# **OMB Control #0693-0043**

# **Expiration Date: 12/31/2018**

# **PSCR Comms In-depth Interview**

# **Interview Questions**

# **Context and Beliefs of Work**

# What is your job title?

# If you were describing your job to someone who knew nothing about it (like to a kid, or someone from another planet), how would you describe it?

# Describe a little bit about the community you serve (size, SES, homelessness, etc.)?

# Tell me about the physical place where you work. (Is it a dispatch center or a station or…?)

# Do you work the same shift every day?

# Tell me about the different kinds of people you talk to or communicate with during a typical day (public, other dispatchers, fire/law enforcement, etc.).

# Describe your relationships with the other folks you work with (not only other dispatchers, but also the fire fighters, police officers, the public, etc.).

# Tell me about the daily routine for a [dispatcher] in your district, if you have one. How does your day begin (or end—do you have to log into programs, get things ready, write reports, or…)?

# If there isn’t one, ask them to list the different kinds of things they do during the day.

# What, if any, are the stressors in your work?

# Communication and Technology

# We know that every call is different, but could you describe a “typical-type” call, from start to finish, what’s your process from the moment you answer the call? (*Ask about script if they don’t bring it up.)*

# What do most of your calls have to do with—are they fire or police or EMS—are they short or long or complicated or…?

# In the “perfect” call, what kind of information would you be getting?

# What are your responsibilities when you’re on a call?

# What kind of decisions are you making about that information as you get it and pass it along?

# How easy or hard is it to communicate with the fire fighters, police officers, EMTs, and/or other dispatchers you work with?

# How, if at all, does that process change when call volume goes up?

# Are there times you ever have to communicate with other jurisdictional agencies? (like surrounding counties, cities; local, state, and/or federal)

# When does that happen and are there any challenges with that communication?

# Describe the different kinds of technology (applications, devices, equipment) you use to do your job (phone, headsets, cell phones, video, computers, etc.)?

# What are the adjectives you would use to describe the equipment you’re currently using? (old, new, up-to-date, useful…)

# What, if anything, do you think causes communication problems in your work?

# What do you think could help solve these problems?

# Have there been times when technology has created problems with communication?

# *If so—*Can you describe those problems and what happens?

# Have there ever been times when 911 was down here?

# Have there been times when technology has really been particularly helpful in a call?

# *If so—*Can you describe one of those situations.

# How have things changed, if at all, in terms of how you communicate in your job, since you began working in the field?

# Do these changes make communication better or worse?

# How do you think NG911 (Next-Generation 911) will change things, if at all?

# If we think outside the box for a minute and you could have whatever you wanted to do your job, what would it be? (*this could be technology or budget or people or…)*

# Closing Questions

# Is there anything else you’d like to share about your job that you think is important for us to know?

# Do you have any questions for me/us?

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