

--- PRESS RELEASE ---

For Immediate Release



Office of the Indiana
Treasurer of State



Statewide 911 Board Gives Over \$1M for Public Safety Telecommunicator Training

INDIANAPOLIS (May 5, 2020) — Over the last 2 years, the Statewide 911 Board has covered more than \$1M in training costs for Indiana PSAPs (Public Service Answering Point) for their 911 Telecommunication staff.

Providing training has been extremely relevant to dispatchers. Indiana Treasurer of State Kelly Mitchell, Chair of the Indiana Statewide 911 board, had this to say, "With technology constantly evolving, I saw the immense value in assisting local units of government to keep their telecommunicators on the forefront of those advances. This ensures we are providing the best services to Hoosiers."

In December 2017, during a regularly scheduled meeting of the board, the Training Program was approved and launched to benefit all 92 counties in Indiana. Each PSAP was made aware that the board would provide certified basic training and re-certifications to professionalize the skills of Indiana telecommunicators and standardize training throughout the state. As of today, 92 agencies in 77 counties have participated.

"This funding provides telecommunicators the opportunity to receive the best training available needed to enhance their dispatching techniques," said Ed Reuter, Executive Director of the Statewide 911 Board. "Regardless of the size of the dispatch agency, telecommunicators must be trained to answer the unimaginable call."

In this world of constant technological advancements, the role and responsibilities of 911 Telecommunicators rapidly progress. The goal of this program is to encourage training and skill advancements while not putting a financial burden on local PSAP budgets.

The Statewide 911 board's primary responsibilities include collecting surcharges from all communication service providers and distributing the funding to local units of government, as well as the operation of a statewide public safety ESInet for 911 calls, including Text to 911 services.

[Click here for a PDF Outlining the Training Program](#)

###

For additional information, contact:
Catherine Seat at (317) 232-6386
cseat@tos.in.gov

For more information, visit www.in.gov/tos

SUBSCRIBER SERVICES:

[Manage Preferences](#) | [Delete Profile](#) | [Help](#)

This email was sent to Email Address using GovDelivery Communications Cloud on behalf of: State of Indiana · 402 Washington Street · Indianapolis, IN · 46204 · 800.457.8283

GOVDELIVERY 