



# State Interoperable Executive Committee (SIEC)

## Radio Communications Survey Results

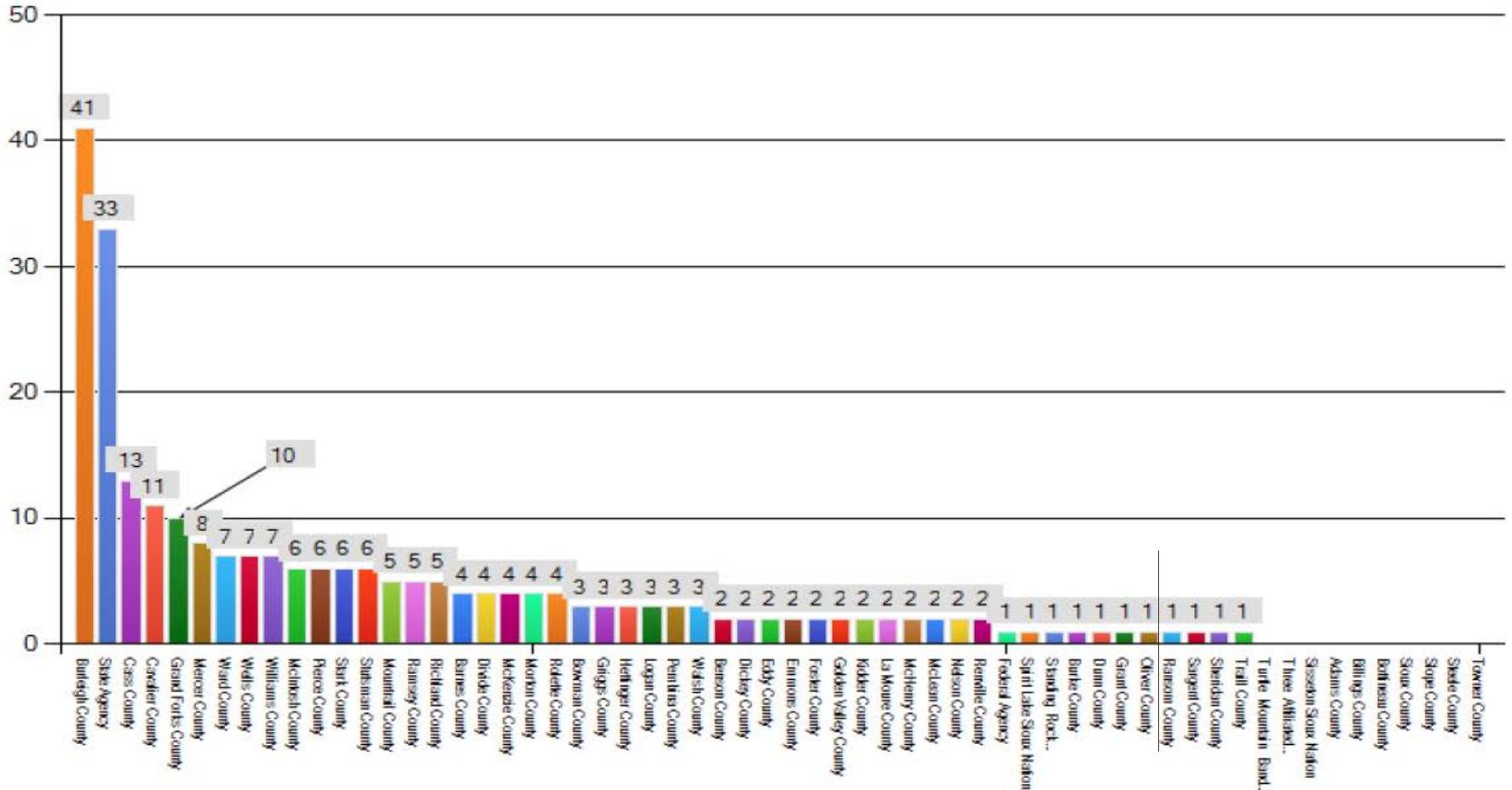
Survey sent out on 6/3/14

Compiled as of 06/16/2014\*

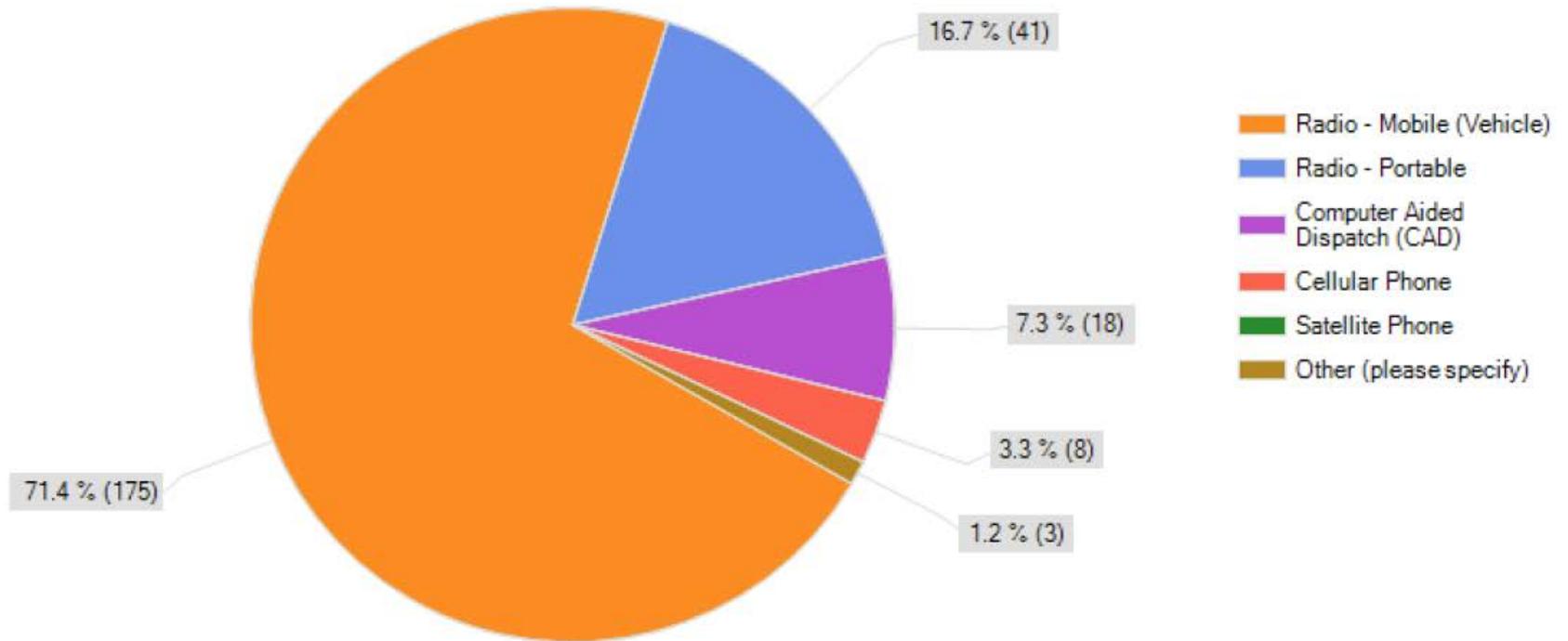


# All Responding Jurisdictions

Please select the answer below which best describes your jurisdiction, or where your jurisdiction resides, or area of responsibility.



Of these, which is your PRIMARY device used for communication with a Public Safety Answering Point (PSAP) i.e. dispatch? (Choose only one device)





# Initial Results

- The goal of the survey is to receive at least 500 respondents, from several jurisdictions and disciplines.
- The respondents currently received don't provide a clear picture of the issues because many of the results are from two jurisdictions (Burleigh County and State Agencies).
- The results of this survey will be used for a possible refined more extensive survey.

# <b>State Interoperable Executive Committee Radio Communications

## Introduction

The State Interoperable Executive Committee (SIEC) was formed under law last legislative session. One of its goals is to work to have the best possible radio communications system available for first responders. There are many challenges in making this happen but key is identifying current system shortcomings and what investments it would take make it better.

As a first responder and radio system user you can help the SIEC. We need your input in rating the quality of current mobile and portable radio communications across the state. We know your time is short and valuable but you should be able to complete the survey within 15 minutes.

This survey site will be open until June 18, 2014. As you complete the survey please do so from a local perspective using your radio experience talking to your fellow users and dispatch center.

Your input will be provided to legislators during the next session as we work to secure future investments in radio communications.

Thank you for taking the survey and feel free to share this email and survey link with your fellow responders

## Demographic Information

**1. (OPTIONAL) Please provide your contact information below in case we have questions about your responses.**

Name:

Agency:

Email Address:

**\*2. Please select the answer below which best describes your jurisdiction, or where your jurisdiction resides, or area of responsibility.**

Other (please specify)

**3. What land use is predominant in your jurisdiction or area of responsibility?**

Urban

Rural

Other (please specify)

## Device Information

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### 4. What devices do you use for communications with a Public Safety Answering Point (PSAP) i.e. dispatch? (Select all that apply)

- Radio - Mobile (Vehicle)
- Radio - Portable
- Computer Aided Dispatch (CAD)
- Cellular Phone
- Satellite Phone
- Other (please specify)

### 5. Of these, which is your PRIMARY device used for communication with a Public Safety Answering Point (PSAP) i.e. dispatch? (Choose only one device)

- Radio - Mobile (Vehicle)
- Radio - Portable
- Computer Aided Dispatch (CAD)
- Cellular Phone
- Satellite Phone
- Other (please specify)

## Radio - Mobile (Vehicle) Communications quality from YOU to dispatch

Please rate, by percentage, the quality of Radio - Mobile (Vehicle)communications from YOU to dispatch below. Quality may be defined as follows:

Excellent- Dispatch never asks me to repeat communications sent by me to them for any exchange.

Above Average- Dispatch asks me to repeat communications sent by me to them for less than 25% of our exchanges.

Average- Dispatch asks me to repeat communications sent by me to them for 25% - 50% of our exchanges.

Below Average- Dispatch asks me to communications sent by me to them for 51% - 75% of our exchanges.

Poor- Dispatch asks me to repeat communications sent by me to them for 76% - 100% of our exchanges.

Enter your responses without a "%" sign. The total of all responses must add up to 100

## <b>State Interoperable Executive Committee Radio Communications

**6. How would you rate, on a percentage basis (do not enter the "%" sign, just the number describing the percent), the quality of Radio - Mobile (Vehicle) communications transmitted TO dispatch?**

Excellent

Above Average

Average

Below Average

Poor

**7. Please describe sound received by dispatch from your communications (Select all that apply).**

Clear

Digital sound (e.g. squeal) but understandable

Static but understandable

Digital sound (e.g. squeal) and unreadable

Static and understandable

No signal

Other (please specify)

## Radio - Mobile (Vehicle) communications quality from DISPATCH to you

Please rate, by percentage, the quality of Radio - Mobile (Vehicle) communications from DISPATCH to you below. Quality may be defined as follows:

Excellent- I never ask dispatch me to repeat communications sent by them to me for any exchange.

Above Average- I ask dispatch to repeat their communications to me for less than 25% of our exchanges.

Average- I ask dispatch to repeat their communications to me for 25% - 50% of our exchanges.

Below Average- I ask dispatch to repeat their communications to me for 51% - 75% of our exchanges.

Poor- I ask dispatch to repeat their communications to me for 76% - 100% of our exchanges.

Enter your responses without a "%" sign. The total of all responses must add up to 100

## <b>State Interoperable Executive Committee Radio Communications

**8. How would you rate, on a percentage basis (do not enter the "%" sign, just the number describing the percent), the quality of the Radio - Mobile (Vehicle) communications transmitted FROM dispatch?**

Excellent

Above Average

Average

Below Average

Poor

**9. Please describe sound received from dispatch communications by you (Select all that apply).**

Clear

Digital sound (e.g. squeal) but understandable

Static but understandable

Digital sound (e.g. squeal) and unreadable

Static and understandable

No signal

Other (please specify)

## Radio - Portable Communications quality from YOU to dispatch

Please rate, by percentage, the quality of Radio - Portable communications from YOU to dispatch below. Quality may be defined as follows:

Excellent- Dispatch never asks me to repeat communications sent by me to them for any exchange.

Above Average- Dispatch asks me to repeat communications sent by me to them for less than 25% of our exchanges.

Average- Dispatch asks me to repeat communications sent by me to them for 25% - 50% of our exchanges.

Below Average- Dispatch asks me to communications sent by me to them for 51% - 75% of our exchanges.

Poor- Dispatch asks me to repeat communications sent by me to them for 76% - 100% of our exchanges.

Enter your responses without a "%" sign. The total of all responses must add up to 100

## <b>State Interoperable Executive Committee Radio Communications

**10. How would you rate, on a percentage basis (do not enter the "%" sign, just the number describing the percent), the quality of Radio - Portable communications transmitted TO dispatch?**

Excellent

Above Average

Average

Below Average

Poor

**11. Please describe sound received by dispatch from your communications (Select all that apply).**

Clear

Digital sound (e.g. squeal) but understandable

Static but understandable

Digital sound (e.g. squeal) and unreadable

Static and understandable

No signal

Other (please specify)

### Radio - Portable communications quality from DISPATCH to you

Please rate, by percentage, the quality of Radio - Portable communications from DISPATCH to you below. Quality may be defined as follows:

Excellent- I never ask dispatch me to repeat communications sent by them to me for any exchange.

Above Average- I ask dispatch to repeat their communications to me for less than 25% of our exchanges.

Average- I ask dispatch to repeat their communications to me for 25% - 50% of our exchanges.

Below Average- I ask dispatch to repeat their communications to me for 51% - 75% of our exchanges.

Poor- I ask dispatch to repeat their communications to me for 76% - 100% of our exchanges.

Enter your responses without a "%" sign. The total of all responses must add up to 100

## <b>State Interoperable Executive Committee Radio Communications

**12. How would you rate, on a percentage basis (do not enter the "%" sign, just the number describing the percent), the quality of the Radio - Portable communications transmitted FROM dispatch?**

Excellent	<input type="text"/>
Above Average	<input type="text"/>
Average	<input type="text"/>
Below Average	<input type="text"/>
Poor	<input type="text"/>

**13. Please describe sound received from dispatch communications by you (Select all that apply).**

- Clear
- Digital sound (e.g. squeal) but understandable
- Static but understandable
- Digital sound (e.g. squeal) and unreadable
- Static and understandable
- No signal
- Other (please specify)

### Timing

**14. If you are experiencing communications issues, when did they begin?**

- After narrowbanding began (January 2013)
- Always existed regardless of narrowbanding

### Final comments

Please add any other comments that you would like to share which may help us improve communications in North Dakota.

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**15. Do you have any other comments, questions, or concerns?**

