

Deliverable 1 Review

Customer Notes:

- Wants a phone app
 - **Navigate to the the phone app**
 - **Type 911 or Emergency and call**
 - **Verbal conversation is important*****
 - Kids don't verbally communicate, help prompt them and engage them.
 - Still realistic and friendly
 - **Usable at home**
 - Anybody can install and use it
 - Transcript for parents
 - Parent's engagement is important
 - Assist education at home, kids trust their parents
 - Sound bytes to simulate the phone call could be helpful for calling
 - **Kids don't know their address**, this is a problem, find a way to reinforce their ability to remember it
- Educate past activities at the school
 - Letter home is not effective, a new way could be helpful
 - An accessible website/web application to facilitate learning
 - Teachers interact with families (through see saw), they send pictures and updates home on what the kids are doing. If teachers could send a website that could be helpful.
 - Blueprint Fire escape plans *
 - Have "blueprints" of a bunch of different houses and configurations.
 - Having different fire locations and different people in various rooms, identify safe escape plans
 - Like a maze, a blocked way out means another path is needed.
 - Reinforces general fire escape plan knowledge
 - All end up at a meeting spot at the end of activity

General notes:

Device restrictions?

Both Android and IOS are used

Connection Restrictions?

Wifi or Data will be available

More than one set of calls at once?

Might be nice, large groups create a bottleneck at the phone call station.

Do you want kids to navigate to the phone app or just use it?

Navigate to the phone app to show they can physically do that

What functionality do you want?

Usable by community as well as firefighters, pre recorded messages could be nice, let parents and kids practice phone calls.

North Star Customer:

Kids and community are the driving force, fire education and engagement is important.

Overall needs include a phone app to teach kids how to use 911 and the ability to continue fire education. The deliverable meeting allowed additional insight into requirements, and constraints. The importance of verbal conversation and encouraging children away from physical responses that cannot be seen over the phone. The kids being the driving force and the fire education of them and the community was reaffirmed. Providing the app to the community was suggested and allowing it to be accessed will allow parents to practice 911 calling with their children and reinforce learning.

Team Insights vs Needs:

Need (What)	Insight (Why)
Application must be available for every device	Devices differ from user to user, (Android or IOS) increasing the availability allows for an increase in reach of programming.
Kids to know exactly what to do (simulate a 911 call or do anything on the app)	To test calling realistically. Also fire education and knowing what to do is an important aspect. Navigation to the app and realistic use of the app will help with fire education and knowing what to do.
Keep the kids engaged with the app	It's easy to get sidetracked especially for kids. By gamifying the app of some sort may help the kids from losing focus, keep engagement without lessening education
Usable at home	Fire education has to be continued at home and in the community, creating a product that is usable at home can allow parents to get involved in their children's fire education.
Teach kids their address	Many kids do not know their address which makes it difficult to locate in the event of a call, teaching skills to remember and know their address is important for emergency response.
Fire Plan creator/tester	Allows kids to practice fire escape plans and for families to create their own escape plans. The general knowledge would help kids in the event of the fire. The activity would engage them and keep them interested in learning.