



### FIRSNET IN CALIFORNIA PUBLIC SAFETY SURVEY

In February 2012, Congress enacted The Middle Class Tax Relief and Job Creation Act of 2012 containing provisions to advance public safety capabilities in the United States. It directs the establishment of a state-of-the-art nationwide, interoperable broadband network for first responders. California's First Responder Network (CalFRN) will create a statewide public safety network that will be part of the nationwide public safety broadband network. The survey is designed to collect information about current public safety wireless usage as an aid in planning the National Public Safety Broadband Network (NPSBN). You have been asked to participate in this survey at the request of the State of California to assist with the planning of our first responder communication plan. Completion of this questionnaire is voluntary. Your cooperation in completing this survey will validate information and represents your region. This survey is uniquely tied to your email address. If your agency/organization is in charge of more than one discipline listed below, please have them fill out a separate survey by emailing us their names and email address at [CalFRN@caloes.ca.gov](mailto:CalFRN@caloes.ca.gov) or call (916) 657-9695 to receive their own link to the survey.

- 1) Please provide your agency/organization name
- 2) Please provide your first and last name
- 3) Please provide your title
- 4) Please provide your work or office phone number with area code
- 5) Please provide your work email address
  
- 6) What is your agency/organization type or discipline? This survey is uniquely tied to your email address. If your agency/organization is in charge of more than one discipline listed below, please have them fill out a separate survey by emailing us their names and email address at [CalFRN@caloes.ca.gov](mailto:CalFRN@caloes.ca.gov) or call (916) 657-9695 to receive their own link to the survey.
  - Emergency Communications/911
  - Emergency Management
  - Emergency Medical Services
  - Fire Service (without EMS)
  - Fire Service (with EMS)
  - Highway Maintenance/DOT
  - Information Technology (providing wireless data services to other first responder agencies)
  - Law Enforcement
  - Public Works
  - Court System/District Attorney
  - Public Health/Hospital
  - Public Transportation Agency
  - Tribal
  - Other (please specify)
  
- 7) Assuming favorable terms, service quality and pricing, please provide an estimate of the number of broadband user accounts your agency/organization would support:  
High End Estimate: \_\_\_\_\_ Low End Estimate: \_\_\_\_\_



- 8) Please provide the number of full time employees or Full Time Equivalents (FTE's) that are assigned to your agency/organization \_\_\_\_\_
- 9) What types of systems are used by your agency/organization for wireless data? (select all that apply)
- Commercial data services (cellular)
  - Private services (systems owned and operated by units of government)
  - None
  - Other (please specify) \_\_\_\_\_
- 10) How important has the use of mobile data become in your daily operations (select all that apply)?
- Reliable wireless data is mission critical to our agency/organization's operations
  - Significant impact to our agency/organization's capabilities or efficiency if wireless data services were lost
  - Minor impact to our agency/organization's capabilities or efficiency if wireless data services were lost
  - No impact to daily operations
  - Other (please specify)
- 11) How do you currently use mobile data? (select all that apply)
- Text messaging, paging, one way notifications
  - Automated Vehicle Location
  - Database queries (NCIC, criminal history, hot files)
  - Records Management Systems Access (local queries)
  - Computer Aided Dispatch (CAD) Interface
  - Field Based Reporting
  - Small File Transfers (under 1MB)
  - Large File Transfers (over 1MB)
  - Geospatial (GIS) Applications
  - Internet browser access
  - Intranet access / VPN to home network
  - Tactical "chat" rooms
  - Transmission of video
  - Electronic mail
  - Electronic citation systems
  - License database queries
  - None
  - Other (please specify) \_\_\_\_\_
- 12) Identify the types of barriers that have prevented or limited the implementation of a wireless data service for your agency/organization to its fullest potential. (select all that apply)
- Fiscal/Cost Burden
  - Reliability
  - Security
  - Lack of Coordination
  - Limited Applications
  - Coverage Issues



- Don't know
- Other (please specify) \_\_\_\_\_

13) Of the indicators below, select how the reliability of your agency/organization's existing wireless data capabilities impacts your operational capabilities? (select all that apply)

- System is generally reliable with little or no impact on operations
- Infrequent, short-term outages/issues with minor impact on operations
- Occasional outages/issues with moderate impact on operations
- Frequent or long term outages/issues with major impact on operations
- Unknown
- Other (please specify) \_\_\_\_\_

14) Is your agency/organization currently in the process of procuring or deploying a wireless data system either individually or as a part of a wireless consortium?

- Individually
- Consortium
- Both Individually & Consortium
- No

15) What is the level of awareness within your agency/organization on the Nationwide Public Safety Broadband Network (NPSBN)?

- Not familiar at all with the concepts and capabilities of the NPSBN
- Some awareness of the concepts and capabilities of the NPSBN
- Above average knowledge of the concepts and capabilities of the NPSBN
- Extensive knowledge of the concepts and capabilities of the NPSBN

16) What is your level of interest in migrating your current wireless data system to a Nationwide Public Safety Broadband Network (NPSBN), assuming comparable coverage to your existing system?

- Would likely migrate to NPSBN as soon as available, regardless of cost
- Would likely migrate to NPSBN provided costs do not greatly exceed current expenditures
- Would likely migrate to NPSBN only if costs do not exceed current expenditures
- Would likely migrate to NPSBN only if costs are less than current expenditures
- Would likely not migrate to NPSBN regardless of cost
- Have not yet decided
- Other (please specify) \_\_\_\_\_

17) What other factors are important or will help drive the decision whether to migrate to the nationwide network?

- Local control
- Security of Network
- Reliability of Network
- Availability of specific applications or services



- Cost and availability of mobile and portable devices
- Other (please specify) \_\_\_\_\_

18) What are your expectations for network coverage for Dense Urban Areas (primarily high rise buildings) in your jurisdiction? (select all that apply)

- In Vehicle (mobile) Coverage
- On Street (handheld) Coverage
- In-Building (handheld) Coverage
- No expectations
- Other (please specify) \_\_\_\_\_

19) What are your expectations for network coverage for Urban Areas (higher population areas, cities) in your jurisdiction? (select all that apply)

- In Vehicle (mobile) Coverage
- On Street (handheld) Coverage
- In-Building (handheld) Coverage
- No expectations

20) What are your expectations for network coverage for Suburban Areas (residential areas) in your jurisdiction? (select all that apply)

- In Vehicle (mobile) Coverage
- On Street (handheld) Coverage
- In-Building (handheld) Coverage
- No expectations

21) What are your expectations for network coverage for Rural Areas (located outside the cities and towns) in your jurisdiction? (select all that apply)

- In Vehicle (mobile) Coverage
- On Street (handheld) Coverage
- In-Building (handheld) Coverage
- No expectations

22) Roughly, what percent of your service area will require the following wireless data coverage?

- Dense Urban Areas (primarily high rise buildings) \_\_\_\_\_
- Urban Areas (higher population areas, cities) \_\_\_\_\_
- Suburban (residential areas) \_\_\_\_\_
- Rural (located outside the cities and towns) \_\_\_\_\_

23) What do you consider to be a reasonable timeframe for a transition to the NPSBN?

- Within 2 years
- 2-3 years
- 3-5 years
- 5-7 years
- More than 7 years
- Not applicable, do not intend to transition to a nationwide network at this time



- Unknown
- Other (please specify) \_\_\_\_\_

- 24) What priority is text messaging, paging, and one way notifications for your agency/organization on a future NPSBN?
- Low
  - Medium
  - High
- 25) What priority is automated vehicle location for your agency/organization on a future NPSBN?
- Low
  - Medium
  - High
- 26) What priority is database queries (NCIC, criminal history, hot files) for your agency/organization on a future NPSBN?
- Low
  - Medium
  - High
- 27) What priority is Records Management Systems (RMS) access (local queries) for your agency/organization on a future NPSBN?
- Low
  - Medium
  - High
- 28) What priority is Computer Aided Dispatch (CAD) interface for your agency/organization on a future NPSBN?
- Low
  - Medium
  - High
- 29) What priority is field based reporting for your agency/organization on a future NPSBN?
- Low
  - Medium
  - High
- 30) What priority is small file transfers (under 1MB) for your agency/organization on a future NPSBN?
- Low
  - Medium
  - High
- 31) What priority is large file transfers (over 2MB) for your agency/organization on a future NPSBN?
- Low
  - Medium
  - High



- 32) What priority is Geospatial (GIS) applications for your agency/organization on a future NPSBN?
- Low
  - Medium
  - High
- 33) What priority is Internet browser access for your agency/organization on a future NPSBN?
- Low
  - Medium
  - High
- 34) What priority is Intranet Access/Virtual Private Network (VPN) to home network for your agency/organization on a future NPSBN?
- Low
  - Medium
  - High
- 35) What priority is tactical "chat" rooms for your agency/organization on a future NPSBN?
- Low
  - Medium
  - High
- 36) What priority is transmission of low quality video for your agency/organization on a future NPSBN?
- Low
  - Medium
  - High
- 37) What priority is transmission of high quality video telemetry (continuous process status monitoring) for your agency/organization on a future NPSBN?
- Low
  - Medium
  - High
- 38) Are there any other applications not listed above that are critical to your agency's/organization's operation?
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- 39) Assuming compliance with acceptable terms and conditions for use, what communications infrastructure owned or operated by your agency/organization could be considered for use as a part of the NPSBN? (select all that apply)
- Backhaul (Network connectivity to radio sites)
  - Backhaul (Network connectivity to PSAP/Data Center)
  - Microwave backbone
  - RF Sites (Radio towers and facilities)
  - None
  - Other (please specify)



- 40) What terms and conditions would be a priority for your agency/organization in order to consider use of the above-identified infrastructure?
- Cost of using the infrastructure (electricity, staff time, approvals, etc.)
  - Compensation for use of the infrastructure
  - Local control
  - Security
  - Reliability
  - Cost of the data service
  - Other (please specify)
- 41) What type of Land Mobile Radio (LMR) system are you currently using for primary communications?
- Conventional radio, not repeated
  - Conventional radio, with basic repeater
  - Conventional radio, with voted receiver and/or simulcast repeater
  - Analog and/or digital trunked radio system (not Project 25)
  - Digital trunked radio system (Project 25)
  - Our agency/organization does not utilize LMR dispatch services
  - Unknown
- 42) What is the primary frequency band used for day to day dispatch operations by your agency/organization?
- VHF Low
  - VHF High
  - Standard UHF (450-470 MHz)
  - UHF T-Band (470-512 MHz)
  - 7/800 MHz
  - Dispatch operations conducted using cellular/cellular push-to-talk technology
  - Unknown
  - Other \_\_\_\_\_
  - Our agency/organization does not utilize dispatch services
- 43) How long do you expect your current primary LMR system to be operational before it requires a major overhaul or replacement of equipment?
- Needs overhaul or replacement immediately
  - 1-5 years
  - 6-10 years
  - >10 years
  - No plans for overhaul or replacement
  - Planned replacement with another LMR system
  - Other \_\_\_\_\_
  - Unknown



44) Do you wish to be added to an email distribution list to receive updates and information regarding FirstNet activities in California?

- Yes
- No

45) Does your agency/organization have any plan for future use of Broadband services?

- Yes
- No

46) How recently have you transitioned to wireless data?

- Within 2 years
- 2-3 years
- 3-5 years
- 5-7 years
- More than 7 years
- Not applicable, do not intend to transition to a wireless date.
- Unknown
- Other (please specify) \_\_\_\_\_

47) Additional comments?

Thank you for taking the time to complete our survey.