

Table 4-1: Deployment: Awareness Raising and Training – Challenges and Best Practice Solutions.

Challenges	Best Practice Solutions
<ul style="list-style-type: none"> • Groups that require general awareness raising about FCB: <ul style="list-style-type: none"> ➢ All PTO staff ➢ General public • Groups that require FCB (including safety) training: <ul style="list-style-type: none"> ➢ Maintenance technicians ➢ Drivers ➢ Refuelling/Cleaning staff ➢ First responders (Emergency Services) ➢ All depot staff – safety basics • The topics to be addressed/focussed on vary from group to group. • Refresher training needs to be scheduled for those most involved to pick up on new employees 	<p>Clearly there are technical differences with FCBs (e.g., High voltage components; handling of devices containing H₂). Generally speaking, awareness raising and training have not presented any problems to the JIVE sites</p> <ul style="list-style-type: none"> • Map the training requirements, possibly per group. The Figure below gives an example of how this can be done • It is important to familiarise PTO employees as early as possible with the FCBs, affected staff should be given safety training ahead of the bus arrivals • Training is conducted through classroom learning, workshops and practical experience • Sites have adopted a range of approaches for providing the training including: <ul style="list-style-type: none"> ➢ Training provided directly by the Bus/HRS suppliers ➢ Train the trainer by Bus and/or HRS suppliers with onsite specialist remaining for a time ➢ Training provided by the PTO with assistance from the Bus/HRS suppliers (train the trainer and/or materials) ➢ Training provided by the PTO with assistance from the Bus/HRS suppliers and involving local/regional training institutions as a means to integrate the information into the formal training system

Figure: Sample 'Map' of Training Requirements. Source: Syndicat mixte des transports urbains Pau-Porte des Pyrénées.

