

Q-3 Indiana 9-1-1 Board Report  
for the reporting interval of  
August 28, 2014  
from

***IN**digital telecom*

## Executive Summary

This report is the year-to-date third quarter of 2014 status of the IN911 network.

### **section A – project overview, items 1 through 3:**

- texTTY and MEVO services continue to be deployed, with 83 agencies using text-FROM-911 messaging. 56 counties are using text-TO-911 (receiving incoming text messages from the public). Eight counties do not yet have texTTY deployed.

### **section B – network status, items 5 through 9:**

- Work continues to eliminate any single point of failure in the G-11 network.  
29 counties now have NENA i3 standards compliant call taking equipment, and are connected with IP technology.
- updated call activity charts are included in the report.
- texTTY usage stats show fast growth and acceptance of text messaging by the agencies.

### **section C - industry stakeholders, items 10 through 13:**

- There are no issues to report.

### **section D - Network quality, items 14 through 21:**

- There are no significant operating issues to report. Trouble ticket levels remain low as an index to total calls processed, although the deployment of texTTY as a new service has triggered more help desk and trouble tickets than in previous months.
- Network and functional element testing continue in accordance with our network standards and practices.

### **section E- Project updates and new service development, items 22 through 23:**

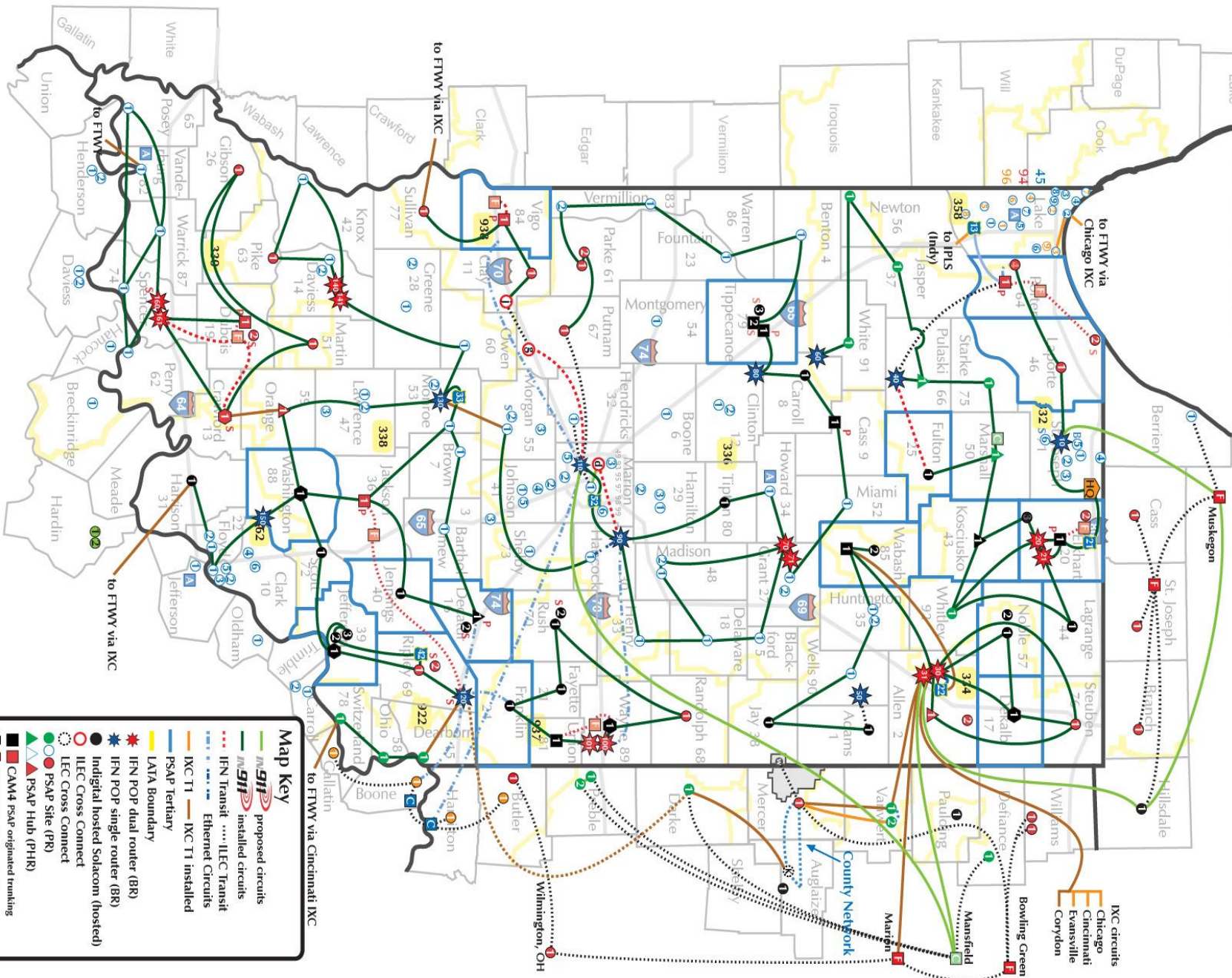
- We are refining our implementation standards and practices to comply with the FCC's 911 network reliability order 13-158.





# Indiana's 911 network

Delivering Next Generation Public Safety



## section B - network status

5). **IN911 network service enhancements** - Our deployment of NG9-1-1 technology continues to increase, and now includes several agencies in adjacent states.

We recently expanded transfer capability in the IN/OH/KY tri-state region, and continue our work with Frontier to provide for wireless call transfers into Illinois.

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

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

- The ISP call transfer trends - this chart shows activity for the Indiana State Police. All trends continue to be normal.

- textTTY usage trends – As you can see, text FROM 911 is a heavily used service. All 83 agencies that are online have text-FROM-911 activity.

While we note that the top 12 counties are 80-90% of the total dialogs, many of these have had the service for some time, and are therefore more familiar with how to use this new tool.

On May 14, 2014, we successfully turned up text TO 9-1-1. There are currently 54 Counties in Indiana taking text TO 911 calls. Several dispatch centers are reporting that text TO 911 has been used successfully in emergency situations.

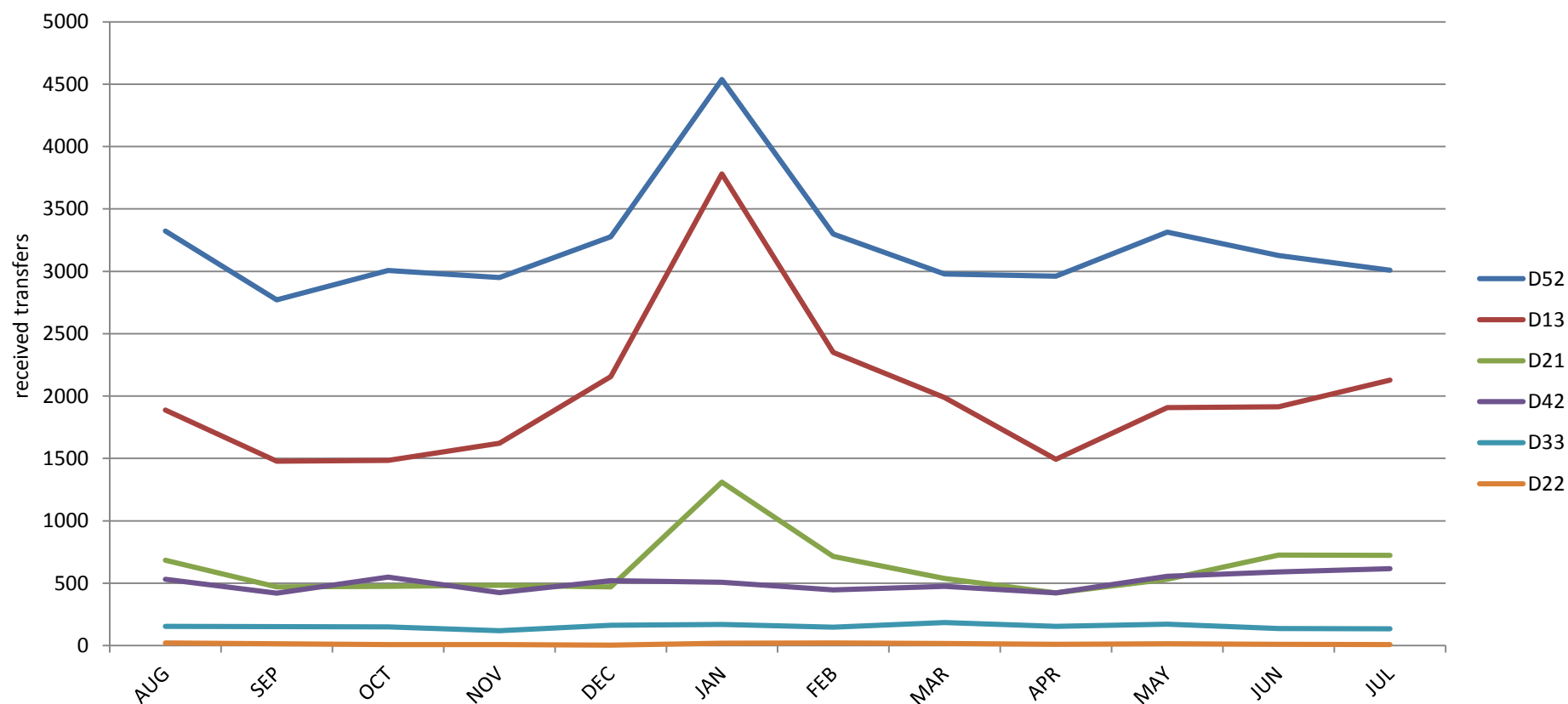
D 52 = Indianapolis  
D 42 = Versailles

D 13 = Lowell  
D 33 = Bloomington

D 21 = Indiana Toll Road  
D 22 = Fort Wayne

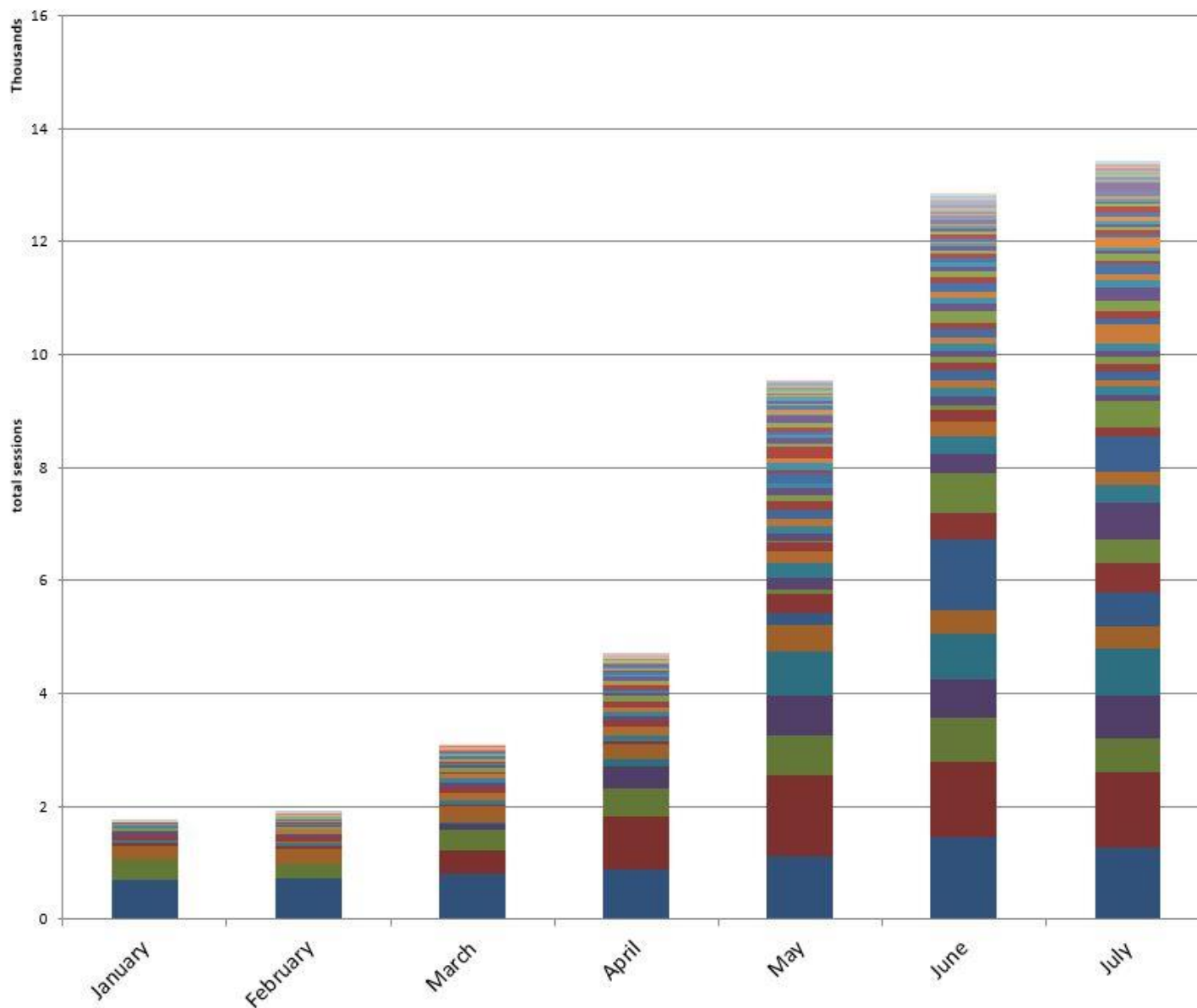
## Transfers to ISP Posts

August 2013 to July 2014





text-FROM-911 totals  
2014 YTD July

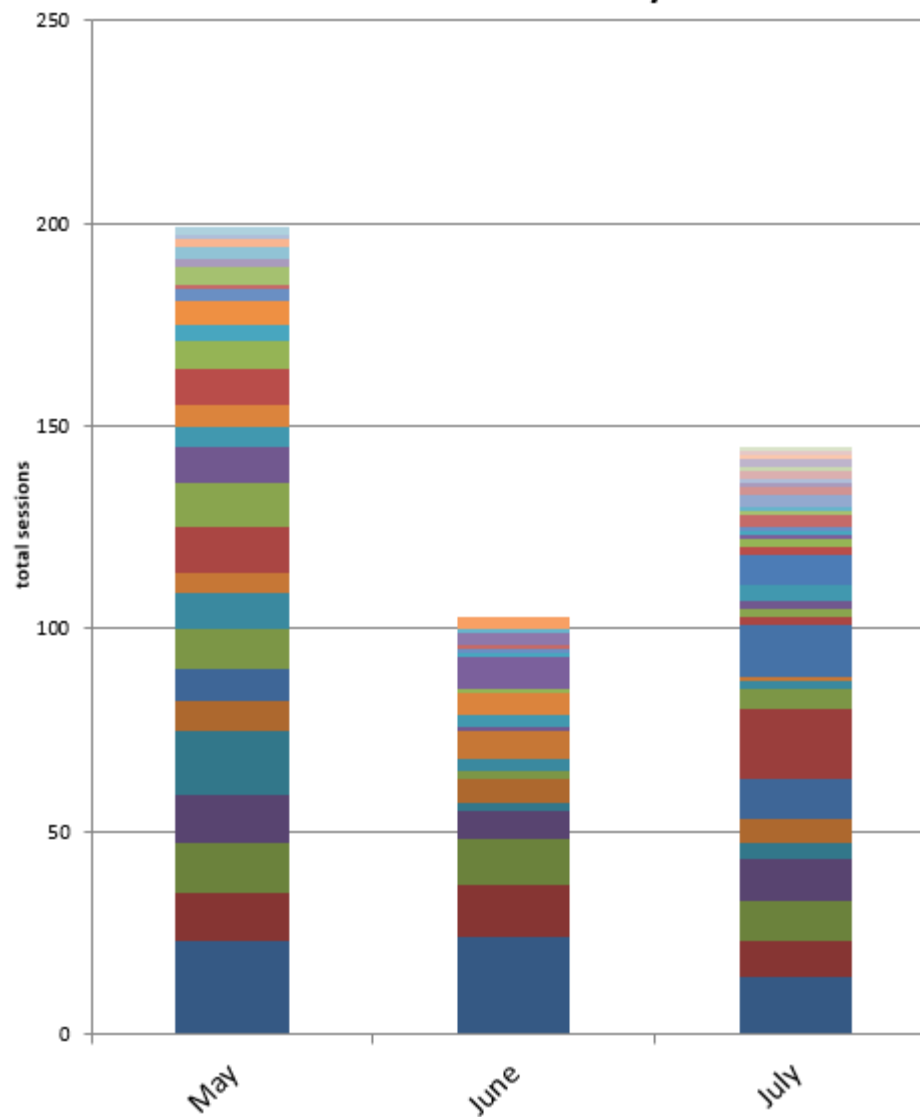


8). This table is the data source for the previous chart. As you can see, all of the counties have some activity. Some counties have fully adopted text-FROM-911 as an integral part of their operation, and make extensive use of textTTY.

1000+		200-1999		30-199		<30	
PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT
Elkhart County	6920	Bartholomew County	1492	Jay County	198	Union County	28
Allen County	5477	Tippecanoe County	1231	Starke County	185	Floyd County	24
Vigo County	3572	Wayne County	1214	Decatur County	184	Fountain/Warren County	24
LaPorte County	2651	Porter County	1151	Posey County	165	Blackford County	22
Clark County	2534	Dubois County	969	Spencer County	163	Johnson County	22
Kosciusko County	2365	Noble County	923	Steuben County	151	Brown County	19
Grant County	2075	Fulton County	657	Franklin County	131	Martin County	16
		Monroe County	644	Tipton County	116	Rush County	15
		Marshall County	581	Howard County	108	Speedway PD	13
		Montgomery County	570	Lawrence County	108	Benton County	9
		Dekalb County	564	Gibson County	108	Green County	9
		Jennings County	559	Owen County	101	Fayette County	8
		Miami County	557	Pulaski County	98	St. Joseph County	7
		Cass County	539	Switzerland County	98	Vanderburgh County	3
		Wabash County	505	Orange County	72		
		Carroll County	489	Delaware County	70		
		Clinton County	472	Harrison County	68		
		Crawford County	450	Daviess County	65		
		Jefferson County	442	Clay County	58		
		Morgan County	406	Ohio County	46		
		Putnam County	374	Shelby County	39		
		Hancock County	358	Vermillion County	35		
		Lagrange County	350	Washington County	34		
		Jackson County	347	Parke County	32		
		White County	340	Sullivan County	32		
		Perry County	336	Dearborn County	30		
		Scott County	326	Madison County	30		
		Wells County	279	Newton County	30		
		Pike County	272				
		Huntington County	256				
		Adams County	254				
		Warrick County	244				
		Whitley County	213				
		Henry County	203				
		Knox County	201				



# text-TO-911 totals 2014 YTD July



9). This table is the data source for the previous chart. As you can see, May totals were higher – not all messages were flagged from our test handsets – or did not include the keyword ‘test’ in the dialog.

All active counties have some activity. We look for these numbers to stabilize in the next reporting cycle. All of these counties have adopted text-TO-911 as an integral part of their operations, and many have had positive results from public initiated text-TO-911 dialogs.

50+		10-49		5-9		<5	
PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT
Kosciusko County	65	Elkhart County	42	Daviess County	9	Wabash County	4
		Vigo County	37	Scott County	7	Cass County	3
		LaPorte County	31	Gibson County	6	Dekalb County	3
		Jennings County	23	Harrison County	5	Floyd County	3
		Wayne County	22	Lawrence County	5	Hancock County	3
		Bartholomew County	20	Switzerland County	5	Jackson County	3
		Henry County	18			Miami County	3
		Whitley County	17			White County	3
		Porter County	16			Clark County	2
		Knox County	14			Fulton County	2
		Clinton County	13			Martin County	2
		Fayette County	13			Ohio County	2
		Tipton County	13			Warrick County	2
		Wells County	13			Washington County	2
		Huntington County	12			Blackford County	1
		Jay County	12			Monroe County	1
		Adams County	11			Noble County	1
		Allen County	11			Starke County	1
		LaGrange County	11				
		Pike County	10				

## section C - industry stakeholders

- 10). **Wireless carrier status** - There are no originating service provider issues to report.
- 11). **Adjacent state connectivity** – INdigital and Frontier continue to develop the Illinois border transfer project. Circuits have been ordered to the Frontier selective router in Casey IL. We expect to begin ordering trunks before the end of August.
- 12). **Regulatory matters** – There are no new issues to report.
- 13). **Inter-agency agreements** – There is no update to report.

## section D - network quality

- 14). **G-11 network status** - There are no new issues to report.
- 15). INdigital has received a higher than normal amount of trouble tickets in this reporting cycle:
- Trouble ticket trending is shown below:

in 2014 – 522	in 2013 – 275
in 2012 – 292	in 2011 – 331
in 2010 – 294	in 2009 – 278
in 2008 – 188	in 2007 - 123

16). **Trouble ticket analysis** – The graphs on the following pages show 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:

Of the 552 trouble tickets YTD, 181 are wireless voice 911 related issues. Of the 371 "ancillary" trouble tickets, the majority were related to the texTTY roll out.

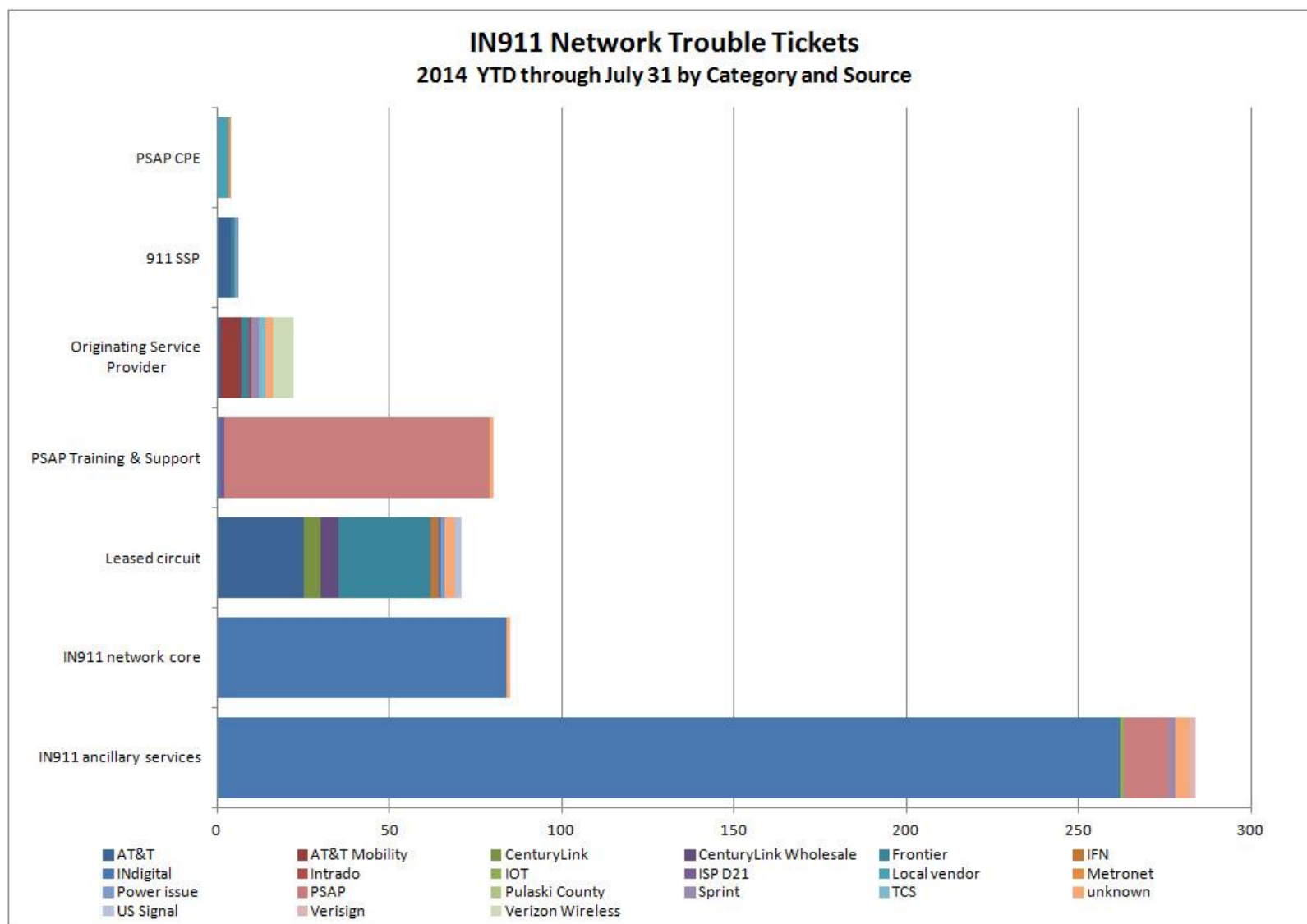
41 were not texTTY but rather IDACS, ToolKit, or wireless-board provided MEVO on-site phones.

68 were "training and support". User error, or other minor issues such as CAPS on for passwords, or multiple positions using the same login credentials and getting a security lockout.

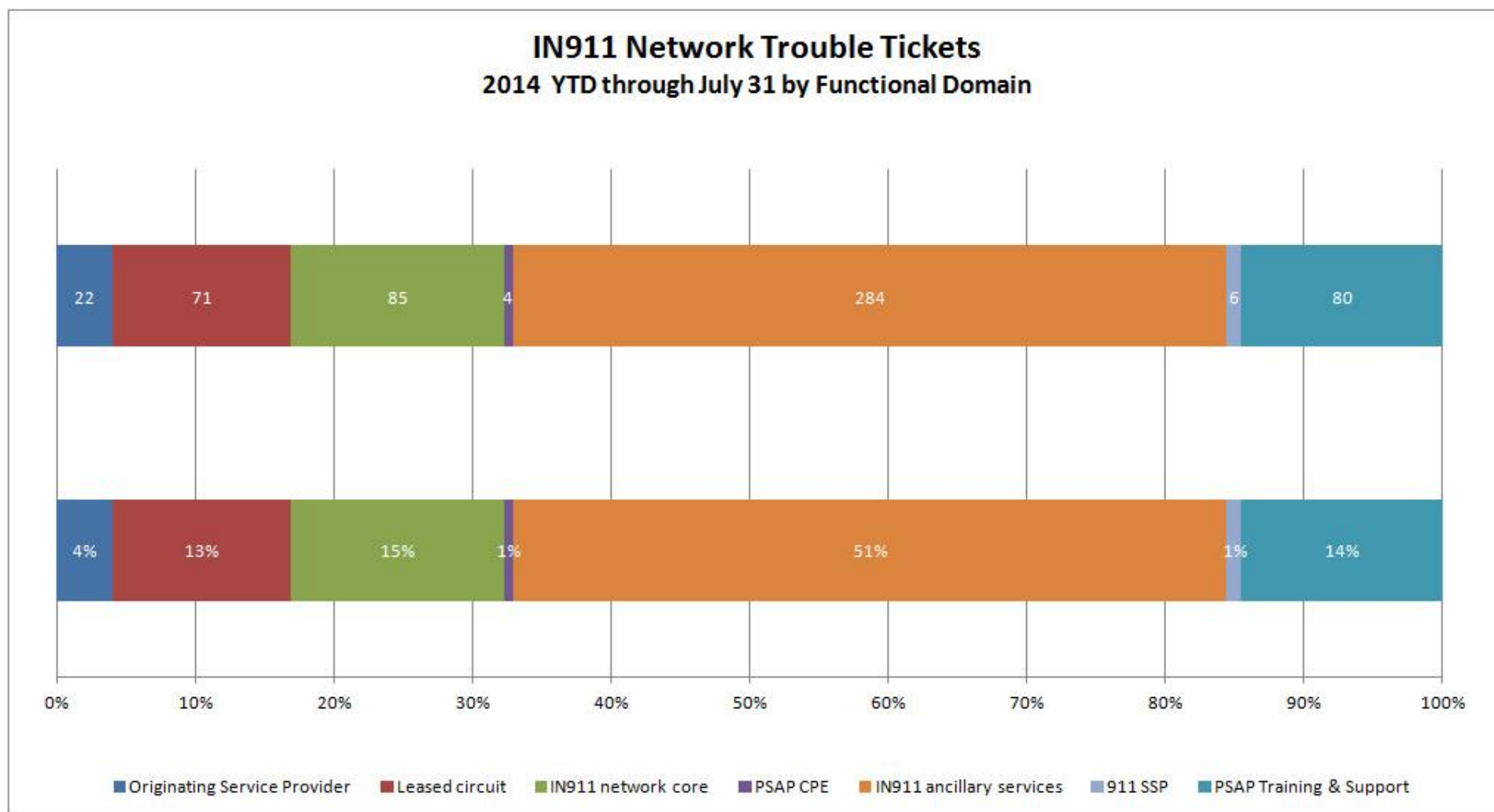
45 were related to a software code issue that caused a "user already logged in" issue that occurred from 7/23 through 7/24.

A handful of the remaining tickets were minor such as Verisign credentials being reset, texTTY browser XMPP file issues, other small issues fixed on a client reboot, or something unknown that was resolved but not identified.

- Ancilliary = (texTTY, tool kit, etc)
- 911 SSP = 911 system service provider
- PSAP Training and Support (a common term)
- Leased circuit = (network, a common term)
- originating service provide = wireless / VoIP carrier



17). This chart provides the ticket quantities by type as well as the percentages of the total.



- 18). **Update on Telephone Service Priority (TSP)**  
there is no change from the previous status report.
- 19). **Outage incidents** – INdigital has no outages or other incidents to report in this quarter.
- 20). **Industry outage events** – Marion metro 911 had a short duration CPE outage since our last report.  
We do not believe any 911 calls failed, and the public was able to reach public safety agencies during the incident.
- 21). **Network testing** – There are no new issues to report. We are continuing the next round of functional element testing.

## **section E** – project updates and new service development

- 22). **Update of other new projects from our last meeting** - There are no new issues to report.
- 23). **New projects for discussion** – We are continuing our analysis of the FCC's recent order in 13-158 (911 service reliability). There are no other new issues to report.