

User Research Interview Script - Participant X, (FirstNet staff), (former first responder). (time & date)

Research goals

1. Identify specific situations in which technology and communication comes into play in field response situations by exploring real-world usage of technology and communication by first responders in the field.
2. Begin to understand where frontline first responder would be likely to interact with a community and/or share ideas and inventions.

Setting the stage for the interviewee

[can be given by FirstNet or 18F]

If given by 18F:

We're working with FirstNet to understand how best to help first (and second) responders participate in the in designing the future of public safety, especially how technology might play into it. As part of this, we want to understand more about your work when you were a first responder, and how technology, among other things, supported or didn't support you when responding. Any questions about that?

We'd like to talk for about 45 minutes, and our questions will be a little bit wide-ranging. We'd like to take notes, which we'll share only with our research team. Would that be ok with you?

Great, thanks!

Questions:

OBJECTIVE 1

Tell me about your time as a first responder. What was your position, what entity were you with, how long did you do it?

What about the biggest or most complicated situation you ever responded to? Just walk me through the whole story if you would. I might ask a couple follow ups.

Follow-ups (in case not covered in the narrative):

What was the most frustrating thing that happened in that situation?

How specifically did you get the call?

Who did you talk to during the response? (What entities, people.)

What information did you get and give during it?

Did you feel a sense of community with other people working on it? Have you stayed in touch with any of them?

Did you talk about the incident afterward? Where & how did that happen?

[assuming that was some time ago]

Has anything changed in the field since then that you think would have made that incident response different if you'd had it then? What is that and how would it have changed things?

[if it seems like there was a technology gap]

How did you get around that problem? Is that something you usually do? Did you ever repeat it during another response?

OBJECTIVE 2

In thinking about the situation you've described to us today, I'm curious about your feelings in general - have you continued to think about that day? Was there anything you wish had been different? any ideas, during or after, for how to change things? Do you remember any? [won't say all these words unless needed]

[assuming they say something] Did you tell anybody about those? Did you pursue them in any way? Why or why not?

Do you remember any of your co-workers, or anyone else in your community, telling you about any idea to make the kind of work you want to do more achievable? What did you think about that? When and in what setting did you talk about these things? What else goes on in that setting?

Is there anyone else you talk to (either on or offline) about what could be better? Or about ideas you have?

WRAP-UP

Great, thanks, this has been very helpful. Before we go, is there anything else you think we should have asked about, related to your experience with technology or how you share your ideas?

Ok, terrific, thank you very much for your time. We'll keep you updated on the progress of our research.

ALTERNATE SCRIPT

Note: a lot of the follow-ups on this would be the same, but it's a completely different framing that goes after core motivations first.

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Great, thanks!

QUESTIONS

When did you know you wanted to be a [firefighter/police officer/EMT]? Tell me about that. What did you envision the work being like?

How is reality the same and different from that vision? Can you give me an example, maybe from a response you worked on?

If you had to pick one thing that would make that vision more real, what would it look like?

Have you ever talked to anyone, on or offline, about changes like that? What was that conversation like? (Who was it with, what was the substance, what channel did it take place in?)

Have you ever done anything concretely to move that forward? What did that look like? Were you supported? What would you need in order to do something about it?

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