

# Project Delivery Excellence for PUBLIC AGENCIES

## IMPROVING PROJECT MANAGEMENT PERFORMANCE AND STAKEHOLDER CONFIDENCE IN YOUR AGENCY

Did you know that most publicly-funded projects go over-budget and are delivered late? Learn why over 600 public agencies have invested in Project Delivery Excellence for Public Agencies to deliver their projects ON-TIME and ON-BUDGET.

### □ MARCH 17-18, 2016 / PHILADELPHIA, PA

Wyndham Philadelphia Historic District  
400 Arch Street • Philadelphia, PA 19106  
Room Rate: \$159 single/double  
Hotel Room Cut-off Date: 2/24/16  
Phone: (877) 999-3223

### □ APRIL 7-8, 2016 / CHICAGO, IL

Wyndham Grand Chicago Riverfront  
71 E Upper Wacker Drive • Chicago, IL 60601  
Room Rate: \$199 single/double  
Hotel Room Cut-off Date: 3/16/16  
Phone: (312) 346-7100

### □ APRIL 21-22, 2016 / ANAHEIM, CA

Wyndham Anaheim Garden Grove  
12021 Harbor Boulevard • Garden Grove, CA 92840  
Room Rate: \$139 single/double  
Hotel Room Cut-off Date: 3/30/16  
Phone: (800) 996-3426

### □ MAY 5-6, 2016 / AUSTIN, TX

The Westin Austin at The Domain  
11301 Domain Drive • Austin, TX 78758  
Room Rate: \$199 single/double  
Hotel Room Cut-off Date: 4/13/16  
Phone: (512) 832-4197

### □ MAY 12-13, 2016 / ORLANDO, FL

The Walt Disney World Swan and Dolphin  
1500 Epcot Resorts Boulevard • Lake Buena Vista, FL 32830  
Room Rate: \$169 single/double  
Hotel Room Cut-off Date: 4/20/16  
Phone: (407) 934-4000

### □ JUNE 2-3, 2016 / VANCOUVER, BC

The Sheraton Vancouver Wall Center  
1088 Burrard Street • Vancouver, BC V6Z 2R9  
Room Rate: \$209 CAD single/double  
Hotel Room Cut-off Date: 5/11/16  
Phone: (604) 331-1000

PSMJ | Resources, Inc. •

10 Midland Avenue, Newton, MA 02458



PDE  
2016

APWA MEMBER ONLY  
Be sure to mention your APWA member number to receive \$50 off your registration fee.

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# Project Delivery Excellence for PUBLIC AGENCIES

## REGISTER NOW!

**SAVE \$300**  
**SPECIAL EARLY-BIRD**  
**REGISTRATION PRICING**

Reserve your spot at least 30 days prior to your selected seminar date.



CALL:  
**(617) 965-0055**



E-MAIL:  
**education@psmj.com**



VISIT:  
**store.psmj.com/public-agencies**

### 100% MONEY-BACK GUARANTEE

There's absolutely no risk involved. The value and benefits of attending our educational seminars are confirmed by thousands of satisfied participants. If you're not happy, we're not happy. Go back to work and apply the project management techniques you learned in our seminar. If you're not absolutely delighted with the results you achieve, write to us within 30-days of your seminar. We will issue you a refund or arrange for you to attend another PSMJ Bootcamp or Seminar. **That is our 100% Money-Back Guarantee.**

### REFUNDS AND CANCELLATIONS

Cancellations received in writing at least 45 business days prior to the seminar will receive full refunds. Cancellations received in writing at least 44-11 business days prior to the program receive a credit letter, good for six months, towards any PSMJ program or product. Cancellations made 10 or fewer business days prior to the seminar and/or no-shows are not eligible for refunds or credits; however, you may substitute attendees or location at any time.

## Improving project performance and stakeholder confidence in your agency

### HERE'S WHAT PEOPLE ARE SAYING...

*"This was an excellent opportunity to introduce planning and management at a critical time for the corporation."*

**Laurene Wagner, Executive Director Tenant Services / Ottawa Community Housing Corporation**

*"The course provided great tools to kick-start my projects. I am more confident about getting my projects done on time and within my budget."*

**Viola Forrester, Transportation Engineer / The City of Calgary**

*"This course opened my eyes to how I can better assist Lynnwood's Project Managers."*

**Ron Hammons, Engineering Technician / City of Lynnwood, WA**

*"The course does a great job of presenting a wide array of project management tools that can be incorporated directly or modified to fit our agency."*

**Dan Tadic, Municipal Engineer / City & Borough of Sitka, AK**

*"I love the instructors' energy. They kept me interested and well-equipped for project management."*

**Halston Slets, Planning Analyst / Hennepin County, MN**

*"Outstanding presentation! The class increased my awareness of critical items that will impact the success of our projects."*

**John Posadas, Structural Associate / Port of Los Angeles, CA**

*"Great information for our business. I loved all the stories!"*

**Lamont Bufford, Assistant Civil Engineer / Sacramento Area Sewer District**

*"The presenters were great and a very informative wealth of project management information."*

**Stevonn Dilligard, Project Manager / Georgia Department of Transportation**

### SEMINAR DATES

- MARCH 17-18, 2016 / PHILADELPHIA, PA
- APRIL 7-8, 2016 / CHICAGO, IL
- APRIL 21-22, 2016 / ANAHEIM, CA
- MAY 5-6, 2016 / AUSTIN, TX
- MAY 12-13, 2016 / ORLANDO, FL
- JUNE 2-3, 2016 / VANCOUVER, BC

### IN-HOUSE TRAINING PROGRAMS

Over the past 15 years, more than 600 public agencies from the U.S. and Canada have returned to PSMJ to train their project managers. Save the travel time and costs of sending your project managers to an out-of-town program. And get your entire project delivery team on the same page and performing at their peak! Contact us today to learn more about bring a cost-effective, customized version of this program to your agency.

### HERE ARE JUST SOME OF THE THINGS THAT YOU LEARN:

- Embracing project delivery changes
- Dealing with politicians, the press and the public
- Developing an excellent team
- Speeding project delivery
- Selecting the best project delivery method
- Reducing project overruns
- Dealing with increasing risks
- Managing scope changes
- Embracing technology
- Access to new tools and features
- Effective consultant procurement
- Managing low-bid contractors

- Q** Does your project delivery team have all of the latest tools and insights for successfully delivering your public-sector projects?
- Q** Are you completely satisfied with your agency's project delivery record?
- Q** Do you know the proven ways to select the best consultants, get projects delivered on-time and on-budget, and boost your community's confidence in your agency?

**If you answered 'No' to any of these questions, Project Delivery Excellence for Public Agencies is designed specifically for you and your entire project delivery team.**

Delivering public works projects has always been challenging. Today, with stakeholders being more demanding than ever, it's even more difficult. The name of the game today is to do more with less while everyone is watching!

## YOUR INSTRUCTORS HAVE BEEN IN YOUR SHOES!

PSMJ instructors each have over 30 years' experience in successfully delivering public works projects, both with public sector agencies and private sector consultants. So you can count on reliable, "real-world" instruction from experienced pros that have been in your shoes and speak your language.

## WHO SHOULD ATTEND?

**Project Delivery Excellence for Public Agencies** is designed for anyone who touches public-sector engineering and construction projects including:

- **Public agency project managers and aspiring project managers**
- **Agency financial managers, procurement personnel, contract/subcontract specialists, and project control specialists**
- **Agency directors**
- **Engineering and architectural consultants focused on public-sector projects**

## RECEIVE FREE ACCESS TO THE PUBLIC AGENCY PROJECT DELIVERY DIGITAL TOOLBOX



As part of your registration fee, you receive a one-year user license for PlanTrax®, PSMJ's popular project management software. Written in easy-to-use Excel® format, this software makes it easy to plan and track resource requirements, budgets and schedules. In addition to PlanTrax®, you also receive access **PSMJ's Public Agency Project Delivery Digital Toolbox** in the PSMJ Cloud, containing dozens of useful tools to help you implement the techniques you learn at this bootcamp.

## WHY DO YOU NEED TO ATTEND?

**Public agencies today are a target for those who claim they cannot deliver their capital projects efficiently.** The burden is on your agency to prove that you can indeed deliver your projects successfully. When you attend this program, you'll learn the best practices in project delivery from both the public and private sectors. You'll also get the tools you need to...

- **Strengthen your agency's project delivery performance.**
- **Create more cohesive project delivery teams.**
- **Improve personal productivity.**
- **Improve your agency's reputation.**
- **Improve the participants' personal reputations.**

Go from good project delivery performance to great project delivery performance!

## THIS IS NOT A GENERIC PROJECT MANAGEMENT SEMINAR!

There are many training programs available that will teach you a generic book of knowledge that provides the theories needed to manage any kind of project – from developing a new pharmaceutical product to writing a new software program. But those theories don't help when it comes to your agency's biggest project delivery headaches, such as:

- **Difficulties in securing easements and rights-of-way,**
- **Dealing with politicians,**
- **Selecting and managing design consultants, and**
- **Getting quality work out of low-bid construction contractors.**

In fact, a recent PSMJ survey found that design consultants' project managers who are PMI-certified are no more likely to satisfy their clients than those who lack this certification.

If your project managers have already taken PMI or other generic training courses, that's great! Now they're ready to learn the practical steps they need to know to deal with your agency's real-world project delivery issues.

## THIS PROGRAM IS LED BY ONE OR MORE OF THE FOLLOWING INSTRUCTORS:



### Michael S. Ellegood, P.E.

Michael has over 40 years of experience in civil engineering, including significant experience in design and management of multi-million dollar public works projects. He has held senior management positions with leading consulting engineering firms and public sector agencies. As the recently retired Director of Public Works for Maricopa County (Phoenix), Arizona, Mike was directly responsible for the Transportation, Flood Control, and Solid Waste departments, and had oversight of all capital improvements accomplished by the County including a multi-billion jail expansion program. Mike successfully introduced performance standards into the project delivery system, resulting in the consistent delivery of the CIP with a construction cost growth rate of less than 5%.



### Julie E. Ellegood

Julie is the founder of PSM2, a firm specializing in services for public sector design and construction programs. She has served as developer and project manager for the Sky Harbor International Airport's construction coordination and communication program. She has worked as a technical writer for a firm specializing in rehabilitation and industrial design, technical writing trainer at ACEA Arizona, engineering specifications writer, and an environmental project manager for roadway projects. She's also developed and facilitated over 100 workshops on partnering and public information, served as the chair of the Maricopa County (AZ) Transportation Advisor Board, and edited technical and bridge failure reports for Ty Lin International.



### William A. Sorrentino, Jr., P.E., PMP, DBIA

Bill is the President and CEO of Sorrentino Consulting, LLC, a full service consulting firm providing services that focus on improving Project Delivery specifically for the Architect, Engineering and Construction Industry. Bill is a registered Professional Engineer in the Commonwealth of Virginia, a certified Project Management Professional and a Design Build Professional with over 36 years of exceptional design and construction experience. Prior to launching Sorrentino Consulting, LLC, he served as a Vice President at STV Incorporated. He was the Operations Manager of the Norfolk, Virginia office providing engineering and architectural services to federal, municipal and private clients. Prior to working with STV, Bill served as the Chief of Engineering and Construction as well as the Deputy District Engineer for the U.S. Army Corps of Engineers, Norfolk, and was responsible for delivery of all programs and projects.



**Our Seminar earns you up to 12 AIA LUs and/or 12 PDHs.**

PSMJ is a registered provider with the Florida Board of Engineers, provider #PE 0003546 and with the Florida Board of Landscape Architecture, provider #PVD37, course #0008090 (15 credit hours). Not all States and licensing boards accept these programs for learning units.

## 1. FUNDAMENTALS

- Project management in the public sector vs. private
- What do we mean by "successful project?"
- Why do so many public works projects fail?
- What is the role of the PM in today's public works agency?
- What are the traits of the best project managers?
- Should the same PM manage the project from planning to construction?
- How do you manage workflow properly?
- How do the personalities of your team members determine what happens on a project?

## 2. PLANNING

- What is a Project Charter and why is it essential for managing change?
- How can you better identify potential changes and unknowns?
- How do you effectively manage the project's stakeholders?
- How do you accurately define the scope of services?
- What are the 3 things you need to know when dealing with elected officials?
- What are the 7 things you need to know when dealing with the public?
- What is a PMP and who prepares it?
- What are the 4 budgeting methods and when you should use each?
- What is a "good" schedule and how to get it?
- Why do you need a risk management plan and how do you create one?

## 3. DESIGN

- Should you do the design in-house or hire a design consultant?
- How do you select the best design consultant?
- How do you successfully negotiate a design contract?
- How do you manage change and risk on a project?
- How do you manage "the other stuff?"
- What defines quality on a project?
- How can you match costs to the level of quality needed?
- What is the best way to manage multiple projects?
- What do you really need to know to effectively manage a project? How do you find out?

## 4. CONSTRUCTION

- How do you know if your project is ready to be released for construction?
- What are the tools you need to manage your contractor?
- How do you effectively run the pre-bid and pre-construction meetings?
- How often should you have meetings with your construction team?
- What are the 9 critical written communications during construction?
- What are the best ways to manage construction claims and change orders?

## 5. PROJECT CLOSE-OUT AND ACCEPTANCE

- What is the "red zone" and how to close out a project?
- What does "completion" really mean?
- What are the proper protocols for project close out?
- How can you have the most effective project post-mortems?
- What are the steps of a post-mortem?

## 6. IMPLEMENTATION

- How will your personal implementation plan help you back in the office?
- What is in your digital toolbox and how can you make sure it doesn't collect dust on your bookshelf?
- What are the resources we can give you to ensure you are successful after this Bootcamp?

## PROGRAM HOURS

**DAY ONE:** 8:30 A.M. - 5:00 P.M. / **DAY TWO:** 8:00 A.M. - 3:30 P.M.

**FREE DOWNLOAD!**  
A \$97 VALUE

THE ULTIMATE  
**PUBLIC WORKS  
PROJECT MANAGEMENT  
MANUAL**

**The Ultimate Public Works Project Management Manual** is packed with 506 pages of project management approaches designed specifically for the Public Works Project Manager. But, more than just general explanation, this must-have manual will provide you with the tools that you can start using immediately! There is no better resource to boost your efficiency and effectiveness on:

- **Managing multiple projects**
- **Controlling the schedule and budget**
- **Managing changes that inevitably happen**
- **Getting your projects closed out and accepted**
- **Selecting and managing design firms and construction contractors**

Visit and download today at:

**go.psmj.com/pwpm2016**