

Q-3.3 Indiana NG9-1-1 Report
for the reporting interval ending
May 31, 2018
with data from

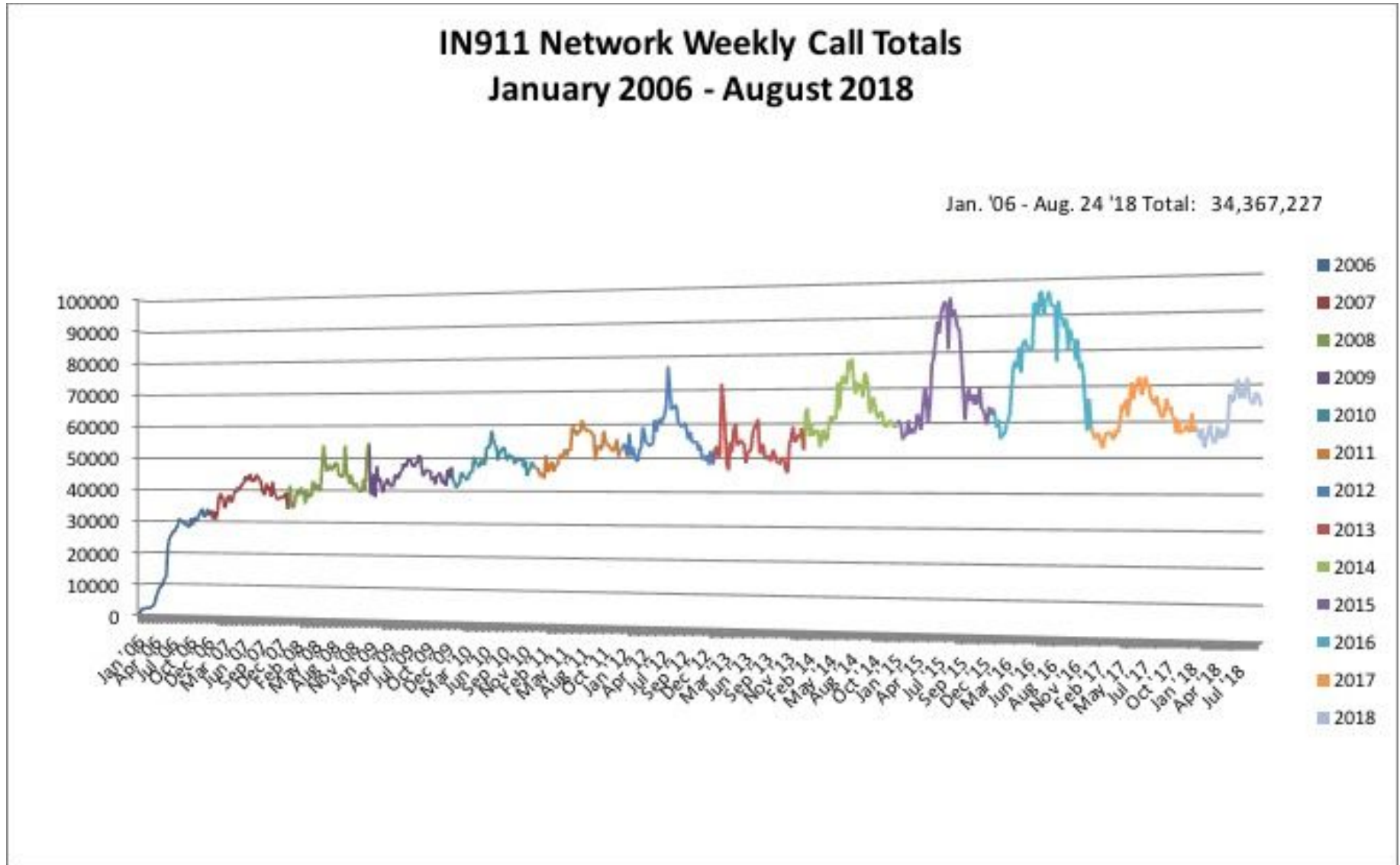


section A – INdigital ESiNet overview

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.
2. Parke County cutover to a new hosted CPE platform on 18-July with no issues to report. The call statistics are being sent to the ecAts platform. All counties are now on the reporting network.
3. Work continues to turn up the new network to network interfaces (NNI) with IOT. No issues are forecasted for this work, but it is moving rather slowly.

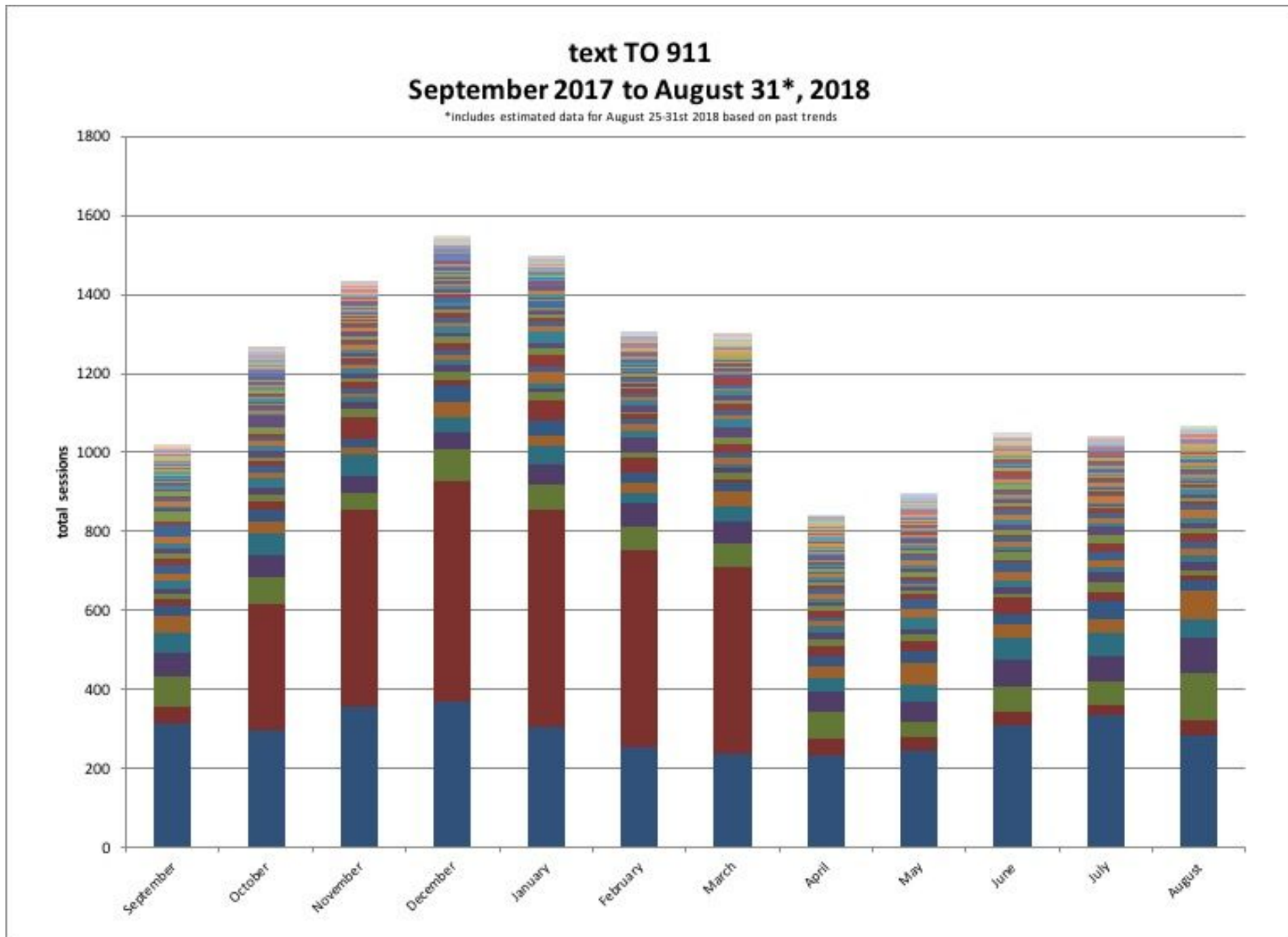
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section B – INdigital prime ESiNet trends



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

5. Text TO 911 usage charts **by month**. The **YTD cumulative** heatmap matrix is on the next page.



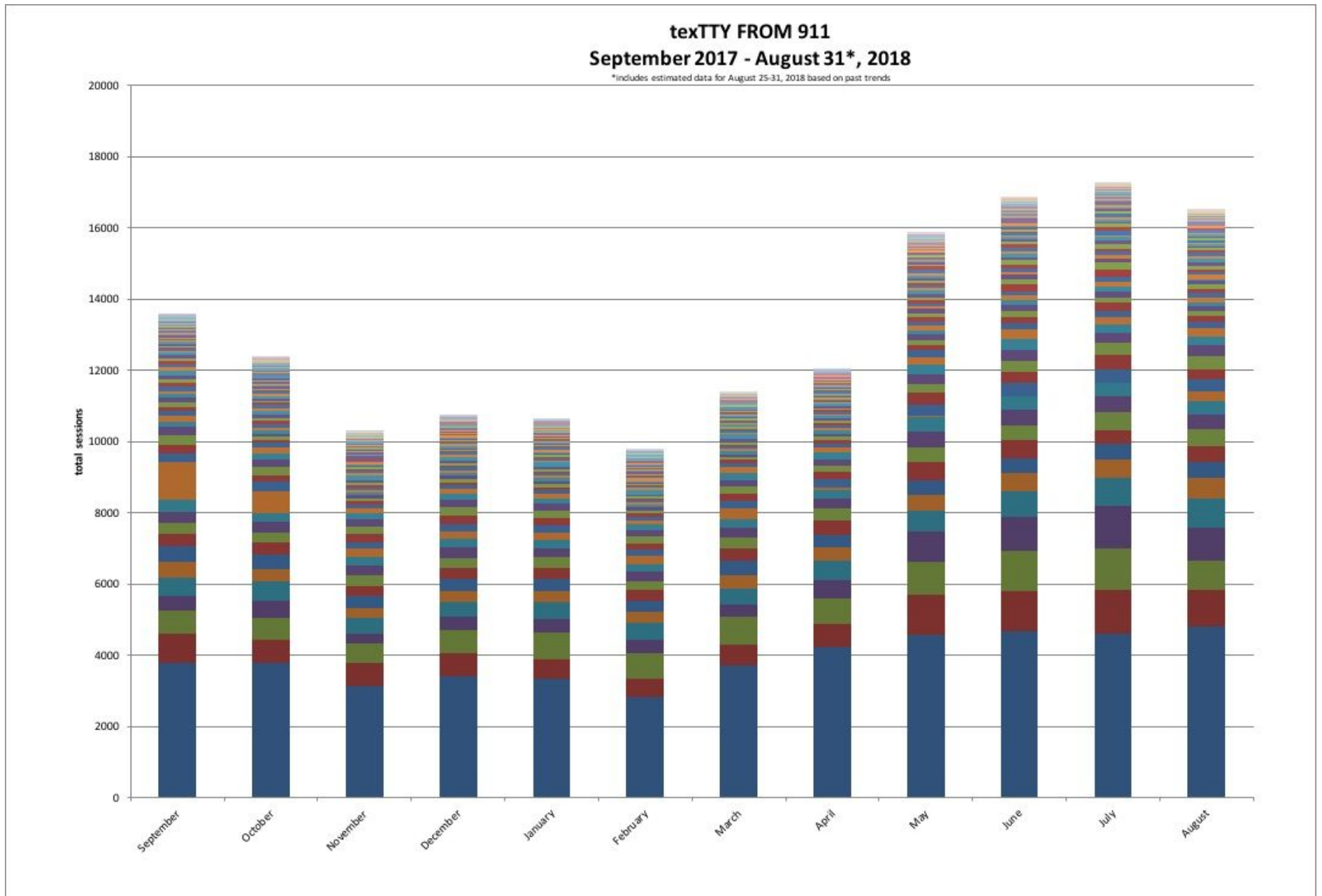
6. Text TO 911 YTD cumulative
heat map matrix (note: Elkhart County)

100+		40-99		20-39		<20		Active - No Usage
PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP
Marion County	3533	Montgomery County	99	Morgan County	39	Owen County	19	
Elkhart County	3119	Floyd County	94	Fayette County	36	Decatur County	18	
Lake County	806	Henry County	81	Fulton County	36	Greene County	18	
Allen County	688	Howard County	77	Franklin County	34	Sullivan County	18	
St. Joseph	542	Clinton County	71	Scott County	34	Vermillion County	18	
Vigo County	452	Jennings County	70	LaGrange County	31	Crawford County	16	
Vanderburgh County	359	Jefferson County	65	Ripley County	30	Lawrence County	16	
Kosciusko County	324	Huntington County	56	Harrison County	29	Dearborn County	14	
Tippecanoe	215	Jackson County	54	Marshall County	28	Jay County	14	
LaPorte County	210	Cass County	53	Tipton County	28	Posey County	14	
Wayne County	209	Miami County	49	Adams County	27	Starke County	14	
Monroe County	207	Noble County	48	Clay County	27	Brown County	11	
Hamilton County	202	Dubois County	46	Dekalb County	26	Perry County	11	
Bartholomew County	194	Shelby County	43	Steuben County	26	Daviess County	8	
Johnson County	171	Whitley County	43	Fountain/Warren County	25	Newton County	8	
Delaware County	159	Wabash County	40	Randolph County	25	Parke County	8	
Madison County	157			Warrick County	25	Pike County	8	
Hendricks County	151			Spencer County	24	Martin County	7	
Porter County	143			Knox County	22	Pulaski County	7	
Clark County	126			Wells County	22	Ohio County	6	
Boone County	122			Carroll County	21	Blackford County	4	
Grant County	115			Gibson County	21	Orange County	4	
Hancock County	106			Jasper County	21	Rush County	4	
				Putnam County	21	Switzerland County	4	
				White County	20	Union County	4	
						Benton County	3	
						Washington County	2	

7. Text FROM 911 YTD cumulative
heat map matrix

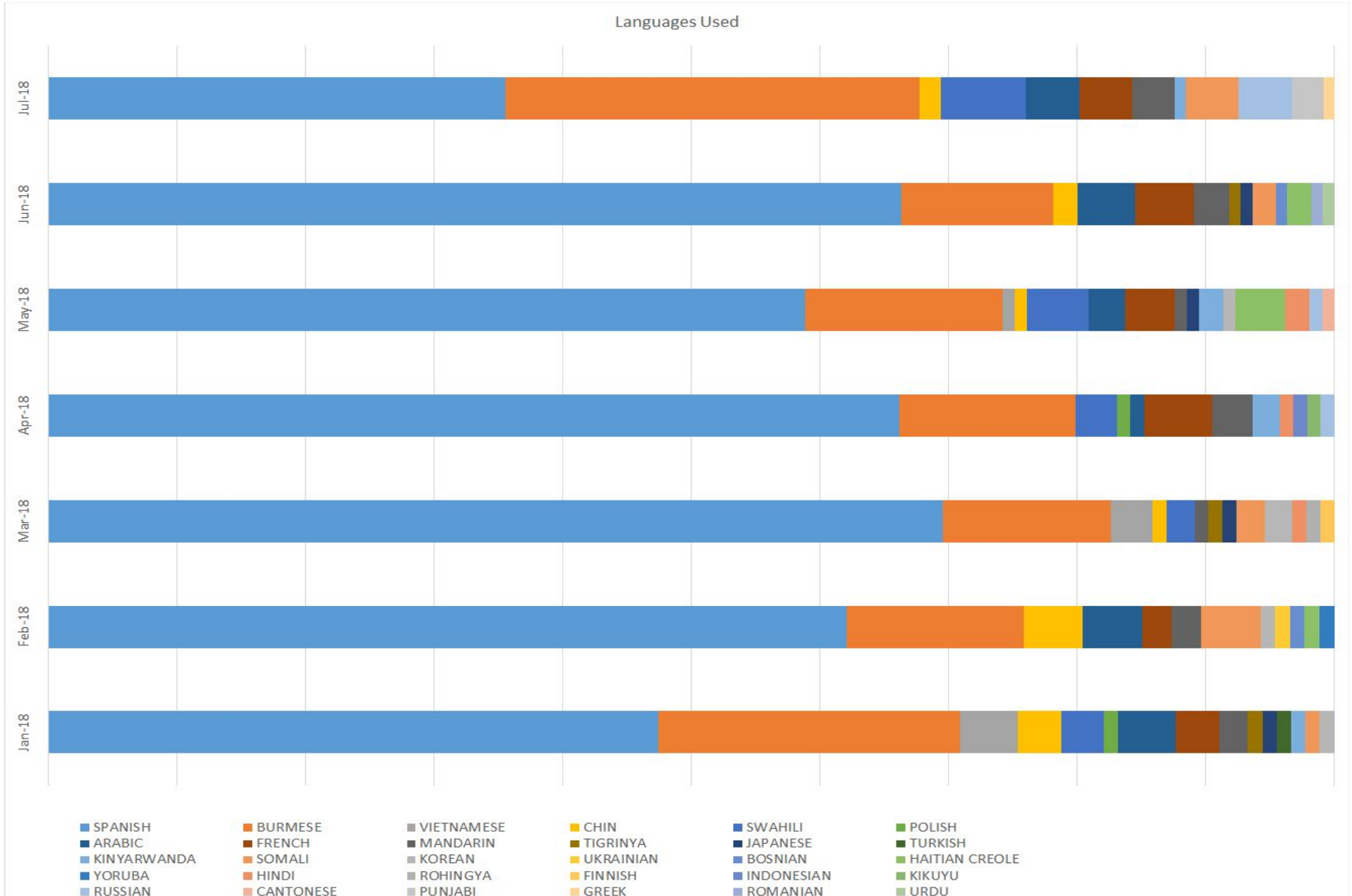
2000+		500-1999		100-499		<100		Active - no usage
Marion County	46960	Dubois County	1619	Carroll County	472	Whitley County	99	
Hamilton County	9552	LaPorte County	1451	Henry County	462	Pike County	87	
Allen County	9410	Marshall County	1386	Adams County	454	Parke County	86	
Lake County	7090	Noble County	1265	Posey County	416	Ohio County	82	
Monroe County	6787	Clinton County	1183	Ripley County	387	Washington County	74	
Tippecanoe County	4798	Boone County	1152	Clay County	379	Perry County	65	
Vanderburgh County	4600	Morgan County	1148	Huntington County	355	Orange County	64	
Vigo County	4532	Spencer County	1139	Brown County	343	Gibson County	57	
Clark County	4106	Steuben County	1127	Jackson County	326	Knox County	56	
Wayne County	4083	Scott County	1078	Owen County	317	Floyd County	55	
Porter County	3511	Kosciusko County	1024	Sullivan County	304	Tipton County	54	
Elkhart County	3176	Dekalb County	872	Starke County	299	Johnson County	50	
Bartholomew County	3170	Cass County	847	Franklin County	281	St. Joseph County	49	
Hendricks County	3000	Fulton County	820	Jay County	273	Green County	36	
Grant County	2962	Lagrange County	817	Randolph County	265	Madison County	35	
Montgomery County	2778	Miami County	794	Switzerland County	240	Putnam County	33	
Crawford County	2389	Fountain/Warren County	784	Jasper County	237	Benton County	30	
Hancock County	2077	Delaware County	775	Blackford County	200	Daviess County	19	
		White County	705	Decatur County	186	Martin County	19	
		Wells County	692	Pulaski County	183	Rush County	16	
		Dearborn County	631	Harrison County	175	Vermillion County	7	
		Jefferson County	608	Newton County	170			
		Jennings County	582	Warrick County	127			
		Lawrence County	503	Union County	118			
		Shelby County	503	Howard County	104			
		Wabash County	503	Fayette County	102			

8. Text FROM 911 charts by month



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

(Through the July period due to a normal billing data interval.)



section C - network quality

9. **G-15 network status** - There are no issues to report.
10. **Wireless carrier status** – There are no issues to report.
11. **Wireline carrier status** - There are no issues to report.
12. **Adjacent state connectivity** – INdigital is in the process of upgrading our intercompany ESiNet connection with Cincinnati Bell related to the certain service changes they are making to their ESiNet. Dearborn County, IN will be upgrading their CPE as a part of these changes to the network.

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

15. **Texty network** - There are no issues to report, and work continues on the relaunch of release 17 of the Texty platform.

We continue to work with our one-time-password provider (originally Verisign). They were acquired by Symantec, which has made a number of changes to their network and price structure.

We planned to migrate the OTP to another service (known as Duo security), which was unexpectedly acquired by Cisco systems.

We continue working with Comtech on connectivity updates to for Texty platform to make it more redundant. Turnup is expected in late September.

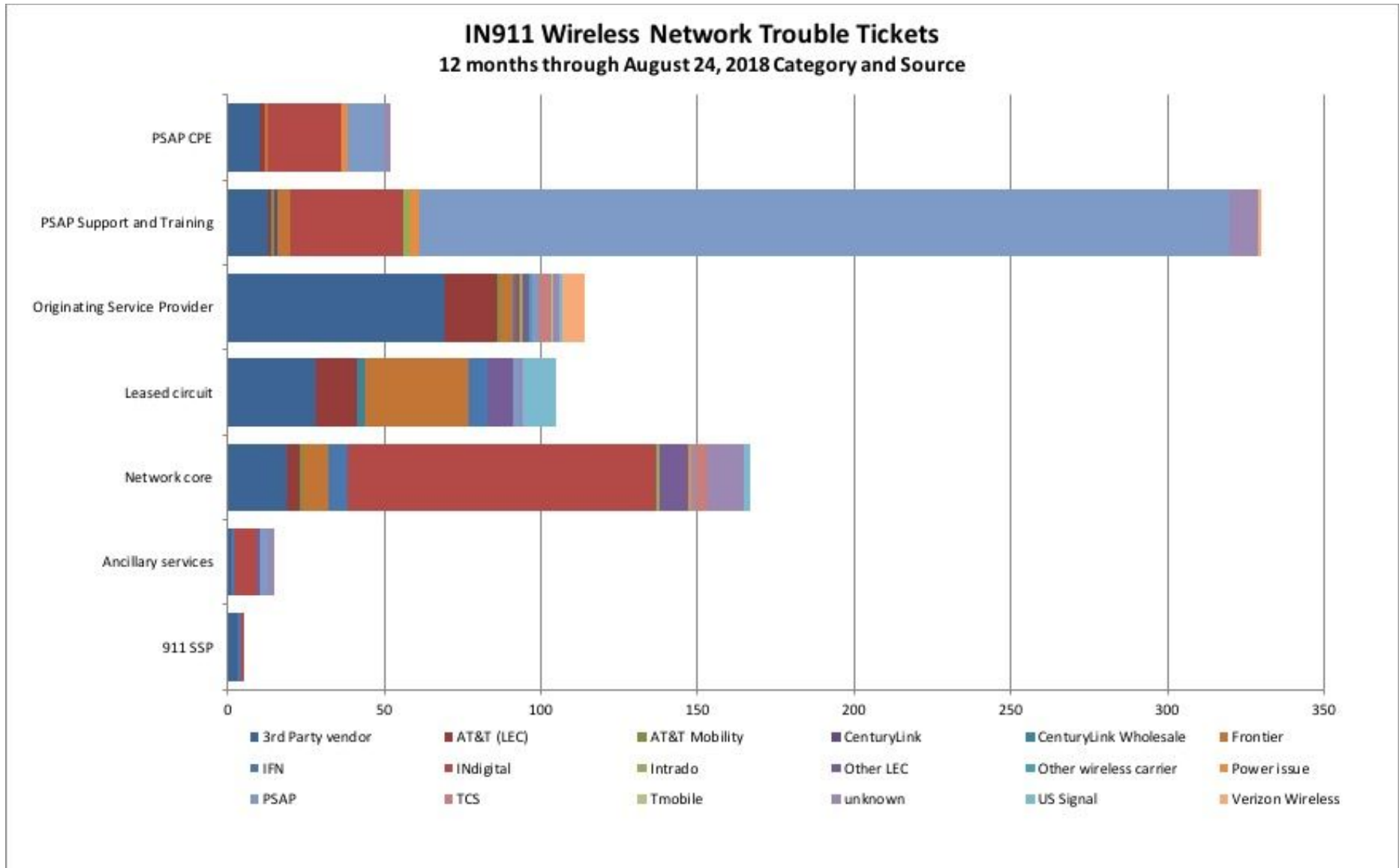
There are no other Texty issues to report.

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

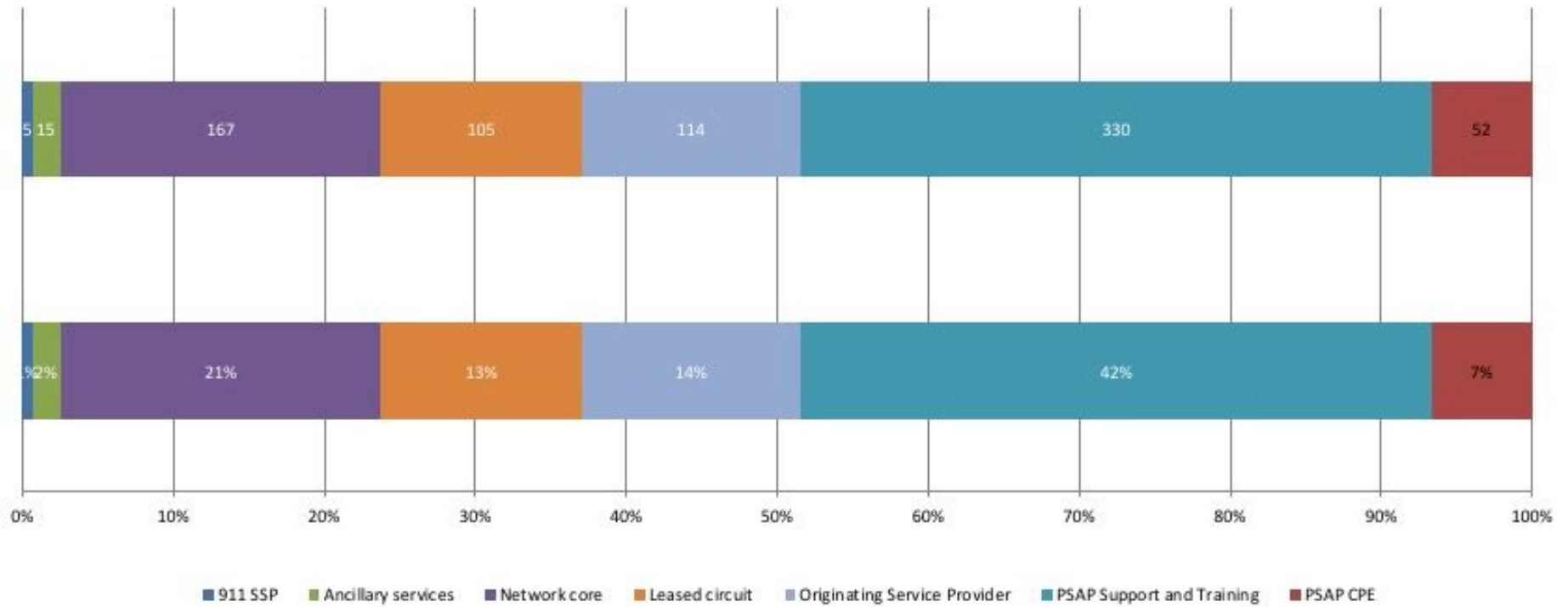
section D - trouble ticket analysis

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

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



IN911 Wireless Network Trouble Tickets 12 months through August 24, 2018 by Functional Domain



Section F - Update on new work

19. INdigital continues to work with with RapidSOS to improve location accuracy. This work continues with additional testing for quality assurance.

We currently have 12 Counties testing versions of Texty that support Rapid SOS queries. We anticipate a more rapid deployment over the course of the fall months.

This work is somewhat of a moving target, with a recent letter from West (f/k/a Intrado) stating they have a similar service that is 'pre-formatted' in the legacy style.

We plan to benchmark the various services to determine their accuracy.

20. Our work to provide improved wireless call routing lead us to a test of 'geo-fenced' call routing for Vigo County, during a special event. This was 100% successful for the limited call volumes.

There were certain software refinements needed in the NG core nodes, and work is underway to make that available as a service upgrade.

We plan to conduct longer term tests in several counties where call routing will improve the quality of service.

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