

October 1 - December 31, 2023

2023 BOARD REPORT

Indiana IN911 Next Generation Emergency Network



This page was intentionally left blank.

Table of Contents

IN911 G-19 ESiNet Summary	5
PSAP changes in 2023	6
Network Security Threats	7
Wireless Calls	8
Translation Services	9
Texty Services	10
MEVO	11
Help Desk Ticket Analysis	12
Event Analysis - Recap	13
Appendix	14
Wireless Calls Graphs	14
Translation Services Graphs	17
Texty Services Graphs	23
MEVO Graphs	30
Help Desk Ticket Analysis Graphs	31
Event Analysis Graphs	36
Contact Us	38

This page was intentionally left blank.

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.

Throughout 2023 and continuing in 2024, INdigital will assist AT&T with their end-office project. INdigital has completed all the pieces needed for AT&T to complete their project and INdigital will continue to provide support during their network changes.

PSAP changes in 2023

ISP Post 13 Lowell has moved dispatch operations into their new building.

Clark County has moved into its new 911 Center.

Bedford PD in **Lawrence County** moved into their facility in late 2023.

Vigo County has moved into its new 911 Center.

Fayette and **Whitley County** have recently completed their CPE refreshes.

Gibson, Sullivan, and Whitley County are building new spaces for their 9-1-1 Centers.

Dubois County will be getting a refresh and moving to a new center sometime in 2024.

Adams, Clay, Ohio, Jay, and **DeKalb County** have CPE refreshes scheduled for later this year.

Clinton County is adding another CHE position for taking 911 calls.

Jasper PD and **ISP Post 42 Versailles** have completed the addition of another CHE position for taking 911 calls.

Approximately eight PSAPs have small open projects, such as SIP to the recorder, TIG rebuilds, or ANI/ALI delivery changes.

Network Security Threats



During the fourth quarter of 2023, there were no reports of PSAPs affected by any cyber attacks in Indiana.

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 2024, 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. Currently, the Indiana team has completed all of their required annual training.

Wireless Calls

(Please refer to graph D-1.1 through D-1.3 in the appendix)



Wireless call volumes for Indiana decreased compared to previous periods, with a 2023 fourth-quarter total of 1,057,623. The variation of calls is consistent with seasonal trends. 4,973,136 9-1-1 calls were processed across the IN911 network in 2023.

During the fourth quarter of 2023, INdigital routed 496,707 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 October 27th, with 13,059 calls, and the least busy day was November 23rd, with 10,429 calls.

Since 2006, which is the start of the IN911 network, 58,463,421 wireless calls have been processed on the Next Generation ESiNet.

During the past 17 years, the IN911 network has averaged a 6% increase in call volume each year.

Translation Services

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



Spanish is Indiana's most frequently translated language, comprising 88% of all languages translated in 2023.

Haitian Creole, Burmese, Swahili, and French comprise the top five languages translated, each comprising 7%, 1%, 1%, and 1%, respectively.

Spanish translation usage during the fourth quarter of 2023 by the top five counties (Marion, Allen, Hamilton, Elkhart, and White) had 39,057 minutes of total usage during this quarter.

Spanish translations for all other counties totaled 10,700 minutes.

Statewide, 49,757 minutes of Spanish translation were provided for non-English speaking callers. During all of 2023, there were 169,561 minutes of Spanish Translation.

Other non-English dual-party translations during the fourth quarter of 2023 had similar usage trends. The top five counties (Marion, Allen, White, Case, and Monroe) had 7,523 minutes of language translation.

The balance of the counties used 2,348 minutes, with a fourth-quarter total of 9,871 minutes. In 2023, there were 32,513 minutes of other non-English dual-party translations.

In 2023, 61 different languages were translated for Indiana PSAPs. Over the last five years, 86 different languages have been translated.

Language translation has seen significant increases as compared to the last two years of usage.

Texty Services

(Please refer to graphs F-1.1 through F-1.7 in the appendix)



During the fourth quarter of 2023, there were 8,141 inbound text sessions received by 103 PSAPs.

There were 29,820 outbound text sessions during the fourth quarter of 2023 sent by 118 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.

During the fourth quarter of 2023, Indiana PSAPs received 777 inbound translation messages. Also, during the same quarter, PSAPs sent 3,923 outbound translation messages.

For 2023, there were 30,952 inbound text sessions and 186,915 outbound text sessions.

Additionally, during 2023 there have been 2,510 inbound and 14,103 outbound messages translated across the Texty platform.

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 fourth quarter of 2023, MEVO delivered 1,607 calls by primary PSAPs with a little more than 36 hours of talk time.

The MEVO system also delivered 13,576 calls to secondary EMS transfer points and MEVO Anywhere Kits (MAK) with more than 551 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 fourth 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.

Event Analysis - Recap

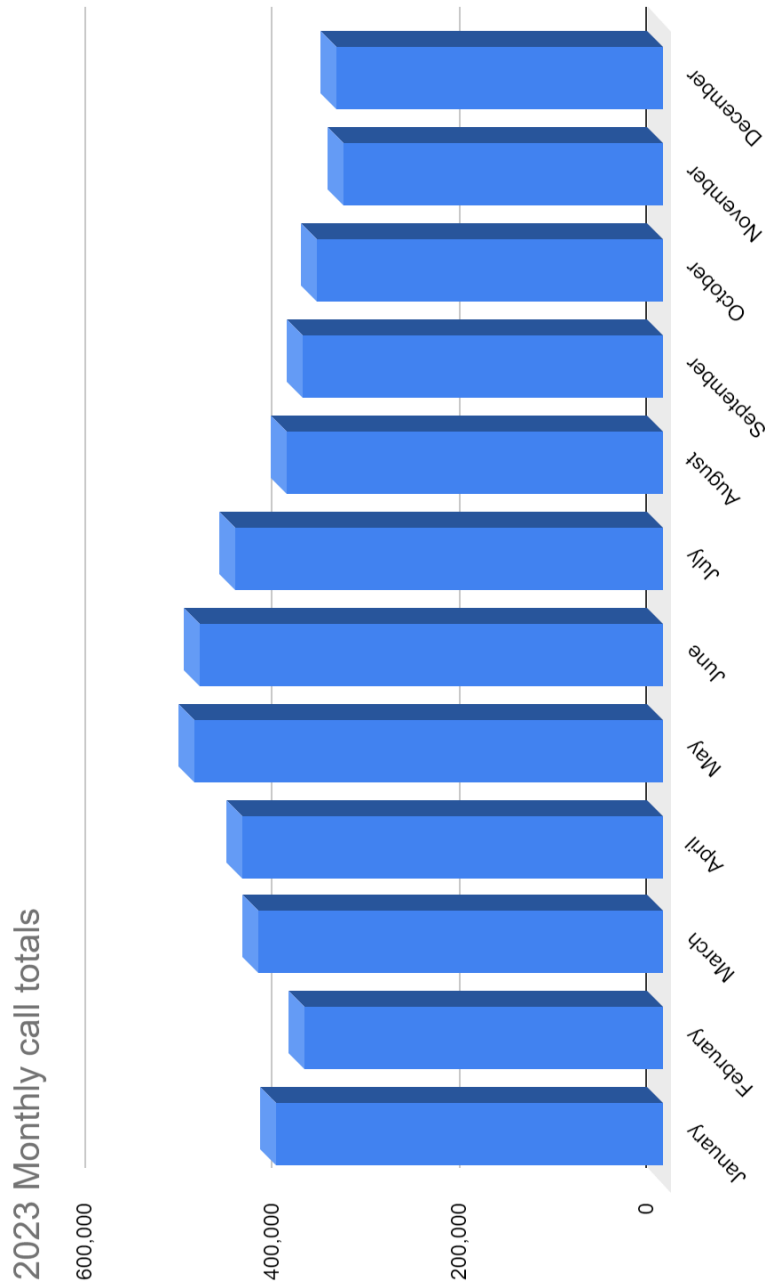
(Please refer to graphs K-1.1 through K-1.2 in the appendix)

1. 9-1-1 Calls from Medical Facilities.
 - a. IU Health Methodist Hospital.
 - i. During 2023 **737** 9-1-1 calls were made from the campus.
 - b. Columbus Regional Hospital.
 - i. During 2023 **127** 9-1-1 calls were made from the campus.
2. AT&T Mobility Outage
 - a. February 22 for most of the day.
 - i. Reports out of Texas stated.
 1. WiFi Calling was working.
 2. The iPhone's Find My Friend feature was working.
 3. Only Cellular calls were failing.
 - ii. Indiana saw no significant impact as it relates to call volumes compared to previous periods.
 - iii. Other states reported a significant impact on the ability to report emergencies.

Appendix

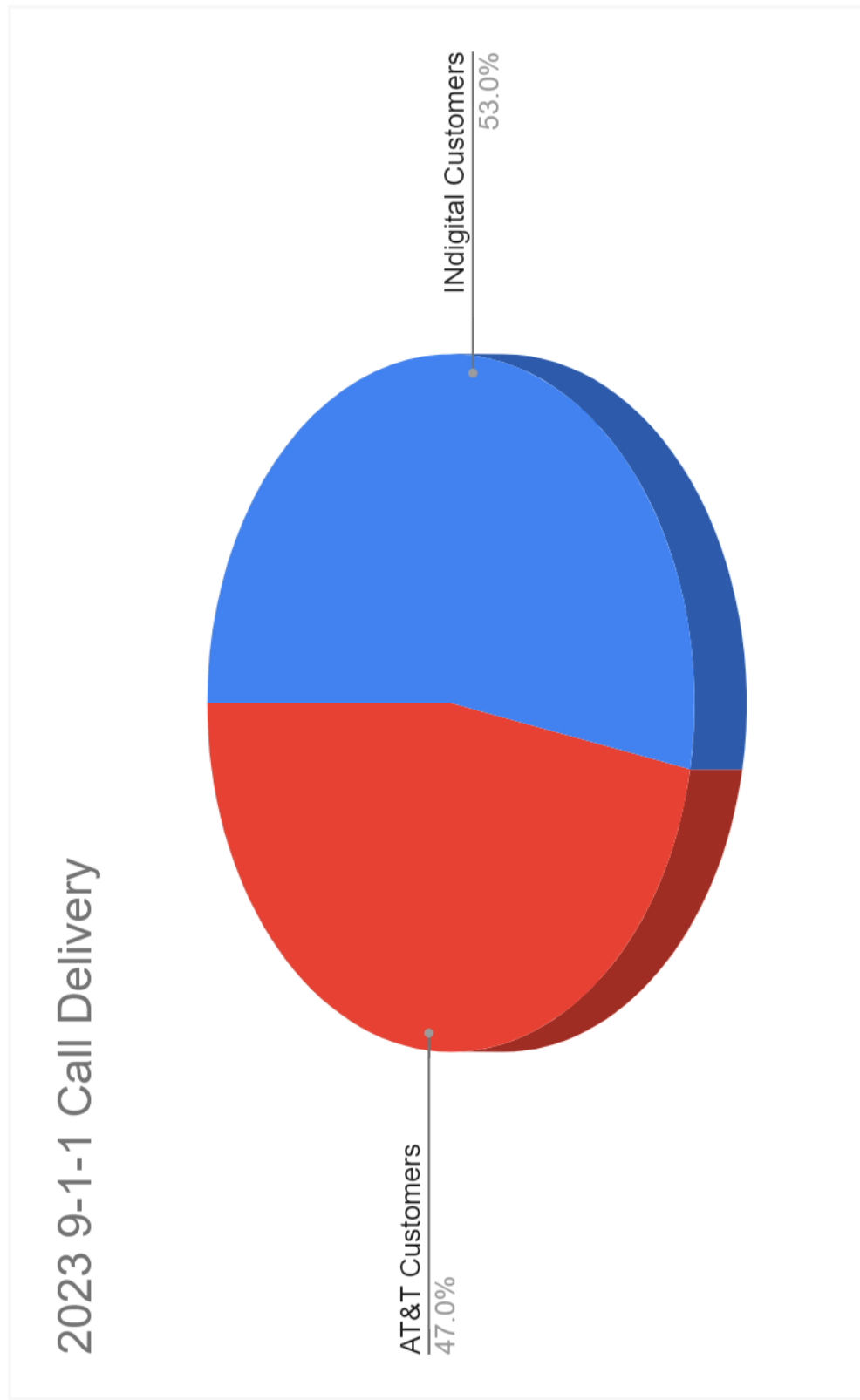
Wireless Calls Graphs

Graph D-1.1 Call volume for the fourth quarter of 2023.



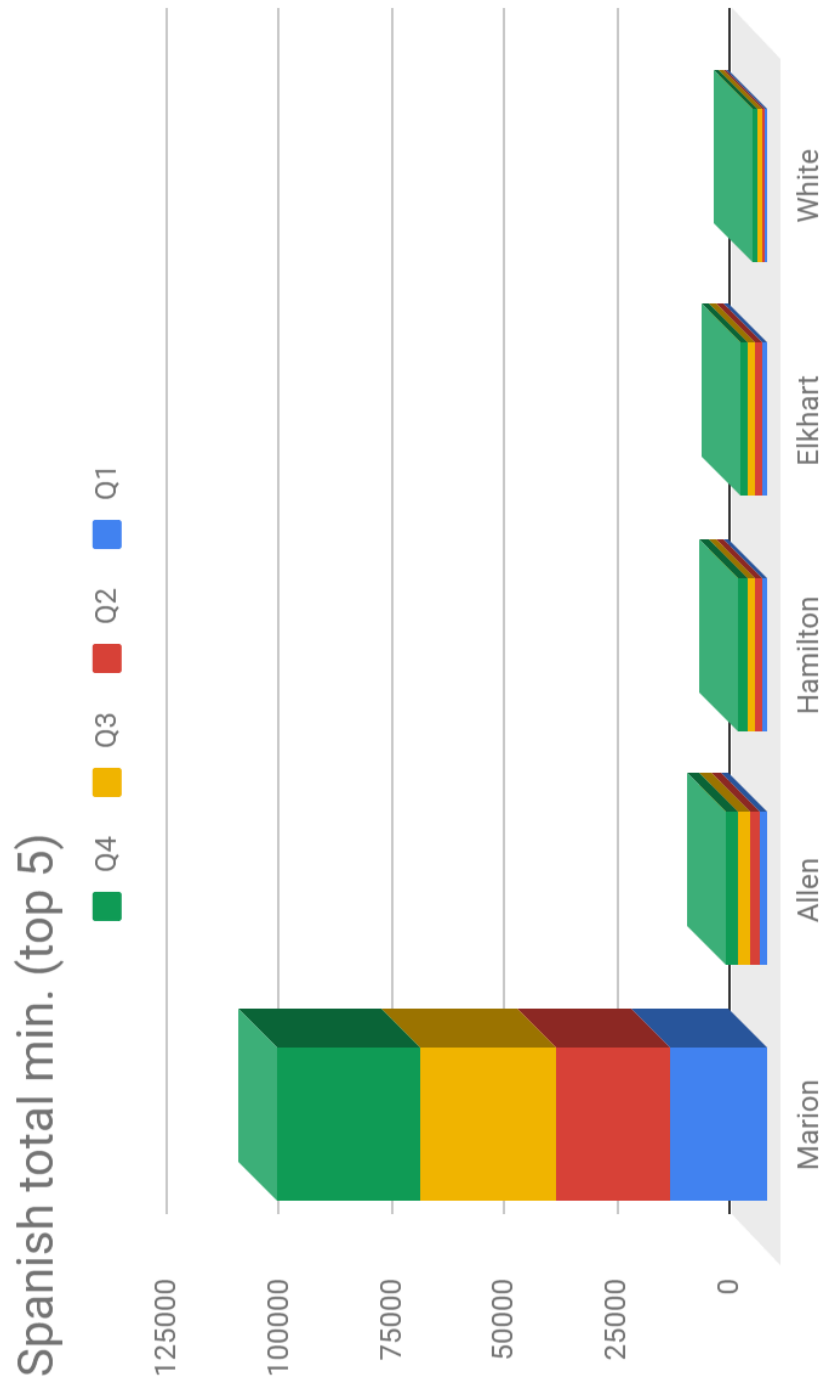


Graph D-1.3 INdigital voice call processing and delivery to destination.

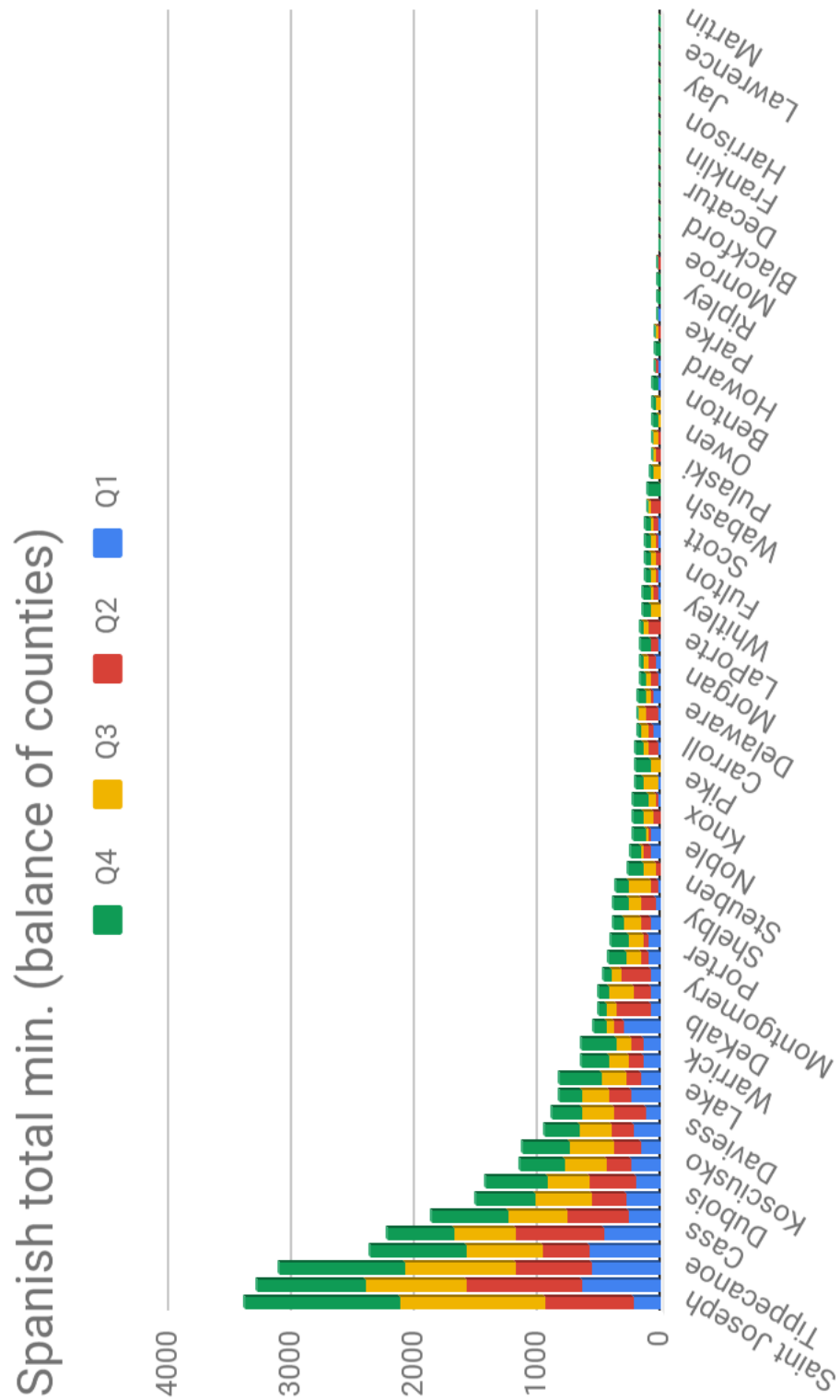


Translation Services Graphs

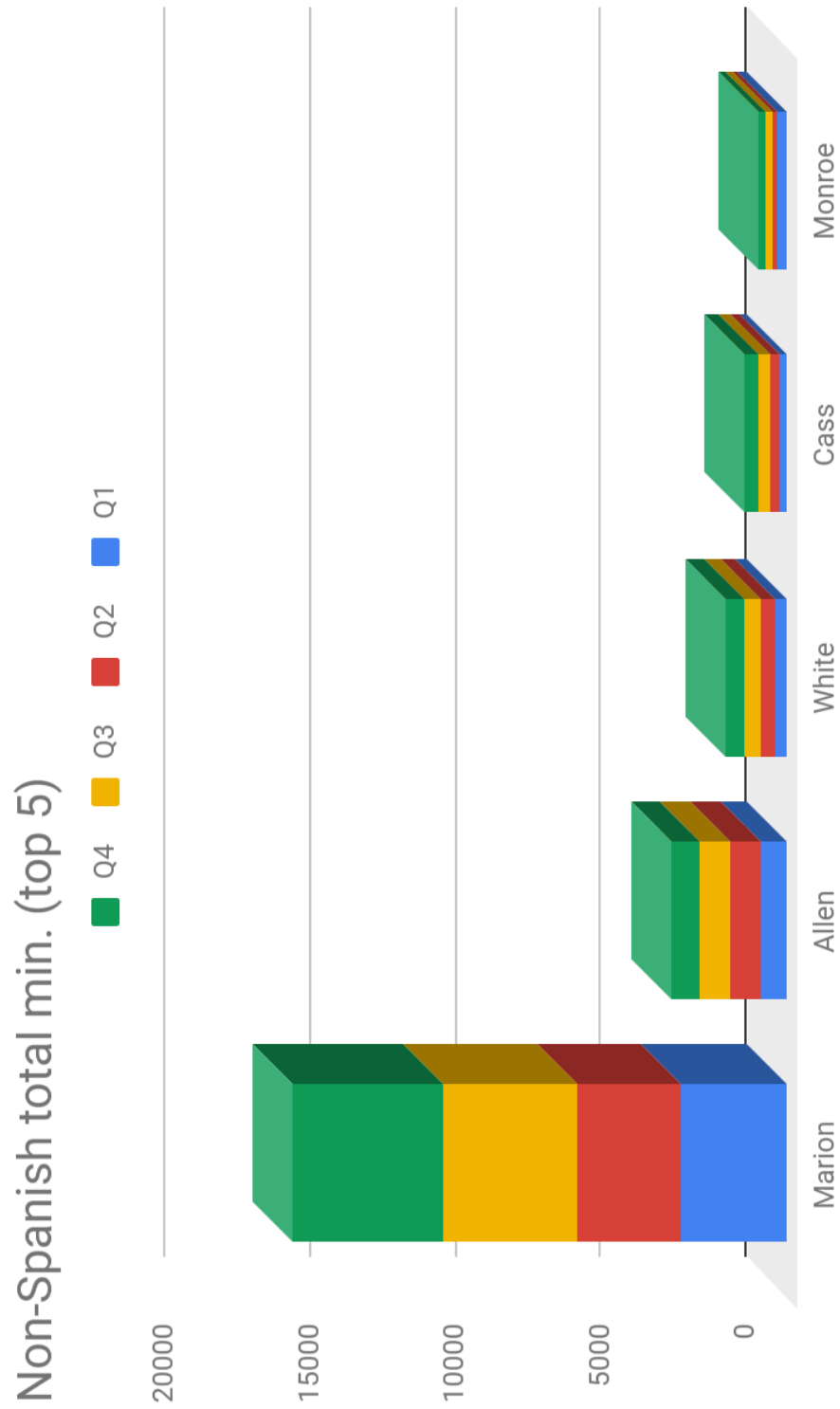
Graph E-1.1 Top 5 Spanish voice translation counties



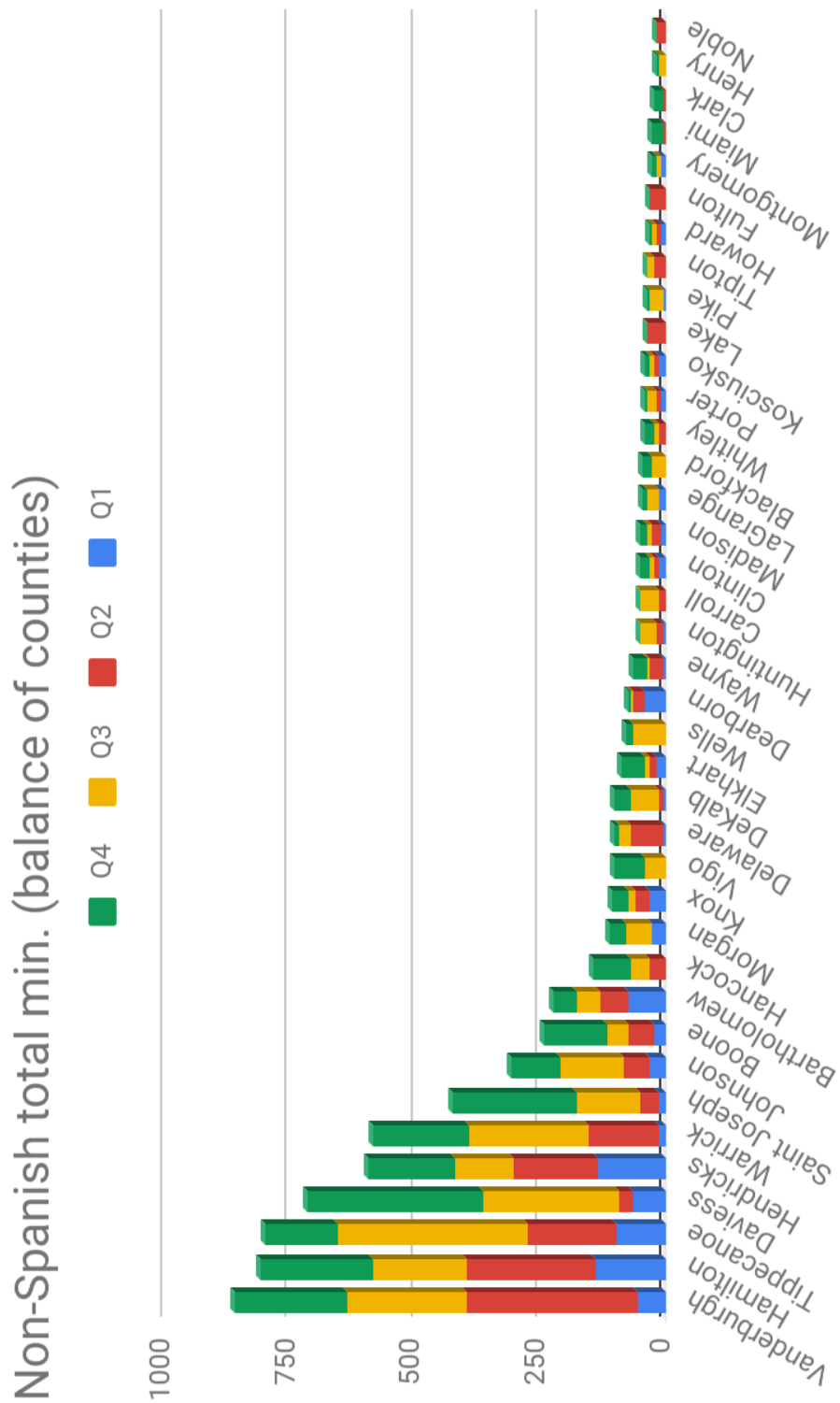
Graph E-1.2 Spanish voice translation, all other counties.



Graph E-1.3 Top 5 other languages voice translation.



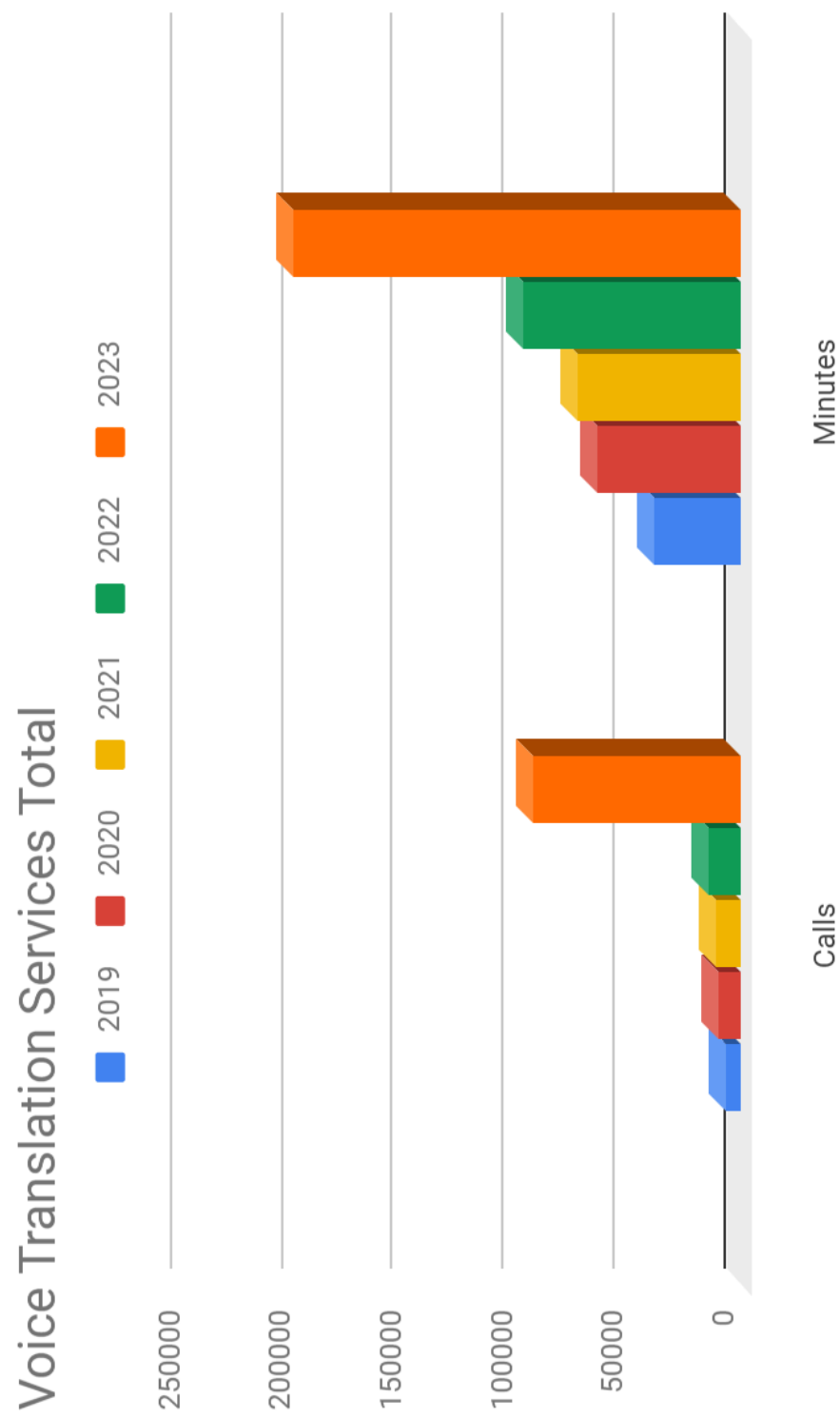
Graph E-1.4 Other languages voice translation, all other counties.



Graph E-1.5 Total occurrences of voice translation used in 2023.

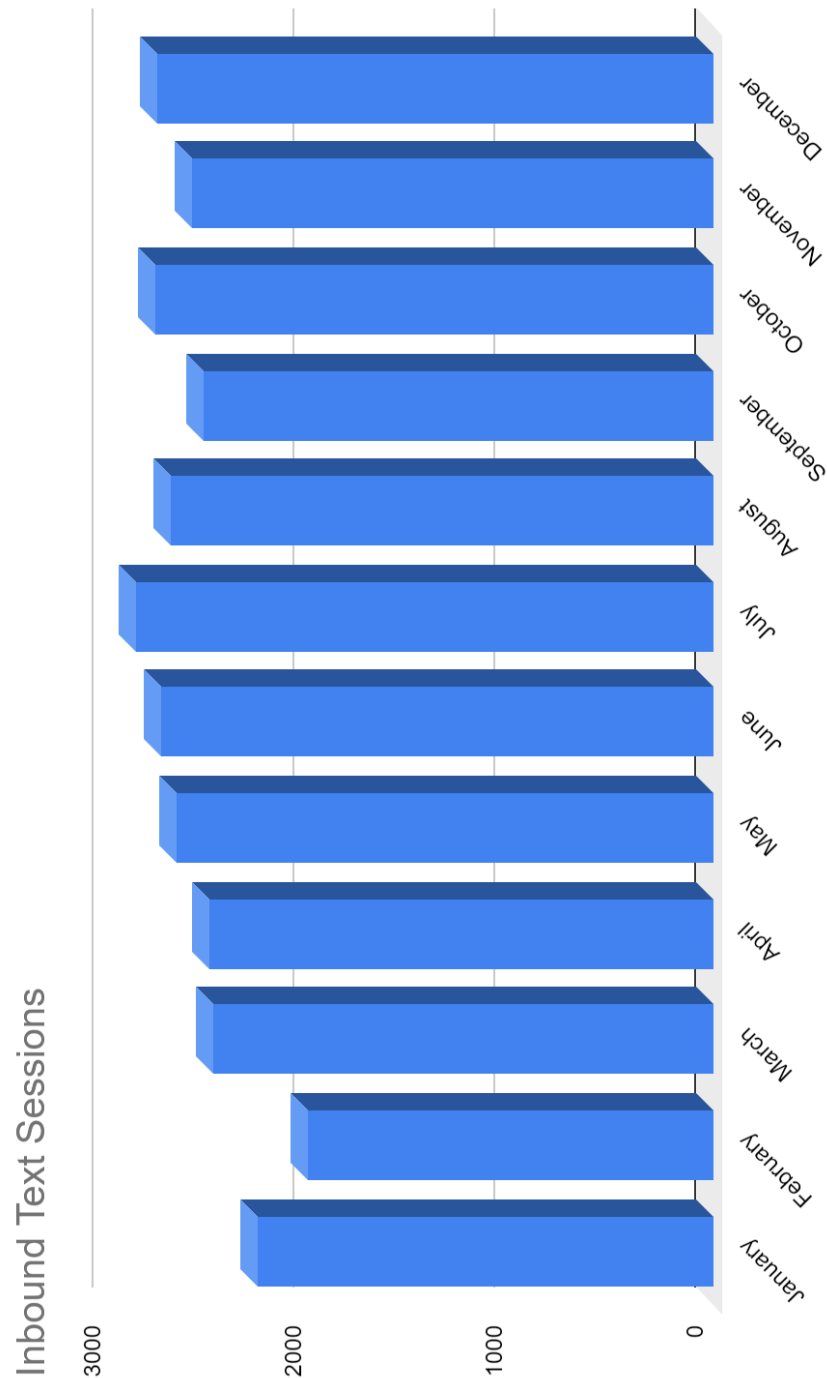
Language	Total	Language	Total
SPANISH	30,998	TURKISH	5
HAITIAN CREOLE	2,454	CANTONESE	4
BURMESE	504	CHIN FALAM	4
SWAHILI	217	LINGALA	4
FRENCH	184	CROATIAN	3
ARABIC	151	KHMER	3
MANDARIN	127	KUNAMA	3
PUNJABI	83	MACEDONIAN	3
KINYARWANDA	63	MONGOLIAN	3
HINDI	56	THAI	3
RUSSIAN	50	UZBEK	3
CHIN HAKHA	49	ALBANIAN	2
TIGRIGNA	44	DUTCH	2
PORTUGUESE	41	GUJARATI	2
PASHTO	37	LAOTIAN	2
VIETNAMESE	29	NEPALI	2
DARI	23	TAGALOG	2
JAPANESE	18	URDU	2
YORUBA	18	ARMENIAN	1
ROMANIAN	17	BOSNIAN	1
UKRAINIAN	16	FUZHOU	1
SOMALI	15	GEORGIAN	1
HAKKA-CHINA	14	GREEK	1
ITALIAN	14	HMONG	1
KOREAN	10	IGBO	1
AMHARIC	8	KAYAH	1
KAREN	8	MARSHALLESE	1
PORTUGUESE BRAZILIAN	8	OROMO	1
GERMAN	6	SERBIAN	1
FARSI	5	SUDANESE ARABIC	1
POLISH	5		

Graph E-1.6 Annual Translation Service.

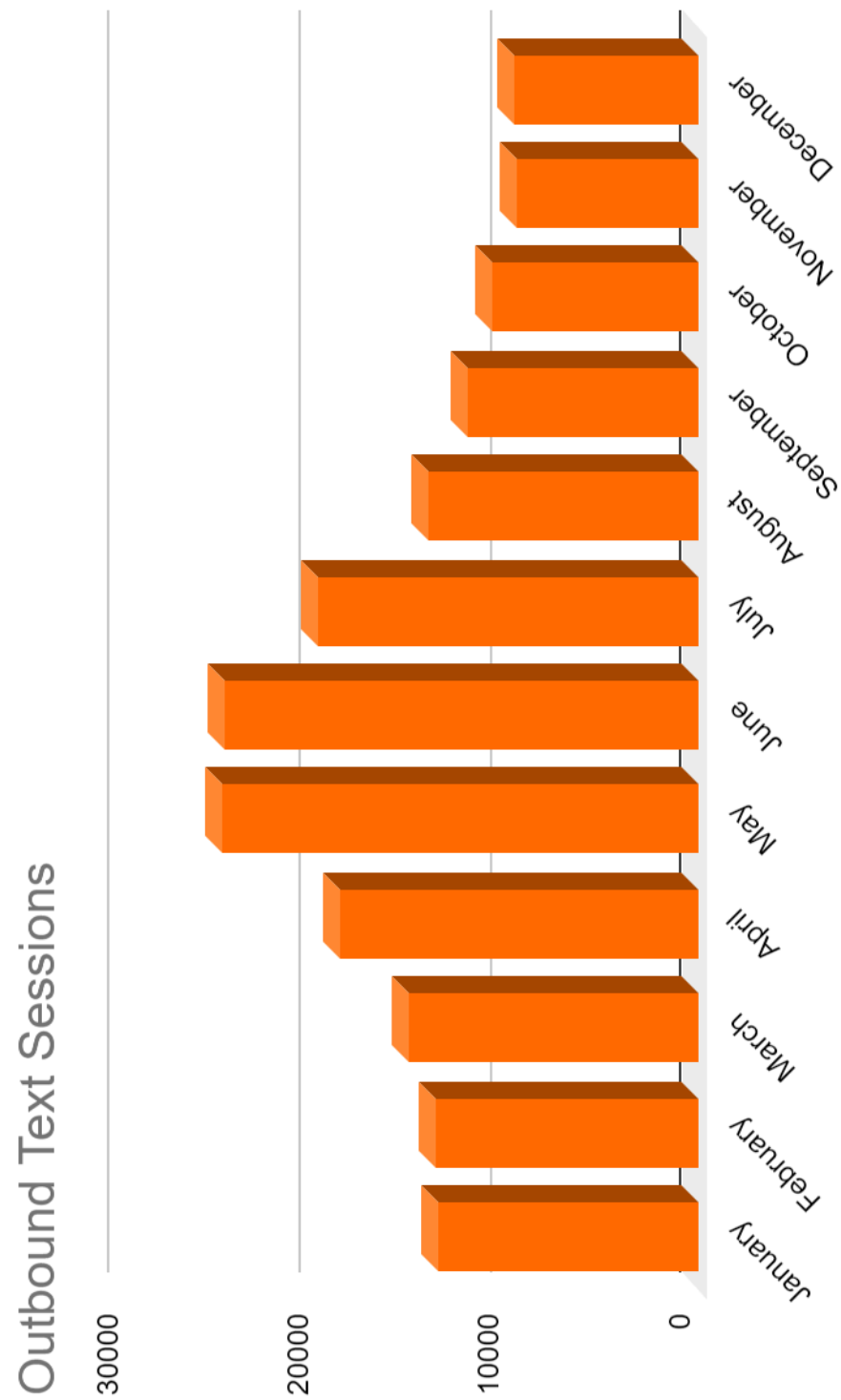


Texty Services Graphs

Graph F-1.1 All Inbound Text (to 911) by month.



Graph F-1.2 All Outbound Text (from 911) by month.



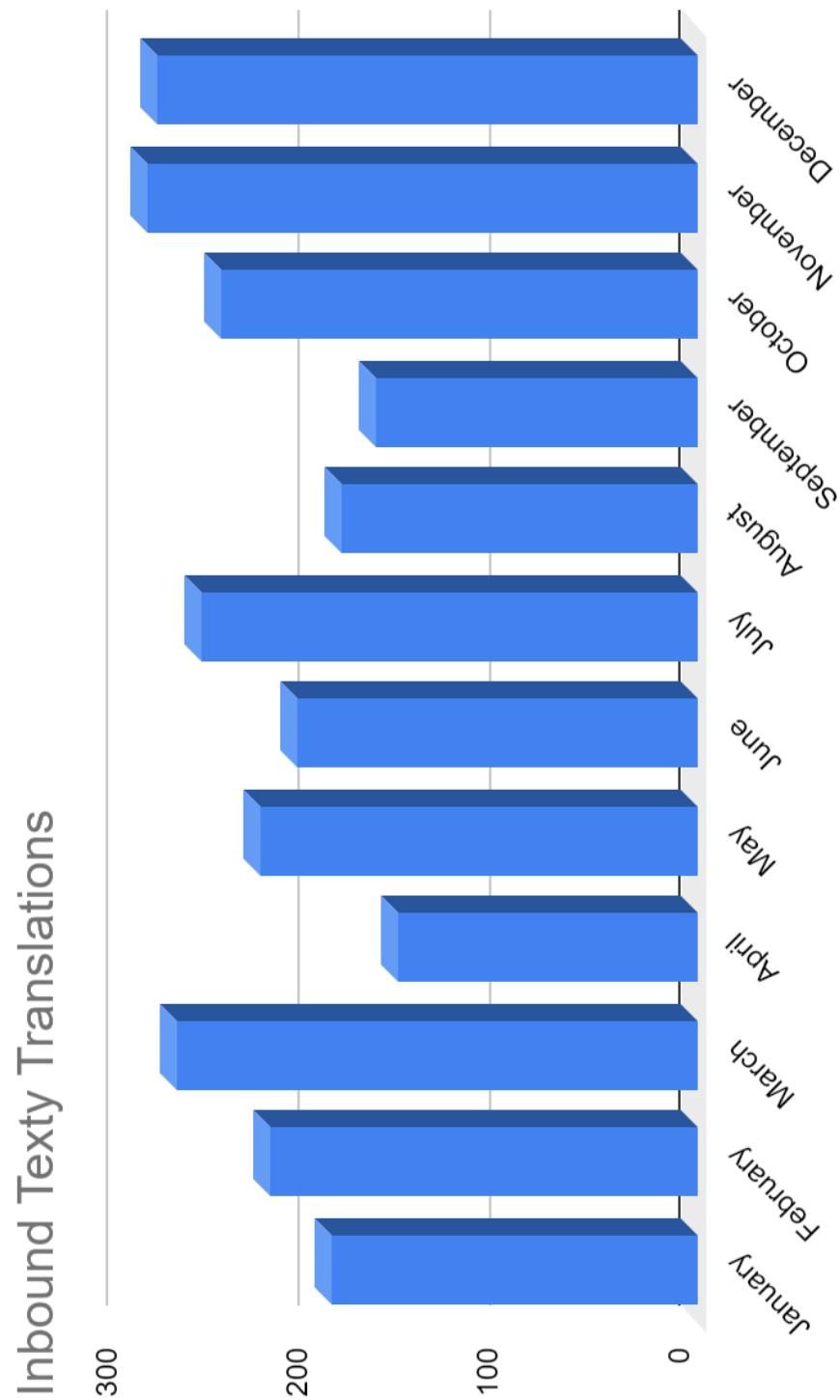
Graph F-1.3 All Inbound Text (to 911) by PSAP.

Inbound Text to 911	Q1 - 6,772	Q2 - 7,932	Q3 - 8,107	Q4 - 8,141
200 +				
Marion Co.Indy PD	4677			
Lake Station PD	3719			
Saint Joseph	3208			
Lake Co. Sheriffs Office	2469			
Delaware Co. Emer. Com. Center	1263			
Vanderburgh Co. Central Dispatch	1226			
Madison Co. Sheriffs Office	1029			
Porter Co.	906			
Allen Co. SD	866			
Vigo Co. 911	847			
Kendallville PD	763			
Hancock Co. EOC	652			
Grant Co. SD	592			
Elkhart Co. 911 Center	553			
Wayne Co. Emergency Communications	502			
Johnson Co. SD	468			
Morgan Co. 911	414			
Henry Co. Emergency Services	401			
Hamilton Co. Sheriffs Office Dispatch	370			
Monroe Co. Central Dispatch	328			
Hendricks Co. Communications Center	285			
Dearborn Co.	274			
Clark Co. 911 Center	252			
Lafayette PD	221			
Boone Co. SD	216			
Bartholomew Co. EOC	209			
60 - 199				
LaGrange Co. Communications	191			
Shelby Co. SD	187			
Putnam Co. Sheriffs Office	185			
Floyd Co. Sheriffs Department	167			
Randolph Co. Communications	158			
Scott Co. Emergency Communications	157			
Kosciusko Co.	135			
Howard Co. SD	133			
Gibson Co. SD	132			
Montgomery Co. / Crawfordville E911	130			
Owen Co. Sheriffs Office	112			
Lawrence Co. Sheriffs Office	104			
Brown Co. SD	101			
LaPorte Co. 911 Communications	93			
Jasper Co. Sheriffs Office	90			
Parke Co. 911	82			
Dubois Co. Communications Center	79			
Warrick Co. Sheriffs Office	77			
Tippecanoe Co. Sheriffs Office	73			
Miami Co. 911	71			
Jefferson Co. 911	67			
Daviess Co. 911	64			
Clinton Co. 911	61			
DeKalb Co. SD	60			
25 - 59				
Jackson Co. 911				
Mooreville PD				
Marshall Co. PD				
Harrison Co. SD Dispatch				
Knox Co. Dispatch Office				
Clay Co. Justice Center				
Huntington Co. Sheriffs Office				
Adams Co. Sheriffs Office				
Speedway Police				
Washington Co. Sheriffs Office				
Noble Co. SD				
Jasper PD				
Cass Co. E911				
Sullivan Co. 911				
Schererville PD				
Greene Co. Sheriffs Office				
Wells Co.				
Jennings Co. 911				
Union Co. 911				
Fayette Co. Communications				
Indigital telecom				
Posey Co. 911				
Decatur Co. SD				
Steuben Co. 911				
Blackford Co. Central Dispatch				
Switzerland Co. Communication				
Ripley Co. E-911 Communications				
Wabash Co. Central Dispatch				
White Co.				
60 - 199				
LaGrange Co. Communications				
Shelby Co. SD				
Putnam Co. Sheriffs Office				
Floyd Co. Sheriffs Department				
Randolph Co. Communications				
Scott Co. Emergency Communications				
Kosciusko Co.				
Howard Co. SD				
Gibson Co. SD				
Montgomery Co. / Crawfordville E911				
Owen Co. Sheriffs Office				
Lawrence Co. Sheriffs Office				
Brown Co. SD				
LaPorte Co. 911 Communications				
Jasper Co. Sheriffs Office				
Parke Co. 911				
Dubois Co. Communications Center				
Warrick Co. Sheriffs Office				
Tippecanoe Co. Sheriffs Office				
Miami Co. 911				
Jefferson Co. 911				
Daviess Co. 911				
Clinton Co. 911				
DeKalb Co. SD				
25 - 59				
Jackson Co. 911				
Mooreville PD				
Marshall Co. PD				
Harrison Co. SD Dispatch				
Knox Co. Dispatch Office				
Clay Co. Justice Center				
Huntington Co. Sheriffs Office				
Adams Co. Sheriffs Office				
Speedway Police				
Washington Co. Sheriffs Office				
Noble Co. SD				
Jasper PD				
Cass Co. E911				
Sullivan Co. 911				
Schererville PD				
Greene Co. Sheriffs Office				
Wells Co.				
Jennings Co. 911				
Union Co. 911				
Fayette Co. Communications				
Indigital telecom				
Posey Co. 911				
Decatur Co. SD				
Steuben Co. 911				
Blackford Co. Central Dispatch				
Switzerland Co. Communication				
Ripley Co. E-911 Communications				
Wabash Co. Central Dispatch				
White Co.				
25 - 59				
Jackson Co. 911				
Mooreville PD				
Marshall Co. PD				
Harrison Co. SD Dispatch				
Knox Co. Dispatch Office				
Clay Co. Justice Center				
Huntington Co. Sheriffs Office				
Adams Co. Sheriffs Office				
Speedway Police				
Washington Co. Sheriffs Office				
Noble Co. SD				
Jasper PD				
Cass Co. E911				
Sullivan Co. 911				
Schererville PD				
Greene Co. Sheriffs Office				
Wells Co.				
Jennings Co. 911				
Union Co. 911				
Fayette Co. Communications				
Indigital telecom				
Posey Co. 911				
Decatur Co. SD				
Steuben Co. 911				
Blackford Co. Central Dispatch				
Switzerland Co. Communication				
Ripley Co. E-911 Communications				
Wabash Co. Central Dispatch				
White Co.				
25 - 59				
Jackson Co. 911				
Mooreville PD				
Marshall Co. PD				
Harrison Co. SD Dispatch				
Knox Co. Dispatch Office				
Clay Co. Justice Center				
Huntington Co. Sheriffs Office				
Adams Co. Sheriffs Office				
Speedway Police				
Washington Co. Sheriffs Office				
Noble Co. SD				
Jasper PD				
Cass Co. E911				
Sullivan Co. 911				
Schererville PD				
Greene Co. Sheriffs Office				
Wells Co.				
Jennings Co. 911				
Union Co. 911				
Fayette Co. Communications				
Indigital telecom				
Posey Co. 911				
Decatur Co. SD				
Steuben Co. 911				
Blackford Co. Central Dispatch				
Switzerland Co. Communication				
Ripley Co. E-911 Communications				
Wabash Co. Central Dispatch				
White Co.				
25 - 59				
Jackson Co. 911				
Mooreville PD				
Marshall Co. PD				
Harrison Co. SD Dispatch				
Knox Co. Dispatch Office				
Clay Co. Justice Center				
Huntington Co. Sheriffs Office				
Adams Co. Sheriffs Office				
Speedway Police				
Washington Co. Sheriffs Office				
Noble Co. SD				
Jasper PD				
Cass Co. E911				
Sullivan Co. 911				
Schererville PD				
Greene Co. Sheriffs Office				
Wells Co.				
Jennings Co. 911				
Union Co. 911				
Fayette Co. Communications				
Indigital telecom				
Posey Co. 911				
Decatur Co. SD				
Steuben Co. 911				
Blackford Co. Central Dispatch				
Switzerland Co. Communication				
Ripley Co. E-911 Communications				
Wabash Co. Central Dispatch				
White Co.				
25 - 59				
Jackson Co. 911				
Mooreville PD				
Marshall Co. PD				
Harrison Co. SD Dispatch				
Knox Co. Dispatch Office				
Clay Co. Justice Center				
Huntington Co. Sheriffs Office				
Adams Co. Sheriffs Office				
Speedway Police				
Washington Co. Sheriffs Office				
Noble Co. SD				
Jasper PD				
Cass Co. E911				
Sullivan Co. 911				
Schererville PD				
Greene Co. Sheriffs Office				
Wells Co.				
Jennings Co. 911				
Union Co. 911				
Fayette Co. Communications				
Indigital telecom				
Posey Co. 911				
Decatur Co. SD				
Steuben Co. 911				
Blackford Co. Central Dispatch				
Switzerland Co. Communication				
Ripley Co. E-911 Communications				
Wabash Co. Central Dispatch				
White Co.				
25 - 59				
Jackson Co. 911				
Mooreville PD				
Marshall Co. PD				
Harrison Co. SD Dispatch				
Knox Co. Dispatch Office				
Clay Co. Justice Center				
Huntington Co. Sheriffs Office				
Adams Co. Sheriffs Office				
Speedway Police				
Washington Co. Sheriffs Office				
Noble Co. SD				
Jasper PD				
Cass Co. E911				
Sullivan Co. 911				
Schererville PD				
Greene Co. Sheriffs Office				
Wells Co.				
Jennings Co. 911				
Union Co. 911				
Fayette Co. Communications				
Indigital telecom				
Posey Co. 911				
Decatur Co. SD				
Steuben Co. 911				
Blackford Co. Central Dispatch				
Switzerland Co. Communication				
Ripley Co. E-911 Communications				
Wabash Co. Central Dispatch				
White Co.				
25 - 59				
Jackson Co. 911				
Mooreville PD				
Marshall Co. PD				
Harrison Co. SD Dispatch				
Knox Co. Dispatch Office				
Clay Co. Justice Center				
Huntington Co. Sheriffs Office				
Adams Co. Sheriffs Office				
Speedway Police				
Washington Co. Sheriffs Office				
Noble Co. SD				
Jasper PD				
Cass Co. E911				
Sullivan Co. 911				
Schererville PD				
Greene Co. Sheriffs Office				
Wells Co.				
Jennings Co. 911				
Union Co. 911				
Fayette Co. Communications				
Indigital telecom				
Posey Co. 911				
Decatur Co. SD				
Steuben Co. 911				
Blackford Co. Central Dispatch				
Switzerland Co. Communication				
Ripley Co. E-911 Communications				
Wabash Co. Central Dispatch				
White Co.				
25 - 59				
Jackson Co. 911				
Mooreville PD				
Marshall Co. PD				
Harrison Co. SD Dispatch				
Knox Co. Dispatch Office				
Clay Co. Justice Center				
Huntington Co. Sheriffs Office				
Adams Co. Sheriffs Office				
Speedway Police				
Washington Co. Sheriffs Office				
Noble Co. SD				
Jasper PD				
Cass Co. E911				
Sullivan Co. 911				
Schererville PD				
Greene Co. Sheriffs Office				
Wells Co.				
Jennings Co. 911				
Union Co. 911				
Fayette Co. Communications				
Indigital telecom				
Posey Co. 911				
Decatur Co. SD				
Steuben Co. 911				
Blackford Co. Central Dispatch				
Switzerland Co. Communication				
Ripley Co. E-911 Communications				
Wabash Co. Central Dispatch				
White Co.				
25 - 59				
Jackson Co. 911				
Mooreville PD				
Marshall Co. PD				
Harrison Co. SD Dispatch				
Knox Co. Dispatch Office				
Clay Co. Justice Center				
Huntington Co. Sheriffs Office				
Adams Co. Sheriffs Office				
Speedway Police				
Washington Co. Sheriffs Office				
Noble Co. SD				
Jasper PD				
Cass Co. E911				
Sullivan Co. 911				
Schererville PD				
Greene Co. Sheriffs Office				
Wells Co.				
Jennings Co. 911				
Union Co. 911				
Fayette Co. Communications				

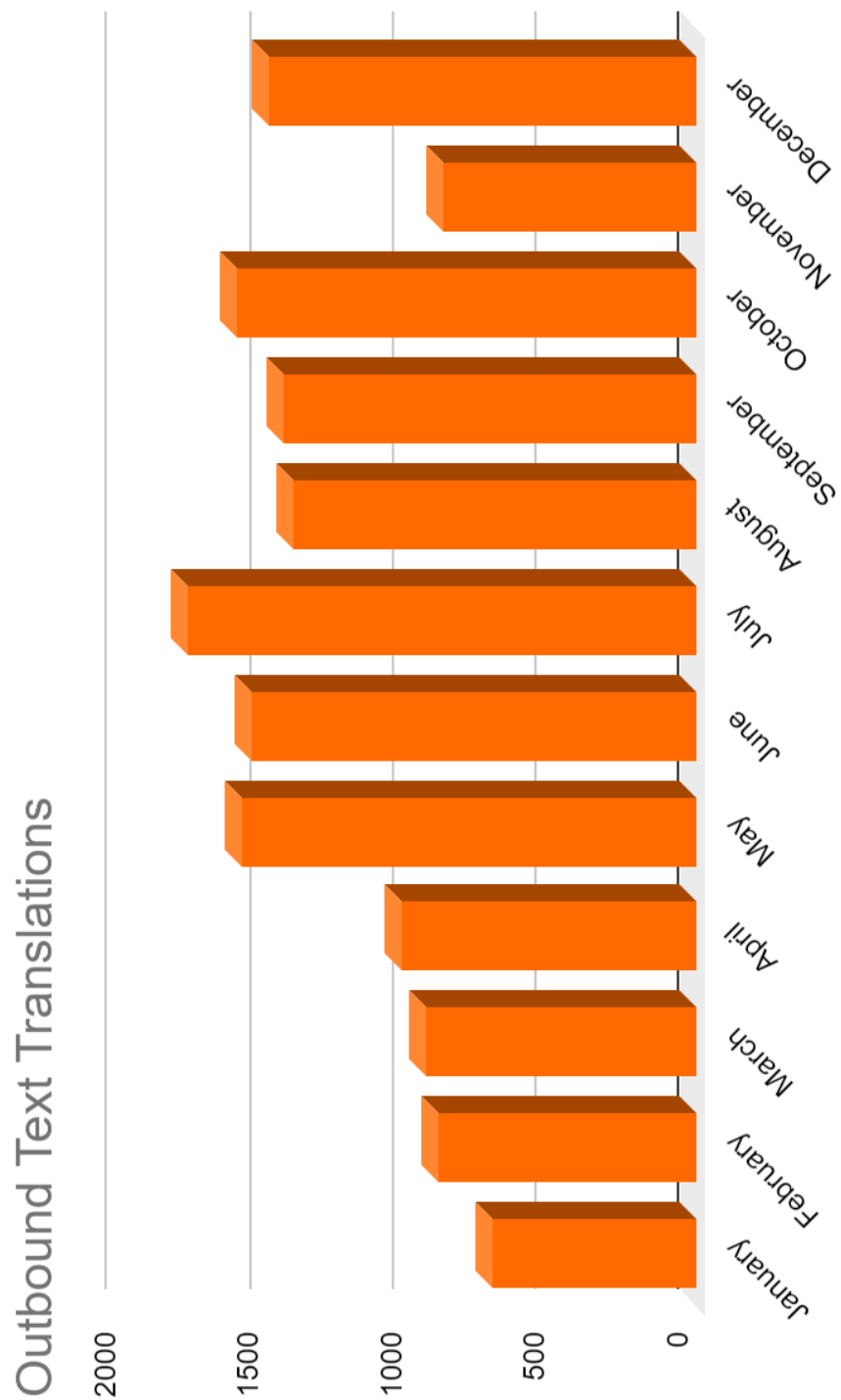
Graph F-1.4 All Outbound Text (from 911) by PSAP.

Outbound Text from 911		Q1 - 42,496		Q2 - 68,553		Q3 - 46,082		Q4 - 29,820	
1300 +		500 - 1299		150 - 499		< 150			
Saint Joseph	17174	Kosciusko Co.	1299	Indy Airport Authority	461	Fayette Co. Communications	144		
Hamilton Co. Sheriffs Office Dispatch	13756	White Co.	1247	West Lafayette PD	444	Benton Co. Sheriffs Office	142		
Allen Co. SD	10412	Scott Co. Emergency Communications	1117	LaPorte Co. 911 Communications	438	Batesville PD	135		
Elkhart Co. 911 Center	9767	Scherville PD	1114	Floyd Co. Sheriff's Department	411	ISP Seymour	132		
Lake Station PD	9038	Marion Co.Indy PD	1036	Greene Co. Sheriffs Office	409	Warrick Co. Sheriffs Office	127		
Lake Co. Sheriffs Office	7914	Dubois Co. Communications Center	1033	Randolph Co. Communications	409	Perry Co.	122		
Monroe Co. Central Dispatch	7822	Madison Co. Sheriffs Office	1023	Crawford Co. Central Dispatch	408	Tippecanoe Co. Sheriffs Office	121		
Clark Co. 911 Center	7244	Cass Co. E911	990	ISP Indianapolis Post	367	Jackson Co. 911	120		
Bartholomew Co. EOC	6536	DeKalb Co. SD	984	Pulaski Co. Sheriffs Office	365	Martin Co. SD	118		
Porter Co.	6477	Henry Co. Emergency Services	975	Jay Co. SD	363	Howard Co. SD	99		
Wayne Co. Emergency Communications Center	5976	Jennings Co. 911	964	Sullivan Co. 911	356	Kings Daughter Hospital	99		
Elkhart Co Command Vehicle	5441	Lawrence Co. Sheriffs Office	816	Washington Co. Sheriffs Office	346	Orange Co. SD	98		
Vanderburgh Co. Central Dispatch	5223	Decatur Co. SD	809	Newton Co. 911	339	New Haven PD	89		
Vigo Co. 911	4034	Noble Co. SD	809	Owen Co. Sheriffs Office	330	Punam Co. Sheriffs Office	67		
Hendricks Co. Communications Center	3367	Purdue University PD	757	Jasper Co. Sheriffs Office	329	Columbia City Communications Center	61		
Montgomery Co. / Crawfordsville E911	3052	Miami Co. 911	753	Carroll Co. E911	326	Lowell SP Post 13	61		
Grant Co. SD	3043	New Albany City Dispatch	749	Jasper PD	302	Posey Co. 911	60		
Lafayette PD	2955	Huntington Co. Sheriffs Office	737	Switzerland Co. Communication	288	Davess Co. 911	55		
Hancock Co. EOC	2772	Adams Co. Sheriffs Office	733	Brown Co. SD	261	Harrison Co. SD Dispatch	41		
Boone Co. SD	2546	Whitley Co. Communications Center	729	Parke Co. 911	249	ISP Versailles Post 42	41		
LaGrange Co. Communications	2463	Marshall Co. PD	686	Mooreville PD	236	IU PD	40		
Wabash Co. Central Dispatch	2049	Linton PD	677	Speedway Police	215	Seymour PD	36		
Wells Co.	1768	Jefferson Co. 911	637	Elkhart City PD	214	Indigital telecom	23		
Morgan Co. 911	1582	Ripley Co. E-911 Communications	631	Rush Co. SD	205	ISP Fort Wayne Post 22	18		
Clinton Co. 911	1553	Johnson Co. SD	626	Union Co. 911	184	Gibson Co. SD	11		
Spencer Co. 911	1506	Franklin Co. Communications E-911	613	Blackford Co. Central Dispatch	168	BeechGrove PD	10		
Shelby Co. SD	1503	Delaware Co. Emer. Center	602	Kendallville PD	166	Pike Co. Sheriffs Office	10		
Steuben Co. 911	1421	Fountain/Warren Co. Regional Dispatch C	599	Knox Co. Dispatch Office	165	ISP Toll Road Post 21	9		
Dearborn Co.	1380	Starke Co. Sheriffs Office	583	Tipton Co. E911	154	Vermilion Co. Sheriff's Office	8		
		Fulton Co. Communications	581	Ohio Co. Communications	151	ISP Bloomington Post 33	4		
		Lawrence PD	560			Rushville PD	3		
		Clay Co. Justice Center	545						

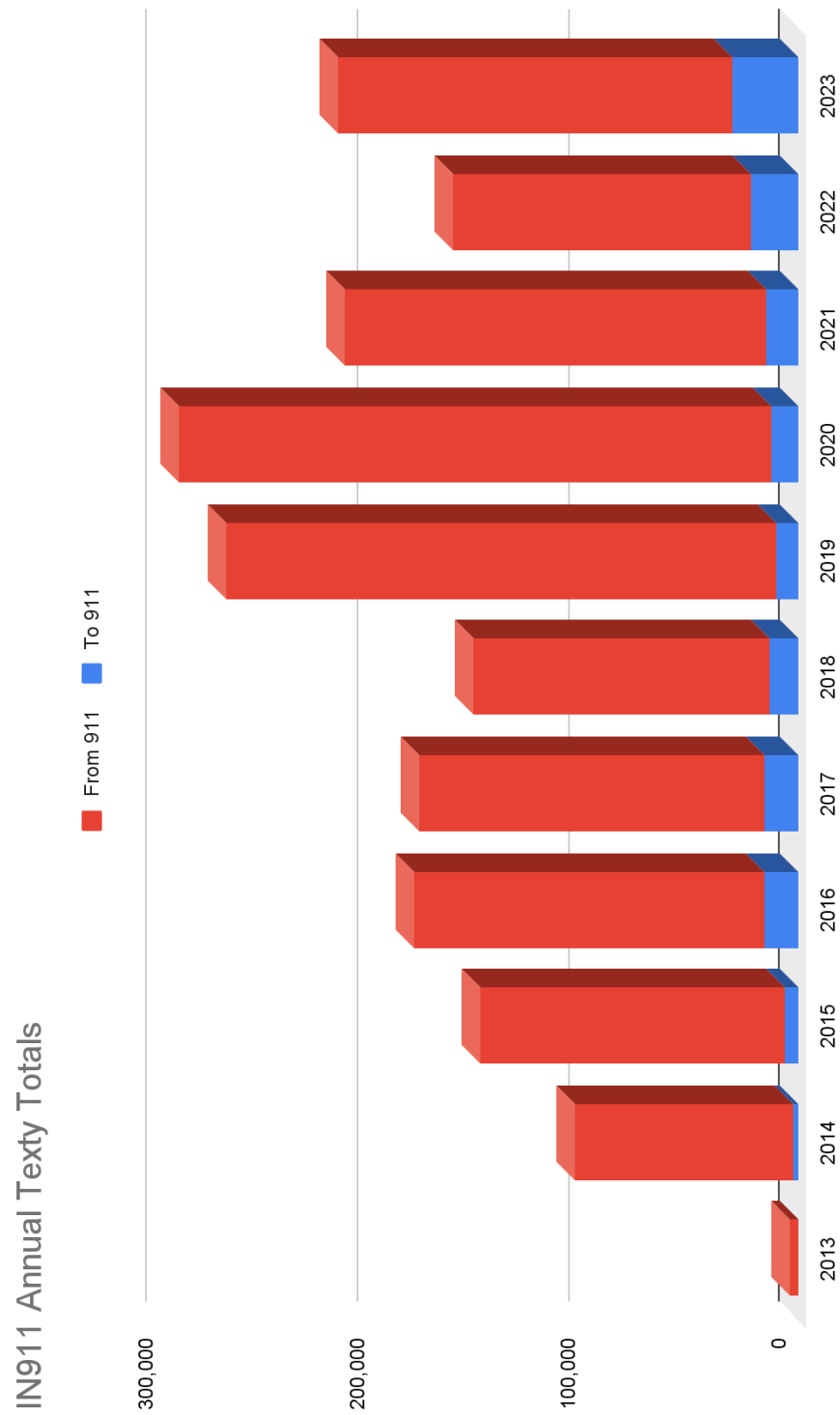
Graph F-1.5 All Inbound Text Translations.



Graph F-1.6 All Outbound Text Translations.

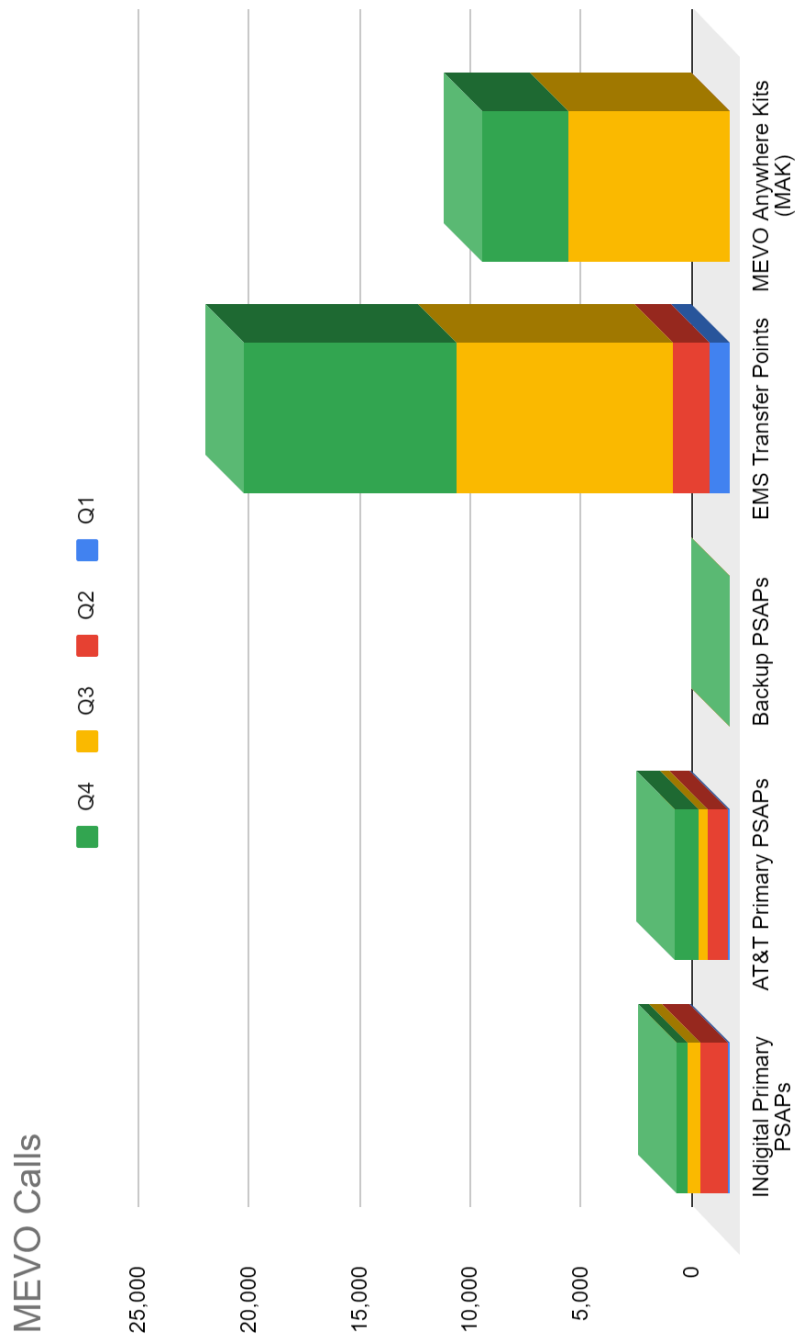


Graph F-1.7 Annual Texty Totals



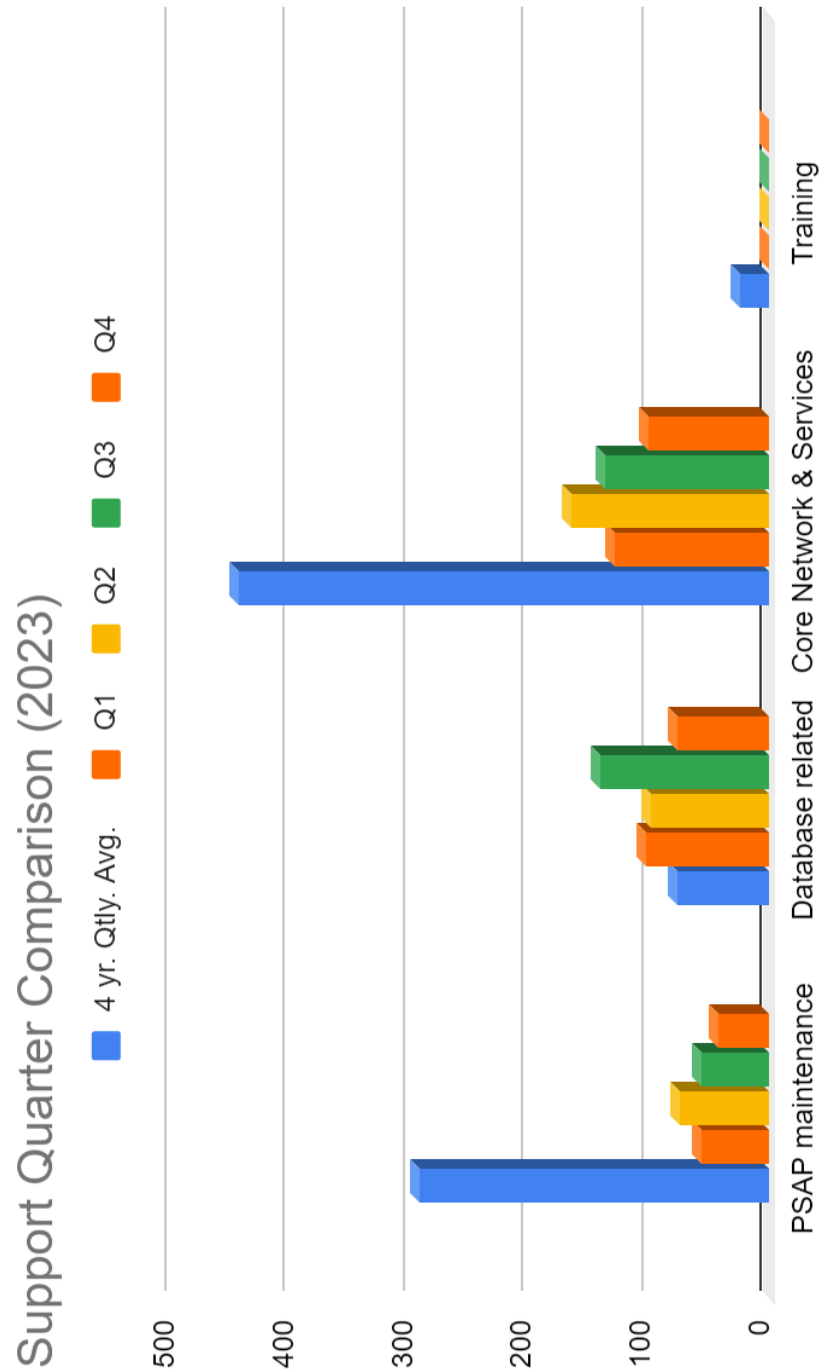
MEVO Graphs

Graph G-1.1 MEVO quarterly inbound call totals.

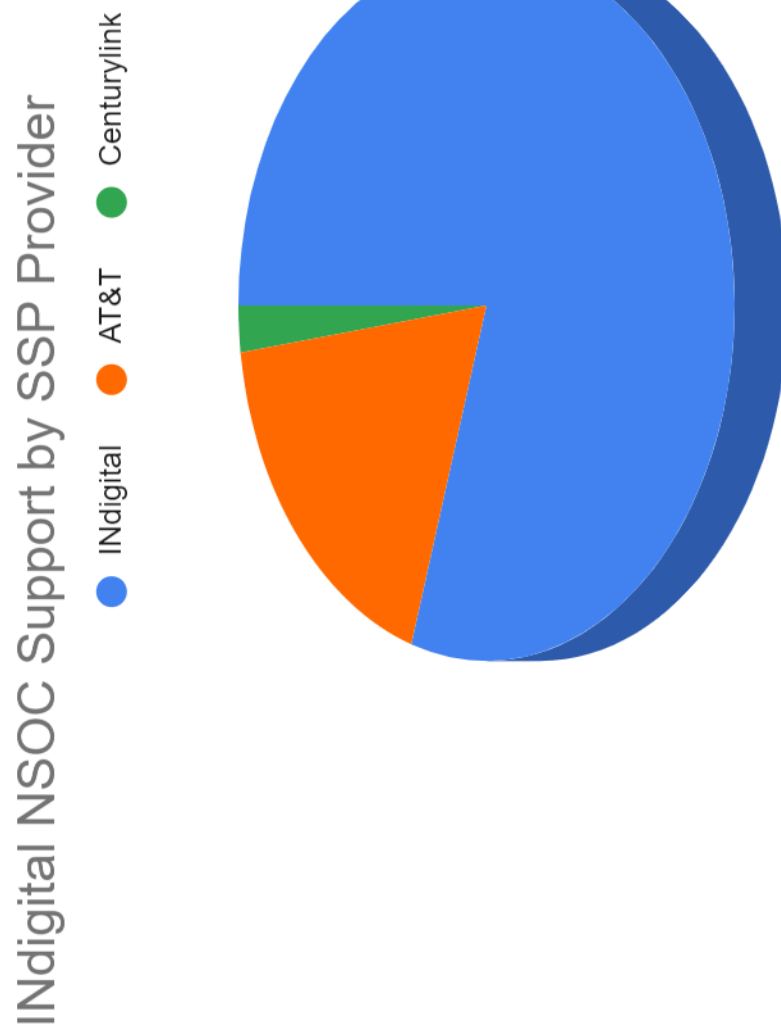


Help Desk Ticket Analysis Graphs

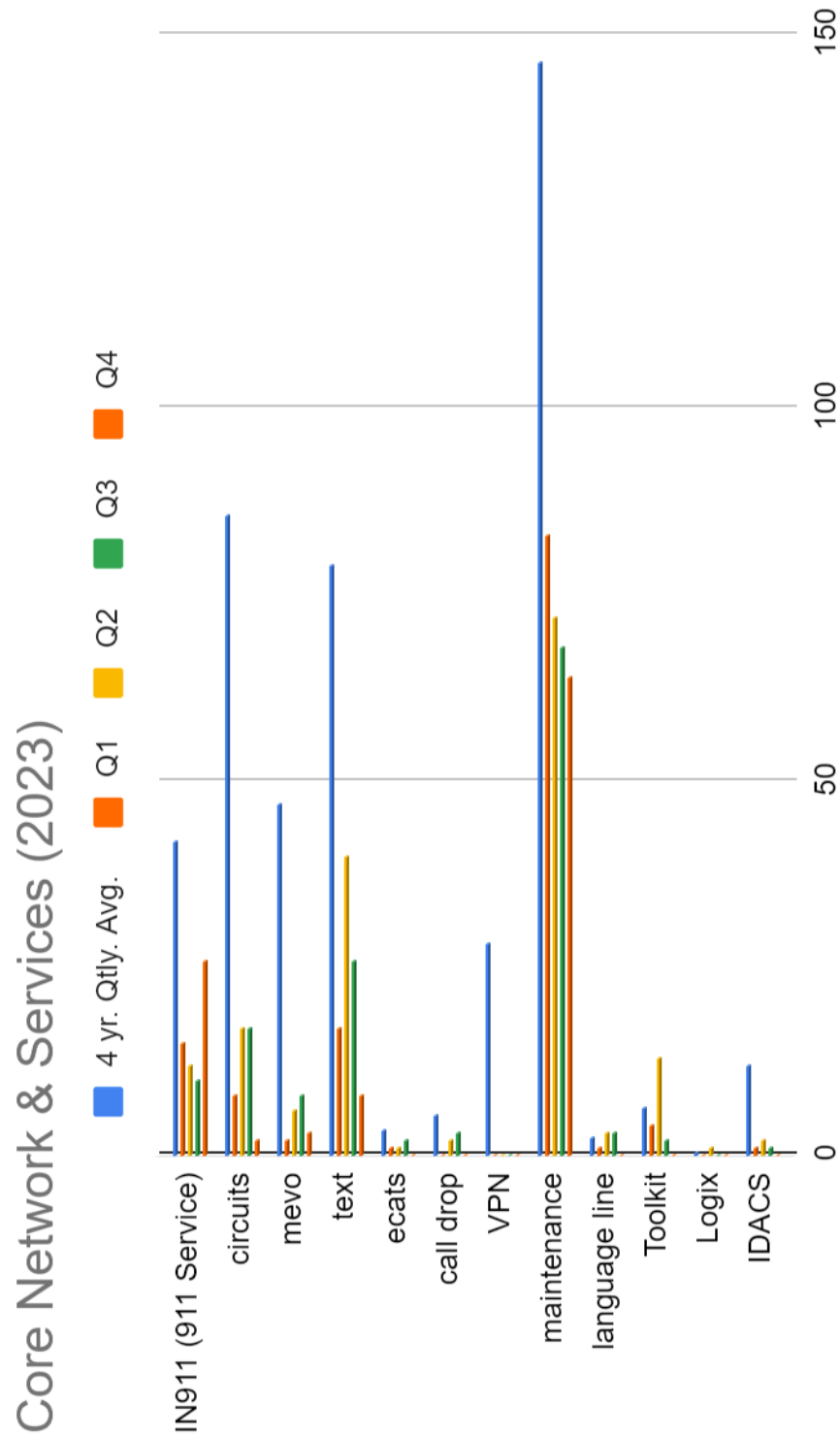
Graph J-1.1 Quarterly totals of trouble tickets for core support.



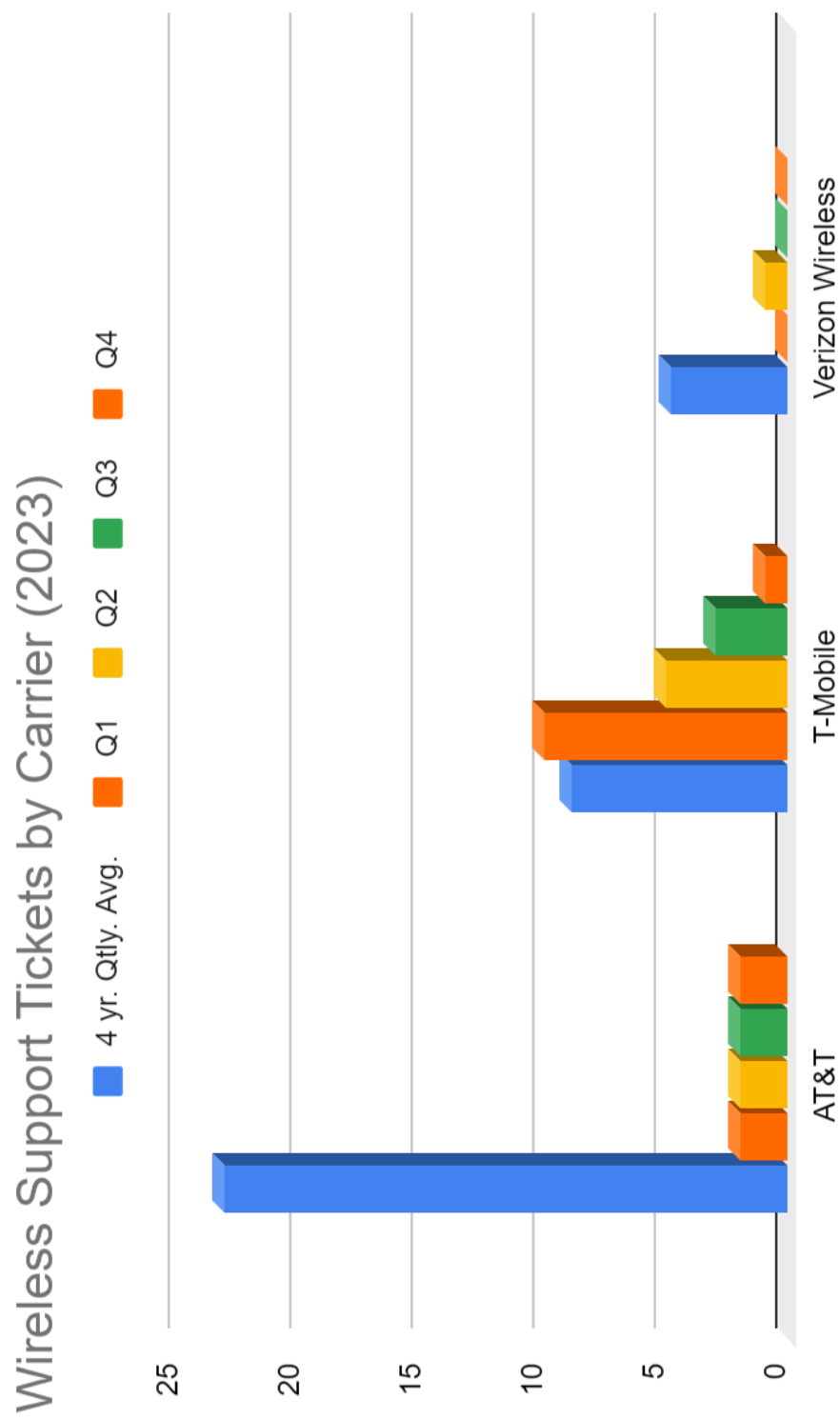
Graph J-1.2 Quarterly support tickets by type.



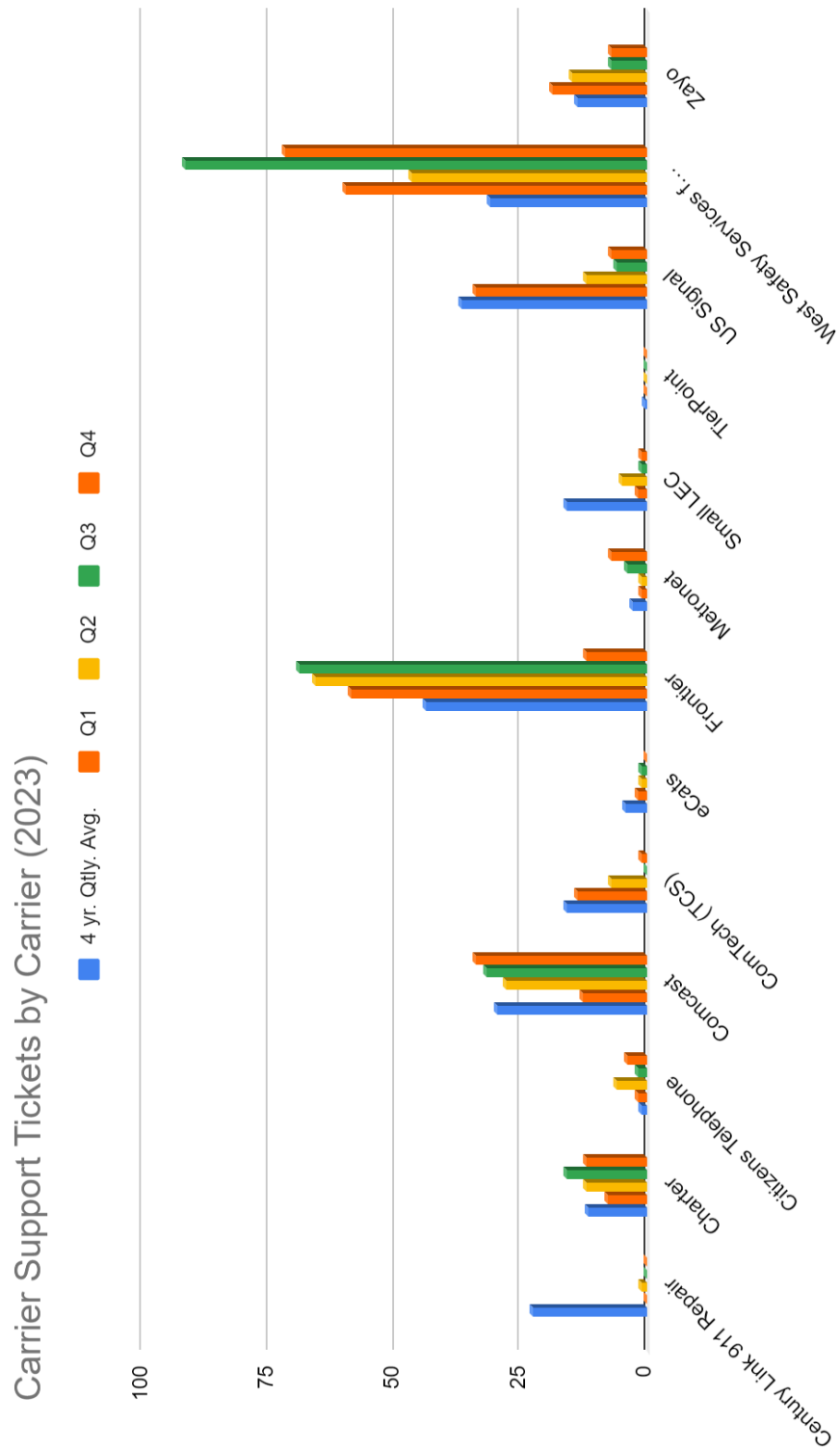
Graph J-1.3 Tickets by service request.



Graph J-1.4 Quarterly totals of carrier support tickets.

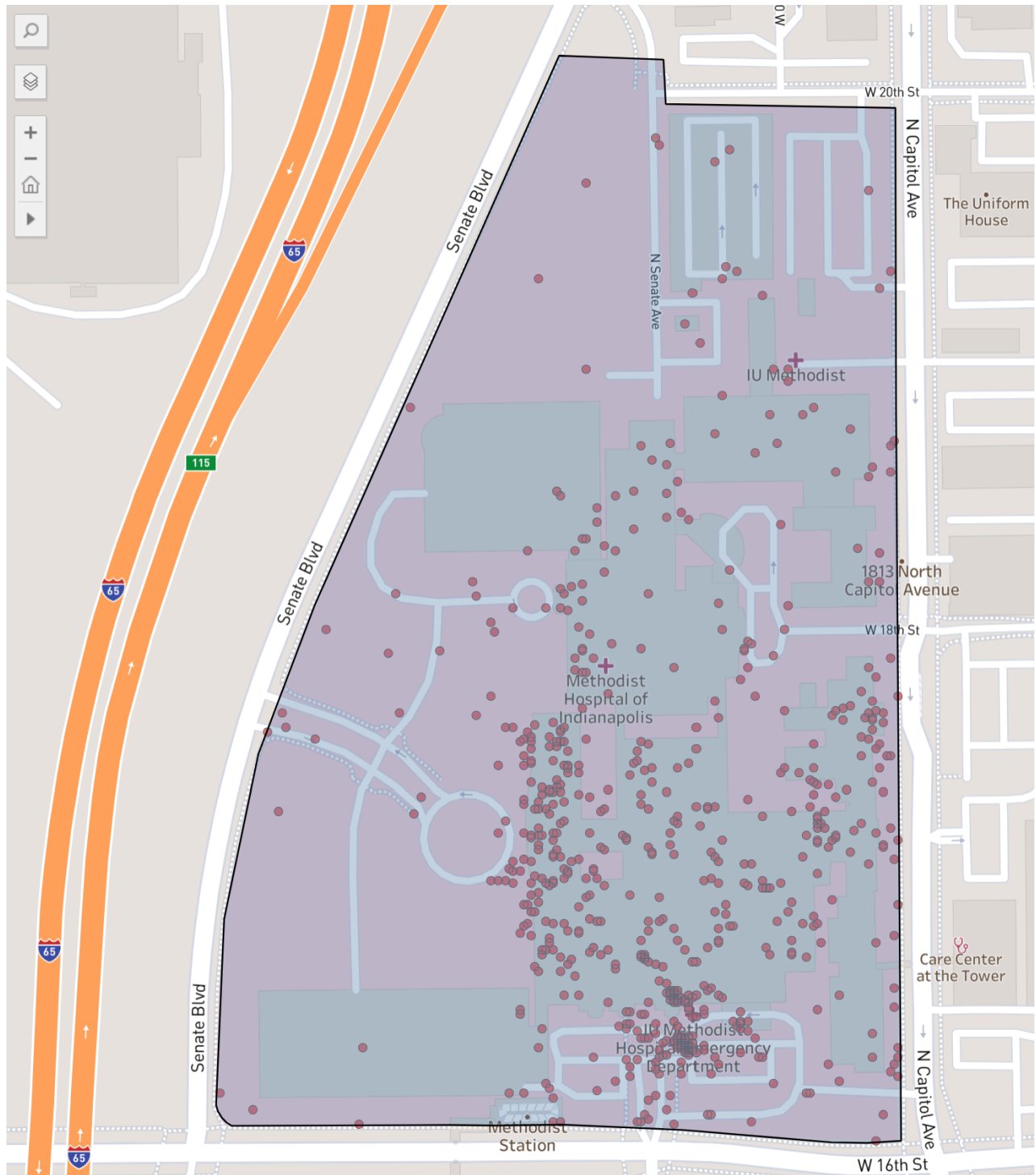


Graph J-1.5 Quarterly totals of carrier support tickets.

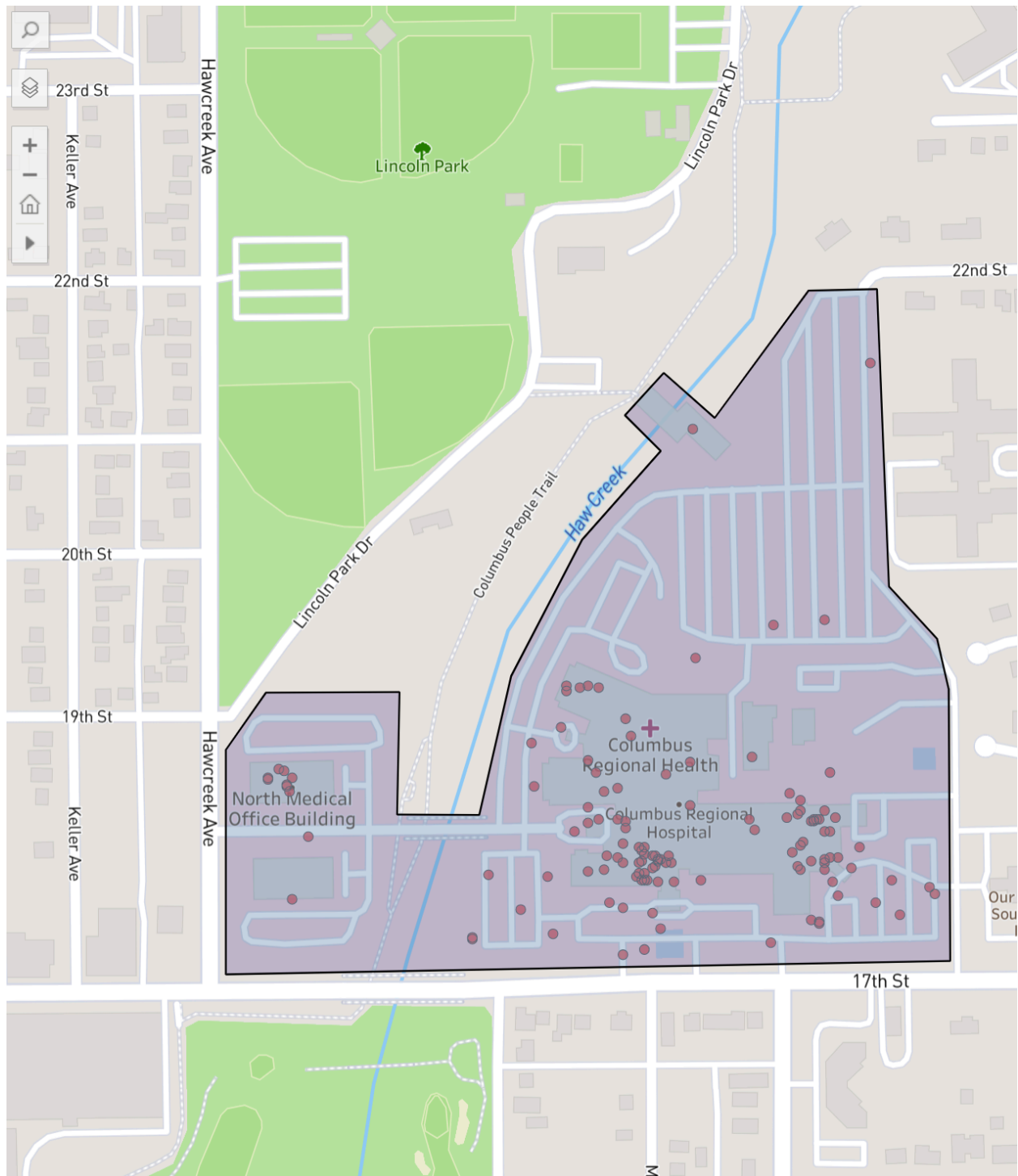


Event Analysis Graphs

Graph K-1.1 IU Health Methodist Hospital



Graph K-1.2 Columbus Regional Hospital





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