System Name: Glenview JETSB
Case # 25-M-404
Date Filed: 06/16/2025

Illinois State Police (ISP) Review of Plan Modification

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, Glenview JETSB is requesting to opt in the Village of Libertyville from Vernon Hills 911 System. The Glenview Public Safety Dispatch-South (GPSDC-S) PSAP will provide dispatch services for Libertyville. The Vernon Hills 911 System has also filed a modification requesting to opt out the Village of Libertyville to Glenview JETSB. The JETSB of the Village of Libertyville and the Village of Vernon Hills is scheduled to dissolve on June 30, 2025. 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 Libertyville.
3. Explain what measures have been taken to create a robust, dependable, and	Yes ☒ No ☐ N/A ☐	In July of 2024 GPSDC transitioned both of its PSAPs to the Carbyne APEX, cloud based, call handling solution. To accomplish this goal,

	diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment.		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 geo-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 ☐	Northbrook Police Dept - 1401 Landwher Rd, Northbrook, IL 60062 (for GPSDC-S) CenCom - 911 N Lotus Dr, Round Lake Beach, IL 60073 (for GPSDC-N)
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 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 ☐	$17,800
	Projected annual recurring 9-1-1 network costs after modification	Yes ☒ No ☐	$17,800
	Installation cost of the project	Yes ☒ No ☐	$75,000
	Additional recurring costs as a result of the modification – Provide Explanation Below	Yes ☒ No ☐	$832,000
	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.		Implementation costs are related to the one-time purchase of equipment such as dispatch radios, 911 call handling equipment expansion, desks, computers, and services to install equipment needed to support the dispatch operations for Libertyville's Police and Fire Departments. Ongoing costs are related to maintenance of equipment, personnel, and software to support the 911 center. Glenview Public Safety

			Dispatch supports operations through Cloud hosted CAD software as-well-as 911 Call Handling equipment.
Communities Served		Yes ☒ No ☐	
Participating Agencies		Yes ☒ No ☐	
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 Alternate routing to Northbrook Police Department
Zip Codes		Yes ☒ No ☐	60022 60026 60030 60035 60040 60043 60044 60045 60046 60053 60714 60093 60048 60025
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, Glenview JETSB is requesting to opt in the Village of Libertyville from Vernon Hills 911 System. The Glenview Public Safety Dispatch-South (GPSDC-S) PSAP will provide dispatch services for Libertyville. The Vernon Hills 911 System has also filed a modification requesting to opt out the Village of Libertyville to Glenview JETSB. The JETSB of the Village of Libertyville and the Village of Vernon Hills is scheduled to dissolve on June 30, 2025.

The JETSB of the Village of Libertyville and the Village of Vernon Hills is scheduled to dissolve on June 30, 2025. 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: 06/17/2025
ICC Reviewed by: George Light
Date: 06/23/2025