2020 IN911
First quarter Board report

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ESiNet Summary

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

The G-19 IN911 ESiNet has worked as designed. This new configuration allowed INdigital to develop a better routing plan for Marion County during the COVID-19 event. Under the plan, wireless 911 calls can overflow to several neighboring PSAPs. Additionally, routing measures are in place so that Marion County does not overload staff at an alternate PSAP with an excessive number of 911 calls.

We have also started testing geo-routing for 911 calls in Whitley County with the Columbia City Police Department. Those tests continue as we make refinements to improve the call delivery to those types of agencies.

We continue working with AT&T on the Network to Network Interface (NNI). Project focused conference calls started February 17th to provide more details in the configuration settings. We had a call on April 16, 2020 to replace the meeting that would have taken place during Indiana NENA.

Benchmark dates have been established for the major steps of the project. On April 9th, the Birmingham, Alabama national platform circuit was completed and tested. On May 19th we completed the onsite circuit connection for the Southfield, Michigan site with testing for those circuits on May 26th.

We plan to complete the NNI testing and move to production by July 19th, 2020.

INdigital conducted a network traffic study looking specifically at call delivery to the AT&T PSAPs. As a result of that traffic study, we made additions to the number of trunks used by four counties. This work was completed ahead of the social protests that resulted in high numbers of 911 calls.

When the INdigital / AT&T NNI is completed, voice path allocations will be more dynamic to better respond to call surges of the types that have occurred during the protests and riots that have taken place throughout the state.

PSAP news

Owen County moved to its new center February 4, 2020. All onsite work was completed with the move. We continue to work on that project with the delivery of the ALI database from the IN911 network.

March 6 was the first reported Indiana COVID-19 case in **Noble County**, with the first death occurring March 16th.

By March 19th most PSAPs had closed access by non-essential personnel with only essential maintenance allowed for 911 systems. On March 23rd, Governor Holcomb issued a stay at home order starting March 25th and ending April 3rd. This stay was later extended to May 11 for non-essential activities.

INdigital continues to work at the new **Jefferson County** PSAP site in preparation for its move to their new location. As a result of COVID-19, work has slowed for this county although the new site is not occupied. This allows easier access for field technicians.

Rush County moved into a new center at the end of February 2020. Final prep work was completed and old equipment was moved out of the old location in April.

The **Porter County** PSAP project is delayed due to the halt of new network circuit construction. There is no due date set at this time. Comcast is scheduled to install a circuit to the new facility but was delayed as a result of other COVID-19 work.

Newton County is releasing an RFP for service. They are moving their PSAP to a new location. They will be procuring Next Generation Core Services (NGCS) as well as new call answering equipment, radio equipment, and furniture.

Fulton County has begun construction of a new $23 million Sheriff's Office, jail, and dispatch center. After completion in May 2021, INdigital will be moving the existing equipment to the new facility.

Lake County had 9 dispatchers test positive for COVID-19 of the 54 staff members who were quarantined. **Lake County** has 134 staff in the PSAP. The PSAP alternates their work location with their backup site to disinfect the call center. Daily precautions are taking place.

All staff have been issued their own keyboard, mouse, mask, gloves and disinfecting supplies. **Lake County** has NOT seen a decrease in calls like many of the centers across the state.

Blackford County has authorized new equipment to be installed. The new equipment will be installed during the week of June 22nd, 2020. Precautions will be taken for the techs to insure safety for all staff during the install of call answering equipment.

Grant County will be centralized with the Marion PD June 7, 2020 with four additional MEVO phones installed at this location, for a total of six MEVO phones.

Bartholomew County created a secondary PSAP location using the MEVO Anywhere kit in the council chambers of the government building. This remained in place from March 26th until May 1st. They created this second center for employee safety during the COVID-19 outbreak.

Marion County reported a few occasions where calls rolled over to MEVO. On May 20th we had a conference call with Marion County to discuss these calls, and worked through several different service scenarios.

We will also provide training on MEVO, and integrated it to their on-site voice recording system. This provides better on-site call management when the MEVO phones are used.

INdigital's priority is to help **Marion County** receive wireless calls on their CPE and not MEVO. Additional, 911 wireless trunks were added to support Marion County's forecasted call volume growth, which took place during the social protests that followed.

Network security threats

Lawrence County Government Systems were affected by an unknown Malware attack on February 7, 2020. Several of the county's critical services were affected. 911 services and administrative phones at the Sheriff's Office were not affected by this attack.

INdigital's ongoing Cyber Benchmark assessment is completed and is currently under review for any actions needed. The company is also wrapping up our 2020 Cyber Security Awareness training. We currently have 92% of our staff have completed the four (4) parts of training.

Wireless calls

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

Wireless call volumes for Indiana remained fairly constant with a 2020 first quarter total of 709,409.

Since the start of the IN911 network in 2006, 40,717,097 wireless calls have been processed on the IN911 network.

Over the past 13 years, the IN911 network has averaged 2,857,340 calls and has seen an annual increase in call volume of 2.52%.

The last weekend in May and continuing into June, call volumes statewide had a significant increase due to the social protests.

Translation services

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

Spanish translation usage by the top five counties (Marion, Howard, Allen, Elkhart, and LaPorte) remained consistent with prior periods. The top 5 counties had a total of 11,868 minutes of total usage. The balance of those counties utilizing Spanish translations totaled 1,788 minutes. Combined total usage in Indiana of Spanish translation was 13,656 minutes of usage.

Non-Spanish translation had similar usage trends, with the top five counties (Allen, Marion, Howard, Hendricks, and LaPorte). Previously Tippecanoe County would be in this group but has fallen back to 26th position. Non-spanish usage for the first quarter of 2020 totaled 1,324 minutes for the top 5 with the rest of the state filling out the balance of usage at 312 minutes.

Spanish is still the most frequently translated language in Indiana. Burmese, Mandarin, Haitian, Creole, and French wrapping up as the top five languages translated in the first quarter.

For 2020, 28 different languages have been translated for Indiana PSAPs.

Texty services

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

During the first quarter of 2020 there were 2,832 inbound text sessions received by 86 PSAPs within the State of Indiana. Additionally, outbound text sessions for the first quarter of 2020 totaled 57,605 sent from 110 PSAPs within the State of Indiana.

The first quarter's inbound text sessions are slightly higher at 8.95% than the previous years quarterly average. The opposite was true with outbound text sessions for the first quarter were decreased by 11.68% than the previous year's quarterly average.

A word map has been added to the Appendix to depict the most frequently used words used during the first quarter of 2020.

Help desk ticket analysis

(Please refer to graphs F-1.1 through F-1.3 in the appendix)

INdigital's National Service Operations Center (NSOC) supports call delivery and call management of the PSAPs around the clock.

Additionally, NSOC have also helped PSAP Directors and their staff with any questions or issues, and support Lori Forrer-Beckman our Indiana Service Manager.

Indiana support tickets are lower than the 2019 quarterly average. Core Network support tickets for the first quarter of 2020 were lower than the quarterly average of 2019.

Maintenance continues on the network and is the only category with an increase of the 2019 quarterly average.

First-quarter originating service provider (OSP) tickets remained consistent with the quarterly average from 2019. There are some OSPs with more reports, and we will monitor these trends going forward.

Event analysis

(Please refer to graphs G-1.1 through G-3.1 in the appendix)

1. COVID-19 call volumes.

   a. March 10, 2020 Ed Reuter had a meeting to discuss 911 call delivery as the virus cases increase.

   b. March 23, 2020 Governor Holcomb announced a stay at home order starting March 25, 2020.

   c. May 1st Governor Holcomb announces "Back on Track Indiana Plan".

2. MEVO Anywhere in Midland Michigan?
   a. May 19th one Dam failed in Midland Michigan.
   b. Another Dam was breached.
   c. MEVO Anywhere kits were deployed to help with call handling.
   d. Watch the inserted 2 minute video.
   e. Each dot on the video represents a 911 call coming into the 911 center from 4:00 pm till 11:20 pm.
   f. A total of more than 6x the 911 calls in this time period as were placed than was the average calls the week before.
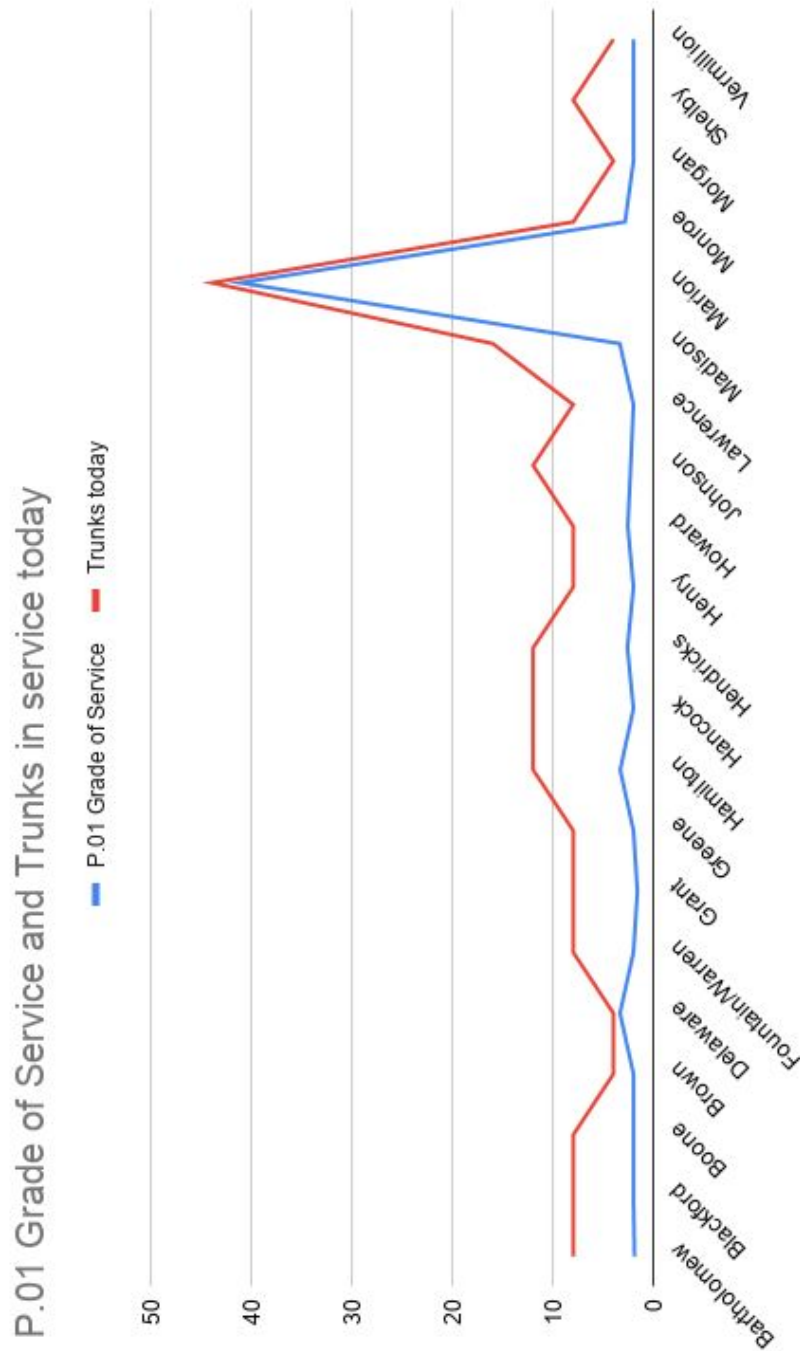
3. Memorial Day Call trends
   a. Indiana saw a 29.8% increase in calls.
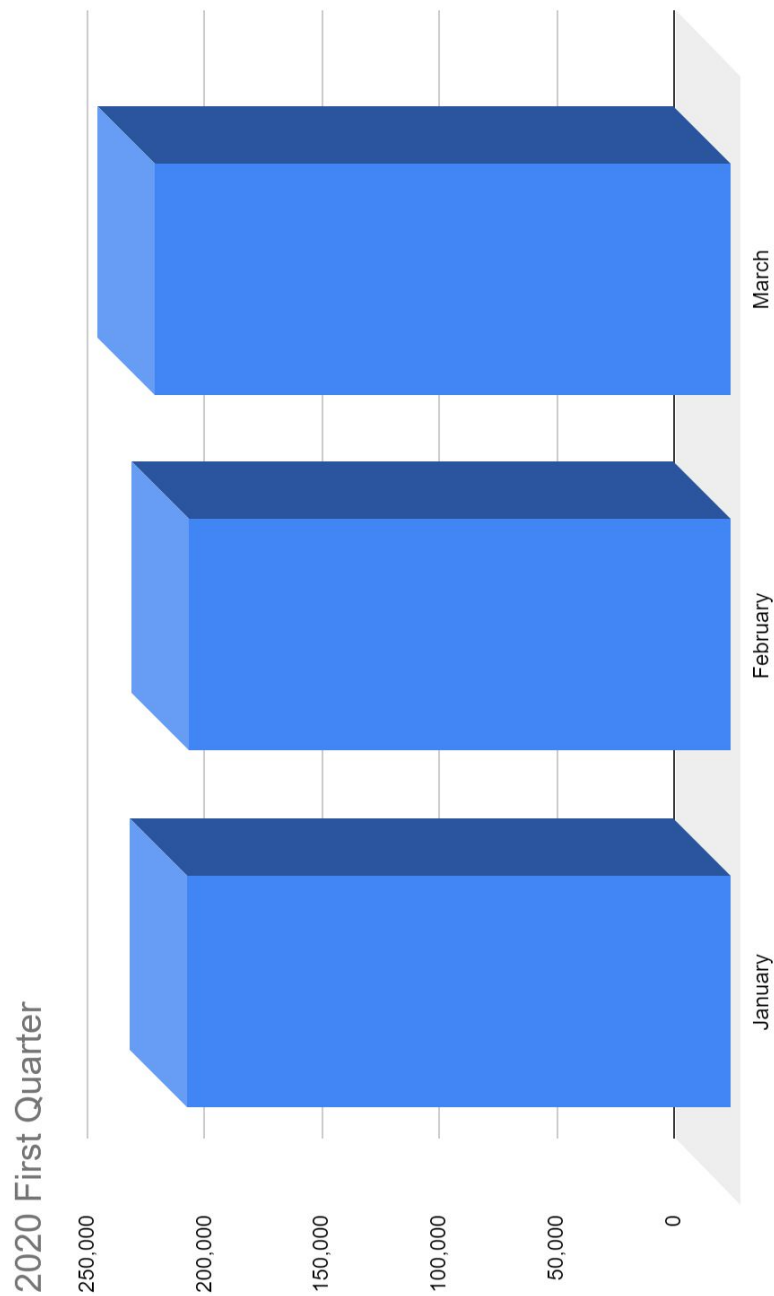
Appendix

Graph A-1.1

Grade of Service vs. number of trunks.

P.01 Grade of Service and Trunks in service today

Graph C-1.1

Call volume for the first quarter of 2020.

Bar chart titled "2020 First Quarter" showing call volume for January, February, and March. The horizontal axis ranges from 0 to 250,000 in increments of 50,000.
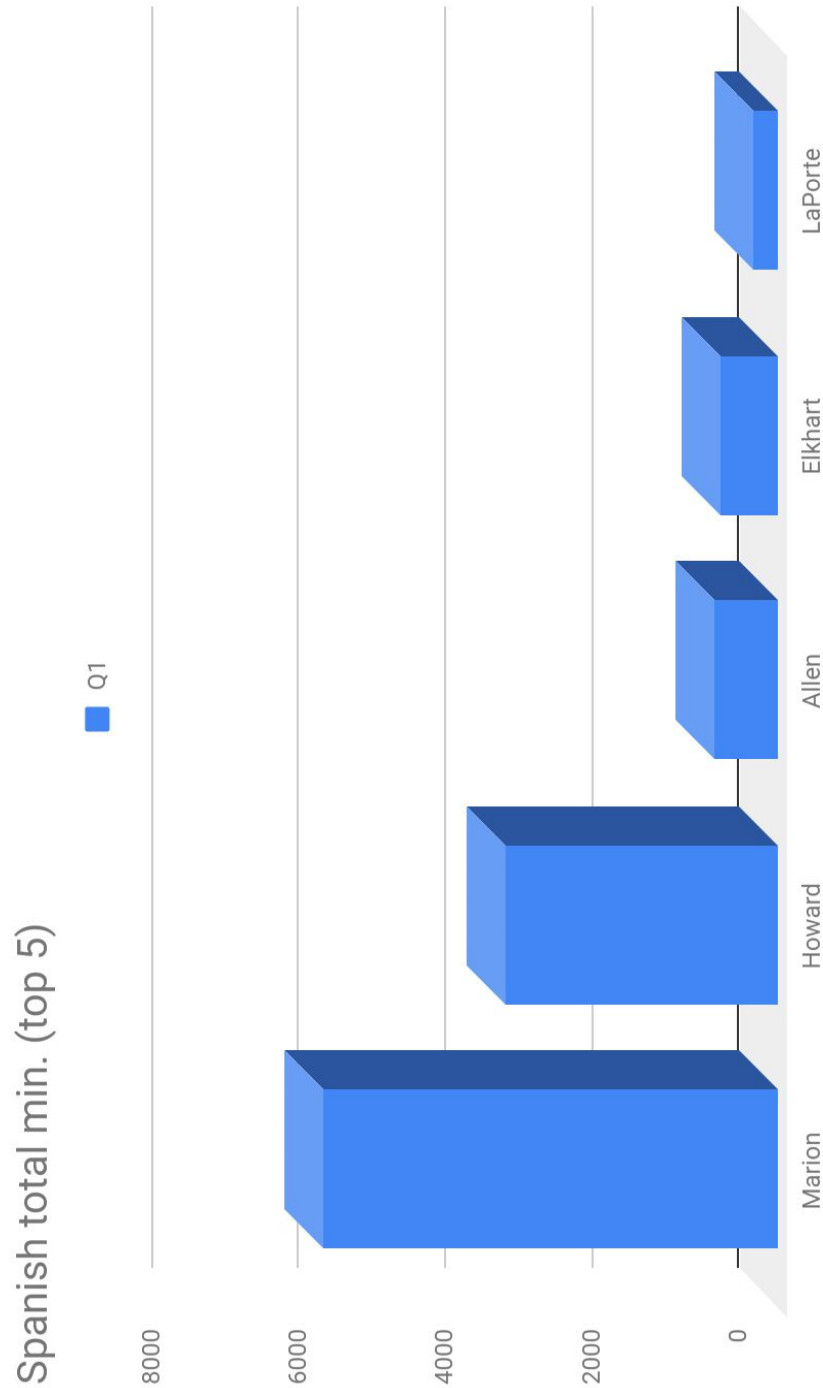
Graph C-1.2

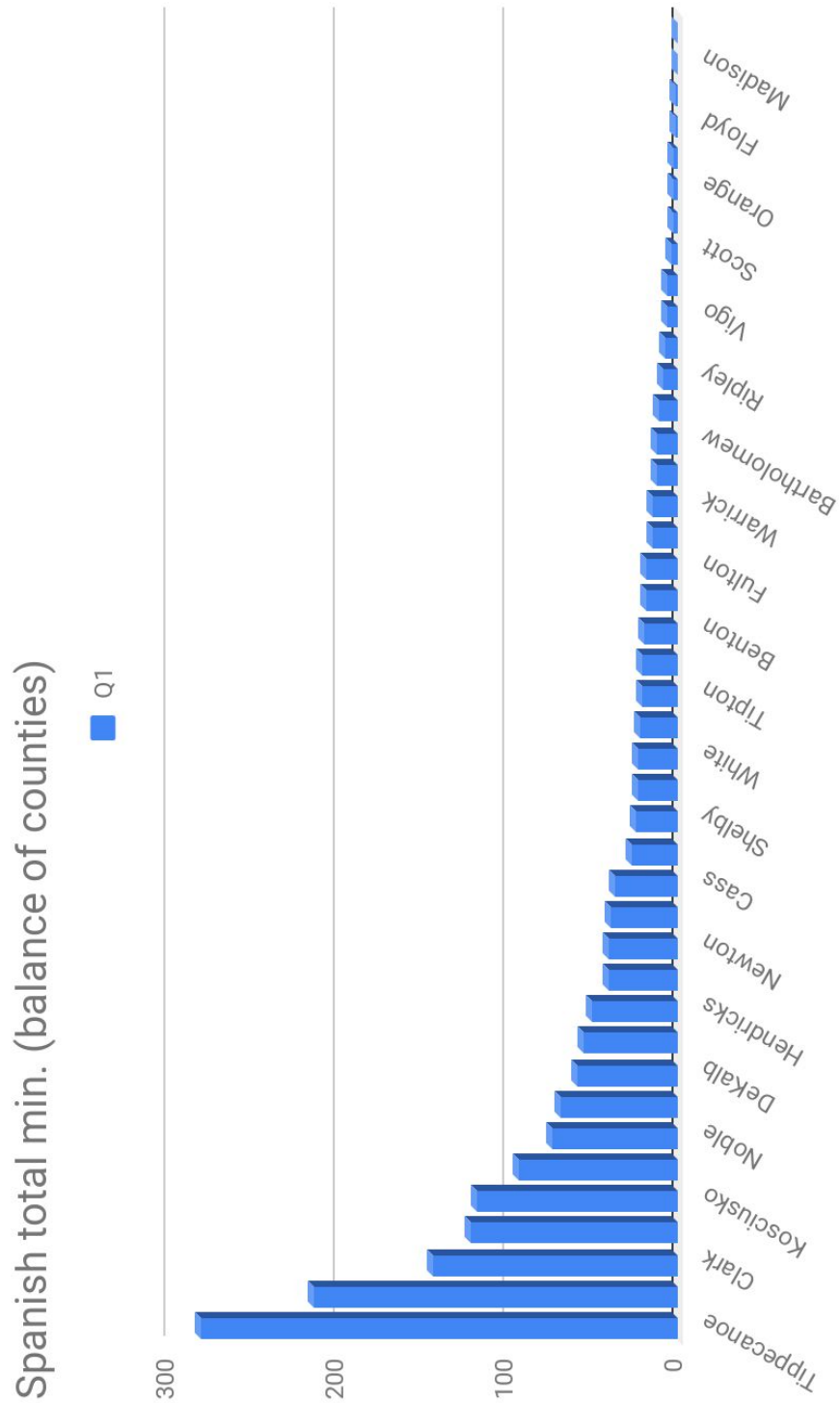Week 13 was the last weekend in May, resulting in significant increases in calls as a result of protests and riots.

Indiana Covid-19 call trends March 1 - June 13
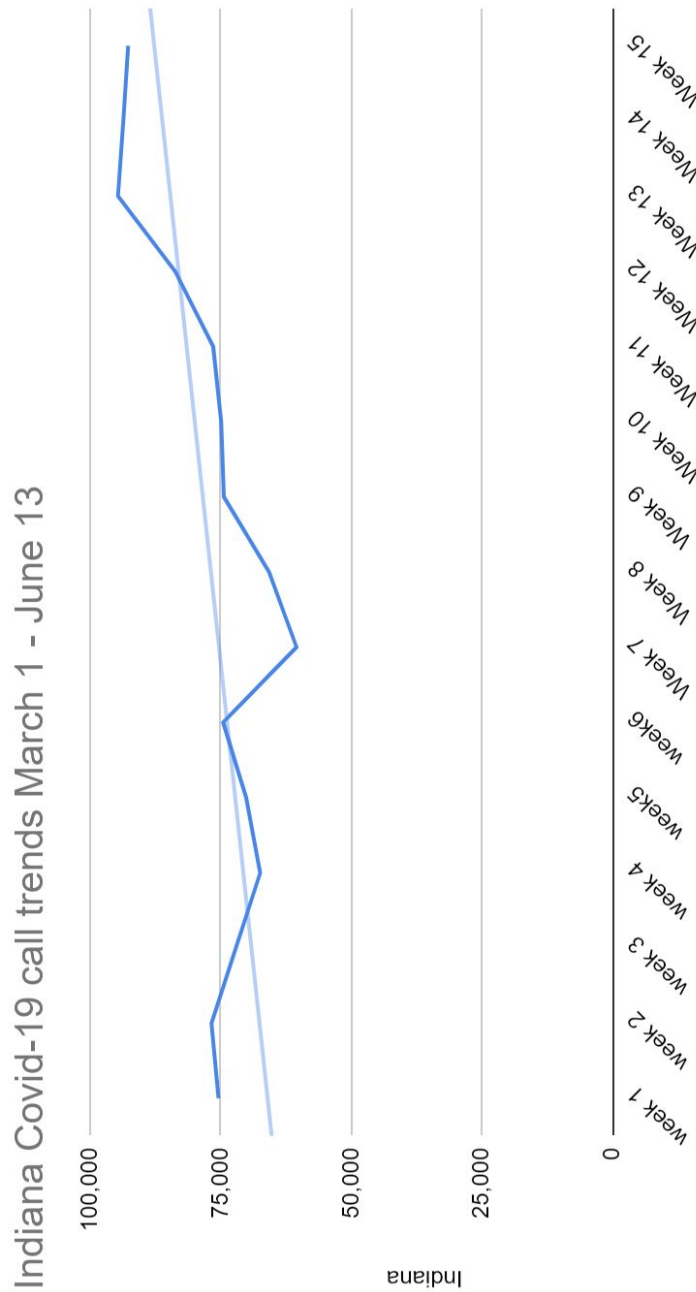
Graph D-1.1

Counties with the top 5 Spanish translation minutes.

Graph D-1.2

All other counties with spanish translation in minutes.

Spanish total min. (balance of counties)
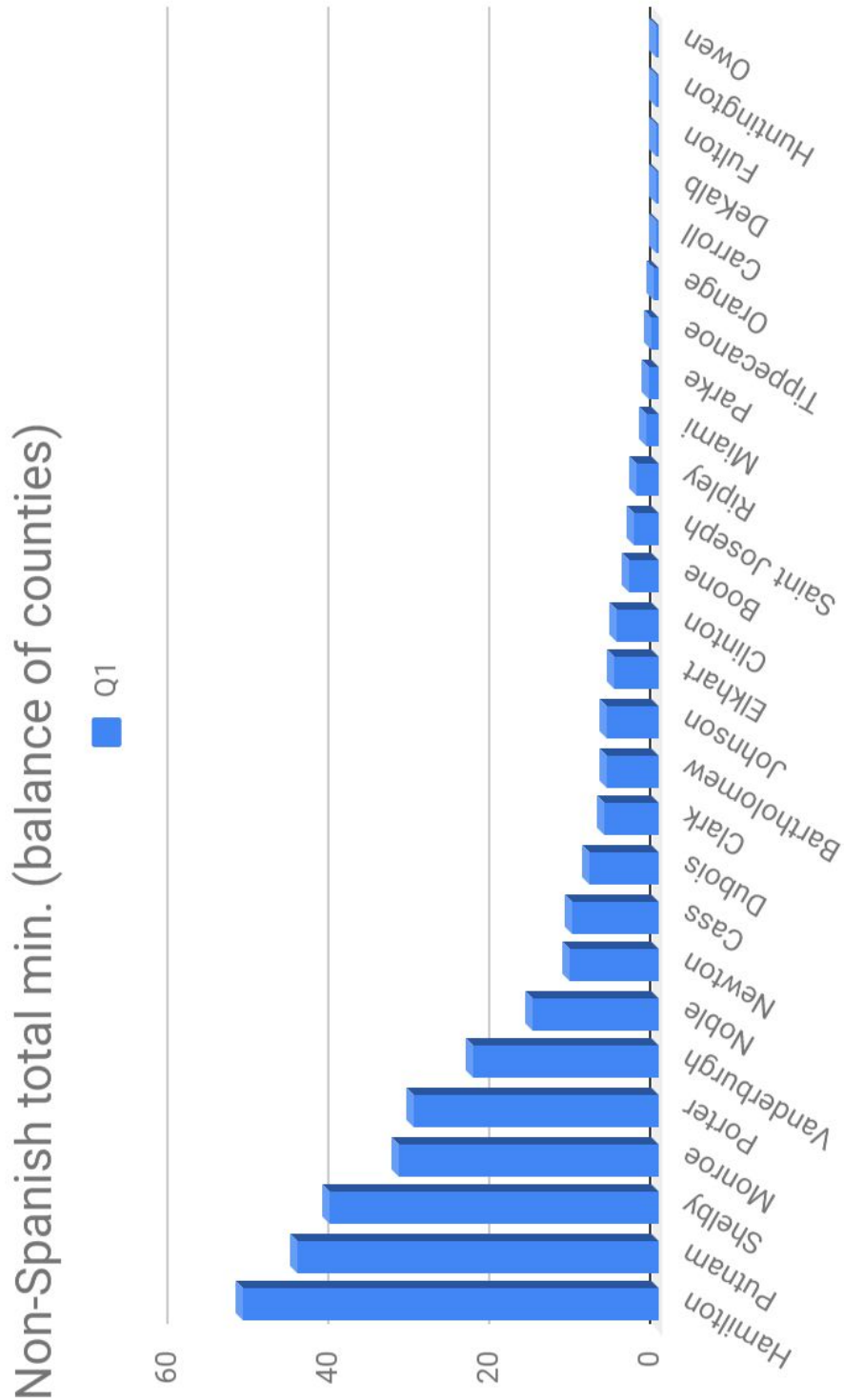
Graph D-1.3

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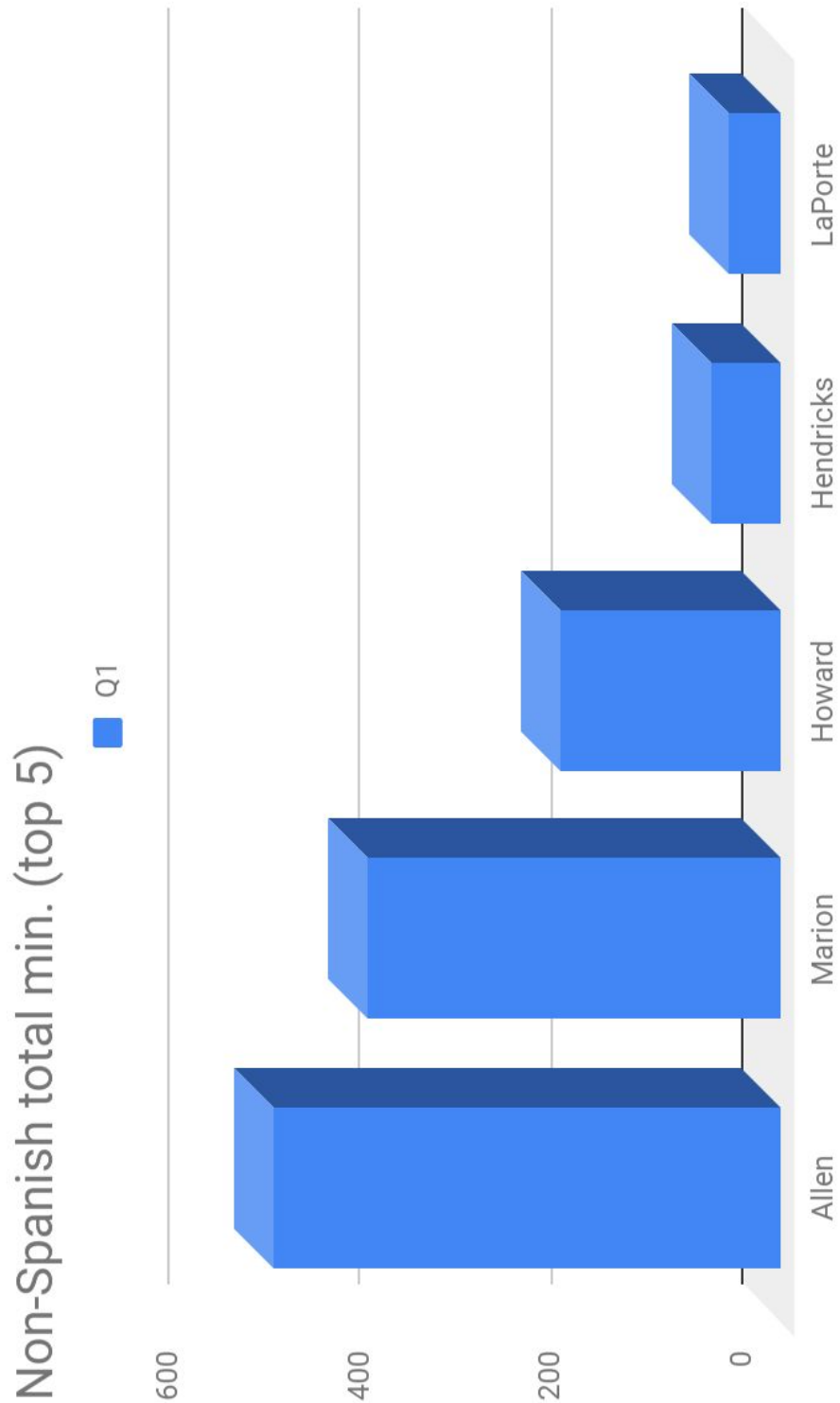
Graph D-1.4

All other counties with non-spanish translation minutes.

Non-Spanish total min. (balance of counties)

Legend: Q1

Categories (top to bottom): Owen, Huntington, Fulton, DeKalb, Carroll, Orange, Tippecanoe, Parke, Miami, Ripley, Saint Joseph, Boone, Clinton, Elkhart, Johnson, Bartholomew, Clark, Dubois, Cass, Newton, Noble, Vanderburgh, Porter, Monroe, Shelby, Putnam, Hamilton

Value axis: 0, 20, 40, 60

Graph D-1.5

Total times each language used in the first quarter 2020.

Language	Q1 Total	Language	Q1 Total
SPANISH	2501	UZBEK	3
BURMESE	62	TIGRINYA	3
MANDARIN	24	KINYARWANDA	3
HAITIAN CREOLE	20	JAPANESE	3
FRENCH	17	NEPALI	2
ARABIC	16	SOMALI	1
CHIN	14	SUDANESE ARABIC	1
SWAHILI	10	ROHINGYA	1
RUSSIAN	8	KAREN	1
PUNJABI	8	CANTONESE	1
VIETNAMESE	7	Nigerian Pidgin	1
HINDI	4	BENGALI	1
KOREAN	4	ALBANIAN	1
TURKISH	4	AMHARIC	1

Graph E-1.1

All Inbound Text to 911 by month.

All Outbound Text from 911 by month.

Outbound Text Sessions
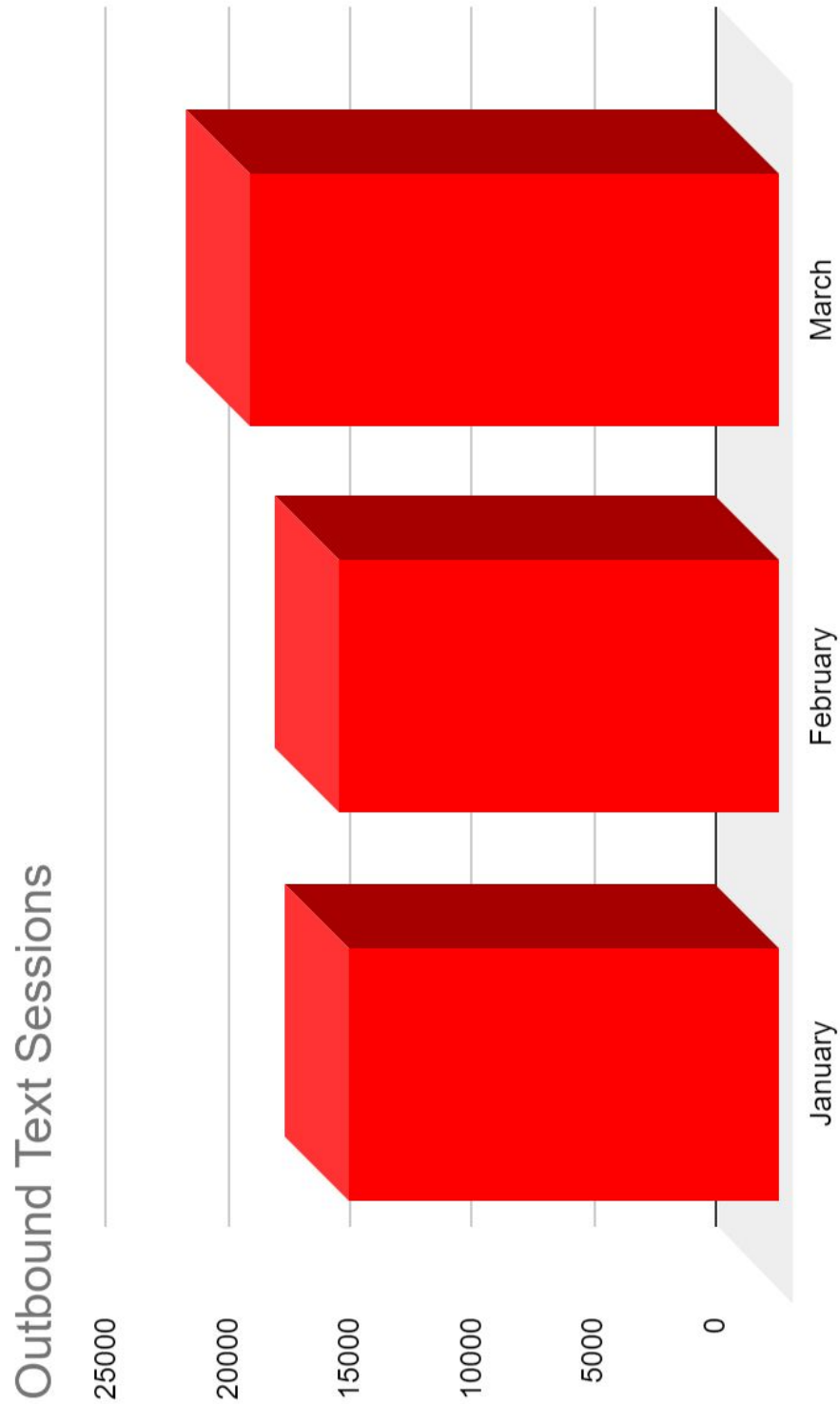
Graph E-1.3

All Inbound Text to 911 by PSAP.

Inbound Text to 911 — 2,832

100 +

PSAP	Count
IMC-SD (Indianapolis-Marion County Sheri	961
Vanderburgh County Central Dispatch	181
Allen County Sheriffs Department	141
Lake County Sheriffs Office	136
St Joseph County Police Department	126

10 - 99

PSAP	Count
Elkhart County 911 Center	99
Vigo County 911	87
Kosciusko County	77
Hamilton County Sheriffs Office Dispatch	72
Monroe County Central Dispatch	65
Bartholomew County Emergency Operation	51
Hendricks County Communications Center	48
Clark County 911 Center	44
Johnson County Sheriffs Department	39
Madison County Sheriffs Office	39
Wayne County Emergency Communication	39
Lafayette Police Department	32
Porter County Sheriffs Office	27
Montgomery County / Crawfordsville E911	26
Delaware County Emer. Com. Center	25
Hancock County Emergency Operations Ce	24
Floyd County Sheriff's Department	22
Columbia City Communications Center	20
LaPorte County 911 Communications	20
Boone County Sheriffs Department	19
Morgan County 911	18
Jackson County 911	16
Jennings County 911	13
Shelby County Sheriffs Department	12
Adams County Sheriff Department	11
Dubois County Communications Center	10
Grant County Sheriffs Department	10
Jefferson County 911	10

4-9

PSAP	Count
Cass County E911	9
Henry County Emergency Services	9
Lawrence County Sheriffs Office	9
Tippecanoe County Sheriffs Office	8
Howard County Sheriff Department	8
Miami County 911	8
Ripley County E-911 Communications	8
Huntington County Sheriffs Office	7
Marshall County Police Department	7
Scott County Emergency Communications	7
Steuben County 911	6
Clinton County 911	6
Harrison County Sheriffs Department Dispa	6
Starke County Sheriffs Office	6
Warrick County Sheriffs Office	6
Fayette County Communications	5
Fountain/Warren County Regional Dispatch	5
Marion Co. Indy PD	5
Owen County Sheriffs Office	5
Schererville Police Department	5
Brown County Sheriffs Department	4
Dearborn County	4
Decatur County Sheriffs Department	4
Fulton County Communications	4
Noble County Sheriffs Department	4
Tipton County E911	4
Vermillion County Sheriff's Office	4

< 4

PSAP	Count
Carroll County E911	3
DeKalb County Sheriffs Department	3
Gibson County Sheriffs Department	3
Greene County Sheriffs Office	3
Jasper County Sheriffs Office	3
Jay County Sheriff Department	3
Randolph County Communications	3
White County	3
Bedford Police Department	2
Clay County Justice Center	2
Knox County Dispatch Office	2
Orange County Sheriffs Department	2
Pulaski County Sheriffs Office	2
Rush County Sheriffs Department	2
Spencer County 911	2
Sullivan County 911	2
Wabash County Central Dispatch	2
Whitley County Communications Center	2
Benton County Jail/Sheriffs Office	1
LaGrange County Communications	1
Martin County Sheriffs Department	1
Pike County Sheriffs Office	1
Posey County 911	1
Putnam County Sheriffs Office	1
Switzerland County Communication	1

Graph E-1.4

All Outbound Text from 911 by PSAP.

Outbound Text from 911 1,000 +	57,605
IMC-SD (Indianapolis-Marion County Sheri	16161
Allen County Sheriffs Department	4550
Hamilton County Sheriffs Office Dispatch	3046
Lake County Sheriffs Office	2728
Elkhart County 911 Center	2646
St Joseph County Police Department	2351
Monroe County Central Dispatch	1875
Lafayette Police Department	1821
Clark County 911 Center	1253
Wayne County Emergency Communication	1238
Hendricks County Communications Center	1173
Hancock County Emergency Operations Ce	1116
Porter County Sheriffs Office	1100
Vigo County 911	1062

200 - 999	
Vanderburgh County Central Dispatch	875
Bartholomew County Emergency Operation	873
West Lafayette Police Department	684
Montgomery County / Crawfordsville E911	628
Grant County Sheriffs Department	594
Kosciusko County	532
Boone County Sheriffs Department	479
Dubois County Communications Center	458
Wabash County Central Dispatch	443
Madison County Sheriffs Office	429
Crawford County Central Dispatch	413
Dearborn County	379
White County	364
Marshall County Police Department	342
Bluffton Police Department (Wells County)	337
Morgan County 911	328
Indianapolis Airport Authority	320
Clinton County 911	317
Shelby County Sheriffs Department	303
LaPorte County 911 Communications	274
Miami County 911	274
Noble County Sheriffs Department	262
Jay County Sheriff Department	248
Purdue University Police Department	247
Schererville Police Department	242
Steuben County 911	236
Henry County Emergency Services	232
Jefferson County 911	226
Jackson County 911	223

41 - 199	
Spencer County 911	173
DeKalb County Sheriffs Department	166
LaGrange County Communications	166
Huntington County Sheriffs Office	153
Cass County E911	151
Scott County Emergency Communications	149
Fountain/Warren County Regional Dispatch	147
Tippecanoe County Sheriffs Office	146
Elkhart City Police Department	145
Jennings County 911	132
Adams County Sheriff Department	126
Clay County Justice Center	124
Fulton County Communications	117
Carroll County E911	116
Ripley County E-911 Communications	112
Lawrence County Sheriffs Office	98
Brown County Sheriffs Department	87
Orange County Sheriffs Department	86
Knox County Dispatch Office	84
Floyd County Sheriff's Department	81
Posey County 911	80
Franklin County Communications E-911	72
Harrison County Sheriffs Department Dispa	65
Starke County Sheriffs Office	63
Jasper County Sheriffs Office	61
Decatur County Sheriffs Department	57
Sullivan County 911	57
Switzerland County Communication	57
Benton County Jail/Sheriffs Office	49
Owen County Sheriffs Office	49
Howard County Sheriff Department	48
Whitley County Communications Center	46
Washington County Sheriffs Office	45
Pulaski County Sheriffs Office	42

< 41	
Columbia City Communications Center	40
Delaware County Emer. Com. Center	37
Johnson County Sheriffs Department	37
Lowell Police Department	37
Marion Co.Indy FD	37
Randolph County Communications	32
Blackford County Central Dispatch	30
Greene County Sheriffs Office	29
Ohio County Communications	26
Union County 911	25
Fayette County Communications	21
ISP	D 21 - Toll Road	20
Rush County Sheriffs Department	20
Mooresville Police Department	19
Warrick County Sheriffs Office	19
Newton County 911	18
ISP	D 42 - Versailles (serving Versailles d	16
New Haven Police Department	12
Pike County Sheriffs Office	11
Putnam County Sheriffs Office	10
Tell City Police Department	9
Batesville Police Department	8
Seymour PD	7
Martin County Sheriffs Department	5
Bedford Police Department	4
Daviess County 911	4
Tipton County E911	4
ISP	D 22 - Fort Wayne (serving Fort Wayn	3
Kendalville Police Department	3
Speedway Police	3
Gibson County Sheriffs Department	2
Rushville Police Department	1

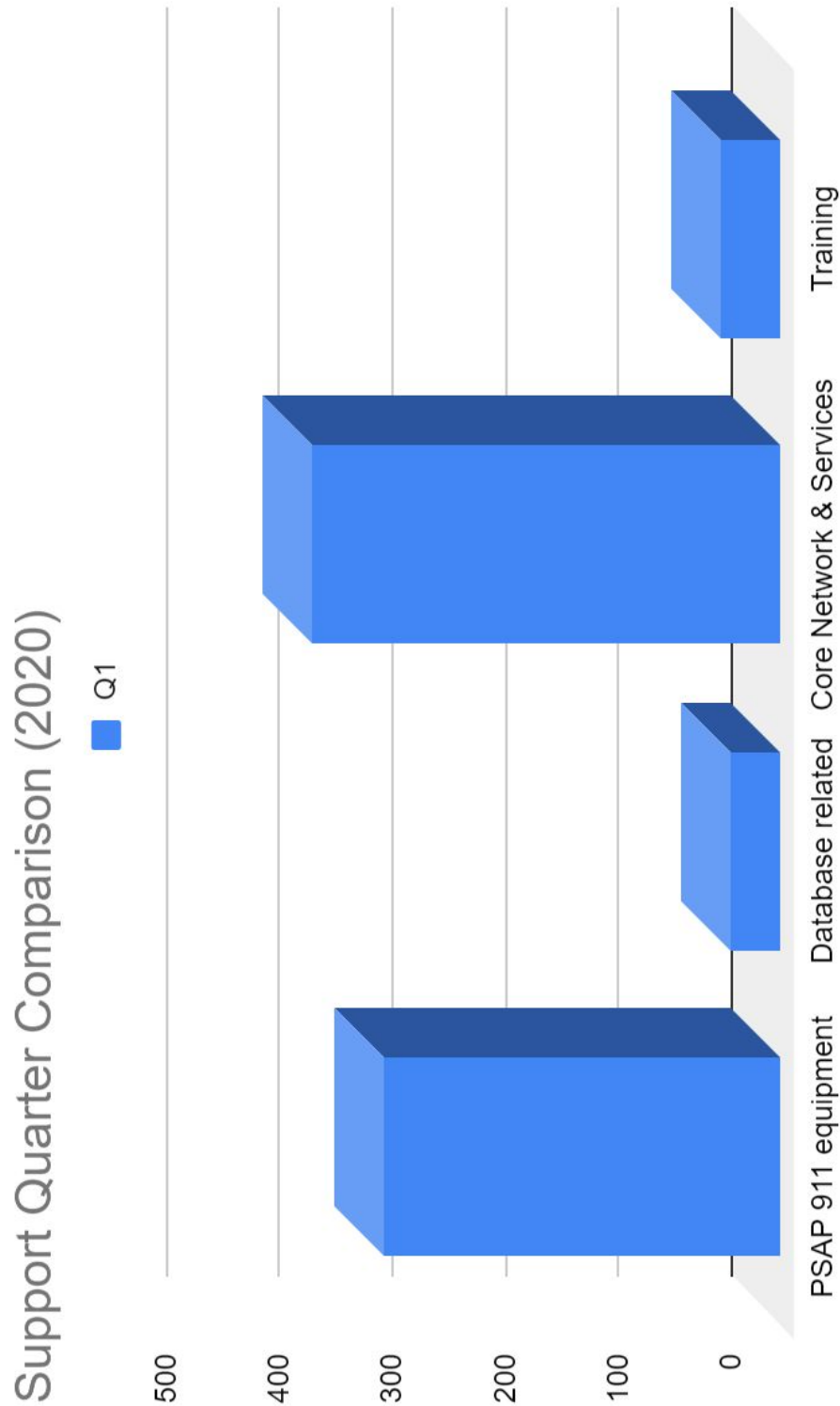## Graph E-1.5

Common words used during the first quarter of Texty in Indiana.

Graph F-1.1

Quarterly totals of trouble tickets for core support.

Support Quarter Comparison (2020)

■ Q1

500 400 300 200 100 0

Training

Core Network & Services

Database related

PSAP 911 equipment

Graph F-1.2

Quarterly totals of core network & service support totals.

Core Network & Services (2020)
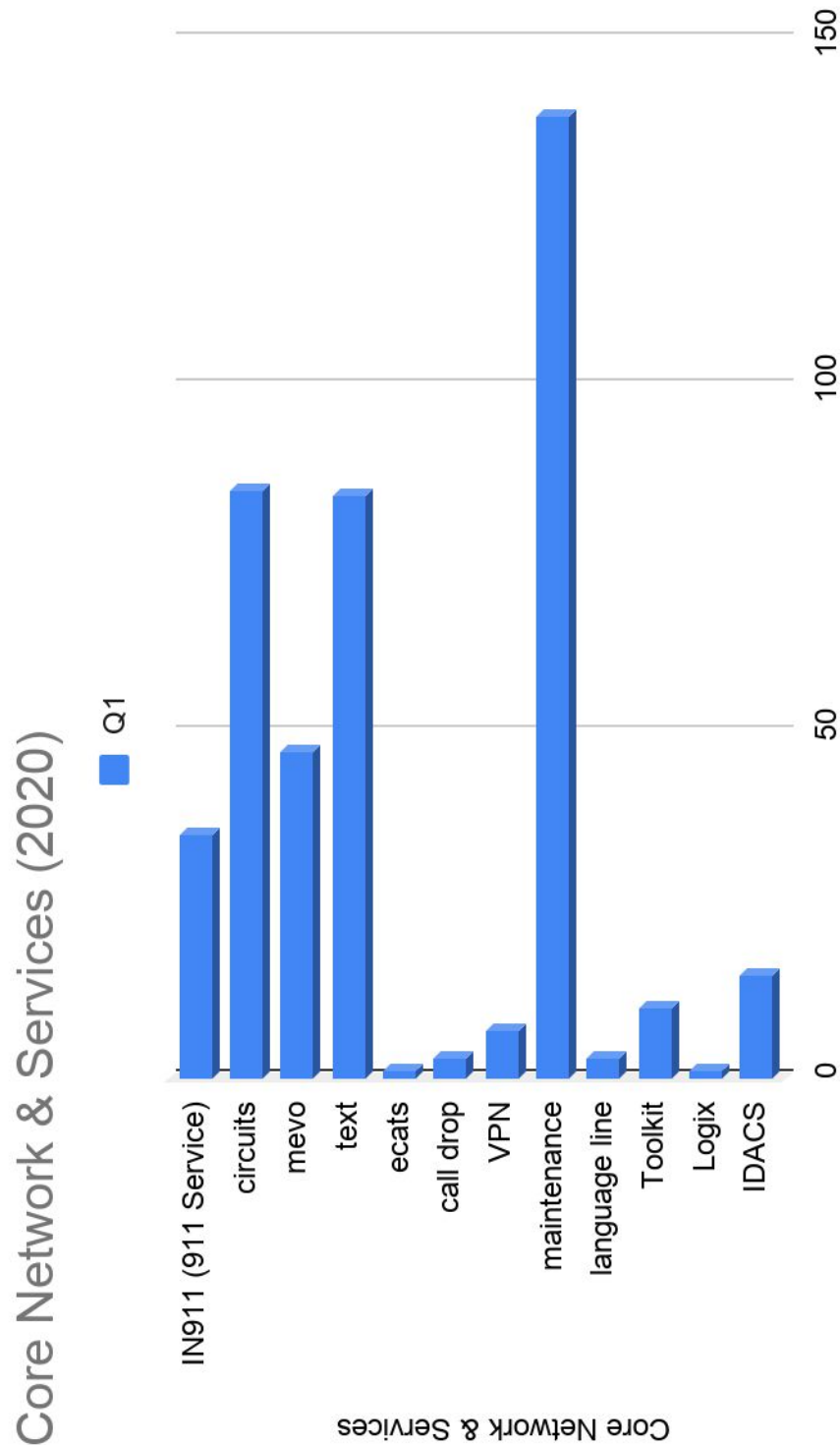
Graph F-1.3

Annual comparison of carrier support tickets.

Carrier Support Tickets by Carrier (2020)

Carrier Support Tickets

Q1
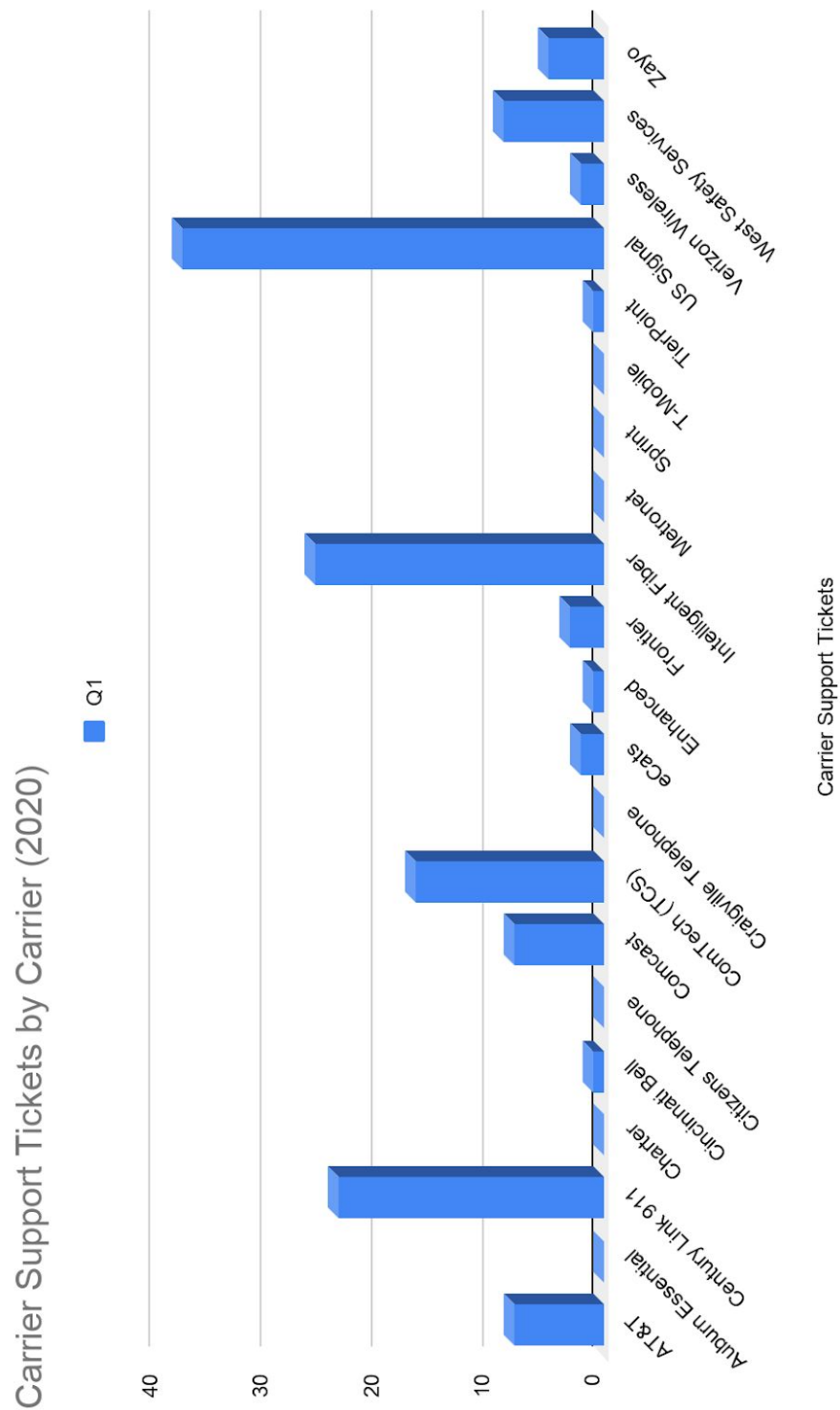
Graph G-1.1   Event Analysis

Indiana's COVID call volumes.

Covid-19 911 call trends 3/1/20-6/13/20

— Indiana — Michigan — Alabama
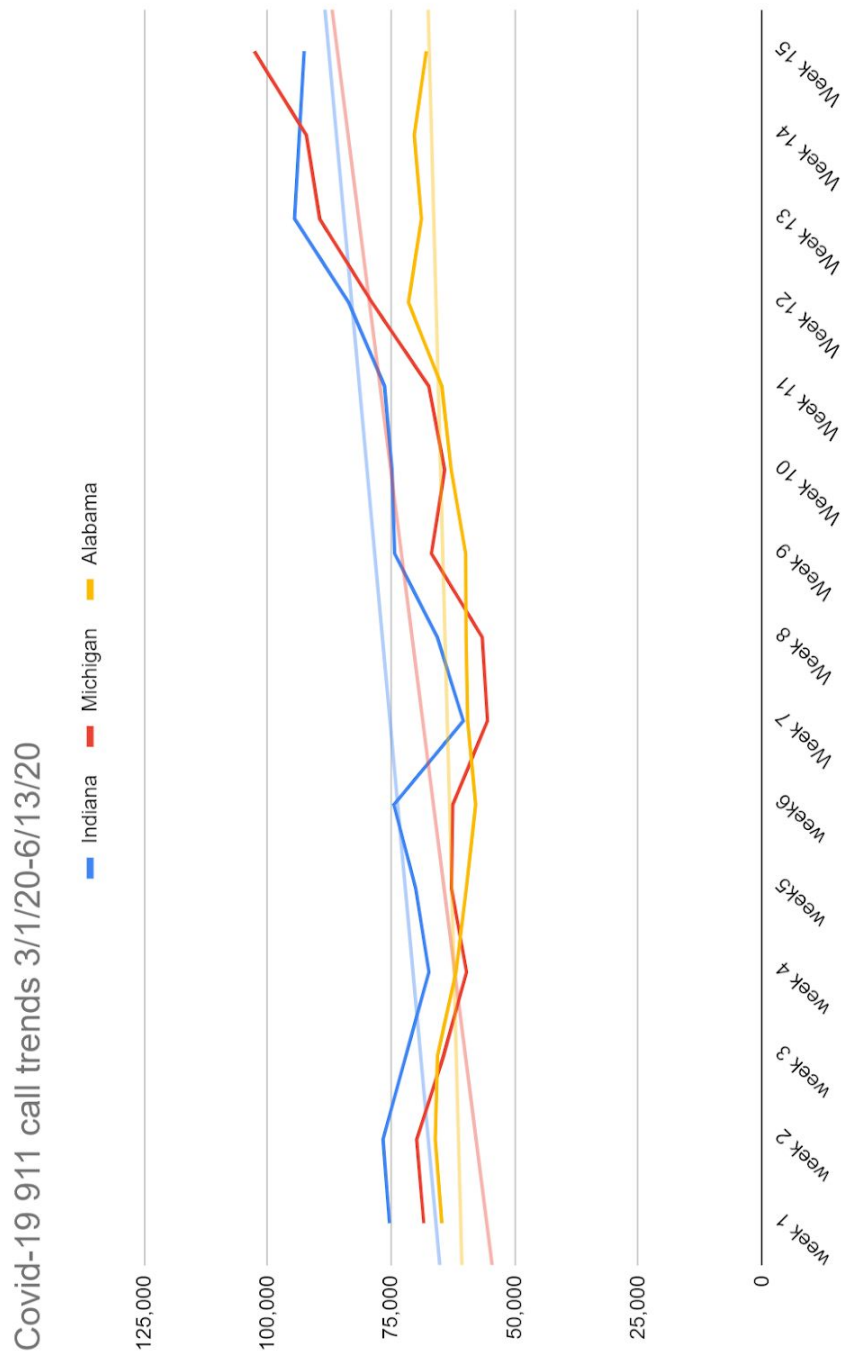
Graph G-2.1 Event Analysis

Michigan dam failure.

ESRP Transaction Counts 2020-05-03 to 2020-05-27
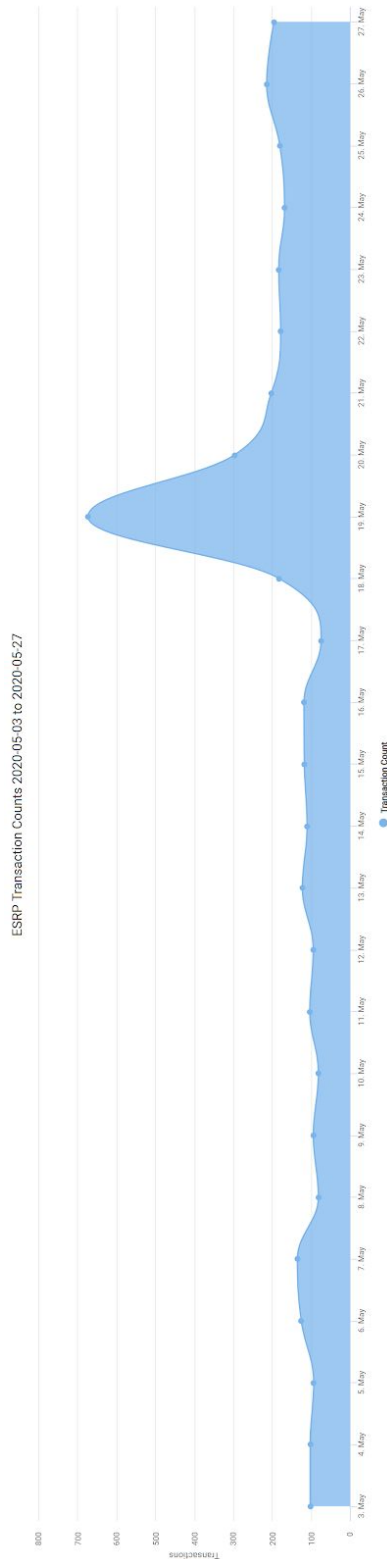
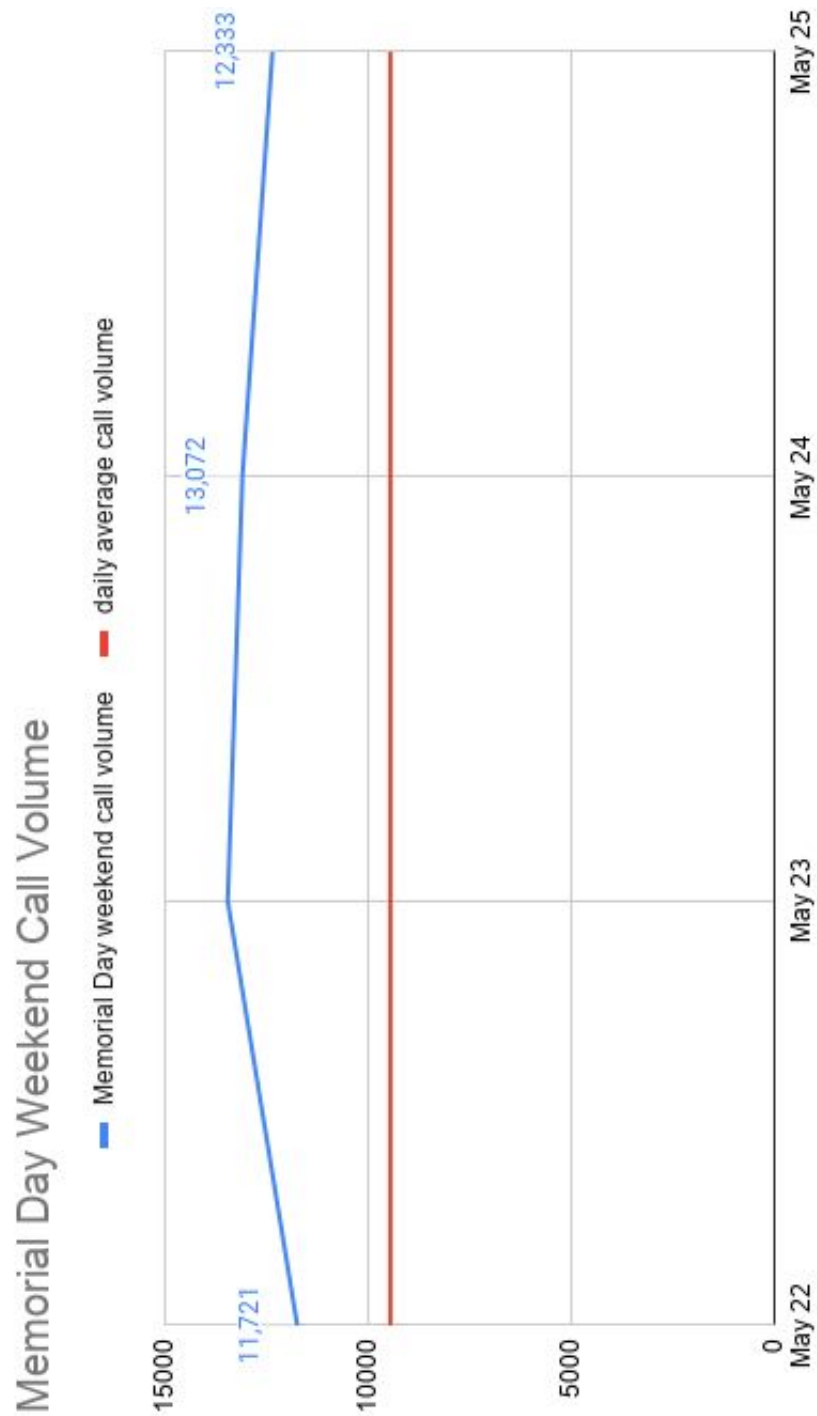## Graph G-2.2 Event Analysis

Michigan dam failure.
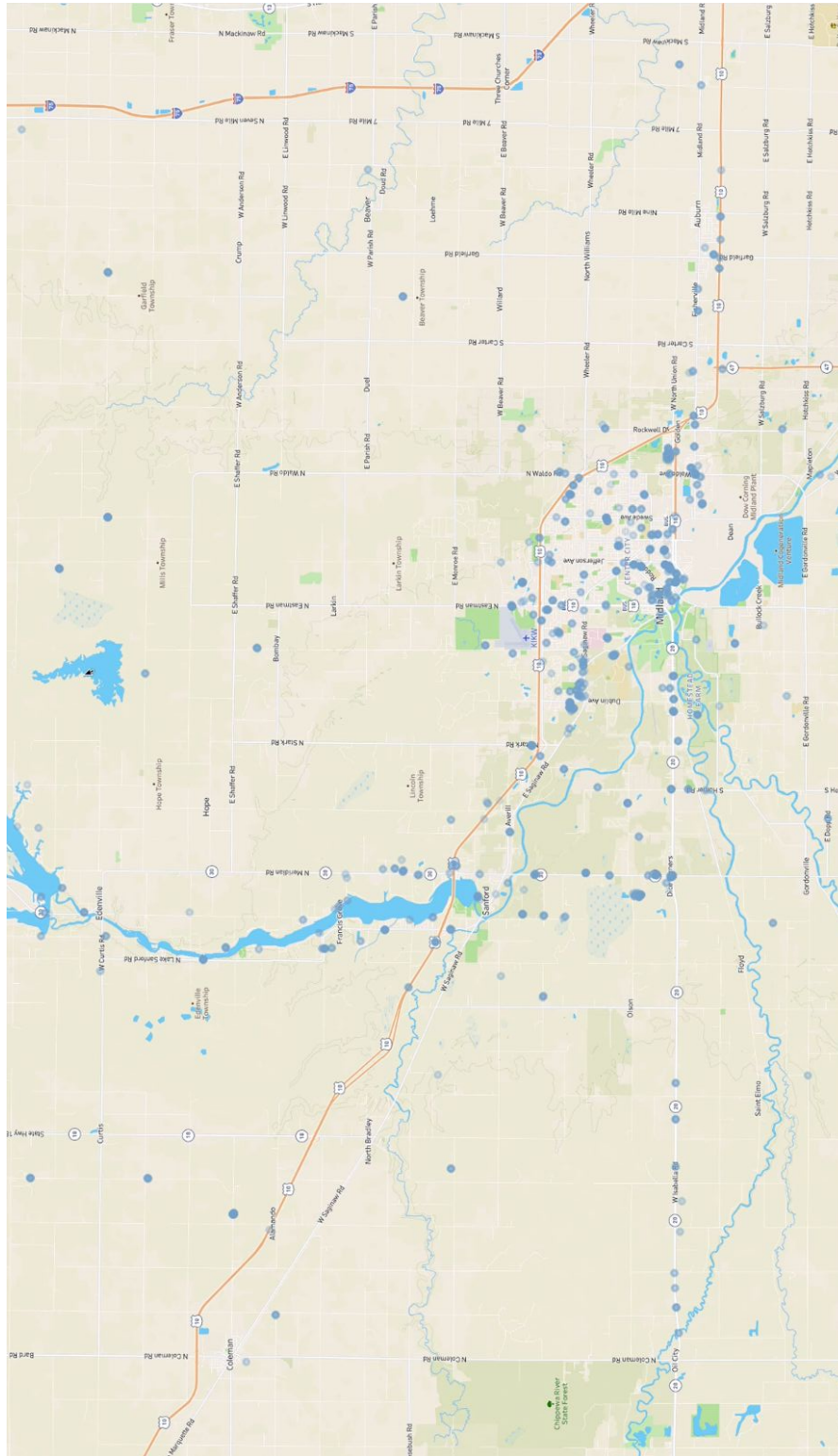
Graph G- 3.1   Event Analysis

Memorial Day weekend call volume.

Memorial Day Weekend Call Volume

— Memorial Day weekend call volume
— daily average call volume

11,721
13,072
12,333

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