



SAFETY DIRECTOR BULLETIN



ROAD, SIGN, WALKWAY PROGRAM BEST PRACTICES

The maintenance of streets and roads represents one of our community's greatest challenges. Accidents arising from alleged poor surface conditions and poor sign maintenance are leading causes of liability claims against municipalities. These claims typically represent 18% of claim frequency and 15% of award costs. It is recommended your agency establishes a Roadway, Sign, and Walkway program.

The best claim is the one that never happened. Your agency should establish a system for identifying hazardous situations and taking appropriate action.

A Roadway, Sign, and Walkway program establishes an inspection, reporting, and referral system. The records developed as part of the inspection program serve as a notification and work order system to ensure that observations are reported, corrected, and documented. The tracking log serves as a way to record and track observations reported by residents and other citizens and follow through on corrective action. The program consists of six elements:

1. A system of regular inspections and observations.
2. Training for employees to identify potential hazards.
3. Procedures for employees and citizens to report potential hazards.
4. Procedures to log all reports and record corrective action.
5. Procedures to notify other agencies of conditions that require attention.
6. Procedures to investigate incidents and accidents.

To have an effective program, employees must be alert for the conditions of roads, road signs and signals, sidewalks, and utility equipment that may create a hazard to motorists and pedestrians. Examples of conditions to be reported when you find them:

- Street signs that are faded or obstructed
- Street signs that are missing or knocked down
- Traffic lights that are not working
- Significant potholes, ruts, or sinkholes
- Streetlights that are not working
- Blocked storm drains and catch basins
- Protruding pipe caps, key boxes, manhole covers
- Missing or loose manhole covers
- Severely heaved or damaged sidewalks
- Illegal dumping

Additional resources available to assist with your program include:

- [Road, Sign, & Walkway Program Model Template](#)
- [Roadway Inspection Program](#)
- [Sign Inspection Program](#)
- [Walkway Inspection Program](#)
- [Road, Sign, & Walkway Corrective Action Sheet](#)