CONCORD POLICE DEPARTMENT
GENERAL ORDER

TRAFFIC ANCILLARY SERVICES

GENERAL ORDER: 09.10	**CREATED:** August 11, 2021	**ISSUE DATE:** July 7, 2026
CALEA STANDARD: 61.4.1, 61.4.2		**EFFECTIVE DATE:** July 21, 2026
ACTION: Amends general order dated July 25, 2023.		**REVIEW DATE:**

09.10.0 PURPOSE

The purpose of this general order is to establish department guidelines for traffic ancillary services. These services are activities that have an indirect effect on traffic flow, as well as those that are responses to citizen-generated requests for assistance. These tasks include general assistance, emergency assistance, providing public information and directions, identifying and reporting roadway and roadside hazards, and checking abandoned vehicles.

09.10.1 POLICY

It shall be the policy of the Concord Police Department to provide reasonable assistance to motorists traveling the roads and highways in the City of Concord.

09.10.2 GENERAL MOTORIST ASSISTANCE

A. The department shall offer reasonable assistance at all times to motorists and other highway users in need of aid. Consideration to the needs of the motorist, weather conditions, location, time of day, and other service demands must be made when determining the most appropriate way to assist stranded motorists.

B. General assistance to motorists may include, but is not limited to:

   1. Providing information and directions;

   2. Aid in obtaining fuel or mechanical assistance;

   3. Assist with changing flat tires.

C. Stranded motorists shall not be left unattended in dangerous situations. In such cases, officers shall notify the Communications Center of the location and nature of the problem, and assist the motorist in securing an alternative form of transportation, if requested.

D. Officers shall not use a police vehicle to push a disabled vehicle from the roadway unless the officer reasonably believes that immediate action is necessary to eliminate a traffic hazard dangerous to life, and no other practical means are readily available.

E. Officers shall not manually push a disabled vehicle from the roadway unless the officer reasonably believes that such action is necessary to eliminate a traffic hazard, and can be safely accomplished without undue risk of injury to the officer and other persons assisting in the effort.

F. Motorists may be transported in police vehicles, with supervisory approval, to a place of lodging, to obtain mechanical assistance or to a location deemed safe and appropriate, while arrangements are being made for repairs to their vehicle. All efforts shall be made to prevent persons from being left in locations that would prove hazardous.

G. Officers shall render necessary emergency assistance to motorists, to include the administration of basic first aid, extinguishing minor fires, and summoning fire, medical, or rescue services as needed. Officers shall promptly notify the Communications Center as to the nature of the emergency and request services as needed.

09.10.3 HAZARDOUS ROADWAY CONDITIONS

A. Roadway and roadside hazards are contributing factors in many traffic crashes. When such hazards come to the attention of an officer, the officer shall take steps to eliminate them, if possible. If not, the officer shall report it to the Communications Center, who should report it to the proper authorities for corrective action. Such hazards include but are not limited to:

1. Debris on the roadway;
2. Defects in the roadway;
3. Lack of or broken traffic control and information signs;
4. Damaged or missing guardrails;
5. Lack of roadway lighting systems or defective lighting systems, including street lights;
6. Obstructions;
7. Ice or heavy snow accumulations on roadway surface.

James S. Hughes

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CHIEF OF POLICE