System Name: Glenview JETSB
Case # 25-M-410
Date Filed: 12/02/2025

<p align="center">**Illinois State Police (ISP) Review of Plan Modification**</p>

Requirement	Information Included	Staff Comment
Contact and 9-1-1 System information	Yes ☒ No ☐	Brent Reynolds 2500 East Lake Avenue Glenview, IL 60026 847-901-6072 (o) 847-514-6035 (c) breynolds@glenview.il.us
Verification	Yes ☒ No ☐	
Letter of Intent	Yes ☒ No ☐	
Narrative Statement	Yes ☒ No ☐	
1. Explain the reason for submitting the modification 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 Village of Lindenhurst is joining the Glenview Joint ETSB. AT&T is the certified 9-1-1 System provider as well as the NGCS provider. Carbyne and AT&T are the NOC/SOC provider. Carbyne Inc 888-246-5608 Julio Campos 571-699-9432
2. Explain the national standards, protocols and/or operating measures that will be followed.	Yes ☒ No ☐ N/A ☐	Glenview Public Safety Dispatch (GPSDC), in addition to its own Standard Operating 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 Lindenhurst.
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 ☐	In July of 2024 GPSDC transitioned both of its PSAP's 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 it gee-diverse redundant computer aided dispatch on-premise solution to a cloud based solution providing for greatly reduced downtime and a more secure network.
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 ☐	The Glenview Public Safety Dispatch Center safeguards its network and its equipment from malicious attacks or threats through a combination of technical, administrative, and physical security measures. These include current firewalls, Intrusion Prevention Systems (IPS), IPSec VPN's, network segmentation, next gen endpoint protection, multi factor authentication, role-based access control, CJIS complaint password policies, annual 3rd party penetration testing, ongoing vulnerability scanning, regular reoccurring data backups, and user security awareness training.
5.	Identify the backup PSAP. (Name and Address)	Yes ☒ No ☐ N/A ☐	Glenview Public Safety Dispatch North - 1677 Old Deerfield Rd, Highland Park, IL 60035
6.	Indicate the PSAP Name(s) and Address(es) for your predetermined alternate route(s) or specify if none.	Yes ☒ No ☐ N/A ☐	Lake Comm - 656 W. Winchester Rd. Libertyville, IL 60048 is the predetermined alternate route for Glenview JETSB (Glenview North and Glenview South).
7.	Explain how split exchanges will be managed.	Yes ☒ No ☐ N/A ☐	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.
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 ☐	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.

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 ☐	Glenview has two employees that are primarily responsible for overseeing, maintaining, and updating the data, one is 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.
Financial Information			
	Annual recurring 9-1-1 network costs prior to modification	Yes ☒ No ☐	$0.00
	Projected annual recurring 9-1-1 network costs after modification	Yes ☒ No ☐	$0.00
	Installation cost of the project	Yes ☒ No ☐	$0.00
	Additional recurring costs as a result of the modification – Provide 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.		We do not anticipate any network cost changes as a result of this modification. Lindenhurst is being added to the Glenview Joint ETSB.
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 ☐	The Test plan utilized will be substantially similar to the testing done when GPSDC transitioned to the ESINet. Wireless and Wireline test calls will be made: To GPSDC-S Transfer calls to neighboring PSAPS Rollover to GPSDC-N It is our intention to test and implement text to 9-1-1 before December 31, 2025, and we tested the pre-determined alternate route to LakeComm. Intrado will be the Text Control Center.
Zip Codes	Yes ☒ No ☐	60022 60026 60030 60035 60040 60043 60044 60045 60046 60053 60714 60093 60091 60048 60025 60040
Attachments	If applicable	
Back-Up PSAP agreement	Yes ☒ No ☐	
Call Handling Agreements	Yes ☒ No ☐	
Contracts	Yes ☒ No ☐	
Network Diagram	Yes ☒ No ☐	

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Conclusions:

With this modification, the Village of Lindenhurst is joining the Glenview Joint ETSB. AT&T is the certified 9-1-1 System provider as well as the NGCS provider. 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: 12/04/2025
ICC Reviewed by: George Light
Date: 12/17/2025