



Traffic Guidelines Manual

ORIGINATOR Director, Bureau of Traffic Operations		1-20-10
CHAPTER 1	General	
SECTION 20	Special Topics	
SUBJECT 10	Response to Damage	

BACKGROUND

The Department has a 24/7 obligation to respond to failures or damage that may jeopardize traffic safety or mobility. Given the extent of the system and the role of the Department, it is most often the case that law enforcement or local government employees will become aware of these situations first. A protocol for dealing with those situations will benefit the entity that first becomes involved, as well as serving the public needs for safety and mobility.

NOTIFICATION TO OTHERS

In conjunction with and addition to the "Highway Facilities Damage Claim Program" coordinated by Risk Management, each region *shall* develop an on-going program of establishing and maintaining contacts with appropriate enforcement agencies, for the purpose of distributing information on whom to contact for emergency sign repair.

This notification *should* include the types of signs which are critical in nature and the telephone number and agency of whom the enforcement people are to contact at any given hour of the week -- day, night, weekday, weekends.

The notification *should* also include the appropriate contact regarding traffic signals, highway lighting and other appurtenances. Instructions *should* go on to cover reporting of routine damage or malfunction of a non-emergency nature.

The same notifications *should* be distributed to state maintenance people and others who *may* be in a position to see and report problems.

A suggested letter to be used for this purpose is included as part of this guideline.

CRITICAL SIGNS

Critical signs are stop signs and yield signs, and *may* include large arrows in critical locations, keep right signs on important transition sections, and similar applications. Refer to *Signing Guidelines Manual*, Section 2 for further information.

Date

Addressee

Subject: Reporting Damage to Signs and Signals
On State Trunk Highways

We are contacting you to reconfirm and/or update information on whom to contact regarding the repair of damaged highway signs and traffic signals which are owned and operated by the State Department of Transportation.

We have assumed that you have enforcement officers and/or maintenance workers who will come upon damage and will be obliged to initiate action to have repairs made. The list on the next page will serve to expedite obtaining the proper phone number and the circumstances necessitating a call. You *should* make copies of this list available to each person.

We suggest that the officer or employee keep a record of the time and circumstances when contact was made with the person on the list.

We thank you for your cooperation and welcome your comments or questions regarding notification of damage to traffic control devices.

Regional Chief Traffic Engineer or Supervisor

Contact Persons Below to Report Damage
to Signals and Signs on State Highways

Agency-Person/Telephone Number

<u>Emergency Damage</u>	<u>Working Hours</u>	<u>Week Nights</u>	<u>Weekend</u>
Electrical			
Examples:	_____	_____	_____
Traffic signal down	_____	_____	_____
Signals on flash	_____	_____	_____
(call top name first then next, etc.)	_____	_____	_____
	_____	_____	_____
	_____	_____	_____
Signing:			
Critical sign down or missing, such as stop, yield, large arrow, keep right sign, etc.	_____	_____	_____
	_____	_____	_____
	_____	_____	_____
	_____	_____	_____

In most cases a sign can be re-erected temporarily until the next working day.

Non-Emergency Damage Work Hours Only

Electrical	_____
Example:	
lamp burned out	_____

Signs	_____
Example:	
Less important sign damaged or missing	_____
