Q-2 Indiana 9-1-1 Board Report

for the reporting interval ending

May, 2015

from

INdigital

Executive Summary

This report is the year-to-date second 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. 82 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 update the G-11 network in readiness for the deployment of the G-15 configuration.

  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 are slowing returning to normal levels.

- 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 continued 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 82 Counties with text-TO-911.

There are 2 counties that are on hold or not yet on the installation schedule (Lake, Marion).

Lake has delayed activation during their consolidation effort.

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). The Lowell post of the Indiana State Police have deployed text-FROM-911, and are developing operating protocols for the rest of the state locations.

4). A full view of the current network map is at right.

IN911 statewide status

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

15-156 version 4.28

IN911 system service providers
- 🔵 AT&T
- 🔴 INdigital

15-021
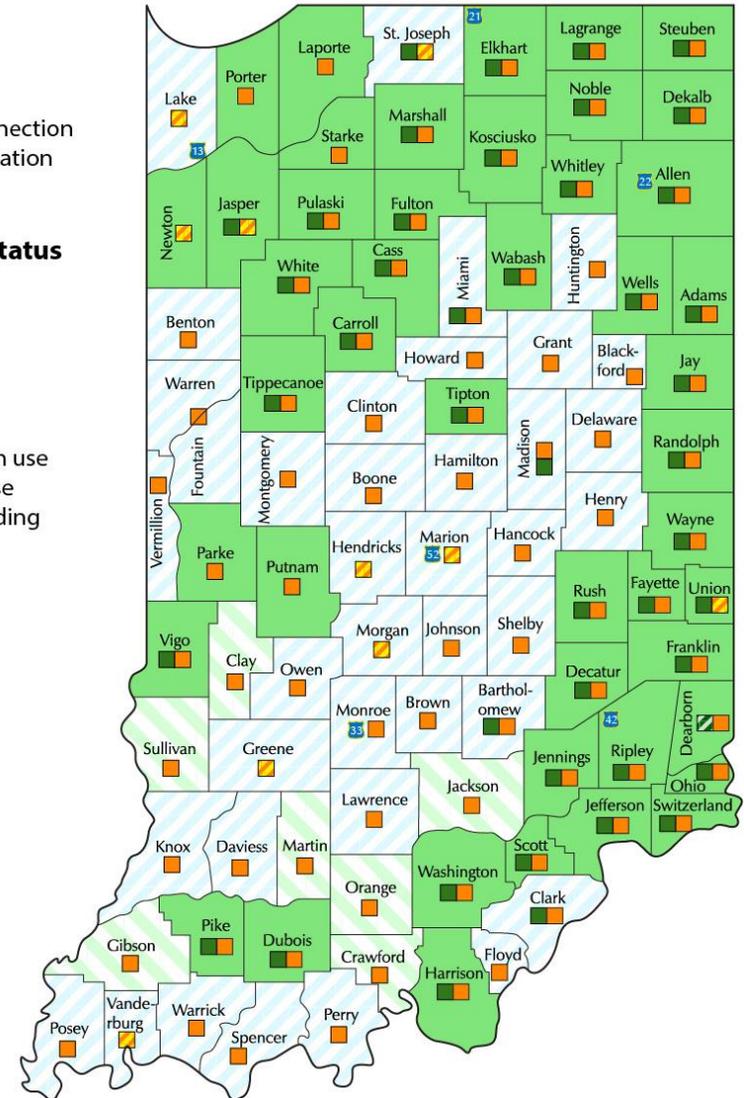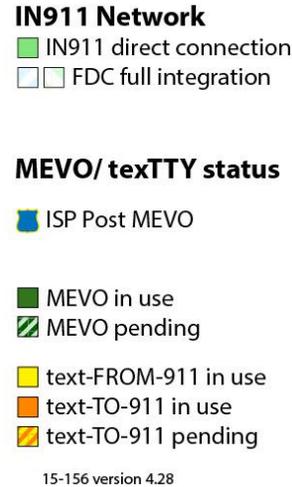
section B - network status and trends

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

6). **IN911 network service enhancements -** We have been deploying new NG-ALi servers as part of our prep for the G-15 network. Our intent is to be prepared for the transition to geospatial routing and support pilot projects we have planned for later this year with the wireless carriers.

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.

- texTTY usage trends – As the chart on page 7 shows, text FROM 911 is a heavily used service. Many agencies now use text as the primary method of confirming valid requests for service.

During the legislative session, we had a number of public safety news stories (~68 statewide) that put 911 in a positive light.

Many of these news reports highlighted text-FOR-911 throughout the state. Several dispatch centers used text TO 911 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 patters in this reporting period.

IN911 Network Weekly Call Totals
January 2006 - May 2015

Jan. '06 - May '15 Total: 23,367,685

Legend:
- 2006
- 2007
- 2008
- 2009
- 2010
- 2011
- 2012
- 2013
- 2014
- 2015
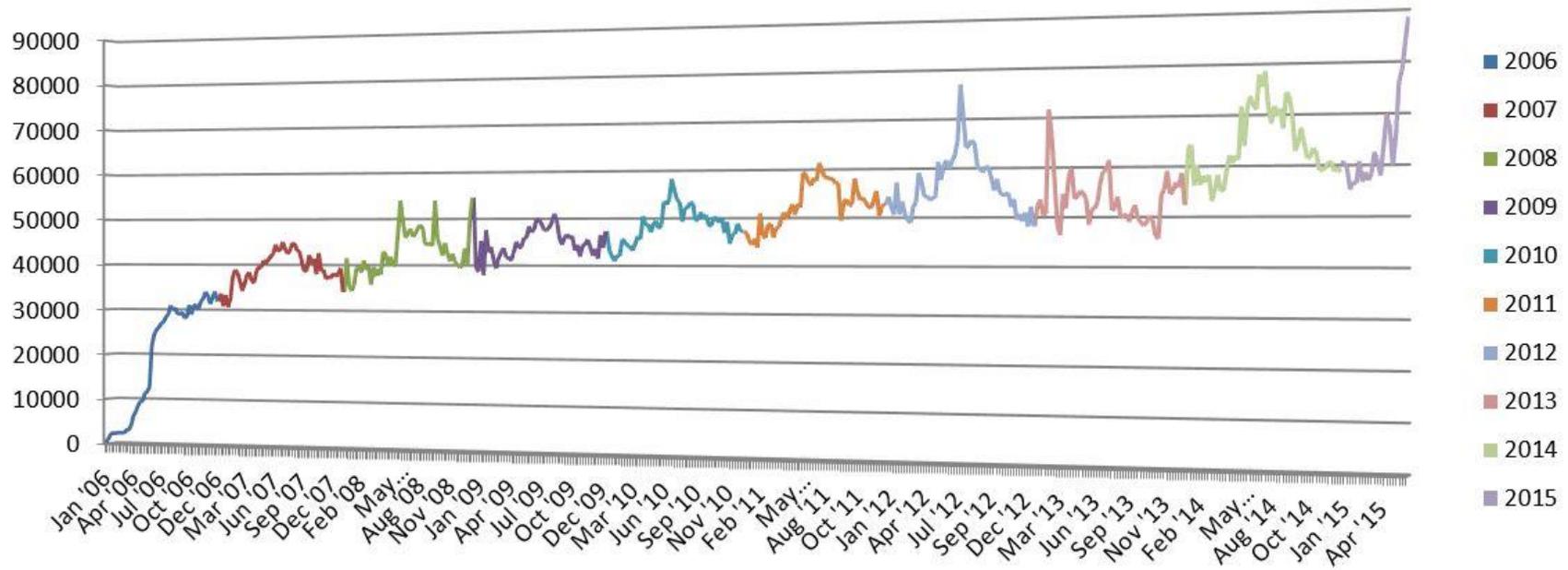
D 52 = Indianapolis   D 13 = Lowell   D 21 = Indiana Toll Road
D 42 = Versailles   D 33 = Bloomington   D 22 = Fort Wayne


Transfers to ISP Posts
June 2014 to May 2015
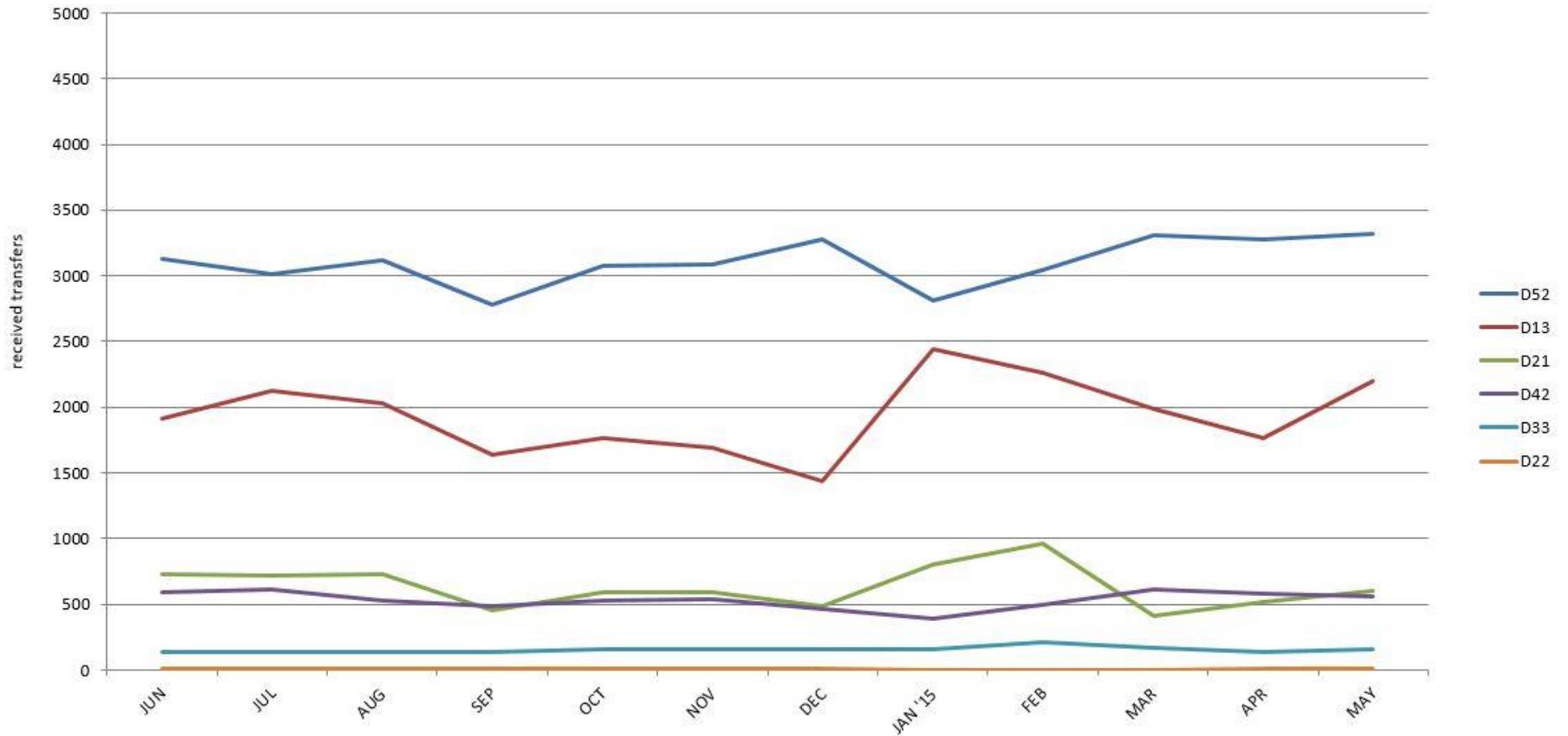
Text-for-911 volumes are consistent with the seasonal trends we see for voice calls.

text TO 911
2015 Totals
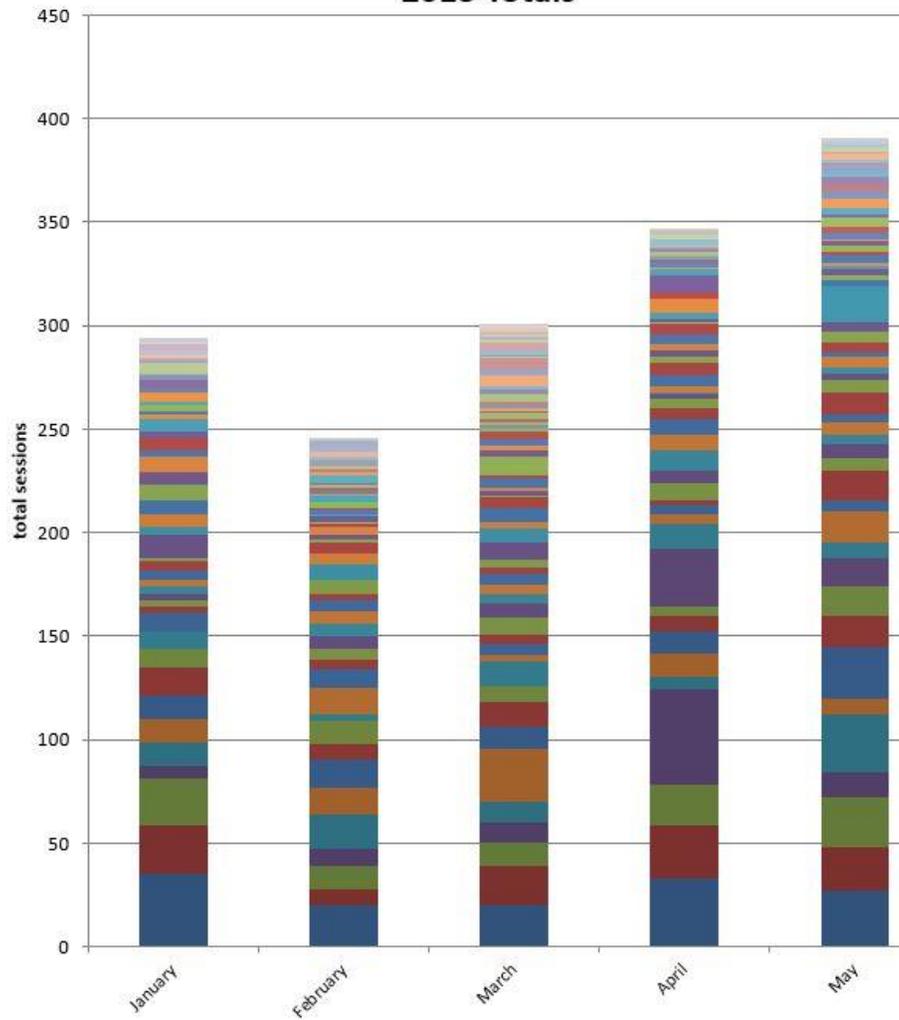
texTTY FROM 911
2015 totals
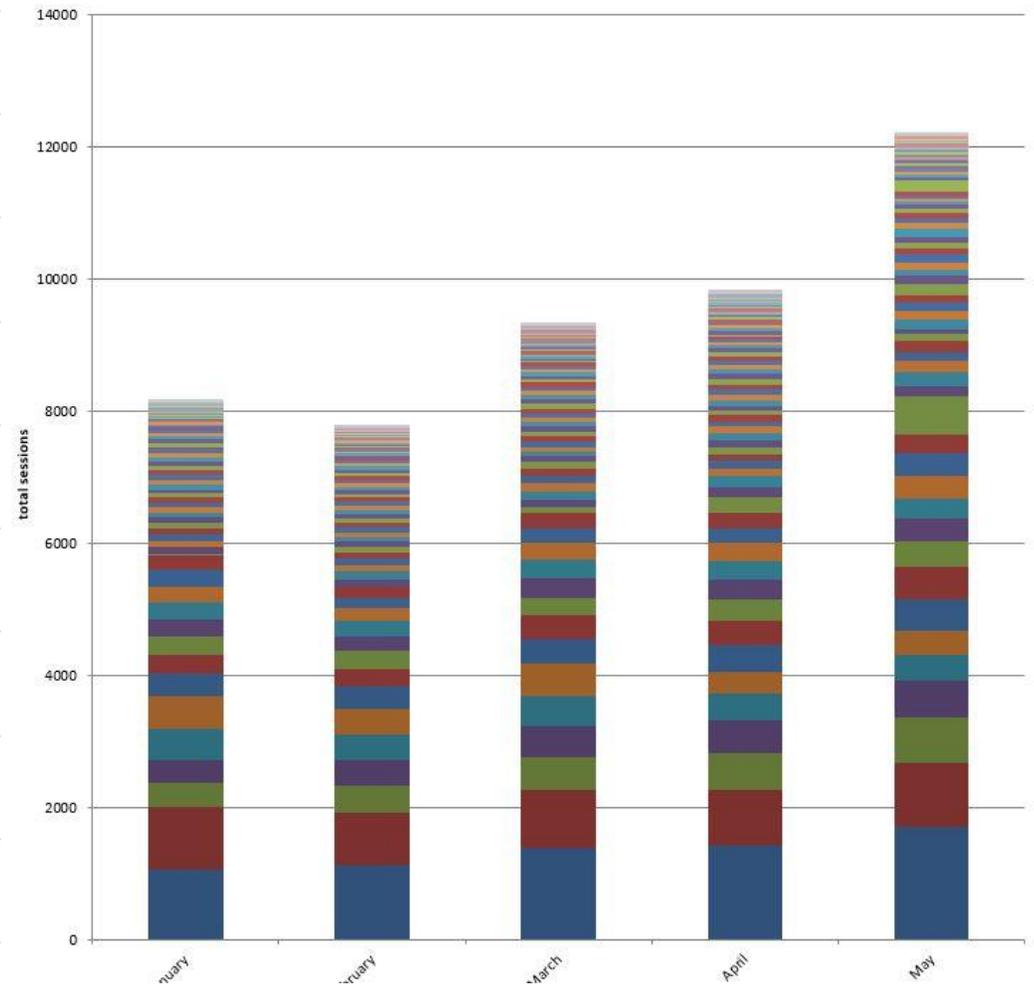
8). This table is the data source for the previous charts. Text usage is consistent with overall 911 call volumes.

50+		10-49		5-9		<5	
PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT
Elkhart County	135	LaPorte County	46	Carroll County	9	Jay County	4
Allen County	98	Johnson County	42	Starke County	9	Benton County	3
Tippecanoe	87	Madison County	42	Whitley County	9	Blackford County	3
Kosciusko County	82	Boone County	36	Cass County	8	Brown County	3
Monroe County	73	Delaware County	33	Fountain/Warren Coun	8	Fayette County	3
Bartholomew County	70	Floyd County	30	Huntington County	8	LaGrange County	3
Vigo County	69	Grant County	30	Noble County	8	Pike County	3
Porter County	57	Wayne County	29	Clay County	7	Vermillion County	3
		Hancock County	28	Daviess County	7	Warrick County	3
		Montgomery County	27	Decatur County	7	Wells County	2
		Perry County	27	Howard County	7	Owen County	1
		Clark County	26	Scott County	7		
		Jennings County	24	Crawford County	6		
		Miami County	24	Franklin County	6		
		Lawrence County	23	Ohio County	6		
		Jackson County	22	Pulaski County	6		
		Harrison County	21	Rush County	6		
		Knox County	21	Steuben County	6		
		Putnam County	18	Tipton County	6		
		Shelby County	18	Adams County	5		
		Hamilton County	17	Gibson County	5		
		Wabash County	17	Sullivan County	5		
		Clinton County	15	White County	5		
		Marshall County	14				
		Dubois County	13				
		Posey County	13				
		Dekalb County	12				
		Henry County	12				
		Jefferson County	11				
		Dearborn County	10				
		Fulton County	10				
		Ripley County	10				

1000+		200-999		30-199		<30	
PSAP	COUNT	PSAP	COUNT	PSAP	COUNT	PSAP	COUNT
Elkhart County	6707	Hamilton County	920	Clay County	184	Johnson County	27
Allen County	4417	Hancock County	654	Pike County	175	Hendricks County	24
Monroe County	2510	Boone County	634	Huntington County	170	Blackford County	21
Clark County	2246	Dubois County	588	Putnam County	169	Benton County	18
Tippecanoe County	2163	Noble County	574	Lawrence County	156	Warrick County	14
Vigo County	2033	Fountain/Warren Coun	548	Franklin County	129	Fayette County	11
Porter County	1920	Perry County	473	Jay County	128	Shelby County	11
Bartholomew Coun	1773	Cass County	453	Knox County	119	Vermillion County	8
Wayne County	1541	Spencer County	446	Whitley County	108	Martin County	7
Kosciusko County	1408	Marshall County	441	Ripley County	104	Johnson County	4
Grant County	1359	Miami County	441	Pulaski County	100	Madison County	4
Montgomery Cour	1307	Steuben County	440	Switzerland County	98	Parke County	4
LaPorte County	1177	Lagrange County	435	Brown County	96	Jasper County	3
Crawford County	1138	Jennings County	404	Starke County	96	Rush County	3
		Dekalb County	401	Randolph County	92	Washington County	3
		Clinton County	399	Harrison County	88	Floyd County	2
		Fulton County	377	Green County	76		
		Jefferson County	376	Gibson County	59		
		Carroll County	357	Daviess County	58		
		Jackson County	356	Ohio County	51		
		Scott County	351	Sullivan County	48		
		Wabash County	349	Tipton County	46		
		Delaware County	307	Union County	43		
		Morgan County	301	Dearborn County	42		
		White County	292	Howard County	38		
		Owen County	290				
		Decatur County	240				
		Henry County	234				
		Adams County	231				
		Posey County	223				
		Speedway PD	205				
		Wells County	200				

section C - industry stakeholders

9). **Wireless carrier status** – There are no issues to report.

10). **Adjacent state connectivity** – INdigital and Frontier continue to develop the Illinois border transfer project.

The Illinois legislature passed a 911 reform bill, and mandated the deployment of E911 statewide. We are working with the PSAPs, service providers and the new IL 911 Board to provide full interoperability for all of the border states.

11). **Regulatory matters** – There are no issues to report.

12). **Inter-agency agreements** – There are no issues to report.

section D - network quality

13). **G-11 network status** - There are no issues to report.

14). INdigital is returning to a normal number of help desk calls in this reporting cycle. The new ticketing system 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

15). **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:

- 125 tickets were internally generated by an SLA compliance platform we developed as part of the G-15 prep work. (We have that setting a little too tight.)

- 125 tickets were PSAP originated tickets for a wide variety of help desk matters. (we resolve every ticket).

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 Wireless Network Trouble Tickets
2015 YTD through May by Category and Source

Legend:
3rd party CPE issue | 3rd Party vendor | AT&T (LEC) | AT&T Mobility
CenturyLink | CenturyLink Wholesale | Frontier | IFN
INdigital | Intrado | network hardware - complex | Other wireless carrier
Power issue | PSAP | Solacom | Sprint
Support and training | TCS | Unknown | US Signal
Verizon Wireless
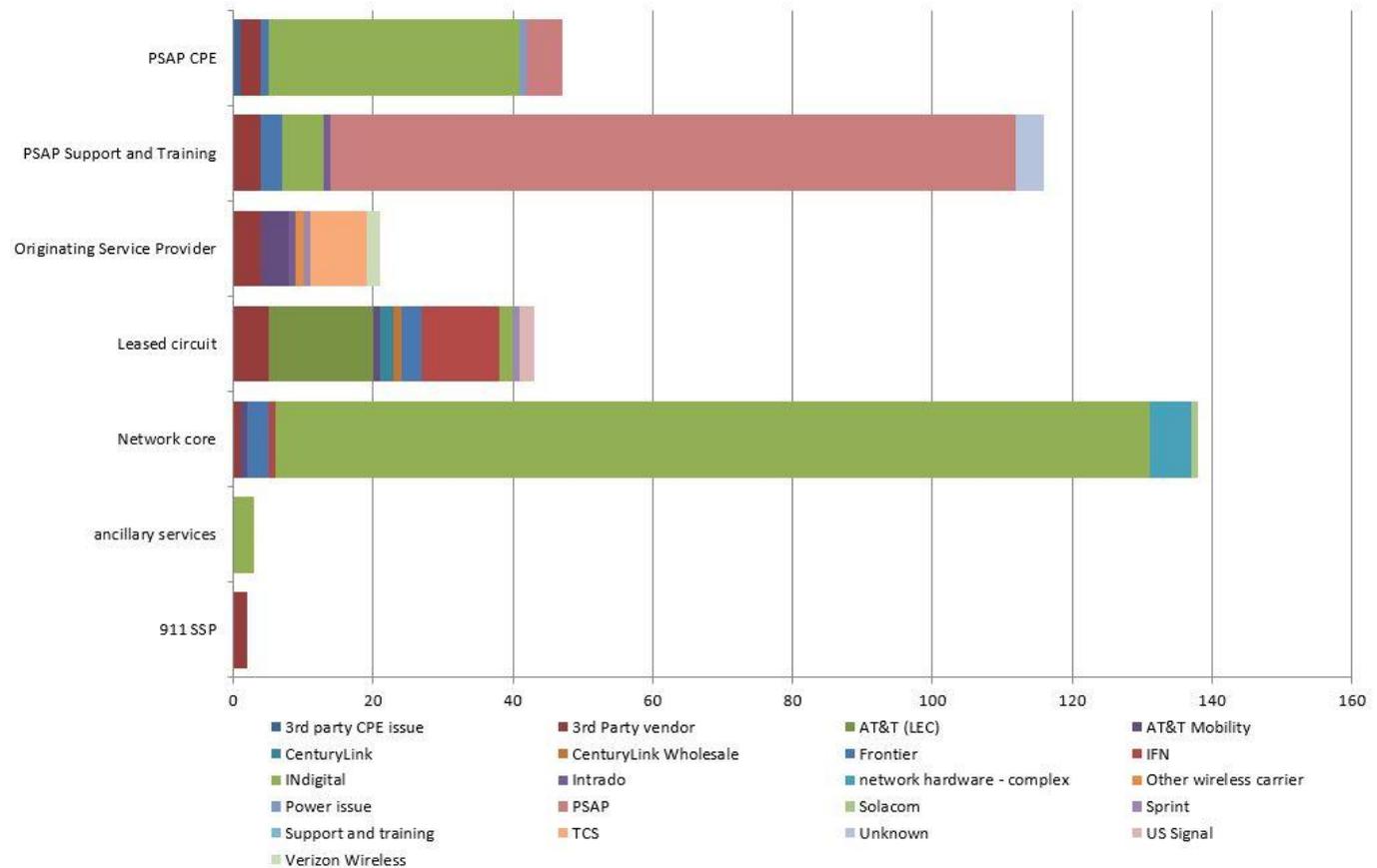
16). This chart provides the ticket quantities by type, and as the percentages of the total.

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

IN911 Wireless Network Trouble Tickets
2015 YTD through May by Functional Domain

	Value
23	
138	
43	
21	
116	
47	

	Percent
1%	
37%	
12%	
6%	
31%	
13%	

Legend: ■ 911 SSP ■ ancillary services ■ Network core ■ Leased circuit ■ Originating Service Provider ■ PSAP Support and Training ■ PSAP CPE
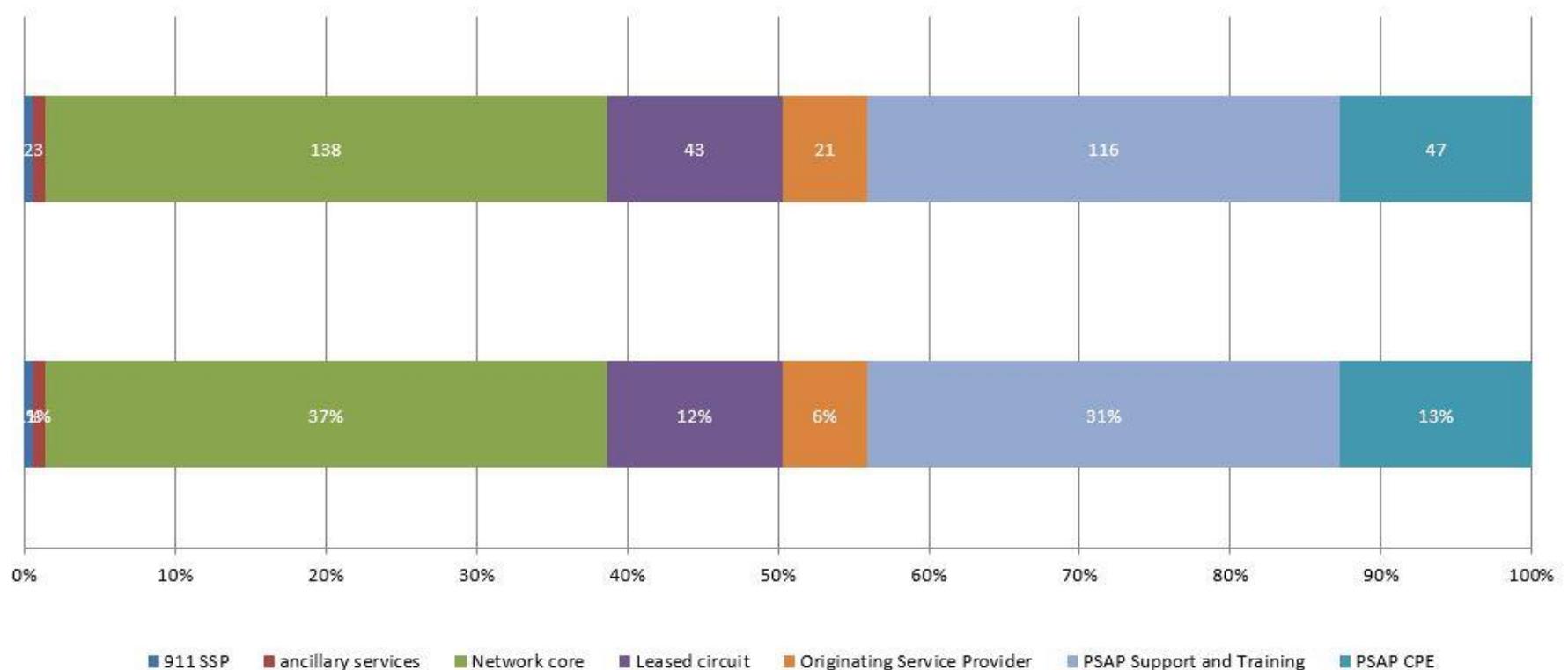
17). **Outage incidents** – INdigital has no outages or other incidents to report in this quarter.

18). **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

19). **New projects for discussion –** Our review, tracking and work to improve wireless phase II accuracy has pulled our numbers up to the 65-70% range.

We also caused our ticket numbers to blip upward while we worked tickets for bad or missing phase II location information.

We continue to work on identifying and resolving these matters, and plan to continue this analysis part of the G-15 master agreement scope of work.

20). We are on track to provide an early certification filing for compliance with the FCC order in 13-158 – 911 network reliability.

We expect to report 100% compliance (50% is the minimum required) before the October 1 deadline.