

APPENDIX T : LETTER TO PARTNERS REGARDING INSTITUTIONAL ISSUES IMPACTING THE PUSHME OPERATIONAL TEST

Participants (in alphabetical order):

Morgan Balogh, PE. (WSDOT)
Jim Benson (DEA)
Bart Cima (DEA)
William Clise and/or Roxane Withers (XYPOINT)
Scott Cook (Booz Allen)
Allan Disman (RSPI)
Dennis P. Eckhart (FHWA)
Ed Fischer (FHWA)
Roy Kittelson (WSP)
Jean Lambson (Motorola)
Paul Lavallee and/or Greg MacKinnon (IBI Group)
Peter M. Briglia, P.E. (WSDOT)
Judy Ramey (UW)
Mark Haselkorn (UW)

Dear (Participant),

As part of the evaluation of the PuSHMe Operational Test, we are eager to learn more about the institutional issues that were encountered by the participants during the operational test, how those challenges were addressed, and lessons that were learned. In addition, we would like to know how your experience with the project has impacted your thinking on future deployment of the systems tested.

To accomplish this, we would like to phone interview you at a time convenient to you within the next two weeks. Your name or other indication of specifically who you are will not be linked with the information you provide.

To help prepare you, we have included a list of topics that may be brought up during the phone interview. The first set of topics focuses on the institutional issues that impacted the operational test itself. The second set of topics explores issues that could impact future deployment.

I. Institutional Issues Impacting the Operational Test

- What you initially expected your role and others' roles on the project to be, and whether these roles were realized as the project progressed.
- Aspects of the partnership that worked well, and aspects that impeded progress. What, if anything, might you have done differently?
- Your understanding of the goals of the project, whether or not you believe PuSHMe has met these goals so far, and whether or not you believe the project, overall, has been a success.
- Your perception of the benefits and risk to your organization in participating in this operational test, and whether these perceptions were realized.
- Your perspectives on the management of the project
- Your perception of the role of the evaluation team on the project.

2. *Institutional Issues Possibly Impacting Future Deployment*

- Your perception of whether a private emergency response center is a fundamental component of future deployment, or only one deployment scenario.
- Your perception of the likelihood of a private response center successfully integrating with current public response agencies.
- Your perception of the relationship between a private emergency response center and current E-911 centers.
- Your perception of how the new requirements that cellular 911 calls include automatic location and number identification will impact the demand for emergency response systems beyond cellular phones coordinated with existing 911 services.
- How the operational test has impacted your concept of future emergency response system deployment.

Caitlin O'Connor or Kathy Semple will call you within the next week to arrange a time to conduct the phone interview. We anticipate that the phone interview will take about 30 minutes to complete. Thank you in advance for your cooperation. If you have any questions, please feel free to call me at (206) 543-2577 or Kathy Semple at (206) 685-7979.

Sincerely,

Mark Haselkom
Evaluation Manager
PuSHMe Project