



Interview coding

| Original keys | Facts | Interpretation |
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| <ul style="list-style-type: none"> • Accidents often happen when drivers is not experienced and in early years • Low speed accidents due to distraction • Fire truck panel is like normal car • Fire truck dashboard has a lot of buttons in front of the officer seat • NO noise or light in dashboard • Nice view and high seat • Station turn out system • Map gets printed without route • Shows fire station and where emergency is • Driver and navigator look at the map and talk • Use map always in backseat • People don't carry their phone • Route for Google map is often wrong • Jump on tram tracks • Car parked in a street causes traffic • Train track is bad, school time is bad • Rudimentary systems • Mobile data terminal (tablets only exposed to the officer) • Relay heavily on drivers knowledge of the area • Fire brigade have old people who are not confident with technology • Fire fighters aren't tech heavy • Fire fighter union doesn't like tracking movements • They don't like voice option as they need to constantly listen to the radio details • Need for adjust and reroute quickly • Counter flow in against the traffic flow • Fire truck is 13.5 tons to 27 tons | <ol style="list-style-type: none"> 1. Accidents often happen when drivers is not experienced and in early years 2. Fire truck panel is like normal car 3. Fire truck dashboard has a lot of buttons in front of the officer seat 4. NO noise or light in dashboard 5. Map gets printed without route 6. Use map always in backseat By navigators 7. People don't carry their phone 8. Route for Google map is often wrong 9. Jump on tram tracks to save time 10. Rudimentary systems are used in a fire truck 11. Relay heavily on drivers knowledge of the area 12. Fire fighters aren't tech heavy but feel like a change is necessary 13. They don't like voice option as they need to constantly listen to the radio details 14. Need for adjust and reroute quickly as counter flow in against the traffic flow happens sometimes 15. Fire truck is 13.5 tons to 27 tons and worth 1.5 million dollars for standard 3 to 4 million 16. Driver should spend attention and energy only drive 17. Quick short sharp guidance are preferred as too many options could be distracting 18. Finding the best route is a teachable skill 19. Drive mode and energy depends on emergency rating 20. Sometimes initial information is wrong but they always treat any situation seriously 21. Almost always there are 4 people in a firetruck | <ol style="list-style-type: none"> 1. Too many routing instructions is confusing for the driver one step at the time is the safest way of navigating 2. Fire trucks are heavy and hard to navigate so any quick change of route might lead into an accident. 3. learning the route is a teachable skill that can be delegated to machine to reduce the amount of errors. 4. Driver sits up high and has a good view, the upper bit of the view is unused which could be a prime space for a heads up display. 5. Drivers consider many variables while driving and any routing assistance should be clear and at the point of action not multiple instructions that requires memorizing. 6. lack of digital display makes it easier to produce a product with digital display as there are no other tool or device that might require gaze attention. 7. Fire fighters use paper maps hence there is an opportunity to use HCI to help. 8. knowledge of traffic is based on driver's past experiences. Any routing that could provide real traffic information could help. 9. decision making should be delegated to navigators not the driver as they are trained for it. 10. Due to emergency nature of the job any situation is considered emergency which adds a lot of stress to the driver. 11. Traffic consistency is the highest concern of the driver when selecting a route so helping driver to pick a route while driving to |

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| <ul style="list-style-type: none"> • Driver should spend attention and energy only drive • Quick short sharp guidance • Too many options could be distracting • Finding the best route is a teachable skill • Drive mode and energy depends on emergency rating • Firetrucks are 1.5 million dollars for standard 3 to 4 million • Lights come on and announcement happens, get map and learn as they go • Code 1 = lights and sirens code 3 = normal drive without sirens • Sometimes initial information is wrong but they always treat it seriously • Almost always there are 4 people in a firetruck • Decision about urgency is made based on experience of the driver • Firetrucks should “take all reasonable care” in emergency drive • They go 20k above speed limit • Give people time to react while deriving • Firetruck can’t make sharp changes because it’s heavy • Navigators can concentrate on navigations and make decisions while driver focuses on deriving • They always dispatch at least two trucks for an incident • There could be more police cars and ambulances • Bluetooth sensor technology didn’t work cause • Navigator should have the choice to cancel any suggested route • Human behavior is hard to guess and that makes decision making hard for the driver • Heads up display is the best option | <ol style="list-style-type: none"> 22. Decision about urgency is made based on experience of the driver 23. Firetrucks should “take all reasonable care” in emergency drive 24. They go 20k above speed limit 25. They always dispatch at least two trucks for an incident 26. Navigator should have the choice to cancel any suggested route 27. Human behavior is hard to guess and that makes decision making hard for the driver 28. Heads up display is the best option 29. Firefighters nowadays are open to new technology solutions as most of them see Technology driven solutions everywhere else 30. Firetruck accident impact is very dangerous due to its weight 31. Sometimes other firefighters come to fill in and they might not know the neighborhood 32. Firefighters don’t carry phone 33. They use Melways because of ease of read while deriving 34. A lot of variables local knowledge, time, traffic, train crossing, school time, roundabouts, dead end streets. 35. Drivers often pick familiar and simpler route which is not necessarily the closest 36. Medical calls are more stressful 37. Truck radio is the only reliable communication device 38. There are no digital display in the dashboard 39. Too many routing instructions is confusing for the driver one step at the time is the safest way of navigating | <p>the situation reduces the time they spend deciding what route to take.</p> <ol style="list-style-type: none"> 12. Because drivers are constantly seeking direction from navigators while other trucks or the base is on the radio, possible routing sol |
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| <ul style="list-style-type: none">• Firefighters nowadays are open to new technology solutions as most of them see Technology driven solutions everywhere else• Firetruck accident impact is very dangerous• They usually make a quick decision for first part of the route and then navigators use map to find more details• Sometimes other firefighters come to fill in and they might not know the neighborhood• Firefighters don't carry phone• They use Melways because of ease of read while deriving• A lot of variables local knowledge, time, traffic, train crossing, school time, roundabouts, dead end streets.• Drivers often pick familiar and simpler route which is not necessarily the closest• Medical calls are more stressful• Other fire trucks use radio to update other fire trucks• Truck radio is the only reliable communication device• There are no digital display in the dashboard• they experimented a tablet in dashboard for the officer view but didn't take off• Fire fighters are ready for change and are disappointed that they have to work with outdated technology• Too many routing instructions is confusing for the driver• One step at the time is the safest way of navigating | | |
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