

## Key Attributes of Effective Apps for Public Safety and Emergency Response

1. Purpose
  - App must serve a public safety / emergency response purpose
2. Meets Definition of Mobile App
  - A mobile app is one intended for use on a smartphone or tablet normally downloadable from any one or more of the popular consumer app stores (or a future potential FirstNet app store)
  - Does not include mobile websites, Computer Aided Dispatch (CAD) solutions, or larger integrated network solutions, unless they are specifically designed for mobile use.
3. Operability
  - Consistent, intuitive, and easy install/launch/operation
  - Reliable communications with other devices/accessories (as applicable)
  - Reliable connection to a network (e.g. commercial cellular, FirstNet, Wi-Fi)
  - Efficient use of data
  - Minimal strain on battery life
  - Advertisements disfavored or if employed must not interfere with operation
4. User Support
  - Ensures automatic updates
  - Ability to contact developer or 3<sup>rd</sup> party for technical support
  - Standard mechanism in place for developer to communicate issues/problems/vulnerabilities to user
5. Security
  - Free from malicious code
  - Secure from known vulnerabilities, or fully disclose known vulnerabilities
  - Sensitive information is stored and transmitted using encryption
  - Securely supports identity management
6. Privacy/Confidentiality
  - Privacy policy is easily accessible and contains readily understandable terms
  - Personal information, including location information, stored on the device is not accessed or shared unless privacy policy states otherwise
  - Any use of data extracted from the user or public safety agency through operation of the app other than for the necessary functionality of the app is fully disclosed
  - Apps that handle patient information or other data that may be protected by law, are in legal/regulatory compliance

## 7. Content

- Time-sensitive information/data is date-stamped and kept up-to-date
- App is based on common protocols or industry best practices
- Sources of information are cited
  - Information, particularly for educational tools, is derived from industry-accepted sources
- Apps that perform calculations (drug dosing, friction loss, etc.) are accurate to the advertised degree

## 8. Location Information

- App discloses what location information is being provided, whether the GPS/location services of the device needs to be enabled, how location information is being determined (cell ID, GPS, AGPS), and whether 2D or 3D
- Adequate safeguards are in place to protect privacy, confidentiality

## 9. User Experience

- App name and description do not present misleading information
  - Names and descriptions that use “9-1-1” or similar references trigger increased scrutiny to avoid causing confusion
- App features are clearly and accurately described

## 10. Communicating with 9-1-1<sup>1</sup>

- Apps that connect a caller to 9-1-1 must use native cellular dialer to place a voice call to 9-1-1 or fully disclose the alternative method of connection.
- Apps using a 3<sup>rd</sup> party calling center, such as for hearing or speech impaired callers, must fully disclose how the call is routed to the correct PSAP, whether the 3<sup>rd</sup> party caller is directed to 9-1-1 or a 10-digit line (emergency or non-emergency), whether the user is informed of the associated delay with using an intermediary, and if and what kind of location data is transmitted.

## 11. Sending Data to PSAPs and Public Safety Communications Centers

- Apps transmitting public safety data must fully disclose how the data is routed correctly and how the recipient is able to accept and use the data including text, pictures or videos, personal information, medical information, medical history, building floor plans, etc.

## 12. Interface with PSAPs and Public Safety Communications Centers

- Fully disclose where any related software resides, whether the 9-1-1 center must download additional software to interface with current equipment
- Fully disclose the initial and recurring costs to the PSAP and end users, amount and nature of work required at the PSAP, and whether the app requires full CAD replacement
- Fully disclose what and how data is pulled from the CAD, and what and how data is pushed to the CAD (if applicable)
- Apps that provide location information must fully disclose how the data is presented (e.g. map, coordinates)

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<sup>1</sup> All references to “9-1-1” are meant to include the equivalent codes used in other countries.