

PUBLIC SAFETY PSAP SURVEY OVERVIEW

919 PSAP Employees Surveyed

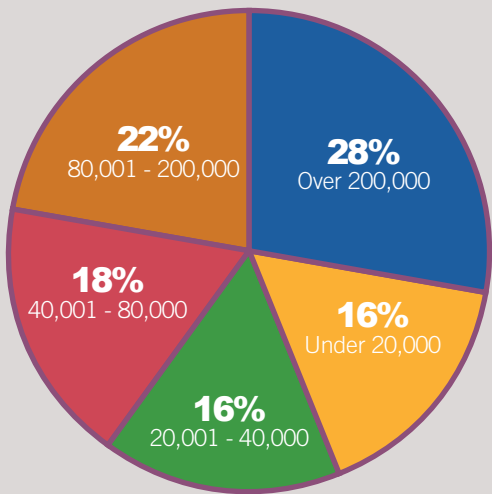
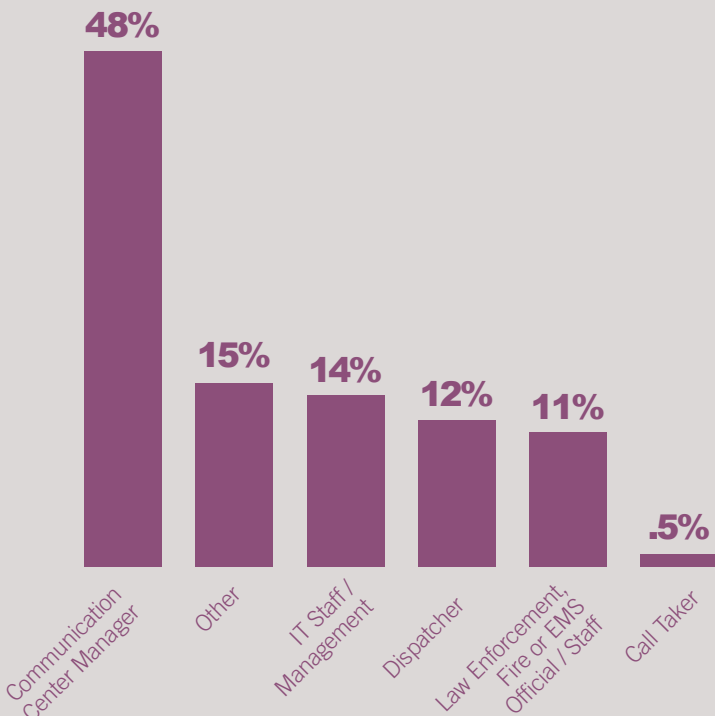


RESPONDENTS

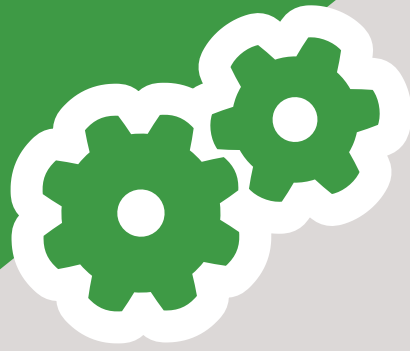


The 19 question PSAP survey featured topics including call volume, staffing, next-generation 9-1-1 migration, use of virtualization technologies, system outages and more. The stats below are highlights from the survey results report that can be downloaded at: www.stratus.com/PSAP-survey

Role in PSAP operations



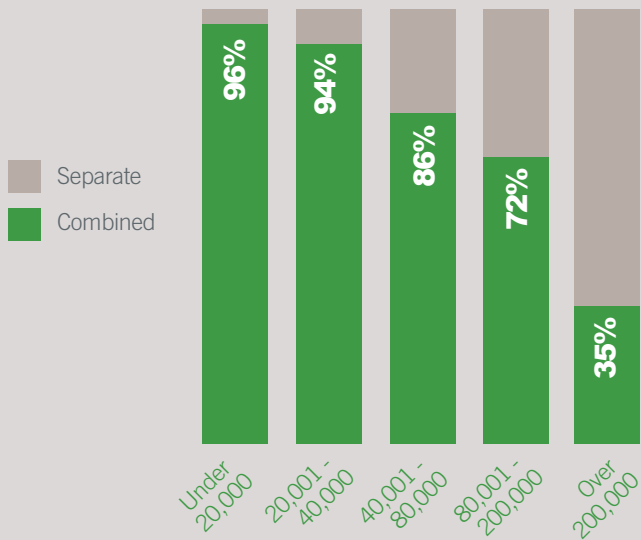
Population PSAP Serves were evenly distributed



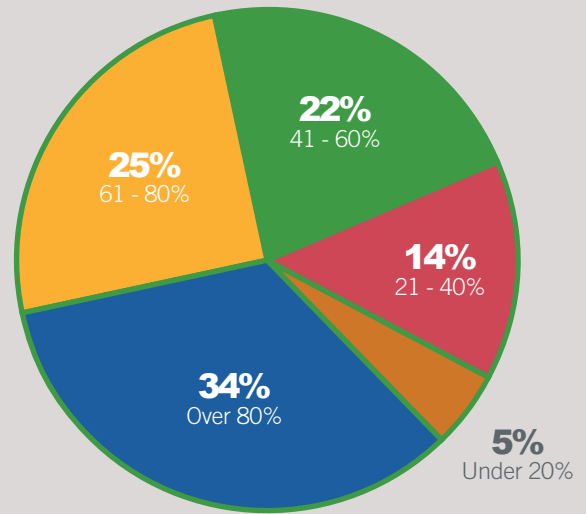
OPERATIONS

45% of PSAPs host their data center and provide support.

Function by Population Served



% Calls requiring first responder



For call intake and dispatch responsibilities,

72% of PSAPs combine the two functions.

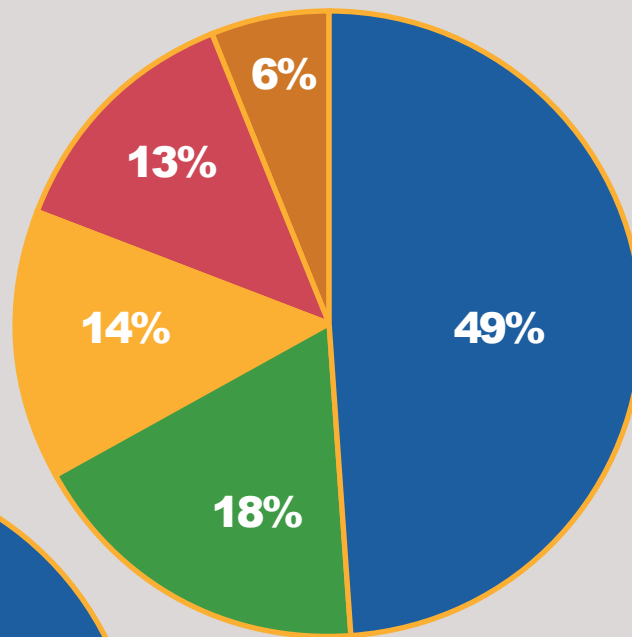
Yearly Call Volume	Number of Dispatchers					
	1	2	3 to 5	6 to 10	11 to 25	26 +
5,001 - 10,000	25	57	16	2	1	
10,001 - 25,000	6	55	61	4		
25,001 - 50,000	1	26	91	16	2	
50,001 - 100,000	3	12	71	37	6	1
100,000 +		4	43	79	86	38

How many dispatchers are working on a typical peak shift **by annual call volume**. Blocks marked in green represent the highest response ranges.

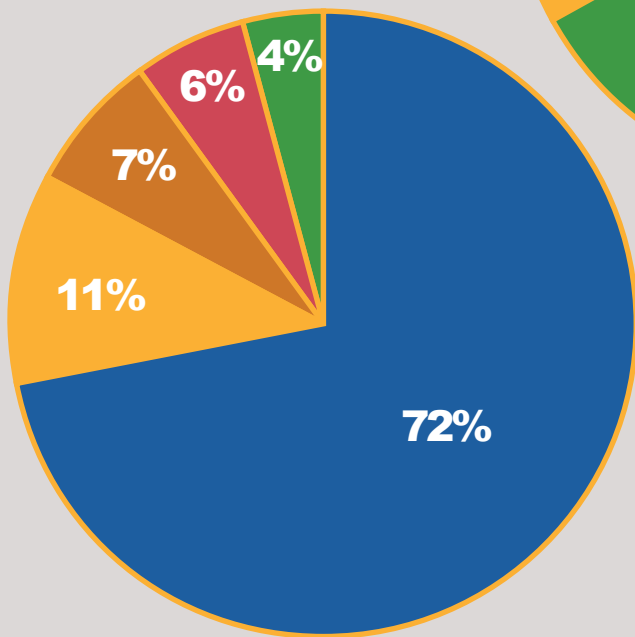
TECHNOLOGY



When asked about the cloud, **72%** of PSAPs have no cloud plans.



- Currently running NON-CRITICAL Apps
- Currently running CRITICAL Apps
- Planning to deploy NON-CRITICAL Apps
- Planning to deploy CRITICAL Apps
- No plans



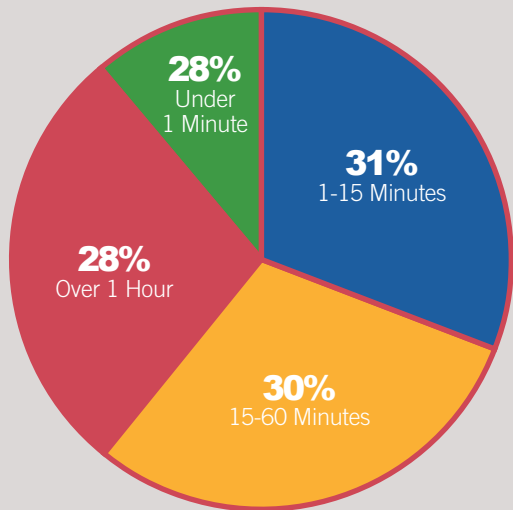
When asked about virtualization, **49%** of PSAPs have no virtualization plans.



DOWNTIME

28% of PSAPs had a downtime event lasting over 1 hour.

If your PSAP experienced an outage, how long did it last?

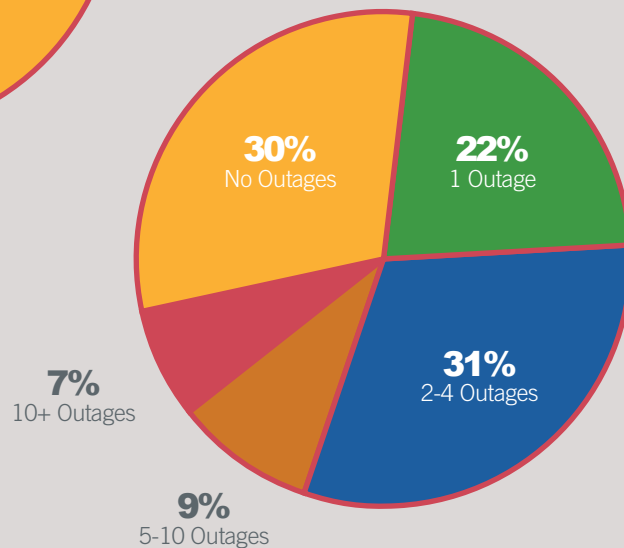


Virtualization Plans by Outage Duration

Under 15 min. Over 15 min.



Number of PSAP OUTAGES in last year



Those with most downtime are planning to virtualize, but **53%** of currently virtualized still had over 15 minutes of downtime.