SECTION 107
LEGAL RELATIONS AND RESPONSIBILITY TO THE PUBLIC

ADD THE FOLLOWING SUBSECTION:

107.23 PUBLIC OUTREACH

A. The Contractor is required to provide a public information and outreach program for this project. The purpose of the program is to build and maintain positive public relations throughout the construction process through continuous, effective, two-way communications including updates on the progress of the work and information on changes affecting the movement of traffic.

B. Ten working (10) days after receiving the Notice of Award from the Contracting Agency, the Contractor shall prepare a draft public notification for approval by the Engineer that informs all property owners, residents and/or businesses within or adjacent to the project of the project status. The notification letter shall be distributed by the Contractor only after approval of the Engineer. The notification shall be an introductory letter, which shall contain information such as the scope of the project, and anticipated construction start date and sequence of work, and the Contractor’s contact information.

C. Seventy-two (72) hours prior to commencement of construction, the Contractor will notify, in person, all property owners and/or businesses which will be affected by the construction operation and will install “No Parking” signs at no more than 250-foot intervals along each side of the road where vehicle removal is required. Whenever personal notification is not possible, the Contractor, at his expense, shall reproduce and distribute written or printed notification in the form of a leaflet, door-hanger, etc., approved by the Engineer, to each residence or business affected. The notification shall contain information such as the date and time of construction, brief explanation of work, vehicle removal instructions, Contractor’s name, business address, and 24-hour telephone number of the Contractor or one of his agents. After notification by the Contractor, the Engineer will make any arrangements necessary to remove vehicles remaining in the roadway at the time of construction.

D. Establish and maintain a comprehensive PUBLIC OUTREACH AND COORDINATION PLAN as follows:

1. Within 30 calendar days after the project Notice-to-Award, the Contractor shall submit a Public Outreach and Coordination Plan to the Contracting Agency for review and comment. Address the goals, methods and activities that will be used to build and maintain positive public relations throughout the project duration. As a minimum, include the following within the Plan:

   a. Internal communications and protocols
   b. Identification of stakeholders and their concerns
   c. Key messages and commitments
   d. Methods of communication to be used with stakeholder groups
   e. Utilize Changeable Message Signs to communicate with the traveling public and adjacent neighborhoods
f. Plan for complaint monitoring and resolution

g. Coordination plan for management and maintenance of traffic during construction

h. Implementation of a schedule consistent with the Contractor’s overall project schedule

E. PUBLIC INFORMATION STAFF

The Contractor may be required to provide a Public Information Manager and additional staff as part of the Public Outreach Program for the Contracting Agency’s approval.

F. PUBLIC OUTREACH EFFORTS AND ACTIVITIES

1. Coordinate the Public Outreach Program efforts and activities with the Contracting Agency public information officer (PIO).
   a. Assist the Contracting Agency with news media, including assistance with press releases, coordination of requests from the media for interviews and/or detailed project information, preparation of articles for use in newsletters and trade publications.

G. Submit all public information materials, proposed public information activities, responses to comments/questions and plans for review and approval by the Engineer prior to implementation and/or distribution to the public.

H. The Contracting Agency’s PIO will manage all media relations, including issuing press releases, media advisories, and maintaining regular contact with the media. Refer all requests from the media for interviews, quotes, and/or detailed project information directly to the Contracting Agency’s PIO. During the course of the project, immediately notify the Engineer of any situations that may involve the media.

I. The Contractor will assist the Contracting Agency’s PIO by providing timely information on project activities for use by the media. Such information will include, but not be limited to, press releases and press kits, maps and illustrations for news media use, notifications and illustrations of lane and ramp closures, speaking points, and project tours for media representatives. When requested by the Contracting Agency, provide a spokesperson for media interviews.

J. The Contractor shall use the RTC’s “Fuel Revenue Indexing” logo on all documents used to communicate with the public throughout the project.

K. The Contractor shall maintain a project mailing list that includes the following separate elements:
   1. Property owners in the vicinity of the project area;
   2. Homeowners Associations, if any, and elected officials who represent the project area; and
   3. Interested individuals who have requested that their names be added to the mailing list via or other avenues.
   4. List of Emergency Service Providers.

L. The Contractor shall provide a copy of the project mailing list and any periodic updates of the list to the Contracting Agency as requested.
107.24 PUBLIC OUTREACH MEASUREMENT
The Public Outreach Program will be measured for payment on a time and materials basis, plus mark-up, as provided in the Public Outreach Program approved by the Contracting Agency.

107.25 PUBLIC OUTREACH PAYMENT
This work shall consist of all items necessary to implement the Public Outreach Program as described in Section 107.23.
Payment will be made on a monetary basis and will be paid for under “Construction Conflicts and Additional Work”, Bid Item 109.01.