

January 1 - March 31, 2022

2022 BOARD REPORT

Indiana IN911 Next Generation Emergency Network



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IN911 G-19 ESiNet Summary

INdigital has been working with AT&T to change the Ring No Answer (RNA) timers to support AT&T's internal routing structure. With the support of 911 Authority, INdigital has made several changes to our network to accommodate the AT&T ESiNet.

Overall, AT&T's project has been delayed as a result of a change in their Project Manager. There have been recent conversations about the new plan to complete the project.

PSAP changes in 2022

Fulton County's new Sheriff's Office and Detention Center moved in the fall of 2021. The Dispatch Center is waiting on their tower to be completed so they can move into the new center.

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.

Jasper PD had scheduled a refresh of their Solacom CPE equipment which was completed in April. They also included admin integration to their project.

Sullivan County is building a new Sheriff's office that will also house the 911 center. Ground has not yet been broken for construction.

Benton County is moving their PSAP into a new building. The building is near completion therefore soon we will have a moving date. We are also refreshing their CPE equipment.

Wayne County is moving PSAP operations to the Emergency Operations Center for several weeks while new carpet and furniture are being installed. They plan to work from the MEVO phone system during this period.

ISP Post 13 Lowell has started construction on a new building that will also house a state laboratory, ISP staff, as well as the 911 center.

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

Pike, Clinton, Union and Tippecanoe County which includes **Lafayette and West Lafayette PD** have Solacom refreshes scheduled for 2022.

Network Security Threats



No reports of any network security threats that affected Indiana PSAPs during the first quarter of 2022.

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. INdigital has deployed a Seculore system that monitors INdigital's remote access and our corporate network.

During 2022, INdigital will continue our work to improve security at the endpoints of the IN911 network. This will require the installation of security devices at PSAP locations. INdigital has already deployed network security devices within the core and will continue to improve the ESiNet's security posture.

INdigital's annual cyber security training for our staff began in January. All employees are required to successfully complete this cyber security training. This year's training will cover personal security, Ransomware, Social Engineering, and remote work.

Wireless Calls

(Please refer to graph D-1.1 through D-1.3 in the appendix)



Wireless call volumes for Indiana decreased as compared to previous periods with a 2022 first quarter total of 1,195,214. The variation of calls is consistent with seasonal trends.

During the first quarter of 2022 INdigital routed 429,764 9-1-1 calls to AT&T across the ES-NNI for delivery to the responsible PSAP.

Since 2006 which is the start of the IN911 network, 49,571,381 wireless calls have been processed on the NG ESiNet.

During the past 13 years, the IN911 network has averaged a 3% increase in call volume each year.

Translation Services

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



Spanish is the most frequently translated language in Indiana, comprising 91% of all languages translated so far in 2022.

Haitian Creole, Burmese, Swahili, and Mandarin wrap up the top five languages translated, each comprising 2%, 2%, 1%, and 1% respectively.

Spanish translation usage during the first quarter of 2022 by the top five counties (Marion, Elkhart, Allen, White, and Kosciusco) had a total of 11,958 minutes of total usage during this quarter.

Spanish translations for all other counties totaled 3,342 minutes.

Statewide, 15,300 minutes of Spanish language translation was provided for non-English speaking callers.

Other non-English to dual party translation during the first quarter of 2022 had similar usage trends, with the top five counties (Marion, Allen, White, Daviess, and Newton) with 2,039 minutes of language translation.

The balance of the counties used 380 minutes with a first quarter total of 2,419 minutes.

In 2022, 35 different languages have been translated for Indiana PSAPs. Over the last three years 68 different languages have been translated.

Language translation has seen steady increases each year for the last three years.

Texty Services

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



During the first quarter of 2022 there were 3,721 inbound text sessions received by 113 PSAPs. This is up from 94 PSAPs during the previous quarter and consistent with quarterly trends.

There were 33,245 outbound text sessions during the first quarter of 2022 sent by 114 Agencies. This represents outbound sessions from county and city PSAPS, State Police Posts, airport authorities, and college PSAPs.

Texty version 17.5 was deployed during the month of March with all Indiana PSAPs completed before the end of the month. 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 provided 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.

MEVO

(Please refer to graph G-1.1 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 first quarter of 2022 MEVO delivered 12 calls by primary PSAPs with 21 minutes of talk time.

The MEVO system also delivered 7,558 calls to secondary, EMS transfer points, and MEVO Anywhere Kits (MAK) with more than 337 hours of talk time.

MEVO is provided by the Board to all qualifying agencies as a service continuity platform. This system ensures call delivery in the event of a local call handling system failure or other (planned) or unplanned event.

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 over the previous three years. In the first quarter of 2022 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-3.2 in the appendix)

1. Walmart Distribution Fire.

- a. Total of **6** 9-1-1 calls made in the area.
 - i. The fire started around 12:00 pm according to the news.
 - ii. 9-1-1 calls in the area started at 12:51 pm until 1:48 pm.

2. The Indianapolis 500 Race generated **308** 9-1-1 calls.

- a. Night before the race (6 pm - 6 am)
 - i. **41** 9-1-1 calls
- b. Pre-race (6 am - 12:30 pm)
 - i. **110** 9-1-1 calls with the first call at 6:43 am
- c. During race (12:30 pm - 3:45 pm)
 - i. **100** 9-1-1 calls
- d. Post race (3:45 pm - 9 pm)
 - i. **57** 9-1-1 calls with the last one at 7:09 pm

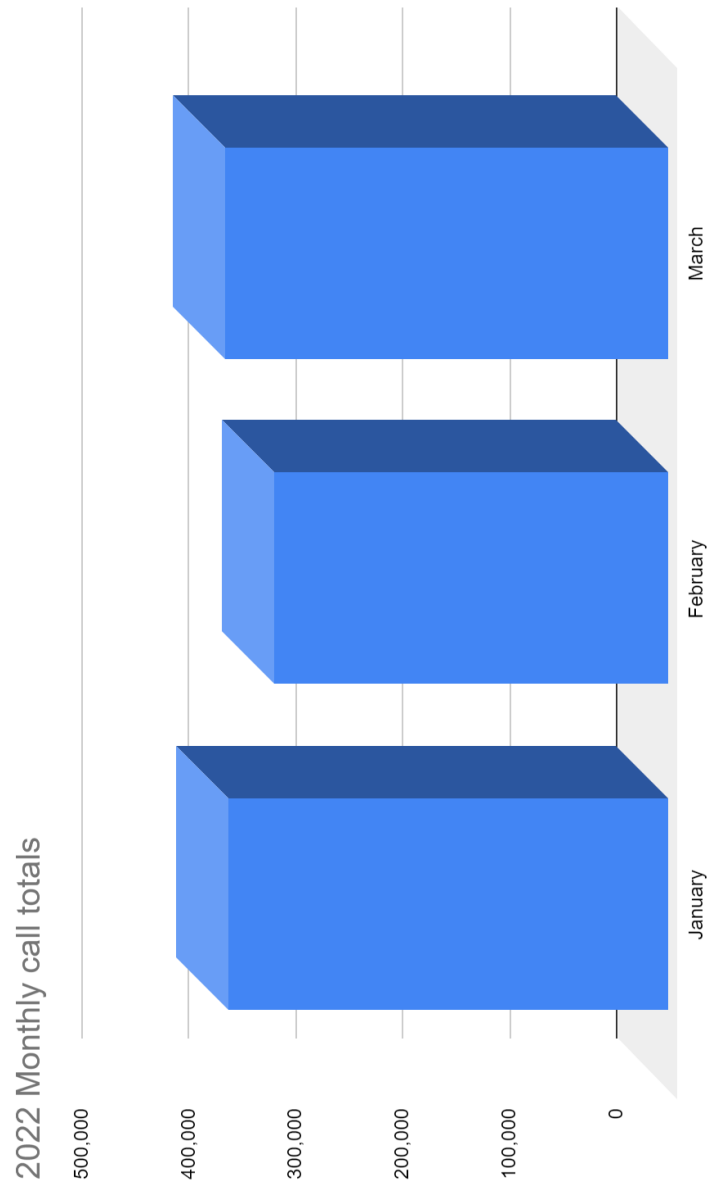
3. The 2022 Fort Wayne Air Show.

- a. June 4, 2022 generated **13** 9-1-1 calls
- b. June 5, 2022 generated **14** 9-1-1 calls
- c. All numbers are skewed since Verizon lost service at the airshow due to the number of participants at the show.

Appendix

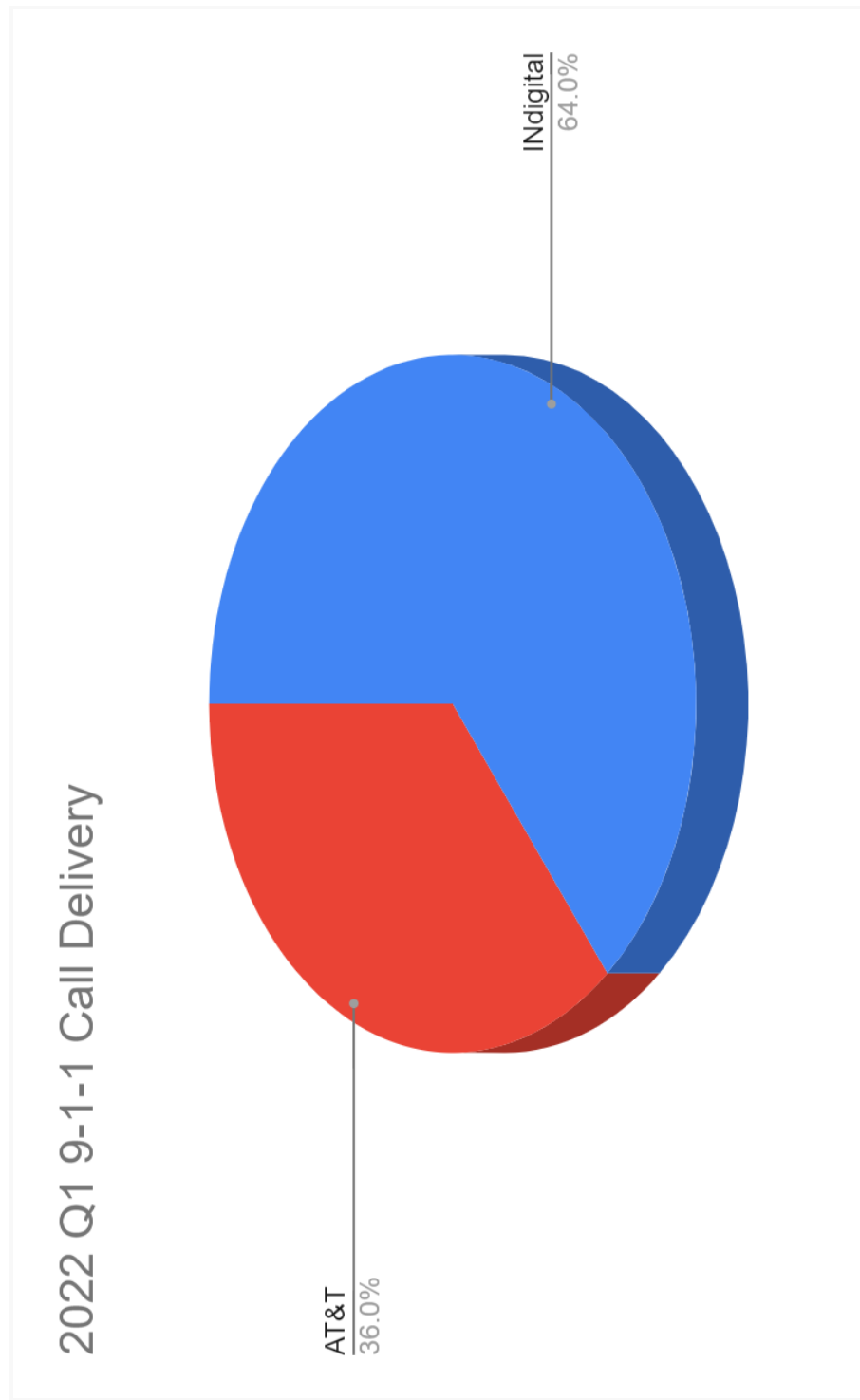
Wireless Calls Graphs

Graph D-1.1 Call volume for the second quarter of 2022.



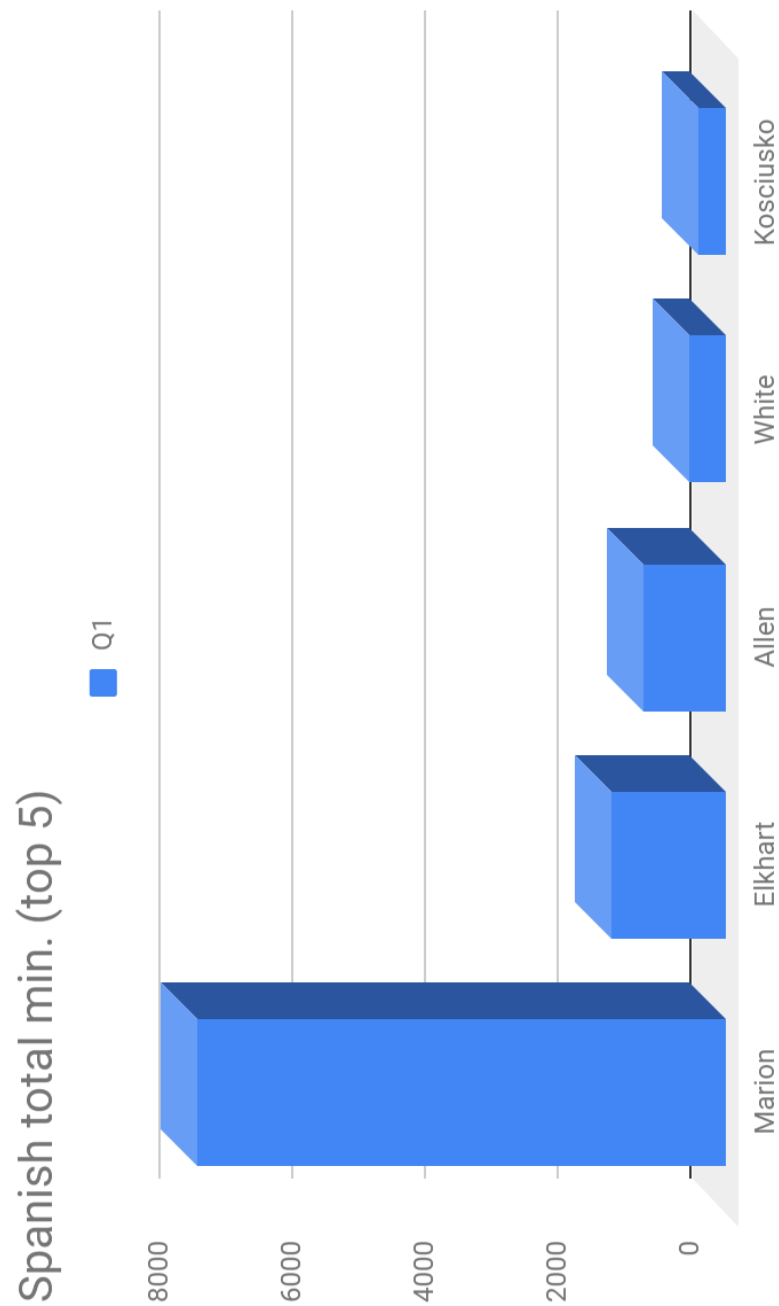


Graph D-1.3 INdigital voice call processing and delivery to destination.

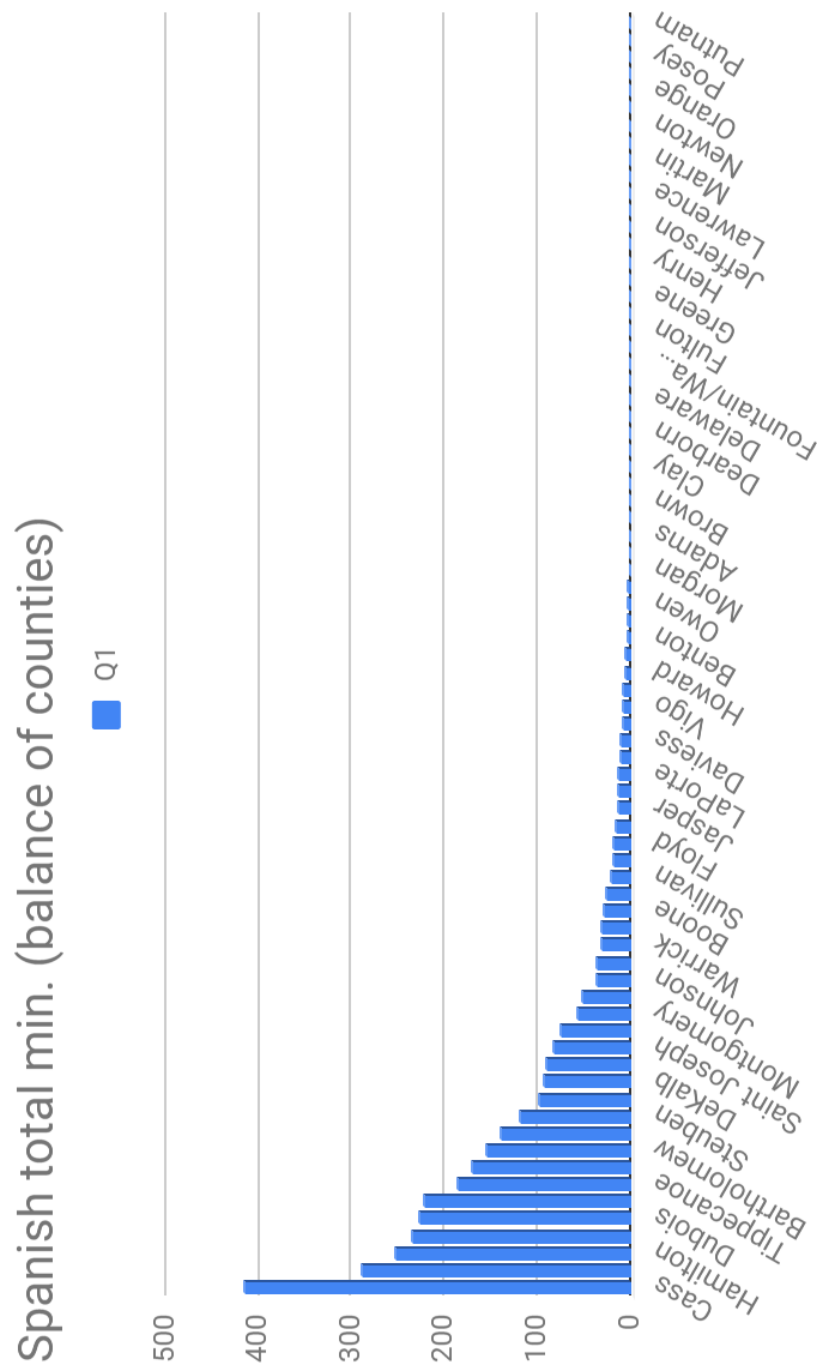


Translation Services Graphs

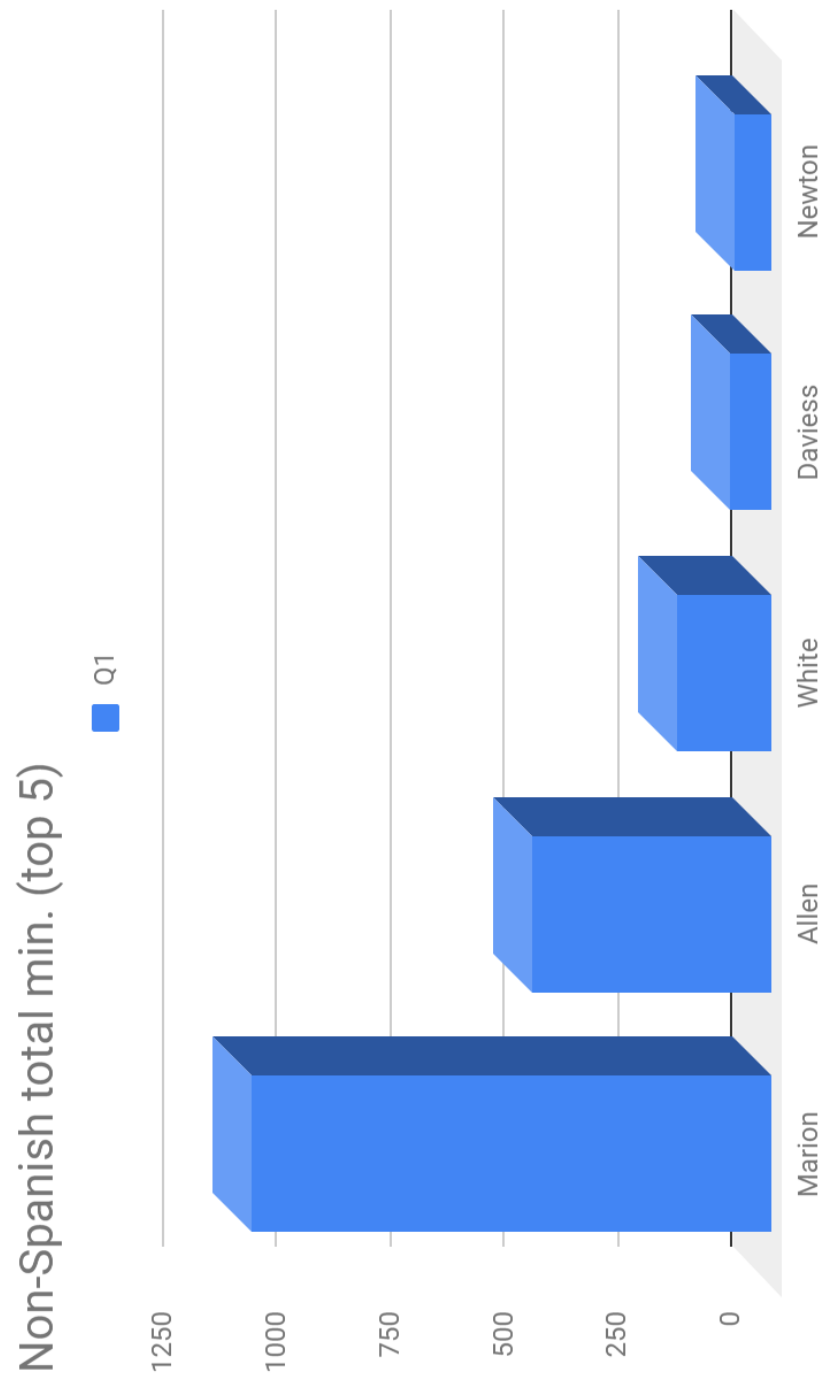
Graph E-1.1 Top 5 Spanish voice translation counties



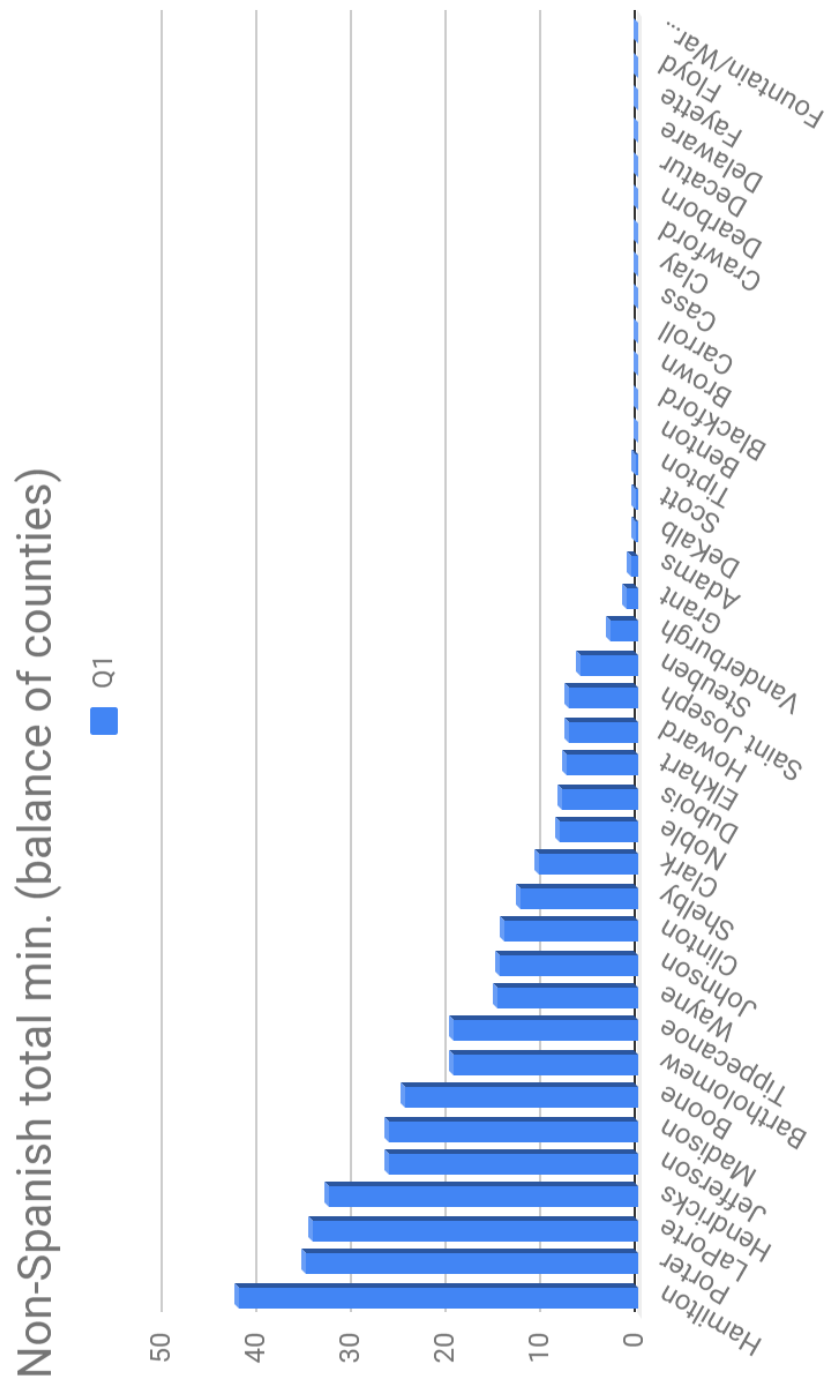
Graph E-1.2 Spanish voice translation, all other counties.



Graph E-1.3 Top 5 other languages voice translation.



Graph E-1.4 Other languages voice translation, all other counties.

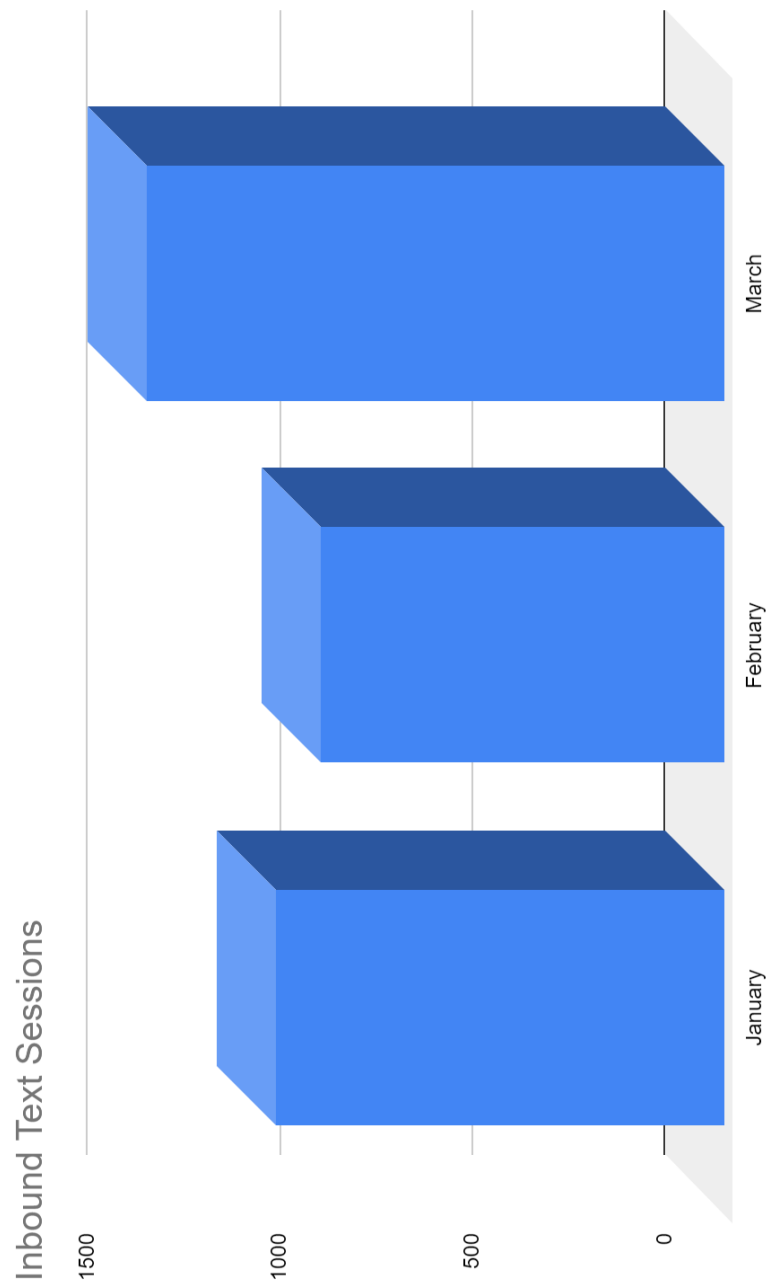


Graph E-1.5 Total occurrences of voice translation used in 2022.

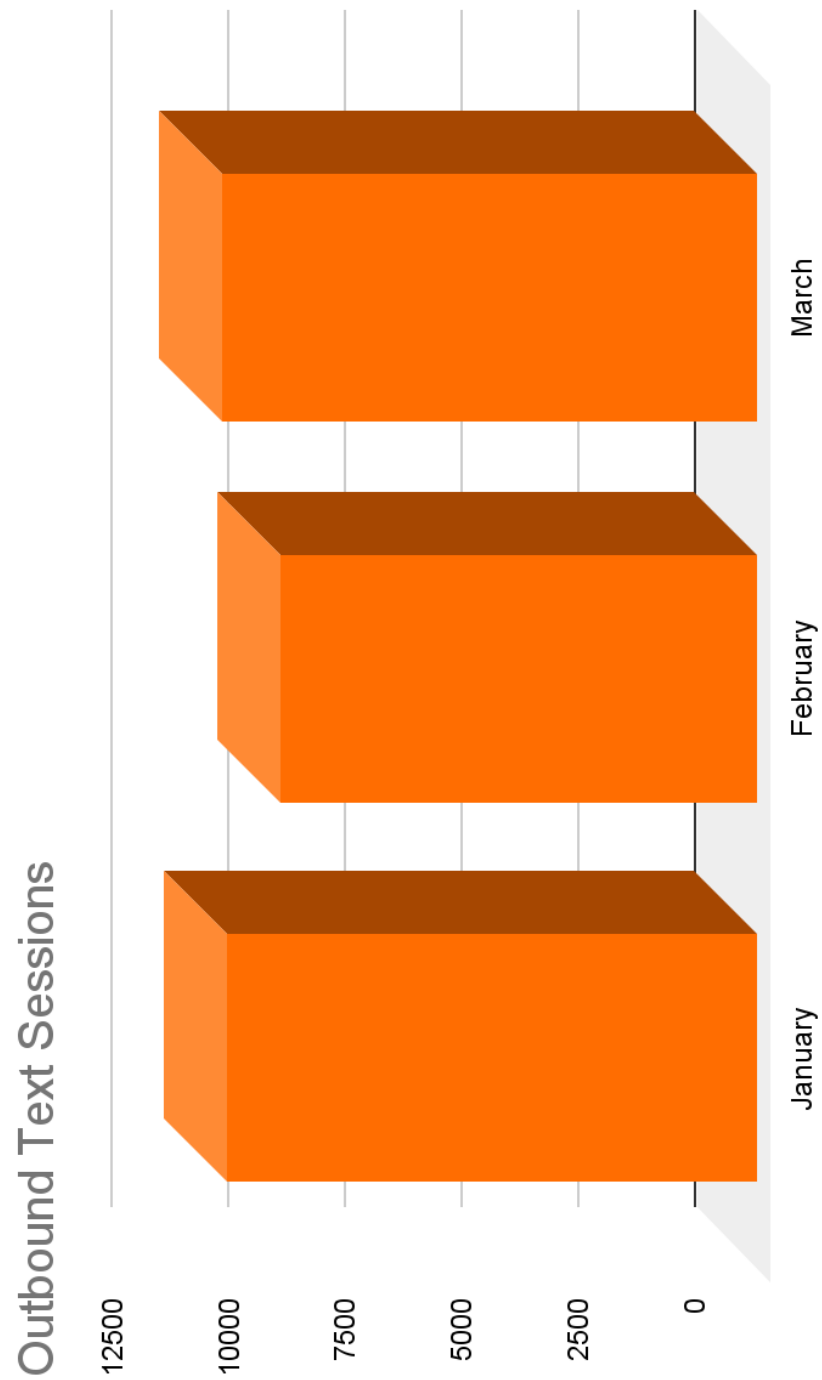
| Language | Total | Language | Total |
|----------------|-------|-------------|-------|
| SPANISH | 4418 | KINYARWANDA | 2 |
| HAITIAN CREOLE | 138 | PASHTO | 2 |
| BURMESE | 91 | AMHARIC | 1 |
| SWAHILI | 43 | CHIN TEDIM | 1 |
| MANDARIN | 30 | FARSI | 1 |
| FRENCH | 25 | GERMAN | 1 |
| ARABIC | 22 | GREEK | 1 |
| PUNJABI | 22 | KRIO | 1 |
| CHIN HAKHA | 19 | KUNAMA | 1 |
| TIGRIGNA | 11 | LINGALA | 1 |
| HAKKA-CHINA | 9 | NEPALI | 1 |
| RUSSIAN | 9 | ROMANIAN | 1 |
| VIETNAMESE | 8 | TAGALOG | 1 |
| HINDI | 4 | THAI | 1 |
| DARI | 3 | TURKISH | 1 |
| JAPANESE | 3 | YORUBA | 1 |
| SOMALI | 3 | ZO | 1 |
| AKAN | 2 | | |

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.

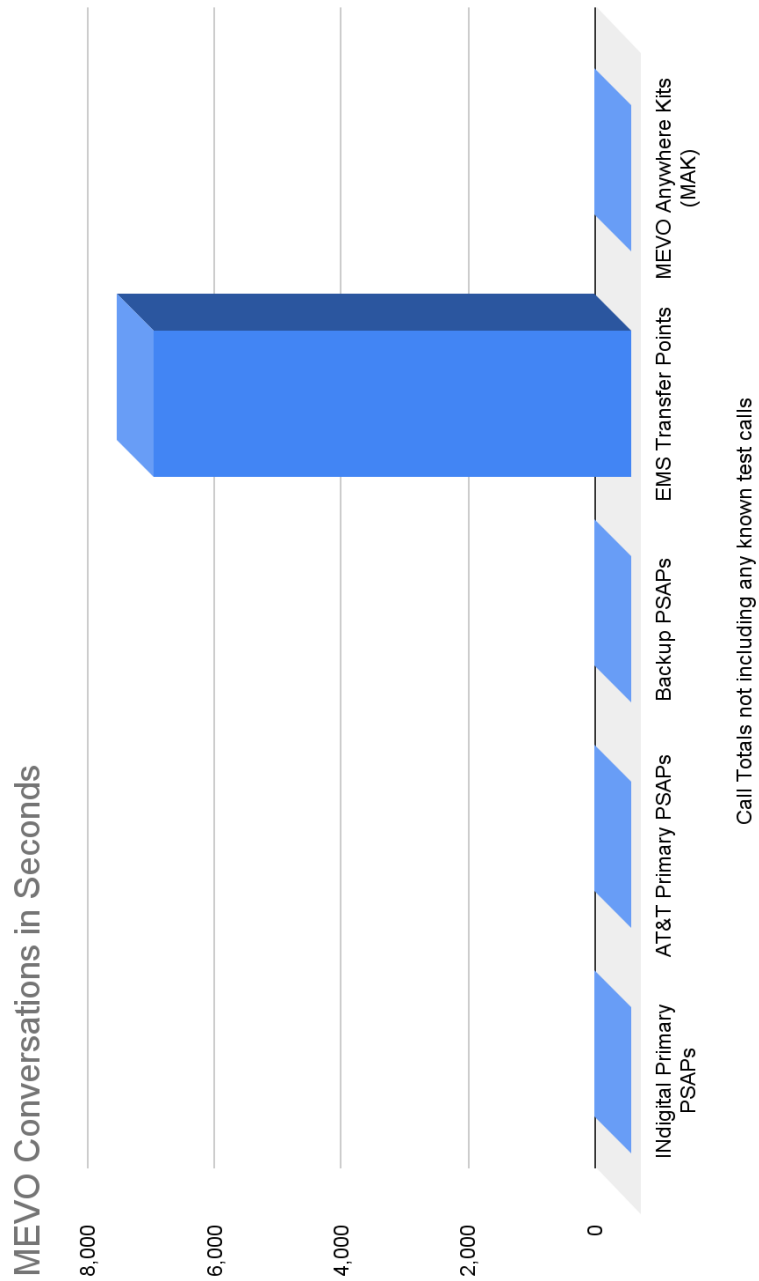
| Inbound Text to 911 | | Q1 - 3,708 | | Q2 - | | Q3 - | | Q4 - | |
|--|------|--------------------------------------|----|----------------------------------|---|---|---|------|--|
| 30 + | | 10 - 29 | | 5 - 9 | | < 5 | | | |
| Marion Co.Indy PD | 1059 | Hancock Co. EOC | 29 | Lawrence Co. Sheriff's Office | 9 | Carroll Co. E911 | 4 | | |
| Lake Co. Sheriff's Office | 241 | Clinton Co. 911 | 28 | Switzerland Co. Communication | 9 | Franklin Co. Communications E-911 | 4 | | |
| Vanderburgh Co. Central Dispatch | 196 | Montgomery Co. / Crawfordsville E911 | 27 | Darvess Co. 911 | 8 | New Haven PD | 4 | | |
| Saint Joseph | 180 | Howard Co. SD | 27 | Darvess Co. 911 | 8 | Newton Co. 911 | 4 | | |
| Vigo Co. 911 | 144 | Jefferson Co. 911 | 26 | DuBois Co. Communications Center | 8 | Scott Co. Emergency Communications | 4 | | |
| Allen Co. SD | 132 | Warrick Co. Sheriff's Office | 23 | Fulton Co. Communications | 8 | Speedway Police | 4 | | |
| Madison Co. Sheriff's Office | 95 | Miami Co. 911 | 21 | Ripley Co. E-911 Communications | 8 | Wabash Co. Central Dispatch | 4 | | |
| Elkhart Co. 911 Center | 88 | Shelby Co. SD | 21 | Spencer Co. 911 | 8 | Brown Co. SD | 3 | | |
| Monroe Co. Central Dispatch | 86 | Gibson Co. SD | 19 | White Co. | 8 | Columbia City Communications Center | 3 | | |
| Delaware Co. Emer. Com. Center | 71 | Henry Co. Emergency Services | 18 | Benton Co. Sheriff's Office | 7 | Pike Co. Sheriff's Office | 3 | | |
| Wayne Co. Emergency Communications | 64 | Jennings Co. 911 | 18 | Clay Co. Justice Center | 7 | Posey Co. 911 | 3 | | |
| Hamilton Co. Sheriff's Office Dispatch | 63 | Boone Co. SD | 17 | Dearborn Co. | 7 | Starkie Co. Sheriff's Office | 3 | | |
| Kosciusko Co. | 59 | Huntington Co. Sheriff's Office | 17 | Marshall Co. PD | 7 | Batesville PD | 2 | | |
| Lafayette PD | 59 | Tippecanoe Co. Sheriff's Office | 16 | Noble Co. SD | 7 | Beach Grove PD | 2 | | |
| Clark Co. 911 Center | 54 | Dekalb Co. SD | 15 | Parke Co. 911 | 7 | Blackford Co. Central Dispatch | 2 | | |
| Bartholomew Co. EOC | 49 | Fayette Co. Communications | 15 | Stauben Co. 911 | 7 | Fountain/Warren Co. Regional Dispatch C | 2 | | |
| Johnson Co. SD | 48 | Schererville PD | 15 | Tripton Co. E911 | 7 | ISP Fort Wayne Post 22 | 2 | | |
| Hendricks Co. Communications Center | 42 | Greene Co. Sheriff's Office | 14 | Wells Co. | 7 | Lowell SP Post 13 | 2 | | |
| Morgan Co. 911 | 41 | Jackson Co. 911 | 14 | Crawford Co. Central Dispatch | 6 | Randolph Co. Communications | 2 | | |
| Floyd Co. Sheriff's Department | 40 | Putnam Co. Sheriff's Office | 13 | Jasper Co. Sheriff's Office | 6 | Rushville PD | 2 | | |
| Indigital telecom | 37 | Whitley Co. Communications Center | 13 | Perry Co. | 6 | Union Co. 911 | 2 | | |
| Grant Co. SD | 36 | Cass Co. E911 | 12 | Pulaski Co. Sheriff's Office | 6 | Vermillion Co. Sheriff's Office | 2 | | |
| LaPorte Co. 911 Communications | 34 | Indy Airport Authority | 11 | Purdue University PD | 6 | Washington Co. Sheriff's Office | 2 | | |
| Porter Co. | 33 | Sullivan Co. 911 | 11 | Rush Co. SD | 6 | ISP Bloomington Post 33 | 1 | | |
| Knox Co. Dispatch Office | 30 | Adams Co. Sheriff's Office | 10 | Harrison Co. SD Dispatch | 5 | ISP Indianapolis Post | 1 | | |
| | | Orange Co. SD | 10 | Jay Co. SD | 5 | ISP Toll Road Post 21 | 1 | | |
| | | Owen Co. Sheriff's Office | 10 | LaGrange Co. Communications | 5 | ISP Versailles Post 42 | 1 | | |
| | | | | | | Jasper PD | 1 | | |
| | | | | | | Lawrence PD | 1 | | |
| | | | | | | Marlin Co. SD | 1 | | |
| | | | | | | Ohio Co. Communications | 1 | | |
| | | | | | | Seymour PD | 1 | | |
| | | | | | | West Lafayette PD | 1 | | |

Graph F-1.4 All Outbound Text (from 911) by PSAP.

| Outbound Text from 911 | Q1 - 33,245 | Q2 - | Q3 - | Q4 - |
|---|-------------|------|------|------|
| 200 + | | | | |
| Saint Joseph | 3160 | | | |
| Hamilton Co. Sheriff's Office Dispatch | 2952 | | | |
| Lake Co. Sheriff's Office | 2790 | | | |
| Elkhart Co. 911 Center | 2778 | | | |
| Allen Co. SD | 1937 | | | |
| Monroe Co. Central Dispatch | 1398 | | | |
| Clark Co. 911 Center | 1377 | | | |
| Bartholomew Co. EOC | 1111 | | | |
| Porter Co. | 1082 | | | |
| Wayne Co. Emergency Communications Center | 946 | | | |
| Vigo Co. 911 | 829 | | | |
| Vanderburgh Co. Central Dispatch | 695 | | | |
| Lafayette PD | 686 | | | |
| Marion Co.Indy PD | 683 | | | |
| Hendricks Co. Communications Center | 649 | | | |
| Montgomery Co. / Crawfordsville E911 | 566 | | | |
| Grant Co. SD | 505 | | | |
| Dubois Co. Communications Center | 501 | | | |
| Hancock Co. EOC | 494 | | | |
| Kosciusko Co. | 434 | | | |
| Boone Co. SD | 314 | | | |
| Crawford Co. Central Dispatch | 294 | | | |
| Wabash Co. Central Dispatch | 292 | | | |
| Purdue University PD | 285 | | | |
| Clinton Co. 911 | 257 | | | |
| Dearborn Co. | 257 | | | |
| Shelby Co. SD | 220 | | | |
| Schererville PD | 219 | | | |
| Morgan Co. 911 | 208 | | | |
| 80 - 299 | | | | |
| Marshall Co. PD | 187 | | | |
| LaPorte Co. 911 Communications | 185 | | | |
| LaGrange Co. Communications | 177 | | | |
| Wells Co. | 172 | | | |
| Stauben Co. 911 | 167 | | | |
| Cass Co. E911 | 155 | | | |
| White Co. | 154 | | | |
| Spencer Co. 911 | 152 | | | |
| West Lafayette PD | 143 | | | |
| Jefferson Co. 911 | 142 | | | |
| Henry Co. Emergency Services | 140 | | | |
| Noble Co. SD | 137 | | | |
| Scott Co. Emergency Communications | 131 | | | |
| Pulaski Co. Sheriff's Office | 118 | | | |
| DeKalb Co. SD | 118 | | | |
| Miami Co. 911 | 116 | | | |
| Ripley Co. E-911 Communications | 113 | | | |
| Huntington Co. Sheriff's Office | 113 | | | |
| Jennings Co. 911 | 111 | | | |
| Indy Airport Authority | 111 | | | |
| Madison Co. Sheriff's Office | 106 | | | |
| Adams Co. Sheriff's Office | 103 | | | |
| Delaware Co. Emer. Com. Center | 100 | | | |
| Decatur Co. SD | 100 | | | |
| Fulton Co. Communications | 98 | | | |
| FountainWarren Co. Regional Dispatch Center | 95 | | | |
| Clay Co. Justice Center | 90 | | | |
| Lawrence Co. Sheriff's Office | 86 | | | |
| 20 - 79 | | | | |
| Whitley Co. Communications Center | 79 | | | |
| Brown Co. SD | 78 | | | |
| Floyd Co. Sheriff's Department | 72 | | | |
| Franklin Co. Communications E-911 | 71 | | | |
| Jay Co. SD | 66 | | | |
| Owen Co. Sheriff's Office | 65 | | | |
| Elkhart City PD | 62 | | | |
| Starke Co. Sheriff's Office | 61 | | | |
| Jasper Co. Sheriff's Office | 60 | | | |
| Jackson Co. 911 | 56 | | | |
| Knox Co. Dispatch Office | 54 | | | |
| Switzerland Co. Communication | 52 | | | |
| Johnson Co. SD | 52 | | | |
| Carroll Co. E911 | 52 | | | |
| Sullivan Co. 911 | 48 | | | |
| Orange Co. SD | 46 | | | |
| Blackford Co. Central Dispatch | 43 | | | |
| Washington Co. Sheriff's Office | 41 | | | |
| Tippecanoe Co. Sheriff's Office | 40 | | | |
| ISP Indianapolis Post | 40 | | | |
| Greene Co. Sheriff's Office | 40 | | | |
| Lowell SP Post 13 | 36 | | | |
| Newton Co. 911 | 33 | | | |
| Lawrence PD | 32 | | | |
| Mooresville PD | 29 | | | |
| Benton Co. Sheriff's Office | 29 | | | |
| Warick Co. Sheriff's Office | 28 | | | |
| Rush Co. SD | 28 | | | |
| Posey Co. 911 | 26 | | | |
| Randolph Co. Communications | 24 | | | |
| Howard Co. SD | 23 | | | |
| 20 - 79 | | | | |
| Whitley Co. Communications Center | 79 | | | |
| Brown Co. SD | 78 | | | |
| Floyd Co. Sheriff's Department | 72 | | | |
| Franklin Co. Communications E-911 | 71 | | | |
| Jay Co. SD | 66 | | | |
| Owen Co. Sheriff's Office | 65 | | | |
| Elkhart City PD | 62 | | | |
| Starke Co. Sheriff's Office | 61 | | | |
| Jasper Co. Sheriff's Office | 60 | | | |
| Jackson Co. 911 | 56 | | | |
| Knox Co. Dispatch Office | 54 | | | |
| Switzerland Co. Communication | 52 | | | |
| Johnson Co. SD | 52 | | | |
| Carroll Co. E911 | 52 | | | |
| Sullivan Co. 911 | 48 | | | |
| Orange Co. SD | 46 | | | |
| Blackford Co. Central Dispatch | 43 | | | |
| Washington Co. Sheriff's Office | 41 | | | |
| Tippecanoe Co. Sheriff's Office | 40 | | | |
| ISP Indianapolis Post | 40 | | | |
| Greene Co. Sheriff's Office | 40 | | | |
| Lowell SP Post 13 | 36 | | | |
| Newton Co. 911 | 33 | | | |
| Lawrence PD | 32 | | | |
| Mooresville PD | 29 | | | |
| Benton Co. Sheriff's Office | 29 | | | |
| Warick Co. Sheriff's Office | 28 | | | |
| Rush Co. SD | 28 | | | |
| Posey Co. 911 | 26 | | | |
| Randolph Co. Communications | 24 | | | |
| Howard Co. SD | 23 | | | |
| < 20 | | | | |
| Punam Co. Sheriff's Office | 18 | | | |
| Kendallville PD | 17 | | | |
| Batesville PD | 17 | | | |
| Union Co. 911 | 16 | | | |
| Indigital telecom | 16 | | | |
| Tipton Co. E911 | 15 | | | |
| Perry Co. | 14 | | | |
| Ohio Co. Communications | 13 | | | |
| Speedway Police | 12 | | | |
| Seymour PD | 11 | | | |
| IU PD | 11 | | | |
| New Haven PD | 10 | | | |
| Davless Co. 911 | 10 | | | |
| Pike Co. Sheriff's Office | 8 | | | |
| ISP Toll Road Post 21 | 8 | | | |
| Marion Co. SD | 7 | | | |
| Jasper PD | 7 | | | |
| Parke Co. 911 | 6 | | | |
| ISP Versailles Post 42 | 5 | | | |
| Harrison Co. SD Dispatch | 5 | | | |
| Columbia City Communications Center | 5 | | | |
| Fayette Co. Communications | 3 | | | |
| BeachGrove PD | 3 | | | |
| Vermillion Co. Sheriff's Office | 1 | | | |
| Rushville PD | 1 | | | |
| ISP Bloomington Post 33 | 1 | | | |

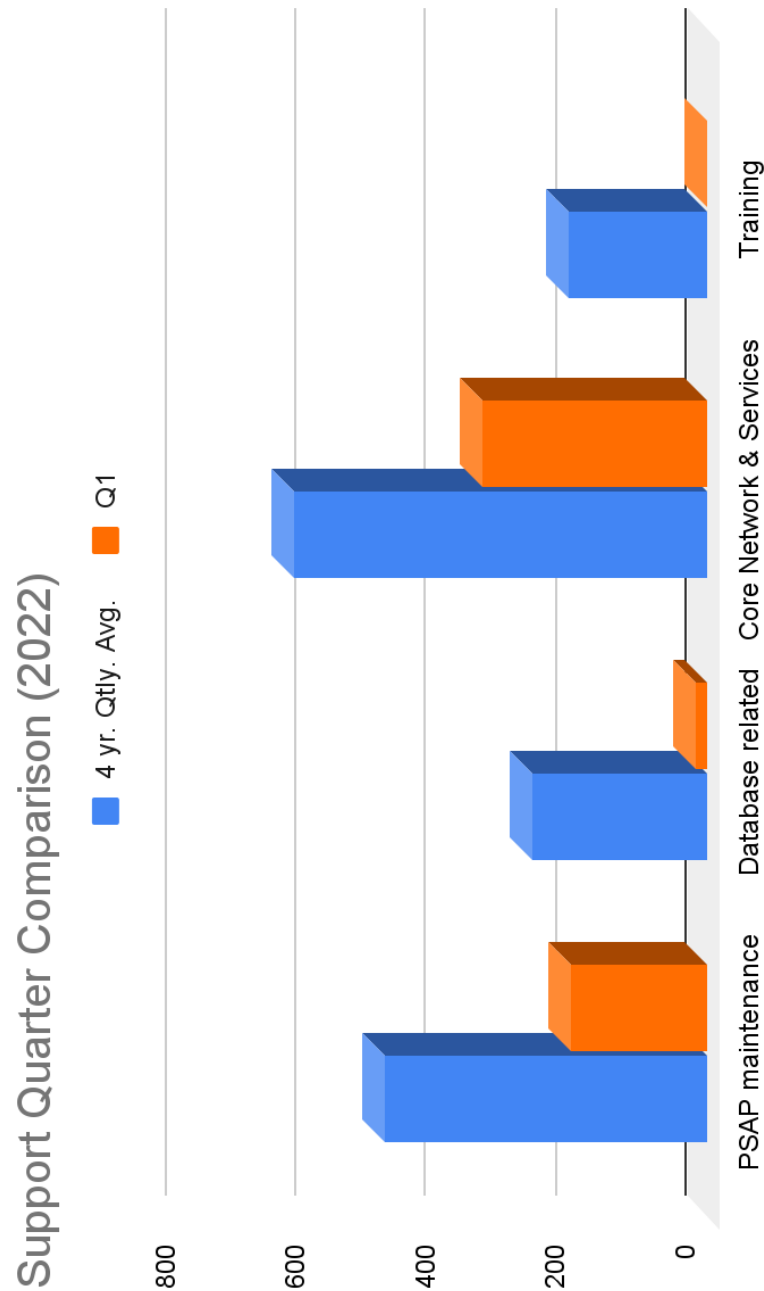
MEVO Graphs

Graph G-1.1 MEVO 2022 quarterly inbound call totals.

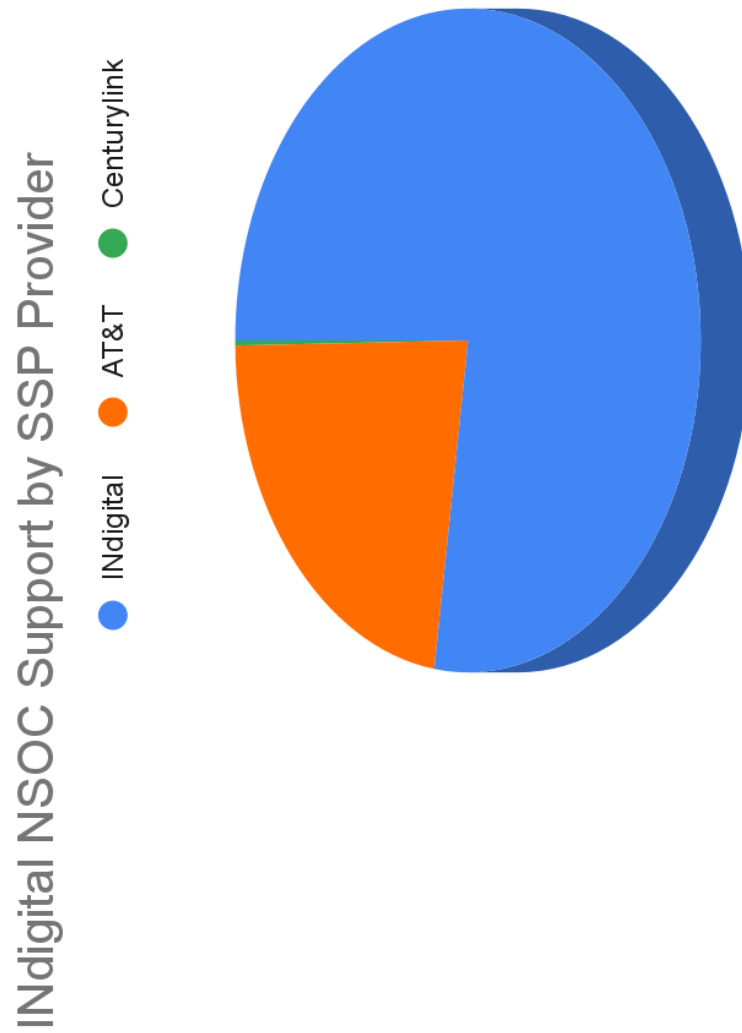


Help Desk Ticket Analysis Graphs

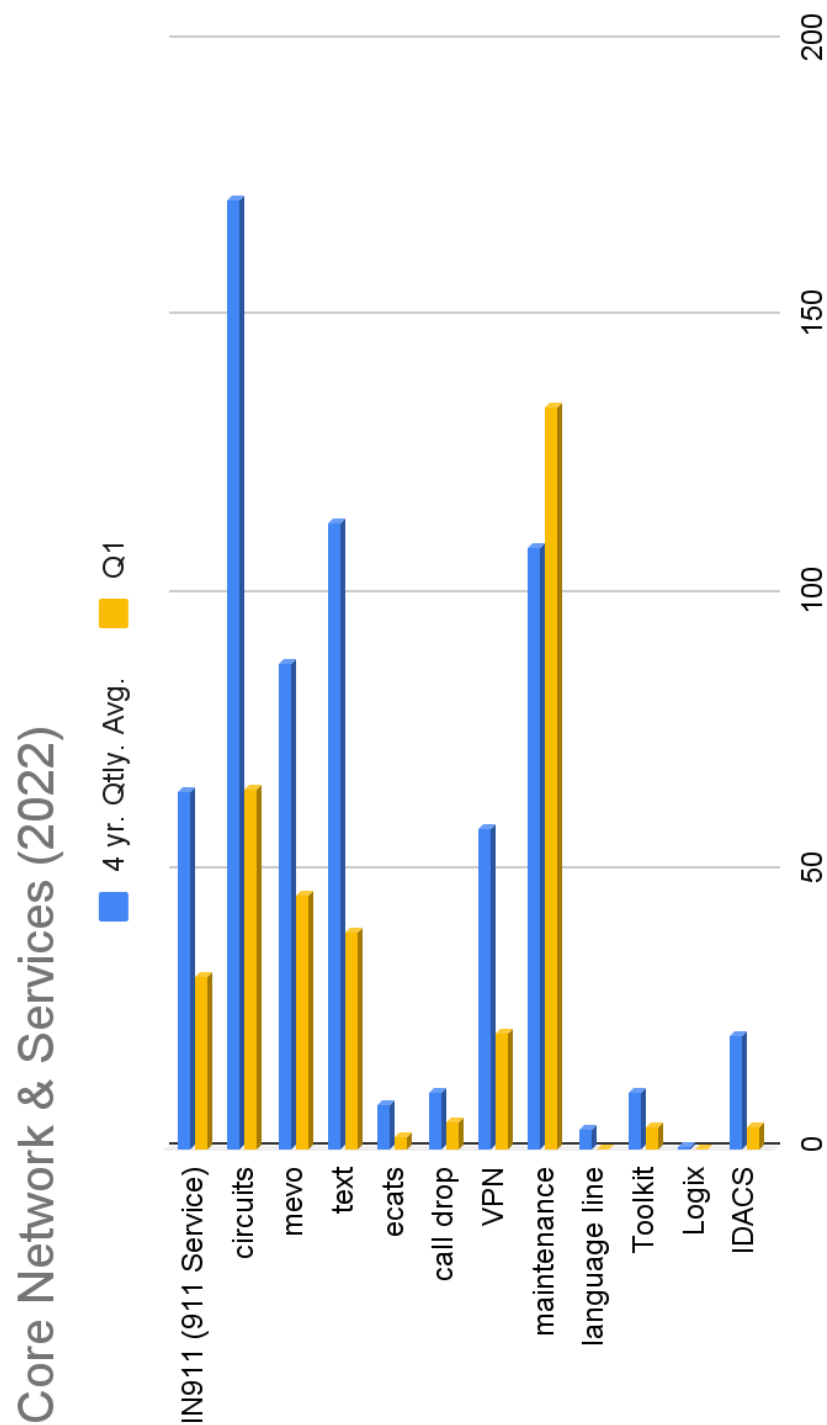
Graph J-1.1 Quarter totals of trouble tickets for core support.



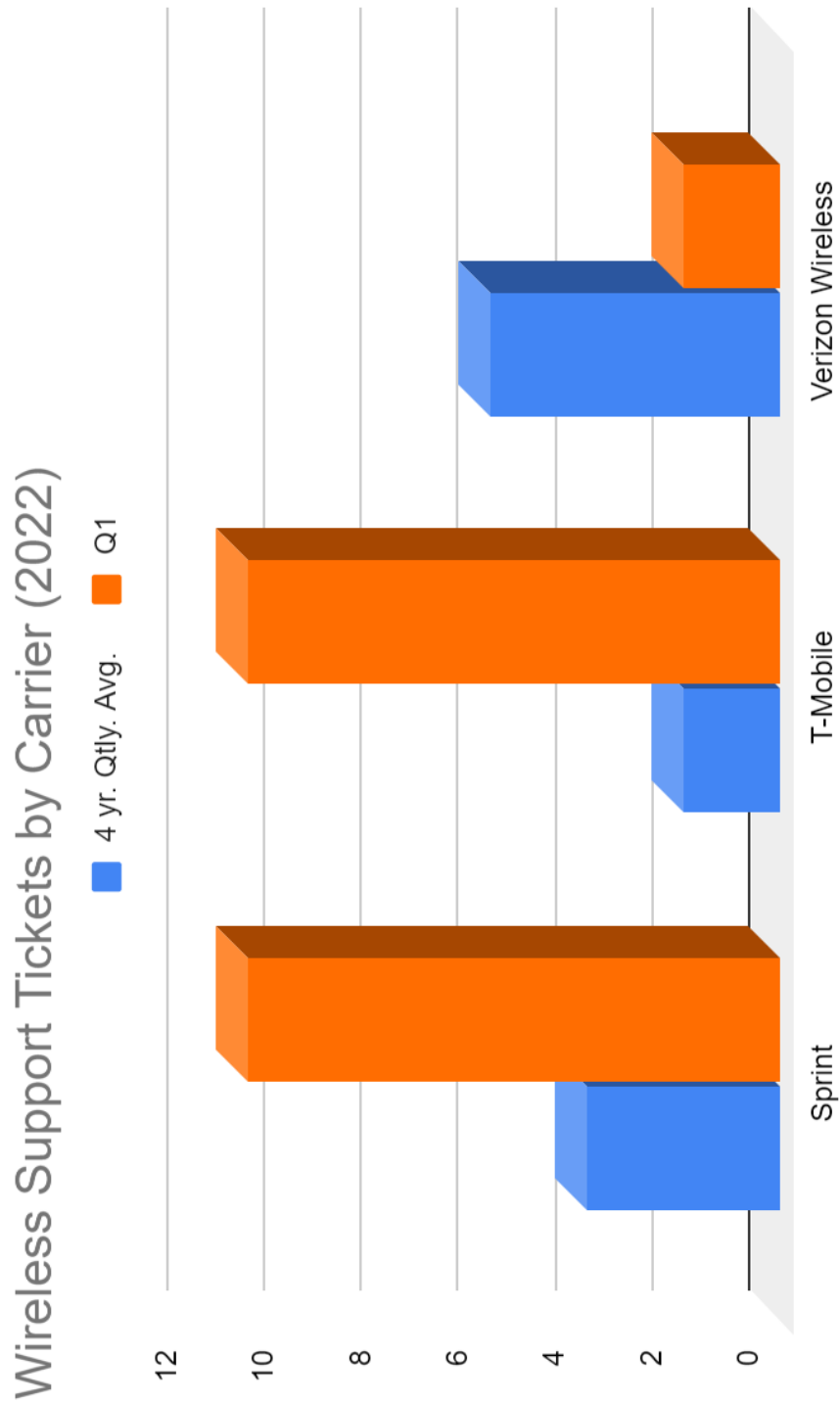
Graph J-1.2 Quarter support tickets by type.



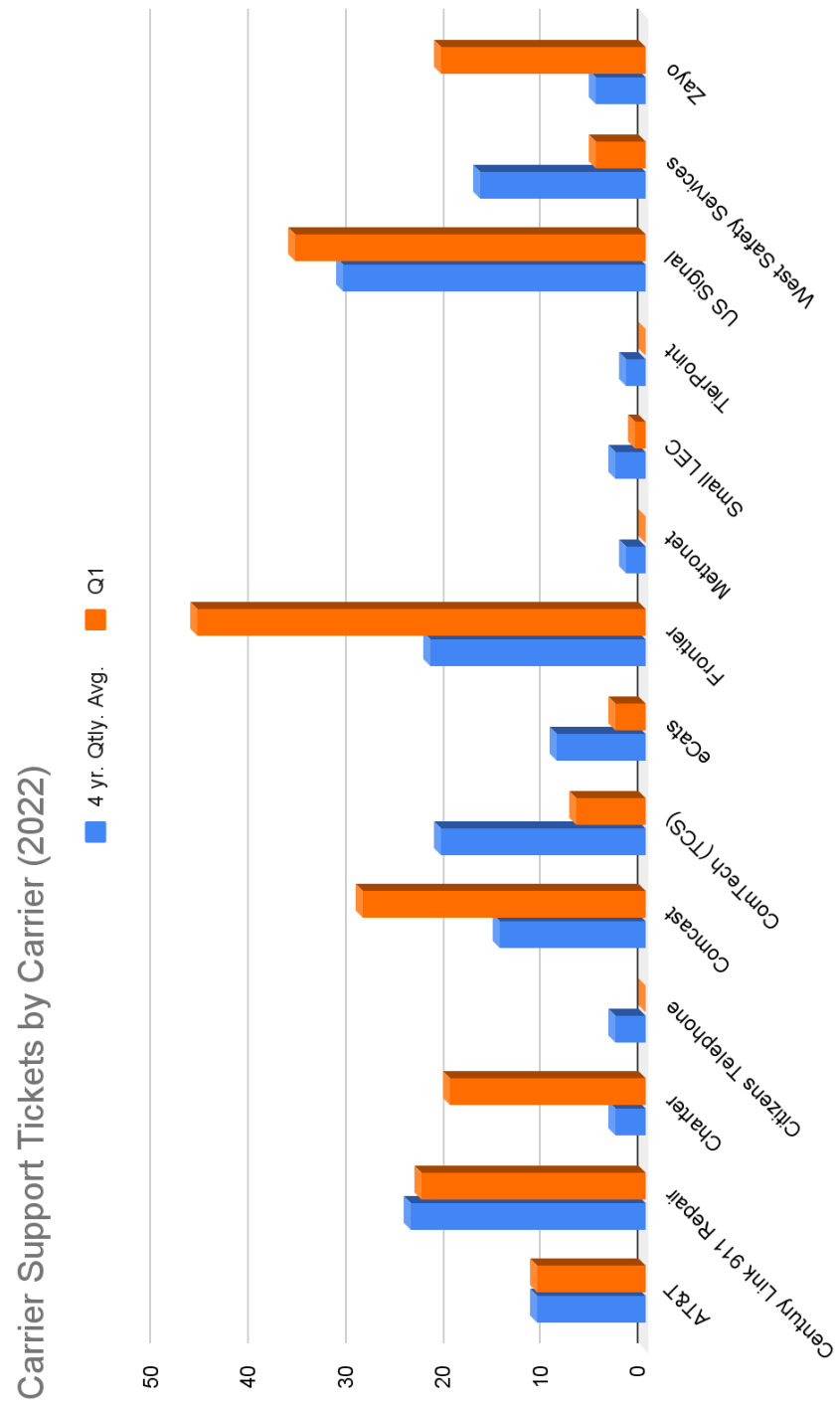
Graph J-1.3 Tickets by service request.



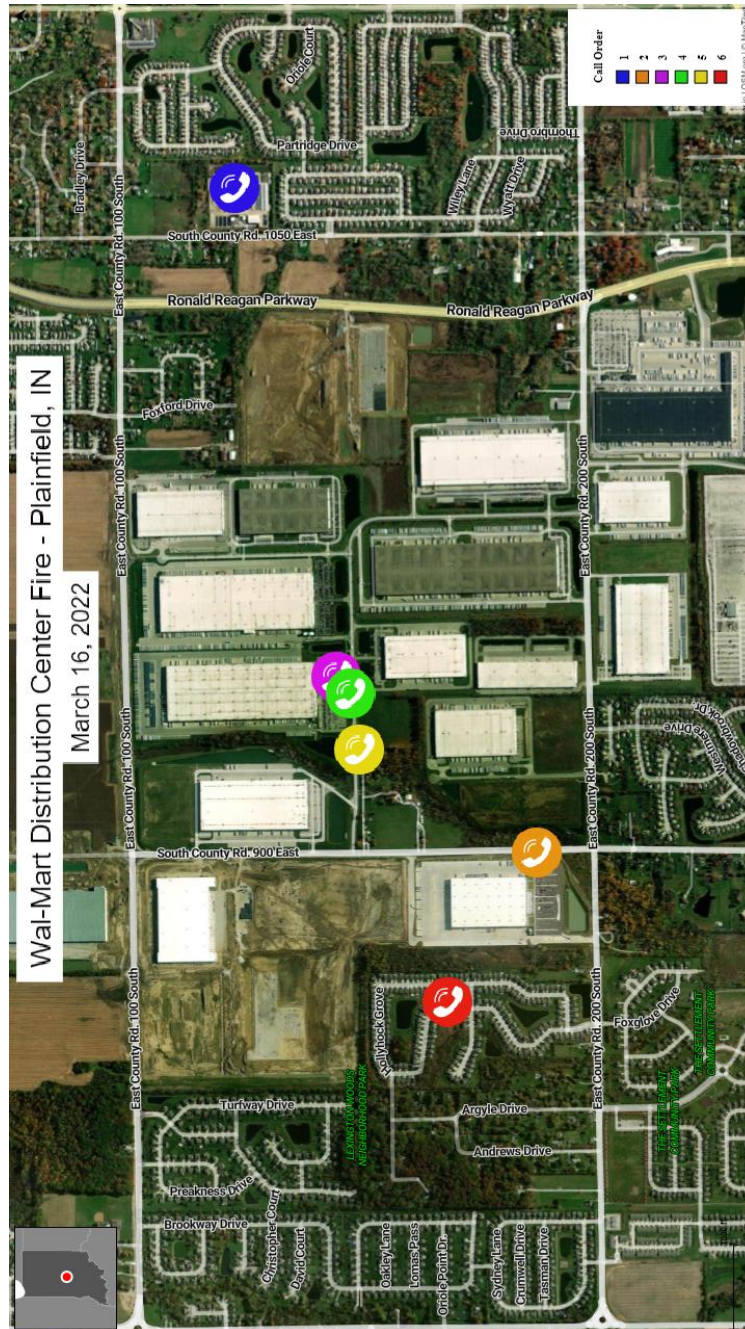
Graph J-1.4 Quarterly totals of carrier support tickets.



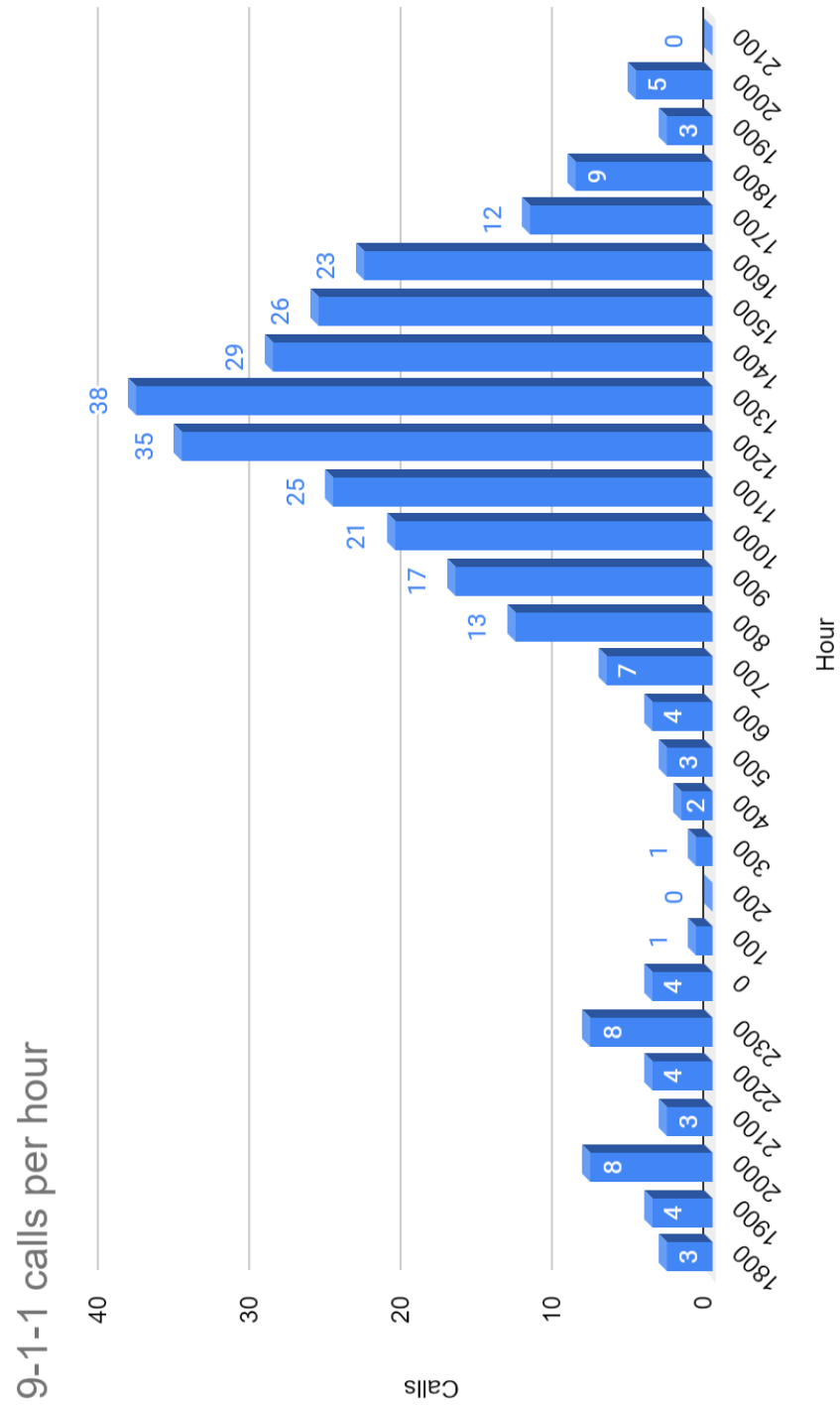
Graph J-1.5 Quarterly totals of carrier support tickets.



Graph K-1.1 Walmart Distribution Center Fire



Graph K-2.1 INDY 500 Race

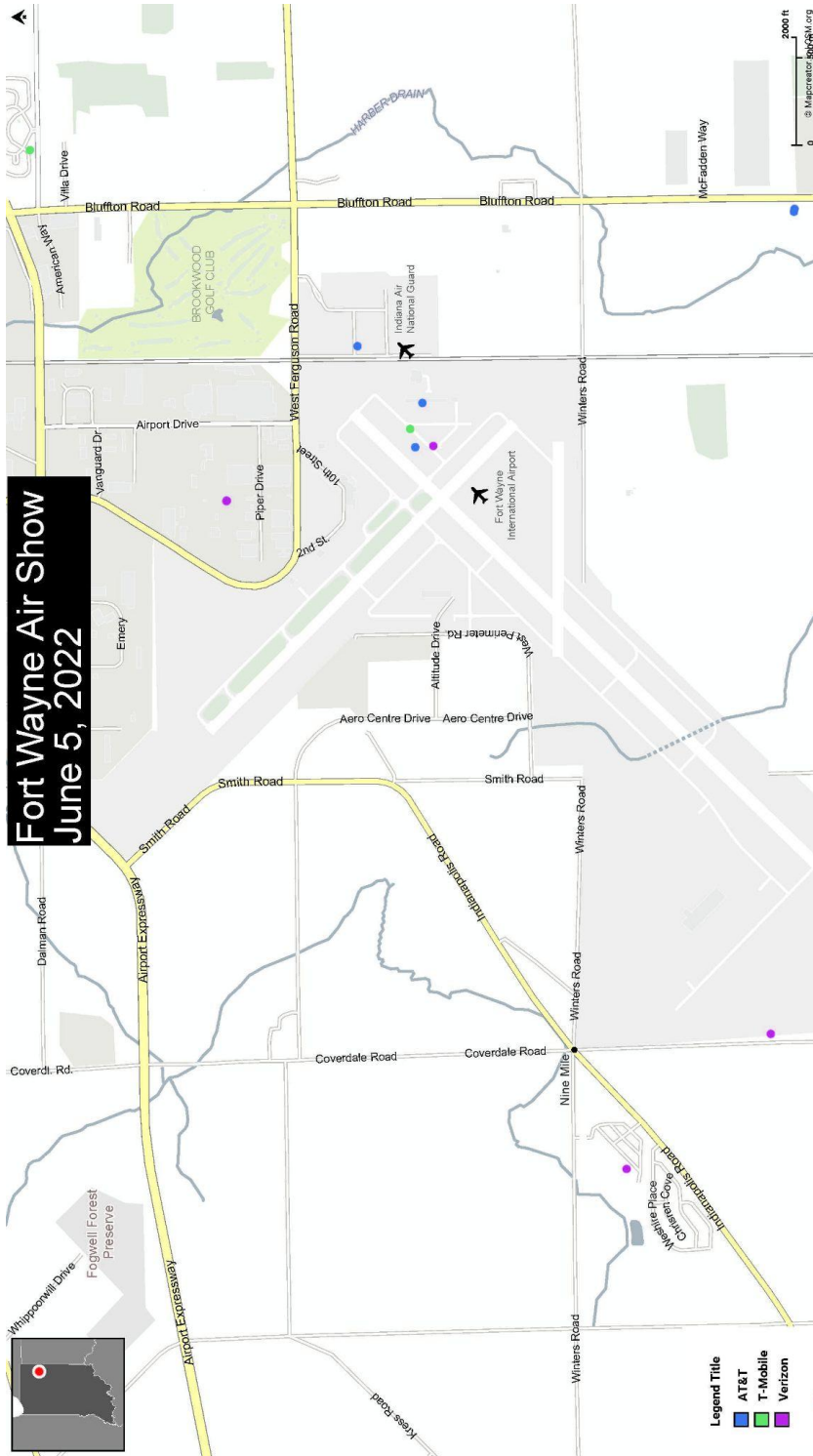


Graph K-2.2 Indianapolis 500 Race





Graph K-3.2 Fort Wayne Airshow - June 5, 2022





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: srekeweg@indigital.net