

Fire Protection Research Foundation

Survey Instructions for the Study on Public Safety Call Answering & Event Processing Times

Thank you for your interest and participation in our Public Safety Call Answering and Event Processing Times study. Follow the instructions below for details on the computer-aided dispatch (CAD) data request and the additional information to be submitted.

Review the included instructions carefully. Once you have collected all the necessary information, you will upload your CAD data and complete the questionnaire at the following secure website: <https://pcgus.jotform.com/221256327984058>. *Please note: Data will be aggregated for analysis; individual agency data will not be included in the final report.*

Please submit the questionnaire and required data no later than August 31st, 2022. For any questions regarding the data request or questionnaire, contact the PCG Public Safety Support Team at publicsafetystudy@pcgus.com.

Survey Overview

The questionnaire is structured into three sections. In [Section 1](#) you will upload your CAD data Excel file via secure file upload functionality (see CAD data request information below for details). The questions in [Section 2](#) and [Section 3](#) revolve around the characteristics of the PSAP/communication center and other information about your call center. **Please note that most of the data requested in the survey is best provided by management personnel responsible for the agency's PSAP or dispatch center.**

General Instructions:

1. Review the Data/Information to be Collected:
 - a. Review the CAD data request information to understand how to collect the CAD data (provided in this document).
 - b. Review the PSAP/Communication Center Characteristics and additional data/statistics to be collected (provided in this document).
2. Collect the Information:
 - a. Collect the CAD data in an Excel file – see data collection tips.
 - b. Verify that you have answers to the call center characteristics/statistics questions.
3. Submit CAD Data and Complete the Questionnaire:
 - a. Go to PCG's secure site: <https://pcgus.jotform.com/221256327984058>.
 - b. Section 1: Upload your completed CAD Excel file.
 - c. Section 2 and 3: Complete PSAP/Call Center questionnaire.
4. Saving Your Response:
 - a. If at any time you need to save your response and come back to finish it later, there is a "Save" option at the bottom of the survey. Clicking this button will prompt you to enter an email address and password. Once you have done so, an email will be sent that will include a link. This link will allow you to return to the survey and complete the remaining questions within the form.



Section 1: Computer-Aided Dispatch (CAD) Data Request

The CAD data request consists of Fire and EMS 911 emergency responses for the **time period of January 1, 2019 – December 31, 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 found in NFPA1225: CHAPTER 15.4.4.1; CHAPTER 15.4.4.2). Reference the excerpts from NFPA Standards [here](#).

Sample CAD File (Microsoft Excel):

Unique Incident ID	Call Date	Time Call Received by PSAP	Time Call Answered by PSAP	Time ERU Notified	Incident/Call Type
G2007010023	07/01/2019	12:22:06 AM	12:22:21 AM	12:23:55 AM	Fire
G2004561002	07/15/2019	4:02:30 PM	4:02:45 PM	4:04:05 PM	EMS
G2005410309	07/22/2019	08:08:00 AM	08:08:13 AM	08:09:55 AM	Other

Tips:

- If your agency's fiscal year does not align with the FY2019 calendar year identified and it is not easy to separate out the data for this reporting period, you may submit data for two fiscal years that cover the requested time period.
- **Do not include** law enforcement incidents– we are only focusing on fire and EMS events.
- **Include only high-priority call types** as defined by NFPA 1225 standards identified above. If appropriate, submit incident priority type descriptions.



Section 2: PSAP/Communication Center Characteristics

Section 2 of the survey asks about PSAP/Communication Center Characteristics, while Section 3 asks about call center information and statistics. **Please note that most of the data requested in the survey is best provided by management personnel responsible for the agency's PSAP or dispatch center.**

A copy of the questions that will be asked in Section 2 is provided below for you to review in advance and collect the answers. Complete the questionnaire to the best of your ability – if you are not able to answer a question select “Unsure” or enter “N/A.” If needed, excerpts from NFPA 1225 are included at the [end of this document](#).

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

Section 3: Call Center Data

Section 3 of the survey asks about call center information and statistics. **Please note that most of the data requested in the survey is best provided by management personnel responsible for the agency's PSAP or dispatch center.**

A copy of the questions that will be asked in Section 3 is provided below for you to review in advance and collect the answers. Some of the questions in this section include conditional logic. For example, if you answer "Yes" for question 18, another question will appear below it (18a). All possible questions are shown below.

Complete the questionnaire to the best of your ability – if you are not able to answer a question select "Unsure" or enter "N/A." If needed, excerpts from NFPA1225 are included at [the end of this document](#).

Once you complete this section, you will be able to "Submit" the responses for the entire survey (all of the sections).

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

- Yes
- No
- Unsure

18a. Does your PSAP publish call answering and call processing times? *

- Yes
- No
- Unsure

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

- Yes
- No
- Unsure



19a. What written standards do you use for call answering and call processing times?
Select all that apply. *

- NFPA
- APCO
- NENA
- CFAI
- ISO
- Internal
- Unsure
- Other

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

- Yes
- No
- Unsure

20a. What software do you use to determine the highest prioritization level emergency events? Select all that apply. *

- IAED
- APCO
- Power Phone
- Internal
- Unsure
- Other



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...



Excerpts from NFPA 1225

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.

