

July 1 - September 31, 2022

2022 BOARD REPORT

Indiana IN911 Next Generation Emergency Network



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IN911 G-19 ESiNet Summary

INdigital has been working with AT&T to update the method used to hand a 9-1-1 call to AT&T across the ES-NNI. AT&T will use the updated method 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. At the end of the third quarter, ten AT&T PSAPs were cut with the remaining PSAPs to be completed before the end of the year.

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 architects, construction managers, and PSAP Director to install circuits and move the premise equipment into the new center.

Gibson and Sullivan County is building new spaces for their 9-1-1 Centers.

Benton County has moved to their new PSAP and has a CPE refresh completed as well.

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.

Huntington County has moved PSAP operations to a new facility.

Kendallville PD recently completed a network and CPE refresh.

Kosciusko, Tipton, Clinton, Union, Wabash, Jefferson and Tippecanoe County which includes **Lafayette and West Lafayette PD** have Solacom refreshes scheduled for several months.

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 third quarter total of 1,334,652. The variation of calls is consistent with seasonal trends.

During the second quarter of 2022 INdigital routed 497,677 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 16,604 calls and the least busy day was September 13th with 12,918 calls.

Since 2006 which is the start of the IN911 network, 52,211,078 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 90% 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 third quarter of 2022 by the top five counties (Marion, Allen, Elkhart, Kosciusko, and Cass) had a total of 14,878 minutes of total usage during this quarter.

Spanish translations for all other counties totaled 4,080 minutes.

Statewide, 18,958 minutes of Spanish language translation was provided for non-English speaking callers.

Other non-English to dual party translation during the third quarter of 2022 had similar usage trends, with the top five counties (Marion, Allen, White, Tippecanoe, and Kosciusko) with 2,612 minutes of language translation.

The balance of the counties used 650 minutes with a third quarter total of 3,262 minutes.

In 2022, 56 different languages have been translated for Indiana PSAPs. Over the last three years 78 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 third quarter of 2022 there were 6,665 inbound text sessions received by 115 PSAPs.

There were 37,767 outbound text sessions during the third quarter of 2022 sent by 117 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 third quarter of 2022 Indiana PSAPs received 593 inbound translation messages. Also during the same quarter PSAPs sent 1,348 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 third quarter of 2022 MEVO delivered 511 calls by primary PSAPs with 11 hours of talk time.

The MEVO system also delivered 1,202 calls to secondary, EMS transfer points, and MEVO Anywhere Kits (MAK) with more than 37 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 third 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. AT&T Mobility Outage

- a. November 1 from approximately 4:45 pm till 6:00 pm EST.
 - i. AT&T Mobility and Intrado had an issue.
 - ii. AT&T Mobility routed calls to PSAPs using Administrative lines.
 - iii. Indiana saw a 78% decrease in calls.
 - iv. Other states also saw significant impact as identified on the provided graph.

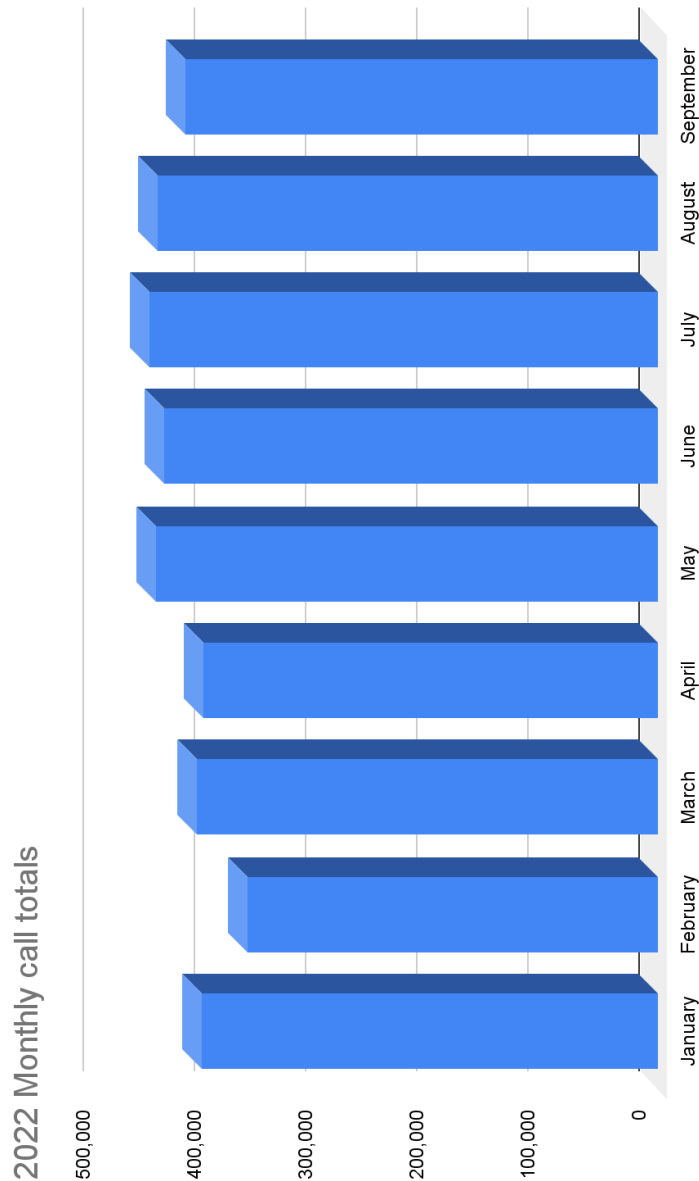
2. Indianapolis Colts Game

- a. October 30th Colts vs Washington Commanders game.
 - i. **81** 9-1-1 calls placed during the day.
- b. November 6th No games.
 - i. **44** 9-1-1 calls placed during the day.

Appendix

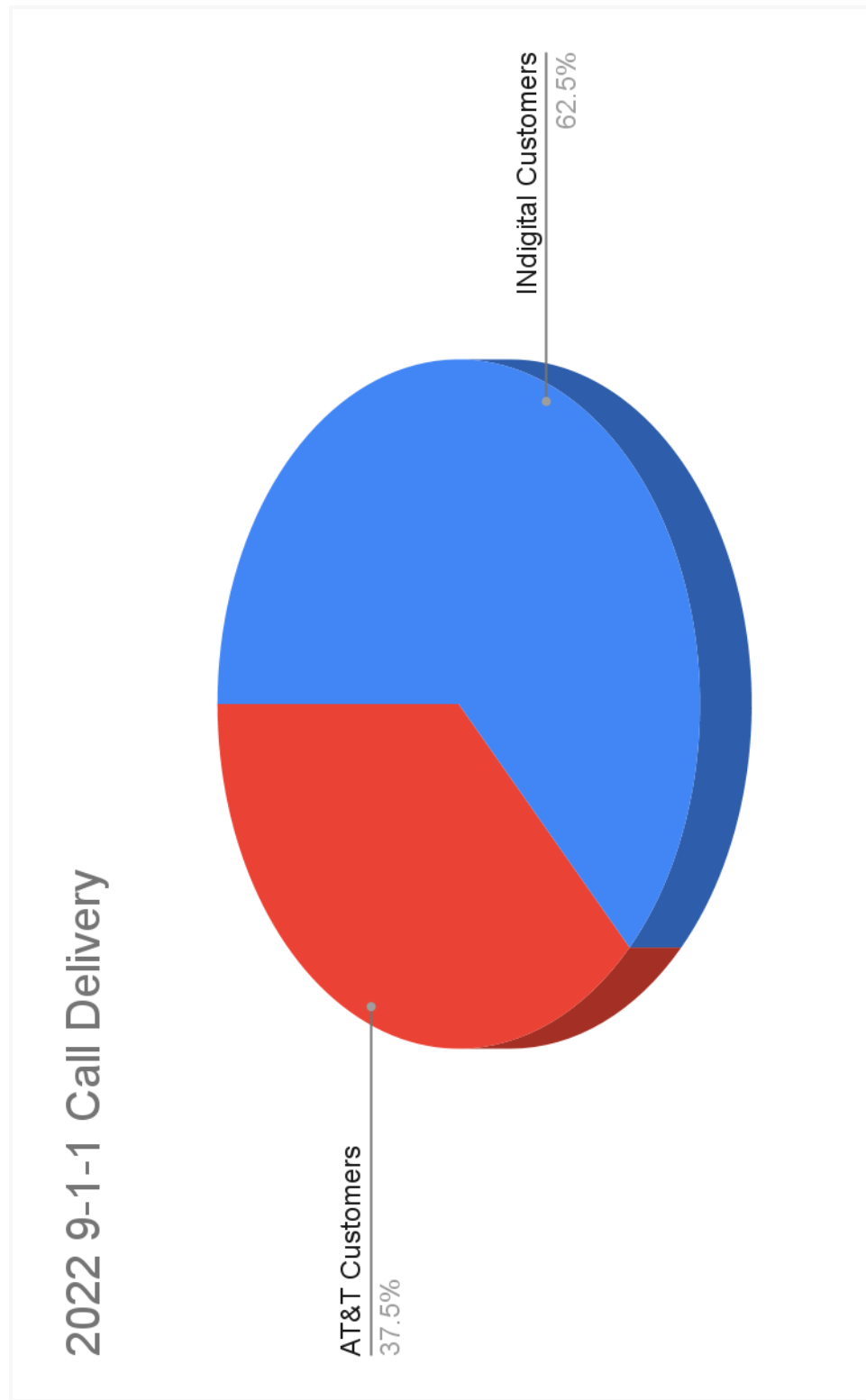
Wireless Calls Graphs

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



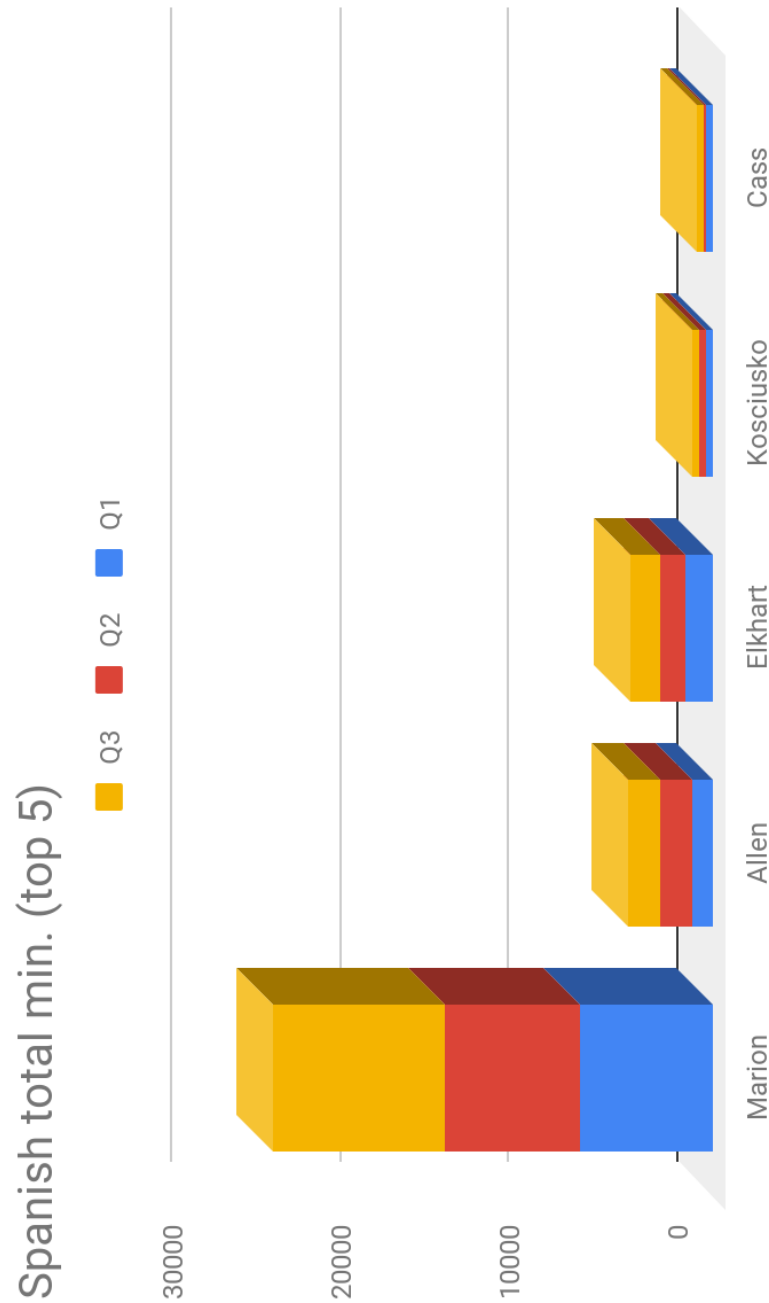


Graph D-1.3 INdigital voice call processing and delivery to destination.

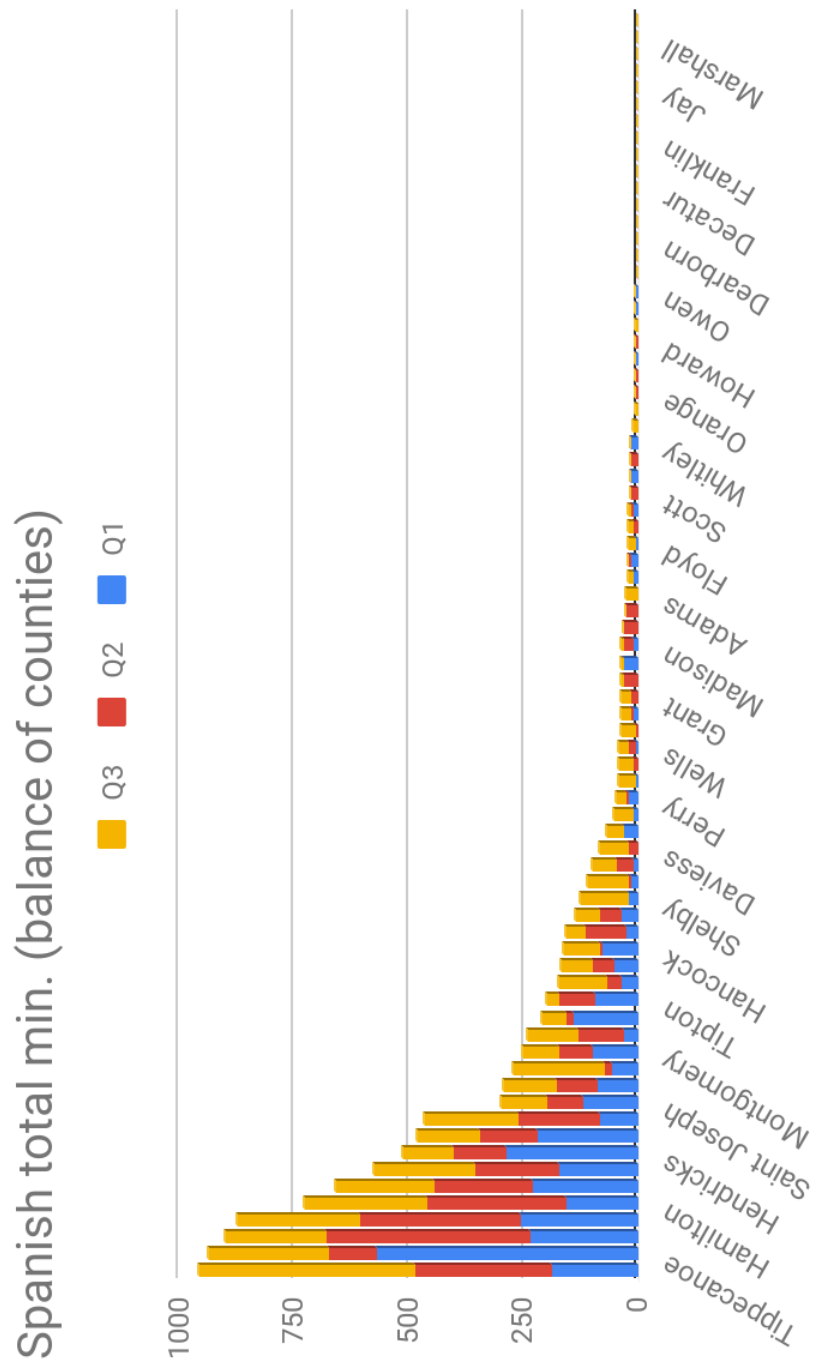


Translation Services Graphs

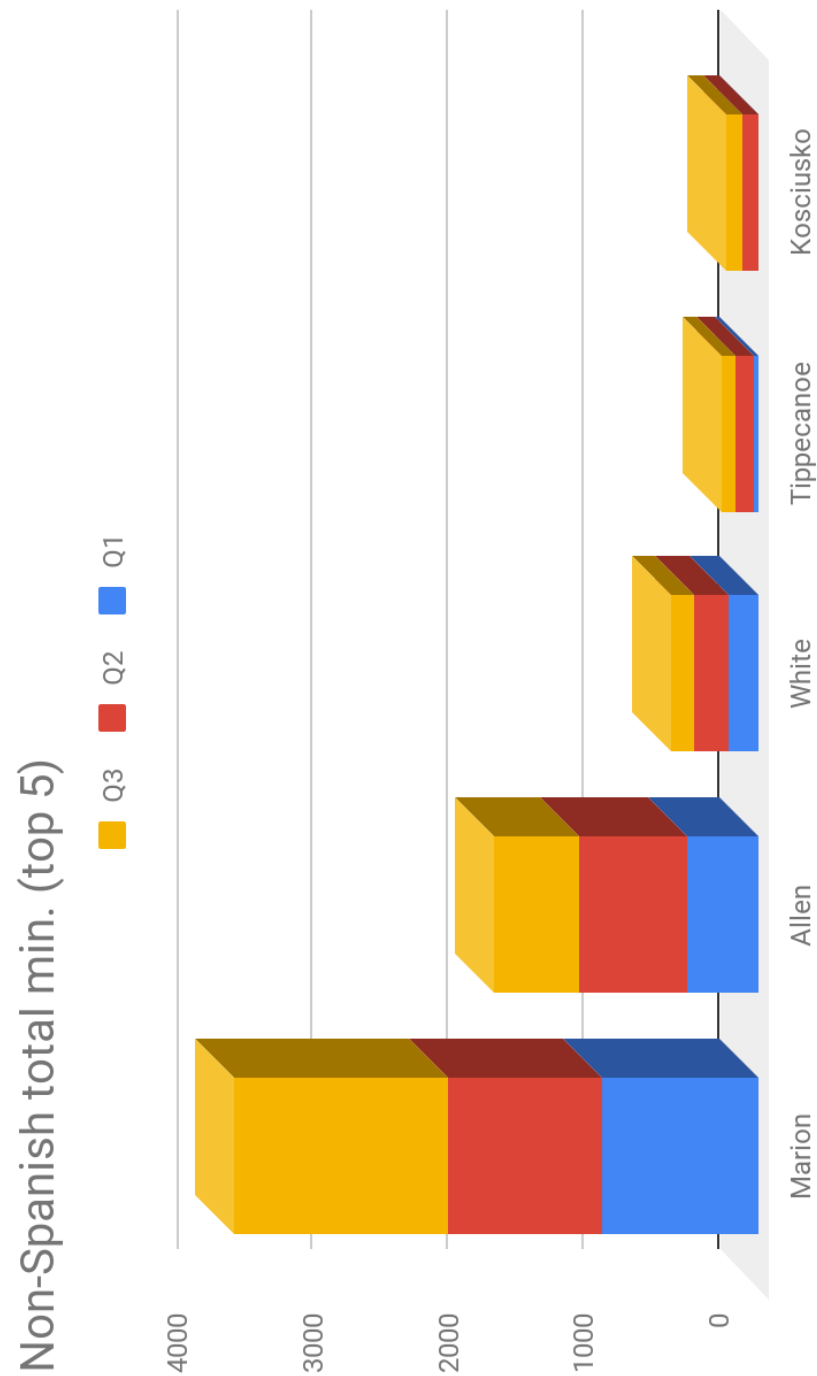
Graph E-1.1 Top 5 Spanish voice translation counties



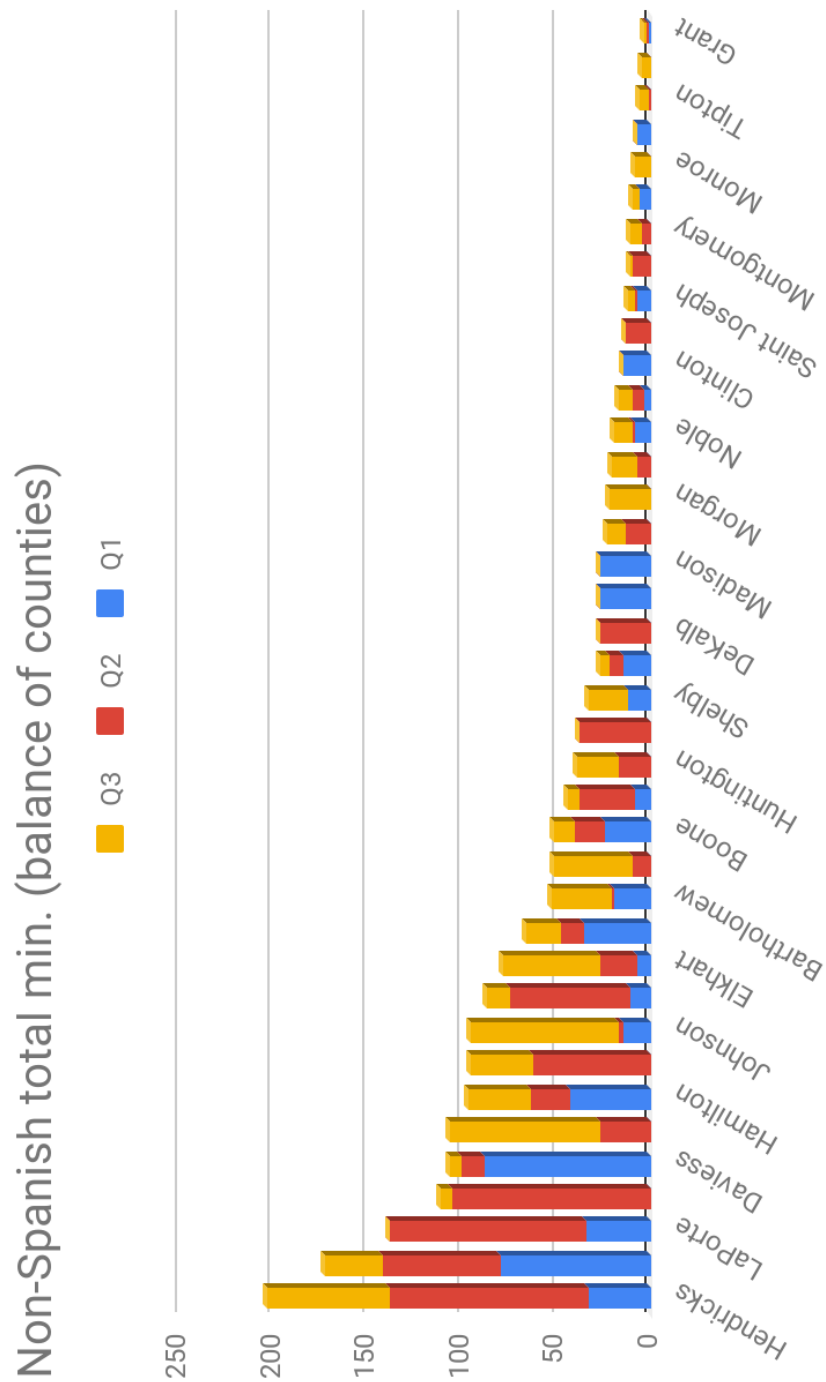
Graph E-1.2 Spanish voice translation, all other counties.



Graph E-1.3 Top 5 other languages voice translation.



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

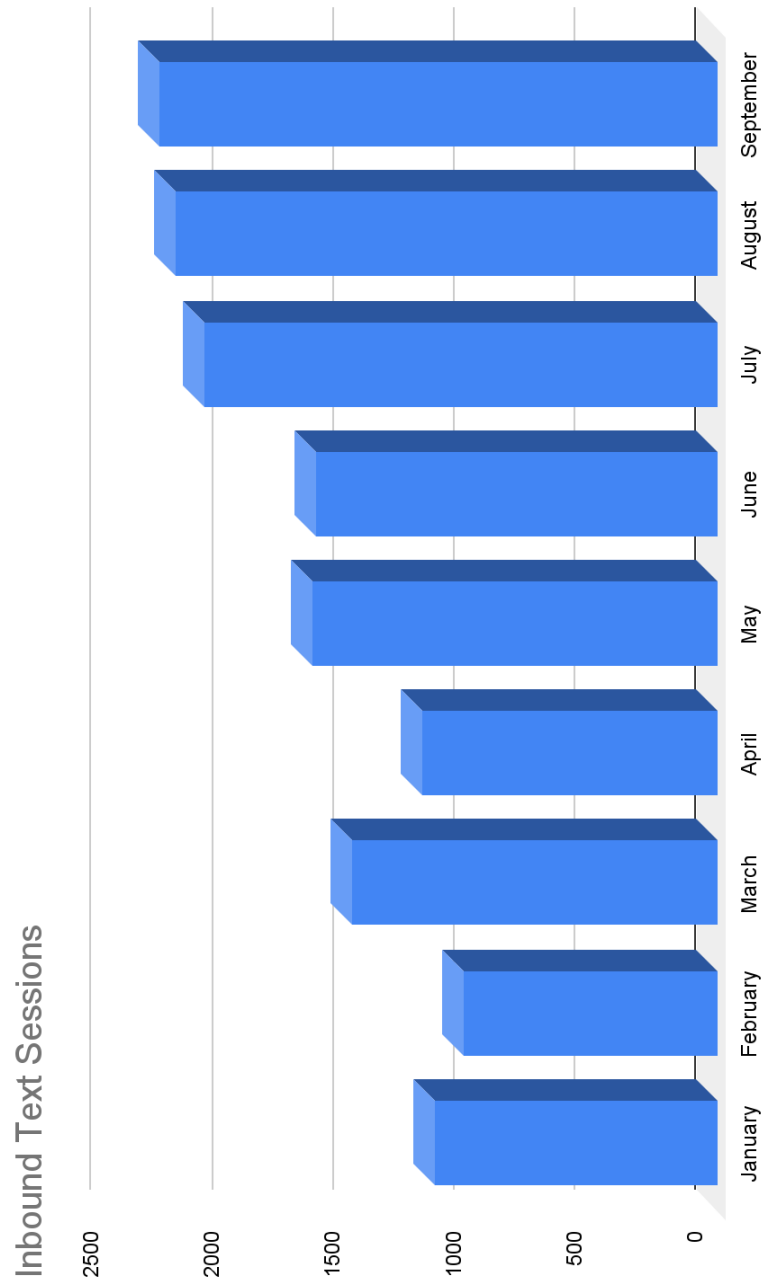


Graph E-1.5 Total occurrences of voice translation used in 2022.

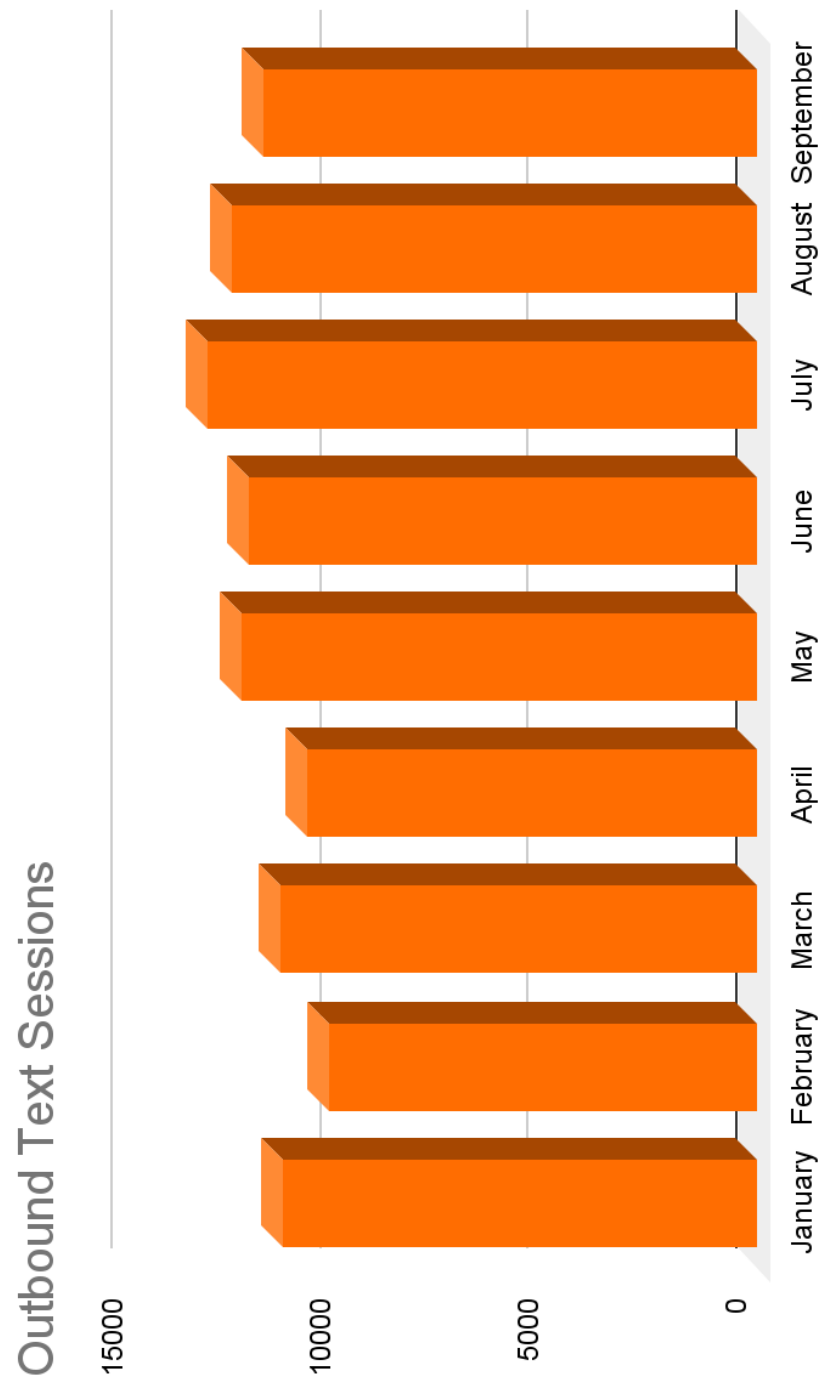
Language	Total	Language	Total
SPANISH	15210	AMHARIC	3
HAITIAN CREOLE	571	GERMAN	3
BURMESE	313	AKAN	2
SWAHILI	115	GUJARATI	2
FRENCH	102	ITALIAN	2
ARABIC	83	KAREN	2
MANDARIN	82	LAOTIAN	2
PUNJABI	57	MONGOLIAN	2
TIGRIGNA	46	PORTUGUESE CAPE VERDEAN	2
CHIN HAKHA	40	ROHINGYA	2
KINYARWANDA	25	THAI	2
VIETNAMESE	25	UKRAINIAN	2
RUSSIAN	22	UZBEK	2
HINDI	21	YORUBA	2
HAKKA-CHINA	18	ARMENIAN	1
DARI	15	CHIN TEDIM	1
JAPANESE	12	FRENCH CANADIAN	1
SOMALI	12	FUZHOU	1
ROMANIAN	11	GREEK	1
PASHTO	8	KRIO	1
PORTUGUESE	8	KUNAMA	1
KOREAN	6	LINGALA	1
CANTONESE	5	MIZO	1
PORTUGUESE BRAZILIAN	5	OROMO	1
FARSI	4	SERBIAN	1
NEPALI	4	SUDANESE ARABIC	1
POLISH	4	TURKISH	1
TAGALOG	4	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.



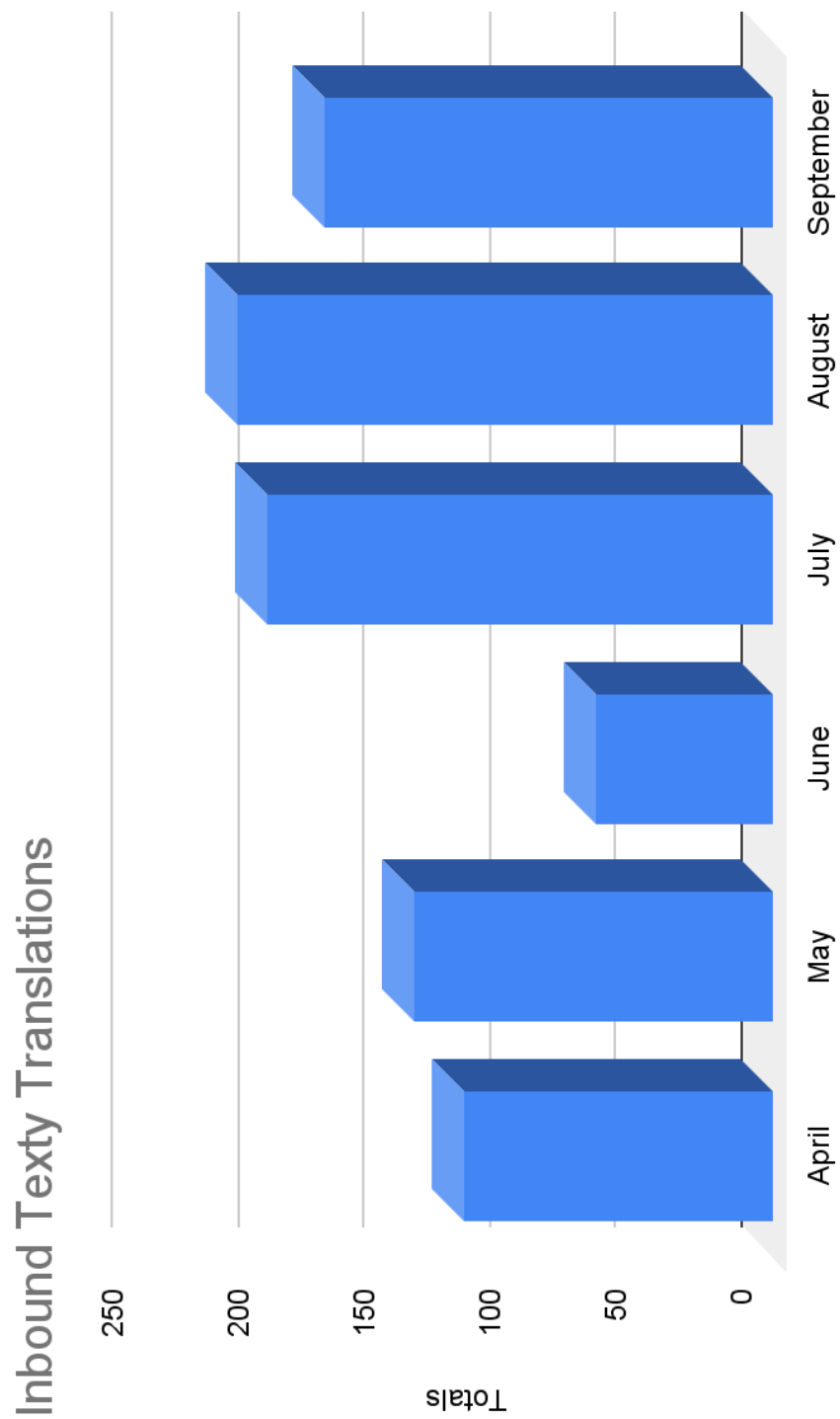
Graph F-1.3 All Inbound Text (to 911) by PSAP.

Inbound Text to 911		Q1 - 3,708		Q2 - 4,548		Q3 - 6,665		Q4 -	
80 +		30 - 79		10 - 29		< 10			
Marion Co.Indy PD	3660	Grant Co. SD	79	Scott Co. Emergency Communications	28	Pulaski Co. Sheriff's Office	9		
Lake Co. Sheriff's Office	2088	Boone Co. SD	72	Noble Co. SD	27	Vermillion Co. Sheriff's Office	9		
Saint Joseph	1171	Henry Co. Emergency Services	70	Orange Co. SD	27	Mooresville PD	8		
Vanderburgh Co. Central Dispatch	701	Miami Co. 911	62	Tipton Co. E911	27	Ohio Co. Communications	8		
Allen Co. SD	542	Clinton Co. 911	61	Owen Co. Sheriff's Office	24	Washington Co. Sheriff's Office	8		
Vigo Co. 911	492	Shelby Co. SD	61	Wells Co.	24	BeachGrove PD	6		
Madison Co. Sheriff's Office	343	Jennings Co. 911	56	Ripley Co. E-911 Communications	22	Newton Co. 911	6		
Elkhart Co. 911 Center	341	Jackson Co. 911	49	Crawford Co. Central Dispatch	21	Columbia City Communications Center	5		
Delaware Co. Emer. Com. Center	290	Marshall Co. PD	49	Clay Co. Justice Center	20	Lowell SP Post 13	5		
Wayne Co. Emergency Communications	290	Warrick Co. Sheriff's Office	49	Decatur Co. SD	19	Pike Co. Sheriff's Office	5		
Kosciusko Co.	236	Putnam Co. Sheriff's Office	48	Franklin Co. Communications E-911	19	Blackford Co. Central Dispatch	4		
Monroe Co. Central Dispatch	236	Randolph Co. Communications	43	White Co.	18	New Albany City Dispatch	4		
Lafayette PD	235	Trippcanoe Co. Sheriff's Office	43	Whitley Co. Communications Center	18	New Haven PD	4		
Morgan Co. 911	209	Gibson Co. SD	41	Adams Co. Sheriff's Office	17	Batesville PD	2		
Hamilton Co. Sheriff's Office Dispatch	200	Jefferson Co. 911	41	Spencer Co. 911	17	ISP Fort Wayne Post 22	2		
Porter Co.	191	Switzerland Co. Communication	40	Carroll Co. E911	16	Rushville PD	2		
Hancock Co. EOC	188	Cass Co. E911	39	Harrison Co. SD Dispatch	16	Elkhart Co. Command Vehicle	1		
Bartholomew Co. EOC	186	Fayette Co. Communications	39	Jasper Co. Sheriff's Office	16	ISP Bloomington Post 33	1		
Hendricks Co. Communications Center	164	Huntington Co. Sheriff's Office	39	Jay Co. SD	16	ISP Indianapolis Post	1		
LaPorte Co. 911 Communications	163	DeKalb Co. SD	37	Posey Co. 911	16	ISP Toll Road Post 21	1		
Johnson Co. SD	162	Dubois Co. Communications Center	37	Sullivan Co. 911	16	ISP Versailles Post 42	1		
Clark Co. 911 Center	157	Brown Co. SD	36	Wabash Co. Central Dispatch	16	Jasper PD	1		
Floyd Co. Sheriff's Department	131	Greene Co. Sheriff's Office	36	FountainWarren Co. Regional Dispatch C	15	Lawrence PD	1		
Knox Co. Dispatch Office	125	Daviess Co. 911	34	Rush Co. SD	15	Martin Co. SD	1		
Indigital telecom	112	Schererville PD	34	Steuben Co. 911	15	Seymour PD	1		
Montgomery Co. / Crawfordsville E911	95	Speedway Police	34	Perry Co.	14	West Lafayette PD	1		
Howard Co. SD	87	Lawrence Co. Sheriff's Office	33	Starke Co. Sheriff's Office	13				
LaGrange Co. Communications	81	Fulton Co. Communications	31	Benton Co. Sheriff's Office	12				
Dearborn Co.	80	Indy Airport Authority	31	Parke Co. 911	12				
				Purdue University PD	11				
				Union Co. 911	10				

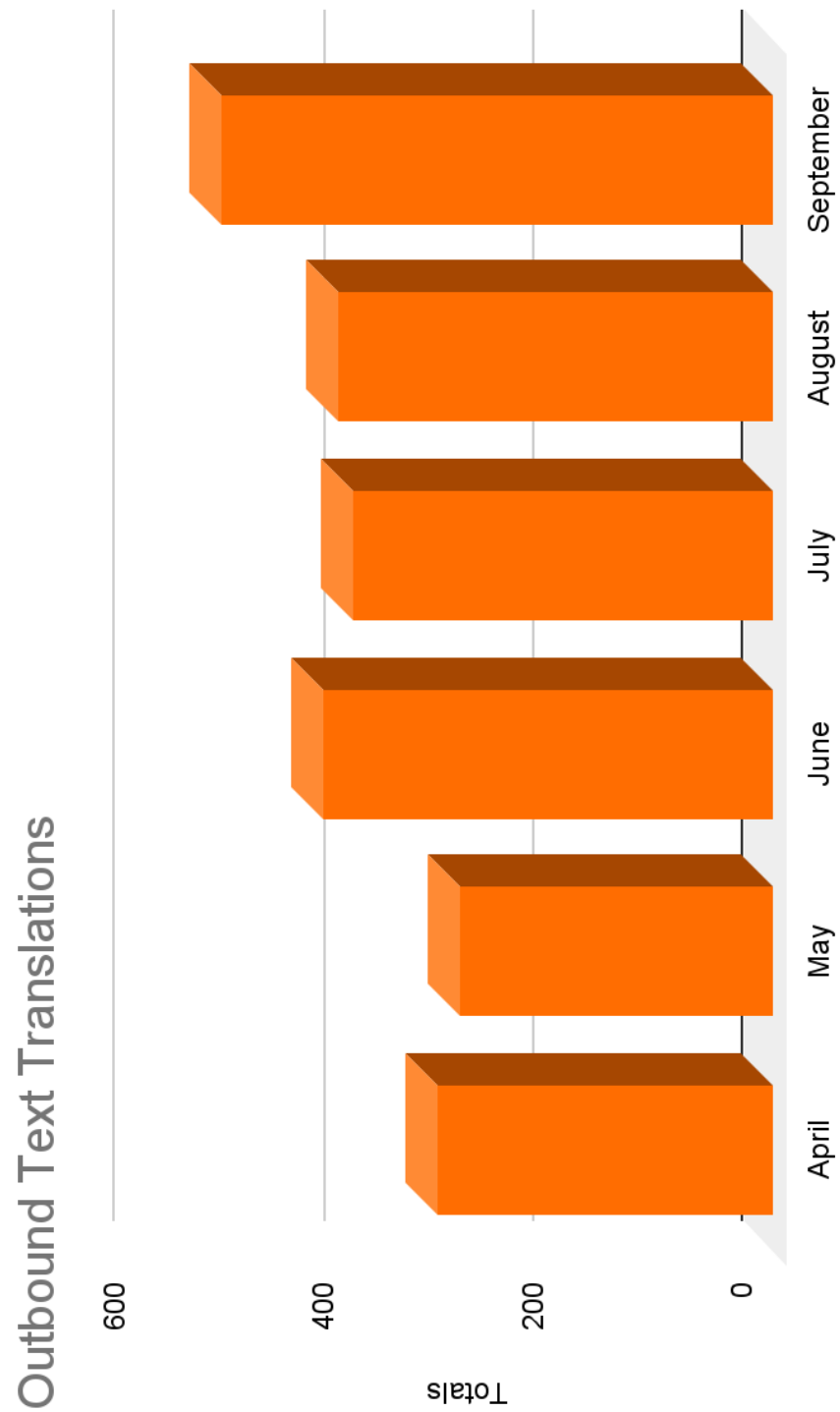
Graph F-1.4 All Outbound Text (from 911) by PSAP.

Outbound Text from 911			Q1 - 33,245		Q2 - 35,495		Q3 - 37,767		Q4 -	
700 +			300 - 699		100 - 299		< 100			
Saint Joseph		10400	Purdue University PD	690	Decatur Co. SD	299	Blackford Co. Central Dispatch	90		
Hamilton Co. Sheriff's Office Dispatch		8914	Steuben Co. 911	679	Clay Co. Justice Center	293	Perry Co.	89		
Elkhart Co. 911 Center		8447	LaPorte Co. 911 Communications	677	Knox Co. Dispatch Office	292	Randolph Co. Communications	88		
Lake Co. Sheriff's Office		7840	Schererville PD	669	Brown Co. SD	291	Posey Co. 911	85		
Allen Co. SD		6175	LaGrange Co. Communications	662	Johnson Co. SD	291	Parke Co. 911	83		
Monroe Co. Central Dispatch		4432	Marshall Co. PD	662	Indy Airport Authority	289	Warrick Co. Sheriff's Office	79		
Clark Co. 911 Center		4263	White Co.	637	Stark Co. Sheriff's Office	286	Tippecanoe Co. Sheriff's Office	76		
Porter Co.		3598	Henry Co. Emergency Services	601	Lawrence Co. Sheriff's Office	275	Ohio Co. Communications	74		
Bartholomew Co. EOC		3312	Wells Co.	574	Lawrence PD	272	Union Co. 911	74		
Wayne Co. Emergency Communications Center		3093	Cass Co. E911	537	Jay Co. SD	249	Tipton Co. E911	67		
Vigo Co. 911		2336	Scott Co. Emergency Communications	491	Owen Co. Sheriff's Office	236	Howard Co. SD	60		
Vanderburgh Co. Central Dispatch		2332	Pulaski Co. Sheriff's Office	475	Floyd Co. Sheriff's Department	219	Batesville PD	53		
Lafayette PD		2045	DeKalb Co. SD	465	Greene Co. Sheriff's Office	217	Kendallville PD	53		
Marion Co.Indy PD		1976	Noble Co. SD	436	Jackson Co. 911	199	Martin Co. SD	43		
Hendricks Co. Communications Center		1915	Miami Co. 911	413	Jasper Co. Sheriff's Office	192	Saymour PD	42		
Montgomery Co. / Crawfordsville E911		1824	West Lafayette PD	394	Carroll Co. E911	166	New Haven PD	38		
Dubois Co. Communications Center		1721	Jennings Co. 911	393	Elkhart City PD	154	Indigital telecom	30		
Grant Co. SD		1637	Ripley Co. E-911 Communications	389	Orange Co. SD	145	IU PD	30		
Hancock Co. EOC		1473	Huntington Co. Sheriff's Office	384	ISP Indianapolis Post	140	ISP Toll Road Post 21	25		
Kosciusko Co.		1408	Jefferson Co. 911	383	Rush Co. SD	138	Harrison Co. SD Dispatch	22		
Boone Co. SD		1080	Adams Co. Sheriff's Office	377	Washington Co. Sheriff's Office	138	ISP Versailles Post 42	20		
Wabash Co. Central Dispatch		1042	Fulton Co. Communications	368	Newton Co. 911	137	Daviess Co. 911	18		
Crawford Co. Central Dispatch		1032	Whitley Co. Communications Center	357	Switzerland Co. Communication	137	Pike Co. Sheriff's Office	18		
Clinton Co. 911		901	Delaware Co. Emer. Com. Center	352	Sullivan Co. 911	129	Jasper PD	17		
Spencer Co. 911		807	Fountain/Warren Co. Regional Dispatch Center	317	Speedway Police	128	Fayette Co. Communications	16		
Dearborn Co.		779	Madison Co. Sheriff's Office	306	New Albany City Dispatch	121	Columbia City Communications Center	13		
Morgan Co. 911		749	Franklin Co. Communications E-911	301	Mooreville PD	105	BeachGrove PD	11		
Shelby Co. SD		714			Elkhart Co. Command Vehicle	104	Rushville PD	4		
					Putnam Co. Sheriff's Office	104	Vermillion Co. Sheriff's Office	4		
					Lowell SP Post 13	102	Gibson Co. SD	2		
					Benton Co. Sheriff's Office	100	ISP Bloomington Post 33	1		

Graph F-1.5 All Inbound Text Translations.

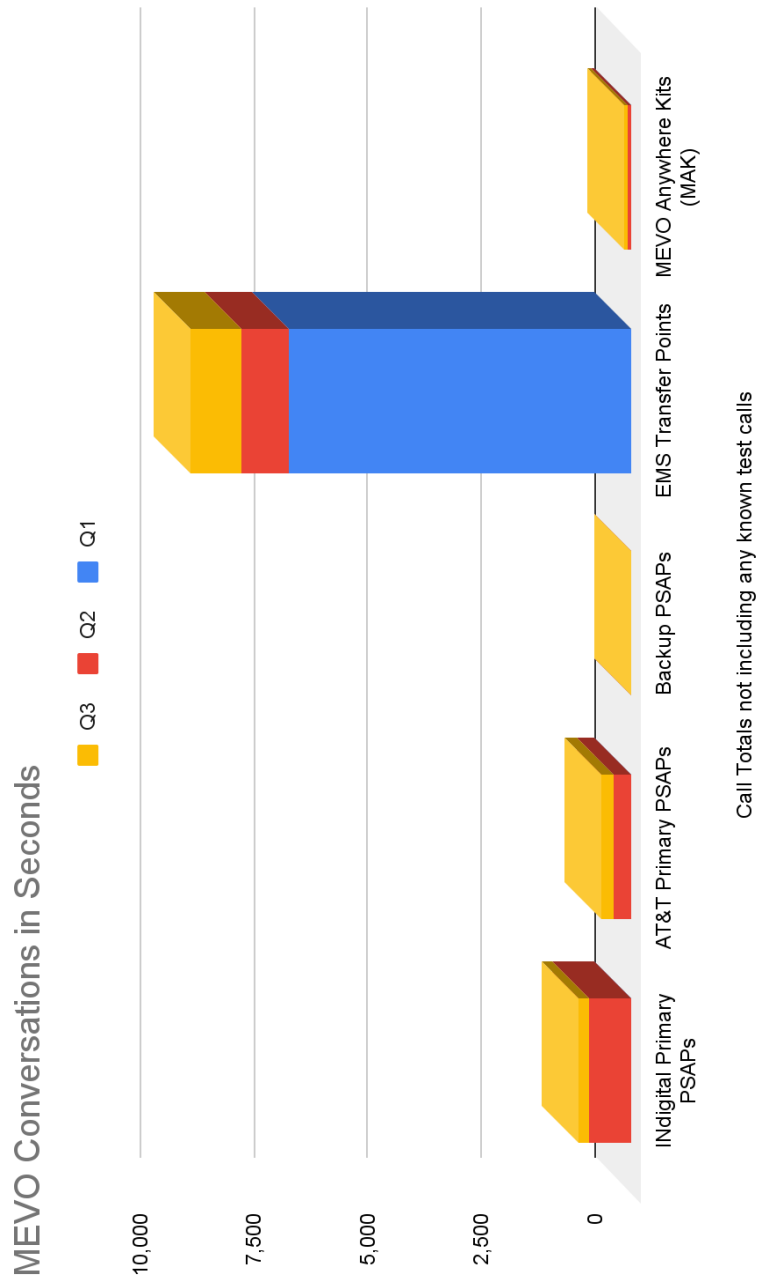


Graph F-1.6 All Outbound Text Translations.



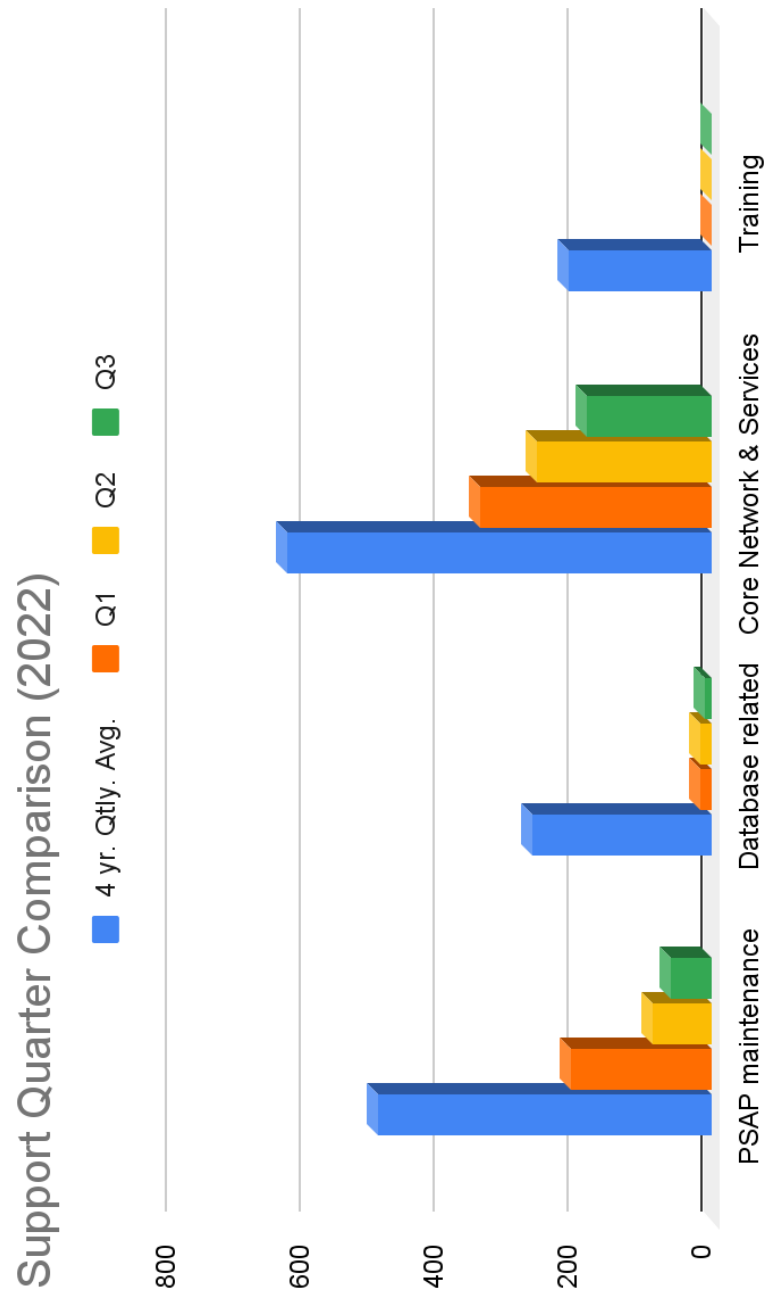
MEVO Graphs

Graph G-1.1 MEVO 2022 quarterly inbound call totals.

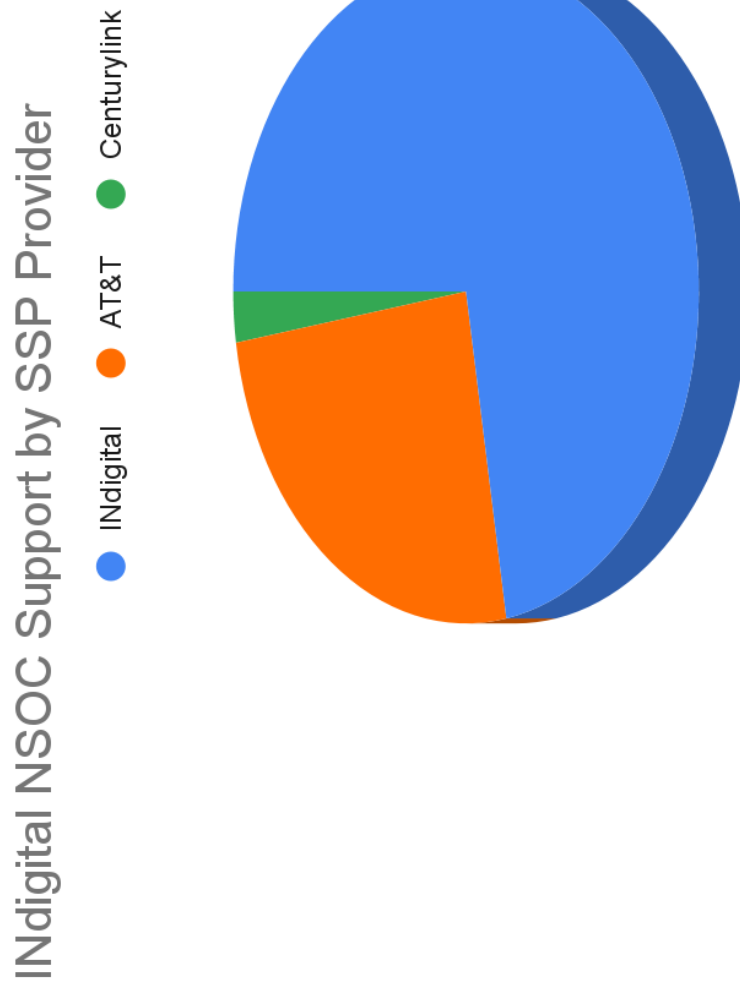


Help Desk Ticket Analysis Graphs

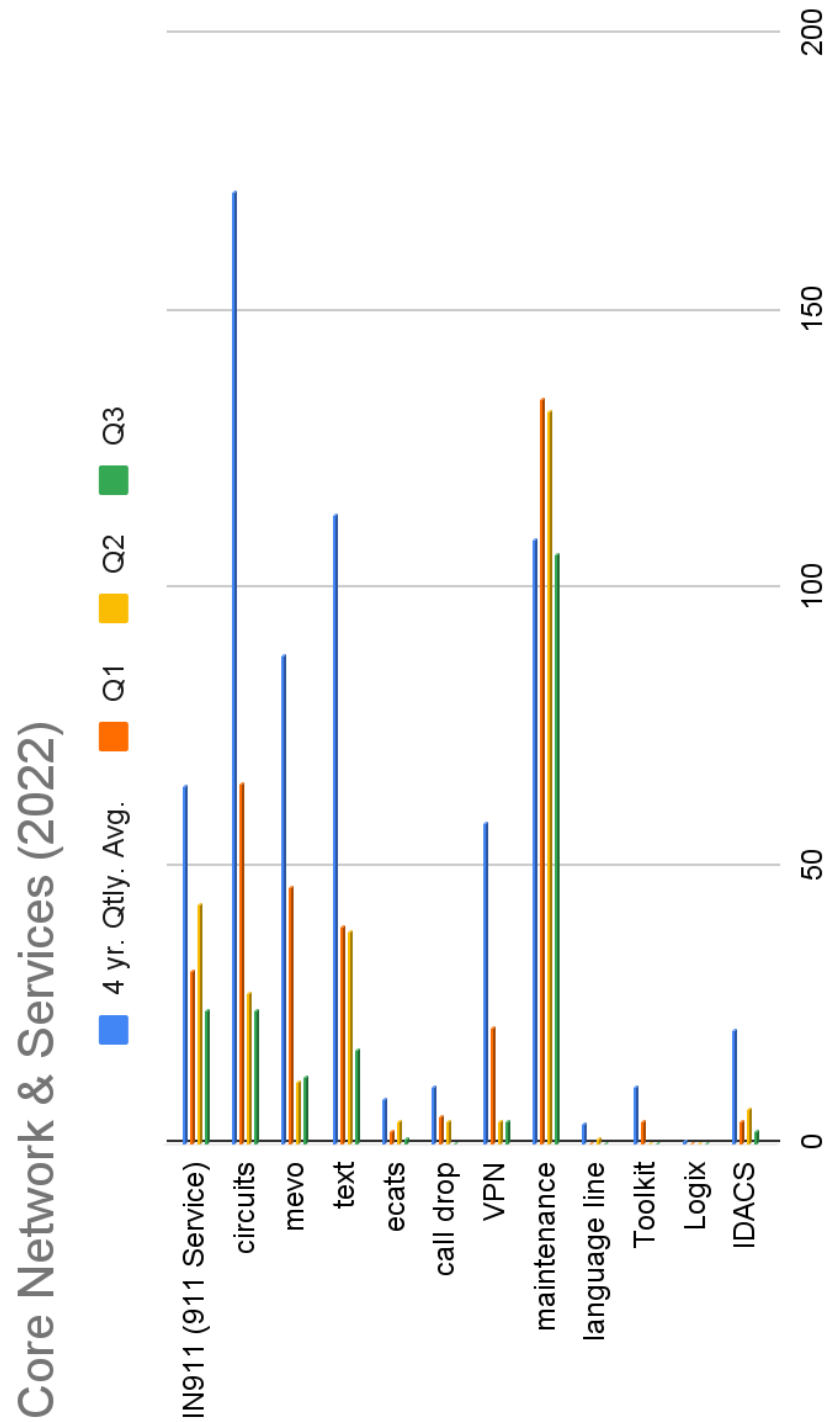
Graph J-1.1 Quarter totals of trouble tickets for core support.



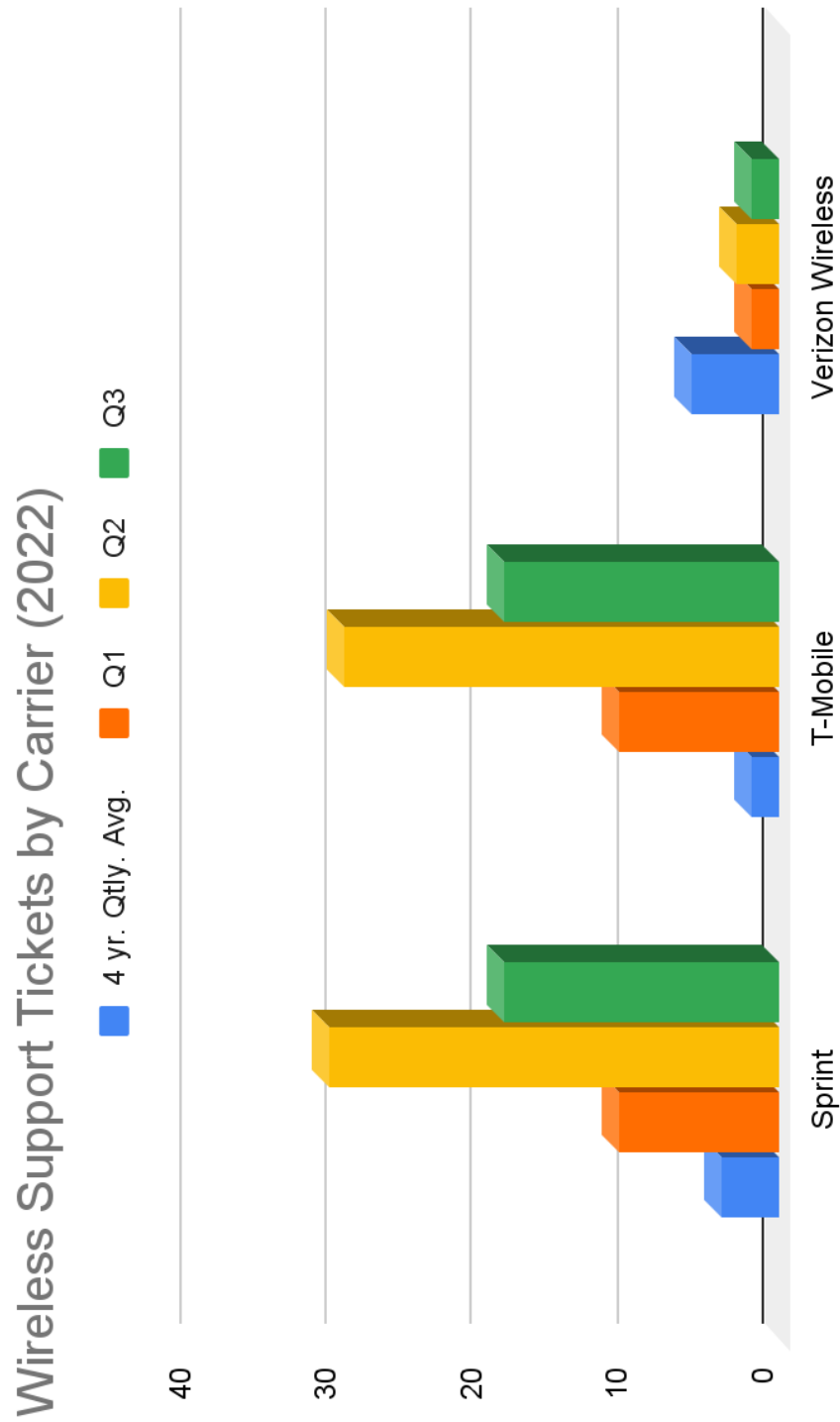
Graph J-1.2 Quarter support tickets by type.



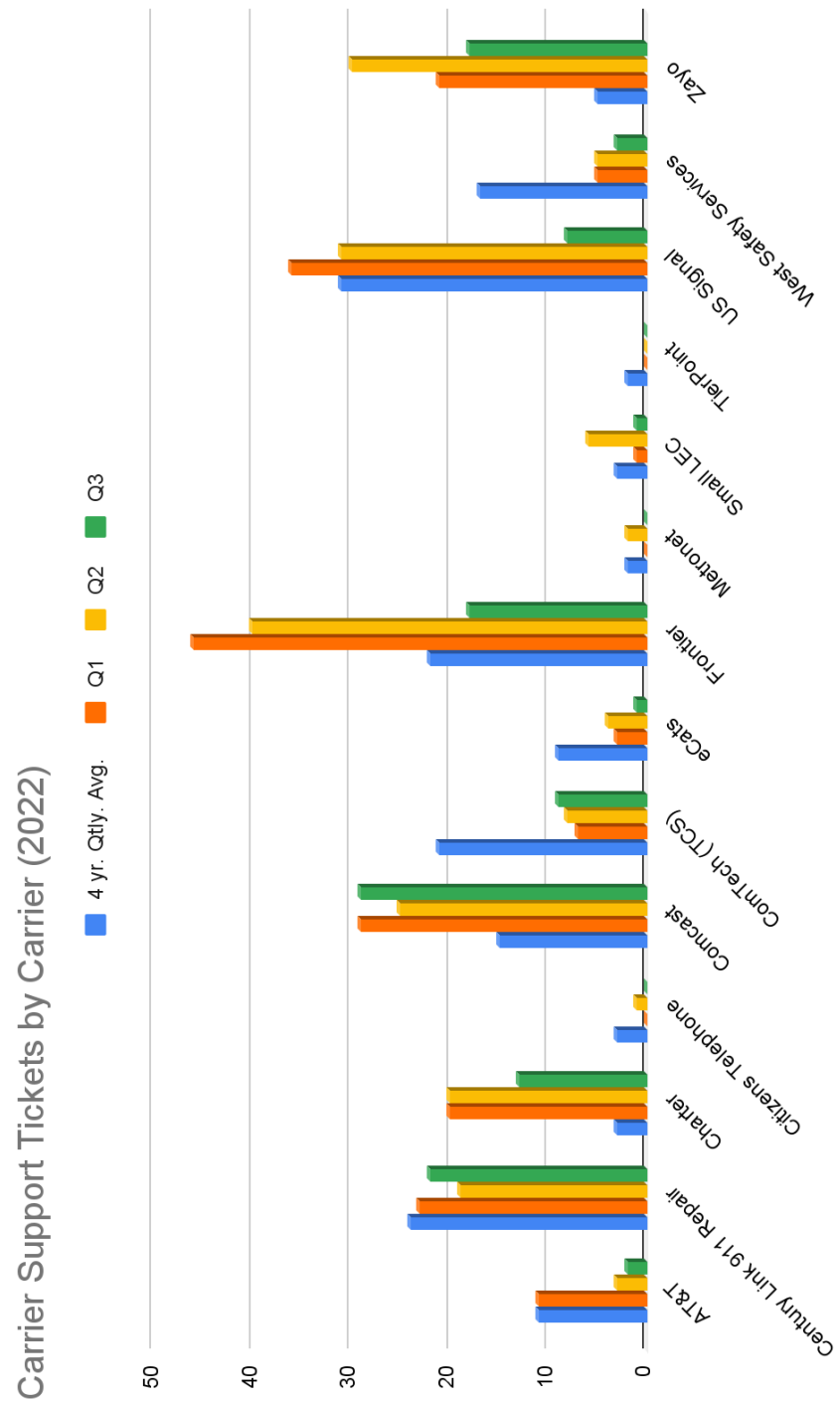
Graph J-1.3 Tickets by service request.



Graph J-1.4 Quarterly totals of carrier support tickets.

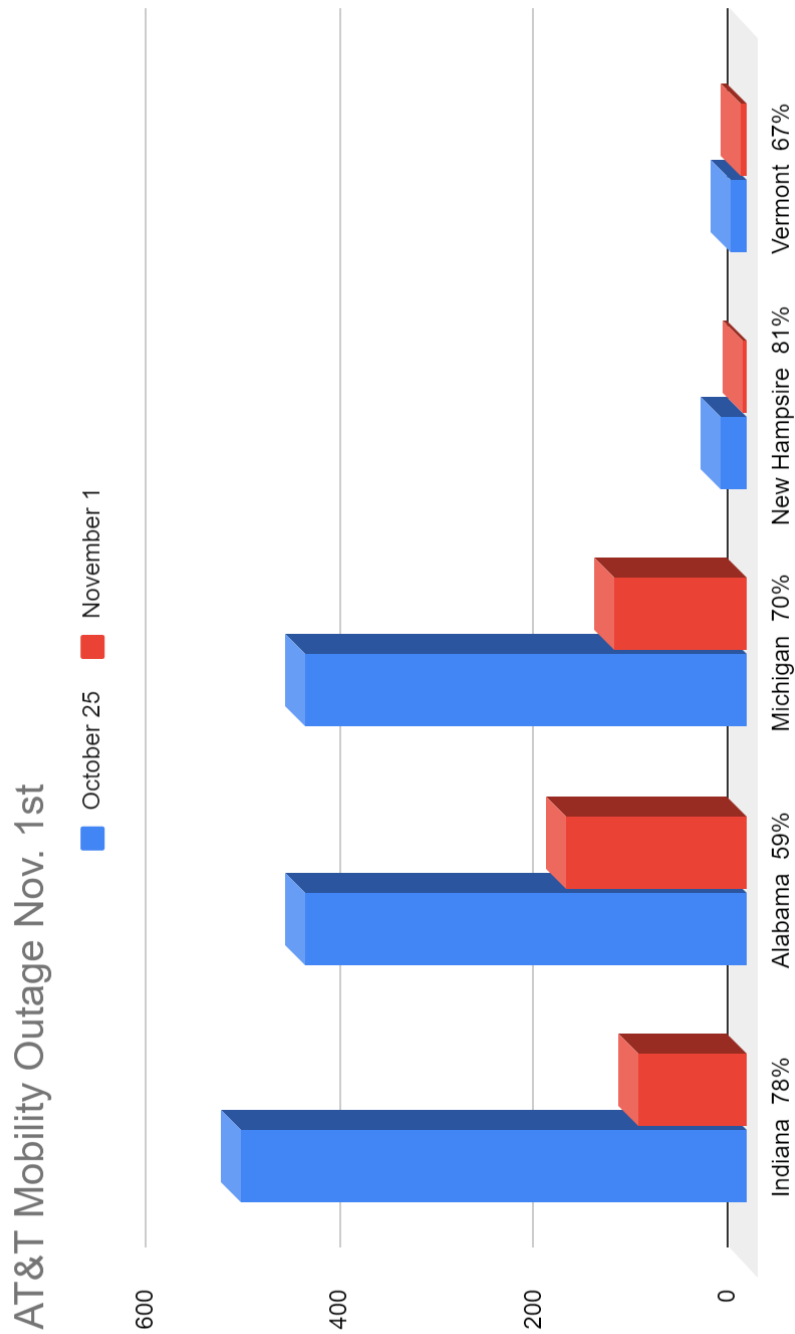


Graph J-1.5 Quarterly totals of carrier support tickets.

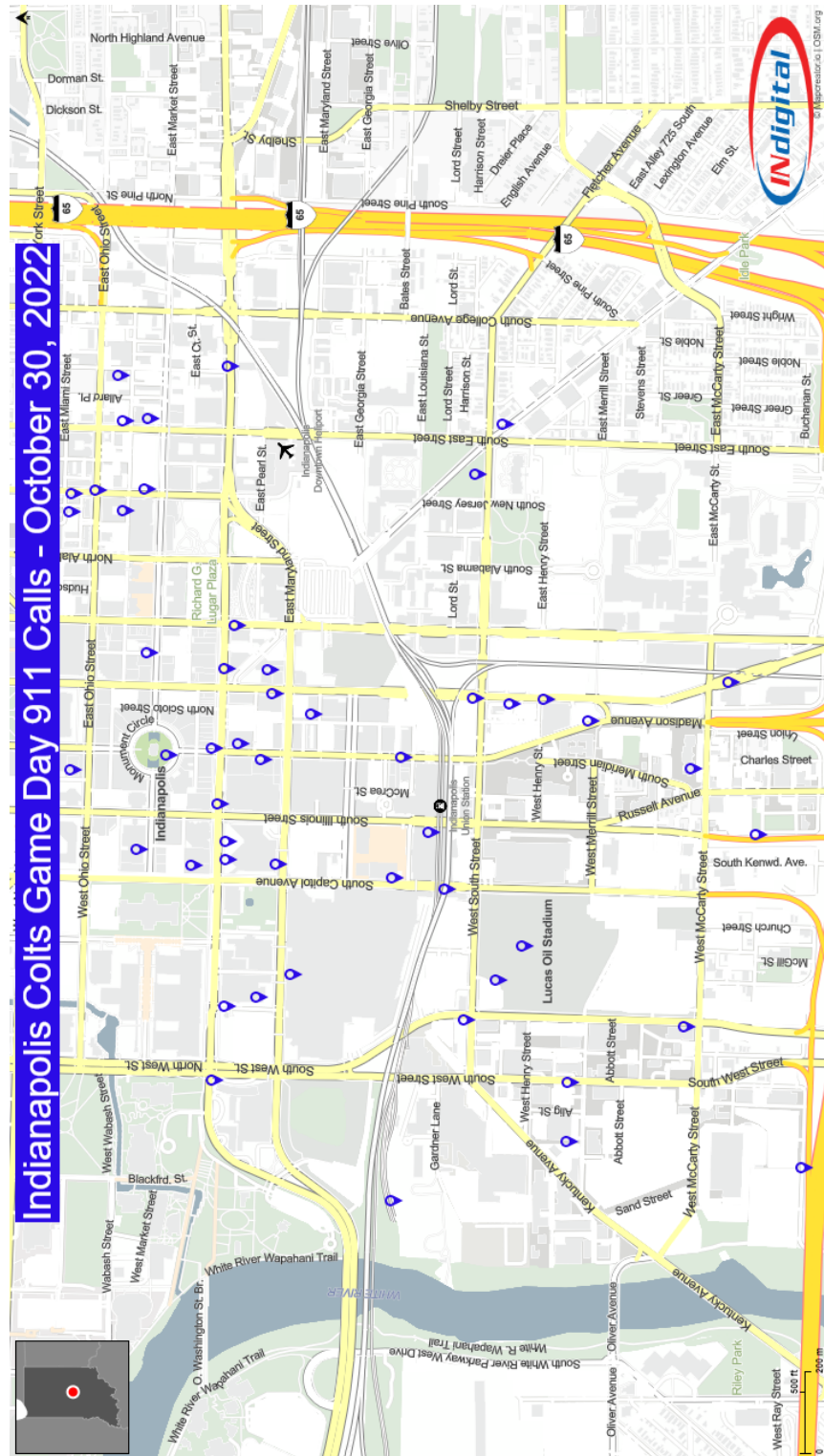


Event Analysis Graphs

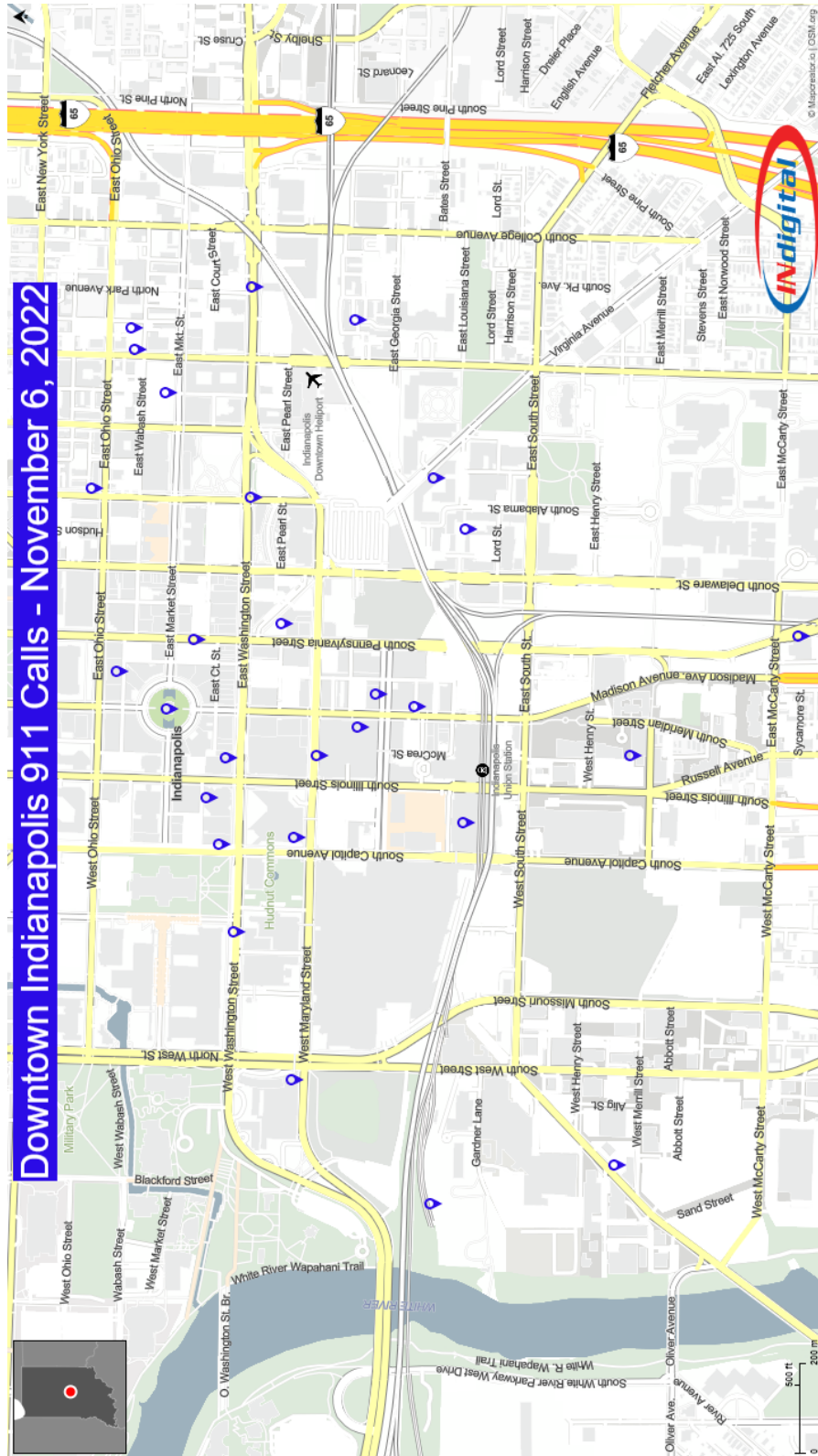
Graph K-1.1 AT&T Mobility Outage



Graph K-2.1 October 30, 2022 Colts Game



Graph K-2.2 November 6, 2022 No Home Game





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