

Stakeholder	Need (Benefits from...)	Requirement (The design should...)	Metric (Evaluated by...)	Target Range (within...)	Rationale (Because...)
Environment + Town	Station is easily integratable into existing town/city structure	Take into account ambulance parking (it needs to be able to drive out quickly), building size, window location on building, outdoor seating	Average square footage, location on a block, number of windows facing the street	Accessible to street, not surrounded on 3 sides by buildings -- preferably corner location, 6 windows/gets at least 5 hours of direct sunlight into the building per day	By designing the building in a way that would allow it to fit into a "standard" block, it becomes merely a matter of zoning and permits to make our reinvented space a coherent part of any existing community. Keeping in mind the location of other buildings and structures, we can make minor modifications to the building to accomodate, such as removing windows or changing the layout slightly. The most important aspect of the location design is ensured access for the ambulance to a road, so that will be the main focus of finding a location and orienting the building.
All EMTs	They all have a quiet space	Have a spacious relaxation room that is always locked off from the public. It should have both rest and fun areas.	Number of beds, sq footage of room, minimum distance from civilians	2 beds minimum (that are good quality), at least 600sq ft, at least 100 ft from any civilian activities	EMTs need to rest while on call, and being constantly in the presence of civilians can be exhausting (and actually lead to more burnout). EMTs have complained about wanting to have a space of their own that they can personalize and feel genuinely comfortable in. This private space will allow them to feel ownership (which lets them do their job well, lets them feel in control) and the fun/social areas give them a natural place to talk to each other, which benefits their mental health. It allows them to grieve in the most natural way.
Wendy and Howard, Lagle	They have the opportunity to interact with people in the community	Have communal spaces and furniture	Long tables with multiple chairs	At least one table in each cafe can seat at least 8 people	By interacting with and being visible to the community, the public's awareness of EMS will increase, which would lead to greater respect and more recruits. More respect from the community would increase the respect the EMTs have for themselves (which would decrease burnout), and more recruits would decrease the number of hours EMTs need to work (which would allow them to be healthier and less burnt out as well). These both could lead to increased EMS funding/wages, through the united efforts of EMTs and the people who realize their extreme value to the community. , which would reduce burnout. Also, interacting with the community will increase the mental health of EMTs by making them feel less isolated.
Howard, Lagle	The cafe attracts people	Be modern, clean, and invoke thoughts of classiness.	How many colors are used, is the furniture cohesive, is the furniture comfortable	Neutral/not many (neutrals + EMS blue), True, True	People will only come into the cafe if it looks nice. People will only stay and return if it actually is nice. Getting people to stay and to return will bring EMS to their attention on a semi-regular basis, which in turn will lead to increased support, respect, and possibly funding for EMS, all of which reduce burnout.
Howard, Wendy	The cafe is not so hip that it drives EMTs away	Not be overly "cool"	What materials are used in building the cafe, what colors are used, how welcoming is everything (do EMTs feel welcome and comfortable)	There are always 25% of the EMTs in the cafe at any time	EMTs encompass a variety of types of people. They will only stay in the cafe if it isn't too hip/trendy. If the EMTs feel like the cafe is too "cool" for them, they won't feel comfortable in their own space, which will make them feel even less supported by the community and will make it even more difficult for them to do their job well.
Howard	The cafe educates people about EMS	It should subtly remind people about EMS. It should not be garish/flashy or overtly in your face about EMS.	Where are EMS messages located and how long should they be, what types of messages are being relayed	On walls/tables/everywhere & not more than 3 sentences, accurate information that shows the importance of what EMTs do	People don't know much about EMS. This lack of knowledge causes them to not respect EMTs as much, which in turn causes EMTs to feel disrespected and prevents people from going into the field or giving funds. Furthermore, when people do actually interact with EMTs, they don't see them as people & thus aren't polite/thankful (which lowers EMT self-esteem) and don't know what to do, which makes it more difficult for the EMTs to do their job. If the cafe educates people about EMS, they will show EMTs more respect, won't interfere with EMTs when they're saving a family member's life, and will maybe even join.
Lagle, Howard and Wendy	The cafe isn't so flashy/Disneyfied that the EMTs become caricatures	Not be flashy, not put the EMTs on show, actually look like a normal cafe	The number of EMTs in the Cafe at a time and how confident and respected the EMTs feel while being in the Cafe	There are always 25% of the EMTs in the cafe at any time in the cafe at any time, more than half of all EMTs say they feel confident and respected at the cafe	EMTs are real people. If civilians see them more like DisneyWorld characters, civilians might actually see them less as people and respect them less, which of course would cause EMTs to feel less appreciated than they already are.
Andy	Is easily able to enter and exit the cafe + get food without having to interact with people too much	Have a clear path between the ambulance, counter, and private area	Number of tables Andy must pass to go from ambulance to counter to upstairs	Preferably 0	Andy is in EMS for the adrenaline rush -- he doesn't necessarily care about interacting with civilians, and he might find talking to them more tiring and boring than just hanging out in the back room. That would further worsen his mental health and increase his likelihood of burnout.
Lagle, Action Andy	Watch is cool, official, and makes EMTs look like superheros	The watch should be sleek, be silent, be unique, vibrate, glow, AND STILL be functional and not get in the way	Watch shape, size, color	Extrudes no more than .125" from skin, customizable color, unlike any other watches currently on market, vibrates and glows	Lagle likes to feel important; the main reason she is in EMS is that she doesn't have any authority in any other position in her life. She also likes that people know about her power. She thrives off acknowledgment. As such, the watch must be obtrusively cool enough that people see it, recognize it, and respect her for it. EMTs benefit from having a tool that alerts them to emergencies and gets them through doors easily -- it allows them to do their job well.

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All EMTs, Customers	Have a subtle way for EMTs to be alerted to the fact that there's an emergency	The watches convey useful information to the EMTs, are easy to use, are easy to clean, vibrates & glows when there's an emergency, works as a prox to get into EMT specific areas, and doesn't disturb customers when they get calls.	Watch material, size, display size, information on display	Plastic/whatever diver's watches are made of, extrudes no more than .125" from skin, display is at least .5" x .5", only has date+time+alerts	EMTs value functionality. If the watch isn't functional, it will only impede EMTs as they try to do their job correctly, which will in turn frustrate them (because the people designing for them often don't take the time to consult them at all). By having a functional watch made with their needs in mind, they will better be able to do their jobs and feel valued. Customers won't want to spend time at the cafe (and socialize with EMTs) if alarms are constantly going off. This will prevent EMTs from getting the respect or socialization they so dearly need.
All EMTS	The cafe is well laid out so that EMTs aren't constantly running into civilians when they're trying to go on call	Have good furniture + layout, not have common civilian pathways (bathroom, counter) interfere with common EMT pathways (ambulance, supplies)	Empty square feet around door to ambulance/storage	At least 25 sq ft clear in front of every important door	While having people around and things to do improves EMT's mental health and makes them feel more appreciated, having people in their way when there's an emergency would make it harder for them to do their job well and make them feel like they have no control over their space, which would make them angry and cause them to resent the space. In order to prevent this, the cafe will be designed with enough open spaces to allow for easy maneuvering around and through the crowds.
All EMTS	Are able to easily give feedback about the space and what is/is not working	Have a way to give feedback to customers, managers, employees (and have that way feel natural/comfortable)	How many EMTs use the system, how often managers/employees read the feedback	All EMTs use the system within their first month at the station and their feedback is considered/acted upon	EMTs often go into EMS seeking authority, which is something they are denied in the current structure. They desire the ability to control how EMS is structured and functions; since they are the ones, after all, who are actually experiencing it. By giving them more control in their own space, they will feel like they have more control over their own careers and be happier. Likewise, they will be able to make the space actually fit their needs, which will allow them to do their jobs better.
All EMTS	Easy access to healthy food	Serve healthy, delicious, high quality food for free to EMTs	Amount of fast-food or other snacks purchased by EMTs	EMTs only have fast food once or twice a week and generally don't snack	EMTs often eat junk food because it is easily accessible to them. By making healthier foods even more easily accessible, their physical health will benefit.
Wendy	Community has easy medium to show EMT appreciation	Include a "Thank You" wall that is easily accessible to all customers	Does the wall exist? Is it located near a high-traffic area? Can both children and adults write on it?	1. True 2. True (ex: near counter, door, bathroom) 3. True (goes from near the ground to at least adult height)	Wendy cares a lot about individual interactions. While she enjoys doing EMS just because she likes doing good for the world, when her patients thank her, all of the stress of the job becomes 100% worth it. By having a thank you wall, the community would be able to thank her. This sense of appreciation and acknowledgment would keep her from burnout.