Deliverable 1: Summarized customer notes & team insights

Summarized customer notes:
- Create a program or software that can help firefighters educate children in a way children can easily understand, at the same time be able to take home with children to reinforce the knowledge of fire safety.

- Nowadays, children are more familiar with mobile cell phones than the old-fashioned touch-tone phone.
- Some children don't know what to do when emergencies happen. (call 911)
- Some children don't know how to describe the emergency quickly and effectively.
- Some children don't know their home address.
- Some children would not leave the house without their parents. (leave them behind)
- Children like to interact with things more than reading information.
- Grownups don't think lighters are as dangerous as knives for children.
- Majority of fires are preventable - no accidents

Team insights:
- Since children are familiar with the operating cell phone, we are thinking of building a phone application.
- This application will potentially be an Android app, we have more experience in java than swift.
- This phone app should be able to help firefighters to educate children during and after the fire safety lecture.
- This app should have two major functions.
    - Latest fire safety information.
    - A 911 phone call practice simulation.
- The latest fire safety information is being stored locally and can be edited through the latest version update. Parents can educate children anywhere.
- The 911 phone call practises simulation can preset a desired phone number, which can be their parents' or firefighters' number. When children dial 911 in the app, the app will redirect the call to the preset number. Then they can have a normal 911 conversation training.

Needs: (Based on the first delivery meeting)
- The application should teach not only children how to survive the fire, but also parents and family. Because for some adults, they also lack fire safety knowledge.
- This application should not be limited to an Android platform, because not everyone uses Android.
- This application should educate the user (kids and their parents) that they should phone 911 immediately if there is an emergency.
- Parents don't know to leave the building and/ or don't phone 911 fast enough