



RIGHT OF WAY MANUAL DIRECTIVE

RWMD NUMBER:

25-01

ISSUANCE DATE:

04-23-2025

EFFECTIVE DATE:

Immediately

APPROVED BY:

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Chief, Office of Strategic Innovation
Division of Right of Way and Land Surveys

SUBJECT:

Quality Management/Oversight Responsibilities

PURPOSE:

This RWMD incorporates recent Federal and ISO 9001 Quality Management guidance up through the FHWA-Caltrans Stewardship and Oversight Agreement, 08-31-2024, related to Caltrans responsibilities for program oversight, as they relate to the Division of Right of Way and Land Surveys, as effected through our Quality Management processes, including Quality Enhancement Joint Reviews.

REFERENCE:

See citations in new Exhibit 02-EX-07, RW Quality Enhancement Joint Review (QEJR), pages 1-4.

BACKGROUND:

Following FHWA scrutiny in the 1990s, Right of Way formalized its program oversight under the guidance outlined in Federal Title 23 as well as the Uniform Relocation Assistance and Acquisition Policies Act.

To wit, the Division Chief RWLS approved a memorandum circa 2001 establishing basic procedures for the Quality Enhancement Joint Review process with FHWA

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participation. Until now, this process has been conducted with minimal structure.

This Directive provides structure to more efficient quality management: (1) uniform procedures across all Right of Way functions, (2) a shared reference folder for the guidance documents and report templates, (3) a shared archive by function, (4) an online master calendar, (5) a set of procedures for communicating with and reporting on program oversight to the FHWA, (6) and implementation using existing software (Outlook, Teams, and SharePoint).

In addition, it conforms to Caltrans policy as it uses standard principles contained in ISO 9001 Quality Management. The overall process is called Quality Management because it encompasses Quality Control (operational oversight) as well as Quality Assurance (Quality Enhancement Joint Reviews and related review of completed work).

EXISTING POLICY OR PROCEDURE:

Right of Way Program oversight has been conducted through the Quality Enhancement Joint Review process contained in a memorandum approved by the Right of Way Division Chief in the early 2000s with occasional updates since then. The existing policy called for district functional reviews on a rotational basis using a standard template. The program update in this RWMD preserves the basic procedures and functional rotation in the original.

NEW POLICY OR PROCEDURE:

See new Exhibits:

- 02-EX-05, RW Quality Management Policy
- 02-EX-06, RW Quality Management Handbook
- 02-EX-07, RW Quality Enhancement Joint Review (QEJR)
- 02-EX-08, RW Quality Management Annual Report

RESPONSIBILITIES:

As contained in the attachments: overall program oversight and reporting are coordinated in HQ RWLS under the authority of the Office Chief, Office of Strategic Innovation, by the Organization Professionalism Manager.

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LINKS/RESOURCES:

See new Exhibits:

- 02-EX-05, RW Quality Management Policy
- 02-EX-06, RW Quality Management Handbook
- 02-EX-07, RW Quality Enhancement Joint Review (QEJR)
- 02-EX-08, RW Quality Management Annual Report

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