



COTTAGE CITY POLICE DEPARTMENT

GENERAL ORDER

SUBJECT: **TRAFFIC ANCILLARY SERVICES**

NEW REVISED RESCINDS

APPROVED: *GM*
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ACTING CHIEF OF POLICE

Effective Date 8/22/2018

I. POLICY

Officers will provide assistance to motorists that is reasonable for the given situation and circumstances.

II. PROVISION OF DIRECTIONS TO MOTORISTS

Officers frequently get requests from motorists for directions.

- A. At the officer's discretion, the officer can escort the motorist to the destination within Cottage City in lieu of, or in connection with the directions the officer gave (without emergency equipment).
- B. If the requested location is outside Cottage City, the officer should give directions. If the location is unknown to an officer, maps or street indexes should be checked, and/or the Communications Center will be asked for the requested information.

III. PROVISION OF ASSISTANCE TO MOTORISTS

- A. Assistance considered "reasonable" can range from radioing for a tow truck to tow a disabled vehicle, to changing a flat tire.

- B. Officers are not required to perform repairs personally and, under normal circumstances, police vehicles should not be used to "jump-start" a privately-owned vehicle.
- C. Officers providing assistance to motorists will:
 - 1. Be aware of possible dangers to motorists stranded in isolated or heavily traveled areas and should take appropriate steps to reduce these dangers by taking the motorist to a safer location or by setting out flares to warn other motorists.
 - 2. If time permits, and it is practical, stay with the motorist until a tow truck or service truck arrives to ensure the safety of the motorist.
 - 3. Have the police vehicle's emergency lights and hazard warning flashers activated, and it shall be positioned so as to provide maximum protection for the officer and disabled motorist, yet also warn other motorists of the officer's presence.
 - 4. Make an attempt to check back later or have another officer check on the motorist if the officer is unable to stay with the motorist until the service truck/tow truck arrives.
 - 5. Depending on the practicality, flares should be set-up.
- D. It shall be the officer's discretion to assist a citizen locked out of his/her vehicle.
 - 1. If the officer is unable to gain entry, or is uncomfortable attempting entry, because of improper tools or training, or because of the potential for damage to the citizen's vehicle, citizens will be advised to request a service truck or locksmith.

E. Stranded Motorists

In the event an officer encounters a stranded motorist who does not have the ability to pay for roadside assistance (AAA, Cred it Cards, etc.), once the vehicle is secured, the officer should provide assistance to the motorist in the following manner:

- 1. Consider having Communications contact a friend of the motorist to respond to the scene to provide assistance;
- 2. Consider transporting the motorist to the police facility to provide a telephone for use by the citizen (s).

F. Requesting Tow Trucks for Motorists

When an officer determines that a tow truck is needed, the procedures below will be followed when making a requesting for the tow truck:

1. Requests will be made by radio to police communications advising of the tag number, vehicle make and model, its color, exact location, and the specific problem, if known, and reason for the tow.
2. Police communications will contact the appropriate towing company so that the tow can be entered into the C.A.D. Terminal.
3. If the vehicle's owner/operator is with the vehicle or will be standing by for the tow truck, an inventory search by the officer is not necessary.

G. Providing Emergency Assistance

1. Officers arriving on the scene of a roadway emergency shall:
 - Assess the situation;
 - Request the appropriate services immediately from police communications;
 - Provide basic life support or advanced life support, depending upon the circumstances;
 - As necessary and as officer safety will allow, engage in fire suppression activities prior to the arrival of the Fire Department by using the fire extinguisher in the police vehicle (not all fire extinguishers will suppress all types of fires); and,
 - Obtain additional assistance as the situation may require.
2. Officers providing basic or advanced life support will ensure that they wear, at a minimum, Department-issued protective equipment (i.e., rubber gloves, surgical mask as necessary, etc.).
3. When communicating to communications, officers should be very specific as to the nature of injuries, and/or road emergency that exists so the appropriate emergency equipment can be dispatched.

IV. OFFICERS FINDING DEBRIS/HAZARDS IN ROADWAY

Officers finding debris that is a hazard shall remove it (providing the officer is able to and the object/substance to be removed will not endanger the officer's health or safety during the time he/she is removing it).

A. If the officer is unable to remove it or requires specialized equipment, the Cottage City Public Works Department, County Roads, or State Highways shall be notified, as appropriate.

1. If Public Works has jurisdiction over the problem, officers will notify Public Works directly (during the times that Public Works personnel are on duty).

After hours, the officer should assess the problem to determine whether one of the Public Works on-call representatives should be notified for assistance. For example, a call regarding a tree limb down that is not blocking a street may wait until the next business day whereas a tree limb down which is blocking a street and preventing emergency equipment access would require an immediate notification.

2. If Public Works does not have jurisdiction, the officer should request communications notify the agency that maintains the street, high way, parking lot, property, etc.

B. Defects in Cottage City streets shall be reported to Public Works as soon as possible if it is a threat to the public safety, or needs immediate attention.

If an officer encounters a defect or hazard that does not require immediate attention, the officer should request that communications complete a Cottage City Work Order in as much detail as possible, to be submitted to Public Works.

C. Defects in county roadways or State roadways will be reported as soon as possible to the respective agency maintaining the roadway in question, either through CCPD or police communications.

D. If an officer is unsure as to whether Cottage City, County, or State maintains the roadway in question, the officer should consider checking the "Log Mile Reference" book for guidance.

V. HAZARDOUS MATERIALS CONTROL AND REMOVAL

Generally, the clean-up of hazardous materials spills/leaks will be handled by a State-licensed contractor, under the supervision of a representative from the Environmental Protection Agency.

- A. At the scene of a hazardous materials incident, the Fire Department Incident Commander will be in command of the scene and will make the request through his/her dispatcher for the clean-up assistance.
- B. Prior to the arrival of the fire/rescue personnel, officers arriving on the scene of a hazardous materials incident will follow the below listed procedures, which can be found in their EMERGENCY RESPONSE GUIDEBOOK:
 1. Approach the scene from an upwind direction, if possible;
 2. Move and keep people away from the scene;
 3. Refrain from walking into or touching any spilled materials;
 4. Avoid inhaling fumes, smoke and vapors, even if no hazardous materials are involved and do not assume that gases or vapors are harmless because of lack of smell.
 5. Rescues of contaminated persons should be left to appropriately equipped rescuers, as an officer cannot help others until the officer knows what he/she is facing, and because police are not appropriately equipped.
 6. By radio and/or other means, request assistance and, if at all possible, be specific as to what is needed.
 7. To assist in possibly identifying the material(s) officers should consult their hazardous materials "Emergency Response Guidebook."
 8. Be particularly cognizant of where the police vehicle is positioned/parked at the scene, as it can provide a source of ignition for vapors, fumes, etc.

VI. ACTIVITIES RELATED TO TRAFFIC ENGINEERING

- A. As directed by the Chief of Police, members of the Department will assist local and regional traffic engineering authorities by:
1. Collecting and compiling selected traffic data;
 2. Conducting or assisting with the conduct of traffic surveys and/or studies;
 3. Analyzing accident reports; and/or,
 4. Preparing special statistical reports and/or making recommendations concerning the efficient use of traffic control devices.
- B. All officers are responsible for the discovery and remedy of accident and congestion hazards either by taking immediate corrective action(s) or by notifying the appropriate traffic engineering agency (i.e. Traffic Signal Engineer, Public Works, State Highway Administration, etc.).
- C. So that the flow of information between this Department and traffic engineering agencies is coordinated, Department personnel will provide requested information to engineering authorities through the Lieutenant and the Chief.
- D. If an officer has personal knowledge of a hazard, deficiency, etc., the officer will communicate this information as soon as practical (unless the hazard/deficiency is life threatening, in which case it will be reported immediately) to the appropriate engineering authorities.
- E. If an officer or Station Clerk receives a request for statistics; the requester will be referred to the Chief.
- F. If a Department member learns of a deficiency, hazard, or any other situation pertaining to traffic engineering, that is causing an immediate threat to the public safety, the situation will be handled accordingly:
1. While On Patrol
 - If a citizen reports this type of situation to an officer on the street, if the situation is in Cottage City or in a contract area during contract assignment, and the officer can immediately respond to the scene, the officer will do so.

- Based on the nature of the situation, the information provided by the citizen, and the treat to the public safety, the officer will arrange for the appropriate authorities to be notified (i.e., Fire/Rescue, Utilities, State, Highway Administration, County Roads, Traffic Signal Shop, etc.).

2. Citizen Responding To Police Facility

If a citizen responds to the police facility to report a deficiency that appears to be of an emergency nature in Cottage City or a contract area while an officer is assigned to that area, a City officer will be dispatched. If the incident is out of Cottage City area of patrol, and if it appears that the on-scene presence of an officer would be in the best interest of public safety, the citizen's information will be forwarded to police communications for dispatch.

- Depending upon the nature/severity of the deficiency, station personnel will also cause the appropriate engineering authorities to be notified immediately.

3. Complaints Received By Phone

Will be handled in the same manner as stated above in number 2

- G. Any complaint, suggestion, or comment coming to the attention of the Department concerning engineering deficiencies will be forwarded to the appropriate agency having jurisdiction, for evaluation and/or corrective action(s).

If a member of the Department receives a non-emergency complaint from a citizen, the person to whom the complaint/suggestion was directed may handle it in the following manner:

1. An officer will be assigned to evaluate the nature and severity of the complaint (follow the emergency procedures above, if appropriate). A report will be submitted and depending on the circumstances, the officer will contact the appropriate traffic engineering agency to advise them of the citizen's complaint/suggestion, and/or forward his/her recommendation to the Chief.
2. The citizen will be called back (as soon as practical) and will be advised of the agency to which his/her complaint as referred.