



2020 IN911 Board Third quarter report

table of contents

| | |
|-----------------------------------|-----------|
| ESiNet summary | 3 |
| PSAP news | 4 |
| Network Security | 5 |
| Wireless calls | 6 |
| Translation services | 7 |
| Texty service | 8 |
| Help desk support analysis | 9 |
| Event analysis | 10 |
| Appendix | 11 |



ESiNet Summary

(Please refer to graph A-1.1 in the appendix)

INdigital is testing geo-routing for 911 calls in Whitley County with the Columbia City Police Department. Since June 1st INdigital has successfully routed 531 wireless calls directly to the Columbia City Police Department PSAP. INdigital estimates this has saved nearly 48,000 seconds that would have been lost while transferring calls between local agencies. We continue to monitor this project and improve call delivery accuracy.

Work continues with AT&T on the Emergency Services Network to Network Interface (ES-NNI). The project is focused on moving wireless call delivery from legacy trunks to the Internet Protocol ES-NNI. Below is a list of PSAPs and dates when those PSAP's wireless calls were moved onto the ES-NNI. At the end of the 3rd quarter 14% of AT&T PSAPs have been cut to the ES-NNI

Lawrence County / Bedford PD -- June 24, 2020

Vermillion County -- July 28, 2020

Vanderburgh County / Evansville PD -- July 28, 2020

Indianapolis / Marion County -- July 29, 2020

Indianapolis Airport -- September 1, 2020

Hamilton County -- September 24, 2020

Speedway PD -- October 20, 2020

Lawrence PD -- October 22, 2020

Hendricks County -- October 27, 2020



PSAP news

The **Porter County** PSAP project is back on track with the Comcast circuit installed and U.S. Signal circuits were delayed due to infrastructure needed at the PSAP.

Newton County released an RFP for equipment for their new 911 center. They are moving their PSAP to a new location. They will be procuring Next Generation Core Services (NGCS) as well as new call answering equipment, radio equipment, and furniture. INdigital was awarded the contract for call answering equipment.

Tipton County is planning to expand their call answering positions by one. INdigital will be adding a Solacom position in their 911 center.

Hamilton County will be ordering a set of 12 MEVO phones that will be installed at their back up location in Fishers.

White County is updating their call answering equipment. They will remain with the Vesta platform, but are updating the equipment and transitioning to service and support from INdigital.

Tell City PD in Perry County will be receiving new furniture that required equipment to be moved.

On September 10, 2020 **Vigo County** received a bomb threat. Investigators are looking into who made the threat although no bomb was found.

Owen County carrier migration was started in September and completed in October.

Delaware County started dealing with a COVID exposure that could have affected as many as twenty (20) 911 operators.

A number of counties have set up backup systems for their PSAP operations. In many cases this is only for 911 call delivery but there are also cases where counties are preparing for CAD, Admin phones, as well as many other systems that are integrated into the PSAP operations. A list of those counties with alternate systems is attached to this report.



Network security threats

For a second consecutive quarter no new reports of any cyber attack to any PSAP, County, or City entities that could have affected PSAP operations. We will continue to monitor for any news of cyber attacks to government or private entities.

Here is a link to current Cyber issues related to public safety in the State of Indiana. <https://www.seculore.com/cyber-attacks-indiana>.

INdigital staff are subjected to continuous education and training programs. These tests are used to measure staff performance when presented with potential threats. Most INdigital staff consider it a game when they are being tested.

Wireless calls

(Please refer to graph C-1.1 in the appendix)



Wireless call volumes for Indiana increased as compared to previous periods with a 2020 third quarter total of 1,115,519. This is a 36% increase over the previous quarter.

Since the start of the IN911 network in 2006, 42,652,973 wireless calls have been processed on the IN911 network. Over the past 13 years, the IN911 network has averaged 2,891,727 calls annually.



Since January 2020, 45 different languages have been translated for Indiana PSAPs.

Texty services

(Please refer to graph E-1.1 through E-1.4 in the appendix)



During the third quarter of 2020 there were 3,210 inbound text sessions received by 101 PSAPs. A total of 9,395 inbound text sessions have been received by PSAPs since the first of the year.

There were 84,156 outbound text sessions during the third quarter of 2020 sent by 114 PSAPs. A total of 217,137 text sessions have been sent from 114 PSAPs since the first of the year.

Inbound text sessions decreased by 4.5% as compared to the prior quarter. Outbound text sessions saw a 11.6% increase as compared to the prior quarter. This was more than the previous year's quarterly average.



Help desk ticket analysis

(Please refer to graphs F-1.1 through F-1.3 in the appendix)

Support Tickets remained consistent with previous quarterly averages except for VPN support. VPN support issues have seen a significant increase, although VPN connections are over commodity connections and have less service reliability than other network connections. Additionally, eCats tickets have increased as a result of PSAPs opening up and eCats ability to get in to complete repairs.

Originating Service Providers (OSP) tickets remain consistent with prior quarterly averages. We continue to monitor these tickets for inconsistencies and provide analysis of these inconsistencies to understand the differences between quarterly reports.

INdigital's National Service Operations Center (NSOC) supports call delivery and call management of the PSAPs around the clock. Additionally, NSOC staff have also helped PSAP Directors and their staff with any questions or issues, and support. Lori Forrer-Beckman, our Indiana Service Manager is also always available to help.



Event analysis

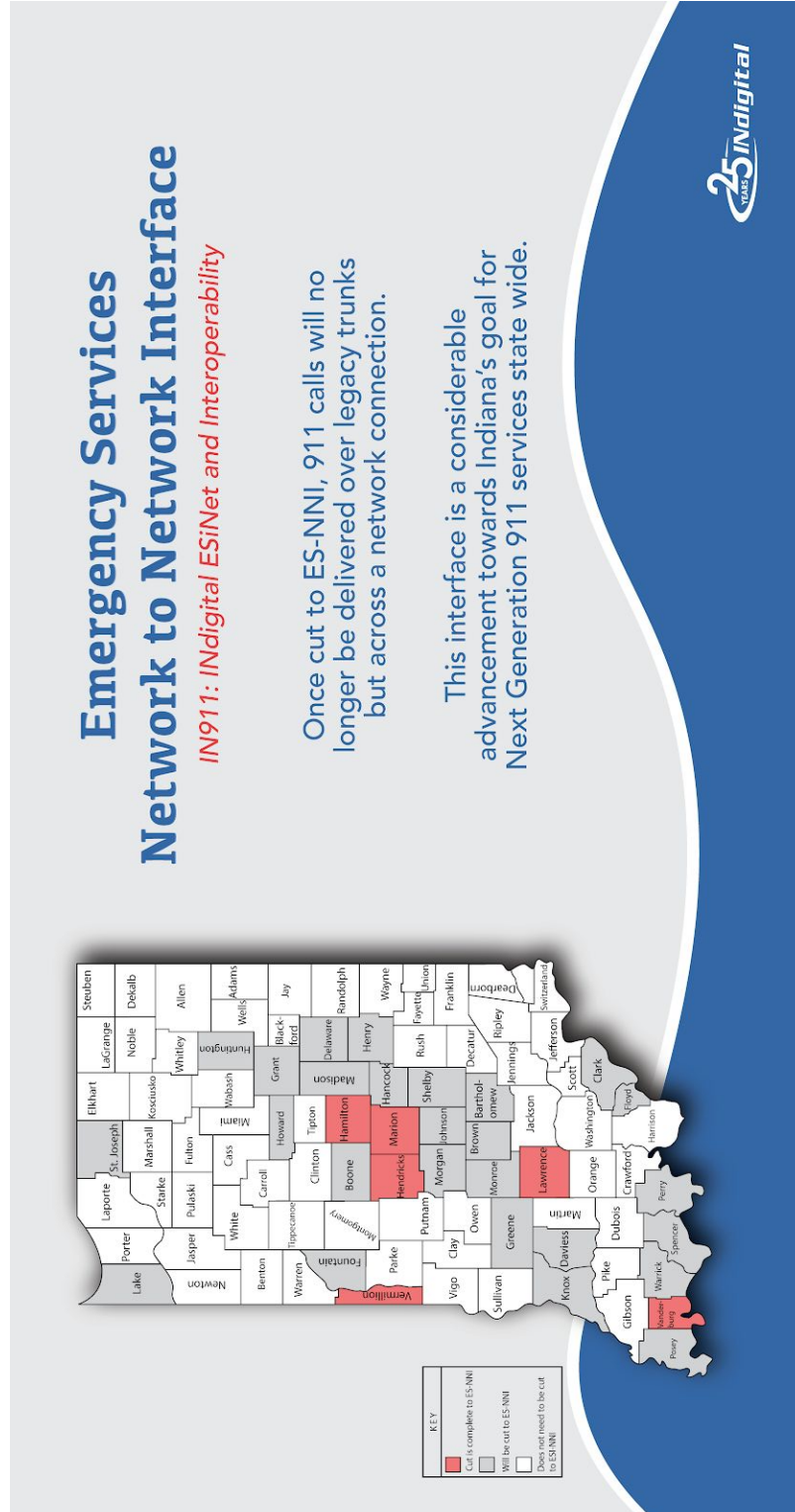
(Please refer to graphs G-1.1 through G-3.3 in the appendix)

1. Shooting inside the University Mall in Mishawaka, Indiana.
 - a. Shooting occurred Saturday, September 12, 2020 shortly before 3:00 pm.
 - b. 62 wireless calls in a very short period of time.
 - c. One person was shot and killed in this incident.

2. COVID affected call trends.
 - a. 911 calls during this period.
 - i. 2,170,431 911 calls.
 - ii. Average of 83,478 - 911 calls per week.
 - b. COVID cases during this period.
 - i. 93,223 COVID cases.
 - ii. Average of 4,566 cases per week.

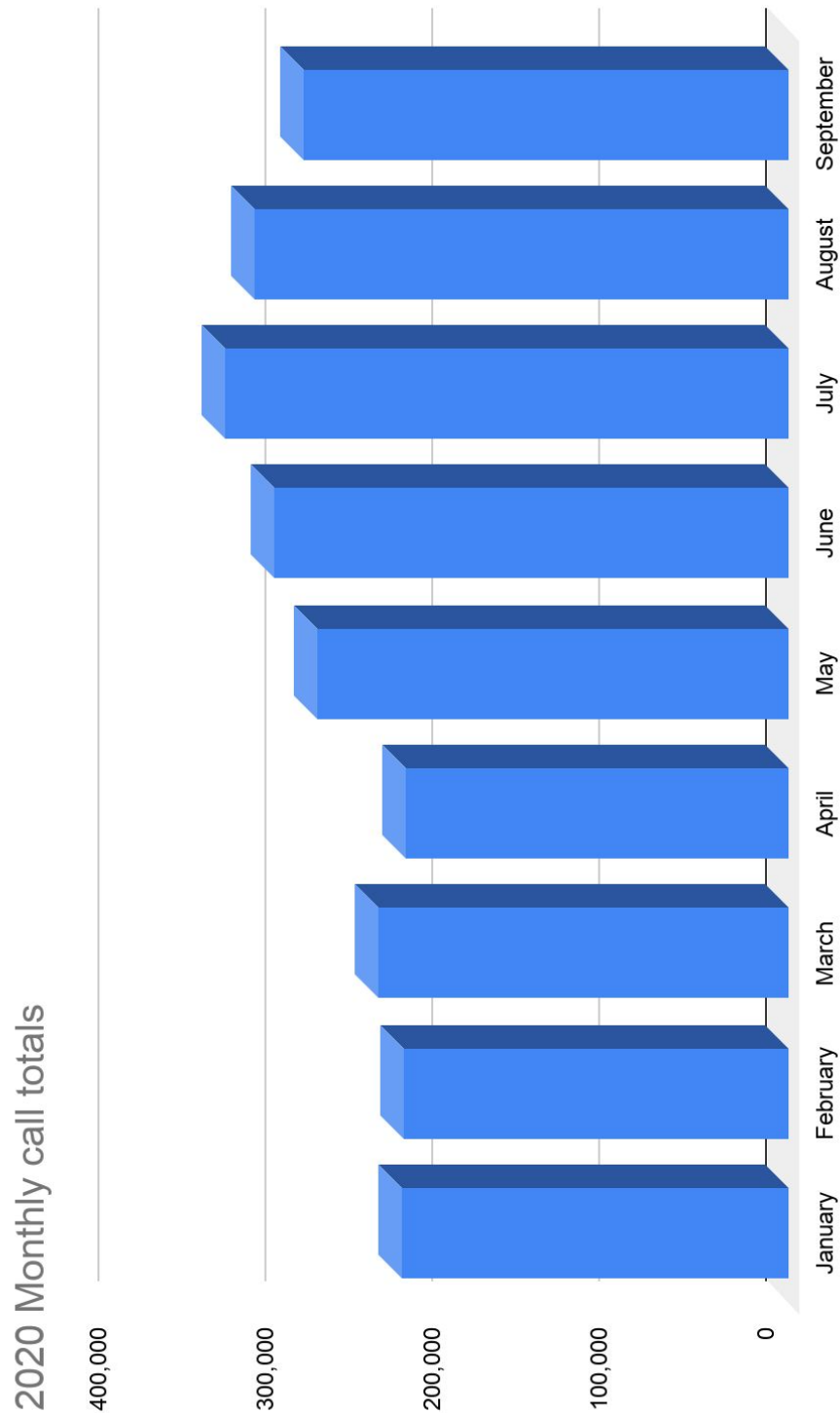
Appendix

Graph A-1.1



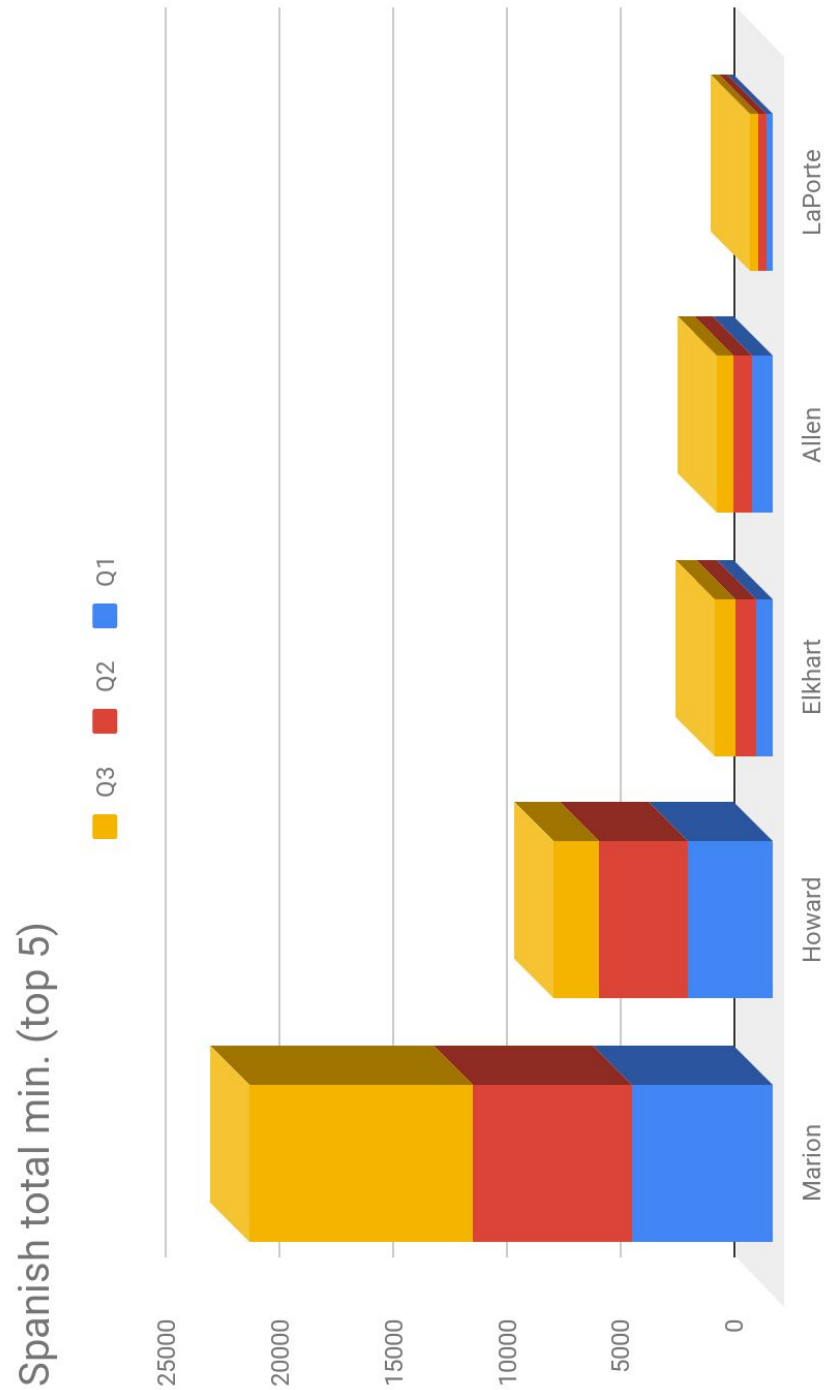
Graph C-1.1

Call volume for the second quarter of 2020.



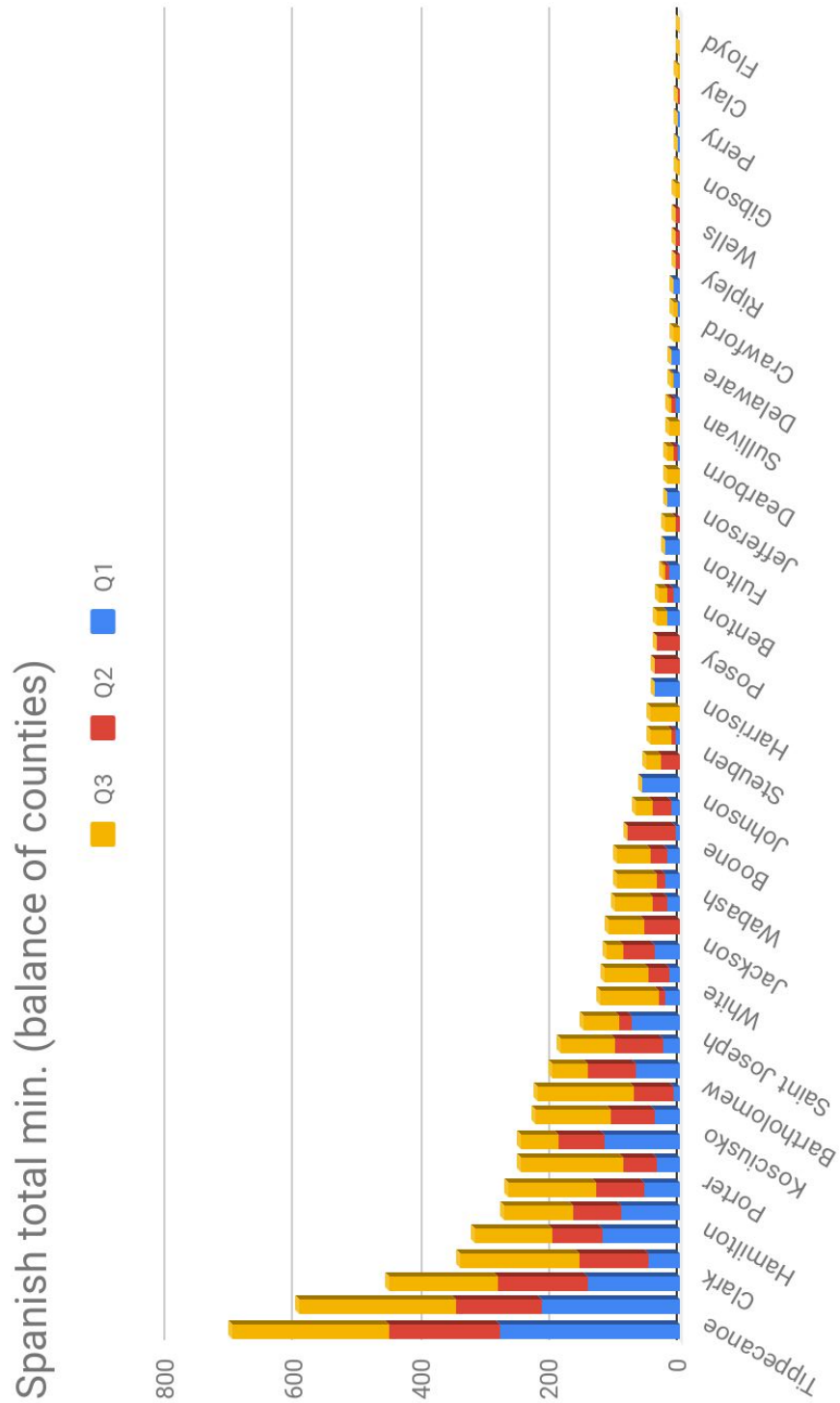
Graph D-1.1

Counties with the top 5 Spanish translation minutes.



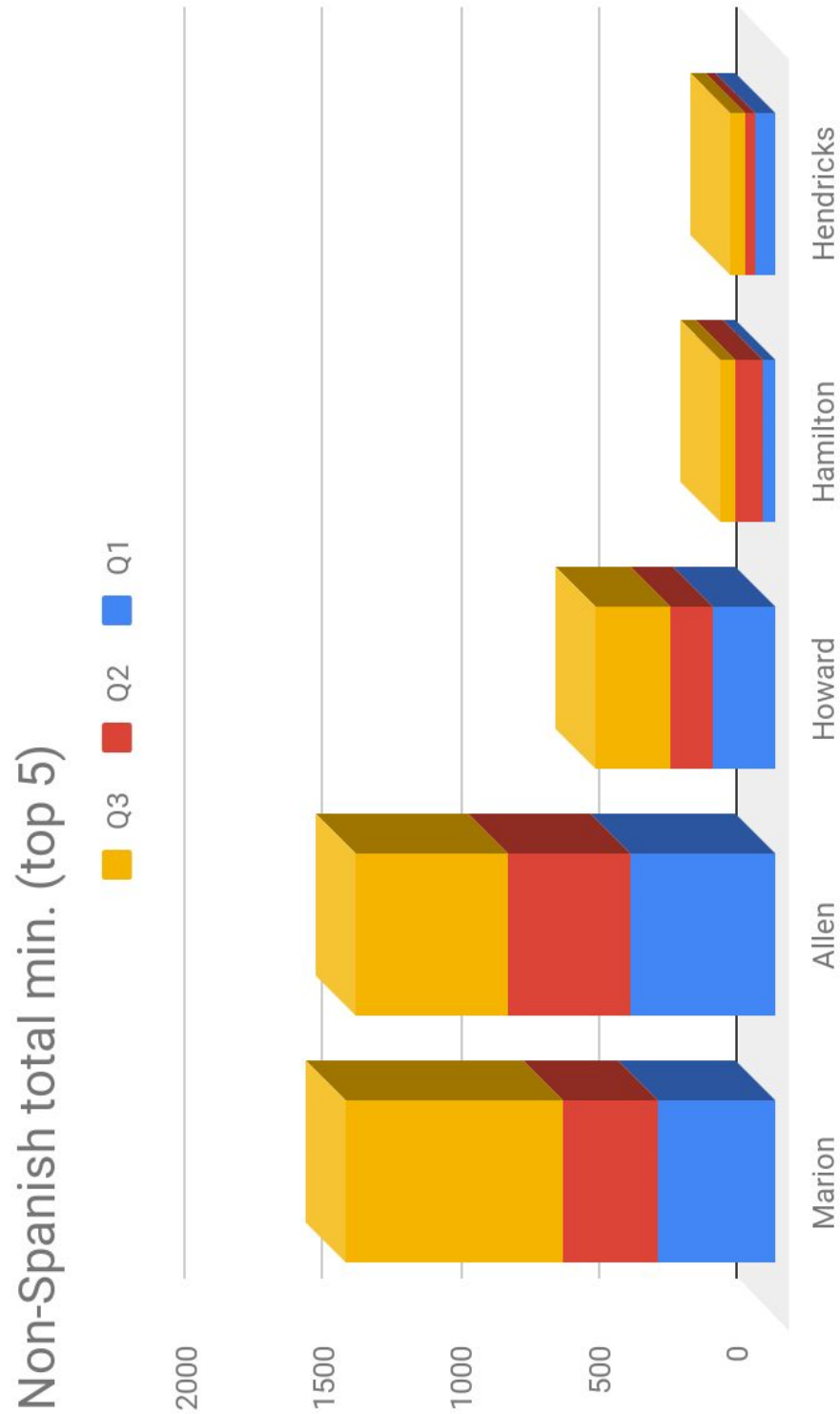
Graph D-1.2

All other counties with spanish translation in minutes.



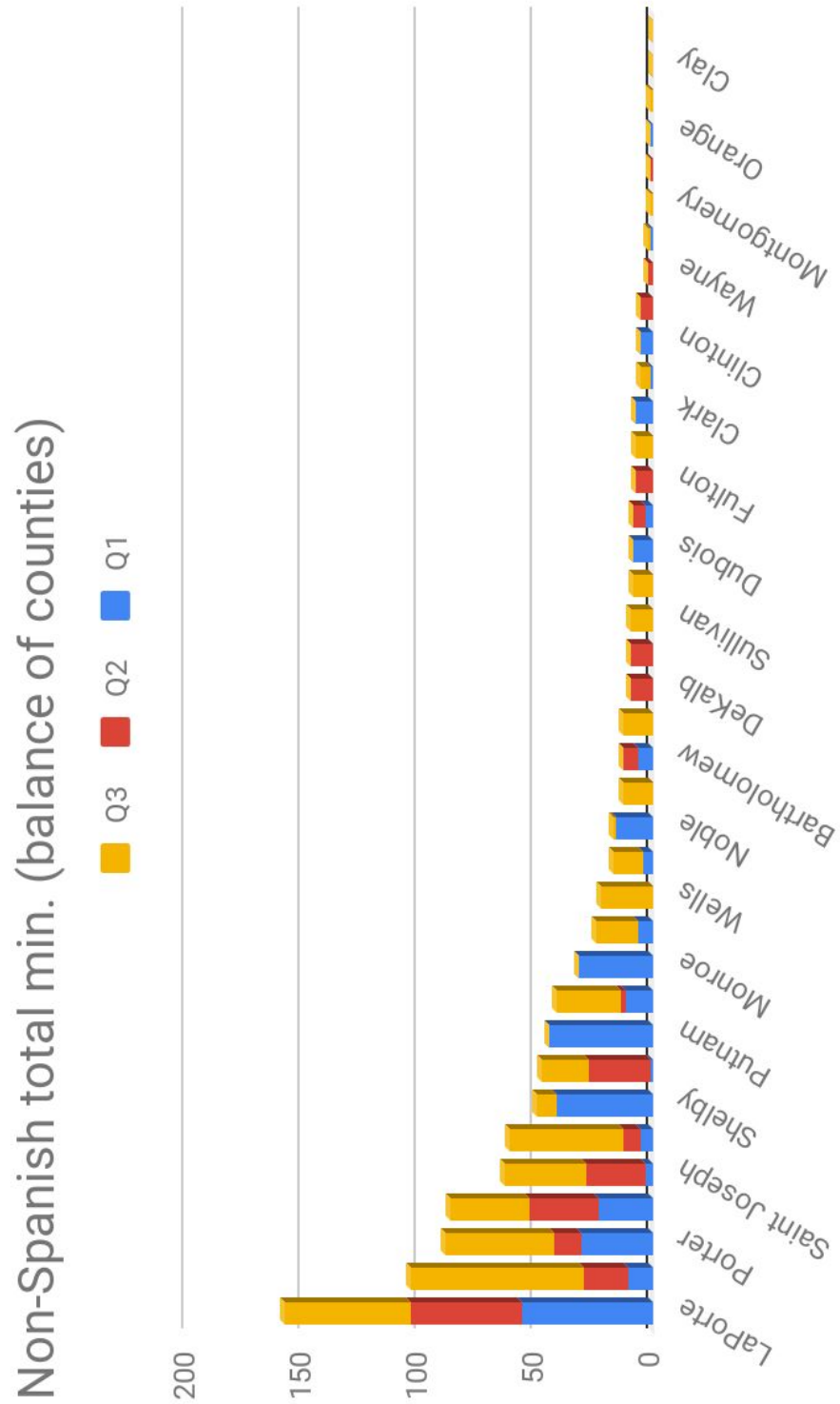
Graph D-1.3

Counties with the top 5 non-Spanish translation minutes.



Graph D-1.4

All other counties with non-spanish translation minutes.



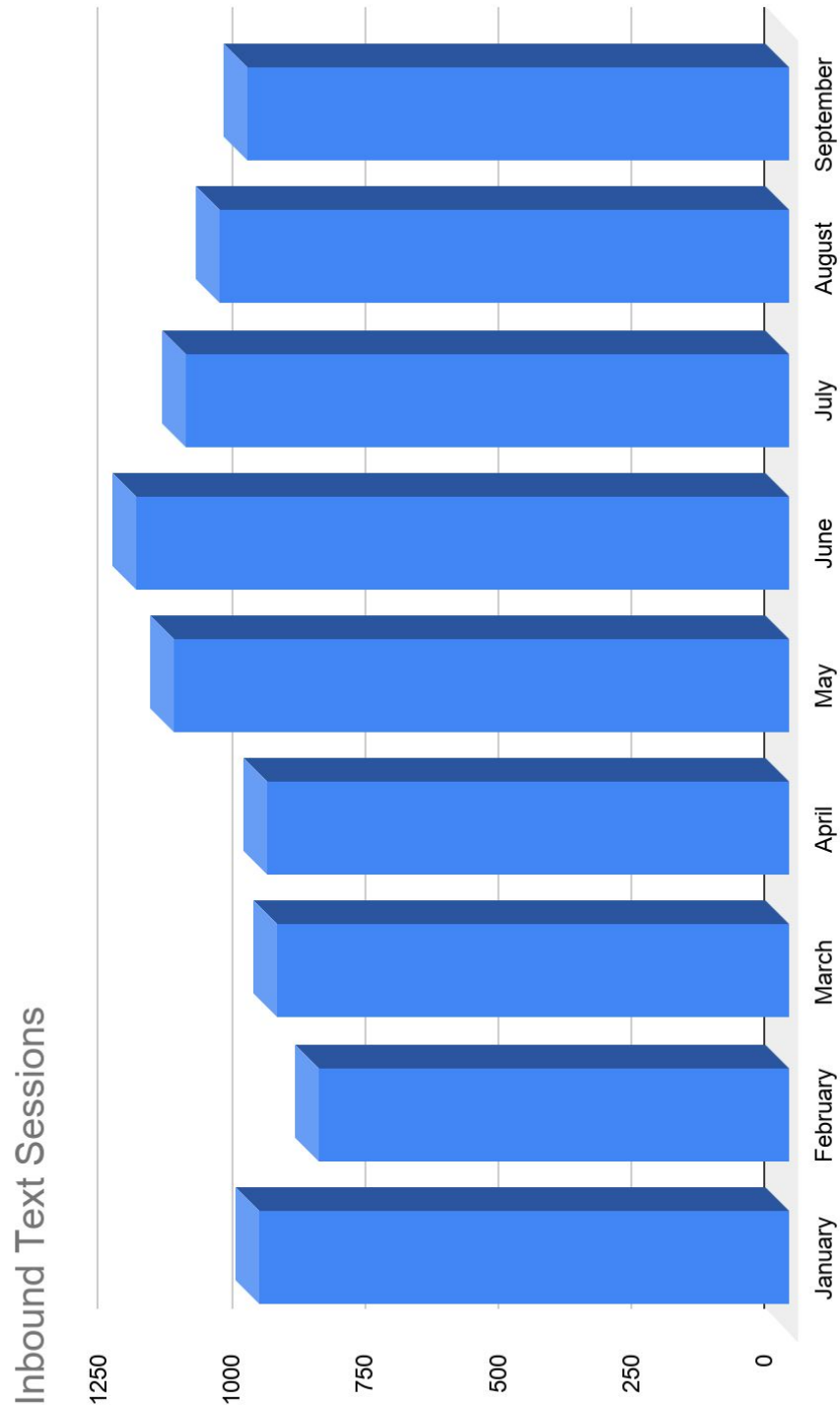
Graph D-1.5

Total times each language used since the beginning of 2020.

| Language | Total | Language | Total |
|----------------|-------|-----------------|-------|
| SPANISH | 8699 | KAREN | 3 |
| BURMESE | 204 | TIGRIGNA | 3 |
| HAITIAN CREOLE | 85 | UZBEK | 3 |
| ARABIC | 55 | ALBANIAN | 2 |
| MANDARIN | 54 | CANTONESE | 2 |
| FRENCH | 47 | CROATIAN | 2 |
| PUNJABI | 29 | FARSI | 2 |
| KINYARWANDA | 26 | HMONG | 2 |
| CHIN | 23 | Nigerian Pidgin | 2 |
| SWAHILI | 23 | URDU | 2 |
| HINDI | 17 | BENGALI | 1 |
| RUSSIAN | 17 | BOSNIAN | 1 |
| VIETNAMESE | 17 | CHIN TEDIM | 1 |
| CHIN HAKHA | 10 | HUNGARIAN | 1 |
| SOMALI | 9 | MONGOLIAN | 1 |
| HAKKA-CHINA | 7 | POLISH | 1 |
| KOREAN | 6 | PORTUGUESE | 1 |
| NEPALI | 6 | Portuguese Br. | 1 |
| JAPANESE | 5 | ROHINGYA | 1 |
| TIGRINYA | 5 | ROMANIAN | 1 |
| TURKISH | 4 | SERBIAN | 1 |
| YORUBA | 4 | SUDANESE ARABIC | 1 |
| AMHARIC | 3 | | |

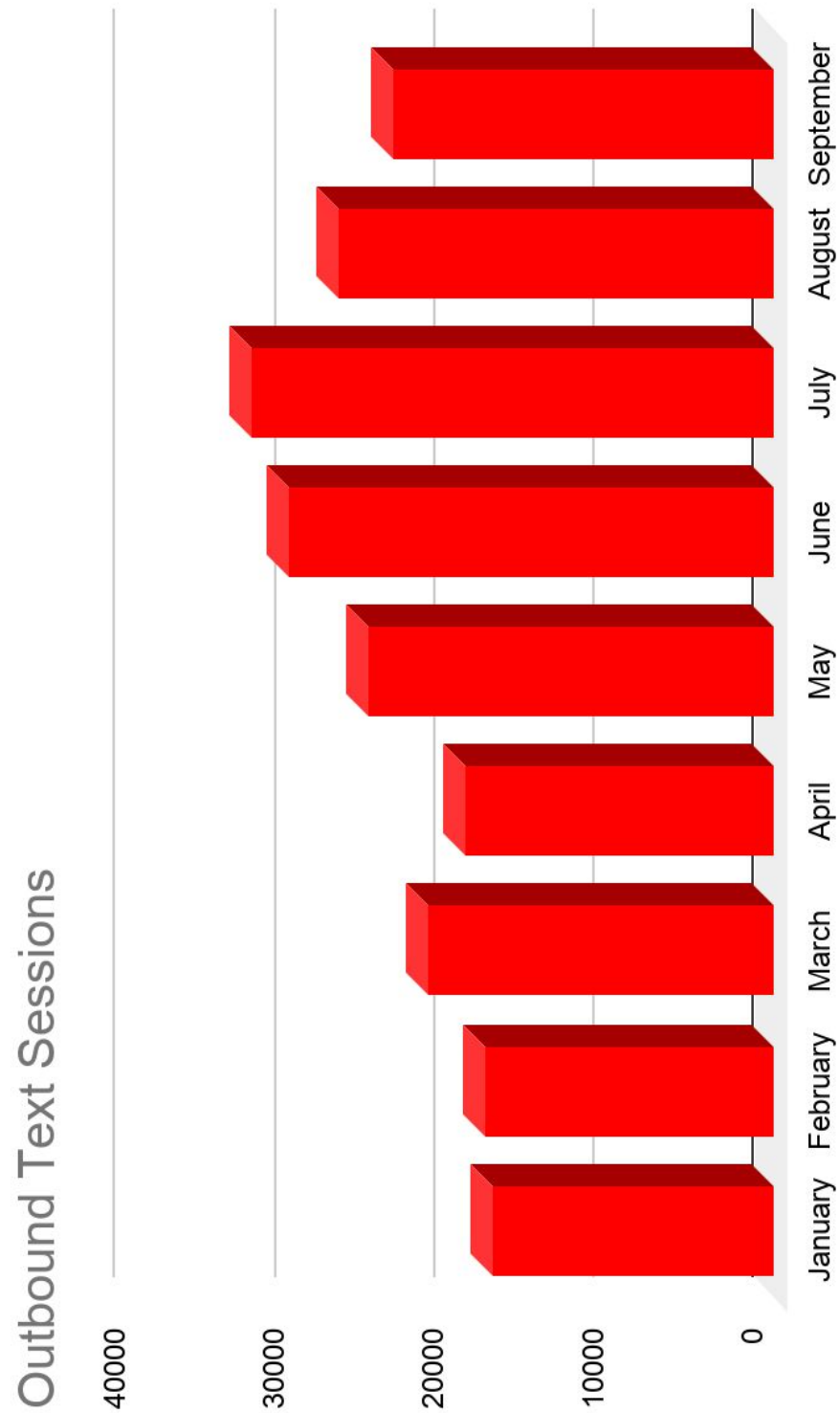
Graph E-1.1

All Inbound Text to 911 by month.



Graph E-1.2

All Outbound Text from 911 by month.



Graph E-1.3

All Inbound Text to 911 by PSAP.

| Q1 - 2,832 | | Q2 - 3,353 | | Q3 - 3,210 | | < 10 | |
|------------------------------------------------------|------|--------------------------------------------|----|-----------------------------------------------|----|-------------------------------------|---|
| Inbound Text to 911 | | 20 - 99 | | 10 - 19 | | | |
| 100 + | | | | | | | |
| IMC-SD (Indianapolis-Marion County) Sheriff's Office | 2842 | Porter County Sheriff's Office | 90 | Fullon County Communications | 19 | Tipton County E911 | 9 |
| Vanderburgh County Central Dispatch | 508 | Delaware County Emer. Com. Center | 82 | Steuben County 911 | 18 | Marion Co.Indy PD | 7 |
| St. Joseph County Police Department | 473 | Howard County Sheriff Department | 72 | Jasper County Sheriff's Office | 17 | Pulaski County Sheriff's Office | 7 |
| Allen County Sheriff's Department | 459 | Hancock County Emergency Operations Center | 68 | Posey County 911 | 17 | Gary Police Department | 6 |
| Kosciusko County | 447 | Jennings County 911 | 66 | Greene County Sheriff's Office | 16 | Vermillion County Sheriff's Office | 6 |
| Lake County Sheriff's Office | 435 | Floyd County Sheriff's Department | 59 | Wabash County Central Dispatch | 16 | Washington County Sheriff's Office | 6 |
| Vigo County 911 | 432 | Boone County Sheriff's Department | 50 | Randolph County Communications | 15 | Benton County Jail Sheriff's Office | 5 |
| Elkhart County 911 Center | 346 | Morgan County 911 | 45 | Schererville Police Department | 14 | Tell City Police Department | 5 |
| Indigital Text Test PSAP | 249 | Jackson County 911 | 44 | White County | 14 | Newton County 911 | 4 |
| Monroe County Central Dispatch | 204 | Shelby County Sheriff's Department | 43 | Fountain/Wharen County Regional Dispatch | 13 | Orange County Sheriff's Department | 4 |
| Hamilton County Sheriff's Office Dispatch | 175 | Clinton County 911 | 33 | Gibson County Sheriff's Department | 13 | Sullivan County 911 | 4 |
| Bartholomew County Emergency Operations Center | 151 | Henry County Emergency Services | 32 | Owen County Sheriff's Office | 13 | Bedford Police Department | 3 |
| Clark County 911 Center | 151 | Tippecanoe County Sheriff's Office | 31 | Bluffton Police Department (Wells County) | 12 | Blackford County Central Dispatch | 3 |
| Wayne County Emergency Communications Center | 145 | Warrick County Sheriff's Office | 31 | Carroll County E911 | 12 | Parke County 911 | 3 |
| Madison County Sheriff's Office | 143 | Dearborn County | 27 | Harrison County Sheriff's Department Dispatch | 11 | Rush County Sheriff's Department | 3 |
| Lafayette Police Department | 140 | Grant County Sheriff's Department | 27 | Mooresville Police Department | 11 | Switzerland County Communication | 3 |
| Montgomery County / Crawfordsville E911 | 140 | Ripley County E-911 Communications | 27 | Spencer County 911 | 11 | Crawford County Central Dispatch | 2 |
| LaPorte County 911 Communications | 121 | Noble County Sheriff's Department | 26 | Brown County Sheriff's Department | 10 | Pike County Sheriff's Office | 2 |
| Hendricks County Communications Center | 120 | Dubois County Communications Center | 25 | Jay County Sheriff Department | 10 | Speedway Police | 2 |
| Johnson County Sheriff's Department | 105 | Cass County E911 | 24 | Knox County Dispatch Office | 10 | Union County 911 | 2 |
| | | Clay County Justice Center | 24 | | | Daviess County 911 | 1 |
| | | DeKalb County Sheriff's Department | 24 | | | Elkhart City Police Department | 1 |
| | | Fayette County Communications | 24 | | | Jasper Police Department | 1 |
| | | Starke County Sheriff's Office | 23 | | | Marion County Sheriff's Department | 1 |
| | | Whitley County Communications Center | 23 | | | Ohio County Communications | 1 |
| | | Adams County Sheriff Department | 22 | | | | |
| | | Columbia City Communications Center | 22 | | | | |
| | | Decatur County Sheriff's Department | 22 | | | | |
| | | Lawrence County Sheriff's Office | 22 | | | | |
| | | Huntingdon County Sheriff's Office | 20 | | | | |
| | | Jefferson County 911 | 20 | | | | |
| | | LaGrange County Communications | 20 | | | | |
| | | Marshall County Police Department | 20 | | | | |
| | | Miami County 911 | 20 | | | | |
| | | Pulham County Sheriff's Office | 20 | | | | |
| | | Scott County Emergency Communications | 20 | | | | |

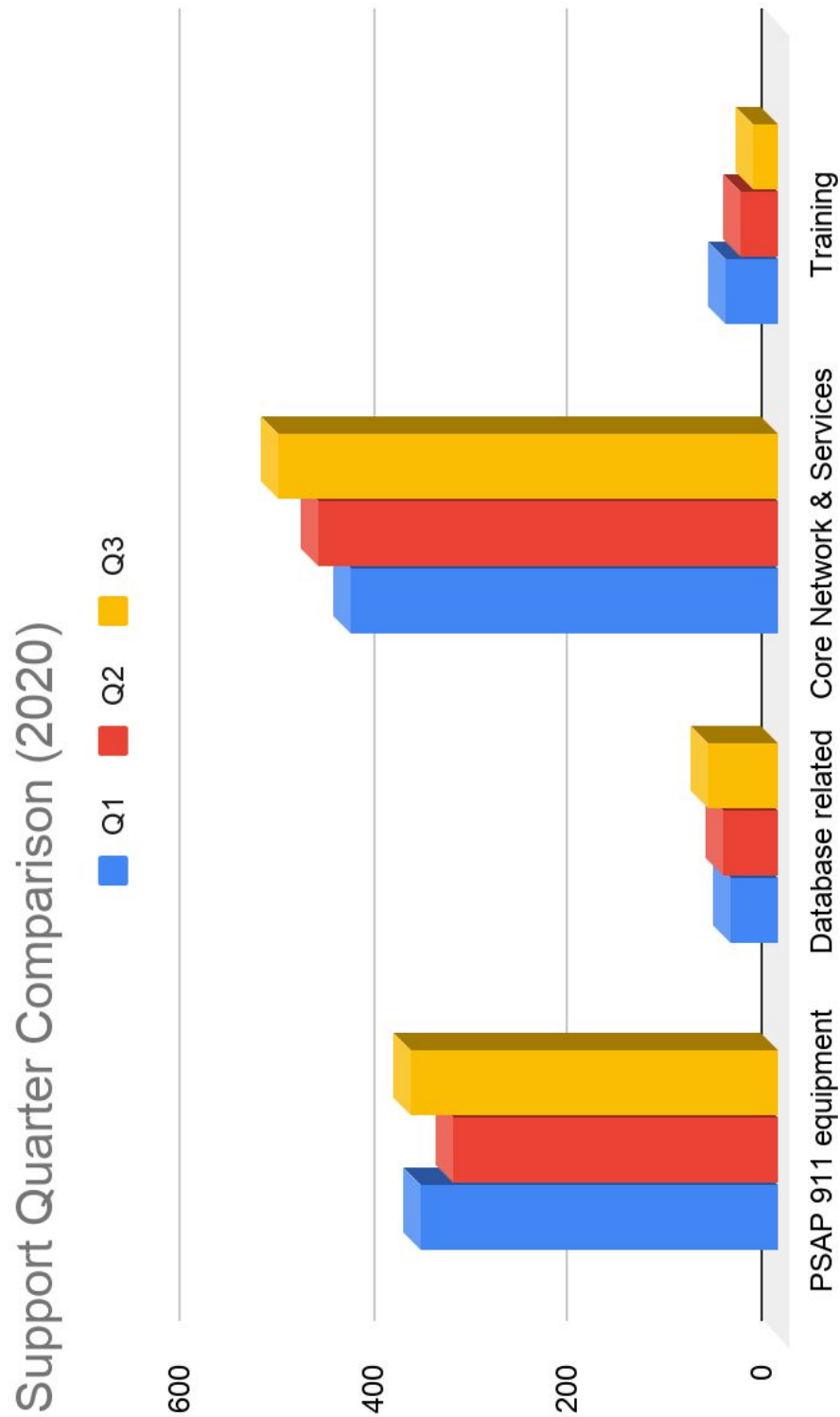
Graph E-1.4

All Outbound Text from 911 by PSAP.

| Outbound Text from 911 1,000 + | | Q1 - 57,605 | | Q2 - 75,376 | | Q3 - 84,156 | | < 100 | |
|----------------------------------------------------|-------|------------------------------------------|-----|-----------------------------------------------|-----|----------------------------------------------|----|----------------------------------------------|----|
| IMC-SD Indianapolis-Marion County Sheriff's Office | 63212 | Madison County Sheriff's Office | 979 | Owen County Sheriff's Office | 294 | Pulaski County Sheriff's Office | 92 | Pulaski County Sheriff's Office | 92 |
| Allen County Sheriff's Department | 17985 | Noble County Sheriff's Department | 939 | Stark County Sheriff's Office | 282 | Fayette County Communications | 90 | Fayette County Communications | 90 |
| Hamilton County Sheriff's Office Dispatch | 12021 | LaPorte County 911 Communications | 928 | Floyd County Sheriff's Department | 268 | Blackford County Central Dispatch | 85 | Blackford County Central Dispatch | 85 |
| Elkhart County 911 Center | 10555 | Miami County 911 | 925 | Jasper County Sheriff's Office | 267 | Johnson County Sheriff's Department | 84 | Johnson County Sheriff's Department | 84 |
| St. Joseph County Police Department | 92710 | Schererville Police Department | 908 | Posey County 911 | 249 | Marion County Sheriff's Department | 78 | Marion County Sheriff's Department | 78 |
| Lake County Sheriff's Office | 8479 | LaGrange County Communications | 869 | Decatur County Sheriff's Department | 243 | Delaware County Emer. Com. Center | 76 | Delaware County Emer. Com. Center | 76 |
| Monroe County Central Dispatch | 5875 | Henry County Emergency Services | 830 | Sullivan County 911 | 228 | Indigital Text PSAP | 74 | Indigital Text PSAP | 74 |
| Lafayette Police Department | 5723 | Jay County Sheriff Department | 807 | Switzerland County Communication | 219 | Rush County Sheriff's Department | 73 | Rush County Sheriff's Department | 73 |
| Clark County 911 Center | 5167 | Jefferson County 911 | 764 | Benton County Jail/Sheriff's Office | 196 | New Haven Police Department | 57 | New Haven Police Department | 57 |
| Porter County Sheriff's Office | 4974 | Dekalb County Sheriff's Department | 715 | Washington County Sheriff's Office | 184 | Warrick County Sheriff's Office | 57 | Warrick County Sheriff's Office | 57 |
| Wayne County Emergency Communications Center | 4830 | Jackson County 911 | 706 | Harrison County Sheriff's Department Dispatch | 171 | Columbia City Communications Center | 42 | Columbia City Communications Center | 42 |
| Hendricks County Communications Center | 4247 | Adams County Sheriff Department | 649 | Howard County Sheriff Department | 135 | Mooreville Police Department | 41 | Mooreville Police Department | 41 |
| Vigo County 911 | 3544 | Purdue University Police Department | 632 | Union County 911 | 128 | Tipton County E911 | 41 | Tipton County E911 | 41 |
| Hancock County Emergency Operations Center | 3469 | Fountain Warren County Regional Dispatch | 594 | Greene County Sheriff's Office | 115 | ISP D 42 - Versailles (serving Versailles) | 36 | ISP D 42 - Versailles (serving Versailles) | 36 |
| Bartholomew County Emergency Operations Center | 3353 | Huntington County Sheriff's Office | 589 | Randolph County Communications | 106 | ISP D 21 - Toll Road | 35 | ISP D 21 - Toll Road | 35 |
| Vanderburgh County Central Dispatch | 3129 | Cass County E911 | 585 | Newton County 911 | 105 | Pike County Sheriff's Office | 31 | Pike County Sheriff's Office | 31 |
| Montgomery County / Crawfordsville E911 | 2659 | Fulton County Communications | 575 | Lowell Police Department | 100 | Marion County Sheriff's Department | 26 | Marion County Sheriff's Department | 26 |
| Kosciusko County | 2255 | Scott County Emergency Communications | 562 | Ohio County Communications | 100 | Batesville Police Department | 22 | Batesville Police Department | 22 |
| Grant County Sheriff's Department | 2202 | Franklin County Communications E-911 | 549 | | | Tell City Police Department | 22 | Tell City Police Department | 22 |
| Dubois County Communications Center | 1924 | Carroll County E911 | 543 | | | Gibson County Sheriff's Department | 21 | Gibson County Sheriff's Department | 21 |
| Wabash County Central Dispatch | 1922 | Ripley County E-911 Communications | 511 | | | Steymour PD | 17 | Steymour PD | 17 |
| Boone County Sheriff's Department | 1759 | Clay County Justice Center | 493 | | | Kendallville Police Department | 13 | Kendallville Police Department | 13 |
| White County | 1613 | Indianapolis Airport Authority | 487 | | | Speedway Police | 9 | Speedway Police | 9 |
| Crawford County Central Dispatch | 1601 | Brown County Sheriff's Department | 462 | | | Davess County 911 | 8 | Davess County 911 | 8 |
| Marshall County Police Department | 1535 | Elkhart City Police Department | 461 | | | Bedford Police Department | 6 | Bedford Police Department | 6 |
| Steuben County 911 | 1377 | Jennings County 911 | 436 | | | ISP D 22 - Fort Wayne (serving Fort Wayne) | 5 | ISP D 22 - Fort Wayne (serving Fort Wayne) | 5 |
| Dearborn County | 1362 | Lawrence County Sheriff's Office | 418 | | | ISP D 33 - Bloomington (serving Bloomington) | 3 | ISP D 33 - Bloomington (serving Bloomington) | 3 |
| Bluffton Police Department (Wells County) | 1307 | Tiptecanoe County Sheriff's Office | 392 | | | Jasper Police Department | 3 | Jasper Police Department | 3 |
| West Lafayette Police Department | 1225 | Knox County Dispatch Office | 370 | | | Parke County 911 | 2 | Parke County 911 | 2 |
| Morgan County 911 | 1192 | Whitley County Communications Center | 367 | | | Rushville Police Department | 2 | Rushville Police Department | 2 |
| Clinton County 911 | 1158 | Orange County Sheriff's Department | 343 | | | Vermillion County Sheriff's Office | 1 | Vermillion County Sheriff's Office | 1 |
| Shelby County Sheriff's Department | 1007 | Pulaski County Sheriff's Office | 334 | | | | | | |
| Spencer County 911 | 1002 | | | | | | | | |

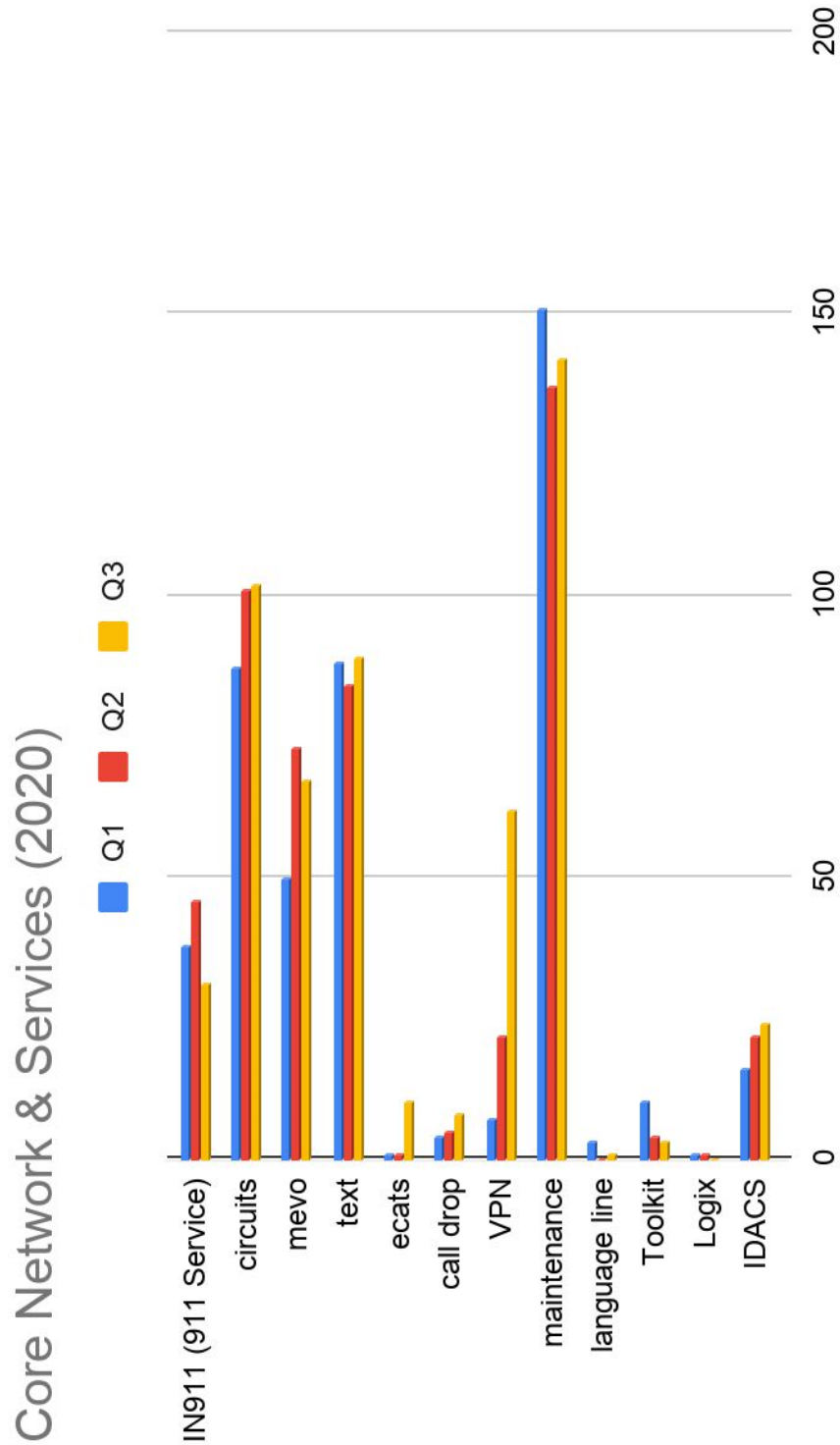
Graph F-1.1

Quarterly totals of trouble tickets for core support.



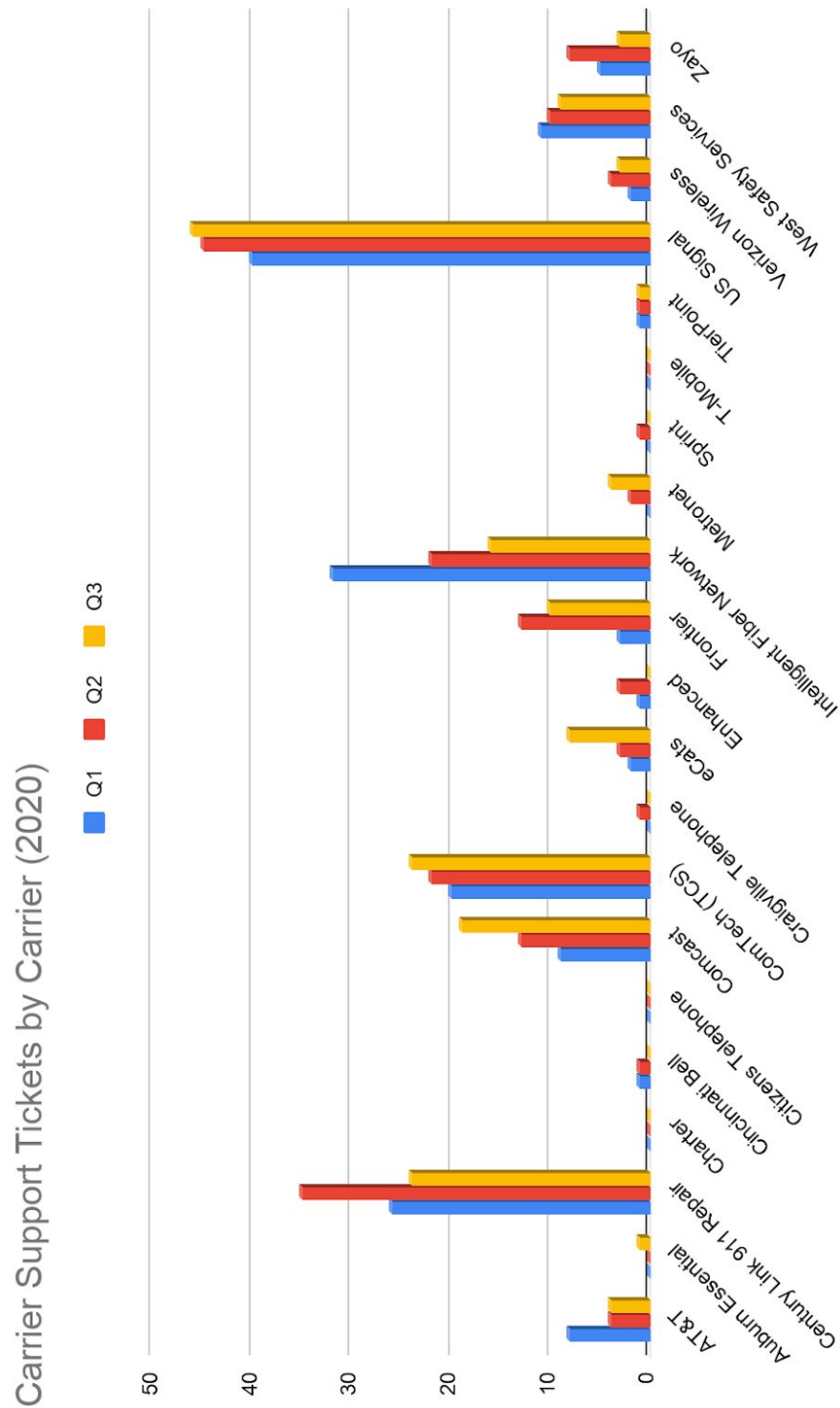
Graph F-1.2

Quarterly totals of core network & service support totals.



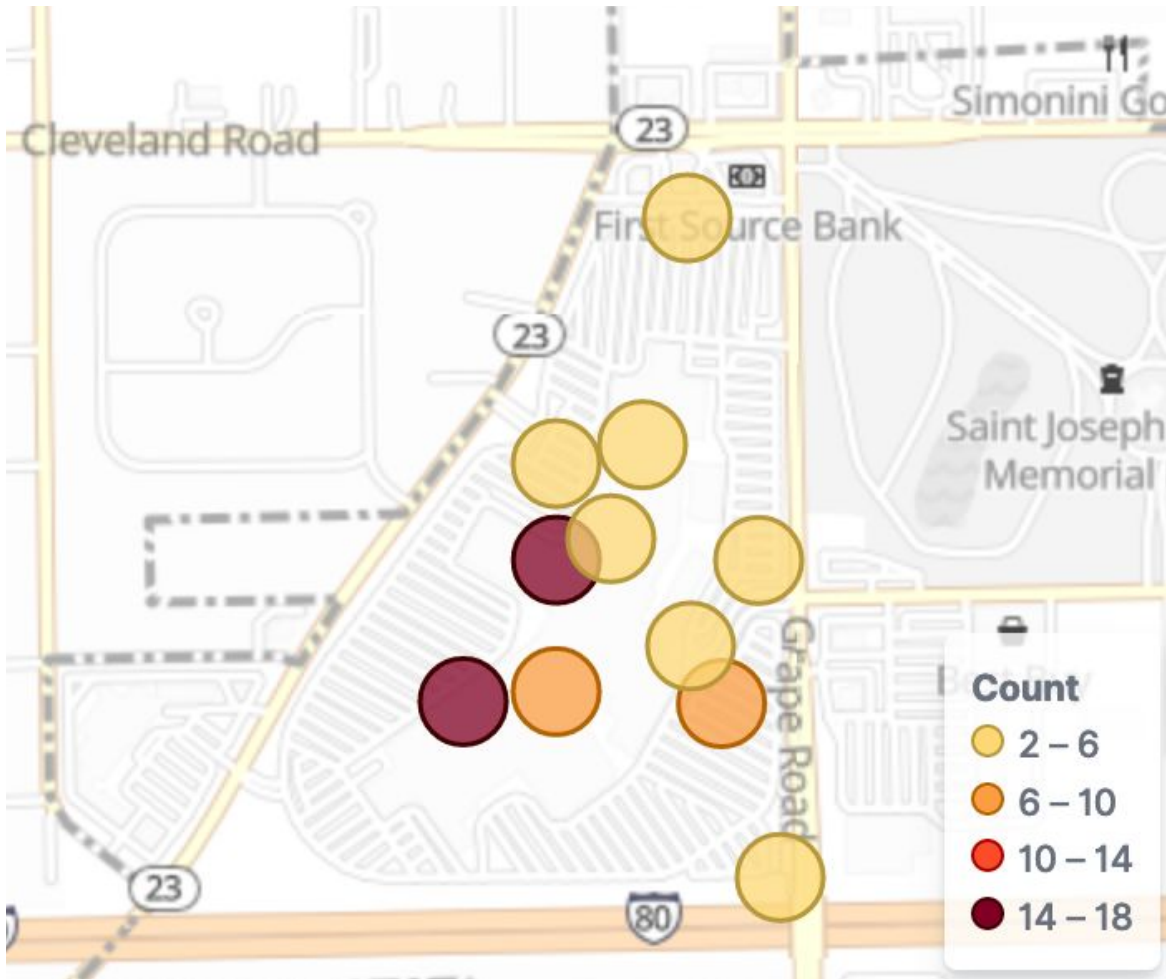
Graph F-1.3

Annual comparison of carrier support tickets.



Graph G-1.1 Event Analysis

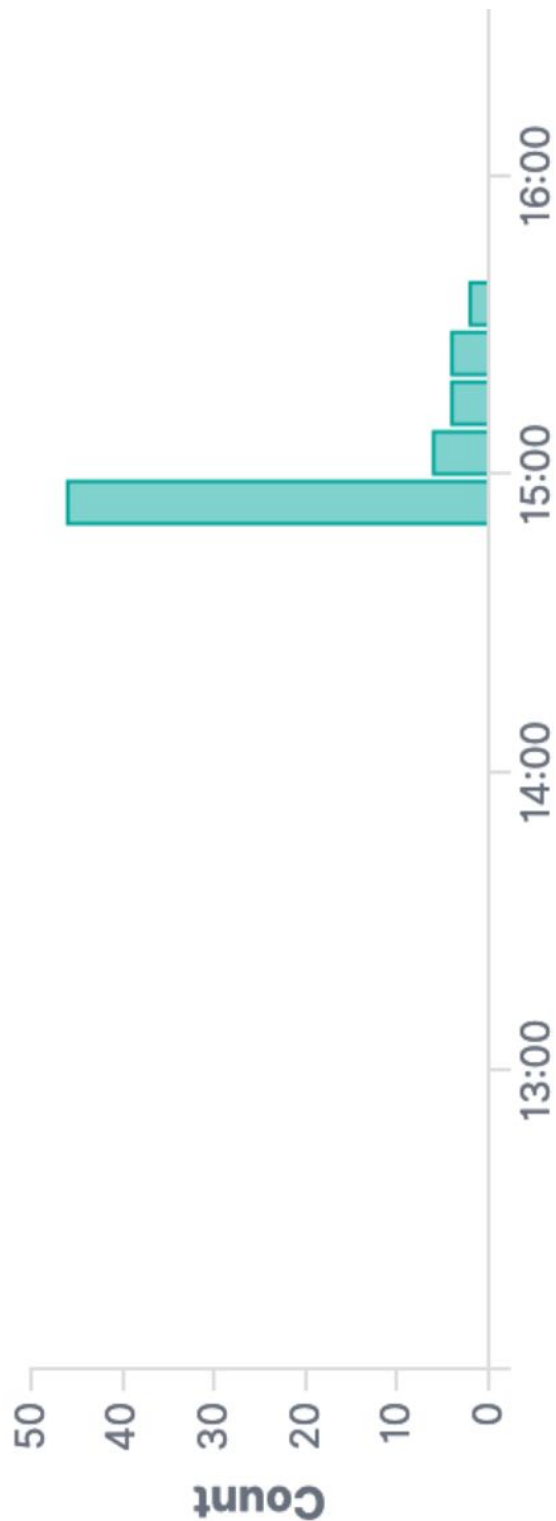
Saturday, September 12, 2020 - University Mall Campus.





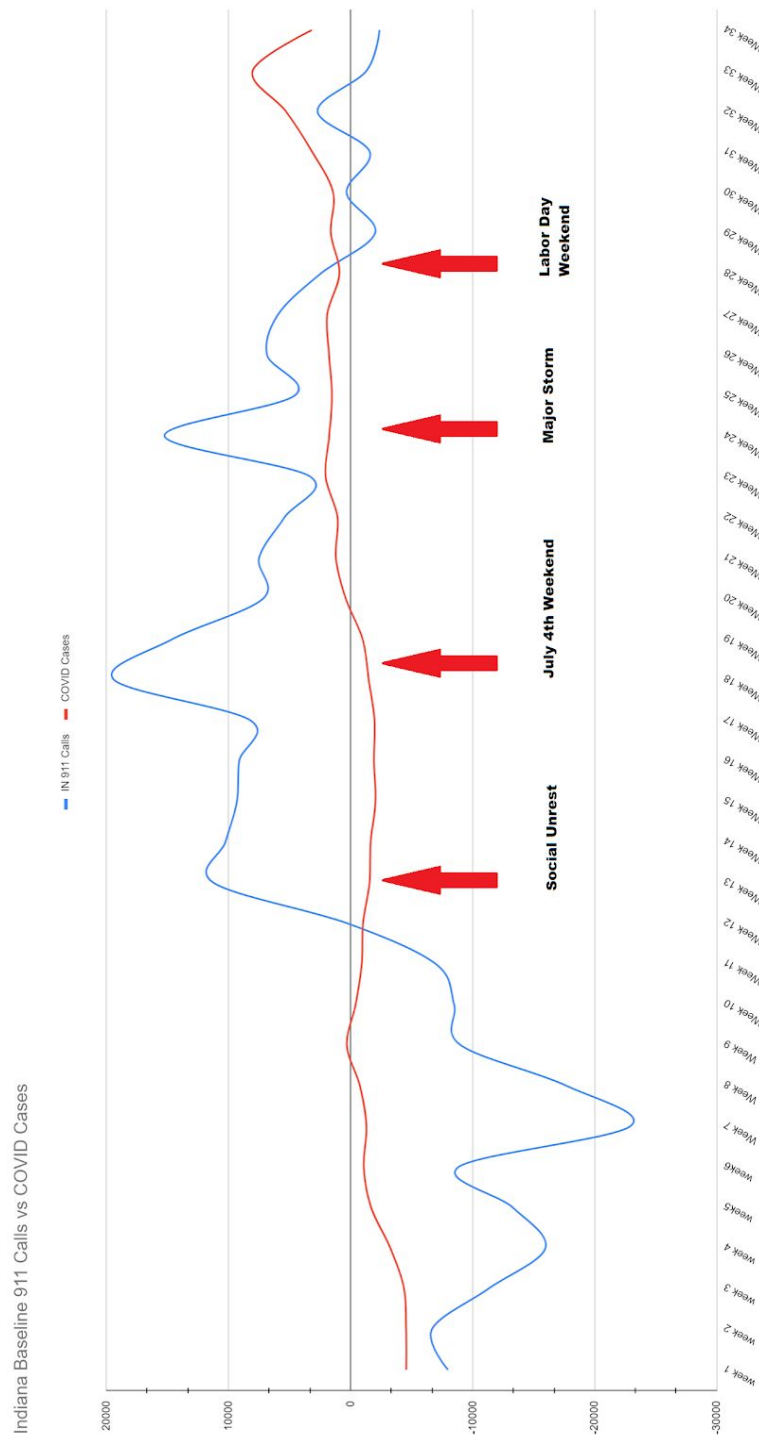
Graph G-1.2 Event Analysis

Saturday, September 12, 2020 - 62 wireless calls in a very short period of time.



Graph G-2.1 Event Analysis

Baseline comparison of 911 calls and COVID cases.





Lori Forrer-Beckman
Indiana Service Manager
lforrer@indigital.net
574-601-9618



Shane Rekeweg
Indiana Market Manager
srekeweg@indigital.net
260-517-8228

**Contact
Us**



1616 Directors Row
Fort Wayne, IN 46808



877.469.2010
260.517.8228



srekeweg@indigital.net