

- Kids can't use phones
↳ the old phones used to ring which was annoying

- message has to get home
↳ letter is current system

- emulate a phone call
↳ key element

use it at the school

↳ technology that they use
↳ between 2 users

how not to call 911

↳ Forward #?

child has to respond fire
↳ encourage?

Kids don't know address

open to either real users or
↳ or recorded voice bits

Not all firefighters are tech savvy

Accessibility

Deliverable 1: digging into the info

EAST FEEDBACK MICROSOFT'S DESIGN THINKING APPROACH
CUMULATIVE

CARRY OVER THIS CONCEPT MAY BE A GOOD EXAM QUESTION ACCORDING TO TIM / NORTHSTAR

GOOD QUESTIONS TO ASK/PROBE WHAT IS THE CUSTOMER'S MOTIVATION FOR THIS NEED?
WHY DOES THE CUSTOMER CARE ABOUT THIS

*JEFF PATON ← SEARCH UP THIS GUY

JAN 23, 2020 - LECTURE 6

REGINA FIRE & PROTECTIVE SERVICES

- ALL OVER NORTH AMERICA - FIRE IS A TRAGEDY - GOAL IS TO TAKE IT AWAY (RUN FIRE FIGHTING OUT OF BUSINESS)
- REGINA WALMART FIRE INCIDENT
- PAID FOR BY CITY TAXES - A THIRD OF THE DUTY IS PARAMEDIC RELATED
- EVERYTHING DONE IS FINANCIALLY - HAS A FIRE RESCUE BOAT (ALSO ICE RESCUE)
- CUSTOMERS ARE EXTERNAL
- 7 FIRE STATIONS (INDUSTRY STANDARD - MUST RESPOND IN LESS THAN 6 MINS)
- NFPA ← SITE/RESOURCE - CARELESS SMOKING IS #1
- ALSO RESPONDS TO MEDICAL EMERGENCIES CAUSE OF FIRES AND LOOKING
- PUBLIC EDUCATION GROUP (EVERYBODY'S ROLE)
- STATS → FIRE RELATED ISSUES IS STILL UP TOP & MEDICAL SECOND
- WHY DO FIRES START IN REGINA?
 - DRY CLIMATE - MATERIALS USED FOR HOUSES ARE FLAMMABLE
 - HOUSES ARE CLOSED TO EACH OTHER
 - WHAT CAN WE DO TO PREVENT FIRE? ← MAIN Q! PUBLIC EDUCATION
 - BE PREPARED!
 - CHILDREN FIRE SAFETY EDUCATION PROVED TO WORK. NOW, TIME FOR LOOKING FIRE EDUCATION
 - EDUCATIONAL TECH. IS CURRENTLY OUTDATED - STILL USES TELEPHONE NOT SMARTPHONES
 - ALSO, THE ONLY COMMUNICATION FOR HOMES AT THE MOMENT IS THROUGH MAIL (LETTER) *DISABILITY?

ENSE 471

Jan 23

Presentation: Candace Gible

- wants to share project with other fire stations
- take tragedy away from community
 - ↳ reduce fires, education
 - ↳ stop them
- webs for city/mayor/council
- it is a citizen service, to residents, visitors service to the community

- high rescue
 - ↳ set up on road building
 - ↳ building collapses
- vehicle accidents (jaws of life)
- water rescue team w/ boat
- ice rescue
- fires
 - medical emergencies - 1/2 of firefighters are registered paramedics
- 7 fire stations 2, 6, 10
- Haz mat team
- building inspection for fire safety
 - ↳ investigate cause of fire too
- public education

- drug industry
- house materials
 - ↳ synthetic burns faster
- houses close together

Target

- preventing fires
 - survive
 - ↳ plan & prepare

- Careless smoking is the leading cause of fires & fatality
- extension cord fires, wire protection is degraded
- Careless cooking is leading cause of fire
- Playing with matches/lighters
- Learn not to burn
 - engage children they have something to do

reduce fires from 41 in dec 03 to 3

3 year cycle