Module 4: Problem Identification

Module Objectives

- Identify the stages of the Grant Management Lifecycle
- Explain the purpose of problem identification
- Discuss the components of the problem identification process
- Explain the qualities of good data
- Discus obstacles to conducting effective problem identification
- Understand how data relates to performance measures
- Discuss community assessment

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Introduction

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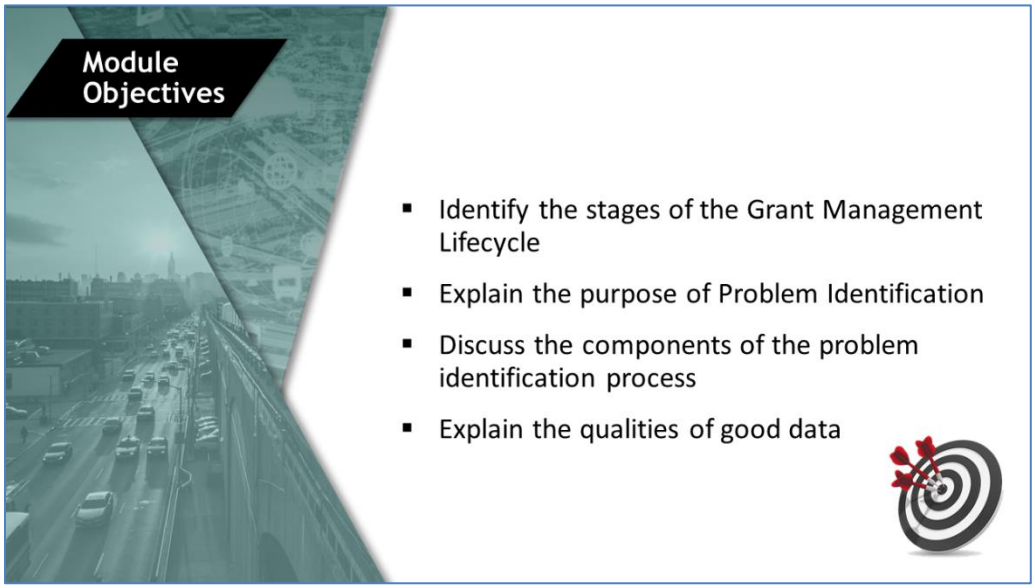
Module 4: Problem Identification

Module Objectives



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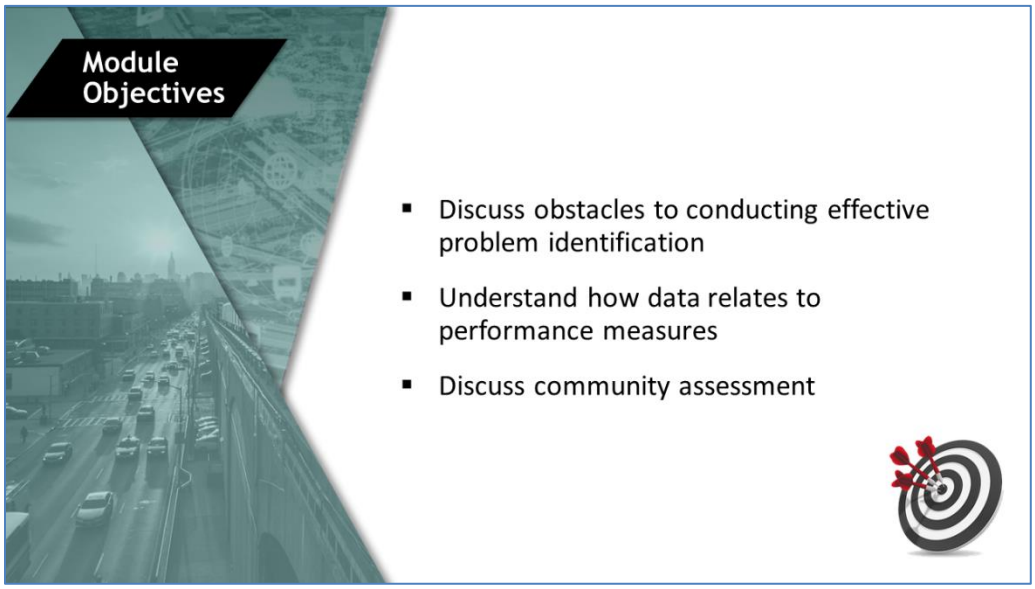

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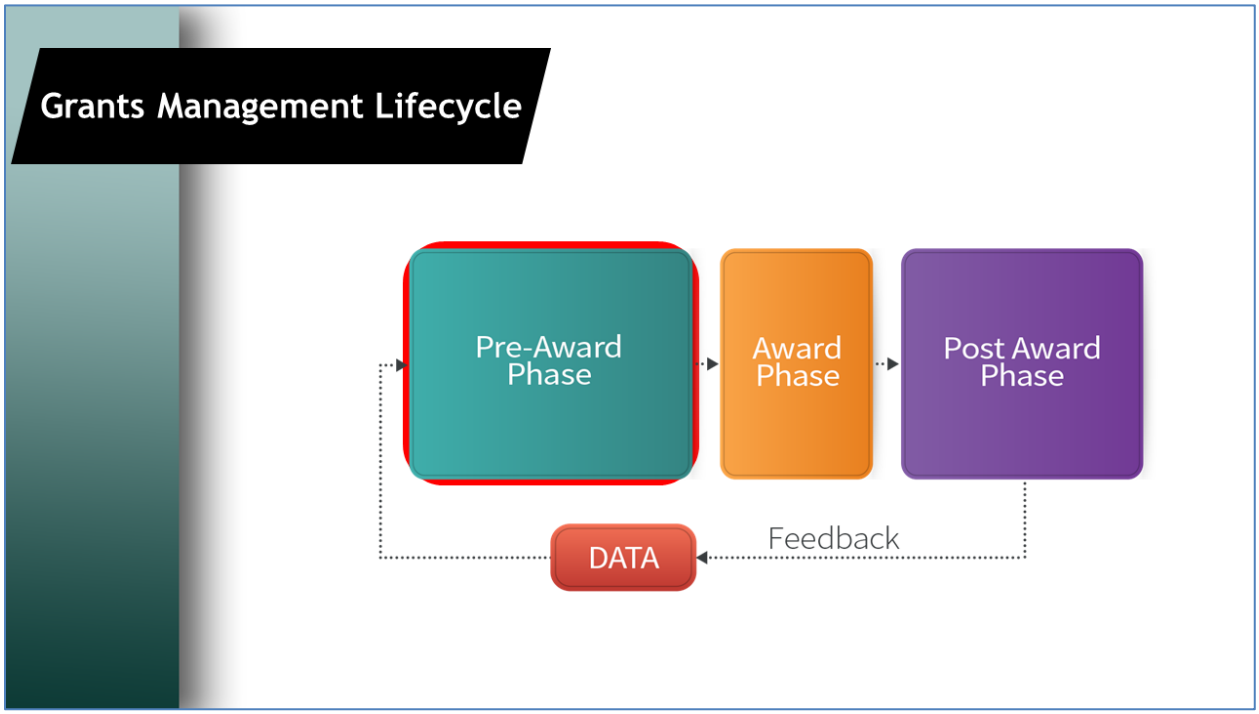
Grants Management Lifecycle



Slide 4.

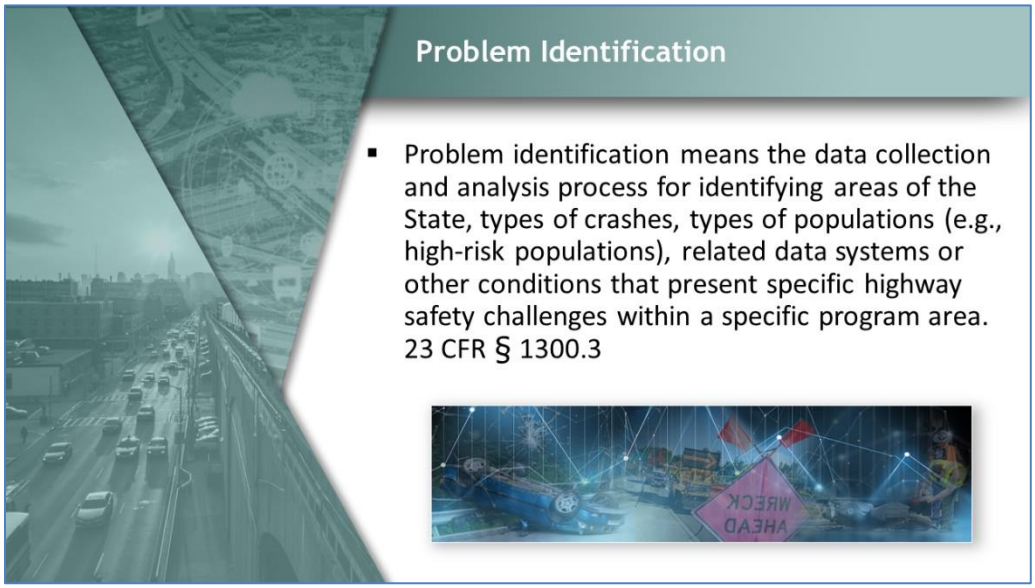
This begins the pre-award section of the Grants Management Lifecycle, and it all starts with data.

Pre-Award Phase: State prepares and submits the Annual Grant Application (AGA). The Regional Offices and headquarters technical review panels review their respective parts of the application and make determinations.

Award Phase: When the review process is completed, NHTSA notifies the States of the AGA approval status and of the 405 and 1906 grants they qualified for. NHTSA obligates funds to States.

Post Award: Implementation, Reporting, and Closeout. State and local projects are implemented, risk assessments conducted, monitoring activities conducted and projects tracked, vouchers and reports submitted and reviewed. Financial reconciliation and Annual Report (Closeout).

Data and Problem Identification



Slide 5.

Purpose of Problem Identification

The process should tell you who, what, when, where, and why.

The purpose is to help the SHSO determine where to best utilize resources to decrease traffic safety fatalities injuries and property damage.

Detailed and diverse Problem ID will go a long way toward assisting States with meeting other 3HSP requirements - PP&E, performance plan, countermeasure strategies for programming funds.

NOTE: The same/similar process is used by subrecipients on the community level.

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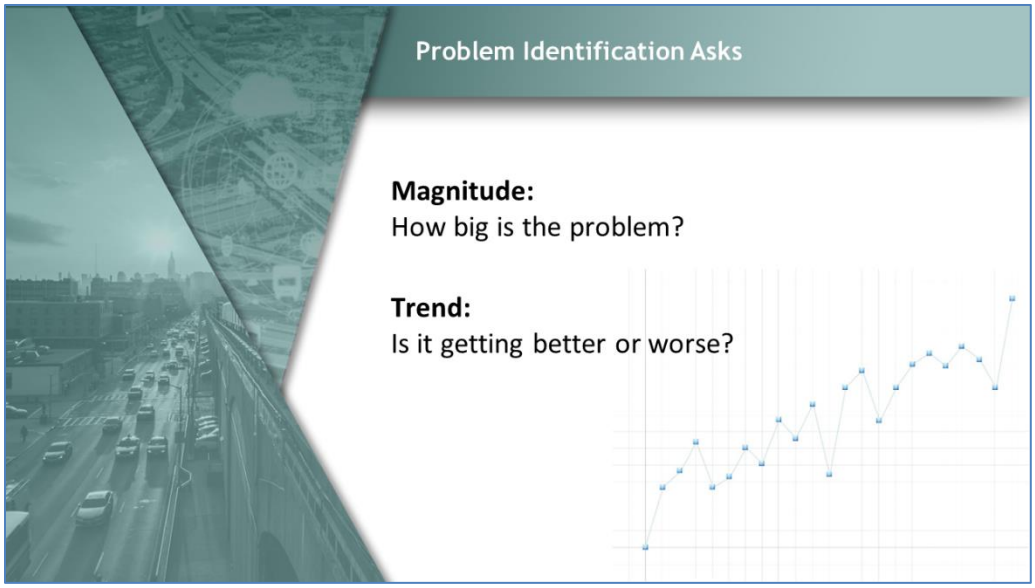
Problem Identification Asks
Magnitude:
How big is the problem?
Trend:
Is it getting better or worse?

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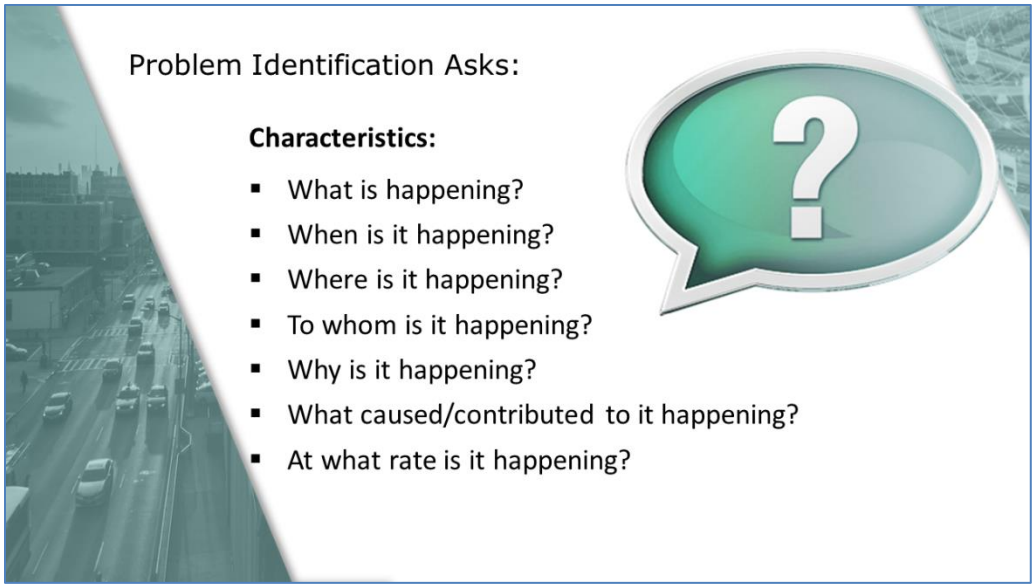

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The focus of Problem Identification is on asking and answering several questions:

Who?/To whom? The more you know about the "who," the better your chances to impact the population with project activity. Example: Young males, age 21-24 yrs.

As mentioned earlier when discussing impediments to problem ID, the racial and ethnic determinants are generally missing from the crash report form. This information is needed at the project development and implementation levels to maximize project impact.

What? For example: Too many crashes in a given location.

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When? For example: Midnight to 2 AM Friday and Saturday nights.

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Where? The specific location: i.e., intersection, highway segment, bridge, etc.

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Why? For example: Speed, alcohol, cultural influences.

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Rate? For example: Crashes occurring three times more often during these time periods.

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Qualities of Good Data

Slide 8.

Timeliness: Reflects the span of time between the occurrence of an event and entry of information into the appropriate database. Timeliness can also measure the time from when the custodial agency receives the data to the point when the data is entered into the database.

Accuracy: Reflects the degree to which the data is error-free, satisfies internal consistency checks, and does not exist in duplicate within a single database.

Completeness: Reflects both the number of records that are missing from the database and the number of missing (blank) data elements in the records that are in a database.

Uniformity: Reflects the consistency among the files or records in a database and may be measured against some independent standard, preferably a national standard.

Integration: Reflects the ability of records in a database to be linked to a set of records in another of the six core databases—or components thereof—using common or unique identifiers.

Accessibility: Reflects the ability of legitimate users to successfully obtain desired data and is measured in terms of customer satisfaction.

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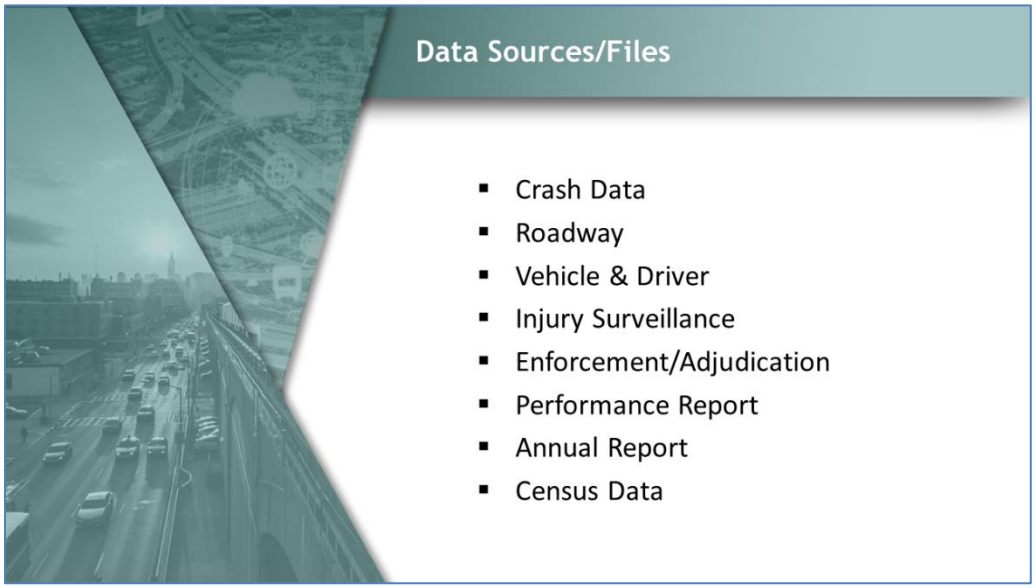
Data Sources



Slide 9.

Other data sources include:

- Department of Motor Vehicles
- Police Crash Report forms
- State Department of Transportation
- State Department of Health and Human Services (Epidemiologist)
- Courts
- Fatality Analysis Reporting System (FARS) – National data
- State Traffic Safety Information (STSI)
- Fatality and Injury Reporting System Tool (FIRST)
- Hospitals, ERs
- City or County Public Works Departments or Traffic Engineering Offices
- Insurance companies
- Surveys, attitudinal or behavioral
- Coroners, Medical Examiners
- Community Resilience Estimates (CRE) – Census Bureau
- NRSS (ArcGIS Story Map)

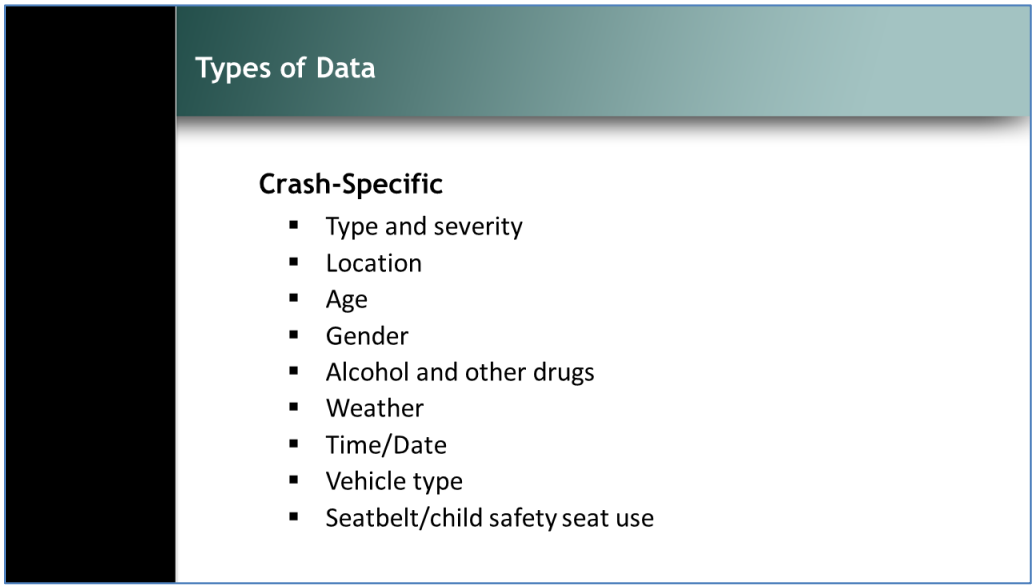
Expand Data Collection:

Additional data sources will enhance problem ID to get a better description of community characteristics.

Understanding the community characteristics will lead to more successful programs, projects, and activities.

NOTE: Some data is not readily available but needs to be considered. Race and ethnicity data are sometimes difficult to obtain.

Types of Data



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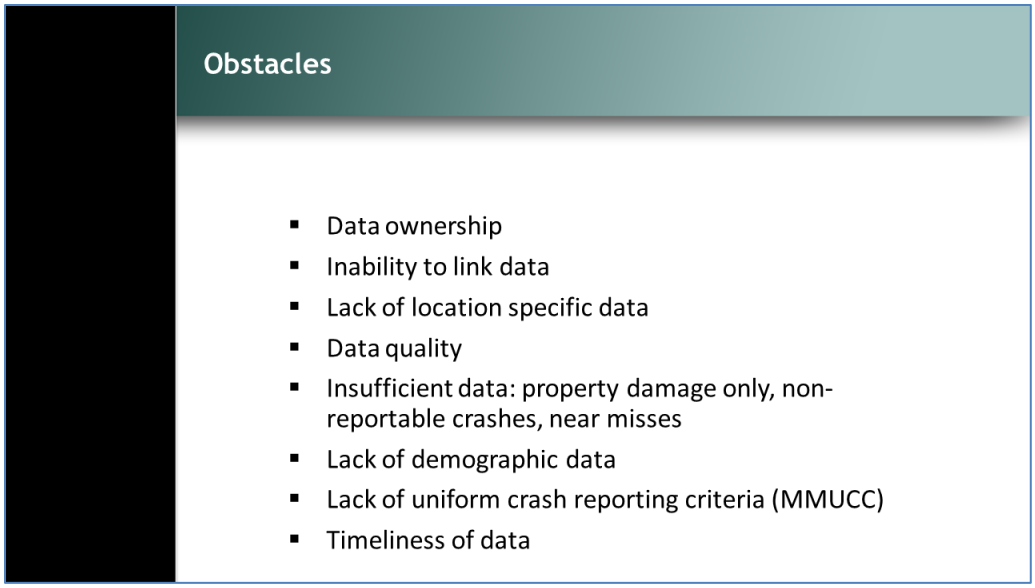
Types of Data

Non-Crash-Specific

- Average daily traffic
- Number of licensed drivers
- Number of registered vehicles
- Vehicle miles travelled
- Time of arrest to conviction
- Average BAC
- Statewide training
- Population

Slide 11.



Slide 12.

Without this information for your analysis, you begin with an incomplete picture, and you cannot accurately complete the problem ID process.

- **Data Ownership**
  - Access control of specific data or files within State/community
  - Custodianship and/or maintenance of files

Refers to those in the State/community who control access to specific data or files. Traditionally, traffic records systems have included police crash reports; driver, vehicle, and owner records; roadway data and traffic volume; and more recently, medical/EMS information.

The custodianship/maintenance of these files may be spread over several State departments (Department of Public Safety (DPS), Department of Motor Vehicles (DMV), Department of Transportation (DOT), Department of Health and Human Services (DHHS) as some examples) in a State. Access to others is controlled by the agency where the information is kept. However, State law may dictate which agencies/individuals may have access to the data.

- **Inability to Link Automated Files**
  - Lack of central point for data collection and storage
  - Variety of electronic capabilities
  - Differences in data elements from file to file

Since there is no one central point for data collection and storage, various electronic capabilities and differences in data elements may present a challenge.

The data files previously mentioned are usually maintained in separate departments, though they should be easily tied together in an effort to permit data to be combined. This linkage can eliminate the need to duplicate data, thus reducing collection, entry and storage costs.

- **Lack of Location Specific Data**
    - Roadway information not tied to Location Reference System (LRS)
    - Citation data not available by LRS, and therefore difficult to tie to crash location

Crash information should exist regarding location of crashes by city/county and roadway location. Roadway information should be tied to a location reference system (LRS). Frequently, citation data is not available by LRS, making it difficult to tie citations to crash locations.

- **Data Quality**
    - Completeness and accuracy at first level sources
    - Traffic citations
    - Ambulance Run Reports

Completeness and accuracy of data may be an impediment at first level sources, e.g., traffic citations or ambulance run reports.

Data/traffic records programs must meet basic requirements for the information to be used most effectively by program managers.

Accordingly, each State should emphasize the following characteristics:

- Timely and accurate data input
- Data uniformity and consistency
- Timely and complete data output
    - Need for Standard Basic Requirements for Data/Traffic Records Programs

- **Insufficient Data**
    - Property damage only
    - Non-reportable crashes

Data is seldom complete. Property damage is often under or not reported. Each State has a threshold for reporting crashes, depending on damage level, personal injury, etc.

(Continued on next page)

- **Lack of Demographic Data**
  - Ethnicity, race, etc.

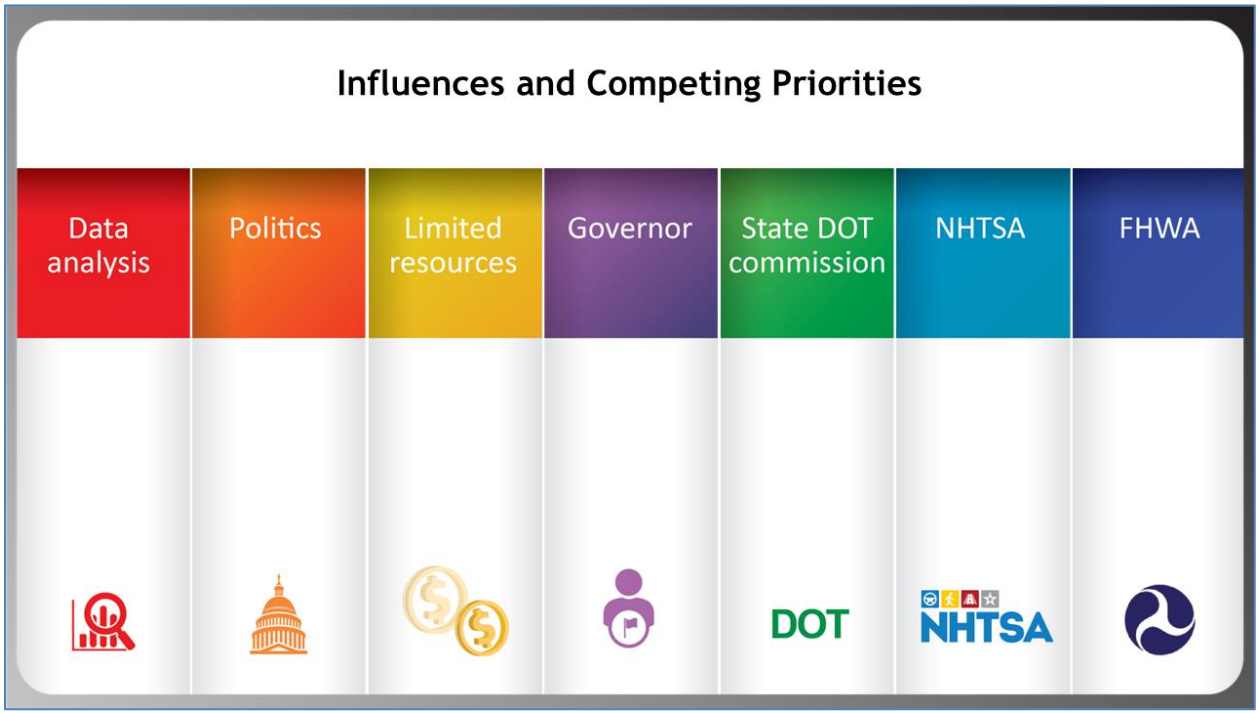
Often ethnicity, race, etc., are not collected due to many factors, such as prohibition against asking someone their race, etc.

- **Lack of Uniform Crash Reporting Criteria**

NHTSA and GHSA continue to work with the States to enhance the MMUCC (Minimum Model Uniform Crash Criteria), which has steadily improved the uniformity of data collected.

RESOURCE: For additional information, refer to the:
NHTSA Highway Safety Advisory on Traffic Records

Influences and Competing Priorities



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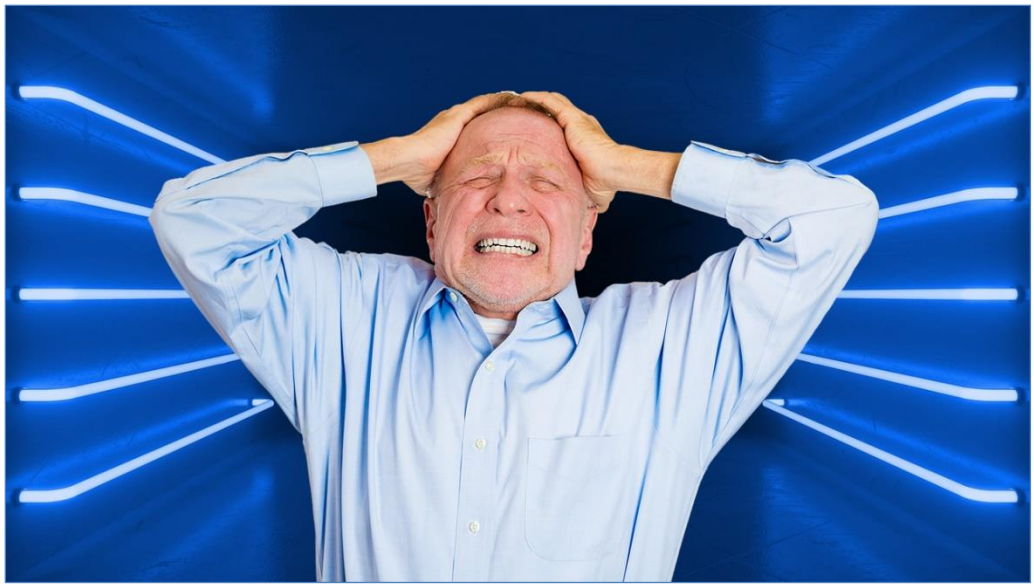
Obstacles

- Political
- Legislative
- Public perceptions



Slide 14.

Relevant and Actionable versus Irrelevant

Activity Item

DISCUSSION: What of these data sources are most relevant/actionable to your needs/program?

Considerations: Where you were.

Where you are.

Where you want to go.

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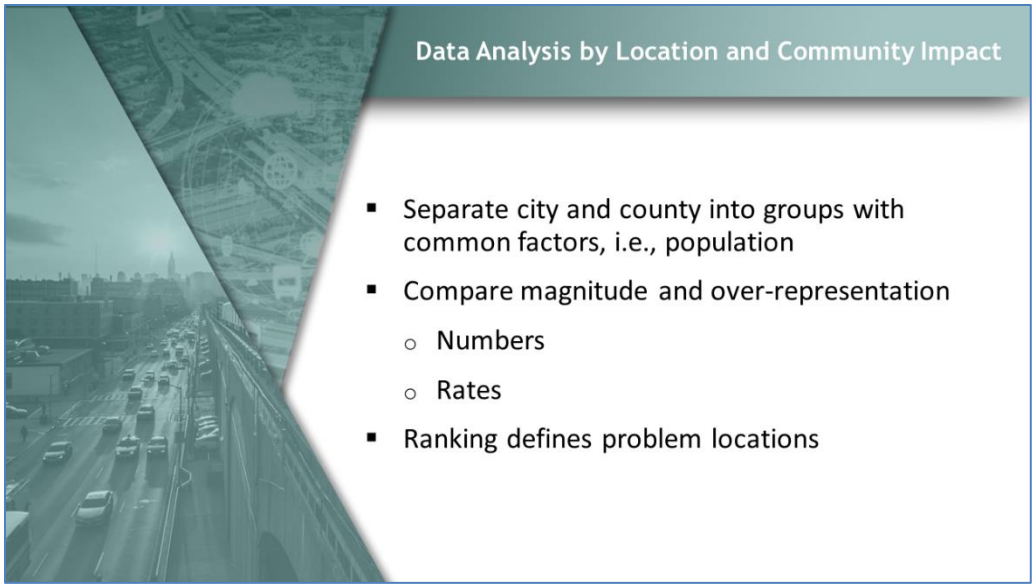
Slide 15.

Video

VIDEO: "Whodunnit"



Slide 16.

After location organization of your statewide data, you will rank city and counties (similar population groups) based on magnitude (*number* of injury and fatal crashes, etc.) and over-representation (*rate* based on population to number of injury and fatal crashes).

States determine how to weight magnitude and rates to make cut-off levels to determine problem ranking.

Activity Item

DISCUSSION: - Does your State rank locations by crash severity?

- If so, how is it done?

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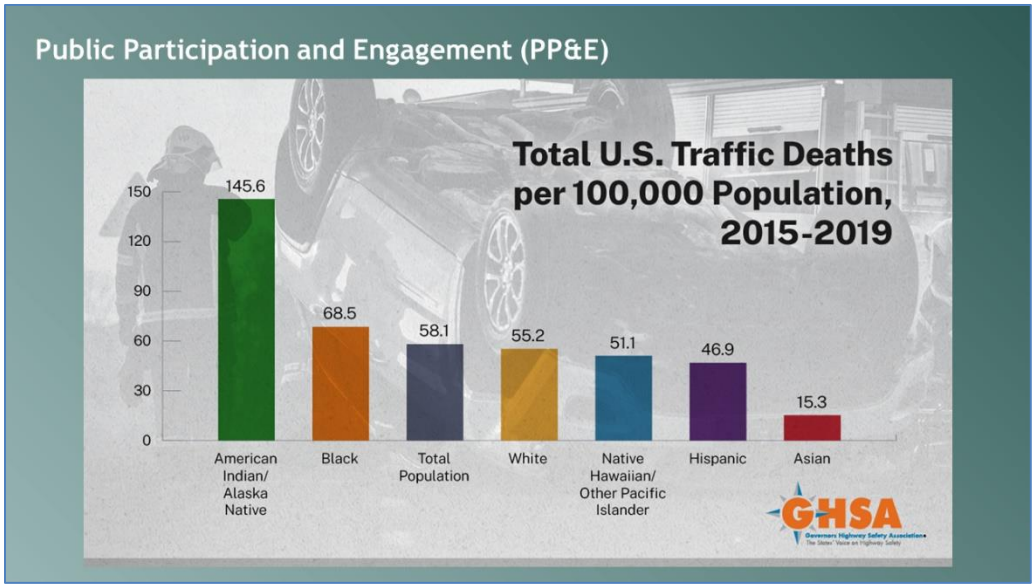

Slide 17.

This graph shows the importance of looking at more than just the numbers. As we see here, the characteristic of "WHO" is critical to know, as it will provide information to ensure that programs, projects, and activities are effectively developed for those specific demographics.

Why is public participation and engagement so important?

- The community assessment goes beyond the magnitude and trend of problem identification and examines the characteristics of a particular demographic
- It delves deeper into the sociocultural aspects of a community

Website Resource

RESOURCE: An Analysis of Traffic Fatalities by Race and Ethnicity

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Slide 18.

New component of the Triennial Highway Safety Plan (3HSP). Public Participation and Engagement (PP&E) is an integral part of transportation program planning. BIL added a requirement that State highway safety programs shall *result* from meaningful public participation and engagement from affected communities, particularly those most significantly impacted by traffic crashes resulting in injuries and fatalities. (23 U.S.C. 402(b)(1)(B))

The public participation and engagement section of the 3HSP is structured so that States can meet both the BIL requirements and the Title VI Community Participation Plan requirements with the same submission.

NOTE: PP&E is an integral component of the statute and a requirement to comply with Federal regulations.

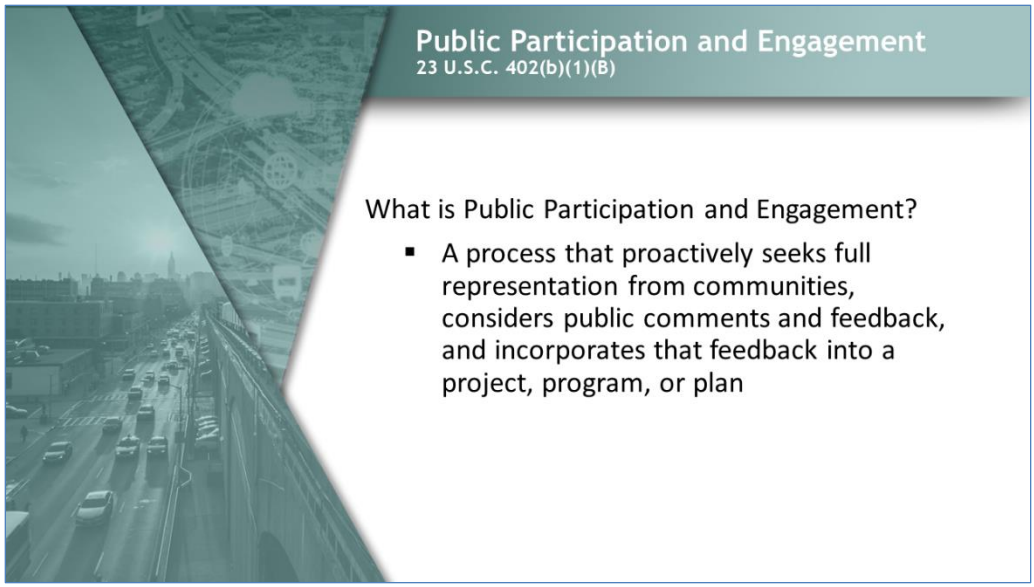
RESOURCES:

Title VI of the Civil Rights Act of 1964

USDOT Title VI Order 2021

(23 U.S.C. 402(b)(1)(B))

Justice 40 Initiative



Slide 19.

Public Participation and Engagement It is a PROCESS that PROACTIVELY seeks full representation from the community, considers public comments and feedback, and incorporates that feedback into a project, program, and State decision making.

Early and continuous public involvement brings diverse viewpoints and values into the transportation decision-making process. This process enables the community and agencies to make better-informed decisions through collaborative efforts to create informed, positive, and sustainable outcomes. Meaningful community engagement is not simply public education, but an opportunity for the community to influence what will happen in the spaces they connect with.

The USDOT Meaningful Public Involvement Guide uses the term “meaningful public involvement”, while the regulation uses “public participation and engagement”. The goal remains the same for each term: provide equitable access to opportunities for the public/all communities affected to contribute to planning processes (in traffic safety programs) and ensure purposeful, positive, and impactful project delivery.

NOTE: We will be using “public participation and engagement” to stay consistent with the regulations, but the intent and elements are the same as those outlined in the Promising Practices for Meaningful Public Involvement in Transportation Decision-Making guide.

Website Resource

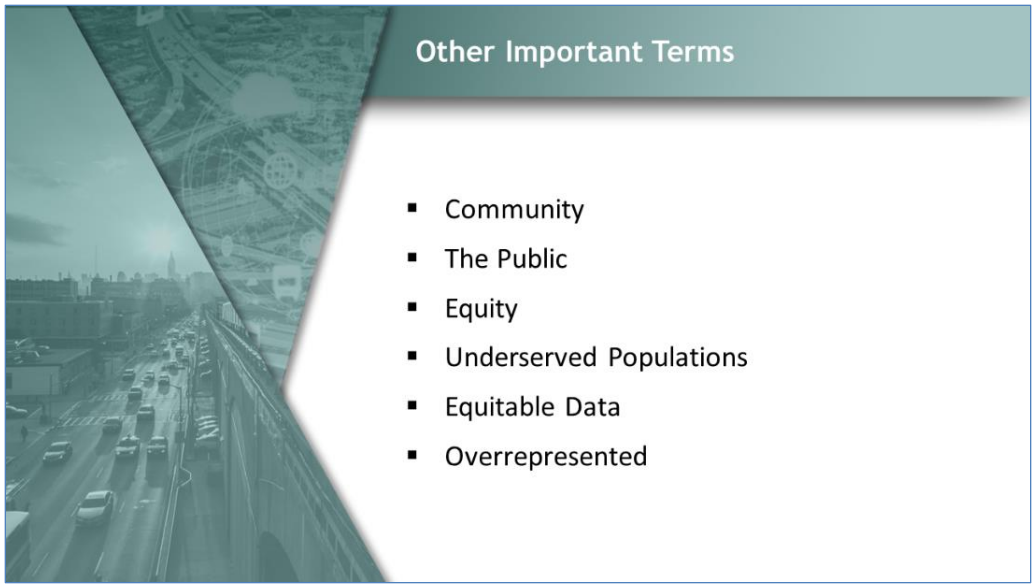
RESOURCE: Promising Practices for Meaningful Public Involvement in Transportation Decision-Making

Website Resource

RESOURCE: Prioritizing Health Equity in Vision Zero Planning

Website Resource

RESOURCE: Evaluating Disparities in Traffic Fatalities by Race, Ethnicity, and Income



Slide 20.

Community: populations sharing a particular characteristic or geographic location.

The Public: Anyone who resides, works, visits, has an interest in, or does business in an area potentially affected by transportation decisions.

- Traditional transportation stakeholders, i.e. local government agencies and organizations; advocacy groups
- Individuals and organized groups of community members, i.e. neighborhood, homeowner, and civic associations; community-based organizations that serve communities

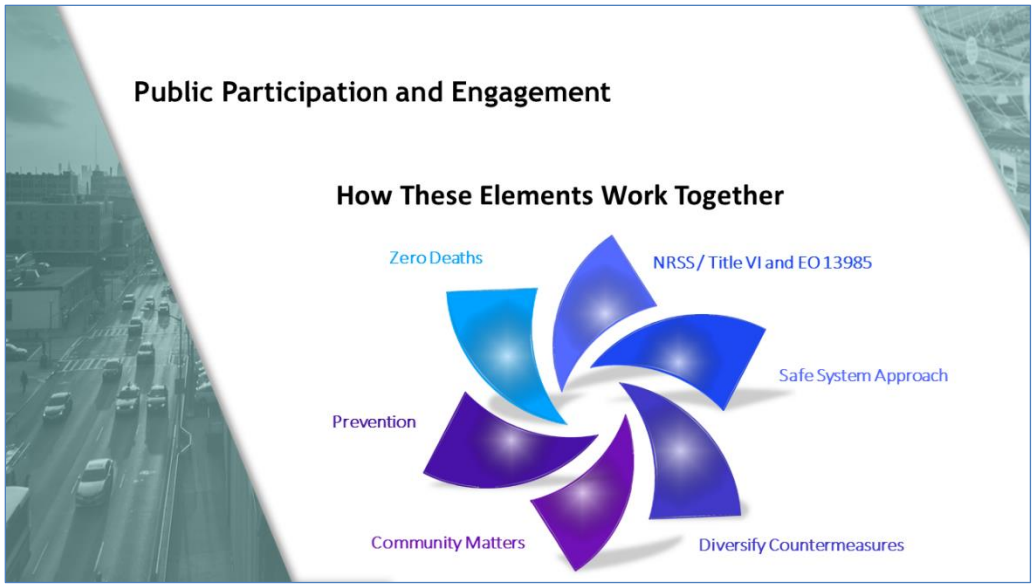
Equity: Consistent and systematic fair, just, and impartial treatment of all individuals, including individuals who belong to underserved communities that have been denied such treatment, including:

- Black, Latino, and Indigenous and Native American persons, Asian Americans and Pacific Islanders and other persons of color; members of religious minorities;
- Lesbian, gay, bisexual, transgender, and queer (LGBTQ+) persons;
- Persons with disabilities;
- Persons who live in rural areas; and
- Persons otherwise adversely affected by persistent poverty or inequality.

Underserved Populations: Populations sharing a particular characteristic or geographic location, that have been systematically denied a full opportunity to participate in aspects of economic, social, and civic life.

Equitable Data: Data that allow for rigorous assessment of the extent to which programs and policies yield consistently fair, just, and impartial treatment of all individuals.

Overrepresented: a disproportionately large number of a particular category or type of person shown impacted through data, especially when compared to the general population or statistical average.



Slide 21.

Public Participation and Engagement must be infused in every aspect of traffic safety.

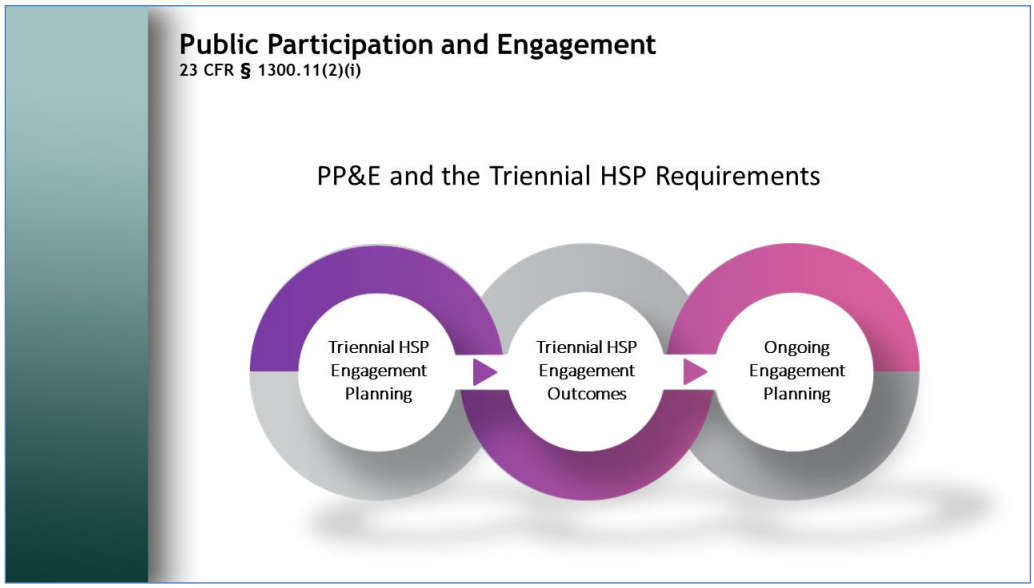
This infusion of equity is outlined through the actions in the National Roadway Safety Strategy (NRSS), the emphasis on non-discrimination in Title VI requirements, and through the Executive Order On Advancing Racial Equity and Support for Underserved Communities.

Through the Safe System Approach (SSA), PP&E invites the incorporation of diverse communities, innovative countermeasures, and prevention techniques, that will ultimately lead to the common goal: Zero Deaths.

Prioritization must be given to those who are overrepresented in crashes and face a heightened risk of injury or death. Furthermore, PP&E is a mechanism to prevent traffic deaths, by providing insight into risk factors beyond what crash data may reveal. PP&E can provide qualitative sources that illuminate risk factors to traffic safety; supporting a proactive, instead of reactive, approach to determining countermeasures.

PP&E provides opportunities to diversify countermeasures used in traffic safety programs, lifting the burden off of traditional partners that are facing resource constraints (i.e. Law enforcement). Working with communities can build additional partners and inspire new, innovative approaches.

PP&E and the Triennial HSP Requirements



Slide 22.

Triennial HSP Engagement Planning

(1) Describe the PP&E process during Triennial Highway Safety Plan (3HSP) development. This should include how efforts will contribute to the development of countermeasure strategies for programming funds

(2) Identify the affected and potentially affected communities:

- include underserved and overrepresented communities in the data

- explain how these communities are identified through data analysis

Triennial HSP Engagement Outcomes

This section should describe what events/activities were accomplished heading into year 1 of the 3-year cycle and what happened? This is intended to be a narrative description of the outcomes of the State's engagement efforts:

- Steps the States have taken to produce meaningful engagement with the affected communities identified during the engagement planning process

- Description of engagement activities conducted and how those opportunities were designed to reach the affected communities

- Describe the engagement activities conducted to include: the participants, the identified communities, and method of communication. What issues were discussed, what feedback was received that should influence decision-making?

- Describe what accessibility measures were put into place as part of outreach efforts and conducting engagement sessions

Ongoing Engagement Planning

Recognizing that engagement efforts are a process, the ongoing engagement section gives States an opportunity to create a plan for public engagement moving forward through the triennial period. In this section, States should assess their progress and plan for adjustments in the engagement process, if necessary. Go through the same steps that you did previously:

- Compare against starting goals, identify the affected and potentially affected communities, what is being done to reach and engage communities, and how will meetings/engagement sessions be made accessible
- Remember the purpose of these requirements is to ensure that States provide sufficient opportunities for public engagement, in order to demonstrate how and where the program has been informed by the input received

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Triennial HSP Engagement Planning
1300.11(b)(2)(i)

- (2) *Public participation and engagement.*
  - (i) Triennial HSP engagement planning. Description of the State's public participation and engagement planning efforts in the highway safety planning process and program, including:
    - **(A)** A statement of the State's starting goals for the public engagement efforts, including how the public engagement efforts will contribute to the development of the State's countermeasure strategies for programming funds;
    - **(B)** Identification of the affected and potentially affected communities, including particular emphasis on underserved communities and communities overrepresented in the data, (i.e., what communities did the State identify at the outset of the process) and a description of how those communities were identified;

Slide 23.

As previously discussed, there are three components to the Triennial Highway Safety Planning process as it relates to public participation and engagement. The first of these is Engagement Planning.

Engagement Planning covers how the State will include public participation and planning efforts into the 3HSP planning process. Specifically:

(A): Goals. What activities are currently being done in this area? Identify successes, challenges and obstacles. Looking at past programs and comparing to data, what groups/communities are not being engaged with? How will the planned efforts play a role in developing countermeasures and programming of funds?

(B) In identifying affected and potentially affected communities, what does the data show regarding where there may be underserved communities and communities overrepresented in the data? Look beyond traditional data sources. While there may be limitations to all data sets, utilizing different data sources can provide a more comprehensive assessment of a community and their potential needs.

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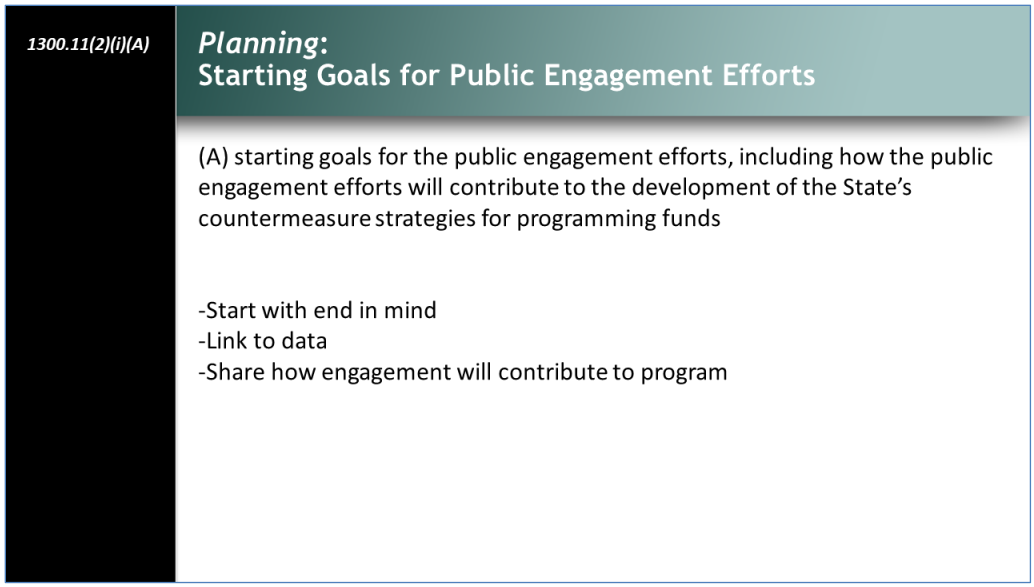


Slide 24.

Let's look deeper into what Engagement Planning requirements may look like when submitted.

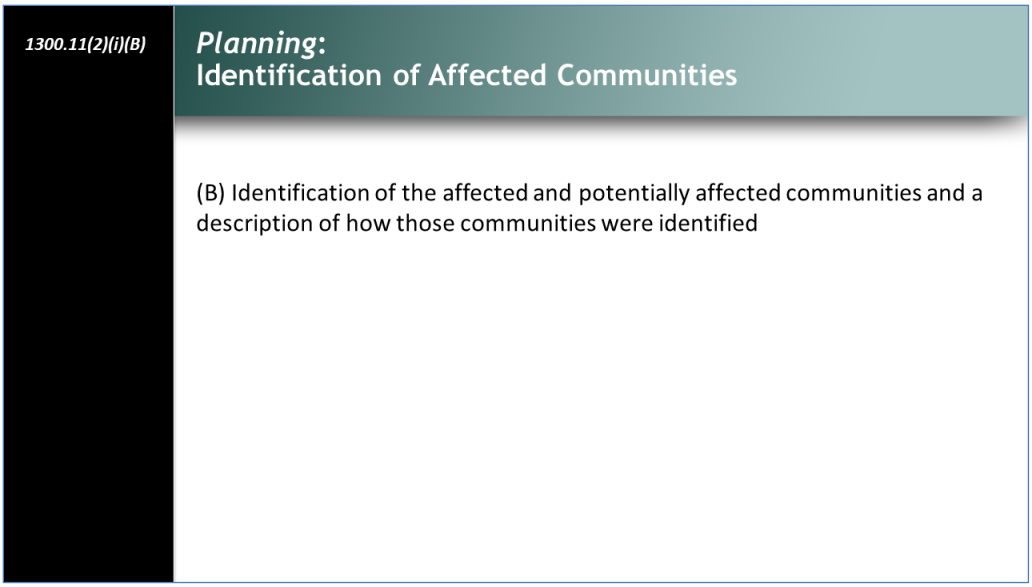
Part A asks for State's starting goals. Overall, goals guide how engagement will inform countermeasure selection and how program funds are dispersed.

When formulating goals, States are encouraged to consider the following elements:

- Start with end in mind – what is the State trying to achieve through public engagement?
- Link to data - based on data analysis, which communities and/or safety concerns should the State focus on for specific engagement?
- States need to describe how public engagement efforts will contribute to the development of the State's highway safety program, including supporting data, how the efforts connect to the problem ID, and link to the countermeasure strategies for programming funds

Key Factor:

How public engagement efforts will contribute to the development of the program (use data, connect to problem ID, connect to Countermeasure Strategies)



Slide 25.

States are encouraged to:

- Look at a variety of data sources to identify affected communities
  - Affected communities are those impacted by safety issue as revealed through data
  - Potentially affected groups are those that may not currently be overrepresented in crash data, but are at high risk
    - For example, pre-teen drivers may not be overrepresented in crash data, but face unique risk factors as they transition to becoming licensed novice drivers. Engaging this potentially affected community, is a valid option to focus PP&E activities

Key Factor:

Demonstrate that the best available data was used to identify communities, and describe how those sources were used, especially to identify underserved and overrepresented communities.

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Triennial HSP Engagement Outcomes
1300.11(2)(ii)

(ii) *Triennial HSP engagement outcomes.* A narrative description of the outcomes of the State's engagement efforts in the highway safety planning process, including—

(A) The steps taken by the State to produce meaningful engagement with affected communities, including—

(*1*) Engagement opportunities conducted and a description of how those opportunities were designed to reach the communities identified in paragraph (2)(i)(B);

(*2*) Accessibility measures implemented by the State in its outreach efforts and in conducting engagement opportunities;

Slide 26.

(A) The 3HSP requires a narrative description of opportunities and engagement sessions that were used to reach the identified communities including any accessibility measures that were employed to meet the needs of the community or participants.

Reaching the community includes making the connections to goals and problem identification and it also means tailoring the outreach events to the community. For example, a town hall meeting might be appropriate for one community but not for another. Things to consider:

- Are there language barriers
- Lack of access to technology
- Political and economic factors
- Family and work considerations
- Public perceptions

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Triennial HSP Engagement Outcomes
1300.11(2)(ii)

(B) The results of the engagement opportunities conducted, including—

(*1*) A description of attendees and participants, and, to the extent feasible, whether those participants are members of the affected communities identified in paragraph (2)(i)(B);

(*2*) A summary of the issues covered; and

(C) How the affected communities' comments and views have been or will be incorporated into the development of the triennial HSP

Slide 27.

(B) Next, describe the results of the engagement opportunities conducted.

While not necessarily an attendance list, an overview of the makeup of the attendees, and to the extent possible, how the attendees matched your identified communities from the planning process.

What were the results? What issues were brought up? A narrative description summarizing the feedback of the identified issues not just listing agenda topics is needed.

(C) States should describe how the comments and views have been or will be incorporated into the decision-making process. For example, how will the information learned be used to inform the program and ultimately, the 3HSP? If some of the feedback is more project-based, how will that be incorporated into the Annual Grant Application (AGA), or will it inform later public engagement efforts (I.e., did it show the need to reach out to a different, specific community)?

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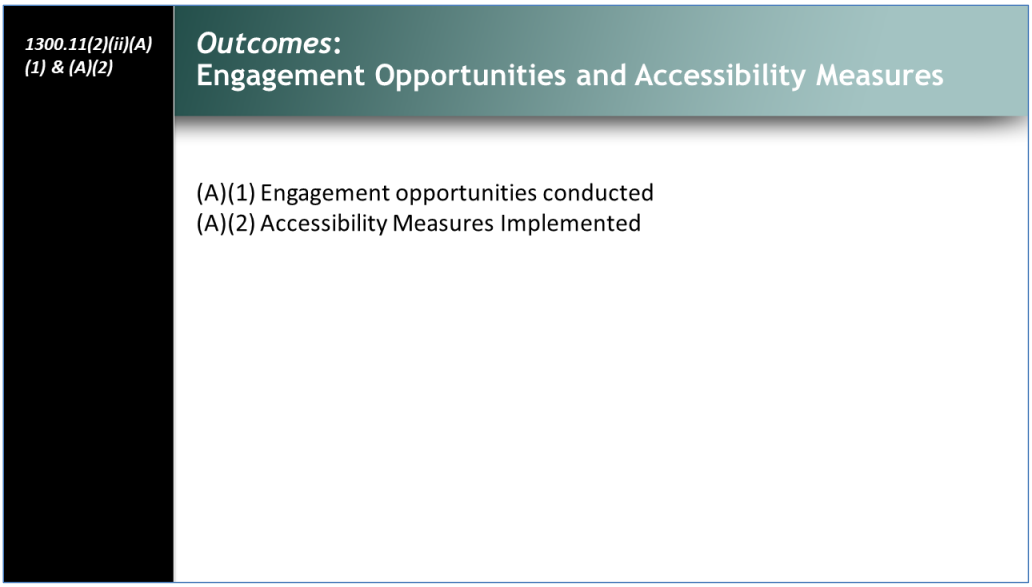

Slide 28.

There is no restriction on what can be done, or how it should be structured; the goal here is to demonstrate active efforts used in program planning to obtain tangible results.

What accessibility measures were implemented to maximize participation? For example, accessible locations chosen, other Americans with Disabilities Act (ADA) considerations, day/time of meetings, multilingual considerations.

Key Factor:

Demonstration of active effort that strives to obtain tangible results that can be reflected in the program.

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1300.11(2)(ii)(B)(1) & (B)(2)

Outcomes: Description of Attendees and Summary of Issues

(B)(1) A description of attendees and participants, and whether those participants are members of the affected communities
(B)(2) A summary of the issues covered

Slide 29.

Did you reach your target audience?

Did the event introduce any new information or new communities to consider working with? Some strategies may reveal potentially affected communities not identified at the onset.

How do the issues covered demonstrate the connection between efforts, goals, and problem ID?

- For the summary of issues, what were the takeaways?
- What did participants provide that might influence your next steps?
- Was there feedback anticipated but not received?

NOTE: Engagement is a process. SHSOs should recognize challenges and obstacles will come up. These are areas for growth that the SHSO can learn from.

Key Factor - Consider:

- Was the target audience reached?
- What new information was learned?
- Can the issues covered demonstrate the connection between efforts, goals, and problem ID stated in the 3HSP?

1300.11(2)(ii)(C)

Outcomes:
Affected Communities' Comments and Views

(C) How the affected communities' comments and views have been or will be incorporated into the development of the 3HSP

- New problem ID or countermeasure strategy
- Funding adjustments
- New or expanded partnerships (ongoing engagement)
- Pilot new project

Slide 30.

What will be done with the feedback received from engagement activities?

Are new or additional strategies indicated?

What adjustments might be made to the countermeasure strategy that could better reflect the community's culture and social norms to make for more effective outcomes?

Utilizing this feedback, what long-term planning needs to be considered with new affected community groups as well as the existing communities?

Consider development of a pilot or demonstration project.

NOTE: Ensure that outcomes connect back to the 3HSP. Additionally, this should be reflected in the Annual Grant Application (AGA).

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Triennial HSP Ongoing Engagement Planning
1300.11(2)(iii)

(iii) *Ongoing engagement planning.* - A description of the public participation and engagement efforts in the State highway safety program that the State plans to undertake during the three-year period covered by the triennial HSP, including—

(A) A statement of the State's goals for the public engagement efforts;

(B) Identification of the affected and potentially affected communities, including particular emphasis on underserved communities and communities overrepresented in the data, (i.e., what communities did the State identify at the outset of the process) and a description of how those communities were identified; and

(C) The steps the State plans to take to reach and engage those communities, including accessibility measures implemented by the State in its outreach efforts and in conducting engagement opportunities

(D) How the affected communities' comments and views will be incorporated into the decision-making process

Slide 31.

Ongoing Engagement Planning

Key Factor:

Demonstration that you are thinking ahead and making thoughtful program adjustments

A) Adjust starting goals based on additional analysis
B) Rethink how to expand reach or strategically target
C) Explore new strategies; enhance accessibility measures
D) Plan on how to use feedback

(A) Adjust starting goals based on additional analysis

As the analysis process continues, States should reassess their starting goals to ensure that the vision for meaningful engagement is reflected.

(B) Rethink to expand reach or strategically target

What worked, what didn't? Reexamine the affected and potentially affected communities identified.

If success is being tracked, can this program be expanded/replicated? How are these different communities identified? What more can be done to identify other communities? If results are not going as planned, revisiting the problem ID might be indicated.

(C) Explore new strategies; enhance accessibility measures

Reevaluate the steps used for community engagement. Were the engagement opportunities successful or were there limitations? Is more engagement needed? i.e., virtual meeting options, multi-lingual considerations, time/day options, accessible locations.

(D) Plan on how to use feedback

Demonstrate the plan on using feedback to make thoughtful program adjustments, and not relying on doing the same thing and expecting different results.

Are there communities in other areas in the State with similar concerns that can be targeted? Are there other communities in the surrounding area that are potentially impacted that might be considered for future engagement opportunities?

Think over a 3-year period – what goals need to be achieved in years 2 and 3? Make adjustments as needed via Annual Report and Annual Grant Application (AGA).

NOTE: Do not limit this effort to just the initial 3HSP submission. Going into year 2 and 3, utilize the Annual Report to analyze and identify adjustments; use the subsequent Annual Grant Application's 3HSP update process to put the adjustments into action. This will be the process moving from cycle to cycle.

Supplemental Materials

FLASH DRIVE RESOURCE: Tips on how to describe your engagement activities.

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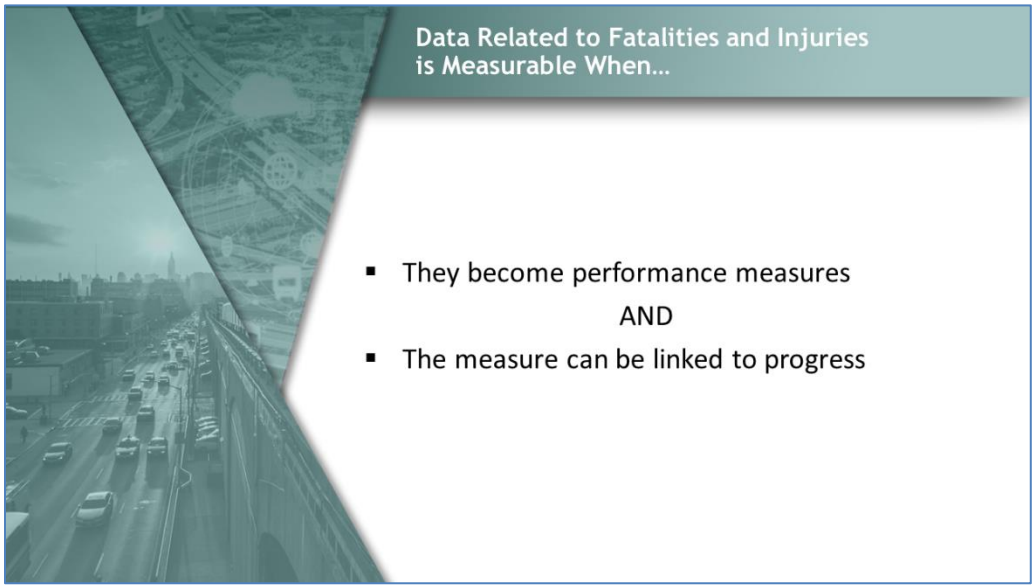
Performance Measures



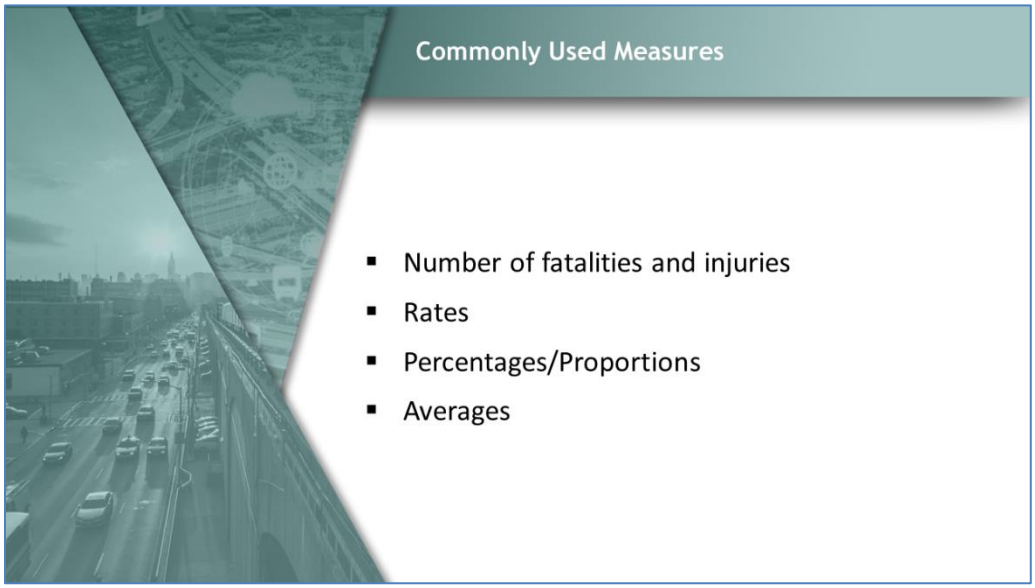
Slide 32.

23 CFR § 1300.11 requires States use a minimum set of performance measures in the HSP, as previously discussed in the Foundations of Highway Safety Course.

Website Resource

RESOURCE: [Traffic Safety Performance Measures for States and Federal Agencies.]

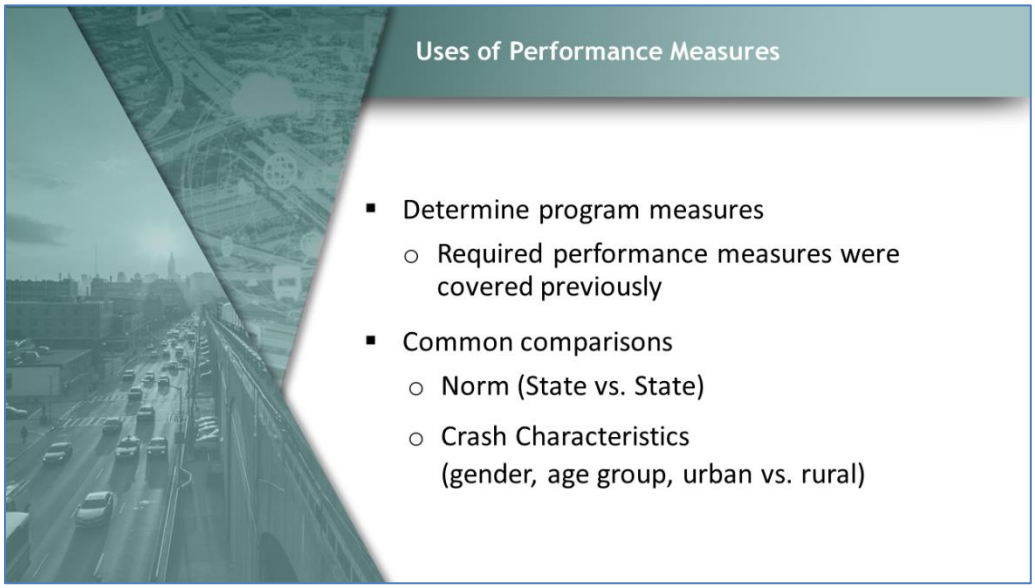
Commonly Used Measures



Slide 33.

- Raw fatality/injury data
- Rates normalizing data by dividing by measures of exposure
  - Vehicle miles traveled
  - Registered vehicles
  - Licensed drivers
  - Population
- Percent / Proportions
- Averages

Uses of Performance Measures



Slide 34.

- **Norm Comparison:**

  Often we compare performance measures in a program area to a fatality/injury level at the National level and in another Region or State. Mileage death rate (MDR) for a State is often used for this purpose.

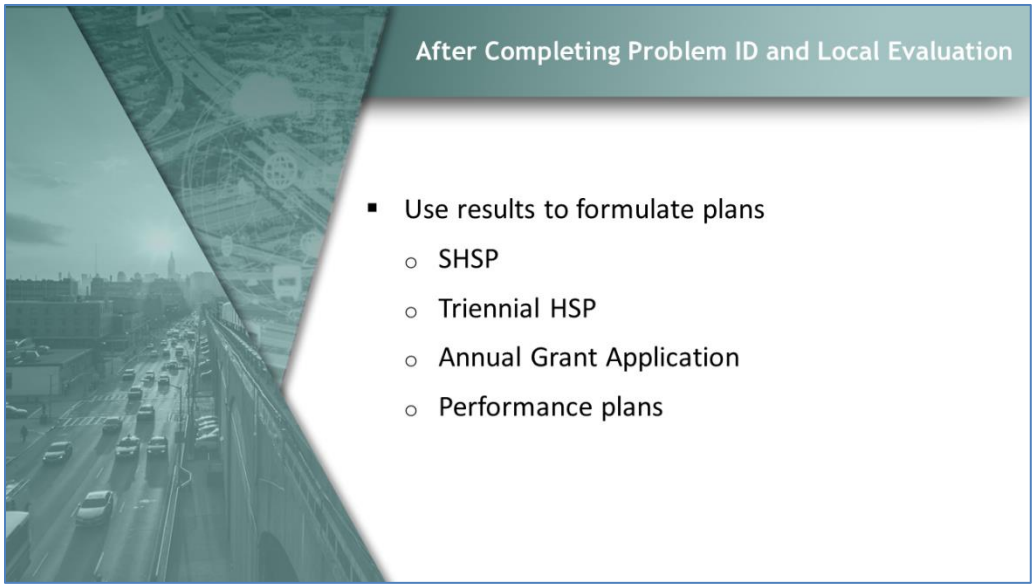
  The logic of such comparisons is that they may be used to uncover problems where the trend in your locale differs from National, Regional, or best State norms, or in comparison to a similar geographic area. They are always based on proportions or rates, never on absolute numbers.

  Comparisons of this type should be used sparingly and with a great deal of caution.

  The differences between Regions could be so important that an analysis of this type would be meaningless at best and misleading at worst.

- **Crash Characteristic Comparison:**

  Crash report data is often grouped so that one group for a crash characteristic may be compared to another. Examples of this are comparison of age groups, gender, night versus day, urban versus rural, and impaired versus non-impaired.

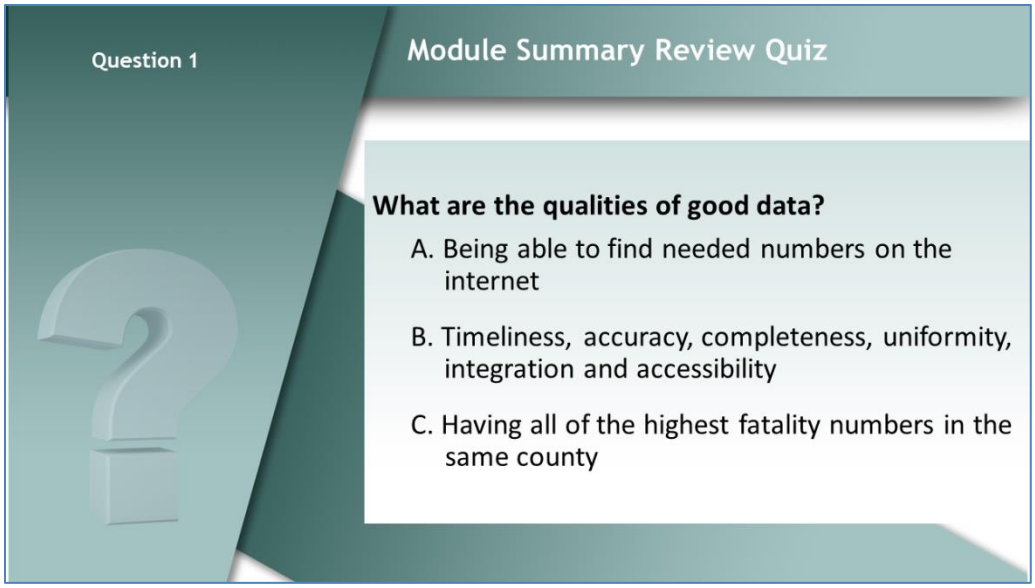


Slide 35.

NHTSA and your Regional Office can provide technical assistance when needed.

Module Summary Review

Slide 36.


Question 1
Module Summary Review Quiz
What are the qualities of good data?
A. Being able to find needed numbers on the internet
B. Timeliness, accuracy, completeness, uniformity, integration and accessibility
C. Having all of the highest fatality numbers in the same county

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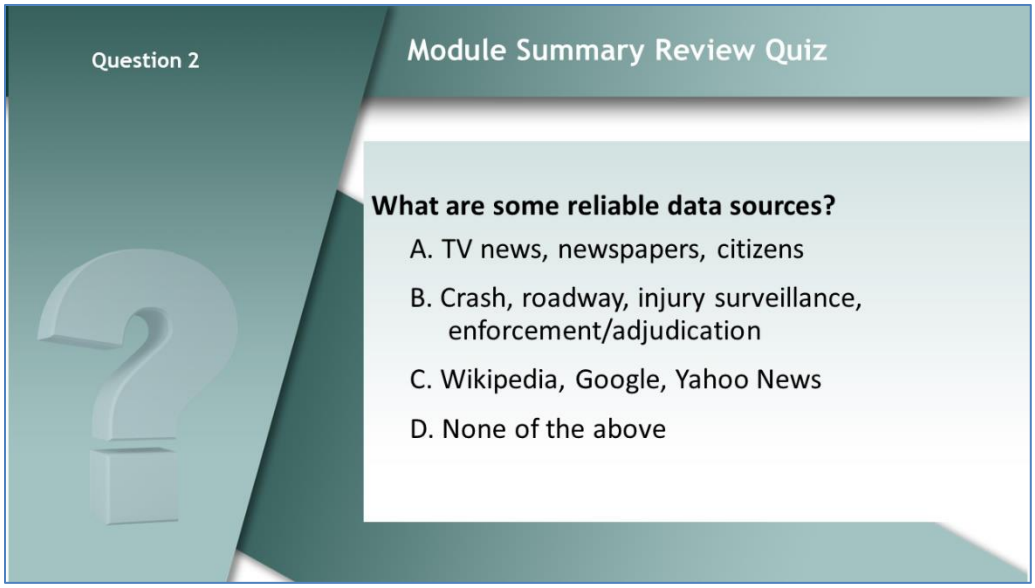
Question 2
Module Summary Review Quiz
What are some reliable data sources?
A. TV news, newspapers, citizens
B. Crash, roadway, injury surveillance, enforcement/adjudication
C. Wikipedia, Google, Yahoo News
D. None of the above

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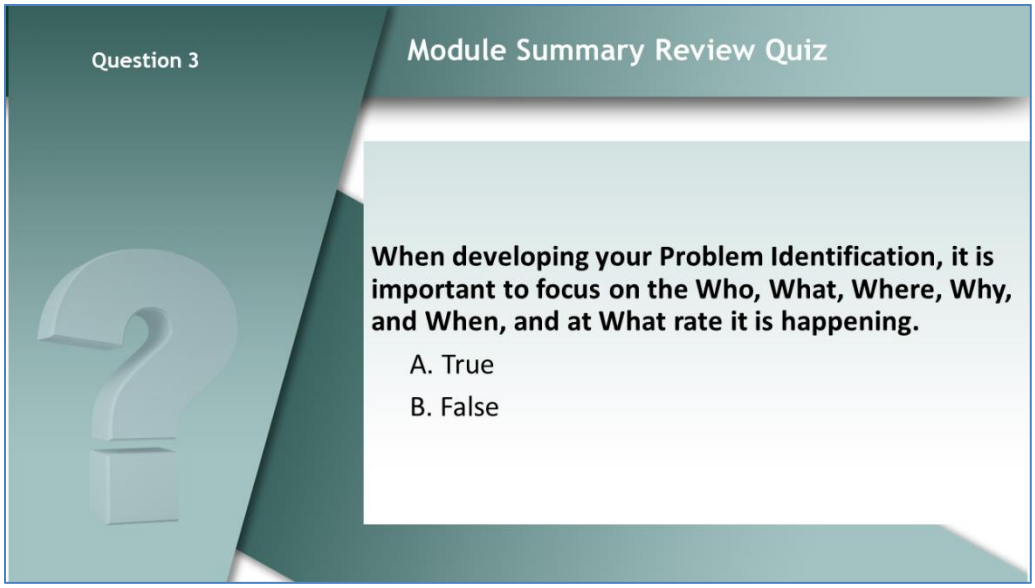
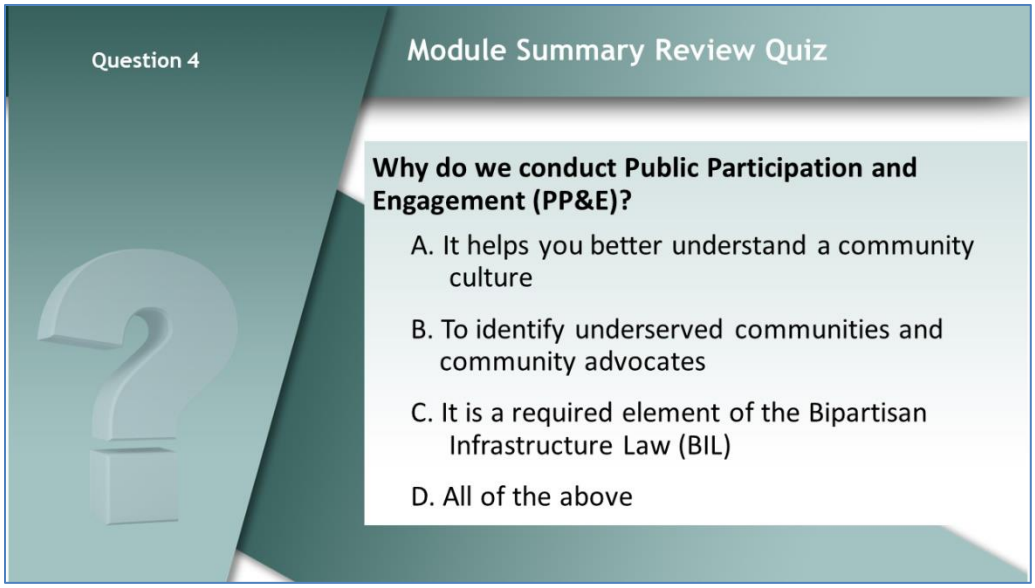

Question 3
Module Summary Review Quiz
When developing your Problem Identification, it is important to focus on the Who, What, Where, Why, and When, and at What rate it is happening.
A. True
B. False

Slide 39.


Question 4
Module Summary Review Quiz
Why do we conduct Public Participation and Engagement (PP&E)?
A. It helps you better understand a community culture
B. To identify underserved communities and community advocates
C. It is a required element of the Bipartisan Infrastructure Law (BIL)
D. All of the above

Slide 40.