



PATROL			513.06	
<div><div></div><div>TRAFFIC ANCILLARY SERVICES</div><div></div></div>				
ISSUED: 01-13-1992	EFFECTIVE: 01-23-1992	REVISED: 11-28-2024	REVIEWED: 11-28-2024	PAGES: 5

## CONTENTS

This procedure consists of the following numbered sections:

- |                             |                           |
|-----------------------------|---------------------------|
| I. NON-TECHNICAL ASSISTANCE | IV. PROCEDURE FOR HIGHWAY |
| II. TECHNICAL ASSISTANCE    | USER SAFETY               |
| III. EMERGENCY ASSISTANCE   | V. HAZARDOUS HIGHWAY      |
|                             | CONDITIONS                |

## PURPOSE

The purpose of this standard operating procedure is to establish guidelines for rendering aid to highway users and reporting hazardous highway situations.

## SCOPE

This procedure shall apply to all Punta Gorda Police Department personnel.

## DISCUSSION

Courtesy services to motorists enhance the public service image of the Punta Gorda Police Department (PGPD) and often directly affect the safety and well-being of citizens.

## DEFINITIONS

1. **General Assistance:** Service of a non-emergency nature provided by department personnel, such as providing information or directions in assisting stranded and disabled motorists.

2. **Emergency Assistance:** Service of an emergency nature provided by department personnel for the benefit of highway users.
3. **Highway Users:** Drivers, passengers, or pedestrians who use the highway systems.

## PROCEDURE

- I. **NON-TECHNICAL ASSISTANCE:** It shall be the responsibility of PGPD personnel to provide appropriate non-technical assistance to highway users when such assistance is required or requested.
  - A. **Directions:** Officers shall provide directional assistance to highway users upon request. Officers should have sufficient maps or street indexes to effectively carry out this function. Should requests for direction be of such a nature that field resource materials are insufficient, officers should request assistance from the Communications Section, which has access to various maps.
  - B. **Assistance in Obtaining Fuel:** Assistance may be rendered to highway users by conveying them to a facility where fuel may be obtained or by contacting the Communications Section to have fuel dispatched to them by a fuel facility.
  - C. **Contacting Other Parties:** Officers shall render reasonable assistance in helping stranded motorists contact family, friends, or other concerned persons. Requests for assistance may be relayed through the Communications Section.

## II. TECHNICAL ASSISTANCE

- A. Officers shall provide reasonable assistance to highway users and obtain technical assistance such as emergency medical assistance, firefighting services, towing, and/or repair services.
- B. Officers may manually push disabled vehicles. Officers shall use common sense in summoning additional assistance to safely accomplish this task.
- C. Vehicle to vehicle jumpstarting is prohibited absent exigent circumstances. These circumstances must be approved by a supervisor. In all other situations, officers shall utilize department issued battery jump packs.
- D. Changing of flat tires on civilian vehicles is permissible. Should an officer respond to, or locate a disabled motorist with a flat tire, officers may stand by for traffic control while the motorist changes the tire, contact the Communications Section to summon assistance for the motorist, or assist in changing the tire.

- E. Unlocking of Motor Vehicles: Under no circumstances shall an officer attempt forced entry into a vehicle unless a potentially life-threatening situation may result from inaction, during the execution of a lawful search, arrest warrant, or lawful arrest, or an emergency situation exists in which entry into the vehicle is necessary and/or desirable.

### III. EMERGENCY ASSISTANCE

- A. Police Department personnel certified in first aid shall render first aid only to the extent to which they have received training; when required during emergencies. As soon as practical, the responsibility for first aid shall be relinquished to emergency medical personnel.
- B. Police Department personnel shall summon the services of the appropriate agencies required to handle highway emergencies.

**IV. PROCEDURE FOR HIGHWAY USER SAFETY:** Police Department personnel shall ensure the safety of stranded motorists and their vehicles prior to leaving the scene. Consideration should be given to the time of day, location, and traffic conditions. Officers shall provide a "lane of safety" until assistance arrives for vehicles that constitute a hazard.

**V. HAZARDOUS HIGHWAY CONDITIONS:** It shall be the responsibility of officers to recognize real or potentially dangerous/hazardous highway conditions and take immediate and appropriate action to correct them. Roadway and roadside hazards shall be reported immediately to the Communications Section for proper information routing and corrective action. Such conditions consist of, but are not limited to, the following:

A. Debris in roadway

1. Officer shall remove the debris if possible; and
2. If the debris is too large to move, the officer shall provide a "lane of safety" and notify the appropriate city department (e.g. Public Works, Fire Department).

B. Defects in roadway

1. If minor, notify the Communications Section, who will notify the appropriate city department for follow-up. The officer shall prepare a report if necessary.
2. If major, provide a "lane of safety" and request immediate response by the appropriate city department.

- C. Defects in highway safety features (e.g., traffic control devices, impact devices, roadway reflectors, etc.) shall be noted in a report and forwarded to Public Works through the proper channels.
- D. Traffic control devices and informational signs that are visually obstructed, damaged, missing or improper:
  - 1. Officers shall notify the Communications Section who will notify Public Works detailing the specific need.
  - 2. In the event of a damaged electronic traffic control device, the officer shall:
    - a. Notify the Communications Section of the defect;
    - b. The Communications Section shall notify the appropriate agency responsible for the specific device; and
    - c. If necessary, provide directional traffic control until released by a supervisor or the condition is corrected.
- E. Defects in street lights shall be reported to the Communications Section via the police radio. The Communications Section shall report all defects to the appropriate agency.
- F. A lack of sufficient street lighting shall be reported in writing and submitted through the proper channels to the appropriate city department for evaluation.
- G. Other roadside hazards, such as parked or abandoned vehicles: The officer shall:
  - 1. Provide a "lane of safety" and direct traffic as needed;
  - 2. Exhaust all reasonable means to locate or notify the owner to determine if and when the vehicle will be removed; and
  - 3. If the owner cannot be contacted, arrange for the removal of the vehicle in compliance with department [standard operating procedure 1102.00 - Towing of Vehicles](#).
- H. Recognition, Control, and Removal of Hazardous Materials from Roadway and Roadside: Officers who become involved with hazardous materials on the roadway shall be able to:
  - 1. Recognize real or potentially dangerous situations involving material and chemical roadway or roadside spills;
  - 2. Ascertain the type and amount of material involved and its possible effects;

3. Notify the appropriate supervisor about the hazardous material spill and request additional units or assistance necessary to effect control of the area.
  - a. Evacuate the incident scene as necessary;
  - b. Notify the Fire Department;
  - c. Establish traffic control and re-route traffic as necessary; and
  - d. Avoid contact with or inhalation of gases, fumes, and smoke.
4. If necessary, obtain advice relative to hazardous materials from the Chemical Transportation Emergency Center (CHEMTREC) by calling toll free [\(See Policy Index V \(E\)\(1\)\)](#)

**APPROVED**

---

**PAMELA R. SMITH, CHIEF OF POLICE**

**STAFF REVIEW DATES:** 12-16-1997, 07-11-2000, 08-28-2002, 09-07-2005, 09-19-2007, 05-06-2011, 03-18-2013, 04-21-2015, 05-11-2017, 03-12-2019, 12-30-2020, 12-12-2022, 11-28-2024

**REVISION DATES:** 12-16-1997, 07-11-2000, 08-28-2002, 09-07-2005, 09-19-2007, 05-06-2011, 03-18-2013, 04-21-2015, 05-11-2017, 03-12-2019, 12-30-2020, 12-12-2022, 11-28-2024