

Implementation Plan Strategies and Actions

Utility Coordination Process
December 6, 2006

STRATEGY

**1. Engage and involve utility owners through outreach and communication
Addresses Barriers A, D, E, F, G, M, O, P, Q, and R (SEE APPENDIX D)**

ACTION	ADDITIONAL DETAILS	RESPONSIBILITY	TIMING	RESOURCES
<p>***PRIORITY A. Establish Minnesota utility coordinating committee with all stakeholders</p>	<ul style="list-style-type: none"> • Forum to build relationships and problem solve • See role, goal, leadership, membership, and meetings in Executive Summary 	<p>Utility Unit Statewide utility coordinating group (see 2A)</p>	<p>Fall 2007</p>	<p>Meeting facilitation support 10-15 hours per meeting Technical support 10-15 hours per meeting Communication support 10-15 hours per meeting</p> <p>Support for kick-off: 50 hours</p> <p>Involve utility owner(s) as partners</p>
<p>***PRIORITY B. Enhance annual Mn/Dot district meetings with utility owners</p>	<ul style="list-style-type: none"> • Each district to continue enhancing annual utility meeting, with guidance from Utility Unit • Statewide utility coordinating group/Minnesota utility coordinating committee to offer ideas for district meetings and respond to issues raised at district meetings as appropriate 	<p>Utility Unit</p>	<p>Fall 2006 Ongoing</p>	<p>None at this time Future resources anticipated</p>
<p>C. Notify utility owners of utility coordination process and checklists</p>	<ul style="list-style-type: none"> • Highlight benefits and statutory requirements • Reinforce at annual district utility meetings 	<p>Phase Two Project Team Utility Unit</p>	<p>October 2006</p>	<p>Phase II funding</p>

STRATEGY 1 (CONTINUED)				
ACTION	ADDITIONAL DETAILS	RESPONSIBILITY	TIMING	RESOURCES
D. Explore collaborations with Gopher State One Call (GSOC)	• Share 15-step process with Minnesota Office of Pipeline Safety (MN/OPS)	Utility Unit	2006	Staff time* Communication materials
	• Meet with GSOC Education and PR director to discuss communication possibilities	Utility Unit	2006	Staff time*
	• Involve Mn/OPS in training and ask GSOC and Mn/OPS to address in its training	Utility Unit	2006/2007 (GSOC and Mn/OPS training in March/April 2007)	Staff time (coordination)*
	• Use existing GSOC and MN/OPS meetings to share information	Utility Unit	2007	Staff time (coordination)*
E. Schedule and conduct presentations at utility owner sites with utility owner engineers	• Prioritize utility owners	Utility Unit	2007	Staff time (development and coordination of presentations)** Presentation materials*
F. Complete information packet for project managers to include with communication to utility owner project engineers		Phase Two Project Team Utility Unit	October 2006	Phase II funding
G. Identify utility owners with records of non-compliance and meet to resolve issues		Utility Unit	Ongoing	Staff time (coordination)* <i>*Minimal Investment</i> <i>**Moderate Investment</i> <i>***More significant investment</i>

STRATEGY 1 (CONTINUED)				
ACTION	ADDITIONAL DETAILS	RESPONSIBILITY	TIMING	RESOURCES
H. Discuss new options that allow for more timely relocations of projects with compressed deadlines		Statewide utility coordinating group Minnesota utility coordinating committee	2006-2007	See 1A and 2A
H. Continue annual utility owner meetings	<ul style="list-style-type: none"> • Stress benefits • Emphasize need for documentation • Present SUE information 	Utility Unit District staff	Ongoing	Staff time (coordination)
I. Present at Municipal Utility Coordinating Committee (MUCC)		Utility Unit	2006	Staff time* Presentation materials*
J. Present at district State Aid meetings		Utility Unit State Aid	2007	Staff time* Presentation materials*

**Minimal Investment*
***Moderate Investment*
****More significant investment*

STRATEGY

2. Develop mechanisms that support ongoing participation by all parties and process improvements

Addresses Barriers A, B, C, G, H, I, J, K, L, M, N, O, and R (SEE APPENDIX D)

ACTION	ADDITIONAL DETAILS	RESPONSIBILITY	TIMING	RESOURCES
<p>***PRIORITY A. Establish statewide utility coordinating group within Mn/DOT</p>	<ul style="list-style-type: none"> • Involve representatives from functional groups that impact utility coordination • See role, goal, leadership, membership, and meetings in Executive Summary 	Utility Unit	Fall 2006 Meetings once every two months first year, with group to adjust if necessary; quarterly in subsequent years	Meeting facilitation support 8 hours per meeting Technical support 10 hours per meeting Communication support 8 hours per meeting Support for kick-off: 40 hours
<p>***PRIORITY B. Define and establish resources for project managers and construction project engineers</p>	<ul style="list-style-type: none"> • Establish utility expert for each district as a resource to answer questions • Move toward long-term vision of shared-district utility coordinators • Develop web resources, including online user groups 	Utility Unit ADE/DE Statewide utility coordinating group Utility Unit Statewide utility coordinating group	2007 2008 2007	Resource support time 5 to 7 hours per project Staff funding*** Part of 3A
<p>C. Encourage informal mentoring</p>	<ul style="list-style-type: none"> • Build on existing mentoring relationships 	Statewide utility coordinating group	2006-2007	<p><i>*Minimal Investment</i> <i>**Moderate Investment</i> <i>***More significant investment</i></p>

STRATEGY 2 (CONTINUED)				
ACTION	ADDITIONAL DETAILS	RESPONSIBILITY	TIMING	RESOURCES
D. Determine method and responsibilities for ongoing implementation, including process improvements and manual updates	See 2A	Statewide utility coordinating group	Fall 2006	See 2A
E. Determine and develop additional tools and systems to support the utility coordination process	<ul style="list-style-type: none"> • Strengthen existing database systems (UMART) • Include as part of construction's efforts to disseminate plans electronically • Identify additional opportunities 	Utility Unit Statewide utility coordinating group Construction group Utility Unit Statewide utility coordinating group	Ongoing 2006 2006-2007	Staff time* Technical resources** to *** Staff time Staff time* Technical resources** to ***
F. Tailor/modify training for stakeholder groups	<ul style="list-style-type: none"> • Customize training as much as possible to groups and by functional areas 	Utility Unit Statewide utility coordinating group	2006-2008	Staff time* Training resources** to ***
G. Establish an internal train-the-trainer system	<ul style="list-style-type: none"> • Assign training as part of staff responsibility 	Utility Unit	2006	Staff time**
H. Determine ways to identify high-priority, time-sensitive projects and develop appropriate responses for enhanced coordination or process adjustments	<ul style="list-style-type: none"> • Fast-track job category 	Statewide utility coordinating group	2006	To be determined
I. Share information with upper management		Utility Unit	Ongoing	Staff time
J. Include utility coordination process as item at project manager meetings	<ul style="list-style-type: none"> • Twice yearly in metro • Encourage other districts 	District design leaders District State Aid assistance	When scheduled	Staff time (coordination) <i>*Minimal Investment</i> <i>**Moderate Investment</i> <i>***More significant investment</i>

STRATEGY 2 (CONTINUED)				
ACTION	ADDITIONAL DETAILS	RESPONSIBILITY	TIMING	RESOURCES
K. Include as part of orientation for project managers and offer refresher training and/or skill-specific training	<ul style="list-style-type: none"> • Work with existing training efforts 	Utility Unit Human Resources	2006-2007	Staff time* (coordination)
L. Establish user groups and use existing meetings or online tool to encourage communication	<ul style="list-style-type: none"> • Develop online user group to share ideas (d) 	Utility Unit Statewide utility coordinating group	2007	Staff time* (coordination) See 3A
M. Collaborate with consultant group on training needs	<ul style="list-style-type: none"> • Present at annual Consultant Engineers Council Forum • Include representative on statewide utility coordination committee (2A) 	Utility Unit Utility Unit	January 2007	Staff time* (coordination)
N. Invite consultants to project manager meetings as appropriate	<ul style="list-style-type: none"> • As appropriate 	District design leaders	2006/2007	Staff time (coordination)
O. Develop dispute resolution process		Phase II Project Team Utility Unit	July	Phase II funding
P. Identify district project priorities and communicate those priorities to all functional groups		Statewide utility coordinating group	2007	See 3B <i>*Minimal Investment</i> <i>**Moderate Investment</i> <i>***More significant investment</i>

STRATEGY

3. Improve communication within and among stakeholder groups

Addresses Barriers D, E, F, G, H, J, K, M, O, P, Q, and R (SEE APPENDIX D)

ACTION	ADDITIONAL DETAILS	RESPONSIBILITY	TIMING	RESOURCES
<p>***PRIORITY A. Redesign web site to support all stakeholders and develop online tools as appropriate</p>	<ul style="list-style-type: none"> • Accessible to multiple stakeholders • User friendly • Important education and outreach tool • Content to include key messages, utility news, 15-step summary and highlights, checklists and other tools, resource for local agencies, summary of statutes and rules, links to and from other sites, statewide utility coordinating group information 	<p>Utility Unit Communications Statewide utility coordinating group</p>	<p>February 2007 Ongoing</p>	<p>Development of site structure 10-20 hours Copy writing 40-50 hours Redesign of main page and template 30-40 hours Programming 40-60 hours Proofing and piloting 5-10 hours Ongoing maintenance 10 hours monthly</p>
<p>***PRIORITY B. Develop regular communication vehicle with information that clarifies process, reinforces changes, and provides updates for internal audiences</p>	<ul style="list-style-type: none"> • Begin with e-mail communications in the short term • Develop e-mail blasts and electronic newsletter within a year • Include information on process changes, changes to state laws and rules, success stories, training schedules, statewide group priorities, web updates, among others 	<p>Utility Unit</p>	<p>2007 2008</p>	<p>Writing and distributing of e-mail communications 5 hours per e-mail Writing of e-mail newsletter 10-15 hours per newsletter Technical support per newsletter 5 hours Design to establish template 5 to 10 hours</p>

STRATEGY 3 (CONTINUED)				
ACTION	ADDITIONAL DETAILS	RESPONSIBILITY	TIMING	RESOURCES
<p>***PRIORITY</p> <p>C. Develop regular communication vehicle that clarifies process, reinforces changes, and provides updates for external audiences</p>	<ul style="list-style-type: none"> • Begin with e-mail communications in the short term • Develop e-mail blasts and electronic newsletter within a year • Include information on process changes, changes to state laws and rules, success stories, training schedules, statewide group priorities, web updates, among others 	Utility Unit	2007 2008	<p>Writing and distributing of e-mail communications 5 hours per e-mail</p> <p>Writing of e-mail newsletter 10-15 hours per newsletter Technical support per newsletter 5 hours Design to establish template 5 to 10 hours</p>
D. Develop internal communication list based on training list and external communication list based on Utility Unit contact list; include State Aid		Utility Unit State Aid American Council of Engineering Companies (ACEC)	November 2006	List development 5-10 hours List maintenance 1 hour with each distribution
E. Update district engineers and assistant district engineers		Upper Management Utility Unit Statewide utility coordinating group	October 2006 Ongoing	Staff time (coordination)
F. Conduct joint presentations by utility owners and Mn/DOT representatives at selected association meetings	<ul style="list-style-type: none"> • Presentations at consultant, contractor, local agency, and internal Mn/DOT meetings (design engineers and construction, for example) 	Utility Unit	2007	Staff time** (development and coordination) Presentation materials*
G. Place information in other internal publications	<ul style="list-style-type: none"> • Design Scene, Consultant Agreement newsletter, District newsletters 	Utility Unit Communications	Ongoing	Staff time* (support from communications?)
H. Place information in other external publications	<ul style="list-style-type: none"> • Use CO/District State Aid communications, including E Scene, newsletter for State Aid 	Utility Unit Communications	Ongoing	Staff time* (support from communications?) *Minimal Investment **Moderate Investment ***More significant investment

STRATEGY

5. Recognize and acknowledge successes, improved relationships, and individual performance

Addresses Barriers B, E, G, and M (SEE APPENDIX D)

ACTION	ADDITIONAL DETAILS	RESPONSIBILITY	TIMING	RESOURCES
<p>***PRIORITY 5A. Work with management at all levels to ensure that they show support for the process</p>	<ul style="list-style-type: none"> • Communicate end of transition • Discuss utility coordination within districts • Presentations to CMG and PCMG • Recognize outstanding performance personally • Further discussion of “champion” concept • Ensure there is a champion at a higher level than Utilities Engineer 	<ul style="list-style-type: none"> Upper management District engineers, assistant district engineers Utility Unit Statewide utility coordinating group Statewide utility coordinating group Upper management 	<ul style="list-style-type: none"> Fall 2006 2006/2007 2007 2007 2007 2006 	<ul style="list-style-type: none"> Staff time* (coordination) Staff time* (coordination) Development of PowerPoint 5-10 hours Coordination of agendas 1 hour Presenter packet 5-10 hours Staff time (coordination) <p style="text-align: right;"> <i>*Minimal Investment</i> <i>**Moderate Investment</i> <i>***More significant investment</i> </p>

STRATEGY 5 (CONTINUED)				
ACTION	ADDITIONAL DETAILS	RESPONSIBILITY	TIMING	RESOURCES
B. Identify ways to recognize outstanding performance among stakeholders	• Establish criteria for outstanding performance and recognize it	Statewide utility coordinating group	2006	Staff time*
	• Add utility construction award	Construction Group	2006	Staff time*
	• Recognize project managers (no vehicle exists now)	Statewide utility coordinating group	2007	Staff time*
	• Spotlight utility person of the month	Utility Unit Statewide utility coordinating group	2007	Staff time*
	• Use web site to recognize the people behind success	Utility Unit Statewide utility coordinating group	2007	See 3A
C. Establish ways for resident engineers to communicate improvements in the field back to project managers	• Encourage field walks	Construction Statewide utility coordinating group	2007	Staff time*
	• Encourage resident engineers to update project managers	Construction Statewide utility coordinating group	2007	Staff time*

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STRATEGY 6 (CONTINUED)				
ACTION	ADDITIONAL DETAILS	RESPONSIBILITY	TIMING	RESOURCES
F. Conduct presentations at city and county meetings		Utility Unit State Aid	To be determined	Staff time* (development and coordination) Presentation materials*
G. Distribute external communication vehicle to local government contacts		Utility Unit	2006	See 3C
H. District engineers deliver message at district city and county engineer meetings		Utility Unit District Engineers	To be determined	See 6F <i>*Minimal Investment</i> <i>**Moderate Investment</i> <i>***More significant investment</i>