The Future of Field Operations
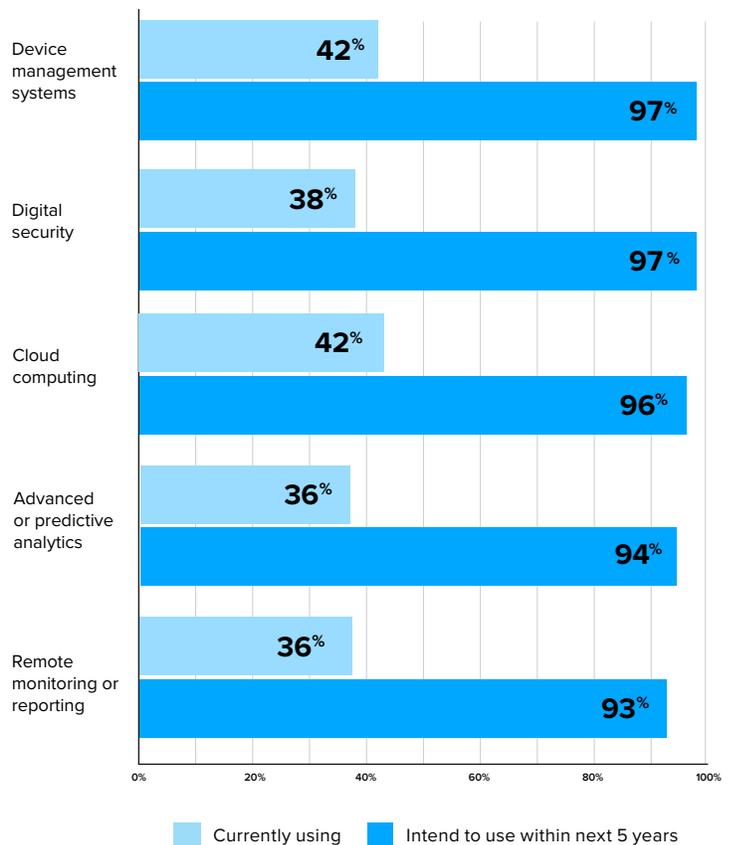
A Look at the Public Safety Sector through 2025

The impact of mobile technology on the public safety sector

The Future of Field Operations: A Look at the Public Safety Sector through 2025 provides unique data collected from 146 decision-makers on the current state of technology usage in the public safety sector. It also examines challenges facing first responders and future trends that will have an impact on public safety agencies over the next five years.

A look at the future of technology in the public safety sector

Today, nearly nine out of ten public safety agencies say increased expectations from citizens are driving the need for more efficient field operations. That number is particularly interesting when you consider that 72% of the agencies surveyed are concerned they aren't investing in new mobile technology quickly enough. Most agencies expect to adapt quickly, with many looking to upgrade their agencies within the next few years.

Public safety agencies using the following technologies

Technology	Currently using	Intend to use within next 5 years
Device management systems	42%	97%
Digital security	38%	97%
Cloud computing	42%	96%
Advanced or predictive analytics	36%	94%
Remote monitoring or reporting	36%	93%

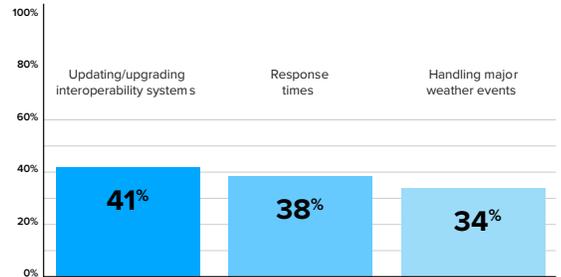Currently using   Intend to use within next 5 years

Right now, the pressure is on for first responders

First responders deal with extreme situations, and they do it while racing the clock. The unpredictability of the job means they have no margin for error. For them, more than anyone else, every second counts. Knowing what they view as their biggest obstacles can help you select the right technology tools to keep them safe, help them work faster and perform their critical roles effectively.

Top 3 operational challenges in public safety

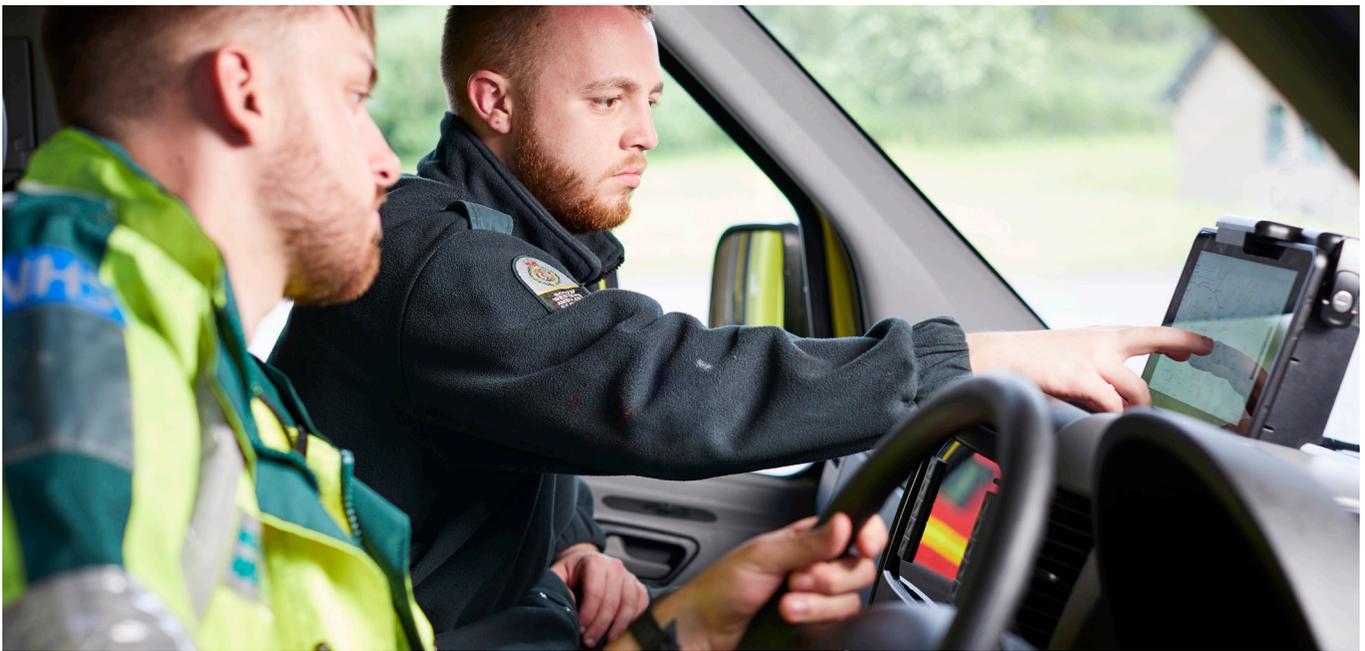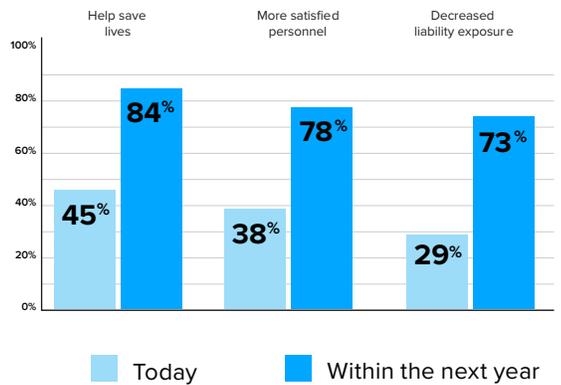| Updating/upgrading interoperability systems	Response times	Handling major weather events
41%	38%	34%

Access to life-saving technology anywhere, anytime

No one knows when or where an emergency will strike, but first responders need to be ready. When public safety agencies supply them with mobile devices, it provides greater opportunities for success. The ability to access medical records, maps of buildings, personnel location, and real-time video and traffic updates allows first responders to act swiftly, which could be the difference between life and death.

Top benefits realized by implementing mobile technology
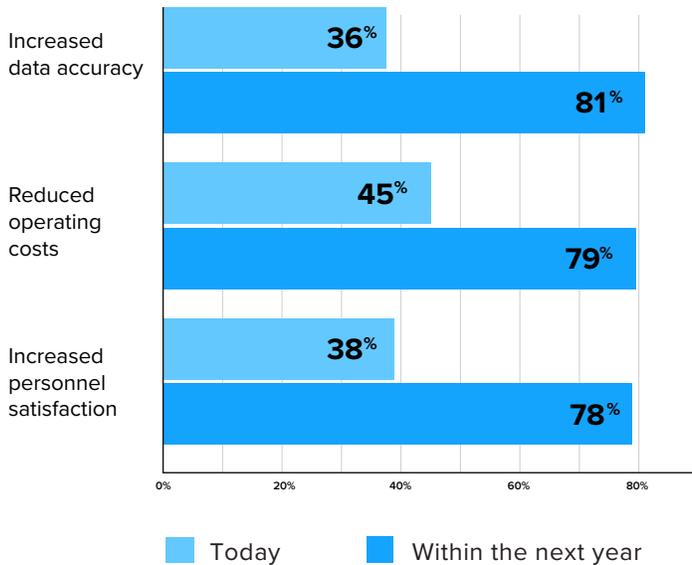
	Help save lives	More satisfied personnel	Decreased liability exposure
Today	45%	38%	29%
Within the next year	84%	78%	73%

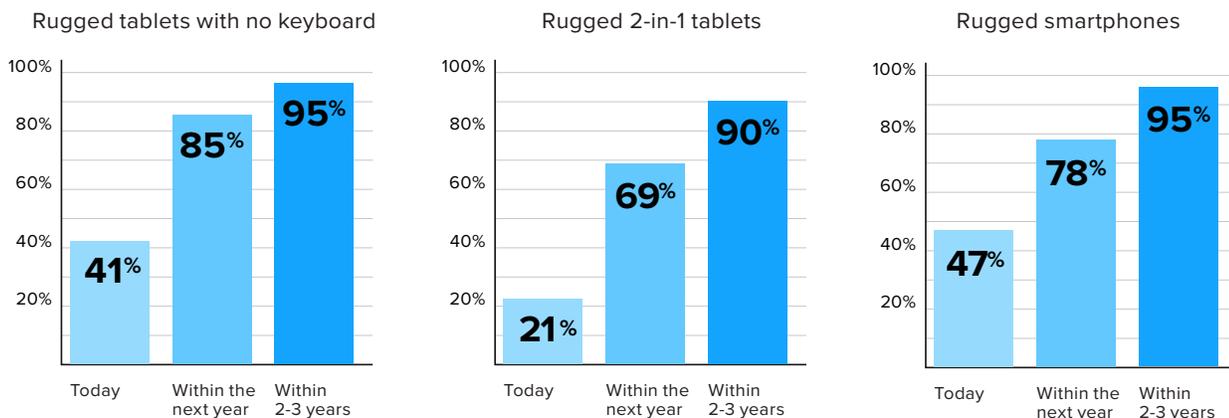## Improving the effectiveness of first responders with mobile solutions

Mobile technology is changing the standard for success in public safety by giving first responders more tools to help those in need. Agencies are already seeing the impact mobile devices are making, and more improvements are expected in the next year.

Increased data accuracy
- Today: 36%
- Within the next year: 81%

Reduced operating costs
- Today: 45%
- Within the next year: 79%

Increased personnel satisfaction
- Today: 38%
- Within the next year: 78%

■ Today   ■ Within the next year

Rugged devices are becoming the preferred choice in the sector

The public safety sector is seeing the value of rugged mobile devices. Today, 41 percent of companies have begun using rugged tablets, and are expecting that number to rise to 85 percent within the next year. In addition, 95 percent of respondents say their mobile strategy will involve using rugged smartphones within the next 3 years and 90 percent will implement rugged 2-in-1 tablets over the same period.

Implementation of rugged devices

Rugged tablets with no keyboard
- Today: 41%
- Within the next year: 85%
- Within 2-3 years: 95%

Rugged 2-in-1 tablets
- Today: 21%
- Within the next year: 69%
- Within 2-3 years: 90%

Rugged smartphones
- Today: 47%
- Within the next year: 78%
- Within 2-3 years: 95%

First responders turn to applications to help them perform

Paper-based methods of operation are fading away as public safety has transitioned to a mobile-first approach. As part of this shift, public safety agencies have begun using applications to make data collection, communication and navigation more efficient.

The most important application functions as ranked by users

1. Crash reporting

2. Situational awareness

3. GIS

4. Digital investigations

5. Digital inspections

6. Language translation

Mobile is enhancing the way first responders perform in the field

First responders have always been highly effective, but rugged mobile devices are boosting productivity and expanding their capabilities. With the public safety sector playing such a critical role in everyday life, expect to see even more widespread adoption of mobile technology in the near future.

How mobile technology benefits the sector

• The sector will become even more technology-driven, as at least 90% of agencies plan to implement cloud computing, analytics, machine learning and device management systems within the next 5 years.

• First responders have greater visibility and situational awareness in emergencies, allowing them to stay safer in dangerous situations.

• Public safety agencies have become more effective by accessing real-time navigation, medical records and other vital information that allows first responders to arrive quicker and more safely, make better decisions, and save more lives and property.

ZEBRA

Contact

Zebra Technologies Corporation
3 Overlook Point
Lincolnshire, IL 60069

About Zebra
Zebra offers a full portfolio of rugged mobile computing solutions for the public safety sector. Our technology enables first responders to connect from any location and access the data they need to perform their duties more effectively.

Learn more at **www.zebra.com/public-safety**