"), (collectively, the "Parties"), pursuant to authority granted by the Illinois Constitution of 1970, Article VII, Section 10, and The Intergovernmental Cooperation Act, 5 ILCS 220/1 *et seq.*

I. RECITALS

WHEREAS, the Cook County Emergency Telephone Systems Board ("Cook ETSB") operates the Cook County 9-1-1 system ("9-1-1 System") in the unincorporated areas of Cook County and in certain municipalities; and

WHEREAS, the CCSO processes 9-1-1 calls and provides other services for the 9-1-1 System, including call taking, dispatching, and radio monitoring; and

WHEREAS, the budget for the CCSO, through the Annual Appropriation Bill adopted by the County Board, currently funds the salary and benefits for in excess of one hundred and twenty (120) employees who currently staff the 9-1-1 System's communication center; and

WHEREAS, the Village of Riverdale Police Department ("Riverdale PD") have conducted their dispatch activity on the E-Com Combined Dispatch Center, but are choosing to consolidate dispatch services with another emergency telephone systems board; and

WHEREAS, Riverdale desires to obtain the CCSO's 9-1-1 System dispatching services for Riverdale PD and agrees to reimburse the CCSO for providing said services pursuant to this IGA; and

WHEREAS, the CCSO agrees to provide 9-1-1 System dispatching/monitoring services to Riverdale PD twenty-four (24) hours a day, seven (7) days a week; and

WHEREAS, the County, the CCSO and Riverdale seek to enter into this IGA where the CCSO will provide dispatch services to Riverdale PD.

NOW, THEREFORE, in consideration of the mutual covenants and agreements set forth herein, the Parties agree as follows:

II. INCORPORATION OF RECITALS

The recitals set forth above are incorporated herein as though fully set forth.

III. GENERAL PROVISIONS

- A. Term:** The term of this IGA shall begin on upon full execution by all Parties ("Effective Date") and shall continue for five (5) years from the Effective Date ("Termination Date").

B. Termination: Either the CCSO or Riverdale may terminate this IGA for any reason or no reason at all at any time after the first three (3) months of the Term upon one hundred eighty (180) days written notice.

C. Roles and Responsibilities:

- 1) The CCSO agrees to provide 9-1-1 System dispatching services to Riverdale PD twenty-four (24) hours a day, seven (7) days a week. Riverdale PD dispatch will be done on a Cook County 800 mhz frequency. The CCSO shall provide comparable services to Riverdale pursuant to this agreement as it provides to other entities with whom it has entered into comparable agreements.
- 2) Riverdale will adhere to all CCSO-provided current 9-1-1 Center procedures covering radio use and officer safety practices mandated by the CCSO.

D. Operational Reimbursement

- 1) Riverdale agrees to reimburse the CCSO on a monthly basis, with the first invoice being sent prior to commencement of services, for all personnel and operational costs associated with this IGA, including but not limited to costs associated with any additional positions necessary for performance of services ("CCSO Reimbursement"). Reimbursements shall take place in accordance with the following schedule, with any partial year prorated based the number of days the IGA has been in effect for that year:

1st year of service – \$221,719.00
2nd year of service – \$230,537.00
3rd year of service – \$238,290.00
4th year of service – \$246,336.00
5th year of service – \$254,798.00

- 2) CCSO will send Riverdale a monthly invoice. Payment to the CCSO will be due within thirty (30) days of receipt of invoice. The provisions of the Local Government Prompt Payment Act (50 ILCS 505/1, *et seq.*) will apply to all payments due under this IGA.

IV. INDEMNIFICATION

- A. Riverdale agrees to indemnify, defend, save and hold the County and the CCSO, and their respective Commissioners, agents, officers, and employees harmless from and against any and all liabilities, claims, demands or suits brought by any employee of Riverdale pursuant to this IGA or member of the public arising out of any negligent act or omission of Riverdale and/or its agents, officers, or employees in the performance of this IGA.
- B. The County shall be responsible for the acts of its agents, officers, or employees in the performance of this IGA.

V. DISPUTE RESOLUTION

In the event of a dispute between Riverdale and the CCSO concerning this IGA, each shall designate a representative who shall meet to resolve the dispute. If the designated representatives fail to resolve the dispute, then the CCSO's General Counsel and Riverdale's General Counsel are responsible for reasonably resolving the dispute in good faith and in a cooperative manner.

VI. NOTICE

Unless otherwise specified, any notice, demand or request required hereunder shall be given in writing at the addresses set forth below, by any of the following means: (a) personal service during regular business hours; (b) facsimile transmission during regular business hours; (c) overnight courier; or (d) first class mail properly addressed with postage prepaid and deposited in the U. S. Mail. Any notice, demand or request served personally or by facsimile transmission as aforesaid shall be effective upon receipt. Any notice, demand or request served by overnight courier shall be deemed received on the business day immediately following deposit with the overnight courier. Any notice, demand or request served by U.S. mail shall be deemed received two (2) business days following deposit in the mail. Notices shall be served at the following addresses or at such other place as the Parties may from time to time designate in writing by notice given hereunder

If to the Cook County Sheriff's Office:

Cook County Sheriff's Office
Attn: General Counsel
50 West Washington, Ste. 704
Chicago, Illinois 60602

If to Riverdale:

Village of Riverdale
Attn: Village President
154 W. 144th St
Riverdale, Illinois 60827

VII. MISCELLANEOUS

- A. **Compliance with Laws.** The Parties shall at all times observe and comply with all applicable federal, state and local laws, statutes, ordinances, rules, regulations, codes and executive orders, now existing or hereinafter in effect, which may in any manner affect the performance of this IGA.
- B. **Counterparts.** This IGA may be executed in any number of counterparts, each of which shall be deemed an original and all of which, taken together, shall constitute a single, integrated instrument.
- C. **Governing Law and Venue.** This IGA shall be governed by and construed in accordance with the laws of the State of Illinois, without regard to the principles of conflicts of law thereof. If there is a lawsuit under this IGA, each Party hereto agrees to the original jurisdiction of those courts located within the County of Cook, State of Illinois, with regard to any controversy arising out of, relating to, or in any way concerning the execution or performance of this IGA.
- D. **Entire Agreement; Modification.** This IGA constitutes the entire agreement between the Parties with respect to the subject matter hereof and supersedes any prior agreements, negotiations and discussions. This IGA may not be modified or amended in any manner without the prior written consent of the Parties hereto. No term of this IGA may be waived or discharged orally or by any course of dealing, but only by an instrument in writing signed by the Party benefited by such term.
- E. **Severability.** If any term of this IGA or any application thereof is held invalid or unenforceable, the remainder of this IGA shall be construed as if such invalid part were never included herein and this Agreement shall be and remain valid and enforceable to the fullest extent permitted by law.
- F. **Conflicts.** This IGA shall not be legally binding if entered into in violation of the provisions of the Public Officer Prohibited Activities Act, 50 ILCS 105/0.01 *et seq.*

- G. **No Third Party Beneficiaries.** No claim as a third-party beneficiary under this IGA by any person shall be made, or be valid, against CCSO or Riverdale.
- H. **Status of Employees.** The CCSO employees providing services under this IGA shall remain employees of CCSO and nothing herein shall be deemed to create any employer-employee relationship between Riverdale and such employees.
- I. **Non-Waiver.** No party shall be under any obligation to exercise any of the rights granted to it in this Agreement. The failure of any party to exercise at any time any right granted to such party shall not be deemed or construed to be a waiver of that right, nor shall the failure void or affect the party's right to enforce that right or any other right.
- J. **Rights Cumulative.** Unless expressly provided to the contrary in this Agreement, each and every one of the rights, remedies, and benefits provided by this Agreement shall be cumulative and shall not be exclusive of any other rights, remedies, and benefits allowed by law.

[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK]

IN WITNESS WHEREOF, the County of Cook, and Riverdale have caused this IGA to be executed.

COOK COUNTY EXECUTION: The undersigned, on behalf of the County of Cook, Illinois, a body politic and corporate of the State of Illinois, hereby accept the foregoing Intergovernmental Agreement:

Toni Preckwinkle

Toni Preckwinkle
President, Cook County Board of Commissioners

ATTEST:

Monica Gordon

Dated: 04-17-2025

Monica Gordon
Cook County Clerk

ACKNOWLEDGED:

Thomas Dart

Thomas Dart
Cook County Sheriff

APPROVED BY THE BOARD OF
COOK COUNTY COMMISSIONERS

APR 10 2025

Approved as to form:

COM _____

Brian Tracy

Assistant State's Attorney

RIVERDALE EXECUTION: The undersigned, on behalf of the Village of Riverdale, a body politic and corporate of the State of Illinois, hereby accept the foregoing Intergovernmental Agreement:

Lawrence Jackson

Lawrence Jackson
Village of Riverdale Mayor

Dated: 2/11/25

ATTEST:

Karen Holcomb

Karen Holcomb
Village Clerk

Dated: 2/11/25

**INTERGOVERNMENTAL AGREEMENT BETWEEN
THE COOK COUNTY EMERGENCY TELEPHONE SYSTEM BOARD
AND
THE VILLAGE OF RIVERDALE
(Distribution of 911 Surcharge Funds)**

This Intergovernmental Agreement (“Agreement”) is entered into by and between the Cook County Emergency Telephone System Board (“ETSB”) and the Village of Riverdale (“Village”) (individually a “Party” and collectively the “Parties”).

RECITALS

WHEREAS, the ETSB operates the Cook County 9-1-1 system (“County 9-1-1 System”) in unincorporated areas of Cook County and certain municipalities; and

WHEREAS, the State of Illinois has enacted the Emergency Telephone System Act, 50 ILCS 750/20, *et seq.* (“Act”) which enables a county to impose a surcharge on billed subscribers of network connections provided by telecommunications carriers at a rate per network connection in order to implement and maintain a 911 Emergency Telephone System (“Surcharge Funds”); and

WHEREAS, pursuant to 50 ILCS 15.4(a)(2), the Village has requested that it be included in the County 9-1-1 System and the ETSB has agreed to accept the Village into the County 9-1-1 System; and

WHEREAS, the consolidation of the Village with the Cook County ETSB has been approved by the Illinois State Police and is effective as of December 3, 2024; and

WHEREAS, the ETSB receives the Surcharge Funds allocated for each member of the ETSB from the Illinois State Police and the Village has agreed to use a specified percentage of those Surcharge Funds to reimburse the ETSB for the use of the County 9-1-1 System including 9-1-1 Center operations and technology; and

WHEREAS, the Village and ETSB have agreed that fifty percent (50%) of the Village’s Surcharge Funds shall be forwarded by the ETSB to the Cook County Sheriff’s Office for the payment of a portion of the Village’s dispatch costs payable to the Sheriff’s Office.

NOW, THEREFORE, in consideration of the mutual covenants and agreements set forth herein, the Parties agree as follows:

1. INCORPORATION OF RECITALS

The recitals set forth above are incorporated herein as though fully set forth herein.

2. TERM

The term of this Agreement shall commence once approved by the Statewide 9-1-1 Administrator (“Effective Date”) and shall continue so long as Village is a member of the ETSB (“Term”).

3. TERMINATION

During the Term, either Party may terminate this Agreement upon ninety (90) days written notice to the other Party.

4. DISTRIBUTION OF SURCHARGE FUNDS

The Parties agree that 50% of the Village’s Surcharge Funds shall be paid by the ETSB, on behalf of the Village, to the Cook County Sheriff’s Office (“Sheriff”) to reimburse the Sheriff for dispatch services pursuant to an Intergovernmental Agreement between the Village and the Sheriff dated January 25 2024, and the remaining 50% of the Village’s Surcharge Funds will constitute reimbursement to the ETSB for the support of the 9-1-1 Center’s operations and technology (“ETSB Reimbursement”). The ETSB shall make such reimbursement payments quarterly based on the ETSB’s fiscal year with any partial year prorated based on the number of days this Agreement has been in effect for that year. The Parties agree that in the event the Illinois State Police or the State of Illinois fail to distribute the Surcharge Funds to the ETSB, for any reason whatsoever, then the ETSB shall withhold reimbursement of the Village’s Surcharge Funds to both the Sheriff and ETSB until such time as the Surcharge Funds are distributed to the ETSB by the Illinois State Police or the State of Illinois.

5. INDEMNIFICATION

The Village agrees to indemnify, defend, save and hold the ETSB and its agents, officers, and employees harmless from and against any and all liabilities, claims, demands or suits brought by any employee of Village pursuant to this Agreement or by any member of the public arising out of any negligent act or omission of Village and/or its agents, officers, or employees in the performance of this Agreement. The ETSB shall be responsible for the acts of its agents, officers, or employees in the performance of this Agreement.

6. DISPUTE RESOLUTION

In the event of a dispute between the Village and the ETSB concerning this Agreement, each shall designate a representative who shall meet to resolve the dispute. If the designated representatives fail to resolve the dispute, then the Village’s General Counsel and the ETSB’s Attorney are responsible for promptly resolving the dispute in good faith and in a cooperative manner.


7. NOTICE

Unless otherwise specified, any notice, demand or request required hereunder shall be given in writing at the addresses set forth below, by any of the following means: (a) personal service during regular business hours; (b) facsimile transmission during regular business hours; (c) overnight courier; or (d) first class mail properly addressed with postage prepaid and deposited in the U. S. Mail. Any notice, demand or request served personally or by facsimile transmission as aforesaid shall be effective upon receipt. Any notice, demand or request served by overnight courier shall be deemed received on the business day immediately following deposit with the overnight courier. Any notice, demand or request served by U.S. mail shall be deemed received two (2) business days following deposit in the mail. Notices shall be served at the following addresses or at such other place as the Parties may from time to time designate in writing by notice given hereunder.

If to the ETSB:

Cook County Emergency Telephone System Board
9511 W. Harrison Street
Des Plaines, Illinois 60016
Attn: Executive Director

If to the City:

Village of Riverdale

Lawrence Jackson, Mayor
Attn: _____


8. GENERAL

- A. Compliance with Laws. The Parties shall at all times observe and comply with all applicable federal, state and local laws, statutes, ordinances, rules, regulations, codes and executive orders, now existing or hereinafter in effect, which may in any manner affect the performance of this Agreement.
- B. Counterparts This Agreement may be executed in any number of counterparts, each of which shall be deemed an original and all of which, taken together, shall constitute a single, integrated instrument.
- C. Governing Law and Venue. This Agreement shall be governed by and construed in accordance with the laws of the State of Illinois, without regard to the principles of conflicts of law thereof. If there is a lawsuit under this Agreement, each Party hereto agrees to the original jurisdiction of those courts located within the County of Cook, State of Illinois, with regard to any controversy arising out of, relating to, or in any way concerning the execution or performance of this Agreement.
- D. Entire Agreement; Modification. This Agreement constitutes the entire Agreement between the Parties with respect to the subject matter hereof and supersedes any prior Agreements, negotiations and discussions. This Agreement may not be modified or amended in any manner without the prior written consent of the Parties hereto. No term of this Agreement may be waived or discharged orally or by any course of dealing, but only by an instrument in writing signed by the Party benefited by such term.
- E. Severability. If any term of this Agreement or any application thereof is held invalid or unenforceable, the remainder of this Agreement shall be construed as if such invalid part were never included herein and this Agreement shall be and remain valid and enforceable to the fullest extent permitted by law.
- F. Conflicts. This Agreement shall not be legally binding if entered into in violation of the provisions of the Public Officer Prohibited Activities Act, 50 ILCS 105/0.01 *et seq.*

[SIGNATURE PAGE FOLLOWS]

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by the properly authorized officials on the day and year written below.

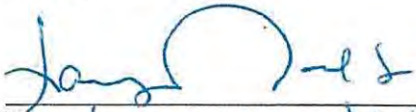
Cook County Emergency Telephone System Board



Martin Bennett
Executive Director

Dated: 12/20/2024

Village of Riverdale



Name: Lawrence Jackson
Title: Mayor

Dated: 2/11/25

Attest:


City Clerk

Dated: 2/11/25



Mark Kozeluh
Chief of Police

Riverdale Police Department

725 West 138th Street • Riverdale, Illinois • 60827-2498
(708) 841-2203 • Fax (708) 841-5359



Cassandra Riley-Pinkney
Acting Mayor

12/01/2025

Martin Bennet
Executive Director of the Emergency Communication/911 Center
Cook County Sheriff's Police

To whom it may concern,

This letter authorizes the Executive Director of the Emergency Communication/911 Center Cook County Sheriffs Police, Martin Bennett, to discuss and make changes regarding AT&T, specifically information on traffic studies and capacities for calls to their 911 dispatch center

Mark D Kozeluh
Mark Kozeluh, Chief of Police