

- 9:30 AM Check-In
- 10:00 AM Welcome and Road Map
- 10:30 AM Inspiration

  Jennifer Hill and James Pizzurro from MetroHero talk about their inspiration
- 10:45 AM Engagement 1 Themes, Actors and Performances Introduction to the themes of the WMATA CARe Initiative and an exercise in understanding unmet needs
- 11:30 AM Lunch and Synthesis
- 12:30 PM Engagement 2 Gather Insights / How Might We? Exploration of unmet needs and how we might address them
  - 1:15 PM Civic Tech Canvas Intro
    Brief introduction to a tool to help turn a problem into a solution that works
  - 1:30 PM Engagement 3 Civic Tech Canvas
    Use the Civic Tech Canvas on a problem/solution previously identified
  - 2:30 PM Hackpad Report-Out

    Log into Hackpad and post your completed Civic Tech Canvas
  - 3:00 PM Engagement 4 Design and Prototype
    Groups will sketch out how these solutions might work and look
  - 4:00 PM Presentations
    Individuals/teams present the proposed solutions
  - 5:00 PM Closing and Next Steps

