

Indiana Chapter of NENA

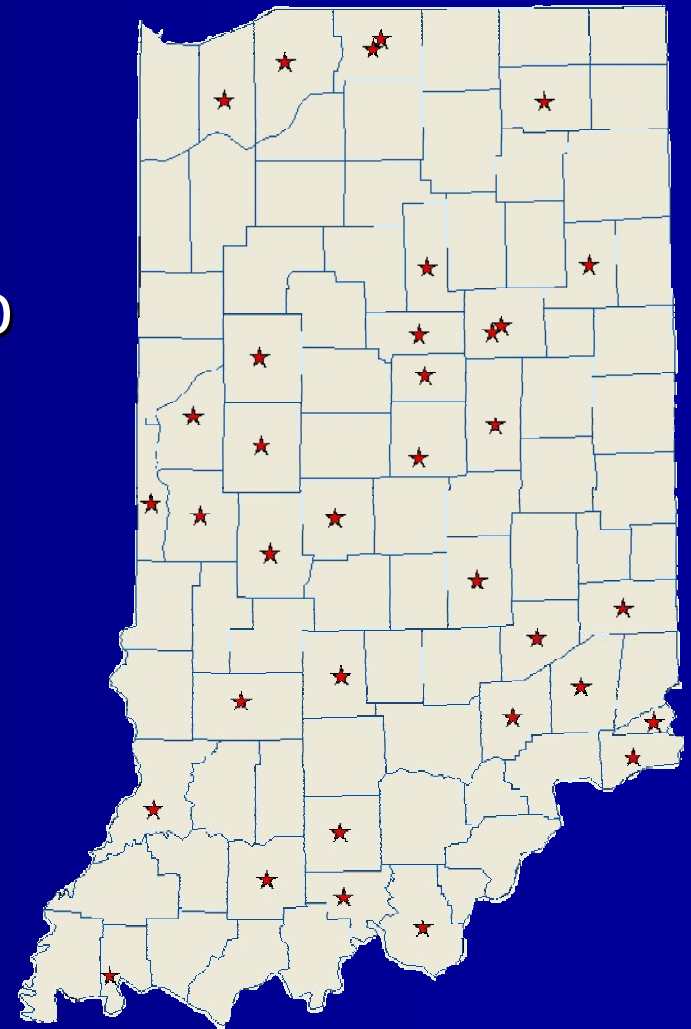
2006 PSAP Survey Results

Indiana NENA 2006 PSAP Survey



Survey Sample

- 270 Surveys Mailed
- 35 Agencies Responded To Survey
- 12.96 % Return



Indiana NENA 2006 PSAP Survey



1. What type of geographic area does your PSAP dispatch?

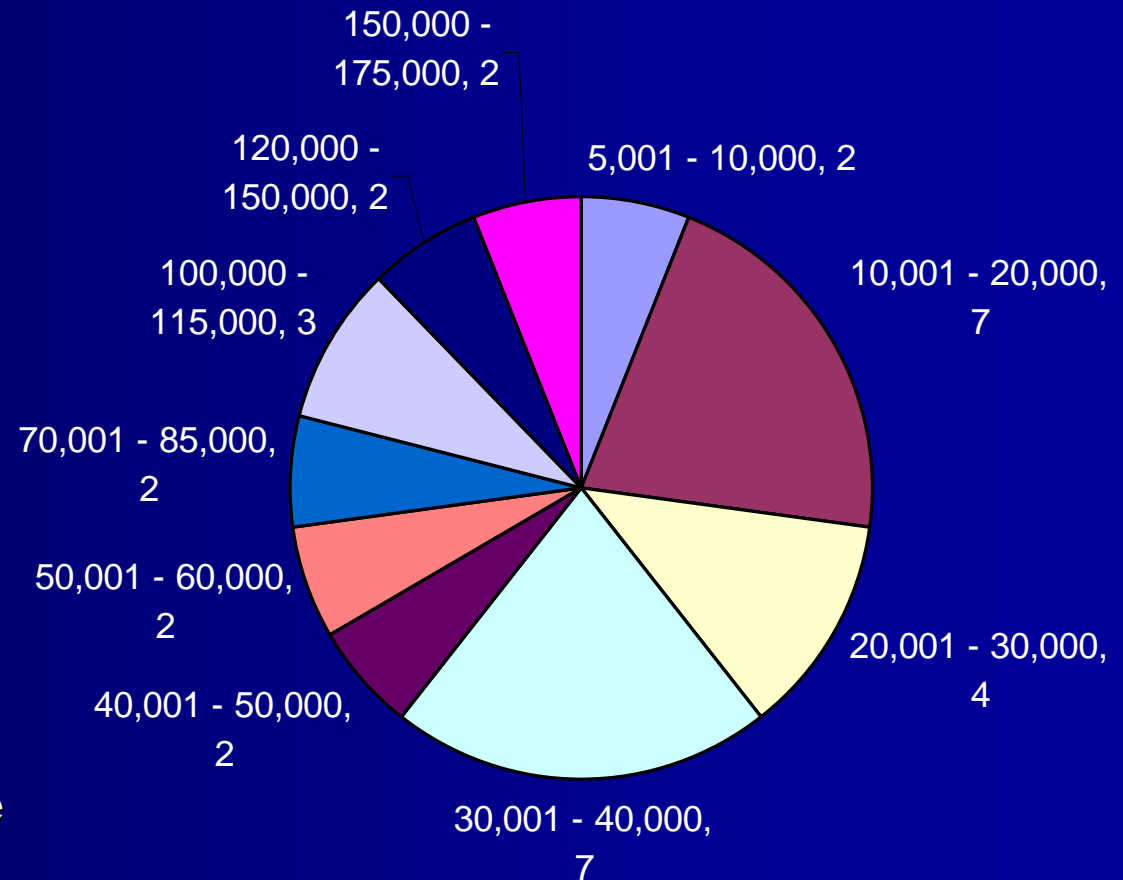
A) City	9
B) Town	4
C) County	27
D) District or Region	1
E) State Police	0
F) Other	2 (Campus, Consolidated Center)

** 5 Responses With Multiple Answers*

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2. What is the population of the area served by your PSAP?



* 2 Agencies No Response

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3. PSAP's are affiliated with other public safety agencies in a given community or are independent agencies. How is your PSAP affiliated?

A) Independent	12
B) Sheriff	12
C) Police	12
D) Fire / EMS	6
E) EMA	1
F) Other	1

** 5 Responses With Multiple Answers*

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4. What type of government controls your PSAP?

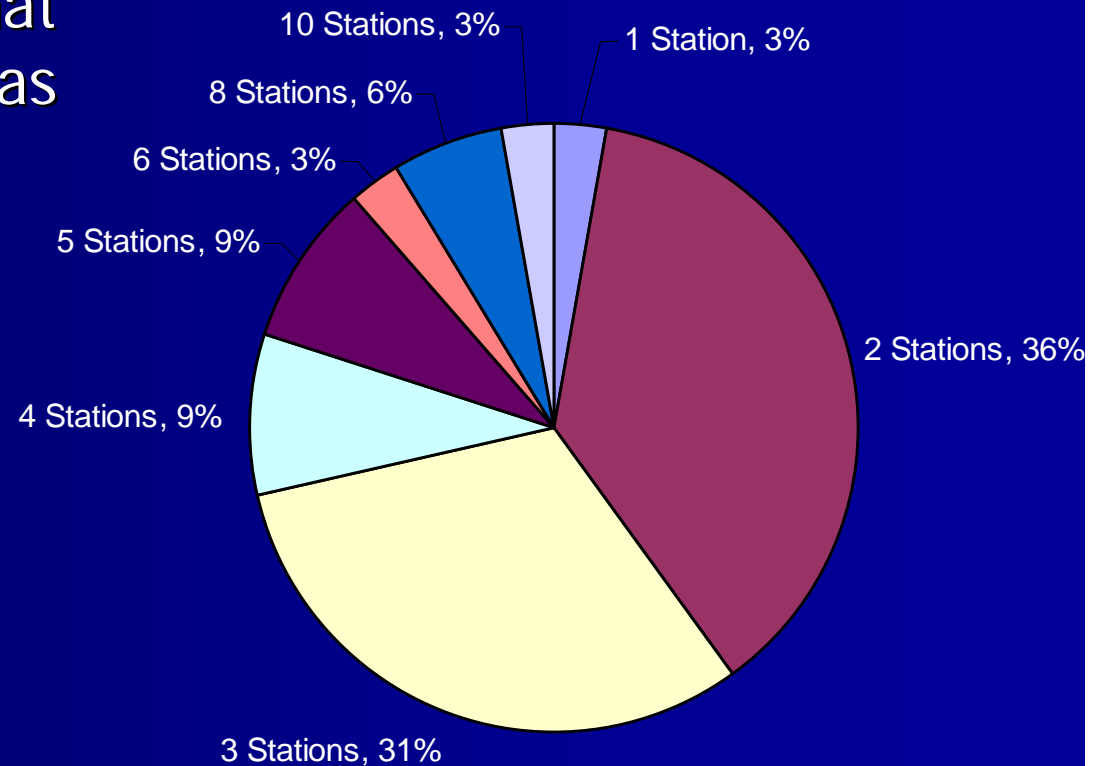
A) City Council	5
B) County Council	4
C) Town Board	0
D) County Commissioners	23
E) Board of Works	2
F) Other	5 (911 Board, Executive Board)

** 5 Responses With Multiple Answers*

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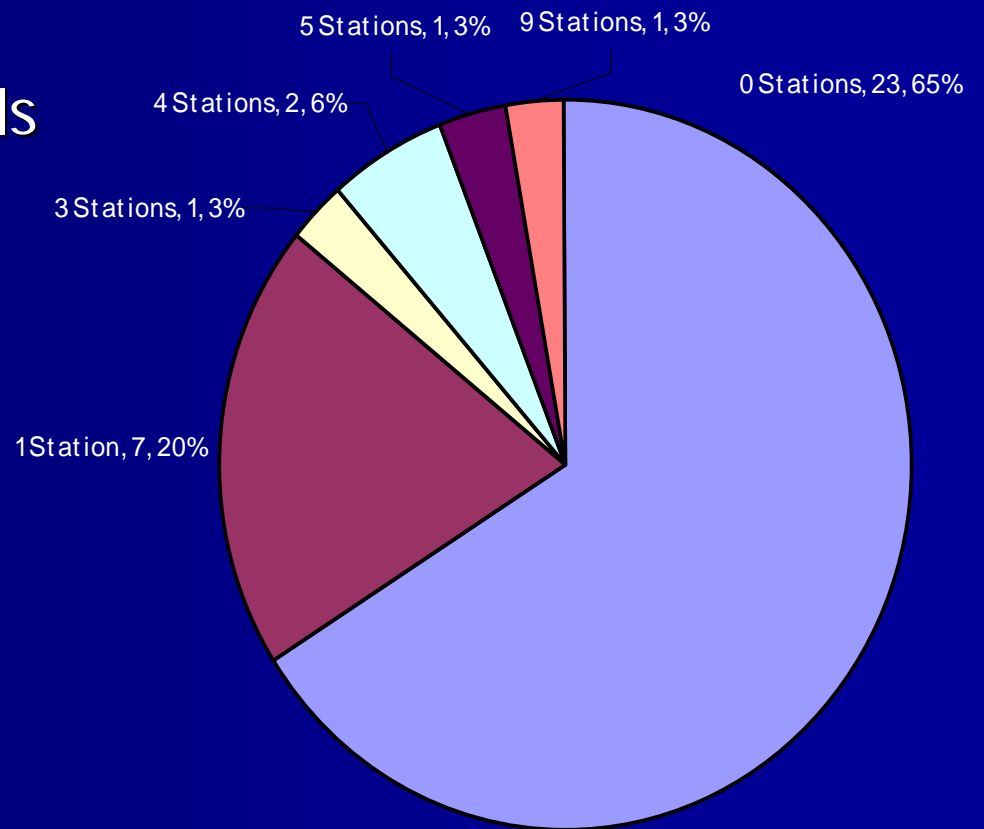
5. At the end of 2006, how many stations did your PSAP have that could accept calls as well as dispatch?



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6. At the end of 2006, how many stations did your PSAP have that could only accept calls but not dispatch?



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6. At the end of 2006, how many stations did your PSAP have that could only dispatch, but not accept calls?

Two PSAP's responded having 1 station that could only dispatch calls.

The remaining 34 PSAP's responded having zero such positions.

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8. In 2006, what is the number of public safety agencies dispatched by your PSAP?

	<u>Average</u>	<u>Largest #</u>
A) Police / Sheriff	4.5	11
B) Fire / EMS	9.1	20
C) Other	1.2	8

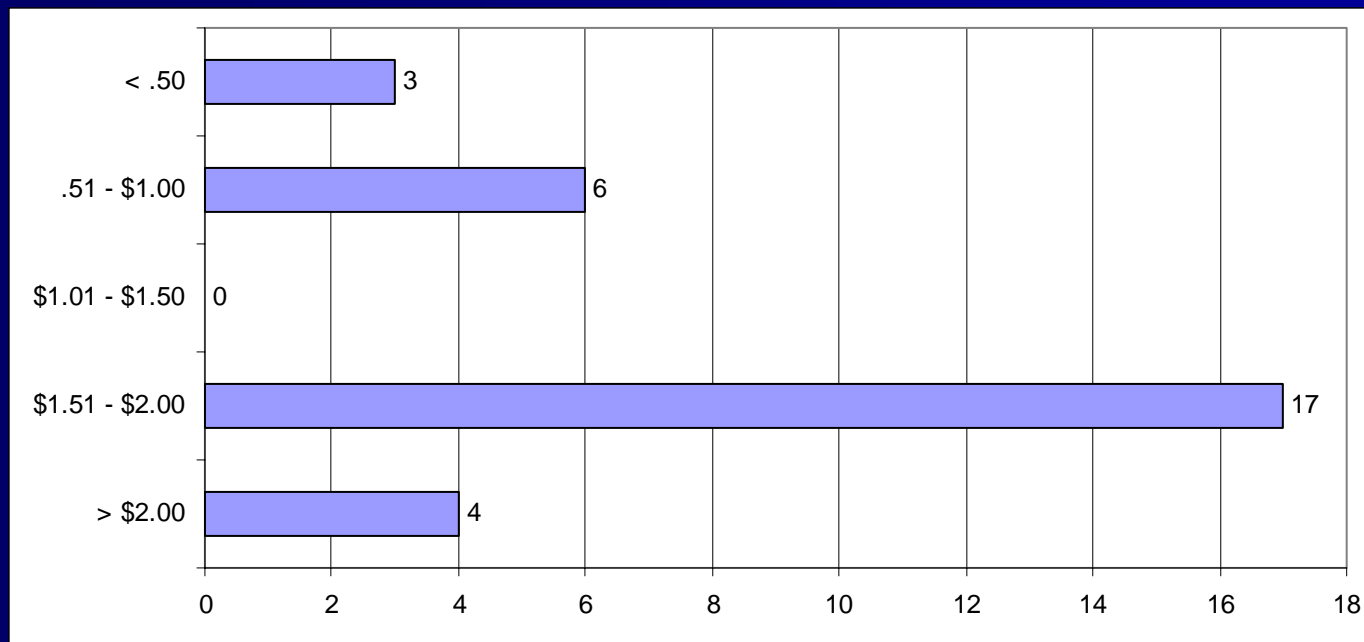
(EMA, Coroner, Utilities, Highway Dept., Humane Society, Forestry, etc.)

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9. At the end of 2006, what was the wire line 9-1-1 surcharge for your area (per line)?

Average \$1.43 (30 PSAP's Reporting)



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10. What were the total wire line surcharges collected in 2006?

\$7,359,067.25 **\$408,837.07** (avg.)
(18 PSAP's Reporting)

11. What were the total wire line surcharges collected in 2005?

\$4,586,081.13 **\$352,775.47** (avg.)
(13 PSAP's Reporting)

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10 & 11 Continued. . .

- 13 PSAP's Reported Data From Both 2006 & 2005
 - 6 Reported Decreases In Funds Collected
 - Approximately **8.22% Decrease** Over 2005
 - 7 Reported Increases In Funds Collected
 - Approximately **8.15% Increase** Over 2005

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12. What were your PSAP's operating expenses in 2006?

		<u>Total</u>	<u>Average</u>
A)	Employee salary, overtime, benefits and allowances 26 Reporting	\$14,617,005.84	\$562,192.53
B)	Employee Training 24 Reporting	\$150,362.80	\$6,265.12
C)	Equipment and maintenance (including systems and software support) 24 Reporting	\$1,903,221.25	\$79,300.89
D)	Facility use & maintenance 7 Reporting	\$446,281.25	\$63,754.46
E)	Other 14 Reporting	\$1,228,957.75	\$87,782.70
F)	Total Budget 26 Reporting	\$21,053,966.40	\$809,767.94

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13. What was the base salary for each of the following positions at your PSAP in 2006?

	<u>Average</u>	<u>Lowest</u>	<u>Highest</u>
A) PSAP operator / dispatcher	\$27,749.32	\$21,155	\$38,000
B) Supervisor	\$30,305.15	\$23,500	\$44,000
C) Manager	\$40,412.16	\$28,808	\$84,569
D) Clerical support	\$24,858.29	\$5,000**	\$41,000

* PSAP's Reporting: A) 32 B) 26 C) 19 D) 7

** Part Time

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14 & 15 Full & Part-Time Employees &
Vacancies

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<i># of Positions (# of PSAP's)</i>	<i>Average FT Employees</i>	<i>Average FT Vacancies</i>	<i>Average PT Employees</i>	<i>Average PT Vacancies</i>
1 (1)	11	0	0	0
2 (12)	6 (11)*	0	4 (7)*	4 (6)*
3 (8)	8 (13)*	.5 (3)*	3.5 (6)*	0
4 (2)	12.5 (15)*	1.5 (3)*	0	0
5 (3)	20.3 (24)*	1.3 (3)*	2.6 (5)*	.6 (2)*
6 (1)	27	0	1	0
8 (2)	27 (29)*	.5 (1)*	0	0
10 (1)	39	2	0	0

* Highest number reported.

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24. In 2006, what was the total number of training hours completed by your PSAP's employees? What was the average number of hours completed per employee?

	<u>Average</u>
A) Number of total hours completed by PSAP	499.71
B) Average of hours per employee	10.43

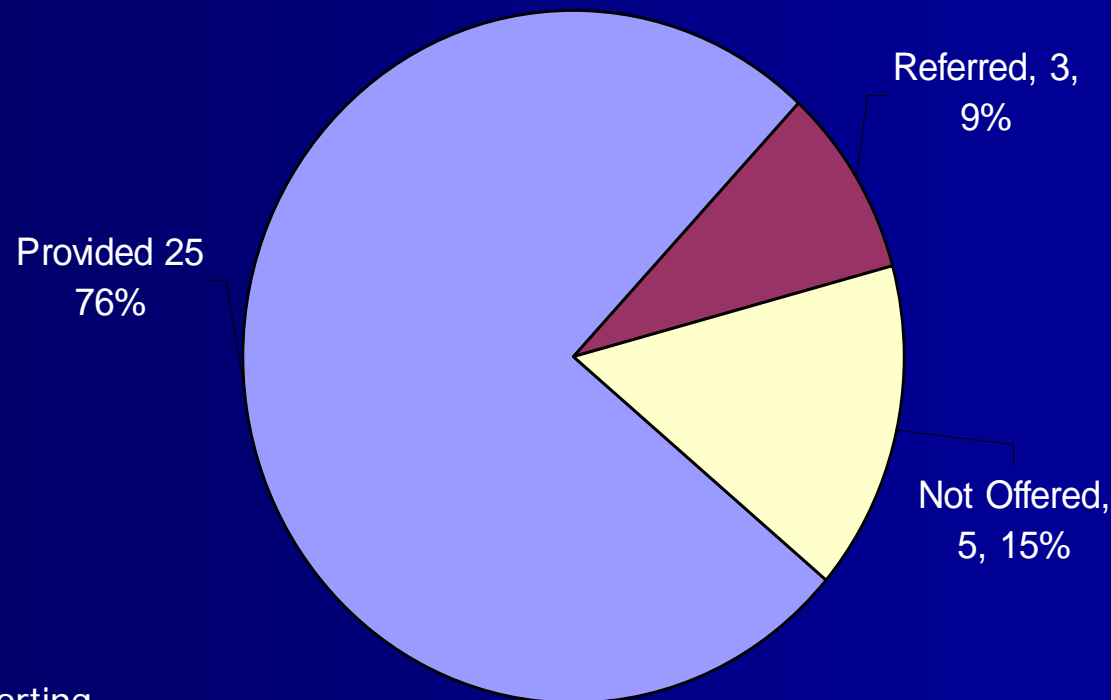
Most Total PSAP Hours ~ 1440 (Employee Avg. 120)

Highest Employee Average ~ 154 (1253 Agency)

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25. How were pre-arrival instructions for medical calls provided in 2006?

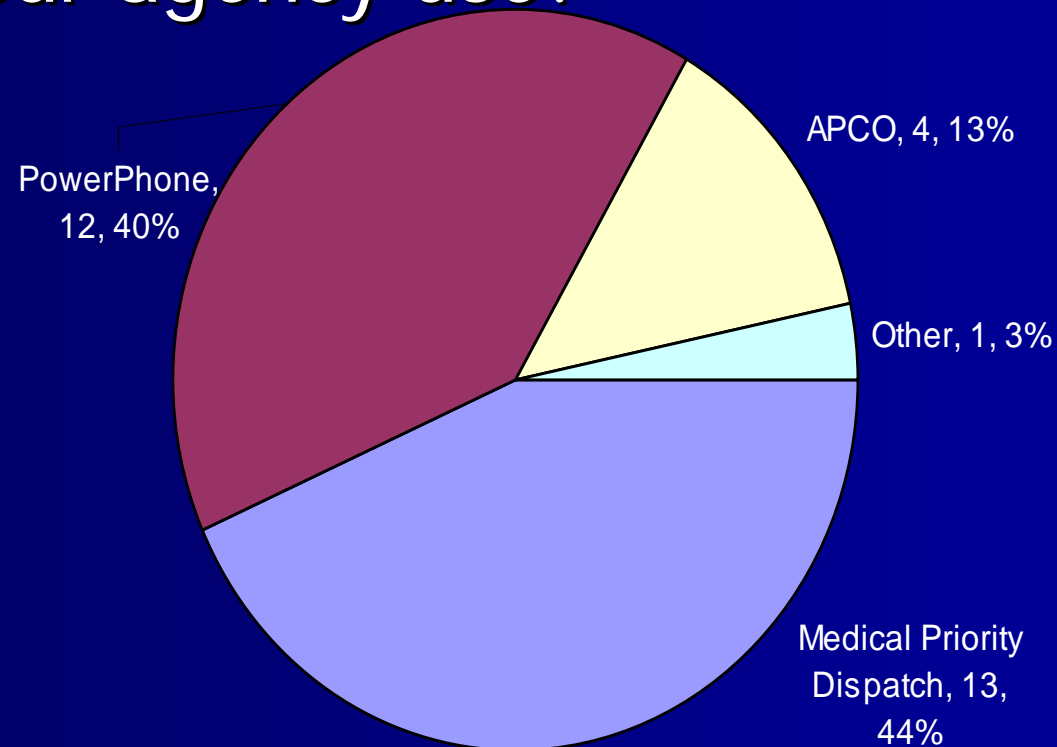


33 of 35 Reporting

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26. If provided, what EMD protocol does your agency use?



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Special thanks!

Committee & Editors:

Beth Sessions, Rob McMullen, Ty Wooten, Mike Sibrel,
Eric Lowry, Tim Costello, Bonnie Kent, Matt Hibiske,
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