



FirstNet Authority Roadmap USER EXPERIENCE



Domain Overview

The FirstNet network is specifically designed to meet the needs and requirements of public safety professionals. First responders need simple, easy-to-use devices and applications with the ability to communicate and access information during routine events and emergency response. All the various ways that public safety can and will interact with, or experience, the network must be considered.

The Vision

The FirstNet Authority envisions a user experience driven by public safety operational needs that allows users to stay focused on their primary mission.



Roadmap Priorities for User Experience

The FirstNet Authority assessed multiple factors to determine its Roadmap Priorities for User Experience.

These priorities will be developed into a series of initiatives that will direct the FirstNet Authority's efforts and drive its investments.



Improve the performance and efficacy of priority services through evaluation in real-world deployments, development of case studies, and analysis of performance with AT&T.



Advocate for the development and use of public safety applications that are operationally sound, offer intuitive user interfaces, and interoperable collaboration.



Advocate for the development and use of devices that support public safety operations, including specialized devices.



Key Technology Areas that Comprise User Experience

- **Priority Services:** Priority services ensure a good voice, video, and data experience during times of extreme network congestion.
- **Applications:** Mobile applications relevant to and designed for public safety use cases.
- **Devices:** User equipment tailored to public safety operations and suitable for various environmental conditions.
- **Hands-Free Operations:** Ability for users to interact with technology through voice commands (e.g., virtual assistant, voice-to-text) in various situations (e.g., motorcycle, bicycle, in pursuit).
- **Accessories:** Device attachments or extensions developed for public safety use cases and suitable for various environmental conditions and operational scenarios where a basic device cannot perform.
- **Heads-Up Display:** Ability for users to view information within their field of vision whether in a vehicle or on the person.
- **Augmented or Virtual Reality:** Ability to leverage evolving augmented reality or virtual reality technologies for public safety use cases.

Public Safety's Take on User Experience

- Successful deployment of priority services on Band 14, as well as AT&T's commercial bands, is one of the most important features of the FirstNet network.
- User interfaces and public safety interaction with these services must be tailored for, and evolve with, public safety's needs.
- Development of new applications tailored to public safety's needs brings valuable operational benefits.



Public safety engagements that addressed User Experience
(April 1 – June 30, 2019)

Key Takeaways from the FirstNet Authority's Analysis of Learnings from Stakeholders

- FirstNet has succeeded in providing public safety users with Priority and Quality of Service (QoS) through the FirstNet network.
- Data from real world use will be invaluable to optimize the use of Priority and QoS, and they increase public safety's confidence when using the network for mission critical needs.
- Public safety has a greater desire for a robust application ecosystem.
- The device market is competitive and responsive to the general needs of the consumer and enterprise markets, and the FirstNet Authority can create a similar dynamic and provide a strong centralized voice for public safety's requirements.