**Appendix B: Interview Response Notes**

-Calvin

Q: What were the previous method used to collect notifications?

A: They used Excel to track data or wrote about incidents that occurred on a piece of paper. Often they would only find out about incidences that happened during the summary meeting at the end of events. They used radios to communicate and often they just dealt with the issue and not document it.

Q:Is using a third party software as opposed to developing a brand new system an acceptable solution?

A: They are ok with any system that can be expanded on later

Q:What is the average response time to respond to an incident?

A: This often depends on the severity of the situation. They want a system that will not only report how long it takes to respond, but they want to know when the situation was taken care of and by whom it was taken care of. They want users to be able to rate an incident as high; medium; or low in terms of risk.

Q:Which details are required for incident’s logs? What information are you looking for in those logs?

A: They would like detailed reports of the incidents. The more provided the better. It should include When did it happen,where it happened, who it happened to, Who responded, who reported it, the severity and when it was fixed. Real data.

Q:What level of security is necessary for this data?

A: It should have username and password encryption. Users shouldn’t be able to see admin info. There shouldn’t be any private information available to the public. They want to be able to identify any problematic people that recur at events. Also volunteers

Q: What amount of time are you willing to allocate to train employees to use any new system?

A: Training should be on the fly or even the day of. It should be very easy to use.

Q: What's the anticipated capacity limit?

A: Anywhere from 250 to 500,000 people. Always looking to expand the numbers.

Q: What's the average age group of the customers?

A: This will mostly depend on the event. There are events where people are looking for something for their 2 or 3 year old while at the same time looking for something for a 45 year old.

Q: Would you like the system to send more than pushup notifications ?

A: they want something that is easy for their customers to use. It should have two way communication

Additional notes:

* They are able to have some form of internet or intranet.