

**WIPSMR Interoperability Plan**  
**Stakeholder Interview**

Date \_\_\_\_\_  
 Interviewer(s) \_\_\_\_\_  
 Stakeholder(s) \_\_\_\_\_  
 Representing \_\_\_\_\_  
 Location \_\_\_\_\_

**Definition:**

“Interoperability is the ability of public safety and support providers – law enforcement, firefighters, EMS, emergency management, the public utilities, transportation, and others – to communicate with staff from other responding agencies, to exchange voice and/or data communications on demand and in real-time.” (AGILE, March 2003, Guide to Radio Communications Interoperability Strategies...)

**Questions:**

1. What jurisdictions does your agency interoperate with today?
2. Which public safety agencies within those jurisdictions does your agency interoperate with today?
  - a. Police \_\_\_\_\_ how often \_\_\_\_\_
  - b. Fire \_\_\_\_\_ how often \_\_\_\_\_
  - c. EMS \_\_\_\_\_ how often \_\_\_\_\_
  - d. WEM \_\_\_\_\_ how often \_\_\_\_\_
  - e. DOT \_\_\_\_\_ how often \_\_\_\_\_
  - f. Other \_\_\_\_\_ how often \_\_\_\_\_

2. Rate your agency’s ability to ability to establish a radio communications link with each of the following agencies? (Where 1= poor to 5 = excellent)

<b><u>Agency</u></b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	
Police					
Fire					
EMS					
WEM					
DOT					
Other					

3. To what extent has your agency’s need for interoperability with other public safety agencies changed over the last five years? (Where 1 = unchanged, 3 = no change, 5 = increased a great deal)
4. Does your agency have mutual aid agreements with neighboring jurisdictions for mutually defined calls for service or disasters?



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Calls for service \_\_\_\_\_ YES \_\_\_\_\_ NO

Disasters \_\_\_\_\_ YES \_\_\_\_\_ NO

5. Does your agency have at least one radio channel solely designated for communicating with other agencies?

YES \_\_\_\_\_

NO \_\_\_\_\_ ( If “no” why not?) \_\_\_\_\_

6. If “yes” how many channels does your agency have?

7. How do you achieve interoperability?

- a. Share frequencies \_\_\_\_\_
- b. Mutual aid channels \_\_\_\_\_
- c. Share spare radios \_\_\_\_\_
- d. Patch \_\_\_\_\_
- e. Cross-band repeaters
- f. Cellphones \_\_\_\_\_
- g. Other \_\_\_\_\_

8. Indicate the severity to your agency of the following obstacles to interoperability?  
(Where 1 = not a problem to 5 = major problem)

<b>Obstacle</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Different bands					
Cooperation					
Analog vs. Digital					
Conventional vs. Trunked					
Availability of frequencies					
Availability of radios					
Delays in patching					
Quality of connection					
Different coverage					



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areas					
Poor Coverage					
Limitations in funding					
Political/turf issues					

9. What concerns do you have about interoperability?
10. What concerns do you have about this project?
11. What other interoperability projects are you aware of at this time?
12. Rate your agency’s ability to handle interoperability situations 5 years ago, today, 5 years from now? (Where 1 = poor to 5 = excellent)

<b>When</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
5 years ago					
Today					
5 years from now					

13. How is you agency’s system supported?
  - a. Dedicated staff \_\_\_\_\_
  - b. Part time staff \_\_\_\_\_
  - c. Outsourced \_\_\_\_\_
  - d. Other \_\_\_\_\_
14. How many resources does it take to manage your agency’s system?
15. What is the skill/training level of each support staff member? (Where 1 = novice to 5 = expert)
16. Where do you think your agency’s system is in relation to state-of-the-art basic technology? (Where 1 = poor to 5 = excellent)
17. How does your agency’s system rate in interoperability? (Where 1 = poor to 5 = excellent)
18. Where do you think your agency needs to be for each?
19. Approximately how old is your agency’s system and end-user equipment?



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- a. System \_\_\_\_\_
- b. Mobiles \_\_\_\_\_
- c. Portables \_\_\_\_\_

20. How important are the following sources of information to your agency in planning for the purchase of radio communications technology? (Where 1 = not at all to 5 = extremely important)

<b>Source</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Equipment manufacturers					
Professional journals/magazines					
Professional/trade conferences					
Independent consultants					
Other Government agencies					
Local college or university					
Internal knowledge					
Other					

21. Does your agency participate in joint training exercises that involve the actual use of radio communications?

YES \_\_\_\_ NO \_\_\_\_

22. When did your agency last participate in joint training exercises that that involved the actual use of radio communications?

23. How well do you believe your agency’s training has prepared your staff to handle communications interoperability situations? (Where 1 = poor to 5 = excellent)

24. How serious are the following problems regarding your agency’s radio system? (Where 1 = not a problem to 5 = major problem)

<b>Condition</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Not enough channels					
Not enough talk groups, if trunked					



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Dead spots					
Fading					
Frequency Interference					
Static					
Battery problems					
Not enough equipment					
Outdated equipment					
Equipment size/weight					
Different types of equipment					
Operational Difficulty					

25. What is your agency's preference for its next radio system?

Analog \_\_\_\_ Digital \_\_\_\_ Don't know \_\_\_\_

26. Does your agency plan to use both analog and digital radio systems?

Yes \_\_\_\_ No \_\_\_\_ Don't know \_\_\_\_

27. What is your agency's preference for its next radio system?

\_\_\_\_ Conventional  
 \_\_\_\_ Trunked  
 \_\_\_\_ Don't know

28. Does your agency have plans to replace or substantially upgrade its radio system within the next five years?

Yes \_\_\_\_ No \_\_\_\_ Don't know \_\_\_\_

29. What does your agency use to fund its current radio system?

____ State funding/grants	____ % of total
____ Federal funding/grants	____ % of total
____ General fund budget appropriations	____ % of total
____ Capital improvement budget	____ % of total
____ Bond financing	____ % of total
____ Special fees or taxes	____ % of total



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\_\_\_\_ Other \_\_\_\_\_ % of total  
\_\_\_\_ Don't know

30. How does your agency plan to fund its next radio system?

\_\_\_\_ State funding/grants \_\_\_\_\_ % of total  
\_\_\_\_ Federal funding/grants \_\_\_\_\_ % of total  
\_\_\_\_ General fund budget appropriations \_\_\_\_\_ % of total  
\_\_\_\_ Capital improvement budget \_\_\_\_\_ % of total  
\_\_\_\_ Bond financing \_\_\_\_\_ % of total  
\_\_\_\_ Special fees or taxes \_\_\_\_\_ % of total  
\_\_\_\_ Other \_\_\_\_\_ % of total  
\_\_\_\_ Don't know

31. What is the current number of mobile data terminals (MDTs) and/or laptop computers (MLCs) that your agency currently uses?

MDTs \_\_\_\_\_  
MLCs \_\_\_\_\_

32. Regarding mobile data terminals and/or laptop computers, identify the types of wireless data communications your agency presently uses and plans to use in the next two years?

**Currently**

Free text    Yes \_\_\_\_ No \_\_\_\_  
Records Mgmt.    Yes \_\_\_\_ No \_\_\_\_  
Images    Yes \_\_\_\_ No \_\_\_\_  
E-mail    Yes \_\_\_\_ No \_\_\_\_  
Report writing    Yes \_\_\_\_ No \_\_\_\_

**Plans to use**

Free text    Yes \_\_\_\_ No \_\_\_\_  
Records Mgmt.    Yes \_\_\_\_ No \_\_\_\_  
Images    Yes \_\_\_\_ No \_\_\_\_  
E-mail    Yes \_\_\_\_ No \_\_\_\_



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Report writing      Yes \_\_\_\_ No \_\_\_\_

33. How important will interoperability issues be to your agency when it purchases its next radio system? (Where 1 = not important to 5 = extremely important)

34. Has the lack of radio communications interoperability ever hampered your agency's ability to respond to a call?

Yes \_\_\_\_ No \_\_\_\_

35. How should statewide interoperability be handled?

36. How should regional and/or inter-local interoperability be handled?

37. Is there a need for an oversight board? (SIEC)

38. If so what should the structure be?

39. How should the members be chosen?

40. Is there anything that you would like to add that we haven't covered?

