

System Name: Glenview JETSB
Case # 24-M-390
Date Filed: 06/03/24

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"/>	Brent Reynolds 2500 East Lake Avenue Glenview, IL 60026 847-901-6072 (O) 847-514-6035 (C) breyolds@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"/>	<p>Glenview JETSB is requesting to modify its 9-1-1 system by replacing their current on premise call handling solution with the Carbyne APEX, cloud based, call handling solution.</p> <p>In the current solution, 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 premise 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.</p> <p>Currently Glenview JETSB does not offer Text to 911 and has plans to implement and begin offering Text to 911 sometime after the Carbyne APEX implementation.</p>
Name of certified 9-1-1 system provider	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	AT&T

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	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"/>	The 9-1-1 System will comply with all State and Federal requirements and is compliant with the National Emergency Number Association (NENA) Standards including the NENA i3 Standard for Next Generation – NENA-STA-010.3a-2021.
	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	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	The Carbyne solution will have two Points of Interconnect (POIs) in place of the physical, on premise routers. These POIs are located in geographically diverse locations, in data centers located in Dallas, TX and. These POIs then connect to Carbyne’s cloud infrastructure in the AWS GOV Cloud, East and West.
	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	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>	
	Explanation of how split exchanges will be handled	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>	
	Explanation of how the databases will be maintained and how address errors will be corrected and updated on a continuing basis	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	The database remains with AT&T. 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.
	Explanation of who will be responsible for updating and maintaining the data, at a minimum on a daily basis Monday through Friday	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>	
	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"/>	Carbyne provides its own network and firewalls, which are integrated with the PSAPs network and their firewall policy. Carbyne is providing a security layer, and all network traffic to and from the cloud is encrypted. The Carbyne firewall connects into the PSAPs router (GPSDC Router). Carbyne is integrating with Nice VR via SIPREC and providing i3 data to the recorder. Carbyne is integrating with Tyler CAD and providing i3 data to the CAD vendor. Carbyne is integrating with RingCentral PBX for admin lines. All admin calls will come through the PBX and will be directed into APEX. Glenview’s existing numbers will stay the same. There is no plan to change them. If

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			Carbyne goes down, the PBX will route calls to the number the PSAP provides expressly for this purpose.
Financial Information			
	Annual recurring 9-1-1 network costs prior to modification	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
	Projected annual recurring 9-1-1 network costs after modification	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$75,800
	Installation cost of the project	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$12,000
	Anticipated annual revenues	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Five Year Strategic Plan		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Communities Served		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
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"/>	
Attachments		If changes necessitate new versions	
	Ordinances	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
	Intergovernmental agreement(s)	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
	Contracts	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	

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	Back-up PSAP agreement	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	<p>The back-up agreement will remain the same. Glenview Public Safety Dispatch Center South and Glenview Public Safety Dispatch Center North will continue to back each other up.</p> <p>The predetermined alternate routes will also remain the same. Northbrook Police Department PSAP is the pre-determined alternate route for the Glenview Public Safety Dispatch Center South and CenCom PSAP is the predetermined alternate route for Glenview Public Safety Dispatch Center North.</p>
	Network Diagram	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
	Call-Handling and Aid outside jurisdictional boundaries agreements	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
	Test Plan	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	See Attachment

Conclusions:

Glenview JETSB is requesting to modify its 9-1-1 system by replacing their current on premise call handling solution with the Carbyne APEX, cloud based, call handling solution. In the current solution, 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 premise 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. 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.

Reviewed by: Catherine Dailey
Date: 07/23/2024