



## Florida Department of Transportation Research

Research and Develop a Program Assessment Instrument for the Certified Transit Technician Program  
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Researchers at the National Center for Transit Research, University of South Florida recently developed a program assessment tool to assist the Transit Analysis and Resource Center (TMAARC) to determine the value of the Certified Transit Technician (CTT) program. The CTT program prepares transit technicians currently employed at one of Florida's 32 public transit agencies for National Institute of Automotive Service Excellence (ASE) testing and certification. The program also encourages the development of specialized skills necessary to foster the retention and career advancement of transit technicians within transit agencies. Instruction is provided through Hillsborough Community College using a 15-modular curriculum established by the Florida Transit Maintenance Consortium (FTMC). Each module requires classroom and on-the-job training.

The assessment tool evaluates how well the program adheres to established policies and procedures. It summarizes the development, purpose, and activities of the program during the past year. It also assesses efforts to achieve statutory compliance, coordinate with program partners, and implement program mandates. The tool examines the rationale for new initiatives to resolve problems. TMAARC anticipates using the results of the assessment to improve the curriculum, teaching methodologies, and program administration.

Researchers developed outcome based performance measures that focus on efficiency and effectiveness. They identified an acceptable performance target for each performance measure based on current program goals, developed operating indicators, and designed a data collection template for calculating performance measures. The assessment tool will provide TMAARC with information concerning the quality and level of classroom learning; the quality of course materials; the quality of instruction, including materials and presentations; and the quality of on the job experience, including quality of repairs,



*The Certified Transit Technician (CTT) program trains Florida's transit agency technicians toward ASE testing and certification.*

maintenance inspections, work habits, safety, and technical ability.

Researchers identified indicators to supplement performance measures in evaluating and monitoring performance. These indicators focus on attrition rates, agency participation in the program, promotions, the amount of on-the-job training completed, the number of applicants awaiting admission to the program, and presentations to share knowledge and lessons learned. The final components of the assessment tool include a general overview of the program and a detailed description of improvements planned for next year's program and a general overview of the program presented as a summary of findings.