



## Interstate Maintenance Office Monitor

# Overcoming the Perils of Understaffing Due to Hiring Freeze



### PROBLEM

Hiring restrictions prohibited VDOT from directly hiring a roadway monitor to oversee the maintenance contractors and operations on a section of Interstate 66 in the Culpeper District, running the risk of leaving critical work undone or unmonitored.



### SOLUTION

PILLAR provided a roadway monitor for two years to help manage maintenance contractors and identify work needs throughout 20 miles of the I-66 interstate corridor and various primary routes until hiring restrictions were lifted.



### APPROACH

The roadway monitor performed the contract monitoring/inspection duties on several Administrative Service Division (ASD), and Scheduling & Contracts Division (SCD) contracts. They leveraged their considerable knowledge of highway construction and maintenance practices and proper materials and procedures to ensure work was performed to standards. They also ensured compliance with VDOT Best Practices; local, state and federal safety and health guidelines; VDOT Road and Bridge Standards and Specifications; and the VA Work Area Protection Manual. The monitor worked closely with the VDOT contract managers to oversee contractor activities including:

- TAMS, anti-icing and other ASD Maintenance and SCD contracts on Interstates 66.
- Worked as part of a team directing agency snow removal operations using recognized techniques to ensure the safety of the traveling public.
- Responded to all emergencies during normal work hours and select after hours.
- Represented VDOT as the on-scene representative (unless relieved by VDOT) and had authority to call out all needed resources needed for traffic control and quick clearance. Also acted as department liaison between VDOT/contractors/other agencies during roadway emergencies.
- Maintained work progress schedules on a daily, weekly, monthly, and annual basis.
- Assisted in the development of work plans, estimation of quantities, costs and scope of work ratings for task orders.
- Attended meetings as a representative of the agency with contract personnel and reviewed contractor invoices, and coordinated with the fiscal staff to issue work requests, POs, and payment vouchers.
- Provided input on work activities and work practices.

Monitors documented contractor work and timeliness deficiencies, as well as hosted contractor meetings to ensure compliance with terms and conditions on the contract and verified timesheets daily for work completed.