

COMMUNICATIONS

Issue Statement

Roles, responsibilities and decision making authority on project teams are unclear. Information needed by consultants is sometimes not easily accessible.

Discussion

In a solicitation of ACEC members and ODOT managers, six responses were submitted related to communications. The common theme among respondents (five ODOT and one ACEC) was that information on project team roles was ambiguous, or that information that exists was not readily accessible to consultants. The following are summarized statements:

- Decision making authority at the project team level is unclear.
- Consultants need a better understanding of what to expect from ODOT, including the sharing of expertise among Tech Centers.
- Lack of a regular, clear communication protocol with consultants and project teams results in confusion, redundancy and inefficiency.
- Some information needed by consultants is not easily accessible.

Clarity of roles, a more structured communication process and accessibility of information are needed to improve the efficiency and effectiveness of consultant resources by ODOT.

Work Plan Outline

- I.** Bring the “Guidelines for Project Teams” document up-to-date.
- II.** Develop a structured set of communication requirements for project teams, including model agendas for team meetings.
- III.** Provide a means to allow all information needed by consultants to be easily accessed.