

**CTA COMMUNICATIONS
DISPATCH CENTER
INFORMATION SURVEY**

Pima County has engaged the services of CTA Communications to evaluate Dispatch Centers as part of the PCWIN Project. Please assist us in understanding your current situation and future needs. Please print legibly and attach a business card if you have one. Thank you for your help.

Organization/Agency Name: _____

Contact Name: _____ **Position:** _____

Phone: _____ **Email:** _____

Jurisdiction: Please list the number of agencies and/or jurisdictions in each of the following categories for which your communications center provides dispatch services for. If you do not provide services for agencies of a particular type, enter NA for not applicable.

Police/ Law Enforcement _____ Combined Fire/EMS _____

Fire only (paid/volunteer) _____ Emergency Medical Services (EMS) _____

Other: _____

Please list the agencies and describe the geographic area served by your communications center

911 Services Provided:

Primary PSAP ____ Secondary PSAP ____

Basic 911 ____ Enhanced 911 ____ Wireless Phase I ____ Wireless Phase II ____

VOIP 911 ____

Operations Information

How many positions does your PSAP have that can answer 911 calls and dispatch? _____

How many positions does your PSAP have that can answer 911 calls but not dispatch? _____

How many positions does your PSAP have that can dispatch but not answer 911 calls? _____

| Activity | 2003 | 2004 | 2005 |
|---|------|------|------|
| Wireline 911 Calls Received | | | |
| Wireless 911 Calls Received | | | |
| Total 911 Calls Received | | | |
| Wireless Call % | | | |
| Average 911 Answer Time | | | |
| Other Emergency Calls Received | | | |
| Administrative/Non-Emergency Calls | | | |
| Total Incoming Calls | | | |
| | | | |
| Police Calls Dispatched | | | |
| Police Officer Initiated | | | |
| Fire Events Dispatched | | | |
| Emergency Medical Incidents | | | |
| Medical Pre-Arrival Instructions Given | | | |
| | | | |
| Number of 911 Transfers | | | |
| | | | |
| CJIS (SCIC/NCIC) Inquiries | | | |
| CJIS File Maintenance (Entries, Mods, Cancels, etc | | | |
| Administrative Messages | | | |

Tasks Performed: Please check all tasks that are performed in the communications center.

Call Taking (9-1-1) _____ Dispatch Police/Law Enforcement _____

Call Answering (administrative) _____ Dispatch Fire _____

Call Answering (Other) _____ Dispatch EMS _____
(i.e. after hours, etc.)

Traffic Monitoring _____ Dispatch City/County Services/DPW _____

Warrant/Article Entry/Confirm _____ Dispatch Animal Control _____
 NCIC/state CIC checks _____ Other tasks performed: _____

Facilities & Equipment

| Item | Manufacturer | Model | Software Version | Install Date |
|---------------------------------|--------------|-------|------------------|--------------|
| ANI/ALI Controller (911 Switch) | | | | |
| Answering Position Equipment | | | | |
| Map | | | | |
| CAD | | | | |
| Radio Console | | | | |
| UPS | | | | |
| Instant Recall Recorder | | | | |
| Logging Recorder | | | | |
| PBX | | | | |
| Master Clock | | | | |

9-1-1 System

Number of 911 lines _____

Number of other lines _____

ANI & ALI printers – number & location _____

Abandoned call alarm _____

Single Button Transfers _____

Ring down circuits _____

Telephone Service Provider _____

911 Service Provider _____

ALI Database Provider _____

Is 9-1-1 Equipment 20 digit ANI capable YES NO

Can 9-1-1 Equipment "rebid" ALI YES NO

CAD System

Redundant processor Y/N? _____

911 interface Y/N? _____

RMS interface Y/N? _____

NCIC/State interface Y/N? _____

Mobile Data & AVL Y/N? _____

Logging Recorder

Channel Capacity _____

Recording format (tape, DAT, VHS, etc.) _____

Staffing

| On-Duty Staff | Call Taker Only | Dispatcher Only | Call Taker/Dispatcher | Shift Supervisor/Lead Dispatcher |
|------------------------|-----------------|-----------------|-----------------------|----------------------------------|
| Day Shift | | | | |
| Afternoon Shift | | | | |
| Night Shift | | | | |

Authorized/Actual Staffing

| | Telecommunicators | Shift Supervisors | Database/ GIS | Tech Support | Training | Public Education | Mgmt/ Admin |
|-----------------------------|-------------------|-------------------|---------------|--------------|----------|------------------|-------------|
| Authorized Full Time | | | | | | | |
| Actual FT | | | | | | | |
| Authorized Part Time | | | | | | | |
| Actual Part Time | | | | | | | |

OTHER SYSTEMS

RADIO ENVIRONMENT

Radio Channel Utilization:

What radio channels/talk groups do you use regularly? (Daily or more than weekly)

| | |
|-------|-------|
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What radio channels do you use occasionally? (Major events, disasters, task force, etc.)

| | |
|-------|-------|
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