



IMO Monitors

Addressing Maintenance Monitoring Staff Needs in Bristol, VA

PROBLEM

VDOT's Bristol District Interstate Maintenance Office (IMO) assumed maintenance responsibilities when their maintenance service provider's contract ended. Unfortunately, Bristol IMO lacked experienced monitoring staff, which put them in danger of leaving critical work undone, such as contractor management, work plan development, pay voucher review, necessary reporting, and administrative tasks.

SOLUTION

Bristol IMO hired PILLAR to provide 1 maintenance manager, up to 5 roadway monitors, and 1 administrative assistant to assist with the IMO with daily and routine maintenance operations. In 12.5 years, PILLAR has provided over 213,250 hours of service.

APPROACH

Maintenance Manager: Performs administrative duties on several Administrative Services Division (ASD) contracts. Work consists of assisting the contract managers in tasks related to contractor management to ensure that proper contract services were available when needed. Tasks managed on a daily, weekly, monthly and annual level.

Roadway Monitor: Performs contract monitoring/inspection duties on several ASD contracts as well as collects and assesses district inventories. Requires considerable knowledge of highway construction and maintenance practices to ensure that contract work remains in compliance with all safety and health guidelines, VDOT Road and Bridge Standards and Specifications, and the Virginia Work Area Protection Manual. Document contractor work and timeliness deficiencies, as well as host contractor meetings to ensure compliance with the terms and conditions of the contract. They also act as department liaison between VDOT/contractors/and other agencies during emergencies occurring on the roadway.

Maintenance Support/Office Manager: Performs administrative duties for ASD contracts. Responsible for data entry into various VDOT programs for inventory, work planning, budgeting, etc. Coordinates third-party damage recovery claims, attends meetings as an agency representative with contract personnel, and coordinates with the fiscal staff.