January 1 - March 31, 2023

2023 BOARD REPORT

Indiana IN911 Next Generation Emergency Network

Table of Contents

IN911 G-19 ESiNet Summary

INdigital has completed the work with AT&T for their Location Based Routing (LBR) for 9-1-1 calls. INdigital also updated transfers across the ES-NNI from INdigital PSAPs to AT&T PSAPs.

Starting in 2023 INdigital will assist AT&T with their end office project. Currently, INdigital has completed all pieces needed for AT&T to complete their project and will provide support during their network changes.

PSAP changes in 2023

Lafayette Police Department is building a new headquarters and will be moving in sometime in the month of June.

ISP Post 13 Lowell should have construction on a new building completed later this year. This new building will house a state laboratory, ISP staff, as well as the 911 center.

Gibson, Sullivan, and Whitley County are building new spaces for their 9-1-1 Centers.

Dubois County will be not only getting a refresh but also moving to a new center in the near future. There is also a geo-routing project started in **Dubois County** as well for **Jasper PD**.

Clark County will soon move into a new 911 Center. Construction of the new center is nearly complete.

Tipton, Union, and Clinton County have recently received a refresh on their Solacom station and other support equipment at the center.

Kosciusko County's refresh has started and is broken into three phases. We have started and completed the first phase.

Wabash, and **Whitley County** have CPE refreshes scheduled for this year.

There are **five PSAPs** that have small open projects such as SIP to recorder or ANI/ALI delivery changes.

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Network Security Threats

Porter P.D. reported an issue with unusual activity on a computer. The computer was removed from the network and no other systems were affected. This incident did not affect the PSAP in the county.

Shelby County Government and Cameron Memorial Community Hospital in Steuben County were also affected by malware but neither reported that it affected the PSAP operation.

No PSAPs were affected during the first quarter of 2023.

This is the link to Seculore's report on cybersecurity issues related to public safety in Indiana.   https://www.seculore.com/cyber-attacks-indiana

Seculore provides third-party, ongoing surveillance for cybersecurity as a subject matter expert, providing oversight and assessment. INdigital has deployed a Seculore system that monitors INdigital's remote access and our corporate network.

During 2023, INdigital will continue our work to improve security at the endpoints of the IN911 network. INdigital has already deployed network security devices within the core and at our PSAP endpoints as we continue to enhance the ESiNet's security posture.

INdigital employees' annual cyber security training began in January. All employees are required to complete this cyber security training. This year's training will cover personal security, Ransomware, Social Engineering, and security assessments.

Wireless Calls

(Please refer to graph D-1.1 through D-1.3 in the appendix)

Wireless call volumes for Indiana decreased as compared to previous periods, with a 2023 first-quarter total of 1,229,548. The variation of calls is consistent with seasonal trends.

During the first quarter of 2023, INdigital routed 466,149 9-1-1 calls to AT&T across the ES-NNI for delivery to the responsible PSAP.

The busiest day of the last quarter was March 3rd, with 18,468 calls, and the least busy day was March 12th, with 12,069 calls.

Since 2006 which is the start of the IN911 network, 54,719,833 wireless calls have been processed on the Next Generation ESiNet.

During the past 16 years, the IN911 network has averaged a 3% increase in call volume each year.

Translation Services

(Please refer to graphs E-1.1 through E-1.5 in the appendix)

Spanish is Indiana's most frequently translated language, comprising 88% of all languages translated so far in 2023.

Haitian Creole, Burmese, Swahili, and French comprise the top five languages translated, each comprising 6%, 2%, 1%, and 1%, respectively.

Spanish translation usage during the first quarter of 2023 by the top five counties (Marion, Allen, Hamilton, Elkhart, and White) had 27,202 minutes of total usage during this quarter.

Spanish translations for all other counties totaled 6,387 minutes.

Statewide, 33,589 minutes of Spanish translation were provided for non-English speaking callers.

Other non-English dual-party translations during the first quarter of 2023 had similar usage trends. The top five counties (Marion, Allen, White, Monroe, and Cass) had 5,258 minutes of language translation.

The balance of the counties used 851 minutes, with a first quarter total of 6,109 minutes.

Texty Services

(Please refer to graphs F-1.1 through F-1.6 in the appendix)

During the first quarter of 2023, there were 6,772 inbound text sessions received by 97 PSAPs.

There were 42,496 outbound text sessions during the first quarter of 2023 sent by 115 Agencies. This represents outbound sessions from county and city PSAPS, State Police Posts, airport authorities, and college PSAPs.

This seamless language translation deployed in the 17.5 Texty version will provide 9-1-1 operators with 108 different language options. We provided a training plan for PSAPs to train their staff to ensure the success of the translation service and to increase awareness of this new feature.

In February 2022, we updated Texty to 17.6 with some feature enhancements such as a message board, What 3 Words, and elevation data if available, are a few of these improvements.

During the first quarter of 2023, Indiana PSAPs received 688 inbound translation messages. Also, during the same quarter, PSAPs sent 2,554 outbound translation messages.

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MEVO

(Please refer to graph G-1.1 in the appendix)

The MEVO 911 platform is used as a backup, a primary system, and a secondary call handling system by the PSAPs across the state and the midwest region.

MEVO phones are installed in all primary Indiana PSAPs as a backup for the PSAP's primary call-taking equipment.

It is also used as a primary call-taking system for agencies where MEVO is their only call-answering equipment. MEVO is also used as the call-taking system for many secondary PSAPs and other 911 call transfer points throughout Indiana.

During the first quarter of 2023, MEVO delivered 254 calls by primary PSAPs with 4.5 hours of talk time.

The MEVO system also delivered 944 calls to secondary, EMS transfer points, and MEVO Anywhere Kits (MAK) with more than 31 hours of talk time.

The Board provides MEVO to all qualifying agencies as a service continuity platform. This system ensures call delivery during a local call handling system failure or other (planned) or unplanned event.

Help Desk Ticket Analysis

(Please refer to graphs J-1.1 through J-1.5 in the appendix)

Support Tickets remained consistent with quarterly averages over the previous four years. In the first quarter of 2023, there were no changes in ticket volume that would indicate any underlying issues. There was increased maintenance on PSAP equipment and work on the core network.

INdigital continues to perform maintenance and testing of the network regularly, which is shown in the number of maintenance tickets. Maintenance also includes circuit maintenance by a carrier that could affect call delivery.

INdigital works directly with the carrier during the maintenance window to ensure all calls are delivered on alternate paths.

Event Analysis

(Please refer to graphs K-1.1 through K-3.1 in the appendix)

1. Tornado in **Sullivan County** March 31st.

    a. Total of **177** 9-1-1 calls made in the last two hours of the day.

        i. Damage to the network endpoint required calls to be rerouted to **Clay County**.

        ii. Typically **Sullivan Co**. receives an average of **1.4** calls per hour during the same period.

2. **Jefferson County** Fire Evacuation

    a. A fire started in a building next to the PSAP on March 15th at around 10 am.

        i. Director made a decision to evacuate for safety.

        ii. Calls were rolled to alternate PSAP **Jennings County**.

        iii. INdigital delivered a MEVO Anywhere Kit later the same day.

        iv. They were able to move back the next day.

3. Richmond Recycling Facility Fire in **Wayne County**

    a. A fire started in a recycling facility on April 11th at approximately 2:40 pm.

        i. PSAP received **30** calls in the first hour of the incident.

        ii. PSAP averages **6.6** calls per hour during that time period.

Appendix

Wireless Calls Graphs

Graph D-1.1   Call volume for the first quarter of 2023.
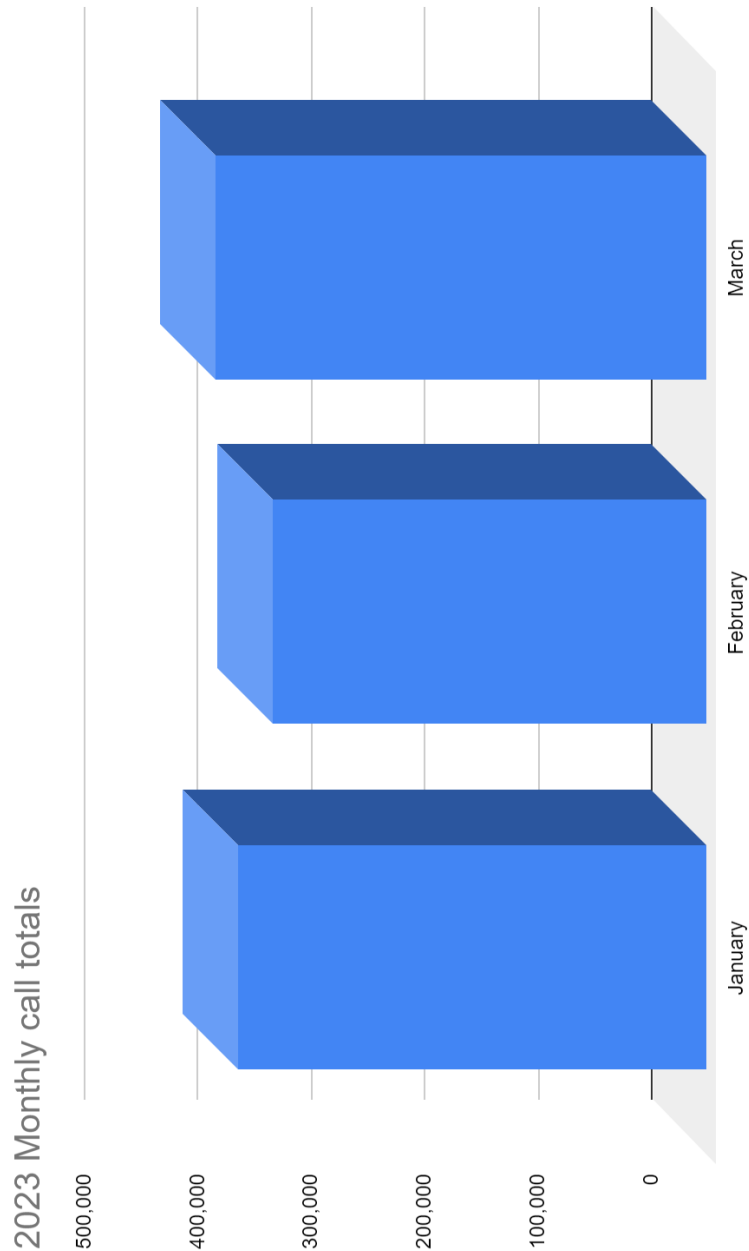
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Graph D-1.2   Call volume for the past six years.

Call trends for the last 6 years

Legend: 2017, 2018, Trendline for 2018, 2019, 2020, 2021, 2022, 2023
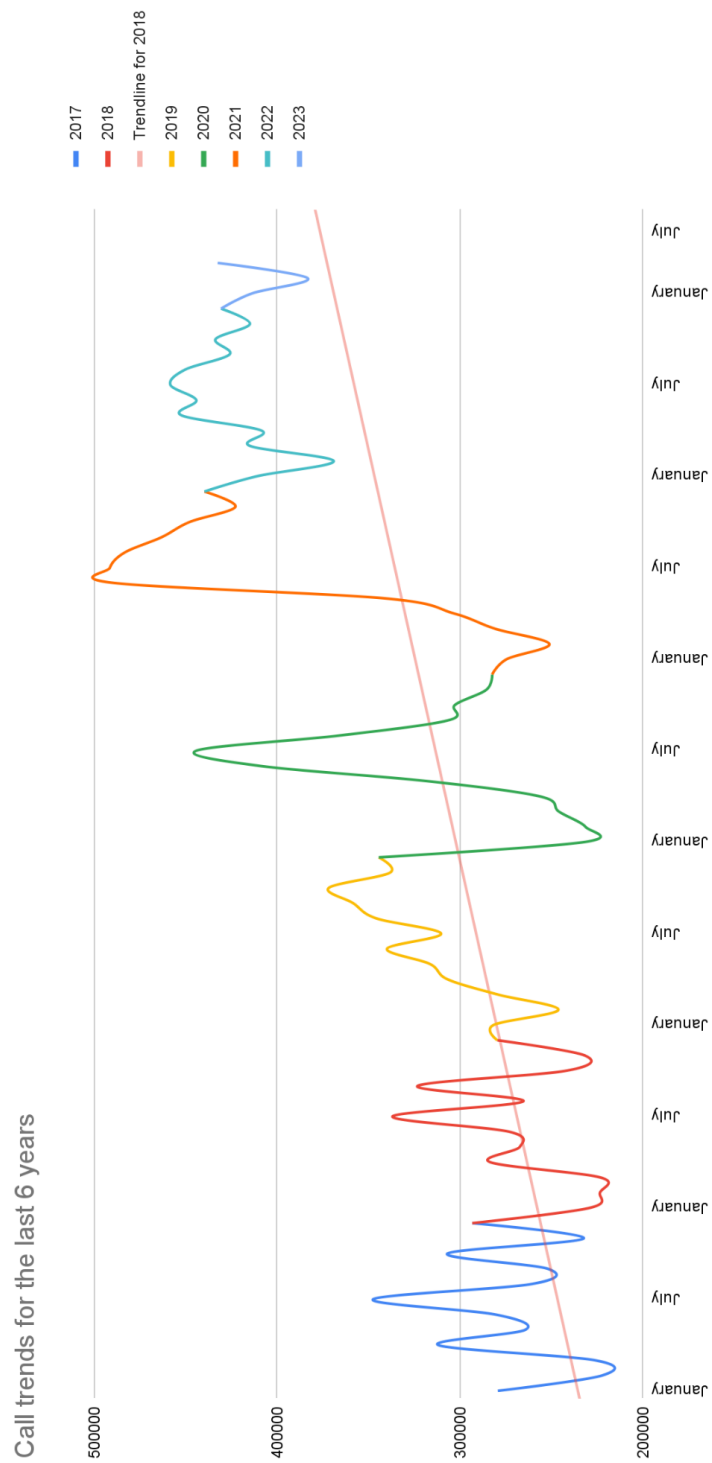
Graph D-1.3   INdigital voice call processing and delivery to destination.

2023 9-1-1 Call Delivery

INdigital Customers 62.1%

AT&T Customers 37.9%
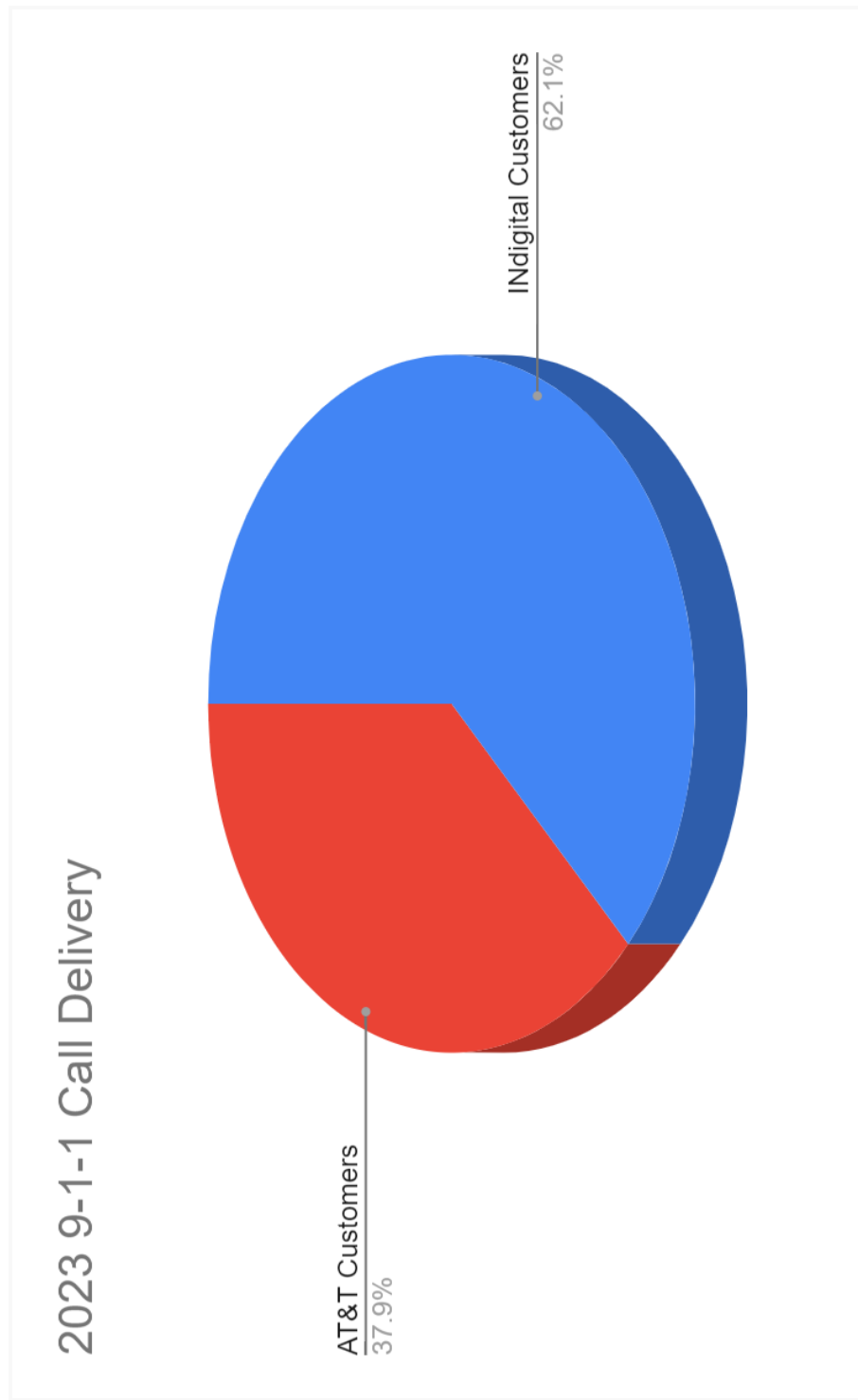
Translation Services Graphs

Graph E-1.1   Top 5 Spanish voice translation counties
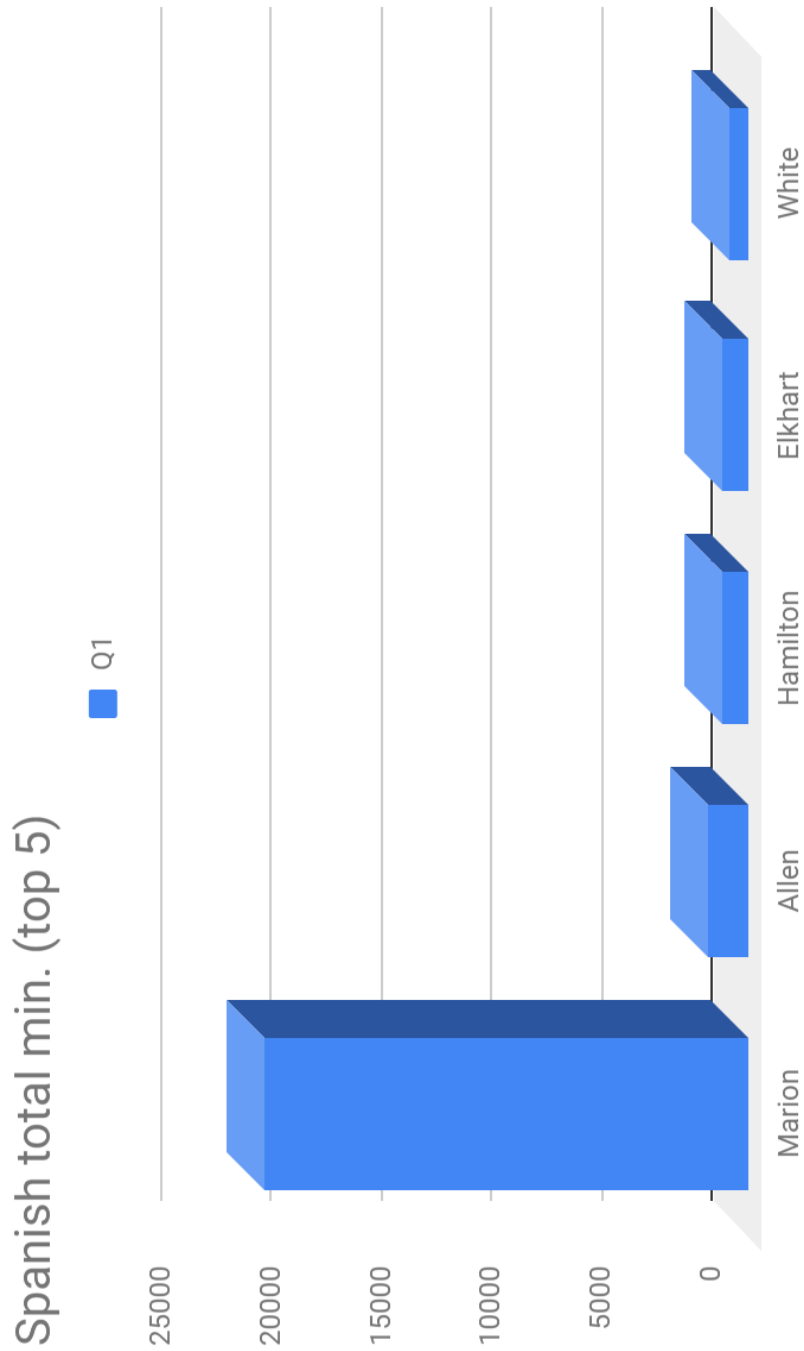
Graph E-1.2   Spanish voice translation, all other counties.

Spanish total min. (balance of counties)

Q1

Counties (top to bottom): Posey, Owen, Newton, Marshall, Jennings, Jasper, Henry, Gibson, Fayette, Clay, Blackford, Crawford, Greene, Jefferson, Pulaski, Wabash, Floyd, Vigo, Orange, Howard, Scott, Laporte, Delaware, Hancock, Putnam, Adams, Noble, Perry, Wayne, Madison, Boone, Johnson, Daviess, Kosciusko, Clark, Dekalb, Tippecanoe, Bartholomew

X-axis: 0, 200, 400, 600, 800
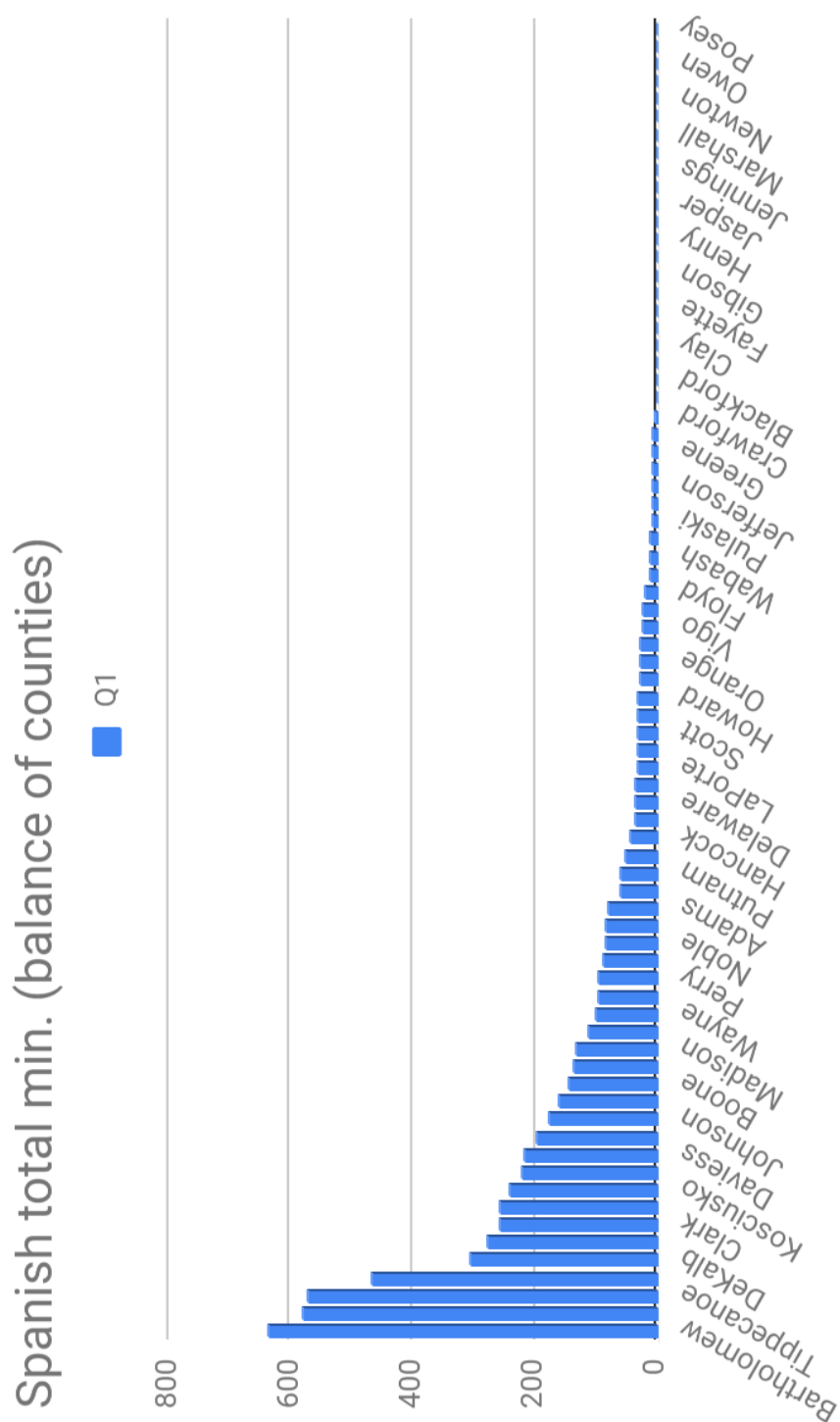
Graph E-1.3   Top 5 other languages voice translation.

Non-Spanish total min. (top 5)

Q1

Cass	
Monroe	
White	
Allen	
Marion	

4000   3000   2000   1000   0
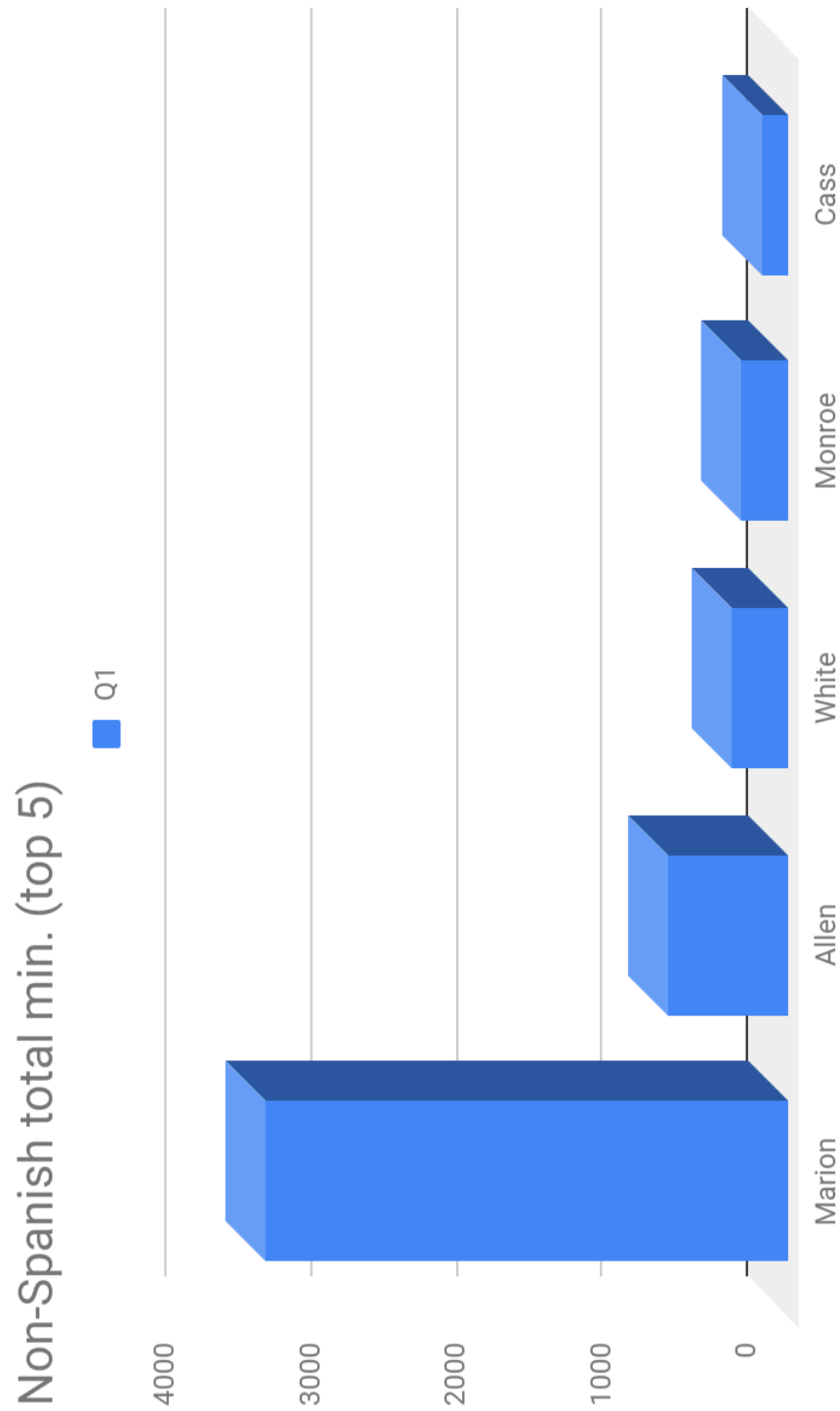
Graph E-1.4   Other languages voice translation, all other counties.

Non-Spanish total min. (balance of counties)

Q1

Counties (top to bottom): Dubois, Decatur, Crawford, Clay, Clark, Carroll, Brown, Blackford, Benton, Vigo, Tipton, Laporte, Pike, Huntington, Delaware, Wayne, DeKalb, Porter, Madison, Montgomery, Howard, Adams, Kosciusko, Saint Joseph, Lagrange, Warrick, Clinton, Elkhart, Boone, Morgan, Johnson, Knox, Dearborn, Daviess, Vanderburgh, Bartholomew, Tippecanoe, Hendricks, Hamilton

X-axis: 0, 50, 100, 150

INdigital

Graph E-1.5   Total occurrences of voice translation used in 2023.

Language	Total	Language	Total
SPANISH	8563	VIETNAMESE	5
HAITIAN CREOLE	545	YORUBA	5
BURMESE	182	DARI	4
SWAHILI	84	KAREN	4
FRENCH	66	ROMANIAN	4
ARABIC	43	SOMALI	4
MANDARIN	31	CROATIAN	3
KINYARWANDA	28	UKRAINIAN	3
PUNJABI	18	AMHARIC	2
PASHTO	15	GUJARATI	2
PORTUGUESE	15	KHMER	2
TIGRIGNA	15	TURKISH	2
CHIN HAKHA	14	CANTONESE	1
RUSSIAN	7	CHIN FALAM	1
HINDI	6	LAOTIAN	1
HAKKA-CHINA	5	MONGOLIAN	1

Texty Services Graphs

Graph F-1.1   All Inbound Text (to 911) by month.
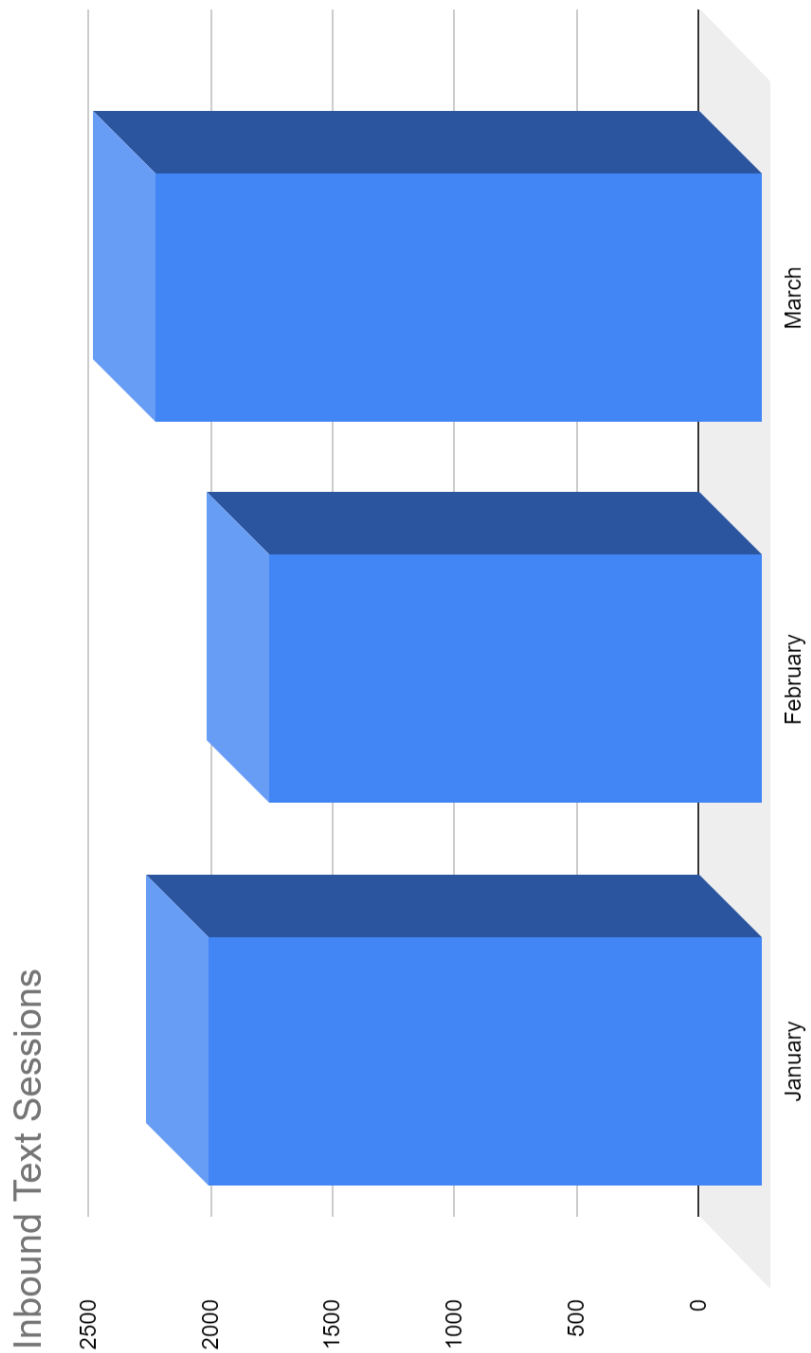
Graph F-1.2   All Outbound Text (from 911) by month.
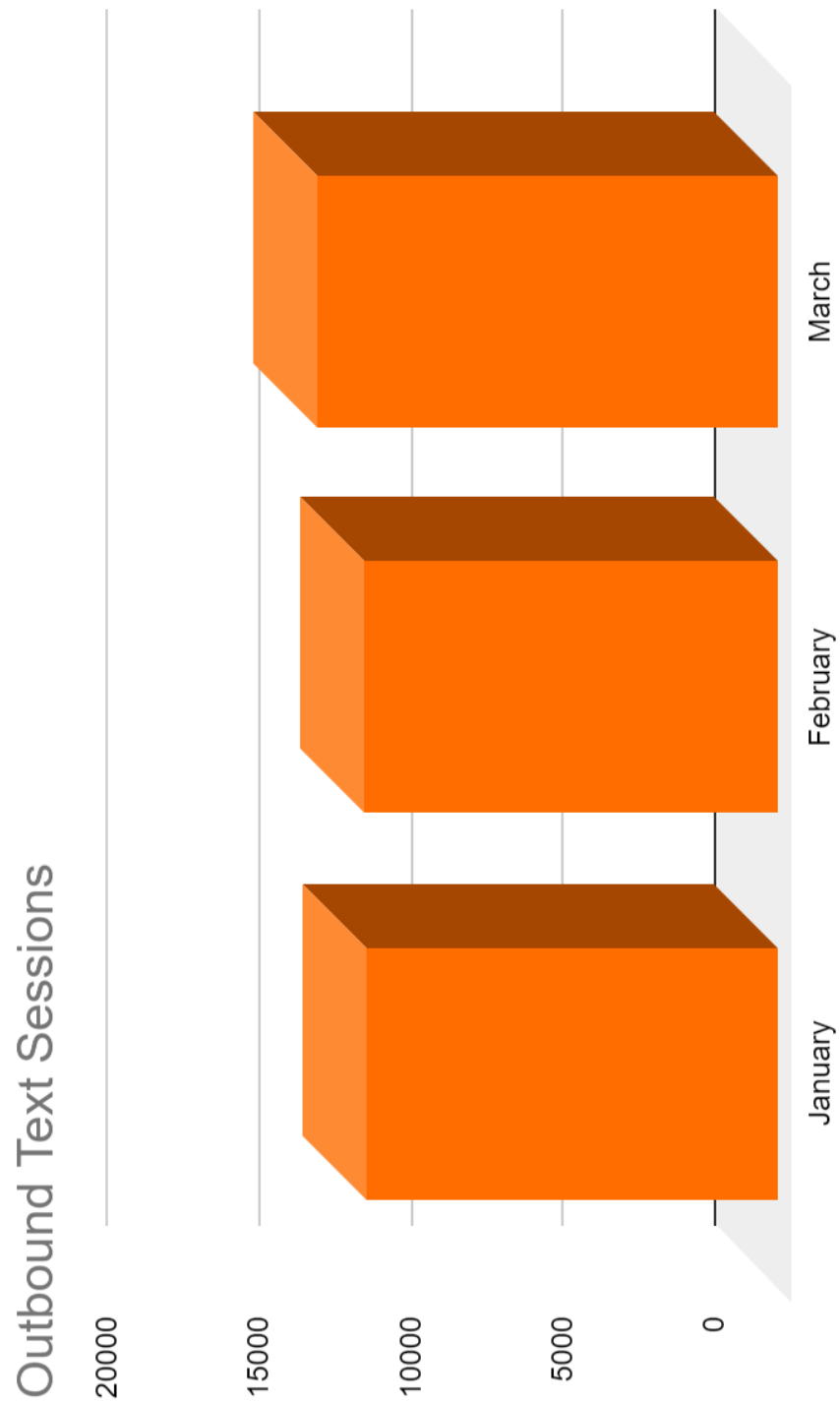
Graph F-1.3 All Inbound Text (to 911) by PSAP.

Inbound Text to 911 — Q1 - 6,772

| 50 +	Q1 - 6,772
Lake Co. Sheriffs Office	1487
Marion Co.Indy PD	945
Saint Joseph	712
Madison Co. Sheriffs Office	248
Delaware Co. Emer. Com. Center	241
Johnson Co. SD	221
Allen Co. SD	216
Porter Co.	216
Vanderburgh Co. Central Dispatch	211
Vigo Co. 911	196
Hancock Co. EOC	154
Grant Co. SD	137
Wayne Co. Emergency Communications [	119
Elkhart Co. 911 Center	118
Morgan Co. 911	104
Henry Co. Emergency Services	93
Lafayette PD	82
Monroe Co. Central Dispatch	77
Hendricks Co. Communications Center	70
Hamilton Co. Sheriffs Office Dispatch	67
Dearborn Co.	60
Howard Co. SD	50

15 - 49	Q2 -
Shelby Co. SD	49
Clark Co. 911 Center	48
LaPorte Co. 911 Communications	47
Putnam Co. Sheriffs Office	41
Knox Co. Dispatch Office	38
Scott Co. Emergency Communications	36
Bartholomew Co. EOC	35
Floyd Co. Sheriff's Department	35
Montgomery Co. / Crawfordsville E911	31
Randolph Co. Communications	30
Huntington Co. Sheriffs Office	26
Kosciusko Co.	26
Jackson Co. 911	25
Parke Co. 911	24
Owen Co. Sheriffs Office	21
Warrick Co. Sheriffs Office	21
Tippecanoe Co. Sheriffs Office	18
Blackford Co. Central Dispatch	17
Brown Co. SD	17
Adams Co. Sheriffs Office	16
Jefferson Co. 911	16
Dubois Co. Communications Center	15

6 - 14	Q3 -
Switzerland Co. Communication	14
Boone Co. SD	12
Clinton Co. 911	12
Jennings Co. 911	12
Marshall Co. PD	12
Cass Co. E911	11
Fayette Co. Communications	11
Gibson Co. SD	11
Ripley Co. E-911 Communications	11
Harrison Co. SD Dispatch	10
Noble Co. SD	10
Speedway Police	10
Sullivan Co. 911	10
Clay Co. Justice Center	9
Schererville PD	9
Union Co. 911	9
Daviess Co. 911	8
Franklin Co. Communications E-911	8
Columbia City Communications Center	7
Miami Co. 911	7
Mooresville PD	7
Posey Co. 911	7
Wells Co.	7
Greene Co. Sheriffs Office	6
Steuben Co. 911	6

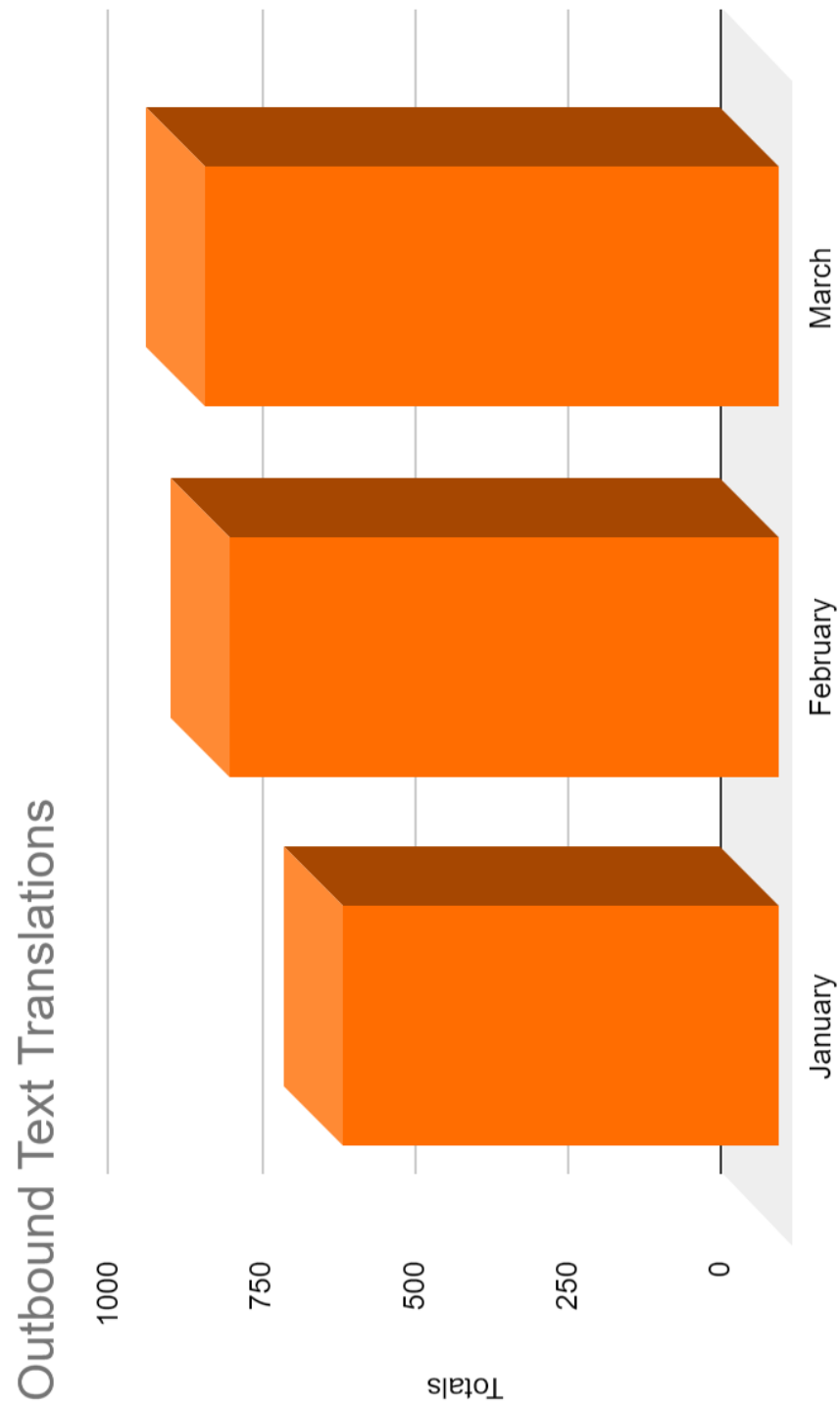| < 6	Q4 -
Spencer Co. 911	5
Starke Co. Sheriffs Office	5
Wabash Co. Central Dispatch	5
Decatur Co. SD	4
DeKalb Co. SD	4
Jay Co. SD	4
Lawrence Co. Sheriffs Office	4
Newton Co. 911	4
Ohio Co. Communications	4
Crawford Co. Central Dispatch	3
LaGrange Co. Communications	3
Orange Co. SD	3
Pulaski Co. Sheriffs Office	3
Tipton Co. E911	3
Vermillion Co. Sheriff's Office	3
BeachGrove PD	2
Benton Co. Sheriffs Office	2
Carroll Co. E911	2
Fulton Co. Communications	2
Rush Co. SD	2
White Co.	2
Fountain/Warren Co. Regional Dispatch C	1
Indy Airport Authority	1
Lowell SP Post 13	1
Perry Co.	1
Pike Co. Sheriffs Office	1
Whitley Co. Communications Center	1

Graph F-1.4   All Outbound Text (from 911) by PSAP.

Outbound Text from 911

Q1 - 42,496 — 300 +

PSAP	Count
Elkhart Co. 911 Center	3841
Saint Joseph	3749
Lake Co. Sheriffs Office	3700
Hamilton Co. Sheriffs Office Dispatch	2937
Allen Co. SD	2263
Monroe Co. Central Dispatch	1716
Clark Co. 911 Center	1681
Bartholomew Co. EOC	1661
Porter Co.	1444
Wayne Co. Emergency Communications [	1416
Vanderburgh Co. Central Dispatch	1087
Vigo Co. 911	1069
Hendricks Co. Communications Center	836
Lafayette PD	765
Grant Co. SD	703
Montgomery Co. / Crawfordsville E911	686
Hancock Co. EOC	590
Boone Co. SD	576
Kosciusko Co.	525
Wabash Co. Central Dispatch	492
Wells Co.	457
Marion Co.Indy PD	418
Shelby Co. SD	398
Dearborn Co.	384
Clinton Co. 911	376
Morgan Co. 911	318

Q2 - 130 - 299

PSAP	Count
Crawford Co. Central Dispatch	278
LaGrange Co. Communications	278
Scott Co. Emergency Communications	256
Schererville PD	246
Steuben Co. 911	244
Jennings Co. 911	241
White Co.	227
Dubois Co. Communications Center	215
LaPorte Co. 911 Communications	211
Cass Co. E911	209
Henry Co. Emergency Services	209
DeKalb Co. SD	208
Lawrence PD	192
Purdue University PD	189
Spencer Co. 911	187
Decatur Co. SD	183
Delaware Co. Emer. Com. Center	178
Noble Co. SD	173
Huntington Co. Sheriffs Office	170
Adams Co. Sheriffs Office	168
Whitley Co. Communications Center	165
Marshall Co. PD	163
Madison Co. Sheriffs Office	159
Ripley Co. E-911 Communications	146
West Lafayette PD	144
Jefferson Co. 911	141
Miami Co. 911	139
Fulton Co. Communications	131

Q3 - 40 - 129

PSAP	Count
New Albany City Dispatch	127
Jay Co. SD	124
Indy Airport Authority	123
Starke Co. Sheriffs Office	122
Randolph Co. Communications	116
Fountain/Warren Co. Regional Dispatch C	112
Franklin Co. Communications E-911	110
Elkhart City PD	109
Lawrence Co. Sheriffs Office	103
Floyd Co. Sheriff's Department	102
Clay Co. Justice Center	101
Knox Co. Dispatch Office	96
Pulaski Co. Sheriffs Office	95
Jasper PD	81
Speedway Police	74
Sullivan Co. 911	74
Jasper Co. Sheriffs Office	73
Owen Co. Sheriffs Office	69
Washington Co. Sheriffs Office	67
ISP Indianapolis Post	63
Switzerland Co. Communication	61
Brown Co. SD	57
Newton Co. 911	57
Kendalville PD	56
Tipton Co. E911	53
Rush Co. SD	49
Greene Co. Sheriffs Office	43
Mooresville PD	40

Q4 - < 40

PSAP	Count
Batesville PD	37
Carroll Co. E911	36
Union Co. 911	36
Howard Co. SD	35
Perry Co.	34
Benton Co. Sheriffs Office	33
Tippecanoe Co. Sheriffs Office	33
Jackson Co. 911	32
Ohio Co. Communications	32
Parke Co. 911	31
Lowell SP Post 13	29
Warrick Co. Sheriffs Office	27
New Haven PD	24
Putnam Co. Sheriffs Office	23
Orange Co. SD	21
Johnson Co. SD	18
Martin Co. SD	18
Posey Co. 911	16
Blackford Co. Central Dispatch	15
Columbia City Communications Center	10
Fayette Co. Communications	10
Harrison Co. SD Dispatch	10
Daviess Co. 911	9
ISP Versailles Post 42	9
ISP Toll Road Post 21	5
Seymour PD	5
ISP Fort Wayne Post 22	4
BeachGrove PD	2
IU PD	2
ISP Bloomington Post 33	1
Pike Co. Sheriffs Office	1
Vermillion Co. Sheriffs Office	1

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Graph F-1.5   All Inbound Text Translations.

Inbound Texty Translations

Totals

300   200   100   0

January   February   March
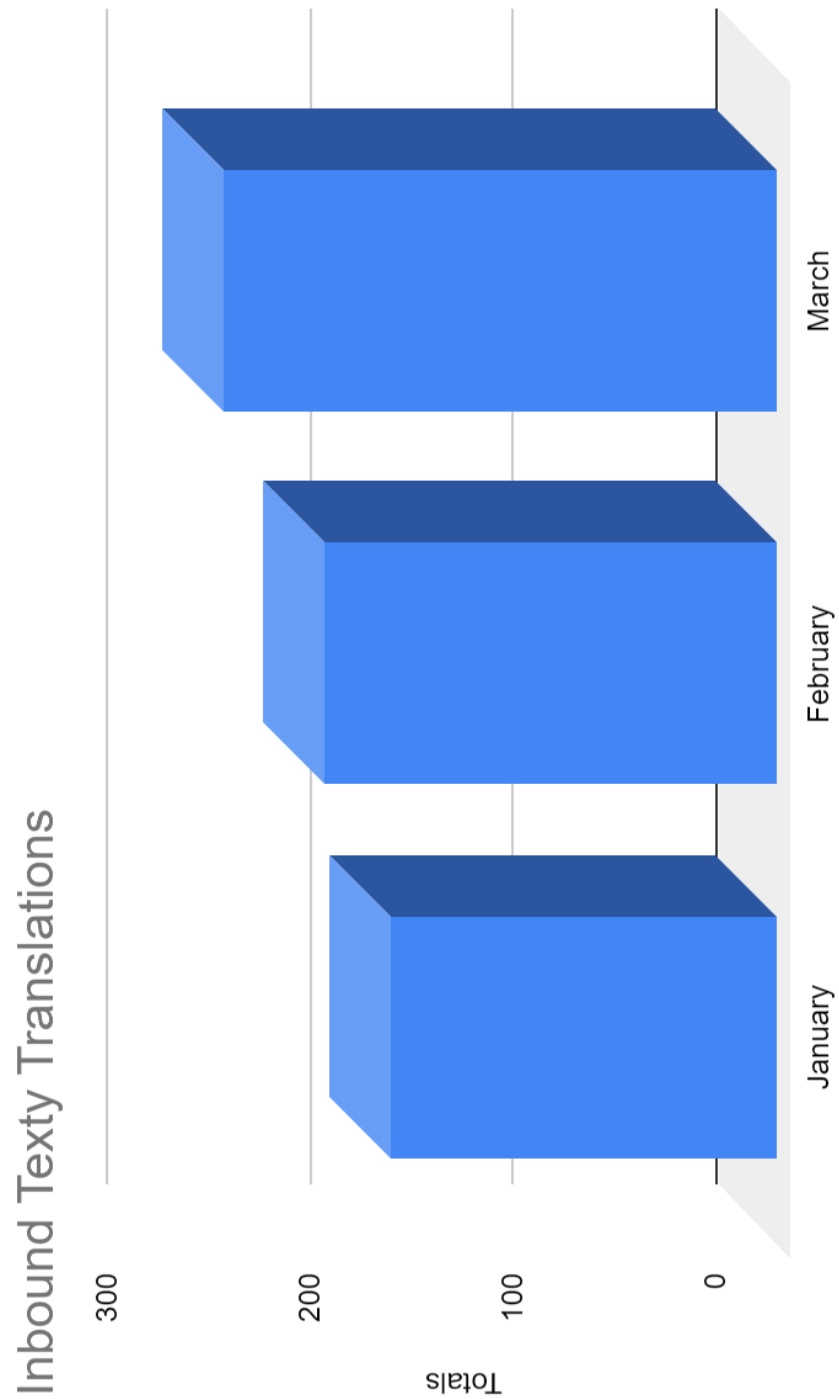
Graph F-1.6   All Outbound Text Translations.

Outbound Text Translations

Totals

1000   750   500   250   0

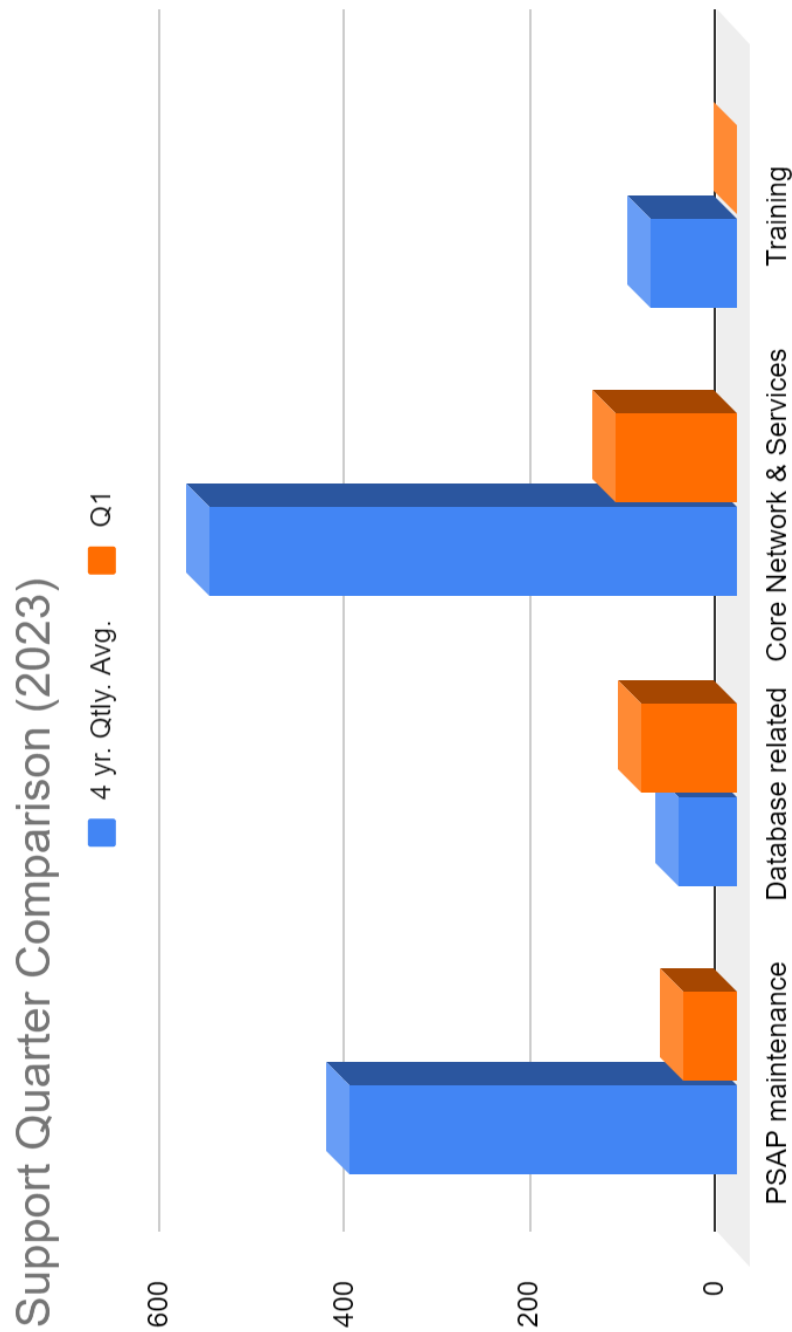January   February   March

MEVO Graphs

Graph G-1.1   MEVO 2023 quarterly inbound call totals.
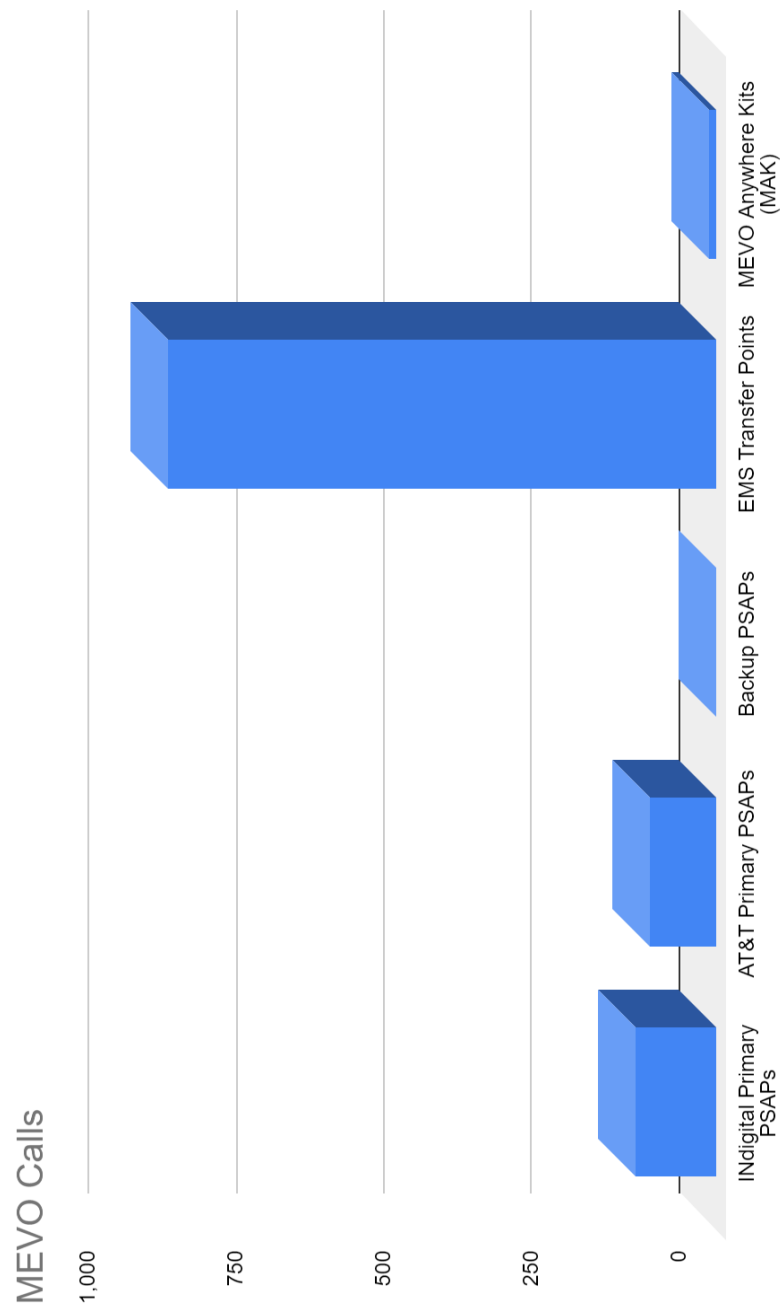
Help Desk Ticket Analysis Graphs

Graph J-1.1   Quarterly totals of trouble tickets for core support.

Support Quarter Comparison (2023)

Legend: ■ 4 yr. Qtly. Avg.   ■ Q1

Categories: Training, Core Network & Services, Database related, PSAP maintenance

Axis values: 0, 200, 400, 600

Graph J-1.2   Quarterly support tickets by type.

INdigital NSOC Support by SSP Provider

- ● INdigital
- ● AT&T
- ● Centurylink
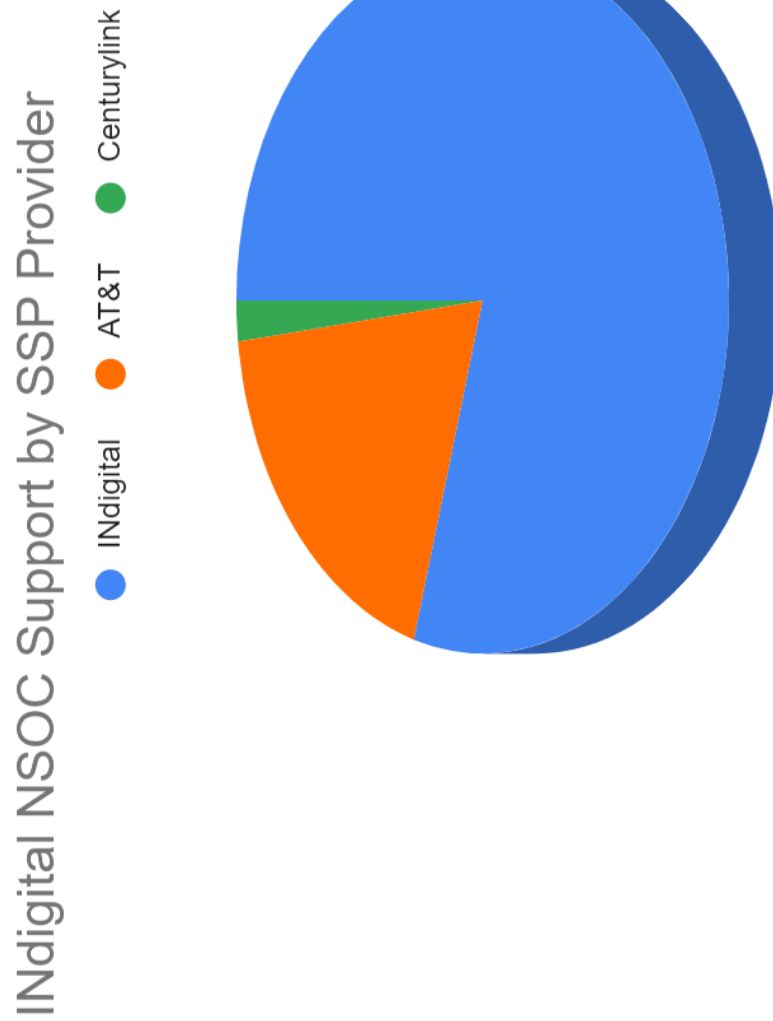
Graph J-1.3   Tickets by service request.

Core Network & Services (2023)

Legend: 4 yr. Qtly. Avg. (blue), Q1 (orange)

Categories: IN911 (911 Service), circuits, mevo, text, ecats, call drop, VPN, maintenance, language line, Toolkit, Logix, IDACS
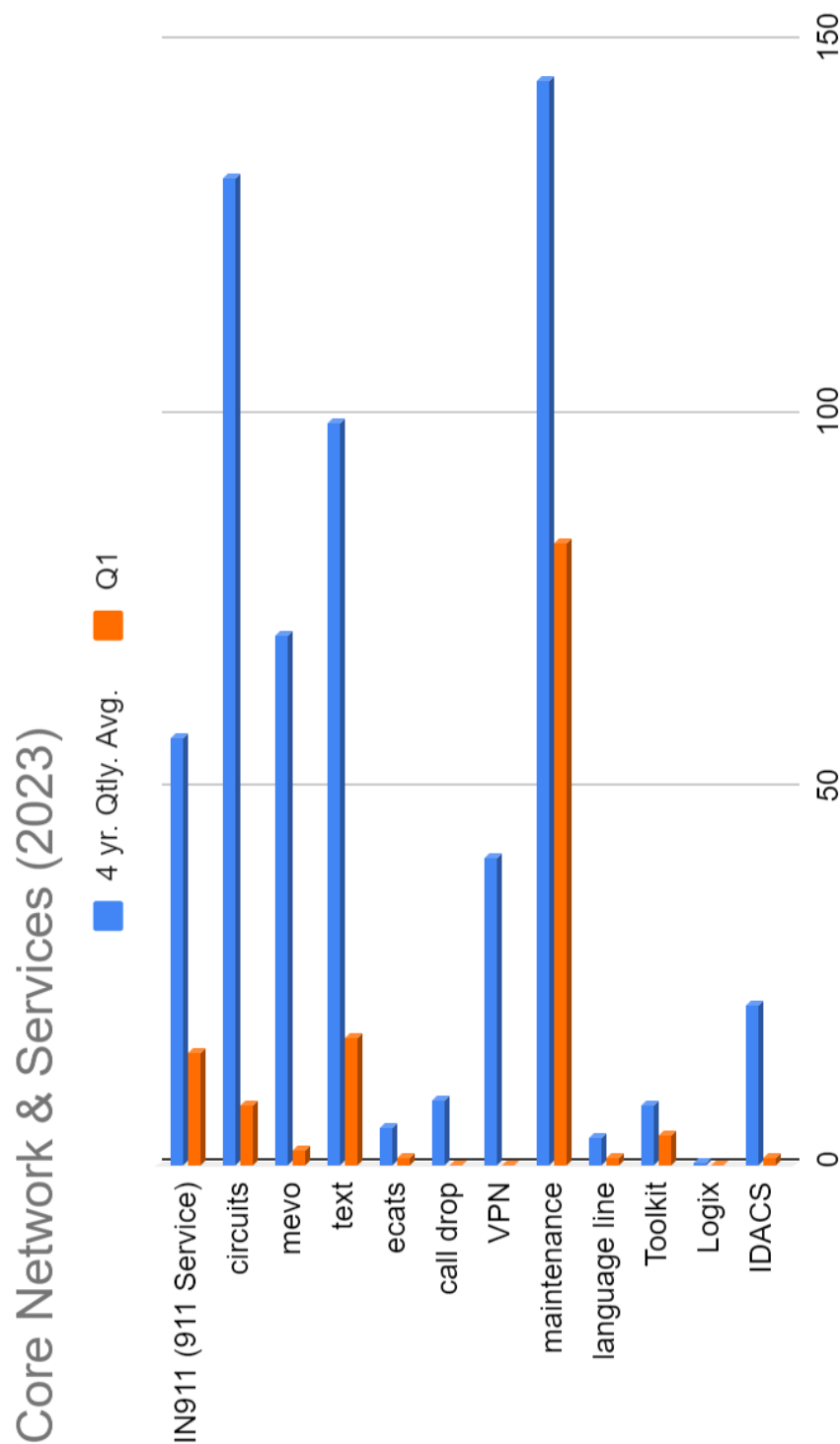
Graph J-1.4   Quarterly totals of carrier support tickets.

Wireless Support Tickets by Carrier (2023)

Legend: ■ 4 yr. Qtly. Avg.   ■ Q1

Carriers: AT&T, T-Mobile, Verizon Wireless

INdigital
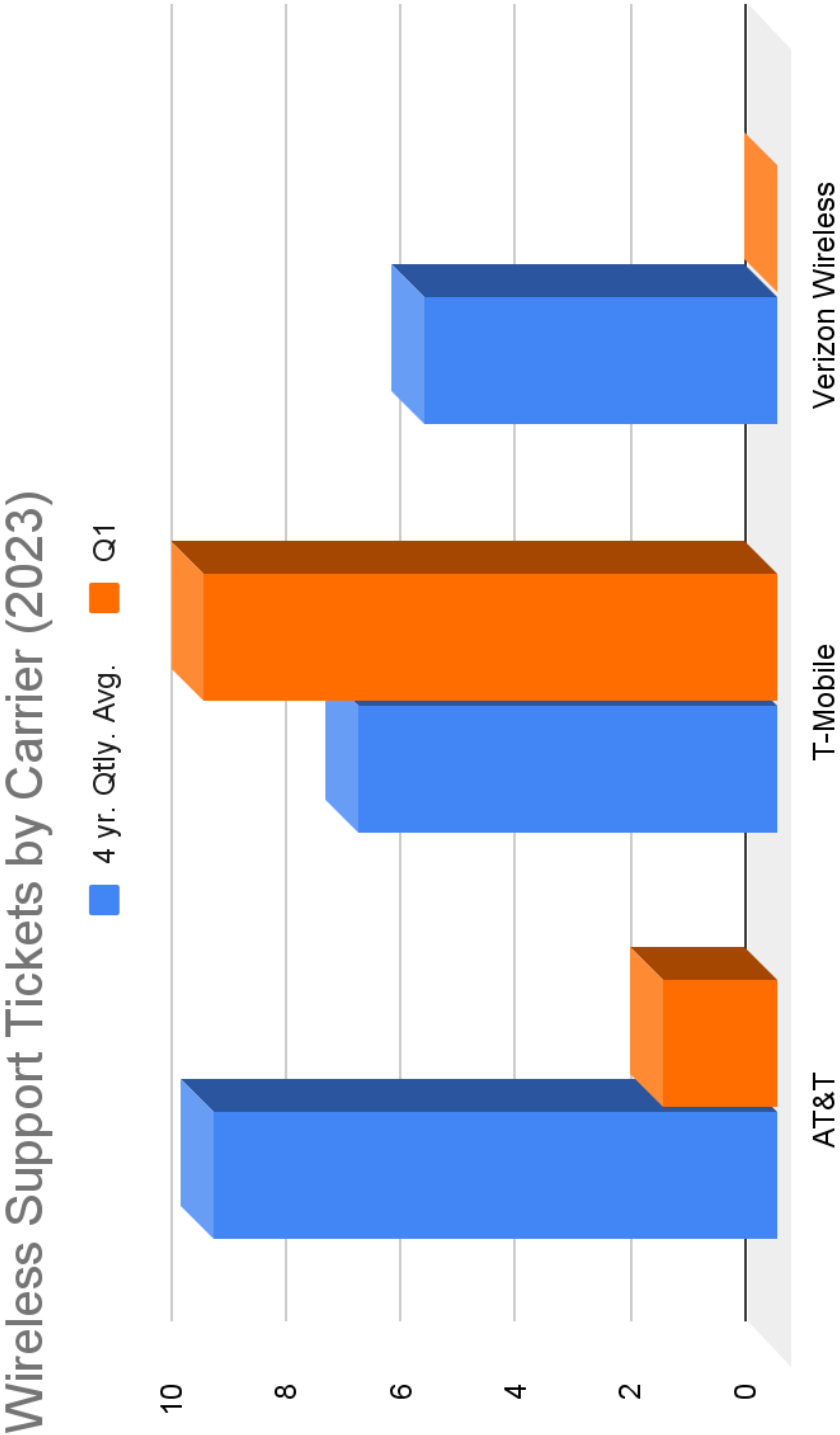
Graph J-1.5   Quarterly totals of carrier support tickets.

Carrier Support Tickets by Carrier (2023)

Legend:
- Q1 (orange)
- 4 yr. Qtly. Avg. (blue)

Carriers (top to bottom): Zayo, West Safety Services, US Signal, TierPoint, Small LEC, Metronet, Frontier, eCats, ComTech (TCS), Comcast, Citizens Telephone, Charter, Century Link 911 Repair

X-axis values: 0, 20, 40, 60
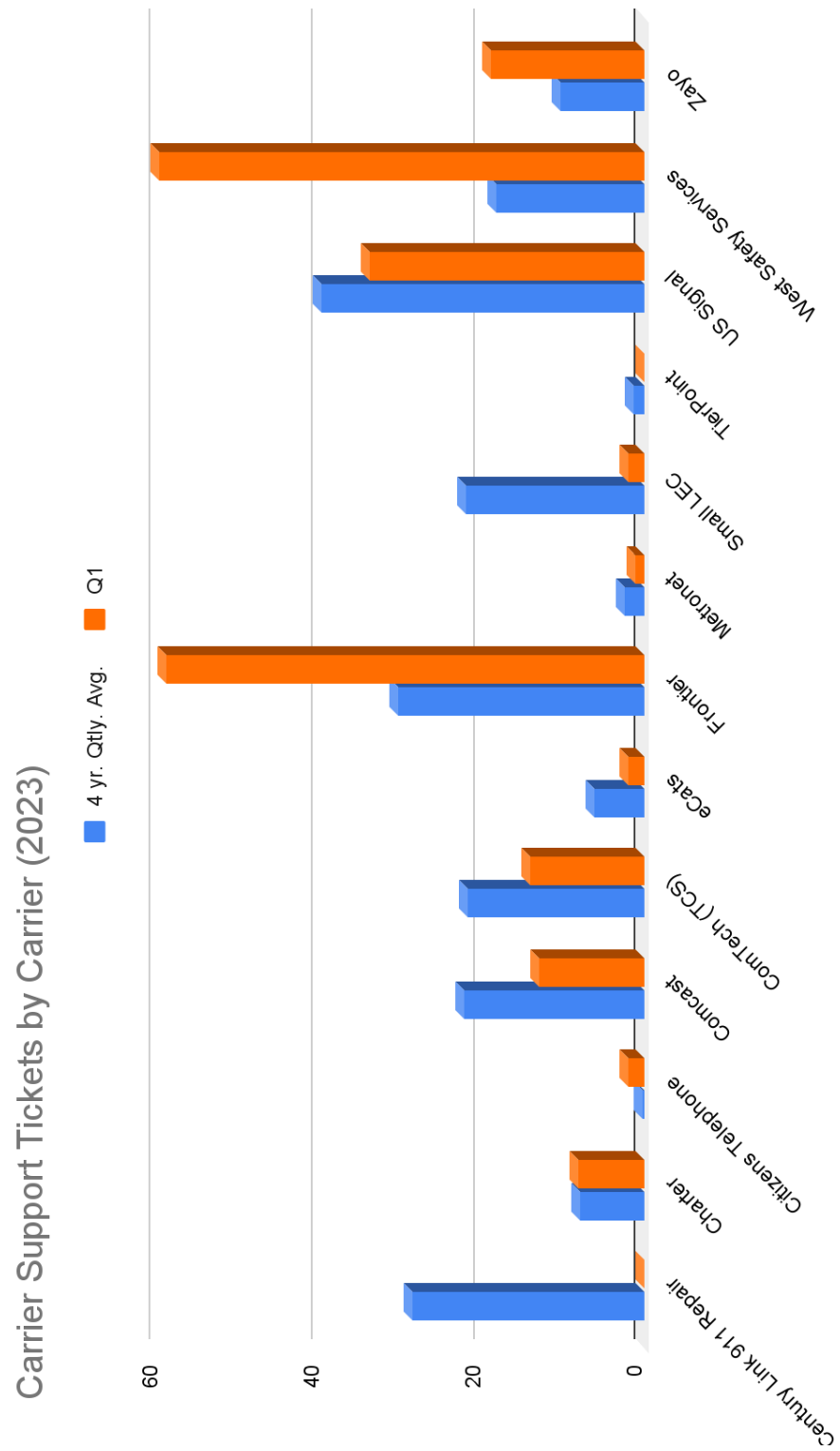
INdigital

Event Analysis Graphs

Graph K-1.1   Sullivan County Tornado

Sullivan Tornado March 31st

Legend: ■ Sullivan Co.   ■ Clay Co.   ■ Owen Co.

Hour
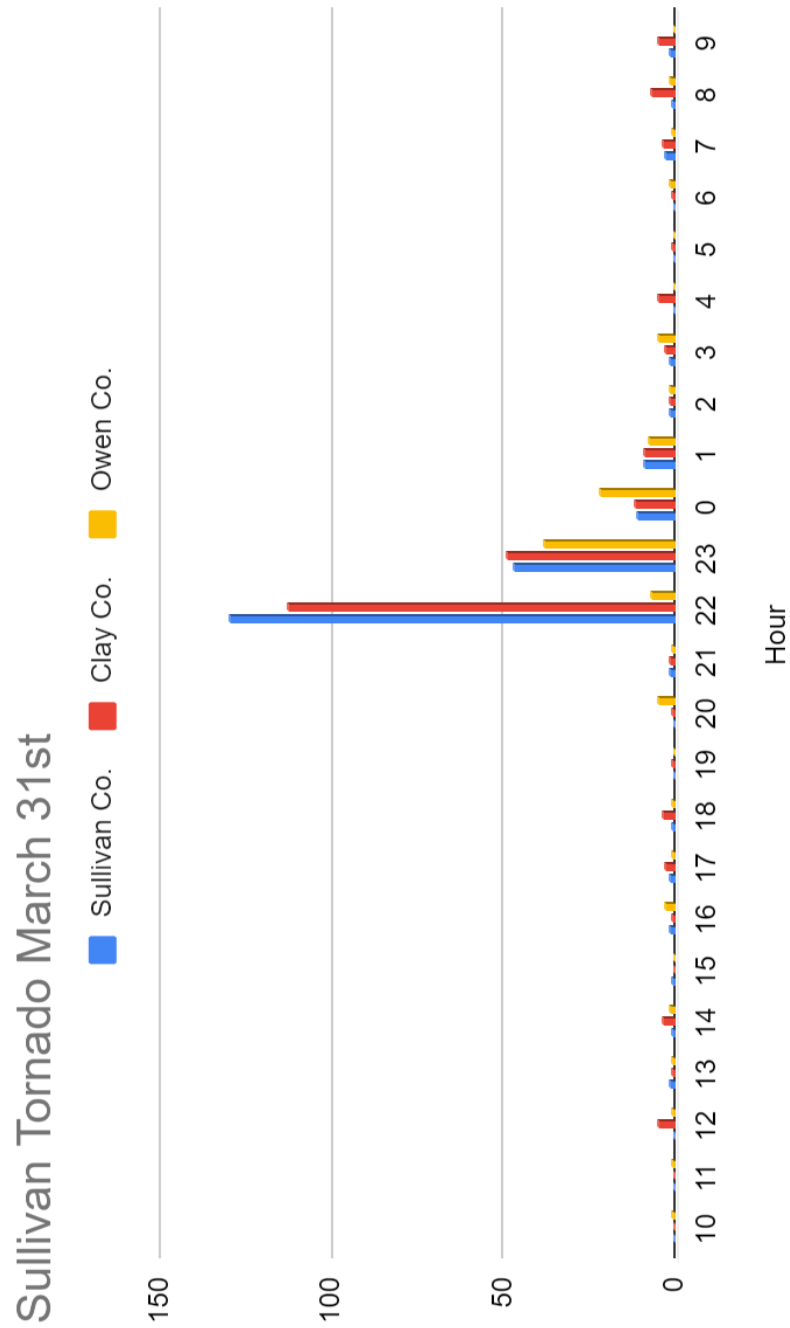
INdigital

Graph K-2.1   Jefferson County Fire Evacuation
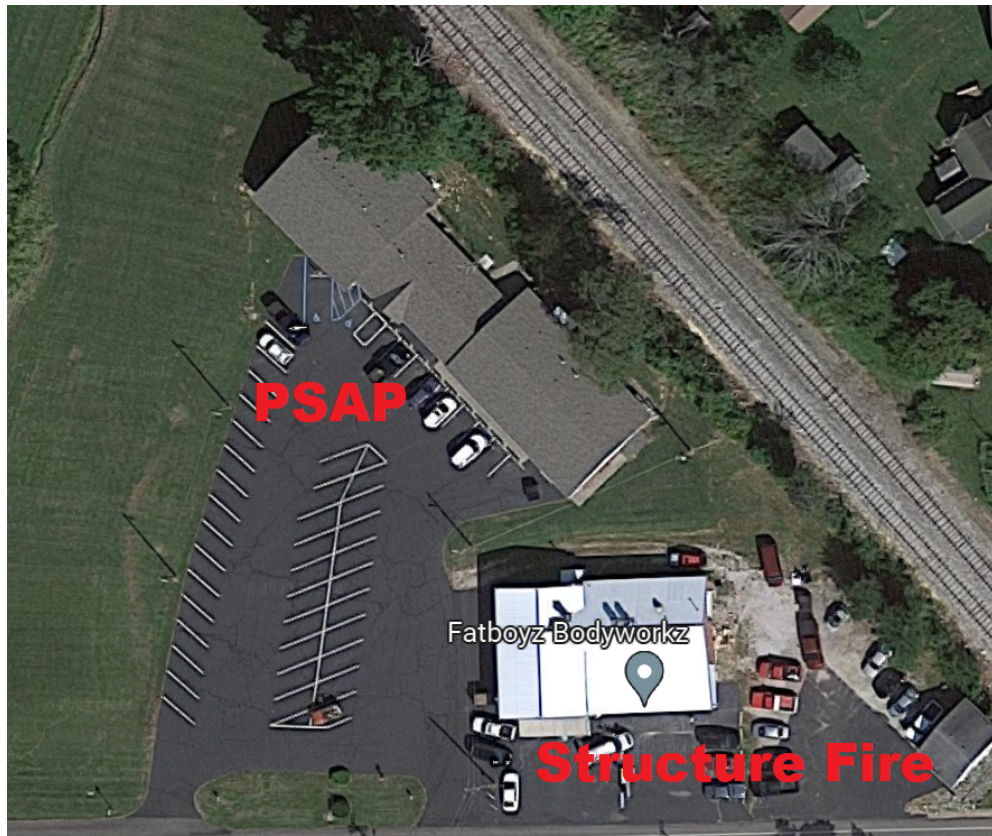
Graph K-3.1   Richmond Fire

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911 IS OUR CALLING

Contact Us

main: 877.469.2010
address: 1616 Directors Row,
Fort Wayne, IN 46808
online: indigital.net
email: info@indigital.net

Shane L. Rekeweg
direct: 260.517.8228
online: indigital.net
email: srekeweg@indigital.net