OF TRANSPORTATION REGION ONE CUSTOMER SERVICE GUIDE







Table of Contents

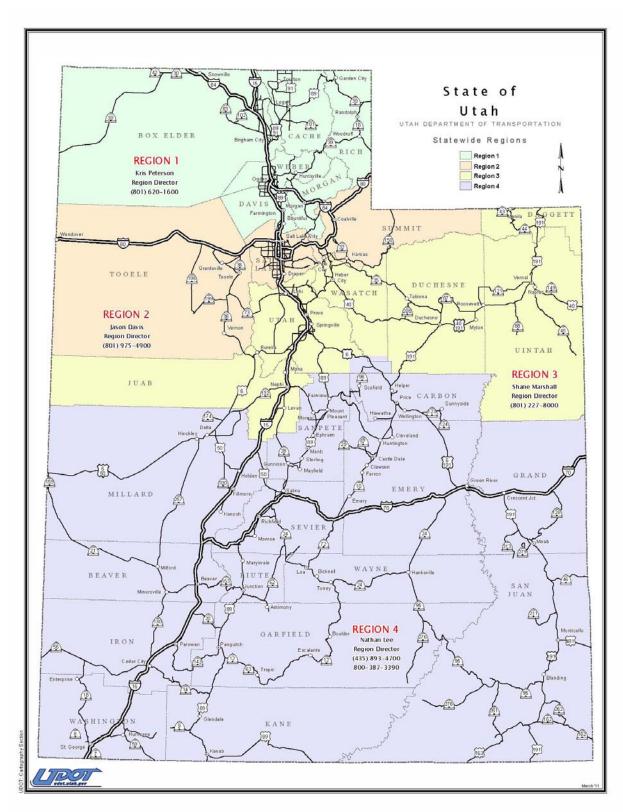
- I. Introduction
- II. Organization (Who are we?)
- III. Functions (What do we do?)
- IV. Process (How do we do it?)



UDOT MISSION STATEMENT

Quality Transportation Today Better Transportation Tomorrow

UTAH DEPARTMENT OF TRANSPORTATION REGIONAL BOUNDARIES



I. INTRODUCTION

Purpose of this Document

This document has been created to help our customers better understand the organization of Region One, Utah Department of Transportation (UDOT), and how it can serve local governments and the public. It has been prepared to be user-friendly so anyone can easily locate assistance and obtain answers to transportation-related questions.

What is Region One?

Region One covers the northern part of the state, including the following counties: Box Elder, Cache, Davis, Morgan, Rich, and Weber. Region One Headquarters is located in Ogden, Utah at 166 West Southwell Street. Approximately 220 full-time employees work in the Region, and we manage close to 942 centerline miles and 2655 lane miles of State roadways. Region One includes two national forests, one national historic site, seven State parks and three State highways designated as "Scenic Byways."

Our responsibility is to construct and maintain State roadways in the safest, most efficient manner possible. Our highways are one of the most valued public assets. They provide for the movement of people, goods and services and benefit the local populace as well as visitors to our State. Everything we do centers on UDOT's Four Strategic Goals: Preserve Infrastructure, Optimize Mobility, Improve Safety and Strengthen The Economy. Our customers - the cities, counties and all road users - are important to UDOT and are encouraged to provide feedback and work with us to provide the best roads possible.

Region One Vision Statement

Region One Exceeds Customer Expectations

II. ORGANIZATION (WHO ARE WE?)

Overview

Region One is organized into the following major divisions: Project Management, Preconstruction, Public Involvement, Materials, Traffic Operations, Maintenance and Construction Operations, and Administrative Services.

For assistance in locating appropriate personnel, please contact:

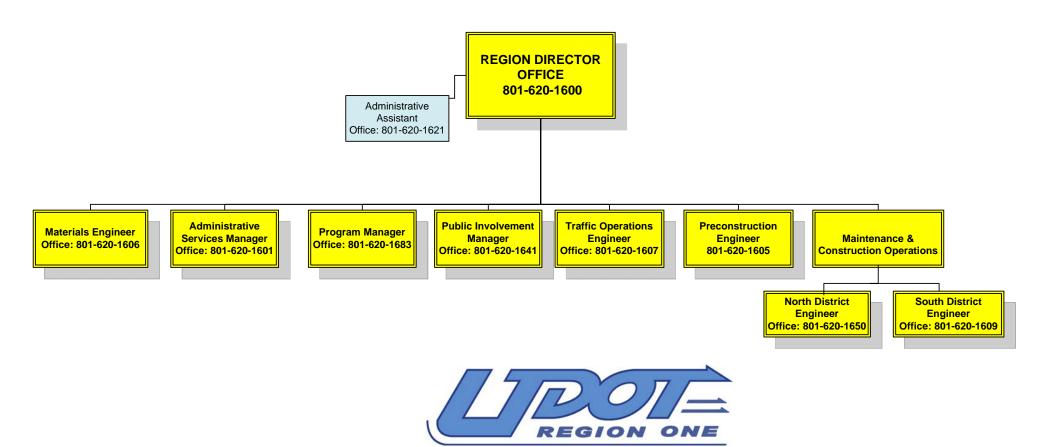
Region One Receptionist......at 801-620-1600

Description:

The UDOT website is an excellent source of transportation information. It can be accessed online at www.udot.utah.gov. Online resources include information on current road conditions construction projects, roadway studies, transportation planning and various UDOT programs.

The Region One organization chart is located on the next page.

Region One Organization As of March 14, 2012



III. FUNCTIONS (WHAT DO WE DO?)

Overview

This section provides a brief overview of organizational functions.

Region Director

The Region Director provides leadership to preserve and improve the transportation infrastructure with a focus on the Four UDOT Strategic Goals: Preserve Infrastructure, Optimize Mobility, Improve Safety and Strengthen The Economy.

Region Director......801-620-1600

Project Management

Project Management is comprised of the Program Manager and Project Managers who are responsible for scope, schedule, budget and quality for assigned projects during concept development, design, construction and the first year of Maintenance Operations. Each is assigned multiple projects and works with stakeholders of those projects to achieve success.

Region One Program Manager.....801-620-1683

Preconstruction

Public Involvement

The mission of the Public Involvement Manager (PIM) is to help the Department involve the public more effectively in the transportation decision-making process. The PIM is responsible for providing pertinent, current project information to the news media, and to the general public via use of social media, the internet, and through local governments.

Additionally, the PIM works with a variety of government interests to ensure questions and concerns from them and the public are answered promptly and accurately. When environmental studies and construction projects are scheduled, the PIM also works with project management to ensure that competent public involvement consultants are retained to manage project information on a local level. The PIM then works closely with these consultants to organize and carry out a variety of public meetings and other public information processes.

Public Information/Involvement Manager.....801-620-1641

Materials

The Materials Division is responsible for asphalt and concrete mix design evaluation, project materials specifications, materials testing, field laboratory support, materials engineering support for Resident Engineers, independent assurance evaluations, and nuclear radiation safety.

The Materials Division includes the Region's pavement management function. The Pavement Manager monitors and evaluates roadway pavement conditions, provides and evaluates pavement designs, and makes recommendations for improvements and preservation of our pavements.

Materials Engineer......801-620-1606

Obtaining, Testing and Certifying Materials for Use on Highways

Representative samples are obtained from materials to be incorporated into highway construction and rehabilitation projects. These samples are then tested by certified technicians and equipment according to standard test procedures.

Test results are then compared to UDOT materials specifications. If the materials meet specifications, they are accepted and incorporated into the roadway. Otherwise, they are rejected or purchased at a reduced rate. When the highway project is complete, test reports for all project materials are reviewed and certified. This process helps to ensure the quality of our highway system.

Operations

Construction

Construction includes the project engineering and inspection of roadway/bridge construction, construction contract reviews, etc.

Construction is responsible for the administration and oversight of work contracted to private construction firms. This includes engineering, inspection, materials testing, certification of quantities, preparation of estimates and dispute settlement. This division ensures that all work performed by these firms meets UDOT standards and also provides engineering support to deal with unforeseen problems and changed conditions on UDOT projects.

Maintenance

The Maintenance Division is responsible for snow removal and the maintenance of roads, shoulders, signing, pavement markings, interstate lighting and signals, and safety / loss control. The District Engineers are responsible for the general oversight of the Construction and Maintenance within the Operations Division. They have some contact with local governments, highway users, property owners and other agencies and participates in the Region Safety Committee and some Region design and construction functions. Following is a breakdown of the areas they supervise:

South District Engineer

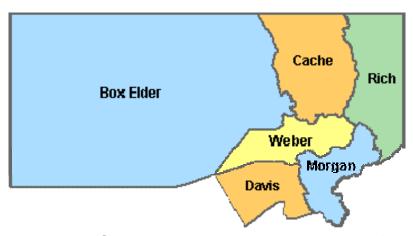
The South District Engineer is responsible for Davis, Morgan and Weber Counties.

Office Telephone......801-620-1609

North District Engineer

The North District Engineer is responsible for Box Elder, Cache and Rich Counties.

Office Telephone...... 801-620-1650



Maintenance Area Supervisors are responsible for all UDOT Operation's activities within their respective areas. They are the first line of contact for local governments and the general public regarding maintenance transportation issues.

Each Maintenance Station, under the direction of the station supervisor, has a crew whose main goal is to maintain and preserve the State and federal highway infrastructure. Some of their tasks include clearing snow, lane leveling, crack sealing, applying seal coats, maintaining shoulders and drainage, roadway damage repair, landslide and flood damage repair and installation, and repair of signs and delineator posts. They are also responsible for coordinating the Adopt-A-Highway Program in their respective areas. Maps of Region One Maintenance Station areas are available online at www.udot.utah.gov under lnside UDOT/Operations/Maintenance/Station Maps/Region One.

Region One Safety Management

Safety and Risk Management is responsible for keeping the public, UDOT construction and maintenance crews, and contractors safe within project work zones through on-site safety inspections. The group is responsible for tracking claims filed against the Department both from the public and from worker's compensation incidents. Additionally, this group responds to crashes involving hazardous materials and/or fatalities. Timely responses to these incidents helps protect the Department's interests and identifies safety issues with the Region's transportation system claims against the Department.

Filing a Damage Claim

To file a damage claim, contact the Region Safety and Risk Control Coordinator in Region One. The coordinator can explain the process to file a claim.

Safety and Risk Control Coordinator 801-620-1603

Traffic and Operations

The Traffic Operations Division is responsible for providing a state roadway system in Region One that is safe and efficient. This is accomplished by addressing traffic and safety issues, maintaining traffic signals and lighting, responsibly permitting access to state roadways and responding to traffic incidents.

| Region One Traffic Operations Engineer | 801-620-1607 |
|----------------------------------------|--------------|
| Region One Traffic Engineer | 801-620-1622 |
| Region One Traffic Signals Engineer | 801-620-1673 |

Traffic Engineering

The Traffic Engineering group oversees the Safety Spot Improvement Program, traffic control signing, and signal maintenance for Region One, as well as providing support to Preconstruction and Construction regarding the Department's traffic and safety standards. Also, this division provides guidance and administers standards for school zone safety.

Incident Management Team (IMT) provides both routine courtesy service patrol and emergency response to incidents on freeways, which includes crashes, stalled vehicles, load spills, road debris and abandoned vehicles. Assistance in these areas maximizes the ability of the highway to function at its best.

Road Conditions

Statewide year-round road conditions can be found two ways: Phone: 24-hour automated road condition information can be accessed using any Utah-based phone by simply dialing 511. Outside Utah, you can access the same information by dialing toll-free 866-511-UTAH (8824).

Online: traffic information is available by clicking on the "Traffic" Tab on the UDOT website. It is maintained 24-hours a day, 7 days a week by operators in the UDOT Traffic Operations Center (TOC). They continually monitor statewide traffic and weather conditions and post the information. For up to the minute traffic information statewide, download the "UDOT Traffic App" for your Android or iphone, "Smart phones."

Know Where Know (KWKW) can be accessed by selecting the "Construction" tab on the UDOT website. Once selected, all of the KWKW information will be available for major construction issues statewide.

Permits

The Permits Division works with access issues, utility permits, billboards, encroachment on to UDOT right of way, and special events. The work they perform directly affects the safety and capacity of our roadway system. The Permits Office is responsible for issuing permits for any work done inside the UDOT right of way. Permits must be issued for changes in access, hydraulics, utilities, road closures, community and outdoor advertising, landscaping/vegetation, oversize loads, and building moving.

Region One Permits Office.....801-620-1639

Obtaining an Encroachment Permit

All agencies or individuals working within the State right-of-way must first obtain an encroachment permit and should contact the Region Permits Office. A variable fee is required based on the nature of the application. Permit applications and information are available online at the UDOT Home Page.

- www.udot.utah.gov
- Doing Business
- UDOT Permits
- Apply Online
- The customer has to create a user name and password
- Fill out the permit application.
- a) Encroachment
- b) Special Event
- c) Storm Drain
- d) Film
- e) Manhole Access

Requesting Safety Related Studies

When requesting a safety study for concerns regarding signals, street lighting, additional signing, speed limit changes and school zone traffic control, the municipality will coordinate with the Utah Department of Transportation to address these concerns.

Administrative Services

Administrative Services is responsible for accounting, facilities management and office support. It is the business side of Region Operations. The administrative team provides fiscal support services to all Region One divisions.

The major functions include budget requests and approvals, budget monitoring, technical accounting, Region payrolls, travel subsistence, motor pool management, management of accounts payable / receivable and ensuring the proper operation of warehouses and their inventories. The administrative team also provides procurement authority for all supplies.

The overall purpose of this division is to provide timely and accurate support to all Region employees and external customers. The administrative team helps direct the public to the appropriate personnel to respond to questions and concerns.

Administrative Services Manager......801-620-1601

IV. PROCESSES (HOW DO WE DO IT?)

Overview

This section summarizes the key processes we follow to complete specific functions.

Developing a Highway Improvement Program

The UDOT has implemented a transportation decision-making initiative called Context Sensitive Solutions. It involves early and continuous public/stakeholder involvement. The concept blends the purpose, need, and safety requirements of projects with sensitivity to scenic, aesthetic, historical, environmental, and other community values.

Each year, UDOT Region One representatives meet with local citizens and city and county officials to determine roadway needs. Road projects with the greatest need are forwarded to the Region office in Ogden for review by the Region Roadway Management Team. The Roadway Management Team consists of the Region Director, Preconstruction Engineer, Pavement Management Engineer, Traffic Operations Engineer, Materials Engineer, Public Involvement Manager, Region One District Engineers, Area Supervisors, Roadway Design Engineer, Support Services Engineer and the Program Manager. This team recommends projects which provide the greatest value to the public. These recommended projects are presented to the State Transportation Commission for approval. Approval is based upon State needs and available funding. There are several categories for highway funding: interstate maintenance, national highways, enhancement projects, signal installation, safety projects and State construction.

Roadway Projects

Roadway projects are primarily funded by federal and State motor fuel taxes, licenses and registration fees. Region One receives some federal highway funds through the Metropolitan Planning Organizations (MPO's), which are responsible for the preparation and approval of transportation improvements for their respective urban areas. Region One utilizes two of these MPO's: the Wasatch Front Regional Council (WFRC) for the Ogden to Salt Lake urbanized areas and the Cache Metropolitan Planning Organization (CMPO) for the Logan urbanized area.

Region One submits its recommendations to the UDOT Program Office, and these projects are then compiled with the recommendations from the other UDOT regions. Again, these projects are ranked Statewide according to need and funding. The final selections are reviewed and approved by the State Transportation Commission and are then submitted to the Federal Highway Administration (FHWA) for final review and approval.

The final document is known as the Statewide Transportation Improvement Plan (STIP). The STIP provides funding for projects to be designed and constructed within the next three years. Highways in need of improvements that have not been included in the STIP are then placed on a list known as the unfunded needs list. Items on this list are eligible to be considered for advancement into the STIP in subsequent years.

A current STIP list is available on the UDOT home page at www.udot.utah.gov under Inside UDOT/ UDOT Mission, Objectives, and Funding/Statewide Transportation Improvement Program.

Local Government Assistance

Long-Range Planning

The UDOT Planning Division is responsible for determination of Statewide long-range transportation needs, planning transportation systems with consideration to financial resources, developing strategies to preserve our transportation systems, and in cooperation with our many external and internal customers, helping to prioritize and program improvement projects. The Planning Division continually monitors products and customer satisfaction to improve operations. It works together on common issues through effective communication and extensive public involvement. Its customers include UDOT Divisions, Regions and Districts, public and private agencies, individuals, local governments, transit agencies Metropolitan Planning Organizations (MPO's), and many special interest groups. The Planning Division is divided into several specialty areas that encompass:

- ➤ The Long-Range Plan, including public involvement, bicycle/pedestrian and railroad and freight planning
- Transportation Master Plans (MPO) conducted for rural communities and significant corridors
- > Interagency Statewide coordination, specifically with MPO's
- > Traffic modeling and special studies

- Air Quality Consultation with MPO's and Department of Air Quality
- TravelWise a program to develop strategies that encourage Utahans to use alternatives to driving alone
- uPlan a Geographic Information Systems tool that assists in the decision support and information display

For additional information, contact:

UDOT Planning Division...... 801-243-4971

Designing a Project

The Region One Preconstruction Division is responsible for designing projects on the State Highway System in Northern Utah. Projects that have been approved and are listed in the STIP are then eligible to be designed and advertised for construction.

Project design has many facets. Surveys are taken of the project area and environmental and archaeological studies are completed. Traffic data is considered and right-of-way, utility and safety issues must be resolved. Potential roadway alignments are investigated before plans and specifications are written and applied.

The amount of time required to design a project varies from six months to three years depending on the project complexity. Region One employs an extensive public involvement process to assure projects are consistent with local and regional values and needs within the project funding limits.

