**Sprint Summaries**

Sprint 1

During Sprint 1, we focused on developing a working relationship with the project partner, clarifying the project scope, and establishing project expectations and timelines. After our initial discussion with the partner, we were able to identify a clearer range of possible problems to target moving forward. These fell largely into two categories: first, improving communication and user research around current and planned transportation system development; and second, mapping and assessing the current transportation system for identifying opportunities and obstacles. These insights allowed us to refine our problem statement and focus our efforts moving into Sprint 2.

Sprint 2

We had two main goals for Sprint 2. First, we wanted to develop a strategy for user research in order to provide some additional context to conversations we’ve been having with our Norwalk partners, specifically in relation to some of the specific projects they’ve proposed pursuing. This required identifying a viable channel for communicating with Norwalk residents (or appropriate surrogates), ideally a public interest or advocacy group with an existing relationship with the Norwalk team. We’ve asked our partners to provide these contacts and are waiting for their reply. We’ve also identified individuals at CMU who may be able to provide consultation on Norwalk’s transportation problems and possible ways forward. We’re working on setting up meetings with those individuals to better assess what resources they may be able to provide.

Our second goal for Sprint 2 was to begin working our way through the data sets and source documents we were provided during Sprint 1 and create a “wishlist” for additional data sets we were still missing. We’ve inquired about these data sets and are waiting for a reply. In the meantime, we’re continuing to analyze the data that’s available to further clarify our problem statement and project goals.

Sprint 3

During Sprint 3, we wanted to begin synthesizing our research into actionable insights, and ultimately proposals for possible prototypes. By the end of the week, our goal was to have a short list of possible prototypes to pitch to our project partners and obtain initial feedback to guide our next steps. We had a productive meeting with the Norwalk team and identified a new contact, Kim Morton from the Norwalk Transit District, who will be especially helpful in refining our ideas related to the Wheels2u microtransit program and hopefully also provide some important data that we’re still missing. We plan to meet with Kim at the beginning of Sprint 4 so that we can make any necessary revisions to our proposed prototypes by mid-week and begin field testing before the end of the Sprint.

Sprint 4

For Sprint 4, we focused our efforts on developing our prototype proposal for presentation to the project partner. Early in the sprint, we conducted a series of exercises aimed at troubleshooting several of our most promising concepts from Sprint 3 and continued making improvements. We also worked to incorporate the feedback our partner provided on some of our initial ideas and ultimately decided to pivot back toward the issue of wayfinding, still focusing primarily on the Wheels2U service areas. In order to better imagine the experience of public transit users in the absence of direct any interactions, and to more accurately anticipate the sorts of problems they may encounter in their engagement with the Norwalk public transit system, we created a user journey map following several hypothetical users with specific transportation goals. We used this journey map in our meeting with the partner to highlight the opportunities we believe exist for improving Norwalk’s public transit system, especially in relation to wayfinding. A slide deck of our proposed prototypes and supporting justification was added to the Sprint 4 folder on Google Drive and shared with our project partner.

During this sprint, we also made contact with a representative from the Norwalk Transit District, Dennis O’Connor, who was able to fill in some of the remaining gaps in our knowledge regarding the Wheels2U microtransit service and is currently following up on our outstanding requests for public transit data, including route and ridership data.

Sprint 5

In Sprint 5, we continued working to develop our prototypes into a final MVP for presentation to the project partner. We converted the user experience decision tree into an interactive [User Journey Map](https://zingtree.com/host.php?tree_id=761981665) that the partner could use to simulate the diverse experiences of Norwalk public transit users and identify opportunities for improvement. Due to difficulties obtaining public transit route and ridership data, we used Google Maps to obtain information on the criteria we felt were most important in residents’ decisions to use public transit. These data points were used as proxies for assessing the accessibility of different regions of Norwalk, which we divided by Census tract. We converted this data into an interactive [Transit Difficult Map](https://dkori.shinyapps.io/Norwalk_Transit_Map/) that the Norwalk team could use to visualize which census tracts were most and least accessible relative to specific destinations (specifically, the Norwalk Aquarium / Ironworks SoNo area and the Wall Street Theater). Both of these tools were demoed for the partner during our Sprint 5 call. We collected feedback from the partner to inform the final round of revisions in Sprint 6.

Sprint 6

In Sprint 6, we finished converting all project prototypes into a more polished Minimum Viable Product (MVP) portfolio. A publicly-accessible link and documentation of our work was provided to our partner to facilitate sharing with subsequent users - in particular, those to whom the project will ultimately be handed off.

We wrapped up the Sprint by presenting our work in a live web-conference event hosted by the Policy Innovation Lab course instructors (only Sabrina Church was able to attend). We followed up this presentation the following day by meeting again with our partner to discuss details relating to our final hand-off, which we scheduled for Monday, Oct. 14. In preparation for the final hand-off, we created a dedicated “Final Hand-off” folder to contain only those project materials that are most essential to putting the products created to use.