

Technical Requirements

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, durations of impacts, access, construction noise, overall progress, wall repair, 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 shall provide a full-time Public Information Manager who will be the responsible charge for all activities associated with public information services. The PIM shall have professional experience in Public/Media Relations, Marketing, or other related field, and have good verbal and written communications skills. The PIM may be a qualified sub-consultant or a member of the Contractor's personnel, provided they have limited project duties outside those duties relating to Public Information Services. 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 Engineer will coordinate all aspects of the PIM's work, including all required submittals, with the Regional Communications Manager (RCM).

Activities of the PIM. Throughout the duration of the project, the PIM shall be responsible for the following:

- (1) *On Call.* The PIM shall be available or on call on every day there is work on the project and shall be available upon the Engineer's request at other than normal working hours.
- (2) *Project Meetings.* The PIM shall be available, as requested by the Engineer, to participate in weekly project meetings held on-site. At the meetings, PIM will discuss communications issues and develop strategies to provide timely details for upcoming media advisories/press releases, lane closure reports, website updates and information line recordings.

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- (3) *Public Information Line/Communications.* The PIM shall establish a public information office equipped with a telephone, voicemail, computer and email address. The public information office may be located off-site or within the PIM's field office, provided that the telephone line is a local call line. The voicemail greeting for the project information line shall provide an updated message each week, or each day if necessary, concerning the project's completion date and forthcoming activities on the project and allow the recording of a message from the caller. If unable to answer the public information line, the PIM shall check and respond to voicemail messages throughout each day of construction operations and lane closures are being carried out. The PIM shall track inquiries made by citizens and businesses, including names, addresses, phone numbers, and subsequent action taken during construction; these customer inquiries and follow-up action shall be entered into Dialog, a web-based contact and issue tracking database provided by the Department. The system shall provide an automated report to the Engineer and Regional Communications Manager each week. All inquiries and complaints shall be followed up with a return phone call or email from either the PIM and, when necessary, the Engineer or Regional Communications Manager.
- (4) *Photos/Video.* The PIM shall take and submit photos/videos of the project work on regular intervals. A cell phone camera is permitted. Photographs/videos may include traffic control, paving, slope repair, erosion control, bridge deck and rail work, and other key areas of work identified by the Contractor and the Department for use in reports to interested agencies, social media, and flyers. A minimum of two digital photographs/videos shall be submitted each month to the Engineer.
- (5) *Media Relations.* At least one week prior to the project start date, the PIM shall prepare a media release summarizing the project scope, construction phasing, potential traffic and construction, duration of project and summary of project benefits. The PIM shall develop additional media releases and traffic advisories based on major construction milestones such as major traffic shifts, key closures, etc. or as requested by CDOT, using the CDOT template provided by the Department. The media releases and traffic advisories will be submitted for approval in accordance with Table 626-2. CDOT will distribute media releases, traffic advisories and other information.

The PIM shall immediately notify the Engineer of any on-site situations involving the media. Should media call, the PIM will provide only the Regional Communications Manager's contact information. CDOT will address all media inquiries and media requests.

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- (6) *Lane Closure Reports.* PIM shall submit a Lane Closure Report each Thursday, for the following week's activities (Saturday through Friday), to the contacts listed on the Report and at the end of this specification. Contact the Engineer or Regional Communications Manager for an electronic copy of this report.
- (7) *Web Page Updates.* The PIM shall work with CDOT to develop internet web page content specifically for this project and provide consistent updates with the latest project information (web page development experience is not necessary as the PIM will simply supply information for the CDOT web page template). It shall contain all appropriate links to/from other sites if applicable, e.g., local city, county, bus service, etc. PIM will ensure the web page is updated at least weekly with pertinent schedule information, new photos, contact information, etc.
- (8) *Project Fliers.* At least 10 working days prior to the start of work, the PIM shall prepare and deliver one flier to each property owner potentially impacted by the highway work zone such as properties with direct access to the highway, nearby businesses, schools, homes, churches or others who rely on regular traffic access in the construction zone. The flier shall be developed using the CDOT template. An email containing the flier shall also be sent to all those known to use the project limits having significant or daily use of the roadway contained within the project corridor. Examples of these are bus services, community centers, schools. Additional fliers may be required, as directed, and may be delivered via <http://uspseverydoordirectmail.com>, the use of a mailing list from county GIS mapping, or other approved method. The flier shall provide the anticipated project start and end date, location and description of work, traffic impacts and hours/days of operation, PIM's project information line, email address, web address, project map (if necessary) and a construction safety message as defined by the department. Flier may also contain contractor logo, if desired. Fliers shall be submitted for approval in accordance with Table 626-2. Final approval is provided by the Engineer. The PIM shall contact the Regional Communications Manager for a flier template which will include CDOT's logo, project logo, or both.

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Language Assistance for LEP Persons. CDOT is required to provide access to Limited English Proficient (LEP) persons. LEP persons are individuals for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. Examples of language assistance include, but are not limited to, translation of meeting notices and interpretation services at meetings. At a minimum, the PIM shall work with CDOT to provide interpretation services upon request by an LEP person. Additionally, if the community to which the project flyers shall be distributed has greater than 5 percent LEP persons, the flyers shall be translated. The PIM shall document all measures taken to communicate with LEP persons and record all requests for language assistance.

Construction Signing. In accordance with Section 630, a minimum of one week prior to start of work, the Contractor shall erect signs at both ends of the project limits, with the estimated dates when the project will commence and end. The signs shall include the Contractor's name and public information contact number.

Response Protocol to CDOT and the Public. The PIM shall conform to Table 4-1 in responding to correspondence from stakeholders and the public:

**Table 4-1
RESPONSE PROTOCOL**

TYPE OF COMMUNICATION	TIMING OF RESPONSE
Hotline Calls	Check messages throughout day Respond same day (initial call) or within 24 hours (including weekends if work is occurring)
Email	Same day (within two business days for high volume situations)
Call from CDOT Staff	As soon as possible
Webpage Inquiries	Same day (within two business days for high volume situations)
Public Meeting Inquires	Within one week of the meeting

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Deliverables Protocol to CDOT. The PIM shall conform to Table 4-2 in submitting the following for Department review and approval prior to dissemination:

**Table 4-2
DELIVERABLES AND SUBMITTAL TIME TO CDOT ENGINEER**

Deliverable	When to be submitted
PIM Name and Credentials	Before Pre-Construction Meeting (along with key staff submittal)
PIM Contact Information	At Pre-Construction Meeting
Emergency Response Telephone Tree (when required in the Contract)	Before works starts
Local Telephone Hotline	Before works starts
Stakeholder Distribution List (if required for non-work zone flyer recipients and emergency service providers)	At Pre-Construction Meeting
Lane Closure Reports	Weekly, on Wednesday by noon
Traffic Advisories/Media Releases	48 hours prior to scheduled distribution date
Fliers, posters or other public material	5 Working Days prior to the scheduled distribution date In cases of rapid response, 48 hours prior to distribution
Photos/Video	Two a month or as requested.

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Deliverable protocols to the public. The PIM shall conform to Table 4-3 in providing the following information to the public:

**Table 4-3
DELIVERABLES AND SUBMITTAL TIME TO THE PUBLIC**

Deliverable	When to be published
Full road closures, detours, and major traffic impacts lasting seven days or longer	14 days prior to the beginning of activity in any area of the Project.
Major project activities (such as major lane shifts, bridge demolitions, etc.) lasting seven days or less	7 days prior to the beginning of the activity
Other remaining types of construction Activities in any area of the Project including: <ul style="list-style-type: none">▪ Night Work▪ Utilities▪ Change of business/residential access	7 days prior to the beginning of activity in any area of the Project or as determined jointly by teams
Other construction updates (e.g., cancellation of planned closures, additional lane closures, closure removals, major traffic shifts, etc.) that directly impact the public.	As soon as known with at least 24 hours' notice

Public Information Contact Sheet. A Public Information Contact Sheet shall be completed by the PIM with the names of contact as appropriate to the project:

Project: I-70 Vail Pass Various Wall Repairs

Project November 1, 2018

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Public Information Services Contact Sheet

Owners:

Colorado Department of Transportation, Maintenance Superintendent/Resident Engineer

Name: Peter Lombardi, Resident Engineer

Address: 714 Grand Ave, PO Box 298, Eagle, CO 81631

Phone/s: 970-328-9962

Email: peter.lombardi@state.co.us

Name: Martha Miller, Program Engineer

Address: 714 Grand Ave, PO Box 298, Eagle, CO 81631

Phone/s: 970-328-9933

Email: martha.miller@state.co.us

Name: Randy McIntosh, LTC Ops I

Address: 10519 Hwy 6, Gypsum, CO 81637

Phone/s: 970-524-0625

Email: randy.mcintosh@state.co.us

Colorado Department of Transportation Regional Communications Manager

Name: Tracy Trulove

Address: 202 Centennial St, Glenwood Springs, CO 81601

Phone/s: 970-384-3371

Email: tracy.trulove@state.co.us

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Colorado Department of Transportation Web Site Administrator

Name: Tara Galvez

Address: 2829 W Howard Pl, Denver, CO 80204

Phone/s: 303-757-936

Email: tara.galvez@state.co.us

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Colorado Department of Transportation's Colorado Traffic Management Center (24-hours/day)

425 –C Corporate Circle

Golden, Colorado 80401

Phone: (303) 512 – 5830 or 800-353-6604

Fax: (303) 274 – 9394

State

Colorado State Patrol

Phone:(970) 824-6501

Eagle County

Sheriff Department: Eagle

Phone:(970) 328-8500

Eagle County Paramedic Services

Phone:(970) 328-1130

E-mail:

Eagle County Government; Ben Gerdes

Phone: (970) 757-9484

E-mail:

ben.gerdes@eaglecounty.us

Eagle County; PIO:

Phone: (970)-376-7000

Eagle County Road and Bridge:

Phone: (970)-3283540

ECO Transit Service; Chris Lubbers,

Phone: (970)328-3520

E-mail:

chris.lubbers@eaglecounty.us

Western Eagle Co. Ambulance District Phone: (970) 328-1130

Eagle County School District Transportation Phone: (970) 328-2570

Town of Vail

Town Manager

Phone: (970) 479-2105

City Public Works

Phone: (970) 479-2158

City PIO

Phone: (970) 479-2115

Chamber of Commerce

Phone: (970) 477-0075

City Fire/Rescue

Phone: (970) 479-2253

Police Department

Phone: (970) 479-2200 (press "0" for dispatch)

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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