April 1 - June 30, 2023

2023 BOARD REPORT

Indiana IN911 Next Generation Emergency Network

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INdigital

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 the pieces needed for AT&T to complete their project and continue to provide support during their 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 not only getting a refresh but also 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 of the new center is nearly complete.

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

Lafayette Police Department and both **Kosciusko** and **Wabash County** have recently received a refresh on their Solacom station and other support equipment at the center.

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

ISP Post 42 Versailles is adding another position for taking 911 calls.

Vigo County will be moving its PSAP to another building as soon as infrastructure and remodeling is completed.

Eight PSAPs have small open projects, such as SIP to recorder or ANI/ALI delivery changes.

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Network Security Threats

Ogden Dunes in Portage County reported they believe they were victims of a cyber attack. They advised the general public not to open suspicious emails from city employees.

No PSAPs were affected during the second 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 increased as compared to previous periods, with a 2023 second-quarter total of 1,443,606. The variation of calls is consistent with seasonal trends.

During the second quarter of 2023, INdigital routed 607,423 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 June 29th, with 21,232 calls, and the least busy day was April 17th, with 13,232 calls.

Since 2006, which is the start of the IN911 network, 56,163,439 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 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 1/2%, respectively.

Spanish translation usage during the second quarter of 2023 by the top five counties (Marion, Allen, Elkhart, Hamilton, and Bartholomew) had 31,469 minutes of total usage during this quarter.

Spanish translations for all other counties totaled 7,753 minutes.

Statewide, 39,222 minutes of Spanish translation were provided for non-English speaking callers.

Other non-English dual-party translations during the second quarter of 2023 had similar usage trends. The top five counties (Marion, Allen, White, Cass, and Monroe) had 5,626 minutes of language translation.

The balance of the counties used 1,752 minutes, with a second quarter total of 7,378 minutes.

Texty Services

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

During the second quarter of 2023, there were 7,932 inbound text sessions received by 104 PSAPs.

There were 68,553 outbound text sessions during the second quarter of 2023 sent by 120 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 second quarter of 2023, Indiana PSAPs received 596 inbound translation messages. Also, during the same quarter, PSAPs sent 4,165 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 used as the call-taking system for many secondary PSAPs and other 911 call transfer points throughout Indiana.

During the second quarter of 2023, MEVO delivered 2,075 calls by primary PSAPs with 47.2 hours of talk time.

The MEVO system also delivered 1,723 calls to secondary, EMS transfer points, and MEVO Anywhere Kits (MAK) with more than 65.3 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 second 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.

In the second quarter of 2023, INdigital had seen the last remaining PSAPs IDACS connections move to direct services. INdigital no longer transports IDACS services across the IN911 network.
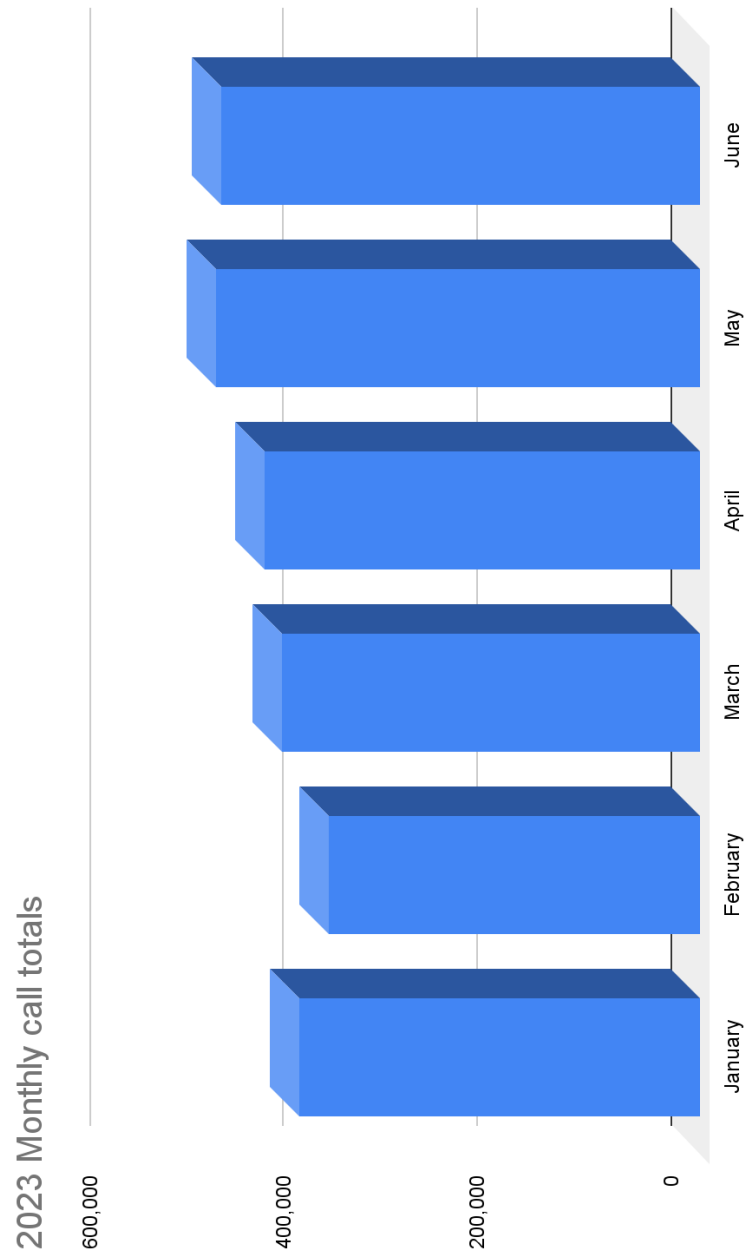
Event Analysis

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

1. Glenbrook Mall Shooting in **Allen County** on July 8th.
   a. Total of **81** 9-1-1 calls in approximately 1 hour.
   b. During the first 20 minutes, **69** 9-1-1 calls were made.

2. Muncie Shooting in **Delaware County** on July 30th.
   a. Total of **30** 9-1-1 calls in approximately 15 minutes.
   b. Additional **2** more 9-1-1 calls were made from Ball Memorial Hospital.

3. Indiana State Fair in **Marion County**
   a. Total of **398** 9-1-1 calls in and around the fairgrounds.
   b. The least busy days were July 31st and August 15th with **5** 9-1-1 calls each.
   c. The busiest days were.
      i. August 5th with **28** 9-1-1 calls.
      ii. August 12th with **31** 9-1-1 calls.
      iii. August 20th with **35** 9-1-1 calls.

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

X-axis: January, July, January, July, January, July, January, July, January, July, January, July, January, July, January, July, January, July, July

Y-axis: 200000, 300000, 400000, 500000
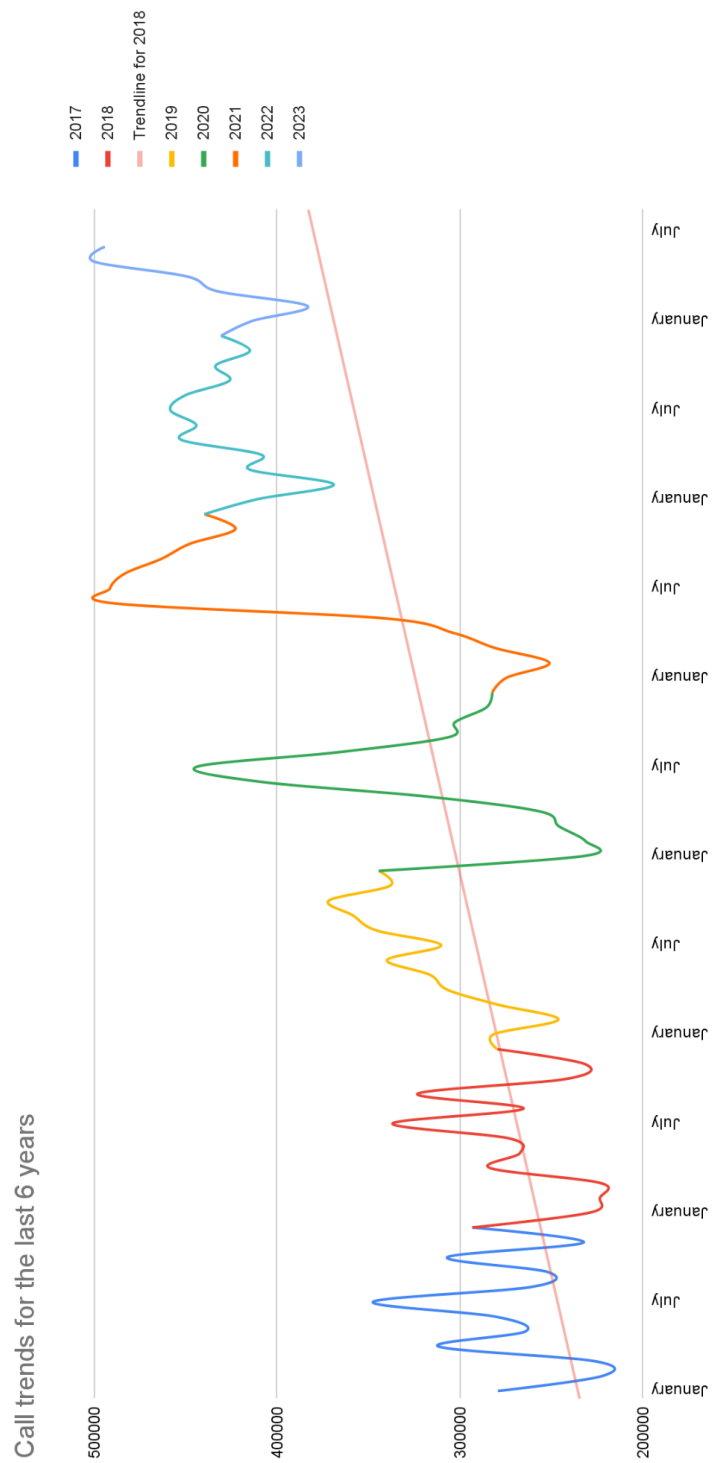
Graph D-1.3   INdigital voice call processing and delivery to destination.

2023 9-1-1 Call Delivery

INdigital Customers
57.9%

AT&T Customers
42.1%

INdigital
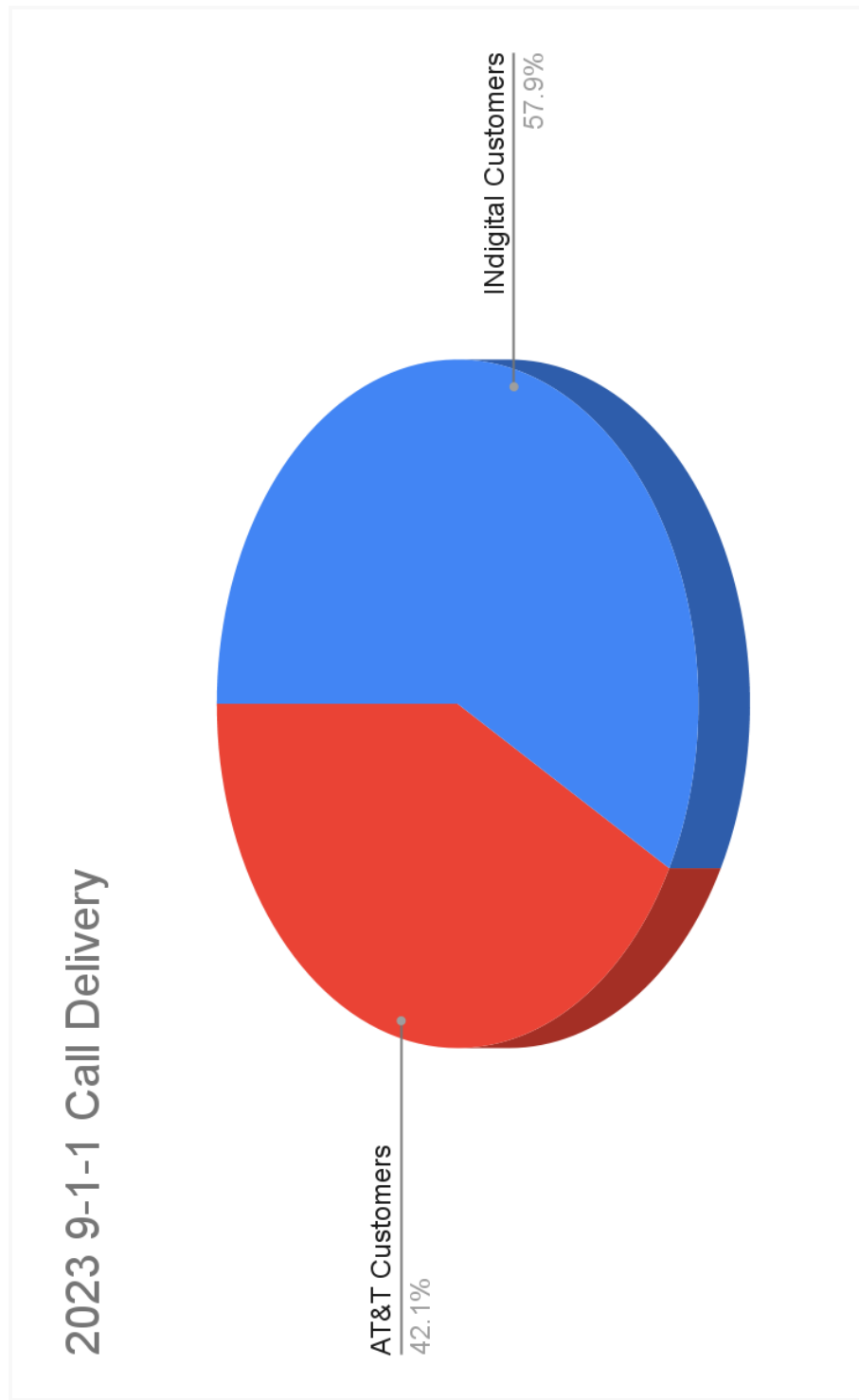
Translation Services Graphs

Graph E-1.1   Top 5 Spanish voice translation counties

Spanish total min. (top 5)

Legend:
- Q2 (red)
- Q1 (blue)

Categories: Bartholomew, Hamilton, Elkhart, Allen, Marion

Axis values: 0, 10000, 20000, 30000, 40000, 50000

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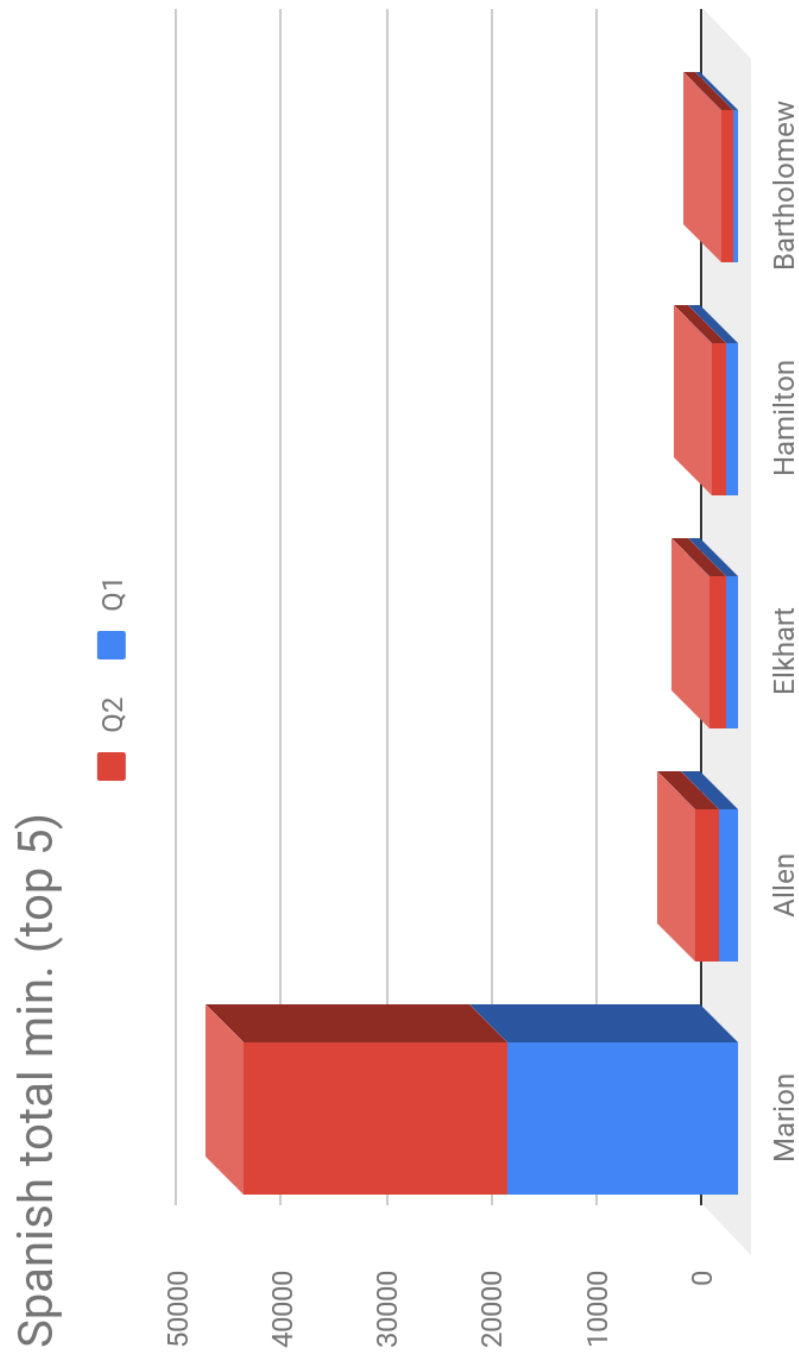
Graph E-1.2   Spanish voice translation, all other counties.

Spanish total min. (balance of counties)

Q2 Q1

INdigital
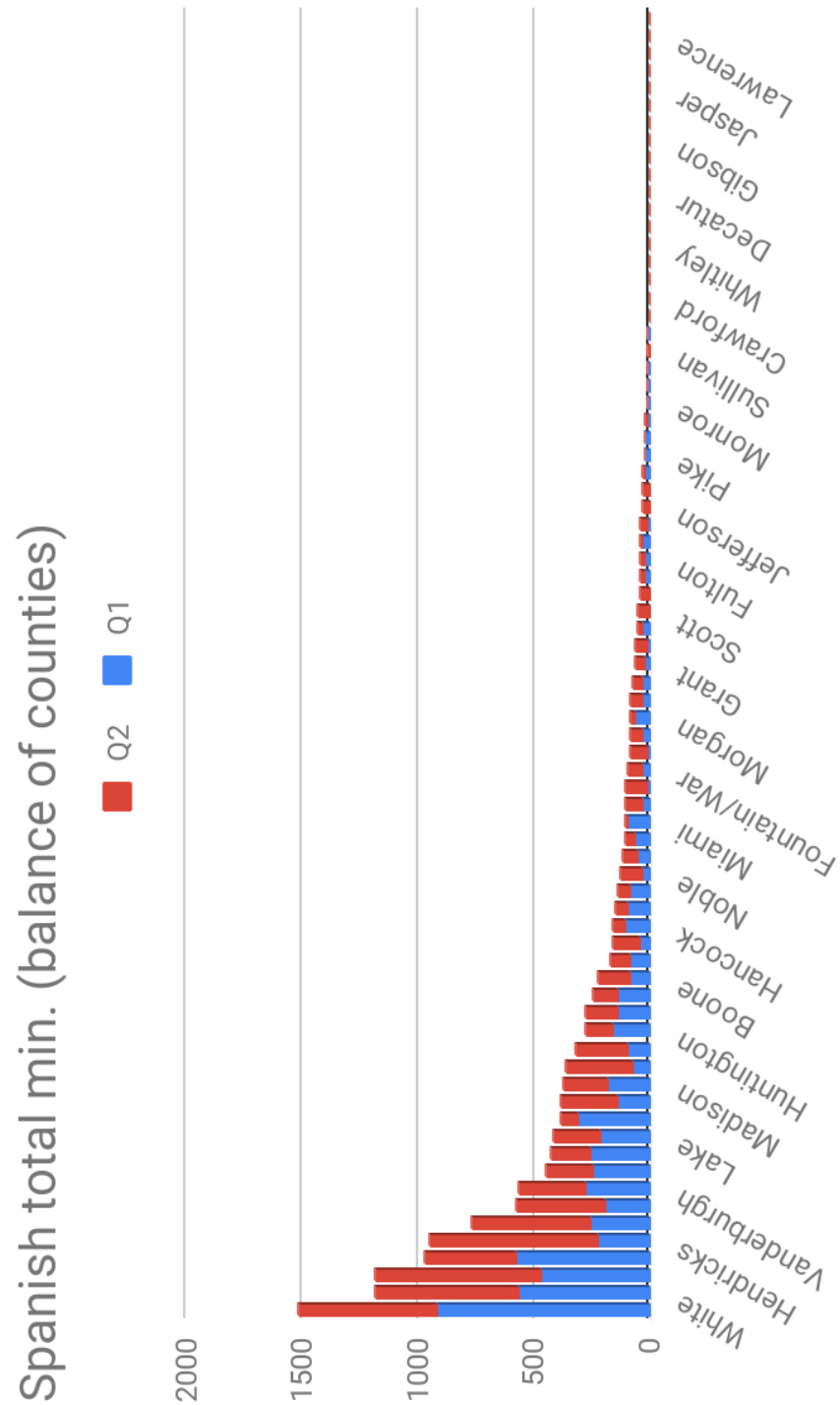
Graph E-1.3

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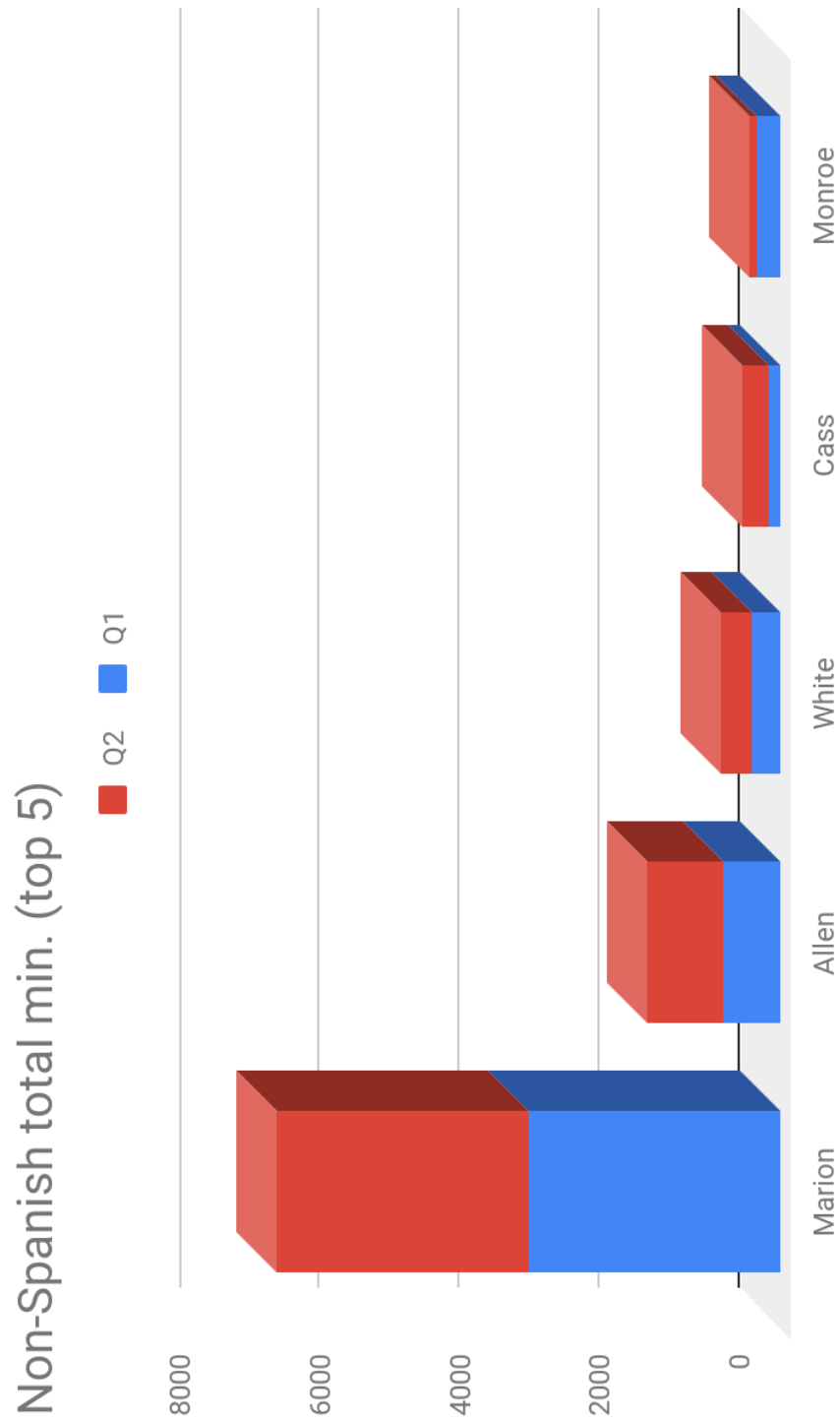
Graph E-1.4   Other languages voice translation, all other counties.

Non-Spanish total min. (balance of counties)

Legend:
- Q2 (red)
- Q1 (blue)

Counties (from bottom to top): Hamilton, Hendricks, Warrick, Daviess, Boone, Dearborn, Saint Joseph, Elkhart, Hancock, Morgan, Clinton, Kosciusko, Huntington, Noble, Whitley, Carroll, Adams, Montgomery, Miami, Clark

Axis values: 0, 100, 200, 300, 400
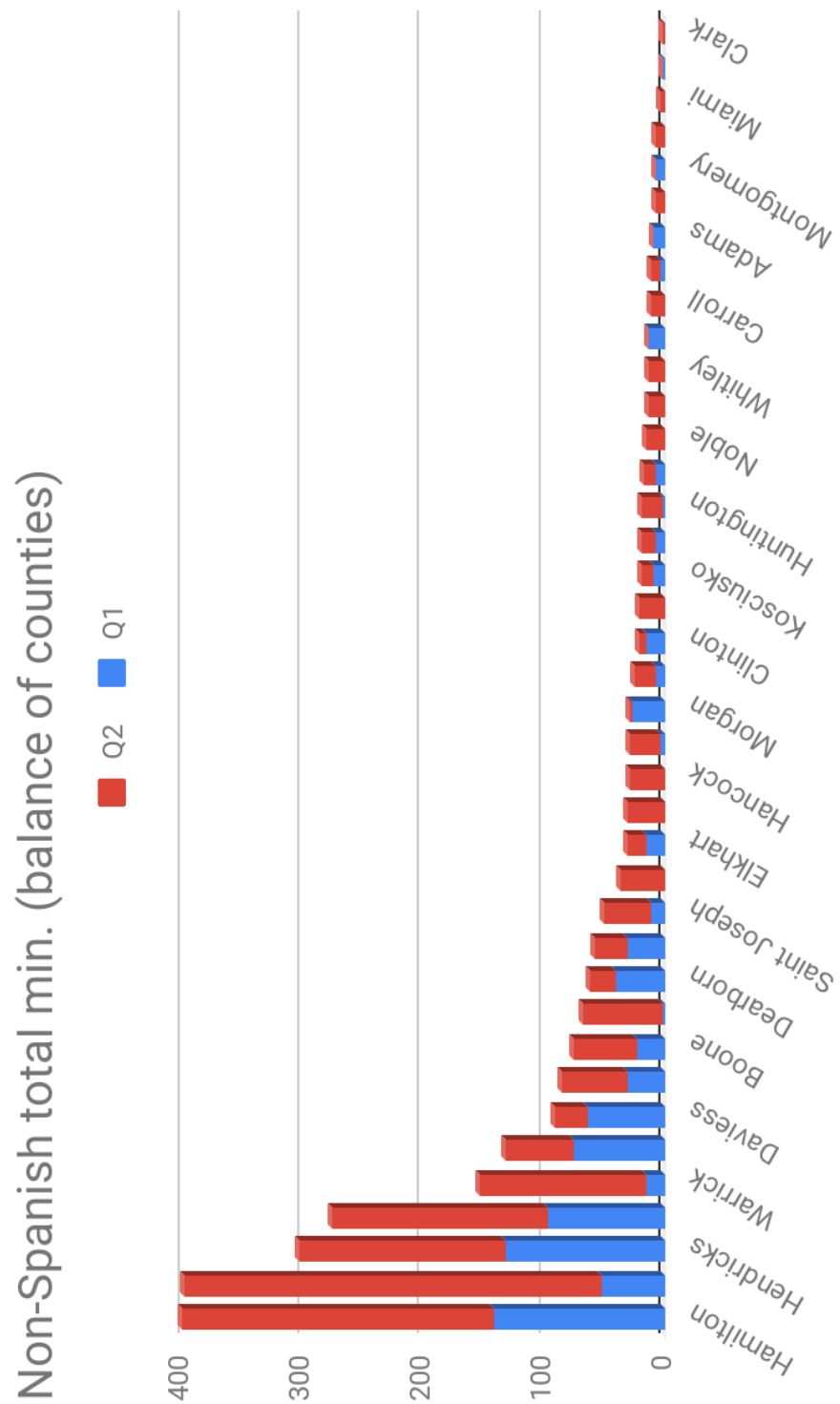
Graph E-1.5   Total occurrences of voice translation used in 2023.

Language	Total	Language	Total
SPANISH	14,191	ITALIAN	4
HAITIAN CREOLE	963	AMHARIC	3
BURMESE	273	CANTONESE	3
SWAHILI	122	CHIN FALAM	3
FRENCH	72	PORTUGUESE BRAZILIAN	3
MANDARIN	62	CROATIAN	2
ARABIC	58	GERMAN	2
KINYARWANDA	41	KUNAMA	2
PUNJABI	34	MONGOLIAN	2
TIGRIGNA	34	URDU	2
CHIN HAKHA	23	DUTCH	1
PORTUGUESE	23	FARSI	1
RUSSIAN	23	GEORGIAN	1
HINDI	19	GUJARATI	1
PASHTO	19	HMONG	1
YORUBA	11	IGBO	1
UKRAINIAN	10	KHMER	1
VIETNAMESE	10	LAOTIAN	1
ROMANIAN	8	MARSHALLESE	1
SOMALI	8	OROMO	1
DARI	7	POLISH	1
HAKKA-CHINA	7	SUDANESE ARABIC	1
KOREAN	6	TAGALOG	1
JAPANESE	5	THAI	1
KAREN	5	TURKISH	1

Texty Services Graphs

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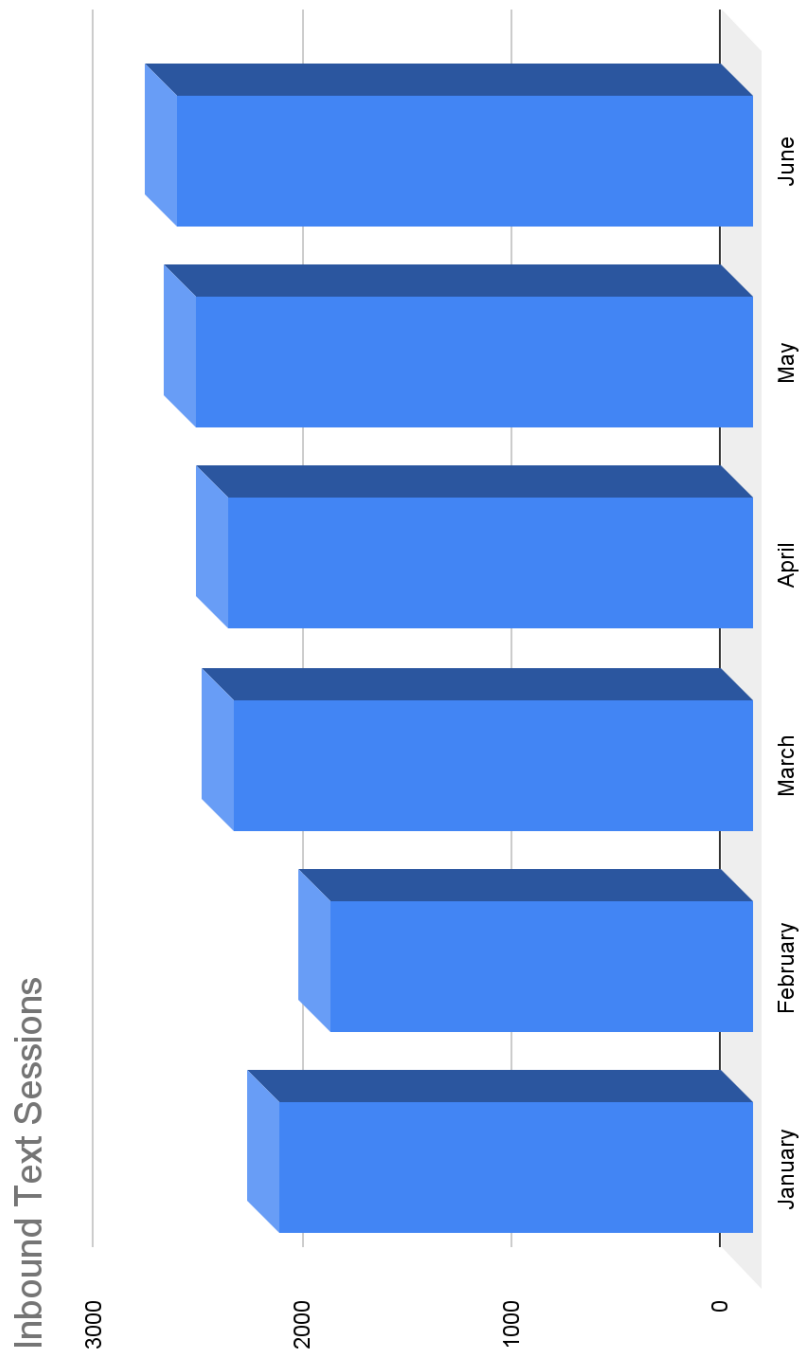
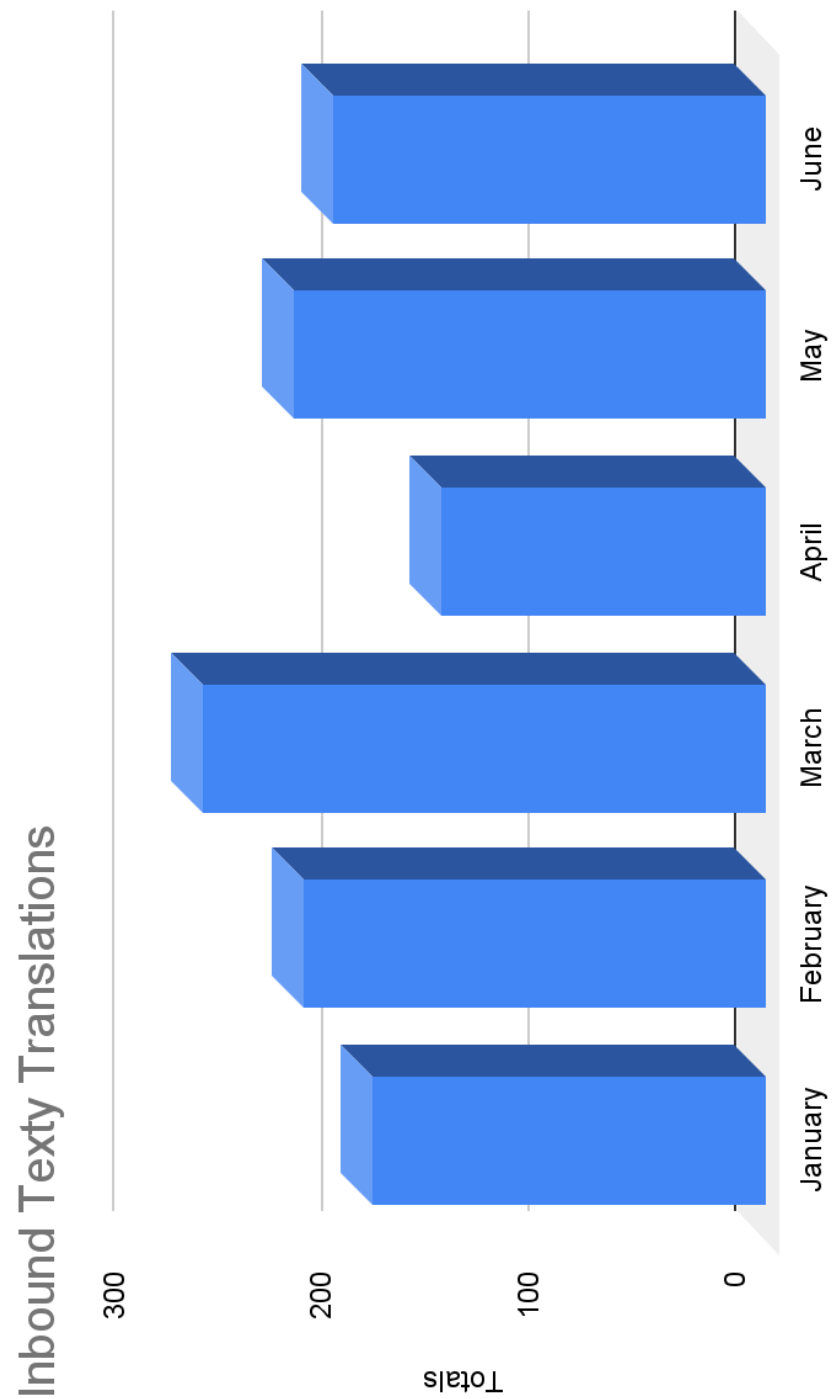# Graph F-1.2   All Outbound Text (from 911) by month.
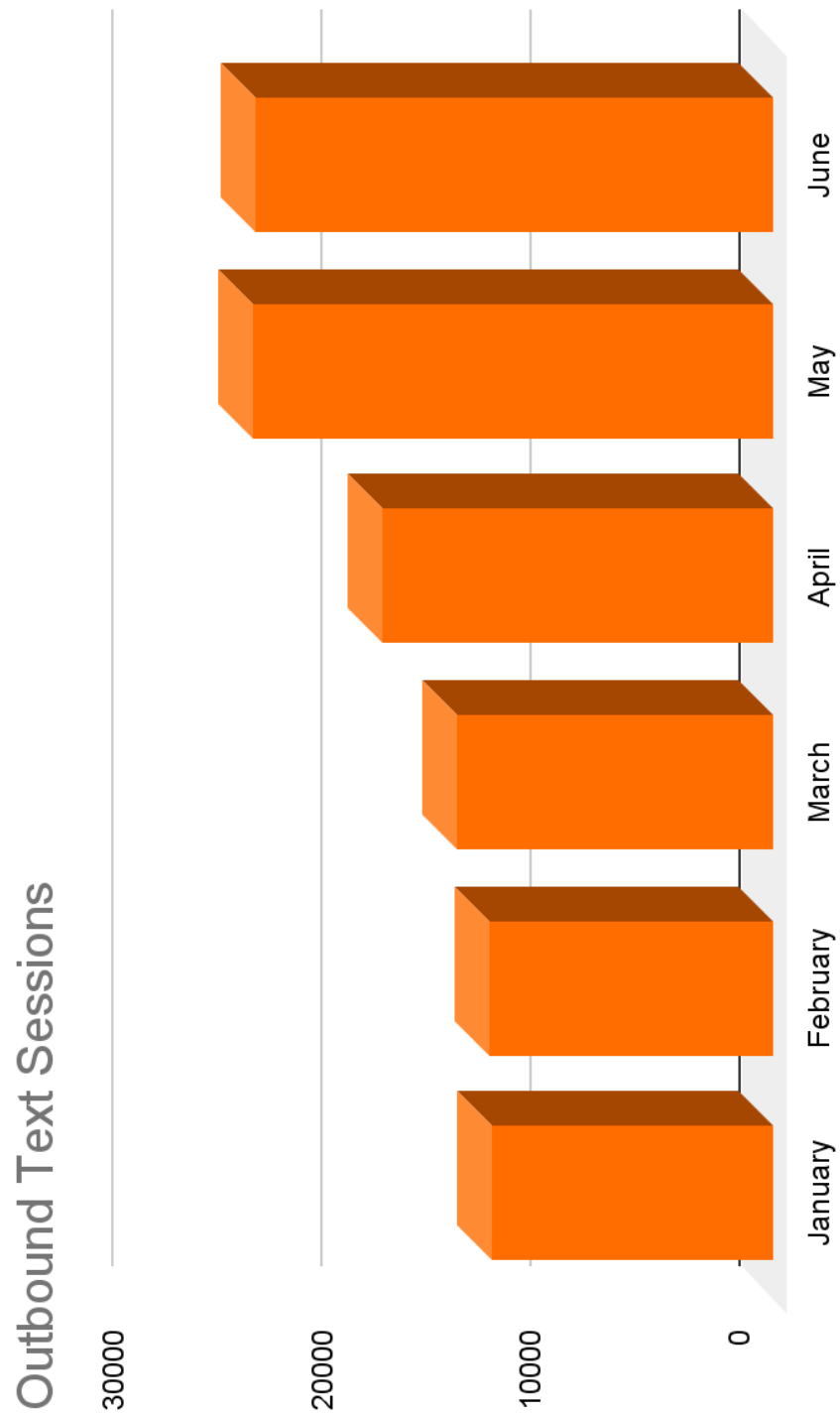
Graph F-1.3   All Inbound Text (to 911) by PSAP.

Inbound Text to 911

100 + (Q1 - 6,772)		30 - 99 (Q2 - 7,932)		12 - 29 (Q3 -)		< 12 (Q4 -)	
Lake Co. Sheriffs Office	2464	Shelby Co. SD	95	Adams Co. Sheriffs Office	29	Whitley Co. Communications Center	11
Marion Co.Indy PD	2175	Bartholomew Co. EOC	93	Harrison Co. SD Dispatch	29	Columbia City Communications Center	10
Saint Joseph	1556	LaPorte Co. 911 Communications	93	Speedway Police	29	Spencer Co. 911	10
Vanderburgh Co. Central Dispatch	568	Floyd Co. Sheriff's Department	85	Indigital telecom	27	White Co.	10
Delaware Co. Emer. Com. Center	522	Putnam Co. Sheriffs Office	85	Lawrence Co. Sheriffs Office	27	Starke Co. Sheriffs Office	9
Madison Co. Sheriffs Office	515	Howard Co. SD	76	Noble Co. SD	27	Fulton Co. Communications	8
Lake Station PD	470	Scott Co. Emergency Communications	70	Jennings Co. 911	26	Rush Co. SD	8
Porter Co.	456	Montgomery Co. / Crawfordsville E911	63	Daviess Co. 911	25	Tipton Co. E911	8
Johnson Co. SD	453	Jefferson Co. 911	59	Schererville PD	25	Newton Co. 911	7
Allen Co. SD	442	Jackson Co. 911	58	Clinton Co. 911	24	Vermillion Co. Sheriff's Office	7
Vigo Co. 911	436	Boone Co. SD	54	Cass Co. E911	21	Crawford Co. Central Dispatch	6
Hancock Co. EOC	309	Kosciusko Co.	54	Switzerland Co. Communication	21	Orange Co. SD	6
Elkhart Co. 911 Center	271	Knox Co. Dispatch Office	53	Blackford Co. Central Dispatch	20	Pulaski Co. Sheriffs Office	6
Wayne Co. Emergency Communications [	270	Parke Co. 911	52	Fayette Co. Communications	20	Indy Airport Authority	4
Grant Co. SD	252	Owen Co. Sheriffs Office	51	Mooresville PD	19	Jay Co. SD	4
Morgan Co. 911	200	Randolph Co. Communications	49	Clay Co. Justice Center	18	Purdue University PD	4
Henry Co. Emergency Services	187	Gibson Co. SD	48	Ripley Co. E-911 Communications	17	Carroll Co. E911	3
Hendricks Co. Communications Center	160	Miami Co. 911	45	DeKalb Co. SD	16	Fountain/Warren Co. Regional Dispatch C	3
Hamilton Co. Sheriffs Office Dispatch	155	Warrick Co. Sheriffs Office	44	Union Co. 911	16	Jasper PD	3
Monroe Co. Central Dispatch	150	Brown Co. SD	42	Wells Co.	16	BeachGrove PD	2
Lafayette PD	141	Tippecanoe Co. Sheriffs Office	39	Wabash Co. Central Dispatch	15	Benton Co. Sheriffs Office	2
Clark Co. 911 Center	127	Dubois Co. Communications Center	36	Franklin Co. Communications E-911	14	Lowell SP Post 13	2
Dearborn Co.	124	Huntington Co. Sheriffs Office	35	Greene Co. Sheriffs Office	14	Lawrence PD	1
Kendalville PD	104	LaGrange Co. Communications	34	Jasper Co. Sheriffs Office	14	Martin Co. SD	1
		Marshall Co. PD	31	Posey Co. 911	14	Pike Co. Sheriffs Office	1
		Sullivan Co. 911	30	Steuben Co. 911	14		
				Ohio Co. Communications	13		
				Perry Co.	13		
				Decatur Co. SD	12		
				Washington Co. Sheriffs Office	12		

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

Outbound Text from 911 700 +	Q1 - 42,496	300 - 799	Q2 - 68,553	95 - 399	Q3 -	< 95	Q4 -
Saint Joseph	9544	Jennings Co. 911	651	Clay Co. Justice Center	299	Benton Co. Sheriffs Office	94
Elkhart Co. 911 Center	9534	Dubois Co. Communications Center	647	Jay Co. SD	277	Batesville PD	93
Hamilton Co. Sheriffs Office Dispatch	8447	Marion Co.Indy PD	647	Lawrence Co. Sheriffs Office	267	Perry Co.	76
Lake Co. Sheriffs Office	7424	Cass Co. E911	645	Randolph Co. Communications	267	Blackford Co. Central Dispatch	70
Allen Co. SD	5828	Scott Co. Emergency Communications	634	Pulaski Co. Sheriffs Office	232	Warrick Co. Sheriffs Office	70
Monroe Co. Central Dispatch	4474	Henry Co. Emergency Services	627	Floyd Co. Sheriff's Department	231	Tippecanoe Co. Sheriffs Office	69
Clark Co. 911 Center	4270	DeKalb Co. SD	624	Brown Co. SD	217	Fayette Co. Communications	68
Bartholomew Co. EOC	4077	Decatur Co. SD	539	Johnson Co. SD	217	Lowell SP Post 13	61
Porter Co.	3904	Madison Co. Sheriffs Office	518	Elkhart City PD	214	New Haven PD	60
Wayne Co. Emergency Communications [	3524	Noble Co. SD	509	Jasper PD	211	Martin Co. SD	58
Vanderburgh Co. Central Dispatch	2733	Whitley Co. Communications Center	498	Sullivan Co. 911	210	Howard Co. SD	57
Vigo Co. 911	2680	Adams Co. Sheriffs Office	477	Washington Co. Sheriffs Office	210	Orange Co. SD	45
Hendricks Co. Communications Center	2223	Huntington Co. Sheriffs Office	452	Jasper Co. Sheriffs Office	203	Putnam Co. Sheriffs Office	44
Lafayette PD	1944	LaPorte Co. 911 Communications	438	Newton Co. 911	200	Posey Co. 911	37
Montgomery Co. / Crawfordsville E911	1889	Miami Co. 911	433	ISP Indianapolis Post	199	Daviess Co. 911	34
Lake Station PD	1810	Lawrence PD	424	Owen Co. Sheriffs Office	192	Columbia City Communications Center	31
Grant Co. SD	1794	Purdue University PD	418	Greene Co. Sheriffs Office	179	ISP Seymour	22
Hancock Co. EOC	1650	Marshall Co. PD	417	Switzerland Co. Communication	178	ISP Versailles Post 42	22
Boone Co. SD	1538	Ripley Co. E-911 Communications	396	Knox Co. Dispatch Office	165	Seymour PD	21
Wabash Co. Central Dispatch	1283	Franklin Co. Communications E-911	386	Carroll Co. E911	163	Harrison Co. SD Dispatch	19
Kosciusko Co.	1145	Jefferson Co. 911	380	Rush Co. SD	159	IU PD	19
Wells Co.	1142	New Albany City Dispatch	363	Speedway Police	147	Kings Daughter Hospital	19
LaGrange Co. Communications	1047	Fulton Co. Communications	360	Mooresville PD	132	ISP Fort Wayne Post 22	11
Morgan Co. 911	995	Starke Co. Sheriffs Office	358	Union Co. 911	114	Indigital telecom	9
Shelby Co. SD	944	Crawford Co. Central Dispatch	352	Parke Co. 911	111	ISP Toll Road Post 21	9
Clinton Co. 911	942	Fountain/Warren Co. Regional Dispatch C	344	Tipton Co. E911	107	Pike Co. Sheriffs Office	7
Dearborn Co.	937	Delaware Co. Emer. Com. Center	326	Kendalville PD	98	BeachGrove PD	3
Spencer Co. 911	905	West Lafayette PD	316	Linton PD	98	Gibson Co. SD	2
Steuben Co. 911	874	Indy Airport Authority	304	Ohio Co. Communications	97	Vermillion Co. Sheriff's Office	2
White Co.	724			Jackson Co. 911	95	ISP Bloomington Post 33	1
Schererville PD	718					Rushville PD	1

Graph F-1.5   All Inbound Text Translations.

Inbound Texty Translations

Totals

- 300
- 200
- 100
- 0

January · February · March · April · May · June

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Graph F-1.6   All Outbound Text Translations.

Outbound Text Translations

Totals

Month	
January	
February	
March	
April	
May	
June	

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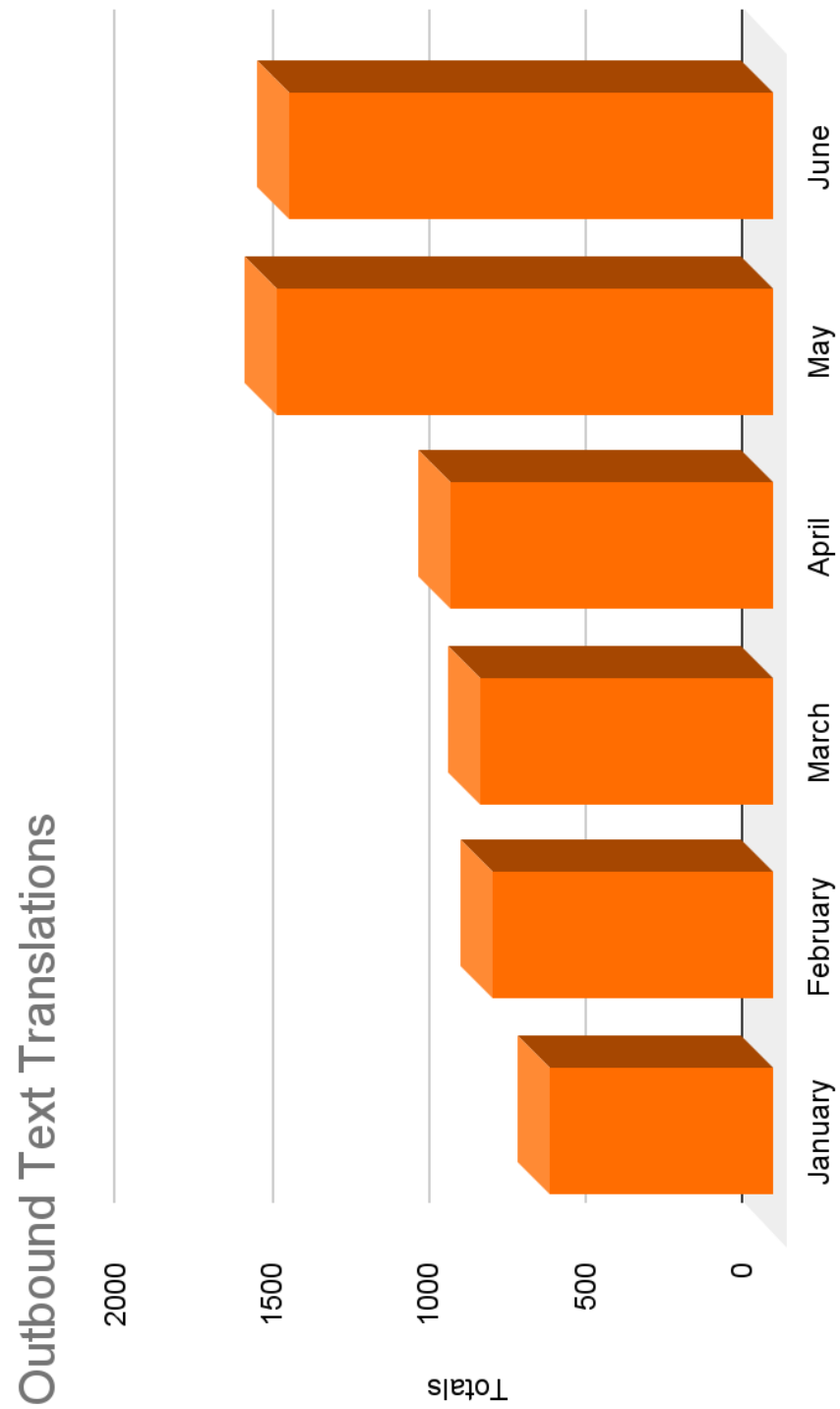
MEVO Graphs

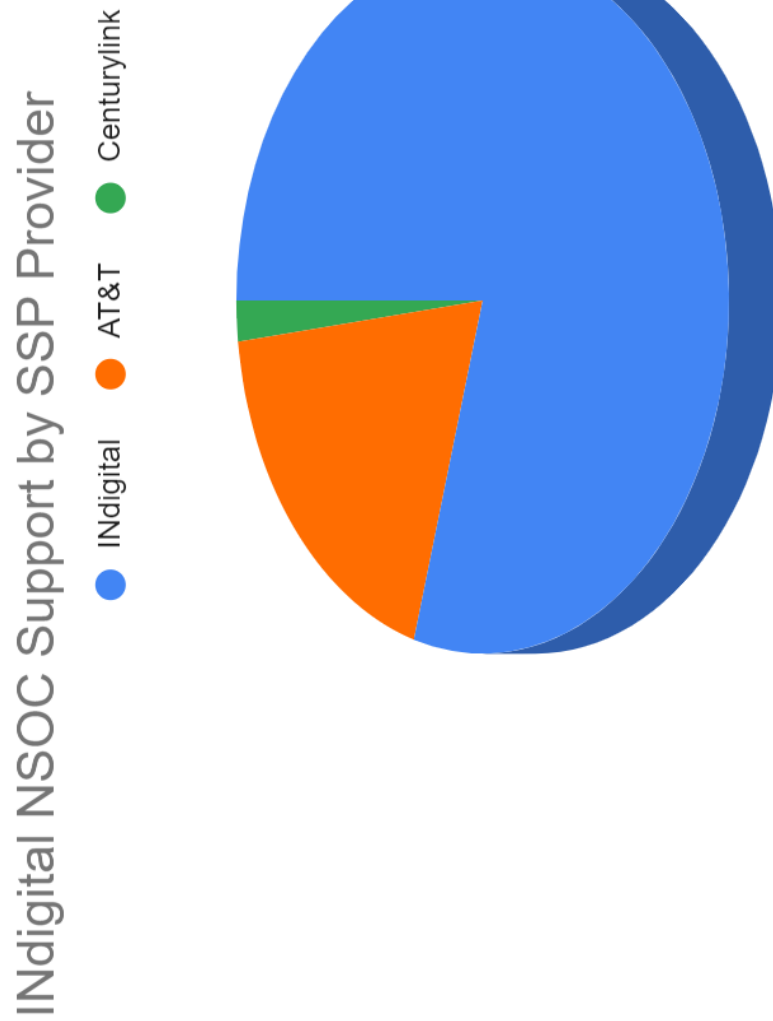## Graph G-1.1   MEVO 2023 quarterly inbound call totals.
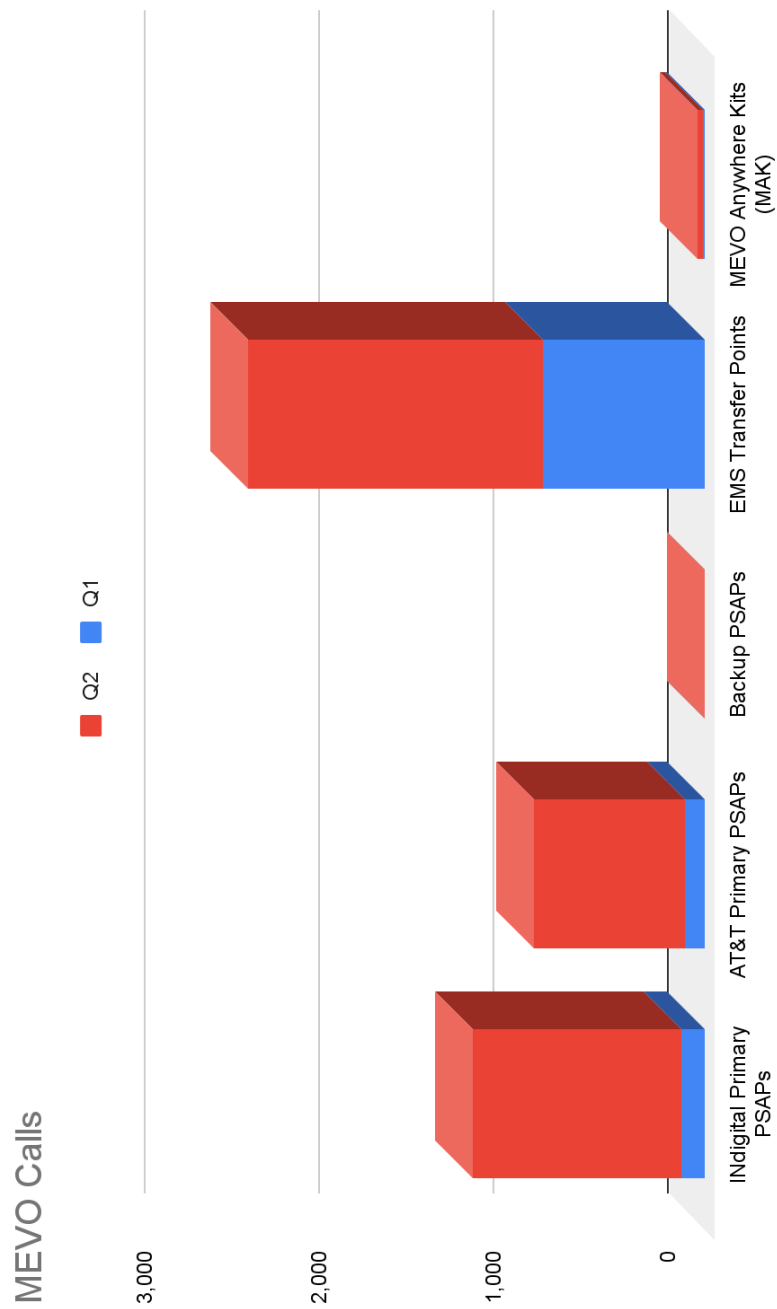
Help Desk Ticket Analysis Graphs

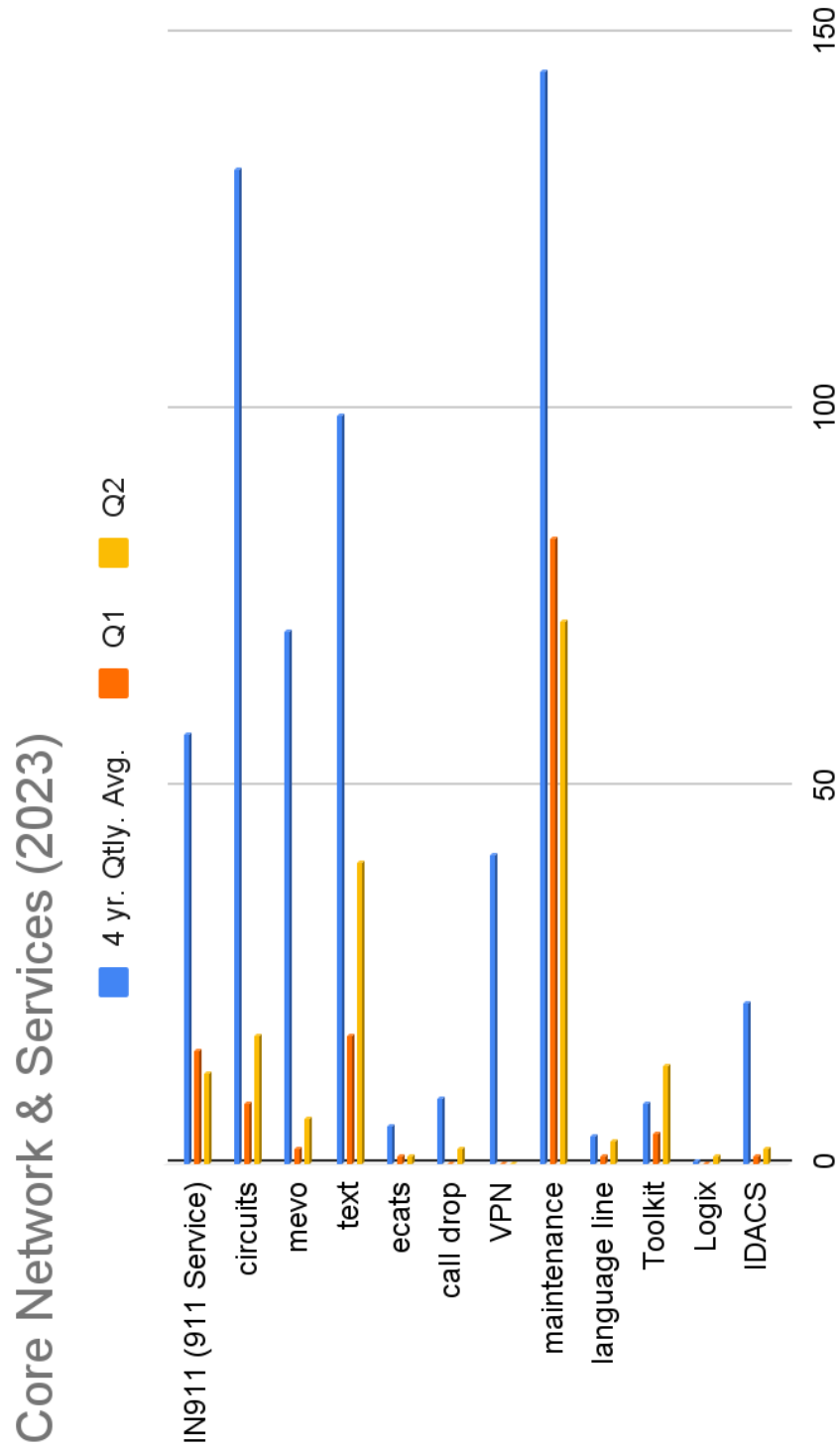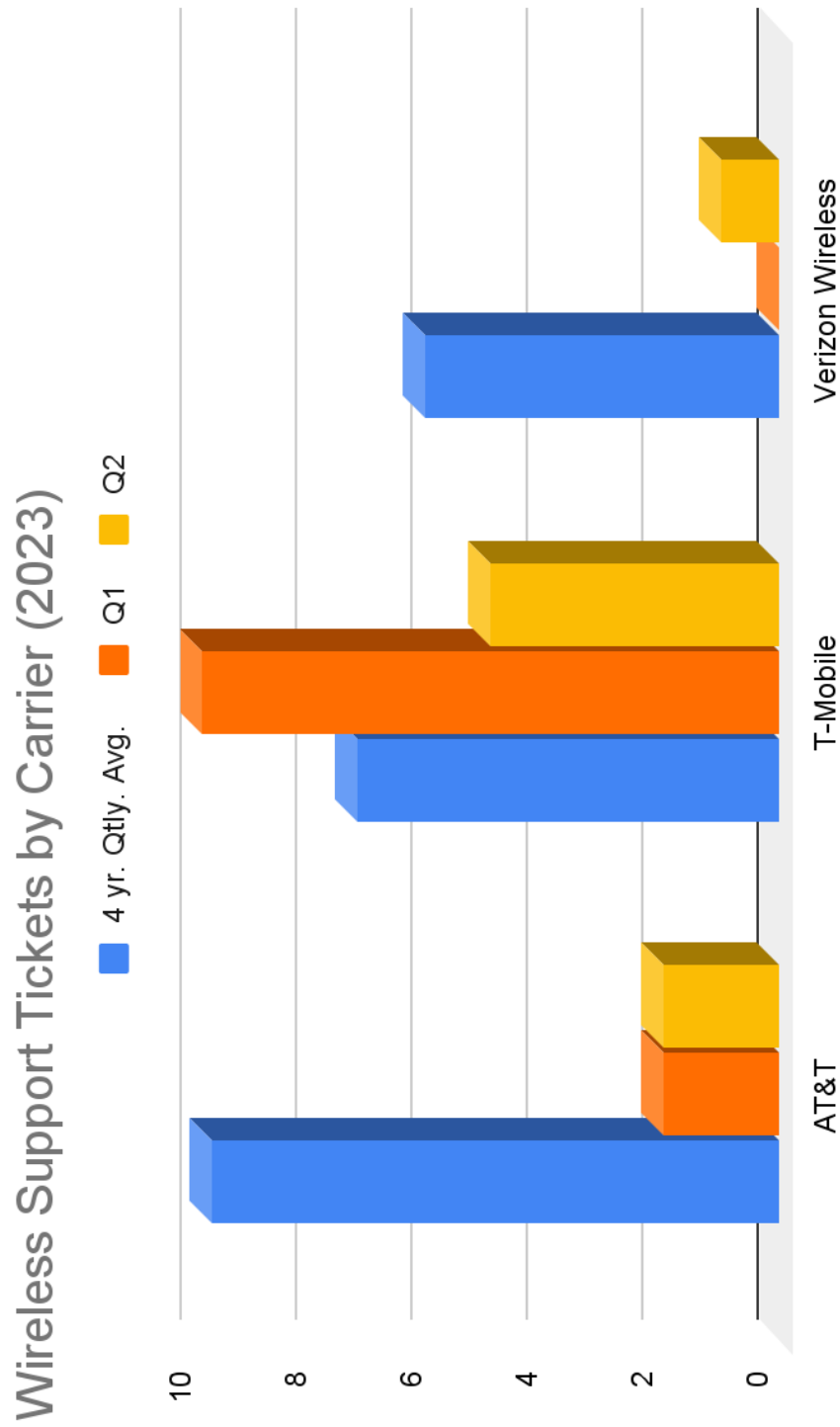**Graph J-1.1**   Quarterly totals of trouble tickets for core support.
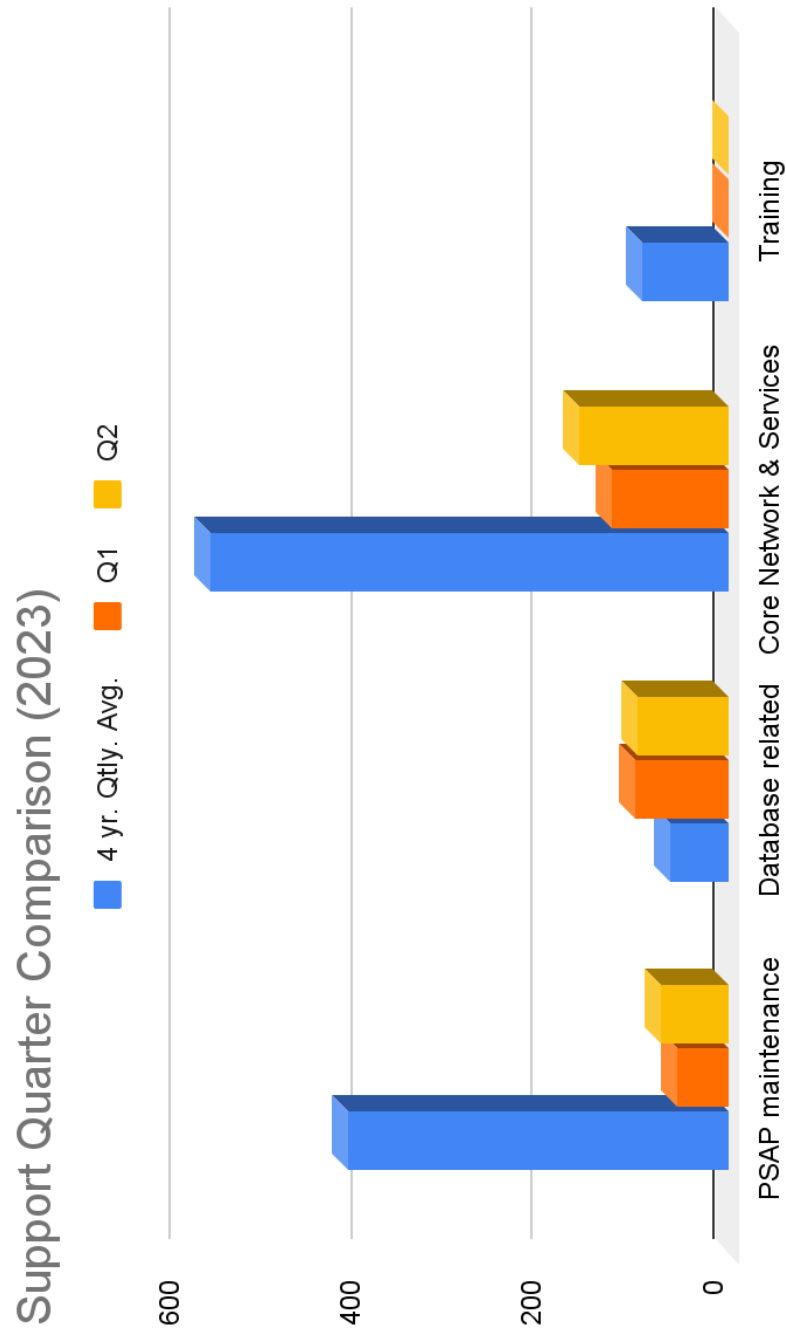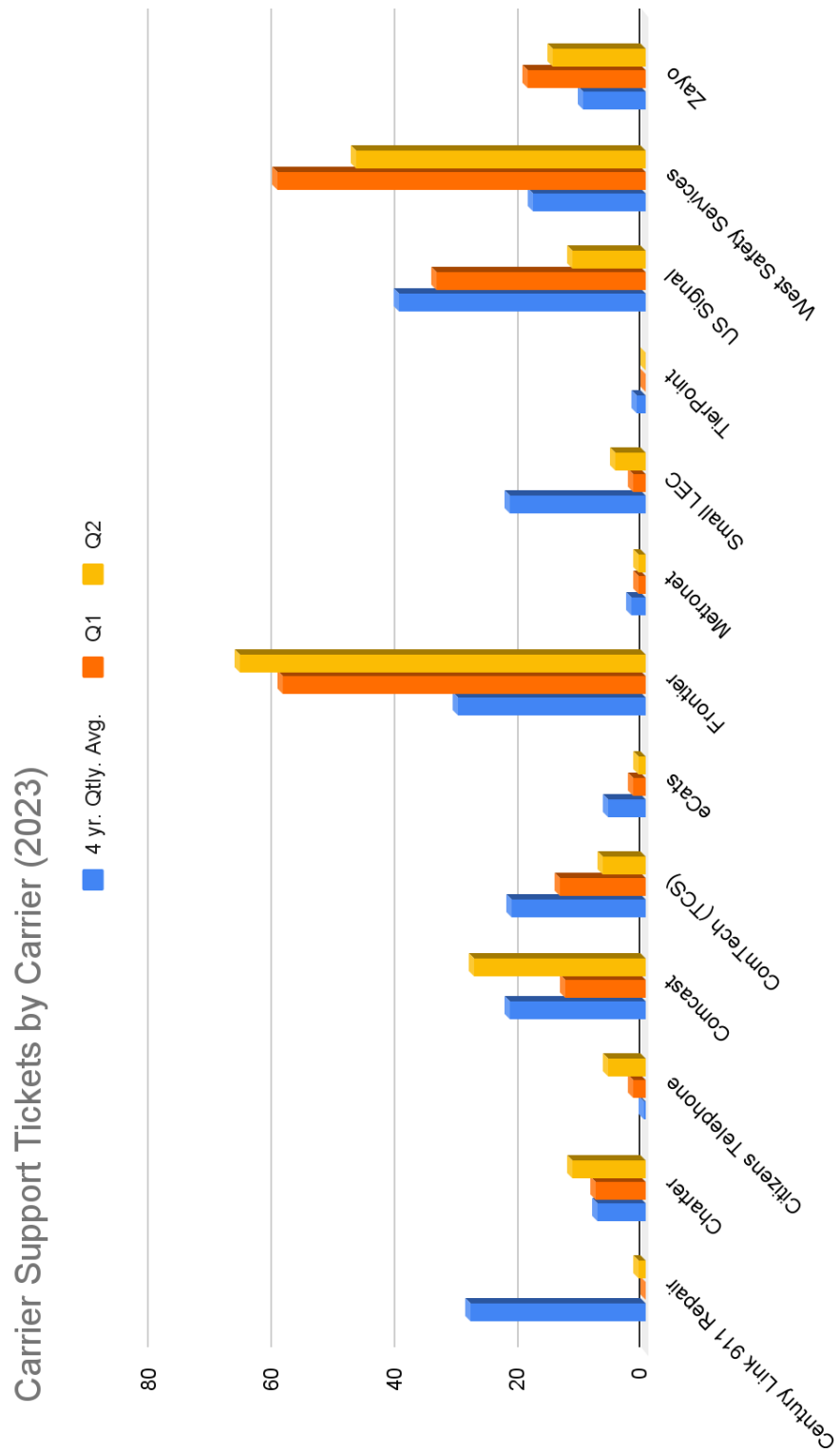
Graph J-1.2   Quarterly support tickets by type.

INdigital NSOC Support by SSP Provider

● INdigital   ● AT&T   ● Centurylink

Graph J-1.3   Tickets by service request.

Graph J-1.4   Quarterly totals of carrier support tickets.

Wireless Support Tickets by Carrier (2023)

Legend: 4 yr. Qtly. Avg. | Q1 | Q2

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

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Graph J-1.5   Quarterly totals of carrier support tickets.

Carrier Support Tickets by Carrier (2023)

Legend: ■ 4 yr. Qtly. Avg. ■ Q1 ■ Q2

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

Axis values: 0, 20, 40, 60, 80

INdigital
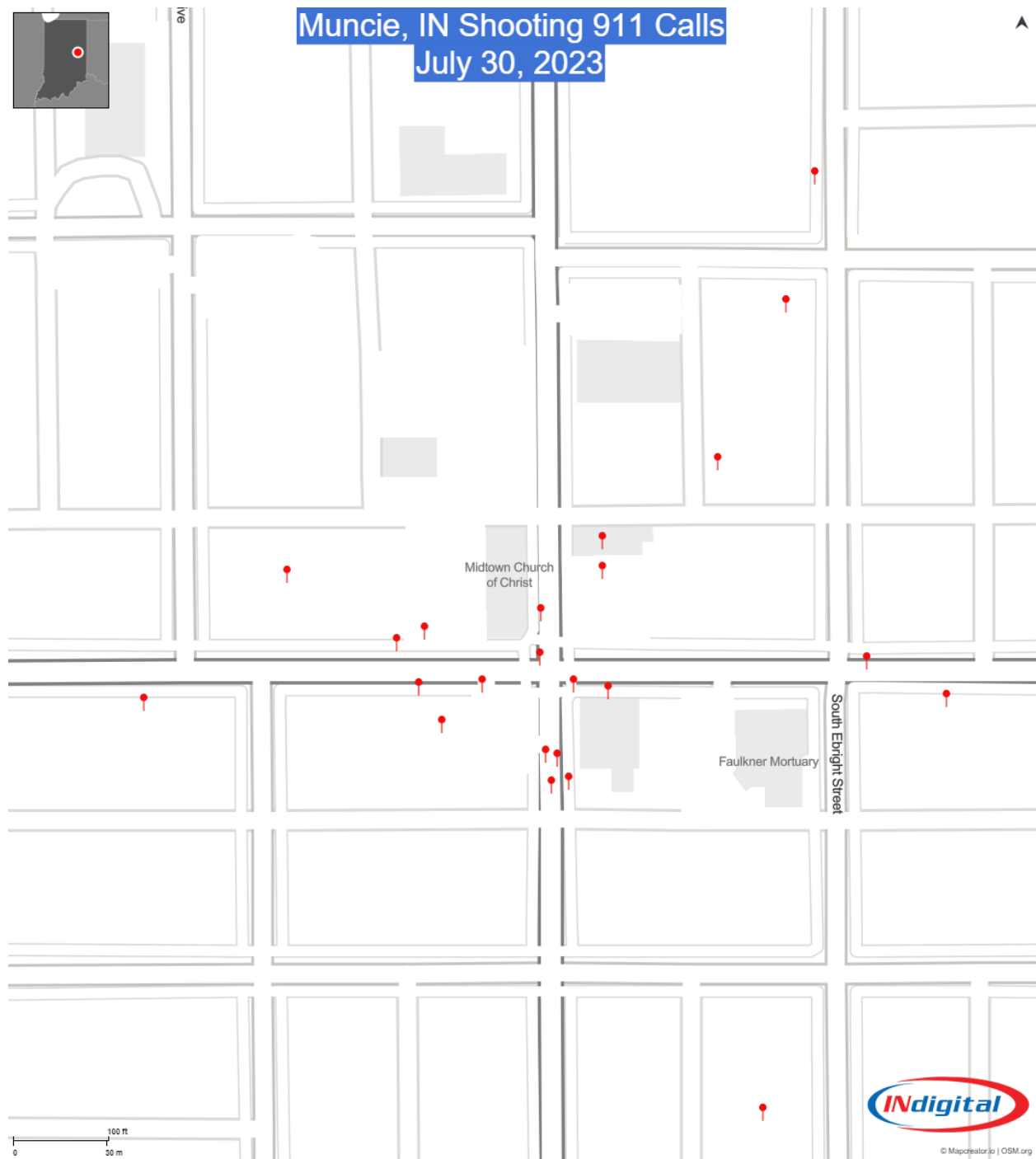
Event Analysis Graphs

Graph K-1.1   Glenbrook Mall Shooting Allen County
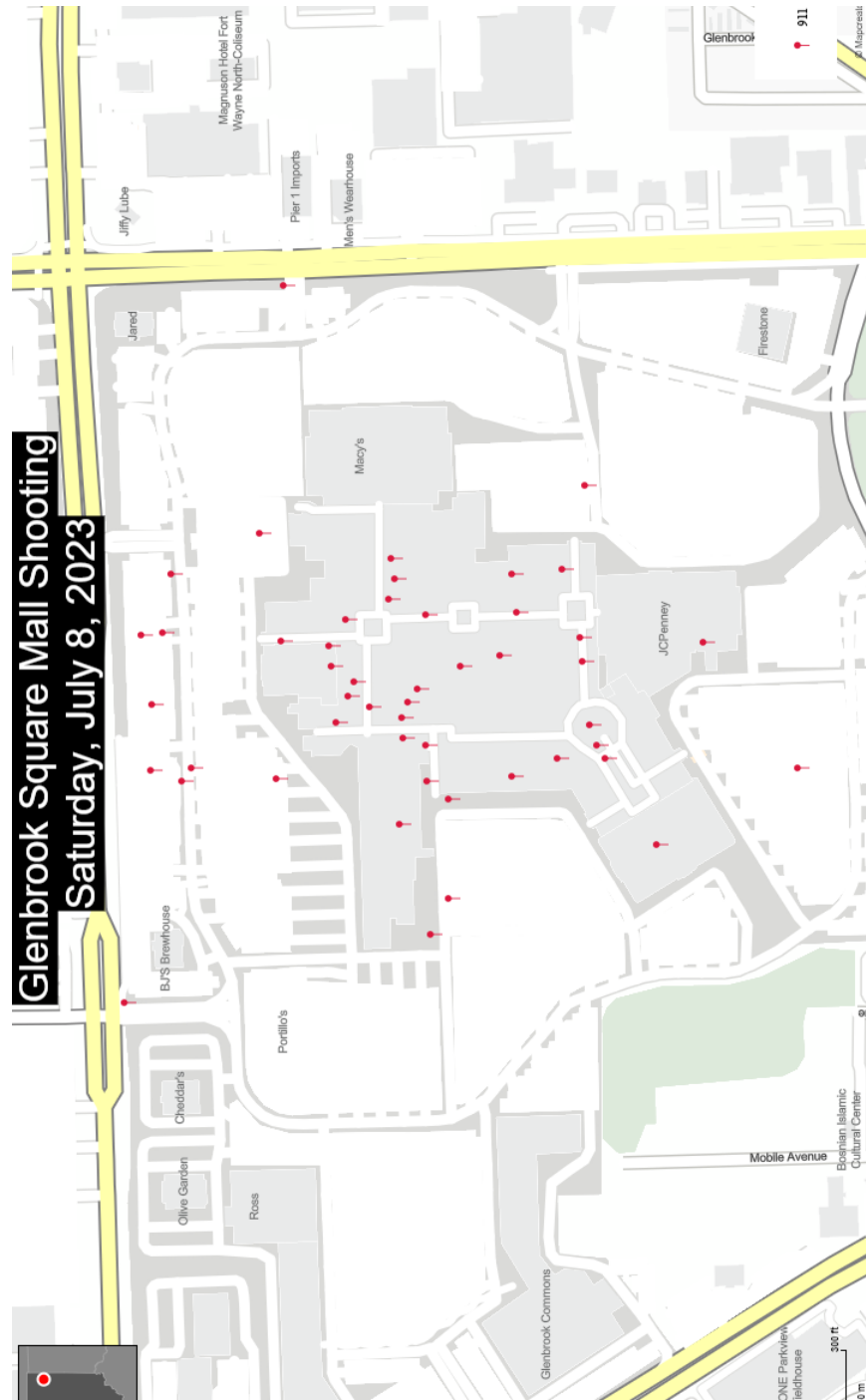
Graph K-2.1   Delaware County Party Shooting

Muncie, IN Shooting 911 Calls
July 30, 2023

Midtown Church of Christ

Faulkner Mortuary

South Ebright Street

100 ft
0   30 m

© Mapcreator.io | OSM.org

Graph K-3.1   Indiana State Fair

Indiana State Fair 911 Calls
July 28 - August 20, 2023

Legend Title
- July 28 - August 20, 2023
- August 5, 2023
- August 12, 2023
- August 20, 2023
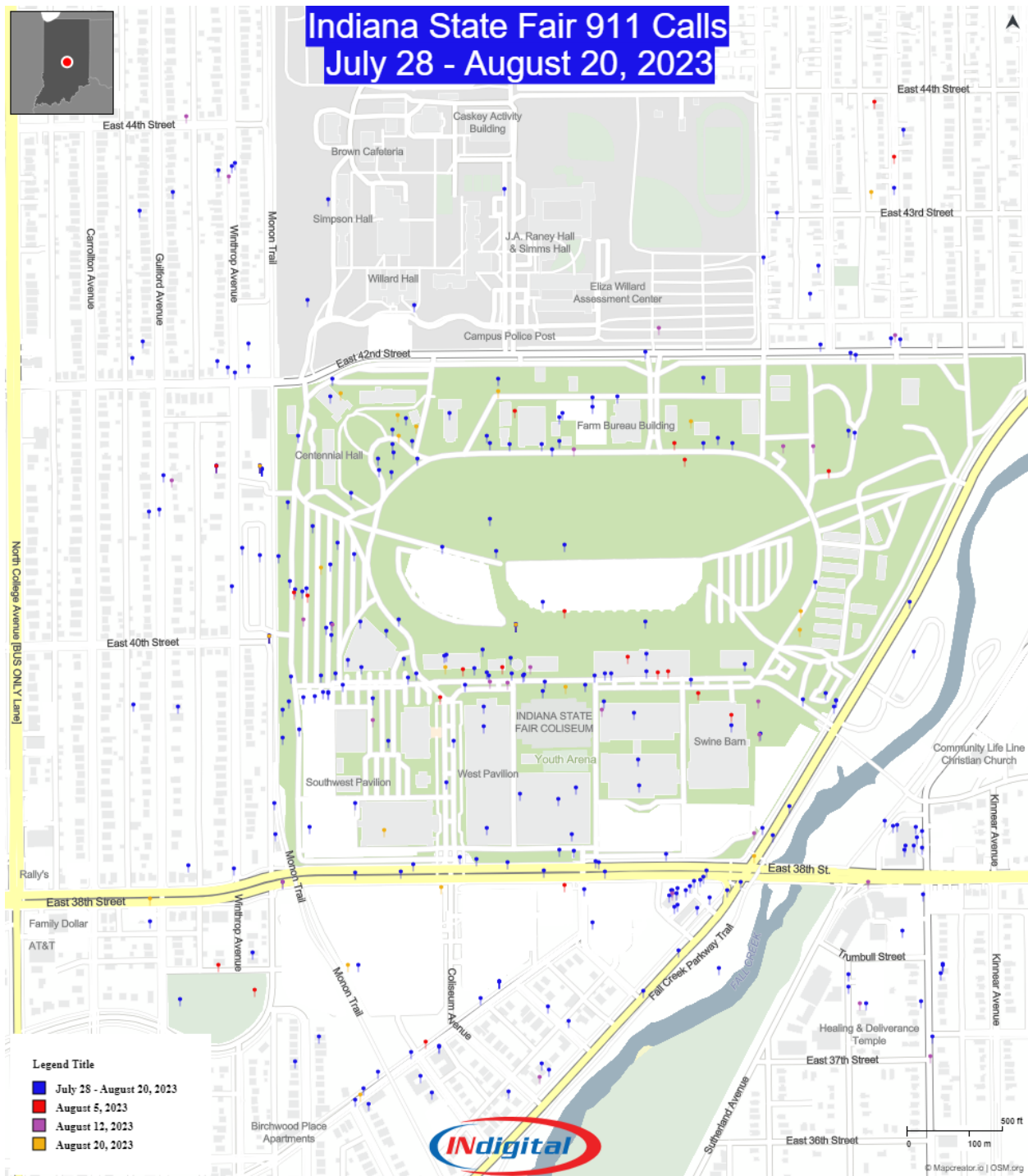
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911 IS OUR CALLING

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