

# 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.

In preparation for filling out the Mobile Data Survey, it is best to have demographic data (number of entity employees, number of entity vehicles, etc.) on hand.

We recommend that you have copies of your cellular bill on hand to help you answer questions such as number of individual data devices and service cost per device.

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](mailto:justin.m.barton@state.vt.us) / 802-241-5393 (Monday - Friday 7:45 am to 4:30 pm).

\* Required

## 1. Date Survey Completed

.....  
*Example: December 15, 2012*

## Part 1: Public Safety Entity (PSE) Demographics

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

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

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## 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 type in a brief description in the field below.

*Mark only one oval.*

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

5. **Other**

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6. **County** \*

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7. **Town/City** \*

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8. **Street Address** \*

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9. **Agency Point of Contact (POC)** \*

Your Name

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10. **Email Address \***

Your email address

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11. **Phone Number \***

Yours or Your Agency's

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## **Part 1: Public Safety Entity (PSE) Info. Continued**

12. **Estimated Number of Total Employees/Volunteers**

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13. **Estimated Number of Full Time Employees**

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14. **Estimated Number of Part Time Employees**

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15. **Estimated Number of Volunteers**

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16. **Number of Vehicles for Operations**

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17. **Any additional comments**

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## **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**

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18. **Number of Voice/Data Devices Assigned to Personnel**

Smartphones, cellphones

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19. **Number of Data Devices Assigned to Personnel**

USB modems, vehicular modems, mobile hot spots, integrated (e.g. tablets), etc.

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20. **Number of Voice/Data Devices Assigned to Vehicles (not accounted for above)**

Smartphones, cellphones

.....

21. **Number of Data Devices Assigned to Vehicles (not accounted for above)**

USB modems, vehicular modems, mobile hot spots, integrated (e.g. tablets), etc.

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22. **Number of Other Devices Assigned to Vehicles (not accounted for above)**

Include private data systems

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**Personally Owned Devices (not accounted for above)**

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23. **Are employees allowed to use personally owned devices to perform any type of work functions?**

*Mark only one oval.*

- Yes
- No
- Unknown

24. **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

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25. **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
- No Change; Significant Decrease

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. If Other, please list the name of the application here:**

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**30. 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 at this time
- Unknown
- Other

**31. If Other, please list the name of the application here:**

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

*Mark only one oval.*

- ProPhoenix
- TriTech
- Spillman
- Motorola P1
- Mach - WISP
- Motorola PMDC
- Data911
- Copsync
- Intergraph
- Other

**33. If Other, please list the name of the application here:**

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**34. Primary Application Used for Location Services (Mapping, routing)**

*Mark only one oval.*

- Google Maps
- ProPhoenix
- ArcGIS Mapping into our OSSI One Solution CAD
- Garmin GPS
- Mach - WISP
- TriTech
- Department built
- LEARMS (New World)
- Interactive mapping
- None
- Other

**35. If Other, please list the name of the application here:**

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**36. Primary Application Used for Computer Aided Dispatch (CAD)**

*Mark only one oval.*

- New World
- ProPhoenix
- Spillman
- Tiburon
- Mach - WISP
- TriTech
- Motorola P1
- Cisco transitioning to New World
- Intergraph
- None
- Other

**37. If Other, please list the name of the application here:**

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**38. Primary Application Used for Database Inquiries**

*Mark only one oval.*

- Not used
- not used by FD
- ProPhoenix
- Spillman
- SQL
- LEARMS/New World
- Firehouse
- Department Built
- Search Tool with product help from Crystal Reports
- Microsoft RSD 2012 connecting to TIPSS (our RMS system)
- Other

**39. If Other, please list the name of the application here:**

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**40. Primary Application Used for General Connectivity (email, internet, file transfers)**

*Mark only one oval.*

- MS Outlook
- MS Exchange
- Internet Explorer
- Gmail, RISS ATIX
- Combination of email providers
- Aircard
- VPN
- LOTUS NOTES
- 56K circuit
- None
- Other

**41. If Other, please list the name of the application here:**

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**42. Primary Application Used for Field Based Reporting**

*Mark only one oval.*

- Imagetrend
- ProPhoenix
- Spillman
- Firehouse
- New World
- TriTech
- Department Built
- Tiburon
- None
- Other

**43. If Other, please list the name of the application here:**

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**44. Primary Application Used For Intranet Access/Mobile VPN solution**

*Mark only one oval.*

- NetMotion
- Cisco VPN
- Verizon
- Citrix
- NetMotion, Fortigate, Cisco ASA
- New World
- Meraki Site-to-Site VPN - always on
- Dell NetExtender
- Air Watch and Net Motion
- None
- Other

**45. If Other, please list the name of the application here:**

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**46. Primary Application Used For Video**

*Mark only one oval.*

- Panasonic
- Watchguard
- Digital Ally
- Arbitrator
- L-3
- Taser Axon Flex on Body Point of View Cameras
- Coban
- Telepresence
- VieVu
- None
- Other

**47. If Other, please list the name of the application here:**

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**48. Primary Application Used For Telemetry**

*Mark only one oval.*

- Physio Lifenet
- Zoll
- ProPhoenix
- Philips
- Motorola Radio, GPS Bracelet
- Various proprietary
- Precise
- FleetMind
- None
- Other

**49. If Other, please list the name of the application here:**

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**50. Other Primary Application Used (Specify)**

*Mark only one oval.*

- Pictometry
- VieVu Body cam
- Milestone
- Scorpion
- Digital Solutions for Jail Records
- firstVu
- VidMic
- MUVI
- None
- Other

**51. If Other, please list the name of the application here:**

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

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

	Daily	Weekly	Infrequently	Not Used	Desire But Not Used
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, file transfers)	<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**

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**53. Does your agency contract with multiple service providers?**

Mark only one oval.

- Yes
- No
- Unknown

**54. If yes, please briefly explain:**

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

*Mark only one oval.*

- Yes
- No
- Unknown

56. **If yes, please briefly explain:**

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## **Procurement (Primary Provider)**

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57. **What procurement process was utilized?**

*Mark only one oval.*

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

58. **Are other procurement options available?**

*Mark only one oval.*

- Yes
- No
- Unknown

59. **Describe additional procurement options available to you, if applicable**

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

*Mark only one oval.*

- Yes
- No
- Unknown

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

*Mark only one oval.*

- Yes
- No
- Unknown

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

*Mark only one oval.*

- Yes
- No
- Unknown

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

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## **Part 4: Current Service and Providers (continued)**

### **Service Plans**

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

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

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**66. 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

**67. Who is responsible for payment of the invoice?**

*Mark only one oval.*

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

**68. What are the monthly data limits on the plan?**

*Mark only one oval.*

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

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

*Mark only one oval.*

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

**70. 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
- 5-10 Gb
- >10 Gb
- Other
- Unknown

**71. 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

**72. 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
Cost	<input type="radio"/>	<input type="radio"/>
Network Reliability (slow speeds, congestion, outages, etc.)	<input type="radio"/>	<input type="radio"/>
Internal Experience/ Expertise	<input type="radio"/>	<input type="radio"/>
Lack of Applications	<input type="radio"/>	<input type="radio"/>
Information Security	<input type="radio"/>	<input type="radio"/>
Coverage	<input type="radio"/>	<input type="radio"/>

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

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74. **Any additional comments**

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**Please send to this address:**

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