

# Public Safety Survey on Communication Technology: LE

## Welcome to the Public Safety Survey on Communication Technology

Help us get requirements for public safety technology right! This is your chance to tell us what works, what doesn't, and what technology you think would be useful for incident response communications.

NIST, the National Institute of Standards and Technology, is conducting this survey. Our goals are to identify:

1. technology currently used for communication;
2. problems experienced with this technology;
3. other kinds of technology that may be helpful for communication in public safety in the future.

The survey will take about 20 minutes to complete.

Please share the survey link with others you know in public safety, the more folks we hear from the better. [www.XXXX.nist.gov](http://www.XXXX.nist.gov)

We appreciate your time and input!

### Your Participation is Confidential and Voluntary

All data are de-identified. No personally identifiable information (PII) is collected or associated in any way with your survey responses. Your participation is voluntary and you may choose to quit the survey at any time.

This collection of information contains Paperwork Reduction Act (PRA) requirements approved by the Office of Management and Budget (OMB). Notwithstanding any other provisions of the law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the PRA unless that collection of information displays a currently valid OMB control number. Public reporting burden for this collection is estimated to be 20 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed and completing and reviewing the collection of information. Send comments regarding this burden estimate or any aspect of this collection of information, including suggestions for reducing this burden, to the National Institute of Standards and Technology, Attn: Mary Theofanos, [maryt@nist.gov](mailto:maryt@nist.gov), (301) 975-5889. OMB Control No. 0693-0043, Expiration Date: 12-31-2018.

## Demographics

1. How many years have you been working in public safety? (Total years of service, regardless of changing positions or departments.)

2. Do you consider the area you currently work in as **MAINLY**:

- Rural
- Suburban
- Tribal
- Urban

3. Zip Code where you currently work. (We know that some agencies cover different zip code areas; please list the zip code where your agency/station is actually located.)

4. State where you currently work

5. Sex

- Male
- Female

6. Age

**7. Do you MAINLY work in:**

- 911/Dispatch
- EMS
- Fire Fighting
- Law Enforcement

**8. What is your title?**

**9. What is your jurisdictional level?**

- Local
- County
- State
- Federal
- Tribal

### Use of technology in your **DAY-TO-DAY** work

We know there is no such thing as a "typical" day in public safety. However, for this set of questions, focus on the kinds of things you use in your day-to-day work.

**10. Think about your DAY-TO-DAY work and your use of the following devices.**

	Use a lot	Use occasionally	Have but do not use	Do not have
Body camera	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer: desktop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer: laptop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dash camera	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Earpiece: wireless (self purchased)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Earpiece: wireless (work issued)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Earpiece: with cord	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fingerprint scanner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flip phone: work issued	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
License plate reader	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MDT/MDC (mobile data terminal/computer)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mic: wireless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mic: with cord	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Radio: in-car	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Radio: portable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smartphone: personal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smartphone: work issued	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tablet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

11. Of the following devices, RANK the 5 that are most useful in your DAY-TO-DAY work, with 1 being the most useful.

<input type="checkbox"/>	<input type="text"/>	Body camera
<input type="checkbox"/>	<input type="text"/>	Computer: desktop
<input type="checkbox"/>	<input type="text"/>	Computer: laptop
<input type="checkbox"/>	<input type="text"/>	Dash camera
<input type="checkbox"/>	<input type="text"/>	Fingerprint scanner
<input type="checkbox"/>	<input type="text"/>	License plate reader
<input type="checkbox"/>	<input type="text"/>	MDT/MDC (mobile data terminal/computer)
<input type="checkbox"/>	<input type="text"/>	Radio (with or without mic and earpiece)
<input type="checkbox"/>	<input type="text"/>	Smartphone
<input type="checkbox"/>	<input type="text"/>	Tablet

**12. Think about your DAY-TO-DAY work and your use of the following applications/software.**

	Use a lot	Use occasionally	Have but do not use	Do not have
CAD (computer-aided dispatch)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Criminal databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic policies/laws	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
First responder vehicle tracking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language translation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mapping/driving directions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RMS (records management system)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Report writing software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weather	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

**13. Of the following applications/software, rank the 5 that are most useful in your DAY-TO-DAY work, with 1 being the most useful.**

<input type="checkbox"/>	<input type="text"/>	CAD (Computer-aided dispatch)
<input type="checkbox"/>	<input type="text"/>	Criminal databases
<input type="checkbox"/>	<input type="text"/>	Electronic policies/laws
<input type="checkbox"/>	<input type="text"/>	Email
<input type="checkbox"/>	<input type="text"/>	First responder vehicle tracking
<input type="checkbox"/>	<input type="text"/>	Language translation
<input type="checkbox"/>	<input type="text"/>	Mapping/driving directions
<input type="checkbox"/>	<input type="text"/>	Records management system
<input type="checkbox"/>	<input type="text"/>	Report writing software
<input type="checkbox"/>	<input type="text"/>	Traffic
<input type="checkbox"/>	<input type="text"/>	Weather



**14. Which of the items below would also be useful for your DAY-TO-DAY work.  
Check all that apply**

- AR (augmented reality)
- Drones
- Facial recognition software
- First responder tracking
- Health/vitals monitoring of first responders
- HUDs (heads-up displays)
- Indoor mapping
- One login (instead of many different usernames and passwords)
- Real-time on-scene video
- Robots
- Self driving cars
- Smart buildings
- Smart glasses
- Smart watch
- Thermal imaging
- Vehicle tracking
- Voice controls for hands-free input
- Voice recognition for identification
- VR (virtual reality)
- None of the above

Other (please specify)

## Problems with your Day-TO-DAY devices

For the next set of questions, think about problems you have experienced with 3 of the devices you previously selected.

### 15. With your **RADIO**, have you experienced problems with:

	Always	Most of the time	Sometimes	Rarely	Never	Does not apply
Audio quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Battery life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Channel switching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cord	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coverage/dead zones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Durability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interoperability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdated/old	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price: too expensive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Radio discipline/etiquette	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Size/bulkiness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 16. Have you experienced other problems with your **RADIO**?

- No
- Yes

### 17. Please list.



## 18. With your MIC, have you experienced problems with:

	Always	Most of the time	Sometimes	Rarely	Never	Does not apply
Audio quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cord	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Durability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Falling off	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdated/old	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Placement on body	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price: too expensive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Talk button location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Talk button size	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 19. Have you experienced other problems with your MIC?

- No
- Yes

## 20. Please list.

## 21. With your EARPIECE, have you experienced problems with:

	Always	Most of the time	Sometimes	Rarely	Never	Does not apply
Audio quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Battery life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Durability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fit/falling out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdated/old	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price: too expensive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volume	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wireless (bluetooth pairing, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 22. Have you experienced other problems with your EARPIECE?

- No
- Yes

## 23. Please list.

24. With your MDT/MDC (mobile data terminal/computer), have you experienced problems with:

	Always	Most of the time	Sometimes	Rarely	Never	Does not apply
CAD (computer-aided dispatch)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Durability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Glare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interoperability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of portability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mapping/navigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Logins/passwords	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdated/old	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price: too expensive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Size/bulkiness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using while driving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. Have you experienced other problems with your MDT/MDC?

- No
- Yes

26. Please list.

27. With your **BODY CAMERA**, have you experienced problems with:

	Always	Most of the time	Sometimes	Rarely	Never	Does not apply
Battery life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Durability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Falls off easily	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interoperability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Placement/location on body	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdated/old	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price: too expensive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Size/bulkiness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Turning on/off	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using/tagging recorded video data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video transfer/storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28. Have you experienced other problems with your **BODY CAMERA**?

- No
- Yes

29. Please list.

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30. With your **SMARTPHONE** (work-issued or personal), have you experienced problems with:

	Always	Most of the time	Sometimes	Rarely	Never	Does not apply
Battery life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coverage/dead zones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data plans/data limits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dropped calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Durability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Glare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Logging in (PINS, passwords, usernames, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdated/old	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Permission/access to apps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Policies about usage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price: too expensive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subpoena possibility for personal smartphone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subsidy for personal smartphone (insufficient or no subsidy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**31. Have you experienced other problems with your SMARTPHONE (work-issued or personal)?**

No

Yes

**32. Please list.**

**33. With your FINGERPRINT SCANNER, have you experienced problems with:**

	Always	Most of the time	Sometimes	Rarely	Never	Does not apply
Battery life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Capture of fingerprints	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Glare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interoperability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Logging in (PINS, passwords, usernames, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdated/old	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price: too expensive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of fingerprints	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receiving fingerprint results quickly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sending fingerprints	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Size/bulkiness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**34. Have you experienced other problems with your FINGERPRINT SCANNER?**

- No
- Yes

**35. Please list.**

36. With your LAPTOP, have you ever experienced problems with:

	Always	Most of the time	Sometimes	Rarely	Never	Does not apply
Battery life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Durability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Glare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interoperability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Logins/passwords	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdated/old	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Power source/recharging issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price: too expensive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Size/bulkiness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Software crashes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Software updates/upgrades	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

37. Have you experienced other problems with your LAPTOP?

- No
- Yes

38. Please list.

39. With your LICENSE PLATE READER, have you experienced problems with:

	Always	Most of the time	Sometimes	Rarely	Never	Does not apply
Ability to accurately read plates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interoperability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdated/old	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Power source	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price: too expensive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Range	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receiving results quickly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

40. Have you experienced other problems with your LICENSE PLATE READER?

- No
- Yes

41. Please list.

42. With your **DESKTOP COMPUTER**, have you ever experienced problems with:

	Always	Most of the time	Sometimes	Rarely	Never	Does not apply
Internet connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interoperability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Logins/passwords	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdated/old	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price: too expensive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Software crashes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Software updates/upgrades	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

43. Have you experienced other problems with your **DESKTOP COMPUTER**?

- No
- Yes

44. Please list.

45. With your TABLET, have you experienced problems with:

	Always	Most of the time	Sometimes	Rarely	Never	Does not apply
Battery life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Durability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Glare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interoperability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Logins/passwords	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdated/old	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price: too expensive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Report writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Size/bulkiness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Touchscreen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

46. Have you experienced other problems with your TABLET?

- No
- Yes

47. Please list.



### Use of technology in a MAJOR DISASTER.

The next set of questions focus on your use of technology during major disasters, natural or man-made.

**48. Have you ever worked in public safety during a MAJOR DISASTER, something that disrupts your day-to-day operations? For example, an earthquake, hurricane, active shooter situation, or riot.**

No

Yes

**49. Have you ever worked in public safety during a LARGE, PLANNED EVENT? For example, a concert, football game, or parade.**

No

Yes

50. Think about the technology you use during a **MAJOR DISASTER**. How similar or different is it than the technology you use during your day-to-day work?

- I use mostly the same technology.
- I use some of the same technology, with some specialized technology.
- I use very different technology.

51. Please list the **specialized** technology you use during a **MAJOR DISASTER**.

52. Please list the **most important** technology you use during a **MAJOR DISASTER**.

53. In addition to the technology you use day-to-day, which of the following do you think would be helpful during a **MAJOR DISASTER**? Check all that apply.

- Deployable communication technology (such as cell towers on wheels)
- Drones
- Helicopters
- Mobile command centers
- Remote sensing (by aircraft or satellite)
- Robots
- Other (please specify)

### Use of technology in a **LARGE, PLANNED EVENT**.

The next set of questions focus on your use of technology during a **LARGE, PLANNED EVENT**.

**54. Think about the technology you use during a **LARGE, PLANNED EVENT**. How similar or different is it to the technology you use during your day-to-day work?**

- I use mostly the same technology.
- I use some of the same technology, with some specialized technology.
- I use different technology.

**55. Please list the **specialized** technology you use during a **LARGE, PLANNED EVENT**.**

**56. Please list the **most important** technology you use during a **LARGE, PLANNED EVENT**.**

**57. In addition to the technology you use day-to-day, which of the following do you think would be helpful during a **LARGE, PLANNED EVENT**?**

- Deployable communication technology (such as cell towers on wheels)
- Drones
- Helicopters
- Mobile command centers
- Remote sensing (by aircraft or satellite)
- Robots
- Other (please specify)

### VR (Virtual Reality)

These questions ask you to think about the use of VR (virtual reality) in your work.

**58. Do you think VR (virtual reality) would be useful for training in your work?**

- No
- Yes
- Not sure

**59. Do you see VR as useful in other ways for your work?**

- No
- Yes
- Not sure

**60. Please explain.**

61. Is there anything else you would like to tell us about your experience with technology in your work?

**Thank you for taking the survey!**