



Rest Area Condition Assessments

Prevent Compliance Penalties with Baseline Assessments



PROBLEM

A full-service maintenance provider won a 5-year, performance-based contract to maintain 12 of the 43 rest areas in Virginia. The contract provided no baseline condition assessment or documented deficiencies for these rest areas which left the contractor open and subject immediately to performance penalties. A complete and comprehensive facility condition assessment was required before the contractor could effectively perform its contract duties.



SOLUTION

Prior to beginning their full-service maintenance contract, the service contractor hired PILLAR to perform a complete and comprehensive facility condition assessment to document inherited issues, or existing deficiencies and safety issues that could be exempted from penalties. The contractor used PILLAR's reports to bring certain conditions to VDOT's attention as well as dispute any performance penalties arising from these deficiencies.



APPROACH

Using a 2-man inspection team, PILLAR visited each rest area and documented visible deficiencies that would count against the measured performance criteria. The resulting repair list of deficiencies and safety issues was provided to the contractor who, in turn, submitted it to VDOT to make them fully aware of the physical state of the facilities upon contract start to avoid potential performance penalties.

