

Deliverable 2: Summarized customer notes & insights

Summarized customer notes:

- Immediate feedback on passing/failing a task (Positive reinforcements after completing a task).
- Instead of general fire safety, focus more on 911 calling and Engaging Emergency services. eg “Does your child know the address?”, etc
- Build 911 simulator for both firefighters to educate and for home use.
- Create a program or software that can help firefighters educate children, at the same time provide a way of reinforcing the knowledge regarding contacting 911 at home.
- Current plan may be too broad, we should narrow focus down.
- Focus on engaging emergency services.
- Provide a tool to allow parents to enforce/ encourage kids to take the correct steps when trying to contact emergency services.
- Get parents asking the children the ‘right’ questions. Do kids know what to say, do kids know how to dial 911, can the kids say their address, etc.
- Positive reinforcements go a long way for children, whether it comes from the app itself or the people they use it with.
- Keep in mind the ‘simple skill’ of dialing 911 is not so simple for a young child
- Think about what is ‘reinforcing’ to children

Team Insights:

- After long deliberation, we agreed on coding for iOS as our customer has easier access to iOS devices.
- Positive reinforcements can be done by either displaying a different window with a picture with a smile and/or playing a sound.

Needs:

- Needs help ensuring everyone knows how to engage emergency services
- Needs help ensuring everyone knows the information emergency services would require to send help.
- Ensure everyone knows what to say to get the correct emergency service.
- Parents reinforce all of this at home.