



U.S. Department of Transportation

COMPLETE TRIP

ITS  US

The logo for ITS4US, where the number '4' is stylized with a blue outline and a yellow dashed line path. The path starts at a red location pin at the top, goes down to a yellow dot, then left to another yellow dot, then down to a third yellow dot, and finally up to a red location pin at the bottom.

Task 9 Training:
Participant Training and Stakeholder Education Plan



Deborah Curtis

Highway Research Engineer

Office of Operations Research and
Development

Program Overview

Complete Trip - ITS4US Deployment Program

- A USDOT Multimodal Deployment effort, led by ITS JPO and supported by OST, FHWA and FTA
- Supports multiple large-scale replicable deployments to address the challenges of planning and executing all segments of a complete trip



Vision

Innovative and integrated complete trip deployments to support seamless travel for all users across all modes, regardless of location, income, or disability

Program Goals



Spur high-impact integrated Complete Trip deployments nationwide



Identify needs and challenges by populations



Develop and deploy mobility solutions that meet user needs

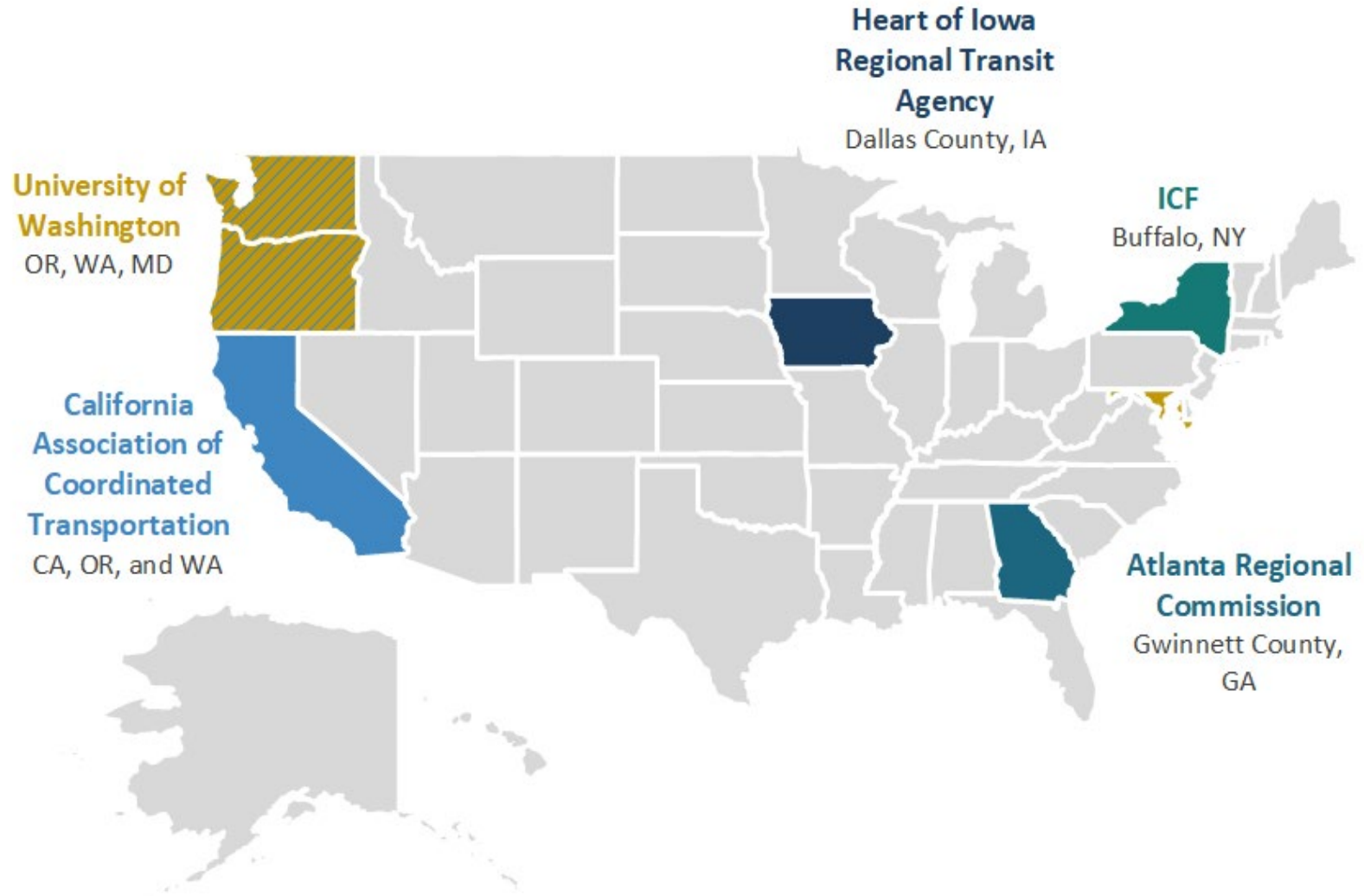


Measure impact of integrated deployments

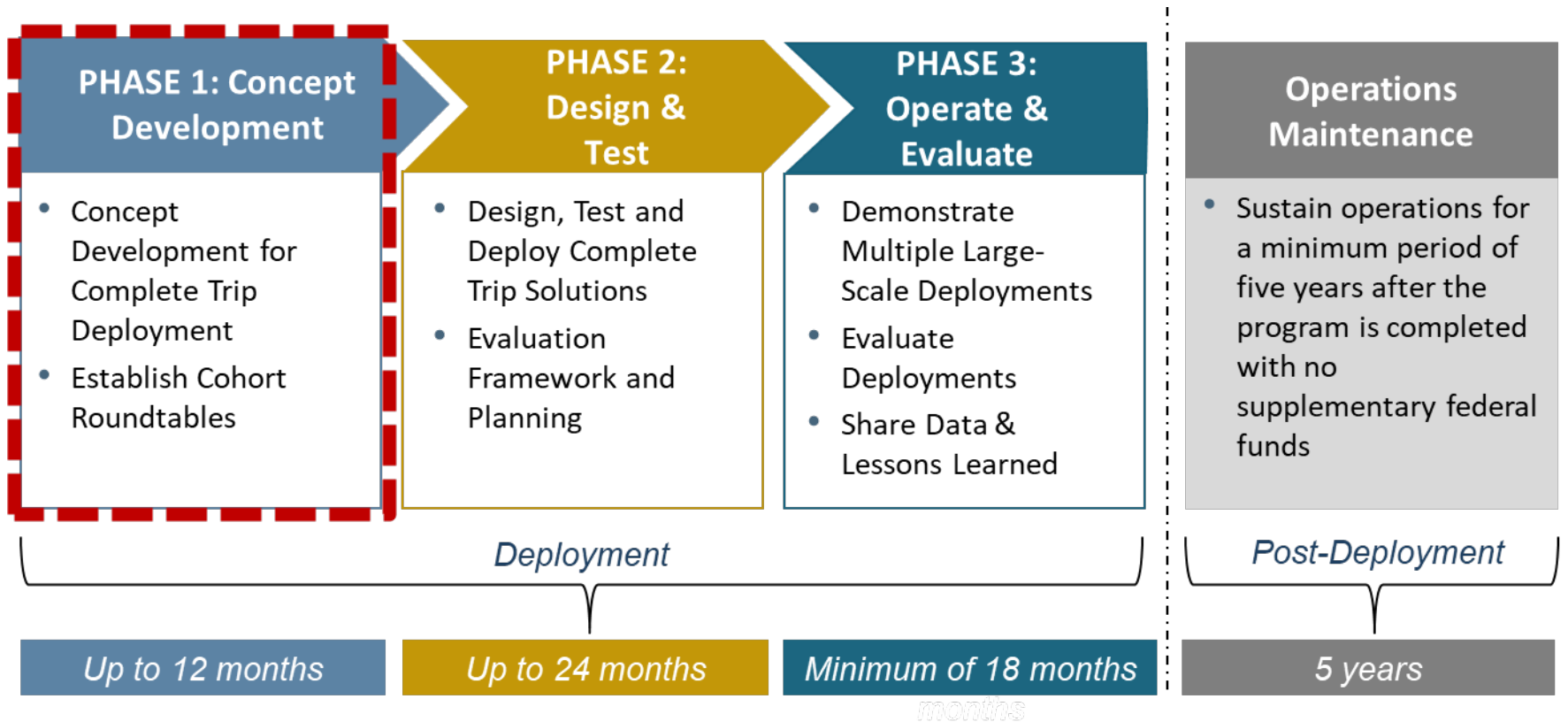


Identify replicable solutions and disseminate lessons learned

Complete Trip Phase 1 Awardees



Deployment Phases





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Task 9 Training:
Participant Training and Stakeholder Education Plan
(PTSEP)



Dawn Sweet

Director, Headquarters of Operations

Federal Transit Administration (FTA)
Office of Civil Rights

Agenda

- **Participant Training and Stakeholder Education Plan (Task 9) Overview**

- **Participant Training and Stakeholder Education Plan Template**
 - Introduction
 - Identification of Participants and Necessary Training
 - Participant Eligibility, Recruitment, Selection, and Retention
 - Training Methodology
 - Training Assessment
 - Planning and Coordination of Training Activities

- **Final Thoughts**
 - Options for Plan Structure
 - Useful References
 - Stay Connected

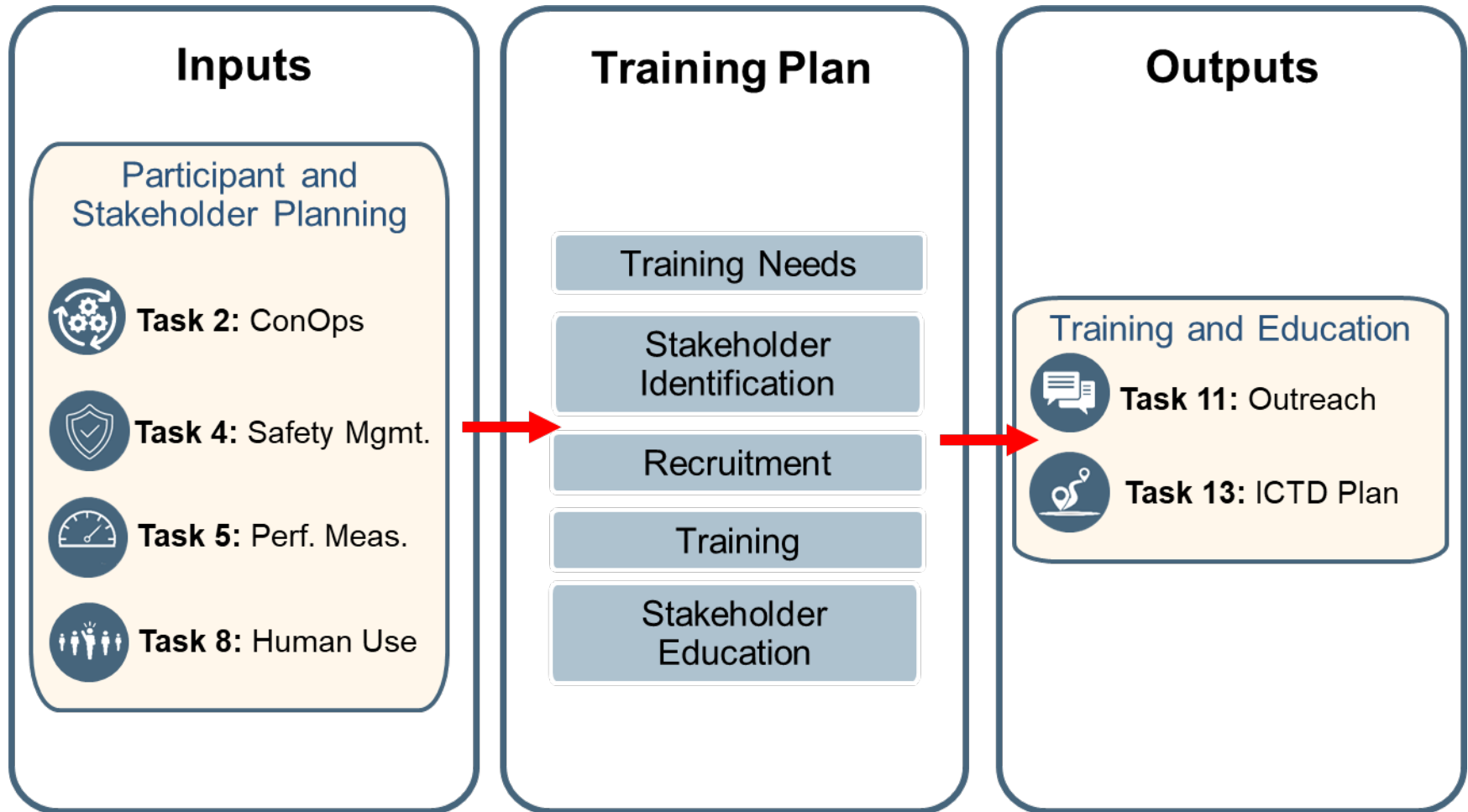
Participant Training and Stakeholder Education Plan (PTSEP) Overview

Participant Training and Stakeholder Education Plan

Describes the needs and plans for recruitment and training of all populations of travelers and other individuals participating in the deployment, including caregivers as appropriate and any staff associated with deployment, operations and maintenance.



Participant Training and Stakeholder Education Plan Interdependencies



Deliverables

ID	BAA Section	Task 9: Participant Training and Stakeholder Education Plan	Due Date	Format
P1T09D1	5.9	Participant Training and Stakeholder Education Plan Draft	12/06/2021	Word
P1T09D2	5.9	Participant Training and Stakeholder Education Plan Final	01/03/2022	Word

Participant Training and Stakeholder Education Plan Major Components

Training Needs

Identify needs for training based on deployment plans, Human Use Approval and Safety Management Plan.

Stakeholder Identification

Partition Stakeholder Registry into groups that require training, vs. groups that provide supporting input, or require outreach.

Recruitment

Describe plans for soliciting potential participants from relevant groups, based on planned IRB protocol.

Training

Discuss training approach and materials for each relevant group and deployment area, for participants and other roles.

Stakeholder Education

Inform stakeholders about scope and goals of deployment; attract interest in involvement, ensure sustainability of deployment.

PTSEP Template Sections

Section 1: Introduction

- Section 1 of the PTESP should address:
 - **Document Purpose:** Discuss the purpose of the PTESP and how it will guide all training and education efforts for the remainder of the project lifecycle.
 - **Project Overview:** Provide a high-level overview of the project.



Section 2: Identification of Participants and Necessary Training (1/2)

- Section 2 of the PTSEP should address:
 - **Identify Project Participant Groups & Subgroups:** Break project participants into smaller groups by roles and responsibilities.
 - **Identify Trainers:** Note participants that will train other participants.
 - **Describe Roles and Responsibilities:** Describe role(s) and responsibilities assigned to the participant group.



Section 2: Identification of Participants and Necessary Training (2/2)

- Examples of Participants*:
 - **Travelers & Caregivers:** Include all populations of travelers identified in the needs analysis and potential caregivers.
 - **Participating Personnel:** Including personnel from local agencies, transit agencies, planning organizations, private sector firms, disability organizations, advocacy organizations and specialized service organizations for the population of focus in the deployment.
- Transit Agency Staff Subgroup Example: Dividing staff into different subgroups based on their operational roles: dispatch/operations management, vehicle operators, road supervisors, maintenance technicians, etc.

Section 3: Participant Eligibility, Recruitment, Selection, and Retention

- Section 3 of the PTSEP should address:
 - **Eligibility:** Discuss conditions that must be met to be eligible to participate in the deployment and align with a group.
 - **Recruitment and Selection:** Describe how participants will be recruited by project and any selection processes to limit group size during demonstration phase.
 - **Retention:** Describe any challenges identified with retaining participants during the project and potential solutions.

Section 4: Training Methodology

- Section 4 of the PTSEP should address:
 - **Training Objectives:** Describe any objectives and/or competencies/knowledge the trainee should have after completing the training.
 - **Key Content Areas/Training Topics:** Provide a brief overview or outline of what topics will be covered during the training session/module.
 - **Training Format and Materials to be Used:** Describe the anticipated format(s) for the training and materials to be used for this group

Section 5: Training Assessment

- Section 5 of the PTSEP should address:
 - **Knowledge Assessments After Training:** Describe the assessment method(s) that are planned to be used to determine if a participant has acquired the necessary skill(s) or information to proceed with participating in the deployment, if necessary.
 - **Participant Feedback:** Discuss how participant feedback will be solicited and how suggestions for improvement may be incorporated in updates to the training. Discuss whether there are intentions to update training materials (even if only for some groups) on a regular basis (e.g., quarterly, annually) throughout the project lifecycle.



Section 6: Planning and Coordination of Training Activities

- Section 6 of the PTSEP should identify any needs for coordination with other entities and any known lead times for working with them. Information can be provided in a narrative or table format. An example has been provided below:

Training Activity	Coordinating Entity	Coordination Needs (services, facilities, and equipment)	Anticipated Lead Time Required
<i>Vehicle operator testing</i>	<i>Garage Operations Manager & Garage Maintenance Manager</i>	<i>Need 1 vehicle and parking lot space to perform operator testing during every shift during September 2023.</i>	<i>16 weeks. Additional extra board shifts need to be added to next pick to accommodate training & testing for all operators during a normal shift.</i>
<i>Accessible format materials</i>	<i>State DOT (via on-call contractors)</i>	<i>Translate, convert, and transcribe training materials</i>	<i>3 months from material finalization</i>

Final Thoughts

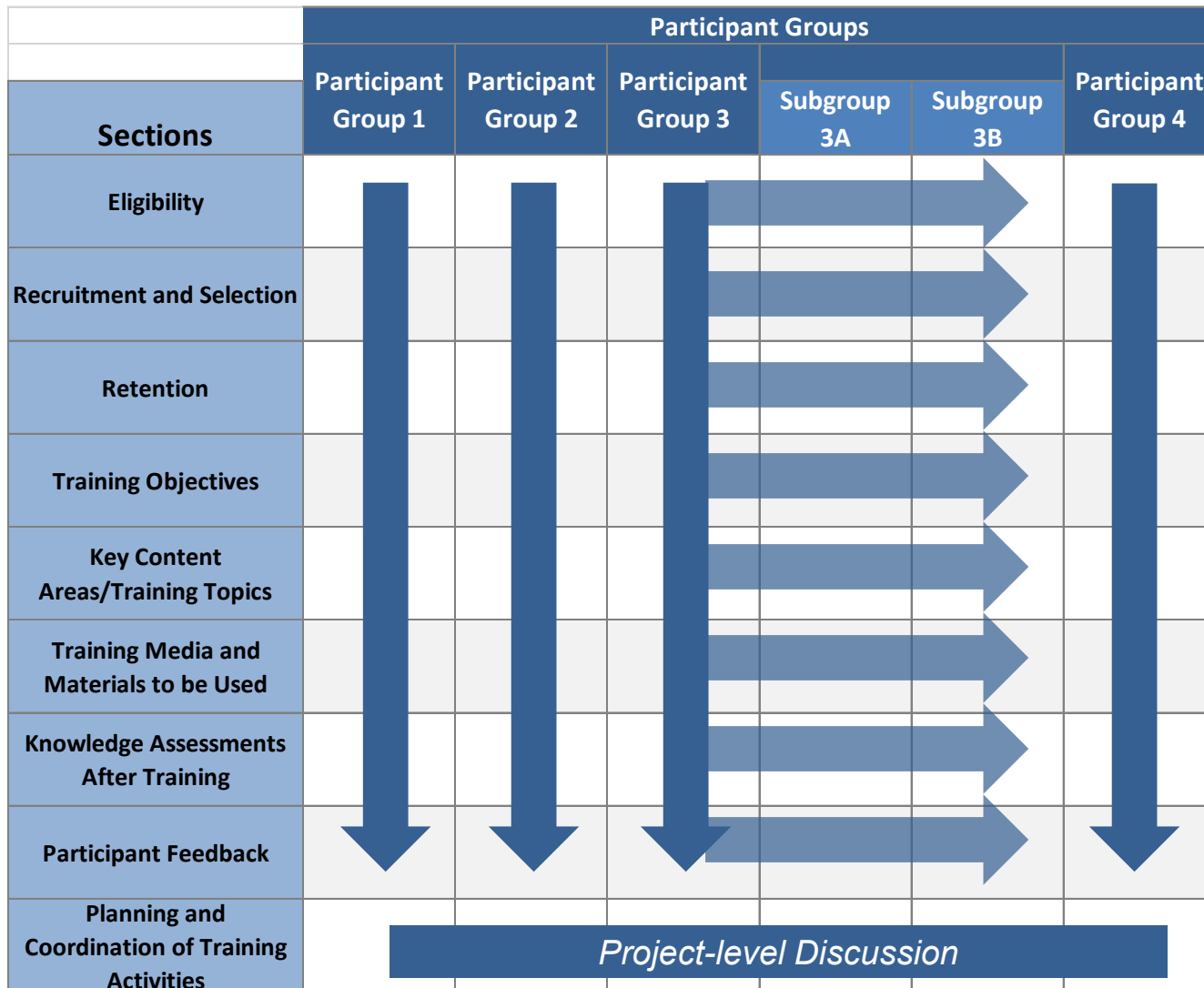
Options for Plan Structure (Part 1)

Sections	Participant Groups					
	Participant Group 1	Participant Group 2	Participant Group 3	Subgroup 3A	Subgroup 3B	Participant Group 4
Eligibility						
Recruitment and Selection						
Retention						
Training Objectives						
Key Content Areas/Training Topics						
Training Media and Materials to be Used						
Knowledge Assessments After Training						
Participant Feedback						
Planning and Coordination of Training Activities						

Options for Plan Structure (Part 2)

Sections	Participant Groups					Participant Group 4
	Participant Group 1	Participant Group 2	Participant Group 3	Subgroup 3A	Subgroup 3B	
Eligibility	→					
Recruitment and Selection	→					
Retention	→					
Training Objectives	→					
Key Content Areas/Training Topics	→					
Training Media and Materials to be Used	→					
Knowledge Assessments After Training	→					
Participant Feedback	→					
Planning and Coordination of Training Activities	Project-level Discussion					

Options for Plan Structure (Part 3)



Participant Training Key References

- ITS Professional Capacity Building Program website <https://www.pcb.its.dot.gov/>
- National Highway Institute, Resources for Developing Instructor-Led Training & Resources for Developing Web-based Training, https://www.nhi.fhwa.dot.gov/resources/intro_developing.aspx
- Complete Trip Webinar #2: Engaging Stakeholders, Developing Partnerships, and Following the Planning Process, February 2020 https://www.its.dot.gov/its4us/pdf/its4us_webinar_2.pdf
- Connected Vehicle Pilots:
 - USDOT Guidance for Connected Vehicle Deployments: Participant Training and Stakeholder Education, July 2016 [FHWA-JPO-16-347](#)
 - Connected Vehicle Pilot Deployment Program Phase 1, Participant Training and Stakeholder Education Plan – Tampa (THEA). [FHWA-JPO-16-318](#) (*group-based*)
 - Connected Vehicle Pilot Deployment Program Phase 1, Participant Training and Stakeholder Education Plan– New York City. [FHWA-JPO-16-306](#) (*area-based*)
 - Connected Vehicle Pilot Deployment Program Phase 1, Participant Training and Education Plan – ICF/Wyoming. [FHWA-JPO-16-294](#) (*area-based*)

Stay Connected

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Visit the Complete Trip - ITS4US Deployment Program Website and FAQs:

<https://its.dot.gov/its4us/>

https://www.its.dot.gov/its4us/its4us_faq.htm

Any questions?

