

**WESTERN TRIBAL
TECHNICAL ASSISTANCE
PROGRAM WORK PLAN
(WTTAP) 2025-2026
COMMUNICATION PLAN**



► Goal

The goal of the Communications Plan is to identify the best method(s) for WTTAP staff to communicate with WTTAP stakeholders and Tribes, ensuring all groups feel they receive and provide regular input into the WTTAP program.

Objectives

1. Identify all WTTAP stakeholders and Tribes by group.
2. Identify appropriate communication methods for each stakeholder and Tribal group.
3. Establish a schedule for distributing regular communications.
4. Describe procedures for receiving, documenting, and responding to informal feedback from all groups.

NVLTAP Stakeholders

The following stakeholders and Tribes have been identified for the WTTAP:

- **Tribal transportation agencies.** These agencies are WTTAP's primary clients. They consist of Tribes and Tribal transportation departments throughout Nevada, California, Utah, Arizona (excluding Navajo Nation), and Hawaii. These entities rely on WTTAP to provide training and technical support that meets their roadway and workforce development needs.
- **Steering Committee.** This group consists of representatives from Tribes across the western region, the Federal Highway Administration (FHWA) Office of Tribal Transportation, the Bureau of Indian Affairs (BIA), Indian Health Service (IHS), Tribal transportation commissions and committees, and WTTAP staff. The committee provides input, oversight, and recommendations to guide WTTAP services. At least 50% of the committee membership is Tribally affiliated.
- **Clients.** WTTAP clients include individual participants and Tribal staff who attend trainings, request technical assistance, or engage with WTTAP for workforce or safety program support. Clients provide valuable insight into training effectiveness, emerging needs, and service quality through evaluations, surveys, and direct feedback.
- **Industry organizations.** These include professional associations such as the American Public Works Association (APWA), American Traffic Safety Services Association (ATSSA), and American Association of State Highway and Transportation Officials (AASHTO), which represent transportation-related issues both nationally and regionally.
- **Local agency organizations.** Local transportation agencies, county road departments, and city public works offices that collaborate or partner with Tribes and WTTAP to share best practices and resources.



Communication Methods

For each stakeholder group primary and secondary methods of communication are identified. The communication method used depends on the content, its urgency, and the number of similar communications distributed to stakeholders during the same time period. The primary methods are to be used consistently. The secondary methods are employed if there is a need for additional follow-up with stakeholders.

Stakeholder / Client Group	Primary Communication Method	Secondary Communication Method
Tribal transportation agencies	Email; phone call with primary contact; site visits	Website; social media; newsletters
Steering Committee	Email; monthly meetings	Phone calls; USPS
Tribes(training participants, TA recipients)	Email; post-training evaluations; phone follow-up	Website; social media; USPS; newsletters
Local agency organizations	Email	Website; social media
Industry organizations	Email	Website; social media

In addition to the methods listed above, WTTAP will administer course evaluations at the end of every training session to assess content, materials, and instructor effectiveness. WTTAP will also use online surveys and direct feedback from Tribes to gather ongoing input on training, technical assistance, and emerging Tribal transportation needs.



Communications Schedule

The communications schedule represents the intended distribution of known, regular content throughout the course of a year.

Content	Recipient	Frequency
WTTAP Progress Reports	Steering Committee	Quarterly; Annual
Newsletter	All stakeholders and Tribes	Quarterly
Training promotions	All stakeholders and Tribes	As needed
Technical resources	All stakeholders and Tribes	As needed
Course evaluations	Training participants	Following every training session
Needs survey	All stakeholders and Tribes	Biennially

Stakeholders receive a constant influx of information throughout the day. Therefore, the WTTAP will make every effort to streamline communications to provide all relevant content in the least number of communications required.

Communication Procedures

WTTAP has procedures for receiving, documenting, and responding to informal feedback from stakeholders. This feedback may be obtained during site visits, trainings, or conferences or received via the website, email, phone calls, or social media. At WTTAP biweekly team meetings, the feedback will be discussed. If further action is required, the actions will be documented until fully addressed. Both the feedback, action items, and status will be reported in the quarterly progress reports to the Steering Committee as appropriate.

Commitment to Communication

WTTAP takes communication seriously. Our best chance of meeting the needs of Tribal transportation agencies, clients, and other stakeholders is to hear from them regularly and use their input to strengthen the program. Through these channels, WTTAP strives to be an open, approachable, and responsive resource that supports transportation and workforce development across the western Tribal region.

