

Recruitment Email for OMB Control #0693-0043

NIST, ITL, IAD, Public Safety Communications First Responders - Technologies

Dear [contact name],

The National Institute of Standards and Technology (NIST) usability team is currently researching the usability of communication technology for first responders as part of the Public Safety Communications Research (PSCR) effort. Over the next 20 years, technology advancements will enable data, video, and eventually voice communications to migrate from Land Mobile Radio (LMR) networks to a single nationwide Long Term Evolution (LTE) broadband network, the Nationwide Public Safety Broadband Network (NPSBN). Emerging technology within this new infrastructure presents opportunities and challenges for public safety, and the process of modernizing responder communications requires significant coordination and planning.

We recognize that in order for this transition to be successful it is critical to understand the users. A key element of our methodology is meeting with different types of first responders, including Fire, EMS, Law Enforcement, and Communications to understand their communication needs and requirements. At this time, we are looking to conduct structured interviews with Communications and Dispatch personnel in order to understand their beliefs and perceptions of current communication and information exchange practices and to gather input about new communication needs and possible technologies.

As part of the project we will be visiting a variety of different cities gathering input from Communications and Dispatch in urban, suburban and rural areas. We are hoping to conduct approximately 120 interviews across the country. Our goal is to get input from those with a range of experience.

We are planning to be in your area [dates, specifics] and want to take the opportunity to meet with you and/or your colleagues. We are hoping to interview up to 10 Communications and Dispatch personnel in your area. We would meet with people individually for about 45 minutes at a location convenient for them.

Best,

[NIST Contact Information]