



Virginia Information Technologies Agency

2013 PSAP Baseline Survey - Results

Lyle Hornbaker
Regional Coordinator

March 14, 2014





CPE Make

System Count	System
84	Cassidian (70%)
16	Intrado (13%)
10	PlantCML (8%)
3	Microdata
2	Positron
2	Tritech
4	Other Systems (unique install)
121	Total



CAD Make

System Count	System
44	DaPro Systems (36%)
21	Sungard OSSI (17%)
15	Southern Software (12%)
6	Shield Technology Corp.
4	Interact Public Safety Systems
4	Intergraph
4	Motorola
4	New World Systems
4	Spillman Technologies
3	Tiburon, Inc.
12	Other (unique/almost unique)
121	Total



Mapping Vendor

System Count	System
40	GeoComm (33%)
17	Sungard OSSI (14%)
14	MSAG Data Consultants, Inc. (12%)
7	Southern Software
6	MicroDATA
5	ESRI
4	InterAct Public Safety Systems
4	Intergraph
4	Motorola
4	Shield Technology Corp.
3	EnRoute Emergency Systems
3	New World Systems
2	911 Mapping Systems Inc.
2	Orion
6	Other (unique installs)
121	Total



Mapping Update Frequency

Count	Frequency
4	Daily
15	Weekly
26	Monthly
35	Quarterly
4	Bi-annually
5	Annually
32	Other

Other 2013 Questions

- Who provides IT support?

Count	Type
73	Locality IT staff
25	PSAP IT Staff
35	Contractor
5	Other

- Does your Manager have duties outside of PSAP duties?

Count	Type
60	Yes
61	No

Other 2013 Questions

- Broadband Medium

Count	Type
48	Fiber Optic Cable
32	T1 Lines
17	Cable Modem
17	DSL
7	WiFi

- Training Coordinator?

Count	Type
67	Yes
54	No

Changes from 2009

- Training Coordinator?

Count	Change
21	Added Coordinator
9	Lost Coordinator
23	Always Had
20	Never Had

- Change in Map Data Update Frequency

Count	Increased?
19	Increased
46	Decrease/No Change



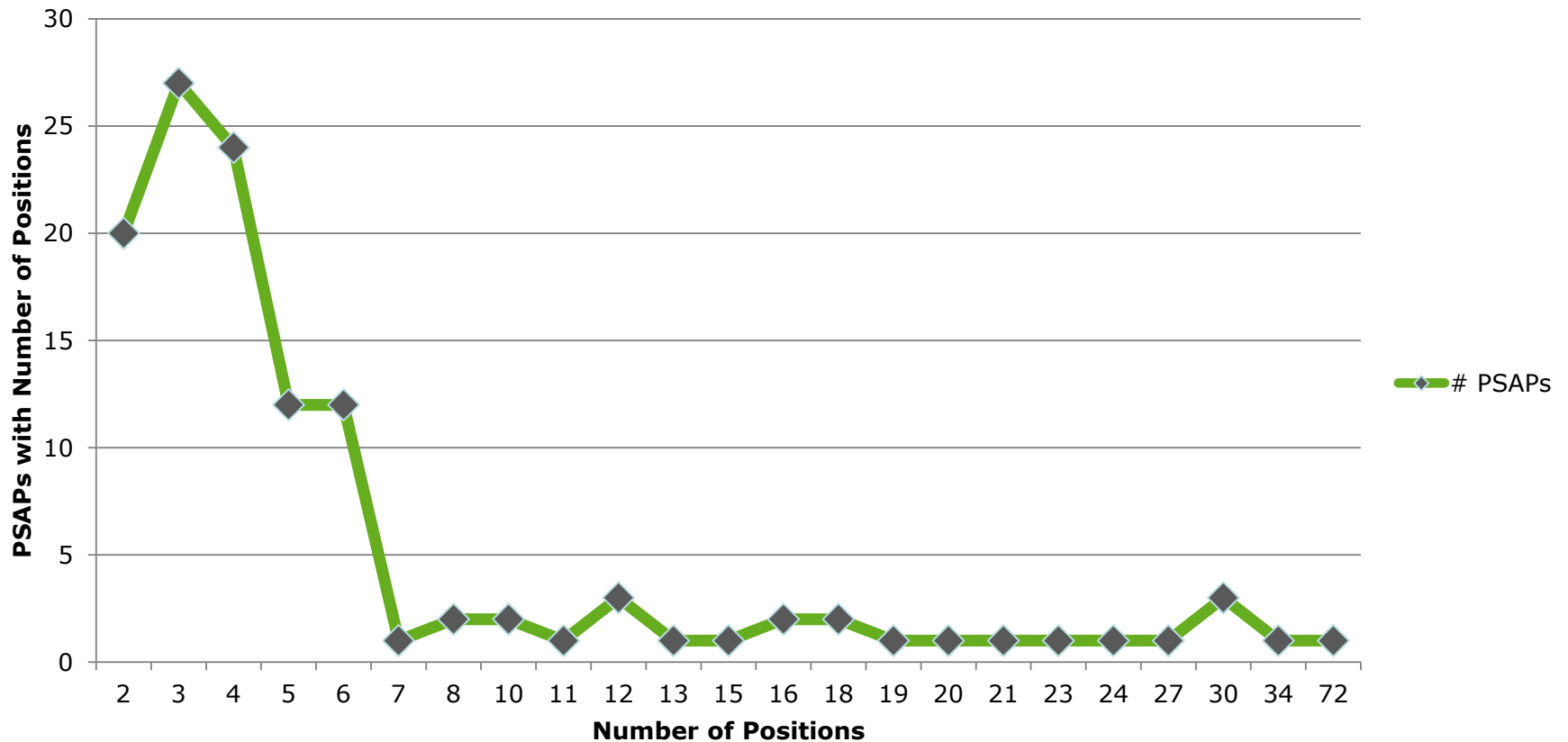
Number of Positions

Count	Positions
27	3
24	4
20	2
12	5
12	6
3	30
3	12
2	18
2	16
2	10
2	8

Count	Positions
1	72
1	34
1	27
1	24
1	23
1	21
1	20
1	19
1	15
1	13
1	11
1	7

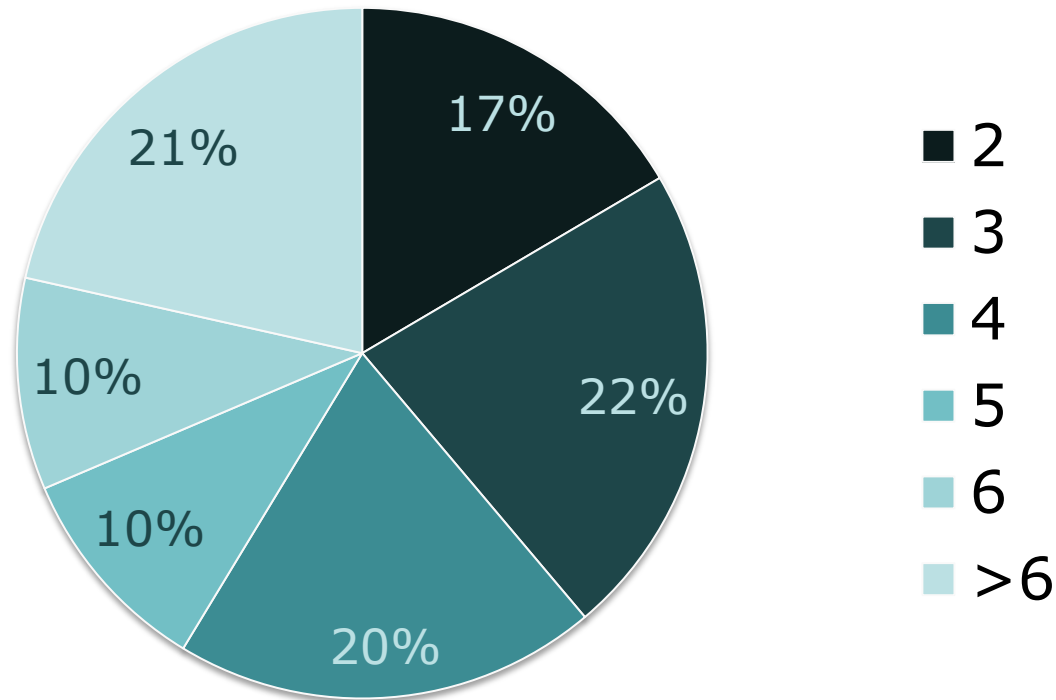
How Many Positions Do You Have?

Positions per PSAP



How Many Positions Do You Have?

Number of Positions





Compare Extra Duties w/ Full WEP Use

- Does your PSAP Coordinator / Manager / Director have responsibilities outside of PSAP operations that require a significant amount of time each week?
- If you received WEP funds, have you, or do you plan to, utilize the full \$2,000?

No Extra Duties		Yes, Extra Duties	
Used All WEP Funds	37	Used All WEP Funds	21
Did Not Use All Funds	9	Did Not Use All Funds	19
Usage %	80.4%	Usage %	52.5%