

Q-4.3 Indiana NG9-1-1 Report  
for the reporting interval ending  
November 30, 2018  
with data from



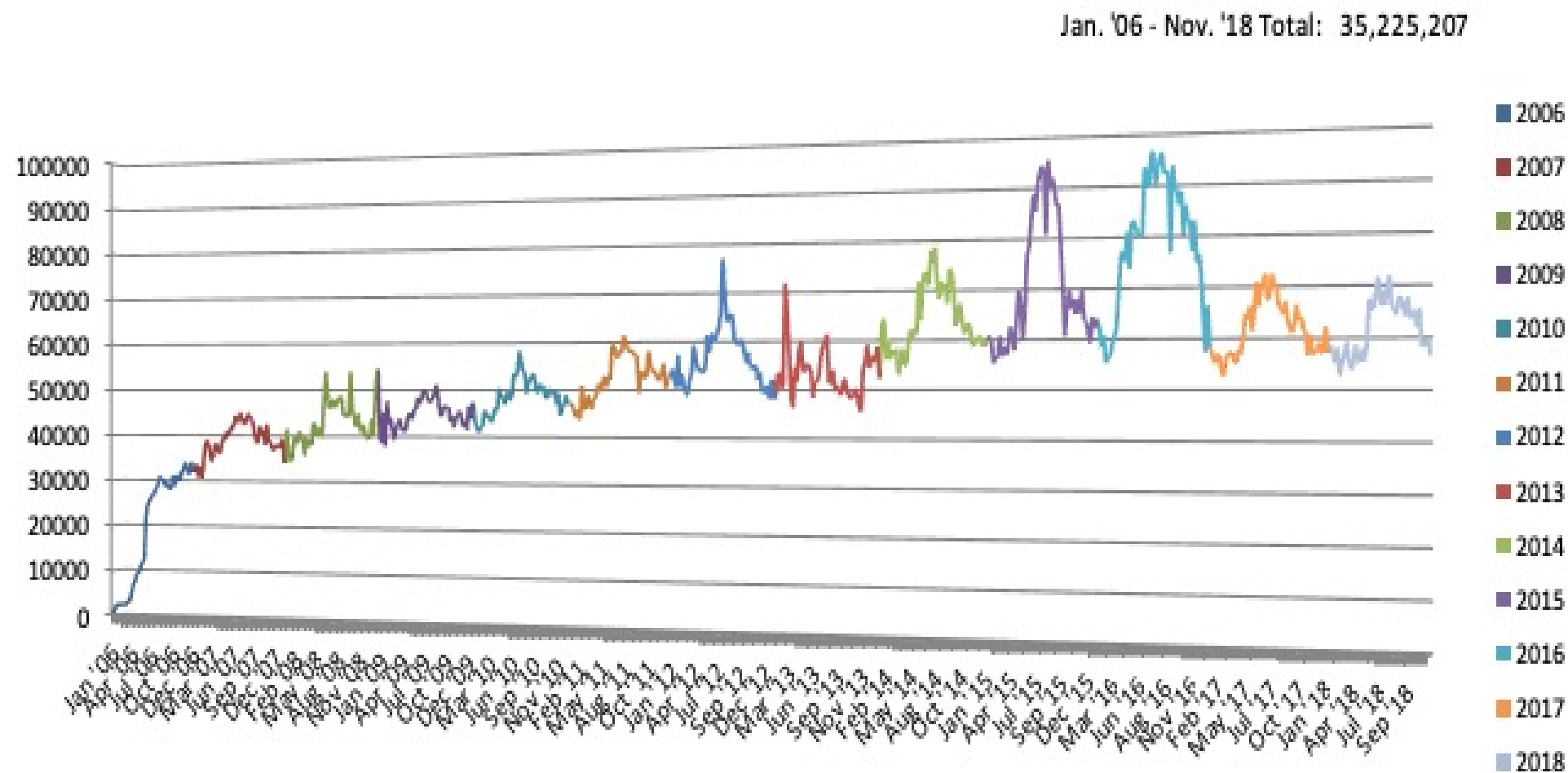
## section A – INdigital ESiNet summary

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. Work continues to turn up new network to network interfaces (NNI) with IOT.
3. We had a slight Texty impairment of short duration for a small number of agencies. One of our upstream connectivity providers had an event that limited access to the to the Texty servers for a small number of agencies. No text messages were impacted.
4. The Texty upgrade status (details on page 9), now includes access to the RapidSOS clearing house. PSAPs can now query for the handset location during a 911 call. ~3,300 queries have been processed.

The deployment is within the Texty interface, and will migrate to the NG-ALi platform as the service becomes more generally available with updated handsets.

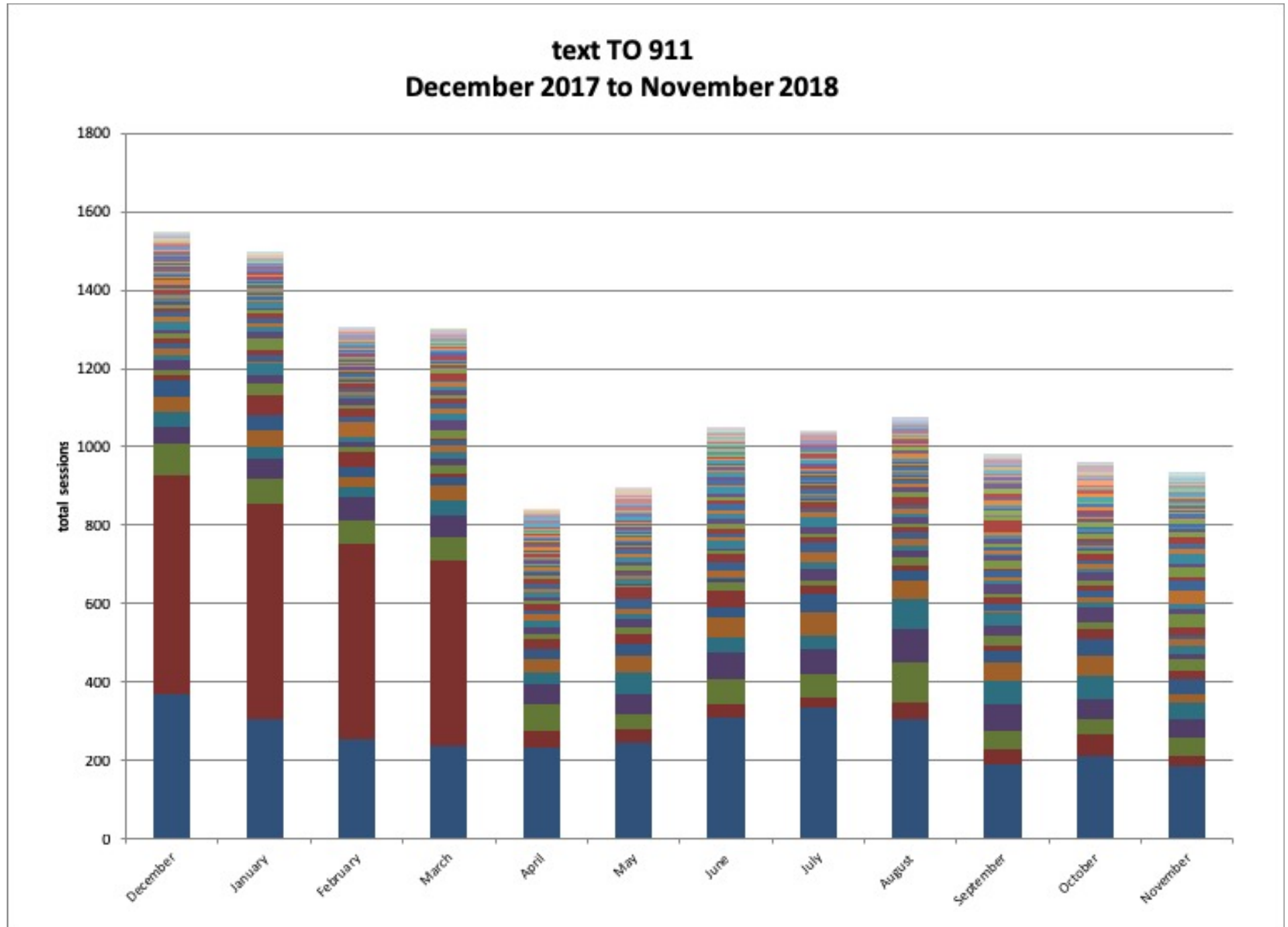
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**section B – INdigital prime ESiNet trends**



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.



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

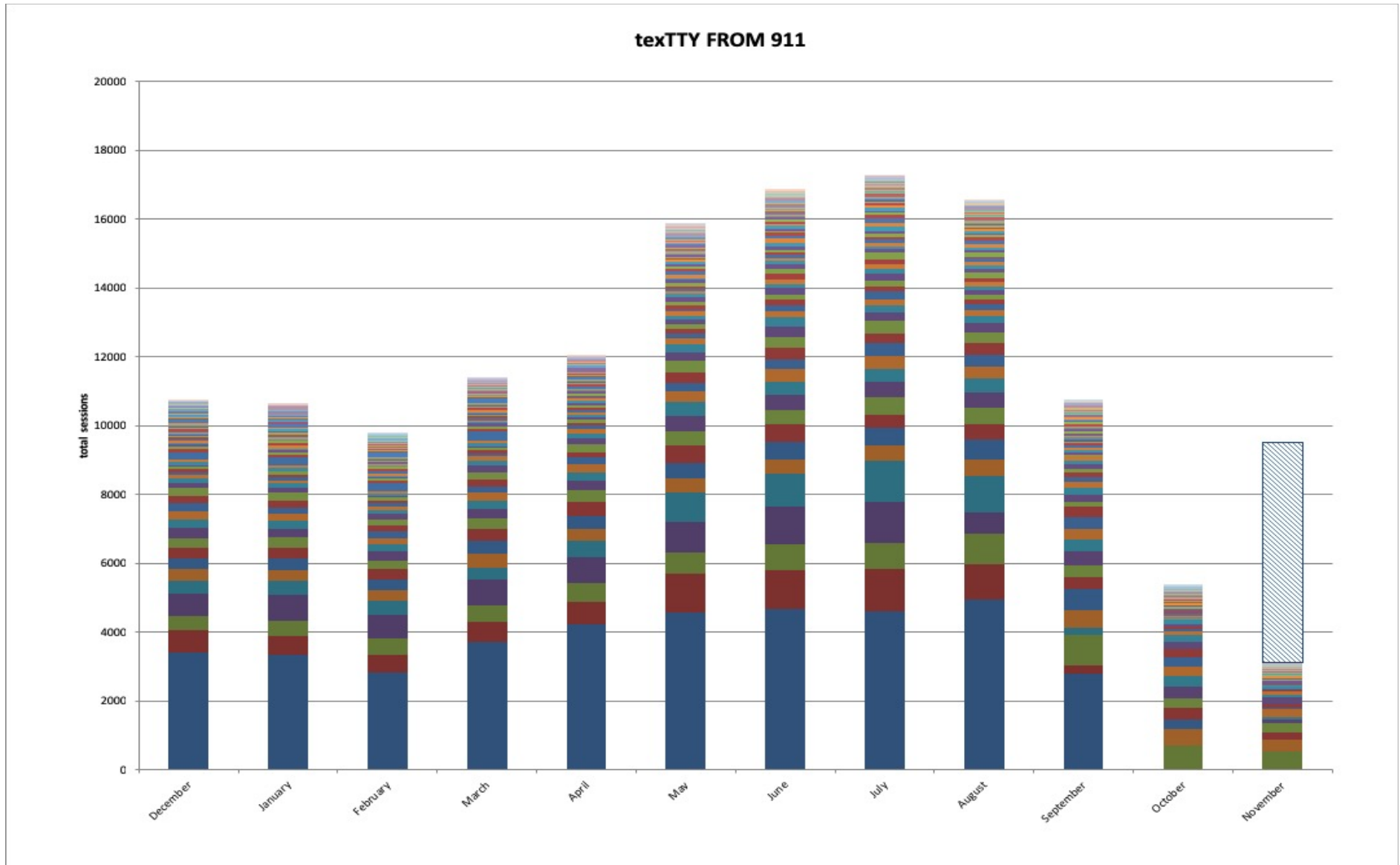
100+		40-99		20-39		<20		Active - No Usage
PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP
Marion County	3175	Grant County	99	Dekalb County	39	Crawford County	19	
Elkhart County	2380	Montgomery County	99	Steuben County	36	Greene County	18	
Lake County	735	Henry County	87	Clay County	35	Posey County	18	
Allen County	689	Clinton County	82	Carroll County	34	Sullivan County	18	
Vigo County	525	Howard County	74	Franklin County	32	Jasper County	17	
St. Joseph	505	Whitley County	68	Vermillion County	31	Brown County	15	
Vanderburgh County	389	Jennings County	64	Wabash County	31	Owen County	14	
Kosciusko County	299	Jefferson County	61	Adams County	30	Pulaski County	14	
Monroe County	244	Fulton County	60	Harrison County	30	Starke County	14	
Tippecanoe	238	Shelby County	57	Knox County	29	Lawrence County	13	
Bartholomew County	204	Cass County	51	Tipton County	29	Newton County	13	
LaPorte County	199	Huntington County	51	Warrick County	27	Parke County	12	
Hamilton County	198	Noble County	51	Putnam County	26	Perry County	12	
Wayne County	196	Fayette County	49	Decatur County	24	Daviess County	7	
Madison County	174	Miami County	49	Wells County	24	Martin County	7	
Delaware County	171	Dubois County	48	White County	24	Orange County	7	
Johnson County	170	Jackson County	45	Randolph County	23	Pike County	7	
Clark County	155	Scott County	45	Fountain/Warren County	22	Rush County	7	
Porter County	147	Marshall County	44	Gibson County	22	Spencer County	7	
Hendricks County	144	Morgan County	43	Jay County	21	Dearborn County	6	
Boone County	130	LaGrange County	41	Ripley County	20	Ohio County	6	
Hancock County	111					Benton County	5	
Floyd County	106					Blackford County	5	
						Switzerland County	5	
						Union County	4	
						Washington County	3	

8. Text **FROM** 911 **YTD cumulative**  
heat map matrix

2000+		500-1999		100-499		<100		Active - no usage
Marion County	39147	Dubois County	1610	Henry County	467	Howard County	80	
Hamilton County	7717	LaPorte County	1349	Posey County	462	Ohio County	76	
Monroe County	7497	Boone County	1207	Carroll County	435	Floyd County	74	
Allen County	7389	Marshall County	1164	Ripley County	385	Pike County	74	
Lake County	6287	Spencer County	1139	Brown County	377	Whitley County	73	
Vanderburgh County	4733	Morgan County	1097	Owen County	373	Knox County	72	
Tippecanoe County	4584	Clinton County	1075	Adams County	358	Parke County	69	
Vigo County	4492	Elkhart County	1012	Clay County	347	Gibson County	63	
Clark County	4151	Noble County	982	Wabash County	337	Perry County	60	
Wayne County	4009	Steuben County	971	Starke County	317	St. Joseph County	57	
Porter County	3484	Scott County	869	Sullivan County	310	Orange County	54	
Bartholomew County	3302	Fountain/Warren County	801	Jackson County	280	Tipton County	53	
Grant County	2924	Cass County	755	Franklin County	265	Putnam County	43	
Montgomery County	2738	Dearborn County	737	Randolph County	258	Green County	42	
Hendricks County	2551	Delaware County	736	Huntington County	240	Johnson County	42	
Crawford County	2532	Dekalb County	691	Jasper County	237	Rush County	41	
Hancock County	2061	Shelby County	681	Switzerland County	235	Martin County	29	
		White County	661	Jay County	203	Benton County	17	
		Lagrange County	657	Blackford County	193	Daviess County	11	
		Miami County	655	Decatur County	186	Vermillion County	9	
		Fulton County	629	Pulaski County	167			
		Lawrence County	602	Harrison County	155			
		Jefferson County	593	Warrick County	146			
		Wells County	587	Union County	126			
		Jennings County	562	Newton County	125			
		Kosciusko County	538	Washington County	106			
				Fayette County	102			
				Madison County	100			

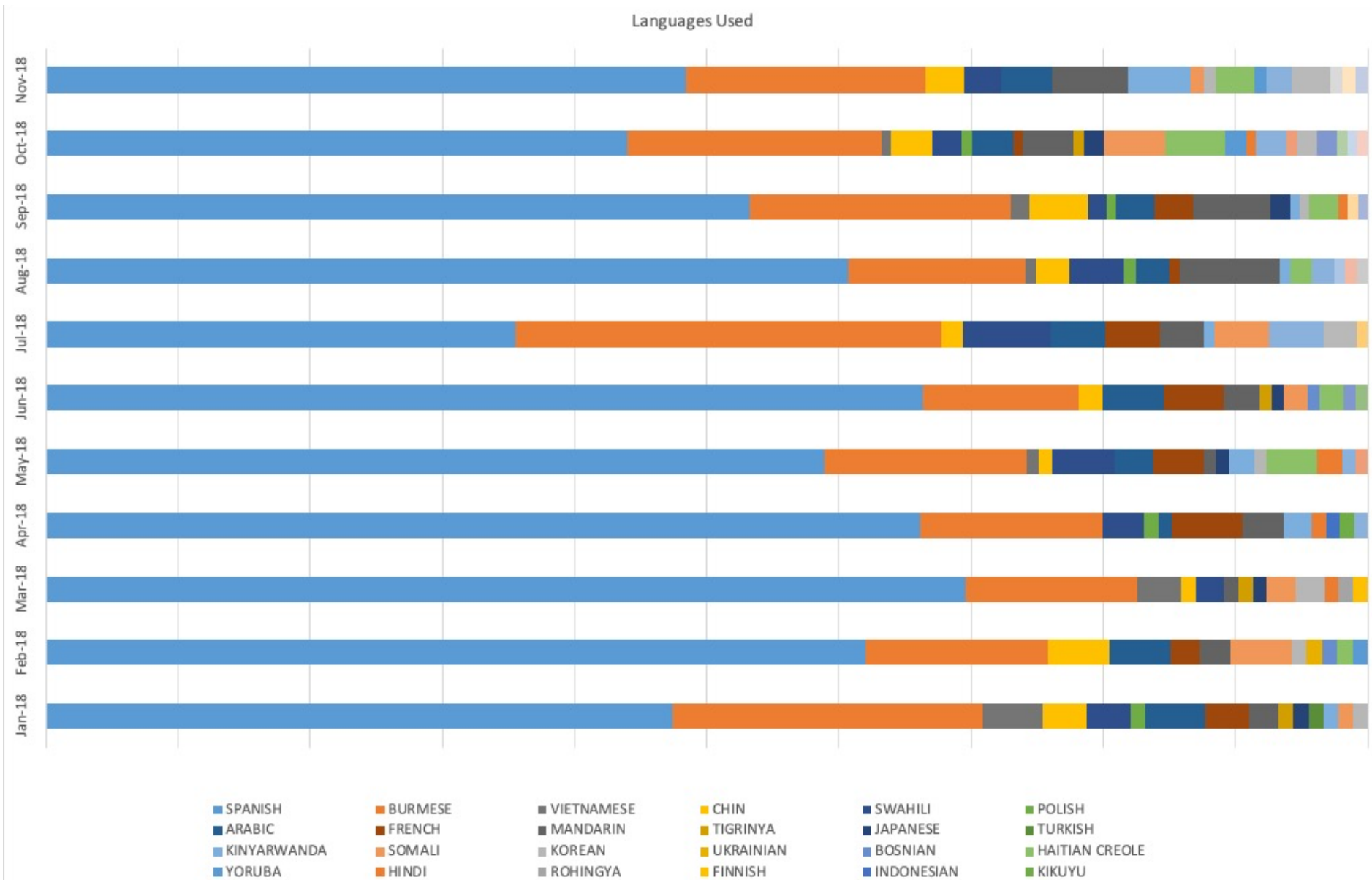
9. Text **FROM** 911 charts by month. The conversion to rel 17 (see page 9) produced a logging error that was not detected until this report was being prepared.

The shaded bar is data from the logging system for the new platform, which has not yet been integrated with the NPTK. We will have the systems better integrated for year end reports.



10. **Translation services** - Our analysts prepared the following chart.

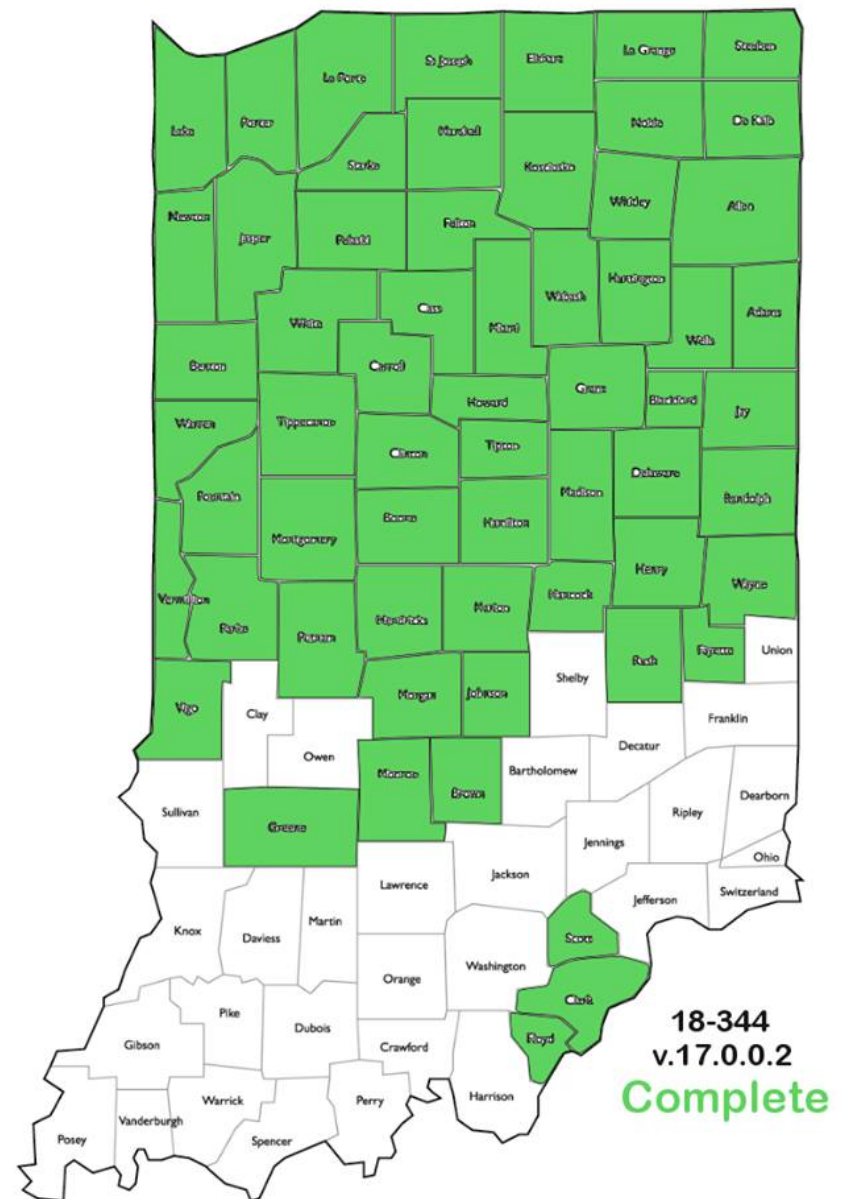
Language Line usage is normal through the November interval.





## section C - network quality

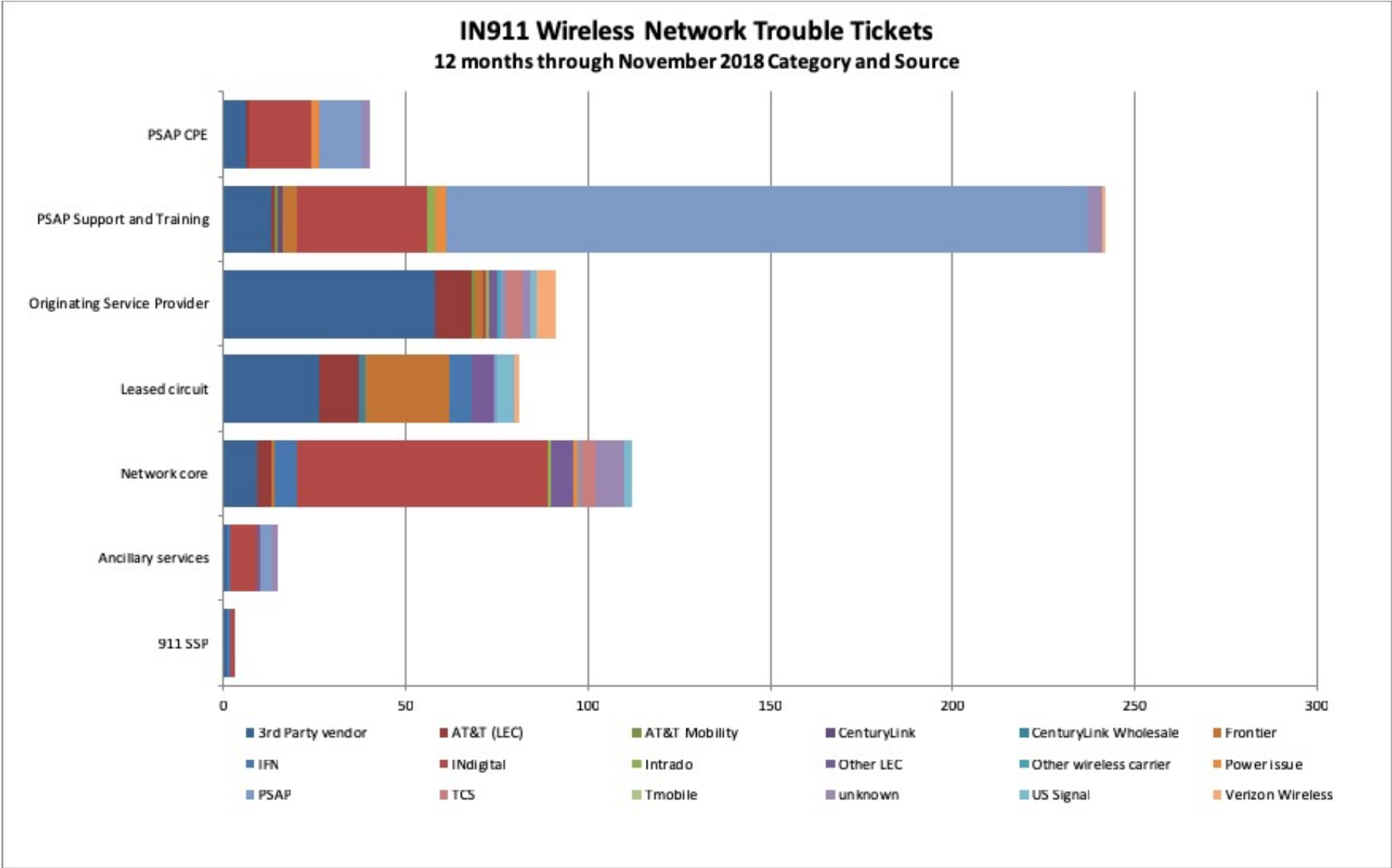
11. **G-15 network status, Wireless carrier status, Wireline carrier status, Inter-agency agreements, ecAts** - There are no issues to report.
12. **Adjacent state connectivity** – INdigital has upgraded the intercompany ESiNet connection with Cincinnati Bell, as well as making several other network improvements.
13. **Other stakeholders** - There are no issues to report.
14. **Texty network** - Work continues on the relaunch of the updated release version 17.0.0.2 of the Texty platform. We have provided additional training to many of the agencies. The platform has received a number of significant enhancements:
  - a. Automatic lookup of the originating service provider. This supports faster access to exigent circumstances (wireless OSP cell 'pings'.) This has already saved one live from suicide.
  - b. Improved civic address auto resolution.
  - c. Conference, transfer, barge in, take over provisions with full dialog history
  - d. Improved CAD data interface capability.
  - e. Availability of an windows app, to serve ESiNet deployments where there are 'no-internet' workstations.Rollout will continue to a completion in early 2019.



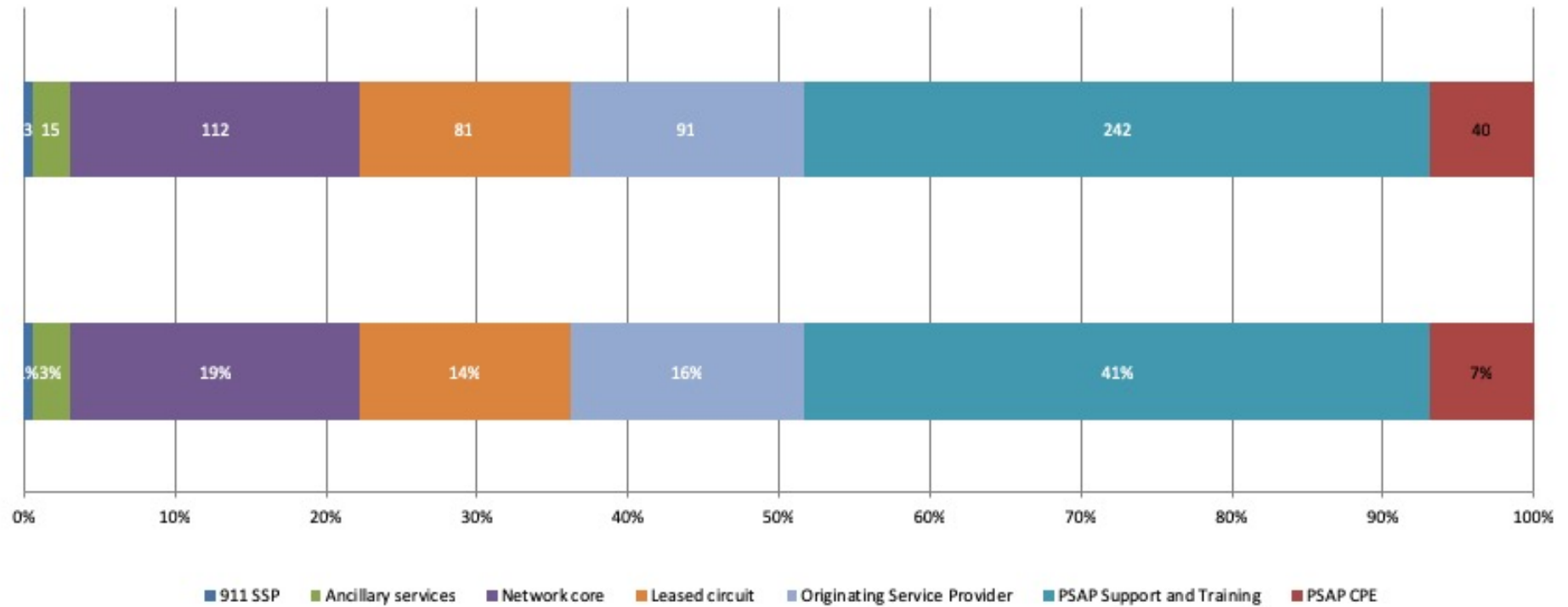
section D - trouble ticket analysis

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

16. All help desk functions are within expected ranges for all categories. 41% of the tickets are for the support of PSAPs on various matters.



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



17. **RapidSOS clearing house queries** INdigital continues to work with with RapidSOS to improve location accuracy. This work continues with additional testing for quality assurance.

We currently have multiple counties and all updated Texty users making Rapid SOS queries. We continue to analyze benchmarks of the service quality to determine the accuracy of the service.

Raw data is as follows: 3,299 total queries (minus test)

No RSOS data. . . . . 1,169 71%

RSOS ALi data . . . . . 480 **29%**

With regard to accuracy, we are working with a contract firm (PSNA) to develop a method to display the location accuracy data.

Neither the toolkit or eCats has the capability to provide the analysis that is needed to be a meaningful measure of the accuracy of the RSOS data.

There have been two problems with handset based location:

- A. Getting the location information from the handset, which has improved.
- B. Getting the information into the PSAP, and making it available to the call taker if they want it.

We are making progress in both of these areas.

## Section F - Update on new work

18. We are working on a G-15 'stage 3' plan for certain wireline E9-1-1 and VoIP service conversions to the G-15 network.

Our goal is to establish trunking in areas where the '800 fail safe' service and better ALi accuracy will improve or maintain the quality of 9-1-1 service that exists today.