

Findings from the Quantitative Analysis

- **Night Watch Feature:** Allows residents to report and view recent nighttime incidents or suspicious activities.
- **Car & Individual Logger:** Enable community members to log and check unfamiliar cars or people spotted.
- **Communication Hub:** A forum or chat for residents to discuss safety concerns and share updates. This can bridge the communication gap.
- **Simple Reporting Interface:** Easy-to-use and straightforward reporting with instant acknowledgment.
- **Feedback System:** After reporting, users should get updates about the actions taken or the status of their report.
- **Community Collaboration Features:** Promote neighbourhood watch initiatives, share safety tips, or even organize community meetings.

Findings from the Qualitative Analysis

- **Feature Enhancements:** Users value the ability to quickly log suspicious activities but desire more diverse categories and clarity on platform features. This suggests the need for feature refinements and potential addition of new categories based on user feedback.
- **Strengthening Community Ties:** The feeling of isolation hints at missed opportunities for community engagement. Organizing community events, promoting group discussions, or introducing features that allow neighbors to collaborate can be valuable.
- **Transparent Feedback Mechanism:** While users feel safer, there's ambiguity about the outcomes of their reports. This highlights the necessity for a transparent feedback loop post-reporting.
- **Notification Customization:** Users find the news alerts helpful but can feel overwhelmed. This indicates the need for smarter notification settings, allowing users to customize the frequency or type of alerts they receive.
- **Effective Onboarding:** The platform should introduce intuitive tutorials or guides to assist newcomers, ensuring a smoother user transition into the platform's ecosystem.

Use Case Diagram

- Public User
 - View Welcome Page
 - Browse Communities
 - Create Account
- Moderators
 - Manage users (approve, ban)
 - Manage User Content (deletion, etc)
 - Moderator broadcast
 - Manage local news content
- Community Member
 - View Onboarding tutorial
 - Read forum posts
 - Post to forum
 - Update Profile
 - View Notifications
 - unknown car notification
 - moderator broadcasts
 - updates on issues
 - Send reports
 - View submitted issues
 - Access local news off platform content
- Law Enforcement
 - Access unidentified vehicles
 - View community reports
 - Manage issue tickets

Essential Use Cases

User Intention	System Responsibility
View Welcome Page	The system should inform the user on what the application is about give options to login/sign up or browse communities
Browse Communities	System should retrieve local communities for the user to easily browse and view the engagement of each community on the platform
Create Account	Should allow the user to setup their account with minimal information.
View onboarding tutorial	Should walk the user through the navigation and main features of the application with particular attention to the report feature
Read forum posts	Should allow the user to browse or search forum threads and posts. Should allow the user to watch posts of interest.
Update Profile	

Receive unknown car notification	
Send reports	
View submitted issues	
Access local news off platform content	
Manage Users	Should retrieve members that belong to the moderator's community.
Manage User Content	Should allow for efficient browsing and monitoring of user content. The system should bring to the attention to the moderator content reported by other users.
Manage broadcasts	Should allow the moderator to compose a message and tailor the delivery time and audience. The moderator should be able to monitor the delivery status and engagement of each broadcast
Access Vehicles reports	
View community reports	
Manage issue tickets	

Task Analysis

Use Case:

High Fidelity Prototype

[Community Guard Figma](#)