

Survey Purpose: Waukesha and Milwaukee Counties are seeking to gather information from users about the operational and technical needs for public safety radio communications. We have prepared the following survey to help us identify the ability of the current systems to meet users' needs, to identify any unmet needs, and to gather ideas for meeting those unmet needs. The information you provide will help us be aware of those needs and plan for improvements in future, replacement systems.

Instructions: This survey includes mandatory questions about the ability of the current system's infrastructure (towers, repeaters, controllers, etc.) and subscribers (portables and mobile radios) to meet your organization's needs. These mandatory questions are multiple-choice, are marked with an asterisk (*), and are generally along the left edge of the survey form.

To the right of these mandatory questions, there are also optional, open-text questions which allow you to discuss any unmet needs (including their impact to your operations) as well as to identify your ideas for solving those unmet needs.

At the end of this survey, there are optional questions about training and exercises - we'd like your input on those topics, too.

If you have any questions about this survey please contact Steve Surwillo at steve.surwillo@cdxwireless.com or 847-774-7102 (Steve is the consultant we've hired to help us with the planning process). Thank you for your assistance!

***** START OF SURVEY *****

*** 1. What agency or organization do you represent?**

*** 2. Answer "Yes" to this Question if you would like to be contacted directly to discuss your needs or any aspect of this survey in greater detail.**

Yes

No

*** 3. Please provide your name and contact information (email address and/or phone number).**

***** IMPORTANT *****

QUESTIONS 4 THROUGH 27 RELATE TO THE SYSTEM INFRASTRUCTURE

(Questions about subscribers are below these questions)

***** IMPORTANT *****

*** 4. Current Infrastructure Coverage Performance:**

5. Infrastructure Coverage Needs – Describe areas that are known to have coverage that does not meet your operational needs. Describe the

6. Infrastructure Coverage Solutions – Describe any ideas you have for solving the Coverage Needs areas listed in your response to Question 5. Possible

Identify the degree to which the current systems meet your organization's needs for coverage:

- Needs Very Well Met (5/5)
- Needs Well Met (4/5)
- Needs Adequately Met (3/5)
- Needs Only Somewhat Met (2/5)
- Needs Not Met (1/5)

operational requirement for coverage improvements (for example, coverage to portable at hip in a specific location or in a specific building).

solutions include additional sites (perhaps at specific locations), reconfiguration of existing sites, bi-directional amplifiers, etc.

*** 7. Current Infrastructure Capacity Performance: Identify the degree to which the current systems meet your organization's needs for capacity (Note - "capacity" refers to the ability of a system to process calls without delays, busies, or 'talk-overs'):**

- Needs Very Well Met (5/5)
- Needs Well Met (4/5)
- Needs Adequately Met (3/5)
- Needs Only Somewhat Met (2/5)
- Needs Not Met (1/5)

8. Infrastructure Capacity Needs – Describe areas that are known to have capacity that does not meet your operational needs (busies that are too frequent for operational needs). If you believe that you know the site or sites where capacity is an issue, please note those sites.

9. Infrastructure Capacity Solutions - Describe any ideas you have for solving the Capacity Needs areas listed in your response to Question 8. Possible solutions include additional sites (perhaps at specific locations), additional channels at existing sites, adjustments to the fleetmap or roaming agreements, etc.

*** 10. Current Infrastructure Reliability**

11. Infrastructure Reliability Needs – Describe areas that are known to have poor reliability of system access (areas

12. Infrastructure Reliability Solutions – Describe any idea you have for solving the Reliability Needs areas listed in your

Performance:
Identify the degree to which the current systems meet your organization's needs for reliability (meaning access to the system without interruption from unplanned outages):

often without any service for reasons such as failure of radio equipment, backhaul, or power systems):

response to Question 11. Possible solutions include newer radio equipment, additional redundancy in equipment or links, improvements to site power, etc.

- Needs Very Well Met (5/5)
- Needs Well Met (4/5)
- Needs Adequately Met (3/5)
- Needs Only Somewhat Met (2/5)
- Needs Not Met (1/5)

*** 13. Infrastructure Current Capabilities/Features Performance: Identify the degree to which the current systems meet your organization's needs for capabilities/features (such as emergency call, encryption, etc.):**

14. Infrastructure Feature Needs/Solutions – Describe any features that you currently have that are not working as you expected and/or any features that you know exist but that aren't available on the systems. Describe the operational impact of having (or not having) such features.

- Needs Very Well Met (5/5)
- Needs Well Met (4/5)
- Needs Adequately Met (3/5)
- Needs Only Somewhat Met (2/5)
- Needs Not Met (1/5)

*** 15. Current Interoperability Performance: Identify the degree**

16. Interoperability Needs – Describe any needs for interoperability (communications between different agencies or municipalities) that are not met

17. Interoperability Solutions – Describe any ideas you have for solving the Interoperability Needs areas listed in your response to Question 16.

to which the current systems meet your organization's needs for interoperability:

- Needs Very Well Met (5/5)
- Needs Well Met (4/5)
- Needs Adequately Met (3/5)
- Needs Only Somewhat Met (2/5)
- Needs Not Met (1/5)

by the current systems. Describe any problems with existing methods of interoperability (gateways, patches, mutual aid channels, etc.) or describe any requirements for interoperability that are not currently accommodated in any way. Describe the impact to your operations from any inability to interoperate.

*** 18. Waukesha and Milwaukee Counties are evaluating different ideas for interoperability between the two counties and each provide different levels of performance for roaming and scanning. If they were available from the system, how often would you use the following interoperability abilities:**

Would use very often	Would use somewhat often	Might or might not use	Would probably not use	Would never use
----------------------	--------------------------	------------------------	------------------------	-----------------

- Ability to talk between agencies in both counties (inter-county interoperability) on authorized talkgroups
- Ability to roam on all talkgroups between the two counties
- Ability to scan the talkgroups (as authorized) of agencies in both counties

*** 19. Current Infrastructure Security Performance: Identify the degree to which the current systems meet your organization's needs for security (including protection from physical or electronic attacks to the systems' sites, equipment, or networking) :**

- Needs Very Well Met (5/5)
- Needs Well Met (4/5)

20. Infrastructure Security Needs – Describe any real or perceived threats to the security of the current systems. Consider physical threats to sites (shelters and towers), equipment, or links as well as to the electronic/cyber resiliency of the radio link or WAN. Also, describe any unmet needs for encryption.

21. Infrastructure Security Solutions – Describe any ideas you have for solving the Security Needs areas listed in your response to Question 20.

- Needs Adequately Met (3/5)
- Needs Only Somewhat Met (2/5)
- Needs Not Met (1/5)

*** 22. Current Infrastructure Maintenance Performance:** Identify the degree to which your organization's needs for maintenance (prevention of failures, repair time of failures) of the current systems are met:

- Needs Very Well Met (5/5)
- Needs Well Met (4/5)
- Needs Adequately Met (3/5)
- Needs Only Somewhat Met (2/5)
- Needs Not Met (1/5)

23. Infrastructure Maintenance Needs – Describe any problems you have encountered regarding maintenance of the system including maintenance that is of poor quality or insufficient frequency. Describe also any procedural issues in reporting a need for, or obtaining delivery of, maintenance to the system. Describe the impact to your operations from any maintenance problems.

24. Infrastructure Maintenance Solutions – Describe any ideas you have for solving the Maintenance Needs areas listed in your response to Question 23.

*** 25. Current Infrastructure Monitoring/Reporting Performance:** Identify the degree to which your organization's needs for monitoring and reporting (of reliability, usage, or other parameters) are met:

- Needs Very Well Met (5/5)
- Needs Well Met (4/5)
- Needs Adequately Met (3/5)

26. Infrastructure Monitoring/Reporting Needs – Describe any problems you perceive in the ways in which the performance of the systems, including usage or other statistics, is monitored and/or reported to users. Include any tools (software, hardware, service, or combination) that you know are available but not currently in use by your organization or by the organizations that manage the systems.

27. Infrastructure Monitoring/Reporting Solutions - Describe any ideas you have for solving the Monitoring/Reporting Needs areas listed in your response to Question 26.

Needs Only
Somewhat Met (2/5)
Needs Not Met (1/5)

***** IMPORTANT *****

QUESTIONS 28 THROUGH 36 RELATE TO THE SUBSCRIBER RADIOS

***** IMPORTANT *****

*** 28. What type (manufacturer and model) of subscriber radios do you currently use:**

Portable:
Mobile:
Other:

*** 29. What improvements would you like to see to the look-and-feel of the subscriber radio's (or radios') displays and controls?**

30. What improvements would you like to see to the way the radio's (or radios') displays and controls are used to access and activate its operations and features?

*** 31. How would you rate the ability of the radio(s) to produce good-sounding audio (on average, or most of the time)?**

Very good audio Good audio Acceptable audio Bad audio Very bad audio

32. What improvements would you like to see to the radio's (or radios') audio and/or radio-coverage performance?

Portable
Radio
Mobile Radio

33. PORTABLE ONLY: Where is the portable's antenna when you key it (i.e., do you use a speaker mic with an antenna or is the antenna on the radio at your hip)?

Head/Shoulder Level
Hip Level

Other (please specify)

34. PORTABLE ONLY: What improvements would you like to see to the portable's battery performance?

*** 35. Who performs the service (maintenance and repair) on your subscriber radio(s)?**

*** 36. When was the last time the radio(s) was/were serviced?**

37. Describe any issues related to service.

38. What accessories do you feel are very important to be included with the subscriber radios (belt loops, rings, holders, etc.)?

***** IMPORTANT *****

QUESTIONS 39 THROUGH 46 ARE OPTIONAL AND RELATE TO EXERCISES TRAINING, AND GENERAL USAGE

***** IMPORTANT *****

39. Current Training Performance:
Identify the degree to which your organization's needs for training on the use of the systems are currently met:

- Needs Very Well Met (5/5)
- Needs Well Met (4/5)
- Needs Adequately Met (3/5)
- Needs Only Somewhat Met (2/5)
- Needs Not Met (1/5)

40. Training Needs – Describe any training that you feel is required, including improvements to the existing training courses or the development of new/additional training courses. Describe the impact to your operations of any existing or currently-unavailable training.

41. Training Solutions - Describe any ideas you have for solving the Training Needs areas listed in your response to Question 40.

42. Current Exercise Performance:
Identify the degree to which your organization's needs for exercises regarding the use of the system have been met:

- Needs Very Well

43. Exercise Needs – Describe any need for specific, communications-related exercises that you feel would benefit your use (local or multi-jurisdictional) of existing or new radio systems. Describe the impact to your operations from any lack of pertinent exercises (or the benefit from new exercises).

44. Exercise Solutions - Describe any ideas you have for solving the Exercise Needs areas listed in your response to Question 43.

- Met (5/5)
 - Needs Well Met (4/5)
 - Needs Adequately Met (3/5)
 - Needs Only Somewhat Met (2/5)
 - Needs Not Met (1/5)

45. Other Usage Needs –Describe any other issues related to radio communications; including technical or non-technical topics; that impact your organization’s ability to meet its mission.

46. Other Usage Solutions - Describe any ideas you have for solving the Usage Needs areas listed in your response to Question 45.

***** END OF SURVEY *****

Thank you for your time!

Done

Waukesha & Milwaukee Counties PS Radio Needs (Management)

Exit this survey

Survey Purpose: Waukesha and Milwaukee Counties are seeking to gather information about the operational, financial, and technical needs for public safety radio communications. We have prepared the following survey to help us identify the ability of the current systems to meet the needs of agency management as well as to identify any unmet needs and to gather ideas for meeting those unmet needs. The information you provide will help us be aware of those needs and plan for improvements in future, replacement systems.

If you have any questions about this survey please contact Steve Surwillo at steve.surwillo@cdxwireless.com or 847-774-7102 (Steve is the consultant we've hired to help us with the planning process). Thank you for your assistance!

***** START OF SURVEY *****

*** 1. What agency or organization do you represent?**

*** 2. Answer "Yes" to this Question if you would like to be contacted directly to discuss your needs or any aspect of this survey in greater detail.**

Yes

No

*** 3. Please provide your name and contact information (email address and/or phone number).**

*** 4. OPERATIONAL VALUE: In general, how well does your current radio system help your organization meet its operational goals? What operational goals are not being met because of your current radio system?**

*** 5. OPERATIONAL ROLE: What role do you see your organization having in the use, operation, and management of the new system?**

***** COST QUESTIONS *****

*** 6. How much, in total or on a per-user basis, do you pay for use of your current daily-use radio system?**

8. How much, on a per-user basis, do you feel you should pay for use of your current daily-use radio system?

*** 10. How much, on a per-user basis, would you be willing to pay for use of a new daily-use radio system that meets any unmet needs?**

*** 7. Current Cost Basis:**

Total Budget

Per User

Other (please specify)

9. Current Value Basis:

Total Budget

Per User

Other (please specify)

*** 11. Future Cost/Value Basis:**

Total Budget

Per User

Other (please specify)

***** SYSTEM SUPPORT QUESTIONS *****

*** 12. What organization do you contact when you need service on the system or on your users' radios?**

13. Is the organization that you contact for service different than the organization you think you should be responsible for service? If so, what organization should be the first point of contact for service?

***** SYSTEM TECHNICAL/PERFORMANCE QUESTIONS *****

***** SYSTEM TECHNICAL/PERFORMANCE QUESTIONS *****

14. COVERAGE: Do improvements need to be made to your current system's coverage?

If so, where is new/better coverage needed?

15. CAPACITY: Do improvements need to be made to you current system's capacity (ability to process calls without overloading the system)? If so, in what situations have you encountered busies/overloading?

16. CAPABILITIES (FEATURES): Does your current system need new features (calling features, management features)? If so, what features are needed and how would they help your operations?

17. INTEROPERABILITY: Does your current system meet your needs for interoperability (the ability to talk to other agencies or jurisdictions)? If not, with what other agencies or jurisdictions do you need to talk? Under what situations do you need to talk to them?

18. RELIABILITY: Do improvements need to be made to you current system's reliability (also known as "availability" or "uptime")? If so, how have situations of unreliability affected your operations in the past?

19. MAINTENANCE: Do improvements need to be made to the maintenance capabilities of your current system (the quantity or quality of preventative maintenance or the time

required to complete a repair)? What organization do you feel you should contact regarding the maintenance of your system?

20. OTHER CONCERNS: What other technical issues related to system performance do you feel must be addressed in a new system? How would these improvements affect your operations?

***** END OF SURVEY *****

Thank you for your time!

Done

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Survey Purpose: Waukesha and Milwaukee Counties are seeking to gather information from users about the operational and technical needs for public safety radio communications. We have prepared the following survey to help us identify the ability of the current systems to meet users' needs, to identify any unmet needs, and to gather ideas for meeting those unmet needs. The information you provide will help us be aware of those needs and plan for improvements in future, replacement systems.

Instructions: This survey includes mandatory questions about the ability of the current system's infrastructure (towers, repeaters, controllers, etc.) and dispatch consoles (only those that have wireline connection to the system controllers) to meet your organization's needs. These mandatory questions are multiple-choice, are marked with an asterisk (*), and are generally along the left edge of the survey form.

To the right of these mandatory questions, there are also optional, open-text questions which allow you to discuss any unmet needs (including their impact to your operations) as well as to identify your ideas for solving those unmet needs.

If you have any questions about this survey please contact Steve Surwillo at steve.surwillo@cdxwireless.com or 847-774-7102 (Steve is the consultant we've hired to help us with the planning process). Thank you for your assistance!

***** START OF SURVEY *****

*** 1. What agency or organization do you represent?**

*** 2. Answer "Yes" to this Question if you would like to be contacted directly to discuss your needs or any aspect of this survey in greater detail.**

Yes

No

*** 3. Please provide your name and contact information (email address and/or phone number).**

***** IMPORTANT *****

QUESTIONS 4 THROUGH 27 RELATE TO THE SYSTEM INFRASTRUCTURE

(Questions about dispatch positions are below these questions)

***** IMPORTANT *****

*** 4. Current Infrastructure Coverage Performance: Identify the degree to which the current systems meet your organization's needs for coverage:**

- Needs Very Well Met (5/5)
- Needs Well Met (4/5)
- Needs Adequately Met (3/5)
- Needs Only Somewhat Met (2/5)
- Needs Not Met (1/5)

5. Infrastructure Coverage Needs – Describe areas that are known to have coverage that does not meet your operational needs. Describe the operational requirement for coverage improvements (for example, coverage to portable at hip in a specific location or in a specific building).

6. Infrastructure Coverage Solutions – Describe any ideas you have for solving the Coverage Needs areas listed in your response to Question 5. Possible solutions include additional sites (perhaps at specific locations), reconfiguration of existing sites, bi-directional amplifiers, etc.

*** 7. Current Infrastructure Capacity Performance: Identify the degree to which the current systems meet your organization's needs for capacity (Note - "capacity" refers to the ability of a system to process calls without delays, busies, or 'talk-overs'):**

- Needs Very Well Met (5/5)

8. Infrastructure Capacity Needs – Describe areas that are known to have capacity that does not meet your operational needs (busies that are too frequent for operational needs). If you believe that you know the site or sites where capacity is an issue, please note those sites.

9. Infrastructure Capacity Solutions - Describe any ideas you have for solving the Capacity Needs areas listed in your response to Question 8. Possible solutions include additional sites (perhaps at specific locations), additional channels at existing sites, adjustments to the fleetmap or roaming agreements, etc.

- Needs Well Met (4/5)
- Needs Adequately Met (3/5)
- Needs Only Somewhat Met (2/5)
- Needs Not Met (1/5)

*** 10. Current Infrastructure Reliability Performance: Identify the degree to which the current systems meet your organization's needs for reliability (meaning access to the system without interruption from unplanned outages):**

- Needs Very Well Met (5/5)
- Needs Well Met (4/5)
- Needs Adequately Met (3/5)
- Needs Only Somewhat Met (2/5)
- Needs Not Met (1/5)

11. Infrastructure Reliability Needs – Describe areas that are known to have poor reliability of system access (areas often without any service for reasons such as failure of radio equipment, backhaul, or power systems):

12. Infrastructure Reliability Solutions – Describe any idea you have for solving the Reliability Needs areas listed in your response to Question 11. Possible solutions include newer radio equipment, additional redundancy in equipment or links, improvements to site power, etc.

*** 13. Infrastructure Current Capabilities/Features Performance: Identify the degree to which the current systems meet your organization's needs for capabilities/features (such as emergency call, encryption, etc.):**

- Needs Very Well Met (5/5)
- Needs Well Met (4/5)
- Needs Adequately Met (3/5)
- Needs Only Somewhat Met (2/5)
- Needs Not Met (1/5)

14. Infrastructure Feature Needs/Solutions – Describe any features that you currently have that are not working as you expected and/or any features that you know exist but that aren't available on the systems. Describe the operational impact of having (or not having) such features.

*** 15. Current Interoperability Performance: Identify the degree to which the current systems meet your organization's needs for interoperability:**

- Needs Very Well Met (5/5)
- Needs Well Met (4/5)
- Needs Adequately Met (3/5)
- Needs Only Somewhat Met (2/5)
- Needs Not Met (1/5)

16. Interoperability Needs – Describe any needs for interoperability (communications between different agencies or municipalities) that are not met by the current systems. Describe any problems with existing methods of interoperability (gateways, patches, mutual aid channels, etc.) or describe any requirements for interoperability that are not currently accommodated in any way. Describe the impact to your operations from any inability to interoperate.

17. Interoperability Solutions – Describe any ideas you have for solving the Interoperability Needs areas listed in your response to Question 16.

*** 18. Waukesha and Milwaukee Counties are evaluating different ideas for interoperability between the two counties and each provide different levels of performance for roaming and scanning. If they were available from the system, how often would you use the following interoperability abilities:**

- Would use very often
- Would use somewhat often
- Might or might not use
- Would probably not use
- Would never use

Ability to talk between agencies in both counties (inter-county interoperability) on authorized talkgroups

Ability to roam on all talkgroups between the two counties

Ability to scan the talkgroups (as authorized) of agencies in both counties

*** 19. Current Infrastructure Security**

20. Infrastructure Security Needs –

21. Infrastructure Security Solutions –

Performance: Identify the degree to which the current systems meet your organization's needs for security (including protection from physical or electronic attacks to the systems' sites, equipment, or networking) :

- Needs Very Well Met (5/5)
- Needs Well Met (4/5)
- Needs Adequately Met (3/5)
- Needs Only Somewhat Met (2/5)
- Needs Not Met (1/5)

Describe any real or perceived threats to the security of the current systems. Consider physical threats to sites (shelters and towers), equipment, or links as well as to the electronic/cyber resiliency of the radio link or WAN. Also, describe any unmet needs for encryption.

Describe any ideas you have for solving the Security Needs areas listed in your response to Question 20.

*** 22. Current Infrastructure Maintenance Performance: Identify the degree to which your organization's needs for maintenance (prevention of failures, repair time of failures) of the current systems are met:**

- Needs Very Well Met (5/5)
- Needs Well Met (4/5)
- Needs Adequately Met (3/5)
- Needs Only Somewhat Met (2/5)
- Needs Not Met (1/5)

23. Infrastructure Maintenance Needs – Describe any problems you have encountered regarding maintenance of the system including maintenance that is of poor quality or insufficient frequency. Describe also any procedural issues in reporting a need for, or obtaining delivery of, maintenance to the system. Describe the impact to your operations from any maintenance problems.

24. Infrastructure Maintenance Solutions – Describe any ideas you have for solving the Maintenance Needs areas listed in your response to Question 23.

*** 25. Current Infrastructure Monitoring/Reporting Performance: Identify the degree to which your organization's needs for monitoring and reporting (of reliability, usage, or other parameters) are met:**

- Needs Very Well Met (5/5)
- Needs Well Met (4/5)
- Needs Adequately Met (3/5)
- Needs Only Somewhat Met (2/5)
- Needs Not Met (1/5)

26. Infrastructure Monitoring/Reporting Needs – Describe any problems you perceive in the ways in which the performance of the systems, including usage or other statistics, is monitored and/or reported to users. Include any tools (software, hardware, service, or combination) that you know are available but not currently in use by your organization or by the organizations that manage the systems.

27. Infrastructure Monitoring/Reporting Solutions - Describe any ideas you have for solving the Monitoring/Reporting Needs areas listed in your response to Question 26.

***** IMPORTANT *****

QUESTIONS 28 THROUGH 40 RELATE TO THE DISPATCH POSITIONS

(These questions pertain only to radio dispatch equipment, not phones, not CAD, not maps, etc. Also, these questions should only be answered by users of dispatch positions that connect to the system controllers via wireline (not radio control station))

***** IMPORTANT *****

*** 28. What type (manufacturer and model) of dispatch position do you currently use:**

*** 29. What improvements would you like to see to the look-and-feel of the dispatch position's displays and controls?**

30. What improvements would you like to see to the way the dispatch position's displays and controls are used to access and

activate its operations and features?

*** 31. How would you rate the ability of your existing dispatch position to produce good-sounding audio (on average, or most of the time)?**

Very good audio Good audio Acceptable audio Bad audio Very bad audio

Dispatch Position Audio:

*** 32. Who performs the service (maintenance and repair) on your dispatch position?**

*** 33. When was the last time the dispatch position was serviced?**

34. Describe any issues related to service.

*** 35. How many modules (talkgroup or conventional channel) do you display on a typical screen?**

*** 36. How many pages of screens do you access?**

*** 37. Do you have any of the following non-radio modules (modules other than system channels and talkgroups) on your display?**

Yes No

Knox Box

Dispatch Alarm Displays (lost connection to network, etc.)

System Alarm Displays (site lost, tower light failure, etc.)

Other (please specify)

*** 38. Do you have interfaces between your dispatch position and any of the following external devices or systems?**

Yes No

Phone

Status Bar (on-phone, on-radio, etc.)

Logging Recorder

Instant Recall Recorder ("Call Check")

Other (please specify)

*** 39. The following is a list of ways in which a Press-to-Talk can be generated on a dispatch console. Please identify if you have or do not have each of these PTT mechanisms and identify if you do/don't (or would/wouldn't) use each of them.**

Have and Do Use Have and Don't Use Don't Have but Would Use Don't Have but Wouldn't Use

PTT switch on wired headset

PTT switch on wireless headset

PTT switch on desk or gooseneck microphone

PTT via touch screen

PTT on foot pedal

PTT on mouse

Other (please specify)

*** 40. The following is a list of dispatch console features. Please identify if you have or do not have each of these features and identify if you do/don't (or would/wouldn't) use each of them.**

Have and Do Use

Have and Don't Use

Don't Have but Would Use

Don't Have but Wouldn't Use

Announcement Groups

All-Call (System Wide)

Unit ID Display

Dispatch Priority (interrupt a transmitting subscriber radio)

Patches

Simulselect (transmit to more than one talkgroup or channel at a time)

Radio Unit Monitoring (turn-on a subscriber radio and listen to its operator)

Emergency Alarm/Call (Receipt, Ack, Clear)

Display Loss of Network Connectivity

RF (Control-Station) Backup

Call Playback (instant playback on dispatch console)

Call History

Alert Tone(s) (one-time tone)

Channel Marker Messages (on-going audio tones on a channel)

Individual Calls (to single subscriber radio)

Intercom (to other dispatch positions)

One "unselect" speaker

More than one "unselect" speaker

Radio Unit Status Messages

***** IMPORTANT *****

QUESTIONS 41 THROUGH 48 ARE OPTIONAL AND RELATE TO EXERCISES TRAINING, AND GENERAL USAGE

***** IMPORTANT *****

41. Current Training Performance: Identify the degree to which your organization's needs for training on the use of the systems are currently met:

- Needs Very Well Met (5/5)
- Needs Well Met (4/5)
- Needs Adequately Met (3/5)
- Needs Only Somewhat Met (2/5)
- Needs Not Met (1/5)

42. Training Needs – Describe any training that you feel is required, including improvements to the existing training courses or the development of new/additional training courses. Describe the impact to your operations of any existing or currently-unavailable training.

43. Training Solutions - Describe any ideas you have for solving the Training Needs areas listed in your response to Question 42.

44. Current Exercise Performance: Identify the degree to which your organization's needs for exercises regarding the use of the system have been met:

- Needs Very Well Met (5/5)
- Needs Well Met (4/5)

45. Exercise Needs – Describe any need for specific, communications-related exercises that you feel would benefit your use (local or multi-jurisdictional) of existing or new radio systems. Describe the impact to your operations from any lack of

46. Exercise Solutions - Describe any ideas you have for solving the Exercise Needs areas listed in your response to Question 45.

Needs Adequately Met (3/5)
Needs Only Somewhat Met (2/5)
Needs Not Met (1/5)

pertinent exercises (or the benefit from new exercises).

47. Other Usage Needs –Describe any other issues related to radio communications; including technical or non-technical topics; that impact your organization’s ability to meet its mission.

48. Other Usage Solutions - Describe any ideas you have for solving the Usage Needs areas listed in your response to Question 47.

***** END OF SURVEY *****

Thank you for your time!

Done

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