July 1 - September 30, 2023

2023 BOARD REPORT

Indiana IN911 Next Generation Emergency Network

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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. INdigital has completed all the pieces needed for AT&T to complete its project and continue to provide support during its network changes.

PSAP changes in 2023

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, and the 911 center.

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

Dubois County will be getting a refresh and moving to a new center soon. There is also a geo-routing project started in **Dubois County** for **Jasper PD**.

Clark County will soon move into a new 911 Center. Construction was nearly complete when a water line break caused damage to the facility.

Bedford PD in **Lawrence County** will move to a new location later this year.

Ohio, Jay, DeKalb, Whitley, and Fayette County have CPE refreshes scheduled for later this year.

Jasper PD, Clinton County, and **ISP Post 42 Versailles** are adding another position for taking 911 calls.

Vigo County will move its PSAP to another building as soon as infrastructure and remodeling are completed.

Six PSAPs have small open projects, such as SIP to the recorder, TIG rebuilds, or ANI/ALI delivery changes.

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Network Security Threats

During the third quarter of 2023, there were no reports of PSAPs affected by any cyber attacks in Indiana.

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 increased as compared to previous periods, with a 2023 third-quarter total of 1,242,359. The variation of calls is consistent with seasonal trends.

During the third quarter of 2023, INdigital routed 575,880 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 July 4th, with 18,811 calls, and the least busy day was September 27th, with 11,428 calls.

Since 2006, which is the start of the IN911 network, 57,405,798 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.

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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 84% of all languages translated so far in 2023.

Haitian Creole, Burmese, Swahili, and French comprise the top five languages translated, each comprising 9%, 2%, 1%, and 1%, respectively.

Spanish translation usage during the third quarter of 2023 by the top five counties (Marion, Allen, Hamilton, Elkhart, and White) had 37,304 minutes of total usage during this quarter.

Spanish translations for all other counties totaled 9,688 minutes.

Statewide, 46,992 minutes of Spanish translation were provided for non-English speaking callers.

Other non-English dual-party translations during the third quarter of 2023 had similar usage trends. The top five counties (Marion, Allen, White, Cass, and Monroe) had 6,815 minutes of language translation.

The balance of the counties used 2,340 minutes, with a third quarter total of 9,155 minutes.

Texty Services

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

During the third quarter of 2023, there were 8,107 inbound text sessions received by 106 PSAPs.

There were 46,082 outbound text sessions during the third quarter of 2023 sent by 122 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 third quarter of 2023, Indiana PSAPs received 614 inbound translation messages. Also, during the same quarter, PSAPs sent 4,621 outbound translation messages.

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 the call-taking system for many secondary PSAPs and other 911 call transfer points throughout Indiana.

During the third quarter of 2023, MEVO delivered 1,023 calls by primary PSAPs with 229.5 hours of talk time.

The MEVO system also delivered 16,937 calls to secondary EMS transfer points and MEVO Anywhere Kits (MAK) with more than 641.3 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 third 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. Crossroads Airshow in **Hancock County** on October 28th & 29th.
   a. Total of **10** 9-1-1 calls during the 2-day event.
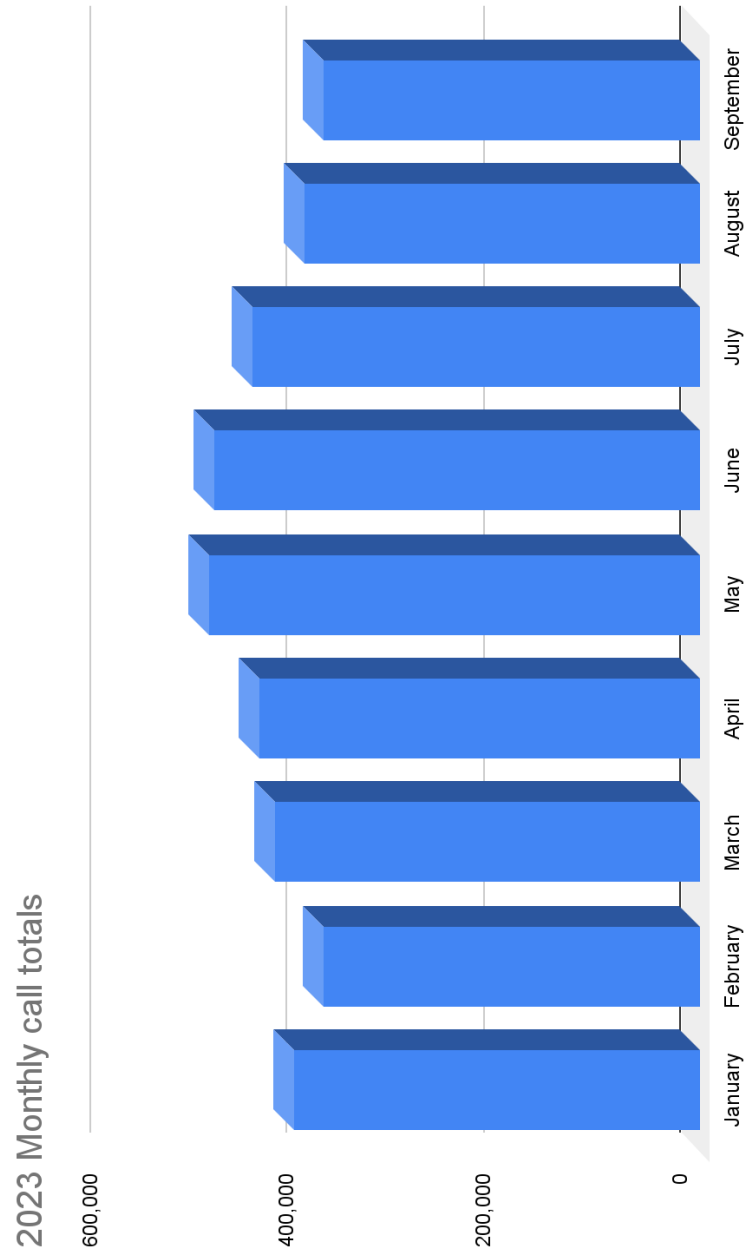   b. The Airshow was expected to have anywhere from 7,000 to 15,000 in attendance.

2. 9-1-1 calls near schools during all of 2022.
   a. Plainfield High School.
   b. Bishop Luers High School.

3. Texty Event in West Virginia.
   a. PSAP was provided the following information.
      i. Apple Device
      ii. The user CANNOT MAKE OR RECEIVE A VOICE CALL because they are outside cellular coverage.
      iii. At 5:45 am UTC, a user requested emergency services near these coordinates: Latitude 37.5743, Longitude 80.6863 (W) Search area +/- 20 meters.
      iv. Altitude 477 meters. Search height +/- 30 meters
      v. The user's device battery state is 60-100%
   b. The PSAP continued to get updates every 5-10 minutes while first responders were en route to the area.

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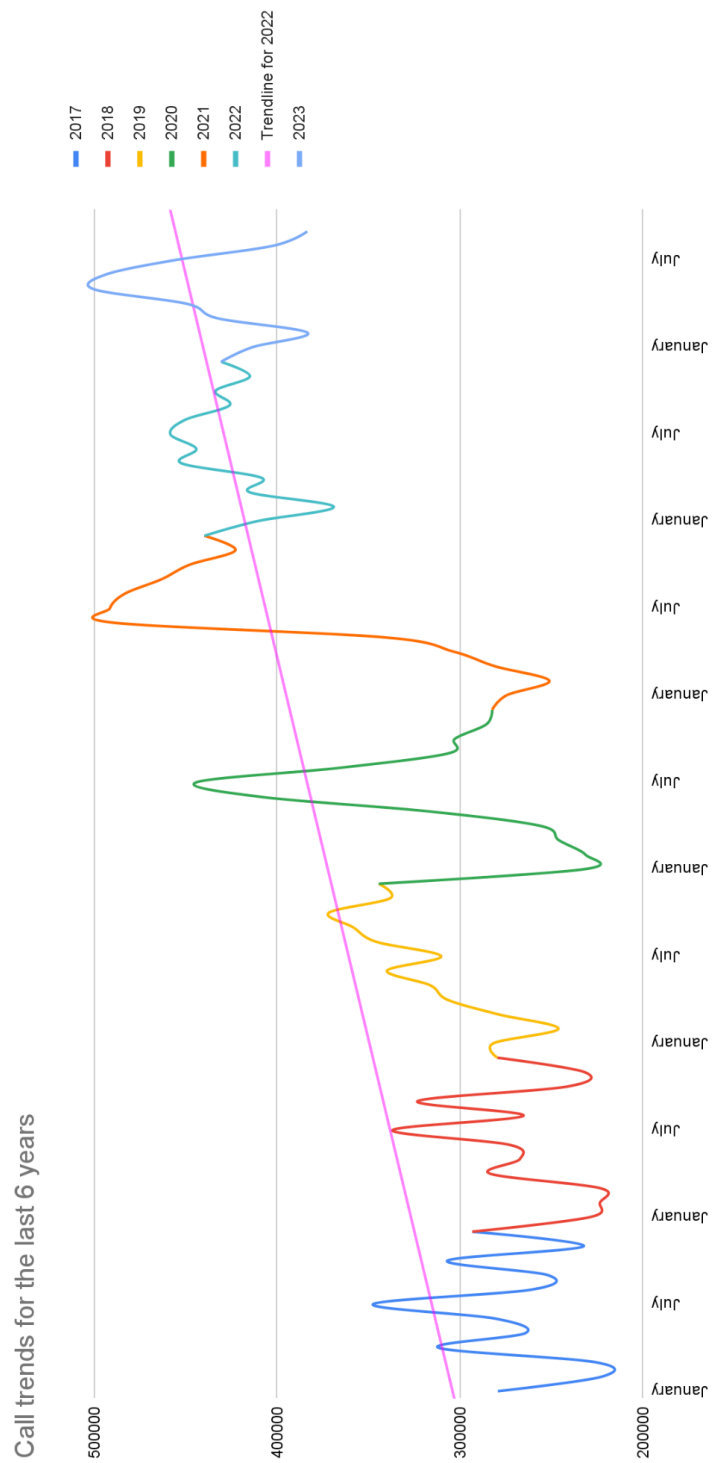
Graph D-1.3   INdigital voice call processing and delivery to destination.

2023 9-1-1 Call Delivery

INdigital Customers 53.6%

AT&T Customers 46.4%
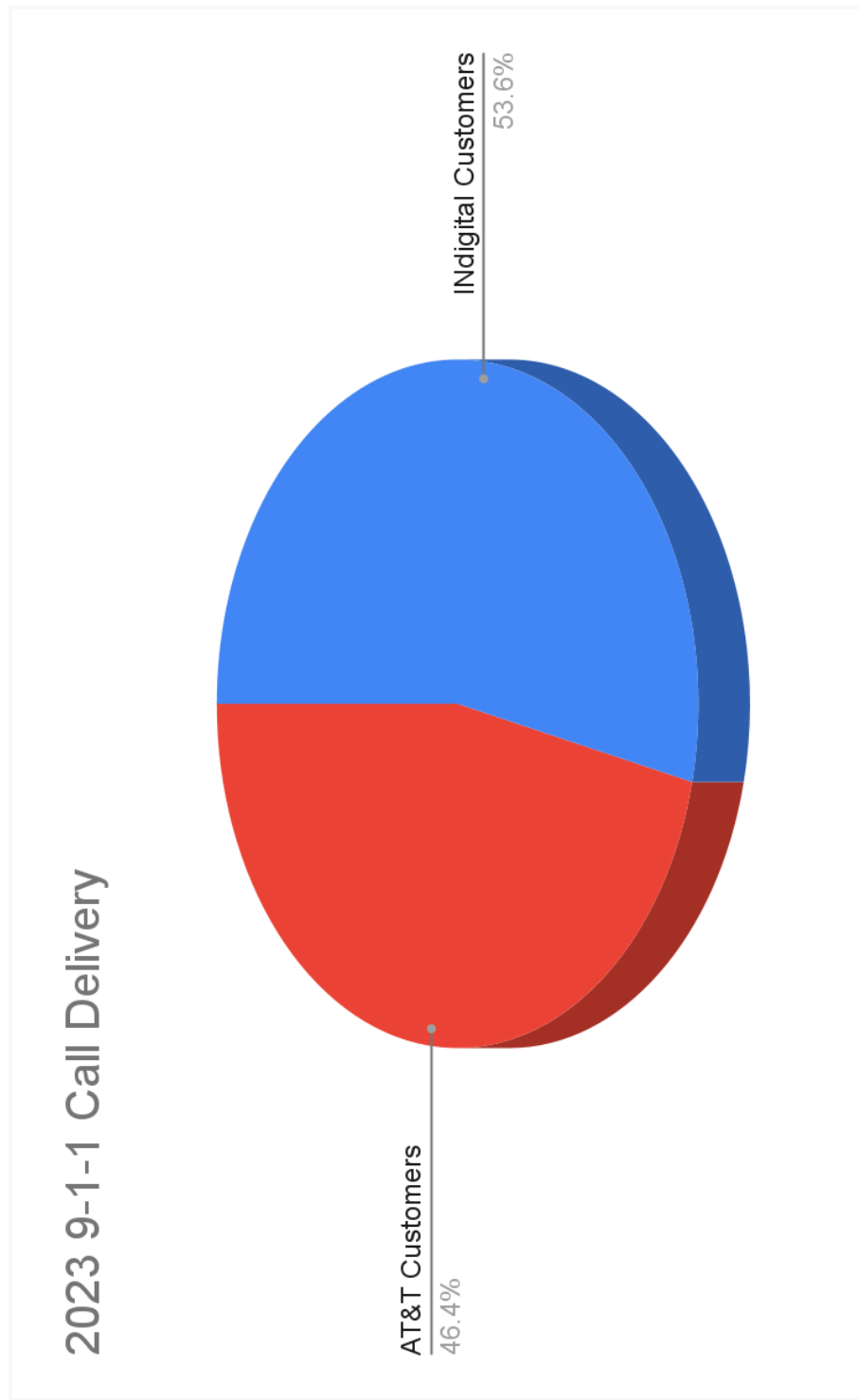
Translation Services Graphs

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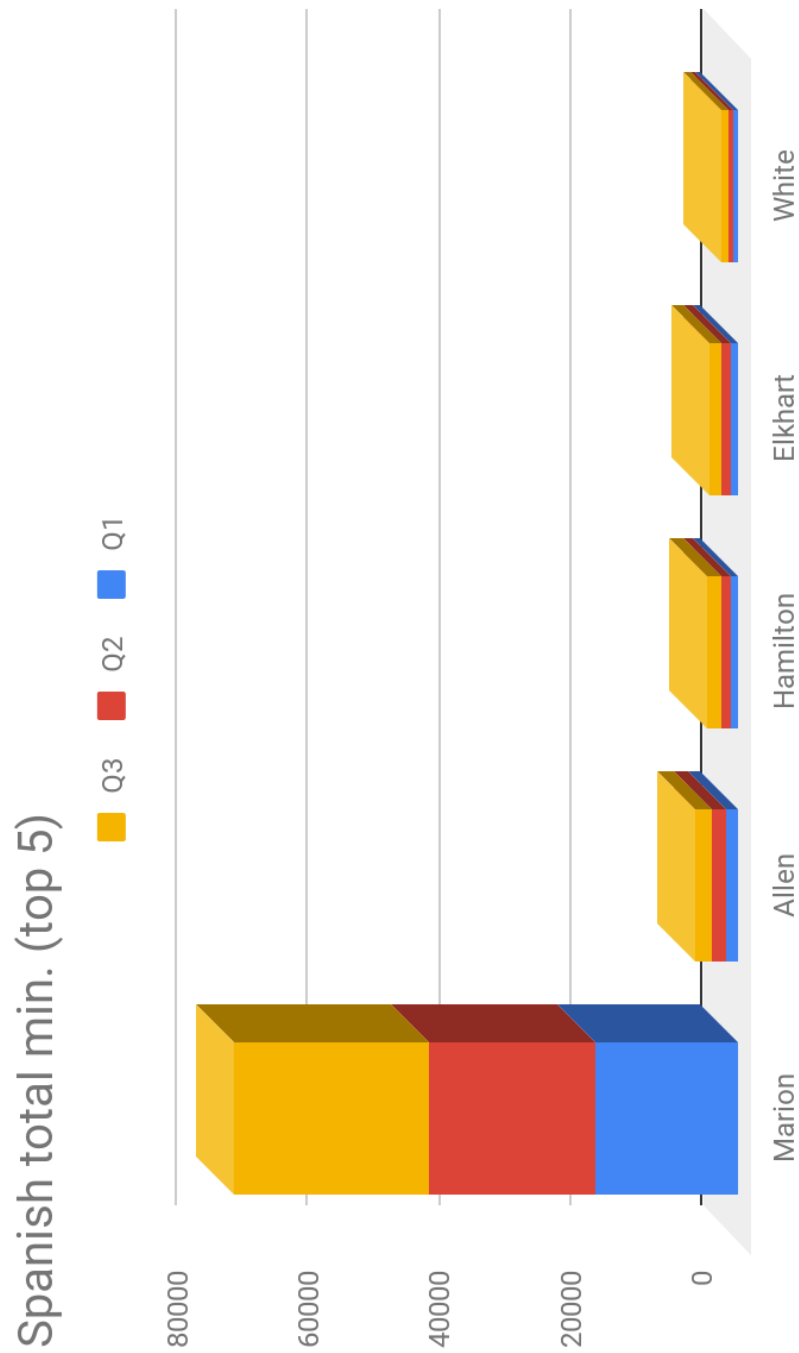
Graph E-1.2   Spanish voice translation, all other counties.

Spanish total min. (balance of counties)

Legend: Q3 (yellow), Q2 (red), Q1 (blue)

Counties (top to bottom): Lawrence, Jasper, Gibson, Decatur, Ripley, Crawford, Floyd, Howard, Tipton, Lagrange, Grant, Fulton, Morgan, Fountain/War, Carroll, Miami, Wayne, Porter, Huntington, Adams, Lake, Johnson, Dubois, Cass, Bartholomew

X-axis: 0, 500, 1000, 1500, 2000, 2500

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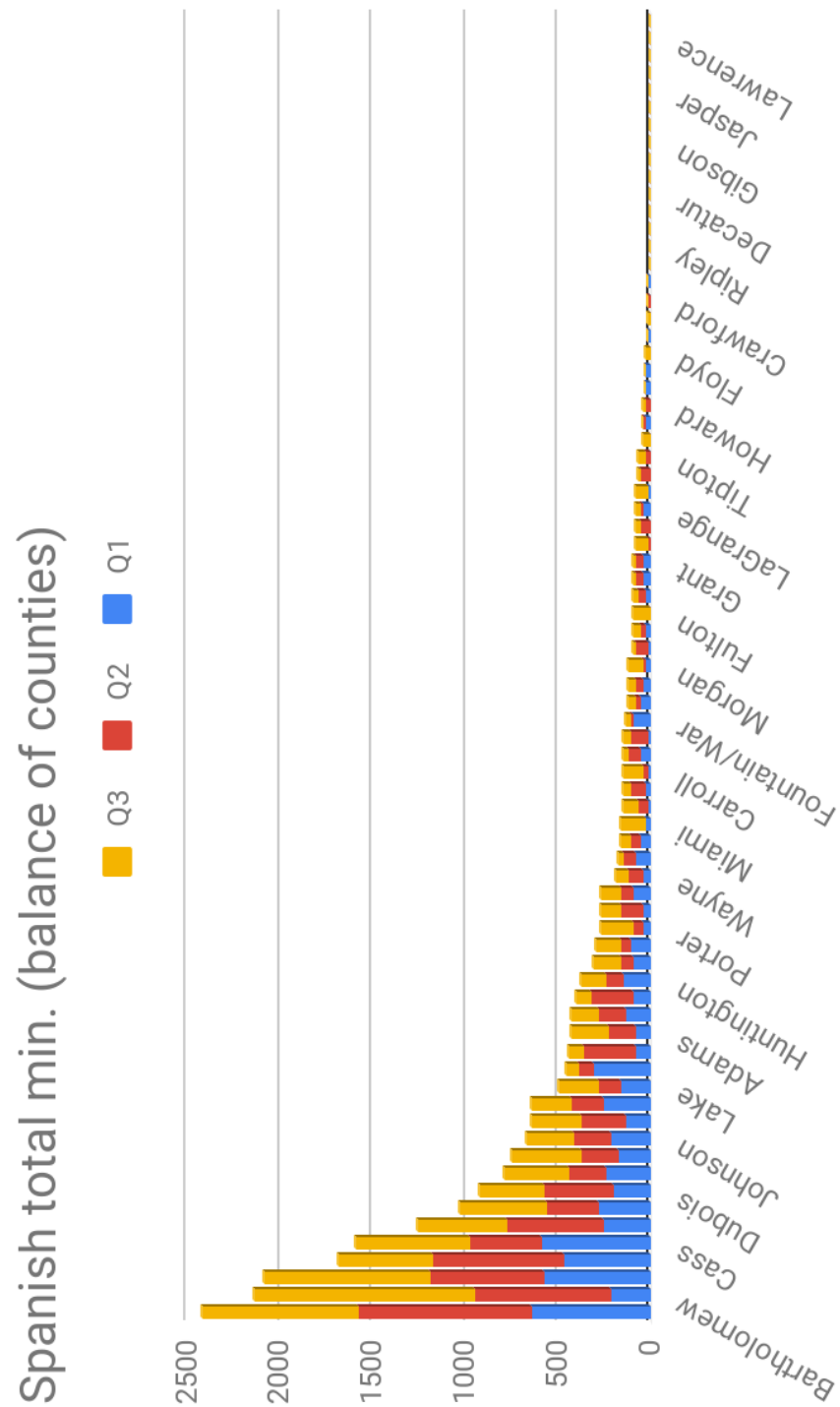
Graph E-1.3   Top 5 other languages voice translation.
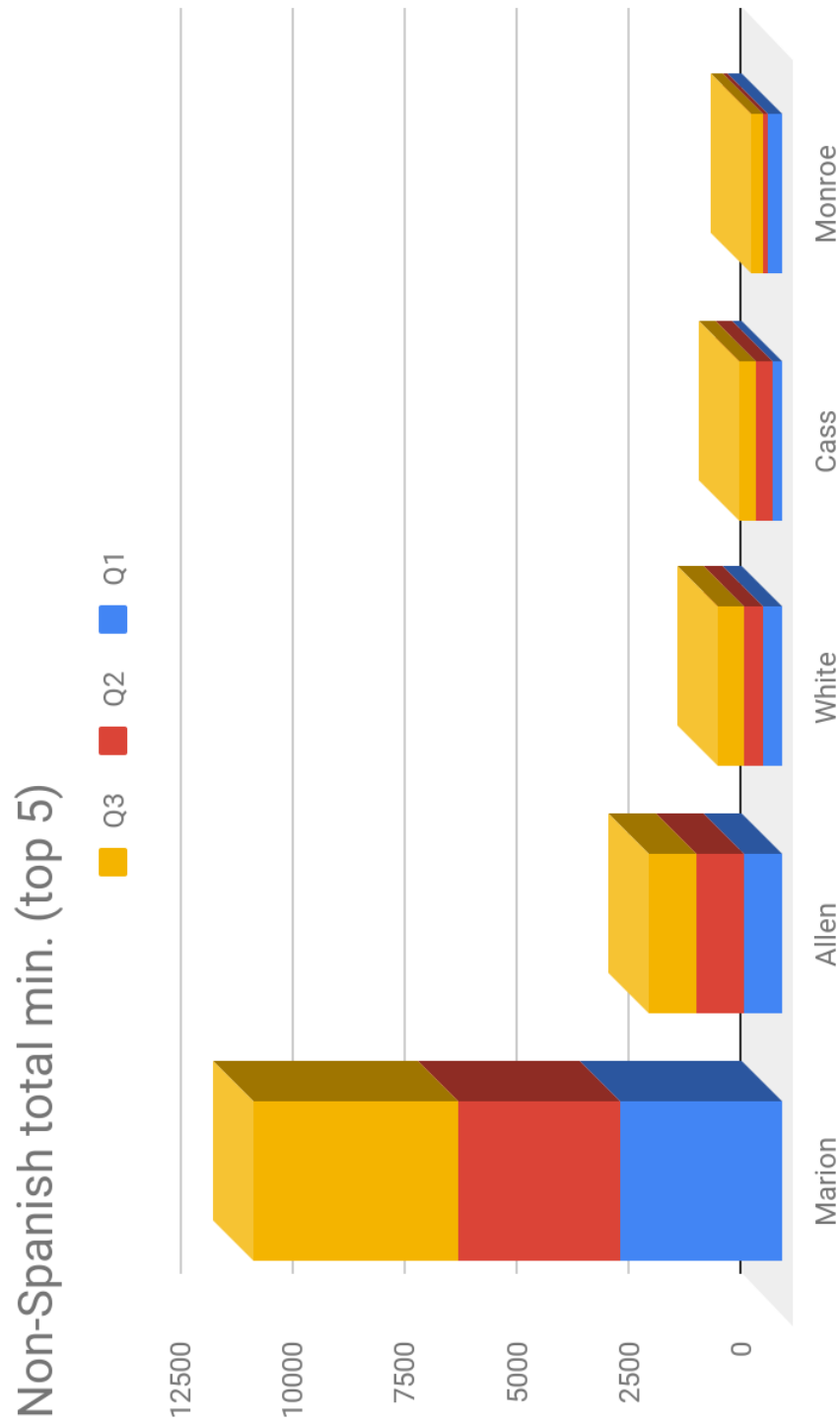
Graph E-1.4   Other languages voice translation, all other counties.

Non-Spanish total min. (balance of counties)

Legend: Q1, Q2, Q3

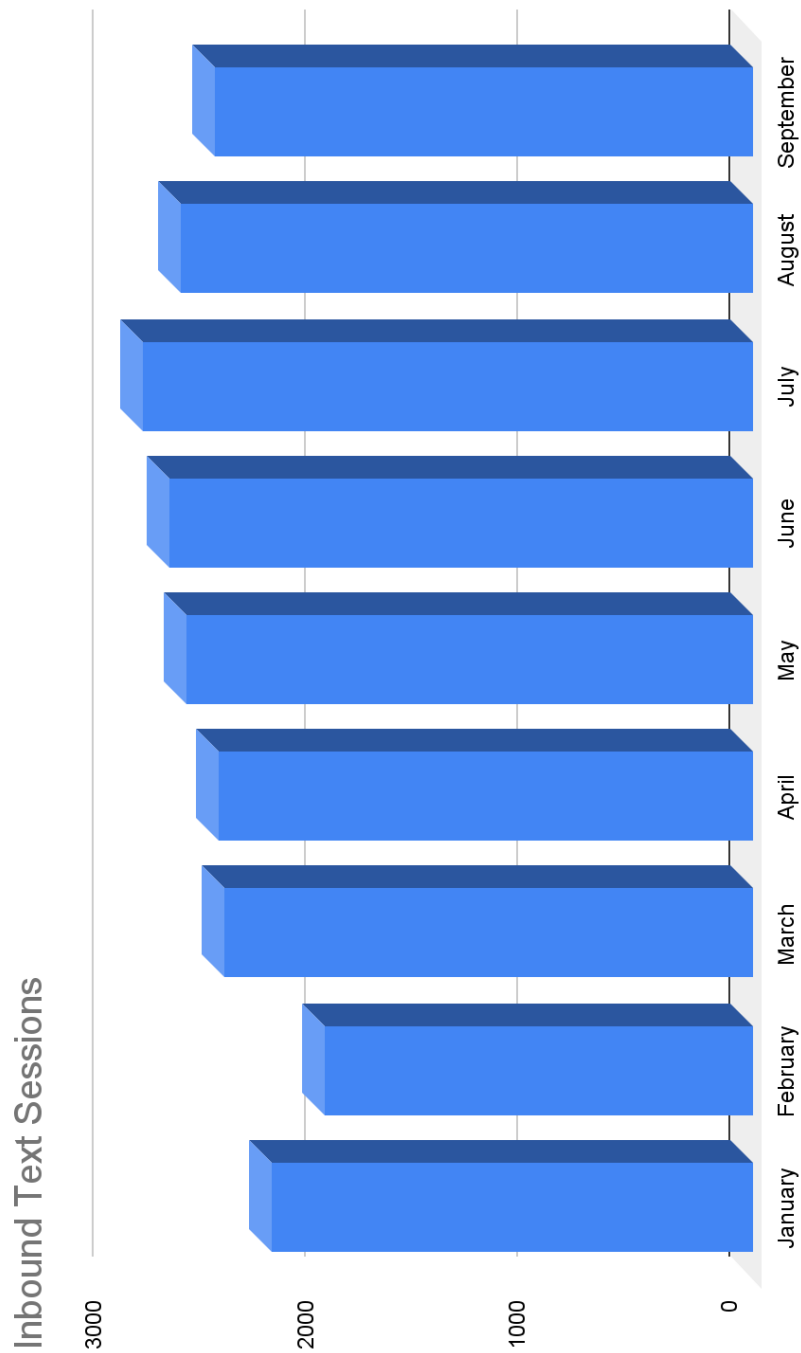Counties: Adams, Laporte, Noble, Blackford, Clinton, Fulton, Tipton, Madison, Wayne, Elkhart, Carroll, Wells, Dearborn, Knox, Delaware, Saint Joseph, Johnson, Warrick, Hamilton, Tippecanoe

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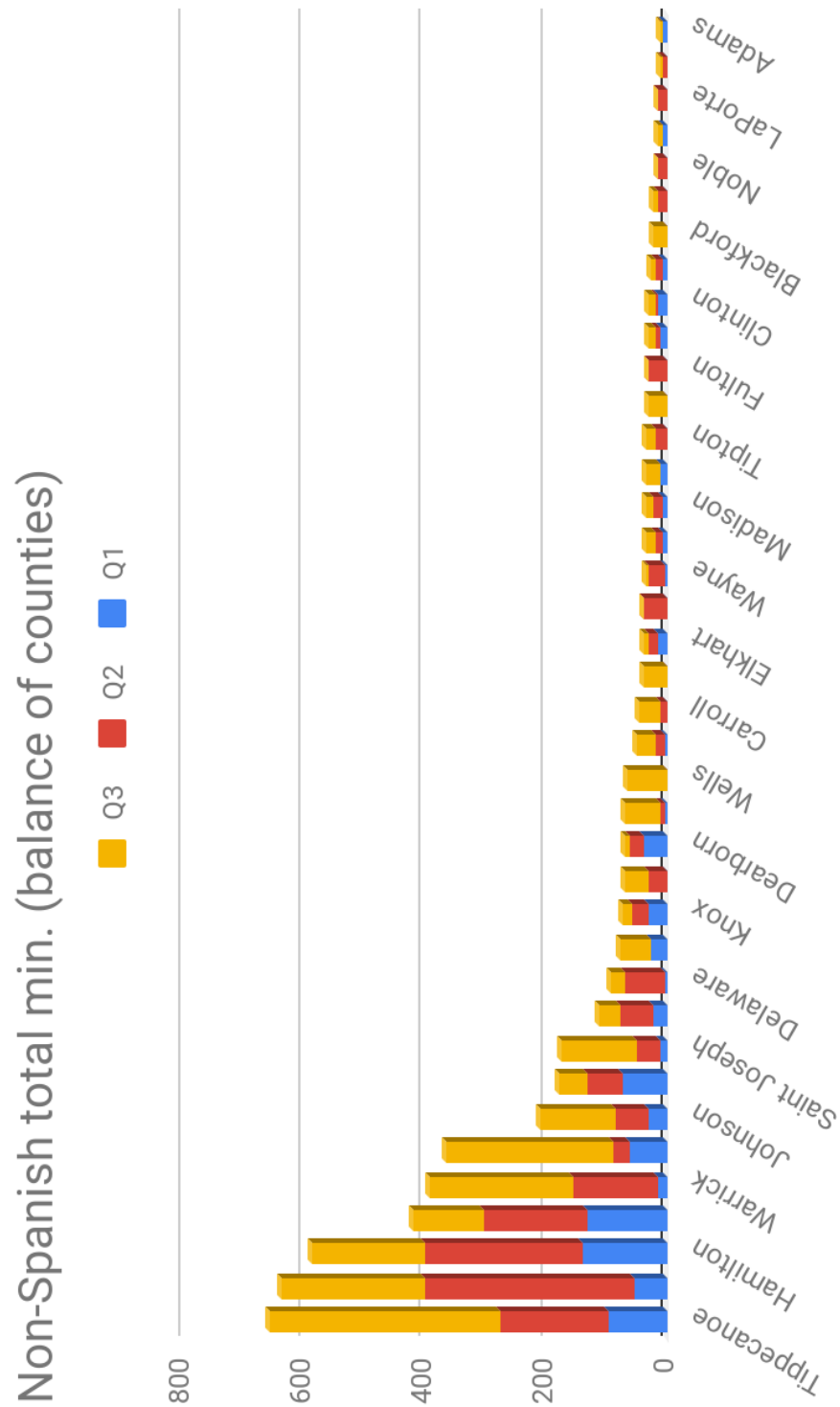
Graph E-1.5   Total occurrences of voice translation used in 2023.

Language	Total	Language	Total
SPANISH	23,032	CANTONESE	4
HAITIAN CREOLE	1,648	CHIN FALAM	4
BURMESE	399	FARSI	4
SWAHILI	181	GERMAN	3
FRENCH	123	LINGALA	3
ARABIC	97	MONGOLIAN	3
MANDARIN	94	THAI	3
KINYARWANDA	57	TURKISH	3
PUNJABI	55	UZBEK	3
TIGRIGNA	43	ALBANIAN	2
CHIN HAKHA	38	CROATIAN	2
HINDI	37	DUTCH	2
RUSSIAN	36	KUNAMA	2
PASHTO	31	NEPALI	2
PORTUGUESE	30	TAGALOG	2
VIETNAMESE	20	URDU	2
ROMANIAN	15	FUZHOU	1
YORUBA	15	GEORGIAN	1
DARI	14	GREEK	1
UKRAINIAN	13	GUJARATI	1
HAKKA-CHINA	11	HMONG	1
SOMALI	11	IGBO	1
ITALIAN	8	KAYAH	1
JAPANESE	8	KHMER	1
KOREAN	7	LAOTIAN	1
KAREN	6	MARSHALLESE	1
PORTUGUESE BRAZILIAN	6	OROMO	1
AMHARIC	5	SERBIAN	1
POLISH	5	SUDANESE ARABIC	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.
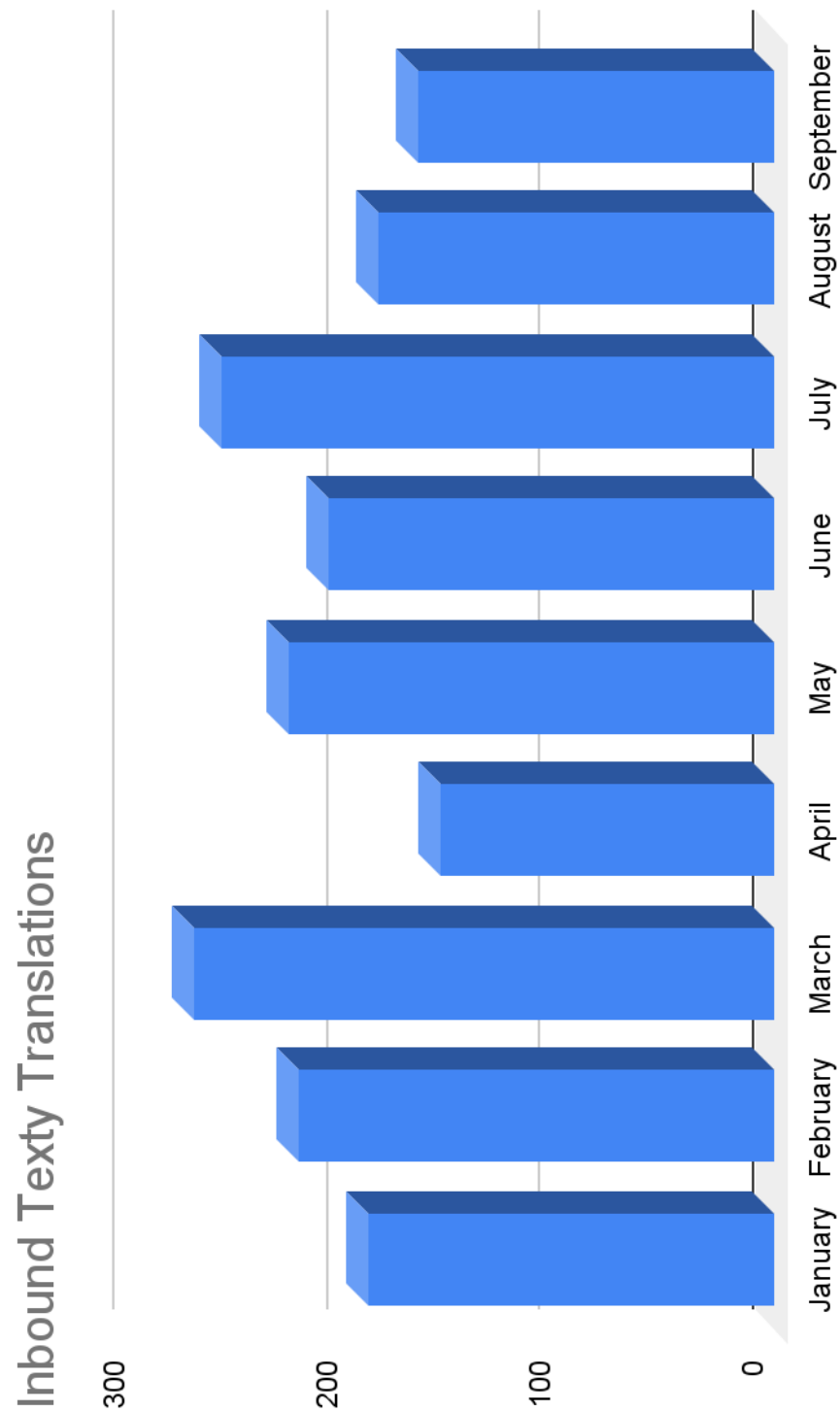
Graph F-1.3 All Inbound Text (to 911) by PSAP.

Inbound Text to 911

Q1 - 6,772 — 150 +

PSAP	Count
Marion Co.Indy PD	3434
Lake Co. Sheriffs Office	2466
Saint Joseph	2454
Lake Station PD	2064
Vanderburgh Co. Central Dispatch	952
Delaware Co. Emer. Com. Center	810
Madison Co. Sheriffs Office	771
Porter Co.	669
Allen Co. SD	641
Vigo Co. 911	632
Hancock Co. EOC	489
Johnson Co. SD	461
Grant Co. SD	428
Elkhart Co. 911 Center	415
Kendalville PD	407
Wayne Co. Emergency Communications [	373
Morgan Co. 911	312
Henry Co. Emergency Services	306
Hamilton Co. Sheriffs Office Dispatch	258
Monroe Co. Central Dispatch	235
Hendricks Co. Communications Center	227
Clark Co. 911 Center	201
Lafayette PD	190
Dearborn Co.	187
Bartholomew Co. EOC	153

Q2 - 7,932 — 50 - 149

PSAP	Count
Shelby Co. SD	141
Randolph Co. Communications	140
Putnam Co. Sheriffs Office	135
Floyd Co. Sheriff's Department	126
Scott Co. Emergency Communications	122
LaGrange Co. Communications	110
Howard Co. SD	106
Kosciusko Co.	99
Montgomery Co. / Crawfordsville E911	98
LaPorte Co. 911 Communications	93
Boone Co. SD	92
Gibson Co. SD	91
Owen Co. Sheriffs Office	80
Lawrence Co. Sheriffs Office	72
Parke Co. 911	66
Brown Co. SD	65
Jefferson Co. 911	62
Miami Co. 911	59
Warrick Co. Sheriffs Office	59
Jackson Co. 911	58
Jasper Co. Sheriffs Office	57
Tippecanoe Co. Sheriffs Office	55
Dubois Co. Communications Center	54
Knox Co. Dispatch Office	53

Q3 - 8,107 — 20 - 49

PSAP	Count
Knox Co. Dispatch Office	48
Marshall Co. PD	43
Huntington Co. Sheriffs Office	41
Clay Co. Justice Center	41
Jasper PD	41
Speedway Police	40
Noble Co. SD	40
Sullivan Co. 911	39
Daviess Co. 911	39
Harrison Co. SD Dispatch	38
Mooresville PD	35
Cass Co. E911	35
Clinton Co. 911	34
Adams Co. Sheriffs Office	34
Schererville PD	33
Jennings Co. 911	30
Fayette Co. Communications	29
Indigital telecom	29
Washington Co. Sheriffs Office	26
Blackford Co. Central Dispatch	26
Steuben Co. 911	25
Greene Co. Sheriffs Office	25
Switzerland Co. Communication	25
Union Co. 911	25
Wells Co.	24
DeKalb Co. SD	21
Posey Co. 911	21
Ripley Co. E-911 Communications	21
Wabash Co. Central Dispatch	21
White Co.	21

Q4 - — < 20

PSAP	Count
Decatur Co. SD	19
Franklin Co. Communications E-911	19
Perry Co.	17
Ohio Co. Communications	15
Fulton Co. Communications	13
Purdue University PD	13
Starke Co. Sheriffs Office	12
Tipton Co. E911	12
Whitley Co. Communications Center	12
Columbia City Communications Center	11
Spencer Co. 911	11
Vermillion Co. Sheriff's Office	11
Carroll Co. E911	10
Indy Airport Authority	9
Rush Co. SD	9
Fountain/Warren Co. Regional Dispatch C	8
Newton Co. 911	8
Orange Co. SD	8
Pulaski Co. Sheriffs Office	7
Crawford Co. Central Dispatch	6
Lawrence PD	6
BeachGrove PD	4
Jay Co. SD	4
Benton Co. Sheriffs Office	3
ISP Seymour	2
Lowell SP Post 13	2
Martin Co. SD	2
Pike Co. Sheriffs Office	1

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

Outbound Text from 911 Q1 - 42,496		Q2 - 68,553		Q3 - 46,082		Q4 -	
1000 +		**500 - 999**		**124 - 499**		**< 124**	
Saint Joseph	13901	Schererville PD	954	Johnson Co. SD	485	Benton Co. Sheriffs Office	125
Hamilton Co. Sheriffs Office Dispatch	11938	Scott Co. Emergency Communications	912	Delaware Co. Emer. Com. Center	484	Fayette Co. Communications	118
Elkhart Co. 911 Center	9691	Dubois Co. Communications Center	907	Clay Co. Justice Center	443	Jackson Co. 911	110
Allen Co. SD	8413	Cass Co. E911	869	LaPorte Co. 911 Communications	438	Perry Co.	103
Lake Co. Sheriffs Office	7763	DeKalb Co. SD	869	Linton PD	414	Warrick Co. Sheriffs Office	90
Monroe Co. Central Dispatch	6573	Marion Co.Indy PD	851	Indy Airport Authority	402	Tippecanoe Co. Sheriffs Office	89
Clark Co. 911 Center	6152	Madison Co. Sheriffs Office	838	West Lafayette PD	401	Martin Co. SD	85
Bartholomew Co. EOC	5591	Jennings Co. 911	831	Crawford Co. Central Dispatch	396	New Haven PD	81
Lake Station PD	5483	Henry Co. Emergency Services	827	Randolph Co. Communications	370	Howard Co. SD	80
Porter Co.	5460	Decatur Co. SD	724	Jay Co. SD	341	ISP Seymour	79
Wayne Co. Emergency Communications [	4975	Noble Co. SD	721	Floyd Co. Sheriff's Department	328	Orange Co. SD	70
Vanderburgh Co. Central Dispatch	4236	Whitley Co. Communications Center	660	Pulaski Co. Sheriffs Office	311	Kings Daughter Hospital	67
Vigo Co. 911	3492	Adams Co. Sheriffs Office	645	Greene Co. Sheriffs Office	303	Lowell SP Post 13	61
Elkhart Co Command Vehicle	3423	Huntington Co. Sheriffs Office	642	Sullivan Co. 911	299	Putnam Co. Sheriffs Office	59
Hendricks Co. Communications Center	2996	Miami Co. 911	615	Washington Co. Sheriffs Office	298	Columbia City Communications Center	56
Montgomery Co. / Crawfordsville E911	2640	Purdue University PD	611	ISP Indianapolis Post	292	Posey Co. 911	53
Lafayette PD	2610	Marshall Co. PD	581	Jasper Co. Sheriffs Office	283	Daviess Co. 911	51
Grant Co. SD	2536	New Albany City Dispatch	574	Owen Co. Sheriffs Office	281	ISP Versailles Post 42	34
Hancock Co. EOC	2401	Franklin Co. Communications E-911	551	Jasper PD	278	IU PD	27
Boone Co. SD	2171	Ripley Co. E-911 Communications	551	Newton Co. 911	276	Seymour PD	27
LaGrange Co. Communications	1887	Lawrence Co. Sheriffs Office	536	Carroll Co. E911	259	Harrison Co. SD Dispatch	24
Wabash Co. Central Dispatch	1804	Jefferson Co. 911	528	Switzerland Co. Communication	259	Indigital telecom	18
Wells Co.	1542	Lawrence PD	516	Brown Co. SD	250	ISP Fort Wayne Post 22	16
Spencer Co. 911	1390	Fulton Co. Communications	512	Elkhart City PD	214	ISP Toll Road Post 21	9
Morgan Co. 911	1363	Fountain/Warren Co. Regional Dispatch C	502	Parke Co. 911	202	Pike Co. Sheriffs Office	9
Clinton Co. 911	1334	Starke Co. Sheriffs Office	502	Mooresville PD	194	Gibson Co. SD	8
Shelby Co. SD	1332			Rush Co. SD	190	Vermillion Co. Sheriff's Office	6
Steuben Co. 911	1273			Speedway Police	180	ISP Bloomington Post 33	4
Kosciusko Co.	1240			Knox Co. Dispatch Office	165	BeachGrove PD	3
Dearborn Co.	1218			Union Co. 911	163	Rushville PD	3
White Co.	1056			Blackford Co. Central Dispatch	137		
				Kendalville PD	134		
				Tipton Co. E911	131		
				Batesville PD	126		
				Ohio Co. Communications	126		

Graph F-1.5   All Inbound Text Translations.

Inbound Texty Translations

300 200 100 0

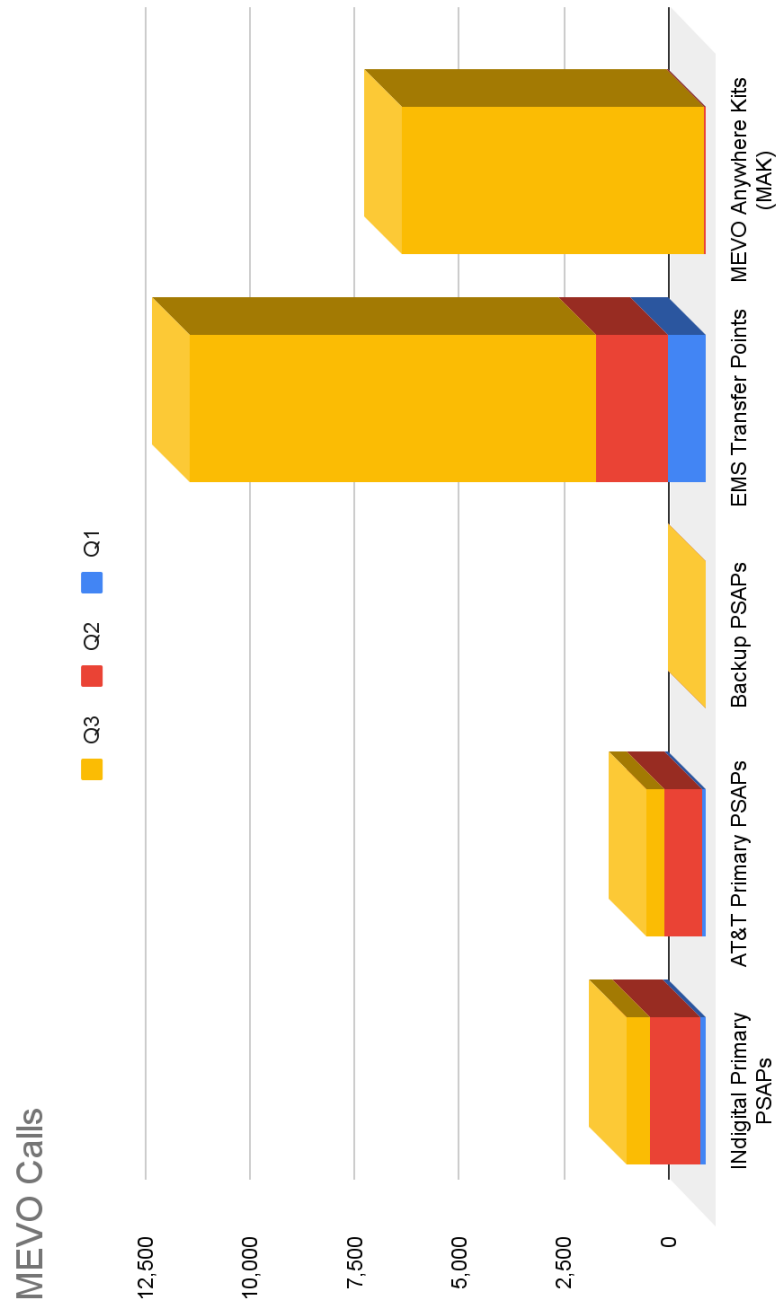January February March April May June July August September

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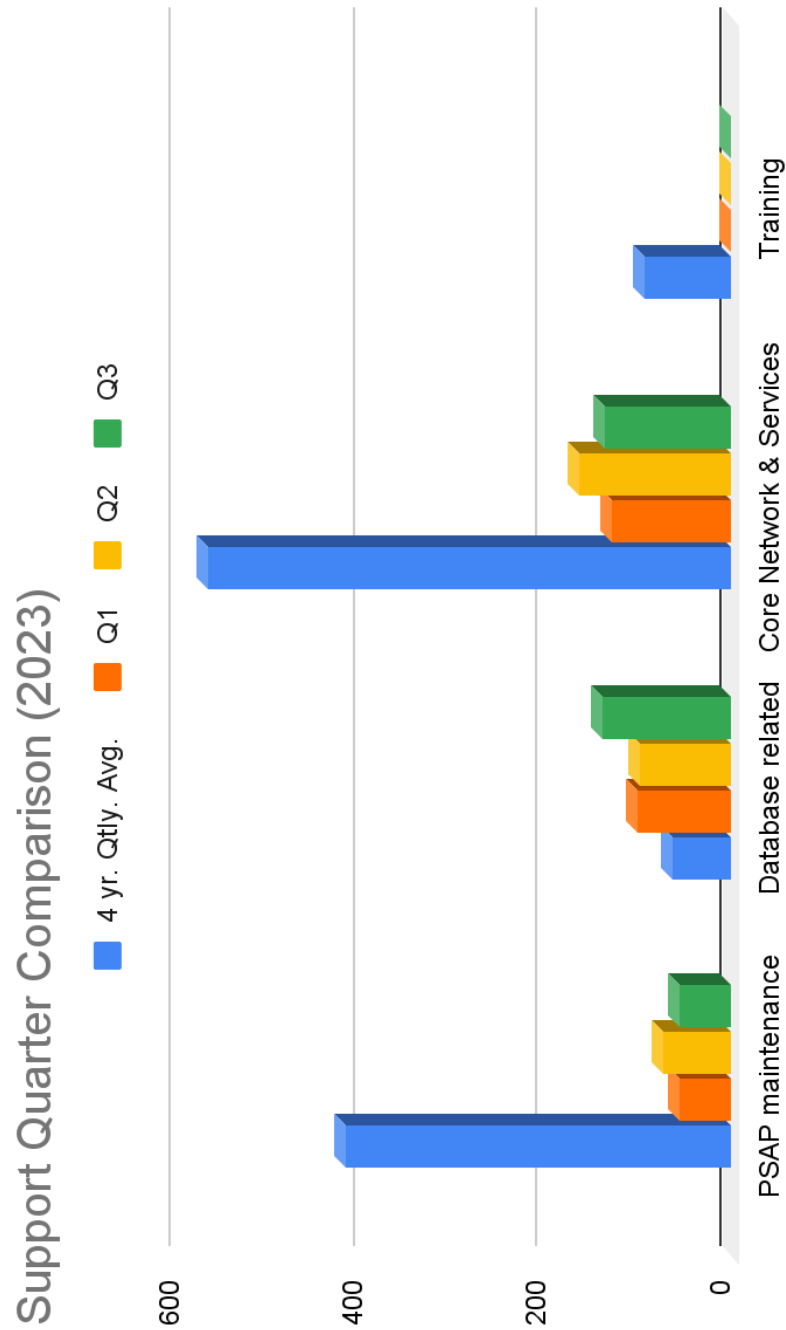# Graph F-1.6   All Outbound Text Translations.
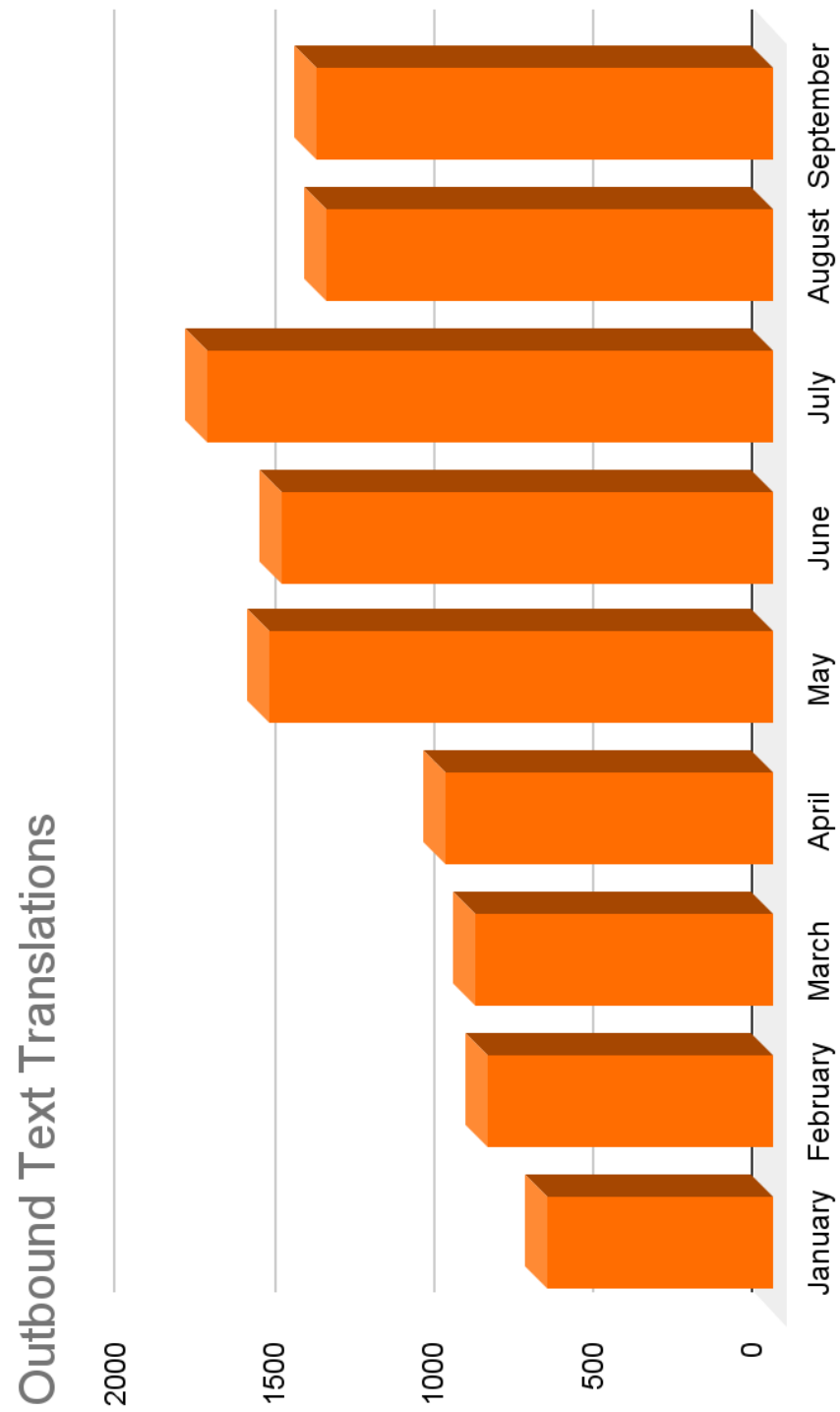
MEVO Graphs

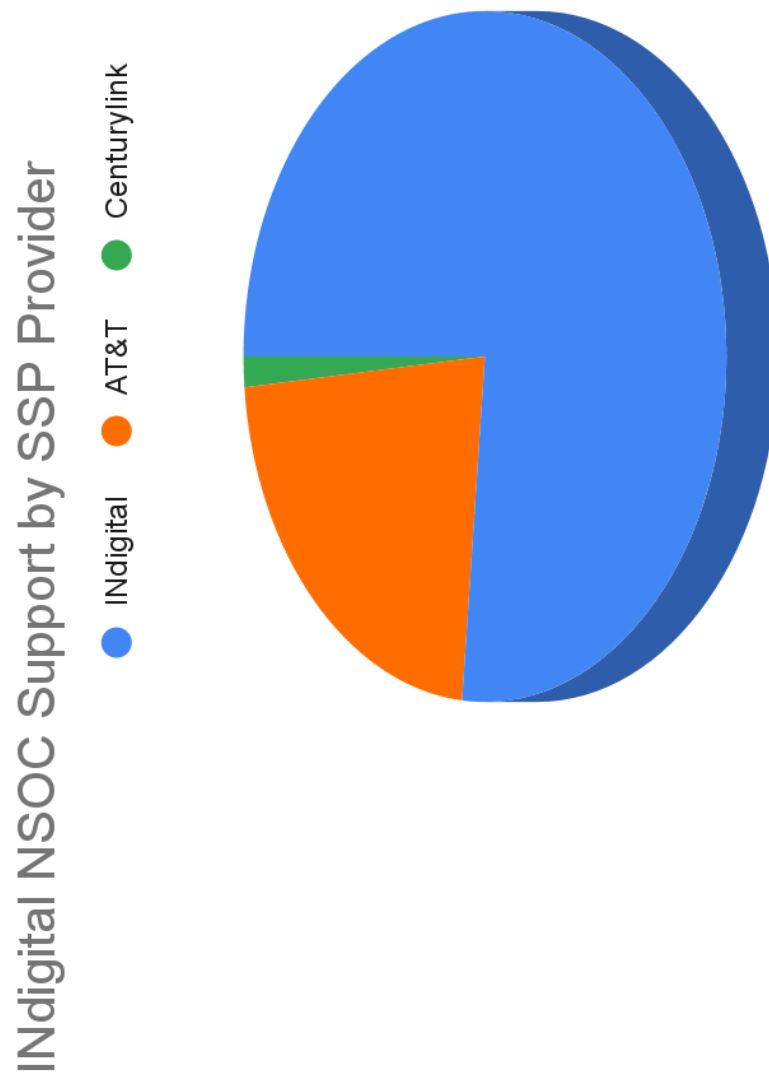## Graph G-1.1   MEVO 2023 quarterly inbound call totals.
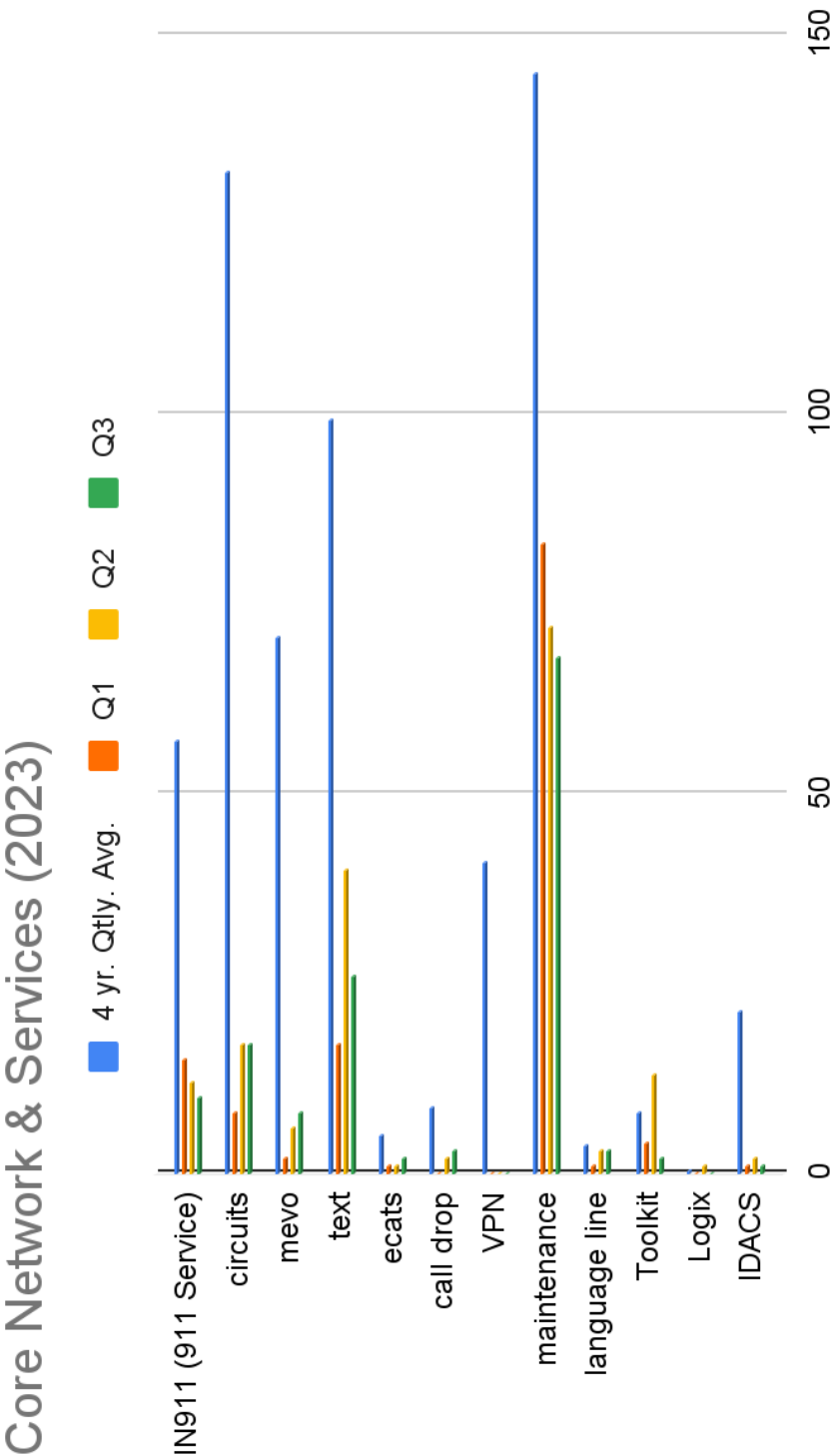
Help Desk Ticket Analysis Graphs

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

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. | Q1 | Q2 | Q3

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 | Q2 | Q3

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

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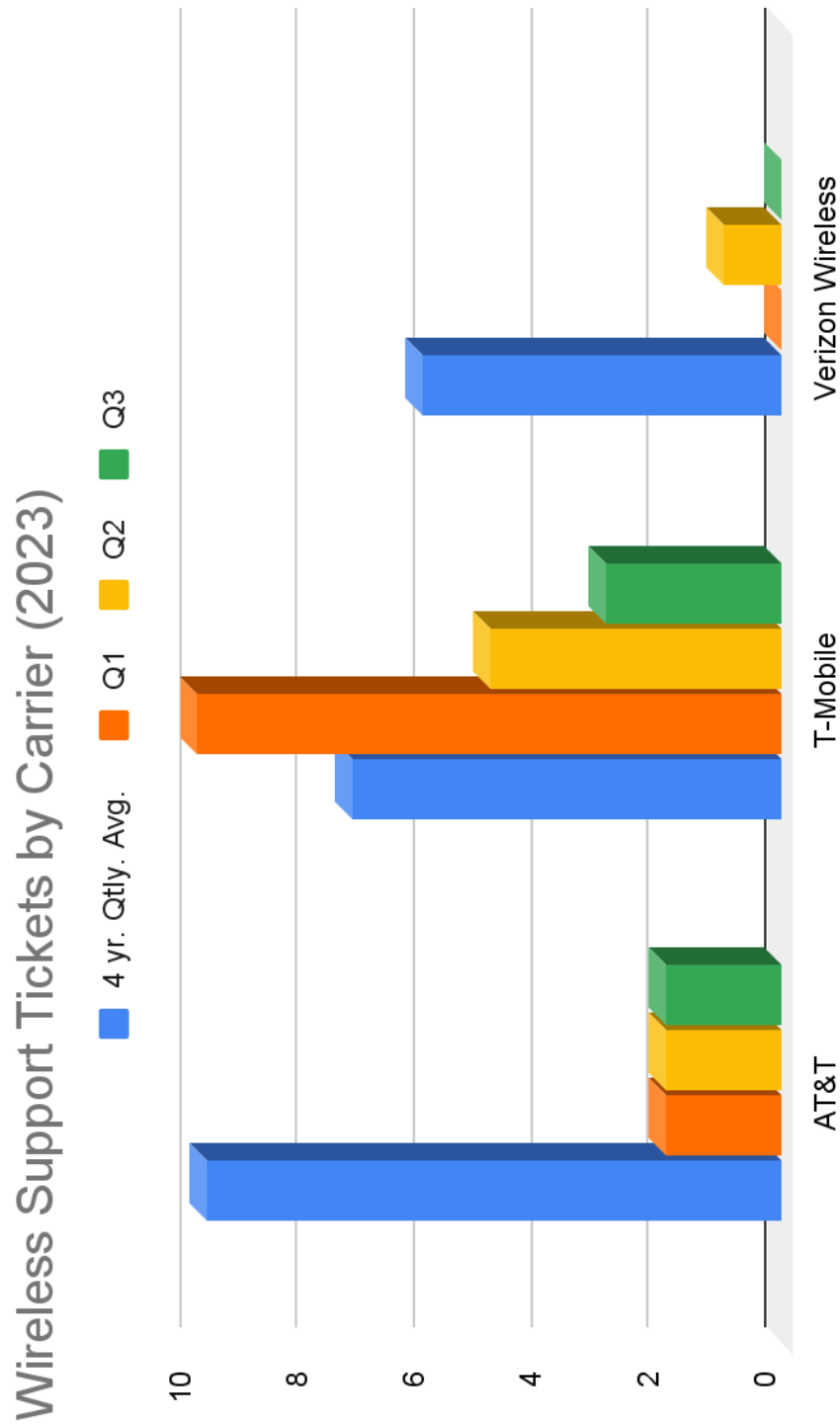
Graph J-1.5   Quarterly totals of carrier support tickets.

Carrier Support Tickets by Carrier (2023)

Legend: 4 yr. Qtly. Avg., Q1, Q2, Q3

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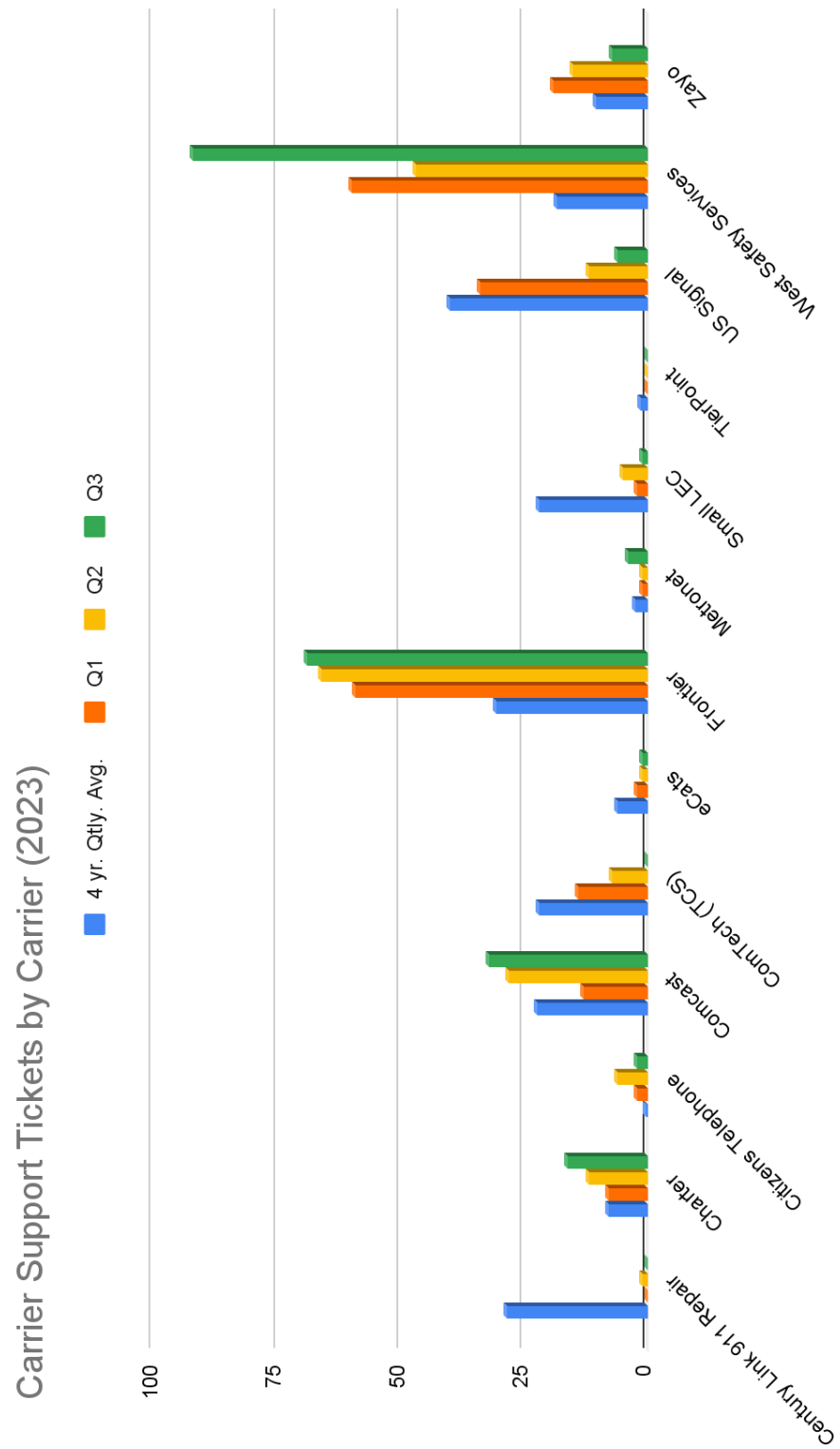
Event Analysis Graphs

Graph K-1.1   Crossroads Airshow Hancock County.

Crossroads Air Show 911 Calls
October 27-29, 2023

Graph K-2.1   Plainfield High School

Graph K-2.2   Bishop Luers High School.

Bishop Luers High School
911 Calls – 2022

Call Radius
2000 m
1500 m
1000 m
500 m

FOSTER PARK
GOLF COURSE

INdigital
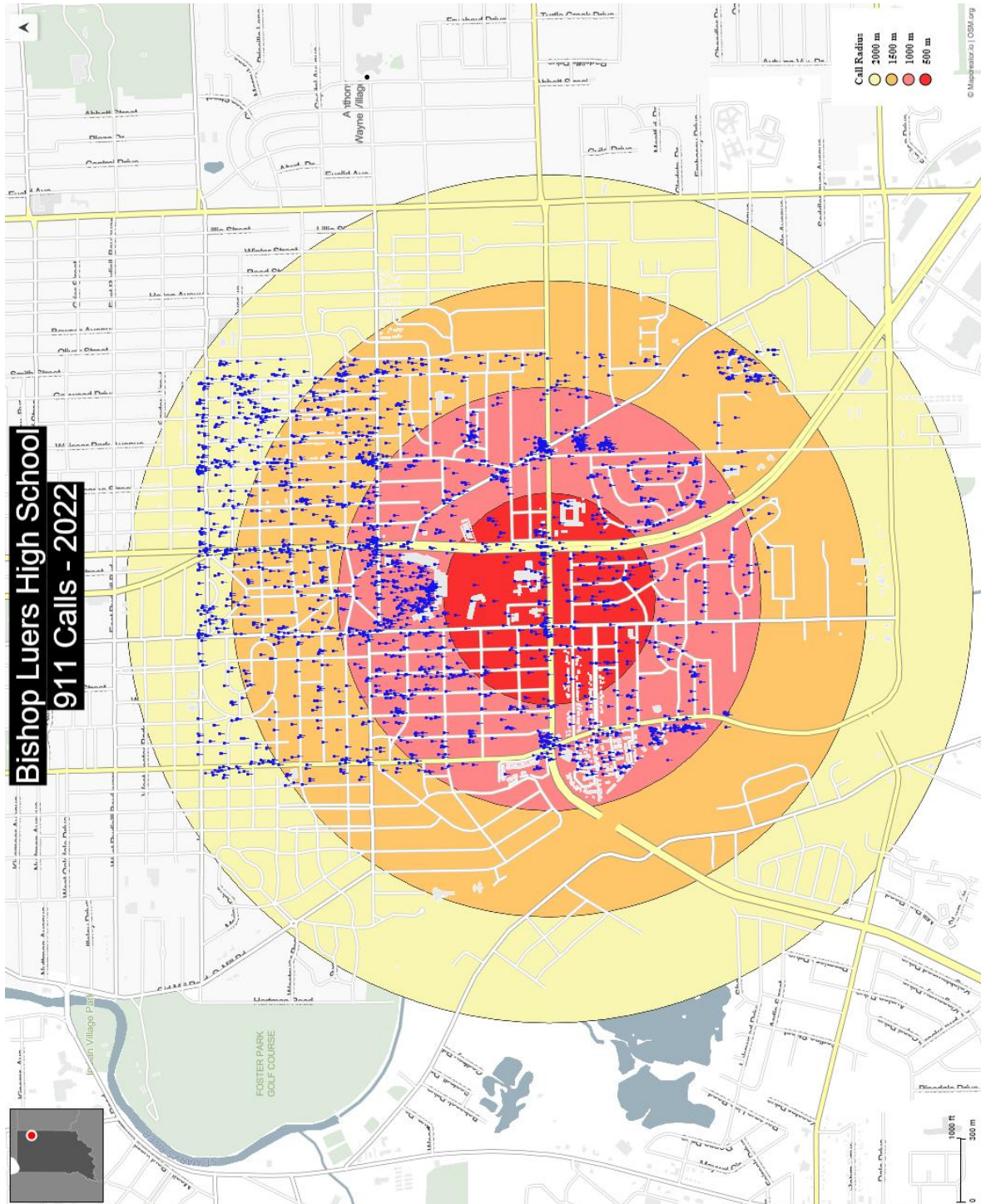
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911 IS OUR CALLING

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