Panic Button Discovery and Concepts

# Project Overview

#### **Problem:**

The hospitality industry needs help to solve the complex problem of guests sexually assaulting and harassing workers.

In response, cities are enacting ordinances that requires hotels of a certain size to provide safety devices to employees who work in private rooms.

#### Solution:

Panic buttons are small devices that might permit housekeepers to

swiftly call for help.

The technology takes different forms, including GPS devices that track employees as they walk through the building, buttons that emit an trigger alarm and a smartphone app. Roles include:

- Housekeepers/ Hospitality Staff
- Response Team
- Owners / Managers

# EnVisioning

Define and align with stakeholders across key ideas and processes

## **Actors:**

### Richard (manager on-duty) Vera (nearby housekeeper)

Tracy (Housekeeper, user)

David (security, response team)

### Scenario:

Tracy James, a housekeeper, feels threatened while carrying out her cleaning duty in room 605 on the 6th floor. She quickly triggers the panic alert button, which immediately sends an alert signal to the security team, alerting the response team while activating GPS tracking, pinpointing her location.

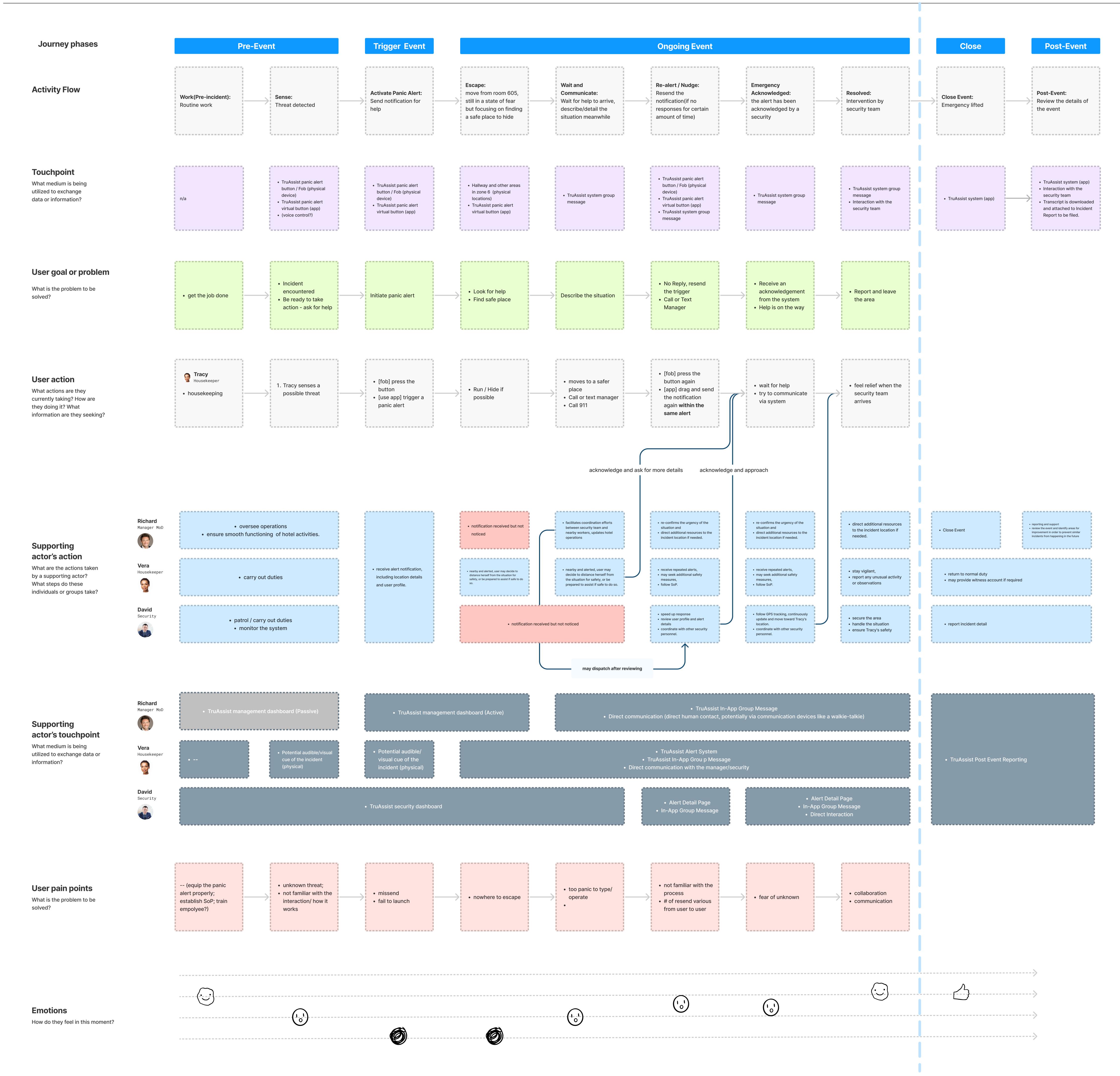
Several minutes pass with no response from the team, she resends the notification again to alert the security team to her situation. A team member acknowledges he is on the way to her location. The team member accesses the situation, ends the event. Post event,

the manage on duty retrieves a transcript of the event to attach to the report as required.

#### **Touchpoints:**

- TruAssist panic alert button / FOB (physical device)
- TruAssist panic alert virtual button (app) TruAssist system group message (app)
- Interaction with the security team
- Reporting software

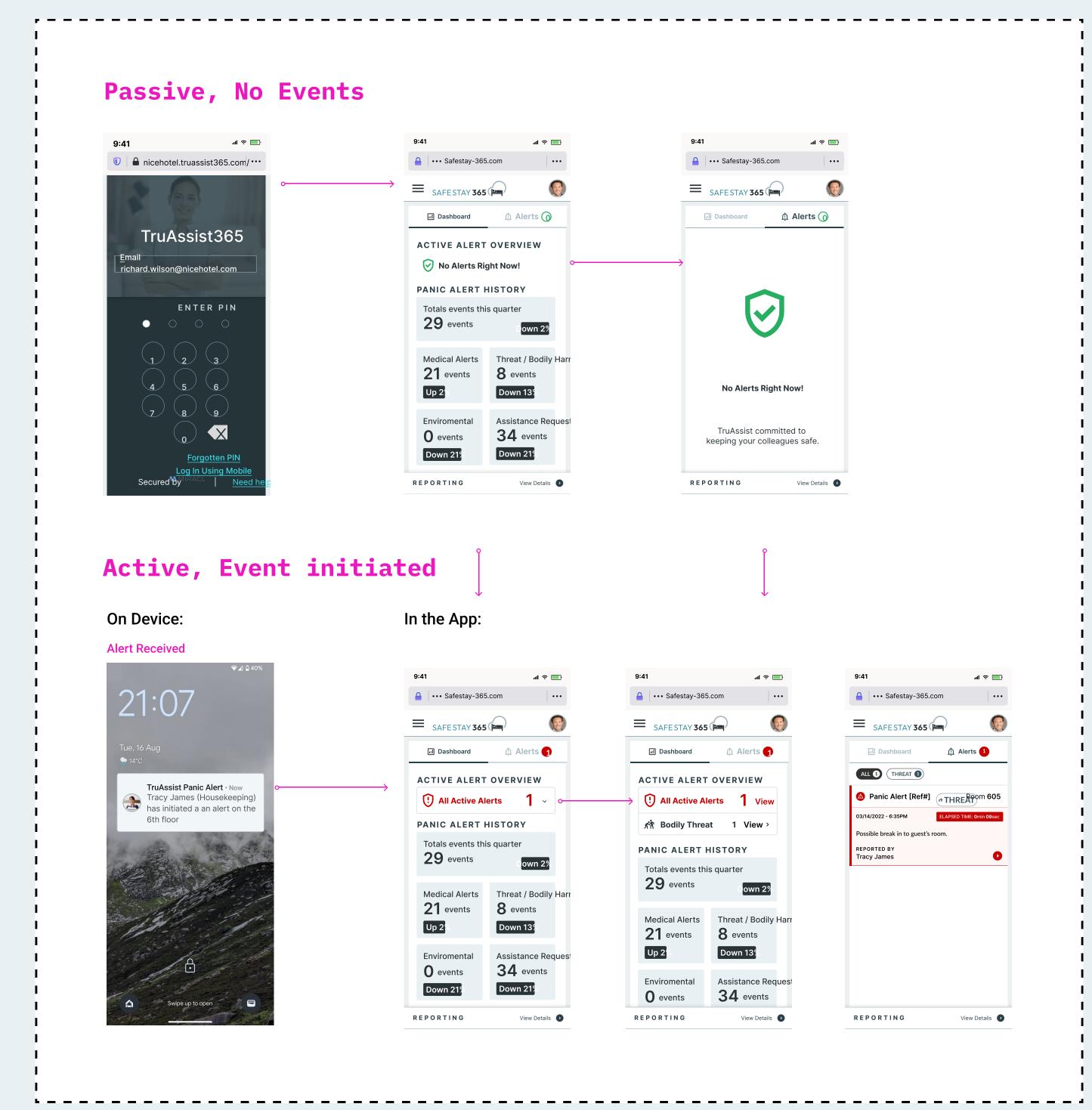
Staff + Response Team User Journey Discovery



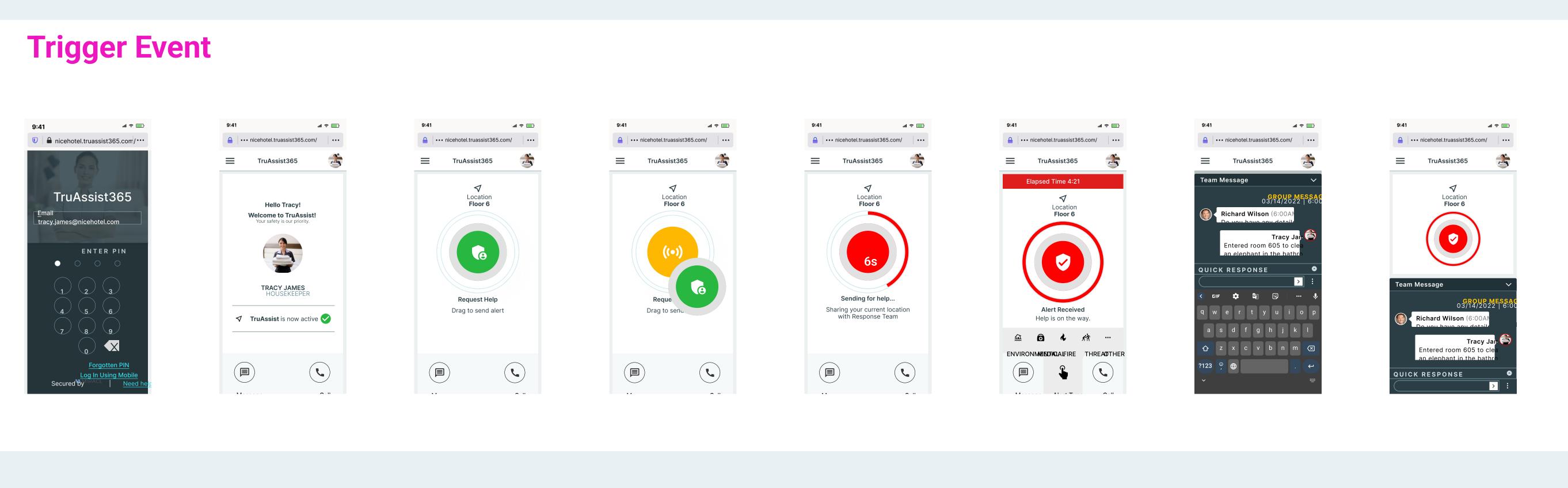
# Early Concepts

Use initial discovery to prototype early ideas, research and test for feedback

# Response Team Dashboard (no active events)



# Staff initiates alarm



#### Response Team Event Flow

