

Q-1.2 Indiana NG9-1-1 Report
for the reporting interval ending
February 27, 2018
with data from



section A – INdigital ESiNet overview

1. We are pleased to report that the G-15 prime ESiNet buildout is now complete. All services are deployed with IP based redundancy in all counties.
 - a. Those counties served by the AT&T ESiNet have moved forward, but are not yet complete.
2. From the previous report, Orange county is online with new CPE, and Parke county is advancing to final planning. We forecast a Q-2 CPE upgrade, which will be fully compliant with the IN911 network.
3. The Indiana State Police cutover to a hosted call processing system since our last report, and are now using their MEVO phones as backup. The transition went smoothly.
 - a. Their usage data is now being integrated with the statewide reporting system, as well as the availability of reporting at the agency and post location levels.



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

- ECaTS in use

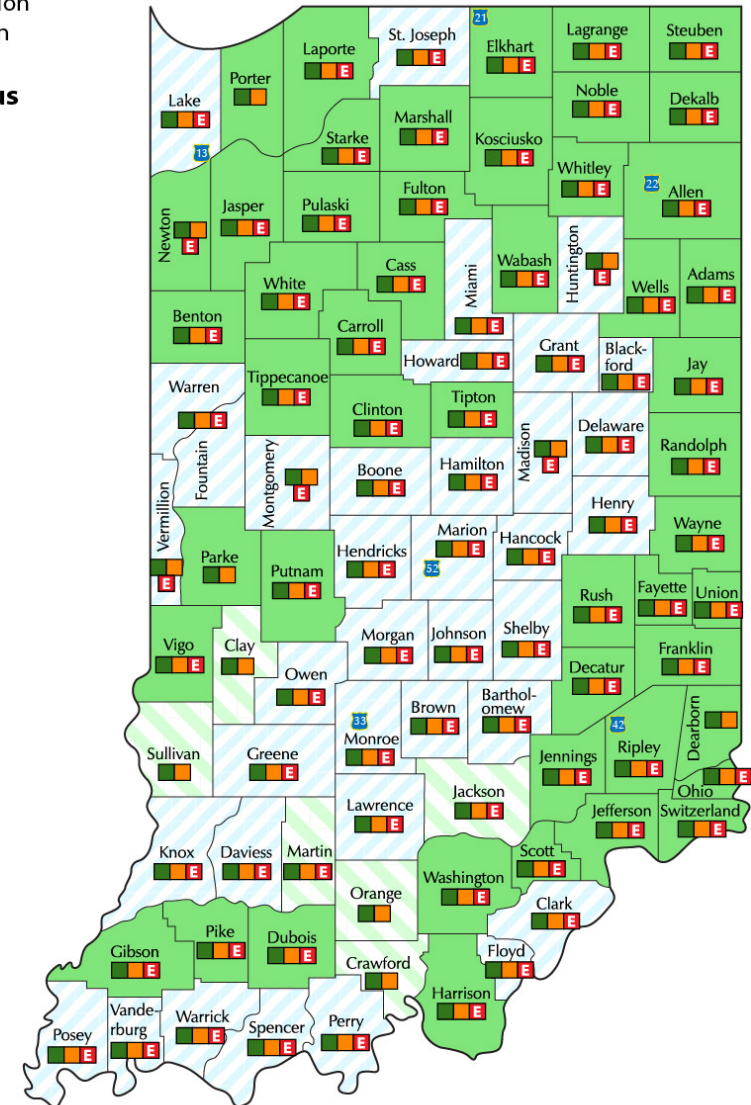
Indiana State Police Posts

- 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 ■

IN911 statewide status

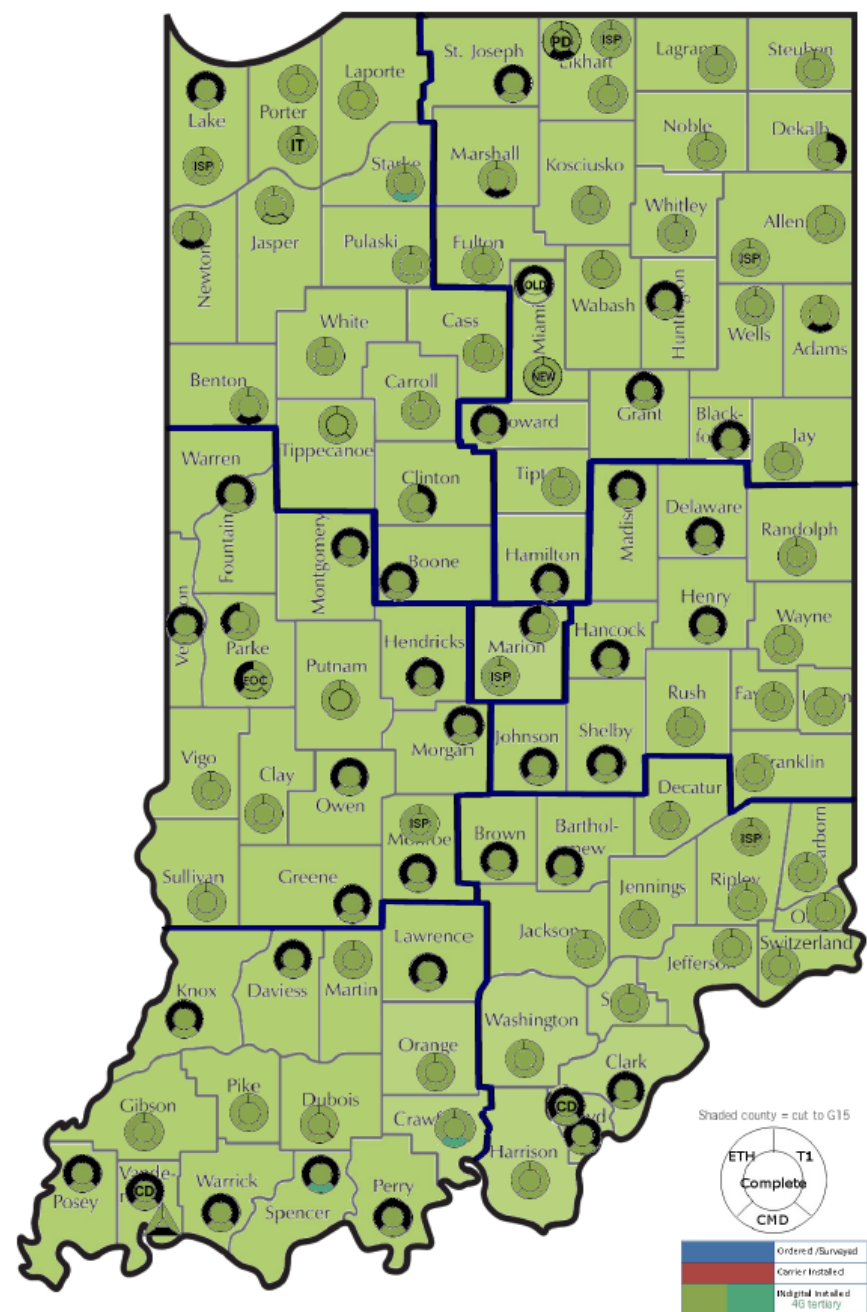


- The map (at right) shows the detailed status of resilient ethernet connectivity for the INdigital G-15 ESiNet.

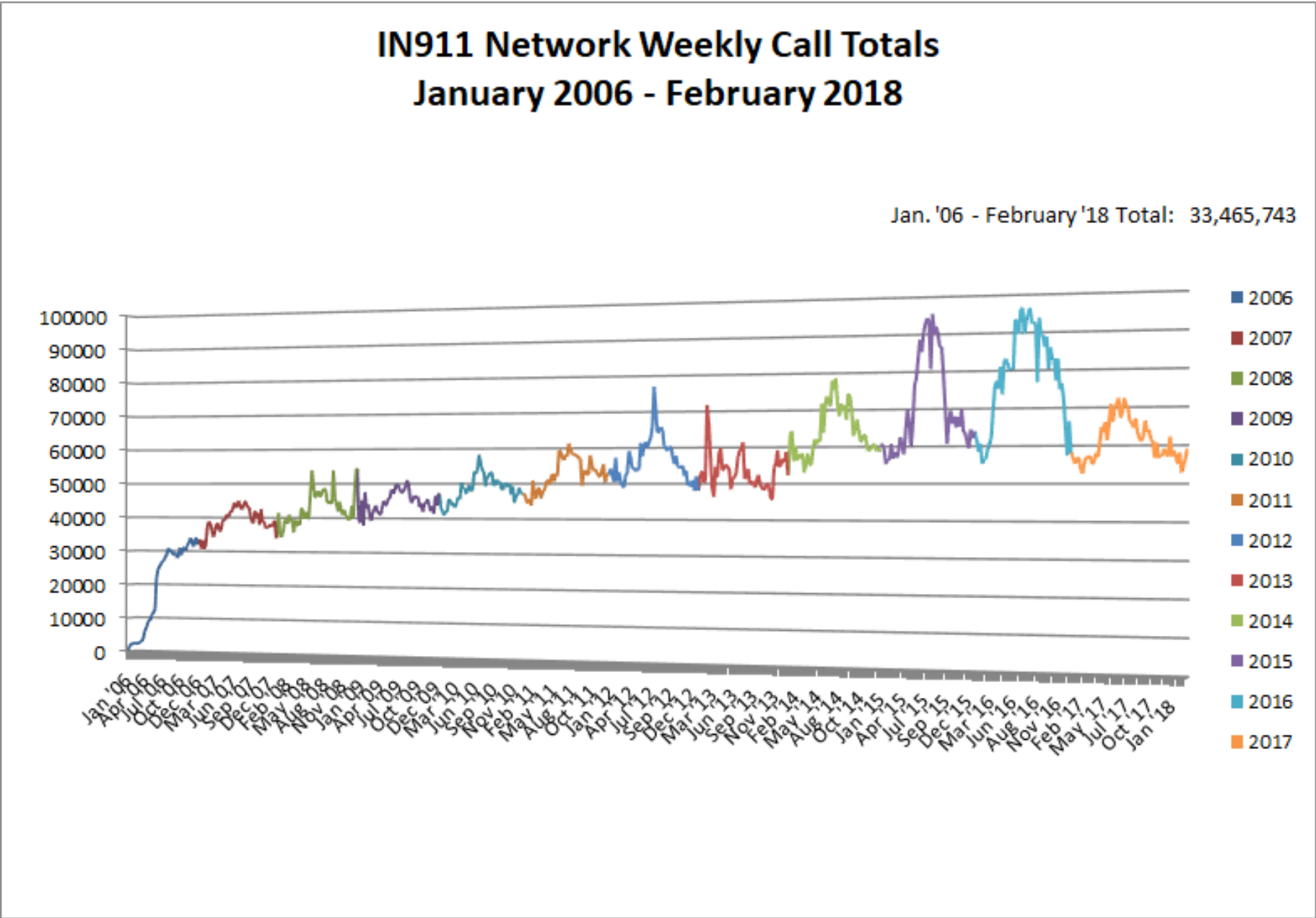
All counties have 10 mb (or higher speed) connections. Clark county is now complete. Certain of the counties have additional connectivity provided by Verizon Wireless via dedicated 4G connections.

- Work continues to turn up the new network to network interfaces (NNI) with IOT. No issues are forecasted for this work.

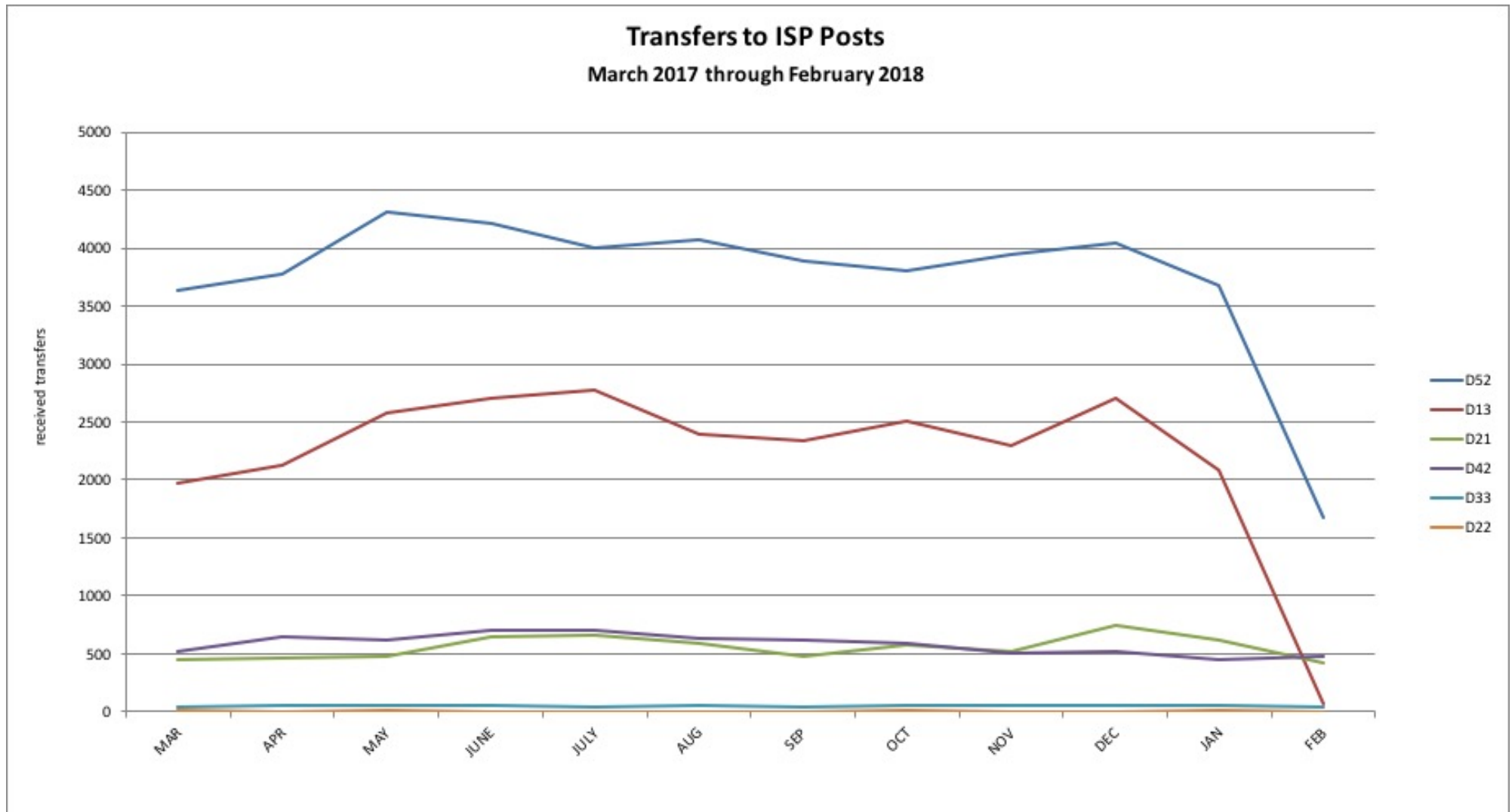
UPDATED 02/08/2018



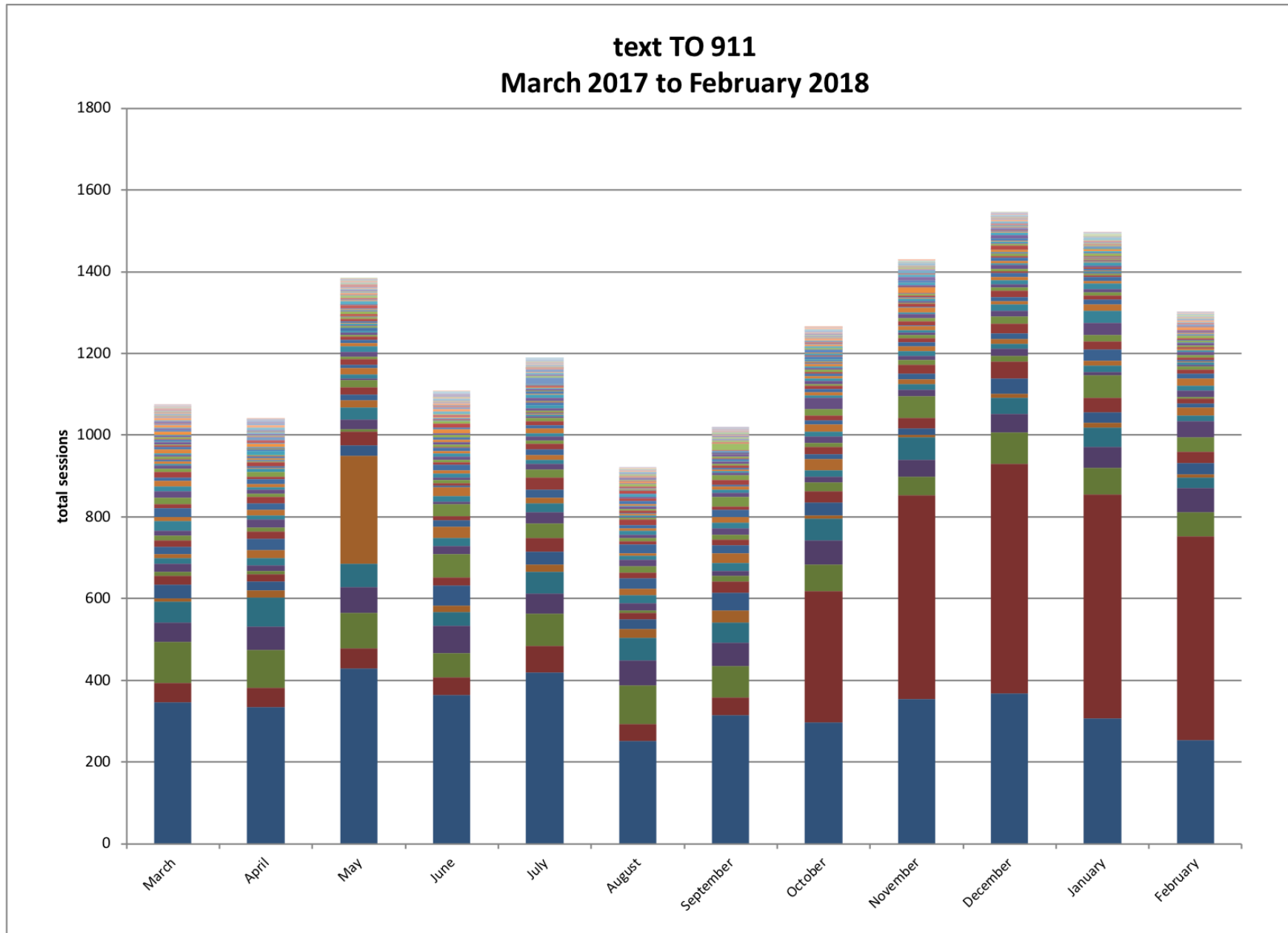
section B – INdigital prime ESiNet trends



6. The ISP posts are now using their Solacom call processing equipment, and transfer data was not yet been normalized for this report.



7. Text [TO](#) 911 usage charts **by month**. The **YTD cumulative** heatmap matrix is on the next page.



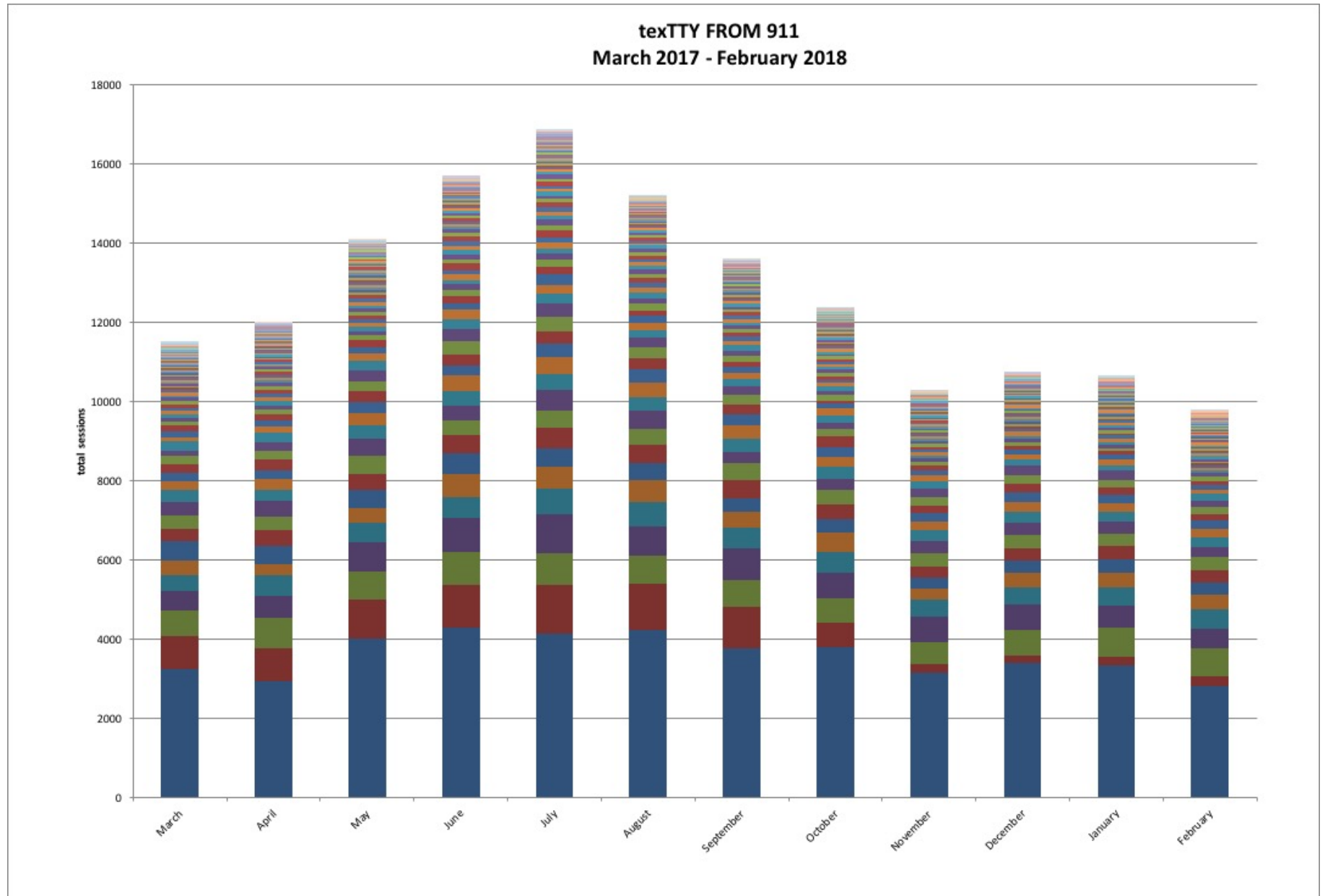
8. Text [TO 911 YTD cumulative](#)
heat map matrix

100+		40-99		10-39		<10		Active - No Usage
PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP
Marion County	4042	Jennings County	98	Tipton County	38	Perry County	8	Martin County
Elkhart County	2761	Montgomery County	95	Miami County	36	Pulaski County	8	Washington County
Lake County	907	Howard County	85	Dekalb County	35	Pike County	7	
Allen County	653	Henry County	64	Newton County	35	Orange County	6	
St. Joseph	592	Cass County	58	Ripley County	35	Parke County	6	
Porter County	419	Clinton County	58	Steuben County	35	Blackford County	4	
Vigo County	368	Morgan County	50	Posey County	34	Switzerland County	4	
Vanderburgh County	326	Jackson County	49	Franklin County	33	Benton County	3	
Kosciusko County	318	Noble County	49	Fayette County	32	Rush County	3	
LaPorte County	223	Shelby County	49	Huntington County	32	Union County	1	
Hamilton County	215	Jefferson County	46	Whitley County	32			
Wayne County	214	Dubois County	43	Wabash County	31			
Bartholomew County	213	Marshall County	42	Knox County	30			
Tippecanoe	212			Spencer County	29			
Johnson County	177			Fulton County	28			
Monroe County	173			Jasper County	28			
Madison County	170			Randolph County	28			
Delaware County	167			Vermillion County	28			
Hendricks County	155			Adams County	27			
Clark County	131			Harrison County	27			
Boone County	125			Putnam County	27			
Grant County	123			LaGrange County	25			
Floyd County	106			Jay County	24			
Hancock County	101			Carroll County	23			
				Scott County	23			
				White County	23			
				Dearborn County	22			
				Gibson County	22			
				Warrick County	22			
				Fountain/Warren County	21			
				Lawrence County	21			
				Clay County	20			
				Wells County	20			
				Decatur County	17			
				Greene County	17			
				Owen County	17			
				Daviess County	16			
				Crawford County	15			
				Ohio County	13			
				Starke County	13			
				Sullivan County	11			
				Brown County	10			

9. Text FROM 911 YTD cumulative
heat map matrix

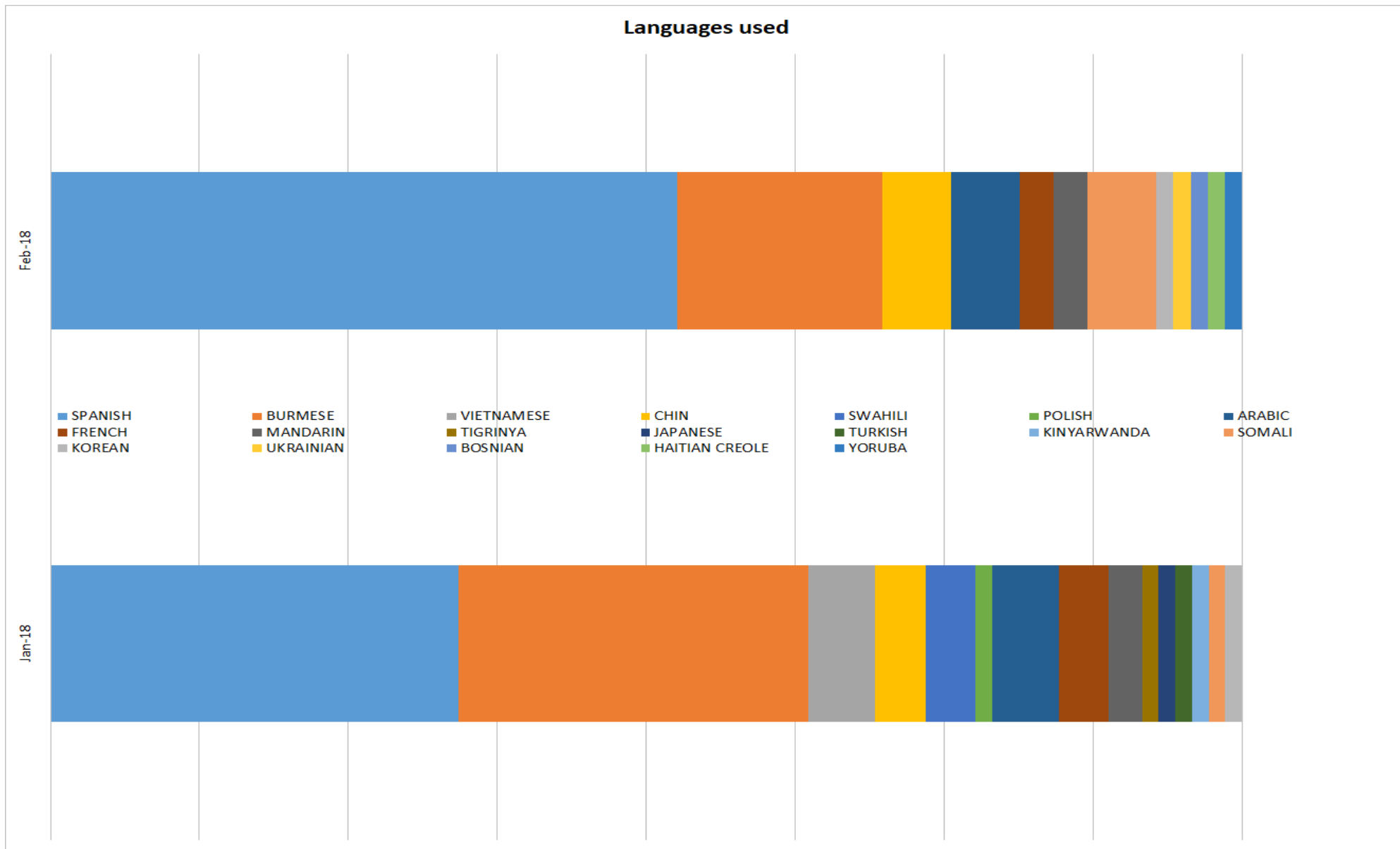
2000+		500-1999		100-499		<100		Active - no usage
Marion County	43225	Hancock County	1933	Huntington County	466	Fayette County	98	Rush County
Elkhart County	8651	Kosciusko County	1880	Jackson County	455	Union County	96	
Allen County	8326	LaPorte County	1514	Carroll County	430	Ohio County	90	
Hamilton County	8240	Dubois County	1513	Lawrence County	411	Pike County	89	
Monroe County	6021	Marshall County	1352	Clay County	410	Whitley County	88	
Lake County	5009	Morgan County	1226	Posey County	406	Perry County	82	
Vigo County	4740	Noble County	1205	Adams County	398	Parke County	72	
Tippecanoe County	4577	Clinton County	1141	Ripley County	381	Putnam County	66	
Vanderburgh County	4571	Spencer County	1120	Owen County	373	Orange County	61	
Clark County	4123	Scott County	1086	Sullivan County	350	Tipton County	57	
Wayne County	3804	Steuben County	994	Dearborn County	313	Knox County	56	
Porter County	3476	Boone County	979	Jay County	303	Madison County	53	
Grant County	2987	Cass County	893	Brown County	283	Johnson County	48	
Bartholomew County	2959	Fulton County	885	Randolph County	283	Warrick County	46	
Montgomery County	2821	Miami County	849	Decatur County	264	Floyd County	42	
Hendricks County	2783	Dekalb County	836	Jasper County	254	St. Joseph County	41	
Crawford County	2396	Jefferson County	718	Harrison County	251	Green County	31	
		Lagrange County	713	Switzerland County	217	Benton County	25	
		Delaware County	705	Franklin County	216	Gibson County	22	
		Wabash County	679	Pulaski County	206	Daviess County	20	
		White County	671	Starke County	206	Washington County	15	
		Jennings County	658	Newton County	166	Vermillion County	12	
		Fountain/Warren County	623	Shelby County	162	Martin County	2	
		Wells County	592	Blackford County	128			
		Henry County	525	Howard County	113			

10. Text FROM 911 charts by month

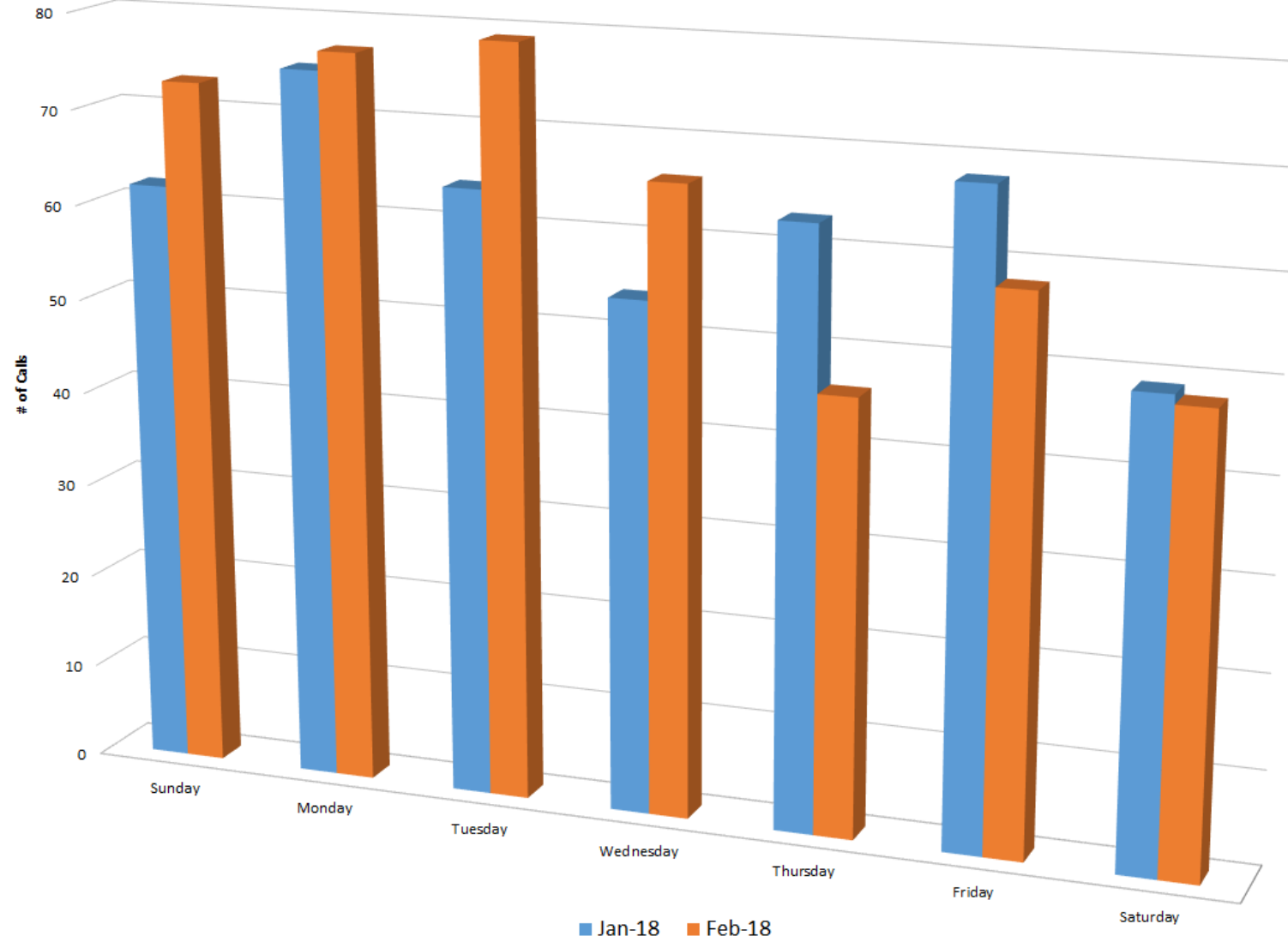


11. **Translation services** - Our analysts prepared the following charts for this reporting period.

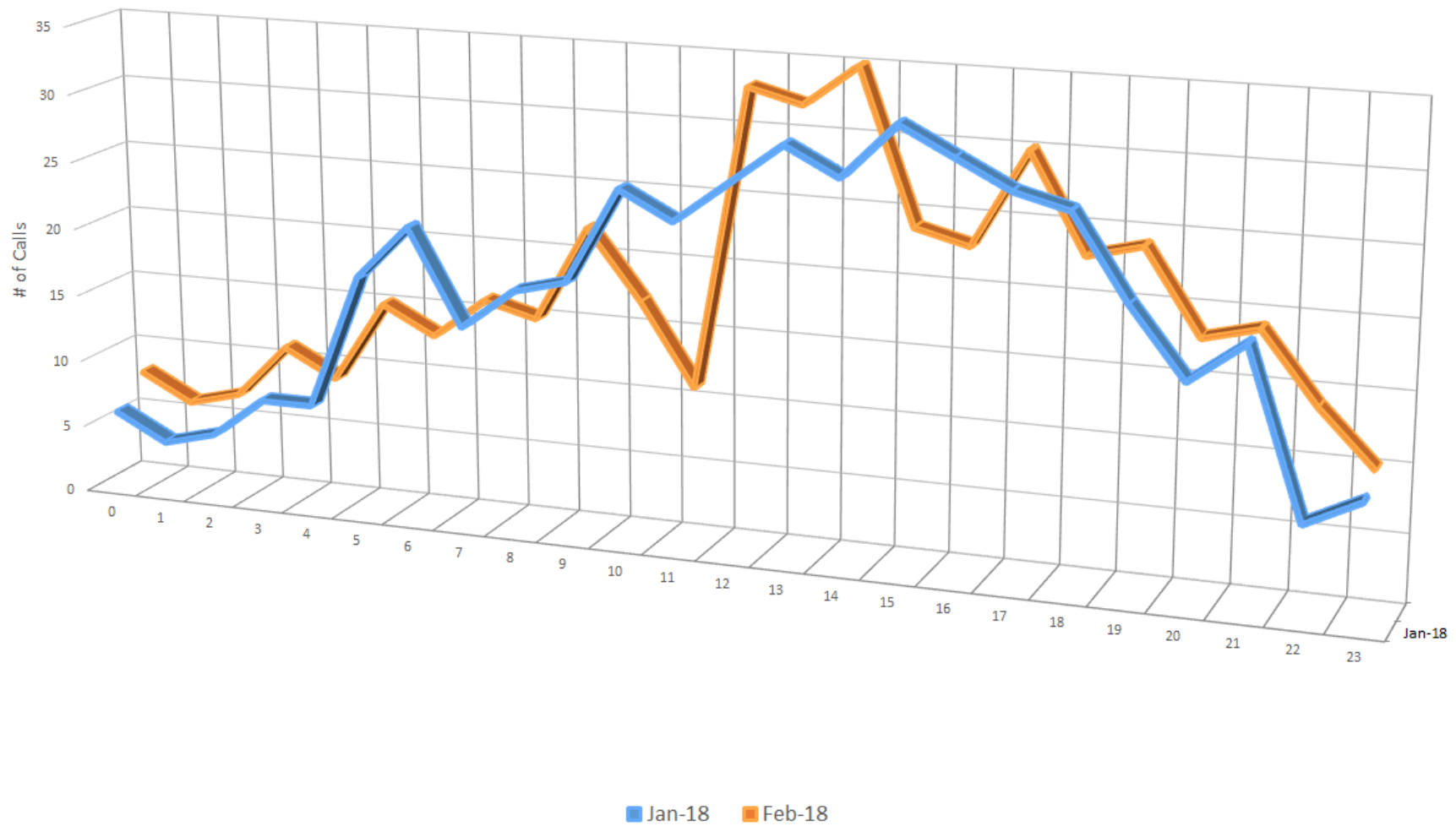
Going forward, we may simplify this report to just the language and usage volume line charts.



Call volume by day of week

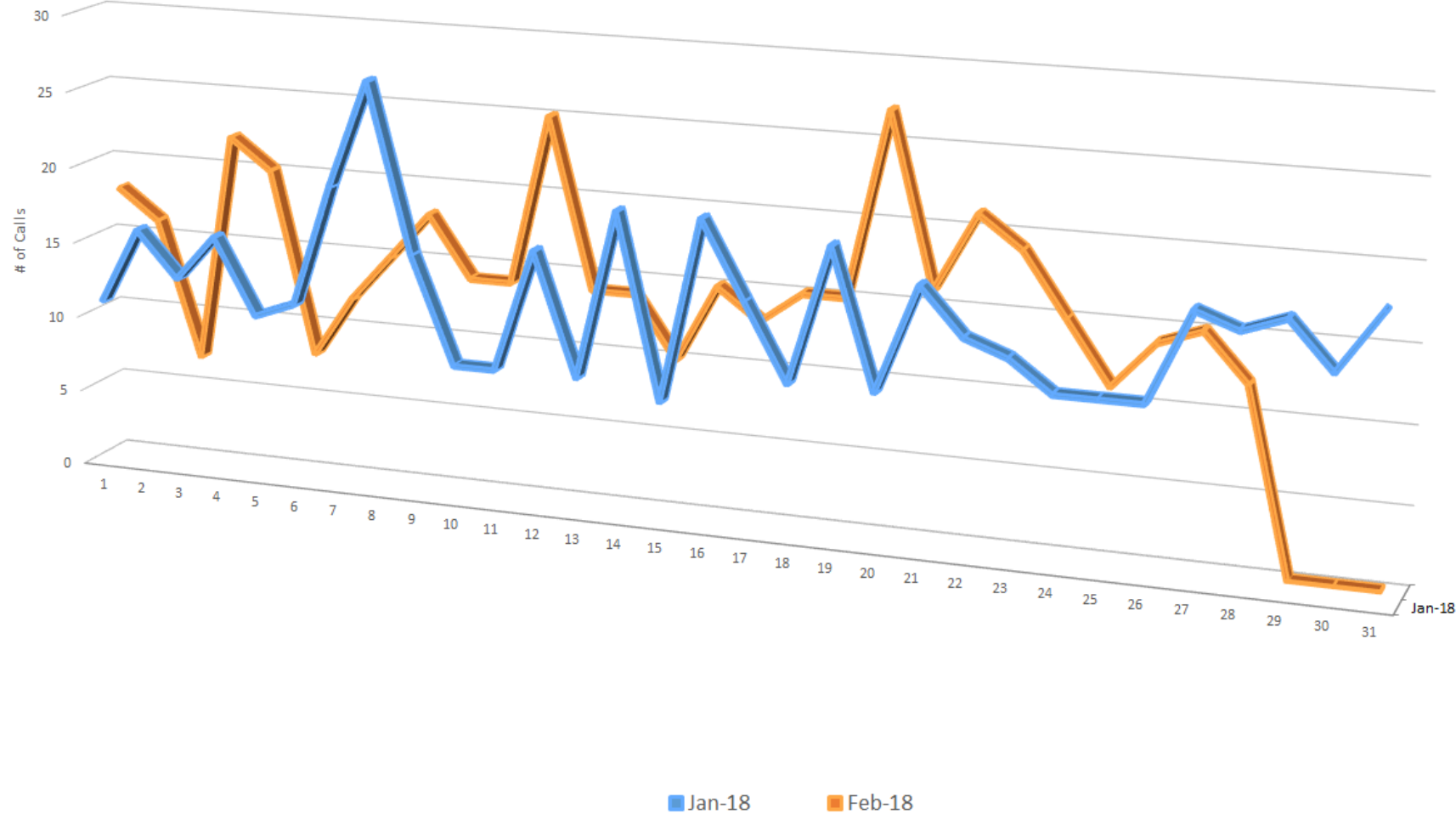


Call Volume per hour of day



(note: The graph X-axis could not be trimmed to 27 days)

Call Volume per day of month



section C - network quality

12. **G-15 network status** - There are no issues to report.
13. **Wireless carrier status** – There are no issues to report.
14. **Wireline carrier status** - There are no issues to report.
15. **Adjacent state connectivity** – There are no updates for this period.
16. **Regulatory / Legislative matters** - Indiana Senate Bill 67 passed, but did not get a committee hearing in the house. (The legislation was a county / city revenue sharing initiative.)
17. **Inter-agency agreements** – There are no issues to report.
18. **ecAts** - There are no issues to report.
19. **Texty network** - We will be re-launching release 17 of the Texty platform on April 2 in Elkhart County and Kosciusko County on April 16. This updated release includes several new features, including transfer/conference.

There are no other Texty issues to report.
20. **Other stakeholders** - There are no issues to report.

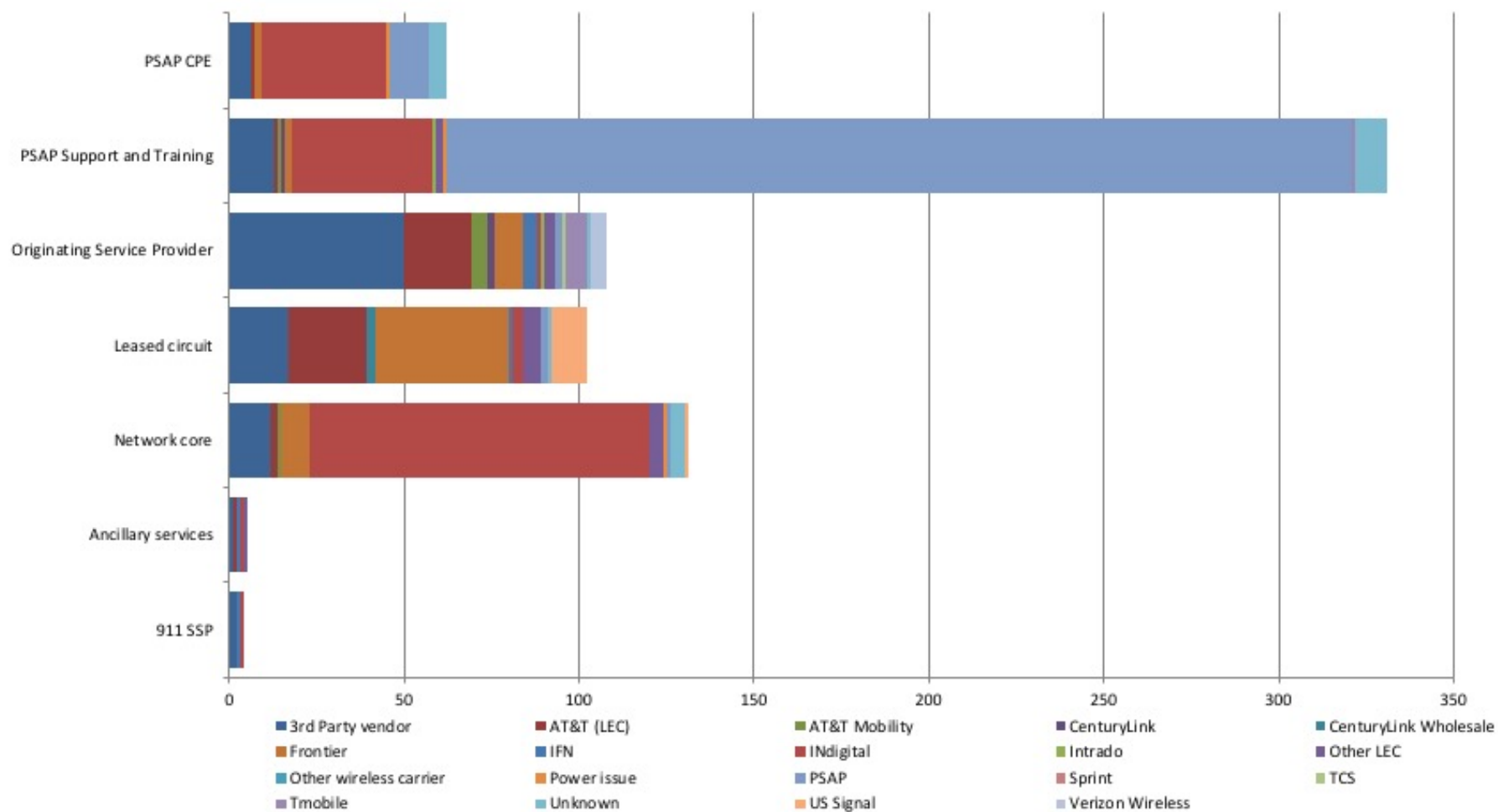
section D - trouble ticket analysis

21. **Trouble ticket summary** – There are no unusual trends to report. The following graphs show the ticket breakdown by category.

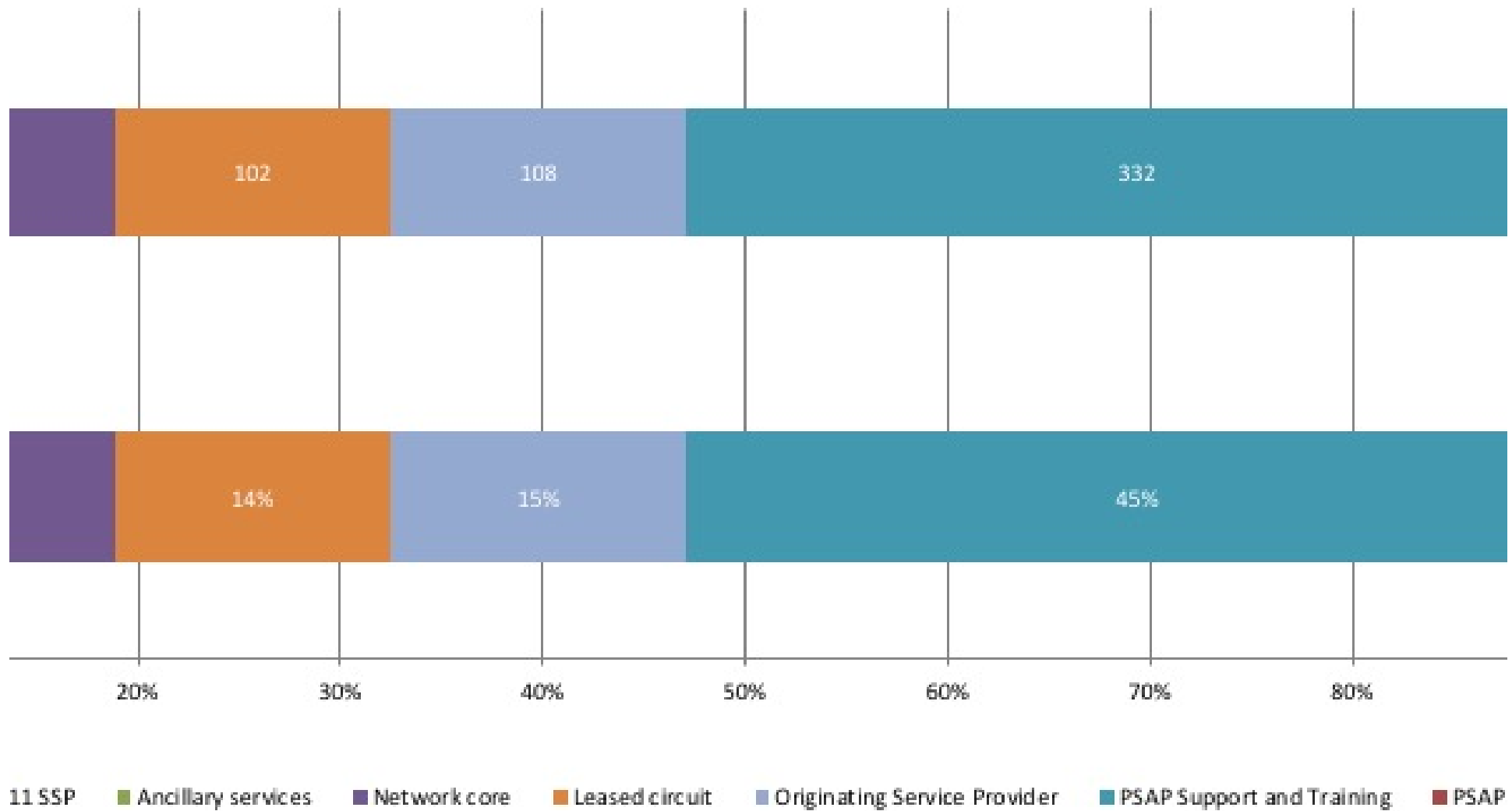
We have returned to normal help desk functions, with 45% of the tickets supporting PSAPs on various matters.

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IN911 Wireless Network Trouble Tickets 12 months through February 2018 Category and Source



IN911 Wireless Network Trouble Tickets 12 months through February 2018 by Functional Domain



Section F - Proposed new work

22. As we have previously reported, INdigital has continued to work with RapidSOS to improve location accuracy. This work continues with additional testing for quality assurance.

The FCC has released a draft of a notice of inquiry (NOI) for location accuracy, (18-64) expected to be adopted at the 25-March open meeting. We are analyzing this proceeding and its implications.