Program Procedure Manual

PPM Section 05 – Communications

June 2014　　　　　　　　　　　　　　　　　　　　Version: v1.2.0

Central Savannah River Area
Total Number of TIA Projects = 84

River Valley
Total Number of TIA Projects = 23

Heart of Georgia Altamaha
Total Number of TIA Projects = 764
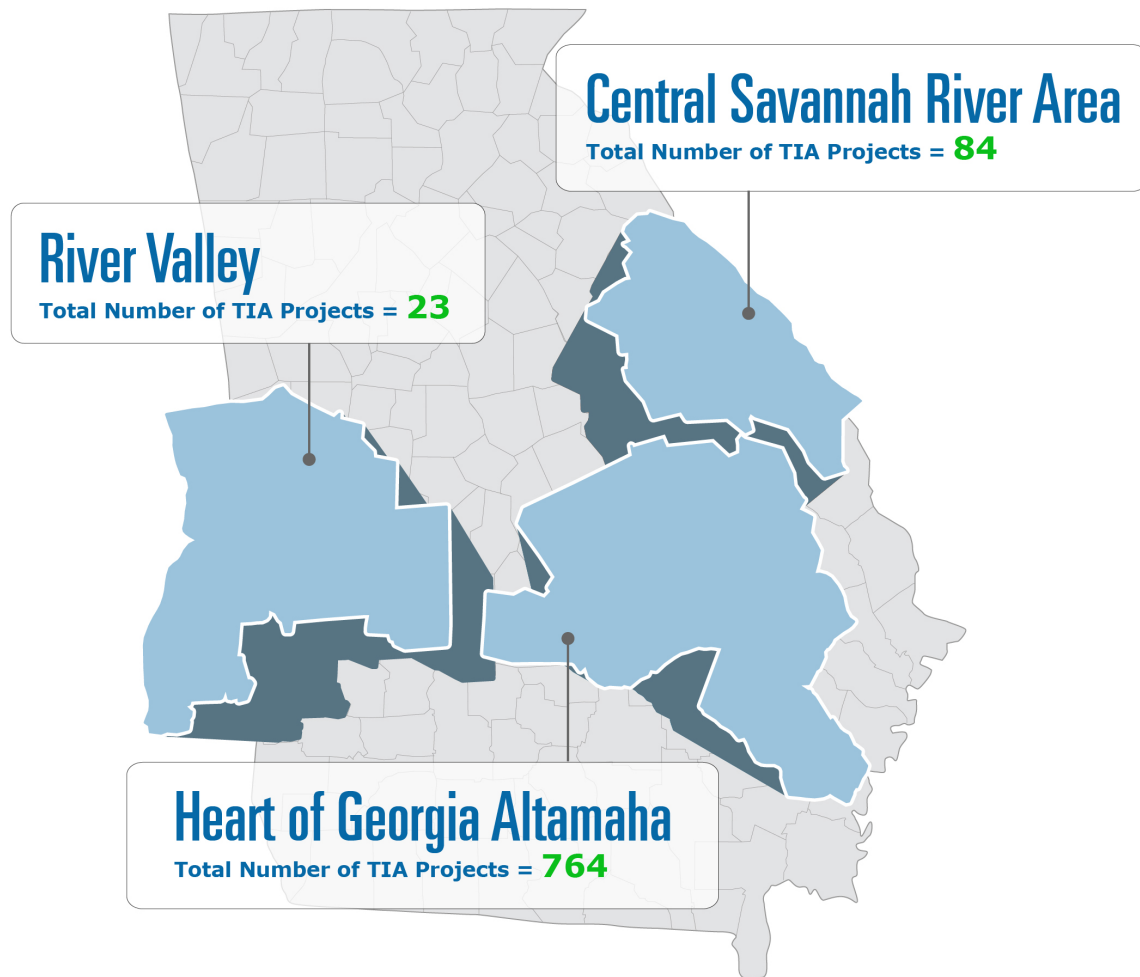
Prepared for:
Georgia Department of Transportation
Office of TIA

Prepared by
AECOM Technical Services, Inc.

PPM 05 - Communications

Quality Information

Document	PPM 05 - Communications		
		Date	06Jun2014
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Authorized _____

Mike Dover /TIA Administrator

Revision History

Version	Revision	Revision Date	Details
1	0	Nov 2013	Issued as Task Order 1 Deliverable
1	1	Apr 2014	Quarterly Refresh
1	2	Jun 2014	Minor Edits / TWM Comments

Contents

1.0   Preamble

Communications management is essential to the efficient and effective collection and dissemination of program information among program participants. Effective communications management includes the following tasks:

- Provide timely dissemination of information
- Facilitate informed decision making
- Provide an auditable program history
- Integrate program information and provide a common basis for the analysis and recording of information
- Provide the critical links among people, ideas, and information necessary for program success
- Inform all stakeholders of decisions in a timely manner

The objectives of communications management are to ensure that the lines of communication are clear and that the responsibility for program communications is appropriately allocated. Further, all communications are to be tracked, and the responsibility for responding to communications is to be clearly allocated and monitored.

2.0   Purpose

It is intended that the principles described in this Program Procedure Manual (PPM) are supported by the Program team and that they define specific procedures describing any required processes to a level of detail sufficient to control the process.

Due to the size and complexity of the Program and in order to manage the program risk, deliverables and resourcing, the management and delivery process varies significantly from that of a routine, "business as usual" program. The Program Manager shall be accountable for the program outcomes (technically, in a quality manner and also from a capital cost vs. revenue available perspective.) The Program Manager shall report to the TIA Administrator, and shall have a delegated authority level commensurate with his responsibilities.

The defined scope of work for the PgM is set forth in the contract between the PgM and GDOT. See the TIA Manual for more information.

3.0   Internal Communications

Communications management is essential to the efficient and effective collection and dissemination of program information among program participants. This internal communications section defines the communications protocols and procedures between the GDOT staff, the PgM, the local Governments, and the design consultants in the execution of this program. The public outreach and media relations components of communication are set out in Section 4, External Communications and Outreach Plan.

Effective communications management includes the following tasks:

- Provide timely dissemination of information
- Facilitate informed decision making
- Provide an auditable program history
- Integrate program information and provide a common basis for the analysis and recording of information

- Provide the critical links among people, ideas, and information necessary for program success
- Inform all stakeholders of decisions in a timely manner

The objectives of communications management are to ensure that the lines of communication are clear and that the responsibility for program communications is appropriately allocated. Further, all communications are to be tracked, and the responsibility for responding to communications is to be clearly allocated and monitored.

3.1   Ethics Policy

Section 4.12.G of the PgM's contract with the Department states that the PgM will perform the Program Management Services in compliance with applicable federal, state, and local laws, regulations and ordinances as well as all pertinent codes of ethics and professional standards.

3.2   Conflicts of Interest

All TIA consultants and contractors shall adhere to GDOT policies and provisions of O.C.G.A. §§ 45-10-20 through 45-10-28 relating to Conflict of Interest.

The TIA Conflict of Interest Policy can be found here.

3.3   Communications Management Policy

It is a Program policy that communications of material significance shall conform to the following guidelines:

- All communications with the TIA Program shall be addressed:

  > TIA Office
  > One Georgia Center
  > 600 West Peachtree Street
  > Atlanta, GA 30308

- The TIA Office requires adequate time to respond to requests for information. At a minimum, requests requiring action by the TIA Office are to be sent to the PgM with enough advanced notice to allow adequate time for the PgM to research, gather information and communicate a response.
- Communications with concerned authorities are to be through the TIA Administrator with cc to the TIA Program Manager unless GDOT requests that the formal communication originate from another GDOT department. Regardless of the author, all written communications with concerned authorities must be coordinated with the TIA Administrator's office prior to distribution.
- All financial and contractual issues must be approved by the TIA Administrator. The Administrator's approval requires a positive recommendation from the PgM. If required, the TIA Administrator or PgM will issue disapprovals with an explanation and instructions for further actions.
- All written communications between GDOT, PgM, consultants and contractors are recorded using the PgM PMIS system.
- In order to ensure that program decisions are thoroughly and appropriately documented, all meetings, reviews, conferences, and decisions of material significance will be documented through meetings/conference minutes, notes, or action-item lists. Telephone calls on issues of material significance to the program will be documented and distributed to the appropriate staff.
- For communication of any kind to be considered permanent record, it must be transmitted and housed on the PgM PMIS which is the permanent record on the program. E-mail is not a source of permanent record.
- Communication by construction managers and inspectors on projects using Site Manager will be made through the field diary functions in Site Manager. Critical information and monthly pay estimates (invoices) will be transferred to the PgM PMIS for processing and recording.

- The PgM will maintain links and calendars and post notices and program updates to the TIA website as necessary.

3.4   Program Management Information System (PMIS)

The communications management objectives will be achieved through the utilization of a PMIS. This system utilizes the identified lines and rules of communication between program team members. The PMIS maintains and registers the correspondence and program records.

PMIS is a web-based tool which supports the program functions by ensuring timely, accurate and consistent program information and communications among all participants and organizations. PMIS is configured for the specific requirements of the program. The configuration includes the following applications to input and manage information in the system:

- Budget and Cost Management
- Risk Management tracking
- Scheduling
- Document Management and Storage
- Communications Management
- Reporting

PMIS system access is granted to professional and administrative staff performing work on the Program. Access to the PMIS system by any individual will be approved by TIA Administrator and the PgM prior to access being granted. To ensure the security of the data, all users will receive role specific training and be assigned a password and security / access rights based on their designated role on the system.

4.0   DBE, Small Business and Veteran Owned Business

All projects in the TIA program that include federal funds will be covered by the existing GDOT DBE participation goal and subject to all oversight in that regard.

Projects funded with 100% regional funds from the sales tax collections are not subject to the existing DBE goal, but many may be subject to local government's existing DBE goals if delivered by those entities.

Additionally, on May 17, 2012, the Georgia Department of Transportation, acting by and through its Board, passed a resolution in which it:

1. Reaffirmed its commitment to Title VI of the 1964 Civil Rights Act of nondiscrimination in the delivery and management of TIA funded projects
2. Encouraged the use of DBE's (including minority and woman owned businesses), small businesses, and veteran owned businesses in any project that is funded in whole or in part by TIA funds, and encouraged wherever practical and feasible, the local government or governments that manage

Reference to this resolution shall be included in all contracts regardless of letting responsibility. Reporting of participation is required of all consultants and contractors working on TIA projects. The TIA program manager will monitor the utilization of Small/DBE/Veteran certified business utilization on TIA projects through a reporting requirement included as part of the vendor / contractor monthly invoice process. TIA staff have met with each District Office's EEO coordinator to discuss the Board resolution and how best to include registered firms in the respective regions.

The Office of TIA will coordinate with GDOT's existing EEO office in Atlanta and the respective GDOT Districts 2, 3, 4, and 5 to take advantage of existing programs available to assist W/MBE-DBE, veteran-owned and small businesses. The Department currently manages the Unified Certification Process (UCP) Program which reviews applications for DBE certification in Georgia, including applications submitted from firms wishing to do business with any government entity in the state.

The existing GDOT certification program and vendor registration system, which classifies firms by NAICS codes, contractor status (prime/sub) and geographic area, can be found at http://gobi4rp.dot.ga.gov/ISA/UCP_Directory.jsp.   The GDOT EEO Office and District EEO coordinators will utilize this information to enhance outreach opportunities, provide information to potential firms about upcoming TIA bidding opportunities.

The TIA program manager will coordinate with the GDOT EEO Office and District EEO coordinators to provide information in support of the outreach efforts and to encourage prime contractors to include qualified W/MBE-DBE, veteran-owned and small businesses on projects when possible.

The TIA webpage (www.GA-TIA.com) includes a link to the EEO office's information for Small/DBE/Veteran certified businesses to apply for certification, access bid opportunities, review project data and contact appropriate organizations.

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