Summary:

The Flight Crew needs effective ways to enforce seat-belt compliance by all passengers at the time of take-off, landing and during turbulence situations.

Storyline:

The crew spends good amount of time going across the isles to ensure all passengers have buckled up during take-off and landing. It is possible not all passengers comply with the crew instructions.

Especially during the turbulence situations, it is extremely important to enforce the seat-belt compliance 100%, but many times, there is very short time window for the crew to make the rounds across all isles to check the seat belts.

Airlines would like to recognize and reward (e.g. frequent flyer miles) those passengers who fully comply and have the seat-belt on all the time while seated, thus enhancing customer experience and satisfaction.
Patty
Air Cabin Crew Member
I take pride in providing excellent customer service to passengers while ensuring their comfort and safety throughout the flight.

About
- 45, married, has been in the job for 20 years
- Enjoys travelling and shopping
- Energetic and pleasant, ever ready to extend help

Responsibilities
- Ensure passengers comply with the rules
- Serve food to the passengers
- Keep the cabin clean
- Coordinate with the Captain and other crew members

Needs
- Announce and enforce the fasten seat-belt rule across all isles for every occupied seat
- Pin point quickly any passenger with seat-belt not engaged
- ...
**Point of View**

As an air cabin crew member, I need a way to quickly cross-check all passenger seat-belts whether they are fastened during take-off, landing and mid-air turbulence situations.

so that 100% seat-belt compliance is ensured for aircraft and passenger safety.
<table>
<thead>
<tr>
<th>ACTIONS</th>
<th>MINDSET</th>
<th>FEELING</th>
<th>TOUCH POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help passengers to seat and serve food/beverages during flight</td>
<td>Flight took off, sudden turbulence after some time, Captain announces to get back to their seats and buckle up; the seat-belt light illuminated</td>
<td>😞</td>
<td>Overhead bins</td>
</tr>
<tr>
<td>Help passengers to seat and serve food/beverages during flight</td>
<td>Crew repeat the seat-belt warning and help passengers to get back to seats</td>
<td>😞</td>
<td>Mic, Overhead Bins, Seats</td>
</tr>
<tr>
<td>Help passengers to seat and serve food/beverages during flight</td>
<td>While helping the passengers, collect any trash and ensure the overhead bins closed...</td>
<td>😞</td>
<td>Mic, Overhead Bins, Service Carts, Food Trays, Overhead Bins, Seats</td>
</tr>
<tr>
<td>Help passengers to seat and serve food/beverages during flight</td>
<td>Cross-check by making another round across the isles to ensure all passengers comply with the seat-belts</td>
<td>😞</td>
<td>Overhead Bins, Trash, Seats</td>
</tr>
<tr>
<td>Help passengers to seat and serve food/beverages during flight</td>
<td>Crew get to their seats and fasten the seat-belt</td>
<td>😞</td>
<td>Seat</td>
</tr>
</tbody>
</table>

- **Looking forward for a good flight, passengers seated, all in happy mood**
- **Ohh, just in middle of serving passengers...I need to get everybody to their seats...**
- **Need to hurry up, turbulence getting worse.... Wish everybody just get back to their seats and buckle up quickly**
- **It won’t be quick to clear the isles, some passengers are not yet back in their seats...**
- **Walk through isles again? Who is not fastening their seat-belts? Why don’t’ they just comply quickly?**
- **Finally I get to seat, I am still worried if all passengers have the seat-belts on**
Prototype

Prototype screens for an IoT application to solve your PoV

**BUILD URL:**
https://standard.build.me/api/projects/9a7ce944f8a9e1760cd00dd6/prototype/snapshot/latest/index.html#/14772627309361742_S0

<table>
<thead>
<tr>
<th>Summary: Seat Belts Compliance</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Alerts: Unbuckled Passengers</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Seat Layout</th>
</tr>
</thead>
</table>

---

**Seat Belt Compliance: Summary View**

- **Report Time:** 18:00 EST

- Number of Passengers = 270
- Passengers Buckled Up = 264
- Passengers Not Buckled Up = 6
Summary: Seat Belts Compliance

Alerts: Unbuckled Passengers

Seat Layout

Seat Belt Compliance: Seat Layout

Report Time: 18:00 EST

1

2

3

4
### Seat Belt Compliance: Alerts

**Report Time:** 16:00 EST

#### Unbuckled Passengers Seats:

<table>
<thead>
<tr>
<th>SEAT NUMBER</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-D</td>
<td>NOTIFY</td>
</tr>
<tr>
<td>2-A</td>
<td>NOTIFY</td>
</tr>
<tr>
<td>2-D</td>
<td>NOTIFY</td>
</tr>
<tr>
<td>3-C</td>
<td>NOTIFY</td>
</tr>
<tr>
<td>4-D</td>
<td>NOTIFY</td>
</tr>
<tr>
<td>4-E</td>
<td>NOTIFY</td>
</tr>
</tbody>
</table>