

PUBLIC SAFETY

4th ANNUAL PSAP SURVEY HIGHLIGHTS



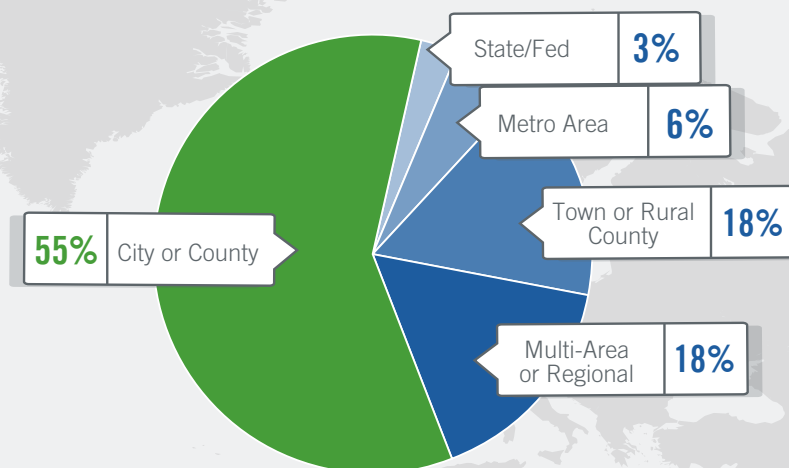
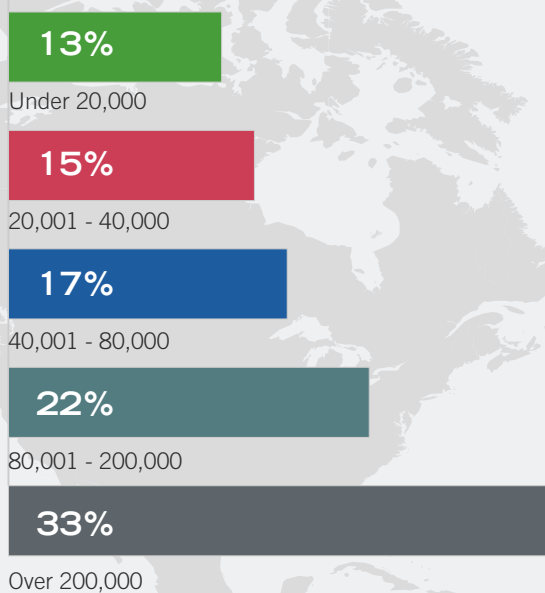
RESPONDENTS

The 21 question PSAP survey featured topics including call volume, staffing, next-generation 9-1-1 migration, use of virtualization technologies, system outages and more, and yielded 573 PSAP employee respondents.

The stats within this document are highlights from the survey results report that can be downloaded at: www.stratus.com/PSAP-survey

PSAP Geography and Population

Population PSAP Serves



Geographic Area PSAP covers

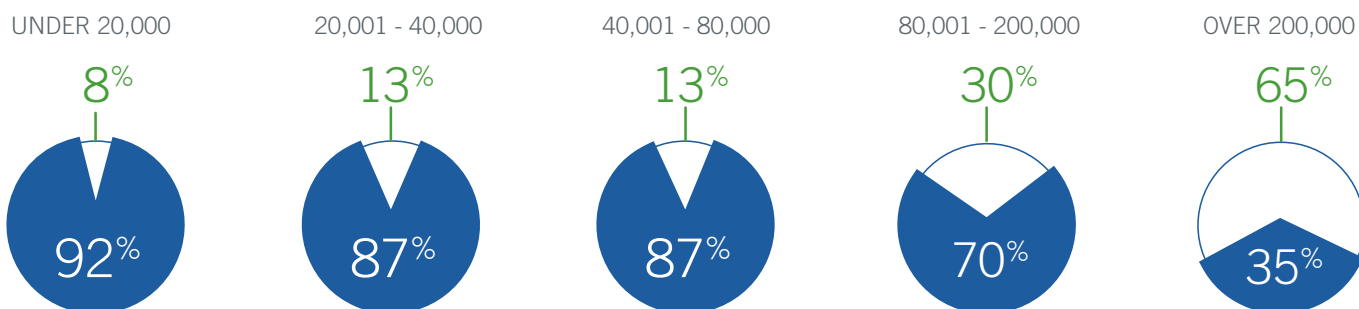


OPERATIONS

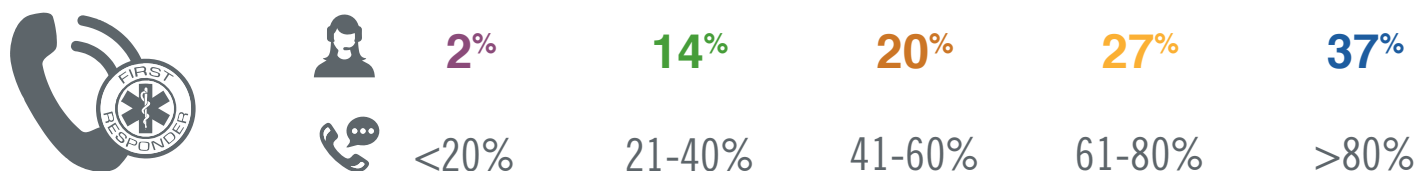
50% of PSAPs hosted and provided support for their data center.

Function by Population Served

■ **Seperate** Functions ■ **Combined** Functions



Percentage of Calls Requiring First Responder



37% OF PSAPS SAID over 80% of their call intake required a first responder

Number of Dispatchers

YEARLY CALL VOLUME

	1	2	3 to 5	6 to 10	11 to 25	26 +
Under 20,000	42%	50%	8%			
20,001- 40,000	8%	51%	38%	3%		
40,001-80,000		30%	65%	4%	1%	
80,001-200,000		8%	48%	37%	5%	2%
200,000 +		1%	18%	23%	38%	20%

How many dispatchers are working on a typical peak shift by annual call volume. Darkest orange blocks represent the highest response ranges.

TECHNOLOGY



Continuing trends towards virtualization

When asked about virtualization,
40% of PSAPs have no virtualization plans.

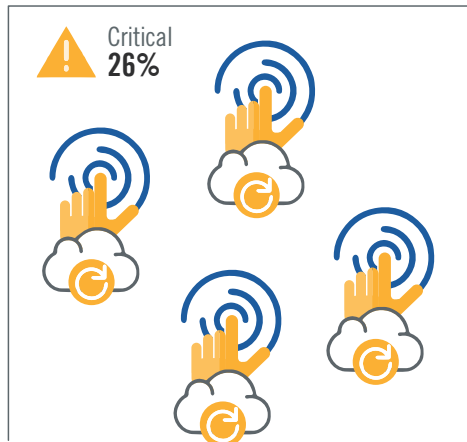
40%

No plans to virtualize



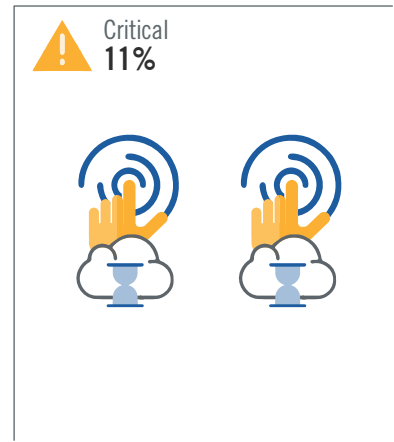
42%

Currently running



18%

Planning



See how these trends are impacting
Next-Generation 9-1-1 adoption. [Read the report.](#)

When asked about the cloud, 67% of PSAPs have no cloud plans.

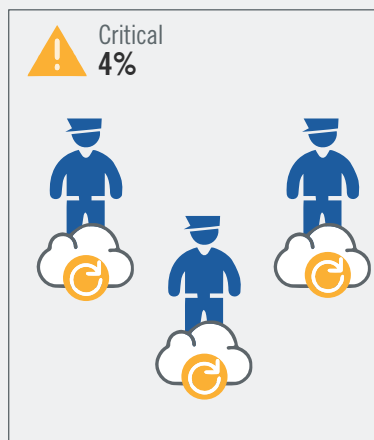
67%

No cloud plans



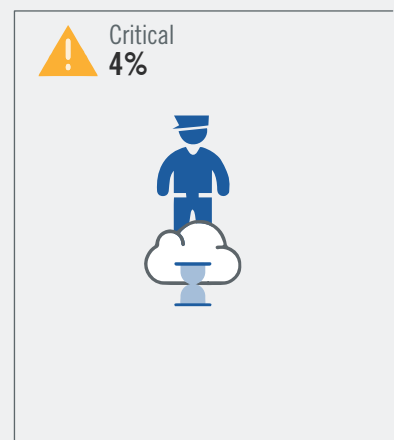
22%

Currently running



11%

Planning



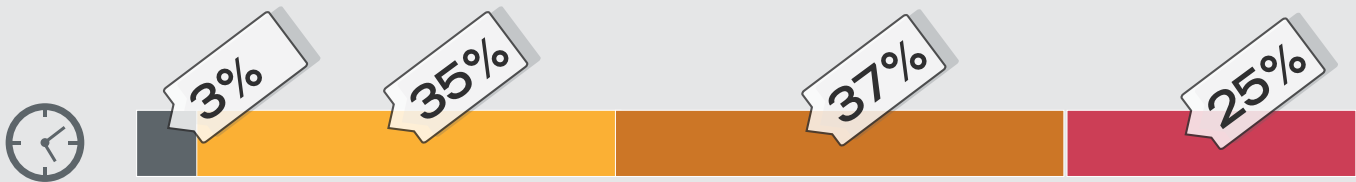
DOWNTIME



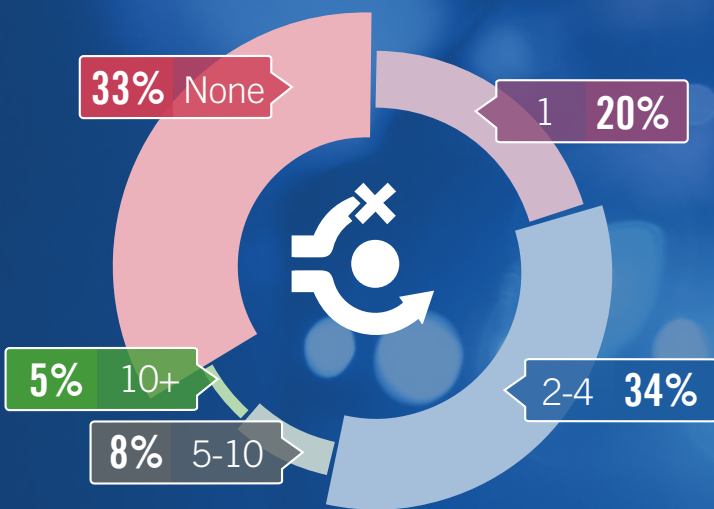
25% of PSAPs had a downtime event lasting over 1 hour.

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

■ Under 1 Minute ■ 1 - 15 ■ 15 - 60 ■ Great than 60 minutes



Number of PSAP Outages Over Last Year



Virtualization Plans by Outage Duration



Those with the most downtime are planning to virtualize, but 62% of currently virtualized still had over 15 minutes of downtime. **Downtime is consistently a grim reality for 7 out of 10 PSAPs.**



For an **Always-On** World

