



# 2019 PSAP Annual Data Report

121 Public Safety Answering Points (PSAPs) in Indiana



# 2019 Annual PSAP Annual Data Report

The 121 Public Safety Answering Points (PSAPs) in Indiana are comprised up of 91 Primary PSAPs, 24 Secondary PSAPs, and 6 Indiana State Police Post PSAPs.

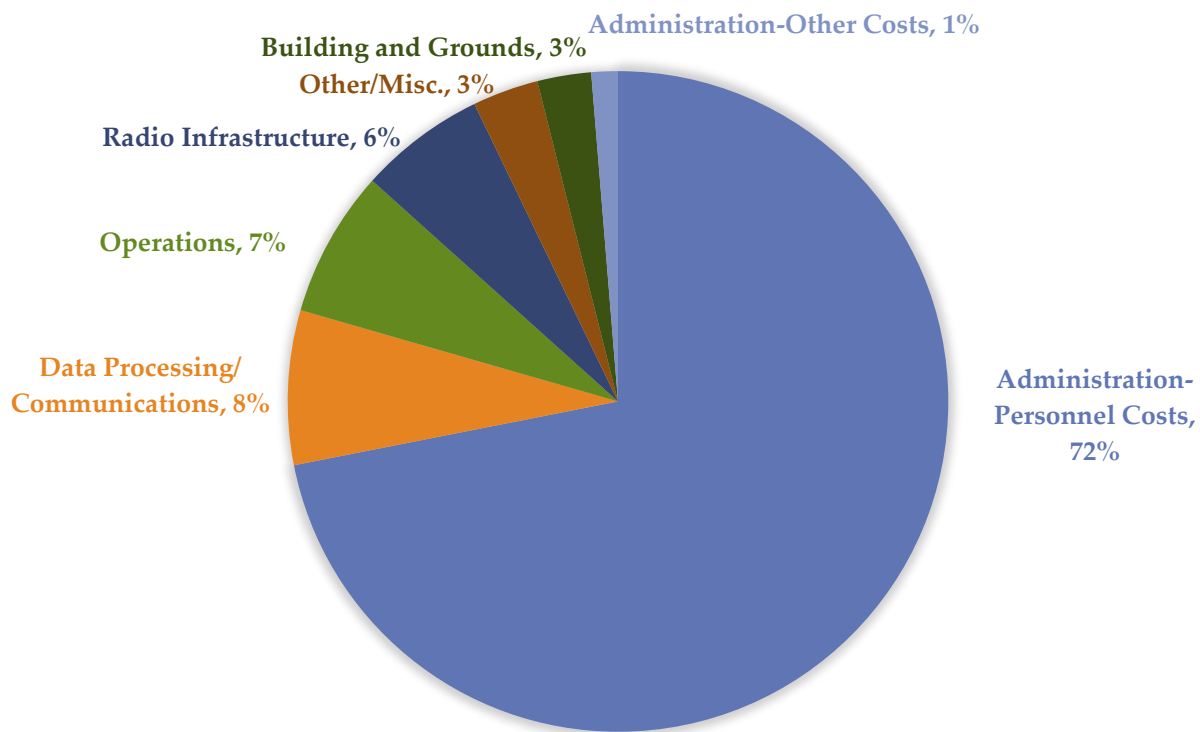
## 2019 Funding and Expenditures Report

All but three PSAPs (New Albany City Dispatch, Mooresville PD, and Rushville PD) filed a 2019 Funding and Expenditures Report with the Statewide 911 Board. This is a detailed report completed by the Auditor and/or the PSAP Director detailing the PSAP's annual expenses and funding sources.

PSAPs reported a total of **\$188,390,360.88** in expenditures for 2019.

- \$135,458,901.29- Admin-Personnel Costs
- \$2,442,509.17- Admin-Other Costs
- \$4,961,931.66- Building and Grounds
- \$14,235,860.03- Data Processing/Comm.
- \$13,542,224.83- Operations
- \$11,661,641.92- Radio Infrastructure
- \$6,087,291.98- Other/Misc.

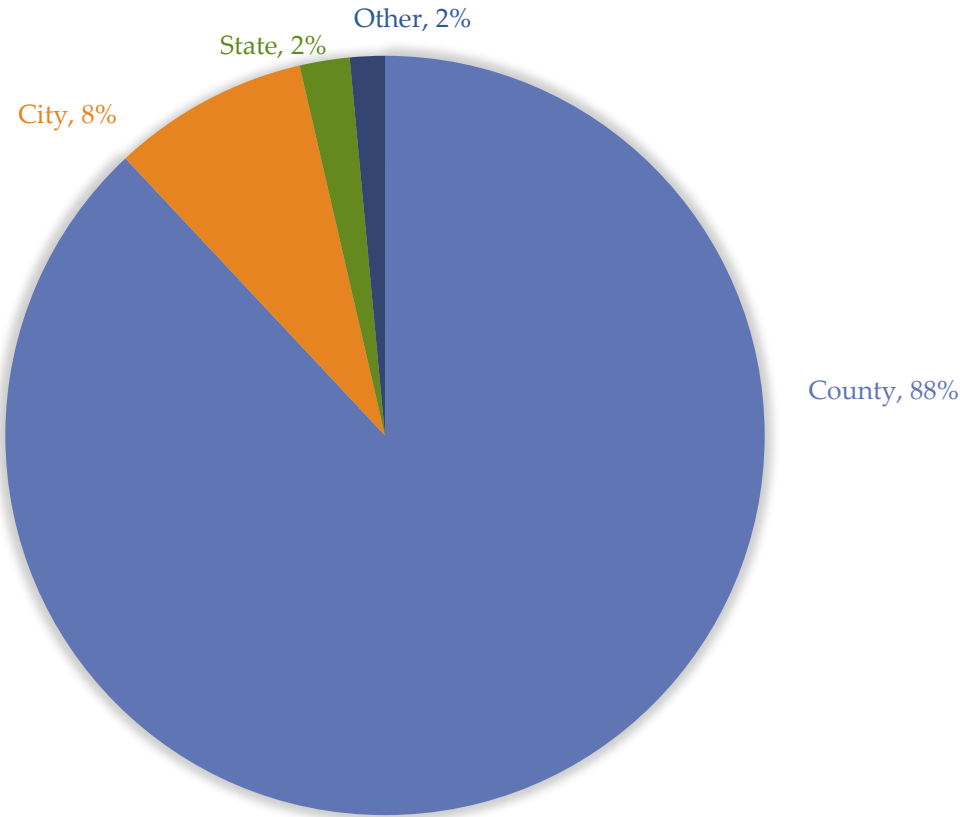
### PSAP REPORTED EXPENDITURES





# 2019 Funding and Expenditures Report

PSAP REPORTED EXPENDITURES BY AGENCY TYPE



- \$165,818,743.95- County
- \$15,768,711.01- City
- \$4,006,359.39- State
- \$2,796,546.53- Other

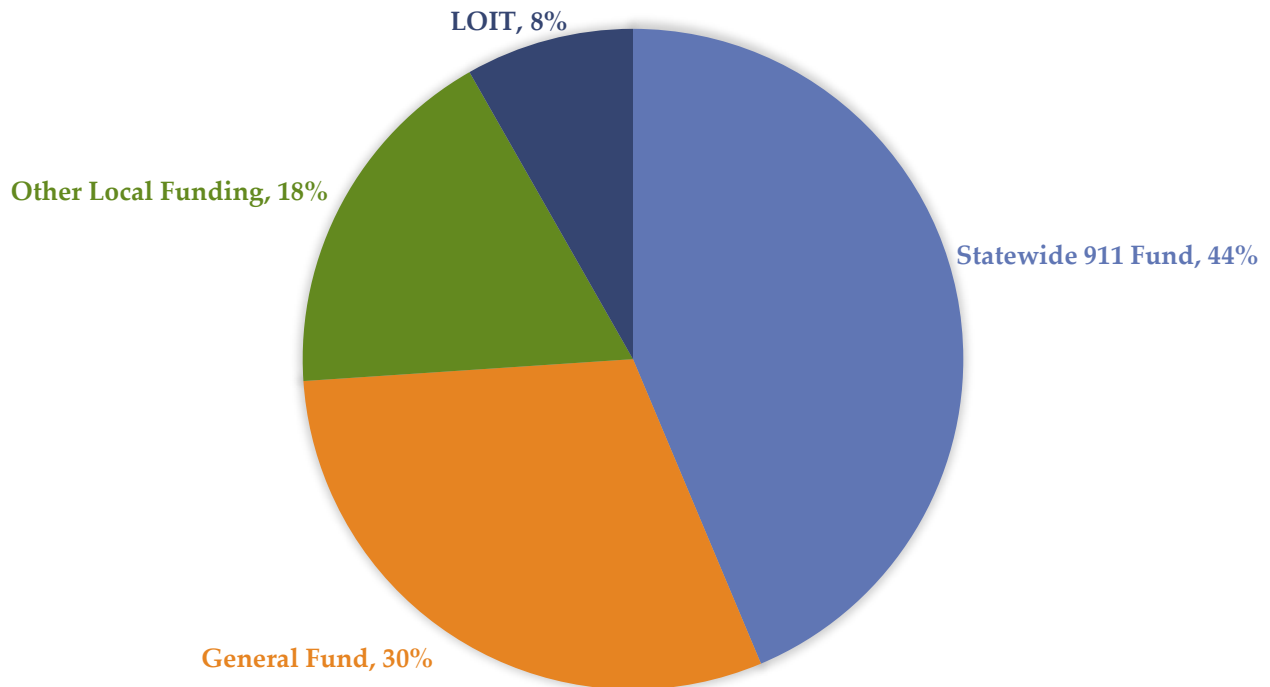


In 2019, the total cost for 911 in Indiana was **\$199,443,955.03**.

This total includes the expenditures reported by 119 PSAPs that filed a 2019 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, Text for 911 services and Language Line.

- \$87,091,847.49- Statewide 911 Fund
- \$60,381,393.86- General Fund
- \$16,440,185.33- LOIT
- \$35,530,528.35- Other Local Funding

#### TOTAL 911 COST FOR INDIANA



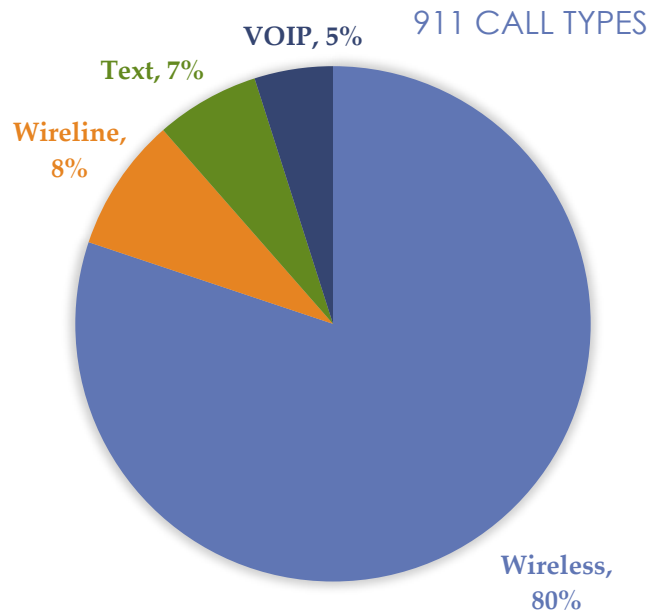


## 2019 Call Counts

The following Call Count numbers were taken from the Statewide 911 Board’s analytics; ECaTS (Emergency Call Tracking System) for calls, and Toolkit for text sessions.

In 2019, **3,900,546** 911 calls were tracked.

- 3,344,050- Wireless
  - Includes 303,374-NSI (Non-Service Initialized)
- 351,066-Wireline
- 205,430-VOIP



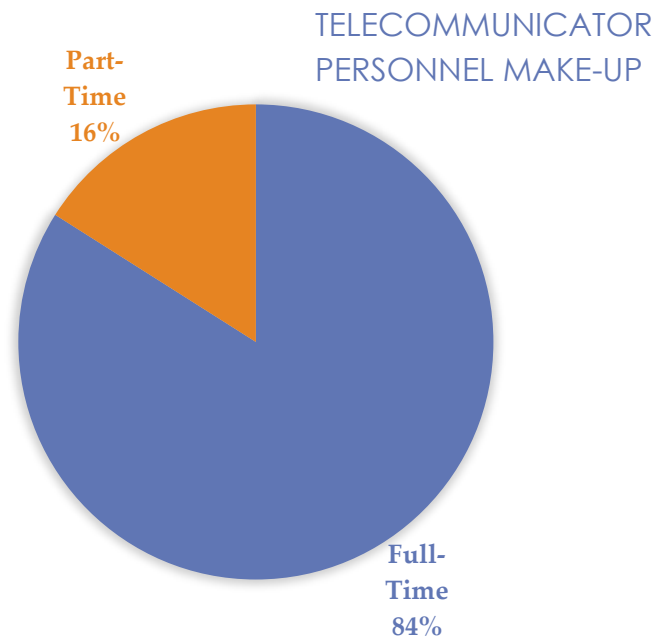
In 2019, **272,596** 911 text sessions were tracked.

- Text sessions **to** 911: **11,500**
- Text sessions **from** 911: **261,096**

## Number of PSAP Personnel

In 2019, PSAPs reporting having 2,450 staff members. This includes Directors, Supervisors, CTO’s, Telecommunicators, etc.

There were 1,899 full-time Telecommunicators and 362 part-time Telecommunicators reported.



## Number of Consoles

PSAPs reported that in 2019, they had a total of 675 consoles, with a minimum of 382 of them manned daily.



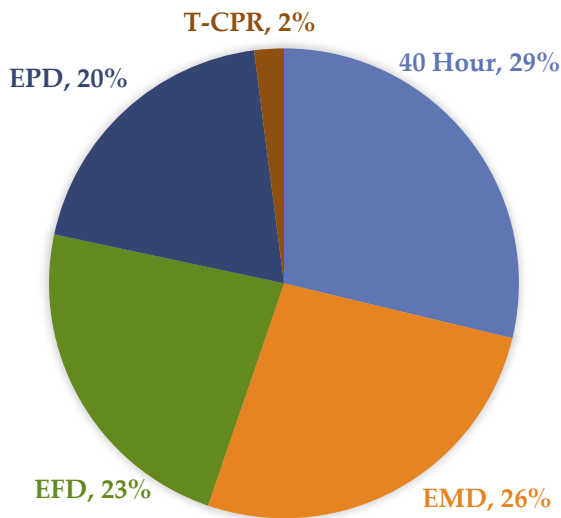
## Training Program

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.

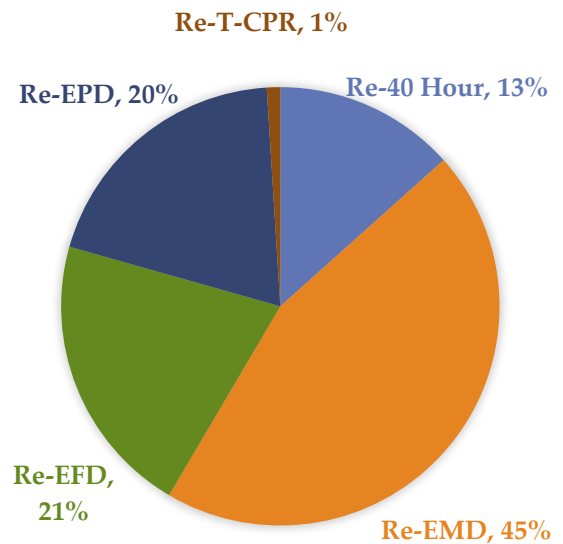
The Board then earmarked \$1.5 million of funds to provide certified basic training and recertifications for Indiana telecommunicators beginning in January 2018.

Through the Board’s Training Program, 1325 training courses were completed in 2019 while another 1009 recertifications were completed. This saved PSAPs \$452,225 in training costs.

COURSES



RE-CERTIFICATIONS



## TRAINING COUNTY PARTICIPANTS

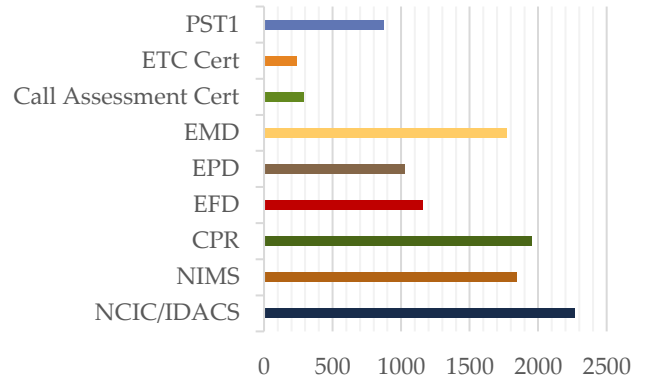
In 2019, another 15 PSAPs began participating in the Board’s Training Program, bringing the total to 84 agencies from 70 counties.



## Certified Employees

| Certification Area              | 2019  | 2018  | 2017  |
|---------------------------------|-------|-------|-------|
| APCO PST1                       | 873   | 875   | 749   |
| IAED/Priority Dispatch ETC Cert | 236   | 144   | 128   |
| PowerPhone Call Assessment Cert | 288   | 217   | 130   |
| EMD                             | 1,767 | 1,575 | 1,454 |
| EPD                             | 1,027 | 741   | 545   |
| EFD                             | 1,155 | 900   | 694   |
| CPR                             | 1,955 | 1,816 | 1,599 |
| NIMS                            | 1,840 | 1,563 | 1,296 |
| NCIC/IDACS                      | 2,263 | 2,154 | 1,910 |

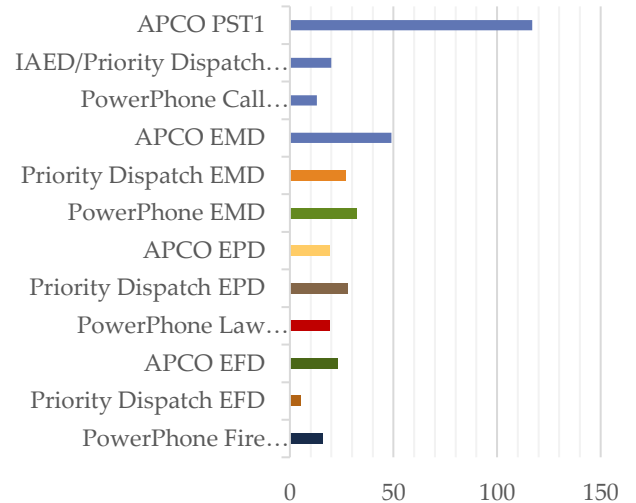
2019 Certified Employees



## Certified Trainers

| Certification Area                  | 2019 | 2018 | 2017 |
|-------------------------------------|------|------|------|
| APCO PST1                           | 117  | 69   | 64   |
| IAED/Priority Dispatch ETC Cert     | 20   | 10   | 8    |
| PowerPhone Call Assessment Cert     | 13   | 12   | 2    |
| APCO EMD                            | 49   | 23   | 32   |
| Priority Dispatch EMD               | 27   | 13   | 2    |
| PowerPhone EMD                      | 32   | 23   | 0    |
| APCO EPD                            | 19   | 13   | 9    |
| Priority Dispatch EPD               | 28   | 0    | 2    |
| PowerPhone Law Enforcement Dispatch | 19   | 10   | 0    |
| APCO EFD                            | 23   | 15   | 15   |
| Priority Dispatch EFD               | 5    | 0    | 2    |
| PowerPhone Fire Service Dispatch    | 16   | 7    | 0    |

2019 Certified Trainers





## Active Shooter Policy

|  | <b>2019</b> | <b>2018</b> | <b>2017</b> |
|--|-------------|-------------|-------------|
| PSAPs with a Policy                                    | 79          | 69          | 55          |
| PSAPs without a Policy, but in process of creating one | 34          | 43          | 32          |
| PSAPs without a policy and in need of assistance       | 7           | 6           | 16          |

## School Safety Policy

|  | <b>2019</b> | <b>2018</b> | <b>2017</b> |
|--|-------------|-------------|-------------|
| PSAPs with a Policy                                    | 64          | 61          | 51          |
| PSAPs without a Policy, but in process of creating one | 46          | 45          | 32          |
| PSAPs without a policy and in need of assistance       | 10          | 10          | 20          |

## Video Connectivity into School Corporations

|  | <b>2019</b> | <b>2018</b> | <b>2017</b> |
|--|-------------|-------------|-------------|
| PSAPs with Video Connectivity                                    | 43          | 42          | 17          |
| PSAPs without Video Connectivity, but in process of establishing | 21          | 18          | 17          |
| PSAPs without Video Connectivity                                 | 55          | 57          | 68          |