

System Name: SouthCom Dispatch Center

Case # 25-M-406

Date Filed: 07/07/2025

Illinois State Police (ISP) Review of Plan Modification

Requirement		Information Included	Staff Comment
Contact and 9-1-1 System information		Yes ☒ No ☐	Athena Barnes 21113 Dettmering Dr. Matteson, IL 60443 708-283-6630 (o) 708-217-6005 (c) athenabarnes@southcomdispatch.com
Verification		Yes ☒ No ☐	
Letter of Intent		Yes ☒ No ☐	
Narrative Statement		Yes ☒ No ☐	
1.	Explain the reason for submitting the modification and provide the name and contact information for your certified 9-1-1 system, NGCS, and NOC/SOC provider	Yes ☒ No ☐ N/A ☐	With this modification, the SouthCom Dispatch Center is requesting to opt-out the Village of Olympia Fields. The Cook County ETSB has also filed a modification requesting to opt-in the Village of Olympia Fields. AT&T - Joshua Folta at jf3574@att.com, 312-291-6235 AT&T Resolution Center - 888-424-3911
2.	Explain the national standards, protocols and/or operating measures that will be followed.	Yes ☒ No ☐ N/A ☐	SouthCom Dispatch Center, in addition to having its own Standard Operating Procedures follows PowerPhone's Total Response Call Handling Protocol System.
3.	Explain what measures have been taken to create a robust, dependable, and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment.	Yes ☒ No ☐ N/A ☐	There are no changes necessary.

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4.	Explain what security measures will be placed on the PSAP's IP 9-1-1 network and equipment to safeguard it from malicious attacks or threats to the system operation and what level of confidentiality will be placed on the system in order to keep unauthorized individuals from accessing it.	Yes ☒ No ☐ N/A ☐	South Com has PCNET Services employed to handle all security measures. He has firewalls and protection built in that has worked for us since the beginning of SouthCom's existence.
5.	Identify the backup PSAP. (Name and Address)	Yes ☒ No ☐ N/A ☐	E-COM Dispatch Center 1154 Ridge Rd, Homewood, IL
6.	Indicate the PSAP Name(s) and Address(es) for your predetermined alternate route(s) or specify if none.	Yes ☐ No ☐ N/A ☒	
7.	Explain how split exchanges will be managed.	Yes ☐ No ☐ N/A ☒	
8.	Explain how the GIS database will be maintained and how boundary, address point, and street center line errors will be corrected and updated on a continuing basis.	Yes ☒ No ☐ N/A ☐	GIS is submitted to the AT&T ESInet via web-based portal.
9.	Indicate who will be responsible for updating and maintaining the data. Updates are required whenever there is a change to the Road Centerline layer that includes a new or changed road name(s) or a database change, or annexation that modifies the Law, Fire, or EMS Boundary Layer, and whenever an updated version of the workflow tool is released.	Yes ☒ No ☐ N/A ☐	SouthCom Administrative staff will be responsible for getting the information to our vendor Crossroads and they will make the necessary updates.
Financial Information			

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	Annual recurring 9-1-1 network costs prior to modification	Yes ☒ No ☐	\$342,768.00
	Projected annual recurring 9-1-1 network costs after modification	Yes ☒ No ☐	\$342,768.00
	Installation cost of the project	Yes ☒ No ☐	\$0.00
	Anticipated recurring costs as a result of the modification – Explanation Below	Yes ☒ No ☐	\$0.00
	Summary of anticipated implementation costs and annual operating costs of the modified 9-1-1 system that are directly associated with 9-1-1 as well as the anticipated revenues. Include the email request and Administrator's approval that support your network costs.		Southcom Network costs are shared by the Villages of Matteson, Park Forest, Richton Park and Olympia Fields. Total Network Costs reported on the annual 2024 AFR was \$3,452,201.00 which included a one-time equipment purchase for radios for the fire departments of \$675,801. Olympia Fields expenses do not include the radios for fire. Total network and operating costs excluding the radios purchase was \$2,776,400.00. Olympia Field's revenue and expenditure cost are listed below. <u>Olympia Fields Total Revenue</u> 911- Surcharge \$121,265.45 NG911 Revenue \$16,253.80 OF Contributions \$175,608.00 Interest Income \$6,789.00 Total Revenue - \$319,916.85 <u>Expenditures</u> Personnel \$259,591.92 Facility Costs \$7,821.36 Network Costs \$6,759.24 Training & Memberships \$3,897.96
	Communities Served	Yes ☒ No ☐	
	Participating Agencies	Yes ☒ No ☐	

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Adjacent 911 Authorities	Yes ☒ No ☐	
Originating Service Providers (OSP)	Yes ☒ No ☐	
Test Plan	Yes ☒ No ☐	Testing will be covered under Olympia Fields modification plan to join Cook County ETSB.
Zip Codes	Yes ☐ No ☒	No communities are being added. Olympia Fields has chosen to join Cook County ETSB.
Attachments	If applicable	
☐ Back-Up PSAP agreement	Yes ☐ No ☒	
☐ Call Handling Agreements	Yes ☐ No ☒	
☐ Contracts	Yes ☐ No ☒	
☐ Network Diagram	Yes ☒ No ☐	

Conclusions:

With this modification, the SouthCom Dispatch Center is requesting to opt-out the Village of Olympia Fields. The Cook County ETSB has also filed a modification requesting to opt-in the Village of Olympia Fields. The ISP has completed its review of the modified plans and has determined that it meets the requirements for a modified plan filing under 83 Ill. Admin. Code Part 1325.205.

ISP Reviewed by: Catherine Tanner

Date: 07/10/2025

ICC Reviewed by: George Light

Date: 07/23/2025