

CAerts: User Interviews

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Approach

To better understand the user needs for an citizen alert notification system, we conducted user interviews to collect data points, define their problems, document their expectations, and identify the pain points. The interviews brought great insights on their needs, tasks and ethnographic data. From them we summarized into a User Problem as stated below:

User Problem Statement

I am interested in receiving emergency alerts bc of where I live, the one device that goes with me wherever I go is my mobile smart phone. The more immediate the situation, the more accurate I expect the information. When I'm travelling or in transit, weather alerts are more important to me - I expect enough time to make preparations but not too much time or else I will forget about it. I want to get notified of severe weather in locations where my friends and family live. Even though I live and work within close proximity to one another, the geographic topographies and make a significant impact - geographic features can stop a calamity from spreading.