



VT Public Safety Broadband Commission Survey

In support of planning for FirstNet, the Vermont Public Safety Broadband Commission is surveying Vermont's public safety entities to better understand mobile wireless data usage. We anticipate this survey will take 15 - 30 minutes to complete, if all supporting documentation is gathered in advance.

If you don't know the answer to question(s), or cannot find the answer, please skip the question or choose "Unknown" and continue the survey. Please remember we are asking for estimates; if you don't have exact numbers that's okay!

The questions are straight forward, and we are here to help you succeed. Contact Justin Barton by phone or email for assistance: justin.m.barton@state.vt.us / 802-241-5393 (Monday - Friday 7:45 am to 4:30 pm).

Please mail to this address:

Justin Barton
 ATTN: Criminal Justice Services
 Department of Public Safety
 103 S. Main St.
 Waterbury, VT 05671-2101

* Required

Part 1: Public Safety Entity (PSE) Demographics

For this section you will be asked to identify the basic demographics for your public safety entity (PSE)

1. **Date Survey Completed**

.....
Example: December 15, 2012

2. **Public Safety Entity (PSE) Name ***

.....
Example: Brandon Fire Department

3. **Select your organization type: ***

Mark only one oval.

Local
 County
 State
 Federal
 Other

4. Discipline: *

If "Other" choose that option at the bottom of the list and then write in a brief description in the adjacent field.

Mark only one oval.

- Courts
- Emergency Medical Services
- Fire Service
- Hospitals and Medical Facilities
- Military (State National Guard)
- Public Administration and Support Services
- Public Safety Communications
- Specialized Law Enforcement (Investigations, Intelligence, Dignitary Protection, Specific Jurisdiction or Mission)
- Other:
- Corrections and Security Emergency Management
- Facilities and Land Management
- Highway and DOT
- Law Enforcement (Municipal Police, State Police, Sheriff, Highway Patrol)
- National Security/Intelligence
- Public Health
- Public Utilities (Electricity, Gas, Water, Telecom and Sewer)
- Transportation Operations (Air, Pipeline, Rail, Sea and Waterway)

5. County *

6. Town/City *

7. Street Address (include zip code)*

8. Agency Point of Contact (POC) * - Your Name

9. Email Address *

Your email address

10. Phone Number *

Yours or Your Agency's

11. Estimated Number of Total Employees/Volunteers

12. Estimated Number of Full Time Employees

13. Estimated Number of Part Time Employees

14. Estimated Number of Volunteers

15. Number of Vehicles for Operations

16. Any additional comments

Part 2: Devices

For this section you will be asked to estimate the total number of agency devices and how personally owned devices are supported by the agency

Agency Issued Devices

- | | |
|---|--|
| <p>17. Number of Voice/Data Devices Assigned to Personnel
Smartphones, cellphones</p> <p>.....</p> <p>19. Number of Voice/Data Devices Assigned to Vehicles (not accounted for above)
Smartphones, cellphones</p> <p>.....</p> <p>21. Number of Other Devices Assigned to Vehicles (not accounted for above)
Include private data systems</p> <p>.....</p> | <p>18. Number of Data Devices Assigned to Personnel
USB modems, vehicular modems, integrated (e.g. tablets), etc.</p> <p>.....</p> <p>20. Number of Data Devices Assigned to Vehicles (not accounted for above)
USB modems, vehicular modems, mobile hot spots, integrated (e.g. tablets), etc.</p> <p>.....</p> |
|---|--|

Personally Owned Devices (not accounted for above)

22. **Are employees allowed to use personally owned devices to perform any type of work functions?**
Mark only one oval.
- Yes No Unknown
23. **Is any compensation provided to employees for use of personally owned devices?**
Mark only one oval.
- Yes; Fixed Amount Yes; Based on Usage No
 Unknown Other:
-

General

24. **Does your agency use Machine to Machine (M2M) devices that use wireless connections?**
(Cameras, sensors, etc.)
Mark only one oval.
- Yes No Unknown

26. **Identify near term planned changes (if any) that could impact these device counts significantly i.e. deployment of cellular enabled tablets?**

Mark only one oval.

- Significant Increase Minor Increase
 Significant Decrease No Change

27. **Any additional comments**

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Part 3: Applications

For this section, you will be asked to identify the current state of data services and applications with your PSE

28. **Primary Application Used For Communications (texting, paging, etc.)**

Mark only one oval.

- Email Exchange SMS (texting) I Am Responding
 EMS Manager allows for mass texts and emails Gmail First Alert
 Mach - WISP Paging R Us No application used for texting or paging
 Unknown Other
-

29. **Primary Application Used for Over The Top Voice (e.g. Skype)**

Mark only one oval.

- VoIP Skype Skype, Facetime WebEx Lync
 Polycom Link HSIN None Unknown
 Other:
-

30. **Primary Application Used for Automatic Vehicle Location (AVL)**

Mark only one oval.

- ProPhoenix TriTech Spillman Motorola P1
 Motorola PMDC Data911 Copsync Intergraph
 We are not currently AV'd Other:
-

31. Primary Application Used for Location Services (Mapping, routing)*Mark only one oval.*

- | | | |
|--|---|--|
| <input type="radio"/> Google Maps | <input type="radio"/> ProPhoenix | <input type="radio"/> ArcGIS Mapping into our OSSl
One Solution CAD |
| <input type="radio"/> Garmin GPS | <input type="radio"/> Mach - WISP | <input type="radio"/> TriTech |
| <input type="radio"/> Department built | <input type="radio"/> LEARMS
(New World) | <input type="radio"/> Interactive mapping |
| <input type="radio"/> None | <input type="radio"/> Other: | |
-

32. Primary Application Used for Computer Aided Dispatch (CAD)*Mark only one oval.*

- | | | |
|-----------------------------------|---|----------------------------------|
| <input type="radio"/> New World | <input type="radio"/> ProPhoenix | <input type="radio"/> Spillman |
| <input type="radio"/> Tiburon | <input type="radio"/> Mach - WISP | <input type="radio"/> TriTech |
| <input type="radio"/> Motorola P1 | <input type="radio"/> Cisco transitioning
to New World | <input type="radio"/> Intergraph |
| <input type="radio"/> None | <input type="radio"/> Other: | |
-

33. Primary Application Used for Database Inquiries*Mark only one oval.*

- | | | |
|---|--|---|
| <input type="radio"/> Not used | <input type="radio"/> Not used by FD | <input type="radio"/> ProPhoenix |
| <input type="radio"/> Spillman | <input type="radio"/> SQL | <input type="radio"/> LEARMS/New World |
| <input type="radio"/> Firehouse | <input type="radio"/> Department Built | <input type="radio"/> Search Tool with product
help from Crystal Reports |
| <input type="radio"/> Microsoft RSD 2012
connecting to TIPSS
(our RMS system) | <input type="radio"/> Other: | |
-

34. Primary Application Used for General Connectivity (email, internet, file transfers)*Mark only one oval.*

- | | | |
|--|---|---|
| <input type="radio"/> MS Outlook | <input type="radio"/> MS Exchange | <input type="radio"/> Internet Explorer |
| <input type="radio"/> Gmail, RISS ATIX | <input type="radio"/> Combination of
email providers | <input type="radio"/> Aircard |
| <input type="radio"/> VPN | <input type="radio"/> LOTUS NOTES | <input type="radio"/> 56K circuit |
| <input type="radio"/> None | <input type="radio"/> Other: | |
-

35. Primary Application Used for Field Based Reporting*Mark only one oval.*

- | | | |
|--|----------------------------------|--------------------------------|
| <input type="radio"/> Imagetrend | <input type="radio"/> ProPhoenix | <input type="radio"/> Spillman |
| <input type="radio"/> Firehouse | <input type="radio"/> New World | <input type="radio"/> TriTech |
| <input type="radio"/> Department Built | <input type="radio"/> Tiburon | <input type="radio"/> None |
| <input type="radio"/> Other: | | |
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36. Primary Application Used For Intranet Access/Mobile VPN solution

Mark only one oval.

- | | | |
|---|---|--|
| <input type="radio"/> NetMotion | <input type="radio"/> Cisco VPN | <input type="radio"/> Verizon |
| <input type="radio"/> Citrix | <input type="radio"/> NetMotion, Fortigate, Cisco ASA | <input type="radio"/> New World |
| <input type="radio"/> Meraki Site-to-Site VPN - always on | <input type="radio"/> Dell NetExtender | <input type="radio"/> Air Watch and Net Motion |
| <input type="radio"/> None | <input type="radio"/> Other: | |
-

37. Primary Application Used For Video

Mark only one oval.

- | | | |
|----------------------------------|------------------------------------|---|
| <input type="radio"/> Panasonic | <input type="radio"/> Watchguard | <input type="radio"/> Digital Ally |
| <input type="radio"/> Arbitrator | <input type="radio"/> L-3 | <input type="radio"/> Taser Axon Flex on Body Point of View Cameras |
| <input type="radio"/> Coban | <input type="radio"/> Telepresence | <input type="radio"/> VieVu |
| <input type="radio"/> None | <input type="radio"/> Other: | |
-

38. Primary Application Used For Telemetry

Mark only one oval.

- | | | |
|--------------------------------------|--|---|
| <input type="radio"/> Physio Lifenet | <input type="radio"/> Zoll | <input type="radio"/> ProPhoenix |
| <input type="radio"/> Philips | <input type="radio"/> Motorola Radio, GPS Bracelet | <input type="radio"/> Various proprietary |
| <input type="radio"/> Precise | <input type="radio"/> FleetMind | <input type="radio"/> None |
| <input type="radio"/> Other: | | |
-

39. Other Primary Application Used (Specify)

Mark only one oval.

- | | | |
|--------------------------------------|--------------------------------|--|
| <input type="radio"/> Pictometry | <input type="radio"/> Scorpion | <input type="radio"/> Digital Solutions for Jail Records |
| <input type="radio"/> VieVu Body cam | <input type="radio"/> firstVu | <input type="radio"/> VidMic |
| <input type="radio"/> Milestone | <input type="radio"/> MUVI | <input type="radio"/> None |
| <input type="radio"/> Other: | | |
-

40. How often do you access these data types in the field?

If you use "other"; please write in name below
 Mark only one oval per row.

	Daily	Weekly	Infrequently	Not Used	Desire But Not Used	Unknown
Communications (Texting, paging, etc.)	<input type="radio"/>					
Voice over IP/Over the Top Voice (e.g. Skype)	<input type="radio"/>					
Automatic Vehicle Location (AVL)	<input type="radio"/>					
Locations Services (Mapping, routing)	<input type="radio"/>					
Computer Aided Dispatch (CAD)	<input type="radio"/>					
Database inquiries	<input type="radio"/>					
General Connectivity (Email, Internet)	<input type="radio"/>					
Field Based Reporting	<input type="radio"/>					
Intranet access/Mobile VPN solution	<input type="radio"/>					
Video	<input type="radio"/>					
Telemetry	<input type="radio"/>					
Other	<input type="radio"/>					

Part 4: Current Service and Providers

This section will ask you to provide information on your current service provider's plans and procurement methods. It may be helpful to have your current

Current Service Providers

41. Does your agency contract with multiple service providers?

Mark only one oval.

Yes
 No
 Unknown

42. If yes, please briefly explain:

.....

.....

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.....

.....

43. Does your agency use a commercial or shared paging system?

Mark only one oval.

- Yes
- No
- Unknown

44. If yes, please briefly explain:

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Procurement (Primary Provider)

45. What procurement process was utilized?

Mark only one oval.

- Master contract
- State Master contract
- Other:
- GSA/Federal Master contract
- Based on price quotes
- Local RFP/Bid
- Unknown

46. Are other procurement options available?

Mark only one oval.

- Yes
- No
- Unknown

47. Describe additional procurement options available to you, if applicable

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48. Does your agency have a direct sales/account relationship with the provider?

Mark only one oval.

- Yes
- No
- Unknown

49. Does your agency have a direct technical support relationship with the provider?

Mark only one oval.

- Yes
- No
- Unknown

50. Are any additional or specialized services provided by the provider?

Mark only one oval.

- Yes
- No
- Unknown

51. Describe additional or specialized services supplied by the provider, if applicable

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Part 4: Current Service and Providers (continued)

Service Plans

52. What is the average monthly cost per device for voice/data devices, NOT inclusive of additional costs and fees (taxes, apps, etc.)?

65. What is the average monthly cost per device for data only devices, NOT inclusive of additional costs and fees (taxes, apps, etc.)?

53. How important is having a fixed rate plan?

Mark only one oval.

- Variable monthly rates based on usage aren't a problem
- Would pay a little more to have fixed rates regardless of usage

54. Who is responsible for payment of the invoice?

Mark only one oval.

- Individual Liable (end-user pays)
- Hybrid (stipend or partial payments from agency to end user)
- Agency Liable (agency pays)
- Unknown

55. What are the monthly data limits on the plan?

Mark only one oval.

- Unlimited
- Capped/Metered
- Pooled
- Other:
- Unknown

.....

56. What is the contract duration of your current plan (years)?

Mark only one oval.

- No Contract
 2 Year Contract
 Over 2 Year Contract
 Quarterly
 Annual Contract
 Unknown
 Other:

57. What is the average monthly data usage per user (Gb)?

Gb is used as an abbreviation for gigabyte

Mark only one oval.

- <512 Mb
 512 Mb - 1 Gb
 1-5 Gb
 >10 Gb
 5-10 Gb
 Unknown
 Other:

58. Any Additional Comments

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Part 5: Barriers

This section will ask you about barriers that may be limiting or preventing fully operational mobile data

59. Are any of these factors limiting your ability to adopt wireless technologies or realize its full potential?

Mark only one oval per row.

	Yes; It's a barrier	No; It's not a barrier	Unknown
Cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Network Reliability (slow speeds, congestion, outages, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internal Experience/ Expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of Applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coverage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

60. If there are any other barriers, please explain here:

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Thanks for filling out our survey!