

## Final NG9-1-1 PSAP Survey Questions

Questions in **YELLOW** are newly added. Questions in **RED** have been removed.

1. Select your PSAP
2. Name of person completing this survey
3. Name of the PSAP Point of Contact (POC) for VITA's ISP staff
4. Do you have regional and/or back-up agreements with other agencies in the event of a 9-1-1 system failure
5. Do you have regional and/or back-up agreements with other agencies in the event of an evacuation
6. How is the backup function accomplished in the event of a system failure
7. How is the backup function accomplished in the event of an evacuation
8. How does the PSAP manually go into a "busy" mode? (e.g., make busy switch, call to a NOC, other)
9. When in "busy" mode, where do those calls go? (e.g., pick list of PSAPs in State, other)
10. Is this capability periodically tested?
11. If this is tested, how often? (monthly, bi-annually, quarterly, annually, other)
12. Where do calls route when your PSAP is in an all circuits busy state?
13. Are you currently receiving text message requests in the PSAP?
14. If yes, provide deployment date or planned deployment date
- Identify whether your circuits are owned or leased**
15. Identify any IP-based networks the PSAP ties into (other than CAMA and ALI circuits).
16. For identified networks provided in item 11, please identify type of network (e.g., MPLS, Frame Relay, PRI)
17. For identified networks provided in item 11, please identify architecture of network (e.g., point-to-point, ring, mesh, etc.)

18. What is your broadband medium
19. Who currently provides IT support to your entire PSAP
20. Does your PSAP have a physical / IT security policy in place?
21. Does your PSAP Coordinator/Manager/Director have responsibilities outside of PSAP operations that require a significant amount (> 20 hours) of time each week
22. What is the total number of console positions in your PSAP
23. Using your CAD system, identify the number of calls that initiate the dispatch of any emergency responder, including any field and officer initiated "calls for service"
24. Provide the number for each type of local agencies dispatched (e.g. - police, fire, rescue).
25. Provide the number of calls made on the administrative numbers and include 311 calls where available
26. Using your call accounting system, provide the busy hour(s), busy day(s) of week, and busy month(s)
27. Has your PSAP performed any call set-up time testing
28. Does your call accounting system have the ability to report on the number of 911 call transfers to other PSAPs
29. Identify your CPE manufacturer
30. Indicate CPE model name/number
31. When did you install your current CPE
32. When do you estimate that you will replace your current CPE
33. Provide software version number for your CPE
34. Provide annual maintenance costs for CPE
35. Provide name of CPE maintenance provider
36. Identify your CAD manufacturer
37. Indicate CAD model name/number
38. Identify your voice logger manufacturer

39. Do you have a digital voice logger
40. Indicate channel capacity number for your voice logger
41. Indicate the current number of wireline 9-1-1 trunks to your CPE
42. Indicate the current number of wireless 9-1-1 trunks to your CPE
43. Indicate the current number of MLTS 9-1-1 trunks to your CPE
44. Indicate the number of administrative lines connecting to the CPE
45. Please provide the name, email, and phone number of your GIS POC

Indicate which of the following data layers you utilize with your mapping display system: Police, Fire, EMS, Municipal boundaries, Address points, Road centerlines, Emergency Service Zones

46. Who is your dispatch mapping software vendor
47. Identify your dispatch mapping software model
48. How often is your address mapping data updated in the dispatch mapping system?
49. Do you utilize call routing rules for situations like special events, night shift call diversion, etc.?
50. Provide a list of all carriers providing service to your PSAP
51. Provide your ANI/ALI/SR costs, CAMA trunk costs, ALI circuit costs, and wireless costs not paid for through the billing agreements (or include copy of recent 9-1-1 service provider invoice)