

The survey questions below were from the nationwide, large-scale survey conducted by the Usability Team of the National Institute of Standards and Technology's (NIST) Public Safety Communications Research (PSCR) program. This document is intended to provide supplemental information for interpreting the survey results available via the NIST PSCR Usability Results Tool at publicsafety.nist.gov.

The contents of this supplemental document are screenshots of the survey questions for each of the "Show/Hide Question Topics" from the *Survey Results Tool*. The questions related to the *Survey Results Tool* "Filters" are noted on the screenshots of the Demographics questions. All questions were asked across all four disciplines – 9-1-1 / Dispatch (COMMS), Firefighting (FF), Emergency Medical Service (EMS), and Law Enforcement (LE) – unless otherwise noted.

For details about the survey instrument methodology and design, see NISTIR 8288, <https://doi.org/10.6028/NIST.IR.8288>. For more information about the NIST PSCR Usability Team research, or for questions regarding the PSCR Usability Results Tool, please send an email to usability@nist.gov. More information about the PSCR program can be found on the PSCR website - <https://www.pscr.gov>.

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Demographics questions

NIST**National Institute of Standards and Technology**
U.S. Department of Commerce

Demographics

Experience (Years) — How many years have you been working in public safety? (Total years of service, regardless of changing positions or departments.)

State — State where you currently work

Zip Code where you currently work. (We know that some agencies cover different zip code areas; please list the zip code where your agency/station is actually located.)

Age — Age

Area — Do you consider the area you currently work in as **MAINLY**:

Rural

Suburban

Tribal

Urban

Gender — Sex

Male

Female

Discipline — Do you **MAINLY** work in:

9-1-1/Dispatch

EMS

Fire Fighting

Law Enforcement

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9-1-1 / Dispatch Appointment

Demographics

Are you civilian or deputized?

- Civilian
- Deputized

What is your title?

Jurisdiction

What is your jurisdictional level?

- Local
- County
- State
- Federal
- Tribal

EMS Agency

Demographics

Is your agency:

- Private
- Public

Fire Department Type

Demographics

Are you **MAINLY**:

- Career
- Volunteer

Devices questions

Frequency of use

Use of technology in your DAY-TO-DAY work

We know there is no such thing as a "typical" day in public safety. However, for this set of questions, focus on the kinds of things you use in your day-to-day work.

Think about your **DAY-TO-DAY** work and your use of the following **devices**.

	Use a lot	Use occasionally	Have, but do not use	Do not have
Body camera	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer: desktop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer: laptop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dash camera	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Earpiece: wireless (self purchased)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Earpiece: wireless (work issued)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Earpiece: with cord	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fingerprint scanner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flip phone: work issued	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
License plate reader	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MDT/MDC (mobile data terminal/computer)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mic: wireless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mic: with cord	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Radio: in-car	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Radio: portable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smartphone: personal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smartphone: work issued	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tablet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

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EMS, FF, LE ranking

Use of technology in your DAY-TO-DAY work

Of the following devices, **RANK** up to 5 that are most useful in your **DAY-TO- DAY** work, with 1 being the most useful.
Click or drag each item into a rank position.

Body camera	Computer: desktop
Computer: laptop	Dash camera
Earpiece: wireless (self purchased)	Earpiece: wireless (work issued)
Earpiece: with cord	Fingerprint scanner
Flip phone: work issued	License plate reader
MDT/MDC (mobile data terminal/computer)	Mic: wireless
Mic: with cord	Pager
Radio: in-car	Radio: portable
Smartphone: personal	Smartphone: work issued
Tablet	

- 1
- 2
- 3
- 4
- 5

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COMMS monitors

Use of technology in your DAY-TO-DAY work

How many monitors do you have at your personal work station?

How many monitors do you have for shared viewing in your call center?

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Problems questions

EMS, FF, LE device problems

Problems with your DAY-TO-DAY devices

For the next set of questions, think about problems you have experienced with the devices you previously ranked as most useful.

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With your **RADIO**, have you experienced problems with:

	Always	Most of the time	Sometimes	Rarely	Never	Does not apply
Audio quality	<input type="radio"/>					
Battery life	<input type="radio"/>					
Channel switching	<input type="radio"/>					
Cord	<input type="radio"/>					
Coverage/dead zones	<input type="radio"/>					
Durability	<input type="radio"/>					
Interoperability	<input type="radio"/>					
Outdated/old	<input type="radio"/>					
Price: too expensive	<input type="radio"/>					
Radio discipline/etiquette	<input type="radio"/>					
Size/bulkiness	<input type="radio"/>					

Have you experienced other problems with your **RADIO**?

No

Yes

Please list.

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COMMS information problems

Information Problems

We know you rely on accurate information to do your job. Looking at the list below, how often do you experience problems with:

	Always	Most of the time	Sometimes	Rarely	Never	Does not apply
Callers: inaccurate or missing information	<input type="radio"/>					
Cell phones: inability to accurately track caller location	<input checked="" type="radio"/>					
Information overload: too many calls at once	<input type="radio"/>					
Information overload: too much information to monitor at once	<input checked="" type="radio"/>					
Maps/databases: missing or inaccurate information	<input type="radio"/>					

Other (please specify)

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Applications/software questions

Frequency of use

Use of technology in your DAY-TO-DAY work

Think about your **DAY-TO-DAY** work and your use of the following **applications/software**.

	Use a lot	Use occasionally	Have, but do not use	Do not have
CAD (computer-aided dispatch)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Criminal databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic policies/laws	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
First responder vehicle tracking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language translation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mapping/driving directions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RMS (records management system)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Report writing software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic apps/software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weather apps/software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

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EMS, FF, LE ranking

Use of technology in your DAY-TO-DAY work

Of the following applications/software, rank up to 5 that are **most useful** in your **DAY-TO-DAY** work, with 1 being the most useful.

Click or drag each item into a rank position.

CAD (computer-aided dispatch)	Criminal databases	1	1
Electronic policies/laws	Email	2	2
First responder vehicle tracking	Language translation	3	3
Mapping/driving directions	RMS (records management system)	4	4
Report writing software	Traffic apps/software	5	5
Weather apps/software			

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Futuristic questions

Use of technology in your DAY-TO-DAY work

Which of the items below **would also be useful** for your **DAY-TO-DAY** work. Check all that apply.

- AR (augmented reality)
- Drones
- Facial recognition software
- First responder tracking
- Health/vitals monitoring of first responders
- HUDs (heads-up displays)
- Indoor mapping
- One login (instead of many different usernames and passwords)
- Real-time on-scene video
- Robots
- Self driving cars
- Smart buildings
- Smart glasses
- Smart watch
- Thermal imaging
- Vehicle tracking
- Voice controls for hands-free input
- Voice recognition for identification
- VR (virtual reality)

- All of the above
- None of the above

Other (please specify)

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COMMS NG 9-1-1

Next Generation 9-1-1

Have you ever heard of Next Generation 9-1-1?

- No
- Yes
- Not sure

Next Generation 9-1-1 is a system that will allow the public to send texts, pictures, and video to 9-1-1 call centers. Do you think this will help you in your job?

- No
- Yes
- Not sure

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Large events questions

Major disasters

Use of technology in a MAJOR DISASTER.

The next set of questions focus on your use of technology during major disasters, natural or man-made.

Have you ever worked in public safety during a **MAJOR DISASTER**, something that disrupts your day-to-day operations? For example, an earthquake, hurricane, active shooter situation, or riot.

- No
- Yes

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Use of technology in a MAJOR DISASTER.

Think about the technology you use during a **MAJOR DISASTER**. How similar or different is it than the technology you use during your day-to-day work?

- I use mostly the same technology.
- I use some of the same technology, with some specialized technology.
- I use very different technology.

Please list the **specialized** technology you use during a **MAJOR DISASTER**.

Please list the **most important** technology you use during a **MAJOR DISASTER**.

In addition to the technology you use day-to-day, which of the following do you think would be helpful during a **MAJOR DISASTER**? Check all that apply.

- Deployable communication technology (such as cell towers on wheels)
- Drones
- Helicopters
- Mobile command centers
- Remote sensing (by aircraft or satellite)
- Robots

Other (please specify)

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Large planned events

Have you ever worked in public safety during a **LARGE, PLANNED EVENT**? For example, a concert, football game, or parade.

No

Yes

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Use of technology in a **LARGE, PLANNED EVENT**.

The next set of questions focus on your use of technology during a **LARGE, PLANNED EVENT**.

Think about the technology you use during a **LARGE, PLANNED EVENT**. How similar or different is it to the technology you use during your day-to-day work?

- I use mostly the same technology.
- I use some of the same technology, with some specialized technology.
- I use different technology.

Please list the **specialized** technology you use during a **LARGE, PLANNED EVENT**.

Please list the **most important** technology you use during a **LARGE, PLANNED EVENT**.

In addition to the technology you use day-to-day, which of the following do you think would be helpful during a **LARGE, PLANNED EVENT**?

- Deployable communication technology (such as cell towers on wheels)
- Drones
- Helicopters
- Mobile command centers
- Remote sensing (by aircraft or satellite)
- Robots

Other (please specify)

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Virtual reality questions

VR (Virtual Reality)

These questions ask you to think about the use of **VR (virtual reality)** in your work.

Do you think **VR (virtual reality)** would be useful for training in your work?

- No
- Yes
- Not sure

Do you see **VR** as useful in other ways for your work?

- No
- Yes
- Not sure

Please explain.

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9-1-1 / Dispatch call center information questions

Call center information

What does your call center dispatch for? (Check all that apply.)

EMS

Fire

Police

Can your call center receive **9-1-1 text messages** from the public?

No

Yes

Not sure

Do you think this is/would be beneficial for your job?

No

Yes

Not sure

List the pros and cons of receiving 9-1-1 text messages from the public.

Pros	Cons
<div style="border: 1px solid black; height: 60px;"></div>	<div style="border: 1px solid black; height: 60px;"></div>

Can your call center receive **pictures and/or video** from the public?

No

Yes

Not sure

Do you think this is/would be beneficial for your job?

No

Yes

Not sure

List the pros and cons of receiving pictures and/or videos from the public.

Pros	Cons
<div style="border: 1px solid black; height: 60px;"></div>	<div style="border: 1px solid black; height: 60px;"></div>

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Call center information

Does your call center audio-record calls?

- No
 Yes
 Not sure

If yes, does your call center have problems with data storage?

- No
 Yes
 Not sure

If yes, does your call center have problems with data retrieval?

- No
 Yes
 Not sure

Has 9-1-1 ever gone down in your call center?

- No
 Yes
 Not sure

If yes, what caused 9-1-1 to go down?

What did your call center do while 9-1-1 was down?

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EMS medical technology question

While this survey is focused on communication technology, we are also interested in your views on **medical technology**. Please list the medical devices or applications/software that you think are most important for your work.

Final comments

Is there anything else you would like to tell us about your experience with technology in your work?

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