

Q-2 Indiana 9-1-1 Board Report  
for the reporting interval ending  
April 26, 2013  
from

***IN**digital telecom*

## Executive Summary

This report is for the year to date first quarter of 2013 as an update to the status of the IN911 network.

### **section A – project overview, items 1 through 5:**

- Work continues to sunset the Crossroads (G-1) network.

The FDC (functional direct connect) connection arrangement project continues, and all counties are now online, although some call transfer functions have not been verified. ALi data is now operational for St Joseph County. Updated status and network maps are included in this report.

### **section B – network status, items 6 through 10:**

- INdigital continues to ensure that the G-11 network meets NENA i3 standards. The use of the SIP:ME routing platform continues to grow.
- updated call activity charts are included in the report, and call volumes continue to increase.

### **section C - industry stakeholders, items 11 through 14:**

- There are no wireless carrier issues to report.
- Work with Century Link and Frontier continues to expand, with additional inter-agency connectivity in adjacent states.

- Work continues to ensure that inter-agency transfers are provisioned. Some counties have not yet programmed transfer codes for their CPE.
- Volume for transferred calls between local 911 agencies and the Indiana State Police continue to increase.

### **section D - Network quality, items 15 through 19:**

- There are no significant operating issues to report.
- Stress testing of the IN911 network continues. There have been a number of additional network improvements made since this testing regime started.
- Trouble ticket levels remain very low as an index to total calls processed.
- There are no outages to report, and only one industry outage.






### **section E- Progress payments and new service development, items 20 through 22:**

- There is no retainage release request in this report.
- texTTY, (the non-voice service platform) is being rolled out throughout the state.
- INdigital is seeking a Board request letter for inbound non-voice call service to be sent to Verizon Wireless.
- There are no updates regarding the '858' patent issue related to the NENA i3 industry standard.






## section A – IN911 project overview

- 1). Our work to sunset the (G-1) Crossroads network continues. Work to migrate all PSAPs and originating service providers to the G-11 SIP:ME (SIP message engine) platform continues.
- 2). There are now 74 counties connected via inter-company PSAP trunks from the G-11 SIP:ME platform.
- 3). All counties now receive active service from the SIP:ME platform, but certain carrier trunks continue to use the G-2 Crossroads network.
- 4). Counties represented by striped blue and green shading on this map use one of the versions of functional direct connect (FDC).  
Counties where the stripe is right leaning are fully integrated.  
Counties where the stripe is left leaning have voice integration, but not Ali integration. We expect to migrate these counties to fully integrated as soon as possible.
- 5). The MEVO and textTTY boxes show the current status of these service platforms.

### IN911 Network

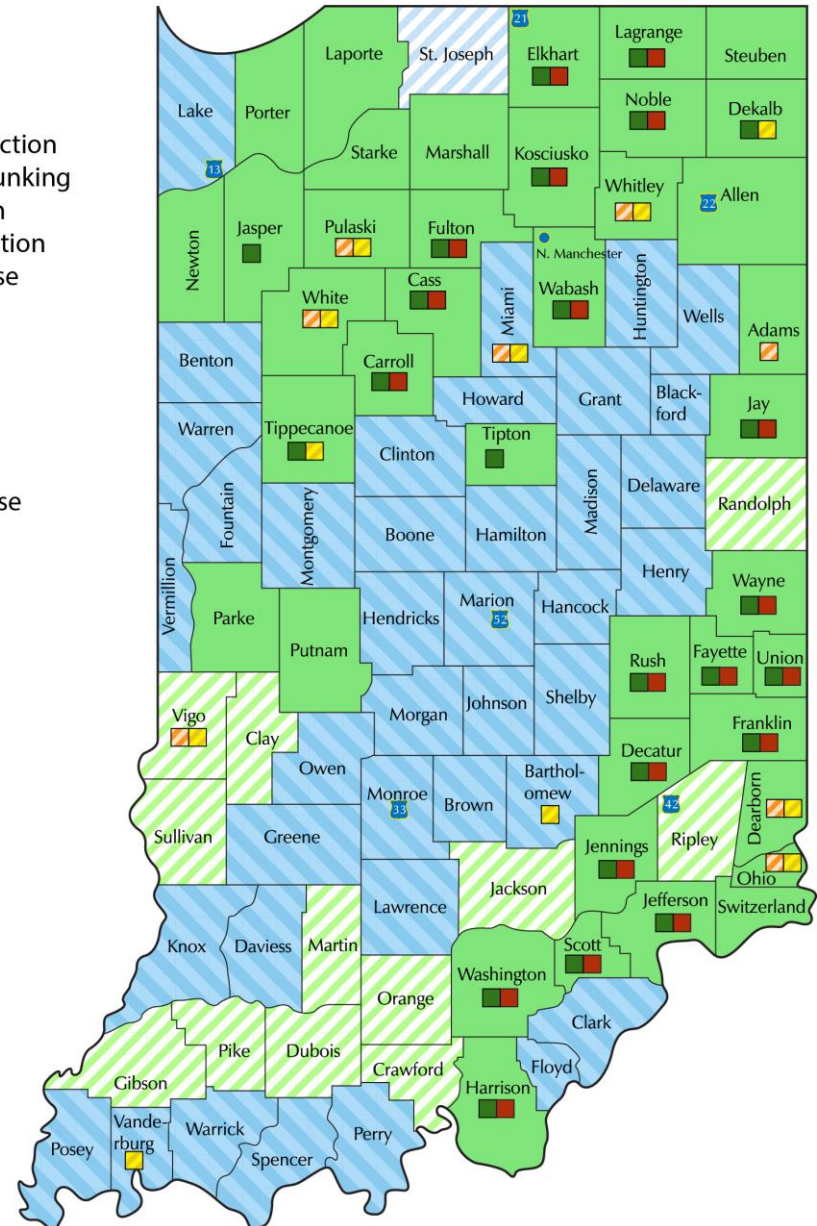
-  IN911 direct connection
-  PSAP originated trunking
-  FDC full integration
-  FDC partial connection
-  FDC ready not in use

### MEVO/ textTTY

-  MEVO in use
-  MEVO pending
-  ISP Post MEVO in use
-  textTTY in use
-  textTTY pending

13-099 version 2.1

## Statewide IN911 Status Update

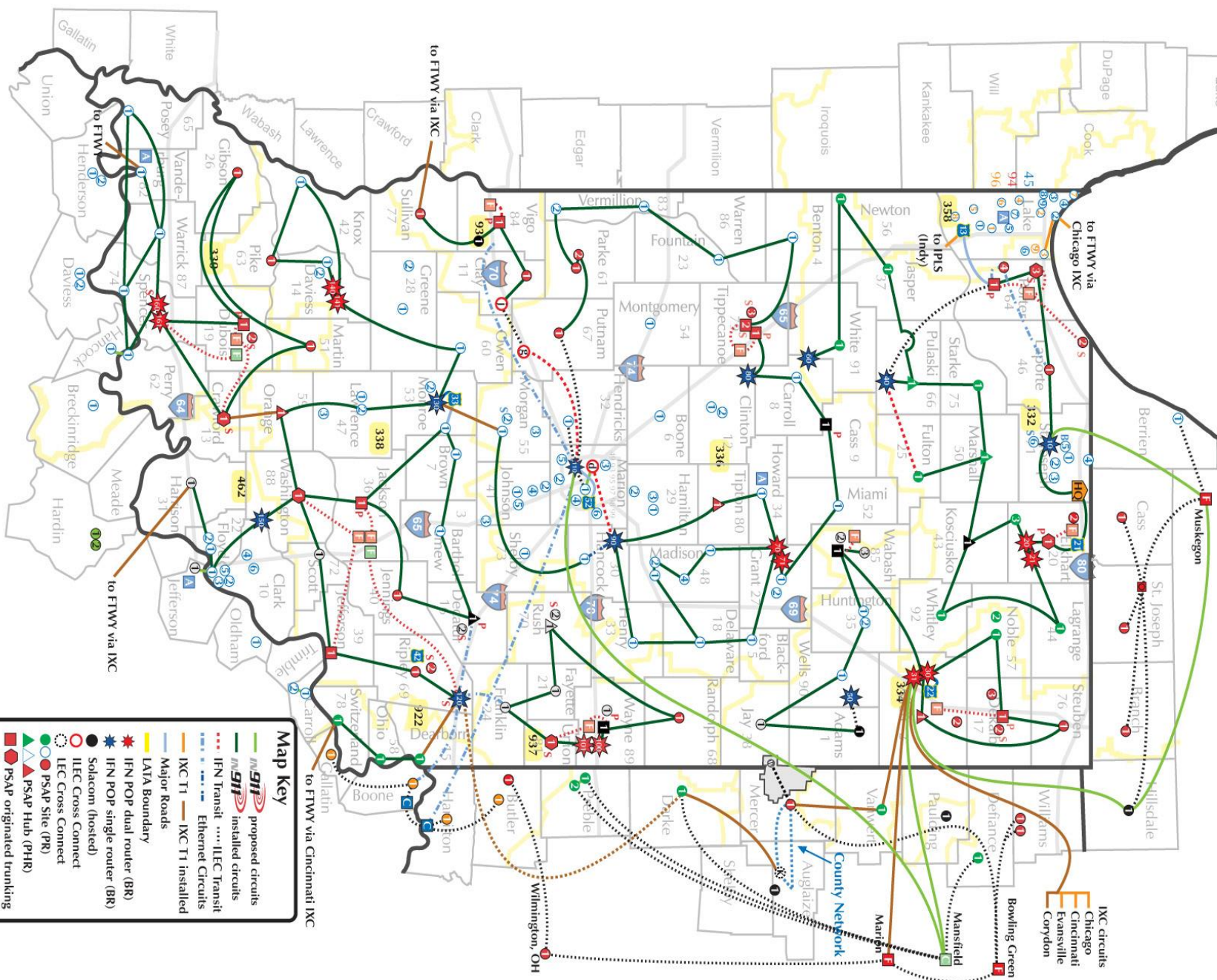






# Indiana's 911 network

Delivering Next Generation Public Safety



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## section B - network status

6). **IN911 network service enhancements** – As the IN911 network continues to evolve, we have upgraded certain of the legacy connections directly to IP services. In addition to the 10 counties in our last report, these counties now have i3 compliant service.

- Decatur
- Elkhart
- Jennings
- LaGrange
- Porter
- Vigo
- Washington

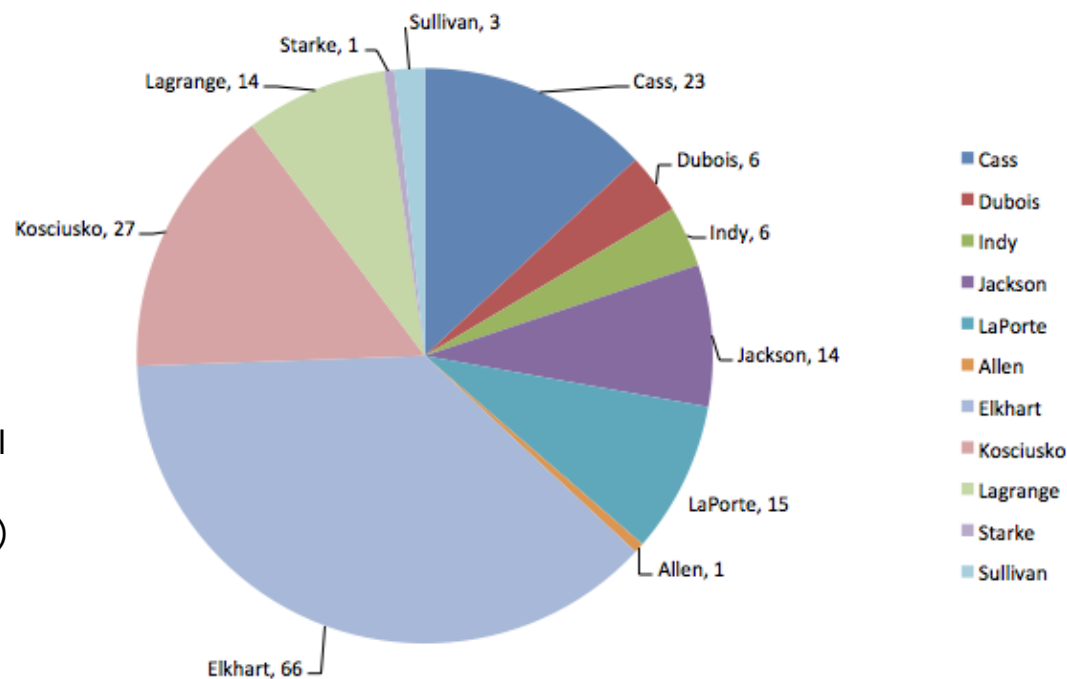
7). **SLA assurance** – INdigital continues to refine a real time SLA compliance tracking module that will be integrated into the network monitoring engine (IN-ME) later in 2013.

8). **Call volumes** – Graphs for year to date IN911 network call volumes are on the following page of this report. Call volumes continue to increase over time.

9). **IN911 Embedded features** – The chart at right shows usage statistics reports for Language Line.

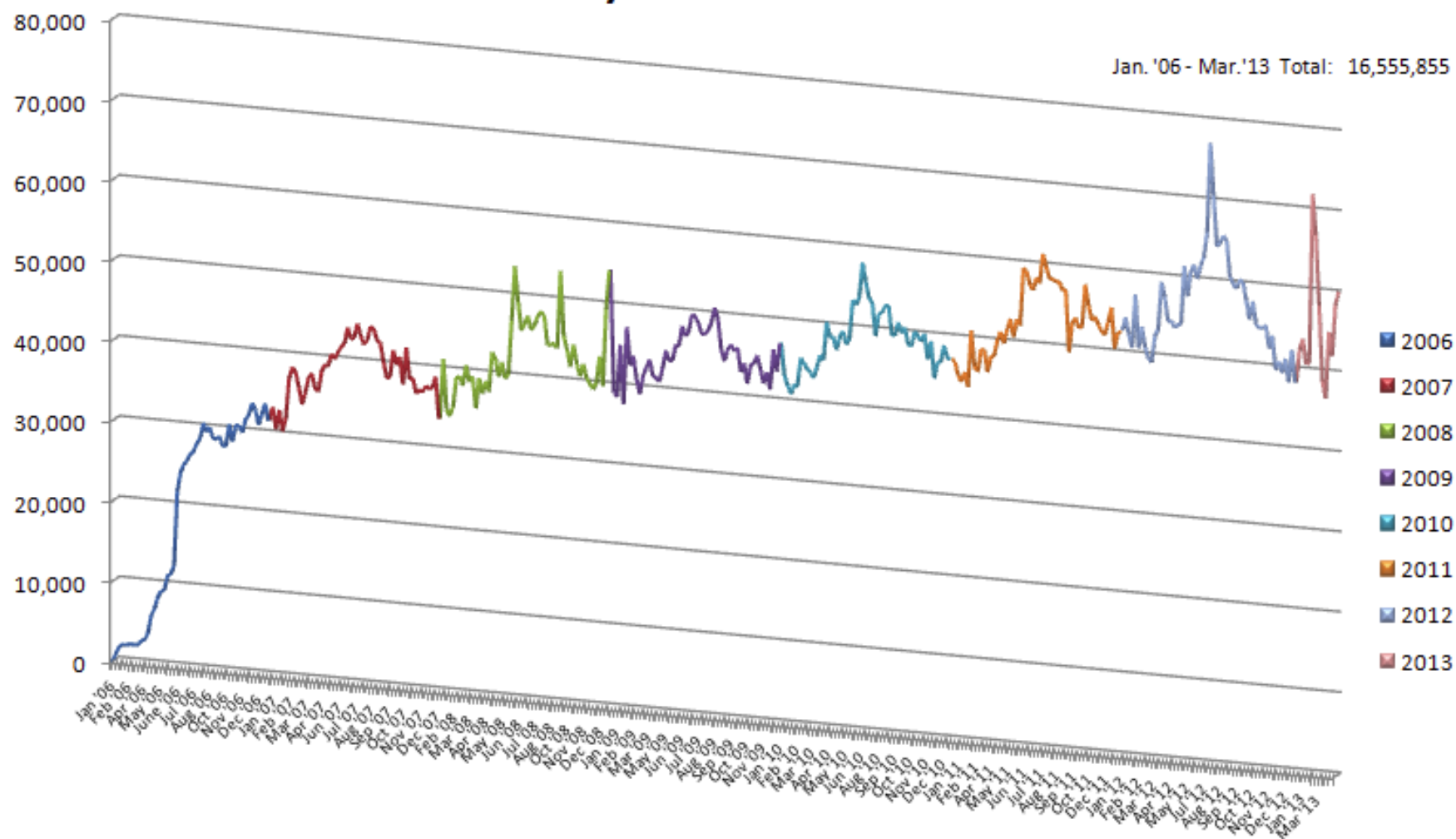
Language line provides real time language translation service for all agencies.

**Language Line Connections**  
January 2012 through March, 2013

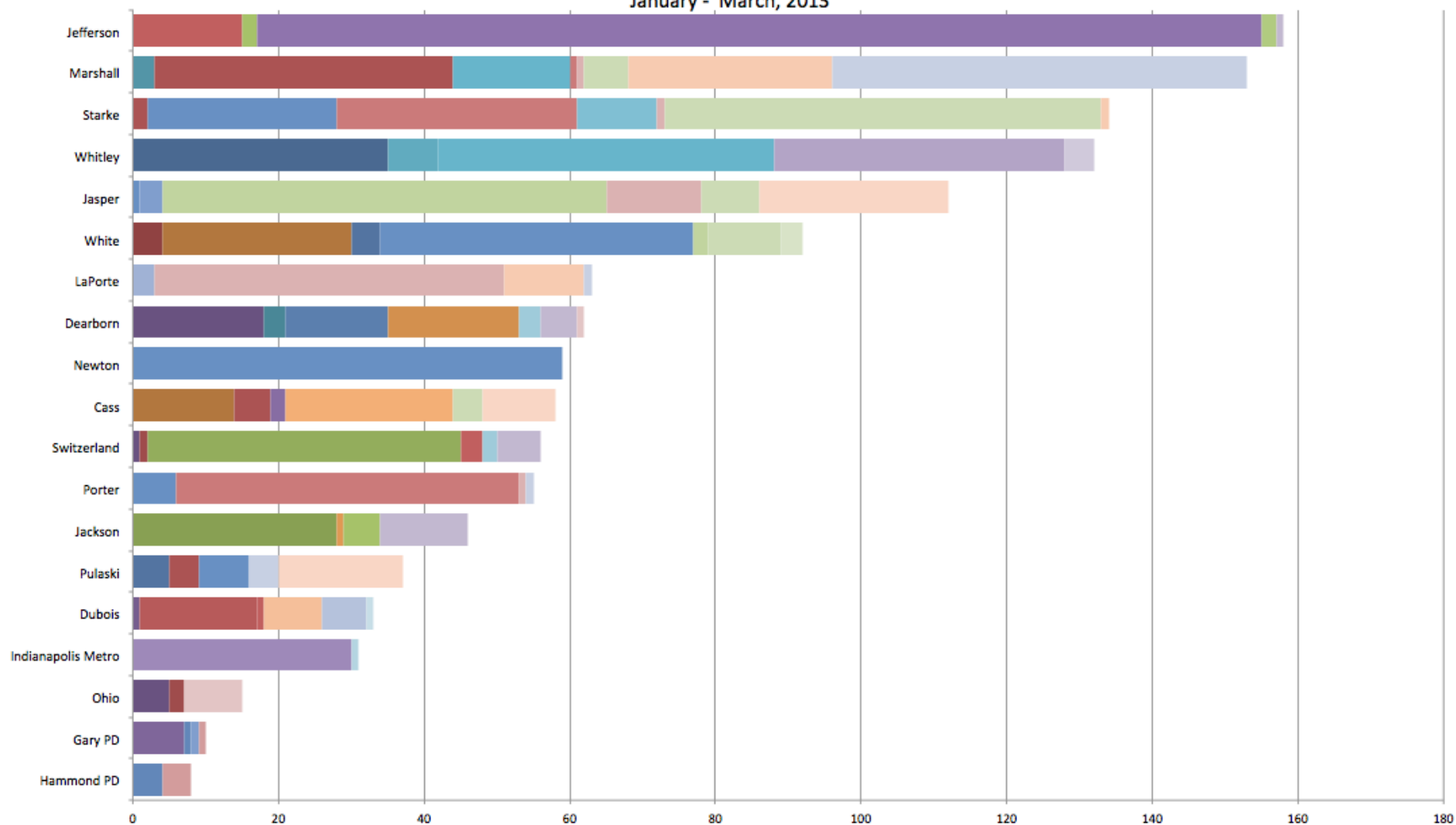


10). The charts on the following pages shows the overall activity and joined path service within the network. Joined path conference service allows full inter-agency call transfer with location information.

## IN911 Network Weekly Call Totals January 2006 - March 2013



### Joined Path Conference Bridge Totals January - March, 2013



NOTE: Data for inbound transfers to ISP posts and Language Line transfers are not included

## section C - industry stakeholders

11). **Wireless carrier status** - There are no originating service provider issues to report. The wireless carrier connections to the IN911 network will transition from the Crossroads network to the G-11 network in the next 12 months.

12). **Adjacent state connectivity** – For Ohio border counties served by Frontier, all equipment programming and call testing is complete.

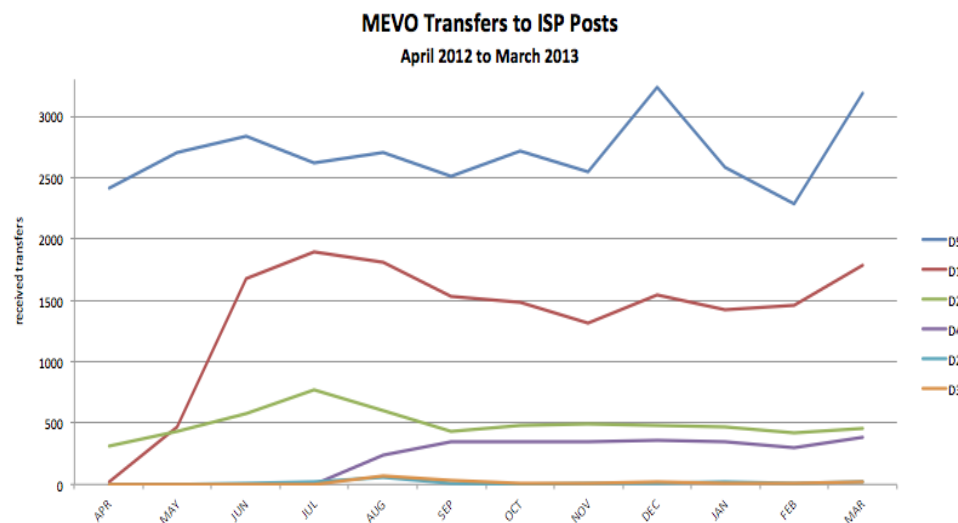
We are working with Windstream to install trunks for Paulding County Ohio. Facilities are in place and trunks are on order. We expect to complete this project by the end of the second quarter 2013.

13). **Inter-agency cooperation** – All Indiana State Police posts are active on the Message EVolution (MEVO) platform, providing call transfer with ALI data sharing with county 911 authorities.

14). INdigital continues to work with AT&T and their customer PSAP agencies to configure their CPE to allow transfer calls using the FDC network.

The chart below shows the transfers from the various active county PSAPs to the Indiana State Police districts.

D 52 = Indianapolis	D 13 = Lowell
D 21 = Indiana Toll Road	D 42 = Versailles
D 33 = Bloomington	D 22 = Fort Wayne





## section D - network quality

15). **G-11 network status** - There are no network issues to report. INdigital continues to receive the normal number of trouble tickets and reports.

Referring to the charts that follow this section, INdigital offers these observations and comments:

- Year to date there have been 86 trouble reports.
- in 2012 – 292                      in 2011 – 331  
in 2010 – 294                      in 2009 – 278  
in 2008 – 188                      in 2007 - 123
- The IN911 network has processed a total of 16,555,855 since 2006.
- 2013 calls processed YTD is 715,679
- The 2013 trouble index is .012%

16). **Trouble ticket analysis** - This is the ticket breakdown by category and source. The colored bars in the chart on the next page indicate the reporting entity. The category keys are as follows:

- 911 SSP = 911 system service provider
- PSAP Training and Support (a common term)
- OSP = originating service provider  
(wireline, wireless or VoIP provider)
- Leased circuit = (network, a common term)
- PSAP CPE = PSAP CPE vendor or sub-system

We have created these broad categories to accurately reflect the type of support INdigital is providing.

Although we occasionally establish a 'color to company' relationship in our reports, the colors in this chart do not represent an entity in any way

17). **Update on Telephone Service Priority (TSP)** numbers that have been assigned to INdigital.

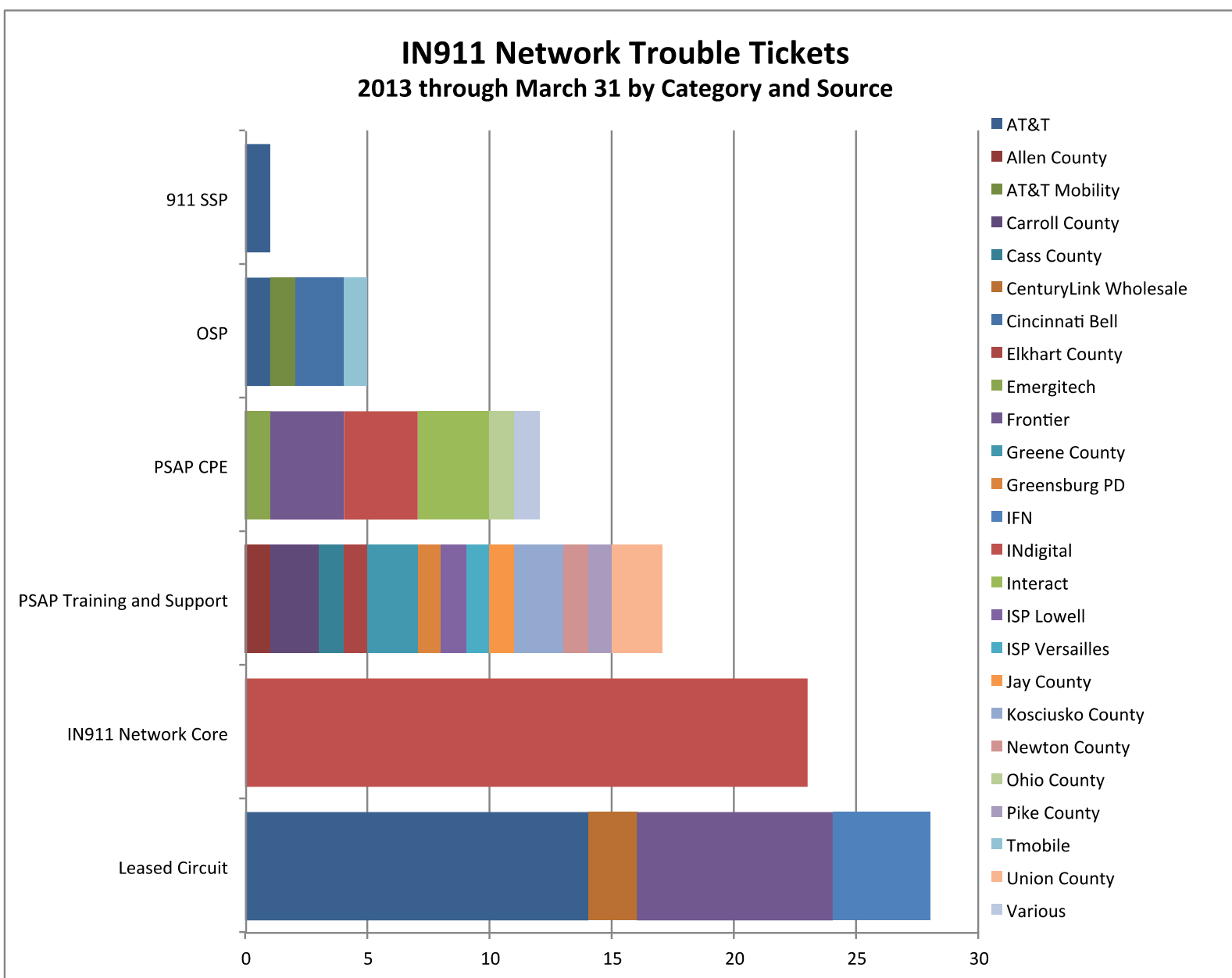
259 TSP numbers are assigned to active circuits (complete)

1 TSP orders are confirmed but not complete.

1 TSP orders are pending, remain to be completed, or assigned

109 TSP numbers have been revoked for various reasons

0 TSP numbers are pending revocation or cancellation.



18). **Outage incidents** – INdigital has no outages or other incidents to report in this quarter.

19). **Industry outage events** – Frontier had outages in the current reporting period, affecting both wireline and wireless service.

Frontier, working with INdigital, has put in place safeguard routing to adjacent counties and alternate call delivery points at the PSAPs. As a result, there were no incomplete 9-1-1 calls during these outages.

## **section E – progress payments and new service development**

### **20). Non-Voice | Multi-Media Emergency Services**

Our service launch of the texTTY series II platform continues, and continues to be deployed at a number of PSAPs statewide. PSAPs are currently receiving training on the texTTY platform. (see also page 3 for an updated status map)

We are requesting that the Board take favorable action on a request for inbound text to 9-1-1 service at the Board level, which would be consistent with the deployment of incoming OnStar connections in 2007.

We will keep the IN 911 Board updated on our progress as the rollout of this service as it continues.

21). **Patent issues** – There is little to report in these matters. INdigital is currently discussing various options with the PAE regarding the 858 patent.

### **22). Discussion of other new or open projects:**

There are no new topics for discussion.