Milk Bank Dispatch

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Problem

Donor mothers may request pickups at odd times, often with minimal notice. Sometimes, more than one courier goes for a specific pick up because of the lack of communication. After picking up the milk, couriers sometimes don’t know which milk bank to bring the milk to.

Our goals are to make the couriers’ job easier as well as standardize the process of contact.

Solution Idea

A low cost dispatch app. Donors simply send an sms, include time and location, and the app dispatches the closest available courier.

Related Work

- Taxi Apps - Dispatch! (best), TaxiCentral
- Mass coordination - RapidSMS, Comtekk
- Emergency Responder - Amerilert First Responder

Architecture

Field Work

- Rohit Chaudhri – grad student working on Milk Banking
- PATH – Seattle NGO
- Human Milk Banking Assoc. of South Africa, Durban

Prototype

Future Work

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<th>Coding</th>
<th>User Research + Design</th>
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<td>Week 1-2: Voxeo</td>
<td>Week 1-2: investigate proposed design concepts</td>
<td>Research into implementation in South Africa (ongoing)</td>
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<td>Week 2-5: Django</td>
<td>Week 3-4: wireframes and mockups</td>
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<td>Week 6: Testing Voxeo and Django</td>
<td>Week 5-6: user testing and redesign</td>
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<td>Week 7: Database</td>
<td>Week 7-8: testing all</td>
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