

Q-3 Indiana 9-1-1 Board Report
for the reporting interval ending

September, 2015

data from

INDigital

I didn't update this section, because you will need a new exec summary showing the duality of the new ESiNet.

Executive Summary

This report is the year-to-date second 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 88 agencies using text-FROM-911 messaging. 82 counties are using text-TO-911 (receiving incoming text messages from the public). Three counties do not yet have textTY deployed.

section B – network status, items 5 through 9:

- Work continues to update the G-11 network in readiness for the deployment of the G-15 configuration. 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 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 19:

- There are no operating issues to report. Trouble ticket levels are slowing returning to normal levels.
- Network and functional element testing continue in accordance with our network standards and practices.

section E- Project updates and new service development, item 20:

- INdigital has continued the compilation of call data to ensure phase II location accuracy throughout the state.

section A – INdigital ESiNet overview

1). The map on the following page shows the updated status of MEVO and textTTY service platforms. The map shows that text message-FROM-911 is active in 88 counties throughout the state.

There are 82 Counties with text-TO-911.

There are 2 counties that are on hold or not yet on the installation schedule (Lake, Marion).

Lake has delayed activation during their consolidation effort.

St Joe has delayed activation, and the director has publicly stated they will not be deploying text service until they move to their newly consolidated PSAP. Barry has done an educational outreach for this county.

2). Several PSAPs have moved to new facilities this year, and others have gotten new call taking equipment.

3). The Lowell post of the Indiana State Police have deployed text-FROM-911, and are developing operating protocols for the rest of the state locations.

section B - INdigital provided network status and trends

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

6). **Indigital ESInet service enhancements** - We continue the migration of new NG-ALI servers as active elements in the G-15 network. Currently, all PSAPs have moved their CPE connections to the NG-ALI platform, which then sub-tends the legacy Ali platform.

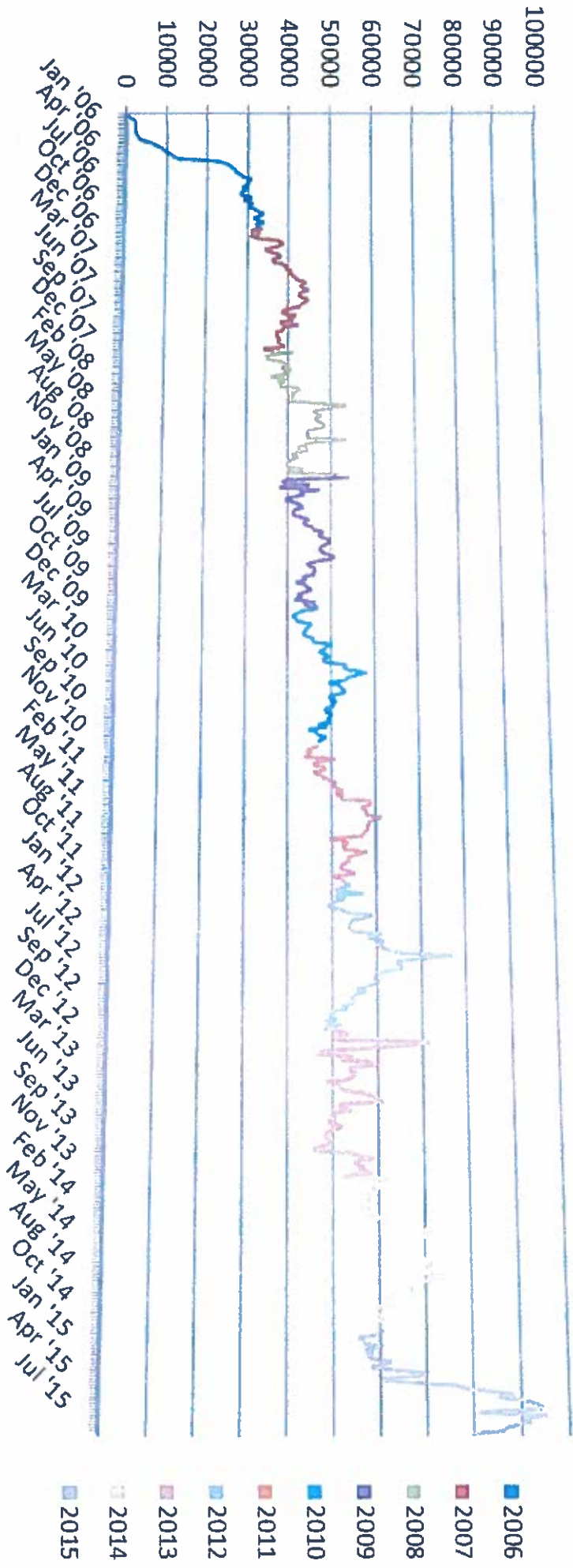
We are working now to convert the NGALI platform to new IP based links to the upstream third party providers. In addition, we are working with other software companies on other projects to allow expanded support for geospatial routing within the G-15 NG-ALI platform. These pilot projects are in prep for field tests we have planned for later this year with the wireless carriers.

7). **Overall network stats** – Overall call volumes continue to show seasonal trends. There were no unusual call patterns in this reporting period. 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 8 shows, text FROM 911 is a heavily used service. Many agencies now use text as the primary method of confirming valid requests for service.

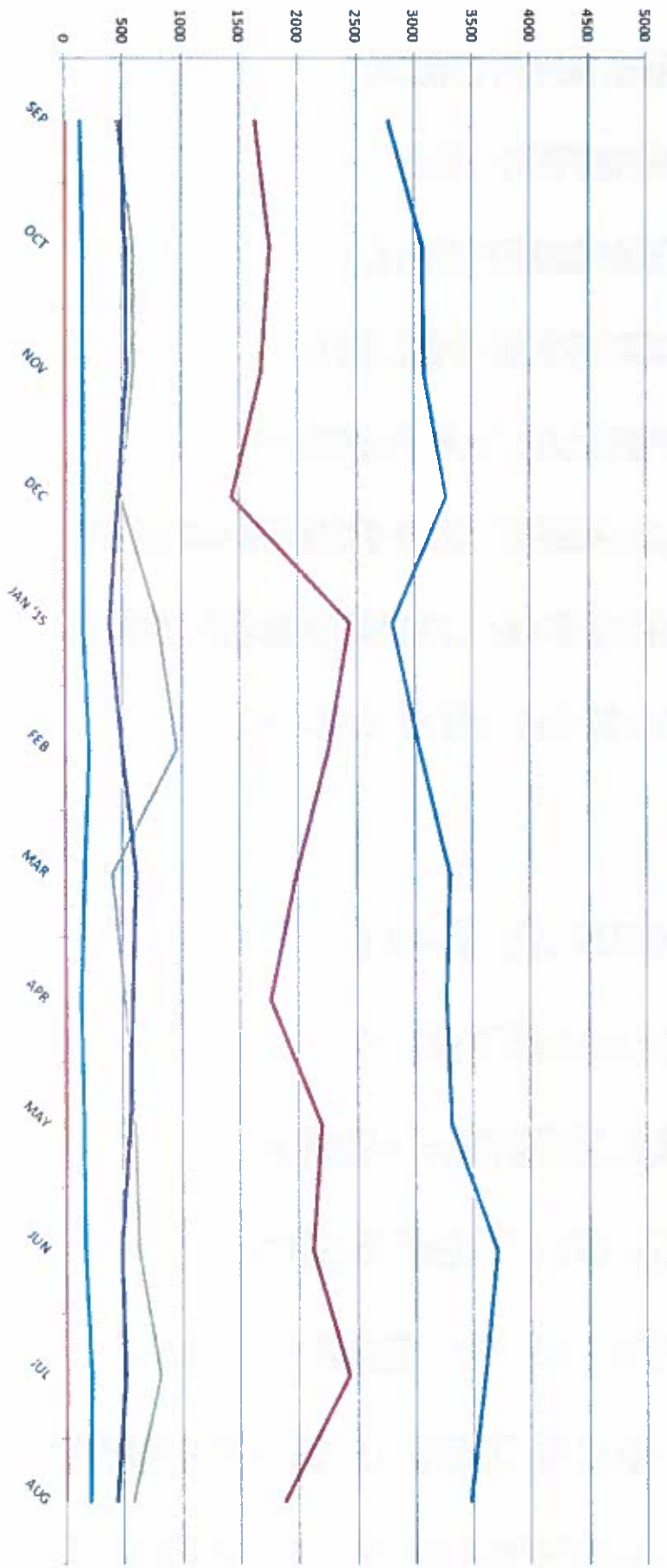
IN911 Network Weekly Call Totals January 2006 - August 2015

Jan. '06 - Aug. '15 Total: 24,535,521



D 52 = Indianapolis D 13 = Lowell D 21 = Indiana Toll Road
D 42 = Versailles D 33 = Bloomington D 22 = Fort Wayne

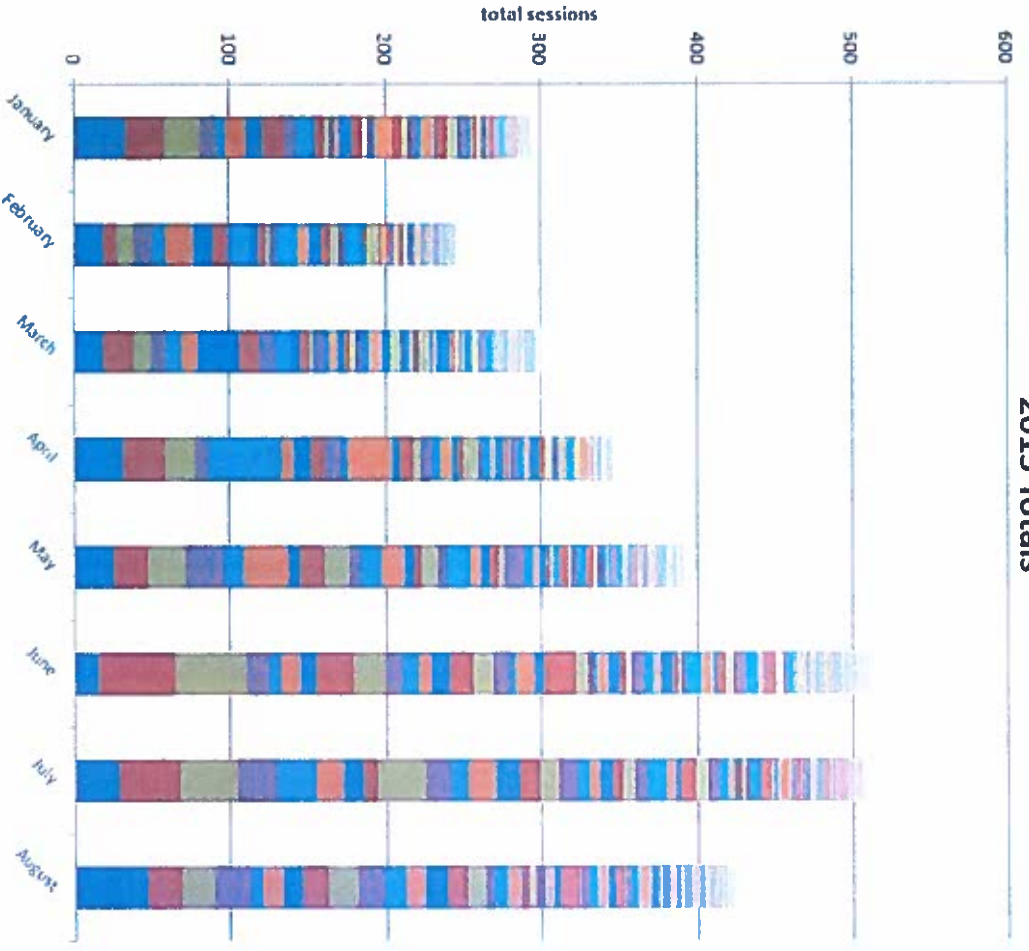
Transfers to ISP Posts
September 2014 to August 2015



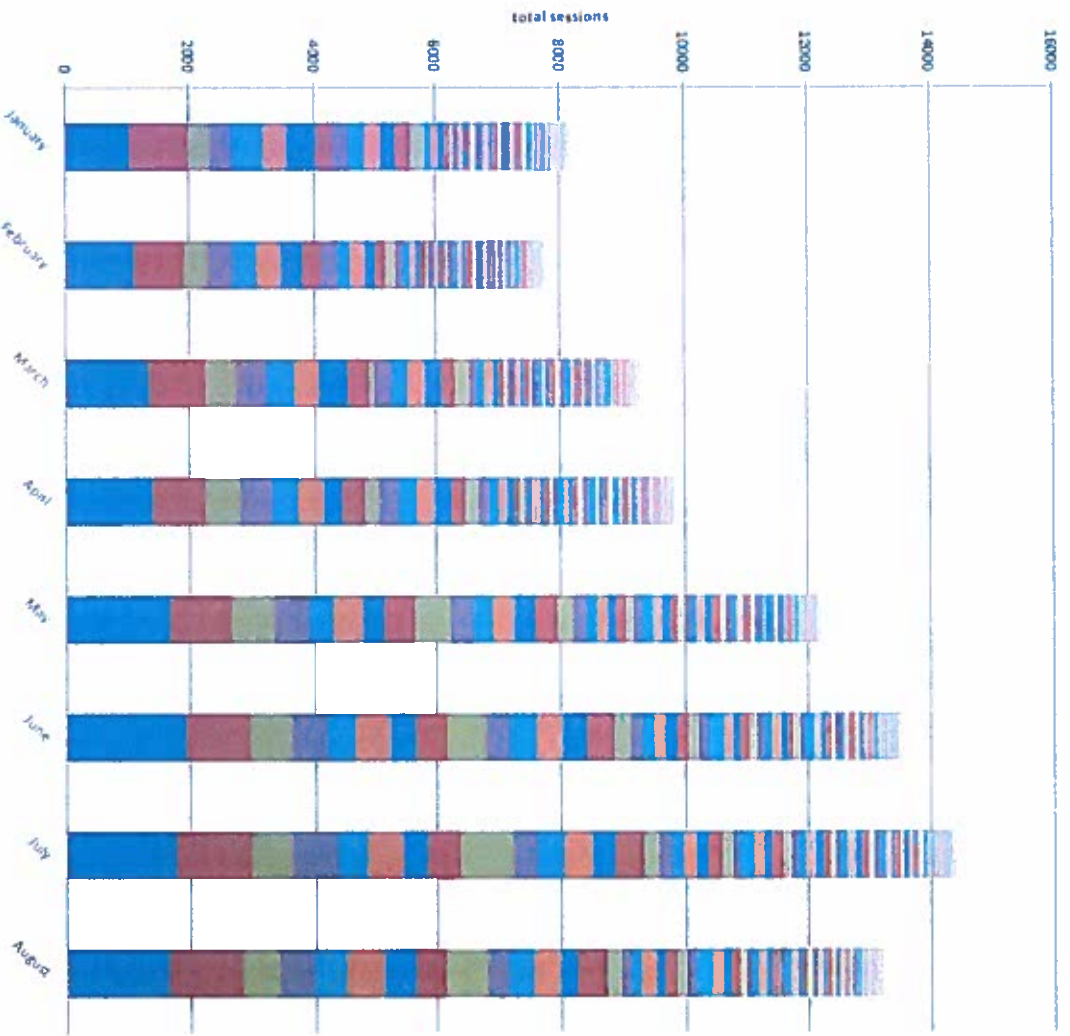
- D52
- D13
- D21
- D42
- D33
- D22

Text-for-911 volumes are consistent with the seasonal trends we see for voice calls.

text TO 911
2015 Totals



textTY FROM 911
2015 totals



8). This table is the data source for the previous charts. Text-to-911 usage is consistent with overall 911 call volumes.

50+		10-49		<5		Active - No Usage		
PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	
Elkhart County	230	Hancock County	49	Franklin County	9	Benton County	4	Randolph County
Allen County	205	Floyd County	46	Ohio County	9	Parke County	4	Spencer County
Tippecanoe	189	Jennings County	40	Rush County	9	Warrick County	4	
Vigo County	133	Miami County	40	Scott County	8	Switzerland County	2	
Kosciusko County	122	Knox County	38	Sullivan County	8	Orange County	1	
Monroe County	114	DeKalb County	36	Vermillion County	8	Washington County	1	
Bartholomew County	108	Lawrence County	36	Brown County	7			
Porter County	105	Marshall County	35	Lagrange County	7			
Hamilton County	90	Clinton County	32	Martin County	7			
Madison County	86	Wabash County	30	Pike County	7			
Laporte County	82	Henry County	28	Tipton County	7			
Johnson County	78	Shelby County	28	Fayette County	6			
Wayne County	74	Harrison County	27	Blackford County	5			
Perry County	65	Putnam County	27	Owen County	5			
Clark County	64	Whitley County	27					
Grant County	58	Carroll County	24					
Boone County	56	Dubois County	24					
Montgomery County	55	Jefferson County	23					
Delaware County	51	Posey County	23					
Jackson County	50	Fulton County	22					
		Cass County	20					
		Steuben County	20					
		Dearborn County	18					
		Huntington County	18					
		Howard County	16					
		Pulaski County	16					
		Fountain/Warren Coun	15					
		Ripley County	15					
		Davless County	14					
		Decatur County	14					
		Adams County	13					
		Noble County	13					
		Stark County	13					
		Clay County	12					
		Jay County	12					
		Wells County	12					
		Gibson County	11					
		White County	11					
		Crawford County	10					

9). This table is the data source for the previous charts. Text-from-911 usage is consistent with overall 911 call volumes.

1000+		200-999		30-199		<30		Active - no usage	
PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT
Elkhart County	12145	Steuben County	984	Knox County	184	Warrick County	26	St. Joseph County	
Allen County	7715	Fountain/Wharren Cour	963	Brown County	173	Johnson County	20	Vanderburgh County	
Monroe County	4452	Marion County	962	Switzerland County	165	Shelby County	18		
Clark County	4147	Marshall County	850	Whitley County	159	Parke County	17		
Tippecanoe County	3658	Lagrange County	843	Randolph County	157	Fayette County	15		
Porter County	3601	Jackson County	793	Starke County	133	Martin County	15		
Vigo County	3463	Fulton County	788	Gibson County	116	Floyd County	11		
Bartholomew Cour	3245	Jennings County	779	Green County	109	Washington County	11		
Hamilton County	3114	Cass County	765	Tipton County	93	Orange County	9		
Wayne County	2658	Scott County	763	Davess County	92	Vermillion County	8		
Grant County	2648	Clinton County	756	Ohio County	92	Madison County	6		
Montgomery Cour	2548	Miami County	736	Newton County	85	Jasper County	3		
Kosciusko County	2521	Perry County	703	Dearborn County	78	Rush County	3		
Laporte County	2492	DeKalb County	701	Sullivan County	77				
Crawford County	1910	Carroll County	697	Howard County	71				
Boone County	1192	Wabash County	652	Union County	71				
Hancock County	1180	White County	616	Blackford County	50				
Dubois County	1143	Jefferson County	615	Benton County	42				
Noble County	1120	Owen County	534	Johnson County	37				
Spencer County	1019	Posey County	503	Hendricks County	33				
		Delaware County	492						
		Adams County	456						
		Morgan County	428						
		Lawrence County	418						
		Wells County	398						
		Henry County	396						
		Decatur County	355						
		Pike County	342						
		Clay County	312						
		Huntington County	299						
		Harrison County	253						
		Jay County	251						
		Pulaski County	239						
		Putnam County	228						
		Franklin County	212						
		Ripley County	209						

section C - industry stakeholders

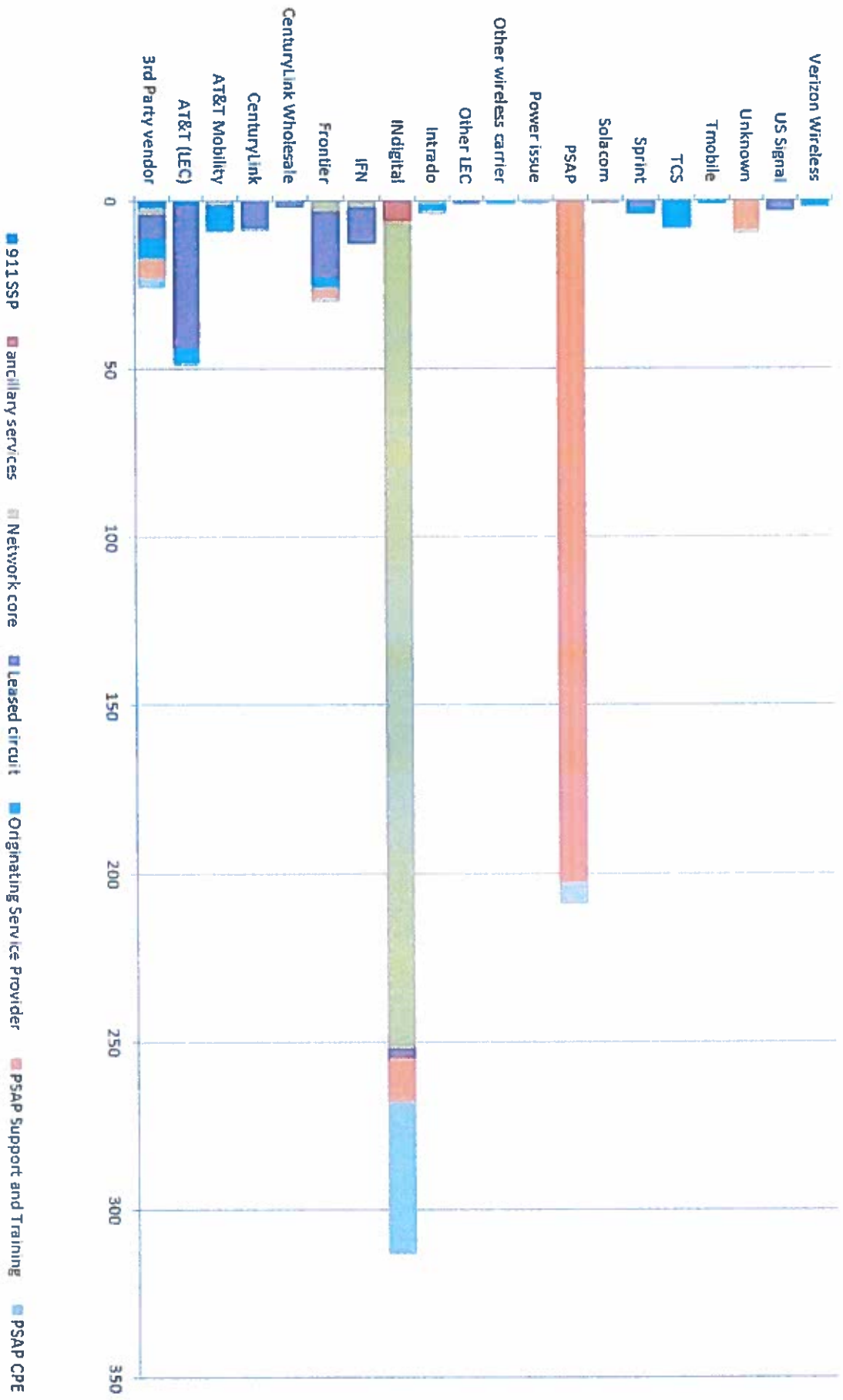
- 10). **Wireless carrier status** – There are no issues to report.
- 11). **Adjacent state connectivity** – INDigital and Frontier continue to develop the Illinois border transfer project.
The Illinois legislature passed a 911 reform bill, and mandated the deployment of E911 statewide. We are working with the PSAPs, service providers and the new IL 911 Board to provide full interoperability for all of the border counties.
- 12). **Regulatory matters** – There are no issues to report.
- 13). **Inter-agency agreements** – There are no issues to report.
- 14). **Other stakeholders** - The College Lifeline Law advocacy group has an outreach program <http://www.indysb.org/make-good-decisions> We prepared usage numbers for Barry so that he could work with this initiative to incorporate the state 911 text program into their public awareness campaign.

section D - network quality

- 15). **G-11 network status** - There are no issues to report.
- 16). INDigital is returning to a normal number of help desk calls in this reporting cycle. The new ticketing system makes it even easier to create a ticket.
 - Trouble ticket trending for prior periods is shown below:

in 2014 – 734	in 2013 – 275
in 2012 – 292	in 2011 – 331

IN911 Wireless Network Trouble Tickets 2015 YTD through August Category and Source



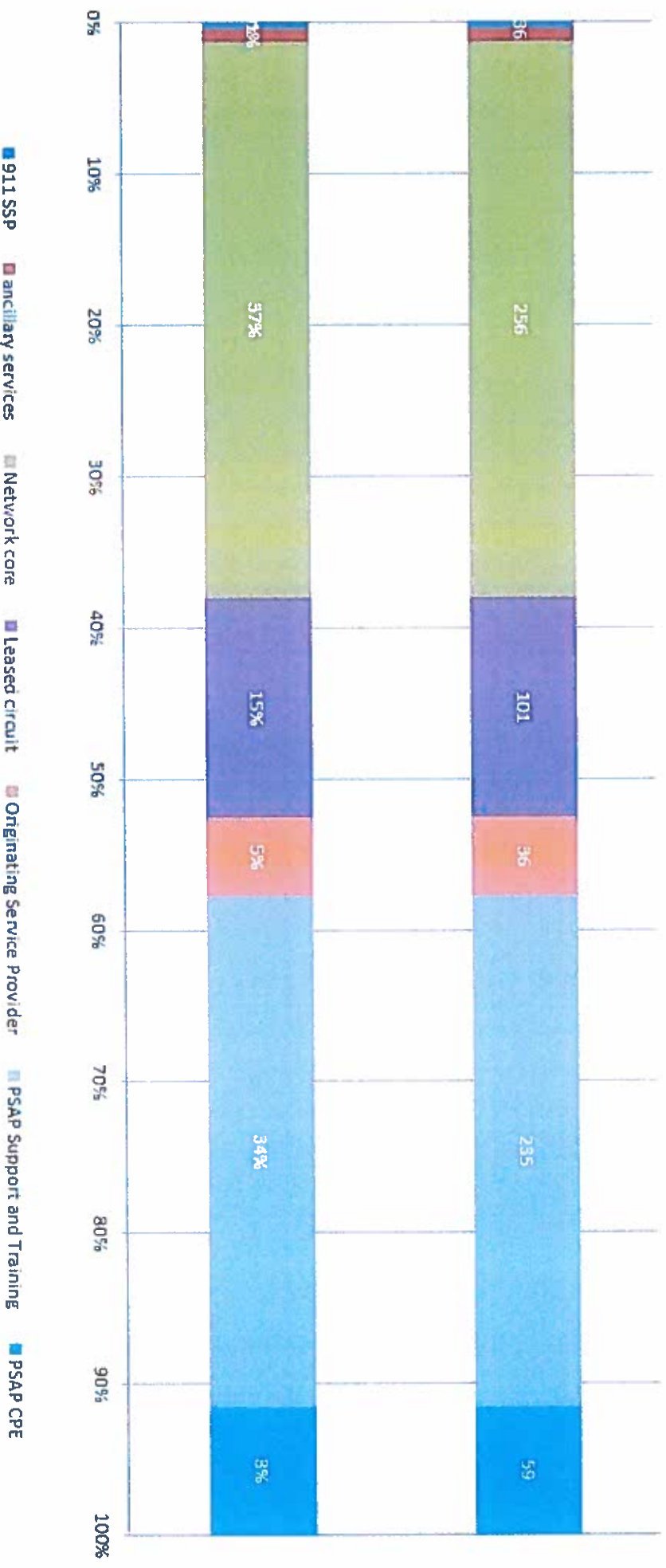
17). **Trouble ticket analysis** – These graphs show the ticket breakdown by category. INDigital offers these observations and comments:

- 125 tickets were internally generated by an SLA compliance platform we developed as part of the G-15 prep work. (We have that setting a little too tight.)
- 125 tickets were PSAP originated tickets for a wide variety of help desk matters. (we resolve every ticket).

The remaining tickets were minor issues related to normal maintenance, and tracking and resolving matters related to routine testing for other service compliance matters.

16). This chart provides the ticket quantities by type, and as the percentages of the total. The PSAP support and training category is predominately training and problem resolution.

IN911 Wireless Network Trouble Tickets 2015 YTD through August by Functional Domain



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

18). **Network testing** – There are no new issues to report. We are continuing the next round of functional element testing, and there are no issues to report.

section E – project updates and new service development

19). **New projects for discussion** – Our review, tracking and work to improve wireless phase II accuracy has continued, and we are seeing numbers return to the 65-70% range.

We have seen re-bid for better location timing extend on the carrier side, and while the location accuracy is good, there is a need for extensive training at the PSAP. Lori reports that in making test calls on handsets that are roaming between providers, seeing the call present as an NSI call is common.

We do not have a monitoring / reporting system to get automated statewide stats, but we may add this to our monthly reporting data analysis. All of these combined continue to have our trouble ticket numbers blip upward for bad or missing phase II location information.

20). We continue to be on track to provide an early certification filing for compliance with the FCC order in 13-158 – 911 network reliability. Going beyond that, we are working the tertiary connection orders and MEVO deployments as one of the first parts of the G-15 upgrade. We expect to report 100% compliance (50% is the minimum required) before the October 1 deadline.

