Problem

[The immediate problem in a disaster situation is neither un-controlled behavior nor intense emotional reaction, but deficiencies of coordination and organization, complicated by people acting upon individual definitions of the situation.]

– NORC studies on human behavior during disasters. Fritz and Marks (1954)

User-Driven Design Solutions

The Responder Maps (RM) web service addresses the information needs of first responders by enabling the assembly, delivery, and display of context-driven situation awareness maps spanning multiple responders and jurisdictions. Integrating data from various sources, RM enables emergency officials to assemble a common operating picture that first responders can access to plan or conduct operations.

Iterative, user-centered product definition strategies drove requirements and creation of various artifacts and designs exploring mobile web-based extensions of the service:

1. User and Workflow Research
2. Ideation and Prototyping
3. Testing and Analysis

High-fidelity mockups and video storyboards were used to elicit requirements from end users and validate ideas.

Future directions include field tests to assess usability and outreach to potential data partners to address additional responder needs.

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