

January 1 - March 31, 2021

2021 BOARD REPORT

Indiana IN911 Next Generation Emergency Network



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IN911 G-19 ESiNet Summary

(Please refer to graph A-1.1 in the appendix)

Work with AT&T on the Emergency Services Network to Network Interface (ES-NNI) will be wrapping up at the end of the second quarter. The project's goals were moving wireless call delivery from legacy trunks (SS7) to the Internet Protocol (IP) ES-NNI. The results are improved call delivery, better quality of service, and lower costs. Included in the appendix of this report is a map of the progress made moving the wireless call delivery for AT&T counties from legacy SS7 trunks to the ES-NNI ethernet connections.

In the upcoming months we will be working with 911 Authority for the IN911 Independent Verification and Validation (IVV) testing. 911 Authority is connected to our test environment and has conducted some initial testing. INdigital continues to work with 911 Authority to accomplish the goals of the test requirements.

PSAP changes in 2021

Newton County will be moving to their new center after installation of a new Vesta call handling system as well as new radios and furniture. This is expected sometime in June.

White County has updated their call answering equipment with a new Vesta system. This project was completed in the first part of May.

Noble County refreshed their premise equipment of their hosted Solacom system. This work was completed during the first quarter of 2021.

Wells County also refreshed their premise equipment of their hosted Solacom system. This project was completed during the first quarter of 2021.

Speedway PD moved their dispatch center to a new location. INdigital is working on getting circuits into the building for the back up 911 MEVO phones.

Elkhart County will be getting a refresh on their hosted Solacom premise equipment.

Wayne County is also getting a refresh on their hosted Solacom premise equipment.

Fulton County's new Sheriff's Office, Dispatch, and Detention Center is still moving forward with a move in date this fall. They have contracted a consultant to work on obtaining a tower at the site.

ISP Post 22 Fort Wayne will be moving their dispatch center to a new building this fall. Recently INdigital conducted a site survey in order to prepare for the move.

Pike County is moving dispatch operations into a different room within the same building. The move is expected to occur on June 8th.

Clark County will be breaking ground on a new 911 center soon.

Network Security Threats



There were no reports of any attacks to any government entity that affected PSAP operations.

INdigital has an ongoing surveillance contract with a third-party cybersecurity subject matter expert for oversight and assessment. This is the link to their report on cyber security issues related to public safety in the State of Indiana.

<https://www.seculore.com/cyber-attacks-indiana>

Annual cyber security training for 2021 began in January. Soon INdigital staff will have completed training and received online training in the areas of Social Media security, working remotely, Phishing and pretexting risks and a number of other cyber security subjects.

Wireless Calls

(Please refer to graph D-1.1 through D-1.2 in the appendix)



Wireless call volumes for Indiana decreased as compared to previous periods with a 2021 first quarter total of 806,428. The variation of calls is consistent with seasonal trends.

Since the start of the IN911 network in 2006, 43,687,045 wireless calls have been processed on the IN911 network.

Over the past 13 years, the IN911 network has averaged 2,912,470 calls annually. Call volumes have seen steady increases over time.

Translation Services

(Please refer to graphs E-1.1 through E-1.4 in the appendix)



Spanish is the most frequently translated language in Indiana, comprising 91% of all languages translated so far in 2021.

Burmese, Haitian Creole, Mandarin, and French wrapping up the top five languages translated, each comprising 2%, 2%, 1%, and 1% respectively.

Spanish translation usage during the first quarter of 2021 by the top five counties (Marion, Elkhart, Allen, LaPorte, and White) had a total of 11,507 minutes of total usage.

Spanish translations for all other counties totaled 2,307 minutes.

The total for all Spanish language translation throughout Indiana was 13,814 minutes for the first quarter of the year.

Other non-English to dual party translation during the first quarter of 2021 had similar usage trends, with the top five counties (Marion, Allen, Tippecanoe, Davies and LaPorte) with 1,334 minutes of language translation.

The balance of the counties used 383 minutes with a total of 1,717 minutes.

During the first quarter of the 2021 calendar year, 33 different languages have been translated for Indiana PSAPs.

Texty Services

(Please refer to graphs F-1.1 through F-1.4 in the appendix)



During the first quarter of 2021 there were 3,454 inbound text sessions received by 87 PSAPs.

There were 52,923 outbound text sessions during the first quarter of 2021 sent by 112 PSAPs. The total number of PSAPs with outbound sessions include city, state police posts, airport authorities and college PSAPs.

Starting April 12, 2021, Texty was updated to version 17.3 which will give dispatchers the ability to query RapidSOS for the handset (device) location with the push of an icon. Texty v17.3 also remedies several small user reported bugs in the currently deployed version of Texty. This upgrade was completed the week of May 3rd.

After the v17.3 update is complete, INdigital will be migrating to version 17.5, which will have Language Line translation capability built into the Texty application. The language translation will provide 9-1-1 operators 108 different language options.

Version 17.5 will require retraining for the call takers to ensure the success of the translation service, and to increase awareness of this new feature.

MEVO

(Please refer to graphs G-1.1 through G-1.2 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 first quarter of 2021 MEVO delivered 2,990 calls by primary PSAPs with more than 72 hours of talk time. The vast majority of calls were to Vigo County while they were replacing their furniture.

The MEVO system also delivered 8,854 calls to secondary, EMS transfer points, and MEVO Anywhere Kits (MAK) with more than 355 hours of talk time.

Help Desk Ticket Analysis

(Please refer to graphs J-1.1 through J-1.4 in the appendix)



Support Tickets remained consistent with previous quarterly averages over the previous three years. In the first quarter of 2021 there were no changes in granular ticket volume that would indicate any underlying issues.

PSAP Maintenance remains consistent with prior periods in total as well as based upon who their CPE vendor may be.

INdigital continues to perform maintenance and testing of the network on a regular basis, which is shown in the number of maintenance tickets. Maintenance includes but is not limited to circuit maintenance by a carrier that could have an effect on 911 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-2.1 in the appendix)

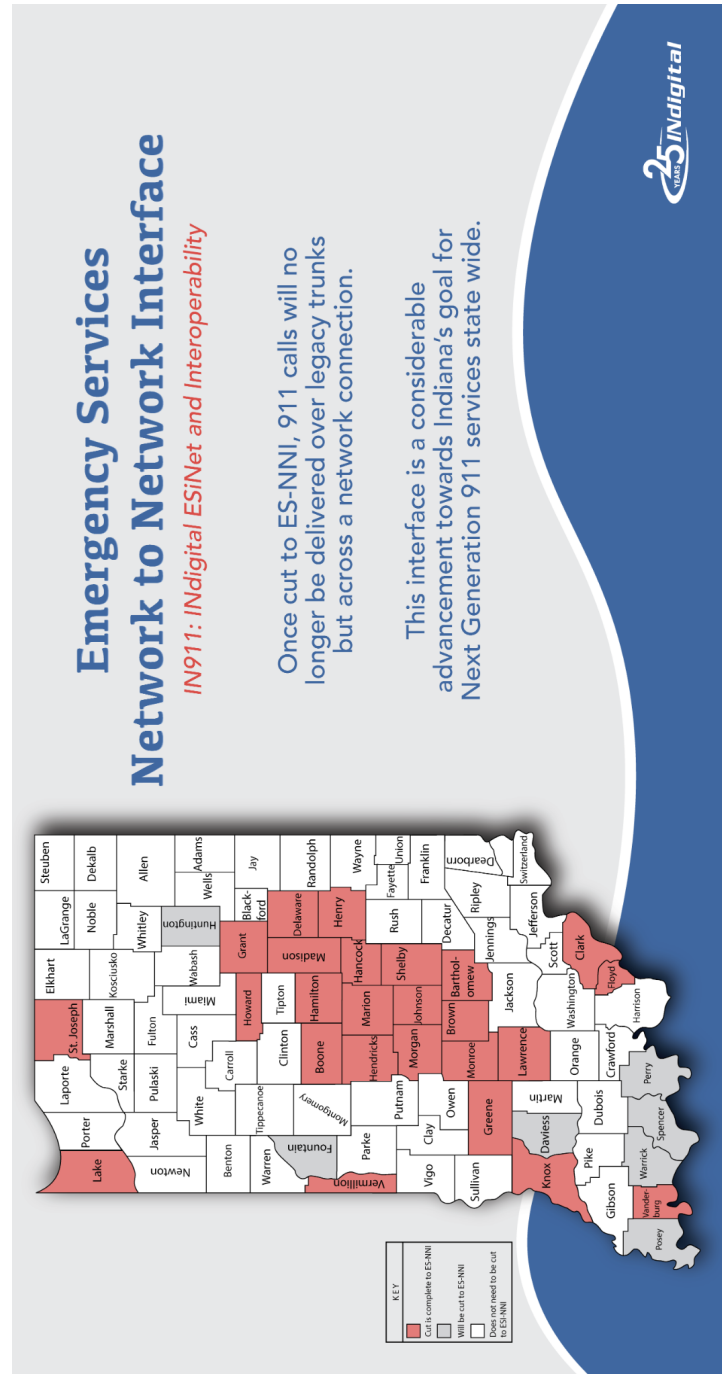
1. Shooting FedEx facility near Indianapolis Airport.
 - a. A shooting occurred Thursday, April 15, 2021 around 3:00 pm.
 - b. There were 29 different people that called 911.
 - c. Nine people were killed and seven were injured.

2. INDY 500 Race day call trends.
 - a. May 26, 2019 race day.
 - i. 123 total 9-1-1 calls in a 24 hour period.
 - ii. Most of the calls were infield Turn 3 and Grandstand.
 - b. August 23, 2020 race day.
 - i. 14 total 9-1-1 calls in a 24 hour period.
 - ii. All calls were from the south side Grandstand.
 - c. May 30, 2021 race day.
 - i. 94 total 9-1-1 calls in a 24 hour period.
 - ii. Calls were distributed calls.

Appendix

IN911 G-19 ESiNet Summary Graphs

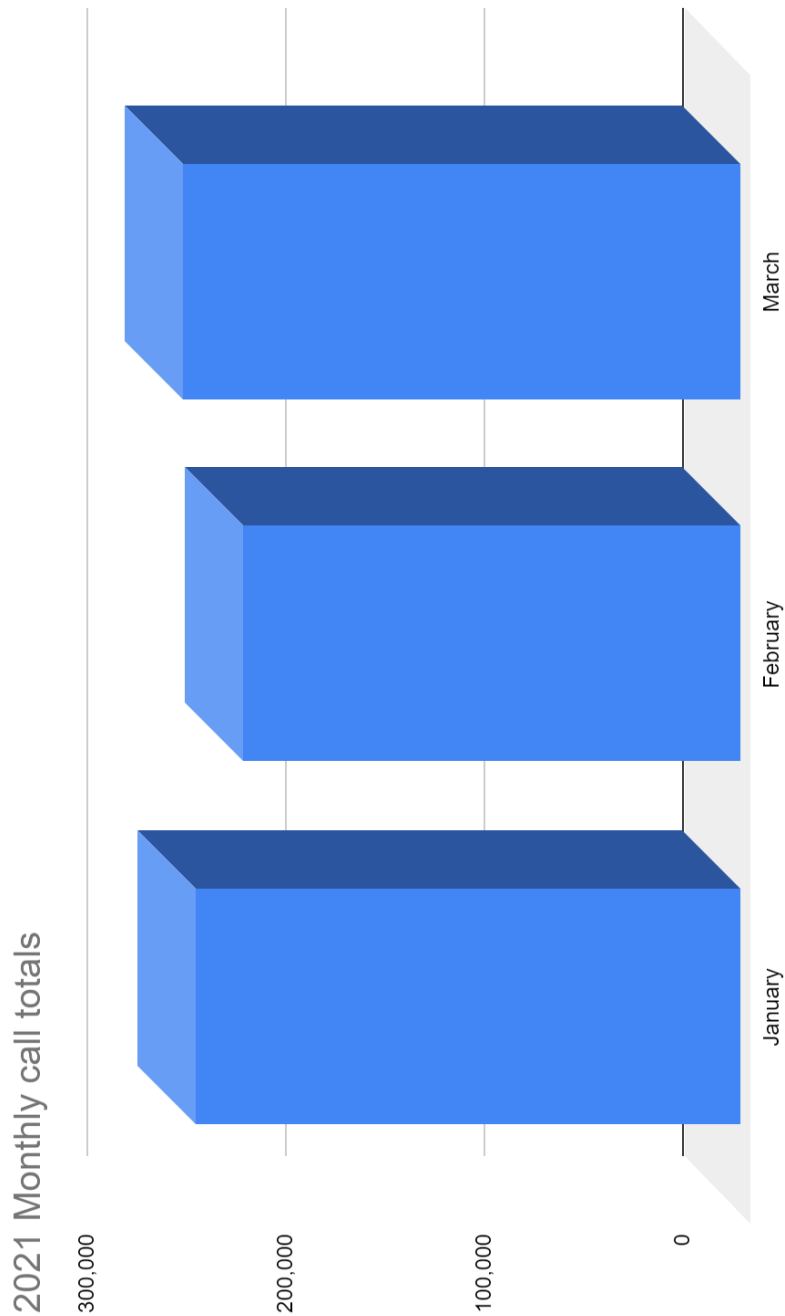
Graph A-1.1



Wireless Calls Graphs

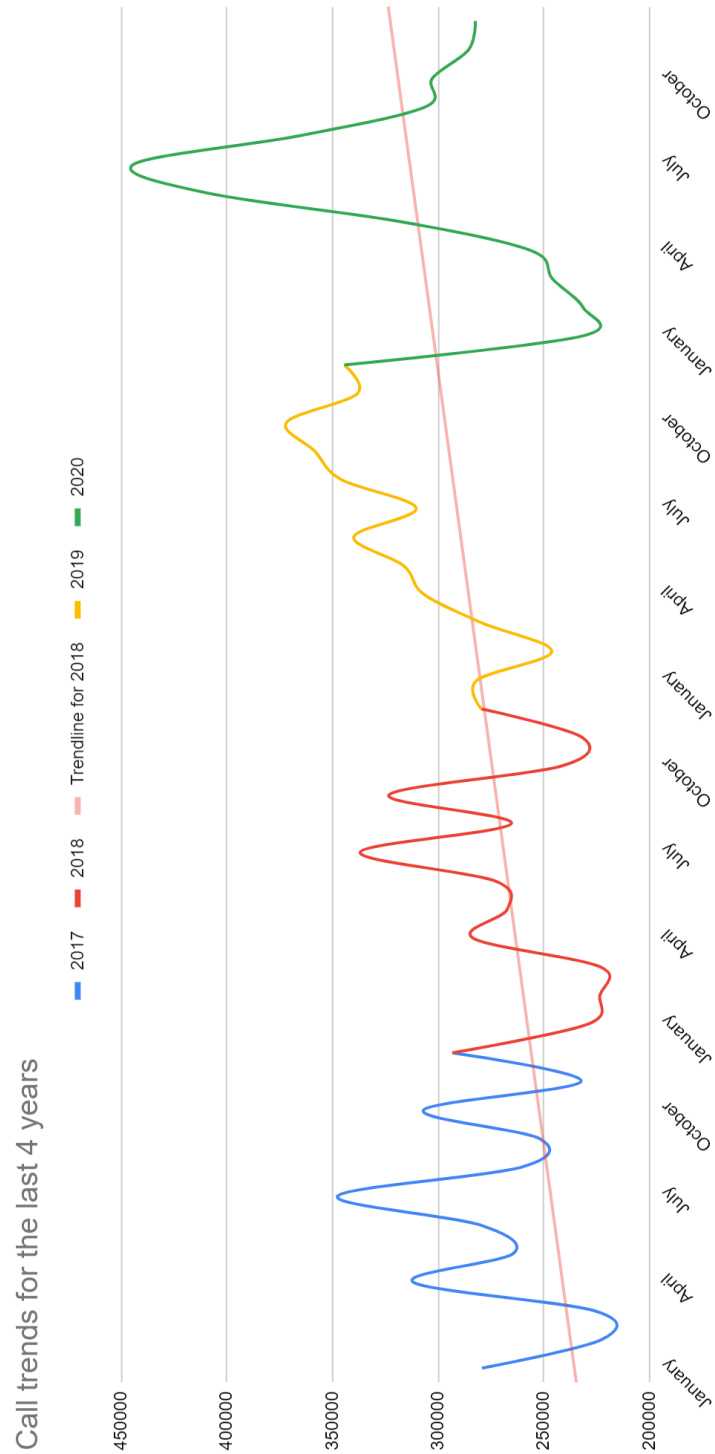
Graph D-1.1

Call volume for the first quarter of 2021.



Graph D-1.2

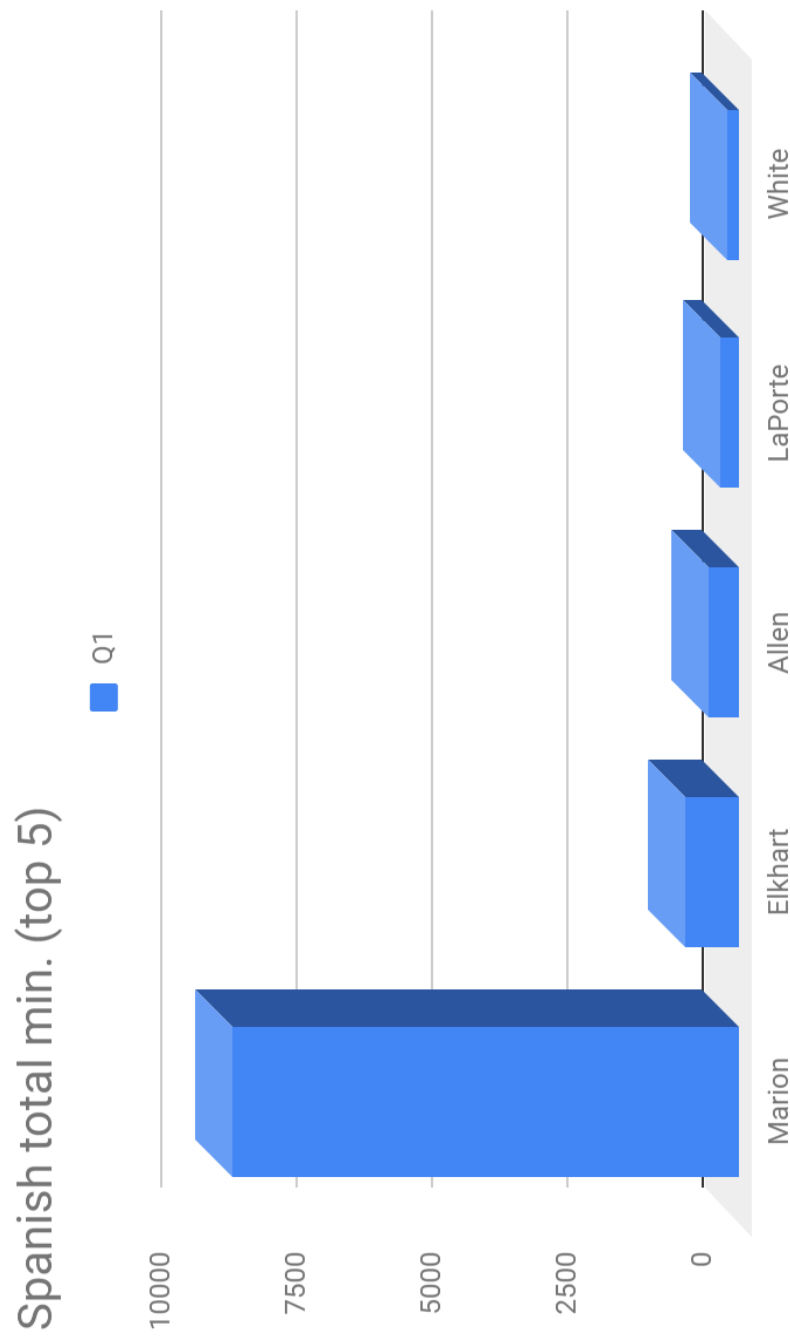
Call volume for the past four years.



Translation Services Graphs

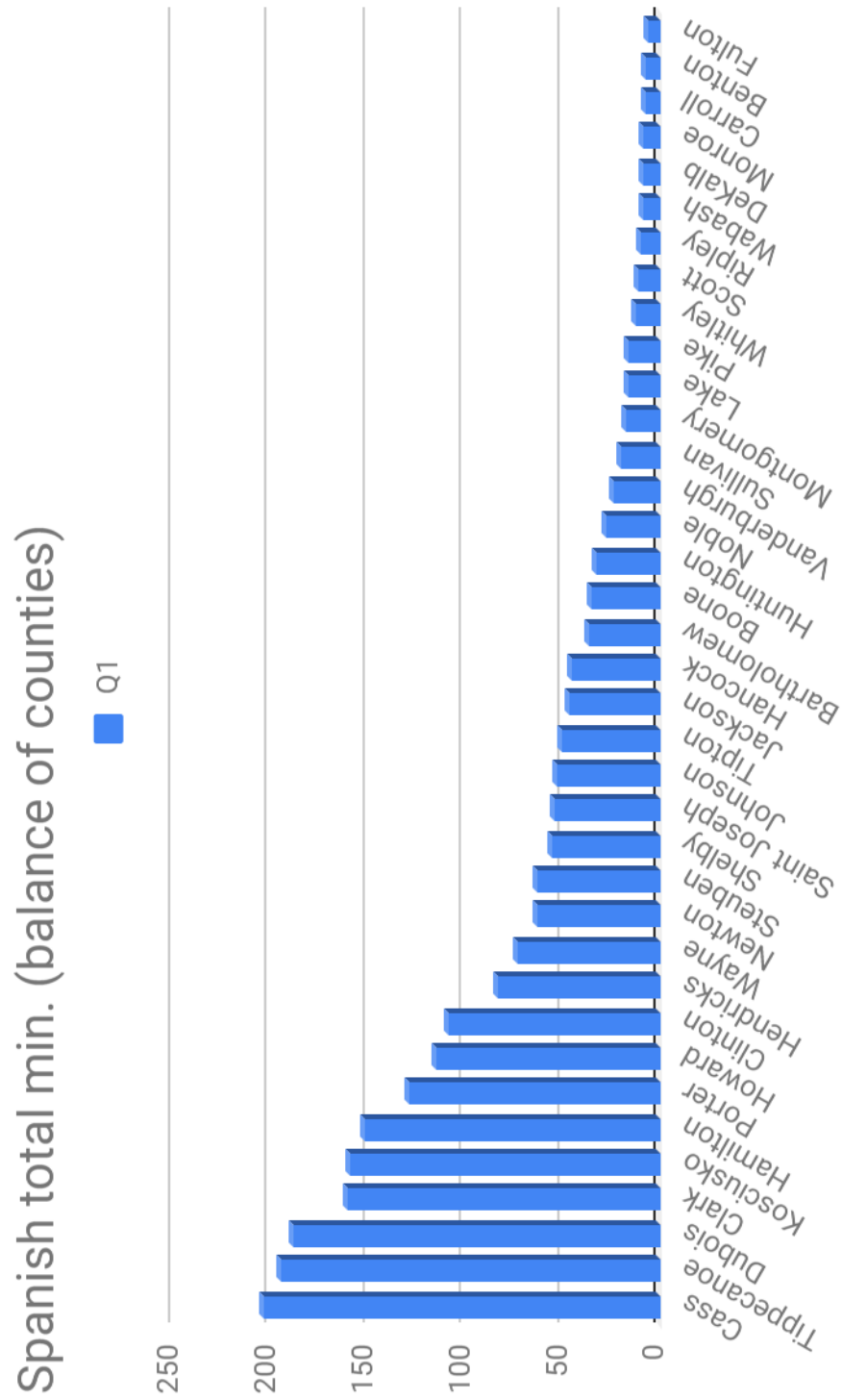
Graph E-1.1

Counties with the top 5 Spanish translation minutes.



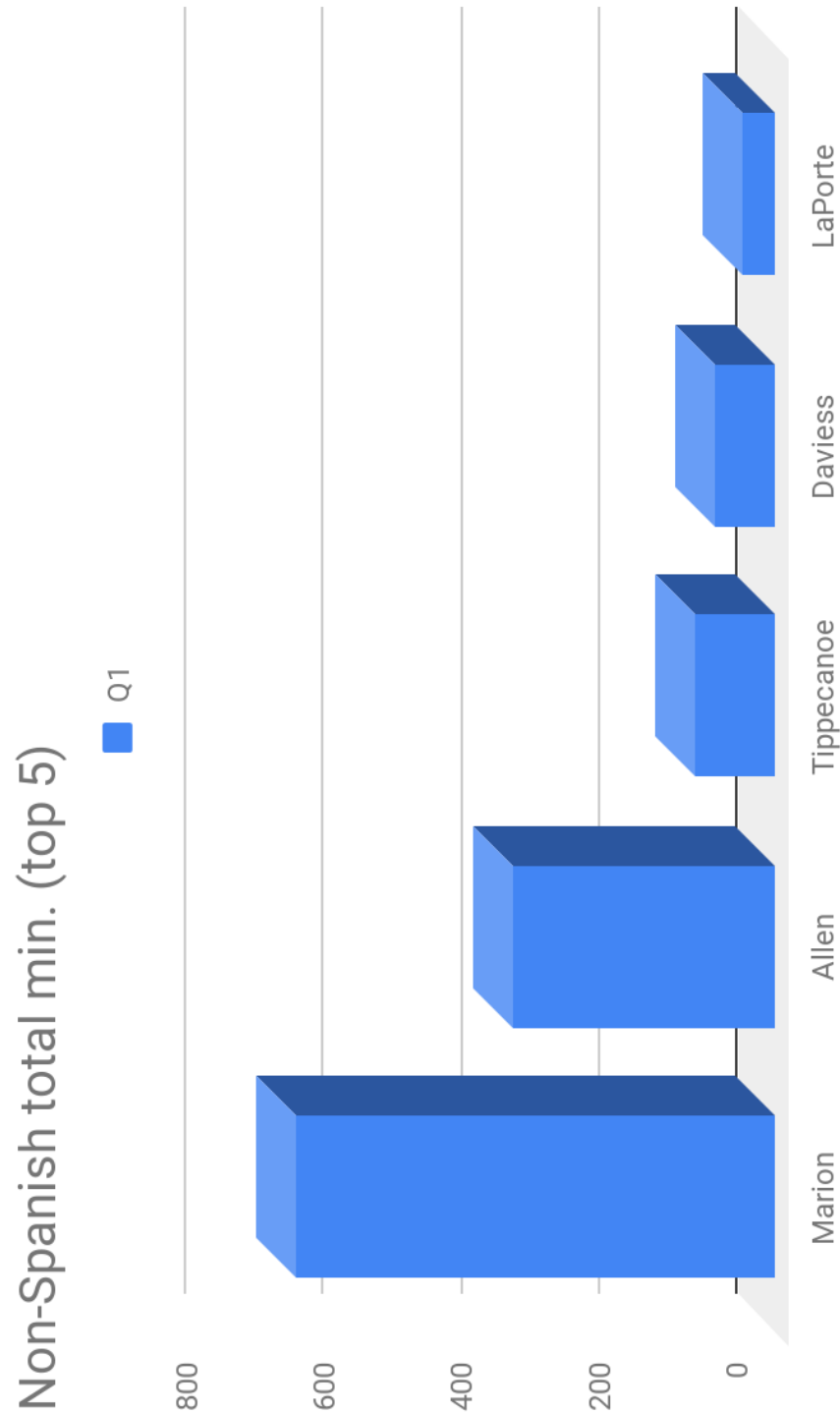
Graph E-1.2

All other counties with spanish translation in minutes.



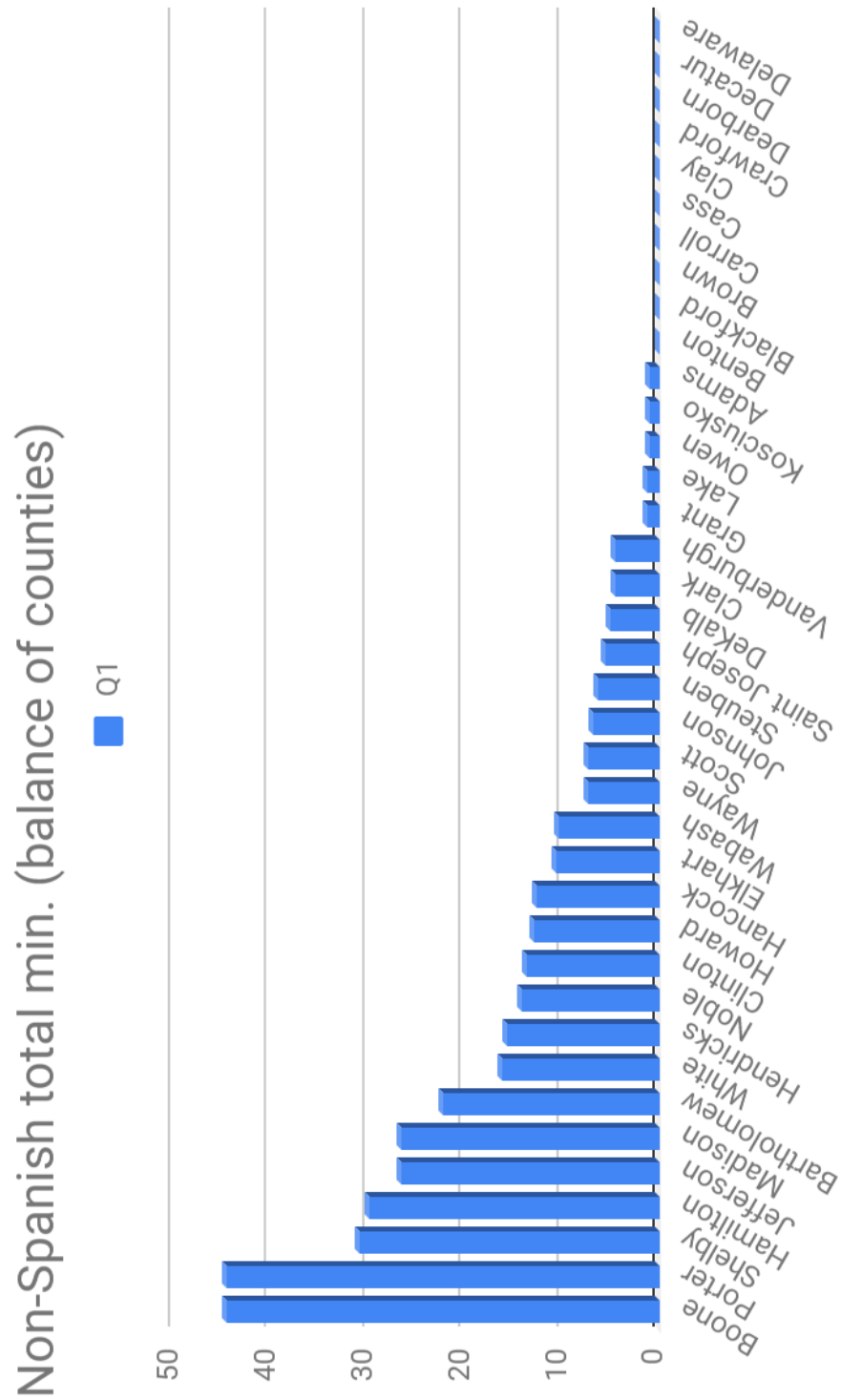
Graph E-1.3

Counties with the top 5 non-Spanish translation minutes.



Graph E-1.3

All other counties with spanish translation in minutes.



Graph E-1.4

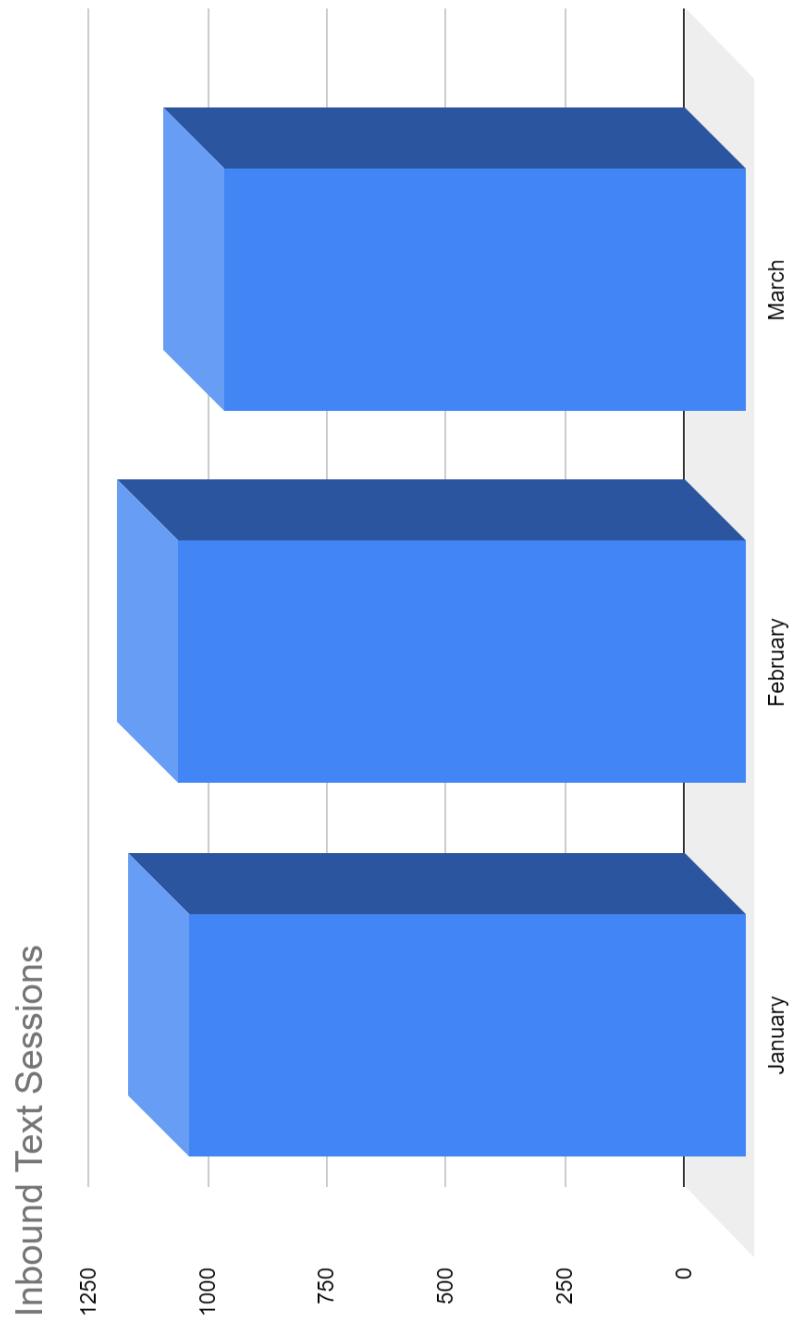
Total occurrences each language used in the first quarter 2021.

Language	Total	Language	Total
SPANISH	3139	TURKISH	4
BURMESE	71	YORUBA	4
HAITIAN CREOLE	57	GUJARATI	2
MANDARIN	43	JAPANESE	2
FRENCH	31	KOREAN	2
ARABIC	16	NIGERIAN PIDGIN	2
CHIN HAKHA	11	PASHTO	2
SWAHILI	11	POLISH	2
VIETNAMESE	11	PORTUGUESE	2
TIGRIGNA	7	BENGALI	1
KINYARWANDA	6	BOSNIAN	1
RUSSIAN	6	FARSI	1
HAKKA-CHINA	5	IGBO	1
HINDI	5	MALAY	1
KAREN	5	SERBIAN	1
PUNJABI	5	URDU	1
SOMALI	5		

Texty Services Graphs

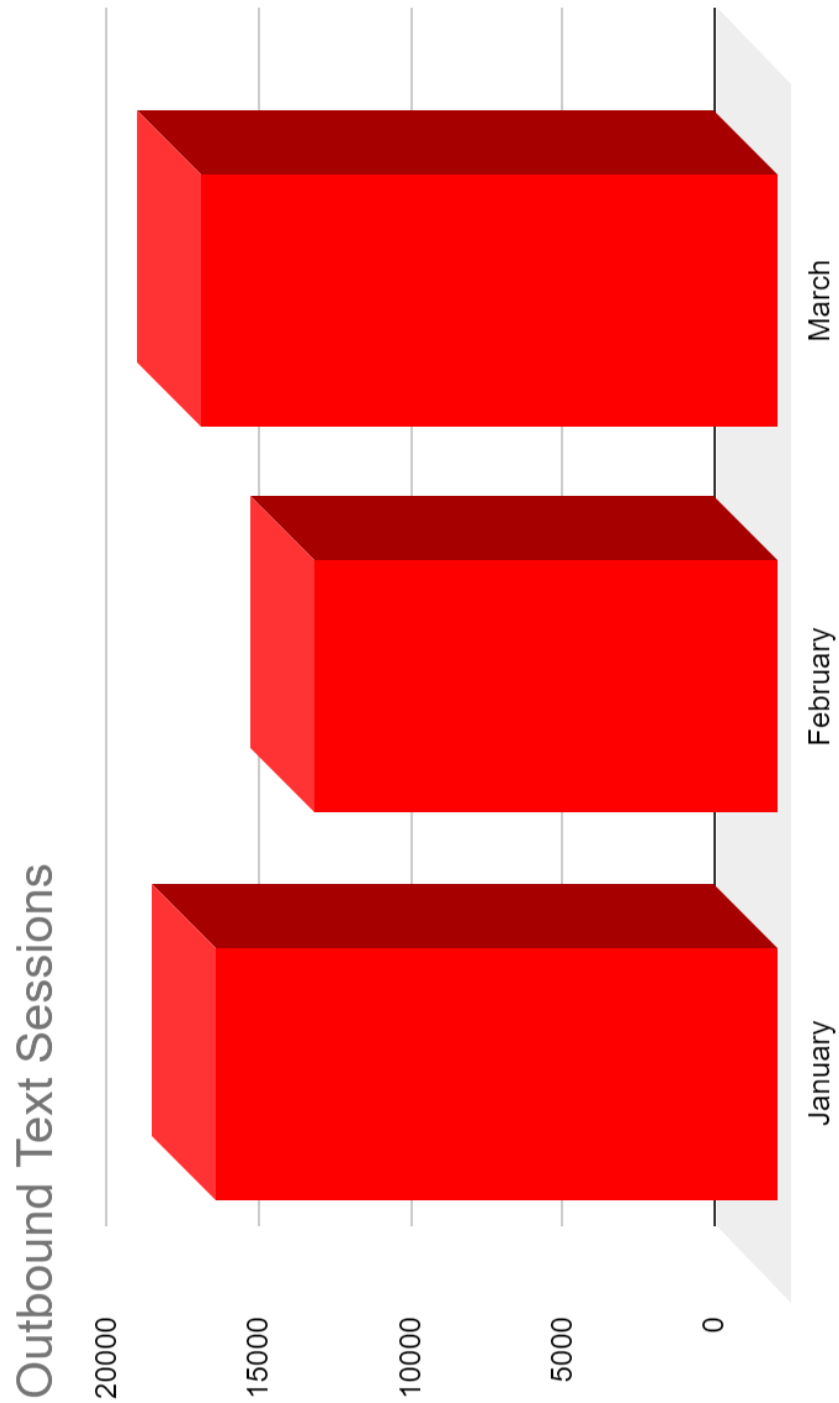
Graph F-1.1

All Inbound Text to 911 by month.



Graph F-1.2

All Outbound Text from 911 by month.



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Inbound Text to 911		Q1 - 3,454		Q2 -		Q3 -		Q4 -	
100 +		15 - 99		6 - 29		< 6			
Marion Co.Indy PD	1037	Virgo Co. 911	79	Shelby Co. SD	13	Gibson Co. SD	5		
Marion Co.	566	Hamilton Co. Sheriffs Office Dispatch	64	Howard Co. SD	12	Greene Co. Sheriffs Office	5		
Allen Co. SD	184	Kosciusko Co.	61	Tippecanoe Co. Sheriffs Office	12	LaGrange Co. Communications	5		
Lake Co. Sheriffs Office	158	Monroe Co. Central Dispatch	56	Boone Co. SD	11	Schererville PD	5		
Vanderburgh Co. Central Dispatch	147	Clark Co. 911 Center	49	Henry Co. Emergency Services	10	Whitley Co. Communications Center	5		
Saint Joseph	130	Wayne Co. Emergency Communications	48	Miami Co. 911	10	Brown Co. SD	4		
Elkhart City PD	112	LaPorte Co. 911 Communications	47	Mooresville PD	10	Fayette Co. Communications	4		
		Johnson Co. SD	39	Dearborn Co.	8	Marshall Co. PD	4		
		Hendricks Co. Communications Center	38	Jefferson Co. 911	8	Randolph Co. Communications	4		
		Montgomery Co. / Crawfordsville E911	36	Scott Co. Emergency Communications	8	Wabash Co. Central Dispatch	4		
		Delaware Co. Emer. Com. Center	32	Cass Co. E911	7	Adams Co. Sheriffs Office	3		
		Lafayette PD	31	Clay Co. Justice Center	7	Carroll Co. E911	3		
		Madison Co. Sheriffs Office	31	DeKalb Co. SD	7	Davess Co. 911	3		
		Floyd Co. Sheriffs Department	29	Dubois Co. Communications Center	7	Fullon Co. Communications	3		
		Bartholomew Co. EOC	24	Harrison Co. SD Dispatch	7	Pulaski Co. Sheriffs Office	3		
		Porter Co.	23	Indigital telecom	7	Sullivan Co. 911	3		
		Hancock Co. EOC	22	Knox Co. Dispatch Office	7	Wells Co.	3		
		Clinton Co. 911	18	Noble Co. SD	7	Benton Co. Sheriffs Office	2		
		Grant Co. SD	18	Steuben Co. 911	7	Crawford Co. Central Dispatch	2		
		Huntington Co. Sheriffs Office	18	Warrick Co. Sheriffs Office	7	Elkhart Co. 911 Center	2		
		Jennings Co. 911	17	Lawrence Co. Sheriffs Office	6	Jay Co. SD	2		
		Tipton Co. E911	17	Fulnam Co. Sheriffs Office	6	Orange Co. SD	2		
		Jasper Co. 911	15	Rush Co. SD	6	Posey Co. 911	2		
		Morgan Co. 911	15			Stark Co. Sheriffs Office	2		
						BeachGrove PD	1		
						Columbia City Communications Center	1		
						Decatur Co. SD	1		
						Indy Airport Authority	1		
						Owen Co. Sheriffs Office	1		
						Perry Co.	1		
						Switzerland Co. Communication	1		
						Whites Co.	1		

Graph F-1.4

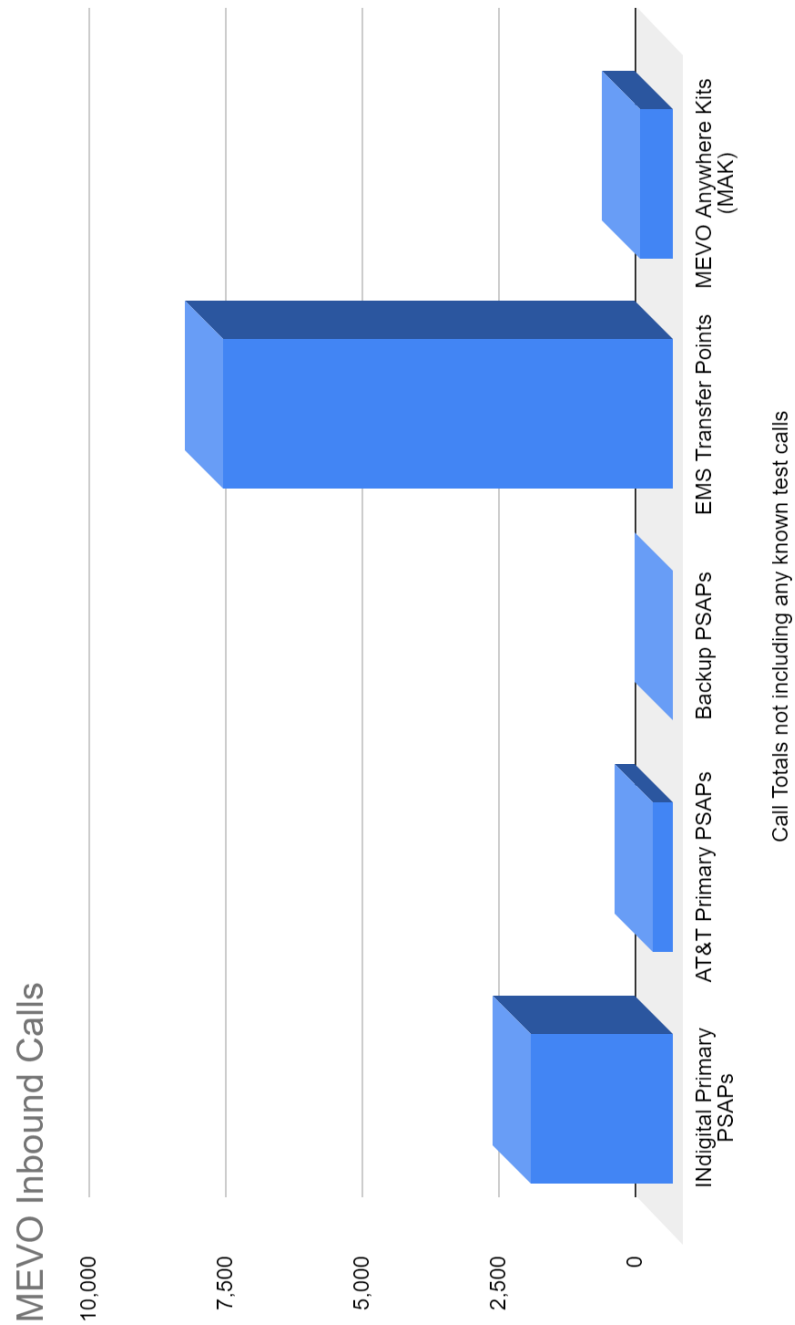
All Outbound Text from 911 by PSAP.

Outbound Text from 911		Q1 - 52,923	Q2 -	Q3 -	Q4 -
1,000 +	150 - 999	40 - 150	< 40		
Marion Co.Indy PD	Vanderburgh Co. Central Dispatch	Jefferson Co. 911	Benton Co. Sheriffs Office		
Marion Co.	Lafayette PD	White Co.	Randolph Co. Communications		
Allen Co. SD	Montgomery Co. / Crawfordsville E911	Fulton Co. Communications	Howard Co. SD		
Hamilton Co. Sheriffs Office Dispatch	Grant Co. SD	Huntington Co. Sheriffs Office	Greene Co. Sheriffs Office		
Elkhart City PD	Kosciusko Co.	Miami Co. 911	Rush Co. SD		
Saint Joseph	Crawford Co. Central Dispatch	Lawrence Co. Sheriffs Office	Posey Co. 911		
Lake Co. Sheriffs Office	Dubois Co. Communications Center	Spencer Co. 911	Blackford Co. Central Dispatch		
Monroe Co. Central Dispatch	Hancock Co. EOC	Fountain/Warren Co. Regional Dispatch C	Delaware Co. Emer. Com. Center		
Wayne Co. Emergency Communications C	Boone Co. SD	Clay Co. Justice Center	Newton Co. 911		
Clark Co. 911 Center	Dearborn Co.	Jackson Co. 911	Union Co. 911		
Hendricks Co. Communications Center	Wabash Co. Central Dispatch	Knox Co. Dispatch Office	Fayette Co. Communications		
Vigo Co. 911	Clinton Co. 911	Jennings Co. 911	Indigital telecom		
Bethlehem Co. EOC	LaPorte Co. 911 Communications	Whitley Co. Communications Center	ISP Toll Road Post 21		
Porter Co.	Shelby Co. SD	Elkhart Co. 911 Center	ISP Indianapolis Post		
	Marshall Co. PD	Orange Co. SD	Tipton Co. E911		
	Schererville PD	Pulaski Co. Sheriffs Office	Warrick Co. Sheriffs Office		
	Steuben Co. 911	Indy Airport Authority	Harrison Co. SD Dispatch		
	Morgan Co. 911	West Lafayette PD	Putnam Co. Sheriffs Office		
	Wells Co.	Carroll Co. E911	New Haven PD		
	Purdue University PD	Brown Co. SD	Seymour PD		
	Cass Co. E911	Starke Co. Sheriffs Office	Mooreville PD		
	LaGrange Co. Communications	Floyd Co. Sheriff's Department	Ohio Co. Communications		
	DeKalb Co. SD	Owen Co. Sheriffs Office	Davess Co. 911		
	Henry Co. Emergency Services	Switzerland Co. Communication	Martin Co. SD		
	Noble Co. SD	Jay Co. SD	Columbia City Communications Center		
	Scott Co. Emergency Communications	Johnson Co. SD	ISP Versailles Post 42		
	Madison Co. Sheriffs Office	Tippecanoe Co. Sheriffs Office	Parke Co. 911		
	Adams Co. Sheriffs Office	Decatur Co. SD	Jasper PD		
	Ripley Co. E-911 Communications	Washington Co. Sheriffs Office	Kendallville PD		
		Sullivan Co. 911	Batesville PD		
		Jasper Co. Sheriffs Office	ISP Bloomington Post 33		
		Franklin Co. Communications E-911	Pike Co. Sheriffs Office		
		Lowell SP Post 13	Speedway Police		
			Perry Co.		
			Rushville PD		
			Gibson Co. SD		

MEVO Graphs

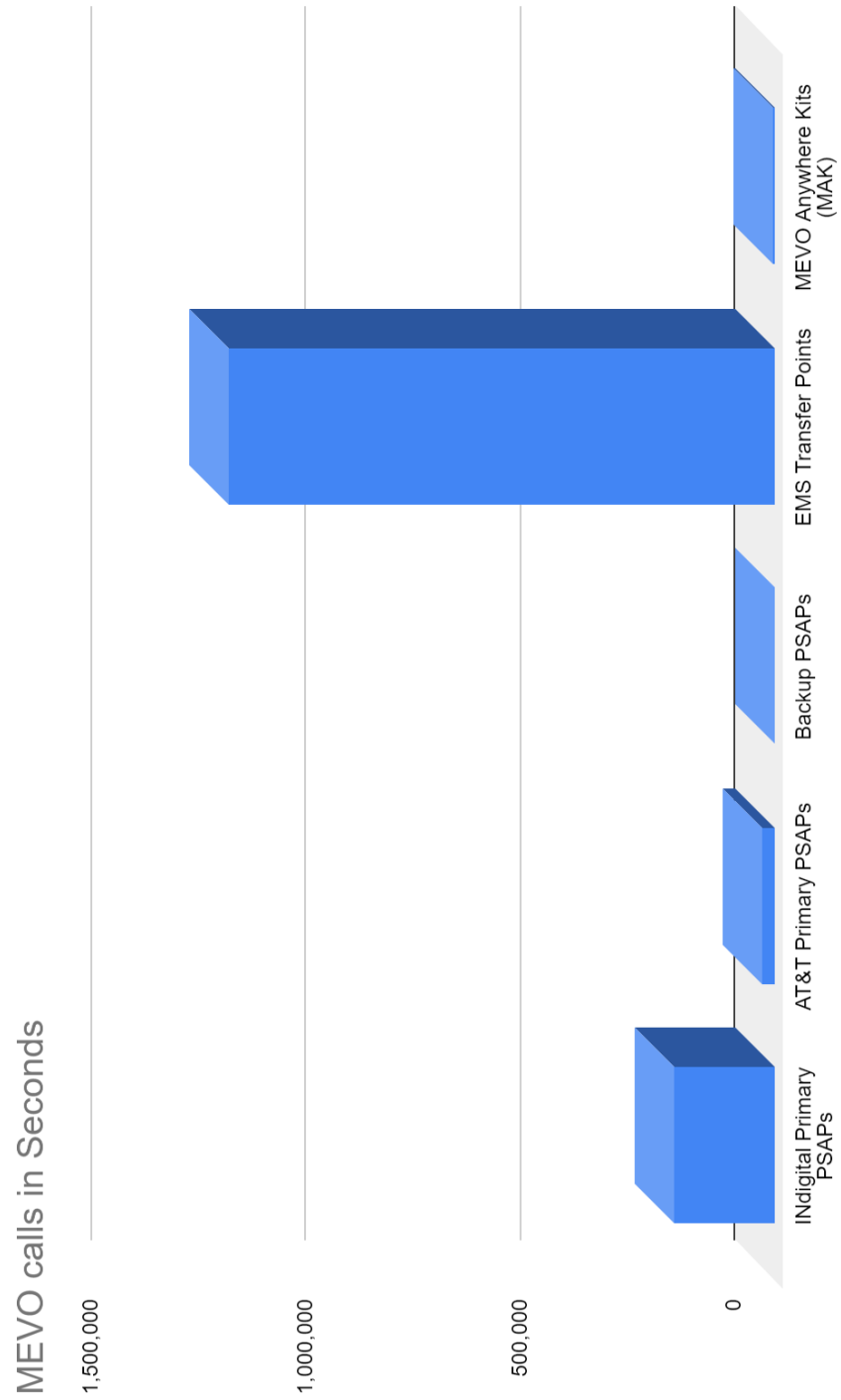
Graph G-1.1

MEVO 2020 quarterly inbound call totals.



Graph G-1.2

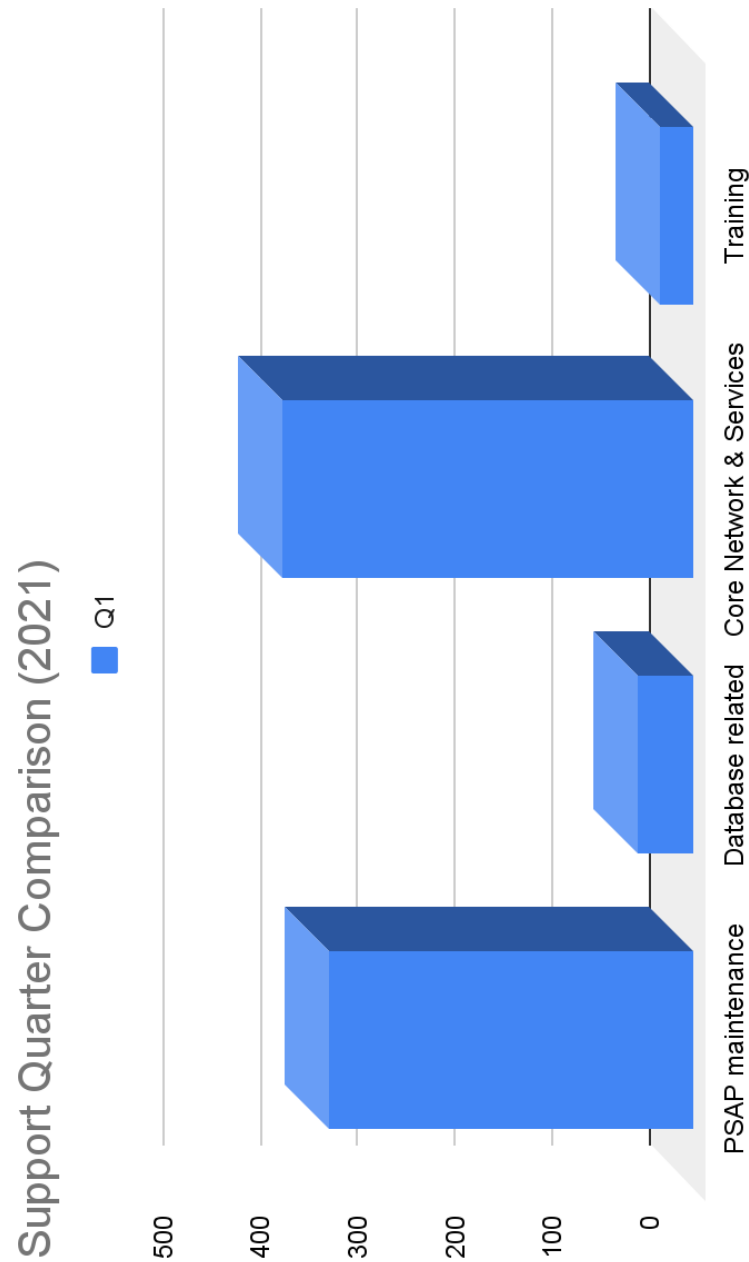
MEVO 2020 quarterly inbound call totals in seconds.



Help Desk Ticket Analysis Graphs

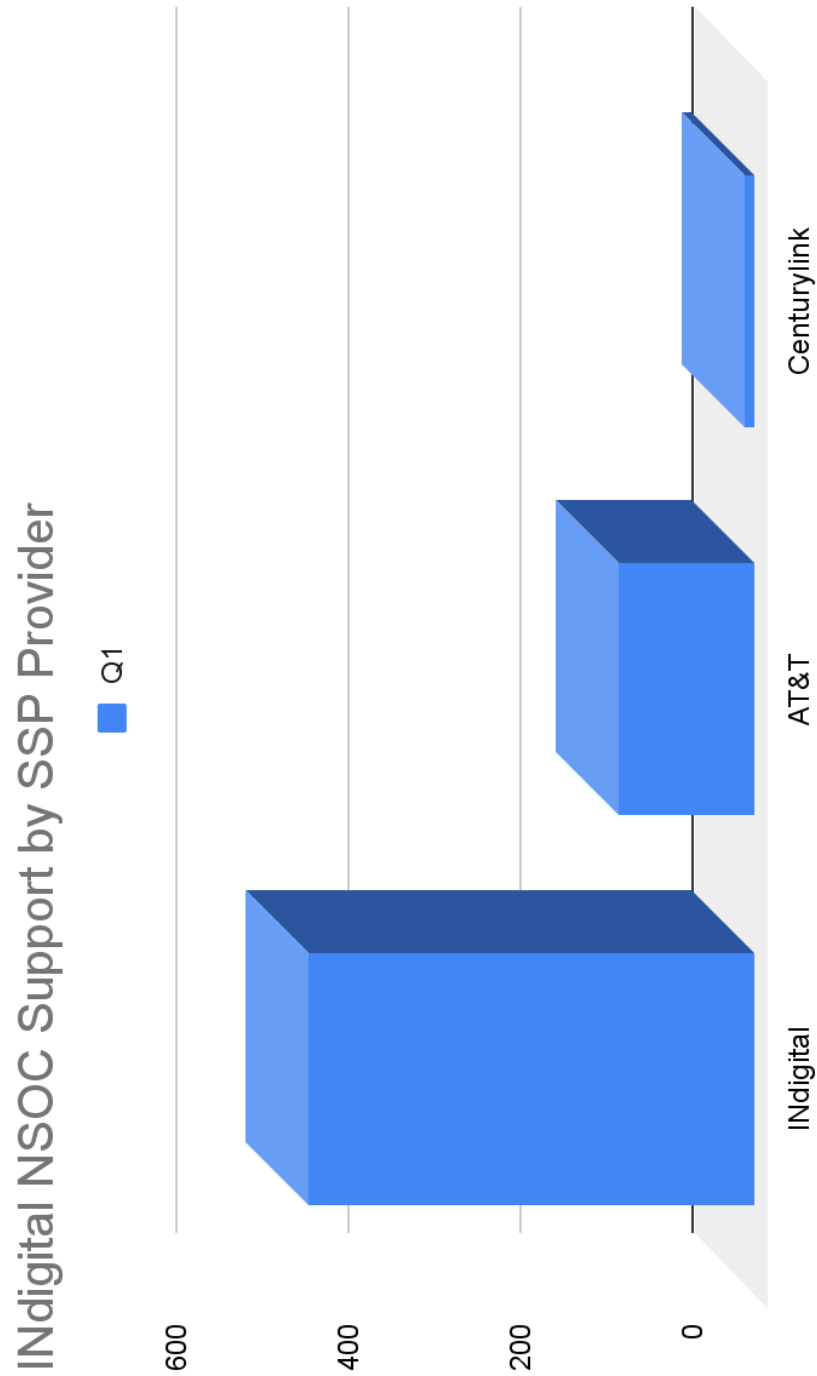
Graph J-1.1

First quarter totals for 2021 of trouble tickets for core support.



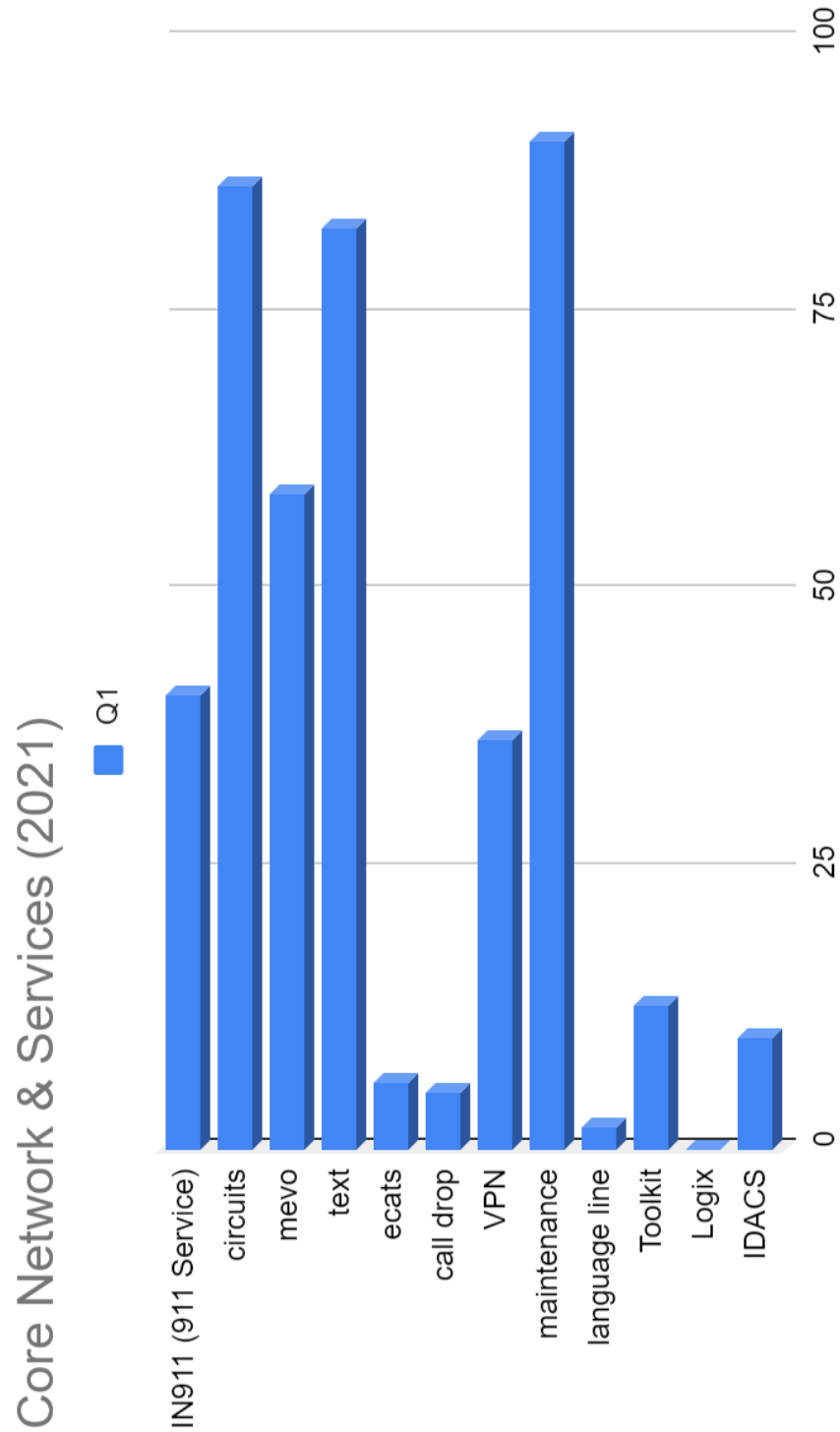
Graph J-1.2

First quarter totals by CPE or SSP Provider.



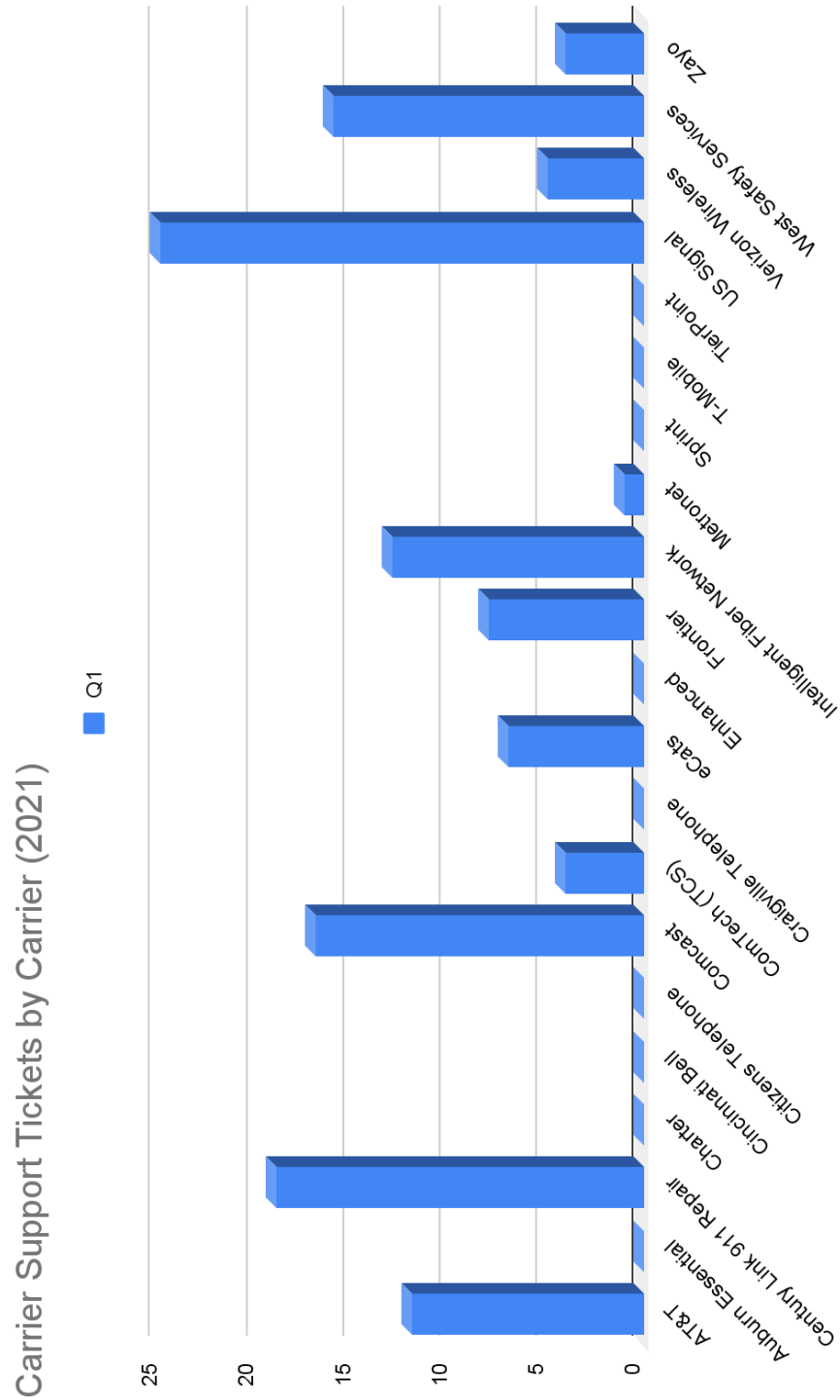
Graph J-1.3

First quarter totals of core network & service support.



Graph J-1.4

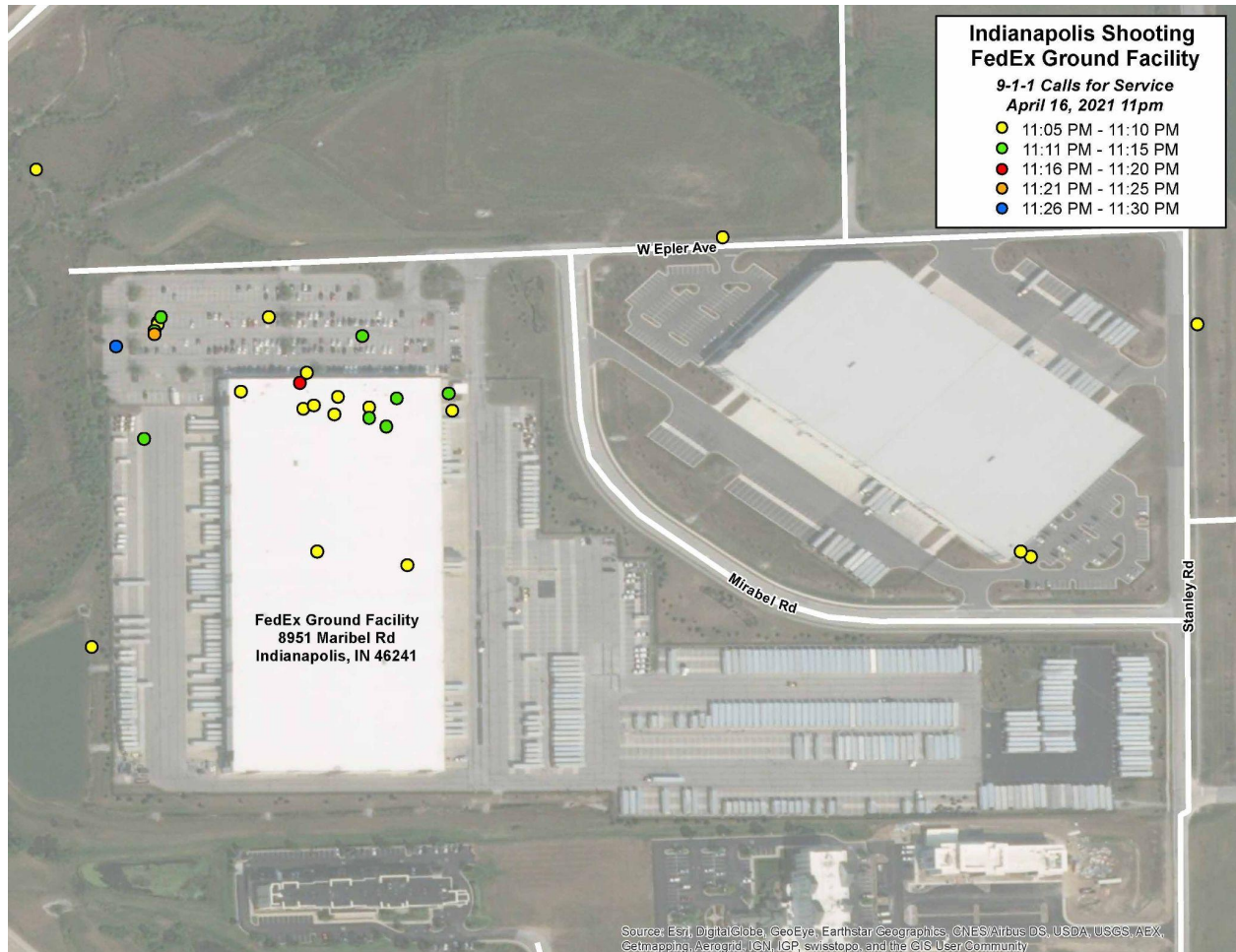
Quarterly totals of carrier support tickets.



Event Analysis Graphs

Graph K-1.1 Event Analysis

Thursday, April 15, 2021 - FedEx Shooting, Indianapolis.



INDY-500 Race May 26, 2019 had 123 9-1-1 calls.



Graph K-2.2 Event Analysis

INDY-500 Race August 23, 2020 had 14 9-1-1 calls.



Graph K-2.3 Event Analysis

INDY-500 Race May 30, 2021 had 94 9-1-1 calls.





911 IS OUR CALLING

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