

System Name: Cook County ETSB – Riverdale Opt-In
Case # 26-M-414
Date Filed: 03/20/2026

Illinois State Police (ISP) Review of Plan Modification

Requirement	Information Included	Staff Comment
Contact and 9-1-1 System information	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Martin Bennett 9511 Harrison St. Des Plaines, IL 60016 847-294-4744 (o) 312-914-3839 (c) martin.bennett@ccsheriff.org
Verification	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Letter of Intent	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Narrative Statement	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
1. Explain the reason for submitting the modification and provide the name and contact information for your certified 9-1-1 system, NGCS, and NOC/SOC provider	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	<p>With this modification, the Cook County ETSB is requesting to opt-in the Village of Riverdale. The E-Com Dispatch Center has also filed a modification requesting to opt-out the Village of Riverdale.</p> <p>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.</p> <p>9-1-1 System: AT&T - Joshua Folta jf3574@att.com or 312-291-6235, address is 10 S. Canal St, 25th Fir, 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</p>
2. Explain the national standards, protocols and/or operating measures that will be followed.	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	The Cook County 9-1-1 Center has its own Standard Operating Procedures and follows PowerPhone's Total Response Call Handling

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			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 Sheriffs 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.	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	There are no changes necessary to the existing 9-1-1 system at the Cook County ETSB. AT&T has determined that Cook County ETSB can add the 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.	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Cook County ETSB has a redundant primary center in Maywood that operates 24/7. Overflow calls are routed to NWCDS in the event that additional staff is commuting from Des Plaines to Maywood. The network route from Des Plaines to Maywood is through a closed circuit OPT-E-Man circuit and backed up through a microwave connection. Each location can work independently on its own phone controller.
5.	Identify the backup PSAP. (Name and Address)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	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.	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Northwest Central Dispatch System - 1975 E. Davis Street, Arlington Heights, 60005
7.	Explain how split exchanges will be managed.	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	We are on ESINet and no longer utilize exchanges, split or otherwise.

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8.	Explain how the GIS database will be maintained and how boundary, address point, and street center line errors will be corrected and updated on a continuing basis.	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>	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 (9-1-1 EGDMS). Validation errors are corrected by the 9-1-1 authority within their own GIS database. Updates are submitted and processed on an on-going basis.
9.	Indicate who will be responsible for updating and maintaining the data. Updates are required whenever there is a change to the Road Centerline layer that includes a new or changed road name(s) or a database change, or annexation that modifies the Law, Fire, or EMS Boundary Layer, and whenever an updated version of the workflow tool is released.	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>	Cook County ETSB Administrative CAD staff member(s) will be responsible for updating and maintaining databases.
Financial Information			
	Annual Recurring 9-1-1 network costs prior to modification	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$23,000
	Projected annual recurring 9-1-1 network costs after modification	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$23,000
	Installation Cost of the Project	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$153,114.00
	Additional Recurring Costs as a Result of the Modification – Provide Explanation Below	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$13,245.00

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	<p>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.</p>		<p>Network costs of 23,000 for ESINet are paid by ISP. We don't anticipate incurring any additional costs with the addition of Riverdale.</p> <p>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.</p> <p>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.</p> <p>The grand total for installation to on-board Riverdale is \$153,114.</p> <p>Recurring annual costs include \$7,045 for phone maintenance and \$6,200 for Motorola P1 Mobile CAD licenses, totaling \$13,245 per year.</p> <p>We expect approximately \$6,693,843 for a full year of surcharge revenue with the addition of Riverdale.</p>
<p>Communities Served</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>		
<p>Participating Agencies</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>		
<p>Adjacent 911 Authorities</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>		
<p>Originating Service Providers (OSP)</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>		

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Test Plan	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Zip Codes	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Attachments	If applicable	
Back-Up PSAP agreement	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Call Handling Agreements	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Contracts	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Network Diagram	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

Conclusions:

With this modification, the Cook County ETSB is requesting to opt-in the Village of Riverdale. The E-Com Dispatch Center has also filed a modification requesting to opt-out the Village of Riverdale.

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. The ISP has completed its review of the modified plan 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: 03/24/2026

ICC Reviewed by: George Light

Date: 04/01/2026