

Community Awareness Plan



I-595 Express Corridor Improvements Project

Financial Project ID Number 420809-3-52-01
Broward County, Florida

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1. Introduction & Objectives

As a continuation of the successful I-595 PD&E Public Involvement Plan (PIP), the I-595 Public Information Team has developed the Level 4 Community Awareness Plan (CAP) for the I-595 Project Corridor in accordance with the requirements of the *Florida Department of Transportation (FDOT) D4 Community Awareness Guidelines*, the *D4 Public Notification Process* and the *D4 Local Government Input during the Design Process*.

This document outlines FDOT's planned efforts to engage and inform the public throughout the duration of the I-595 project construction and will be further detailed as the project progresses. The following are the principle objectives of the CAP:

- Notify local government, affected property owners and tenants; community organizations including key homeowners associations and business groups; and the general public of the construction project and its anticipated impacts while conveying the benefits of the project.
- Establish a two-way communication process for achieving effective community awareness and a means for issue resolution.
- Achieve and document a level of community awareness of and comfort with this project.
- Address potentially controversial issues throughout the course of the project.
- Foster relationships with stakeholders, special interest groups and relevant community organizations.
- Engage stakeholders in maintenance of traffic and construction impact mitigation.

Although the I-595 project was originally programmed to be constructed as multiple conventional design-bid-build projects, FDOT has now entered into a Design Build Finance Operate and Maintain (DBFOM) 35-year public private partnership (P3) with I-595 Express, LLC, which includes the accelerated construction of all corridor improvements within the first five years of the contract. This change in project delivery method dictates that the CAP must be a *living* document with sufficient flexibility to adapt to the dynamic nature of the design and construction phases of the project.

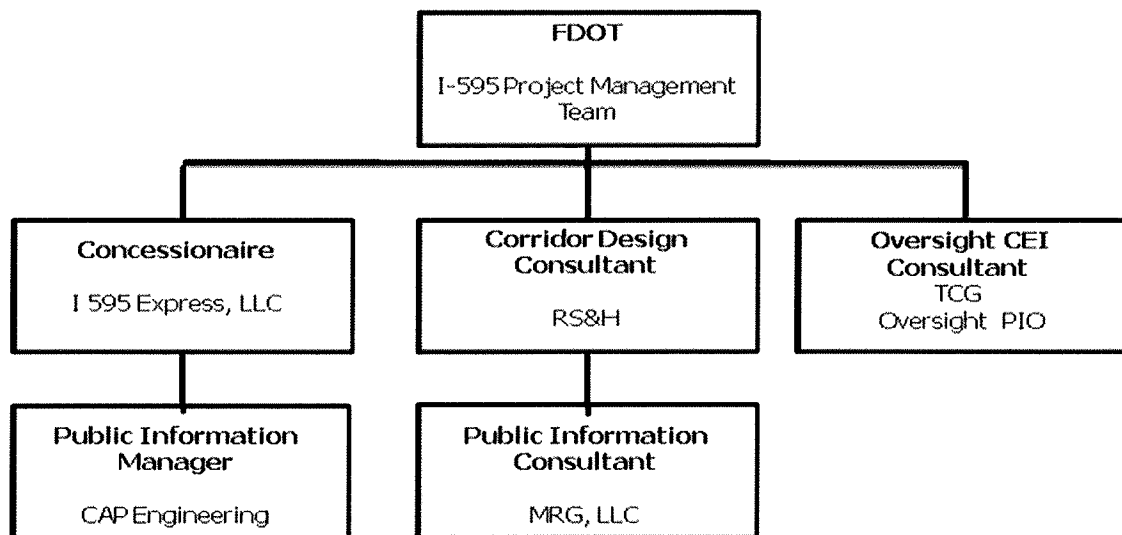
The I-595 Express, LLC Public Information Manager and the FDOT Public Information Consultant (PIC) will meet frequently throughout the duration of the construction to review the CAP and discuss any required updates relating to project issues, impacts, schedules and activities, for concurrence by FDOT. After concurrence, the PIC will incorporate the updates into the CAP.

2. Public Information Team

The Public Information (PI) Team will be primarily responsible for ensuring the successful implementation of the CAP. The PI Team includes members from both sides of the public private partnership. The public side (FDOT) is comprised of the FDOT I-595 Management Team which includes the FDOT D4 Public Information Office, the Corridor Design Consultant (RS&H), CDC Public Information Consultant (MRG), and the Oversight CEI Consultant (TCG). The private side (Concessionaire) consists of I 595 Express, LLC staff and their PI

consultant, CAP Engineering. The key roles of the primary members of the PI Team can be viewed in Appendix A.

Organizational Structure of Public Information Team



The PI Team will meet weekly to discuss specific events and/or issues and to develop tools and methods to reach desired outcomes in accordance with the CAP objectives. Though the roles and responsibilities vary between the PI Team members, every effort will be made by all parties to work as partners, speaking with one voice, and with one message.

3. Project Overview

A. Project History

The I-595 corridor was opened to traffic in 1989 and connected the developable areas in the western parts of the Southeast Florida region with the established north-south freeway and principal roadways to the east: I-75, Florida's Turnpike, S.R. 7 (U.S. 441), I-95, and U.S. 1 (S.R. 5). Since that time, the volume of traffic along the corridor has increased as the western communities have grown.

To prepare for the continued evolvement of I-595, the FDOT determined that a Corridor Master Plan should be developed. The I-95/I-595 Master Plan Study was completed in 2003.

The result of the Master Plan Study was an approved Locally Preferred Alternative (LPA) for the I-595 corridor, focusing on improvements between I-75 and I-95. This LPA served as the base alternative for further evaluation under the I-595 Project Development and Environment (PD&E) Study. The PD&E Study was completed on June 29, 2006, when the Federal Highway Administration (FHWA) granted Location Design Concept Approval (LDCA) for the Preferred Alternative Concept (Alternative

2A) for more than \$1 billion in proposed improvements to the I-595 corridor. Since 2006, three project re-evaluations have been completed by FDOT and subsequently approved by FHWA.

After the FHWA approval of the project in 2006, the FDOT began discussing the idea of moving forward with the project as a public-private partnership (P3). The final decision to do so was made in 2007, and a Request for Qualifications was publicized in October 2007. P3 teams were shortlisted and submitted technical and price proposals, followed by the announcement of the intent to award the contract in October 2008. The contract with I 595 Express, LLC was executed on March 3, 2009.

B. Project Description

The I-595 Express Corridor Improvements project consists of the reconstruction of the I-595 mainline and all associated improvements to frontage roads and ramps from the I-75/Sawgrass Expressway interchange to the I-595/I-95 interchange, for a total project length of approximately 10.5 miles on I-595 and 2.5 miles on Florida's Turnpike, with an approximate design and construction cost of \$1.2 billion. The major project components include:

- Three at grade reversible express toll lanes, serving express traffic to/from the I-75/Sawgrass Expressway from/to east of S.R. 7, with a direct connection to the median of Florida's Turnpike. These lanes will be operated as managed lanes with variable tolls to optimize traffic flow, and will reverse directions in peak travel times (eastbound in the a.m. /westbound in the p.m.).
- Continuous connection of the S.R. 84 frontage road between Davie Road and S.R. 7 (U.S. 411).
- The addition of auxiliary lanes on I-595 along with combined ramps, cross-road bypasses, and grade-separated entrance and exit ramps to minimize merge, diverge and weaving movements.
- Widening/reconstruction of the Florida's Turnpike mainline and improvements to the I-595/Florida's Turnpike interchange.
- Construction of the New River Greenway, a component of the Broward County Greenway System.
- 13 sound barriers providing noise abatement for 20 communities.
- Implementation of the Express Bus service within the corridor.
- Provision of a transit envelope within the corridor to accommodate potential future transit options currently under evaluation.

4. The Community

A. Community Description

The I-595 corridor is adjacent to numerous residential and commercial properties located along the north and south sides of the roadway. Those who use or frequent the properties along both sides of the corridor often use both I-595 and S.R. 84. The project falls within the jurisdictional boundaries of Broward County, the Town of Davie, and the cities of Plantation, Sunrise, and Fort Lauderdale.

I-595 connects the economic hubs and roads of central Broward County including I-95, Florida's Turnpike, I-75, Sawgrass Expressway, Fort Lauderdale International Airport, and Port Everglades. In conjunction with I-75, it is also the major connector between the east and west coasts of South Florida for residents, tourists and commercial entities. The public who could potentially be affected by this project are homeowners and businesses along the corridor, as well as commuters, commercial trucking and vehicular traffic in general traveling throughout the project limits.

Due to the unique location of this project and the potential to affect local and regional commerce, agencies, residents and visitors, it is imperative that public involvement efforts be diligent in reaching these affected groups. A comprehensive, but not necessarily all-inclusive list of project participants and stakeholders is provided in Appendix B. Appendix C provides a listing of key elected officials whose jurisdiction is within the influence area of the project.

It should be noted that the population in South Florida is one of the most demographically diverse in the country. As such, the PI Team will create a Corridor Advisory Committee (CAC) whose members should reflect this diversity. The members of the CAC will participate in discussion to spearhead concerns before they develop into issues.

B. Community Concerns/Issues

Beginning in January 2008, public meetings/noise workshops were held to update the public on the status of the project (including recommended sound barrier locations), and to further understand the community's reactions/concerns with the project. The most common public concern was traffic noise. Although 13 sound barriers providing noise abatement for 20 communities are planned, some residents continue to question the findings of the noise studies that determined their community did not qualify for the provision of a sound barrier.

To further exasperate this issue will be the defoliation of existing vegetation along the corridor. There is a wide-spread perception that vegetation absorbs noise and acts as a sound barrier, although studies show minimal benefits. The timeframe between defoliation and re-landscaping will become vexing for residents already concerned with traffic noise issues.

Maintenance of traffic issues will become an immediate concern to motorists once construction activities intensify on I-595 and SR 84. As with any construction project in public right of way, access and safety will also become a concern. It can be expected that there will be much public discussion in the coming years regarding the traffic flow and safety of the motoring public along the corridor.

The Town of Davie is concerned with the burden of costs to provide emergency services to I-595. However, this concern is not one to be addressed by FDOT or I 595 Express, LLC, as it is a state mandated responsibility for municipalities to provide such services. It should be noted that this issue is being co-mingled with the fact that there is not an intermediate access point to/from the Town of Davie to the Express Lanes,

the closest access being at I-75 or Weston Road. Although an access point from/to central Davie is not feasible in maximizing the operational efficiency of the Express Lanes, the perception is that the residents are paying for a project (portion of) that they are not able to access locally.

5. Project Issues/Concerns

Construction by its very nature is disruptive to the surrounding communities and other stakeholders. However, with attentiveness to those areas where FDOT can exert some control, the negative consequences can be lessened.

A. Construction Schedule and Duration

Initial construction activities for the New River Greenway began in June 2009. I 595 Express, LLC is currently proposing construction along the corridor in five major work segments. Work in segment C, centered on Pine Island Road, began in February 2010. The project construction is scheduled for completion in 2014. Although the P3 contract provides an accelerated schedule in delivering the improvements 15 years sooner than previously planned under a traditional design-bid-build format, it will also simultaneously put the entire 10.5 mile corridor and 2.5 miles on the Turnpike under construction by the year 2011. The construction schedule is updated monthly by I 595 Express, LLC and reviewed by FDOT.

B. Maintenance of Traffic

The Master Traffic Control Plan has been completed and the individual construction segments are currently being refined by I 595 Express, LLC to ensure proper traffic flow and safety for the motorist traffic along the corridor during the five year construction duration. The contract documents provide for traffic control restrictions regarding lane and ramp closures and permitted durations. These restrictions include downward adjustments to the first final acceptance payment to I 595 Express, LLC if the roadway is not made available to traffic in accordance with the contract requirements.

A Corridor Traffic Assessment Team has been formed to evaluate current and future traffic conditions along the corridor. This Team will develop options that could mitigate or help identify impacts as a result of the construction.

Operations and maintenance of the corridor was turned over to I 595 Express, LLC on July 31, 2009, which includes incident response services. Under the umbrella of operations are the expanded services of the Road Rangers providing coverage to the corridor 24/7/365. This service has greatly enhanced safety and traffic flow. Also to the benefit of the motoring public on I-595 are the traffic monitoring services provided by the Traffic Management Center (TMC) and incident management with the Rapid Incident Scene Clearance and Severe Incident Response programs.

C. Other Construction Concerns

FDOT anticipates the following concerns during construction:

1. Vibration from construction activities
2. Visual/aesthetic/environmental concerns
3. Modified or interrupted access to private property and businesses
4. Interruption of line of sight to businesses
5. Dust and dirt on private property
6. Damage to personal property
7. Light intrusion from nighttime construction activity
8. Noise from construction activities
9. Associated impacts to businesses

6. Public Involvement Level

FDOT has determined Public Information Level 4 as being appropriate for this construction project in accordance with the Community Awareness Plan Guidelines, revised January 2004, for the following reasons:

1. Project work involves work on the interstate, including maintenance-type work, road-widening, temporary ramp closures, construction of new interchanges and major reconstruction;
2. Total closure , long and short term, of roadways and ramps;
3. The project is under a large amount of scrutiny locally, nationally and internationally due to:
 - o the importance of the corridor to the flow of people and goods;
 - o the size of the project and its economic impacts;
 - o the P3 being the first of its kind in the US.

7. Communicating and Responding to the Public

An effective public involvement/community awareness plan is imperative to help mitigate the impacts to the surrounding communities and other stakeholders. An effective CAP also lends to the perceived and actual success of any given project and the communities' and individual's acceptance of the disruptions that ensue. A proactive, yet balanced approach, tailored to meet the different expectations of the diverse communities affected by the I-595 project will be critical to providing the appropriate information initiative. Having a positive and consistent presence and message for the public, media and government officials is also crucial to the success of the initiative.

Just as important to the success of these efforts is the understanding of the need to be flexible. Given the nature of a design-build project, every component that is designed and constructed will influence activities yet to come. Furthermore, it should be noted that one of the desired outcomes of this P3 is to benefit from innovations – innovations that could develop throughout the duration of the design-build process. Such innovations could result in changes to the construction schedule; therefore, changes could occur in the scope and timing

of construction activities within multiple work zones. It would be unrealistic to expect strict adherence to a rigid construction schedule given the magnitude of this project.

As such, the following outline of how the PI Team will communicate and respond to the public has been geared toward a flexible approach to the project. An underlying premise that allows this model to work is the fact that any given construction activity or event is known in advance allowing time for the PI Team to prepare and implement the communications activity. All outreach activities are documented using a tracking log.

To prepare for an event, communication activity or inquiry response, the FDOT will request any required support from I 595 Express, LLC including the preparation of materials, staffing support or technical information.

Unscheduled or emergency events such as a hurricane and/or accident might necessitate communicating with residents and businesses along the corridor. The same activities, as outlined below, will be employed and tailored to provide the appropriate messaging.

A. Meetings and Events

Meetings and events will be scheduled and/or invitations accepted to provide a venue for the exchange of project information. Such meetings could be formal in nature with a structured presentation or an informal one-on-one briefing. Groups or individuals that the PI Team will engage include, but are not limited to: homeowner associations, civic organizations, business associations, special interest groups, local business owners, elected officials, and residents.

The PI Team and other members of the project team will also be active participants in monthly and/or quarterly meetings such as: the Corridor Advisory Committee, the Traffic Incident Management Team, the D4 Community Traffic Safety Team, the South Florida Media Coalition and the Metropolitan Planning Organization.

B. Printed Materials

Information about the project and related activities will be communicated throughout the corridor and to stakeholders outside the area by means of printed materials such as brochures, newsletters, flyers, press releases, frequently asked questions (FAQs), door hangers and signage.

Such printed materials will include the "Contractor's Memo", which will serve as notification to all right of way users and adjacent properties that construction is to start in the immediate area. These notifications will provide construction start dates, duration and contact information for both the FDOT and I 595 Express, LLC project offices. I 595 Express, LLC or their contractor will notify adjacent residences and businesses a minimum of one week before the construction activity begins. I 595 Express, LLC will retain copies of the notifications, including location and quantity of distribution for future OCEI audits.

The weekly Traffic Impact Report describing upcoming lane closures will continue to be developed, produced and distributed as outlined in Appendix D.

Printed materials to communicate with corridor stakeholders will also include temporary signage such as post-mounted blue business signs used when construction interrupts the line of sight to businesses or access visibility. Signs will be installed by Dragados-USA or their subcontractors one week prior to in the interruption of business visibility.

Brochures will be developed by the FDOT project office providing specific information about the sound barriers to be constructed for a particular community. These brochures will be mailed to adjacent property owners, residents and businesses prior to the start of construction of the sound barrier. Greenway West and Greenway East brochures were developed and distributed prior to Greenway construction, resulting in positive feedback from residents. Other brochures on different aspects of the project will be considered as construction progresses.

Printed newsletters, brochures, FAQs, flyers and/or press releases will be used when appropriate for special events, meetings or for general distribution along the corridor.

Distribution of flyers, or door hanger notifications, will also be employed when a specific message to a specific target group needs to be quickly communicated. This method of communication could be used after an unscheduled occurrence such as a utility being accidentally hit that would interrupt power or water service.

C. Internet and Electronic Communication

The use of the internet email will be the most pervasive and effective means of communication throughout the duration of the project. Email address lists have been and will continue to be developed to include residents, businesses, local officials and agencies that need and want to be informed of construction activities. The weekly Traffic Impact Report and e-newsletter are being distributed via email on a regular basis. Other project news will be communicated using email lists as the information is developed in response to a specific need.

Variable Message Signs (VMS) and Dynamic Message Signs (DMS) are in constant use by I 595 Express, LLC and their contractors, to notify the motoring public of lane and ramp closures, detours, and other appropriate messaging.

A Twitter account has been established and is used to direct followers to the updated Weekly Traffic Impact Reports. It is also used for generic messaging, such as safety reminders: *Stay Alert, Click It or Ticket It*, etc.

Two project websites have been developed to enhance both internal and external communication. The FDOT I-595 project website is www.i-595.com. The I 595 Express, LLC website is www.i595express.com.

APPENDIX A
I 595 PUBLIC COMMUNICATIONS- LEAD ROLES AND SUPPORT

	LAILA HADDAD Sr. Public Information Officer FDOT - MRG, LLC	SAMARA SOKOL Public Information Officer FDOT - TCG	MAGGIE BRUNO Public Information Manager I 595 EXPRESS - ACE, PRG
RESPONSIBILITIES - TACTICS			
Develop and Update Community Awareness Plan (CAP)	X		
Update Project Monthly Progress Report		X	
Corridor Advisory Meetings - organize, schedule and participate	X	X	X
Crisis Communications	X	X	X
Business and Community Outreach	X		
FDOT Website General Content and Updates	X		
FDOT Website Construction Content and Updates		X	
I 595 Express LLC Website Content and Updates	X	X	X
Community Meetings/Open Houses/Special Events/Groundbreaking	X	X	X
Disadvantaged Business Enterprise (DBE) Outreach			X
General Job Hotline			X
Public Inquiry/Complaints/Claims -construction related	X	X	X
Resolution Public Inquiry/Complaints/Claims construction related	X	X	X
Public Inquiry/Complaints - FDOT related and other	X	X	X
Provide Lane and Ramp Closure Information	X	X	X
Tracking Complaints/Inquiries/Claims Construction, O&M	X	X	X
Incident Response inquiries	X		X
Media Interviews, Inquiries and Press Releases	X	X	X
Stakeholder Surveys-Dissemination and Data Compilation	X	X	X
Elected Official Briefings / Participation	X		X
Presentations	X	X	X
1. Cities	X	X	X
2. Business and Civic Organizations	X	X	X
3. County / MPO	X	X	X
4. HOA / Community Meetings	X	X	X
Printed Materials	X	X	X
1. Contractors memo			X
2. Traffic Advisory		X	
3. Frequently Asked Questions	X		
4. Newsletters (e-newsletters)	X		X
5. Brochures	X		X
Creating Strategic Alliances	X		X
Audit of I 595 Express, LLC adherence to PI guidelines		X	X

Appendix B

Project Participants and Stakeholders

Regional

- South Florida Regional Planning Council
- South Florida Regional Transit Authority
- South Florida Regional ITS Coalition
- South East Florida Transportation Council

County

- Broward County Public Works Department
- Broward County Traffic Engineering Division
- Broward County Traffic Management Center (TMC)
- Broward County Parks and Recreation Department
- Broward County Transit
- Broward County Metropolitan Planning Organization
- Broward County Technical Coordinating Committee
- Broward County Community Involvement Roundtable
- Broward County Aviation Department
- Broward County Emergency Management Office
- Broward County Fire Rescue
- Broward County Commissioners (Districts 1-9) (Appendix C lists elected officials)
- Port Everglades

Municipalities

- City of Ft. Lauderdale
- Town of Davie (Appendix C lists elected officials)
- City of Plantation (Appendix C lists elected officials)
- City of Sunrise (Appendix C lists elected officials)
- City of Weston
- City of Dania Beach
- Unincorporated Broward County

Utilities

- Telephone: AT&T Corp., AT&T Florida
- Electric: FPL Distribution, FPL Transmission
- Communications: FPL Fibernet
- ITS Fiber Optic: Broward County Traffic Engineering (ITS), District 4 (ITS), Florida's Turnpike
- Fiber Optics: Level 3, Fiberlight
- Cable: Comcast
- Petroleum: Alligator Alley Pipeline
- Gas: Florida Gas Transmission, TECO Peoples Gas
- Water and Sewer: Broward County OES, City of Sunrise, Town of Davie, Ferncrest Utilities
- Water Management District: Old Plantation Water Control

Permitting Agencies

- Broward County Environmental Protection Department (BCEPD)
- Florida Department of Environmental Protection (FDEP)
- South Florida Water Management District (SFWMD)
- United States Army Corps of Engineers (USACOE)
- Federal Aviation Administration (FAA)
- United States Coast Guard (USCG)
- Central Broward Water Control District (CBWCD)
- Old Plantation Water Control District (OPWCD)
- Plantation Acres Improvement District (PAID)
- Tindall Hammock Irrigation & Soil Conservation District (THISCD)

Homeowners Associations/Communities

- The Southwest Coalition of Homeowners Associations
- Broadview Estates
- Plantation Harbor
- Plantation Acres
- Lakeview Estates
- Isla del Sol
- Plantation Point
- Manaranda Village

- The Trellises
- Davide Isles
- Jacaranda Villas
- Hawks Landing
- Everglades Mobile Home Park
- Arrowhead
- Valencia
- Lauderdale Little Ranches
- Park City Estates
- The Palms
- Paradise Village
- Kings Manor
- New River Cove
- Hacienda Flores

Others

- Freeway Incident Management Team
- I-595 Road Rangers
- Florida Highway Patrol Troop L and Troop K
- Local law enforcement and fire rescue.
- Florida's Turnpike Enterprise
- Commuters
- Roadway Truckers and their associations

Media

- Sun-Sentinel Newspaper
- The Miami Herald Newspaper
- WFOR TV Channel 4
- WTVJ TV Channel 6
- WSVN TC Channel 7
- WPLG TC Channel 10
- Univision TV Channel 23
- WIOD Radio News AM 610

Appendix C

Local Elected/Appointed Officials

Florida Senate

The Honorable Christopher "Chris" Smith
Senator, District 31
1101 NE 40 Court, Suite 1
Oakland Park, FL 33334

The Honorable Eleanor Sobel
Senator, District 33
2600 Hollywood Boulevard
Hollywood, FL 33020

Florida House of Representatives

The Honorable Jared Moskowitz
Representative, District 97

The Honorable Katie Edwards
Representative, District 98

The Honorable Elaine Schwatz
Representative, District 98

Broward County Commission

The Honorable Lois Wexler
Commissioner, District 5
115 South Andrews Avenue, Room 437B
Fort Lauderdale, FL 33301

The Honorable Tim Ryan
Commissioner, District 7
115 South Andrews Avenue, Room 416
Fort Lauderdale, FL 33301

The Honorable Barbara Sharief
Commissioner, District 8
115 South Andrews Avenue, Room 410
Fort Lauderdale, FL 33301

City of Plantation

The Honorable Diane Veltri Bendekovic
Mayor
400 NW 73rd Avenue
Plantation, FL 33317

The Honorable Lynn Stoner
Councilwoman
400 NW 73rd Avenue
Plantation, FL 33317

The Honorable Ron Jacobs
Councilman
400 NW 73rd Avenue
Plantation, FL 33317

The Honorable Peter Tingom
Councilman
400 NW 73rd Avenue
Plantation, FL 33317

The Honorable Robert A. Levy
Councilman
400 NW 73rd Avenue
Plantation, FL 33317

The Honorable Sharon Moody
Councilwoman
400 NW 73rd Avenue
Plantation, FL 33317

City of Sunrise

The Honorable Michael J. Ryan
Mayor
10770 W. Oakland Park Blvd
Sunrise, FL 33351

The Honorable Sheila D. Alu
Assistant Deputy Mayor
10770 W. Oakland Park Blvd
Sunrise, FL 33351

The Honorable Donald K. Rosen
Commissioner
10770 W. Oakland Park Blvd
Sunrise, FL 33351

The Honorable Joseph A. Scutto
Deputy Mayor
10770 W. Oakland Park Blvd
Sunrise, FL 33351

The Honorable Lawrence A. Sofield
Commissioner
10770 W. Oakland Park Blvd
Sunrise, FL 33351

City of Weston

The Honorable Daniel Stermer
Mayor
17200 Royal Palm Blvd.
Weston, FL 33326

The Honorable Toby Feuer
Commissioner, Seat Four
17200 Royal Palm Blvd.
Weston, FL 33326

The Honorable Angel Gomez
Commissioner, Seat One
17200 Royal Palm Blvd.
Weston, FL 33326

The Honorable Thomas Kallman
Commissioner, Seat Two
17200 Royal Palm Blvd.
Weston, FL 33326

The Honorable Jim Norton
Commissioner, Seat Three
17200 Royal Palm Blvd.
Weston, FL 33326

Town of Davie

The Honorable Judy Paul
Mayor
6591 Orange Drive
Davie, FL 33313

The Honorable Bryan Caletka
Councilmember, District 1
6591 Orange Drive
Davie, FL 33313

The Honorable Caryl Hattan
Councilmember, District 2
6591 Orange Drive
Davie, FL 33313

The Honorable Susan Starkey
Councilmember, District 3
6591 Orange Drive
Davie, FL 33313

The Honorable Marlon Luis
Vice Mayor, District 4
6591 Orange Drive
Davie, FL 33313

Appendix D

Development of Weekly Traffic Impact Report

Lane Closure Requests and Approvals

1. Concessionaire team (through the Concessionaire's CEI, HNTB) submits Lane Closure Request form with two week look-ahead to the OCEI PIO no later than Tuesday, 5 p.m.
2. OCEI submits all FTE lane closures for approval via ProjectSolve immediately.
3. OCEI PIO reviews requested lane closures with the OCEI Project Administrators (PAs) to insure:
 - a) closures exist within the restrictions of the contract;
 - b) are not in conflict with other closures throughout the corridor;
 - c) lighted VMS boards have been installed announcing the closure
4. OCEI PIO, OCEI Chief Engineer (CE) and/or FDOT 595 Construction Project Manager review and approve all lane closures by Wednesday, 12 p.m.

Traffic Impact Report Development, Approval, Distribution

1. OCEI PIO creates weekly report and any collateral necessary for upcoming closure.
2. OCEI PIO submits press release to District Four Public Information Director for Approval by Wednesday, 12 p.m., and copy PIC, CE and FDOT project website construction page web master.
3. OCEI PIO releases Report to media on Thursday afternoon.



I-595 Express Customer Satisfaction Survey

Thank you for taking the time to share your opinions about the current construction on I-595. The purpose of this survey is to gather information about how we can improve and/or enhance our services to you as our customers throughout the I-595 Corridor. Please circle the number that best describes your opinion of the statements below, with 5 representing Strong Agreement and 1 representing Strong Disagreement. All feedback is completely confidential.

I. Public Information	Strongly		No		Strongly	Not
	Disagree	Disagree	Opinion	Agree	Agree	Applicable
1) Information and updates about the I-595 project are readily available. Where do you find out about the project?	1	2	3	4	5	N/A
	News	Email	Flyers	Website	Word of Mouth	
2) The information I received was easy to understand and accurate.	1	2	3	4	5	N/A
3) If I had a question about the project, I know who to ask and how to contact him/her.	1	2	3	4	5	N/A
4) When contacted, I-595 staff answered my questions in a timely, courteous manner.	1	2	3	4	5	N/A
5) Lane and ramp closure information is easy to find. Where do you find out about lane/ramp closures?	1	2	3	4	5	N/A
	News	Email	Flyers	Website	Word of Mouth	

II. During Construction	Strongly		No		Strongly	Not
	Disagree	Disagree	Opinion	Agree	Agree	Applicable
1) Lane lines are clearly marked in construction zones.	1	2	3	4	5	N/A
2) There is a noticeable difference in the duration of my commute since construction began. If you agreed, where can we improve? _____	1	2	3	4	5	N/A
3) People could walk or bicycle safely along the frontage roads during construction. If you disagreed, where can we improve? _____	1	2	3	4	5	N/A
4) Roads in the construction zone are reasonably free of debris. If you disagreed, where can we improve? _____	1	2	3	4	5	N/A
5) Access to my property is adequately marked and visible. If you disagreed, where can we improve? _____	1	2	3	4	5	N/A
6) Dust from the project is reasonably controlled. If you disagreed, where can we improve? _____	1	2	3	4	5	N/A
7) Overall, how would you rate the progress of construction ?	Below Average		Average		Above Average	

III. Demographic Information						
1) Do you live along the I-595 Corridor?				YES		NO
2) Do you work along the I-595 Corridor?				YES		NO
3) Do you commute through the I-595 Corridor?				YES		NO
4) On average, how many days per week do you travel within the I-595 Corridor each week?			0-3	3-5	5-7	
5) On average, what time of day do you travel within the I-595 Corridor?	_____					

Thank you for your responses. You may leave additional comments on the back.

