



GOODYEAR POLICE DEPARTMENT

Policy and Procedure Manual

POLICY 3.44 EMERGENCY UTILITY SERVICE AND TRAFFIC CONTROL ASSISTANCE

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07/17/2018

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05/16/2014

Approved:


1. PURPOSE AND SCOPE

1. The City of Goodyear Public Works and Engineering Departments have personnel available to handle emergency calls 24 hours per day, seven days a week. Calls for service during non-business hours are frequently directed to the Police Department. Requests for such service received by this department should be handled in the following manner.

2. UTILITIES

1. BROKEN WATER LINES

- A. The City of Goodyear's responsibility ends at the water meter. Any break or malfunction in the water system from the water meter to the citizen's residence or business is the customer's responsibility. City of Goodyear Public Works can only turn off the valve at the meter.
- B. If a break occurs on the City side of the meter, on call Public Works personnel should be called as soon as practicable by Goodyear Police Telecommunications.

2. ELECTRICAL LINES

- A. The City of Goodyear contracts with a private company to furnish maintenance for all electrical lines to street light poles within the City. When a power line poses a hazard, an officer should be dispatched to protect against personal injury or property damage that might be caused by power lines. The Arizona Public Service (APS) should be promptly notified, as appropriate.

3. GAS LINES

- A. In the event of damage, leak or ignition of a gas line it is important to establish Incident Command as soon as possible with representatives from Fire, Police and Southwest Gas personnel. These incidents should be treated as Hazardous Material incidents (see Policy 3.31 Hazardous Material Response).
 1. Secure the area of the leak, damage or ignition (initially a 300 ft perimeter should be established around leak, including evacuation and road closures). When evacuating homes officers should "knock" not ring the doorbell as if concentration levels are high enough it could ignite the gas. Any electrical sources can ignite gas, including static electricity.
 2. Eliminate sources of ignition (e.g. bystanders smoking cigarettes).
 3. Coordinate with Southwest Gas first responder and brief them on the situation.
 4. Do NOT attempt to shut off system valves as this shall be left for the experts.
 5. Establish traffic control plan and location where evacuees are to be taken-up wind if possible.
 6. If ignited, let the gas burn unless lives are at stake. Gas in pipes will not ignite until there is sufficient oxygen, this only occurs at the location of the leak. Lines below ground under pressure will not ignite.

4. RESERVOIRS, PUMPS AND WELLS

- A. City of Goodyear Public Works maintains the reservoirs and public water equipment, as well as several underpass and other street drainage pumps. In the event of flooding or equipment malfunctions, on call Public Works personnel should be contacted as soon as possible.

3. STREETS/TRAFFIC SIGNALS

1. The City of Goodyear Engineering Department furnishes maintenance for all traffic signals within the City, other than those maintained by the Arizona Department of Transportation (ADOT) or the Maricopa County Department of Transportation (MCDOT).
2. OFFICER'S RESPONSIBILITIES
 - A. Upon observing a damaged or malfunctioning signal, the officer will advise Goodyear Police Telecommunications of the location and problem with the signal. The dispatcher will make the necessary notifications to the proper personnel at the Engineering Department. Officers should remain on scene to facilitate any traffic control that is needed.
3. INCIDENT TYPES
 - A. The type of incident will determine the correct on call personnel to be notified.
 1. Street signs damaged, or down. Street sweeper needed, trees down, broken pavement, etc.:
 1. Engineering Dept – Streets Division
 2. Traffic control signal outage:
 1. Engineering Dept – Streets Division
 3. Street light outage:
 1. Engineering Dept – Streets Division
 2. Fluoresco
 4. Street light hazard (damaged, down, etc.):
 1. Engineering Dept – Streets Division
 2. Fluoresco
 3. APS (for power disconnect on street light)

4. TRAFFIC CONTROL ASSISTANCE

1. During times when assistance is required to effectively handle traffic control due to major storms, serious crashes, or other incidents requiring long term street closures or traffic control, The Engineering Department Streets Division can provide direct or contracted support. The type of support will depend on the classification of the roadway closure needed.
 - A. Major Traffic Incident: typically involves hazardous materials, fatal traffic crashes or crashes involving numerous vehicles, and other natural man-made disasters. These incidents typically involve closing all or part of the roadway for a period exceeding 2 hours.
 - B. Intermediate Traffic Incident: typically affects travel lanes for a time of 30 minutes to 2 hours, and usually require traffic control on the scene to divert road users past the blockage. Full roadway closures might be needed for short periods during traffic incident clearance to allow first responders to accomplish their tasks.
 - C. Minor Traffic Incident: typically involves disabled vehicles and minor crashes that result in lane closures of less than 30 minutes.
2. MAJOR and INTERMEDIATE TRAFFIC INCIDENTS
 - A. Upon determining that support is needed in handling traffic control needs for a major or intermediate traffic incident, the on scene supervisor or incident commander will notify dispatch.
 - B. Telecommunications staff will contact the on call Streets Division person, advise them of the incident, and provide them the department cell number for the on scene supervisor. The on call person will then contact the on scene supervisor directly to determine the appropriate personnel and equipment needed to respond to the incident.
3. MINOR TRAFFIC INCIDENTS

- A. Unless there are unique or mitigating circumstances, minor traffic incidents should be handled by traffic and/or patrol units.

5. EMERGENCY NUMBERS

- 1. A current list of on-call personnel, who are to be called for municipal utility, streets, traffic signal, and traffic control emergencies, will be maintained by Telecommunications in the CAD ROLO file. Numbers will be provided by the Public Works and Engineering Departments as necessary.