Questions for PSAP Baseline Capabilities and Services Budget Survey

Personnel Costs

1. Provide current operational, technical, and administrative personnel costs necessary to support the following services:

    - Wireline 9-1-1
    - Wireless 9-1-1
    - Voice over IP 9-1-1 (VoIP)
    - MLTS/PBX
    - TDD/Video Relay Services

Call Handling Equipment (CHE)

2. What was the purchase price of the CHE system that you currently have installed in your PSAP?
3. When did you purchase your CHE system?
4. What is the time period and related costs for your maintenance contract?

Computer Aided Dispatch (CAD)

5. What was the purchase price of the CAD system that you currently have installed in your PSAP?
6. When did you purchase your CAD system?
7. What is the time period and related costs for your maintenance contract?

Critical Infrastructure

8. How much do you pay LECs, CLECs, and other 9-1-1 service providers for wireline services?

Voice/Data Logger

9. What was the purchase price of the voice/data logger that you currently have installed in your PSAP?
10. When did you purchase your logger?
11. What is the time period and related costs for your maintenance contract?

GIS/Mapping

12. What was the purchase price of the mapping system that you currently have installed in your PSAP?
13. When did you purchase your mapping system?
14. What is the time period and related costs for your maintenance contract?