



FAA UAS SYMPOSIUM

Improving the User Experience

#UAS2018



Federal Aviation
Administration



Improving the User Experience



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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



FAADroneZone



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.

Register



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 Aircraft](#).

Register



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

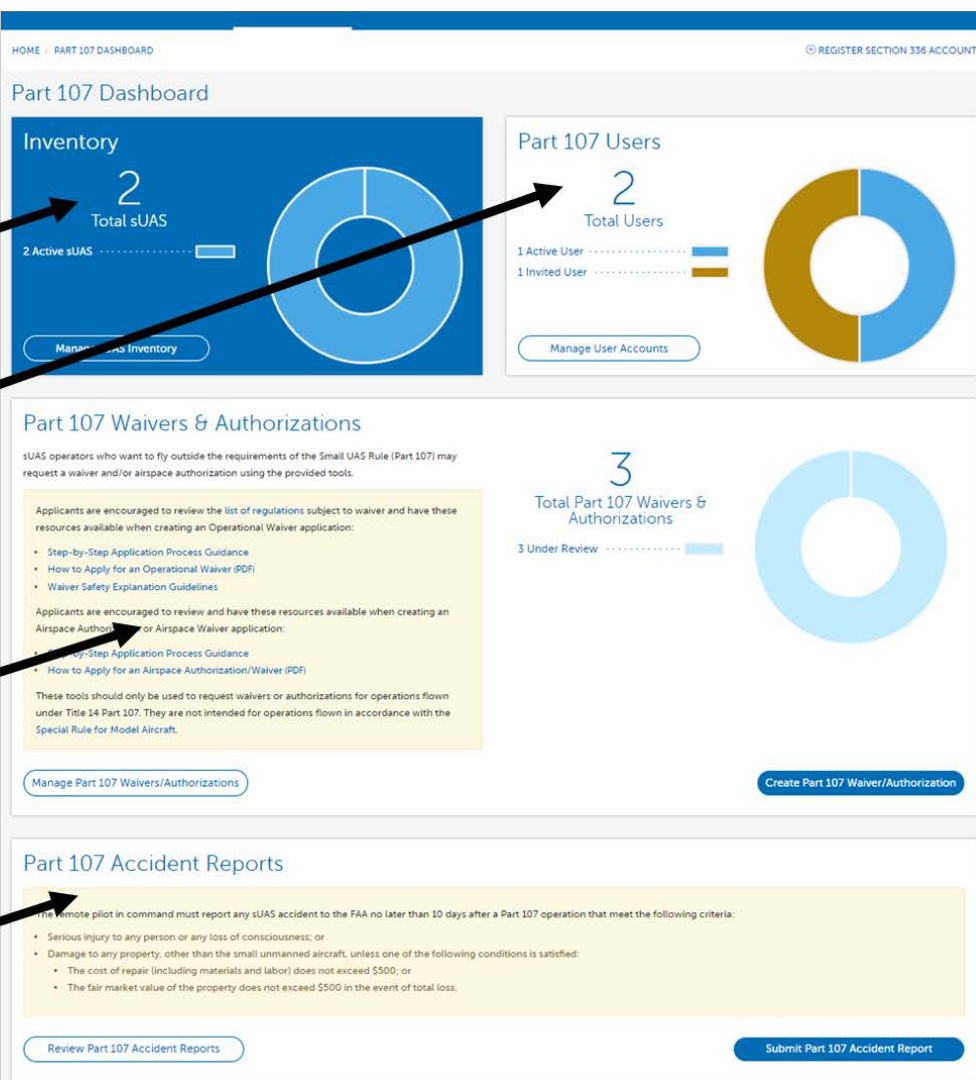
Users that can access and work within the account

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





Part 107 Registrations

HOME / PART 107 DASHBOARD / INVENTORY

REGISTER SECTION 336 ACCOUNT

Your Shopping Cart

Add UAS

Filter by Cart

NICKNAME	MANUFACTURER	MODEL	SERIAL NUMBER	ADDED BY	AMOUNT	
Drone 3	Mfg 3	Model 3	743892	John Smith	\$5.00	⋮
Drone 4	Mfg 4	Model 4	473284	John Smith	\$5.00	⋮
Drone 5	Mfg 5	Model 5	785439	John Smith	\$5.00	⋮
TOTAL:					\$15.00	

Checkout

Your Registered Inventory

Export Inventory

SEARCH

Showing items 1 - 2 of 2 total items

Filter by All Inventory

NICKNAME	MANUFACTURER	MODEL	SERIAL NUMBER	REGISTRATION	ISSUED	EXPIRES	STATUS	
Drone 1	Mfg 1	Model 1	4y238	FA3AETX7P4	12/17/2017	12/17/2020	ACTIVE	⋮
Drone 2	Mfg 2	Model 2	478392789	FA3AETYYTX	12/17/2017	12/17/2020	ACTIVE	⋮




Manage Users

Invite users to assist in your UAS inventory management

Filter by Sort by

SEARCH

Search for users



Add User

Bob Davis

USER ROLE
Part 107 Administrator

STATUS
Invited

EMAIL
bob.davis123@email.com

DATE INVITED
12/17/2017

[RESEND INVITATION](#)

EDIT
CANCEL

John Smith
Manager

USER ROLE
Part 107 Administrator

STATUS
Active

PHONE NUMBER
(748) 239-7423

EMAIL
faa.michelle+121817b@gmail.com

DATE JOINED
12/17/2017

Part 107 User Management

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Part 107 Waivers and Authorizations Dashboard



Federal Aviation Administration

HI, JOHN | LOG OUT | CONTACT

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PART 107 DASHBOARD

HOME / PART 107 DASHBOARD / PART 107 WAIVERS & AUTHORIZATIONS

REGISTER SECTION 336 ACCOUNT

Part 107 Waivers & Authorizations

Create Part 107 Waiver/Authorization

SEARCH Search for waivers and authorizations

Showing items 1 - 3 of 3 total items

Filter by All Part 107 Waivers/Authorizations

TITLE	DATE	APPLICANT	TYPE	STATUS	REFERENCE ID
Airspace Auth 1 - 121817	12/17/2017	John Smith	Airspace Authorization	Under Review	2017-P107-WSA-01702
Airspace Waiver 1 - 121817	12/17/2017	John Smith	Airspace Waiver	Under Review	2017-P107-ATO-01937
Ops Waiver 1 - 121817	12/17/2017	John Smith	Operational Waiver	Under Review	107W-2017-03534

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Part 107 Accident Reporting Dashboard



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PART 107 DASHBOARD

HOME / PART 107 DASHBOARD / PART 107 ACCIDENT REPORTS

REGISTER SECTION 336 ACCOUNT

Part 107 Accident Reports

Submit Part 107 Accident Report

SEARCH

Showing items 1 - 2 of 2 total items

REFERENCE ID ▾	DATE SUBMITTED ⚙	SUBMITTED BY ⚙	DATE OF ACCIDENT ⚙
UASA-2017-00292	12/05/2017	John Smith	12/01/2017 11:30 AM
UASA-2017-00303	12/17/2017	John Smith	12/10/2017 11:30 AM

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HOME

⊕ REGISTER PART 107 ACCOUNT

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

Print

Email

Cancel

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.

Section 336 Dashboard

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

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

FAA Waiver Wizard



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