

## 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
<b>Level 1</b>	<b>Title:</b>	<b>Title:</b>
	<b>Name:</b>	<b>Name:</b>
<b>Immediate Response*</b>	<b>Phone:</b>	<b>Phone:</b>
	<b>Email:</b>	<b>Email:</b>
<b>Level 2</b>	<b>Title:</b>	<b>Title:</b>
	<b>Name:</b>	<b>Name:</b>
<b>1-2 Days*</b>	<b>Phone:</b>	<b>Phone:</b>
	<b>Email:</b>	<b>Email:</b>
<b>Level 3</b>	<b>Title:</b>	<b>Title:</b>
	<b>Name:</b>	<b>Name:</b>
<b>3-5 Days*</b>	<b>Phone:</b>	<b>Phone:</b>
	<b>Email:</b>	<b>Email:</b>
<b>Level 4</b>	<b>Title:</b>	<b>Title:</b>
	<b>Name:</b>	<b>Name:</b>
<b>5-10 Days*</b>	<b>Phone:</b>	<b>Phone:</b>
	<b>Email:</b>	<b>Email:</b>
<b>Level 5</b>	<b>Title:</b>	<b>Title:</b>
	<b>Name:</b>	<b>Name:</b>
<b>10 Days*</b>	<b>Phone:</b>	<b>Phone:</b>
	<b>Email:</b>	<b>Email:</b>

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

District Contact List		
<b>Materials Unit</b>	<b>Title:</b>	<b>Title:</b>
	<b>Name:</b>	<b>Name:</b>
	<b>Phone:</b>	<b>Phone:</b>
	<b>Email:</b>	<b>Email:</b>
<b>Other</b>	<b>Title:</b>	<b>Title:</b>
	<b>Name:</b>	<b>Name:</b>
	<b>Phone:</b>	<b>Phone:</b>
	<b>Email:</b>	<b>Email:</b>

