



# Technical Services Policy

Approved November 15, 2017

The American Concrete Pavement Association Pennsylvania Chapter (hereinafter ACPA/PA) depends upon its technical credibility to advance the concrete pavement industry's most important objectives. Credible technical service is one of the Chapter's founding principles, and one of the key values derived by its members. To maintain its stature with paving contractors and our agency partners, it is essential to adhere to the following principles.

ACPA/PA staff and members will:

1. Provide technical leadership to advance the industry on concrete pavement issues related to the design, construction, preservation and repair of concrete pavements for highways, airports, streets, roads and commercial/industrial facilities, as well as the materials and specifications used in these processes.
2. Provide timely response to technical inquiries germane to the Chapter's mission and purpose, giving its members preference in timeliness of response and collaborating with chapters or affiliates as appropriate.
3. Provide reasonable, ethical, objective, and fact-based consulting, applying sound engineering judgment.

ACPA/PA members will:

1. Resolve issues within our Chapter, involving ACPA National primarily to augment local solutions.

Chapter staff will:

1. Adhere to the requirements of Internal Revenue Code (26 U.S.C. § 501(c)), which prohibits a tax-exempt organization from engaging in activities that have "private benefit" to individuals or member companies to the exclusion of others.
2. Not act as, or assume the role of, a direct agent of any member company. When a Chapter member company requests technical assistance, staff will direct the response to the member company and not to an owner or agency involved in the issue or project.
3. Not accept requests to act as expert witnesses in any legal affair regarding a technical or other matter, except as required legally.
4. Inform staff of other Chapters or Affiliates of the source of any inquiry, and response to the inquiry, that occurs within another organization's territory (unless considered inconsequential or insignificant).
5. Send copies or otherwise distribute to the appropriate chapter(s) or affiliate(s) printed or electronic communications, and communicate specific positions and resolutions, based on inquiries from members or non-member agencies/consultants within their territory.
6. Refer requests that may potentially involve a significant amount of staff time or resources to for-profit Chapter member consultants, the National Concrete Pavement Technology Center, or alternatively, engage the services of other organizations that can assist in addressing the inquiry.
7. Provide only limited service to non-member contractors at the discretion of the Executive Committee. Some assistance may be appropriate if, in their judgment, the assistance will help show the value the Association to the non-member company and foster potential membership. Please refer to Staff Assistance Policy notes 3 & 4.
8. Adhere to the requirements of the Staff Assistance Policy. Deviation from policy will be considered by Board of Directors upon request of Staff.



# Staff Assistance Policy

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For requests made by...	For... Assistance in the Field or at a Seminar or Meeting	For... Assistance from the Office (Telephone, Email, etc.)
<b>Members (see Notes 1 and 2)</b>		
ACPA Chapters or Affiliates	Staff Time – Complimentary * Travel & Expenses – Complimentary **	Complimentary *
ACPA Members	Staff Time – Complimentary * Travel & Expenses – Reimbursable ***	Complimentary *
Members, Chapters or Affiliates on Behalf of Non-Members	Staff Time – Reimbursable **** Travel & Expenses – Reimbursable ***	Limited (See Note 3)
<b>Non-Member Companies (see Notes 1 and 2)</b>		
Contractor, Cement, Material, Equipment or Consultant	Staff Time – Reimbursable **** Travel & Expenses – Reimbursable ****	Limited Complimentary (see Note 3)
<b>Industry Groups</b>		
IGGA	Staff Time – Complimentary * Travel & Expenses – Complimentary ** within scope of affiliation agreement, otherwise reimbursed	Complimentary * (per affiliation agreement)
PCA (includes PCA regions) & NRMCA	Staff Time – Complimentary * within scope of agreed activities; otherwise reimbursable Travel & Expenses – Reimbursable ***	Limited to scope of agreed activities; otherwise reimbursable
Other Industry Groups	Staff Time – Reimbursable **** Travel & Expenses – Reimbursable ***	Reimbursable ****
<b>Customers &amp; Decision-Makers</b>		
Specifying Agencies	Staff Time – Complimentary * when consistent with strategies and program goals	Complimentary
Project Consultants	Staff Time – Complimentary * when consistent with strategies and program goals Travel & Expenses – Complimentary **	Limited Complimentary (See Note 4)

\* Complimentary time depends on the scope. ACPA/PA reserves the right to request some reimbursement for major requests involving a significant time commitment. Participation in such activities may be subject to Board approval.

\*\* Complimentary travel expenses for chapters or affiliates are applied to the extent possible within the budget limits of the Association, and in accordance with affiliation agreements.

\*\*\* Travel expenses include airfare, taxi, car rental, lodging and/or meals.

\*\*\*\* Staff time is reimbursable at a value of \$1,500/day for staff engineers; hourly rate(s) for other staff shall be at \$100/hour.

Note 1 Staff shall not continue involvement in any issue where assisting one ACPA/PA member may be detrimental to another ACPA/PA member.

Note 2 Staff participation is subject to availability; fair distribution amongst the chapters or affiliates and budget restraints shall be considered. ACPA/PA shall distribute requests amongst staff to effectively maintain productivity on all programs (such as producing publications, products, etc.).

Note 3 If the Chapter determines the scope of a request is too large or the requestor may be circumventing membership, they shall deny the request. Staff shall deny support to any non-member, even if requested by a member.

Note 4 If the Chapter determines the scope of a project is too large or will require an unreasonable time, staff shall refer the project consultant to a member/partner. Staff may deny support if a project consultant repeats requests and ignores the opportunity for membership, or otherwise attempts to take advantage of the Association's services.

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