**Version Date: 04/03/23**

**Application: This SOW applies to public information/public involvement services outsourced during construction phase.**

**Instructions:**

* **If used with the CA/CEI template, insert this SOW as Task CE-6 before editing. This SOW must be included as part of the CA/CEI template SOW in a PSK or WOC for this SOW to be covered by the DOJ exemption for the CA/CEI template SOW. If this SOW is used apart from the CA/CEI SOW template or otherwise used for a Consultant that is not performing CA/CEI Services under the CA/CEI template SOW, such use of this SOW is not covered by the DOJ exemption from review.**
* **Yellow highlighted areas include instructions that should be deleted prior to release.**
* Blue highlighted areas **indicate text or fields that need information provided or revised.**
* **Delete instructions throughout the document before executing WOC/Contract or amendment.**

# TASK CE-6 PUBLIC INVOLVEMENT – PUBLIC INFORMATION (Construction Phase)

**[Delete and mark as “RESERVED” any tasks/subtasks that are not needed for the Project.]**

Consultant shall complete public involvement-public information tasks in conformance with the latest version of the following standards and guides (as they may be revised from time to time by Agency):

**[Add or delete items in following list as individual project requires:]**

* DAS Web Style Guide
* ODOT Plain Language Guide
* [ODOT Project Information Guide](https://www.oregon.gov/odot/Pages/Web-Toolkit.aspx)
* [ODOT Style Guide](https://www.oregon.gov/odot/SiteAssets/Pages/Web-toolkit/ODOT%20Style%20Guide_August2020.pdf)
* [ODOT Web Standards](https://www.oregon.gov/odot/Pages/Web-Toolkit.aspx)
* AP Style Guide
* Oregon records retention requirements, or as determined by Agency.
* ODOT Brand and Publication Guidelines
* [ODOT Communications Standards](https://www.oregon.gov/odot/Documents/ODOT%20Communications%20Standards.pdf)
* [ODOT Social Media Comment Policy](https://www.oregon.gov/odot/Pages/Social-Media-Comment-Policy.aspx)
* ADA Language Guidelines

All electronic materials must be finalized in an ADA accessible format (ODOT standards and EPA Section 508).

**[Include the following provision, as prescribed in section 2.2.2 of t**he [**ODOT Web Standards**](https://www.oregon.gov/odot/Documents/ODOT-Web-Standards-InternetVersion.pdf)**,** if **the contract/WOC includes “tasks for development or maintenance of websites or web content related to ODOT projects or programs”]**

Consultant shall perform all web-related Services required under this SOW in conformance with the ODOT Web Standards, as they may be revised from time to time (available at: <https://www.oregon.gov/odot/Pages/Web-Toolkit.aspx>), which are not physically attached but incorporated into this Contract[OR]WOC with the same force and effect as though fully set forth herein. ODOT shall have ownership and control of Work Product developed by Consultant as set forth in the Ownership of Work Product terms and conditions of the Contract[OR]Price Agreement.

All materials, correspondence and records must be maintained in an organized manner for transfer to the agency.

Consultant shall submit all draft and final deliverables for this task to the APM and the Agency’s assigned communications representative.

## Task CE-6.1 Public Involvement/Communications Plan

### **Task CE-6.1.1 Public Involvement Kick-off/strategy meeting**

Consultant shall prepare for and attend 1 public involvement kick-off and strategy meetings with Agency staff, as scheduled by Agency. Two Consultant staff shall attend the meetings, estimated to be 2 hours in duration, to be held at the Agency’s office in Portland, Oregon [OR] virtually. The purpose for the meetings will be to:

* Discuss the Project goals and effects, and desired communication objectives and outcomes, and
* Review the benefits and schedule for the Project.

**Deliverables and Schedule:**

* Meeting agendas due \_\_ business days prior to start of each meeting.
* Attendance and participation at the kick-off meeting within \_\_ business days of Notice to Proceed
* Attendance and participation at up to \_\_ strategy meetings scheduled by Agency.
* Draft summary notes (including action item / decision log) within 5 business days of each meeting (electronic).
* Final summary notes within \_\_business days of receipt of Agency comments of draft summary notes (electronic).

### **Task CE-6.1.2 Public Involvement and Communications Plan**

The Public Involvement and Communications Plan (“PI Plan”) includes target audiences, demographics, key messages, communication and outreach tools, and an outreach and information schedule designed to reach optimal ODOT facility users in the Project areas. The PI Plan includes information on outreach to prioritize diversity, equity and inclusion. The PI Plan also includes whether to conduct an in-person, virtual, or both in-person and virtual open house(s)/public meeting(s) based on the scope of the Project and level of stakeholder engagement/outreach.

To prepare for construction phase, Consultant shall evaluate previous outreach efforts for the Project and update the outreach and information schedule and other elements of the PI Plan prepared by Consultant[OR]Agency during the design phase of the Project. When necessary, as determined by Agency, Consultant shall provide additional updates to the PI Plan throughout the construction phase of the Project.

Notwithstanding the schedule and various due dates or timeframes that many be included in the “outreach and information schedule” of the PI Plan, or in amendments or updates thereto, all Services and deliverables required under Task CE 6 - Public Involvement/Public Information must be completed no later than \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**Deliverables and Schedule**:

* Draft initial update to PI Plan (pdf) due no later than \_\_ business days after public involvement kick-off; final no later than 2 business days after receipt of Agency comments.
* Up to \_\_ additional draft and final updates to PI Plan; drafts due no later than 5 business days after request by Agency; final no later than 2 business days after receipt of Agency comments.

### **Task CE-6.1.3 Stakeholder Database and Comment Log**

Consultant shall maintain a stakeholder database that will be used to inform and update impacted businesses, residents, communities, organizations/jurisdictions in the Project area. Consultant shall update the stakeholder database as needed. The stakeholder database must: **[Add or delete items in following list as individual project requires:]**

* Be separated by location of the proposed work.
* Identify the type of impact (noise, right of way, access management, etc.).
* Include contact names, phone numbers, physical addresses and email addresses for property owners located in and adjacent to the Project area and other identified stakeholders, or information as agreed to by the Agency.

Consultant shall create and maintain a communications log to track communications with the public and media coverage. Consultant shall develop and implement a communication protocol for correspondence from Project stakeholders and the general public, which includes inbox management, a quality control process, communication topic coding and communication reporting (if applicable). Agency will provide approval of the comment coding categories prior to Consultant initiating comment coding. Consultant shall provide up to \_\_ comment summaries periodically or as requested by Agency.

**Deliverables and Schedule:**

* Electronic copy of the draft stakeholder database with proposed information fields and communication and comment coding protocol to Agency within \_\_ business days of public involvement kick-off meeting; with an electronic copy of the final stakeholder database within 5 business days after receiving Agency comments.
* Comment summaries periodically or as requested by Agency.
* Copy of each written response to Agency comments.
* Record of all correspondence in the Project comment log, with updates provided to Agency at Agency’s request or provide Agency access to database.
* Record of all original correspondence (email, letter, etc.) from stakeholders received by Consultant.

### **Task CE-6.1.4 Construction Meetings**

Consultant shall attend weekly construction meetings or briefings. Consultant shall use the Project updates given at meeting(s) for creating communications materials in Task CE-6.2.

**Deliverables and Schedule:**

* Attend \_\_ weekly construction meetings or briefings and provide a brief summary of key information, including Project schedule.

## Task CE-6.2 Communications Materials

Consultant shall prepare text and graphic layout of informational materials to be used during outreach events and available online. Standard ODOT text about the availability of translated materials and ADA accommodations shall be included in in all printed materials and the website.

### **Task CE-6.2.1 Graphics**

Consultant shall prepare graphics to be used on the Project. Graphics may include, but are not limited to, the following: **[Add or delete items in following list as individual project requires.]**

* User-friendly map identifying Project limits and proposed work for each location of work.
* Project elements.
* Renderings.
* Illustrations.
* Interactive maps.
* Detour Maps.
* Infographics.

The graphics must be compatible for print and web formats. Graphics must be

ADA accessible (ODOT standards and EPA Section 508).

**Deliverables and Schedule:**

* Electronic copy of the draft graphics in accordance with the outreach and information schedule approved in Task CE-6.1.2 (unless a different schedule is agreed to by Agency).
* Electronic copy of the final graphics within 5 business days after receiving Agency comments.
* Up to \_\_ updates to \_\_ graphics.

### **Task CE-6.2.2 Printed/Written Materials**

Consultant shall draft and design written public information materials for the Project. The written materials must provide a Project overview, map of Project limits, Project schedule, and contact information. ODOT [OR]Consultant shall be listed as the main contact for the public.

Examples of public information materials include but are not limited to: **[Add or delete items in following list as individual project requires]**

* + Project fact sheet.
  + Noise variance notices.
  + Mailer version of newsletter, includes invitation to open house (if scheduled).
  + Door hanger notifications.
  + Postcards.

After receiving Agency approval of the public information materials, Consultant shall post the approved materials on the Project website.

Consultant shall arrange for the printing and distribution of Agency-approved mailers. After receiving Agency written approval on the total quantity of mailers and the area for distribution in proximity to the Project, Consultant is responsible for printing, mailing and distribution costs for mailers to up to \_\_ addresses. [OR] Agency will pay printing, mailing and distribution costs directly outside of this WOC/Contract.

Consultant shall arrange for the printing and distribution of Agency-approved door-hangers through door-to-door canvassing. After receiving Agency approval on the final quantity of door hangers and area for distribution in proximity to the Project, Consultant is responsible for printing costs for door hangers for up to \_\_ addresses. [OR] Agency will pay printing fees for mailers directly outside of this WOC/Contract.

[Distributions costs should be included as part of Task CE-6.3.3 Canvassing]

= [Ensure responsibility for printing, mailing and door hanger distribution costs is clearly stated above and appropriately reflected in the negotiated costs for the WOC/Contract.]

**Deliverables/Schedule:**

* + Up to \_\_ Draft printed materials delivered electronically with draft due in accordance with the outreach and information schedule approved in Task CE-6.1.2 (unless a different schedule is agreed to by Agency); final no later than 2 business days from receipt of Agency comments.
  + Up to \_\_ update(s) to the printed materials delivered electronically with draft due in accordance with the outreach and information schedule approved in Task CE-6.1.2 (unless a different schedule is agreed to by Agency); final no later than 2 business days from receipt of Agency comments.
  + Coordination and dissemination of printed materials through a mail house (and door hanger notifications).
  + Public information materials posted on the Project website within 1 business day following Agency approval of the materials (unless a different schedule is agreed to by Agency).

### **Task CE-6.2.3 Translation of Newsletters/Fact Sheets and Fliers**

Consultant shall make arrangements with a translation provider to translate Project materials produced in Tasks CE-6.2.1 and CE-6.2.2 plus \_\_ updates to the Project materials into \_\_ languages. **[Based on demographics determined in the design phase]**

**Deliverables and Schedule:**

* Draft and final translated Project materials and requested updates, with draft due in accordance with the outreach and information schedule approved in Task CE-6.1.2 (unless a different schedule is agreed to by Agency); final no later than 2 business days from receipts of Agency comments.

### **Task CE-6.2.4 Interpretive Services [CONTINGENCY TASK, See CA/CEI SOW Section F]**

Consultant shall provide interpretation services at public event(s) or one-on-one stakeholder meetings.

**Deliverables and Schedule:**

* Interpretation services in \_\_ languages at up to \_\_ public events/stakeholder meetings.

### **Task CE-6.2.5 Display Boards**

Consultant shall draft, design and print up to \_\_ display boards and up to \_\_ roll maps. Consultant shall provide draft display boards in appropriate electronic format for review by Agency. Consultant shall print and mount approved display boards.

**Deliverables and Schedule:**

* + Draft display boards with draft due in accordance with the outreach and information schedule approved in Task CE-6.1.2 (unless a different schedule is agreed to by Agency); final no later than 2 business days from receipt of Agency comments. Drafts provided in electronic format, print copies per number of display boards.
  + Draft roll maps with draft due in accordance with the outreach and information schedule approved in Task CE-6.1.2 (unless a different schedule is agreed to by Agency); final no later than 2 business days from receipt of Agency comments.

### **Task CE-6.2.6 Website**

Consultant shall create and update website content and upload to Agency’s web platform. Content developed by Consultant must include a Project overview and specific content, including photos and videos (if relevant).

Consultant shall provide text, graphics, and photos for up to \_\_ website updates. In addition, Consultant shall provide ongoing routine minor maintenance for the website (i.e.: change a date or correct a typo).

All content must be in conformance with ODOT Web Standards and provided to Agency for review prior to posting to the website.

Consultant shall upload content to Agency’s platform using SharePoint. Consultant is responsible for providing staff trained in using SharePoint.

**Deliverables and Schedule:**

* Draft initial content (electronic) for website with draft due in accordance with the outreach and information schedule approved in Task CE-6.1.2 (unless a different schedule is agreed to by Agency); final no later than 2 business days from receipt of Agency comments.
* Draft and final content for website updates (electronic) no later than \_\_ business days following update request (unless a different schedule is agreed to by Agency).
* Ongoing routine minor maintenance for the website.

### **Task CE-6.2.7 Social Media Content**

Consultant shall draft a social media plan that includes objectives, messages, proposed platforms and posting schedule. Consultant must draft social media posts according to the schedule approved by Agency and for Agency or Agency/Project partners to use on social media accounts. Consultant shall provide up to \_\_ posts with Project information, open house advertisements and traffic impacts. Posts must include proposed content, media (such as graphics, illustrations or video), and proposed platforms.

**Deliverables and Schedule:**

* Draft social media plan with draft due in accordance with the outreach and information schedule approved in Task CE-6.1.2 (unless a different schedule is agreed to by Agency), final no later than 2 business days from receipt of Agency comments.
* Draft social media posts with draft due in accordance with the approved posting schedule; final no later than 1 day from receipt of Agency comments.

### **Task CE-6.2.8 Media Releases**

Consultant shall draft up to \_\_ media releases about Project information and traffic impacts for Agency’s Public Information Officer.

**Deliverables and Schedule:**

* Draft media releases to be provided to Agency within \_\_ business days of request by Agency; final no later than 2 business days from receipt of Agency comments.

### **Task CE-6.2.9 Email Broadcasts and GovDelivery Topic Maintenance**

Consultant shall provide up to TBD emails about Project information and traffic impacts using Agency’s GovDelivery templates and platform. Sync and maintain GovDelivery subscriber list for Project Topics with stakeholder database prior to each communication.

**Deliverables and Schedule:**

* Draft emails due in accordance with the outreach and information schedule approved in Task CE-6.1.2 (unless a different schedule is agreed to by Agency); final no later than 1 day from receipt of Agency comments.
* Maintain GovDelivery subscriber list for Project Topics.

### **Task CE-6.2.10 Advertising and Advertising Plan**

Consultant shall produce an Advertising Plan. Consultant shall produce and coordinate placement for up to \_\_ print advertisements and up to \_\_ digital/social media advertisements. The Advertising Plan must include, a schedule, costs, ad size options and a proposed list of publications that are designed to reach all modal users, community groups, businesses, freight industry and any other identified community stakeholder associated with the Project area.

**Deliverables and Schedule:**

* Advertising Plan due in accordance with the outreach and information schedule approved in Task CE-6.1.2 (unless a different schedule is agreed to by Agency).
* Print advertisements and coordination of placements due per the schedule approved in the Advertising Plan.
* Digital/social media advertisements and coordination of placements due per the schedule approved in the Advertising Plan.

### **Task CE-6.2.11 Project Videos**

Consultant shall produce up to \_\_ videos. Videos shall be up to \_\_ minutes in total length. Consultant shall draft the video script/framework for Agency review and approval. Consultant shall coordinate voice talent for narration. Consultant shall produce videos in high definition or equivalent quality.

APM or Agency’s assigned communications representative will coordinate with Agency staff schedules for filming with Consultant. Consultant shall schedule date, time, and location with Agency prior to filming the videos.

**Deliverables and Schedule:**

* Draft video scripts/framework for Agency review, with draft in accordance with the outreach and information schedule approved in Task CE-6.1.2 (unless a different schedule is agreed to by Agency); final no later than 2 business days from receipt of Agency comments.
* Filming, editing, narration recording and post-processing of videos in .mp4 file format with draft due per schedule agreed to by Agency); final no later than \_\_ business days from receipt of Agency comments.

## Task CE-6.3 Highway User Outreach

Consultant shall plan and implement outreach activities, in accordance with the approved PI Plan, to provide information and answer questions from highway users about the design, construction impacts and construction schedule prior to the start of construction.

### **Task CE-6.3.1 Open House/Public Event**

Up to \_\_ open houses/public events will be held during the construction phase of the Project. Consultant shall coordinate with and support Agency in determining event format and preparing for the event(s) based on Consultant’s contact with stakeholders. Consultant shall develop a meeting plan, in coordination with Agency, including information about outreach goals, logistics, notification tools, messaging, displays, staffing, needed materials and supplies, and the public comment process that will be implemented jointly with Agency. The meeting plan must include recommendations for venues that are accessible to people with mobility devices and those walking, biking and taking transit. For estimating purposes, up to \_\_ Consultant outreach staff persons must be present for set up and to answer questions. Consultant shall provide presentation materials, display boards and roll maps produced and budgeted under various subtasks in this SOW, and any additional meeting materials and supplies specified in the approved meeting plan for the event. Consultant shall coordinate with the mailing house for distribution of newsletters/postcards in advance of the event(s), as specified and budgeted in Task CE-6.2.2. Following the event, Consultant shall prepare a meeting summary to document attendees and comments received.

Examples include: **[Add or delete items in following list as individual project requires]**

* Open houses/public meetings.
* Tabling events.
* Ground breaking/ribbon cutting events.
* Public hearing.

**Deliverables and Schedule:**

* + Draft and final Meeting Plan. Draft due no later than \_\_ weeks before the event.
  + Coordination of room/space rental for events, including security if needed. (Consultant shall pay for room rental/security costs and invoice Agency for reimbursement.)[OR](Agency will pay for room rental/security fees directly.)
  + Attendance, participation, including facilitation if applicable at event(s).
  + Meeting materials and supplies needed for event(s).
  + Draft and final Event Summary, including overview of the event, all outreach and written materials and displays boards presented; draft due no later than 5 business days following the event; final no later than 2 business days from receipt of Agency comments.
  + Draft and final comment log, responses and comment summary in a format to be shared with attendees if needed; draft due no later than 5 business days following the event; final no later than 2 business days from receipt of Agency comments.

### **Task CE-6.3.2 Online Open House**

Consultant shall produce an online open house for the Project using Agency’s platform in compliance with accessibility guidelines. Consultant shall upload content onto Agency platform and update and maintain content, as needed. The Online Open House will include the following materials as applicable: **[Add or delete items in following list as individual project requires]**

* Welcome page/site index.
* Interactive display boards.
* Comment and contact form.
* Project Videos (Task 6.2.11).
* Information map.

**Deliverables/Schedule:**

* Draft online open house materials for Agency review, with draft due in accordance with the outreach and information schedule approved in Task CE-6.1.2 (unless a different schedule is agreed to by Agency); final no later than 2 business days from receipt of Agency comments.
* Final version of open house materials uploaded to Agency platform within 2 business days following Agency approval.

### **Task CE-6.3.3 Project Area Canvassing**

Consultant shall drop off door hangers at up to \_\_ addresses and shall conduct door-to-door outreach to up to \_\_ stakeholders that may potentially be impacted by Project construction. [OR] Consultant shall conduct door-to-door outreach to up to \_\_ stakeholders that may potentially be impacted by Project construction. The purpose of door-to-door outreach is to introduce the Project and the construction impacts, identify the appropriate point of contact for future contact, and assess whether interpretation/translation services may be needed.

Consultant shall identify the canvassing area, to be approved by Agency via email prior to canvassing.

Communications and notification materials developed in Task CE-6 will be used for canvassing.

**Deliverables/Schedule:**

* Drop off door hangers in accordance with the information and outreach schedule approved in Task CE-6.1.2 (unless a different schedule is agreed to by Agency).
* Door-to-door outreach, or virtual equivalent, to properties potentially impacted by Project in accordance with the information and outreach schedule approved in Task CE-6.1.2 (unless a different schedule is agreed to by Agency).
* Draft and final summary notes including a list and contact information for all stakeholders reached through canvassing; draft due no later than 5 business days following canvassing; final no later than 2 business days from receipt of Agency comments.

### **Task CE-6.3.4 Small Group Briefings; One-on-One Briefings; and Stakeholder Interviews**

Consultant shall identify community groups, special interest groups, neighborhood associations and selected stakeholders that require a briefing or an interview regarding the Project, based on the stakeholders identified in the PI Plan, to be approved by Agency.

Consultant shall schedule and prepare for briefings/interviews to provide Project updates and obtain input. Consultant shall coordinate with Agency on staff schedules for attending briefings/interviews.

Consultant shall schedule and coordinate all logistics as needed for the stakeholder or group briefings. Consultant shall use informational materials developed and budgeted under other subtasks in this SOW. Consultant shall develop any additional information memos and presentation materials determined necessary and approved by Agency for briefings/interviews.

For estimating purposes, it is assumed that:

* \_\_ Consultant staff shall attend a total of \_\_ briefings/interviews and each is estimated to be \_\_ hours in duration including travel time.
* Of the above total, \_\_ briefings/interviews will take place over the phone or virtually.

**Deliverables and Schedule:**

* Scheduling, attendance, and participation at briefings/interviews.
* Presentations materials (as needed) for briefings/interviews.
* Draft summary notes of briefings (including action item / decision log) due within 5 business days following the briefings; with final summary notes due within 5 business days of receipt of Agency comments (electronic).

### **Task CE-6.3.5 Community Events**

Consultant shall develop, recommend, and maintain a list of community events where Agency should have a presence according to objectives outlined in the PI Plan. Consultant shall coordinate logistics, materials, registrations and resources for staffing booths or tables at community events. Consultant staff shall attend, conduct, and document comments for up to \_\_ in person or virtual events. Up to \_\_ Consultant staff shall attend each event.

**Deliverables and Schedule:**

* Display boards and communication materials provided at the event (developed and budgeted in Task CE-6.2.5).

• Draft summary notes to be delivered to Agency within 5 business days following the community event (electronic); with final summary notes to be delivered to Agency within 5 business days of receipt of Agency comments notes (electronic).

### **Task CE-6.3.6 Community Liaison Services**

**[Delete task if not applicable**]

To better engage with communities who have been historically marginalized or underserved, particularly with regard to our transportation system (for example, low-income communities, communities of color, and people with disabilities), ODOT uses approaches that have proven successful from an equitable and inclusive public engagement standpoint. These approaches include, but are not limited to, bringing on Community Liaisons who are members of the community in the Project area, including but not limited to members of marginalized communities in the Project area or who come from community-based organizations that serve those marginalized communities. Community Liaisons are respected members of the community in the Project area, including but not limited to respected members of a specific ethnic, cultural, language, demographic, or geographic community who can act as a trusted ambassador between that community and ODOT, facilitating meaningful representation of that community and their interests within a public process.

**[Option 1]**Consultant shall engage with Community Liaison(s) identified during design phase of the Project. **[Option 2]**Consultant shall identify \_\_ culturally-specific organizations or individuals for approval by Agency.

Consultant shall oversee, assist and facilitate their Community Liaison(s) subcontracted for the Project responsibilities and deliverables in this task. Consultant shall [by and through the Agency-approved Community Liaison(s)] provide outreach and meaningful representation of the community and their interests, including: **[Add or delete items in following list as individual project requires]**

* Advise on the most effective techniques or tools to reach underserved communities in the Project area.
* Serve on the Project groups or advisory committees to provide fully inclusive perspectives as requested by Agency.
* Interview \_\_ influencers, service providers, and community leaders from different cultural/immigrant/religious backgrounds to gain insight on how to effectively engage their communities in ODOT’s Project.
* Provide \_\_ in-person engagement opportunities or canvasing to \_\_ stakeholders.
* Participate in already established events and meetings to gather community feedback and provide Project information.
* Organize and conduct \_\_ community-based meetings or events:
  + Identify meeting venues. Obtain pre-approval from Agency for direct non-labor expenses related to meeting venues and supplies that will be included in Consultant’s invoice[OR]paid directly by Agency outside of this WOC[OR]Contract.
  + Provide meeting agenda and other materials relevant to each meeting/event.
  + Facilitate meetings/events and provide interpretation and translation services at each meeting/event as needed.
  + Prepare meeting summary for each meeting/event.

**Deliverables and Schedule:**

**[Add or delete items in following list as individual project requires]**

* Attendance and participation on Project groups or advisory committees.
* Summary of interviews of influencers, service providers, and community leaders.
* Summary of in-person engagement or canvasing outreach to stakeholders.
* Attendance and participation at already established events and meetings.
* For meetings organized by Consultant/Community Liaison: Draft and final agenda packets 1 week in advance of meeting/event time, printed materials and deliverables relevant to each meeting/event, translation services and interpreters as needed, and draft and final meeting summaries due within 10 business days of meeting.

## Task CE-6.4 Public Contact and Correspondence

Consultant shall monitor and respond to public inquiries in various formats.

### **Task CE-6.4.1 Public Inquiries**

Consultant shall respond to all public inquiries via email, phone call, in person, or letters for up to \_\_ inquiries and update the Project comment log (Task CE-6.1.3). Consultant shall coordinate with Agency on all responses.

**Deliverables/Schedule**:

• Respond to inquiries within 2 business days.

### **Task CE-6.4.2 Public Hotline**

Agency will[OR]Consultant shall produce and maintain public hotline. Consultant shall monitor hotline and respond to \_\_ messages left on hotline. Consultant shall summarize in writing and transcribe hotline messages as needed.

**Deliverables and Schedule:**

* Agency will[OR]Consultant shall produce and maintain public hotline.
* Consultant shall:
  + Monitor hotline each business day and respond within 2 business days to messages left on hotline.
  + Summarize in writing or transcribe hotline messages as needed.

## Task CE-6.5 Noise Variance Outreach

Consultant shall provide \_\_ draft and final noise variance notice(s) to Project area residents and businesses, as required by the local jurisdictions for Agency’s nighttime noise variance application, prior to the noise hearing/application. The noise variance notice will advise residents of the noise hearing time and location (if applicable), current nighttime construction work schedule, the nature of the construction work and the anticipated noise sources that neighbors will hear during work activities. Consultant shall arrange for mailing and printing the notice. Agency will[OR]Consultant shall pay the printing and mailing costs. Mailing area will be determined by local jurisdiction.

**Deliverables and Schedule:**

* Draft noise variance notice (electronic) to Agency 4 weeks prior to the application for a nighttime noise variance hearing; final no later than 2 business days from receipt of Agency comments.

## Task CE-6.6 Public Involvement Summary Report

Consultant shall draft and revise a final report following substantial completion of the Project to summarize the public outreach activities, key stakeholder issues identified, and lessons learned during Project construction. The report must include quantitative and qualitative information showing reach and effectiveness of outreach.

**Deliverables and Schedule:**

* Draft Project Public Involvement Summary Report \_\_ business days after Second Notification (substantial completion of construction), with Final Project Involvement Summary Report within \_\_ business days of Agency comment.
* Draft up to \_\_ Project Public Involvement progress reports periodically or at request of Agency.