



Emergency Responders Communications Survey

You are receiving an invitation to complete the attached survey because you work for an organization that may employ public safety first responders. The Public Safety Wireless Network (PSWN) Program is interested in your experiences regarding communications between your public safety staff and municipal public safety agencies.

If you have public safety personnel that primarily provide security, fire suppression, emergency medical, or hazardous materials response to your organization, we would appreciate your input to our study.

What is the PSWN Program?

It is a unique initiative sponsored by the Department of Justice and the Department of the Treasury. The program works with the public safety community to improve interoperable wireless communications among local, state, federal, and tribal public safety agencies. The program provides a variety of services to the public safety community including educational symposiums, literature on the challenges of establishing interoperable communications, technology evaluations and pilot projects, and direct support to selected states in overcoming obstacles to interoperability.

What is the purpose of this study?

The program understands the critical role of private, non-governmental, and other non-traditional first responders in responding to emergencies. The study will examine how various frontline public safety providers for organizations like yours work with public safety agencies at all governmental levels. Specifically, the study will focus on wireless communications interoperability. The program is conducting this study because emergency responses are more effective, and the community is better served, when all responders have access to timely, accurate information. More information on the PSWN Program can be found on our Web site at www.pswn.gov

What are interoperable communications?

For the purposes of this study, interoperable communications refer to the ability of law enforcement officers, firefighters, emergency medical providers, and other public safety first responders to communicate with each other immediately, when they need to, using radio frequency communications equipment—specifically, portable (i.e., handheld), mobile (i.e., vehicle mounted), or fixed (i.e., desktop or console-based) radios.

How will your survey responses be used?

Data collected from the survey will be used to develop a report on the status of radio communications between private, non-governmental, or other non-traditional first responders and governmental first responders. The report will also provide recommendations on improving public safety communications between these first responders. **Note:** The PSWN Program intends to maintain the anonymity of all data sources. Neither you nor your organization will be identified by name.

How can you obtain a copy of the report?

The program expects to make the report available in early 2003, in hard copy and on the PSWN Program Web site at www.pswn.gov. If you would like to receive a copy of the report when it is complete, please check the box at the end of the survey and provide an address where it can be mailed.

Why your input is important?

We need to obtain information and input from as wide a variety of sources as possible so that the report and its recommendations are balanced and sound. Therefore, we are asking for your assistance in responding to the attached survey. It will require approximately 20 minutes to complete and needs to be returned by fax or mail. You can save time by taking the survey online at www.pswn.gov/survey/index.htm. To best support program goals, **please provide your survey responses no later than October 18, 2002.**

If you have any questions about the survey, or the project in general, please call 800-565-PSWN.

Thank you



Emergency Responders Communications Survey

Note: As indicated below, there are 9 key areas in this study. The person filling out this survey should be an employee from one of these key areas and have knowledge of the organization’s overall emergency response capabilities and procedures and use of wireless communications. If contract personnel provide one of your public safety services (e.g., security), you may need to contact them to obtain responses to some of the survey questions.

1. Indicate which category best describes the organization for which you provide “public safety” incident response support.

Key Areas	
<input type="checkbox"/> Airport or harbor operation	<input type="checkbox"/> Oil refinery
<input type="checkbox"/> Amusement park	<input type="checkbox"/> Private/contract fire or EMS provider to government
<input type="checkbox"/> Hospital	<input type="checkbox"/> Transit agency
<input type="checkbox"/> Military installation	<input type="checkbox"/> University
<input type="checkbox"/> Nuclear power plant	

Government Agency Other, please specify _____

2. Indicate what category best describes your organizational affiliation.

<input type="checkbox"/> Local government	<input type="checkbox"/> Quasi government (e.g., harbor authority), please specify _____
<input type="checkbox"/> State government	<input type="checkbox"/> Private, for profit, organization, please specify _____
<input type="checkbox"/> Federal Government	<input type="checkbox"/> Private, not for profit, organization, please specify _____
<input type="checkbox"/> Tribal Nation	
<input type="checkbox"/> Other, please specify _____	

3. Indicate the type of emergency response services provided by your organization or available on your site. Check all that apply.

Security/safety/law enforcement
 Emergency medical services
 Fire protection/fire suppression
 Hazardous materials response or mitigation
 Other, please specify _____

4. Briefly explain what the basis was for the creation of your public safety functions.

5. Are there any local, state, or federal regulatory requirements that mandate that you work or plan with other public safety agencies? Yes No If yes, briefly explain below.

Emergency Responders Communications Survey

6. What is the size of the area that you serve?

- | | |
|---|--|
| <input type="checkbox"/> Under 1 square mile | <input type="checkbox"/> 26 – 75 square miles |
| <input type="checkbox"/> 2 – 5 square miles | <input type="checkbox"/> Greater than 75 square miles |
| <input type="checkbox"/> 6 – 10 square miles | <input type="checkbox"/> If you know the exact size, please enter it here: |
| <input type="checkbox"/> 11 – 25 square miles | _____ |

7. What is the daily population for the area you serve?

- | | |
|---|--|
| <input type="checkbox"/> Under 500 | <input type="checkbox"/> 10,001 – 50,000 |
| <input type="checkbox"/> 501 – 2,500 | <input type="checkbox"/> Greater than 50,000 |
| <input type="checkbox"/> 2,501 – 10,000 | <input type="checkbox"/> If you can provide a more accurate daily population,
please enter it here: _____ |

8. Where do the funds originate to support emergency response needs (i.e., personnel, equipment) at your site? Check all that apply.

- Income generated from organizational activities (i.e., sales of service or products)
- Government funds via taxes
- Government funds via grants
- Other, please specify _____

9. Indicate the types of devices your emergency response personnel use to communicate. Check all that apply.

- Portable/mobile radio
- Enhanced specialized mobile radio (e.g., Nextel)
- Pager
- Cellular telephone
- Landline telephone
- Satellite telephone
- Mobile data
- Other, please specify _____

10. If you checked portable/mobile radio in the previous question, please answer the following questions regarding your communications system. If not, skip to question 11.

(a) On what frequencies does your primary system(s) operate from? Check all that apply.

- | | |
|--|--|
| <input type="checkbox"/> 1 – 25 MHz | <input type="checkbox"/> 173.4 – 174 MHz |
| <input type="checkbox"/> 30 – 50 MHz | <input type="checkbox"/> 220 – 222 MHz |
| <input type="checkbox"/> 72 – 76 MHz | <input type="checkbox"/> 380 – 400 MHz |
| <input type="checkbox"/> 138 – 144 MHz | <input type="checkbox"/> 406.1 – 420 MHz |
| <input type="checkbox"/> 148 – 150.8 MHz | <input type="checkbox"/> 450 – 512 MHz |
| <input type="checkbox"/> 150.8 – 162 MHz | <input type="checkbox"/> 806 – 824/851 – 869 MHz |
| <input type="checkbox"/> 162 – 173.2 MHz | <input type="checkbox"/> 896 – 901/935 – 940 MHz |
| <input type="checkbox"/> 173.2 – 173.4 MHz | <input type="checkbox"/> Other, please specify _____ |

Emergency Responders Communications Survey

(b) With which federal agency do you maintain radio licenses to support the communications needs of your public safety personnel?

- Federal Communications Commission (FCC)—with or without public safety frequency coordinator assistance
- National Telecommunications and Information Administration (NTIA)
- Do Not Know

(c) If you indicated the FCC as your federal licensing agency, what is the FCC classification for the licenses on which you operate? The classifications listed are based on the section of the Commission's Rules in Title 47 of the US Code of Federal Regulations. Check all that apply.

- Commercial Radio Operations (Part 13)
- Unlicensed Operations (Part 15)
- Construction, Marking, and Lighting of Antenna Structures (Part 17)
- Commercial Mobile Radio Services (Part 20)
- Public Mobile Services (Part 22)
- Personal Communications Systems (Part 24)
- Miscellaneous Wireless Communications Systems (Part 27)
- Aviation Services (Part 87)
- Private Land Mobile Radio Services (Part 90)
- Personal Radio Services (Part 95)
- Amateur Radio Services (Part 97)
- Fixed Microwave Services (Part 101)
- Other, please specify _____
- Do Not Know

(d) Does your system include infrastructure (e.g., repeaters) Yes No

(e) What is your system type? Check one in each box:

<input type="checkbox"/> Conventional OR <input type="checkbox"/> Trunked	<input type="checkbox"/> Analog OR <input type="checkbox"/> Digital
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(f) Manufacturer of system infrastructure (check all that apply):

- EF Johnson
- General Electric
- Ericsson or M/A-Com
- Motorola
- Other, please specify _____

(g) Age of system (in years):

- 0–5
- 16–20
- 6–10
- Greater than 20
- 11–15

(h) Do you own, share, or lease the system?

- Own
- Lease
- Share With whom? _____

(i) Are you currently planning system replacement? Yes No

Emergency Responders Communications Survey

- (i) If yes, when (in years) do you expect to replace the system?
 Less than 1 1-2 3-5 Greater than 5
- (k) How far does your coverage extend outside your response area (in miles)?
 0 1-2 3-5 Greater than 5
- (l) Number of system users:
 1-10 11-50 51-150 151-350 Greater than 350
- (m) Are your communications encrypted or secure from outside monitoring?
 Yes No Do not know
- (n) Does your communications system meet your mission requirements? Yes No
- (o) If no, what problems do you experience with your radio system? Check all that apply.
- Poor coverage (e.g., areas where radio is unable to receive or transmit)
 - Interference (e.g., transmissions from outside sources interfere with system use)
 - Equipment problems (e.g., poor quality equipment)
 - Frequent system down time (e.g., system infrastructure out of service)
 - Congestion (e.g., unable to transmit because there is too much radio traffic on a channel)
 - Other, please specify _____
 - Other, please specify _____
- (p) Rate the quality of your communications system:
 Poor Fair Good Excellent

11. Briefly explain how your organization initially request emergency assistance from governmental public safety agencies.

- No need for governmental public safety agency assistance

12. Do you have any mutual aid or automatic aid agreements (verbal or written) with governmental public safety agencies? Yes No

a) If yes, with what levels of government do you have agreement(s)? Check all that apply.

- Local
- State
- Federal
- Tribal
- Other, please specify _____

Emergency Responders Communications Survey

- b) What do the mutual-aid agreement(s) cover? Check all that apply.
- Response by your public safety staff outside your response area
 - Response by governmental public safety resources into your response area
 - Interoperable communications. Please explain below how the agreement addresses interoperable communications.

13. Do you respond to calls outside your response area? Yes No If yes, please provide a brief description of the services you provide outside your response area.

14. Do any of your organization's public safety functions participate in any disaster planning or exercises with governmental public safety providers? Yes No

(a) If yes, with what levels of government do you have disaster exercises? Check all that apply.

- Local State Federal Tribal Private (e.g., hospitals)

(b) What types of disaster exercises? Check all that apply.

- Strategic planning Tabletop Functional drill (e.g., simulated emergency response)

(c) During functional drills, how would you rate the quality of radio communications between public safety personnel?

- Poor Fair Good Excellent

15. How many emergency calls for service (e.g., report of fire, medical emergency, hazardous materials incident, breaking and entering, workplace violence) do you respond to each year?

- 1 – 500 2,500 – 5,000
- 500 – 1,000 5,000 – 10,000
- 1,001 – 2,500 Greater than 10,000
- If you know the exact number of responses, please enter it here _____

16. Of the above emergency calls for service, what percentage involves operating with another jurisdiction, agency, or organization?

- 0% 26–50%
- 1–10% 51–75%
- 11–25% 76–100%

17. Regarding emergency response, indicate the types of government agencies or organizations with whom you operate. Check all that are applicable.

- Local government Quasi government, specify _____
- State government Private organization
- Federal government Other, please specify _____
- Tribal nation None



Emergency Responders Communications Survey

18. Of the above agencies that you operate with on emergency incidents, indicate with which ones you have established communications. Check all that apply.

- Local government
- State government
- Federal government
- Tribal nation
- Quasi government, specify _____
- Private organization
- Other, please specify _____

19. Indicate how you have accomplished communications with these agencies. Check all that apply.

- Use mutual-aid frequency
- Console-to-console patch (at dispatch center)
- Reprogram radio with other agencies' frequencies
- Exchange equipment on scene
- Carry multiple radios
- Dispatcher relay
- Other, please specify _____
- Landline telephone
- Cellular telephone
- Satellite telephone
- Enhanced specialized mobile radio (e.g., Nextel)
- Mobile data
- Not applicable

20. If you do not currently communicate with governmental public safety providers using portable/mobile radios, please indicate why you believe that you do not have that ability. Check all that apply.

- Incompatible infrastructure or technology
- Different frequency bands
- Have not approached agencies to discuss possibility
- Lack of operational requirement to do so
- Have not planned for joint operations
- Do not have funds to address issue
- Governmental public safety agencies do not want that capability
- My organization does not want that capability
- Other, please specify _____
- Other, please specify _____

21. Please share your comments and thoughts on being able to communicate directly, using LMR communications devices, with governmental public safety personnel.



Emergency Responders Communications Survey

22. Working with public safety agencies, are there any **best practices** or **lessons learned** from actual responses to incidents that you would like to share? Please identify the status of your organization for that particular incident (i.e., first responder or support to first responder).

Not applicable

23. Do you have any additional comments on interoperable communications that was not covered by this survey?

Optional

Name _____ Title _____

Organization Name _____

Address _____

City _____ State _____ Zip Code _____

Telephone _____ Fax _____ E-mail Address _____

Please send me a copy of the final report when it is complete

Please add me to your mailing list to receive additional information about PSWN Program activities

Please submit responses no later than October 18, 2002.

Information can be mailed to:

The PSWN Program-SSD Survey, P.O. Box 3926, Fairfax, VA 22038-3926

or

sent via FAX to: (703) 279-2035, attention Grace Chou