

# Stakeholder map

## **Multidisciplinary Prototyping Fall 2017**

Shangyanyan Li

Shannon Delaney

Taniya Thakkar

Sarah Braunstein

# Terrain exploration

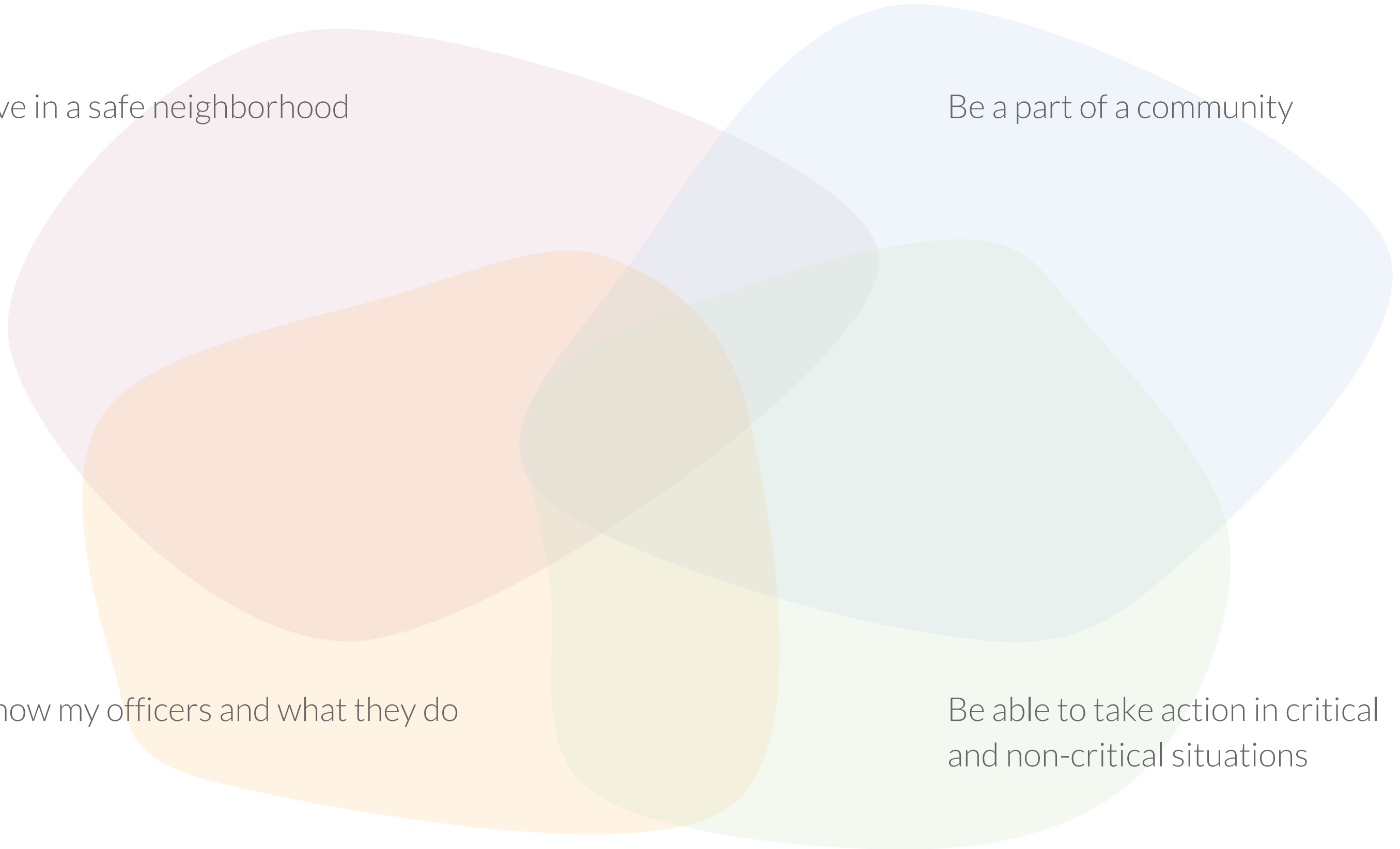
## User terrains

Live in a safe neighborhood

Be a part of a community

Know my officers and what they do

Be able to take action in critical  
and non-critical situations



# Territory exploration

## **Business territory**

A platform or system that connects neighborhood residents with beat officers in order to:

- address knowledge gaps
- build a safe community
- support transparency
- integrate communication channels

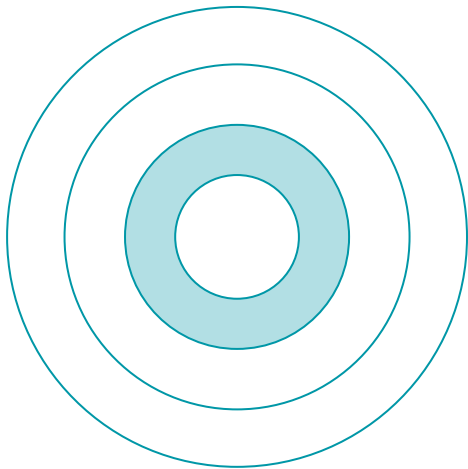
# Adjacency Map

Core, End, and Other Users



# Core Users

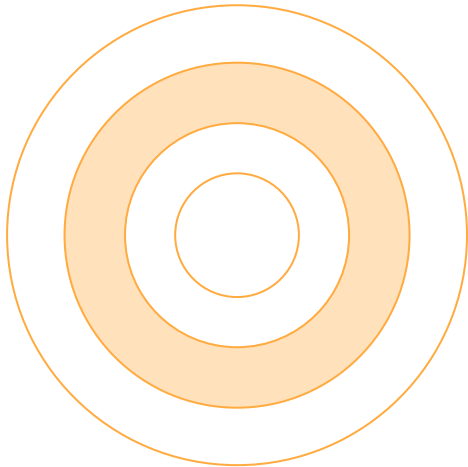
## Needs & Aspirations



Core User Group	Aspirations	Needs
Chicago Police Department	<ul style="list-style-type: none"><li>• Protect people and property in the communities they serve</li><li>• Prevent potential crimes from happening</li><li>• Feel connected to and appreciated by the populations they serve</li></ul>	<ul style="list-style-type: none"><li>• Ways to quickly connect and communicate with residents of their beat.</li><li>• Channels for giving and receiving feedback</li><li>• The trust and confidence of their communities</li></ul>
City & municipal governments	<ul style="list-style-type: none"><li>• Support the best possible quality of life for their residents</li><li>• Attract new &amp; retain current residents</li><li>• Be a leader in providing new models, efficiencies, technologies</li></ul>	<ul style="list-style-type: none"><li>• Be able to measure and show the results or impact of changes</li></ul>
Chicago officials (mayor)	<ul style="list-style-type: none"><li>• Solve Chicago’s high rates of crime (violent and nonviolent)</li><li>• Get re-elected</li></ul>	<ul style="list-style-type: none"><li>• Gain support for implementing new strategies</li><li>• Achieve success with limited resources</li></ul>
Call centers (dispatchers)	<ul style="list-style-type: none"><li>• Get first responders to scenes of incidents as efficiently and accurately as possible with as much information as possible</li><li>• To reduce wait line</li></ul>	<ul style="list-style-type: none"><li>• Intuitive, integrated, and predictive communication &amp; issue management platform</li></ul>
Other first responder organizations	<ul style="list-style-type: none"><li>• Protect people and property in the communities they serve</li><li>• Be known and trusted community members</li></ul>	<ul style="list-style-type: none"><li>• How to “plug into existing systems (e.g. how to best support or amplify CPD efforts)</li></ul>

# End Users

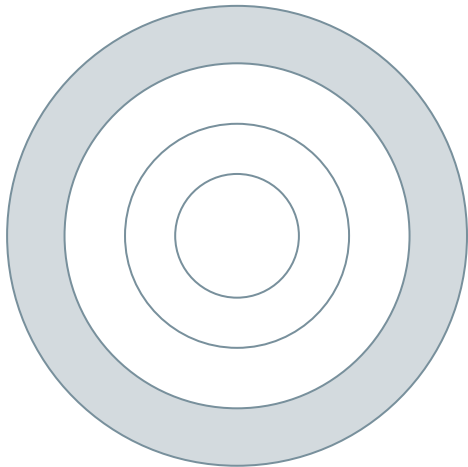
## Needs & Aspirations



End User Group	Aspirations	Needs
Community residents (including elderly, children, individuals with disabilities)	<ul style="list-style-type: none"><li>To feel safe in their neighborhood</li><li>To help other residents in the neighborhood and know how to get help</li><li>To connect with other residents and the first responders in their neighborhood</li></ul>	<ul style="list-style-type: none"><li>A set of channels and activities that support community building</li><li>Know-how and ability to address community issues and share information with other residents and first responders</li><li>Access to information about the first responders who serve their community</li></ul>
Police officers (CPD)	<ul style="list-style-type: none"><li>To keep neighborhoods and residents safe at all times</li><li>To be a critical member of the communities they serve</li><li>To know the people that they serve</li></ul>	<ul style="list-style-type: none"><li>The ability to reach the crime spot/location ASAP with as much information as possible</li><li>Deep neighborhood knowledge and residents that they can coordinate and collaborate with</li><li>Ways to recharge and feel gratified by their work</li></ul>
Aldermen	<ul style="list-style-type: none"><li>To secure all necessary resources for their wards</li><li>To represent the ward with the highest quality of life for its residents</li><li>To lead and collaborate with other aldermen to solve issues that negatively impact quality of life</li><li>To get re-elected</li></ul>	<ul style="list-style-type: none"><li>Information about what takes place in their ward (from the mouths of residents, and objectively through data collection)</li><li>The ability to make a case for resources and show impact of solutions</li></ul>
Victims	<ul style="list-style-type: none"><li>To understand how and why something happened, and the ways that the community will address it</li><li>To feel supported and safe in their community</li><li>To know how to get help and prevent future issues</li><li>Feel confident that the case is being addressed</li></ul>	<ul style="list-style-type: none"><li>Streamlined formal and informal communication channels for reporting, tracking, and addressing issues</li><li>Access to trained personnel to give right kind of support</li></ul>
Witnesses	<ul style="list-style-type: none"><li>Help first responders solve or address an issue</li><li>Help victims get the necessary help</li></ul>	<ul style="list-style-type: none"><li>Streamlined formal and informal communication channels to help others address issues and connect with first responders</li></ul>
Mediators	<ul style="list-style-type: none"><li>Help people who are unable to seek help on their own</li></ul>	<ul style="list-style-type: none"><li>Streamlined formal and informal communication channels to help others address issues</li></ul>

# Other Users

## Needs & Aspirations



End User Group	Aspirations	Needs
Local business owners	<ul style="list-style-type: none"><li>To own a sustainable business supported by a safe and prosperous community</li></ul>	<ul style="list-style-type: none"><li>Ties to surrounding community and first responders</li></ul>
Neighborhood schools	<ul style="list-style-type: none"><li>To be a safe and excellent place of learning for local students</li></ul>	<ul style="list-style-type: none"><li>A strong connection to community and 1st responders</li><li>Fluency in safety issues (staff and students)</li></ul>
Safety focused organizations (e.g. Ceasefire)	<ul style="list-style-type: none"><li>To address public safety concerns with support and collaboration from community members</li></ul>	<ul style="list-style-type: none"><li>A strong connection to community and 1st responders</li></ul>
Social workers	<ul style="list-style-type: none"><li>To connect clients with the resources and knowledge that will improve their quality of life</li></ul>	<ul style="list-style-type: none"><li>Ways to connect with appropriate institutions that support the needs of their clients</li></ul>
Hospitals	<ul style="list-style-type: none"><li>To work with cases and heal patients as quickly and effectively as possible so they can leave and get back to their lives</li></ul>	<ul style="list-style-type: none"><li>Adequate staffing and access to materials and resources in the facility</li><li>Knowledgeable staff who know &amp; embrace their roles</li></ul>
Paramedics / EMTs	<ul style="list-style-type: none"><li>To transport people in emergency health situations to the hospital for sustained care</li></ul>	<ul style="list-style-type: none"><li>A direct connection to hospitals and adequate infrastructure to arrive as fast and as safe as possible</li></ul>
DHS	<ul style="list-style-type: none"><li>To provide services that help Illinois residents achieve health and self-sufficiency</li></ul>	<ul style="list-style-type: none"><li>Multiple and reliable ways for staff to connect with community members, organizations, and each other</li></ul>
Policy makers	<ul style="list-style-type: none"><li>Put forth effective regulations that are in the best interest of the publics/their constituents</li></ul>	<ul style="list-style-type: none"><li>To have a deep understanding of public/constituents needs and reliable methods to communicate with them</li></ul>
Other city services/agencies	<ul style="list-style-type: none"><li>To meet the needs of residents and support a high quality of life</li></ul>	<ul style="list-style-type: none"><li>A streamlined way to collaborate with other services and first responders to serve communities</li></ul>
Real estate agents	<ul style="list-style-type: none"><li>To have block by block knowledge of a community</li><li>To bring buyers into strong communities</li></ul>	<ul style="list-style-type: none"><li>Deeper connections to neighborhoods, not just on an as-needed or sale-by-sale status</li></ul>
News reporters	<ul style="list-style-type: none"><li>To share relevant and impactful stories about communities &amp; residents</li></ul>	<ul style="list-style-type: none"><li>Access to information, people, and events</li></ul>



# Existing Service Flow

