

Iowa Statewide Interoperable Communications System 9-1-1 Feasibility Study Data Collection Survey

GeoComm is pleased to partner with the 9-1-1 Council and ISICS Board to conduct a comprehensive study of the existing 9-1-1 system (both wire line and wireless) to determine options for enhanced efficiency and effectiveness in the future.

To effectively manage the project, we need to collect some basic data about your Public Safety Answering Point (PSAP) operations. We recognize the data collection process is time consuming and sometimes challenging. The online data collection tool will provide GeoComm with some general background data about your emergency communications operations. GeoComm will use this information to assess existing conditions within the State.

GeoComm considers every Public Safety Communications Center, Emergency Communication Center, or PSAP to be a unique working environment, whether it is law enforcement PSAP, fire/rescue/EMS PSAP, combined center, or multi-agency operation. The political, management, technical, operational, and staff dynamics vary widely between and within each entity that GeoComm has assisted over the years. For these reasons and for the purpose of this data collection tool, GeoComm uses the acronym PSAP generically to refer to all locations at which a request for emergency response is answered, answered and dispatched, or dispatched only.

The completed data collection tool should be returned in electronic format by Friday, November 18. If at any point you need to contact the GeoComm Project Lead with questions or clarification, please feel free to do so.

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There are 61 questions in this survey



Contact Information

Complete the primary contact at your PSAP for this project

I. Provide the point of Contact at your PSAP for this project

Name:
Title:
Agency:
Address:
City:
Zip Code:
Telephone:
E-mail:

PSAP Demographics

Complete the following information with the requested details specific to your agency.

2. Provide the total number of wireline trunks

Please write your answer here:

3. 9-1-1 workstations/call taking positions

Please enter a number between 1 and 20 for each item.

	Total positions
With radio capability	
Without radio capability	

Dispatch Services

4. List all agencies for which dispatch services are provided, and include the type (Law, Fire, EMS, or other).

Example: Smithville, Fire

Please write your answer(s) below:

1.
2.
3.



4.
5.
6.
7.
8.
9.
10.

Ancillary Duties

PSAP personnel can be involved in a variety of activities that are unrelated to the effective delivery of 9-1-1 service. The following section documents traditional duties that PSAP personnel spend a substantial amount of time on in addition to providing 9-1-1 service.

5. Indicate any non-call taking and/or dispatch duties and responsibilities assigned to PSAP staff.

Please choose all that apply:

- Staffing of public information window ____
- Jail duties ____
- Issuing permits ____
- Administrative phone calls ____
- Processing warrant inquiries ____
- Clerical duties ____
- Other ____

PSAP Statistics

6. Annual 9-1-1/emergency call volume.

	2008	2009	2010	2011 (as of 9/30)
9-1-1 Emergency Wireline				

Call volume based on calendar year (Jan 1-Dec 31)

7. Annual non-emergency call volume.

	2008	2009	2010	2011 (as of 9/30)
Non-emergency Calls				

Call volume based on calendar year (Jan 1- Dec 31). Non-emergency calls are defined as called answered on administrative telephone lines.



8. Annual total incidents/calls for service.

Law Enforcement

Year	Dispatched Incidents	On View Incidents	Traffic Stops
2008			
2009			
2010			
2011 (as of 9/30)			

Dispatched incidents are incidents resulting from a call directly to the agency or a transferred call from a primary PSAP agency. On view incidents are initiated by a field unit – not including traffic stops i.e. patrol reports, open door, and vandalism. Traffic stops are office initiated motor vehicle activity.

Call volume based on calendar year (Jan 1-Dec 31)

9. Annual total incidents/calls for service.

Fire

Year	Dispatched Incidents
2008	
2009	
2010	
2011 (as of 9/30)	

10. Annual total incidents/calls for service.

EMS

Year	Dispatched Incidents
2008	
2009	
2010	
2011 (as of 9/30)	

Network**11. What are the monthly costs for the wireline 9-1-1 trunks?**

Please write answer below:

12. What are the monthly 9-1-1 ALI database costs?

Please write answer below:

- 13. If available, attach a wireline 9-1-1 network diagram is available which includes selective router connectivity, end office (central office where your PSAP receives dial tone), numbers of trunks, ALI data trunks, etc...**

Kindly attach the aforementioned documents along with the survey.

- 14. Please attach the following reports from 9-1-1 wireline service provider(s) for the past 24 months. Include reports that display the volume of these types of events and the causes for the events.**

- 9-1-1 outage report
- Wire line 9-1-1 call misroute report
- Abandoned 9-1-1 call report

Kindly attach the aforementioned documents along with the survey.

- 15. On average, how many trunk/network problems are reported by your PSAP repair on a monthly basis?**

Please write answer below:

Contingency

- 16. Are the 9-1-1 trunks which transport calls into your PSAP diverse or redundant in the event a trunk is not functioning so that calls will still be delivered to your PSAP?**

Please choose only one of the following:

Yes or No

GIS

- 17. Does your PSAP have GIS mapping?**

Please choose only one of the following:

Yes or No

- 18. If yes, who provides your PSAP with the GIS data (not software)?**

Please write your answer(s) below:

Contact Name	Phone Number of E-mail
<input type="text"/>	<input type="text"/>



19. Do you use a street centerline in your mapping application?

Please choose only one of the following:

Yes or No

20. Does the street data have the following information:

Please choose the appropriate response for each item:

Street Names	Yes	No
Address ranges (block ranges	Yes	No

21. Is the street data updated when changes are needed. If yes, how frequently?

Please choose only one of the following:

Yes or No

Comment on your choice below:

22. Does the update schedule meet the needs for public safety?

Please choose only one of the following:

Yes or No

23. Do you use address points in your mapping applications?

Please choose only one of the following:

Yes or No

24. Is there an address point for every addressable structure?

Please choose only one of the following:

Yes or No (please explain)

25. Point location represent (select one):

Please choose the appropriate response for each item:

	Yes	Uncertain	No
Structure locations			
Driveway access			
Centroid of the parcel boundary			



26. Is the address point updated when there is a change?

Please choose only one of the following:

Yes – how frequently? or No

27. Does the update schedule meet the needs for public safety?

Please choose only one of the following:

Yes or No

Financial

Budget and Expense Detail

28. What percentage of your agency's operational budget is provided/covered by:

	% of funds
Wireline 9-1-1 funds	
Grants	
City/County general revenue	
Other (please list)	

29. Do you believe the current funding structure for wireline surcharges are adequate for sustaining your PSAP?

Please choose only one of the following:

Yes or No

30. Do you believe the current funding structure for wireless surcharges is sufficient?

Please choose only one of the following:

Yes or No

31. What 9-1-1 regulations could be improved to enhance PSAP operations?

Please write your answer below



32. Financial Information Provide the expense detail for your agency.

	Actual 2009	Actual 2010	Budget 2011
Full Time Wages			
Part Time/Per Diem Wages			
Overtime			
Shift Differential			
Holiday Pay			
Training Wages			
Supplies			
Training and Travel			
Utilities (Electricity, Water, Sewer, Gas)			
Miscellaneous (Headsets, Chairs, Other)			
Radio – Capital			
Radio – Maintenance			
CAD – Capital			
CAD – Maintenance			
Administrative Telephone – Capital			
Administrative Telephone – Maintenance			

Staffing

33. For the current fiscal year, list the authorized/budgeted positions and current staffing levels.

Please note: Each allocated positions should only be counted once. For example, an allocated position will be counted as a dispatch “or” a combined call taker/dispatcher.

	Full-time authorized positions	Part-time authorized positions	Full-time budgeted positions	Part-time budgeted positions
Director				
Manager				
Technical Manager/Coordinator				
Administrative Assistant				
Call Taker				
Dispatcher				
Combined Call Taker/Dispatcher				



Governance

34. Please provide brief explanation of your PSAPs governance structure:

Please choose all that apply and provide a comment:

Policy Board or user agency representation	
Chief or sheriff (or some level of agency leadership) establishes policy	
Independent agency in with city/county structure	
Other (please explain)	

Technical

This section will capture the technical, radio, and interoperability information.

35. What type of two-way radio system do you now utilize? (choose one)

VHF UHF 800 MHz

36. Is this system trunked or conventional?

Please write your answer below

37. If trunked, which type of system?

Please choose only one of the following:

- Motorola Smartnet/Astro
- Motorola P25
- Ma/Com EDACS
- Ma/Com P25

38. If trunked, is it owned (by your agency) or leased (i.e. Racom)?

Please write your answer below

39. If VHF or UHF, is your radio system capable of narrowband operation as required by the FCC no later than January 1, 2013?

Please choose the appropriate response for each item:

	Yes	Uncertain	No
Narrowband capable			



40. If your system is capable of narrowband operation, are you now operating in a narrowband mode, with narrowband frequencies?

Please choose the appropriate response for each item:

	Yes	Uncertain	No
Currently operating in narrowband mode			

41. If VHF or UHF, is your system capable of P25 digital operation?

	Yes	Uncertain	No
Capable of P25 operation			

42. Have you made any significant upgrades to your radio system in the past three (3) years? If yes, please describe.

Please choose only one of the following:

Yes or No or Uncertain (if yes, please describe)

43. If VHF or UHF, what percentage of the mobile, portable, and pager radios now used by the public safety and public works agencies within your city or county are capable of narrowband operation?

44. Are there any specific components that have been included in your radio system to improve interoperability with other local, regional, or state agencies? (i.e., ACU-1000 or other radio channel “patching” devices).



45. Which statement best describes the decision making process and the level of interagency partnership in your jurisdiction?

Please choose only one of the following:

- Area decision making groups are information and do not yet have a strategic plan to guide interoperability goals and funding.
- Some formal agreements exist and informal agreements are in practice amount members of the decision making groups for the area.
- Formal agreements exist and outline the roles and responsibilities of an area-wide decision making group.
- Area-wide decision making bodies proactively look to expand membership to ensure representation from broad public support disciplines.

46. Which statement best describes the technology standards and equipment that is being utilized to provide interagency communications in your jurisdiction?

Please choose only one of the following:

- Interoperability within the area is primarily achieved through the use of gateways (mobile/fixed gateway, console patch), shared radios, or use of radio cache.
- Interoperability within the area is primarily achieved through the use of shared channels or talk groups.
- Interoperability within the area is primarily achieved through the use of a proprietary shared system.
- Interoperability within the area is primarily achieved through the use of standards-based shared system (e.g., Project 25).

47. Which statement best describes the ease and regularity of interagency communications across all types of events (routine, mutual aid operations, major incidents) in your jurisdiction?

Please choose only one of the following:

- First responders across the area seldom use interoperability solutions unless advanced planning is possible (e.g., with special events).
- First responders across the area use interoperability solutions regularly for emergency events, and in limited fashion for routine day-to-day communications.
- First responders across the area use interoperability solutions regularly and easily for all routine, mutual aid, or major disaster events.
- Regular use of interoperability solutions for all day-to-day and out-of-the-ordinary events across the area on demand, in real-time, when needed, as authorized.



48. Please provide your recommendations on improving interoperability of the 9-1-1 communications systems on a local, regional, or statewide level with the current technology and radio systems being utilized.

49. Do operational procedures exist between your agency and all adjoining jurisdictions for interoperable communications between agencies?

Please choose only one of the following:

Yes or No

50. Conventional Radio System Only

Channel Name:

	Channel 1	Channel 2	Channel 3	Channel 4	Channel 5	Channel 6
Mobile Transmit Frequency						
Mobile Receive Frequency						
Tone						

	Channel 7	Channel 8	Channel 9	Channel 10	Channel 11	Channel 12
Mobile Transmit Frequency						
Mobile Receive Frequency						
Tone						

	Channel 13	Channel 14	Channel 15	Channel 16	Channel 17	Channel 18
Mobile Transmit Frequency						
Mobile Receive Frequency						
Tone						



51. Mutual Aide Channels

Name	Channel

Please list the name of the mutual aide channel (such as Fire Blue) or the name of the agency contacted of the primary use (such as sheriff or local law).

52. Trunked Radio System Only

Channel

	Control 1	Control 2	Control 3	Frequency 4	Frequency 5	Frequency 6
Channel						

53. Please attach a copy of your fleet map, if available.

54. Data System Band

Please choose all that apply:

- Air-card
- 700 MHz
- 800 MHz

55. Data System Use

Please choose all that apply:

- Records
- Photos
- Wants and warrants
- Other _____

56. Radio Frequencies

Radio Frequency Used	
Frequency 1	
Frequency 2	
Frequency 3	



Frequency 4	
Frequency 5	
Frequency 6	

57. FCC Call Signs

58. Please provide the information below for your PSAP's Computer Automated Dispatch (CAD) system.

Brand/model	
Software version	
Age of system	

Survey Completion**59. Name and title of person completing this survey.**

Please write your answer below:

Name	
Title	
E-mail or phone number	

