

Complete Complaints External Contractor Summary

Nov 17, 2022

Legal Reviews

Summary:

A team of lawyers with extensive experience in police complaints went through the app to determine the correctness of questions being asked, statutes and case law being cited, and other legal compliance requirements. Also had tech lawyers go through app for further compliance reviews. All lawyers then submitted reports with recommendations for improvements.

Outcomes:

- Updated questions to capture more information from complainant regarding issues
- Case law summaries drafted and added for each potential breach of *Police Act*
- Compliance review for data collection and Law Society Rules
- Terms of use privacy and policy review and update to match regulations

Vertical Motion (User Interface/User Experience Review)

Summary

A local Calgary UX/UI team with over twenty years of experience reviewed our app and provided recommendations to make the app easier to use.

Outcomes:

- Simplified plain language throughout app
- Easier user interface design implemented
- Minor bugs identified and fixed

- Questions re-organized based on ease of use

Lemma Legal (General Code Review)

Summary

A DocAssemble expert (DocAssemble is the platform we used to build the app) who helped co-write the MIT open source license for DocAssemble reviewed our app's code line by line, and provided a list of recommendations for improvement.

Outcomes

- Navigation menu improved
- Branding suggestions implemented
- Implemented more efficient code on back end requiring less processing power
- Security improvements implemented
- Minor bugs identified and fixed
- Questions re-organized based on ease of use

Deltaform Tech (Security & Privacy Compliance Review)

Summary

A local IT security company performed a review by a team of security auditors, covering data Privacy, security vulnerabilities, compromised accounts, malware infections, email security, SSL Certificate, TLS Security, and DNS Security.

Outcomes:

- Implemented changes to mitigate risks of hackers by removing login options and other areas that revealed source code
- Added additional layers of security, such as temporary storage of personal information and automatically deleting all temporary data after 90 minutes or when closing the tab
- Other minor changes to improve security on app

User Testing

Summary:

User testing was conducted by Inlucity, Vertical Motion, and internally (three rounds in total). Inlucity is a local non-profit focused on diverse user testing, based out of Platform Calgary. They conducted a comparative test (comparing our app with the current complaint portal). Vertical Motion did a second round of user testing, focusing solely on usability of the app. Internally we also conducted a round of usability testing.

Outcomes:

- Redesigned app's pages and layout for easier use
- Reconfigured questions to flow more naturally
- Adjusted complex language to more plain language
- Changed final submission page to reduce confusion about next steps

Translations

Summary:

Translations are being completed by 2 external groups, to translate the app into 8 different languages (Blackfoot, Cree, French, Punjabi, Tagalog, Mandarin, Hindi/Urdu, Spanish)

Outcomes:

- Full translation of app so anyone that speaks one of the listed languages above can complete the app without any additional help
- Addition of a "pick your language" button

Budget

Total Breakdown	Budget	Actual	Remaining	Upcoming	Remaining After Upcoming	Difference between budget & actual + upcoming
Translation	\$8,400	\$8,600	(\$200)	\$0	(\$200)	2.38%
Professional Services	\$21,600	\$21,615	(\$15)	\$0	(\$15)	0.07%
User Testing	\$5,000	\$4,900	\$100	\$0	\$100	-2.00%
Administrative Work & Re-coding	\$5,000	\$4,935	\$65	\$0	\$65	-1.30%
Project Management	\$5,000	\$5,000	\$0	\$0	\$0	0.00%
Total	\$45,000	45049.86	(\$50)	\$0	(\$50)	0.11%