Improving the User Experience
Improving the User Experience

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#UAS2018
FAA DroneZone
https://faadronezone.faa.gov/
Introducing the FAA DroneZone

• All of a Part 107 operator’s FAA interactions in one convenient online portal
• Web-based application that serves these functions:
  – Part 107 registrations, airspace authorizations and waivers, operational waivers and accident reporting
  – Section 336 registrations
• Modern, cloud-based design provides an intuitive and user friendly experience with high availability
• Status of active and historical requests available to view
• Designed to speed up review and approval of UAS operator’s requests
Welcome to the FAADroneZone

Fly sUAS under Part 107

I need to register my small unmanned aircraft for recreational, commercial, governmental, or other purposes under Part 107. Each drone must be registered at a cost of $5.00 and registration is valid for a period of 3 years. Also use this option to apply for a waiver/authorization, or reporting an accident under Part 107.

Fly Model Aircraft under Section 336

I need to register my small unmanned aircraft to fly with an aero-modeling club and following all requirements of the Special Rule for Model Aircrafts.

Already registered? Log in to your existing account.

For general information about drones, rules for flying, and how to become a drone pilot, visit the FAA website.

Register a drone that weighs 55 lbs. or more.

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Part 107 Dashboard

sUAS Registrations
Can be Active, Yet to be Registered or Expired

Account Users
Users that can access and work within the account

Waiver and Authorization Requests
Create new requests, check status of pending requests and view historical requests

Accident Reports
Create new reports and view historical reports

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### Part 107 Registrations

#### Your Shopping Cart

<table>
<thead>
<tr>
<th>NICKNAME</th>
<th>MANUFACTURER</th>
<th>MODEL</th>
<th>SERIAL NUMBER</th>
<th>ADDED BY</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drone 3</td>
<td>Mfg 3</td>
<td>Model 3</td>
<td>743892</td>
<td>John Smith</td>
<td>$5.00</td>
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<td>Model 4</td>
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<td>Mfg 5</td>
<td>Model 5</td>
<td>785459</td>
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</table>

**TOTAL:** $15.00

- [Add UAS](#)
- [Checkout](#)

#### Your Registered Inventory

:: Filter by [All Inventory]#

<table>
<thead>
<tr>
<th>NICKNAME</th>
<th>MANUFACTURER</th>
<th>MODEL</th>
<th>SERIAL NUMBER</th>
<th>REGISTRATION</th>
<th>ISSUE</th>
<th>EXPIRE</th>
<th>STATUS</th>
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<tbody>
<tr>
<td>Drone 1</td>
<td>Mfg 1</td>
<td>Model 1</td>
<td>4y238</td>
<td>FA3AETX7P4</td>
<td>12/17/2017</td>
<td>12/17/2020</td>
<td>ACTIVE</td>
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<td>Mfg 2</td>
<td>Model 2</td>
<td>478392789</td>
<td>FA3AETYYTX</td>
<td>12/17/2017</td>
<td>12/17/2020</td>
<td>ACTIVE</td>
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Part 107 Waivers and Authorizations Dashboard

Federal Aviation Administration

FAADroneZone

PART 107 DASHBOARD

SEARCH
Search for waivers and authorizations

Showing items 1 - 3 of 3 total items

Filter by All Part 107 Waivers/Authorizations

<table>
<thead>
<tr>
<th>TITLE</th>
<th>DATE</th>
<th>APPLICANT</th>
<th>TYPE</th>
<th>STATUS</th>
<th>REFERENCE ID</th>
</tr>
</thead>
</table>

#UAS2018
# Part 107 Accident Reporting Dashboard

## Part 107 Accident Reports

### SEARCH

Search for accidents

Showing items 1 - 2 of 2 total items

<table>
<thead>
<tr>
<th>REFERENCE ID</th>
<th>DATESubmitted</th>
<th>SUBMITTED BY</th>
<th>DATE OF ACCIDENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>UASA-2017-00292</td>
<td>12/05/2017</td>
<td>John Smith</td>
<td>12/01/2017 11:30 AM</td>
</tr>
<tr>
<td>UASA-2017-00305</td>
<td>12/17/2017</td>
<td>John Smith</td>
<td>12/10/2017 11:30 AM</td>
</tr>
</tbody>
</table>

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Section 336 Dashboard

Registration #
FA3AETTCME

ISSUED
12/17/2017

EXPIRES
12/17/2020

PHYSICAL ADDRESS
Jane Jones
50 F St NW
Washington, DC 20001
United States

Mark Your Aircraft

You must mark each aircraft with the assigned unique registration number before it is operated.

Safety Guidance

- Fly at or below 400 feet
- Keep your aircraft within your line of sight
- Be aware of FAA airspace requirements
- Never fly near other aircraft, especially near airports
- Never fly over groups of people, public events, or stadiums full of people
- Never fly near emergency response efforts such as wildfires
- Never fly under the influence of drugs or alcohol

To fly under the Special Rule for Model Aircraft, you must follow community-based aero-modeling club safety guidelines and fly within the programming of a nation-wide community-based aero-modeling organization.

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More to come for the FAA DroneZone in 2018

• Adding Attachments like safety plans
• Waiver Wizard
• User Interface Enhancements
• In Application Communication
• Visual Operation Maps
Improving the User Experience: Feedback Loops

- FAA.gov
  - Metrics
  - Webmaster emails
  - ForeSee
- Social Media
  - FAADroneZone
- Help Desk
- UX studies

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Improving the User Experience: Challenges & Responsibilities

• Plain language
• The Paperwork Reduction Act
• Security, privacy
• Legal
Improving the User Experience: We’re Creative

- Events like Symposium, Xponential
- Social media feedback
  - UX feedback loop
- Collaboration with industry, partners
- Always walk in the customer’s shoes