

Q-1 Indiana 9-1-1 Board Report  
for the reporting interval ending  
March 31, 2017

data from



## section A – INdigital ESiNet overview

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

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/ textTTY status

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

### ECaTS

- ECaTS in use

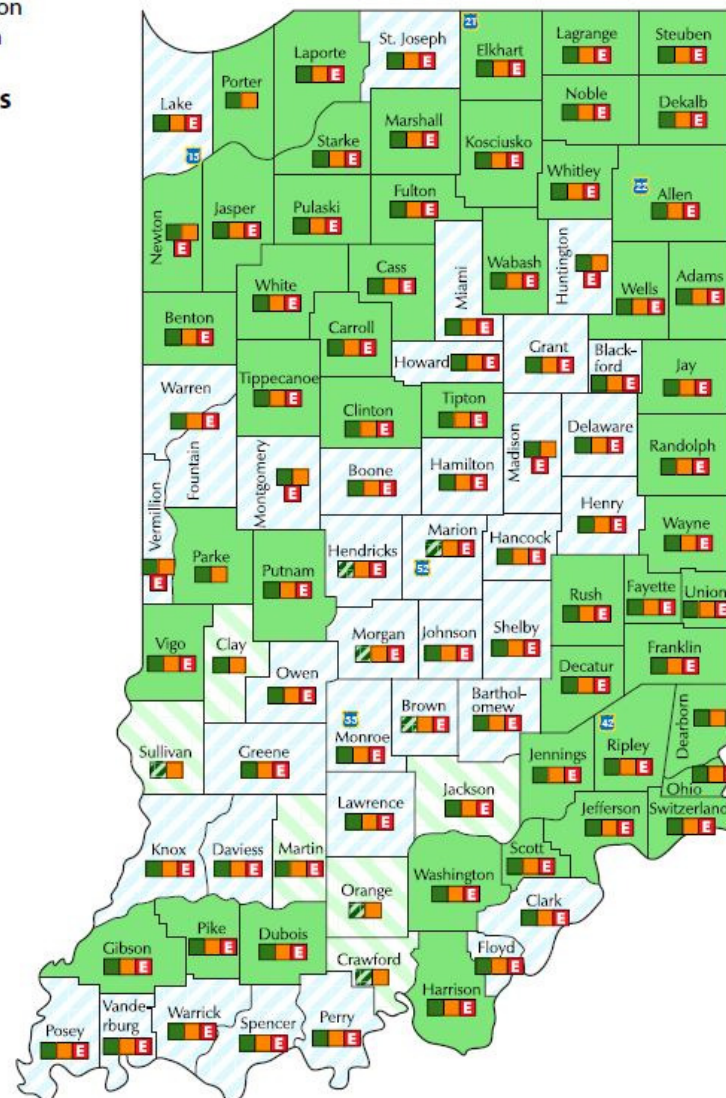
### Indiana State Police Posts

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

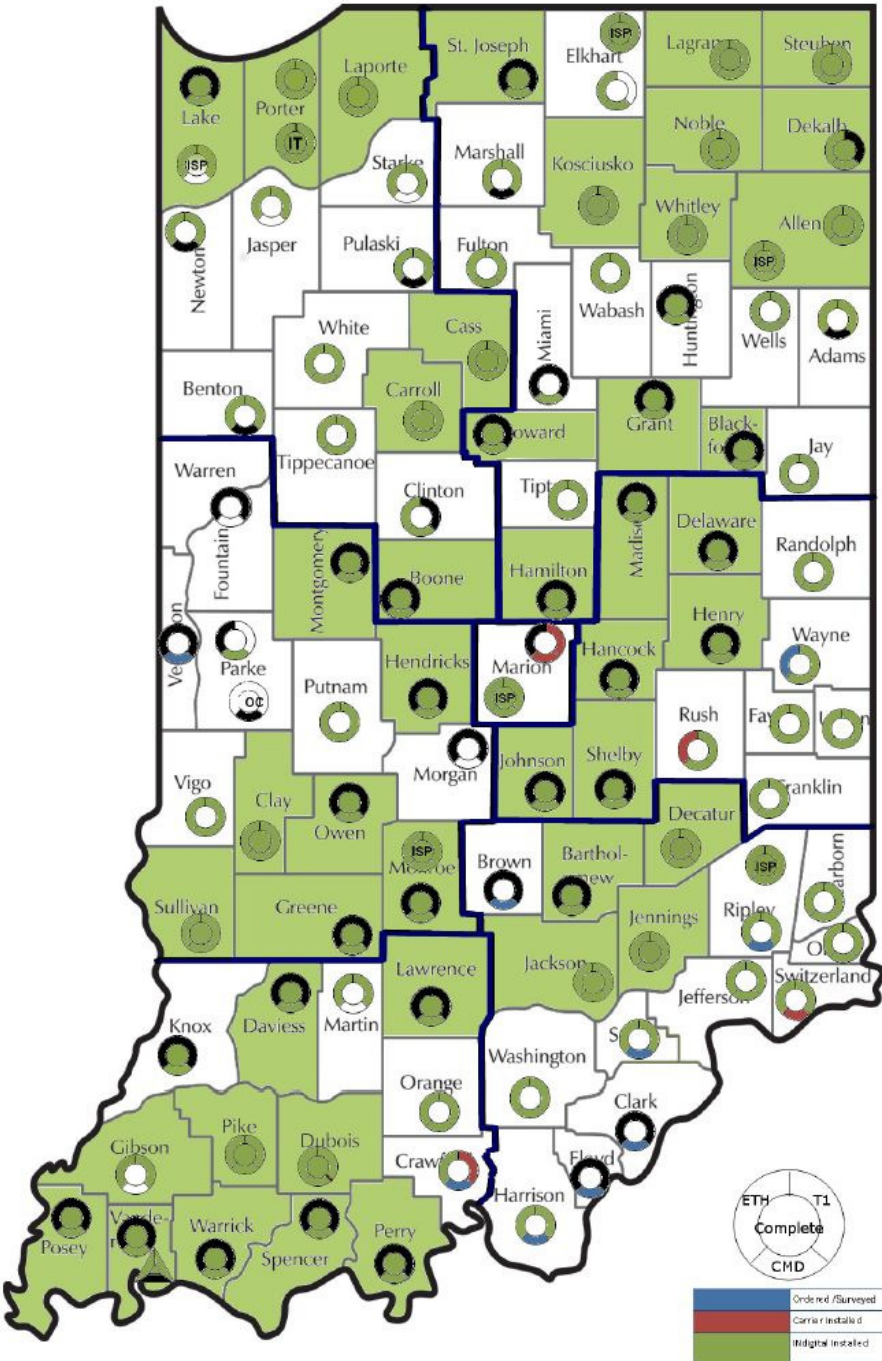
### City PD's

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

### IN911 statewide status



This map shows the status of the ethernet connectivity available for each county served by the INdigital G-15 ESiNet.



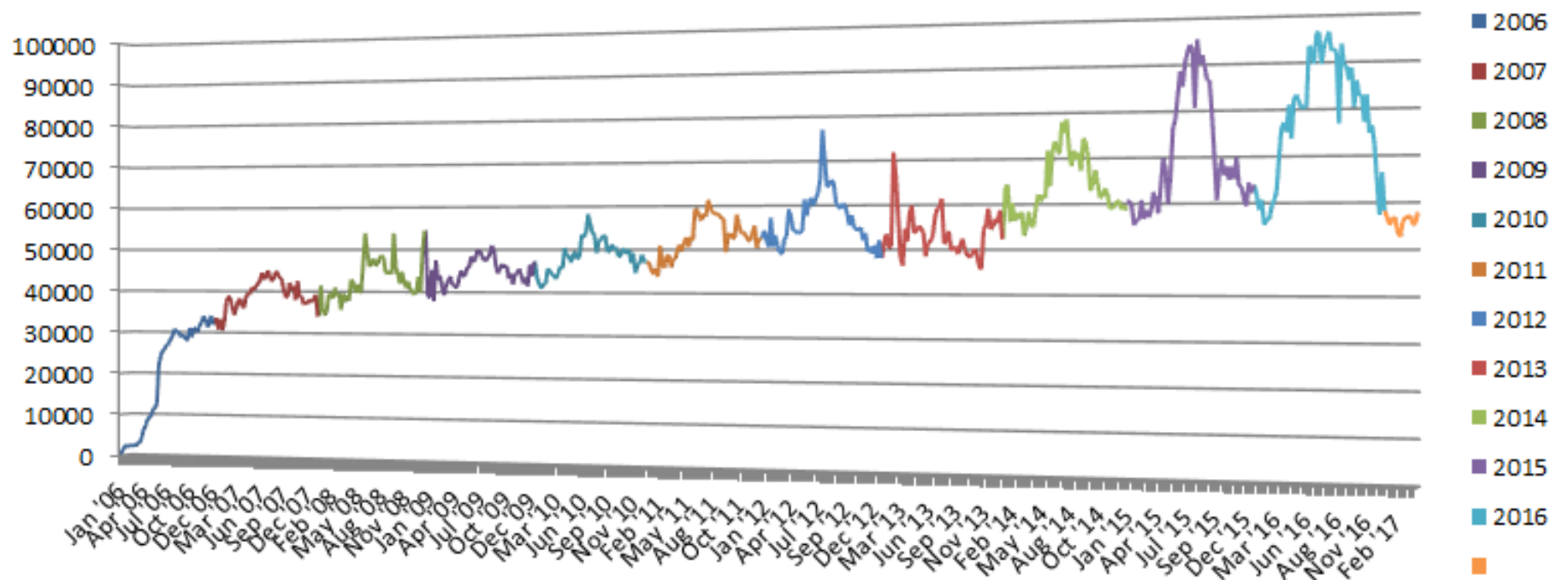
## **section B - INdigital provided network status and trends**

3. There are no issues to report for the overall operation of the network.
4. 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 follows seasonal call volumes. Agencies are using text as an additional primary method of communication. Based on industry statistics that are generally available, text usage in Indiana is exponentially higher than other states.

*The remainder of this page is blank to provide room for the graphic information on the following page.*

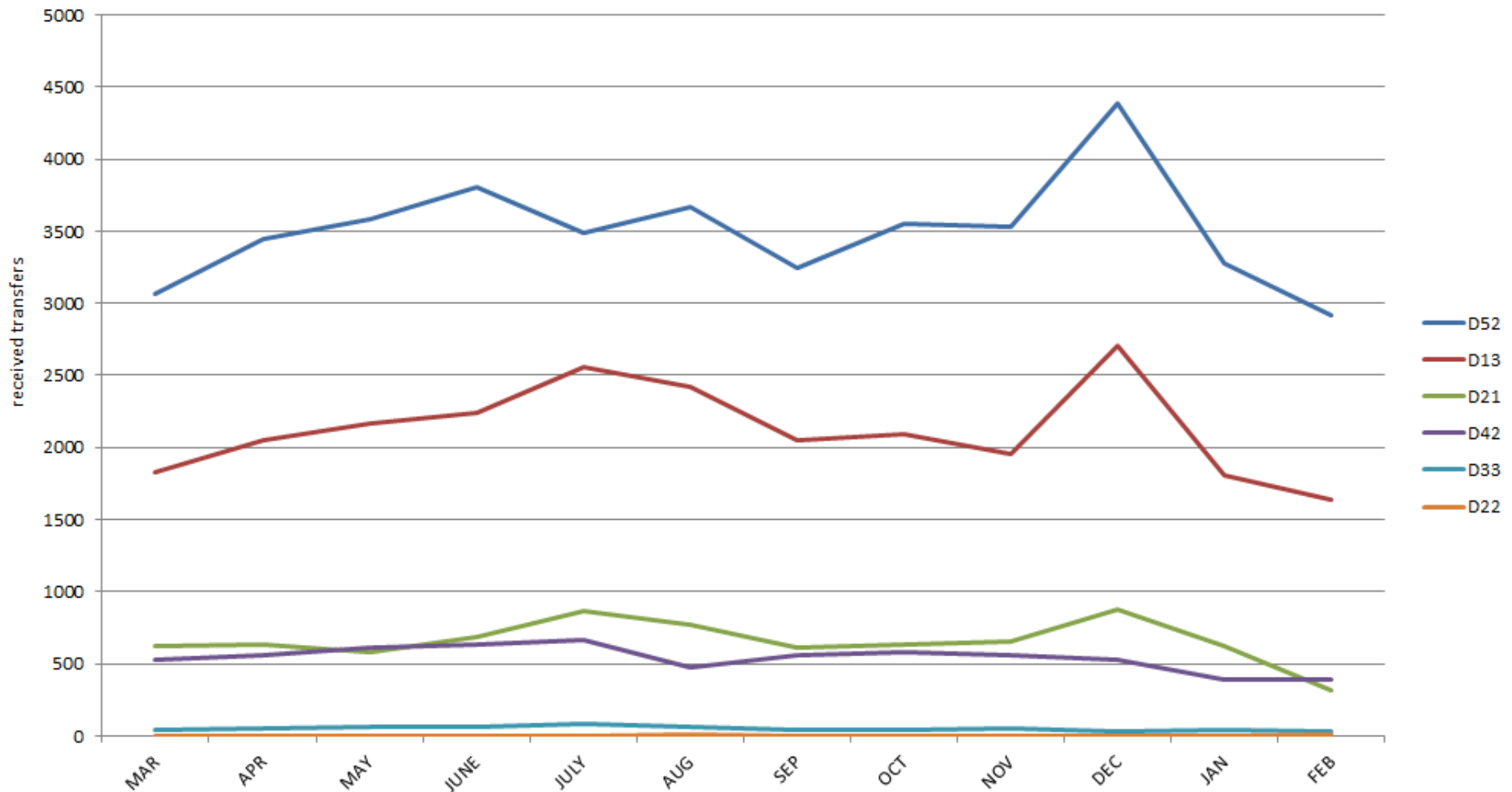
## IN911 Network Weekly Call Totals January 2006 - March 2017

Jan. '06 - Mar. '17 Total: 30,463,211

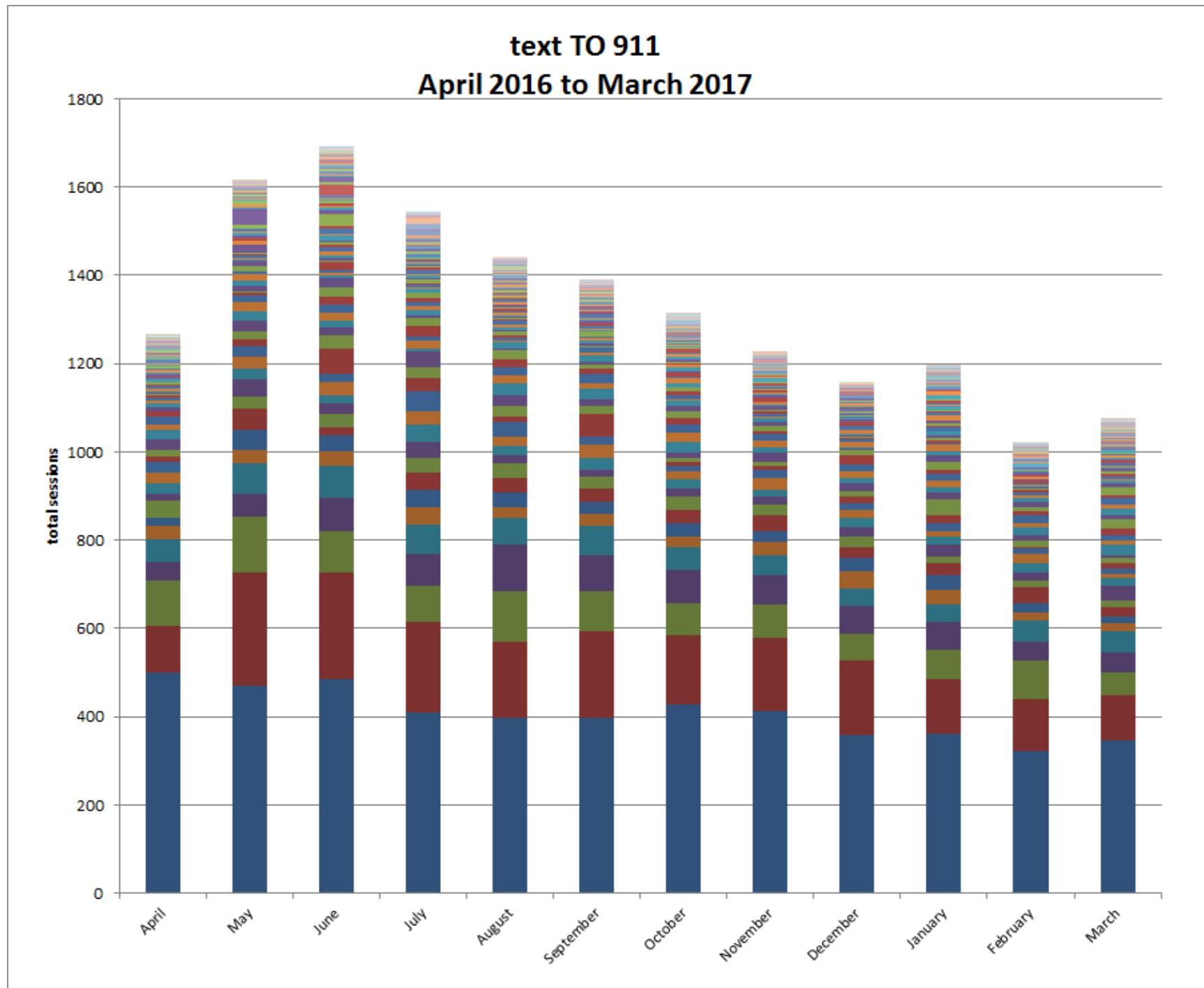


D 52 = Indianapolis  
D 13 = Lowell  
D 21 = Indiana Toll Road  
D 42 = Versailles  
D 33 = Bloomington  
D 22 = Fort Wayne

### Transfers to ISP Posts March 2016 to February 2017



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





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

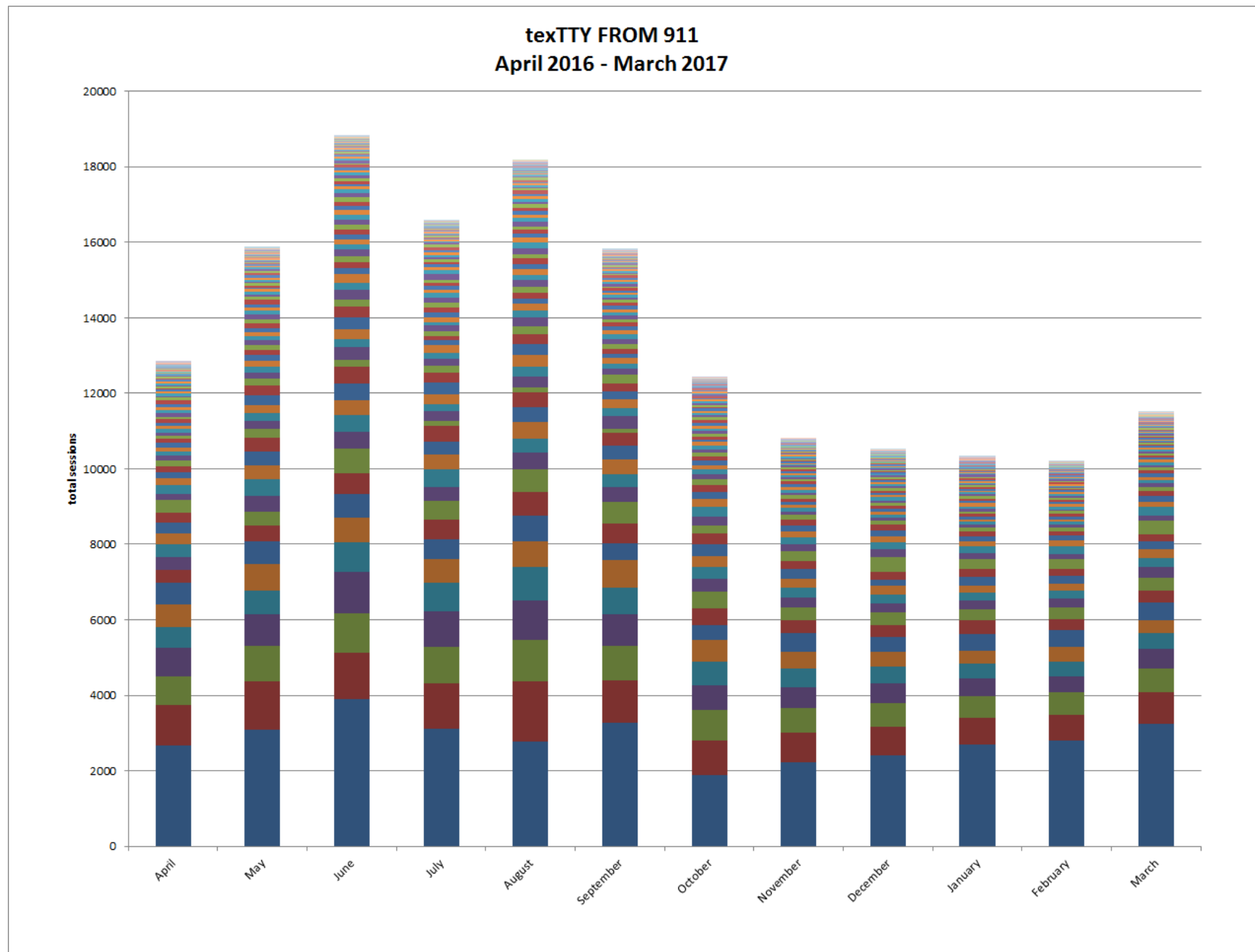
100+		40-99		10-39		<10		Active - No Usage
PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP
Marion County	4889	Howard County	93	Jefferson County	39	Parke County	9	Orange County
Lake County	2013	Montgomery County	92	Newton County	39	Pulaski County	8	
St. Joseph	1023	Marshall County	77	Perry County	39	Benton County	7	
Allen County	791	Boone County	76	Greene County	38	Blackford County	7	
Elkhart County	649	Dubois County	68	Tipton County	38	Switzerland County	7	
LaPorte County	353	Clinton County	66	Fulton County	36	Pike County	6	
Tippecanoe	351	Morgan County	66	Wells County	36	Washington County	5	
Vanderburgh County	342	Cass County	64	Whitley County	35	Ohio County	3	
Hamilton County	319	Jennings County	61	Dearborn County	34	Rush County	2	
Vigo County	283	Henry County	59	Steuben County	33	Martin County	1	
Bartholomew County	273	Randolph County	53	Knox County	32			
Wayne County	261	Shelby County	53	Scott County	30			
Monroe County	251	Adams County	51	Jay County	28			
Kosciusko County	245	Dekalb County	50	Posey County	26			
Johnson County	227	Noble County	50	LaGrange County	24			
Porter County	227	Jasper County	49	Vermillion County	24			
Madison County	215	Miami County	49	Franklin County	23			
Clark County	185	Jackson County	47	Huntington County	22			
Delaware County	184	Putnam County	47	Brown County	21			
Hancock County	173	Gibson County	42	Sullivan County	20			
Hendricks County	160	Lawrence County	42	Warrick County	20			
Floyd County	124	Wabash County	42	Fountain/Warren Cou	19			
Grant County	121	Spencer County	41	Carroll County	18			
		Fayette County	40	Starke County	18			
		Harrison County	40	Crawford County	17			
				White County	17			
				Clay County	16			
				Daviess County	16			
				Ripley County	13			
				Decatur County	11			
				Owen County	10			
				Union County	10			



7. 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	34095		Morgan County	1870		Harrison County	453		Shelby County	99		
Elkhart County	12166		Dubois County	1684		Clay County	436		Green County	85		
Allen County	9599		Noble County	1463		Ripley County	430		Union County	79		
Hamilton County	8623		Spencer County	1456		Brown County	375		Ohio County	77		
Monroe County	7104		Scott County	1374		Randolph County	349		Blackford County	76		
Clark County	6447		Clinton County	1290		Jay County	333		St. Joseph County	71		
Vigo County	6084		Cass County	1248		Perry County	320		Tipton County	65		
Tippecanoe Cou	5122		Steuben County	1226		Jasper County	273		Parke County	62		
Vanderburgh Co	4707		Marshall County	1194		Franklin County	270		Benton County	53		
Wayne County	4021		Miami County	1139		Pike County	256		Madison County	48		
Bartholomew Co	3852		Boone County	1090		Decatur County	251		Washington County	45		
Porter County	3600		Wabash County	1074		Dearborn County	249		Floyd County	41		
Grant County	3590		Fulton County	1037		Pulaski County	233		Warrick County	39		
Montgomery Cou	3510		Dekalb County	1035		Switzerland Count	233		Daviess County	34		
Lake County	2868		Lagrange County	965		Newton County	214		Gibson County	27		
Hendricks Count	2674		Jefferson County	937		Putnam County	159		Orange County	10		
Crawford County	2545		Jennings County	921		Starke County	154		Vermillion County	9		
LaPorte County	2426		Fountain/Warren Co	866		Fayette County	136		Martin County	2		
Kosciusko Count	2408		Jackson County	850		Whitley County	127		Rush County	2		
Hancock County	2314		White County	771		Knox County	122					
			Posey County	721		Howard County	117					
			Wells County	623		Johnson County	106					
			Henry County	621								
			Huntington County	609								
			Carroll County	599								
			Delaware County	592								
			Adams County	579								
			Owen County	577								
			Lawrence County	573								
			Sullivan County	564								

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

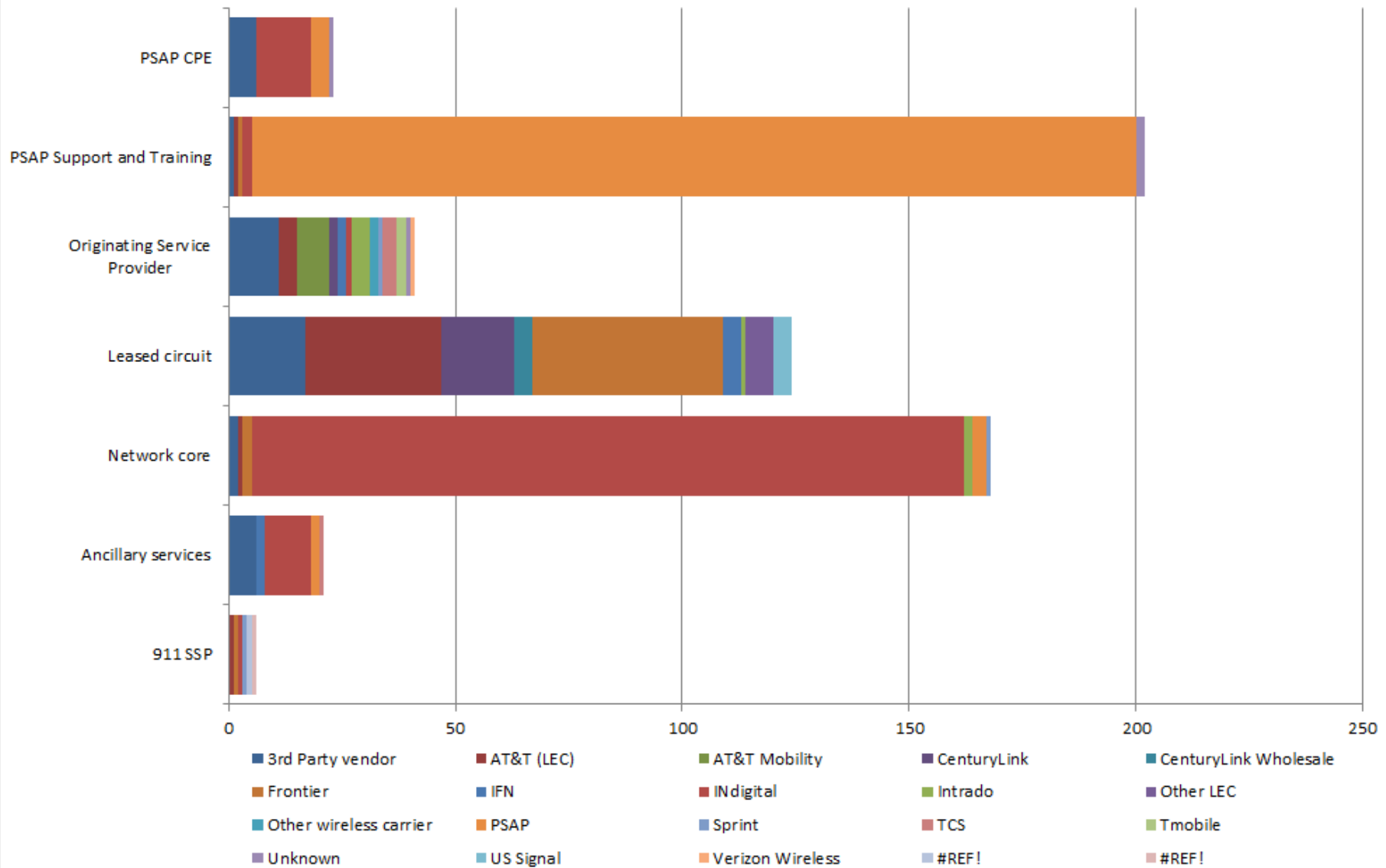


## **section C - industry stakeholders**

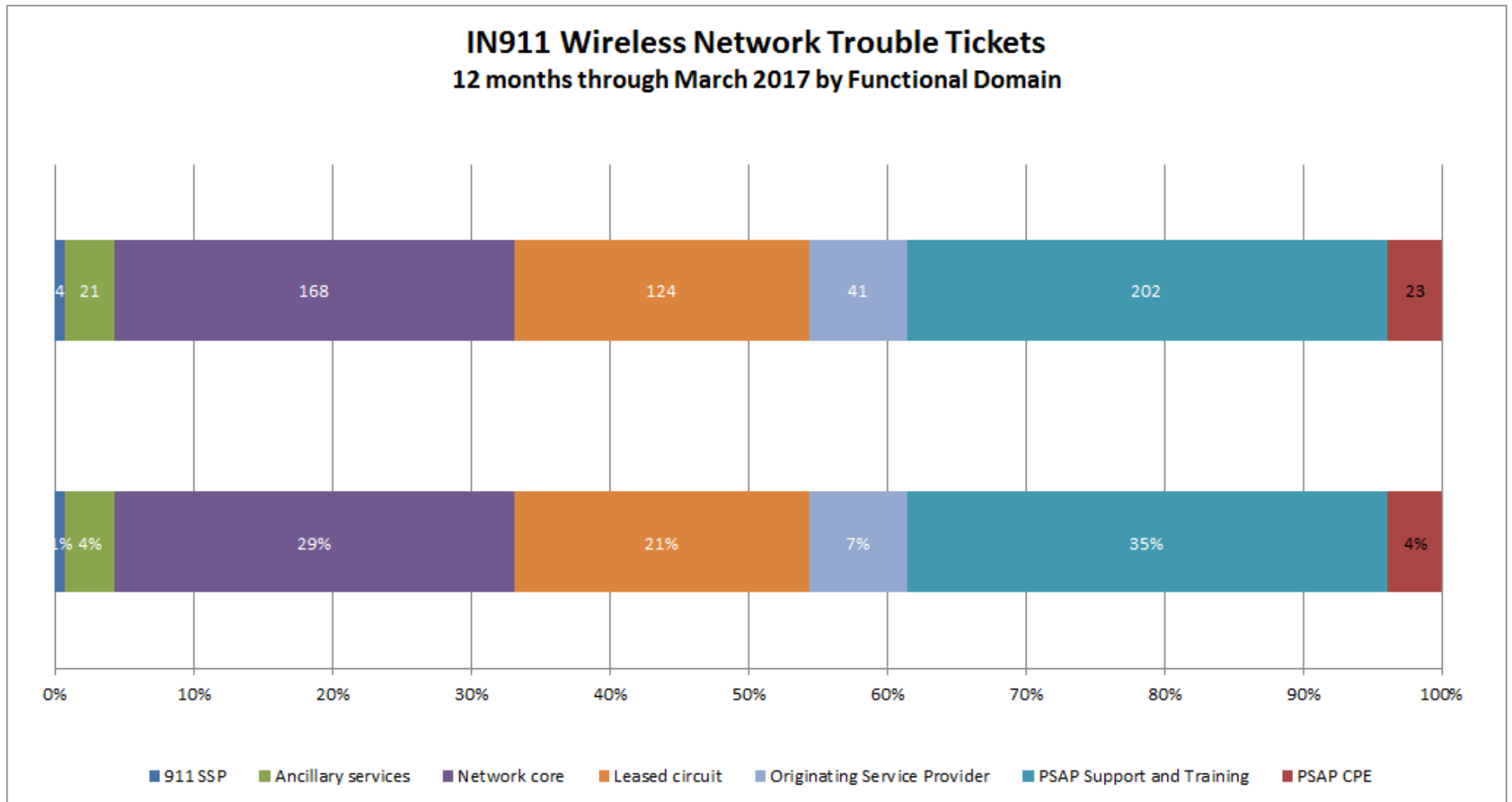
- 9. **Wireless carrier status** – There are no issues to report.
- 10. **Adjacent state connectivity** – There are no updates for this period.
- 11. **Regulatory matters** – There are no issues to report.
- 12. **Inter-agency agreements** – There are no issues to report.
- 13. **ecAts** - INdigital fully supports the ecAts data collection using the IN911 ESiNet and also provides collocation of the server equipment that makes up the data collection platform. There are no issues to report.
- 14. **Other stakeholders** - There are no issues to report.
- 15. **section D - network quality**
- 16. **G-11 network status** - There are no issues to report.
- 17. 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 12 months through March 2017 Category and Source



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



## 19. New initiatives and development work –

- a. INdigital has completed a number of tests with Rapid SOS at Elkhart County 911 (*picture shown at right*).

These field tests were part of an initiative of both companies to improve location information based on a method of querying the handset.

- b. The testing involved the development of a new processing platform that is associated with the NG-ALi system and indirect integration to the Solacom call taking platform.
- c. We tested multiple originating service providers on two separate sessions at Elkhart County.

The 911 center was a great help, and allowed us to test on a 'live' system to determine the best method of implementation, and to provide guidance for further software development.

Based on our findings, we plan to develop an implementation plan and conduct further field trials at the 911 center before a wider ranging rollout begins later this year.





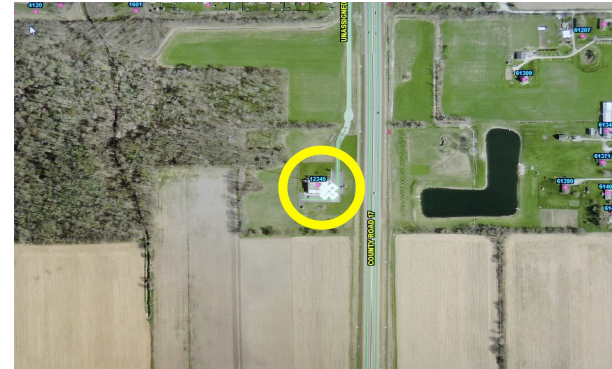
## Phase 1: Carrier location - ½ mile away

<b>Call Information</b>		Name: Verizon Wireless	
Phone: 5745114423		Type of Service:	
Class of Service: WRLS		Carrier: VZW	
Callback #: *****			
<b>Street Address</b>			
Address: 21754 CR 30 - N SECTOR			
Unit Type:		Unit Number:	
City: GOSHEN		State:	
Zip:		County:	
<b>Geographic Information</b>			
Longitude (X): -85.878346		Latitude (Y): +41.597714	
Geo Result:		Uncertainty: 4052.65	
<b>Transfer Information</b>			
ESN:		Fire:	
Police:		OTHER:	
EMS:			



## Phase 2: Carrier location - front of PSAP

<b>Call Information</b>		Name: Verizon Wireless	
Phone: 5745114411		Type of Service:	
Class of Service: WPH2		Carrier: VZW	
Callback #: *****			
<b>Street Address</b>			
Address: 21754 CR 30 - N SECTOR			
Unit Type:		Unit Number:	
City: GOSHEN		State:	
Zip:		County:	
<b>Geographic Information</b>			
Longitude (X): -85.893216		Latitude (Y): +41.602854	
Geo Result:		Uncertainty: 23.58	
<b>Transfer Information</b>			
ESN:		Fire:	
Police:		OTHER:	
EMS:			



## RapidSOS: location - actual location within PSAP

<b>Call Information</b>		Name: DEVICE LOCATION - SUF	
Phone: 5745114423		Type of Service:	
Class of Service: RSOS		Carrier: RSOS	
Callback #: *****			
<b>Street Address</b>			
Address:			
Unit Type:		Unit Number:	
City:		State:	
Zip:		County:	
<b>Geographic Information</b>			
Longitude (X): -85.8935456		Latitude (Y): +41.6029166	
Geo Result:		Uncertainty: 20.4	
<b>Transfer Information</b>			
ESN:		Fire:	
Police:		OTHER:	
EMS:			

