

**Saratoga County
Public Safety Radio User Survey**



Dear First Responder:

Please complete this questionnaire as it pertains to your immediate department's use of the existing Saratoga County public safety land mobile radio systems. We would like to know who you are, what communications equipment you use, and the problems you experience. Your response will help define radio service degradations which in turn will assist in formulating remedies for the systems. If a question does not apply to you or you don't know the answer, simply write "N/A" or "Don't know."

Please return this form by Tue 15 November 2005 to:

Mike McEvoy, EMS Coordinator by email at mcevoymike@aol.com or by fax to the Office of Emergency Services at 884-4707

Contact for questions:

Don Vaughan
NYSTEC
52 Geiger Road
Rome, NY 13441
Tel: (732) 542-8033

Please provide your official duty data:

Name
Telephone
E-mail
Title
Department
County Agency

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AREA(S) OF YOUR OPERATION	X
Saratoga County (all)	
Village of Ballston Spa	
Town of Ballston Spa	
Town of Charlton	
Town of Clifton Park	
Town of Corinth	
Village of Corinth	
Town of Day	
Town of Edinburg	
Town of Galway	
Village of Galway	
Town of Greenfield	
Town of Hadley	
Town of Halfmoon	
Town of Malta	
Village of Round Lake	
City of Mechanicville	
Town of Milton	
Town of Moreau	
Village of South Glens Falls	
Town of Northumberland	
Town of Providence	
Town of Saratoga	
Village of Schuylerville	
Village of Victory Mills	
City of Saratoga Springs	
Town of Stillwater	
Village of Stillwater	
Town of Waterford	
Village of Waterford	
Town of Wilton	

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What do you consider to be your major operations-disrupting problems with the County's public safety radio communications systems?

Can you provide specific instances of public safety communications system failures or outages, for example: the date, where you were located, how you were using the radio equipment, and the impact the outages had upon your ability to conduct operations.

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What types, and the quantity, of radio units (e.g., vehicle-mounted mobile, handheld portable, pagers, mobile computers) does your immediate department use during operations? What frequency band(s) are used for each type?

Unit Type and Quantity	Frequency Bands

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How many radio channels are available to you and your department during operations for each type of radio unit?

Unit Type	Number of Assigned Channels

How many vehicle-mounted mobile radios and handheld portable radios assigned to your department are field deployed during a normal work shift?

Mobile _____ Portable _____

Three years ago, how many vehicle mounted mobile radios and handheld portable radios might your department have field deployed during a normal work shift?

Mobile _____ Portable _____

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How difficult is it to get access to a channel because there is other radio traffic on the channel?

- _____ Channels can be accessed at the moment of need.
- _____ Channels can be generally be accessed with an occasionally wait.
- _____ There is always a wait for the channel to clear.

In general, what is the average wait time before you can speak to your dispatcher or others because you must wait for the channel to clear?

Less than 5 sec _____ Less than 15 sec _____ Greater than 30 sec _____

What other departments or agencies do you communicate with during joint or mutual aid operations?

Do you communicate radio-to-radio with others and/or interfaced via a dispatcher's console to others? Check as applicable.

Radio-to-radio _____ Dispatcher interfaced _____

How far distant from your activity point are the individuals that you generally communicate with?

Normal duty shift _____ Scene-of-incident duty _____

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Do you normally use your radio to communicate either into or out of above-ground or below-ground man-made structures?

Yes _____ No _____

Are communications checks performed between mobiles, portables, pagers, and the dispatcher before departing on a duty shift or on operations?

Yes _____ No _____

In general, how would you rate the overall radio system's coverage when using a vehicle mounted mobile radio unit?

_____ You communicate reliably in greater than 90% of your operational area

_____ You communicate reliably in greater than 75% of your operational area

_____ You communicate in less than 75% of your operational area

In general, how would you rate the reception quality of your vehicle mounted mobile radio unit during movement?

_____ Speech easily understood

_____ Speech easily understood; infrequent noise/distortion

_____ Speech easily understood; occasional noise/distortion

_____ Speech understandable with repetition only rarely required; some noise/distortion

_____ Speech understandable with slight effort; occasional repetition required due to noise/distortion

_____ Speech understandable with considerable effort; frequent repetition required due to noise/distortion

_____ Unusable communications; speech present but unintelligible

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In general, how would you rate the reception quality of your vehicle mounted mobile radio unit when the vehicle is stopped?

- _____ Speech easily understood
- _____ Speech easily understood; infrequent noise/distortion
- _____ Speech easily understood; occasional noise/distortion
- _____ Speech understandable with repetition only rarely required; some noise/distortion
- _____ Speech understandable with slight effort; occasional repetition required due to noise/distortion
- _____ Speech understandable with considerable effort; frequent repetition required due to noise/distortion
- _____ Unusable communications; speech present but unintelligible

In general, how would you rate the overall radio system's coverage when using a handheld portable radio unit?

- _____ You communicate reliably in greater than 90% of your operational area
- _____ You communicate reliably in greater than 75% of your operational area
- _____ You communicate in less than 75% of your operational area

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In general, how would you rate the reception quality of your handheld portable radio unit?

- _____ Speech easily understood
- _____ Speech easily understood; infrequent noise/distortion
- _____ Speech easily understood; occasional noise/distortion
- _____ Speech understandable with repetition only rarely required; some noise/distortion
- _____ Speech understandable with slight effort; occasional repetition required due to noise/distortion
- _____ Speech understandable with considerable effort; frequent repetition required due to noise/distortion
- _____ Unusable communications; speech present but unintelligible

If your department uses radio equipment other than Saratoga County related, please the equipment, purpose, and how it is used in your department/agency.
