October 1 - December 30, 2021

2022 BOARD REPORT

Indiana IN911 Next Generation Emergency Network

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IN911 G-19 ESiNet Summary

Worked with AT&T on the Emergency Services Network to Network Interface (ES-NNI) continues to move forward. The project's goals are to move wireless call delivery from legacy trunks (SS7) to the Internet Protocol (IP) ES-NNI. The results are improved call delivery, better quality of service, and lower costs. All AT&T PSAPs have been moved off of the SS7 links and call delivery is now delivered across the ES-NNI.

INdigital has been working with AT&T to align the Ring No Answer (RNA) timers with AT&T's routing structure. With the support of 911 Authority, INdigital has made several changes to our network to accommodate the proposal from AT&T. Completion of these projects is projected for the first quarter of 2022.

PSAP changes in 2021

Fulton County's new Sheriff's Office and Detention Center moved in the fall of 2021. The Dispatch Center is waiting on their tower to be completed so they can move into the new center.

ISP Post 22 Fort Wayne moved their dispatch center to a new building the week of December 6th. INdigital has been working with the Indiana State Police to complete the network build out as well as moving the premise equipment to the new building.

Lafayette Police Department is building a new headquarters with an expected move in the first quarter of 2023. INdigital is working with the architectes, construction managers, and PSAP Director to install circuits and move the premise equipment into the new center.

Washington County is working on removing a wall in the PSAP as well as reconfigure position furniture. Some of the work has been completed although they are expected to be completed before the end of February with this project.

Sullivan County is building a new Sheriff's office that will also house the 911 center. Ground has not yet been broken for construction.

Benton County is moving their PSAP into a new building. The building is under construction and a move in date has not been set.

ISP Post 13 Lowell has started construction on a new building that will also house a state laboratory, ISP staff, as well as the 911 center.

Clark County has started construction of building a new 911 Center.

Pike, Clinton, Union and **Tippecanoe County** which includes **Lafayette and West Lafayette PD** have Solacom refreshes scheduled for 2022.

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Network Security Threats

No reports of any network security threats that affected Indiana PSAPs during the fourth quarter of 2021.

This is the link to Seculore's report on cyber security issues related to public safety in the State of Indiana.

https://www.seculore.com/cyber-attacks-indiana

Seculore provides third party, ongoing surveillance for cybersecurity as a subject matter expert, providing oversight and assessment. Seculore system currently monitors INdigital remote access and corporate network.

During 2022, INdigital will start working to improve our security at the endpoints of our network. This will require the installation of security devices at PSAP locations. INdigital has already deployed network security devices within the core and continues to improve our security posture.

INdigital will also conduct our 2022 annual cyber security training, which begins in January. All employees are required to successfully complete this cyber security training. This years training will cover personal security, Ransomware, Social Engineering, and remote work.

Wireless Calls

(Please refer to graph D-1.1 through D-1.3 in the appendix)

Wireless call volumes for Indiana decreased as compared to previous periods with a 2021 fourth quarter total of 1,310,495. The variation of calls is consistent with seasonal trends. The 2021 annual call total was 4,689,122.

During 2021 INdigital routed 2,080,799 9-1-1 calls to AT&T across the ES-NNI for delivery to the responsible PSAP.

Since 2006 which is the start of the IN911 network, 48,376,167 wireless calls have been processed on the NG ESiNet.

The busiest day in 2021 was July 4th with 19,520 9-1-1 calls statewide.

The least busy day in 2021 was January 10th with 12,285 9-1-1 calls statewide. Interestingly on February 14th there were 12,573 9-1-1 calls statewide ranking it as the 2nd least busy day of the year.

During the past 13 years, the IN911 network has averaged a 3% increase in call volume each year.

Translation Services

(Please refer to graphs E-1.1 through E-1.7 in the appendix)

Spanish is the most frequently translated language in Indiana, comprising 91% of all languages translated so far in 2021.

Burmese, Hatian Creole, Mandarin, and French wrap up the top five languages translated, each comprising 2%, 2%, 1%, and 1% respectively. These figures are consistent with prior periods.

Spanish translation usage during the fourth quarter of 2021 by the top five counties (Marion, Elkhart, Allen, White, and Tippecanoe) had a total of 11,113 minutes of total usage during this quarter.

Spanish translations for all other counties totaled 3,267 minutes.

Statewide, 14,380 minutes of Spanish language translation was provided for non-English speaking callers.

Other non-English to dual party translation during the fourth quarter of 2021 had similar usage trends, with the top five counties (Marion, Allen, Tippecanoe, Hamilton, and White) with 1,980 minutes of language translation.

The balance of the counties used 347 minutes with a fourth quarter total of 2,707 minutes.

In 2021, 50 different languages have been translated for Indiana PSAPs. Over the last three years 68 different languages have been translated.

Language translation has seen steady increases each year for the last three years.

Texty Services

(Please refer to graphs F-1.1 through F-1.5 in the appendix)

During the fourth quarter of 2021 there were 3,641 inbound text sessions received by 94 PSAPs. This is up from 91 PSAPs during the third quarter and consistent with quarterly trends. Total annual inbound text sessions are 15,248.

There were 39,772 outbound text sessions during the fourth quarter of 2021 sent by 114 Agencies. This represents outbound sessions from county and city PSAPS, State Police Posts, airport authorities, and college PSAPs. Total annual outbound text sessions were 199,130.

Texty version 17.5 is planned for deployment in 2022. This version will have Artificial Intelligence and Language Line translation capability built into the Texty application.

This seamless language translation will provide 9-1-1 operators 108 different language options. We are developing a training plan for PSAPs to train their staff to ensure the success of the translation service, and to increase awareness of this new feature.

We have scheduled deployment of 17.5 in Indiana for the week of March 14th. Deployment should be completed before the end of that week.

MEVO

(Please refer to graphs G-1.1 through G-1.2 in the appendix)

The MEVO 911 platform is used as a backup, a primary system, and a secondary call handling system by the PSAPs across the state and the midwest region.

MEVO phones are installed in all of the primary Indiana PSAPs as a backup for the PSAP's primary call taking equipment.

It is also used as a primary call taking system for the agencies where MEVO is their only call answering equipment. MEVO is also used as the call taking system for many secondary PSAPs as well as many other 911 call transfer points throughout the State of Indiana.

During the fourth quarter of 2021 MEVO delivered 341 calls by primary PSAPs with more than 5 hours of talk time.

The MEVO system also delivered 1,177 calls to secondary, EMS transfer points, and MEVO Anywhere Kits (MAK) with more than 29.4 hours of talk time.

Total MEVO usage for the 2021 calendar year is 21,051 calls with 41.5 hours of talk time.

Help Desk Ticket Analysis

(Please refer to graphs J-1.1 through J-1.4 in the appendix)

Support Tickets remained consistent with previous quarterly averages over the previous three years. In the fourth quarter of 2021 there were no changes in ticket volume that would indicate any underlying issues. There was increased maintenance on PSAP equipment as well as work on the core network.

INdigital continues to perform maintenance and testing of the network on a regular basis, which is shown in the number of maintenance tickets. Maintenance also includes circuit maintenance by a carrier that could have an effect on call delivery.

INdigital works directly with the carrier during the maintenance window to ensure all calls are delivered on alternate paths.

Event Analysis

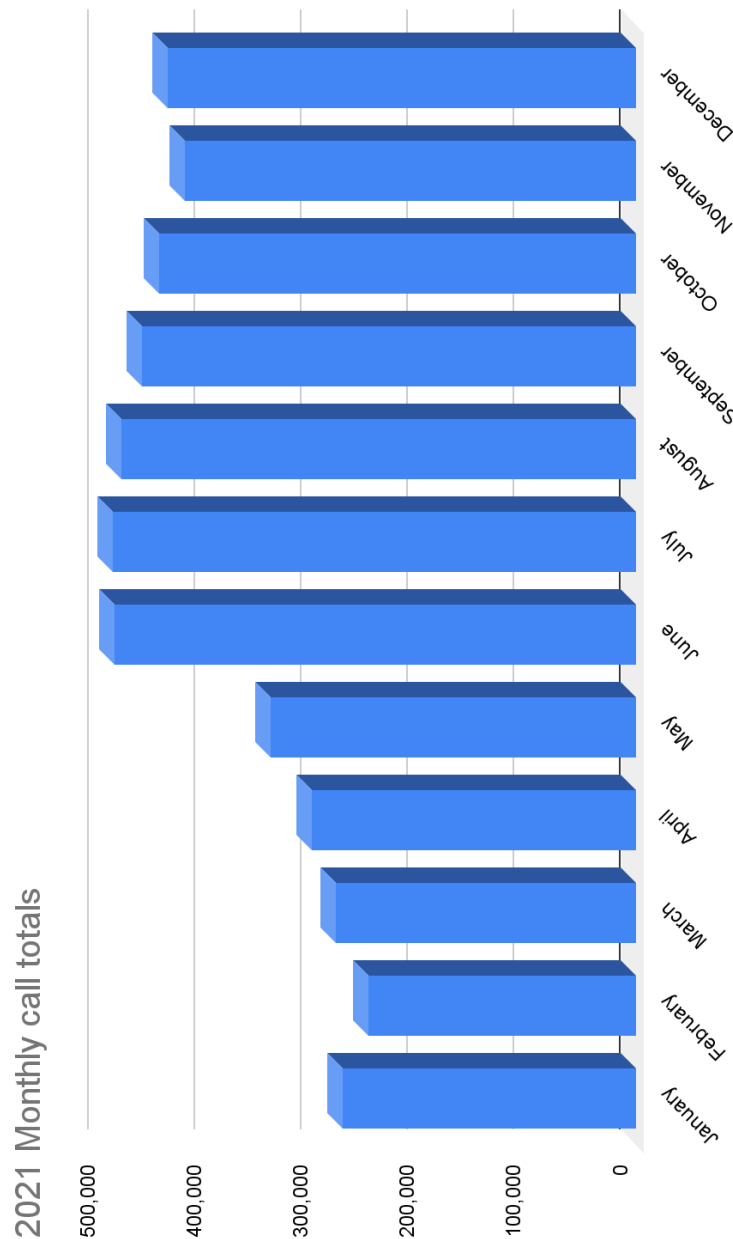*(Please refer to graphs K-1.1 through K-1.2 in the appendix)*

1. January's Winter Storm January 26th - 28th.
    a. Wednesday
        i. January 19th there were 12,749 9-1-1 calls.
        ii. January 26th there were 12,882 9-1-1 calls.
    b. Thursday
        i. January 20th there were 12,527 9-1-1 calls.
        ii. January 27th there were 12,794 9-1-1 calls.
    c. Friday
        i. January 21st there were 13,351 9-1-1 calls.
        ii. January 28th there were 14,118 9-1-1 calls.

2. February's Winter Storm February 17th.
    a. Thursday, February 17th there were 14,381 9-1-1 calls.
    b. Thursday, February 24th there were 13,509 9-1-1 calls.

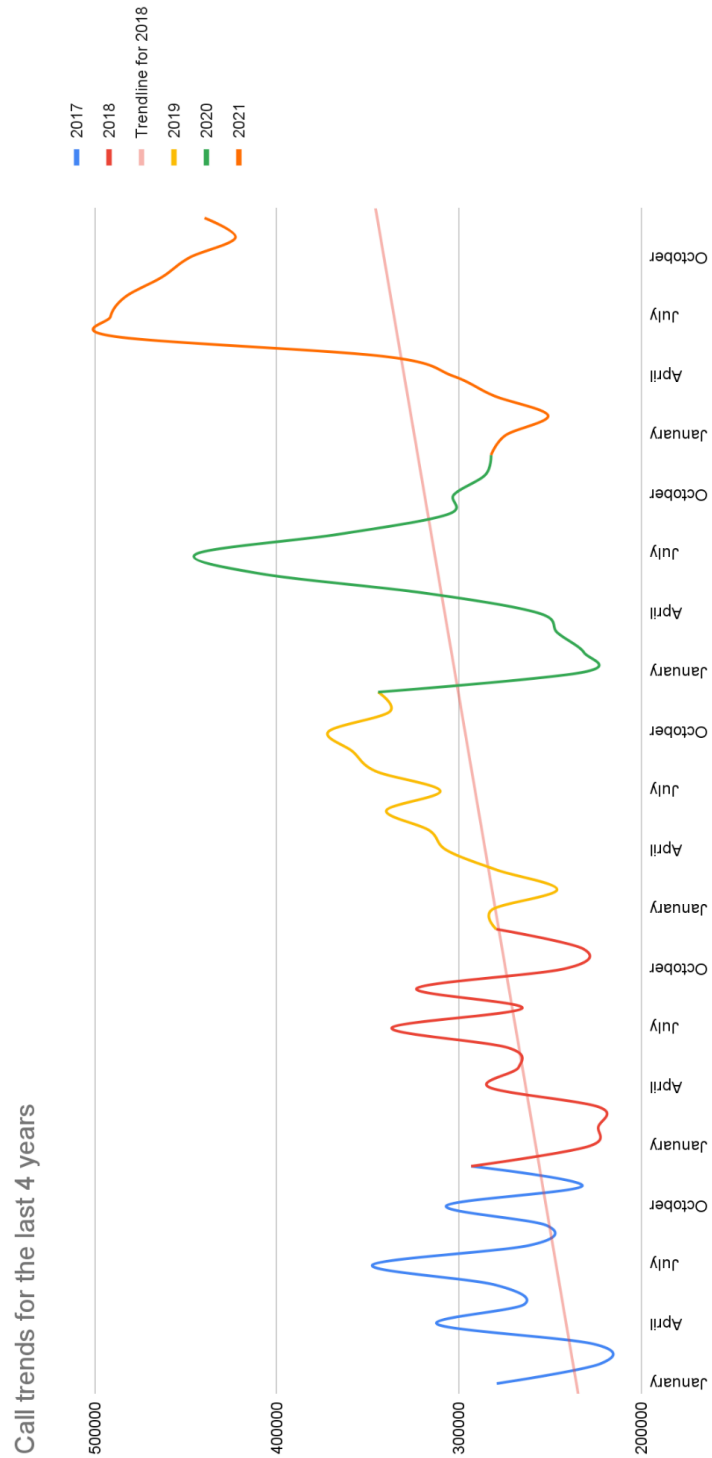# Appendix

Wireless Calls Graphs
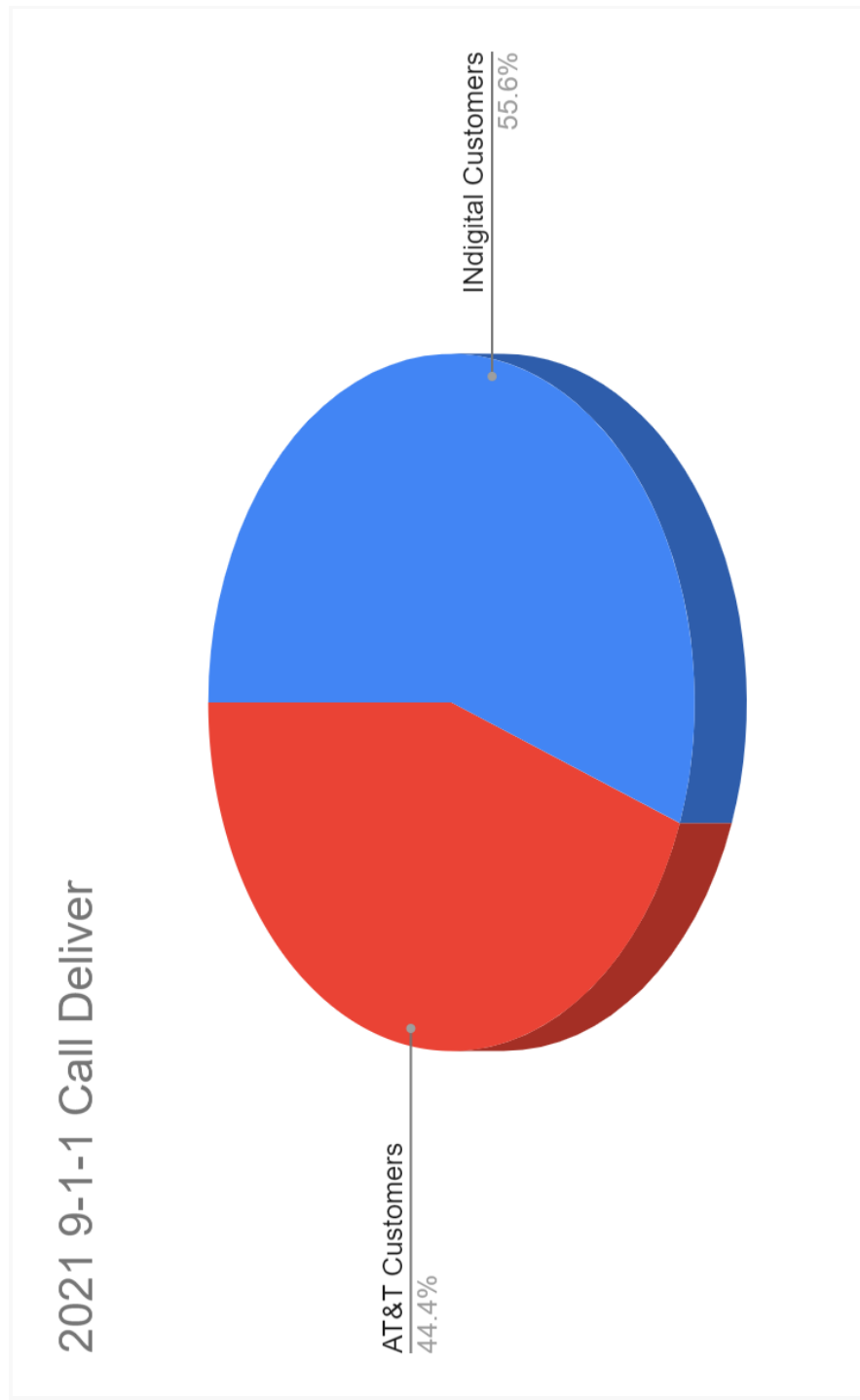
Graph D-1.1

Call volume for the second quarter of 2021.

2021 Monthly call totals

Graph D-1.2

Call volume for the past four years.

Call trends for the last 4 years

Legend: 2017, 2018, Trendline for 2018, 2019, 2020, 2021

Graph D-1.3

Call delivery to SSP.

2021 9-1-1 Call Deliver

INdigital Customers 55.6%

AT&T Customers 44.4%
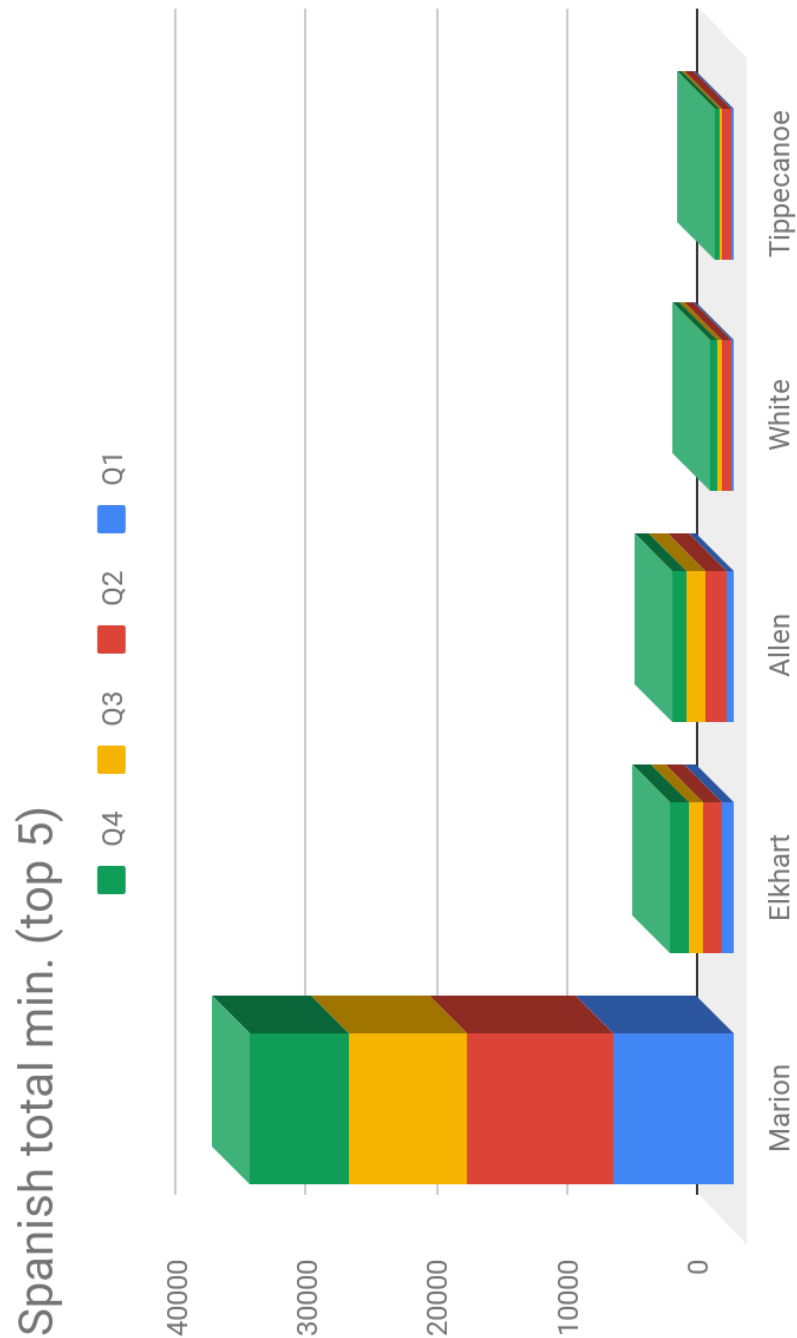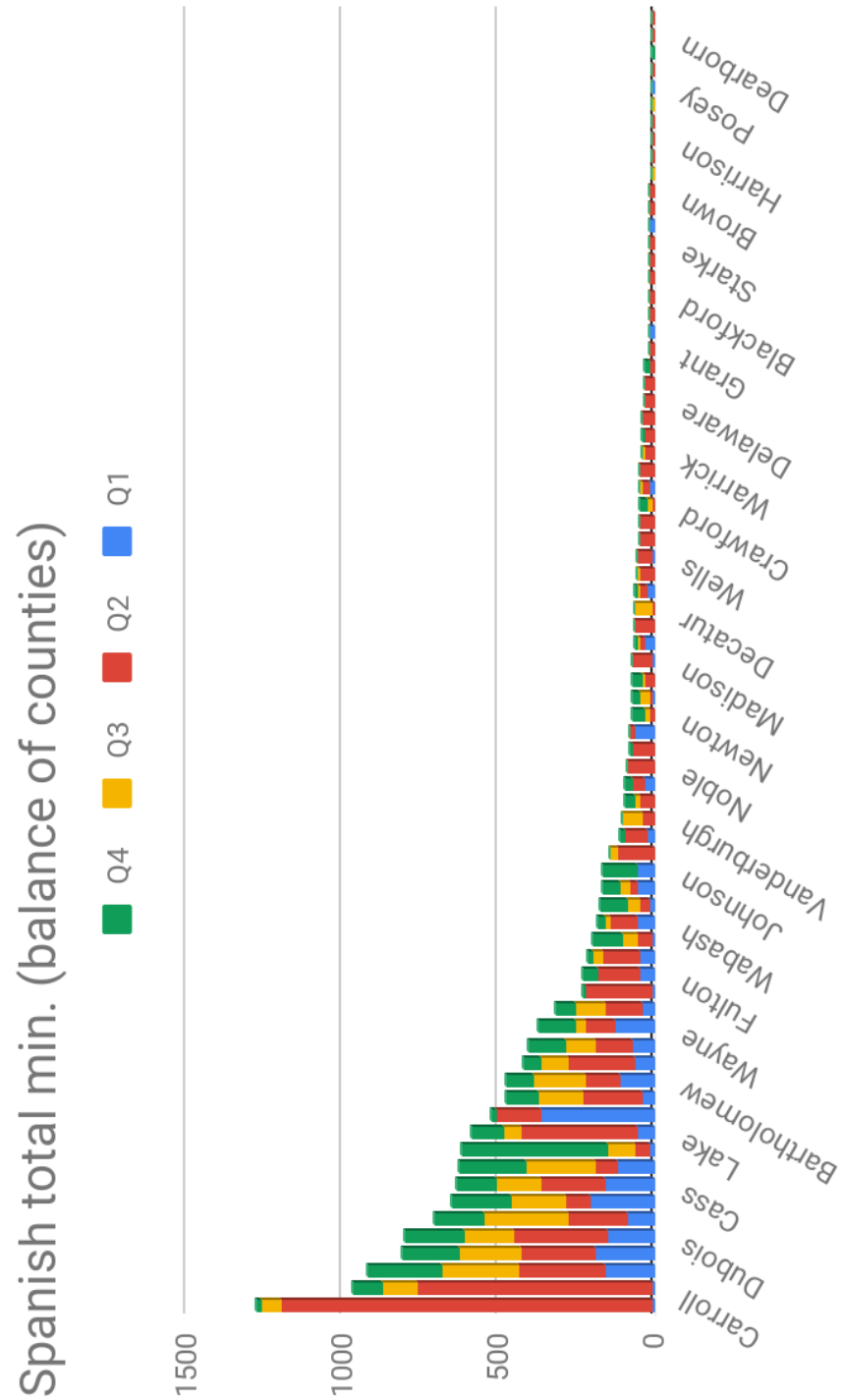
Translation Services Graphs

Graph E-1.1

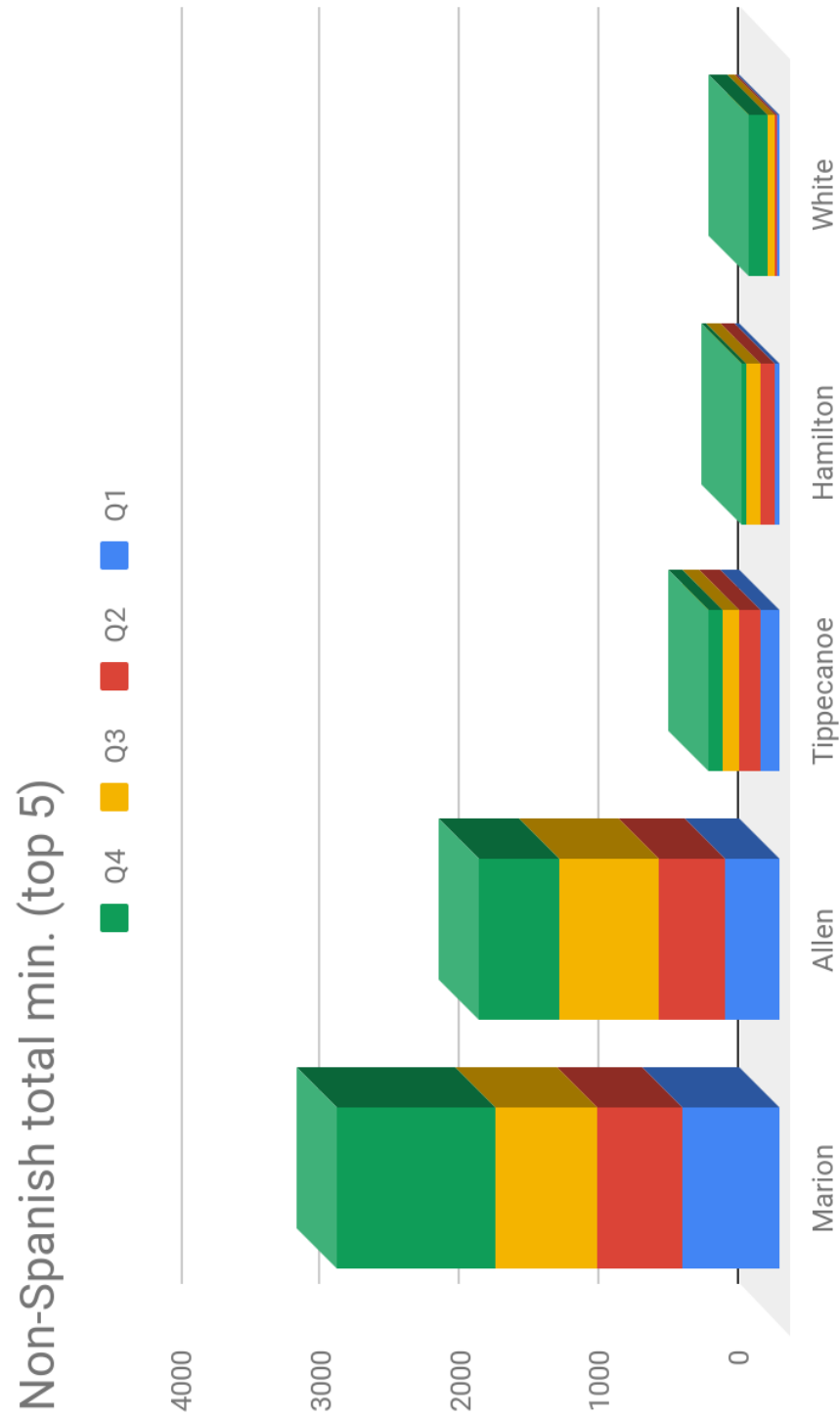Counties with the top 5 Spanish voice translation minutes.

Graph E-1.2

All other counties with Spanish voice translation in minutes.
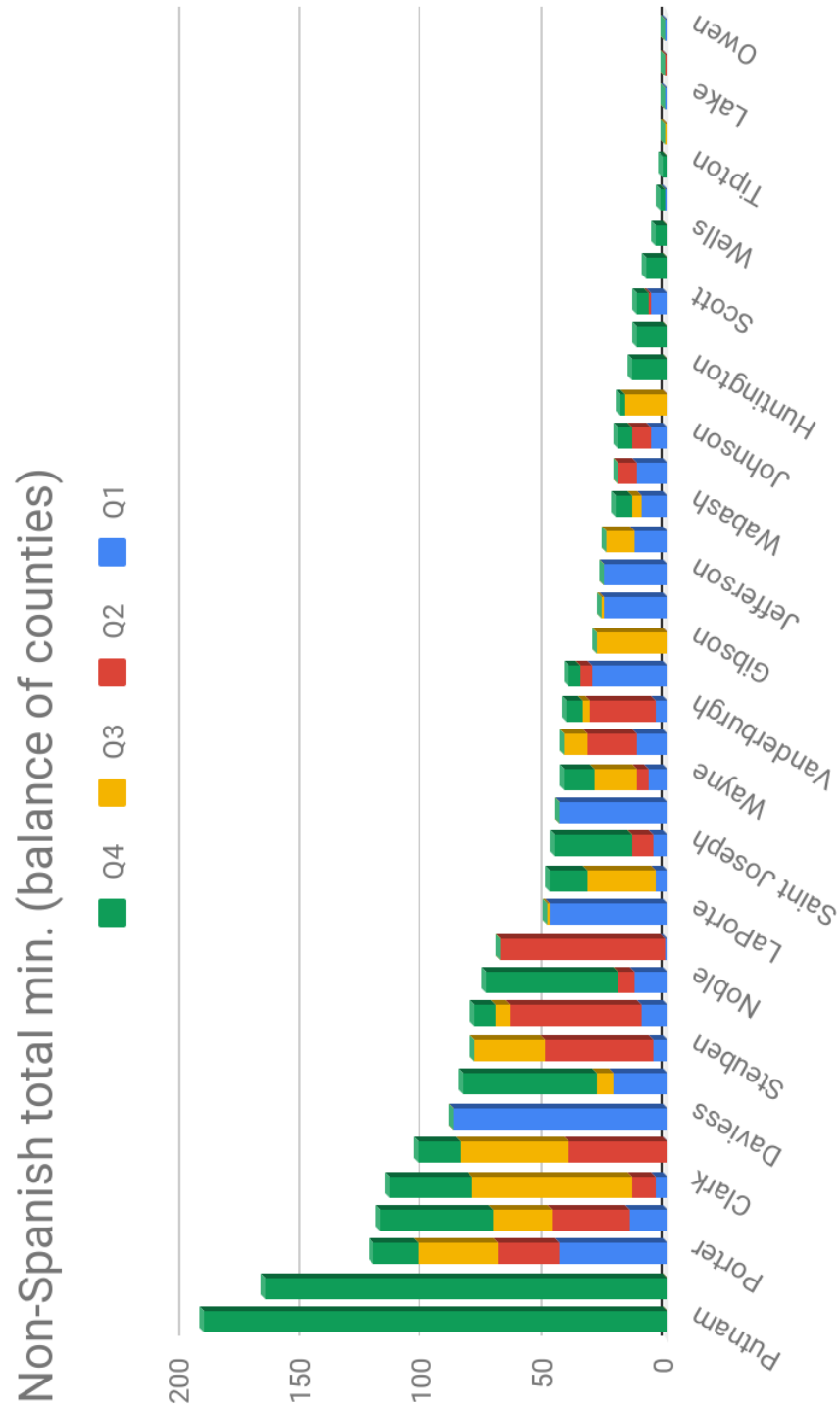
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Graph E-1.3

Counties with the top 5 non-Spanish voice translation minutes.

Graph E-1.4

All other counties with non-Spanish voice translation in minutes.

Graph E-1.5

Total occurrences of voice translation for each language used in the first two quarters of 2021.

| Language	Total	Language	Total
SPANISH	15023	NIGERIAN PIDGIN	4
BURMESE	351	PASHTO	4
HAITIAN CREOLE	293	AMHARIC	3
FRENCH	124	BOSNIAN	3
MANDARIN	115	GUJARATI	3
SWAHILI	89	SERBIAN	3
ARABIC	82	DARI	2
PUNJABI	56	KHMER	2
CHIN HAKHA	54	ROMANIAN	2
VIETNAMESE	52	TAGALOG	2
KINYARWANDA	27	URDU	2
TIGRIGNA	24	BENGALI	1
HINDI	22	BULGARIAN	1
SOMALI	22	CANTONESE	1
HAKKA-CHINA	19	CHIN TEDIM	1
JAPANESE	19	IGBO	1
RUSSIAN	19	ITALIAN	1
YORUBA	19	MALAY	1
KAREN	16	MOROCCAN ARABIC	1
KOREAN	14	NEPALI	1
PORTUGUESE	9	PORTUGUESE BRAZILIAN	1
TURKISH	8	ROHINGYA	1
FARSI	5	SYLHETI	1
POLISH	5	THAI	1

Graph E-1.6

Total annual Spanish minutes over the last three years.
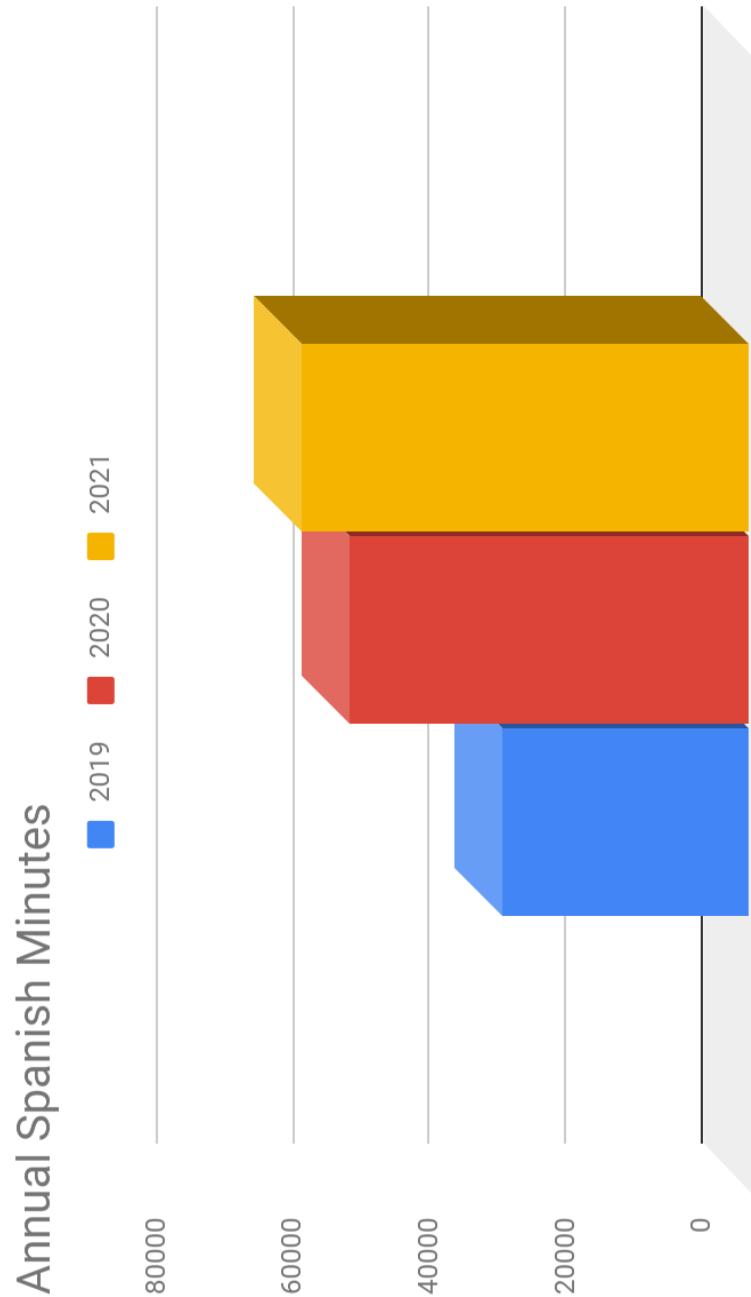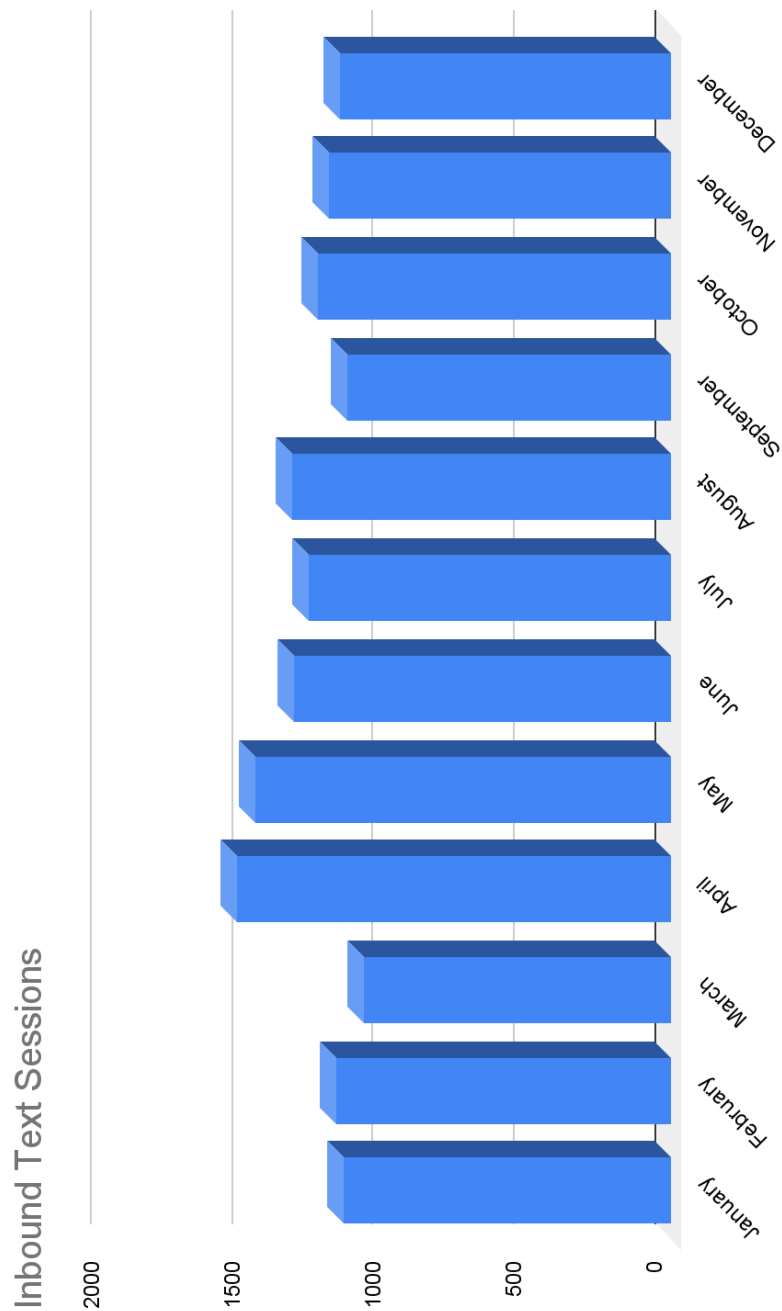
Graph E-1.7

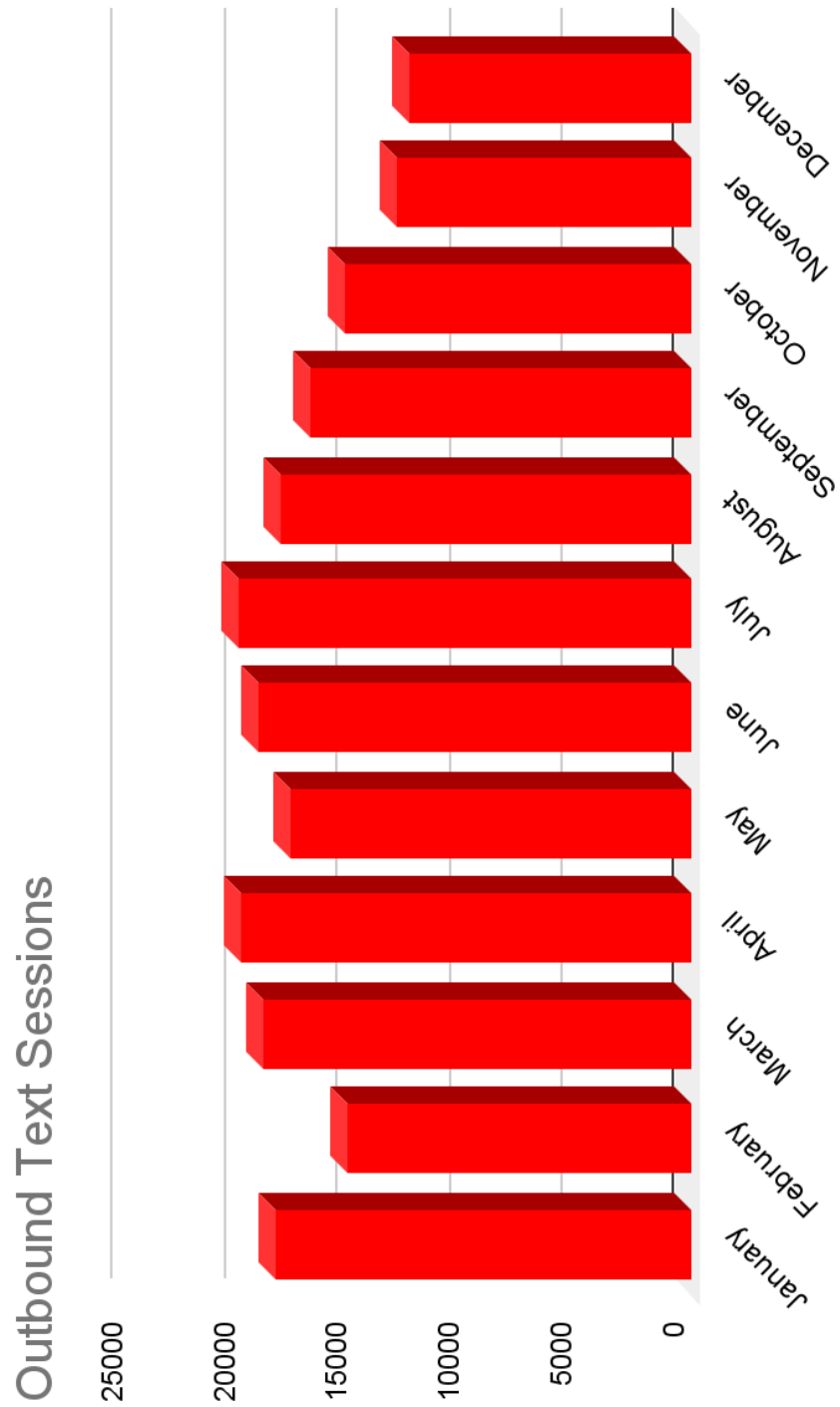Total annual Non-Spanish minutes over the last three years.
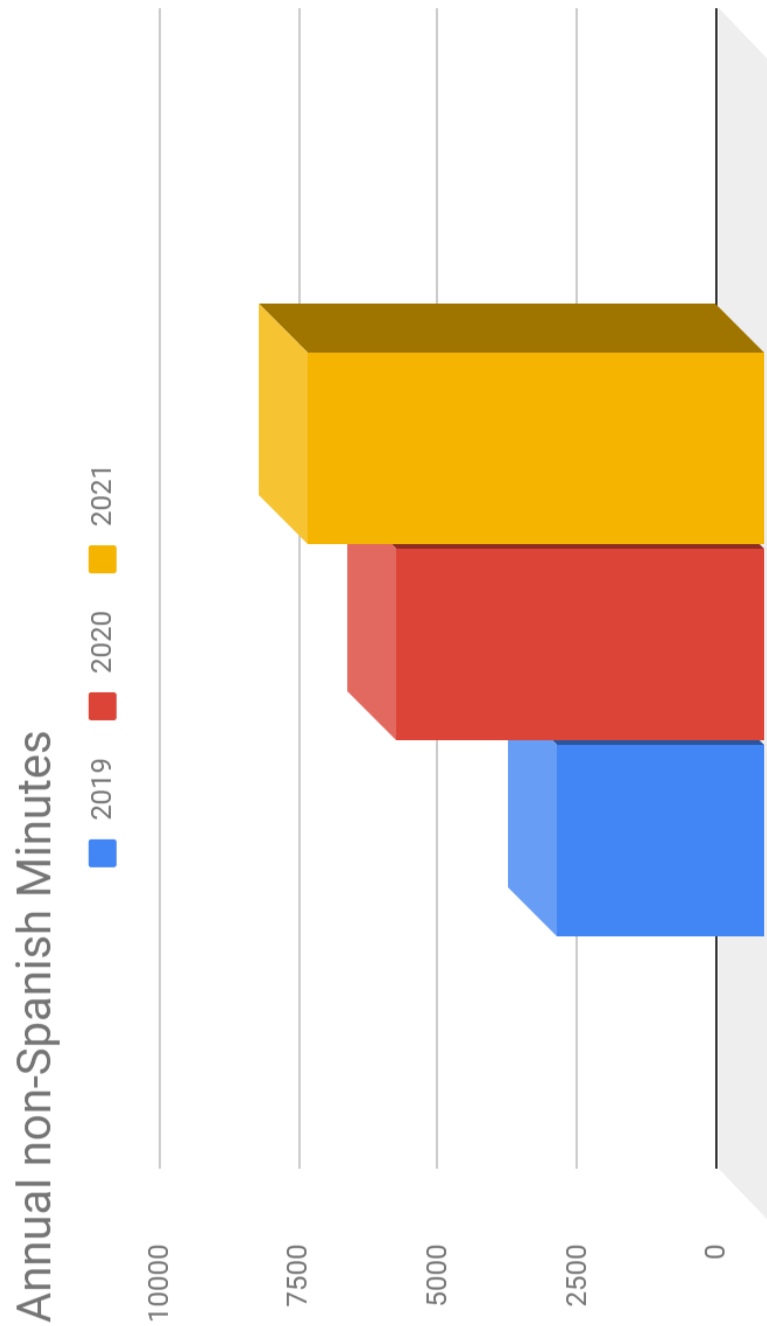
Texty Services Graphs

Graph F-1.1

All Inbound Text to 911 by month.

Graph F-1.2

All Outbound Text from 911 by month.

Outbound Text Sessions

Graph F-1.3

All Inbound Text to 911 by PSAP.

Inbound Text to 911

Q1 - 3,454 (100 +)	
Marion Co.Indy PD	5038
Lake Co. Sheriffs Office	903
Saint Joseph	894
Vanderburgh Co. Central Dispatch	772
Allen Co. SD	697
Vigo Co. 911	519
Kosciusko Co.	446
Elkhart Co. 911 Center	436
Monroe Co. Central Dispatch	324
Wayne Co. Emergency Communications [	277
Hamilton Co. Sheriffs Office Dispatch	262
Clark Co. 911 Center	237
Delaware Co. Emer. Com. Center	220
Hendricks Co. Communications Center	218
Lafayette PD	214
Johnson Co. SD	205
Madison Co. Sheriffs Office	199
LaPorte Co. 911 Communications	198
Montgomery Co. / Crawfordsville E911	154
Bartholomew Co. EOC	150
Porter Co.	148
Floyd Co. Sheriff's Department	124
Grant Co. SD	108
Hancock Co. EOC	102

Q2 - 4,364 (30 - 99)	
Jennings Co. 911	96
Morgan Co. 911	93
Boone Co. SD	82
Clinton Co. 911	79
Howard Co. SD	78
Indigital telecom	66
Henry Co. Emergency Services	64
Tippecanoe Co. Sheriffs Office	56
Jackson Co. 911	55
Tipton Co. E911	54
Adams Co. Sheriffs Office	54
Shelby Co. SD	51
Miami Co. 911	51
Warrick Co. Sheriffs Office	50
Knox Co. Dispatch Office	50
Dubois Co. Communications Center	48
Clay Co. Justice Center	43
Huntington Co. Sheriffs Office	41
Lawrence Co. Sheriffs Office	40
Gibson Co. SD	40
Fayette Co. Communications	40
Jefferson Co. 911	39
Wabash Co. Central Dispatch	37
Schererville PD	36
Ripley Co. E-911 Communications	35
Marshall Co. PD	35
Jasper Co. Sheriffs Office	35
Cass Co. E911	35
Sullivan Co. 911	34
Dearborn Co.	34
Noble Co. SD	31
Carroll Co. E911	31
White Co.	30
Wells Co.	30

Q3 - 3,780 (10 - 29)	
Putnam Co. Sheriffs Office	29
Posey Co. 911	29
Scott Co. Emergency Communications	27
Jay Co. SD	27
Spencer Co. 911	26
DeKalb Co. SD	26
Decatur Co. SD	26
Whitley Co. Communications Center	25
Greene Co. Sheriffs Office	25
LaGrange Co. Communications	24
Steuben Co. 911	22
Owen Co. Sheriffs Office	22
Harrison Co. SD Dispatch	22
Franklin Co. Communications E-911	21
Fountain/Warren Co. Regional Dispatch C	21
Vermillion Co. Sheriff's Office	19
Randolph Co. Communications	19
Mooresville PD	19
Brown Co. SD	17
ISP Toll Road Post 21	16
Fulton Co. Communications	16
Washington Co. Sheriffs Office	15
Benton Co. Sheriffs Office	15
Rush Co. SD	14
Pulaski Co. Sheriffs Office	14
Starke Co. Sheriffs Office	13
Perry Co.	13
Parke Co. 911	13
Blackford Co. Central Dispatch	13
Daviess Co. 911	12
Purdue University PD	11
Lawrence PD	11
Crawford Co. Central Dispatch	11
Indy Airport Authority	10

Q4 - 3,680 (< 10)	
Pike Co. Sheriffs Office	9
Orange Co. SD	8
Newton Co. 911	6
Lowell SP Post 13	6
BeachGrove PD	6
Union Co. 911	5
Switzerland Co. Communication	5
Speedway Police	5
Ohio Co. Communications	5
Elkhart City PD	5
West Lafayette PD	4
Martin Co. SD	3
Columbia City Communications Center	3
Bedford PD	3
Kendalville PD	2
Jasper PD	2
ISP Fort Wayne Post 22	2
Batesville PD	2
Seymour PD	1
Rushville PD	1
IU PD	1
ISP Versailles Post 42	1
ISP Indianapolis Post	1
ISP Bloomington Post 33	1

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Graph F-1.4

All Outbound Text from 911 by PSAP.

Outbound Text from 911

| Q1 - 52,923 (1,000 +)		Q2 - 57,261 (300 - 999)		Q3 - 55,557 (60 - 250)		Q4 - 39,886 (< 60)	
Marion Co.Indy PD	25264	Henry Co. Emergency Services	943	Switzerland Co. Communication	299	Harrison Co. SD Dispatch	59
Hamilton Co. Sheriffs Office Dispatch	16314	Cass Co. E911	939	Washington Co. Sheriffs Office	280	Tipton Co. E911	59
Saint Joseph	15435	DeKalb Co. SD	922	Benton Co. Sheriffs Office	241	Lawrence PD	58
Elkhart Co. 911 Center	12757	Noble Co. SD	886	Sullivan Co. 911	235	Kendalville PD	56
Allen Co. SD	12306	Scott Co. Emergency Communications	812	Tippecanoe Co. Sheriffs Office	211	Batesville PD	55
Lake Co. Sheriffs Office	10059	Jefferson Co. 911	803	Posey Co. 911	189	Indigital telecom	46
Monroe Co. Central Dispatch	7810	Ripley Co. E-911 Communications	762	Greene Co. Sheriffs Office	187	Martin Co. SD	43
Clark Co. 911 Center	6945	Miami Co. 911	758	Lowell SP Post 13	177	Perry Co.	43
Porter Co.	6300	Adams Co. Sheriffs Office	748	Randolph Co. Communications	170	ISP Versailles Post 42	42
Bartholomew Co. EOC	5747	Madison Co. Sheriffs Office	691	Rush Co. SD	166	ISP Toll Road Post 21	39
Wayne Co. Emergency Communications D	5599	Pulaski Co. Sheriffs Office	685	Newton Co. 911	149	Jasper PD	33
Hendricks Co. Communications Center	5163	Brown Co. SD	679	Union Co. 911	144	Columbia City Communications Center	32
Vigo Co. 911	4547	Fulton Co. Communications	667	ISP Indianapolis Post	136	Seymour PD	32
Vanderburgh Co. Central Dispatch	3940	Huntington Co. Sheriffs Office	661	Delaware Co. Emer. Com. Center	133	Parke Co. 911	30
Lafayette PD	3567	Fountain/Warren Co. Regional Dispatch C	645	Howard Co. SD	105	Daviess Co. 911	17
Montgomery Co. / Crawfordsville E911	3474	Jennings Co. 911	633	Putnam Co. Sheriffs Office	97	ISP Bloomington Post 33	15
Kosciusko Co.	3201	Clay Co. Justice Center	578	Warrick Co. Sheriffs Office	91	IU PD	14
Grant Co. SD	3064	West Lafayette PD	574	Blackford Co. Central Dispatch	90	Speedway Police	11
Dubois Co. Communications Center	2893	Whitley Co. Communications Center	570	Fayette Co. Communications	78	BeachGrove PD	8
Hancock Co. EOC	2512	Marion Co.	554	Ohio Co. Communications	77	Bedford PD	8
Crawford Co. Central Dispatch	2013	Jackson Co. 911	529	Pike Co. Sheriffs Office	72	Vermillion Co. Sheriff's Office	8
Boone Co. SD	2005	Lawrence Co. Sheriffs Office	527	Mooresville PD	71	Rushville PD	4
Spencer Co. 911	1789	Starke Co. Sheriffs Office	477	New Haven PD	64	Gibson Co. SD	3
Wabash Co. Central Dispatch	1725	Franklin Co. Communications E-911	476				
Clinton Co. 911	1546	Knox Co. Dispatch Office	445				
Morgan Co. 911	1511	Indy Airport Authority	441				
LaPorte Co. 911 Communications	1507	Jay Co. SD	424				
Marshall Co. PD	1483	Carroll Co. E911	411				
Steuben Co. 911	1483	Decatur Co. SD	400				
Shelby Co. SD	1410	Owen Co. Sheriffs Office	372				
Dearborn Co.	1373	Orange Co. SD	370				
Purdue University PD	1292	Johnson Co. SD	346				
White Co.	1285	Elkhart City PD	339				
LaGrange Co. Communications	1200	Floyd Co. Sheriffs Department	329				
Wells Co.	1125	Jasper Co. Sheriffs Office	301				
Schererville PD	1109						

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Graph F-1.5

All Outbound Text from 911 by PSAP.
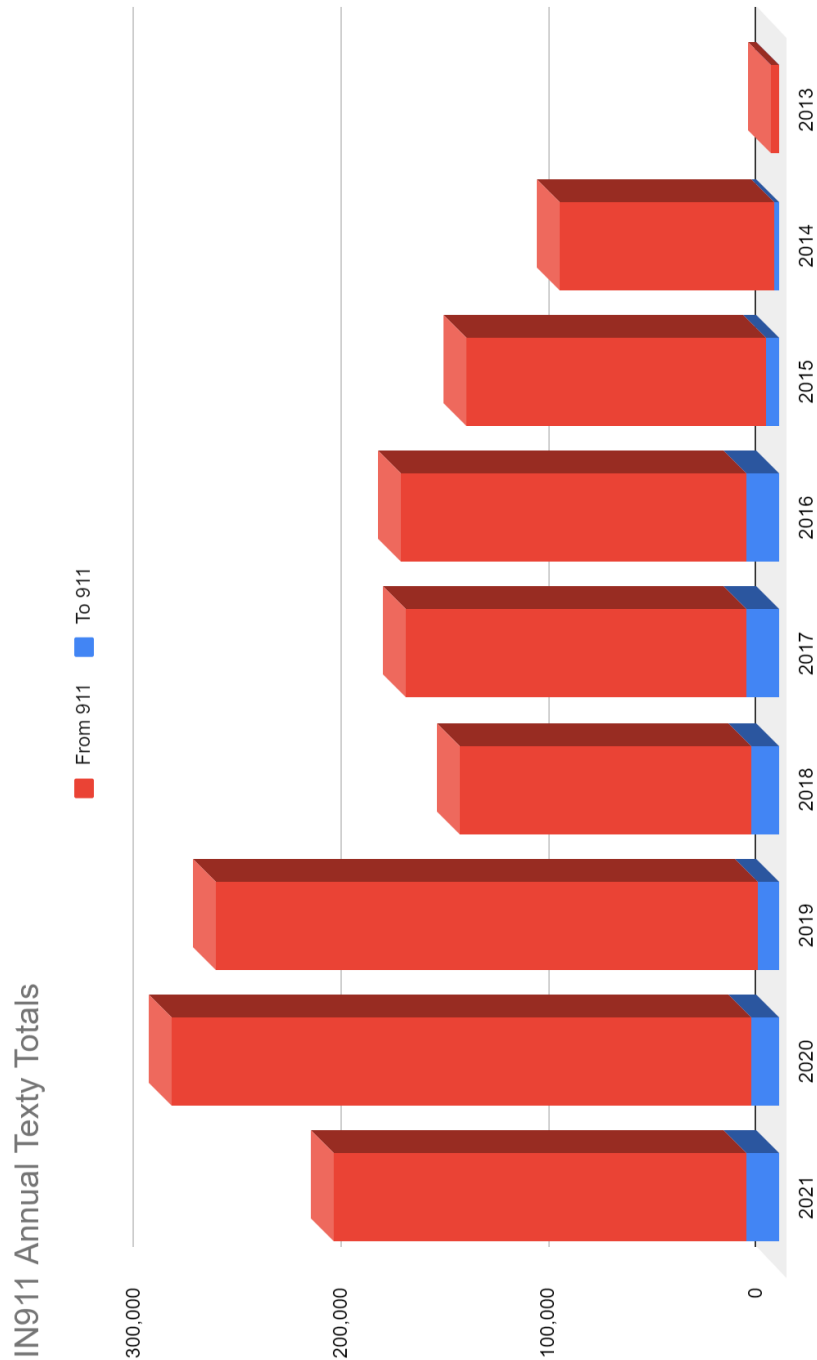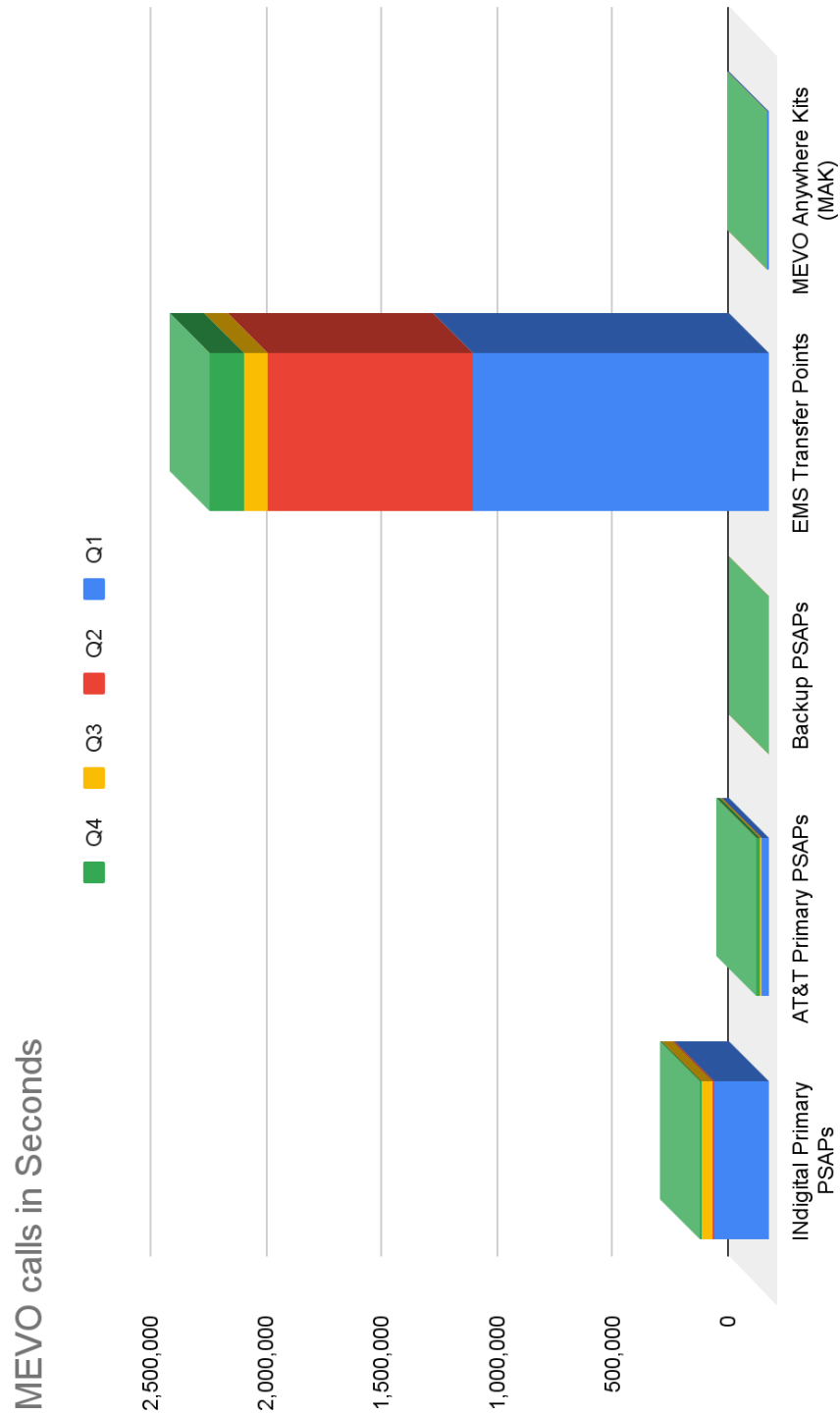
MEVO Graphs

Graph G-1.1

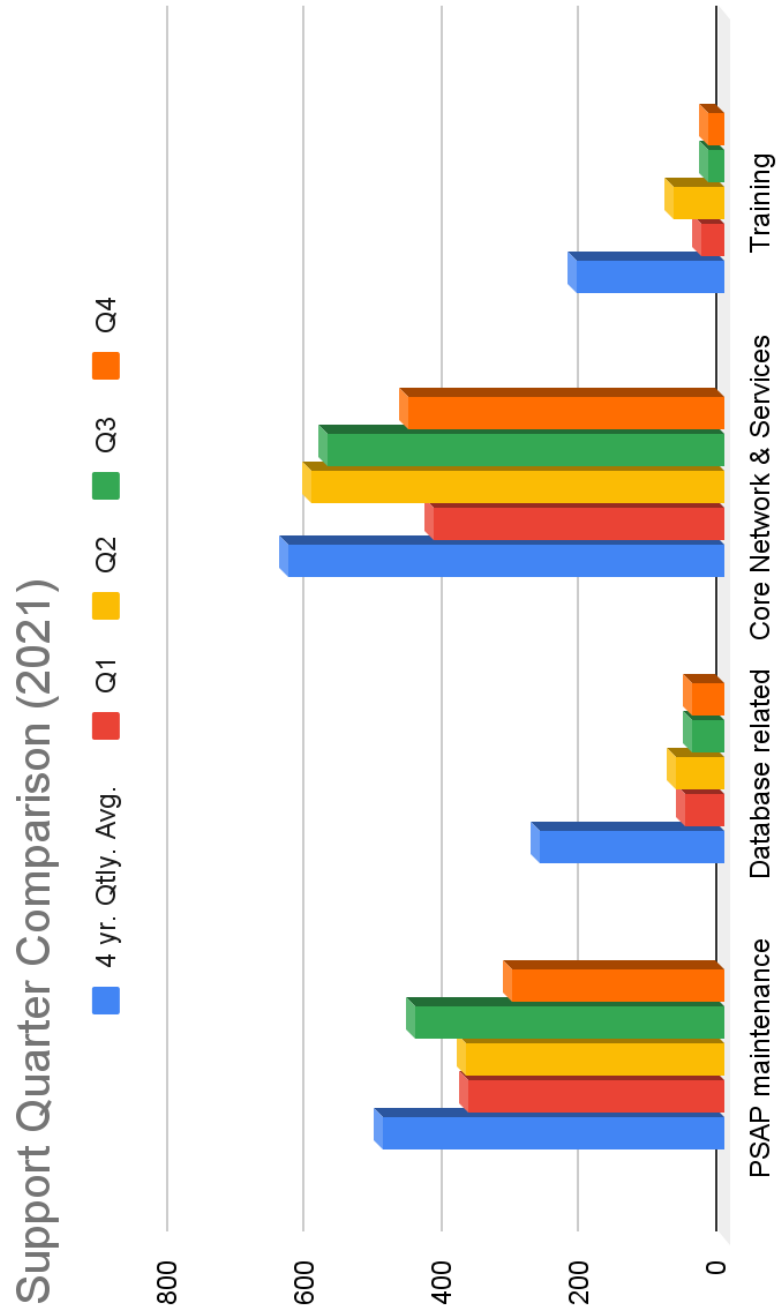MEVO 2020 quarterly inbound call totals.
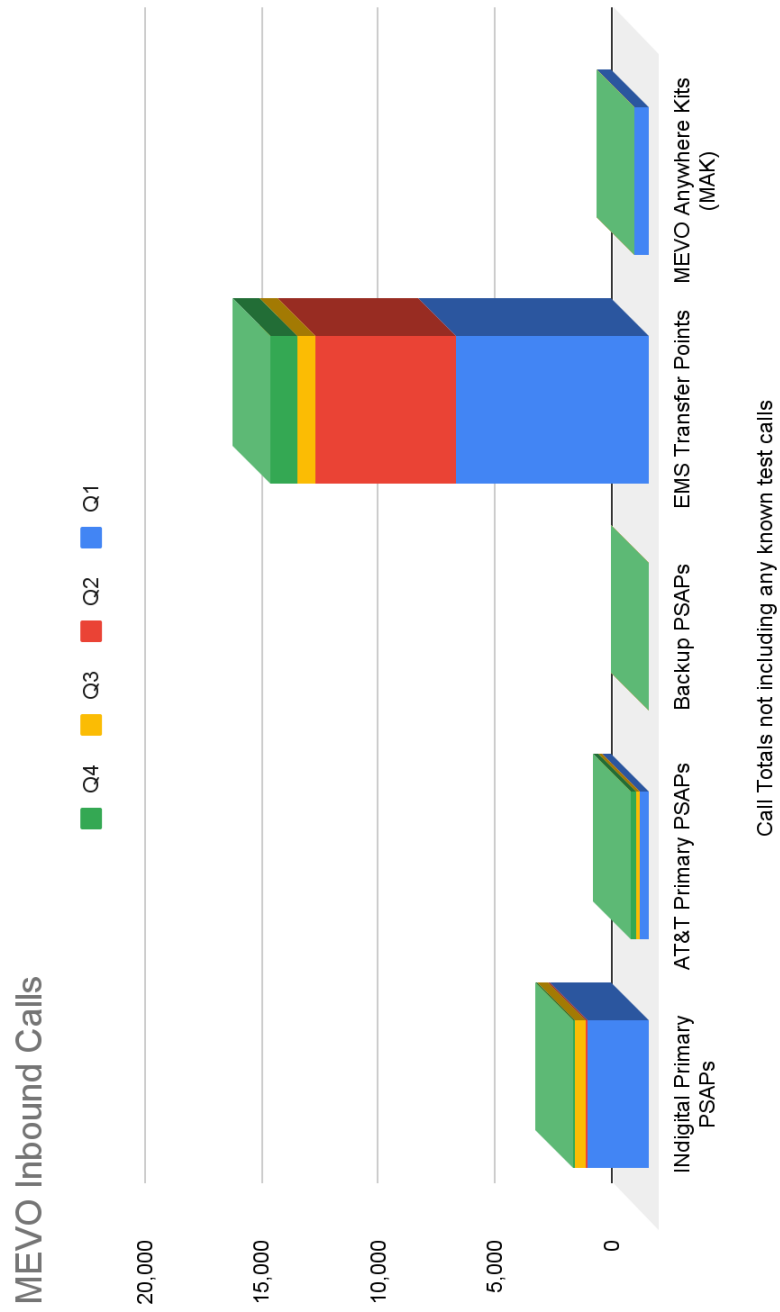
Graph G-1.2

MEVO 2020 quarterly inbound call totals in seconds.
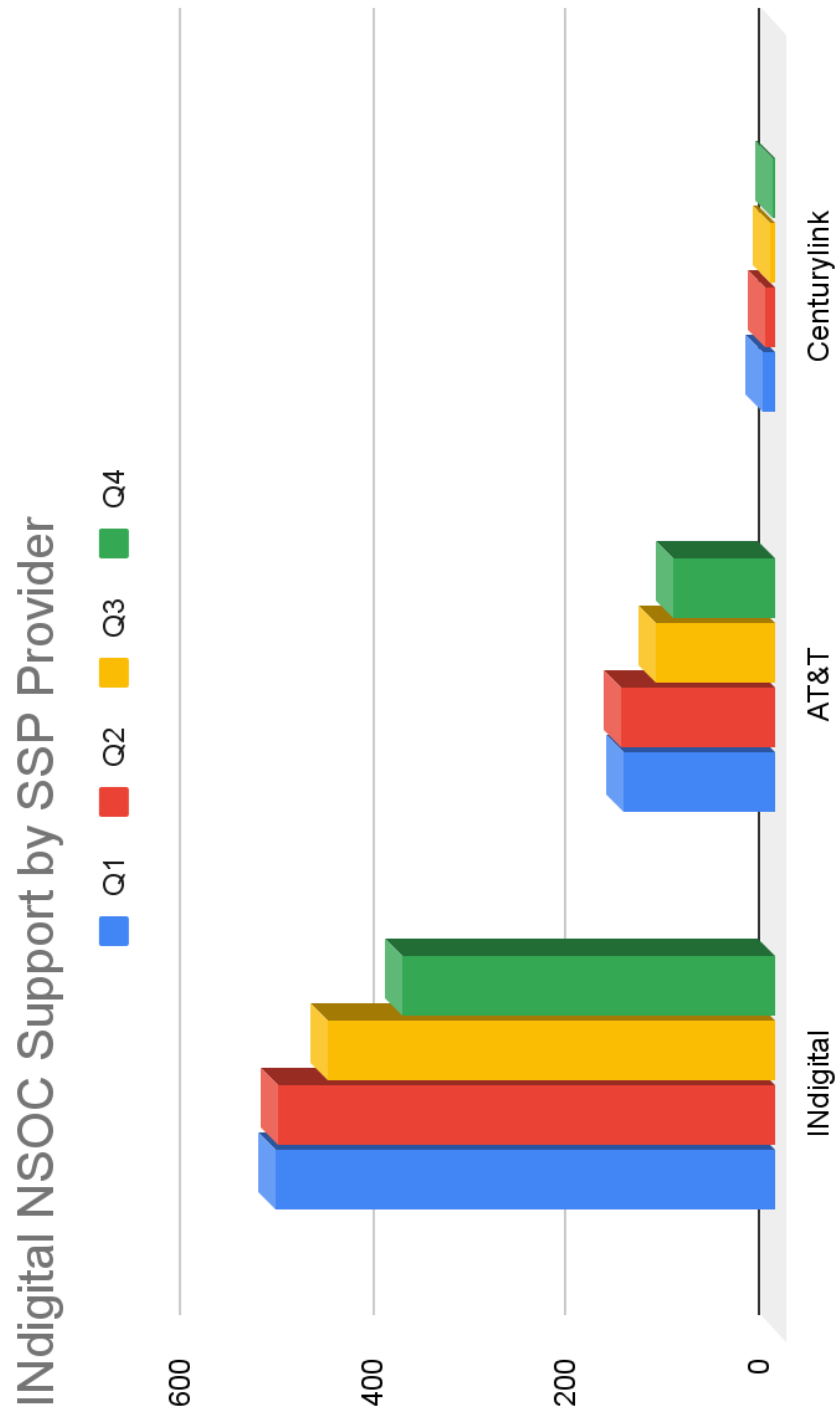
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Help Desk Ticket Analysis Graphs

Graph J-1.1

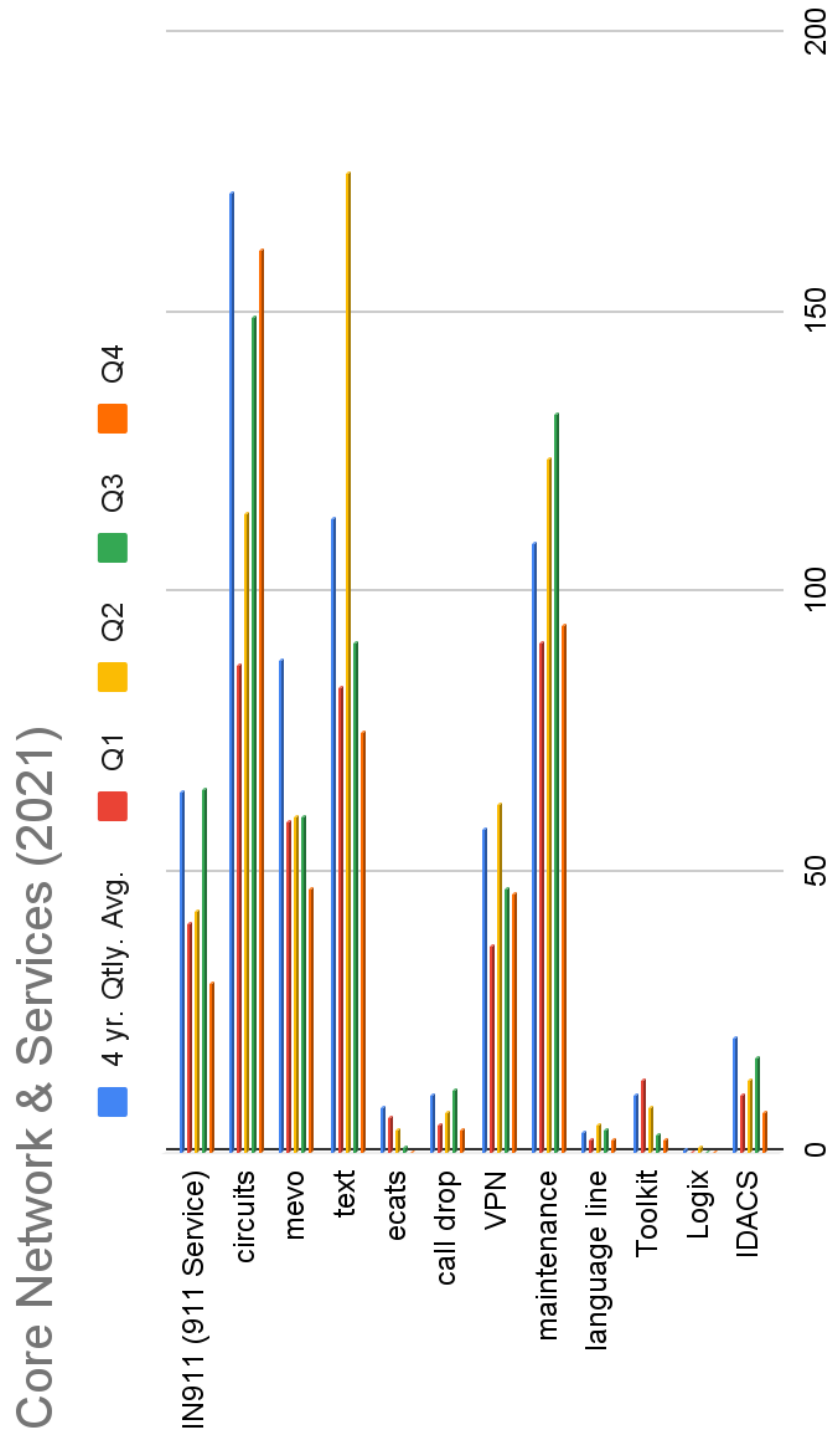Second quarter totals for 2021 of trouble tickets for core support.

Graph J-1.2

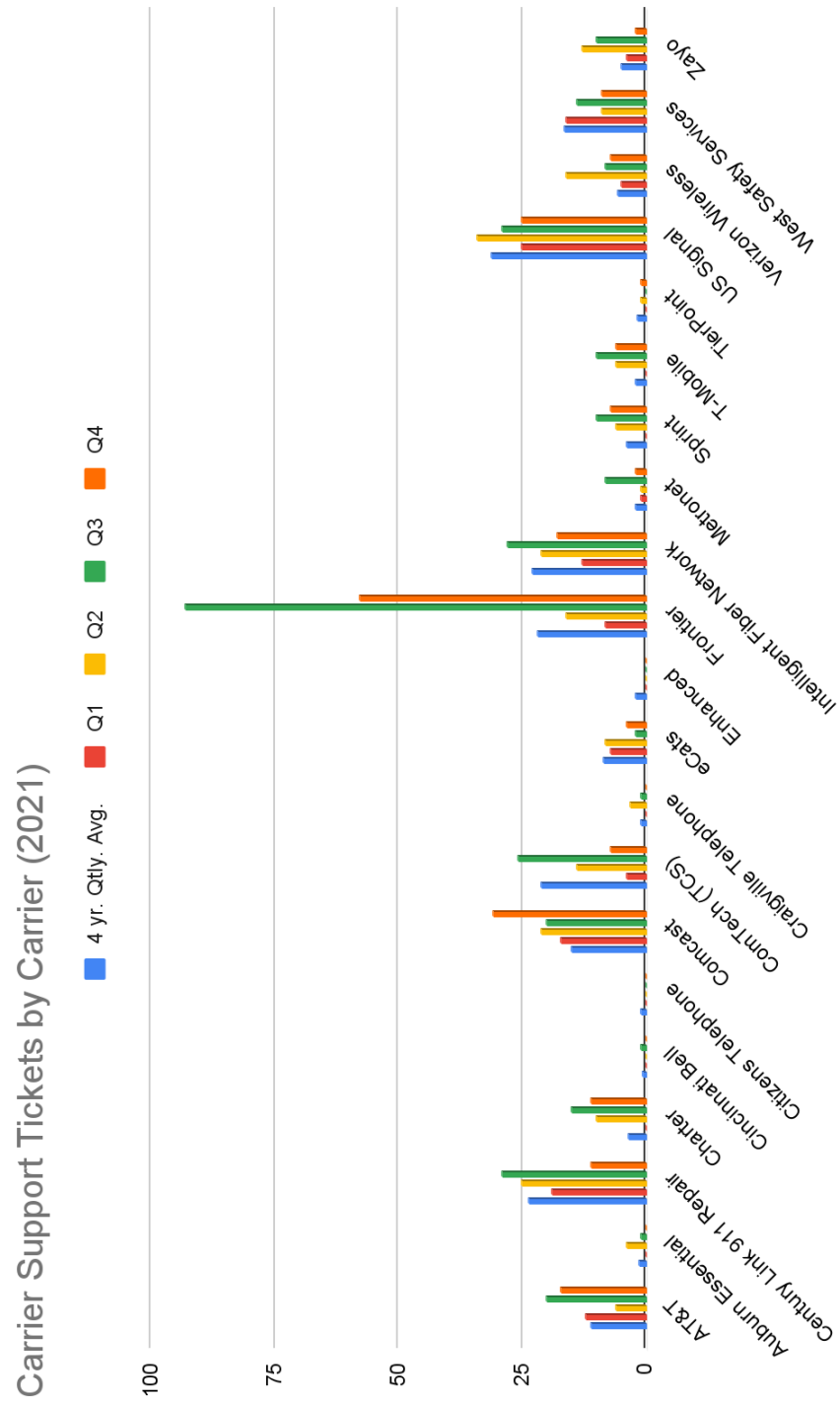Second quarter totals by CPE or SSP Provider.

INdigital NSOC Support by SSP Provider

Legend: Q1, Q2, Q3, Q4

Categories: Centurylink, AT&T, INdigital

Axis values: 0, 200, 400, 600

Graph J-1.3

Second quarter totals of core network & service support.

Graph J-1.4

Quarterly totals of carrier support tickets.

Carrier Support Tickets by Carrier (2021)

Legend: 4 yr. Qtly. Avg. | Q1 | Q2 | Q3 | Q4
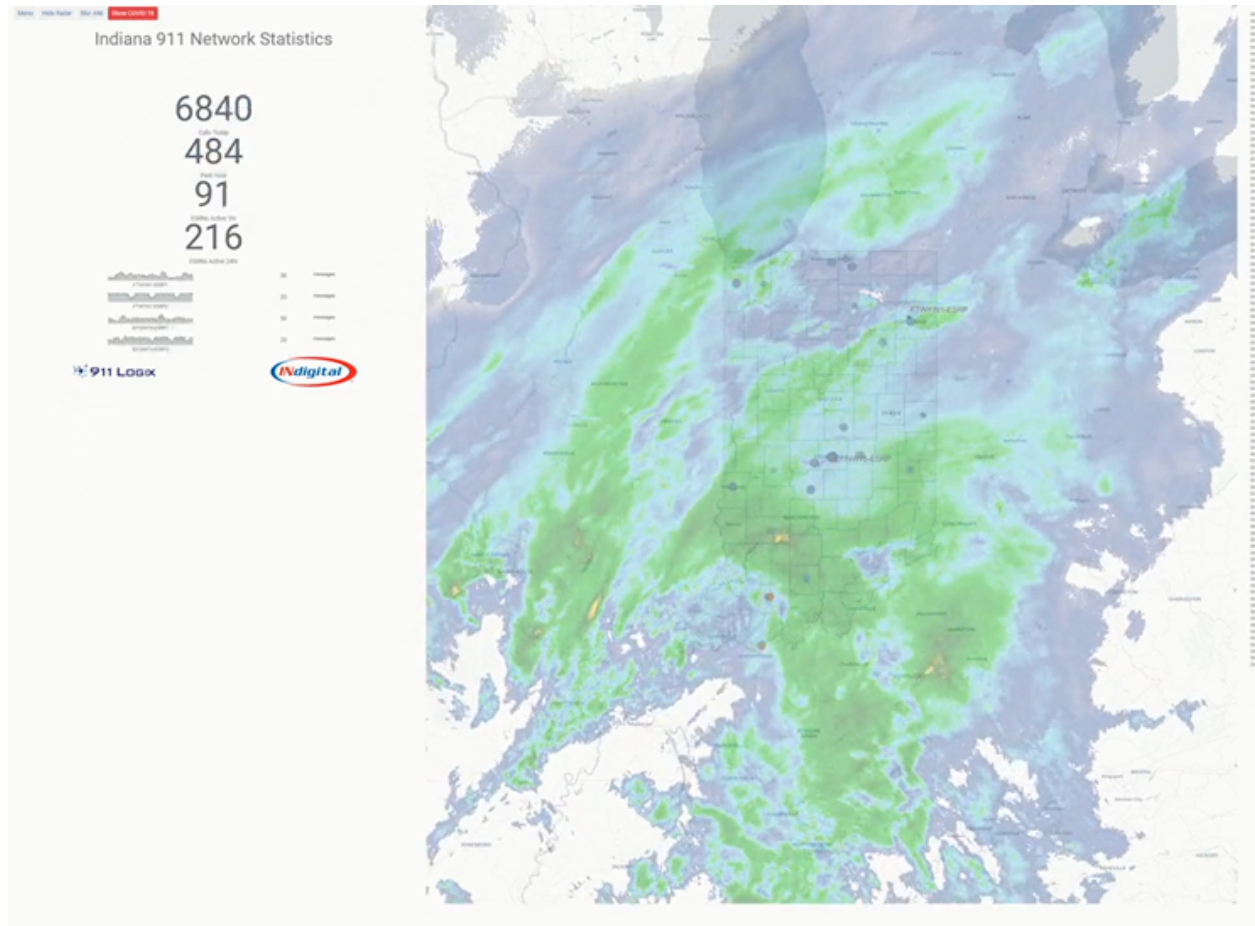
Event Analysis Graphs

Graph K-1.1   Event Analysis

January Winter Storm Graph
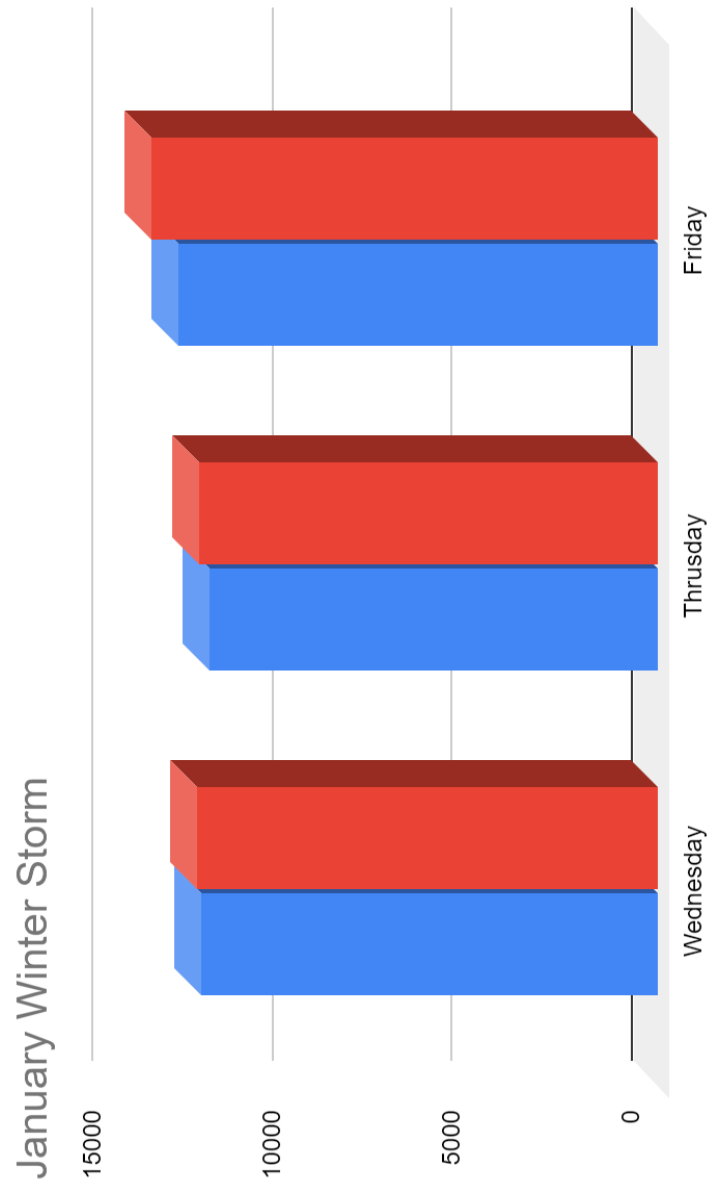
Graph K-1.2   Event Analysis
January Winter Storm

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911 IS OUR CALLING

Contact Us

main: 877.469.2010
address: 1616 Directors Row,
　　　　 Fort Wayne, IN 46808
online: indigital.net
email: info@indigital.net

Shane L. Rekeweg
direct: 260.517.8228
online: indigital.net
email: srekeweg@indigital.net