

Welcome

Welcome to the Kentucky 911 Services Board's 2017 PSAP Survey!

The completion of the Annual PSAP Survey is required to maintain CMRS PSAP Certification in accordance with 202 KAR 6:100(2)(a).

The PSAP Survey serves the following purposes –1) the information you submit self certifies that your PSAP still complies with the Board's regulations regarding PSAP Certification and eligibility for CMRS funds, 2) the information submitted is used at the Kentucky 911 Services Board Office to assist Board members in making a variety of decisions to include grant offerings and planning for NG911, 3) the information submitted is often requested and utilized by the legislature and their staff, and 4) information provided is used by the Kentucky 911 Services Board to complete a national survey from the Federal 911 Office.

Surveys must be completed by COB Friday, September 29th, 2017. You may contact the Kentucky 911 Services Board with any questions you may have regarding the survey at (502) 564-2081.

Notes on Completing and Submitting the Survey

***No usernames and passwords will be used in this year's survey document.**

***The reporting period for the survey is Fiscal Year 2017 (July 1, 2016 – June 30, 2017).**

***It is recommended that you review the survey questions and obtain needed information for responses prior to starting the survey itself.**

***A PDF copy of the survey is being provided to assist in the process.**

***Most of the survey contains requests for information contained in prior year surveys, a good source to consult.**

***Most questions require an answer. The survey document will advise you if you have not entered a required response.**

***If there is a question that requires a response that is not applicable to your PSAP or one that requires an answer that you cannot obtain by the due date, you may enter "N/A" or "Don't Know."**

***You must complete the entire page for the information entered on that page to be retained.**

***You may leave and come back to the survey application by clicking the link provided in the email**

sent to you by the Kentucky 911 Services Board but you must use the same computer you previously entered the survey document from to see the answers you already completed.

***You may jump from page to page, but only between the pages you've already completed.**

***When you have completed the survey, click submit.**

***You will see a screen confirming the completion of the survey once all the required answers have been entered.**

PSAP Information

* 1. Name of PSAP:

* 2. Physical Address:

Street Address:

City:

Zip:

* 3. County:

* 4. Mailing Address:

Street Address:

City:

Zip:

* 5. 24/7 Admin Phone (in the following format: 502-564-3911):

* 6. Contact Name:

7. Title (i.e. 911 Director):

* 8. Email Address:

* 9. Contact Phone (in the following format: 502-564-3911):

PSAP Information, Cont.

* 10. What type of PSAP is this?

- ☐ Regional
- ☐ County
- ☐ City
- ☐ City and County
- ☐ State Police Post

* 11. Please list all Counties and/or Cities served by PSAP:

* 12. Under what authority does the PSAP operate?

- ☐ Local/Regional Board
- ☐ Fiscal Court
- ☐ City Government
- ☐ State Government
- ☐ Merged Government

* 13. Authority Name (i.e. Fiscal Court, City, 911 Board):

* 14. Authority Contact Name:

15. Authority Title (i.e. Judge Executive, Mayor, Board Chair):

* 16. Authority Mailing Address:

Street Address:

City:

Zip:

* 17. Authority Phone (in the following format: 502-564-3911):

18. Does your PSAP dispatch for more than one jurisdiction (city, county, university, etc.)?

☐ Yes

☐ No

19. If yes to question 18, does your PSAP operate under a written inter-local agreement?

☐ Yes

☐ No

* 20. Regardless of PSAP Authority, does your PSAP have a 911 Board? Check all that apply:

☐ No

☐ Yes, Governing Authority (approves expenditures/contracts/hirings)

☐ Yes, Link/NCIC Board

☐ Yes, Advisory Board

21. PSAP Services - In addition to answering 911 calls and dispatching responders, what other services/capacities does your PSAP provide (check all that apply):

- ☐ Emergency Notification (i.e. Reverse 911)
- ☐ Traffic Monitoring
- ☐ Weather Monitoring
- ☐ Individual and Household Profiles (i.e. Smart 911, SafeTown)
- ☐ Text to 911
- ☐ Emergency Medical Dispatching (EMD)
- ☐ Other (please specify)

Telephone Providers Information

22. Wireline Local Exchange Company/911 Provider:

* 23. Competitive Local Exchange Carriers and Other Communication Service Providers (Landline, VOIP, Cable, etc.):

* 24. Wireless Service Providers (please list as many as you are aware of with towers in your jurisdiction):

Mapping and Addressing

* 25. What office/agency/vendor assigns addresses in the PSAP's jurisdiction?

* 26. Address assignor name:

27. Address assignor title:

* 28. Address assignor address:

Street Address:

City:

Zip:

* 29. Address assignor phone (in the following format: 502-564-3911):

* 30. Address assignor email address:

* 31. Addressing standard employed?

- ☐ 5.28 feet per number
- ☐ mileage
- ☐ street and block
- ☐ other

* 32. How are addresses stored?

- ☐ off-site database by 3rd party agency (ex: Intrado or TCS)
- ☐ off-site database by telephone company
- ☐ on-site database

Mapping and Addressing, Cont.

* 33. What office/agency/vendor coordinates Master Street Address Guide (MSAG) changes with E911 database?

* 34. MSAG contact name:

35. MSAG contact title:

* 36. MSAG contact address:

Street Address:

City:

Zip:

* 37. MSAG contact phone (in the following format: 502-564-3911):

* 38. MSAG contact email address:

* 39. Mapping Software used for GIS data development and maintenance:

* 40. Sources of centerlines:

- ☐ Local GIS
- ☐ Area Development Districts w/ DOT data
- ☐ Area Development Districts under contract w/ PSAP
- ☐ Other

* 41. Sources of GIS data in the PSAP's jurisdiction (check all that apply):

- ☐ Local Addressing Coordinator
- ☐ Local GIS
- ☐ PVA Office
- ☐ Planning and Zoning Office
- ☐ 3rd Party Vendor
- ☐ ADD
- ☐ PSAP Staff
- ☐ Other

* 42. Sources of Address points in the PSAP's jurisdiction (check all that apply):

- ☐ Local Addressing Coordinator
- ☐ Local GIS
- ☐ PVA Office
- ☐ Planning and Zoning Office
- ☐ 3rd Party Vendor
- ☐ ADD
- ☐ PSAP Staff
- ☐ Other
- ☐ We do not have address points in the PSAP's map

* 43. Source of fire district boundaries used in your PSAP's map:

* 44. Source of EMS district boundaries used in your PSAP's map:

* 45. Source of law enforcement district boundaries used in your PSAP's map:

* 46. Frequency of GIS Data updates in the PSAP:

- ☐ weekly
- ☐ 1-3 weeks
- ☐ monthly
- ☐ quarterly
- ☐ twice a year
- ☐ annually

* 47. Map data type:

- ☐ address points
- ☐ address ranges
- ☐ both

PSAP Hardware and Software

* 48. What is the name of the manufacturer of your 911 controller:

* 49. What is the model of your 911 controller:

* 50. What vendor did you purchase your 911 controller from:

- ☐ Direct from manufacturer
- ☐ Purchased from a reseller identified below;

* 51. Please describe your controller's readiness to transition to NG911:

- ☐ analog only
- ☐ analog currently but can be modified to accept IP
- ☐ IP (currently connected via IP)

* 52. What year was your controller last upgraded:

* 53. Please check the box that best describes your 911 controller:

- ☐ serving as a standalone system (regardless of capabilities)
- ☐ part of a host/remote solution

54. If your controller is part of a host/remote system, where is the host located:

* 55. How many total call-taking positions does your PSAP currently have (this question refers to the number of physical positions capable of taking calls):

* 56. Number of TDD/TTYs in PSAP:

* 57. TDD/TTY type:

☐ integrated with call-taking software

☐ standalone

* 58. Does your PSAP use a Computer Aided Dispatch System?

☐ Yes

☐ No

* 59. What is the company name of your CAD system?

* 60. What is the model of your CAD system?

* 61. Please specify the voice and data recording system used in the PSAP:

* 62. Does the PSAP use a time synchronization system:

☐ Yes

☐ No

* 63. Does the PSAP have Link/NCIC installed on-site:

☐ Yes

☐ No

* 64. Do 911 call-takers answer administrative lines for other non-911 offices?

- ☐ Yes, only during on business hours (nights, weekends, holidays)
- ☐ Yes, 24 hours per day
- ☐ No

* 65. Do call-takers have access to the internet at their workstations?

- ☐ Yes
- ☐ No

* 66. Total number of telecommunicators employed in the PSAP (should equal total of question #65 and #66):

* 67. Number of full-time telecommunicators:

* 68. Number of part-time telecommunicators:

* 69. Number of DOCJT certified telecommunicators:

70. Average starting salary (per hour) for telecommunicators (call-takers/dispatchers) in your PSAP:

71. What is the annual salary of your PSAP Director?

* 72. Average number of call-taking positions staffed 24/7:

73. Number of persons whom have received an Emergency Number Professional (ENP) certification:

* 74. Selective router location:

* 75. Primary 911 trunk type:

☐ CAMA

☐ IP

☐ Other

* 76. Total number of 911 trunks:

* 77. Number of separate wireless trunks (this number should be part of the total number reported above):

* 78. Number of administrative phone trunks:

Secondary Dispatch Center

Secondary dispatch locations are those communications centers that primarily dispatch emergency responders but do not answer initial 911 calls from the public. A PSAP may transfer voice or data only or both during a 911 call to them for dispatching emergency responders. Examples of secondary dispatch locations include police departments, fire departments, hospital emergency rooms, airports, etc...

* 79. Please list all secondary dispatch locations in your PSAP's jurisdiction:

| | |
|---|----------------------|
| 1 | <input type="text"/> |
| 2 | <input type="text"/> |
| 3 | <input type="text"/> |
| 4 | <input type="text"/> |
| 5 | <input type="text"/> |

Default Routing: The capability to route a 911 call to a designated (default) PSAP when the incoming call cannot be selectively routed due to an ANI/ALI failure or other cause. This is a failure that occurs outside the PSAP.

Alternate Routing: The capability of routing 911 calls to a designated alternate location if all 911 trunks are busy or out of service. This may be activated upon request or automatically, if detectable, when 911 equipment fails or if the PSAP itself is disabled. This a failure that occurs within the PSAP.

* 80. Default Routing Site:

* 81. Alternate Routing Site:

* 82. PSAP's Back-Up Site Name:

* 83. PSAP's Back-Up Site Address:

Street Address:

City:

Zip:

* 84. Distance from PSAP:

* 85. PSAP's Back-Up Site Admin Phone Number (in the following format: 502-564-3911):

* 86. Back-up site capabilities (check all that apply):

☐ CAD

☐ Generator

☐ Mapping

☐ Radio: Mobile/Portable

911 Service Outages, Disruptions and Security

* 87. Has your PSAP experienced any 911 service outages in the past year meaning that 911 calls were unable to be delivered to or answered in the PSAP?

☐ Yes

☐ No

88. If the answer is "yes," what were the causes of the outages?

* 89. How many outages did your PSAP experience in the last year?

☐ 0

☐ 1

☐ 2-4

☐ 5 or more

90. What were the duration of these outages (check all that apply)?

☐ less than an hour

☐ over an hour, less than a day

☐ more than a day

* 91. Did your PSAP have instances of disruptions such as repeated calls from non-initialized phones or "swatting" events?

☐ Yes

☐ No

* 92. How many disruptions did your PSAP experience in the last year?

☐ 0

☐ 1

☐ 2-4

☐ 5 or more

93. What were the duration of these disruptions (check all that apply)?

- ☐ less than an hour
- ☐ over an hour, less than a day
- ☐ more than a day

94. If the answer is "yes," what were the causes of the disruptions?

95. During this reporting period, did your PSAP expend funds on a cyber security program or participate in a regional or state run cyber security program?

- ☐ Yes
- ☐ No

If "yes", amount expended:

Call Counting

* 96. How are your calls counted in your PSAP:

- ☐ management software
- ☐ provided from Telco
- ☐ provided from logging printer
- ☐ manual by call takers
- ☐ provided by 911 Controller Host provider
- ☐ Other (please specify)

* 97. Please identify your PSAP's ability to count the following types of calls (check all that can be identified and counted):

- ☐ 911 Wireline Calls
- ☐ 911 Wireless Calls
- ☐ VOIP
- ☐ Telematics (i.e. OnStar)
- ☐ MLTS
- ☐ Administrative Line Calls
- ☐ Texts to 911
- ☐ Texts from 911

* 98. Total annual 911 calls received by PSAP for Fiscal Year 2017 (July 1, 2016-June 30, 2017). This number should be the total of questions 99,100 and 101.

* 99. Total annual 911 wireline calls:

* 100. Total annual 911 wireless calls:

101. Total annual 911 VOIP calls (if known):

102. Total annual 911 MLTS calls (if known):

103. Total annual 911 Telematics calls (if known):

104. Total annual administrative line calls incoming (if known):

105. Total annual administrative line calls outgoing (if known):

106. Total annual texts to 911 (if known):

107. Total annual texts from 911 (if known):

CMRS Funds Information

* 108. Who or what entity approves the spending of the PSAP's CMRS funds:

* 109. Where are the PSAP's quarterly CMRS payments deposited:

- ☐ directly to Fiscal Court account
- ☐ directly to a City account
- ☐ to a regional board (multi-jurisdictional) account
- ☐ to KSP Headquarters

* 110. What type of account are CMRS funds deposited into:

- ☐ dedicated account of only CMRS funds
- ☐ shared account with only 911 funds
- ☐ non-dedicated account (ex: General Fund account)

* 111. CMRS Funds Manager Name:

112. CMRS Funds Manager Title (i.e. County Treasurer, City Treasurer, Board Treasurer):

* 113. CMRS Funds Manager Address:

Street Address:

City:

Zip:

* 114. CMRS Funds Manager Email Address:

* 115. CMRS Funds Manager Phone:

* 116. Grants received in this reporting period (FY2017) - including from whom, how much, and for what (i.e. Homeland Security - \$30,000 - Radios):

* 117. Is there a locally enacted fee or tax dedicated to 911 service:

☐ Yes

☐ No

118. If yes, put the fee amount in the appropriate box below:

Landline fee per month:

Fee collected on utility bill
per month:

Annual fee collected on
property tax:

Other (specify):

119. 202 KAR 6:090 lists the permitted uses for CMRS funds. Do you have suggestions or recommended changes to that regulation (deletions or additions)?

Next Generation 911

120. Is your PSAP NG911 ready?

☐ Yes

☐ No

☐ In part

121. Check all that apply to your PSAP:

- ☐ IP-enabled CPE
- ☐ Capable of receiving 911 texts via IP
- ☐ Connected to an IP network

* 122. Does your PSAP currently receive 911 text messages:

- ☐ Yes
- ☐ No

123. If yes, check the box that best describes the technology used to receive 911 text messages:

- ☐ SMS via IP
- ☐ SMS to web interface (separate computer interface from the telecommunications call-taking interface)
- ☐ SMS to TTY
- ☐ Other (please specify)

* 124. Have you requested any service provider to deliver Text to 911 to your PSAP:

- ☐ Yes
- ☐ No

125. Do you intend to or anticipate requesting any service provider deliver Text to 911 to your PSAP within the coming year:

- ☐ Yes
- ☐ No
- ☐ Unsure

* 126. Is your PSAP listed on "PSAP Text-to-911 Readiness and Certification Registry" found here:

<http://www.fcc.gov/encyclopedia/psap-text-911-readiness-and-certification?>

- ☐ Yes
- ☐ No

127. Please list emails addresses you'd like all CMRS correspondence (announcements, notifications, etc.) sent to:

| | |
|---|--|
| - | |
| - | |
| - | |
| - | |
| - | |