



Public Involvement During Construction

Area Engineer Program





*The Texas Department of Transportation (TxDOT) commits to purposefully involve the public in planning and project implementation by providing for **early, continuous**, transparent and effective **access to information** and decision-making processes. TxDOT will regularly update public involvement methods to include best practices in public involvement and incorporate a range of strategies to encourage broad participation **reflective of the needs of the state's population**.*

Minute Order No. 11255

Signed by the Texas Transportation Commission on Jan. 27, 2011



- Outreach Strategies
 - Communications plan
 - Stakeholder meetings
 - Changeable message signs
 - Project page on txdot.gov
 - Flyers, postcards
 - Billboards
 - Construction in-person and online open houses, piggyback events
 - Traditional and social media
 - Water bill notifications
 - Newsletters and email blasts
 - Community marquees



I-20 at SH 351 Construction Project
Taylor County

Project Information
The Texas Department of Transportation (TxDOT) is replacing the I-20 bridges at SH 351 and installing a concrete pavement at the intersection of SH 351. This project will replace the eastbound and westbound bridge of I-20, install a metal beam guard rail, provide illumination, signage and pavement markings, and will provide a durable, long-lasting driving surface at the intersection of SH 351 and I-20. The contractor is Webb LLC, of The Woodlands.

Detour Details

- SH 351, underneath I-20 will be closed starting at 9 a.m. Friday, Aug. 25 for approximately one week while contractors remove the eastbound I-20 bridge work on SH 351. During this time, traffic will be detoured to frontage roads, the usual detour route. Turnarounds will be open Sunday, Aug. 27, after the work is removed.

Travel and Safety Considerations

- Motorists are encouraged to allow for extra time to reach their destination while detour is in place.
- Motorists should be especially watchful for unexpected lane changes or closures.
- Watch for crew members and large, heavy equipment present in this and all work zones.
- Access to businesses may be temporarily affected as machinery passes driveways; access will be restored as soon as possible.
- Be aware of potentially rough pavement conditions.
- Slow down and pay attention in the construction zone.

For more information, please contact: Mary Belle Turner, (325) 676-6817; MaryBelle.Turner@txdot.gov



SH 351 Stakeholders' Meeting

10 am
Friday, August 25, 2017
TownePlace Suites by Marriott
2141 Scottish Road, Abilene

WHO
The Texas Department of Transportation (TxDOT) Abilene District and stakeholders along the SH 351 corridor

WHAT
Stakeholders' meeting to share information, provide construction timeline updates, and answer questions about the I-20 bridge replacement and SH 351 intersection projects currently in progress

WHEN
10 a.m. Friday, Aug. 25

WHERE
TownePlace Suites by Marriott, 2141 Scottish Road, Abilene

We look forward to hearing your comments sharing ideas, so please limit attendance to one or two representatives from your business to ensure a productive meeting in which we can provide individualized attention.

For more information, please contact: Mary Belle Turner, TxDOT Abilene Public Information Officer, at 325-676-6817 or MaryBelle.Turner@txdot.gov

CITY OF BEAUMONT
Billing for Services
CUSTOMER SERVICE: (409) 866-6023

Account No: [REDACTED]
Last Payment Date: 03/05/2019
Last Payment Amount: [REDACTED]

| SERVICE | READING DATES | | METER READINGS | | USAGE |
|-----------------------|---------------|----------|----------------|------------|-------------------|
| | FROM | TO | CURRENT | PREVIOUS | |
| WA | 02/10/19 | 03/11/19 | [REDACTED] | [REDACTED] | [REDACTED] |
| TOTAL | | | | | |
| WATER | | | | | 23.27 |
| SEWER | | | | | 15.41 |
| ADDTL. CONTAINERS | | | | | 3.75 |
| GARBAGE COLLECTION | | | | | 18.25 |
| STATS DISPOSAL FEE | | | | | 0.30 |
| SALES TAX | | | | | 1.82 |
| TOTAL CURRENT CHARGES | | | | | 62.80 |
| TOTAL DUE | | | | | 62.80 |
| DUE DATE | | | | | 04/17/2019 |

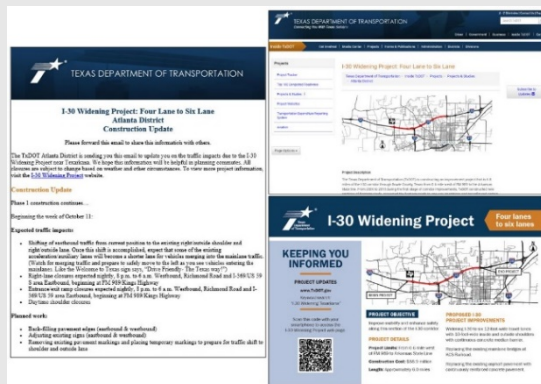
YOU'RE INVITED! TxDOT I-18/IUS 69 Interchange Improvement Project, Tuesday April 16, 2019 5-7 pm, Beaumont Civic Center, 701 Main St., Beaumont TX 77701
More info: <http://bit.ly/19-us69>



www.waco4bmap.org/#ped

My35 Waco
Construction Outreach
Robust
communications
program including
website updates,
materials and
pavement decals

Atlanta District I-30 Widening
Construction Outreach
Communications include
several web pages with
updates, project materials,
and GovDelivery email blasts



Attention: Notice of Impending Construction
US 59 (Loop 287)
From Old Moffett Road to SH 103

Stay Informed: Transportation Updates

Lufkin Projects:

- Visit www.txdot.gov and type: **Lufkin Projects** in the search box to learn about other transportation projects in your area.

Lufkin District Email Newsletters:

- Visit www.txdot.gov and type: **Lufkin Newsletters** in the search box to subscribe to quarterly transportation update emails.

Key Facts:

- The Texas Department of Transportation will begin widening US 59 from Old Moffett Road to SH 103 in Angelina County to a four-lane freeway with north and southbound frontage roads this winter.
- Project would improve safety, increase mobility, and provide a more efficient hurricane evacuation route.
- Construction is scheduled to begin in early 2021, but timing can change.
- Construction is expected to last approximately 2.5 years.
- Cost of construction is estimated at \$15.9 million.

“Notice of Impending Construction” Postcards
Captures key information;
sent to area property owners
and key stakeholders



Media Center | Projects | Forms & Publications | Administration | Districts | Divisions

SH 358 Reconstruction


Posted Presentation and Fact Sheet

Texas Department of Transportation > Inside TxDOT > Projects > Projects & Studies > Corpus Christi District

In January 2018, TxDOT initiated construction of improvements to enhance safety and increase mobility along SH 358 (South Padre Island Drive) in Corpus Christi, Texas (Nueces County). The four-year project consists of multiple phases and is located along SH 358 from just north of Leopard Street to just east of Flour Bluff Drive.

This 15-mile project includes the following improvements to address safety and mobility:

- Reconstruct several eastbound entrance and exit ramps between Ayers Street and Nile Drive, including:
 - “Reversing ramps” between Weber Road and South Staples Street. This involves converting existing entrance ramps into exit ramps and vice-versa, similar in design to the previously “reversed” westbound ramps between Weber Road and Airline Road.
 - Relocating the exit ramps serving Kostoryz Road/Carroll Lane and Weber Road.
 - These ramp reversals and relocations will increase safety and mobility by providing additional distance for exiting vehicles and frontage road traffic to merge and queue while approaching signalized intersections.
- Widen and construct new auxiliary or “merge” lanes on the eastbound mainlanes and frontage



1 26 33

TxDOT Odessa @TxDOTOd... · Nov 16

MIDLAND COUNTY: The traffic signals will be turned on and operational on Tuesday November 17th at the intersection of A street and Wadley Avenue in Midland. We will be removing the temporary signals.

1 1

TxDOT Odessa @TxDOTOd... · Nov 13

ODESSA DISTRICT: Traffic counts will be done week of Nov. 16 in 40 locations across district. Cameras in use for 24-hour counts. Counts will be made by contract personnel and will account for impact of COVID-19.

1

TxDOT Odessa @TxDOTOd... · Nov 13

WARD COUNTY: A bridge beam replacement on eastbound I-20 over the BI-20 east interchange begins Monday (11-16) in Monahans. Eastbound outside lanes on I-20 will be closed. Detour on BI-20 to the next exit 87. Please use caution.



- Inform residents in a small residential neighborhood about FM 369 improvements through informational sessions:
 - Brightly colored door hangers promoting series of Q&A informational sessions at Wichita Falls District Office
 - Open question periods between district and public
 - Plan sheets available for review
 - Staff answered questions and received comments



Gold Star Challenge:

***How can this technique be applied now during COVID?
Chat box your ideas!***

**PROPOSED
CONSTRUCTION ON
FM 369/Southwest Pky.**

We invite you to an informal opportunity to learn about and ask questions regarding improvements to FM 369.

**Monday, Aug. 5, 3-5 pm
Tuesday, Aug. 6, 4-6 pm***
TxDOT-Wichita Falls District Office

*For times other than August 5th or 6th, call (840) 720-7744 to set up an appointment.



We offer expertise in the following:

- In-person and Online Meeting Support
 - Facilitate meetings
 - Develop materials
 - Set up and tear down for in-person events and/or assist with virtual events
- LEP and Title VI Guidance
 - Translations for all material
 - Outreach techniques for LEP and Title VI populations
 - **Coming soon:** Hispanic Outreach Toolkit

Queremos Escucharlo a Usted

OFICINA DE MANTENIMIENTO PEARSALL

Reporte un Bache o Problema de Mantenimiento

El personal de la Oficina de Mantenimiento es capaz de mantener los caminos del sistema de drenaje en el Condado Frio. La seguridad es la prioridad para la Oficina de Mantenimiento de Pearsall trabajar con la comunidad y brindar caminos. Para reportar baches o problemas de mantenimiento de carreteras del estado en el Condado Frio:

(888) 885-8248

Llame al 888-885-8248 o al 830-334-361.
Correo electrónico: William.Howard@txdc
Visite la Oficina de Mantenimiento de TxDOT
1522 E. Colorado St.

Asamblea Pública para la SH 36 Oportunidad para Comentarios Públicos

El jueves, 12 de diciembre del 2013
Asamblea Pública: de 5 a 7 p.m.
Brenham Elementary School
1000 West Blue Bell Road
Brenham, TX 77833

Porque se necesitan mejoras a la Carretera Estatal (SH) 36
Mejoras a la SH 36 son necesarias para optimizar la seguridad, facilitar la movilidad, y mejorar el flujo de tráfico.

Propósito de Reunión
El propósito de la reunión es proporcionar información y recibir aportaciones del público sobre la ampliación de la SH 36 de día a cuatro carriles, desde la U.S. 290 (West Main Street) hasta la SH 36 (North Park Street) en Brenham.

Cronograma del Proyecto
El costo y financiamiento para el proyecto no se han identificado.

Construcción del Proyecto
No se requerirá derecho de vía ni desplazamientos. La duración de construcción aún no se ha determinado, pero se espera llevar entre 18 a 24 meses para la construcción del proyecto.

Información de Contacto
Para más información por favor comuníquese con:
Lorena Chibren
(979) 778-0615
lorena.chibren@tdot.gov
Para información adicional, visite www.tdot.gov

Sitio del Proyecto

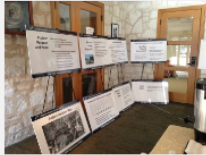
Lugar de la reunión:



TxDOT PI Crossroads Page

NEW: Virtual Meeting/Hearing Resources

HOME STAFF PI BACKGROUND BEST PRACTICES TEMPLATES & SAMPLES RESOURCES



TxDOT's Public Involvement Policy

"The Texas Department of Transportation (TxDOT) commits to purposefully involve the public in planning and project implementation by providing for early, continuous, transparent and effective access to information and decision-making processes. TxDOT will regularly update public involvement methods to include best practices in public involvement and incorporate a range of strategies to encourage broad participation reflective of the needs of the state's population." As adopted by the Texas Transportation Commission on [January 27, 2011](#).

****Online Engagement with MetroQuest****

Public Involvement Section

The Office of Public Involvement (OPI) was created in 2012 to assist districts, divisions and offices with public involvement efforts in project development and planning. OPI is an on-site resource that can create and review public involvement plans, provide public involvement techniques, and plan and provide additional staff for community meetings and other public involvement activities. [Click here to download the PI Section brochure.](#)

Public Involvement Section Products and Guidance

- [Rural TIP Toolkit *NEW](#)
- [Millennial Guide Fact Sheet](#)
- [Public Involvement Section Quarterly Newsletters](#)
- [Public Involvement Update](#)
- [Public Involvement Guidebook](#)
- [Public Involvement Section Training and Resources](#)
- [Public Involvement Section Recognition and Presentations](#)

Public Involvement Section Services



Construction Best Practices

OUTREACH DURING CONSTRUCTION
PUBLIC INVOLVEMENT SECTION of Transportation Planning & Programming (TPP)

FOCUS ON THE CUSTOMER

People are the most critical element of any project. An effective outreach program begins as soon as the construction timeline is established - it starts as a strategic component of that timeline and continues throughout the entire life cycle of the project. Effective outreach strengthens trust between the customer and the contractor.

Develop a list of outreach strategies for areas and districts offices to communicate important information to the customer. Assign staff to implement these strategies. Be the right person at the right time. Customer involvement is a continuous process. The Public Involvement Section is here to assist and offer guidance with any of the strategies listed here.

OUTREACH STRATEGIES

CHANGIBLE MESSAGE SIGNS: Changeable message signs are the most effective vehicle to send a message to the traveling public. They are highly visible and can be changed as needed. They are also highly visible to the traveling public. They are also highly visible to the traveling public. They are also highly visible to the traveling public.

PROJECT PANEL: Check a project page at work location is an effective outreach strategy. It provides project information to the traveling public. It provides project information to the traveling public. It provides project information to the traveling public.

PIVOT: These three include: PI&E, project website or timeline and contact information are essential elements of an outreach strategy. They provide the traveling public with the most current information about the project. They provide the traveling public with the most current information about the project. They provide the traveling public with the most current information about the project.

OPEN HOUSES, PUBLIC MEETINGS: Open Houses and Public Meetings provide "face" to the project. They provide the traveling public with the most current information about the project. They provide the traveling public with the most current information about the project. They provide the traveling public with the most current information about the project.

TRANSPARENCY AND SOCIAL MEDIA: Public social media announcements, particularly in smaller markets, is a very effective outreach strategy. Social media such as Twitter can be used to the traveling public. Social media such as Twitter can be used to the traveling public. Social media such as Twitter can be used to the traveling public.

COMMUNITY WALKS: Another effective strategy to communicate construction needs is with community meetings. These can include business districts, churches, city and area meetings such as dinner or community events.

IMPROVE THE STREET SCENARIO

For the effectiveness of outreach, it is important to have a clear message. The key is to have a clear message. The key is to have a clear message. The key is to have a clear message.

ALTERNATIVE ROUTES AND TRAFFIC

Provide information to the traveling public about alternative routes and traffic. Provide information to the traveling public about alternative routes and traffic. Provide information to the traveling public about alternative routes and traffic.

PLANNING AND UTILITY REVISIONS

Provide information to the traveling public about planning and utility revisions. Provide information to the traveling public about planning and utility revisions. Provide information to the traveling public about planning and utility revisions.

Public Involvement Section of TPP

East Region: Lufkin, Houston, Beaumont and Orange
John Swanson john.swanson@tdot.state.tx.us or 512-455-2022

North Region: Wichita Falls, Fort Worth, Waco, Dallas, Tyler, Abilene, Brownwood and Paris
Robert Hensley robert.hensley@tdot.state.tx.us or 512-433-2020

South Region: Austin, San Antonio, Laredo, El Paso, Corpus Christi and Mustang
Andy Farnsworth andy.farnsworth@tdot.state.tx.us or 512-458-3037

West Region: Lubbock, El Paso, San Angelo, Odessa, El Paso, Dalhart and Amarillo
Julie Lawrence julie.lawrence@tdot.state.tx.us or 512-416-2032

KEEP CALM AND CALL OPI

Public Involvement Section of TPP



- Susan Howard, Director:
susan.howard@txdot.gov or 512-416-2030

- Public Involvement Section Team:
 - Julie Beaubien: julie.beaubien@txdot.gov or 512-416-2031
 - Amy Redmond: amy.redmond@txdot.gov or 512-416-3097
 - Norma Rios: norma.rios@txdot.gov or 512-416-2110
 - Seth Howard: seth.howard@txdot.gov or 512-486-5035
 - Annie Sikes: andrea.sikes@txdot.gov or (512) 416-2032
 - Hugo Melgoza: hugo.Melgoza@txdot.gov or 512-416-3095

Online Resources:

- Crossroads: TPP Division, Public Involvement Section
(<https://crossroads.dot.state.tx.us/tpp/Pages/PI-default.aspx>)
- Outreach During Construction Fact Sheet
- PI Section Newsletters



Sign up for Virtual
Public Involvement
2021 Training!
Feb. 11th and May 4th

Go to Peoplesoft:

- Find Learning
- **Keyword:** OPI100,
Effective Public
Involvement
- *Limited spots available!*



QUESTIONS?