Q-1.3 Indiana NG9-1-1 Report

for the reporting interval ending

February 28, 2019

with data from

section A – INdigital ESiNet summary

1. INdigital has made a number of changes and improvements to the G-15 network after the February 15 event.
   Essential work happened the week of February 18.

2. Additional work and testing will continue March thru May. We will be making a slow transition from the G-15 to the G-19 network.

3. We will be extensively testing the new network and auditing our work to ensure reliability. Working directly with the IN911 office and 911 Authority

4. These will include:

   a. Improvements to Language Line translation service. A pin code will no longer be required to make access to language service more accessible

   b. Texty 17.0.0.2 is available statewide with enhanced location services

   c. Texty v17 training began on March 7th

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IN911 Network Weekly Wireless Call Totals
January 2006 - February 2019

Jan. '06 - Feb. '19 Total: 36,649,223

Legend: 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019
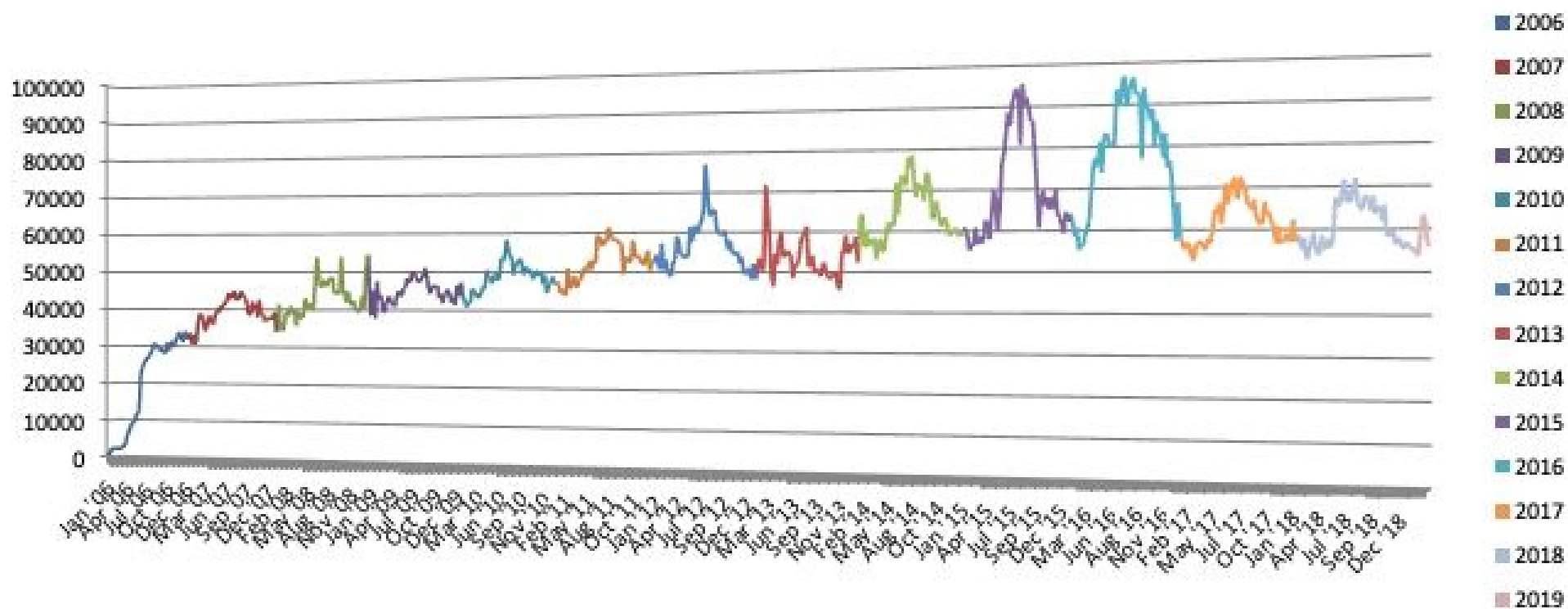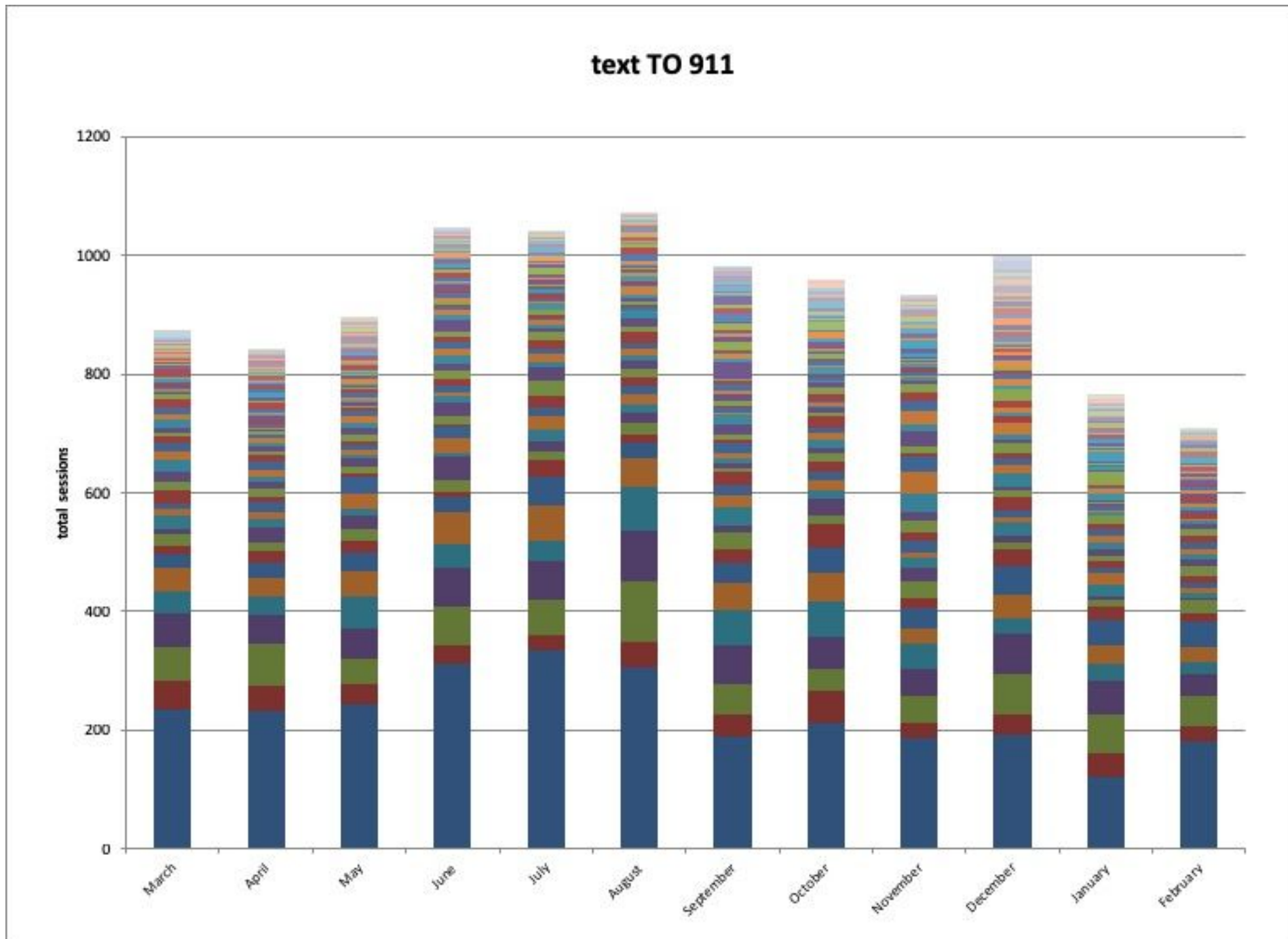
section B – INdigital prime ESiNet trends

5. There are no issues to report for any of the ISP posts.

6. Text TO 911 usage charts **by month**. The **YTD cumulative** heatmap matrix is on the next page.

text TO 911

7. Text TO 911 **YTD cumulative**
heat map matrix (note: Elkhart County)

100+		40-99		20-39		<20		Active - No Usage
PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP
Marion County	2742	Grant County	91	Clay County	39	Sullivan County	18	
Elkhart County	870	Henry County	86	Dekalb County	39	Crawford County	17	
Lake County	717	Clinton County	74	Wells County	37	Perry County	16	
Allen County	692	Whitley County	69	Carroll County	36	Parke County	15	
Vigo County	508	Jefferson County	68	Steuben County	35	Pulaski County	15	
St. Joseph	495	Dubois County	63	Putnam County	34	Starke County	14	
Vanderburgh County	420	Howard County	63	Wabash County	34	Dearborn County	13	
Tippecanoe	252	Jackson County	61	Decatur County	33	Spencer County	13	
Monroe County	224	Ripley County	61	Lawrence County	32	Rush County	11	
Kosciusko County	214	Fulton County	60	Jasper County	31	Union County	11	
Bartholomew County	204	Shelby County	58	Posey County	30	Daviess County	10	
Hamilton County	193	Jennings County	57	Adams County	29	Martin County	10	
Wayne County	183	Cass County	56	Fountain/Warren County	29	Newton County	10	
Delaware County	176	Miami County	51	Warrick County	29	Ohio County	10	
LaPorte County	170	Marshall County	48	Franklin County	28	Orange County	9	
Johnson County	159	Scott County	47	Vermillion County	28	Pike County	8	
Madison County	159	Harrison County	46	Greene County	27	Switzerland County	8	
Clark County	158	Knox County	44	White County	24	Washington County	8	
Porter County	146	Noble County	44	Gibson County	23	Blackford County	7	
Hendricks County	141	Huntington County	43	Jay County	23	Benton County	4	
Montgomery County	128	LaGrange County	43	Tipton County	23			
Boone County	119	Morgan County	43	Owen County	22			
Hancock County	116	Fayette County	41	Brown County	20			
Floyd County	101			Randolph County	20			

8. Text FROM 911 **YTD cumulative** heat map matrix

| 2000+		500-1999		100-499		<100		Active - no usage
Marion County	35749	Hancock County	1918	Posey County	460	Madison County	94	
Monroe County	7095	Dubois County	1608	Henry County	435	Fayette County	85	
Hamilton County	7061	LaPorte County	1259	Kosciusko County	426	Howard County	76	
Allen County	6750	Spencer County	1143	Carroll County	416	Ohio County	71	
Lake County	5907	Boone County	1135	Owen County	390	Floyd County	70	
Vanderburgh County	4594	Marshall County	1072	Brown County	367	Parke County	69	
Tippecanoe County	4275	Morgan County	1016	Ripley County	362	Pike County	69	
Vigo County	4188	Clinton County	992	Adams County	337	Knox County	65	
Clark County	3860	Steuben County	916	Clay County	316	Whitley County	65	
Wayne County	3706	Noble County	878	Sullivan County	294	Gibson County	61	
Porter County	3239	Elkhart County	816	Wabash County	289	Perry County	60	
Bartholomew County	3221	Scott County	791	Starke County	283	Orange County	57	
Grant County	2678	Fountain/Warren County	755	Jackson County	266	St. Joseph County	55	
Montgomery County	2540	Dearborn County	709	Franklin County	246	Tipton County	48	
Crawford County	2494	Shelby County	703	Randolph County	240	Putnam County	42	
Hendricks County	2314	Cass County	696	Jasper County	226	Rush County	41	
		Delaware County	673	Switzerland County	222	Johnson County	40	
		Dekalb County	635	Huntington County	211	Green County	38	
		White County	624	Blackford County	189	Martin County	31	
		Lagrange County	623	Decatur County	175	Benton County	17	
		Miami County	612	Jay County	175	Daviess County	10	
		Jefferson County	610	Pulaski County	159	Vermillion County	9	
		Lawrence County	594	Harrison County	153			
		Fulton County	576	Warrick County	141			
		Wells County	543	Union County	116			
		Jennings County	517	Newton County	115			
				Washington County	108			

9. Text FROM 911 charts by month.
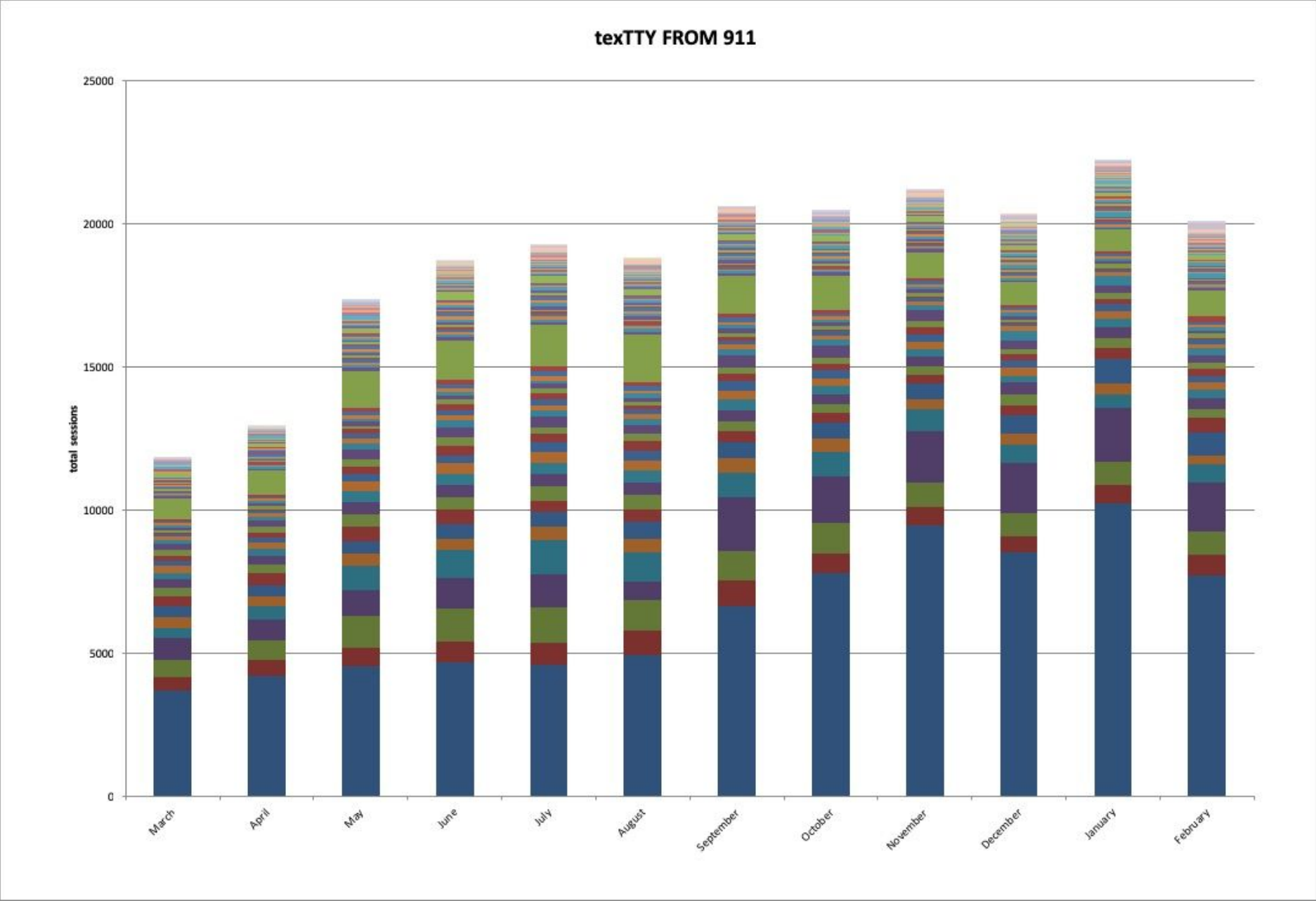
10. **Translation services** - Our analysts prepared the following chart.

Language Line usage is normal through the November interval.

Languages Used

Legend:
- SPANISH
- BURMESE
- MANDARIN
- CHIN
- SWAHILI
- ARABIC
- FRENCH
- HAITIAN CREOLE
- SOMALI
- KINYARWANDA
- RUSSIAN
- HINDI
- PUNJABI
- VIETNAMESE
- JAPANESE
- KOREAN
- POLISH
- MONGOLIAN
- TIGRINYA
- ROMANIAN
- YORUBA
- BOSNIAN
- CAMBODIAN
- CANTONESE
- ZO
- AMHARIC
- BENGALI
- DUTCH
- FINNISH
- GREEK
- GUNJARATI
- HEBREW
- IGBO
- INDONESIAN
- ITALIAN
- KIKUYU
- LAOTIAN
- LITHUANIAN
- PORTUGUESE BR.
- ROHINGYA
- SUDANESE ARABIC
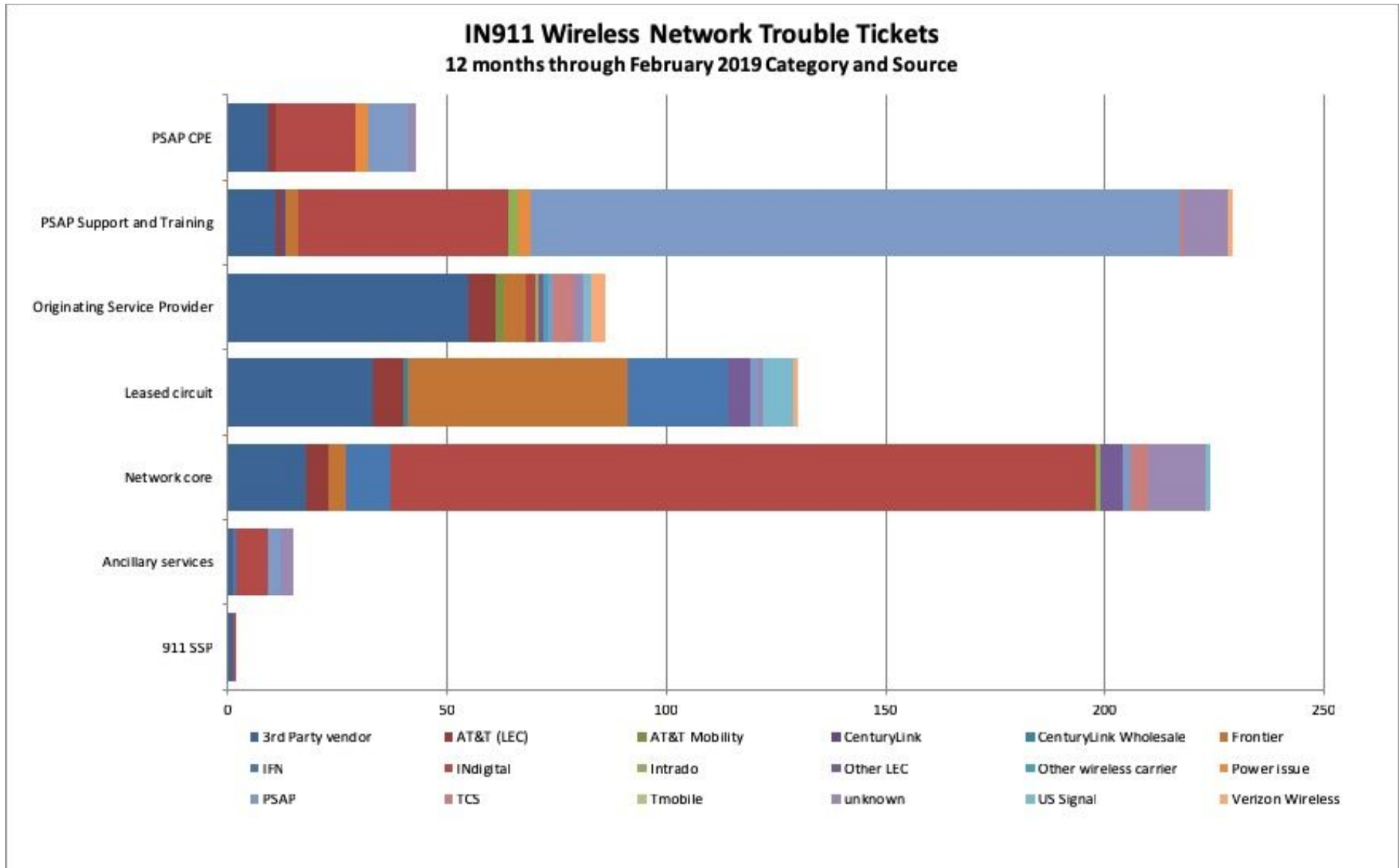- URDU

section C - G-15 network report

11. **Texty network** - Work continues on the updated relaunch of version 17.0.0.2 of Texty. The rollout will continue with a forecasted completion of xxx, 2019.

12. The current status is shown on the map (at right).

13. **G-15 network status -** The G-15 network had an impairment on 15-February affecting wireless 9-1-1 calls. Analysis and planning from the impairment began immediately.
    Essential work was completed to resolve the root cause the following week.

    There is significant ongoing work that will continue for the next 4-8 weeks, resulting in the upgrade to the G-19 version of the IN911 network.

14. **Wireless carrier status, Wireline carrier status, Inter-agency agreements, ecAts** - There are no issues to report.

15. **Other stakeholders -** There are no issues to report.
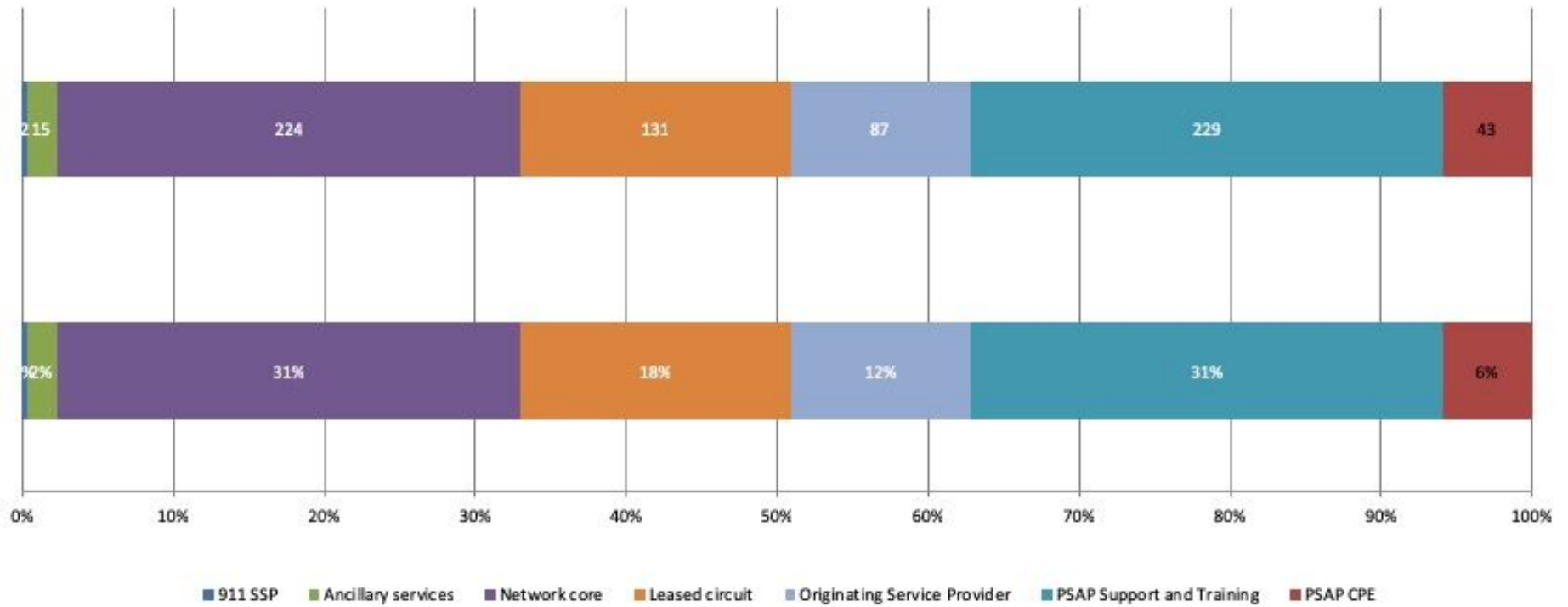

19-066
v.17.0.0.2
Complete
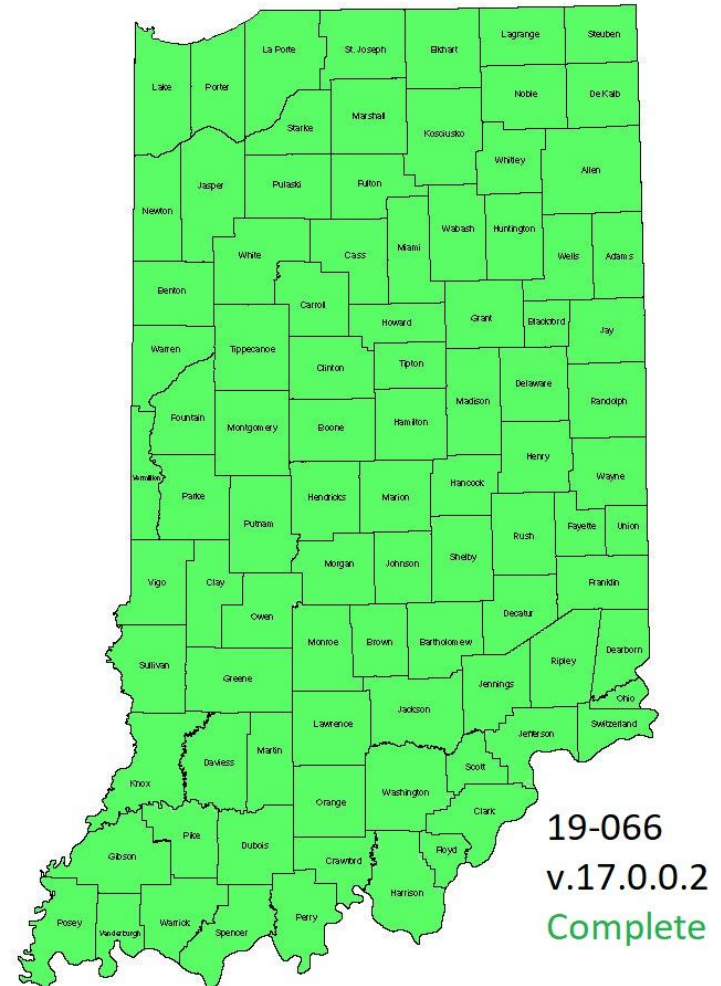
section D - trouble ticket analysis

16. **Trouble ticket summary** – There are no unusual trends to report. The following graphs show the ticket breakdown by category.

17. All help desk functions are within expected ranges for all categories.

IN911 Wireless Network Trouble Tickets
12 months through February 2019 Category and Source

Categories (top to bottom): PSAP CPE, PSAP Support and Training, Originating Service Provider, Leased circuit, Network core, Ancillary services, 911 SSP

Legend:
- 3rd Party vendor
- AT&T (LEC)
- AT&T Mobility
- CenturyLink
- CenturyLink Wholesale
- Frontier
- IFN
- INdigital
- Intrado
- Other LEC
- Other wireless carrier
- Power issue
- PSAP
- TCS
- Tmobile
- unknown
- US Signal
- Verizon Wireless

IN911 Wireless Network Trouble Tickets
12 months through February 2019 by Functional Domain

Legend: 911 SSP · Ancillary services · Network core · Leased circuit · Originating Service Provider · PSAP Support and Training · PSAP CPE

Top bar values: 2 15, 224, 131, 87, 229, 43

Bottom bar values: 2% 2%, 31%, 18%, 12%, 31%, 6%

18. **RapidSOS clearing house queries** INdigital continues to work with RapidSOS to improve location accuracy. This work continues with additional testing for quality assurance. Currently in the state we have made 4061 queries with a 32% success rate.

   There are no new trends to report at this time.

Section F - Update on new work

19. We will continue to update the Board on our work for the buildout of the G-19 ESInet as this moves forward.