

Russell R. McMurry, P.E., Commissioner



GEORGIA DEPARTMENT OF TRANSPORTATION

One Georgia Center, 600 West Peachtree Street, NW  
Atlanta, Georgia 30308  
Telephone: (404) 631-1000

August 16, 2017

Al Grieshaber  
P. O. Box 160  
Grantville, GA 30220

RE: Citizen Requests for Traffic Engineering Services

Dear Local Government Representative:

The Georgia Department of Transportation consists of various work units and offices, represented by our central office in Atlanta and by seven District office located around the State. Your local government and citizens are within the jurisdiction of District Three, which is located in Thomaston. One of the District's work units, the District Traffic Office, is responsible for traffic operations on all State Routes within District Three's 31-county region. This includes, but is not limited to, traffic signal maintenance, traffic engineering studies, speed zone studies, commercial driveway permits, and general traffic guidance and engineering. It is my responsibility to oversee this work unit and ensure that we are providing quality customer service to our citizens, local governments, and elected officials.

A common request that we receive from citizens involves the desire for a traffic signal at a particular intersection or location. While we want to assist in addressing safety and operational concerns, we also want to partner with local governments with any work that we are investigating or proposing along our State Routes that directly affects your communities. As a result, our District has made the decision to route any requests for traffic signals or other changes to the operations of an intersection through you all – our local government counterparts. What we need to make this successful is your partnership.

Often, when we speak with citizens, they were advised by their local government representative to contact the Department with their request. As you can imagine, when they are told by our office that requests must be routed through a local government, the citizen becomes frustrated by the process. To better this situation, I am asking that each of you and your delegated representatives assist us by not directing citizens to call our office for traffic signals or other engineering studies. Instead, please hear out the citizen's concerns and, if you feel it has merit, please forward a request to us from the local government. This will accomplish a few things in the process. First, the local government can act as a filter to verify if concerns or complaints are valid. Occassionally, a complaint voiced may not be legitimate and the local government may be able to validate that better than the Department. Second, it will ensure that the Department does not duplicate efforts that the local government may already be pursuing through a SPLOST project or other mechanism. Third – and most important – it will allow the Department and the local government to be on the same page about any improvements being pursued.

In addition to the items mentioned above, if you or your citizens notice other roadway concerns, non-emergency issues can be reported to us at [saferoadsd3@dot.ga.gov](mailto:saferoadsd3@dot.ga.gov). All issues reported are logged and routed to the appropriate party, and a follow-up email is sent back to the customer.

Thank you for your partnership with the Department. We look forward to working with you on any traffic engineering matters now and in the future. If you have questions about the information above, please do not hesitate to contact us at 706-646-6676.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tyler Peek".

Tyler Peek, P.E.  
District Traffic Engineer