



Traffic Engineering, Operations & Safety Manual

Chapter 11 Lighting/Electrical/Electronic Systems

Section 13 Electrical Maintenance Guidelines

11-13-1 Incident Management Protocols

May 2006

PURPOSE

The purpose of the incident management protocols for Department electrical systems is to provide guidelines for the regional electricians to follow in order to maintain conformity statewide.

The times indicated are the desired Department practices for identified incident response time. It is recognized there *may* be isolated occasions where the Department's ability to meet these guidelines are negatively impacted by certain factors such as: simultaneous calls, inclement driving conditions, and location of the actual incident. On those occasions where the response times are not met, reasons for non-attainment *should* be noted in the service reports.

DEFINITIONS

Response Time – The time from when we receive the initial service request to the time we arrive at the location.

Type 1 (Safety) – Urgent, respond immediately (day, night, weekends, or holidays), within three hours. Safety hazards to the public.

Type 2 (Efficiency) – Repairs *should* be done as soon as practicable or the next business day during normal working hours.

Type 3 (Routine) – Repairs *should* be done as scheduling permits.

QUALIFICATIONS FOR MAINTENANCE AND REPAIR OF SYSTEMS

1. Any and all repairs to the electrical systems **shall** be made by qualified personnel.
2. A qualified person **shall** be an Electrical Journey Person, who has successfully indentured as an apprentice and has completed the required academic curriculum established by DWD. In addition, the Journey must have gained the necessary electrical experience that relates to installation and maintenance of traffic signals, roadway lighting, and structures via on the job training at an established agency.
3. A fourth year DWD indentured apprentice *may* perform repairs under the guidance of a Journey person.

SERVICE CALL GUIDELINES MATRICES

TRAFFIC

Type of call	Primary Response Reason	Procedural Guide	Estimated Response Time
Traffic signal going in and out of flash	Safety		Type 1
Traffic signal on flash	Safety		Type 1
All traffic signal indications dark or out at intersection	Safety	Ask caller to ensure its not just one lamp out where only one signal <i>may</i> be without an indication. Check with power company for possible power outage in area. Ask Law Enforcement to call back if signals do not come back on after power is restored in the area.	No response needed if utility power outage. Type 1
Conflicting traffic signal indications on an approach or the same head.	Safety	Ask caller to describe the malfunction	Type 1
Specific/one direction gets too much green time	Efficiency	Ask caller to describe malfunction. Ask caller if it is cycling.	Type 2
Skipping specific traffic movement	Safety	Ask caller to describe malfunction	Type 1
Traffic signal stuck on and/or in single direction	Safety	Ask caller to describe malfunction	Type 1
Too little time to walk across road.	Efficiency	Ask caller to describe malfunction	Type 2
Some traffic signals dim and/or some show multiple indications.	Safety	Ask caller to describe malfunction	Type 1
Traffic signal damage or knockdown	Safety	Ask for the status of damage. Ask caller if the signal is still operating or if it's on flash.	Type 1
Turned signal head.	Safety	Ask caller of the direction and location of signal head.	Type 1
Traffic signal lamp outage	Safety	Ask the caller for specifics on which indication and what color is not working.	

		Red or Yellow not working	Type 1
		Green not working	Type 2
Pedestrian signal lamp outage	Efficiency	Ask caller for specifics on which indication is not working. Ask for the travel direction.	Type 2
Short green time	Efficiency	Ask caller for specifics on what the caller has seen. Ask for the direction of travel.	Type 2
Can't make it from one intersection to another on green. Always get stopped at the next intersection.	Routine	Obtain specifics as to what time of day this problem is noted, the direction of travel at the time.	Type 3

LIGHTING

Type of call	Primary Response Reason	Procedural Guide	Estimated Response Time
Street light (Luminaire) pole damaged or knocked down (if WisDOT maintained)	Safety	Ask the caller for the status of damage. Is the pole still standing or is the pole leaning?	Type 1
All street lights (Luminaires) are out (if WisDOT maintained)	Efficiency	Are the traffic signals still operational? If no, see traffic calls above.	Type 2
Street light (Luminaire) is out (if WisDOT maintained)	Routine	Is it an overhead luminaire outage or a traffic signal indication? If traffic signal, see traffic calls above.	Type 3

FLASHERS

Type of call	Primary Response Reason	Procedural Guide	Estimated Response Time
Traffic signal flasher damage/knockdown	Safety	Ask caller on the status of damage.	Type 1
Traffic signal flasher out	Efficiency	Ask caller if flashers are working.	Type 2

DIGGERS HOTLINE

Type of call	Primary Response Reason	Procedural Guide	Estimated Response Time
Emergency Diggers Hotline locate/repair	Efficiency	If cannot clear via phone, field locate required	Type 2