<u>Deliverable 2 Review</u>

<u>Customer Notes:</u>
- Phone App
  - **Phone Call is the main goal*****
  - Knowing/testing the address is good
  - Need calling, script, address testing
  - Script for 911/home, script for children
  - Voice connection is not necessary, practice of the calling is key, voice connection is extra
  - Tim's comment: Go directly to phone app
    - Phone Idea 2 prototype: gives user(children) what they need immediately
    - Have visible dial buttons — form of positive reinforcement
    - Removes navigation
    - Extra parts of app if implemented could use a side menu or something similar, calling is key
- Phone App Activities/games:
  - Positive reinforcement is important
    - A bell
    - Achievements
  - Reinforce the right things***
  - Take a progressive approach
  - Level idea:
    - Base levels call 911, levels of 911
    - Escape plan
    - All parts of an escape plan, meeting place, call 911
  - Gamifying the app is an interesting idea
    - Don't deliver a half product, that's not MVP, if it can't be delivered deliver the MVP - the calling functionality
    - There are standard floor plans available
- Web App
  - Not a priority

<u>General Notes:</u>
- Focus on the phone app
- Some things might not be achievable due to time, deliver a finished product
- A child knowing their address is important for other emergencies besides a fire, getting lost, other 911 emergencies etc.

Overall the calling is the main focus. Allow a child to practice calling and knowing their address. Providing the script for the 911 call is helpful, and can be used by the children, firefighters and parents at home. The importance of calling and the address was shown. Providing a finished product, a proper MVP was reminded, this will change how the app is developed and "gamifying" will be reevaluated for viability for a MVP we can deliver.

The app will have to reinforce the right things and we need to ensure that the app meets teaching guidelines.

Team Insights vs Needs:

Need (What)	Insight (Why)
Calling functionality	This is the main goal of the project, give a practice tool for teaching 911 to increase fire education.
Teach kids their address	A child's address is necessary for 911 calls and without it emergency response is harder. Having kids practice their address helps not only with 911 but other emergencies and aspects of their life.
Reinforce the right practices and be consistent in educating	Practicing the 911 call steps is important, ensuring that the process that is taught is properly and consistently is important for fire education, reduces conflicting messages and confusion.
Script for the 911 call	Fire education has to be continued at home and in the community, providing the 911 script for the call will help families practice the right steps and questions and reinforce the right message.
Positive Reinforcement	Positive reinforcement is important to engage kids and bring kids back to use the app again. Using the app and practicing the address is important, using the app a few times will reinforce the knowledge of the address for future use.
Standard home blueprint information	Knowing the standards for every house built in the community will be crucial information in educating children with fire escape plans