

Design Exercise

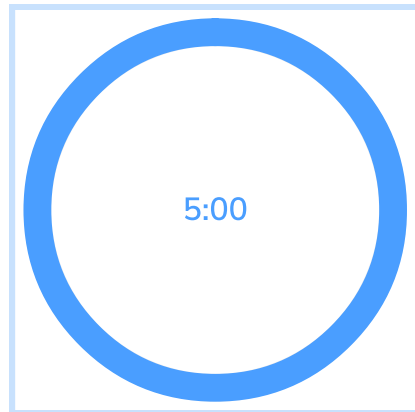
SECT.03.2026

- Pick A Question
- Define Personas/User Stories
- Explore Requirements
 - "How Might We"
 - Rapid Ideation
- Prototype (15)
- Demo Prototype (10)

Pick A Question

1. What can be done about increasing social isolation in our society?
2. Can we better understand complex rulemaking processes that affect our daily lives?
3. What help might newly-arrived immigrants need in our city?
4. How can we capture and share stories about our community?
5. How can we help people stay informed on what is happening in their local government?
6. How can we strengthen the bonds of the CAPP community?

(selected 2024/2025 project questions)



Empathy Mapping

Goal: Understand personas and possible user stories

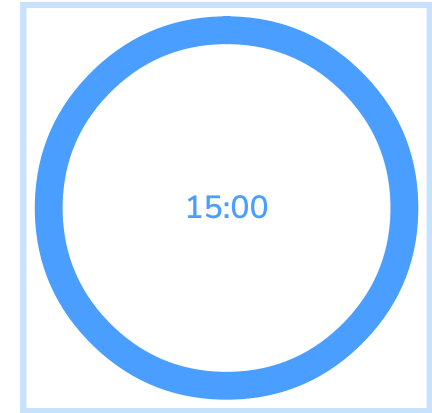
- Says* / Does / Thinks / Feels

Fred, Longtime Resident

- Says: "I've reported that pothole four times"
- Thinks: "Nobody cares what we report"
- Does: Make reports, though less frequently now.
- Feels: Skeptical

(* *Says usually comes from research/interviews*)

<https://www.nngroup.com/articles/empathy-mapping/>



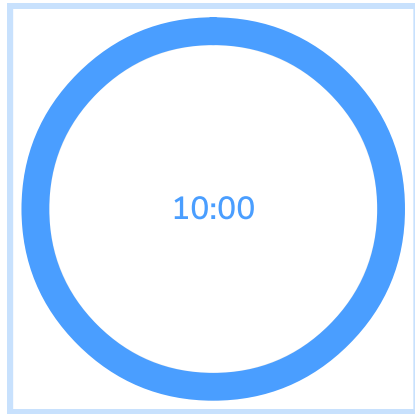
How Might We...

Goal: Explore problem space to identify possible angles of approach

How might we for so that .

- How might we provide issue reporters with updates so that they can feel like they're heard.
- How might we enable the city to prioritize work requests so that severe issues can be handled promptly?

We'll come up with as many as we can, then we'll decide which we might be able to solve.

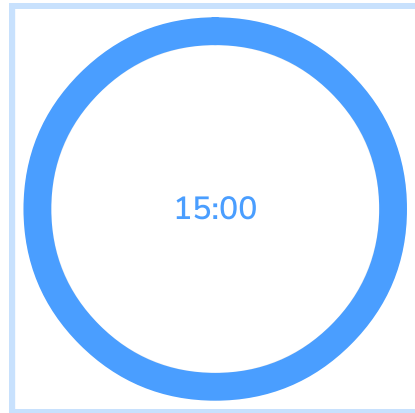


Solutions!

Goal: Explore solutions to identified questions

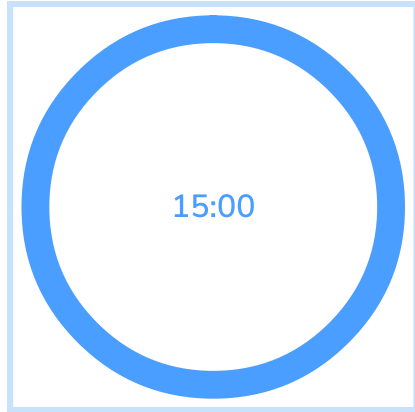
- Automated text messages every 24 hours on the status of your issue.
- Crowdsourced issue voting platform.
- Allow citizens to put bounties "StreetBux" on road repairs and earn more by doing vigilante pothole repairs.
- Interactive map of requests near you and their status.

No constraints yet; OK to be out there.



Prototyping

- Pick 1-2 solutions and build a paper prototype.
- Will share with other team once built.



Additional References & Resources

- <https://designthinking.ideo.com>
- <https://dschool.stanford.edu/innovate/tools>