

Q-2.3 Indiana NG9-1-1 Report  
for the reporting interval ending  
May 31, 2018  
with data from

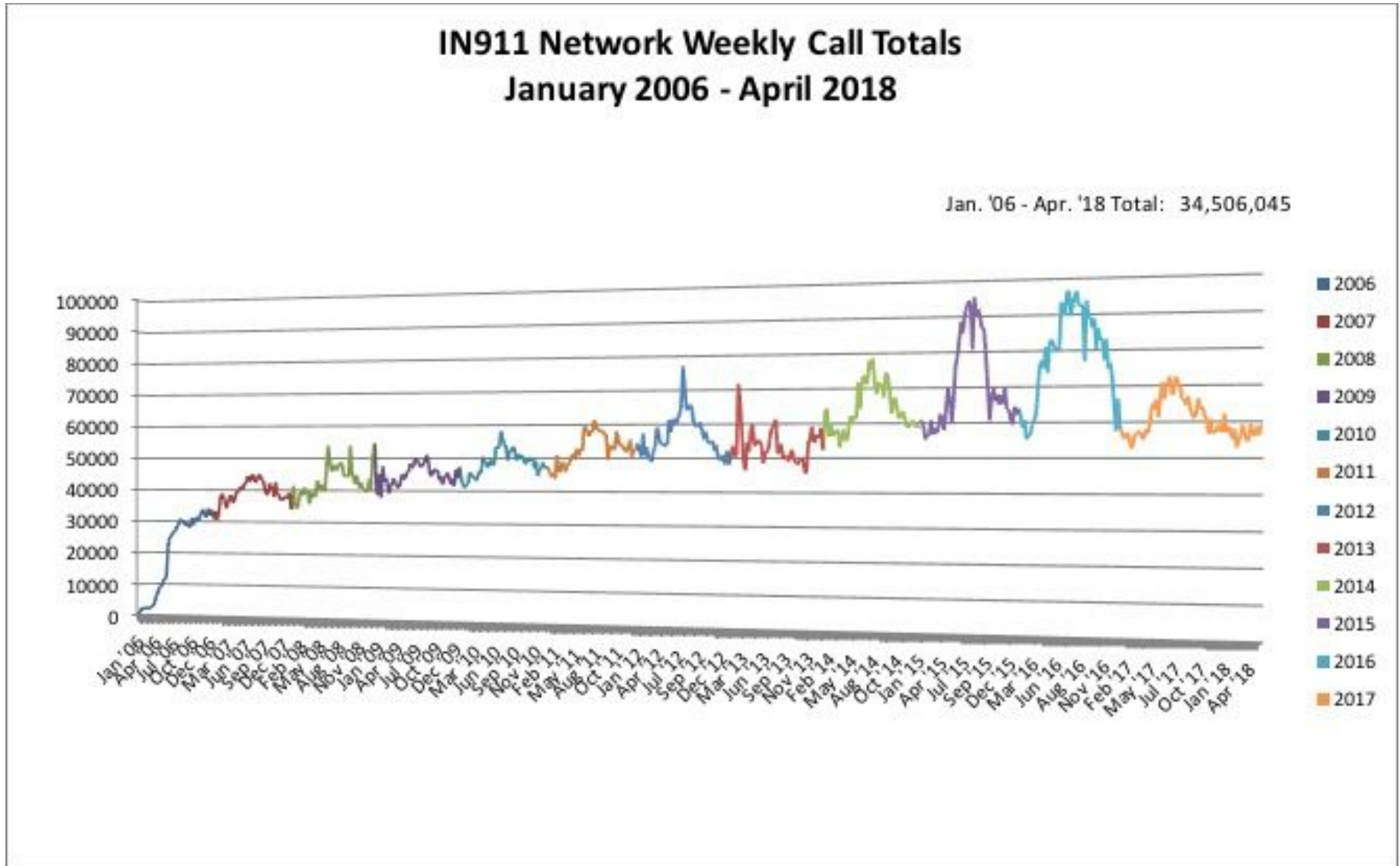


## **section A – INdigital ESiNet overview**

1. There are no significant changes to report for the G-15 prime ESiNet. All services are deployed with IP based redundancy in all counties.
  - a. We are not aware of any progress with the AT&T ESiNet. All of our testing is complete.
  - b. There is no due date for the transition of 9-1-1 calls.
2. Work continues with Parke county for new CPE, is advancing to which may be completed in Q-2.
3. Miami County completed the installation of new call processing equipment from Motorola's ECW division. There are no issues to report.
4. Work continues to turn up the new network to network interfaces (NNI) with IOT. No issues are forecasted for this work.

(this column is intentionally blank)

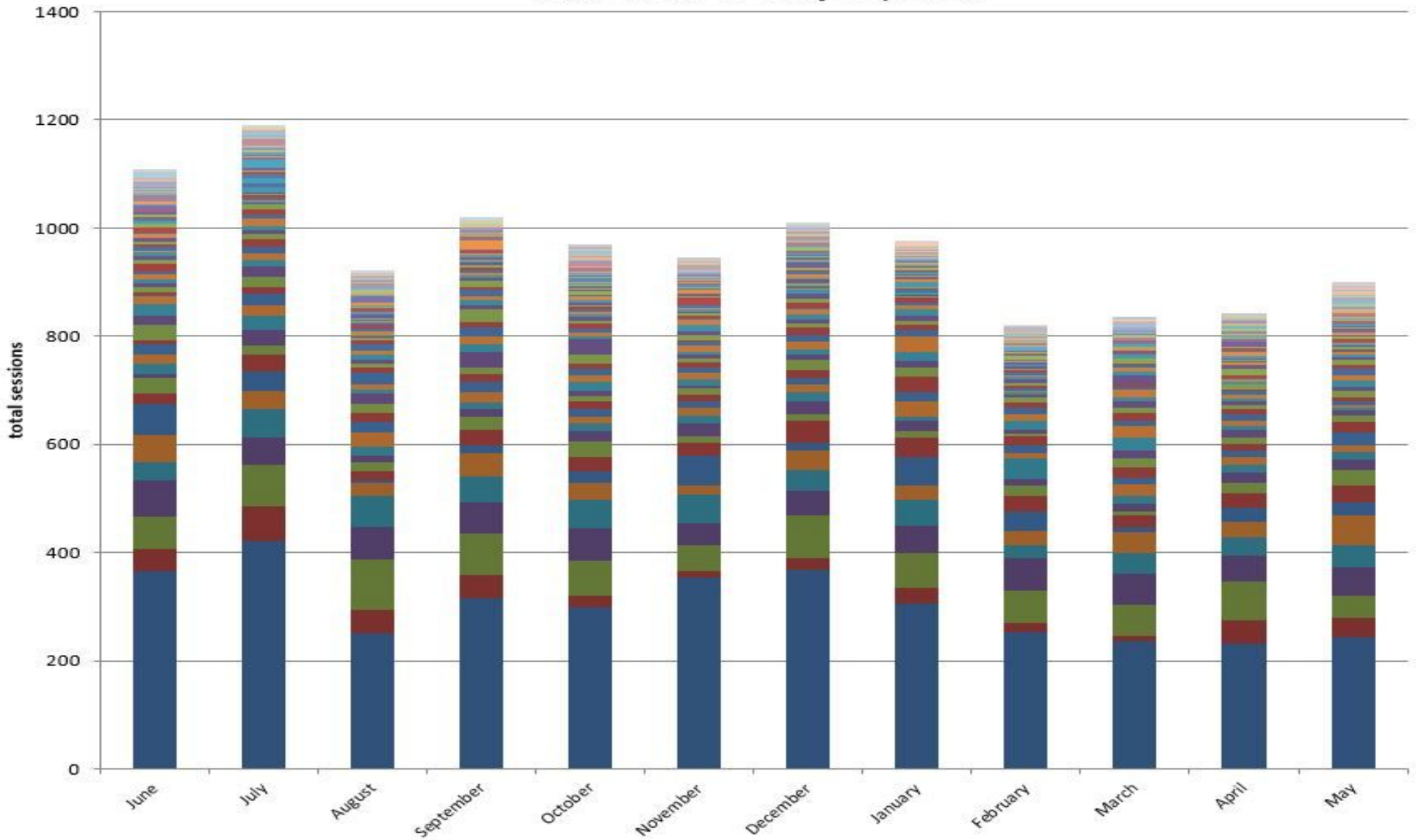
**section B – INdigital prime ESiNet trends**



5. There are no issues to report for any of the ISP posts.

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

### text TO 911 June 2017 to May 30, 2018



7. Text TO 911 YTD cumulative  
heat map matrix (note: Elkhart County)

100+		40-99		20-39		<20		Active - No Usage
PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP
Marion County	3642	Montgomery County	92	Huntington County	37	Decatur County	19	Washington County
Elkhart County	385	Jennings County	84	Ripley County	37	Jasper County	19	
Lake County	793	Howard County	78	Dubois County	35	White County	19	
Allen County	644	Henry County	74	Tipton County	35	Gibson County	18	
St. Joseph	524	Clinton County	67	Dekalb County	34	Jay County	17	
Vigo County	413	Jackson County	52	Fulton County	34	Lawrence County	16	
Kosciusko County	352	Cass County	51	Steuben County	34	Starke County	16	
Vanderburgh County	331	Shelby County	51	Marshall County	33	Crawford County	15	
Wayne County	220	Miami County	50	Franklin County	32	Dearborn County	15	
Tippecanoe	216	Noble County	49	Harrison County	31	Sullivan County	15	
LaPorte County	209	Jefferson County	48	Vermillion County	30	Ohio County	13	
Bartholomew County	204	Morgan County	43	Spencer County	29	Daviess County	11	
Hamilton County	199			Wabash County	29	Brown County	10	
Monroe County	190			Clay County	28	Perry County	10	
Johnson County	180			Fayette County	28	Orange County	8	
Porter County	166			Posey County	27	Martin County	7	
Delaware County	163			Randolph County	26	Pike County	7	
Madison County	163			Adams County	25	Pulaski County	6	
Hendricks County	138			Carroll County	25	Parke County	4	
Clark County	124			Fountain/Warren Coun	25	Union County	4	
Boone County	123			Putnam County	25	Benton County	3	
Grant County	113			LaGrange County	24	Blackford County	3	
Floyd County	101			Scott County	24	Rush County	3	
Hancock County	101			Warrick County	24	Switzerland County	3	
				Knox County	23			
				Newton County	22			
				Whitley County	22			
				Greene County	21			
				Owen County	20			
				Wells County	20			

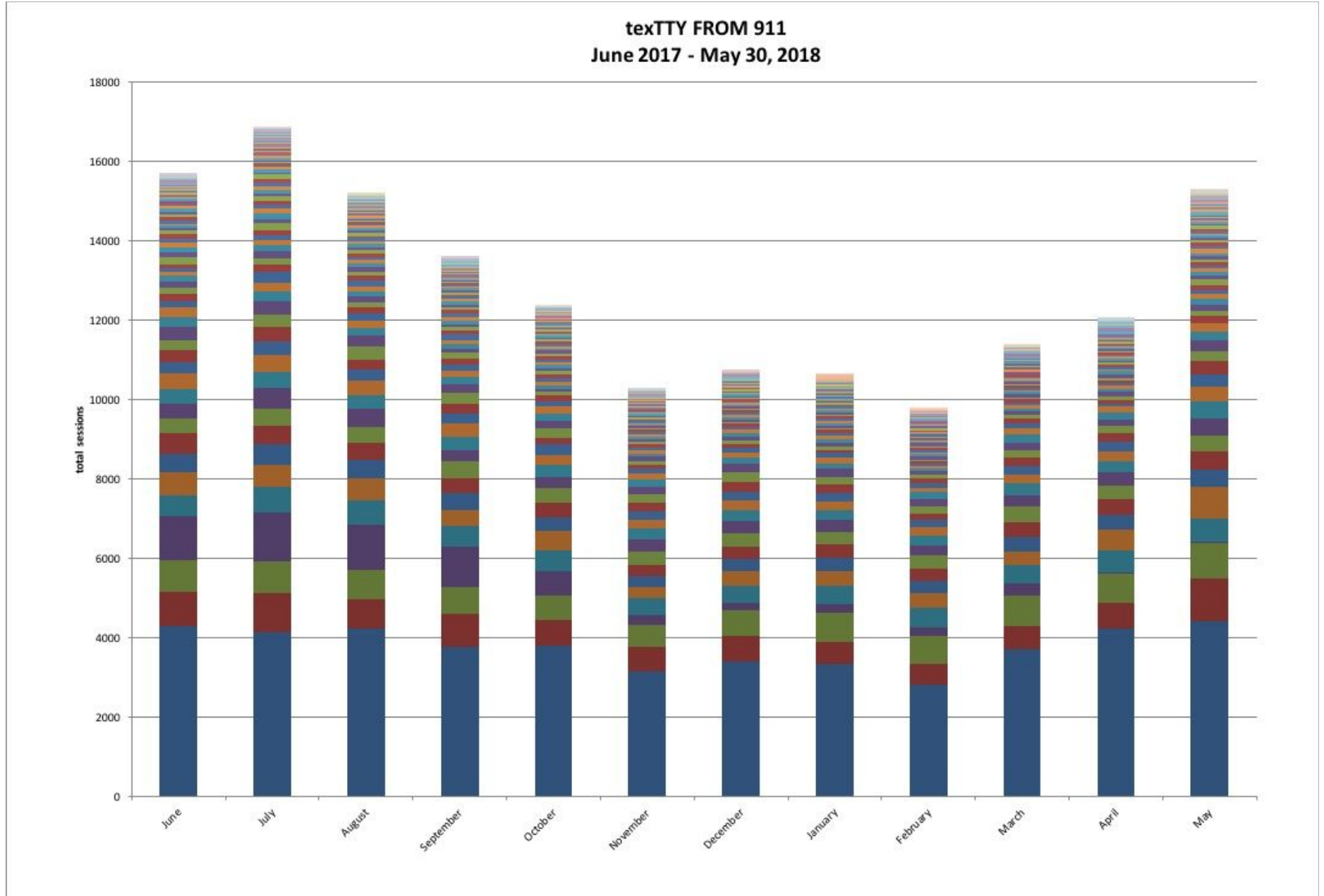


8. Text FROM 911 YTD cumulative

2000+		500-1999		100-499		<100		Active - no usage
Marion County	45385	Kosciusko County	1610	Henry County	488	Pike County	94	Rush County
Hamilton County	8741	Dubois County	1583	Huntington County	473	Warrick County	88	
Allen County	8582	Marshall County	1385	Carroll County	450	Ohio County	87	
Elkhart County	6387	LaPorte County	1364	Dearborn County	440	Perry County	87	
Monroe County	6235	Noble County	1209	Lawrence County	423	Orange County	75	
Lake County	5640	Clinton County	1176	Adams County	422	Parke County	73	
Tippecanoe County	4643	Morgan County	1159	Clay County	402	Knox County	55	
Vigo County	4591	Scott County	1074	Ripley County	395	Tipton County	51	
Vanderburgh County	4527	Spencer County	1073	Posey County	394	Madison County	47	
Clark County	4007	Boone County	1048	Jackson County	379	Johnson County	46	
Wayne County	3901	Steuben County	995	Sullivan County	318	Floyd County	43	
Porter County	3539	Fulton County	861	Shelby County	307	Putnam County	42	
Bartholomew County	2948	Cass County	851	Owen County	298	Green County	34	
Hendricks County	2918	Dekalb County	849	Brown County	293	Washington County	30	
Grant County	2876	Miami County	781	Jasper County	269	Benton County	25	
Montgomery County	2770	Delaware County	756	Jay County	267	St. Joseph County	22	
Crawford County	2290	Lagrange County	742	Randolph County	264	Gibson County	21	
Hancock County	2011	Fountain/Warren County	709	Starke County	238	Daviess County	20	
		Jefferson County	697	Franklin County	233	Martin County	11	
		Wabash County	677	Harrison County	218	Vermillion County	9	
		White County	655	Switzerland County	216			
		Wells County	615	Decatur County	197			
		Jennings County	609	Pulaski County	186			
				Newton County	182			
				Blackford County	157			
				Whitley County	119			
				Union County	113			
				Fayette County	101			
				Howard County	100			

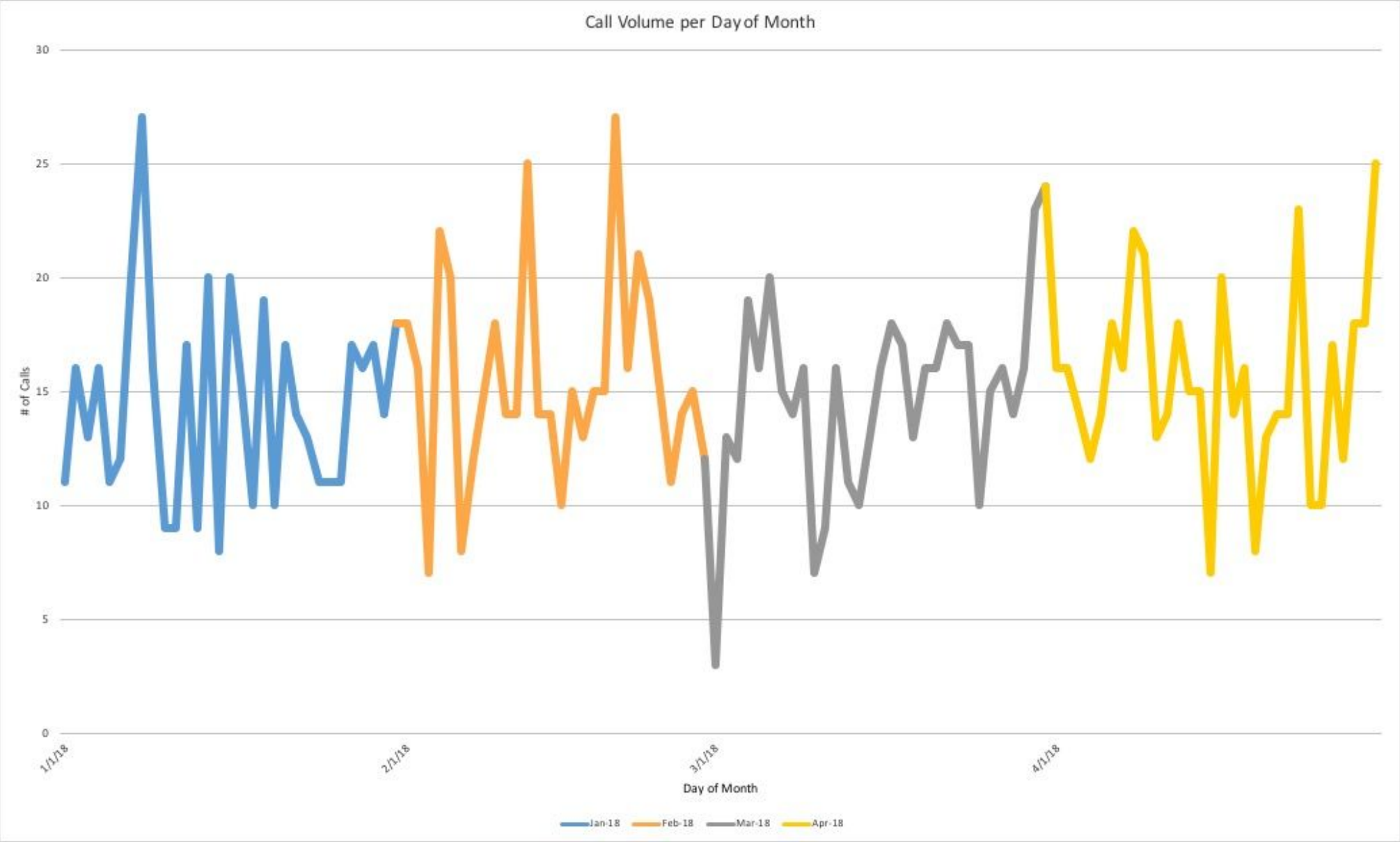
heat map matrix

9. Text: FCA - %% charts by month



10. **Translation services** - Our analysts prepared the following chart of language line usage.

Usage is within the normal range, with seasonal variation.





## section C - network quality

11. **G-15 network status** - There are no issues to report.
12. **Wireless carrier status** – There are no issues to report.
13. **Wireline carrier status** - There are no issues to report.
14. **Adjacent state connectivity** – INdigital will be upgrading our intercompany ESiNet connection with Cincinnati Bell related to the certain service changes they are making to their ESiNet. There are no other issues to report.
15. **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.)
16. **Inter-agency agreements** – There are no issues to report.
17. **ecAts** - There are no issues to report.

18. **Texty network** - We relaunched the release 17 of the Texty platform in early April. This updated release includes several new features, including transfer/conference.

This was the first 'under load' test of the platform, and we have identified some software deficiencies that are being corrected.

Additionally, the one-time-password provider (Symantec) has made a number of changes to their network and price structure.

These changes have brought about the need to update this security provision to another provider before we complete the rollout of Texty R-17.3

Additionally, we are working with West and Comtech for certain other connectivity updates to the Texty platform to make it more redundant.

There are no other Texty issues to report.

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

## **section D - trouble ticket analysis**

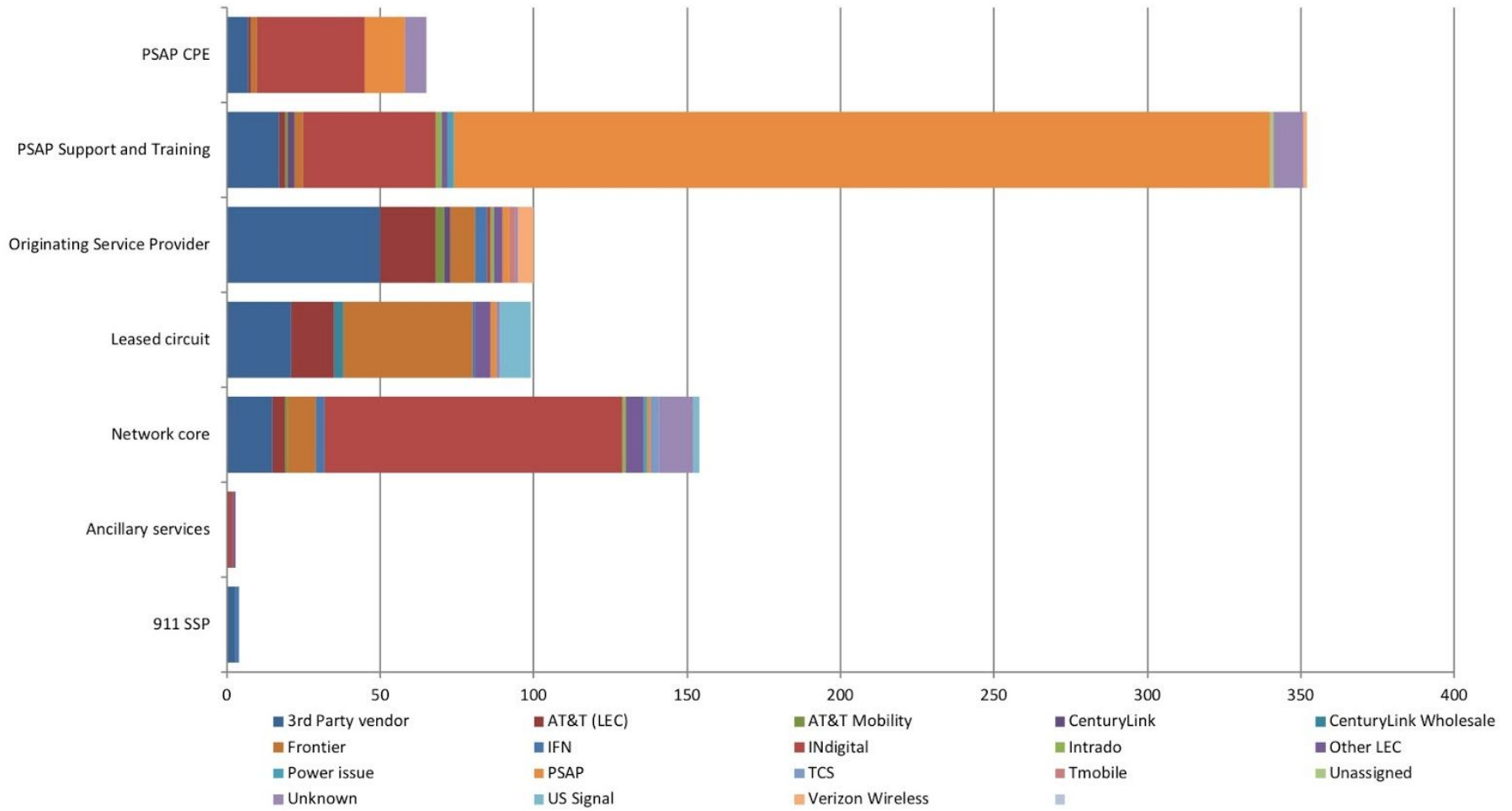
20. **Trouble ticket summary** – There are no unusual trends to report. The following graphs show the ticket breakdown by category.

All help desk functions are within expected ranges for all categories. 45% of the tickets are for the support of PSAPs on various matters.

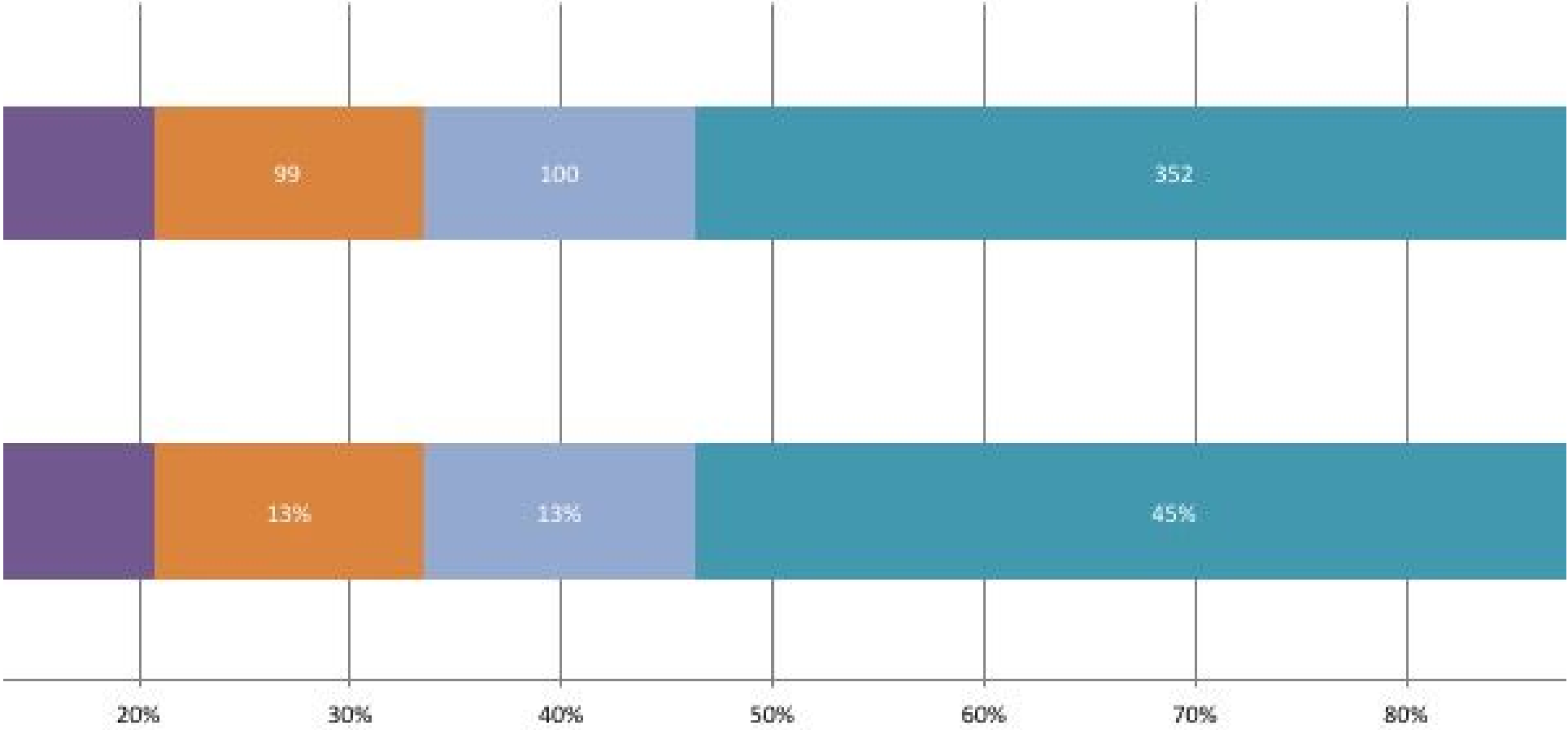
There are no unusual trends to report.

*(the remainder of this column is intentionally blank.)*

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



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



11 SSP   Ancillary services   Network core   Leased circuit   Originating Service Provider   PSAP Support and Training   PSAP

21. J c]W' gYgg]c b' ghUhg' UfY '\][ \'][ \hYX' Xi f]b[ 'h\Y' fYWbh' BcV'Ygj ]'Y' ]bV]XYbh'

Wireless + VoIP + Wireline + From 911 + To 911 = Total  
 7,243 + 2 + 0 + 1,158 + 23 = 8,426



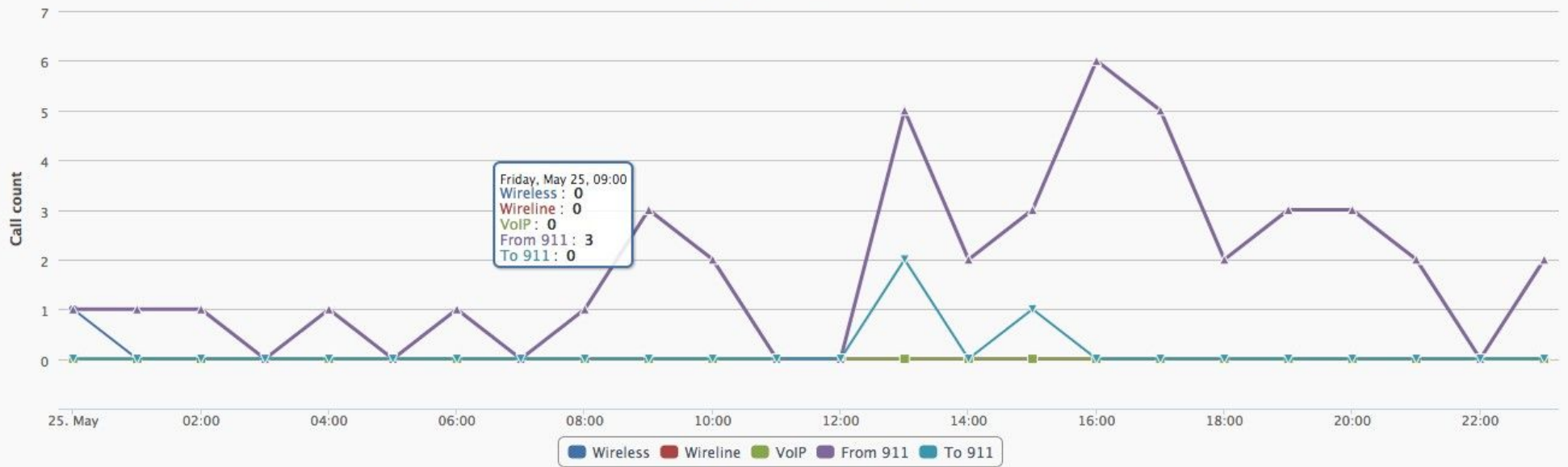


22. H\j'g'h\Y'HYI hmi[ fUd\ 'Zcf'h\ Uh'XUmž' bch'  
 ]bWi X]b[ 'k ]fY'Ygg'WJ`g"=h'g\ck g'U'ga U`gd]\_Y']b'  
 hYI h'a YggU[ ]b[ " f=BX][ ]hU`i gYg'I 7H'Zcf'U`'  
 `c[ ]b[ "E'

6mWcbhYbhž'cbY'k Ug'Zfca 'U'hYUWYfž'cbY'i b\_bck b'  
 Zfca 'h\Y'a ]XX'Y'gW'cc'ž'UbX'cbY'ghi XYbh'Zfca 'h\Y'\][ \'  
 gW'cc'k Ubh]b[ 'hc'\_bck'k \Uh'k Ug[ c]b[ 'cb''

Wireless + VoIP + Wireline + From 911 + To 911 = Total  
 352 + 0 + 0 + 78 + 3 = 433

Call Timeline  
 Click and drag in plot area to zoom in

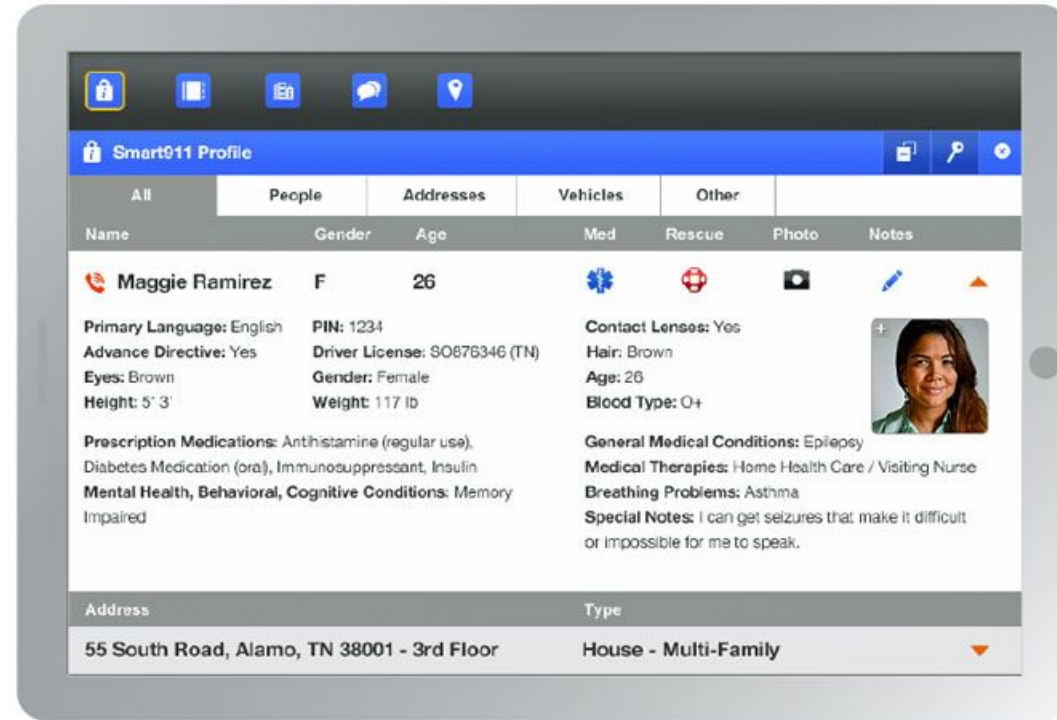
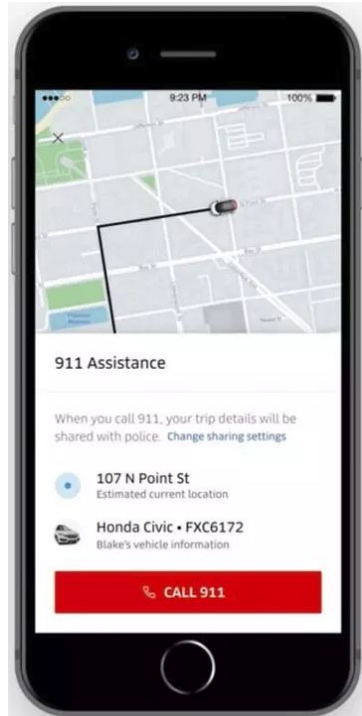


## Section F - Update on new work

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

Recently Uber, RapidSOS and Rave public safety (Smart 911) have announced a joint effort to provide improved safety to Uber users. The service is a breakthrough for certain conditions:

- A. The Uber rider must be in an active ride share, and trigger a handset based call to 9-1-1. (The feature does not yet support text messaging.) The app is shown below.
- B. The call has regular routing to the appropriate PSAP, and receives Phase II ANI caller location data.
- C. If the PSAP has a paid subscription to Rave Public Safety's Smart 9-1-1 service, an additional tab is presented to the call taker during the call. This provides a civil address and the Uber driver and car information.
  - a. The caller does not need to speak during the 9-1-1 call.
- D. There is no cost to the public to provide this service.



Rave holds several patents on these methods, which are now defined by NENA additional data standards.

INdigital plans to discuss SEP (standard essential patent) licensing with Rave to permit the Uber data to be displayed on existing ALI systems at the PSAP.

The Counties of Boone, Dearborn, Hancock, Kosciusko, Lake, City of Muncie, Monroe, Porter, Vigo, City of Zionsville have Smart911 today.

More updates to follow...