ILLINOIS STATE POLICE
Office of the Statewide 9-1-1 Administrator



State of Illinois

Application for 9-1-1 Modification Plan

911 GENERAL INFORMATION

DATE:

Type of Change: ☒ Long Form Modification Plan ☐ Short Form Modification Plan		
Current System Name:	Population Served	Land Area in Sq Miles
Glenview JETSB	213,016	104.15

List PSAPs:	Primary	Secondary
Glenview Public Safety Dispatch	X	
Glenview Public Safety Dispatch - North	X	

911 System Contact: Brent Reynolds

Street Address: 2500 East Lake Ave

City, State and Zip Code: Glenview, IL 60026

Office Telephone: (847) 901-6072

Cellular Telephone: (847) 514-6035

Email: breynolds@glenview.il.us

Wireless Coverage for Consolidated System:

100 % Phase II compliant

_____ % Phase I compliant

Please check if applicable:

X NG9-1-1 capable

_____ Receive 9-1-1 Text

_____ Receive 9-1-1 Video

VERIFICATION

I, Brent Reynolds, first being duly sworn upon oath, depose and say that I am Director, of Glenview Public Safety Dispatch; that I have read the foregoing plan by me subscribed and know the contents thereof; that said contents are true in substance and in fact, except as to those matters stated upon information and belief, and as to those, I believe same to be true.

Brent Reynolds

Subscribed and sworn to before me

this 3rd day of JUNE, 2024.

NOTARY PUBLIC, ILLINOIS

OFFICIAL SEAL
LISA A GOODWIN
NOTARY PUBLIC, STATE OF ILLINOIS
MY COMMISSION EXPIRES: 08/05/2027

9-1-1 SYSTEM PROVIDER
LETTER OF INTENT

06/03/2024
(Date)

Lisa Wirtanen
(9-1-1 System Provider Company Representative)

AT&T
(9-1-1 System Provider Company Name)

4918 W. 95th Street
(Street Address)

Oak Lawn, IL 60453
(City, State, Zip Code)

Dear Lisa:

This letter is to confirm our intent to modify our 9-1-1 System. Enclosed is your copy of our modification plan to be filed with the Department of the Illinois State Police for approval. Thank you for your assistance in this matter.

Sincerely,

Brent Reynolds

Director of Public Safety Support Services)

enclosure: Modification Plan

NARRATIVE STATEMENT:

(Provide a detailed summary of system operations for a modified 9-1-1 plan. Also, if incorporating an NG9-1-1 solution, please include the additional items listed below pursuant to 1325.205 b)12).

1) Indicate the name of the certified 9-1-1 system provider being utilized.
2) Explain the national standards, protocols and/or operating measures that will be followed.
3) Explain what measures have been taken to create a robust, reliable and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment.
4) Explain 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.
5) Explain how split exchanges will be handled.
6) Explain how the databases will be maintained and how address errors will be corrected and updated on a continuing basis.
7) Explain who will be responsible for updating and maintaining the data, at a minimum on a daily basis Monday through Friday.
8) Explain what security measures will be 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.

Plan Narrative:

See next page.

The day to day back up plan is the Glenview south PSAP backing up Glenview North PSAP and Glenview North PSAP backing up the Glenview south PSAP. The Northbrook and CENCOM PSAP's are in effect predetermined alternate routes, that in the event that either the Glenview south PSAP or the Glenview North PSAP is not available to backup the other PSAP.

- **ECC Connectivity AWS Direct Connect with Private Eth or DIA Last Mile Circuits**
- **SIP Trunk Service for Outbound Dialing**
- **AT&T ESINet (Intrado i3) NNI at Carbyne POI**

ATTACHMENTS

Ordinance - The local ordinance which created an ETSB prior to January 1, 2016.

Contracts - The contract for a new 9-1-1 system provider or for NG 9-1-1 service.

Intergovernmental Agreement

Back-up PSAP Agreement - The agreement that establishes back-up service due to interruptions or overflow services between PSAPs.

Backup Plan

The back-up agreement with Northbrook and Cencom PSAP's will remain in place. These backups will only be used if we lose both of our PSAP's. There is no change to the current backup arrangement. Glenview North PSAP and Glenview South PSAP will continue to back up each other.

Network Diagram - Diagram provided by the 9-1-1 System Provider. Re-evaluate P.01 grade of Service for cost savings and network efficiency.

TEST PLAN DESCRIPTION

1) Description of test plan (back-up, overflow, failure, database).

   See attached

2) List wireline exchanges to be tested.

3) List of wireless and VoIP Carriers to be tested.