

Q-4 Indiana 9-1-1 Board Report
for the reporting interval of
December 17, 2014
from

***IN**digital telecom*

Executive Summary

This report is the year-to-date fourth 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 85 agencies using text-FROM-911 messaging. 76 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 continued growth and acceptance of text messaging by the agencies.

section C - industry stakeholders, items 10 through 13:

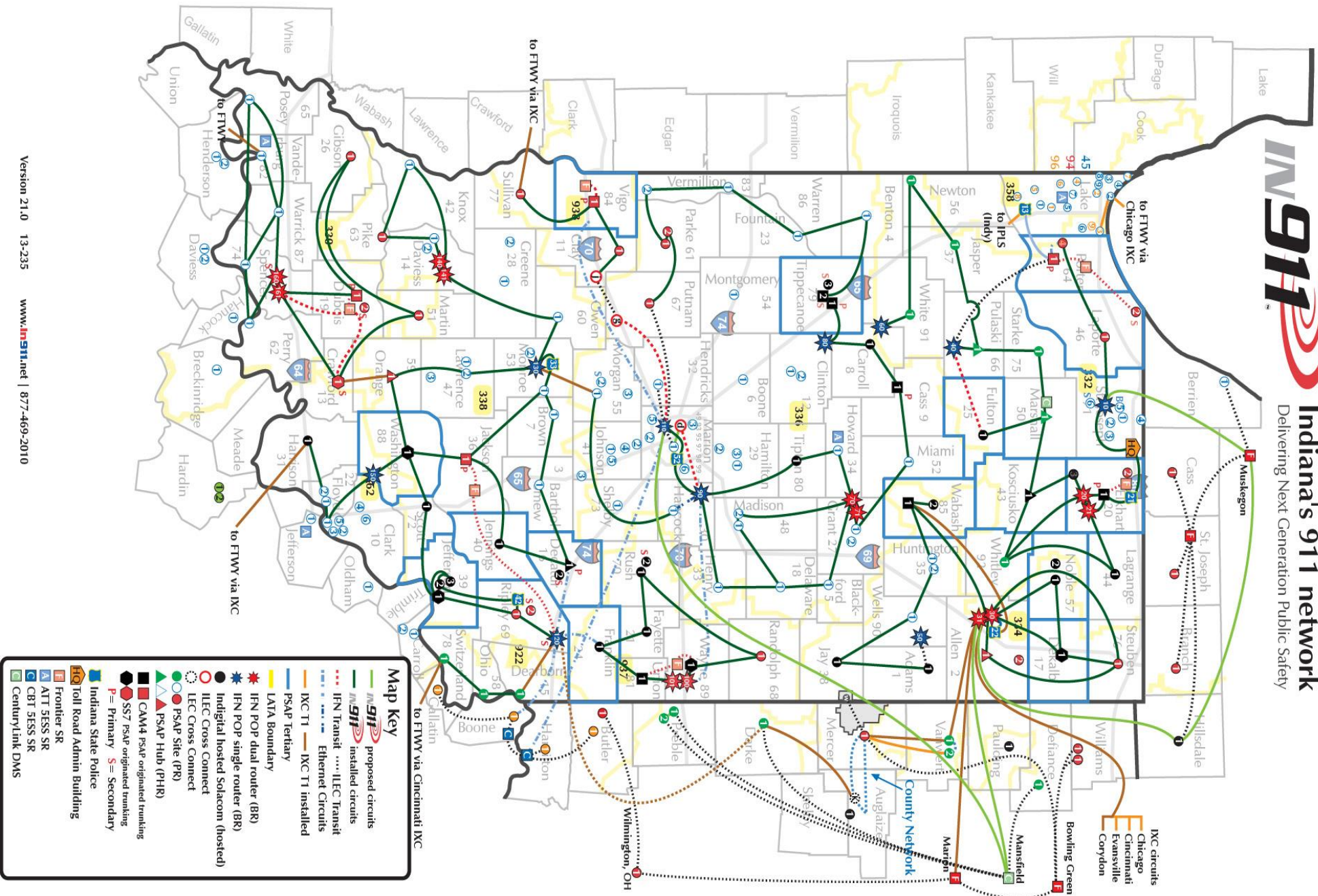
- There are no issues to report.

section D - Network quality, items 14 through 21:

- There are no significant operating issues to report.
Trouble ticket levels have increased as new services are deployed.
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:

- There is no report on these topics in this quarter.



section B - network status

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

6). **IN911 network service enhancements** - Our deployment of NG9-1-1 technology with Indiana border county states continues, and we are expanding it to include textTTY services in adjacent states.

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

- Overall network usage is consistent with the yearly call volume trends.
- The ISP call transfer trends - this chart shows activity for the Indiana State Police. All trends continue to be normal.

- textTTY usage trends – As the chart on page 7 shows, text FROM 911 is a heavily used service. All 85 agencies that are online have text-FROM-911 activity.

We note that the top 10 counties are significant users, and make up a large percentage of the text dialogs.

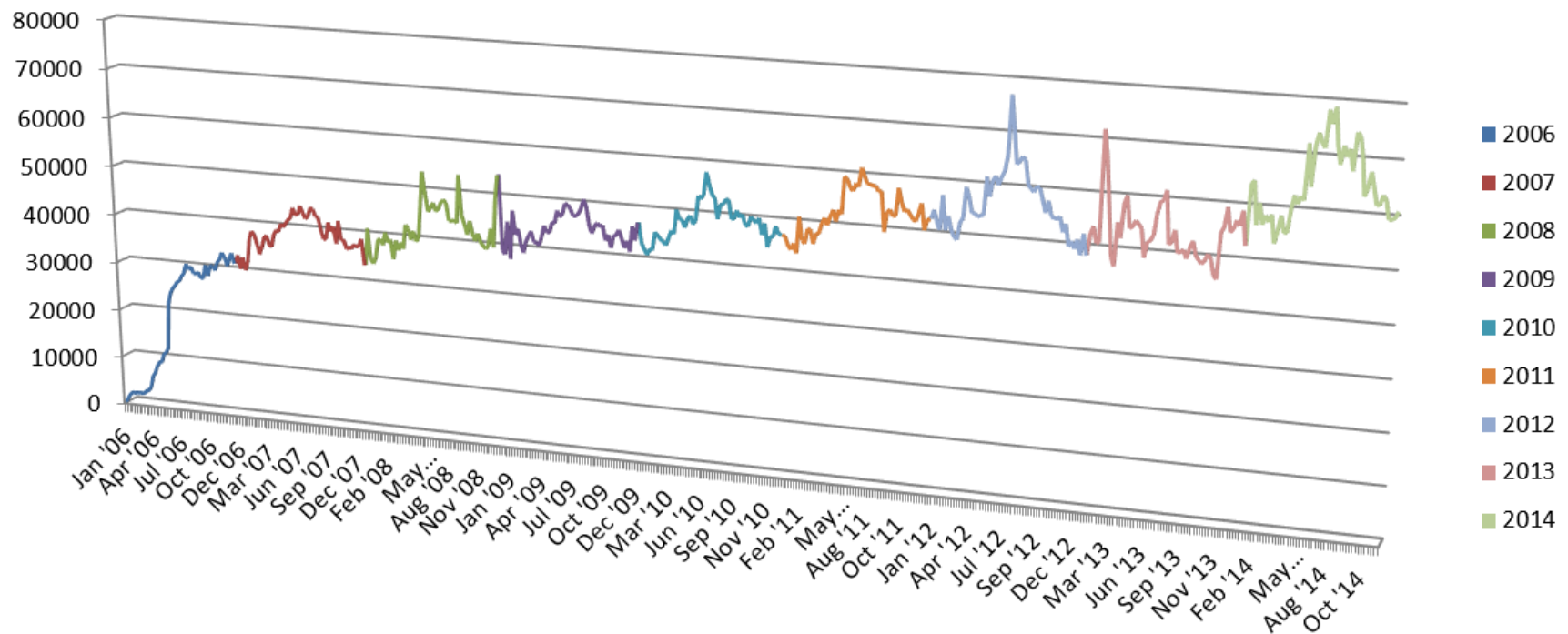
We recently compiled a text-TO-911 usage report, which covers the time period from launch on May 14, 2014 through the first six months of operation. The report was consistent with our field reports in many key areas.

Several dispatch centers are reporting that text TO 911 has been used successfully in emergency situations, and the public's acceptance of the service continues to expand.

Overall call volumes are following the seasonal trend. We have not yet had the onset of the winter storm season that would cause a call volume peak.

IN911 Network Weekly Call Totals January 2006 - November 2014

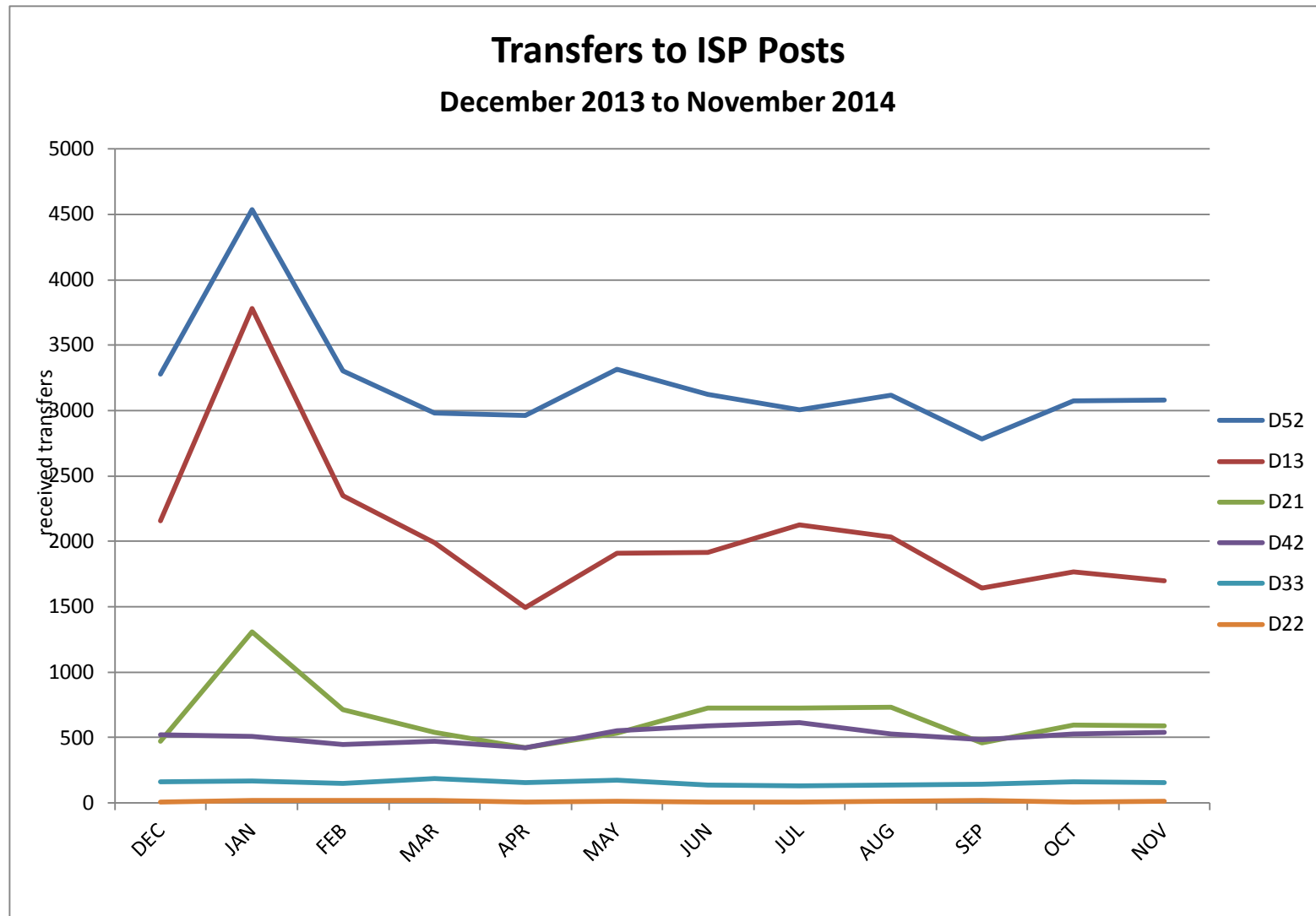
Jan. '06 - Nov. '14 Total: 21,715,829



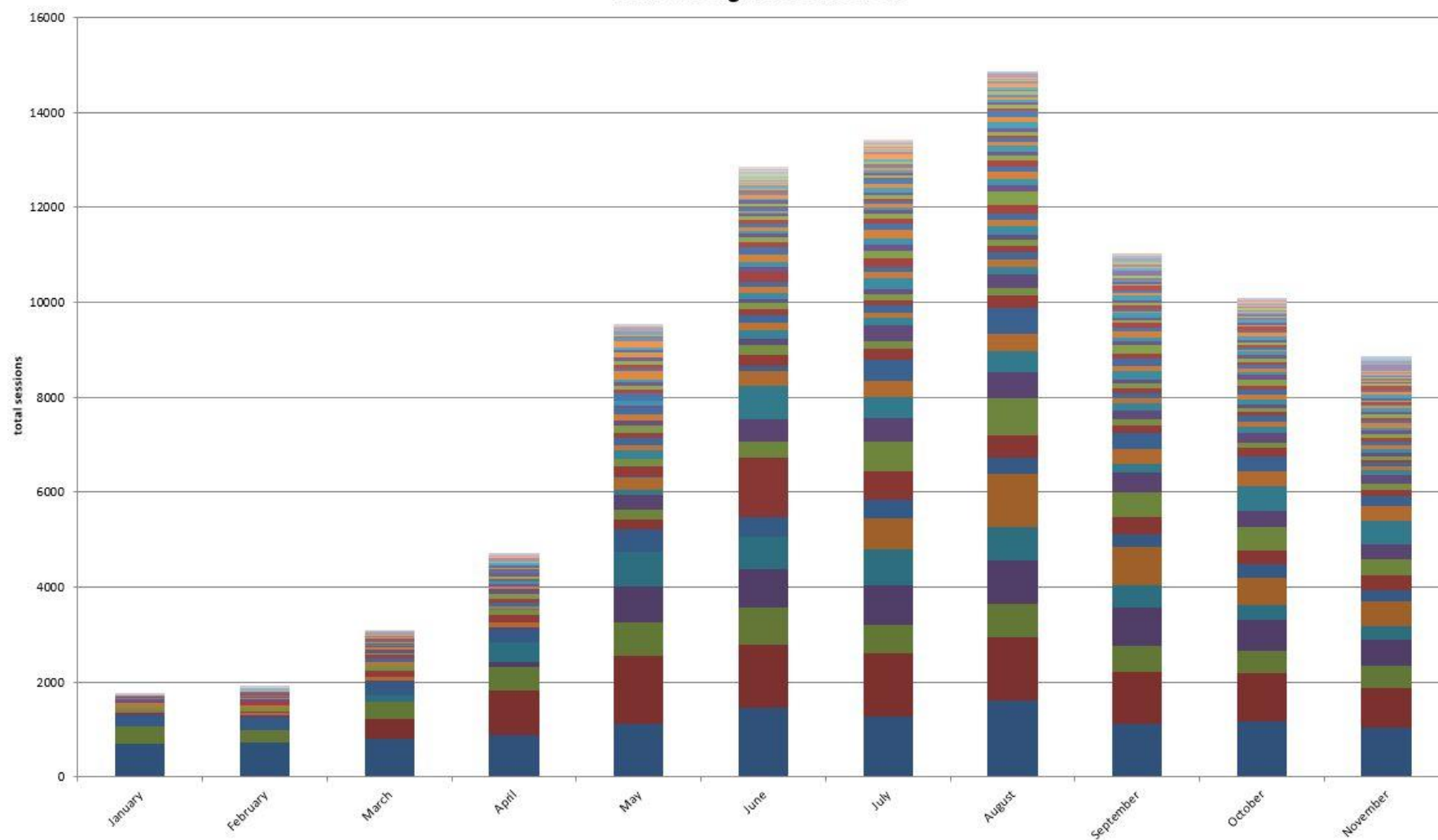
D 52 = Indianapolis
D 42 = Versailles

D 13 = Lowell
D 33 = Bloomington

D 21 = Indiana Toll Road
D 22 = Fort Wayne



texTTY FROM 911 totals
2014 through November 31

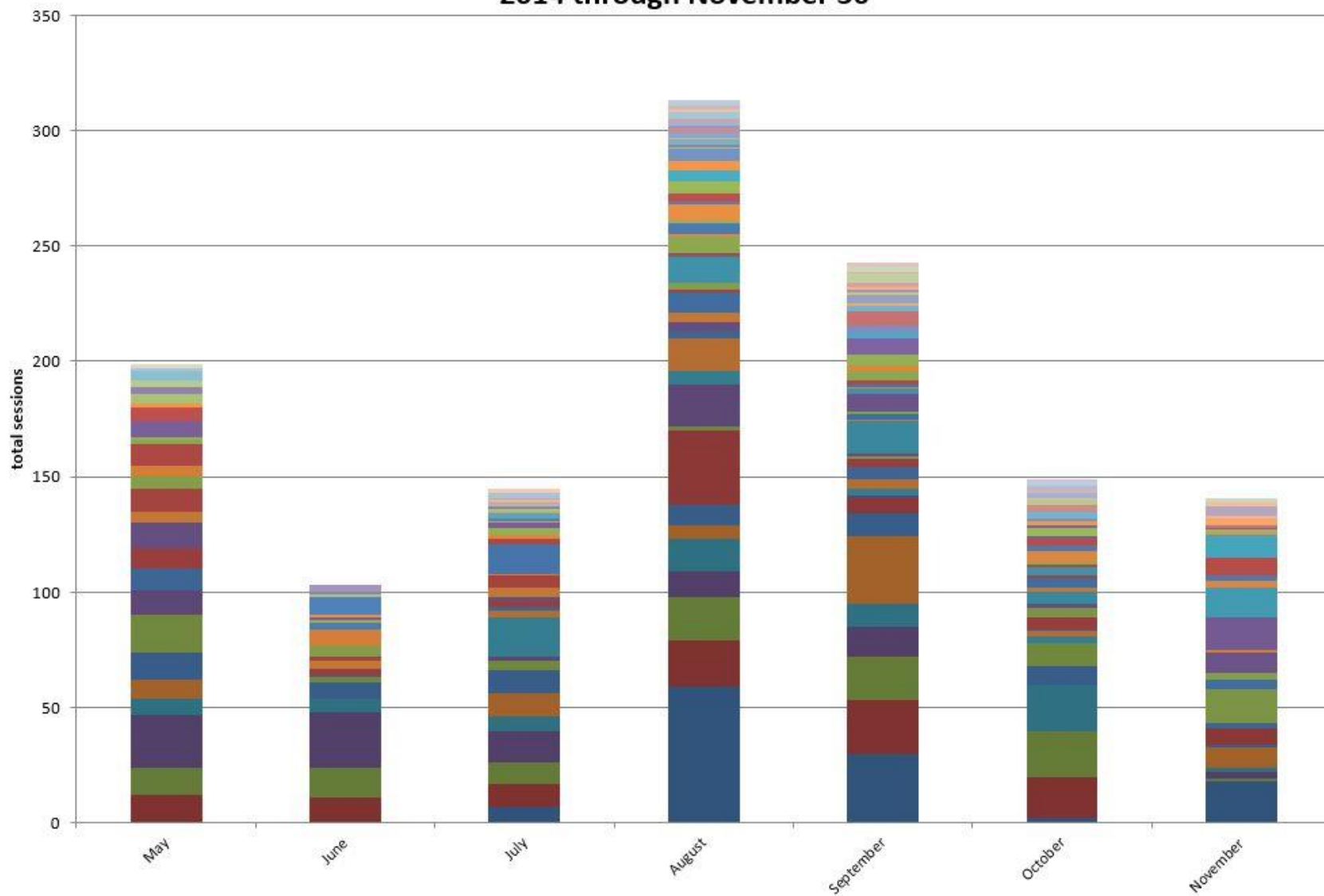


8). This table is the data source for the previous chart. Many counties make extensive use of textTTT.

Usage trends track overall 911 call volumes.

1000+		200-999		30-199		<30	
PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT
Elkhart County	11847	Dekalb County	950	Fountain/Warren County	177	Blackford County	27
Allen County	9751	Miami County	935	Harrison County	158	Floyd County	26
Vigo County	5752	Jennings County	908	Switzerland County	153	Johnson County	22
Clark County	5479	Jackson County	903	Gibson County	142	Martin County	18
LaPorte County	4410	Wabash County	893	Daviess County	140	Benton County	16
Monroe County	3660	Hancock County	874	Orange County	113	Rush County	16
Kosciusko County	3538	Morgan County	843	Ohio County	93	Fayette County	14
Grant County	3466	Spencer County	836	Brown County	76	Speedway PD	13
Porter County	3300	Jefferson County	823	Sullivan County	72	St. Joseph County	7
Bartholomew County	3104	Carroll County	814	Dearborn County	70	Vanderburgh County	3
Tippecanoe County	2884	Perry County	790	Shelby County	60		
Wayne County	2524	Clinton County	770	Parke County	55		
Montgomery County	1943	Lagrange County	727	Washington County	55		
Dubois County	1702	White County	633	Randolph County	50		
Noble County	1455	Scott County	578	Vermillion County	47		
Crawford County	1332	Steuben County	555	Union County	44		
Cass County	1086	Putnam County	542	Madison County	41		
Fulton County	1082	Pike County	509	Newton County	30		
Marshall County	1038	Wells County	497				
		Huntington County	491				
		Adams County	485				
		Owen County	485				
		Henry County	477				
		Posey County	422				
		Delaware County	419				
		Decatur County	371				
		Knox County	359				
		Whitley County	350				
		Warrick County	326				
		Starke County	304				
		Jay County	295				
		Lawrence County	292				
		Green County	254				
		Pulaski County	229				
		Howard County	228				
		Tipton County	217				
		Franklin County	216				
		Clay County	211				

text TO 911 totals 2014 through November 30



9). This table is the data source for the previous chart. Year to date text-TO-911 totals continue to show usage patterns that track overall volumes.

50+		10-49		5-9		<5	
PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT
Allen County	116	Porter County	46	Grant County	9	Blackford County	4
Vigo County	94	Jennings County	34	Hancock County	9	Dearborn County	4
Elkhart County	93	Tipton County	32	Miami County	9	Ohio County	4
Kosciusko County	88	Henry County	29	Shelby County	9	Owen County	4
Wayne County	65	Floyd County	23	Posey County	8	Putnam County	4
Bartholomew County	62	Huntington County	23	Scott County	7	Starke County	4
LaPorte County	57	Knox County	23	Harrison County	6	Carroll County	3
		Tippecanoe	20	Marshall County	6	Fulton County	3
		Wells County	20	Noble County	6	Pulaski County	3
		Delaware County	19	Steuben County	6	Sullivan County	3
		Jay County	19	Vermillion County	6	Benton County	2
		Monroe County	19	White County	6	Decatur County	2
		Whitley County	19	Dekalb County	5	Martin County	2
		Adams County	17	Switzerland County	5	Parke County	2
		Madison County	17			Spencer County	2
		Montgomery County	17			Washington County	2
		Clinton County	15			Dubois County	1
		Fayette County	15			Randolph County	1
		LaGrange County	15				
		Clark County	14				
		Perry County	14				
		Jefferson County	13				
		Warrick County	13				
		Wabash County	12				
		Fountain/Warren County	11				
		Lawrence County	11				
		Pike County	11				
		Brown County	10				
		Cass County	10				
		Daviess County	10				
		Gibson County	10				
		Jackson County	10				

section C - industry stakeholders

- 10). **Wireless carrier status** – There are some pANi issues that we are resolving with Cricket.
- 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 are completing testing prior to the holiday work blackout period.
- 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:

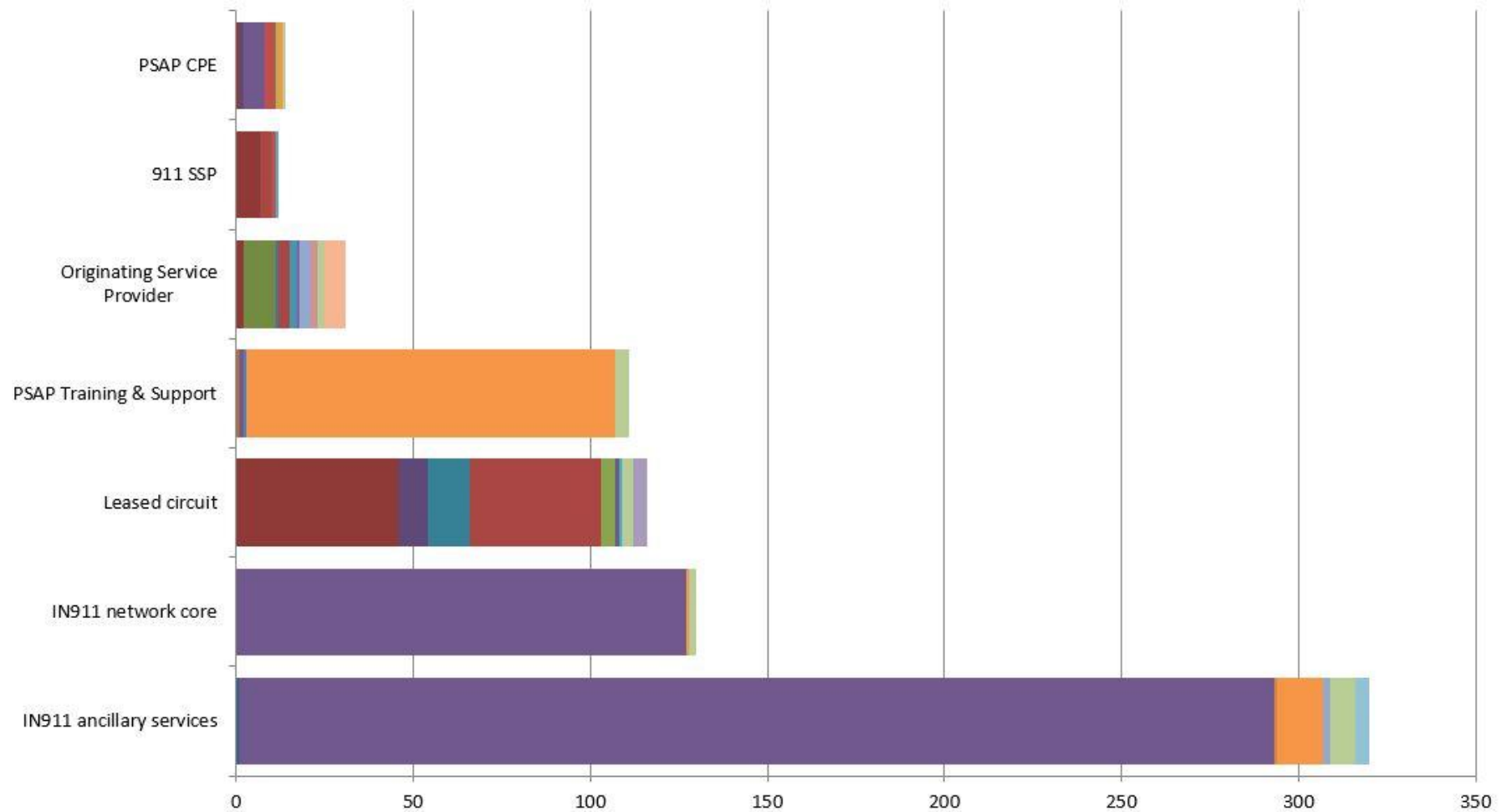
in 2014 – 734	in 2013 – 275
in 2012 – 292	in 2011 – 331
in 2010 – 294	in 2009 – 278
in 2008 – 188	in 2007 - 123

16). **Trouble ticket analysis** – The graphs on the following pages show the ticket breakdown by category. Referring to the charts that follow this section, INdigital offers these observations and comments:

- Of the 734 trouble tickets YTD, 320 are 'ancillary' trouble tickets - the majority are related to the texTTY roll out.
- 44 tickets were IDACS, ToolKit, or wireless-board provided MEVO on-site phones.
- 85 were 'training and support'. This included 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.
- A handful of the remaining tickets were minor such as Verisign credentials being reset, texTTY browser XMPP file issues, or other issues fixed on a client PC reboot, or something unknown – but 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

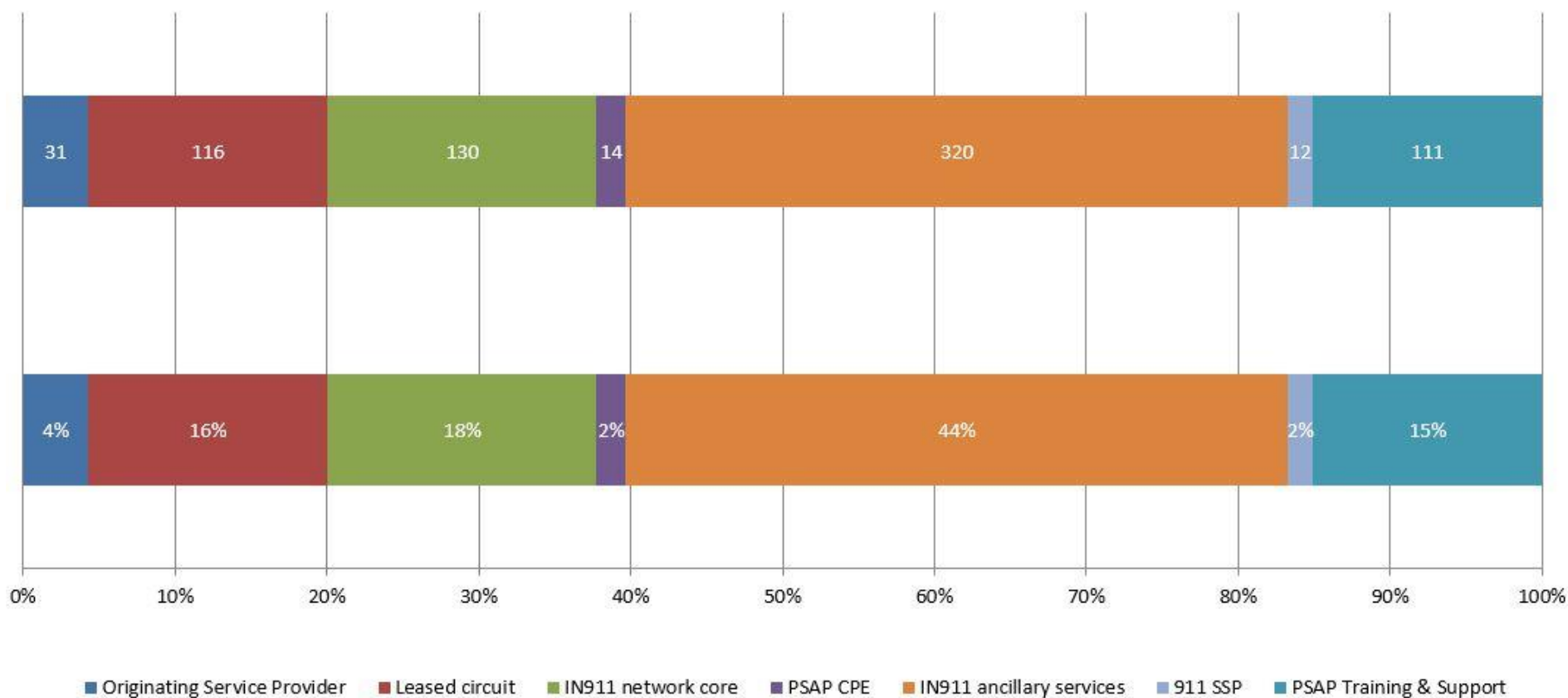
IN911 Network Trouble Tickets 2014 YTD through November 30 by Category and Source



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

The ancillary services category is predominately textTTY support and problem resolution.

IN911 Network Trouble Tickets 2014 YTD through November 30 by Functional Domain



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 –**

September 22, Lake and St. Joseph Counties had a trunk service outage that resulted in 911 calls overflowing to the PSAP admin lines. We do not believe any 911 calls failed.

Handset location information was not available during this outage, which was within the 911 system service provider's network. Service was restored after an FCC outage report was filed and the matter was escalated.

October 29, Monroe, Greene and Lawrence had a service outage that resulted in 911 calls overflowing to admin lines and adjacent counties. We do not believe that any 911 calls failed.

There was no caller location information during the outage, which was within the 911 system service provider's network.

December 3, LaPorte County had a wireline and 911 transport facilities outage.

The 911 center did not have a service interruption, and operated on their Comcast tertiary connection. No wireless 911 calls failed, and location information was available to the PSAP.

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** – The outages we encountered point out the need for a better disaster recovery plan.

We have a 'back stop' solution we are going to develop that will leverage the tertiary connections to ensure that non-emergency calls can also reach the PSAP.