 PURPOSE

This manual change revises Sections 2.01.00.00 and 2.05.00.00, updates Sections 2.02.00.00 and 2.03.00.00, adds a new Exit Interview form, and updates an exhibit related to these sections. This manual change is being issued simultaneously with Chapter 1 from which the Right of Way Functions chart and other Right of Way organization information were moved. It also makes style and formatting changes.

 PROCEDURES

Sections

2.01.00.00 Updates the purpose and overview of the Right of Way organization. Moves and updates organizational information including the “Major Functional Areas” chart from Chapter 1 to this section.

2.02.00.00 Updates the project development process and project management explanations to more fully describe Right of Way’s participation.

2.03.00.00 Updates the training and development section, adds responsibilities for HQ Right of Way managers, and changes reference to a prior exhibit, “Supervisor's New Employee Orientation Checklist,” which is available from the Caltrans Electronic Forms System (CEFS). Revises and updates reference to exhibit for “Orientation to Right of Way Functions Checklist” which was renumbered from 2-EX-2 to 2-EX-1. Adds Section 2.03.05.00 on Employee Retention and reference to the new “Confidential RW Exit Interview Questionnaire” form (CEFS RW 02-03).

2.05.00.00 Revises Section 2.05.00.00 to remove the delegation of authority matrices (which were only available in paper copy format) and provide a reference to the Intranet Web site where the delegation of authority matrices can currently be found.
Form
RW 02-03  Adds new Form RW 02-03, “Confidential RW Exit Interview Questionnaire.”

Exhibits
2-EX-1  Updates and renumbers “Orientation to Right of Way Functions Checklist” from Exhibit 2-EX-2 to Exhibit 2-EX-1.

2-EX-2  Hold for future use.

EFFECTIVE DATE
Immediately.

MANUAL IMPACT

• Remove the superseded pages and insert the attached pages in the Manual.
• Record the action on the Revision Record.

REVISION SUMMARY

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<th>Remove Old Pages</th>
<th>Insert New/Revised Pages</th>
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</thead>
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<td>Remove the following in its entirety:</td>
<td>Replace with the following in its entirety:</td>
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<td>2.02.00.00 (REV 5/2009)</td>
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<td>2.03.00.00 (Rev. 1/2000)</td>
<td>2.03.00.00 (REV 5/2009)</td>
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CHAPTER 2

ORGANIZATION AND POLICY

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2.05.00.00 DELEGATION MATRICES
  01.00 Delegations

(REV 5/2009)
2.00.00.00 - ORGANIZATION AND POLICY

2.01.00.00 - ORGANIZATION'S PURPOSE AND OVERVIEW

2.01.01.01  R/W’s Purpose

R/W serves the statewide real estate needs of the Department by providing property rights and real property management for the construction of transportation projects on time, within budget, and in support of the Department’s purpose, mission, vision, and goals. The Department’s current mission and goals may be referenced at http://www.dot.ca.gov/hq/paffairs/about/mission.htm.

2.01.01.02  R/W Organization

R/W maintains its headquarters (HQ) in Sacramento and a Division in each of the Department’s twelve district offices. R/W regionalized seven of the district offices for the purpose of workload leveling. Districts 1, 2, and 3 comprise the Northern Region, while Districts 5, 6, 9, and 10 comprise the Central Region. A District Director controls operations within each of the twelve district offices. However, the Chief, Division of Right of Way and Land Surveys (Division Chief) in Sacramento administers the statewide R/W program and directs statewide R/W policies and administration through Region/District R/W Division Chiefs and HQ’s R/W Office Chiefs.

R/W consists of a highly skilled professional staff of R/W agents, administrators, and others who perform a vital role in improving mobility across California by delivering right of way products for transportation projects and managing other real estate assets related to those projects. R/W Agents are the public face of the Department, since often R/W employees are the first Department representatives that people affected by transportation projects meet. Therefore, R/W employees abide by a Code of Ethics.

2.01.01.03  Functions

R/W administers the statewide program with primary responsibilities within office functions to:

- Appraise and purchase property required for transportation purposes; effect the orderly relocation of displaced families, businesses, and utility facilities; and clear properties prior to construction as part of project delivery.

- Comprehensively manage the Department’s real property, reduce the cost of operations, and dispose of property no longer needed for transportation operational purposes.

- Monitor R/W activities on federally assisted local facilities.

- Maintain a stewardship role in the expenditure of federal funds.

- Ensure local agency compliance with state and federal requirements when local funds are used for projects on the State Highway System.

The chart on the following page provides more information on major R/W functions.
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<th>Function</th>
<th>Synopsis</th>
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<tr>
<td>Planning and Management/</td>
<td>Develop, manage, and report on R/W’s state, federal, and local capital resources for projects on the State Highway System. Regions/Districts also act as primary point of contact to coordinate and monitor R/W’s project schedules, workplan support, delivery, certification of clearance for construction, and administrative activities.</td>
</tr>
<tr>
<td>Project Coordination</td>
<td></td>
</tr>
<tr>
<td>Estimating</td>
<td>Prepare, update, and review R/W Data Sheets and estimates relied upon for each project to forecast and program funds for R/W capital outlay and workplan (personnel) support requirements on transportation projects.</td>
</tr>
<tr>
<td>R/W Engineering</td>
<td>Prepare all maps, documents, and descriptions needed to acquire right of way and dispose of excess land.</td>
</tr>
<tr>
<td>Appraisals</td>
<td>Prepare fair market valuation appraisal reports required to establish the basis for just compensation to acquire right of way, lease airspace rights, and dispose of excess land.</td>
</tr>
<tr>
<td>Acquisition</td>
<td>Conduct all acquisition activities necessary to acquire property rights to construct and maintain the transportation system. Initiate and follow the condemnation process when negotiations have reached an impasse.</td>
</tr>
<tr>
<td>Relocation Assistance</td>
<td>Provide full implementation of the Uniform Relocation Assistance and Real Property Acquisition Policies Act in the relocation, advisory assistance, and reimbursement of displaced persons and businesses.</td>
</tr>
<tr>
<td>Property Management</td>
<td>Manage all Department owned properties held for future transportation projects, employee housing, and excess land sales. Also responsible for demolition and clearance of right of way for construction, and locating and leasing space for construction Resident Engineer offices, as needed.</td>
</tr>
<tr>
<td>Utility Relocations</td>
<td>Conduct all activities necessary to oversee regulatory compliance, early identification, avoidance, accommodation, or relocation of utility facilities that would be in conflict with planned construction or subsequent operation of the transportation facility.</td>
</tr>
<tr>
<td>Airspace</td>
<td>Lease and manage various types of Department owned and operated right of way and/or facilities that are used to support the transportation system, but that safely accommodate a secondary use.</td>
</tr>
<tr>
<td>Excess Land</td>
<td>Dispose of all properties declared as excess to the Department’s transportation projects or operational needs. This can include fee owned land, easement title rights, materials sources, disposal sites, maintenance station properties, or any other property owned by the Department.</td>
</tr>
<tr>
<td>Asset Management</td>
<td>Oversee and support real property retention review process and monitor transfer of unused property to excess land inventory for disposal; oversee project development of operational facility projects; and promote and pursue opportunities to optimize use of the Department’s real property assets. Administer the Department’s Lands and Buildings database, the Asset Management Inventory (AMI).</td>
</tr>
<tr>
<td>Local Programs</td>
<td>Provide oversight and guidance for all R/W activities, including utility relocation, to local public agency partners for local agency projects of all funding types on the State Highway System, as well as for State and/or Federal funded local agency projects off the State Highway System.</td>
</tr>
<tr>
<td>Organizational Development</td>
<td>Responsible for providing R/W staff with the necessary knowledge and tools to succeed in the vital role of delivering right of way for transportation project including: developing and delivering training; facilitating Strategic Planning, succession planning, and examination planning efforts; overseeing Title VI activities, and other Statewide projects.</td>
</tr>
<tr>
<td>Railroads</td>
<td>Perform early coordination and all railroad activities necessary leading to clearance of railroad involvements for transportation project delivery.</td>
</tr>
</tbody>
</table>

2.01 - 2 (REV 5/2009)
2.02.00.00 - PROJECT DEVELOPMENT

2.02.01.00 Transportation Project Development Process

R/W participates throughout the transportation project development process as a member of the project development team. The transportation project development process starts with initiation of feasibility studies in accordance with the Project Development Procedures Manual (PDPM). The process covers project report studies, community interaction, environmental studies, clearance documents, alternatives, and public hearings—all leading to completion of the plans, specifications, and estimates (PS&E). Current Department policy requires that project reports be prepared on all transportation development and improvement projects.

As early as the feasibility study Project Initiation Document (PID) stage and as changes occur during the project development process, R/W produces and updates a R/W Data Sheet that contains R/W’s estimated capital outlay, support workplan, and schedule requirements for the project. Upon obtaining the Project Approval and Environmental Document (PA&ED), R/W performs regular R/W activities to acquire and clear right of way required for the project. R/W’s major deliverable is the R/W certification of readiness for construction required as part of the PS&E package. Upon completion of the PS&E, the project is ready to list (RTL) the contract for project construction for advertisement, award, and completion of construction. The process ends with construction contract acceptance (CCA) and project closeout of contractual and financial obligations.

2.02.02.00 Caltrans Project Management

The Department has embraced project management as its methodology for carrying out its transportation project development mission. Project management emphasizes planning, monitoring, and managing project delivery activities and resources through task management to deliver the right project, at the right time, within budget, and with the quality promised. Project management emphasizes communication in a team-based environment. The project manager, functional managers, project management support personnel, and region/district managers work together with any local partners to deliver the project. As part of this effort, the Department has developed a Project Management Handbook that sets forth the policies, goals, organizational structure, and roles and responsibilities of the project management organization. R/W participates as an active member of the project management team, generally as a functional team member and now in the evolving task manager role.

To support the Department’s project management program, Region/District Divisions of R/W have created R/W Project Coordinator positions. R/W Project Coordinator positions act as point of contact to coordinate the exchange of information, respond to customer needs and enhance communication among divisions and offices in the Department, thereby aiding in project delivery on time and within the estimated cost.

2.02.03.00 Hazardous Waste

The Department’s policy in the development of transportation projects is to fully consider all aspects of potential hazardous waste sites. Contaminated property is acquired only after adequate prior investigation and proper contractual and valuation safeguards are incorporated into the property acquisition process. The property owner shall complete remediation of contamination, if possible, prior to the Department’s acquisition of the property. Where cleanup by the owner prior to acquisition is not possible, an exception to the policy must be requested from the Deputy Director, Project Development, and Deputy Director, Planning. The PDPM sets forth the exception process and items to be addressed in the exception request. (See also memo dated August 16, 1995, Approval Process for Acquisition of Hazardous Waste Contaminated Property, Weaver/Hendrix.)
Project Development is the lead unit responsible for identifying, investigating, and cleaning up hazardous waste on required right of way. R/W, as part of the project development team, assists in the identification and investigation phases whenever possible and provides the primary source of contact with property owners and operators. Each Region/District has a designated hazardous waste (HW)/Materials Coordinator. See Manual Section 7.04.12.00 for R/W’s role in this phase of project development and valuation considerations relating to hazardous waste properties.

2.02.04.00 Risk Taking

R/W is constantly challenged with new laws, regulations, policies, and the application of policies and procedures to real-life situations. R/W sometimes faces unique situations that require judgment decisions when specific guidance for forming the decision is not available from law, regulations, or policies and procedures. R/W occasionally must take calculated risks to deliver its product. The following statement provides some guidance for making decisions involving risk taking:

A RISK is defined as a legal and planned deviation in business practices or policy application consistent with delegated authority and a fiduciary position that results in time or dollar economies for the Department.

Prior to making a decision regarding a risk situation, the following factors should be considered:

- Is the risk decision legal?
- Is this informed decision consistent with the Department’s policy and practice of being good stewards of our assets?
- Is the decision consistent with delegated authority?
- Does the decision consider the rights of those involved?
- Does the decision consider the corporate view?
2.03.00.00 - TRAINING AND DEVELOPMENT

2.03.01.00 Philosophy

R/W is committed to developing and maintaining a highly qualified and motivated work force that is representative of California’s diverse population. Inherent in this commitment is the belief that a well-trained and motivated work force will improve efficiency, reduce costs, and offer an increased level of service to our customers.

2.03.02.00 General

Employees in R/W possess distinct and specialized skills. Additionally, all employees are expected to have basic computer literacy, good communication and interpersonal skills, and familiarity with the functions R/W performs.

Both formal and informal training are required for all employees. Formal training is offered in accordance with the Department’s policies and falls into the following categories: mandated, job-required, job-related, personal development, upward mobility, and career-related. The formal training outlined in this section does not include mandated State and Department training courses required of all employees. Informal training refers to on-the-job training and is an essential element in our philosophy of developing well-trained employees.

2.03.03.00 Responsibility

All R/W employees share responsibility for developing and maintaining a well-trained work force. (See chart below.)

- **HQ R/W Organizational Development Manager** - is responsible for coordinating, scheduling, funding, and monitoring statewide training courses and for developing new courses and training instructors.

  - **HQ Managers** - are responsible for planning training needs for HQ employees, identifying and prioritizing functional training needs statewide, identifying and providing personnel to be trained and used as instructors, and serving as subject matter experts to develop new courses.

  - **Region/District R/W Managers** - are responsible for planning the training needs of region/district employees; maintaining training records; tracking, requesting and optimizing local funding for training; and identifying and providing personnel to be trained and used as instructors.

  - **First-Line Supervisors** - are the primary managers and providers of training in their role as mentors. They also are responsible for developing an Individual Development Plan (IDP) annually, reviewing and updating the employee’s training history, assessing the employee’s training needs, and incorporating these into the IDP for each employee, reviewing and updating the IDP when a change in supervision occurs; and completing probationary reports for new and promoted employees.

  - **Employees** - are ultimately responsible for their own personal and professional development. This includes assuming personal and fiscal responsibilities for developing some skills and abilities. They are responsible for identifying training needs to be included in their IDPs; for fully participating in assigned training; for seeking training opportunities to improve job performance and self-development (including performing on task forces, seeking developmental assignments outside R/W, serving on exam panels, serving as instructors, taking short-term assignments in other regions/districts); for developing mentor and lead person skills to assist in training others; and for maintaining a current, personal training history.

Employees’ attainment of professional designations from associations such as the International Right of Way Association (IRWA), Appraisal Institute, or any internally sponsored professional certification is beneficial to R/W. The Division also has the Right of Way Certificate program which is available to all R/W Agents. While it is the employee’s prerogative to attain such designations, R/W will support this endeavor to the degree that it benefits the State.
2.03.04.00  Training Standards

Training standards are structured to give all employees basic knowledge of R/W operations and to provide skills necessary for optimum job performance. Each region/district, however, must ultimately assess its own needs, its available resources, and the personnel involved when determining employees’ training.

A general orientation process is an important step in training employees new to R/W. The Supervisor’s New Employee Orientation Checklist (CEFS PM-0943) and the Orientation to Right of Way Functions Checklist (Exhibit 2-EX-1) are guides for the first-line supervisor to follow to ensure that all employees become familiar with the Department in general and R/W in particular.

2.03.05.00  Employee Retention

R/W is committed to strategic planning for effective recruitment to fill vacancies and long-term retention of experienced employees. Staff turnover adversely impacts production both while a position is vacant and during the natural transition from a new, untrained employee to being experienced with necessary knowledge and skills for optimal productivity.

In an effort to determine causes of turnover and develop strategies to improve employee recruitment and retention in R/W, supervisors are responsible for providing the employees with the “Confidential RW Exit Interview Questionnaire” form (CEFS RW 02-03) for completion, along with an envelope addressed to the HQ R/W Office Chief for Organizational Development for the form’s return when given notice of an employee’s intention to leave R/W. The employee also may provide a copy of the completed form to their supervisor or other local R/W management for information.
2.05.00.00 - DELEGATION MATRICES

2.05.01.00 Delegations

Pursuant to Director’s Policy #16 dated December 1, 1994, and Executive Order #98-21 dated July 2, 1998, the HQ R/W Division Chief issues, updates, and disseminates delegations directly to the Regions/Districts through electronic mail (e-mail) and posting on the R/W Intranet. Delegations transfer to Region/District Directors, and by separate subdelegation order from Region/District Directors to Region/District Division Chiefs - R/W, and thereafter to the designated position.

The delegation matrices identify specific delegations to Regions/Districts, and also identify the Region/District subdelegation level of approval required for actions within each R/W function. Each Region/District will determine whether to delegate down to the lowest level allowed. The Region/District R/W Division Chief must report any amendment to the level of approval authority to the appropriate HQ Office Chief. The HQ Office Chief then initiates the update through the HQ Resource Manager for R/W.

The HQ Resource Manager for R/W has overall responsibility for maintaining, updating, and publishing updates to the delegation matrices on the Intranet at http://pd.dot.ca.gov/row/ for access by Department staff, and immediately providing the updated delegation matrices to HQ P&M to send by e-mail to Region/District Division Chiefs – R/W for distribution.
# CHAPTER 2

## Policy

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<td>Right of Way Title VI Discrimination Complaint</td>
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<td>Confidential RW Exit Interview Questionnaire</td>
</tr>
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(REV 5/2009)
SECTION A: CURRENT EMPLOYEE INFORMATION

Employee Name: ________________________________

Current Caltrans RW Classification: ________________________________

District: ________________________________

Caltrans RW Hire Date: ________________________________

Caltrans RW Termination Date: ________________________________

Total Length of State Service with RW: ________________________________

SECTION B: DEMOGRAPHIC INFORMATION

Current Age (circle one)  
<30  30-39  40-49  50-59  60+

SECTION C: REASON(S) FOR LEAVING

Scale: Mark as many as apply in order of importance with 1 being highest priority.

Reason(s) for leaving:  
Employment with other public sector  
Internal transfer to another Caltrans Division  
Promotion or career advancement  
Private employment  
Self-Employment  
Career change  
Moving out of state  
Illness or physical condition  
Family/Home circumstances  
Returning to school  
Job eliminated and/or contracted out  
Laid off  
Better pay  
Salary increase for professional designations  
Higher percent coverage of medical benefits  
Increased PERS percent at age 55  
Higher Social Security contributions  
Better deferred compensation benefits  
Miscellaneous compensation incentives  
High cost of living within area of employment  
Commuting distance  
Conflict with other employees  
Job related issues  
Constant change and uncertainty  
Retirement

New Employer Information

Who: ________________________________

Who: ________________________________

New classification: ________________________________

Who: ________________________________

New classification: ________________________________

Max Salary: ________________________________

Compensation amount: ________________________________

New employer percentage: %

New percentage at age 55: %

Contribution percentage: %

Employer contribution: ________________________________

Type/amount: ________________________________

Additional information/comments/details of above: ________________________________

I would consider returning to Caltrans RW if reason(s) for leaving above change.  

☐ YES  ☐ NO
SECTION D: NARRATIVE QUESTIONS

1. What could have been done proactively to prevent you from leaving Right of Way?

2. How do you feel about the organization, i.e. Right of Way and/or Caltrans in general?

3. How could Right of Way have enabled you to make fuller use of your capabilities and potential?

4. What training would you have liked or needed that you did not get, and what effect would this have had in your decision to leave?

5. Do you have anything else you would like to add that would be helpful to Right of Way's recruitment and retention efforts?

Thank you for taking the time to complete this voluntary questionnaire.
Please submit questionnaires to HQ Division Right of Way and Land Surveys Office of Organizational Development.

ADA Notice For individuals with sensory disabilities, this document is available in alternate formats. For information call (916) 654-6410 or TDD (916) 654-3880 or write Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.
# Chapter 2

## Policy

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<td>2-EX-4</td>
<td>Language Identification Flashcard</td>
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<td>2-EX-5</td>
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<td>2-EX-6</td>
<td>Federal Statistical Report Form</td>
</tr>
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REV 5/2009
I. RIGHT OF WAY ENGINEERING

☐ A. Objectives of Right of Way Engineering

☐ B. Right of Way Maps

1. Explanation of various types
   a. Estimate
   b. Hard copy
   c. Appraisal
   d. Right of Way Record Map
   e. Application Maps
   f. Relinquishment and Vacation
   g. Condemnation

2. Researching Records

3. Reading Maps

   a. Use of Engineering Scale
   b. Aerial Topography

☐ C. Assessor Records

1. Indexes
2. Use of Microfiche

☐ D. Calculations and Delineation

1. Example of Boundary Resolution

   a. Deed Interpretation
   b. Subdivision and Record of Survey Maps

2. Area Calculations
3. Review of Public Land Surveys
4. California Coordinate System
5. Descriptions and Deed Preparation
6. Condemnation Resolutions

☐ E. Land Surveyors Act and Subdivision Map Act - Review

☐ F. Field Surveys

1. Observe Property Corner Survey
2. Observe Staking or Setting New Right of Way

☐ G. View APOLLO Workstation

☐ H. Integrated Right of Way System
II. APPRAISALS

☐ A. Review objectives of Appraisal Function

☐ B. Explain General Appraisal Concepts including:
   1. Market Value
   2. Highest and Best Use
   3. Larger Parcel
   4. Severance Damage

☐ C. Read a Market Value Appraisal Report

☐ D. Attend field trips with Appraisal agents to observe:
   1. Initial contact with property owner (including inspection of property)
   2. Confirming a comparable sale
   3. Use of the various sources of comparable sales data such as Title Company, Recorder’s Office, Multiple Listing Service, Brokers

☐ E. Explain Right of Way (R/W) Data Sheet Estimates and Scoping Documents

☐ F. Review Right of Way Management Information System (ROWMIS)

III. ACQUISITION

☐ A. Review objective of Acquisition Function including condemnation process

☐ B. Work with an Acquisition agent to prepare for field trip:
   1. Reviewing Appraisal Report of subject property
   2. Analyzing Title Report for subject property
   3. Preparing Right of Way Contract
   4. Preparing a Memorandum of Settlement (MOS)

☐ C. Attend field trip with Acquisition agent to observe:
   1. Subject parcel and comparables
   2. An Initial Call
   3. Follow-up/Closing Call
   4. Filing of Condemnation Papers
   5. Serving of Condemnation Papers

☐ D. Review ROWMIS
IV. RELOCATION ASSISTANCE PROGRAM

☐ A. Review objectives of Relocation Assistance Program (RAP), Housing Studies and Last Resort Housing

☐ B. Attend field trips with RAP Relocation Assistance Program Agents to observe

1. An initial Relocation Assistance call on displacee
2. A Follow-Up Call on displacee
3. A Decent, Safe and Sanitary Inspection
4. Signing of claim forms by a residential displacee

☐ C. Review a Housing Study

☐ D. Attend field trip with agent preparing a Relocation Assistance valuation (if not done during Appraisal function indoctrination)

☐ E. Review ROWMIS

V. PROPERTY MANAGEMENT

☐ A. Review objectives of Property Management Function

☐ B. Explain and review:

1. Rental application
2. Credit checks and reports
3. Rental Agreement
4. Maintenance Inspection check sheet
5. Rental Rate Valuation
6. Clearance and Demolition procedures
7. Property inventory accountability

☐ C. Attend field trips with Property Management agents to observe:

1. Interview with new tenant
2. Maintenance Inspection Call

☐ D. Review Asset Management

☐ E. Review Right of Way Property Management System (RWPM)
VI. EXCESS LAND

A. Explain objectives of Excess Land Function

B. Explain and review:
   1. Process for clearing properties for sale
   2. Sales notice
   3. Advertising campaign

C. Attend field trips with agent to observe:
   1. Initial call with owner on a “Finding A” or “Finding B” property
   2. Public Auction or Sealed Bid Sale

D. Explain Automated Inventory System including “Hold” categories

E. Review Excess Land Management System (ELMS)

VII. PLANNING AND MANAGEMENT

A. Review objectives of Planning and Management Function

B. Explain and review:
   1. Relationships between R/W and other project delivery divisions
   2. R/W capital budget processes and contacts:
      a. Reliance on R/W data sheet estimates and Functional staff updates
      b. R/W capital allocation
      c. Federal-aid authorization
      d. Reimbursement authority and cooperative agreement required for other fund types
      e. Invoice and contract payment processes and references
      f. Fund sources and corresponding guidelines
   3. Charging practices and resources for:
      a. Use of Work Breakdown Structure (WBS) for project related staff time
      b. Use of 2-phase Expenditure Authorization (EA) to report project related staff time
      c. Use of K-, 0-, or 1-phase EA to report project related staff time
      d. Use of 9-phase EA for capital project payments
      e. Use of administrative overhead EAs for staff time and operating expenses

C. Review Project Coordination responsibilities including:
   1. Task Management
   2. Workplans for Capital Outlay Support (COS)
   3. Status of Projects (SOP)

D. Review R/W Certification process

E. Review ROWMIS
VIII. UTILITIES

☐ A. Review objectives of Utility Relocation process

☐ B. Explain how Utility conflicts are identified, analyzed and cleared

☐ C. Attend field trip with agent to observe:
   1. Utility conflict on site
   2. Contact with Utility Owner to discuss relocation

☐ D. Assist agent in preparing a Utility Notice to Owner and a Utility Agreement

☐ E. Review R/W Utility Management System (RUMS)

☐ F. Review ROWMIS