

July 1 - September 30, 2021

2021 BOARD REPORT

Indiana IN911 Next Generation Emergency Network



Table of Contents

IN911 G-19 ESiNet Summary	3
PSAP changes in 2021	4
Network Security Threats	5
Wireless Calls	6
Translation Services	7
Texty Services	8
MEVO	9
Help Desk Ticket Analysis	10
Event Analysis	11
Appendix	12
Wireless Calls Graphs	12
Translation Services Graphs	14
Texty Services Graphs	19
MEVO Graphs	23
Help Desk Ticket Analysis Graphs	25
Event Analysis Graphs	29
Contact Us	32

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. Seculore 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, Haitian 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)

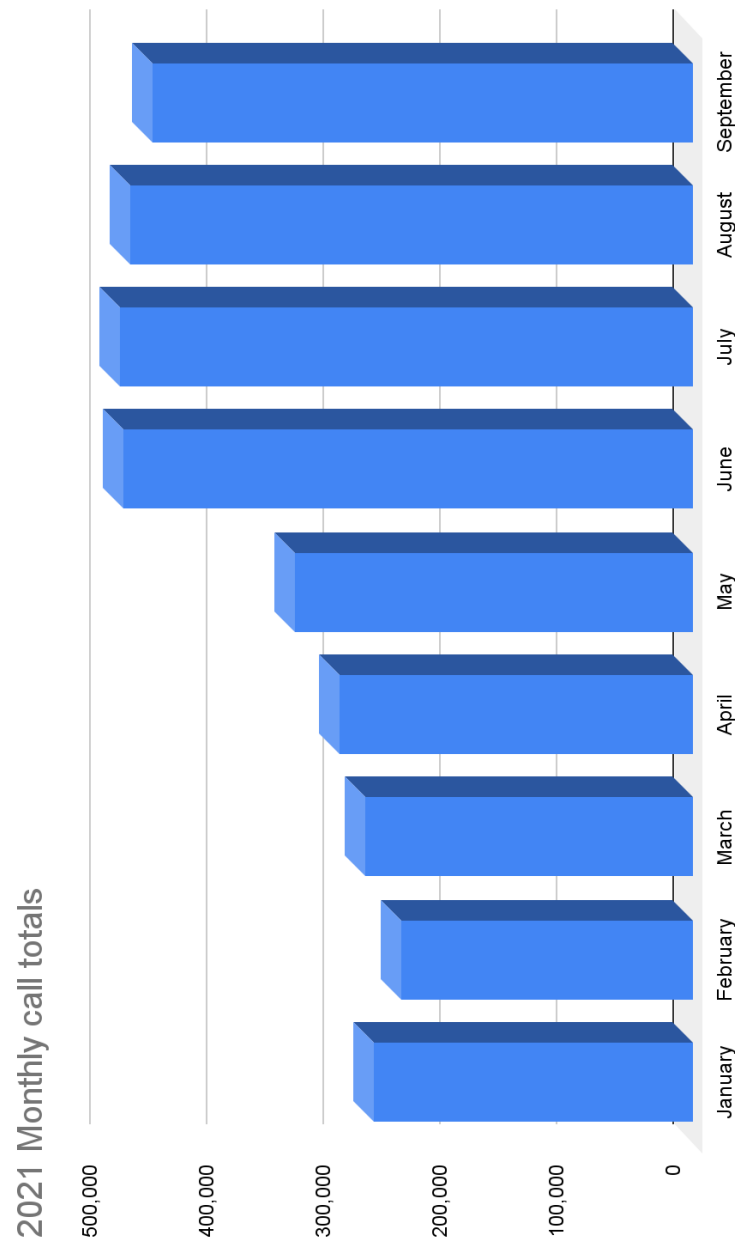
1. Colt's Football Game.
 - a. November 7th away game.
 - i. No 9-1-1 calls were made that day at or near Lucas Oil Stadium.
 - b. November 14th home game
 - i. 40 9-1-1 calls made at or near Lucas Oil Stadium.
2. Purdue University vs Indiana University Football.
 - a. Purdue won 44 to 7.
 - b. Location 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

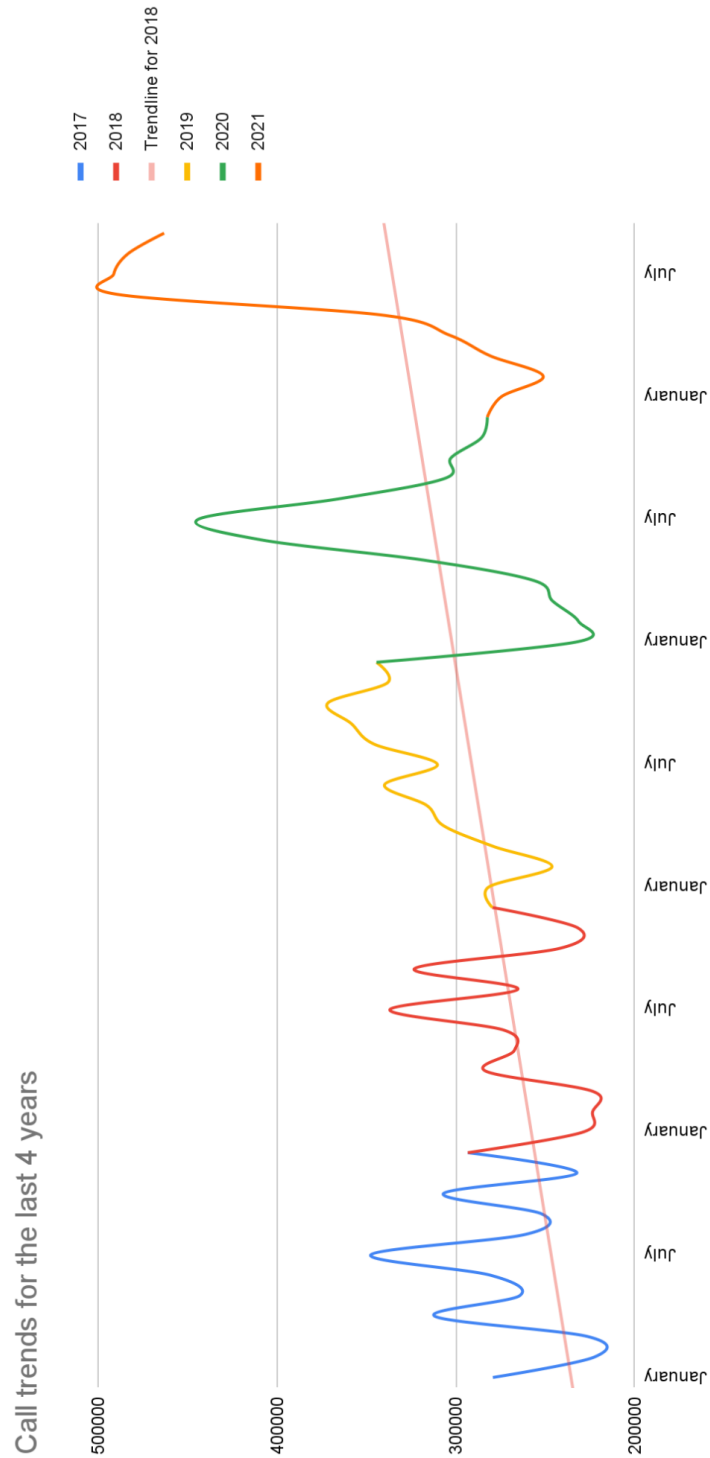
Wireless Calls Graphs

Graph D-1.1

Call volume by month for the 2021 calendar year.



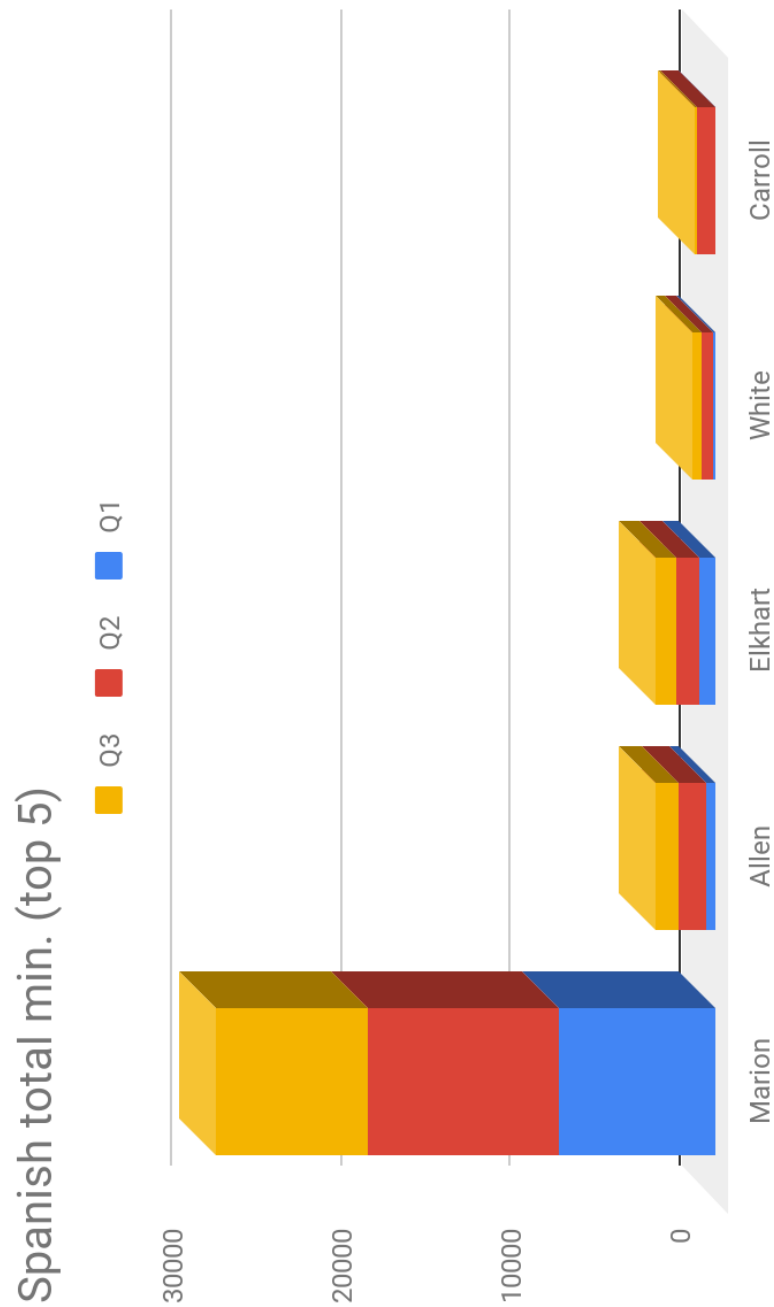
Call volume for the past four years.



Translation Services Graphs

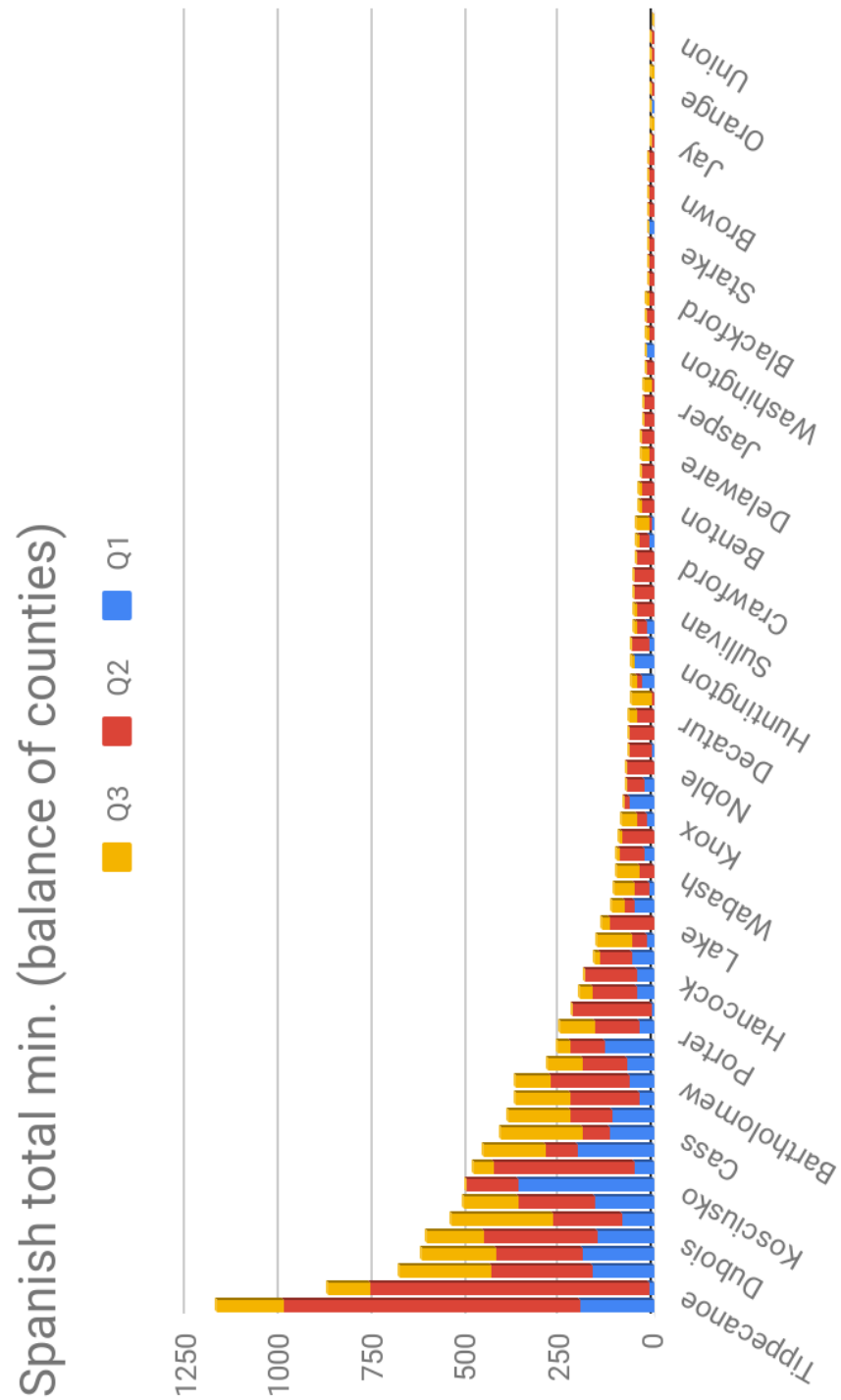
Graph E-1.1

Counties with the top 5 Spanish voice translation minutes.



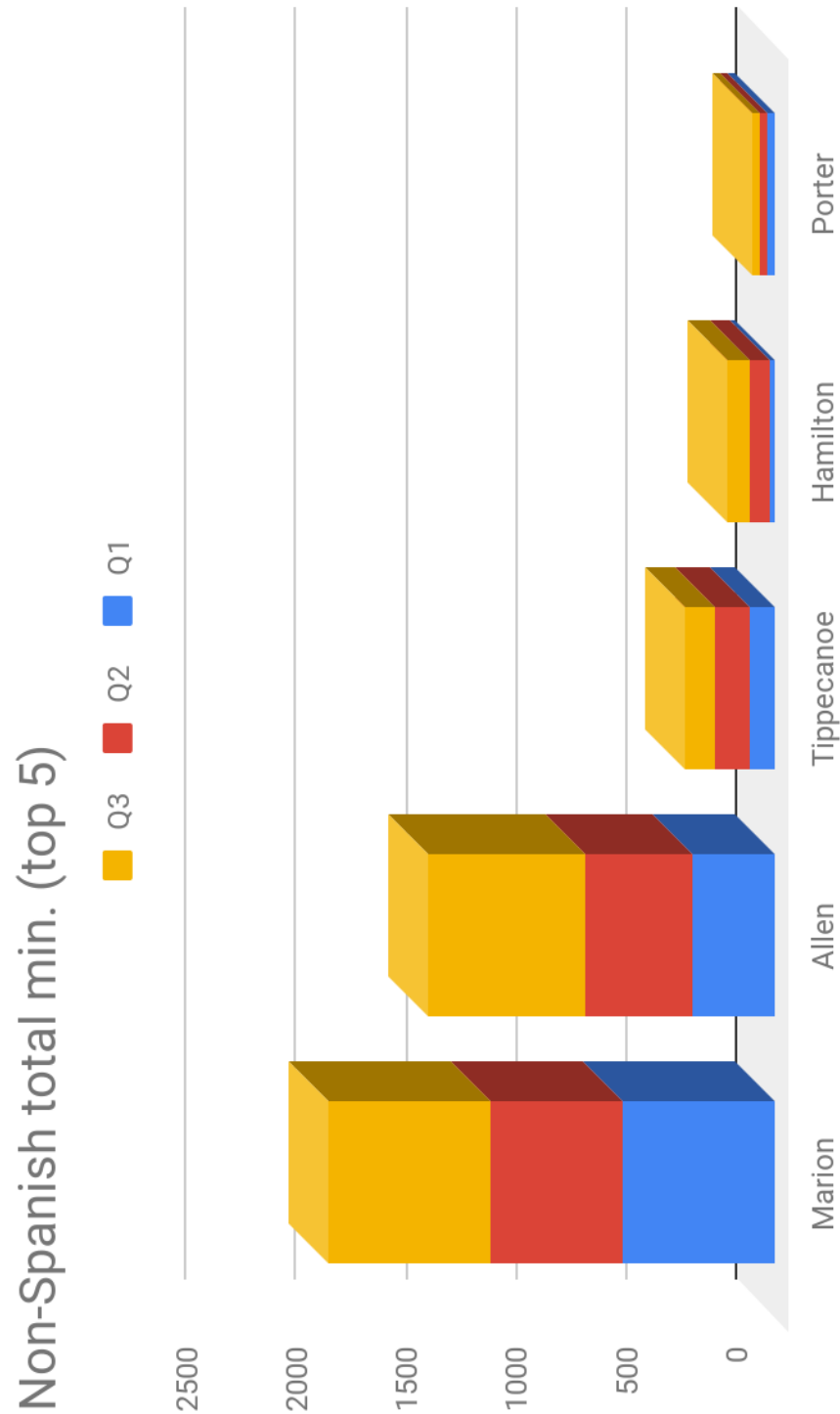
Graph E-1.2

All other counties with Spanish voice translation in minutes.



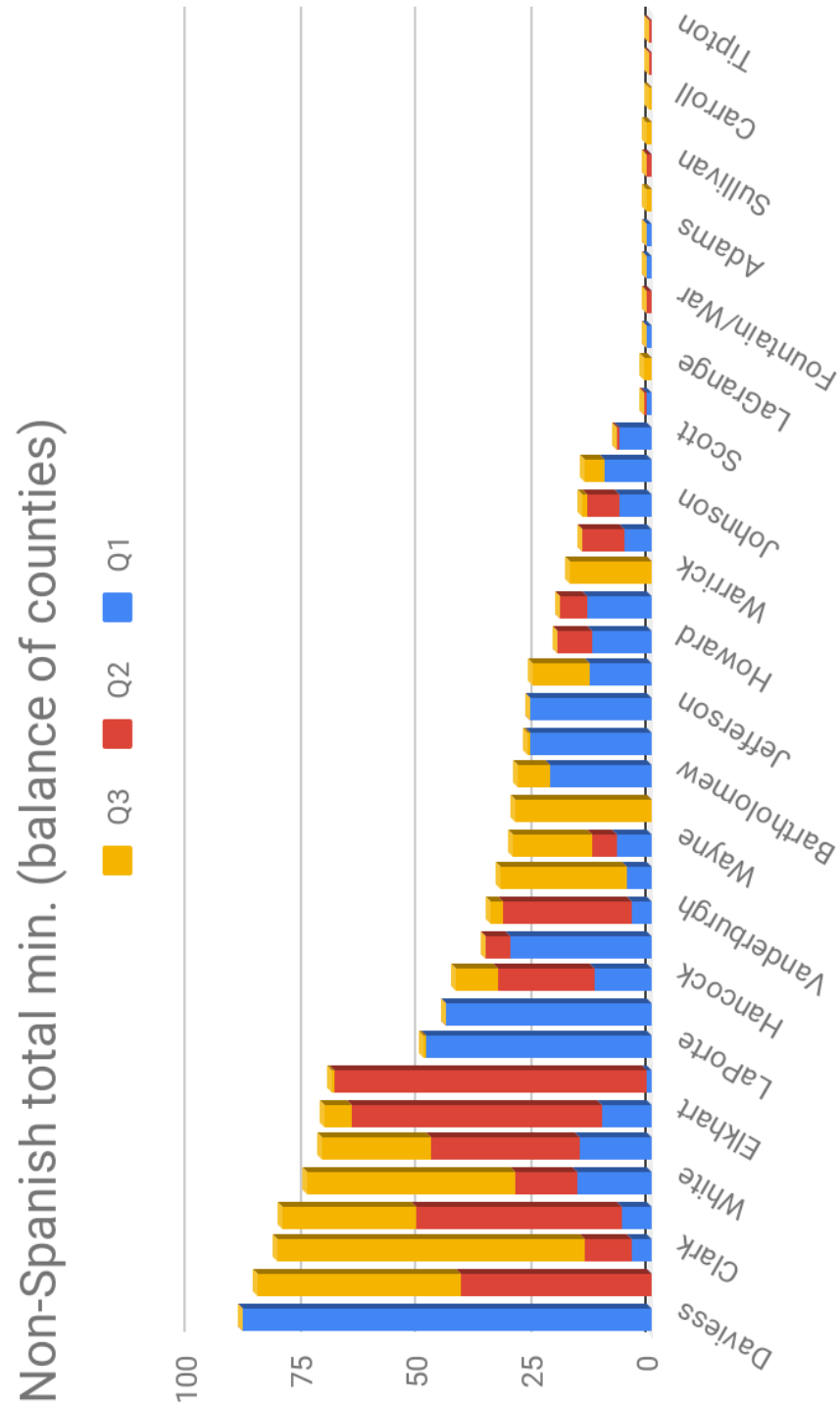
Graph E-1.3

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



Graph E-1.3

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



Graph E-1.4

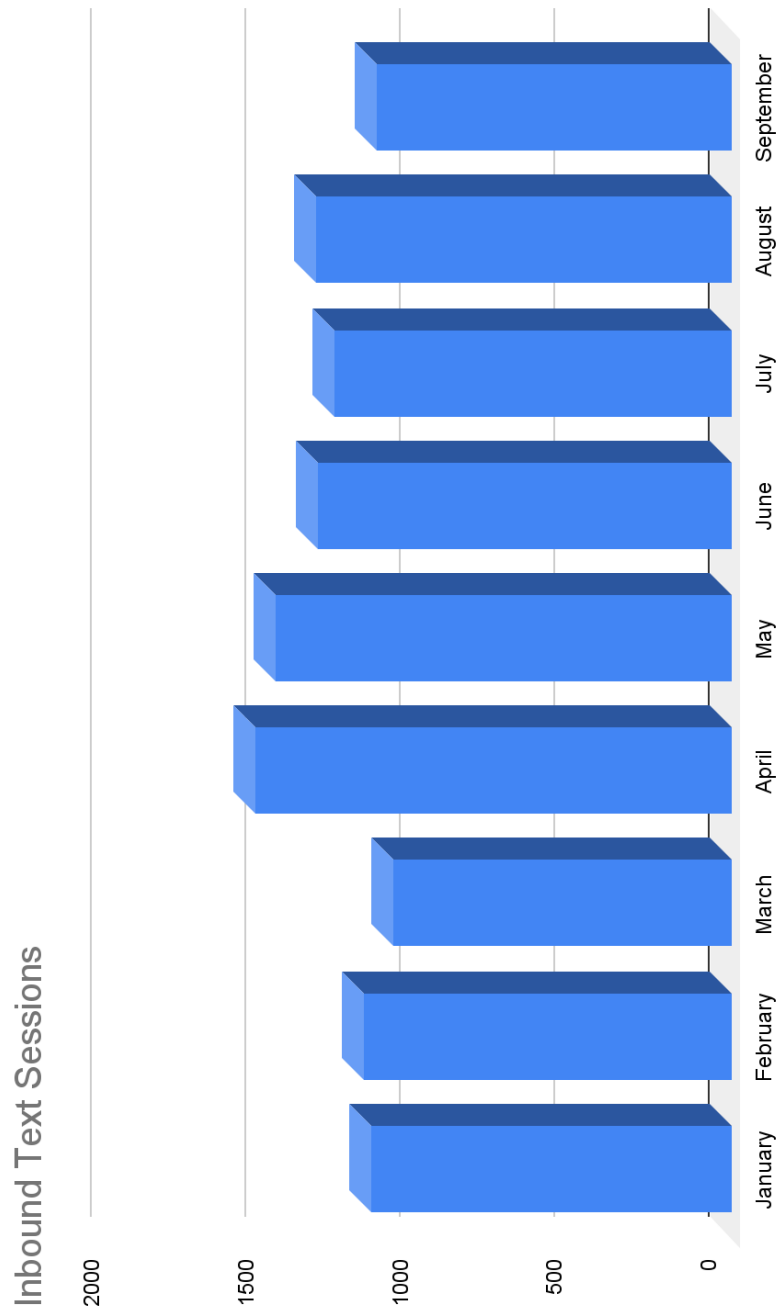
Total occurrences of voice translation for each language used in the first three quarters of 2021.

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
		PORTUGUESE	
KOREAN	10	BRAZILIAN	1
JAPANESE	7	ROHINGYA	1
PORTUGUESE	7	SYLHETI	1
TURKISH	7	THAI	1
LINGALA	4	TIGRE	1
		URDU	1

Texty Services Graphs

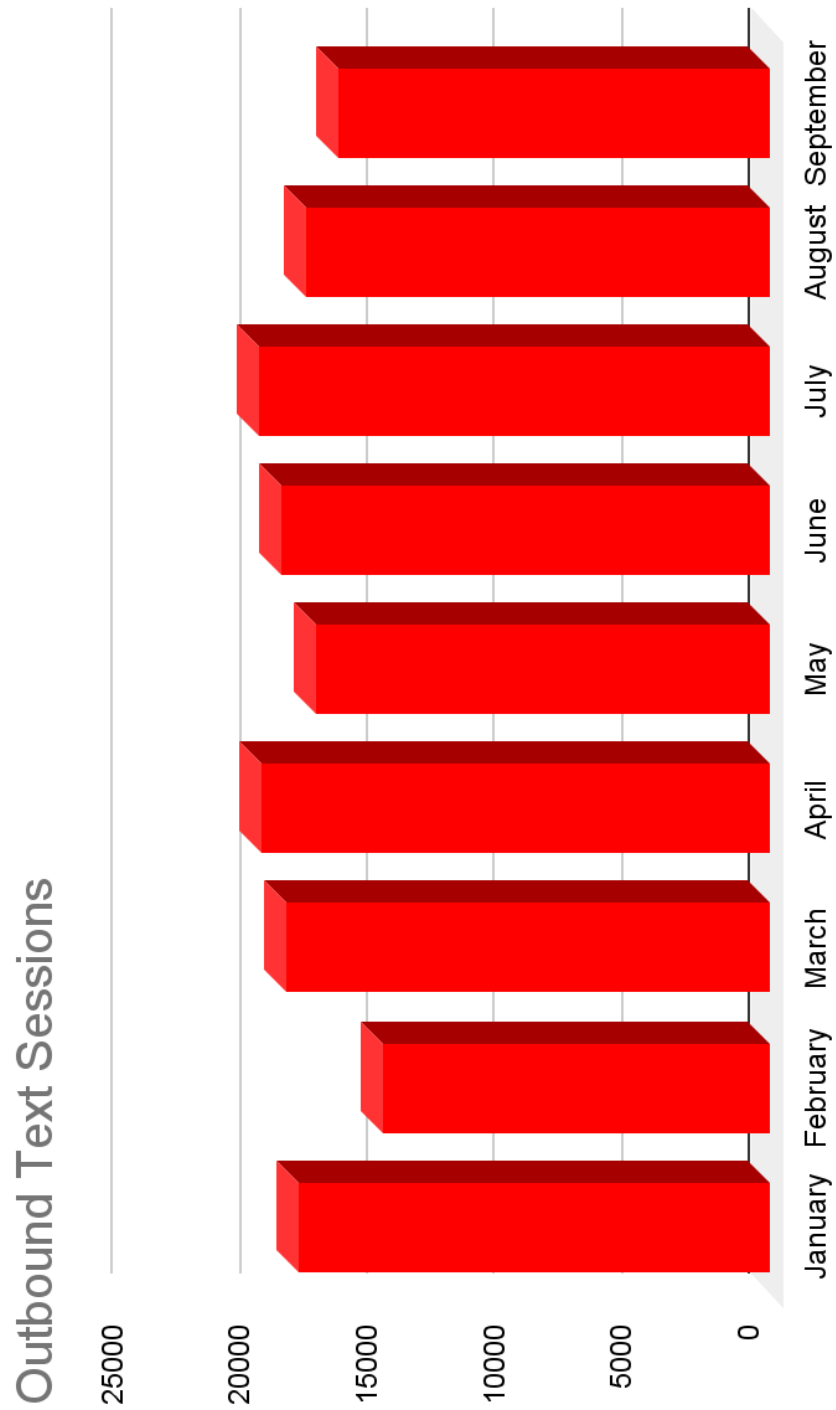
Graph F-1.1

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.

Inbound Text to 911 100 +	Q1 - 3,454	Q2 - 4,364	Q3 - 3,780	Q4 -
Marion Co.Indy PD	3583			
Lake Co. Sheriffs Office	660			
Saint Joseph	642			
Vanderburgh Co. Central Dispatch	568			
Allen Co. SD	552			
Vigo Co. 911	357			
Marion Co.	350			
Kosciusko Co.	321			
Elkhart City PD	318			
Monroe Co. Central Dispatch	251			
Wayne Co. Emergency Communications Center	227			
Hamilton Co. Sheriffs Office Dispatch	193			
Clark Co. 911 Center	191			
LaPorte Co. 911 Communications	158			
Lafayette PD	155			
Johnson Co. SD	154			
Delaware Co. Emer. Com. Center	153			
Handricks Co. Communications Center	150			
Madison Co. Sheriffs Office	146			
Montgomery Co. / Crawfordsville E911	126			
Porter Co.	106			
Bartholomew Co. EOC	103			
Floyd Co. Sheriffs Department		93		
Hancock Co. EOC		76		
Jennings Co. 911		74		
Morgan Co. 911		71		
Boone Co. SD		68		
Clinton Co. 911		67		
Grant Co. SD		62		
Howard Co. SD		62		
Indigital telecom		54		
Adams Co. Sheriffs Office		49		
Tipton Co. E911		46		
Tipton Co. SD		43		
Jackson Co. 911		41		
Miami Co. 911		41		
Henry Co. Emergency Services		38		
Knox Co. Dispatch Office		38		
Huntington Co. Sheriffs Office		37		
Clay Co. Justice Center		36		
Dubois Co. Communications Center		36		
Shelby Co. SD		36		
Fayette Co. Communications		35		
Jefferson Co. 911		33		
Lawrence Co. Sheriffs Office		33		
Wabash Co. Central Dispatch		33		
Sullivan Co. 911		32		
Dearborn Co.		31		
Jasper Co. Sheriffs Office		31		
Schererville PD		30		
Ripley Co. E-911 Communications			29	
Cass Co. E911			28	
Gibson Co. SD			28	
Warrick Co. Sheriffs Office			28	
Marshall Co. PD			24	
Putnam Co. Sheriffs Office			24	
Carroll Co. E911			23	
Posey Co. 911			23	
White Co.			23	
DeKalb Co. SD			22	
Jay Co. SD			22	
Noble Co. SD			22	
Scott Co. Emergency Communications			22	
Greene Co. Sheriffs Office			20	
Wells Co.			20	
Harrison Co. SD Dispatch			19	
LaGrange Co. Communications			19	
Deatur Co. SD			18	
Franklin Co. Communications E-911			18	
Steuben Co. 911			18	
Mooresville PD			17	
ISP Toll Road Post 21			16	
Whitley Co. Communications Center			16	
Vermillion Co. Sheriffs Office			15	
Fountain/Warren Co. Regional Dispatch C			14	
Randolph Co. Communications			14	
Spencer Co. 911			14	
Brown Co. SD			13	
Pulaski Co. Sheriffs Office			13	
Rush Co. SD			12	
Stark 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	
Crawford Co. Central Dispatch				9
Darvies Co. 911				9
Parke Co. 911				9
Perry Co.				9
Purdue University PD				9
Benton Co. Sheriffs Office				8
Orange Co. SD				8
Pike Co. Sheriffs Office				8
Lowell SP Post 13				5
Newton Co. 911				5
Ohio Co. Communications				5
Speedway Police				5
Switzerland Co. Communication				5
Union Co. 911				5
Beach Grove PD				4
Elkhart Co. 911 Center				4
West Lafayette PD				4
Bedford PD				3
Columbia City Communications Center				3
Martin Co. SD				3
Batesville PD				2
ISP Fort Wayne Post 22				2
Jasper PD				2
Kendallville PD				2
ISP Bloomington Post 33				1
ISP Indianapolis Post				1
ISP Versailles Post 42				1
IU PD				1
Rushville PD				1
Seymour PD				1

Graph F-1.4

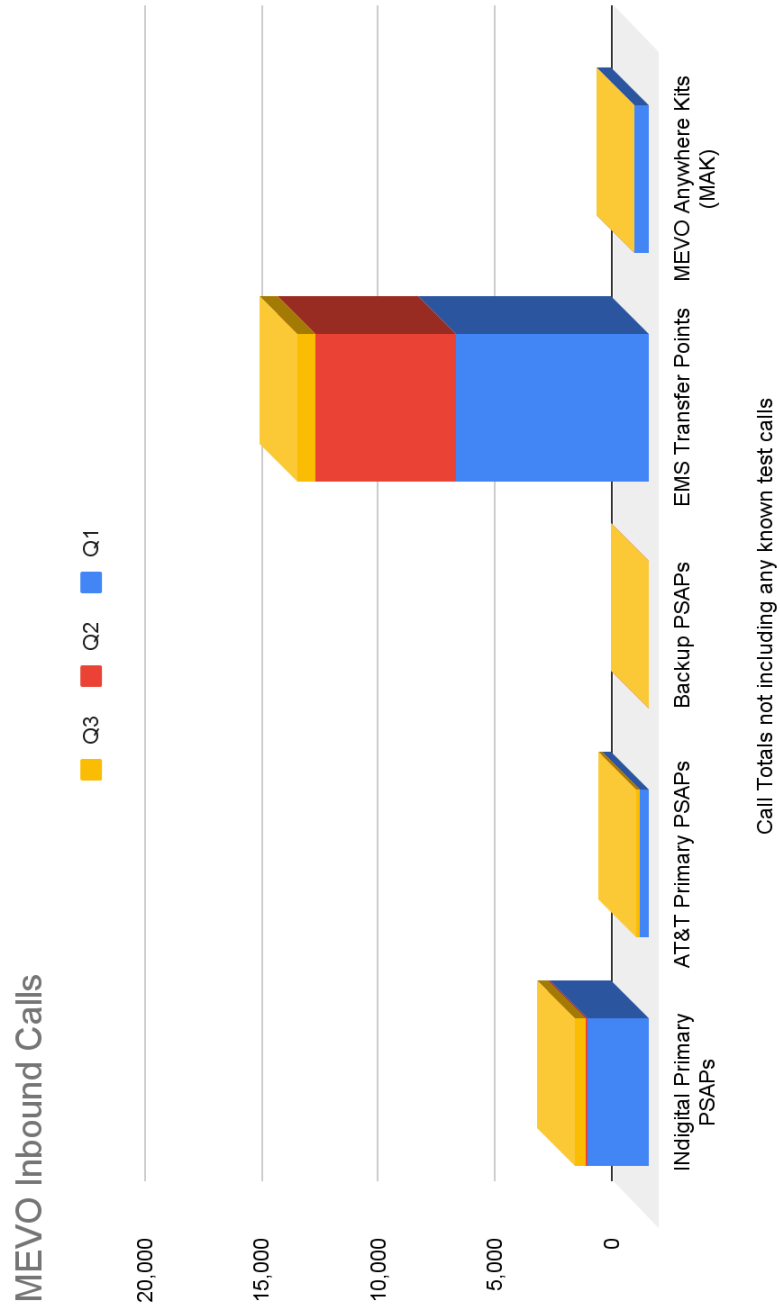
All Outbound Text from 911 by PSAP.

Outbound Text from 911 1,000 +	Q1 - 52,923	Q2 - 57,261	Q3 - 55,557	Q4 -
Marion Co.Indy PD	24445			
Hamilton Co. Sheriff's Office Dispatch	12788			
Saint Joseph	11484			
Elkhart City PD	10681			
Allen Co. SD	10276			
Lake Co. Sheriff's Office	7288			
Monroe Co. Central Dispatch	5741			
Clark Co. 911 Center	5193			
Porter Co.	4884			
Bartholomew Co. EOC	4396			
Wayne Co. Emergency Communications	4374			
Hendricks Co. Communications Center	4209			
Vigo Co. 911	3665			
Vanderburgh Co. Central Dispatch	3078			
Lafayette PD	2742			
Montgomery Co. / Crawfordsville E911	2698			
Kosciusko Co.	2576			
Grant Co. SD	2417			
Dubois Co. Communications Center	2251			
Hancock Co. EOC	1943			
Crawford Co. Central Dispatch	1619			
Boone Co. SD	1588			
Spencer Co. 911	1495			
Wabash Co. Central Dispatch	1364			
LaPorte Co. 911 Communications	1272			
Marshall Co. PD	1219			
Starbuck Co. 911	1215			
Clinton Co. 911	1197			
Morgan Co. 911	1165			
Dearborn Co.	1095			
White Co.	1081			
Shelby Co. SD	1079			
LaGrange Co. Communications		978		
Schererville PD		879		
Wells Co.		854		
Purdue University PD		820		
Henry Co. Emergency Services		753		
Cass Co. E911		729		
DeKalb Co. SD		724		
Noble Co. SD		708		
Scott Co. Emergency Communications		647		
Jefferson Co. 911		620		
Miami Co. 911		611		
Ripley Co. E-911 Communications		608		
Adams Co. Sheriff's Office		606		
Madison Co. Sheriff's Office		561		
Marion Co.		554		
Fulton Co. Communications		550		
FountainWarren Co. Regional Dispatch C		539		
Huntington Co. Sheriff's Office		539		
Pulaski Co. Sheriff's Office		530		
Brown Co. SD		514		
Jennings Co. 911		501		
Whitley Co. Communications Center		456		
Clay Co. Justice Center		433		
Jackson Co. 911		426		
Lawrence Co. Sheriff's Office		425		
West Lafayette PD		407		
Franklin Co. Communications E-911		390		
Knox Co. Dispatch Office		364		
Starke Co. Sheriff's Office		362		
Carroll Co. E911		355		
Jay Co. SD		323		
Indy Airport Authority		321		
Decatur Co. SD		305		
Johnson Co. SD			296	
Orange Co. SD			296	
Owen Co. Sheriff's Office			286	
Elkhart Co. 911 Center			252	
Floyd Co. Sheriff's Department			248	
Jasper Co. Sheriff's Office			231	
Switzerland Co. Communication			231	
Washington Co. Sheriff's Office			212	
Benton Co. Sheriff's Office			208	
Sullivan Co. 911			194	
Posey Co. 911			146	
Tippecanoe Co. Sheriff's Office			140	
Greene Co. Sheriff's Office			139	
Randolph Co. Communications			137	
Rush Co. SD			137	
Lowell SP Post 13			130	
Union Co. 911			120	
Newton Co. 911			110	
ISP Indianapolis Post			89	
Howard Co. SD			87	
Putnam Co. Sheriff's Office			84	
Warrick Co. Sheriff's Office			75	
Delaware Co. Emer. Com. Center			71	
Blackford Co. Central Dispatch			63	
Fayette Co. Communications			62	
Ohio Co. Communications			59	
Pike Co. Sheriff's Office			58	
Harrison Co. SD Dispatch			57	
New Haven PD			52	
Tipton Co. E911			52	
Lawrence PD				47
Mooresville PD				46
Indigital telecom				43
Kendallville PD				43
Marion Co. SD				40
Batesville PD				39
ISP Toll Road Post 21				36
Jasper PD				32
ISP Versailles Post 42				30
Perry Co.				28
Seymour PD				27
Columbia City Communications Center				21
Parke Co. 911				16
Davess Co. 911				13
Speedway Police				10
Bedford PD				8
ISP Bloomington Post 33				7
BeachGrove PD				6
Vermillion Co. Sheriff's Office				6
IU PD				4
Rushville PD				4
Gibson Co. SD				3

MEVO Graphs

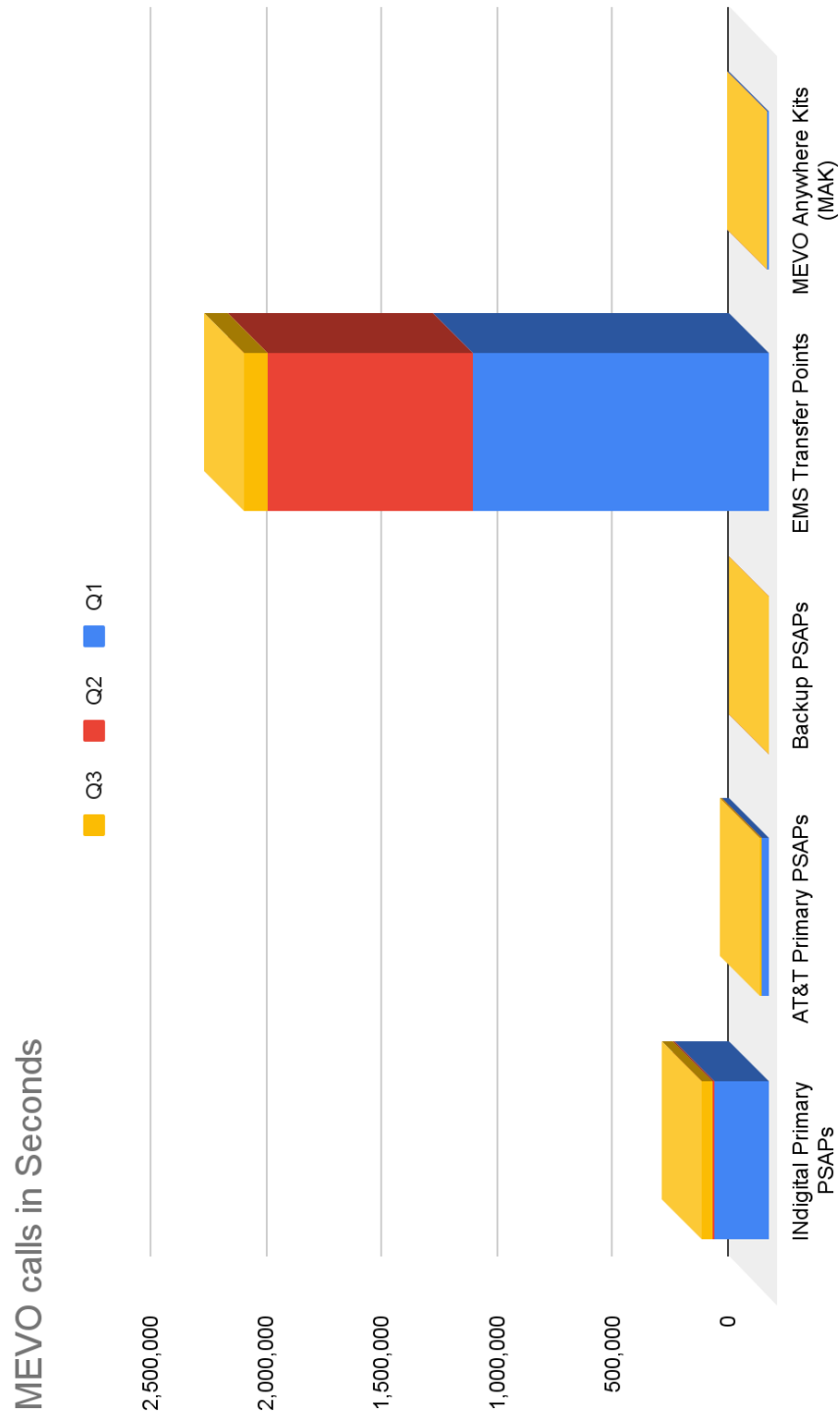
Graph G-1.1

MEVO 2020 quarterly inbound call totals.



Graph G-1.2

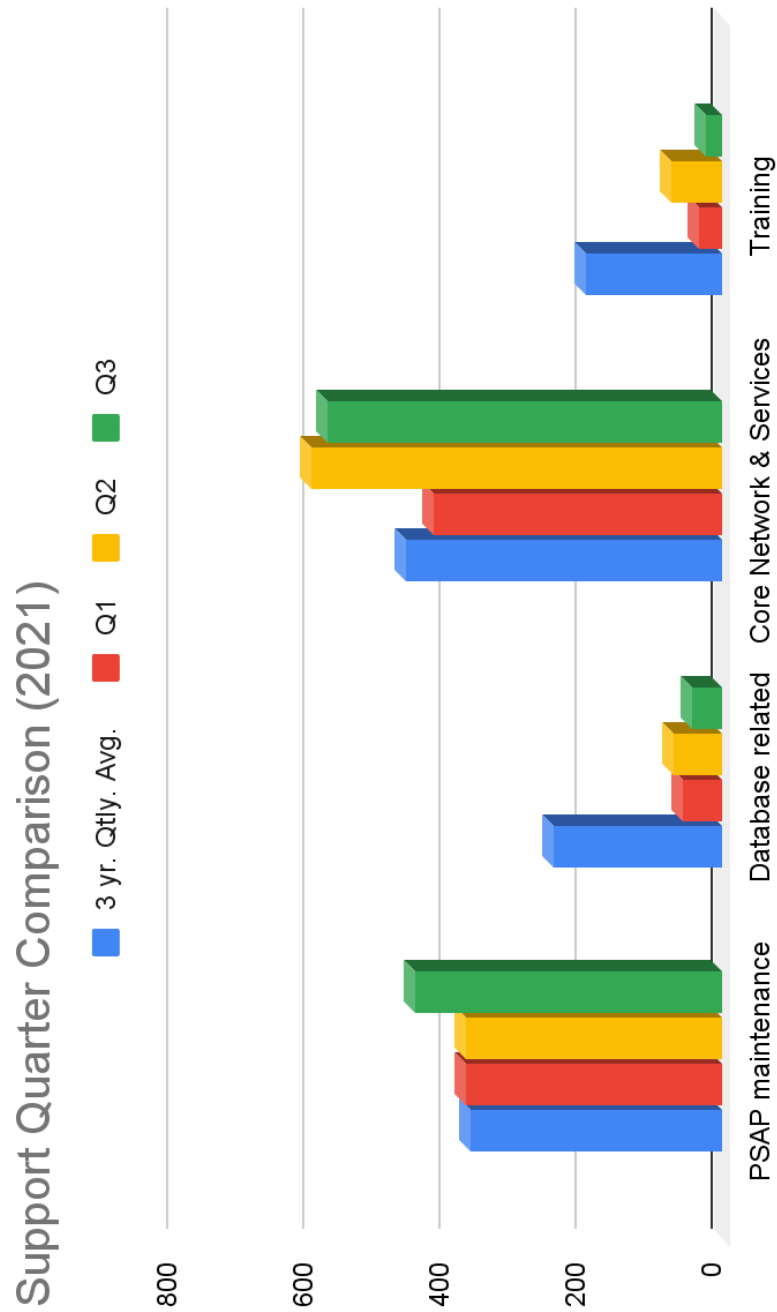
MEVO 2020 quarterly inbound call totals in seconds.



Help Desk Ticket Analysis Graphs

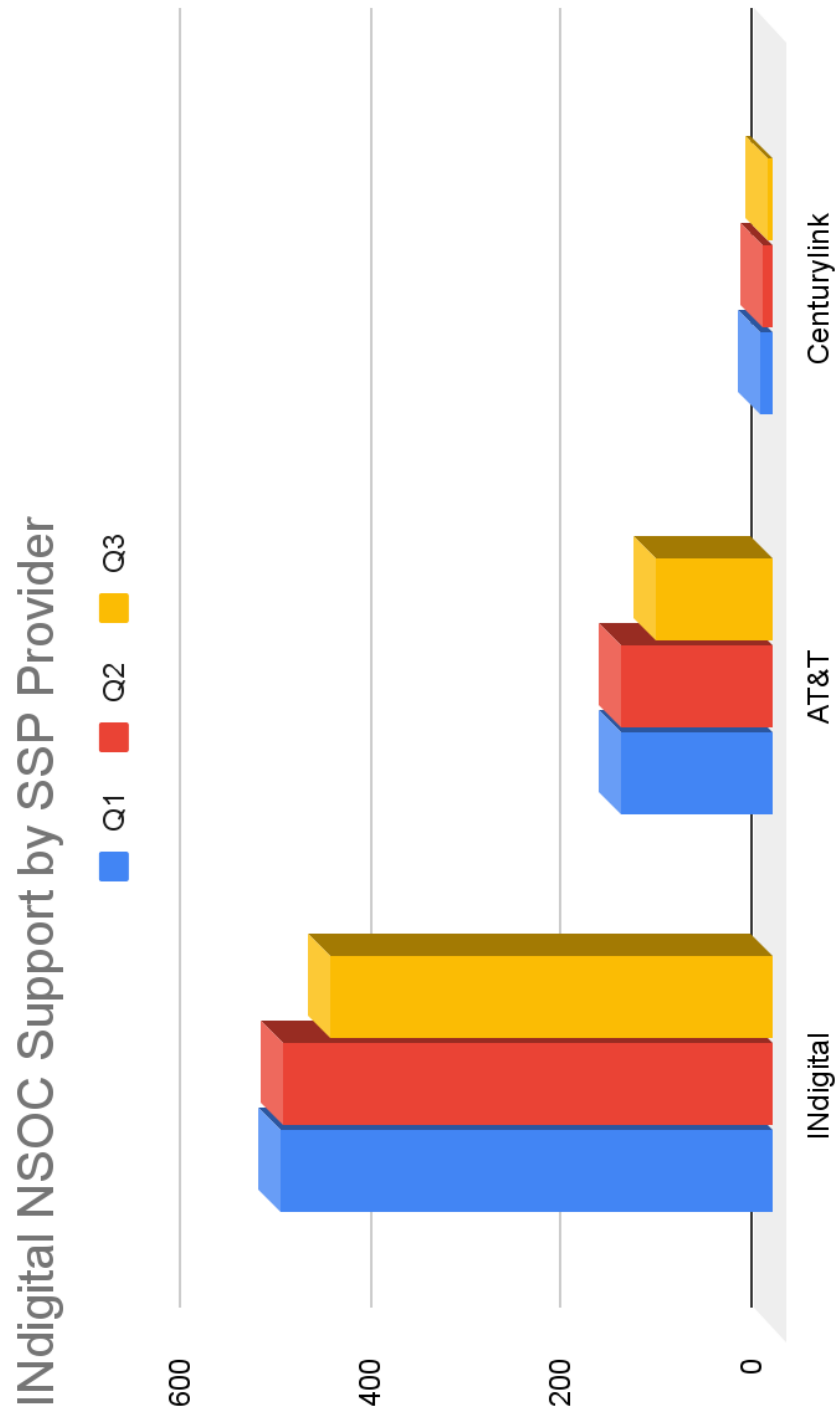
Graph J-1.1

Quarterly totals for 2021 of trouble tickets for core support.



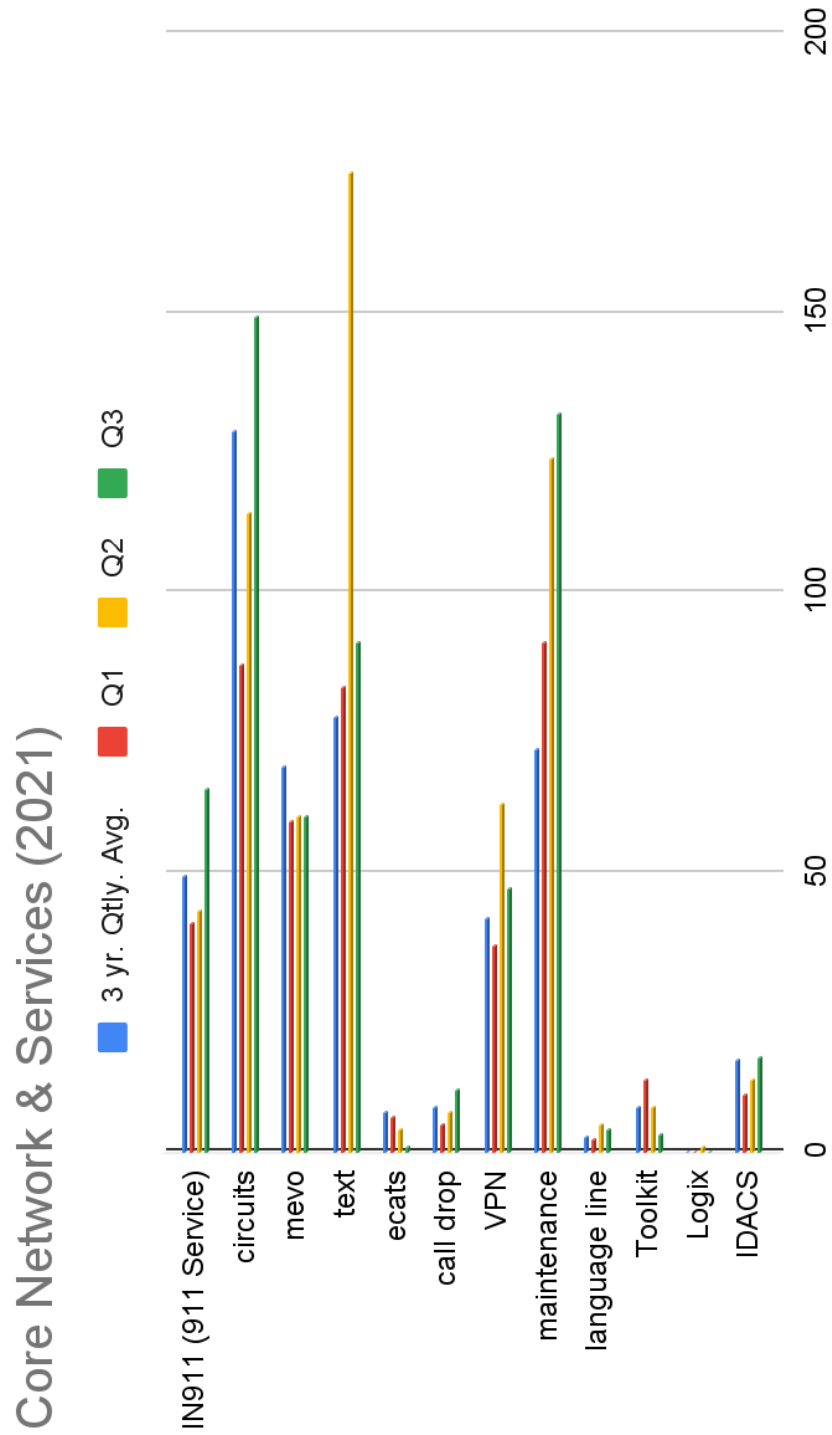
Graph J-1.2

Quarterly totals by CPE or SSP Provider.



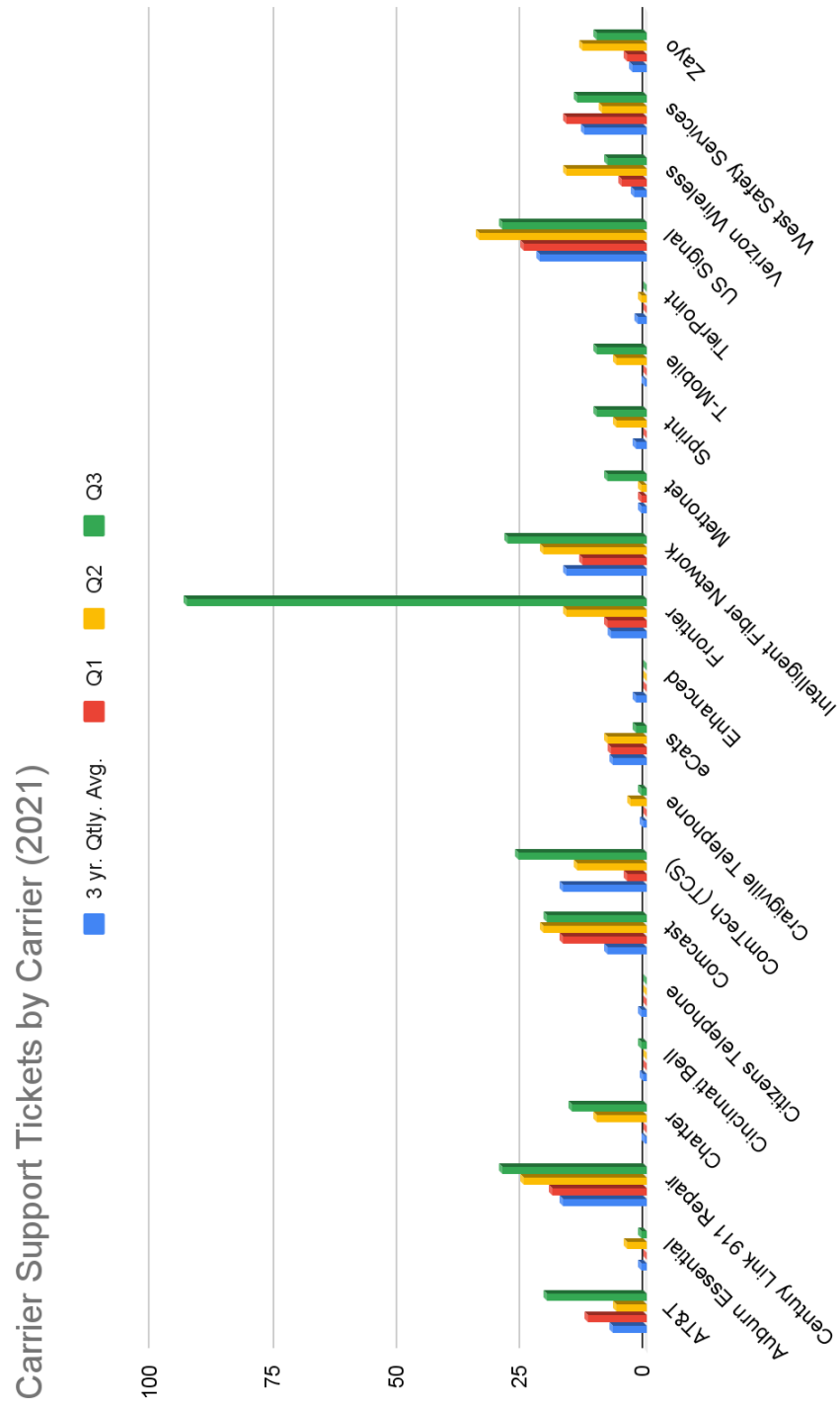
Graph J-1.3

Quarterly totals of core network & service support.



Graph J-1.4

Quarterly totals of carrier support tickets.



Event Analysis Graphs

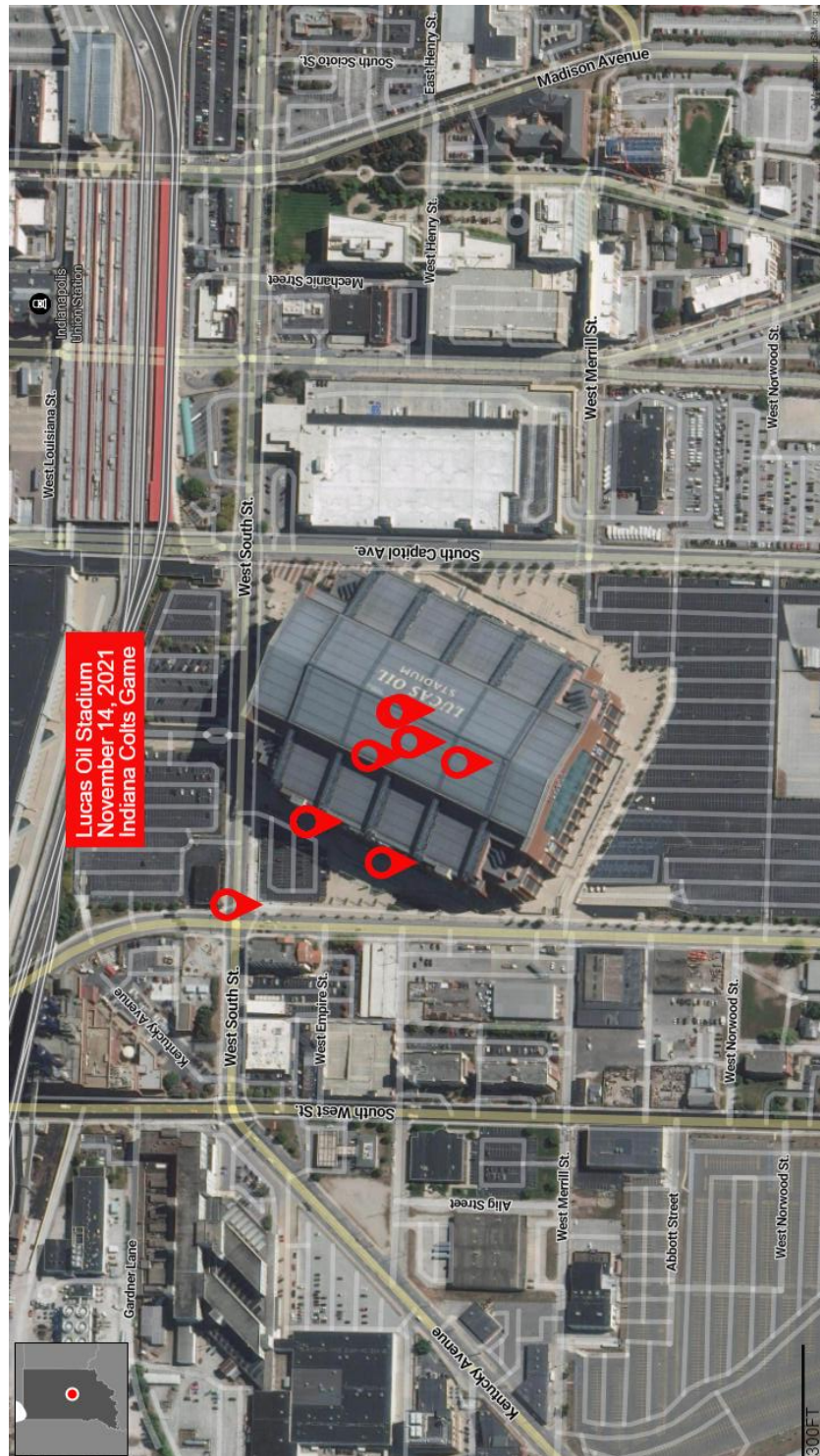
Graph K-1.1 Event Analysis

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

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: srekweg@indigital.net