



Interstate Maintenance Office Monitors

Staff Augmentation Supports Proactive Interstate Maintenance in Salem, VA

PROBLEM

Salem District Interstate Maintenance Office (IMO) assumed maintenance responsibilities when their maintenance service provider's contract ended. Unfortunately, Salem IMO lacked experienced monitoring staff. They risked leaving critical work undone such as contractor management, work plan development, and required reporting.

SOLUTION

Salem IMO hired PILLAR to provide 5 roadway monitors to assist the IMO with daily and routine maintenance operations. To date, PILLAR has provided over 121,800 hours of service for the past 12.5 years.

APPROACH

Roadway monitors perform the contract monitoring/inspection duties on several Administrative Service Division (ASD) contracts. They leverage their considerable knowledge of highway construction and maintenance practices, proper materials and procedures sufficient to ensure that work remains in compliance with all safety and health guidelines, VDOT Road and Bridge Standards and Specifications, and the Virginia Work Area Protection Manual.

The monitors work closely with the contract managers to coordinate contract services and are responsible for monitoring all contractor activities including, but not limited to:

- DBIMS, anti-icing and other ASD maintenance contracts on Interstates 81 & 581, 220 Expressway, and Route 460.
- Work as part of a team directing agency snow removal operations using recognized techniques to ensure the safety of the traveling public
- Maintain work progress schedules on a daily, weekly, monthly, and annual basis.
- Assist in the development of work plans, estimation of quantities, costs and scope of work ratings for task orders
- Attend meetings as a representative of the agency with contract personnel and reviewed contractor invoices for payment and coordinated with the fiscal staff to issue work requests, POs, and payment vouchers
- Provide input on work activities and work practices.

Monitors document contractor work and timeliness deficiencies, as well as host contractor meetings to ensure compliance with terms and conditions on the contract. They also act as department liaison between VDOT/contractors/and other agencies during roadway emergencies.