Q-4 Indiana 9-1-1 Board Report

for the reporting interval ending

November, 2015

data from

**IN**digital

# section A – INdigital ESiNet overview

1. The map at right page shows the updated status of MEVO and texTTY service platforms. The map shows that text message-FROM-911 is active in 88 counties throughout the state.

2. There are 82 Counties with text-TO-911.

3. Only one county (Lake) is on administrative hold or not yet on the installation schedule due to extended issues with their consolidation. The Lowell post of the Indiana State Police have deployed text-TO-911, and covers this region. This post has also developed operating protocols for the rest of the state police locations.

4. St Joe County (South Bend) got a new director, and his first official action was to deploy text-TO-911 service. Barry coordinated a public educational outreach, and the county had a successful launch.

5. Our work continues to expand and upgrade the ESiNet to support the eCats data collection platform, and this detail is now shown on the map as well. This is an ongoing project, with a goal of readiness by the end of the year to capture 2016 data.

[map at right has not yet been updated - it's pending.]

**IN911 statewide status**

**IN911 Network**
- ☐ IN911 direct connection
- ☐☐ FDC full integration

**MEVO/ texTTY status**
- ⬛ ISP Post MEVO

- ⬛ MEVO in use
- ▨ MEVO pending

- 🟧 text-For-911 in use
- ▨ text-TO-911 pending

**eCats**
- ☑ Ready
- ◨ Pending

15-343 version 4.32

## section B - INdigital provided network status and trends

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

7. Indigital ESiNet service enhancements - We made a number of improvements in the architecture of the NG-ALi platform.

   a. TCS had a (somewhat) extensive outage in their ALi data frame relay network, which triggered an unplanned service improvement project.

      i. We plan to move our connection with TCS to an IP connection arrangement in 2016.

   b. Intrado now provides service to the NG-ALi platform via IP connections, and we have a number of additional service improvement projects planned for 2016.

      We had planned to convert the NG-ALi platform to IP based links, and matters simply escalated as work to restore service became a priority. We will be working with other software companies on other projects for expanded support of geospatial routing within the G-15 platform.

      These pilot projects are in prep for field tests we have planned for later this year with the wireless carriers.

8. Overall network stats – Overall call volumes continue to show seasonal trends. There were no unusual call patterns in this reporting period (other than the Marion County text service launch). The charts on the following pages show:

   a. texTTY usage trends – As the charts on pages 8 thru 9 show, 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 call totals
## January 2006 - November 2015

Jan. '06 - Nov. '15 Total: 25,389,192



Legend:
- 2006
- 2007
- 2008
- 2009
- 2010
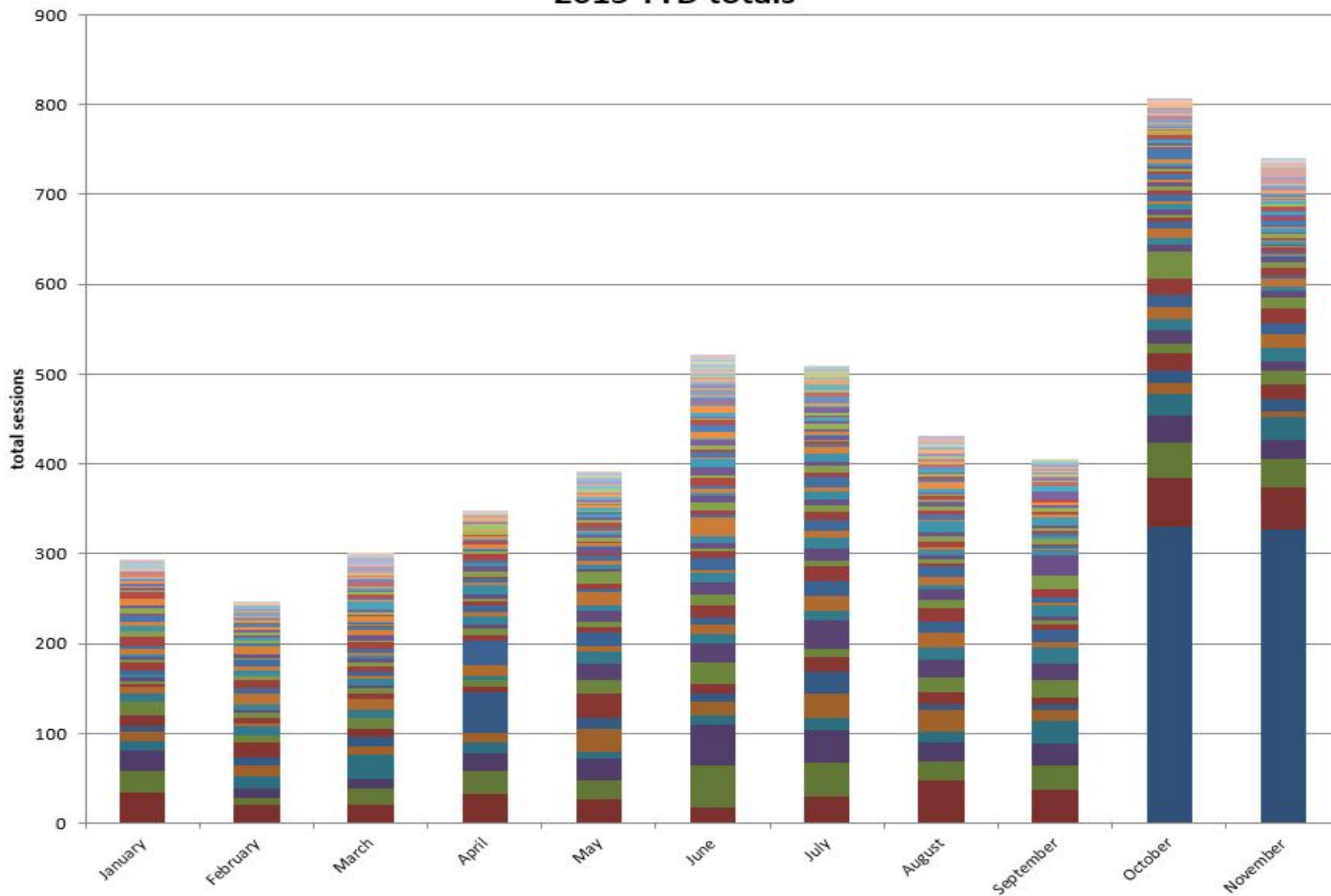- 2011
- 2012
- 2013
- 2014
- 2015
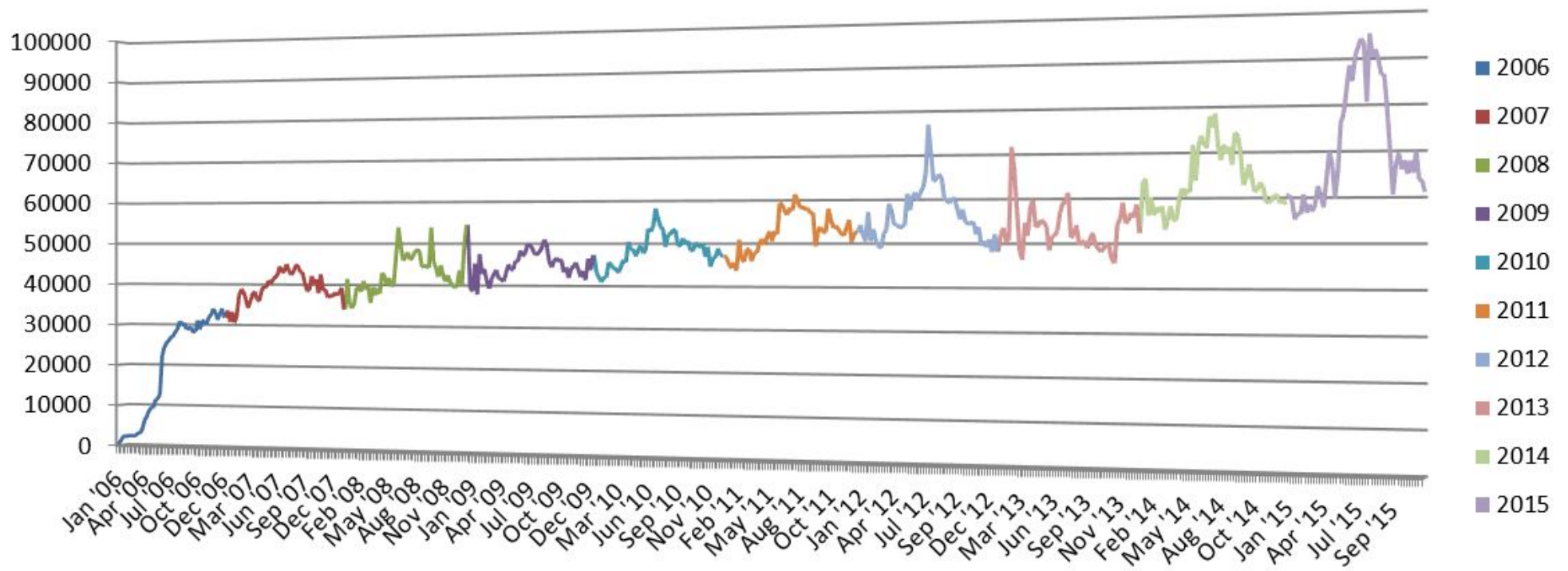
D 52 = Indianapolis D 13 = Lowell D 21 = Indiana Toll Road
D 42 = Versailles D 33 = Bloomington D 22 = Fort Wayne

**December 2014 to November 2015**
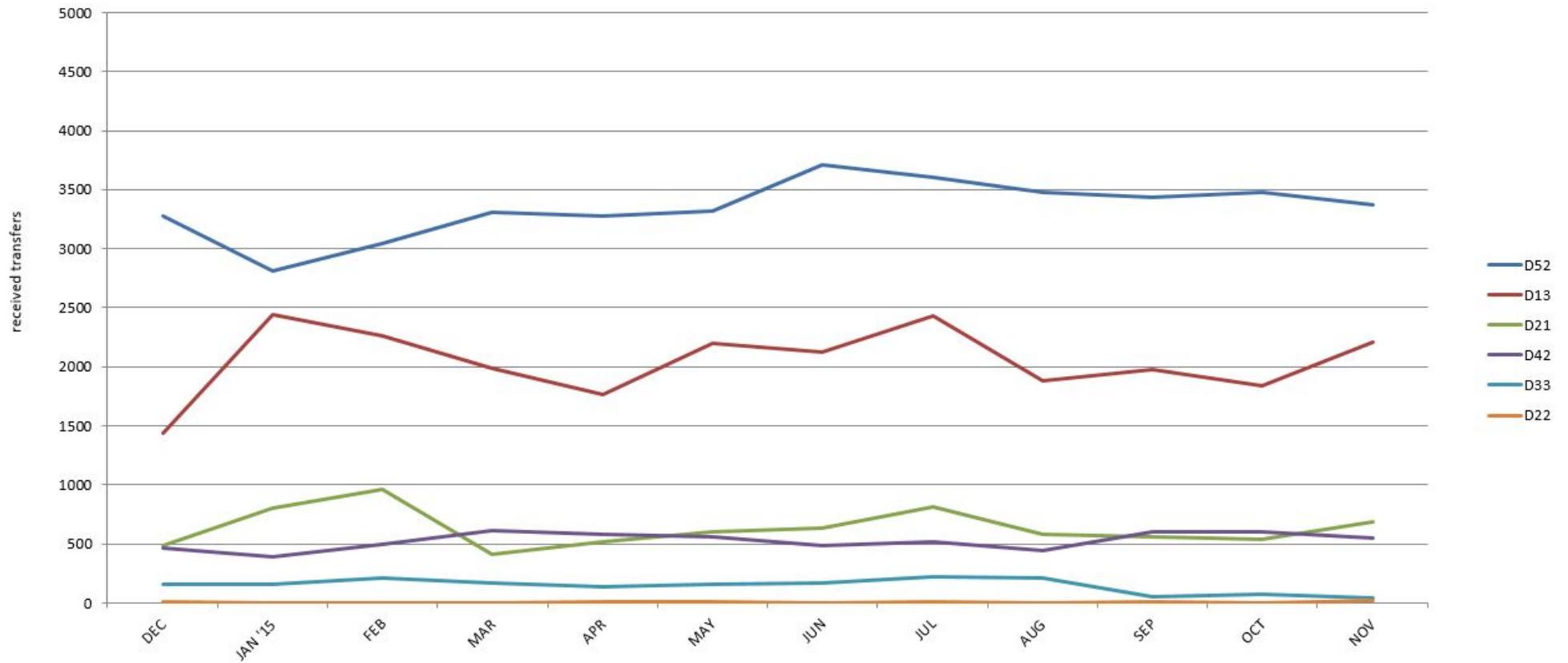
9. Text-for-911 volumes are consistent with the seasonal trends we see for voice calls.

## text TO 911
## 2015 YTD totals

10. Text TO 911 usage matrix. Marion County had an immediate success with the launch of their service.

| 100+ | | | 40-99 | | | 10-39 | | | <10 | | | Active - No Usage |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| PSAP | COUNT | | PSAP | COUNT | | PSAP | COUNT | | PSAP | COUNT | | PSAP |
| Marion County | 657 | | Clark County | 84 | | Wabash County | 38 | | Brown County | 9 | | Randolph County |
| Elkhart County | 369 | | Grant County | 81 | | Henry County | 37 | | Franklin County | 9 | | Spencer County |
| Allen County | 303 | | Boone County | 80 | | Shelby County | 37 | | Rush County | 9 | | |
| Tippecanoe | 265 | | Perry County | 80 | | Whitley County | 37 | | Tipton County | 9 | | |
| Bartholomew County | 182 | | Delaware County | 73 | | Cass County | 36 | | Vermillion County | 9 | | |
| Vigo County | 164 | | Floyd County | 71 | | Harrison County | 35 | | Parke County | 8 | | |
| Kosciusko County | 156 | | Clinton County | 67 | | Adams County | 34 | | Owen County | 7 | | |
| Monroe County | 156 | | Hancock County | 63 | | Putnam County | 34 | | Pike County | 7 | | |
| Porter County | 151 | | Jackson County | 55 | | Jefferson County | 31 | | Benton County | 5 | | |
| Hamilton County | 133 | | Jennings County | 55 | | Posey County | 30 | | Warrick County | 5 | | |
| LaPorte County | 129 | | Miami County | 49 | | Dubois County | 29 | | Morgan County | 3 | | |
| Madison County | 120 | | Marshall County | 48 | | Carroll County | 27 | | Switzerland County | 2 | | |
| Johnson County | 117 | | Knox County | 44 | | Fulton County | 27 | | Orange County | 1 | | |
| Wayne County | 115 | | Dekalb County | 42 | | Howard County | 26 | | Washington County | 1 | | |
| Montgomery County | 102 | | Lawrence County | 42 | | Dearborn County | 25 | | | | | |
| | | | | | | Wells County | 23 | | | | | |
| | | | | | | Fountain/Warren Coun | 22 | | | | | |
| | | | | | | Huntington County | 22 | | | | | |
| | | | | | | Steuben County | 22 | | | | | |
| | | | | | | Pulaski County | 21 | | | | | |
| | | | | | | Ripley County | 19 | | | | | |
| | | | | | | Crawford County | 18 | | | | | |
| | | | | | | Daviess County | 18 | | | | | |
| | | | | | | Decatur County | 18 | | | | | |
| | | | | | | Gibson County | 17 | | | | | |
| | | | | | | Starke County | 17 | | | | | |
| | | | | | | Clay County | 16 | | | | | |
| | | | | | | Jay County | 16 | | | | | |
| | | | | | | Noble County | 16 | | | | | |
| | | | | | | White County | 16 | | | | | |
| | | | | | | Scott County | 14 | | | | | |
| | | | | | | Fayette County | 13 | | | | | |
| | | | | | | Martin County | 12 | | | | | |
| | | | | | | Sullivan County | 12 | | | | | |
| | | | | | | LaGrange County | 11 | | | | | |
| | | | | | | Blackford County | 10 | | | | | |
| | | | | | | Ohio County | 10 | | | | | |
| | | | | | | St. Joseph | 10 | | | | | |

11. Text FROM 911 usage matrix. Many of the counties have fully adopted text for certain use cases in their operations.

| 2000+ | | | 500-1999 | | | 100-499 | | | <100 | | | Active - no usage |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| PSAP | COUNT | | PSAP | COUNT | | PSAP | COUNT | | PSAP | COUNT | | PSAP |
| Elkhart County | 15870 | | Hancock County | 1704 | | Pike County | 458 | | Dearborn County | 98 | | Vanderburgh County |
| Marion County | 12638 | | Boone County | 1567 | | Clay County | 448 | | Union County | 92 | | |
| Allen County | 10380 | | Dubois County | 1539 | | Decatur County | 444 | | Sullivan County | 91 | | |
| Monroe County | 6173 | | Noble County | 1517 | | Harrison County | 407 | | Johnson County | 64 | | |
| Clark County | 5496 | | Spencer County | 1324 | | Huntington County | 403 | | Benton County | 62 | | |
| Tippecanoe County | 5025 | | Steuben County | 1321 | | Ripley County | 344 | | Blackford County | 62 | | |
| Vigo County | 4854 | | Fountain/Warren Coun | 1225 | | Jay County | 329 | | Warrick County | 39 | | |
| Hamilton County | 4849 | | Lagrange County | 1163 | | Pulaski County | 309 | | Shelby County | 38 | | |
| Porter County | 4738 | | Marshall County | 1140 | | Putnam County | 293 | | Floyd County | 32 | | |
| Bartholomew Coun | 4225 | | Jackson County | 1081 | | Franklin County | 287 | | Washington County | 27 | | |
| Wayne County | 3588 | | Scott County | 1070 | | Brown County | 236 | | Johnson County | 26 | | |
| Grant County | 3566 | | Cass County | 1044 | | Switzerland County | 226 | | Parke County | 24 | | |
| LaPorte County | 3548 | | Fulton County | 1041 | | Randolph County | 222 | | Martin County | 22 | | |
| Montgomery Coun | 3382 | | Jennings County | 1018 | | Knox County | 215 | | Fayette County | 19 | | |
| Kosciusko County | 3218 | | Miami County | 953 | | Whitley County | 190 | | Vermillion County | 12 | | |
| Crawford County | 2578 | | Clinton County | 946 | | Hendricks County | 179 | | Orange County | 10 | | |
| | | | Wabash County | 929 | | Starke County | 168 | | Madison County | 6 | | |
| | | | Dekalb County | 911 | | Gibson County | 155 | | Rush County | 4 | | |
| | | | Carroll County | 851 | | Newton County | 137 | | Jasper County | 3 | | |
| | | | Perry County | 832 | | Daviess County | 127 | | St. Joseph County | 2 | | |
| | | | Jefferson County | 785 | | Green County | 121 | | | | | |
| | | | White County | 778 | | Ohio County | 115 | | | | | |
| | | | Owen County | 721 | | Tipton County | 111 | | | | | |
| | | | Posey County | 656 | | Howard County | 104 | | | | | |
| | | | Morgan County | 646 | | | | | | | | |
| | | | Delaware County | 624 | | | | | | | | |
| | | | Adams County | 614 | | | | | | | | |
| | | | Wells County | 575 | | | | | | | | |
| | | | Lawrence County | 572 | | | | | | | | |
| | | | Henry County | 549 | | | | | | | | |

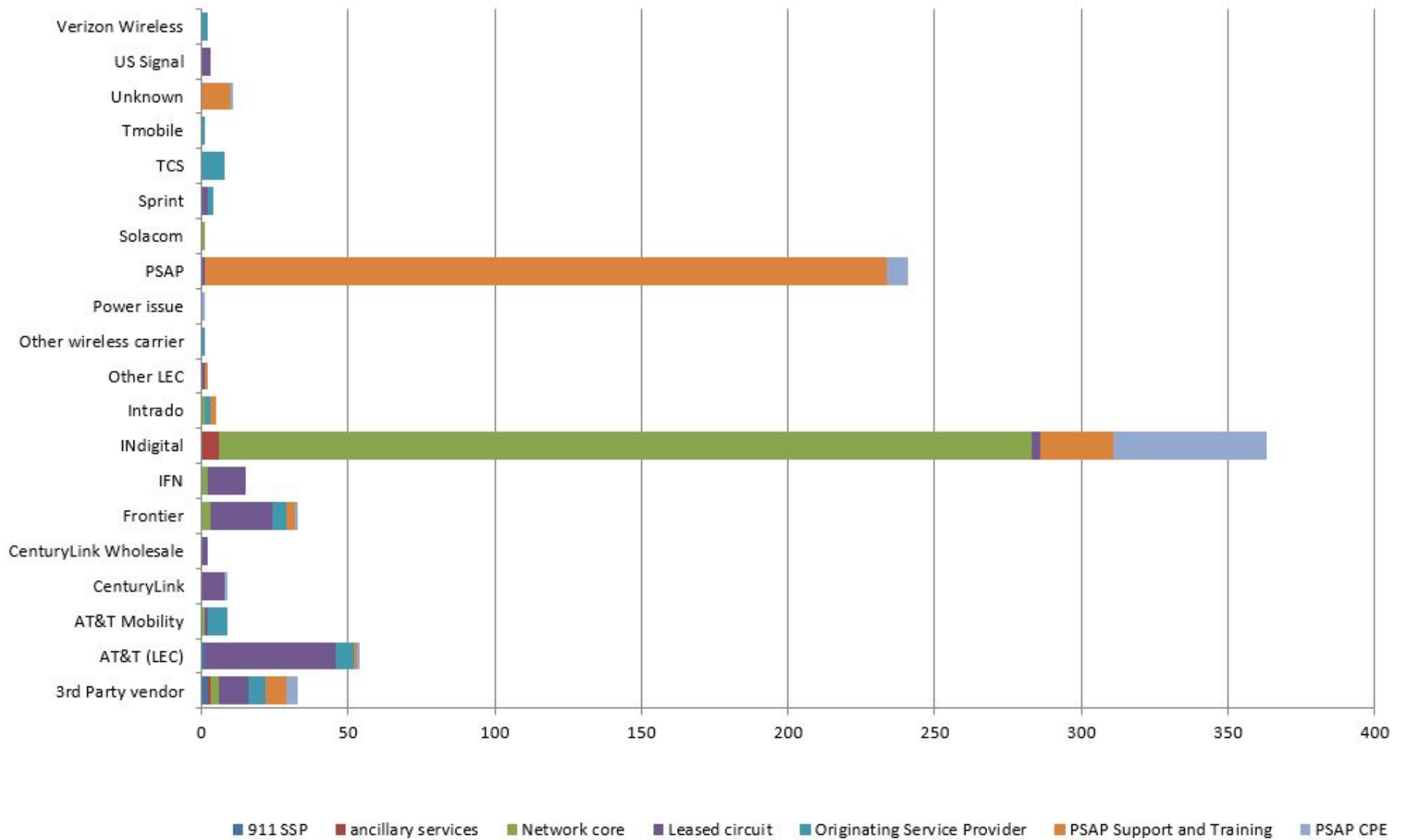texTTY FROM 911
2015 YTD totals
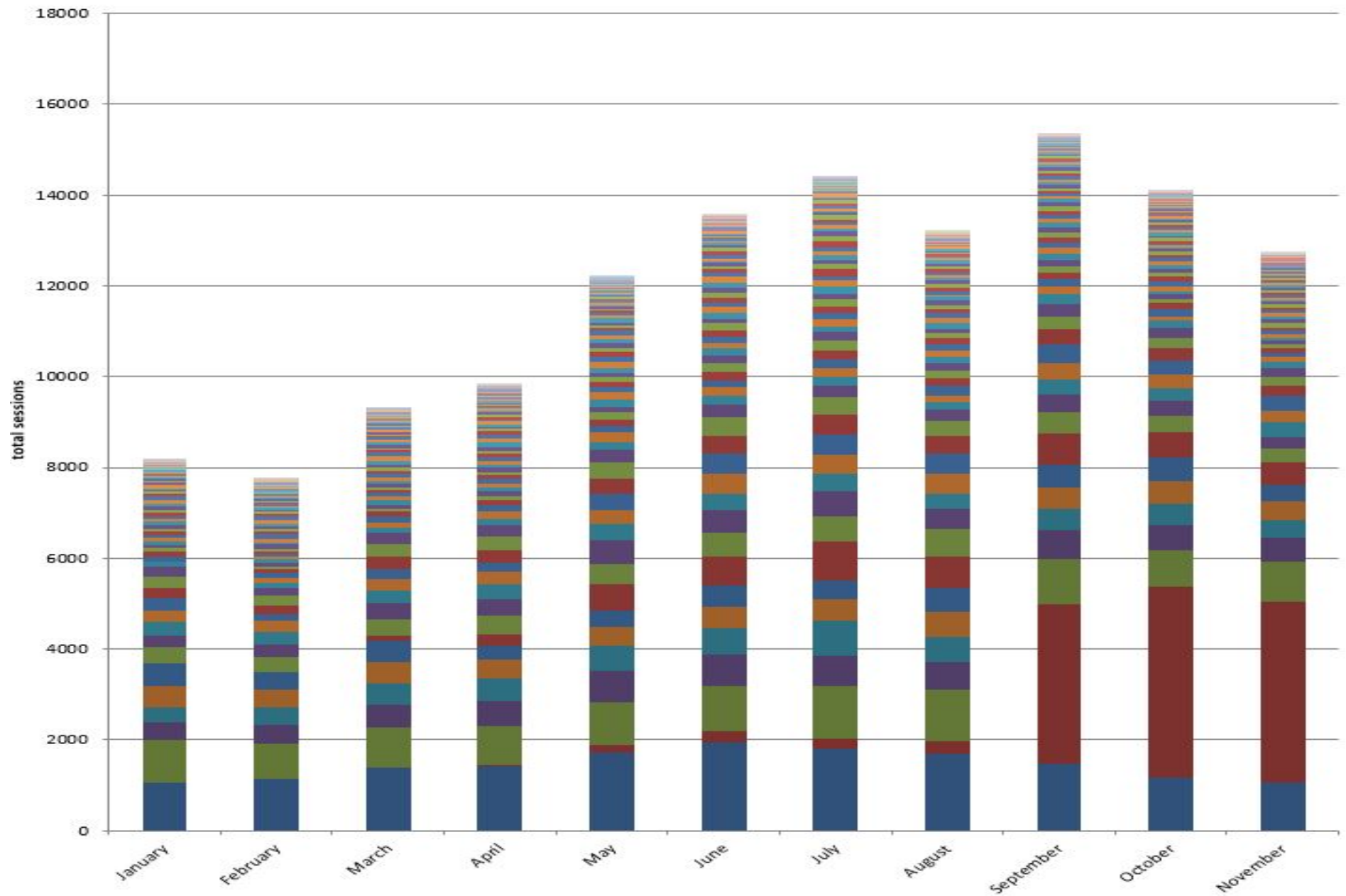
# section C - industry stakeholders

12. **Wireless carrier status** – There are no issues to report.

13. **Adjacent state connectivity** – INdigital and Frontier continue to develop the Illinois border transfer project. Several new Illinois border counties will be getting 911 service for the first time.

14. **Regulatory matters** – There are no issues to report.

15. **Inter-agency agreements** – There are no issues to report.

16. **Other stakeholders** - There are no issues to report.
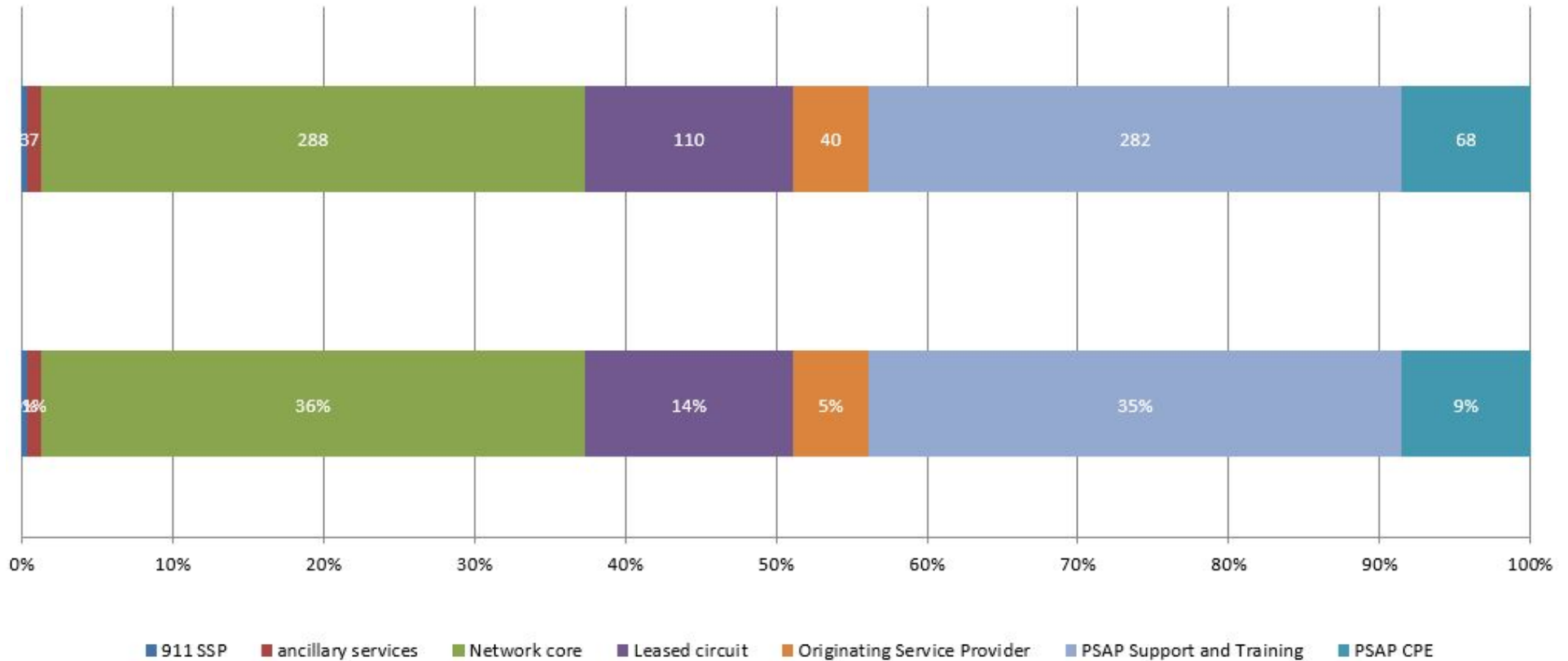
# section D - network quality

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

18. INdigital has returned to a normal number of help desk calls in this reporting cycle.

    a. For comparision, trouble ticket trending for prior periods is shown below:

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

# IN911 network trouble tickets
## 2015 YTD by category and source



Chart legend: 911 SSP, ancillary services, Network core, Leased circuit, Originating Service Provider, PSAP Support and Training, PSAP CPE

Categories (top to bottom): Verizon Wireless, US Signal, Unknown, Tmobile, TCS, Sprint, Solacom, PSAP, Power issue, Other wireless carrier, Other LEC, Intrado, INdigital, IFN, Frontier, CenturyLink Wholesale, CenturyLink, AT&T Mobility, AT&T (LEC), 3rd Party vendor

## IN911 network trouble tickets
### 2015 YTD by functional domain



Legend: 911 SSP | ancillary services | Network core | Leased circuit | Originating Service Provider | PSAP Support and Training | PSAP CPE

Top bar values: 37, 288, 110, 40, 282, 68

Bottom bar values: 1%, 8%, 36%, 14%, 5%, 35%, 9%

19. **Trouble ticket analysis** – These graphs show the ticket breakdown by category. INdigital offers these observations and comments:

   a. The majority of the Network Core tickets were generated by the SLA compliance platform. This quantity is in the normal expected range.

   b. PSAP originated tickets are within the normal range (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.