

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



State of Illinois

Application for
9-1-1 Modification Plan
Long Form

INTRODUCTION

The following document provides the application for submitting a 9-1-1 Modification Plan that will supply the Illinois State Police (ISP), the Illinois Commerce Commission (ICC), and the Statewide 9-1-1 Administrator (Administrator) with the necessary information about your proposal to modify your 9-1-1 system. All modification plans must comply with 83 Ill. Adm. Code Part 1324.300 and 1324.310.

LONG FORM MODIFICATION PLAN:

NOTE: If the modification results in increased network costs for the State, the costs must be pre-approved by the Administrator pursuant to Section 1326.210 before submitting the Modification Plan.

The following 9-1-1 system changes require Administrator approval:

1. Changing geographic boundaries for wireline, wireless, VoIP, and text where it requires an intergovernmental agreement between 9-1-1 Authorities to modify those boundaries
2. Changes in network configuration, or 9-1-1 system provider except as provided for in subsection 1325.200(h), (i.e., implementation of a Next Generation 9-1-1 (NG9-1-1) system) or Cloud-Based 9-1-1 Call Handling Equipment (Narrative Statement required)
3. Change of Backup PSAP arrangement or Pre-Determined Alternate Route(s).

The Modification Plan must include the following documents:

General Information	Contact and 9-1-1 System information.
Verification	Notarized statement of truth regarding information provided in the plan.
Letter of Intent	Letter sent to 9-1-1 System Provider with a copy of the plan.
Narrative Statement	A detailed summary of the changes to the proposed system's operation.
Financial Information	A 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.
Communities Served	A list of all communities that are served by the 9-1-1 System.
Participating Agencies	A list of public safety agencies (Police, Fire, EMS, etc.) who are directly dispatched by the 9-1-1 System.
Adjacent 9-1-1 Authorities	List all adjacent 9-1-1 authorities that provide call handling and/or aid outside of your jurisdictional boundary.
Originating Service Providers (OSP)	A list of each OSP's exchange(s), prefix(es), and the 9-1-1 System Providers (OSP) configurations that will be used in the proposed system.
Test Plan	The 9-1-1 System's overall plan detailing how and to what extent the network and database will be tested. A Test Plan is required for all modifications.
Zip Codes	List each Zip Code within the 9-1-1 System boundary.

Attachments (if applicable)

Backup PSAP Agreement

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

Backup PSAP Agreement is not Changed/Affected by this Modification.

Call Handling Agreements

Call handling agreements describe the primary and secondary dispatch agreement method(s) to be used by requesting parties within their respective jurisdictions.

Call Handling Agreement(s) are not Changed/Affected by this Modification.

Contracts

The contract for a new NG9-1-1 system provider.

Network Diagram

Provided by the 9-1-1 system provider showing network, backup configuration and pre-determined alternate route(s).

Modification Plans must be filed electronically on the ISP's website at:

<https://isp.illinois.gov/Statewide911Division/ConsolidationPlansAndWaivers> where you will see the box below:



Once the plan is submitted, the ISP and the ICC each have 20 days to provide a technical review of the plan to submit to the Administrator for approval.

GENERAL INFORMATION

DATE: _____

SYSTEM NAME	POPULATION SERVED	LAND AREA IN SQ. MILES

LIST PSAPS, SAPS, AND VAPS:	PRIMARY	SECONDARY

911 System Contact: _____

Street Address: _____

City, State and Zip Code: _____

Office Telephone: _____

Cellular Telephone: _____

Email: _____

Please check:

Receive Integrated 9-1-1 Text (SMS)


Receive Integrated 9-1-1 Text (RTT)

Receive 9-1-1 Videos/Pictures (MMS)

Text Control Center: Intrado

VERIFICATION

I, Brent Reynolds, first being duly sworn upon oath, depose and say that I am
Director, of Glenview; 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 5 day of September, 20 25.


NOTARY PUBLIC, ILLINOIS

9-1-1 SYSTEM PROVIDER LETTER OF INTENT

(Date)

(9-1-1 System Provider Company Representative)

(9-1-1 System Provider Company Name)

(Street Address)

(City, State, Zip Code)

Dear _____:

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 Illinois State Police for approval.

Thank you for your assistance in this matter.

Sincerely,



enclosure: Modification Plan

NARRATIVE STATEMENT

Please answer the questions below and provide a detailed summary to assist the Illinois State Police (ISP), the Illinois Commerce Commission (ICC), and the Statewide 9-1-1 Administrator (Administrator) with an understanding of the plan and the nature of the modification as it applies to this application. Please use additional sheets if necessary.

1. Explain the reason for submitting the modification and provide the name and contact information for your certified 9-1-1 system provider, NGCS provider, and NOC/SOC provider.

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, dependable, and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment.

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.

5. Identify the backup PSAP. (Name and Address)

6. Indicate the PSAP Name(s) and Address(es) for your predetermined alternate route(s) or specify if none.

is the predetermined alternate route for Glenview JETSB (Glenview North and Glenview South).

7. Explain how split exchanges will be managed.

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.

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.

FINANCIAL INFORMATION

Annual Recurring 9-1-1 Network Costs
Prior to Modification

\$ _____

Projected Annual
Recurring 9-1-1 Network Costs After
Modification

\$ _____

Installation Cost of the Project

\$ _____

Additional Recurring Costs as a Result
of the Modification – Provide Explanation Below

\$ _____

A 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.

COMMUNITIES SERVED

Provide a list of all communities to be served by the proposed 9-1-1 System. Include the name of the community and the official mailing address including street address, city, and zip code.

(ADD ADDITIONAL PAGES AS NEEDED)

[illegible]

ADJACENT 9-1-1 AUTHORITIES

Provide a list of 9-1-1 Authorities that are adjacent to the proposed system's boundaries. Each 9-1-1 Authority that appears on this list needs to have signed a call handling agreement.

[illegible]

PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS etc.) that are directly dispatched by the 9-1-1 System. Do not forget to include County Sheriff's jurisdiction and Illinois State Police Troops, if applicable. Each agency that appears on this list needs to have signed a call handling agreement.

(ADD ADDITIONAL PAGES AS NEEDED)

[illegible]

PARTICIPATING AGENCIES CONTINUED

Libertyville Police Dept	200 E Cook Ave Suite 2, Libertyville, 60048	Direct
Libertyville Fire Dept	1551 N Milwaukee Ave, Libertyville, 60048	Direct
Il State Police Troop 3	9511 Harrison St, Des Plaines, IL 60016	Transfer
Lake County Sheriff	25 S. Martin Luther King Jr. Ave, Waukegan, IL 60085	Transfer
Cook County Sheriff	9511 W Harrison, Des Plaines, IL 60016	Transfer

ORIGINATING SERVICE PROVIDERS (OSP)

(Wireline, Wireless, VoIP, Text)

A list of each OSP's exchange(s), prefix(es), and the 9-1-1 System Providers (OSP) configurations that will be used in the proposed system.

(ADD ADDITIONAL PAGES AS NEEDED)

[illegible]

TEST PLAN

1. The Test Plan defines testing with all OSPs and Aggregators who are known, including but not limited to, call testing, system overflow, system backup, pre-determined alternate routing, call transfers, NG9-1-1 address components and functionality, Integrated Text to 9-1-1 for Short Message Service (SMS) or Real Time Text (RTT) and if applicable, Multimedia Messaging Service (MMS), measurement tools, reporting solutions and voice and speech quality. The Test Plan should include Failover Test Cases, Network Equipment Test Cases, Call Handling Equipment Test Cases, Call Processing Test Cases including Text and Split Exchange Testing.

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.

2. List wireline exchanges to be tested.

3. List the Wireless, Text and VoIP Carriers to be tested.

ZIP CODES

Provide a list of Zip Codes for the communities within the boundary of your 9-1-1 System along with those being added. The Statewide 9-1-1 Bureau will determine the 9-1-1 Authority's zip code percentage using the NG9-1-1 GIS Address Point data within each Zip Code Boundary.



November 26, 2024

Village of Glenview
2500 E Lake Avenue
Glenview, IL 60026
ATTN: Village Manager Matt
Formica; Public Safety
Dispatch Center Director Brent
Reynolds

Re: Village of Lindenhurst Application for Membership in the Glenview Joint Emergency Telephone System Board

Dear Matt Formica and Brent Reynolds:

The Village of Lindenhurst ("Village") is a member of the Lake County Emergency Telephone System Board ("ETSB"). With the Lake County ETSB dissolving, the Village desires to join the Glenview Joint Emergency Telephone System Board ("Glenview JETSB").

At the Village's regular meeting on 11/25/24, the Village approved an ordinance authorizing the Village to leave the dissolving Lake County ETSB and approving its entry in the Glenview JETSB as required in Section 8(B) of the Glenview JETSB Intergovernmental Agreement. A copy of the ordinance is enclosed with this letter.

The Village respectfully requests that the Village's ordinance and application for membership in the Glenview JETSB be included in the JETSB's next regular meeting agenda for a vote of Board Members.

If you have any questions, please do not hesitate to contact me. Thank you for your cooperation and assistance.

Sincerely,

Clay Johnson
Village Administrator

RECEIVED

DEC 02 2024

VILLAGE OF GLENVIEW
MANAGERS OFFICE

EXHIBIT A

Village of Lindenhurst Ordinance 24-11-2304

[Attached]

ORDINANCE NO. 2024-11-2304

**AN ORDINANCE AUTHORIZING THE VILLAGE OF LINDENHURST TO LEAVE THE
DISSOLVING LAKE COUNTY EMERGENCY TELEPHONE SYSTEM BOARD AND
APPROVING ITS ENTRY IN THE GLENVIEW JOINT EMERGENCY TELEPHONE SYSTEM
BOARD**

**VILLAGE OF LINDENHURST
LAKE COUNTY, ILLINOIS**

**Published in Pamphlet Form by Authority of the
President and Board of Trustees
of the**

**Village of Lindenhurst, Lake County, Illinois
Date of Publication: November 25, 2024**

ORDINANCE NO. 2024-11-2304

**AN ORDINANCE AUTHORIZING THE VILLAGE OF LINDENHURST TO LEAVE THE
DISSOLVING LAKE COUNTY EMERGENCY TELEPHONE SYSTEM BOARD AND
APPROVING ITS ENTRY IN THE GLENVIEW JOINT EMERGENCY TELEPHONE SYSTEM
BOARD**

WHEREAS, the Village of Lindenhurst ("Village") is an Illinois municipal corporation organized and operated under the laws of the State of Illinois; and

WHEREAS, the Village has the authority to adopt ordinances and to promulgate rules and regulations that pertain to its government and affairs that protect the health, safety and welfare of its citizens; and

WHEREAS, pursuant to the Emergency Telephone Systems Act, 50 ILCS 750/0.01, et seq., the Village is currently a member of the Lake County Emergency Telephone System Board ("Lake County ETSB"); and

WHEREAS, the Lake County ETSB is dissolving in its entirety shortly and the Village now desires to join the Glenview Joint Emergency Telephone System Board ("Glenview JETSB"); and

WHEREAS, pursuant to the Glenview JETSB Intergovernmental Agreement, the Village must pass an ordinance expressing its intent to join the Glenview JETSB; and

WHEREAS, the corporate authorities of the Village hereby find and determine that it is in the public interest join the Glenview JETSB.

NOW, THEREFORE, BE IT ORDAINED by the Mayor and Board of Trustees of the Village of Lindenhurst, Lake County, Illinois, as follows:

SECTION 1. Recitals. The above recitals are incorporated into this Ordinance by reference.

SECTION 2. Authorization; Approval. The Village hereby approves the Village leaving the dissolving Lake County ETSB and its entry into the Glenview JETSB and the Mayor and Village Clerk are hereby authorized to take any necessary steps to further the Village leaving the dissolving Lake County ETSB and entry into the Glenview JETSB, including but not limited to,

providing the Glenview JETSB with a copy of this executed Ordinance and transferring any ETSB funding to the Glenview JETSB.

SECTION 3. Effective Date. This Ordinance shall become effective upon the Village's approval into the Glenview JETSB and the Illinois State Police approval of the 9-1-1 Modified Plan.

SECTION 4. Repealer. All ordinances in conflict herewith are hereby repealed to the extent of such conflict.

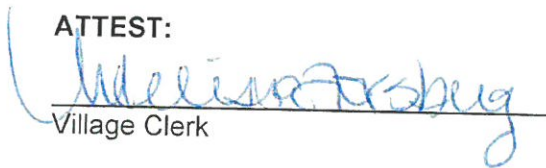
SECTION 5. Saving Clause. If any section, paragraph, clause, or provision of this Ordinance shall be held invalid, the invalidity thereof shall not affect any of the other provisions of this Ordinance, which are hereby declared to be separable.

PASSED AND APPROVED by the President and Board of Trustees of the Village of Lindenhurst, Illinois, this 25th day of November, 2024.



DOMINIC MARTURANO, VILLAGE PRESIDENT

ATTEST:


Village Clerk

TRUSTEES

Patty Chybowski
Patrick Dickson
Patrick Dunham
Ronald Grace
Heath Rosten
Dawn Suchy

AYE

X
X
X
X
X
X

NAY



ORDINANCE NO. 24-1-2307

**AN ORDINANCE APPROVING THE ENTRY OF THE VILLAGE OF LINDENHURST
IN THE GLENVIEW JOINT EMERGENCY TELEPHONE SYSTEM BOARD**

WHEREAS, the Village of Glenview is a home-rule municipality located in Cook County, Illinois; and

WHEREAS, the Village of Glenview operates a full service dispatch center and pursuant to the Emergency Telephone Systems Act, 50 ILCS 750/0.01, et seq., entered into intergovernmental agreements ("IGA") with the Village of Grayslake, City of Highland Park, City of Highwood, Village of Lake Bluff, City of Lake Forest, Village of Morton Grove, and the Village of Niles to consolidate their respective dispatch services to form the Glenview Joint Emergency Telephone System Board ("Glenview JETSB"); and

WHEREAS, the Village of Glencoe, Village of Kenilworth, Village of Northfield, and the Village of Winnetka joined the Glenview JETSB as subsequent parties; and

WHEREAS, the Village of Lindenhurst is an Illinois municipal corporation organized and operated under the laws of the State of Illinois; and

WHEREAS, the Village of Lindenhurst is currently a member of the Lake County Emergency Telephone System Board ("Lake County ETSB"); and

WHEREAS, the Lake County ETSB is dissolving in its entirety shortly and the Village of Lindenhurst desires to join the Glenview JETSB; and

WHEREAS, on November 25, 2024, pursuant to Section 8 of the Glenview JETSB IGA, the Village of Lindenhurst passed Ordinance 24-11-2304, a copy of which is attached hereto as Exhibit A, which authorized the Village of Lindenhurst to leave the dissolving Lake County ETSB and approving its entry in the Glenview JETSB; and

WHEREAS, Section 8 of the Glenview JETSB IGA further requires the Glenview JETSB Board Members to approve, by vote of a simple majority, whether to admit the applying Village of Lindenhurst as a subsequent party to the JETSB.

NOW, THEREFORE, BE IT ORDAINED, by the Chair and Board Members of the Glenview JETSB, as follows:

SECTION 1. RECITALS. The recitals set forth above are incorporated in this Section as if fully set forth herein.

SECTION 2. ENTRY APPROVED. The Village of Lindenhurst's application to join the Glenview JETSB is hereby approved, subject to (i) the Illinois State Police's approval of the consolidation plan for dispatch services; (ii) the dissolution of the Lake County ETSB or the Village of Lindenhurst formally leaves the Lake County ETSB; and (iii) the Village of Lindenhurst entering into an intergovernmental agreement with the Glenview JETSB, a copy of which is

attached hereto and made a part thereof as **Exhibit B**. The Glenview JETSB Chair and Secretary are authorized to take all actions necessary to implement and enforce the Village of Lindenhurst's entry in the Glenview JETSB.

SECTION 3. REPEALER. All ordinances or parts of ordinances in conflict herewith are hereby repealed.

SECTION 4. EFFECTIVE DATE. This ordinance shall be in full force and effect from and after its passage and approval according to law.

PASSED this 19 day of Dec, 2024.

AYES: Irvin, Reynolds, Loughran, Neukirch, Wentz, Carlson, Siebert, O'Connell

NAYS: _____

ABSENT: Grayclake, Northfield, Niles, Morton Grove

APPROVED by me this _____ day of _____
2024.



Glenview JETSB Chair

ATTESTED and FILED in my office this
19th day of December, 2024.



Glenview JETSB Secretary

EXHIBIT B

VILLAGE OF LINDENHURST JOINDER IN INTERGOVERNMENTAL AGREEMENT ESTABLISHING A JOINT EMERGENCY TELEPHONE SYSTEMS BOARD

Pursuant to Section 8 of that certain *Intergovernmental Agreement Establishing a Joint Emergency Telephone Systems Board* dated June 14, 2016 (the "IGA"), on November 25, 2024, the corporate authorities of the Village of Lindenhurst ("Lindenhurst") passed and approved *An Ordinance Authorizing The Village Of Lindenhurst To Leave The Dissolving Lake County Emergency Telephone System Board And Approving Its Entry In The Glenview Joint Emergency Telephone System Board* (Ordinance No. 24-11-2304), thereby approving a Dispatch Services Agreement with the Village of Glenview JETSB and authorizing Lindenhurst's Mayor and Clerk to take any necessary steps for Lindenhurst to leave the dissolving Lake County ETSB and provide for its entry into the Glenview JETSB.

On December 19, 2024, the JETSB passed and approved *An Ordinance Approving the Entry of the Village of Lindenhurst in The Glenview Joint Emergency Telephone System* (Ordinance No. 2024-11-2304), thereby approving the addition of Lindenhurst as a Subsequent Party to the IGA and member of the JETSB, effective upon approval by the Illinois State Police of the 91-1 authorities consolidation plan.

As a Subsequent Party to the IGA, Lindenhurst agrees to abide by all provisions and assume all obligations and responsibilities of the IGA, and in return shall have the same rights and privileges as all original parties to the IGA.

Pursuant to Section 4 of the IGA, Lindenhurst hereby appoints Village Administrator (VILLAGE ROLE) as its Board Member and Commander (VILLAGE ROLE) as its Alternate.

Pursuant to Section 10 of the IGA, notices to Lindenhurst shall be delivered to:

Village of Lindenhurst
Attn: Clay Johnson, Village Administrator
2301 East Sand Lake Court
Lindenhurst, IL 60046

With a Copy to:

[Signature page follows]

VILLAGE OF LINDENHURST

By 
Village Mayor

Attest 
Village Clerk

Date 1-13-2025

GLENVIEW JETSB

By 
JETSB Chair

Attest 
JETSB Secretary

Date 12/19/2024

**ADJACENT 9-1-1 AUTHORITIES CALL HANDLING &
AID OUTSIDE JURISDICTIONAL BOUNDARIES
AGREEMENT**

9-1-1 EMERGENCY CALL HANDLING DISPATCH PROCEDURES:

This agreement is made between JETSB of Lake County ("9-1-1 Authority"), and Glenview JETSB ("Adjacent 9-1-1 Authority"), that dispatches the following "Public Safety Agencies" whose boundaries are adjacent to this 9-1-1 Authority for the purpose of effective handling and routing of 9-1-1 Emergency Calls:

- | | |
|------------------------|-----|
| 1) See Attached (pg 2) | 6) |
| 2) | 7) |
| 3) | 8) |
| 4) | 9) |
| 5) | 10) |

CALL HANDLING

Glenview Public Safety Dispatch (9-1-1 Authority PSAP Name) receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: sip:sos@glvwilps1.cook.il.us (state specific procedures - if radio frequency-identify frequency number, if talk group-identify name, if telephone-identity telephone number)

Secondary: 224-435-2178 (state specific procedures - if radio frequency-identify frequency etc.)

AID OUTSIDE JURISDICTION BOUNDARIES:

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 is used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP agrees to keep all records, times, and the location of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received. All agreements, management, records, and service will be the responsibility of the 9-1-1 Authority.

JETSB of Lake County

Glenview Public Safety Dispatch

9-1-1 Authority Name

Adjacent 9-1-1 Authority Name

Signature Jason E. Kern
Digitally signed by Jason E. Kern
Date: 2025.10.16 12:32:47 -05'00'

Signature 

Title Executive Director

Title Director

Date 10/16/2025

Date 11/14/2025

Lindenhurst Police
Grayslake Police
Grayslake Fire Protection District
Libertyville Police
Libertyville Fire Department
Lake Bluff Police
Lake Bluff Fire Department
Lake Forest Police
Lake Forest Fire Department
Highwood Police
Highland Park Police
Highland Park Fire Department

**PARTICIPATING AGENCY CALL HANDLING &
AID OUTSIDE JURISDICTIONAL BOUNDARIES
AGREEMENT**

9-1-1 EMERGENCY CALL HANDLING DISPATCH PROCEDURES:

This agreement is made between the Glenview Public Safety Dispatch ("9-1-1 Authority") and Lindenhurst Police (Participating "Public Safety Agency") for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

("9-1-1 Authority") Glenview Public Safety Dispatch receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: sos@glvwilps1.cook.il.us (state specific procedures - if radio
frequency-identify frequency number, if talk group-identify name, if telephone-identity telephone
number)

Secondary: STARCOM21 - GRPD1 (state specific procedures - if radio
frequency-identify frequency etc.)

AID OUTSIDE JURISDICTION BOUNDARIES:

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 is used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP agrees to keep all records, times, and the location of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received. All agreements, management, records, and service will be the responsibility of the 9-1-1 Authority.

Glenview Public Safety Dispatch

Lindenhurst Police

9-1-1 Authority Name

Public Safety Agency Name

Signature

Signature

Title Public Safety Support Services Director Title

Chief

Date 11/26/2025

Date