	ANDOVER POLICE DEPARTMENT GENERAL ORDER	Number: O2607 Page: 1 of 3 Distribution: All
Title: TRAFFIC ANCILLARY SERVICES		Section: Traffic
Issued: 4/24/2012	Effective: 5/2/2012	Revised:
Rescinds: All Previous	Amends:	
CALEA References: 61.4.1, 61.4.2, 61.4.4		
Review: Annual	Authority: Chief Michael A. Keller	

I. Purpose

The purpose of this policy is to establish procedures for traffic ancillary services such as assistance to highway users, correcting hazardous highway conditions, and making available traffic safety educational materials to the public.

II. Policy

The department provides many services having an indirect effect on traffic flow, and responds to citizen generated requests for assistance. These tasks include such things as general assistance, emergency assistance, providing public information and directions, identifying and reporting roadway and roadside hazards, and providing educational information to the public.

III. Definitions

(This Section Intentionally Left Blank.)

IV. Regulations

(This Section Intentionally Left Blank.)

V. Procedures

A. Vehicle/Motorist Assistance

1. Officers encountering stranded or disabled motorists on any roadway will assist in any way they can to get the motorist underway, including calling for a tow, obtaining fuel, or calling another party to pick up the stranded motorist (61.4.1a).
2. Mechanical assistance provided to motorists should be limited to jump starting vehicles using a battery pack and assisting with changing of tires. Officers should not use their patrol cars to jump start a motorist's car. Officer should be sure their patrol cars are parked in a manner to shield the officer and the disabled motorist from other traffic and all emergency lights should be activated (61.4.1b).
3. When a motorist needs towing assistance General Order O2409 Vehicle Towing and Impoundment should be followed (61.4.1b).

4. Officers should make every effort to protect stranded persons by arranging alternate transportation or transporting the motorist to a location where they will be away from danger caused by traffic and the elements (61.4.1c).
5. Officers encountering motorists in need of emergency assistance (Fire, EMS, etc.) should immediately summon the needed assistance and assist with mitigating the emergency as they are trained and able (61.4.1d).
6. Officers encountering motorists who are locked out of their vehicles should assist with unlocking the vehicle using department issued unlocking tools after first informing the motorist of the possibility of damage to their vehicle and obtaining a signed Waiver of Liability (APD Form 52) (61.4.1a).

B. Hazardous Highway Conditions (61.4.2)

1. Officers must exercise appropriate judgment when determining the relative level of danger presented by a traffic hazard and the corrective action necessary. It is not possible to delineate all situations where an officer may be required to assess potential traffic hazards. As such, officers should be mindful of the need to use sound judgment, common sense and appropriate safety equipment when they encounter traffic hazards such as those described below.
2. Small items in the roadway should be removed by the officer.
3. Large items that are not easily and safely moveable by the officer require a response that protects the public until the item can be removed by the appropriate means. Officers should summons the appropriate assistance and standby with emergency lights activated until the hazard is removed.
4. Officers encountering hazardous materials on or near the roadway should maintain a safe distance, protect the area from other pedestrian and vehicle traffic and request a fire department response to remove the material.
5. Any defective mechanical traffic control device or defect in the roadway found by an officer will be reported to Communications so that further notification may be made to the appropriate agency for repairs or mitigation. If the defect is so hazardous that traffic flow is affected or dangerous traffic conditions exist, the officer will direct traffic to help eliminate hazardous conditions until the condition is corrected.
6. Officers should follow General Order O2409 Vehicle Towing and Impoundment when finding vehicles abandoned in the roadway.

C. Traffic Safety Materials (61.4.4)

1. The department will make educational materials relative to traffic safety available to the public in order to enhance public understanding of traffic enforcement efforts and traffic safety programs.
2. The department will prepare and disseminate traffic safety educational materials to the public in several ways, including but not limited to:

a. Placing pamphlets and other reading material in the front lobby;
b. Airing traffic safety information on the City's local cable access channel;
c. Through the department's Neighborhood Association Liaison Program;
d. Through the department's School Resource Officer Program; and
e. During public events.