

Q-2 Indiana 9-1-1 Board Report for the
reporting interval ending

June, 2016

data from

INDigital

section A – Indigital ESiNet overview



1. The map at right page shows the updated status of MEVO and textTTY service platforms. The map shows that text messaging FOR-911 is active in all counties throughout the state. This milestone was reached just before Memorial day.
2. Our work continues to expand and upgrade the ESiNet to support the ECaTS data collection platform. The detail of the network status is shown at right.

As part of the evolution of the network, certain local police departments are now on the ESiNet to provide backup for the county 911 centers, or for other local operations. The map detail now shows these PD's and the ISP post status as well.

section B - Indigital provided network status and trends

3. There are no issues to report for the overall operation of the network.
4. Indigital ESiNet network enhancements - We continue to make improvements in the architecture of the IN911 network. Additional transport has been added to the network, primarily tertiary connections to ensure high reliability.
5. Overall network stats – Overall call volumes follow seasonal trends. There were no unusual call patterns in this reporting period. The charts on the following pages show:

IN911 Network

- IN911 direct connection
- FDC full integration

MEVO/textTTY status

- ISP Post MEVO
- MEVO in use
- ▨ MEVO pending
- text-For-911 in use

ECaTS

- ECaTS in use

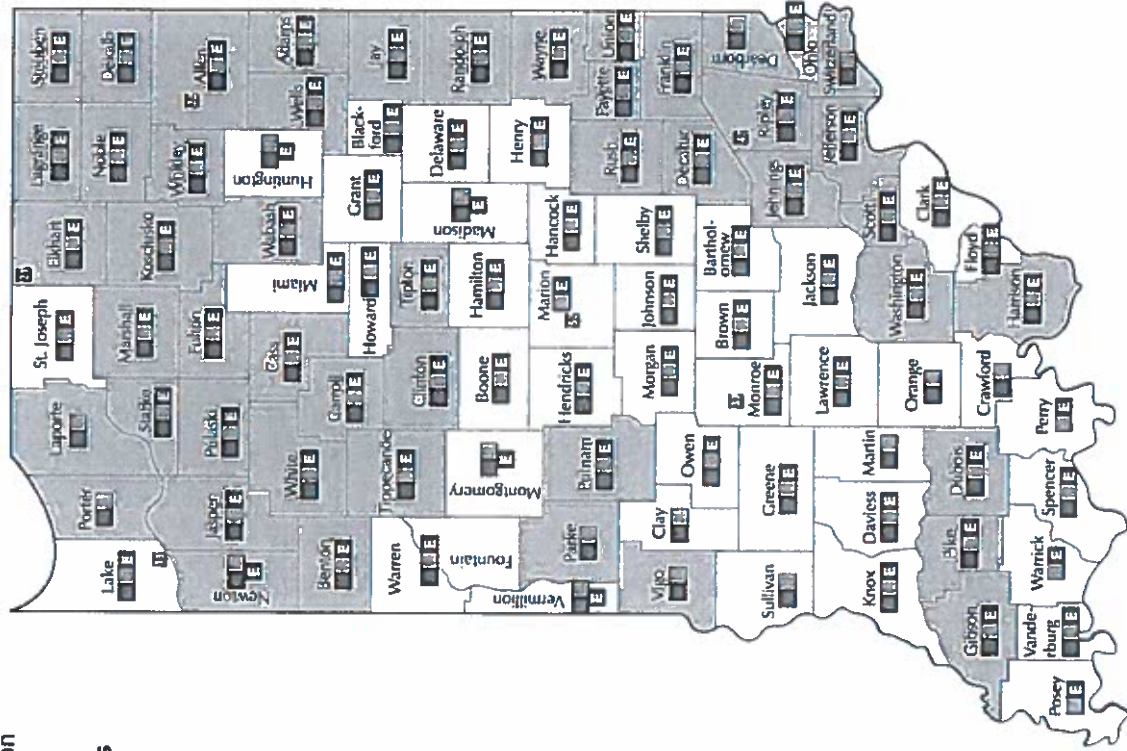
Indiana State Police Posts

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

City PD's

- Bedford PD
- Evansville Dispatch
- Evansville PD
- Lawrence PD
- Linton PD
- Marion PD
- Mishawaka PD
- Mooresville PD
- New Albany PD
- Purdue PD
- Rushville PD
- Schererville PD
- South Bend PD
- Speedway PD
- Toll Road Authority
- Washington PD

IN911 statewide status



16-188 version 5.7

show, text usage continues to increase.

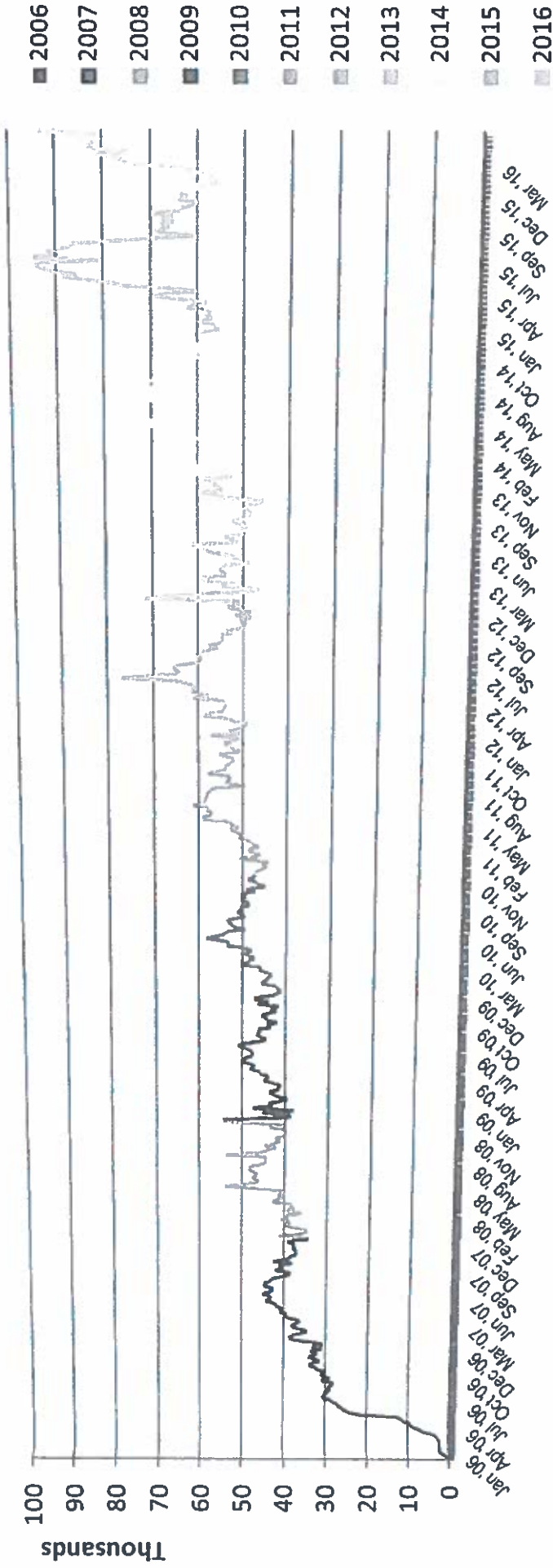
- b. Particularly with regard to the usage of text, many agencies use text as a primary method of communication. Based on industry statistics that are generally available, text usage in Indiana is exponentially higher than other states.

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IN911 Network Weekly Call Totals

January 2006 - May 2016

Jan. '06 - May '16 Total: 27,225,507

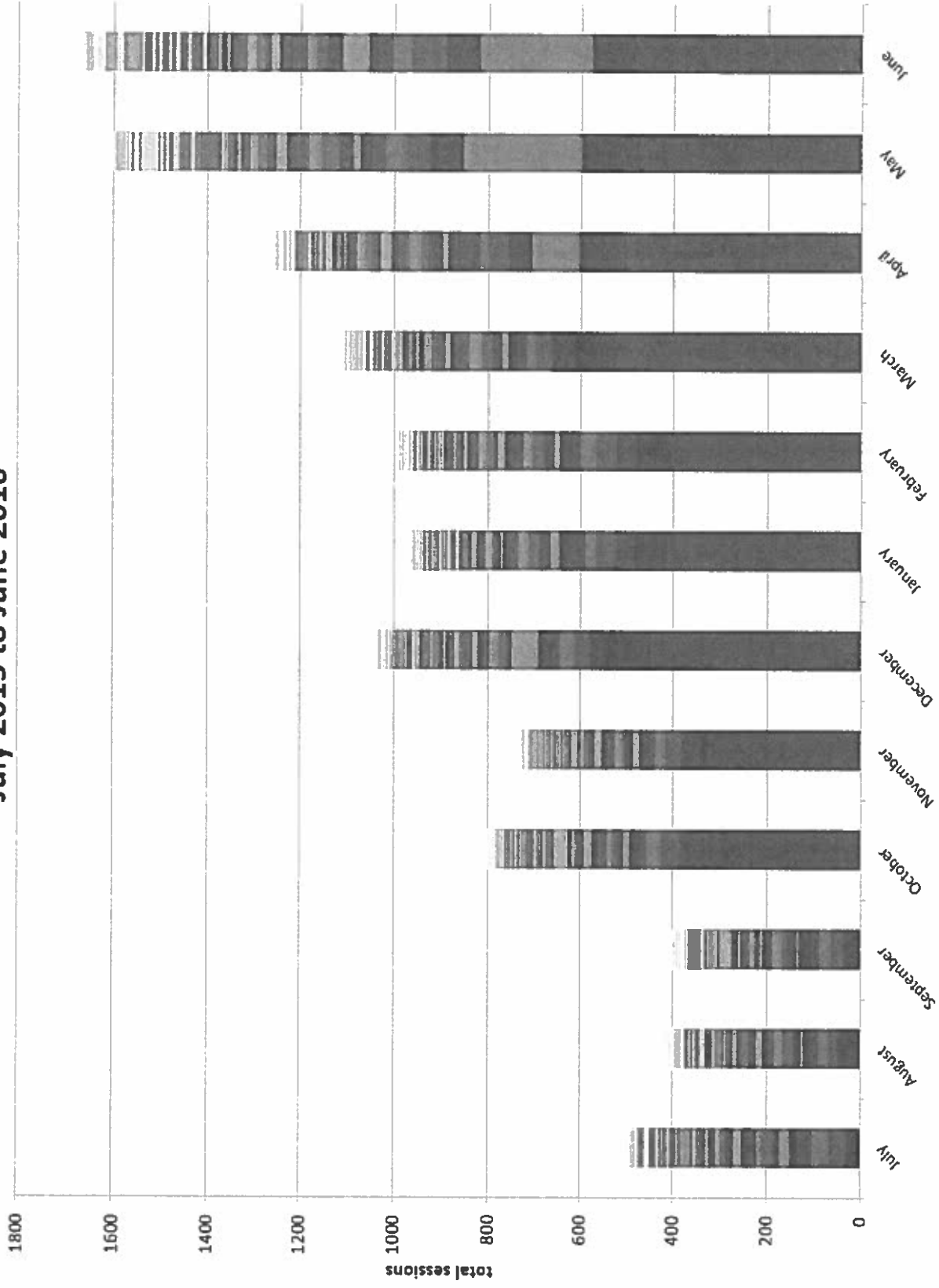


D 52 = IndianapolisD 13 = Lowell D 21 = Indiana Toll Road
 D 42 = VersaillesD 33 = Bloomington D 22 = Fort Wayne



6. Text TO 911 usage matrix. There is a correlation between both population and text dialogs from the PSAP with text to the PSAP. (The heatmap usage matrix on the next page shows this data.)

**text TO 911
July 2015 to June 2016**



7. Note that all agencies are receiving text messages in this reporting cycle.

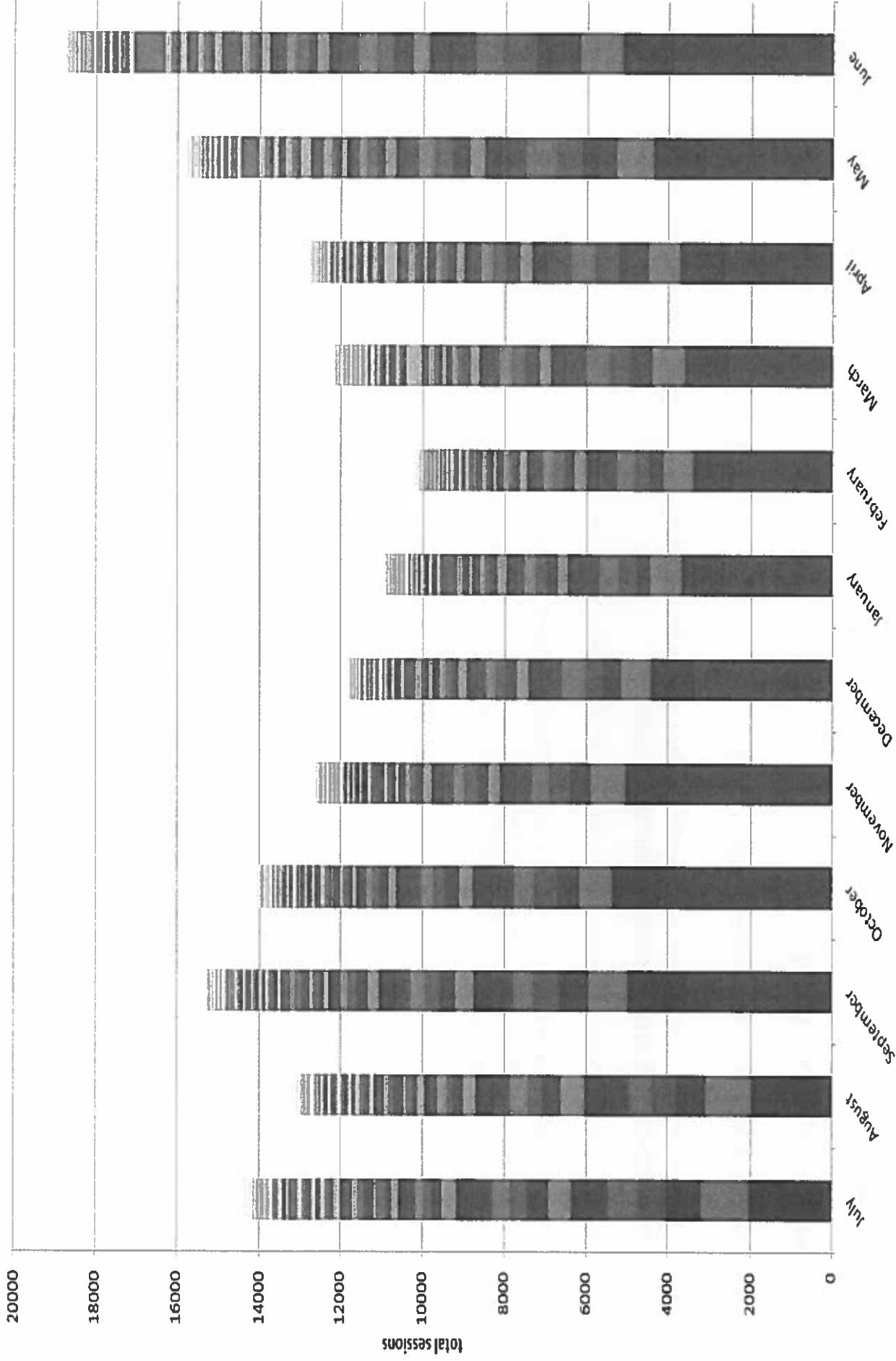
PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT
Marion County	3904	Boone County	89	Dearborn County	39	Owen County	9		
St. Joseph	650	Clinton County	71	Harrison County	39	Blackford County	8		
Lake County	602	Marshall County	69	Jefferson County	39	Union County	6		
Elkhart County	584	Morgan County	68	Wells County	39	Warrick County	6		
Allen County	487	Cass County	67	Spencer County	38	Ohio County	3		
Tippecanoe	339	Vanderburgh County	66	Putnam County	36	Rush County	3		
Hamilton County	292	Perry County	65	Whitley County	36	Switzerland County	3		
Bartholomew County	261	Wabash County	64	Steuben County	33	Benton County	2		
Kosciusko County	258	Howard County	57	Lawrence County	31	Orange County	1		
LaPorte County	248	Dekalb County	55	Jasper County	29	Washington County	1		
Vigo County	244	Shelby County	52	Gibson County	28				
Porter County	223	Jennings County	51	Noble County	27				
Wayne County	213	Adams County	50	Posey County	27				
Johnson County	206	Dubois County	49	Tipton County	26				
Monroe County	182	Jackson County	47	Fayette County	25				
Madison County	180	Miami County	47	Fulton County	25				
Clark County	141	Henry County	44	Huntington County	25				
Delaware County	133	Knox County	40	Newton County	24				
Floyd County	114			Carroll County	23				
Hancock County	111			Hendricks County	23				
Montgomery County	110			Randolph County	21				
Grant County	102			Scott County	21				
				Fountain/Warren County	19				
				Vermillion County	19				
				Daviess County	18				
				Starke County	18				
				Brown County	16				
				Pulaski County	16				
				Clay County	15				
				Crawford County	15				
				Decatur County	15				
				White County	15				
				Ripley County	14				
				Jay County	13				
				Greene County	12				
				LaGrange County	12				
				Martin County	12				
				Franklin County	11				
				Parke County	11				
				Pike County	11				
				Sullivan County	11				

8. Text FROM 911 usage matrix, with seasonal high usage counts.

PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT
Marion County	32834	Dubois County	1782	Pike County	449	Davess County	98		
Elkhart County	14870	Noble County	1599	Jay County	328	Benton County	92		
Allen County	10765	Spencer County	1532	Pulaski County	303	Tipton County	90		
Hamilton County	7675	Steuben County	1438	Franklin County	283	Ohio County	89		
Monroe County	6700	Scott County	1432	Brown County	272	Blackford County	79		
Clark County	6613	Boone County	1365	Decatur County	272	Union County	75		
Vigo County	5955	Morgan County	1349	Putnam County	257	Green County	69		
Tippecanoe County	5107	Hendricks County	1343	Randolph County	235	Fayette County	65		
Porter County	4466	Marshall County	1237	Newton County	233	Shelby County	65		
Bartholomew Cour	4347	Lake County	1192	Switzerland County	233	Washington County	65		
Wayne County	3988	Cass County	1187	Sullivan County	224	Johnson County	63		
Grant County	3868	Lagrange County	1177	Dearborn County	180	Parke County	48		
Montgomery Cour	3573	Wabash County	1133	Whitley County	154	Floyd County	46		
LaPorte County	3549	Jackson County	1131	Knox County	144	Jasper County	46		
Kosciusko County	2976	Fulton County	1113	Starke County	117	Warrick County	40		
Crawford County	2562	Clinton County	1104	Howard County	107	St. Joseph County	33		
Hancock County	2052	Fountain/Warren Cour	1070	Gibson County	105	Martin County	15		
		Dekalb County	1056			Orange County	12		
		Miami County	1018			Madison County	10		
		Vanderburgh County	1010			Vermillion County	9		
		Jennings County	1005			Rush County	3		
		Jefferson County	894						
		White County	773						
		Posey County	744						
		Owen County	695						
		Carroll County	684						
		Lawrence County	671						
		Wells County	664						
		Adams County	605						
		Henry County	571						
		Harrison County	557						
		Delaware County	525						
		Huntington County	519						
		Perry County	515						
		Clay County	513						
		Ripley County	508						

9. This chart shows the trending of text FROM the PSAP, with the seasonal detail more clearly depicted.

July 2015 - June 2016



section C - industry stakeholders

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

1.1. **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.

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

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

14. **Other stakeholders** - There are no issues to report.

section D - network quality

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

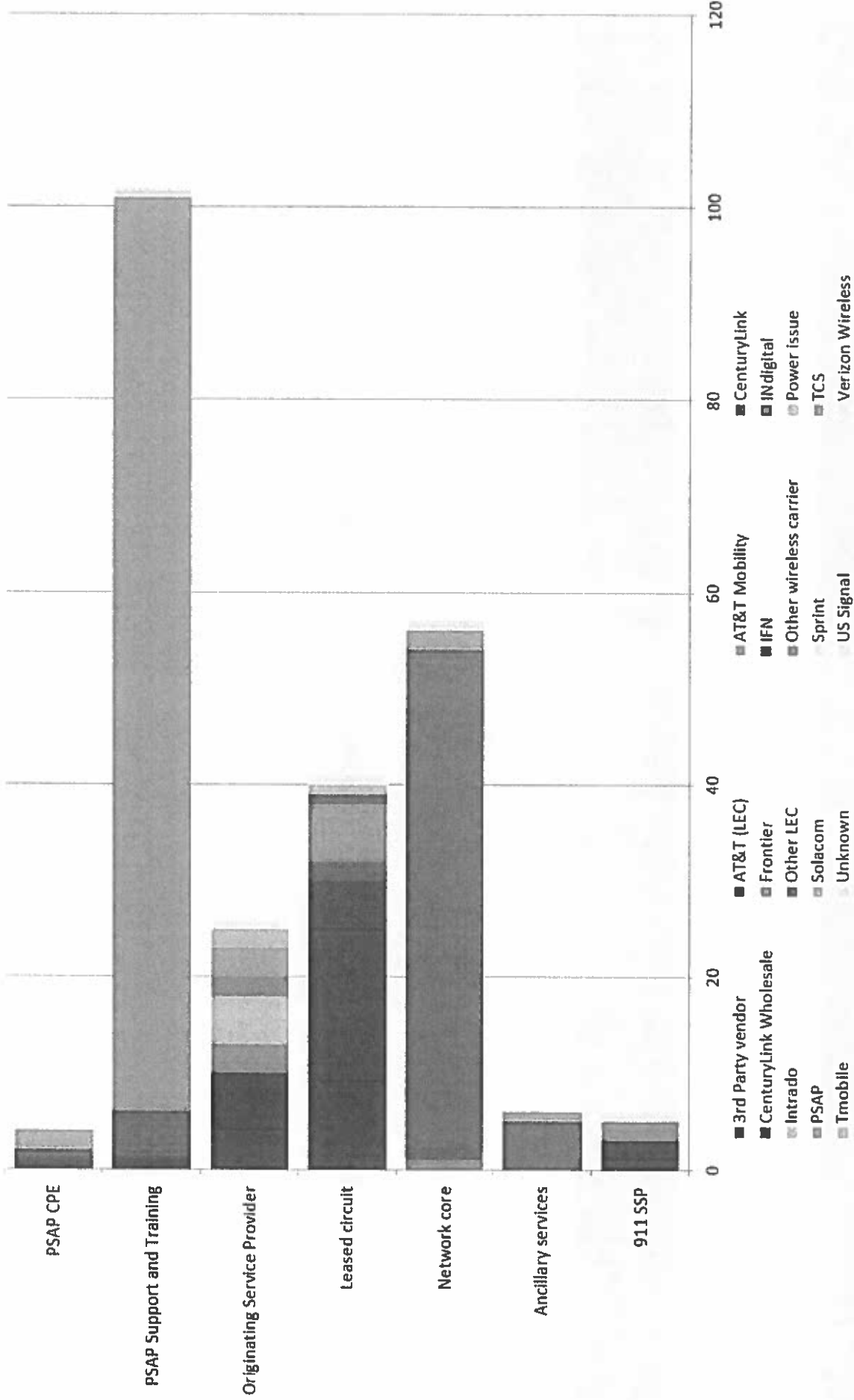
16. Trends have returned to the normal number of help desk calls in this reporting cycle. Slightly higher tickets due to work on network refinement and expansion are as expected.

The primary area of trouble reporting in this period is PSAP training and support.

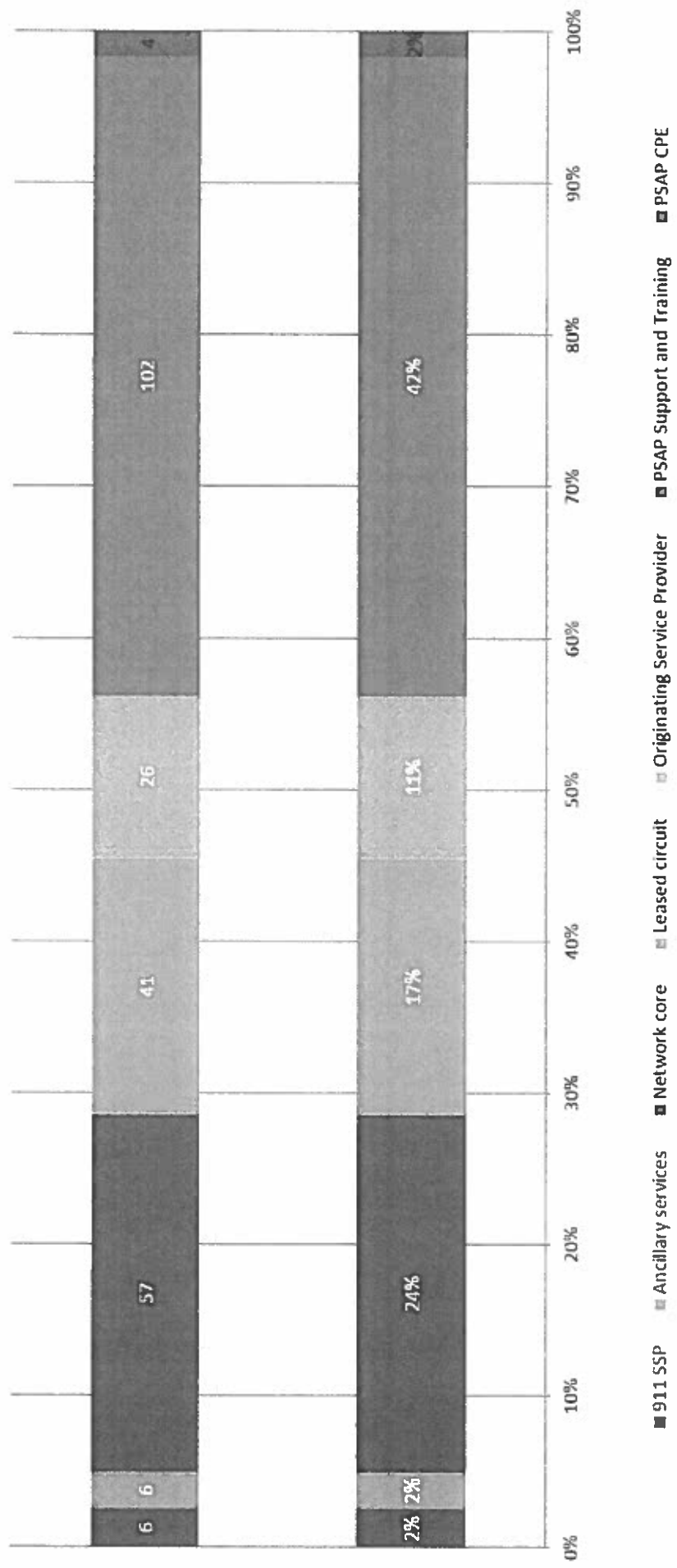
a. For comparison, trouble ticket trending for prior periods is shown below:

in 2015 – 858	in 2014 – 734	in 2013 –
275	in 2012 – 292	

INTEL INTELWORLD WIRELESS
 2016 YTD through May Category and Source



תוצאות תיקוני רשת
2016 YTD through May by functional domain



17. Trouble ticket analysis – These graphs show the ticket breakdown by category. Our analysis is that all reports in the various domains are normal.