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SUMMARY KEYWORDS

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00:06

Alright, Hello, everyone. Thanks for joining us today I'm Kirby Wilhelm program associate with the NC Mmm, NC Mmm. This is the end CMM community mobility design challenge 2021 pre application webinar. As you all know, I'll be the point of contact for this grants application process and I'll also be in charge of the administrative functions of the grant for those selected.

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So as you prepare to join us just a few reminders, this webinar is being recorded. After this webinar, the recording slides and a transcript we posted at the end CMM.

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For challenge 2021 web page open all participants are joining in listen only mode. Audience audience questions are encouraged. And please use the q&a box below the post any questions you have. Additionally, there is a captioning feature for this webinar that you can turn on by clicking the option at the bottom of your screen.

01:11

Just a little bit about the National Center for mobility management or n CMM is a Technical Assistance Center funded by the Federal Transit Administration. Our goal is to work to promote customer centered mobility strategies to advance good health, economic vitality, self sufficiency and community. So the NC mn is a partnership led by the community transportation Association of America with our partners easterseals and the American public transportation Association.

01:43

Before we get started, I'd just like to turn things over to nc mams projects officer Danielle Nelson of the Federal Transit Administration. I thank you, Kirby. I just wanted to say welcome to everybody. And thank you so much for your interest in this great grant program. It's a program where we've seen a lot of communities, get the necessary technical assistance and expertise of the National Center of mobility management, and go on to receive competitive grants from the US Department of Transportation's Federal Transit Administration, my organization, so I wish everyone the best of luck in this and the interest that you have is very heartening to see that there's a lot of interest in improving mobility for some of the most vulnerable in our communities. And I'll just mention, as Kirby said, the National Center for mobility management is a program funded by my organization, the Federal Transit Administration. It's a five year cooperative agreement. And they provide a lot of excellent technical assistance above and beyond this, this grant program. So if you're new to NAMM, I hope you will visit their website and protect not only in this grant program, but other resources. So thank you, Kirby. Thank you, Amy, and to everyone here today.

02:56

Thanks, Daniel

02:59

C's agenda. An overview of what we'll be doing today is we'll be reviewing key activities of the grant proposal, going over the application process and eligibility. And I'll turn things over to Amy Conrick, for an introduction to Human Centered Design, and ethnographic style interviewing. And then we'll respond to some questions at the end. But please remember, you can submit those into the q&a box within zoom whenever a question comes up for you. So before we get started into that first part of viewing the key activities of the current proposal, I'd like to send out just a poll to see

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who is in our audience today. So I'm gonna want to keep it open for a minute or so.

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And let you know the results.

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Almost everyone has submitted an answer. Pretty impressive.

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As of right now, it's looking like over half of attendees are working the transportation around, but every other point,

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an area is hit, which is impressive. So I'm gonna end the poll now, to be able to see the results. So largely transportation,

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people working in transportation and also people in health care, and other human service agencies. Great, it's good to know who all is in attendance today, and also

05:00

To know that there is interest from a whole broad range of areas.

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So what are the goals of the design challenge grants, most importantly, is to support communities and creating mobility solutions for community members who face transportation barriers in advancing their personal well being. Additionally, we're looking to support the development of cross sector partnerships that work together on transportation solutions for their communities. Additionally, we're looking to prepare communities to apply for funding opportunities to implement communities transportation solutions that would come about from this grant.

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So what's the timeline for the design challenge grant 2021. On May 17, we released the RFP for this opportunity, and on July 12, applications will be do we intend to notify successful applicants in September 2021 with a kickoff webinar shortly after that, and then in the month of October and November of 2021, we're looking to host some NCM facilitated team meetings in person. And then some additional remote meetings will occur between your team and us. And then in March of

2022, the grant will be finished up.

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Some key facts and what you can look forward to if you're selected is that the the timeline for funding is six months, and you have an opportunity of up to \$25,000 in funding for things such as travel personnel costs, meaning expenses, and the development of prototypes and final pitch slides.

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Currently, we're looking to have some to in person meetings in October and November. We'd like these two meetings to occur within a three day period. With a day in between for NC men to work on what we discovered in that first day of meetings is our intention to hold these meetings in person and hope they do occur in person but depending on the pandemic, we are prepared to hold these remotely. Even still applicants must include to in person days in their application. So each team selected will receive an NCO facilitator for each team that would include myself, Amy Conrick, or will directly and then throughout the period of the grant, there are some some webinars as well as some other meetings that will occur remotely.

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So each proposal must fit within a challenge area. And these include access to economic opportunities such as training, education, jobs, access to healthcare related destinations, and access to community and peer support opportunities such as substance use peer recovery groups, or behavioral health books groups. And as well challenge areas could include other social determinants of health are not listed above, or keeping these challenge areas generally broad as we want you to choose an area that resonates with the priorities of your community.

08:15

As well, it's important to define your community. So your community may include a formal or informally defined region, tribal nation, multi county region, single county, city, town, neighborhood, or corridor, or any other formation of community that you and your project team decide fits. So choose a community that presents a manageable scope for the project. So for example, a state may not be a manageable community as with human centered design, the idea is to create solutions from the perspective of customers. And it's kind of difficult to pull together a group of customers at a state level, especially for people who are looking to use a localized service. So it should be feasible to gather primary data, especially interviews and observations and define the impact of your solution for the community you have

09:09

based on how you define your community.

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Community will include a target population or within your community, there is a target population that

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your team will choose to just talk to your team will choose and these populations that we were looking for in terms of your target population for our community, are those that currently do not have access to equitable transportation, because of income status, minority status, location, a pre existing health condition or any other condition, or really any other reason. It's important to note the equitable aspect of this access because equitable does not mean equal, and we're looking to match the level of need and not necessarily just provide a broad service that would

10:00

Certainly serve everyone the same. So teams are encouraged to be as specific as possible in defining their target population, just so they can really dive into the interview process and have a good idea of what that community target population is.

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Certainly looking for in team leads. So team leads, will be from the applicant organization who will convene the team. So create the team membership,

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and keep things going forward, maintain the team's momentum during the project, and will also serve as the main point of contact with n CMM. Staff. So you have a pretty important role of courses, they're leading their communities team through this whole process, along with their end CMM facilitator. And having a co lead from another partner organization is encouraged, it's not required. But we do like to look for that in applications.

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In terms of team composition, really key that team membership consists of multi sector

partnership, drawn from organizations that are really relevant to the new mobility challenge

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of the target population of the team will address. The team must include at least two customers from target population, and at least one public or nonprofit transportation provider. So transportation provider, and then to customers, who would love to be using the service that would be created through the Human Centered Design, thinking process. In terms of numbers, each team should have a minimum of five, and maximum of 10 members from these diverse group of partner organizations.

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The pre application activities and overview, it starts with you assembling your team or the group of people who are looking at this opportunity to determine who would be a good fit on this team and have a good idea of your community that you decide. And then as well, the target population. So after your team's assembled, you're going to choose a challenge area, which will coincide with the target population. And from that, you'll create a focus question based on the challenge area you choose.

12:18

So importantly, and this should include all team members is that you would identify and implement one on one primary research, such as interviews and observations, especially interviews with a target of eight to 10, in depth interviews of those customers that would potentially be using the service. Note that a survey is not sufficient. We'd really like teams to get out in the community and learn about how community members are affected by their mobility challenges and actually hear from them and see what what they really need. And from there, you want to round out the rest of your application through a gathering collection of secondary research. So examples, census data, or other local data sources made from your playing Office of whatever community you're focused on. And then there are some other requirements that would be found within the RFP, which can be found at the web page for the community mobility design, challenge 2021. This is an optional activity that your team could undertake. But we, we recommend it, which is to complete modules one and two of the creating innovative transportation solutions course, on the ncnm. website. There's a free course. But it really would help you give you an idea of what some of these pre application activities can look like. And will serve as a good foundation for your work going forward.

13:44

So I'm going to turn things over to Amy Conrick to speak about the human centered design process. Great, thank you, Kirby, appreciate that nice job kind of with all those basics of the grants. So if you go to the next slide, as Kirby said, this process that we've been doing for since 2012, at this point, is called Human Centered Design. Some people call it design thinking. The it actually is a process that came out of the for profit business world and we've adapted it to the nonprofit and to community challenges. There, you can cut up design thinking into several different kinds of phases. We've chosen to cut it up into five. In that first phase, it was just really what you'll be doing during your pre application process is

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planning your research and implementing your research in the discovery phase. The planning phase talks about reframing a question and create a design brief. You can read about that or learn about that in the course that Kirby referred to. It's not something that's required, but you do need to and we do ask you to carefully plan your research. And the second phase that does bring discovery phase is when you will conduct the research

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Then the results of your research is what should be reflected in your application.

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The rest of the process is something that we will actually go through with the accepted teams, we go through what we call sensemaking. And this is just what it sounds like making sense of the data that you gathered. So that encompasses that listening for information, curating the information, categorizing your findings, and uncovering your insights. All that is a part of the sense making. And that sense making would be the subject matter of our first full day workshop within your team if you're accepted.

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The second was the third phase is the the red there is the idea generation phase. So everything that we do, and design thinking builds on the step prior to it. So what we do is we take those insights that you uncovered with our help in the discovery phase, we use that as the jumping off point for generating ideas in that third phase, because we want to make sure we're not just generating ideas that come out of our head, but that actually are grounded in our research and what we learned about the community and the community's needs. Also, in the idea generation phase, you will develop what we call solution concepts. So that's concepts for solutions. Most teams end up with maybe eight to 10 different solution ideas. And then through a process that we

use, they narrow them down to the two to three most viable concepts. And those are the three concepts or what you take into the last phase of these grants, these planning grants, which is prototyping and assumption testing. This is a piece that a lot of times in our planning activities, we skip this piece, and we just go right to a pilot. In design thinking or Human Centered Design, it teaches us to slow down and to look way more carefully at our ideas before we put resources, money and time into piloting them. So what you'll do between the idea generation phase and the prototyping, prototyping assumption testing phases, you bring your two to three solutions with you. And then we work with you to identify what are the assumptions you have embedded in each of those solutions? What are you assuming to be true? And if it turns out for those assumptions are not correct, then that's going to tell you need to go back to the drawing board for all or for part of your solution. So it's important to go through that process early on, before again, you really dedicate any significant resources to implementing your solution. And the planning grants end. At the end of that prototyping assumption testing phase. That is actually where our grantees of our current planning grantees have just completed their work right now.

17:56

Though, we also have two more phases of the grant. Our next phase is what we call the learning launch. So again, in Human Centered Design, we don't jump right into a pilot, we know that there are still things that we just can't answer about how well our solutions are going to be implemented, how well they're going to be received until we actually kind of try it. So the learning launch is designed for that. It's a separate set of grants from us phase two. And that is where we guide you through

18:29

implementing different pieces of your solution that you come up with, to see how these different parts will work. It's different from a pilot, it's not a full blown

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pilot by any stretch is literally small, what are called in market test, so that you know how different pieces of your solution will work. So again, just to confirm, anywhere from the planning up to that prototyping, assumption testing is the subject matter of our planning grants, then we have separate grants for the learning launch. And then above that, above and beyond that, we will have an open competition each year for pilot grants, where we'll provide up to \$75,000 in money to actually now fully pilot your solution.

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Next slide, please Kirby.

19:24

So just want to talk a little bit about the research we're looking for you to do before you apply.

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So this is a grid that I like to show because it kind of goes to what Kirby said about surveys and Human Centered Design. As I just mentioned, our ideas are going to stem from the insights and you cannot get really good insights at all from surveys. You can ask a number of questions, but first of all, people are very bad reporters, even on surveys as to what they really feel and what they think. In addition, a survey does not allow the kind of back and forth calls

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conversation than an interview does, that allows customers to go a little bit deeper into what they're thinking. That's why we put so much emphasis on that first top left quadrant, which are observations and interviews. Not only are you hearing what they say, but you can also begin to read behind the lines between the lines, and you can observe

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what your customers are doing at the time, focus groups are okay, again, they just do not have the depth that a one on one interview does.

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So next slide, please.

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So what we do encourage you to do is to engage in what we call ethnographic style interviewing. And I'm just going to read this quote. So I think that's an important one. ethnography is the branch of anthropology was where we get it from that involves trying to understand how people live their lives. So unlike traditional market research, or any other type of research you may have conducted, where you ask specific, highly practical questions. And again, that's like a survey. ethnographic research is visit customers in their homes or offices to observe and listen in a non directed way. Our goal is to see people's behavior on their terms, not ours. And while this observational method may appear inefficient, it does enlighten us way more than any other type

of observations or interviews or research can do enlightens us about the context in which customers would use a new product or service in our case, and the meaning that product or service might hold in their lives. Okay, next slide, please.

21:42

So here are some of the tips that we are encouraging you guys to follow when you are doing your interviews or observations Who asked you to do that in pairs. And the reason for that is because while one of you will be the active interviewer, the other will be the observer and the note taker, and you too will see very different things. And both pieces of information that you guys gather, are equally valid. And that's why it's so important for two of you to go to get two different perspectives to, you'll hear different things you'll observe on things. We also encourage you to interview in an area that's different from your own expertise. So example, if you already transportation member of a group of a team, and you got your project is focused on substance use disorder patients, we would really like for you to be part of the interviews in learning, what are the transportation challenges for individuals who are going to behavioral health services or mental health services. And you'll hear again, different things that someone who works that area every day will hear. So we really encourage you to get out of your comfort zone, as you pair up and on these interviews. also prepare an interview guide. And I believe we if we don't already, we will have an example of one on our website on the design challenge page. We encourage you to ask open ended questions, use short questions and then short follow up questions to give plenty of time for your interviewer to respond. There's a rough rule of thumb, they should hear your voice about 10% of the time and their voice 90% of the time.

23:21

And equally important is when you're done is to conduct an interview debrief with your other part of your pair. So before you forget what you heard and what you experienced, go grab a cup of coffee, sit down and say okay, let's kind of digest what we just heard and what we just experienced. Okay, next slide, please.

23:45

So and so this is again, part of what you'll do during the interview, you'll say, you'll use questions like can you describe a time when can you tell me a bit more? Can you say more about that? Can you if

24:00

you don't challenge them, you just kind of give them openings to talk? If sounds very interesting,

can you tell me a little bit more about what happened then? And then what happened next? And you want to ask questions about their transportation experience and their needs. And you want to also be aware of what they're not saying what their body language is saying? Are they nervous? Are they fidgeting? Or do they have a frown on their face? Do they look like they had a really happy experience?

24:29

What does that look like? And be sure and give them time for a response. And I'm sure you all have heard this already. It can be awkward to allow for that silence. But it does allow for more of a richness because what's happening is as that person they give the response and then most people kind of wait and they think you're gonna ask the next question. But what we tend to do is think back through what we just said. And then more often than not people say oh well and you know also I should mention blah, blah, blah. This has happened to me a number of times when I've

25:00

Actually not been able to interview as a pair. So I brought a tape recorder with me. And it just happened to me when I was in an older adult living facility and I was talking with some seniors and I turned off my tape recorder, I was starting to put away my papers. And then they started talking. And what they started saying was the stuff that I couldn't get out when I was just asking them questions. So if I had waited just a little bit longer, I could have gotten that on my tape as it was I scrambled to take notes. But people again, we don't think linearly we think about something and then we mull over what we said. And then we more often than not have something more to say. So you really is really important that you give them time and give them the space to answer. Okay, Kirby next.

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And then as I said, after the interview, when you guys are over that cup of coffee, ask each other What did we learn? What have we learned that confirms what we thought we knew you may have gone in with some preconceived, preconceived biases or just an preconceived understanding of what this person's experience is, what did you learn? Did it confirm what you thought? Or did you get a whole different perspective now on what you were asking about? And also consider? Well, you know what, they mentioned this in their interview, you know, that's something we haven't got an interview set up with those people, maybe we should. So consider where do you need to look next? Okay, next slide, Kirby.

26:28

Okay, so that's my part of China, what we would like to encourage you to do an ethnographic interviewing, there is a more expanded version of what I just said, included in the course on creating innovative transportation solutions. And again, that course is free. And we will be sure to post today or tomorrow, that interview guidance, some more, some forms that you can use for creating your interview guide, etc. Okay, Kirby, back to you.

27:01

Thanks, Amy. So just a reminder, the RFP is on our design challenge page for 2021, along with some questions that have already been submitted, and were posted there, we're also going to take questions from today's webinar, and post them on that same web page. So they'll be there

27:23

until the end of the application process. If you have any questions after this webinar, you can submit them to my email address at wilhelm@ctia.org. Just a reminder that the deadline is at the end of the day 11:59pm. Eastern time, on July 12. So we still have a little bit of time, as there are some pre application activities that need to be done before applying.

27:50

It does seem like we have a couple questions that have been submitted already. caribee I'm seeing questions both in the chat box and in the q&a. So do you want to go to the chat box first? Sure.

28:04

Let's see. Your let me throw out the first one that I see is, um, could you speak more about what the focus question would be some examples?

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Do you want to pull on what you've learned working with them by the county or so?

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This past year, I worked with a community on rural Virginia County, Virginia regarding your focus question and population of older adults and people with disabilities who are having difficulty

getting access to health care appointments. So they built their focus question around how can we get older adults and people with disabilities to health care appointments? So that's a specific focus. They also built that focus question around

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a specific part of their county, even though the team was brought in by the county, they were focusing on the northern more rural parts. So that was also built into their focus question. Right, it will, would you mind talking about the focus question of the team you've been working with in South Carolina?

29:08

Sure. So the team I worked with last year in the 2020 design challenge was in North Charleston County, South Carolina. So that was part of their focus was to kind of narrow in that community. And then the actual challenge they were focused on was food access. So they kind of were able to distill that down to a question of how can we increase food access for people in that specific geography? Yeah. And Kirby mentioned the scope of your community. And so in South Carolina, they narrowed it down to what five neighborhoods wasn't curving. I mean, we'll sorry. Yes. So they ended up I mean, after we even went through the process, we are scoping it down a little bit more to make it more manageable, as Kirby mentioned. So we then looked at a certain amount of census tracts in a certain area to help use that as kind of a guide. Great. There's another question about specific interview objectives that are built in

30:00

To the pre application. So apart from just getting an in depth understanding of the issue from the customer's perspective, and note that and this is spelled out in the application, we define the customer, not just as the end user, but we different customer groups. So human service agencies might be a customer group, because if people can't get to their services, and that impacts their ability to to serve them, a customer group could be a funder. Maybe a funder is frustrated that, you know, the money, they feel like the money they're putting out into a project is not being very efficiently used. So they might be someone you'd want. Or maybe funder on a positive sense might be someone who really like the foundation may have some money, but you may want to talk with them about what are the objectives you're trying to achieve with that. So there aren't specific questions built into the application process. The questions really should be conceived, as you note in your question, but the applicants or by, by the applicants, by you guys, as the applicants as the team, and your team should definitely talk about the questions is as a team. And we will, like I said, put that interview guide up, which will help you,

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Kirby, there's a question about the slides.

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Yes. So this slide deck will be posted on that end, CMM

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website and c four m m.org. For slash challenge 2021 grant page, which all other such as the recording, and transcription will also be posted there, when it is available. So that's where the slides will be available. They should be available today. We can get that up now. Or after this webinar. And then in terms of the recording, that might not be until tomorrow. And then there's a question from Elizabeth, do you see that question? Kirby from the chat box? Yes. So Elizabeth submitted a question in the chat box about asking what is meant to be completed in the six months

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during this grant? That's a really good question. Thanks for asking that, Elizabeth. So what's to be completed in the six months is, eventually a solution concept will be chosen from

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a number that are developed through the Human Centered Design thinking process that end CMM would help walk your team through.

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So by the end of the six months, you will have a well thought out solution concept that could be moved forward into a learning launch category, which is our next stage of grants. And so within those six months, the idea is to discover as much as possible about your community and your target population. Maybe I'll know if there's anything else you'd like to add? Okay, no, no, no, that sounds good. And so based on what Kirby just said, Yes, the 25,000.

33:02

Mostly going for going through the human design process, Human Centered Design Process. Yes. And with our support, and we do hold your hand, trust me, you can ask any of our former

grantees. And you can see them on our past challenge pages. We do hold your hand, because we want you guys to be successful.

33:19

And Xia? Yes, this has become an annual funding opportunity. Thanks for the very generous support from the Federal Transit Administration. They've been a fantastic partner in all this. And so today, we have our intent is to continue to offer this opportunity each year.

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And Mary, to your question, Mary Clark, you are correct. This, this is a planning grant. It's not an implementation grant. So funds cannot be used to pay for travel.

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There is a question there's two in the q&a chat that I will just go for it was from Karen, is it possible to work with a Native American tribe is located in two physical locations? That would be acceptable if you're able to note that the geographic scale is workable, and definitely, you know, within the same community?

34:17

And then there's a question regarding the 25k or up to \$25,000. Funding Opportunity, are the funding available, excuse me, and it's regarding if it is \$25,000 per participating agency and the team are for the whole team. That's the answer is that it's for the whole team and only awarded to the lead institution.

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That's the answer.

34:46

Okay, good.

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Matt, less good to hear from you.

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Vehicle design now that's interesting. Um, give us an idea.

35:00

We'd love to hear I'd love to think about that.

35:11

There is a question that just was submitted regarding community development corporations, are they eligible to apply for these grants? They are. But as stated before, there would need to be one public or nonprofit transportation provider on your team along with

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other organizations across sector partnership within your team. So they are eligible to apply as a as a lead organization as long as one of as long as the other requirements are met.

35:44

Okay, so Elizabeth, thank you for kind of flagging the NSF civic innovation mobility challenge, we'll definitely take a look at that. And then Kristin, what about issues of public transit?

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Again, suggests an issue, I'm not quite sure where you would take that question. Actually, you could take it in many different ways. So feel free to

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put that into your application if you'd like? Or else, if you want to phrase the question a little bit more specifically, you can send it on to Korea by email, and then we can post the answer to our website.

36:24

I'm going to back to the q&a box. James has asked after completion of the planning phase of this grant, are the next level of grants available to be used to capital to for capital or operations, just the recommendations for local circulator. So James, I'm so glad you asked that question. Because

we do not want you to come into this application process with an idea already in mind. Because then your will not be as open to hearing from your community what they need, that says to me, that team that may have gone in with an idea already formed, and you're looking for funding for it. Whereas our process is slightly different when not slightly a vastly different emphasis. It's really starting with what you're hearing from the customers and designing something that matches what they need. So I the answer to your question is probably a no.

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So Doreen, would it be accepted as being the project over two counties? Yes. Oh, I think that question just got answered.

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Oh, well, no, maybe not.

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Didn't get answer. Didn't I answered it, type it out. Okay, let's just go and answer the rest of them orally, so we don't, so we can be clear. And then Elizabeth, after we have a Regional Hospital moving from center of town to miles outside of this grant be eligible for plan designed to incorporate transit mobility into their design, nothing's constructed yet. So let's with this reminds me of a project I worked on way back many years when a senior center was moving from the center of town to about 15,000 miles outside of it. And you they absolutely did a great job using the design thinking process to prepare for that. So absolutely.

38:10

That was Elizabeth Collins, and Elizabeth Walsh, how many teams per regions will be accepted? So we do we will be looking for diversity in terms of geographic, the type of the community and the locations of the community. But over across the country, we will be doing only four grants.

38:31

And then Eric, are awarded organizations applying for additional launch and pilot during this grant period. Let me make sure I understand your question.

38:41

So I'm not sure I fully understand it, but I am going to try and answer what I think you're asking.

So our current planning grantees are now transitioning into the learning launch was that phase two, and then they will be able to apply in an open competition for our pilot grant once their learning launch grant is completed. So I don't know if that answers your question. Feel free to ask it again, if you like.

39:18

Just reminder, we will pull these questions and put them back on

39:24

the 2021. Grant with Mike Kirby. Thank you. Yeah. So Eric, I see that you kind of clarified How long is the gap between the planning and the launch or the pilot. So there technically is no gap between them. We and if there is it's a minimal gap. We try very hard to keep these things running back to back because we don't want teams to lose momentum. So it if a team participated in all three phases, they probably have about I'm guessing here without looking at my notes. Let me think of probably about an 18 month project from start to finish.

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But again, there's do keep in mind that that pilot phase, which is the larger sum of money, is open competition. So there's no guarantee that our grantees from the planning and the learning launch phases will get them. But I will tell you that you're in a very good position to respond to all the requirements of our pilot grants.

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Okay, Elizabeth, let's see.

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Hmm, interesting question. Have any of the human centered design processes you've ended up using and again, we only use the one

40:54

ended up using participatory budgeting processes to support the narrowing of options for implementation? If so, which funders have made the investments available? So the answer is no, Elizabeth, we haven't. And again, as we're narrowing the options, our focus is more on what we do. We focused on three different areas. We focus certainly on customers our ability, and that's

actually something that a lot of agencies that are planning transportation options don't focus on. They look at can we fund it? And can we make it work? But we look and in our lingo, that's the operational feasibility and the financial viability. But the third piece that we look at that many projects kind of fall down on is that customer desirability, I have examples, even in my own community, where the local transit agency is started up a brand new service. And after a number of months, they fold it because, yes, they could fund it. And yes, they could operate it and make it work. But nobody wanted to use it. So what they designed was not something that the community really wanted or needed. So this is exactly what we're trying to prevent. By going through this process. You ask all those questions up front, before you ever roll out anything. So we definitely will keep you know that the budgeting part of it is a part of our questioning and our assumption testing. Martine, good to see you How are you doing? Let me see martines. Question is, is sustainability of the service during the fifth phase integrated into design thinking?

42:31

Hmm. So again, I guess go back to my answer that I just gave the sustainability if you're thinking about from either financial sustainability, that's something that's built into the assumption testing phase, which is part of the planning. So that would be the fourth phase and under the assumption testing.

42:50

Louis, would you hit the high points of the in person meetings?

42:55

So in terms of budget?

43:00

Hmm. Well, location, the location should be central to the community that you have chosen in your application. budget restrictions would probably mix the loub's lobster and steak dinners. But

43:16

you know, no, I think that's what we will follow FDA guidelines on that. And we're allowed to fund a working lunch. And we're also allowed to fund a just a continental breakfast. But you thought this is a grantee Grand Tour meeting? No, no dessert, 14 meetings.

43:39

For all of your team and your community member. We're not going to have all of your team's working meetings. So thank you. Thank you, Kirby.

43:53

So any other questions, feel free to submit them in the q&a in the chat box?

43:59

It seems like as of right now, we've answered everything that's come along to us.

44:16

All right, it doesn't seem like anything is getting submitted as of now. But if anything, or any questions come up that you forgot to ask, or you're just you think of, feel free to email me the email address that's on up on this slide. Will home@cta.org

44:37

nice. Thank you, everybody. Thank you for joining Danielle. Thank you for taking time out of your very busy day to join us. I really appreciate it. And we look forward to receiving your applications and reading them and working with you guys.

44:55

Alright, have a great day, everyone.

44:58

Forward