

Section 4 – Public Information

Public Information Plan

The Contractor shall prepare and maintain a Public Information Plan (PIP) to address the construction impacts of the project to the public and stakeholders. These impacts can be related to, but not limited to, lane closures, detours, durations of impacts, access, construction noise, overall progress, bridge construction, or anything the Contractor and/or CDOT believe important. This plan shall be used throughout the project by the Contractor to manage, document, and implement all aspects of the public information process.

At the preconstruction conference the Contractor shall introduce the Public Information Manager (PIM) for the project and present a public information plan and strategies or methods for communicating project activities. The Contractor shall prepare and submit a preliminary list of stakeholder groups and specific stakeholders that need to receive ongoing communication about the project.

The Contractor's PIM may be the Contractor Project Superintendent if approved by the CDOT Project Engineer after consulting with the Region Public Relations Manager, or it may be another approved project staff person. The PIM shall have good verbal and written communications skills. The identity of the PIM and the PIM's qualifications shall be submitted to the CDOT Project Engineer five days in advance of the preconstruction conference.

The PIM shall be available every calendar day, accessible and on call by cell phone or pager at all times and available upon the request of the CDOT Project Engineer at other than normal working hours. The PIM shall communicate with the CDOT Project Engineer daily.

The Contractor shall establish a Public Information Office (PIO) equipped with a telephone and an answering machine or answering device with the capability to record a message from the caller. This may be a cell phone, but must be a local number. The PIO shall be equipped with a computer and an e-mail account. The PIO may or may not be located within the Contractor's regular office provided that the telephone has a local call number. The PIM shall record a friendly greeting on the project's published phone line each week, updating the message throughout the week, as necessary, depending on changes in work schedule, activities and traffic impacts. The recording shall include each week's forthcoming activities including work days, hours and expected traffic delays, posted detours, project completion date, and office hours. The PIM shall check the answering machine at least twice every calendar day in the early morning and mid-afternoon, including weekends. The PIM shall respond to callers and e-mail inquiries as soon as possible, but at least within 24 hours. The PIM shall keep a logbook of all calls including the contact name, date of contact, date responded, the contact's comments, and the action the PIM took. A copy of this log shall be submitted to the Engineer every two weeks or more frequently, as requested by the Engineer.

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The PIM shall maintain communications with businesses and individual residences, commuters, local government entities and all other stakeholders that are directly adjacent to and affected by the project. Using a communications method or strategy approved by the CDOT Project Engineer, the Contractor shall notify stakeholders about the project two weeks prior to beginning any lane restrictions or project activities. Depending upon project impacts, contact with stakeholders may be required daily, weekly, monthly or periodically throughout the duration of the project. Communications tools may include hand flyers, door hangers, newsletters, mailers, using e-mail distribution lists, etc. All public information correspondence and subsequent updates shall be supplied to the CDOT Project Engineer 48 hours before distribution.

Stakeholders

The Contractor shall communicate and coordinate with the stakeholders listed below.

1. Jefferson County
2. City of Lakewood
3. Emergency response agencies, such as the Colorado State Highway Patrol, Police Departments, AMR (ambulance), Fire Departments, Hospitals, etc.
4. Commercial vehicle operators, Colorado Motor Carriers Association
5. CDOT Traffic Operation Center
6. School Districts
7. Area Residents, local businesses, and local Homeowner and Property Owner groups within a half mile radius of the project.
8. US 6 Commuters
9. Utility Owners
10. CDOT

Each communication tool shall include contact information, PIM's name, office phone, CDOT Web-site address <http://www.coloradodot.info/projects/us6overgarrison> with CDOT logo. Cell phone numbers and e-mail addresses shall be provided where service is available. The communication shall include the description of work, lane restrictions, a detour map if warranted, the anticipated start and completion dates, hours of operation and work schedule, and a Slow for the Cone Zone message.

The Contractor shall erect construction traffic signs with the dates the Contractor expects to initiate and complete construction and with the Contractor's public information office's or PIM's phone number at each major approach to the project. The signs shall conform to the requirements of Section 630 and shall be erected at least one week prior to the beginning of construction.

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An individual project Web-site has been developed and will be hosted on CDOT's web site using the CDOT template. The Contractor shall coordinate with the Region Public Relations Manager to update the website in accordance with the CDOT standard template. The site will be revised as directed by the CDOT Project Engineer. The Contractor shall provide updates to the CDOT Project Engineer for acceptance and addition to the website.

Public Information Services Contact Sheet

Owners:

Colorado Department of Transportation Resident Engineer

Name: Kevin Brown, P.E.

Address: 425B Corporate Circle, Golden, CO 80401

Phone: (720) 497-6954 Fax: (720) 497-6951 Cell: (303) 883-3524

Email: kevin.brown@state.co.us

Colorado Department of Transportation, Region Public Relations Manager

Name: Crystal Morgan

Address: 4201 E. Arkansas Ave., Denver, CO 80222

Phone: (303) 757-9288

Email: crystal.morgan@state.co.us

Colorado Department of Transportation, Colorado Traffic Management Center

425-C Corporate Circle, Golden, CO 80401

Phone: (303) 512-5830 Fax: (303) 274-9394

Emergency Information Dissemination – Telephone List

The Contractor shall establish and manage an emergency response contact list. All appropriate personnel shall be included on this list for immediate response in the event of an emergency. The list shall be divided into areas of expertise so the proper people are called for specific emergency situations. CDOT Project Engineer, CDOT public information staff, and the Contractor's Project Manager shall be included on the list for notification of any emergency that may arise. The Contractor shall develop and maintain a contact list of emergency service providers as part of this list. Contractor shall submit the emergency response telephone list to the CDOT Project Engineer for Acceptance prior to beginning any construction activities and when any changes are made to the list.

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Deliverables

At a minimum, the Contractor shall submit the following to CDOT for review, Approval and/or Acceptance:

Deliverable	Acceptance or Approval	Schedule
PIP Plan	Acceptance	Prior to Construction and maintain as needed
Communication Tools	Approval	One week before distribution to public
Communication log	Acceptance	Maintain as needed
Telephone list	Acceptance	Maintain as needed
Website Updates	Acceptance	Maintain as needed
Emergency Response Contact List	Acceptance	Prior to Construction and maintain as needed