Q-3 Indiana 9-1-1 Board Report

for the reporting interval ending

August 2, 2013

from

INdigital telecom

Executive Summary

This report is for the year to date third quarter of 2013 as an update to the status of the IN911 network.

section A – project overview, items 1 through 5:

- Work continues to sunset the Crossroads (G-1) network.

  The FDC (functional direct connect) project continues. All counties are now online, although some call transfer functions have not been verified. ALi data is operational for St Joseph County and a significant percentage of other counties. Updated status and network maps are included in this report.

section B – network status, items 6 through 9:

- INdigital continues to ensure that the G-11 network incorporates the emerging NENA i3 standards. The use of the SIP:ME routing platform is replacing the G-1 and G-2 network design.

- updated call activity charts are included in the report, and call volumes continue to increase. Volume for transferred calls between local 911 agencies and the Indiana State Police continue to increase.

section C - industry stakeholders, items 10 through 13:

- There are no wireless carrier issues to report.

- Work with Frontier, Century Link and Windstream continues to expand, with additional inter-agency connectivity in adjacent states.

section D - Network quality, items 14 through 18:

- There are no significant operating issues to report.

- Trouble ticket levels remain very low as an index to total calls processed.

- There are no outages to report.

- Stress testing of the IN911 network has completed, and will start again in accordance with our standards and practices. There have been a number of additional network improvements made since this testing regime started.
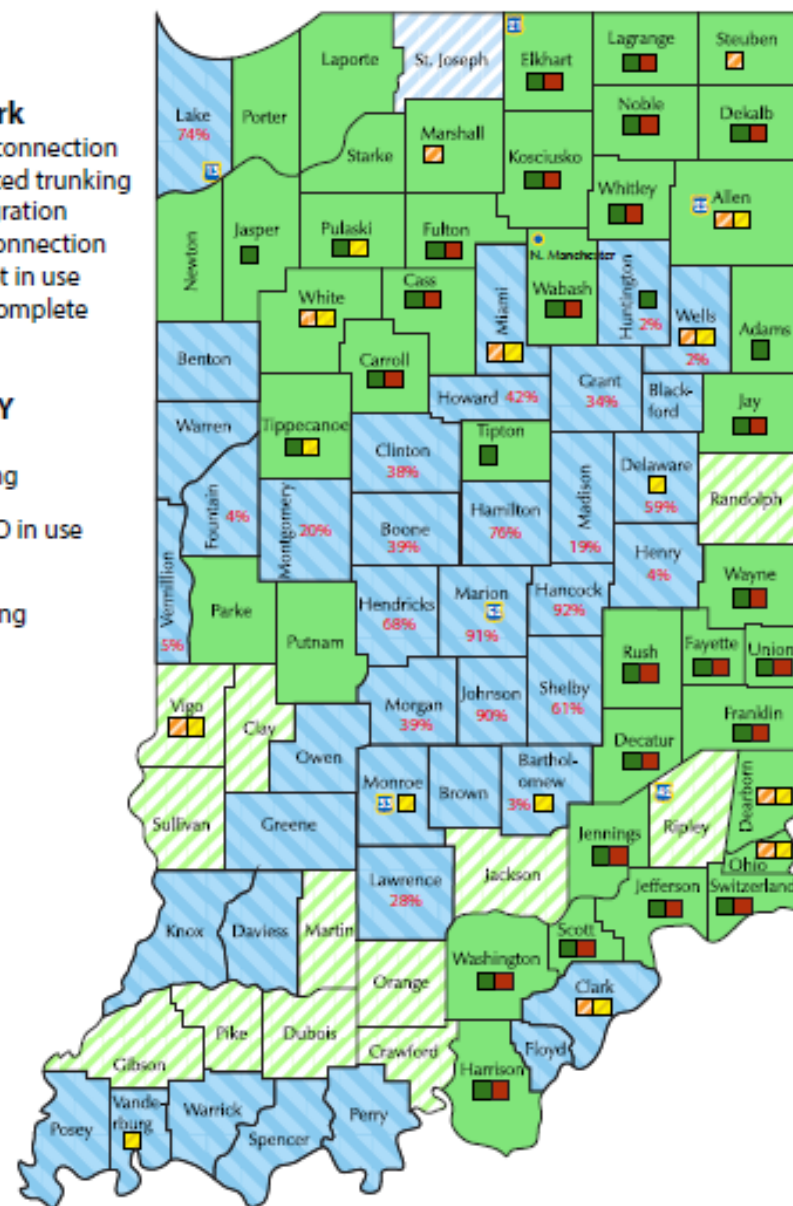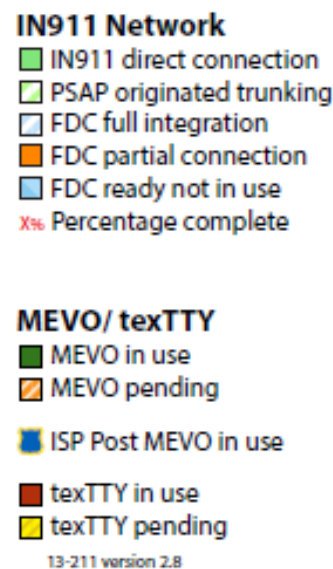
section E- Project updates and new service development, items 19 through 22:

- texTTY, (the non-voice service platform) is being rolled out throughout the state. INdigital is working with TCS and VZW on statewide text TO 9-1-1 service.

- INdigital continues its work to resolve the '858 patent issue.

- INdigital is proposing discussion of a statewide database to meet the individual needs of the public callers as accessibility to 9-1-1 is more generally available.

section A – IN911 project overview

1). Our work to sunset the (G-1) Crossroads network continues. All G-1 Crossroads trunking facilities for Kokomo have been disconnected. Work to migrate the remaining PSAPs and originating service providers to the G-11 SIP:ME (SIP message engine) platform continues.

2). There are now 71 counties connected to the G-11 SIP:ME platform, these counties now receive active service from the SIP:ME platform, but certain originating service provider trunks continue to use the G-2 Crossroads network.

3). Counties represented by striped blue and green shading on this map use a version of functional direct connect (FDC).

   Counties where the stripe is right leaning are fully integrated.

4). Counties where the stripe is left leaning have full voice integration and partial Ali integration. The percentage of ALi migration is shown in red number. We expect to integrate these counties to fully integrate as soon as possible.

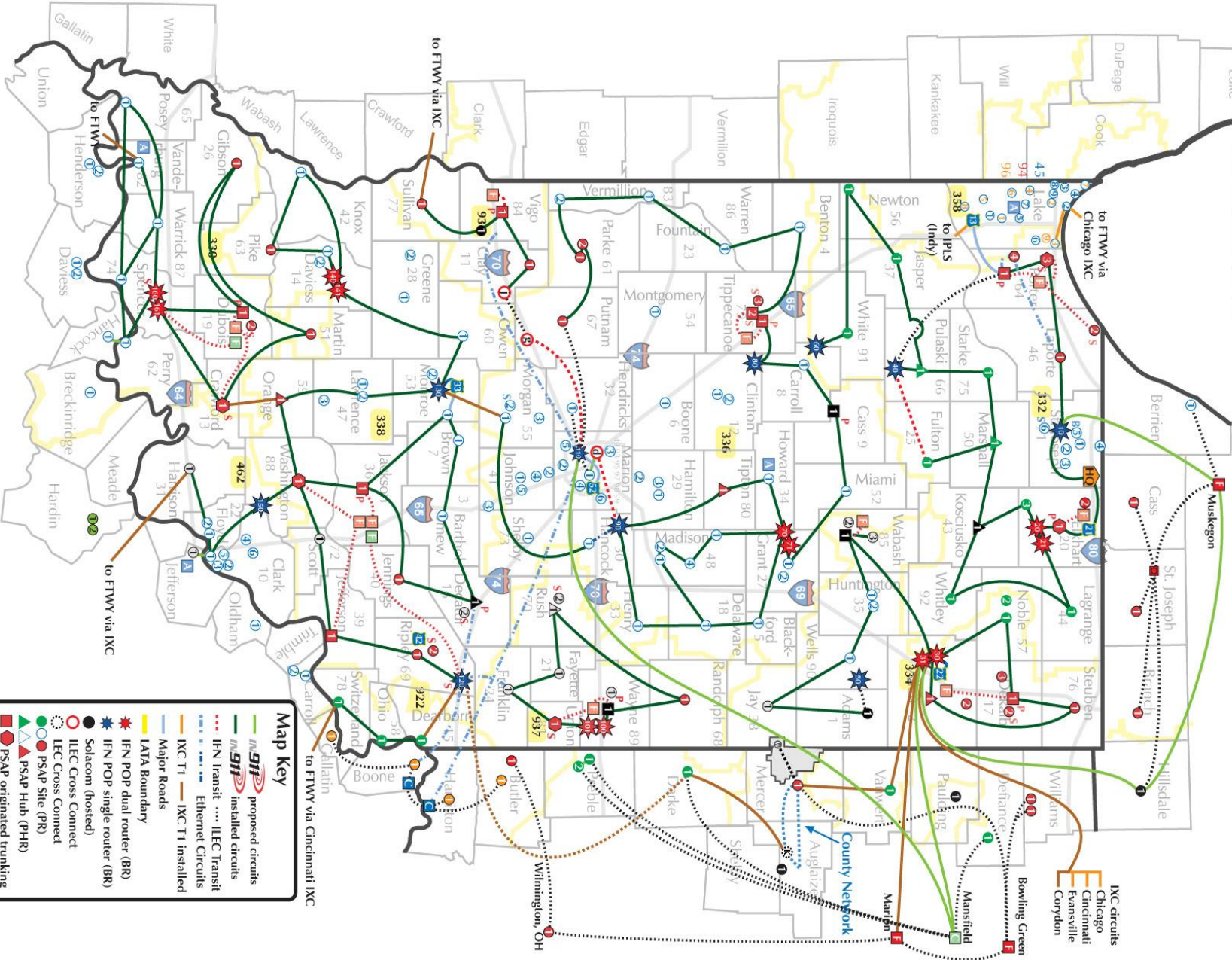5). The MEVO and texTTY boxes show the current status of these service platforms.

Statewide IN911 Status Update

IN911 Network
- IN911 direct connection
- PSAP originated trunking
- FDC full integration
- FDC partial connection
- FDC ready not in use
- x% Percentage complete

MEVO/ texTTY
- MEVO in use
- MEVO pending
- ISP Post MEVO in use
- texTTY in use
- texTTY pending

13-211 version 2.8

section B - network status

6). **IN911 network service enhancements** – Our work to make the IN911 network as highly available as possible continues. A new version of the network map shows the direct IP connectivity for the 17 counties, as well as the counties that have i3 compliant service. (update pending)
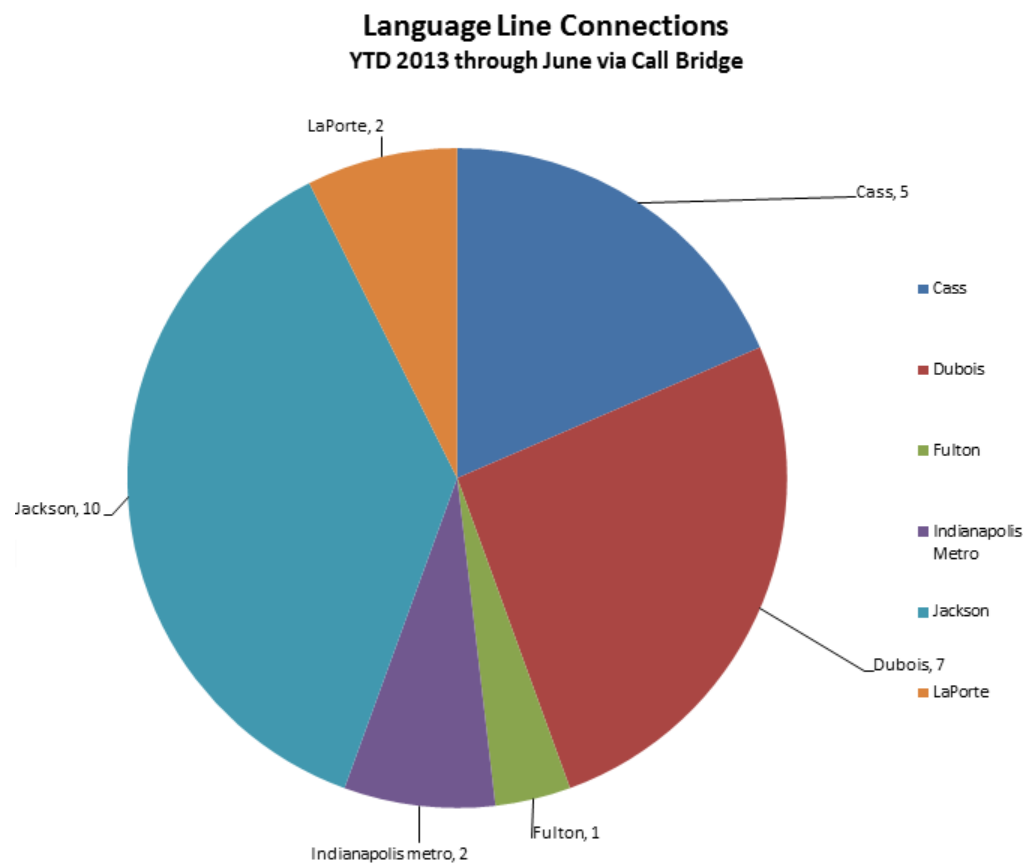
7). **SLA assurance** – INdigital has postponed work on the real time SLA compliance tracking module during the advanced texTTY rollout.

8). **IN911 Embedded features** – The chart at right shows usage statistics reports for Language Line. This service provides real time language translation service for all agencies.
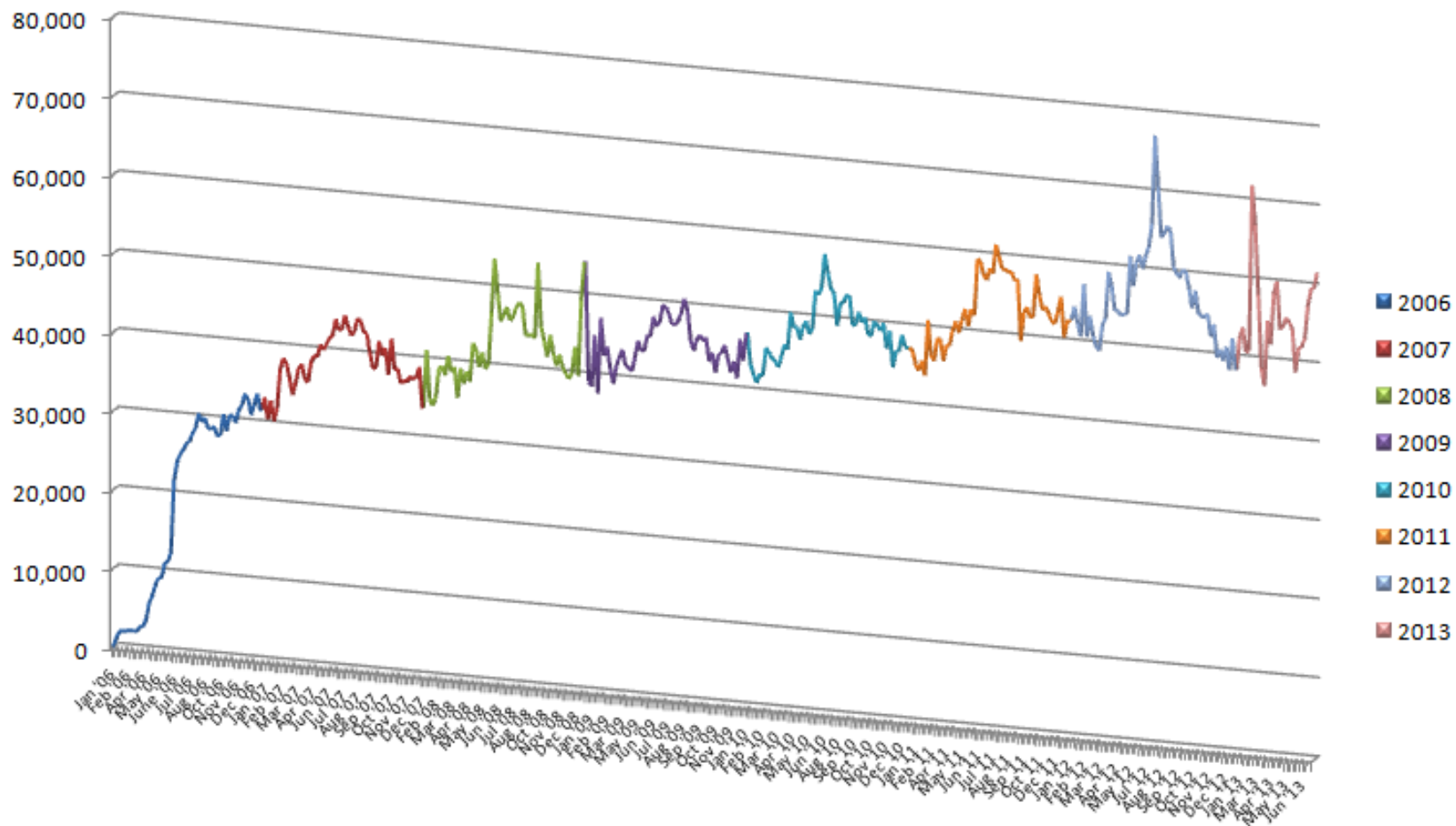
9). **Network stats** – The charts on the following pages show the overall activity and activity for joined path service within the network. Joined path conference service allows full inter-agency call transfer with location information.

The ISP call transfer chart shows activity for the Indiana State Police.

Language Line Connections
YTD 2013 through June via Call Bridge

Legend:
- Cass
- Dubois
- Fulton
- Indianapolis Metro
- Jackson
- LaPorte

Labels: LaPorte, 2 · Cass, 5 · Jackson, 10 · Dubois, 7 · Indianapolis metro, 2 · Fulton, 1

IN911 Network Weekly Call Totals
January 2006 - June 2013

Jan. '06 - Jun.'13 Total: 17,269,120

Legend:
- 2006
- 2007
- 2008
- 2009
- 2010
- 2011
- 2012
- 2013

Joined Path Conference Bridge Totals
January - June 2013
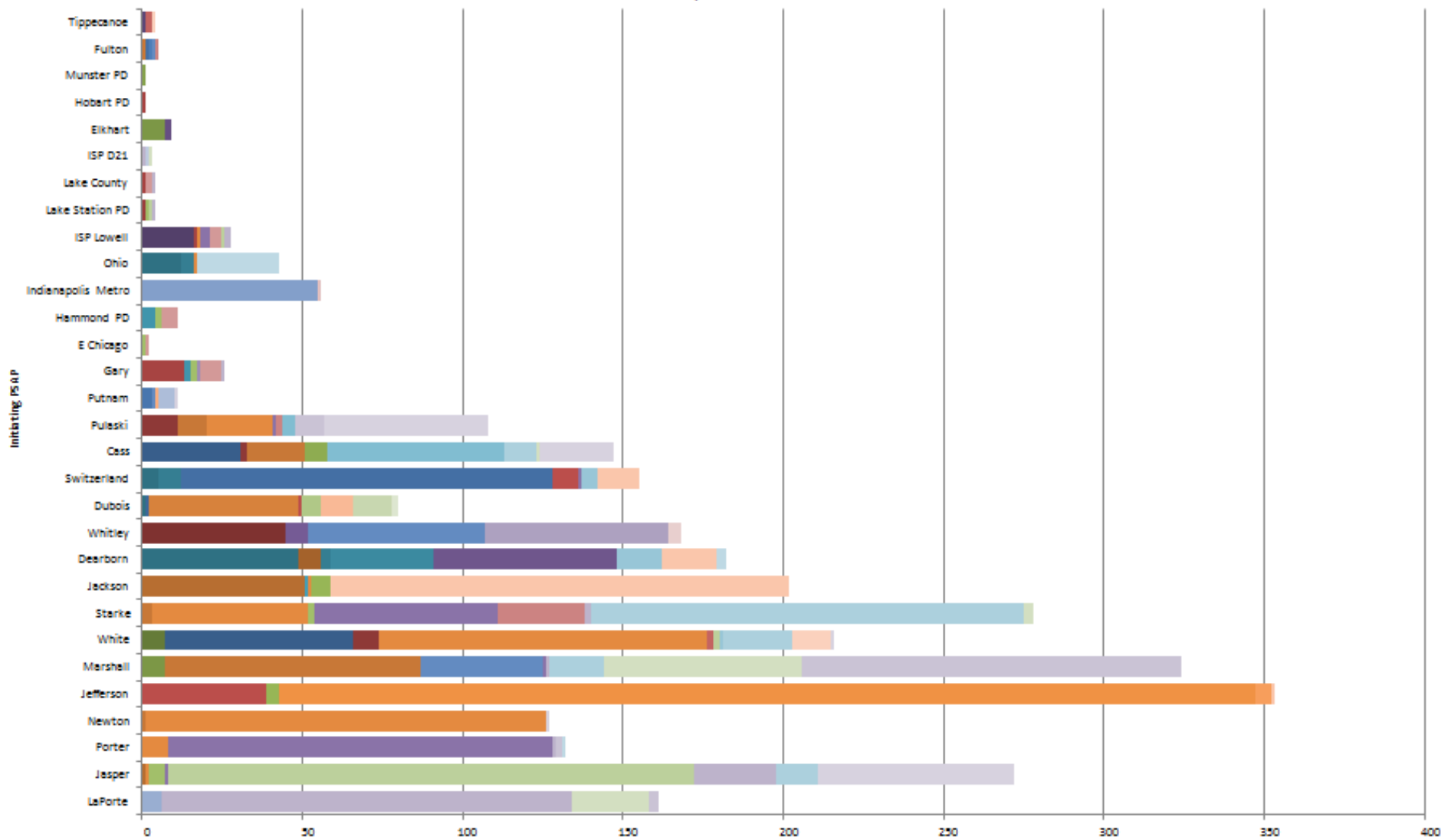
D 52 = Indianapolis   D 13 = Lowell   D 21 = Indiana Toll Road
D 42 = Versailles   D 33 = Bloomington   D 22 = Fort Wayne

Transfers to ISP Posts

July 2012 to June 2013
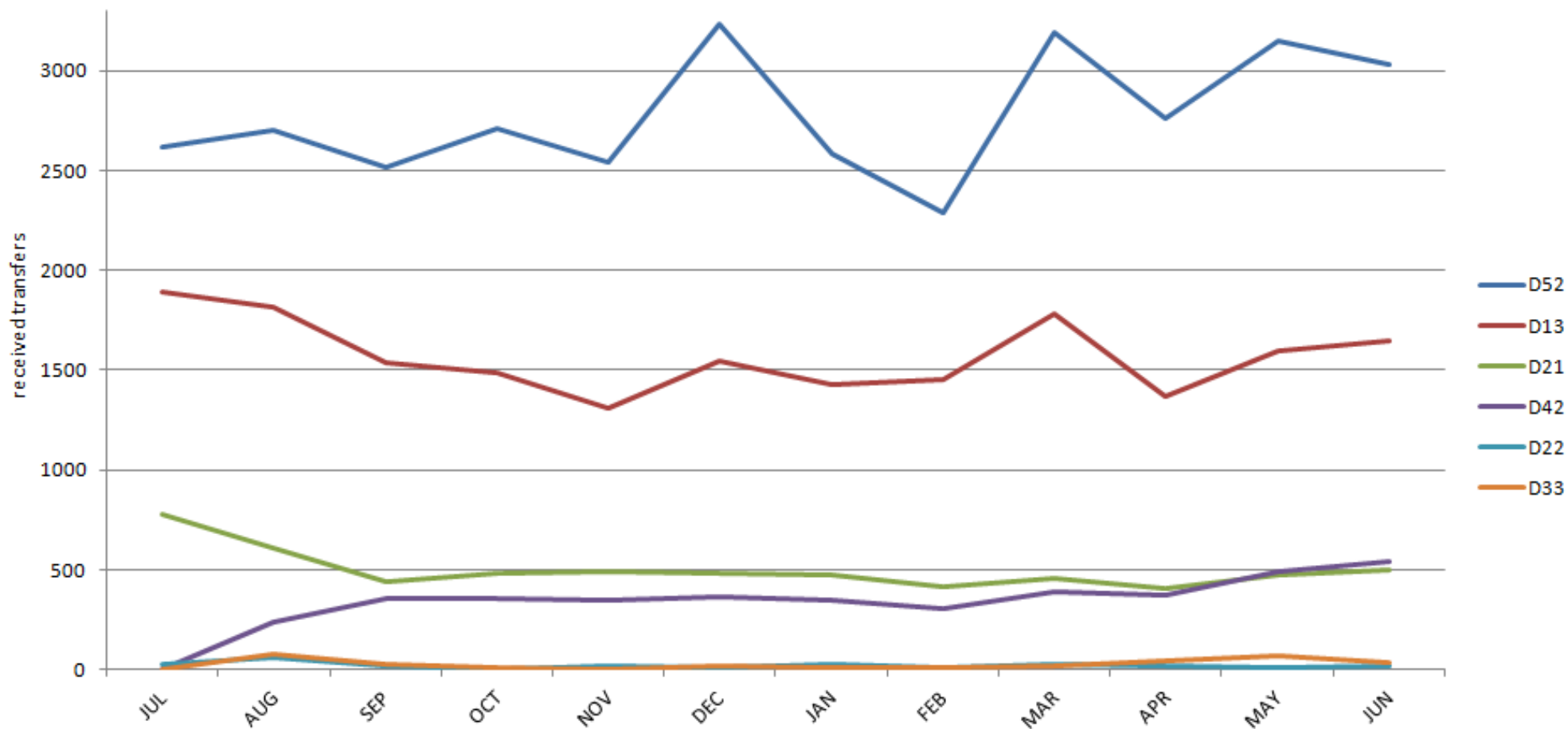
section C - industry stakeholders

10). **Wireless carrier status** - There are no originating service provider issues to report. The wireless carrier connections to the IN911 network will continue to transition from the G-2 Crossroads network to the G-11 network.

11). **Adjacent state connectivity** – The Ohio border counties served by Frontier have been completed. The testing and turn up went as expected and they are fully operational.

 We continue to work with Windstream to turn up trunks for Paulding County Ohio. Facilities and trunks are in place. We are helping Windstream work through some of the final details.

12). **Regulatory matters** – There are no new issues to discuss.

13). **Inter-agency cooperation** – INdigital worked with AT&T and Frontier to implement wireless call transfers between the new PSAP at the Crane Naval station PSAP and surrounding counties.

INdigital continues to work with AT&T and their customer PSAP agencies to configure their CPE to allow transfers for 9-1-1 calls using the FDC network.

section D - network quality

14). **G-11 network status** - There are no network issues to report. INdigital continues to receive the normal number of trouble tickets and reports.

Referring to the charts that follow this section, INdigital offers these observations and comments:

- Year to date there have been 147 trouble reports.

in 2012 – 292	in 2011 – 331
in 2010 – 294	in 2009 – 278
in 2008 – 188	in 2007 - 123

- The IN911 network processed approximately 2,964,474 calls during 2012. This bring the total number of calls processed since 2006 to 15.8 million.

- 2013 calls processed YTD is 1,428,944

- The 2012 trouble index for 2.96 million calls is .010%, or 1 ticket for every 10,152 calls.

- The 2013 trouble index is also .010%

15). **Trouble ticket analysis** – The graph on the following page is the ticket breakdown by category. Although we occasionally establish a 'color to company' relationship in our reports, the colors in this chart do not represent an entity in any way.

IN911 Network Trouble Tickets
2013 through June 30 by Category

- 911 SSP = 911 system service provider
- PSAP Training and Support (a common term)
- OSP = originating service provider
- Leased circuit = (network, a common term)
- PSAP CPE = PSAP CPE vendor or sub-system
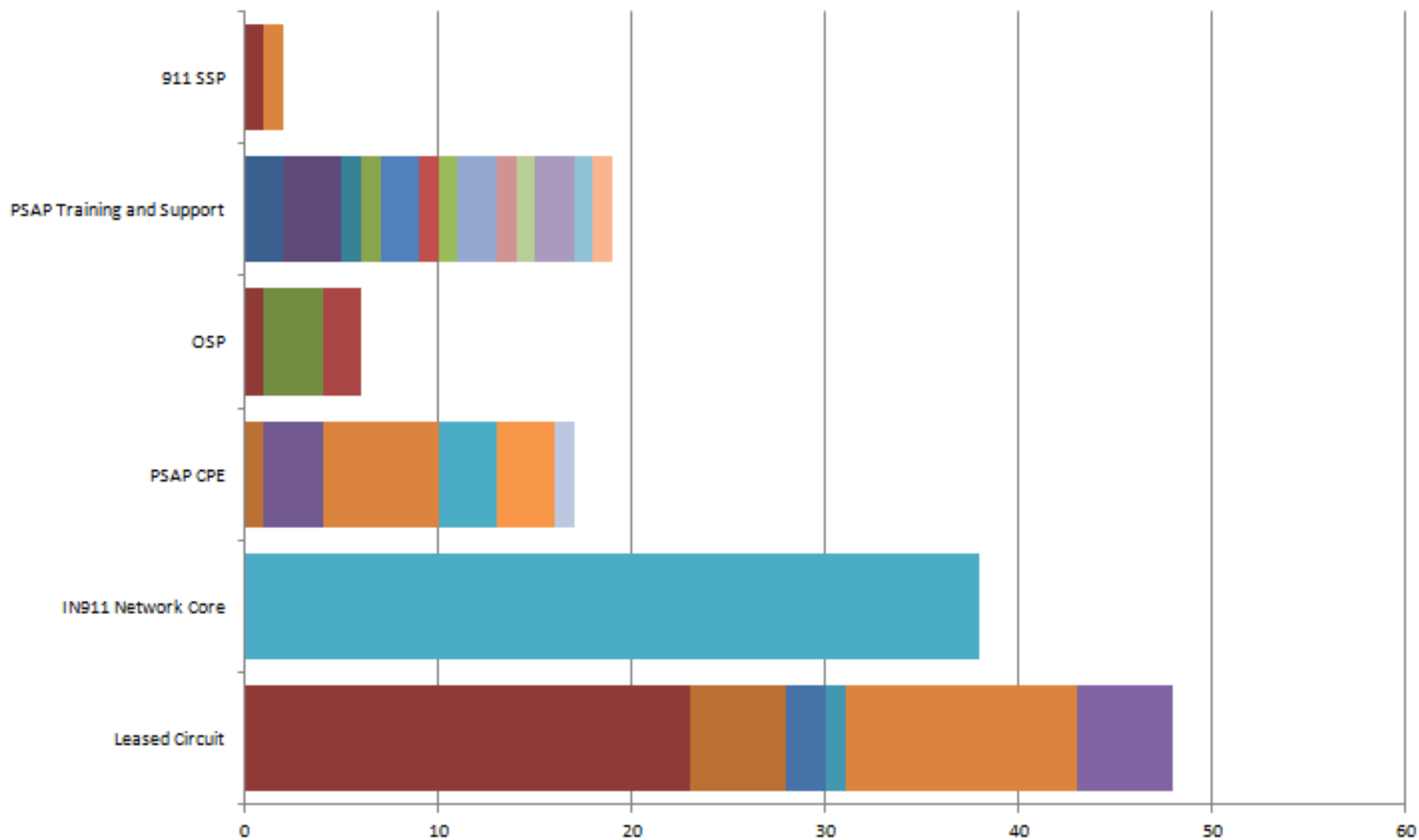
16). **Update on Telephone Service Priority** (TSP) there is no change from the previous status report.

17). **Outage incidents** – INdigital has no outages or other incidents to report in this quarter.

18). **Industry outage events** – No new issues to report during this quarter.

19). **Network Stress testing –** The first round of testing has completed, and testing will resume on schedule

section E – project updates and new service development

20). **Non-Voice | Multi-Media Emergency Services**

Our work to transition from the texTTY series II platform to the series 13 platform continues. The status map on page 3 shows the PSAPs currently using the texTTY platform (see also page 3 for an updated status map.)

We have forecasted and staffed for a tsunami of new counties coming online in the next 60 days.

We are now holding weekly project meetings with TCS (on behalf of VZW, and are forecasting an October rollout of the inbound (text TO 9-1-1).

21). **Patent issues** – There is no update to report in matters regarding the '858 patent. One of our technology suppliers has reached a settlement in the proceeding.

INdigital continues to work with the PAE (patent assertion entity) on a settlement agreement.

22). **Discussion of other new projects:**

With the rollout of the texTTY platform, 9-1-1 will be more available to all of the public, including those with individual needs. For the call takers, this presents a challenge.

The quality of service would be improved if the public could put their personally identifiable information in a statewide database, which would allow the call taker to know (when they answer the call) that the public caller is deaf or can't speak, or has other access and functional needs.

There are several counties in 32 other states that use a service (Smart911) to allow the public to store their personally identifiable information (PII) they want 9-1-1 to receive when they call. Included with this report is a benefits sheet on the service. In addition, there are letters of support from accessibility advocates that share the Board's goals.

INdigital is opening this discussion to help remove any barriers for those with individual needs, and ensure that 9-1-1 is accessible for everyone that lives in or visits Indiana.