



Office of the Indiana Treasurer of State

FOR IMMEDIATE RELEASE

April 14, 2025

Treasurer Daniel Elliott Salutes 911 Dispatchers in Honor of National Public Safety Telecommunicators Week

INDIANAPOLIS – From April 13-19, Indiana joins the nation in celebrating National Public Safety Telecommunicators Week (NPSTW), saluting the men and women who are the first to respond in emergencies. Public safety telecommunicators serve as the critical link between people in crisis and first responders.

From the first ring to the last word, Indiana's 911 dispatchers are the ones guiding first responders to where help is needed most. They work behind the scenes, but their impact is front and center in every emergency across our state.

State Treasurer Daniel Elliott, who serves as Chairman of the Indiana Statewide 911 Board, shared his gratitude for these everyday heroes.

"When people are facing the worst moments of their lives, it's the voice on the other end of 911 that brings calm to dangerous situations," said Treasurer Elliott. "These dispatchers may not wear a badge or drive a cruiser, but make no mistake—they are just as much heroes. They stand watch day and night, guiding help to where it's needed most."

Across the state, 2,369 public safety telecommunicators staff 117 public safety answering points (PSAPs). In 2024, they answered 3,944,944 911 calls and processed 170,653 911 texts. Eighty-nine percent of the 911 calls received are from cellular phones. Whether it's a house fire, a car crash, or a medical emergency, they're the first to answer and the last to hang up—often offering comfort and quick guidance until help arrives.

"In every emergency, before the sirens sound or lights flash, there is a voice you hear and a face you never see. That voice is a 911 telecommunicator," said IN-911 Executive Director Jeff Schemmer. "They are the true first responder in every crisis. Their compassion reminds us that heroes don't always arrive in person—sometimes, they're just a voice away."

During this week and all year long, communities across Indiana are encouraged to recognize and thank their local dispatchers--the calm in the chaos and the unseen backbone of public safety.

To learn more about Indiana's 911 system please visit IN911.net.

About the Statewide 911 Board

The IN-911 Board is a quasi-state government agency operates under the Indiana Treasurer's Office. It has statewide jurisdiction over 911 services. It's chair, by statute, is an elected official - the state treasurer. The board's two 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.

About the Indiana Treasurer of State

Office of the Indiana Treasurer of State (TOS) oversees the management of more than \$16 billion. TOS upholds fiduciary responsibilities while investing and safeguarding public funds, overseeing the management of the state's financial assets, and providing accurate and timely funding to state and local stakeholders. TOS administers a variety of financial and educational programs including Indiana529, Indiana 911, TrustINdiana, INvestABLE, Board for Depositories, Indiana Bond Bank and Scholarship Accounts Division programs.

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