



2020 PSAP Annual Data Report

121 Public Safety Answering Points (PSAPs) in Indiana



2020 Annual PSAP 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.

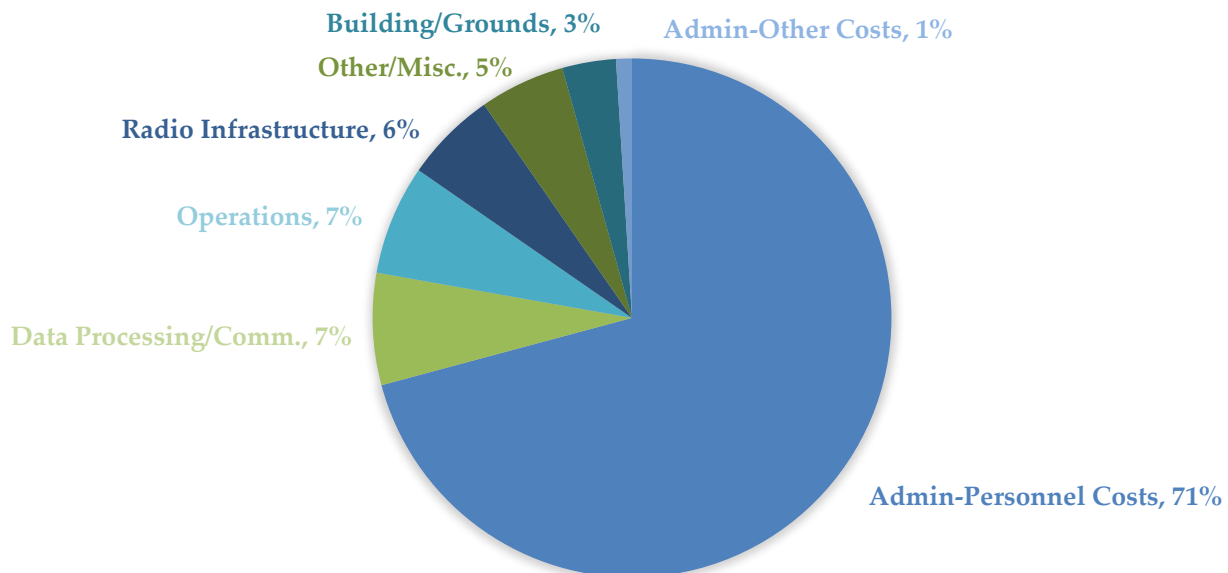
2020 Funding and Expenditures Report

All but three PSAPs (New Albany City Dispatch, Mooresville PD and Rushville PD) filed a 2020 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 **\$197,812,195.06** in expenditures for 2020.

- \$140,093,141.46- Admin-Personnel Costs
- \$1,953,728.44- Admin-Other Costs
- \$6,618,218.78- Building and Grounds
- \$13,793,603.64- Data Processing/Comm.
- \$13,531,679.14- Operations
- \$11,300,188.28- Radio Infrastructure
- \$10,521,635.32- Other/Misc.

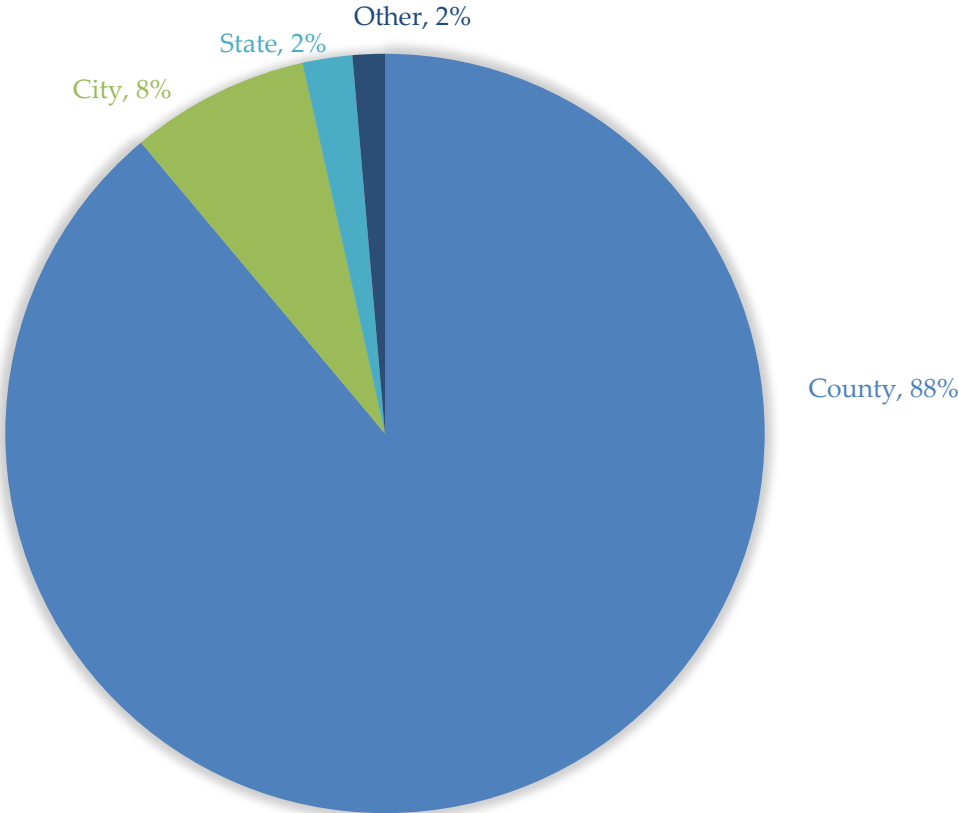
PSAP REPORTED EXPENDITURES





2020 Funding and Expenditures Report

PSAP REPORTED EXPENDITURES BY AGENCY TYPE



- \$175,841,170.97- County
- \$15,069,797.79- City
- \$4,186,588- State
- \$2,714,638.30- Other

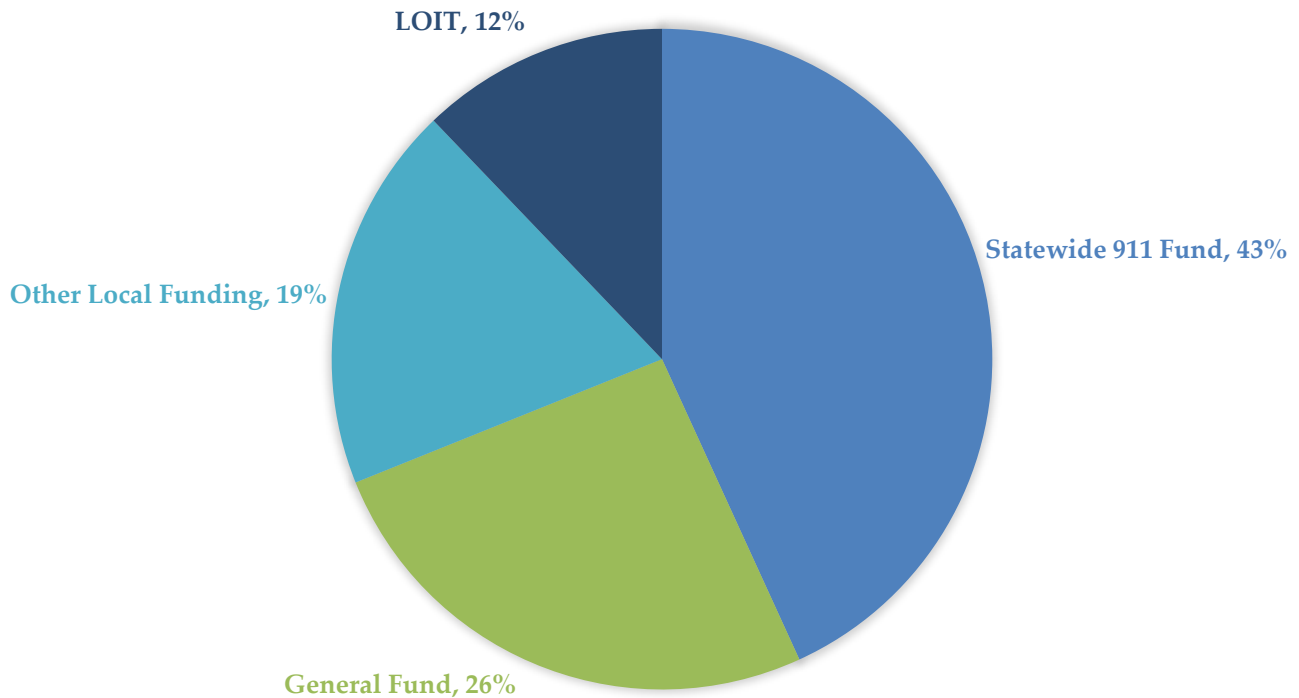


In 2020, the total cost for 911 in Indiana was **\$211,952,722.03**.

This total includes 1222 funds spent as reported by the 118 PSAPs that filed a 2020 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.

- \$91,505,135.16- Statewide 911 Fund
- \$54,546,758.03- General Fund
- \$25,763,940.36- LOIT
- \$40,136,888.48- Other Local Funding

TOTAL 911 COST FOR INDIANA



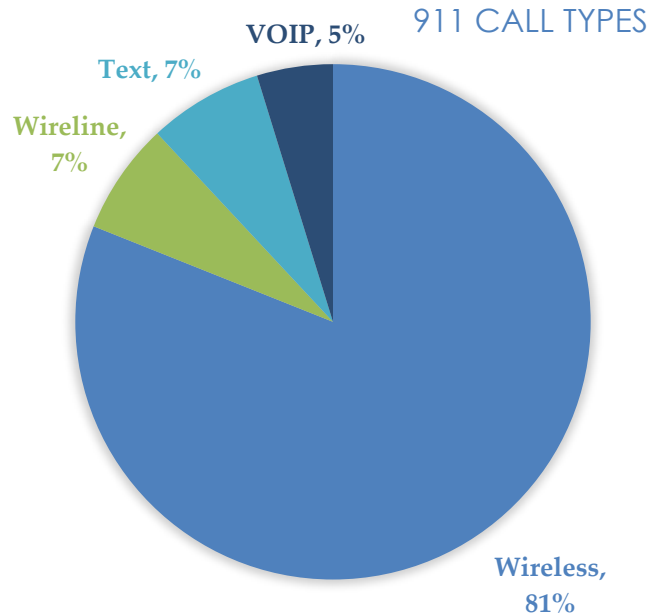


2020 Call Counts

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

In 2020, **3,732,379** 911 calls were tracked.

- 3,258,918- Wireless
 - Includes 262,025-NSI (Non-Service Initialized)
- 281,810-Wireline
- 191,651-VOIP



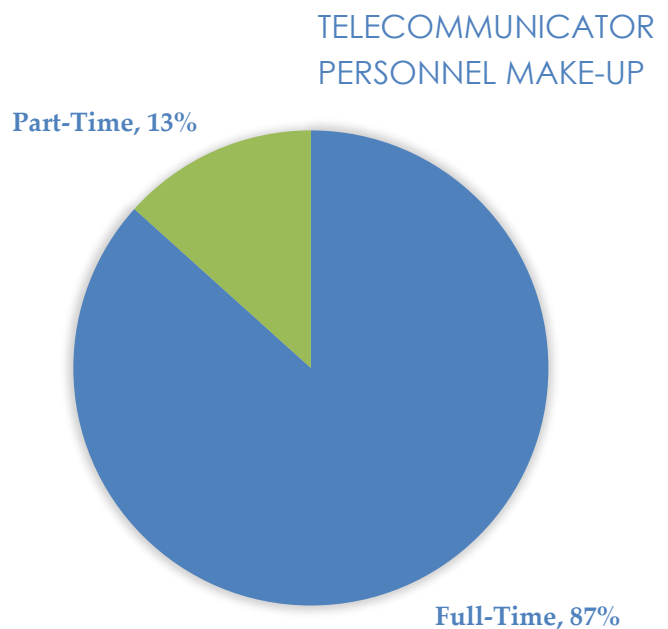
In 2020, **288,700** 911 text sessions were tracked.

- Text sessions **to** 911: **13,014**
- Text sessions **from** 911: **275,686**

Number of PSAP Personnel

In 2020, PSAPs reporting having 2,389 staff members. This includes Directors, Supervisors, CTO’s, Telecommunicators, etc.

There were 1,892 full-time Telecommunicators and 291 part-time Telecommunicators reported.



Number of Consoles

PSAPs reported that in 2020, they had a total of 701 consoles, with a minimum of 381 of them manned daily.



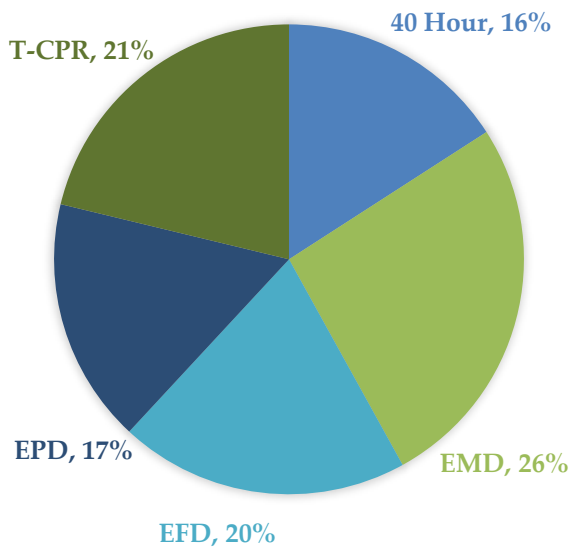
Training Program

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.

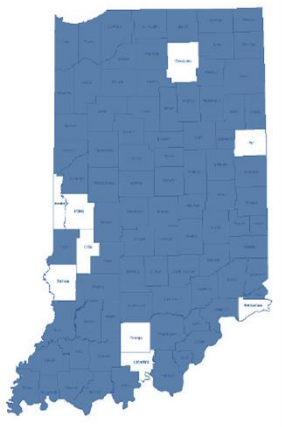
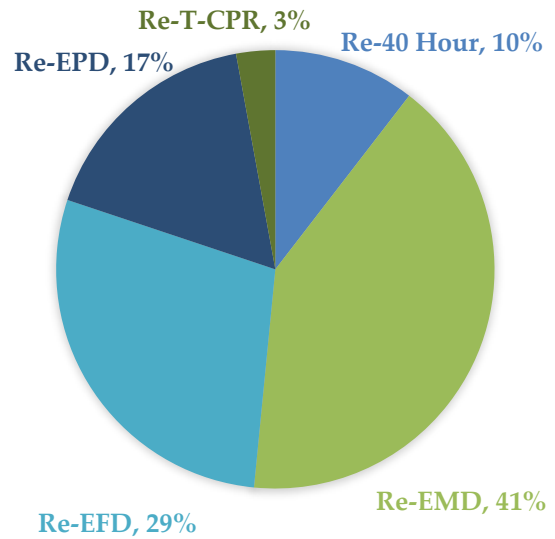
The Board then earmarked \$1.5 million of funds to provide certified basic training and recertifications for Indiana telecommunicators beginning in January 2018.

Through the Board’s funding of training across the state, 1630 training courses were completed in 2020 while another 1253 recertifications were completed. This saved PSAPs \$600,435 in training costs.

COURSES



RE-CERTIFICATIONS



TRAINING COUNTY PARTICIPANTS

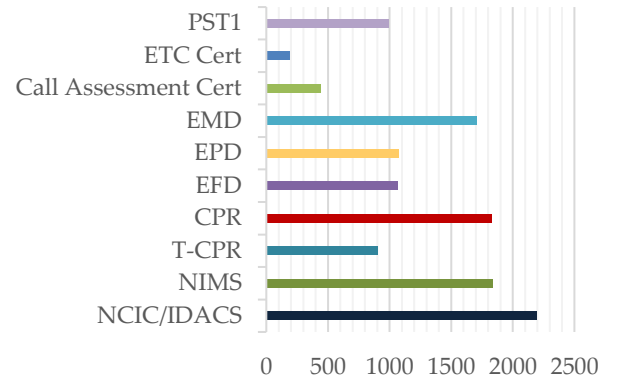
In 2020, another 20 PSAPs utilized funding from the Board for their training programs, bringing the total to 104 agencies from 83 counties who have participated since it began.



Certified Employees

Certification Area	2020	2019	2018	2017
APCO PST1	991	873	875	749
IAED/Priority Dispatch ETC Cert	188	236	144	128
PowerPhone Call Assessment Cert	441	288	217	130
EMD	1710	1,767	1,575	1,454
EPD	1,075	1,027	741	545
EFD	1,070	1,155	900	694
CPR	1,832	1,955	1,816	1,599
T-CPR	904	*	*	*
NIMS	1,840	1,840	1,563	1,296
NCIC/IDACS	2,196	2,263	2,154	1,910

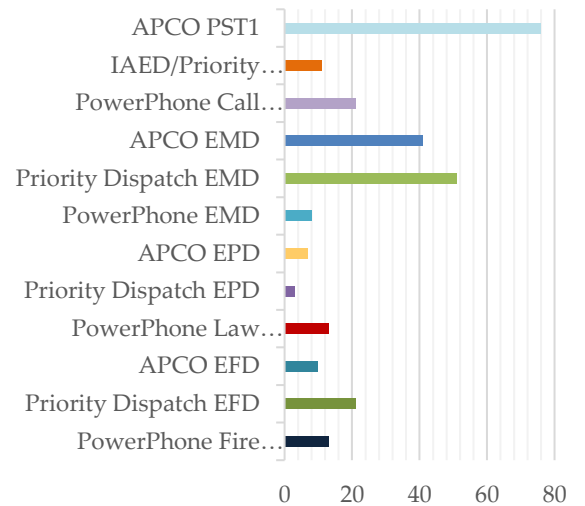
2020 Certified Employees



Certified Trainers

Certification Area	2020	2019	2018	2017
APCO PST1	76	117	69	64
IAED/Priority Dispatch ETC Cert	11	20	10	8
PowerPhone Call Assessment Cert	21	13	12	2
APCO EMD	41	49	23	32
Priority Dispatch EMD	51	27	13	2
PowerPhone EMD	8	32	23	0
APCO EPD	7	19	13	9
Priority Dispatch EPD	3	28	0	2
PowerPhone Law Enforcement Dispatch	13	19	10	0
APCO EFD	10	23	15	15
Priority Dispatch EFD	21	5	0	2
PowerPhone Fire Service Dispatch	13	16	7	0

2020 Certified Trainers





Active Shooter Policy

	2020	2019	2018	2017
PSAPs with a Policy	89	79	69	55
PSAPs without a Policy, but in process of creating one	26	34	43	32
PSAPs without a policy and in need of assistance	5	7	6	16

School Safety Policy

	2020	2019	2018	2017
PSAPs with a Policy	80	64	61	51
PSAPs without a Policy, but in process of creating one	32	46	45	32
PSAPs without a policy and in need of assistance	8	10	10	20

Video Connectivity into School Corporations

	2020	2019	2018	2017
PSAPs with Video Connectivity	43	43	42	17
PSAPs without Video Connectivity, but in process of establishing	16	21	18	17
PSAPs without Video Connectivity	59	55	57	68