

Q-4 Indiana 9-1-1 Board Report  
for the reporting interval ending  
February 28, 2015

from



## Executive Summary

This report is the year-to-date fourth quarter of 2014 status of the IN911 network.

### **section A – project overview, items 1 through 3:**

- texTTY and MEVO services continue to be deployed, with 88 agencies using text-FROM-911 messaging. 78 counties are using text-TO-911 (receiving incoming text messages from the public). Three counties do not yet have texTTY deployed.

### **section B – network status, items 5 through 9:**

- Work continues to eliminate any single point of failure in the G-11 network.  
29 counties now have NENA i3 standards compliant call taking equipment, and are connected with IP technology.
- updated call activity charts are included in the report.
- texTTY usage stats show growth and acceptance of text messaging by the agencies.

### **section C - industry stakeholders, items 10 through 13:**

- There are no issues to report.

### **section D - Network quality, items 14 through 19:**

- There are no operating issues to report. Trouble ticket levels have returned to normal levels.
- Although higher than previous periods, the IN911 project is now providing help desk service for a larger census of users.
- Network and functional element testing continue in accordance with our network standards and practices.

### **section E- Project updates and new service development, item 20:**

- INdigital has started the compilation of call data to ensure phase II location accuracy throughout the state.

## section A – IN911 project overview

1). The map at right 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.

There are 78 Counties with text-TO-911.

There are 3 counties that are on hold or not yet on the installation schedule (Lake, Marion, Ripley).

St Joe has delayed activation, and has a new director for their newly consolidated PSAP. We will need to do an educational outreach for this county.

- 2). Several PSAPs have moved to new facilities this year, and others have gotten new call taking equipment.
- 3). A full view of the G-11 network status map is at right.

### IN911 Network

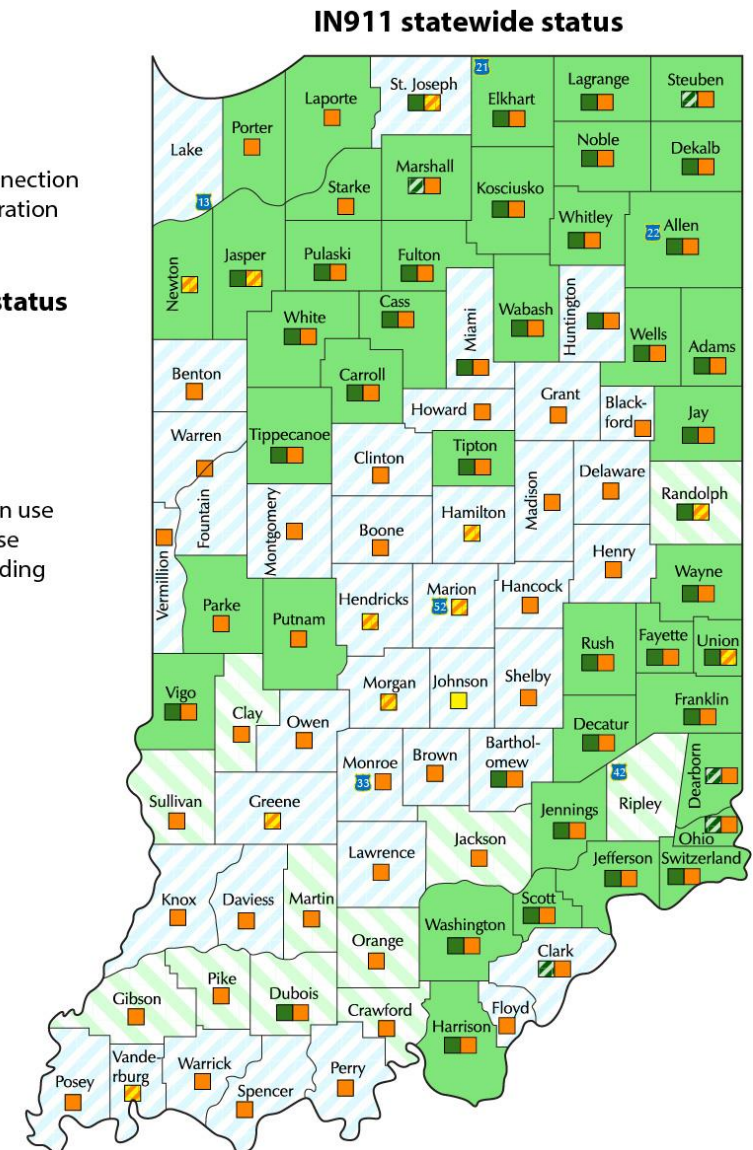
- IN911 direct connection
- FDC full integration

### MEVO/ texTTY status

- ISP Post MEVO

- MEVO in use
- MEVO pending
- text-FROM-911 in use
- text-TO-911 in use
- text-TO-911 pending

15-056 version 4.21





## section B - network status

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

6). **IN911 network service enhancements** - Our deployment of NG9-1-1 technology with Indiana border county states continues, and we have expanded it to include textTTY services in adjacent states.

7). **Network stats** – The charts on the following pages show:

- Overall network usage is consistent with the yearly call volume trends.
- The ISP call transfer trends - this chart shows activity for the Indiana State Police. All trends continue to be normal.

- textTTY usage trends – As the chart on page 7 shows, text FROM 911 is a heavily used service. 79 of the 88 counties that are online have text-FROM-911 activity.

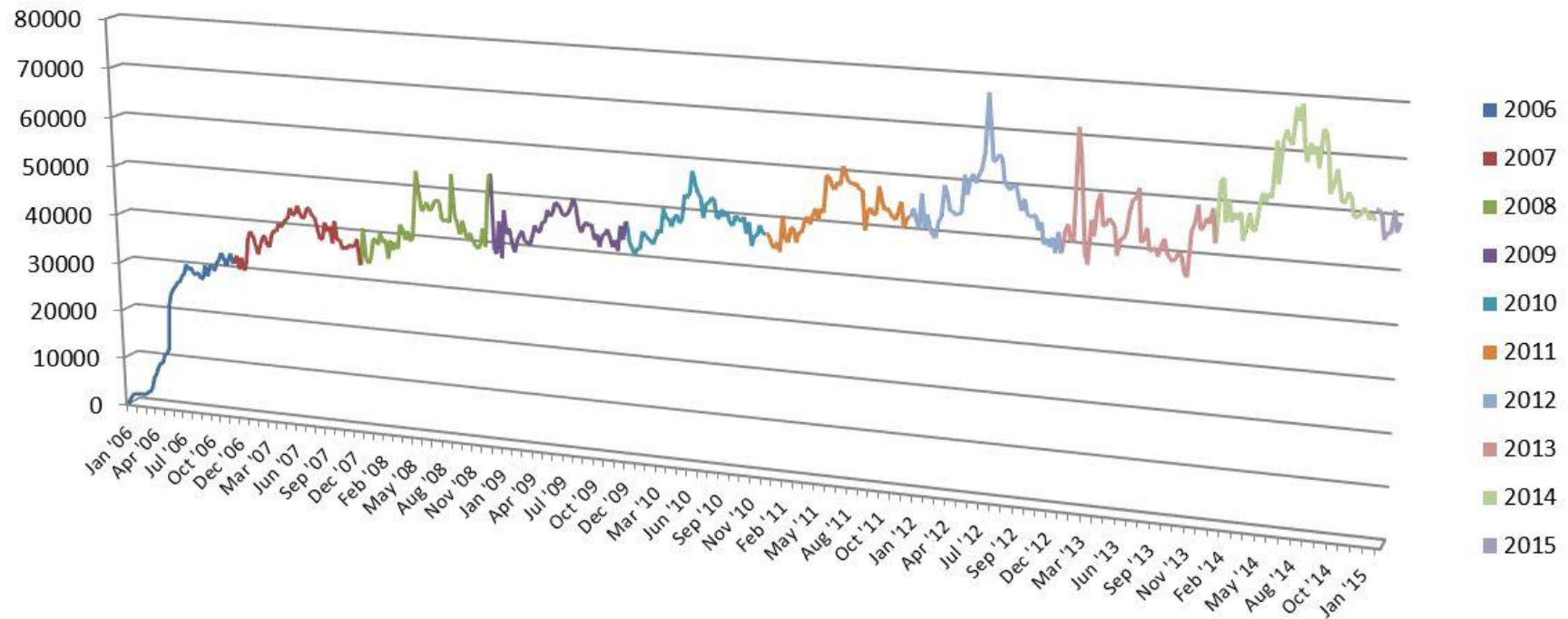
We note that the top 10 counties are significant users, and make up a large percentage of the text dialogs.

Several dispatch centers are reporting that text TO 911 has been used successfully in emergency situations, and the public's acceptance of the service continues to grow.

Overall call volumes are following seasonal trends. There were no unusual call patterns in this reporting period.

## IN911 Network Weekly Call Totals January 2006 - February 2015

Jan. '06 - Feb. '15 Total: 22,465,948



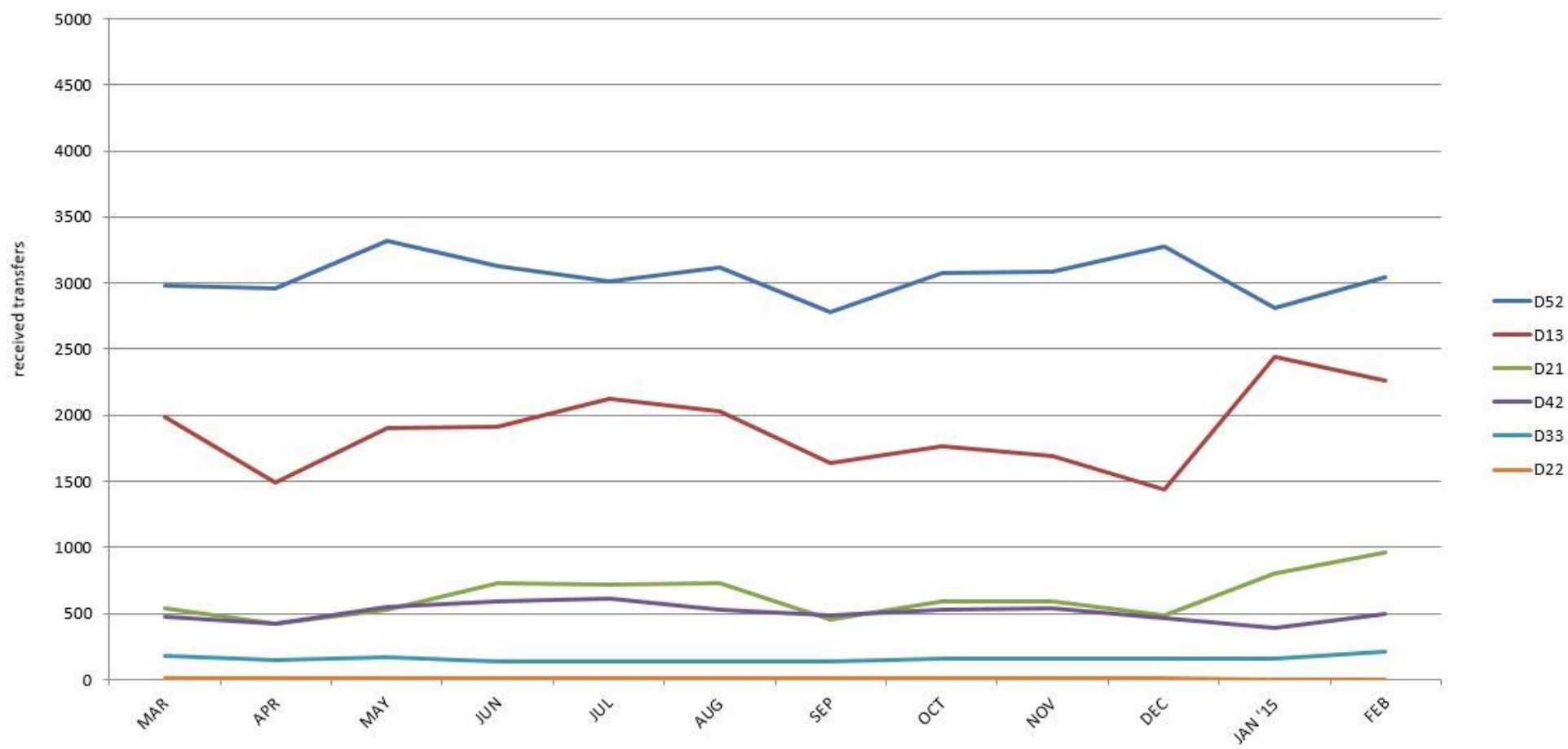


D 52 = Indianapolis  
D 42 = Versailles

D 13 = Lowell  
D 33 = Bloomington

D 21 = Indiana Toll Road  
D 22 = Fort Wayne

### Transfers to ISP Posts March 2014 to February 2015



heat map  
text FROM 911 Volumes

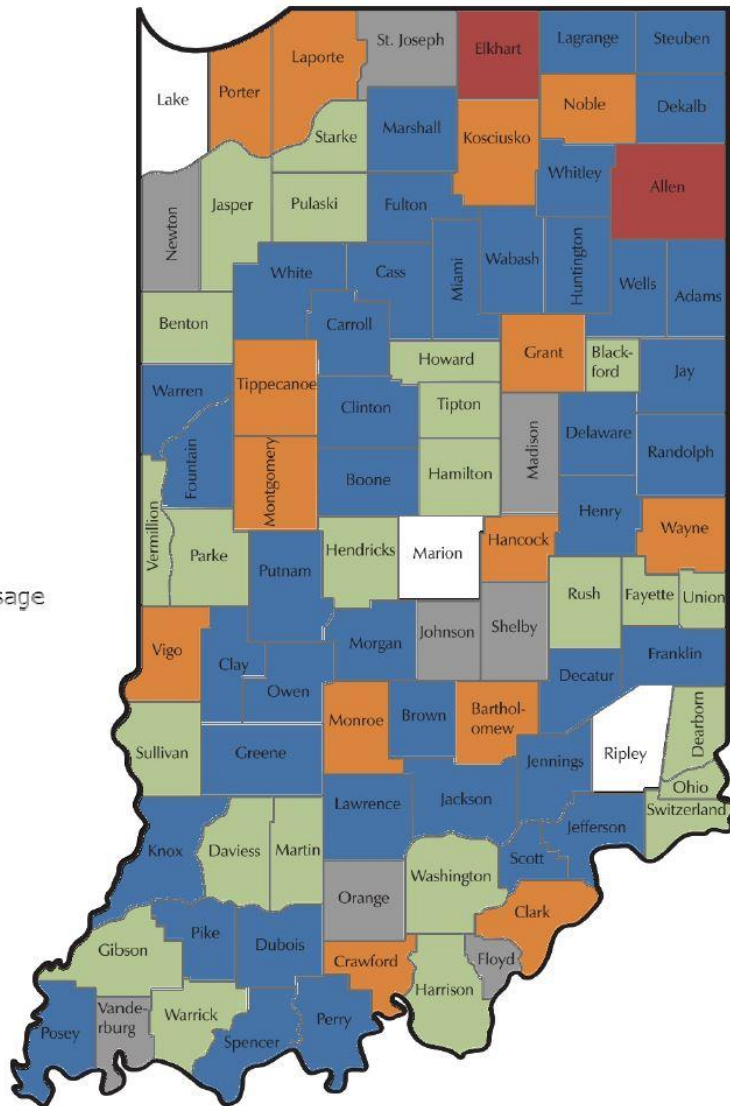
2015 YTD through February

These are monthly  
FROM dialog totals

Scale:

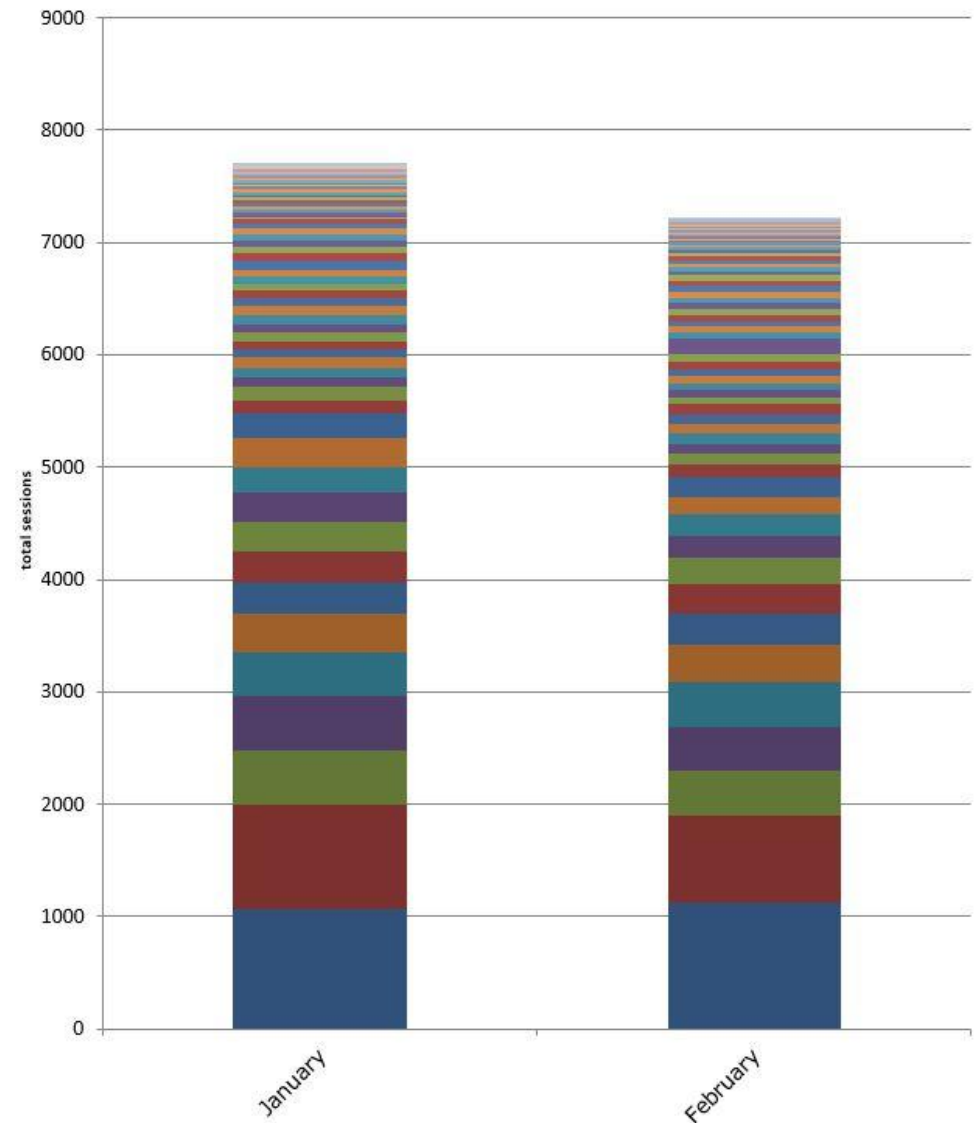
1000 +  
100 - 999  
30 - 99  
< 30

Active/No Usage



Text – FROM -911 volumes are consistent with the  
seasonal trends we see for voice calls.

**textTTY FROM 911  
2015 totals**





8). This table is the data source for the previous chart. Many counties make extensive use of textTTT.  
Usage trends track overall 911 call volumes.

1000+		200-999		30-199		<30		Active - no usage
PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP
Elkhart County	2181	Tippecanoe County	884	Fountain/Warren Co	178	Switzerland County	28	Floyd County
Allen County	1721	Vigo County	871	Cass County	176	Gibson County	25	Johnson County
		Monroe County	775	Dubois County	176	Harrison County	21	Madison County
		Clark County	721	Perry County	166	Starke County	21	Speedway PD
		Porter County	674	Miami County	152	Sullivan County	21	Newton County
		Wayne County	561	Clinton County	146	Hendricks County	18	Orange County
		Bartholomew County	539	Steuben County	140	Tipton County	18	St. Joseph County
		Grant County	505	Marshall County	138	Pulaski County	17	Shelby County
		Kosciusko County	450	Dekalb County	136	Howard County	16	Vanderburgh County
		Montgomery County	427	Jefferson County	136	Ohio County	16	
		LaPorte County	407	Spencer County	135	Union County	16	
		Crawford County	394	Jennings County	134	Daviess County	12	
		Hancock County	227	Fulton County	131	Dearborn County	9	
		Noble County	213	Boone County	126	Benton County	8	
				Wabash County	126	Fayette County	7	
				Lagrange County	122	Warrick County	7	
				Delaware County	117	Blackford County	5	
				Jackson County	116	Hamilton County	5	
				White County	116	Martin County	5	
				Scott County	114	Parke County	4	
				Owen County	110	Vermillion County	4	
				Carroll County	109	Jasper County	2	
				Decatur County	97	Rush County	1	
				Adams County	92	Washington County	1	
				Henry County	84			
				Morgan County	81			
				Wells County	63			
				Knox County	62			
				Posey County	62			
				Pike County	61			
				Clay County	60			
				Huntington County	57			
				Lawrence County	48			
				Putnam County	46			
				Green County	41			
				Franklin County	40			
				Randolph County	37			
				Jay County	35			
				Whitley County	33			
				Brown County	31			

heat map  
text TO 911 Volumes

2015 YTD through February

These are monthly  
TO dialog totals

Some counties have been  
online for > 9 months,  
some < 2 weeks.

Scale:

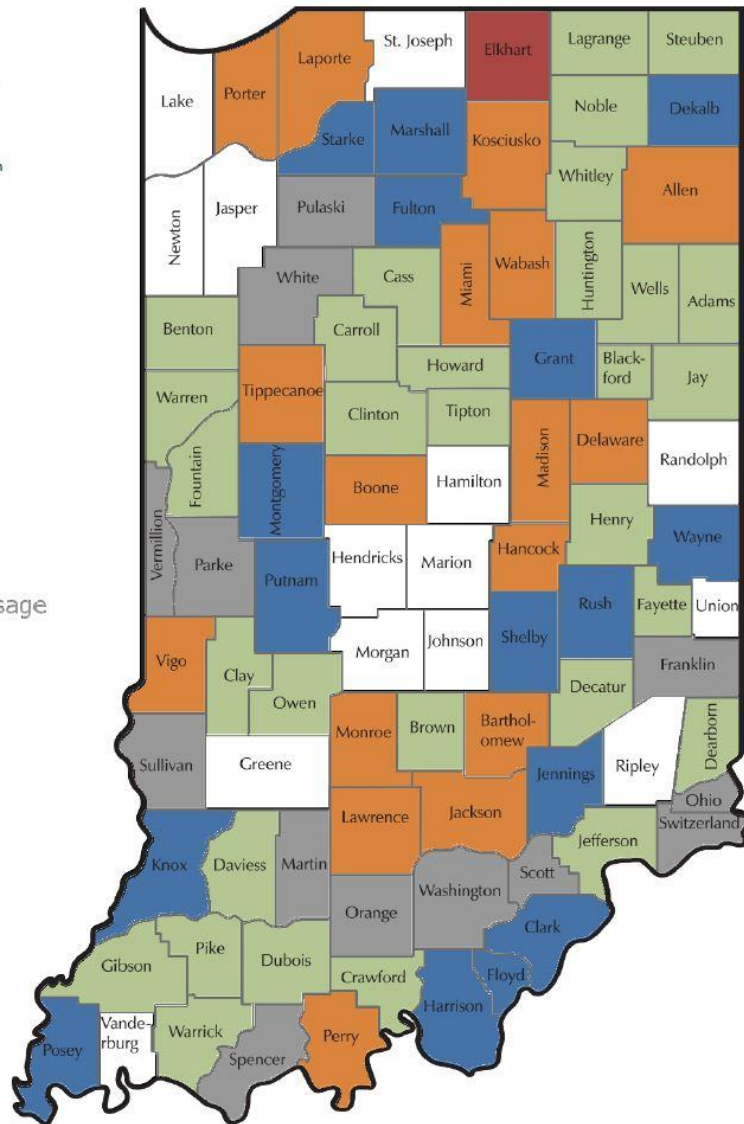
50 +

10 - 49

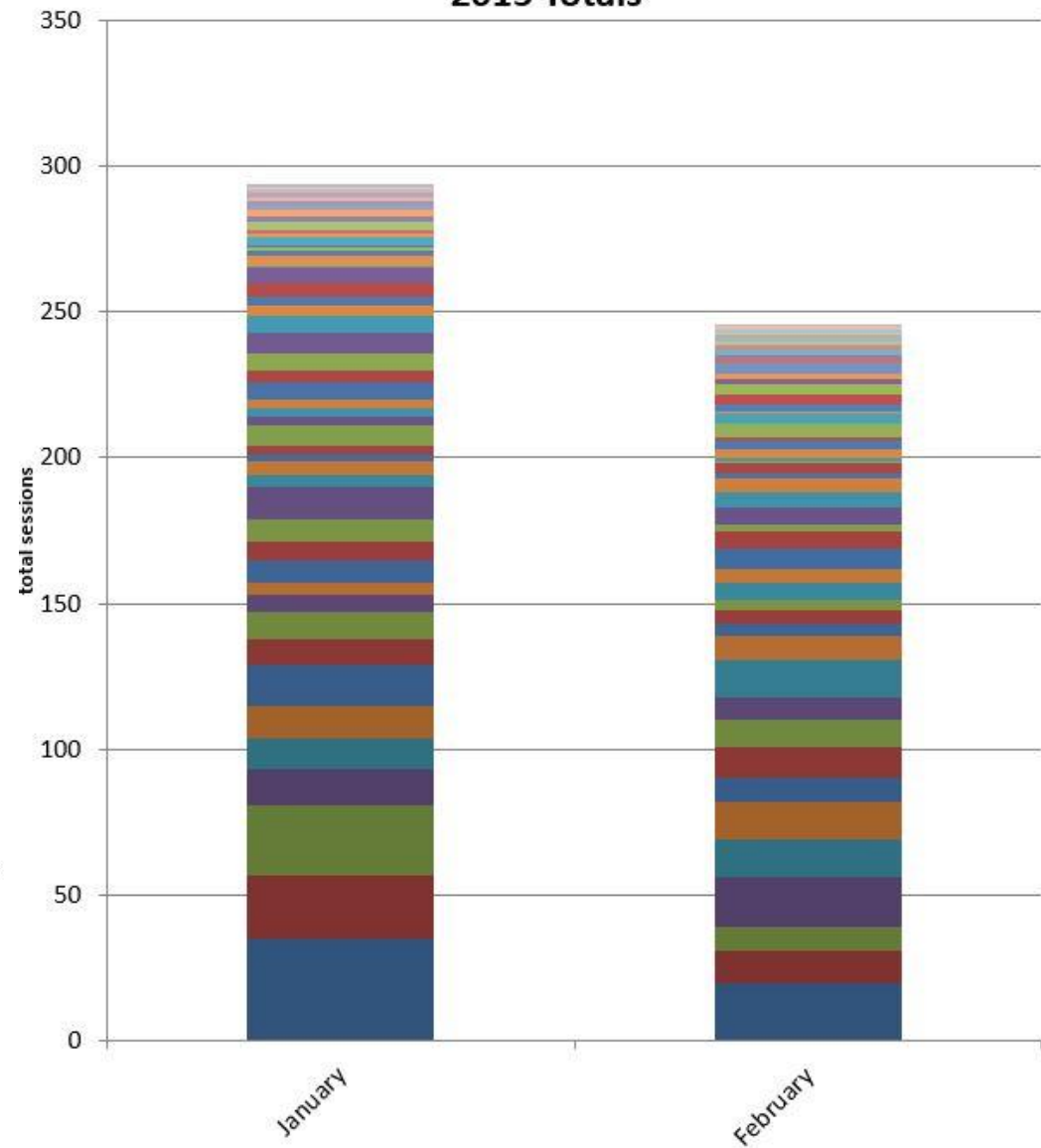
5 - 9

< 5

Active/No Usage



## text TO 911 2015 Totals



9). This table is the data source for the previous chart. Year to date text-TO-911 totals continue to show usage patterns that track overall volumes.

50+		10-49		5-9		<5		Active - No Usage	
PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	
Elkhart County	55	Tippecanoe	33	Jennings County	9	Carroll County	4	Franklin County	
		Allen County	32	Montgomery County	9	Huntington County	4	Martin County	
		Monroe County	29	Putnam County	9	Jefferson County	4	Ohio County	
		Bartholomew County	24	Wayne County	9	Noble County	4	Parke County	
		Vigo County	24	Floyd County	8	Steuben County	4	Pulaski County	
		Porter County	22	Grant County	8	Cass County	3	Randolph County	
		LaPorte County	20	Shelby County	8	Clinton County	3	Scott County	
		Delaware County	18	Clark County	7	Decatur County	3	Spencer County	
		Kosciusko County	14	Dekalb County	7	Gibson County	3	Sullivan County	
		Boone County	13	Harrison County	7	Jay County	3	Switzerland County	
		Lawrence County	12	Marshall County	7	Pike County	3	Vermillion County	
		Wabash County	12	Fulton County	6	Whitley County	3	Washington County	
		Jackson County	11	Posey County	6	Adams County	2	White County	
		Madison County	11	Starke County	6	Blackford County	2		
		Miami County	11	Knox County	5	Henry County	2		
		Hancock County	10	Rush County	5	Tipton County	2		
		Perry County	10			Benton County	1		
						Brown County	1		
						Clay County	1		
						Crawford County	1		
						Daviess County	1		
						Dearborn County	1		
						Dubois County	1		
						Fayette County	1		
						Fountain/Warren County	1		
						Howard County	1		
						LaGrange County	1		
						Owen County	1		
						Warrick County	1		
						Wells County	1		

## section C - industry stakeholders

- 10). **Wireless carrier status** – There are no issues to report.
- 11). **Adjacent state connectivity** – INdigital and Frontier continue to develop the Illinois border transfer project.
- 12). **Regulatory matters** – There are no issues to report.
- 13). **Inter-agency agreements** – There are no issues to report.

## section D - network quality

- 14). **G-11 network status** - There are no issues to report.
- 15). INdigital has returned to a normal number of help desk calls in this reporting cycle, even though we have implemented a new ticketing system that makes it even easier to create a ticket.
  - Trouble ticket trending for prior periods is shown below:

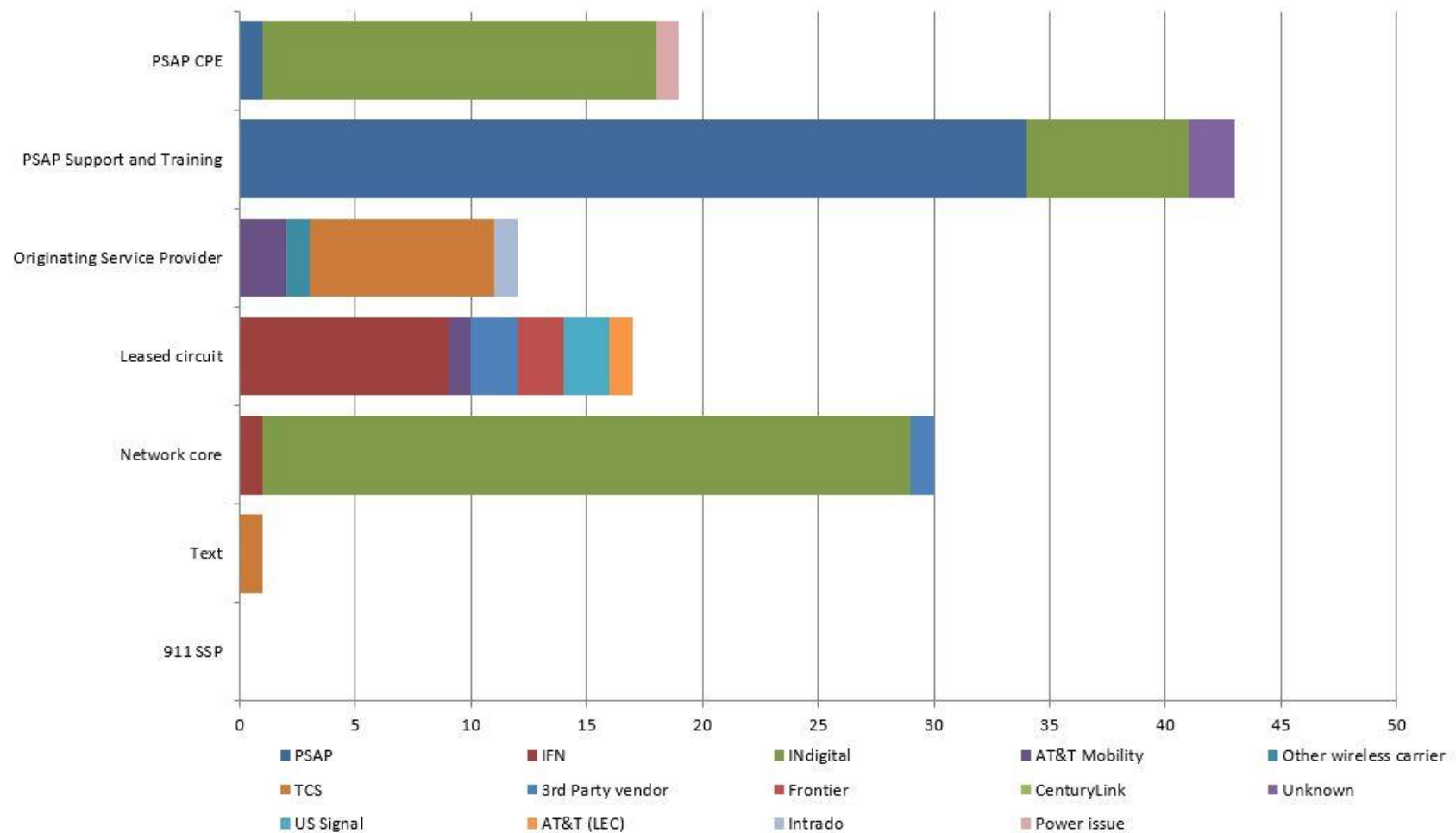
in 2014 – 734	in 2013 – 275
in 2012 – 292	in 2011 – 331
in 2010 – 294	in 2009 – 278
in 2008 – 188	in 2007 - 123

16). **Trouble ticket analysis** – The graphs on the following pages show the ticket breakdown by category. Referring to the charts that follow this section, INdigital offers these observations and comments:

- Of the 122 trouble tickets YTD, 17 are for training or support of textTTY users. This included user error, (other minor issues such as CAPS on for passwords) or login credentials getting a security lockout.
- 39 tickets were for training for ToolKit, or wireless-board provided MEVO on-site phones or INdigital provided CPE, 4 were for equipment issues.
- A handful of the remaining tickets were minor issues related to normal maintenance, and tracking and resolving matters related to routine testing.

- Ancilliary = (texTTY, tool kit, etc)
- 911 SSP = 911 system service provider
- PSAP Training and Support (a common term)
- Leased circuit = (network, a common term)
- originating service provide = wireless / VoIP carrier

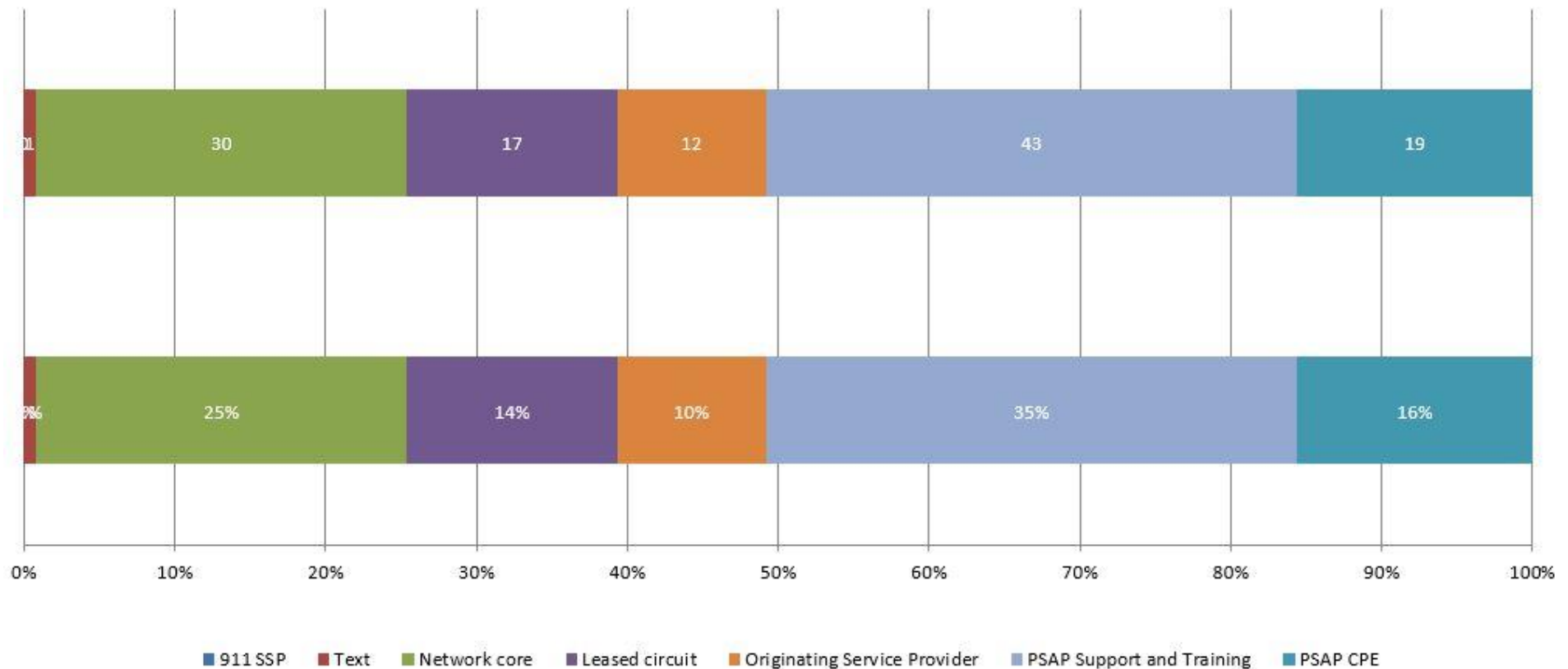
**IN911 Network Trouble Tickets**  
2015 YTD through February by Category and Source



17). This chart provides the ticket quantities by type, and as the percentages of the total.

The PSAP support and training category is predominately training and problem resolution.

### IN911 Network Trouble Tickets 2015 YTD through February by Functional Domain





- 18). **Outage incidents** – INdigital has no outages or other incidents to report in this quarter.
- 19). **Network testing** – There are no new issues to report. We are continuing the next round of functional element testing, there are no issues to report.

## **section E** – project updates and new service development

- 20). **New projects for discussion** – The media coverage of wireless phase II accuracy has triggered an internal review of trends throughout Indiana.

While we have not seen an uptick in the number of trouble tickets on bad or missing phase II location information, we are concerned that there is a drop off in the quality and availability of this critical data.

We are now creating data sets for analysis, and plan to make this analysis part of the G-15 master agreement scope of work.