July 14, 2015

Dear Public Safety Professional,

As you are probably aware, we've begun state planning for the *Nationwide Public Safety Broadband Network* a.k.a. FirstNet, which will provide the public safety community in the United States with its own wireless broadband network. Based on current 4G-LTE technology used by smartphones today, the network will deliver unprecedented wireless Internet access, performance and coverage for public safety personnel.

An important step in our planning is to submit a comprehensive requirements document to the FirstNet Authority. Enclosed in this package are the questions from the online survey that we are requesting you complete. The importance of this survey cannot be overstated, as is your cooperation in completing it. The same type of survey is being filled out by **every** public safety entity in the United States and six territories. Our role at RIEMA is to collect, analyze and submit the most accurate picture possible of our public safety requirements for Rhode Island and work with FirstNet to achieve the best network possible for our state.

The report is due to FirstNet on September 30, 2015. As such, we require that the survey be submitted to us by August 30, 2015, which will give us enough time to assemble and analyze the results and prepare our report for submission. We are providing the questions here in advance so that you can research and prepare your answers prior to entering them online. Please take your time with it and try to be as accurate as you can with your responses. To assist you in this effort, we have support available by email, phone or in-person. If you need any clarification or assistance please don't hesitate to contact us. The online survey is located at http://1.usa.gov/1LqDCI2 or can be reached from the RIEMA.RI.Gov webpage under Resources for Emergency Managers.

Be assured that the data will be kept secure and confidential and will only be shared with FirstNet and no other outside group.

On behalf of Tom Guthlein, RIEMA Single Point of Contact for FirstNet and our sub-contractor EA Engineering, Science and Technology, we thank you in advance for your participation!

Sincerely,

Stuart Freiman
Stuart Freiman
RIEMA Project Manager
stuart.freiman@commerceri.com

Survey Part 1: Demographics

1. Agency or Organization name:*
2. Are you submitting this survey on behalf of the entire agency or organization?*
   a. Yes
   b. No
3. If no, enter your department, division or district name
4. Select the discipline that best describes your agency or division:*
   a. Courts, Corrections and Security
   b. Emergency Management
   c. Emergency Medical Services
   d. Facilities and Land Management
   e. Fire Service
   f. Highway and DOT
   g. Hospitals and Medical Services
   h. Law Enforcement (Municipal Police, State Police, Sheriff, Highway Patrol)
   i. Military
   j. National Security/Intelligence
   k. Public Administration and Support Services
   l. Public Health
   m. Public Safety Communications
   n. Public Utilities (Electricity, Gas, Water, Telecom and Sewer)
   o. Specialized Law Enforcement (investigation, Intelligence, Dignitary Protection, Specific Jurisdiction or Mission)
   p. Transportation Operations (Air, Pipeline, Rail, Sea and Waterway)
   q. Other Government Agencies
   r. Other Regulatory Agencies
   s. Other Non-Specified
5. Select your agency or organization type:*
   a. Federal
   b. State
   c. County
   d. Tribal
   e. Local
   f. Private Entity: For-profit
   g. Private Entity: Not-for-profit
   h. Other
6. Street address:*
7. Municipality:*
   a. Barrington
   b. Bristol
   c. Burrillville
   d. Central Falls
   e. Charlestown
   f. Coventry

g. Cranston
h. Cumberland
i. East Greenwich
j. East Providence
k. Exeter
l. Foster
m. Glocester
n. Hopkinton
o. Jamestown
p. Johnston
q. Lincoln
r. Little Compton
s. Middletown
t. Narragansett
u. New Shoreham
v. Newport
w. North Kingstown
x. North Providence
y. North Smithfield
z. Pawtucket
aa. Portsmouth
bb. Providence
cc. Richmond
dd. Scituate
ee. Smithfield
ff. South Kingstown
gg. Tiverton
hh. Warren
ii. Warwick
jj. West Greenwich
kk. West Warwick
ll. Westerly
mm. Woonsocket

8. County:
   a. Bristol
   b. Kent
   c. Newport
   d. Providence
   e. Washington

9. State:
   a. Rhode Island

10. Zip code:*

11. How many employees are in your agency? (For the purposes of tracking agency staff, contractors should be considered as employees)*

12. Number of full time employees:*

13. Number of part time employees:*
14. Number of volunteers:*
15. How many vehicles assigned to operational tasks are in your fleet?* (If not applicable enter 0)
16. Survey Respondent Point of Contact Information
    a. First Name*
    b. Last Name*
    c. Suffix
    d. Title*
    e. Phone*
    f. Email*
17. Are there any comments you would like to add?

End of Part 1 of 5

Survey Part 2: Number of devices deployed and how they are supported

17. Enter the number of voice/data devices assigned to **personnel** (smartphones or cellphones)*
18. Enter the number of data devices assigned to **personnel** (USB Modems, Vehicular Modems, mobile hot spots, air cards or computer/tablet with integrated wireless modem)*
19. Enter the number of other devices assigned to **personnel** (including devices that reside on private systems)*
20. Enter the number of voice/data devices not accounted for above assigned to **vehicles** (smartphones or cellphones)*
21. Enter the number of data devices not accounted for above assigned to **vehicles** (USB Modems, Vehicular Modems, mobile hot spots, air cards or computer/tablet with integrated wireless modem)*
22. Enter the number of other devices not accounted for above assigned to **vehicles** (Including devices that reside on private systems)*
23. Are personnel allowed to use personally owned wireless devices to perform any type of work functions?*
    a. Yes
    b. No
    c. Unknown
24. Are personally owned devices allowed to connect to any official applications/services (i.e. email, internal databases, etc.)?*
    a. Yes
    b. No
    c. Unknown
25. Is any compensation provided to employees for use of personally owned devices?*
    a. None
    b. Fixed
    c. Based on Usage
    d. Other
    e. Unknown
26. Enter the number of **Machine to Machine devices** using cellular connections (Cameras, Automatic Vehicles Locators, Sensors, etc.)*

27. Are there any near term planned changes that could impact these device counts significantly i.e. deployment of cellular enabled tablets?*
    a. Significant increase
    b. Minor to no change
    c. Significant decrease
    d. Unknown
28. Are there any comments you would like to add?

End of Part 2 of 5

Survey Part 3: Use of Data Services and Applications in your Agency or Organization

Please identify the current usage of the following services and applications in your agency or organization:

29. Communications (text messaging, paging, etc.)*
    a. Daily
    b. Weekly
    c. Infrequently
    d. Not used but desired
    e. Not used
    f. Unknown
30. If known, enter application name
31. Over the Top Voice (Skype, etc.)*
    a. Daily
    b. Weekly
    c. Infrequently
    d. Not used but desired
    e. Not used
    f. Unknown
32. If known, enter application name
33. Automatic Vehicle Location*
    a. Daily
    b. Weekly
    c. Infrequently
    d. Not used but desired
    e. Not used
    f. Unknown
34. If known, enter application name
35. Location Services (mapping, routing, etc.)*
    a. Daily
    b. Weekly
    c. Infrequently
    d. Not used but desired

  e. Not used

  f. Unknown

36. If known, enter application name

37. Computer Aided Dispatch (CAD)*

  a. Daily

  b. Weekly

  c. Infrequently

  d. Not used but desired

  e. Not used

  f. Unknown

38. If known, enter application name

39. Database inquiries (NCIC, criminal history, hot files, etc.)*

  a. Daily

  b. Weekly

  c. Infrequently

  d. Not used but desired

  e. Not used

  f. Unknown

40. If known, enter application name

41. Field Based Reporting*

  a. Daily

  b. Weekly

  c. Infrequently

  d. Not used but desired

  e. Not used

  f. Unknown

42. If known, enter application name

43. General Connectivity (email, Internet, file transfers)*

  a. Daily

  b. Weekly

  c. Infrequently

  d. Not used but desired

  e. Not used

  f. Unknown

44. If known, enter application name

45. Intranet access/ Mobile VPN Solution*

  a. Daily

  b. Weekly

  c. Infrequently

  d. Not used but desired

  e. Not used

  f. Unknown

46. If known, enter application name

47. Video*

  a. Daily

    b. Weekly
    c. Infrequently
    d. Not used but desired
    e. Not used
    f. Unknown
48. If known, enter application name
49. Telemetry (continuous process status monitoring)*
    a. Daily
    b. Weekly
    c. Infrequently
    d. Not used but desired
    e. Not used
    f. Unknown
50. If known, enter application name
51. Other (Please specify application(s) and whether used Daily, Weekly, Infrequently, Not used but desired)
52. Are there any comments you would like to add?

End of Part 3 of 5

Survey Part 4: Information about your current service provider's plans and procurement methods

53. Does your agency contract with multiple service providers?*
    a. Yes
    b. No
    c. Don't Know
54. If yes, briefly explain
55. Does your agency use a commercial or shared paging system?*
    a. Yes
    b. No
    c. Don't Know
56. If yes, briefly explain
The next questions pertain to your primary provider:

57. What procurement process was utilized by your agency to select your primary provider?*
    a. Master contract -GSA/Federal
    b. Master contract – State
    c. Master contract - Other entity
    d. Local RFP/Bid
    e. Based on price quotes
    f. Other
    g. Unknown
58. Are other procurement options available?*
    a. Yes

b. No

c. Unknown

59. If yes, briefly describe the additional options and why they weren't chosen

60. Does your agency have a direct sales/account relationship with the provider?*

    a. Yes

    b. No

    c. Unknown

61. If yes, briefly explain

62. Does your agency have a direct technical support relationship with the provider?*

    a. Yes

    b. No

    c. Unknown

63. If yes, briefly explain

64. Are any additional or specialized services provided by the provider?*

    a. Yes

    b. No

    c. Unknown

65. If yes, briefly explain

66. What is the average monthly cost for voice/data devices, NOT inclusive of additional costs and fees (taxes, apps, etc.)?*

67. What is the average monthly cost for data only devices, NOT inclusive of additional costs and fees (taxes, apps, etc.)?*

68. How important is having a fixed rate plan?*

    a. Variable monthly rates based on usage aren't a problem

    b. We would pay a little more to have fixed rates regardless of usage

69. Who is responsible for payment of the invoice?*

    a. Individual Liable (end-user pays)

    b. Agency Liable (agency pays)

    c. Hybrid (stipend or partial payment from agency to end-user)

70. What are the monthly data limits on the plan?*

    a. Unlimited data

    b. Usage capped/Metered – no pooling

    c. Usage capped/Metered – pooled with other units

    d. Other

    e. Unknown

71. What is the contract duration of your current plan (in years)?*

72. What is the average monthly data usage per user (in GB)?*

73. Are there any comments you would like to add?

End of Part 4 of 5

Survey Part 5: Understanding the barriers that may be limiting or preventing fully operationalizing mobile data

Does this barrier limit or prevent your agency from realizing the full potential of mobile data services?

74. Cost: Agency does not have budget to purchase required data plans or devices*
    a. Yes, it's a barrier
    b. No, it's not a barrier

75. Network Reliability: Speed and efficiency of data services provided from the network does not meet requirements (i.e. slow speeds, congestion, frequent outages, etc.)*
    a. Yes, it's a barrier
    b. No, it's not a barrier

76. Security: Use of data services is limited due to security reasons (i.e. wireless network security level does not meet agency policy and data transmission is limited)*
    a. Yes, it's a barrier
    b. No, it's not a barrier

77. Coverage: Coverage of wireless data network does not meet agency operational requirements (i.e. dead spots through operational area)*
    a. Yes, it's a barrier
    b. No, it's not a barrier

78. Expertise: Agency does not have the knowledge base within its employees to fully utilize available wireless data services*
    a. Yes, it's a barrier
    b. No, it's not a barrier

79. Other (please specify)

80. Are there any comments you would like to add?

81. Last Question: What is the level of awareness within your agency of the Nationwide Public Safety Broadband Network (NPSBN aka FirstNet)?*
    a. Not familiar at all with the concepts and capabilities
    b. Some awareness of the concepts and capabilities
    c. Above average knowledge of the concepts and capabilities
    d. Extensive knowledge of the concepts and capabilities

End of Part 5 of 5

Thank you for your time and effort. We will share the statewide results of this survey after we submit our report to FirstNet on September 30, 2015.