

SECTION 01315

PUBLIC INFORMATION SERVICES

PART 1 GENERAL

1.1 SECTION INCLUDES

- A. Responsibilities of Public Information Manager (PIM) for the duration of a project.

1.2 RELATED SECTIONS

- A. Section 01554: Traffic Control

1.3 PERFORMANCE REQUIREMENT

- A. Designate the Public Information Manager at the project pre-construction conference.
 - 1. Responsible for project public information services.
 - a. Public Information Manager duties take precedence over other assigned duties.

1.4 PUBLIC INFORMATION MANAGER (PIM) RESPONSIBILITIES

- A. Establishes a local public information office. Office can be located within the Contractor's regular office provided that the telephone line is a local call line.
 - 1. Has established working hours and days.
 - 2. Is equipped with a telephone and answering machine dedicated to project public information services.
- B. Maintains daily communication with the Engineer.
- C. Maintains and documents weekly communications with Region Public Involvement Coordinator, affected residents, businesses, organizations, and public agency (local emergency services, public works, transit authorities, city offices) and other stakeholders.

- D. Maintains availability by telephone.
 - 1. Maximum 24 hours response time during project working hours.
 - 2. On call status required during non-working hours.
- E. Develops a data base of stakeholders and stakeholder contact information (name, address, phone number, email address and fax number)
- F. Establishes method of producing and distributing printed information (fliers).
- G. Be available to organize, participate, and document public and private meetings involving project, when requested by the Engineer.

1.5 PAYMENT PROCEDURES

- A. Compensation includes:
 - 1. Office space, when provided off site of Contractors offices.
 - 2. Printed information
 - 3. Telephone service
 - 4. Internet e-mail service
 - 5. All labor, materials, and meeting facilities required to meet provisions of this section.
- B. The Engineer monitors and evaluates the Public Information Manager and all public information services.
- C. Department makes:
 - 1. Partial payments for the pay item "Public Information Services" as the work progresses when the Contractor provides public information services in accordance with this specification.
 - 2. Payments a percentage of project completion.
- D. Failure to provide public information services in accordance with this specification results in a \$10,000 weekly deduction.

PART 2 PRODUCTS

2.1 OFFICE SPACE AND EQUIPMENT

- A. Office Space
- B. Telephone Services
- C. Answering Machine
- D. Labor and material required to perform the duties and responsibilities of this section.

PART 3 EXECUTION

3.1 ESTABLISH LOCAL PUBLIC INFORMATION SERVICES

- A. Provide office address and local telephone number.
 - 1. Establish and publish office hours, working days, telephone number, and email address.
 - a. Answer all email within 24 hours of receipt during business hours.
- B. Provide answering machine.
 - 1. Updated message with project information a minimum of once each week concerning the activities on the project.
 - 2. Public information office hours.
 - 3. Opportunity for caller to leave a recorded message.
 - 4. Check answering machine a minimum of twice daily.
 - 5. Document and respond to messages within 24 hours of receipt.
- C. Maintains a logbook.
 - 1. Information and corresponding communications
 - a. Date, time
 - b. Contact information
 - 1. Name, phone number, address and/or email address
 - c. Description of inquiry and/or request
 - d. Response
 - e. Subsequent responses or actions taken during construction

2. Follows up all inquires with a phone call, in writing or with a meeting as warranted.
 3. Document discussions, resolutions and actions.
 - a. Provide copies of logbook documentation to the Engineer and Region Public Involvement Coordinator on a weekly basis.
- D. Develops and maintains data base of stakeholders and stakeholder contact information (name, address, phone number, email address and fax number)
1. Make available for review by the Engineer and Region Public Involvement Coordinator at all times during the project
 2. Deliverable to the Region Public Involvement Coordinator upon completion of the project.
- E. Respond to questions concerning project activities and schedules.
- F. Organize, participate, and document meetings held with affected individuals and/or organizations.
1. Provides meeting minutes to Engineer in a weekly report.
- G. Maintains and documents weekly communication and project updates with the following:
1. Department, Region, and Public Involvement Coordinator
 2. Affected local public agencies
 - a. Emergency Service Agencies
 1. Fire Departments
 2. Police Departments/Highway Patrol
 3. Ambulance Services
 - b. Local City Offices
 - c. Public works departments
 - d. Local transit authorities
 - e. Local school districts
 3. Affected businesses
 4. Affected trucking and carrier associations
 5. Local organizations interested in the project
 6. Private citizens, when requested
 7. Other stakeholders as required
 8. Engineer and Region Public Involvement Coordinator, providing copies of logbook documentation.

- H. Prepare and distribute information to all stakeholders adjacent to the construction zone in flier format, or through documented personal contact, one week prior to beginning construction and subsequently each week until the end of the project.
 - 1. Provide copies of all fliers, email or other materials containing project information to the Engineer and the Region Public Involvement Coordinator for review prior to distribution.
 - 2. Include in flier the following information:
 - a. Project name
 - b. Description of the work to be done including completion dates
 - c. Work locations
 - d. Lane restrictions and directions
 - e. Traffic management plans or detours
 - f. Work times and days of the week
 - g. Impacts to access
 - h. Schedule for forthcoming week
 - i. Name of the Contractor's Public Information Manager, telephone number, and office hours of the Public Information Office.
 - 3. Communicates construction changes to established weekly schedule to all affected stakeholders. Provide draft copy of changes to Engineer prior to distribution.
- I. Provide telephone number to sign manufacturer or Traffic Control Maintainer for placement on "Construction Zone Information Sign" as per Standard Drawing TC 1B and refer to Section 01554.
- J. Provides updates to the Engineer and Pubic Involvement Coordinator on project activities that affect traffic and access.
- K. Forwards all media inquires, written and verbal, regarding the project or project activities to the UDOT Communications Office.

END OF SECTION

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