



Improved Process for Bridge Follow-Up Actions

CHALLENGE

The Beaumont District recently ranked 23rd out of 25 TxDOT districts on the number of past-due follow-up actions (FUAs) requiring attention for on-system bridges. Several factors contributed to this, including:

- Difficulty getting maintenance crews to complete FUAs.
- A massive, overwhelming database with poorly organized workflows and assignments.
- Reports that showed maintenance section FUA assignments that did not match the number of FUAs in workflows.
- A lack of trust and collaboration between the bridge office and the area and maintenance offices.

SOLUTION

To establish accountability and an efficient workflow, changes had to be made to the way the work was organized. An Excel workbook was developed with formulas to report the data logically and transparently. The project team communicated with the maintenance sections to gather their insights on the biggest problems with the existing system.

The bridge maintenance coordinator began working directly with the maintenance sections to better understand the challenges they faced in the field and learn about the work requirements. Maintenance sections received one-on-one instruction to help them navigate AssetWise. All personnel involved in FUA completion now participate in a weekly meeting where photos of excellent repair work are regularly showcased.

PROACTIVE APPROACH

This new approach closes the gap between the team responsible for reporting the FUAs and the maintenance sections responsible for completing the tasks. Additionally, having a regular forum for planning the bridge FUA efforts keeps the issue top of mind among the various teams and provides opportunities for recognizing successful efforts and work completion.

TxDOT GOALS



Deliver the right projects



Focus on the customer



Foster stewardship



Optimize system performance



Preserve our assets



Promote safety



Value our employees



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BENEFITS

The new process and better communication and collaboration have improved relationships between the bridge coordinator and maintenance sections, boosting morale. The maintenance sections continue to improve and now take on work they would not previously have considered possible.

In 2022, Beaumont moved to first place in district rankings of overdue FUAs/total bridge count. Figure 1 shows an example of the maintenance sections completing bridge repairs. At the end of 2023, the Beaumont District achieved zero past-due bridge follow-up actions requiring attention for on-system bridges.

KEY TASKS

- Prepare a breakdown of FUAs by maintenance section.
- Conduct regular meetings to plan next steps and evaluate progress (see Figure 2).
- Identify opportunities to complete tasks (i.e., FUAs that can be completed on rainy days).

DATA SOURCES

Data sources include state and district updates on bridge FUA status; bridge inspection reports; and district, area office, and maintenance section work effort reports.

Resources

[Beaumont District \(txdot.gov\)](https://www.txdot.gov/locations/central-beaumont-district)

[Bridge design, construction, maintenance, inspection, and management \(txdot.gov\)](https://www.txdot.gov/operations-and-maintenance/bridge-design-construction-maintenance-inspection-and-management)

[GIS Open Data Portal: TxDOT Bridges](https://www.txdot.gov/technology-and-innovation/gis-open-data-portal)

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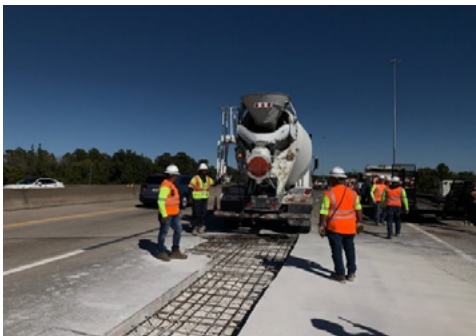


Figure 1. TxDOT maintenance crews working on bridge repair.



Figure 2. Meeting to evaluate progress and plan next steps.