January 1 - December 31, 2020

2020 BOARD REPORT

Indiana IN911 Next Generation Emergency Network

Table of Contents

IN911 G-19 ESiNet Summary

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

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 (IP) ES-NNI. Included in the appendix of this report is a map of the progress made moving the wireless call delivery for AT&T counties from legacy SS7 trunks to the ES-NNI ethernet connections.

INdigital continues its testing of geo-routing for 911 calls in Whitley County with the Columbia City Police Department. The work at these two locations will allow us to improve the call delivery for future geo-routing projects in Indiana.

9-1-1 Service call delivery was affected by the Christmas day bombing in Nashville, TN for AT&T Mobility customers. Based on information published by AT&T Mobility, the customers and PSAPs that were most affected were in the south central Indiana region along the Ohio river.

In late 2020, the INdigital IN911 G-19 network completed its first year in production. As part of that benchmark we have conducted an internal audit of our network to ensure that the systems, design, and services are meeting the highest reliability.

Industry standards define reliability as 99.999% uptime. We have used several NENA documents and FCC CSRIC[1] best practices as the benchmarks for the assessment IN911 Network. The G-19 System has exceeded five 9's service expectation for 2020.

Additional details of our calculation and the design objectives used for the G-19 System are in the network reliability section of this report.

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[1] https://www.fcc.gov/about-fcc/advisory-committees/communications-security-reliability-and-interoperability-1

PSAP changes in 2020 / 2021

Newton County will be moving to their new center after installation of a new Vesta call handling system as well as new radios and furniture. This is expected sometime in the first quarter of 2021.

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. This is also expected in the first quarter of 2021.

Noble County has ordered a hardware refresh on their premise equipment of their hosted Solacom system. This work is expected to be completed in the first or second quarter of 2021.

Wells County has ordered a hardware refresh on their Solacom system. This project will be scheduled to be completed in the near future.

Tell City PD located in Perry County will be receiving new furniture that requires equipment to be moved off of the old furniture and onto the new furniture as it is getting installed in the center.

Elkhart County and **Elkhart City** are developing a new plan for call flow and overflow for both of these PSAPs. Part of this plan may also include updating **Elkhart County's** on premise equipment of the hosted Solacom system.

Warrick County moved to a new location in the jail facility on January 4. INdigital had a field technician on site to help move the MEVO phones which were tested and functioning properly.

Fulton County's new Sheriff's Office, Dispatch, and Detention Center is still moving forward. An updated project timeline will soon be released although move in is targeted for the fall of 2021. They are also planning a refresh to their current three positions as well as adding three additional Solacom stations.

Network Security Threats

There were no reports of any attacks to any government entity that affected PSAP operations. Caution and a higher alert level exists since many Counties or Cities may have been impacted by the SolarWinds code compromise. This may impact a PSAP. Many of the 92 Indiana counties may be using the FireEye platform for network security which was also affected by the SolarWinds code compromise.

https://www.usatoday.com/story/tech/2020/12/14/fireeye-solarwinds-hack-breach-cybersecurity-attack/6538645002/

INdigital has an ongoing surveillance contract with a third-party cybersecurity subject matter expert for oversight and assessment. This is the link to their report on cyber security issues related to public safety in the State of Indiana.

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

INdigital employees have ongoing, mandatory cyber security training. Annual cyber security training for 2021 began in January. INdigital staff will receive online training in the areas of Social Media security, working remotely, Phishing and pretexting risks and a number of other cyber security subjects.

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 2020 fourth quarter total of 870,664. The variation of calls is consistent with seasonal trends, but overall due to the COVID-19 quarantine that existed throughout 2020.

Since the start of the IN911 network in 2006, 43,687,045 wireless calls have been processed on the IN911 network.

Over the past 13 years, the IN911 network has averaged 2,912,470 calls annually. Prior to 2020, the last four year call volumes steadily increased.

Translation Services

(Please refer to graphs E-1.1 through E-1.6 in the appendix)

Spanish is the most frequently translated language in Indiana, comprising 92% of all languages translated.

Burmese, Hatian Creole, Arabic, and Mandarin wrapping up the top five languages translated each comprising 2%, 1%, .7%, and .6% respectively.

Spanish translation usage during 2020 by the top five counties (Marion, Howard, Elkhart, Allen, and LaPorte) remained consistent with prior periods. This quarter, the top 5 counties had a total of 49,933 minutes of total usage.

Spanish translations for all other counties totaled 8,884 minutes.

The total for all Spanish language translation throughout Indiana was 64,604 minutes of usage during the 2020 calendar year.

Other non-English to dual party translation during 2020 had similar usage trends, with the top five counties being Marion, Allen, Howard, Hamilton, and LaPorte.

The make up of the top five counties changed slightly in 2020, and translation service totaled 5,264 minutes for the top five languages.

The rest of the state uses 1,377 minutes and the total was 6,641 minutes for all other translated languages for the year.

During the 2020 calendar year, 50 different languages have been translated for Indiana PSAPs.

Language Line provides translation services for more than 240 different languages. Indiana has seen a 51.5% increase in Spanish translation and 50.6% increase in non-Spanish translation in 2020 as compared to 2019.

Texty Services

(Please refer to graphs F-1.1 through F-1.6 in the appendix)

During the fourth quarter of 2020 there were 3,432 inbound text sessions received by 90 PSAPs. A total of 12,827 inbound text sessions have been received by 102 PSAPs since the first of the year.

There were 63,213 outbound text sessions during the fourth quarter of 2020 sent by 109 PSAPs. A total of 280,350 text sessions have been sent from 114 PSAPs since the first of the year. The total number of PSAPs include city, state police posts, airport authorities and college PSAPs.

Texty usage 2020 increased by 8.1% as compared to 2019.

Text to 911 increased 23.4%, while text from 911 increased 7.5% over the previous year.

During 2021, Texty will be updated to version 17.3 which will give dispatchers the ability to query RapidSOS for the handset (device) location with the push of an icon. Texty v17.3 also remedies several small user reported bugs in the currently deployed version of Texty.

After the v17.3 update is complete, INdigital will be migrating to version 17.5, which will have Language Line translation capability built into the Texty application. The language translation will provide 9-1-1 operators 108 different language options.

Version 17.5 will require retraining for the call takers to ensure the success of the translation service, and to increase awareness of this new feature.

MEVO

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

The MEVO 911 platform is used as a primary 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.

Cass County used MEVO as their primary call handling equipment until the installation of the hosted Solacom system in mid-August. After Cass County cut over to Solacom, the MEVO became their backup call handling device. In 2020 Cass County took nearly 10,000 calls on MEVO.

During 2020 MEVO delivered 11,677 calls by primary PSAPs with more than 275 hours of talk time.

The MEVO system also delivered 15,817 calls to secondary, EMS transfer points, and MEVO Anywhere Kits (MAK) with more than 706 hours of talk time.

Network Reliability

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

One of the developing trends throughout the 9-1-1 industry is the use of compliance with Service Level Agreements (SLA's) as it relates to service availability. We often hear this described as five nines of reliability, or 99.999% uptime.

This concept represents 5.26 minutes of downtime a year. INdigital has made it our number one goal to minimize system downtime. Since February 2019, we have worked relentlessly to harden and improve the G-19 System.

To show 'all the math', here is the availability for individual FEs

Availability %	Downtime per year	Downtime per month
99.9% (three 9s)	8.77 hours	43.83 minutes
99.99% (four 9s)	52.60 minutes	4.38 minutes

We have established diverse parallel systems at the same time we have met all other requirements promised to the IN911 Board.

We have improved incoming connections from the originating service providers, developed, tested and deployed the industry's most complex interconnection with a second paired system (the AT&T ESInet). At our own expense - we have taken, and continue to take - all the steps to ensure that the IN911 System is always working to route and deliver 911 calls.

There are many ways to track or predict the reliability of the services provided, but we are going to focus on actual vs predicted service availability for this report.

Actual availability is a simple equation. The availability report out of the monitoring system includes all devices in all datacenters. This report shows 100% availability between our Fort Wayne and Indianapolis NGCS[2] core nodes for 2020.

Predicted service availability takes into consideration what is the life expectancy of the equipment being used.

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[2] Next Generation Core Services - is a concept of multiple nodes that operate as a unified system to delivery redundant service.

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Further defined as Mean Time Between Failure (MTBF), the hardware manufacturers of critical infrastructure provide an MTBF expectancy of how many hours a device or system is expected to operate before it starts to fail.

The Equipment used to provide IN911 services is expected to last a minimum of 7 years and some manufactures boast up to nearly 25 years of service (not a number we would endorse for a critical application).

After taking the manufacturer's expected equipment lifetime, we also factor in the Mean Time To Repair (MTTR.) This is how long it would take to replace critical components in the event of an unexpected failure.

$$A = \frac{MTBF}{MTBF + MTTR}$$

This is why it is critical to have replacement equipment readily available so that downtime can be minimized. 9-1-1 can't wait on an Amazon order to arrive to restore service. We saw the effect of this in the Nashville Christmas day bombing.

Our formula for System availability is then calculated by Availability = MTBF/(MTBF+MTTR) the equation is shown above. When using this calculation you can see the expected availability of a single functional element (FE) in the system. For the IN911 System, individual FEs range between 99.9% to 99.99% availability as a simplex element.

Below is the expected FE life compared to the Master Service Agreement now in place for the IN911 Network.

	MTBF (hours)	MTTR	Availability	# of Parallel systems	Total Availability in Parallel
Telephony gateways	71,666	8	99.989%	2	99.999998754%
Auxiliary switches	233370	8	99.997%	2	99.999999882%
Core switches	198647	8	99.996%	2	99.999999838%
Core routers	85095	8	99.991%	2	99.999999116%
Firewalls	85095	8	99.991%	2	99.999999116%
PSAP routers	109216	8	99.993%	2	99.999999464%
Virtual machine servers	100000	8	99.992%	2	99.999999360%
ESi-Net	SLA agreement of 99.9%		99.900%	3	99.999999900%

The IN911 System provided by INdigital is fully redundant, operating in parallel itself, and in further parallel with the AT&T ESInet.

The system engineering objective is to have multiple systems running in parallel to provide reliable 9-1-1 services.

By operating two (and for some cases three) nodes in parallel, the forecasted service delivery in Indiana far exceeds the five 9's required by the SLA in the Master Service Agreement.

Our **calculated** service availability is approximately eight 9's of service availability. Our **observed** reliability has been slightly above this threshold and well above five 9's reliability.

	MTBF (hours)	MTTR	Availability	# of Parallel systems	Total Availability in Parallel
5 year NGCS service history	43800	0.8	99.998%	2	**99.999999**967%

We are continually evaluating and improving our service, and working on our primary goal to do our best for the State of Indiana PSAPs.

We encourage PSAPs to contact us if you have any questions about reliability for your PSAP. We want to minimize the effect of service failure for your local community.

Please reach out to **Lori Forrer** or **Shane Rekeweg** to discuss strategies to make 911 service as good as we can for your local community.

Help Desk Ticket Analysis

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

Support Tickets remained consistent with previous quarterly averages. In the last quarter of 2020 there were no changes in ticket volume that would indicate any underlying issues.

INdigital continues to perform maintenance and testing of the network on a regular basis, which is shown in the number of maintenance tickets.

Included with the 2020 quarterly total is an annual comparison of the last three (3) years.

The analysis of the support tickets from one year to the next also remains consistent. Although maintenance tickets depict an increase, this is a direct result of INdigital's testing commitment to maintain and advance the reliability of the network.

Event Analysis

(Please refer to graphs K-1.1 through K-2.1 in the appendix)

1. Shooting inside the Glenbrook Mall in Fort Wayne, Indiana.
    a. A shooting occurred Saturday, November 27, 2020 shortly before 3:00 pm.
    b. There was a small increase of approximately 80 more calls when compared to the hours prior and after the incident.
    c. No one was shot or killed during this incident.

2. COVID affected call trends.
    a. 911 calls during this period.
        i. 3,581,040 9-1-1 calls since March 2020.
        ii. 81,387 - average volume of 911 calls per week.
    b. COVID cases during this period.
        i. 525,882 COVID cases since March 2020.
        ii. Average of 11,598 cases per week.
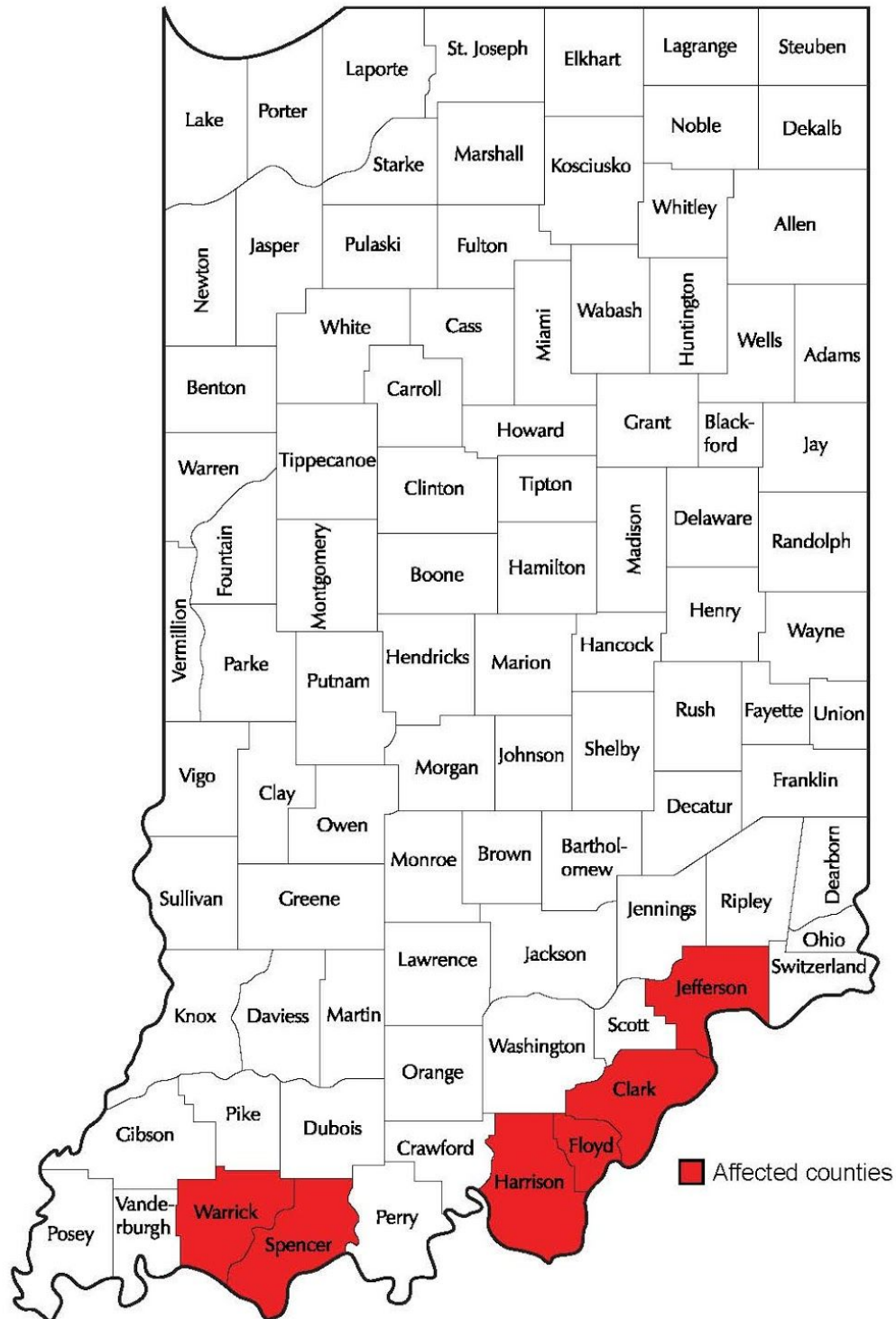
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Appendix

IN911 G-19 ESiNet Summary Graphs

Graph A-1.1
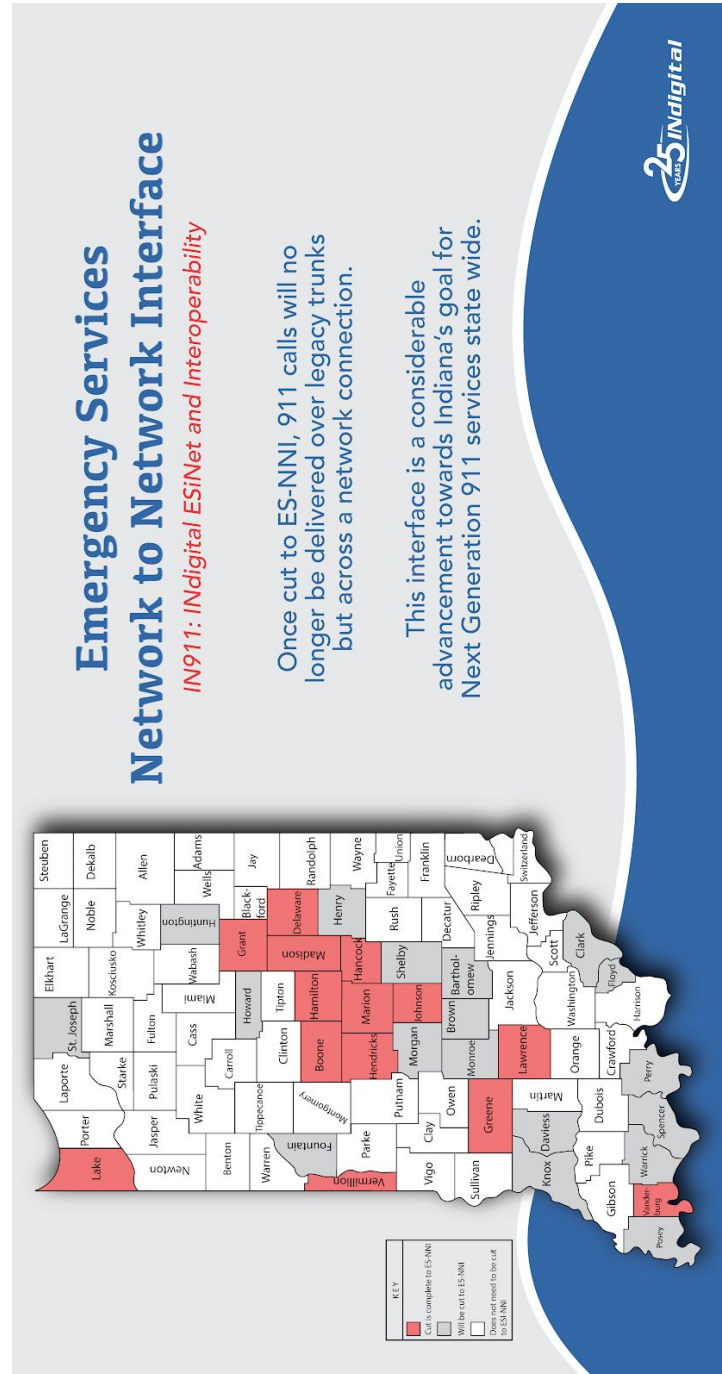
Graph A-1.2
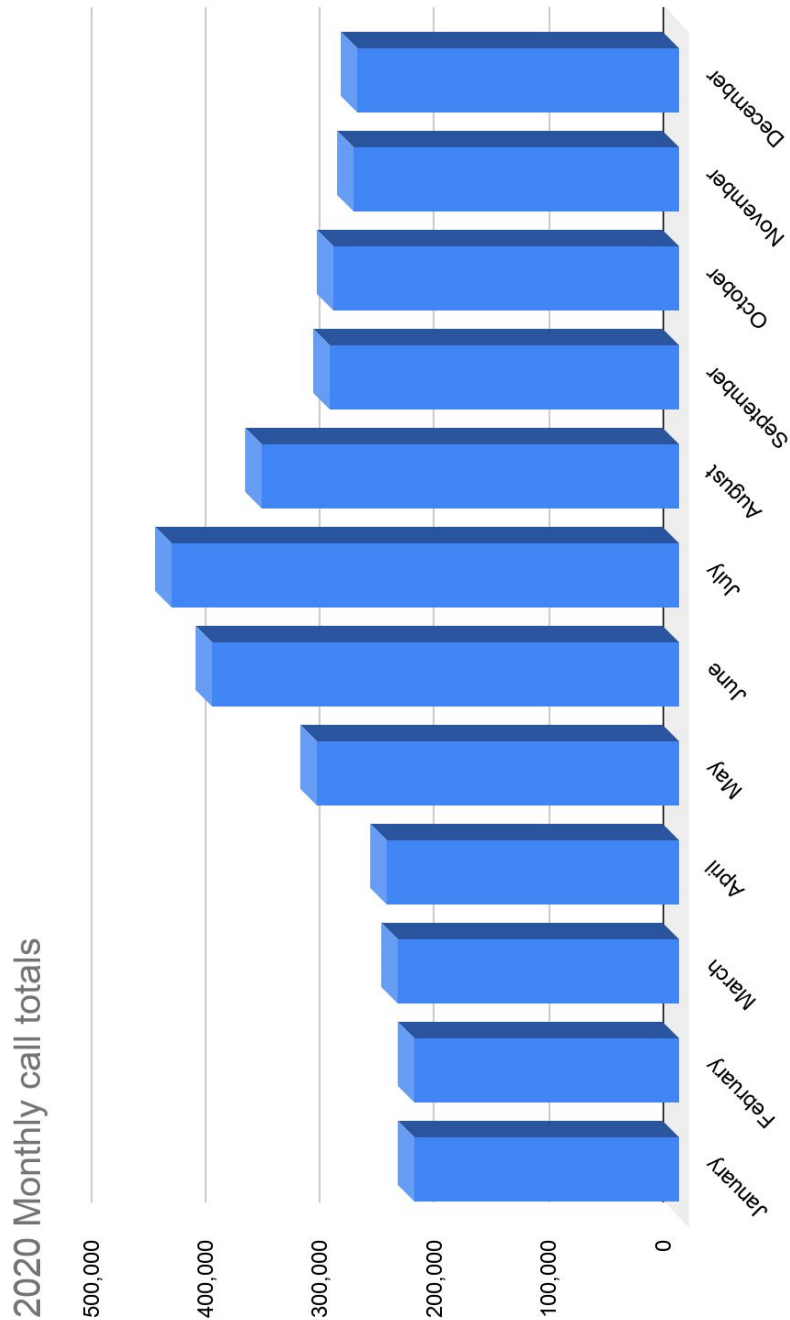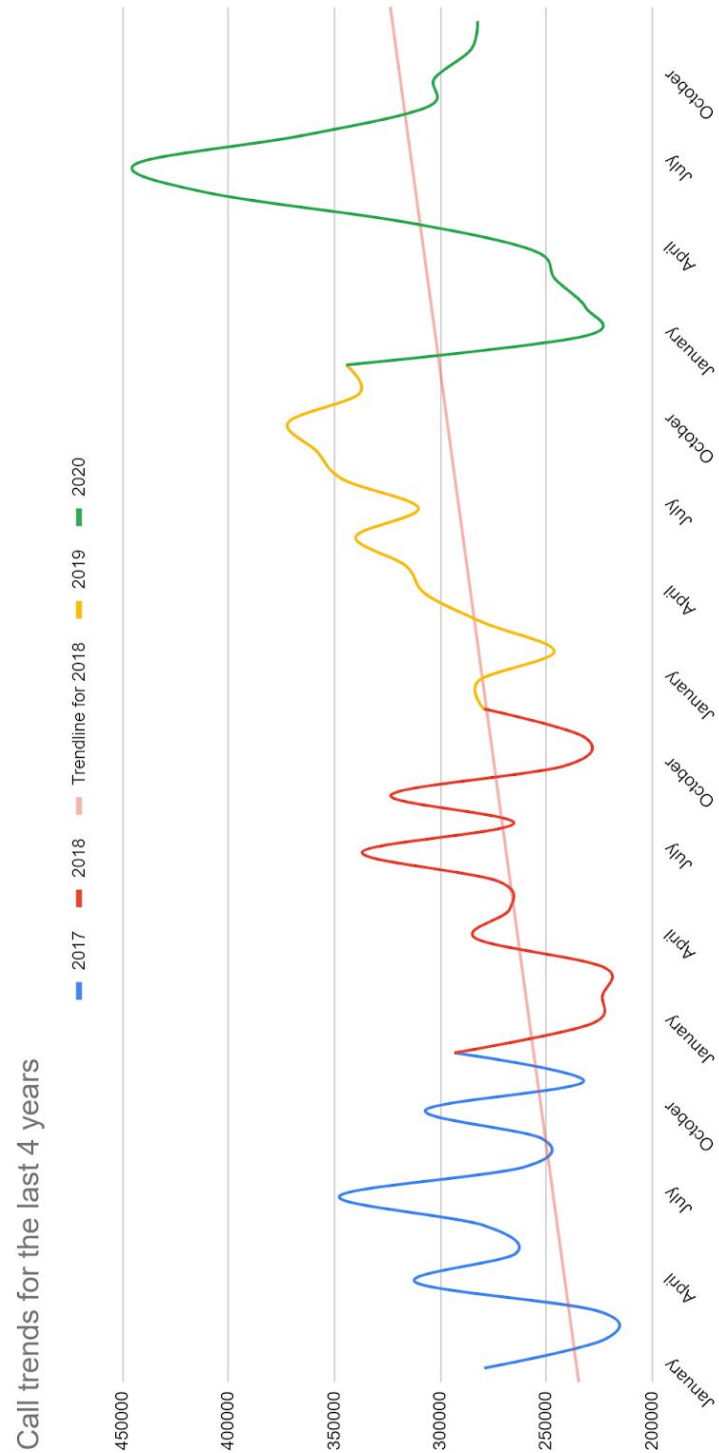

AT&T Mobility Outage

Wireless Calls Graphs
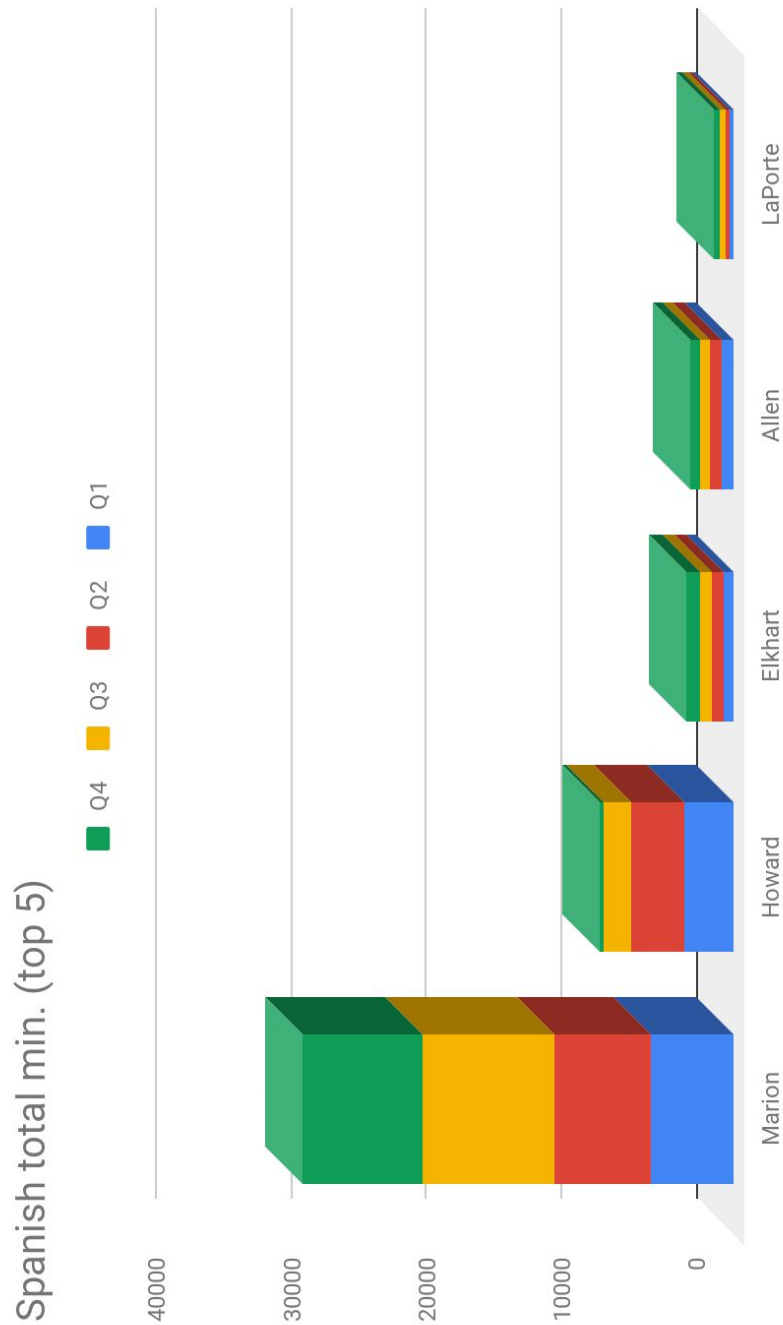
Graph D-1.1

Call volume for all of 2020.

Graph D-1.2

Call volume for the past four years.

Call trends for the last 4 years

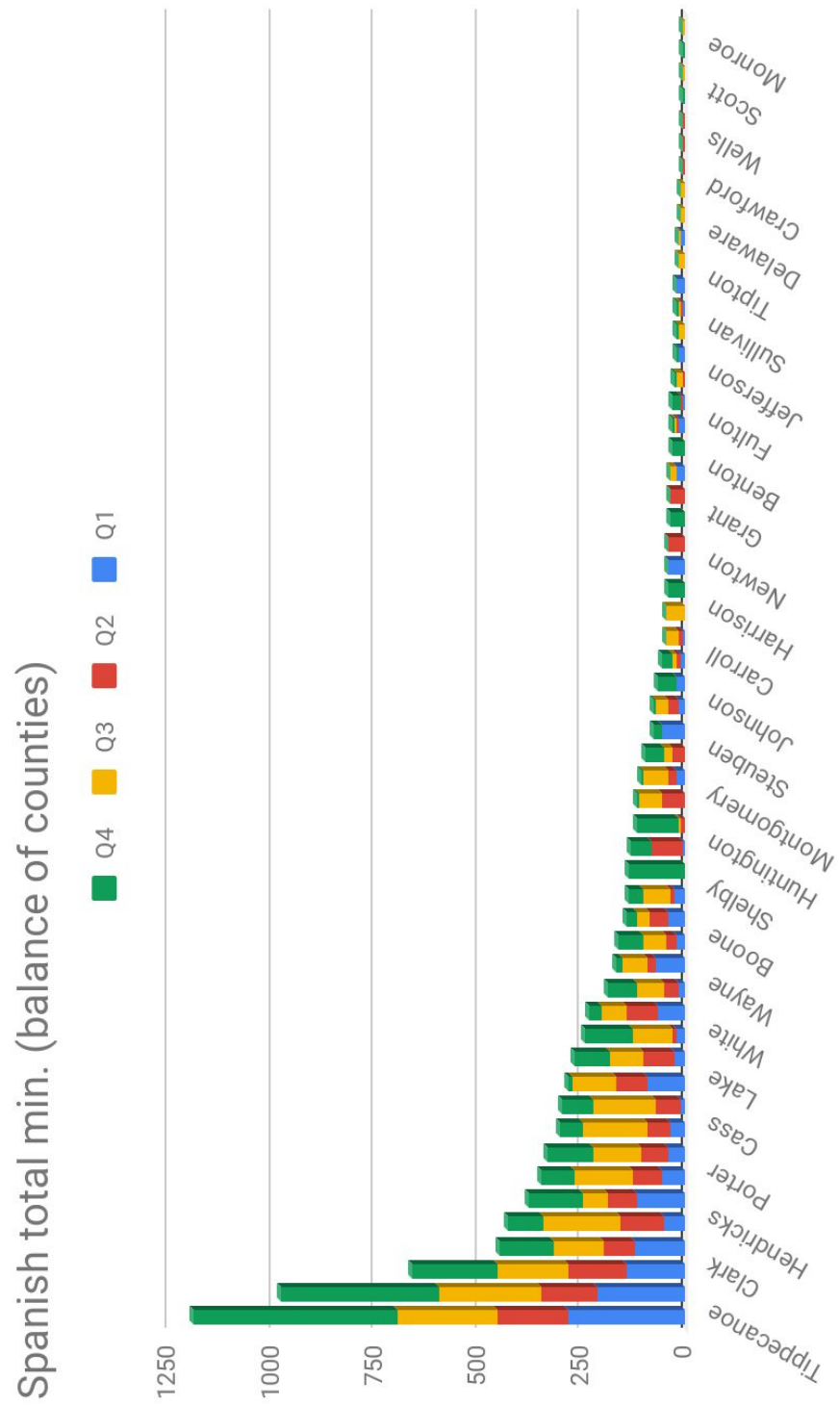Legend: 2017, 2018, Trendline for 2018, 2019, 2020

Translation Services Graphs

Graph E-1.1

Counties with the top 5 Spanish translation minutes.

Graph E-1.2

All other counties with spanish translation in minutes.

Spanish total min. (balance of counties)

Legend: Q4 Q3 Q2 Q1

Counties (from top): Monroe, Scott, Wells, Crawford, Delaware, Tipton, Sullivan, Jefferson, Fulton, Benton, Grant, Newton, Harrison, Carroll, Johnson, Steuben, Montgomery, Huntington, Shelby, Boone, Wayne, White, Lake, Cass, Porter, Hendricks, Clark, Tippecanoe

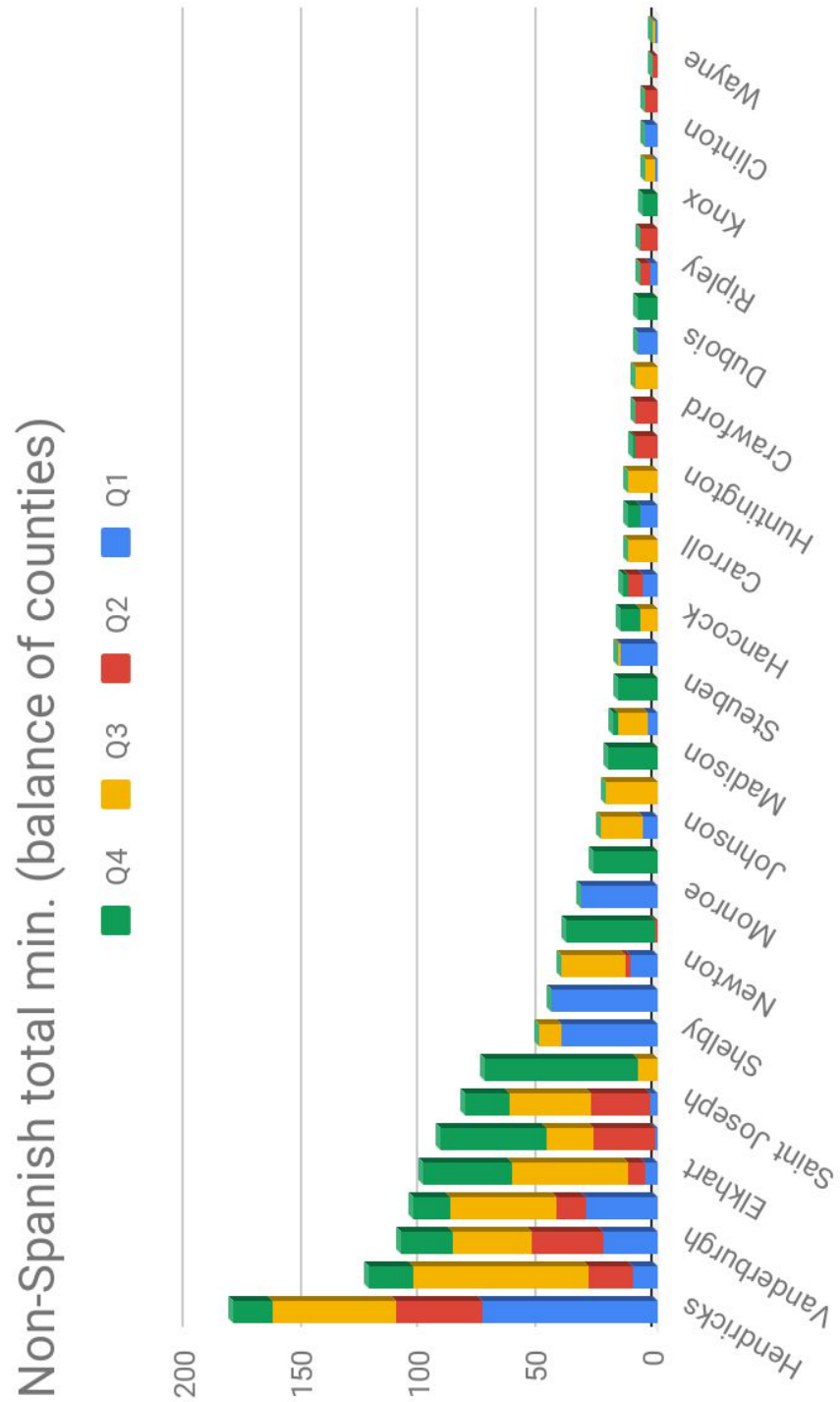X-axis: 0, 250, 500, 750, 1000, 1250

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Graph E-1.3

Counties with the top 5 non-Spanish translation minutes.
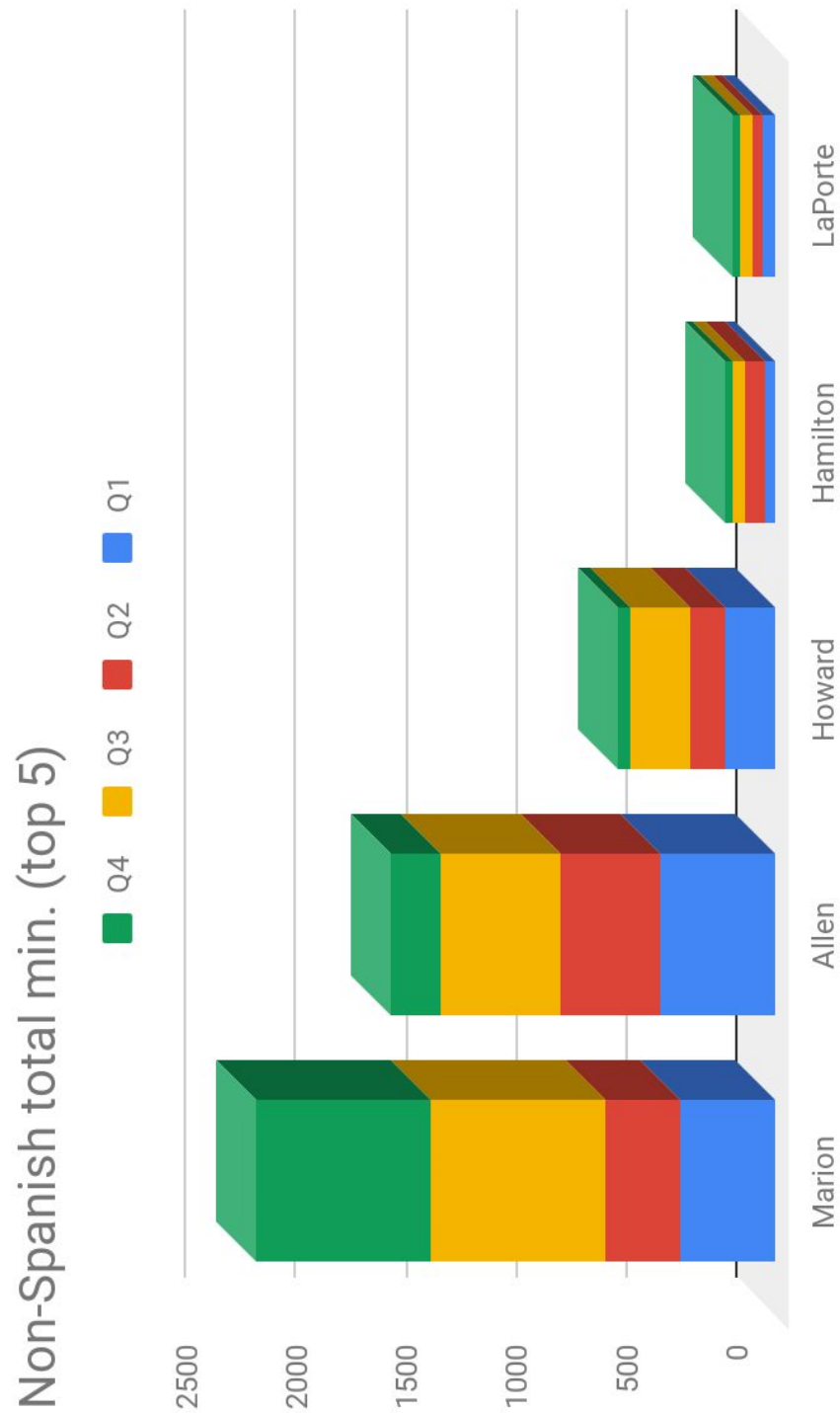
Graph E-1.4

All other counties with non-spanish translation minutes.

Graph E-1.5

Total times each language used in the second quarter 2020.

Language	Total
SPANISH	11913
BURMESE	264
HAITIAN CREOLE	153
ARABIC	93
MANDARIN	80
FRENCH	68
SWAHILI	41
PUNJABI	35
KINYARWANDA	31
VIETNAMESE	24
CHIN	23
HINDI	21
RUSSIAN	20
CHIN HAKHA	18
SOMALI	15
HAKKA-CHINA	12
YORUBA	11
JAPANESE	8
KOREAN	7
NEPALI	7
TIGRIGNA	7
TURKISH	6
TIGRINYA	5
AMHARIC	4
KAREN	4

| Language	Total
TELUGU	4
CROATIAN	3
URDU	3
UZBEK	3
ALBANIAN	2
CANTONESE	2
FARSI	2
HMONG	2
ITALIAN	2
Nigerian Pidgin	2
PORTUGUESE	2
SERBIAN	2
BENGALI	1
BOSNIAN	1
CHIN TEDIM	1
FUKIENESE	1
GERMAN	1
HUNGARIAN	1
LAOTIAN	1
MONGOLIAN	1
POLISH	1
Portuguese Br.	1
ROHINGYA	1
ROMANIAN	1
SUDANESE ARABIC	1

Graph E-1.6

From where in the world people come, where language translation was needed.
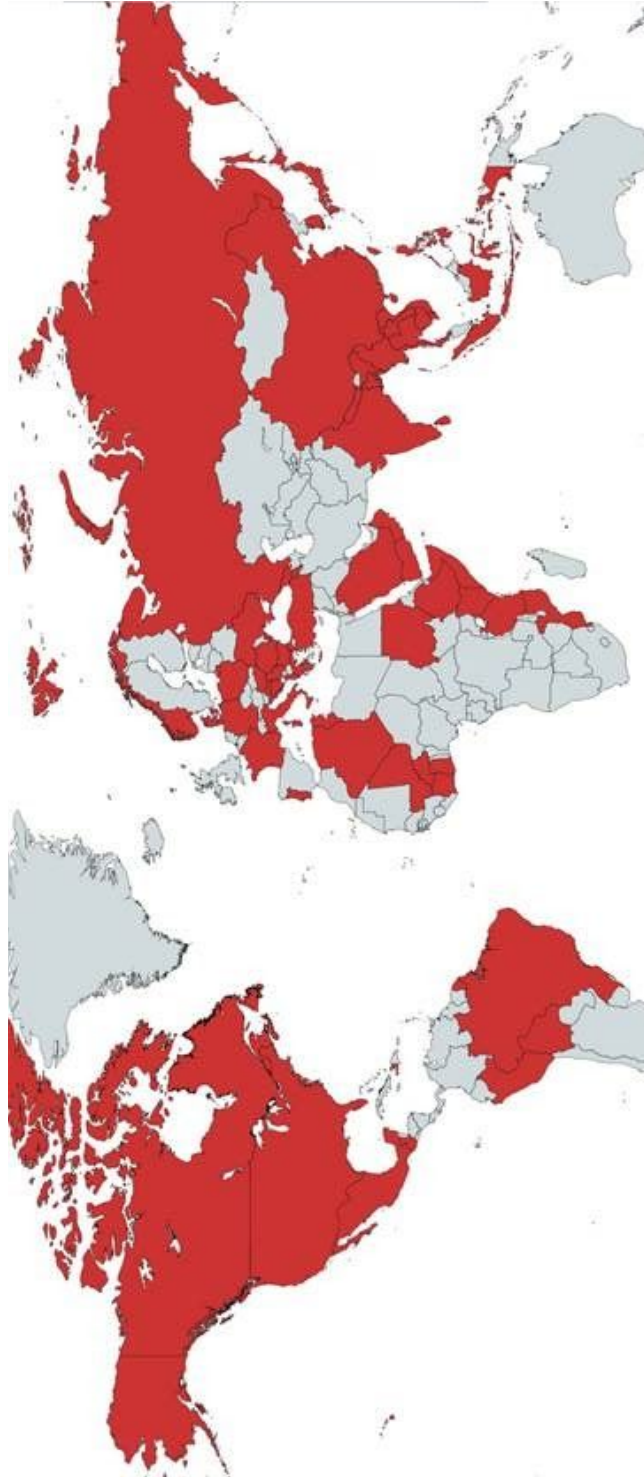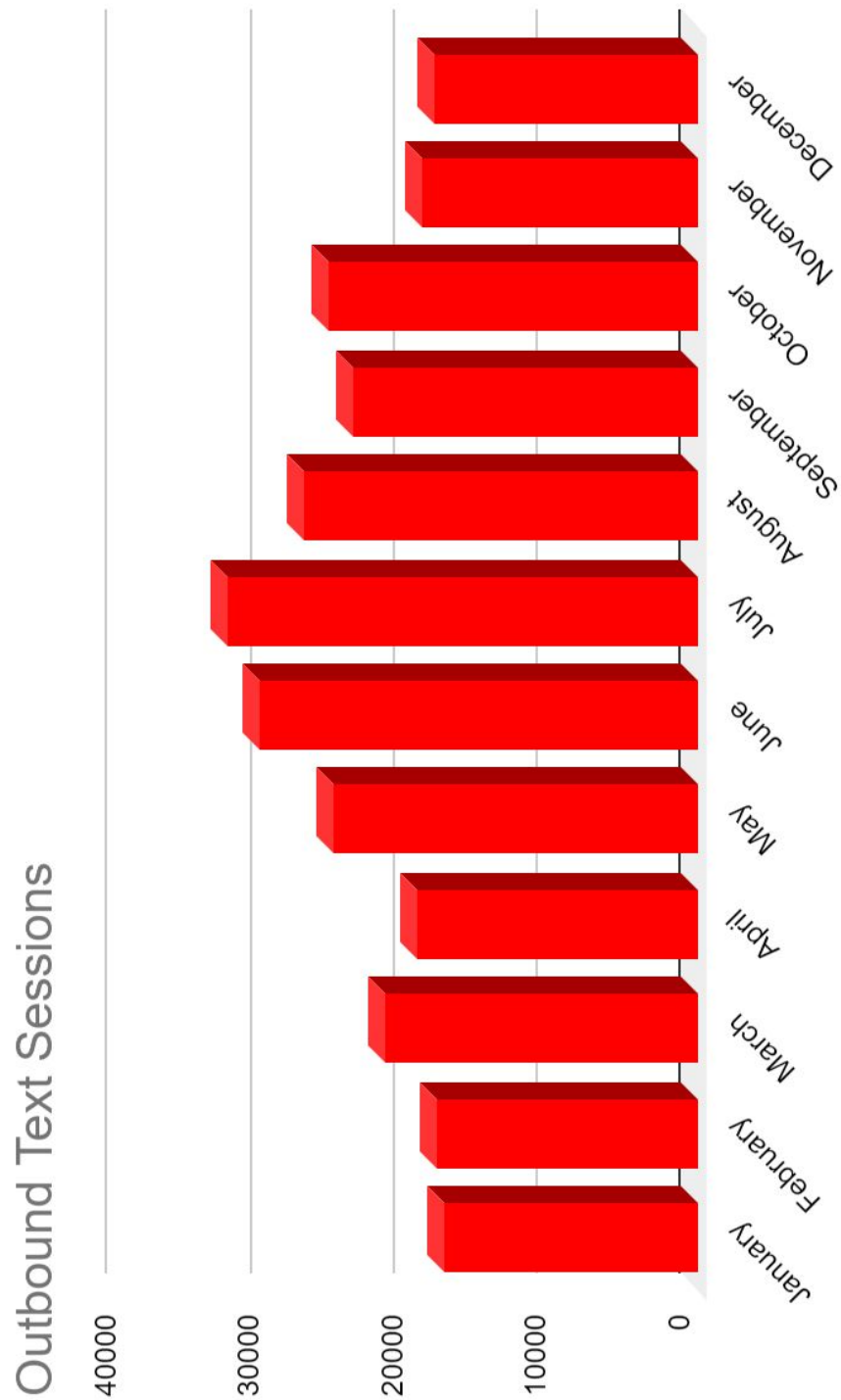
Texty Services Graphs

Graph F-1.1

All Inbound Text to 911 by month.
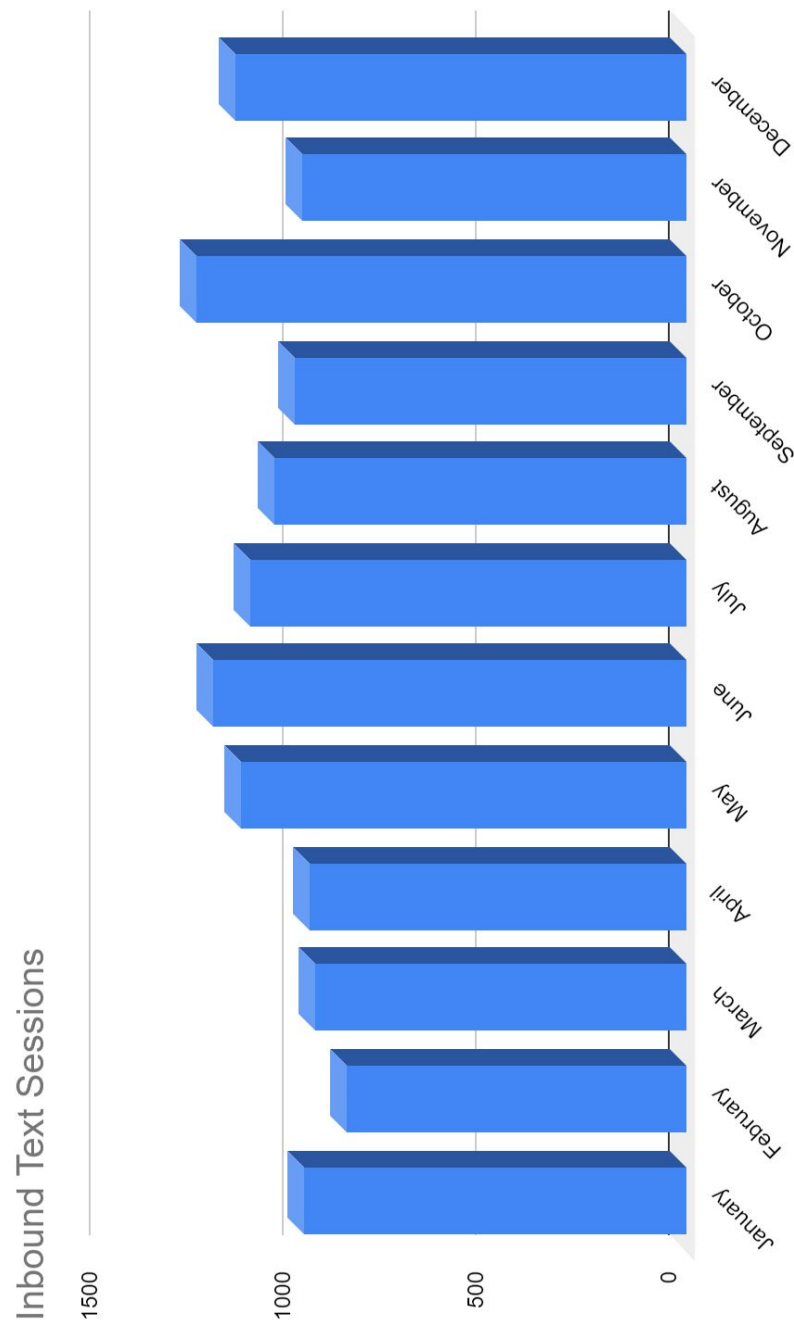
Graph F-1.2

All Outbound Text from 911 by month.
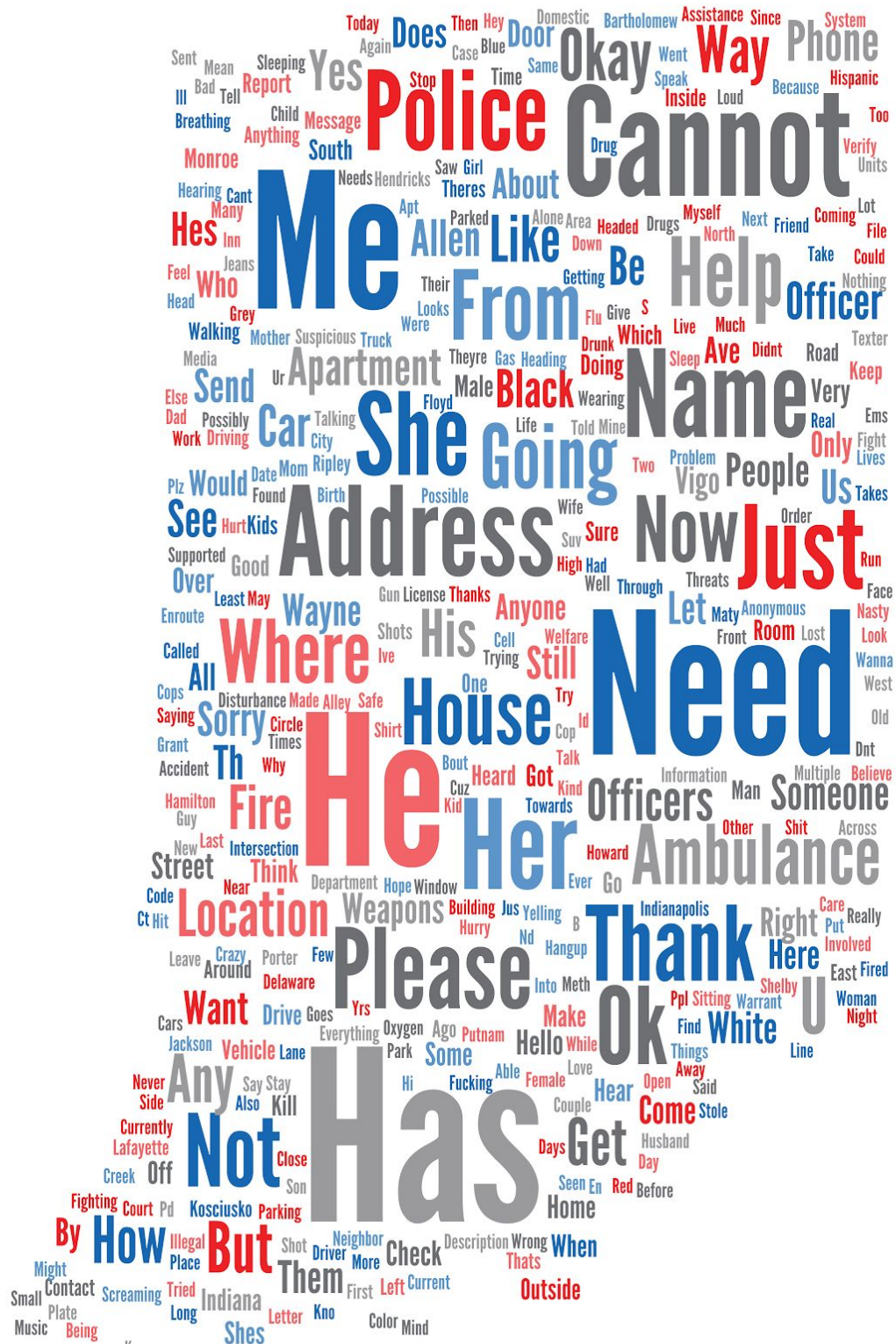
Graph F-1.3

All Inbound Text to 911 by PSAP.

Inbound Text to 911

Q1 - 2,832 (100 +)	
IMC-SD (Indianapolis-Marion County She	4194
Vanderburgh County Central Dispatch	647
Allen County Sheriffs Department	628
Lake County Sheriffs Office	612
St Joseph County Police Department	584
Kosciusko County	551
Vigo County 911	546
Elkhart County 911 Center	455
Indigital Text Test PSAP	314
Monroe County Central Dispatch	274
Wayne County Emergency Communicatio	232
Hamilton County Sheriffs Office Dispatch	224
Clark County 911 Center	221
Bartholomew County Emergency Operatic	198
Madison County Sheriffs Office	195
Montgomery County / Crawfordsville E911	189
Lafayette Police Department	183
LaPorte County 911 Communications	165
Hendricks County Communications Cente	160
Porter County Sheriffs Office	134
Johnson County Sheriffs Department	133
Delaware County Emer. Com. Center	110

Q2 - 3,353 (30 - 99)	
Howard County Sheriff Department	95
Floyd County Sheriff's Department	80
Hancock County Emergency Operations C	77
Boone County Sheriffs Department	72
Jennings County 911	72
Clinton County 911	57
Jackson County 911	56
Morgan County 911	52
Shelby County Sheriffs Department	49
Warrick County Sheriffs Office	48
Henry County Emergency Services	46
Tippecanoe County Sheriffs Office	40
Fayette County Communications	39
Noble County Sheriffs Department	38
Clay County Justice Center	35
Grant County Sheriffs Department	35
Dearborn County	34
Dubois County Communications Center	33
Ripley County E-911 Communications	33
Cass County E911	32
Lawrence County Sheriffs Office	31
Decatur County Sheriffs Department	30

Q3 - 3,210 (15 - 29)	
Putnam County Sheriffs Office	29
Jasper County Sheriffs Office	28
Huntington County Sheriffs Office	27
Jefferson County 911	26
Starke County Sheriffs Office	26
Whitley County Communications Center	26
Columbia City Communications Center	25
DeKalb County Sheriffs Department	25
LaGrange County Communications	24
Miami County 911	24
Scott County Emergency Communications	24
Adams County Sheriff Department	23
Fulton County Communications	23
Gibson County Sheriffs Department	23
Steuben County 911	23
Marshall County Police Department	22
Bluffton Police Department (Wells County	21
Posey County 911	21
Randolph County Communications	21
Knox County Dispatch Office	20
White County	20
Greene County Sheriffs Office	19
Wabash County Central Dispatch	19
Schererville Police Department	18
Carroll County E911	16
Harrison County Sheriffs Department Disp	15

Q4 - 3,432 (< 114)	
Fountain/Warren County Regional Dispatc	14
Owen County Sheriffs Office	14
Spencer County 911	14
Washington County Sheriffs Office	14
Marion Co.Indy PD	12
Tipton County E911	12
Brown County Sheriffs Department	11
Mooresville Police Department	11
Jay County Sheriff Department	10
Benton County Jail/Sheriffs Office	9
Pulaski County Sheriffs Office	8
Vermillion County Sheriff's Office	8
Sullivan County 911	7
Gary Police Department	6
Orange County Sheriffs Department	6
Newton County 911	5
Speedway Police	5
Tell City Police Department	5
Rush County Sheriffs Department	4
Union County 911	4
Bedford Police Department	3
Blackford County Central Dispatch	3
Crawford County Central Dispatch	3
Ohio County Communications	3
Parke County 911	3
Switzerland County Communication	3
Daviess County 911	2
Franklin County Communications E-911	2
Pike County Sheriffs Office	2
Elkhart City Police Department	1
Jasper Police Department	1
Martin County Sheriffs Department	1

Graph F-1.4

All Outbound Text from 911 by PSAP.

Outbound Text from 911 — Q1 - 57,605	
1,000 +	
IMC-SD (Indianapolis-Marion County Sher	80988
Allen County Sheriffs Department	23254
Hamilton County Sheriffs Office Dispatch	15648
Elkhart County 911 Center	14000
St Joseph County Police Department	12144
Lake County Sheriffs Office	10974
Monroe County Central Dispatch	7854
Lafayette Police Department	7148
Clark County 911 Center	6750
Porter County Sheriffs Office	6398
Wayne County Emergency Communicatio	6359
Hendricks County Communications Cente	5656
Vigo County 911	4650
Bartholomew County Emergency Operatic	4589
Hancock County Emergency Operations C	4390
Vanderburgh County Central Dispatch	4165
Montgomery County / Crawfordsville E911	3471
Grant County Sheriffs Department	2972
Kosciusko County	2873
Dubois County Communications Center	2584
Wabash County Central Dispatch	2372
Boone County Sheriffs Department	2259
Crawford County Central Dispatch	2137
Marshall County Police Department	1915
White County	1896
Dearborn County	1760
Steuben County 911	1664
Bluffton Police Department (Wells County	1637
West Lafayette Police Department	1520
Morgan County 911	1511
Clinton County 911	1494
Shelby County Sheriffs Department	1309
LaPorte County 911 Communications	1281
Madison County Sheriffs Office	1247
Spencer County 911	1206
Schererville Police Department	1166
Noble County Sheriffs Department	1161
Miami County 911	1107
LaGrange County Communications	1099
Henry County Emergency Services	1048

Q2 - 75,376	
300 - 999	
Jay County Sheriff Department	949
DeKalb County Sheriffs Department	912
Jefferson County 911	912
Jackson County 911	876
Adams County Sheriff Department	822
Cass County E911	815
Scott County Emergency Communications	777
Purdue University Police Department	772
Fountain/Warren County Regional Dispatc	754
Huntington County Sheriffs Office	746
Fulton County Communications	714
Ripley County E-911 Communications	696
Clay County Justice Center	672
Carroll County E911	670
Franklin County Communications E-911	634
Brown County Sheriffs Department	586
Indianapolis Airport Authority	569
Jennings County 911	569
Elkhart City Police Department	560
Lawrence County Sheriffs Office	540
Tippecanoe County Sheriffs Office	497
Knox County Dispatch Office	477
Whitley County Communications Center	477
Orange County Sheriffs Department	442
Pulaski County Sheriffs Office	406
Owen County Sheriffs Office	395
Starke County Sheriffs Office	350
Sullivan County 911	324
Decatur County Sheriffs Department	322
Floyd County Sheriff's Department	322
Jasper County Sheriffs Office	319

Q3 - 84,156	
100 - 299	
Posey County 911	294
Washington County Sheriffs Office	285
Switzerland County Communication	276
Benton County Jail/Sheriffs Office	266
Greene County Sheriffs Office	190
Harrison County Sherrifs Department Disp	180
Randolph County Communications	167
Howard County Sheriff Department	154
Union County 911	151
Lowell Police Department	138
Newton County 911	133
Putnam County Sheriffs Office	129
Ohio County Communications	122
Johnson County Sheriffs Department	120
Fayette County Communications	101

Q4 - 63213	
< 100	
Delaware County Emer. Com. Center	98
Indigital Text Test PSAP	97
Blackford County Central Dispatch	92
Marion Co.Indy FD	88
Rush County Sheriffs Department	86
New Haven Police Department	78
Warrick County Sheriffs Office	78
Tipton County E911	66
ISP	D 21 - Toll Road	54
Mooresville Police Department	49
Columbia City Communications Center	44
ISP	D 42 - Versailles (serving Versailles	43
Pike County Sheriffs Office	37
Martin County Sheriffs Department	30
Seymour PD	30
Batesville Police Department	28
Gibson County Sheriffs Department	24
Tell City Police Department	24
Kendalville Police Department	16
Daviess County 911	13
Speedway Police	12
Bedford Police Department	6
ISP	D 22 - Fort Wayne (serving Fort Way	5
Rushville Police Department	4
ISP	D 33 - Bloomington (serving Bloomin	3
Jasper Police Department	3
Parke County 911	3
Vermillion County Sheriff's Office	1

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Graph F-1.5

Most common words used in Texty during 2020.

Graph F-1.6

Annual totals since 2013.

IN911 Annual Texty Totals

Legend: To 911 (red), From 911 (blue)

Years: 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020
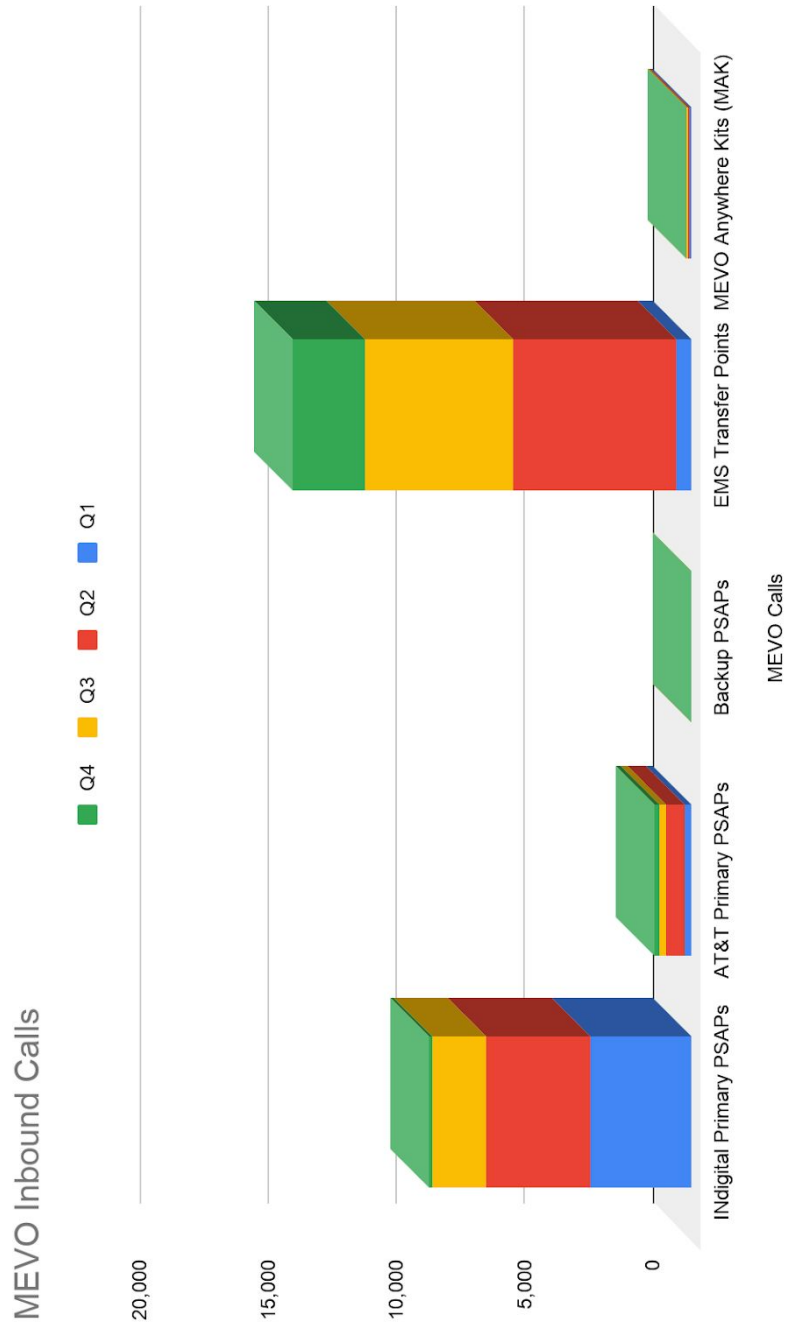Axis: 0, 100,000, 200,000, 300,000

INdigital
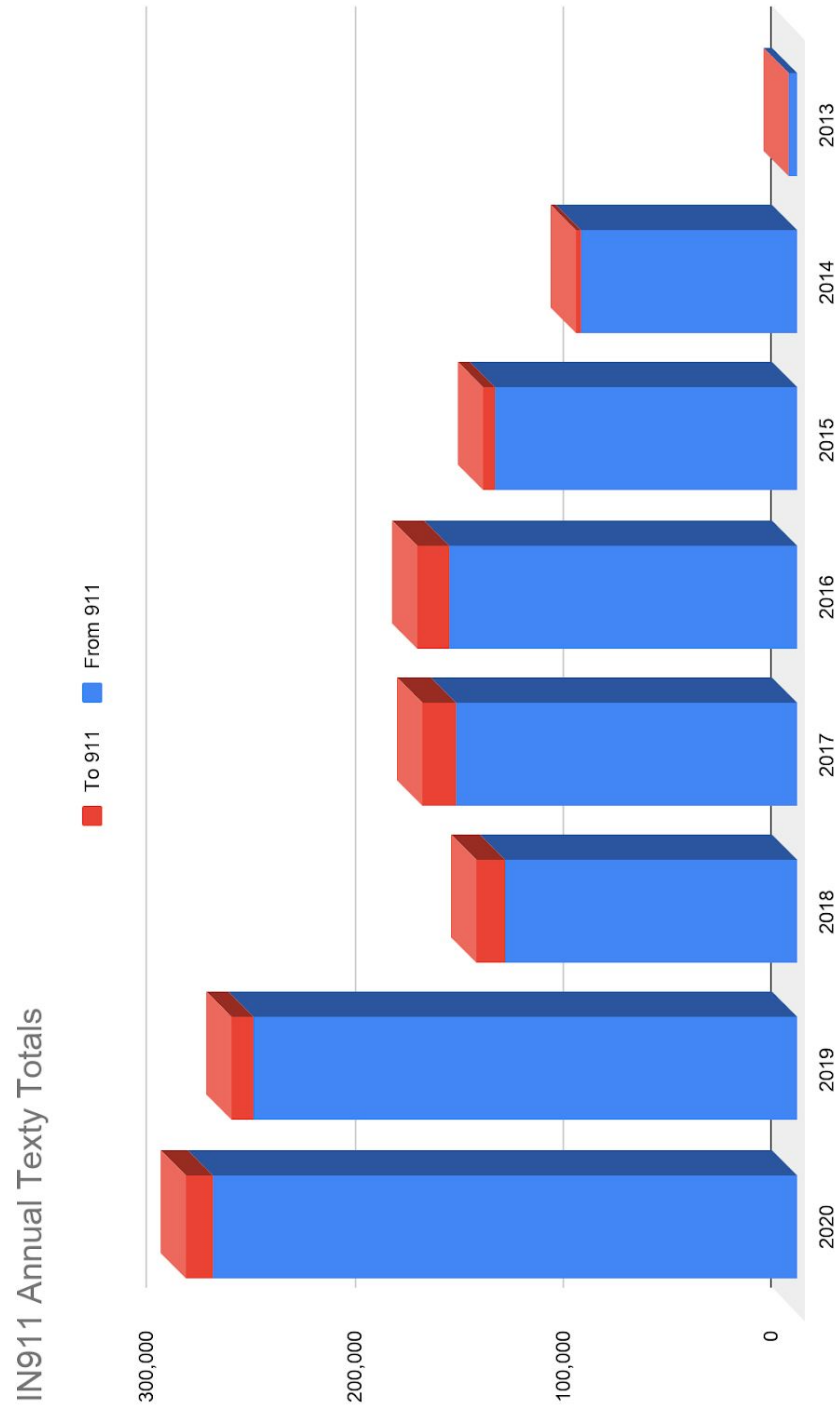
MEVO Graphs

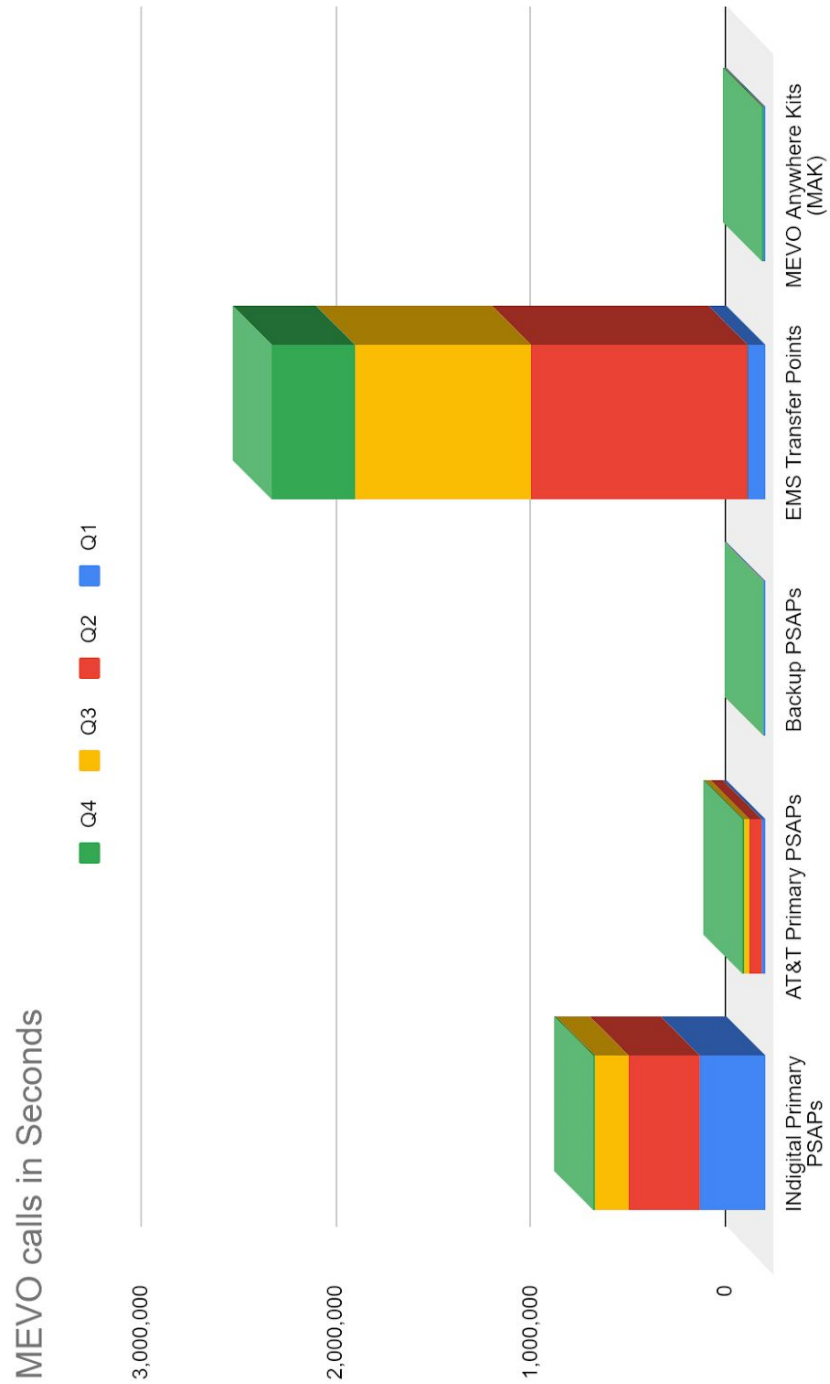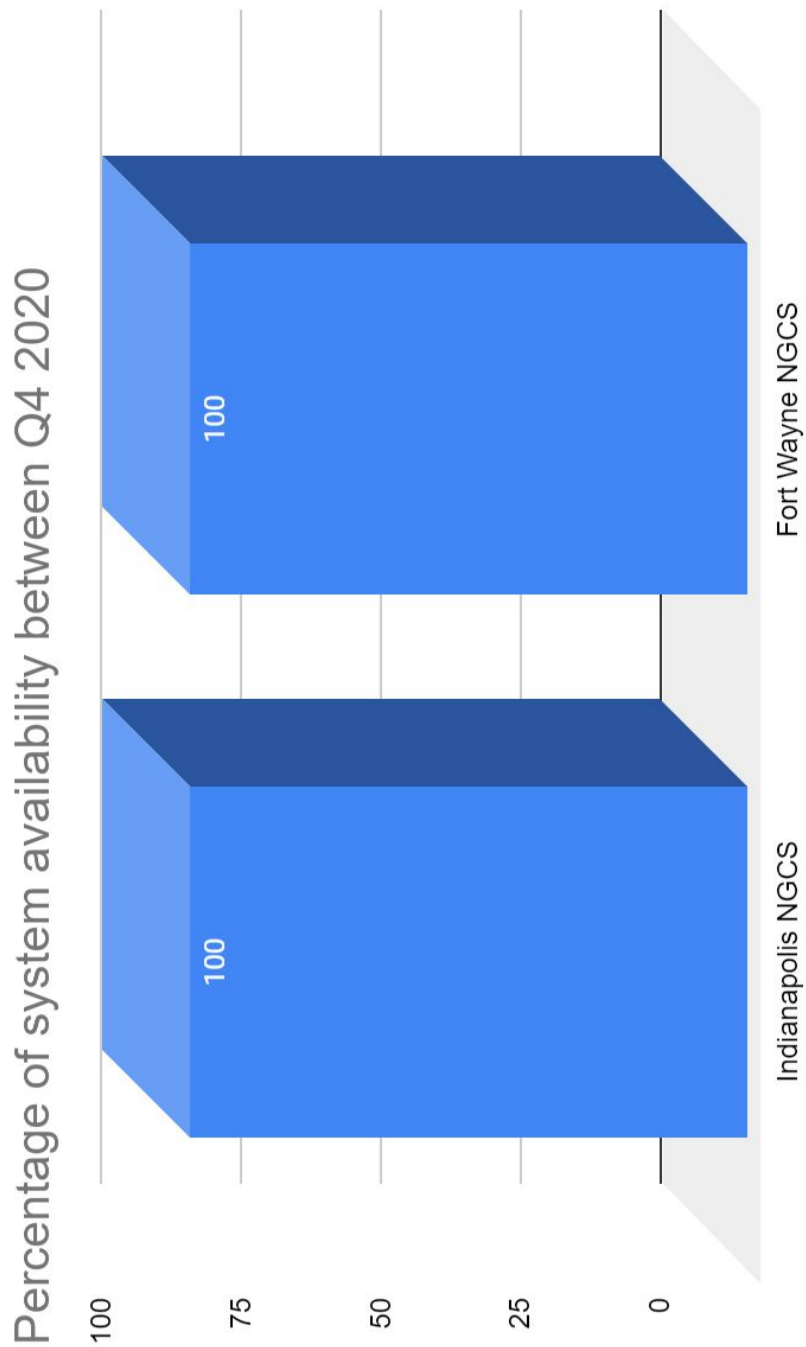## Graph G-1.1

MEVO 2020 quarterly inbound call totals.

Graph G-1.2

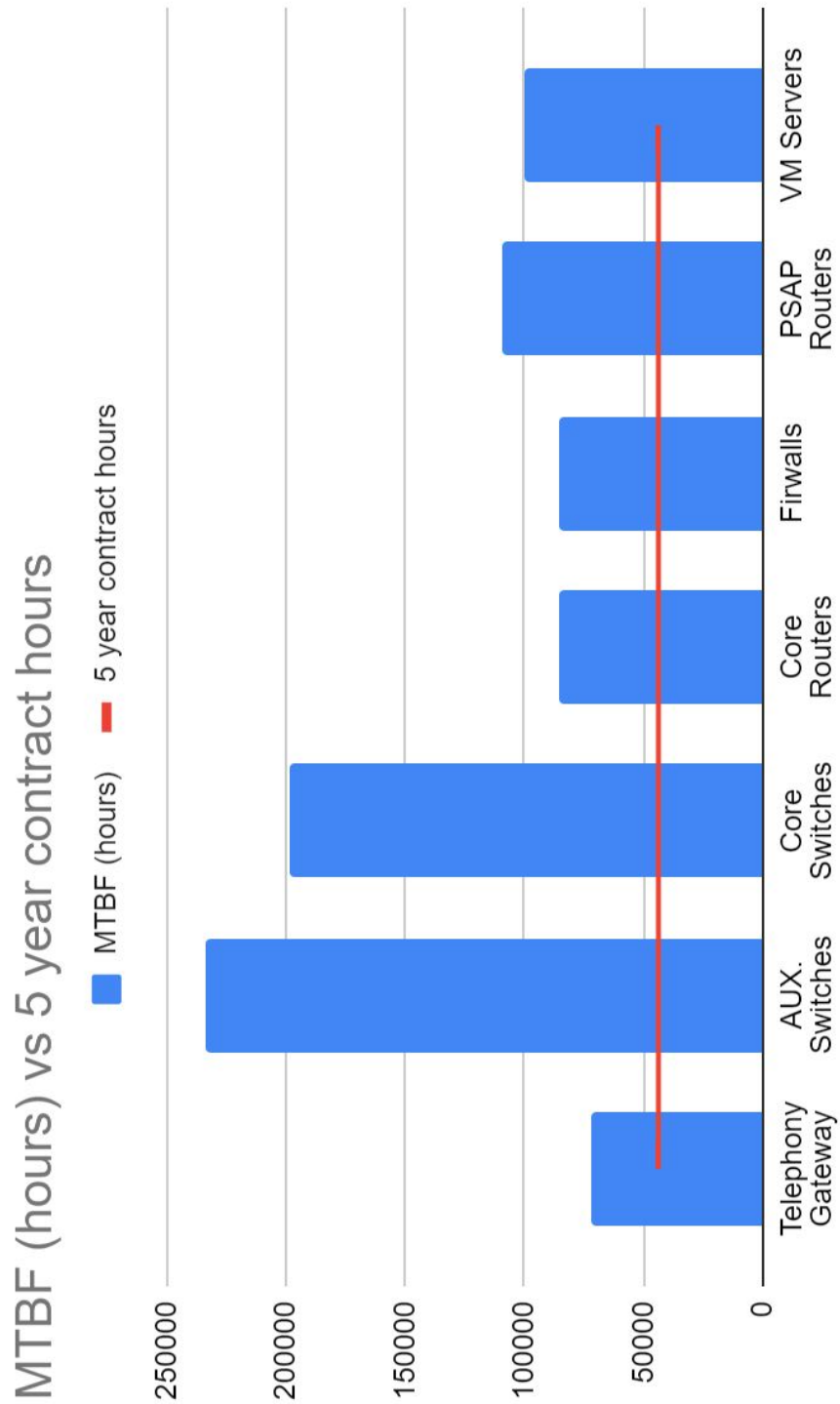MEVO 2020 quarterly inbound call totals in seconds.

Network Reliability Graphs

Graph H-1.1

System availability.
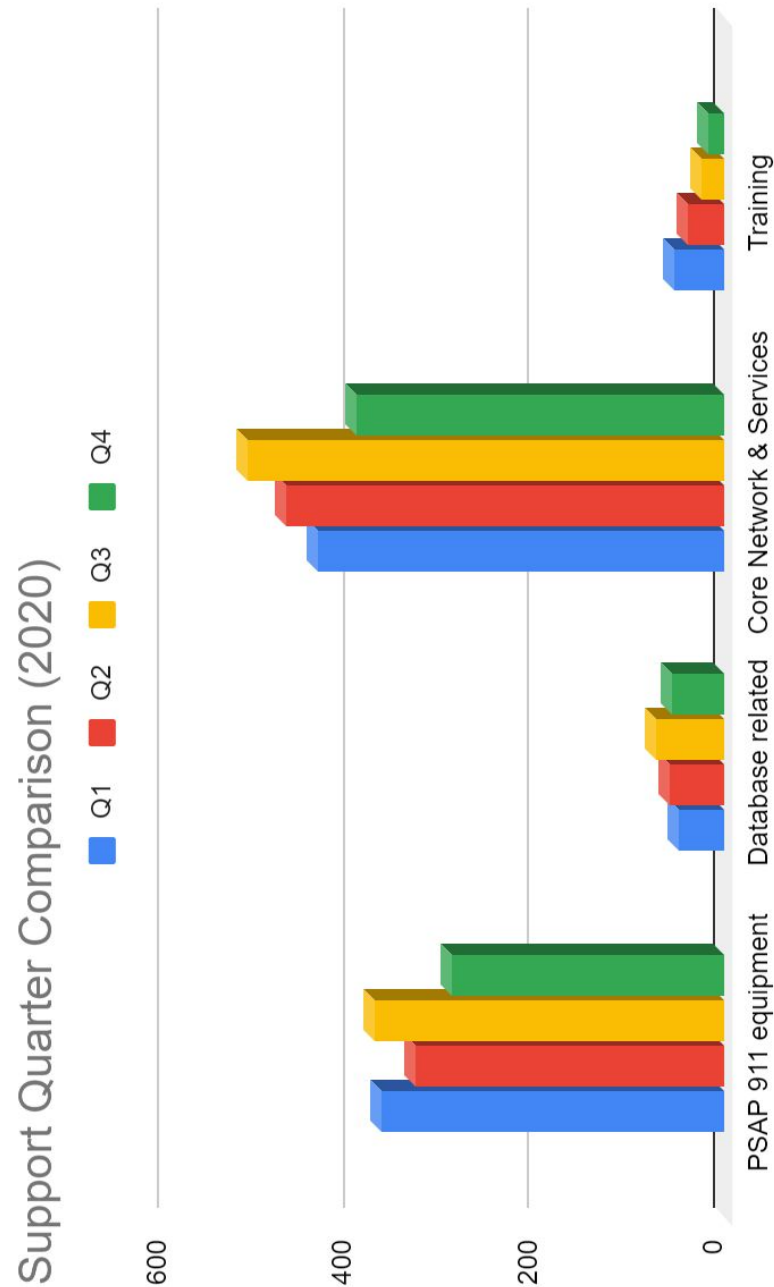

Percentage of system availability between Q4 2020

100 — Indianapolis NGCS
100 — Fort Wayne NGCS

Axis: 100, 75, 50, 25, 0

Graph H-1.2

Mean Time Before Failure by core equipment.

MTBF (hours) vs 5 year contract hours

Legend: ■ MTBF (hours) ■ 5 year contract hours

Categories: Telephony Gateway, AUX. Switches, Core Switches, Core Routers, Firewalls, PSAP Routers, VM Servers

Axis values: 0, 50000, 100000, 150000, 200000, 250000

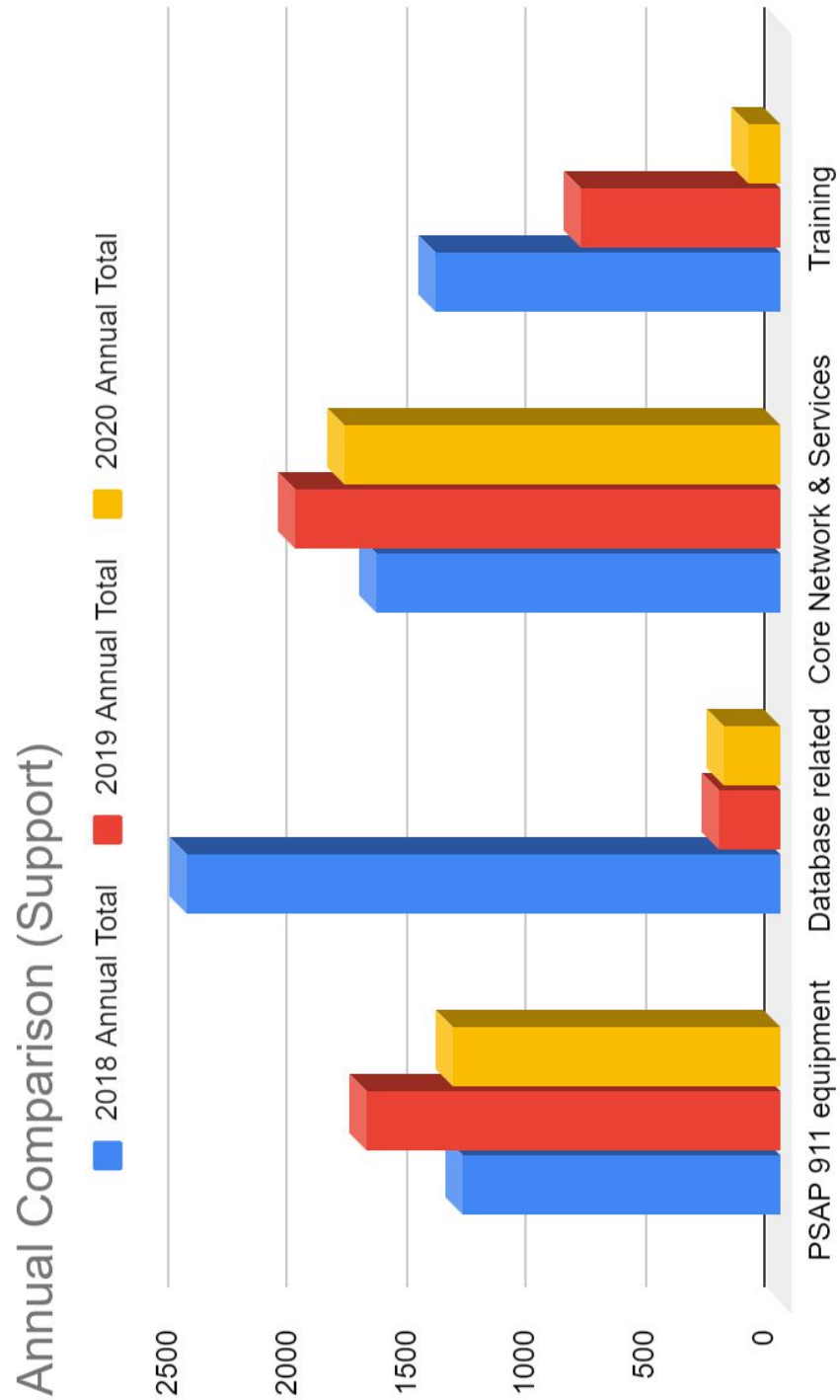INdigital

Help Desk Ticket Analysis Graphs

Graph J-1.1

Quarterly totals for 2020 of trouble tickets for core support.

Graph J-1.2

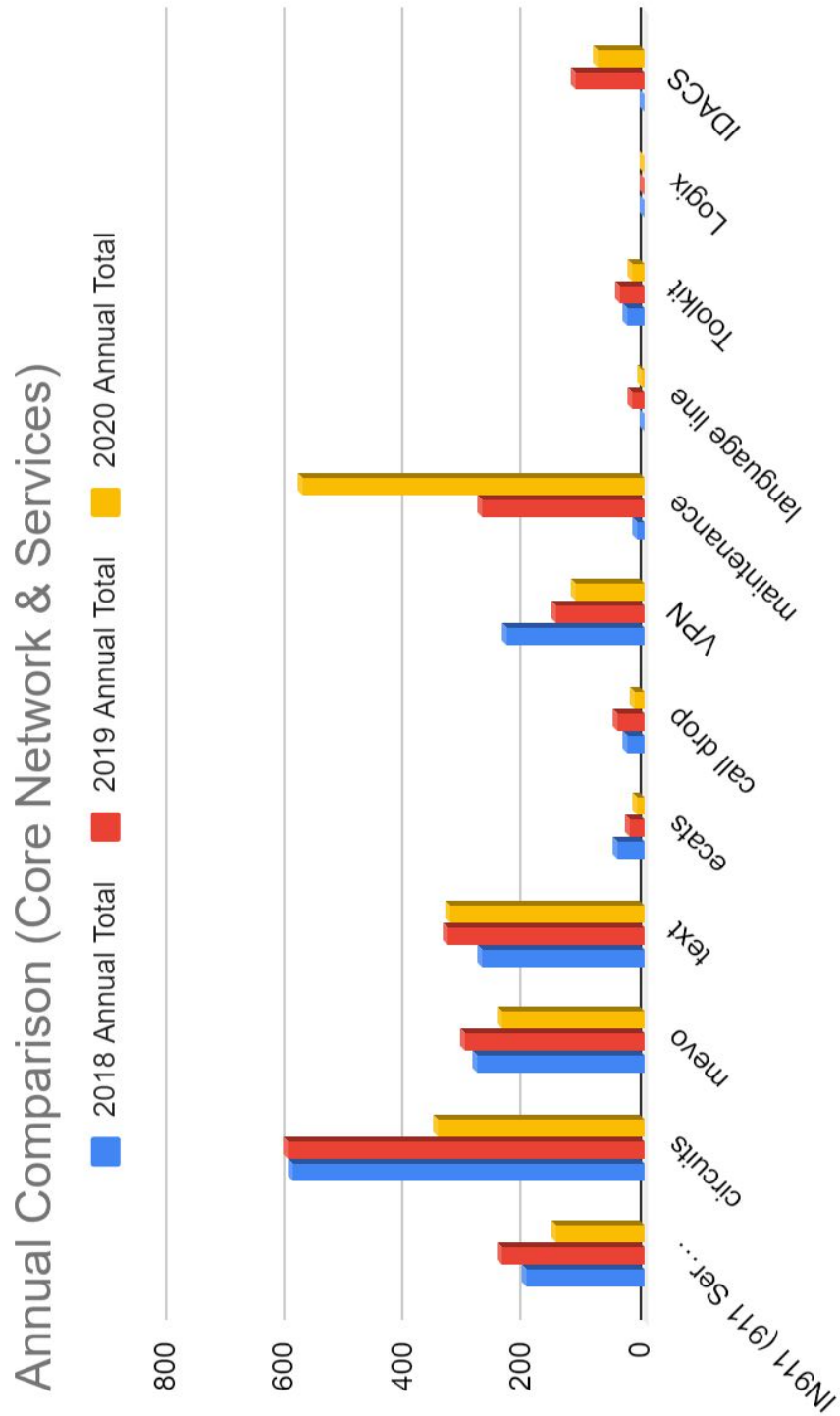Annual comparison of core network & service support totals.

Annual Comparison (Support)

Legend:
- 2018 Annual Total
- 2019 Annual Total
- 2020 Annual Total

Categories: PSAP 911 equipment, Database related, Core Network & Services, Training

Graph J-1.3

Quarterly totals of core network & service support totals.

Core Network & Services (2020)

Legend: Q1, Q2, Q3, Q4

Categories: IN911 (911 Service), circuits, mevo, text, ecats, call drop, VPN, maintenance, language line, Toolkit, Logix, IDACS
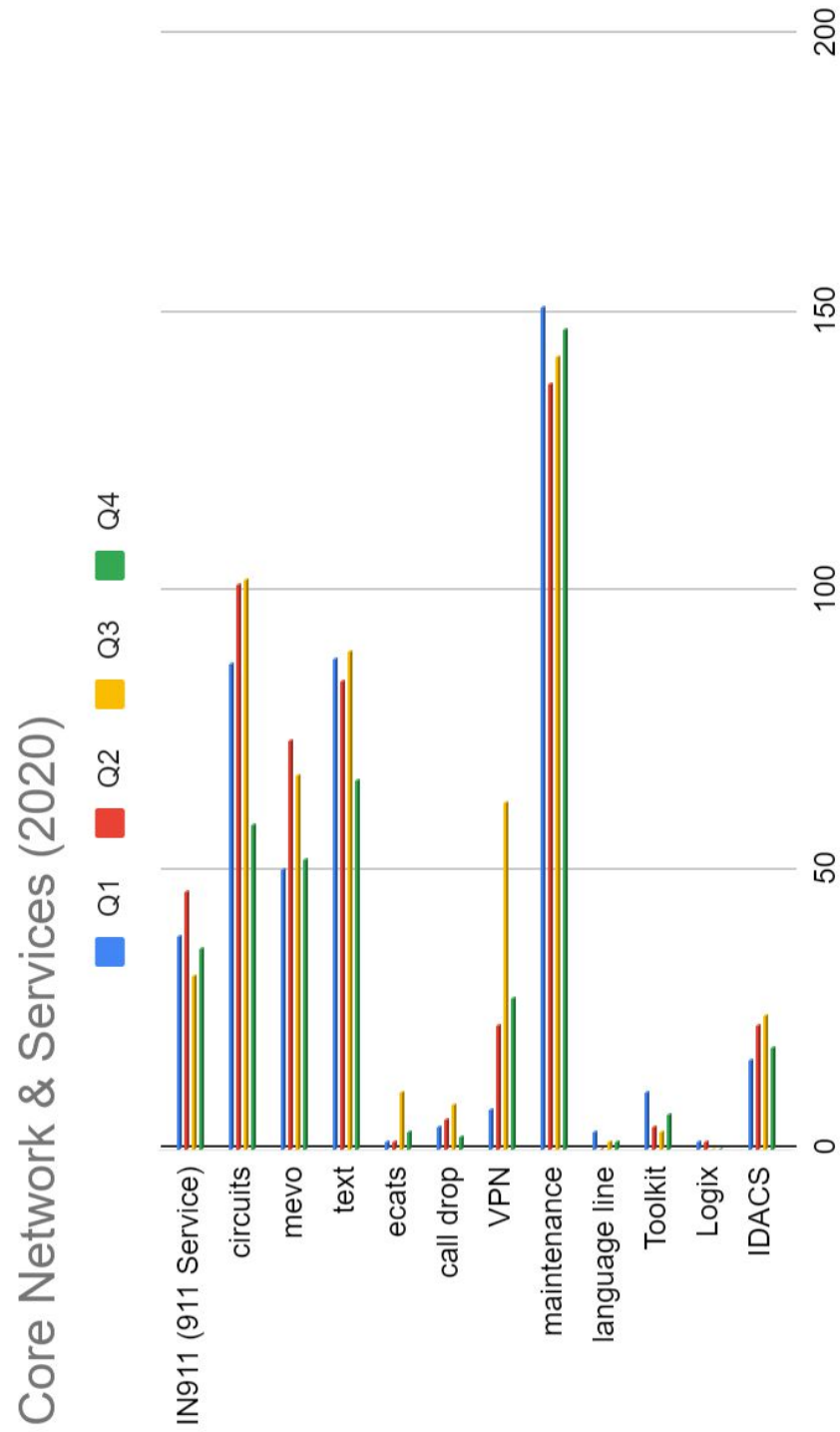
Graph J-1.4

Annual comparison of core network & service support totals.

Annual Comparison (Core Network & Services)

■ 2018 Annual Total ■ 2019 Annual Total ■ 2020 Annual Total

Categories (left to right): IN911 (911 Ser..., circuits, mevo, text, ecats, call drop, VPN, maintenance, language line, Toolkit, Logix, IDACS

INdigital

Graph J-1.5

Quarterly totals of carrier support tickets.

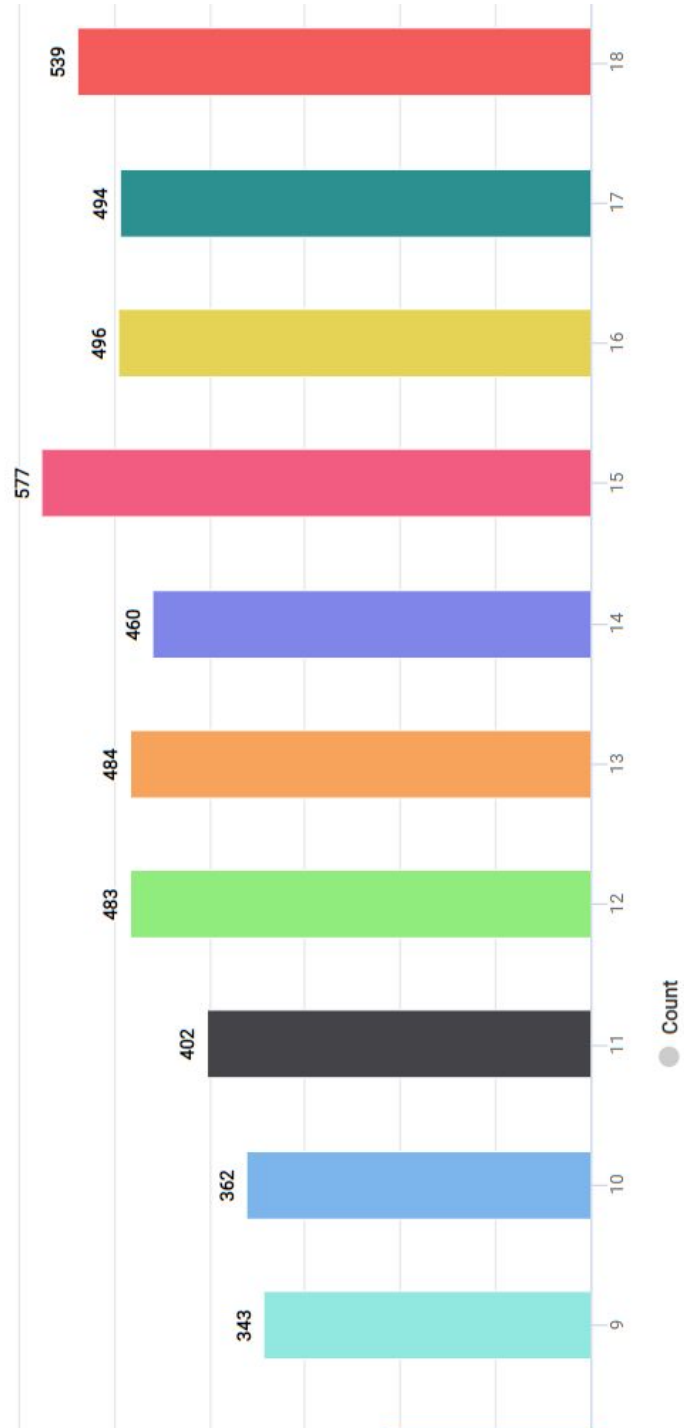Carrier Support Tickets by Carrier (2020)

Legend: Q1 Q2 Q3 Q4
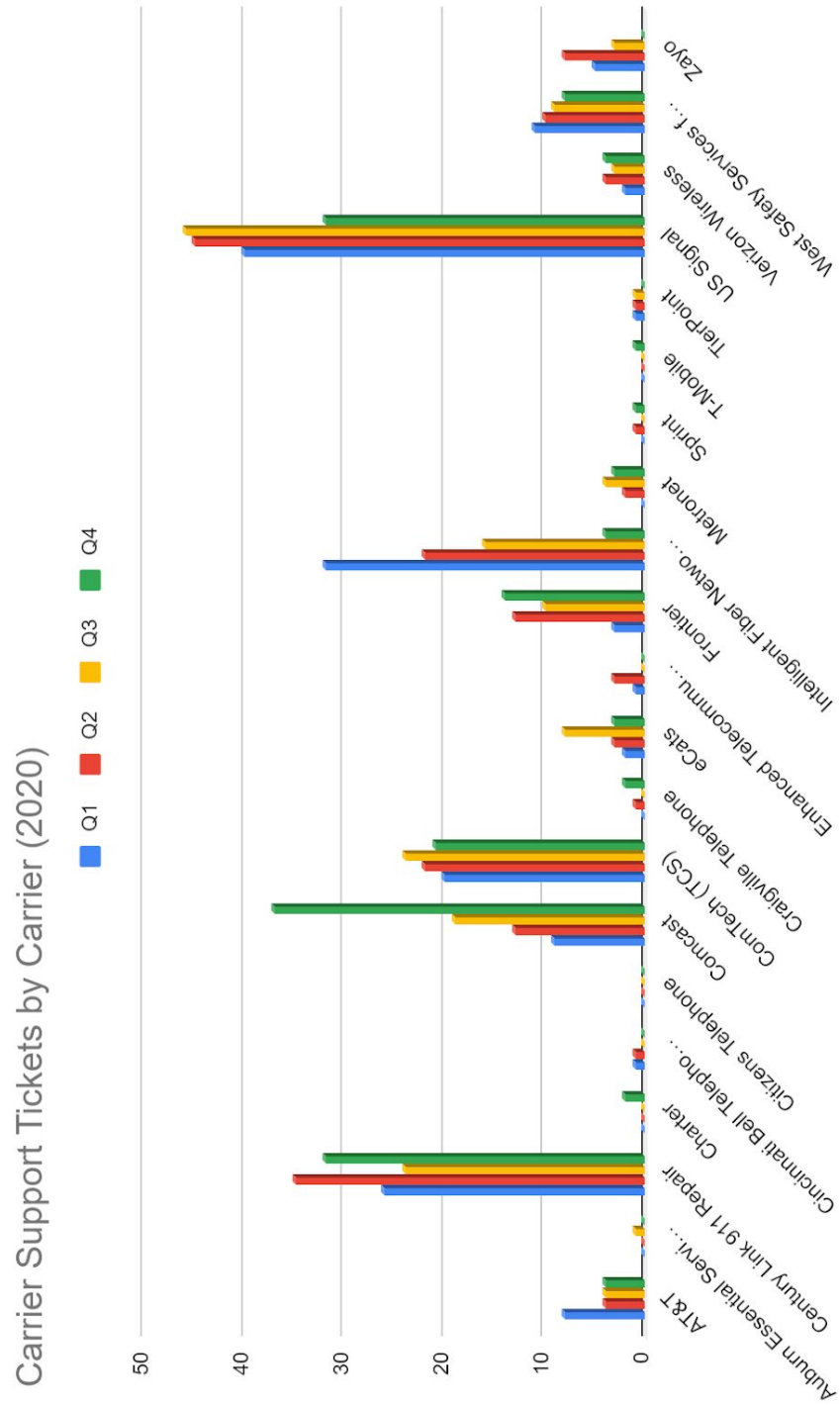
Event Analysis Graphs
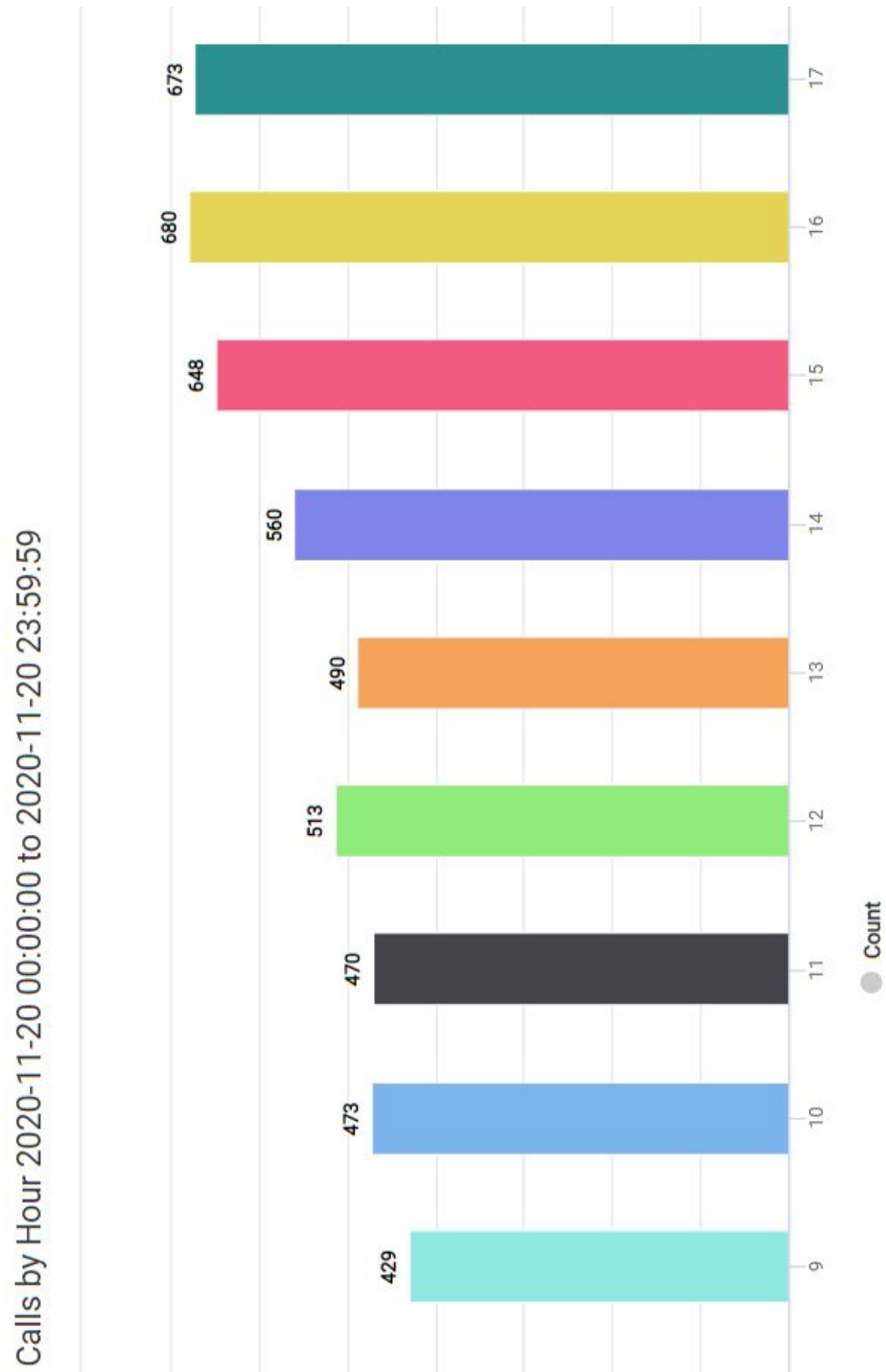
Graph K-1.1   Event Analysis

Friday, November 27, 2020 - Glennbrook Mall Shooting, Fort Wayne.

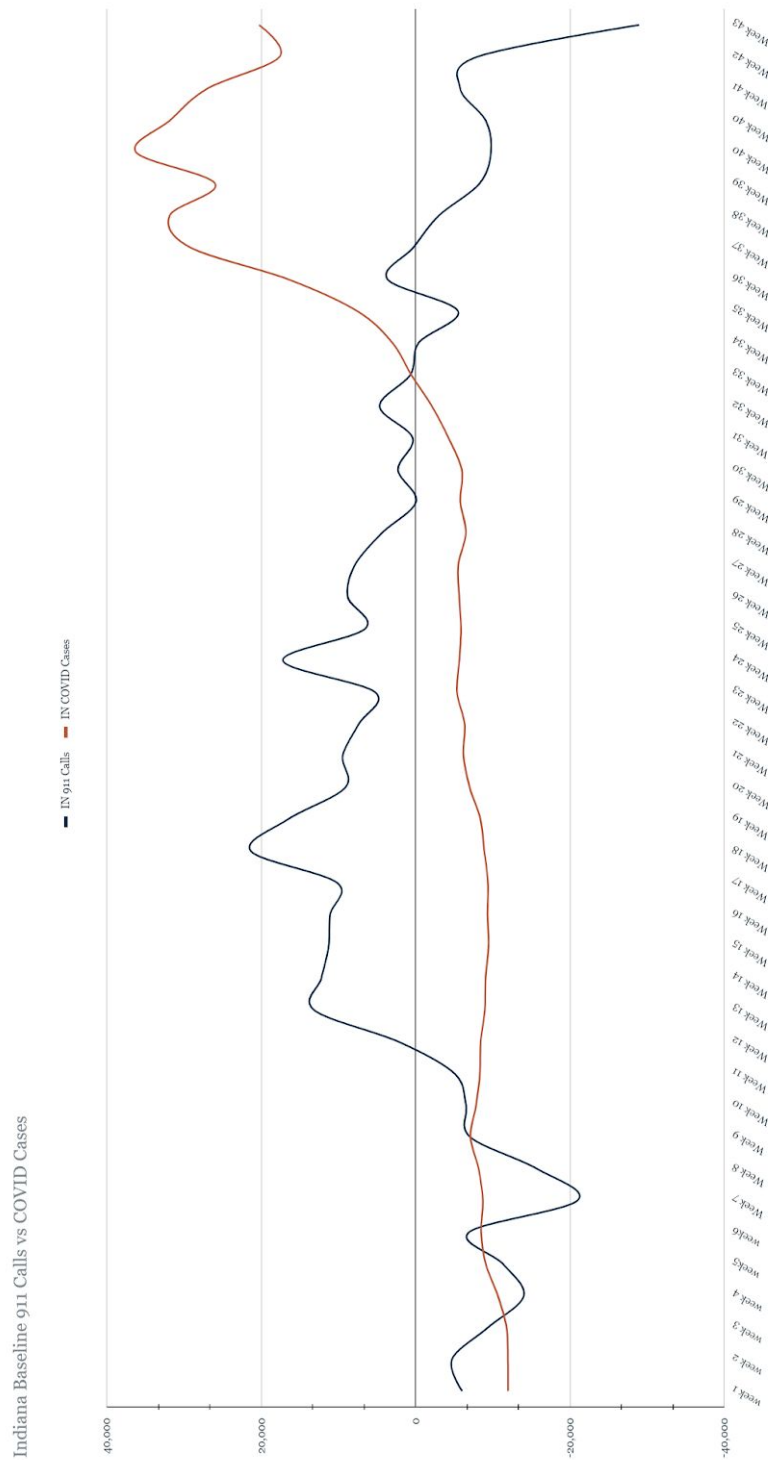Calls by Hour 2020-11-27 00:00:00 to 2020-11-27 23:59:59

Graph K-1.2   Event Analysis

Friday, November 20, 2020 - Friday before Glennbrook Mall Shooting.

Calls by Hour 2020-11-20 00:00:00 to 2020-11-20 23:59:59

Hour	Count
17	673
16	680
15	648
14	560
13	490
12	513
11	470
10	473
9	429

Count

Graph K-2.1　　Event Analysis

911 calls vs. COVID Cases baseline.

Indiana Baseline 911 Calls vs COVID Cases

Legend: IN 911 Calls, IN COVID Cases

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911 IS OUR CALLING

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