

April 1 - July 31, 2022

2022 BOARD REPORT

Indiana IN911 Next Generation Emergency Network



Table of Contents

IN911 G-19 ESiNet Summary	3
PSAP changes in 2022	4
Network Security Threats	5
Wireless Calls	6
Translation Services	7
Texty Services	8
MEVO	9
Help Desk Ticket Analysis	10
Event Analysis	11
Appendix	12
Wireless Calls Graphs	12
Translation Services Graphs	15
Texty Services Graphs	20
MEVO Graphs	26
Help Desk Ticket Analysis Graphs	27
Event Analysis Graphs	32
Contact Us	36

IN911 G-19 ESiNet Summary

INdigital has been working with AT&T to update call delivery. This update will allow AT&T to perform Location Based Routing (LBR) for 9-1-1 calls. In addition to the LBR we are also updating and testing transfers across the ES-NNI between both AT&T and INdigital. Currently we have completed work for several AT&T PSAPs and will continue to update PSAPs based on the AT&T schedule.

PSAP changes in 2022

Fulton County's new Sheriff's Office and Detention Center moved in the fall of 2021. The Dispatch Center is waiting on their tower to be completed so they can move into the new center.

Lafayette Police Department is building a new headquarters with an expected move in the first quarter of 2023. INdigital is working with the architectes, construction managers, and PSAP Director to install circuits and move the premise equipment into the new center.

Sullivan County is building a new Sheriff's office that will also house the 911 center. Ground has not yet been broken for construction.

Benton County is moving their PSAP into a new building. The building is near completion therefore soon we will have a moving date. We are also refreshing their CPE equipment.

ISP Post 13 Lowell has started construction on a new building that will also house a state laboratory, ISP staff, as well as the 911 center.

Clark County has started construction of building a new 911 Center and planning a move soon.

Gibson County is breaking ground soon for a new Sheriff's Office, Jail, and 911 Center.

Huntington County will be moving PSAP operations soon to a new facility.

Pike, Clinton, Union, Wabash, Jefferson and **Tippecanoe County** which includes **Lafayette and West Lafayette PD** and **Kendallville PD** have Solacom refreshes scheduled for 2022.

Network Security Threats



No reports of any network security threats that affected Indiana PSAPs during the second quarter of 2022.

This is the link to Seculore's report on cyber security issues related to public safety in the State of 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 2022, INdigital will continue our work to improve security at the endpoints of the IN911 network. This will require the installation of security devices at PSAP locations. INdigital has already deployed network security devices within the core and will continue to improve the ESiNet's security posture.

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

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 2022 second quarter total of 1,305,045. The variation of calls is consistent with seasonal trends.

During the second quarter of 2022 INdigital routed 511,402 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 April 23rd with 16,861 calls and the least busy day was April 18th with 12,642 calls.

Since 2006 which is the start of the IN911 network, 50,876,426 wireless calls have been processed on the NG ESiNet.

During the past 13 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 the most frequently translated language in Indiana, comprising 91% of all languages translated so far in 2022.

Haitian Creole, Burmese, Swahili, and French wrap up the top five languages translated, each comprising 3%, 2%, 1%, and 1% respectively.

Spanish translation usage during the second quarter of 2022 by the top five counties (Marion, Elkhart, Allen, Kosciusko, and Clark) had a total of 12,161 minutes of total usage during this quarter.

Spanish translations for all other counties totaled 3,042 minutes.

Statewide, 15,302 minutes of Spanish language translation was provided for non-English speaking callers.

Other non-English to dual party translation during the second quarter of 2022 had similar usage trends, with the top five counties (Marion, Allen, White, Tippecanoe, and Newton) with 2,404 minutes of language translation.

The balance of the counties used 845 minutes with a second quarter total of 3,249 minutes.

In 2022, 46 different languages have been translated for Indiana PSAPs. Over the last three years 73 different languages have been translated.

Language translation has seen steady increases each year for the last three years.

Texty Services

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



During the second quarter of 2022 there were 4,545 inbound text sessions received by 99 PSAPs.

There were 35,495 outbound text sessions during the second quarter of 2022 sent by 114 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 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.

During the second quarter of 2022 Indiana PSAPs received 337 inbound translation messages. Also during the same quarter PSAPs sent 1,049 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 of the 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 the agencies where MEVO is their only call answering equipment. MEVO is also used as the call taking system for many secondary PSAPs as well as many other 911 call transfer points throughout the State of Indiana.

During the second quarter of 2022 MEVO delivered 1,321 calls by primary PSAPs with 41 hours of talk time.

The MEVO system also delivered 1,098 calls to secondary, EMS transfer points, and MEVO Anywhere Kits (MAK) with more than 38 hours of talk time.

MEVO is provided by the Board to all qualifying agencies as a service continuity platform. This system ensures call delivery in the event of 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 previous quarterly averages over the previous four years. In the second quarter of 2022 there were no changes in ticket volume that would indicate any underlying issues. There was increased maintenance on PSAP equipment as well as work on the core network.

INdigital continues to perform maintenance and testing of the network on a regular basis, which is shown in the number of maintenance tickets. Maintenance also includes circuit maintenance by a carrier that could have an effect on call delivery.

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

Event Analysis

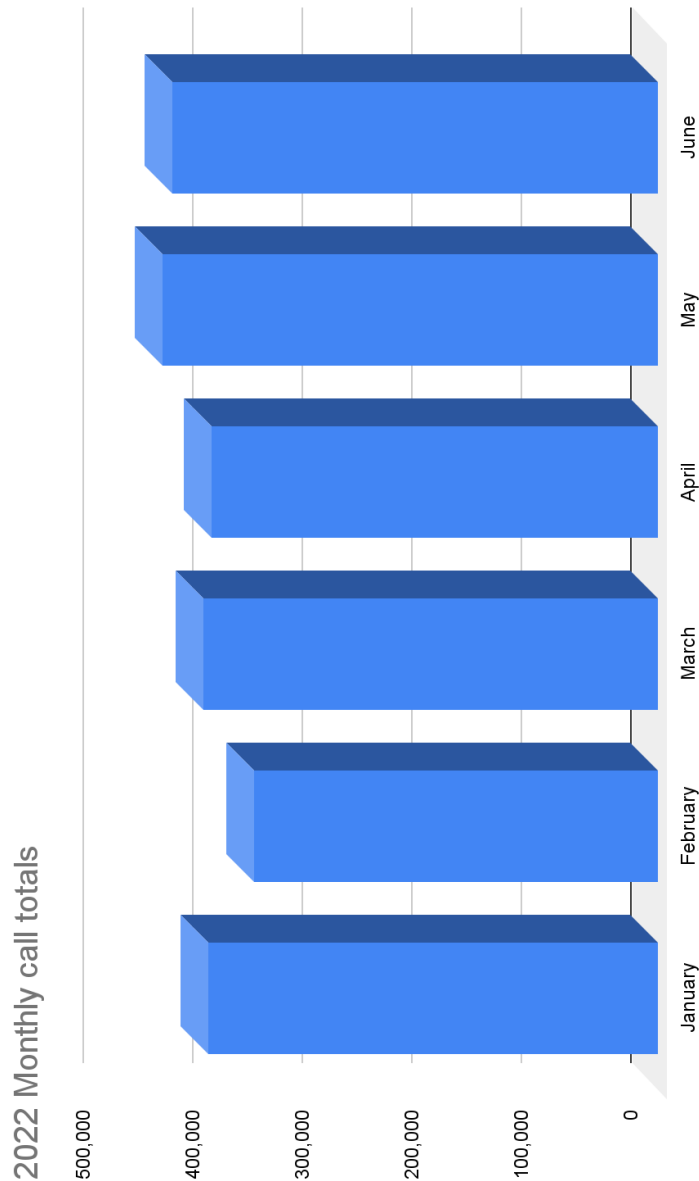
(Please refer to graphs K-1.1 through K-3.2 in the appendix)

1. Greenwood Mall Shooting July 17th.
 - a. Total of **58** 9-1-1 calls made in the area in a 22 minute period.
 - i. Many calls rolled to Bartholomew County.
 - ii. Typically Johnson Co. receives an average **8.6** calls per hour.
 - iii. During the event they averaged **158** calls per hour.
 - iv. Received **5** 9-1-1 calls prior, **58** 9-1-1 calls during, and **12** 9-1-1 calls after the incident.
2. The Brickyard 400 Race July 30th.
 - a. The race generated **15** 9-1-1 calls.
3. 2022 Indiana State Fair July 29th - August 21st.
 - a. A total of **754** 9-1-1 calls were made.
 - b. Averaged **31.4** 9-1-1 calls per day.
 - c. Busiest day was Saturday August 6th with **67** 9-1-1 calls.
 - d. Least busiest day was Tuesday August 16th with **7** 9-1-1 calls.

Appendix

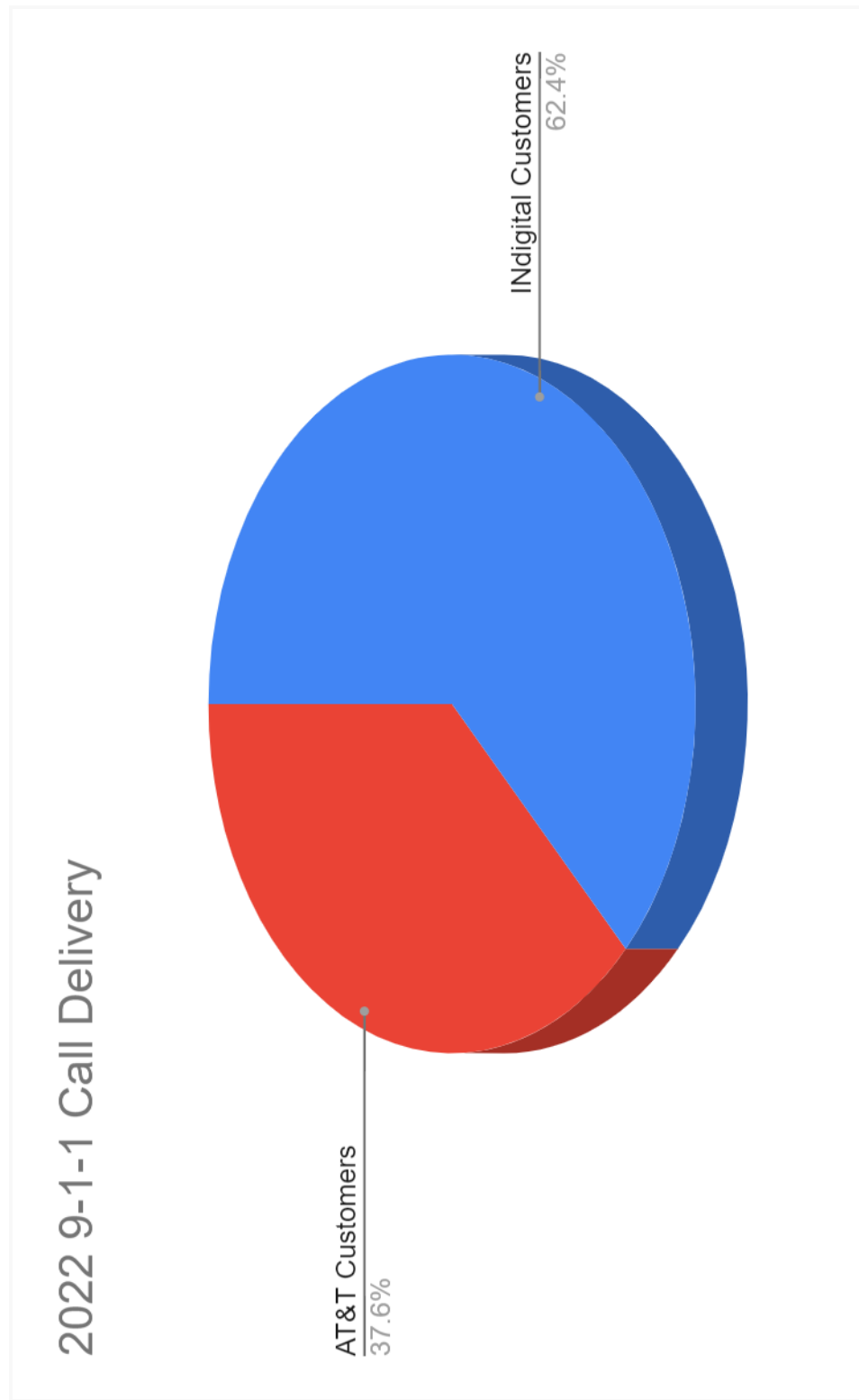
Wireless Calls Graphs

Graph D-1.1 Call volume for the second quarter of 2022.



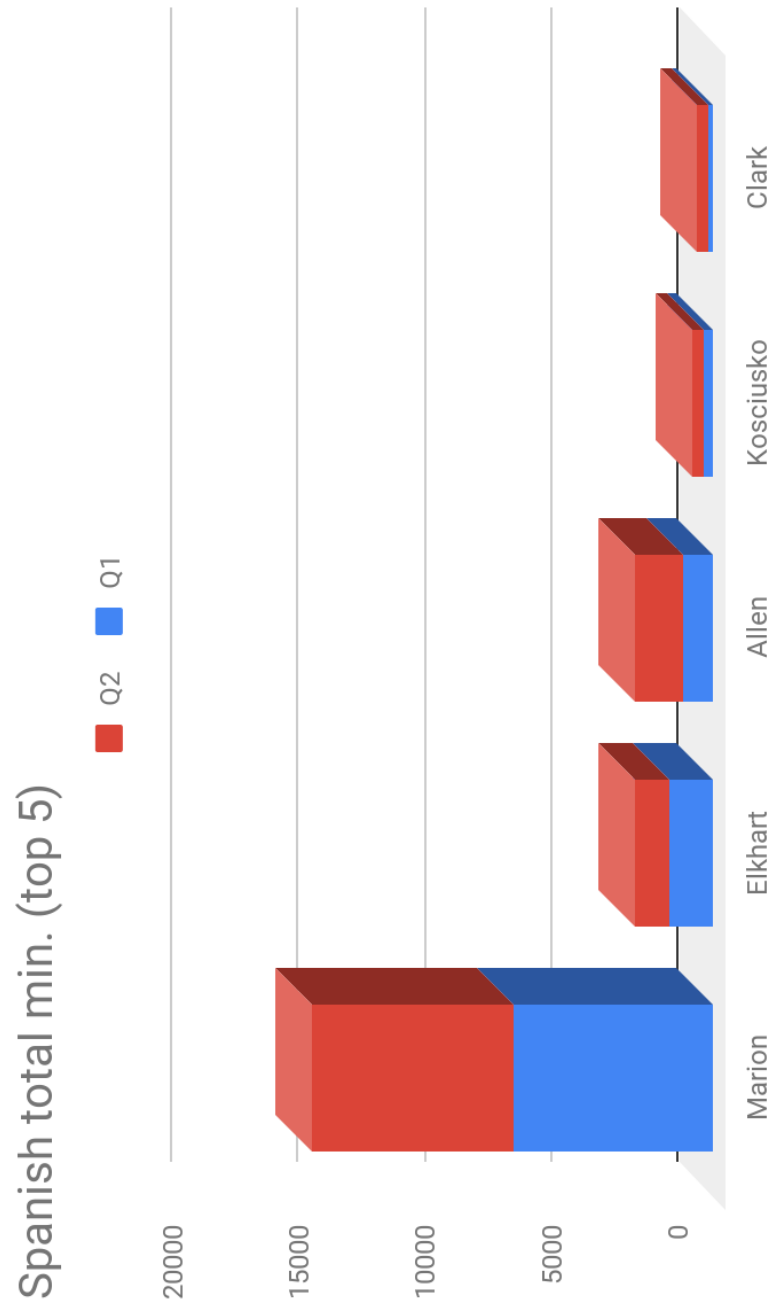


Graph D-1.3 INdigital voice call processing and delivery to destination.

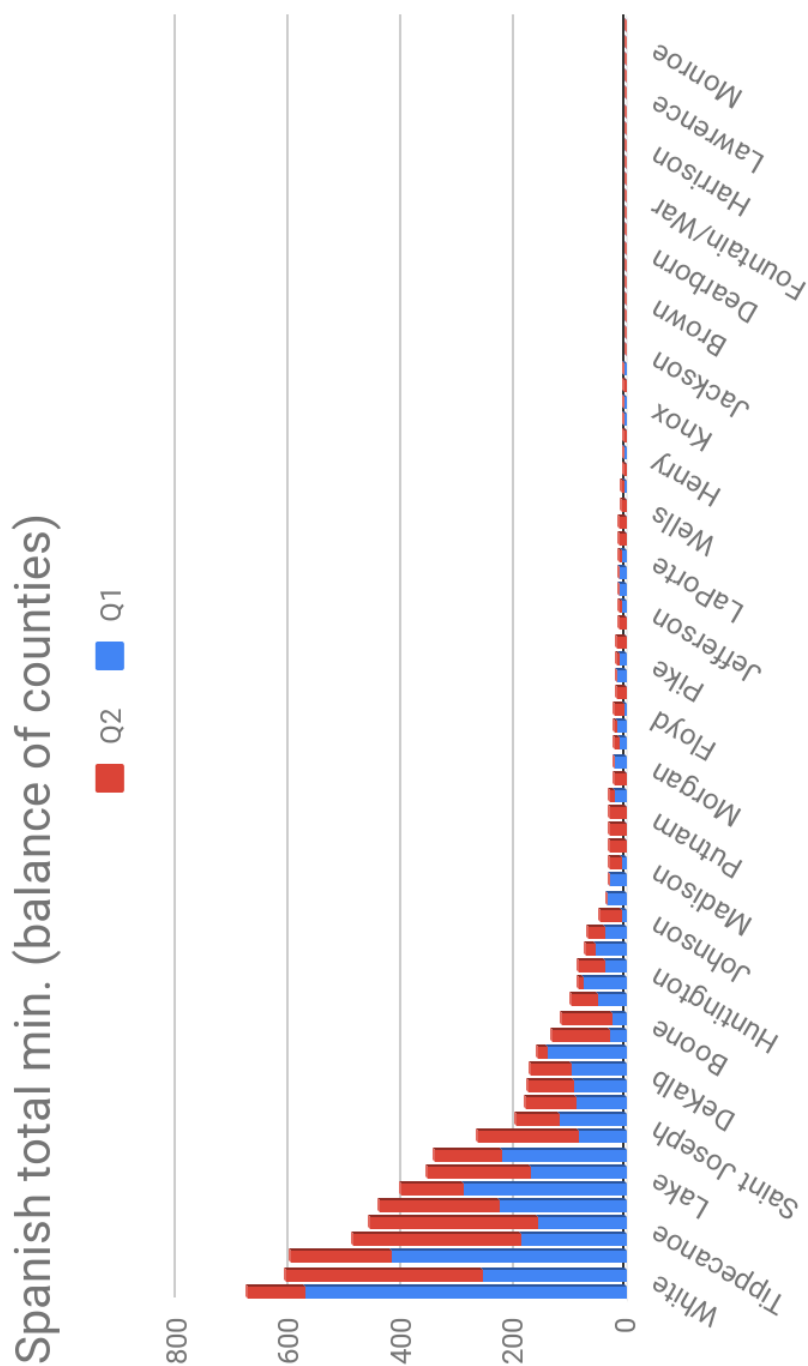


Translation Services Graphs

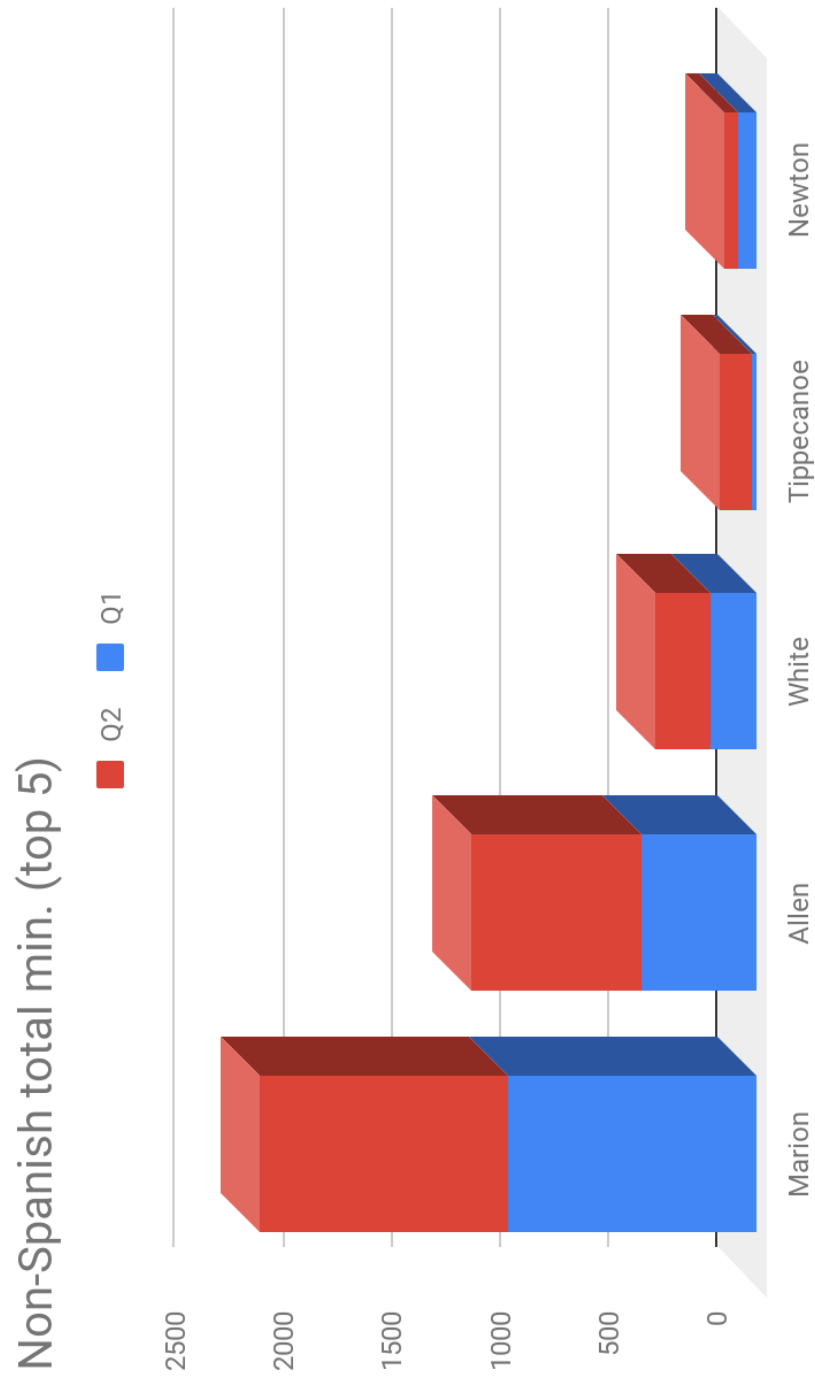
Graph E-1.1 Top 5 Spanish voice translation counties



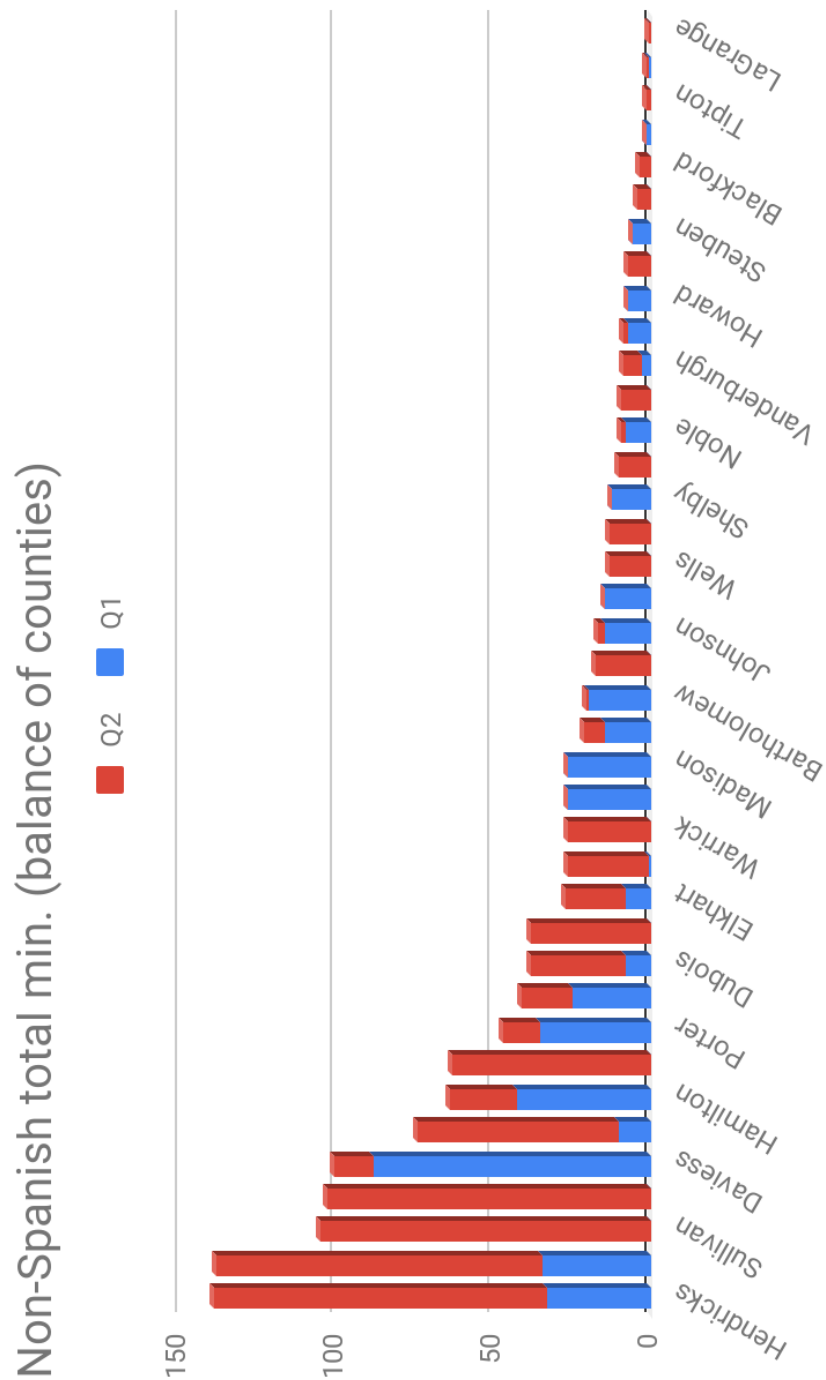
Graph E-1.2 Spanish voice translation, all other counties.



Graph E-1.3 Top 5 other languages voice translation.



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

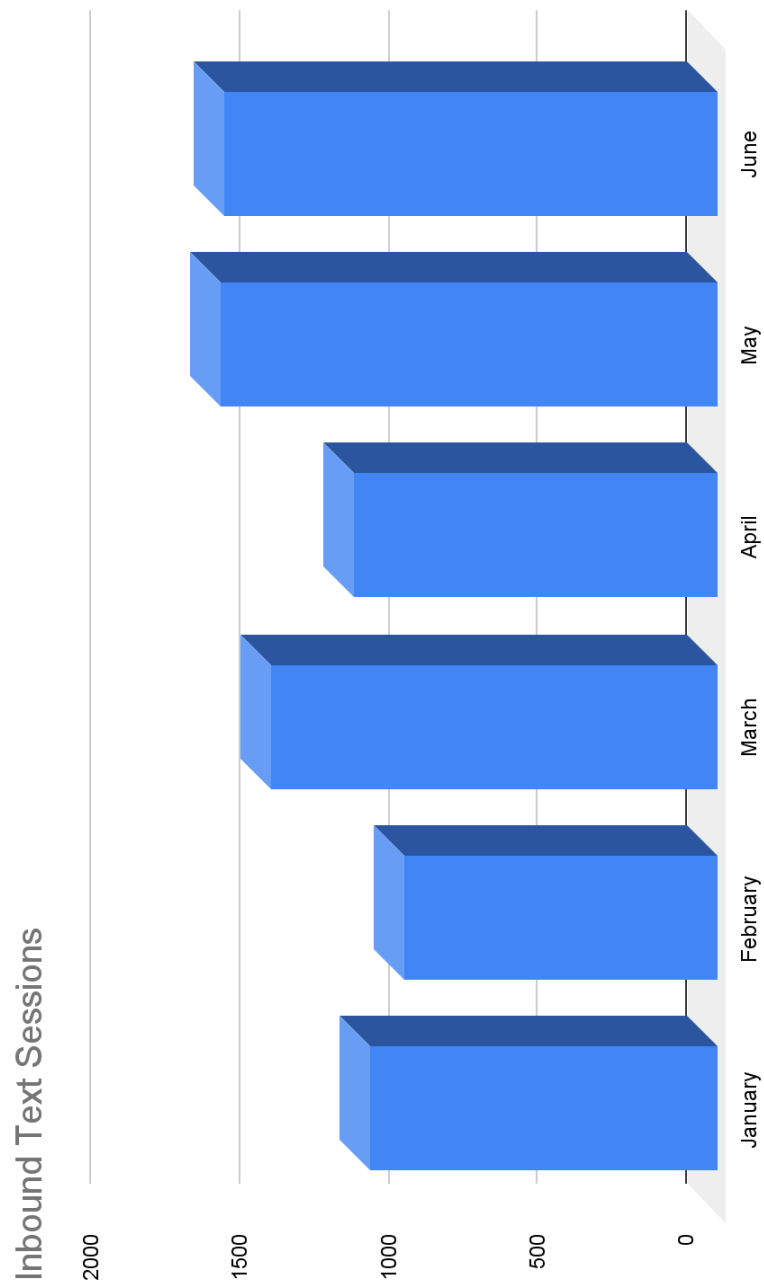


Graph E-1.5 Total occurrences of voice translation used in 2022.

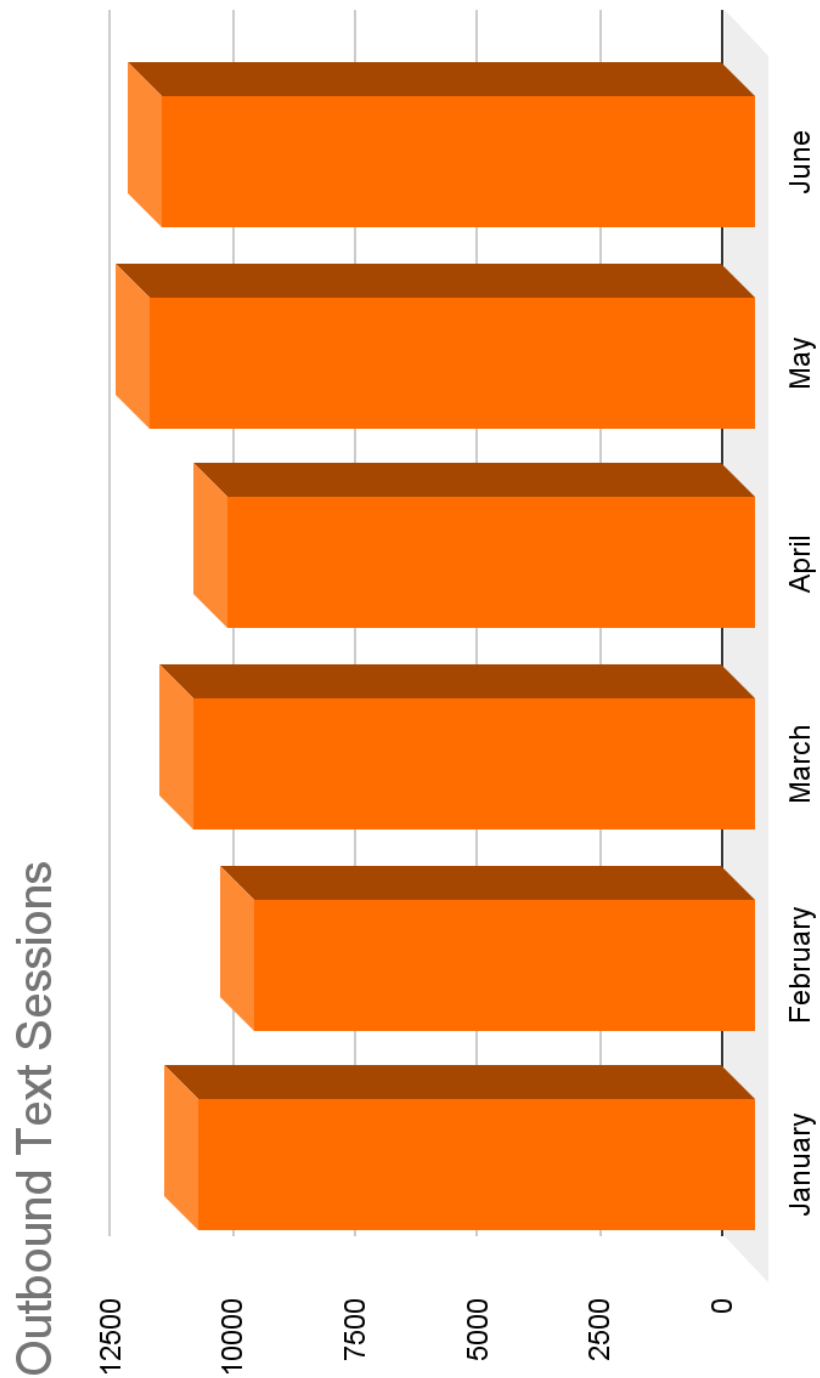
Language	Total	Language	Total
SPANISH	9489	AKAN	2
HAITIAN CREOLE	326	FARSI	2
BURMESE	185	GERMAN	2
SWAHILI	81	KOREAN	2
FRENCH	64	LAOTIAN	2
		PORTUGUESE CAPE	
MANDARIN	61	VERDEAN	2
ARABIC	50	ROHINGYA	2
PUNJABI	41	YORUBA	2
CHIN HAKHA	35	AMHARIC	1
TIGRIGNA	27	CANTONESE	1
VIETNAMESE	19	CHIN TEDIM	1
HAKKA-CHINA	14	GREEK	1
RUSSIAN	13	GUJARATI	1
DARI	12	ITALIAN	1
HINDI	10	KRIO	1
KINYARWANDA	10	KUNAMA	1
SOMALI	8	LINGALA	1
ROMANIAN	7	MONGOLIAN	1
		OROMO	1
JAPANESE	6	TAGALOG	1
PORTUGUESE	6	THAI	1
PASHTO	4	TURKISH	1
NEPALI	3		
PORTUGUESE			
BRAZILIAN	3	ZO	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.

Q4 -

Brown Co. SD	< 10	9
Harrison Co. SD Dispatch		9
Parke Co. 911		9
Wabash Co. Central Dispatch		9
Carroll Co. E911		8
Jasper Co. Sheriff's Office		8
Mooreville PD		8
Pulaski Co. Sheriff's Office		8
Posse Co. 911		7
Purdue University PD		7
Stark Co. Sheriff's Office		6
Beach Grove PD		5
Newton Co. 911		5
Scott Co. Emergency Communications		5
Union Co. 911		5
Washington Co. Sheriff's Office		5
Columbia City Communications Center		4
Fountain/Warren Co. Regional Dispatch C		4
Lowell SP Post 13		4
New Albany City Dispatch		4
New Haven PD		4
Blackford Co. Central Dispatch		3
Pike Co. Sheriff's Office		3
Vermillion Co. Sheriff's Office		3
Batesville PD		2
ISP Fort Wayne Post 22		2
Rushville PD		2
ISP Bloomington Post 33		1
ISP Indianapolis Post		1
ISP Toll Road Post 21		1
ISP Versailles Post 42		1
Jasper PD		1
Lawrence PD		1
Martin Co. SD		1
Ohio Co. Communications		1
Seymour PD		1
West Lafayette PD		1

Q3 -

Dubois Co. Communications Center	10 - 19	19
Tipton Co. E911		19
Cass Co. E911		18
Orange Co. SD		18
Adams Co. Sheriff's Office		17
Clay Co. Justice Center		17
Daviess Co. 911		17
Owen Co. Sheriff's Office		17
Franklin Co. Communications E-911		16
Ripley Co. E-911 Communications		16
Whitley Co. Communications Center		16
Crawford Co. Central Dispatch		15
Decatur Co. SD		15
Fulton Co. Communications		14
Wells Co.		14
Perry Co.		13
Sullivan Co. 911		13
LaGrange Co. Communications		12
Randolph Co. Communications		12
Rush Co. SD		12
Spencer Co. 911		12
Steuben Co. 911		12
White Co.		11
Benton Co. Sheriff's Office		10
Jay Co. SD		10

Q2 - 4,548

Clinton Co. 911	20 - 49	46
Boone Co. SD		44
Jefferson Co. 911		36
Jennings Co. 911		36
Shelby Co. SD		36
Jackson Co. 911		35
Warrick Co. Sheriff's Office		34
Huntington Co. Sheriff's Office		33
Henry Co. Emergency Services		32
Dearborn Co.		31
Tipton Co. Sheriff's Office		31
Fayette Co. Communications		30
Indy Airport Authority		29
Gibson Co. SD		29
Pulham Co. Sheriff's Office		27
Schererville PD		25
Greene Co. Sheriff's Office		24
Marshall Co. PD		24
Lawrence Co. Sheriff's Office		23
Speedway Police		23
Switzerland Co. Communication		22
Noble Co. SD		20

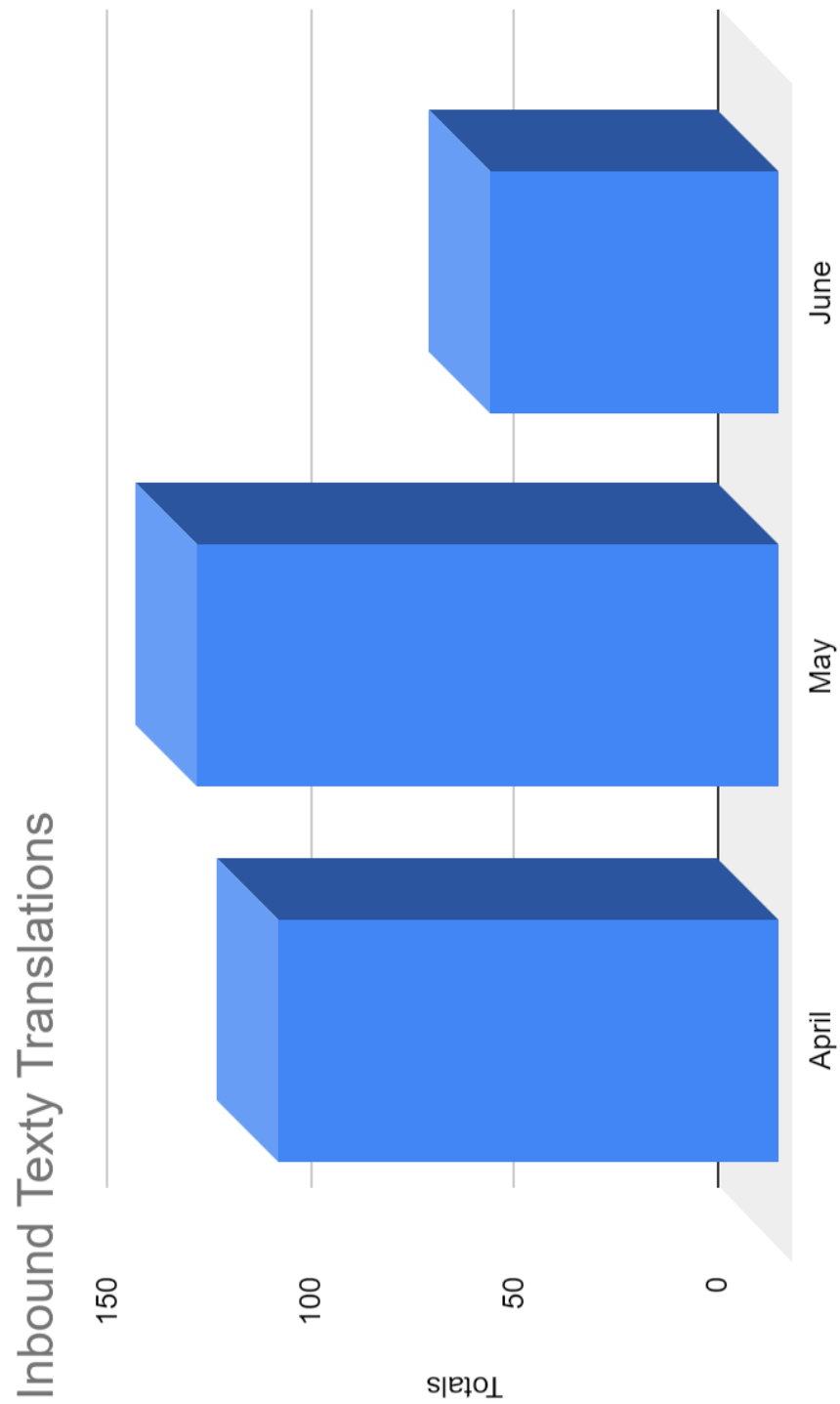
Q1 - 3,708

Marion Co.Indy PD	50 +	2326
Lake Co. Sheriff's Office		667
Vanderburgh Co. Central Dispatch		444
Saint Joseph		415
Allen Co. SD		331
Vigo Co. 911		298
Elkhart Co. 911 Center		213
Madison Co. Sheriff's Office		212
Delaware Co. Emer. Com. Center		154
Wayne Co. Central Dispatch		150
Wayne Co. Emergency Communications		149
Lafayette PD		135
Kosciusko Co.		129
Hamilton Co. Sheriff's Office Dispatch		122
Bartholomew Co. EOC		114
Hendricks Co. Communications Center		113
Johnson Co. SD		112
Morgan Co. 911		109
Clark Co. 911 Center		100
LaPorte Co. 911 Communications		92
Hancock Co. EOC		88
Floyd Co. Sheriff's Department		83
Knox Co. Dispatch Office		75
Indigital telecom		74
Montgomery Co. / Crawfordsville E911		73
Porter Co.		57
Howard Co. SD		52
Grant Co. SD		52
Miami Co. 911		52

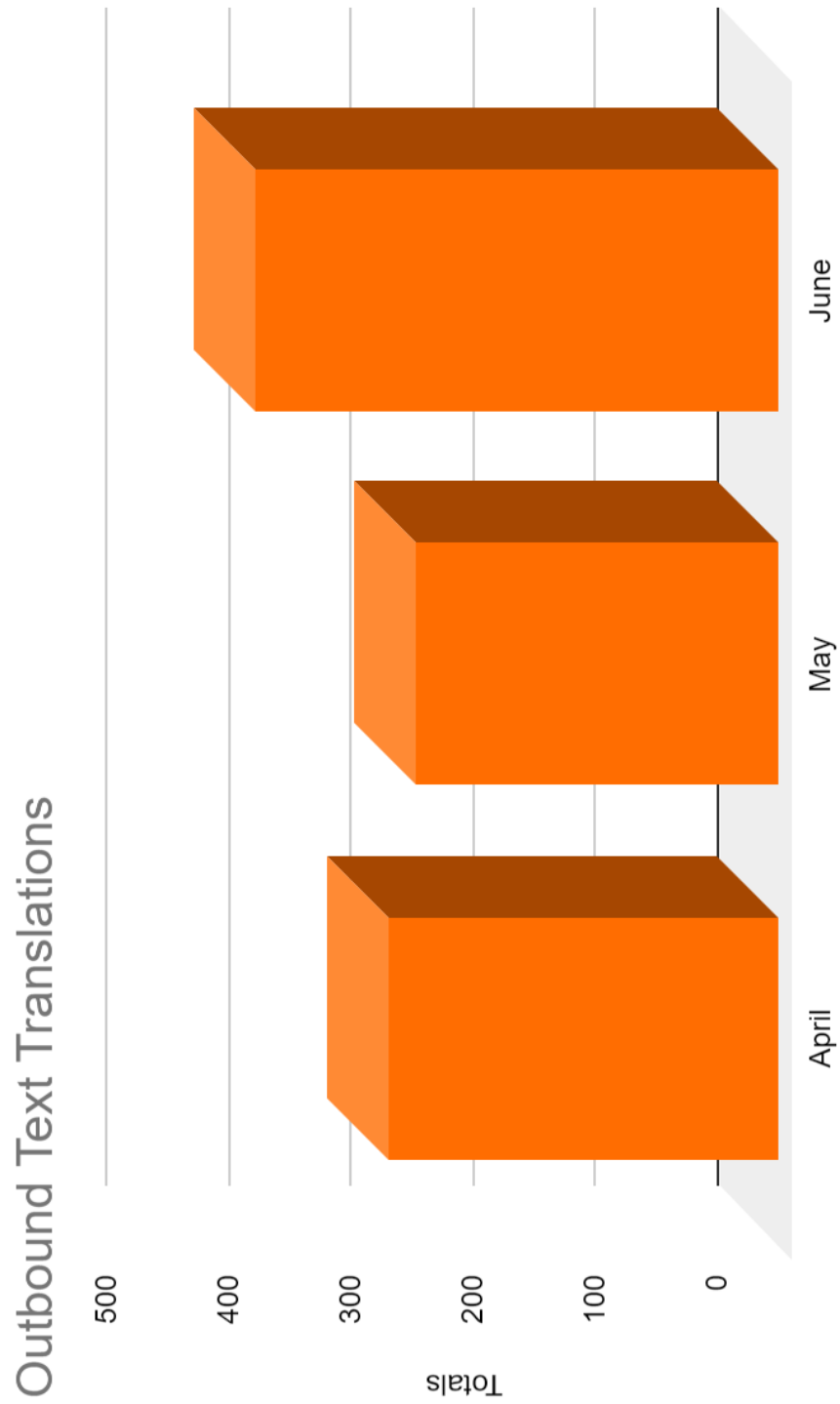
Graph F-1.4 All Outbound Text (from 911) by PSAP.

Outbound Text from 911		Q1 - 33,245		Q2 - 35,495		Q3 -		Q4 -	
450 +		200 - 449		50 - 199		< 50			
Saint Joseph	6733	Spencer Co. 911	448	Indy Airport Authority	197	Posey Co. 911	49		
Hamilton Co. Sheriffs Office Dispatch	5901	Purdue University PD	447	Decatur Co. SD	194	Randolph Co. Communications	49		
Elkhart Co. 911 Center	5515	LaGrange Co. Communications	428	Fountain/Warren Co. Regional Dispatch C	194	Perry Co.	44		
Lake Co. Sheriffs Office	5092	LaPorte Co. 911 Communications	411	Clay Co. Justice Center	192	Howard Co. SD	42		
Allen Co. SD	4109	Steuben Co. 911	409	Lawrence Co. Sheriffs Office	183	Ohio Co. Communications	39		
Clark Co. 911 Center	2884	Wells Co.	374	Knox Co. Dispatch Office	166	Parke Co. 911	36		
Monroe Co. Central Dispatch	2811	White Co.	368	Franklin Co. Communications E-911	165	Union Co. 911	36		
Porter Co.	2238	Cass Co. E911	359	Starke Co. Sheriffs Office	162	Kendallville PD	33		
Bartholomew Co. EOC	2209	Henry Co. Emergency Services	355	Lawrence PD	160	Batesville PD	31		
Wayne Co. Emergency Communications C	1981	Noble Co. SD	288	Elkhart City PD	154	Tipton Co. E911	31		
Vigo Co. 911	1511	West Lafayette PD	286	Johnson Co. SD	154	Marlin Co. SD	30		
Vanderburgh Co. Central Dispatch	1461	Pulaski Co. Sheriffs Office	275	Owen Co. Sheriffs Office	151	New Haven PD	29		
Lafayette PD	1374	Scott Co. Emergency Communications	274	Jay Co. SD	143	Indigital telecom	23		
Marion Co. Indy PD	1358	Jefferson Co. 911	272	Jasper Co. Sheriffs Office	126	IU PD	20		
Hendricks Co. Communications Center	1229	DeKalb Co. SD	271	Floyd Co. Sheriff's Department	124	Harrison Co. SD Dispatch	15		
Montgomery Co. / Crawfordsville E911	1216	Miami Co. 911	254	Jackson Co. 911	121	Seymour PD	15		
Dubois Co. Communications Center	1080	Huntington Co. Sheriffs Office	245	Greene Co. Sheriffs Office	119	Jasper PD	14		
Grant Co. SD	1051	Jennings Co. 911	243	Carroll Co. E911	115	Daviess Co. 911	13		
Hancock Co. EOC	956	Ripley Co. E-911 Communications	239	Orange Co. SD	97	ISP Toll Road Post 21	13		
Kosciusko Co.	879	Delaware Co. Emer. Com. Center	228	Switzerland Co. Communication	97	Pike Co. Sheriffs Office	12		
Boone Co. SD	857	Fulton Co. Communications	228	Washington Co. Sheriffs Office	97	Columbia City Communications Center	10		
Crawford Co. Central Dispatch	657	Adams Co. Sheriffs Office	222	Rush Co. SD	96	Fayette Co. Communications	10		
Wabash Co. Central Dispatch	637	Whitley Co. Communications Center	211	Sullivan Co. 911	93	ISP Versailles Post 42	8		
Clinton Co. 911	569	Brown Co. SD	210	Speedway Police	91	BeachGrove PD	7		
Dearborn Co.	518	Madison Co. Sheriffs Office	208	Newton Co. 911	89	Rushville PD	7		
Morgan Co. 911	479			ISP Indianapolis Post	88	Vermillion Co. Sheriff's Office	4		
Marshall Co. PD	476			Blackford Co. Central Dispatch	76	ISP Bloomington Post 33	4		
Schererville PD	475			Mooreville PD	68				
Shelby Co. SD	451			Benton Co. Sheriffs Office	65				
				Lowell SP Post 13	64				
				Tiptecanoe Co. Sheriffs Office	59				
				New Albany City Dispatch	58				
				Pulnam Co. Sheriffs Office	52				
				Warrick Co. Sheriffs Office	52				

Graph F-1.5 All Inbound Text Translations.

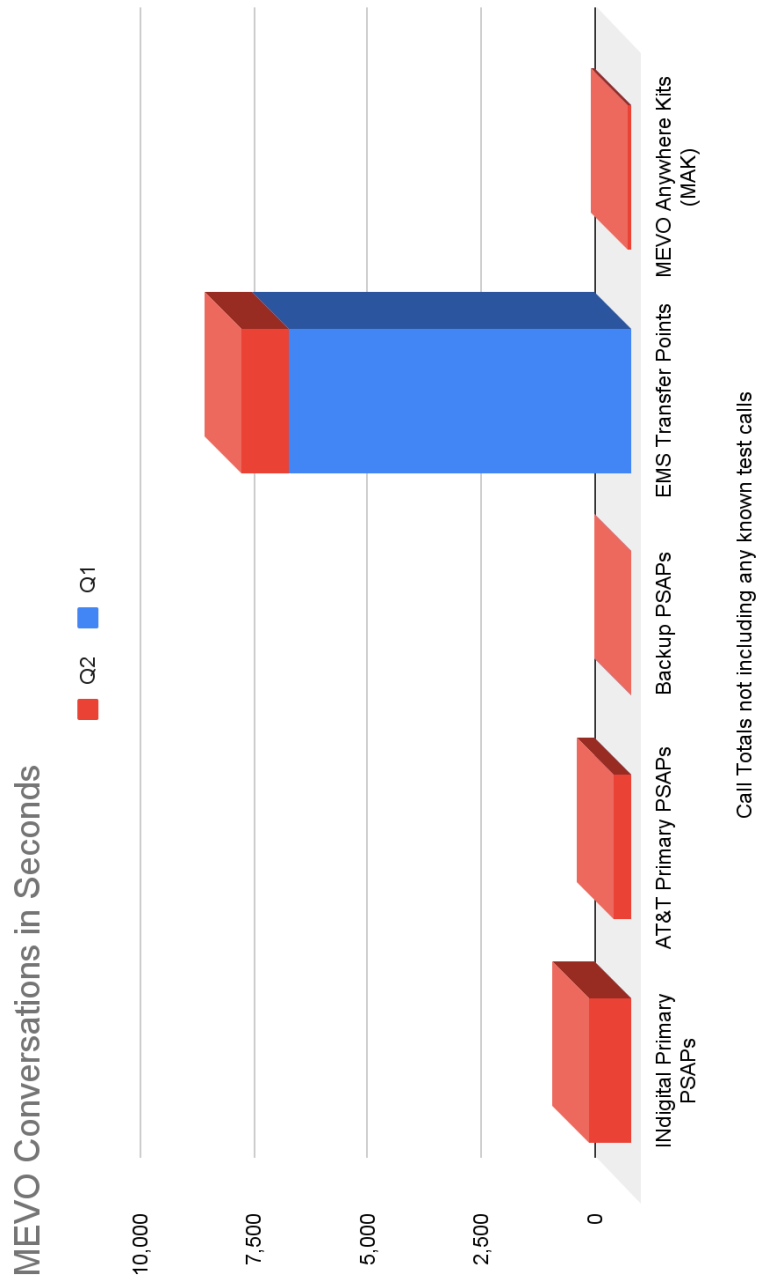


Graph F-1.6 All Outbound Text Translations.



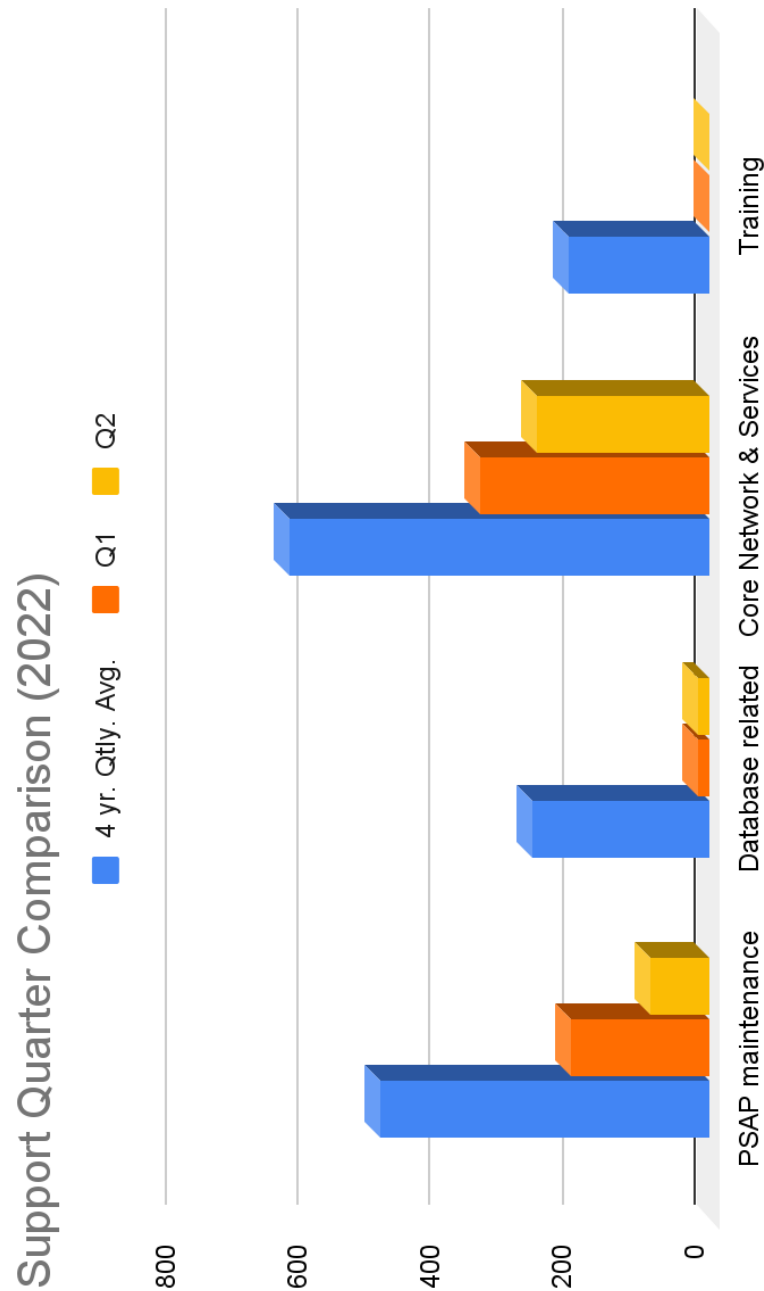
MEVO Graphs

Graph G-1.1 MEVO 2022 quarterly inbound call totals.

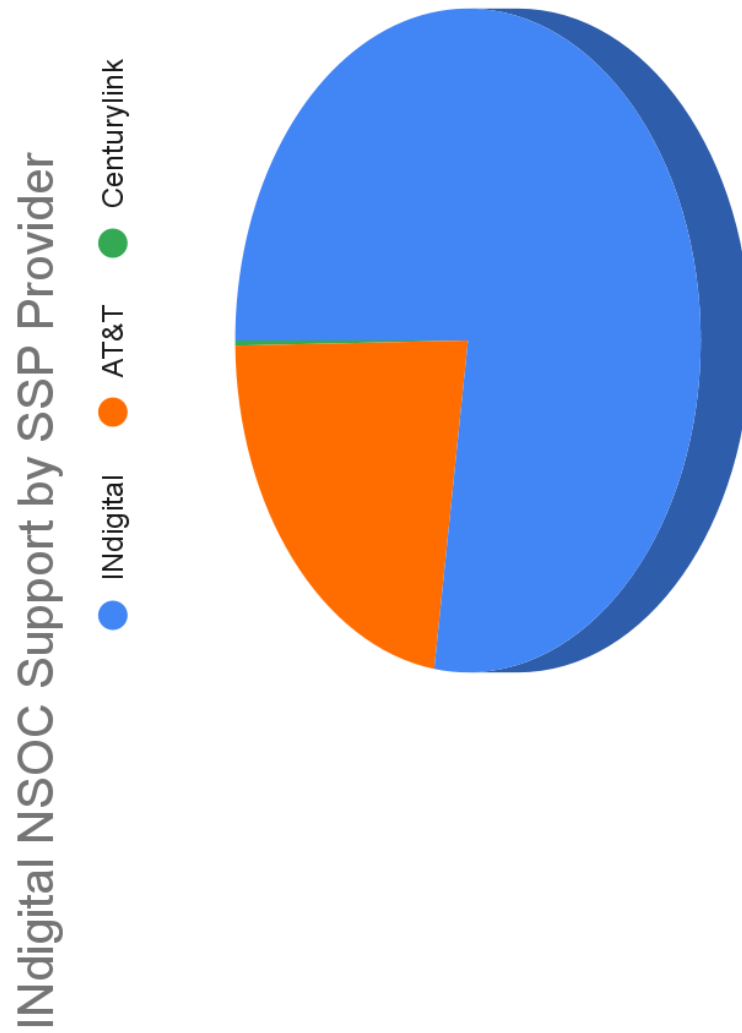


Help Desk Ticket Analysis Graphs

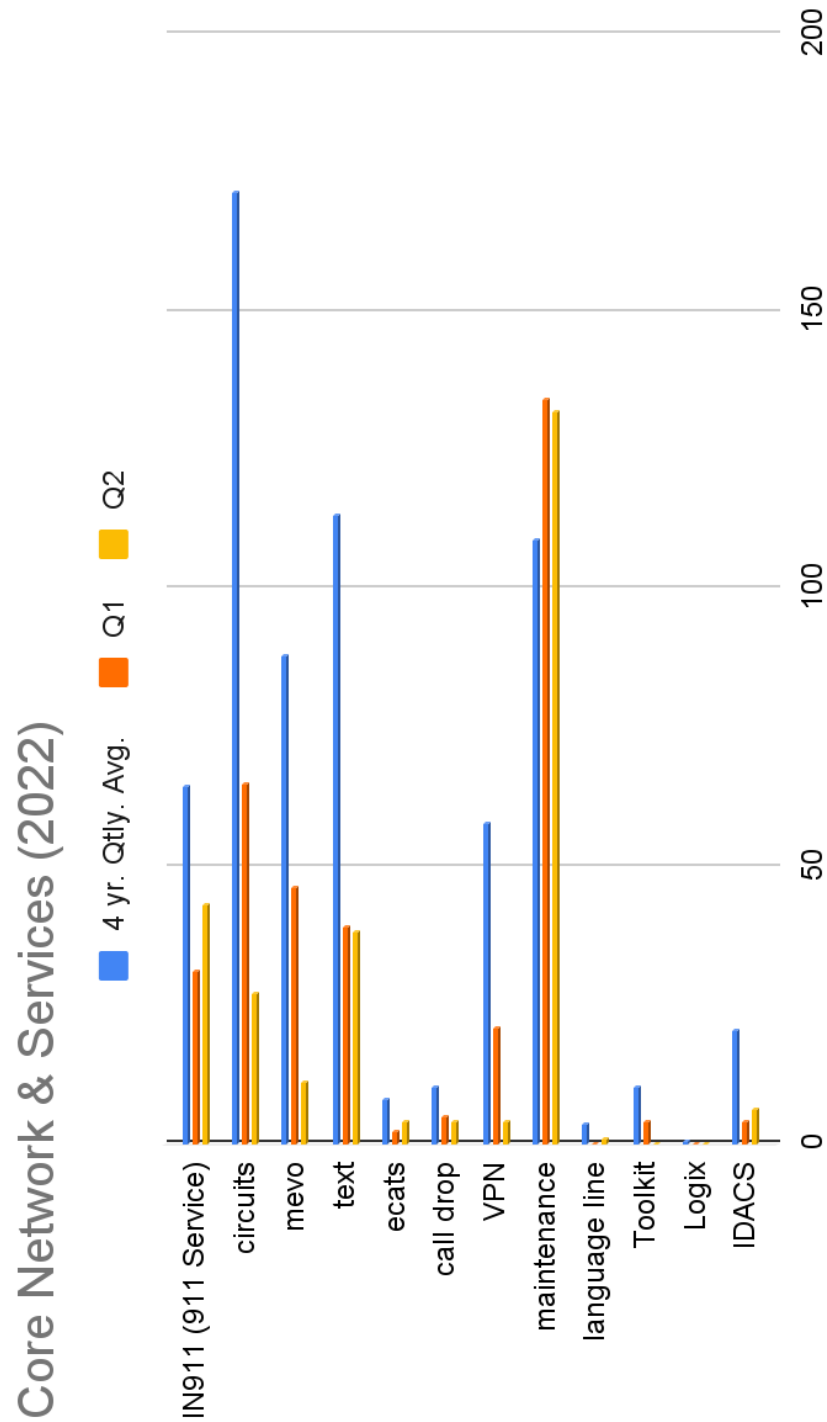
Graph J-1.1 Quarter totals of trouble tickets for core support.



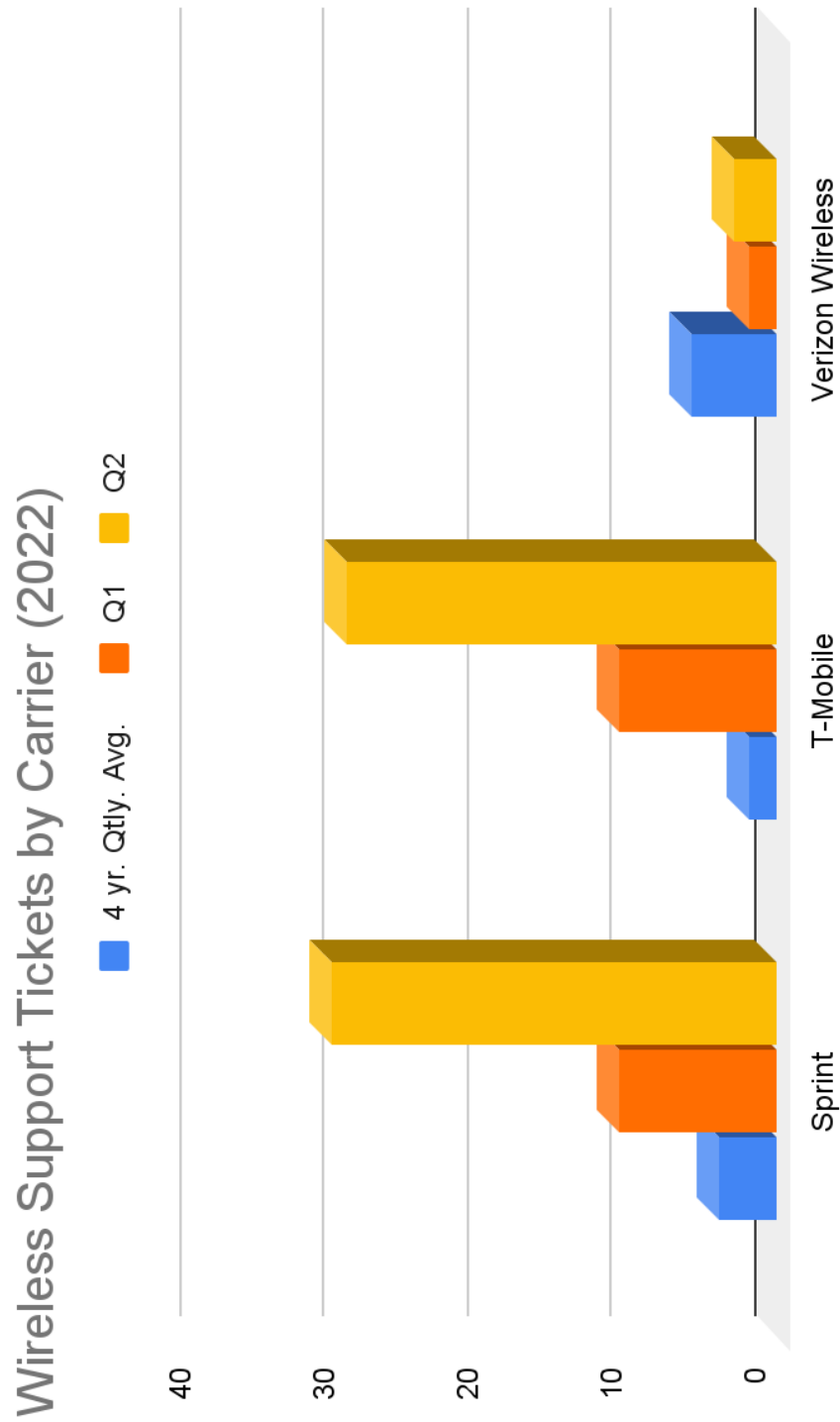
Graph J-1.2 Quarter support tickets by type.



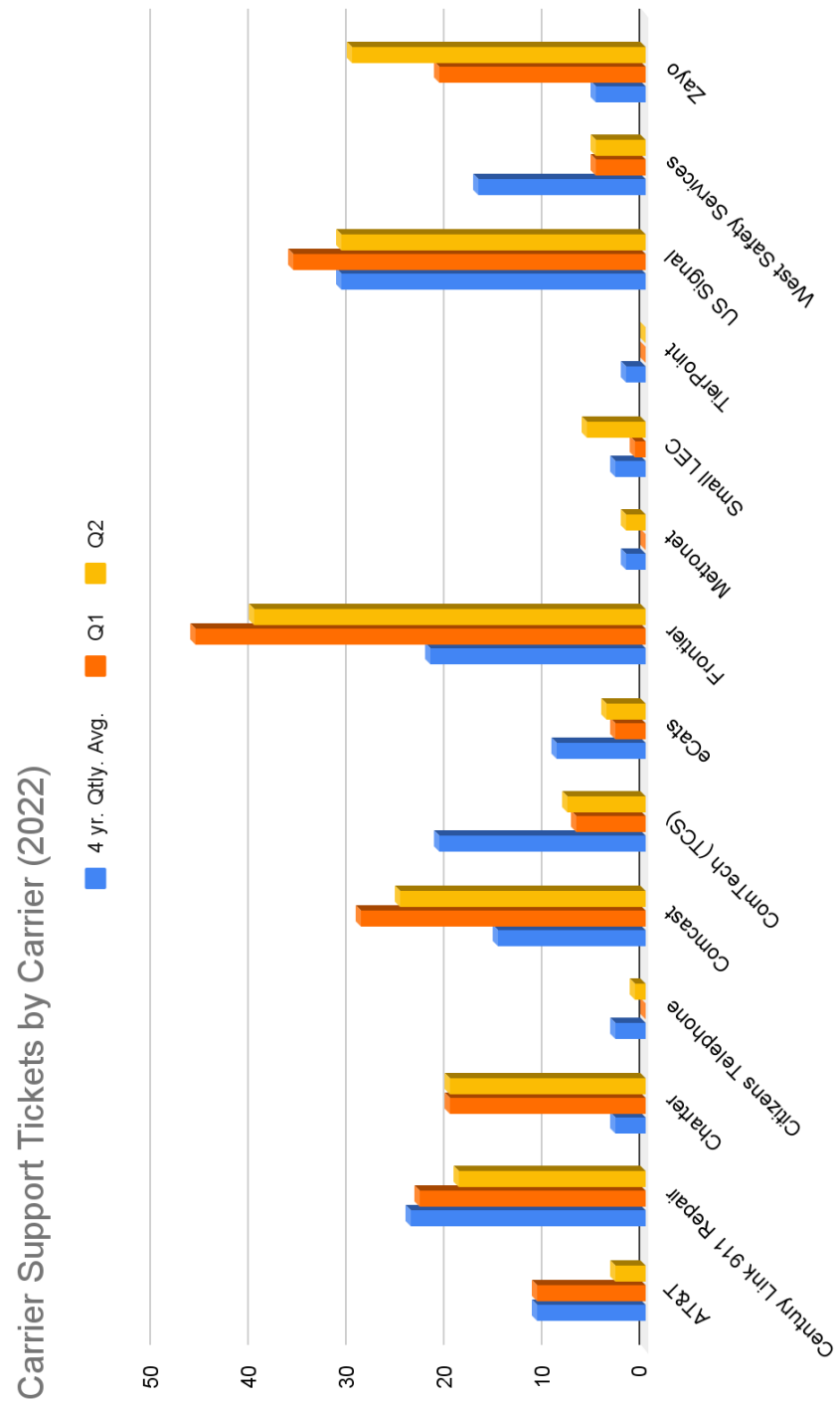
Graph J-1.3 Tickets by service request.



Graph J-1.4 Quarterly totals of carrier support tickets.

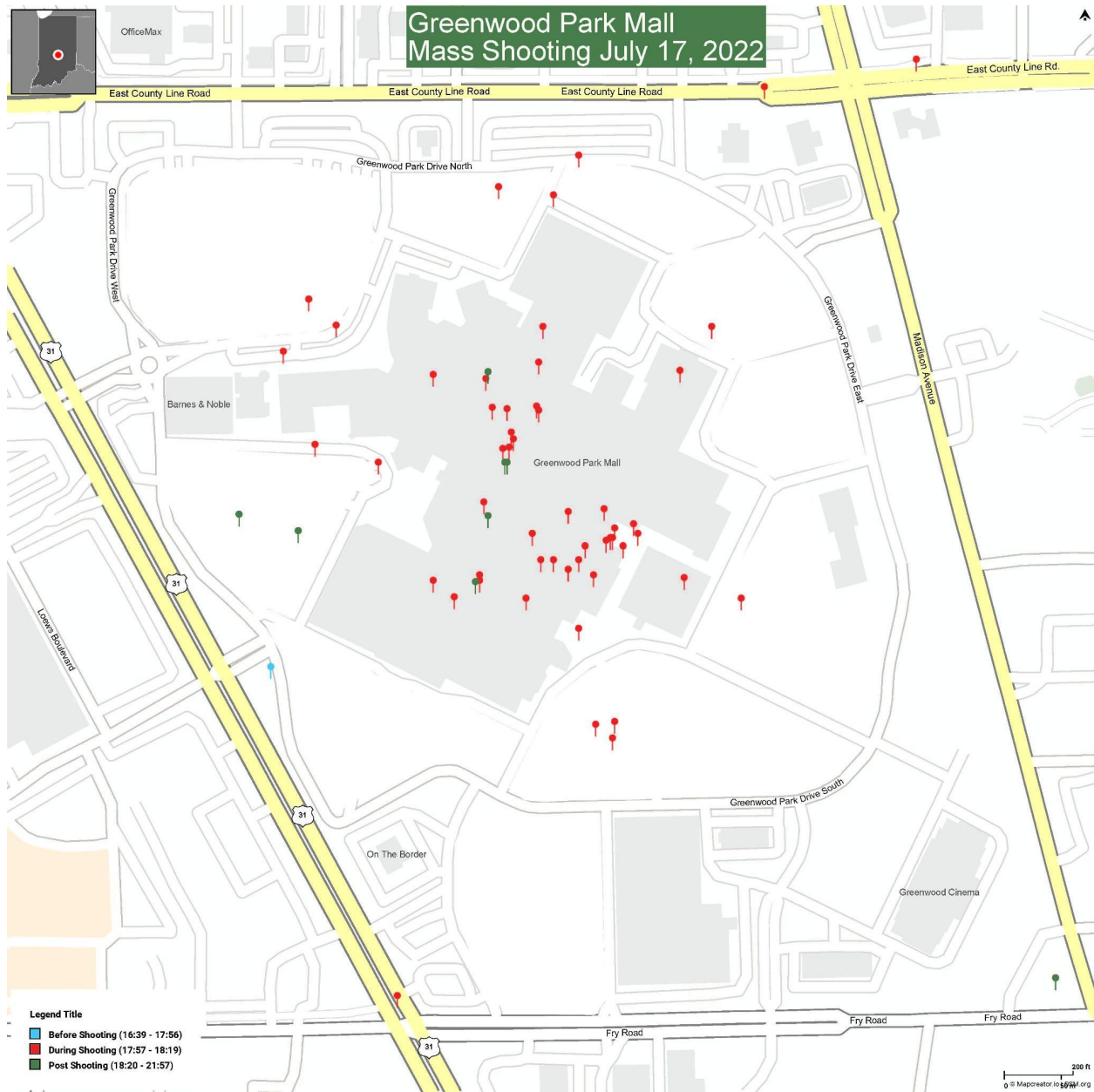


Graph J-1.5 Quarterly totals of carrier support tickets.

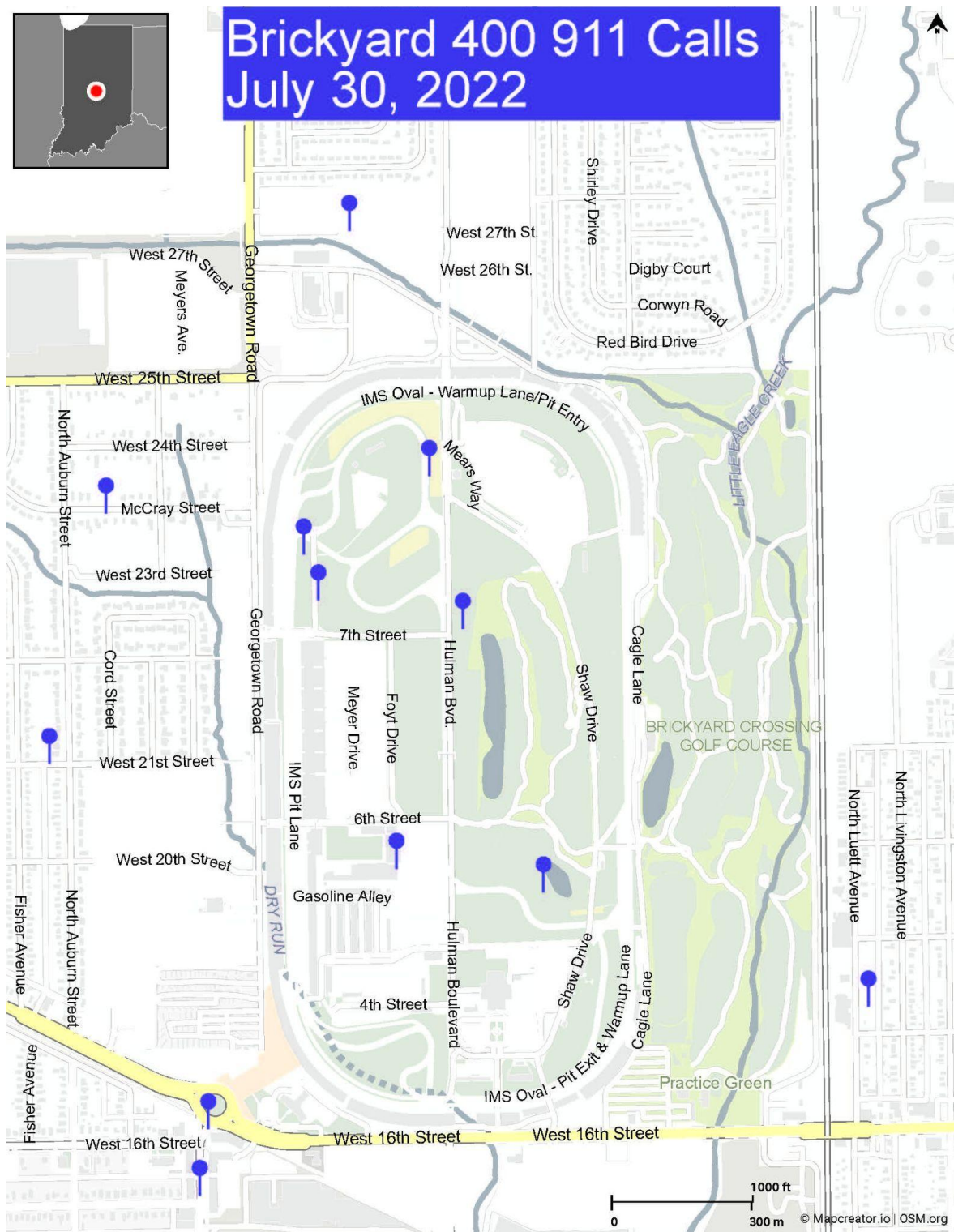


Event Analysis Graphs

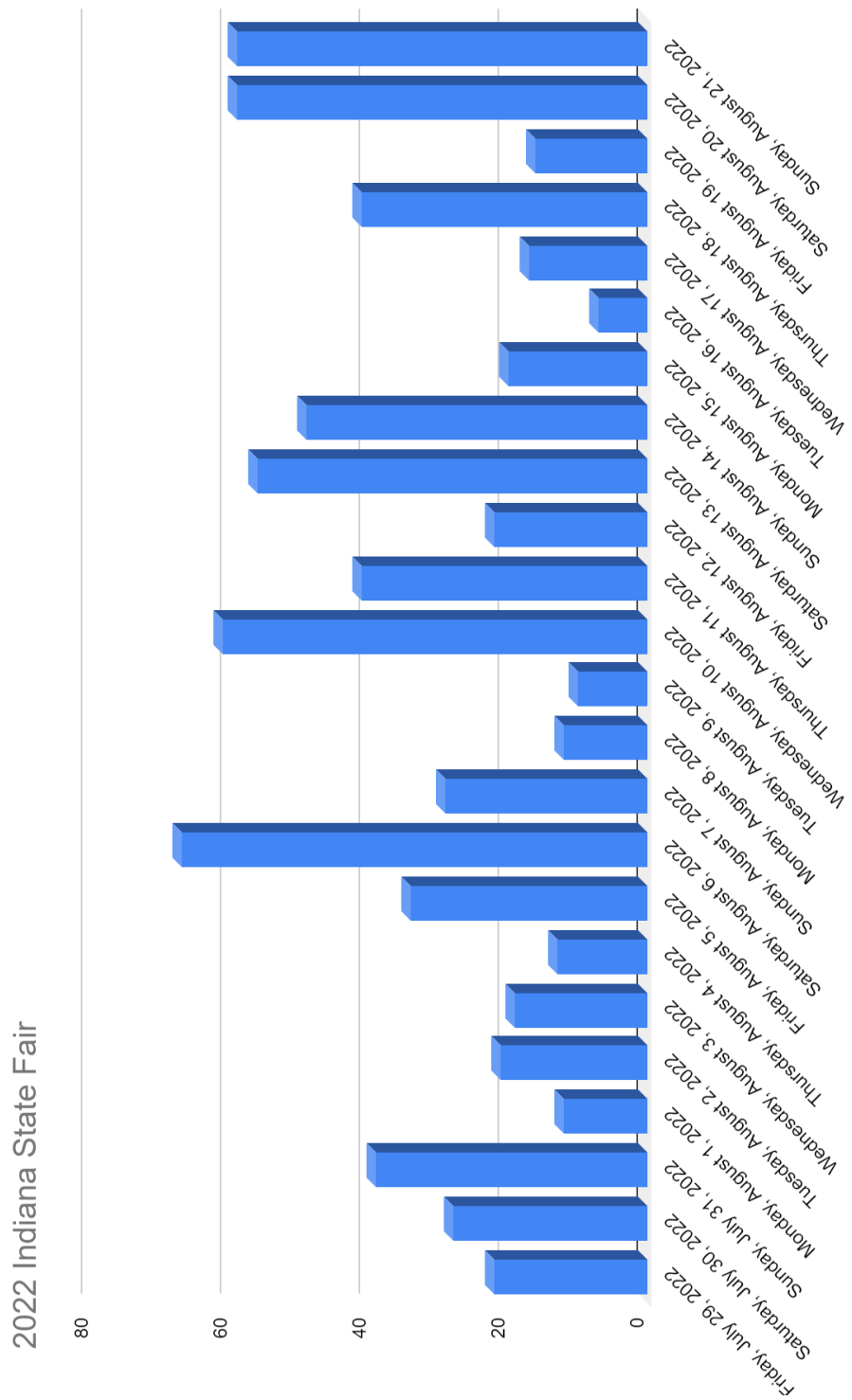
Graph K-1.1 Greenwood Mall Shooting



Graph K-2.1 Brickyard 400 Race, July 30, 2022



Graph K-3.1 2022 Indiana State Fair July 29 - August 21, 2022



Graph K-3.2 2022 Indiana State Fair July 29 - August 21, 2022





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