

ISSUE ESCALATION MATRIX

Directions: Use Levels 1-5 to establish a Chain-of-Command for resolving construction issues that occur on the project. The lowest member of the Chain-of-Command should be listed at Level 1, and the highest member should be listed at Level 5. For example, the Contractor matrix may include a Foreman at Level 1 and use a Project Manager, Project Superintendent, etc. to complete the proceeding levels. Likewise, the project inspection staff matrix may include a Transportation Construction Inspector (TCI) at Level 1 and use a TCI Supervisor, TCI Manager, etc. to complete the proceeding levels. If an issue discovered on the project cannot be resolved at a level, it must immediately be escalated to the next level. Starting with the day of the discovering, the level capable of resolving the issue must be notified and actively seeking a resolution no later than the timeframes listed within each step.

ECMS Number: _____

SR: _____ SEC: _____

	Contractor _____	Project Inspection Staff
Level 1	Title:	Title:
	Name:	Name:
Immediate Response*	Phone:	Phone:
	Email:	Email:
Level 2	Title:	Title:
	Name:	Name:
1-2 Days*	Phone:	Phone:
	Email:	Email:
Level 3	Title:	Title:
	Name:	Name:
3-5 Days*	Phone:	Phone:
	Email:	Email:
Level 4	Title:	Title:
	Name:	Name:
5-10 Days*	Phone:	Phone:
	Email:	Email:
Level 5	Title:	Title:
	Name:	Name:
10 Days*	Phone:	Phone:
	Email:	Email:

* Recommended timeframes may be adjusted with Department and Contractor agreement.

District Contact List		
Materials Unit	Title:	Title:
	Name:	Name:
	Phone:	Phone:
	Email:	Email:
Other	Title:	Title:
	Name:	Name:
	Phone:	Phone:
	Email:	Email:

