



2023 PSAP Annual Data Report

117 Public Safety Answering Points (PSAPs) in Indiana



2023 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.

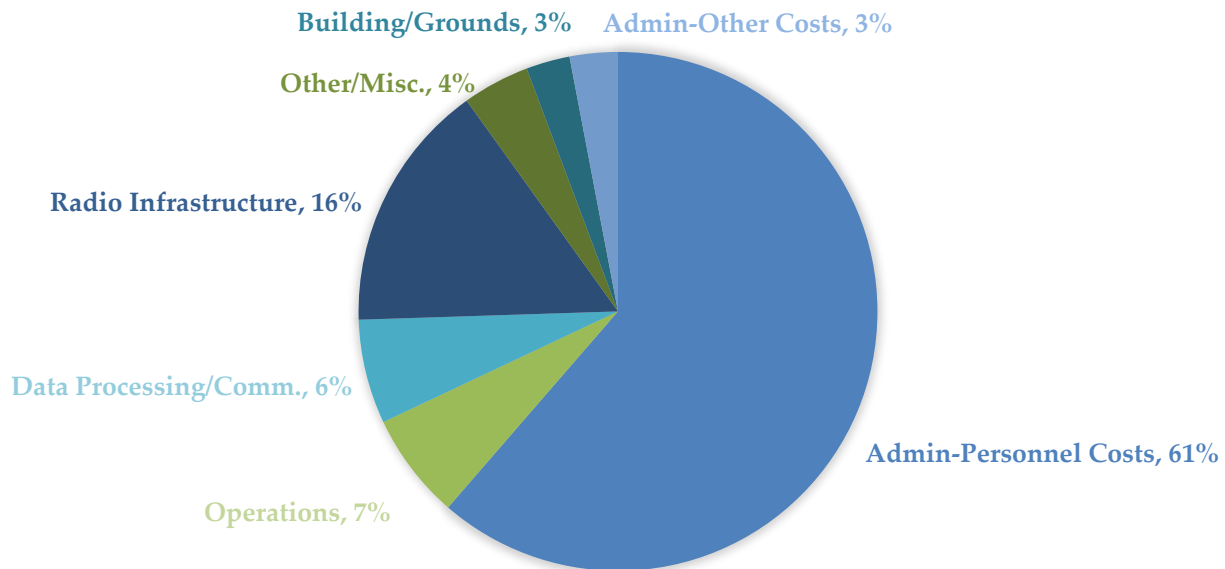
2023 Funding and Expenditures Report

All 117 PSAPs in Indiana filed a 2023 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 **\$268,194,475.23** in expenditures for 2023.

- \$164,575,071.99- Admin-Personnel Costs
- \$8,039,547.84- Admin-Other Costs
- \$7,316,830.68- Building and Grounds
- \$17,437,310.46- Data Processing/Comm.
- \$17,762,682.52- Operations
- \$41,830,909.01- Radio Infrastructure
- \$11,232,122.73- Other/Misc.

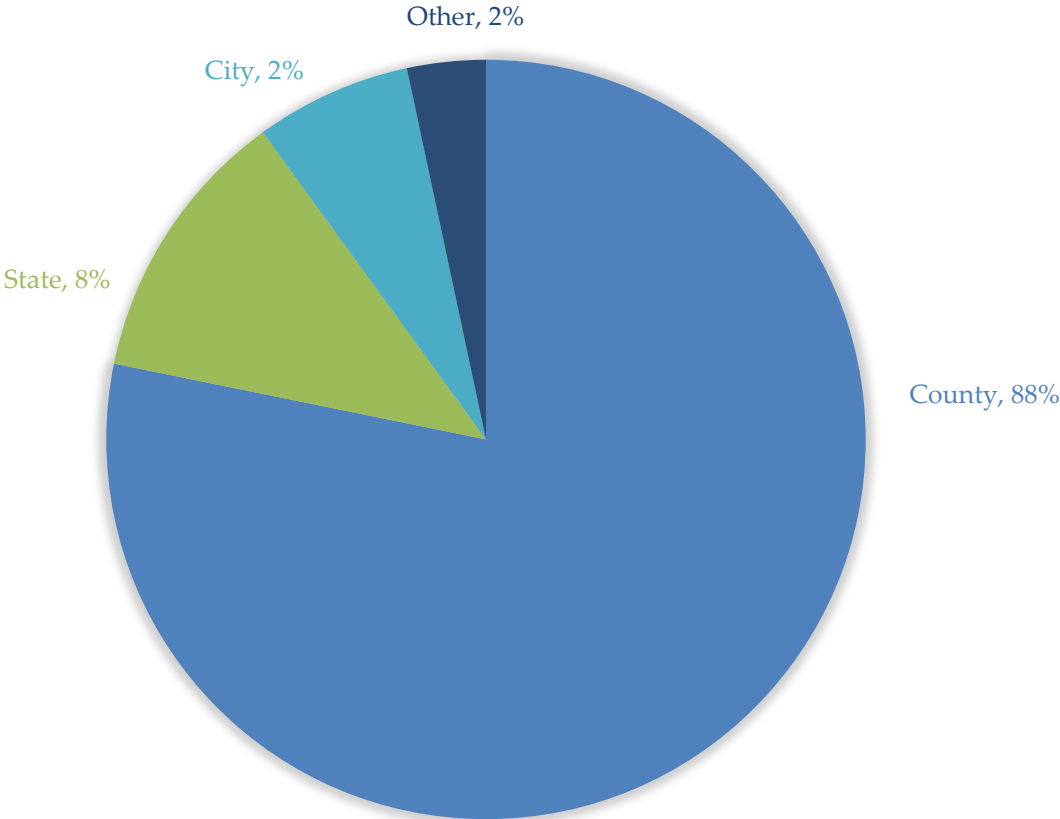
PSAP REPORTED EXPENDITURES





2023 Funding and Expenditures Report

PSAP REPORTED EXPENDITURES BY AGENCY TYPE



- \$209,735,314.69- County
- \$31,642,902.45- State
- \$17,846,237.14- City
- \$8,970,020.95- Other

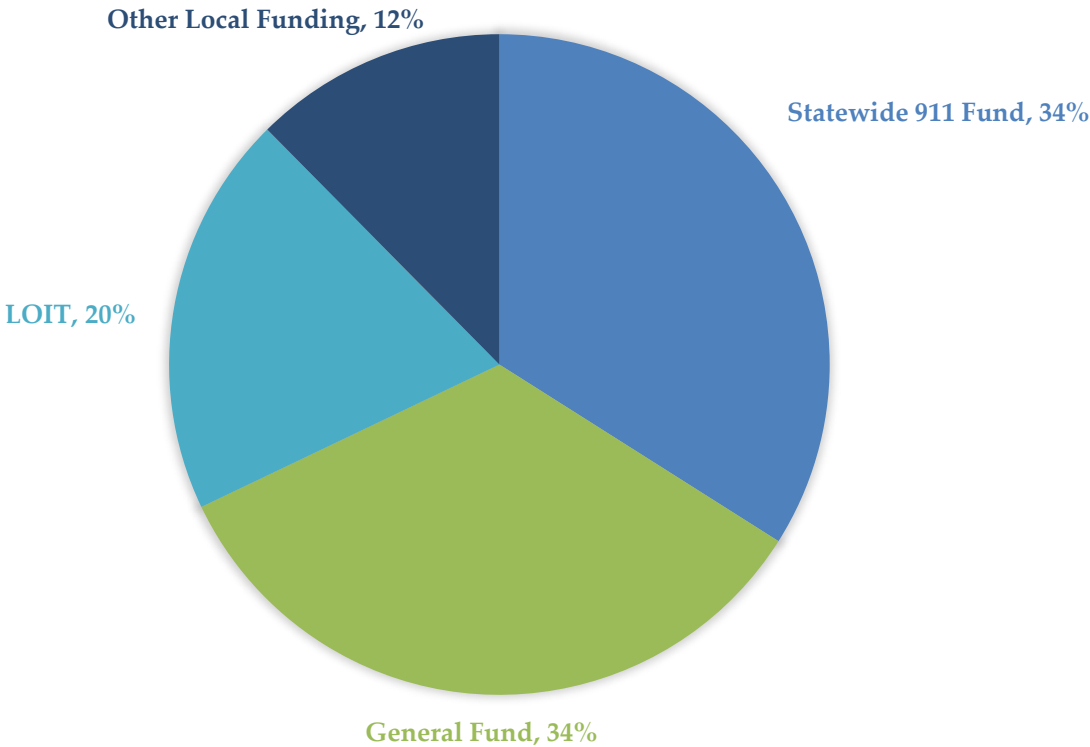


In 2023, the total cost for 911 in Indiana was **\$286,719,714.24**.

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.

- \$97,430,598.96- Statewide 911 Fund
- \$97,268,098.04- General Fund
- \$56,452,491.14- LOIT
- \$35,568,526.10- Other Local Funding

TOTAL 911 COST FOR INDIANA





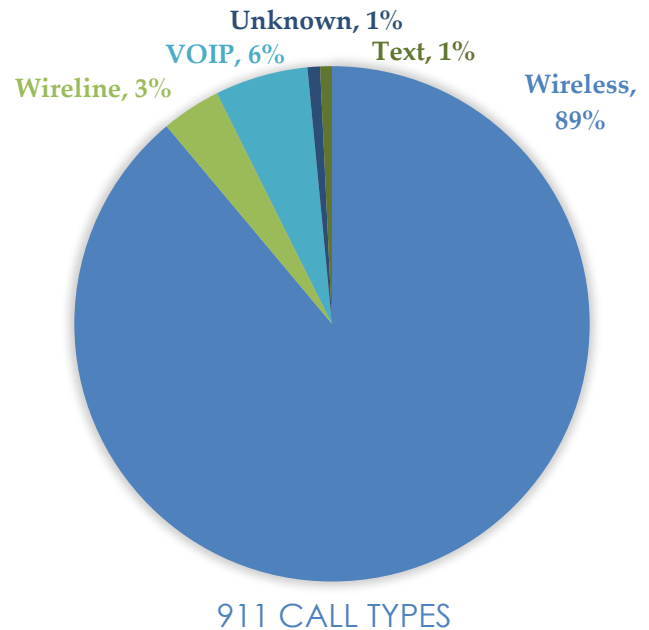
2023 Call Counts

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 2023, **4,153,114** 911 calls were tracked.

- 3,720,103- Wireless
 - Includes 266,127-NSI (Non-Service Initialized)
- 155,858-Wireline
- 244,308-VOIP
- 32,845-Unknown*

* While these 911 calls were captured, due to an equipment failure, the data regarding their specific call types were lost.



In 2023, **217,906** 911 text sessions were tracked.

- Text sessions **to** 911: **30,955**
- Text sessions **from** 911: **186,951**

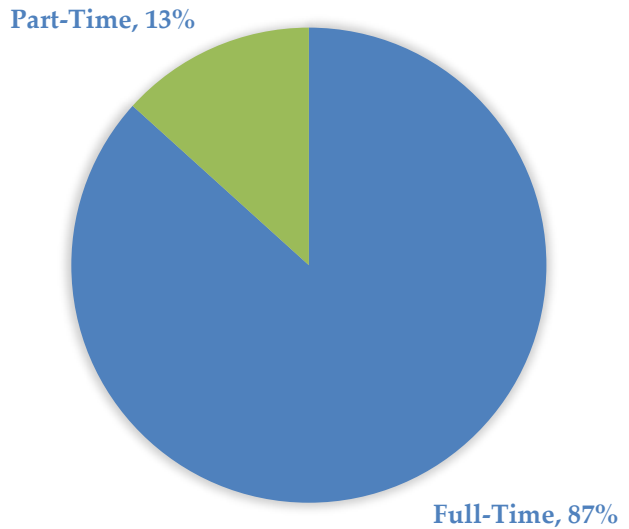


Number of PSAP Personnel

All 117 Indiana PSAPs completed the 2023 PSAP Fact Sheet and reported having 2,298 staff members. This includes Directors, Supervisors, CTO's, Telecommunicators, etc.

There were 1,838 full-time Telecommunicators and 282 part-time Telecommunicators reported.

TELECOMMUNICATOR PERSONNEL MAKE-UP



Number of Consoles

PSAPs reported that in 2023, they had a total of 745 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 \$704K in training costs in 2023.



TRAINING PARTICIPANTS BY COUNTY

In 2023, another three PSAPs utilized funding from the Board for their training programs, bringing the total to 115 agencies from 89 counties who have participated since its inception.

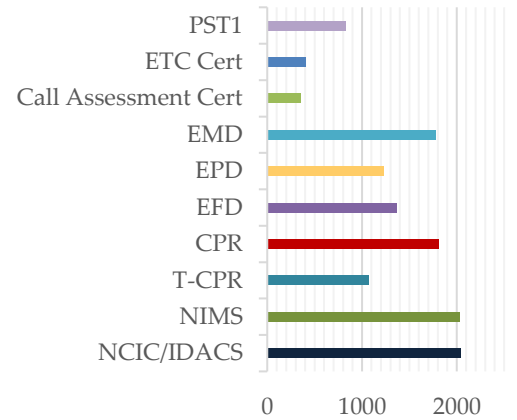


**The following data is as reported by the PSAPs in their 2023 PSAP Fact Sheet*

Certified Employees

Certification Area	2023	2022	2021	2020	2019
APCO PST1	824	885	807	991	873
IAED/Priority Dispatch ETC	411	390	272	188	236
PowerPhone Call Assessment	356	397	326	441	288
EMD	1,775	1,703	1,649	1,710	1,767
EPD	1,229	1,024	865	1,075	1,027
EFD	1,366	1,158	1,033	1,070	1,155
CPR	1,809	1,856	1,824	1,832	1,955
T-CPR	1,073	1,074	950	904	*
NIMS	2,035	1,864	1,744	1,840	1,840
NCIC/IDACS	2,046	2,083	2,130	2,196	2,263

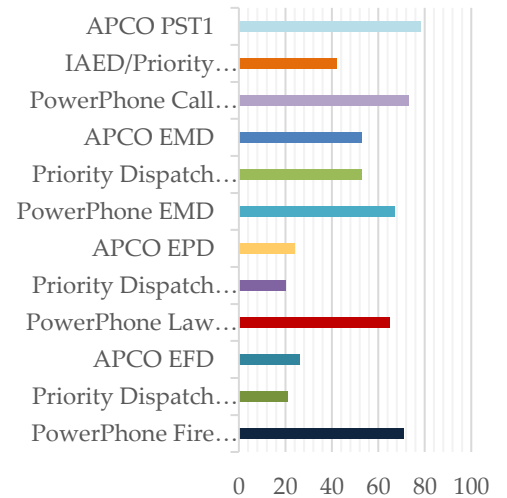
2023 Certified Employees



Certified Trainers

Certification Area	2023	2022	2021	2020	2019
APCO PST1	78	70	55	76	117
IAED/Priority Dispatch ETC	42	22	18	11	20
PowerPhone Call Assessment	73	40	13	21	13
APCO EMD	53	14	31	41	49
Priority Dispatch EMD	53	37	2	51	27
PowerPhone EMD	67	27	20	8	32
APCO EPD	24	14	13	7	19
Priority Dispatch EPD	20	14	0	3	28
PowerPhone Law Enforcement Dispatch	65	25	3	13	19
APCO EFD	26	16	17	10	23
Priority Dispatch EFD	21	7	1	21	5
PowerPhone Fire Service Dispatch	71	26	3	13	16

2023 Certified Trainers





Active Shooter Policy

	2023	2022	2021	2020	2019
PSAPs with a Policy	80	82	81	89	79
PSAPs without a Policy, but in process of creating one	25	28	31	26	34
PSAPs without a policy and in need of assistance	12	6	6	5	7

School Safety Policy

	2023	2022	2021	2020	2019
PSAPs with a Policy	71	74	78	80	64
PSAPs without a Policy, but in process of creating one	33	30	25	32	46
PSAPs without a policy and in need of assistance	13	12	15	8	10

Video Connectivity into School Corporations

	2023	2022	2021	2020	2019
PSAPs with Video Connectivity	47	47	48	43	43
PSAPs without Video Connectivity, but in process of establishing	14	12	14	16	21
PSAPs without Video Connectivity	56	57	58	59	55