



2022 PSAP Annual Data Report

117 Public Safety Answering Points (PSAPs) in Indiana



2022 Annual PSAP Data Report

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

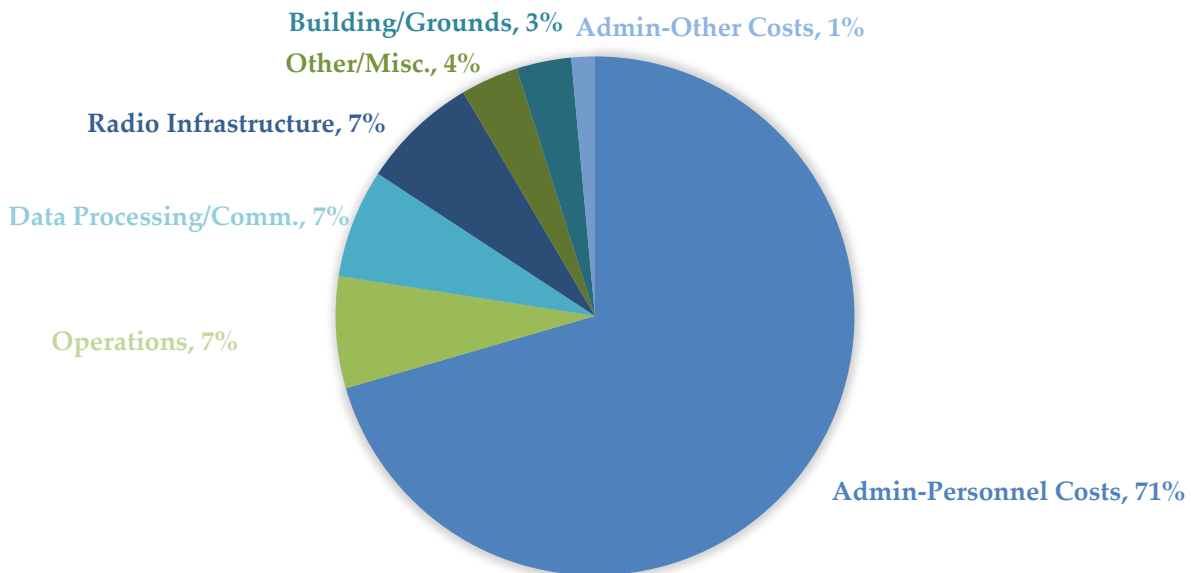
2022 Funding and Expenditures Report

All but two secondary PSAPs (New Albany City Dispatch and Rushville PD) filed a 2022 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 **\$212,350,449.16** in expenditures for 2022.

- \$149,701,836.16- Admin-Personnel Costs
- \$3,115,282.40- Admin-Other Costs
- \$7,233,863.18- Building and Grounds
- \$14,373,753.70- Data Processing/Comm.
- \$14,787,171.74- Operations
- \$15,483,979.09- Radio Infrastructure
- \$7,654,562.89- Other/Misc.

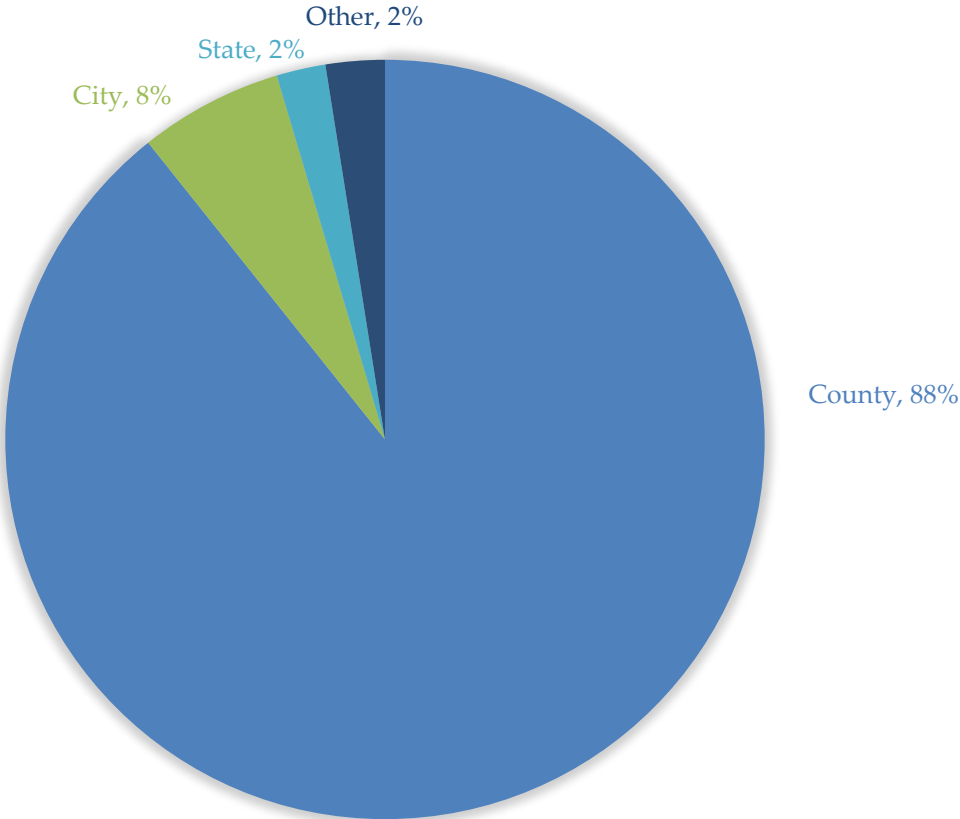
PSAP REPORTED EXPENDITURES





2022 Funding and Expenditures Report

PSAP REPORTED EXPENDITURES BY AGENCY TYPE



- \$189,589,879.65- County
- \$12,986,574.63- City
- \$4,439,345.58- State
- \$5,334,649.30- Other

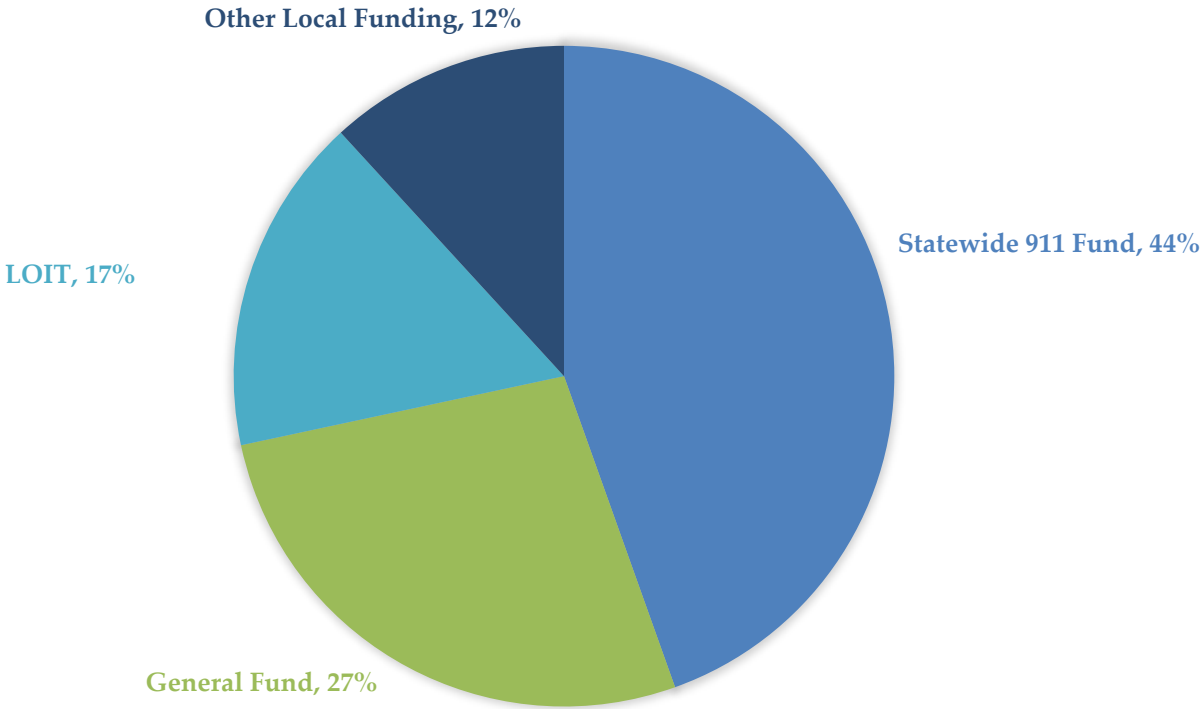


In 2022, the total cost for 911 in Indiana was **\$230,675,002.37**.

This total includes 1222 funds spent as reported by the 115 PSAPs that filed a 2022 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.

- \$102,746,478.26- Statewide 911 Fund
- \$62,517,653.75- General Fund
- \$38,169,491.49- LOIT
- \$27,241,378.87- Other Local Funding

TOTAL 911 COST FOR INDIANA



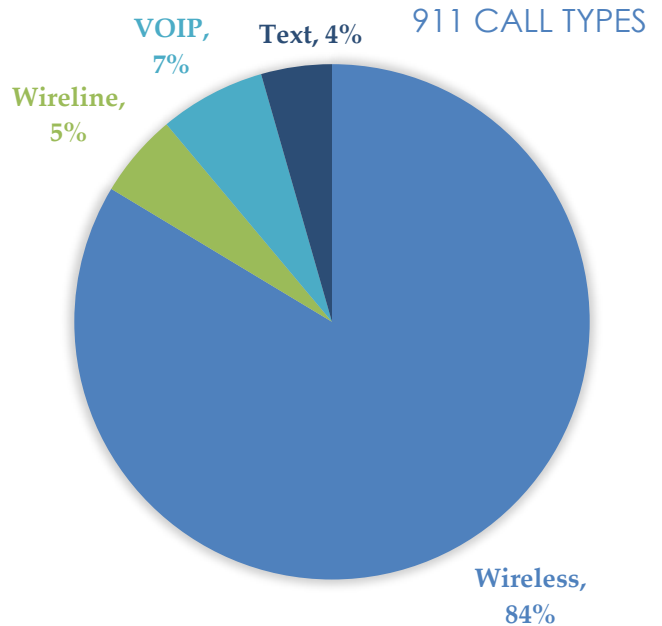


2022 Call Counts

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 2022, **3,511,746** 911 calls were tracked.

- 3,073,184- Wireless
 - Includes 245,215-NSI (Non-Service Initialized)
- 193,675-Wireline
- 244,887-VOIP



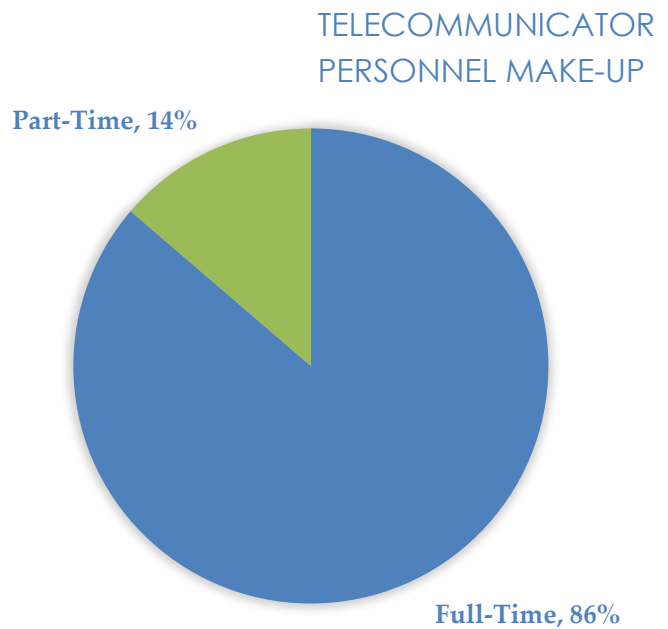
In 2022, **163,031** 911 text sessions were tracked.

- Text sessions **to** 911: **22,394**
- Text sessions **from** 911: **140,637**

Number of PSAP Personnel

In 2022, the 116 PSAPs who completed the 2022 PSAP Fact Sheet reported having 2,289 staff members. This includes Directors, Supervisors, CTO’s, Telecommunicators, etc.

There were 1,826 full-time Telecommunicators and 290 part-time Telecommunicators reported.



Number of Consoles

PSAPs reported that in 2022, they had a total of 715 consoles, with a minimum of 372 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 more than \$567,950 in training costs in 2022.



TRAINING PARTICIPANTS BY COUNTY

In 2022, another two PSAPs utilized funding from the Board for their training programs, bringing the total to 113 agencies from 86 counties who have participated since it began.

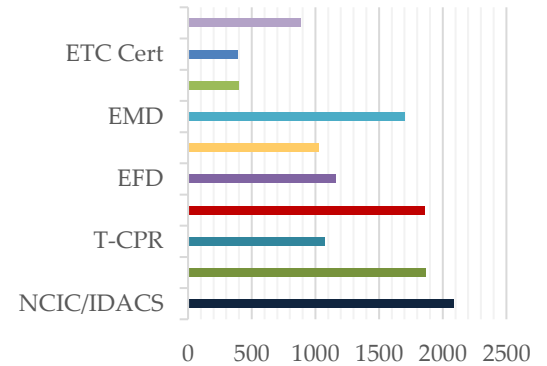


**The following data is as reported by the PSAPs in their 2022 PSAP Fact Sheet*

Certified Employees

Certification Area	2022	2021	2020	2019	2018
APCO PST1	885	807	991	873	875
IAED/Priority Dispatch ETC	390	272	188	236	144
PowerPhone Call Assessment	397	326	441	288	217
EMD	1,703	1,649	1710	1,767	1,575
EPD	1,024	865	1,075	1,027	741
EFD	1,158	1,033	1,070	1,155	900
CPR	1,856	1,824	1,832	1,955	1,816
T-CPR	1,074	950	904	*	*
NIMS	1,864	1,744	1,840	1,840	1,563
NCIC/IDACS	2,083	2,130	2,196	2,263	2,154

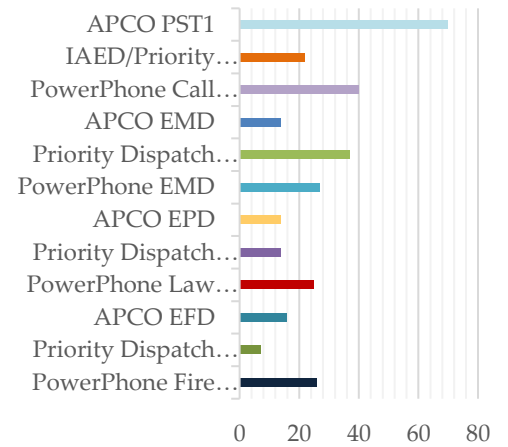
2022 Certified Employees



Certified Trainers

Certification Area	2022	2021	2020	2019	2018
APCO PST1	70	55	76	117	69
IAED/Priority Dispatch ETC	22	18	11	20	10
PowerPhone Call Assessment	40	13	21	13	12
APCO EMD	14	31	41	49	23
Priority Dispatch EMD	37	2	51	27	13
PowerPhone EMD	27	20	8	32	23
APCO EPD	14	13	7	19	13
Priority Dispatch EPD	14	0	3	28	0
PowerPhone Law Enforcement Dispatch	25	3	13	19	10
APCO EFD	16	17	10	23	15
Priority Dispatch EFD	7	1	21	5	0
PowerPhone Fire Service Dispatch	26	3	13	16	7

2022 Certified Trainers





Active Shooter Policy

	2022	2021	2020	2019	2018
PSAPs with a Policy	82	81	89	79	69
PSAPs without a Policy, but in process of creating one	28	31	26	34	43
PSAPs without a policy and in need of assistance	6	6	5	7	6

School Safety Policy

	2022	2021	2020	2019	2018
PSAPs with a Policy	74	78	80	64	61
PSAPs without a Policy, but in process of creating one	30	25	32	46	45
PSAPs without a policy and in need of assistance	12	15	8	10	10

Video Connectivity into School Corporations

	2022	2021	2020	2019	2018
PSAPs with Video Connectivity	47	48	43	43	42
PSAPs without Video Connectivity, but in process of establishing	12	14	16	21	18
PSAPs without Video Connectivity	57	58	59	55	57