

Possible Harm

These are the groups that may be harmed from the application. We also try to suggest possible solutions to mitigate the harm, but these are just some ideas, you can choose other ways to resolve the concerns we raise.

City Locals

City locals are people who live in the city and use these "City Spots" as part of their day-to-day life. This could include a spot being their place of work, or somewhere they get food, shop, or live.

This group can be harmed because if tourists and visitors come to these city spots and the application suggests the same highly-ranked city spots to all users, this will swiftly snowball into several people congregating in a handful of places. This will make it harder for city locals to go about their day. For example, if the application suggests a lake in a city to all users because its very highly ranked, more people will go to the lake. If this lake is near a residential area, the people who live and work in that area will likely be disturbed by a sudden influx of tourists and visitors.

We believe that personalizing recommendations isn't enough to mitigate this harm, because many people have common interests such as humans being very strongly drawn to beaches, forests, mountains, etc. As a result, we suggest that the application should stagger its recommendations of activities so that only a limited number of people are suggested the activity at once. Or, if some X number of people mark that they're going to the spot in a short time, the activity gets hidden for some time-frame to let the spot cool down and keep the area from getting overcrowded and putting undue stress on city locals.

Municipal/Local Public Services

Municipal/local public services are people who provide services such as garbage collection, upkeep of public spaces, construction, etc.

This group could be harmed for a similar reason as above, an increase in visitors at public city spots will put stress on public services like garbage collection. This harm could also spread into taxpayers because they will be paying for the increase in cost for the extra upkeep needed to these city spots.

In addition to the solution we mentioned in the earlier section, you should also include notices and reminders in the application that are along the lines of 'Please respect the spots you go to!', with some guidelines of what to do/not do. These could be rules that the person who adds the activity space must add to indicate whether you're allowed to bring food to the location, if there are bathrooms, if pets are allowed, etc. This will minimize the harm done by adding stress to local public services from the influx of people going to the suggested city spots.

The Users

The users themselves are the people who are using your application and actively browsing and going to the city spots on the application.

While most people are good and respect others, there are many malicious actors in the world

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who may create activity spaces in your application that are located in high-crime neighborhoods or fraudulent city spots that are designed to attract unsuspecting tourists to the location and rob/assault them. This is a very high-risk possibility that will ruin the great potential of your application if it's not addressed. The users of your application will be significantly harmed if they feel unsafe or risk being physically hurt if they go to a fraudulent city spot that another user submitted.

To mitigate this harm, your application could use crime data to know if a city spot is located in a high-crime area. Additionally, your application should incorporate an approval process for all city spots to ensure that city spots are vetted by real, trusted humans. These reviewers would reject city spots that are located in unsafe areas among other things. The application should also include a report feature for city spots, where if a user reports a city spot and includes some reason like "Tour guide/local tried to pickpocket us and leave us stranded in the desert." At that point it will stop showing the city spot to other users and make the reviewers take a look at the report and decide if the city spot should be removed to protect the users. You can also have a quick-access button on the application that will call the authorities and share your precise location with the police with just the tap of a button.

People With Disabilities

Finally, people with disabilities are people who have any kind of disability that may prevent them from accessing specific city spots.

These people may be harmed because they also want to enjoy city spots that the application suggests, but may not be aware of if a city spot is accessible for them. This could cause harm because they may arrive at a city spot only to find out that it's not wheelchair accessible and they will feel stressed, embarrassed, and inconvenienced.

To resolve this harm, you can include indicators on all city spots that tell whether the city spot is accessible to people with disabilities so that this population of users can make more informed decisions and avoid being harmed.

Human Values

There are some clarifications that could be added, specifically for **Security: (Healthy, Social Order, Clean, Reciprocation of Favours, & Sense of Belonging)**. It is unclear how you are meeting this human value, because security is a very important value to have, especially when your application is centered around people travelling to unknown (and possibly unsafe) cities and locations. We suggest clarifying objective ways that you're meeting the human value of security and keeping your users safe. You can do this by applying some of the suggestions we made above (or coming up with your own, our suggestions are just some ideas you could consider) and mentioning them in your human values as well.

For example, you could say: Our human value of security is of the utmost importance because our users will be exploring unknown cities, we enforce this by putting every submitted city spot through a strenuous verification and vetting process to ensure that the locations are safe for our users and everyone involved in their maintenance.