

Priority Actions: Mn/DOT Utility Implementation Plan

| 1. Establish a statewide utility coordinating group within Mn/DOT (INTERNAL) | |
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| Role | Bring together representatives from diverse functions that are responsible for the utility coordination process to ensure ongoing successful implementation of the utility coordination process and to maximize the benefits of the process |
| Goals | The statewide utility coordinating group is responsible for moving the utility coordination process forward: <ul style="list-style-type: none"> • Working to execute Implementation Plan actions • Developing ongoing strategies for implementation • Proposing and implementing ongoing process improvements • Defining additional resource requirements • Collecting feedback from those who are involved in the process • Proposing policy changes • Providing updates to upper management at least twice yearly |
| Leadership | Co-led by Utilities Engineer and district PCMG representative at the ADE level |
| Membership | Representatives from design, construction, land management, permits, Utility Unit, PCMG, CMG, metro utilities, state aid |
| Meetings | Suggested six times at least for the first year, with group to adjust if necessary, then minimum of quarterly meetings yearly; half-day kick-off meeting in St. Cloud |
| Required Resources | Meeting facilitation support (eight hours per meeting); technical support (10 hours per meeting); pre- and post-meeting communication (eight hours per meeting). Support for kick-off meeting (40 hours) |

| 2. Redesign web site to support all stakeholders and develop online tools as appropriate | |
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| Purpose | Communications tool and technical resource for those involved in the utility coordination process |
| Steps | Construct new site that is user friendly to the key stakeholder groups (project managers, Construction Group, utility owners, local government, Statewide Utility Coordinating Committee); determine screens and drill downs; write copy for screens; redesign main page and accompanying screens; program screens; proof and pilot test site |
| Required Resources | Development of structure of expanded site (10-20 hours); writing of copy for screens and assembling of documents for posting (40-50 hours); redesigning of main page and template (30-40 hours); programming of screens (40-60 hours); proof and pilot test site (five-10 hours); ongoing maintenance (10 hours monthly) |

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| 3. Develop a regular communications vehicle with information that clarifies process, reinforces changes, and provides updates for internal audiences; develop a similar vehicle for external audiences | |
| Purpose | Updates to the many functional areas that are involved in utility coordination, as well as clarification of responsibilities, reinforcement of changes and best practices, and ongoing dialogue for improvements |
| Steps | Develop internal and external e-mail lists, distribute e-mails, evolve into e-mail newsletter |
| Required Resources | List development (five hours) and maintenance (one hour with each e-mail); initial e-mail communications (five hours per e-mail); e-mail newsletter (10-15 hours of writing and five hours of technical support per issue; five to 10 hours of design to establish e-mail newsletter template) |

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| 4. Establish Minnesota utility coordinating committee with all stakeholders (EXTERNAL) | |
| Purpose | Venue for all stakeholders to promote mutually beneficial working partnerships, discuss common concerns, and share information that help improve utility coordination throughout the state |
| Goals | Bring together representatives from all stakeholder groups in the state to improve utility coordination by: <ul style="list-style-type: none"> • Supporting the utility coordination process on state highway construction projects • Identifying opportunities for further improvements • Sponsoring stakeholder forums and information sessions • Developing ways to encourage working relationships between utility owners and the state that promote mutually beneficial cost-sharing strategies |
| Leadership | Initially co-led by Utilities Engineer and utility owner representative; eventually committee to elect its leadership |
| Membership | Representatives from utility owners (Quest, Centerpoint, Xcel, Comcast, Great River Energy, Metropolitan Council), Federal Highway Administration, local government (cities and counties), consultant engineers, Municipal Utility Coordinating Committee, Gopher State One Call, Mn/Ops, and contractors |
| Meetings | At least twice yearly; half-day to full-day kick-off meeting |
| Required Resources | Meeting facilitation support for at least the first three meetings (10-15 hours per meeting); technical support (10-15 hours per meeting); pre- and post-meeting communication (10-15 hours per meeting). Support for kick-off meeting (50 hours) |

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| 5. Work with management at all levels to ensure that they show support for the process | |
| Purpose | Reinforcement of utility coordination process |
| Steps | Distribute communication from upper management that reinforces full implementation of the process effective this fall; organize and conduct ongoing presentations to key groups, including PCMG and CMG |
| Required Resources | Development of PowerPoint (five to 10 hours); coordination of agendas (one hour per month); presenter packet (five to 10 hours) |

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| 6. Enhance annual Mn/DOT district meetings with utility owners | |
| Purpose | Foundation for improved relationships with utility owners |
| Steps | Continue to enhance annual district meetings with utility owners, with the Utility Unit offering guidance on structure, suggested agendas, possible topics, and potential meeting formats. The statewide utility coordinating group within Mn/DOT and the Minnesota utility coordinating committee with all stakeholders also can offer ideas for improving district meetings, and key issues and needs that emerge from district meetings can be shared as appropriate with either or both groups. |
| Required Resources | None |

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| 7. Define and establish resources for project managers and construction engineers | |
| Purpose | Technical assistance and support for those who are responsible for making changes |
| Short Term | Identification of expert in each district to respond to questions and requests for information |
| Steps | Discuss with assistant district engineers, then district engineers; request districts to identify utility coordination expert at least at the level of engineering specialist or technical specialist to serve as internal resource |
| Vision | Shared-district utility coordinator positions |
| Required Resources | Time from existing position to support resource role (estimated five to seven hours per project); District 7 already has identified such a resource |

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| 8. Establish working group to implement process on local projects that involve Mn/DOT trunk highway right of way and to assist with other implementation opportunities for local projects; after making process decisions, develop training class for local government, if possible in conjunction with other training | |
| Purpose | Application of process to local projects |
| Steps | Establish an internal working group with the Utility Unit and state aid to clarify Mn/DOT's role and the application of the utility coordination process to local projects that involve Mn/DOT trunk highway right of way (estimated four meetings). The group also would include representation from district state aid, district permits, and municipal agreements and would be charged with working through issues and making recommendations about process application, roles, responsibilities, and other logistics. In addition, ongoing communication and outreach activities are one way to share information about the process with local agencies |
| Required Resources | Meeting facilitation support (eight hours per meeting); technical support (10 hours per meeting); pre- and post-meeting communication (eight hours per meeting) |

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| 9. Establish measures of success | |
| Purpose | Identification of benefits and opportunities for improvement |
| Steps | Investigate short-term measurements that include annual survey, tracking of individual projects, number of daily utility reports, and number of utility coordination projects completed before construction. Investigate long-term measurements that include reduction of claims, increased satisfaction of project managers and utility owners, and development of case studies based on tracking of individual projects |
| Required Resources | Statewide utility coordinating group to determine resources |