MOBILE DATA SURVEY TOOL V.3

The mobile data survey collects information from each participating agency on a variety of topics, including wireless data service plans, monthly costs, applications usages and barriers.

These questions are designed to use dropdown boxes (⊞) when single answers are expected or freeform text boxes (✎) for user to provide written answers. Questions marked with a red asterisk (*) require answers from the user.

SURVEY QUESTIONS

OBJECTIVE 2A:
Identify Basic Demographics of each Public Safety Entity (PSE)

Select your organization type. *

- ⊞ Local
- ⊞ County
- ⊞ State
- ⊞ Federal
- ⊞ Tribal
- ⊞ Other

Please select the discipline that best describes your agency or division: *

- ⊞ 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 Governmental Agencies
- ⊞ Other Regulatory Agencies
- ⊞ Other Non-Specified

State/Territory/Province:

- ⊞ *Provides a dropdown list of each US State and Territory for selection. If a state was selected using the map on the prior page, it is selected in the dropdown list for this question.*

County

+🗏 *Provides a dropdown list of each county in the selected state.*

City

+🗏 *Provides a dropdown list of each city in the selected state and county.*

Select your Agency ✱

+🗏 *Provides a dropdown list of each public safety agency in the MDST database filtered according to Agency Type, State, County and City. As each filter item is selected or deselected, the agency list is revised as appropriate for the active filter. If "ADD NEW AGENCY" is selected, the following New Agency Sub-form displays on the right side of the page.*

Please enter new agency information

✎ Agency Name
✎ Address
✎ Latitude
✎ Longitude

Number of Employees

✎ *Freeform text box (numeric entry or blank)*

Number of Full Time Employees

✎ *Freeform text box (numeric entry or blank)*

Number of Part Time Employees

✎ *Freeform text box (numeric entry or blank)*

Number of Volunteers

✎ *Freeform text box (numeric entry or blank)*

Number of Vehicles for Operations

✎ *Freeform text box (numeric entry or blank)*

Survey Respondent Contact Information

Freeform text fields for the following data attributes:
- 👉 Prefix
- 👉 First Name **✱**
- 👉 Middle Initial
- 👉 Last Name **✱**
- 👉 Phone **✱**
- 👉 Email **✱**

Any Additional Comments Regarding Objective 2a

- 👉 *Freeform text box (numeric entry or blank)*

AGENCY ISSUED DEVICES - PERSONNEL

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

☞ *Freeform text box (numeric entry or blank)*

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

☞ *Freeform text box (numeric entry or blank)*

AGENCY ISSUED DEVICES – VEHICLES (not accounted for above)

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

☞ *Freeform text box (numeric entry or blank)*

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

☞ *Freeform text box (numeric entry or blank)*

Number of Other Devices Assigned to Vehicles, Including Private Data Devices

☞ *Freeform text box (numeric entry or blank)*

PERSONALLY OWNED DEVICES

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

- Yes
- No
- Unknown

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

- Yes
- No
- Unknown

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

- Yes, Fixed Amount
- Yes, Based on Usage
- Yes, Other Method
- No
- Unknown

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

- Yes
- No
- Unknown

Number of Machine to Machine (M2M) Devices, if applicable

👉 *Freeform text box (numeric entry or blank)*

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

- Significant Increase
- Minor or No Change
- Significant Decrease

Any Additional Comments Regarding Objective 2b

👉 *Freeform text box (numeric entry or blank)*

APPLICATION FREQUENCY OF USE

For each of the following types of applications:

1. **Communications (Texting, paging, etc.)**
2. **Voice over IP/Over the Top Voice (e.g. Skype)**
3. **Automatic Vehicle Location (AVL)**
4. **Locations Services (Mapping, routing)**
5. **Computer Aided Dispatch (CAD)**
6. **Database inquiries**
7. **General Connectivity (Email, Internet, file transfers)**
8. **Field Based Reporting**
9. **Intranet access/Mobile VPN solution**
10. **Video**
11. **Telemetry**
12. **Other**

Select the Frequency of Use of Each Application

- **Daily**
- **Weekly**
- **Infrequently**
- **Not Used but Desired**
- **Not Used**
- **Unknown**

Primary Applications Used for the Following:

13. **Communications** *(Top ten applications plus OTHER are displayed here)*

☞ *Freeform text box*

14. **Voice over IP/Over the Top Voice** *(Top ten applications plus OTHER are displayed here)*

☞ *Freeform text box*

15. **Automatic Vehicle Location** *(Top ten applications plus OTHER are displayed here)*

☞ *Freeform text box*

16. **Locations Services** *(Top ten applications plus OTHER are displayed here)*

☞ *Freeform text box*

17. **Computer Aided Dispatch** *(Top ten applications plus OTHER are displayed here)*

☞ *Freeform text box*

18. **Database inquiries** *(Top ten applications plus OTHER are displayed here)*

☞ *Freeform text box*

19. **General Connectivity** *(Top ten applications plus OTHER are displayed here)*

☞ *Freeform text box*

20. **Field Based Reporting** *(Top ten applications plus OTHER are displayed here)*

👉 *Freeform text box*

21. **Intranet access/Mobile VPN solution** *(Top ten applications plus OTHER are displayed here)*

👉 *Freeform text box*

22. **Video** *(Top ten applications plus OTHER are displayed here)*

👉 *Freeform text box*

23. **Telemetry** *(Top ten applications plus OTHER are displayed here)*

👉 *Freeform text box*

24. **Other**

👉 *Freeform text box*

OBJECTIVE 4A:
Identify current service provider plans and procurement methods.

CURRENT SERVICE PROVIDERS

Does your agency contract with multiple service providers?

- Yes
- No
- Unknown

Explain your use of multiple service providers, if applicable

👉 *Freeform text box (numeric entry or blank)*

Does your agency use a commercial or shared paging system?

- Yes
- No
- Unknown

Explain your use of commercial or shared paging systems, if applicable

👉 *Freeform text box (numeric entry or blank)*

PROCUREMENT (Primary Provider)

What procurement process was utilized?

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

Are other procurement options available?

- Yes
- No
- Unknown

Describe additional procurement options available to you, if applicable

👉 *Freeform text box (numeric entry or blank)*

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

- Yes
- No
- Unknown

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

+ ▤ Yes
+ ▤ No
+ ▤ Unknown

Are any additional or specialized services provided by the provider?

+ ▤ Yes
+ ▤ No
+ ▤ Unknown

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

👉 *Freeform text box (numeric entry or blank)*

SERVICE PLANS

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

👉 *Freeform text box (numeric entry or blank)*

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

👉 *Freeform text box (numeric entry or blank)*

How important is having a fixed rate plan?

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

Who is responsible for payment of the invoice?

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

What are the monthly data limits on the plan?

+ ▤ Yes Unlimited
+ ▤ Capped/Metered
+ ▤ Pooled
+ ▤ Other
+ ▤ Unknown

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

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

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

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

Any Additional Comments Regarding Objective 4a

- *Freeform text box (numeric entry or blank)*

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

Cost: Agency does not have budget to purchase required data plans or devices

- ⊞ Yes, Cost is a Barrier
- ⊞ No, Cost is not a Barrier
- ⊞ Unknown

Network Reliability: Speed and efficiency of data services provided from the network does not meet requirements *(i.e. slow speeds, congestion, frequent outages, etc.)*

- ⊞ Yes, Network Reliability is a Barrier
- ⊞ No, Network Reliability is not a Barrier
- ⊞ Unknown

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)*

- ⊞ Yes, Security is a Barrier
- ⊞ No, Security is not a Barrier
- ⊞ Unknown

Coverage: Coverage of wireless data network does not meet agency operational requirements *(i.e. dead spots through operational area)*

- ⊞ Yes, Coverage is a Barrier
- ⊞ No, Coverage is not a Barrier
- ⊞ Unknown

Expertise: Agency does not have the knowledge base within its employees to fully utilize available wireless data services

- ⊞ Yes, Expertise is a Barrier
- ⊞ No, Expertise is not a Barrier
- ⊞ Unknown

Any Additional Comments Regarding Objective 4b

- ✎ *Freeform text box (numeric entry or blank)*