

# Public Safety Survey on Communication Technology: 9-1-1

## 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:**

- 9-1-1/Dispatch
- EMS
- Fire Fighting
- Law Enforcement

**8. Are you civilian or deputized?**

- Civilian
- Deputized

**9. What is your title?**

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

- Local
- County
- State
- Federal
- Tribal

## Call center information

11. What does your call center dispatch for? (Check all that apply.)

- EMS
- Fire
- Police

12. Can your call center receive 9-1-1 text messages from the public?

- No
- Yes
- Not sure

13. Do you think this is/would be beneficial for your job?

- No
- Yes
- Not sure

14. List the pros and cons of receiving 9-1-1 text messages from the public.

15. Can your call center receive pictures and/or video from the public?

- No
- Yes
- Not sure

**16. Do you think this is/would be beneficial for your job?**

- No
- Yes
- Not sure

**17. List the pros and cons of receiving pictures and/or videos from the public.**

**18. Does your call center audio-record calls?**

- No
- Yes
- Not sure

**19. If yes, does your call center have problems with data storage?**

- No
- Yes
- Not sure

**20. If yes, does your call center have problems with data retrieval?**

- No
- Yes
- Not sure

**21. Has 9-1-1 ever gone down in your call center?**

- No
- Yes
- Not sure

**22. If yes, what caused 9-1-1 to go down?**

**23. What did your call center do while 9-1-1 was down?**

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## 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.

### 24. 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
Computer: desktop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foot pedal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Headset	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Microphone: desktop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Microphone: handheld or clip-on	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Monitor (at your personal workstation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Monitor (for shared viewing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phone: landline	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Radio	<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"/>

Other (please specify)

**25. How many monitors do you have at your personal work station?**

**26. How many monitors do you have for shared viewing in your call center?**



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27. 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"/>
Emergency notification system (for informing the public)	<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"/>
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)

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

- AR (augmented reality)
- Automatic caller location
- Facial recognition software
- First responder tracking
- Indoor mapping
- One login (instead of many different usernames and passwords)
- Real-time on-scene video
- Smart watch
- Voice controls for hands-free input
- VR (virtual reality)
- None of the above

Other (please specify)

**29. Have you ever heard of Next Generation 9-1-1?**

- No
- Yes
- Not sure

**30. Next Generation 9-1-1 is a system that will allow the public to send texts, pictures, and video to 9-1-1 call centers. Do you think this will help you in your job?**

- No
- Yes
- Not sure

## Information Problems

31. We know you rely on accurate information to do your job. Looking at the list below, how often do you experience problems with:

	Always	Most of the time	Sometimes	Rarely	Never	Does not apply
Callers: inaccurate or missing information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cell phones: inability to accurately track caller location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information overload: too many calls at once	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information overload: too much information to monitor at once	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maps/databases: missing or inaccurate information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

### 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.

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

No

Yes

**33. Have you ever worked in a communications center during a LARGE, PLANNED EVENT? For example, a concert, football game, or parade.**

No

Yes

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**34. 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.

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

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

**37. 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
- Generators
- Mobile command centers
- 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**.

**38. 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.

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

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

**41. 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
- Generators
- Mobile command centers
- Other (please specify)



## VR (Virtual Reality)

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

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

- No
- Yes
- Not sure

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

- No
- Yes
- Not sure

**44. Please explain.**

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

**Thank you for taking the survey!**