

Emergency Communications Preparedness Center

The Federal 911 data call is conducted by the Emergency Communications Preparedness Center's Federal 911 Focus Group in conjunction with the Department of Homeland Security's Office of Emergency Communications.

Detailed responses will help build a knowledge base and will allow for analysis of results that can lead to the identification of unmet needs, requirements, and recommendations. These recommendations can be then used to help participating agencies' Public Safety Answer Points (PSAP) operators and Public Safety Communications Centers (PSCC) operators understand their situation, create budgetary requests, and provide justifications for new investments to make their current systems NG911 compliant.

If you have any questions please contact Gerald Jaskulski (Gerald.Jaskulski@hq.dhs.gov)

Demographics

First Name: _____ Last Name: _____

Agency Name: _____

Agency Address: _____

State: _____ Zip Code: _____

City: _____

Telephone Number: _____

Position/Division: _____

E-Mail: _____

Website Address: _____

May we contact you again?

Yes

No

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Is your PSAP/PSCC operated by the Federal government or by another entity, such as a commercial contractor? (select the best answer)

- Federal
- State
- Local
- Tribal
- Territorial
- Other _____

Which of the following best describes your agency? (select the best answer)

- Armed Forces
- Corrections or Detention Center
- Emergency Management
- Emergency Medical Service
- Fire and Emergency Services
- Hazardous Materials Emergency Response
- Information Technology
- Law Enforcement
- Public Works
- Public Safety Communications
- Public Safety Coordination / Fusion
- Transportation
- Other _____



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How large is the area that your PSAP/PSCC serves (in acres or square miles)?

How large is the population that your PSAP/PSCC services (if this varies by time of day, or by season please share those details)?

In the absence of non-Federal PSAP or PSCC facilities, does your PSAP/PSCC provide support (directly or indirectly) to any local, state, tribal, or territorial authorities or populations outside of your Federal area of responsibility? If so, what is the nature of the services provided?

Over the last five years (provided figures are available), how many telephone calls has your PSAP/PSCC answered annually?

How many of those calls were emergency versus non-emergency in nature?

How many of those calls resulted in the dispatch of an emergency services agency?



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What is the total authorized personnel strength of your PSAP/PSCC?

What is the average annual personnel attrition rate at your PSAP/PSCC?

Is your PSAP/PSCC open and operational 24 hours, 7 days? If not, what is the normal operating schedule?

If your agency's PSAP/PSCC is not open 24 hours, 7 days, who provides support for your field forces when the center is closed?

Can the public access dial tone to reach your PSAP/PSCC throughout your area of responsibility? If there are known limitations or obstacles to the public's access to emergency telephone service, please describe them.

Is there anyone else inside or outside of your agency we should talk to? If so, please provide their contact information below.