July 1 - September 30, 2021 2021 BOARD REPORT

Indiana IN911 Next Generation Emergency Network

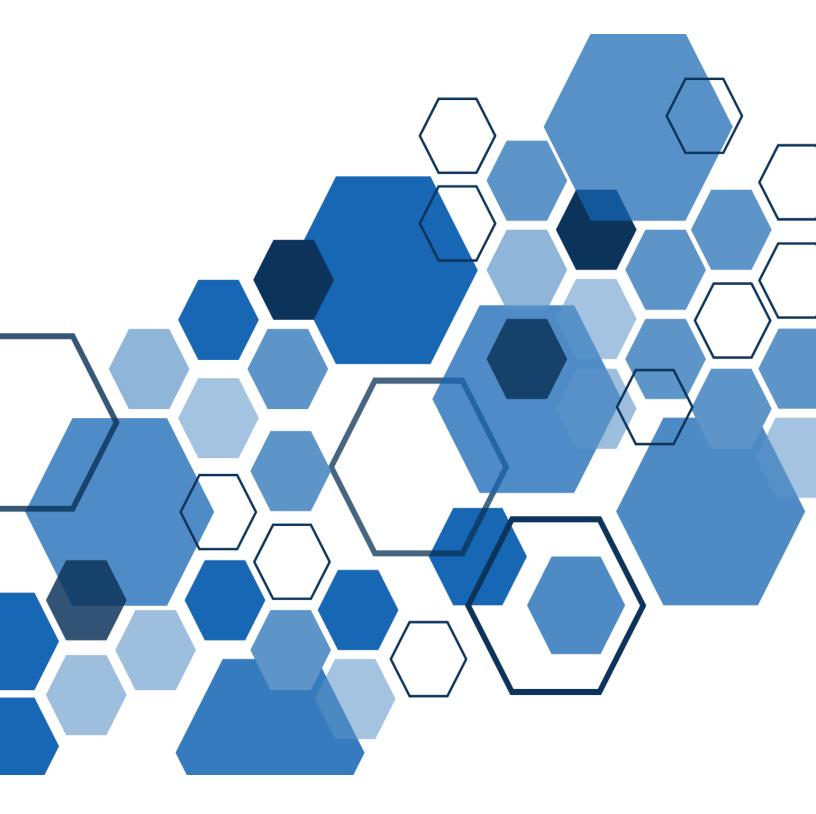


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IN911 G-19 ESiNet Summary

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

Work 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. The last two PSAPs to be completed after July 1st are Davies and Huntington Counties.

On September 23, 2021 INdigital moved call routing for eight central Indiana PSAPs to IN911 MEVO back-up as AT&T experienced an undetermined service issue causing an outage for wireless, wireline and administrative call delivery.

INdigital was contacted by the PSAPs when the AT&T ESINet was unable to send them calls. The INdigital to AT&T ES-NNI was not the issue.

Due to the structure and configuration of AT&T's network, wireline and administrative calls could not be moved to MEVO, and possibly failed during the 80 minute outage.

No final cause of the outage has been made available for INdigital's review.



PSAP changes in 2021

INdigital redesigned the **Wayne County** network as a part of the refresh they received last quarter. The last piece that has been completed is the refresh on their Telephony Integration Gateway (TIG).

Fulton County's new Sheriff's Office, Dispatch, and Detention Center is still moving forward with a move in date this fall. They have contracted a consultant to work on obtaining a tower at the site.

ISP Post 22 Fort Wayne will be moving their dispatch center to a new building 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. We do have a date when this project will start or be completed.

Orange County is getting a new Computer Aided Dispatch (CAD) system. INdigital has been working to prepare equipment onsite for ANI/ALI dumps into the new CAD system.

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 is breaking ground on a new building that will also house a state laboratory.

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

Starke, Carroll, Benton, Lagrange, Delaware, and Grant Counties as well as **Bedford PD, Elkhart PD, and ISP Bloomington** have all had Directors resign or hired.

Hamilton, Morgan, Delaware, and Hancock Counties as well as Lawrence PD have requested additional MEVO phones in their 911 center.



Network Security Threats



On August 31, 2021 Auburn Essential Services (AES) experienced service interruptions or high latency on their voice and data services that serve the Dekalb County 9-1-1 center.

Several of their customers were impacted by a distributed bot attack, causing circuit saturation. When the Dekalb County 911 Center was affected, calls were moved to MEVO, which provided full service continuity.

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. Securelore system currently monitors INdigital remote access and corporate network.

INdigital is nearing completion of a third party security audit of our National Service Operations Center (NSOC) for all INdigital customers.

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.



Wireless Calls

(Please refer to graph D-1.1 through D-1.2 in the appendix)



Wireless call volumes for Indiana decreased as compared to previous periods with a 2021 third quarter total of 1,438,042. The variation of calls is consistent with seasonal trends.

Since the 2006 start of the IN911 network, 47,065,672 wireless calls have been processed on the NG ESiNet.

During the past 13 years, the IN911 network has averaged 3 million calls a year. Annual call volumes have had steady increases over time.



Translation Services

(Please refer to graphs E-1.1 through E-1.4 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 second quarter of 2021 by the top five counties (Marion, Allen,

Elkhart, White, and Tippecanoe) had a total of 12 thousand minutes of total usage during this quarter.

Spanish translations for all other counties totaled 3 thousand minutes.

Statewide, 13 thousand minutes of Spanish language translation was provided for non-English speaking callers.

Other non-English to dual party translation during the third quarter of 2021 had similar usage trends, with the top five counties (Marion, Allen, Tippecanoe, Hamilton, and Porter) with 1,716 minutes of language translation.

The balance of the counties used 347 minutes with a total of 2,063 minutes.

Through the third quarter of 2021, 47 different languages have been translated for Indiana PSAPs.





Texty Services

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



During the third quarter of 2021 there were 3,780 inbound text sessions received by 91 PSAPs. This is up from 87 PSAPs during the third quarter and consistent with quarterly trends. The use of inbound text sessions have increased from year to year. Text usage is about 1,230 sessions away from last year's total.

There were 55,557 outbound text sessions during the third quarter of 2021 sent by 116 Agencies. This represents outbound sessions from county and city PSAPS, State Police Posts, airport authorities, and college PSAPs.

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 recently installed this version of the platform for a large metropolitan district serving 1.3 million residents with a highly diverse non-English translation need.



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 third quarter of 2021 MEVO delivered 668 calls by primary PSAPs with more than 16 hours of talk time.

The MEVO system also delivered 828 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 first three quarters of 2021 is 1,496 calls with 45.4 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 third 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-2.1 in the appendix)

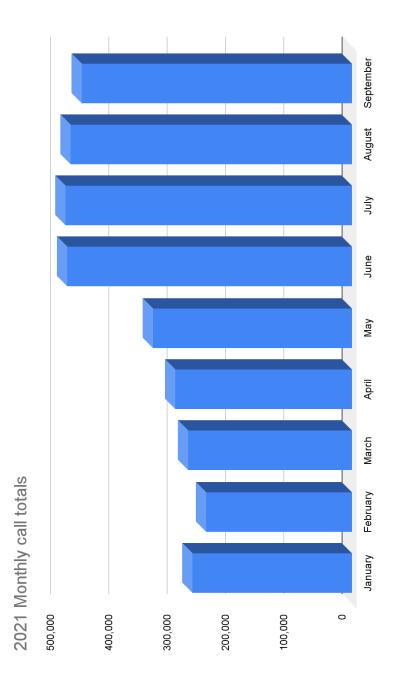
- 1. Colt's Football Game.
 - a. November 7th away game.
 - i. No 9-1-1 calls were made that day at or near Lucas Oil Stadium.
 - b. November 14th home game
 - i. 40 9-1-1 calls made at or near Lucas Oil Stadium.
- 2. Purdue University vs Indiana University Football.
 - a. Purdue won 44 to 7.
 - b. Location was Purdue University, West Lafayette.
 - c. 12 9-1-1 calls were made during the football game.
 - d. Purdue University was on Thanksgiving Holiday break.
 - e. It was reported that the stadium was at full capacity and plenty of tailgating in the parking lots.



Appendix Wireless Calls Graphs

Graph D-1.1

Call volume by month for the 2021 calendar year.

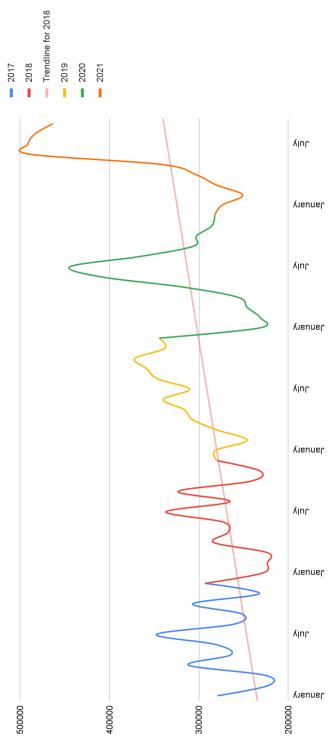




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Graph D-1.2

Call volume for the past four years.



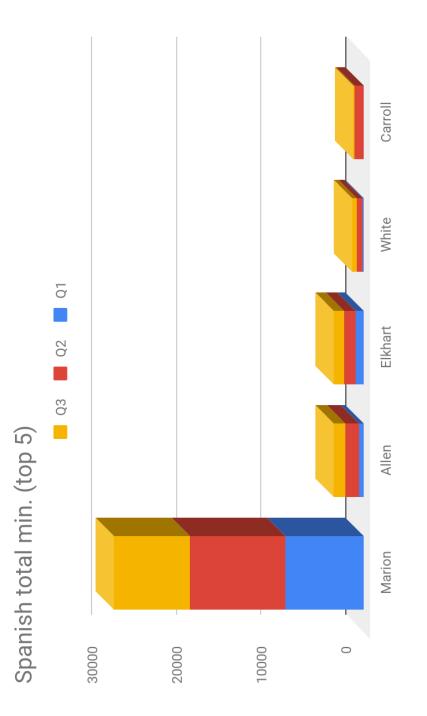




Translation Services Graphs

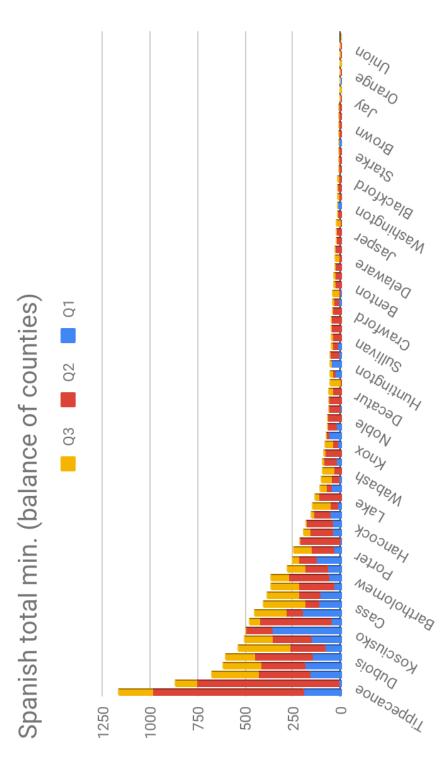
Graph E-1.1

Counties with the top 5 Spanish voice translation minutes.



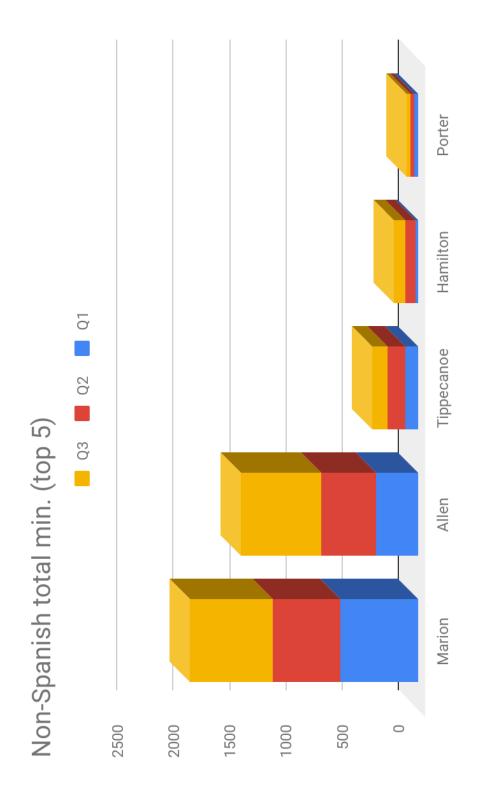


All other counties with Spanish voice translation in minutes.



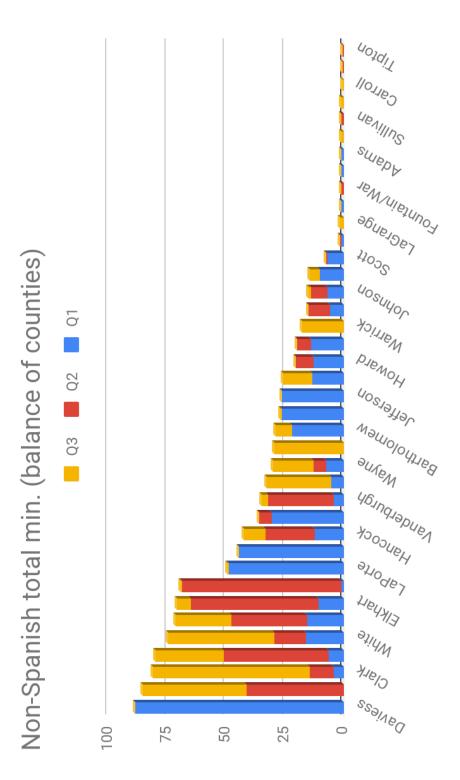


Counties with the top 5 non-Spanish voice translation minutes.





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







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

Language	Total	Language	Total
SPANISH	10,835	AMHARIC	3
BURMESE	257	GUJARATI	3
HAITIAN CREOLE	207	NIGERIAN PIDGIN	3
MANDARIN	92	PASHTO	3
FRENCH	78	SERBIAN	3
SWAHILI	69	BOSNIAN	2
ARABIC	59	POLISH	2
VIETNAMESE	43	TAGALOG	2
CHIN HAKHA	31	BENGALI	1
PUNJABI	27	BULGARIAN	1
KINYARWANDA	16	CANTONESE	1
HAKKA-CHINA	15	CHIN TEDIM	1
SOMALI	15	FARSI	1
TIGRIGNA	15	IGBO	1
HINDI	13	ITALIAN	1
YORUBA	13	MALAY	1
KAREN	11	MOROCCAN ARABIC	1
RUSSIAN	11	NEPALI	1
KOREAN	10	PORTUGUESE BRAZILIAN	1
JAPANESE	7	ROHINGYA	1
PORTUGUESE	7	SYLHETI	1
TURKISH	7	THAI	1
		TIGRE	-
LINGALA	4		1
		URDU	1



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.





Graph F-1.3

All Inbound Text to 911 by PSAP.

	Q1 - 3,454		UZ - 4,364		us - 3,780		- 47
100 +		30 - 99		10 - 29		< 10	
Marion Co.Indy PD	3583	Floyd Co. Sheriff's Department	93	Ripley Co. E-911 Communications	29	Crawford Co. Central Dispatch	9
Lake Co. Sheriffs Office	660	Hancock Co. EOC	76	Cass Co. E911	28	Daviess Co. 911	6
Saint Joseph	642	Jennings Co. 911	74	Gibson Co. SD	28	Parke Co. 911	6
Vanderburgh Co. Central Dispatch	568	Morgan Co. 911	71	Warrick Co. Sheriffs Office	28	Perry Co.	6
Allen Co. SD	552	Boone Co. SD	68	Marshall Co. PD	24	Purdue University PD	6
Vigo Co. 911	357	Clinton Co. 911	67	Putnam Co. Sheriffs Office	24	Benton Co. Sheriffs Office	80
Marion Co.	350	Grant Co. SD	67	Carroll Co. E911	23	Orange Co. SD	8
Kosciusko Co.	321	Howard Co. SD	62	Posey Co. 911	23	Pike Co. Sheriffs Office	8
Elkhart City PD	318	Indigital telecom	54	White Co.	23	Lowell SP Post 13	5
Monroe Co. Central Dispatch	251	Adams Co. Sheriffs Office	49	DeKalb Co. SD	22	Newton Co. 911	5
Wayne Co. Emergency Communications [227	Tipton Co. E911	46	Jay Co. SD	22	Ohio Co. Communications	5
Hamilton Co. Sheriffs Office Dispatch	193	Tippecanoe Co. Sheriffs Office	43	Noble Co. SD	22	Speedway Police	5
Clark Co. 911 Center	191	Jackson Co. 911	41	Scott Co. Emergency Communications	22	Switzerland Co. Communication	5
LaPorte Co. 911 Communications	158	Miami Co. 911	41	Greene Co. Sheriffs Office	20	Union Co. 911	5
Lafayette PD	155	Henry Co. Emergency Services	38	Wells Co.	20	BeachGrove PD	4
Johnson Co. SD	154	Knox Co. Dispatch Office	38	Harrison Co. SD Dispatch	19	Elkhart Co. 911 Center	4
Delaware Co. Emer. Com. Center	153	Huntington Co. Sheriffs Office	37	LaGrange Co. Communications	19	West Lafayette PD	4
Hendricks Co. Communications Center	150	Clay Co. Justice Center	36	Decatur Co. SD	18	Bedford PD	3
Madison Co. Sheriffs Office	146	Dubois Co. Communications Center	36	Franklin Co. Communications E-911	18	Columbia City Communications Center	3
Montgomery Co. / Crawfordsville E911	126	Shelby Co. SD	36	Steuben Co. 911	18	Martin Co. SD	3
Porter Co.	106	Fayette Co. Communications	35	Mooresville PD	17	Batesville PD	2
Bartholomew Co. EOC	103	Jefferson Co. 911	33	ISP Toll Road Post 21	16	ISP Fort Wayne Post 22	2
		Lawrence Co. Sheriffs Office	33	Whitley Co. Communications Center	16	Jasper PD	2
		Wabash Co. Central Dispatch	33	Vermillion Co. Sheriff's Office	15	Kendalville PD	2
		Sullivan Co. 911	32	Fountain/Warren Co. Regional Dispatch C	14	ISP Bloomington Post 33	1
		Dearborn Co.	31	Randolph Co. Communications	14	ISP Indianapolis Post	1
		Jasper Co. Sheriffs Office	31	Spencer Co. 911	14	ISP Versailles Post 42	1
		Schererville PD	30	Brown Co. SD	13	IU PD	1
				Pulaski Co. Sheriffs Office	13	Rushville PD	1
				Rush Co. SD	12	Seymour PD	-
				Starke Co. Sheriffs Office	12		
				Blackford Co. Central Dispatch	11		
				Fulton Co. Communications	11		
				Lawrence PD	11		
				Indy Airport Authority	10		
				Owen Co. Sheriffs Office	10		
				Washington Co. Sheriffs Office	10		





Graph F-1.4

All Outbound Text from 911 by PSAP.

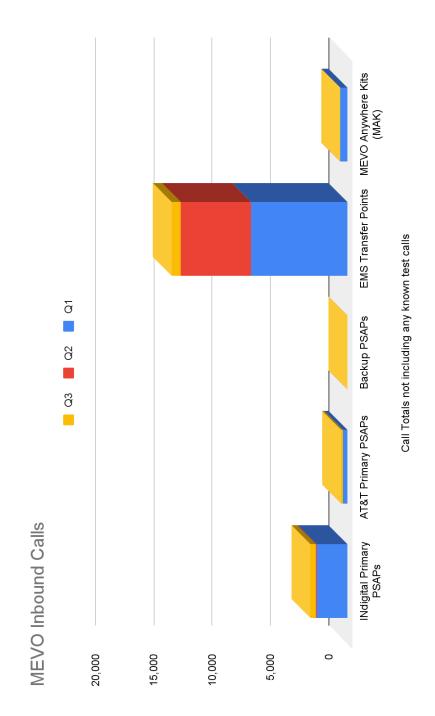
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11 1215 Franklin Co. Communications E-311 380 Pike Co. Sherifis Office 200 1 119 Knox Co. Dispetich Office 384 Name Co. Sherifis Office 384 1 1165 State Co. Sherifis Office 384 Name Co. Sherifis Office 385 1 1165 Cannol Co. Sherifis Office 385 Nav Haven PD 200 1 1065 Cannol Co. Sherifis Office 365 Tipton Co. E911 200 1 1081 Jay Co. SD 323 Tipton Co. E911 203 1 107 Jay Co. SD 305 203 203	arshall Co. PD	1219	West Lafayette PD	407	Ohio Co. Communications	59		
1197 Knox Co. Dispatch Office 364 Harrison Co. SD Dispatch Marrison Co. SD Dispatch 1 1165 Starke Co. Sherriffs Office 362 Maw Haven PD Mow Haven PD 1 1085 Carroll Co. SH Office 362 New Haven PD Mow Haven PD 1 1086 Larroll Co. SH 335 Trphon Co. E011 Mow Haven PD 1 1019 Idd y Co. SD 323 Trphon Co. E011 Mow Haven PD 1 1019 Indy Approximation Start 321 Trphon Co. E011 Mow Haven PD 1 1039 Idd honthy 321 Trphon Co. E011 Mow Haven PD	teuben Co. 911	1215	Franklin Co. Communications E-911	390	Pike Co. Sheriffs Office	58		
1 1165 Starke Co. Sharfifs Office 362 New Haven PD P 1 1095 Carroll Co. E911 355 Tpton Co. E911 255 1 1081 Jay Co. SD 325 Tpton Co. E911 255 1 1079 Indy Attrint Authority 323 223 1 1079 Deatur Cuttor 321 Deatur Co. SD 335 232	linton Co. 911	1197	Knox Co. Dispatch Office	364	Harrison Co. SD Dispatch	57		
1085 Carroll Co. E811 365 Tipton Co. E911 365 1081 Jay Co. SD 223 107 233 1079 Indy Attion Authority 233 233 Deatur Co. SD 323 325 323	organ Co. 911	1165	Starke Co. Sheriffs Office	362	New Haven PD	52		
1081 Jay Co. SD 1079 Indy Airport Authority Decatur Co. SD	earborn Co.	1095	Carroll Co. E911	355	Tipton Co. E911	52		
1079 Indy Authority Decatur Co. SD	White Co.	1081	Jay Co. SD	323				
Decatur Co. SD	helby Co. SD	1079	Indy Airport Authority	321				
			Decatur Co. SD	305				



MEVO Graphs

Graph G-1.1

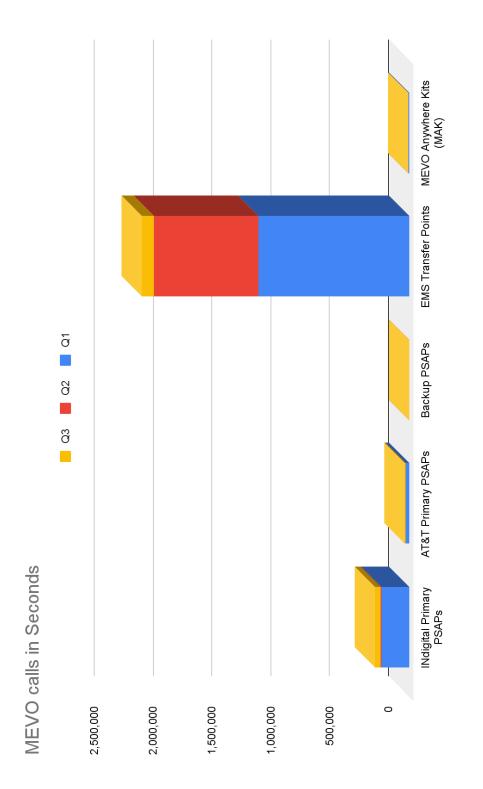
MEVO 2020 quarterly inbound call totals.





Graph G-1.2

MEVO 2020 quarterly inbound call totals in seconds.

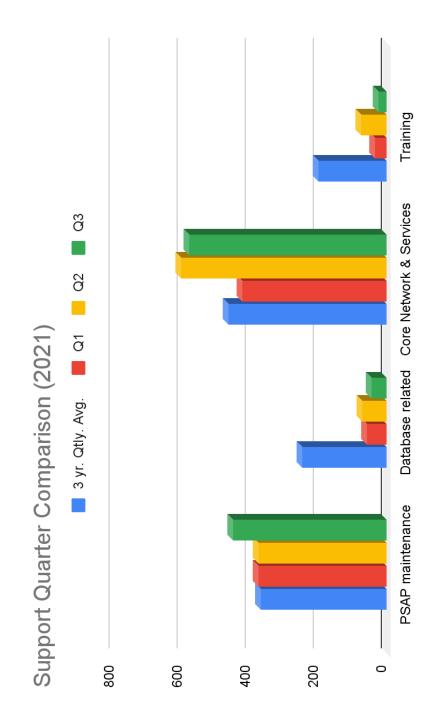


INdigital

Help Desk Ticket Analysis Graphs

Graph J-1.1

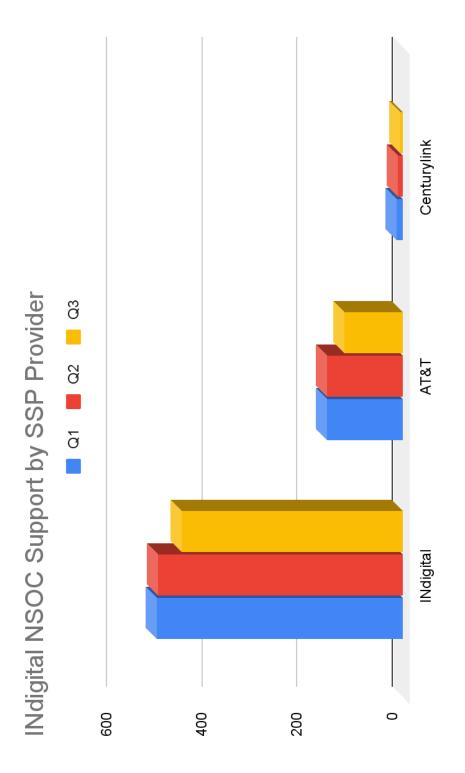
Quarterly totals for 2021 of trouble tickets for core support.





Graph J-1.2

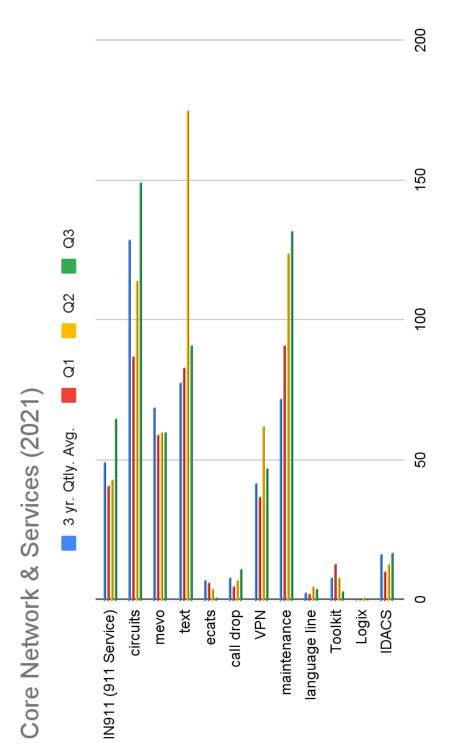
Quarterly totals by CPE or SSP Provider.





Graph J-1.3

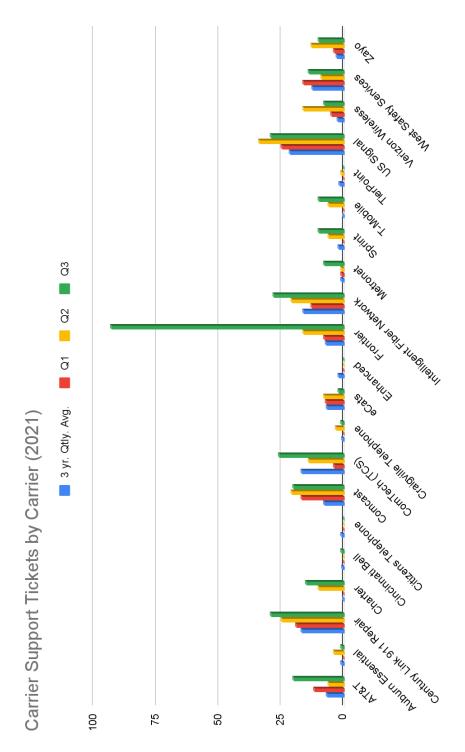
Quarterly totals of core network & service support.





Graph J-1.4

Quarterly totals of carrier support tickets.

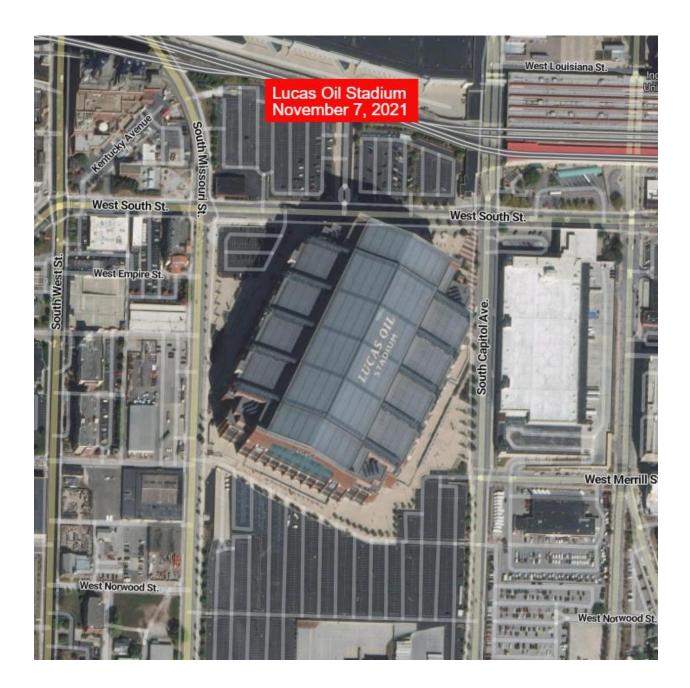




Event Analysis Graphs

Graph K-1.1 Event Analysis

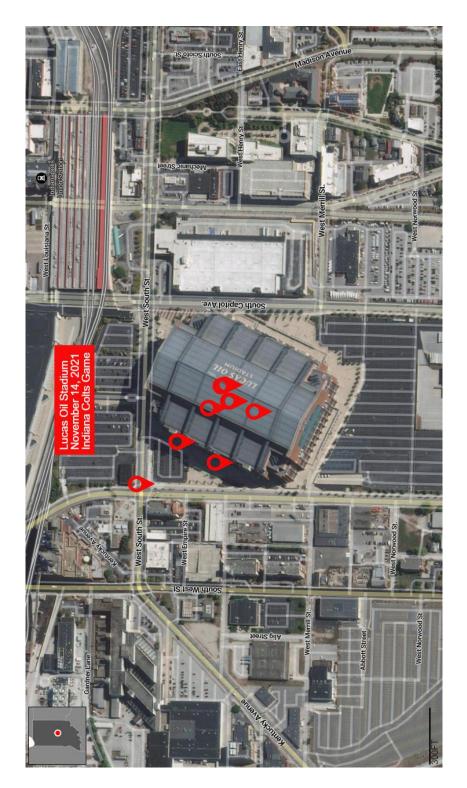
Lucas Oil Stadium





Graph K-1.2 Event Analysis

Lucas Oil Stadium

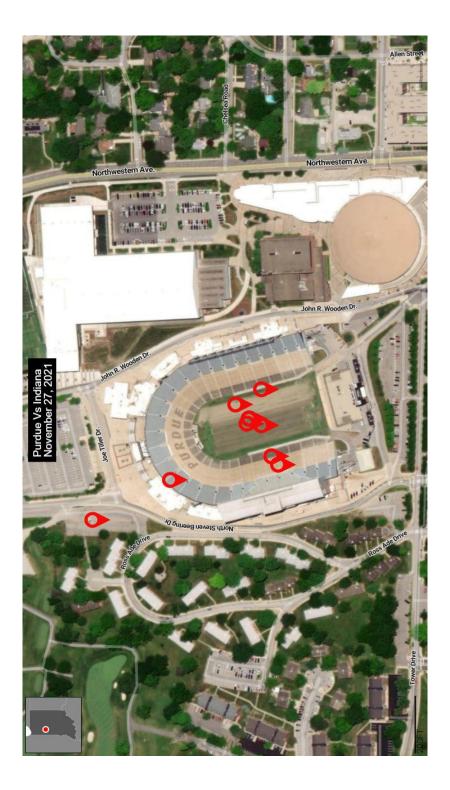






Graph K-2.1 Event Analysis

Purdue University vs Indiana University Football







911 IS OUR CALLING

Contact Us

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