

Status of 2016 Indiana Statewide 9-1-1 Plan Goals

Indiana Statewide 911 Board June 2018 ©



1. STATUS OF 2016 GOALS AND OBJECTIVES

GOAL 1 PROVIDE A FUNCTIONALLY COMPARABLE LEVEL OF 9-1-1 SERVICE STATEWIDE		
Objective Number	Description	Status
1	Ensure that the services provided by the IN911 Network providers are continued and improved upon as technology, standards, and societal demands evolve.	<i>Ongoing:</i> The project to build out an NG9-1-1 network to provide an equal level of service to all PSAPs is ongoing. ECaTS is deployed and collecting, logging and reporting data using the IN911 system. AT&T has built out and turned up their NG9-1-1 core locations in Indianapolis, Crown Point and Louisville, Kentucky. INdigital has completed a network redesign including the removal of old circuits and the addition of new, more efficient, network connections at the core of the IN911 network. Connectivity and interoperability testing between the two systems is being conducted at the time of this Plan update.
1.1	➤ Solutions are designed to industry standard including the NENA i3 standard.	
1.2	➤ Solutions provide or support a foundation for NG9-1-1 and are designed to support or interoperate with core i3 functionality.	
1.3	➤ Services are secure and resilient to cyber-attack, penetration, abuse or misuse.	
1.4	➤ Solutions provide the ability to alarm, report, monitor, manage and support on a 24/7/365 basis.	
1.5	➤ Services support or integrate with Interim SMS Text-to-9-1-1 solutions that are currently in-place or planned via delivery methods as prescribed by	

	the Board, as per FCC order or by Carrier consent decree.	
1.6	<ul style="list-style-type: none"> ➤ Solutions provide or support Wireless E9-1-1 Call Routing and Data Delivery. <ul style="list-style-type: none"> • capable of the primary receipt, routing and delivery of Wireless 9-1-1 calls from wireless carriers via an ESInet to any PSAP throughout Indiana and neighboring states or • capable of supporting, integrating with and assisting in the delivery of Wireless E9-1-1 Calls to any Indiana PSAP and neighboring states. 	
1.7	<ul style="list-style-type: none"> ➤ Solutions provide or support increased fault tolerance, reliability, resiliency and disaster recovery across Indiana. 	
1.8	<ul style="list-style-type: none"> ➤ Solutions provide or support clear demarcations of responsibility and accountability in the handling of all traffic related to an emergency request originating from the public and delivered to a PSAP via the IN911 ecosystem. 	
1.9	<ul style="list-style-type: none"> ➤ Solutions provide or support a seamless infrastructure proactively managed and administered through the Board which delivers a consistent and equitable level of service to PSAPs, enabling PSAPs to improve the quality of service to the public. 	
1.10	<ul style="list-style-type: none"> ➤ Solutions provide for or support Enterprise wide call accounting and data collection. 	
2	Conduct ongoing phase II location availability and location accuracy measurements testing to establish baseline metrics and identify any areas of improvement that would improve public safety throughout the State. Establish a refresher course for telecommunicators and work with wireless providers to improve location availability as the move to LTE continues.	<i>Ongoing:</i> There is a reporting mechanism for accuracy issues using Indigital's ticketing process. The Board will continue to encourage PSAPs to conduct rebid training.
3	Work with the Fire Marshall's office and DHS to establish minimum training standards for telecommunicators.	Complete: In 2017 the Board adopted Minimum Training Guidelines for Telecommunicators that were recommended by the Minimum Training Guidelines for Telecommunicators Project. The project was a 9-1-1 community-wide Work Group effort that ensued over a three-year period and included NENA, APCO,

		NASNA, IAED, NFPA, PowerPhone and industry professionals. The project resulted in nationally recognized, universally accepted standards.
4	<p>Recommend legislation.</p> <ul style="list-style-type: none"> ➤ Give the Board the authority to identify funds for grant programs, training and for other statewide 9-1-1 initiatives. ➤ Uniform assessment of the statewide 911 fee on MLTS. 	<i>Ongoing</i>

Table 1— 2016 Goals and Objectives for Goal 1

GOAL 2 STAKEHOLDERS AND THE GENERAL PUBLIC ARE KEPT INFORMED		
Objective Number	Description	Status
1	Continue to monitor the public's awareness of the recently implemented Text-to-9-1-1 program.	<i>Ongoing:</i> In 2017 the Texty program was promoted through social media resulting in over 8 million impressions delivered. A recent campaign targeted schools for the deaf to promote the benefits of Text-to-9-1-1 service for deaf and hard of hearing students.
2	Conduct awareness initiatives, as necessary, to assure that the public is aware of the Board's programs and services and how to utilize them.	<i>Ongoing:</i> The most recent Text-to-9-1-1 public awareness campaign focused on Indiana's Lifeline Law and involved a partnership with the Youth Services Association to target college and high school students to inform them what to do in emergency situations, including alcohol related emergencies and student safety. A fall 2017 campaign resulted in eight million impressions and five lives saved. Geodomes cover all colleges and universities, fraternity rows and bar districts in Indiana and allow for targeted messaging to the campaign's target audience.
3	Conduct awareness initiatives, as necessary, to assure that 9-1-1 stakeholders are aware of the Board's programs and services and how to utilize them.	<i>Ongoing</i>

Table 2— 2016 Goals and Objectives for Goal 2

GOAL 3		
ALL PSAPs HAVE ADEQUATE FUNDING TO MEET OPERATIONAL REQUIREMENTS		
Objective Number	Description	Status
1	The Board, PSAPs and local governments jointly develop sustainable funding sources for 9-1-1 in conjunction with the state legislature and efficiently utilize existing funding opportunities.	Ongoing: Local governments have been using the tools provided by the General Assembly to increase local funding. In 2017, 29 counties employed either a local option income tax (LOIT) or county option income tax (COIT) and seven established LOITs.
2	Conduct a review of current fee collection to examine the applicability of current IN statute in order to maximize the revenue potential available under IN statute.	<i>Ongoing</i>
3	Develop a policy for handling funding non-compliance issues.	<i>Ongoing</i>

Table 3— 2016 Goals and Objectives for Goal 3

GOAL 4		
INDIANA'S NG9-1-1 SYSTEM SEAMLESSLY INTERCONNECTS WITH AND INTEROPERATES WITH INDIANA'S FIRST RESPONDER NETWORK		
Objective Number	Description	Status
1	Use the Director's membership on the Indiana FirstNET Committee to promote the need for seamless interoperability between the State's NG9-1-1 System and any potential first responder network in order to meet public expectation for sharing new types of data with 9-1-1 and first responders.	<i>Ongoing</i>
2	Represent PSAPs on Indiana FirstNet Committee by providing feedback regarding PSAP perspectives on interoperating with the first responder network and relaying new types of NG9-1-1 data.	<i>Ongoing</i>
3	Participate in FirstNet consultation meetings to assure that the first responder network that the State implements is designed to interoperate with the Indiana NG9-1-1 system.	Complete
4	Help Indiana PSAPs to develop and manage policies with public safety response agencies for sharing new types of NG9-1-1 data.	<i>Ongoing</i>

Table 4— 2016 Goals and Objectives for Goal 4

GOAL 5 TELECOMMUNICATORS IN INDIANA ARE PROVIDED WITH THE TOOLS NECESSARY TO MANAGE ON THE JOB AND PERSONAL STRESS UNIQUE TO 911 TO MAINTAIN OPTIMAL HEALTH AND PERFORMANCE		
Objective Number	Description	Status
1	Provide free regional wellness training opportunities to Indiana telecommunicators.	<i>Ongoing:</i> The Board provided Survive and Thrive training for Indiana Telecommunicators.
2	Work with Indiana PSAPs to provide telecommunicators with resources to prepare for and manage additional stressors related to new and different types of NG9-1-1 data.	<i>Ongoing:</i> This will be a focus as NG9-1-1 capabilities are implemented at the PSAPs. The Board will provide PSAPs with recommendations and support as new capabilities are implemented.

Table 5— 2016 Goals and Objectives for Goal 5