

April 1 - June 31, 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) will be wrapping up during the month of August. The project's goals were moving 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 June 12, 2021 Verizon Wireless reported issues with 911 call delivery. Metronet, who provides circuits to Verizon Wireless, had lost both primary and secondary circuits affecting some 911 call delivery. INdigital worked to keep Directors informed by sending out a message to test their systems and report any call delivery issues to INdigital. Our message service reached 152 by voice, 161 by email, and 50 by text. Users must register to receive messages although the Indiana State Police also sent it out over IDACS so all terminals will also be informed of the carrier related outage.

During the week of June 21st INdigital worked with 911 Authority to complete the bulk of the IN911 Independent Verification and Validation (IVV) testing. All testing was completed on July 14th during a scheduled maintenance window.

PSAP changes in 2021

Newton County's new Vesta call handling system has been installed and the center was cut on July 7, 2021.

Wayne County received a refresh on their Solacom Guardian stations during the week of May 17th.

Pike County moved dispatch operations into a different room within the same building. The move occurred on June 8th and 9th.

Elkhart County received a refresh on their Solacom Guardian stations during the week of June 21st.

Elkhart City requested a geo-fence for the 4-H fairgrounds to direct 911 calls during the 4-H Fair or any other current or future events.

Speedway PD moved their dispatch center to a new location. INdigital is working on getting circuits into the building for the back up 911 MEVO phones.

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 this fall. Recently INdigital conducted a site survey in order to prepare for the move.

Vermillion County has moved their PSAP to a temporary building while the main building is being remodeled. Construction is expected to continue for the next 18-24 months.

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.

Noble County is constructing a new government building in which the 9-1-1 Center will also be residing. Completion of this building will be in 2022.

Network Security Threats



There were no reports of any attacks to any government entity that affected PSAP operations. Although the City of Gary experienced a ransomware attack on May 13th, there have been no reports that this attack affected any PSAP in the county.

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>

INdigital has an ongoing surveillance contract with a third-party cybersecurity subject matter expert for oversight and assessment. We are working towards our initial System and Organization Controls (SOC) 2 Type 1 audit of the National Service Operations Center (NSOC).

Annual cyber security training for 2021 began in January. Currently staff training is 96% completed. Staff who have completed the training, received training targeting 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 2021 second quarter total of 1,134,157. The variation of calls is consistent with seasonal trends.

Since the start of the IN911 network in 2006, 45,627,630 wireless calls have been processed on the IN911 network.

Over the past 13 years, the IN911 network has averaged 2,943,718 calls annually. Call volumes have seen steady increases over time.

Additionally there were 24,005 test calls not included in this call total report that were part of the Independent Validation and Verification (IVV) testing conducted in June.

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, Elkhart, Allen, Carroll, and Tippecanoe) had a total of 16,242 minutes of total usage. Spanish translations for all other counties totaled 6,146 minutes.

The total for all Spanish language translation throughout Indiana was 22,388 minutes for the second quarter of the year. This quarter we had 6,169 more minutes of Spanish translation than the previous 2020 record quarter.

Other non-English to dual party translation during the second quarter of 2021 had similar usage trends, with the top five counties (Marion, Allen, Tippecanoe, Hamilton, and Davies) with 1,337 minutes of language translation. Only 3 minutes more than the previous quarter.

The balance of the counties used 382 minutes with a total of 1,719 minutes. A total of 2 minutes of total usage over the previous quarter.

During the first two quarters of the 2021 calendar year, 44 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 second quarter of 2021 there were 4,364 inbound text sessions received by 115 PSAPs. This is up from 87 PSAPs during the first quarter.

There were 57,261 outbound text sessions during the second quarter of 2021 sent by 116 PSAPs. The total number of PSAPs with outbound sessions include city, state police posts, airport authorities and college PSAPs.

Texty version 17.5 is planned for later this year. Version 17.5 will have Language Line translation capability built into the Texty application. The language translation will provide 9-1-1 operators 108 different language options. We are planning on developing a training plan for PSAPs to use to train staff 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 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 second quarter of 2021 MEVO delivered 83 calls by primary PSAPs with more than 1.8 hours of talk time. The vast majority of calls were to Vigo County while they were replacing their furniture.

The MEVO system also delivered 6,058 calls to secondary, EMS transfer points, and MEVO Anywhere Kits (MAK) with more than 247.2 hours of talk time.

Total MEVO usage for the first two quarters of 2021 is 18,037 calls with 675.9 hours of talk time.

Support 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 second quarter of 2021 there were no changes in granular ticket volume that would indicate any underlying issues.

PSAP Maintenance remains consistent with prior periods in total as well as based upon who their CPE vendor may be. Although text support has seen an increase, this is as a result of the upgrade that was completed earlier this year.

INdigital continues to perform maintenance and testing of the network on a regular basis, which is shown in the number of maintenance tickets. Maintenance includes but is not limited to circuit maintenance by a carrier that could have an effect on 911 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. Elkhart County Fair.

- a. Started July 23rd and continued till July 31st.
- b. Music venue July 24, 25, 26, 27, and 28 with performances by ZZ Top, We are Messengers, Tracy Byrd, Chris Lane, and Darci Lynne respectively.
- c. News release:
<https://www.wndu.com/app/2021/07/30/new-technology-helps-incident-response-team-keep-elkhart-co-4-h-fair-safe/>
- d. 157 9-1-1 calls during the 10 days of events.

2. Shooting in Indianapolis, Indiana.

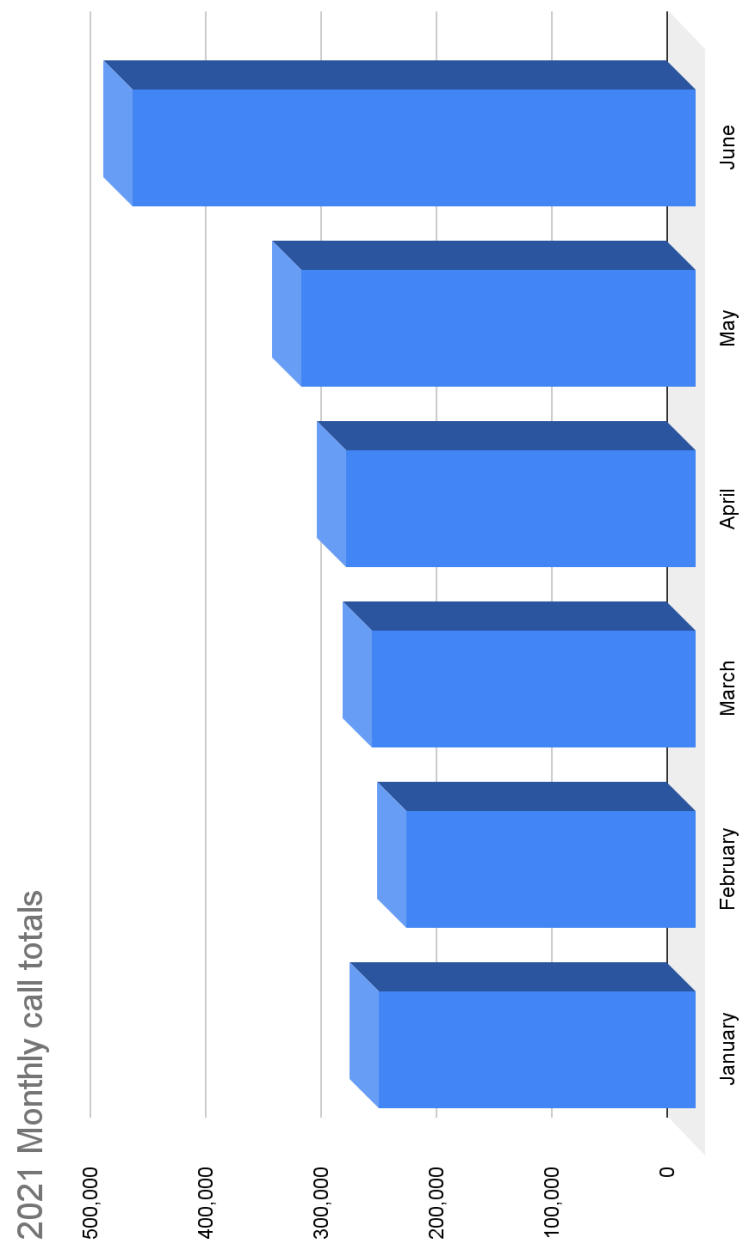
- a. July 31, 2021 at approximately 4:30 pm.
- b. 1 adult male, 16 and 4 year old females were injured.
- c. 32 9-1-1 calls made in approximately 8 minutes.
- d. <https://www.foxnews.com/us/indianapolis-funeral-home-shooting-leaves-5-injured-including-4-year-old-critical-condition-report>

Appendix

Wireless Calls Graphs

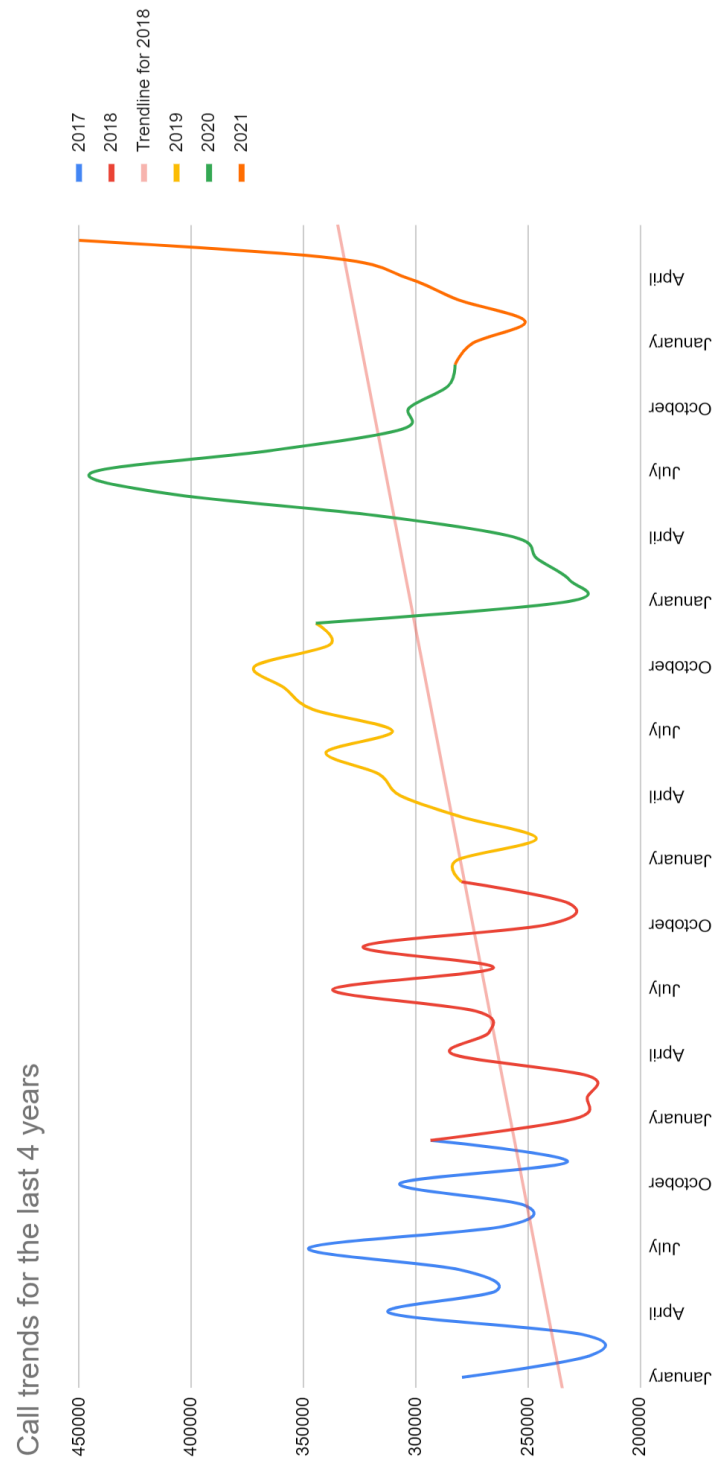
Graph D-1.1

Call volume for the second quarter of 2021.



Graph D-1.2

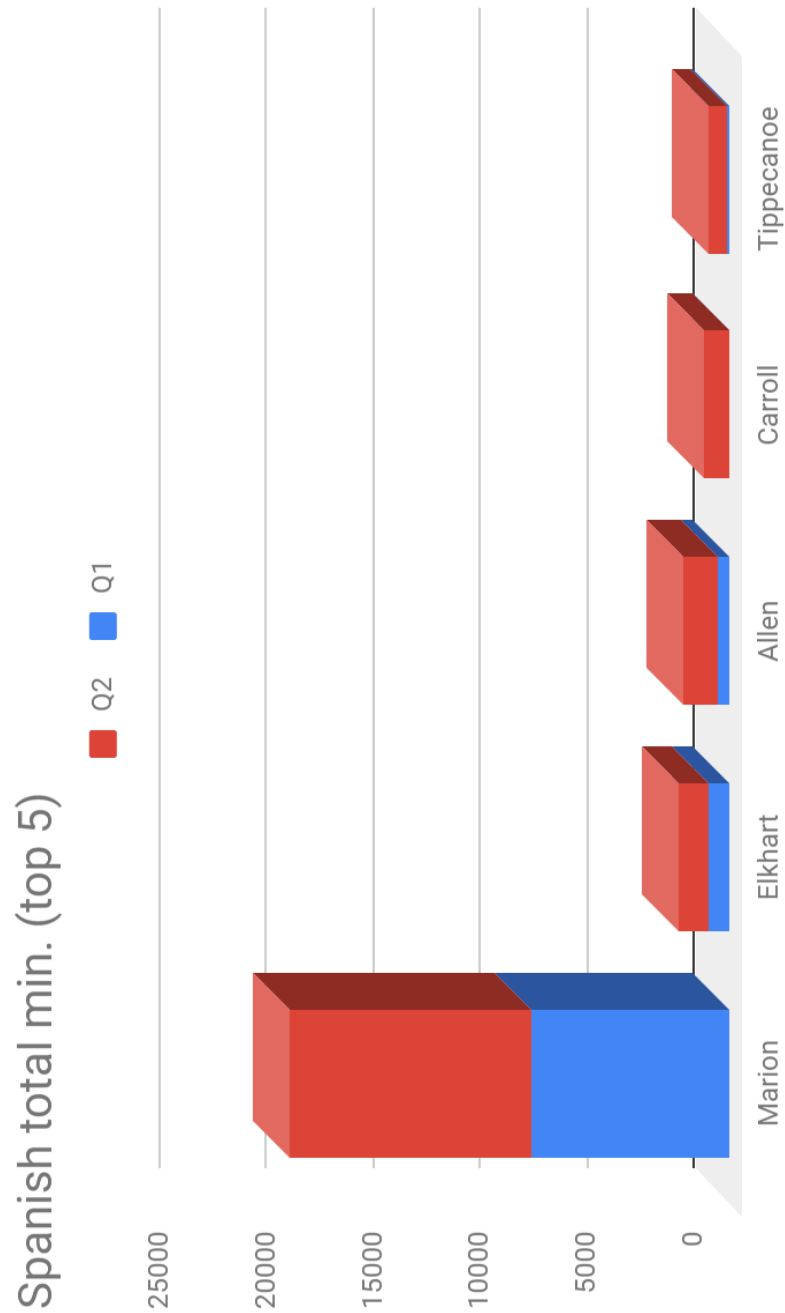
Call volume for the past four years.



Translation Services Graphs

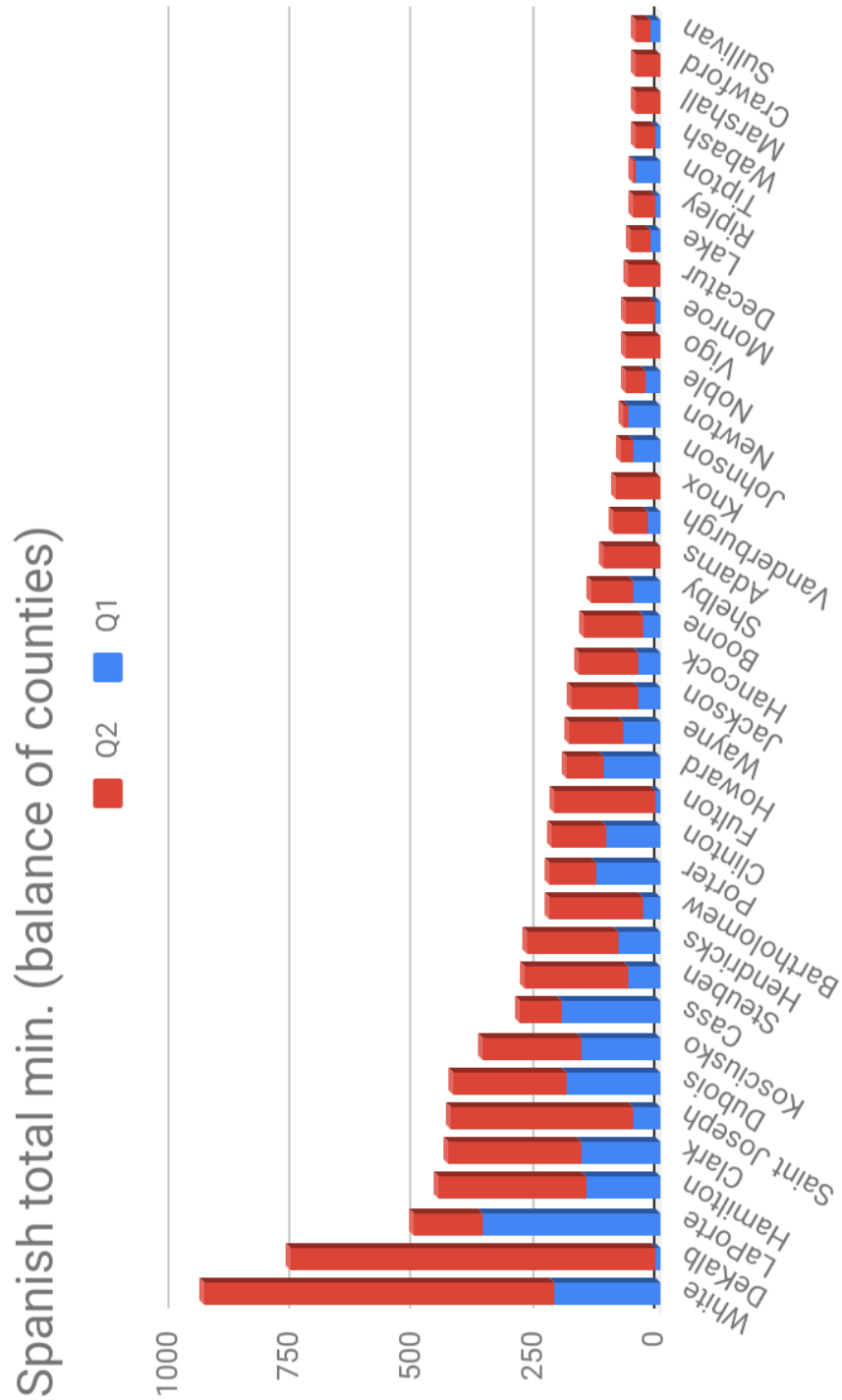
Graph E-1.1

Counties with the top 5 Spanish translation minutes.



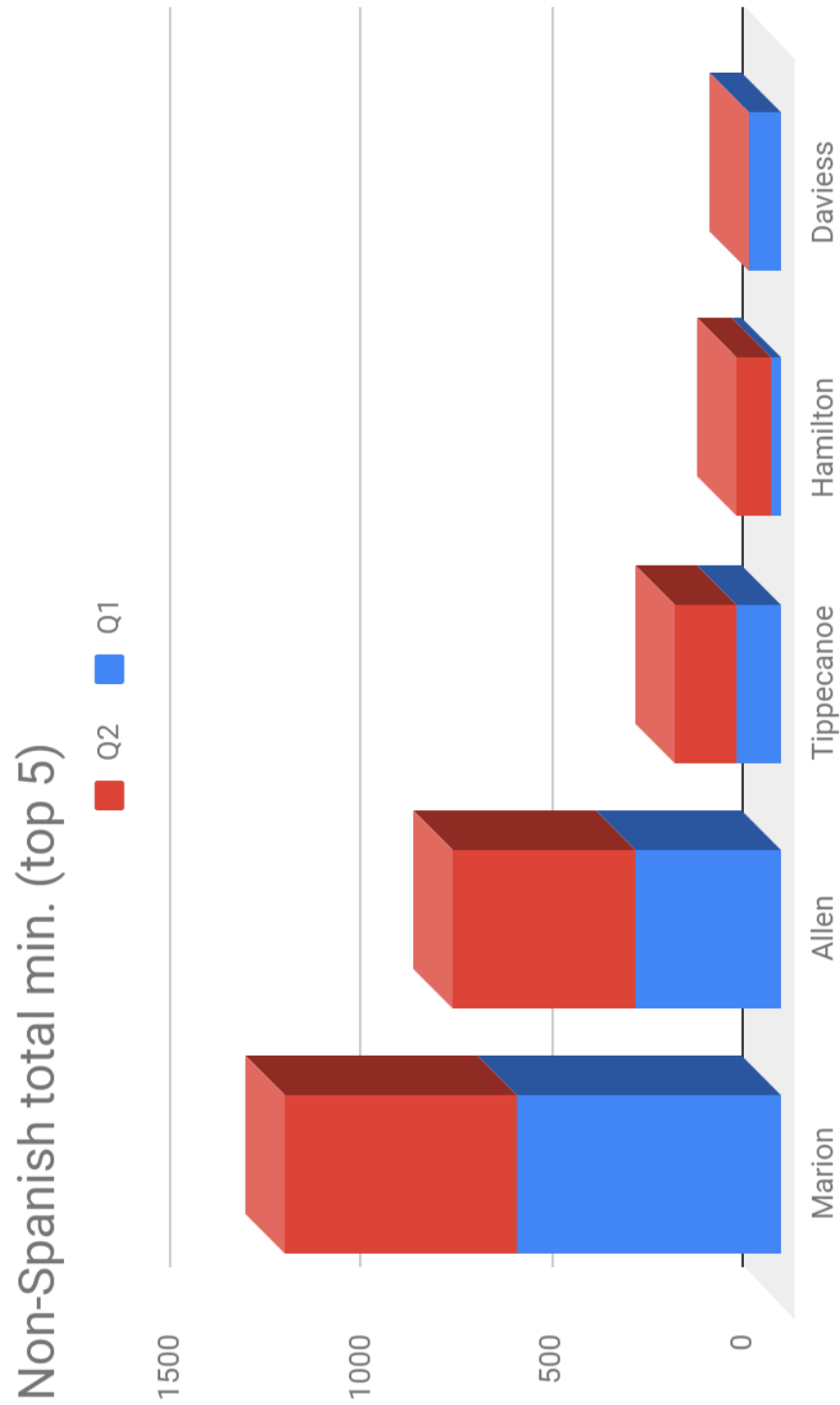
Graph E-1.2

All other counties with spanish translation in minutes.



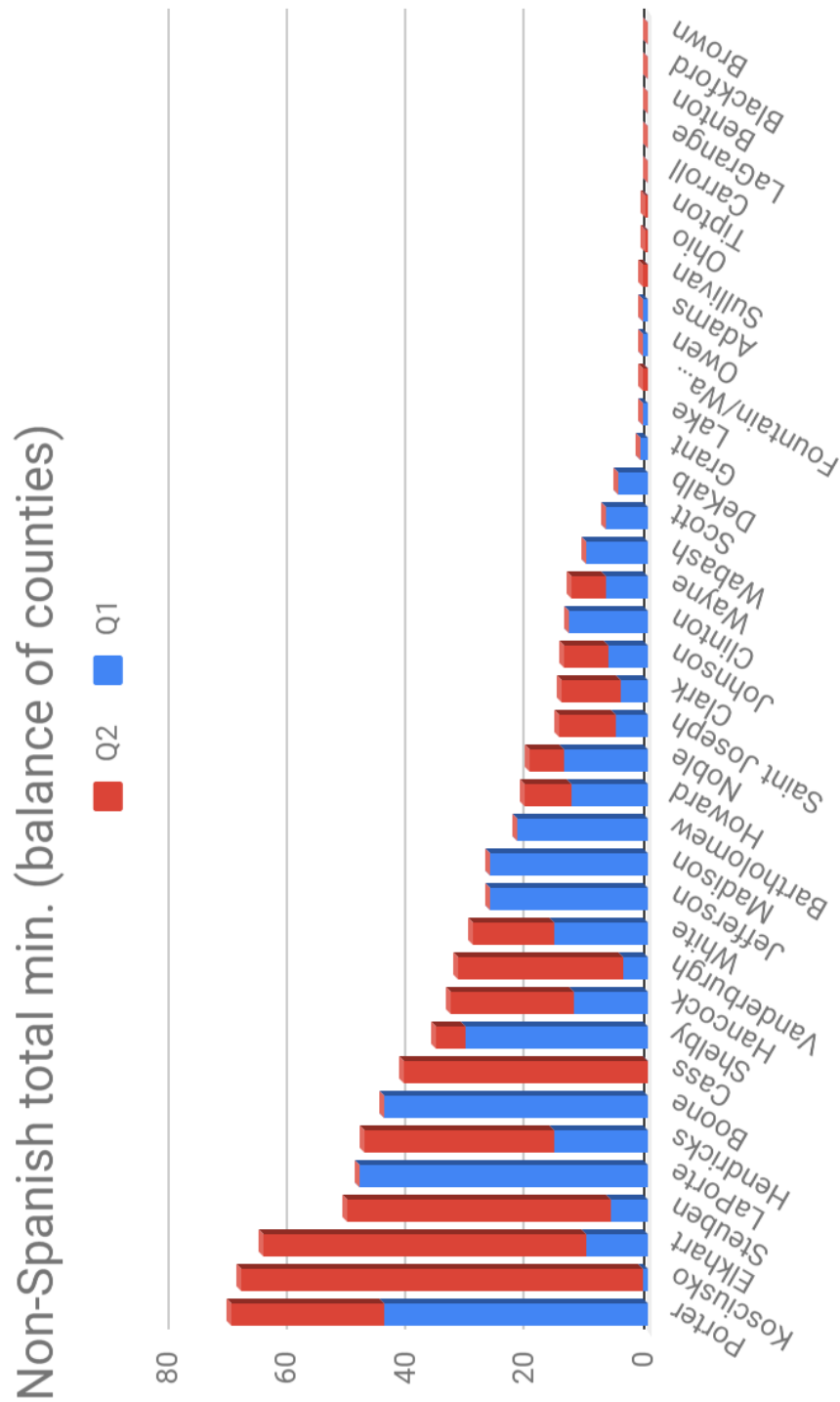
Graph E-1.3

Counties with the top 5 non-Spanish translation minutes.



Graph E-1.3

All other counties with spanish translation in minutes.



Graph E-1.4

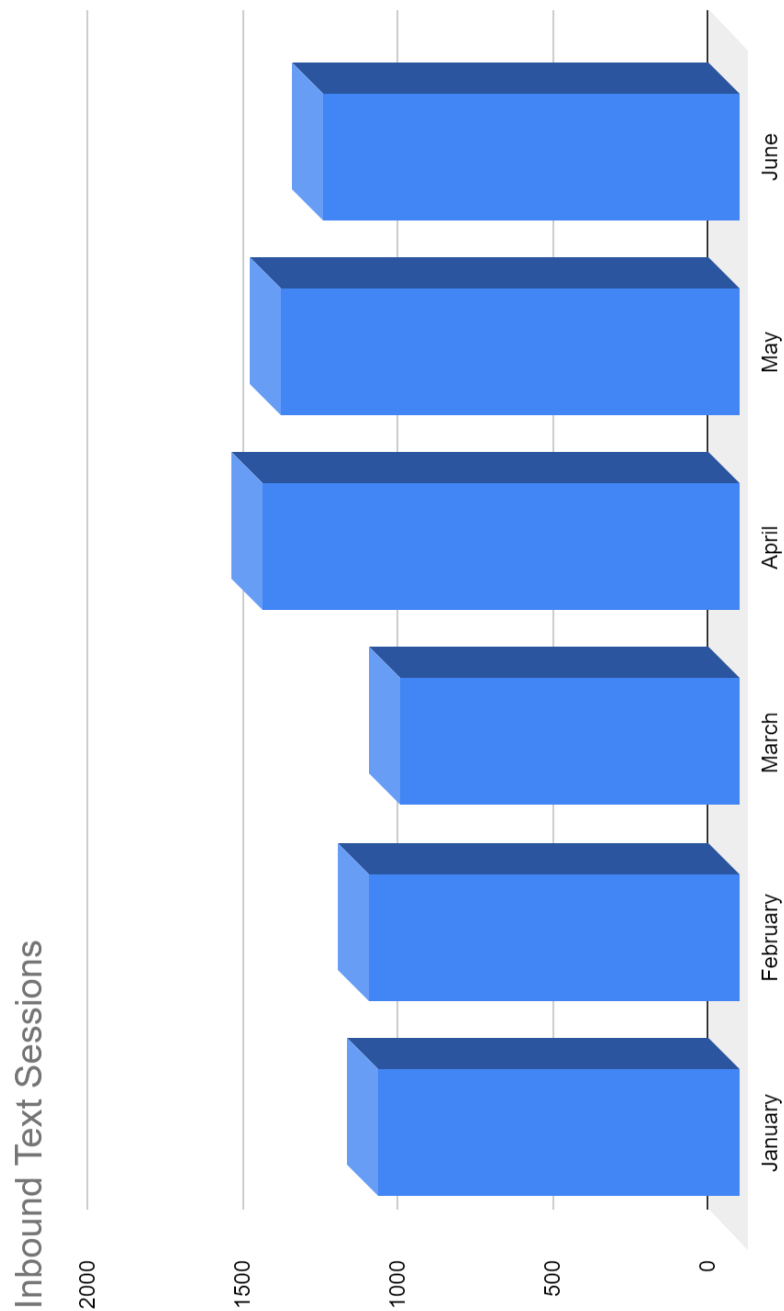
Total occurrences of each language used in the first two quarters of 2021.

Language	Total	Language	Total
SPANISH	6676	LINGALA	3
BURMESE	157	PORTUGUESE	3
HAITIAN CREOLE	133	SERBIAN	3
MANDARIN	67	BOSNIAN	2
FRENCH	53	NIGERIAN PIDGIN	2
ARABIC	35	PASHTO	2
VIETNAMESE	31	POLISH	2
SWAHILI	30	AMHARIC	1
CHIN HAKHA	27	BENGALI	1
PUNJABI	16	CANTONESE	1
KINYARWANDA	12	CHIN TEDIM	1
TIGRIGNA	12	FARSI	1
HAKKA-CHINA	10	IGBO	1
HINDI	10	ITALIAN	1
RUSSIAN	10	MALAY	1
SOMALI	10	MOROCCAN ARABIC	1
KOREAN	8	PORTUGUESE BRAZILIAI	1
YORUBA	7	SYLHETI	1
TURKISH	6	TAGALOG	1
KAREN	5	THAI	1
GUJARATI	3	TIGRE	1
JAPANESE	3	URDU	1

Texty Services Graphs

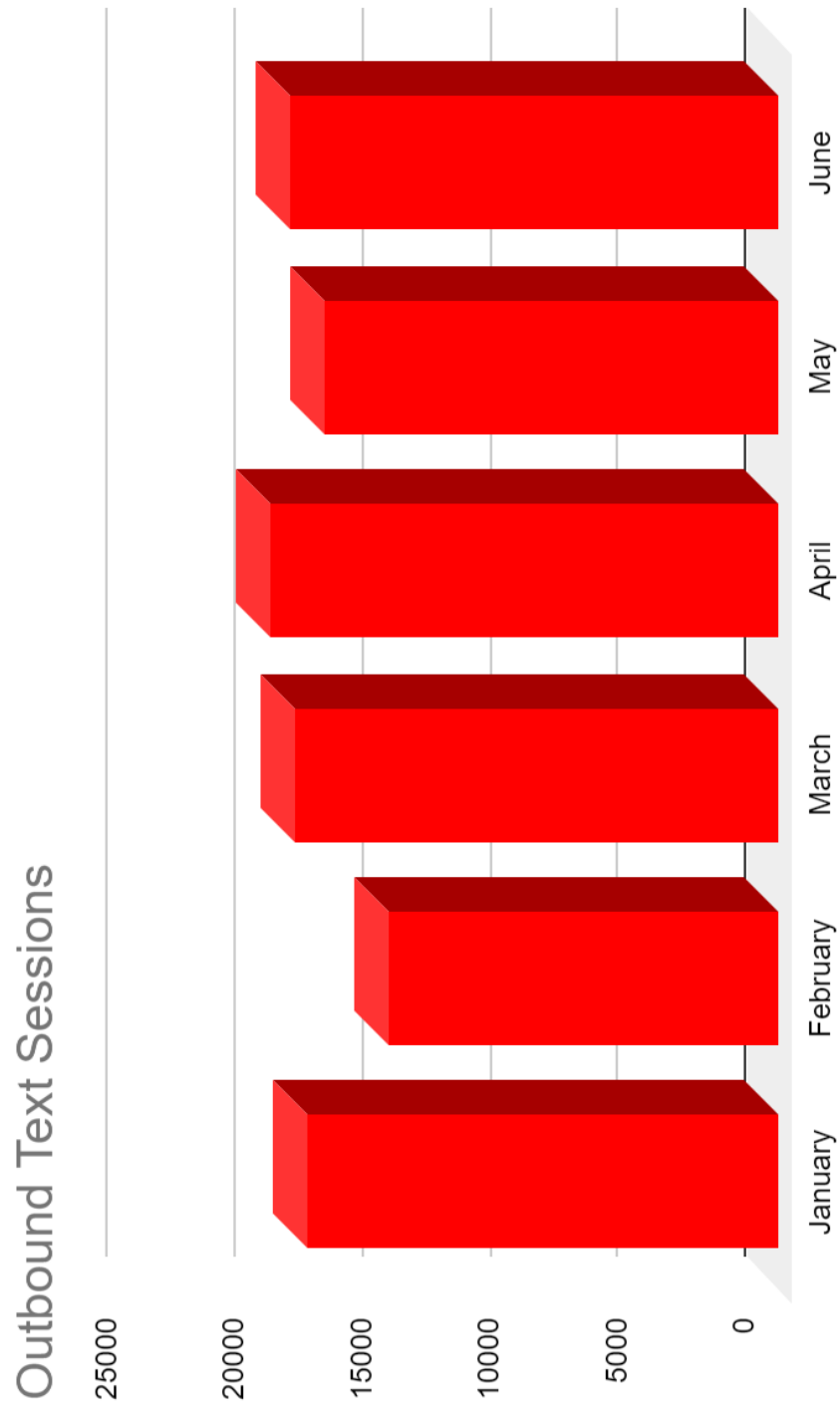
Graph F-1.1

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 50 +	Q1 - 3,454	Q2 - 4,364	Q3 - 10 - 19	Q4 - < 10
Marion Co.Indy PD	2896		Scherville PD	Decatur Co. SD
Allen Co. SD	411	49	White Co.	Davess Co. 911
Saint Joseph	402	46	Ladrange Co. Communications	Indy Airport Authority
Lake Co. Sheriff's Office	363	46	Ripley Co. E-911 Communications	Parke Co. 911
Vanderburgh Co. Central Dispatch	353	42	Scott Co. Emergency Communications	Perry Co.
Kosciusko Co.	231	42	ISP Toll Road Post 21	Randolph Co. Communications
Elkhart City PD	219	35	Noble Co. SD	Fortain/Warren Co. Regional Dispatch C
Vigo Co. 911	206	35	Posey Co. 911	Orange Co. SD
Wayne Co. Emergency Communications	143	32	Pulham Co. Sheriff's Office	Pike Co. Sheriff's Office
Clark Co. 911 Center	132	30	Warrick Co. Sheriff's Office	Purdue University PD
Hamilton Co. Sheriff's Office Dispatch	123	29	Dekalb Co. SD	Washington Co. Sheriff's Office
Monroe Co. Central Dispatch	112	28	Wells Co.	Crawford Co. Central Dispatch
Hendricks Co. Communications Center	102	27	Marshall Co. PD	Franklin Co. Communications E-911
Lafayette PD	102	26	Mooresville PD	Starke Co. Sheriff's Office
Johnson Co. SD	99	24	Steuben Co. 911	Lowell SP Post 13
Madison Co. Sheriff's Office	93	24	Carroll Co. E911	Ohio Co. Communications
LaPorte Co. 911 Communications	90	24	Harrison Co. SD Dispatch	Spencer Co. 911
Delaware Co. Emer. Com. Center	77	24	Whitley Co. Communications Center	Switzerland Co. Communication
Montgomery Co. /Crawfordsville E911	75	23	Greene Co. Sheriff's Office	Vermillion Co. Sheriff's Office
Floyd Co. Sheriff's Department	64	23	Lawrence PD	West Lafayette PD
Bartholomew Co. EOC	63	22	Rush Co. SD	BeachGrove PD
Porter Co.	60	22	Blackford Co. Central Dispatch	Bedford PD
Clinton Co. 911	51	22	Brown Co. SD	Benton Co. Sheriff's Office
		22	Fulton Co. Communications	Elkhart Co. 911 Center
		22	Jay Co. SD	Martin Co. SD
		21	Owen Co. Sheriff's Office	Newton Co. 911
		21	Pulaski Co. Sheriff's Office	Union Co. 911
				Batesville PD
				Columbia City Communications Center
				ISP Fort Wayne Post 22
				Jasper PD
				Kendalville PD
				ISP Bloomington Post 33
				ISP Indianapolis Post
				ISP Versailles Post 42
				Rushville PD
				Seymour PD
				Speedway Police

Graph F-1.4

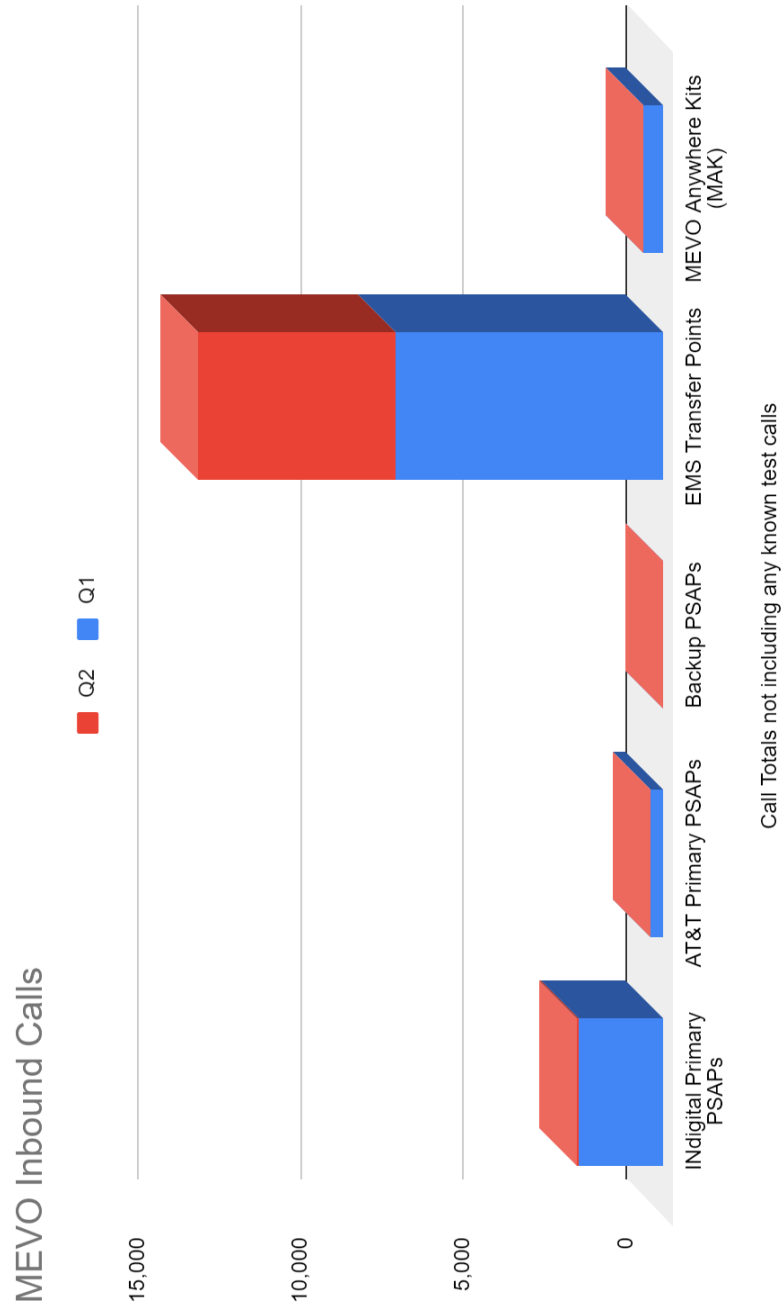
All Outbound Text from 911 by PSAP.

Outbound Text from 911 1,000 +				Q1 - 52,923				Q2 - 57,261				Q3 -				Q4 -			
				250 - 999				50 - 250				< 50							
Marion Co. Indy PD	23313		Boone Co. SD	986	Knox Co. Dispatch Office	232	Blackford Co. Central Dispatch	48											
Allen Co. SD	7716		Wabash Co. Central Dispatch	783	Starke Co. Sheriff's Office	206	Delaware Co. Emer. Center	48											
Hamilton Co. Sheriff's Office Dispatch	7507		Clinton Co. 911	745	Indy Airport Authority	199	Harrison Co. SD Dispatch	44											
Saint Joseph	7072		Dearborn Co.	713	West Lafayette PD	198	Indigital telecom	37											
Elkhart City PD	6463		Marshall Co. PD	705	Carroll Co. E911	192	Ohio Co. Communications	37											
Lake Co. Sheriff's Office	4254		LaPorte Co. 911 Communications	676	Orange Co. SD	192	Lawrence PD	34											
Monroe Co. Central Dispatch	3352		Morgan Co. 911	674	Johnson Co. SD	191	New Haven PD	34											
Clark Co. 911 Center	3076		Spencer Co. 911	666	Franklin Co. Communications E-911	190	Mooresville PD	30											
Porter Co.	2896		Shelby Co. SD	663	Jay Co. SD	179	Pike Co. Sheriff's Office	28											
Hendricks Co. Communications Center	2851		Stauben Co. 911	617	Owen Co. Sheriff's Office	174	ISP Toll Road Post 21	27											
Wayne Co. Emergency Communications	2843		Schererville PD	615	Deatur Co. SD	172	Jasper PD	23											
Bartholomew Co. EOC	2666		White Co.	541	Elkhart Co. 911 Center	165	Seymour PD	23											
Vigo Co. 911	2439		Wells Co.	539	Floyd Co. Sheriff's Department	150	Tipton Co. E911	22											
Vanderburgh Co. Central Dispatch	1977		LaGrange Co. Communications	537	Switzerland Co. Communication	146	ISP Versailles Post 42	21											
Lafayette PD	1765		Henry Co. Emergency Services	485	Washington Co. Sheriff's Office	138	Kendallville PD	21											
Montgomery Co. / Crawfordville E911	1710		Cass Co. E911	474	Sullivan Co. 911	129	Batesville PD	17											
Kosciusko Co.	1558		DeKalb Co. SD	460	Jasper Co. Sheriff's Office	125	Marion Co. SD	16											
Grant Co. SD	1487		Noble Co. SD	432	Benton Co. Sheriff's Office	117	Columbia City Communications Center	12											
Dubois Co. Communications Center	1355		Scott Co. Emergency Communications	420	Tiptecanoe Co. Sheriff's Office	109	Davess Co. 911	12											
Hancock Co. EOC	1191		Purdue University PD	378	Rush Co. SD	87	Parke Co. 911	11											
Crawford Co. Central Dispatch	1163		Adams Co. Sheriff's Office	377	Randolph Co. Communications	83	Perry Co.	11											
			Jefferson Co. 911	376	Greene Co. Sheriff's Office	82	Speedway Police	9											
			Ripley Co. E-911 Communications	371	Lowell SP Post 13	82	ISP Bloomington Post 33	7											
			Madison Co. Sheriff's Office	358	Posey Co. 911	81	Bedford PD	5											
			Miami Co. 911	354	Union Co. 911	66	Vermilion Co. Sheriff's Office	4											
			Fountain/Warren Co. Regional Dispatch C	346	Warrick Co. Sheriff's Office	65	Gibson Co. SD	3											
			Huntington Co. Sheriff's Office	331	Fayette Co. Communications	56	Rushville PD	2											
			Fullon Co. Communications	325	Howard Co. SD	56	Beach Grove PD	1											
			Pulaski Co. Sheriff's Office	299	Putnam Co. Sheriff's Office	56	IU PD	1											
			Lawrence Co. Sheriff's Office	286	Newton Co. 911	55													
			Jennings Co. 911	285	ISP Indianapolis Post	50													
			Brown Co. SD	275															
			Whitley Co. Communications Center	275															
			Jackson Co. 911	271															

MEVO Graphs

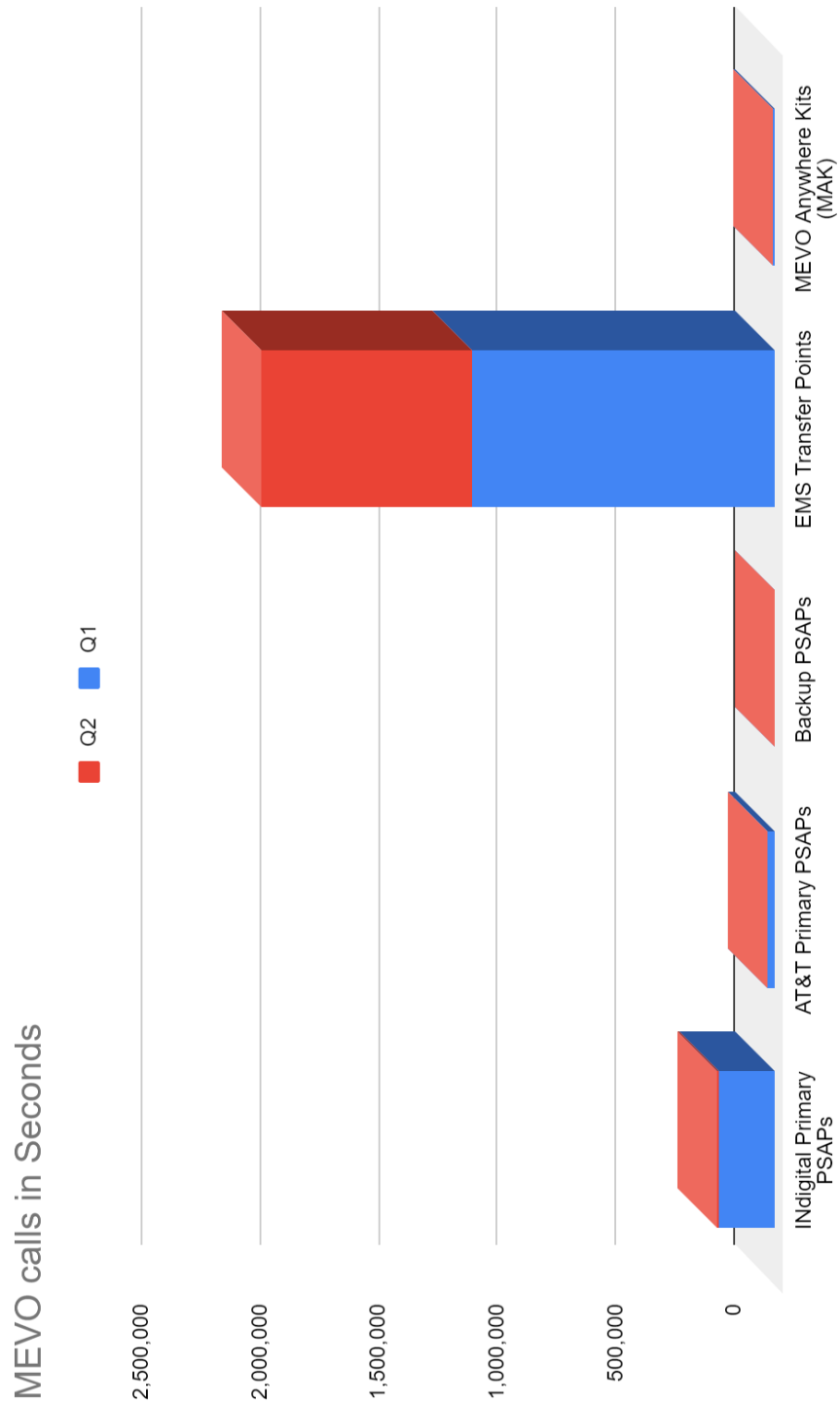
Graph G-1.1

MEVO 2020 quarterly inbound call totals.



Graph G-1.2

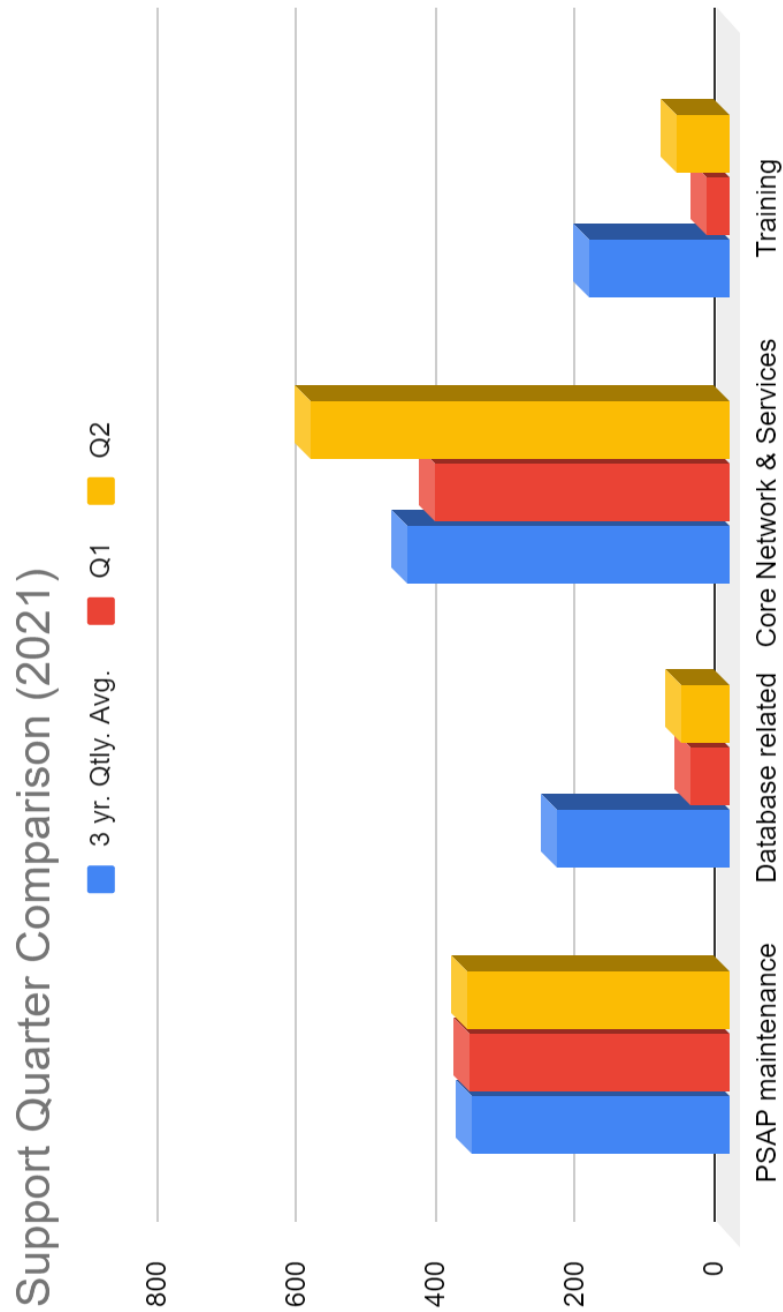
MEVO 2020 quarterly inbound call totals in seconds.



Help Desk Ticket Analysis Graphs

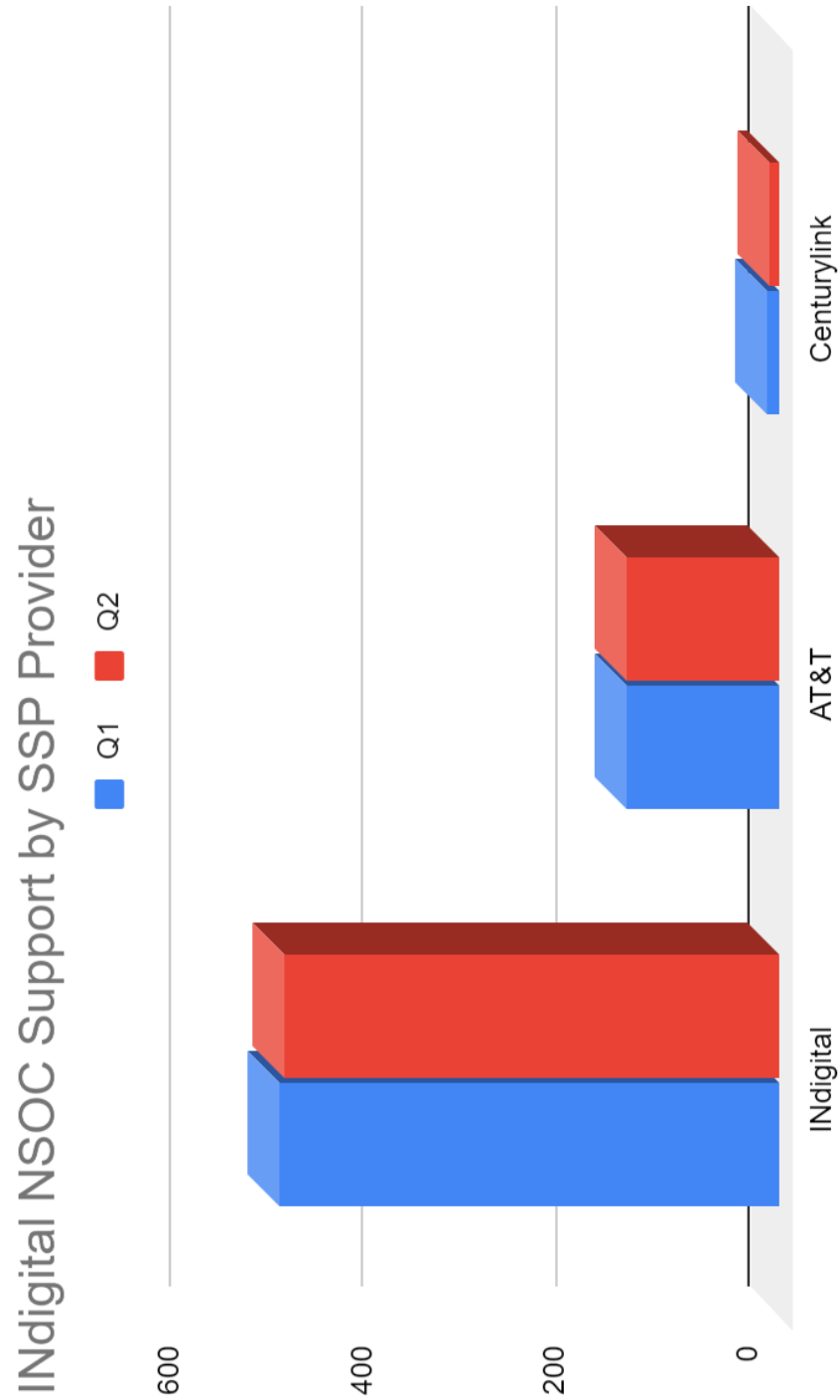
Graph J-1.1

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



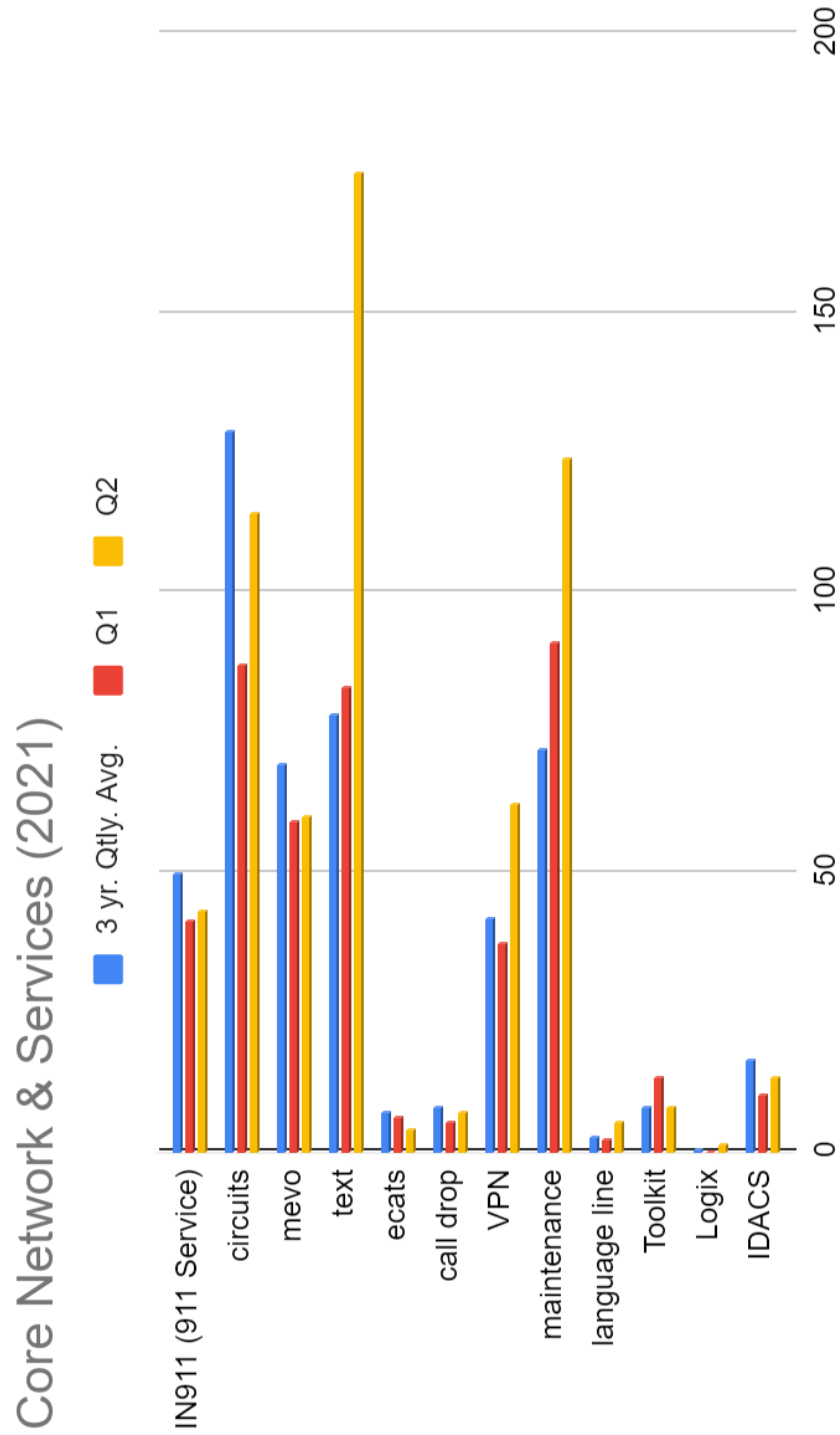
Graph J-1.2

Second quarter totals by CPE or SSP Provider.



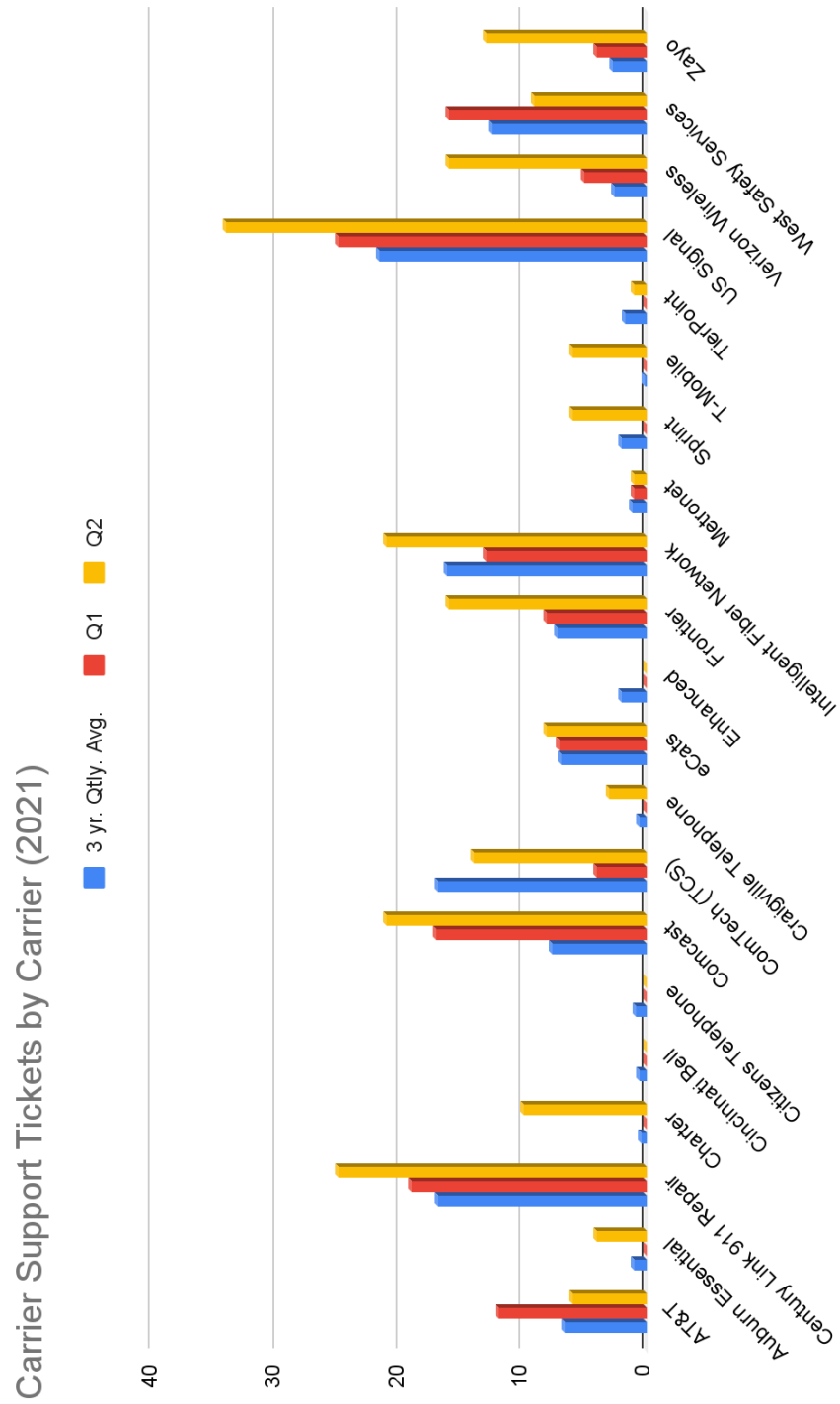
Graph J-1.3

Second quarter totals of core network & service support.



Graph J-1.4

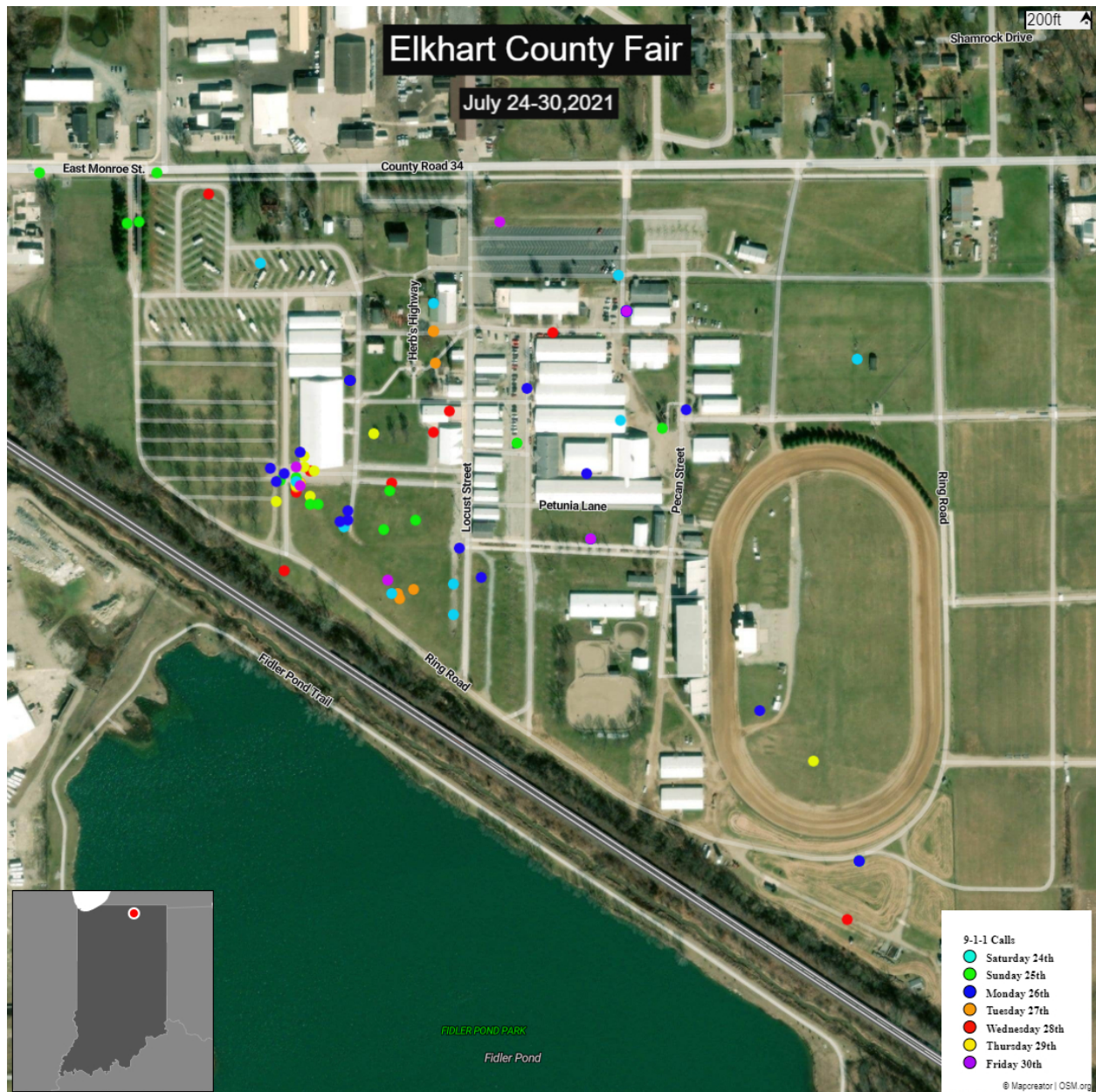
Quarterly totals of carrier support tickets.



Event Analysis Graphs

Graph K-1.1 Event Analysis

Elkhart County Fair



Graph K-2.1 Event Analysis

Shooting in Indianapolis





911 IS OUR CALLING

Contact Us

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Shane L. Rekeweg
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