

Outsource of Utility Coordination: State Perspective

**North Carolina Department of
Transportation:**

**Lessons learned after three years of
utility coordination outsourcing**

2012 AASHTO Subcommittee on Right of Way and Utilities Conference

Marriott Waterfront Hotel – Portland, Oregon
April 29 to May 3, 2012



Where Tradition and Transformation Converge

AASHTO

Why Outsource

- **Lack of staff to handle workload**
- **Inexperience staff to handle major projects**
- **Tight schedules**
- **Need someone to devote 100% of time to a specific alternative driven projects such as design build, turnpike, public private partnership or political driven projects**

2012 AASHTO Subcommittee on Right of Way and Utilities Conference

Marriott Waterfront Hotel – Portland, Oregon
April 29 to May 3, 2012



Where Tradition and Transformation Converge

AASHTO

Define a clear scope of work

- Who
- What
- When
- Where
- How



2012 AASHTO Subcommittee on Right of Way and Utilities Conference

Marriott Waterfront Hotel – Portland, Oregon
April 29 to May 3, 2012



Where Tradition and Transformation Converge

AASHTO

Project Manager

- **Dedicate one or more employees to handle your outsource program**
- **CCC = C**



2012 AASHTO Subcommittee on Right of Way and Utilities Conference

Marriott Waterfront Hotel – Portland, Oregon
April 29 to May 3, 2012



Where Tradition and Transformation Converge

AASHTO

Training

- **Be prepared to train firms on your internal processes**



2012 AASHTO Subcommittee on Right of Way and Utilities Conference

Marriott Waterfront Hotel – Portland, Oregon
April 29 to May 3, 2012



Where Tradition and Transformation Converge

AASHTO

Prequalify Firms

- All firms seem to believe they are qualified to perform utility coordination



2012 AASHTO Subcommittee on Right of Way and Utilities Conference

Marriott Waterfront Hotel – Portland, Oregon
April 29 to May 3, 2012



Where Tradition and Transformation Converge

AASHTO

Negotiating Man-hours & Cost

- **This can be a challenge for both parties**



2012 AASHTO Subcommittee on Right of Way and Utilities Conference

Marriott Waterfront Hotel – Portland, Oregon
April 29 to May 3, 2012



Where Tradition and Transformation Converge

AASHTO

Consultant Monthly Reports

- **What do you want to see in a monthly report?**



2012 AASHTO Subcommittee on Right of Way and Utilities Conference

Marriott Waterfront Hotel – Portland, Oregon
April 29 to May 3, 2012



Where Tradition and Transformation Converge

AASHTO

Final Evaluation Performance Report for Consultant

- **Grade consultants performance**



2012 AASHTO Subcommittee on Right of Way and Utilities Conference

Marriott Waterfront Hotel – Portland, Oregon
April 29 to May 3, 2012



Where Tradition and Transformation Converge

AASHTO

Questions

- If I can't answer your question.....
- “I’ll get you an answer”



2012 AASHTO Subcommittee on Right of Way and Utilities Conference

Marriott Waterfront Hotel – Portland, Oregon
April 29 to May 3, 2012



Where Tradition and Transformation Converge

AASHTO

PowerPoint Pictures

- I like to give thanks to the Redneck Engineers Society for providing the pictures as seen in this slide presentation.
- Contact Information: Robert Memory – NCDOT
(919) 707-7190 or rmemory@ncdot.gov

2012 AASHTO Subcommittee on Right of Way and Utilities Conference

Marriott Waterfront Hotel – Portland, Oregon
April 29 to May 3, 2012



Where Tradition and Transformation Converge AASHTO