

# 2012 PSAP Operation Survey

The survey was sent electronically and by mail to 164 PSAPs throughout Indiana

To date, we have received 38 completed surveys

Excluding airport, university, and hospital PSAP operation centers, the current survey response rate is 25% (38 of 152)

# PSAP Management

- 16 of 38 responding PSAPs managed by Sheriff or Chief of Police
- 17 of 38 managed by e911 Director or Communications Director
- Oversight varies greatly by PSAP, but often involves an Advisory Board of some kind
- Often day-to-day operations and financial management/decision-making handled by different parties

# Agencies Served

- Broad range of service to subunits – from single police department to as many as 27 police and fire departments (Porter County Central Communications)
- Average number of fire/police departments served by PSAP was 12
- Average number of non-PD/FD per PSAP was 5
- Several PSAP served more non-PD/FD than police and fire departments (Putnam County 911)

# Revenue Contributions

- Generally revenue contributions from participating local units of government were not reported
- For those PSAP that reported, the average number of contributing units of local government was slightly less than 2

# Data

- 22 of 38 survey respondents provided complete data for CAD, Dispatch, Revenue, and Expenditures, but.....
- Many did not have access to complete financial data – referred to county auditor
- Some inconsistency in how call data was reported will need to be corrected
- Generally good, but needs to be cleaned up