

Appendix C: Commission Survey Forms

DRAFT

Thank you for completing this questionnaire. We appreciate any information you can provide.

The Tennessee Advisory Commission on Intergovernmental Relations, as required by Public Chapter 795, Acts of 2014, is studying the funding, functionality, and other effects of the Act, which created a new funding mechanism for emergency communications services in Tennessee.

To understand how emergency communications districts vary across the state and how the new law is affecting them, we are asking the director of each district to complete a questionnaire. We are aware that TENA has recently asked you to complete a survey. This questionnaire builds on their effort to gather input.

We would greatly appreciate it if you would complete this questionnaire by January 31, 2017.

If you have any questions, please contact Jennifer Barrie by email at jennifer.barrie@tn.gov or by phone at 615-741-3012. Your help with this study will be of great benefit to our Commission as it prepares its report to the General Assembly's joint committee on government operations.

Thank you!

Note: You may take a break from completing the survey and return to complete it later. But you have to complete it on the same device using the same web browser. Once you click on the "done with survey" button, your survey is submitted and you can no longer edit it.

Questions marked with an asterisk (*) require an answer.

TIP - To move to the previous or next page of the survey, use the "previous page" or "next page" buttons at the bottom of each page. Do NOT click the back arrow on your web browser - it will take you out of the survey and will not save your responses.

* 1. Please provide your contact information.

Emergency Communications District

Name

Position/Title

City

Email address

Phone Number

* 2. Which of the following best describes the 911 response system in your district? Please choose one.

- One PSAP answers calls and directly dispatches emergency response
- One PSAP answers calls and transfers calls to appropriate agency to dispatch response
- One PSAP answers calls and dispatches some directly and transfers others to appropriate agency to dispatch response
- Multiple PSAPs answer calls and directly dispatch emergency response
- Multiple PSAPs answer calls and transfer calls to appropriate agency to dispatch response
- Multiple PSAPs answer calls and dispatch some directly and transfer others to appropriate agency to dispatch response
- Other (please specify in comments)

Comments

* 3. How many PSAPs are in your district?

- One (1)
- Two (2)
- Three (3)
- Four (4)
- Five (5)
- Six (6) or more
- None (please explain in comments)

Comments

* 4. How many secondary PSAPs are in your district?

- One (1)
- Two (2)
- Three (3)
- Four (4)
- Five (5)
- Six (6) or more
- None

Comments

* 5. How many regularly active answering positions (call-taking seats) are available in your district, NOT including backup, training, and overflow positions? Please provide a number.

Number of positions or seats

Comments

* 6. How many PSAPs in your district provide medical advice to callers?

- None
- One (1)
- Two (2)
- Three (3)
- Four (4)
- Five (5)
- Six (6) or more
- Other (please explain)

* 7. Over the last two fiscal years (2014-15 and 2015-16), the call volume in my district has

- Greatly increased
- Increased
- Stayed at the same level
- Decreased
- Greatly decreased
- None of the above (please explain in comments)

Comments

8. If available, please provide the call volume number for fiscal years 2014-15 and 2015-16.

2014-2015

2015-2016

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* 9. In fiscal year 2015-16, my district's base funding provided adequate revenue to cover the costs of the services, personnel, equipment, maintenance, and improvements needed to provide stable and effective 911 service in my district.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- No response

Comments

10. If your district is not adequately funded by the base amount, how much additional funding do you need?

11. How would the additional funds in question 10 be used? Please choose all that apply.

- Salaries
- Equipment
- Training
- Rent
- Other (please specify)

* 12. The current method used for distributing 911 surcharge revenue to the districts is sufficient and working well.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- No response

Comments

13. If you do not think the current method for distributing 911 surcharge revenue is sufficient and working well, do you think distribution should be based on one or more of the following factors? Please select one or more.

- Population served by district
- Number of call takers in district
- Revenue divided equally among districts
- Number of wireless subscribers in district
- Call volume in district
- Other (please specify)

* 14. Does your city or county help fund part of your district's 911 service?

- Yes
- No
- Sometimes
- No response

Comments

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15. If you answered yes or sometimes to question 14, what does the city or county pay for? Please specify whether the funds are designated for specific items or given as a non-restricted lump sum for 911 service.

16. If you answered yes or sometimes to question 14, please estimate the percentage of your expenditures that were covered by local government contributions in fiscal year 2015-16. Choose the one that most closely matches your estimate.

- 5%
- 10%
- 20%
- 30%
- 40%
- 50%
- More than 50%

Comments

* 17. Has expansion of the 911 system functionality resulting from implementation of IP-based next generation 911 (NG911) technology increased or decreased costs for your district?

- Increased
- No change
- Decreased
- Not sure
- No response

Comments

18. If your district's costs increased or decreased as you indicated in question 17, what types of expenditures increased or decreased? Choose all that apply.

- GIS/mapping
- Records custodian
- Cyber security
- PSAP equipment
- Depreciation
- Other (please specify)

19. If your district's costs increased or decreased because of NG911 implementation as you indicated in question 17, by approximately what percentage did they change?

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* 20. There is a need or benefit to consolidate emergency communications districts.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- No response

Please explain why you agree or disagree.

* 21. There is a need or benefit to consolidate PSAPs.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- No response

Please explain why you agree or disagree.

* 22. There is a need or benefit to integrate services within emergency communications districts.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- No response

Please explain why you agree or disagree.

* 23. 911 equipment and call delivery costs should only be funded by a statewide flat rate surcharge.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- No response

Comments

* 24. 911 dispatch costs should only be funded by a statewide flat rate surcharge.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- No response

Comments

* 25. Do you think that 911 equipment and call delivery costs should be funded by any of these other methods? Choose up to two.

- Percentage surcharge
- Water service charge
- Electric power service charge
- State general fund
- Local taxes
- State sales tax
- Health insurance tax
- None of these - keep current funding mechanism
- Not sure
- Other (please specify)

* 26. Do you think that 911 dispatch costs should be funded by any of these other methods? Choose up to two.

- Percentage surcharge
- Water service charge
- Electric power service charge
- State general fund
- Local taxes
- State sales tax
- Health insurance tax
- None of these - keep current funding mechanism
- Not sure
- Other (please specify)

* 27. Local governments should have the authority to add a local 911 fee to the state \$1.16 surcharge to fund 911 services in the local emergency communications districts.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- No response

Comments

28. If you agree with the statement in question 27, at what maximum amount do you think the local 911 fee should be set?

* 29. There is a need or benefit for the state emergency communications board to have the authority to raise the 911 surcharge rate without state legislative approval should there be a financial reason to do so.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- No response

Please explain why you agree or disagree.

Questions marked with an asterisk (*) require an answer.

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* 30. The membership of the state emergency communications board should be changed to include other stakeholders.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- No response

Comments

DRAFT

31. If you agree with the statement in question 30, which of these stakeholders or stakeholder groups should have at least one representative added to the board? You may choose more than one.

- Telecommunications providers
- Emergency communications districts that dispatch
- Representative for the disabled emergency medical services
- Local firefighters representative
- State fire marshal
- State GIS representative
- State IT representative
- Local law enforcement representative
- State law enforcement representative
- NENA representative
- APCO representative
- State attorney general
- State audit representative
- State department of safety and homeland security representative
- State department of revenue representative
- State division of consumer affairs
- State legislator
- State treasurer
- Utilities or public service representative
- Other (please specify)

* 32. There is a need or benefit for communications service providers to register with the state emergency communications board prior to providing service.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- No response

Comments

* 33. There is a need or benefit for communications service providers to notify the state emergency communications board when there is a known service interruption.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- No response

Comments

34. Please feel free to add any additional comments below.