

# How 5G will help government make the most of emerging tech

Published: June 7, 2022

Article

Enabling 5G connectivity isn't just about expanding the latest and greatest technology, it's about improving the practical aspects of the public servant and constituent experience. 5G might sound futuristic, but it's poised to help government entities provide better constituent experiences, improve productivity for government employees and even enhance safety.

"The federal government is taking huge interest in 5G because it is what it is expected to eventually adopt and run the nation's critical infrastructure and connect it all," says Albert Shen, strategy manager for Verizon Business Group and Public Sector Strategy at Verizon.

As the federal government and private companies invest billions of dollars in 5G upgrades, smart communities can reap the benefits of a reliable network with speeds comparable to Wi-Fi.

"We're seeing a lot of cities that want to adapt and be the most connected city, because as we know, getting that talent or getting those citizens or constituents into my city is huge for attracting a revenue base," says Bryan Schromsky, managing partner of federal government and public safety at Verizon Wireless.

Indeed, as agencies look out at the future of government, there's no doubt that 5G should enable many of the capabilities that will help improve the constituent experience, enhance efficiency and help agencies across the country deliver on their mission more effectively.

## 5G's Role in the Future of Public Safety

5G's ability to deliver low latency and high speeds, combined with the placement of compute and storage resources at the edge, can open up a wealth of possibilities for public safety.

**“It's not just about using the technology, it's about how it can enable better business outcomes.”**

– **Bryan Schromsky**, Managing Partner of Federal Government and Public Safety at Verizon Wireless

The technology can enable first responders to share large data files such as HD video feeds, rapidly collect and vet data to respond to emergencies and disasters effectively, and use artificial intelligence to analyze data and enable object detection in potentially life-saving situations.

The network will also be able to allow commanders to monitor each responder's status and location essentially in real time using geolocation data and wearable sensors. And according to some studies, cutting 911 response times by as little as one minute could save thousands of lives each year.

Safety enhancements are another consideration for public servants. From railroad crossing surveillance aimed at preventing deaths to drones used to survey disaster sites before humans go in, constant connectivity could mean the difference between life and death.

During a weather event, using a drone for inspection is more efficient than manual inspection, adds Tony Dolezal, 5G and MEC Specialist with the Public Sector Field Marketing group at Verizon Wireless.

"Drone connectivity will continue to be a critical element in public safety use cases," he adds.

## Enhancing the Constituent Experience

5G can also improve the constituent experience at every government touchpoint.

For example, according to Schromsky, the 5G network is empowering and enhancing touchless transactions for bus and train fares. In cities that require emissions testing, hours-long wait times to interact with a human being have been transformed into a process that requires a few minutes at a kiosk. In many municipalities, residents can track where snowplows are located or report the exact location of potholes to road departments.

## Making VR a Practical Reality

5G should also power government entities to tap emerging technologies, like virtual reality, in new and innovative ways. Virtual training experiences powered by 5G, for example, could potentially help bring realistic training experiences to life for government agents in safe environments while also lessening the number of field officers that have to be pulled from regular duties to conduct training sessions.

In the educational sector, VR also offers new possibilities for students to interact with educational content within a virtual, three-dimensional learning environment. For example, students wearing VR headsets could manipulate digital stars and planets during lessons about space. And school districts are more empowered to deliver equitable experiences when everyone is connected to a high-speed network – a goal that 5G could enable.

There's also endless potential for augmented or virtual reality. Moreover, as 5G becomes more widespread, many in city government are piloting the technology for maintenance purposes.

Ultimately, 5G should help to give emerging technologies the foundation it needs to flourish across government and help improve how agencies achieve the mission.

"It's not just about using the technology, it's about how it can enable better business outcomes," Schromsky says.

**Learn more about how Verizon's 5G network can help your agency provide more equitable, next level infrastructure.**

