

# Customer Satisfaction Survey

Wednesday, September 28, 2016

# 91

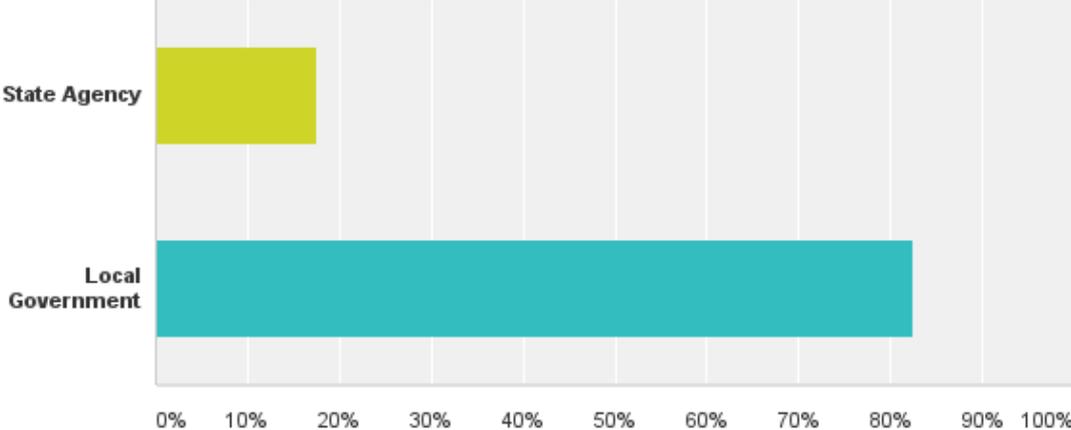
**Total Responses**

Date Created: Wednesday, July 22, 2009

Complete Responses: 91

# Q1: Are you with a state agency or local government?

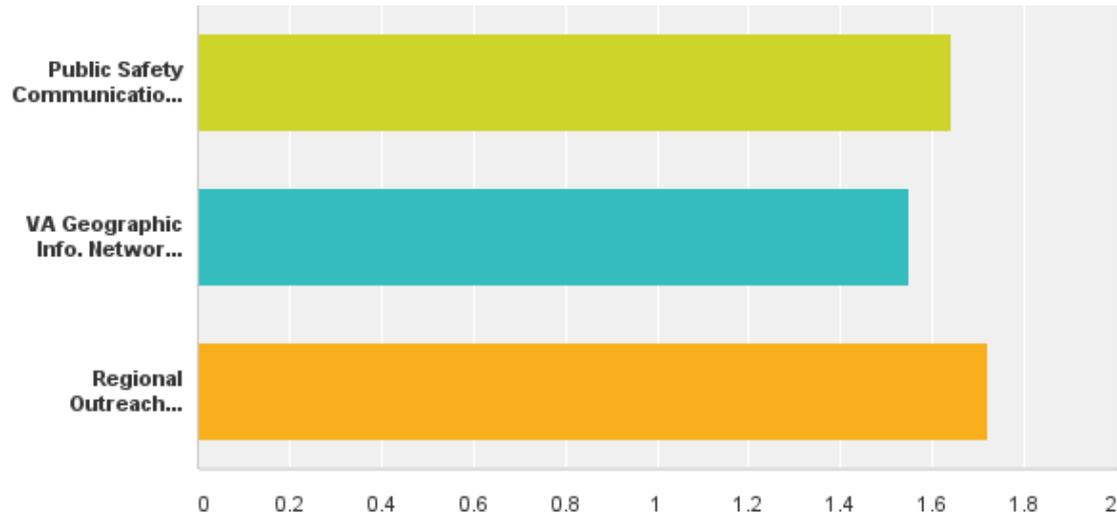
Answered: 91 Skipped: 0



| Answer Choices   | Responses |
|------------------|-----------|
| State Agency     | 17.58% 16 |
| Local Government | 82.42% 75 |
| <b>Total</b>     | <b>91</b> |

## Q2: Overall how satisfied are you with the services offered by the VITA Integrated Services Program (ISP)?

Answered: 91 Skipped: 0



## Q2: Overall how satisfied are you with the services offered by the VITA Integrated Services Program (ISP)?

Answered: 91 Skipped: 0

|                                    | <b>Very Satisfied</b> | <b>Satisfied</b>    | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Do not use</b>   | <b>Total</b> | <b>Weighted Average</b> |
|------------------------------------|-----------------------|---------------------|---------------------|--------------------------|---------------------|--------------|-------------------------|
| Public Safety Communications (PSC) | <b>30.00%</b><br>27   | <b>32.22%</b><br>29 | <b>5.56%</b><br>5   | <b>0.00%</b><br>0        | <b>32.22%</b><br>29 | 90           | 1.64                    |
| VA Geographic Info. Network (VGIN) | <b>39.56%</b><br>36   | <b>45.05%</b><br>41 | <b>1.10%</b><br>1   | <b>0.00%</b><br>0        | <b>14.29%</b><br>13 | 91           | 1.55                    |
| Regional Outreach Program          | <b>26.37%</b><br>24   | <b>38.46%</b><br>35 | <b>4.40%</b><br>4   | <b>1.10%</b><br>1        | <b>29.67%</b><br>27 | 91           | 1.72                    |

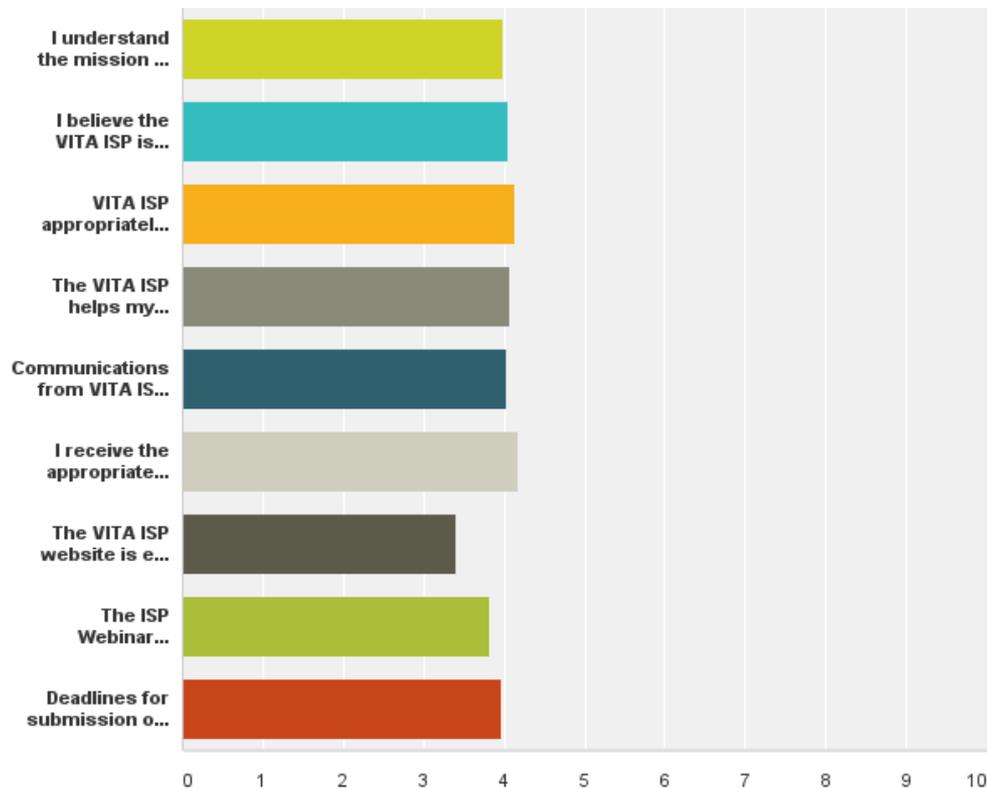
## Question 2 Comments:

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1. The data VGIN has provided over the years has been invaluable to our organization. I fully support their goals.
2. I would have been Very Satisfied with VGIN if they had not just adjusted the VBMP schedule, pushing our locality's flight back another year (5 years between imagery will be difficult to work with this time)
3. We are a small agency. VITA has always worked with us on issues. I have over 15 years working with VITA and that spirit has always been in place.
4. I am very pleased with my regional ISP Amy Ozeki. She is very approachable and a pleasure to work with. Kenny Brevard has been very helpful on a number of occasions, and is thorough and clear in his responses.
5. staff are professionals
6. I have no interaction with VGIN- our GIS department works with that.
7. I receive wonderful support. Always very helpful.
8. A dot went for a walk and turned into a line...
9. Dan Widner and Stephen Barbie are very responsive and Dan has VGIN heading in the right direction. I am especially pleased with the new VBMP land cover.
10. VITA has been responsive to my requests for assistance in several areas and have been timely in the responses. Very good resource.
11. I am dissatisfied that what I feel is the most crucial part of 911 Communications, is the one thing that VITA grants does not fund and that is radios. Being that I am also in Emergency Management, VDEM does not award grants for radios either for singular localities. I understand the importance of getting emergency calls to the appropriate PSAP. My argument is, what good is getting the call if we cannot talk with our emergency responders? It is my personal belief that more emphasis and support needs to be for radio systems across the Commonwealth. Sure we have RIOS, but that is not a solution to the State's radio issues. All that was, was a cheap band-aid that does nothing to improve the communication infrastructure itself.
12. Website not very user friendly
13. I like the Regional Outreach meetings, but would like the meeting places to rotate a little more. Sometimes they are a challenge to travel to. It also would be helpful to try to use videoconferencing for some of these meetings.
14. Don't hear a whole lot about the Regional Outreach Program
15. I think the purpose and goals of the Regional Outreach Program should be stated and known by all localities. I think the effort is (somewhat) there, it could be better coordinated.
16. It is terrific having the VITA Integrated Services Program to assist the PSAP's with many aspects of 911 operations. From research, best practices, regional groups, helping to troubleshoot wireless routing, to providing grant funding that is critical to keeping 911 operations up and running across the Commonwealth.
17. Regional Outreach Program is a waste of resources that could be better utilized in more mission specific staffing.
18. I feel like I hardly ever see the regional Reps. When I do, it is usually at an event set up by someone else, and they generally repeating information that we have heard before.
19. Availability of fast up-to-date GIS layers is important for my job.

### Q3: Please select your level of agreement with the following statements about communications from the VITA ISP?

Answered: 89 Skipped: 2



### Q3: Please select your level of agreement with the following statements about communications from the VITA ISP?

Answered: 89 Skipped: 2

|   | Strongly Agree | Agree        | Neither agree or disagree | Disagree   | Strongly Disagree | Do not use | Total | Weighted Average |
|---|----------------|--------------|---------------------------|------------|-------------------|------------|-------|------------------|
| I understand the mission and goals of the VITA ISP and their role assisting my organization.        | 24.72%<br>22   | 53.93%<br>48 | 10.11%<br>9               | 6.74%<br>6 | 1.12%<br>1        | 3.37%<br>3 | 89    | 3.98             |
| I believe the VITA ISP is well managed toward the mission and goals.                                | 30.34%<br>27   | 43.82%<br>39 | 19.10%<br>17              | 3.37%<br>3 | 0.00%<br>0        | 3.37%<br>3 | 89    | 4.05             |
| VITA ISP appropriately engages Stakeholders in the governance of 9-1-1 and GIS in the Commonwealth. | 32.95%<br>29   | 40.91%<br>36 | 12.50%<br>11              | 4.55%<br>4 | 0.00%<br>0        | 9.09%<br>8 | 88    | 4.13             |
| The VITA ISP helps my organization in the execution of our mission.                                 | 32.95%<br>29   | 42.05%<br>37 | 18.18%<br>16              | 0.00%<br>0 | 2.27%<br>2        | 4.55%<br>4 | 88    | 4.08             |

### Q3: Please select your level of agreement with the following statements about communications from the VITA ISP? (continued)

Answered: 89 Skipped: 2

|   | Strongly Agree | Agree        | Neither agree or disagree | Disagree     | Strongly Disagree | Do not use   | Total | Weighted Average |
|---|----------------|--------------|---------------------------|--------------|-------------------|--------------|-------|------------------|
| Communications from VITA ISP are clear and concise.   | 28.09%<br>25   | 47.19%<br>42 | 15.73%<br>14              | 3.37%<br>3   | 1.12%<br>1        | 4.49%<br>4   | 89    | 4.02             |
| I receive the appropriate level of contact and communications from VITA ISP.                                | 32.95%<br>29   | 48.86%<br>43 | 12.50%<br>11              | 0.00%<br>0   | 1.14%<br>1        | 4.55%<br>4   | 88    | 4.18             |
| The VITA ISP website is easy to navigate and find information.  | 8.99%<br>8     | 37.08%<br>33 | 21.35%<br>19              | 13.48%<br>12 | 3.37%<br>3        | 15.73%<br>14 | 89    | 3.41             |
| The ISP Webinar Wednesday series has been educational and valuable.   | 14.61%<br>13   | 29.21%<br>26 | 21.35%<br>19              | 2.25%<br>2   | 0.00%<br>0        | 32.58%<br>29 | 89    | 3.83             |
| Deadlines for submission of information to the ISP are reasonable and appropriate for what is being sought. | 20.22%<br>18   | 43.82%<br>39 | 20.22%<br>18              | 1.12%<br>1   | 0.00%<br>0        | 14.61%<br>13 | 89    | 3.97             |

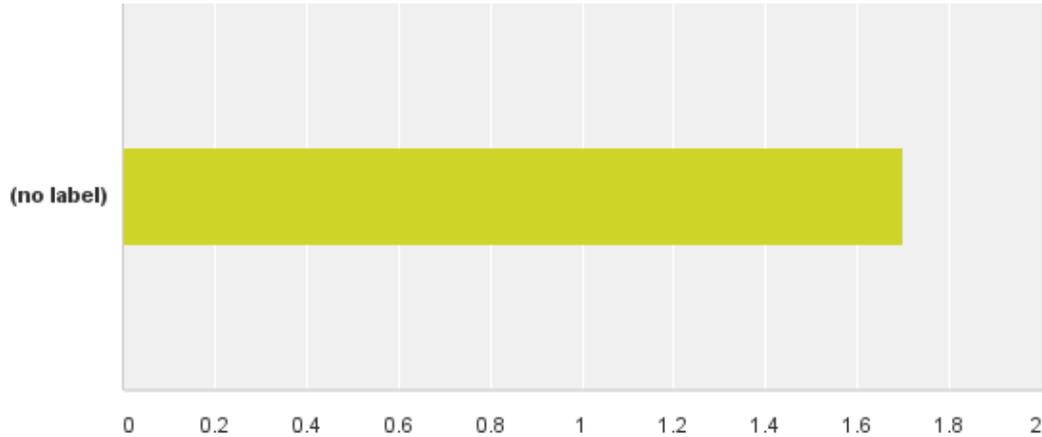
## Question 3 Comments:

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1. Everyone has been very helpful!
2. I think you're doing great.
3. Slow, many mistakes, extremely over priced, poor communication and support. If this was an elective service I would never use it, although we are forced to use VITA, and the only reason I do. It continues to only be a thorn in my side and has only hindered progress we are trying to achieve. Examples:
  - 3 internal hard drives request - kickoff meeting (huh) 4-5 month turnaround. you kidding me?
  - Request for hardware on existing computers was met with negative responses from VITA and a run around for months. Eventually decided not to upgrade due to frustration, multiple request forms and unprofessional support.
  - overpriced disk space - \$6k + per month for 2 TB - outrageous.
  - our network is extremely slow and non-reactive at times.
  - had a hard drive crash - have been trying to get it recovered for months, waiting on VITA/NGC for encryption keys for months now. Inexcusable
1. Webinar series are hard to hear and there is too much background noise. Would like to see these improved upon
2. Sometime hard to find items on website
3. Monthly updates sent out to all PSAP's
4. The type and level of communication are good and sufficient for me.
5. Steve Marzolf is just as frustrated as I about conference calls/webinars. It is not VITA's fault that idiots across the Commonwealth will not mute their lines when engaging on conference calls. It is so thrilling to hear people washing dishes, playing with kids and talking on the phone while the rest of us are trying to learn something and keep up to date on things. If you don't believe me about the noise, as the Governor, listen in on one of the conference calls yourself. It is down right embarrassing. Mr. Marzolf tries his best without losing his cool for the ignorance of those that lack common sense and courtesy.
6. VGIN needs to be separate again
7. The website is one of the most difficult websites to use that I have ever seen; I often have to call VITA staff to help me locate information because the website is not user friendly at all.
8. Not familiar with the ISP Wednesday webinar series
9. I am in GIS, not directly related to local PSAP. I think that communication is stronger between PSAPs and VITA than the GIS/VITA relationship.
10. PSAP community is inundated with time demands for committee meetings, community meetings, RAC involvement. Its as if ISP doesn't recognize that we already have full time commitments with our jobs.
11. Keep up the Webinar series. Great variety of topics and always well done.

## Q4: How satisfied are you with the VGIN Orthoimagery program?

Answered: 91 Skipped: 0



|            | <b>Very Satisfied</b> | <b>Satisfied</b>    | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Do not use</b>   | <b>Total</b> | <b>Weighted Average</b> |
|------------|-----------------------|---------------------|---------------------|--------------------------|---------------------|--------------|-------------------------|
| (no label) | <b>28.57%</b><br>26   | <b>42.86%</b><br>39 | <b>5.49%</b><br>5   | <b>0.00%</b><br>0        | <b>23.08%</b><br>21 | 91           | 1.70                    |

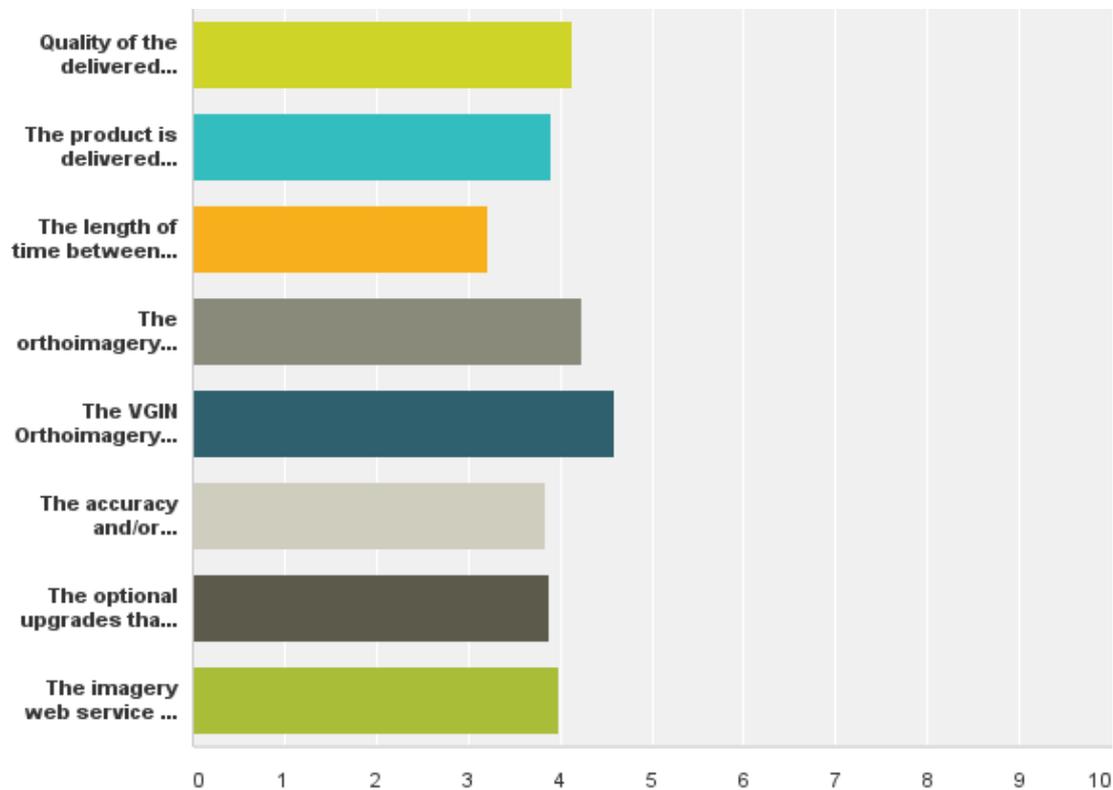
## Question 4 Comments:

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1. Too long of time between photo acquisition & actual delivery
2. When the Orthoimagery project first began, we had no imagery at all. I have no complaints whatsoever. VGIN provides the opportunity for statewide consistency across the GIS systems by providing the imagery and our county is grateful for that opportunity.
3. for rural localities it is a burden to have to pay extra for upgrades
4. Quicker turn-around time, and introduction of mid-cycle options, like spot updates from low altitude drone imagery.
5. More frequent flights = more recent imagery. I am disappointed to hear that our locality's flight schedule is delayed another year - this will be 5 years between imagery for us.
6. The last imagery had some significant quality problems, but I feel those were adequately resolved and will be a focus for future projects.
7. Color is not as good as previous years.
8. More frequent and higher res (i'm only answering because you asked, i think it's fine as is)
9. Acquire images more often.
10. The set of maps were a little dark.
11. It would be nice if the delivery of the product could be speed up. It usually ends up being a year after the flight before we receive the imagery.
12. no interaction with that-handled through our GIS dept.
13. Free Hi-res orthos?
14. By the near-impossible, complete commonwealth coverage in a single year.
15. Not familiar with this service.
16. The images are looking darker and darker every year.
17. very little information has been shared with the PSAP community on the VGIN program.
18. Get it out faster
19. Obliques that are not Pictometry but that are generic and can be read by ESRI, and CAD/CAMA systems.
20. the possibility of another vendor. Sanborn's 2015 delivery was almost unacceptable. Overall though, a great service to localities, and very appreciated.
21. There needs to be more staff coordinating this effort. It is very difficult to get responses to questions from the current staff and I feel like it is because they are overwhelmed with the work load

## Q5: Please select your level of agreement with the following statements about the VGIN Orthoimagery program?

Answered: 90 Skipped: 1



## Q5: Please select your level of agreement with the following statements about the VGIN Orthoimagery program?

Answered: 90 Skipped: 1

|   | Strongly Agree | Agree        | Neither agree or disagree | Disagree     | Strongly Disagree | Do not use   | Total | Weighted Average |
|---|----------------|--------------|---------------------------|--------------|-------------------|--------------|-------|------------------|
| Quality of the delivered product meets my agency's business needs.                                    | 18.89%<br>17   | 48.89%<br>44 | 6.67%<br>6                | 1.11%<br>1   | 0.00%<br>0        | 24.44%<br>22 | 90    | 4.13             |
| The product is delivered timely after acquisition.  | 16.67%<br>15   | 42.22%<br>38 | 7.78%<br>7                | 6.67%<br>6   | 1.11%<br>1        | 25.56%<br>23 | 90    | 3.90             |
| The length of time between imagery acquisition (four years) is adequate to support my business needs. | 5.56%<br>5     | 31.11%<br>28 | 17.78%<br>16              | 15.56%<br>14 | 5.56%<br>5        | 24.44%<br>22 | 90    | 3.21             |
| The orthoimagery is provided in a format and manner that allows my agency to fully use it.            | 26.97%<br>24   | 44.94%<br>40 | 3.37%<br>3                | 1.12%<br>1   | 1.12%<br>1        | 22.47%<br>20 | 89    | 4.23             |

## Q5: Please select your level of agreement with the following statements about the VGIN Orthoimagery program? (continued)

Answered: 90 Skipped: 1

|  | Strongly Agree | Agree        | Neither agree or disagree | Disagree   | Strongly Disagree | Do not use   | Total | Weighted Average |
|--|----------------|--------------|---------------------------|------------|-------------------|--------------|-------|------------------|
| The VGIN Orthoimagery program provides a valuable resource to my organization.                             | 47.78%<br>43   | 24.44%<br>22 | 3.33%<br>3                | 0.00%<br>0 | 0.00%<br>0        | 24.44%<br>22 | 90    | 4.59             |
| The accuracy and/or resolution of the orthoimagery product exceeds my requirements.                        | 15.56%<br>14   | 41.11%<br>37 | 11.11%<br>10              | 7.78%<br>7 | 0.00%<br>0        | 24.44%<br>22 | 90    | 3.85             |
| The optional upgrades that are available through the orthoimagery contract provide all the options I need. | 12.22%<br>11   | 30.00%<br>27 | 16.67%<br>15              | 1.11%<br>1 | 0.00%<br>0        | 40.00%<br>36 | 90    | 3.89             |
| The imagery web service is reliable.   | 14.44%<br>13   | 36.67%<br>33 | 12.22%<br>11              | 0.00%<br>0 | 1.11%<br>1        | 35.56%<br>32 | 90    | 3.98             |

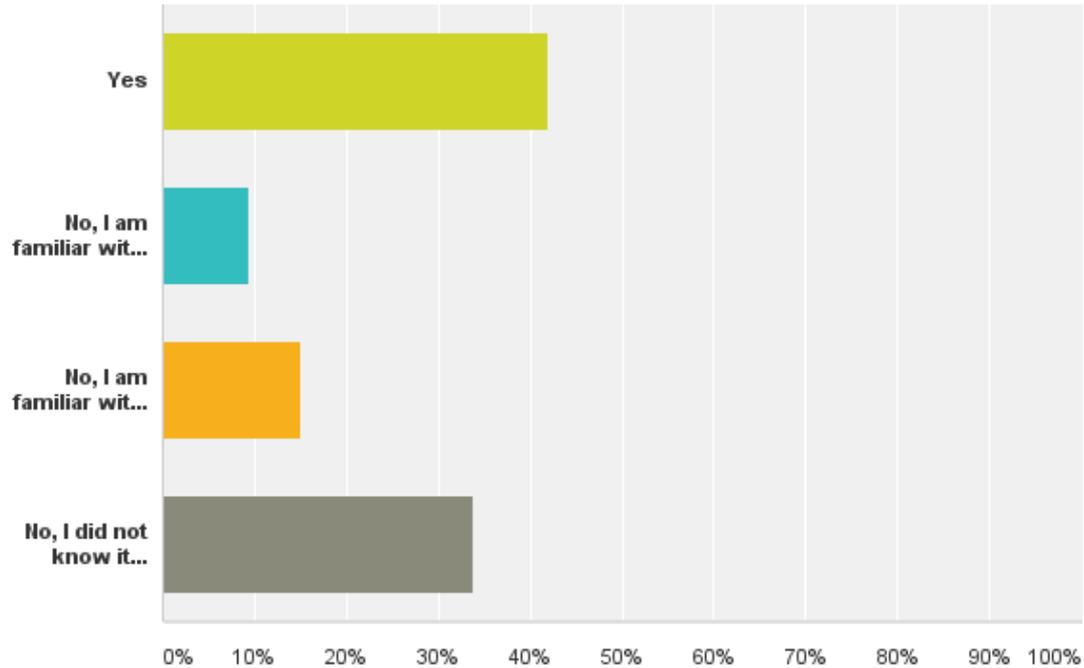
## Question 5 Comments:

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1. I am hoping that technology continues to reduce the cost of the imagery. I would like to be able to afford better than 6", but it is beyond my budget. Fortunately Pictometry's 3" mosaic is low cost. I know that the state has considered Pictometry in the past. Is that still in the cards?
2. See above
3. If the frequency of the data was 2 years I would love it even more. However, I understand that this costs money and it is already provided free of charge to the localities so this beggar won't be choosy. :)
4. The resolution of VGIN is slightly less than what I get with Google.
5. Increased base resolution and done at least every two years.
6. More frequent flights = more recent imagery. I am disappointed to hear that our locality's flight schedule is delayed another year - this will be 5 years between imagery for us.
7. I could just use better accuracy on the imagery next time around.
8. I do not use this product but my GIS department may
9. i think its awesome.
10. Faster turnaround.
11. I need to find out what it is and how it applies to the PSAP.
12. The only thing I request and need is the Mosaic. I always get provided with the GeoTiffs and GeoJPGs when the Mosaic is all I ever use and require.

## Q6: Do you use the VGIN GIS Data Clearinghouse?

Answered: 86 Skipped: 5



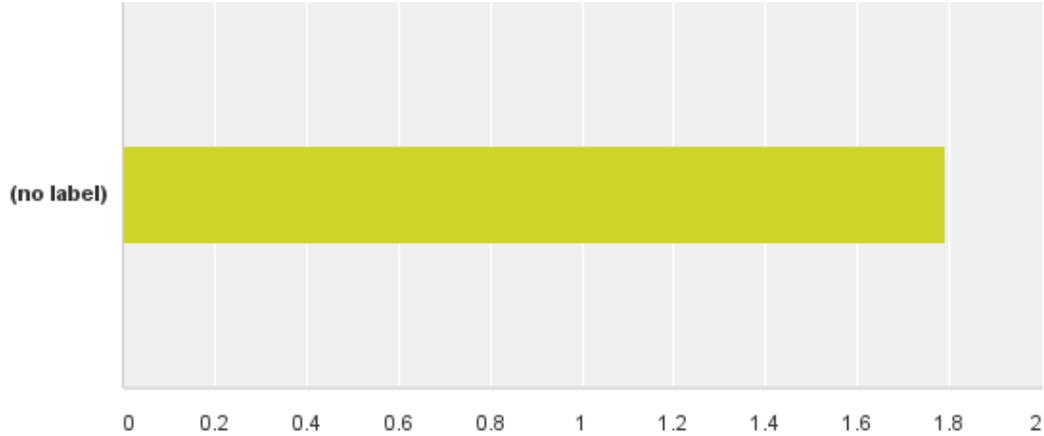
## Q6: Do you use the VGIN GIS Data Clearinghouse?

Answered: 86 Skipped: 5

| Answer Choices   | Responses |           |
|--|-----------|-----------|
| Yes  | 41.86%    | 36        |
| No, I am familiar with it, but it does not meet my business needs. | 9.30%     | 8         |
| No, I am familiar with it, but have no need for it.                | 15.12%    | 13        |
| No, I did not know it existed.                                     | 33.72%    | 29        |
| <b>Total</b>   |           | <b>86</b> |

# Q7: How satisfied are you with the VGIN GIS Data Clearinghouse?

Answered: 89 Skipped: 2



|            | <b>Very Satisfied</b> | <b>Satisfied</b>    | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Do not use</b>   | <b>Total</b> | <b>Weighted Average</b> |
|------------|-----------------------|---------------------|---------------------|--------------------------|---------------------|--------------|-------------------------|
| (no label) | <b>8.99%</b><br>8     | <b>34.83%</b><br>31 | <b>0.00%</b><br>0   | <b>0.00%</b><br>0        | <b>56.18%</b><br>50 | 89           | 1.79                    |

## Question 7 Comments:

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1. The Land Use/Land Cover would be very useful to us (though our current data has about 1.5' resolution). What will the update frequency be? Will accuracy assessments be done for each of the classes? We are particularly interested in Canopy over impervious values.
2. We don't use the clearing house, but the County GIS department may. I am not sure.
3. I am familiar with it and should use it more. I'll make that a goal of mine this year.
4. I am not sure if used by GIS person or not
5. N/A
6. wish parcel data had owner information
7. Vital resource when developing regional CAD system.

## Q8: Which of the following statements is most true for the statewide GIS data or services published by VGIN through the Clearinghouse ?

Answered: 87 Skipped: 4

|                              | I use this data/service regularly. | I only use this data/service occasionally. | It meets my business needs. | This data/service has little value to my organizations. | I did not know this existed. | I do not use this data/service. | Total Respondents |
|------------------------------|------------------------------------|--|-----------------------------|---|------------------------------|---------------------------------|-------------------|
| Road Centerline (RCL)        | <b>18.39%</b><br>16                | <b>29.89%</b><br>26                        | <b>16.09%</b><br>14         | <b>1.15%</b><br>1                                       | <b>2.30%</b><br>2            | <b>37.93%</b><br>33             | 87                |
| Address Points               | <b>15.12%</b><br>13                | <b>19.77%</b><br>17                        | <b>15.12%</b><br>13         | <b>4.65%</b><br>4                                       | <b>3.49%</b><br>3            | <b>47.67%</b><br>41             | 86                |
| Geocoder                     | <b>8.33%</b><br>7                  | <b>15.48%</b><br>13                        | <b>10.71%</b><br>9          | <b>3.57%</b><br>3                                       | <b>9.52%</b><br>8            | <b>55.95%</b><br>47             | 84                |
| Parcels                      | <b>10.34%</b><br>9                 | <b>19.54%</b><br>17                        | <b>11.49%</b><br>10         | <b>6.90%</b><br>6                                       | <b>5.75%</b><br>5            | <b>51.72%</b><br>45             | 87                |
| Administrative Boundaries    | <b>18.39%</b><br>16                | <b>20.69%</b><br>18                        | <b>14.94%</b><br>13         | <b>1.15%</b><br>1                                       | <b>4.60%</b><br>4            | <b>43.68%</b><br>38             | 87                |
| Elevation/LiDAR              | <b>3.53%</b><br>3                  | <b>18.82%</b><br>16                        | <b>20.00%</b><br>17         | <b>1.18%</b><br>1                                       | <b>4.71%</b><br>4            | <b>55.29%</b><br>47             | 85                |
| Imagery Web Service          | <b>26.74%</b><br>23                | <b>15.12%</b><br>13                        | <b>16.28%</b><br>14         | <b>1.16%</b><br>1                                       | <b>2.33%</b><br>2            | <b>43.02%</b><br>37             | 86                |
| Land Cover Data              | <b>5.75%</b><br>5                  | <b>21.84%</b><br>19                        | <b>19.54%</b><br>17         | <b>3.45%</b><br>3                                       | <b>4.60%</b><br>4            | <b>48.28%</b><br>42             | 87                |
| Building Footprints          | <b>6.90%</b><br>6                  | <b>18.39%</b><br>16                        | <b>10.34%</b><br>9          | <b>3.45%</b><br>3                                       | <b>5.75%</b><br>5            | <b>58.62%</b><br>51             | 87                |
| Most Recent Imagery Download | <b>24.42%</b><br>21                | <b>11.63%</b><br>10                        | <b>13.95%</b><br>12         | <b>2.33%</b><br>2                                       | <b>5.81%</b><br>5            | <b>45.35%</b><br>39             | 86                |

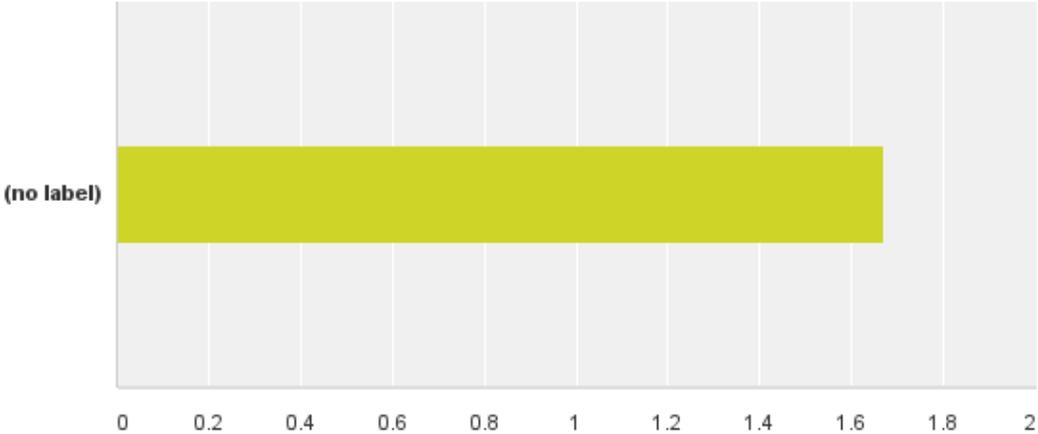
## Question 8 Comments:

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1. Looking ahead, has the state considered LIDAR. We bought in with the GIS using Superstorm Sandy funds for most of the cost. Next time around I don't expect that size funding to be available. LIDAR will be come costly then.
2. the expense with the Geocoder is too high for our agency.
3. Again, this may be used by the County GIS department, and if so, we see the benefits since we take our GIS information from them.
4. N/A
5. LIDAR is not available for my area. Strongly advocate for SW acquisition
6. Not sure how to answer this question. I send my updates to VGIN; but do not access other counties data. How does my data get to the public for use with their GPS devices??
7. We dont have the capability for GIS
8. I had forgotten about this service - I may use it in the future.
9. If all of them were feature services, i think you could incorporate them into more automated (i.e. Python/arcpy) workflows
10. The last update is too dark in a lot of area. More care should be taken in the future to make sure this doesn't happen.

# Q9: How satisfied are you with the PSAP Grant Program?

Answered: 90 Skipped: 1



|            | <b>Very Satisfied</b> | <b>Satisfied</b>    | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Do not use</b>   | <b>Total</b> | <b>Weighted Average</b> |
|------------|-----------------------|---------------------|---------------------|--------------------------|---------------------|--------------|-------------------------|
| (no label) | <b>25.56%</b><br>23   | <b>33.33%</b><br>30 | <b>4.44%</b><br>4   | <b>0.00%</b><br>0        | <b>36.67%</b><br>33 | 90           | 1.67                    |

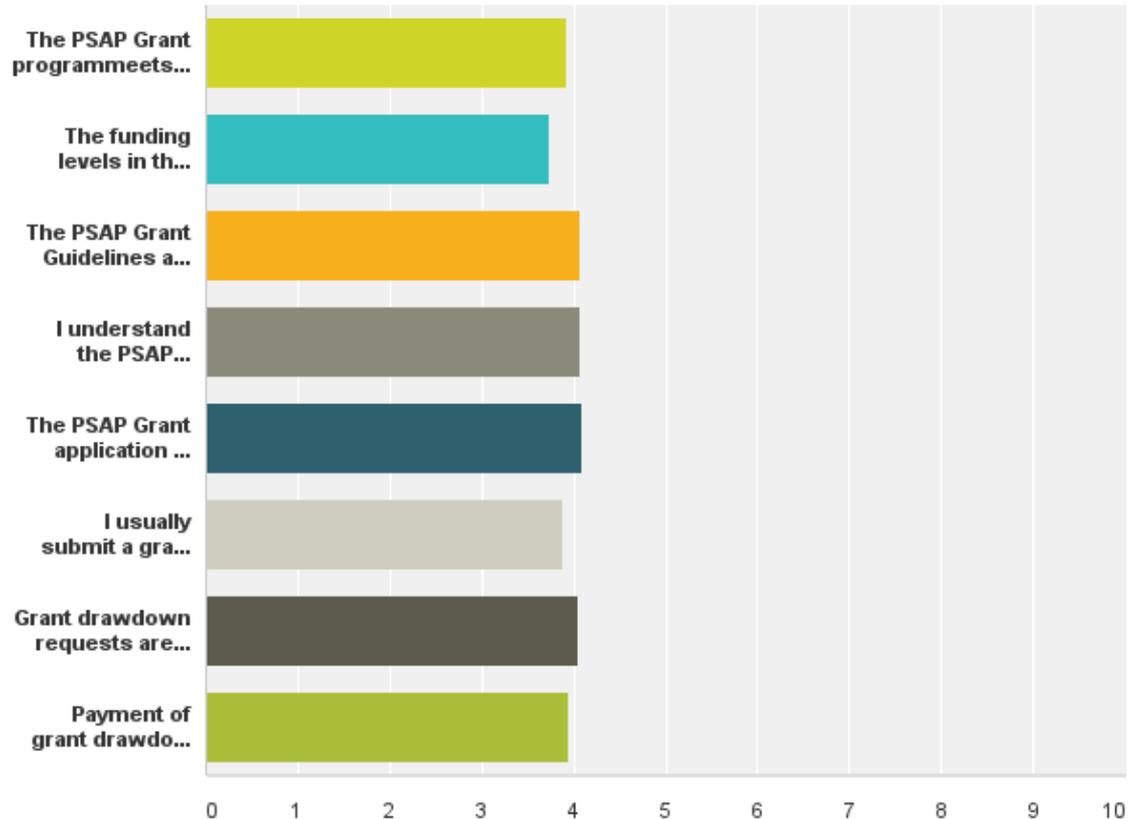
## Question 9 Comments:

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1. Again, very satisfied. I am just finishing up our data conversion project and now our data is compatible across many of our systems. Kudos PGP!
2. the priorities set are not always what is needed in localities
3. More proactive outreach for localities that are unaware that they need help.
4. Wish GIS had grants available separate from PSAP, since our PSAP manager never leaves any funding available for GIS.
5. I feel those of us in more need of funding lose, before all of the changes years ago, many of us were able to acquire equipment needed, now we are limited to how much we get if we apply 'individual PSAP', and our budgets are cut, it is almost as if we have to beg to better our PSAP.
6. N/A
7. Wish we were provided with the information. I don't know much about it.
8. Denied reimbursement requests need to be communicated to PSAP
9. I would like to see agencies receive more funding for Educational purposes
10. Grant program has assisted with numerous projects for the 9-1-1 Center over the years (that would have been difficult to accomplish with only local funds) - Of course more funding would be nice.
11. Funding formula or criteria for small vs. large PSAP funding levels from the Grant Program.
12. I would like to have a grant workshop offered.
13. RADIOS!!!!!!!
14. Priorities are focused on basic services/technologies that should be 80% owned by the PSAP - PSAPs that stay current with 911 and CAD systems are pushed aside on innovative technology proposals because the basics receive the priority.
15. I would like for PSAPs to continuously receive deadline updates because they are very helpful; things are so busy sometimes that reminders are needed to make reporting deadlines.
16. Revisit the percentage split; funds given to VSP and the providers.
17. An unnecessary emphasis is placed on GIS. There needs to be two grant funds available, one to maintain current operations with a dedicated funding amount annually and a separate fund with an alternate source for projects such as GIS, NG911, text to 911 - projects that are necessary but not part of continuing operations.

# Q10: Please select your level of agreement with the following statements about the PSAP Grant program?

Answered: 86 Skipped: 5



## Q10: Please select your level of agreement with the following statements about the PSAP Grant program?

Answered: 86 Skipped: 5

|   | Strongly Agree | Agree        | Neither agree or disagree | Disagree   | Strongly Disagree | Do not use   | Total | Weighted Average |
|---|----------------|--------------|---------------------------|------------|-------------------|--------------|-------|------------------|
| The PSAP Grant programme meets my organization's needs.       | 13.95%<br>12   | 32.56%<br>28 | 11.63%<br>10              | 3.49%<br>3 | 0.00%<br>0        | 38.37%<br>33 | 86    | 3.92             |
| The funding levels in the PSAP Grant Program are appropriate. | 10.59%<br>9    | 31.76%<br>27 | 14.12%<br>12              | 4.71%<br>4 | 1.18%<br>1        | 37.65%<br>32 | 85    | 3.74             |
| The PSAP Grant Guidelines are clear and concise.              | 16.28%<br>14   | 37.21%<br>32 | 9.30%<br>8                | 1.16%<br>1 | 0.00%<br>0        | 36.05%<br>31 | 86    | 4.07             |
| I understand the PSAP Guidelines.                             | 17.44%<br>15   | 37.21%<br>32 | 10.47%<br>9               | 1.16%<br>1 | 0.00%<br>0        | 33.72%<br>29 | 86    | 4.07             |

## Q10: Please select your level of agreement with the following statements about the PSAP Grant program?

Answered: 86 Skipped: 5

|   | Strongly Agree | Agree        | Neither agree or disagree | Disagree   | Strongly Disagree | Do not use   | Total | Weighted Average |
|---|----------------|--------------|---------------------------|------------|-------------------|--------------|-------|------------------|
| The PSAP Grant application is easy to complete and submit.  | 17.44%<br>15   | 33.72%<br>29 | 6.98%<br>6                | 2.33%<br>2 | 0.00%<br>0        | 39.53%<br>34 | 86    | 4.10             |
| I usually submit a grant application each year.             | 16.47%<br>14   | 27.06%<br>23 | 7.06%<br>6                | 8.24%<br>7 | 0.00%<br>0        | 41.18%<br>35 | 85    | 3.88             |
| Grant drawdown requests are easy to submit.                 | 15.29%<br>13   | 31.76%<br>27 | 9.41%<br>8                | 1.18%<br>1 | 0.00%<br>0        | 42.35%<br>36 | 85    | 4.06             |
| Payment of grant drawdowns are received in a timely manner. | 15.48%<br>13   | 27.38%<br>23 | 13.10%<br>11              | 1.19%<br>1 | 1.19%<br>1        | 41.67%<br>35 | 84    | 3.94             |

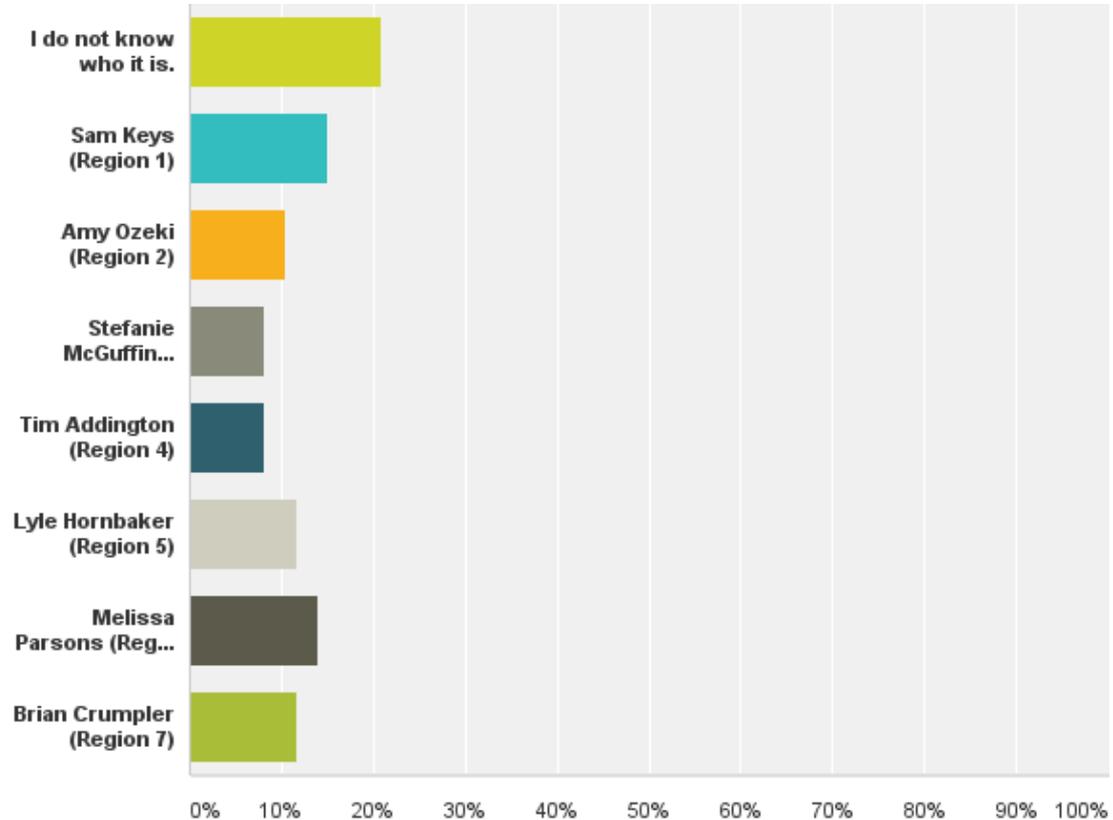
## Question 10 Comments:

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1. we haven't tapped the grant program for a while.
2. I, personally, haven't done anything with the Grant program. Our Operations Manager has handled all Grant requests.
3. I cannot offer insight on the PSAGP grant program as I have personally not been able to use it.
4. As a GIS professional, we are reliant on the PSAP, who has traditionally not been very involved on the PSAP front.
5. Have not used in the last couple of years so I do not wish to answer the above. I know the limit is still the same, I know all is based on matrix, and I am not sure of how easy the drawdowns are at this time, as I am aware some changes in how they were doing have been made.
6. To be clear, I do not submit PSAP Grants, but I have been involved in various projects funded by these grants.
7. If we could all know about it.
8. "Opportunities for funding to support other PSAP services for ex.
9. AVL or Mobile "
10. Now that the Grant program has gone "Regional" the woes that one jurisdiction has is now overlooked because the grant program now only looks at multiple jurisdictions.
11. I have had a few problems in the past with draw down requests but my questions have usually been answered in a timely manner. The staff is very easy to work with.
12. Guidelines are constantly changed from year to year, processes are changed internally, without regards to the wishes of PSAPs

# Q11: Who is your Regional Coordinator?

Answered: 86 Skipped: 5



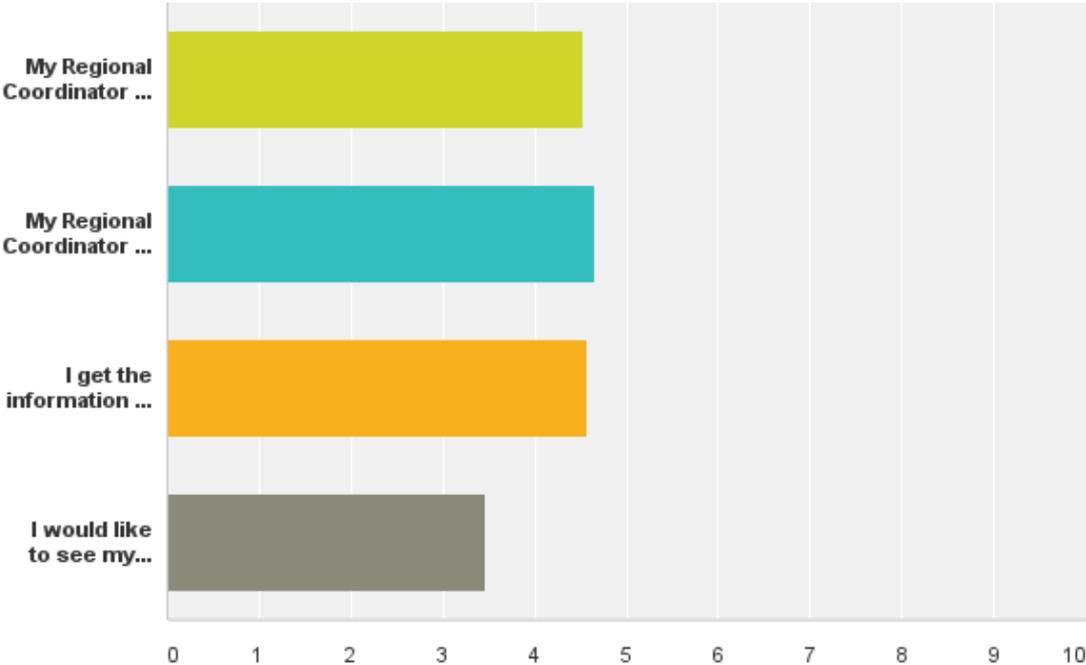
## Q11: Who is your Regional Coordinator?

Answered: 86 Skipped: 5

| Answer Choices               | Responses |
|------------------------------|-----------|
| I do not know who it is.     | 20.93% 18 |
| Sam Keys (Region 1)          | 15.12% 13 |
| Amy Ozeki (Region 2)         | 10.47% 9  |
| Stefanie McGuffin (Region 3) | 8.14% 7   |
| Tim Addington (Region 4)     | 8.14% 7   |
| Lyle Hornbaker (Region 5)    | 11.63% 10 |
| Melissa Parsons (Region 6)   | 13.95% 12 |
| Brian Crumpler (Region 7)    | 11.63% 10 |
| <b>Total</b>                 | <b>86</b> |

# Q12: Please select your level of agreement with the following statements about the Regional Outreach program?

Answered: 91 Skipped: 0



## Q12: Please select your level of agreement with the following statements about the Regional Outreach program?

Answered: 91 Skipped: 0

|   | Strongly Agree      | Agree               | Neither agree or disagree | Disagree          | Strongly Disagree | Do not use          | Total | Weighted Average |
|---|---------------------|---------------------|---------------------------|-------------------|-------------------|---------------------|-------|------------------|
| My Regional Coordinator is knowledgeable and is able to help me when I have a question. | <b>48.35%</b><br>44 | <b>20.88%</b><br>19 | <b>2.20%</b><br>2         | <b>3.30%</b><br>3 | <b>0.00%</b><br>0 | <b>25.27%</b><br>23 | 91    | 4.53             |
| My Regional Coordinator is responsive to my inquiries.                                  | <b>54.95%</b><br>50 | <b>16.48%</b><br>15 | <b>1.10%</b><br>1         | <b>2.20%</b><br>2 | <b>0.00%</b><br>0 | <b>25.27%</b><br>23 | 91    | 4.66             |
| I get the information I need, when I need it from my Regional Coordinator.              | <b>50.55%</b><br>46 | <b>18.68%</b><br>17 | <b>3.30%</b><br>3         | <b>2.20%</b><br>2 | <b>0.00%</b><br>0 | <b>25.27%</b><br>23 | 91    | 4.57             |
| I would like to see my Regional Coordinator at my site more frequently.                 | <b>14.29%</b><br>13 | <b>16.48%</b><br>15 | <b>38.46%</b><br>35       | <b>6.59%</b><br>6 | <b>1.10%</b><br>1 | <b>23.08%</b><br>21 | 91    | 3.47             |

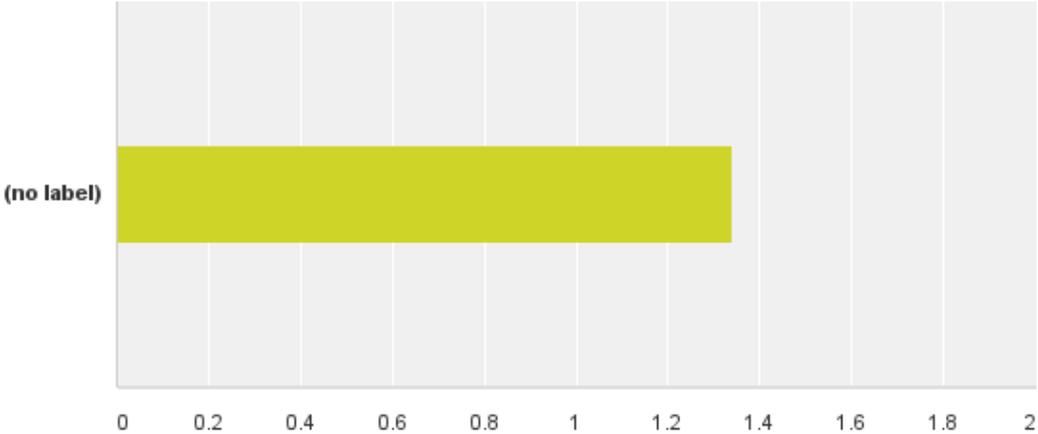
## Question 12 Comments:

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1. Brian has been exceptionally helpful since my coming to Alexandria in earlier this year.
2. Lyle Hornbaker is very helpful and knowledgeable when question come about
3. Brian has been a tremendous asset since he became the Region VII coordinator. He has provided valuable and timely information and is present at most meetings in the region.
4. Brian does a great job at outreach to our region. I am grateful to have his help!
5. Lyle is very responsive. I have made several inquiries and Lyle is back in touch with me within the same day.
6. Regional coordinators are a great idea, but I think they are stretched too far (territory wise).
7. I do not know who that is for us. I rely on Dan Widner.
8. Sometimes, short notice of meeting times prevent me from attending, since my schedule will already be full by the time the email is forwarded. I can usually see that my coordinator didn't receive the information from VITA/VGIN until same day that she forwarded it. So, I would say the regional coordinators need more notice of events/webinar(login info) from the state level, so they can pass them on in a timely manner.
9. Very helpful and Melissa is very responsive to requests for assistance.
10. N/A
11. not sure
12. Amy frequently touches base with our agency. She is always willing to provide assistance and if she does not have the answer she reaches out to others and quickly responds back with what she learns. She is very helpful and encouraging.
13. Perhaps a review of the types of services offered that may not be familiar to me and how they could be applied to the PSAP operation or improvement.
14. The visits I've had with my coordinator have been very productive- I would like to meet with my new coordinator.
15. I've never heard of the Regional Outreach program
16. Again, what are the goals here? I am a little confused about the meetings - how regular, what is the purpose, are they more for PSAP than GIS?
17. Eliminate the Regional Outreach program. Create, not transfer, new positions to assist ISP with mission essential items, such as eCATS, NG911.
18. See previous comment about regional coordinators. I am not entirely sure what the purpose of the regional coordinators is.

# Q13: How satisfied are you with the service from your Regional Coordinator?

Answered: 91 Skipped: 0



|            | <b>Very Satisfied</b> | <b>Satisfied</b>    | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Do not use</b>   | <b>Total</b> | <b>Weighted Average</b> |
|------------|-----------------------|---------------------|---------------------|--------------------------|---------------------|--------------|-------------------------|
| (no label) | <b>51.65%</b><br>47   | <b>20.88%</b><br>19 | <b>2.20%</b><br>2   | <b>0.00%</b><br>0        | <b>25.27%</b><br>23 | 91           | 1.34                    |

## Question 13 Comments:

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1. Need to see Amy more often.
2. I'm sure this can be a valuable resource for the city. I need more time to understand what you are offering.
3. I have already seen an improvement with our latest coordinator - she is more responsive and involved than the prior one appeared to be, in my region.
4. Again - Amy is great.
5. I don't know who it is.
6. Seems their hands are tied the inefficiencies of VITA.
7. Brian is professional, knowledgeable and helpful
8. Brian does an excellent job of engaging stakeholders and being responsive and relevant
9. At present it can't. Lyle Hornbaker has been an exceptional Regional Coordinator, He answers, and returns my calls promptly, when issues and problems arise, his knowledge and resources are more than valuable to our organization. Thank You
10. They have been very helpful and I can't think of a particular area for improvement.
11. I haven't met the new coordinator, but the previous coordinator, Stefanie McGuffin, did an excellent job of keeping in touch.
12. Stop putting people in these positions who has GIS only experience.
13. I am not entirely sure what the purpose of the regional coordinators is.