Q-1 Indiana 9-1-1 Board Report

for the reporting interval ending

January 31, 2014

from

INdigital telecom

Executive Summary

This report is for the year to date first quarter of 2014 as an update to the status of the IN911 network.

section A – project overview, items 1 through 4:

- There is no change to report for the Crossroads (G-1) network.

  The FDC (functional direct connect) project is complete. All counties are now online, and the only remaining work are isolated call transfer functions with some of the counties.

- texTTY and MEVO services continue to be deployed, with 24 agencies using text messaging.

section B – network status, items 5 through 9:

- Work continues to eliminate any single point of failures in the G-11 network.

  25 counties now have NENA i3 standard equipment, and are connected with IP technology.

- updated call activity charts are included in the report.

section C - industry stakeholders, items 10 through 13:

- There are no wireless carrier issues to report.

- Our work with Windstream is completed. Williams County is also complete, thru a service upgrade from Frontier.

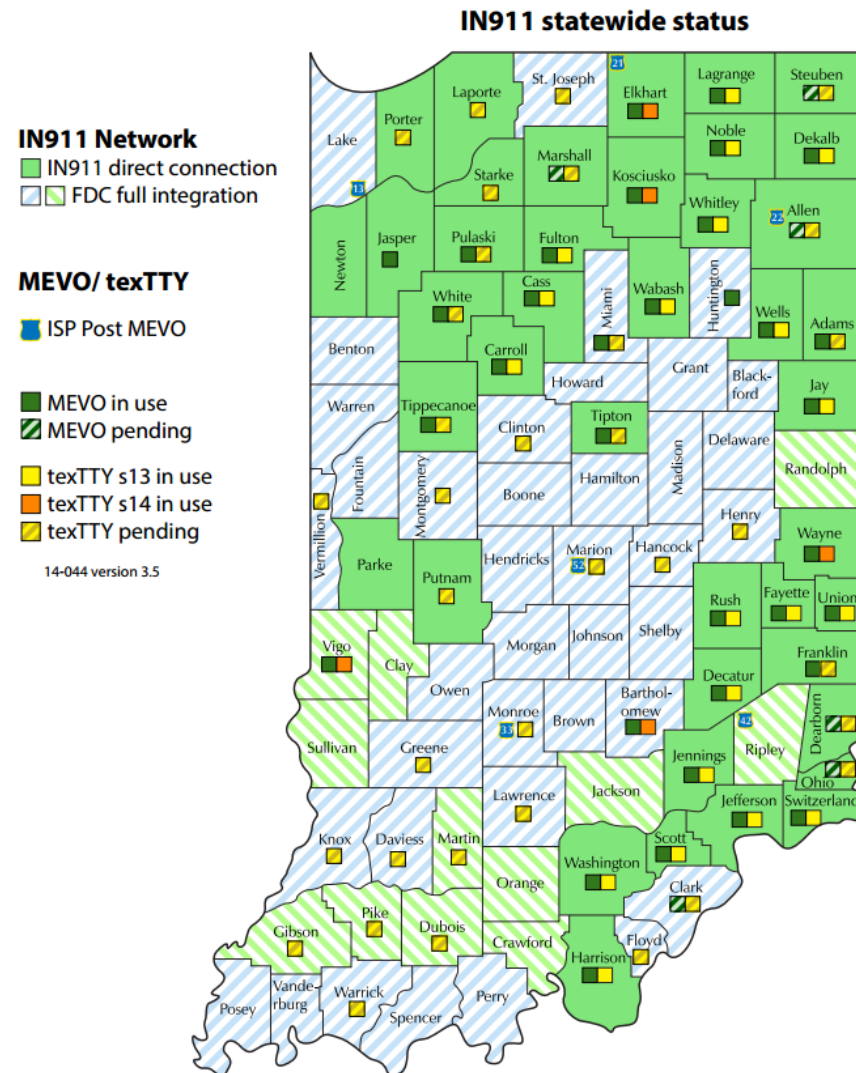### section D - Network quality, items 14 through 19:

- There are no significant operating issues to report.

  Trouble ticket levels remain very low as an index to total calls processed.

- There are no outages to report.

- Network and functional element testing will continue in accordance with our standards and practices.

section E- Project updates and new service development, items 20 through 22:

- texTTY, (the non-voice service platform) is now active at 24 counties for text **FROM** 911.

  INdigital is working closely with TCS and VZW on the development of industry standards based **TO** 9-1-1 service, which is deployed at 5 counties.

  Samples of the user interface screens (our common web interface) are attached to this report.

- The FCC's order in 13-158 (911 system reliability) has been within our general scope of work, but there are certain new areas that will need to be developed.
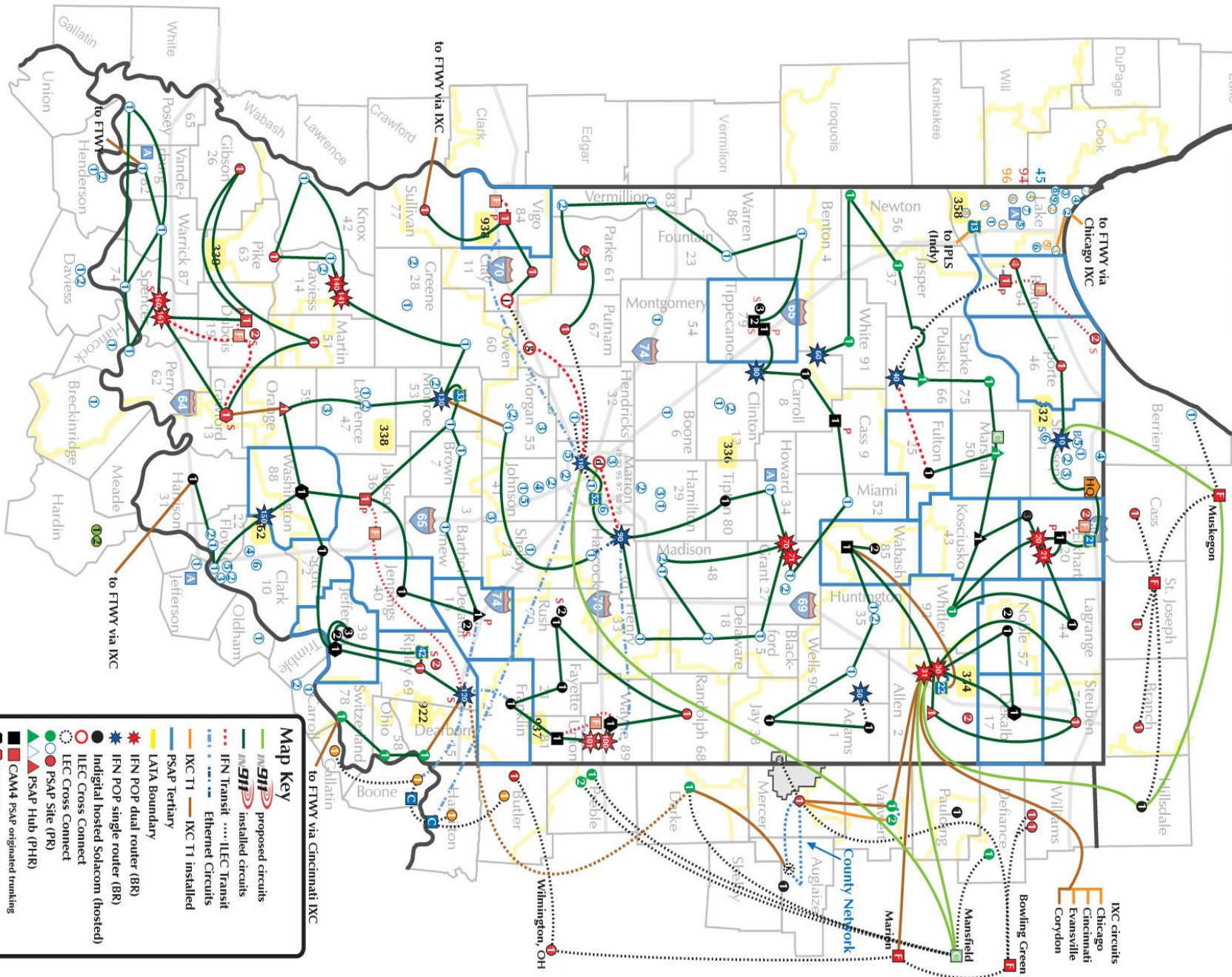
section A – IN911 project overview

1). There is no change to the G-1 network for this reporting period. The G -11 SIP:ME (SIP message engine) platform is now processing all 9-1-1 calls for Indiana.

2). There are no changes to the operation of the FDC networked counties, and all counties have full call transfer capabilities.

3). The map at right shows the updated status of MEVO and texTTY service platforms.

We have updated the map to show the texTTY series 14 platform, which routes text calls FROM the public to indicator color boxes show the current deployment status of these service platforms.

4). A full view network summary map is on the following page.

IN911 statewide status

IN911 Network
- 🟩 IN911 direct connection
- ▨ FDC full integration

MEVO/ texTTY

- 🟦 ISP Post MEVO

- 🟩 MEVO in use
- ▨ MEVO pending

- 🟨 texTTY s13 in use
- 🟧 texTTY s14 in use
- ▨ texTTY pending

14-044 version 3.5

IN911

Indiana's 911 network
Delivering Next Generation Public Safety

to FTW
to FTWY via IXC
to FTWY via Cincinnati IXC
to FTWY via Chicago IXC
to IPLS (Indy)
to FTWY via Cincinnati IXC

County Network

IXC circuits
Chicago
Cincinnati
Evansville
Corydon

Wilmington, OH
Marion
Mansfield
Bowling Green
Muskegon

Map Key

Symbol	Description
	CenturyLink DMS
C	CBT 5ESS SR
A	ATT 5ESS SR
	Frontier SR
HQ	Toll Road Admin Building
	Indiana State Police
	IFN POP dual router (BR)
	IFN POP single router (BR)
	Indigital hosted Solacom (hosted)
	PSAP Hub (PHR)
	PSAP Site (PR)
	ILEC Cross Connect
	LEC Cross Connect
	PSAP Tertiary
	LATA Boundary
	IXC T1 installed
	IXC T1
	Ethernet Circuits
	IFN Transit ···· ILEC Transit
in911	installed circuits
in911	proposed circuits
	CAM4 PSAP originated trunking
	SS7 PSAP originated trunking
	P = Primary S = Secondary

section B - network status

5). **IN911 network service enhancements** – Our work to identify any single points of failure in the IN911 network continues.

We continue to refine the core IP routing, and will be making some additional improvements to the network within the next (cycle 3) testing of all of the active components.

6). Our deployment of NG9-1-1 technology continues to increase, and now includes several agencies in adjacent states. These agencies now have full IP connectivity. In this report, 25 counties have full NENA i3 compliant service, which we believe is the largest group in the US.

7). There are no issues to report for the overall operation of the network.

8). **Network stats** – The charts on the following pages show:

- the total overall network activity. Current volumes are ~185,000 calls a month, and the call type statewide is 80% wireless and 20% wireline (based on sampled data.)

- the activity for joined path service within the network. Joined path conference service allows full inter-agency call transfer with location information.

- The ISP call transfer chart shows activity for the Indiana State Police.

9). **ISP transfer capability –** We continue to follow up with all counties to ensure that they have the capability to transfer calls to the Indiana state police posts in their regions.

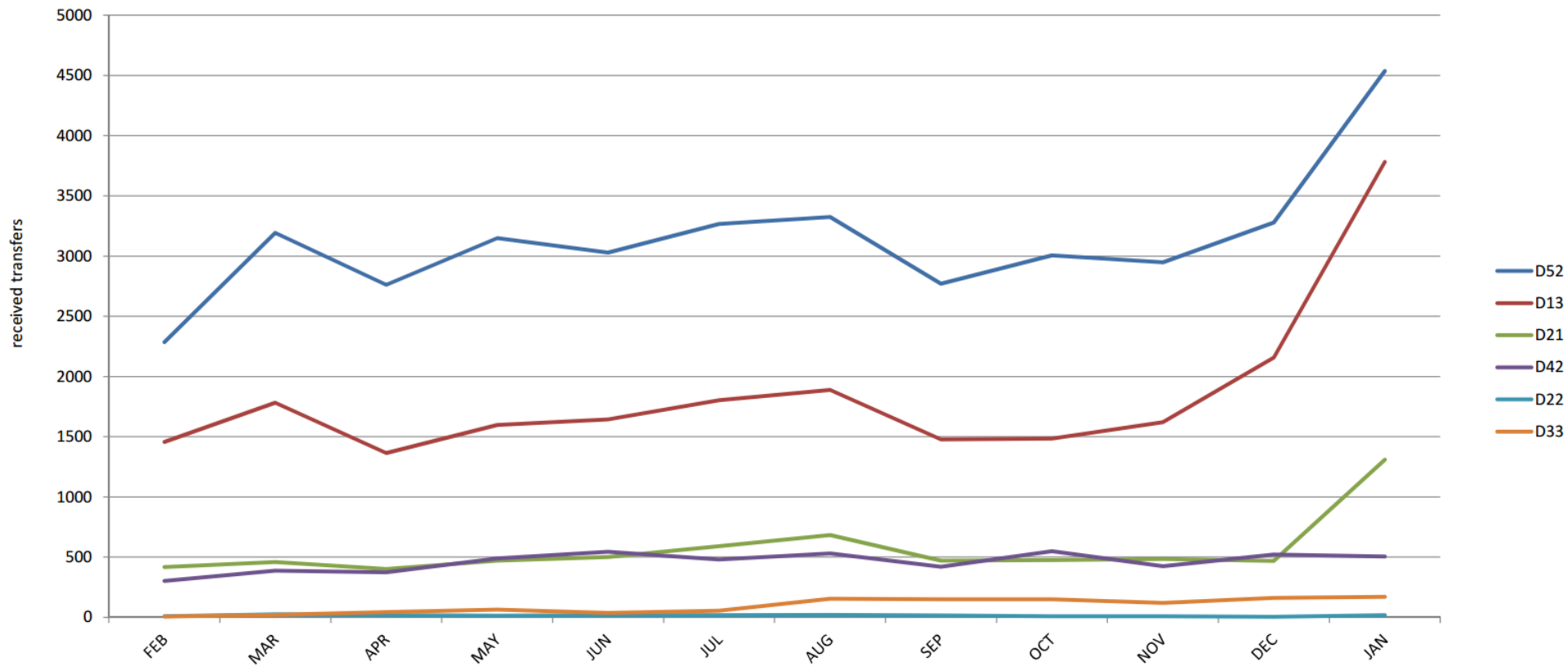An updated network activity chart will be included in your packet at the meeting.

An updated inter agency transfer activity chart
will be included in your packet at the meeting.
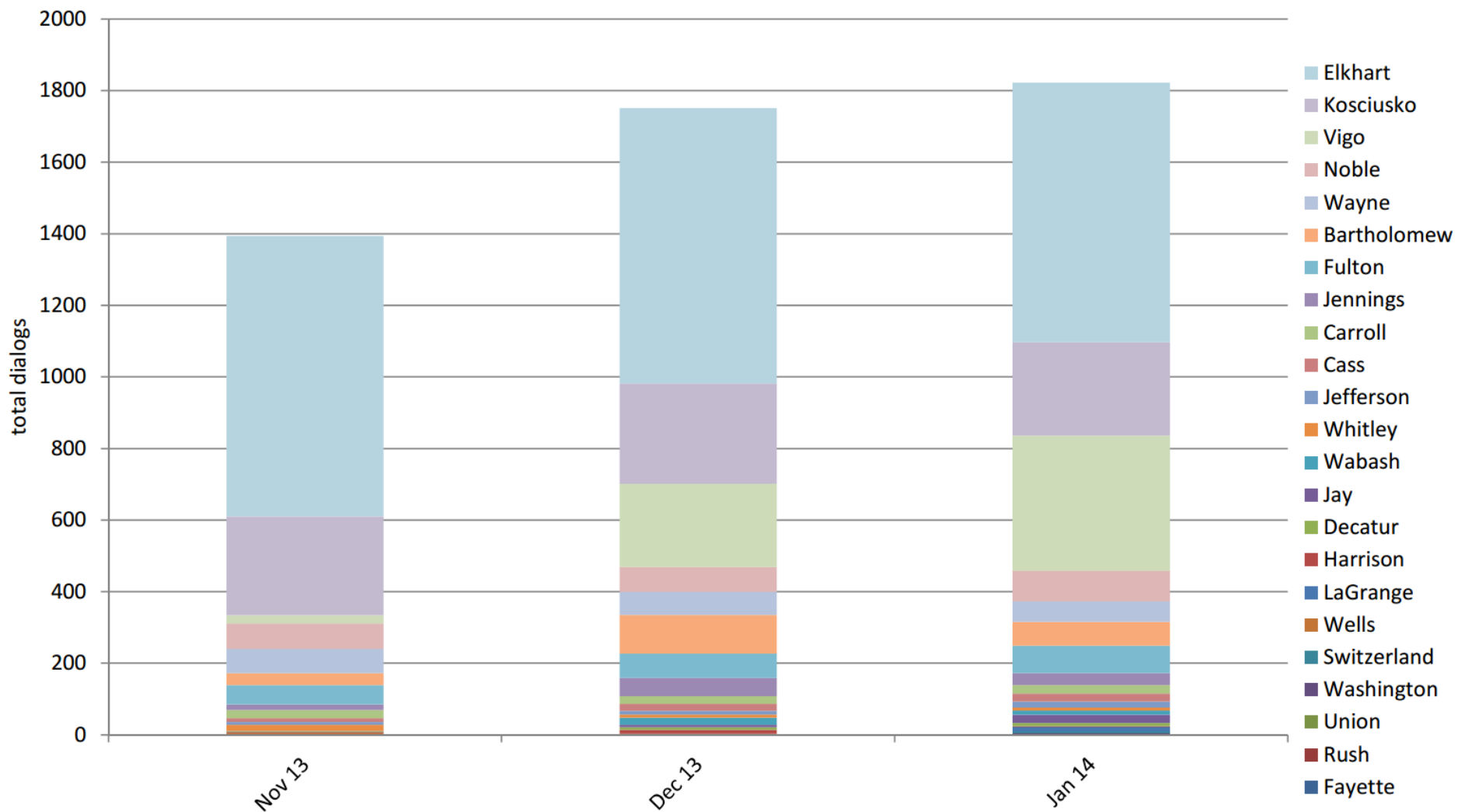
D 52 = Indianapolis   D 13 = Lowell   D 21 = Indiana Toll Road

D 42 = Versailles   D 33 = Bloomington   D 22 = Fort Wayne

Transfers to ISP Posts
February 2013 to January 2014

texTTY FROM 911 totals

section C - industry stakeholders

10). **Wireless carrier status** - There are no originating service provider issues to report.

11). **Adjacent state connectivity** – We have finished our work with Windstream for Paulding County Ohio. Transfers can be completed, and the conversion of Allen County, IN to a new NG capable system now allows ALi to be included. On a larger scale, Windstream (Paulding's 911 SSP) is reorganizing their 911 department.

With regard to Williams County, OH, Frontier has upgraded the county's call taking equipment (INdigital is the technology provider) and this county will have full transfer capability.

12). **Regulatory matters** – There are no new issues to discuss.

13). **Inter-agency agreements** – There is no update to report.

section D - network quality

14). **G-11 network status** - There are no network issues to report.

All calls processed since inception is 18,634,947

15). INdigital continues to receive a normal number of trouble tickets and reports.

- Trouble ticket trending is shown below:

In 2014 – 13	in 2013 – 275
in 2012 – 292	in 2011 – 331
in 2010 – 294	in 2009 – 278
in 2008 – 188	in 2007 - 123

Trouble ticket analysis – The graph on the following page is the ticket breakdown by category. We have included the legend in this version of the report to show the 'color to company' relationship.

Referring to the charts that follow this section, INdigital offers these observations and comments:

The majority of the trouble tickets were internally generated (purple blocks) as part of our work for the final network evolution to the G-11 network configuration

- 911 SSP = 911 system service provider
- PSAP Training and Support (a common term)
- OSP = originating service provider

An updated trouble ticket activity chart will be included in your packet at the meeting.

- Leased circuit = (network, a common term)
  - PSAP CPE = PSAP CPE vendor or sub-system

16). **Update on Telephone Service Priority** (TSP) there is no change from the previous status report.

17). **Outage incidents** – INdigital has no outages or other incidents to report in this quarter.

18). **Industry outage events** –Harrison County experienced a cut fiber around 4:30 PM on February 11. All lines to the fire station, hospital and police station were taken offline by the cut. Incoming 9-1-1 calls were temporarily rerouted to Indiana State Police post 42.

As Frontier worked to locate the fiber cut and restore service, the INdigital team worked with the Harrison County 911 director to get µMEVO –CAW (micro MEVO Critical Access Workstations) up and running using cellular service.

The forward planning of Harrison County and the MEVO program administered by the State Board (for Harrison County and the ISP) ensured continuous 911 service to the public.

19). **Network testing –** We are continuing the next round of functional element testing beginning in the first quarter of '14.

section E – project updates and new service development

20). **Text TO and text FROM 911 | texTTY**

All 24 counties have now transitioned to the texTTY series 13 platform.

The status map on page 3 shows the PSAPs currently using the texTTY platform. There are a number of additional counties coming online in the next 60 days.

As this report is being prepared, we are completing our work with TCS and VZW for the rollout of text **TO** 9-1-1. These 5 counties are also shown on the status map. This is the first deployment of the ATIS/ i3 standards compliant multi-agency / multi provider text platform in the US. Screen captures of the Series 15 texTTY platform are attached to this report.

In addition to this work, we are circling back to the other three carriers to get an update on their readiness status.

21). **Update of other new projects from our last meeting -** We have finished our negotiation with Smart911 for the availability of their platform for Indiana PSAPs, and will be formulating these plans later in 2014.

22). **New projects for discussion –** Our analysis of the FCC's recent order in 13-158 (911 service reliability) concludes that much of the network reporting will be 'business as usual', but there will be some additional work required.