

## WHAT WILL I NEED TO COMPLETE THIS SURVEY

Completing the survey will be easier if you gather some information before you start.

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

We also strongly 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 purchased from a larger procurement contract, it may be helpful to have access to that contract as well.

These questions are designed to use dropdown boxes when single answers are expected or freeform text boxes to provide written answers. In the online survey, the answers with (\*) are required.

This survey hinges on three primary questions:

1. What does your organization look like demographically?
2. How/how much is your agency using mobile data services today?
3. What do you pay for the services that you purchase?

And has five areas:

1. Public Safety Entity Information – this section names and describes your agency
2. Devices Page – relates to the number and types of devices your agency currently has
3. Applications – relates to what you currently use mobile data services for, or plan to use mobile data services for in the future
4. Current Providers – relates to how much you are currently spending, how you procure service, and which carriers you buy from.
5. Barriers – relates to the concerns and problems you currently have related to mobile data

**If you have any questions about the Mobile Broadband Survey, please contact Justin Barton:**  
[justin.m.barton@state.vt.us](mailto:justin.m.barton@state.vt.us) or 802-241-5393 / Monday – Friday 7:45 am – 4:30 pm.

**If you don't have the answer to a question, please leave it *blank*.**  
**Please remember we are asking for *estimates*; if you don't have exact numbers, that's okay!**

## PART 1: PUBLIC SAFETY ENTITY (PSE) DEMOGRAPHICS

To complete this section you will need:

1. **Date**
2. **Public Safety Entity (PSE) Name**
3. **Organization Type (Local, County, State, Federal, Other)**
4. **“Discipline” that best describes your agency or division (ex. Courts, Highway & DOT, etc.)**  
Survey provides a dropdown list of “disciplines”
5. **County**  
Survey provides a dropdown list of each county in Vermont.
6. **Town/City**  
Provides a dropdown list of each town/city in Vermont.
7. **Street Address**
8. **Agency Point of Contact (POC)**
9. **Your Email Address**
10. **Your Phone Number**
11. **Estimated Total Number of Employees/Volunteers (Full Time + Part Time + Volunteers)**
12. **Estimated Number of Full-Time Employees**
13. **Estimated Number of Part-Time Employees**
14. **Number of Volunteers**
15. **Number of Vehicles for Operations**

## PART 2: DEVICES

To complete this section you will need this information:

### AGENCY ISSUED DEVICES for PERSONNEL

1. **Number of Voice/Data Devices Assigned to Personnel (smartphones/cell phones)**

Note: Don't include data only devices such as modems or tablets as these will be counted on the next question.

2. **Number of Data Devices Assigned to Personnel (USB Modems, vehicular modems, mobile hotspots, integrated modems such as tablets or laptops)**

This question is looking for the number of devices issued to individuals that are only used for data.

3. **Number of Other Devices Assigned to Personnel, including private data devices**

Note: If you have devices issued to individuals that do not fit into either question 1 or 2, account for them here

### AGENCY ISSUED DEVICES for VEHICLES (not accounted for above)

Note: You should NOT include devices that you included devices that you included in the answers to questions 1-3 for this part.

4. **Number of Voice/Data Devices Assigned to Vehicles (smartphones/cell phones)**

5. **Number of Data Devices Assigned to Vehicles (USB Modems, vehicular modems, mobile hotspots, integrated modems such as tablets or laptops)**

6. **Number of Other Devices Assigned to Vehicles, Including Private Data Devices**

Note: If you have device assigned to vehicles that do not fit into either question 4 or 5, account for them here

### PERSONALLY OWNED DEVICES

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

8. **Are personally owned devices allowed to connect to any official applications/services i.e. email, internal databases, etc.?**

9. **Is any compensation provided to employees for use of personally owned devices?**

### GENERAL

10. **Does your agency use Machine to Machine (M2M) devices that use wireless connections? (Cameras, sensors, etc.)**

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

## PART 3: APPLICATIONS

### APPLICATION/FREQUENCY OF USE

The Applications Section is intended to give an overview of the primary applications that your entity uses and the frequency of that use.

It may be confusing when you start to answer these questions, because the pull down lists show several applications. If the application that you are looking for is not on the list, choose “Other” and type in the name of your application.

#### Primary Applications Used for the Following:

The top ten applications plus OTHER are displayed in the drop down list for each of these

1. Communications (texting, paging, etc.)

2. Voice over IP/Over the Top Voice (e.g. Skype)

Note: An over the top application is any app or service that provides a product over the Internet and bypasses traditional distribution. Skype is an example of an over the top application.

3. Automatic Vehicle Location (AVL)

Note: Automatic Vehicle Location (AVL) is a means for automatically determining and transmitting the geographic location of a vehicle.

4. Locations Services (mapping, routing)

Note: There can be some overlap in Location Services and AVL in Question 5. Location applications can be as simple as the mapping software that comes with most smartphones while AVL can be a very complex application that keeps up with not only where vehicles are, but the history of their path, their speed, car condition, etc.

5. Computer Aided Dispatch (CAD)

6. Database inquiries

Note: Your department may have a system developed specifically for database inquiries such as criminal history, warrants, etc. Enter the database application that you use the most often.

7. General Connectivity (email, Internet browser, etc.)

8. Field Based Reporting

i.e. what system or application do your responders use to provide information via mobile devices on their activities and interactions from the field?

9. Intranet access/Mobile VPN solution (ex. NetMotion or RadiolP)

Note: These are systems which maintain a constant and secure connection from the authenticated mobile user.

10. Video (if used by your organization)

11. Telemetry

12. Other (primary applications your organization uses that were not covered in the previous question)

#### Frequency of use options:

Daily; Weekly; Infrequently; Not Used; Desired But Not Used

## PART 4: CURRENT SERVICE AND PROVIDERS

All questions in this section either provide drop-down lists or comment boxes for answers. For this section, you will want to have copies of your cellular bill on hand.

### CURRENT SERVICE PROVIDERS

1. Does your agency contract with multiple service providers?
2. If yes, please briefly explain
3. Does your agency use a commercial or shared paging system?
4. If yes, please briefly explain

### PROCUREMENT (Primary Provider)

5. What procurement process was utilized?
6. Are other procurement options available?
7. Describe additional procurement options available to you, if applicable
8. Does your agency have a direct sales/account relationship with the provider?
9. Does your agency have a direct technical support relationship with the provider?
10. Are any additional or specialized services provided by the provider?
11. Describe additional or specialized services supplied by the provider, if applicable

### SERVICE PLANS

For these questions, if you purchase from a contract, it may be easiest to see the base costs on that document rather than the cell bill which may have many other features and fees lumped into the billed amount.

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

These questions regard your preferences and other information that can be pulled from you cell bill or contract.

14. How important is having a fixed rate plan?
15. Who is responsible for payment of the invoice?
16. What are the monthly data limits on the plan?
17. What is the contract duration of your current plan (years)?
18. What is the average monthly data usage per user (Gb)?

## PART 5: BARRIERS

This section contains a series of Yes/No questions.

**Does this barrier limit or prevent the agency from realizing the full potential of mobile data services?**

1. **Cost:** Agency does not have budget to purchase required data plans or devices
2. **Network Reliability:** Speed and efficiency of data services provided from the network does not meet requirements (i.e. slow speeds, congestion, frequent outages, etc.)
3. **Security:** Use of data services is limited due to security reasons (i.e. wireless network security level does not meet agency policy and data transmission is limited)
4. **Coverage:** Coverage of wireless data network does not meet agency operational requirements (i.e. dead spots through operational area)
5. **Expertise:** Agency does not have the knowledge base within its employees to fully utilize available wireless data services

**CONGRATULATIONS! YOU HAVE FINISHED!**