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.

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

90% frequently use email.

2X more use personal smartphones than work smartphones.

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

Data based on a nationwide (U.S.) survey of first responders conducted by the NIST PSCR Usability Team. Research information and reports available at: https://www.nist.gov/ctl/pscr/user-interface-user-experience-publications