



**CHEVY CHASE  
VILLAGE  
POLICE  
DEPARTMENT**

Police Chief: John Fitzgerald

**GENERAL ORDER: 5-18.1 TRAFFIC ANCILLARY SERVICES**

DATE: 2/6/2020      Pages: 2      ◇      New      ◆      Amended

DISTRIBUTION:      **Sworn Personnel**

**I. POLICY**

Officers will provide helpful and pleasant assistance to motorists that is reasonable for the given situation and circumstances. Officers should understand that providing helpful and pleasant assistance to motorists in need (changing flat tires, giving directions, etc.) is an opportunity to demonstrate our value to the community and generate good will.

**II. SERVICES THAT OFFICERS ARE EXPECTED TO PROVIDE TO MOTORISTS**

The following are examples of services that, subject to more pressing police work, officers are expected to deliver to motorists:

- A. Providing directions to a motorist's destination.
- B. Leading a motorist to a destination within the Village.
- C. Changing a flat tire (only when in a safe or protected location).
- D. Using the Department's jump box to start a car.
- E. Requesting a tow truck for a disabled vehicle.
- F. Relaying requests (directly or through CCV Communications) from a motorist to contact family or friends to assist them.
- G. Standing by with a cruiser's emergency lights or placing flares to prevent approaching traffic from colliding with a disabled vehicle or other traffic hazard.
- H. Standing by with a stranded motorist or transporting them to a safer location to protect the motorist from bad weather or crime.
- I. Using the Department-issued device, unlock a motorist's car when they have locked themselves out.

- i. The officer will have the requesting citizen complete a Department **Consent and Waiver** form (CCV Form #508) **prior** to the officer's attempts to gain entry.
- ii. If the officer is unable to gain entry, or is uncomfortable attempting entry because of the

potential for damage to the motorist's vehicle, the motorist will be advised to request a service truck or locksmith.

**III. OFFICERS FINDING DEBRIS/HAZARDS IN ROADWAY**

- A. 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).
- B. If the officer is unable to remove it or requires specialized equipment, the Village Public Works Department, County Roads, or State Roads shall be notified, as appropriate.
- C. Defects in Village 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 the Communications Center complete a Village Work Order in as much detail as possible, to be submitted to Public Works.
- D. 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 CCV or ECC.

**IV. 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 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. By radio and/or other means, request assistance and, if at all possible, be specific as to what is needed.
6. To assist in possibly identifying the material(s), officers should consult their hazardous materials "Emergency Response Guidebook."
7. 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.

#### **V. 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 taking initiative to investigate the cause of and address traffic congestion, collisions and hazards to the best of their ability.*
- C. Department personnel will provide requested information to engineering authorities through the Lieutenant and the Chief, so that the flow of information between this Department and traffic engineering agencies is coordinated.
- D. If an officer has personal knowledge of a hazard or deficiency that does not present an immediate threat to public safety, the officer will communicate this information as soon as practical to the appropriate engineering authorities.
- E. If an officer or Communications Clerk receives a request for statistics, the request will be relayed to the Lieutenant and/or Chief.

- F. If a Department member learns of a deficiency, hazard, or any other traffic situation that is causing an immediate threat to the public safety, an officer shall immediately be sent the scene to assess the situation and to address it as appropriate with or without requesting other resources as necessary.

This directive voids the previous version dated 9/28/2009.