**PET’S VOICE**

**PROBLEMS**

What difficulty did the volunteers encounter?

**Difficult to travel**

Wuhan’s public transport is stagnant. The vast majority of volunteers do not have vehicles, so they go to the cornerstone by walking or cycling.

**Lock of volunteers**

The “standard configuration” of the assistance should have at least one on-duty member and two association members. Two or more people can cooperate with each other, thus problems can be solved better.

**Lack of pet’s food**

The association provides pet food for free, and the stock is about to run out.

**There are 50,000 left-behind pets in Wuhan.**

**INTRODUCTION**

Pet voice, to help volunteers and pet owners with low-cost social action, rescue left-behind pets, and prevent large numbers of pet deaths and pollution caused by epidemics.

**BACKGROUND**

What does the lack of pet services in the epidemic lead to?

1. Mobile communication
2. Environmental water pollution
3. Human disease
4. Infect disease
5. Animal disease
6. Epidemic

**USER JOURNEY**

**PERSONA**

Lily
- Official volunteer
- Age: 31
- Occupation: Social worker

David
- Official volunteer
- Age: 34
- Occupation: Student

Mary
- Pet owner
- Age: 52
- Occupation: Social worker

**PSS Definition**

The Pets’ Voice PSS aims to provide efficient and convenient services to those owners who are unable to take care of their pets temporarily because of quarantine or permanently because of worse reasons. Meanwhile, the system is helping volunteers who will help to rescue pets, professionals or common helpers in the same community.

The PSS consists of rescue service guidance, APP platform, and facilities for transportation, placement, rescue and so on.

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