# VOICES OF FIRST RESPONDERS

## Nationwide Public Safety Communication Survey Findings
### Mobile Devices, Applications, and Futuristic Technology
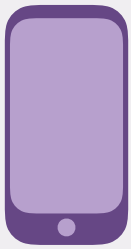*NIST Usability Team*

**80%** use the **same technology** for day-to-day incident response and **large events**, planned and unplanned.

**90%** frequently use **email**

**70%** frequently have smartphone problems with **battery life**, **price**, or **coverage**

**2x** more use **personal smartphones** than work smartphones

**50%** think **one login** (single sign on) for their devices would be useful

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### EMERGENCY MEDICAL SERVICES

**50%** think technology to auto-send patient vitals to hospital would be useful

**80%** frequently use EPCRs

### FIRE SERVICE

**80%** use mapping/navigation, hydrant location

**50%** think automatic vehicle location would be useful

### LAW ENFORCEMENT

**90%** use criminal databases, electronic policies/laws

**40%** think facial recognition would be useful

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### 9-1-1 CALL TAKERS & DISPATCHERS

**90%** frequently use CAD

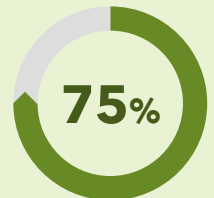**70%** think automatic caller location would be useful
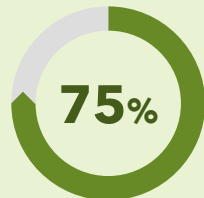
**75%** think receiving texts would be beneficial
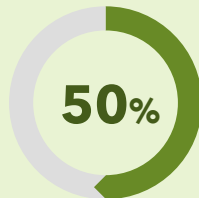
**50%** think receiving pictures/videos would be beneficial

**75%** think NG 9-1-1 would be helpful

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PSCR

**NIST**
**National Institute of Standards and Technology**
U.S. Department of Commerce