# Q-2.2 Indiana NG9-1-1 Report
# for the reporting interval ending
# May 31, 2019
# with data from

# section A – INdigital ESiNet summary

1. INdigital continues to develop plans and advance the build out of the G-19 network.

   Additional testing will continue thru July. We will be making a safe transition from the G-15 to the G-19 network. We will be extensively testing the new network and auditing our work. 911 Authority has visibility into our testing process and results.

2. Part of our work is to fully support interoperability with the AT&T ESiNet that is moving forward.

3. Improvements in other services since our last report include:

   a. Roll out of improvements to the Language Line translation service. A pin code will no longer be required to make access to language translation service. This saves 2-3 seconds of time.

   b. Two speed dial buttons on the PSAP call handling system. One button is dedicated to Spanish, and a second button is for all other languages. This reduces the time to get a human translation aid bridged into the 9-1-1 call by 5-15 seconds.

   c. An additional benefit is that usage and exception reports can be produced, targeting additional training and refresher skills for PSAPs.

4. Texty 17.2 is now available statewide with the ability to transfer text sessions between PSAPS.
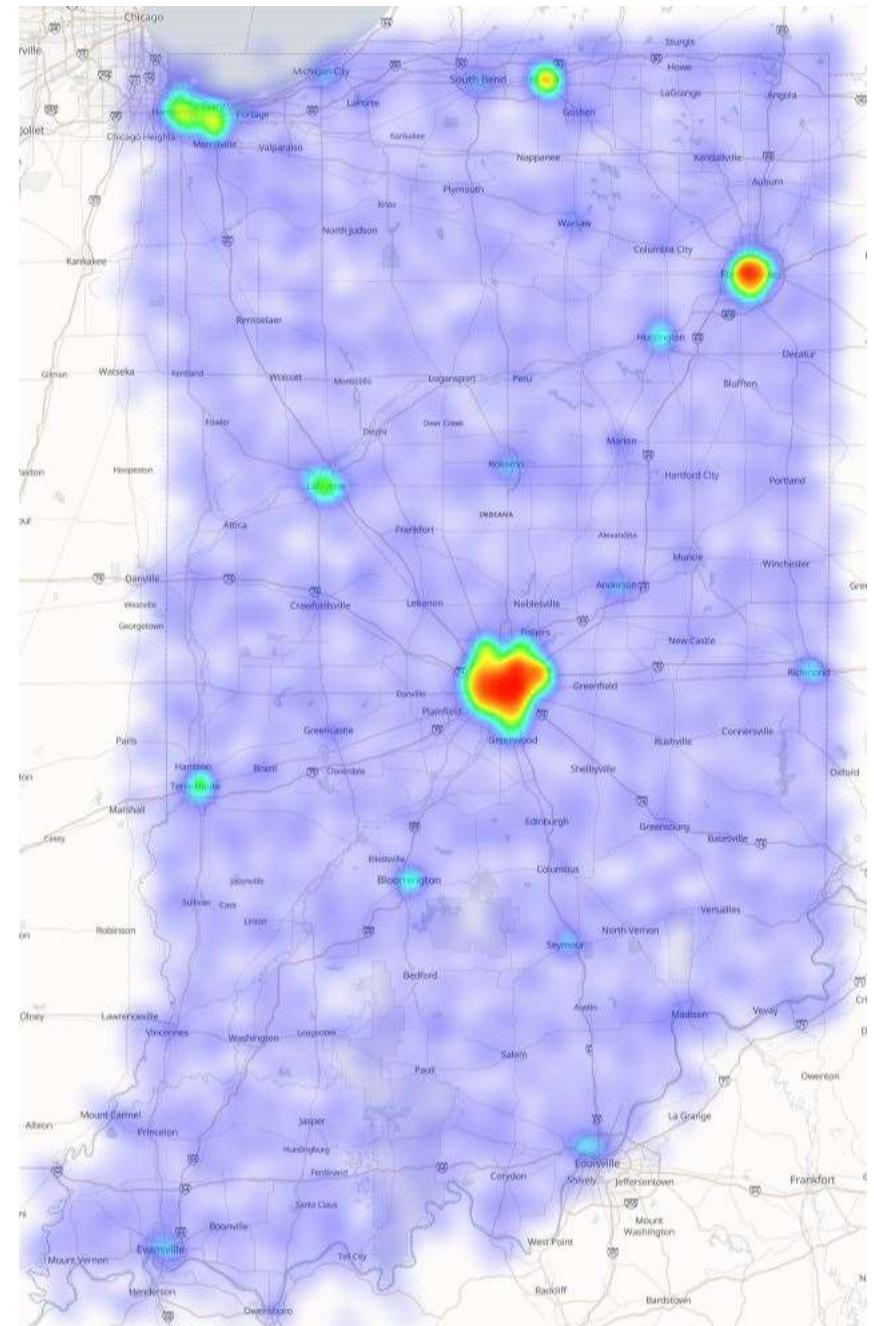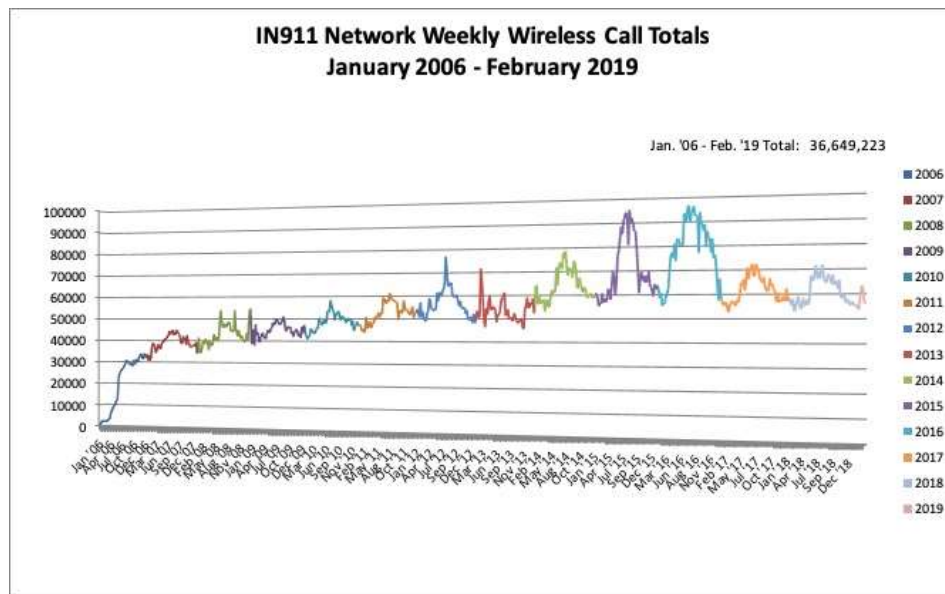


Language Line

19-150 version 1.0

Legend:
- Completed
- Pending

Spanish / All other languages
Tested by PSAP
Completed
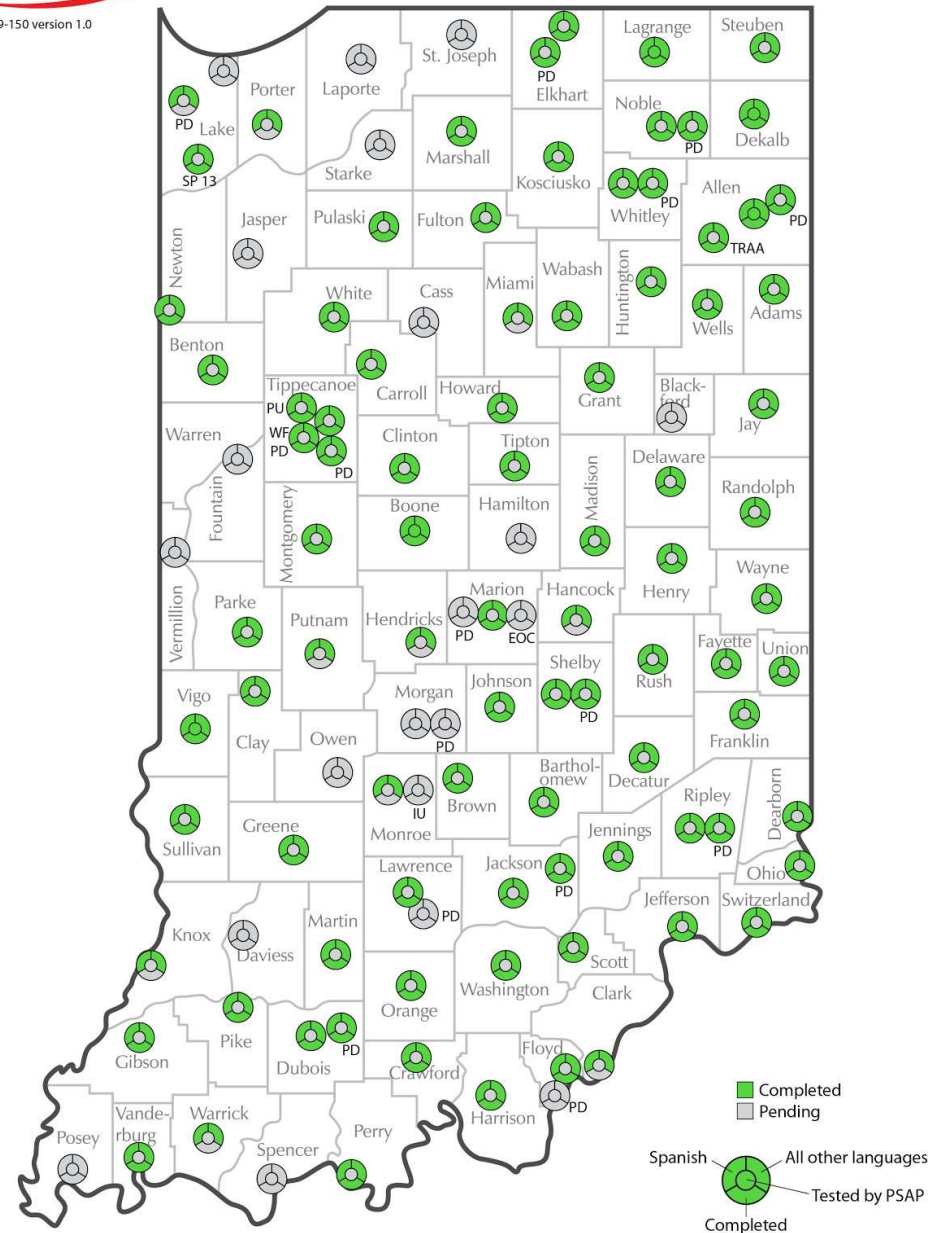
## section B — INdigital prime ESiNet trends

5. Call volume trends continue to be normal, and the seasonal increase later than normal this year, like the corn crop.

   This report includes a heat map overlay of calls (rainbow coded, with red representing the highest call volumes) and their location across the state represented by the purple 'cloud' of calls from tower and handset locations.
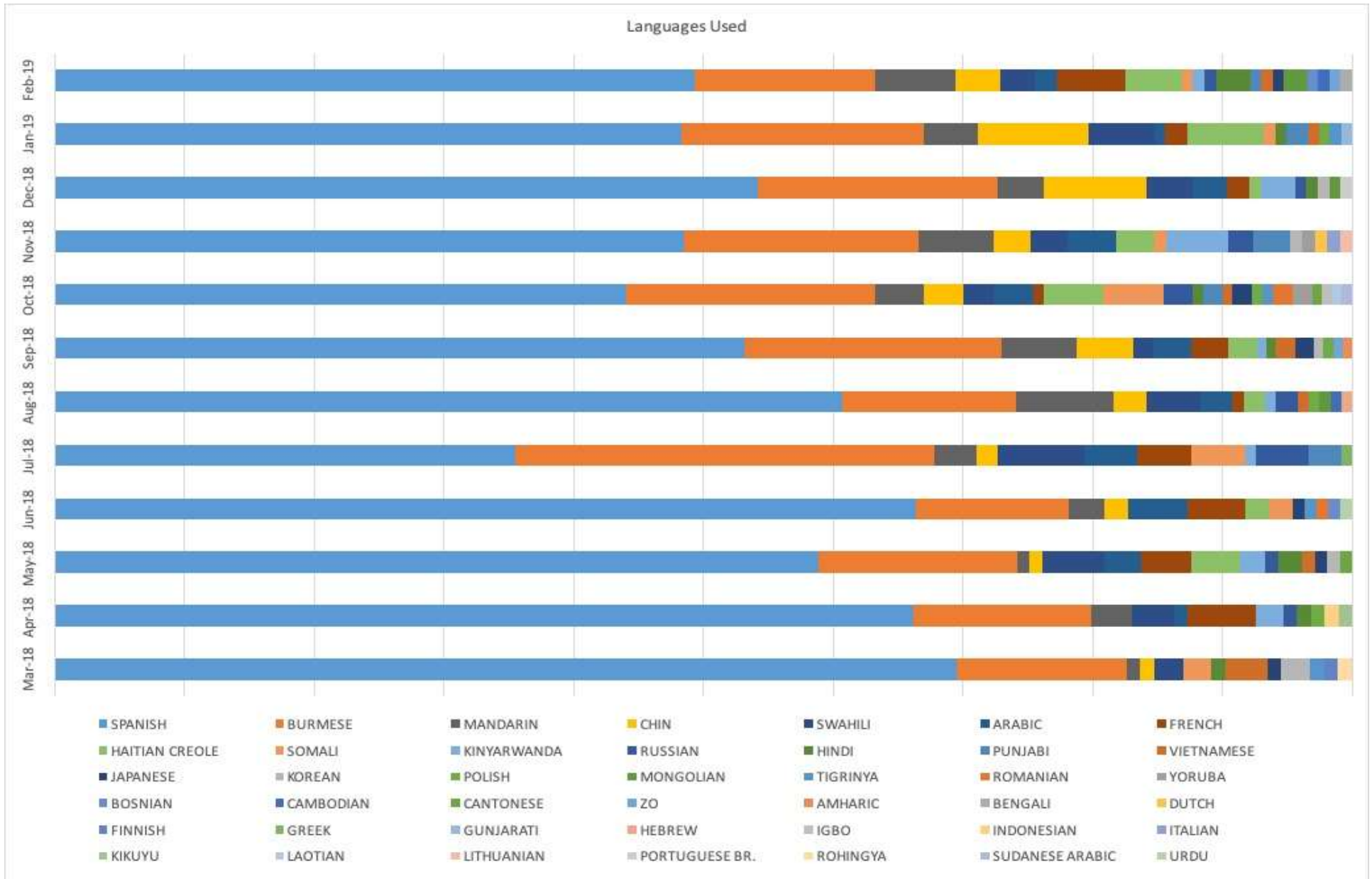
6. This map, and the data that it represents is one of the enhancements that are part of the G-19 network transition. The improved logging system supports more detailed IN911 system logs and activity tracking.

   These improved data sets from the new NG cores provide better support for the analytic software used by INdigital.



IN911 Network Weekly Wireless Call Totals
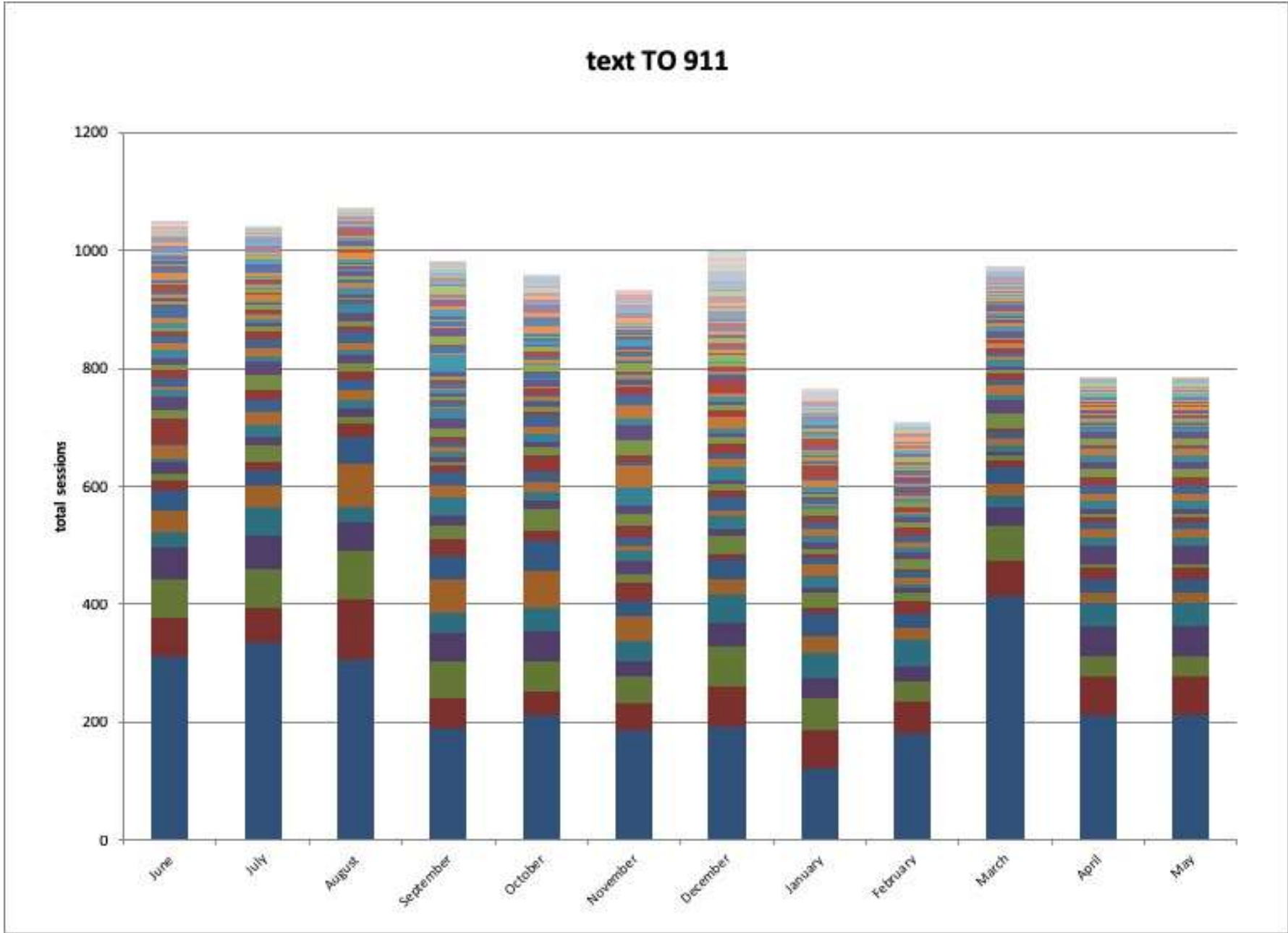January 2006 - February 2019

7. **Translation services** - Language Line usage is normal for this report period, with **6,380 total translation** sessions YTD.

The language distribution is shown below.



Languages Used

Legend:
- SPANISH
- BURMESE
- MANDARIN
- CHIN
- SWAHILI
- ARABIC
- FRENCH
- HAITIAN CREOLE
- SOMALI
- KINYARWANDA
- RUSSIAN
- HINDI
- PUNJABI
- VIETNAMESE
- JAPANESE
- KOREAN
- POLISH
- MONGOLIAN
- TIGRINYA
- ROMANIAN
- YORUBA
- BOSNIAN
- CAMBODIAN
- CANTONESE
- ZO
- AMHARIC
- BENGALI
- DUTCH
- FINNISH
- GREEK
- GUNJARATI
- HEBREW
- IGBO
- INDONESIAN
- ITALIAN
- KIKUYU
- LAOTIAN
- LITHUANIAN
- PORTUGUESE BR.
- ROHINGYA
- SUDANESE ARABIC
- URDU

8. **Text-for-911** - Text session volumes are normal for this period.



text TO 911

9. All counties are active and receiving text from the public. (YTD counts shown)

| 100+ | | | 40-99 | | | 20-39 | | | <20 | |
|---|---|---|---|---|---|---|---|---|---|---|
| PSAP | COUNT | | PSAP | COUNT | | PSAP | COUNT | | PSAP | COUNT |
| Marion County | 2870 | | Grant County | 77 | | Carroll County | 38 | | Gibson County | 18 |
| Lake County | 738 | | Henry County | 74 | | Clay County | 38 | | Parke County | 17 |
| Allen County | 660 | | Jackson County | 71 | | Decatur County | 34 | | Randolph County | 17 |
| St. Joseph | 518 | | Shelby County | 71 | | Lawrence County | 34 | | Crawford County | 16 |
| Vanderburgh County | 443 | | Dubois County | 68 | | Wells County | 33 | | Pulaski County | 16 |
| Vigo County | 432 | | Jefferson County | 68 | | Jasper County | 32 | | Sullivan County | 14 |
| Elkhart County | 395 | | Whitley County | 68 | | Miami County | 32 | | Starke County | 13 |
| Monroe County | 226 | | Ripley County | 62 | | Wabash County | 32 | | Rush County | 12 |
| Tippecanoe | 215 | | Clinton County | 61 | | Posey County | 31 | | Dearborn County | 11 |
| Wayne County | 196 | | Jennings County | 59 | | Steuben County | 31 | | Perry County | 11 |
| Bartholomew County | 191 | | Fulton County | 58 | | White County | 30 | | Washington County | 11 |
| Hamilton County | 188 | | Morgan County | 57 | | Adams County | 29 | | Newton County | 10 |
| Delaware County | 177 | | Howard County | 54 | | Putnam County | 29 | | Daviess County | 9 |
| Kosciusko County | 176 | | Cass County | 52 | | Franklin County | 28 | | Ohio County | 9 |
| LaPorte County | 164 | | Marshall County | 49 | | Jay County | 27 | | Pike County | 9 |
| Johnson County | 162 | | Dekalb County | 45 | | Spencer County | 26 | | Switzerland County | 9 |
| Madison County | 162 | | Fayette County | 45 | | Vermillion County | 24 | | Union County | 8 |
| Clark County | 160 | | Huntington County | 45 | | Brown County | 23 | | Orange County | 7 |
| Hendricks County | 148 | | Scott County | 45 | | Greene County | 21 | | Blackford County | 6 |
| Montgomery County | 148 | | Harrison County | 43 | | Tipton County | 21 | | Benton County | 4 |
| Porter County | 142 | | Knox County | 43 | | Warrick County | 21 | | Martin County | 3 |
| Boone County | 124 | | Noble County | 43 | | Fountain/Warren County | 20 | | | |
| Hancock County | 112 | | LaGrange County | 41 | | Owen County | 20 | | | |
| Floyd County | 108 | | | | | | | | | |

## 10. All counties are sending text dialogs to the public. (YTD counts shown)

| 2000+ | | 500-1999 | | 100-499 | | <100 | |
|---|---|---|---|---|---|---|---|
| Marion County | 93489 | Dubois County | 1846 | Brown County | 487 | Rush County | 98 |
| Allen County | 18306 | Noble County | 1840 | Owen County | 418 | Ohio County | 96 |
| Elkhart County | 13039 | LaPorte County | 1745 | Starke County | 410 | Knox County | 90 |
| Hamilton County | 12078 | Boone County | 1578 | Jackson County | 396 | Johnson County | 89 |
| Lake County | 9177 | White County | 1514 | Sullivan County | 305 | Fayette County | 86 |
| Monroe County | 8639 | Marshall County | 1483 | Decatur County | 294 | Orange County | 85 |
| Tippecanoe County | 5677 | Clinton County | 1412 | Franklin County | 292 | Putnam County | 79 |
| Vanderburgh County | 4929 | Morgan County | 1371 | Switzerland County | 279 | Gibson County | 70 |
| Vigo County | 4915 | Steuben County | 1357 | Blackford County | 272 | Parke County | 62 |
| Wayne County | 4854 | Wabash County | 1240 | Pulaski County | 262 | Green County | 56 |
| Clark County | 4834 | Spencer County | 1204 | Randolph County | 260 | Perry County | 53 |
| Porter County | 4279 | Miami County | 1178 | Jasper County | 256 | Tipton County | 47 |
| Hendricks County | 4105 | Wells County | 1154 | Newton County | 199 | Pike County | 41 |
| Bartholomew County | 3736 | Shelby County | 1029 | Union County | 152 | Benton County | 34 |
| St. Joseph County | 3502 | Scott County | 1025 | Washington County | 152 | Martin County | 24 |
| Hancock County | 3420 | Dearborn County | 1000 | Floyd County | 132 | Daviess County | 20 |
| Grant County | 3363 | Whitley County | 969 | Warrick County | 124 | Vermillion County | 5 |
| Montgomery County | 3058 | Dekalb County | 926 | Harrison County | 117 | | |
| Crawford County | 2700 | Cass County | 848 | Howard County | 117 | | |
| Kosciusko County | 2464 | Fountain/Warren County | 838 | | | | |
| | | Lagrange County | 831 | | | | |
| | | Huntington County | 801 | | | | |
| | | Fulton County | 791 | | | | |
| | | Lawrence County | 772 | | | | |
| | | Jefferson County | 664 | | | | |
| | | Delaware County | 630 | | | | |
| | | Henry County | 614 | | | | |
| | | Carroll County | 578 | | | | |
| | | Adams County | 556 | | | | |
| | | Ripley County | 551 | | | | |
| | | Jennings County | 548 | | | | |
| | | Posey County | 547 | | | | |

11. Text FROM 911 volumes are as expected.
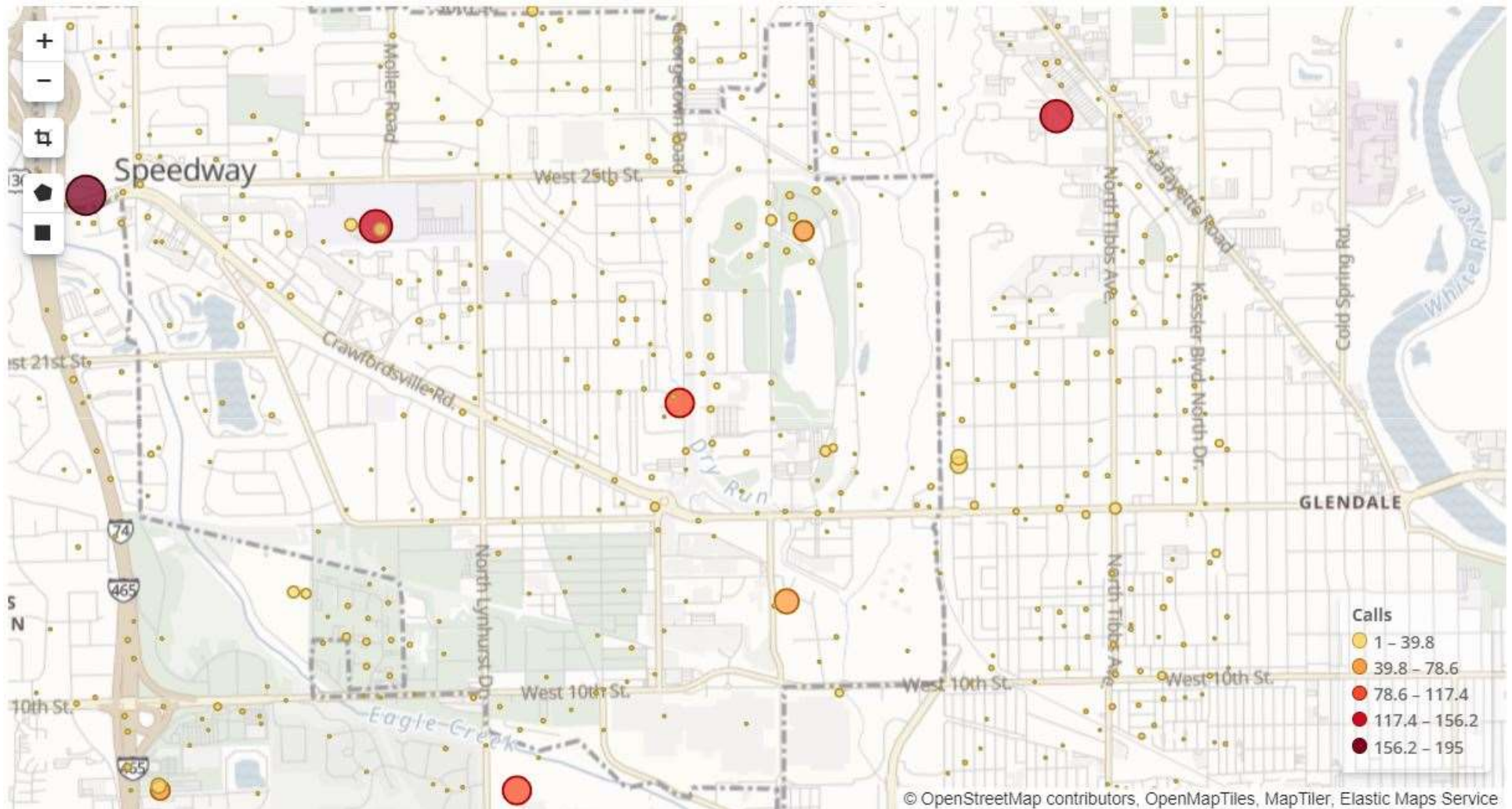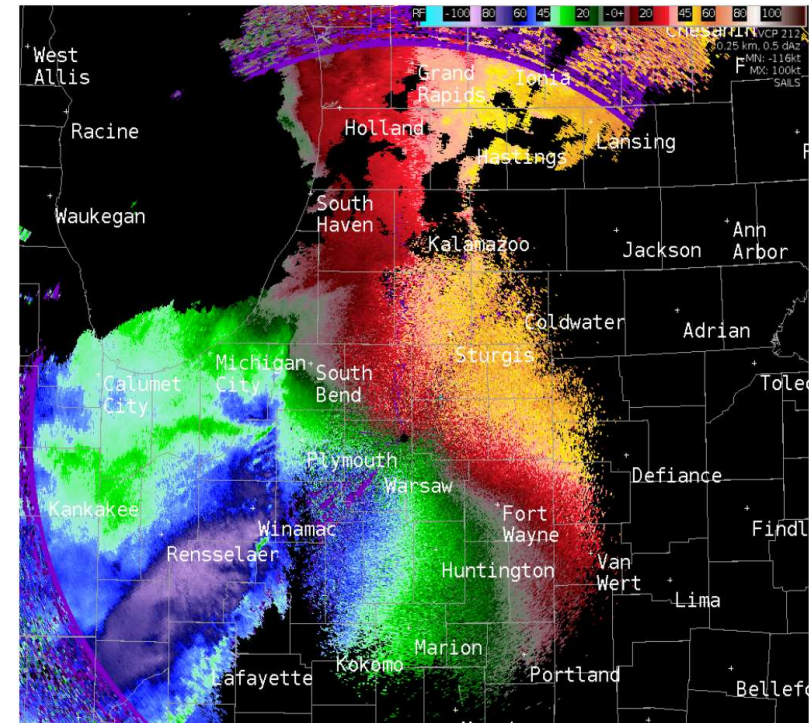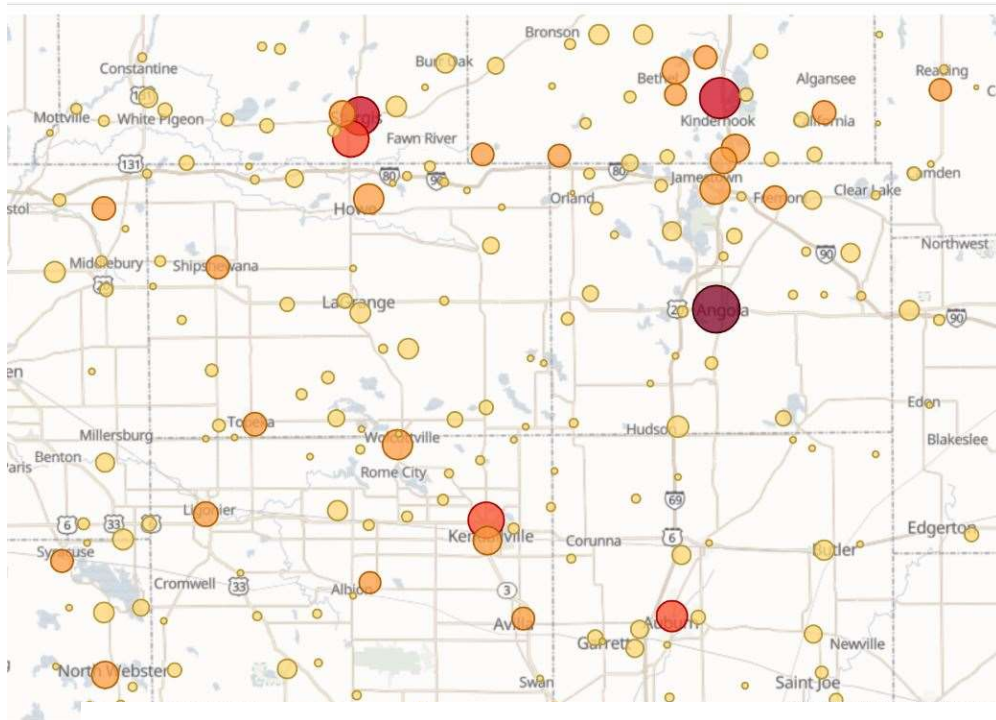


texTTY FROM 911
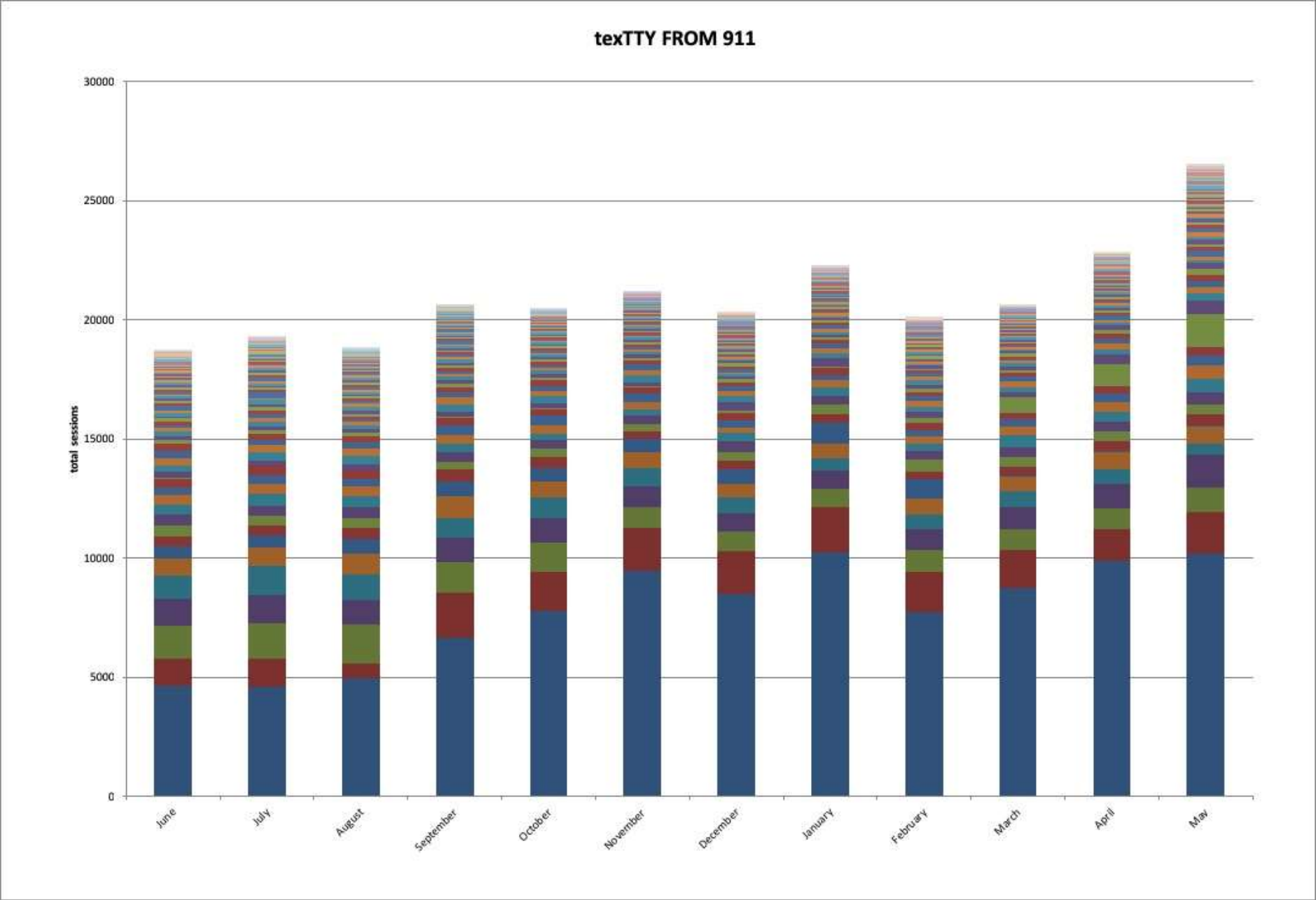
## section C - G-15 network report

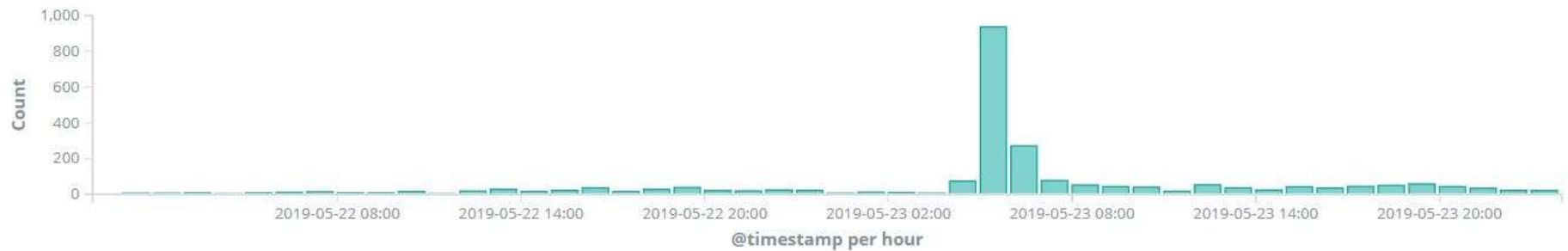12. **G-15 network status -** Indy 500 9-1-1 callers by call location are shown below.

a. There were 2,121 calls to 9-1-1 in the area around the track for the month of May.

b. There were 639 call sto 9-1-1 over the race weekend.

13. **Severe Storms in Northern Indiana** - Created about 1,000 extra 911 calls. 80 mph winds, heavy tree damage.





May 22nd 2019, 00:00:00.000 - May 23rd 2019, 23:59:59.999 — Hourly ▼



14. **Johnson County** had a 9-1-1 service outage, and used MEVO. This prevented any service interruption.

Everything worked as planned during the incident. They took 146 calls between 5/30 18:13 5/31 06:45
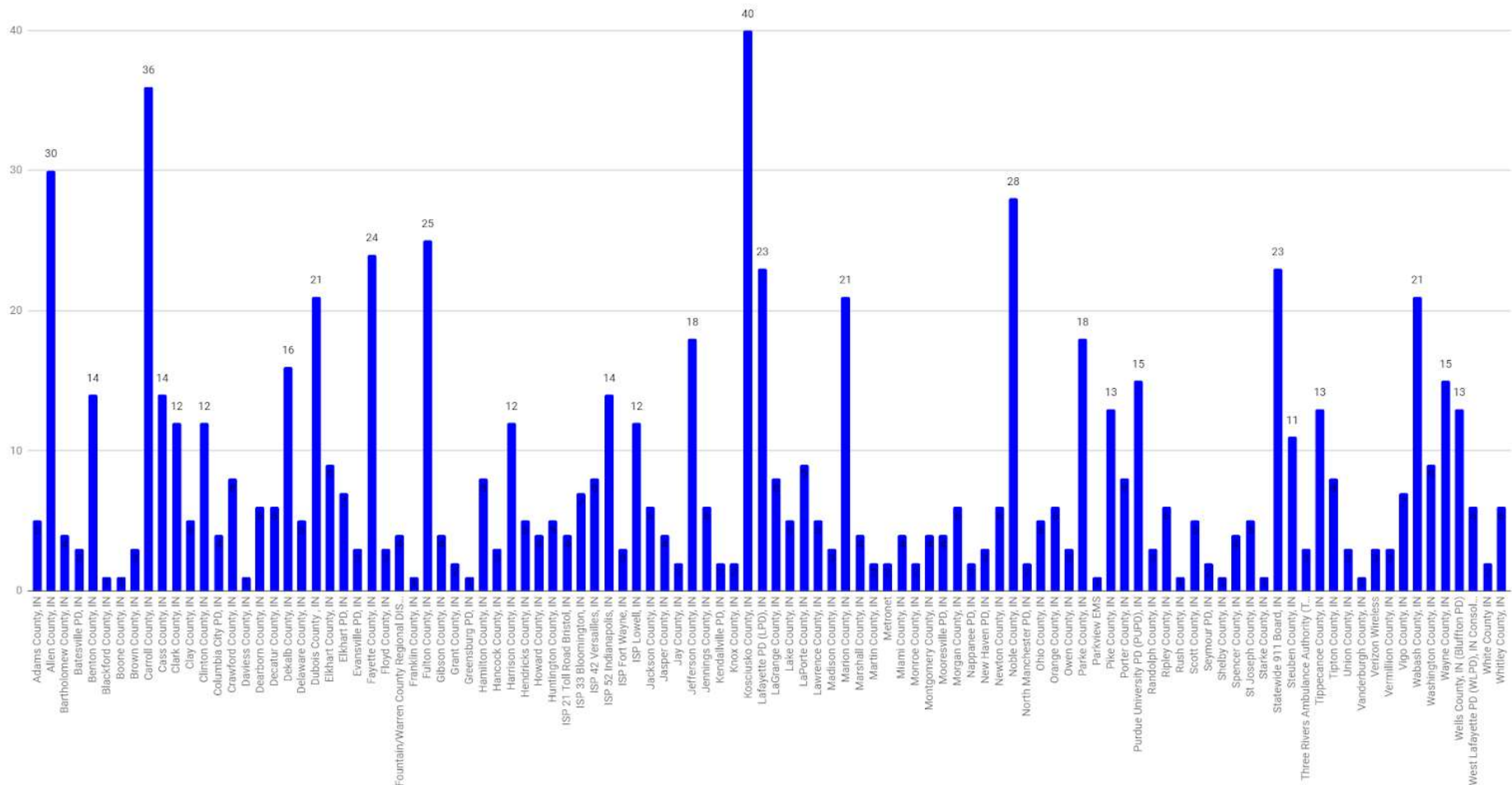
# section D - trouble ticket analysis

15. **Trouble ticket summary** – Trouble ticket analysis has an expanded data form shown below
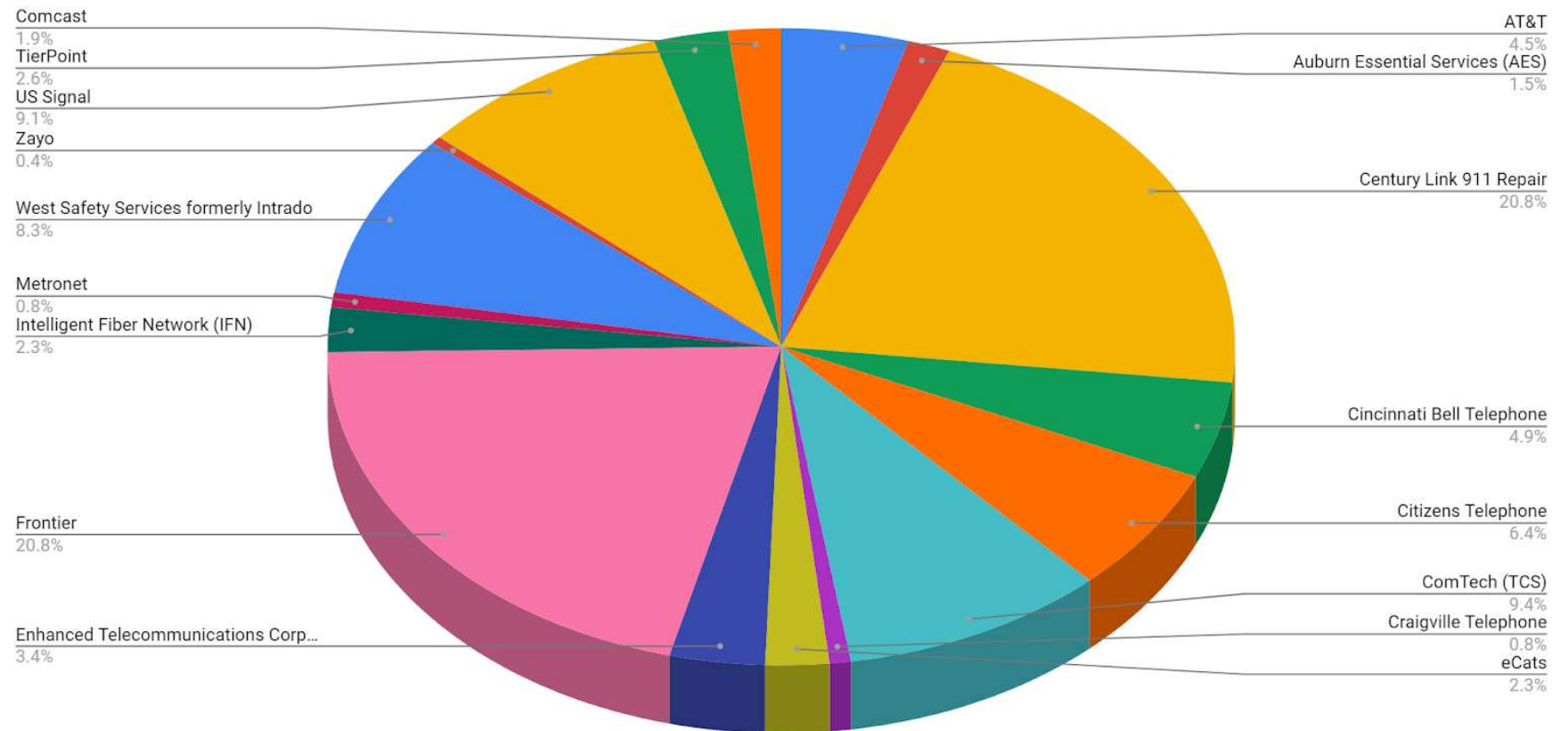    INdigital processed 931 tickets since the last report.

16. Kosciusko, Allen, and Carroll submitted the most tickets

a. Kosciusko - INdigital's default PSAP

b. Allen - largested hosted CPE PSAP

c. Carroll - public notice of the continued FBI search February 13, 2017 dual homicide.
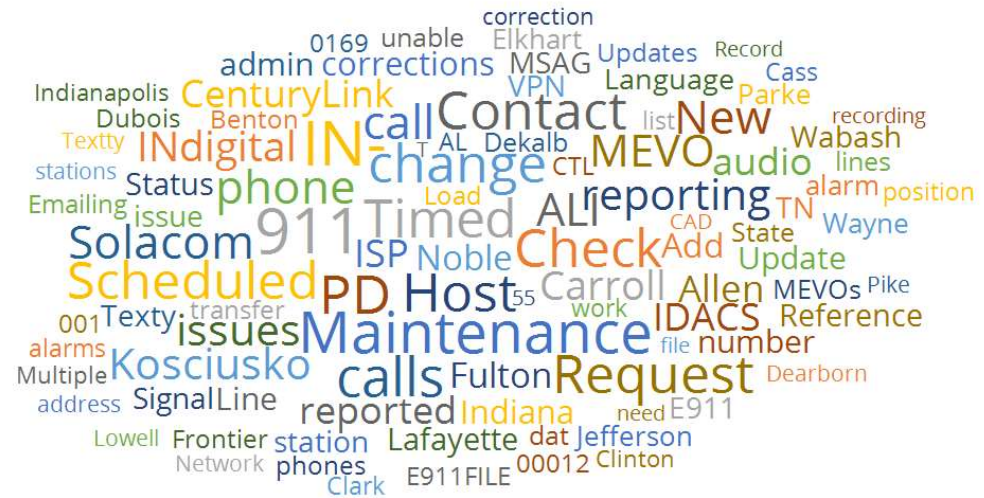


Tickets by PSAP
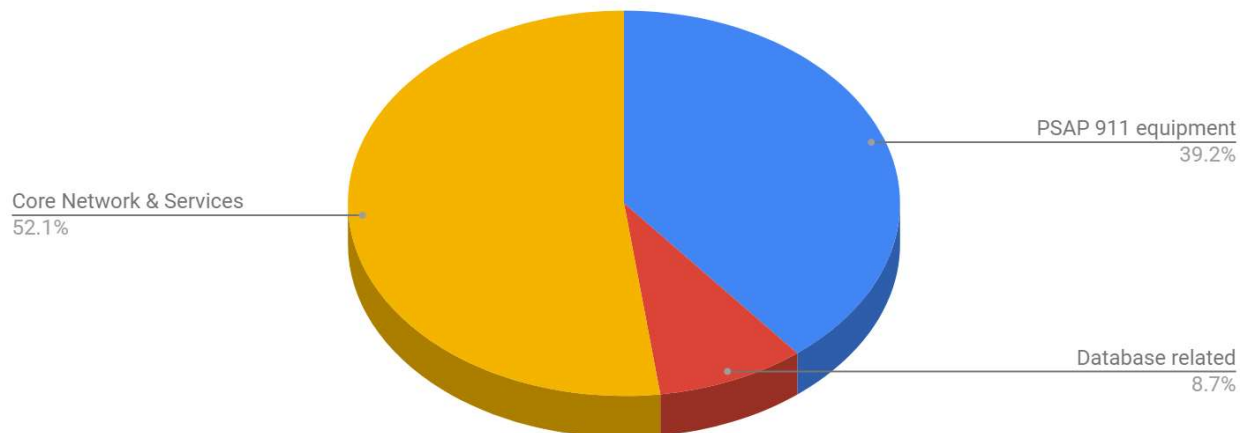
# 17. Trouble tickets by Originating Service Provider



Comcast
1.9%
TierPoint
2.6%
US Signal
9.1%
Zayo
0.4%

West Safety Services formerly Intrado
8.3%

Metronet
0.8%
Intelligent Fiber Network (IFN)
2.3%

Frontier
20.8%

Enhanced Telecommunications Corp...
3.4%

AT&T
4.5%
Auburn Essential Services (AES)
1.5%

Century Link 911 Repair
20.8%

Cincinnati Bell Telephone
4.9%

Citizens Telephone
6.4%

ComTech (TCS)
9.4%
Craigville Telephone
0.8%
eCats
2.3%

Ticket by keyword category

IN911 June 2019



Trouble Tickets by Grouping



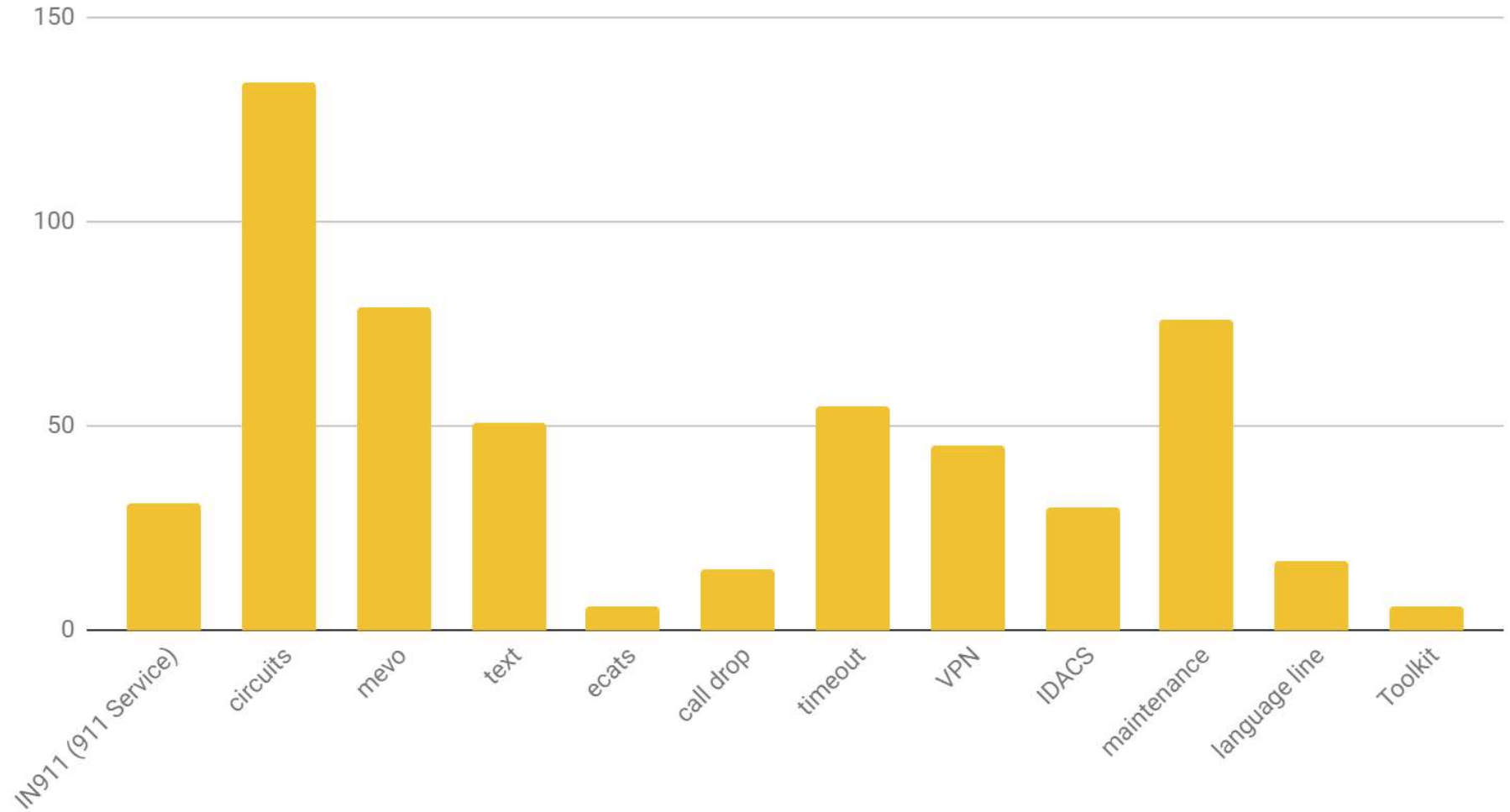PSAP 911 equipment
39.2%

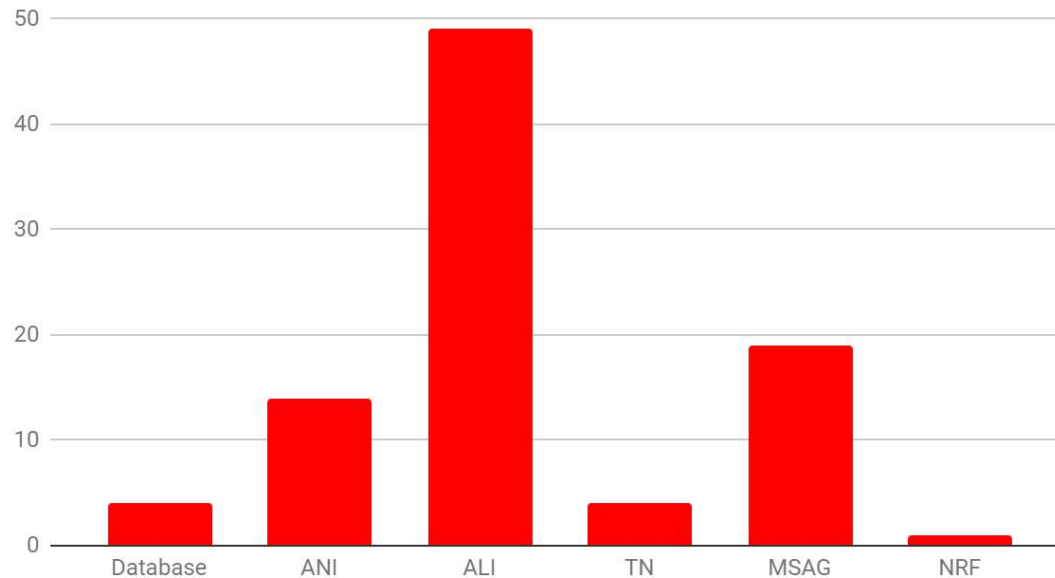Core Network & Services
52.1%

Database related
8.7%

PSAP 911 Equipment
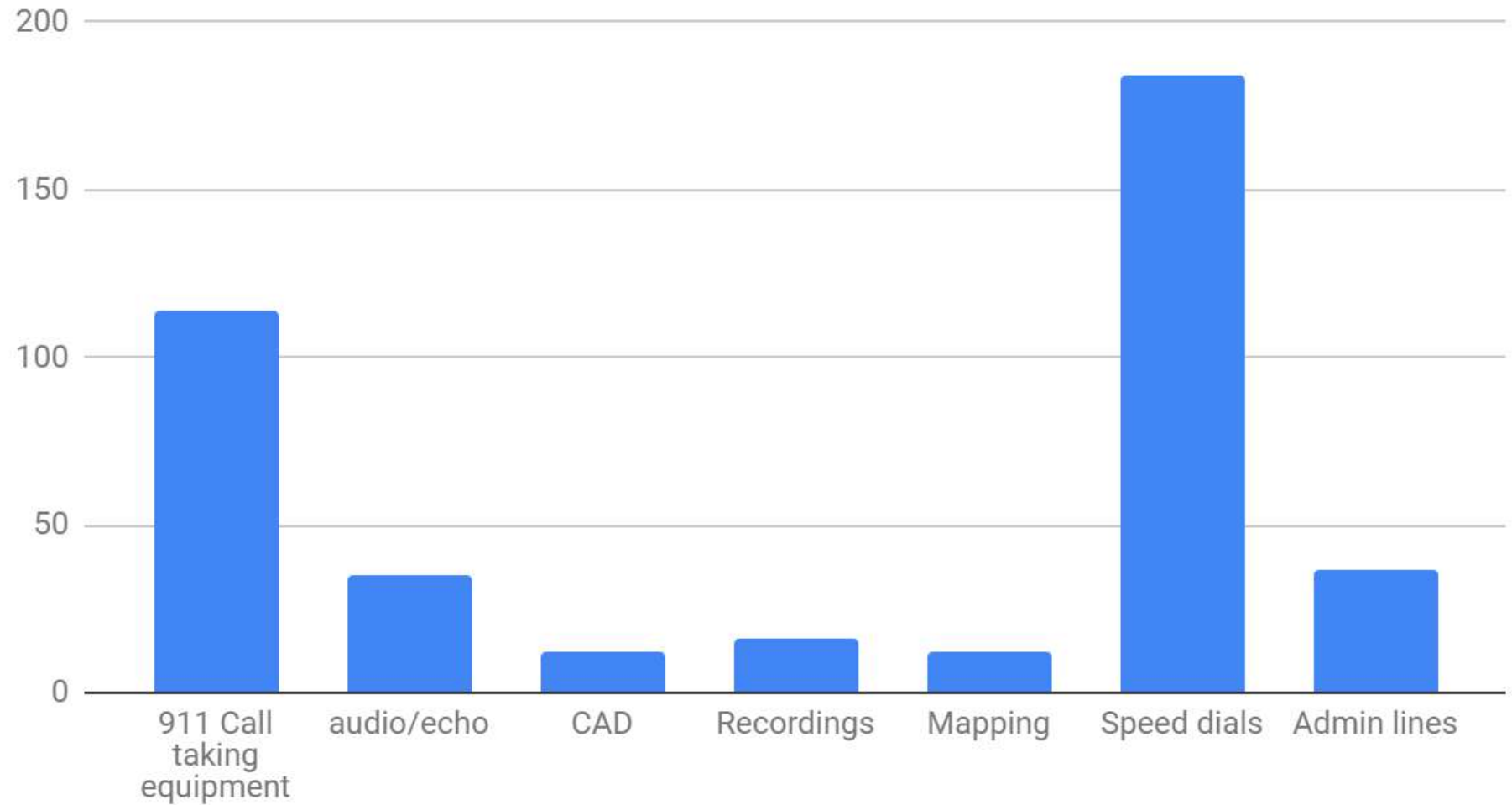
# Core Network and Services

## Database Related Tickets



## Section F - Update on new work

18. INdigital activated a PSAP notification system that allows us to send out notification via text, email, or voice of critical 9-1-1 services related issues to PSAP and State staff.  Thus far we have had 150 users sign up, representing the majority of the counties.

    If you would like to receive notifications please call the QRC at 877-469-2010 or email support@indigital.net and include ONE CALL NOW in the subject line, and your contact information in the message body.