AAMVA Region I Conference

Advances in Examiner Training and Driver Testing

Presented by:
Denise Hanchulak, AAMVA Programs Division
Brett Robinson, Highway Safety Services
Presentation Topics

• AAMVA International Driver Examiner Certification (IDEC) Program – Examiner Training & Certification

• AAMVA Examiner Training Materials / Library

• Development of Online Training

• AAMVA Model Driver Testing Programs
AAMVA / IDEC Certification Program
The International Driver Examiner Certification Program (IDEC) was designed as a result of the growing responsibilities being placed on driver licensing personnel.

In 1980 AAMVA and NHTSA began the development of an examiner certification program and in 1982, the IDEC Program was released and ready for jurisdictions to adopt.
The International Driver Examiner Certification Program (IDEC)

Certified Driver Examiner (CDE)

Certified Commercial Examiner (CCE) Program

Certified Commercial Knowledge Test Examiner (CCKT) Program

Certified Third-party Tester (CTT) Program

Certified Motorcycle Examiner (CME)
Purpose of the IDEC Training Program

• To prepare selected individuals to become professional driver examiners/testers.
• Improve the efficiency and effectiveness of driver examining personnel
• Upgrade the professionalism of driver examiners
Purpose of the IDEC Training Program (continued)

- Establishes examiner training standards for initial and refresher training that provides examiners / testers with a fundamental understanding of the objectives of the driver testing program.
Benefits of AAMVA/IDEC Certification

• Gives national recognition to driver examiners/testers

• Establishes creditability for the profession of driver testing
  – Public
  – Examiner/Tester

• Assists examiners in maintaining and increasing their knowledge as safety professionals
Benefits of AAMVA/IDEC Certification (continued)

- Training materials are **free** for Jurisdictions to utilize
- Training materials are updated annually
- CCE materials meet the training requirements defined by FMCSA in 49 CFR §384.228
- Achieves uniformity in the basic training of examiners / testers
The IDEC Executive Board consists of:

- Linda Dunstall (ON), Chairperson
- Jen Blumhagen (ND), Vice Chairperson
- Nancy Prescott (VT), Region I
- William Totten (WV), Region II
- Kim Snook (IA), Region III
- Duane Blank (NV), Region IV
- Denise Hanchulak, AAMVA Staff
• Annually, the IDEC Board and AAMVA recognize outstanding examiners through the IDEC Examiner of the Year awards.
• Each member jurisdiction nominates one examiner for outstanding performance as a driver’s license examiner.
• Nomination letters and pictures are posted to the AAMVA Website.
• Each nominated Examiner receives an award.
The Examiner is selected based on the following criteria:

• Excellence in adhering to the principles and recommended practices for driver examining
• Projects an exemplary level of professionalism
• Improves processes and procedures for their jurisdiction
• Exhibits outstanding leadership skills
• Impacts / results of their actions and service (internally & externally)
• Enthusiasm for their job
AAMVA / IDEC Training Materials
AAMVA/IDEC Training Programs include:

- Certified Driver Examiner (CDE) Training Materials
- Certified Commercial Examiner (CCE) Training Materials
- Certified Commercial Knowledge Tester (CCKT) Training Materials
- The AAMVA CDL Train the Trainer Program
– CDE Instructor’s Guide

– CDE Student Workbook
CCE Training Materials

- CCE Instructor’s Guide
- CCE Student Workbook
- CCE Training Videos
Lesson Plan Formats

Instructor Notes

Introduce
Section 4: Commercial Learner's Permit and Commercial Driver's License Validity Periods

Discuss
The Commercial Skills Test Information Management System (CSTIMS)

Show
Slide 1-B-54

Discuss
Initial validity and renewal periods for a commercial learner's permit (CLP).

Show
Slide 1-B-55

Reference
§383.25 – Commercial Learner's Permit (CLP)
§383.71 – Driver Application & Certification Procedures

Discuss
Initial validity and renewal periods for a commercial driver's license (CDL).

Show
Slide 1-B-56

Reference
§383.73 – State Procedures

Section Summary
Give a brief summary of Section 4. Ask a few short questions before proceeding onto the Module Summary.

Section 4: CLP and CDL Validity Periods

Introduction
Section 4 will cover initial validity and renewal periods for a commercial learner's permit (CLP) and a commercial driver's license (CDL).

Commercial Skills Test Information Management System (CSTIMS) is an internet-based tool that provides a consistent way to track the scheduling and entry of test results for commercial skills tests by jurisdiction and third-party examiners/testers. CSTIMS enforces jurisdiction-defined rules to manage commercial driver's license (CDL) skills testing and alerts various parties when circumstances are encountered that may require investigation to determine if fraud has occurred. Additionally, CSTIMS produces reports that can be reviewed for patterns of potential fraud.

Initial validity and renewal periods for a commercial learner's permit (CLP)

§383.25 - Commercial Learner's Permit (CLP)
§383.71 - Driver Application & Certification Procedures

- Cannot be valid for more than 180 days from date of issuance
- May be renewed for an additional 180 days without retesting for general and/or endorsement knowledge tests
- CSTIMS will be enhanced to notify the CDL Monitor (CM) if any previous banned failure occurred before the issue date of the current permit
- CSTIMS will be enhanced to check validity periods for permits (requires modification to include issue and expiration date)

Initial validity and renewal periods for a commercial driver's license (CDL)

§383.73 - State Procedures

- CDL may not be valid for more than 8 years from date of issuance
- CSTIMS will be modified to check valid periods for CDLs (requires modification to include issue and expiration date)

Section 4 Summary
This section covered the initial validity and renewal periods for a CLP and a CDL.
Lesson Plan Formats

Instructor Notes

Optional Activity

Activity #2: CDL Endorsements

Have examiner/tester candidates fill in the correct vehicle endorsement for each picture.

After examiner/tester candidates have completed the activity, discuss the answers and explain any questions.

Answer Key
1. Passenger (P)
2. Double and Triple Trailers (T)
3. Tank Vehicle (N)
4. School Bus (S)
5. Combination Hazardous Materials and Tank Vehicle (X)
6. Hazardous Materials (H)

Section 3: CDL Driver and Vehicle Classes, Endorsements and Restrictions

Activity #2: CDL Endorsements

On the line below, write the correct endorsement for each picture.

1. 
2. 
3. 
4. 
5. 
6. 
CCE Training Videos

- Overview of the CDL Testing System
- Overview of the CDL Vehicle Inspection Test
- Overview of the CDL Basic Control Skills Test
- Overview of the CDL Road Test and Scoring the CDL Road Test (Summer 2014)
• All training materials are available on AAMVA’s SharePoint site:

https://aamvagroups.aamva.org/

– Test Experts and Trainers Section
– IDEC Materials
– Examiner Training Library

• Free for States to download and use
• All materials updated annually
Vermont Driver Examiner Certification Program
Presented by Nancy Prescott, Chief of Customer Services
State of Vermont applied for Certified Driver Examiner (CDE) accreditation under the International Driver Examiner Certification program (IDEC) in 2001.

- Initially 13 examiners became certified.
- Today VT has 24 active CDE examiners.
- Currently working on CCE accreditation.
- Difficulty maintaining updated curriculum.
- Lack of consistent training across the state.
Is creating and maintaining the examiner training problematic?
Benefits of Participating in IDEC

- Training meets requirement defined by FMCSA in 49 CFR 384.228
- Examiner training material - consistency, annual updates
- Instructor guides
- Student workbooks
- Training videos
- Driver handbooks
- Awards recognition
Examiner benefits

- National recognition/Examiner of Year
- Recognition for training/continuing education requirements for both state and federal laws
- Recognition of professionalism
- Free Training material
State of Vermont Examiner of the Year
About our program

• Study material, quizzes
• Final preparation and test
• Examiner certification conducted every other year
• Annual meetings
• Opportunity to establish rapport
• New rules, guidance, best practices
Join us and put a smile on your teams face
For additional information:
http://www.aamva.org/IDEC/

Contact:
Nancy Prescott
Chief of Customer services
Region 1 IDEC Executive Board member
Phone: 802-828-2066
nancy.prescott@state.vt.us
802-828-2066
Online CCE/CDL Examiner Training
Online Training Programs

- Provide States with a comprehensive integrated training system including online, classroom and hands-on training as required in the FMCSA rule.
Online Training Programs (cont’d)

• The online training course can be used by jurisdictions to satisfy the classroom portion only of the required training.

• State and Third Party Test Examiners must successfully complete the lab activity portions of the training in a hands-on training environment.

• Examiners must successfully complete the online training and pass a final exam.
• Established Working Group consisting of the AAMVA IDEC Executive Board and the AAMVA TMS.

• Developed and distributed a survey to determine what (if any) types of LMS/web based systems jurisdictions are utilizing.

• Survey results were compiled and shared with the Working Group.
• Researched applicable online training platforms/software based upon survey results; and identified the pros and cons of each and consulted with the Working Group.

• Working Group selected the Adobe Captivate software and development is underway.

• Final software will be distributed to jurisdictions to load on their LMS.
Features of Software

- Table of contents
- Audio and narration
- Text to speech
- Interaction / transitions and animation
- Ability to import videos
- Add and edit notes
- Interactive quizzes and grading
- Publish to learning management systems
Online CCE/CDL Examiner Training Demo
Online CDL Training Program

What’s in it for me?

• Provided to jurisdictions at no cost
• Ensures compliance with the FMCSRs governing Examiner training
• AAMVA will provide software updates as needed to reflect new Federal CDL regulations, changes to test administration and new safety related equipment on vehicles
Online CDL Training Program
What’s in it for me?

• Jurisdictions control class setup, class dates, enroll students
• Program will create reports to track each student’s progress and results of their final examination
• Simplifies the auditing requirements by retaining the data electronically
AAMVA Model Driver Testing Programs
• 2005 CDL Testing System
• Noncommercial Model Driver Testing System (NMDTS)
• Motorcycle Operator Manual (MOM) and Knowledge Test Item Pool
AAMVA Driver Test Materials

• 2005 CDL Testing System
  – CDL Driver’s Manual
  – CDL Examiner’s Manual
  – CDL Knowledge Test Item Pool

• Revision Issued – July 2014
• Noncommercial Model Driver Testing System (NMDTS)
  – NMDTS Driver’s Manual
  – NMDTS Examiner’s Manual
  – NMDTS Knowledge Test Item Pool
• Release in early 2015
AAMVA Driver Test Materials

• Motorcycle Operator Manual (MOM) and Knowledge Test Item Pool
  – Motorcycle Operator’s Manual and Three-Wheel Supplement
  – MOM Knowledge Test Item Pool

• Release in early 2015
Computer-Based Training for Driver License Examiners

July 29, 2014

Danielle E. Klinger
Training and Development Division Chief
Pennsylvania Department of Transportation
Project Objectives

• Effective, standardized computer-based training course for **new Driver License Examiners** to administer the Non-Commercial, Class C Driver’s Skills Test.

• Effective, standardized computer-based Non-Commercial, Class C Driver’s Skills Test **refresher training course**.
Project Tasks

• Task 1: Literature Review and Survey

• Task 2: New DLE Training
  – Methodology
  – Materials
  – Quick Reference Guide

• Task 3: Refresher Training

• Task 4: Oral Presentation

• Task 5: Final Materials
Literature Review and Survey

• Literature Review (196 Reports and Research Studies)
  – Training Practices
  – Driver License Trainees
    • Knowledge
    • Skills
    • Training
    • Testing

• AAMVA Survey
  – 29 Respondents to DLE Training Practices Survey
    • 24 States and 5 Canadian Provinces
<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
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<tbody>
<tr>
<td>Is there a formal training program for non-commercial DLEs in your state?</td>
<td>22</td>
<td>7</td>
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<tr>
<td>Does your state provide periodic refresher training for DLEs?</td>
<td>24</td>
<td>5</td>
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<tr>
<td>Does your state provide remedial training for DLEs?</td>
<td>17</td>
<td>10</td>
</tr>
<tr>
<td>Does your state provide a training manual or handbook for DLEs?</td>
<td></td>
<td></td>
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<tr>
<td>Training Manual</td>
<td>10</td>
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<tr>
<td>Handbook/Guidebook</td>
<td>12</td>
<td></td>
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<tr>
<td>Quick Reference Guide</td>
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</tr>
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<td>Training Topic</td>
<td>Formal Training</td>
<td>OJT</td>
</tr>
<tr>
<td>-------------------------------------------------------</td>
<td>-----------------</td>
<td>-----</td>
</tr>
<tr>
<td>Greeting applicants</td>
<td>20</td>
<td>18</td>
</tr>
<tr>
<td>Explaining the exam process</td>
<td>22</td>
<td>15</td>
</tr>
<tr>
<td>Directing/instructing/communicating with applicants</td>
<td>24</td>
<td>16</td>
</tr>
<tr>
<td>Maintaining a calm and confident demeanor</td>
<td>23</td>
<td>16</td>
</tr>
<tr>
<td>Recognizing applicant nervousness</td>
<td>20</td>
<td>18</td>
</tr>
<tr>
<td>Dealing with uncooperative applicants</td>
<td>20</td>
<td>16</td>
</tr>
<tr>
<td>Examiner integrity</td>
<td>21</td>
<td>15</td>
</tr>
<tr>
<td>Responding to unsafe actions by applicants</td>
<td>22</td>
<td>18</td>
</tr>
<tr>
<td>Dealing with hazardous or emergency situations, such as crashes</td>
<td>23</td>
<td>17</td>
</tr>
<tr>
<td>Dealing with applicants who fail the exam</td>
<td>20</td>
<td>19</td>
</tr>
<tr>
<td>Dealing with a third party who accompanied the applicant</td>
<td>16</td>
<td>18</td>
</tr>
<tr>
<td>Understanding the functions of in-vehicle driver aids</td>
<td>13</td>
<td>19</td>
</tr>
<tr>
<td>Understanding in-vehicle equipment to accommodate physical limitations of applicants</td>
<td>18</td>
<td>17</td>
</tr>
<tr>
<td>Checking the vehicle to ensure it is a safe and appropriate test vehicle</td>
<td>21</td>
<td>18</td>
</tr>
<tr>
<td>Assisting persons with special physical needs</td>
<td>17</td>
<td>17</td>
</tr>
<tr>
<td>Assisting persons with difficulty speaking or understanding English</td>
<td>19</td>
<td>17</td>
</tr>
<tr>
<td>Evaluating and scoring a skills exam</td>
<td>23</td>
<td>17</td>
</tr>
<tr>
<td>First Aid Training (CPR, AED, other)</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>Safety considerations in and around the driving center facility</td>
<td>16</td>
<td>15</td>
</tr>
</tbody>
</table>
• Theory
  – Driver License Examiners as Adult Learners
  – Learning Preferences
  – The Training Process

• Best Practices
Theory – DLEs as Adult Learners

• Three Aspects of Learning
  – Active
  – Change in behavior
  – New information, skills, or attitudes

• Key is Active Learning
  – Perception of problem
  – Clarification in light of prior knowledge
  – Hypothesis
  – Testing and retesting until problem is solved

  • Active Learning Example
    • New DLE Training – Module 2 (Customer Anxiety)
Two Classifications of Learning Styles
  - Analytical
  - Global

Analytical Learners
  - Prefer quiet
  - Need to complete tasks
  - Prefer structured assignments

Global Learners
  - Work well with distractions
  - Work on several tasks
  - Structure learning tasks their own way

Accommodating Learning Preferences
• Training Process – Pertinent Components
  
  – Reinforcement
    • Modular assessments
    • Immediate feedback
  
  – Retention
    • Rule of three
    • Assessments with references to knowledge slides
    • Videos
  
  – Transference
    • Conversational scripts
    • Checklists
    • Step-by-step procedures
    • Quick Reference Guide
    • Videos
Benefits of Standardized Training

• Competency of New Drivers
• Professional Customer Service
• Reinforcement of PA’s Traffic Laws
Training Curricular

- New Driver License Examiner (DLE) Training
- DLE Refresher Training
New DLE Training

- Three Hours Total Engagement Time
- Five Stand-Alone Modules
- Clear Instructions for Learner-Oriented Controls
- Interactive Topical Assessments
- Quick Reference Guide
New DLE Training Modules

1. The Driver License Examiner
2. The Applicant
3. Driver’s Skills Test Preparations
4. The Driver’s Skills Test
5. Post-Test and Tools
Module 1
The Driver License Examiner

The Driver License Examiner

- Role of the DLE
- DLE Conduct
- Discrimination
- Harassment
Module 1 – The DLE

Contents Example

- DL-402NC

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**Report of Driver's Examination**

Please type or print in blue or black ink all information.

<table>
<thead>
<tr>
<th>License/permit number</th>
<th>License/permit expiration</th>
<th>Exam location number</th>
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<tbody>
<tr>
<td>Customer last name</td>
<td>First name</td>
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<table>
<thead>
<tr>
<th>Exam type (Check Block)</th>
<th>Exam results (Check Block)</th>
<th>Visual screening (Check Block)</th>
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<tr>
<td>Driver</td>
<td>Passed</td>
<td>Field of vision</td>
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<tr>
<td>Class: A, B, C, M</td>
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<td></td>
</tr>
<tr>
<td>Medical</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hearing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (specify)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Medical restrictions    |                            |                               |

---

**Example:**

- [DL-402NC](image)
The Applicant

- Communication
- Managing Customer Behavior
- Range of Customers
- Accommodating Special Needs
Module 2 – The Applicant Contents Example

• Some vehicles may have specialized equipment
• Some vehicles may have more equipment than the applicant actually needs
Driver’s Skills Test Preparations

– DLE Preparations
– Greeting the Customer
– Documentation
– Testing Driving Skills
– Walkaround Inspection
Walkaround Inspection: Knowledge of Controls

• Left turn signal;
• Right turn signal;
• Brake lights;
• Headlights (high and low beams);
• Horn; and
• Wipers.
The Driver’s Skills Test

- Overview of Procedure
- Scoring the Test
- Managing Emergencies or Incidents
Module 4 – The Driver’s Skills Test

Contents Example

Unable to Parallel Park

31 points
Module 5
Post-Test and Tools

Post-Test and Tools

– Applicant Feedback

– Test Aids – Tools and Tips

– Key Points
Applicant is Unsuccessful (Video Example)
Quick Reference Guide

- Code of Conduct
- Pre-Test Greeting
- Route Requirements
- Walkaround
- Road Test
- Post-Test
- Reminders
- Escalate to Supervisor
PennDOT Driver License Examiner Quick Reference Guide

Code of Conduct
- Recognize the DLE is in a position of high public trust;
- Administer all official duties with impartiality;
- Conduct the driver’s skills test reflecting its importance to public safety;
- Exercise only the authority vested in the position;
- Reject all presents and favors from applicants or others;
- Respect privacy and handle personal and confidential information accordingly;
- Use only official testing standards;
- Maintain a professional appearance and demeanor;
- Report any fraudulent activities; and
- Perform duties not specifically articulated by this code with safety and welfare of the public as the controlling motive.

Walkaround
- Keep the vehicle engine off;
- Don’t stand between vehicles;
- Safety Review:
  - Operable front doors;
  - Operable lights and signal devices;
  - Safe tires;
  - Stationary, safe, and unobstructed passenger seat;
  - Unobstructed windshield and windows;
  - Operable seat belts (vehicles manufactured after 1966);
  - Properly closed and latched glove compartment; and
  - No other obvious safety concerns.
- Knowledge of Controls:
  - Left turn signal
  - Right turn signal
  - Horn
  - Brake lights
  - Wipers

Pre-Test Greeting
1. Hello. My name is ____ , and I will be conducting your driver’s skills test today. (Note to DLE: You will now proceed with conducting the Walkaround, which includes a safety review and knowledge of controls).
2. During the driver’s skills test, please follow all traffic laws. I will provide additional instructions as we go along. (Note to DLE: You will say this after entering the vehicle, following the Walkaround.)
3. Do you have any questions?

Route Requirements
- Parallel parking (on closed course);
- Two right turns;
- Two left turns; and
- One traffic control device.

Road Test
- Be aware of where items are located inside the vehicle, i.e. emergency brake and gear shift;
- STAY ALERT: Scan for the unexpected;
- Use DL-402 for required elements and scoring;
- Remind the applicant to perform the parallel parking maneuver as if they were on the road, and when on the road, drive as they normally do, following the traffic signs, signals, and markings;
- If driver demonstrates extremely unsafe act(s) and it is clearly unsafe to continue, have applicant pull over to a safe place and terminate the test; and
- You must be prepared to intervene during a test to prevent a crash:
  - Use firm, assertive commands
  - Apply hand brake
  - Steering assist
  - Apply driver’s foot brake
  - Apply dual brake
  - Shift into neutral
Post-Test

- Park vehicle according to site procedures. Park vehicle facing away from building, if possible.
- Make sure vehicle is secure: in Park, vehicle shut off, emergency brake on, keys in hand.
- If successful, congratulate, return to counter, and process.
- If unsuccessful, and the applicant is under 18, the accompanying driver should be located and errors politely explained. Language may include “I’m sorry you did not make it through the exam today. Let’s find your accompanying driver, and I will explain what you need more practice on.”
- Be positive, non-critical, and constructive.
- Do not get into a confrontation.

Reminders

- Recognize signs of a nervous applicant:
  - Legs and/or hands shaking
  - White knuckles
  - Excessive perspiration
  - Quivering voice
- Speak in a calm, reassuring voice to help put the applicant at ease.
- Avoid making comments not related to the test: no idle chit chat, no inappropriate comments, gestures, joking around with the applicant, etc.
- Do not answer your phone during a driver’s skills test. Remind applicant to do the same.
- Do not provide feedback to the applicant during the driver’s skills test; wait until the test is over to provide any feedback/results.

Escalate to Supervisor

- When should you escalate issues to your supervisor? Any issue that requires it, or could potentially lead to a complaint, such as:
  - You are offered gifts or bribes;
  - You are verbally or physically abused or harassed by applicant;
  - Applicant is aggressive or uncooperative;
  - Applicant needs adaptive equipment which they don’t have;
  - You have a question regarding proper use of adaptive equipment;
  - You find the need to reject an applicant from testing;
  - Applicant’s medical concerns pose a safety risk to self or others;
  - A medical incident occurs during the driver’s skills test;
  - Applicant appears to be under the influence of drugs or alcohol;
  - Any planned or emergency alterations are made to a testing route;
  - Vehicle does not pass your walkaround inspection;
  - You find the need to reject any vehicle from testing;
  - You were required to physically intervene during the driver’s skills test to avoid a crash
  - A crash occurs during the driver’s skills test (reportable or not); and
  - An applicant has an unsuccessful test, disagrees with your determination, and is not satisfied with your explanation.

pennsylvania DEPARTMENT OF TRANSPORTATION

PennDOT Driver License Examiner
Quick Reference Guide
DLE Refresher Training

- One Hour Total Engagement Time
- Three Stand-Alone Modules
- Clear Instructions for Learner-Oriented Controls
- Pre- and Post-Training Assessments
Module 1
1. Introduction
2. The Driver License Examiner
3. Applicant

Module 2
1. Driver’s Skills Test Preparation
2. Driver’s Skills Test Procedures

Module 3
1. Scoring a Driver’s Skills Test
2. DLE Interventions
3. Crash Procedures
4. End of the Driver’s Skills Test
DLE Refresher Training
Contents Example

DLE Steering Assist Intervention (Video Example)
Training Implementation

- Research Implementation
- Audio Recordings
- Articulate Software
- Driver’s License Examiner’s Manual Update
- Blended Training
- Ipads
DLE Manual Update

Non-Commercial Driver License Examiner’s Manual

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Lessons Learned

- Cooperation
- Flexibility
- Input and buy-in from all parties
- Good project management
Questions

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717-346-9510
Questions