



PID Conflict Management Plan

This process supplements the Memorandum of Understanding (MOU) for project delivery between Caltrans District XX and (Local Agency) concerning projects on State Highways. This document, developed jointly by Caltrans and (Local Agency), is intended to provide a framework for resolving conflicts between the parties, should they arise and an impasse has occurred between the parties.

Principles

Caltrans and (Local Agency) share the following principals in the resolution of conflicts:

1. The efficient delivery of effective, appropriate projects is the primary goal of both parties under this MOU.
2. The parties will focus on their common goals rather than differences.
3. Win/win solutions to conflicts should be sought.
4. Differences of opinion are okay.
5. Timely, open honest communication is the key to avoiding and resolving conflicts.
6. Decisions should be made and conflicts should be resolved at the lowest possible level.

Decision Process

The attached “Conflict Resolution Plan” matrix is to be followed to identify the process by which unresolved issues may be elevated to a higher decision authority.

Level	Local Agency Participant	Caltrans participant for single-project issues	Caltrans Participant for Program-wide issues
1. Decision timeframe 1-15 days	Program Manager	Project Manager	Dist. Div. Chief for Program/Proj. Mgmt.
2. Decision timeframe 16-30 days	Executive Director	Dist. Div. Chief for Program/Proj. Mgmt.	District Director
3. Decision timeframe 31-90 days	Agency Board	District Director	District Director

If the 90-day limit is reached, the local agency may submit a written request for further review by Caltrans to the District Director. The request must describe the position of the local agency on the issue. The District Director will forward the agency’s request to the Caltrans Division Chiefs for Transportation Programming and Project Management. In addition, the District Director will provide a report describing the steps taken to attempt to resolve the issue. This report should provide an issue overview, a discussion of the items that are in dispute with references to sections in policy manuals and memos that support the District’s position, and a District recommendation on the issue.

A meeting may be convened, by either the Caltrans Program Manager for Transportation Programming or the Program Manager for Project Management to consider the issue, and include local agency and District representatives. If a solution is reached that is agreeable to both parties, the agency and the District will work to implement the solution. If the agreement is not achieved, the issue may be addressed to the California Transportation Commission for consideration. All decisions and agreements should be documented fully and a copy should be kept in the PM project files.