

# 21<sup>ST</sup> CENTURY FIRST RESPONDER SURVEY



EXECUTIVE SUMMARY | JUNE 2009

Prepared by:

In Partnership With:





## INTRODUCTION

In June 2009, *Emergency Management* posed a series of questions to various emergency management and public safety stakeholders regarding the wireless devices their organization's first responders depend on for access to vital data essential in threat detection, mitigation and recovery.

In order to stay one step ahead of the rapid change and dynamic nature of the public safety landscape, the efficient use of telecommunication and smart phone technologies have not only achieved significant improvements in the effective execution of disaster preparedness and emergency response, but also first responder safety.

Wireless mobility is revolutionizing the marketplace, with public safety functions being integrated with an ever-expanding list of advanced mobile applications from querying state and national data sources on scene to geospatial tracker systems for real-time tracking of vehicle locations and specific individuals.

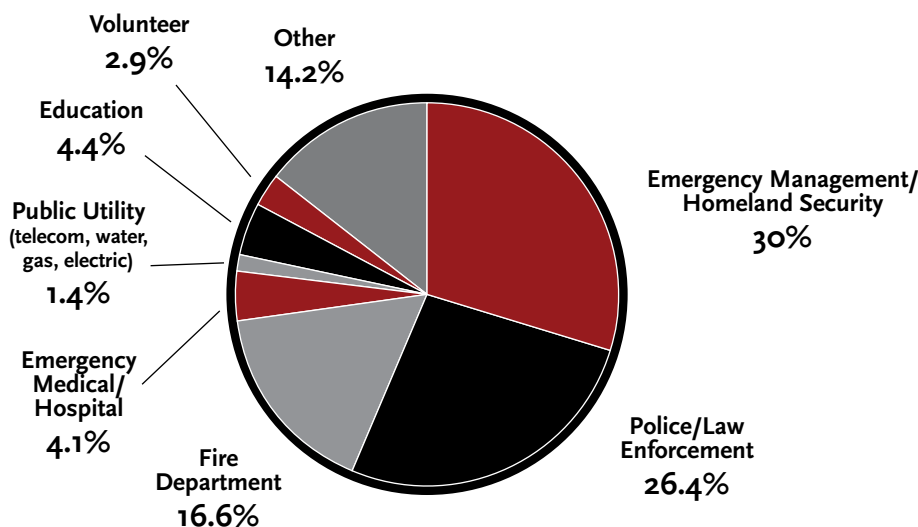
Nearly 600 responses were captured in just 7 days, offering their viewpoints on how first responder organizations are equipping their personnel with communication and intelligence devices to enable full access to mission-critical data in day-to-day and major incident operations.

The aggregate is presented in this summary.

## SURVEY PARTICIPATION

This Web-based survey was conducted via email questionnaire in the 14-day period from June 3rd to June 17th. This survey was completed by a random sampling of 584 first responder managers, agency executives, critical infrastructure authorities, UASI representatives and other public safety stakeholders across multiple state, local and federal jurisdictions.

All aspects of this survey including questionnaire development, deployment and report preparation have been executed by *Emergency Management*.

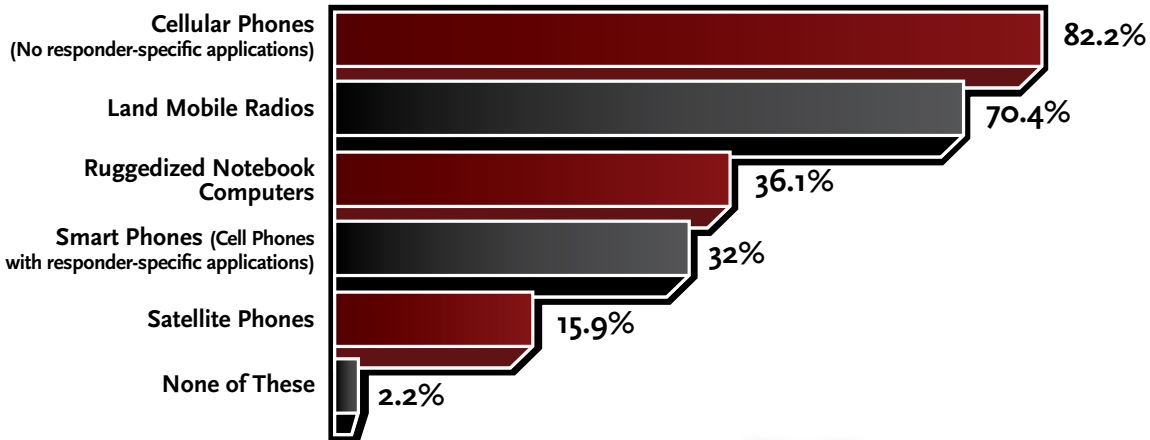


*Note: For those that cited "other", frequent mentions fell into the public health and transportation categories.*



# EXECUTIVE SUMMARY

1. Which of the below communication and information devices do your personnel regularly carry during day-to-day and major incident operations? Please choose all that apply.



82%

An overwhelming 82% of respondents cite cellular phones, with no responder-specific applications, as the primary device carried by personnel, with land mobile radios following at 70%.

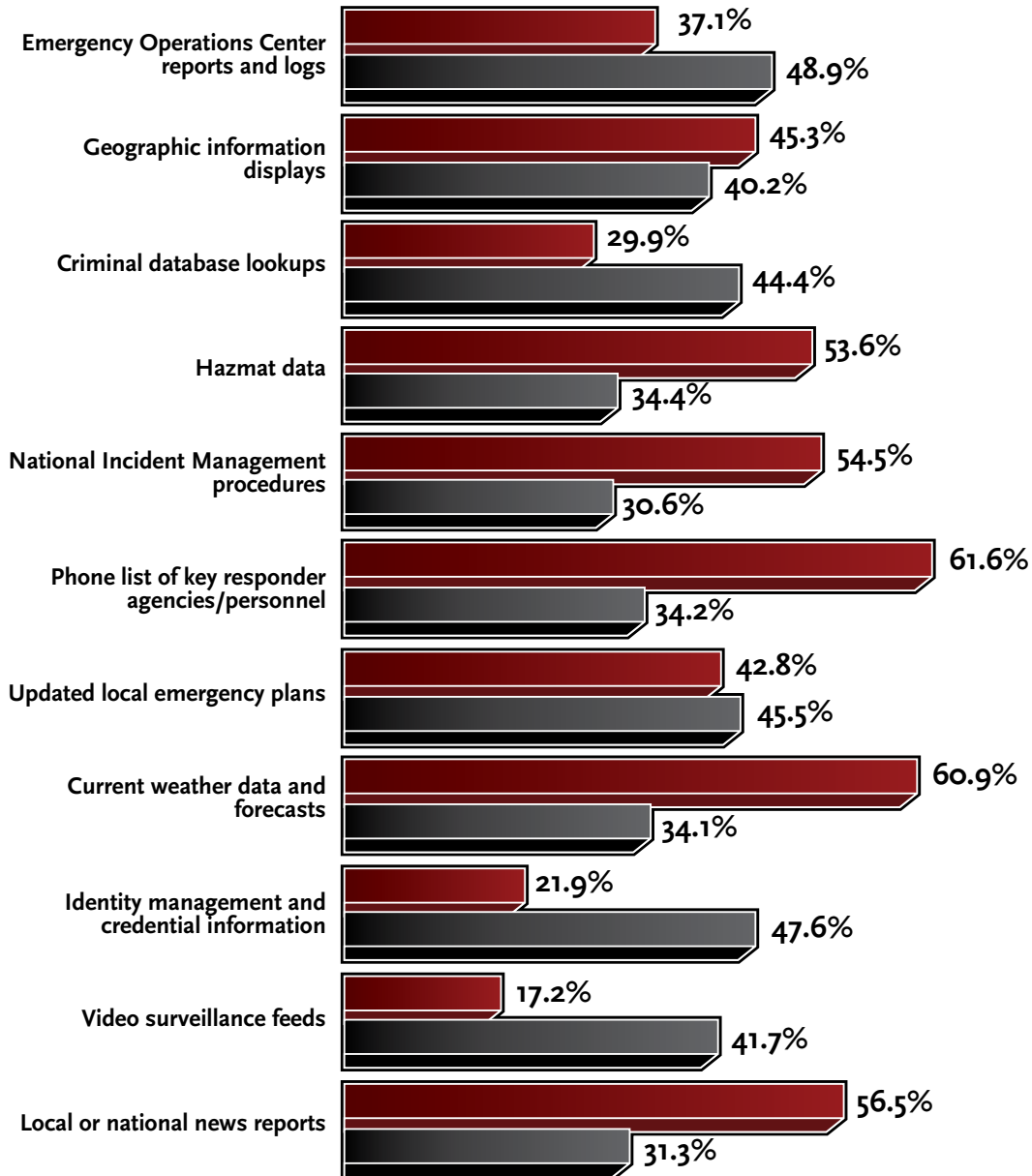




2. During a major incident or day-to-day operations my organization's/agency's first responder personnel can access...

■ this type of data directly in the field.

■ this type of data only with assistance from a dispatch operator.

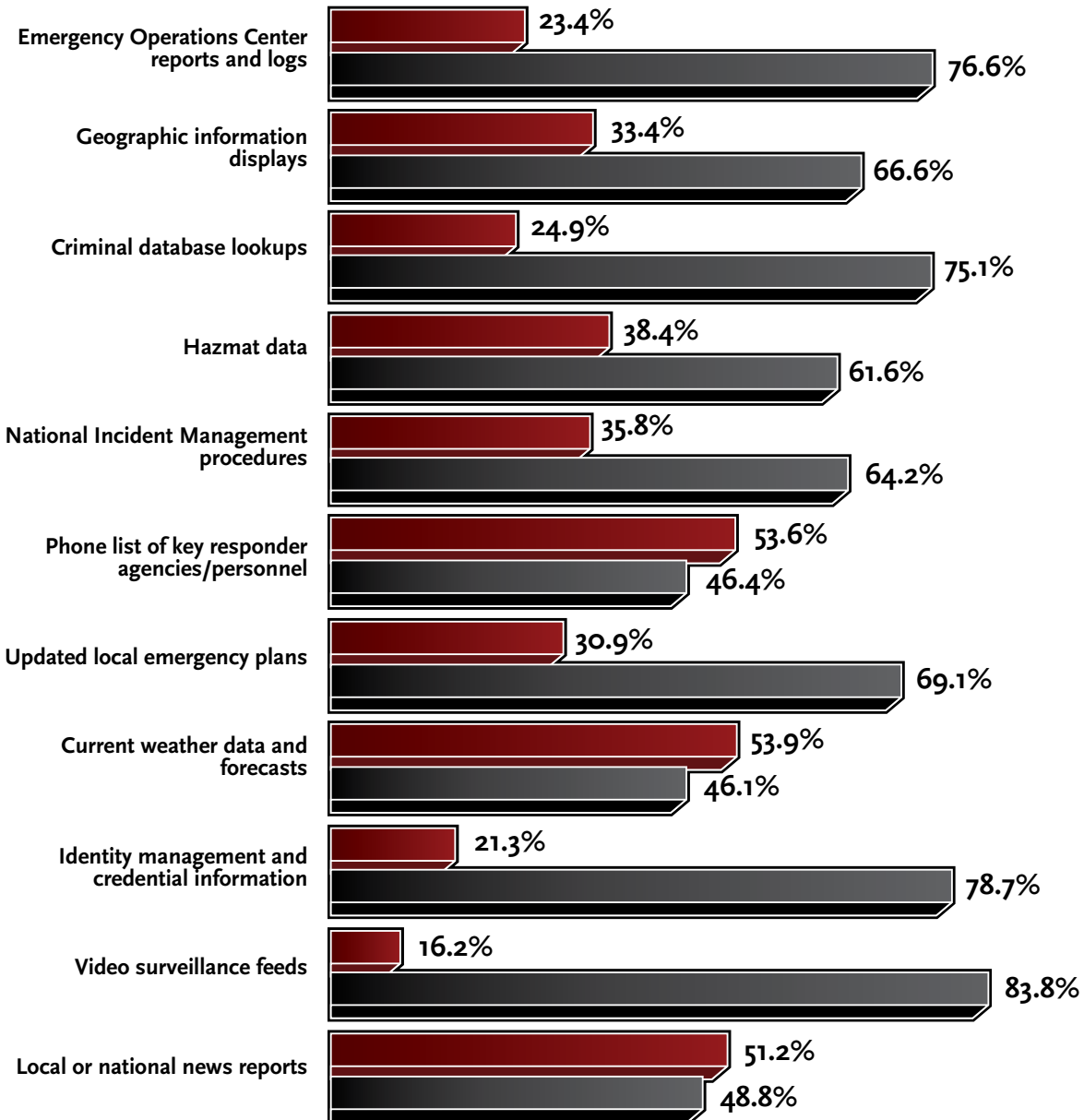


Phone lists of key responder agencies/personnel (62%) and National Incident Management procedures (55%) are some of the most common types of data directly accessible from the field. Information such as Emergency Operations Center reports and logs (49%) followed by identity management and credential information (48%) requires facilitation from a dispatcher.



3. If your first responder personnel typically carries smartphones or information devices during routine and major incident operations, which of the following applications...

■ are currently installed? ■ would you like to have deployed in the future?



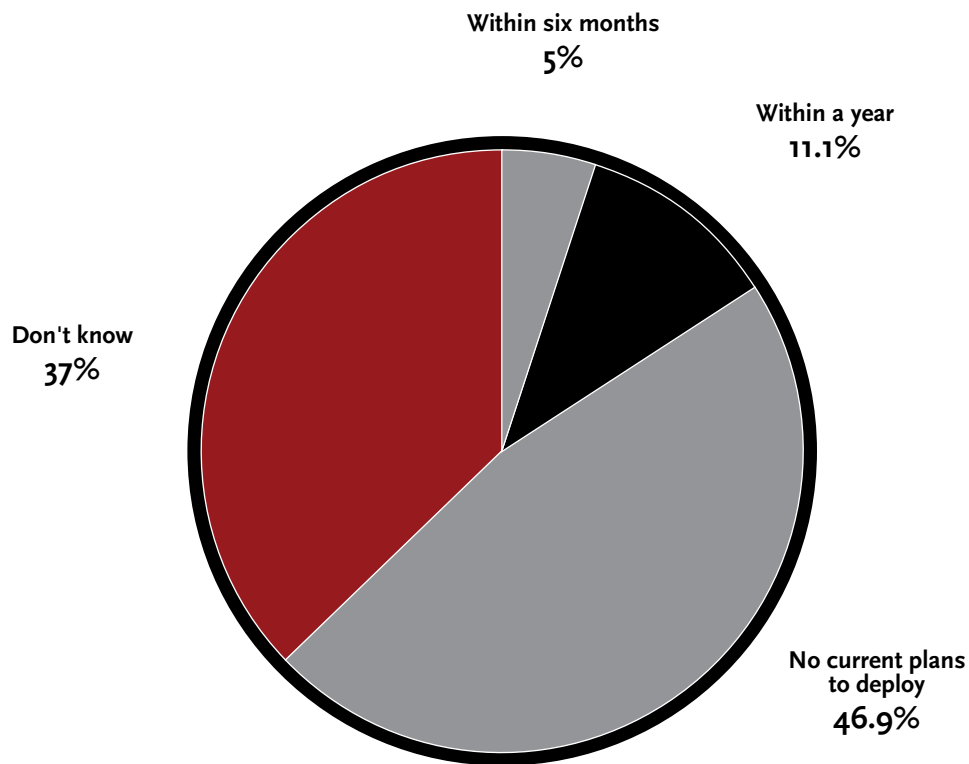
Access to key applications are of high desire for future implementations including: video surveillance feeds (84%), identity management and credential information (79%), EOC reports and logs (77%) and criminal database lookups (75%).



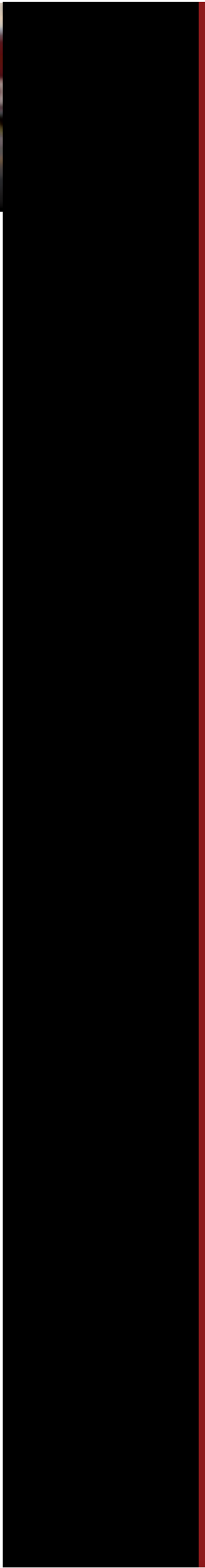
4. Is there any other type of information, not listed above, that you would like to be able to access on a communication and/or information device? (open-ended responses)

Some of the commonly referenced “wish-lists” of available information included access to hospital/patient tracking type data as well as situational awareness/GIS applications.

5. How soon does your organization/agency plan to deploy additional responder applications on smartphones?

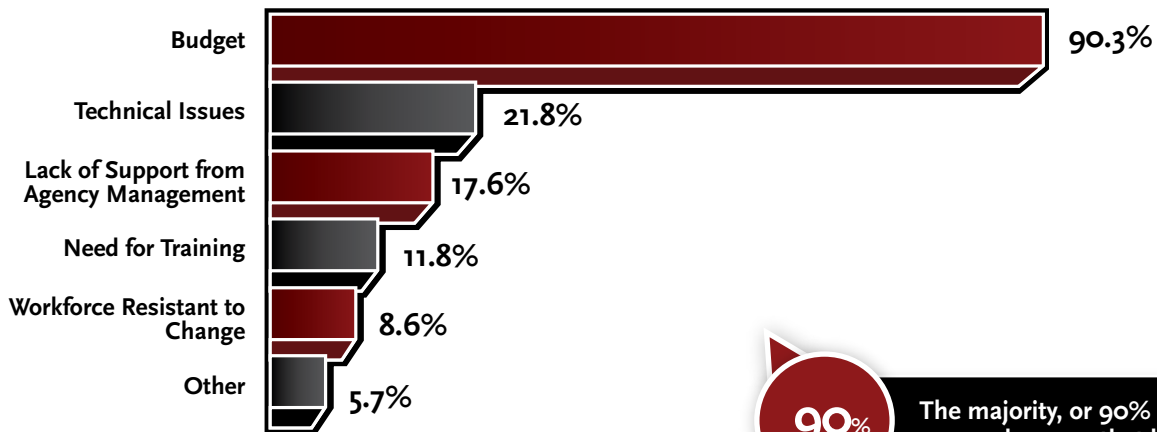


**16%** Within a year timeframe, 16% of those surveyed have plans to deploy additional smartphone responder applications with 37% citing uncertainty.



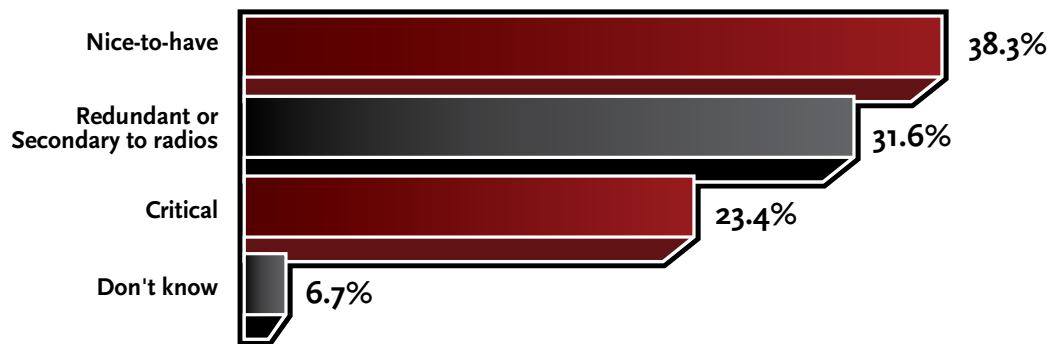


6. What issues or limitations, if any, have prevented your organization/agency from deploying smartphones (cell phones with responder-specific applications) up to now? Please choose all that apply.



**90%** The majority, or 90% of those surveyed concur that budget is the dominant barrier to the procurement of smartphone technology.

7. How important is push-to-talk network capabilities for your responders?



**23%** 23% of those surveyed consider this capability as requisite for effective emergency response with another 38% in agreement to its benefits. 1/3 of respondents still perceive this technology to be redundant or secondary to radios.