

**System Name: E-COM and SouthCOM JETSB**  
**Case 24-C-398**  
**Date Filed: 11/27/2024**

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

(For consolidation of an unserved county with an existing 9-1-1 authority and the creation of a Joint ETSB or consolidation of either paper ETSBs or multiple ETSBs resulting in the creation of a Joint ETSB and consolidation of individual PSAPs)

Requirement	Information Included	Staff Comment
<b>Contact and 9-1-1 System information</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Craig Kowalski 1154 Ridge Road Homewood, IL 60430 708-799-3787 (O) 708-821-3658 (C) ckowalski@ecom911.net
<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"/>	The E-COM Dispatch Center, also known as "E-COM," is a well-established dispatch center overseen by a 9-1-1 Authority Board of Directors. It provides emergency call-taking, Police, Fire, and Emergency Medical Services (EMS) dispatch services to the residents of the City of Country Club Hills, Village of East Hazel Crest, Village of Flossmoor, Village of Glenwood, Village of Hazel Crest, Village of Homewood, Village of Riverdale, Village of South Holland, and Village of Thornton. Similarly, the SouthCom Dispatch Center, referred to as "SouthCom," is another established dispatch center governed by the same 9-1-1 Authority Board. It offers emergency call-taking, Police, Fire, and Emergency Medical Services (EMS) dispatch services to the Village of Matteson, Village of Park Forest, and Village of Richton Park. Both E-COM and SouthCom member communities have passed ordinances agreeing to form a new Joint Emergency Telecommunications Services Board (JETSB) that combines the resources of E-COM and SouthCom. SouthCom operates on the STARCOM21 radio/telecommunications system, which is compatible with participating and adjacent agencies for police dispatch. On the other hand, E-COM operates on the Cook County encrypted radio

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		<p>system for police dispatch. Both E-COM and SouthCom utilize the Motorola Elite Dispatch MCC 7500 radio consoles and rely on the Motorola Flex Computer Aided Dispatch (CAD), Records Management System (RMS), and Mobile shared services.</p> <p>Currently, E-COM &amp; SouthCom JETSB have a tenancy agreement with the Village of Hazel Crest. This agreement involves the potential purchase of an existing structure located at 3700 W. 183rd Street, Hazel Crest, IL 60429. The purchase is tentatively scheduled for March 15, 2024, pending the approval of the Application for 9-1-1 Consolidation Plan. The purpose of this purchase is to rehabilitate the structure and convert it into a single Public Safety Answering Points (PSAP). The remodeled facility will span an area of thirteen thousand four hundred square feet, providing ample space to accommodate both current PSAPs. This will allow them to coexist in one location, creating a unified JETSB/PSAP. Additionally, the facility has the potential for future expansion to serve the South Cook County region. The consolidation of both ETSBs and PSAPs into one JETSB and one PSAP will bring several benefits, including:</p> <ul style="list-style-type: none"> <li>• Reduce the number of 9-1-1 transfers</li> <li>• Reduce the infrastructure required to adequately provide 9-1-1 network services</li> <li>• Promote cost savings from resource sharing among 9-1-1 systems</li> <li>• Facilitate interoperability and resiliency for the receipt of 9-1-1 calls</li> <li>• Reduce the number 9-1-1 systems and reducing the number of PSAPs</li> <li>• Cost savings resulting from 9-1-1 system consolidation</li> </ul>	
	Name of certified 9-1-1 system provider	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	AT&T
	Explanation of 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 AT&amp;T services provided to E-COM will comply with all Federal and State laws and National Emergency Number Association Standards (NENA) and be NENA I3 compliant (NENA-STA-010.3a-2021). The NG9-1-1 service is being provided by Motorola CallWorks Emergency Call Handling Servers and Software. All system communications will be Internet Protocol. Both NG9-1-1 ESInet and Network Services will be monitored by AT&amp;T Security Operations and Network Operations Centers 24-7-365 which will handle incidents and notifications per FEMA Incident Command System protocols. The E-</p>

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			<p>COM facility was designed, constructed, and complies with NFPA 1221 (2002) and referenced standards for emergency communications centers. E-COM complies with current Illinois State Police (ISP) requirements for training and provision of Emergency Medical Service (EMS) instruction of obtaining licensure through the Illinois Department of Public Health (IDPH) for Emergency Medical Dispatch (EMD) services. Telecommunicators are trained and certified using APCO, Intl. for EMD certification. SouthCom is already NG9-1-1 compliant. Both dispatch centers will be NG9-1-1 compliant prior to consolidation. This technology will be implemented at the new dispatch center prior to going live.</p>
	<p>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</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></p>	<p>Each AT&amp;T NG9-1-1 server premise will be connected to AT&amp;T's redundant ESInet service as provided to the State of Illinois. Each AT&amp;T NG9-1-1 server premise will be connected to E-COM by means of a 24-7-365 monitored AT&amp;T Switched Ethernet (ASE) fiber based Internet Protocol (IP) circuit. E-COM currently has and will retain diversely routed AT&amp;T provided fiber based IP circuits. The AT&amp;T NG9-1-1 servers and services will be shared with other 9-1-1 Authorities and PSAPs as provided in AT&amp;T's Service Agreement was executed with the State of Illinois.</p>
	<p>Explanation of how the existing 9-1-1 traditional legacy wireline, wireless and VoIP network, along with the databases, will interface and/or be transitioned into the NG9-1-1 system</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></p>	<p>Prior to cutover, AT&amp;T will transition duplicate circuit appearances from E-COM's Centralized Automatic Message Accounting (CAMA) based 9-1-1 system, which includes legacy wireline, wireless and VoIP services which are currently selectively routed from AT&amp;T's Central Office facility into the ESInet Legacy Network Gateway (LNG) and Motorola CallWorks NG9-1-1 server equipment. This will include the selective routing database currently in use for legacy E9-1-1 services. AT&amp;T will provide ongoing connection to Legacy Selective Routers and gateways per NENA standards for receipt and transfer of 9-1-1 calls using the Legacy Network Gateway.</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>The E-COM resides in the 708 area code. The current mechanism of separation is the CAMA trunked selective routing system provided by AT&amp;T which recognizes address based on Emergency Service Number (ESN) exchange routing for wireline calls, carrier based location systems from wireline carriers and subscriber addressed based routing from VoIP providers. The new AT&amp;T ESInet service will</p>

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	<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>The NG9-1-1 database will be maintained by AT&amp;T as contracted with the State of Illinois. E-COM and/or a third-party contractor will make necessary corrections through the ISP or AT&amp;T provided portal to maintain accuracy. More information is provided in the consolidation plan.</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>Database updates regarding addresses will be performed by designated E-COM staff on an as-needed basis. Mapping changes to the ISP/AT&amp;T database will be performed by a third-party GIS contractor which has been contracted by E-COM.</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>Communications with the redundant AT&amp;T servers and the ESnet connected border-wall servers is provided through a fiber based AT&amp;T Switched Ethernet (ASE) Virtual Private Network (VPN) circuit between E-COM ETSB and it's on premise Motorola CallWorks server. The last-mile circuit from AT&amp;Ts central office to the PSAP is implemented over diversely routed fiber circuits which enter the E-COM facility on the north side of the facility.</p> <p>E-COM utilizes HikVision video surveillance and proximity key fob configuration security devices in our facility. The operating system for HikVision is contained in our equipment room which follows current NFPA 1225 Standards for power and security. This video surveillance equipment includes thermal imaging cameras inside the server room as well as application notifications for people identification when a person enters the server room or walks near the entrance door to the server room. Entrants to the equipment room must first be admitted to the Dispatch Center after identification by working staff. All NG9-1-1 equipment, wiring and cabling is contained in the lower basement level of E-COM as defined in NFPA 1221 and requires vetting by operating personnel prior to admittance into that secure environment. The</p>

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			network infrastructure at E-COM includes two ASA Firewalls, a Barracuda Webfilter, and an Office 365 Spam Filter between all external and internal traffic. All user accounts are password protected with password complexity required. User passwords are rotated every ninety (90) days. The required ASE fiber based connectivity will be available to E-COM within AT&T's monitored internal network and covered by AT&T security measures otherwise approved by the ISP. These include monitoring network operations. 24-7-365 at multiple security centers. Sensitive data resides in trusted data centers that employ logical and physical access controls. Hardware and software elements have been tested using stringent management processes that incorporate penetration scan testing. All AT&T buildings, Network Operations Centers (NOC) and data centers are monitored by 24x7 security and access control systems.
<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"/>	E-COM Dispatch Center and SouthCom Dispatch Center
	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 14 answering positions prior to the consolidation and 15 answering positions in the consolidated system.  There are 42 full time dispatchers/call takers prior to the consolidation and 50 full dispatchers/call takers in the consolidated system.  There are 7 part time dispatchers/call takers prior to the consolidation and 10 part time dispatchers/call takers in the consolidated system.
	Total network cost prior to and after consolidation	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Network Costs prior to the consolidation is \$92,949.00. Network Costs after consolidation is \$88,301.00
	Network Costs that the State will be responsible for paying	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$25,044.00 for E-COM Dispatch Center \$72,331.00 for SouthCom Combined Dispatch Center
	Recurring and nonrecurring consolidation cost	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Recurring costs prior to consolidation is \$6,999,530.00 and the estimated nonrecurring cost for consolidation is \$7,537,225.89. Proposed recurring cost from consolidated system is \$6,824,571.00
	All revenue sources for consolidated system	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Total Revenue is \$8,107,773.71

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<b>Five Year Strategic Plan</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	E-COM Dispatch Center member agency contracts include annual fixed contributions from each member department into the capital improvement plan. This plan is forecasted for five years and is reviewed and approved annually during our budget development period. During the review of the plan, equipment life cycles and new implementations are evaluated and reviewed. Projects are placed in the timeline based on estimated costs and expirations of life cycles as appropriate. Attached you will find a copy of E-COM's Five Year Capital Improvement Plan approved by the member agencies for fiscal year 2023-2024 "FY 23-24" budget period and outlines the capital projects, estimated costs, year of project and forecasted reserves for project funding.
<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>Transfer and Reporting of Surcharge Funds Agreement</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Ordinances	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Intergovernmental agreement(s)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Contracts	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Back-up PSAP agreement	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Tinley Park 911 will be the backup PSAP for the E-COM and SouthCom JETSB. Alternate routing was not indicated in the plan.
Network Diagram	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

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Call-Handling and Aid outside jurisdictional boundaries agreements	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
<b>Test Plan</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

**Conclusions:**

The E-COM Dispatch Center, also known as "E-COM" and SouthCom Dispatch Center, referred to as "SouthCom," have passed ordinances agreeing to form a new Joint Emergency Telecommunications Services Board (JETSB) that combines the resources of E-COM and SouthCom. This new JETSB will be called E-Com and SouthCom JETSB.

E-COM & SouthCom JETSB have a tenancy agreement with the Village of Hazel Crest. Plans are to rehabilitate the structure and convert it into a single Public Safety Answering Points (PSAP). The remodeled facility will span an area of thirteen thousand four hundred square feet, providing ample space to accommodate both current PSAPs. This will allow them to coexist in one location, creating a unified JETSB/PSAP. Additionally, the facility has the potential for future expansion to serve the South Cook County region.

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.

**Reviewed by: Catherine Dailey**  
**Date: 12/10/2024**