Q-3 Indiana NG9-1-1 Report
## for the reporting interval ending
August 31, 2019
## with data from

Section A - INdigital ESiNet Summary

1. Work on the Metro Line Ethernet Service will be completed mid September.
   a. In depth testing was performed before and after the migration work was performed.
   b. A Work and Safety Plan was developed, shared and reviewed.
2. The G-19 network starts moving into production in coordination with the Metro Line ring turndown.
3. We continue working on the Interconnect and Commercial Agreements for the INdigital ESiNet to AT&T dual ESiNet connection.
4. We reached out to those PSAPs that are not signed up for One-call. We continue encouraging all Indiana PSAPs to enrolled.
5. Verizon Wireless discussion reference taking direct SIP calls with RTT (Realtime Text).

Section B - PSAP News

1. Fort Wayne ISP Post 22 has been cut to new 911 equipment.
2. Owen County PSAP has been cut over to new 911 equipment.
3. Columbia City has outfitted their new dispatch center.
   a. GEO routing of 911 calls will go live after the G-19 network is in production.
4. IN911 Network news
   a. Porter County is in the process of moving to direct IN911 services.
5. Vigo County suffered a virus/malware attack in the 911 center with auxiliary systems as reported by news outlets. IN911 services was not affected.
6. Spencer County had a severe lightning hit and had to move out of their dispatch center. They are currently working out of a district command center trailer.
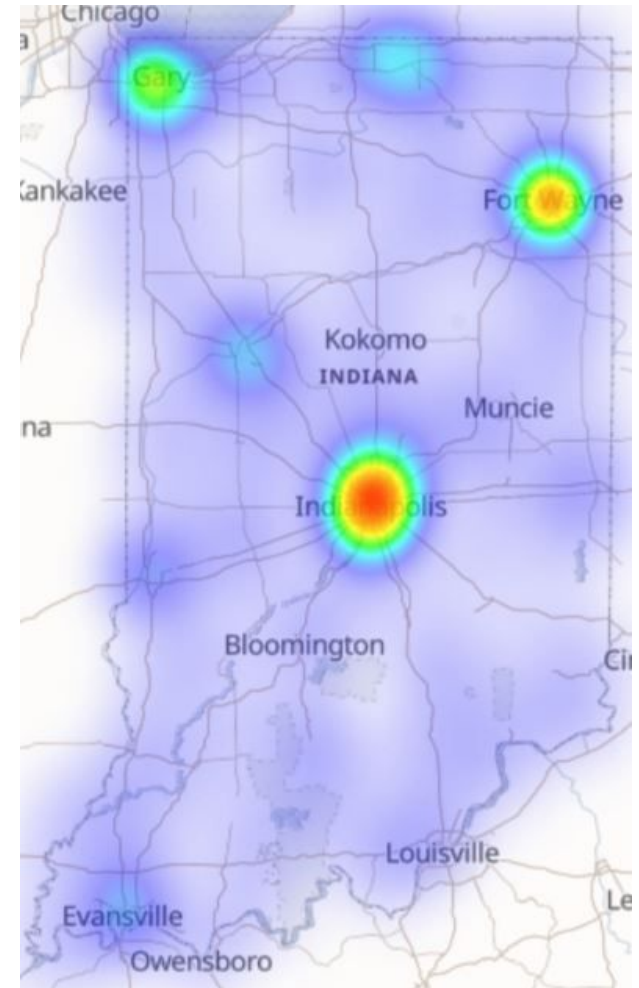
7. AT&T Mobility had an outage on July 2, starting at ~7am ETZ.
   Continuing until ~9am. The impact for Indiana is shown below as each dot indicates the number of 911 calls for that area.
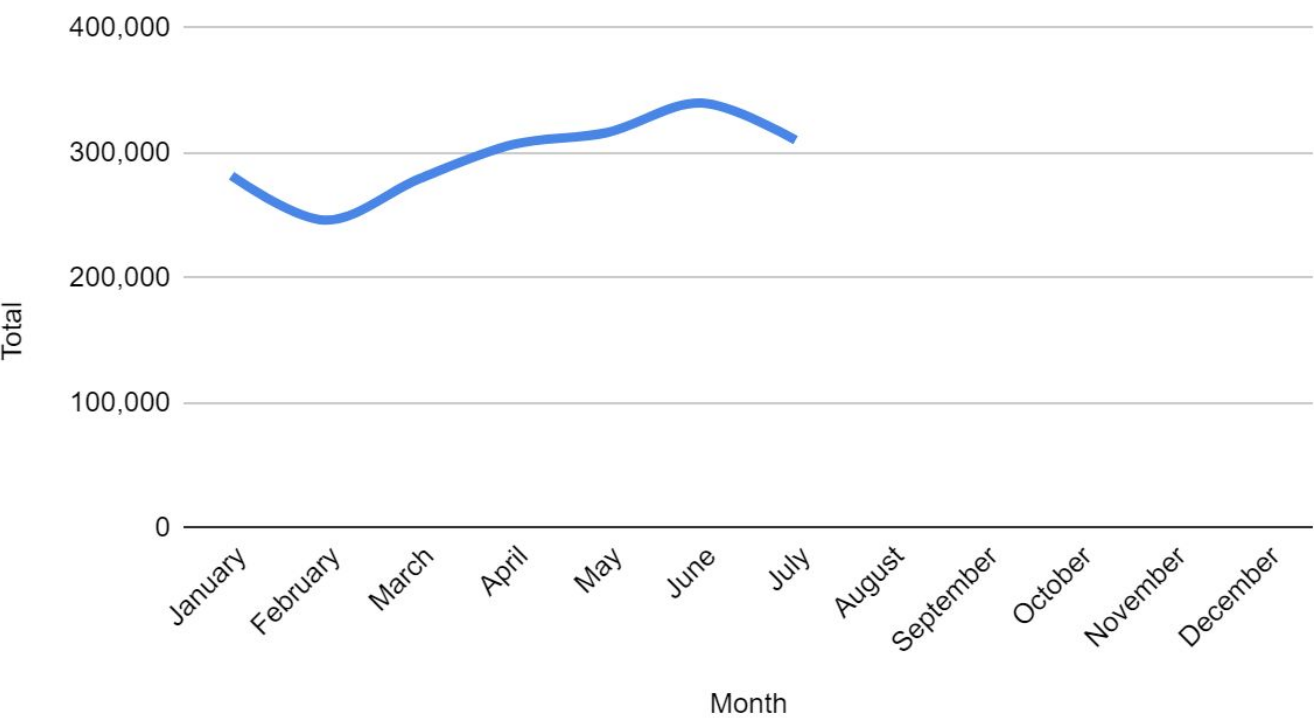   The cause is unknown.
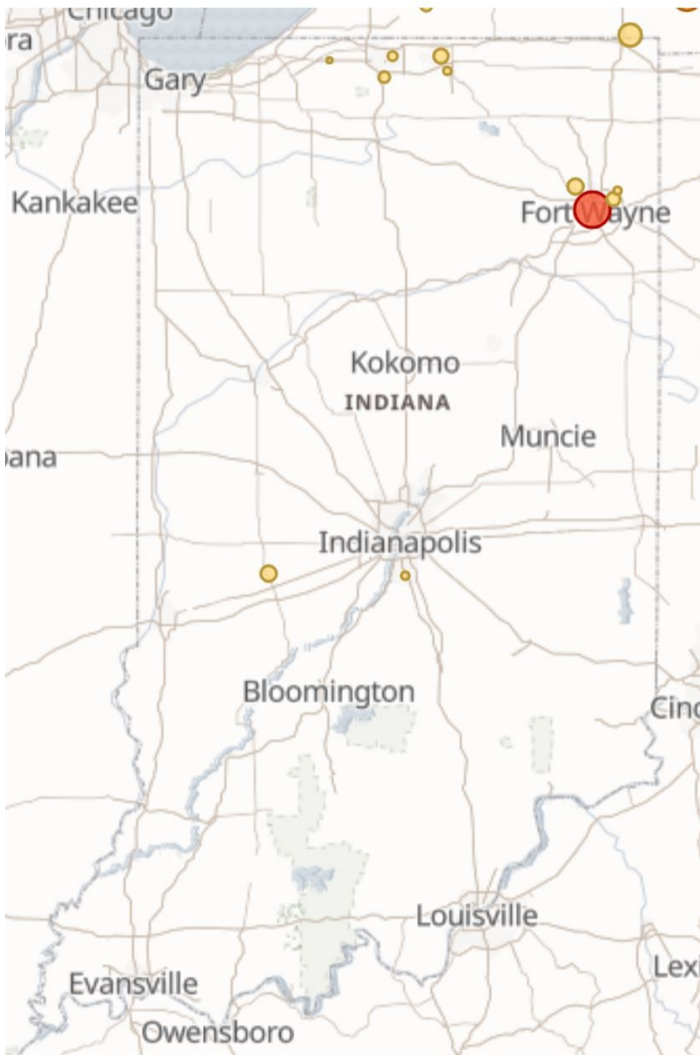
Heat Map during the Outage
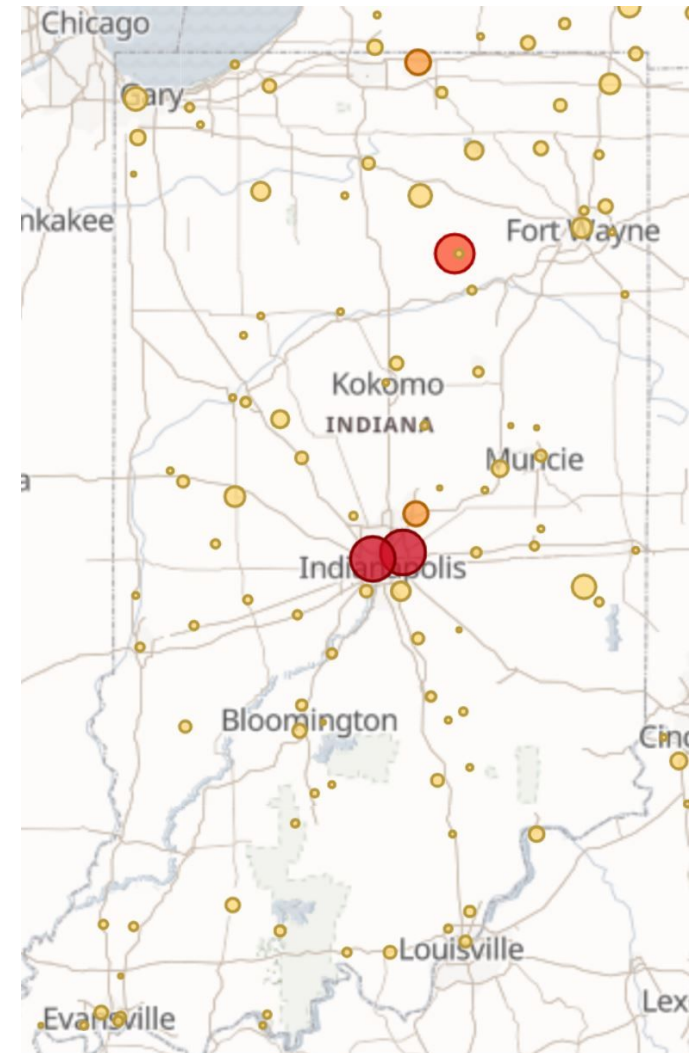
Heat Map 24 hrs. after the outage.

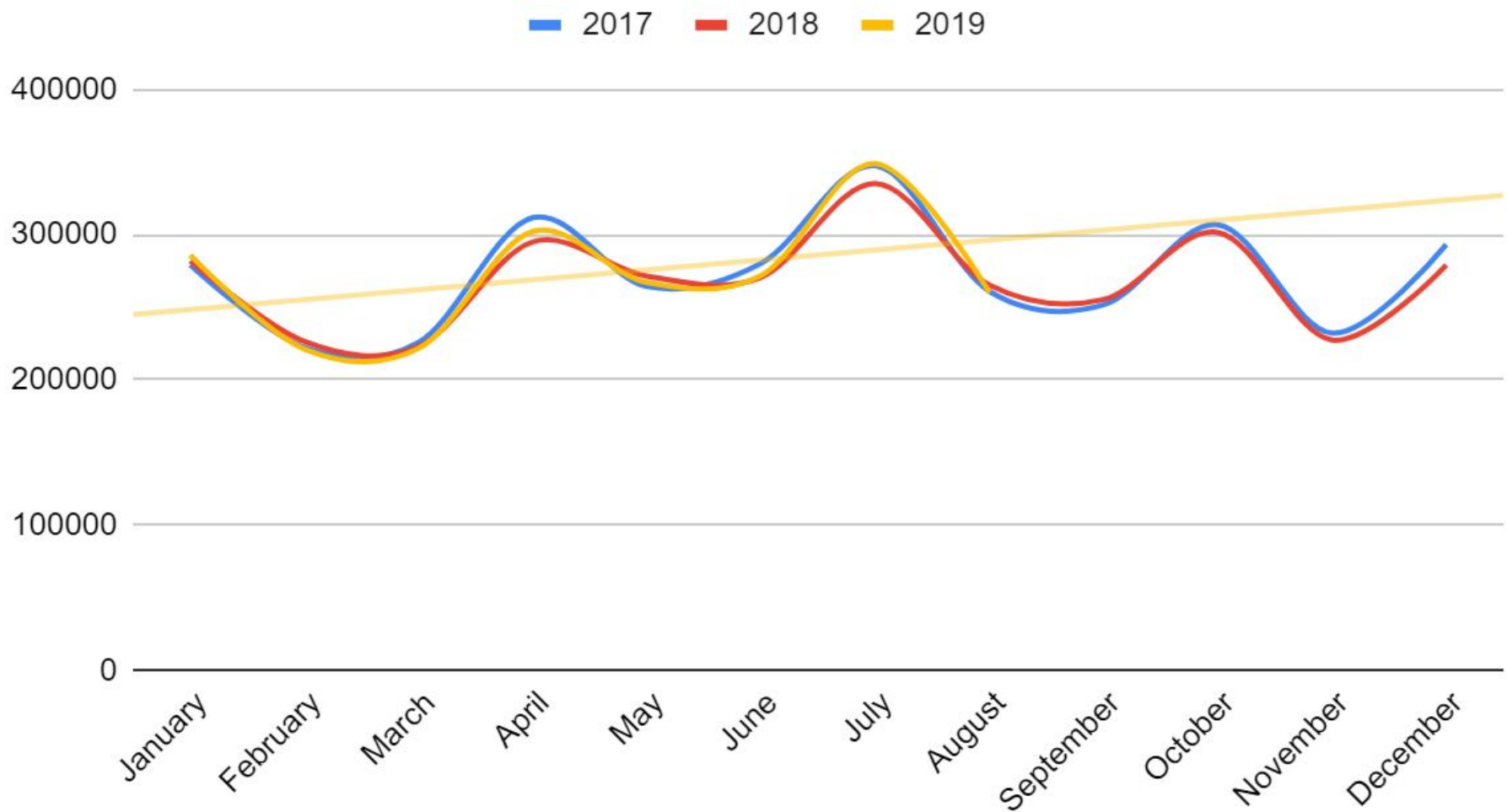**Section C - 911 Wireless Calls & INdigital routed Wireline Calls**

1. The IN911 Network has processed 2,080,628 911 calls from January 1st through July 31st.
   The daily average is 9,814 of 911 calls.

IN911 Network Calls Processed

3. Since 2006, INdigital has processed 38,334,677 911 calls on the IN911 network. Below is a graph showing the last few years of history.
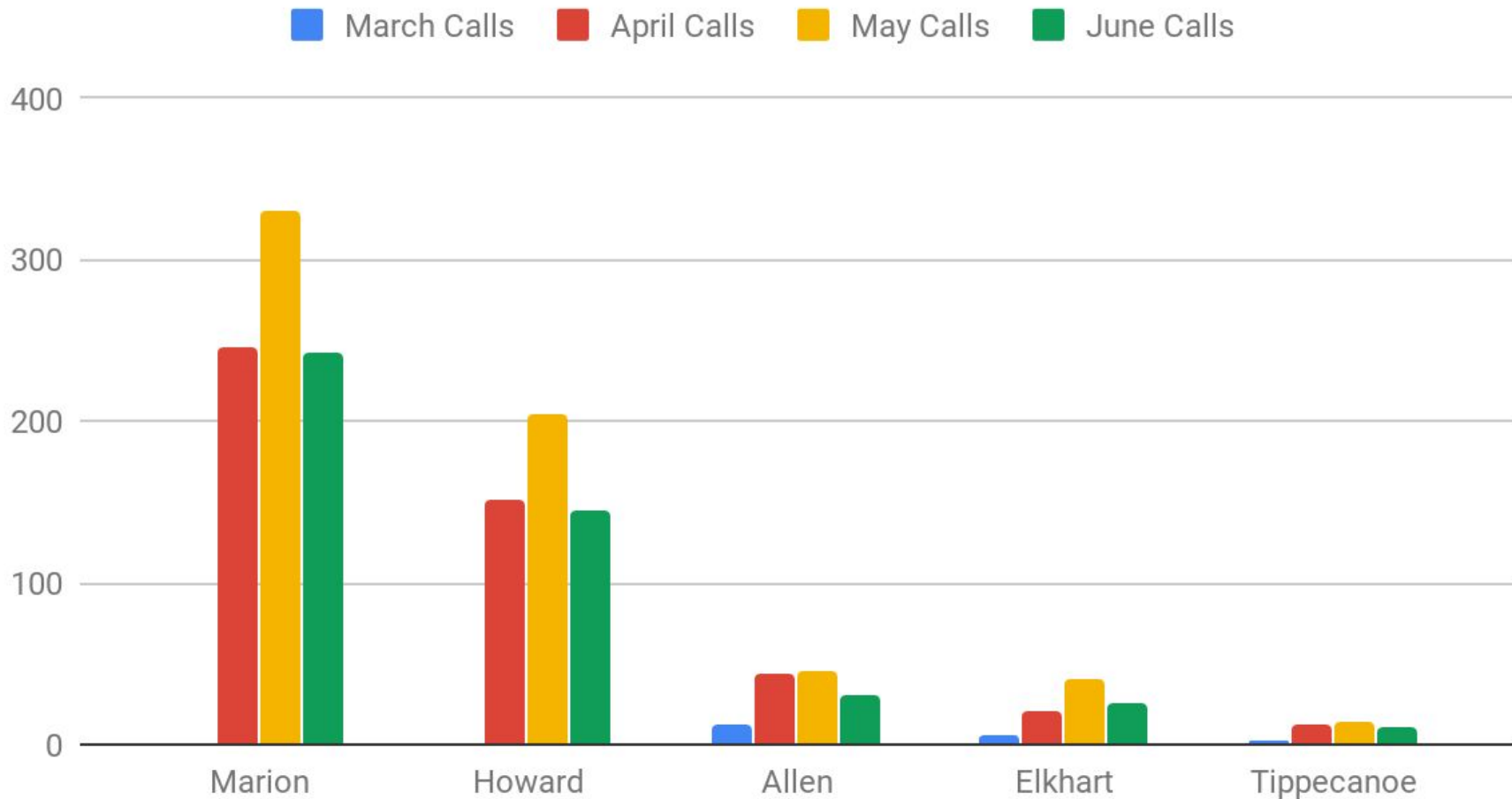
Call volumes

## Section D - Translation Services

1. Language Line usage by occurrence each month.
   There were 47 Counties that utilized Spanish Language Line.

2. A four-month volume chart for the largest users is shown below:

Language Line Totals Highest Volume (Spanish)

March Calls · April Calls · May Calls · June Calls

3. A three-month usage chart for all other counties is shown below:

Language Line Totals (Spanish)

■ March Calls   ■ April Calls   ■ May Calls   ■ June Calls
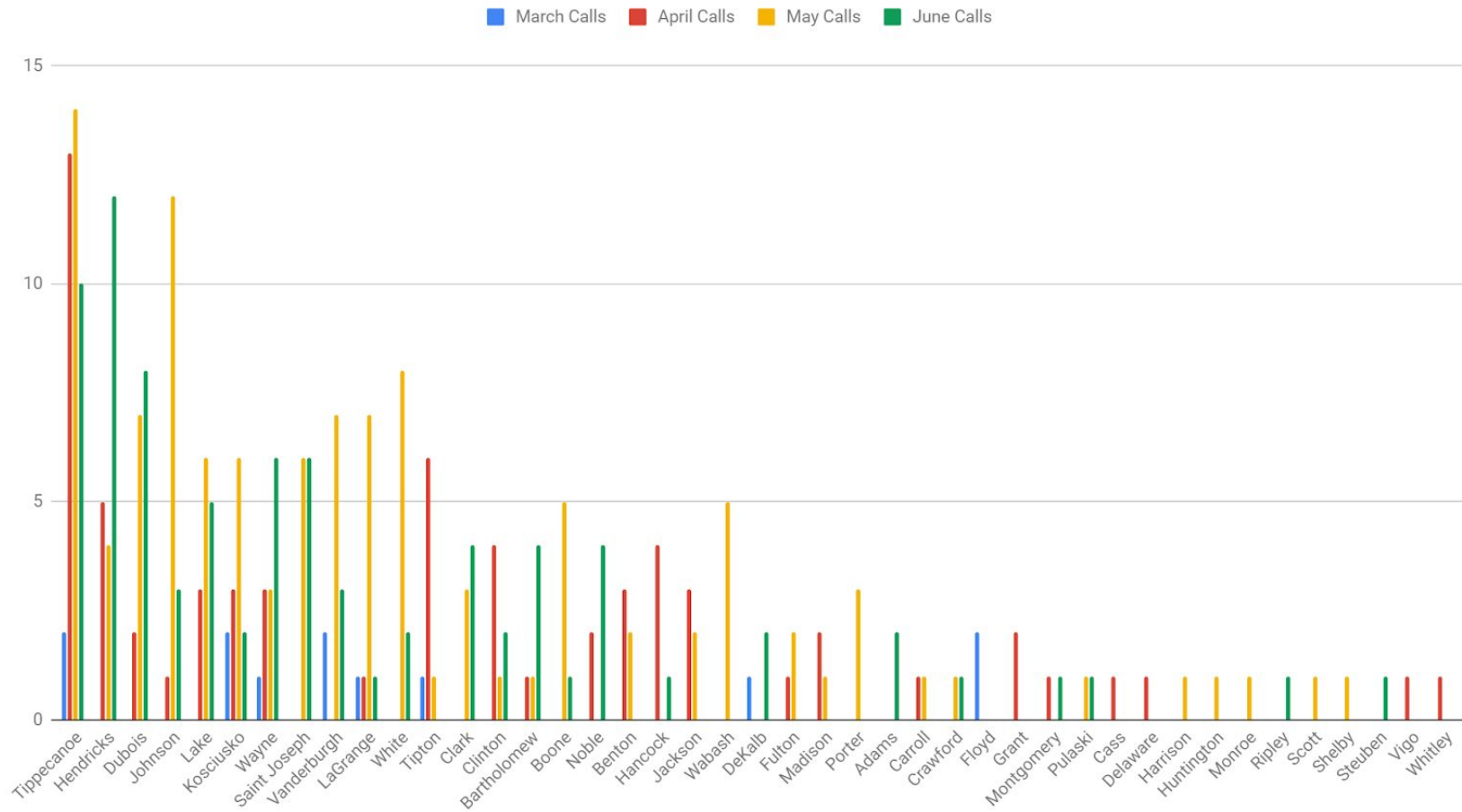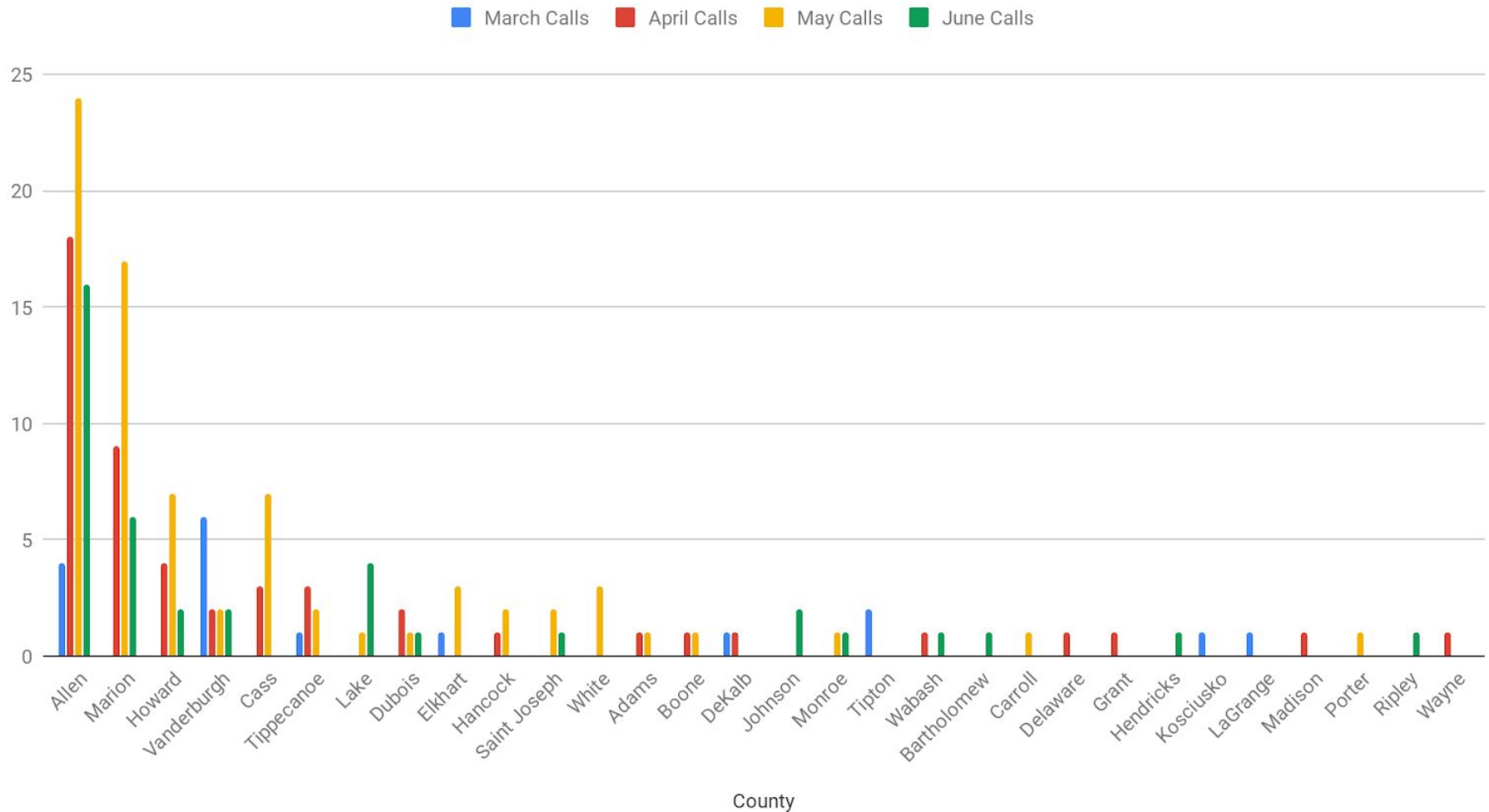
(This data is presented in two charts to preserve the proper relative scale of usage.)

4. The volumes for all (non-Spanish) languages are shown in the chart below:
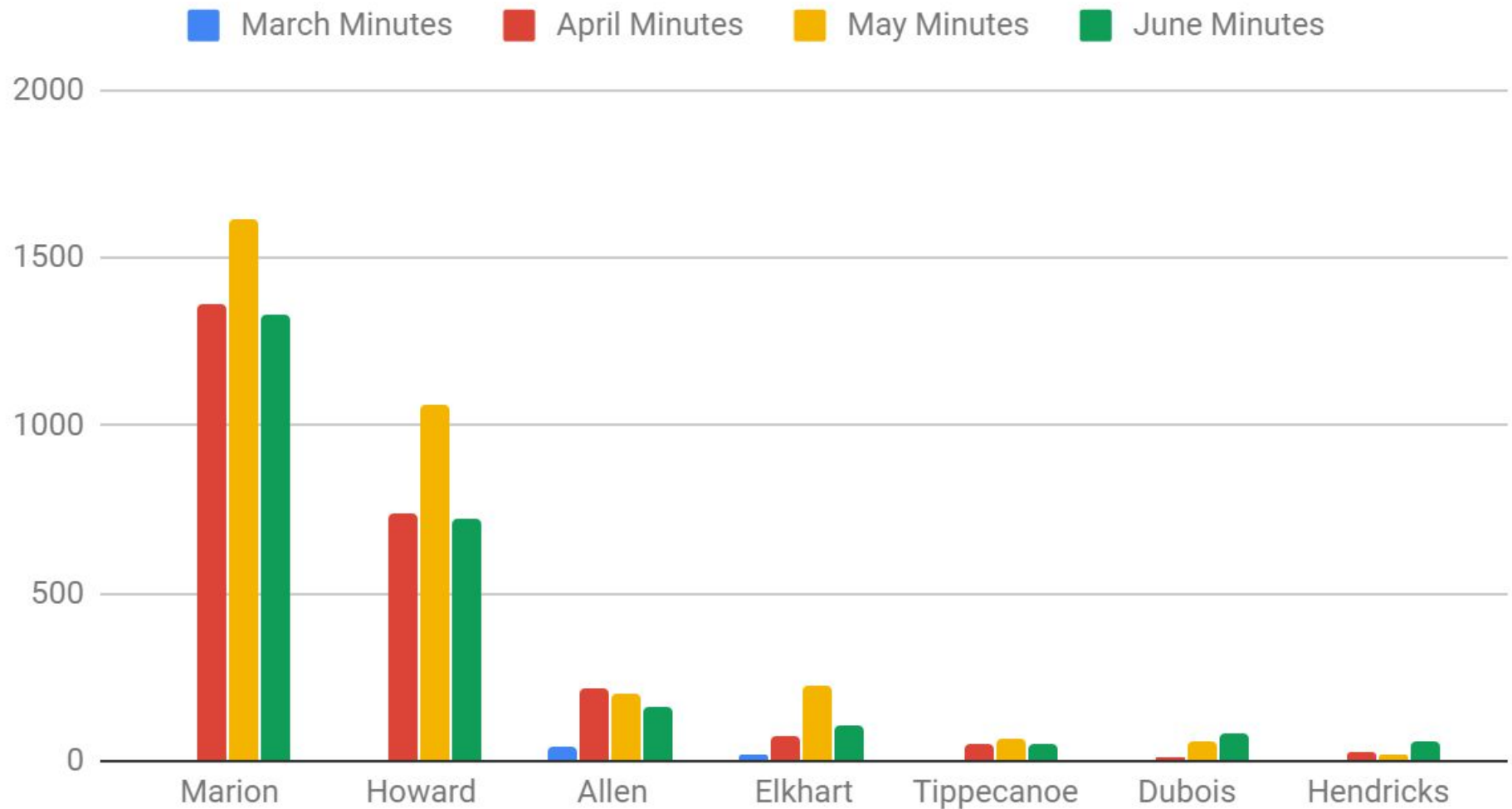
Language Line Usage (non-Spanish)

5. Language Line translations usage for Spanish, in minutes for the highest volume PSAPs - 3 months of data.
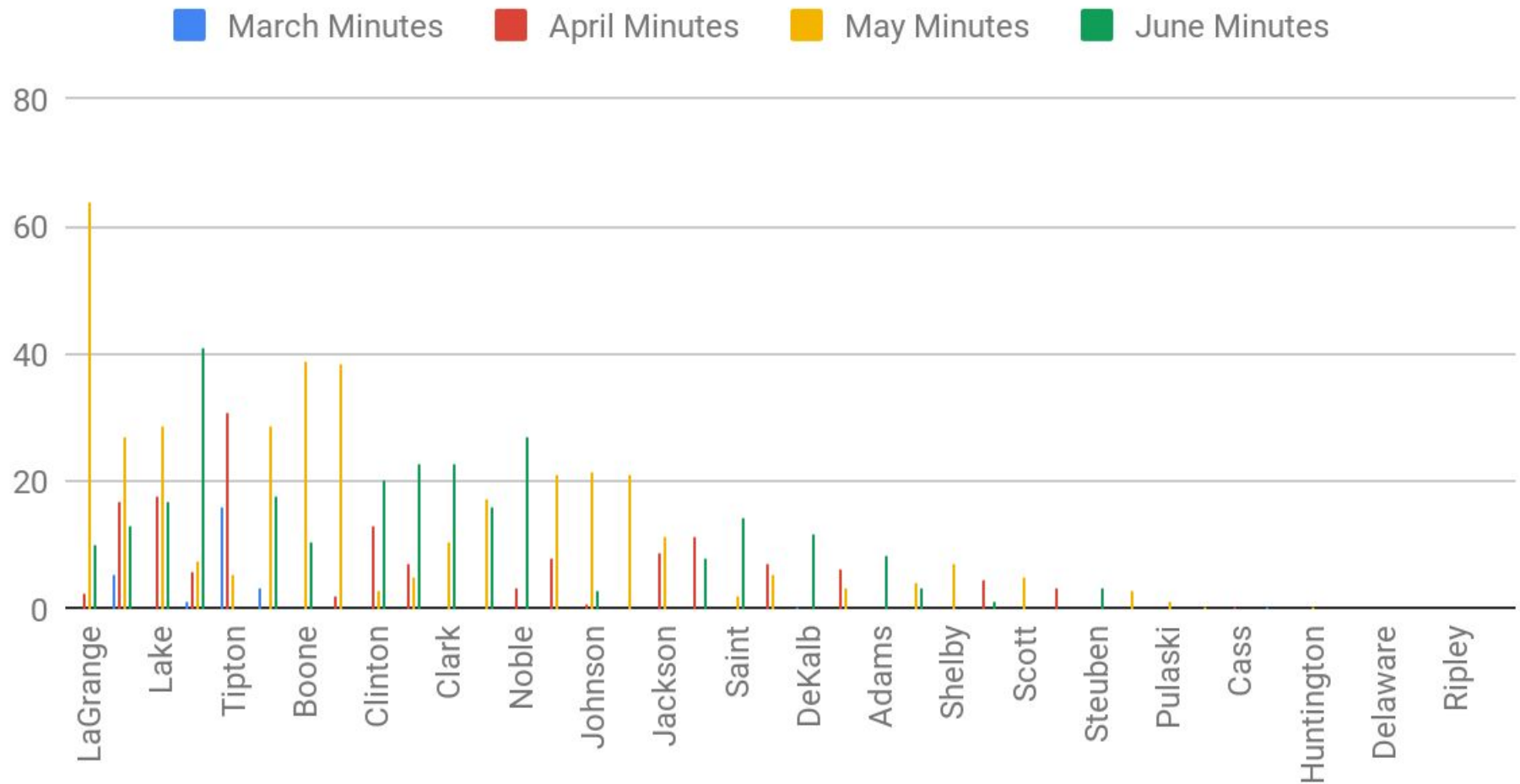
Language Line Total Minutes (Spanish)

6. Language Line translations usage for Spanish, in minutes for all other PSAPs - 3 months of data.

Language Line Minutes (Spanish)

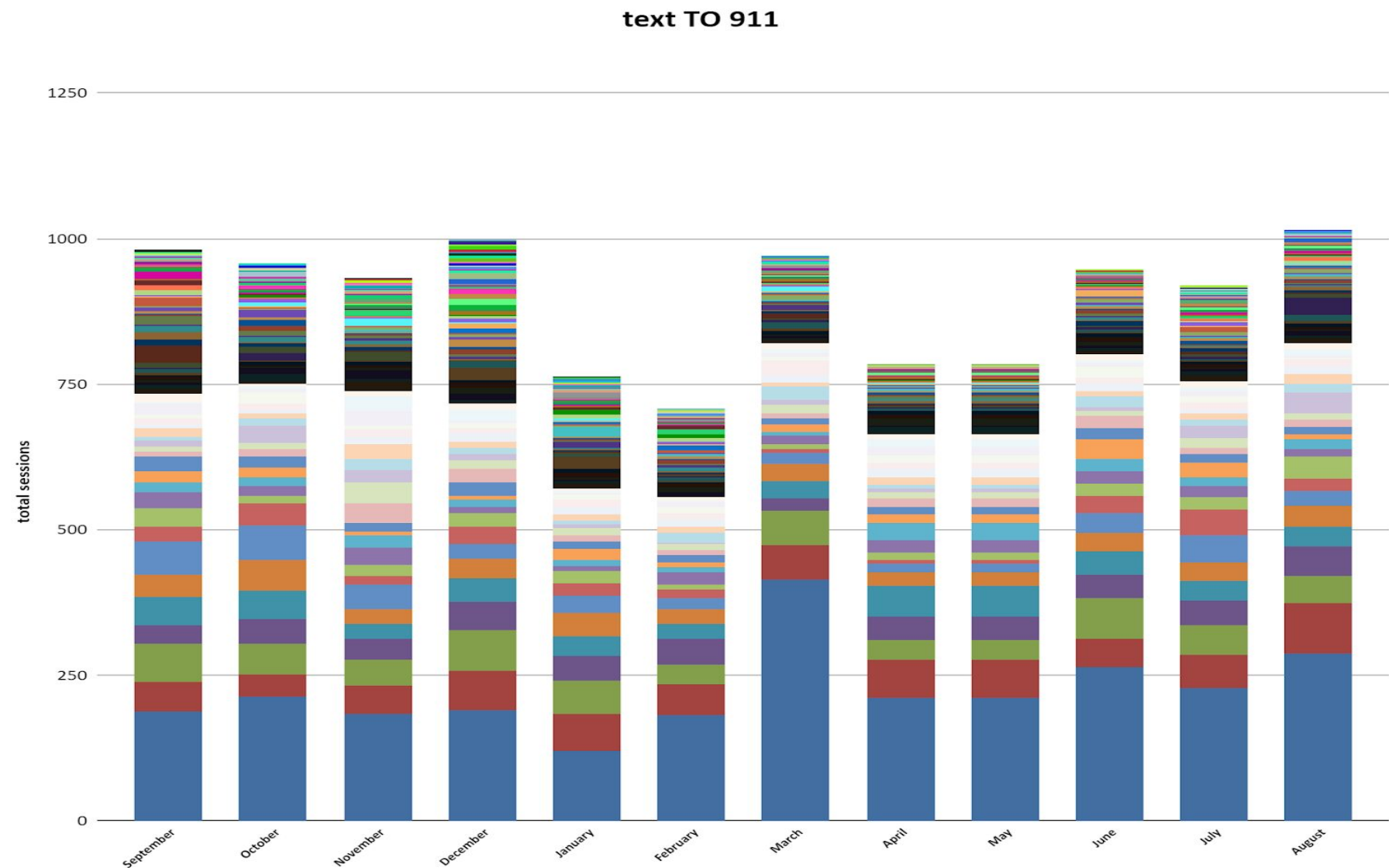Legend: March Minutes, April Minutes, May Minutes, June Minutes

7. The volumes for all (non-Spanish) languages is shown in the chart below:

Language Line Total Minutes (non-Spanish)
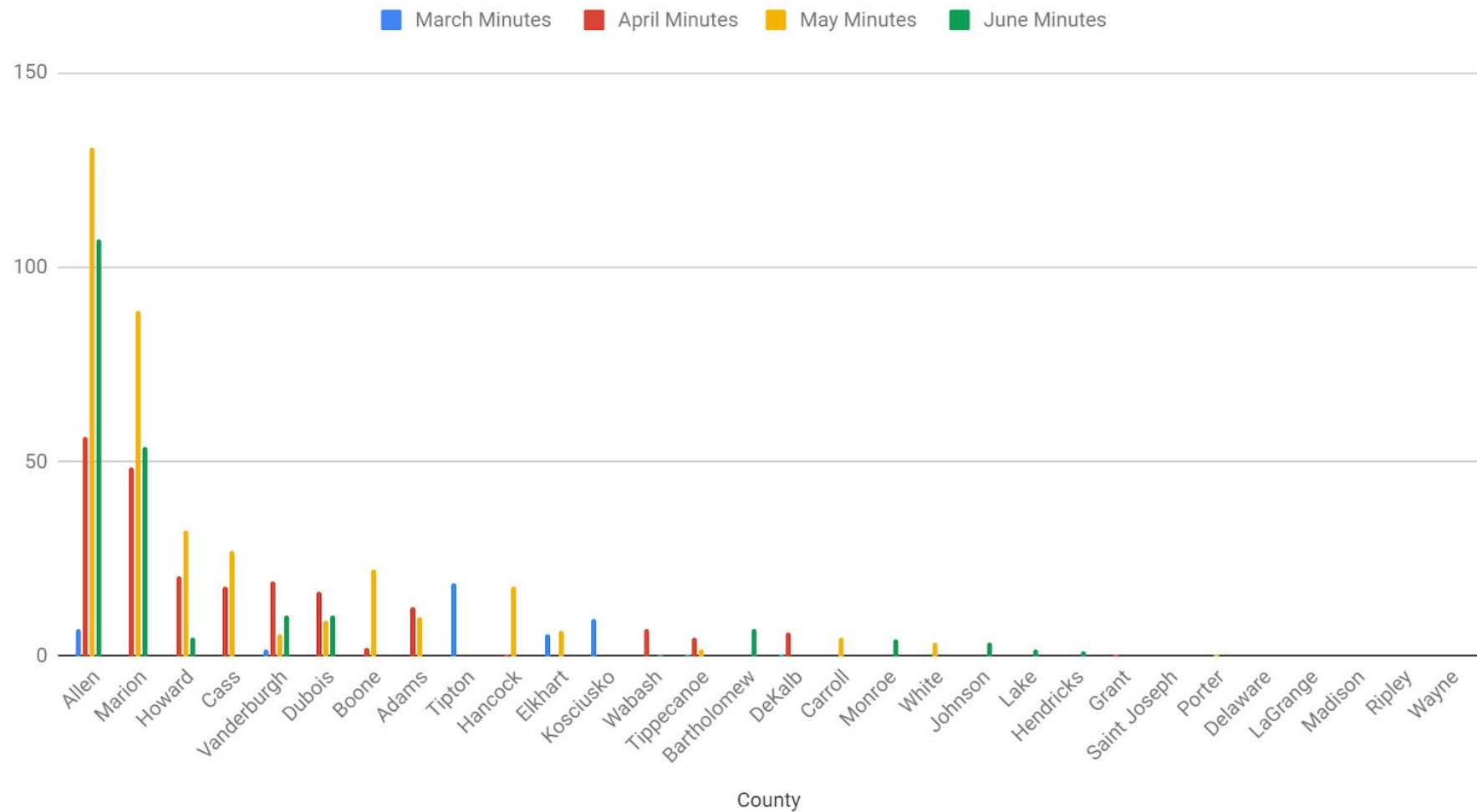
Section E - Texty Services

1. Text To 911 session volumes are normal for this period.

text TO 911

2. Text To 911 counts from all Indiana Counties.

100+		40-99		20-39		<20	
PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT
Marion County	2699	Grant County	76	Lawrence County	38	Dearborn County	19
Lake County	703	Shelby County	75	Decatur County	37	Fountain/Warren County	19
Allen County	614	Henry County	71	Fayette County	36	Wabash County	19
Vanderburgh County	481	Jackson County	69	Miami County	33	Pulaski County	17
St. Joseph	463	Dubois County	67	Wells County	33	Newton County	16
Elkhart County	393	Morgan County	67	Adams County	32	Parke County	16
Vigo County	388	Ripley County	65	Jasper County	31	Gibson County	15
Tippecanoe	258	Jennings County	64	Putnam County	31	Starke County	15
Bartholomew County	231	White County	62	Scott County	31	Sullivan County	14
Monroe County	222	Clinton County	58	Spencer County	31	Crawford County	13
Wayne County	203	Fulton County	58	LaGrange County	30	Rush County	11
Hamilton County	192	Howard County	54	Tipton County	29	Orange County	10
Delaware County	186	Dekalb County	50	Posey County	28	Washington County	10
Madison County	179	Whitley County	48	Franklin County	27	Daviess County	9
Clark County	167	Jefferson County	47	Huntington County	25	Perry County	9
Kosciusko County	162	Marshall County	47	Warrick County	24	Pike County	9
LaPorte County	153	Cass County	46	Greene County	22	Switzerland County	9
Porter County	150	Clay County	46	Randolph County	22	Union County	8
Montgomery County	143	Knox County	46	Vermillion County	22	Blackford County	7
Johnson County	139	Harrison County	45	Jay County	21	Ohio County	6
Hendricks County	131	Carroll County	42	Owen County	21	Benton County	5
Boone County	115	Noble County	42	Brown County	20	Martin County	3
Floyd County	111	Steuben County	41				
Hancock County	110						

3. Text from 911 dialogs from PSAPs follows seasonal trends with no significant changes.

texTTY FROM 911
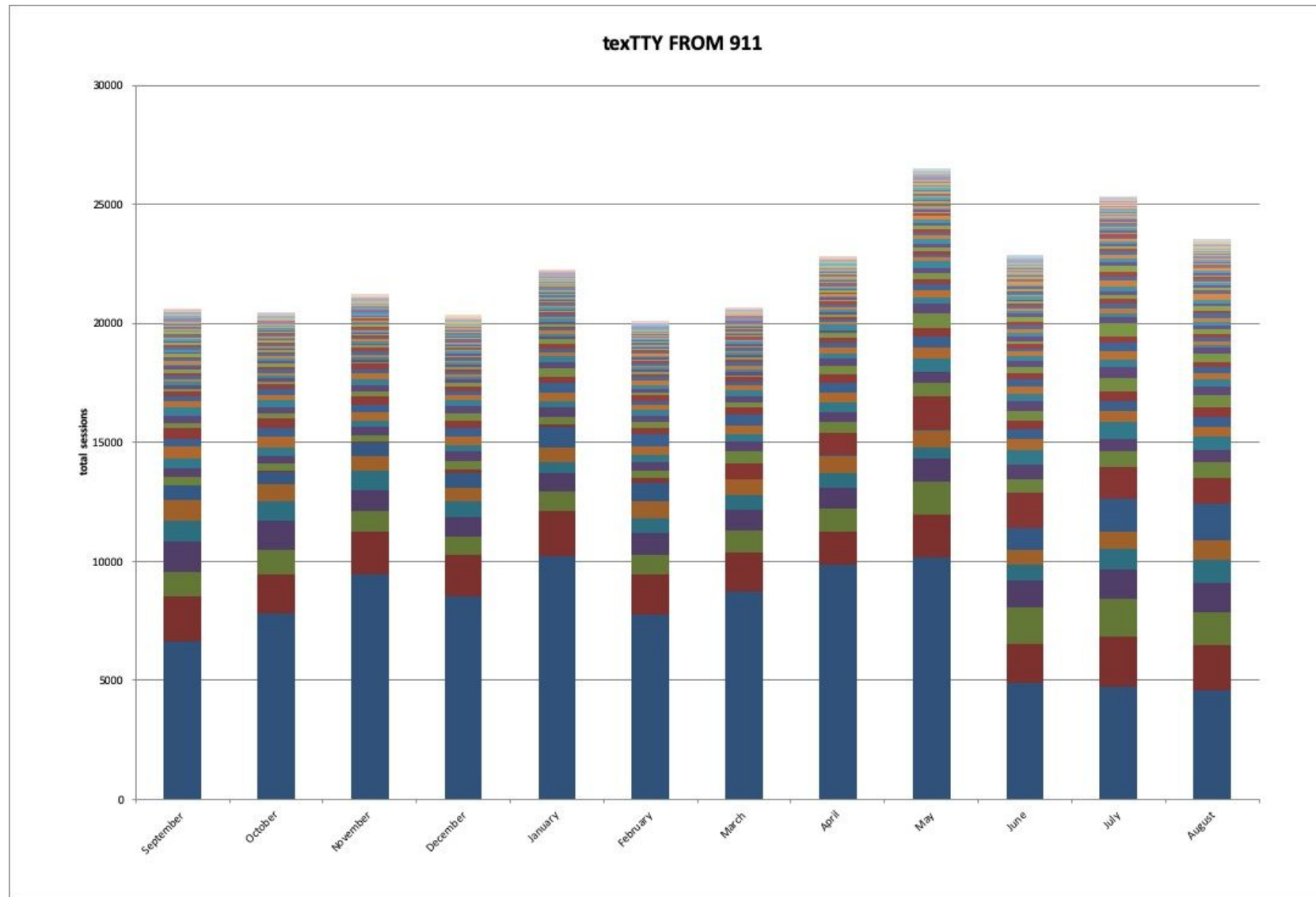
4. Text from 911 dialog volumes from the PSAPs are also at expected levels

2000+		500-1999		100-499		<100		Active - no usage
Marion County	93489	Noble County	1865	Jackson County	455	Green County	94	
Allen County	20985	Boone County	1744	Owen County	436	Putnam County	93	
Hamilton County	13260	LaPorte County	1631	Starke County	412	Fayette County	81	
Elkhart County	12141	Clinton County	1546	Decatur County	347	Perry County	50	
Lake County	8460	Marshall County	1529	Pulaski County	324	Tipton County	50	
Monroe County	8432	Morgan County	1520	Franklin County	311	Benton County	49	
Tippecanoe County	7907	Wabash County	1488	Jasper County	298	Pike County	33	
St. Joseph County	7328	Steuben County	1390	Sullivan County	296	Gibson County	30	
Clark County	5342	Wells County	1383	Switzerland County	269	Parke County	29	
Wayne County	5160	Miami County	1378	Newton County	255	Daviess County	26	
Porter County	4990	Spencer County	1292	Blackford County	245	Martin County	19	
Vanderburgh County	4981	Shelby County	1197	Randolph County	225	Vermillion County	6	
Vigo County	4827	Dearborn County	1147	Orange County	203			
Hendricks County	4275	Madison County	1024	Harrison County	183			
Hancock County	4197	Whitley County	990	Floyd County	175			
Bartholomew County	3870	Scott County	946	Union County	166			
Grant County	3273	Dekalb County	898	Knox County	142			
Montgomery County	3031	Huntington County	877	Washington County	132			
Kosciusko County	2655	Fountain/Warren County	825	Howard County	126			
Crawford County	2578	Cass County	821	Johnson County	116			
White County	2376	Lawrence County	809	Rush County	112			
Dubois County	2085	Lagrange County	806	Ohio County	102			
		Fulton County	772	Warrick County	100			
		Jefferson County	765					
		Henry County	730					
		Jay County	730					
		Ripley County	625					
		Adams County	623					
		Clay County	606					
		Posey County	598					
		Carroll County	589					
		Brown County	574					
		Jennings County	519					
		Delaware County	506					

Section F - Trouble Ticket Analysis
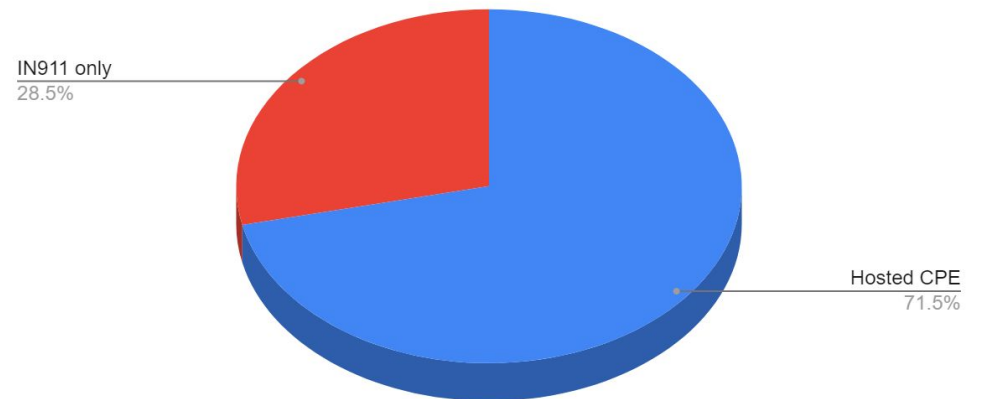
1. Second Quarter of 2019.
   a.   INdigital processed 891 Trouble Tickets in the second quarter of 2019.
       i.   Overall we are seeing a slight decline in work orders from the first quarter of this year.
       ii. 71.5% of all trouble tickets are from hosted CPE customers.
       iii. We have seen an increase in carrier tickets most likely as a result of maintenance and network build-outs.
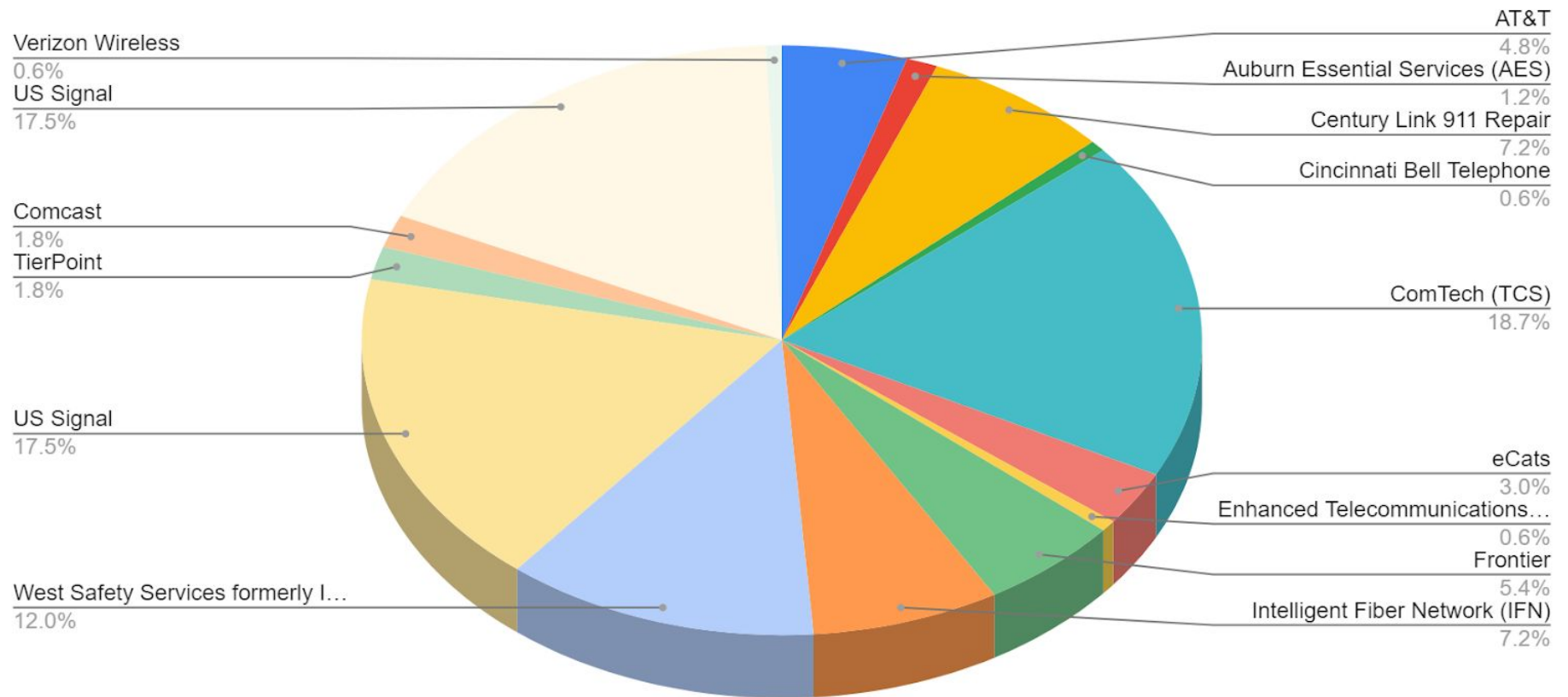
Tickets by PSAP (2nd Quarter)
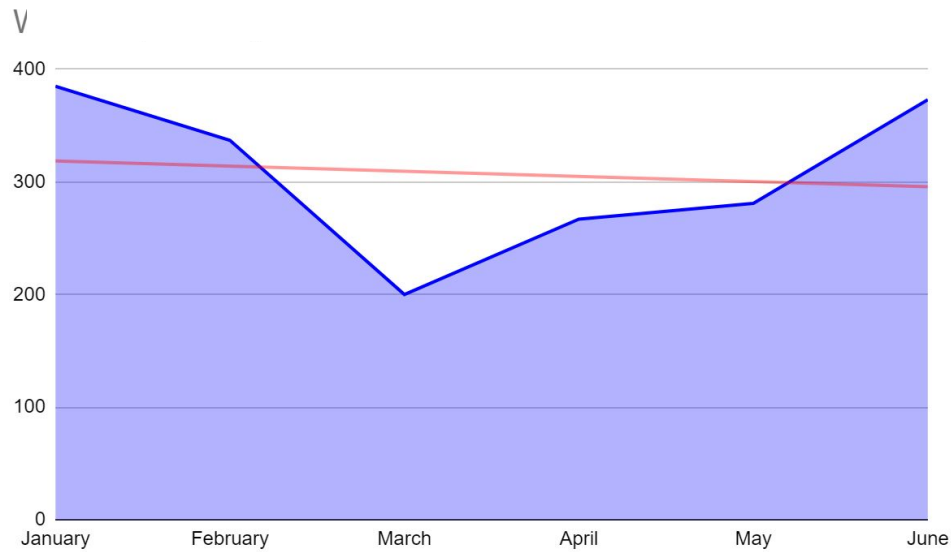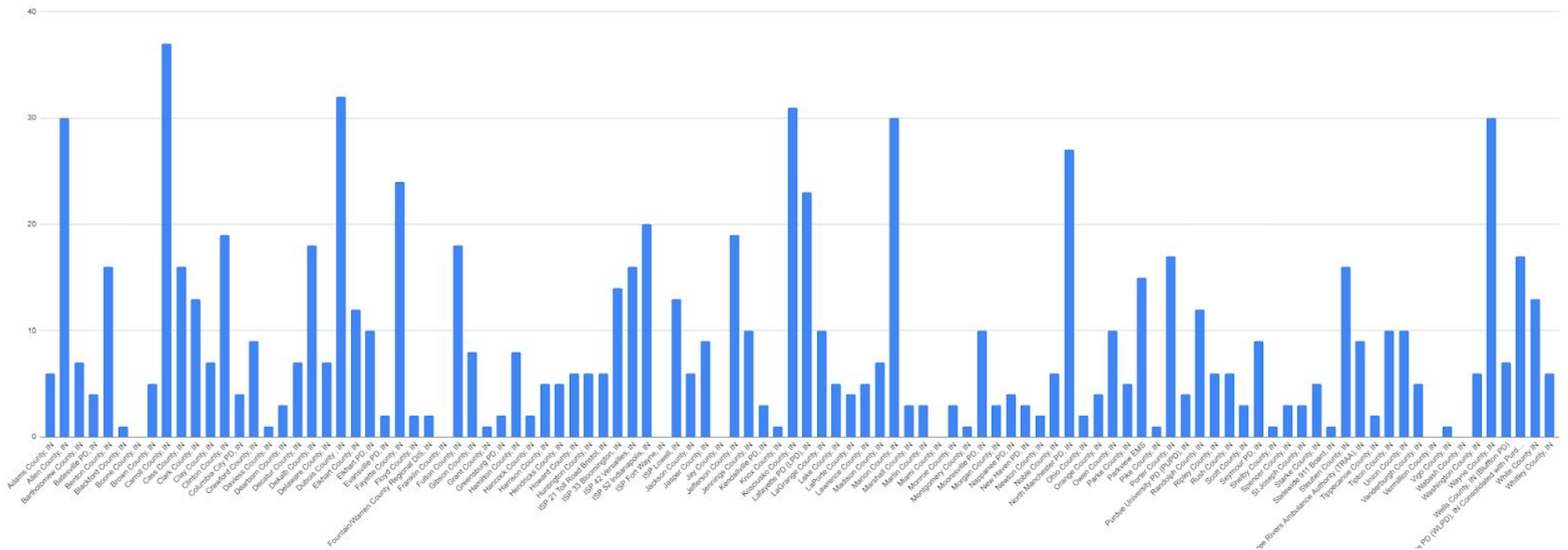

PSAP tickets by PSAP type

IN911 only
28.5%

Hosted CPE
71.5%

2. These are the percentages of trouble tickets by originating service provider.

Tickets by Originating Service Provider (2nd Quarter)

AT&T
4.8%
Auburn Essential Services (AES)
1.2%
Century Link 911 Repair
7.2%
Cincinnati Bell Telephone
0.6%

ComTech (TCS)
18.7%

eCats
3.0%
Enhanced Telecommunications...
0.6%
Frontier
5.4%
Intelligent Fiber Network (IFN)
7.2%

Verizon Wireless
0.6%
US Signal
17.5%

Comcast
1.8%
TierPoint
1.8%

US Signal
17.5%

West Safety Services formerly I...
12.0%

3. Below: first and second quarter 2019 support tickets by core services for comparison.

Carrier Tickets Comparison
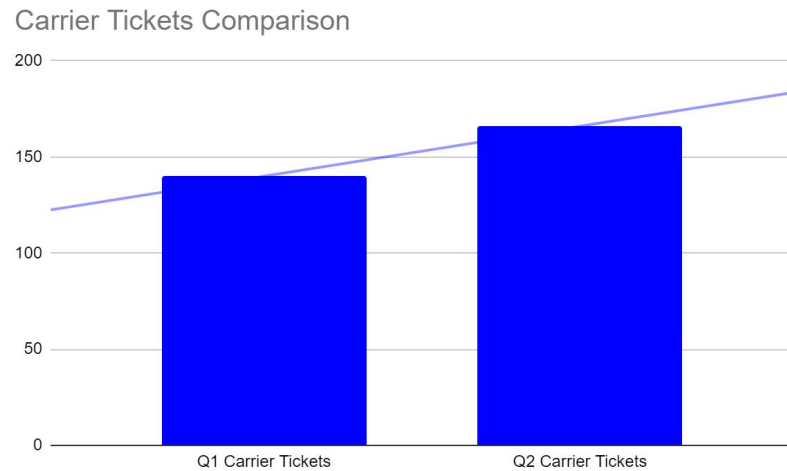
4. At right: first and second PSAP 911 Equipment support tickets.

Support Tickets by Core Services (2nd Quarter)

Training
17.9%

PSAP 911 equipment
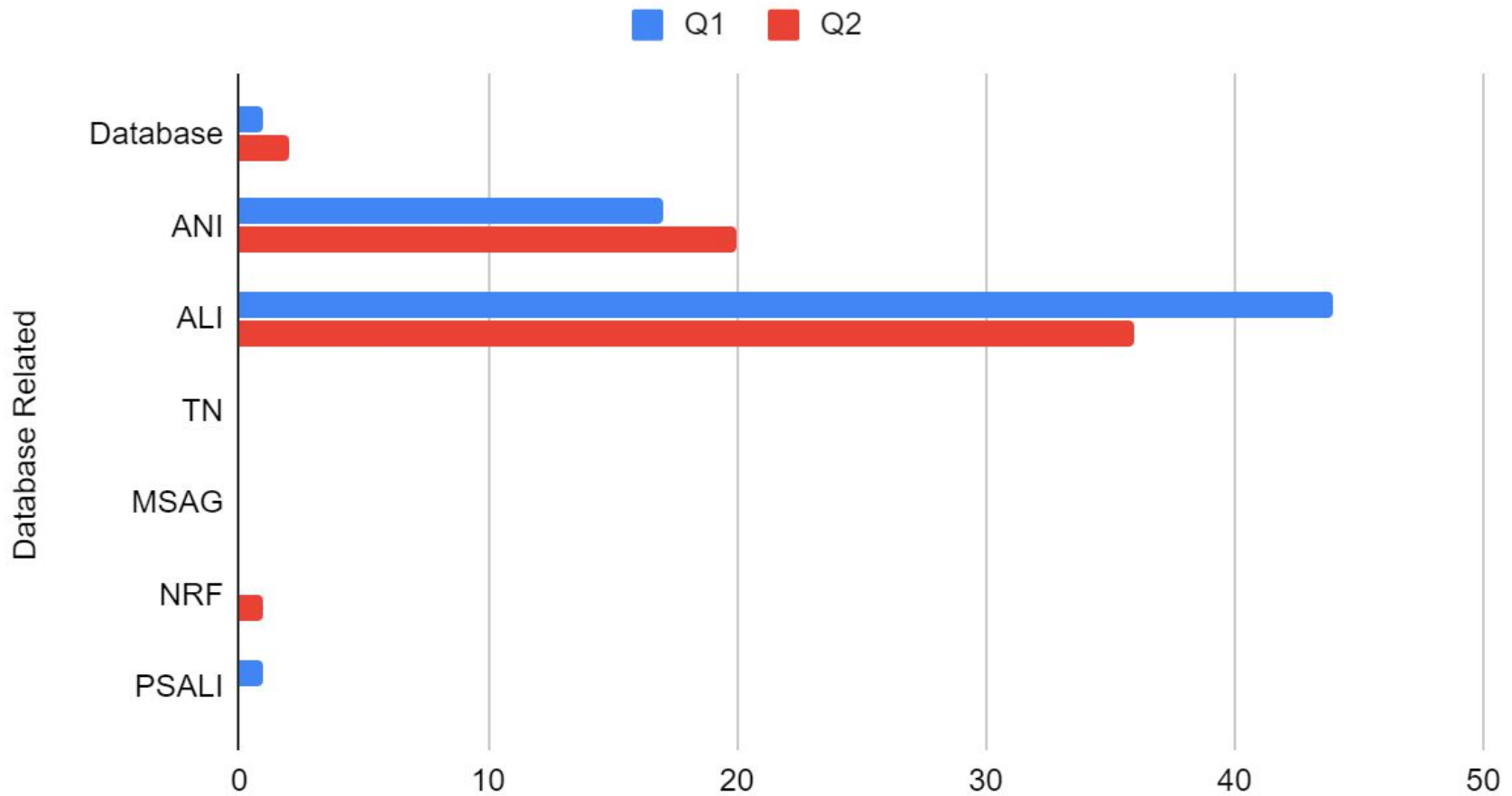34.3%

Database related
4.8%

Core Network & Ser…
43.0%
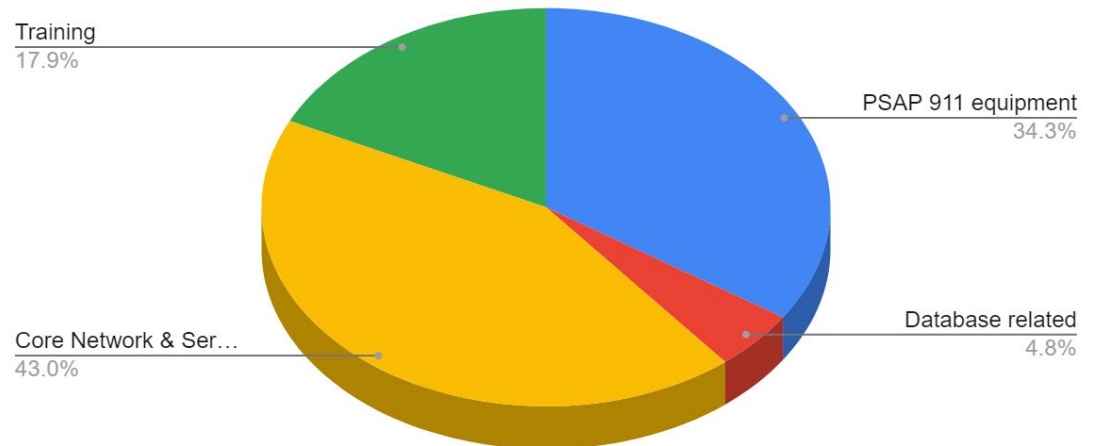
5. Both first and second quarter of 2019 PSAP service support tickets.

PSAP 911 Equipment
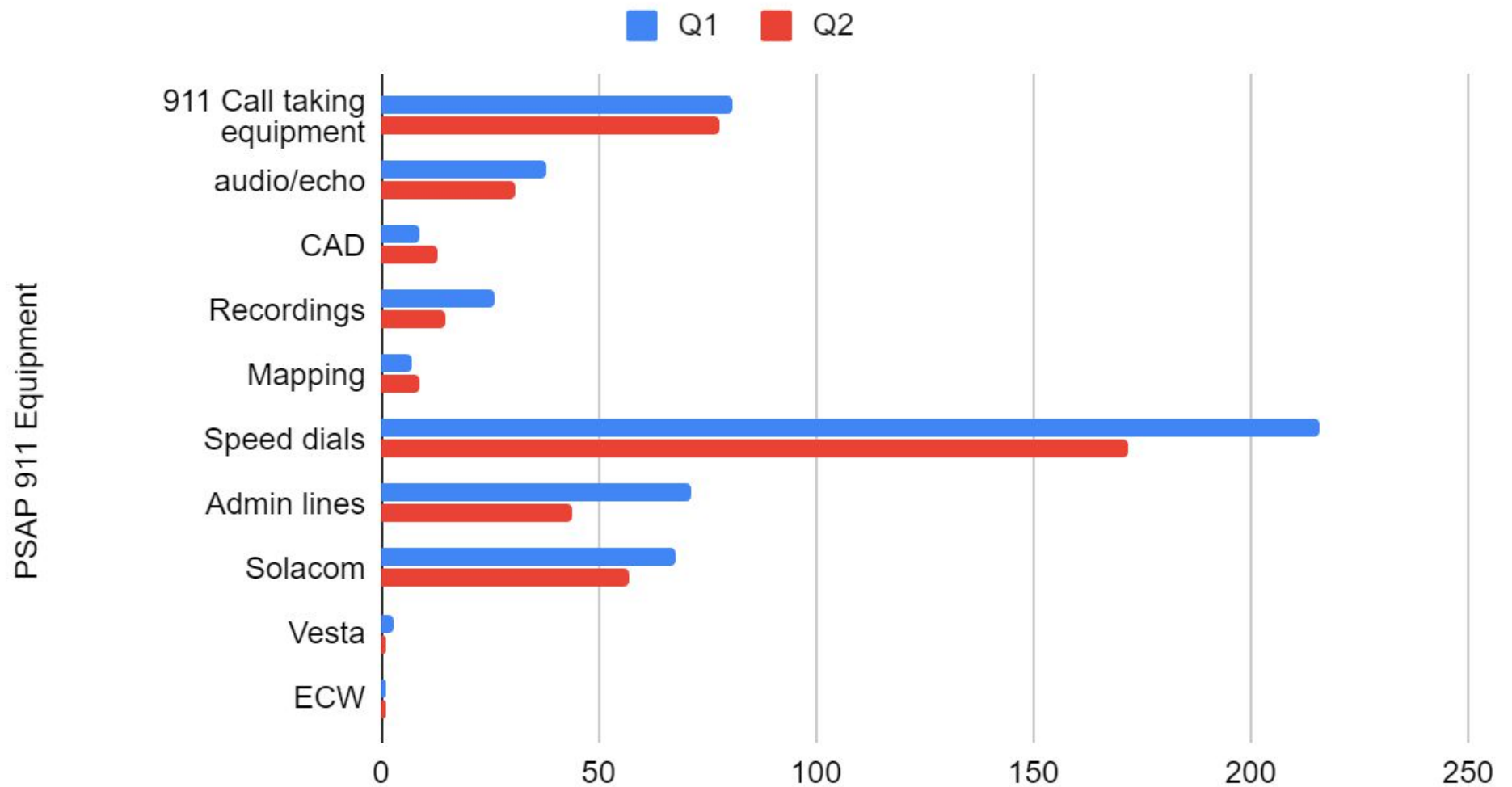
6. Both first and second quarter 2019 database related service tickets.

Database Related

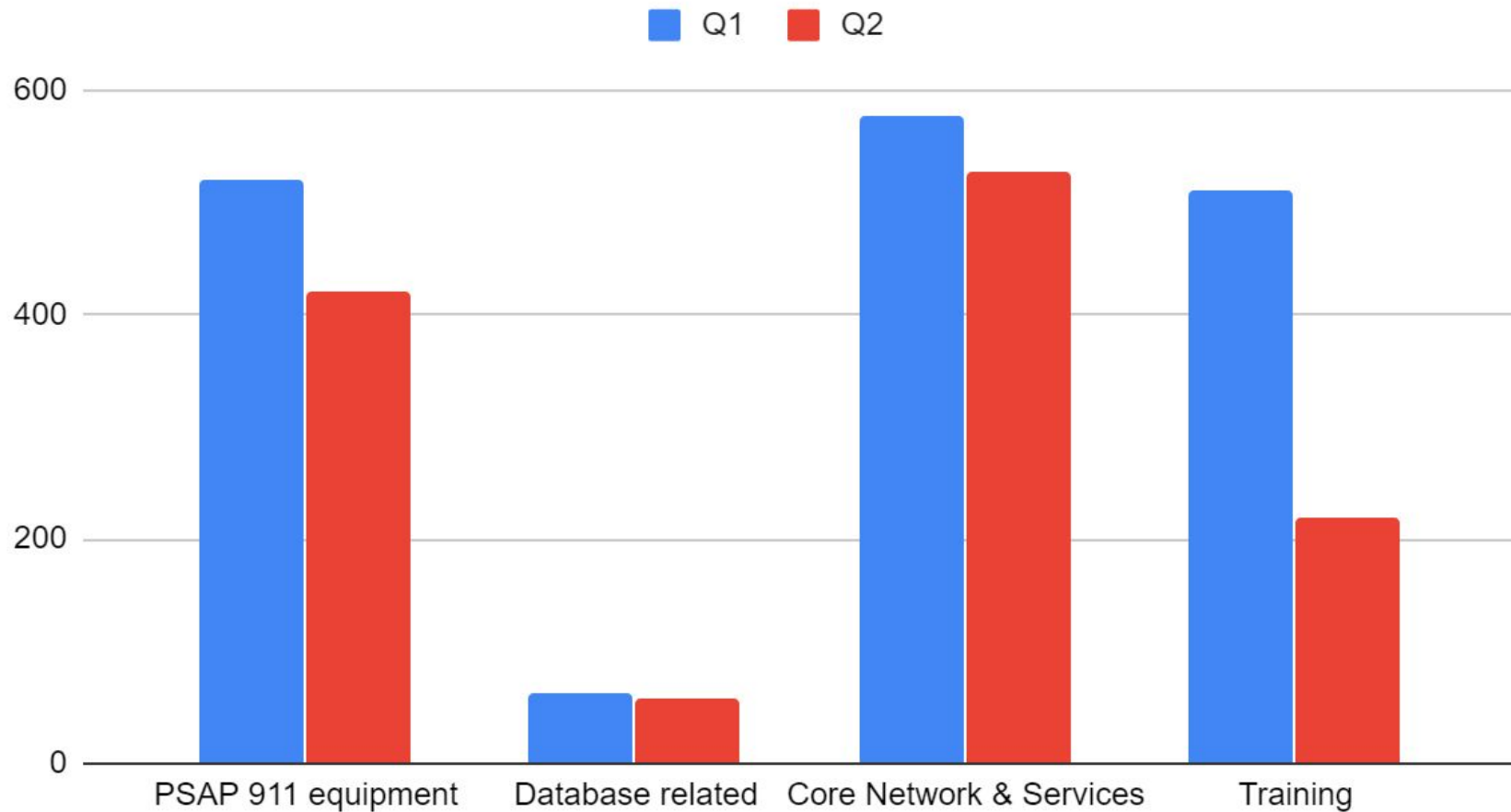7. Both first and second quarter 2019 Core Network & Services related tickets.
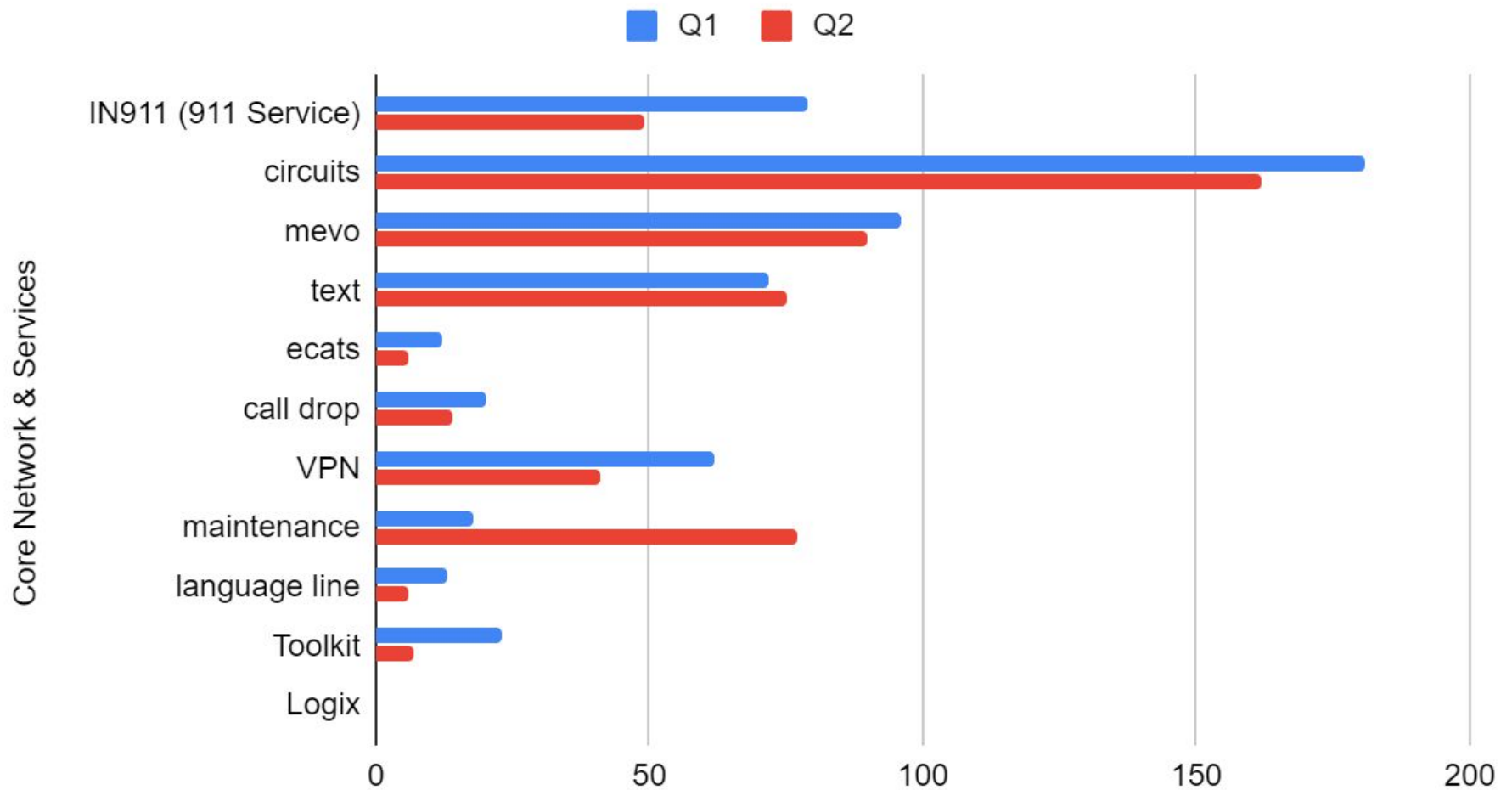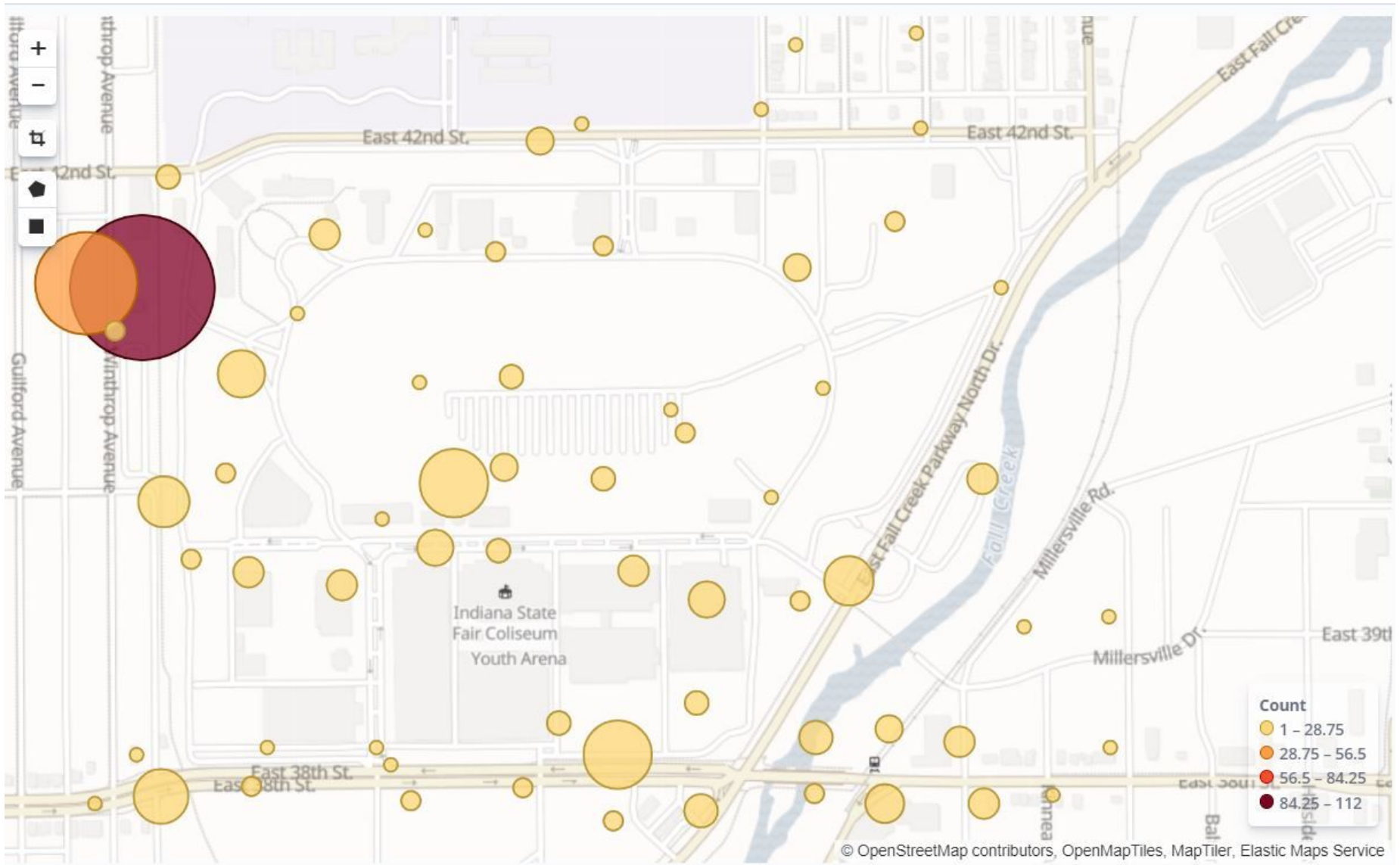
8. Ticket trends from the first to the second quarter.
    a. Training related tickets were higher in Q1 with the deployment of new service updates associated with Texty, One Call, and Language Line.
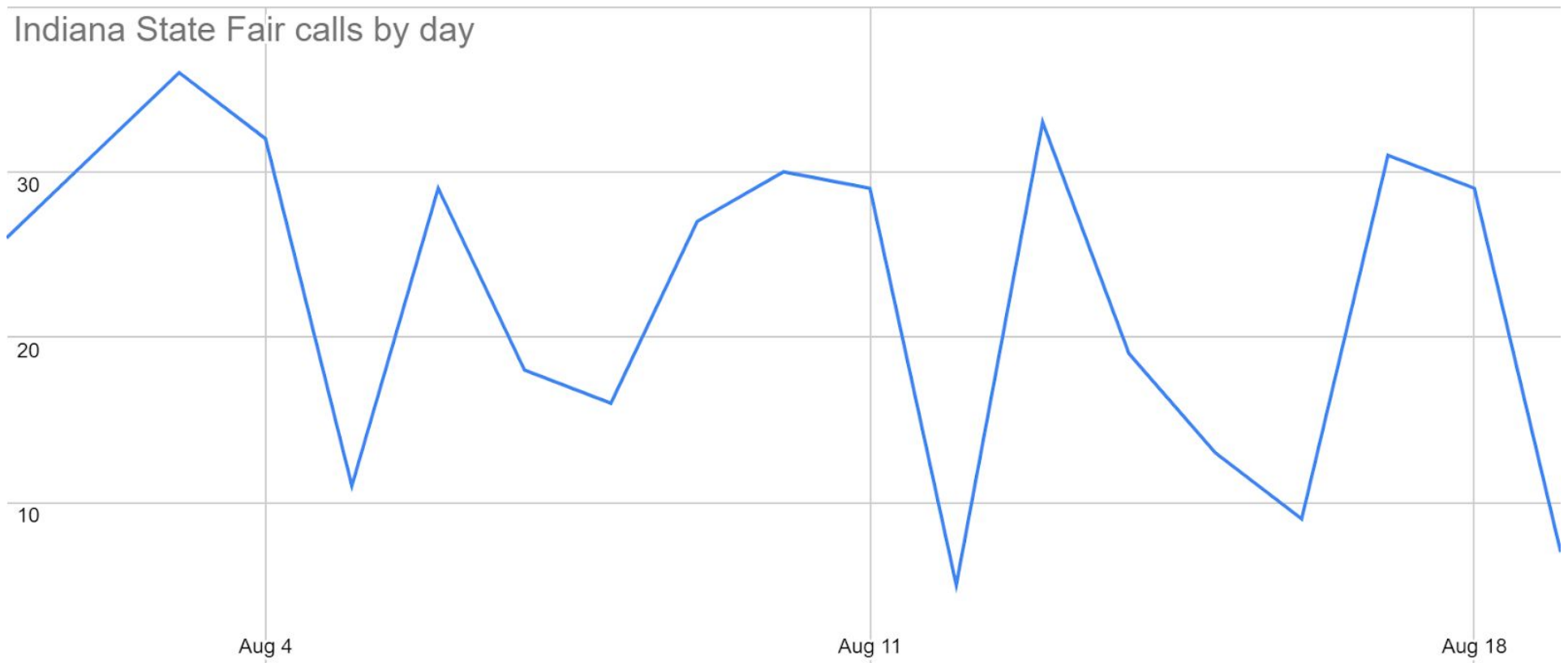
Q1 vs Q2 ticket trends

Section G - Events of Interest

1. Indiana State Fair August 2-18, 2019.
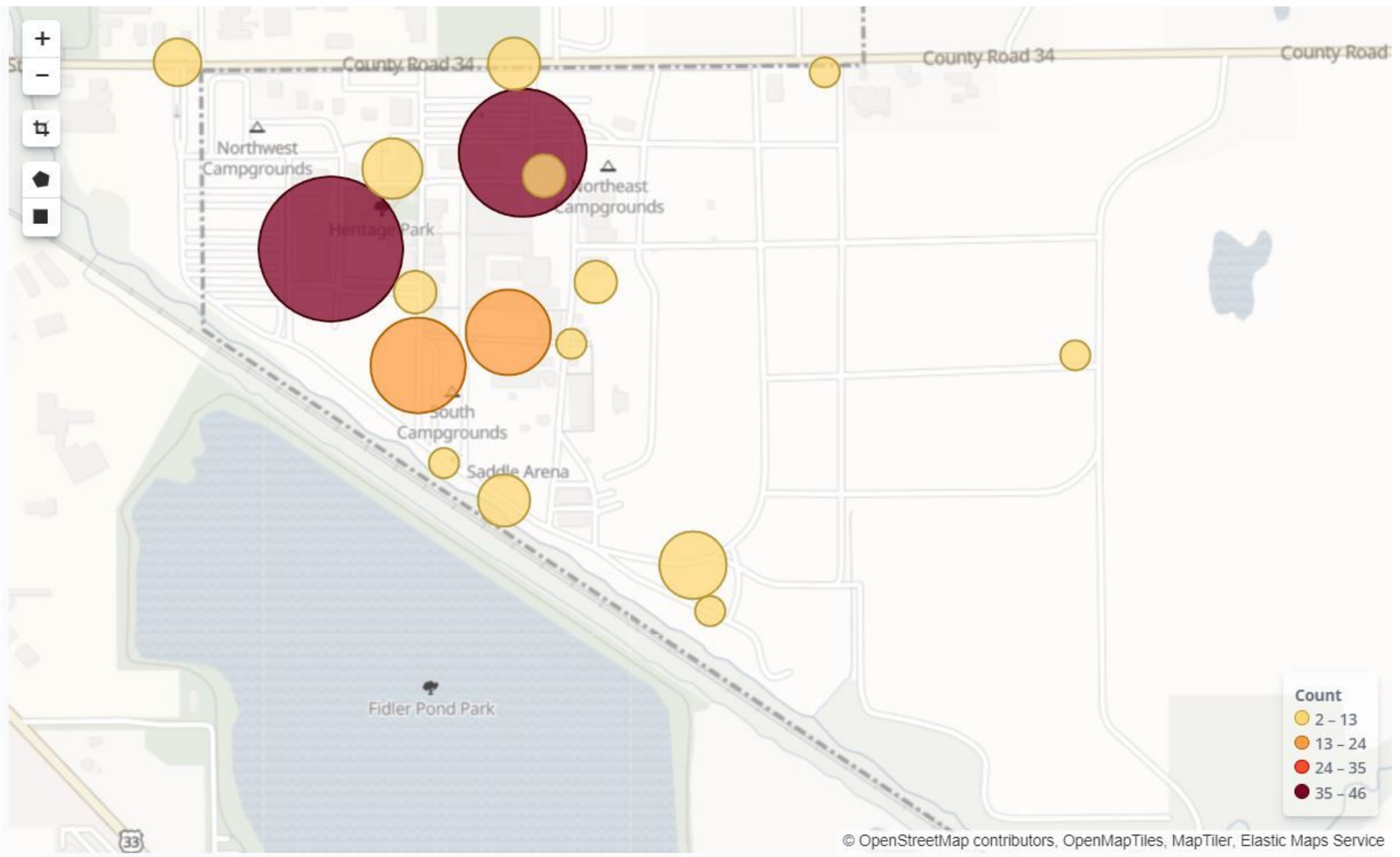   a. During the State Fair there were 424 calls made to 911.

b. The number of calls ranged from 5 to 36 calls a day with an average of 22.7 calls per day.

Indiana State Fair calls by day

2. Elkhart County Fair July 19-27, 2019.
    a. During the County Fair there were 94 calls made to 911.

3. Ruoff Mortgage Music Center in Noblesville, IN.
    a. More than 150 9-1-1 calls were made from the shows at Ruoff Music Center.
    b. Thomas Rhett and Dave Mathews produced the most 911 calls so far this summer.