Asheville Police Department Policy Manual

Chapter: 13 - Traffic
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Policy: 1302 - Auxiliary Traffic Services
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Previously: 2330 - Traffic Direction, 2340 - Traffic Support Services
2350 - Traffic Engineering

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Policy 1307 - Vehicle Towing
SOP 3101 - Hazardous Materials Response

Introduction

This directive provides guidelines for traffic direction and the protection and assistance to be provided to motorists.

Policy Statement

It is the policy of the Asheville Police Department (APD) to ensure the safe and efficient movement of vehicles and pedestrians in conditions or emergency situations that require traffic direction or control, and to provide protection and assistance to motorists wherever possible.

Rules and Procedures

1302.1 Traffic Direction

A. All department members must wear issued high-visibility reflective outerwear that meets ANSI/ISEA standards, in addition to required uniforms, whenever directing or controlling traffic or when investigating traffic crashes. [61.3.2 e] [6.12]

B. Officers may obtain portable traffic control devices (such as cones or barricades) via the City of Asheville Street Division or Parks and Recreation Department to

temporarily assist in the safe and efficient movement and control of vehicular and/or pedestrian traffic. [61.3.2 d]

C. Officers identifying a malfunctioning traffic signal will immediately inform Communications to notify the responsible agency for repairs (e.g., City of Asheville or NC Department of Transportation). Officers will not be responsible for manual control or the operation of traffic control devices. [61.3.2 c]

D. Traffic direction at crash scenes should secure the area for personnel aiding victims and conducting the subsequent investigation, and prevent further collisions. Care should be taken to keep pedestrian and vehicular traffic away from collision scene evidence such as debris, tire prints, skid marks, or bloodstains. [61.3.2 a]

E. Officers will assist in controlling traffic and managing pedestrians at fire scenes or other critical incidents at the direction of the incident commander. The typical responsibility of officers engaged in such traffic direction and control services is to maintain access to and egress from the scene for emergency vehicles and to safely divert all other vehicles.

F. Officers will ensure that the situation has been adequately stabilized before leaving a traffic post. This does not preclude the placement of barricades, cones, and/or signs to route traffic around or away from the hazard. [61.3.2 d]

1302.2 General Assistance to Motorists [61.4.1]

A. Officers will provide directions to lost motorists upon request. If field resources are insufficient, the Communications Center should be contacted for assistance.

B. Assistance may be rendered to motorists needing to obtain fuel by conveying them to a facility where fuel may be obtained or by other reasonable methods available.

C. Officers will render reasonable assistance in helping stranded motorists contact family, friends, or other concerned persons. This may also include contacting a roadside assistance service. Requests for such assistance may be relayed through Communications.

D. Officers will not be dispatched to render technical services such as unlocking a vehicle unless an emergency exists (e.g., a person, child, or pet locked inside a vehicle). In these situations, the Asheville Fire Department must also respond and assist accordingly.

E. Officers will ensure the safety of stranded motorists and their vehicles, taking into account the time of day, location, and traffic conditions. Officers will remain on the scene as necessary to protect stranded motorists. Should necessary assistance be unavailable in a timely manner, the officer may transport the individual(s) to a nearby safe area.

F. Emergency escort requests by motorists will be handled according to Policy 803 - Escorts.

1302.3 Mechanical Assistance and Towing [61.4.1]

A. Motorists needing locksmith services should be asked for their preferred service provider. If there is no preference, officers may provide a list of locksmiths in the area who are available for contact.

B. The department maintains a rotation wrecker system for roadside service, mechanical assistance, or towing. Motorists needing such roadside assistance should be asked for their preferred service provider. If there is no preference, officers will contact Communications to request the next rotation wrecker for roadside assistance; see Policy 1307 - Vehicle Towing.

C. It is at the officer's discretion whether or not to jumpstart vehicles. All in-car electronics (i.e., in-car camera and radio) should be powered down before providing such services.

D. Officers encountering a disabled vehicle transporting, containing, or leaking hazardous materials will follow applicable procedures outlined in SOP 3101 - Hazardous Materials Incidents.

1302.4 Roadway Hazards [61.3.2 b]

A. It is the responsibility of officers to recognize real and potentially dangerous or hazardous highway conditions and take immediate and appropriate actions to correct them.

B. Roadway and roadside hazards must be corrected or reported immediately to Communications for notification and corrective action by the appropriate agency. The following are examples of hazards that should be reported: [61.4.2]

1. Debris in the roadway.

2. Serious or dangerous defects in roadways.

3. Defects in highway safety features (i.e., traffic control devices, lighting, impact devices, etc.).
4. Visual obstructions.
5. Roadway obstructions.

C. When necessary, officers should direct traffic to ensure motorist safety until the condition can be resolved. [61.3.2 d]

D. Officers encountering an abandoned vehicle on a roadway should take appropriate measures to direct traffic around the obstruction. If the vehicle is a traffic hazard, is not reported as stolen, and the owner cannot be reached or cannot move the vehicle in a timely manner, it will be removed per Policy 1307 - Vehicle Towing. [61.4.2]

E. Complaints or suggestions concerning traffic engineering deficiencies may be referred to the City of Asheville Traffic Engineering Division and/or the Traffic Safety Unit to be forwarded to the appropriate local/regional agency. [61.3.1 a]

By order of:



Jackie Stepp
Interim Chief of Police