



# Mobile Data Survey



## Mobile Data Survey Guide

### Part 1: Contact Information for Agency and Individual Representative:

- Contact Information for Agency and Individual Representative (Organization type, address etc.)
- General Wireless information (What types of systems are used by your agency for wireless data? (Commercial (cellular), private (systems owned by units of government))

### Part 2: Commercial Services:

- What commercial provider does your agency use? (AT&T, Verizon, etc.)
- What procurement process is used within your agency? (Type of contract: GSA/Federal, State, other entity, RFP/Bid, based on price quotes, not governed by a formal procurement process, carrier selected by other agency/organization/Other)
- How reliable is the exiting wireless service?
- Who is the initial point of contact for system or device support?
- What type of current wireless devices are being used?
- What type of services are used by your agency? (3G data-4G data (WiMAX, HSPA+) - 4G data (LTE)-Other)
- How many current wireless devices are being used?
- How many devices are issued to individual employees?
- How many devices are issued to or mounted in agency vehicles?
- What was the initial purchase price for the device?
- What is the monthly service fee for the device?
- What is the monthly data usage cap?
- Who is responsible for the cost of the devices?
- What is the device replacement schedule?
- What wireless device accessories are typically used for this device? (Bluetooth headset, holster, vehicle power adapter etc.)

### Part 3 Private Systems/Services:

- How reliable is the existing wireless service?
- What is the quality of current coverage?
- Who is the initial point of contact for wireless support?



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- How many current wireless devices are being used?
- How many devices are issued to individual employees?
- How many devices are issued to or mounted in agency vehicles?
- What was the initial purchase price for the device?
- What is the monthly service fee for the device?
- What is the monthly data usage cap?
- Who is responsible for the cost of the devices?
- What is the device replacement schedule?
- What wireless device accessories are typically used for this device? (Bluetooth headset, holster, vehicle power adapter etc.)

## Part 4 Wireless Services:

- How important has the use of mobile data become in your daily operations?
- What are the wireless data implementation barriers?
- Are personally owned wireless devices used for duty related purposes allowed by your agency?
- How many personally owned wireless devices are provided stipends by your agency?
- What is the average monthly stipend per device paid by agency?
- What is the current level of coverage in urban areas within your jurisdiction?
- What is the current level of coverage in rural areas within your jurisdiction?

## Part 5 Nationwide Public Safety Broadband Network:

- What is the level of importance of the following applications your agency would utilize on a future NPSBN:
  - Text Messaging
  - Automatic vehicle Location
  - Database inquiries
  - Records Management Systems
  - CAD interface
  - Field Based Reporting
  - Small/Large file transfer
  - Internet browser access
  - GIS applications
  - Intranet access/VPN to home network
  - Technical 'chat' rooms



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- Transmission of low and high quality video
- Telemetry
- Does the agency currently use the online Communication Assets Survey and Mapping Tool?
- Does your agency have existing Memoranda of Agreement established for shared use of RF sites or network infrastructure?

## Part 6 Land Mobile Radio:

- How many portable radios are in use?
- How many mobile radios are in use?
- What was the initial purchase price of portable and mobile radios?
- How many radios are issued to individual agency employees?
- How many radios are issued to or mounted in agency vehicles?
- What is the monthly service fee if any?
- Who is responsible for the cost of the radio?
- Who is responsible for the wireless service fee?
- What is the device replacement schedule?
- How long do you expect your current primary Land Mobile Radio system to be operational before it requires a major overhaul or replacement of equipment?