

# Survey - iCERT Data Integration Initiative

## 1/25/21

Dear Public Safety Professional -

As the trade association for public safety technology providers, the Industry Council for Emergency Response Technologies (iCERT), is engaged in a review of Data Integration in the Public Safety ecosystem (more information at: <https://www.theindustrycouncil.org/post/icert-launches-data-integration-initiative-for-public-safety-technology-systems>). Our goal is to better understand data use so that effective technology enablers can be developed to help eliminate data roadblocks and silos.

Your confidential opinions and views will help this process.

The first step is a brief (approximately 10 minute) 13-question multiple choice survey:

- 1) Identifiable information (such as email) only used to validate survey completion - individual data is **anonymous / confidential - no individual results shared**.
  - 2) Specific agency-identification, profile questions are optional.
  - 3) "Data" - This survey defines "data" as information that comes in with a 9-1-1 call up to the point of First Responders arriving on an active emergency scene. This data may help the public safety agency manage an incident in real time and as an example, may include: caller and first responder location information, building blueprint, medical information, and fixed or mobile video.
- FOR THIS PDF - COMPLETE THE FORM - PRINT TO NEW PDF - EMAIL TO [executivedirector@theindustrycouncil.org](mailto:executivedirector@theindustrycouncil.org)**

Thank you for your time and support. Please respond by end of day on Friday, February 5, 2021.

**\* Required**

1. Email address \*

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2. Name of your Agency / Unit / Company? (Optional)

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3. Your Agency's / Company's ZIP Code

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## 4. What is your role / title?

*Mark only one oval.*

- Telecommunicator/Call Taker
- Dispatcher
- First Responder (Police, Fire, EMS, or Social Services)
- Call Center / ECC / PSAP Manager
- Vendor / Solution Provider
- Other: \_\_\_\_\_

## 5. If response, above, includes "other", please explain, below:

\_\_\_\_\_

## 6. Population / size range of the jurisdiction your Agency serves:

*Mark only one oval.*

- Below 10,000
- 10,001 - 50,000
- 50,001 - 100,000
- 100,001 - 250,000
- 250,001 - 500,000
- 500,001 - 750,000
- 750,001 - 1,000,000
- 1,000,001 - 1,500,000
- 1,500,001 - 3,000,000
- 3,000,001 - 5,000,000
- 5,000,001 +

7. 1. In general, which option, below, best describes your Agency's access to the Internet (for most locations) for communication/informational use?

*Mark only one oval.*

- No access except for select technical / administrative personnel
- Desktop access for Supervisors / Managers
- Select Telecommunicators have access
- All Telecommunicators have access
- No access
- Other: \_\_\_\_\_

8. Please provide any additional information for any of the selections above.

\_\_\_\_\_

9. 2. Which of the following location data is accessed in your agency (Please select all that apply)

*Check all that apply.*

- 911 Caller Location provided by originating service provider/carrier network
- First Responder's radio location
- Automatic Vehicle Location (AVL)
- First Responder's Smartphone Location
- Supplemental caller location services, such as RapidSoS

Other:  \_\_\_\_\_

10. If response, above, includes "other", please explain, below or provide any additional information:

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11. 3. What type of public data is managed by your agency? (Please select all that apply)

*Check all that apply.*

- Geographic information system (GIS) mapping data (updates to roads, intersections, etc.)
- Profiles of objects, buildings, terrain etc. in three dimensions
- Public Records (e.g. Name, address, phone of businesses and residents)
- Floor Plans for local buildings (e.g., village hall, stadium, etc.)
- Other public data (e.g. court records, tickets, etc.)
- Other agency records (e.g. Jail, Warrants, tickets)
- None of the above - Our agency does not update or manage any of the above data

Other:  \_\_\_\_\_

12. If response, above includes "other" or "none of the above" or for those items not selected please explain, below:

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13. 4. Which of the following data/alerts does your Agency use for emergency responses? (Please select all that apply)

*Check all that apply.*

- Automatic Crash Notification Data (e.g OnStar, Ford Sync, etc.)
- Security Systems (home, commercial)
- Fixed video (i.e. city or traffic cameras)
- AED Location (Automatic Electronic Defibrillator for cardiac arrest calls)
- Naloxone Location (Location of Opioid Antagonist for Potential Opioid overdose call)
- Alert systems (e.g. Rave, Smart911, etc.)
- None of the above

Other:  \_\_\_\_\_

14. If response, above includes "other", or "none of the above" and for those items not selected please explain, below:

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15. 5. What data sets do you share with another Agency(ies)? (Please select all that apply)

*Check all that apply.*

- Caller location data
- Photos or video
- First Responder locations (e.g., radio or smartphone location or AVL)
- Call taker notes about the incident
- Real Property information, e.g. information about the subject / person ( previous or frequent 911 caller), Info about the area the caller is from
- None of the above

Other:  \_\_\_\_\_

16. If response, above, includes "other" or "none of the above" or for those items not selected, please explain, below:

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17. 6. What information or data do you wish you had but DON'T have access to? What is preventing you from accessing this data?

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18. 7. What are your Agency's roadblocks in receiving necessary data? (Please select all that apply)

*Check all that apply.*

- Data Access within your agency, including data partitioning
- Inter-agency access to data (among agencies outside of your agency but within your jurisdiction)
- Inter-jurisdictional agency access of data (sharing data across jurisdictions (e.g. across county line, etc.))
- Vendor/provider/product/systems integration
- NG9-1-1 enabling system
- Access to the Additional Data Repository (ADR)
- Data integration between your agency and first responders

Other:  \_\_\_\_\_

19. If response, above, includes "other", or for those selected please explain potential causes for the roadblock, below:

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20. 8. What, if anything, are the roadblocks prohibiting your agency from sharing data for emergency response? (Please select all that apply)

*Check all that apply.*

- We share freely - no roadblocks
- Lack of policies or procedures
- Lack of data access
- Incompatible technology
- Outdated technology
- Interfaces

Other:  \_\_\_\_\_

21. If your Agency has additional concerns, not noted above, about sharing data with other agencies, please explain, below:

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22. 9. What data/alerts could your Agency benefit from but does not have access to? (Please select all that apply) \*

Check all that apply.

- Automatic Crash Notification Data (e.g., OnStar, Ford Sync, etc.)
- Security Systems (home, commercial)
- Fixed video (i.e., city or traffic cameras)
- AED Location (Automatic Electronic Defibrillator for cardiac arrest calls)
- Naloxone Location (Location of Opioid Antagonist for Potential Opioid overdose call)
- Z-Axis data (e.g. for multi-story buildings)

Other:  \_\_\_\_\_

23. If response, above includes "other" and for those items not selected, please explain, below:

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24. 10. What success stories can you share about how data has improved your Agency's response to a situation?

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25. 11. Is there a specific incident you can share where the lack of data hampered a response?

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26. 12. How does your Agency engage with the community (defined as businesses and/or residents served by your agency) today? Please select all that apply.

*Check all that apply.*

- Agency community web portal (for tips, etc.)
- 911 caller is able to text message a call taker and send attachments
- 911 caller is able to video stream live to a call taker
- Outbound notifications (voice, SMS)
- Social Media (e.g. Twitter, Facebook, etc.)
- We don't engage with the community outside of 911 voice calls, and responding first responders at the scene

Other:  \_\_\_\_\_

27. If response, above, includes "other", please explain, below:

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28. 13. What are your Agency’s additional concerns or what are your roadblocks for sharing data with the community at large? Please explain:

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**Thank you for your responses.**

Please email [executivedirector@theindustrycouncil.org](mailto:executivedirector@theindustrycouncil.org) with any questions. All inquiries will remain confidential.  
Sincerely, Kim

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