

Summarized Customer Notes

The Regina Food Bank has distributed over 4,160,370 lbs of food to people all over Regina. Although their services were always intended to be temporary due to the Covid-19 pandemic there has been a spike in demand for food. Even though they have enough food to go around, they are having a problem with getting the food to the people. High waiting times and increasing number of people dropping their calls due to the extended hold time are one of the many challenges the Food Bank faces. The client (John from Food Bank) has given us a project to create a simple and clear user interface with a focus on a design that works in low bandwidth environments. We are also asked to design guards with respect to managing limits regarding the number of food hampers produced daily. Basically, the client is looking for a self-serve system that has all the food types and categories of the hampers they offer which their customers can just order online and get it delivered to their houses or pick it up at the Food Bank. They also faced various challenges post-pandemic such as the scale of food, a very few options available to the customers and a huge process the customers have to go through before they can actually get some food. We need to create a user interface that merges with Food Bank and calculates the mobile orders and the walk in orders included. This should be done to avoid overloading the Food Bank with too many orders. For example, if our user interface doesn't include the phone call orders and drive thru orders it might overload the Food Bank with too many orders. According to John, the Food Bank of Regina operates through various agencies such as The Salvation Army, YMCA Regina, Regina Immigrant Women Center and many more. They work with these agencies because it is easier to get food to the people who need it. Due to the coupling inflation that acutely impacts non-discretionary items such as food, rent etc. Due to the massive increase in demand for food, the Food Bank wants a simpler and efficient solution to this problem they are currently facing. Basically, the MVP is for users to be able to book hamper appointments 24/7 with a two week limit. Lastly, the target customers that John pointed out are children and youth.