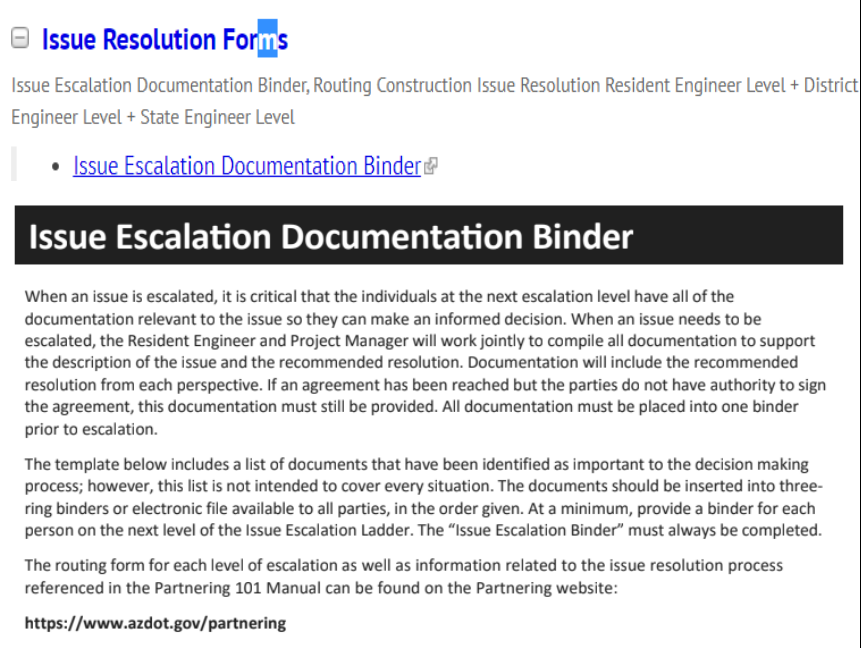


Standard Work for: Completing the Construction Issue Resolution Routing Form

Description of the task:		Complete the Construction Issue Resolution Routing Form as part of the issue resolution process.		Original Date: 2/3/2023
Process Owner:		Partnering Office		Revision #: 1
Purpose:		This is the reporting tool to document issue escalation and resolutions.		Document Owner: Partnering Office
Supplies & safety equipment required:		Access to ADOT Partnering web page, Docusign, Resolution Process and Escalation Ladder.		
WHAT?	<i>Important Steps: List the critical steps of the operation that advance the work</i>	HOW?	<i>Key Points: List the tasks that allow you to complete the steps successfully.</i>	Include a picture, a map, additional contacts or resources that are relevant for success when performing this job
Purpose of the form:		<p>The Construction Issue Resolution Routing Form is a document used to track issues not resolved at the field level and require escalation to higher management levels. This document briefly describes the issue, who is involved in the resolution, at what level of management and the resolution outcome and any costs associated with the resolution. This document is a summary of the issue and resolution and is supported by detailed documents housed within the project binder.</p> <p>Note: The Construction Issue Resolution Form documents issues the ADOT Resident Engineer and Contractor Project Manager agree to escalate to the ADOT District Engineer and Contractor Management level. If an issue is resolved at the ADOT Resident Engineer and Contractor Project Manager level, the Construction Issue Resolution Form is not completed.</p>		

<p>Access the Issue Escalation Document Binder Form</p>	<p>Go to azdot.gov/partnering Click on Forms Click on Issue Resolution Forms Click on the Issue Escalation Documentation Binder</p> <p>Here is a sample of the Issue Escalation Document Binder instruction letter:</p>	
<p>Access the Construction Issue Resolution Routing Form</p>	<p>Go to azdot.gov/partnering Click on Forms Click on Construction Issue Resolution Routing Form. This link will go to DocuSign to complete the Powerform.</p>	

Complete the Recipients info

Add the names and emails for the following roles:

- Form initiation - the initial individual completing the issue resolution information
- ADOT Resident Engineer
- Contractor Project Manager
- ADOT District Engineer or Assistant District Engineer
- Contractor Management
- Form completor - this step is added in case the issue is resolved before going to the SEO/Sr Mgmt level
- ADOT State Engineer's Office
- Contractor Senior Management
- Form Completion - this step is added to complete the form prior to distribution to all
- ADOT Field Reports and Partnering are always left alone - both departments receive a copy at the end of the process

Press Begin Signing at the bottom of this pop up. The Docusign will be sent to the Form completion person to complete.

PowerForm Signer Information

Fill in the name and email for each signing role listed below. Signers will receive an email inviting them to sign this document.

Please enter your name and email to begin the signing process.

Form Initiation

Your Name: *

Your Email: *

Please provide information for any other signers needed for this document.

ADOT Resident Engineer

Name:

Email:

Contractor Project Manager

Name:

Email:

<p>Complete Form Completion areas</p>	<p>Complete all project information and provide a brief description of the issue. Include any cost to ADOT or the contractor if available.</p> <p>Contractor name will auto populate once Part 1 is filled in. Fill in names of decision makers for ADOT and contractors. Refer to the Escalation Ladder in the Partnering Summary/Pre Construction meeting notes.</p> <p>Add the dates the issue was identified, date escalated to the RE/PM and date escalated to DE/Mgmt.</p> <p>Once all info is complete, click Finish. The Docusign will be sent to the ADOT RE and Contractor PM.</p>	<p>Part 1: Project and Brief Escalation Information</p> <p>Project Number <u>Tracs Number</u> Project Name <u>From award documents</u> District <u>District Name</u> Prime Contractor <u>Contractor Name</u> Construction Unit <u>Org Number</u> Escalation Number _____ What is the estimated cost to ADOT? \$? _____ or to Contractor? \$? _____ Brief description of the issue <div style="border: 1px solid black; padding: 5px; width: fit-content;">What the issue is.</div></p> <p>Part 2: Decision Maker Names</p> <table border="1"> <thead> <tr> <th>Level</th> <th>ADOT</th> <th>Contractor Name</th> </tr> </thead> <tbody> <tr> <td>RE and PM</td> <td><u>Resident Engineer</u></td> <td><u>Project Manager (See Escalation Ladder)</u></td> </tr> <tr> <td>DE/ADE and Mgmt.</td> <td><u>Asst. District Engineer/DE</u></td> <td><u>Management (See Escalation Ladder)</u></td> </tr> <tr> <td>SEO and Sr Mgmt.</td> <td><u>State Engineer</u></td> <td><u>Management (See Escalation Ladder)</u></td> </tr> </tbody> </table> <p>Part 3: RE/PM Escalation Agreement</p> <p>Date the Issue was Identified <u>1/1/20</u> Date Escalated to RE/PM <u>1/1/20</u> If any, attach ADOT position document here _____ If any, attach Contractor position document here _____ By initialing this form, the RE and PM agree to escalate the issue to the DE/Mgmt. level. RE _____ PM _____ Date Escalated to DE/Mgmt. _____</p>	Level	ADOT	Contractor Name	RE and PM	<u>Resident Engineer</u>	<u>Project Manager (See Escalation Ladder)</u>	DE/ADE and Mgmt.	<u>Asst. District Engineer/DE</u>	<u>Management (See Escalation Ladder)</u>	SEO and Sr Mgmt.	<u>State Engineer</u>	<u>Management (See Escalation Ladder)</u>
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SEO and Sr Mgmt.	<u>State Engineer</u>	<u>Management (See Escalation Ladder)</u>												
<p>Complete Part 3: RE/PM Escalation Agreement</p>	<p>The ADOT RE and Contractor PM are able to attach an optional document outlining their individual position about the issue.</p> <p>After attaching a document, the ADOT RE and Contractor PM initial the document and click Finish.</p> <p>The form automatically routes to the ADOT DE/ADE and Contractor Management individuals identified by the Form completion initiator of the Docusign.</p>	<p>Part 3: RE/PM Escalation Agreement</p> <p>Date the Issue was Identified <u>1/1/20</u> Date Escalated to RE/PM <u>1/1/20</u> If any, attach ADOT position document here _____ If any, attach Contractor position document here _____ By initialing this form, the RE and PM agree to escalate the issue to the DE/Mgmt. level. RE _____ PM _____ Date Escalated to DE/Mgmt. _____</p>												

<p>Complete Part 4: DE/Mgmt. Escalation Information</p>	<p>The DE and Mgmt are able to attach an optional resolution letter/memo to this Docusign.</p> <p>Choose Yes or No from the radio buttons.</p> <p>If the issue is resolved, click Yes and sign the document using the Docusign signature. Click Finish.</p> <p>If the issue is not resolved, click No and initial.</p>	<p>Part 4: DE/Mgmt. Escalation Information Issue resolved at the at the DE/Mgmt. level? <input type="checkbox"/> Yes, sign and date on the line below, complete Part 6 and attach resolution letter/memo here _____</p> <p>_____ Date _____ District Engineer/Assistant DE _____ Management _____</p> <p><input type="checkbox"/> No, by initialing this form, the DE/ADE and Mgmt. agree to escalate the issue to the SEO/Sr. Mgmt. level. DE/ADE ____ Mgmt. ____ Date _____</p>
<p>Form completor between DE/Mgmt level and SEO/Sr Mgmt</p>	<p>If the issue was resolved at the DE/Mgmt level, the Form completion individual updates the recipients and removes the SEO and Sr Mgmt roles (signer steps 7 and 8). Once complete, the process skips to completing Part 6.</p> <p>If the issue is not resolved, the SEO and Sr Mgmt levels stay and this level approves moving to completing Part 5 of the document.</p>	
<p>Complete Part 5: SEO/Sr. Management Escalation Information.</p>	<p>The SEO and Sr Mgmt are able to attach an optional resolution letter/memo to this Docusign.</p> <p>Choose Yes or No from the radio buttons.</p> <p>If the issue is resolved, click Yes and sign the document using the Docusign signature. Click Finish.</p> <p>If the issue is not resolved, click No and initial.</p>	<p>Part 5: SEO/Sr. Mgmt. Escalation Information <input type="checkbox"/> Yes, sign and date on the line below, complete Part 6 and attach resolution letter/memo here _____</p> <p>_____ Date _____ State Engineer _____ Senior Management _____</p> <p><input type="checkbox"/> No, describe next steps in Brief description of the resolution.</p>

<p>Complete Part 6: Resolution Information</p>	<p>The identified Form completion individual will complete the resolution information and briefly describe the agreement.</p> <p>Click Finish when complete.</p> <p>DocuSign will automatically send a copy to all parties and cc ADOT Field Reports and Partnering.</p>	<p>Part 6: Resolution Information</p> <p>What is the actual cost to ADOT? <u>\$1.00</u> or to Contractor? <u>\$1.00</u></p> <p>What is the Change Order Number? <u>CO#</u></p> <p>Brief resolution description</p> <div data-bbox="1417 203 1995 284" style="border: 1px solid black; background-color: #e6f2ff; padding: 5px;">Describe the resolution agreement.</div>
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