**Summarized Customer Notes**

**Lofi Design 1:**

* Change fire prompt to fire icon so it’s more intuitive.
* Having only one device is fine.
* The arrow progression is a great signifier.
  + Should only the firefighter/parent see this button?
* Follow the questions in the script given.
* Change “Call for Help” to “Call for Emergency”
* Positive reinforcement each time. The kid should get a ‘good job’ very explicitly.
* Make sure the script matches the script given by The Regina Fire Protection Services.

**Lofi Design 2:**

* Candance likes that it encourages to use their voice
* The functionality of vocalizing answers is good but can integrate it in a different way if necessary.
  + The app could encourage parents within their question prompt section to get kids to vocalize answers.

**Lofi Design 3:**

* Instead of calling it “FAQ”, call it “Fire Escape Planning”.
* Make sure we are reinforcing what the Fire Safety Educators taught (correct information).
  + Very specific information here. Reinforce what the firefighters taught, not what the parents might mistakenly think.
* Verbal recognition in any shape is encouraged.

**Overall:**

* Keep it simple.
  + One device is probably fine.
* Immediate response to kids is very important, whether that be positive or negative. They need feedback.
* The idea of extra information going home is a good one.
* There should be a family meeting place.

**Tim’s comment: We need to see the root problem and focus only on it.**

|  |  |
| --- | --- |
| **Needs** | **Insights** |
| Clean, Simple App | The app should be low ceiling and low threshold for the public education officers, parents and kids. It should be very specific to solve the real problem |
| Cross-Platform App | So the app can be easily used by Android and IOS users. |
| Connectivity is not an issue | The connectivity between phones is not required and thus will simplify at home and on-field use of the app. |
| Positive Affirmation | To reward kids on successfully entering the sequential 911 and answering questions correctly. |