

Philly Truce App Product Strategy

Phase 2 Product Requirements Document and MVP

Tech Fleet - Philly Truce Phase 2
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Team

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Full Cycle UX

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Project Overview & Background

Philly Truce, a non-profit organization with a focus on community safety and violence intervention, operates multi-faceted violence reduction programs like [Peace Patrol](#) through which Safe Path Monitors and Safe Path Patrollers actively patrol community streets and neighborhoods to observe and mitigate incidents of violence. As Philly Truce expands its initiatives, managing the incidents encountered by Safe Path Monitors and Patrollers has become increasingly difficult. Currently, Safe Path personnel document incidents they encounter using paper-based reports, which makes effectively utilizing the incident-related data difficult and time-consuming.

As such, Philly Truce aims to develop a digital platform that allows Safe Path Monitors and Safe Path Patrollers to better document and manage incidents they encounter. The creation of this platform would allow Philly Truce to more effectively manage incidents, improve the deployment of Safe Path personnel, and better engage community members in helping curb violence in and around Philadelphia neighborhoods, improving the overall effectiveness of its violence reduction programs.

Source: [Project Charter](#)

Problem Statements:

1. I am a Safe Path Monitor/Safe Path Patroller responsible for documenting observed incidents using only a paper-based incident report at the end of my shift. This process is time-consuming, prone to inaccuracies, and makes it difficult for me to derive insights from incident-related data, leaving me frustrated with the inefficiency of the current system.
2. As a Safe Path Monitor/Safe Path Patroller, not having a centralized incident recording and management platform really slows me down. Using paper-based methods makes it tough to stay on top of reports from community members. I struggle to keep track of ongoing reports or look back at past incidents. This makes it harder for me to resolve issues promptly and coordinate with others effectively. It's frustrating and affects how efficiently I can do my job.
3. I am a community member/reporter and I find it challenging to report potentially problematic incidents I witness in my community. This lack of a remote reporting option delays the reporting and response to incidents by Safe Path Personnel, which directly affects our community's safety.

In-Scope Goals:

1. Safe Path Personnel Dashboard Development:
 - Develop a comprehensive incident management web-application compatible on mobile devices
 - Include features for real-time incident reporting and tracking that enhances the Safe Path personnel's ability to document and manage incidents that occur in and around Philadelphia communities.
2. Incident Reporting Features Interface
 - Create a user-friendly mobile interface for Safe Path personnel
 - Enable Safe Path personnel to document new incidents, view existing incidents, and claim unclaimed incident reports for real-time resolution.

Out-of-Scope Goals:

1. Messaging Feature
 - After claiming a report, Safe Path personnel (Safe Path Monitors and Safe Path Patrollers) can use the messaging feature to communicate with the community member/reporter for additional information
 - The Safe Path personnel can update report details accordingly
 - This messaging functionality is considered out-of-scope for the initial development phase.

MVP

The Philly Truce Safety Tip App is designed to streamline, digitize and enhance the process of managing safety-related incidents within and around the Philadelphia communities.. This MVP focuses on core reporting functionalities used to efficiently log, track, and resolve security incidents reported by users. Digitizing incident reporting and management will enable Safe Path personnel (Safe Path Monitors and Safe Path Patrollers) to efficiently handle incidents, enhance their responsiveness to remotely reported incidents, and ultimately enhance community safety.

Phase 2 Feature List:

1. Reporting:

Description: A centralized view displaying a list of unclaimed, claimed and closed incidents with key details for quick reference and prioritization. Following this, the Safe Path personnel (Safe Path Monitors and Safe Path Patrollers) will receive an alert on their end regarding a new, unclaimed report. Safe Path personnel will be able to view a report, claim a report and create a new report.

The following would be a part of the process:

- View A report *(Phase 2 R1 User Testing)*
- Save Incident Reports *(TBD)*
- Claim a new report *(Phase 2 R1 User Testing)*
- Close a Report *(TBD)*
- In-Progress *(TBD)*
- Messaging Community Member/Reporter *(Phase 2 R2 User Testing)*
- Create a New Report *(Phase 2 R1 User Testing)*
- Edit Claimed Report Details *(TBD)*
- Potentially link associated reports *(TBD)*

Solution Alignment: The following will be prioritized for usability testing in Phase 2

- View A report:
 - To access/view a report, users should be able to click on both the "Unclaimed" and "In Progress" tabs located on the dashboard, which will display a list of incident reports.
- Claim a new report:

- To claim a new report, users should be able to select a report from the "Unclaimed" tab
 - After selecting a report, users should be able to view all the details related to the incident.
 - To proceed, users should be able to click on the "Claim the Report" button
 - A pop-up should then appear, asking if the user would like to claim the report, giving the user the option to click "Yes" or "No"
 - Users should be able to select "No", leading them back to the report details
 - Users should be able to select "Yes"--the report will be claimed and assigned to them
- Create a New Report:
 - To create a new report, users should be able to switch to the "In Progress" tab on the dashboard
 - The users should be able to locate the "New Report" button positioned at the bottom right
 - Upon clicking the "New Report" button, an emergency pop-up should appear, advising users to call 911 if immediate assistance is required.
 - Otherwise, the users should be able to proceed with creating the report.
 - Upon choosing to continue, users should be prompted to fill out incident details.
 - Users should have the option to review their filled out incident report as needed
 - Users should have the option to cancel their filled out incident report as needed
 - Users should have the option to save their filled out incident report as needed
- Messaging Community Member/Reporter
 - To message a community member/reporter, users should be able to navigate to the "Messages" tab
 - Upon clicking "Type Message", the user should see a pop up with "Message Tutorial"
 - The user should be able to go through the steps of the tutorial to familiarize themselves with main functions of the message interface.
 - The user should be able to understand that everything **above** the dotted line represents the conversation between the reporting person and Philly Truce bot.
 - The user should be able to understand that everything **below** the dotted line represents the conversation they may have with the reporting person.
 - By clicking the report icon, the user should be brought to the report associated with the message.
 - The user should be able to send a message to the community member/reporter.
 - As the user submits messages, responses from the reporting person should auto generate.

Future Considerations:

- Create a New Report:
 - Users should have the option to save their filled out incident report as needed

UX Mockup Files

1. All Flows:

<https://www.figma.com/file/ML3qISDLZOYY7XgCuCeVJp/Tech-Fleet-%7C-Philly-Truce-%7C-UXD-Team?type=design&node-id=1513-88240&mode=design&t=JImkaGpG5zcbjAnk-0>

2. Phase 2 Usability Testing Flows (R1 & R2):

<https://www.figma.com/design/CSI8risHtAJH4U5NxVAJBJ/Philly-Truce-%7C-Tech-Fleet-Phase-2?node-id=3442-13541&t=vM29bEx3DwgliU6g-0>

Phase 2 Launch Plan

<i>Sprint</i>	<i>UX/Design</i>	<i>Development</i>	<i>Due Date</i>
1	First Round Usability Test Prep: Reporting Features	<i>To Begin in Phase 3</i>	April 12th, 2024
2	First Round of Usability Testing: Reporting Features (Moderated Testing)	<i>To Begin in Phase 3</i>	April 26th, 2024
3	First Round Usability Test Report Generation: See Report	<i>To Begin in Phase 3</i>	May 10th, 2024
4	Second Round of Usability Testing: Additional Reporting Features Messaging Community Member/Reporter (Unmoderated Testing: See Plan)	<i>To Begin in Phase 3</i>	May 24th, 2024