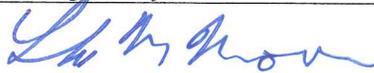




Highway Division Maintenance Leadership Team Operational Notice

Number	Supersedes	Effective Date	Cancellation Date
MG-144-02	New	March 1, 2015	Until further notice
Subject		Issuing Body	
Traffic Signal Maintenance Priority		 State Maintenance & Operations Engineer	

PURPOSE:

Guidelines and considerations for use in prioritization of response to Traffic Signal maintenance requests.

BACKGROUND:

Documentation of expected Traffic Signal Maintenance priority to communicate expected requirements with our own staff, Local agency agreements and to outline expectations for expected response to Traffic Signal Maintenance calls. Traffic Signal Priority issues also come up as multiple calls for the limited staff arrive, possible on call support needed, and perspective for maintenance urgency.

PROCESS:

Call-Out Level A:

An emergency response effort with potential life safety issues, the maintenance crew arriving on-scene and repairing within a few hours as resources allow, including weekends and holiday.

Examples include.

- Damaged cabinet, poles or equipment in danger of falling
- Exposed wiring posing a perceived danger
- Twisted or conflicting primary signal indications facing the same approach
- Stuck signal indications
- Low hanging signals or electrical equipment
- Upraised Hand (don't walk) pedestrian signal indication burned out indications in an actuated environment.
- Detection failures for such movements as pedestrian, left-turn, and cross street signals
- Open controller cabinet or service pedestal

- Railroad or bridge pre-emption failure
- Signal off
- Power out (prior to responding first verify status and conditions with power company and advise local law enforcement.)
- Traffic signal in "conflict" red flashing operation (respond before next peak hour)
- School Speed limit beacons (before next normal school day operation)
- Rectangular Rapid Flash Pedestrian Beacon out of service.

Call out Level B:

Immediate response efforts, same work day or next workday response needs to be directed toward:

- Red or Yellow signal indication burned out
- School warning beacons out of service
- Accessible Pedestrian signal tone failures
- Emergency vehicle pre-emption failure (notification of emergency services or repair)
- Supplemental regulatory beacons out of service
- Supplemental warning beacons out of service
- Supplemental intersection beacons out of service
- Upraised Hand (don't walk) or walk pedestrian signal indication burned out in a non-actuated environment
- Ramp metering signals out of service
- Lane control signals out of service

Call out Level C:

One work week , scheduled response efforts depending on severity:

- Burned out Green or Walking person (Walk) indications
- Damaged visors
- Broken lens
- Flickering LED units
- Missing visors or backplates
- Transit priority out of service
- Stuck pedestrian pushbutton
- Trimming of trees to improve visibility of signals
- Timing coordination failures
- Supplemental in-roadway lighting

Call out Level D:

Maintenance response efforts to accomplish during next scheduled maintenance visit

- Calls for timing changes
- Annual inspections
- Firmware updates

Regardless of the Maintenance call issues the following IMSA seven step process is critical to a safe operation and to avoid recurring or return maintenance calls; Step 8 was added to keep the TOC informed.

Step 1: Observe intersection Operation

Step 2: Identify the problem or problems

Step 3: Determine the general areas that could create the observed symptoms

Step 4: Isolate the cause

Step 5: Test to determine which device is causing the problem

Step 6: Correct the problem

Step 7: Observe the signal operation to insure all problems have been corrected.

Step 8: Call the TOC to give a Status update.

It is critical to remember that, no matter how many critical trouble calls are stacked up waiting for the technician to arrive, the complete checking and securing of the signal before the technician leaves the intersection is the top priority.

Other Considerations:

The timelines stated in the call out levels above are to be considered as general timelines.

There are many factors that may also impact the ability to perform repairs within the general timelines. These include: large scale emergencies, budget, staffing, material shortages, and availability of contractor resources, road and weather conditions or the need to respond to other highway priority safety issues.

When reviewing individual situations, maintenance managers should consider whether other interim measures are beneficial.