



# Public Works Department Project Communication Plan

[Project Name]

[Project Number]

[Project Priority]

Last Updated: 10/20/2014

## Planning Stakeholder Input

[Communication with project stakeholders is critical. Identifying public project stakeholders takes place during preparation of the Project Charter and should be periodically revisited throughout the project. The Project Communication Plan identifies the communication process among the project team as well as public project stakeholders.]

In preparing the project event and document communication tables below as well as performing the planning of individual communication events, the project team should always account for the following ten considerations:

1. Event – Identify the events or occasions that will be planned/held to receive stakeholder input
2. People – Identify the individuals who will be considered stakeholders and invited to offer feedback
3. Need – Identify the level of need for stakeholder input – is it just internal City Commissions, Boards, Committees, Council, etc. or should it include other public groups? Are there other individual stakeholders such as regulatory officials or critically impacted property owners and/or businesses?
4. Information – Identify the information that will need to be communicated for stakeholders
5. Format – Identify how information will be communicated (e.g., presentations, mailings, meeting, etc.), the arrangement of meeting spaces (audience, round-table, etc.), and event accessories (food, soda, audio/visual, etc.)
6. Dates/Frequency – Identify the dates and/or frequency with which communication will take place

7. Notice – Identify how notice will be given to stakeholders (i.e., how the word will be spread)
8. Feedback – Identify how stakeholder feedback will be received and collected
9. Summary – Identify who will be responsible for summarizing stakeholder input and how they are to summarize it
10. Sharing – Identify who will receive stakeholder input summaries and how they will receive it

Each stakeholder event should be planned individually with event planning sheet at the end of the Communication Plan. Completed planning sheets should be attached to the Communication Plan for reference.

### Project Events Communication

[Use the Project Events Communication Table to identify the communication events needed for the project, the members participating in the events, the format of the event as well as the information to be prepared, the schedule and/or frequency of the event (e.g. after preliminary plans, monthly, etc.).]

#### Project Events Communication Table

Event	Members	Event Format and Critical Information	Schedule / Frequency
Initiation/Planning Stakeholder Input*			
Kick-Off Meeting			
Risk and Issue Alerts (add necessary “clients” to PM.com)			
Project Progress Updates			
Public Meeting(s)*			
Specialized Stakeholder Meeting(s)*			
Construction Start/ Traffic Notice			
Construction Progress Updates			
Construction Emergency Notice			
Official Ceremonies (Ground Breaking, Ribbon Cutting, etc.)*			

\* Separate sheets must be attached describing the details and responsible parties for planning this event.

## Project Documents Communication

[Use the Project Documents Communication Table to identify the communication documents needed for your project, the recipients of the documents, the persons responsible for creating and updating the documents, and the method of distribution for the documents.]

**Project Documents Communication Table**

Document	Recipients	Responsible Party	Distribution Method
Project Charter			
Project Progress/Status Reports			
Public Meeting Minutes			
Stakeholder Input Summaries			
Plans and Documents			
Parcel Acquisition Status Reports			
Traffic Impact Notices			Ward Updates
Notice to Proceed			
Construction Progress/Status Reports			
Substantial Completion Letter			

## Change Management Process

### Change management process steps

[Describe the process the project team will follow to document and approve changes to the project at various phases.]

Planning:

Design:

Right-of-Way:

Utility Coordination:

Construction:

**Communication Planning Sheet for [EVENT NAME]**  
[Reference and/or copy this sheet to plan individual events]

Item	Description	Responsible Party
Event		
People (Stakeholders)		
Level of Need		
Information		
Format		
Dates/Frequency		
Notice		
Feedback		
Summary		
Response Sharing		