

Texas A&M Transportation Institute (TTI)

Service Request Process

July 2020

TTI Service Request Process:

- Service Requests are submitted in writing.
- The MPO notifies their MPO Coordinator of their need for supplemental assistance.
- The MPO Coordinator will assess and attempt to assist the MPO in resolving the issue.
- If the MPO and MPO Coordinator are unable to resolve the concern, the MPO Coordinator will forward the MPO's written request for assistance (from TTI) to the Contract Lead.
- The request will identify any actions that have been offered and taken by the MPO and MPO Coordinator to address the situation as well as justify the need for added support from TTI.
- MPO Coordinators may also recommend additional support for MPOs if you recognize and determine an impending issue that exceeds the MPO Coordinator's scope of expertise or time constraint. The MPO Coordinator is encouraged to request TTI assistance on behalf of the MPO by way of written request.
- The Contract Lead will review TTI's work requests and provide feedback, if any, and then shepherd the written requests to TPP's Systems Planning Section Director for final review and approval of assistance from TTI.
- Once approved, the Contract Lead will email TTI notice of the work request and copy the MPO, and MPO Coordinator.
- TTI will collaborate with the MPO and MPO Coordinator on project strategies to resolve the issue.
- TTI will copy the MPO, MPO Coordinator, and Contract Lead on the project's scope of work, timeline, and anticipated duration of the project.
- A written summary (or up to a white paper) will be provided to the MPO, MPO Coordinator, and Contract Lead upon completion of the project.
- Schedules permitting, MPO Coordinators are encouraged to participate in Kickoff meetings, and remain aware, if not engaged, in ongoing work sessions between TTI and their assigned MPO.
- MPO Coordinators may be advised of TTI's monthly invoicing and asked for input and concurrence.