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:** 12/05/2018

<table>
<thead>
<tr>
<th>Type of Change:</th>
<th>☒ Long Form Modification Plan</th>
<th>☐ Short Form Modification Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current System Name:</td>
<td>Knox County, IL ETSB</td>
<td>Population Served</td>
</tr>
<tr>
<td></td>
<td></td>
<td>52,919</td>
</tr>
</tbody>
</table>

### List PSAPs:

<table>
<thead>
<tr>
<th>Primary</th>
<th>Secondary</th>
</tr>
</thead>
<tbody>
<tr>
<td>☒ Galesburg Police Department, 150 South Broad Street, Galesburg, IL 61401</td>
<td>X</td>
</tr>
</tbody>
</table>

### 911 System Contact:

- **Amanda Jennings**
- **Street Address:** 150 South Broad Street
- **City, State and Zip Code:** Galesburg, IL 61401
- **Office Telephone:** 309-345-3729
- **Cellular Telephone:** 309-368-2386
- **Email:** amanda@ci.galesburg.il.us

### Wireless Coverage for Consolidated System:

- 100% Phase II compliant
- 100% Phase I compliant

### Please check if applicable:

- ☒ NG9-1-1 capable
- ☒ Receive 9-1-1 Text
- ☐ Receive 9-1-1 Video
VERIFICATION

I, Amanda Jennings, first being duly sworn upon oath, depose and say that I am 9-1-1 Coordinator of Knox County ETSB; 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.

[Signature]

9-1-1 Coordinator

Subscribed and sworn to before me

this 3rd day of December, 2018.

[Signature]

NOTARY PUBLIC, ILLINOIS
9-1-1 SYSTEM PROVIDER
LETTER OF INTENT

12/05/2018
(Date)

Betsy Krueger / Steve Mack
(9-1-1 System Provider Company Representative)

CenturyLink
(9-1-1 System Provider Company Name)

10 South LaSalle Street, Suite 2400
(Street Address)

Chicago, IL, 60603
(City, State, Zip Code)

Dear Ms. Krueger and Mr. Mack:

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,

(Name)
(Title)

Galesburg/Knox County 9-1-1

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:

Knox County residents with a North Henderson telephone number (309-464-XXXX) are currently served by Frontier Communications through the Mercer County exchange. Mercer County E911 is transitioning providers to INdigital and Geneseo Communications. Geneseo Communications has no infrastructure currently in place to route calls to Knox County’s LEC of CenturyLink. All research to date has shown only one customer will be affected by the change in service providers. Therefore, Mercer County and Knox County will establish an intergovernmental agreement that Mercer County 9-1-1 will answer 9-1-1 calls for service from residents with a North Henderson exchange telephone number and then transfer the call to Knox County using the existing ten-digit transfer to 309-345-3721.
December 5, 2018

Jim McIntyre
9-1-1 Coordinator
Mercer County 9-1-1
906 SW 3rd Street
Aledo, IL 61231

Re: North Henderson, IL Frontier exchange

To Whom It May Concern:

Galesburg/Knox County 9-1-1 is entering into an intergovernmental agreement with Mercer County 9-1-1 regarding residents of Knox County served by Frontier Communications with North Henderson (309-464-XXXX) telephone numbers.

Mercer County 9-1-1 will answer 9-1-1 calls for service from Knox County residents with North Henderson exchange telephone numbers. When Mercer County receives a call for a Knox County customer, the call will be transferred to Knox County using the existing ten-digit transfer to 309-345-3721.

If you do not agree with the above method, please make the appropriate changes above and sign and return this letter. If your agency does not respond, it is assumed that the above information is correct.

Please return this letter no later than December 15, 2018. The information will be submitted to the Illinois State Police as part of a modification application concerning the North Henderson exchange traffic.

Galesburg/Knox County 9-1-1

[Signature]
9-1-1 Coordinator, Galesburg/Knox County

Mercer County 9-1-1

[Signature]
9-1-1 Coordinator, Mercer County
KNOX COUNTY IL E911 NETWORK

Galesburg

CenturyLink
GALESBURG, IL

Router # 1
CLLF: GLBGILX99ED
100 N Cherry St Galesburg Il
point code
correction 5-30-103

5 Wire lines
circuits 01/EMNC/309/343/2222/0000 thru 0004
ANI circuits

4 Wireless lines
17/EMMS/309/343/2228/0001 thru 0004
ANI circuits

Knox Co. PSAP
BAN-304035292

PSAP Positions
(Intrado)

POS 2

POS 3

DSL circuits for texting
309-343-2260
309-343-0935

VOIP and CLEC

Wireless Carriers

Updated 12/13/2016 Betsy Krueger
Current as of 12/28/17 Betsy Krueger

60/DWXX/249163//GRCL
60/DWXX/249154//GRCL
Cisco 2621 Access Rtr.

ALI circuits
Bristol
Johnson City