



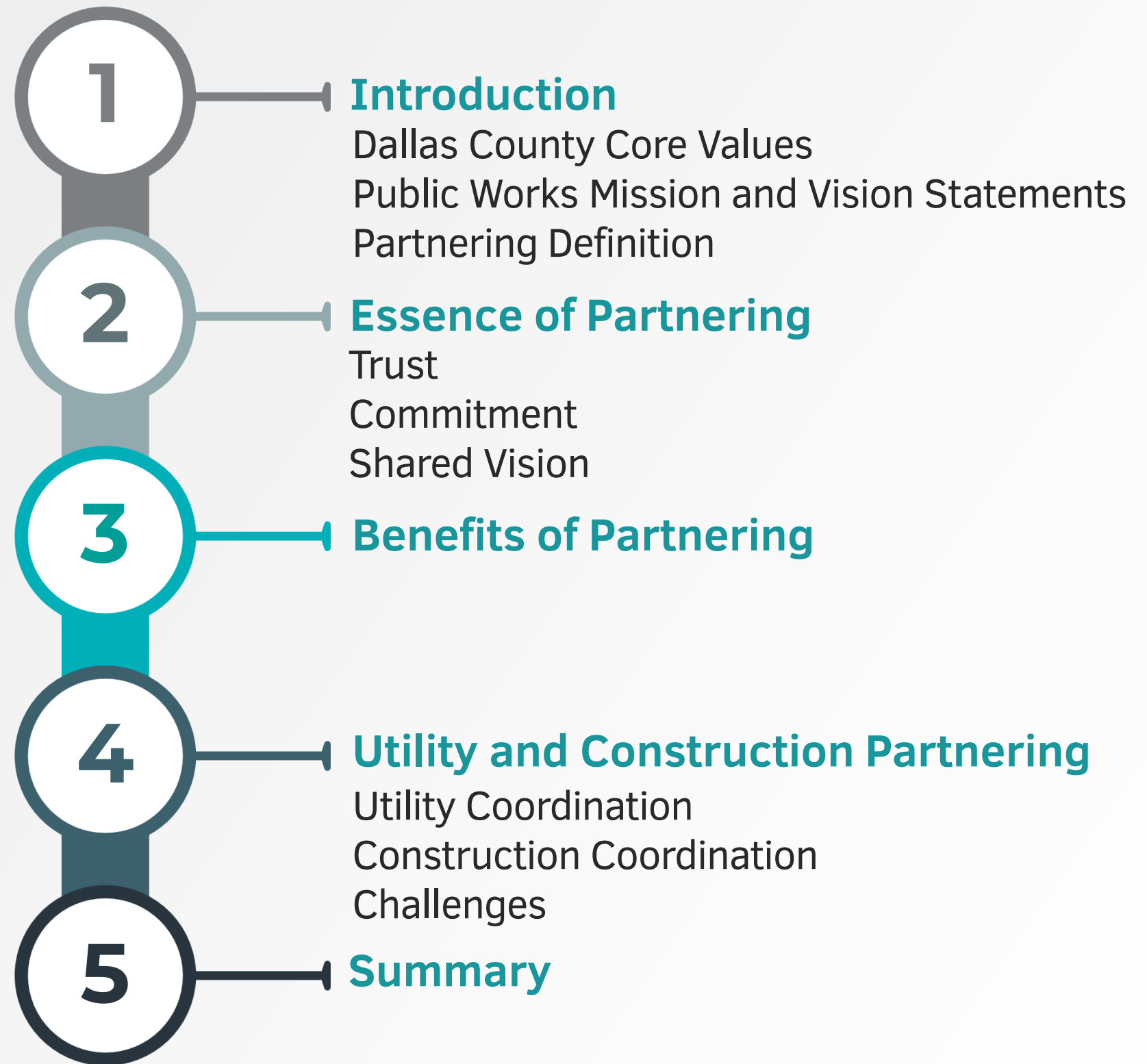
# For the *Love* of Partnering

**Building Partnerships through  
Trust, Commitment and  
Shared Vision**

*9th February, 2024*



# Agenda



# The Team



Cecelia  
Rutherford



Elizabeth  
Pèrez



Paul  
Cooper



Ray  
Banks





# Dallas County Core Values Defined



Professionalism: Displaying ethical and productive teamwork, holding ourselves accountable to the highest standards our community expects and deserves.

Customer Focus: Providing a positive customer experience by addressing their needs with competence, effective communication, and respect.

Diversity & Inclusion: Fostering an environment that embraces our differences and honors our shared humanity, modeling an organization that reflects the diverse community we serve.



# Public Works Department Mission Statement

*Our mission is to improve the quality of life of our customers by effectively planning, developing, implementing and administering approved regional public works transportation projects.*

## Public Works Department Vision Statement

- *A recognized leader in regional transportation planning and coordination*
- *An effective agent and valued partner of high value-added regional transportation projects*
- *A vital part of Dallas County government*
- *A value based organization demonstrating extraordinary caring*

*Partnering is voluntarily  
setting up working  
relationships that assure  
an environment that  
facilitates a “team”  
approach to conducting  
business and solving  
problems.*





# The Essence of Partnering



## Trust

Firm belief in the reliability, truth, ability, or strength of someone or something

*“relations have to be built on trust”*

## Commitment

The state or quality of being dedicated to a cause, activity, etc.

*“formal commitments establish a clear relationship”*

## Shared Vision

A common mental model of the future state.

*“inspiring a shared vision is all about helping people see the bigger picture and understanding why their work matters”*

# Trust

Grows with time

Respect

Transparency

Communication



## CONSISTENCY

Vital for building and keeping trust



## HONESTY

Foundation of any successful partnership



## RELIABLE/RESPECTED/ RESPONSIVE

Dallas County Public Works values are centered on being Reliable, Respected, and Responsive in all of our relationships





# Commitment



*When you make a commitment you build hope.*

*When you keep it, you build trust!*

*Stephen M.R. Covey*

## **DEFINE COMMUNICATION NETWORK**

One of the first steps to manage partnership communication is to set clear expectations.

## **AGREEMENTS**

Setting expectations from the beginning is key

## **MUTUAL ACCOUNTABILITY**

There should be a discussion up front about where the accountability for results falls.



# Shared Vision

Flexible  
Communication  
Significant Purpose  
Clear Values

Picture the Future  
Plan for Involvement  
Personal Commitments  
Strategies to Move Forward



## VISION

Ability to think about or plan the future with imagination or wisdom.

## GOAL SETTING

One way things will stay on track is if both parties have a shared goal.

## LEGACY

Represents your body of work at each stage of your career as you establish foundational building blocks.



# Partnering does not:



*Change any of the contractual requirements*



*Assure the job will have no “tough challenges”*



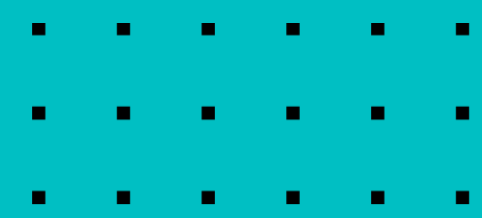
*Mean that one party can “roll over” the other*



*Assure a profitable job*



*Mean we can achieve success without a lot of hard work*



Improve team problem solving and mutual respect

Assure open communications and prompt issue resolution

### Benefits of Effectively Partnering

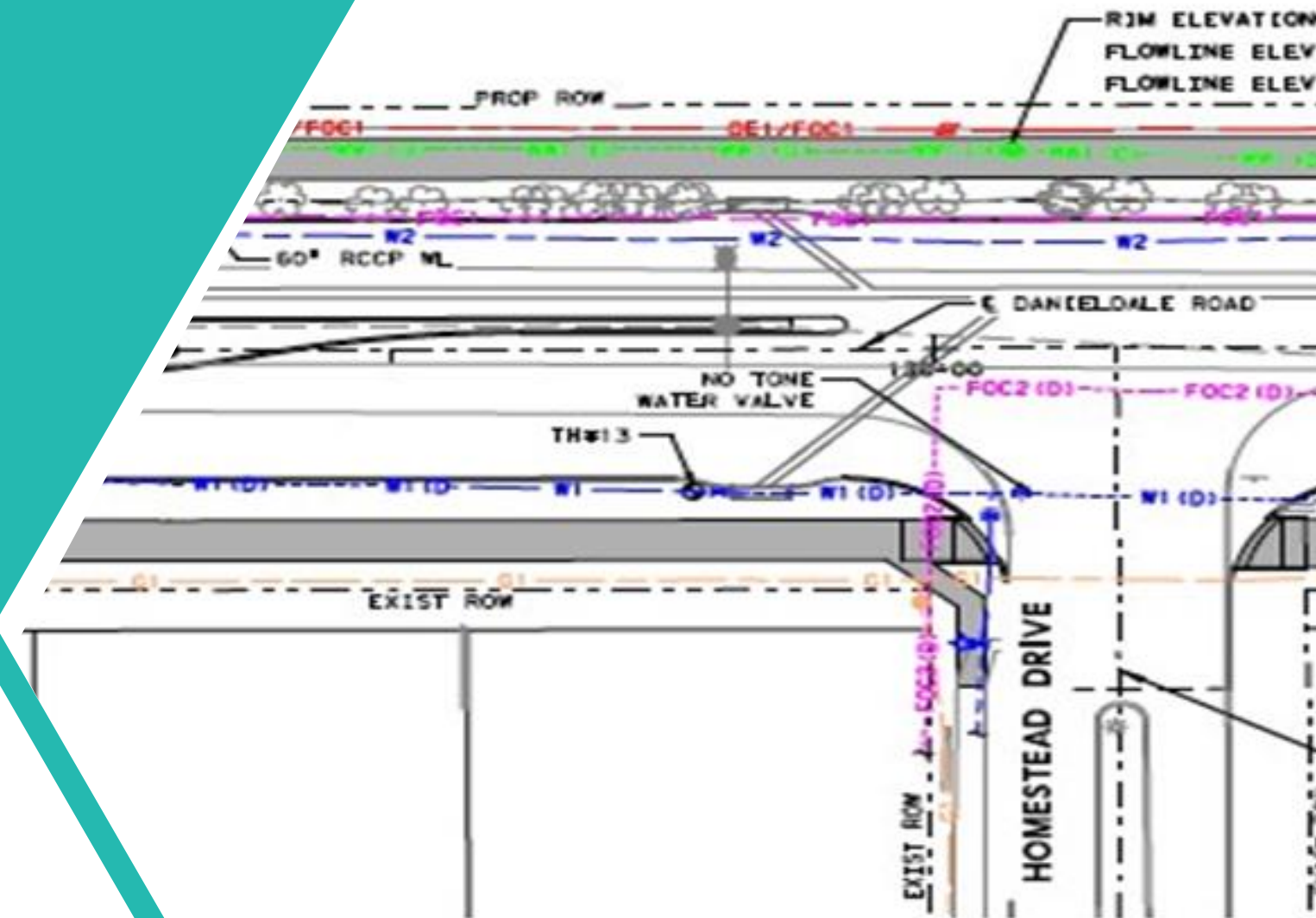
Provide job satisfaction and pride in accomplishment

Help avoid wasting time in letter writing and other adversarial pursuits

# UTILITY COORDINATION AT DALLAS COUNTY

Utility Goals - Zero Relocations of Relocations (0RR)

The Utility Coordination Team's responsibilities include locating potential utility conflicts within projects and partnering with our city and utility partners as to not delay the letting or critical path during construction.



## LEGEND

WASTEWATER	---	---	CITY OF
WASTEWATER	---	---	CITY OF
PIPELINE	---	---	ATMOS
PIPELINE	---	---	ATMOS
GAS	---	---	ATMOS
GAS	---	---	ATMOS

QUALITY LEVEL "D": INFORMATION DERIVED FROM RECORDS AND/OR ORAL RECOLLECTIONS,  
QUALITY LEVEL "C": INFORMATION OBTAINED BY PLOTTING VISIBLE ABOVE-GROUND UTILITY FEATURES PROFESSIONAL JUDGMENT IN CORRELATING THIS INFO QUALITY LEVEL D INFORMATION.  
QUALITY LEVEL "B": [NFORMATION OBTAINED THROUGH APPLICATION OF APPROPRIATE SURFACE GEOPHYSICAL METHODS TO DETERMINE THE EXISTENCE AND APPROXIMATE HORIZONTAL LOCATION OF SUBSURFACE UTILITIES (AKA DESIGNATING).  
QUALITY LEVEL "A": PRECISE HORIZONTAL AND VERTICAL LOCATIONS OF SUBSURFACE UTILITIES, USUALLY OBTAINED BY THE ACTUAL EXPOSURE AND RECORDING OF SUBSURFACE UTILITIES, USUALLY AKA LOCATING).

# Challenges to Partnering



Stakeholders and Departments may operate in silos and may not communicate on all aspects of a project

Make sure relocations account for future developments to only relocate once

City may issue permits for new utilities in project limits without consideration of the new project elements

Right-of-Way constraints may restrict relocations within the project

# UTILITY PARTNERING

Utility team internally reviews all projects for utility conflicts. Issues are tracked and shared in a weekly meeting.

Utility team communicates upcoming and active projects in Month Utility Partnering Meetings

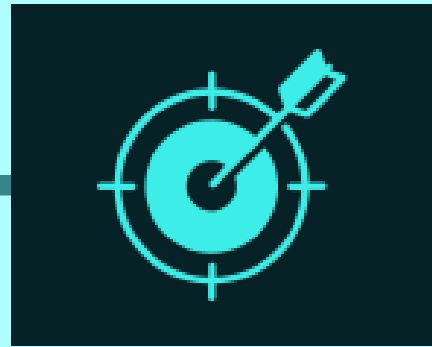
Utility team coordinates field meetings with utility companies and city staff on an as needed basis to address relocation strategies

Utility team performs field verifications of utility relocations before construction begins and during construction

## PARTNERS:

- 1) UTILITY COORDINATION TEAM (INCLUDING DESIGNERS)
- 2) UTILITY REPRESENTATIVES
- 3) DESIGN CONSULTANTS
- 4) CITY STAFF

# Construction Partnering



## Project Goals

Define goals for each person working on the project



## Mission Statement

Develop mission statement:

- 1) What is the project
- 2) Who is doing it
- 3) How do you want to get it done
- 4) The ultimate goal



## Resolving Issues

Discuss the process

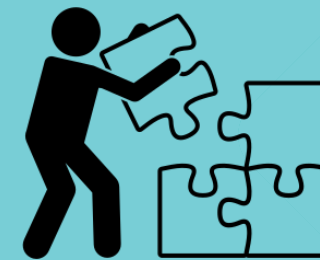


# PARTNERING WORKSHOP



Descriptions of a Successful Project

Expected Benefits of Partnering

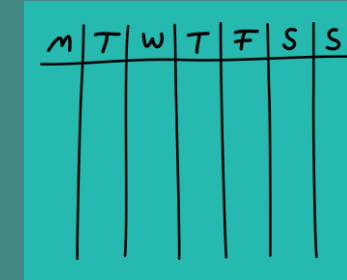


Sensitive Issues & Potential Opportunities

Introspection of Organizational Culture



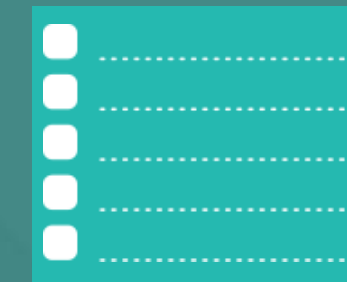
# CHALLENGES TO PARTNERING



Schedule of Work



Change Orders



RFIs



Quality Control

# Summary



Partnering



Elements of Successful Partnering



Communication





**Thank You**  
For Your Attention

