

Office of Emergency Communications  
SAFECOM Nationwide Survey  
Federal Questionnaire



Homeland  
Security

### **Paperwork Reduction Act Statement**

The public reporting burden to complete this information collection is estimated at 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and the completing and reviewing the collected information. The collection of information is voluntary. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information, unless it displays a currently valid OMB control number and expiration date. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to [sns@hq.dhs.gov](mailto:sns@hq.dhs.gov) or HS/NPPD/CS&C/OEC, 245 Murray Lane, SW, Mail Stop 0640, Arlington, VA 20598-0640, ATTN: PRA [OMB Control No. 1670-NEW].

### **Confidentiality Statement**

The U.S. Department of Homeland Security's Office of Emergency Communications (OEC) will track responses and participation; however, OEC will not collect personally identifiable information and only aggregated survey data will be made publicly available so that individual responses will not be distinguishable.

### SAFECOM Nationwide Survey

SAFECOM in partnership with the U.S Department of Homeland Security's (DHS) Office of Emergency Communications (OEC) is conducting the SAFECOM Nationwide Survey (SNS). The SNS focuses on public safety organizations and their emergency communications capability needs and gaps. The SNS aims to achieve the following objectives:

- **Raise national awareness** by reiterating how the role of emergency communications operability, interoperability, and continuity helps keep America safe, secure, and resilient;
- **Build industry knowledge** by providing stakeholders with statistically valid data and findings on the current and future state of emergency communications;
- **Influence public policy** by informing decision-makers and officials at all government levels about needed support for emergency communications, programs, and services;
- **And drive capability improvements** by identifying nationwide progress, best practices, and gaps, and by formulating data-driven, evidence-based guidance and resources.

#### Taking the Survey:

- **Plan:** The estimated time to complete the SNS is 30 minutes; however, it does not need to be completed all at once.
- **Coordinate:** SNS results will represent organizational-level responses. An organizational representative should coordinate and complete the SNS with support from colleagues having the knowledge to help answer questions on technical and operational subject matter.
- **Review:** Review the full survey prior to starting to determine which questions may require collaboration between colleagues within your organization.

#### Submissions:

- SNS submissions are due by **September 30, 2017**.
- For questions or technical help, e-mail [sns@hq.dhs.gov](mailto:sns@hq.dhs.gov), or call (800) XXX-XXXX.

#### Completed surveys can be returned via:

- U.S. Postal Service to: DHS – OEC, ATTN: Ron Hewitt c/o Eric Runnels, 245 Murray Lane, SW, Mailstop 0613, Washington, DC 20598-0613;
- A scanned copy e-mailed to: [sns@hq.dhs.gov](mailto:sns@hq.dhs.gov); or
- A faxed copy transmitted to: DHS – OEC, ATTN: Eric Runnels at (703) 705-6130.

### Question and Response Example

**Format:** Question 1 below illustrates one of the survey’s matrix formats with hypothetical responses.

**Guidance:** Tips on how to answer matrix question types are listed below:

- Read the question prompt and pay close attention to any underlined terms.
- From top to bottom, read the descriptions in the first column on the left.
- From left to right, read the descriptions in the first row across the top.
- Select one response per row (not by column) that best reflects your organization.
- Definitions of key terms (“Decision-Making Groups”) are listed below the answer options.

**1) Select the responses that best characterize your organization’s involvement in decision-making groups that address emergency communications:** (For each row, select one response) Note: Reading from left to right, the first four responses are progressive (i.e., to select the fourth response, an organization must have surpassed all the first three response criteria)

	My organization participates in informal decision-making groups	My organization participates in a mix of informal and formal decision-making groups	My organization participates primarily in formal decision-making groups	My organization's formal groups proactively recruit new participants beyond first responders	Not Applicable
With Other Disciplines	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With Local Governments	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With State/Territorial Governments	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With Tribal Nations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With Other Federal Departments/ Agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
With Non-Governmental Organizations (NGOs)/ Private Sector	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With International/ Cross-Border Entities	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Decision-Making Groups:** A group or governing body with a published agreement that designates its authority, mission, and responsibilities.

**Reminder:** The completed matrix above is only one example of SNS question types and responses. Throughout the SNS, question formats change and present other instructions. For example, other instructions include the following prompts:

- For each column, select one response;
- For each column, select all that apply; and,
- For each row, select one response per column.

Please remember to closely read all questions, underlined terms, and definitions. For any questions or technical help, e-mail [sns@hq.dhs.gov](mailto:sns@hq.dhs.gov) or call 1(800) XXX-XXXX. Thank you for your participation!

**Demographic Questions**

**1) Enter your organization's formal name: (No acronyms)**

Organization: \_\_\_\_\_

**2) Select the response that best characterizes your organization: (Select one response)**

- Headquarters (HQ)
- Regional or Field Office

**3) Select the response that best characterizes your organization's public safety discipline: (Select one response)**

- Fire
- Law Enforcement
- Emergency Medical Services
- Public Safety Answering Point (PSAP)/Public Safety Communications Center (PSCC)
- Other Emergency Response Discipline

**4) Estimate the number of personnel in your organization who use emergency communications: (Select one response)**

- Less than 50
- 51-250
- 251-500
- 501-1,000
- 1,001-5,000
- 5,001-10,000
- Greater than 10,000

**5) Estimate the population size that your organization serves: (Select one response)**

- Less than 2,500
- 2,501 – 4,999
- 5,000 – 9,999
- 10,000 – 24,999
- 25,000 – 249,999
- 250,000 – 1 million
- Greater than 1 million

**Governance — the following questions address your organization’s involvement in decision-making groups.**

- 1) **Select the responses that best characterize your organization’s involvement in decision-making groups that address emergency communications:** (For each row, select one response)  
 Note: Reading from left to right, the first four responses are progressive (i.e., to select the fourth response, an organization must have surpassed all of the first three response criteria)

	My organization participates in informal decision-making groups	My organization participates in a mix of informal and formal decision-making groups	My organization participates primarily in formal decision-making groups	My organization's formal groups proactively recruit new participants beyond first responders	Not Applicable
With Other Disciplines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With Local Governments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With State/Territorial Governments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With Tribal Nations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With Other Federal Departments/Agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With NGOs/Private Sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With International/Cross-Border Entities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Decision-Making Groups:** A group or governing body with a published agreement that designates its authority, mission, and responsibilities.

**Emergency Communications:** Capabilities needed to transmit/receive information during public safety incidents (e.g., natural disasters, acts of terrorism, other man-made events).

**Other Disciplines:** Personnel with another organization of a different discipline (e.g., fire, law enforcement) within the same jurisdiction.

**NGOs/Private Sector:** Non-profit or for-profit organizations participating in emergency communications planning, use or reconstitution (e.g., NGOs, utilities, communications service providers, equipment operators, transportation, food distribution, Volunteer Organizations Active in Disasters [VOAD]).

**International/Cross-Border Entities:** Foreign organizations (e.g., Canadian or Mexican organizations).

- 2) **Do the decision-making groups in which your organization participates support its needs to achieve:** (For each row, select one response per column)

	For “day-to-day” situations?	For “out-of-the-ordinary” situations?
Operability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Interoperability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Continuity	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

**Operability:** Ability to provide and maintain reliable communications functionality throughout the area of responsibility.

**Interoperability:** Ability of emergency response providers and relevant government officials to communicate across jurisdictions, disciplines, and levels of government as needed and as authorized.

**Continuity:** Ability to provide and maintain acceptable levels of communications during disruptions in operations.

**Day-to-Day Situations:** Situations within the general normal structure for an organization, including routine operations.

**Out-of-the-Ordinary Situations:** Situations that may stretch and/or overwhelm the abilities of an organization.

**Governance — the following questions address your organization’s agreements.**

**3) Select the responses that best characterize the agreements your organization has made to ensure emergency communications interoperability: (For each row, select one response) Note: Reading from left to right, the first four responses are progressive (i.e., to select the fourth response, an organization must have surpassed all of the first three response criteria)**

	There are informal, undocumented agreements in practice with	There are published and active agreements <u>with some</u>	There are published and active agreements <u>with most</u>	Agreements are reviewed every 3–5 years, after system upgrades, or incidents that test capabilities	Not Applicable
Other Disciplines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local Governments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
State/Territorial Governments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tribal Nations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Federal Departments/Agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NGOs/Private Sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
International/Cross-Border Entities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Published and Active Agreements:** Memoranda of Understanding (MOU), Executive Orders, Intergovernmental agreements, etc.  
**Other Disciplines:** Personnel with another organization of a different discipline (e.g., fire, law enforcement) within the same jurisdiction.  
**NGOs/Private Sector:** Non-profit or for-profit organizations participating in emergency communications planning, use or reconstitution (e.g., NGOs, utilities, communications service providers, equipment operators, transportation, food distribution, VOADs).  
**International/Cross-Border Entities:** Foreign organizations (e.g., Canadian or Mexican organizations).

**4) Do your organization’s agreements meet its needs to achieve:** (For each row, select one response per column)

	For “day-to-day” situations?	For “out-of-the-ordinary” situations?
Operability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Interoperability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Continuity	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

**Operability:** Ability to provide and maintain reliable communications functionality throughout the area of responsibility.  
**Interoperability:** Ability of emergency response providers and relevant government officials to communicate across jurisdictions, disciplines, and levels of government as needed and as authorized.  
**Continuity:** Ability to provide and maintain acceptable levels of communications during disruptions in operations.  
**Day-to-Day Situations:** Situations within the general normal structure for an organization, including routine operations.  
**Out-of-the-Ordinary Situations:** Situations that may stretch and/or overwhelm the abilities of an organization.

**Governance — the following question addresses the funding of your organization’s communications capabilities, regardless of whether the items it uses are owned or shared.**

**5) Select the responses that best characterize each of the funding items listed: (For each row, select one response)**

Funding Items	There is no funding for this item	There is funding, but it is insufficient to meet needs	There is funding, and it is sufficient for all needs	Funding is sufficient and has been identified to address needs beyond the current budget cycle	Don't Know	Not Applicable
Personnel (comms install/O&M)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Network/system(s) – Capital investments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Network/system(s) – Operating costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Network/system(s) – Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Network/system(s) upgrade(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Network decommissioning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Equipment management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Equipment upgrades	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Equipment disposal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interoperability solutions – Capital investments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interoperability solutions – Operating costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interoperability solutions – Maintenance costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interoperability solutions – Research and development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cybersecurity – Capital investments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cybersecurity – Operating costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cybersecurity – Maintenance costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Applications and services development and implementation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wireless Priority Services (WPS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telecommunications Service Priority (TSP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Personnel:** Individuals responsible for communications installations, operations, and maintenance.

**Capital Investment:** Equipment and other one-time costs.

**Network decommissioning:** The process of removing systems and equipment from active service.

**Interoperability solutions:** Any method, process, or system used to enable interoperability (e.g., radio swaps, channel or console crosspatching, and shared system or channels).

**Wireless Priority Services:** A DHS OEC priority telecommunications service that improves the connection capabilities for authorized National Security/Emergency Preparedness (NS/EP) cell phone users (e.g., senior members of the Presidential administration, local emergency managers, fire and police chiefs, and technicians in wireline and wireless carriers, banking, nuclear facilities, and other vital national infrastructures). See <https://www.dhs.gov/wireless-priority-service-wps>.

**Telecommunications Service Priority:** A DHS OEC program that authorizes NS/EP organizations to receive priority treatment for vital voice and data circuits or other telecommunications services. See <https://www.dhs.gov/telecommunications-service-priority-tsp>.



**Governance — the following questions address your organization’s strategic planning for emergency communications.**

6) **Select the response that best characterizes your organization’s strategic planning process for emergency communications:** (Select one response)

- No planning process for emergency communications is in place
- Informal planning process for emergency communications occurs periodically
- Formalized planning process for emergency communications is in place
- Multi-agency strategic planning process for emergency communications is institutionalized

7) **Does your organization’s strategic planning process address its needs to achieve:** (For each row, select one response per column)

	For “day-to-day” situations?	For “out-of-the-ordinary” situations?
Operability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Interoperability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Continuity	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

**Operability:** Ability to provide and maintain reliable communications functionality throughout the area of responsibility.

**Interoperability:** Ability of emergency response providers and relevant government officials to communicate across jurisdictions, disciplines, and levels of government as needed and as authorized.

**Continuity:** Ability to provide and maintain acceptable levels of communications during disruptions in operations.

**Day-to-Day Situations:** Situations within the general normal structure for an organization, including routine operations.

**Out-of-the-Ordinary Situations:** Situations that may stretch and/or overwhelm the abilities of an organization.

**Standard Operating Procedures (SOPs) – the following questions address your organization’s SOPs.**

**8) Select the responses that apply to your organization’s SOPs: (Select all that apply)**

- No communications SOP or equivalent guidelines currently exist
- Communications personnel SOPs exist (e.g., mobilization, deployment, demobilization)
- Communications resources SOPs exist (e.g., activation, deployment, deactivation)
- SOPs are updated on a regular basis

**Personnel:** Individuals responsible for communications installations, operations, and maintenance.

➤ **Instructions:**

- Skip to Question 9 Only If you selected “No communications SOP or equivalent guidelines currently exist” to Question 8 above.
- However, if you selected one of the other responses to Question 8 above, Questions 8a – b below are follow-ups.

**8a) Select the guidelines or standards that have influenced your organization’s communications SOPs: (Select all that apply)**

- |  |  |
|--|--|
| <input type="checkbox"/> Communications Security, Reliability, and Interoperability Council’s (CSRIC) guidance | <input type="checkbox"/> National Institute of Standards and Technology (NIST) Cybersecurity Framework   |
| <input type="checkbox"/> Criminal Justice Information Services (CJIS) guidance                                 | <input type="checkbox"/> National Incident Management System (NIMS)/Incident Command Structure (ICS) guidance  |
| <input type="checkbox"/> DHS Communications Sector-Specific Plan (CSSP)  | <input type="checkbox"/> NIMS/ICS Communications Unit (COMU)   |
| <input type="checkbox"/> Emergency Services Sector Roadmap to Secure Voice and Data Systems                    | <input type="checkbox"/> National Information Exchange Model (NIEM) guidance   |
| <input type="checkbox"/> Federal Partnership for Interoperable Communications (FPIC)                           | <input type="checkbox"/> National Response Framework (NRF)   |
| <input type="checkbox"/> Information Sharing and Analysis Centers (ISAC)                                       | <input type="checkbox"/> Federal Plain Language Guidelines   |
| <input type="checkbox"/> Information Sharing and Analysis Organizations (ISAO)                                 | <input type="checkbox"/> SAFECOM guidance (e.g., Guidelines for Encryption in Land Mobile Radio [LMR] Systems, Next Generation 911 [NG911] Cybersecurity Primer) |
| <input type="checkbox"/> National Cyber Incident Response Plan (NCIRP)   | <input type="checkbox"/> SAFECOM Interoperability Continuum  |
| <input type="checkbox"/> National Emergency Communications Plan (NECP)   | <input type="checkbox"/> SAFECOM Guidance on Emergency Communications Grants   |
| <input type="checkbox"/> National Interoperability Field Operations Guide (NIFOG)                              | <input type="checkbox"/> Industry guidance (e.g., vendor, provider, trade organization)  |
| <input type="checkbox"/> National Infrastructure Protection Plan (NIPP)  | <input type="checkbox"/> None of the above   |

**8b) Select the topics that are included in your organization’s SOPs: (Select all that apply)**

- |  |   |
|--|---|
| <input type="checkbox"/> Land Mobile Radio (LMR) | <input type="checkbox"/> Priority services  |
| <input type="checkbox"/> Broadband               | <input type="checkbox"/> Next Generation 911 (NG911)  |
| <input type="checkbox"/> Project 25 Encryption   | <input type="checkbox"/> Alerts, Warnings, and Notifications (e.g., Wireless Emergency Alert, Emergency Alert System) |
| <input type="checkbox"/> Social media            | <input type="checkbox"/> None of the above  |
| <input type="checkbox"/> Cybersecurity           |   |

**Priority Services:** Government Emergency Telecommunications Service (GETS), WPS, TSP.

**Standard Operating Procedures (SOPs) – the following question addresses your organization’s SOPs.**

9) Do your organization’s SOPs meet its needs to achieve: (For each row, select one response per column)

	For “day-to-day” situations?	For “out-of-the-ordinary” situations?
Operability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Interoperability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Continuity	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

**Operability:** Ability to provide and maintain reliable communications functionality throughout the area of responsibility.

**Interoperability:** Ability of emergency response providers and relevant government officials to communicate across jurisdictions, disciplines, and levels of government as needed and as authorized.

**Continuity:** Ability to provide and maintain acceptable levels of communications during disruptions in operations.

**Day-to-Day Situations:** Situations within the general normal structure for an organization, including routine operations.

**Out-of-the-Ordinary Situations:** Situations that may stretch and/or overwhelm the abilities of an organization.

**Technology — the following question addresses your organization’s technology solutions.**

10) Select the responses that best characterize the technology solutions used by your organization for interoperability, regardless of whether the systems in use are owned or shared: (For each row, select one response) Note: Reading from left to right, the first four responses are progressive (i.e., to select the fourth response, an organization must have surpassed all of the first three response criteria)

Technology Solutions	Portable, mobile, temporary solutions are developed in the field with resources/equipment on hand*	Planned solutions are readily deployable, but do not employ compatible equipment**	Fixed infrastructure-based solutions are employed that use compatible equipment***	Infrastructure-based solutions are in place and advanced solutions are being planned	Not Applicable
With Other Disciplines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With Local Governments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With State/Territorial Governments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With Tribal Nations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With Other Federal Departments/Agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With NGOs/Private Sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With International/Cross-Border Entities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other Disciplines:** Personnel with another organization of a different discipline (e.g., fire, law enforcement) within the same jurisdiction.

**NGOs/Private Sector:** Non-profit or for-profit organizations participating in emergency communications planning, use or reconstitution (e.g., NGOs, utilities, communications service providers, equipment operators, transportation, food distribution, VOADs).

**International/Cross-Border Entities:** Foreign organizations (e.g., Canadian or Mexican organizations).

\* Such as radio swaps.

\*\* Such as channel patches or Mobile Command Posts.

\*\*\* Such as shared systems, channels or talkgroups.

**Technology — the following question addresses your organization's technology solutions.**

**11) Select the interoperability solutions your organization employs, regardless of whether the systems in use are owned or shared: (Select all that apply)**

- |   |   |
|---|---|
| <input type="checkbox"/> Base Interface Module solution (BIM-to-BIM)  | <input type="checkbox"/> Fixed audio/gateway switch   |
| <input type="checkbox"/> Channel/console cross-patching   | <input type="checkbox"/> Digital system (Internet Protocol-based)   |
| <input type="checkbox"/> Commercial wireless service (Bring-Your-Own-Device)  | <input type="checkbox"/> Mobile Command Post/Mobile Communications Post/Mobile Command Center   |
| <input type="checkbox"/> Commercial wireless service (Government Furnished Equipment)   | <input type="checkbox"/> Mutual Aid channels/talkgroups (Shared channels/talkgroups)  |
| <input type="checkbox"/> Common applications (use of same or compatible applications to share data)   | <input type="checkbox"/> National Information Exchange Model (NIEM)-based data exchange   |
| <input type="checkbox"/> Console-to-console intercom interconnections (Center-to-Center Voice and Data)                                       | <input type="checkbox"/> National Public Safety Planning Advisory Committee (NPSPAC) channels   |
| <input type="checkbox"/> Crossband repeaters  | <input type="checkbox"/> One-way standards-based sharing of data (applications to "broadcast/push" or "receive/pull" data from systems) |
| <input type="checkbox"/> Custom-interfaced applications (e.g., custom linking of proprietary applications or use of middleware to share data) | <input type="checkbox"/> Radio cache/Radio exchange   |
| <input type="checkbox"/> Data exchange hubs (e.g., Computer-Aided Dispatch [CAD]-to-CAD, integrated message switching systems [MSS])          | <input type="checkbox"/> Radio reprogramming  |
| <input type="checkbox"/> Deployable audio/gateway switch  | <input type="checkbox"/> Shared system (conventional or trunked)  |
| <input type="checkbox"/> Deployable site infrastructure (e.g., Cell on Wheels [COW]/Cell on Light Truck [COLT])                               | <input type="checkbox"/> Standards-based shared systems (e.g., Project 25 [P25])  |
| <input type="checkbox"/> Established channel sharing agreements   | <input type="checkbox"/> Inter-RF Subsystem Interface (ISSI)/Console Subsystem Interface (CSSI)   |
|   | <input type="checkbox"/> None of the above  |

**Interoperability:** Ability of emergency response providers and relevant government officials to communicate across jurisdictions, disciplines, and levels of government as needed and as authorized.

**Technology** — the following question addresses your organization’s technology solutions, regardless of whether the systems in use are owned or shared.

**12) Select the types of information that is exchanged between your organization and others:** (For each column, select all that apply)

Information Types	With Other Disciplines	With Local Governments	With State/Territorial Governments	With Tribal Nations	With Other Federal Departments/Agencies	With NGOs/Private Sector	With International/Cross-Border Entities	None
Voice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Video	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Geographic information system (GIS) data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evacuee/patient tracking data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accident/crash (telematics) data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resource data (available equipment, teams, shelter/hospital beds)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Biometric data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer-Aided Dispatch (CAD) data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Automatic Vehicle Location (AVL) data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Common Operating Picture data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other types of data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other Disciplines:** Personnel with another organization of a different discipline (e.g., fire, law enforcement) within the same jurisdiction.

**NGOs/Private Sector:** Non-profit or for-profit organizations participating in emergency communications planning, use or reconstitution (e.g., NGOs, utilities, communications service providers, equipment operators, transportation, food distribution, VOADs).

**International/Cross-Border Entities:** Foreign organizations (e.g., Canadian or Mexican organizations).

**Technology — the following question addresses your organization’s technology solutions, regardless of whether the systems in use are owned or shared.**

**13) Select the extent to which the following factors affect your organization’s ability to communicate:** (For each row, select one response)

Factors	Great Extent	Some Extent	Little Extent	None	Not Applicable
Unplanned system/equipment failure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excessive planned downtime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency interference	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
System congestion (e.g., limited spectrum capacity, insufficient frequencies)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cybersecurity disruption or breach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poor coverage (in-building)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poor coverage (outdoors)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poor subscriber unit quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Insufficient site hardening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Insufficient system/equipment redundancy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Insufficient route diversity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deferred maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deferred capital expenditures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diminished service due to adding users from beyond our organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
System/equipment failure beyond the ownership or control of our organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Incompatibility of proprietary systems, modes, and algorithms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Insufficient System/Equipment Redundancy:** Inability of additional or duplicate communications assets to share the load or provide backup to the primary asset.

**Insufficient Route Diversity:** A single point of failure or dependence on a single provider causing diminished ability to communicate (e.g., backhaul severs buried cable and causes outage).

**Technology — the following questions address the sufficiency of your organization’s technology solutions. These questions are presented with respect to technology only.**

**14) Does your organization have the appropriate infrastructure, systems, equipment, and facilities to continue to communicate (i.e., achieve continuity of communications):** (For each row, select one response)

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
For “day-to-day” situations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For “out-of-the-ordinary” situations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Day-to-Day Situations:** Situations within the general normal structure for an organization, including routine operations.

**Out-of-the-Ordinary Situations:** Situations that may stretch and/or overwhelm the abilities of an organization.

**15) Complete this sentence:** “Our organization has the appropriate fixed, portable, mobile, deployable, and/or temporary solutions to support interoperability for day-to-day situations...” (For each row, select one response)

	Not at all	Not within first 4 hours after our units arrive	Between 2-4 hours after our units arrive	Between 15 minutes-2 hours after our units arrive	Starting 0-15 minutes after our units arrive	Not Applicable
With Other Disciplines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With Local Governments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With State/Territorial Governments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With Tribal Nations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With Other Federal Departments/Agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With NGOs/Private Sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With International/Cross-Border Entities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Day-to-Day Situations:** Situations within the general normal structure for an organization, including routine operations.

**Other Disciplines:** Personnel with another organization of a different discipline (e.g., fire, law enforcement) within the same jurisdiction.

**NGOs/Private Sector:** Non-profit or for-profit organizations participating in emergency communications planning, use or reconstitution (e.g., NGOs, utilities, communications service providers, equipment operators, transportation, food distribution, VOADs).

**International/Cross-Border Entities:** Foreign organizations (e.g., Canadian or Mexican organizations).



**Technology — the following questions address the sufficiency of your organization’s technology solutions. These questions are presented with respect to technology only.**

**16) Complete this sentence:** “Our organization has the appropriate fixed, portable, mobile, deployable, and/or temporary solutions to support interoperability for out-of-the-ordinary situations...” (For each row, select one response)

	Not at all	Not within first 72 hours after our units arrive	Between 24-72 hours after our units arrive	Between 8-24 hours after our units arrive	Between 0-8 hours after our units arrive	Not Applicable
With Other Disciplines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With Local Governments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With State/Territorial Governments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With Tribal Nations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With Other Federal Departments/Agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With NGOs/Private Sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With International/ Cross-Border Entities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Out-of-the-Ordinary Situations:** Situations that may stretch and/or overwhelm the abilities of an organization.

**Other Disciplines:** Personnel with another organization of a different discipline (e.g., fire, law enforcement) within the same jurisdiction.

**NGOs/Private Sector:** Non-profit or for-profit organizations participating in emergency communications planning, use or reconstitution (e.g., NGOs, utilities, communications service providers, equipment operators, transportation, food distribution, VOADs).

**International/Cross-Border Entities:** Foreign organizations (e.g., Canadian or Mexican organizations).

**17) Select the response that best characterizes how well your organization’s communications systems meet its mission requirements:** (Select one response)

- Systems do not currently meet mission requirements
- Systems meet only basic mission requirements
- Systems meet mission requirements of day-to-day situations, but not out-of-the-ordinary situations
- Systems meet all mission requirements of day-to-day and most out-of-the-ordinary situations

**Day-to-Day Situations:** Situations within the general normal structure for an organization, including routine operations.

**Out-of-the-Ordinary Situations:** Situations that may stretch and/or overwhelm the abilities of an organization.



**Cybersecurity — the following questions address your organization’s cybersecurity posture.**

**18) Select the elements that your organization incorporates into its cybersecurity planning:** (Select all that apply)

- Risk assessment (preventative)
- Mitigation strategy
- Mitigation evaluation implementation and testing
- Continuous monitoring
- Threat/vulnerability identification
- Incident response plans, policies, and capabilities
- Incident Response Team (IRT)
- Agreement with U.S.-Computer Emergency Readiness Team (CERT) to assist in cybersecurity planning
- Coordinated response and restoration activities with internal and external parties
- Single-factor authentication (e.g., passwords)
- Multi-factor authentication (e.g., smart cards, personal identification verification [PIV] cards, tokens)
- None of the above

**19) Complete this sentence:** “Cybersecurity incidents have had \_\_\_\_\_ on the ability of our emergency response providers and relevant government officials’ ability to communicate over the past five years.” (Select one response)

- Severe impact
- Some impact
- Minimal impact
- No impact
- Don’t know

**Training – the following question addresses your organization’s end user training practices for emergency communications.**

**20) Select the responses that best characterize your organization’s emergency communications training:** (Select all that apply)

- None, personnel have not received training
- Personnel have received, at most, informal education or training
- Some personnel have received formal training
- Substantially all personnel have received formal and regular training
- Evaluations are documented and assessed along with the changing operational environment, to adapt future training to address gaps and needs

**End User:** Individuals receiving or transmitting information.

**Interoperability:** Ability of emergency response providers and relevant government officials to communicate across jurisdictions, disciplines, and levels of government as needed and as authorized.

**Informal Training:** Training with no lesson plans or assessments of student performance; may be on-the-job training.

**Formal Training:** Training that includes a lesson plan and an assessment of student performance, change or behavior; may be in a classroom or on-the-job.

➤ **Instructions:**

- Skip to Question 21 Only If you selected “None, personnel have not received training” to Question 20 above.
- However, if you selected one of the other responses to Question 20 above, Questions 20a – b below are follow-ups.

**Training – the following questions address your organization’s end user training practices for emergency communications.**

**20a) Select the topics that are included in your organization’s emergency communications training:** (Select all that apply)

- National Incident Management System (NIMS) Incident Command Structure (ICS)
- Software training/refresher
- Communications Unit (COMU)
- Commonly used frequencies
- Equipment training/refresher
- Backup systems
- Cybersecurity
- Radio etiquette and terminology
- National Interoperability Field Operations Guide (NIFOG)
- Interoperability plans and practices specific to our organization
- None of the above

**20b) Select the groups that are included in your organization’s emergency communications training:** (Select all that apply)

- Other Disciplines
- Local Governments
- State/Territorial Governments
- Tribal Nations
- Other Federal Departments/Agencies
- NGOs/Private Sector
- International/Cross-Border Entities
- None of the above

**Other Disciplines:** Personnel with another organization of a different discipline (e.g., fire, law enforcement) within the same jurisdiction.

**NGOs/Private Sector:** Non-profit or for-profit organizations participating in emergency communications planning, use or reconstitution (e.g., NGOs, utilities, communications service providers, equipment operators, transportation, food distribution, VOADs).

**International/Cross-Border Entities:** Foreign organizations (e.g., Canadian or Mexican organizations).

**21) Are your organization’s personnel adequately trained in:** (For each row, select one response per column)

	For “day-to-day” situations?	For “out-of-the-ordinary” situations?
Operability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Interoperability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Continuity	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

**Operability:** Ability to provide and maintain reliable communications functionality throughout the area of responsibility.

**Interoperability:** Ability of emergency response providers and relevant government officials to communicate across jurisdictions, disciplines, and levels of government as needed and as authorized.

**Continuity:** Ability to provide and maintain acceptable levels of communications during disruptions in operations.

**Day-to-Day Situations:** Situations within the general normal structure for an organization, including routine operations.

**Out-of-the-Ordinary Situations:** Situations that may stretch and/or overwhelm the abilities of an organization.

**Exercises – the following questions address your organization’s exercises.**

**22) Does your organization either participate in or conduct exercises?** (Select one response)

- No
- Yes

**> Instructions:**

- o Skip to Question 25 Only If you selected “No” to Question 22 above.
- o However, if you selected “Yes” to Question 22 above, Questions 22a – b below are follow-ups.

**22a) Select the types of capabilities and roles included as part of the exercises in which your organization either participates in or conducts:** (Select all that apply)

- Communications operability
- Communications interoperability
- Communications continuity
- Communications Unit Leader (COML)
- Communications Unit Technician (COMT)
- Auxiliary Communications (AUXCOMM)
- Incident Tactical Dispatch
- Mobile Command Post/Mobile Communications Center
- None of the above

**22b) Select the statement that best characterizes how your organization evaluates communications as an exercise objective:** (Select one response)

- Communications is not an exercise objective
- Communications is not evaluated
- Communications is evaluated but not documented
- Communications is evaluated and documented
- Communications is evaluated and documented in accordance with the Homeland Security Exercise Evaluation Program (HSEEP)

**Exercises – the following question addresses your organization’s emergency communications-focused exercises.**

**23) Complete this sentence:** “My organization \_\_\_\_\_ *emergency communications-focused* exercises.” (Select one response)

- Does not participate in or conduct
- Participates in
- Conducts
- Participates in and conducts

**Exercises – the following questions address your organization’s emergency communications-focused exercises.**

➤ **Instructions:**

- Skip to Question 24 Only If you selected “Does not participate in or conduct” for Question 23 above.
- However, if you selected either “Participates in,” “Conducts,” or “Participates in and conducts” for Question 23 above, then Question 23a below is a follow-up that addresses emergency communications-focused exercises.

**23a) Select the types of emergency communications-focused exercises your organization either participates in or conducts: (For each row, select all that apply)**

	Simulation	Seminars	Work shops	Equipment Tests and/ or Drills	Table tops	Functional	Full-scale	Not Applicable
Within Our Organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With Other Disciplines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With Local Governments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With State/Territorial Governments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With Tribal Nations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With Other Federal Departments/ Agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With NGOs/Private Sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With International/ Cross-Border Entities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other Disciplines:** Personnel with another organization of a different discipline (e.g., fire, law enforcement) within the same jurisdiction.

**NGOs/Private Sector:** Non-profit or for-profit organizations participating in emergency communications planning, use or reconstitution (e.g., NGOs, utilities, communications service providers, equipment operators, transportation, food distribution, VOADs).

**International/Cross-Border Entities:** Foreign organizations (e.g., Canadian or Mexican organizations).

**Exercises – the following questions address your organization’s exercises.**

**24) Have exercises adequately prepared your organization’s personnel to achieve:** (For each row, select one response per column)

	For “day-to-day” situations?	For “out-of-the-ordinary” situations?
Operability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Interoperability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Continuity	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

**Operability:** Ability to provide and maintain reliable communications functionality throughout the area of responsibility.

**Interoperability:** Ability of emergency response providers and relevant government officials to communicate across jurisdictions, disciplines, and levels of government as needed and as authorized.

**Continuity:** Ability to provide and maintain acceptable levels of communications during disruptions in operations.

**Day-to-Day Situations:** Situations within the general normal structure for an organization, including routine operations.

**Out-of-the-Ordinary Situations:** Situations that may stretch and/or overwhelm the abilities of an organization.

**Usage — the following questions address the usage of your organization’s emergency communications capabilities.**

**25) Select the emergency communications capabilities that are used or tested:** (For each row, select all that apply)

Capabilities	For “day-to-day” situations	For “out-of-the-ordinary” situations	With personnel beyond our organization	In accordance with Standard Operating Procedures
Primary voice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Primary data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interoperable voice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interoperable data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Backup voice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Backup data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Day-to-Day Situations:** Situations within the general normal structure for an organization, including routine operations.

**Out-of-the-Ordinary Situations:** Situations that may stretch and/or overwhelm the abilities of an organization.

**26) Select the response that best characterizes whether your organization uses Telecommunications Service Priority (TSP) for restoration or priority provisioning of critical telecommunications services:** (Select one response)

- No policy for use has been established
- No, as our organization is unaware of this program
- No, the fees are cost prohibitive
- No, will only use this service for priority provisioning of new services
- Yes, but only some critical circuits/services are registered for priority restoration
- Yes, all critical voice, video, and data circuits/services are registered for priority restoration
- Yes, all critical voice, video, and data circuits/services are registered for priority restoration and the organization is aware and proficient in priority provisioning
- None of the above

**Telecommunications Service Priority:** A DHS OEC program that authorizes National Security/Emergency Preparedness (NS/EP) organizations to receive priority treatment for vital voice and data circuits or other telecommunications services. See <https://www.dhs.gov/telecommunications-service-priority-tsp>.

**27) Select the responses that best characterize your organization’s emergency communications resource capacity:** (For each row, select one response)

Communications Resource	Insufficient for day-to-day situations	Sufficient for day-to-day situations but not for out-of-the-ordinary situations	Sufficient for day-to-day and most out-of-the-ordinary situations	Sufficient for almost all situations, including those requiring personnel beyond our organization
Primary voice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Primary data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interoperable voice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interoperable data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Backup voice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Backup data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Day-to-Day Situations:** Situations within the general normal structure for an organization, including routine operations.

**Out-of-the-Ordinary Situations:** Situations that may stretch and/or overwhelm the abilities of an organization.

**Capacity:** Upper bound on the rate at which information can be reliably transmitted over a communications channel.

**Usage — the following questions address the usage of your organization’s emergency communications capabilities.**

**28) Select the responses that best characterize how often your organization either uses or deploys the following:** (For each row, select one response)

	Never	Ad Hoc Basis	Semi-Annually	Quarterly	Monthly	Daily
Interoperability solutions - voice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interoperability solutions - data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications Unit Leader (COML)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications Unit Technician (COMT)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tactical Dispatcher	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amateur Radio Operator (e.g., Auxiliary Communications Operator)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Incident Communications Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**29) Are your organization’s end users proficient in using emergency communications capabilities to achieve:** (For each row, select one response per column)

	For “day-to-day” situations?	For “out-of-the-ordinary” situations?
Operability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Interoperability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Continuity	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

**End User:** Individuals receiving or transmitting information.

**Operability:** Ability to provide and maintain reliable communications functionality throughout the area of responsibility.

**Interoperability:** Ability of emergency response providers and relevant government officials to communicate across jurisdictions, disciplines, and levels of government as needed and as authorized.

**Continuity:** Ability to provide and maintain acceptable levels of communications during disruptions in operations.

**Day-to-Day Situations:** Situations within the general normal structure for an organization, including routine operations.

**Out-of-the-Ordinary Situations:** Situations that may stretch and/or overwhelm the abilities of an organization.



**Equipment — the following questions address the technology systems your organization uses.**

**30) Select the responses that characterize the technology systems your organization uses, regardless of whether the systems are owned or shared: (If your organization does not own or operate the technology system indicated in the row, leave the row blank. Otherwise, for each row, select a response for each set of columns)**

Technology Systems	Interoperability (Select <u>one</u> )		Use (Select <u>all</u> that apply)				Ownership (Select <u>one</u> )				Age of System (Select <u>one</u> )				
	Not used for interoperability	Used for interoperability	Supports day-to-day situations with intervention	Supports day-to-day situations without intervention	Supports out-of-the-ordinary situations with intervention	Supports out-of-the-ordinary situations without intervention	Independently owned and operated (e.g., Single Jurisdiction System) used exclusively by our organization	Part of a communications system that serves multiple public safety and/or public service organizations in our jurisdiction	Multi-jurisdictional or Statewide Shared System (e.g., Shared infrastructure, system of systems)	Commercial, subscription-based service	Over 10 years old	6-10 years old	2-5 years old	0-1 year old	Don't Know
Land Mobile Radio (LMR) System (Do not choose if system is converged with LTE)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Long-Term Evolution (LTE) System (Do not choose if system is converged with LMR)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LTE-LMR Converged System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Satellite System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High Frequency (HF) Radio (Auxiliary Communications [AUXCOMM]/SHARED RESOURCES [SHARES]/FEMA National Radio System [FNARS])	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paging System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wireless Local Area Networks (e.g., WiFi)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cellular (e.g., 2 <sup>nd</sup> Generation [2G]/3 <sup>rd</sup> Generation [3G] wireless systems)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wireline (e.g., fiber, copper)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microwave Backhaul	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
911 Telephony (e.g., basic, enhanced, Next Generation [NG911])	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**LTE-LMR Converged Systems:** Systems that allow for LTE-LMR interworking (e.g., LTE-LMR hybrid networks, device-based LTE-LMR integration, converged service solutions, application-assisted integration).

**Interoperability:** Ability of emergency response providers and relevant government officials to communicate across jurisdictions, disciplines, and levels of government as needed and as authorized.

**Intervention:** The system requires assistance beyond first responder operating procedures (e.g., must get patch through dispatcher/telecommunicator, must be authorized by a third party).

**Basic 911:** Allows callers to reach the universal emergency telephone number; relies on caller and call taker communications with one another to identify the telephone and location from which caller is dialing.

**Enhanced 911 (E911):** Allows automatic number and location indications of caller delivered to call taker; enables call taker to send help even when caller is unable to communicate.

**NG911:** Allows same information-sharing opportunities as E911, and enables caller the ability to use commercial communication devices to send voice, data, and video to Public Safety Answering Points (PSAPs).

**Equipment — the following questions address the technology systems your organization uses.**

**31) Select the responses that characterize the technology systems your organization uses, regardless of whether the systems are owned or shared: (If your organization does not own or operate the technology system indicated in the row, leave the row blank. Otherwise, for each row, select a response for each set of columns)**

Technology Systems	Type of Use (Select all that apply)					Reliability (Select one)			System Upgrade (Select one)					Importance (Select one)			
	Used for Voice	Used for Secure Voice	Used for Video	Used for Secure Video	Used for Data	Used for Secure Data	Unreliable	Reliable some of the time	Reliable most of the time	Will replace or significantly upgrade in more than 10 years	Will replace or significantly upgrade within 6-10 years	Will replace or significantly upgrade within 5 years	Will replace or significantly upgrade within 1 year	Don't Know	Low (used infrequently in support of mission)	Medium (used regularly in support of mission)	High (vital for mission function)
Land Mobile Radio (LMR) System (Do not choose if system is converged with LTE)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Long-Term Evolution (LTE) System (Do not choose if system is converged with LMR)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LTE-LMR Converged System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Satellite System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High Frequency (HF) Radio (Auxiliary Communications [AUXCOMM]/ SHARed RESources [SHARES]/ FEMA National Radio System [FNARS])	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paging System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wireless Local Area Networks (e.g., WiFi)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cellular (e.g., 2 <sup>nd</sup> Generation [2G]/3 <sup>rd</sup> Generation [3G] wireless systems)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wireline (e.g., fiber, copper)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microwave Backhaul	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
911 Telephony (e.g., basic, enhanced, Next Generation 911 [NG911])	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**LTE-LMR Converged Systems:** Systems that allow for LTE-LMR interworking (e.g., LTE-LMR hybrid networks, device-based LTE-LMR integration, converged service solutions, application-assisted integration).

**Secure Voice, Video and Data:** Encrypted communications at the Secret or higher level using the various specifications for classified communications.

**Reliable:** Trustworthy and consistently performs according to its specifications. Being reliable also indicates that the system is available.

**Importance:** Describes a given technology system's importance to the organization's operational success

**Basic 911:** Allows callers to reach the universal emergency telephone number; relies on caller and call taker communications with one another to identify the telephone and location from which caller is dialing.

**Enhanced 911 (E911):** Allows automatic number and location indications of caller delivered to call taker; enables call taker to send help even when caller is unable to communicate.

**NG911:** Allows same information-sharing opportunities as E911, and enables caller the ability to use commercial communication devices to send voice, data, and video to Public Safety Answering Points (PSAPs).



**Equipment — the following questions address the technology systems your organization uses.**

➤ **Instructions:**

- Skip to Question 33a Only If you did not select any responses for the matrix questions above regarding the “Land Mobile Radio (LMR)” technology system.
- However, if you selected responses above to characterize an LMR system your organization uses, Questions 32a – d below are follow-ups that address the LMR system your organization uses **most often** for **interoperability** (i.e., your organization’s primary LMR system, regardless of whether it is owned or shared).

**32a) What radio frequencies does your organization’s LMR system use? (Select all that apply)**

- |   |   |
|---|---|
| <input type="checkbox"/> Low Band VHF (25-50 MHz)                   | <input type="checkbox"/> 700 Band (769-775/799-805 MHz) [Narrowband]          |
| <input type="checkbox"/> High Band VHF (138-144/148-174 MHz)        | <input type="checkbox"/> 700 Band (764-776 MHz) [Original 700 MHz allocation] |
| <input type="checkbox"/> Federal Band VHF (380-400 MHz)             | <input type="checkbox"/> 800 Band (806-821/851-866 MHz)                       |
| <input type="checkbox"/> Federal Band UHF (406-420 MHz)             | <input type="checkbox"/> 800 Band (821-824/866-869 MHz)                       |
| <input type="checkbox"/> UHF (450-470 MHz)                          | <input type="checkbox"/> Other frequency bands                                |
| <input type="checkbox"/> UHF (470-512 MHz) [T-band]                 | <input type="checkbox"/> Not applicable                                       |
| <input type="checkbox"/> 700 Band (763-768/793-798 MHz) [Broadband] |   |

**32b) Does your organization’s LMR system comply with the Association of Public-Safety Communications Officials (APCO) Project 25 (P25) standards (i.e., a P25-compliant system)? (Select one response)**

- No
- Yes, Phase I compliant
- Yes, Phase II compliant

**32c) Select the response that best characterizes the network architecture of your organization’s LMR system: (Select one response)**

- Conventional (not trunked)
- Trunked
- Both

**32d) Select the characteristics and features of the LMR mobile system devices (i.e., subscriber units) used most often by your organization: (Select all that apply)**

- |   |   |
|---|---|
| <input type="checkbox"/> Mobile                     | <input type="checkbox"/> P25 Encryption   |
| <input type="checkbox"/> Portable                   | <input type="checkbox"/> Proprietary encryption/voice security  |
| <input type="checkbox"/> Dual-band                  | <input type="checkbox"/> Long-Term Evolution (LTE) handsets (as a Land Mobile Radio)                  |
| <input type="checkbox"/> Tri-band                   | <input type="checkbox"/> Other Digital (e.g., TETRA, MOTOTRBO, Digital Mobile Radio [DMR], NXDN)      |
| <input type="checkbox"/> Quad-band                  | <input type="checkbox"/> Our organization does not use mobile system devices (i.e., subscriber units) |
| <input type="checkbox"/> Analog                     |   |
| <input type="checkbox"/> Mobile data device         |   |
| <input type="checkbox"/> Project 25 (P25) compliant |   |
| <input type="checkbox"/> P25 Digital                |   |

**Equipment — the following questions address the technology systems your organization uses.**

➤ **Instructions:**

- Skip to Question 34 Only If you did not select any responses for the matrix questions above regarding “Long-Term Evolution-Land Mobile Radio (LTE-LMR) Converged” technology system.
- However, if you selected responses above to characterize an LTE-LMR Converged system your organization uses, Question 33a-d below are follow-ups that addresses the LTE-LMR Converged system your organization uses **most often** for **interoperability** (i.e., your organization’s primary LTE-LMR Converged system, regardless of whether it is owned or shared).

**33a) What radio frequencies does your organization’s LTE-LMR Converged system use? (Select all that apply)**

- Low Band VHF (25-50 MHz)
- High Band VHF (138-144/148-174 MHz)
- Federal Band VHF (380-400 MHz)
- Federal Band UHF (406-420 MHz)
- UHF (450-470 MHz)
- UHF (470-512 MHz) [T-band]
- 700 Band (763-768/793-798 MHz) [Broadband]
- 700 Band (769-775/799-805 MHz) [Narrowband]
- 700 Band (764-776 MHz) [Original 700 MHz allocation]
- 800 Band (806-821/851-866 MHz)
- 800 Band (821-824/866-869 MHz)
- Other frequency bands
- Not applicable

**33b) Does your organization’s LTE-LMR Converged system comply with the Association of Public-Safety Communications Officials (APCO) Project 25 (P25) standards (i.e., a P25-compliant system)? (Select one response)**

- No
- Yes, Phase I compliant
- Yes, Phase II compliant

**33c) Select the response that best characterizes the network architecture of your organization’s LTE-LMR Converged system: (Select one response)**

- Conventional (not trunked)
- Trunked
- Both

**33d) Select the characteristics and features of the LTE-LMR Converged mobile system devices (i.e., subscriber units) used most often by your organization: (Select all that apply)**

- Mobile
- Portable
- Dual-band
- Tri-band
- Quad-band
- Analog
- Mobile data device
- Project 25 (P25) compliant
- P25 Digital
- P25 Encryption
- Proprietary encryption/voice security
- Long-Term Evolution (LTE) handsets (as a Land Mobile Radio)
- Other Digital (e.g., TETRA, MOTOTRBO, Digital Mobile Radio [DMR], NXDN)
- Our organization does not use mobile system devices (i.e., subscriber units)

Equipment — the following question addresses the technology systems your organization uses.

➤ **Instructions:**

- If your organization does not own or operate a 911 system, skip to Question 35.
- However, if you selected responses above to characterize a 911 system your organization uses, Question 34 below is a follow-up that addresses the 911 system your organization uses **most often** for **interoperability** (i.e., your organization’s primary 911 system, regardless of whether it is owned or shared).

**34) Select the responses that best characterizes the current state of your organization’s 911 architecture:** (Select all that apply)

- Basic
- Transitioning to Enhanced 911 (E911)
- E911
- Transitioning to Next Generation 911 (NG911)

**Last Question**

**35) Between 2006 and 2011, what was your organization’s level of improvement in strengthening emergency communications:** (For each row, select one response per situation type)

	For “day-to-day” situations?				For “out-of-the-ordinary” situations?			
	<i>Regressed</i>	<i>None</i>	<i>Some</i>	<i>Significant</i>	<i>Regressed</i>	<i>None</i>	<i>Some</i>	<i>Significant</i>
Operability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interoperability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continuity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Operability:** Ability to provide and maintain reliable communications functionality throughout the area of responsibility.

**Interoperability:** Ability of emergency response providers and relevant government officials to communicate across jurisdictions, disciplines, and levels of government as needed and as authorized.

**Continuity:** Ability to provide and maintain acceptable levels of communications during disruptions in operations.

**Day-to-Day Situations:** Situations within the general normal structure for an organization, including routine operations.

**Out-of-the-Ordinary Situations:** Situations that may stretch and/or overwhelm the abilities of an organization.

**36) Between 2011 and Today, what was your organization’s level of improvement in strengthening emergency communications:** (For each row, select one response per situation type)

	For “day-to-day” situations?				For “out-of-the-ordinary” situations?			
	<i>Regressed</i>	<i>None</i>	<i>Some</i>	<i>Significant</i>	<i>Regressed</i>	<i>None</i>	<i>Some</i>	<i>Significant</i>
Operability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interoperability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continuity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Operability:** Ability to provide and maintain reliable communications functionality throughout the area of responsibility.

**Interoperability:** Ability of emergency response providers and relevant government officials to communicate across jurisdictions, disciplines, and levels of government as needed and as authorized.

**Continuity:** Ability to provide and maintain acceptable levels of communications during disruptions in operations.

**Day-to-Day Situations:** Situations within the general normal structure for an organization, including routine operations.

**Out-of-the-Ordinary Situations:** Situations that may stretch and/or overwhelm the abilities of an organization.

**\*END OF SURVEY. Thank you for helping to improve emergency communications nationwide!\***