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2012 PSAP Operations Survey

Survey Response:

Survey was sent electronically and by mail to 152 PSAPs throughout the state (excluding airports, hospitals, and universities).

- PSAP response rate → 40% (61 of 152)
- County response rate → 52% (48 of 92)

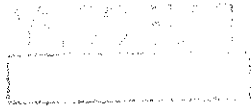
* 8 pending surveys, 14 surveys require follow-ups

PSAP Size – by population

	Range	Average Size	County/City
Small (n=15)	4,543 - 16,376	10,335	5/10
Medium (n=30)	20,526 - 82,752	40,604	27/3
Large (n=5)	107,848 – 137,974	120,027	All county
X-Large (n=3)	197,559 – 903,393	n/a	All county

PSAP Size – by staff

	Range	Average Size	County/City
Small (n=31)	6 - 15	10.7	22/9
Medium (n=20)	16 - 52	26.3	27/4
Large (n=2)	80 – 162	n/a	All county



The “Stack” of Services:

Agencies Served - Size by Population

	Range	Average #
Small (n=15)	1 - 21	7
Medium (n=30)	1 - 34	19
Large (n=5)	13 -36	22
X-Large (n=3)	3 - 28	17

*Ohio County (population 6128) is the sole after-hours call center for the entire county.

Agencies Served - Size by Staff

	Range	Average #
Small (n=31)	1 - 31	14
Medium (n=20)	1 - 36	19
Large (n=2)	3 -20	n/a

Call Volume/CAD Events

*All numbers for 2011

911 Calls - Size by Population

	Range	Average #
Small (n=7)	772 – 7,084	3,307
Medium (n=30)	1,685 – 60,677	17,375
Large (n=5)	60,916 – 92,863	71,510
X-Large (n=2)	202,140 – 938,366	n/a

911 Calls - Size by Staff

	Range	Average #
Small (n=31)	772 – 23,669	7,284
Medium (n=20)	11,429 – 92,863	42,982
Large (n=2)	202,140 – 938,366	n/a

CAD Events - Size by Population

	Range	Average #
Small (n=7)	3,742 – 18,740	7,275
Medium (n=30)	8,089 – 108,385	30,183
Large (n=5)	105,261 – 128,137	116,699
X-Large (n=3)	177,423 – 298,679*	n/a

*Marion County didn't report CAD entry totals

CAD Events - Size by Staff

	Range	Average #
Small (n=31)	3,742 – 39,162	10,836
Medium (n=20)	9,813 – 128,137	72,066
Large (n=1)	298,679	n/a

Expenditures by PSAP – Size by Population

	Range
Small (n=7)	\$131,765 – \$650,000
Medium (n=30)	\$237,436 – \$1,404,974
Large (n=5)	\$1,390,266 – \$2,847,950
X-Large (n=1)	\$2,194,926*

*Marion & Elkhart expense data pending

Qualifications for Revenue and Expenditure Data

- 1) Difficult to put a “price tag” on PSAP operation – funds flow from 911, County general funds, and local contributions.
- 2) Huge variation in costs based on a number of factors:
 - a. Co-located with another agency
 - b. Technology expenditures are cyclical (for example – Hancock County will be upgrading its equipment in 2012 at a cost of over \$1.2 million)
- 3) Almost universally, 911 funds are supplement by alternative sources of revenue – COIT, county general funds, etc.

