

System Name: Glenview
Case: 25-C-401
Date Filed: 03/18/2025

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
Contact and 9-1-1 System information	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Brent Reynolds 2500 East Lake Avenue Glenview, IL 60026 847-901-6072 (o) 847-514-6035(c) breynolds@glenview.il.us
Verification	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Letter of Intent	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Plan Narrative (if incorporating an NG9-1-1 solution, narrative must include the following:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Wilmette ETSB closed on 12/17/2024. Since their closure, Wilmette 911 calls and police dispatch are being answered and dispatched by Glenview Public Safety Dispatch South (GPSDC-S) in the south center. The Wilmette Fire Department calls will remain at their secondary PSAP (RED Center) until January of 2026. Currently Glenview JETSB dispatches for fourteen (14) police departments and seven (7) fire departments. With this consolidation, the Village of Wilmette will become the 15 th police department and the 8 th fire department.
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"/>	Glenview Public Safety Dispatch Centers (GPSDC), in addition to its own Standard Operation Procedures, follows the National Emergency Number Association's Call-Answering standard, which is measured monthly. GPSDC utilizes Priority Dispatch's ProQA protocols for Emergency Medical Dispatch. All national standards, protocols, and procedures will remain in place with the addition of Wilmette.

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	<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>In July of 2024 GPSDC transitioned both of its PSAPs to the Carbyne APEX, cloud based, call handling solution. To accomplish this goal, Carbyne in cooperation with AT&T and Intrado changed the way they deliver ESInet into Glenview's PSAP by replacing the traditional solution, where AT& T/Intrado have physical routers in place at Glenview that deliver ESInet and connect it to their current call handling system. The Carbyne solution will replace this architecture with two Points of Interconnect (POIs) in place of the physical, on-premises routers. These POIs are located in geographically diverse locations, in data centers located in Dallas, TX and Ashburn, VA. These POIs then connect to Carbyne's cloud infrastructure in the AWS GOV Cloud, East and West Glenview's redundant connections go from two up to four connections. In addition to the move from on premise call handling equipment Glenview also transitioned its geodiverse redundant computer aided dispatch on-premise solution to a cloud based solution providing for greatly reduced downtime and a more secure network.</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>With the exception of the Wilmette 9-1-1 exchanges being added to the call handling equipment, no other changes to the phone system will occur.</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>Split exchanges will be routed by the 9-1-1 provider, AT&T, One-button transfers will be programmed on the phone system for efficiency, in the event a call is routed incorrectly.</p>
	<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>There are no changes to how the databases are maintained, which is an ongoing and daily process. Changes are submitted by the users directly through the phone system, as they occur, such as MSAG changes.</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>Glenview has two employees that are primarily responsible for overseeing, maintaining, and updating the data, one works Monday through Friday and the other on a rotating day off schedule. Should these two primaries not be available, there are two administrative staff members to back up the others.</p>

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	Explanation of security measures placed on the IP 9-1-1 network and equipment to safeguard it from malicious attacks or threats to the system operation and what level of confidentiality will be placed on the system in order to keep unauthorized individuals from accessing it	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	There will be no change to the existing system as it relates to the security of the network and equipment.
Financial Information			
	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"/>	Wilmette ETSB
	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 19 answering positions prior to the consolidation and 17 positions in the consolidated system. There are 43 full time dispatchers prior to the consolidation and 41 full time dispatchers in the consolidated system. There are 5 part time dispatchers prior to consolidation and 5 part time dispatchers in the consolidated system.
	Total network cost prior to and after consolidation	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Network cost prior to the consolidation is \$15,000.00 Network cost after consolidation will be \$154,500.00
	Network Costs that the State will be responsible for paying	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$15,000 for Wilmette \$154,500 for Glenview
	Recurring and nonrecurring consolidation cost	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Recurring cost for consolidation is \$1,712,680.00 Nonrecurring cost for consolidation is \$100,204.45
	All revenue sources for consolidated system	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$1,022,830.00
Five Year Strategic Plan		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Based on Glenview's 10-year proposal, Staff projects a cost savings related to dispatch operations of \$5.89 million. This figure includes estimated offsets for upfront capital costs necessary to transition dispatch services and staff time to monitor overnight prisoners and provide front desk support to customers. Attachment #2 provides a 10-year cost analysis. The GPSDC cost structure is inclusive of long-term

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		<p>investments in the latest technology and equipment. This limits the Village's future exposure on major capital investments related to the phone or radio systems. Because the Glenview service model is client based, there is no cost sharing for capital investments, lower than expected revenues, etc., as there is with intergovernmental operations like the RED Center. With Glenview, the customer agency is only responsible for paying the annual fee provided for in the service agreement. Any cost overruns, unanticipated expenses, or budget shortfalls are the responsibility of GPSDC.</p> <p>Next Steps & Timeline</p> <p>The proposed service agreement with Glenview is anticipated to start on January 1, 2025, for police dispatching services. For fire dispatching services, RED Center by-laws require a one-year notice period, therefore, fire operations will transfer to GPSDC in the first quarter of 2026. This staggered approach allows the Village to effectively transition each departments dispatching operations. Administratively, the Village will work to finalize the service agreement with Glenview, provide its one-year notice to RED Center, which can only be submitted at the first fiscal meeting of each calendar year, this is likely to be the first meeting of 2025 which should be held in January; and work towards the consolidation of Wilmette's Emergency Telephone Systems Board (ETSB) into the Glenview joint ETSB. During the transition period, the Village will need to determine how best to shift various ancillary dispatch responsibilities such as after-hours front desk support (this will include a recommendation to transition from being open to the public 24/7 to more regular business hours), how best to process and monitor overnight prisoners and other internal support services that communications staff currently provides to the Police Department. In addition to police operations, the fire transition will require an assessment of technology, equipment, and radio needs; operational evaluation including records management, equipment, and protocol updates. The Fire Department will form an employee transition committee to work cooperatively with GPSDC and Red Center throughout 2025.</p>
Communities Served	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

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Participating Agencies	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Adjacent Agencies	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Carrier Listing	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Transfer and Reporting of Surchage Funds Agreement	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	The Village of Wilmette has a Hold Harmless Agreement. These funds will be transferred to the Glenview 9-1-1 System once the consolidation is complete.
Ordinances	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	An ordinance dissolving the Wilmette ETSB was included in the consolidation plan. The ordinance to add the Village of Wilmette into the Glenview JETSB is also included in the consolidation plan.
Intergovernmental agreement(s)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	An intergovernmental agreement between the Village of Wilmette and the Glenview JETSB was included in the plan.
Contracts	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Back-up PSAP agreement	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Glenview 911 System has no change in their back-up PSAP agreement or their predetermined alternate routes.
Network Diagram	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Call-Handling and Aid outside jurisdictional boundaries agreements	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	New Call Handling Agreements were provided for the Wilmette Fire Department and the Wilmette Police Department.
Test Plan	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	The testing plan will be used only for the Glenview Public Safety Dispatch South (GPSDC-S) in the south center as that is where Wilmette will be dispatched out of.

Conclusions:

Wilmette ETSB closed on 12/17/2024. Since their closure, Wilmette 911 calls and police dispatch are being answered and dispatched by Glenview Public Safety Dispatch South (GPSDC-S) in the south center. The Wilmette Fire Department calls will remain at their secondary PSAP (RED Center) until January of 2026.

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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: 03/31/2025