CS-8 (4-15)

pennsylvania
DEPARTMENT OF TRANSPORTATION
www.dot.state.pa.us

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:**

	Contractor	Project Inspection Staff
Level ___	Title:	Title:
	Name:	Name:
	Phone:	Phone:
________________	Email:	Email:
Level ___	Title:	Title:
	Name:	Name:
	Phone:	Phone:
________________	Email:	Email:
Level ___	Title:	Title:
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