



2020 IN911 Board Second quarter report

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ESiNet Summary

INdigital is testing geo-routing for 911 calls in Whitley County with the Columbia City Police Department. Those tests, changes and refinements will improve the call delivery for these types of agencies.

Work continues with AT&T on the Network to Network Interface (NNI). The project is focused on moving wireless call delivery from legacy trunks to the Internet Protocol NNI. Below is a list of PSAPs and dates when those PSAP's wireless calls were moved onto the NNI.

Lawrence County / Bedford PD -- June 24, 2020

Vermillion County -- July 28, 2020

Vanderburgh County / Evansville PD -- July 28, 2020

Indianapolis / Marion County -- July 29, 2020

Monday, August 23, 2020 starting at approximately 11:00 am till 5:30 pm Centurylink had a wide-area outage that affected several counties 911 services. Very little information is available on the cause of this outage.



PSAP news

Blackford County new call answering equipment was installed during the week of June 22nd, 2020 with minimal work the following week to wrap up the installation.

Jefferson County moved into their new PSAP during the week of June 22nd. INDigital was there in a support role to ensure wireless call delivery and to move the MEVO back up phones.

The **Porter County** PSAP project is back on track with the Comcast circuit installed and U.S. Signal circuits were delayed due to infrastructure needed at the PSAP.

Newton County released an RFP for equipment for their new 911 center. They are moving their PSAP to a new location. They will be procuring Next Generation Core Services (NGCS) as well as new call answering equipment, radio equipment, and furniture. INDigital was awarded the contract for call answering equipment.

In **Fulton County** a Rochester City police officer had tested positive with COVID-19 and an infected dispatcher has recovered. The dispatcher had become symptomatic as a result of the exposure from the Rochester City police officer.

Grant County has centralized 911 services with the Marion PD June 7, 2020 with four additional MEVO phones installed at this location, for a total of six MEVO phones.

Cass County updated their CPE to a hosted Solacom call answering equipment. This work was completed during the week of August 10th.

Tipton County is planning to expand their call answering positions by one. INDigital will be adding a Solacom position in their 911 center.

Hamilton County will be ordering a set of 12 MEVO phones that will be installed at their back up location in Fishers.

White County is updating their call answering equipment. They will remain with the Vesta platform, but are updating the equipment and transitioning to service and support from INDigital.



Network security threats

There were no new reports of any cyber attack to any PSAP, County, or City entities that could have affected PSAP operations.

INdigital has completed the annual 2020 Cyber Security Awareness training. All employees are required to complete cyber security training each calendar year. This year each employee must successfully complete four (4) different cyber security subjects. These included a Security Culture Survey, Restricted Intelligence Remote Working, Free WiFi security, 2020 Kevin Mitnick Security Awareness Training.

A Cyber Benchmark assessment was completed for INdigital by Seculore. Seculore is the leading provider of Cybersecurity solutions for Public Safety. INdigital entered into a partnership with them in June to add 3rd party review and oversight to security within the INdigital ESiNets throughout the United States.

INdigital has installed a Seculore Overwatch monitoring device in our NSOC. This appliance is a dedicated cyber analyst service providing 24/7/365 cybersecurity monitoring, security alerts, and weekly reporting. Currently Seculore has identified 307 Local Governments, 112 Public Safety Agencies, in 47 States have been publicly affected by cyber attacks in the last 24 months.

Seculore devices will be installed throughout the INdigital service area, to provide early detection of changes in network patterns and to assure that no blacklisted entities are in communication with the INdigital ESi-Net and associated 911 services.

Here is a link to current Cyber issues related to public safety in the State of Indiana. <https://www.seculore.com/cyber-attacks-indiana>

Wireless calls

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



Wireless call volumes for Indiana remained fairly consistent with previous periods with a 2020 second quarter total of 820,357.

Since the start of the IN911 network in 2006, 41,519,454 wireless calls have been processed on the IN911 network. Over the past 13 years, the IN911 network has averaged 2,864,652 calls annually.



Translation services

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



Spanish translation usage during the first two quarters by the top five counties (Marion, Howard, Allen, Elkhart, and LaPorte) remained consistent with prior periods. This quarter's top 5 counties had a total of 12,977 minutes of total usage.

The balance of those counties utilizing Spanish translations totaled 1,694 minutes. Combined total usage in Indiana of Spanish translation was 14,671 minutes of usage during this period.

Non-Spanish translation usage during the first two quarters had similar usage trends, with the top five counties (Allen, Marion, Howard, Hamilton, and Hendricks). Previously Tippecanoe County would be in this group but has moved up to 14th position.

Non-spanish usage for the second quarter of 2020 totaled 1,070 minutes for the top 5 with the rest of the state filling out the balance of usage at 217 minutes.

Spanish is still the most frequently translated language in Indiana. Burmese, Haitian Creole, Mandarin, and Arabic wrapping up as the top five languages translated in the first quarter.

Since January 2020, 28 different languages have been translated for Indiana PSAPs.

Texty services

(Please refer to graph E-1.1 through E-1.4 in the appendix)



During the second quarter of 2020 there were 3,353 inbound text sessions received by 96 PSAPs. A total of 6,185 inbound text sessions have been received by PSAPs since the first of the year.

There were 57,605 outbound text sessions during the second quarter of 2020 sent by 113 PSAPs. A total of 132,981 text sessions have been sent from 113 PSAPs since the first of the year.

Inbound text sessions increased by 18% as compared to the first quarter of 2020. Outbound text sessions saw a 31% increase as compared to the prior quarter. This was more than the previous year's quarterly average.



Help desk ticket analysis

(Please refer to graphs F-1.1 through F-1.3 in the appendix)

INdigital's National Service Operations Center (NSOC) supports call delivery and call management of the PSAPs around the clock. Additionally, NSOC staff have also helped PSAP Directors and their staff with any questions or issues, and support. Lori Forrer-Beckman, our Indiana Service Manager is also always available to help.

Indiana support tickets in each category during this quarter are consistent with prior periods. During the second quarter of 2020 there were zero support issues related to language line.

Second quarter originating service provider (OSP) tickets remained consistent with the quarterly average from prior periods. There are some OSPs with more reports, and we will monitor these trends going forward.



Event analysis

(Please refer to graphs G-1.1 through G-3.3 in the appendix)

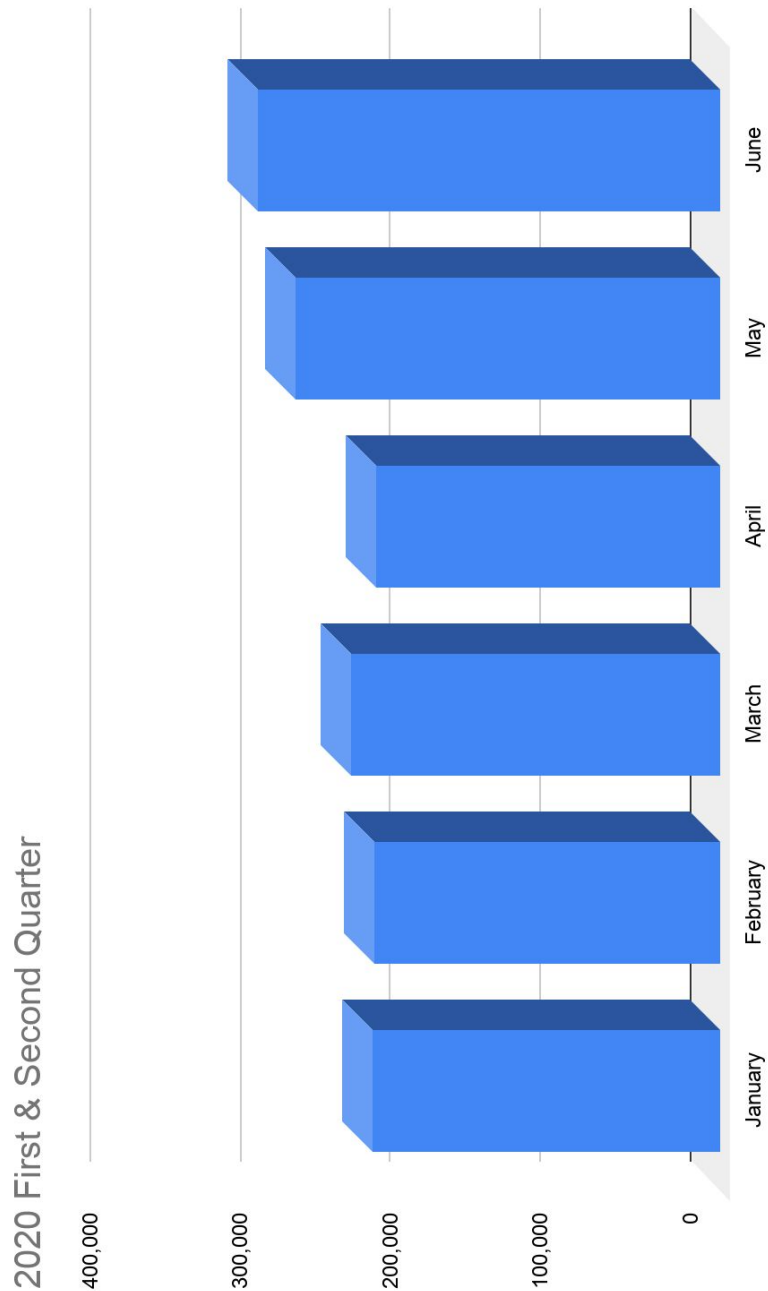
1. Social unrest and riots in downtown Indianapolis.
 - a. Normal peaceful day.
 - i. Friday, May 22, 2020 there were 10 wireless calls downtown.
 - ii. Saturday, May 23, 2020 there were 28 wireless calls downtown.
 - b. During protests and riots.
 - i. Friday, May 28, 2020 there were 184 wireless calls downtown.
 - ii. Saturday, May 29, 2020 there were 346 wireless calls downtown.
2. COVID affected call trends in different states.
 - a. Calls by month.
 - i. Michigan calls increased in June as a result of a large PSAP cut.
 - b. Average calls per day.
 - c. Indiana call comparison for 2019 and 2020.
3. Effect of the major storm in August.
 - a. Image of the storm front moving through Indiana.
 - b. Monday, August 3, 2020 from 12 noon till 12 midnight.
 - i. 7,546 calls during this period.
 - c. Monday, August 10, 2020 from 12 noon till 12 midnight.
 - i. 9,435 calls during this period.
 - ii. 25% increase from the same period the week before.



Appendix

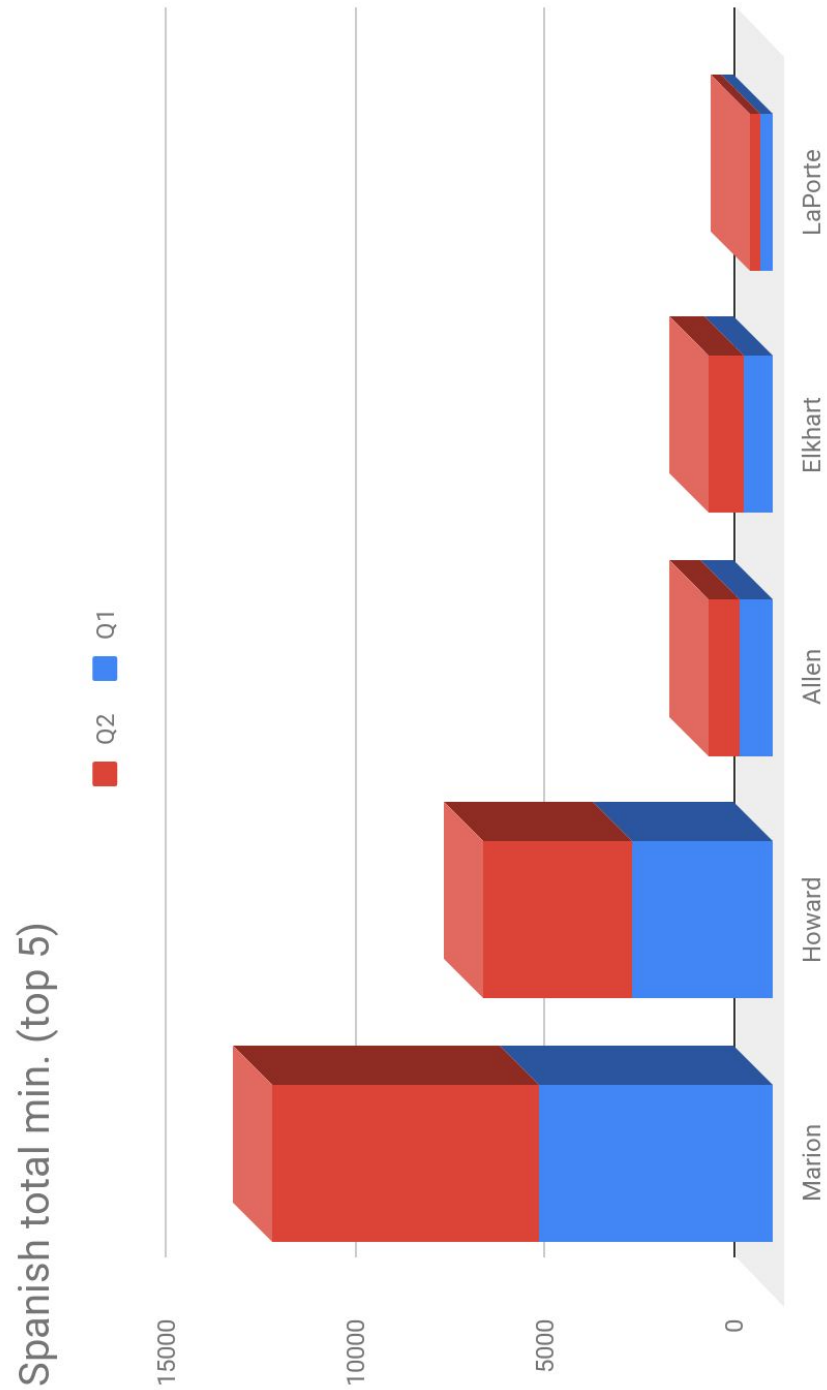
Graph C-1.1

Call volume for the second quarter of 2020.



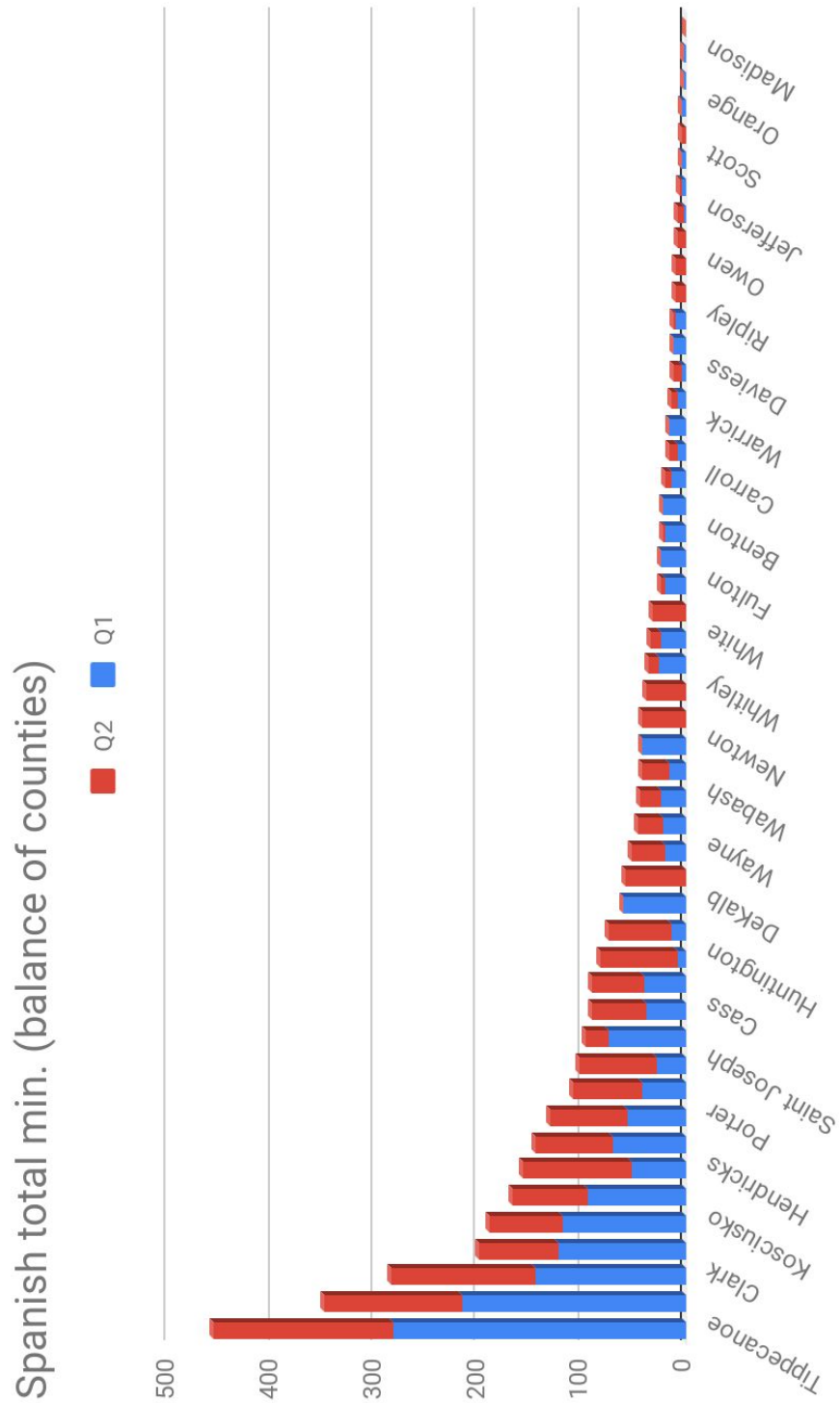
Graph D-1.1

Counties with the top 5 Spanish translation minutes.



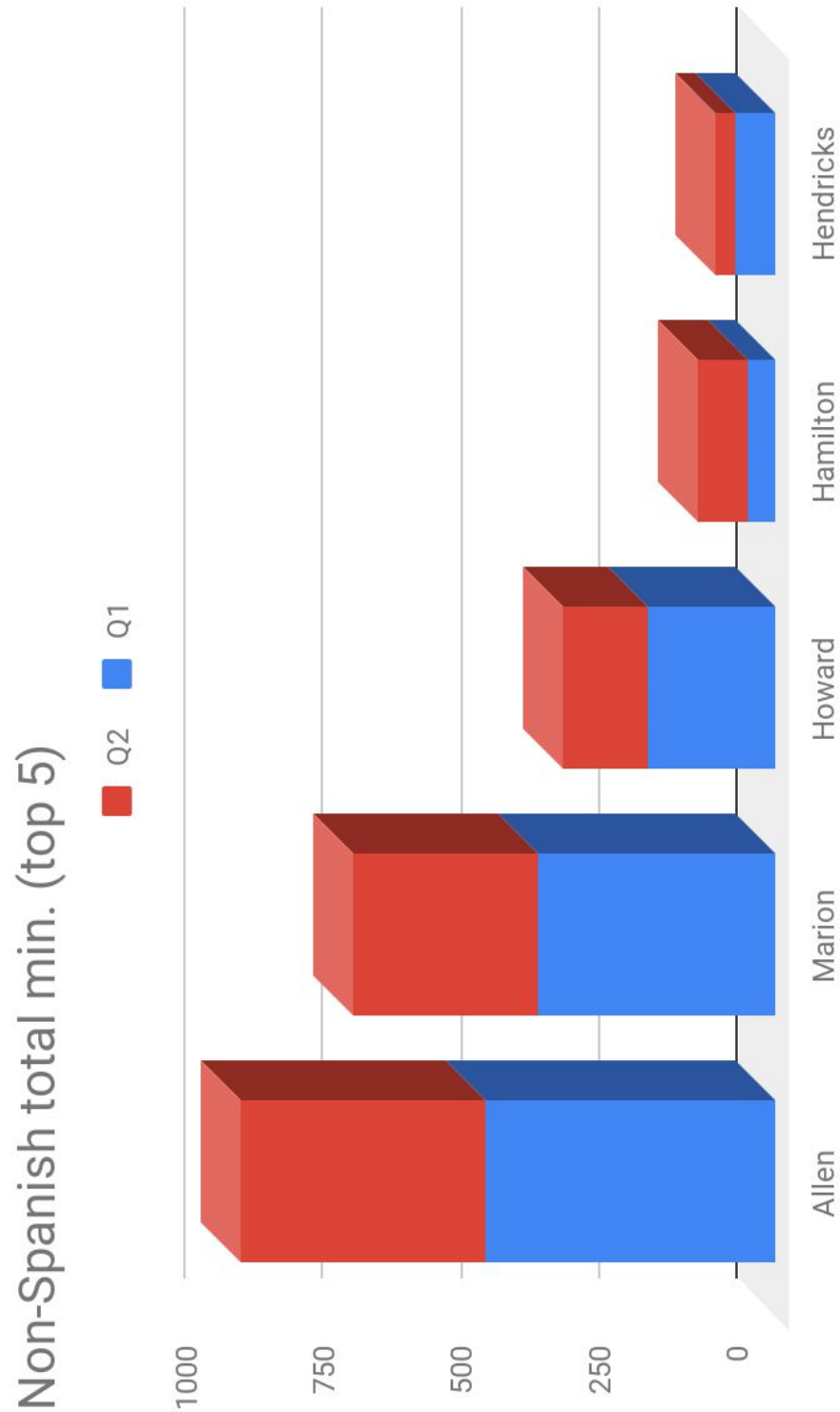
Graph D-1.2

All other counties with spanish translation in minutes.



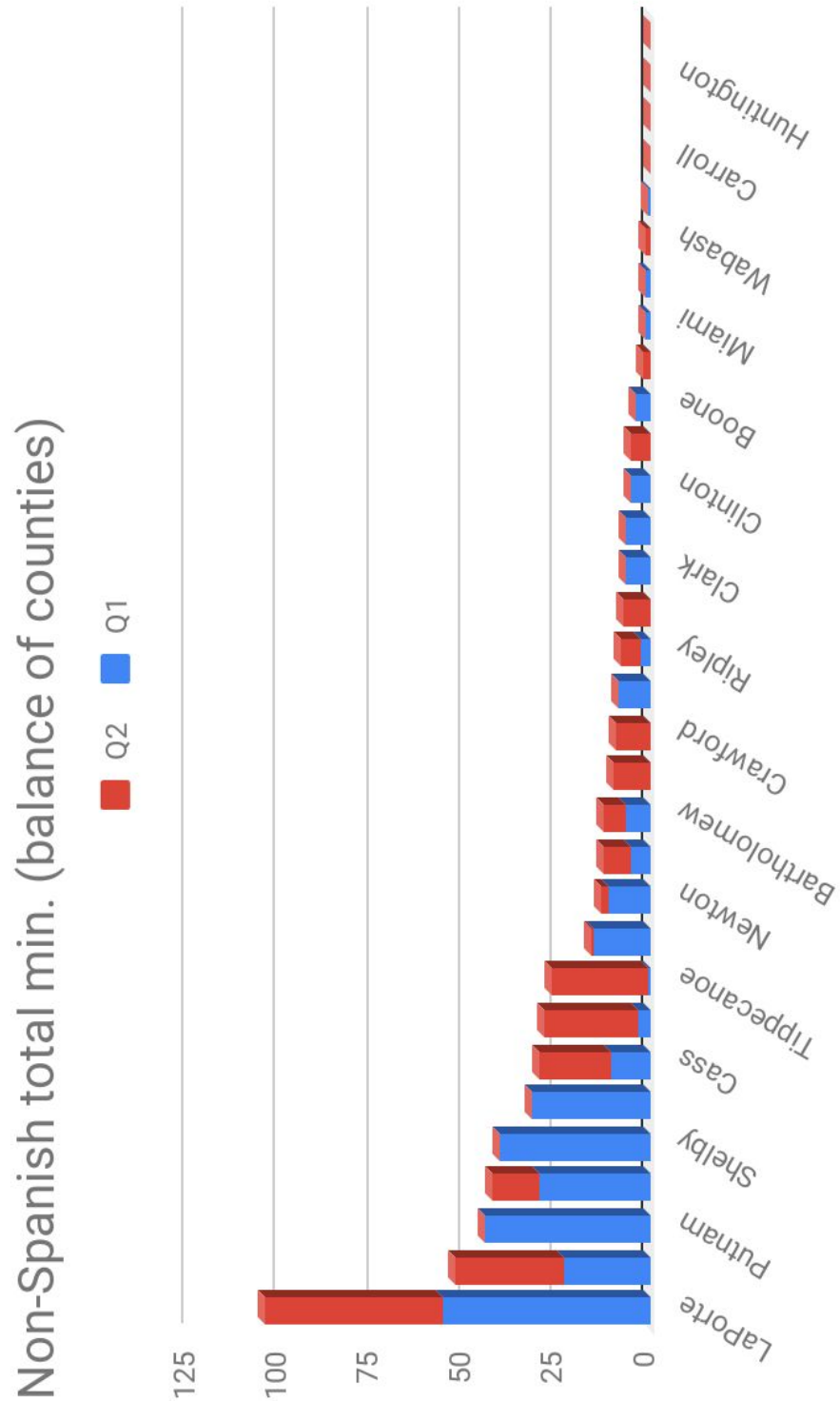
Graph D-1.3

Counties with the top 5 non-Spanish translation minutes.



Graph D-1.4

All other counties with non-spanish translation minutes.



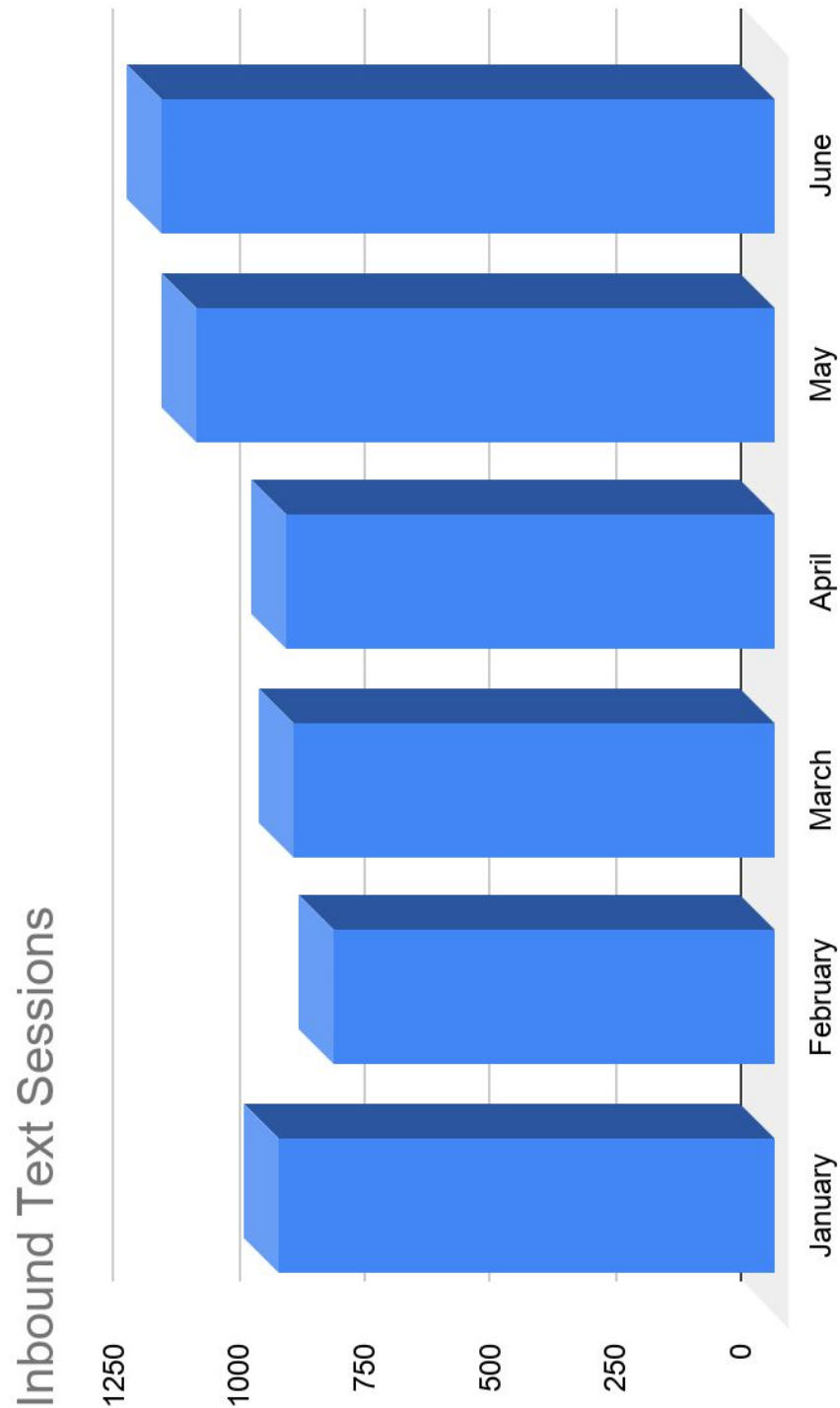
Graph D-1.5

Total times each language used in the second quarter 2020.

Language	Q1 Total	Language	Q1 Total
SPANISH	5274	SOMALI	3
BURMESE	132	UZBEK	3
HAITIAN CREOLE	46	AMHARIC	2
MANDARIN	39	NEPALI	2
ARABIC	34	Nigerian Pidgin	2
FRENCH	28	ALBANIAN	1
CHIN	23	BENGALI	1
SWAHILI	17	CANTONESE	1
VIETNAMESE	14	CROATIAN	1
PUNJABI	12	KAREN	1
RUSSIAN	12	POLISH	1
HINDI	11	Portuguese Br.	1
KINYARWANDA	7	ROHINGYA	1
KOREAN	5	SERBIAN	1

Graph E-1.1

All Inbound Text to 911 by month.



Graph E-1.2

All Outbound Text from 911 by month.



Graph E-1.3

All Inbound Text to 911 by PSAP.

Inbound Text to 911		Q1 - 2,832		Q2 - 3,353		10 - 19		< 10	
100 +		20 - 99		20 - 99		20 - 99		20 - 99	
IMC-SD (Indianapolis-Marion County Sheriff's Office)	1930	Bartholomew County Emergency Operations Center	98	Bartholomew County Emergency Operations Center	98	Clinton County 911	18	Bluffton Police Department (Wells County)	9
Vanderburgh County Central Dispatch	327	Lafayette Police Department	90	Lafayette Police Department	90	Noble County Sheriff's Department	18	Fayette County Communications	9
Allen County Sheriff's Department	310	Madison County Sheriff's Office	89	Madison County Sheriff's Office	89	Tippecanoe County Sheriff's Office	18	Gibson County Sheriff's Department	9
Lake County Sheriff's Office	303	Hendricks County Communications Center	88	Hendricks County Communications Center	88	Case County E911	17	Fountain/Whitewater County Regional Dispatch	8
St. Joseph County Police Department	298	Clark County 911 Center	85	Clark County 911 Center	85	Clay County Justice Center	17	Jasper County Sheriff's Office	8
Kosciusko County	285	LaPorte County 911 Communications	77	LaPorte County 911 Communications	77	Grant County Sheriff's Department	17	Jay County Sheriff's Department	8
Vigo County 911	238	Johnson County Sheriff's Department	66	Johnson County Sheriff's Department	66	Stark County Sheriff's Office	17	LaGrange County Communications	8
Elkhart County 911 Center	233	Montgomery County / Crawfordsville E911	65	Montgomery County / Crawfordsville E911	65	Whitley County Communications Center	17	Brown County Sheriff's Department	7
Indigital Text Test PSAP	220	Porter County Sheriff's Office	59	Porter County Sheriff's Office	59	Adams County Sheriff's Department	16	Carroll County E911	7
Marion County Central Dispatch	128	Delaware County Emer. Com. Center	51	Delaware County Emer. Com. Center	51	Stauben County 911	16	Marion Co. Ind. PD	7
Hamilton County Sheriff's Office Dispatch	120	Hancock County Emergency Operations Center	47	Hancock County Emergency Operations Center	47	DeKalb County Sheriff's Department	15	Pulaski County Sheriff's Office	7
Wayne County Emergency Communication	102	Howard County Sheriff's Department	45	Howard County Sheriff's Department	45	Lawrence County Sheriff's Office	15	Randolph County Communications	7
		Floyd County Sheriff's Department	40	Floyd County Sheriff's Department	40	Marshall County Police Department	15	Tipton County E911	5
		Jackson County 911	38	Jackson County 911	38	Henry County Emergency Services	14	Vermillion County Sheriff's Office	5
		Jennings County 911	33	Jennings County 911	33	Jefferson County 911	14	Knox County Dispatch Office	4
		Morgan County 911	33	Morgan County 911	33	Decatur County Sheriff's Department	13	Spencer County 911	4
		Boone County Sheriff's Department	28	Boone County Sheriff's Department	28	Huntington County Sheriff's Office	13	Bedford Police Department	3
		Shelby County Sheriff's Department	27	Shelby County Sheriff's Department	27	Miami County 911	13	Orange County Sheriff's Department	3
		Warrick County Sheriff's Office	24	Warrick County Sheriff's Office	24	Scott County Emergency Communications	13	Rush County Sheriff's Department	3
		Dubois County Communications Center	23	Dubois County Communications Center	23	Fulton County Communications	12	Switzerland County Communication	3
		Ripley County E-911 Communications	23	Ripley County E-911 Communications	23	Greene County Sheriff's Office	11	Washington County Sheriff's Office	3
		Columbia City Communications Center	21	Columbia City Communications Center	21	Posey County 911	11	Parke County 911	2
		Dearborn County	21	Dearborn County	21	Punam County Sheriff's Office	11	Pike County Sheriff's Office	2
						Wabash County Central Dispatch	11	Sullivan County 911	2
						White County	11	Tell City Police Department	2
						Harrison County Sheriff's Department Dispatch	11	Union County 911	2
						Owen County Sheriff's Office	10	Benton County Jail/Sheriff's Office	1
						Schererville Police Department	10	Blackford County Central Dispatch	1
								Crawford County Central Dispatch	1
								Davess County 911	1
								Gary Police Department	1
								Jasper Police Department	1
								Marion County Sheriff's Department	1
								Newton County 911	1
								Ohio County Communications	1
								Speedway Police	1

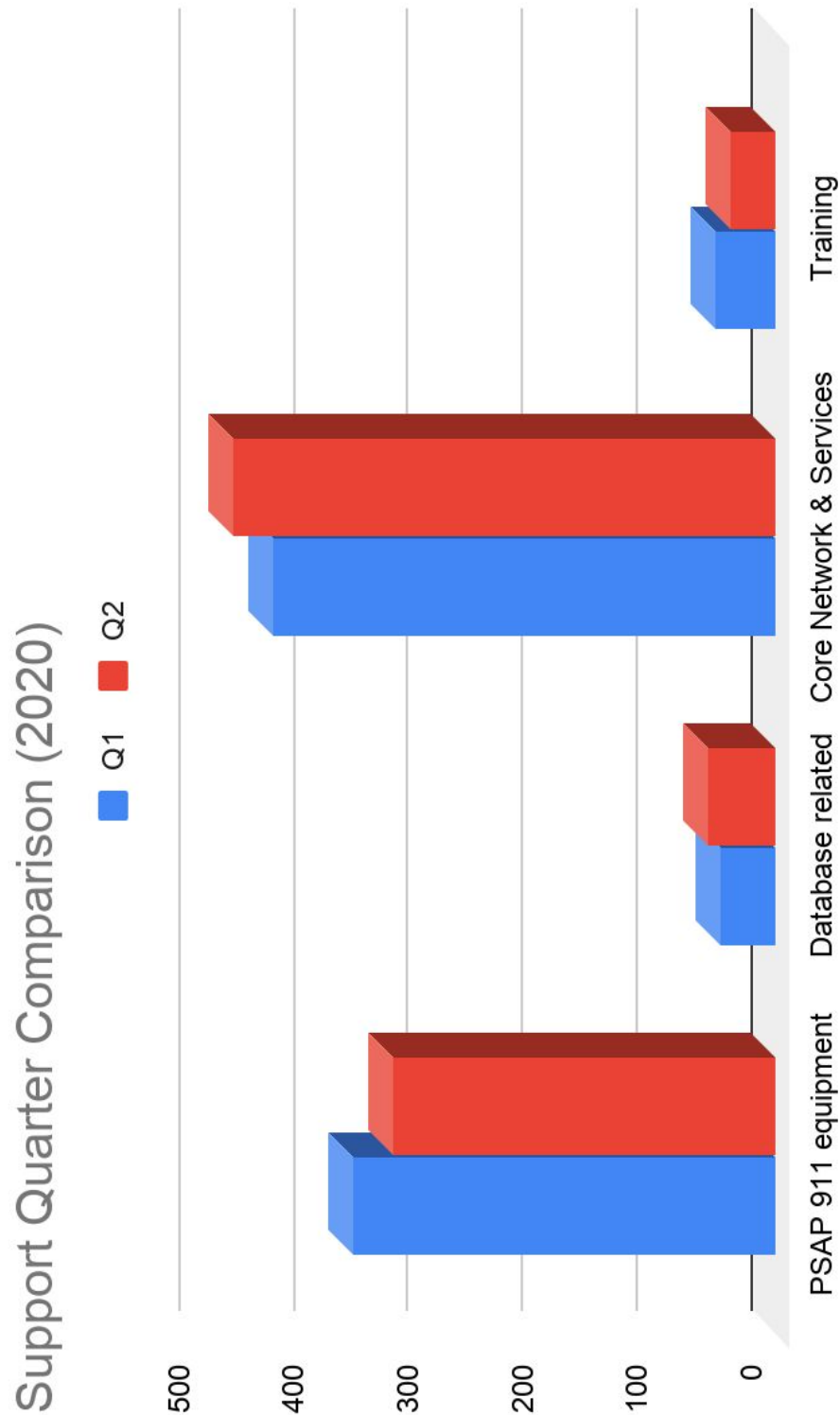
Graph E-1.4

All Outbound Text from 911 by PSAP.

Outbound Text from 911 1,000 +	Q1 - 57,605	Q2 - 75,376	100 - 299	< 100
IMC-SD (Indianapolis-Marion County Sheriff's Office)	39578	987	Clay County Justice Center	94
Allen County Sheriff's Department	10789	984	Riley County E-911 Communications	92
Hamilton County Sheriff's Office Dispatch	7008	914	Franklin County Communications E-911	72
Elkhart County 911 Center	6192	903	Fullon County Communications	72
Lake County Sheriff's Office	5880	849	Jennings County 911	66
St Joseph County Police Department	5392	846	Tippecanoe County Sheriff's Office	63
Lafayette Police Department	3992	712	Lawrence County Sheriff's Office	61
Monroe County Central Dispatch	3674	711	Brown County Sheriff's Department	61
Clark County 911 Center	2860	689	Whitley County Communications Center	59
Wayne County Emergency Communication	2823	697	Knox County Dispatch Office	57
Proffer County Sheriff's Office	2822	602	Floyd County Sheriff's Department	55
Hendricks County Communications Center	2563	602	Orange County Sheriff's Department	55
Hancock County Emergency Operations Center	2409	602	Posey County 911	52
Vigo County 911	2170	601	Owen County Sheriff's Office	51
Batholomew County Emergency Operations Center	1975	551	Starke County Sheriff's Office	44
Vanderburgh County Central Dispatch	1878	517	Decatur County Sheriff's Department	42
Montgomery County / Crawfordsville E911	1549	499	Sullivan County 911	38
Kosciusko County	1261	493	Pulaski County Sheriff's Office	31
Grant County Sheriff's Department	1255	469	Jasper County Sheriff's Office	29
Wabash County Central Dispatch	1148	461	Benton County Jail/Sheriff's Office	27
Dubois County Communications Center	1123	446	Harrison County Sheriff's Department Dispatch	26
Boone County Sheriff's Department	1105	425	Switzerland County Communication	25
		403		24
		403		17
		366		14
		356		14
		355		14
		344		11
		342		8
		341		8
		329		7
				6
				5
				4
				2
				2
				1
				1

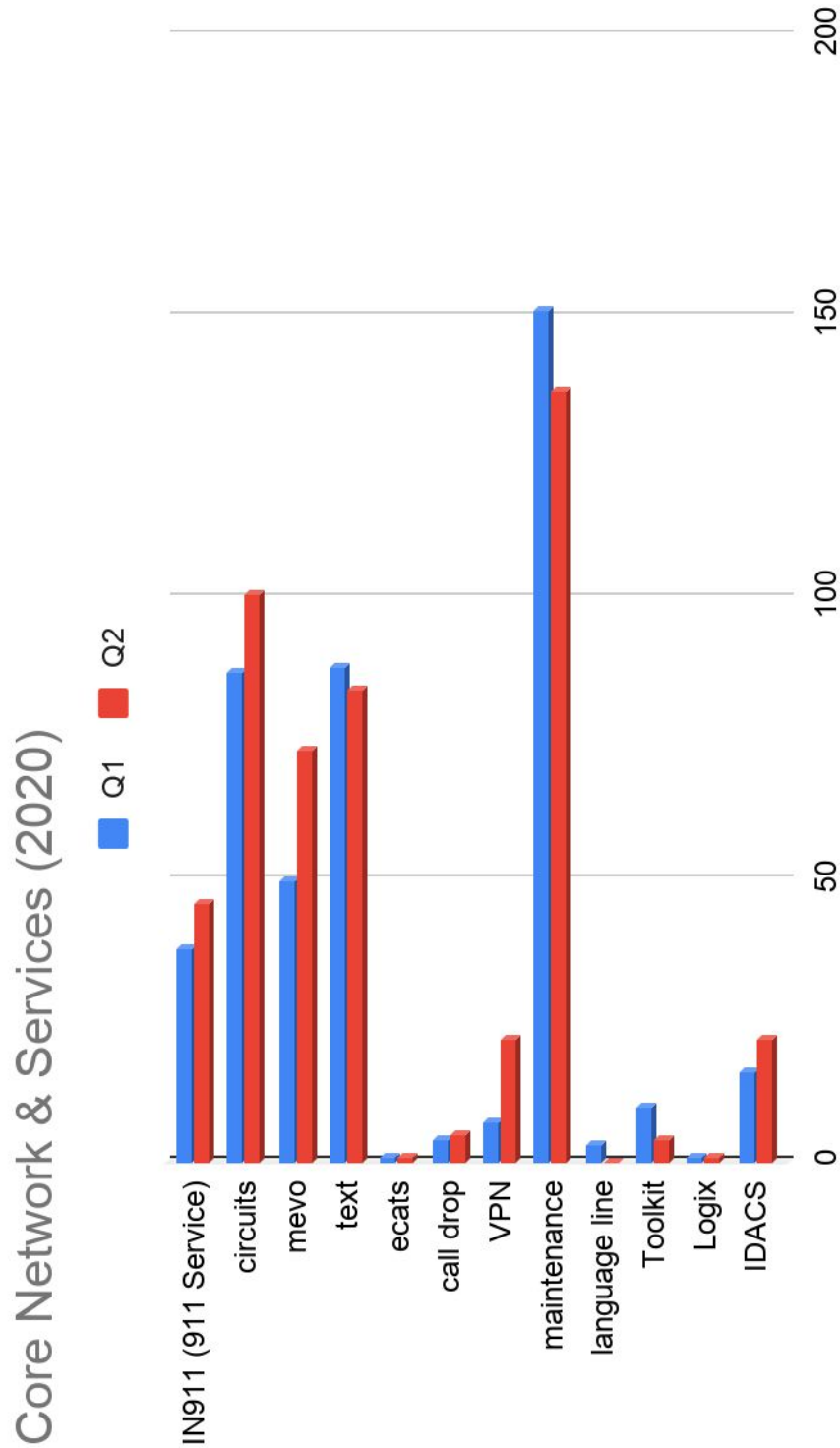
Graph F-1.1

Quarterly totals of trouble tickets for core support.



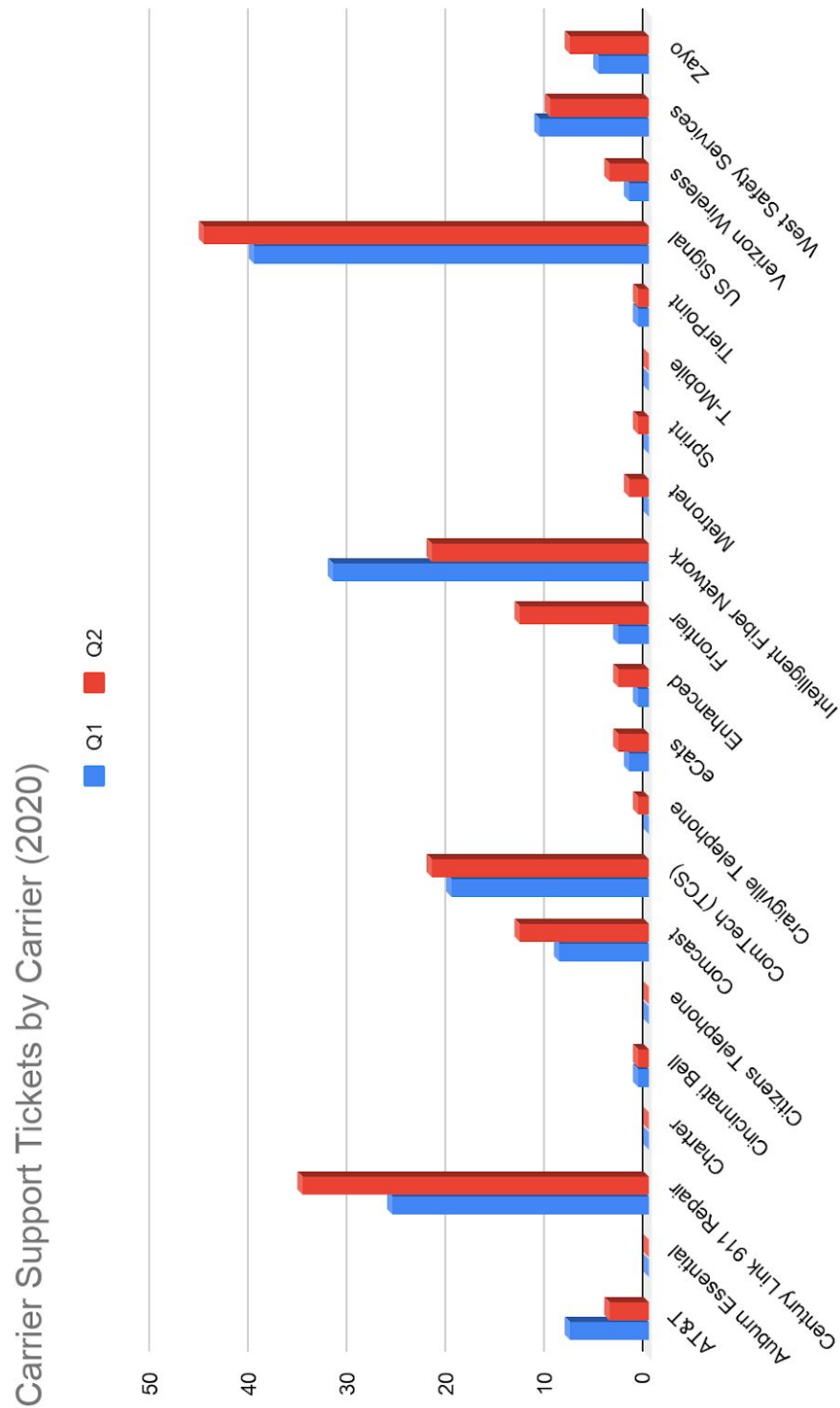
Graph F-1.2

Quarterly totals of core network & service support totals.



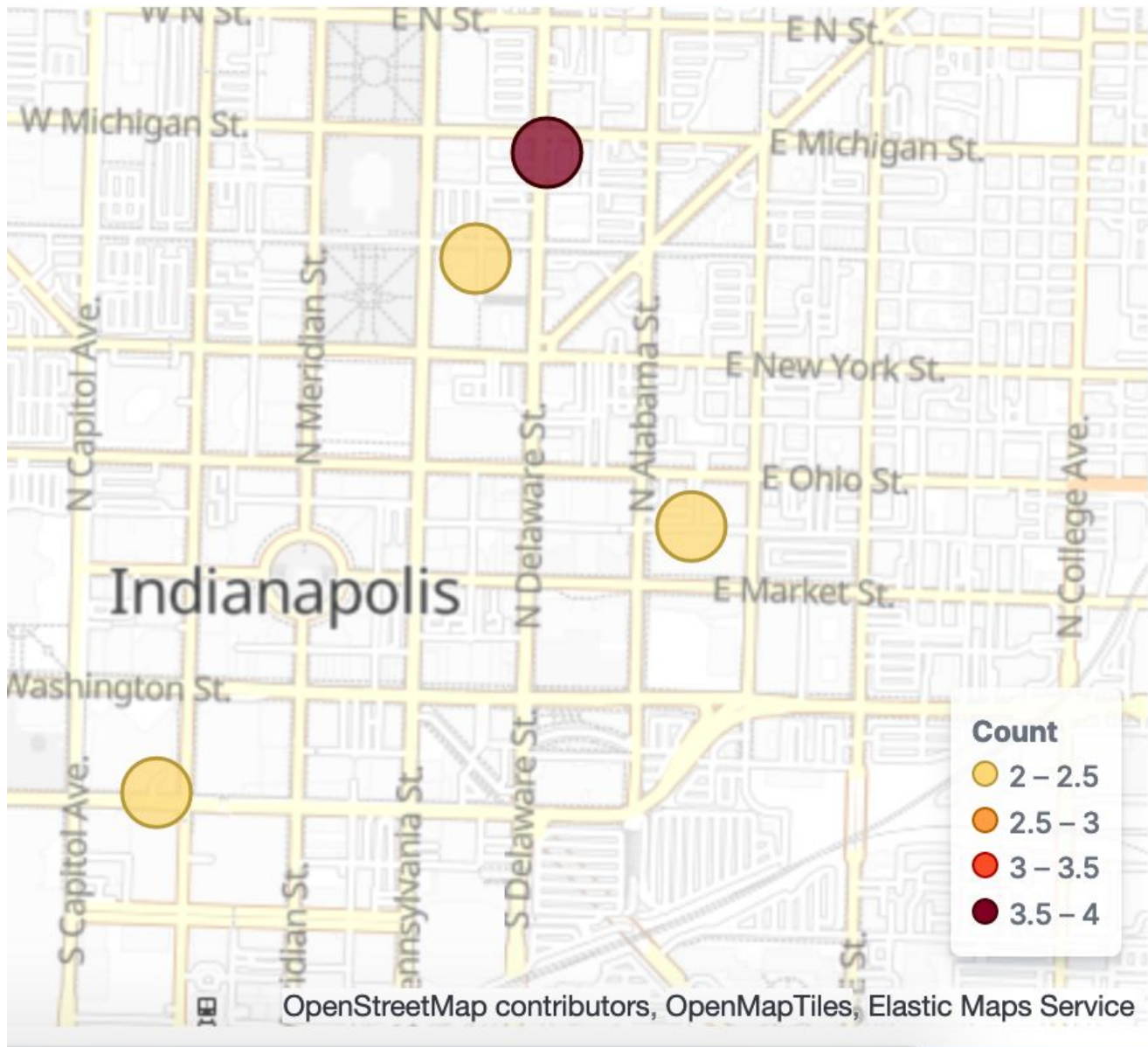
Graph F-1.3

Annual comparison of carrier support tickets.



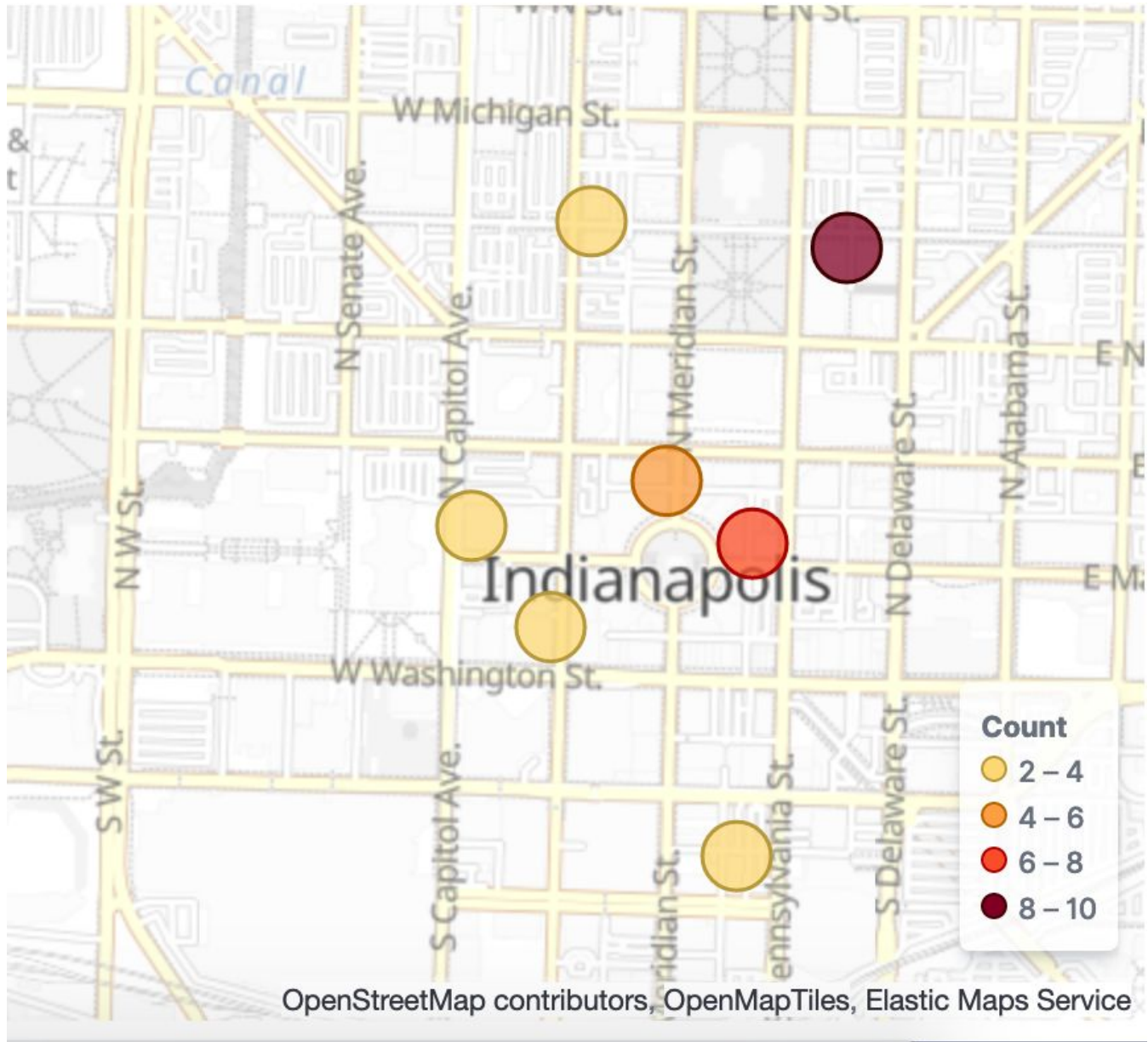
Graph G-1.1 Event Analysis

Friday, May 22, 2020.



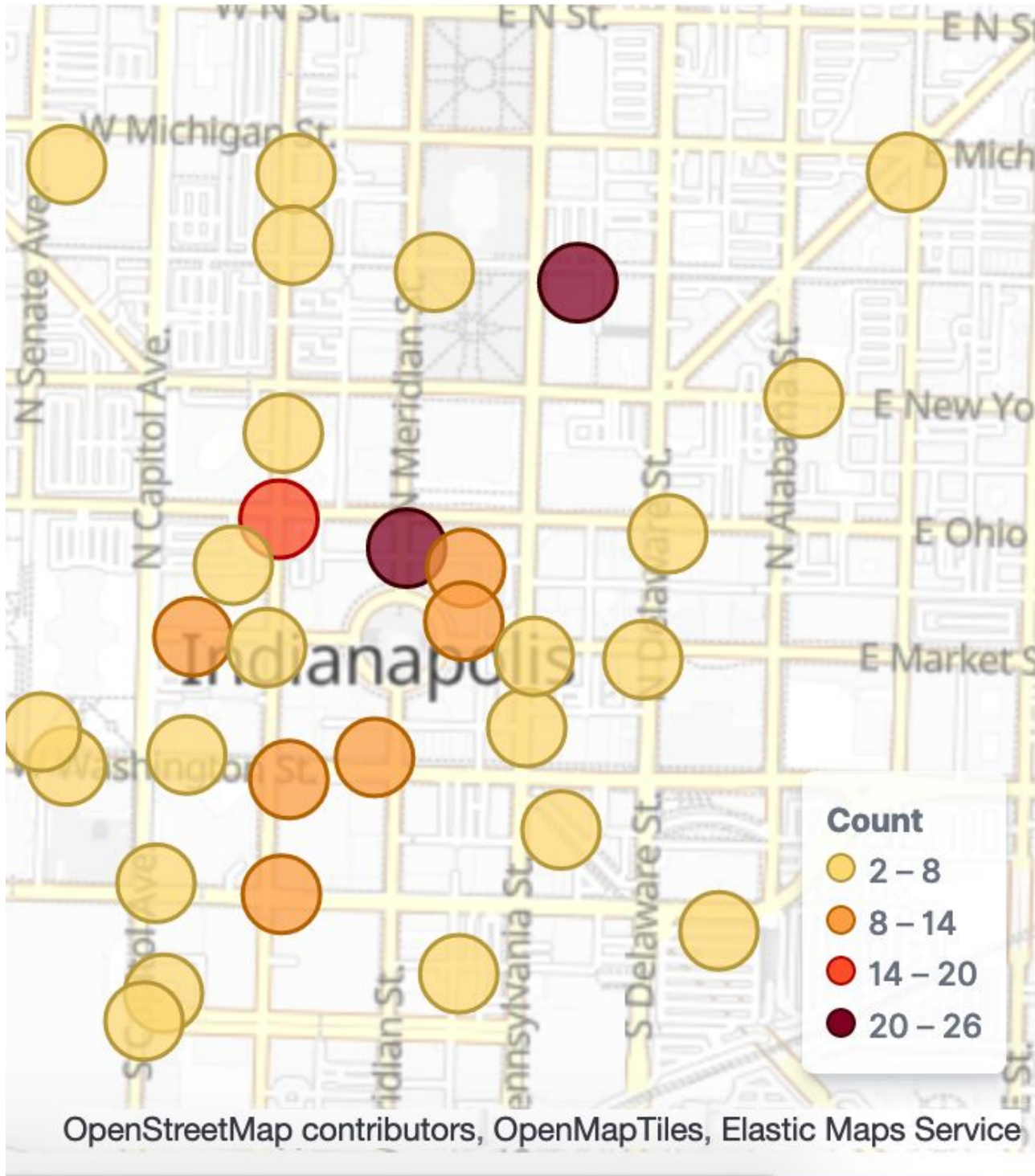
Graph G-1.2 Event Analysis

Saturday, May 23, 2020.



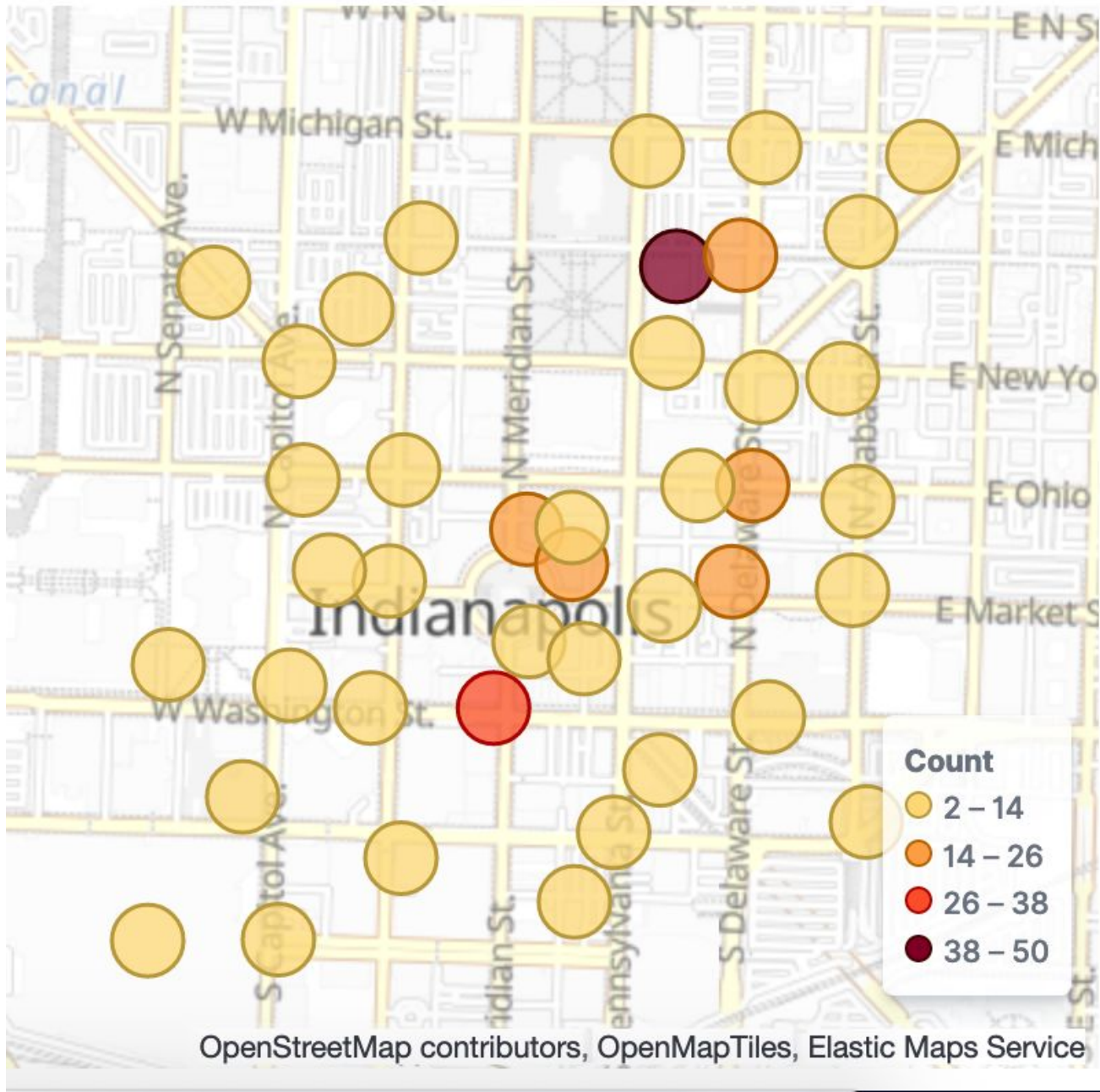
Graph G-1.3 Event Analysis

Friday, May 29, 2020.



Graph G-1.4 Event Analysis

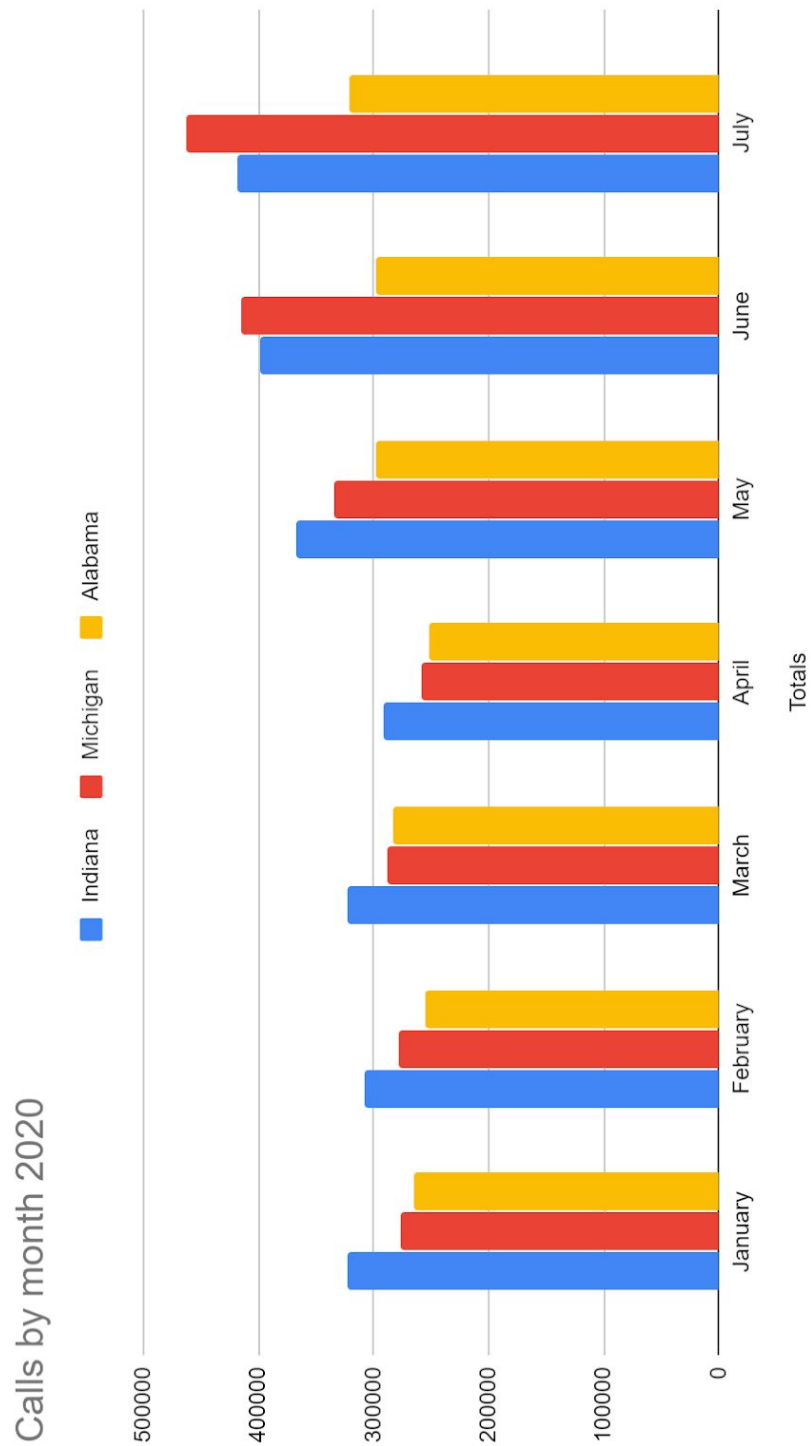
Saturday, May 30, 2020.





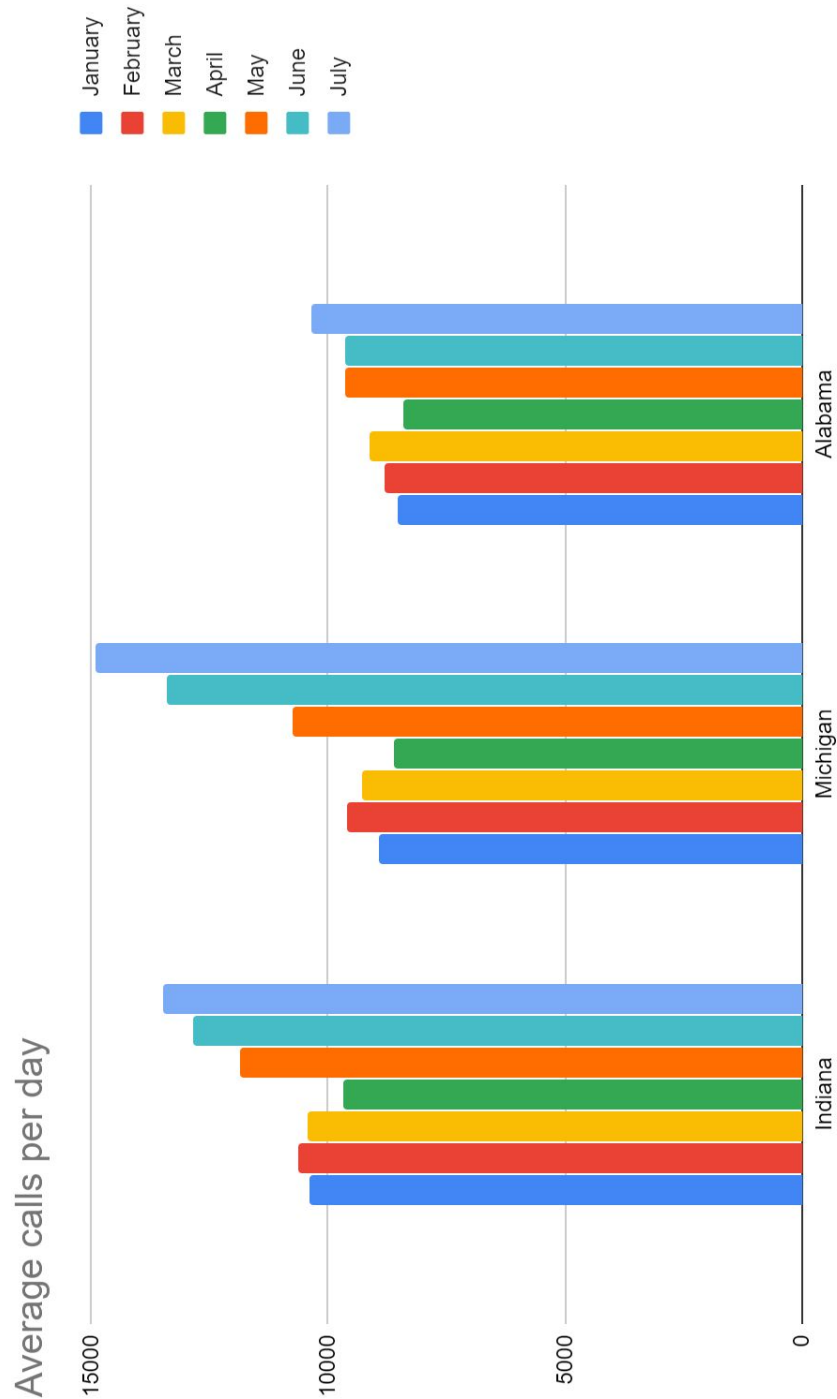
Graph G-2.1 Event Analysis

2020 calls by month.



Graph G-2.2 Event Analysis

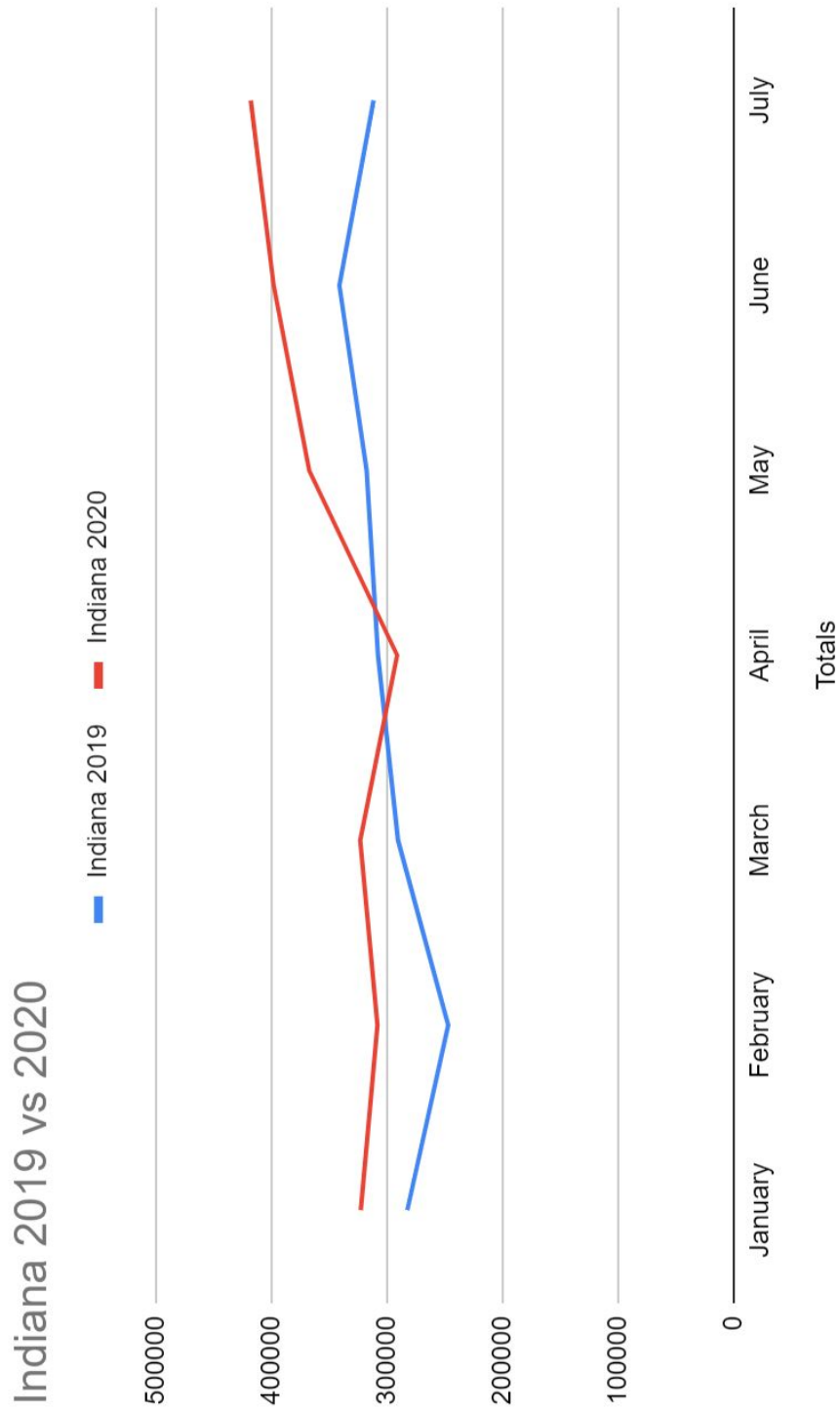
Average calls per day.





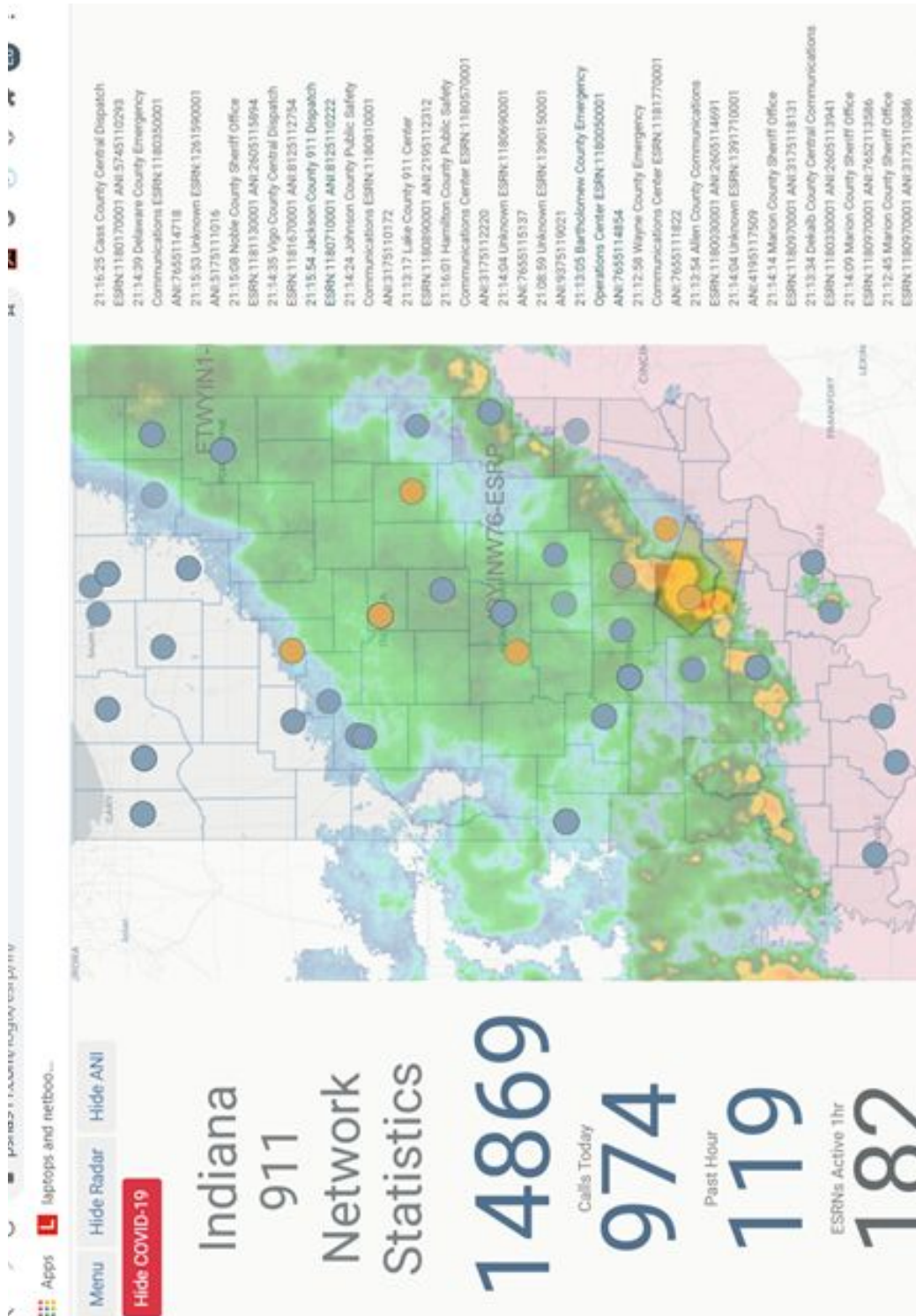
Graph G-2.3 Event Analysis

Indiana monthly call comparison.



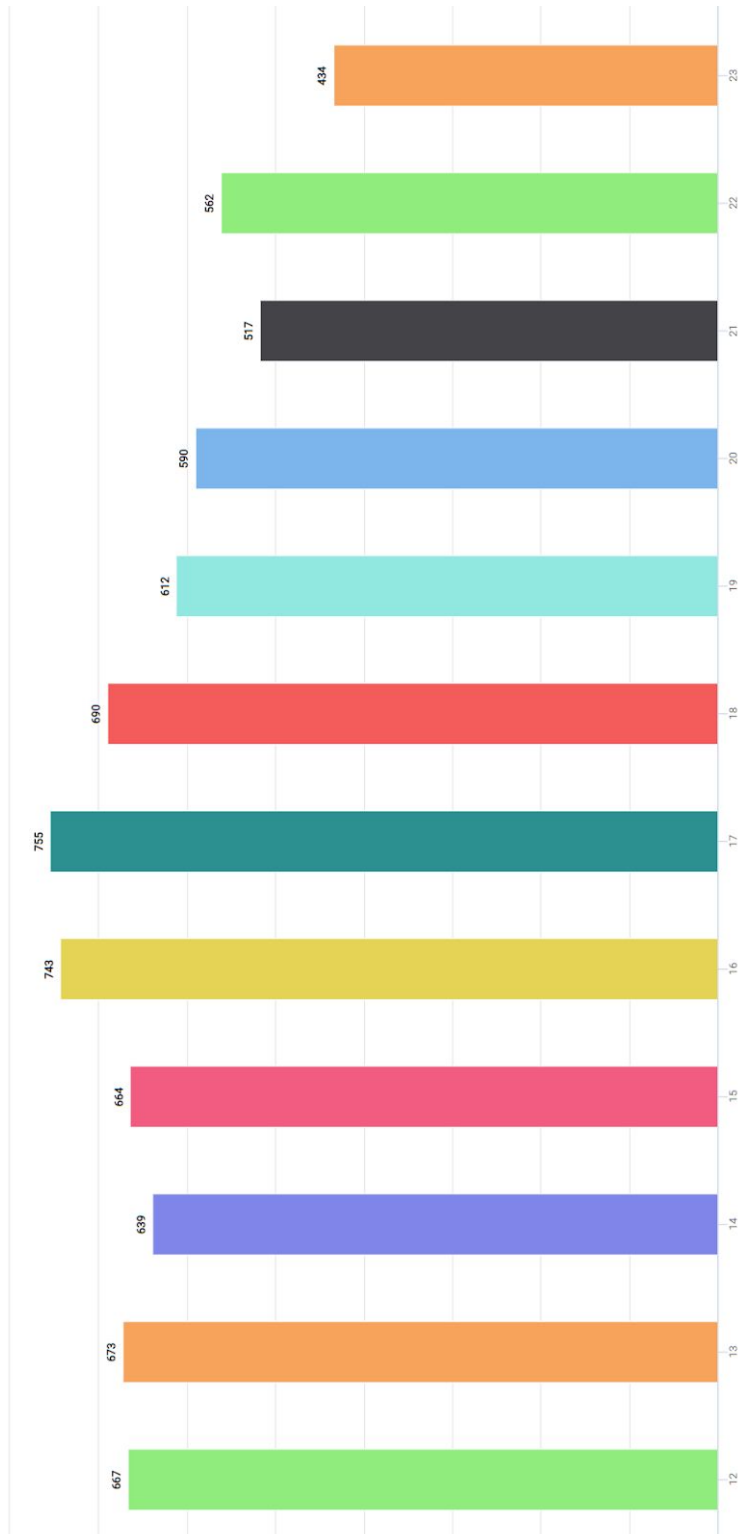
Graph G- 3.1 Event Analysis

Monday, August 10, 2020. Screenshot provided by Ed Reuter.



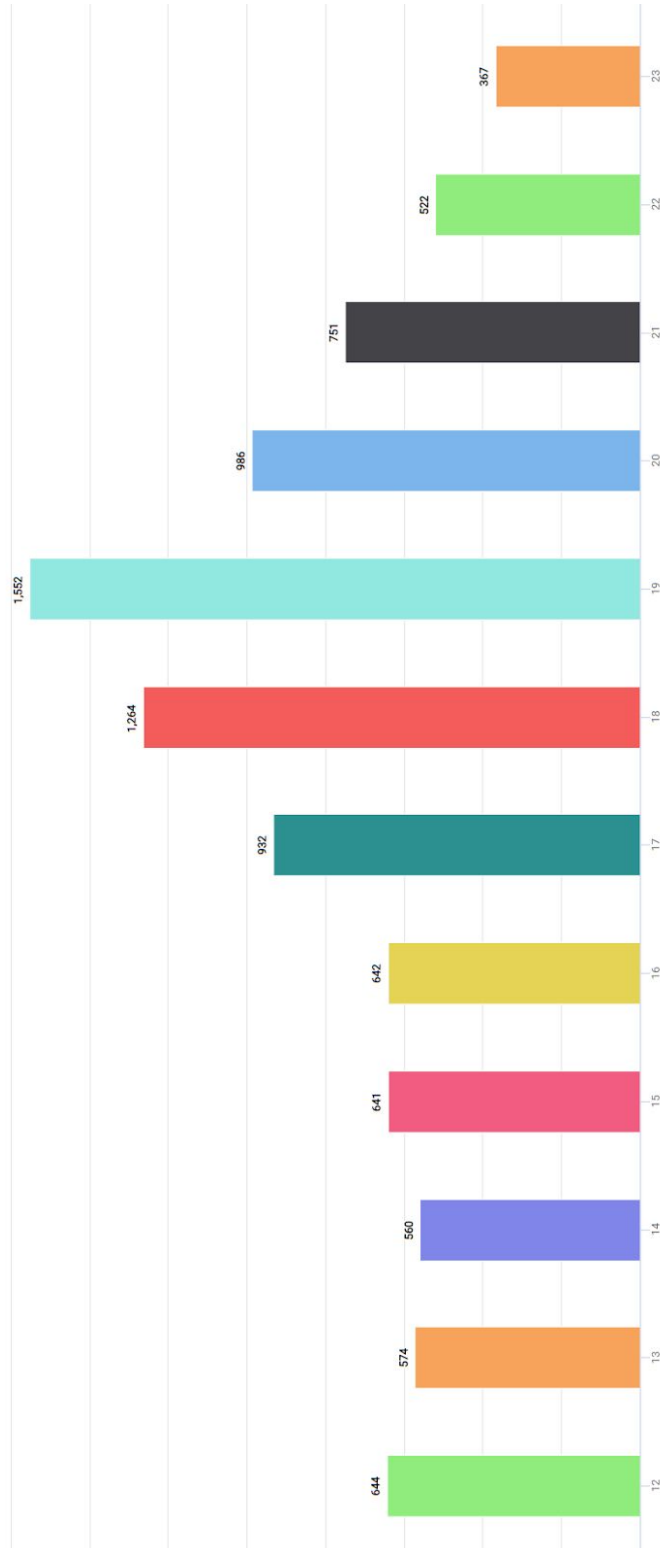
Graph G- 3.2 Event Analysis

Monday, August 3, 2020 starting 12 noon till 12 midnight.



Graph G- 3.3 Event Analysis

Monday, August 10, 2020 starting 12 noon till 12 midnight.





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