

TRAFFIC ASSISTANCE

1. **PURPOSE:** To establish written procedures and guidelines for assisting the general public, businesses and other government agencies during both routine and emergency situations.
2. **POLICY:** In keeping with the Department's established goals and objectives to maintain public safety and provide assistance, officers will render such assistance as is necessary to maintain safety and order on the highways.
3. **SCOPE:** This directive is applicable to all sworn and Communications personnel.
4. **RESPONSIBILITY:** It is the responsibility of all Officers, regardless of rank or assignment, and Communications personnel to comply with this directive.
5. **PROCEDURES**
 - A. **GENERAL ASSISTANCE:** When officers are dispatched to or discover a disabled vehicle that presents a traffic hazard they will:
 1. Take every reasonable precaution to ensure the situation does not worsen. Officers' vehicles should be placed so as to block traffic from striking a disabled vehicle and provide for a safe zone to remove the vehicle from the roadway if necessary.
 2. If available, use the directional lighting atop the patrol car to divert traffic into other lanes and give as much advance notice as possible.
 3. Attempt to contact the driver or owner if vehicle is unoccupied.
 4. When vehicles can be removed from the road under their own power, this should be done. Officers will not attempt to push or pull vehicles, by physical force or with a patrol car, unless human life is in danger. For example, officers using patrol vehicles that are equipped with push bumpers may use those bumpers to push disabled vehicles from train tracks to avoid approaching trains, push disabled vehicles aside from approaching emergency pursuits, etc., or with the approval of a field supervisor. Officers will not use the push bumpers to bump, ram, or otherwise strike a fleeing vehicle intentionally in an attempt to force the vehicle from the roadway UNLESS the use of deadly force is authorized and/or exigent circumstances exist as per Written Directive 401.5 - EMERGENCY AND PURSUIT DRIVING/EMERGENCY ROADBLOCKS.
 5. If the responsible party can be contacted, officers should notify Communications of the party's wishes as to type of assistance needed. If a responsible person can't be contacted within 15 minutes, impoundment procedures should be initiated.

6. If road or wrecker service is requested, officers will follow current procedures governing road or wrecker services.
 7. Personnel will not recommend any service provider to any person.
- B. **STRANDED MOTORISTS:** Officers will not leave motorists stranded, standing by the roadside after the vehicle is removed. Officers will make every reasonable effort to assist the motorist in obtaining further transportation. Officers should keep in mind the rules governing pedestrians on controlled access highways as well as child restraint laws. Officers may transport citizens to the nearest point where further assistance may be obtained.
- C. **REQUESTED ASSISTANCE:** Calls for anticipated traffic control and assistance needs, such as at construction sites, will be routed through the Special Operations Division. If the need is immediate, requests will be directed to Communications for on-duty personnel.
- D. **EMERGENCY ASSISTANCE:** Officers will attempt to provide all practical assistance to calls of emergency situations on the roadways.
1. **VEHICLE FIRES:** Unless dispatched, Officers will immediately notify Communications. The Dispatcher will notify the Fire & Rescue Department and relay any pertinent information.
 - a. Pending arrival of the Fire & Rescue Department, officers may use the fire extinguisher in their vehicle to control the fire or minimize damage. However, the officer's first responsibility is to protect human life.
 - b. Upon the Fire & Rescue Department's arrival, the Officer will assist by providing traffic and crowd control until the hazard has been resolved and the roadway has been cleared.
 2. **MEDICAL EMERGENCIES:** Upon discovering a medical emergency, Officers will advise Communications of the nature of the emergency and request medical personnel if needed. The dispatcher will notify the emergency medical service and relay any pertinent information.
 - a. **FIRST AID:** Officers should render as much assistance as is practical, keeping in mind their limitations based on training and experience. Caution must be exercised not to attempt a level of assistance that is beyond the Officer's capabilities.
 - b. **EMERGENCY ESCORTS:** All emergency escorts will be handled in accordance with current procedures governing escort services.
- E. **HAZARDOUS STREET CONDITIONS:** Hazardous street conditions will be handled in accordance with current procedures governing identification, reporting and correction of hazardous road conditions.

- F. **HAZARDOUS MATERIALS RESPONSE:** Hazardous materials responses will be handled in accordance with current procedures governing hazardous materials incidents.