

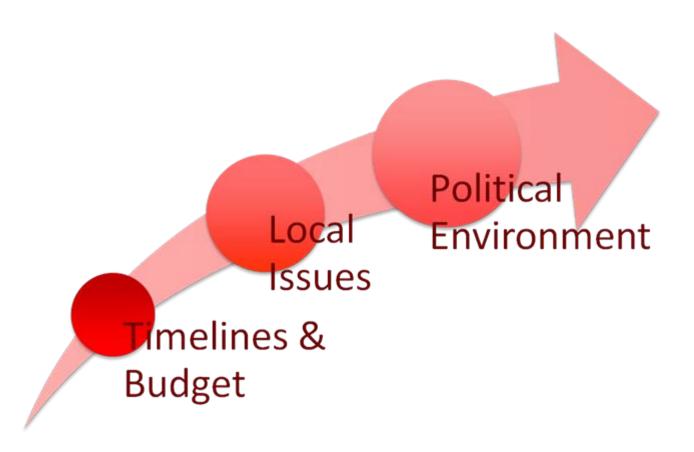
Know Your Client



- Local Office?
- Attend Public Meetings
- Read Local Papers / Blogs
- Know Local Terminology
- Meet City Leaders

No Know Expectations





Communicate Regularly

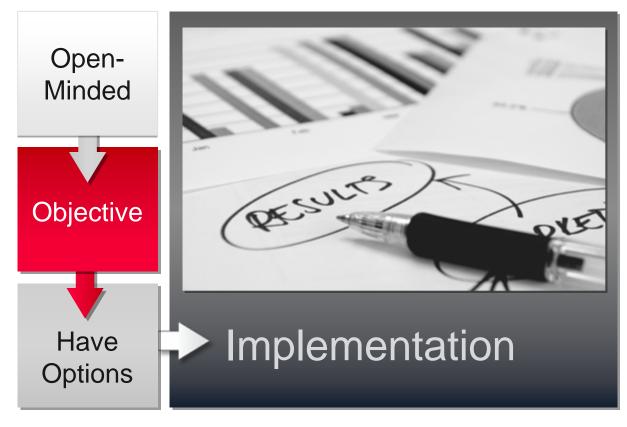




- 1. Progress Reports
- 2. E-Mail / Text
- 3. Visit Regularly
- 4. Executive Summary
- 5. Final Reporting
- → No Surprises!

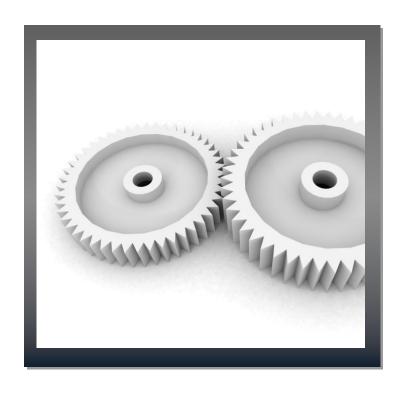
Begin With the End in Mind?

Project Scope



Know State-of-the-Practice





Knowledge Base

- Other Practices
- Be a Resource
- Bring Ideas
- "bLeading" Edge

Extension of Staff

- Technical Competence
- Excellent Communication Skills
- Be Prepared to be "Bad Guy"

If you aren't fired with enthusiasm, you will be fired with enthusiasm - Vince Lombardi

How to Review a Traffic Study

For a Municipality

- 1 Know Your Client
- 2 Know Expectations
- 3 Communicate Regularly
- Don't Begin With the End in Mind
- 5 Know State-of-the-Practice
- 6 Know that You are an Extension of Staff
 - Successful Implementation

Questions?