

# 2023 BOARD REPORT

Indiana IN911 Next Generation Emergency Network

October 1 – December 31, 2022



# IN911 G-19 ESiNet Summary

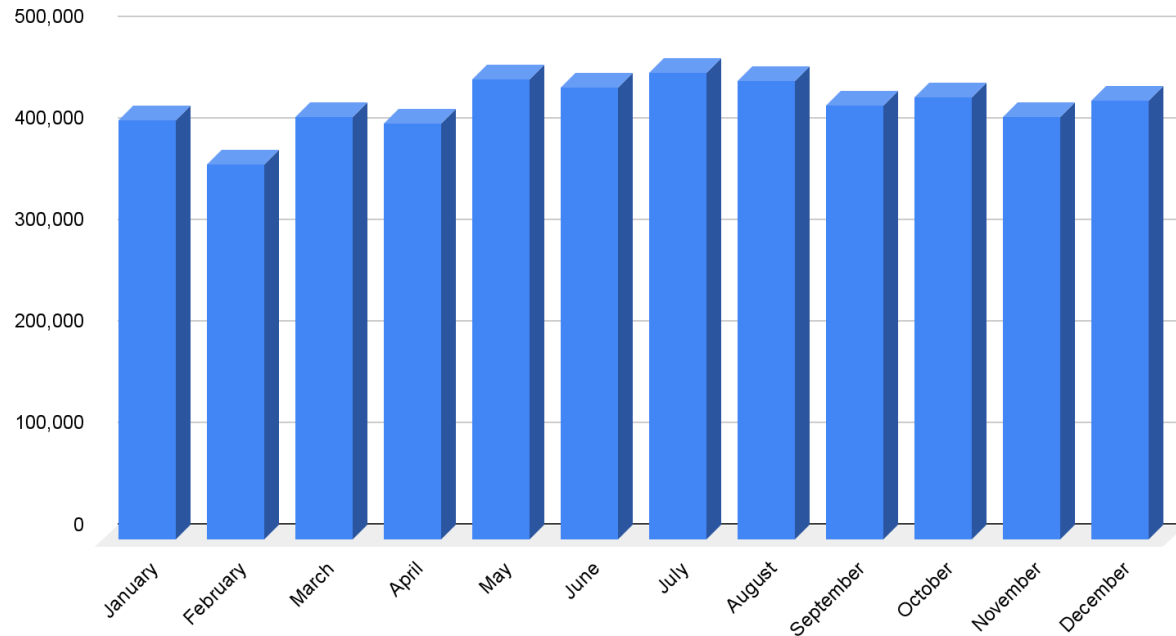
# PSAP News & Changes in 2022

# Network Security Threats

# Wireless Calls

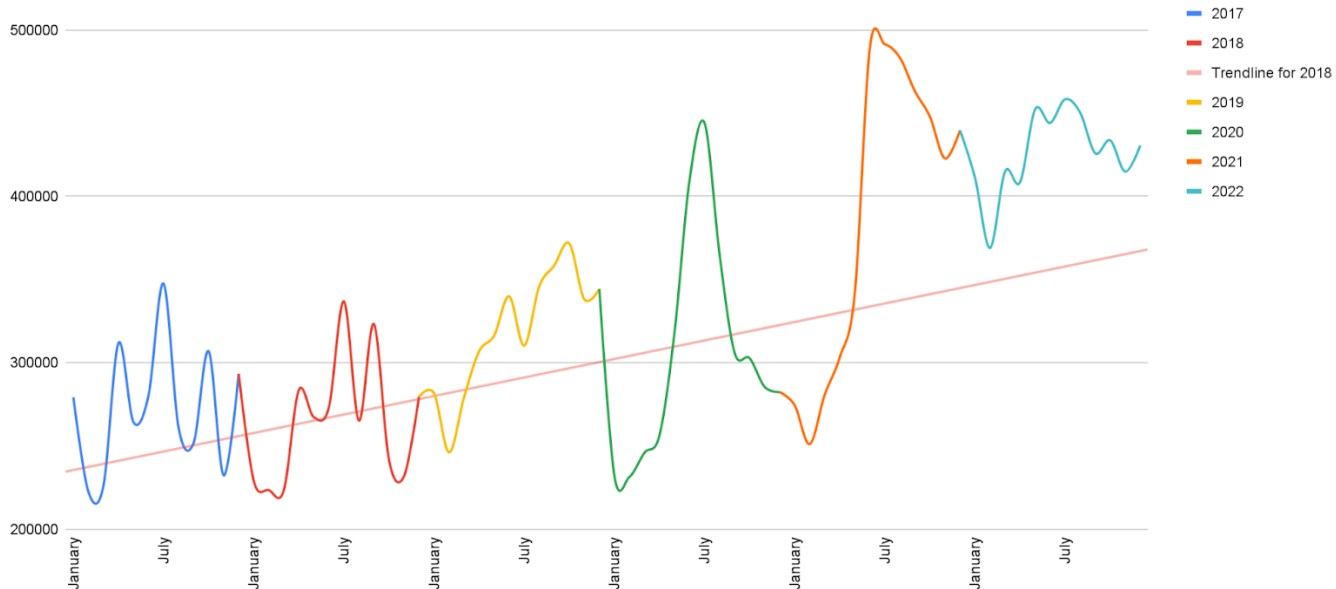
# Wireless Calls – Call volume by month

2022 Monthly call totals



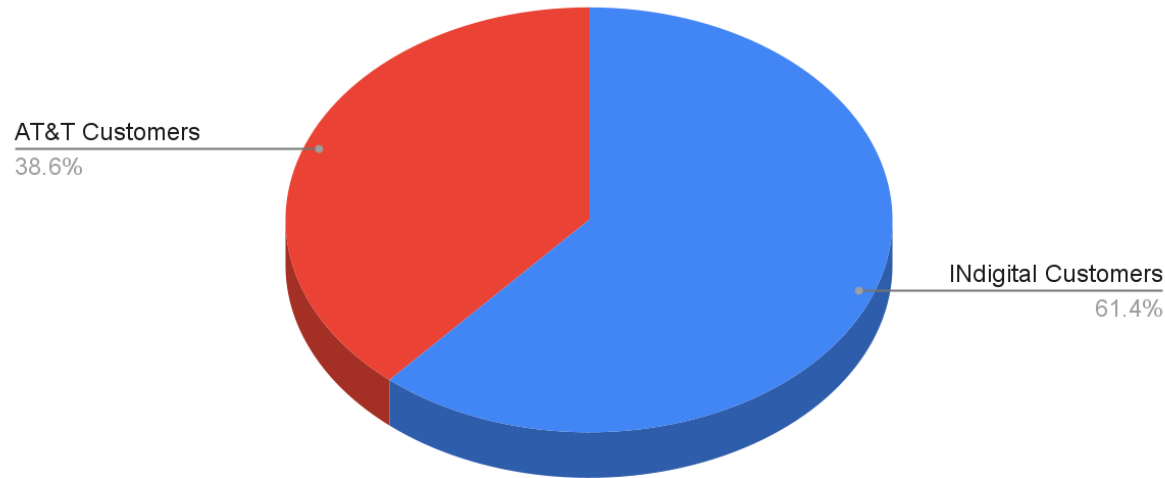
# Wireless Calls – Call volume for the past six years.

Call trends for the last 6 years



# Wireless Calls – Call processing and delivery to destination.

2022 9-1-1 Call Delivery

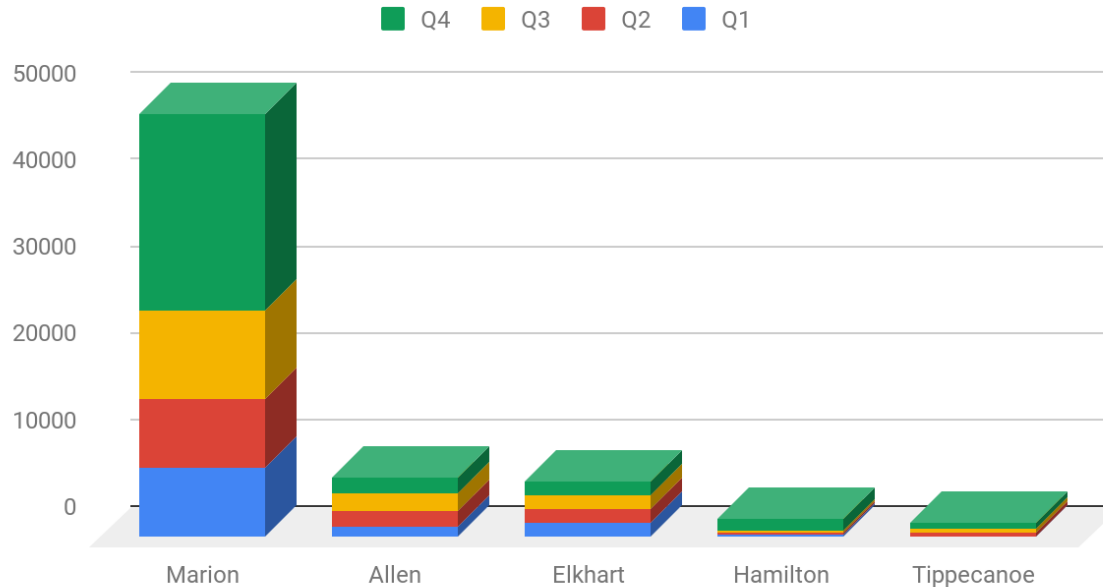




# Translation Services

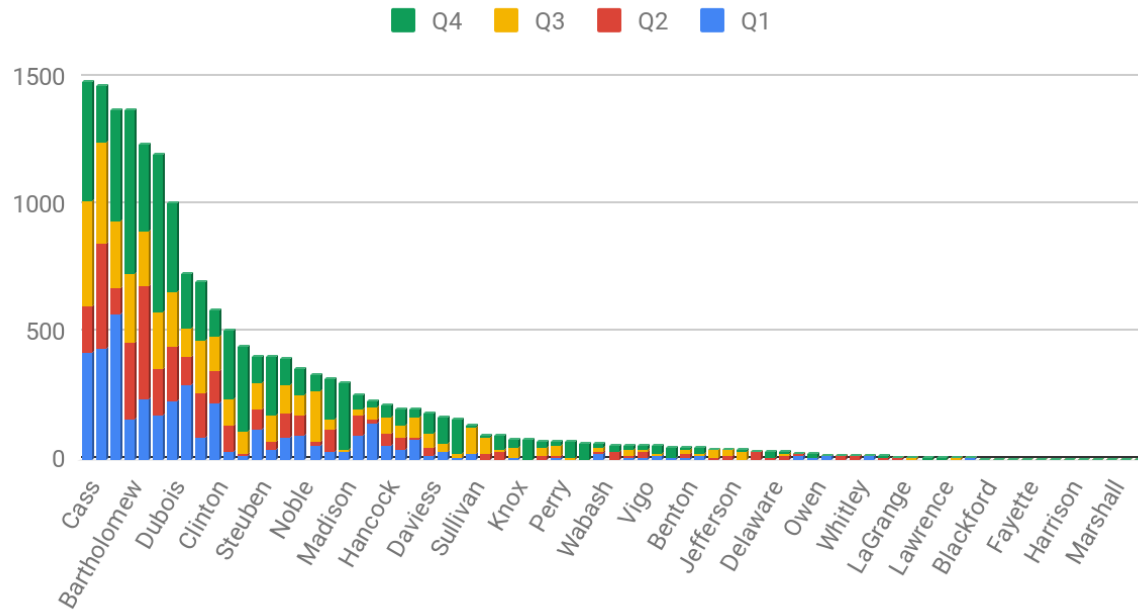
# Voice Translation Services – Spanish minutes (top5)

Spanish total min. (top 5)



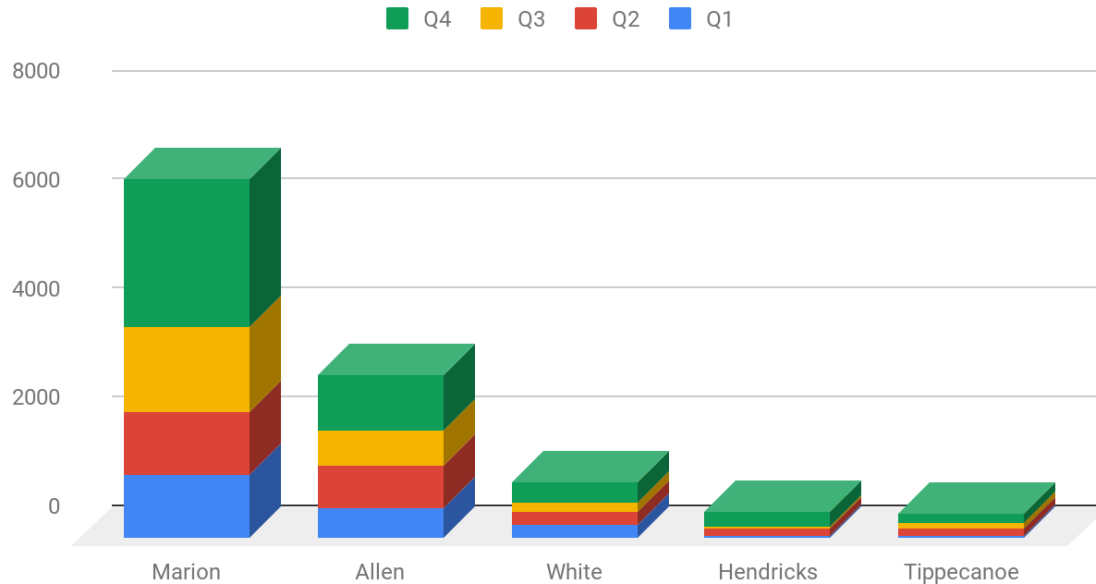
# Voice Translation Services – Spanish min. (balance of counties)

Spanish total min. (balance of counties)



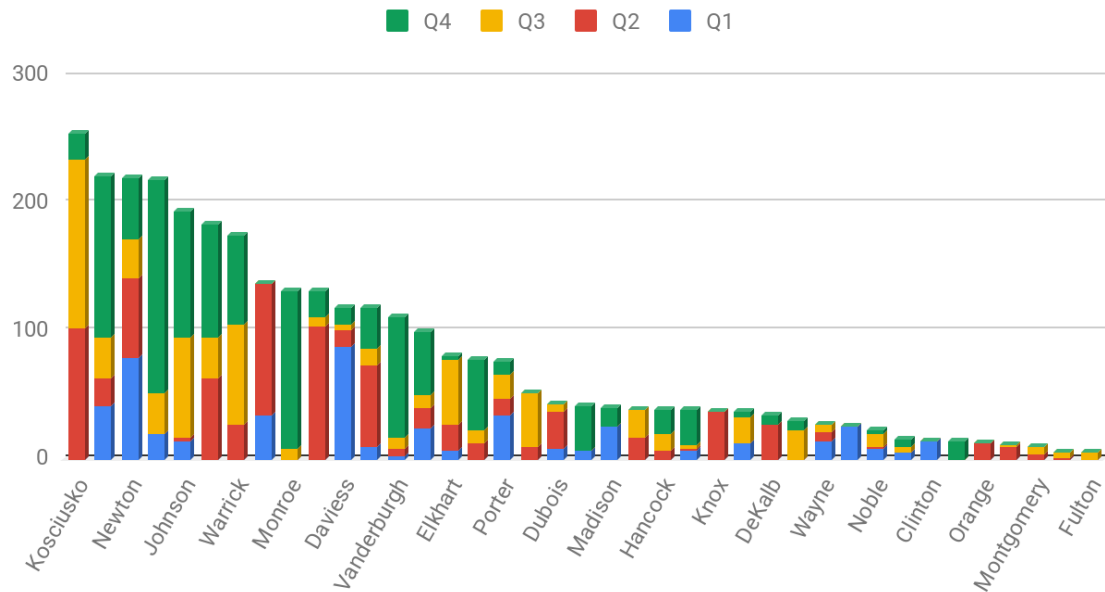
# Voice Translation Services – Non-Spanish Minutes (top 5)

Non-Spanish total min. (top 5)



# Voice Translation Services — Non-Spanish min. (balance of counties)

Non-Spanish total min. (balance of counties)

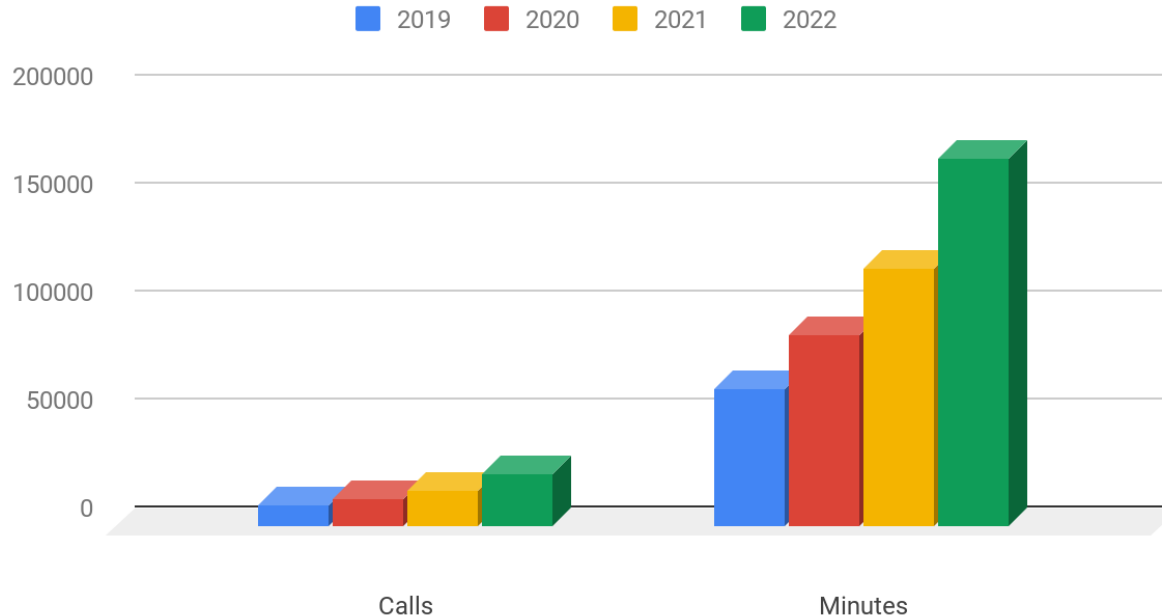


# Voice Translation Services – Total Min. by Language

| Language             | Total | Language                | Total |
|----------------------|-------|-------------------------|-------|
| SPANISH              | 21393 | TAGALOG                 | 4     |
| HAITIAN CREOLE       | 963   | AMHARIC                 | 3     |
| BURMESE              | 443   | BULGARIAN               | 3     |
| SWAHILI              | 143   | ITALIAN                 | 3     |
| FRENCH               | 132   | THAI                    | 3     |
| ARABIC               | 116   | ZO                      | 3     |
| MANDARIN             | 101   | AKAN                    | 2     |
| PUNJABI              | 70    | GUJARATI                | 2     |
| TIGRIGNA             | 57    | LAOTIAN                 | 2     |
| CHIN HAKHA           | 51    | MONGOLIAN               | 2     |
| KINYARWANDA          | 40    | PORTUGUESE CAPE VERDEAN | 2     |
| VIETNAMESE           | 33    | ROHINGYA                | 2     |
| RUSSIAN              | 31    | UZBEK                   | 2     |
| HINDI                | 29    | ARMENIAN                | 1     |
| DARI                 | 24    | CHIN FALAM              | 1     |
| SOMALI               | 23    | CHIN TEDIM              | 1     |
| HAKKA-CHINA          | 21    | CROATIAN                | 1     |
| JAPANESE             | 18    | FRENCH CANADIAN         | 1     |
| PORTUGUESE           | 17    | FULANI                  | 1     |
| ROMANIAN             | 16    | FUZHOU                  | 1     |
| PASHTO               | 14    | GREEK                   | 1     |
| KOREAN               | 10    | HAUSA                   | 1     |
| CANTONESE            | 8     | KRIO                    | 1     |
| FARSI                | 8     | KUNAMA                  | 1     |
| UKRAINIAN            | 8     | LINGALA                 | 1     |
| POLISH               | 6     | MIZO                    | 1     |
| PORTUGUESE BRAZILIAN | 6     | OROMO                   | 1     |
| KAREN                | 5     | SERBIAN                 | 1     |
| YORUBA               | 5     | SUDANESE ARABIC         | 1     |
| GERMAN               | 4     | TURKISH                 | 1     |
| NEPALI               | 4     | URDU                    | 1     |

# Voice Translation Services – Annual Translation Service

Voice Translation Services Total

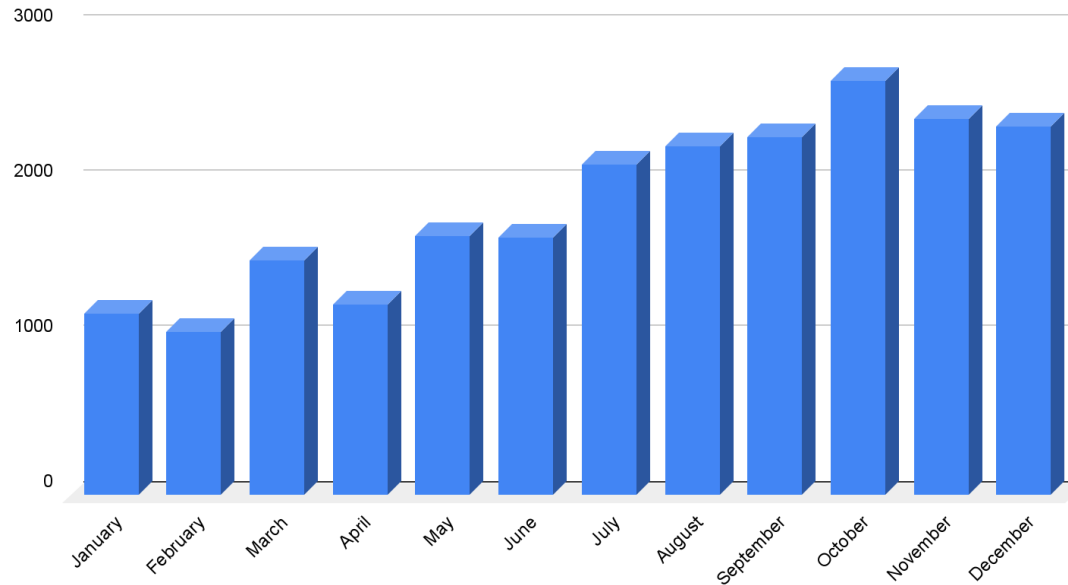


# Texty Services



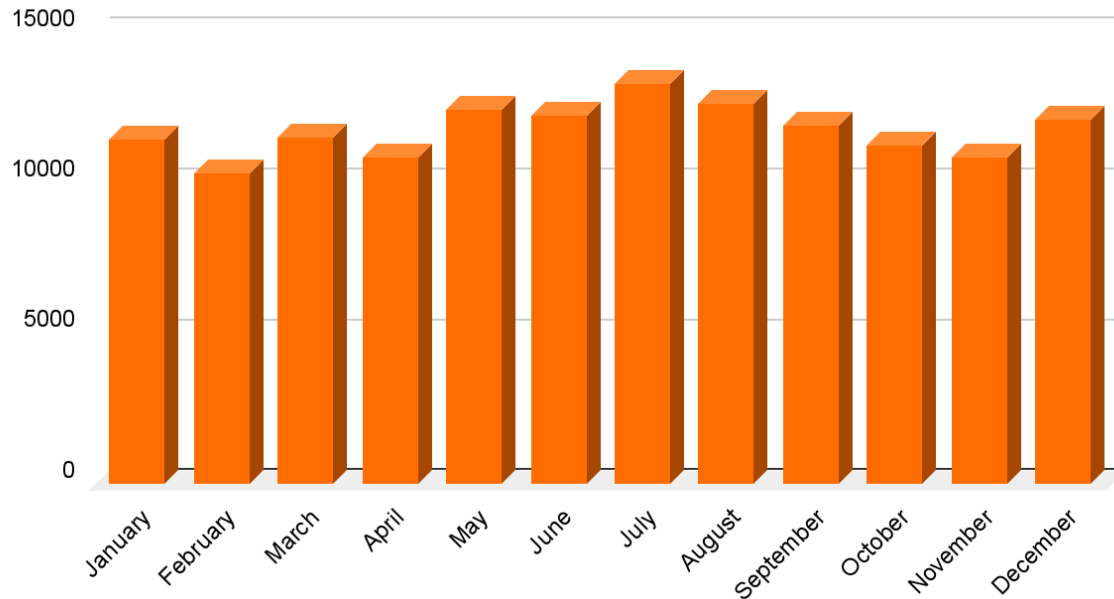
# Texty Service – Inbound text (to 911) by month

Inbound Text Sessions



# Texty Service – Outbound text (from 911) by month

Outbound Text Sessions



# Texty Service – Inbound totals by PSAP

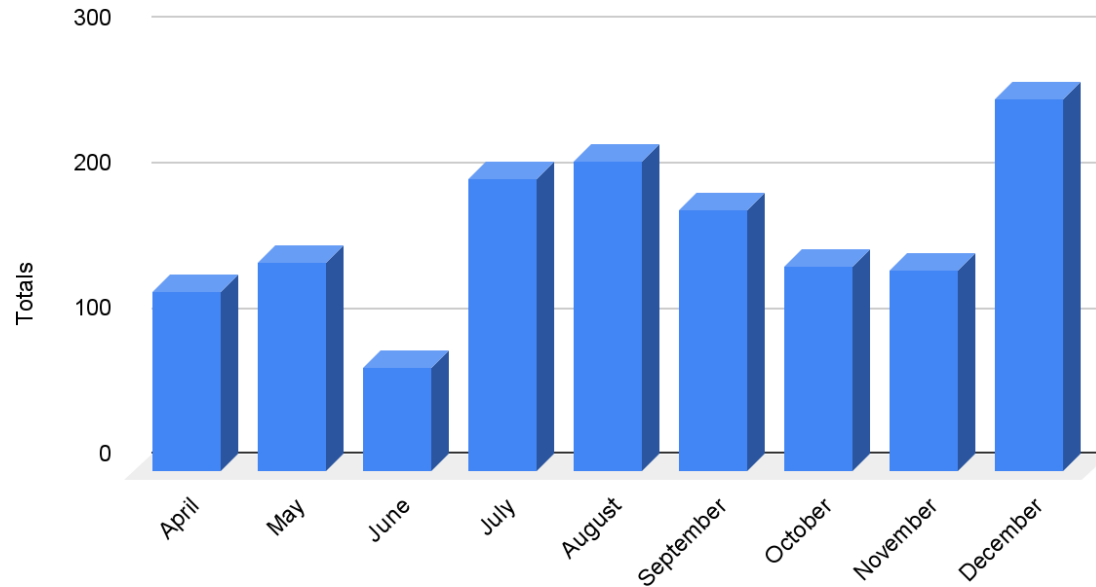
| Inbound Text to 911<br>100 +          | Q1 - 3,708 | 40 - 99                            | Q2 - 4,548 | 15 - 39                                 | Q3 - 6,665 | < 15                                | Q4 - 7,458 |
|---------------------------------------|------------|------------------------------------|------------|---|------------|-------------------------------------|------------|
| Marion Co.Indy PD                     | 4693       | Putnam Co. Sheriffs Office         | 91         | Parke Co. 911                           | 36         | Benton Co. Sheriffs Office          | 12         |
| Lake Co. Sheriffs Office              | 3802       | Boone Co. SD                       | 90         | Fulton Co. Communications               | 35         | Ohio Co. Communications             | 12         |
| Saint Joseph                          | 2015       | LaGrange Co. Communications        | 88         | Indy Airport Authority                  | 34         | Vermillion Co. Sheriff's Office     | 12         |
| Vanderburgh Co. Central Dispatch      | 943        | Clinton Co. 911                    | 87         | Orange Co. SD                           | 34         | Mooresville PD                      | 11         |
| Allen Co. SD                          | 724        | Miami Co. 911                      | 77         | Whitley Co. Communications Center       | 33         | Columbia City Communications Center | 10         |
| Vigo Co. 911                          | 701        | Jennings Co. 911                   | 71         | Noble Co. SD                            | 32         | Pulaski Co. Sheriffs Office         | 9          |
| Madison Co. Sheriffs Office           | 650        | Marshall Co. PD                    | 70         | Wells Co.                               | 32         | Washington Co. Sheriffs Office      | 9          |
| Delaware Co. Emer. Com. Center        | 545        | Dubois Co. Communications Center   | 65         | Clay Co. Justice Center                 | 30         | Newton Co. 911                      | 7          |
| Elkhart Co. 911 Center                | 486        | Jefferson Co. 911                  | 64         | Posey Co. 911                           | 30         | Pike Co. Sheriffs Office            | 7          |
| Wayne Co. Emergency Communications    | 435        | Scott Co. Emergency Communications | 62         | Ripley Co. E-911 Communications         | 30         | BeachGrove PD                       | 6          |
| Porter Co.                            | 433        | Jackson Co. 911                    | 59         | Tipton Co. E911                         | 30         | Lowell SP Post 13                   | 6          |
| Hancock Co. EOC                       | 336        | Warrick Co. Sheriffs Office        | 58         | Franklin Co. Communications E-911       | 27         | Bedford PD                          | 5          |
| Lafayette PD                          | 336        | Tippecanoe Co. Sheriffs Office     | 57         | Spencer Co. 911                         | 27         | Blackford Co. Central Dispatch      | 5          |
| Monroe Co. Central Dispatch           | 322        | Switzerland Co. Communication      | 55         | Crawford Co. Central Dispatch           | 25         | New Albany City Dispatch            | 4          |
| Morgan Co. 911                        | 293        | Brown Co. SD                       | 53         | Decatur Co. SD                          | 24         | New Haven PD                        | 4          |
| Randolph Co. Communications           | 287        | Gibson Co. SD                      | 53         | Harrison Co. SD Dispatch                | 24         | Batesville PD                       | 2          |
| Hamilton Co. Sheriffs Office Dispatch | 285        | Speedway Police                    | 53         | Adams Co. Sheriffs Office               | 22         | ISP Fort Wayne Post 22              | 2          |
| Kosciusko Co.                         | 276        | Huntington Co. Sheriffs Office     | 52         | White Co.                               | 22         | Rushville PD                        | 2          |
| Johnson Co. SD                        | 247        | DeKalb Co. SD                      | 50         | Jasper Co. Sheriffs Office              | 21         | Elkhart Co. Command Vehicle         | 1          |
| Bartholomew Co. EOC                   | 236        | Daviess Co. 911                    | 47         | Wabash Co. Central Dispatch             | 21         | ISP Bloomington Post 33             | 1          |
| Hendricks Co. Communications Center   | 220        | Owen Co. Sheriffs Office           | 47         | Carroll Co. E911                        | 20         | ISP Indianapolis Post               | 1          |
| LaPorte Co. 911 Communications        | 218        | Cass Co. E911                      | 46         | Steuben Co. 911                         | 20         | ISP Toll Road Post 21               | 1          |
| Clark Co. 911 Center                  | 198        | Fayette Co. Communications         | 43         | Rush Co. SD                             | 19         | ISP Versailles Post 42              | 1          |
| Floyd Co. Sheriff's Department        | 184        | Greene Co. Sheriffs Office         | 43         | Jay Co. SD                              | 18         | Jasper PD                           | 1          |
| Knox Co. Dispatch Office              | 163        | Lawrence Co. Sheriffs Office       | 43         | Purdue University PD                    | 17         | Lawrence PD                         | 1          |
| Grant Co. SD                          | 151        | Schererville PD                    | 43         | Starke Co. Sheriffs Office              | 17         | Martin Co. SD                       | 1          |
| Henry Co. Emergency Services          | 151        |                                    |            | Sullivan Co. 911                        | 17         | Seymour PD                          | 1          |
| Dearborn Co.                          | 147        |                                    |            | Fountain/Warren Co. Regional Dispatch C | 16         | West Lafayette PD                   | 1          |
| Indigital telecom                     | 132        |                                    |            | Union Co. 911                           | 16         |                                     |            |
| Montgomery Co. / Crawfordsville E911  | 118        |                                    |            | Perry Co.                               | 15         |                                     |            |
| Howard Co. SD                         | 115        |                                    |            |   |            |                                     |            |
| Shelby Co. SD                         | 104        |                                    |            |   |            |                                     |            |

# Texty Service – Outbound totals by PSAP

| Outbound Text from 911                |       | Q1 - 33,245                             |     | Q2 - 35,495                       |     | Q3 - 37,767                         |     | Q4 - 33,243 |  |
|---------------------------------------|-------|---|-----|-----------------------------------|-----|-------------------------------------|-----|-------------|--|
| 900 +                                 |       | 400 - 899                               |     | 150 - 399                         |     | < 150                               |     |             |  |
| Saint Joseph                          | 13848 | Steuben Co. 911                         | 890 | Knox Co. Dispatch Office          | 397 | Lowell SP Post 13                   | 145 |             |  |
| Hamilton Co. Sheriffs Office Dispatch | 11195 | Schererville PD                         | 887 | Franklin Co. Communications E-911 | 394 | Mooreville PD                       | 145 |             |  |
| Lake Co. Sheriffs Office              | 10578 | White Co.                               | 883 | Lawrence PD                       | 390 | Randolph Co. Communications         | 138 |             |  |
| Elkhart Co. 911 Center                | 10366 | Wells Co.                               | 863 | Johnson Co. SD                    | 388 | Putnam Co. Sheriffs Office          | 131 |             |  |
| Allen Co. SD                          | 8035  | LaPorte Co. 911 Communications          | 858 | Indy Airport Authority            | 378 | Benton Co. Sheriffs Office          | 128 |             |  |
| Monroe Co. Central Dispatch           | 6064  | LaGrange Co. Communications             | 851 | Starke Co. Sheriffs Office        | 368 | Parke Co. 911                       | 120 |             |  |
| Clark Co. 911 Center                  | 5718  | Marshall Co. PD                         | 779 | Clay Co. Justice Center           | 367 | Perry Co.                           | 120 |             |  |
| Porter Co.                            | 4825  | Henry Co. Emergency Services            | 749 | Lawrence Co. Sheriffs Office      | 364 | Posey Co. 911                       | 109 |             |  |
| Bartholomew Co. EOC                   | 4437  | Scott Co. Emergency Communications      | 716 | Jay Co. SD                        | 341 | Warrick Co. Sheriffs Office         | 107 |             |  |
| Wayne Co. Emergency Communications    | 4148  | Cass Co. E911                           | 678 | Brown Co. SD                      | 324 | Blackford Co. Central Dispatch      | 103 |             |  |
| Vanderburgh Co. Central Dispatch      | 3281  | Pulaski Co. Sheriffs Office             | 654 | Owen Co. Sheriffs Office          | 315 | Tippecanoe Co. Sheriffs Office      | 102 |             |  |
| Vigo Co. 911                          | 2914  | DeKalb Co. SD                           | 638 | Floyd Co. Sheriff's Department    | 306 | Tipton Co. E911                     | 97  |             |  |
| Lafayette PD                          | 2701  | Noble Co. SD                            | 589 | Greene Co. Sheriffs Office        | 295 | Ohio Co. Communications             | 96  |             |  |
| Hendricks Co. Communications Center   | 2491  | Jennings Co. 911                        | 535 | Jackson Co. 911                   | 243 | Union Co. 911                       | 94  |             |  |
| Marion Co.Indy PD                     | 2454  | West Lafayette PD                       | 532 | Jasper Co. Sheriffs Office        | 238 | Batesville PD                       | 77  |             |  |
| Montgomery Co. / Crawfordsville E911  | 2336  | Miami Co. 911                           | 526 | Carroll Co. E911                  | 198 | Howard Co. SD                       | 77  |             |  |
| Grant Co. SD                          | 2145  | Ripley Co. E-911 Communications         | 521 | Newton Co. 911                    | 194 | Kendallville PD                     | 77  |             |  |
| Dubois Co. Communications Center      | 2090  | Delaware Co. Emer. Com. Center          | 511 | ISP Indianapolis Post             | 186 | Jasper PD                           | 52  |             |  |
| Hancock Co. EOC                       | 1937  | Jefferson Co. 911                       | 500 | New Albany City Dispatch          | 185 | Martin Co. SD                       | 52  |             |  |
| Kosciusko Co.                         | 1810  | Adams Co. Sheriffs Office               | 491 | Washington Co. Sheriffs Office    | 184 | New Haven PD                        | 52  |             |  |
| Boone Co. SD                          | 1481  | Huntington Co. Sheriffs Office          | 491 | Sullivan Co. 911                  | 181 | Seymour PD                          | 49  |             |  |
| Crawford Co. Central Dispatch         | 1411  | Fulton Co. Communications               | 486 | Elkhart Co. Command Vehicle       | 180 | Indigital telecom                   | 45  |             |  |
| Wabash Co. Central Dispatch           | 1389  | Whitley Co. Communications Center       | 471 | Switzerland Co. Communication     | 180 | IU PD                               | 40  |             |  |
| Clinton Co. 911                       | 1230  | Madison Co. Sheriffs Office             | 441 | Rush Co. SD                       | 176 | Harrison Co. SD Dispatch            | 34  |             |  |
| Dearborn Co.                          | 1031  | Decatur Co. SD                          | 414 | Orange Co. SD                     | 173 | ISP Toll Road Post 21               | 34  |             |  |
| Morgan Co. 911                        | 1015  | Fountain/Warren Co. Regional Dispatch C | 404 | Speedway Police                   | 170 | ISP Versailles Post 42              | 33  |             |  |
| Shelby Co. SD                         | 998   |   |     | Elkhart City PD                   | 154 | Columbia City Communications Center | 24  |             |  |
| Spencer Co. 911                       | 963   |   |     |                                   |     | Fayette Co. Communications          | 24  |             |  |
| Purdue University PD                  | 919   |   |     |                                   |     | Daviess Co. 911                     | 22  |             |  |
|                                       |       |   |     |                                   |     | Pike Co. Sheriffs Office            | 19  |             |  |
|                                       |       |   |     |                                   |     | BeachGrove PD                       | 11  |             |  |
|                                       |       |   |     |                                   |     | Rushville PD                        | 5   |             |  |
|                                       |       |   |     |                                   |     | Vermillion Co. Sheriff's Office     | 4   |             |  |
|                                       |       |   |     |                                   |     | Gibson Co. SD                       | 3   |             |  |
|                                       |       |   |     |                                   |     | ISP Bloomington Post 33             | 2   |             |  |
|                                       |       |   |     |                                   |     | Bedford PD                          | 1   |             |  |
|                                       |       |   |     |                                   |     | ISP Fort Wayne Post 22              | 1   |             |  |

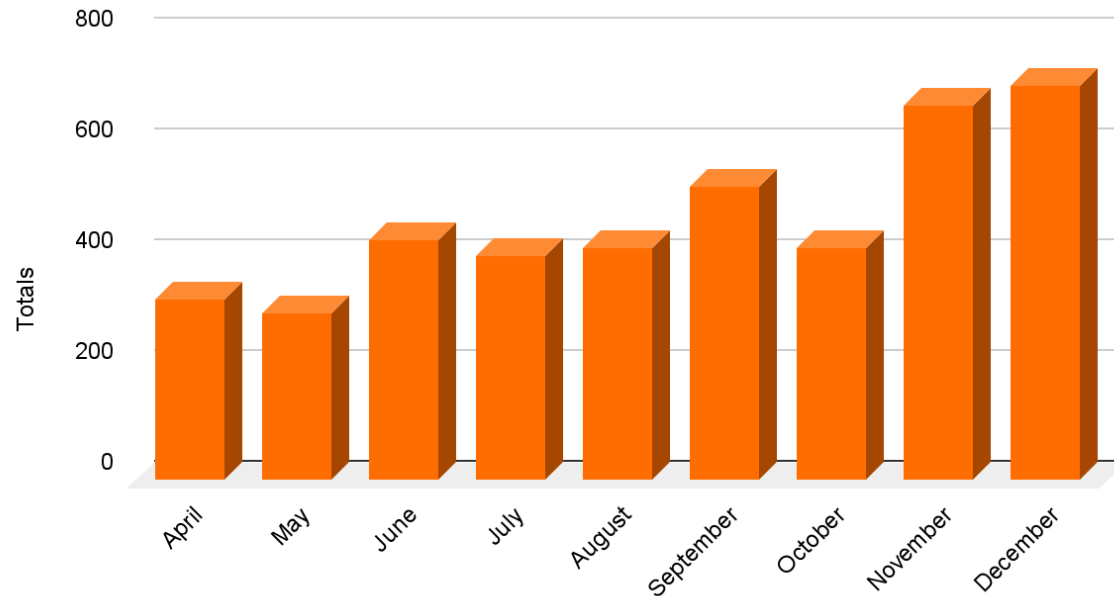
# Texty Service – Inbound Text Translations

Inbound Texty Translations



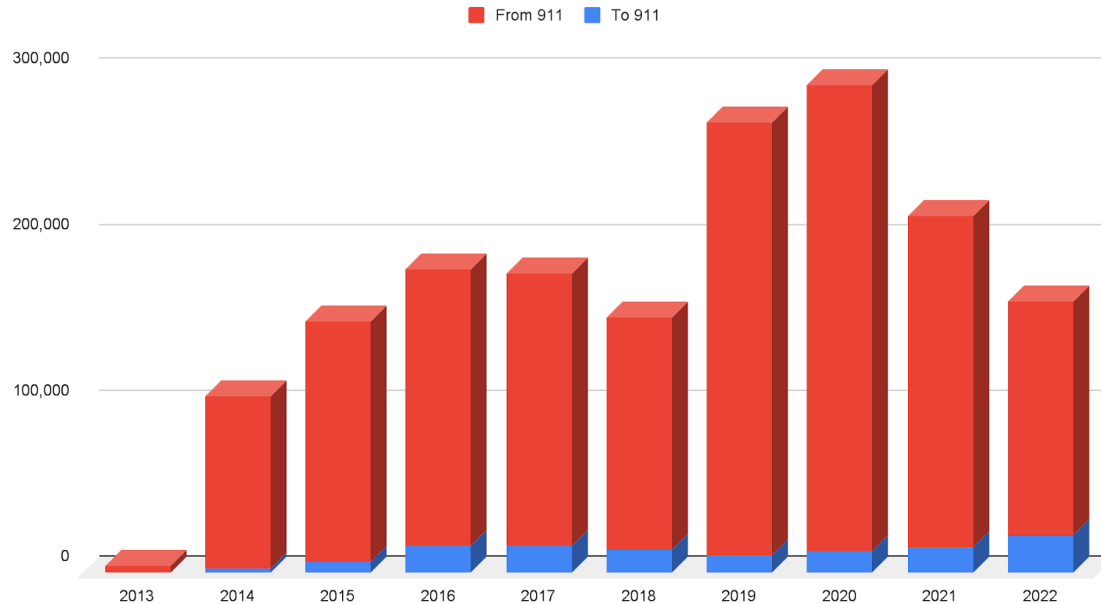
# Texty Service – Outbound Text Translations

Outbound Text Translations



# Texty Service – Annual Texty Totals

IN911 Annual Texty Totals

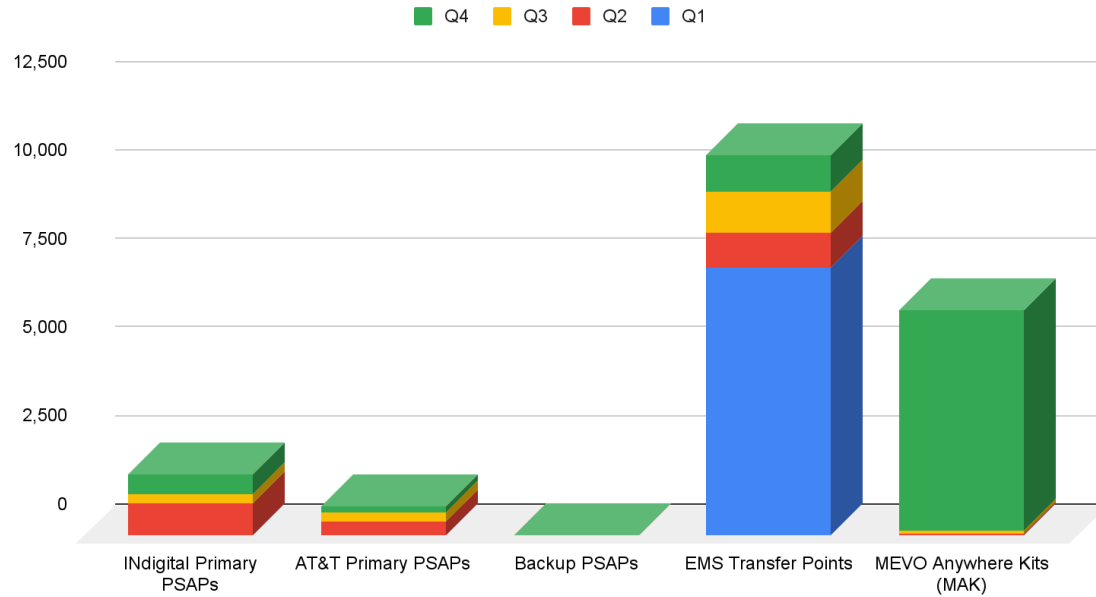


# MEVO



# MEVO – Calls to MEVO

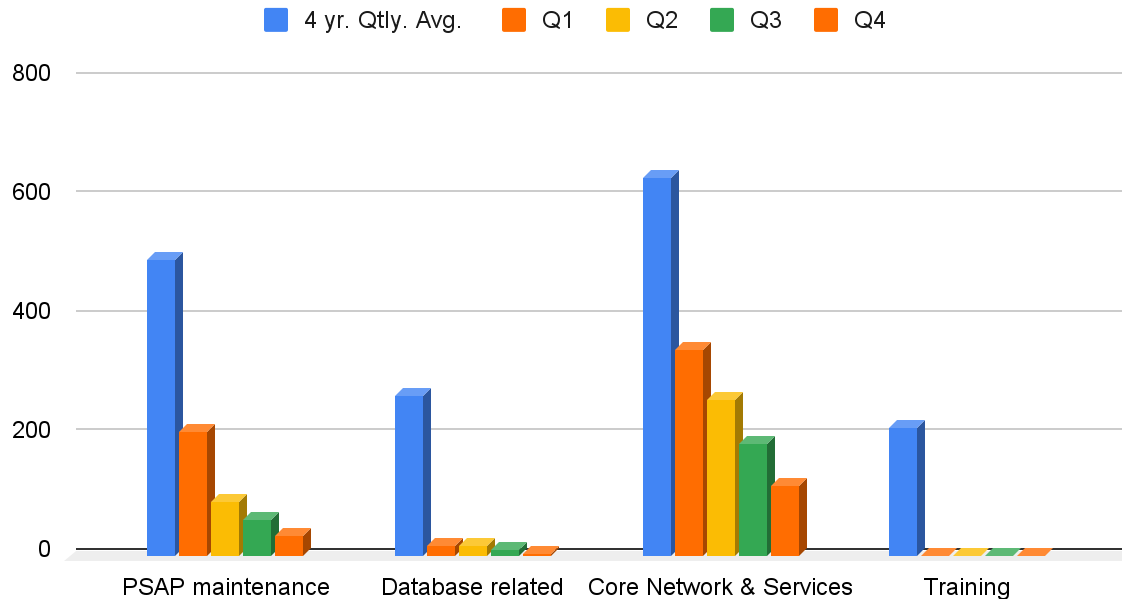
MEVO Calls



# Help Desk Ticket Analysis

# Support Ticket Analysis – Core support totals

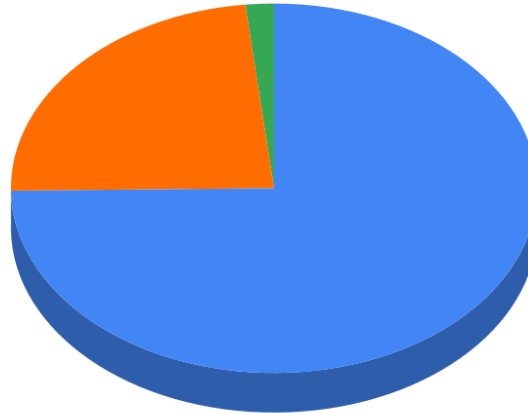
Support Quarter Comparison (2022)



# Support Ticket Analysis – By CPE or SSP Provider

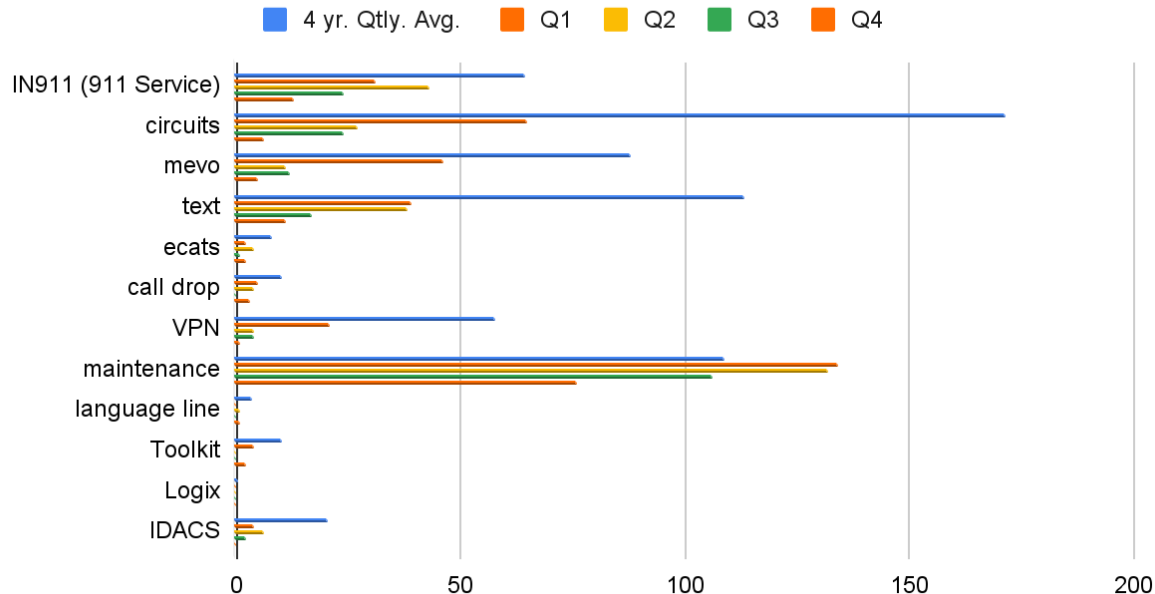
INdigital NSOC Support by SSP Provider

● INdigital ● AT&T ● Centurylink



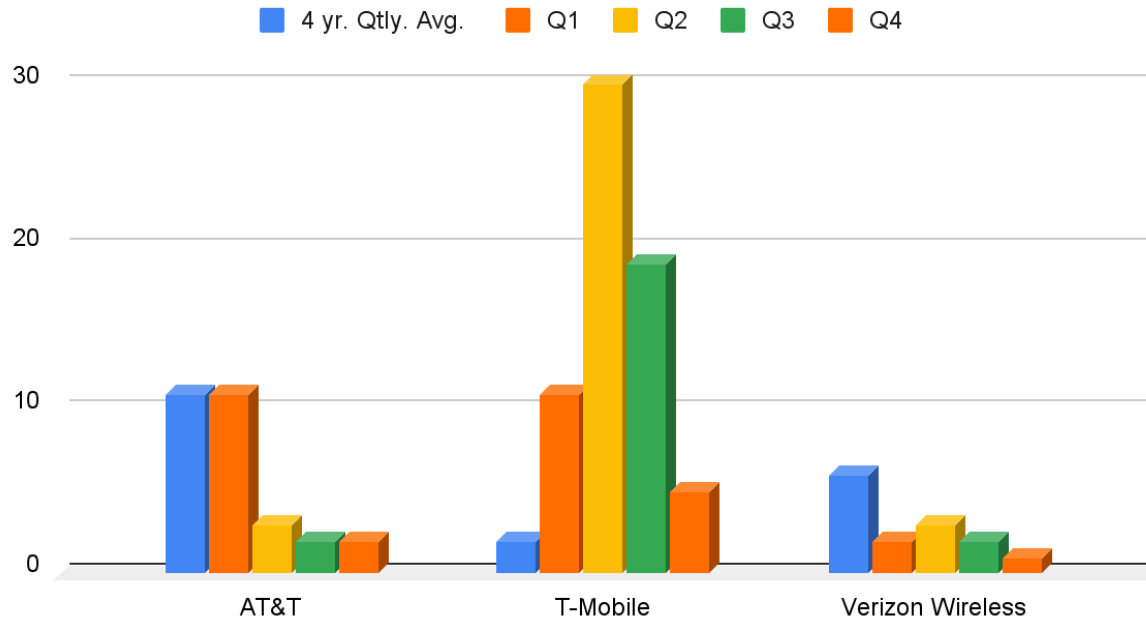
# Support Ticket Analysis – Core Network & Services

Core Network & Services (2022)

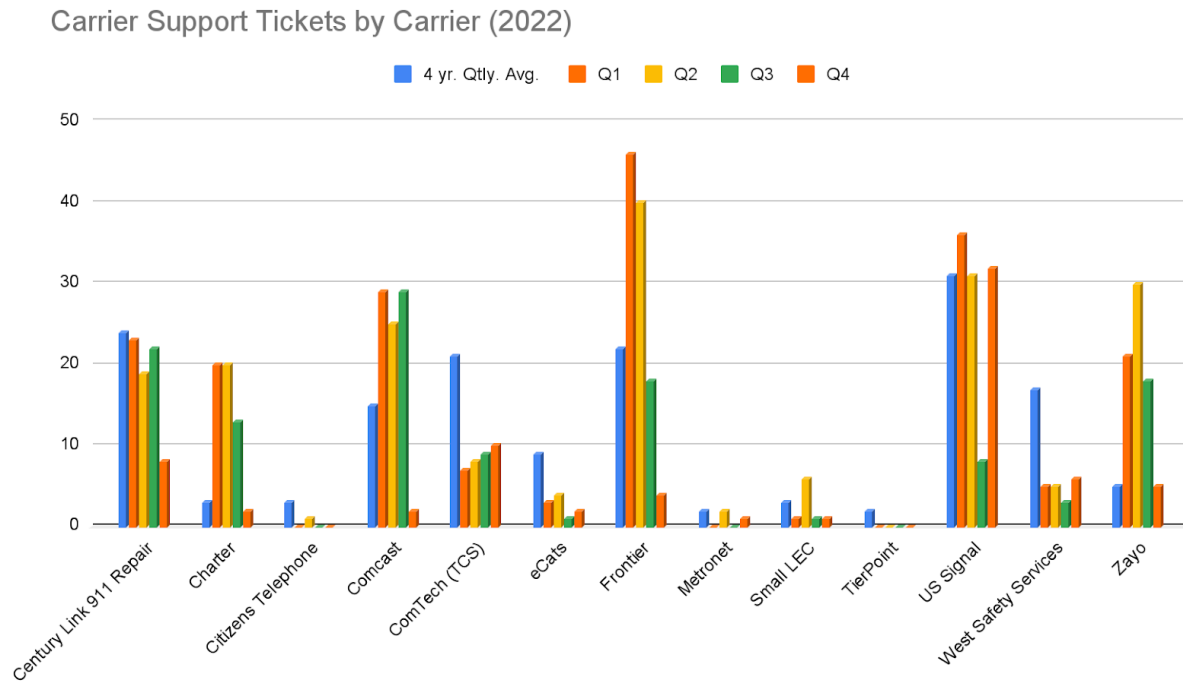


# Support Ticket Analysis – Wireless Carrier Support Tickets

Wireless Support Tickets by Carrier (2022)



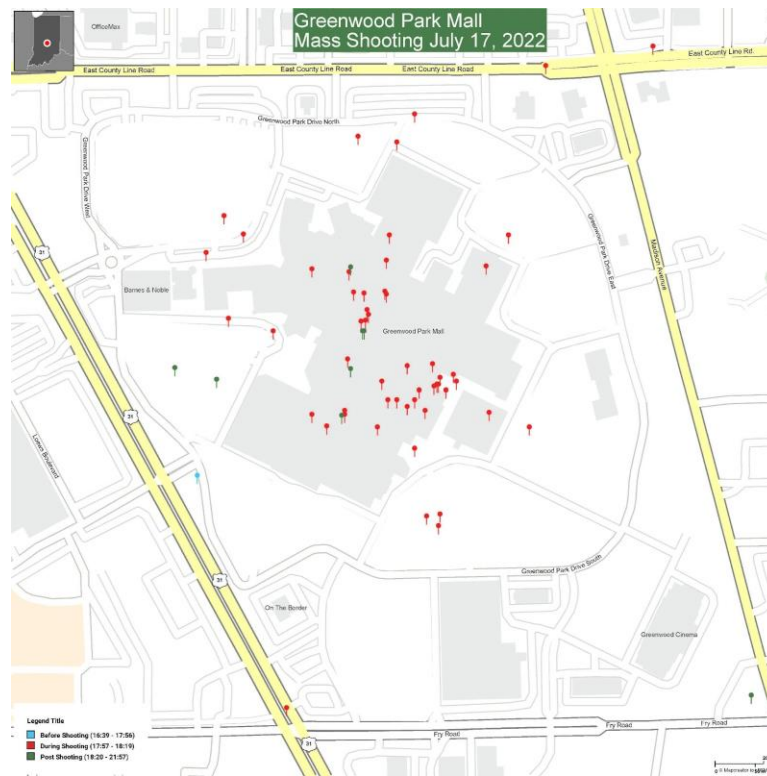
# Support Ticket Analysis – Carrier Support Tickets



# Event Analysis

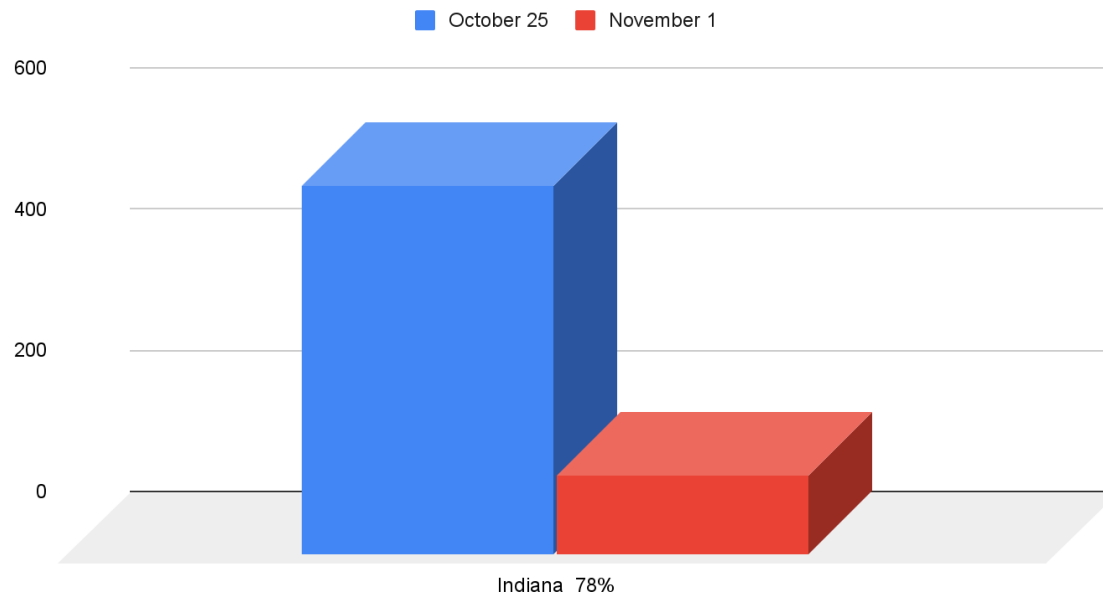


# Event Analysis – Greenwood Mall Shooting



# Event Analysis – AT&T Mobility Outage

AT&T Mobility Outage Nov. 1st



# INdigital

**911 IS OUR CALLING**

