

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



**State of Illinois**

**Application for**  
**9-1-1 Modification Plan**



# VERIFICATION

I, Jim McIntyre, first being duly sworn upon oath, depose and say that I am 911 Coordinator, of Mercer County E911; 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.



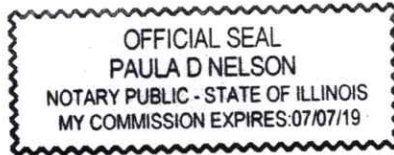
Jim McIntyre

Subscribed and sworn to before me

this 13 day of December, 20 18.



Paula D. Nelson  
NOTARY PUBLIC, ILLINOIS



# 9-1-1 SYSTEM PROVIDER LETTER OF INTENT

12/13/2018

\_\_\_\_\_  
(Date)

Bill Parr

\_\_\_\_\_  
(9-1-1 System Provider Company Representative)

Geneseo Communications

\_\_\_\_\_  
(9-1-1 System Provider Company Name)

111 E 1st Street

\_\_\_\_\_  
(Street Address)

Geneseo Il. 61254

\_\_\_\_\_  
(City, State, Zip Code)

Dear Mr. Parr \_\_\_\_\_:

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) *Jim Malley*  
(Title) *9-1-1 Coordinator*  
*MERCER 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

**GALESBURG/KNOX COUNTY  
EMERGENCY TELEPHONE SYSTEM BOARD  
150 South Broad Street  
Galesburg, IL 61401**

December 5, 2018

Jim McIntyre  
9-1-1 Coordinator  
Mercer County 9-1-1  
906 SW 3<sup>rd</sup> 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.

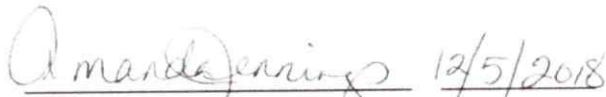
Mercer County 9-1-1 will answer 9-1-1 calls for service from Knox County residents with North Henderson exchange telephone numbers. When Mercer County receives a call for a Knox County customer, the call will be transferred to Knox County using the existing ten-digit transfer to 309-345-3721.

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.

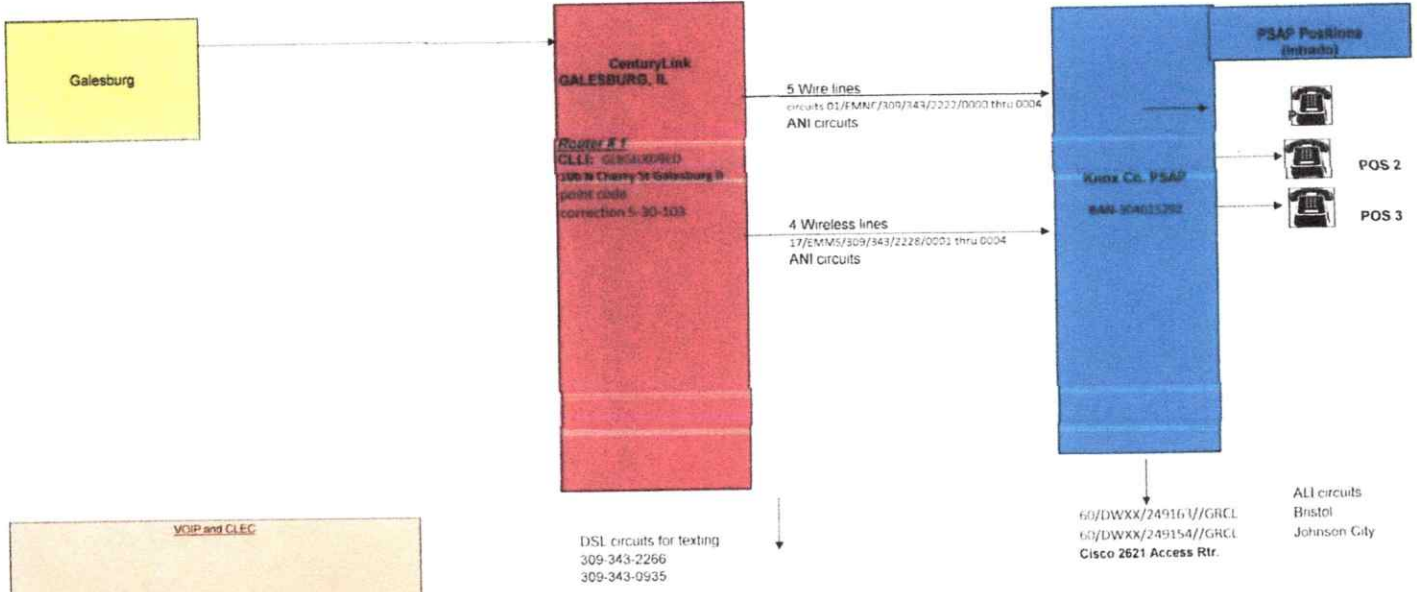
**Galesburg/Knox County 9-1-1**

**Mercer County 9-1-1**

  
9-1-1 Coordinator, Galesburg/Knox County

  
9-1-1 Coordinator, Mercer County

# KNOX COUNTY IL E911 NETWORK



- VOIP and CLEC
- Wireless Carriers
- ATT
- Sprint
- US Cellular
- T-Mobile
- Verizon

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

