Q-3.2 Indiana NG9-1-1 Report

for the reporting interval ending

August 31, 2017

with data from

section A – INdigital ESiNet overview

1. Our work continues to connect and test all services that use the ESiNet. The detail of the network status is shown at right, and the current ethernet services map is on the next page.

IN911 statewide status

IN911 Network
- IN911 direct connection
- FDC full integration

MEVO/ texTTY status
- ISP Post MEVO
- MEVO in use
- MEVO pending
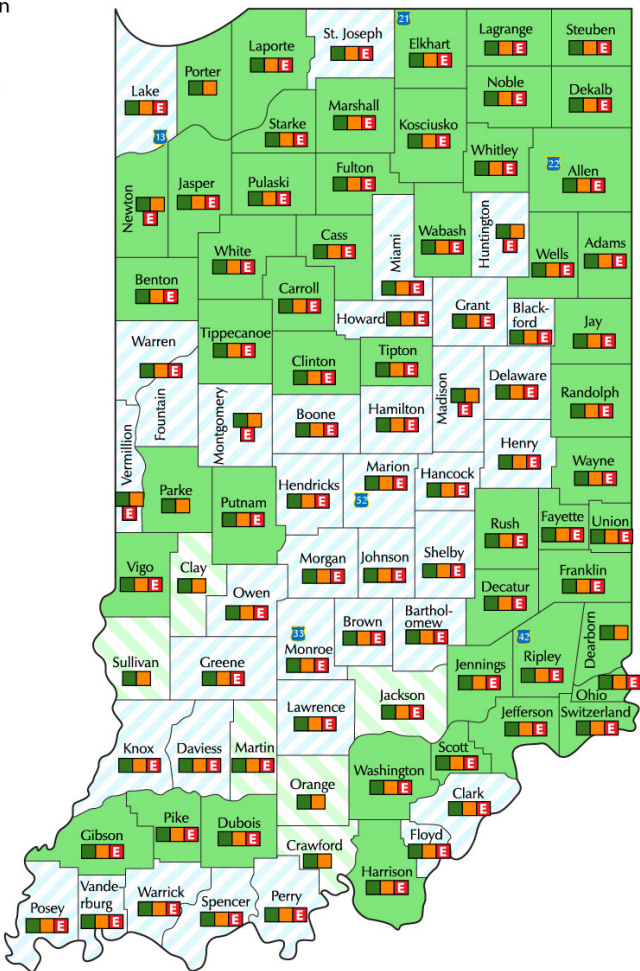- text-For-911 in use

ECaTS
- E 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
- Schereville PD
- South Bend PD
- Speedway PD
- Toll Road Authority
- Washington PD

17-249 version 6.0

2. This map shows the status of the ethernet connectivity that is the INdigital G-15 ESiNet.

   We continue to make significant progress since our last report, and completed 10 mb (or higher speed) connections to an additional 7 counties. The remaining counties have facilities under negotiation, construction, or pending usage approval by the service provider.

   (The previous map is shown for reference below.)

UPDATED 6/01/2017
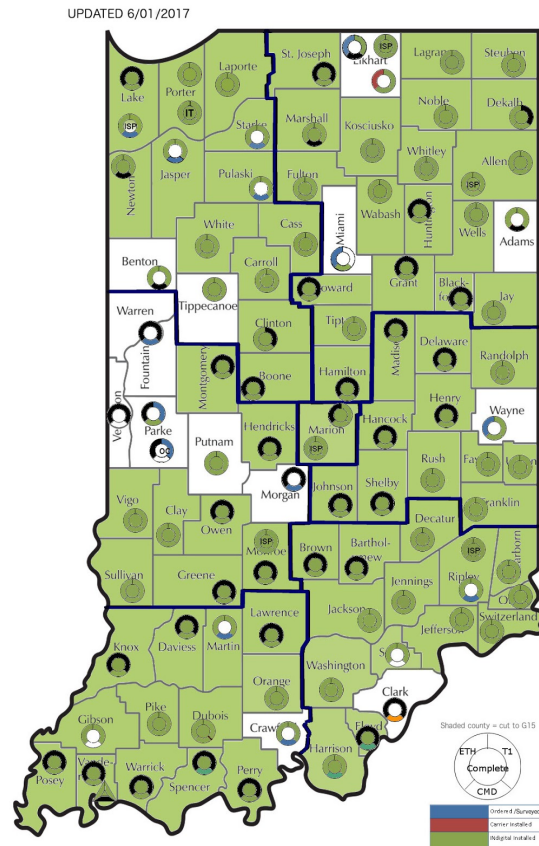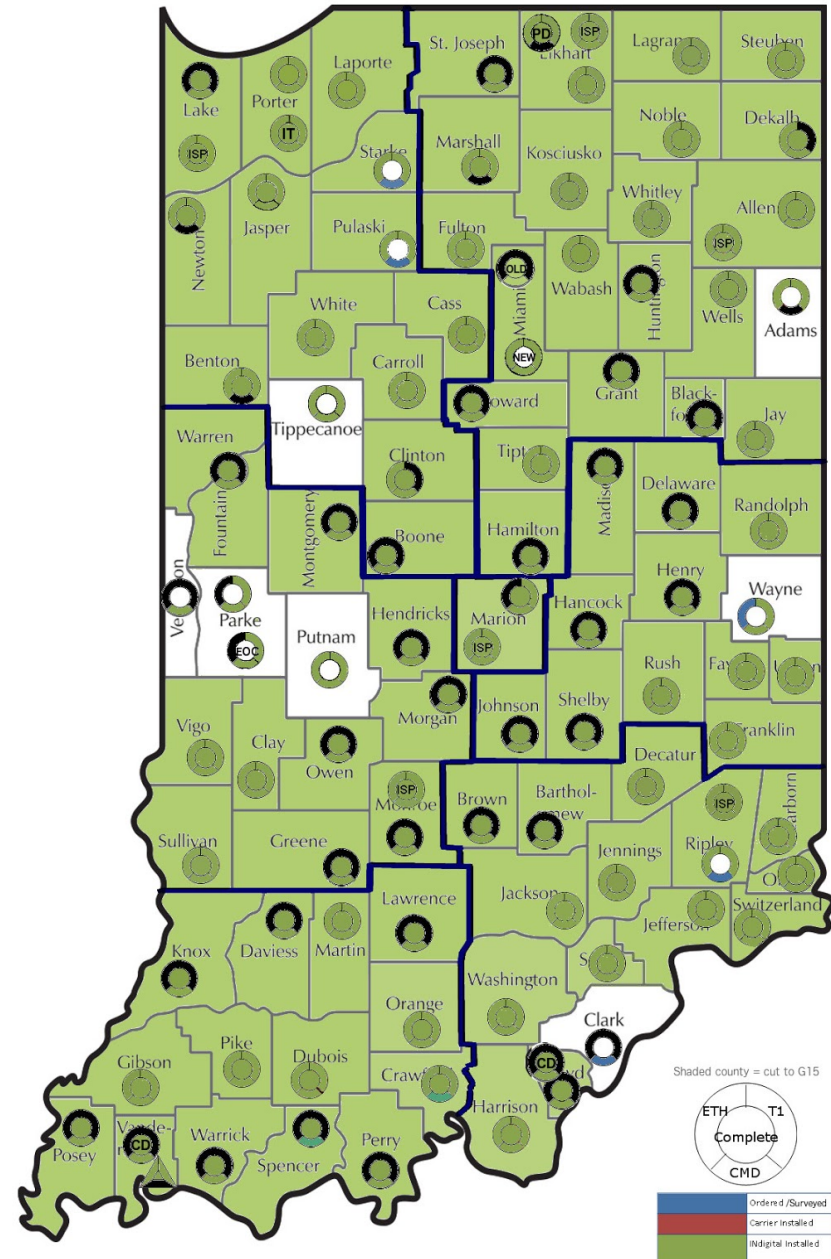
IN911 Network Weekly Call Totals
January 2006 - August 2017

Jan. '06 - August '17 Total: 31,939,058
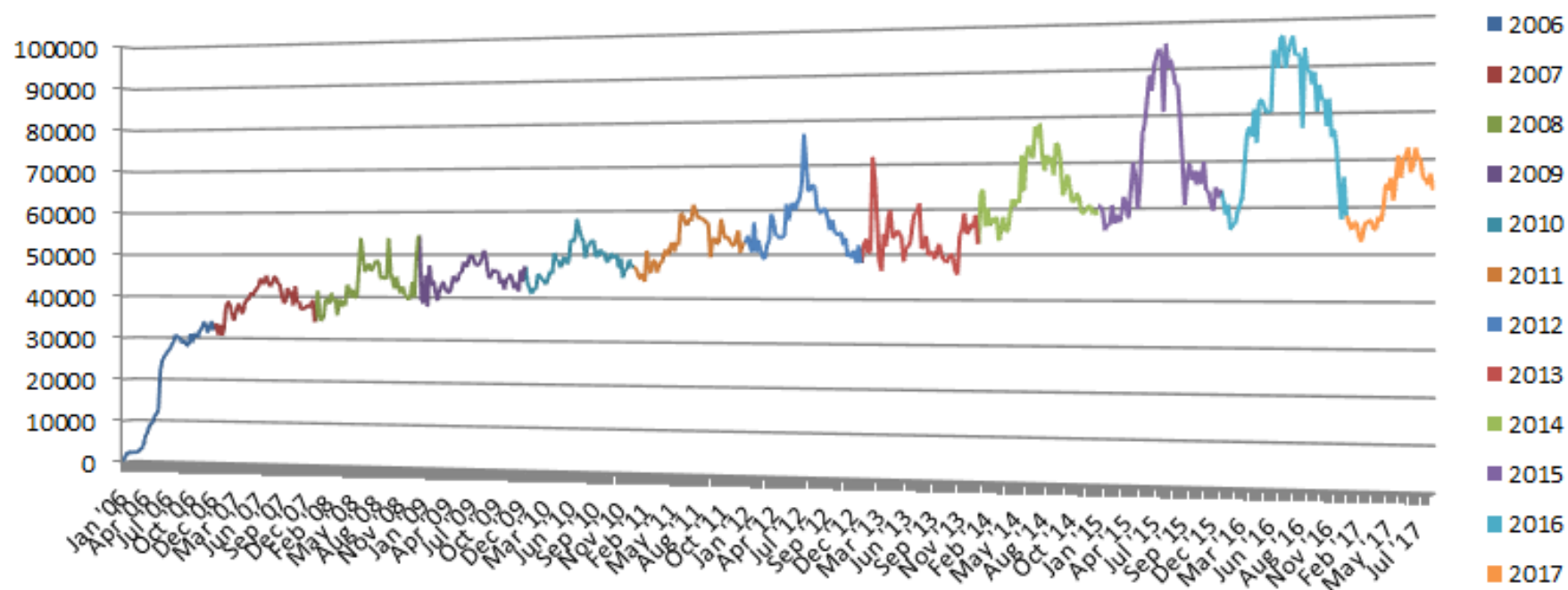
D 52 = Indianapolis   D 13 = Lowell   D 21 = Indiana Toll Road
D 42 = Versailles   D 33 = Bloomington D 22 = Fort Wayne

Transfers to ISP Posts
September 2016 through August 2017

1. Text TO 911 usage charts by month. The heatmap matrix is on the next page.

text TO 911
September 2016 to August 2017

Text TO 911 usage heat map matrix

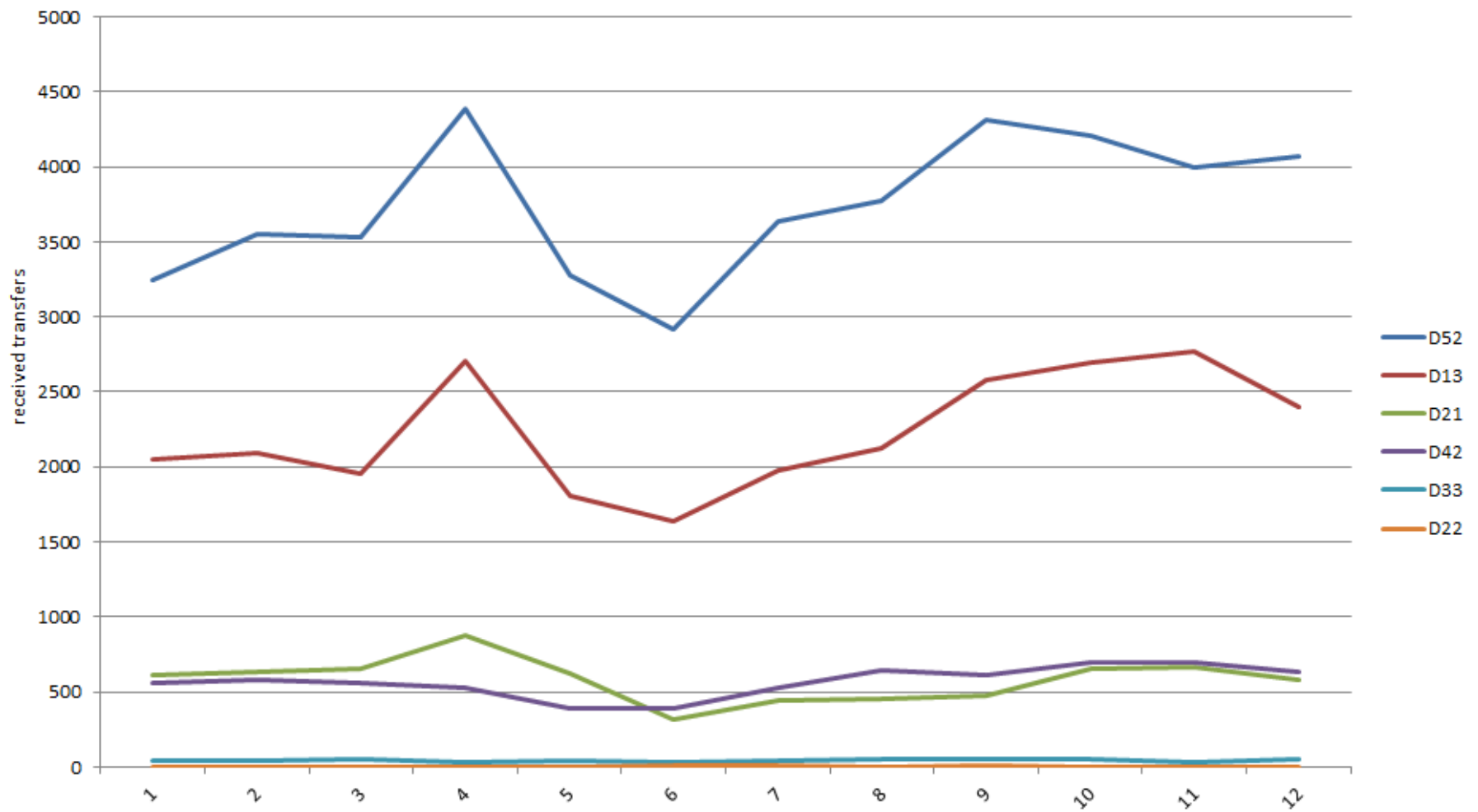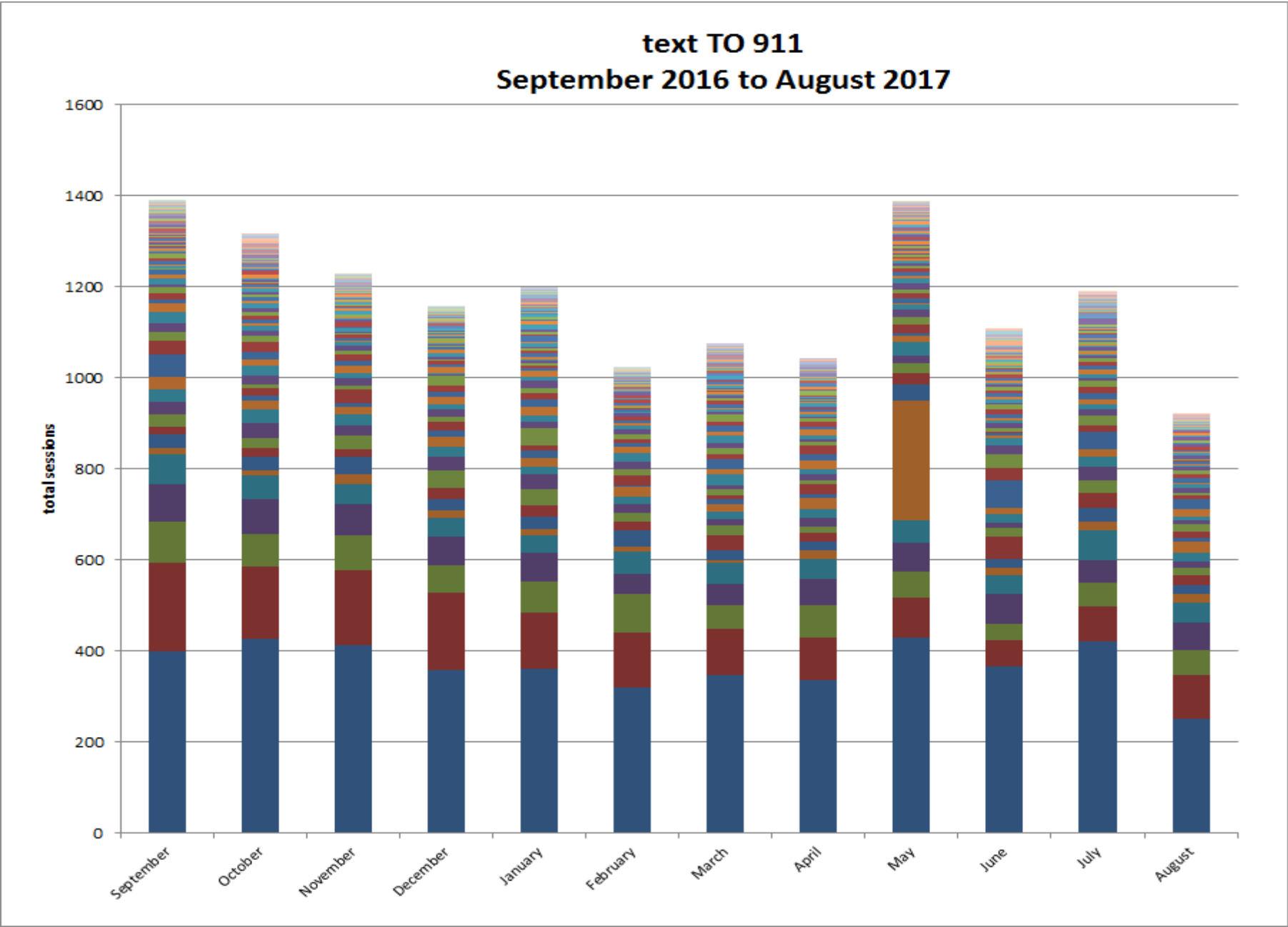| 100+		40-99		10-39		<10		Active - No Usage
PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP
Marion County	4426	Howard County	96	Fayette County	39	Pulaski County	9	Martin County
Lake County	1447	Montgomery County	95	Lawrence County	39	Pike County	6	
St. Joseph	776	Jennings County	94	Dekalb County	38	Benton County	5	
Allen County	736	Boone County	78	Miami County	38	Orange County	5	
Elkhart County	579	Marshall County	65	Newton County	38	Blackford County	4	
Porter County	436	Morgan County	61	Tipton County	38	Starke County	4	
Vanderburgh County	324	Cass County	58	Randolph County	37	Union County	4	
Vigo County	305	Clinton County	56	Knox County	36	Switzerland County	3	
LaPorte County	291	Dubois County	56	Whitley County	35	Washington County	3	
Tippecanoe	268	Henry County	47	Gibson County	34	Rush County	2	
Hamilton County	259	Shelby County	47	Steuben County	32			
Bartholomew County	244	Jackson County	46	Vermillion County	30			
Kosciusko County	232	Noble County	46	Franklin County	29			
Wayne County	229	Adams County	42	Jasper County	29			
Johnson County	208	Posey County	42	Jefferson County	29			
Delaware County	179	Harrison County	41	LaGrange County	29			
Madison County	179	Putnam County	40	Greene County	28			
Monroe County	166			Wells County	28			
Hendricks County	159			Scott County	27			
Clark County	153			Jay County	26			
Hancock County	138			Wabash County	26			
Floyd County	115			Fulton County	25			
Grant County	110			Dearborn County	24			
				Fountain/Warren County	23			
				Carroll County	21			
				Ripley County	20			
				White County	20			
				Crawford County	19			
				Daviess County	19			
				Huntington County	19			
				Clay County	18			
				Decatur County	18			
				Warrick County	18			
				Owen County	14			
				Sullivan County	14			
				Brown County	13			
				Ohio County	11			
				Parke County	11			
				Perry County	11			
				Spencer County	10			

Text FROM 911 usage heat map matrix

2000+			500-1999			100-499			<100			Active - no usage
PSAP	COUNT		PSAP	COUNT		PSAP	COUNT		PSAP	COUNT		Rush County
Marion County	38227		Kosciusko County	1975		Carroll County	489		Fayette County	94		
Elkhart County	11049		Morgan County	1512		Owen County	489		Whitley County	94		
Allen County	8576		Dubois County	1443		Posey County	473		Ohio County	79		
Hamilton County	7872		Marshall County	1322		Adams County	450		Johnson County	78		
Monroe County	6286		Spencer County	1284		Lawrence County	441		Parke County	75		
Vigo County	5427		Noble County	1261		Sullivan County	430		Union County	71		
Clark County	5298		Clinton County	1206		Clay County	374		Blackford County	67		
Tippecanoe County	4855		Scott County	1165		Ripley County	372		Madison County	66		
Vanderburgh County	4685		Steuben County	1028		Randolph County	360		St. Joseph County	63		
Lake County	4184		Miami County	1027		Decatur County	329		Green County	59		
Wayne County	3753		Cass County	1018		Brown County	317		Tipton County	59		
Porter County	3471		Boone County	979		Jay County	313		Knox County	57		
Bartholomew County	3237		Fulton County	956		Harrison County	298		Orange County	40		
Grant County	3199		Dekalb County	826		Jasper County	285		Warrick County	39		
Montgomery County	3047		Jefferson County	801		Pulaski County	225		Floyd County	37		
Hendricks County	2805		Wabash County	789		Franklin County	212		Benton County	31		
Crawford County	2643		Jennings County	761		Switzerland County	211		Gibson County	24		
Hancock County	2050		Lagrange County	746		Dearborn County	194		Daviess County	21		
LaPorte County	2038		White County	679		Newton County	168		Vermillion County	12		
			Fountain/Warren County	657		Starke County	160		Washington County	12		
			Jackson County	636		Perry County	152		Martin County	4		
			Henry County	587		Shelby County	149					
			Delaware County	576		Howard County	131					
			Wells County	551		Pike County	121					
			Huntington County	507		Putnam County	101					

Text FROM 911 usage charts by month

texTTY FROM 911
September 2016 - August 2017
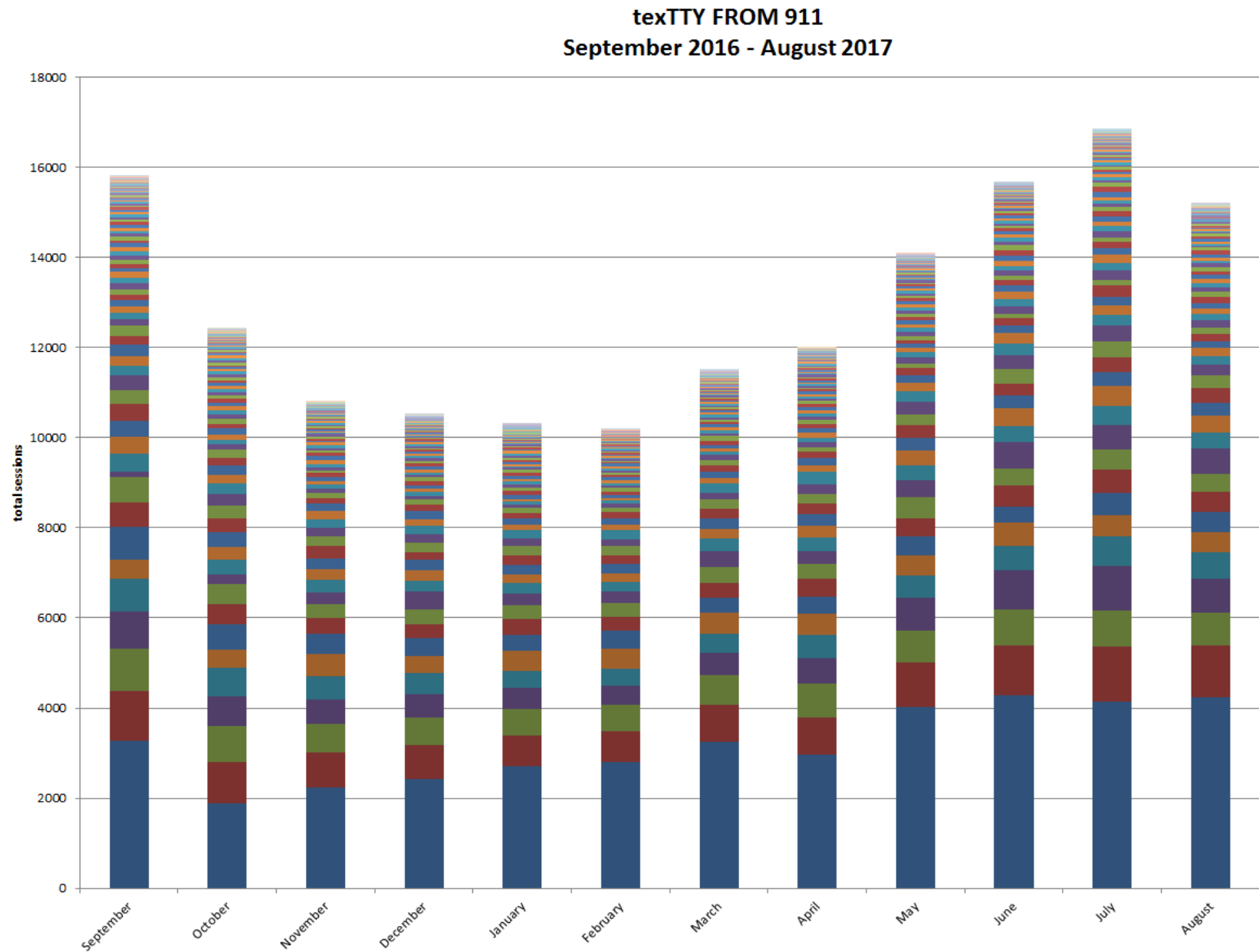
section C - network quality

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

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

5. **Adjacent state connectivity –** There are no updates for this period.

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

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

8. **ecAts -** There are no issues to report.

9. **Texty network** - There are no issues to report.

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

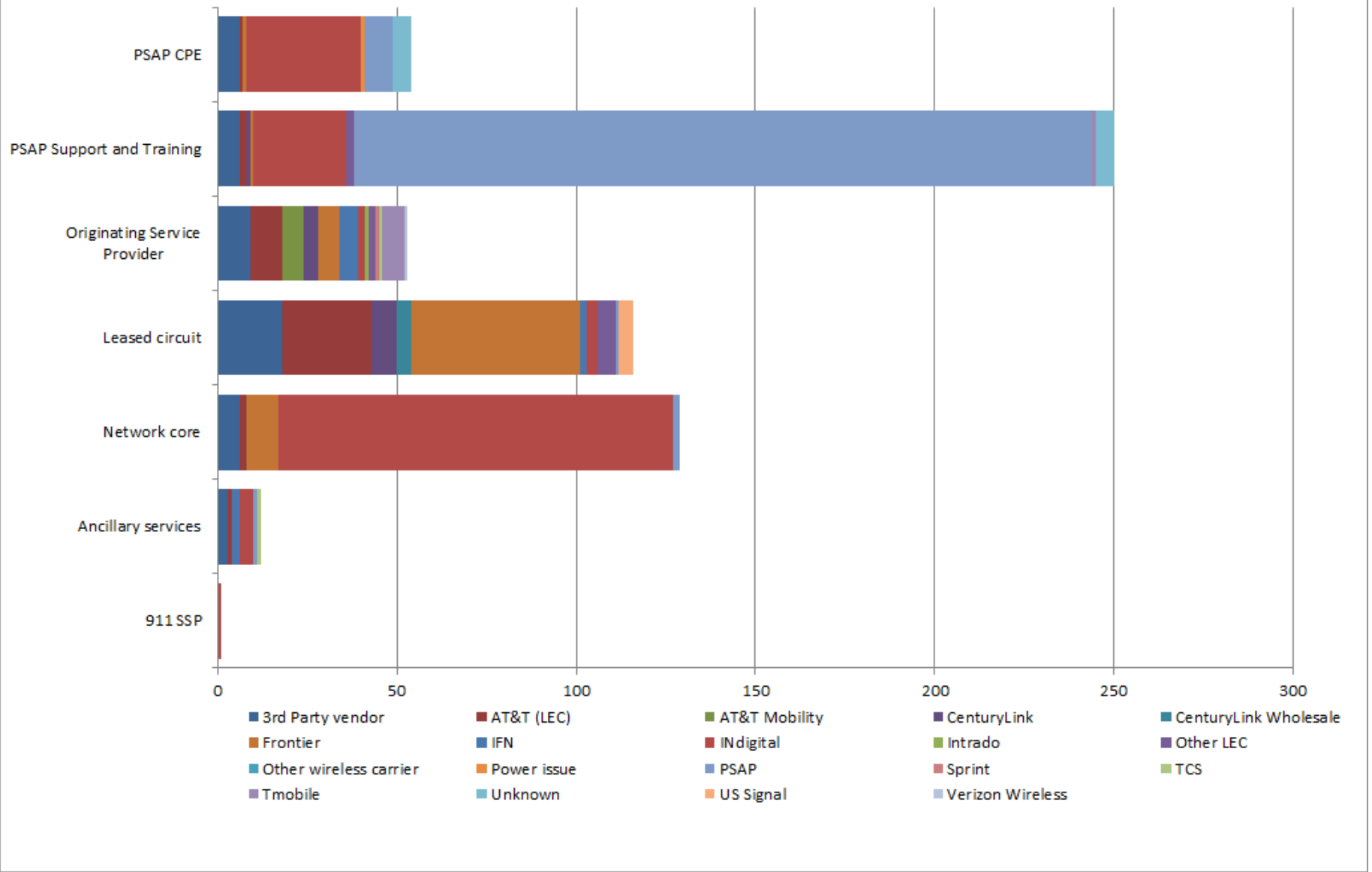# section D - trouble ticket analysis

11. **Trouble ticket summary** – There are no unusual trends to report.

The following graphs show the ticket breakdown by category. INdigital originated tickets (light gray in color) include work tickets for the turn up of the G-15 network segments as work trackers to ensure SLA compliance.
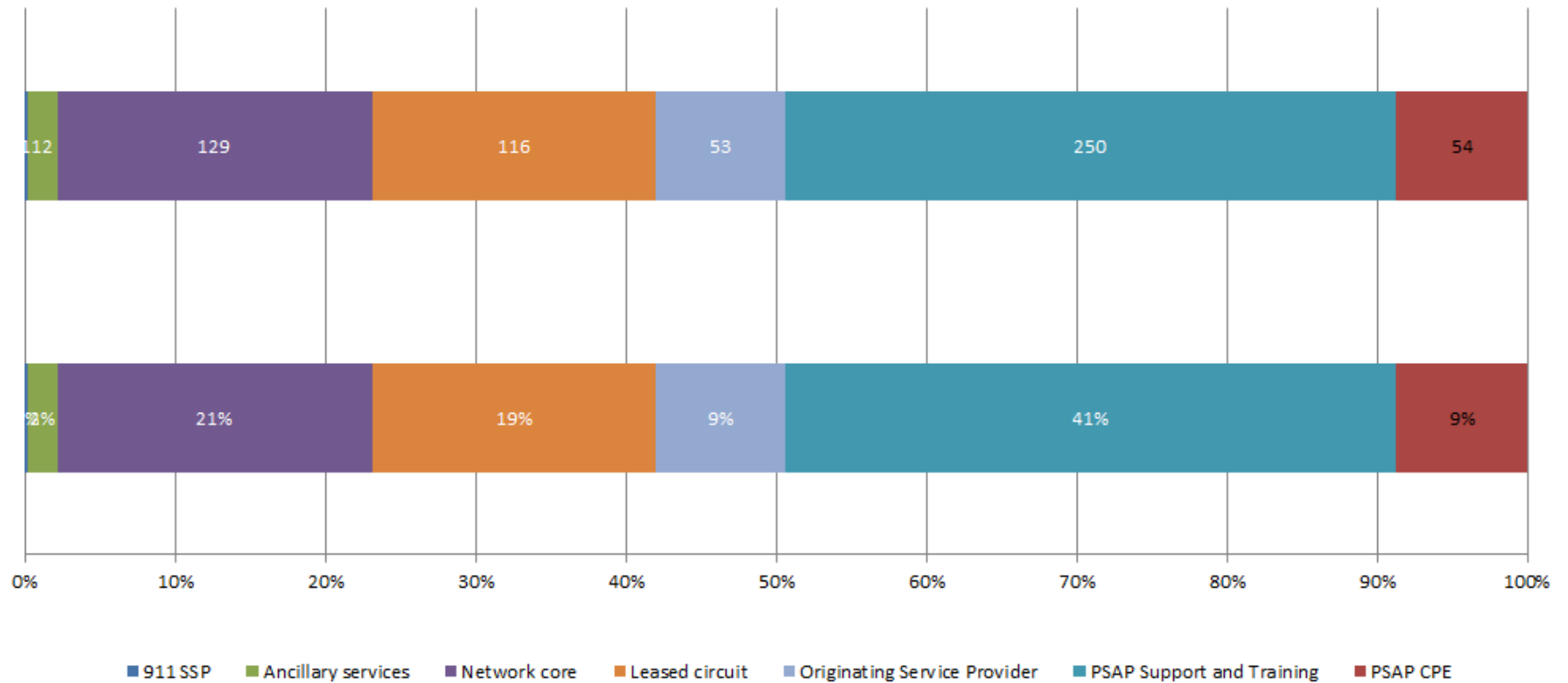
The remainder of this page is intentionally blank.

IN911 Wireless Network Trouble Tickets
12 months through August 2017 Category and Source

Categories (top to bottom): PSAP CPE, PSAP Support and Training, Originating Service Provider, Leased circuit, Network core, Ancillary services, 911 SSP

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

IN911 Wireless Network Trouble Tickets
12 months through August 2017 by Functional Domain

| 112 | 129 | 116 | 53 | 250 | 54 |

| 2% | 21% | 19% | 9% | 41% | 9% |

■ 911 SSP ■ Ancillary services ■ Network core ■ Leased circuit ■ Originating Service Provider ■ PSAP Support and Training ■ PSAP CPE

section F - Proposed new work

12. As we previously reported, INdigital has been working with RapidSOS on methods to improve location accuracy using technology similar to that proposed and tested in the EU. We are working to finalize a definitive agreement with the company.

    INdigital will ensure that this work is consistent with the evolution and advancement of service provisions in the G-15 Master Service Agreement.

    The remainder of this page is intentionally blank.