

Q-4.2 Indiana NG9-1-1 Report  
for the reporting interval ending  
November 30, 2017  
with data from



## section A – INdigital ESiNet overview

1. Our work continues to connect and test all services that use the G-15 ESiNet. The detail of the network status and services deployed are shown at right, and the current ethernet services map is on the next page.
- a. Montgomery, Clay and Sullivan counties have upgraded their CPE, and are online with all NG systems, eCats and monitoring.
- b. Orange County will come online December 13th.
- c. Parke County has an upgrade scheduled 1-Q, and will be fully compliant with the IN911 network.



### 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

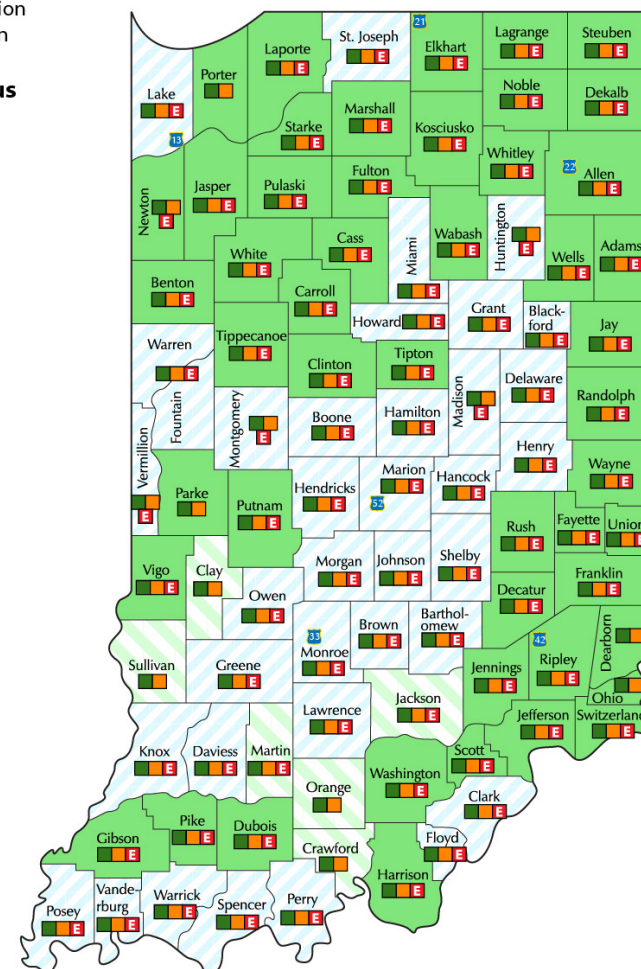
### Indiana State Police Posts

- 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



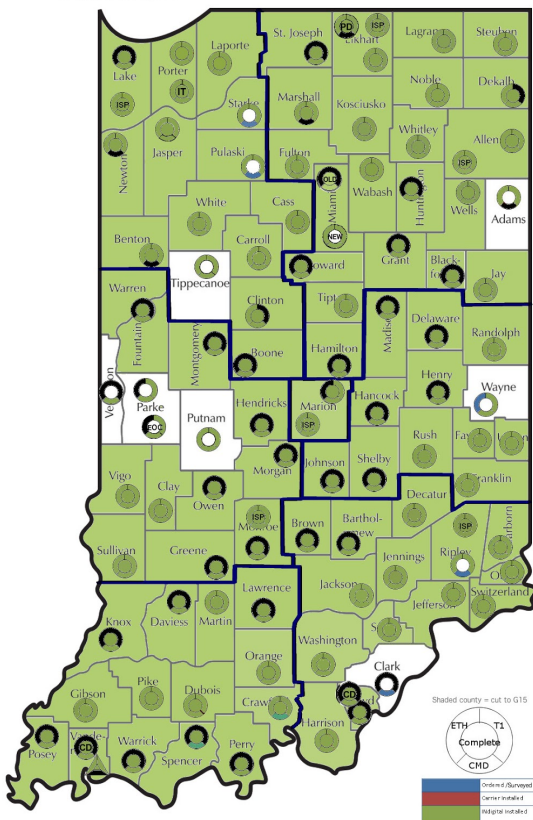
17-249 version 6.0

- This map shows the status of the ethernet connectivity that is the INdigital G-15 ESiNet.

There are only a few remaining counties to connect with 10 mb (or higher speed) connections. Our primary transport provider has also established new network to network interfaces (NNI) with IOT, which will allow us to improve redundancy for other ESiNET services. (The previous map is shown for reference below.)

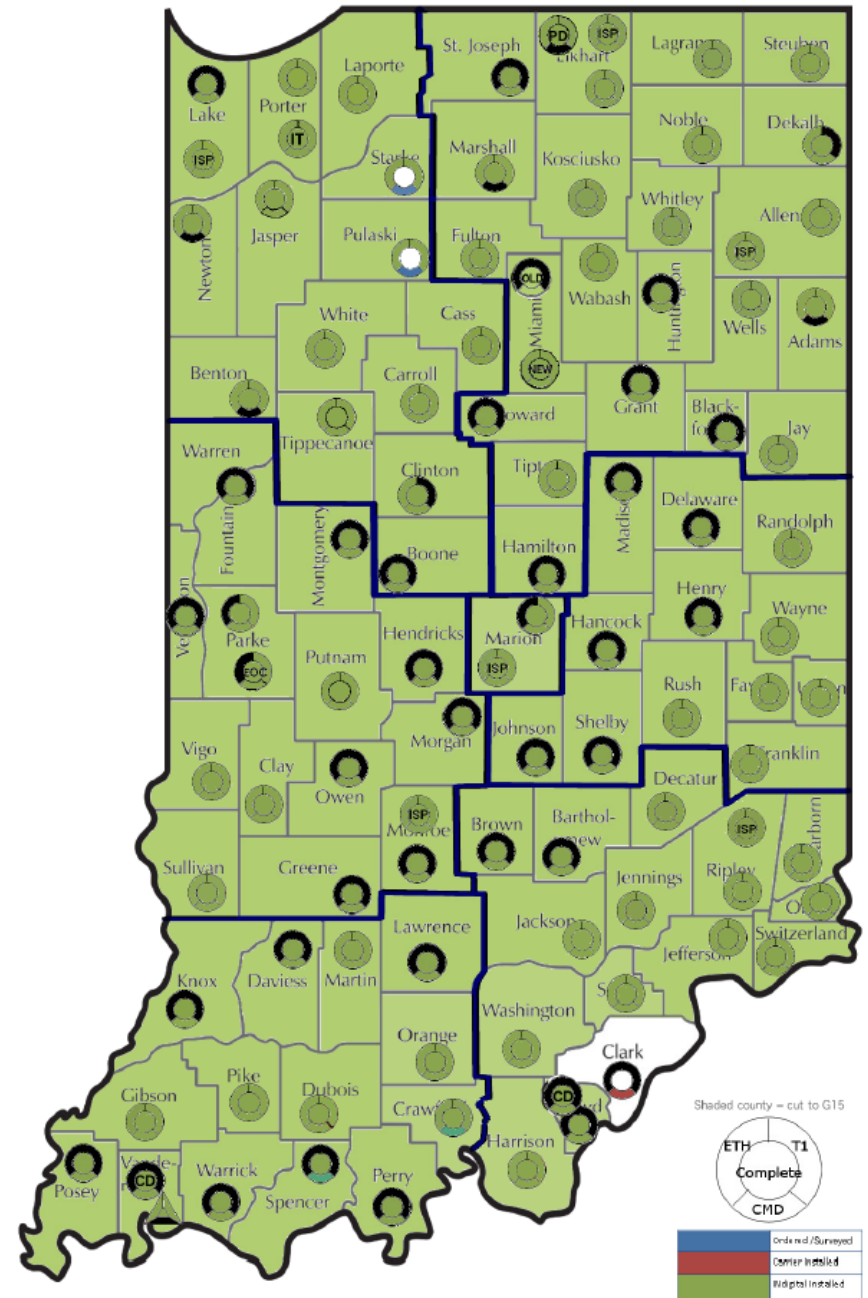
Clark county is a 'super center' requiring 100% service continuity, and there were IDACs conversion issues that required additional security measures.

UPDATED 9/05/2017



Starke and Pulaski have an additional 4G backup provision, and we under forecasted the IP address pools with VZW (our error.) We will put the hole in the donuts later this month.

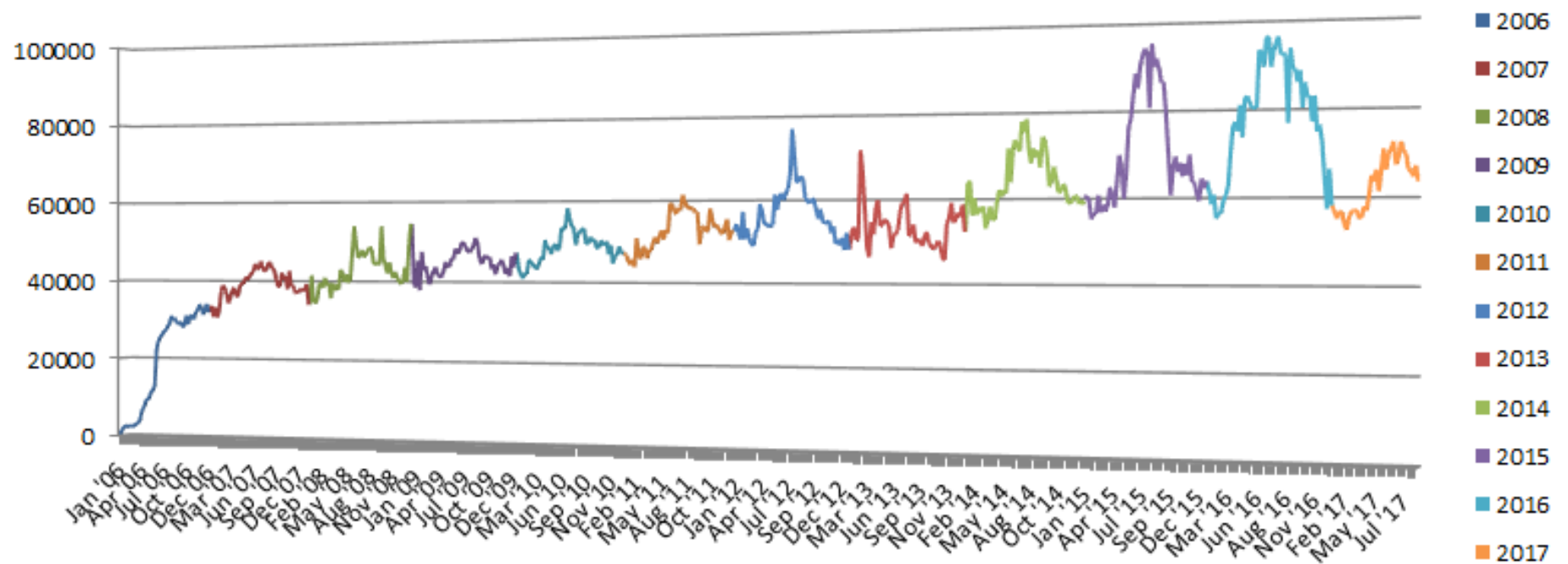
UPDATED 12/5/2017



## section C – INdigital ESiNet trends

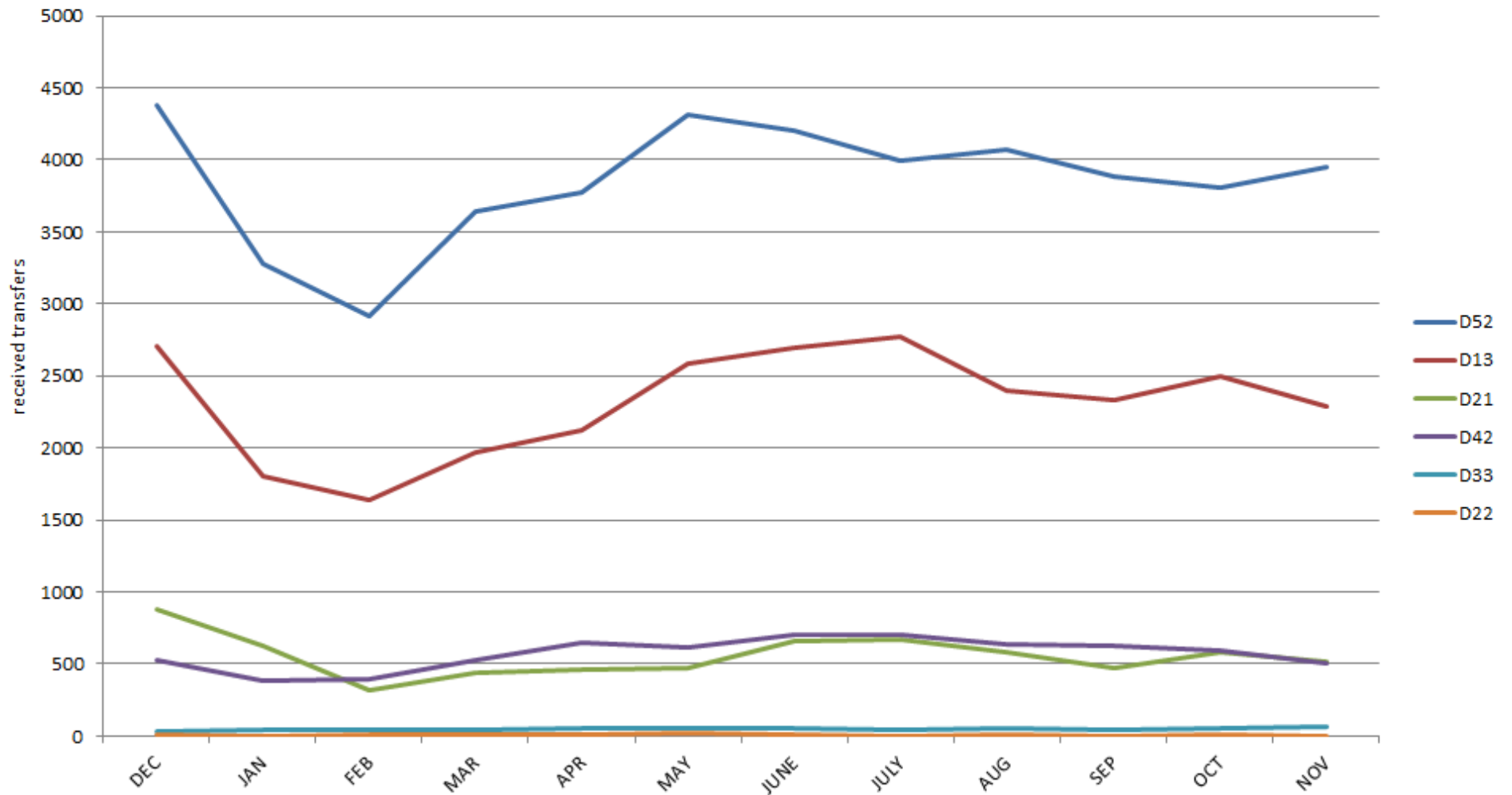
### IN911 Network Weekly Call Totals January 2006 - November 2017

Jan. '06 - November '17 Total: 32,729,031

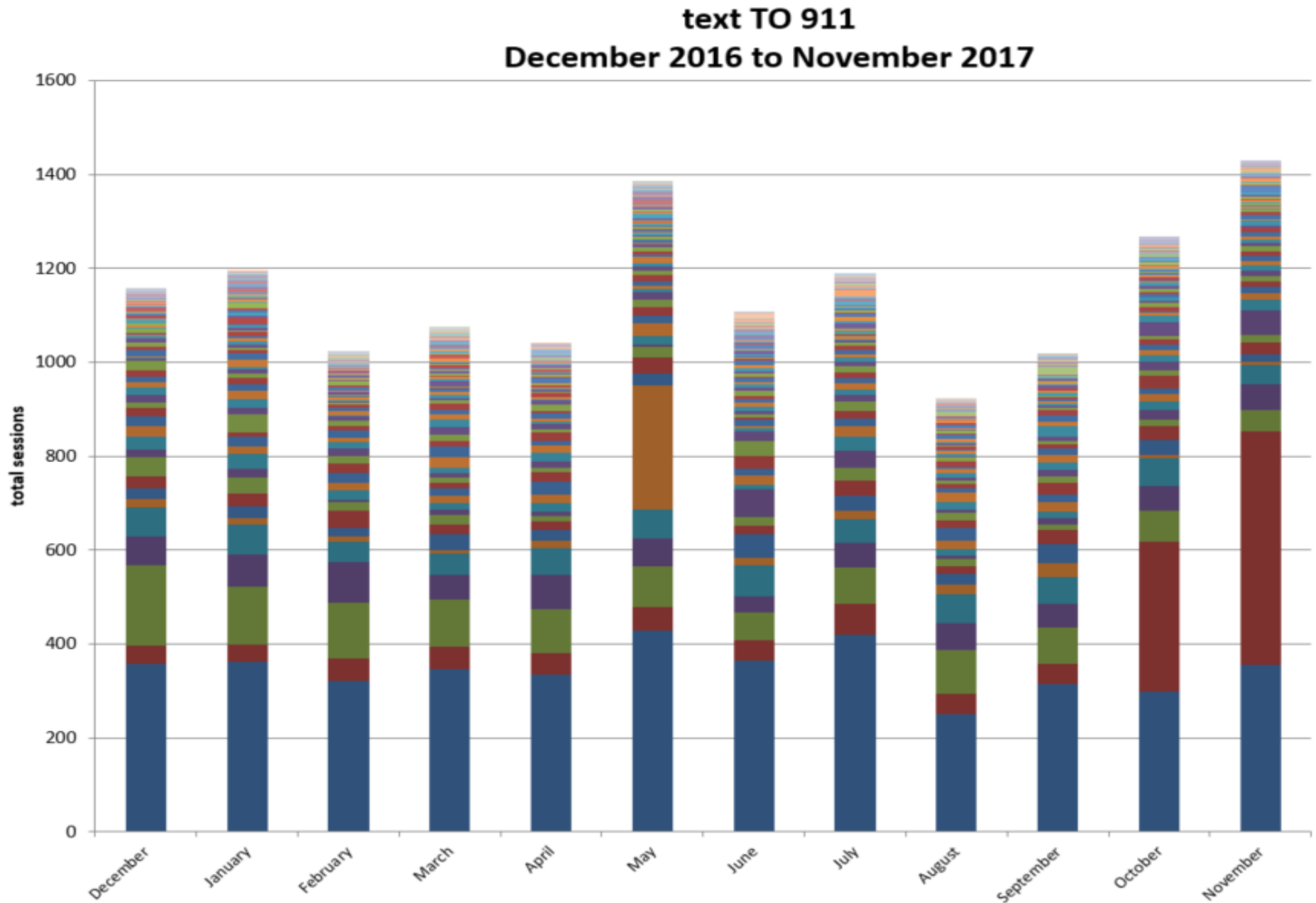


D 52 = Indianapolis    D 13 = Lowell    D 21 = Indiana Toll Road  
D 42 = Versailles    D 33 = Bloomington    D 22 = Fort Wayne

### Transfers to ISP Posts December 2016 through November 2017



3. Text TO 911 usage charts **by month**. The **YTD cumulative** heatmap matrix is on the next page.





Text TO 911 **YTD cumulative** usage heat map matrix

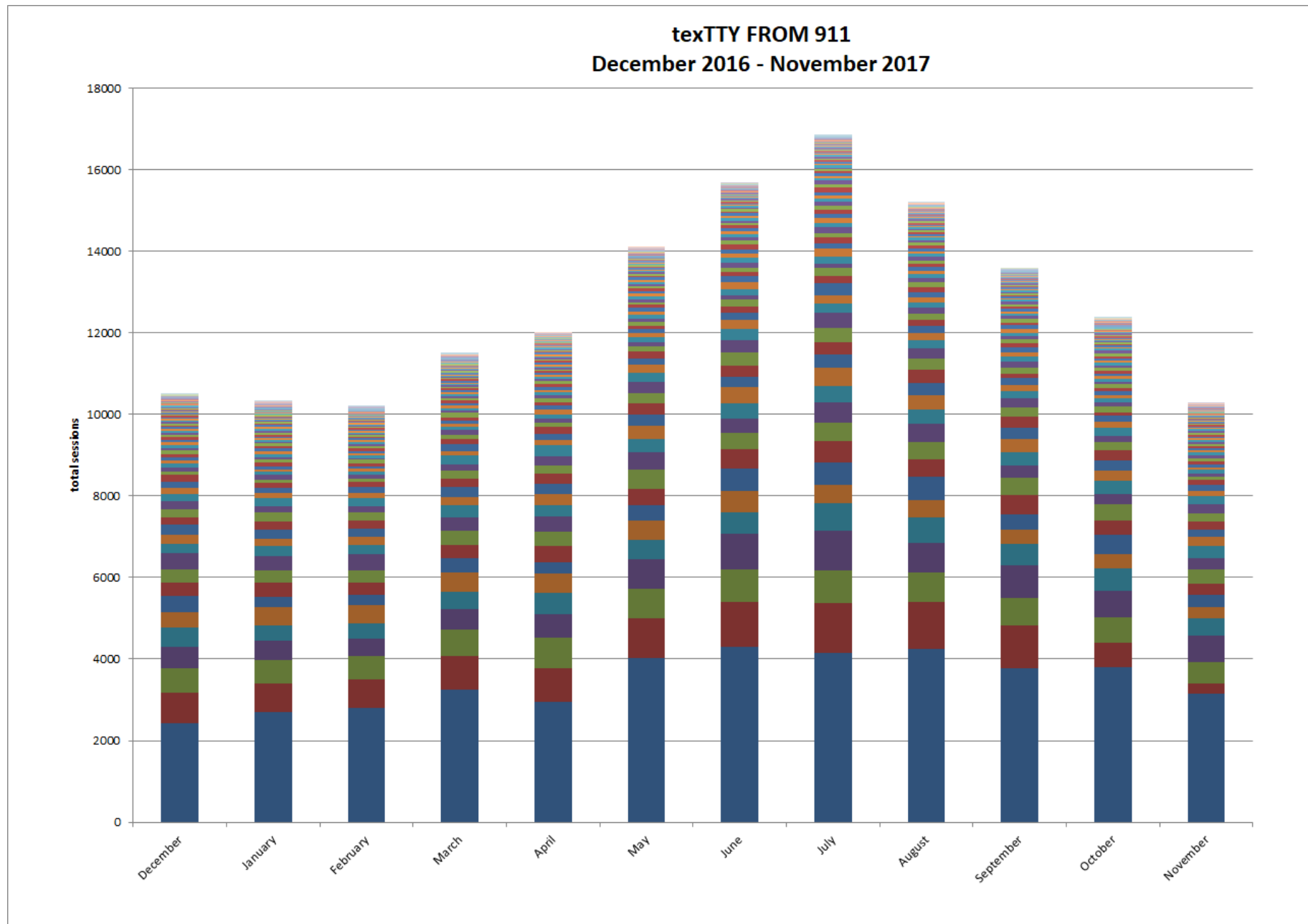
100+		40-99		10-39		<10		Active - No Usage
PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP
Marion County	4154	Montgomery County	99	Dekalb County	37	Parke County	9	Martin County
Elkhart County	1277	Jennings County	94	Harrison County	37	Pulaski County	9	
Lake County	1118	Cass County	64	Jefferson County	37	Starke County	8	
St. Joseph	698	Clinton County	59	Newton County	37	Orange County	5	
Allen County	665	Marshall County	56	Putnam County	35	Pike County	4	
Porter County	431	Henry County	53	Fayette County	34	Blackford County	3	
Vigo County	344	Jackson County	53	Miami County	34	Rush County	3	
Vanderburgh County	311	Morgan County	50	Jasper County	33	Switzerland County	3	
LaPorte County	253	Dubois County	49	Randolph County	33	Washington County	3	
Kosciusko County	251	Noble County	45	Ripley County	33	Union County	2	
Tippecanoe	240	Shelby County	45	Whitley County	33	Benton County	1	
Hamilton County	225	Posey County	41	Wabash County	32			
Bartholomew County	224	Adams County	40	Knox County	31			
Wayne County	219	Tipton County	40	Steuben County	31			
Johnson County	203			Fulton County	28			
Delaware County	172			Jay County	27			
Monroe County	160			Lawrence County	27			
Hendricks County	159			Spencer County	27			
Madison County	157			Franklin County	25			
Clark County	132			LaGrange County	25			
Hancock County	126			Vermillion County	25			
Grant County	123			White County	25			
Boone County	111			Greene County	24			
Floyd County	108			Wells County	24			
Howard County	104			Dearborn County	23			
				Fountain/Warren Count	23			
				Huntington County	23			
				Gibson County	22			
				Scott County	22			
				Carroll County	21			
				Clay County	20			
				Daviess County	19			
				Warrick County	17			
				Owen County	15			
				Decatur County	14			
				Brown County	13			
				Sullivan County	12			
				Crawford County	11			
				Ohio County	11			
				Perry County	10			

Text FROM 911 **YTD cumulative** usage heat map matrix

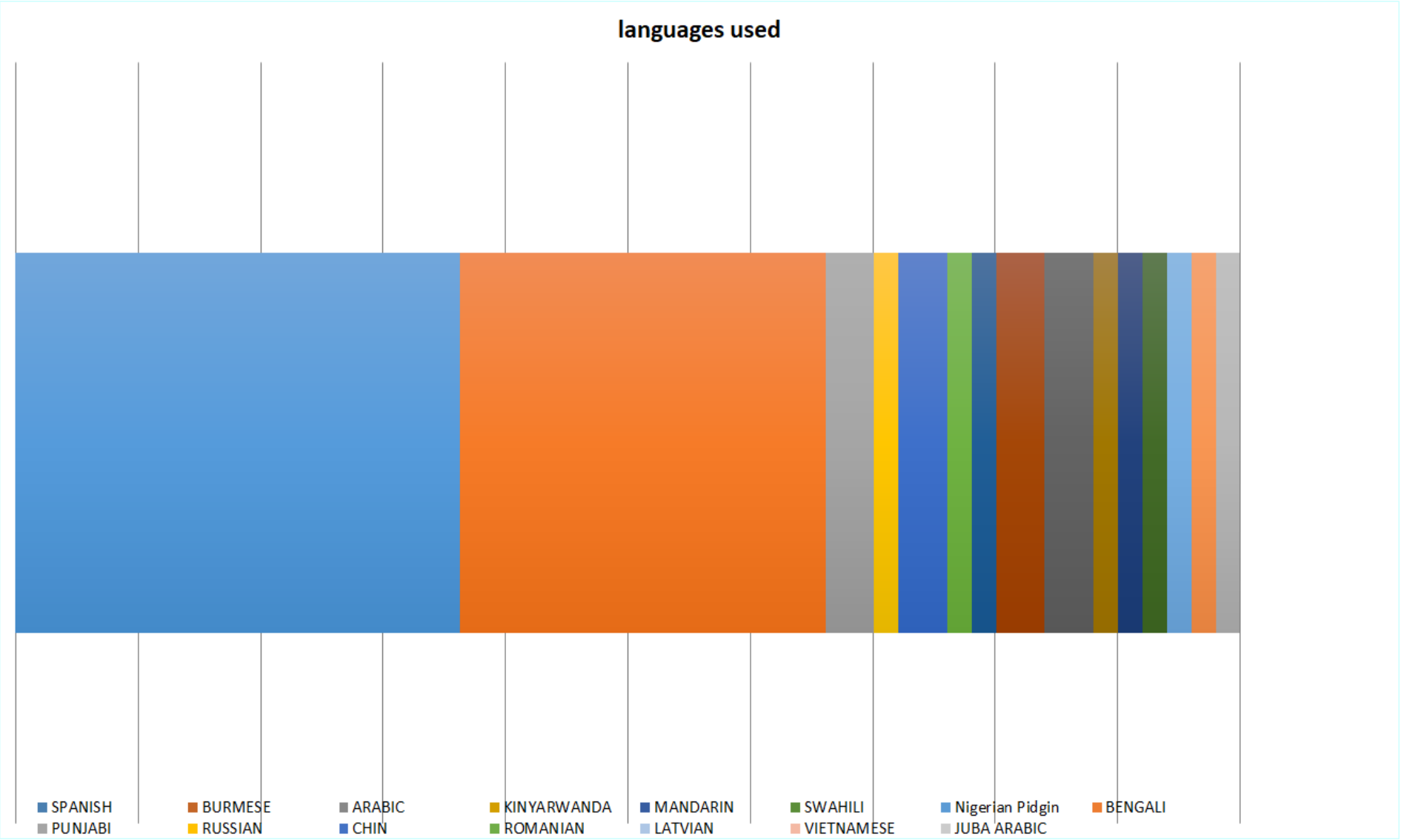
2000+		500-1999		100-499		<100		Active - no usage
Marion County	41567	Hancock County	1952	Huntington County	483	Pike County	95	Rush County
Elkhart County	10131	Kosciusko County	1927	Carroll County	459	Perry County	90	
Allen County	8034	LaPorte County	1698	Owen County	412	Fayette County	89	
Hamilton County	7941	Dubois County	1465	Adams County	410	Whitley County	89	
Monroe County	5922	Morgan County	1332	Lawrence County	401	Ohio County	84	
Vigo County	5075	Marshall County	1328	Posey County	396	Parke County	82	
Lake County	4729	Spencer County	1179	Clay County	395	Union County	78	
Tippecanoe County	4608	Noble County	1175	Sullivan County	376	Putnam County	76	
Vanderburgh County	4536	Clinton County	1148	Ripley County	360	Blackford County	73	
Clark County	4416	Scott County	1124	Randolph County	322	Johnson County	59	
Wayne County	3685	Steuben County	979	Jay County	303	Madison County	58	
Porter County	3387	Boone County	952	Decatur County	300	Tipton County	55	
Bartholomew County	3019	Fulton County	941	Brown County	285	Orange County	50	
Grant County	2949	Miami County	925	Harrison County	270	St. Joseph County	49	
Montgomery County	2866	Cass County	892	Jasper County	256	Knox County	43	
Hendricks County	2666	Dekalb County	827	Dearborn County	232	Green County	42	
Crawford County	2509	Lagrange County	743	Pulaski County	221	Warrick County	41	
		Jefferson County	738	Franklin County	207	Floyd County	36	
		Wabash County	693	Switzerland County	204	Benton County	33	
		Jennings County	685	Newton County	167	Gibson County	25	
		White County	666	Starke County	165	Daviess County	21	
		Delaware County	642	Shelby County	158	Washington County	15	
		Fountain/Warren County	608	Howard County	136	Vermillion County	11	
		Wells County	566			Martin County	2	
		Jackson County	540					
		Henry County	534					



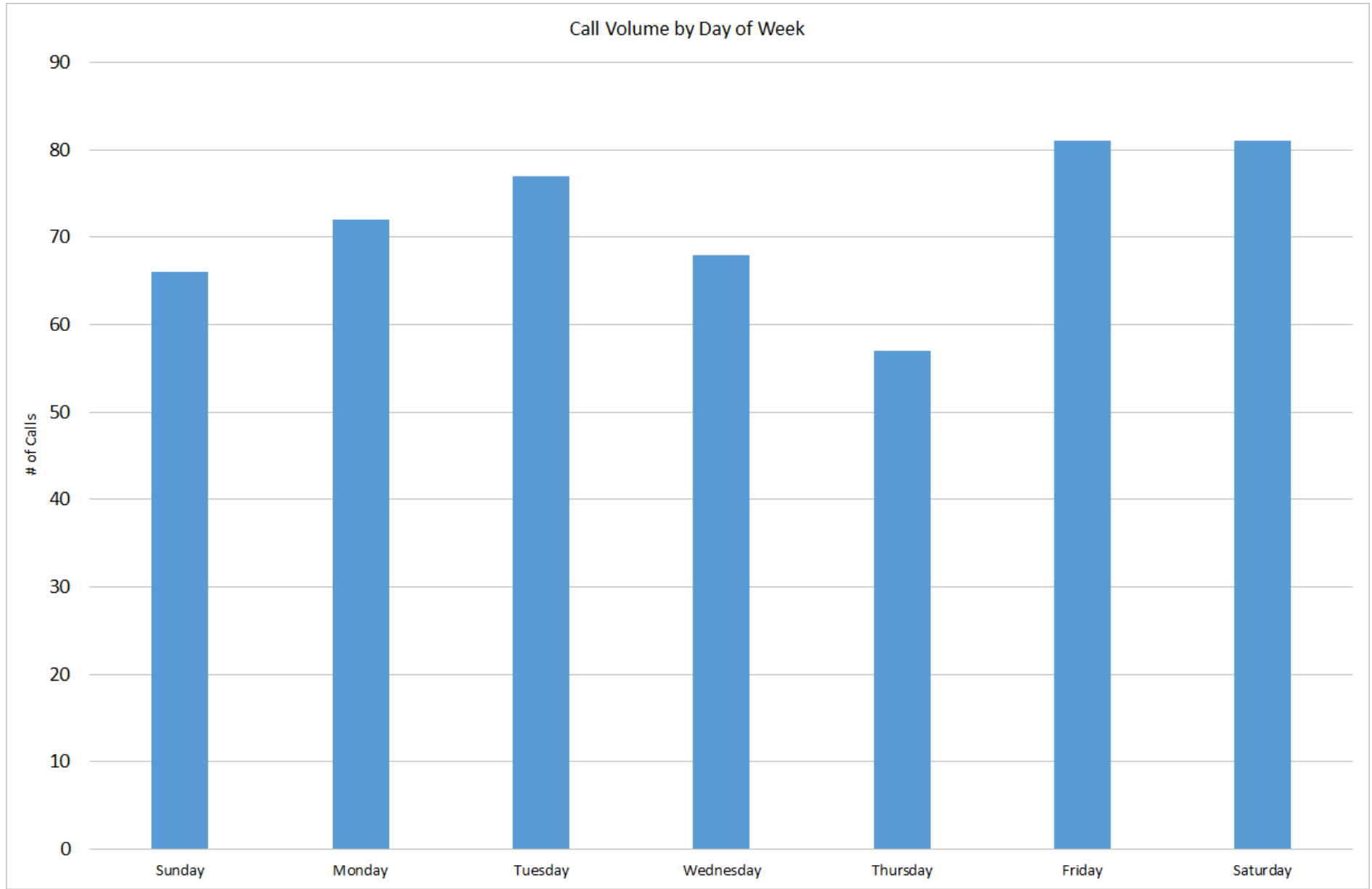
Text FROM 911 charts **by month.**



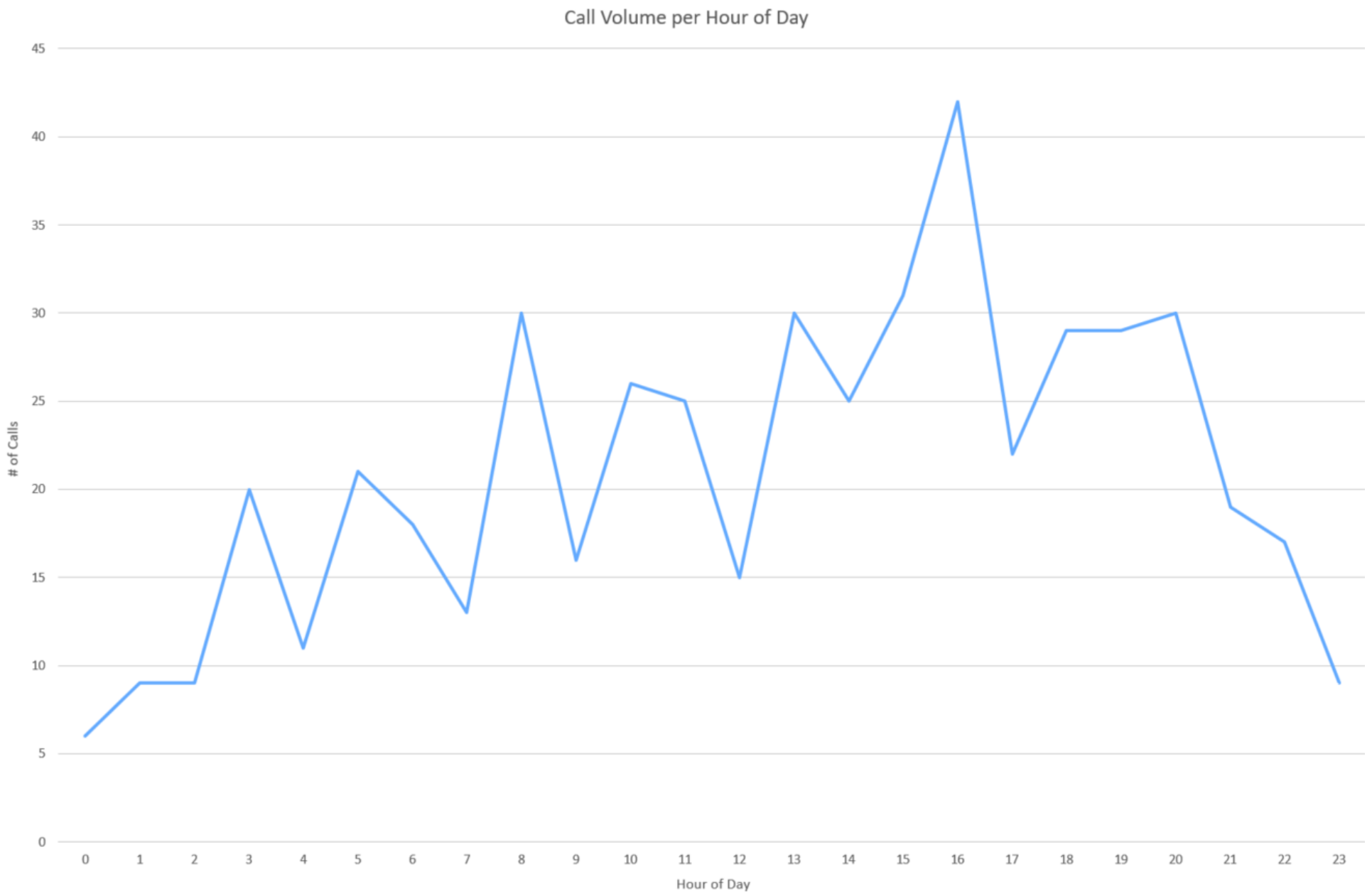
4. Language **Line translation services** - As discussed at the September (Q-3.3) meeting, INdigital's analysts have prepared the following charts for this reporting period.
- a. There are hundreds of languages used, and these are the most common translations.



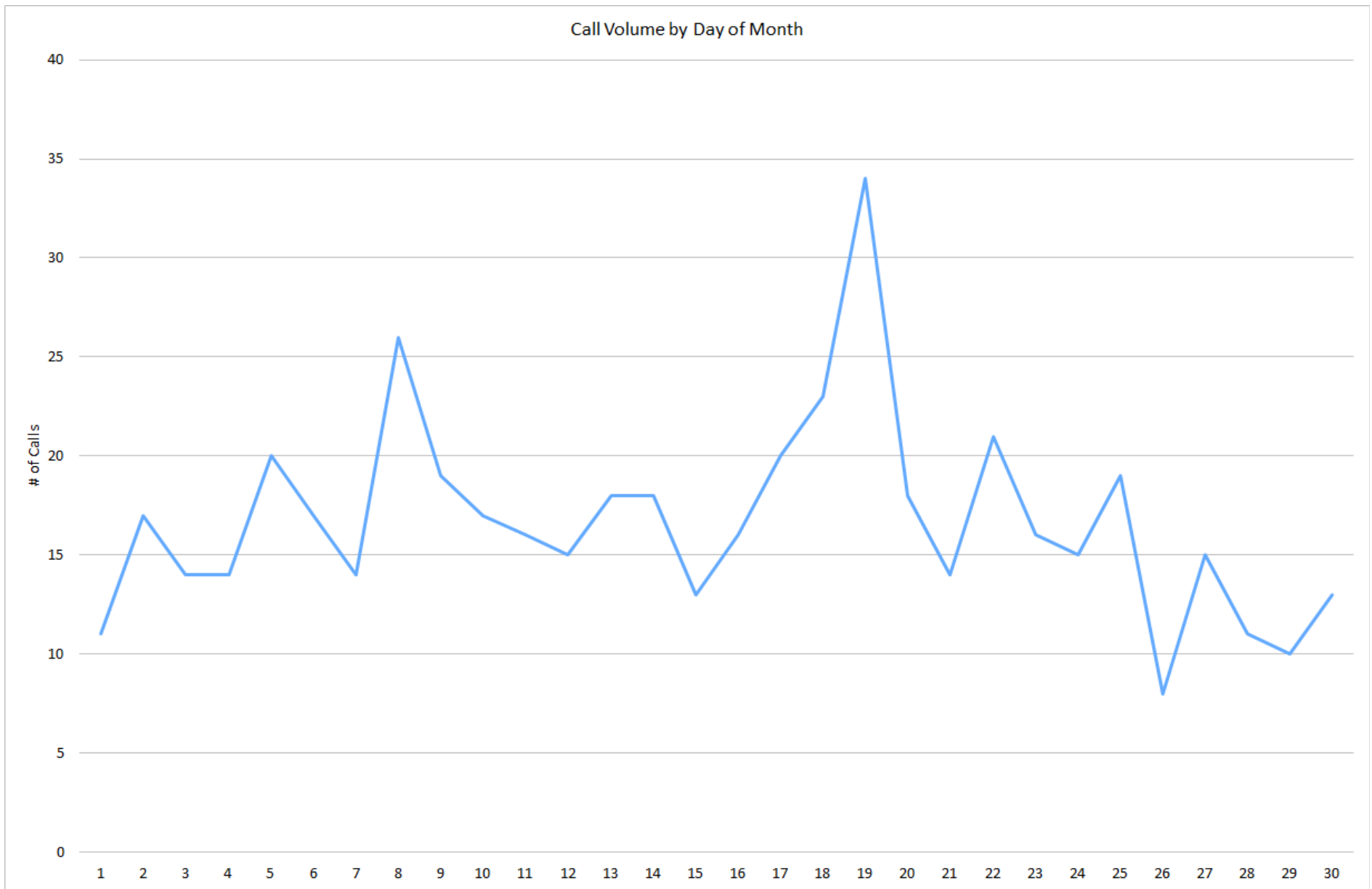
b. We often look for deeper trends to ensure that there aren't other factors for consideration.



for consideration in the operation of the network.



c. By reference, November 19th was a new moon.



## section C - network quality

5. **G-15 network status** - There are no issues to report.
6. **Wireless carrier status** – There are no issues to report.
7. **Wireline carrier status** - There were four identified outages in the secondary ESiNet for central and Southern Indiana since our last report.  
  
Some outages were mitigated by automatic transfers to the MEVO platform. Others required manual transfers to MEVO. Others did not transfer, and were 'hard outages.'  
  
INdigital took every action possible to ensure service continuity. Not all efforts were successful.
8. **Adjacent state connectivity** – There are no updates for this period.
9. **Regulatory matters** – There are no issues to report.
10. **Inter-agency agreements** – There are no issues to report.
11. **ecAts** - There are no issues to report.
12. **Texty network** - There are no issues to report.
13. **Other stakeholders** - There are no issues to report.

## section D - trouble ticket analysis

14. **Trouble ticket summary** – There are no unusual trends to report.

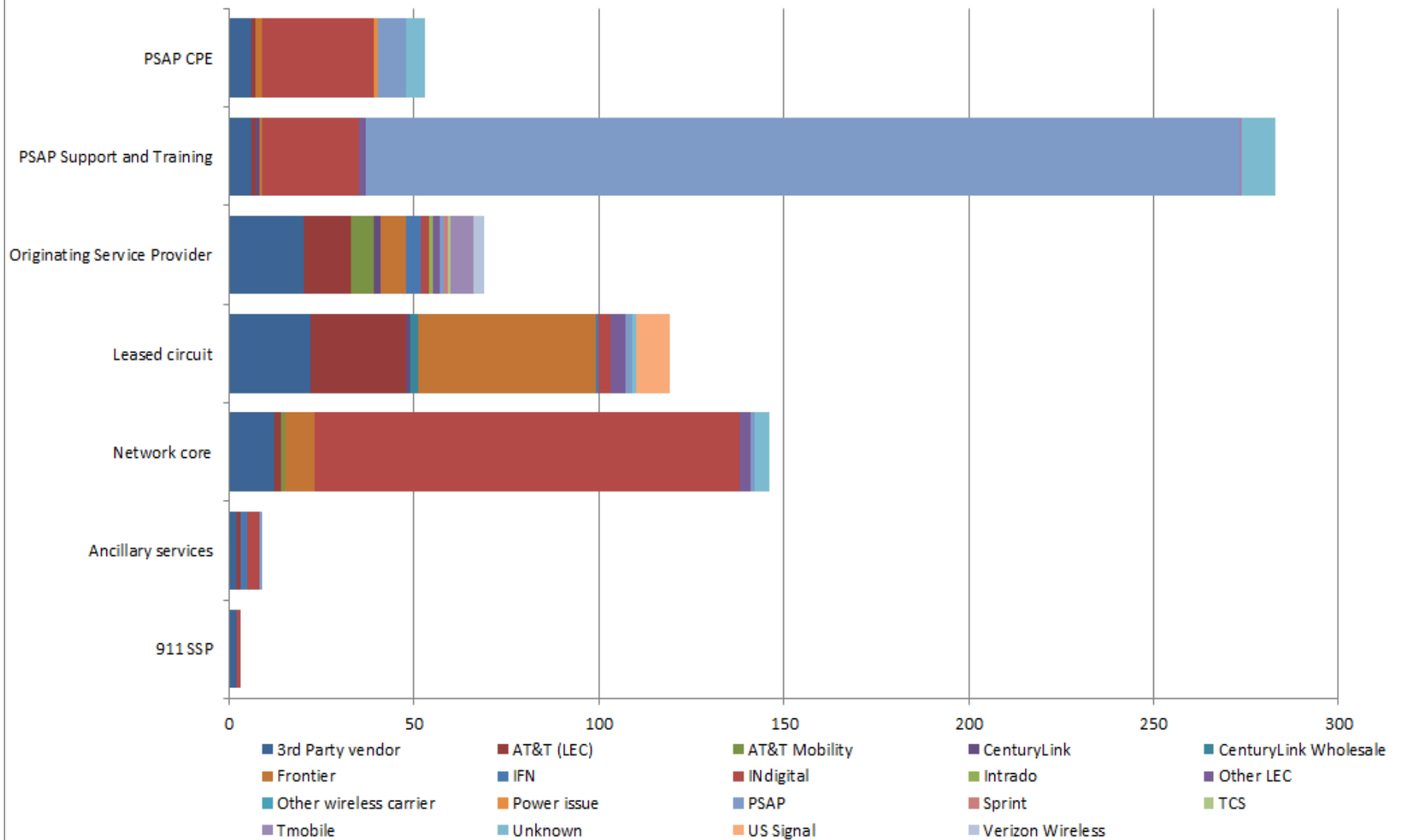
The following graphs show the ticket breakdown by category. INdigital originated tickets (brick red in color) include work tickets for the turn up of the G-15 network segments as work trackers to ensure SLA compliance.

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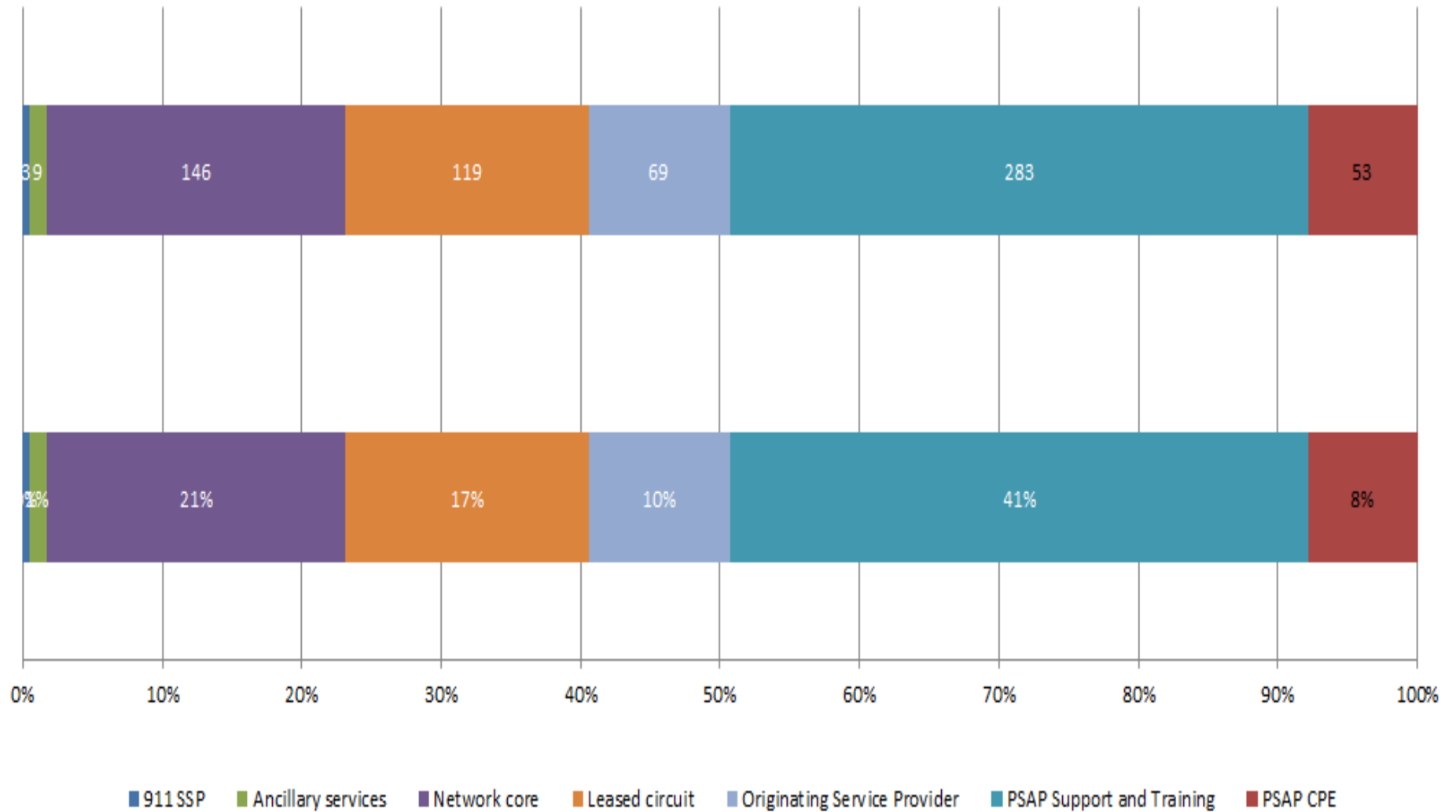


## IN911 Wireless Network Trouble Tickets

### 12 months through November 2017 Category and Source



## IN911 wireless network trouble tickets 12 months through November 2017 by functional domain



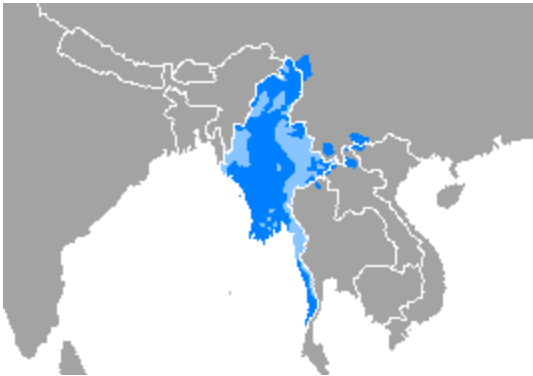
## Section F - Proposed new work

15. As we have previously reported, INdigital has continued to work with RapidSOS to improve location accuracy. We have a definitive service agreement in place with the company, and it is consistent with the evolution and advancement provisions in the G-15 Master Service Agreement.

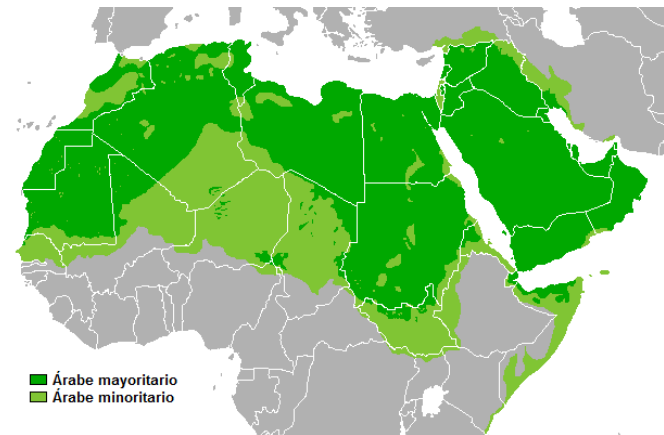
Work continues to make the service active for further testing. We have compiled several baseline data sets.

### Appendix of the locations of translated languages

Burmese:



Arabic:



Kinyarwanda:



Swahili:



Nigerian:

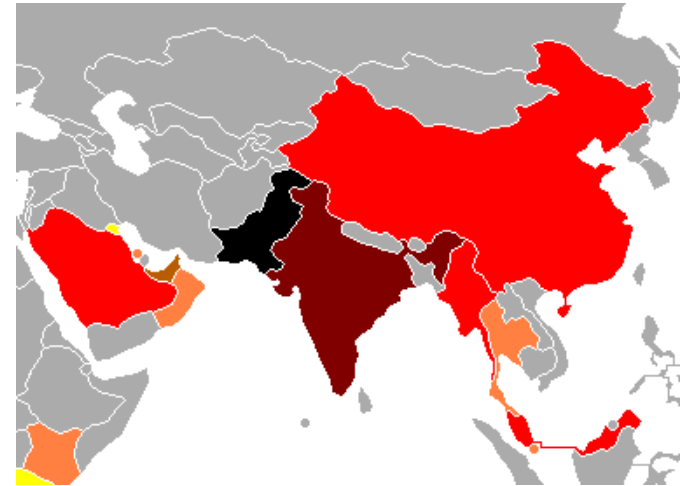


Pidgin:

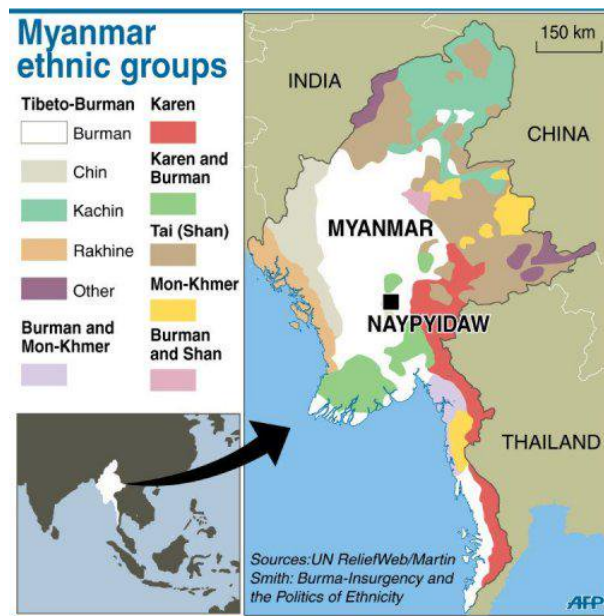
Bengali:



Punjabi:



(Kuki) Chin:



Romanian:



Latvian:



Juba Arabic  
(South Sudan):

