

## **4.0 PUBLIC INFORMATION**

### **4.1 Public Information Plan**

The Contractor shall prepare and maintain a Public Information Plan (PIP) to address the construction impacts (lane closures, detours, durations of impacts, access, construction noise, overall progress, bridge removals, etc....) of the Project to the public and stakeholders. The PIP shall be used throughout the Project by the Contractor to manage and implement all aspects of the public information process. The PIP shall be submitted to CDOT for Approval. The PIP must be Approved prior to start of any construction Activities. The City and County of Broomfield will prepare and do one newsletter mailing for the project with CDOT and Contractor input.

A member of the Contractor's public information staff shall be accessible 24 hours a day, seven days a week. The Contractor shall provide public information staff contact information, including home, fax, mobile and pager numbers, and e-mail to the CDOT Project Director for Acceptance prior to beginning any construction Activities. Public information notifications and releases shall be submitted to the CDOT Project Director for Approval before implementation. All notifications and releases shall be Approved by the CDOT Public Information Office prior to release to public.

### **4.2 Stakeholders**

The Contractor shall describe in the PIP its approach to communicating and coordinating with the stakeholders listed below.

1. Area residents.
2. Property owners and property management companies.
3. Commuters (Vehicle, Pedestrian, and Bicycle).
4. The CDOT Ports of Entry and Denver Permit Office and Colorado Motor Carriers Association.
5. Local government officials.
6. Business owners, employees, and customers.
7. Emergency response agencies, such as the Colorado State Highway Patrol, Police Departments, AMR (ambulance), Fire Departments, hospitals.
8. Utility Owners.
9. School Districts

### **4.3 Communications**

The PIP shall include a communications plan for the Contractor's public information staff when responding to project needs. The Contractor's communication approach for its public information staff shall provide specific details on how the public information staff shall coordinate

and communicate internally with other Contractor groups, with CDOT, the public, the media, and stakeholders.

The Contractor shall implement a telephone hotline before beginning any construction Activities. The hotline shall be used to receive input regarding Project-related Activities. The hotline shall be available to the public 24 hours a day, seven days a week, and shall be publicized in all Project information materials and signage throughout the Project. The hotline shall be handicap-accessible and a free call for the public. All voice messages shall be replied to within 24 hours of receipt, including weekends and Holidays, and shall be logged. Information documented on the Contractor's log shall include:

1. Name person making contact along with the date and time of contact.
2. Type of information was requested.
3. Response information was provided.

The log shall be provided to the CDOT Project Director upon request.

#### **4.4 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, CDOT public information staff, and the Contractor's Project Director 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 Director for Acceptance prior to beginning any construction Activities.

#### **4.5 Deliverables**

<b>Deliverable</b>	<b>Acceptance or Approval</b>	<b>Schedule</b>
Public Information Plan	Approval	Prior to start of any construction Activities
Public Information Staff Contact List	Acceptance	Prior to start of any construction Activities
Public Information Notifications and Releases	Approval	Before implementation and release
Telephone Hot Line log	Review	When requested
Contractor's Emergency Response Contact phone list	Acceptance	Prior to start of any construction Activities