



INDIANA STATEWIDE 911 PLAN



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EXECUTIVE SUMMARY

Indiana Code §36-8-16.7-27 (a)(8) authorizes the Indiana Statewide 911 Board (Board) to develop and maintain a statewide 911 plan. This Statewide 911 Plan represents the fifth final version of the Plan initially created in 2008.

The purpose of the Indiana Statewide 911 Plan is to:

- Build a cooperative and collaborative mechanism for the advancement of 911.
- Facilitate the migration of Indiana’s PSAPs to Next Generation 911 (NG911) capability.
- Educate and inform stakeholders.
- Establish the foundation for taking Indiana’s 911 capabilities to the next level—by assuring that all Indiana PSAPs achieve a minimum standard level of service statewide and, at the same time, enable the development of a more comprehensive and technically advanced level of service to meet the evolving needs of consumers.
- Articulate a set of goals and objectives that foster innovation for the advancement of public safety and allow deployment of creative solutions that will maintain Indiana’s leadership position in the 911 industry.

This Plan identifies the key goals and objectives for improving 911 service and functionality across Indiana and influences Indiana’s statewide decisions regarding 911. The successful achievement of the Plan’s goals and objectives will result in Indiana’s ability to continue to meet the public’s high level of expectations for 911 service, provide a consistent level of 911 service statewide, and contribute to the security and safety of all of Indiana’s residents and visitors. The overarching vision is to assure that Indiana’s citizens and visitors have 911 service no matter where they are calling from, no matter what device they are calling from, regardless of the technology they use, and regardless of whether they communicate by voice, text or other emerging technology. The eight key goals detailed in this Plan are listed below.

Goal 1: Maintain the operation and continuity of the IN911 Network

Goal 2: Provide a functionally comparable level of 911 service statewide

Goal 3: Keep stakeholders and the general public informed

Goal 4: Ensure all PSAPs have adequate funding to meet operational requirements

Goal 5: Provide Indiana Telecommunicators with the tools necessary to manage on the job and personal stress unique to 911 to maintain optimal health and performance

Goal 6: Cross Train IN911 Staff

Goal 7: Expand PSAP outreach efforts

Goal 8: Administer PSAP Grant Program for the Disbursement of Federal 911 Grant Funding



The goals outlined above, and the specific objectives provided in Section 5, will require action on the part of many stakeholders across the state. The following points describe the actions needed to achieve the Plan's goals and objectives:

- Involve stakeholders in the actions and steps associated with work on the goals and objectives.
- Develop the capability, in conjunction with the vendor community and 911 service providers, to assure that Indiana's citizens and visitors have 911 service and PSAPs have access to a caller's location no matter where they call from, no matter what device, protocol or service they use, and regardless of whether they communicate by voice, text, image or video.
- Increase public awareness of Board initiatives to achieve effective implementation of the goals and objectives.

The Board intends this Plan to be a tool for Indiana's PSAPs, public safety stakeholders, 911 service providers and policymakers as they work together to advance 911 services for the benefit of all the citizens and visitors of Indiana.



1. INDIANA'S CURRENT 911 ENVIRONMENT

Indiana has been a leader in 911 since 1968 when it was the second state to implement 911 mere days after Alabama. Indiana kept pace with technology by implementing Enhanced 911 (E911) and started transitioning to NG911 very early. Legislation in 2003 gave the Board the ability to plan for future technological developments. Within 24 months, INdigital had built a statewide, IP-based network with the potential to provide the NG911 network backbone for the State of Indiana. The next major innovation came in 2013 when the Board adopted the IN911 Text-to-911 Program (texTY). Indianapolis became the first metropolis in the nation to deploy Text-for-911 services on October 23, 2015. By June 2016 all 92 Indiana counties implemented texTY services for both in-bound as well as out-bound texts.

Implementation of Indiana's current system began in 2014. INdigital and AT&T were awarded contracts for network call delivery services for 911 traffic in order to provide equal 911 service at all PSAPs. A third contract was awarded to ECaTS for a statewide comprehensive data analytics system. In 2015, core components that had been part of the network since 2006 were upgraded. AT&T and the Board agreed to move from the Time to Market (TTM) Network to the National Model Network in 2018. The following year, INdigital upgraded to the G-19 network.

The ultimate goal and purpose of Indiana's 911 system is to give outstanding service to the state's large and diverse population. Many factors have an impact on Indiana's 911 centers. For example, Indiana is the transportation crossroads of the Midwest and the extensive interstate highway system contributes a significant portion of the calls made to 911 from wireless phones. Additionally, the 911 Board strives to provide the same level and quality of service everywhere in the state to every caller, regardless of device type, knowledge of location, or native language.

Indiana has a population of 6.732 million residents in 92 Counties as of 2019.

<https://www.census.gov/quickfacts/IN>

Approximately one third of Indiana's counties (31 of 92) have a population fewer than 25,000. Of the 31 counties, four have a population fewer than 10,000.

https://www.indiana-demographics.com/counties_by_population

Five counties have significant non-English speaking populations. Overall 8.57 percent of Indiana's population is non-English speaking.

<https://www.in.gov/indot/3590.htm>

<https://worldpopulationreview.com/states/indiana-population>

The most populated county, Marion, includes the capital city, Indianapolis, the nation's 16th largest city.

<https://www.census.gov/newsroom/press-releases/2018/estimates-cities.html>

Indiana has 14 Interstate highways.

<https://www.interstate-guide.com/state-index/>

Five percent of Indiana residents were born outside of the United States.

<https://www.americanimmigrationcouncil.org/research/immigrants-in-indiana>

911 Statutes and Governance

Title 36, Article 8, Chapter 16.7 of Indiana Code ([IC] 36-8-16.7 Statewide 911 Services) governs 911 in the state of Indiana. Title 36, Article 8, Chapter 16.6 (IC 36-8-16.6 Enhanced Prepaid Wireless Telecommunications Service Charge) governs prepaid wireless service in the state of Indiana. IC 8-1-2.6 effectively de-tariffs many of the legacy 911 system service providers' 911 product offerings. Nevertheless, these offerings are still treated operationally by the legacy providers as if their tariffs remain in place. Some local authorities have contracted for bundled customer specific offerings similar to what previously existed in tariff, but which are now nonregulated product offerings. The Board has been providing ESInets for 911 call delivery through its vendor contracts, and in 2020 the Legislature gave statutory responsibility for call delivery to the Board.

Indiana is a home rule state and PSAPs are operated and managed by local governments, either at the municipal or county levels. The governmental unit obtains and maintains the necessary premise hardware and software for its PSAPs through a lease/purchase arrangement with the local exchange carrier (LEC) or through a different competitive procurement. The Statewide 911 Board has authority over revenue collections, fee distributions, data collection, and the Indiana 911 (IN911) systems used for call delivery. Local governments are accountable to the Statewide 911 Board for how they use their 911 funds, and the State Board of Accounts audits the counties annually.¹ Legislation enacted in 2008 limits the number of PSAPs to no more than two in each county, with limited exceptions provided for in IC 36-8-16.7-47. However, a municipality or county is not required to have a PSAP and has the legal authority to enter into an inter-local agreement with an adjoining political subdivision for 911 services. The elements of any inter-local agreement are governed by Indiana Administrative Code.

The 911 Board

The Statewide 911 Board is a quasi-state government agency established under the Indiana Treasurer's Office. It has statewide responsibility for the development, implementation, and oversight of the statewide 911 system. The Board is comprised of fifteen members:

- ✓ The state treasurer or designee, who is the chair of the Board
- ✓ Three PSAP representatives
- ✓ One facilities-based commercial mobile radio service (CMRS) provider
- ✓ One county commissioner
- ✓ One sheriff
- ✓ Two local exchange carriers
- ✓ One VoIP service provider

¹ IC 36-8-16.7-38 (d)



- ✓ One municipal representative
- ✓ The state fire marshal or designee
- ✓ The superintendent of the state police or designee
- ✓ The executive director of the department of homeland security or designee, nonvoting
- ✓ The state GIS officer, nonvoting

The governor makes appointments to the Board based on recommendations made by entities identified in statute.² The Board has a staff of three who conduct the day to day business of the Board. The Director focuses on legislative and policy issues that impact the IN911 System and coordinates communications with the legislature and State and Federal governmental entities. The Deputy Director oversees the collection of the fee, the distribution to the counties, manages PSAP communication and coordination, and collects data and analyzes remittance compliance. A Program Manager/Executive Assistant oversees the Board's Training Program, manages the Federal Grant, and coordinates the Board's public awareness and outreach campaigns.

The Board's powers include³:

- ✓ Administering the Statewide 911 Fund (Fund)
- ✓ Administering the prepaid 911 fee
- ✓ Disbursing 911 funds to local governments for use as provided by statute
- ✓ Contracting
- ✓ Rule-making pursuant to IC 4-22-2
- ✓ Collecting information from the PSAPs
- ✓ Administering statewide 911 grants
- ✓ Take other necessary or convenient actions to implement IC 36-8-16.7 that are not inconsistent with Indiana law (as authorized by IC 36-8-16.7-27(13))

The Board is not required to submit a budget to the legislature, although the budget committee through the Indiana State Board of Accounts annually audits the Board on its management of the Fund.⁴ The Fund is considered a Trust fund for purposes of IC 4-9.1-1-7 which prevents the balance of the Fund from reverting to another fund at the end of the State's fiscal year and protects it from transfer to any other fund. Indiana does not use the Fund for any purpose other than statutorily authorized 911 expenditures.

Local, regional, and state-level system functions related to the statewide IN911 System are coordinated, mutually supportive, comprehensive in scope, and efficient in operation. Stakeholder input is essential to the Board's oversight function. The composition of the Board itself provides balanced stakeholder representation. In addition, the Board engages its stakeholders and solicits input by the following means:

² IC 36-8-16.7-24

³ IC 36-8-16.7-27

⁴ IC 36-8-16.7-30



- 1) Assuring its meetings are publicized and accessible to the public in accordance with the Indiana open-door statutes
- 2) Attending state chapter meetings of NENA and APCO, and supporting their educational initiatives
- 3) Attending National Association of State 911 Administrators (NASNA), NENA and APCO training, and educational meetings to bring back information for Indiana PSAPs
- 4) Presenting at district/state meetings and conferences of elected county officials
- 5) Collaborating with other state agencies, including the Indiana Department of Homeland Security (IDHS), Integrated Public Safety Commission (IPSC), State Board of Accounts, Indiana State Police, Department of Revenue, and the General Assembly
- 6) Providing technology outreach tools such as the project website and updates on various social network platforms
- 7) Publishing a stakeholder targeted news feed on the project website
- 8) Attending meetings each year with sheriffs, county commissioners, 911 coordinators, and PSAP personnel
- 9) Serving as a clearing house for information about local, regional, state, and national wireless E911 issues

The Board may appoint committees as necessary to accomplish the goals and objectives of the Board. Committees include Board members, PSAP officials, local government representatives, and industry experts who have experience in a variety of technical, operational, and policy subject areas. The Board's staff frequently and continually collaborates with other state public safety agencies, including IPSC, IDHS, and ISP on broader state and national public safety initiatives.



2. THE IN911 SYSTEM

The Network

The Indiana Statewide 911 Board provides a statewide private 911 network (IN911 network) to handle 911 calls. Many Indiana PSAPs are next generation enabled and have direct IP connections, but the network can successfully work with legacy equipment as well. The IN911 network is fully redundant at all levels, including transport to each PSAP, and all legacy LEC network elements connections. The IN911 network is a fully private network that makes extensive use of IP security protocols and procedures. In addition to these precautions, the network is monitored to automatically detect any operational abnormality.

The network is evolving to support additional agencies to promote public safety for Indiana residents and visitors. The Board has extended the IN911 network across state boundaries into Michigan, Ohio, and Kentucky to enable call transference across state lines along with the location information associated with the call. Interconnectivity with Illinois is in progress.

An on-going public safety challenge is the limited integration of PSAPs with each other and with other systems. The IN911 System provides a network of networks that forms a secure ESInet supporting a variety of public safety functions, including connections to the National Crime Information Center/Indiana Data and Communications (NCIC/IDACs), the Automated Fingerprint Identification System (AFIS), and Criminal Justice Information Services (CJIS).

IN911 serves public safety needs and PSAPs by providing access to other state agencies. Additionally, IN911 serves the public interest by reducing the costs of 911 paid by local governments. Finally, the IN911 System is capable of adapting to technological changes and innovations as they occur.

PSAPs

There are 121 PSAPs operating within 92 Indiana counties.⁵ Local 911 systems are established with one of the LECs, which transport landline and VoIP calls and the statewide IN911 network transports 911 calls. County PSAPs are the primary answering points for 911 calls, which may subsequently be transferred to another PSAP for dispatch. In some instances, 911 calls are routed directly to the PSAP serving the caller's location, not

⁵ Two counties, Fountain and Warren, comprise a single consolidated 911 operating authority. The number of PSAPs fluctuates as counties consolidate. Two other consolidations are underway in Grant and Shelby counties.



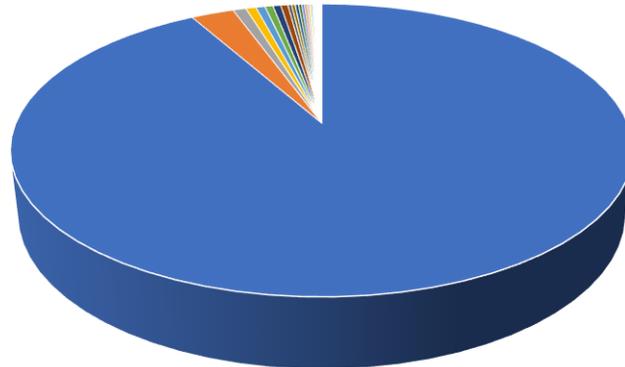
necessarily the county-level PSAP. These routing profiles are consistent with the legislative intent (i.e., Colleges and Class II cities). The Indiana State Police (ISP) operate six regional dispatch centers throughout the state as secondary PSAPs. These secondary PSAPs do not take 911 calls directly. The 911 calls are first answered at primary PSAPs and transferred to the ISP. The IN911 network serves all PSAPs, thereby interconnecting city, county, and state agencies. As of December 2020, 87 of Indiana’s PSAP are connected to the IN911 System. The remaining 28 PSAPs are scheduled to join the ESInet by the end of the second quarter of 2021.⁶ In June of 2020, the Bedford Police Department PSAP and the Lawrence County PSAP were connected via the network to network interface between AT&T and INdigital. This was the first instance of such a provider to provider connection in the country, and was a hallmark achievement for the IN911 System.

Language Line

Language Line is a tool provided to the PSAPs whereby telecommunicators have access to 180 languages 24/7 to address the diversity of Indiana’s population. Language Line has two 800 numbers for the state of Indiana. One line is for Spanish and one for all other languages. From 2018 through June 2020, a total of 21,635 translations have been done using Language Line. The chart below shows the languages translated and graphically portrays the percentage of calls by language.

⁶ These numbers do not include the six Indiana State Police Posts.

Languages Translated



- Spanish
- Swahili
- Vietnamese
- Korean
- Turkish
- Portuguese Br.
- Albanian
- Portuguese
- Urdu
- Gujarati
- Laotian
- Burmese
- Arabic
- Somali
- Tigrinya
- Rohingya
- Amharic
- Bengali
- Cambodian
- Hebrew
- Moroccan Arabic
- Mandarin
- Chin
- Kinyarwanda
- Polish
- Bosnian
- Cantonese
- Nigerian Pidgin
- German
- Afrikaans
- Igbo
- Tagalog
- Haitian Creole
- Russian
- Hindi
- Romanian
- Croatian
- Mongolian
- Serbian
- Greek
- Dari
- Indonesian
- Tamil
- French
- Punjabi
- Japanese
- Karen
- Yoruba
- Nepali
- Uzbek
- Sudanese Arabic
- Finnish
- Kikuyu
- Ukrainian

TEXT to 911

Indiana’s textTY system has the capability to receive 911 text messages as well as send text messages to individuals from 911. This tool allows citizens another method of contacting 911 services when individuals are unable to speak. All PSAPs have this tool and Indiana leads the country using Text to 911 services.

Year	2014	2015	2016	2017	2018	2019	2020
Inbound Texts	2,206	6,421	16,294	14,353	13,070	11,500	13,014
Outbound Texts		350	166,417	151,087	202,714	261,096	276,506
Totals	2,206	6,771	182,711	165,440	215,784	272,596	289,520
Combined Totals			Inbound: 76,858			Outbound: 1,058,170	

Outbound texts are more voluminous than inbound texts for multiple reasons. Aside from back and forth with 911 callers via text, PSAPs also use text to follow up on dropped or hang-up 911 calls. Continuing to send text messages can be invaluable if domestic violence or other dangerous situations are suspected or confirmed. Dispatchers may also use texting to communicate with first responders; particularly if radio is unavailable.

MEVO

MEVO (Messaging EVOLution) is a disaster recovery system in PSAPs which provides a backup system for 911 call delivery. MEVO has been successfully used by PSAPs in extreme situations, preventing the loss of calls. MEVO Anywhere Kits (MAK) also allow location flexibility for PSAP staff if the PSAP structure cannot be used.

Costs of Legacy Services

IC 8-1-2.6 effectively de-tariffs many of the legacy 911 system service providers' 911 product offerings. Nevertheless, these offerings are still treated operationally by the legacy providers as if their tariffs remain in place. Some local authorities have contracted for bundled customer specific offerings similar to what previously existed in tariff, but which are now nonregulated product offerings. The Board has been providing ESInets for 911 call delivery through its vendor contracts, and in 2020 the Legislature gave statutory responsibility for call delivery to the Board.

Beginning in 2018, as part of the AT&T contract, the Board has been incrementally assuming the AT&T legacy services costs previously charged to PSAPs. The Board is now working to determine the extent and costs of call delivery services provided by other customer service providers (CSPs) to PSAPs. This current project is designed to remove responsibility for these expenses from local governments, and make them a Board expense during the transition to NG911. The study is expected to be complete in 2021.

3. 911 BOARD INITIATIVES

Public Information

The Board continues to emphasize information sharing with the public in innovative ways. An updated radio spot released just before the 2020 Indy 500 alerted the public to the ability to text to 911, and that voice is best, when possible. The ongoing partnership with Indiana’s Youth Services Association (IYSA) has been a stellar success. Through direct testimonials to IYSA, the Lifeline Law and associated information campaign about calling or texting 911, staying at the scene, and cooperating with the authorities; has saved at least 55 lives. The opportunity and ability to enhance 911’s life-saving reach through partnerships like this one is a great credit to Indiana’s 911 community.

Another public information effort that has seen great success is the Board’s use of social media. Board staff has been faithful in building the Board’s Facebook following. On January 1, 2019, there were 1,659 Board page likes. On August 18, 2020, there were 4,005 Board page likes. Similarly, on January 1, 2019, there were 1,673 followers on the Board’s page; by August 18, 2020, that number had grown to 4,077. The significant increase of attention can be attributed to helpful and well-presented posts such as these:





Training

Training is another ongoing and vital part of providing excellent 911 service. Telecommunicator training programs are designed and managed by each individual PSAP, but funding for training is a great challenge for local governments. In support of this critical aspect, the Board continues to provide financial assistance to create opportunities for telecommunicator training. The following document shows available courses, participation, and other information regarding training in Indiana and the nation.

INDIANA TRAINING FACTSHEET

WORKING TOGETHER TO MOVE INDIANA FROM VOLUNTARY TO MANDATORY

IC 22-14-2-6 FIRE AND PUBLIC SAFETY ACADEMY TRAINING

Introduced in January of 2015 and effective July 1, 2015, the objective of IC 22-14-2-6 was to provide fire fighting and emergency services with cost effective, volunteer training opportunities.

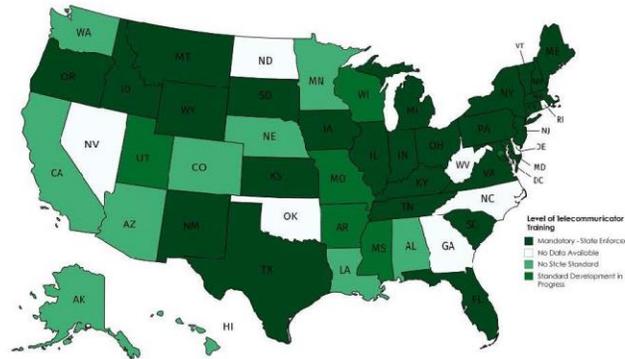
IC 22-14-2-6, (a) The division may establish the fire and public safety academy training system to create and conduct programs to train public safety personnel. (b) The division may develop programs to train:

- (1) fire department personnel and volunteers;
- (2) emergency medical services personnel;
- (3) telecommunicators:

TRAINING PROGRAM IMPLEMENTED

In December 2017, the Statewide 911 Board approved the recommended minimum training guidelines for telecommunicators. These guidelines identify nationally recognized, universally accepted, minimum topics that can be used to train aspiring and current 911 telecommunicators.

The Board earmarked \$1.5 M to provide funding to support certified basic training and recertifications for Indiana telecommunicators beginning in January 2018.



Created with mapchart.net

Please note: Currently, Indiana requires mandatory training for EMD and T-CPR only. All other training is voluntary.

A Training Standards Committee consisting of nine members and the staff of the Statewide 911 Board was formed in August 2017 to develop a training program that would:

- Assist local departments with the expenses of training telecommunicators.
- Professionalize the skills of telecommunicators in Indiana
- Collaborate with local PSAPs in developing a schedule and standardization with training.

APPROVED TRAINING PROGRAMS

- Basic Telecommunicator Course
- Emergency Medical Dispatch
- Fire Service Dispatch
- Law Enforcement Dispatch
- Telecommunicator CPR

TRAINING TOTALS BY COURSE: JANUARY 2018-DECEMBER 2020

Certification Courses

Basic Telecommunicator Course	833
Emergency Medical Dispatch	1,031
Fire Service Dispatch	961
Law Enforcement Dispatch	830
Telecommunicator CPR	373
Total Courses	4028

Re-Certification Courses

Basic Telecommunicator Course	336
Emergency Medical Dispatch	1,269
Fire Service Dispatch	677
Law Enforcement Dispatch	449
Telecommunicator CPR	46
Total Re-Certs	2777

TRAINING PARTICIPANTS BY COUNTY



104 agencies in 83 counties have voluntarily participated in the training program as of December 2020

CERTIFICATES OF COMPLETION FOR TELECOMMUNICATORS

Telecommunicator

- Required Training*
- 40 hour Basic Training Course
 - EMS (if dispatches EMS) or T-CPR
 - CPR
 - IDACS/NCIC
 - NIMS 100
 - NIMS 200
 - NIMS 700
 - Nationwide SAR Initiative

Optional

- EFD
- EPD

Work Experience

- 1 year

Telecommunicator Specialist

**Must complete all requirements listed under Telecommunicator in addition to the following:*

Required Training

- NIMS 701
- NIMS 800

*Must complete **one** of the following*

- IDACS/NCIC Coordinator
- Certified Training Officer
- Supervisor Certification
- RPL Certification
- ENP Certification
- Center Manager Certification Program
- TERT Certification

Optional

- NIMS 300
- NIMS 400

Work Experience

- 3 years

The Board also offers continuing education opportunities for telecommunicators such as peer support and supervisory training. The Board brings in nationally known trainers each year to provide these continuing education classes. In 2018, the Board hosted The Denise Amber Lee Foundation. In 2019 The Healthy Dispatcher presented on Leadership and Resilience in 911. Due to the COVID-19 crisis, continuing education courses were suspended for 2020.

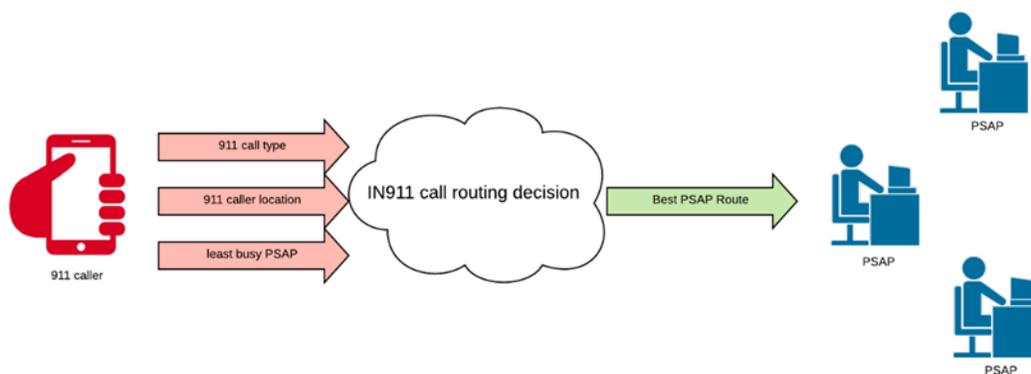
In an effort to recognize the excellent work done by telecommunicators in Indiana, the Board was proud to support and applauds the 2020 passage of HEA 1198 (PL 113), which designates telecommunicators as first responders.

COVID-19 Pandemic

The Board has assisted PSAPs however possible during the COVID-19 pandemic. This assistance has taken multiple forms including the training discussed above, assistance with continuity of operations (COOP) planning, and technological options provided by the IN911 network.

The Board worked closely with Marion County, Indiana’s busiest PSAP, which averages about 180 calls per hour, to create options useful in any PSAP emergency situation. While planning for the possibility of needing to evacuate their PSAP due to COVID, the question arose as to how all of Marion County’s calls could be distributed since no single back-up PSAP could handle their entire volume. An important feature of the G-19 upgrade of the IN911 network is call overflow routing to multiple PSAPs, to keep individual backup centers from being inundated. The Board, Marion County, and INdigital collaborated on building a call routing template to distribute wireless calls based on a least-busy parameter of the back-up PSAPs; wireline calls would be sent to a single PSAP.

Once developed, the template was offered to the eight largest Indiana PSAPs who provide 911 service to 50 percent of Indiana’s population. Individual PSAP directors must contact INdigital to create appropriate templates for their centers. Thereafter, the template routing can be activated as needed. This is a specific and valuable way that the IN911 network can provide solutions to PSAPs for COOP planning purposes, and emergencies of any type. The diagram below illustrates the call flow in this alternate routing scenario.



Another development as a result of the COVID-19 pandemic, is the creation of the Indiana Family and Social Services Administration’s *Be Well Crisis Helpline*. The helpline is a confidential resource available through Indiana 211 that allows Indiana residents to call and speak with a trained counselor 24/7. One goal of the Helpline is to



decrease the number of non-emergency calls to 911. If a counselor speaking to a caller determines that the situation presents an imminent threat to life, a responder dispatch will be requested; and the counselor will try to keep the caller on the line and provide as much information as possible to 911 and first responders. The Board has assisted the Helpline in sharing information with PSAPs to help promote, first and foremost, the safety and wellbeing of Indiana citizens, and also to reduce call volumes in this stressful time.

4. 911 FUNDING

Current Funding

Since 2012, the Board has administered a single, statewide 911 fee; and provided a guaranteed minimum level of annual funding to counties. The statewide 911 fee is \$1.00 per month⁷ assessed on each standard user⁸ having a place of primary use in Indiana, including VoIP users⁹. The Board may increase the fee only one time before July 1, 2023, in an amount not to exceed \$0.10.¹⁰ The Board may lower the statewide fee once annually by \$0.10 without additional legislative approval.¹¹ A separate 911 fee of \$1.00 per sales transaction is assessed on prepaid wireless services at the point of sale by retailers and remitted to the Indiana Department of Revenue.¹² For VoIP services, Indiana currently follows the industry acceptable prorated methodology of no more than five charges per T1 or PRI. There is no clear statutory provision for assessing the fee on multi-line telephone systems. Local governments do not have authority to assess an additional 911 fee as defined.¹³ All fees are remitted to the State and deposited into the statewide 911 Fund, which is managed by the Board.¹⁴

Pursuant to IC 36-8-16.7-37, in each fiscal year, the Board may retain ten percent of the statewide 911 fees, or the amount of the fees necessary to operate the statewide 911 system, and the Board's expenses; whichever is less. After the Board's costs are covered, the remaining funds are distributed to Indiana's counties. Each county first receives the amount of 911 funding it received prior to implementation of the state-level fee (referred to as "hold harmless" funds). Thereafter, any funds still remaining are distributed on a 90/10 split. Ninety percent goes to counties based on their population; ten percent is distributed equally among the counties.

The table below shows the additional funds that counties have received from the 90/10 distribution since FY2017.

⁷ IC 36-8-16.7-32 (a)

⁸ A standard user is defined as "a communications service user who pays retrospectively for the service and has an Indiana billing address for the service; and in the case of a non-mobile communications service user, an exchange access facility used in Indiana." IC 36-8-16.7-21.

⁹In 2015, VoIP services were added to the definition of "communication services in IC 36-8-16.7-7, and were thereby made a "provider" as defined by IC 36-8-16.7-19.

¹⁰ IC 36-8-16.7-32 (1) (A)

¹¹ IC 36-8-16.7-32 (b)(3)

¹² IC 36-8-16.6-11 (a), and IC 36-8-16.6-12

¹³ IC 36-8-16.7-32 (d). However, local income taxes can be levied for public safety purposes, including operation of a PSAP (IC 6-3.6-2-14 and IC 6-3.6-6-2.5).

¹⁴ IC 36-8-16.7-29



Fiscal Year	FY17	FY 18	FY 19	FY 20
90/10 Split Distributions	\$9,800,000.00	\$11,000,000.76	\$13,712,142.00	\$16,281,049.00

County governments must deposit their portion of the statewide 911 fee in a separate account.¹⁵ Monies in the account may be used for the following purposes:

- The lease, purchase or maintenance of communications service equipment
- Necessary system hardware and software and data base equipment
- Personnel expenses (wages, benefits, training, and continuing education) to the extent reasonable and necessary for the provision and maintenance of the statewide 911 system
- Operational costs (including utilities, maintenance, backup power and backup systems, logging recorders, and Board approved emergency notification systems (for more information about emergency notification systems see IC 36-8-16.7-22, IC 36-8-16.7-38, and IC 36-8-16.7-40)
- Connectivity to the Indiana data and communications system (IDACS)
- Rates charged by 911 system service providers
- First responder mobile radio equipment; and
- Up to 50 percent of the costs associated with radio and equipment replacements necessary to comply with the FCC’s narrow banding mandate.¹⁶

Funds generated from the 911 fee may not be used for the construction, purchase, renovation, or furnishing of PSAP buildings, or vehicles.¹⁷ The Board reviews compliance with the statutory requirements regarding the use of 911 funds. Any unauthorized expenditures must be reimbursed by the County from other revenue sources.¹⁸

Although 911 funding suffered from the decline of landline fees, those reductions have plateaued. Under the current funding model, the Board pays full network costs, shares training costs, and is moving to cover legacy costs. The Board has already paid over \$900,000 in legacy costs to contracted service providers since January 2020. This begins to complete the strategic plan to take on all originating service providers’ legacy charges; thereby relieving local governments and PSAPs of the burden of these costs. NG911 costs to the Board are evolving, and the 90/10 split cannot be permanently guaranteed, but great improvements in infrastructure and funding to PSAPs have been made.

¹⁵ IC 36-8-16.7-38 (e)

¹⁶ IC 36-8-16.7-38 (a)

¹⁷ IC 36-8-16.7-38 (b)

¹⁸ IC 36-8-16.7-38 (d)

Federal Grant

In August of 2019, the U.S. Department of Commerce and the U.S. Department of Transportation awarded more than \$109 million in grants to 34 states and two tribal nations as part of the 911 Grant Program, which will help 911 call centers upgrade to NG911 capabilities. Indiana was awarded \$2.8 million in grant funds. The Board is overseeing subgrants to local government entities in Indiana. A grant Review Committee was formed to review applications and make award recommendations. As of October 2020, applications have been received for 36 projects in 29 counties; all of which were approved. These projects focus on call processing equipment (CPE), computer aided dispatch (CAD), IP radios, recorders, and geographic information systems (GIS). Additional projects may be approved if the initial projects do not expend all of the grant funds. Once completed, including the required match dollars, these grant funds will have allowed \$4.6 million worth of equipment upgrades throughout Indiana.

As of September 2020, nine counties have submitted paperwork for grant reimbursements totaling \$532,642.83. Additional projects are still in process across the State.

Call Processing Equipment

A major challenge that Indiana's PSAPs face is the expense to upgrade their CPE to be NG911 capable. A project to collect and catalogue 911 equipment in 2013 found that 44 percent of counties needed to replace their CPE to become NG capable and 182 call answering positions in the State were not capable of NG911 and 106 CPE upgrades were required. However, with the funding provided by the statewide, wireless, and VoIP 911 fees, and the federal grant administered by the Board, all PSAPs in Indiana either have, or are in the process of installing, NG911 capable CPEs. Ten counties received funding from the federal grant to upgrade their CPE.

Geographic Information Systems (GIS)

Twelve counties utilized their federal grant awards to build or improve their GIS. Because Indiana is a home rule state, the Board does not have authority over GIS and its' implementation for the dispatching services provided by the PSAPs. However, it is an eligible expense for local governments under IC 36-8-16.7-38. Therefore, both hold harmless and 90/10 funds can be used to develop this function. The Board is supportive of locals' efforts in this area and looks forward to the development of GIS databases across Indiana.



5. 911 GOALS AND OBJECTIVES

The Indiana Statewide 911 Plan is a dynamic document that is used on an ongoing basis. Indiana’s goals are high-level, general directions; and the objectives for achieving the goals are concise, specific, and measurable. Each has an associated metric to measure progress. The Board’s staff is responsible for executing the Plan and tracking progress.

As the Board’s staff and stakeholders work through each goal’s objectives, they will identify and take specific actions/steps necessary to accomplish them. Documentation of actions taken to achieve the Plan’s goals and objectives should be adequate benchmarks for use in tracking progress toward each goal.

GOAL 1

MAINTAIN THE OPERATION AND CONTINUITY OF THE IN911 NETWORK

Objectives to be completed by July 2021

Objective 1: Determine whether current provider contract will be renewed.

Objective 2: Determine contract requirements for renewal.

Objective 3: Complete legacy cost study and ensure that legacy costs are addressed in contract so Board can remove those costs from the PSAPs.

GOAL 2

PROVIDE A FUNCTIONALLY COMPARABLE LEVEL OF 911 SERVICE STATEWIDE

Objectives are Ongoing

Objective 1: Ensure that the services provided by the IN911 Network providers are continued and improved upon as technology, standards, and societal demands evolve.

Objective 1.1: Solutions are designed, operated, and maintained to industry standard including the NENA standard.

Objective 1.2: Solutions provide or support a foundation for NG911 and are designed to support or interoperate with core i3 functionality.

Objective 1.3: Solutions provide the ability to alarm, report, monitor, manage, and support on a 24/7/365 basis.

Objective 1.4: Services are secure and resilient to cyber-attack, penetration, abuse, or misuse.

Objective 1.5: Maintain Text-to-911 solutions that are currently in-place and plan for new delivery methods as prescribed by the Board, per FCC order.

Objective 1.6: Solutions provide or support 911 Call Routing and Data Delivery:

- capable of the primary receipt, routing, and delivery of 911 calls from carriers via an ESInet to any PSAP throughout Indiana and neighboring states; or
- capable of supporting, integrating with, and assisting in the delivery of 911 Calls to any Indiana PSAP and neighboring states.

Objective 1.7: Collaborate with communication service providers to promote direct connection to the ESInet.

Objective 1.8: Recommend legislation:

- Give the Board the authority to set funds aside for grant programs, training, and for other statewide 911 initiatives
- Uniform assessment of the statewide 911 fee on MLTS
- Providing financial support for mandatory minimum training standards if established by the Legislature

Objective 1.9: Work with vendors to finalize ESInet deployments.

Objective 1.10: Pilot enhanced location services, including i3/geospatial routing.

Objective 1.11: Continue Board support of GIS and foster support for local development of GIS.



GOAL 3

STAKEHOLDERS AND THE GENERAL PUBLIC ARE KEPT INFORMED

Objectives are Ongoing

Objective 1: Continue to monitor the public's awareness of the Text-to-911 program.

Objective 2: Conduct awareness initiatives, as necessary, to assure that the public is aware of the Board's programs and services and how to utilize them.

Objective 3: Conduct awareness initiatives, as necessary, to assure that 911 stakeholders are aware of the Board's programs and services and how to utilize them.

Objective 4: Continue the Board's use of social media to educate and inform all stakeholders, including the public.

GOAL 4

ALL PSAPs HAVE ADEQUATE FUNDING TO MEET OPERATIONAL REQUIREMENTS

Objectives are Ongoing

Objective 1: The Board, PSAPs, and local governments jointly maintain sustainable funding sources for 911 in conjunction with the state legislature and efficiently utilize existing funding opportunities.

Objective 2: Continue to review current fee collection to determine the applicability of current Indiana statute to maximize the revenue potential available under Indiana statute.

Objective 3: Develop a policy for handling funding non-compliance issues.



GOAL 5

PROVIDE INDIANA TELECOMMUNICATORS WITH THE TOOLS NECESSARY TO MANAGE ON THE JOB AND PERSONAL STRESS UNIQUE TO 911 TO MAINTAIN OPTIMAL HEALTH AND PERFORMANCE

Objectives are Ongoing

Objective 1: Board provides ongoing financial support for continuing education training and other training opportunities for Indiana telecommunicators; and administrative support by providing a list of available training opportunities.

Objective 2: Work with Indiana PSAPs to provide telecommunicators with resources to prepare for and manage additional stressors related to new and different types of NG911 data.

GOAL 6

CROSS TRAIN IN911 STAFF

Objective is Ongoing

Objective 1: Cross train Board staff to back one another up and maximize collaboration and efficient use of resources.

GOAL 7

EXPAND PSAP OUTREACH EFFORTS

Objectives are Ongoing

Objective 1: Continue PSAP visits by IN911 Staff to communicate about budgets, assure the maximized use of MEVO, and encourage the use of Board funded training opportunities.

Objective 2: Offer virtual outreach and training to PSAP directors.



GOAL 8

**ADMINISTER PSAP GRANT PROGRAM FOR THE DISBURSEMENT
OF FEDERAL 911 GRANT FUNDING**

Objective to be completed by March 2022

Objective 1: Facilitate the state-level grant program that was developed for the Federal 911 Grant to disburse Federal grant funds to the local PSAPs for the purposes of upgrading CPE, GIS, CAD, and recording equipment for NG911.



6. FUTURE VISION FOR 911 IN INDIANA

The Board and its stakeholders' vision for Indiana is presented in the following statements:

-Indiana leverages the economies of scale inherent in a dual ESInet deployment with equipment and technology to enable processing of all 911 calls regardless of technology and to enable the seamless transfer of voice and data among PSAPs within Indiana and adjoining states and regions.

-Related statewide public safety services, such as poison control, trauma centers, 9-8-8, 2-1-1, 5-1-1, and NCIC/IDACS, are able to exchange voice and data seamlessly with the 911 system to provide better service to the public in an emergency.

-Indiana's 911 program would have the ability to seamlessly share data with other state and federal agencies that provide or support emergency services.¹⁹

-Indiana's state and local stakeholders evaluate and consider centralized services and applications that are common to all PSAPs where reducing local government costs to provide 911 service can be achieved within the statutory policy established by the legislature.

-The Board will assume financial responsibility for legacy costs of communication service providers not under contract.

-The Board completes a comprehensive funding analysis study to provide recommendations on sustainable funding for future legislation.

-The Board completes an analysis of technology and capabilities of all Indiana PSAPs.

- The Board completes a network verification and validation of IN911 System, which will assist in:

- Planning for end-of-life network equipment replacement;

- Analyzing IN911 System cybersecurity; and

- Testing tertiary connections.

¹⁹ Examples include the Indiana DHS, the State Department of Health, the Federal Emergency Management Agency (FEMA), the DHS, and the National Guard.

7. UPDATING THE 911 PLAN

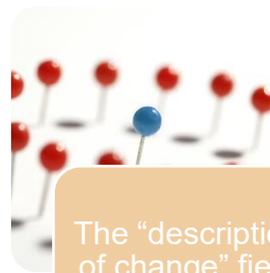
The Board's staff is responsible for executing the Plan and taking the lead in keeping it updated as progress is made. The Board's staff, in conjunction with the planning committee, undertakes any major revisions, additions or eliminations of goals and objectives that are necessary. There may be times when regulatory or technological changes require commensurate changes to the Plan. The Board's executive director takes the lead in coordinating updates to develop a recommendation for the Board's consideration. Goals and/or objectives that were successfully implemented are removed from the Plan or, if further work is needed, remain in the Plan, and new tasks are added for the next year. The Board's staff presents the working group's recommendation for the Board's consideration. Staff executes the updated Plan, and the cycle continues. Changes to the plan are documented in the following manner:



The Plan is given a new version number following each review and update cycle



The "publication date" field documents when the Board approved the change



The "description of change" field documents the nature of the change(s)

DOCUMENT CHANGE HISTORY

Version	Publication Date	Description of Change
V 0.1	November 17, 2008	Final Draft
V 1.0	December 2, 2008	Final Deliverable as approved by the IWAB incorporating feedback from the planning committee, the ITA, and AT&T
V 2.0	July 2011	First update. Changes made to all sections to update information. New section created to show progress on the previous Plan's goals. Goal section updated and new goals added
V 3.0	October 2016	Update all content with changes resulting from recent legislation. Separate document created and attached to show progress on the previous Plan's goals. Goal section updated
V 4.0	June 2018	Update all content. Separate document created and attached to show progress on the previous Plan's goals. Goal section updated
V 5.0	December 2020	Update all content. History and Accomplishments document created as a companion reference document. Goals and Objectives updated