



**2014** *Design Training*  
*Expo*

**Sean Masters, P.E, AVS**  
**Project Review**



# *Objectives*

- ◆ Benefits of ERC
- ◆ Basic Workflow
- ◆ Account types
- ◆ Common User Problems

# ***BENEFITS OF ERC***

# Who wants more email?

- ◆ Who averages more than 25 emails a day?
- ◆ Who averages more than 50 emails a day?
- ◆ Who averages more than 100 emails a day?



# *Email fatigue*



# *Project Management means Communication*



*The good old days were not so good....*



*Moving to digital helped. Sort of...*



[www.jesperdeleuran.dk](http://www.jesperdeleuran.dk)

# *The Perfect Comment System*

- ◆ Stand alone system
- ◆ Simple to use
- ◆ Anyone can access through the Internet
- ◆ Flexible and Dynamic
- ◆ Allows the sharing of documents



# *The Perfect Comment System*

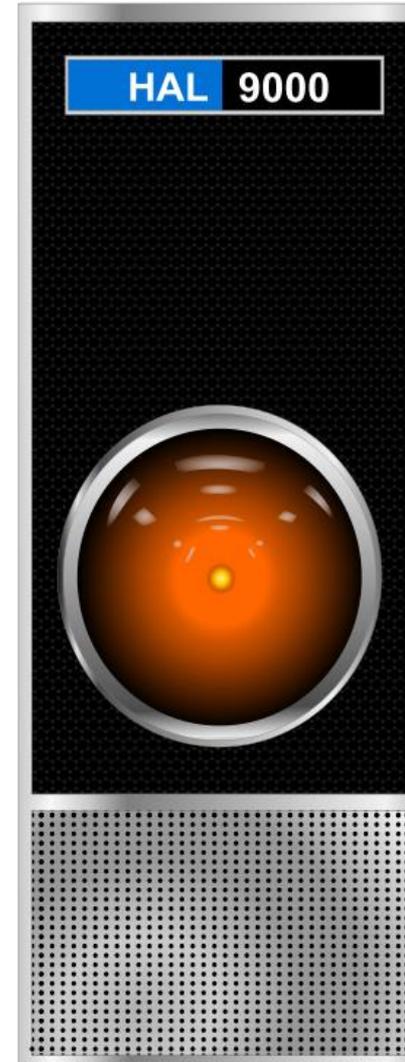
**ERC!**

## *Benefits of ERC*

- ◆ Centralized location for all comments & responses
- ◆ Allows for easy tracking of review status
- ◆ Archives submittals for future reference
- ◆ Sends email notices for new entries, due date reminders, late comments and responses notifications

# ERC Factoids

- ◆ Number of Users: 8942
- ◆ Submittals in 2013: 5558



# ***BASIC WORKFLOW....***

# ERC User Accounts



# RACF verses ISA

## ◆ RACF

- ✓ A.K.A. “Mainframe”
- ✓ Resource Access Control Facility
- ✓ Looks like “KNOSSOS” or “SP123SM”
- ✓ Managed by OIS

## ◆ ISA

- ✓ Internet Subscription Account
- ✓ Allows people outside the FDOT to access
- ✓ Looks like “MrRogers@PBS.ORG”
- ✓ Managed by the Project Review Office (think Kurt Lieblong)

# Creating an ISA account



Electronic  
Review  
Comments

By logging on to a FDOT system, you acknowledge your responsibility to comply with all laws, rules, directives, policies, and procedures related to the use and security of information technology resources. Unauthorized use is strictly prohibited. You are hereby on notice that you should have no expectation of privacy as to your use of Department information technology resources as all data is potentially subject to Florida's public records law.

User ID

Password

[Log In](#)

[Change Password](#)

If you are a FDOT staff or a Consultant with a RACFid (Mainframe ID), please use your RACFid (Mainframe ID) to login to ERC application. If you are a Consultant user that does not have a RACFid (Mainframe ID), please use your Internet Subscriber Account (ISA) to login to ERC application. If you don't have an account, click below to create a new one.

[Create a new ISA account](#)



**Click to click an ISA  
account**

# Creating an ISA account



Electronic  
Review  
Comments

## Create ISA Account

First Name:

Email:

Company:

Answer to Password Challenge Question:

Last Name:

Phone: (xxx-xxx-xxxx)

Password Challenge Question:

[Terms of Use](#)  I have read and agree with the terms of use.

Create

Cancel

[Back to ERLogin](#)

Complete the information, read Terms  
of Use, check the box and click  
'Create'

# Setting up an ISA Account



## Internet Subscriber Account

My Account

My Services

Email Address: KLIEBLONG86@EMBARQMAIL.COM

First Name: KURT

Last Name: LIEBLONG

Company Name: FDOT

Phone Number: (850) 414-4787

Status: ACTIVE ACCOUNT

Challenge Question: WHAT IS YOUR MOTHER'S MAIDEN NAME?

Challenge Answer:

[Change Email Address](#)

DO NOT REPLY TO SENDER.

Update your information and click Update

Update your Challenge Question and Answer

Please remember if you change your e-mail address, this will change your ISA User Id

*What if you have two accounts...*



# *What if you have two accounts...*

- 1) Contact PM or District ERC administrator
- 2) Or contact Project Review (A.K.A. Kurt Lieblong)
- 3) The RACF is the preferred account.
- 4) All open submittals will be transferred to one account.
- 5) Extra ISA accounts are inactivated



# Consultants with RACF accounts...

- ◆ “KN” accounts are only good for contract.
- ◆ Access can be extended with new contracts...
- ◆ Every time you get a new contract, request for RACF access.



# *What you do NOT want to happen*



# *Getting Started with ERC....*



# Home Page



## Electronic Review Comments

User: q1972lk | Role: STATE ADMIN | District: CENTRALOFF | Work As:  | [Help](#) [FAQ](#) [Logout](#)

Home

Submittal

Assignments

Settings

District Documents

☑ Action Items

Total: 23 | Due Today: 23 | Due This Week: 0

☑ Comments

Total: 51 | Due Today: 47 | Due This Week: 4

⊕ Assigned Submittals

Total: 76 | Due Today: 74 | Due This Week: 1

Fin Proj	Phase	My Role	Comment Due Date	Response Due Date	Comments Submitted
 <a href="#">Test submittal for design expo</a>	FINAL	IN-HOUSE PROJECT MANAGER	6/15/2012	7/13/2012	0
 <a href="#">Testing cut &amp; paste</a>	FINAL	REVIEWER	6/7/2012	6/8/2012	4
 <a href="#">Testing notifications</a>	FINAL	CONSULTANT PROJECT MANAGER	5/12/2011	5/19/2011	NA

# Home Page

-  Green indicates that the due date is more than 1 week away
-  Yellow indicates that the due date is within 1 week
-  Red indicates that the due date has passed
-  Blue indicates that the due date has passed and there is nothing assigned for action

# Home Page



## Electronic Review Comments

User: q1972lk | Role: STATE ADMIN | District: CENTRALOFF | Work As:  | [Help](#) [FAQ](#) [Logout](#)

Home      Submittal      Assignments      Settings      District Documents

⊟ Action Items Total: 23 | Due Today: 23 | Due This Week: 0

⊟ Comments Total: 51 | Due Today: 47 | Due This Week: 4

**⊟ Assigned Submittals** Total: 75 | Due Today: 74 | Due This Week: 1

Fin Proj	Phase	My Role	Comment Due Date	Response Due Date	Comments Submitted
<a href="#">Testing cut &amp; paste</a>	FINAL	REVIEWER	6/7/2012	6/8/2012	4
<a href="#">Testing notifications</a>	FINAL	CONSULTANT PROJECT MANAGER	5/12/2011	5/19/2011	NA

**⊟ Assigned Submittals** Total: 75 | Due Today: 74 | Due This Week: 1

Fin Proj	Phase	My Role	Comment Due Date	Response Due Date	Comments Submitted
<a href="#">Testing cut &amp; paste</a>	FINAL	REVIEWER	6/7/2012	6/8/2012	4

# Home Page



Electronic  
Review  
Comments

User: qi972lk | Role: STATE ADMIN | District: CENTRALOFF | Work As: Self

[Help](#) [FAQ](#) [Logout](#)

Home

Submittal

Assignments

Settings

District Documents

▼ Action Items

Total: 23 | Due Today: 23 | Due This Week: 0

⌵ Comments

Total: 51 | Due Today: 47 | Due This Week: 4

Fin Proj	My Role	Comment Status	Assigned To	Comment Due Date	Response Due Date
My Comment: <a href="#">No Comment</a>					
Submittal Description: <a href="#">Phase I plans have been posted to sharepoint for your review. Please let m...</a>					
424613-1-32-01	REVIEWER	RESPONSE SUBMITTED	KURT LIEBLONG	6/4/2010	7/31/2010
My Comment: <a href="#">Based on the anticipated Shoulder Treatment (p. 7) and the Performance Turf...</a>					
Submittal Description: <a href="#">SR 200 from Citrust County Line to pavement change south of CR484</a>					
	LEAD REVIEWER	COMMENT RESOLVED		6/7/2010	6/21/2010
My Comment: <a href="#">If this project requires NPDES coverage, a drainage map or narrative will n...</a>					
Submittal Description: <a href="#">SR 200 from Citrust County Line to pavement change south of CR484</a>					

⌵ Comments

Total: 51 | Due Today: 47 | Due This Week: 4

Fin Proj	My Role	Comment Status	Assigned To	Comment Due Date	Response Due Date
My Comment: <a href="#">No Comment</a>					
Submittal Description: <a href="#">Phase I plans have been posted to sharepoint for your review. Please let m....</a>					
424613-1-32-01	REVIEWER	RESPONSE SUBMITTED	KURT LIEBLONG	6/4/2010	7/31/2010

# ERC is all about the Submittal

## Submittal Information

Financial Project Id

-  -  -  [Validate](#)

Submittal Phase

SELECT ▾

Staff Type

SELECT ▾

Submittal Type

SELECT ▾

In-House Project Manager

Consultant Project Manager

[Clear](#)

Date Received

5/22/2014

Comment Due Date

6/22/2014

Response Due Date

7/22/2014

PM Comment Review Period

5 days

PM Response Review Period

5 days

District

CENTRAL OFF. ▾

Allow Unassigned Response

Description

0 of 3500

Save

Reset

# ERC is all about the Submittal

**Submittal Information**

Financial Project Id 123456 - 1 - 52 - 01 <a href="#">Validate</a>	Date Received 5/22/2014
Submittal Phase PHASE IV ▾	Comment Due Date 6/22/2014
Staff Type IN-HOUSE STAFF ▾	Response Due Date 7/22/2014
Submittal Type COMMUNITY AESTHETIC FEATURE ▾	PM Comment Review Period 5 days
In-House Project Manager Lieblong, Kurt (QI972LK)	PM Response Review Period 5 days
Consultant Project Manager WOLFE, JAMES (JIM.D.WOLFE@DEP.STATE.FL.US) <a href="#">Clear</a>	District CENTRAL OFF. ▾
	Allow Unassigned Response <input type="checkbox"/>

Description 22 of 3500

This is a test project

# *Two halves of the Submittal*



# *Two halves of the Submittal*

## ◆ Reviewers (In House)

- ✓ Make the comments
- ✓ Submit the comments
  - To the Project Manager
  - Directly to the Design team
  
- ✓ PM Accepts and closes

## ◆ Designers (Consultant)

- ✓ Respond to comments
- ✓ Submit them back
  - To the Consultant PM
  - To the Review team
  
- ✓ PM Accepts and closes

# *Back and Forth*



# Starting with the submittal

STATE OF FLORIDA  
DEPARTMENT OF TRANSPORTATION

Electronic  
Review  
Comments

User: qi972lk | Role: STATE ADMIN | District: CENTRALOFF | Work As: Self | [Help](#) [FAQ](#) [Logout](#)

Home Submittal Assignments Settings District Documents

☑ Action Items Total: 23 | Due Today: 23 | Due This Week: 0

☑ Comments Total: 51 | Due Today: 47 | Due This Week: 4

⊕ Assigned Submittals Total: 76 | Due Today: 74 | Due This Week: 1

Fin Proj	Phase	My Role	Comment Due Date	Response Due Date	Comments Submitted
<a href="#">Test submittal for design expo</a>	FINAL	IN-HOUSE PROJECT MANAGER	6/15/2012	7/13/2012	0
<a href="#">Testing cut &amp; paste</a>	FINAL	REVIEWER	6/7/2012	6/8/2012	4
<a href="#">Testing notifications</a>	FINAL	CONSULTANT PROJECT MANAGER	5/12/2011	5/19/2011	NA

Click to go to the Submittal Screen

# Looking at a submittal

<b>Submittal Information</b>	Staff Assignments	Comments	Reports	Documents	Related Submittals
------------------------------	-------------------	----------	---------	-----------	--------------------

Financial Project Id 417878 - 4 - 52 - 01	Date Received 5/9/2014
Financial Project Description: SR 29 FROM SR 82 TO HENDRY COUNTY LINE	Comment Due Date 6/9/2014
Submittal Phase INITIAL	Response Due Date 7/7/2014
Submittal Status OPEN	PM Comment Review Period 0 days
Staff Type IN-HOUSE STAFF	PM Response Review Period 0 days
Submittal Type SCOPE	Allow Unassigned Response <input type="checkbox"/>

Description 926 of 3500

Subject: Request for Stage I Scope of Services Review Comments & Man-hour Estimate

You are requested to provide your Scope of Services Review Comments for the attached Stage I Scope of Services (Word document) for the subject project no later than 06/09/14. A Phase 0% Review Meeting will be scheduled the week of 05/12/14 to review this project.

You are requested to provide your Man-hour Estimates for the subject project no later than 07/31/14. Attached are the latest Man-hour Estimating forms



# Create a New Comment

**Create/Edit a New Comment** x

133 of 3600

Comment:

Category: 

- ADA
- ARCHITECTURE
- AVIATION
- BICYCLE/PEDESTRIAN
- BIDABILITY
- CONSTRUCTION
- CONTAMINATION**
- CULTURAL RESOURCES

(Press Ctrl to select multiple categories)

Reference:

# And you generate an email....

## **ERC EMAIL NOTICE:**

Comments have been submitted by Kenneth Bass for your response for the following submittal:

Project FPID:

Project Name:

Submittal Phase: OTHER

Submittal Type: OTHER

Submittal Description: Test Project

Comment Sequence: 1 [Link to the Comment in ERC](#)

The Response Due Date is currently 7/15/2014.

[Link to the Submittal in ERC](#)

If you have any questions or issues with this submittal, please contact the ERC In-house PM(s):  
Gerlinde Masters at [Gerlinde.Masters@dot.state.fl.us](mailto:Gerlinde.Masters@dot.state.fl.us)

This is an ERC application automatically generated email.  
DO NOT REPLY TO SENDER.

# Sendina comments

<b>CLASS OF SERVICE</b> This is a fast message unless its deferred character is indicated by the proper symbol.	<h2 style="text-align: center;">WESTERN UNION</h2> <h3 style="text-align: center;">TELEGRAM</h3> <p style="text-align: center; font-size: small;">W. P. MARSHALL, PRESIDENT</p>	<b>SYMBOLS</b> DL=Day Letter NL=Night Letter LT=International Letter Telegram

The filing time shown in the date line on domestic telegrams is STANDARD TIME at point of origin. Time of receipt is STANDARD TIME at point of destination

LLE272 0C391

O NRA067 PD=NEWPORT BEACH CALIF 14 1216P PDT=

SENATOR JOHN F KENNEDY=

SPORTS ARENA LOSA=

1960 JUL 14 PM 12 45

FIRST=CONGRATULATIONS. SECOND=DO YOU NEED A HARP  
 PLAYER IN YOUR CABINET. THIRD=MY BEST TO YOUR MA AND PA

: HARPO MARX=...

<b>CLASS OF SERVICE</b> This is a fast message unless its deferred character is indicated by the proper symbol.	<h2 style="text-align: center;">WESTERN UNION</h2> <h3 style="text-align: center;">TELEGRAM</h3> <p style="text-align: center; font-size: small;">W. P. MARSHALL, PRESIDENT</p>	<b>SYMBOLS</b> DL=Day Letter NL=Night Letter LT=International Letter Telegram

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1216P PDT=

<b>CLASS OF SERVICE</b> This is a fast message unless its deferred character is indicated by the proper symbol.	<h2 style="text-align: center;">WESTERN UNION</h2> <h3 style="text-align: center;">TELEGRAM</h3> <p style="text-align: center; font-size: small;">W. P. MARSHALL, PRESIDENT</p>	<b>SYMBOLS</b> DL=Day Letter NL=Night Letter LT=International Letter Telegram

The filing time shown in the date line on domestic telegrams is STANDARD TIME at point of origin. Time of receipt is STANDARD TIME at point of destination

LLE272 0C391

O NRA067 PD=NEWPORT BEACH CALIF 14 1216P PDT=

SENATOR JOHN F KENNEDY=

SPORTS ARENA LOSA=

1960 JUL 14 PM 12 45

FIRST=CONGRATULATIONS. SECOND=DO YOU NEED A HARP  
 PLAYER IN YOUR CABINET. THIRD=MY BEST TO YOUR MA AND PA

: HARPO MARX=...



*HINT: Bundle your comments!*



# Save and Hold

Create/Edit a New Comment ✕

133 of 3600

Comment:  
`This is a test of the comment entering system to test whether a comment can be entered into the comment system. This is only a test.`

Category:  
ADA  
ARCHITECTURE  
AVIATION  
BICYCLE/PEDESTRIAN  
BIDABILITY  
CONSTRUCTION  
**CONTAMINATION**  
CULTURAL RESOURCES

Reference:

(Press Ctrl to select multiple categories)



# How to cut down the email SPAM

Financial Project Id: 242626-1

Financial Project Description: I-75 FROM HERNANDO CO LINE TO SOUTH OF SR 44

Submittal Information | Staff Assignments | **Comments** | Reports | Documents | Related Submittals

Mark as No Comment       Show comments assigned to me       Show comments assigned to Andrew Young      [Search Comments](#)

[Create New Comment](#)       Show unresolved comments       Show comments created by CHAD THOMPSON       Show all comments       Show comments by category SELECT

---

2. This is a test of the comment entering system to test whether a comment can be entered into the comment system. This is only a test.

<input checked="" type="checkbox"/>	<b>Categories:</b> CONTAMINATION	<b>Reference:</b>	
<b>Status:</b> COMMENT NOT SUBMITTED	<b>Assigned To:</b> Sean Masters (LEAD REVIEWER)	<b>Created By:</b> Sean Masters (REVIEWER)	<input type="checkbox"/>
		<b>Created Date:</b> 5/22/2014	

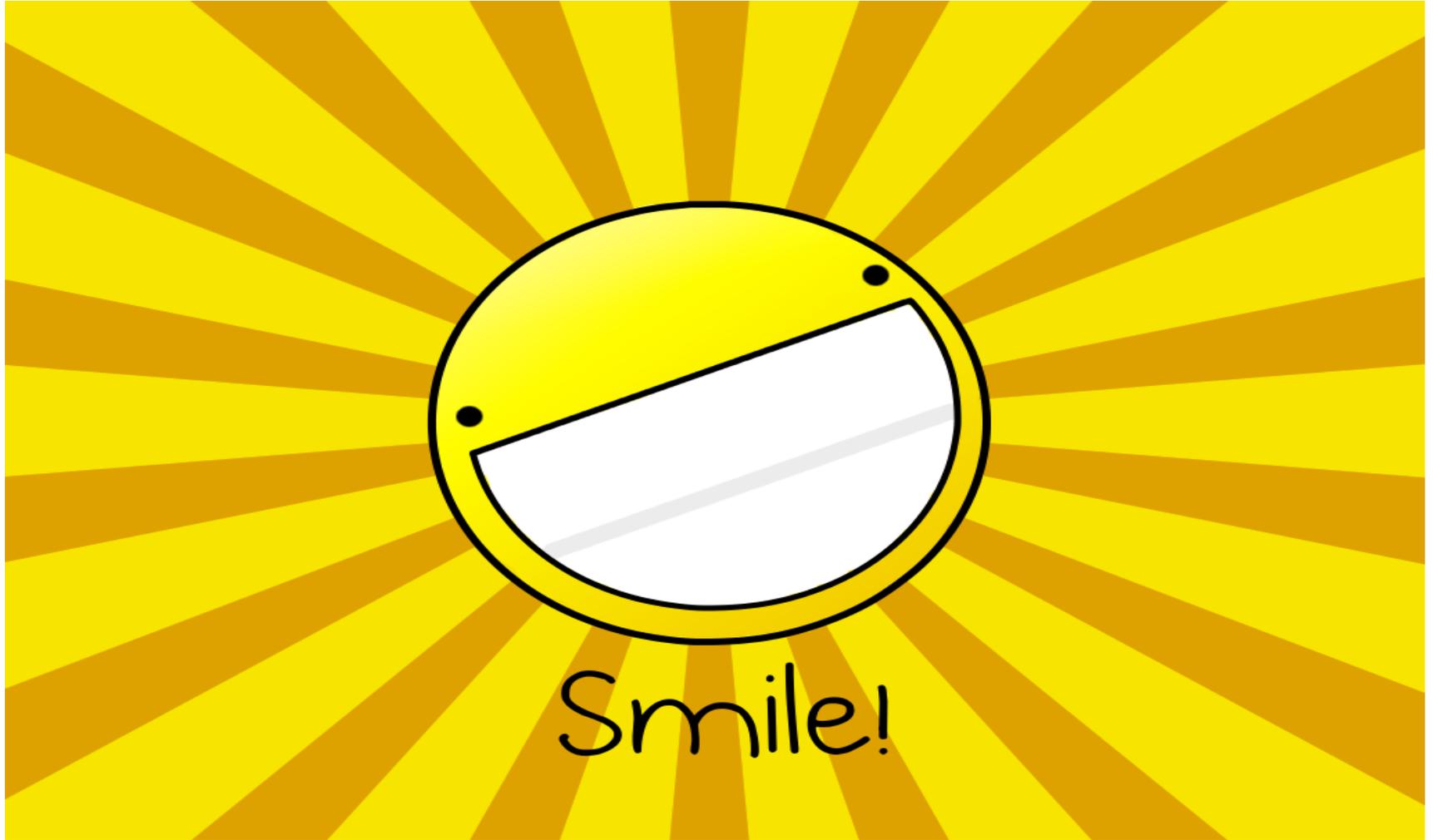
3. This is a second test comment so that we can see the comments queued up. This is only a test.

<input checked="" type="checkbox"/>	<b>Categories:</b> DRAINAGE	<b>Reference:</b>	
<b>Status:</b> COMMENT NOT SUBMITTED	<b>Assigned To:</b> Sean Masters (LEAD REVIEWER)	<b>Created By:</b> Sean Masters (REVIEWER)	<input type="checkbox"/>
		<b>Created Date:</b> 5/22/2014	

[Delete](#) [Add Document](#)

[Submit All Comments](#)      [Submit Selected Comments](#)

*Happiness is spread by one less  
email at a time....*



# Common ERC Problems...



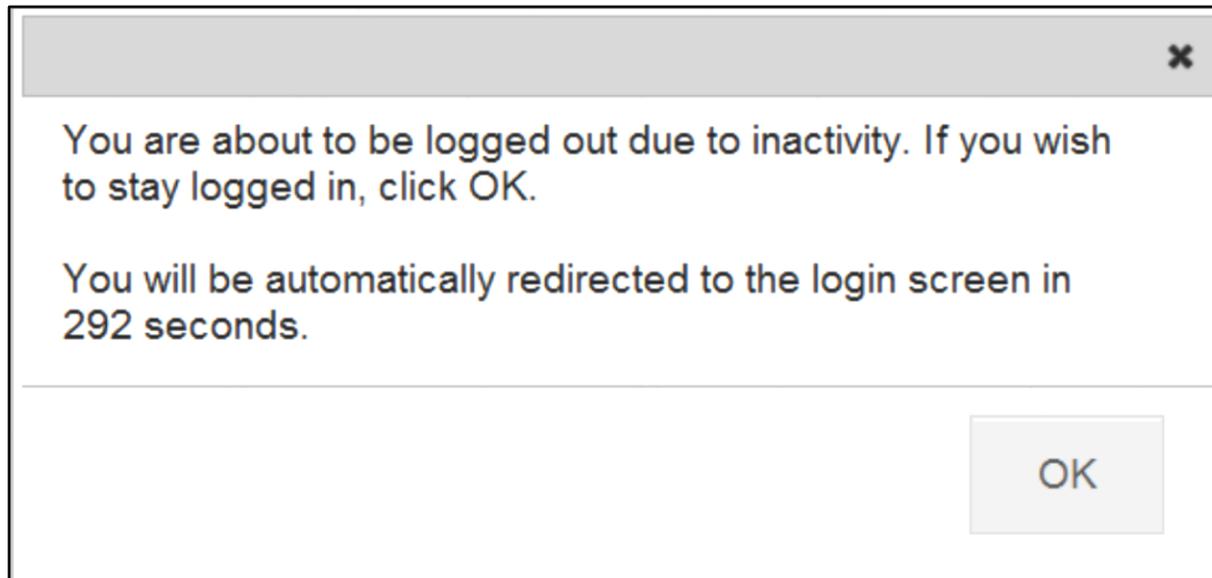
Copyright 2003 Randy Glasbergen. [www.glasbergen.com](http://www.glasbergen.com)

*ERC is going faster!*



# System Timeout

- ◆ System Time Out
  - ✓ After 30 minutes of inactivity in ERC
  - ✓ Makes ERC faster!



# Updating ISA information

<https://www3.dot.state.fl.us/internetsubscriberaccount/>



## Internet Subscriber Account

My Account

My Services

Email Address:	KLIEBLONG86@EMBARQMAIL.COM
First Name:	<input type="text" value="KURT"/>
Last Name:	<input type="text" value="LIEBLONG"/>
Company Name:	<input type="text" value="FDOT"/>
Phone Number:	<input type="text" value="(850) 414-4787"/>
Status:	ACTIVE ACCOUNT <input type="button" value="Unsubscribe"/>
	<input type="button" value="Update"/>
Challenge Question:	<input type="text" value="WHAT IS YOUR MOTHER'S MAIDEN NAME?"/>
Challenge Answer:	<input type="text"/>
	<input type="button" value="Change Challenge"/>

[Change Email Address](#)

DO NOT REPLY TO SENDER.

# Password Security

I'm not giving  
you my passwords.



WHY DON'T  
YOU LOVE ME?!



# Set up a Delegate!



## Electronic Review Comments

User: sp965sm | Role: STATE ADMIN | District: CENTRALOFF | Work As: Self

Home	Submittal	Assignments	Reports	Settings	District
<b>⌵ Action Items</b>				User Settings	
				<b>Manage Delegates</b>	
<b>⌵ Comments</b>				District Settings	
				Assign Roles	
<b>⌵ Assigned Submittals</b>				Manage User	
				Transfer User Assignments	
				Send Notification	

# Set up a Delegate!

User: sp965sm | Role: STATE ADMIN | District: CENTRALO

Home

Submittal

Assignments

Reports

## Manage User

Enter User:

[Clear](#)

Aldridge, Hollyjane (ES968HA)

# Set up a Delegate

Home	Submittal	Assignments	Reports
------	-----------	-------------	---------

## Manage User

Enter User:  [Clear](#)

Name: Hollyjane Aldridge  
Email: hollyjane.aldridge@dot.state.fl.us  
Contact No: (850) 414-4164  
District: CO

Manage User Delegates:

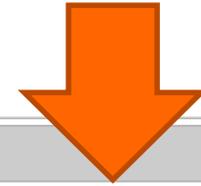
Add Delegate - Select Staff Member delegate:

# Set up a Delegate

**YOU DON'T HAVE TO DO EVERYTHING!  
EVEN BATMAN HAD ROBIN.**



# Remember This?



**Create/Edit a New Comment** x

133 of 3600

Comment:

Category: 

- ADA
- ARCHITECTURE
- AVIATION
- BICYCLE/PEDESTRIAN
- BIDABILITY
- CONSTRUCTION
- CONTAMINATION**
- CULTURAL RESOURCES

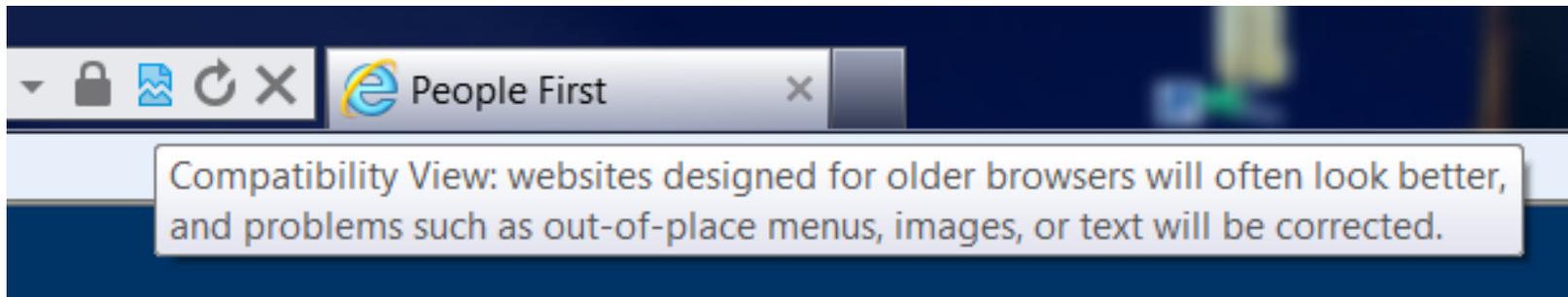
(Press Ctrl to select multiple categories)

Reference:

# Internet Explorer Compatibility...

- ◆ Internet Explorer Compatibility

<http://windows.Microsoft.com/en-us/internet-explorer/use-compatibility-view#ie=ie-9>



- ◆ Firefox and Google Chrome are not typically affected.

# *What about Design-Build?*



# Design-Build Bulletin (March 2013)

- ◆ DB Phase Review Bulletin
  - ✓ Comments which **do** and **do not** refer to Contract violations
  - ✓ Comments related to Contract Violation
    - Cite Contract Violation
    - Indicate that a Response **is** Required
  - ✓ Comments not related to Contract Violation
    - Indicate that the comment is provided “**For Information Only**”
    - Indicate that a Response **is not** Required
- ◆ Found at the Design Website

<http://www.dot.state.fl.us/rddesign/bulletin/Default.shtm>



**Florida Department of Transportation**  
605 Suwannee Street  
Tallahassee, FL 32399-0450

RICK SCOTT  
GOVERNOR

ANANTH PRASAD  
SECRETARY

**STRUCTURES DESIGN BULLETIN 13-02**  
**ROADWAY DESIGN BULLETIN 13-03**  
**TRAFFIC OPERATIONS BULLETIN 01-13**  
**DCE MEMORANDUM 02-13**  
*(FHWA Approved: 3/20/13)*

DATE: March 21, 2013

TO: District Directors of Operations, District Directors of Production, District Design Engineers, District Construction Engineers, District Geotechnical Engineers, District Structures Design Engineers, District Maintenance Engineers, District Structures Maintenance Engineers, District Consultant Management Engineers, District Traffic Operations Engineers

FROM: Robert V. Robertson, P.E., State Structures Design Engineer & Interim State Roadway Design Engineer  
David A. Sadler, P.E., Director, Office of Construction  
Mark Wilson, P.E., State Traffic Operations Engineer

COPIES: Tom Byron, Brian Blanchard, Duane Brautigam, Bob Crim, Kurt Lieblong, Charles Boyd, Jeffrey Ger (FHWA), Rafiq Darji (FHWA)

SUBJECT: Direction to Design-Build and Public-Private-Partnership Project Phase Reviews  
Modifications to the Electronic Review Comment System (ERC)

The following direction applies to all discipline phase reviewers performing Component Plan Reviews on Design-Build and Public-Private-Partnership projects.

**REQUIREMENTS**

Separate component plan review comments into categories which consist of comments that **do** and comments that **do not** refer to direct violations of the Contract as follows.

- Comments that **do** refer to direct violations of the Contract require a written response by the Design-Build Firm or Concessionaire. Where possible, the reviewer is expected to include

www.dot.state.fl.us

*Wrapping it all up...*



# *What we talked about today*

- ◆ Benefits of ERC
- ◆ Basic Workflow
- ◆ Account types
- ◆ Common User Problems
- ◆ Kurt Lieblong (Kurt.Lieblong@dot.state.fl.us)

*Thank you for your attention!*

Electronic Review Comments System

Sean Masters, P.E., AVS  
Project Review Office  
[sean.masters@dot.state.fl.us](mailto:sean.masters@dot.state.fl.us)