



Questionnaire: An Analysis of Public Safety Call Answering and Event Processing Times

Welcome! You are invited to participate in a research study, “An Analysis of Public Safety Call Answering and Event Processing Times,” conducted by the Fire Protection Research Foundation (FPRF), NFPA’s research affiliate. The research is performed by Public Consulting Group (PCG) for FPRF with the goal of collecting, analyzing, and summarizing the call answer and processing time interval data in response to the fire and EMS events (excluding law enforcement event data) from a wide spectrum of Public Safety Answering Points (PSAP) dispatch centers (i.e., large, small, urban, rural etc.) in the United States.

We strongly recommend collecting all information needed to complete the survey beforehand. [Click here](#) to access a PDF copy of the survey and view detailed instructions. Please note that most of the data requested in this survey is best provided by management personnel responsible for the agency's PSAP or dispatch center.

We want to thank you in advance for your participation in this important study! If at any point you have questions, please reach out to our team at publicsafetystudy@pcgus.com. We've included instructions for taking the survey below. To view, click the bar to expand it.

Instructions

Survey Overview: This questionnaire is designed to collect all relevant information necessary for data collection and analysis. The survey is structured into three sections:

1. CAD Data Collection - specific data elements to be collected and reported in an Excel sheet. You will upload your call center's Excel file onto our secure site.
2. PSAP/Communication Center Characteristics
3. Call Center Data

Navigating and Accessing the Survey: Our team strongly recommends collecting all information needed to complete the survey beforehand. To download a copy of the survey, you can visit [this link](#).

To complete the survey, please fill out each item and click on the "Next" option as you progress. You will be asked to "Submit" the survey once you reach the final page. If you

need to come back to the survey to finish at a later point, you can click the "Save" option at the bottom of the page. This will prompt you to create a password and will send a link to your provided email address so that you can finish the survey.

Confidentiality and Use of Information: Your participation in this research survey is voluntary. You will receive no payment for participating in this study. We encourage you to complete as much of the survey as possible, but you do not need to answer every question.

The information you provide through this survey will be anonymous and survey results will be aggregated for use in the final report. The researchers will not identify you or your organization. The contact information collected from the survey will **only** be used by PCG staff for follow-up purposes to obtain clarification on your data. The final report will be published publicly from the Fire Protection Research Foundation website (www.nfpa.org/foundation).

Call Center CAD Data Request

We are asking PSAPs to provide computer-aided dispatch (CAD) data to be analyzed and summarized to better understand public safety call answering and processing times in the United States and determine if the current call time provisions in NFPA 1225, Standard for Emergency Services Communications, are reasonable.

The CAD data uploaded should consist only of Fire and EMS 911 **emergency** responses for the **time period of January 1st, 2019 through December 31st, 2019**.

CAD data should contain the following fields in an **Excel file format:**

- **Unique Incident ID** (as defined by the agency - a way to identify each incident separately)
- **Call Date** (Date of incident)
- **Time Call was Received by PSAP**
- **Time Call was Answered by PSAP**
- **Time Emergency Response Unit (ERU) was Notified**
- **Incident/Call Type:** Fire/EMS/Other (only include high priority calls where there's an

imminent threat to life or significant property loss or damage - see definitions in NFPA 1225 below)

Upload Instructions: Use the secure file upload functionality below to submit your file (please name your file with your PSAP/Call Center info). By uploading this data you acknowledge voluntary participation in this study and give permission to FPRF and PCG to use the data provided for research purposes. Data will be aggregated for analysis. Individual agency data will not be included in the final report.

Please upload the CAD data file with all requested information listed above. *

Browse Files
Drag and drop files here

Please fill out the following fields with contact information that can be used to clarify any questions related to the data uploaded. The contact information collected from the survey will **only be used** by PCG staff for these follow-up purposes.

Contact Name: *

First Name

Last Name

Email Address: *

example@example.com

Phone Number: *

Please enter a valid phone number.

Name of Agency: *

NFPA Definitions

Copyright© 2021, National Fire Protection Association. For a full copy of NFPA 1225, please go to www.nfpa.org.

The following excerpts from NFPA 1225, 2022 edition have been provided below with permission from NFPA. The existing provisions regarding public safety call answering and event processing times are:

NFPA 1225: A.3.3.99 – Public Safety Answering Point (PSAP): A PSAP is a facility at which emergency calls are first answered, assessed, triaged, classified, and prioritized. The FCC further defines a **primary PSAP** as a facility to which 9-1-1 calls are routed directly from the 9-1-1 control office. A **secondary PSAP** is defined as a facility to which 9-1-1 calls are transferred from a primary PSAP.

NFPA 1225: 15.4.1: Ninety percent of events received on emergency lines shall be **answered within 15 seconds** and **95% of events** shall be **answered within 20 seconds**.

NFPA 1225: 15.4.3: Call processing time shall include the time **from call answer to initial notification** of the responding ERU(s).

NFPA 1225: 3.3.58: Emergency Response Unit (ERU): Personnel who respond to fire, medical, law enforcement, and other emergency situations for the preservation of life and safety.

NFPA 1225: 15.4.4: Emergency event processing for the **highest prioritization level emergency events** listed in 15.4.4.1 through 15.4.4.2 shall be completed **within 60 seconds, 90% of the time**.

NFPA 1221 & 1225: 7.4.3.1 & 15.4.4.1: The following types of calls where there is **imminent threat to life** shall be included in the **highest prioritization level**:

1. Trauma (penetrating chest injury, GSW, etc.)
2. Neurologic emergencies (stroke, seizure)
3. Cardiac-related events
4. Unconscious/unresponsive patients
5. Allergic reactions
6. Patient not breathing
7. Choking
8. Other calls as determined by the AHJ

NFPA 1221 & 1225 7.4.3.2 & 15.4.4.2 The following types of calls where **significant**

property loss/damage is likely or actively occurring shall be included in the **highest prioritization level**:

1. Fire involving or potentially extending to a structure(s)
2. Explosion
3. Other calls as determined by the AHJ.

PSAP/Communication Center Characteristics

1. Classification of service area: *

- Urban
- Rural
- Unsure

2. What is the size of the population served by the Public Safety Answering Point (PSAP)?

3. What are the variations in the population served by the PSAP, if any? Select all that apply.

- Daytime Increase
- Seasonal Peak Increase
- Event Peak Increase
- None
- Unsure
- Other

4. What is the size of the peak population, due to variances, served by the PSAP?

5. Select the classification of your PSAP based on the definition provided below: *

- Primary
- Secondary

Unsure

6. PSAP Services Provided: *

Call taking only

Dispatching only

Call taking and dispatching

Unsure

7. Is the PSAP governed by: *

Regional governance

County Government

City Government

Private Agency

Unsure

Other

8. Is the PSAP operated by: *

Law Enforcement (Police/Sheriff)

Fire Department

EMS Agency

Independent Agency

Private Agency

Unsure

Other

9. Agencies served by the PSAP: *

Police, Fire, and EMS

Fire and EMS

Police only

Fire only

EMS only

Unsure

10. Number of emergency service agencies served by the PSAP:

11. Types of calls answered by the PSAP: *

- Emergency 9-1-1 only
- Emergency 9-1-1 and Non-Emergency/Administrative
- Unsure

12. Total number of ALL calls answered by the PSAP from January 1st, 2019 to December 31st, 2019:

13. Total number of fire and EMS emergency 9-1-1 calls answered by the PSAP from January 1, 2019 to December 31, 2019:

14. Total number of fire and EMS emergency events processed by the PSAP from January 1, 2019 to December 31, 2019:

15. Telecommunications staff numbers: *

	Input total below:
Total number of call takers employed by the PSAP:	
Total number of radio dispatchers employed by the PSAP:	
Minimum number of call takers and radio dispatchers on duty during the DAY:	
Maximum number of call takers and radio dispatchers on duty during the DAY:	
Minimum number of call takers and radio dispatchers on duty during the NIGHT:	
Maximum number of call takers and radio dispatchers on duty during the NIGHT:	

16. Name of CAD system vendor: *

17. Emergency Response Unit (ERU) Notification Process (select all that apply): *

- Automated Station Alerting System
- Telephone
- Telephone App
- Text
- Radio (Mobile/handheld)
- Pager
- Unsure
- Other

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Call Center Data

18. Do you monitor emergency 911 call answering times and emergency 911 call processing times? *

- Yes
- No
- Unsure

19. Do you have a written standard for call answering and call processing times? *

- Yes
- No
- Unsure

20. Do you use a call prioritization system to determine the highest prioritization level emergency events? *

- Yes
- No
- Unsure

21. Identify any Call Center limitations or barriers to meeting call answering and call processing standards (select all that apply): *

- Staffing
- Equipment
- Technology
- Environmental
- Facility
- Unsure
- Other

22. If you have any additional opinions or comments related to call answering and call processing times, please provide them here:

Type here...

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