



2024 PSAP Annual Data Report

117 Public Safety Answering Points (PSAPs) in Indiana



2024 Annual PSAP Data Report

The 117 Public Safety Answering Points (PSAPs) in Indiana are comprised of 91 Primary PSAPs, 20 Secondary PSAPs, and 6 Indiana State Police post PSAPs.

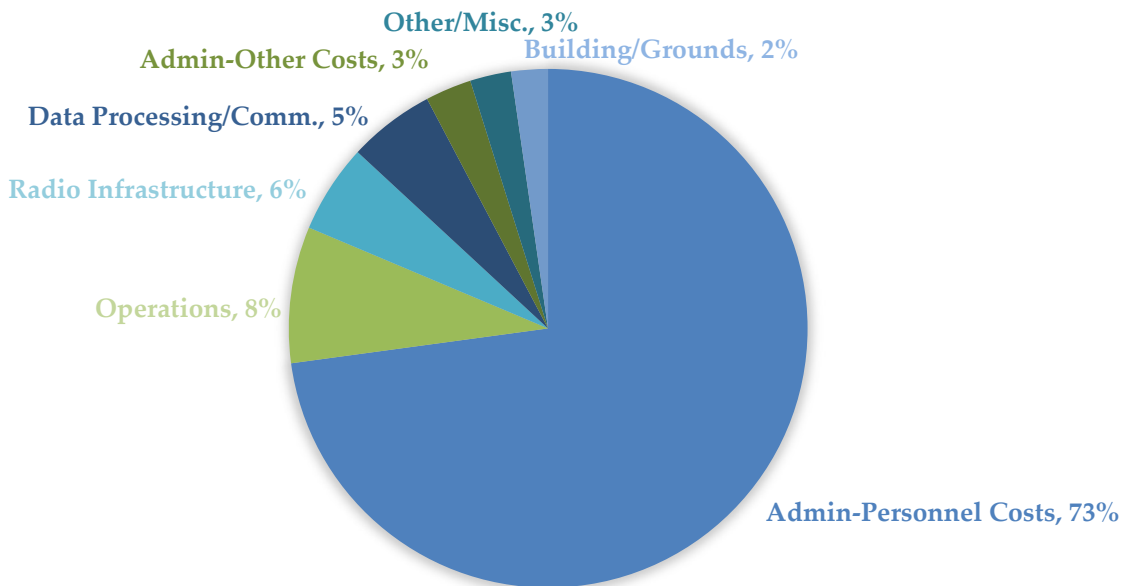
2024 Funding and Expenditures Report

All 117 PSAPs in Indiana filed a 2024 Funding and Expenditures Report with the Statewide 911 Board. The Funding and Expenditure Report is a detailed document completed by the Auditor and/or the PSAP Director detailing the PSAP's annual expenses and funding sources for the year.

PSAPs reported a total of **\$248,425,267.25** in expenditures for 2024. (This is a decrease of \$19,769,207.98 from what was reported in 2023).

- \$180,969,297.34 Admin-Personnel Costs
- \$7,192,744.11 Admin-Other Costs
- \$5,685,747.40 Building and Grounds
- \$13,380,952.29 Data Processing/Comm.
- \$21,086,268.08 Operations
- \$13,764,862.19 Radio Infrastructure
- \$6,345,395.84 Other/Misc.

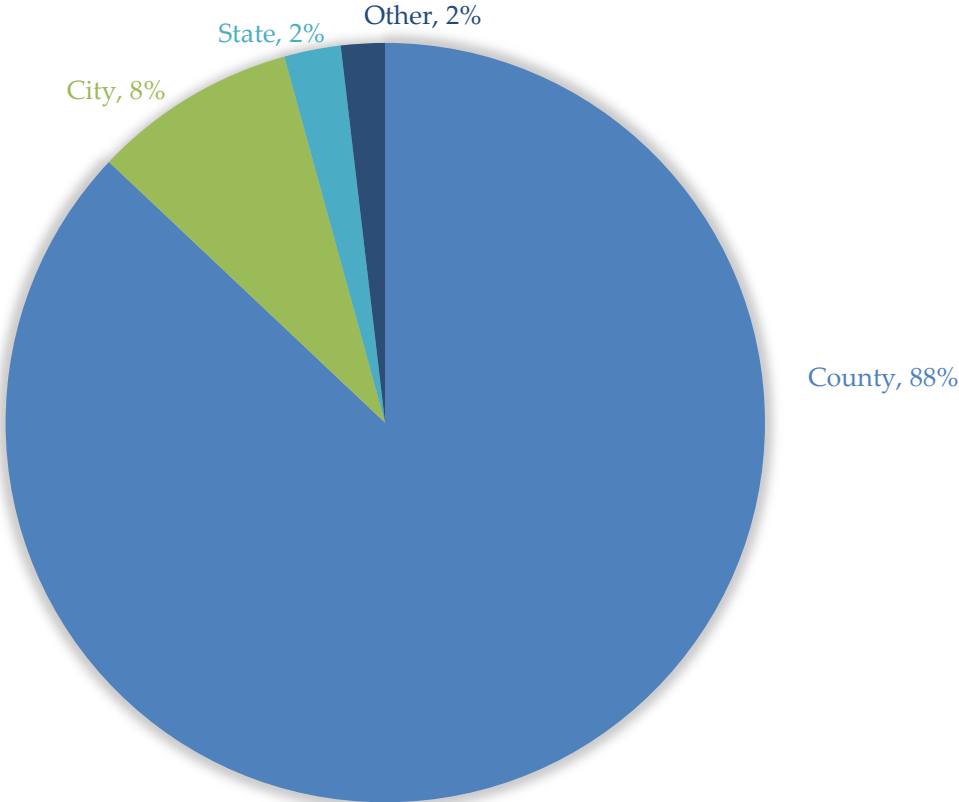
PSAP REPORTED EXPENDITURES





2024 Funding and Expenditures Report

PSAP REPORTED EXPENDITURES BY AGENCY TYPE



- \$216,221,639.07- County
- \$21,561,488.39- City
- \$5,996,580.25- State
- \$4,645,559.55- Other

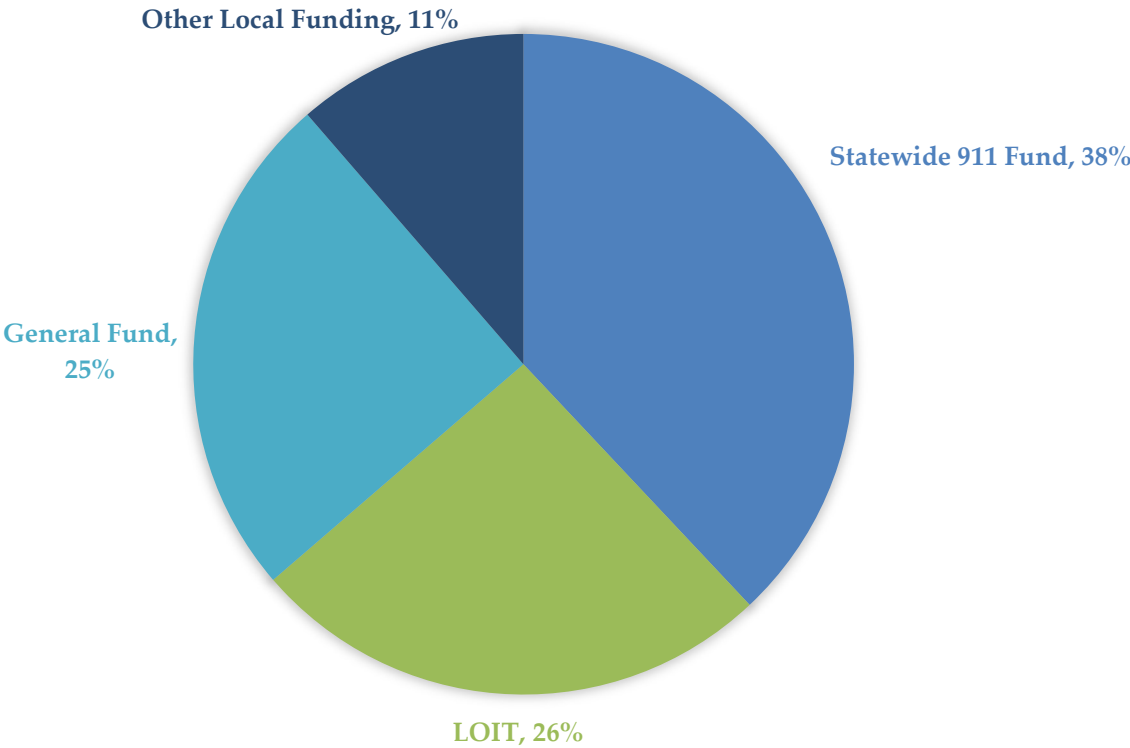


In 2024, the total cost for 911 in Indiana was **\$271,818,572.49**. (This is a decrease of \$14,901,141.75 from what was reported in 2023).

This total includes 1222 funds spent as reported by the 117 PSAPs that filed a 2023 Funding and Expenditures Report along with the network operating expenses and training program funds provided by the Statewide 911 Board. The network operating expenses include the wireless network, MEVO, Text for 911 services and Language Line.

- \$103,266,121.63- Statewide 911 Fund
- \$69,838,110.26- LOIT
- \$67,854,113.01- General Fund
- \$30,860,227.59- Other Local Funding

TOTAL 911 COST FOR INDIANA



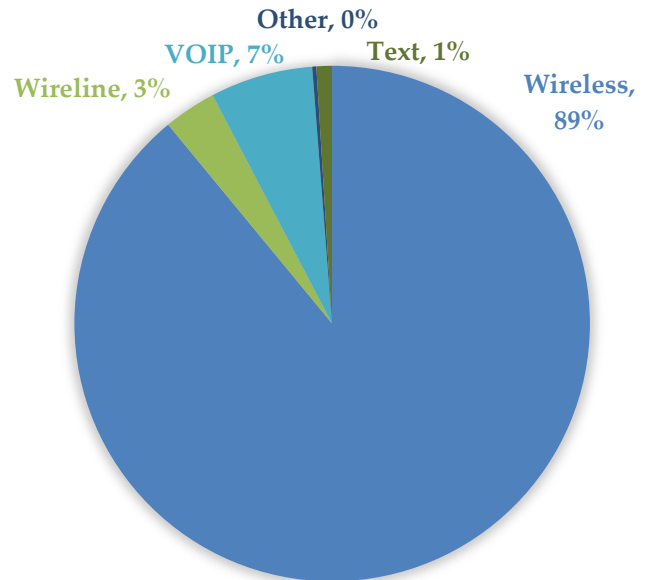


2024 Call Counts

The following Call Count numbers were taken from the Statewide 911 Board's analytics; ECaTS (Emergency Call Tracking System) for AT&T customer calls, and Logix for INdigital customer calls as well as for all text sessions.

In 2024, 3,944,944, 911 calls were tracked.

- 3,546,372-Wireless
 - Includes 241,965-NSI (Non-Service Initialized)
- 131,628-Wireline
- 256,734-VOIP
- 10,210-Other



911 CALL TYPES

In 2024, 170,653, 911 text sessions were tracked.

- Text sessions **to** 911: 39,013
- Text sessions **from** 911: 131,640

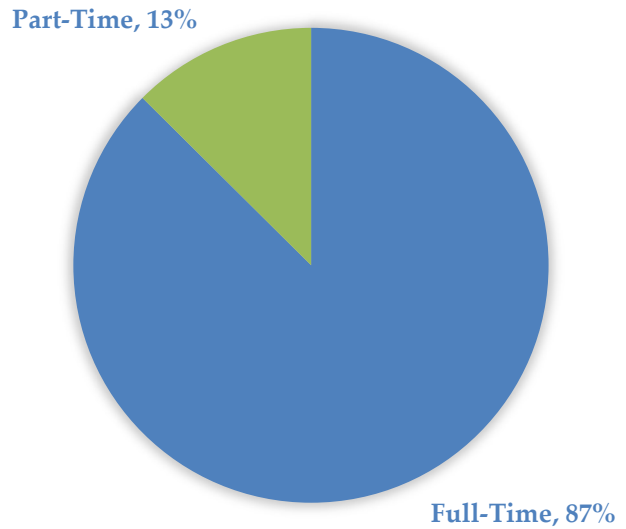


Number of PSAP Personnel

All 117 Indiana PSAPs completed the 2024 PSAP Fact Sheet and reported having 2,369 staff members. This includes Directors, Supervisors, CTO's, Telecommunicators, etc.

There were 1,881 full-time Telecommunicators and 270 part-time Telecommunicators reported.

TELECOMMUNICATOR PERSONNEL MAKE-UP



Number of Consoles

PSAPs reported that in 2023, they had a total of 728 consoles, with a minimum of 365 of them manned daily.

Training Program

In December 2017, the Statewide 911 Board approved the recommended minimum training guidelines for telecommunicators. These guidelines identified nationally recognized, universally accepted, minimum topics that can be used to train aspiring and current 911 telecommunicators.

The Board then earmarked funds to provide certified basic training and recertifications for Indiana telecommunicators beginning in January 2018.

Through the Board's funding, Indiana PSAPs saved nearly 500K in training costs in 2024.



TRAINING PARTICIPANTS BY COUNTY

In 2024, another PSAPs utilized funding from the Board for their training programs, bringing the total to 116 agencies from 91 counties who have participated since its inception.

2024 PSAP Annual Data Report

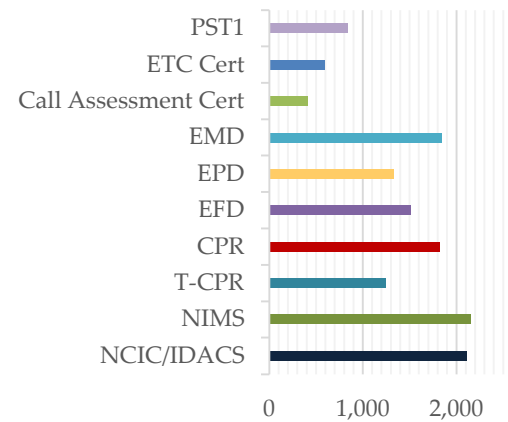


**The following data is as reported by the PSAPs in their 2023 PSAP Fact Sheet*

Certified Employees

Certification Area	2024	2023	2022	2021	2020
APCO PST1	835	824	885	807	991
IAED/Priority Dispatch ETC	588	411	390	272	188
Total Response Call Assessment	409	356	397	326	441
EMD	1,843	1,775	1,703	1,649	1710
EPD	1,331	1,229	1,024	865	1,075
EFD	1,510	1,366	1,158	1,033	1,070
CPR	1,823	1,809	1,856	1,824	1,832
T-CPR	1,244	1,073	1,074	950	904
NIMS	2,159	2,035	1,864	1,744	1,840
NCIC/IDACS	2,115	2,046	2,083	2,130	2,196

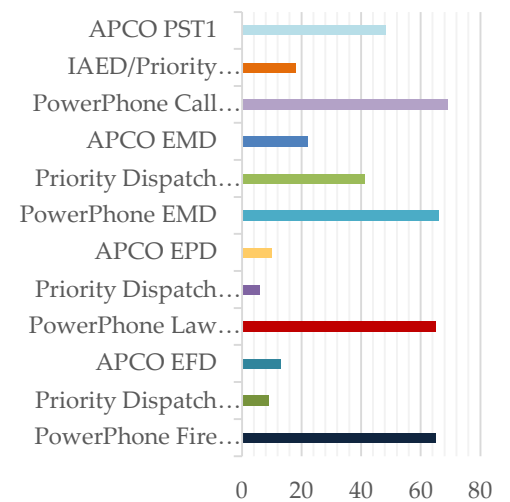
2024 Certified Employees



Certified Trainers

Certification Area	2024	2023	2022	2021	2020
APCO PST1	48	78	70	55	76
IAED/Priority Dispatch ETC	18	42	22	18	11
Total Response Call Assessment	69	73	40	13	21
APCO EMD	22	53	14	31	41
Priority Dispatch EMD	41	53	37	2	51
Total Response EMD	66	67	27	20	8
APCO EPD	10	24	14	13	7
Priority Dispatch EPD	6	20	14	0	3
Total Response Law Enforcement Dispatch	65	65	25	3	13
APCO EFD	13	26	16	17	10
Priority Dispatch EFD	9	21	7	1	21
Total Response Fire Service Dispatch	64	71	26	3	13

2024 Certified Trainers





Telecommunicator Mental Health

	2024
PSAPs with a Peer Support Group	29
PSAPs without a Peer Support Group, but in process of creating one	16
PSAPs without a Peer Support Group	72
PSAPs whose counties provide a mental health EAP program for 911 staff	86
PSAPs whose counties are in process of implementing a mental health EAP program for 911 staff	5
PSAPs whose counties do not provide a mental health EAP program for 911 staff	26

Active Shooter Policy

	2024	2023	2022	2021	2020
PSAPs with a Policy	81	80	82	81	89
PSAPs without a Policy, but in process of creating one	31	25	28	31	26
PSAPs without a policy and in need of assistance	5	12	6	6	5

School Safety Policy

	2024	2023	2022	2021	2020
PSAPs with a Policy	68	71	74	78	80
PSAPs without a Policy, but in process of creating one	39	33	30	25	32
PSAPs without a policy and in need of assistance	10	13	12	15	8

Video Connectivity into School Corporations

	2024	2023	2022	2021	2020
PSAPs with Video Connectivity	50	47	47	48	43
PSAPs without Video Connectivity, but in process of establishing	16	14	12	14	16
PSAPs without Video Connectivity	51	56	57	58	59