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POLICE DEPARTMENT

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1789

ANCILLARY TRAFFIC SERVICES GENERAL ORDER NO: 3.4.20

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PURPOSE: The purpose of this policy is to establish operational guidelines in regards to the diverse traffic related ancillary services utilized to protect and assist motorists.

POLICY: It is the policy of the Albany Police Department to respond to hazardous road conditions to ensure safe driving conditions on the roadways of the City of Albany. These conditions may include, but are not limited to: debris in the road, roadway defects, missing or obstructed highway signs, missing or malfunctioning traffic control signals, disabled or abandoned vehicles, adverse weather conditions, downed power lines, and hazardous spills of any type.

I. GENERAL ROADWAY ASSISTANCE

A. Directions:

1. Personnel shall provide directional assistance to highway users upon request. Should requests for directions be of such nature that field resource materials are insufficient, personnel should request assistance from station desk personnel, covering said area.

B. Assistance in Obtaining Fuel:

1. Upon a supervisor's approval, assistance may be rendered to highway users by transporting them to a facility where fuel may be obtained or by contacting Communications to have fuel dispatched to the motorist by a towing company.
 - a. It shall be explained that all towing and fuel related costs will be at the motorist's expense.

C. Contacting Other Parties:

1. Personnel shall render reasonable assistance in helping stranded motorists contact family, friends, or other concerned persons. Personnel shall request assistance from desk personnel at their respective stations.

D. Vehicle Lock Outs:

1. Personnel shall not be dispatched to render technical services, such as unlocking a vehicle, unless a bona fide emergency exists, e.g., person, child, or pet locked inside a vehicle, elderly or disabled motorist, or other unsafe condition as further outlined below. The Albany Fire Department shall respond and assist accordingly.

a. Rescue Situations:

- i Whenever a person or pet is reported to be locked inside a vehicle or a possible medical emergency exists, an officer will be dispatched as soon as possible to evaluate the situation.
- ii Whenever extremely cold weather, extremely hot weather, or other hazardous condition exists, the call will be handled as a high priority.
- iii If there are indications that a person is unresponsive or in physical distress, AFD/EMS will be dispatched immediately.
- iv AFD/EMS will respond for animals locked in a vehicle, for rescue purposes only. For medical treatment, the owner or Animal Control Officer shall transport the animal to an animal clinic for treatment.
- v Otherwise, upon arriving at the scene, the officer will evaluate the situation and, with the owner (if present), decide whether AFD/EMS, a towing company, a locksmith, or other assistance is needed.

b. Safety Situations:

- i If the caller reports being in an isolated location, at risk from the surroundings, or otherwise afraid, or if the caller indicates that he/she is calling for someone else and there is not enough information to determine how to classify the call, an officer will be dispatched as soon as possible to assist with arrangements either to gain entry to the vehicle or to get transportation to a place of safety.
- ii Upon arrival, the officer shall evaluate the situation and determine if any safety concerns reasonably exist.
- iii If, in the officer's opinion, there is a reasonable safety concern, the officer may, with supervisory approval, transport the caller to their local residence, the police station, or to some nearby safe location where the caller can make arrangements for further assistance.
- iv The officer should assist the caller with obtaining the services of a towing company or locksmith, either by rotation or request, as per [GO 3.4.30 – Motor Vehicle Towing Procedures](#).

c. Inconvenience Situations:

- i Forgetfully locking keys in a vehicle is an obvious inconvenience; however, where there are no circumstances to reasonably indicate danger to the caller, the caller should be courteously advised to seek the assistance of a towing company or locksmith.
 - ii If the caller requests assistance with contacting a towing company or locksmith, the caller taker shall assist the caller with obtaining services, as per current directives.
 - iii If the vehicle's engine is running an officer will be dispatched to provide assistance. Enforcement procedures shall be utilized at the officer's discretion.

d. Forced Entry:

- i Officers will not, except in extreme emergency situations (e.g., rescue situations), attempt entry into a locked vehicle.
 - ii Otherwise, forced entry should be made by the Fire Department, a towing company, or locksmith.
 - iii In all cases when an officer attempts entry into a locked vehicle, whether entry is made or not, an SIR shall be completed.

II. MECHANICAL ASSISTANCE AND TOWING SERVICE

- A.** The department maintains a rotation for tow services. Personnel shall contact Communications personnel to request the next tow company in rotation for roadside assistance, as per current directives in [GO 3.4.30 – Motor Vehicle Towing Procedures](#).
- B.** The department does not utilize a rotation system for locksmith service. Motorists needing locksmith services should be asked for their preferred service provider. If there is no preference, personnel shall contact desk personnel for a list of local locksmith providers.
- C.** Officers are not required to change a motorist's flat tire, but shall ensure that motorists are directed or transported to a place of safety. Safety flares or other highway safety equipment shall be used when necessary to maintain a safe area.
 - 1. Police vehicles shall not be used to jump start, push, or pull any vehicle.

III. PROTECTION TO STRANDED MOTORISTS

- A.** Personnel shall insure the safety of stranded motorists and their vehicles, taking into account the time of day, location, and traffic conditions. Members may remain on scene, as necessary, to protect stranded motorists while waiting for assistance to arrive instead of leaving the scene.
- B.** Should required help or assistance be unavailable in a timely manner, personnel shall contact a supervisor. Upon approval of the supervisor, personnel shall transport the individual(s) to a safe location. Communications shall be advised of any transports of this nature prior to the transport.

IV. EMERGENCY ASSISTANCE TO MOTORISTS

- A.** If medical assistance is needed, personnel shall summons AFD/EMS through Communications, personnel shall render aid until EMS arrival, in accordance with their training.
- B.** Personnel encountering a vehicle on fire shall request AFD/EMS through Communications; however, if possible, personnel may use the fire extinguisher in their patrol vehicle, in attempt to extinguish the fire.

V. PROCEDURES TO CORRECT HAZARDOUS ROADWAY CONDITIONS [

A. Hazardous Roadway Conditions:

- 1. It is the responsibility of personnel to recognize real and potentially dangerous or hazardous roadway conditions and take immediate and appropriate corrective actions.
- 2. Roadway hazards shall be reported immediately to Communications personnel for proper notification and corrective action.
- 3. Roadway hazards include, but are not limited to the following:
 - a. Debris in roadway;
 - b. Defects in roadway;
 - c. Defects in roadway safety features (e.g., traffic control devices, impact devices, etc.);
 - d. Visual obstructions; and
 - e. Roadway obstructions.
- 4. Hazardous road conditions, such as slippery pavement or missing or malfunctioning traffic control signals, shall be handled through notifications made to desk personnel.
 - a. For conditions that pose a danger to the public, personnel shall stay on scene until the situation is rectified, or until temporary safety protocols are in place.
 - b. Personnel shall refer to [GO 3.4.10 – Traffic Control and Direction](#) for further information.

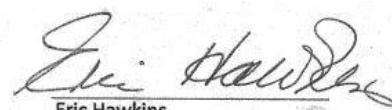
B. Hazardous Materials and Chemical Highway Spills:

- 1. Whenever an officer is dispatched to or locates a hazardous road condition in the City of Albany personnel shall ascertain the type and amount of material involved and its possible effects, and shall avoid contact with or inhalation of gases, fumes, and smoke.
- 2. Personnel shall notify the appropriate supervisor about the hazardous spill and request additional units or assistance necessary to effect control of the area, as per [GO 3.9.10 – High Risk Situation – Operational Deployment](#).
 - a. Personnel shall evacuate the incident scene, as necessary.

3. Mobile Data Terminals (MDTs) can access the [United States Department of Transportation Emergency Response Guide Book](#) to safely identify and recognize hazardous spills and materials that are an immediate threat to public safety.
 - a. Personnel may also contact the [Hazardous Materials Information Center](#) at 1-800-467-4922.
 - b. Further information can be located on the [Department Homepage](#) under the “Emerg Operations” tab and then by clicking on the “Emergency Ops Info” link.
 - c. For incidents requiring the activation of the Incident Command System (ICS), personnel shall follow procedures in [GO 3.9.00 – Emergency Operation Plan/Critical Incidents](#).

VI. TRAFFIC SAFETY EDUCATIONAL MATERIALS

- A. The ultimate goal of the Albany Police Department is to achieve voluntary compliance with traffic laws and regulations.
 1. Preparation and dissemination of traffic safety educational materials support enforcement efforts and enhance public understanding of traffic safety programs.
- B. Traffic safety educational materials shall be made available to the public through the various units/stations of the department, which include, but are not limited to the following:
 1. Traffic Safety Unit;
 2. Neighborhood Engagement Unit;
 3. Traffic Engineering;
 4. Public Information Officer; and
 5. Patrol Stations.
- C. The department actively participates in a traffic education program for youth, which involves:
 1. Gathering data specific to personal injury auto accidents involving persons under eighteen (18) years of age;
 2. Identifying problem areas or incidents traveled by youth;
 3. Developing a curriculum geared towards youth and pedestrian safety;
 4. Developing a list of events to educate youth; and
 5. Setting up times within local schools to teach the curriculum.
- D. The Public Information Officer (PIO) shall also conduct regular Public Service Announcements related to traffic safety on social media sites, such as Facebook, NIXLE, and Twitter.



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