

Q-4 Indiana 9-1-1 Board Report
for the reporting interval ending
September, 2016

data from



section A – INdigital ESiNet overview

1. The map at right page shows the updated status of MEVO and texTTY service platforms. The map and later provided graphs show that text messaging FOR-911 is active in all counties throughout the state.
2. Our work continues to expand and upgrade the ESiNet to support the ECaTS data collection platform. The detail of the network status is shown at right.

As part of the evolution of the network, certain local police departments are now on the ESiNet to provide backup for the county 911 centers, or for other local operations. The map detail now shows these PD's and the ISP post status as well, due to the number of calls they take on a transferred basis.



IN911 Network

- IN911 direct connection
- FDC full integration

MEVO/ texTTY status

- ISP Post MEVO
- MEVO in use
- MEVO pending
- text-For-911 in use

ECaTS

- ECaTS in use

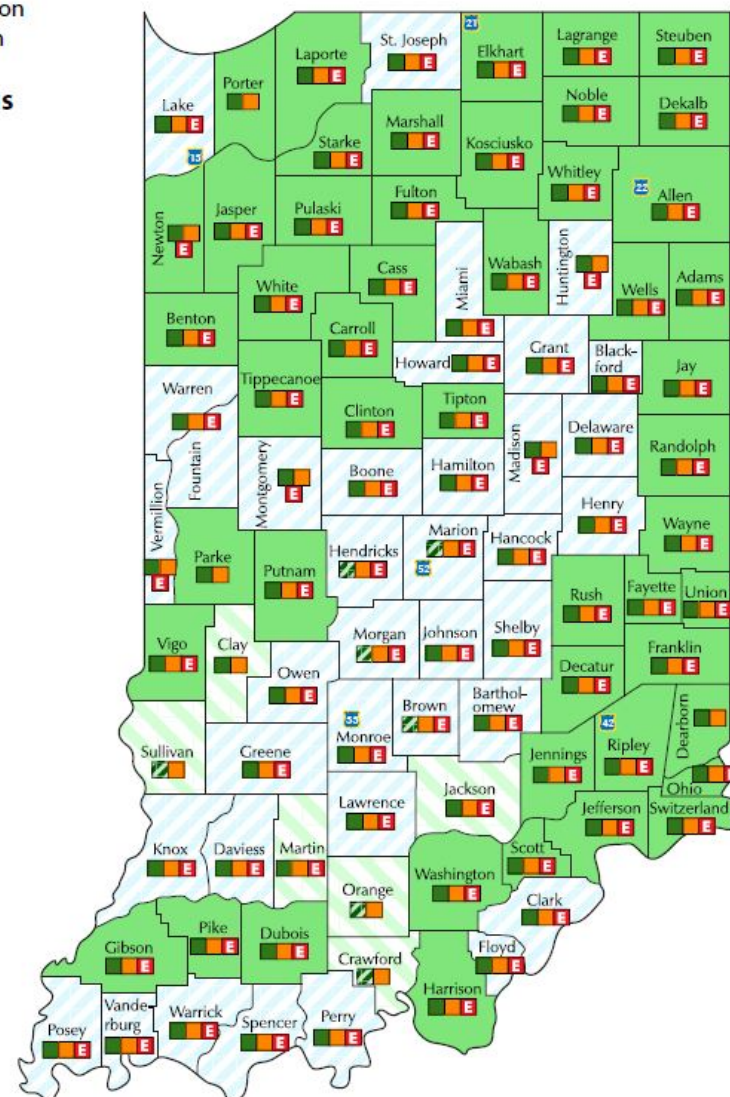
Indiana State Police Posts

- ISP D13 ■
- ISP D21 ■
- ISP D22 ■
- ISP D33 ■
- ISP D42 ■
- ISP D52 ■

City PD's

- Bedford PD ■
- Evansville Dispatch ■
- Evansville PD ■
- Lawrence PD ■
- Linton PD ■
- Marion PD ■
- Mishawaka PD ■
- Mooreville PD ■
- New Albany PD ■
- Purdue PD ■
- Rushville PD ■
- Schereville PD ■
- South Bend PD ■
- Speedway PD ■
- Toll Road Authority ■
- Washington PD ■

IN911 statewide status

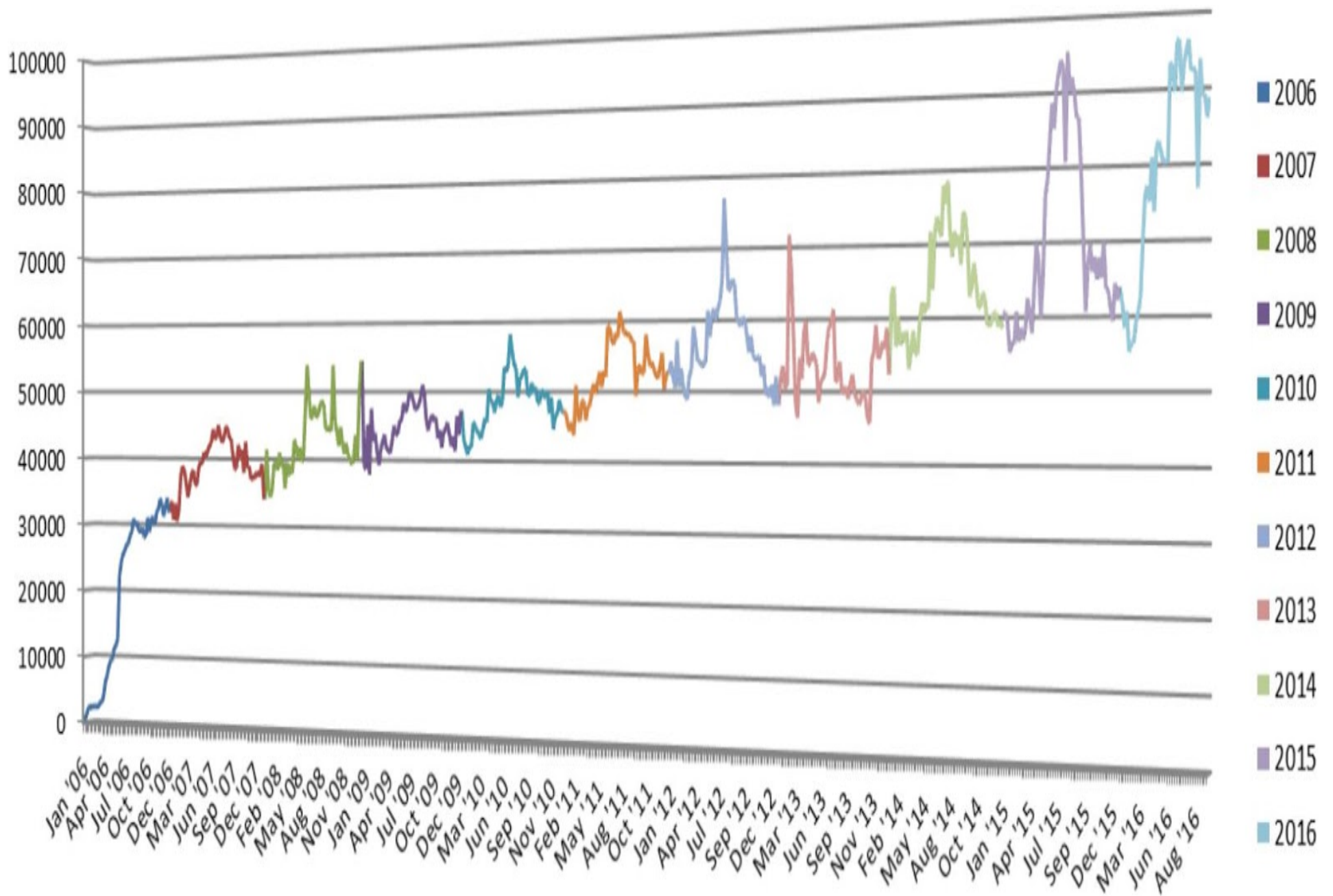


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section B - INdigital provided network status and trends

3. There are no issues to report for the overall operation of the network.
4. Indigital ESiNet network enhancements - We continue to make improvements in the architecture of the IN911 network. Additional transport using tertiary connections has been added since our last report to continue to ensure high reliability.
5. Overall network stats – Overall call volumes follow seasonal trends. There were no unusual call patterns in this reporting period. The charts on the following pages show:
 - a. Call volume and Texty usage trends – As the charts on pages 8 thru 9 show, text usage continues to increase.
 - b. Particularly with regard to the usage of text, usage peaked with early summer seasonal call volumes. Agencies are using text as a primary method of communication. Based on industry statistics that are generally available, text usage in Indiana is exponentially higher than other states.

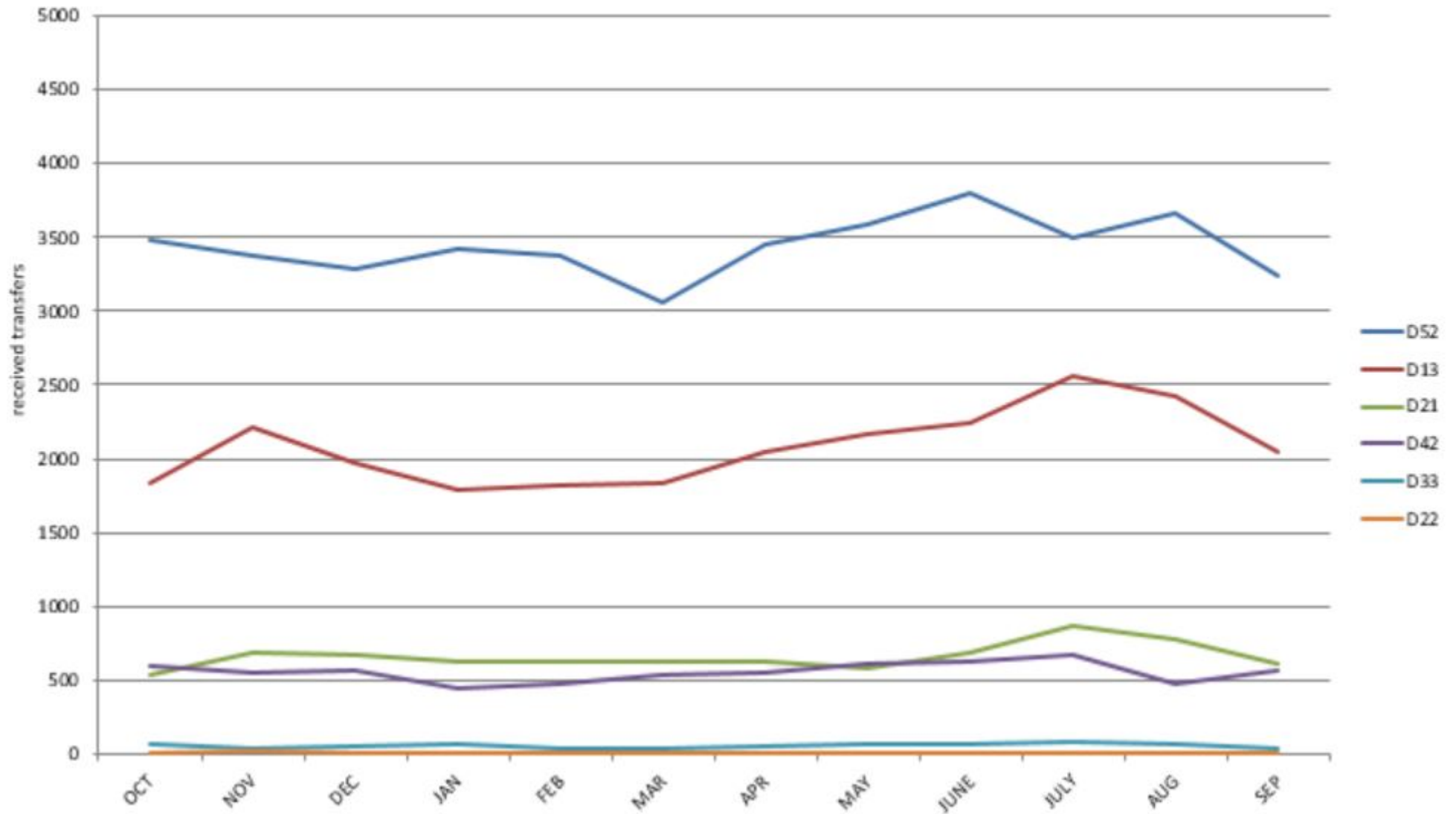
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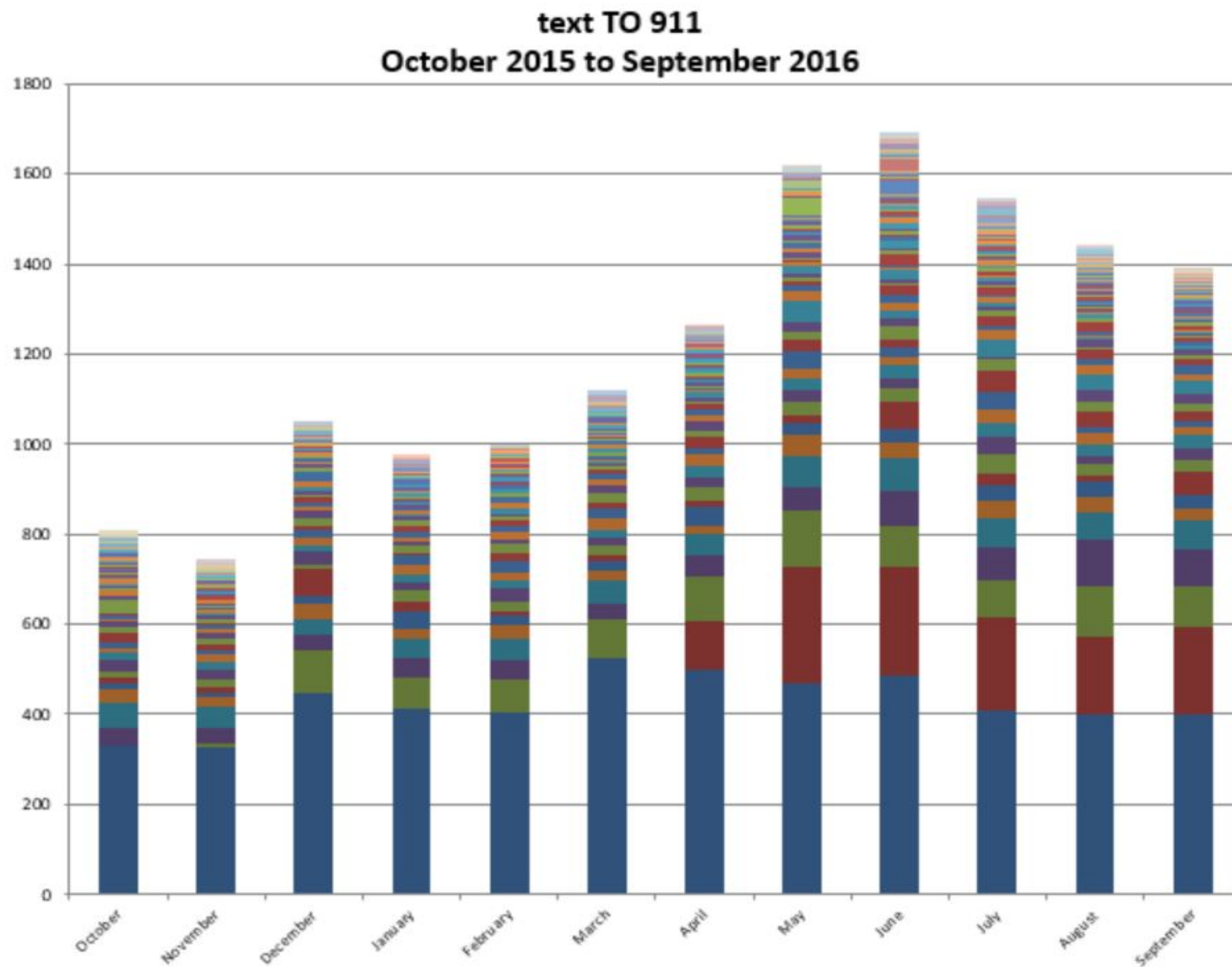
Transfers to ISP Posts

D 52 = Indianapolis D 13 = Lowell D 21 = Indiana Toll Road

D 42 = Versailles D 33 = Bloomington D 22 = Fort Wayne



6. Text TO 911 usage charts. There is a population correlation, shown by the heatmap matrix on the next page.



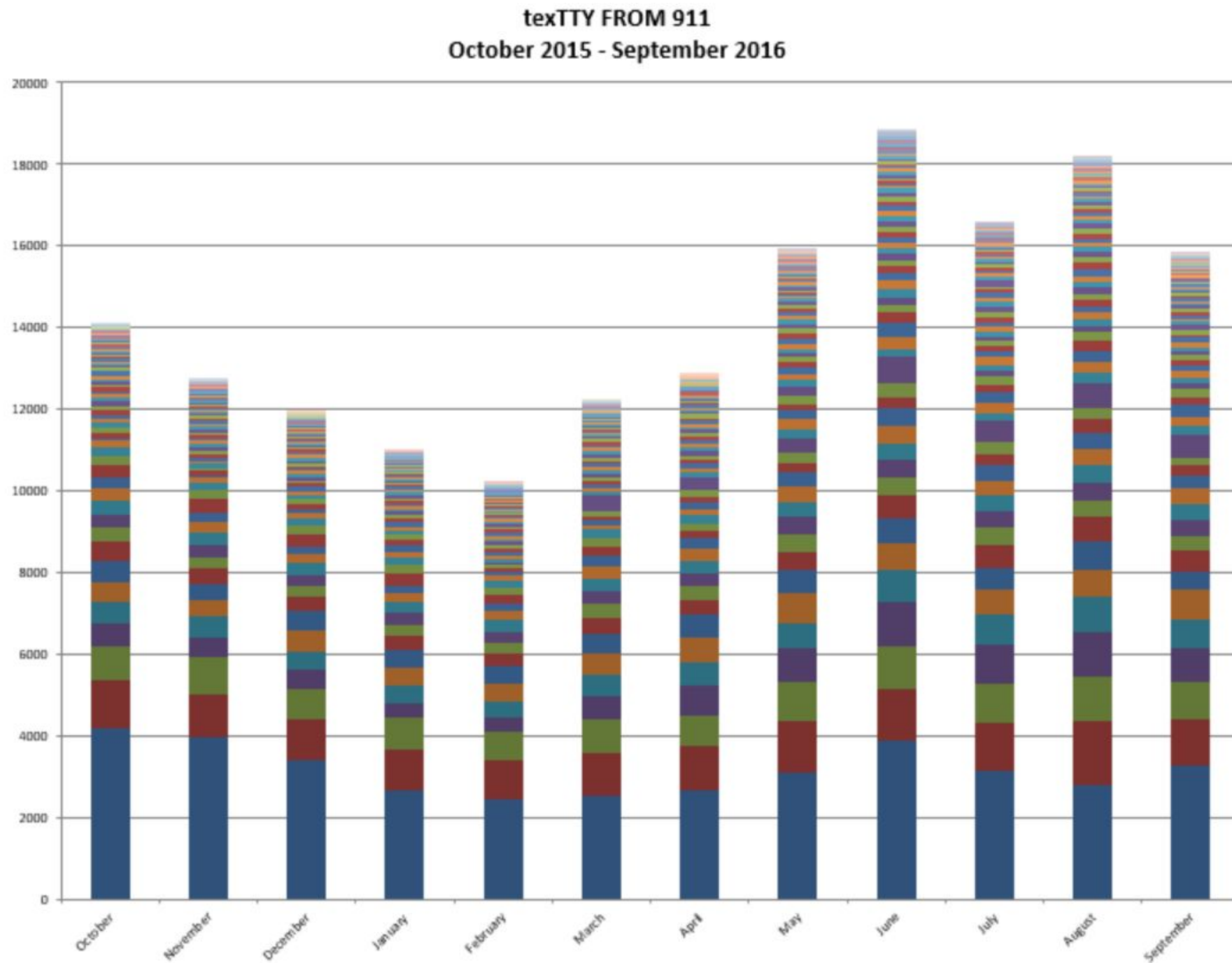
7. This volume matrix shows a 12 month period of text to 911 volumes.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
100+				40-99				10-39				<10				Active - No Usage
PSAP	COUNT			PSAP	COUNT			PSAP	COUNT			PSAP	COUNT			PSAP
Marion County	5110			Boone County	90			Harrison County	39			Sullivan County	9			Orange County
Lake County	1175			Morgan County	84			Jefferson County	39			Blackford County	8			
St. Joseph	936			Hendricks County	74			Noble County	39			Pulaski County	8			
Allen County	661			Cass County	70			Jasper County	36			Union County	8			
Elkhart County	658			Howard County	69			Tipton County	34			Parke County	7			
Tippecanoe	358			Marshall County	65			Steuben County	33			Martin County	5			
Hamilton County	318			Adams County	61			Wells County	33			Benton County	4			
Kosciusko County	310			Wabash County	59			Whitley County	33			Ohio County	4			
LaPorte County	298			Clinton County	57			Lawrence County	31			Switzerland County	4			
Bartholomew County	297			Henry County	56			Fulton County	29			Rush County	2			
Wayne County	256			Dubois County	53			Newton County	29			Washington County	2			
Porter County	254			Shelby County	53			Randolph County	28							
Vigo County	251			Dekalb County	50			Vermillion County	28							
Monroe County	243			Dearborn County	49			Huntington County	27							
Johnson County	231			Miami County	49			Scott County	27							
Madison County	198			Perry County	49			Starke County	27							
Vanderburgh County	168			Gibson County	44			Fayette County	26							
Clark County	161			Jackson County	44			Posey County	23							
Delaware County	159			Jennings County	43			Greene County	22							
Hancock County	146			Knox County	40			Jay County	21							
Montgomery County	119			Putnam County	40			Brown County	20							
Grant County	113			Spencer County	40			Carroll County	19							
Floyd County	102							Daviess County	19							
								LaGrange County	18							
								White County	17							
								Warrick County	15							
								Crawford County	14							
								Fountain/Warren Cou	14							
								Franklin County	14							
								Ripley County	12							
								Clay County	11							
								Decatur County	11							
								Owen County	10							
								Pike County	10							

8. Text FROM 911 usage matrix, showing 12 month dialog volumes.

2000+			500-1999			100-499			<100			Active - no usage
PSAP	COUNT		PSAP	COUNT		PSAP	COUNT		PSAP	COUNT		
Marion County	37975		Dubois County	1831		Clay County	479		Blackford County	83		
Elkhart County	13819		Morgan County	1804		Sullivan County	427		Johnson County	82		
Allen County	10471		Lake County	1557		Pike County	353		Benton County	80		
Hamilton County	8281		Noble County	1551		Brown County	334		Union County	80		
Monroe County	7122		Spencer County	1520		Jay County	313		Ohio County	79		
Clark County	6836		Scott County	1448		Franklin County	290		Tipton County	75		
Vigo County	6134		Steuben County	1388		Randolph County	255		Daviess County	74		
Tippecanoe Cour	5319		Cass County	1283		Switzerland Count	255		Green County	74		
Bartholomew Co	4164		Marshall County	1211		Putnam County	246		Shelby County	70		
Wayne County	4127		Boone County	1201		Decatur County	241		Washington County	66		
Porter County	4060		Wabash County	1190		Pulaski County	240		St. Joseph County	56		
Grant County	3757		Clinton County	1176		Newton County	232		Parke County	50		
Montgomery Cou	3512		Lagrange County	1128		Dearborn County	231		Floyd County	42		
LaPorte County	3085		Dekalb County	1127		Jasper County	178		Gibson County	42		
Kosciusko Count	2802		Miami County	1122		Whitley County	148		Warrick County	36		
Vanderburgh Col	2657		Fulton County	1061		Knox County	139		Madison County	18		
Crawford County	2469		Jackson County	976		Starke County	123		Vermillion County	10		
Hancock County	2203		Jennings County	975		Howard County	117		Martin County	6		
Hendricks Count	2182		Jefferson County	967		Fayette County	100		Orange County	5		
			Fountain/Warren Co	957					Rush County	3		
			White County	804								
			Posey County	735								
			Wells County	698								
			Owen County	668								
			Henry County	633								
			Huntington County	620								
			Carroll County	596								
			Adams County	593								
			Lawrence County	592								
			Delaware County	538								
			Harrison County	531								
			Perry County	529								
			Ripley County	516								

9. This chart shows the trending of text FROM the PSAP, with the seasonal detail more clearly depicted.



section C - industry stakeholders

- 10. **Wireless carrier status** – There are no issues to report.
- 11. **Adjacent state connectivity** – There are no updates for this period.
- 12. **Regulatory matters** – There are no issues to report.
- 13. **Inter-agency agreements** – There are no issues to report.
- 14. **Other stakeholders** - There are no issues to report.

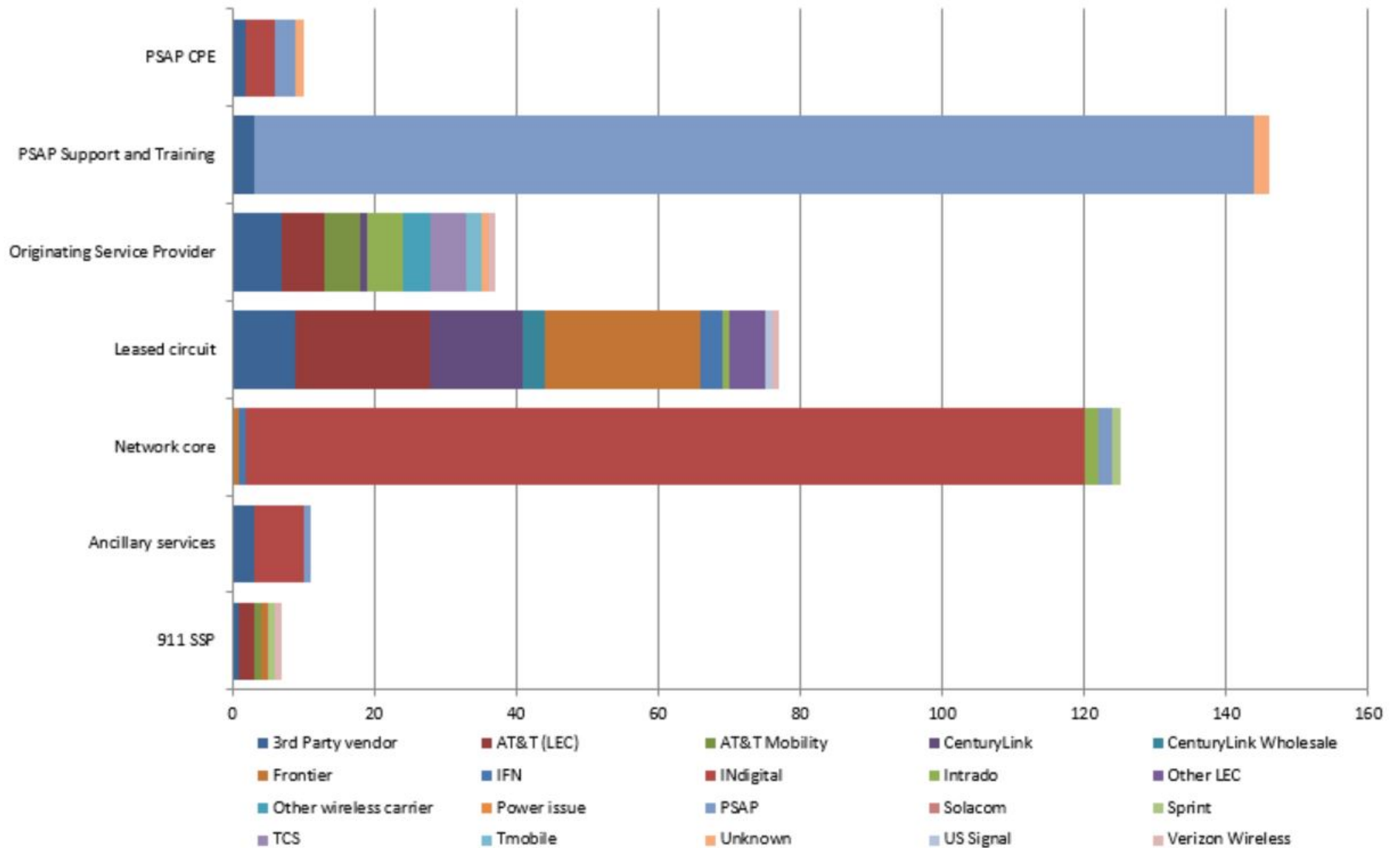
section D - network quality

- 15. **G-11 network status** - There are no issues to report.
- 16. Trends were normal for the number of help desk calls in this reporting cycle. There is a slightly higher number of tickets related to work on network refinement and expansion of additional circuits.

The remainder of this page is blank to show the chart on the following page.

IN911 Wireless Network Trouble Tickets

2016 YTD through September Category and Source



17. **Trouble ticket analysis** – This graph shows the ticket breakdown by category.
All of the tracking domains are normal.

IN911 Wireless Network Trouble Tickets
2016 YTD through September by Functional Domain

