CHAPTER 3 - WORK ZONE SAFETY AND MOBILITY PROCESS REVIEW
Requirements of the Work Zone Safety and Mobility Rule.

The Department shall perform a process review at least every two years to assess the effectiveness of work zone safety and mobility procedures.

Guidance for Implementation

The objective of the process review is to enhance efforts to address safety and mobility on current and future projects.

The work zone performance assessment addressed by the process review may involve a review of randomly selected projects and/or the evaluation of statewide work zone data. A post-project review that includes objective outcome reviews of what went right/wrong on projects may be performed to provide additional feedback to continually improve work zone practices, policies, processes, and procedures.

A Work Zone Safety and Mobility Review Team should perform the process review on a minimum of 2-3 projects (at least one significant project) selected by the Regional Traffic Engineer, and should be led by the Traffic Operations Division with a representative from Design, Maintenance, Construction, Strategic Transportation Investments, Employee Safety and Risk Management, the Region Traffic Engineers, and the Federal Highway Administration. Others may be included as needed.

The following are examples of questions that may be used when performing the process review:
A. Are good decisions being made in planning, designing, and implementing our work zones?
B. How are work zones performing with respect to safety and mobility?
C. How do work zone performance, the effectiveness of strategies, and areas of improvement vary between day work and night work?
D. Can areas for improvement be identified?
E. What has both worked and not worked—which strategies have proven to be either more or less effective in improving the safety and mobility of work zones?
F. Should policies or agency procedures be adjusted based on what has been observed or measured?
G. How have areas for improvement that were identified in the past been addressed?
H. Are customer expectations being met with respect to maintaining safety and mobility and to minimizing business and community impacts through, in, and around the work zone?
I. What other strategies can be considered for implementation?
J. Are there certain combinations of strategies that seem to work well?
K. Can any work zone safety and mobility trends be identified at the national level or local level? What can be done to advocate characteristics associated with good trends? What can be done to remedy the problems associated with bad trends?
L. Can consistency be brought about in the identification of such trends, issues, problems, and in the standardization of tools and guidelines for application at the agency, state, and/or national level?

Conducting process reviews should include the following actions:
A. Develop review objectives.
B. Determine review methods.
C. Conduct review.
D. Analyze and interpret results.
E. Develop inferences, recommendations, and lessons learned.
F. Prioritize recommendations and lessons learned.
G. Develop an action plan to implement the prioritized recommendations.
H. Identify performance objectives for next review.
I. Report recommendations and lessons learned.