SIRN 20/20 Study Outreach, Data Collection, Requirements Gathering Process Overview

11.9 Final Report Supplemental Document

Contract Deliverable #: Applies to 6 (Stakeholder Outreach) and 8 (Data Collection)

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DOCUMENT CONTENT OVERVIEW

This document provides an overview of the methodology used to inform stakeholders regarding the SIRN 20/20 Study; to collect relevant systems data; and gather feedback on system gaps and future needs.

STAKEHOLDER OUTREACH, ENGAGEMENT AND DATA COLLECTION

The objectives of the outreach and data collection process were to engage each county in such a way to inform them about the SIRN project, collect information about their current radio systems and devices, identify their needs for the radio network, and identify their ability/willingness to join the network.

COUNTY OUTREACH AND ENGAGEMENT

County Outreach and Engagement employed multiple methods including:

- Regional Conferences
- Online Surveys
- Individual County Meetings and Web-conferences
- Monthly Newsletters

Outreach and Information Forums	Participants/Audience
Individual Meetings	2014: 30 Counties, 2 State Agencies, 1 Tribal Entity 2016: 8 Counties, 2 State Agencies, North Dakota Association of Counties, Indian Affairs Council
16 Regional Conferences	151 Attendees - 46 Counties, 3 State Agencies
Monthly Newsletters & Informational Video	Distribution list of 950 individuals
April 2016 Online Survey	145 Responses - All 53 Counties, 6 State Agencies, 1 Tribal Entity
October 2014 Online Survey	320 Responses - 43 Counties, 5 State Agencies, 3 Others

Regional Outreach Conferences

Each county was contacted to participate in Regional Outreach Conferences intended to provide an overview of the SIRN 20/20 project; review technical requirements for future systems, current systems' strengths and gaps; and discuss the groups' thoughts on integrated statewide solutions, adoption of a statewide system, and funding and governance solutions. The meetings included morning and afternoon sessions in eight cities across the state over the span of two weeks. Representatives from 46 counties and state agencies attended.

Feb-16					
	Monday	Tuesday	Wednesday	Thursday	Friday
	15	16 FARGO	17 JAMESTOWN	18 DEVILS LAKE	19 GRAND FORKS
9:00		Cass	Griggs / Foster	Cavalier	Grand Forks
		Steele	Stutsman	Rolette	Pembina
12:00		Traill	Wells	Towner	Walsh
1:00		Ransom	Barnes / Dickey	Barnes	
		Richland	LaMoure / Logan	Nelson	
4:00			McIntosh	Ramsey	

	Monday	Tuesday	Wednesday	Thursday	Friday
	22 DICKINSON	23 BISMARCK	24 WILLISTON	25 MINOT	26 MINOT
9:00	Billings / Dunn	Burleigh			Burke
	Golden Valley	McLean			Mountrail
12:00	Stark	DES			Ward
1:00		Emmons / Mercer	McKenzie	Bottineau / McHenry	
		Morton	Williams	Pierce	
4:00		Oliver		Renville	
4:00	Adams / Bowman				
	Hettinger				
7:00	Slope				

Individual Coverage and Requirements Meetings/Web-Conferences

The SIRN Feasibility Study advanced the Phase I Study individual county requirements gathering meetings efforts by engaging State Radio counties. Participants provided first-hand information about their counties' public safety agencies, radios, tower locations, and coverage gaps. Overall, thirty-eight counties and three state agencies participated.

	2014 Participation	2016 Participation	Total
County	30	8	38
State	2	2	3
Associations		2	

Online Surveys

The "SIRN 20/20 Feasibility Survey" was distributed to stakeholders affiliated with state, county, and local public safety agencies; public service agencies; along with state legislators. Survey recipients were initially selected based on their knowledge about the Statewide Interoperable Radio Network (determined based on prior meeting participation), and was expanded to Sheriff's Departments, Emergency Management Departments, and PSAPs in un- or under-represented counties.

Complete or partial survey responses came from 138 unique individuals representing 53 counties (including one tribe) and 6 State agencies.

As tabulated below: the 2014 Survey focused on gathering information on the current systems and how well those systems served the user base, while the 2016 survey focused on assessing stakeholder interest in SIRN and the conditions under which SIRN would be adopted.

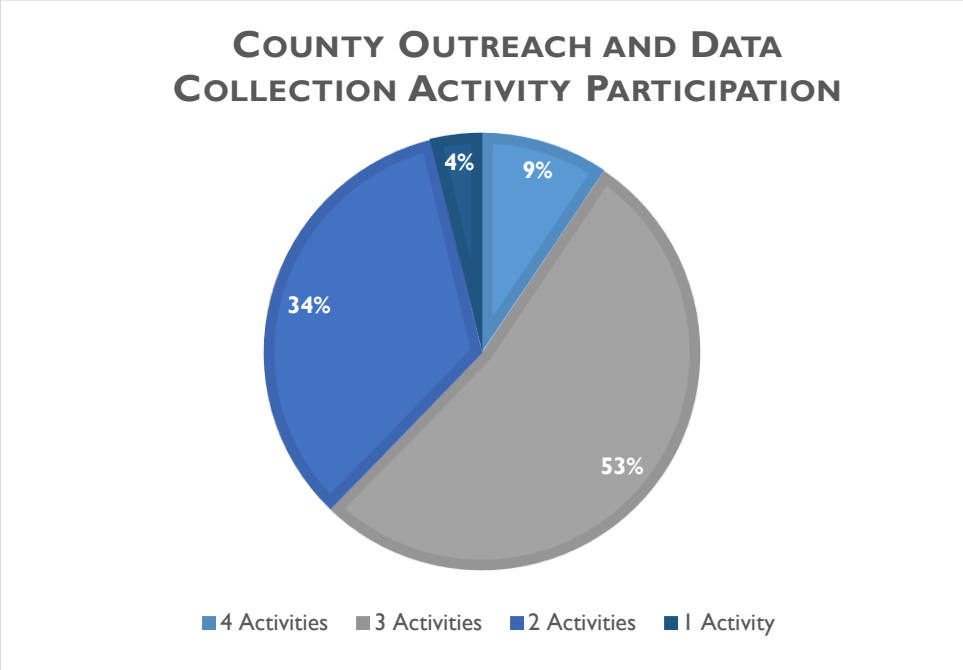
2016 Topics	2014 Topics
Likelihood of Participation in SIRN Willingness/Ability to Contribute Assets SIRN Adoption Criteria and Barriers Service and Feature Requirements County Cost-Sharing Recommendations Governance Structure Recommendations General Feedback on Plan	Current Communications Tools Overview Current Systems Strengths and Gaps Interoperability Gaps Training Requirements Tower and Subscriber Quantities (Managers Only) General Feedback on Evolution Strategies

Monthly Newsletters

Five monthly newsletters and one informational video were published over the Study duration to continually inform State and Local stakeholders regarding the SIRN proposition and Study progress.

Participation Summary

At the completion of the outreach process, all 53 counties had been engaged in at least one outreach/data collection activity, and a majority participated in three of four.



SYSTEMS DATA COLLECTION

Data Collection – a substantial component of the Study – is essential to

- quantifying and assessing the current ecosystem of networks,
- evaluating their ability to support SIRN, and
- Developing thorough SIRN designs
- developing precise cost-estimates for migration

Data was collected through a variety of approaches:

1. Data collection templates distributed state and local public safety personnel
    a. Thousands of emails and phone calls were exchanged with the public safety community
    b. Points of contacts were encouraged to additionally upload or share any relevant tower information
    c. In-person and web-conference meetings with stakeholders (as discussed above)
2. Aerial images and other similar GIS methods
3. Physical site surveys (60 locations).
4. Radio Service vendors which currently maintain assets for public safety entities
5. Public databases including: the FCC Universal License database and Radio Reference
6. Various tower and transmitter databases
7. Office of Interoperable Communications database
8. Dakota Carrier Network

Network and Subscriber Methodology	Participants
Systems Data Collection	Data provided by 37 Counties and 3 State Agencies
Subscriber Data from Radio Shops	5 Previously Unaccounted For Counties and Supplemental Information for 8 Counties
Site Visits	60 Sites in 29 Counties

Additional information on Data Collection Efforts in Deliverable 8 – Data Collection