The Raptors

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Overview

The Raptors focuses on ecological communication through awareness, management and education through the use of captive raised birds.

Unique Oppertuinity

Communication is decoupled from trainer to trainer, losing focus on big picture ideas. This causes no trainer to have a "big picture" idea of the organization.

How might we reinterpret the communcation + connections between trainers in order to ==capture high level data about bird flight health== without relying on word of mouth?

Proposal

Leverage the aspect of communication to add value by looking at granular flight health per bird.

Process interventions in communications so that the value of bird and flight health can be accessed at site prep daily.

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Personas

New Trainers

New trainers that are looking for a way to facilitate communications based on their limited skillset.

Seasoned Trainers

Seasoned trainers who have worked with birds before and have knowledge with trainer communication and ecological systems.

Managers

Old hand managers that know the ins and outs of the program and procedures.

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New trainers that are looking for a way to facilitate communications based on their limited skillset.

Personas

Seasoned Trainers

Seasoned trainers who have worked with birds before and have knowledge with trainer communication and ecological systems.

Managers

Old hand managers that know the ins and outs of the program and procedures.

The Seasoned Trainer

Seasoned individual who has worked with birds before and has knowledge with trainer communication and ecological systems.

Behaviors

Shares experience of working with birds with fellow trainers
Spends time researching new methodologies
Enjoys working with birds
Passionate about ecological systems

Needs

Clear consistent communication
Clear communication pathways to upper management
Adaquate training resources

Goals

Find new ways to have birds respond to better handling
Welfare for animals across facilities
Improved Training processes day by day

Pains

A lack of concise communication between trainers
Incomplete picture of information
Hard to keep track of things at facility

Persona Frictions

I   Detailed information in "hidden in plain sight" making it hard to understand trends of history

II   Difficulty documenting and searching things up unless directed too.

III   Poor communication system resulting in nobody having a full grasp on what happens with the birds.

Cognitive Overhead

Lack of communication across all channels, and the perception of time + value.

Solution

Hybridized solution that uses paper infomation cards as a touchpoint.

Improve communication of trainers with glance based communication system that cross mediums.
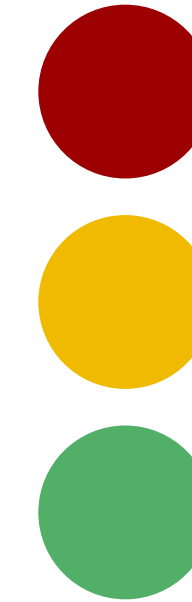
Hybrid Advantages

I

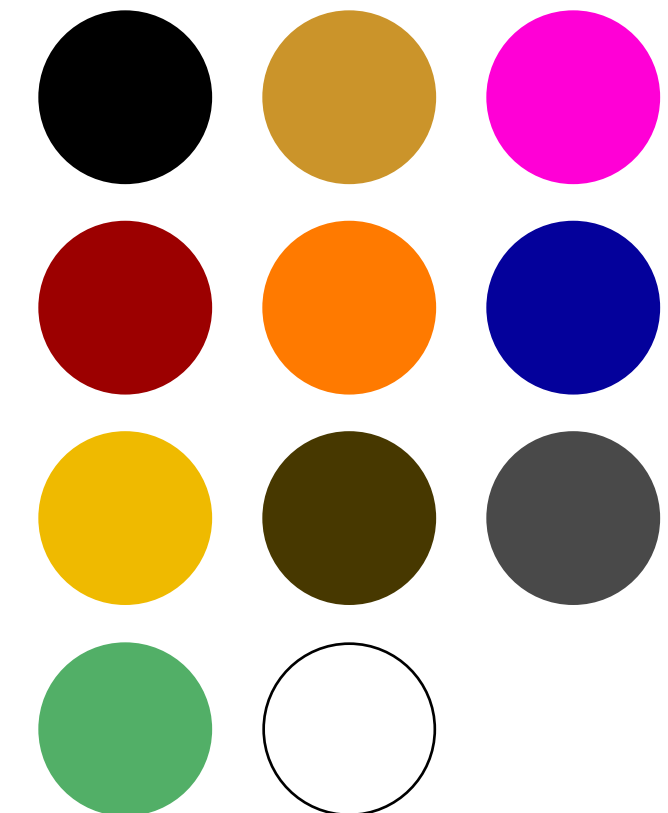Greater accessibility across trainers preparing for different sites.

II

Ability to quickly cross reference data and come ot conclusions during preflight, allowing for multitasking.

Alerts as a Metaphor

I   Traffic light system to highlight good and bad days, reducing amount of overhead trainers need to work through.
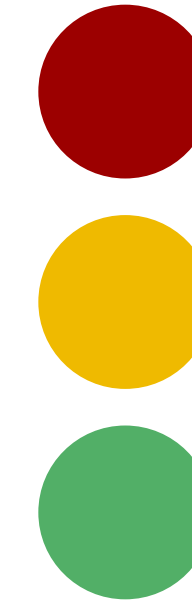
II   Use a system similar to hospital color coding system that would describe behavior + emotions.

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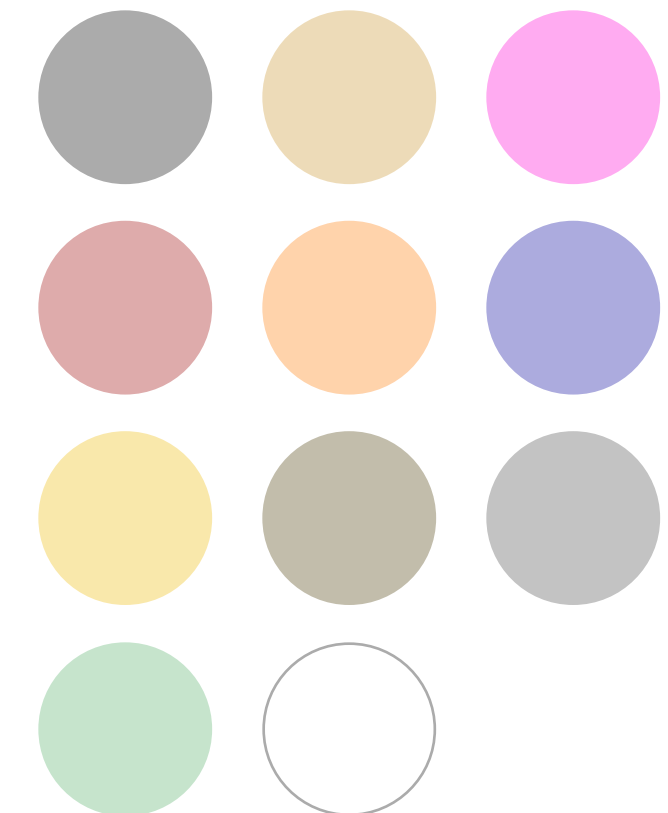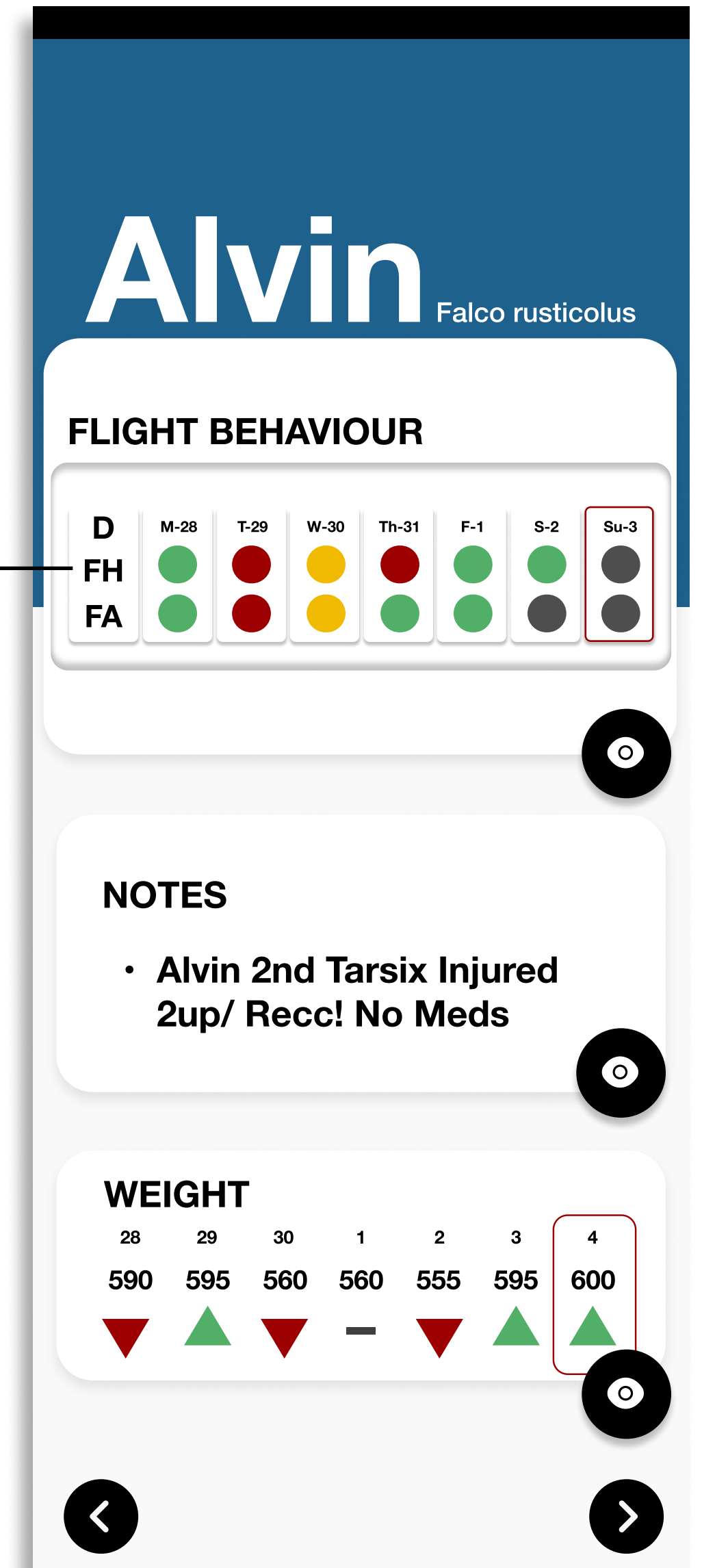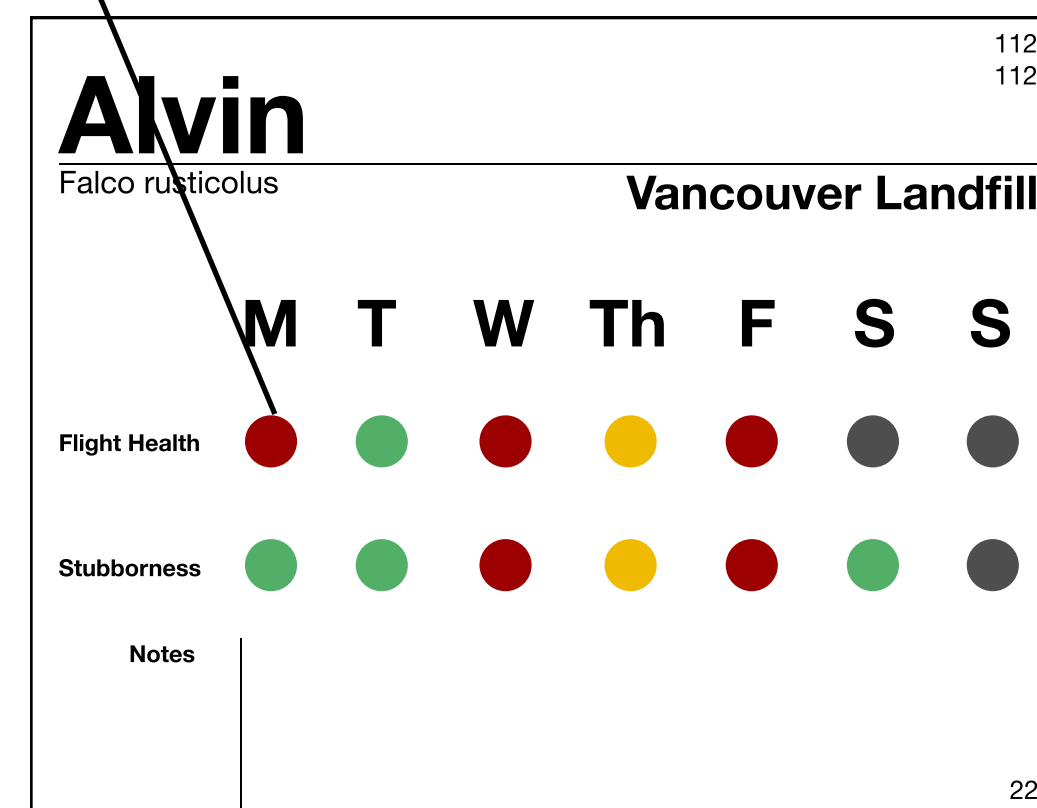
FlightHealth Prototype

Trainers have options upon arriving at the facility for site prep allowing them to view past bird behaviors without having to open the app. Language is standardized to allow for better estimations of bird behavior.

Alvin
Falco rusticolus

Vancouver Landfill

1121
1127

	M	T	W	Th	F	S	S
Flight Health	🔴	🟢	🔴	🟡	🔴	⚫	⚫
Stubborness	🟢	🟢	🔴	🟡	🔴	🟢	⚫
Notes							

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Alvin Falco rusticolus

FLIGHT BEHAVIOUR

D	M-28	T-29	W-30	Th-31	F-1	S-2	Su-3
FH	🟢	🔴	🟡	🔴	🟢	🟢	⚫
FA	🟢	🔴	🟡	🟢	🟢	⚫	⚫

NOTES

• Alvin 2nd Tarsix Injured 2up/ Recc! No Meds

WEIGHT

28	29	30	1	2	3	4
590	595	560	560	555	595	600
▼	▲	▼	—	▼	▲	▲

Trainers have options through loading the application after viewing on site. Birds can be shuffled on and off rosters depending on facility needs, this can be done through a swipe and drag action on the app.

VLF

Alvin

Bobby

Melvin

Coq. Transfer S

Lane

Maurisa

Fred

Vasquez

YVR

Robert

Scott

Brown

VLF

Bobby

Melvin

Coq. Transfer Stn.

Lane

Maurisa

Fred

Vasquez

YVR

Robert

Scott

Brown

Trainers are provided a prompt to access the birds "vitals" that show how easy the bird was to work with, and monitors abatement success rate. From the dashboard they can also access notes + weight vitals of the bird.

FLIGHT BEHAVIOUR

D	M-28	T-29	W-30	Th-31	F-1	S-2	Su-3
FH	🟢	🔴	🟡	🔴	🟢	🟢	⚫
FA	🟢	🔴	🟡	🟢	🟢	⚫	⚫

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▼	▲	▼	—	▼	▲	▲

Application provides log of that days flights and concerns with bird behavior are noted on the application in preparation for next week. Trainers have access to enhanced metrics from an exploded dashboard.

From the information gathered during the past week, precedence can be applied through the use of printouts for the following weeks, allowing trainers to quickly assess situations with certain birds. Improving communication across trainers by allowing each trainer to fill in the gaps.

Alvin

Falco rusticolus

	M	T	W
Flight Health	🔴	🟢	🔴
Stubborness	🟢	🟢	🔴
Notes			

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Alvin

112122
112722

Falco rusticolus

Last Week:	Flight Health	Stubborness	Notes
M	🔴	🟢	
T	🟢	🟢	
W	🔴	🔴	
Th	🟡	🟡	
F	🔴	🔴	
S	⚫	🟢	
S	⚫	⚫	

Vancouver Landfill

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Hybrid System Advantages

I   Reinforce the value of non verbal communication at the facility.

II   Allows for quicker set up and prep during morning routines, can make quicker decisions on the fly.

We considered how FlightHealth could iterate and evolve for the Raptors, and from our research it could allow for a greater aptitude of animal and human communication.

Driving Design Decisions

I   Tactile content present a visual narrative that is organized to provide value to trainers.

II   Dividing sections through strict hierarchites reflects trainers ability to get granular information at their fingertips, reducing cognitive overhead.

III   A transitory period incentivizes the most resistant to change trainers, allowing better receptions to digitized workflows in the future.

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