### **Humane Transport**



#### Scenario

A scenario where MTI exceeded

### User Experience

CFIA agent may ask for an evidence as to why FWR MTI exceeded.

Travel	Travel (Scheduled FWR)	Delivered	Phase 4
1. Driving slower than normal due to heavy snowfall	2. Open Humane Transport app and record FWR form	<ul><li>5. Arrived at destination</li><li>6. Hand in ToC</li><li>7. Acknowledged by the receiver</li></ul>	Doings
Emotions			
Thinking I might exceed MTI with this kind of weather	Can I make a note using this app? I want to avoid using paper as it can get wet easily.	Thingking  Do I notify CFIA about this? If so, can I use the app to do it?	Thingking
I need to make a note that this weather stopped me from FWR'ing animals on time	Saying  Where can I add a special note for the Animal that required early FWR?	Saying	Saying

# Insights

This scenario covers any kind of unexpected events such as

bad weather and road constructions

## Internal Ownership

Team: Think of a functionality where app will help user to provide an evidence.

Product Owner: Determine if CFIA agent needs to be notified right away if this scenario happened