



Projects

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Updated Guardrail Process



Description and Benefit

The guardrail on call contract has been through several administrators and procedures over the years. Previously we had a contact in each of the construction offices. That person was responsible for collecting the information to issue a work order and send to the JOC administrator. Since we are notified of damaged guardrail by multiple sources, there were times when the construction office contact was notified and the contract administrator was also notified of the same damage, then both offices would attempt to collect the needed information. Another issue was when MoDOT maintenance channelized damaged guardrail and notified the JOC administrator, then additional MoDOT staff would need to take the time and travel to the same location to collect the needed information to issue a work order. Additionally, there was confusion who to contact when staff changed for the JOC administrator or construction office contacts. Now we still receive notifications from multiple sources however having the reporting centralized at nwguardrail@modot.mo.gov we can identify duplicate notifications and not send staff unnecessarily. With the guidance provided, maintenance staff have stepped up and directly sent the needed information to the JOC administrator, reducing a step and saving time.

For More Information Contact

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