



Cornell University

MOBILE COMMUNICATIONS USER SURVEY

August 1976

Dear Sir:

Attached you will find a short survey questionnaire. This survey is being conducted by a Cornell University research group which is currently studying mobile telecommunications. This group is not affiliated in any way with any communications equipment manufacturer or sales organization. The final research report will be completed in January 1977 and will be available to all interested persons at that time.

In order to insure that our study is accurate, we are seeking information from people knowledgeable about mobile communications. As a current user of radio, the information you could provide us is vital for the successful completion of our project.

We would appreciate your taking a few minutes to fill out the attached questionnaire and returning it, in the attached envelope, to the conference registration desk. If you are unable to return it to the registration desk, please mail it, at your earliest convenience, to:

Cary Hershey, Study Director
203 West Sibley Hall
Ithaca, New York 14853.

If, for any reason, you are unable to complete the questionnaire, please write a short note of explanation and return it in the attached envelope. Of course, all answers will be kept confidential and no information about any organization will be released.

Your cooperation is appreciated and will help to insure that our final report contains information from all perspectives.

Sincerely,

Cary Hershey, Ph.D.
Study Director,
Mobile Communications User Survey

Attachments

CORNELL UNIVERSITY
MOBILE COMMUNICATIONS SURVEY

Please answer each question completely. If more space is needed, please use the reverse side of this page or attach additional pages.

1. What is the primary function of your organization? _____
2. Over what type of area does your organization have jurisdiction? City/Town _____
County _____ Region _____ State _____ Nation _____
3. How many people live within your jurisdiction? _____
4. What is your job title? _____
5. How many people are employed by your organization? _____
6. Approximately how many employees use mobile communications equipment? _____
7. What type of mobile communications equipment (not brand) does your organization own and approximately how old is it?
1) _____
2) _____
3) _____
4) _____
5) _____
8. Approximately what is your organization's current investment in mobile communications equipment? \$ _____
9. Is your communications system adequate to meet the needs of your organization?
Yes _____ No _____
10. Please briefly explain your answer to #9.

11. Is your communications system consolidated with:
(a) other organizations with functions similar to yours? _____
(b) other organizations with functions different from yours? _____
(c) both _____
(d) not consolidated _____
(e) other (please explain) _____
12. If your organization's communications operation is a part of a consolidated system, would you briefly explain your experiences working with the other organizations? _____

13. Please briefly describe what your communications system is used for: _____

14. Does your equipment have digital capacity? Mobile to base _____ Base to mobile _____
15. About what percent of the total communications on your system are in response to emergency situations? _____ %
16. Does your organization use a priority system to determine which calls are responded to most quickly? Yes ___ no ___
17. Who in your organization establishes response priority? _____
18. In general, how satisfied are you with your mobile communications system?

19. What characteristics of your present mobile communications system are you least satisfied with? _____

20. What characteristics of your present mobile communications system are you most satisfied with? _____

21. Is your mobile communications system managed by someone from within the organization (for example, in a police department by a police officer) or by someone from outside the organization (a civilian)? _____

22. Is your equipment serviced and repaired by employees of your organization? _____

23. Suppose it were possible to have a portable communications system that had all of the features of the existing wired telephone including:
- a) all calls to and from the portable unit could be dialed directly either from another portable unit or from a regular telephone;
 - b) the caller could reach the portable unit without knowing the exact location of the unit;
 - c) the portable unit would have access to an adequate number of radio channels to eliminate waits for a channel;
 - d) privacy;
 - e) the unit could be used in a vehicle as well as used as a portable unit.

From your perspective, which of the above characteristics (a-e) would be the most important in the design of a "new" communications system? _____

24. What type of employee in your organization would have the greatest need for such a system? _____

25. How would the use of this system differ from the use of your current mobile communications system? _____

26. What additional features would you like to see included in any new mobile communications system? _____

If you would like a copy of the results of this survey when the analysis is completed, please put your name and address below.

Thank you for your cooperation.