

Addressing Citizens Requests for Traffic Safety Solutions

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City and County Engineers frequently receive requests from citizens for improvements to traffic safety related issues such as installing stop signs, crosswalks, “Watch for Children” signs, etc. Often the request is not warranted and typically is not the right solution for the issue. Local agencies need guidance on how to address these requests in a professional manner that is consistent and meets standards, but also ensure that the citizen feels like they have been heard and their concerns have been taken seriously.

The Minnesota Local Road Research Board funded the development of a guidebook that provides local agencies with the guidance and the information they need to establish a process to address citizen requests for traffic safety solutions. The guidebook focuses on why communication with citizens is important, the process for evaluating and responding to a citizen and educating local agencies on when various traffic safety devices are appropriate.

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