

Daniel Pham

User Stories

Those “seeking help”

As a person affected by a wildfire, I want to submit a request for help outside of the common categories. I also want to know when my request has been acknowledged quickly.

As a person affected by a wildfire, I want real time updates on shelters, the distance from my location and how many people they can shelter.

As a person affected by a wildfire, I want to be able to report fires, blocked roads, detours in my area.

As a person affected by a wildfire, I fear this app would cause panic if it is flooded with information and false reports. I want to be able to access the information I need without clutter, further complicating and causing panic in an already stressful time.

As a person affected by a wildfire, I would like offline map data of my area so I can at least navigate local streets/avoid busy highways with no or limited connection to networks.

As a person affected by a wildfire, I want to know more general resources and help lines outside of just local help.

As a person affected by a wildfire, I want real-time factual updates from fire stations about if the fire is contained, spreading, and a general idea of what is being done.

Volunteers seeking to help

As a volunteer, I want to receive real-time alerts when there's a wildfire within a 50-mile radius, so I can offer my help but also keep myself safe and out of the way for firefighters.

As a volunteer, I want to be able to display my skills and assets and other ways I can help. I want to track my contributions in the app along with set myself to “Currently working” “Available/On Call” and “Not Available”

As a volunteer, I want to immediately know where to go to get started on helping and what to bring (food, shelters, medical supplies, just a helping hand)

Donors

As a donor, I want to quickly find where I can donate and deliver supplies and what type of place it's going (Shelter, Food Pantry, Fire Station)

As a distant monetary donor, I want to be able to verify my donation is in the right hands and what my donation is being used for.

As a monetary donor, I want to receive updates on my donations and how it impacted those affected. The sooner I know about how I helped, the more likely I am to donate again.

As a community member, I want to be able to start a call-to-action and start fundraising campaigns with communities.

Firefighters

As a firefighter, I want to be able to direct volunteer dispatches so they can meet somewhere safe and help in meaningful ways without getting in the way, causing panic or running around in a disorganized fashion

As a firefighter, I want firefighter specific features that isn't accessible to the public so the app is mutually beneficial without causing confusion.

As a fire station administrator, I want to be able to send messages out to app users to inform and update those affected and volunteers