A number of people went missing at mountainous area every year. Rescue workers have to try to help them out with a few clues only. They want to improve the situation by getting more information about the sufferers in real time. Sometimes the rescue work becomes very hard one especially when the sufferers are young and small or old people went hike in casual wear and light shoes and got lost in the mountains. Everyone who goes into the mountain needs something that makes them being prepared in case of emergency.
Jiro
The Rescue Worker

“Jiro would like to rescue people went missing in mountainous area and send them back home as soon as possible.”

About
• 29 years old, 5 years of rescue work experience.
• Being a member of professional rescue team, I receive emergency calls in anytime and dispatch rescue team to save sufferers as soon as possible.

Responsibilities
• I am responsible for receiving emergency calls and check rescue worker’s availability including myself.
• I am responsible for creation of rescue plan.
• I am responsible for very wide mountainous area that spans multiple borders of prefectures.

Main Goals
• Being a member of professional rescue team, I locate sufferers in the mountain very soon.
• Their vital information is available always to see the need of medical treatment or prioritize the rescue requests.
• When they went down from the mountain by themselves without rescue work, the information will be sent out automatically to the nearest hospital and rescue team.

Needs
• I need to locate the place where sufferers are now and identify the route to get there by the shortest way from the nearest area.
• I need to know age, gender and vital information of sufferers.

Pain Points
• Locating sufferers in the mountains are very hard and takes time always.
• We are unable to know their vital condition.
• We sometimes keep rescue work even after they come out of the mountain safe and sound because we don’t know that. It’s a significant loss of time when other sufferers are awaiting for us to come.
As a professional rescue worker, I need a way to rescue the people went missing in the mountainous area sooner than it is now so that they can be back home safe and sound.
## User Experience Journey: Rescue

<table>
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| - Receive a rescue request call.  
- Take a note about the sufferer. | - Where is he/she now?  
- Is anybody around him/her?  
- What is his/her age and gender? | 😊 | PC Phone, Smartphone |
| - Check rescue worker’s availability.  
- Check weather condition and access route. | - Is anyone available now?  
- It’s becoming dark. Just three ours left before sunset. | 😊 | PC Phone |
| - Assemble a team.  
- Share the rescue plan with them.  
- Dispatch them to the rescue work. | - We have to move quickly and safely. | 😊 | Shift roster |
| - Arrive at the place sufferer is.  
- Check the sufferer’s vital. | - He is alive...!  
- We had better to inform his family of that very soon.  
- Fortunately, he is not injured. | 😊 | Route map |
| - Call the nearest hospital to get him see a doctor. | - We have to go down the mountain safely. | 😊 | Smartphone |
| - The sufferer is back home. | - Now it’s over..! | 😊 | Transceiver |
| | | | Team members |
| | | | Sufferer |
| | | | Stretcher |
| | | | First aid kit |
| | | | Transceiver |
| | | | Hospital staff |
| | | | Sufferer |
MOCKUP ‘RESCUE SHOES’

There are different kinds of shoes such as for men, ladies, boys, girls, climbers, runners and so on. Shoes manufacturer embeds censor inside the shoes when they ship them. The product information inside gives sufferer’s basic information includes gender and if grown up or kids. Also it tells if they wore proper shoes to climb mountain. Any extra efforts are requested to consumers all the way to the mountain and doesn’t identify individual too much when they enjoy the leisure.

The shoes’ IoT censor works only when consumers get into the mountainous area wearing the shoes. Actuators set around there triggers it to start working. They don’t work in the town.

- All the visitor’s information will be shown as an analysis of their shoes. When they find the sufferer is a kid, rescue team send the picture of the shoes downloaded from cloud system to their parents who submitted a request of police search for their confirmation before they start rescue work.

- In a case where hikers or climbers slide down or fall down from a high place the censor senses impact force. If the impact amount exceeded a certain threshold, a signal will be sent out to the nearest rescue team to alert them to take an action.

- The censor senses heart rate and body temperature.

- Rescue teams are allowed to trace the particular shoes until they find the sufferer. If the sufferer managed to get out of the mountain before meeting them, the censor send a signal to them and the nearest hospital to pick him/her up to see a doctor. Those are parameters configurable by the rescue team on the screen.

Let’s go hiking!

They are here!
Inspiration:
Rescue Shoes,
Screen 1

North Area 1
28th June, 2017

9:18 PM

Dense fog advisory 15 min ago

Notify

Person is Staying

North Area 1
Nagao prefectural police the rescue team

Notify

1 Person is Staying

A girl, 6-12 age old

Vital information - Normal
Heart rate : 70 Body temperature : 36.0

Requests for police search: 6-12 age, girl

None

Confirmed

Action

Number of people - projected by shoes censors

Get in
Get out
Stay

Type of the shoes

Gender

Casual
Climbing
Others

Kids
Ladies
Mens

By clicking , You can switch the area

By clicking, You can switch the area

Double click on to zoom

29°C 1°F

Rainy percent 60%
Humidity 87%
Wind speed 2m/s

Number of people - projected by shoes censors

Get in
Get out
Stay

By clicking

You can switch the area
Inspiration:
Rescue Shoes,
Screen 2

North Area 1
28th June,
2017

9:18 PM
Dense fog advisory 15 min ago

A girl, 6-12 age old

Vital information - Normal
Heart rate: 70  Body temperature: 36.0

Requests for police search: 6-12 age, girl
None

Create /update a report to police by rescue team
Nagao prefectural police the rescue team is responding. Planned to start climbing from the north route at 10:30 PM. Estimated time to reach to the sufferer is 1h30min. The team members are Jiro and Goro.