cruise

Driverless Coordinator Onboarding

Facilitator Guide

Version 1.0.0

Date: Dec 6, 2024

Overview

Table of Contents

Thank you!

First of all, thank you for supporting Cruise's driverless operations by training our newly hired coordinators. The work you will do this week is critical to on-road safety, as well as to the positive work experience we strive to create for all Cruisers.

Format

For each lesson, you'll see whether it is

- 👨🏫 **Instructor Led** - This lesson or activity is instructor-led, often in a classroom
- 💻 **Absorb** - This is an online class, typically through the Absorb LMS
- 📝 **Survey or Assessment**
- 📖 **Other** - This is another resource, typically online and linked directly

There will also be associated materials, a quick glance outline, or instructions.

Just because a course is online doesn't mean that trainees have to go through it alone. You may find it useful to teach from an online course and have trainees follow along on their own version so that completion is recorded in the Learning Management System.

Preparation

Please take time to review this guide before your class starts. Being familiar with the outline will help the class run smoothly.

Also, please ensure that each of the items below are completed before the first day of class:

- ☐ Add learners to the ***#driverless-coordinator-onboarding*** slack channel. Coordinators will be added to other market-specific slack channels during OJT week. Coordinator Resources List
- ☐ Verify that learners are enrolled in the **Driverless Coordinator Onboarding** curriculum in Absorb LMS. This should be automated. If not, contact your Cruise Academy contact.
- ☐ Ensure that you have reviewed (and updated as necessary) the Mock ODD Plans for the Shift Planning Exercises.

Suggested Schedule

COORDINATOR Classroom Week

NIGHT	Monday	Tuesday	Wednesday	Thursday	Friday
10:00PM	Welcome!	Morning Kick-Off	Morning Kick-Off	Morning Kick-Off	Morning Kick-Off
10:15PM		Shift Planning	Safety / EHS Presentation + Q&A	Incident Response for Coordinators	Shift Planning - Part B
10:30PM	Driverless Coordinator - Welcome to AV Operations				
10:45PM			Driverless Coordinator - End of Shift		
11:00PM	Driverless Coordinator - Operational Tools		Group 1 SOPs	Road Incidents Notes and Outcomes: RINO	
11:15PM				Group 2 SOPs	Facilitated Review
11:30PM	Netradyne Overview for Ops Leadership				
11:45PM	Break	Break	Break	Break	Break
12:00AM	Critical People and Tools	BOS Briefing	Group 2 SOPs	Group 2 SOPs	Open Coordinator Q&A
12:15AM					
12:30AM					Cumulative Assessment
12:45AM	Driverless Coordinator - Beginning of Shift				
1:00AM		Group 1 SOPs			
1:15AM					
1:30AM	Lunch	Lunch	Lunch	Lunch	Lunch
1:45AM					
2:00AM	Driverless Coordinator - Driverless Operations	Driverless Coordinator - Escalations	Mid-shift Scenario Management	Group 2 SOPs	Shadow in-facility operations and/or DSS OJT
2:15AM					
2:30AM		Group 1 SOPs			
2:45AM	Access Check & Tooling Overview				
3:00AM			Group 2 SOPs		
3:15AM					
3:30AM	Live Tooling Scavenger Hunt			Mass VRE SOP Quiz	
3:45AM				Inclement Weather SOP Quiz	
4:00AM	Break	Break	Break	Break	
4:15AM	Group 1 SOPs	Group 1 SOPs	Group 2 SOPs	Situation Discussions: Incident Response	
4:30AM					
4:45AM					
5:00AM					
5:15AM					
5:30AM					
5:45AM	Daily Survey	Daily Survey	Daily Survey	Daily Survey	
6:00AM	Daily Review and Close	Daily Review and Close	Daily Review and Close	Daily Review and Close	
6:15AM					

ILT
OLT Rise Module
Activity
SOP Reading Time
Quality Gate

Operations Coordinator: Training Plan Overview 11.24

Managing Your Time

The durations that are listed for each lesson are approximate. If you need extra time on a lesson, that's okay. It's better to spend the time to master a topic than to push ahead without understanding.

Breaktimes are listed as guidelines, you may adjust the schedule as you see fit, however you are required to provide a 15min AM break, a 30min Lunch break, and a 15min PM break at reasonable times throughout their day.

If you finish the content for the day early, you may move forward with the next day's content. If there is any content that cannot be moved it will be noted explicitly.

You should expect to have a few extra hours on day 5. You may use this time to take learners through additional drills, shadow facility operations, or join DSS OJT training either before or after proctoring the cumulative assessment.

Encountering unexpected issues

New markets come with new challenges. If your market is experiencing technical or internet issues, escalate using the following resources:

	Escalation path	Communication	Contingency Plan
IT Support/ Account Setup	Slack	#avto-onboarding-support	Move on to the next portion of the curriculum that does not require the access that is broken. Circle back to that account or tool at a later time.
Internet issues	Slack/email	#dss_academy Nick Wedge	Use your hotspot to share your screen & review the courses/activities.
Delivery issues	Slack/email	#dss_academy Nick Wedge	If this is a time-sensitive delivery issue (ie you are sick and unable to return to class) you can also notify the Operations Manager on shift.
Content or Design issues	Slack	#dss_academy Nick Wedge	None, content issues should not be time sensitive. If something is incorrect you can call it out to learners as you go through.

SOP List

Each of the SOPs below will be reviewed at some point during the onboarding week. Please see the SOP name, applicable sections to review, designated group, and estimated time to complete below.

All SOPs should be searched by name and accessed through the Ops Knowledge Center to ensure learners are accessing the most up to date SOP document version. **Encourage learners to bookmark this link rather than specific documents which may later become out of date.**

SOP Name	Section(s) to Cover	Estimated Time Required	Schedule Group

Day 1 of 5: Monday

Overview

Daily Objectives:

By the end of the day, Coordinators should be able to:

- Understand the basic responsibilities of Comm Ops Coordinator (day-to-day workflow)
- Identify the use case for all critical tools
- Identify other critical roles they will collaborate with -and- recall when/how to reach out to them"

Summary of Learning Activities / Daily Schedule:

Detailed Facilitation Guide

1. Welcome | 15 minutes | 🧑🏫Instructor Led

Time to meet each other, explain any expectations or directions for the week, and kick off day 1.

SAY:

- Introduce yourself - share your background, years with cruise, where you are typically located etc.
- Have everyone introduce themselves–share their background and the market and shift they serve.
- Have them navigate to the Driverless Coordinator curriculum on Absorb and download the Participant Guide and the SOP List (both PDFs) from Absorb LMS, and save it to their personal drive. Explain that they'll use these to take notes and complete activities.
- Review the schedule for Day1 (available in their participant guide) and share the daily objectives. Explain that there will be large sections dedicated to online courses as well as reading and understanding the SOPs.
- Discuss the class expectations (i.e., attendance, phone usage, etc).

- Share specifics for your site (i.e., evacuation, safety, restrooms, etc.)
- Share the #driverless-coordinator-onboarding slack channel for any questions or communication within this group throughout the week
- Have them navigate to the Driverless Coordinator curriculum on Absorb and direct them to complete the first two courses below. Some portions may require use of headphones
- Ask if there are any questions before having them start independent work

2. Driverless Coordinator - Welcome to AV Operations | 15 minutes | 💻Absorb

Time Required	20 min OR 40
Learning Objectives	By the end of this course, you should be able to: • Identify the roles and responsibilities of a Driverless Coordinator. • Recognize cross-functional teams and their importance.

3. Driverless Coordinator - Operational Tools | 30 minutes | 💻Absorb

Time Required	30 min
Learning Objectives	By the end of this course, you should be able to: • Identify the main tools used by the Coordinator role

4. Netradyne Overview for Ops Leadership | 30 minutes | 💻Absorb

Time Required	
Learning Objectives	By the end of this course, you should be able to: •

5. Break | 15 minutes

6. Critical People and Tools | 40 minutes | 🧑🏫 Instructor Led

Activity Goals:

- Identify the use case for all critical tools
- Identify other critical roles they will collaborate with
- Recall next steps when given a specific shift scenario

DO

1. Divide learners into groups of two or three people.
2. Have learners go to the *Critical People and Tools Activity* in their participant guide.
3. Read the instructions and ask then to work with their teams to answer the questions in their guide.
4. When all teams have completed the table, review the answers with learners. You may add your knowledge and additional context to the answers by
    - Considering edge cases or tool limitations
    - Demonstrating how a tool is used
    - Correcting incorrect answers or confusion by sharing your own experience.

Instructor Key:

Critical People and Tools : Instructions

You are going to walk through a day as a Coordinator. You've got some work ahead of you.

This activity will take you through several events of your day. As you do, fill out the tools that you will use for each task along with the roles that you will need to talk to.

Tool Options		People Options
1. Slack 2. Wiki 3. Jumpstart 4. AV Operations Escalation Submission 5. Inclement Weather Operations Deployment Guidance SOP 6. OCC Deployment Plan	7. Ciborg 8. Starfleet 9. Starlite 10. Hat 11. Siren 12. Bouncie 13. RINO 14. Drives 15. Netradyne 16. HALO	1. None 2. DSS 3. Troubleforce 4. Ops Management 5. Fleet Response Specialist 6. Incident Experts 7. Customer Success 8. Remote Assistance 9. Customer Success

	What tools will you use?	What people do you need to contact?
Preparation		

Your day just began and you've already checked for DSS callouts and attendance		
1. Conduct a weather check	Inclement Weather Operations Deployment Guidance SOP	None
2. Review hand-off information from the previous shift.	OCC Deployment Plan, Slack	Previous shift Coordinators, Fleet Management
3. Ensure the correct AVs are selected for the day's deployment	Jumpstart	Fleet Management, OCC
Launching the AV		
4. Check to see if there are any AVs that need a branch to be deployed.	Ciborg (deploys the branch) Jumpstart (check)	None
5. Verify that each AV is running the correct branch.	Jumpstart	None
Fleet Monitoring		
6. An AV ran into a construction barrier and you need to communicate an incident.	RINO Slack	Ops Management, Fleet Response Specialist (FRS), OCC
7. There was a power outage. Check the operational status of all AVs to see if they were impacted.	Mission Control 2.0	OCC
8. Find out how many AVs are in the field.	Mission Control 2.0	None
9. An AV collided with a light pole. Two riders were in the AV. You need to handle incident escalations	Slack RINO	OCC Incident Experts Customer Success FRS
10. You need to check the VPR (vehicle profile release)	Jumpstart	Troubleforce
11. An AV is down and you can't meet deployment goals. You need to determine if the issue is	Starfleet	Troubleforce

fixable. Where can you find information to help you determine if the AV can be brought UP?		
12. There is a notification on Slack that two teenagers are standing in front of the AV.	Slack	Remote Assistance FRS
13. Due to the interaction, you want to check out the AV to make sure that there wasn't any damage. Send a command to the AV to summon it back to base.	Mission Control 2.0	Remote Assistance FRS
14. A backpack was left in an AV.	Slack	Remote Assistance CS
15. An AV is stuck at a waypoint.	Slack	Remote Assistance
16. You need to complete a RINO form for an incident that occurred in- facility.	RINO	OCC
Post Shift		
17. Your shift is coming to an end. Hand off the information to the next shift Coordinator.	Slack	Other Coordinators
18. Ensure that data disks are secured and plugged in for offload.	None	None
19. Confirm the data offload in the appropriate system.	Bagbench	None

7. Driverless Coordinator - Beginning of Shift | 45 minutes | 💻Absorb

Time Required	45 min
Learning Objectives	By the end of this course, you should be able to: • Identify beginning of shift (BOS) responsibilities for Driverless Coordinators. • Find critical planning information

	• Recall how to assign allocations and AAGs • Recall how to ingest data from a Solid State Drive (disk).

8. Lunch | 30 minutes

9. Driverless Coordinator - Driverless Operations | 45 minutes | 💻Absorb

Time Required	
Learning Objectives	By the end of this course, you should be able to: •

10. Access Check & Tooling Overview | 45 minutes | 👨🏫Instructor Led

Review each tool that is new for coordinators during this week, ensure they can access each tool and demonstrate key use cases as time allows. Encourage learners to ask questions and focus on where they may need more context.

SAY

-

DO

- Pull up each of the tools below one at a time, ask learners to follow along on their own devices and verify that all learners have the appropriate access
- Spend time demonstrating tool navigation and core functionality based on the needs and questions of the group

  - ☐ Evergreen
  - ☐ Mission Control 2.0
  - ☐ Netradyne
  - ☐ Starlite
  - ☐ Bagbench
  - ☐ RINO
  - ☐ CARS
  - ☐ CREW
  - ☐ GSOC
  - ☐ SIREN

- Have learners bookmark the Coordinator Dashboard as their homepage. Explain that this has all tool links.

Market Specific Slack Channels: learners will be added to market specific slack channels during OJT week. For a full list of relevant channels reference Coordinator Resources List

11. Live Tooling Scavenger Hunt | 30 minutes | 🧑🏫 Instructor Led

- **In Class**
- Goal: Use the tools to solve common challenges.

- Preparation
  i. As this activity starts, or immediately before, Identify an AV that is active in the field. Use that AV in the questions below.

- Instructor

  i. SAY
  "Time for a scavenger hunt. As I read out the following scenarios, it's up to you to find the information."

  ii. Read out each question. Allow a few minutes for learners to find the answer. If needed, provide the hint located below.

  iii. Since this activity addresses live tools the correct answers may change over time. You should navigate to the tools along with the learners to confirm the correct answers.

  iv. When the class has completed the first question, call on someone to provide the correct answer. Rotate through learners to ensure that everyone gets a chance to respond.

  v. As they answer, you may demonstrate the activity alongside learners. Provide feedback as needed. The answers are based on live data.

Live Tooling Scavenger Hunt

Use your tools to answer the following questions.

1. How many AVs are available for Driverless Deployments today?
   a. *Check Jumpstart and filter for the market Ridehail fleet, or check the OCC Deployment Plan and reference the "Real-Time Deployable AVs" row*
   b. *If using Jumpstart, you should reference the amount of AVs in the "Available" tab*
2. What is the Deployment target today?
   a. *Check the Deployment Notes row in the IAH Driverless column*

3. Will you be able to meet the Deployment target?

    a. *Reference the OCC Deployment Plan & Handoff Canvas to determine if it is possible to meet Deployment target*

4. Where is *<name of AV in field>* currently?

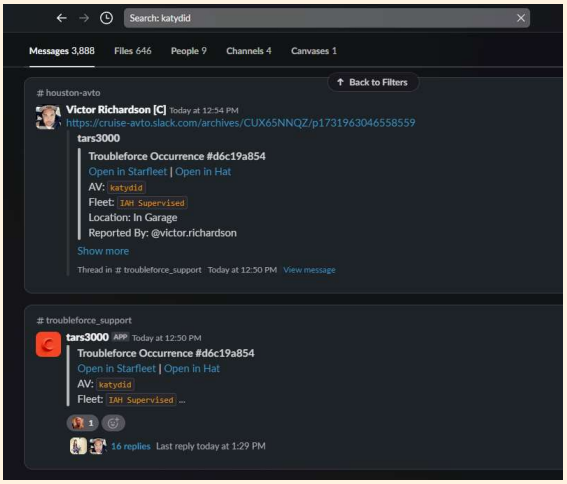
    a. *Check Mission Control 2.0*
    b. *<name of AV in field> can be any AV that's currently in the field*
    c. *The AV will probably be moving so having trainees take a screenshot is best*

5. Which sleds are we still looking for? and have they been ingested?

    a. *Check slack canvas to identify which sleds, then check bagbench to see if it's currently ingesting*

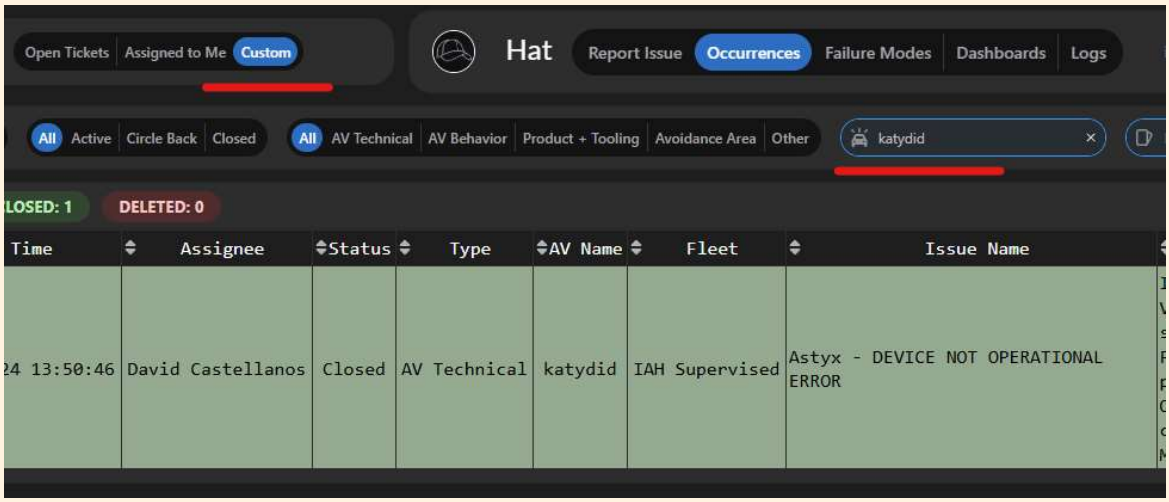
6. What happened to <AV with TF ticket>?

    a. *Trainees can use the #troubleforce_support channel in slack or check HAT*
        i. *<AV with TF ticket> can be any AV with a TF ticket that was Downed (in this example, Katydid)*
        ii. *In Slack, the easiest way is to search for the specified AV in the search bar*



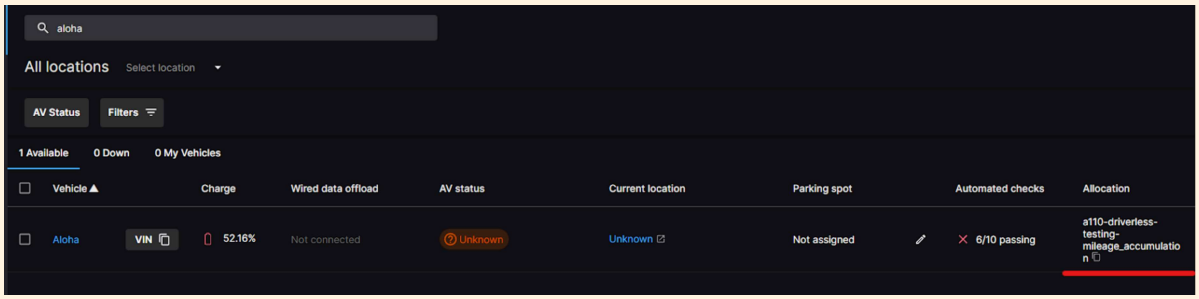
        iii. *In HAT, you can select Custom then select the AV*

iv. *In this case, Katydid was Downed due to an Astyx - Device Not Operational error*



7. Is <AV> allocated correctly?

   a. *Use 2 AVs - one that's correctly allocated and one that's not*
   b. *Trainees need to check the OCC Deployment Plan to identify what allocation(s) AVs should use*
   c. *They should then check Jumpstart and ensure the allocation for <AV> matches*
   d. *Bonus points if they correct the AV that has the wrong allocation (this needs to be done in Starfleet)*



12. Break | 15 minutes

13. SOP Review - Group 1 | 60 minutes | 👨🏫 Instructor Led

- **In Class**
- Read the SOPs.

14. Driverless Coordinator Survey - Day 1 | 15 minutes | 📝Survey

- **Absorb:** Link

15. Daily Review and Close | 30 minutes | 👨🏫Instructor Led

- **In Class**
- Briefly review content covered during the day and answer any questions.
- Topics covered today included:

Day 2 of 5: Tuesday

Overview

Daily Objectives:

By the end of the day, Coordinators should be able to:

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Learning Activities:

Morning Kick-Off | 15 minutes | 👨🏫Instructor Led
Shift Planning | 90 minutes | 👨🏫Instructor Led
Break | 15 minutes

Detailed Facilitation Guide

1. **Morning Kick-Off | 15 minutes |** 👨🏫 Instructor Led
    - **In Class**
    - Instructor
        i. Review what they learned the day before and answer any questions.
        ii. Review the schedule and objectives for today

2. **Shift Planning | 90 minutes |** 👨🏫 Instructor Led
    - **In Class**
    - Goal: Practice performing shift planning
    - Metrics and Scoring: Perform each segment until the learner can perform fluidly.
    - Preparation for the Instructor before the class begins.
        i. To ensure that there are not enough AVs to meet our deployment goals, update the AVs that are listed so they are NOT usable on the shift for this exercise. For example, Crochet is down for ADIM mismatch, Aloha & Flounder to be downed for maintenance etc. There should be 1 less usable AV than what's specified in the deployment plan.
        ii. Trainees should assess AVs in maintenance (Crochet), or going into maintenance (Aloha, Flounder) and request Aloha or Flounder's maintenance be delayed so they can meet deployment goals
        iii. Ideally, they should NOT request Crochet as an ADIM mismatch requires work from Service Techs before the AV can be useable again (but this hinges on how much troubleshooting they were able to do during the first 2 weeks of training)
        iv. The number of AVs listed in the canvas should NOT match what's listed in the OCC Daily Plan. This is to highlight that sometimes, information may NOT get updated, and they should understand where the source of truth is (in this case, they should rely on the OCC Daily plan and update the Canvas). If they're unsure of which number to use, they should know who to ask for a definitive answer (in this case, Fleet Management)
        v. Update the list of disks to ensure they are not in the empties pile in case trainees actually check for them. But if they do, good on them!

Deployment Plans 1& 2 should be possible without having to get creative. Use the Deployment Plans below, along with this Coordinator Handoff Canvas

Trainees should check Jumpstart and filter for **IAH Ridehail** AVs to check how many AVs are available (shortcut link - this should not be shared with Trainees)

Deployment Plan 1 requires 4 AVs all on Mileage Accumulation. If the number of AVs in the IAH Ridehail fleet (use link above) falls below this threshold, update the Deployment Plan to match the number of available AVs.

Deployment Plan 2 uses 2 different allocations. Ensure both are reflected in the Shift Plan. Again, ensure the number of available AVs exceed what's in the deployment plan

Ensure the Missing Disks from e(v) are addressed in the Shift Plan

Deployment Plans 3 & 4 should not be possible without taking some additional action. Use the Deployment Plans below, along with this Coordinator Handoff Canvas

Deployment Plan 3 should have 1 less AV available than what is required for deployment. Note also, that the hours of Driverless Operations have been expanded to 12am - 8am, which should be reflected in the Shift Plan. Ensure e(i), e(ii), and e(iii) are addressed during the exercise

Deployment Plan 4 redistributes AVs between 2 allocations starting at 6am.

Ensure that the incorrect number of AVs noted in the Canvas is addressed (e(iv) above)

- Instructor

  i. SAY

  "This is typically a time critical activity. You'll only have about 30 minutes each morning to do shift planning.

  I'll demonstrate how to do this and then each of you will take a turn."

  ii. DEMONSTRATE

  1. Show how to conduct shift planning using a current OCC Deployment Plan, not one of the mock plans
  2. Describe what variables you consider and variations between markets.
  3. Explain that the deployment plan is released several times throughout the day, but it may not be the most recent information, and they will need to check other Slack channels for more information.
  4. Explain that Coordinators should first check the OCC Deployment plan to verify how many AVs need to be deployed.
  5. Then use Jumpstart to see if there are enough Driverless AVs in your market that are Up. Keep in mind that AVs with planned maintenance shouldn't be used. For example, per the handoff canvas, Aloha and Flounder should not be assigned for this exercise (AV names will be changed during actual training)
  6. Explain they must check the other supplies that they'll need and determine if they have enough for the shift. This includes laptops, disks, and cleaning supplies (clean rags, EO Soap solution, Kimtech Wipes, Edmunds Optics cleaner, Windex)
  7. If time allows, have your team walk the lot and inspect to make sure all supplies are in order

  iii. Have learners open their Workbook to *Activity 3 - Shift Planning and Briefing*.

iv. Distribute 2 different OCC plan links. All learners should receive one OCC plan and work on it individually.

v. SAY
"Using your assigned spreadsheet, answer the following questions. This will become part of your shift plan. You'll then use this to conduct a shift briefing."

vi. Allow 30 minutes for them to make a shift plan in their participant guide.

vii. If learners are not finished after 30 minutes, re-iterate the time sensitive nature of shift planning and give them a few extra minutes to finish.

viii. Have each person quickly present their shift plan and provide feedback.

ix. When all learners have completed, assign them another plan / market and repeat.

x. Midway through exercise (~10 min in) pause work and verbally announce a challenge. Assign a unique challenge to each learner regardless of which deployment plan they received. Learners should not respond verbally, but rather incorporate this additional challenge into their shift planning.

1. During planning you discovered that there is a large truck blocking egress and launch. What do you do?
2. There has been an update on Slack. Three AVs went down at the same time. What do you do?
3. While doing an egress and launch, you discover that a car won't charge. What do you do?
4. Two of your AVs are not operating. What do you do?
5. A DSS reported in sick. What do you do?
6. An AV does not have the current branch. What do you do?

xi. After the full 30 minutes are up, ask each person to present the challenge they were given and the shift plan they developed for feedback

Shift Planning

Your instructor will assign you to a specific Deployment Plan. Use the spreadsheet and other tools to develop a shift plan.

- OCC Deployment Plan 1
- OCC Deployment Plan 2
- OCC Deployment Plan 3
- OCC Deployment Plan 4

	Day 1	Day 2

1. According to the OCC Deployment plan. How many AVs need to be deployed.		
2. According to Jumpstart, are there enough Driverless AVs that are Up?		
3. Are there any weather related issues?		
4. Do you have enough staffing? Did anyone call out?		
5. Your shift begins at 11pm. How long should you wait before deploying?		
6. In Deployment Plans 3 and 4, was an in-field DSS team stationed near Montrose & Lovett (where AV clumping was reported)		
7. In Deployment Plan 4, the Demo AVs need to be rebuilt to a newer branch. To meet this requirement, the plan should bring 2 AVs back at 5am (to give adequate time to build and relaunch the stack) -or- ideally, find additional AVs to build over so all 6 Ridehail AVs can stay out until 6am. If there are discussions about the DRP transition, they can assume the transition process has successfully completed		

3. Break | 15 minutes

4. BOS Briefing | 60 minutes | 👨🏫Instructor Led

- **In Class**

- Instructor
    i. Continue with the groups and plans created from the Shift Planning Activity.
    ii. SAY
        "Now that you've got a plan, it's time to do a Beginning of Shift Briefing.

        As before, I'll demonstrate how this is done, and then each of you will take a turn."
    iii. Demonstrate how to conduct a Beginning of Shift Briefing based on one of the mock OCC deployment plans from the beginning of shift exercise, discuss edge cases and how you might respond.
    iv. Assign each learner a market on one of the mock OCC deployment plans they already created a plan for or have them select one to deliver a BOS briefing based on. This should be a relatively normal Deployment Plan–preferably this will be for the market and shift that they will be serving, but feel free to use your discretion based on the size of your class.
    v. Have each learner present to the class and provide guidance as needed.

5. SOP Review - Group 1 | 30 minutes | 👨🏫 Instructor Led

- **In Class**
- Read the SOPs.

6. Lunch | 30 minutes

7. Driverless Coordinator - Escalations | 30 minutes | 💻 Absorb

Time Required	20 min OR 40
Learning Objectives	By the end of this course, you should be able to: • Identify the roles and responsibilities of a Driverless Coordinator. • Recognize cross-functional teams and their importance.

8. **SOP Review - Group 1 | 90 minutes | 👨🏫Instructor Led**
    - **In Class**
    - Read the SOPs.

9. **Break | 15 minutes |**

10. **SOP Review - Group 1 | 60 minutes | 👨🏫Instructor Led**
11. **Driverless Coordinator Survey - Day 2 | 15 minutes | 📝Survey**
    - **Absorb:** Link

12. **Daily Review and Close | 30 minutes | 👨🏫Instructor Led**
    - **In Class**
    - Review the content covered during the day and answer any questions.

Day 3 of 5: Wednesday

Overview

Daily Objectives:

By the end of the day, Coordinators should be able to:

-

Learning Activities:

Detailed Facilitation Guide

1. **Morning Kick-Off | 15 minutes |** 🧑🏫Instructor Led
    - **In Class**
    - Review what they learned the day before and answer any questions.
2. **Safety / EHS Presentation + Q&A | 30 minutes |** 🧑🏫Instructor Led
    - **In Class**
    - Safety will present
3. **Driverless Coordinator - End of Shift | 30 minutes |** 💻**Absorb**

Time Required	20 min OR 40
Learning Objectives	By the end of this course, you should be able to: • Identify the roles and responsibilities of a Driverless Coordinator. • Recognize cross-functional teams and their importance.

4. **SOP Review - Group 1 | 45 minutes |** 🧑🏫**Instructor Led**
    - **In Class**
    - Read the SOPs.

5. **Break | 15 minutes |**

6. **SOP Review - Group 2 | 90 minutes | 👨🏫Instructor Led**

7. **Lunch | 30 minutes**

8. **Mid-shift Scenario Management | 60 minutes | 👨🏫Instructor Led**

   - **In Class**
   - Objective: Develop adaptability to change of plans, creative and critical thinking

   - Instructor

     i. Have learners pull up the shift plans they made in the beginning of shift exercise. And page X in their participant guide. These will be used for reference during discussion.

     ii. Assuming the shift was deployed as stated, the facilitator will pull up a shift plan, and give learners a moment to review.

     iii. Share the issues below one at a time. Give learners a moment to add a response in their participant guide and then ask for someone to share. Facilitate a discussion around possible solutions, there may be multiple correct answers. Encourage learners to think critically and creatively

     iv. Feel free to add to this list or use something that you recently encountered. Learners will discuss and propose solutions to each problem. Make sure that everyone is responding.

Issue	Possible Solutions
1. There is a power outage and the internet is out. What do you do?	a. Immediately notify CREW to investigate and restore power b. Use Mifis for internet access c. If extra AVs are available and adequately charged, they can be used to keep Coord laptops charged to monitor the on-road fleet
2. Two deployed AVs have reached yellow VPR Status. How could this happen and how can you resolve it?	How could this happen? • If an allocation was accidentally changed while the AV was on the road Solution • Check the allocation and set it to the correct one
3. One of the ingress lanes has become unroutable. What should you do if your	a. Inform #occ-watchofficer. They can start a pagerduty to get TF/MapOps teams to investigate b. If at a 2 ingress/egress lane facility, pivot to ingressing

facility has 2 ingress/egress lanes? What if your facility only has a single ingress/egress lane?	from the working lane. Inform DSS to be extra aware of their surroundings since there will be twice as many AVs coming through that lane c. At a single ingress/egress lane facility, the AV will get as close to the lane as possible, and go into recovery or fail. Work with RA to disengage AVs and unlock doors as DSS approach so they can enter the AV quickly and move it into the facility
4. A truck is blocking the ingress point and ingress is scheduled to begin in 5 minutes. What do you do?	a. See if the truck drive can move b. Use the egress point as the entrance. In this case, assign someone to direct egress traffic.
5. An in-field DSS team reported they may have seen an AV driving outside the ODD. What should you do?	a. Request the exact location from the DSS team and check Mission Control 2.0. It may have been a Supervised AV which may not be constrained by Driverless ODDs b. Reference the ODD map to verify that the location reported by the DSS is in fact outside the ODD c. If confirmed it was a Driverless AV and outside the ODD, post in the #occ-watchofficer channel informing them of the AV name and location it was witnessed (if outside the ODD by a block or two, it may be expected behavior)

9. SOP Review - Group 2 | 60 minutes | 👨🏫 Instructor Led

- **In Class**
- Read the SOPs.

10. Break | 15 minutes

11. SOP Review - Group 2 | 60 minutes | 👨🏫 Instructor Led

- **In Class**
- Read the SOPs.

12. **Driverless Coordinator Survey - Day 3 | 15 minutes | 📝Survey**
    - **Absorb:** Link

13. **Daily Review and Close | 30 minutes | 🧑🏫Instructor Led**
    - **In Class**
    - Review content covered during the day and answer any questions.
    - ADMINISTRATION
        i. Verify that someone from Safety is scheduled to present for the next day.

Day 4 of 5: Thursday

Overview

Daily Objectives:

By the end of the day, Coordinators should be able to:

-

Learning Activities:

Detailed Facilitation Guide

1. **Morning Kick-Off | 15 minutes |** 🧑🏫Instructor Led
    - **In Class**
    - Review what they learned the day before and answer any questions.

2. [Driverless Coordinator] - Incident Response | 30 minutes | 💻Absorb

Time Required	20 min OR 40
Learning Objectives	By the end of this course, you should be able to: • Identify the roles and responsibilities of a Driverless Coordinator. • Recognize cross-functional teams and their importance.

3. RINO Overview | 30 minutes | 💻 Absorb

- **Absorb:** Link | Rise | Review

4. SOP Review - Group 2 | 30 minutes | 🧑🏫 Instructor Led

- **In Class**
- Read the SOPs.

5. Break | 15 minutes

6. SOP Review - Group 2 | 90 minutes | 🧑🏫Instructor Led

- **In Class**
- Read the SOPs.

7. Lunch | 30 minutes

8. SOP Review - Group 2 | 60 minutes | 🧑🏫Instructor Led

- **In Class**
- Read the SOPs.

9. **Mass VRE for Ops Leadership SOP Quiz | 15 minutes | 📝Survey**
    - **Absorb:** Link | Rise | Review
10. **Inclement Weather for AV Ops Management - SOP Quiz | 15 minutes | 📝Survey**
    - **Absorb:** Link | Rise | Review
11. **Break | 15 minutes**

12. **Situation Discussions: Incident Response | 60 minutes | 👨🏫Instructor Led**
    - **In Class**
    - Based on the Incident Response online course taken before this activity, ask participant write down 2 different types of Incident and put them (individually) into a 'hat' (something to pick from)
    - In a separate 'hat', list out the various roles that could be needed - for example LEO, DSS, Customer x2, OC, Pedestrian, Media, etc
    - Have one student pull an Incident from the 'hat'
    - Have all students pull a role out of the 'hat'
    - Work through the Incident Response SOP according to the selected incident and the roles
    - NOTE: The facilitator may need to provide context at first - the goal is to work through as many incidents as possible so the participants get used to working through the SOP. Since they will be working these in the future, the expectation is they are also able to help others during the incident to make sure everything is done smoothly. If you can get the participants to provide all the context without you - it's a win!
13. **Driverless Coordinator Survey - Day 4 | 15 minutes | 📝Survey**
    - **Absorb:** Link

14. **Daily Review and Close | 30 minutes | 👨🏫Instructor Led**
    - **In Class**
    - Review the content that was covered during the day and answer any questions.

Day 5 of 5: Friday

Overview

Daily Objectives:

By the end of the day, Coordinators should be able to:

-

Learning Activities:

Detailed Facilitation Guide

1. **Morning Kick-off | 15 minutes | 👨🏫Instructor Led**
    - **In Class**
    - Review what they learned for the week and answer any questions.
2. **ACTIVITY 6 - Shift Planning Part B | 60 minutes | 👨🏫Instructor Led**
    - **In Class**
    - Objective: Continue shift planning practice
    - Instructor
        i. SAY

        "Earlier in the week, we created BOS plans using prompts in your workbook. Now I'll ask you to create a plan from beginning to end without those prompts.

        Using the OCC Deployment Plan I assign, create a plan for your day. Write down all of the items that are critical to your plan in your Participant Guide. When you're done, you'll present a BOS Briefing to the group."

        ii. Assign a market and a shift for them to create a plan for.

1. OCC Deployment Plan - 5
2. OCC Deployment Plan - 6

iii. Allow 30 minutes for learners to make their observations and to complete writing their plan and then have learners present their plan one by one.

iv. Evaluate for completeness and give feedback.

3. Open Coordinator Q&A / Facilitated Review | 30 minutes | Instructor Led

- **In Class**
- Answer questions.

4. Break | 15 minutes

5. Open Coordinator Q&A / Facilitated Review | 30 minutes | Instructor Led

- **In Class**
- Answer questions.

6. In-Facility Cumulative Assessment | 60 minutes | Survey

- **Absorb:** Link | Rise | Review

7. Lunch | 30 minutes

8. "Shadow in-facility operations and/or DSS OJT"