

## Traffic Control

### Traffic Control

Security Guards direct traffic according to the Canadian General Standards Board Standard 133.1-99 Paragraph A6.1.

This lesson will cover the correct methods for directing vehicular and pedestrian traffic and the proper use of hand signals.

#### *Does a Security Guard Have Legal Authority to Control Traffic?*

The answer is both yes and no. Security Guards on private property have the same authority as the property owner. It is your responsibility to ensure that traffic moves safely within your site. However, you do not have the authority to direct traffic in public areas, including roadways.

Your uniform and training might lead to police requesting your assistance during an emergency. By law, you must assist the police when asked. If this occurs, notify your supervisor to inform them that you have temporarily left your post.

### Principles of Traffic Control

This lesson introduces Security Guards to the traffic control duties they may need to perform occasionally. There are three primary factors to consider when engaged in emergency traffic control duties:

- **Maintaining professional deportment:** Always conduct yourself in a professional manner.
- **Ensuring the safety of individuals under traffic control:** Prioritize the safety of pedestrians and drivers.
- **Ensuring personal safety:** Above all, protect your own safety.

These factors are crucial not only for the safety of the Security Guard but also for the safety of the general public and their property.

### Types of Traffic Control

Traffic flow is typically managed by signs and automatic traffic signals where people and vehicles intersect. However, there are times when traffic must be directed manually due to construction work, accidents, rush hour, or special events causing congestion.

Security Guards should be familiar with two basic types of traffic control: pedestrian and vehicular.

A Security Guard may need to direct one or both types of traffic, whether on the private property of their employer (such as at the Centennial Auditorium before and after a concert) or on public property (such as keeping uninvited people away from an accident scene or a fire). This section focuses primarily on vehicular traffic, although some basic principles also apply to pedestrian traffic, especially where pedestrians and vehicles interact.

The difficulty of controlling traffic varies with the complexity of the specific situation. For example, directing a high volume of nighttime vehicular traffic through a dimly lit five-street intersection scattered with burning debris is vastly different from directing traffic during the day through an intersection of two infrequently used residential streets.

## Objectives of Traffic Control

The primary goal of traffic control is to alleviate or prevent congestion for both vehicles and pedestrians in a safe and efficient manner. While this task may seem straightforward, various factors can affect the ability to perform it effectively. These factors include weather conditions, the level and nature of traffic flow, the equipment provided to the Security Guard, and the clothing worn by the Security Guard, all of which impact safety and performance.

### *When Would a Security Guard Be Called Upon to Direct Traffic?*

Some situations where a Security Guard may need to direct traffic include:

- Motor vehicle collisions
- Fallen electrical wires or tree branches
- When directed by police
- Malfunction of traffic lights or other traffic control systems
- Fires, explosions, and other crises
- When directed by an employer or client, such as during congestion in parking lots at events like football games or concerts
- Protection of crime scenes until the arrival of police

## Principles of Traffic Control

There are five guiding principles of traffic control:

### *1. BE SAFE!*

Do not take unnecessary risks. For maximum traffic control safety, you must have access to proper equipment and wear appropriate clothing. This includes weather-appropriate gear with reflective components. Use devices such as whistles, illuminated batons, flashlights with wands or 'glow-cones', large reflective signs, barricades, reflective clothing (vests, luminous cuffs, reversible clothing with reflective panels), and traffic flares to enhance safety and visibility.

While some devices are more effective during dusk or night, using them in daylight can also be beneficial.

Never assume that an approaching driver has seen you. Drivers may be distracted by flares, flashing lights, fires, pedestrians, or other events. Roadside flares should be placed in advance of the incident to alert drivers and should be removed afterward to avoid hazards.

Weather conditions can make it difficult for drivers to see a Security Guard. Wearing dark clothing at night increases this risk. Always wear visible and reflective clothing.

### *Positioning in the Intersection*

Your position in the intersection is crucial for visibility and control. To be effective, you need to be visible to traffic at all times and show you are in command of the situation. This often means positioning yourself in the center of the intersection. However, do not simply walk into the middle. Instead, approach the edge of the road and stop. Use a sign with "STOP" or a stopping hand motion to get the attention of traffic in the nearest lane. Once traffic in that lane has stopped, carefully move into the intersection and repeat this process for all directions.

Once you have control over the entire intersection, you can begin directing traffic:

- Monitor traffic from all directions from your position.
- Always stay alert for drivers who may not see you.

## 2. Use Correct Hand Signals

Typically, handheld traffic signs can be used to assist in controlling an intersection. However, knowing the proper hand signals is also essential. To effectively control traffic, a Security Guard must be familiar with hand signals commonly used by police and others who routinely direct traffic. North America has developed standard gestures for traffic control.

### *What Hand Control Signals Should I Use?*

Use standard signals to avoid confusion and ensure coordination with others assisting in traffic control. Practice these signals until they become automatic.

### *Stopping Traffic*

1. Choose the vehicle you want to stop.
2. Look directly at the driver and point at them with your arm fully extended.
3. Ensure the driver has noticed your gesture, then raise your hand with the palm facing the driver. Bend your arm slightly at the elbow.
4. Hold this position until the vehicle has stopped.
5. Keep your arm in position and turn your head to the opposite direction.

6. Repeat steps 1 to 4.
7. Do not lower your arms until all traffic has completely stopped.

### *Starting Traffic*

1. Ensure the intersection is clear and safe.
2. Stand with your side facing the vehicles you want to move.
3. Look directly at the lead driver and point at them with your arm fully extended.
4. Ensure the driver has noticed your gesture. Turn your palm up, bend your arm at the elbow, and swing your hand up from the elbow and past your chin in a semi-circle, resembling a "Come here" signal.
5. Repeat the gesture until traffic begins to move.
6. Once traffic starts moving, lower your hand to your side.
7. Repeat steps 3 to 5 with your other arm for traffic coming from the opposite direction.

For slow or timid drivers, repeat the gesture to encourage movement but avoid overuse, as it may cause nervousness and accidents. If traffic is to be started from both directions, repeat the procedure for the other direction.

### *Left Turns*

Left turns are dangerous as vehicles turn into oncoming traffic. Allow left turns based on traffic conditions and the number of drivers needing to turn. Use caution:

1. Stop the traffic coming from the opposite direction. Hold the stop signal.
2. Ensure the intersection is clear of vehicles and pedestrians.
3. With your opposite arm fully extended, point at the driver who wants to turn.
4. Ensure the driver has noticed you, then make a downward swinging motion in the direction you want the driver to go.

### *Right Turns*

Drivers usually need little direction when making right turns, as they do not turn into oncoming traffic. If traffic is heavy, stop drivers turning right to allow traffic from the other direction to pass. If there are many vehicles turning right, hold back pedestrians to ensure smooth traffic flow. If signaling a right turn, ensure the driver has noticed you and then make a downward swinging motion to the driver's right.

## **3. Keep Traffic Moving**

Drivers can quickly become frustrated if subjected to long waits or little movement in traffic. A driver at the end of a long line that hasn't moved for some time may assume there's a problem, like a stalled car, and try to bypass the blockage by driving in the wrong lane or over curbs. Such actions can lead to genuine blockages or even collisions.

### *How Do I Deal with Emergency Vehicles?*

Emergency vehicles have the right of way. When an emergency vehicle approaches, stop all vehicles and pedestrians. Give the driver a “Go” signal when the intersection is clear. If the driver signals for a turn, motion in the proper direction, indicating that the way is clear. Stay alert for additional emergency vehicles.

#### **Things to Remember When Dealing with Emergency Vehicles:**

- **Know Your Site Layout:** Be familiar with both the inside and outside layout of your site. This allows you to meet emergency crews at the nearest or most accessible entrance to the incident. You may need to direct emergency vehicles and manage vehicle and pedestrian traffic simultaneously.
- **Fire Lanes:** Know where all fire lanes are and how to keep them clear. Your post orders will detail your duties and authority in these areas.
- **Fire Hook-Ups:** Be aware of the location of all fire hook-ups and how to access them on your site. Direct traffic away from these areas if needed.
- **Crowd Control:** You may need to manage bystanders who are interfering with emergency personnel. Use barricades if necessary.
- **Site Evacuation Plan:** Understand the site evacuation plan. You may need to guide staff or visitors to safe areas.
- **Calling Emergency Personnel:** Check your post orders to know the procedures for calling emergency personnel to the site. Be aware of any areas requiring special access, such as locked gates or areas needing access cards.

#### **4. Be Alert and Do Not Get Argumentative**

Always remain vigilant for drivers who may not see you. People can make mistakes and may not understand the directions you are giving. Yelling at slow or nervous drivers typically does not alleviate their anxiety. Instead, calmly repeat your directions to clarify their actions. Expect honking, swearing, and rude behavior from frustrated drivers and passengers. Understand that these reactions are often due to the situation rather than personal animosity.

As a Security Guard performing traffic control duties, you are highly visible to the public. The impression you leave will influence their perception of Security Guards in the future. Therefore, maintain a calm, cool, and collected demeanor. Avoid being drawn into arguments, as it not only appears unprofessional but also distracts you from your primary task of maintaining control over the situation.

#### **5. Be Flexible**

Identify areas of particular congestion, such as heavily used lanes or streets. If possible and appropriate, prioritize those sections to alleviate traffic, but avoid holding up other lanes for extended periods, as per principle four.

Ensure the safety of pedestrians, especially children and individuals with physical or mental challenges such as vision or hearing impairments. Emergency vehicles such as fire trucks, police cars, and ambulances should be given priority when their sirens and lights are activated.

### *Traffic Violations*

Security Guards are generally not empowered to issue traffic violations under provincial legislation. However, they may occasionally be asked to enforce municipal bylaws by issuing tickets in accordance with those bylaws and regulations. Security Guards performing these functions should seek specific guidance from their employer, who will obtain the necessary information from the client.

## Scene Management

In the event of an accident or collision, a Security Guard may be required to undertake various responsibilities. These duties should be executed based on their priority, ensuring that the most critical tasks are addressed first, followed by the subsequent ones.

Upon arriving at an accident scene, a Security Guard must prioritize the following tasks:

### **1. Check for Life-Threatening Issues:**

- Assess if anyone is injured.
- Confirm if emergency services (police, fire department, ambulance) have been notified.
- Determine if anyone on the scene has initiated first aid.
- Evaluate your first aid skills and certification, as well as those of others present.

### **2. Assess Danger to Other Traffic:**

- Evaluate if the scene poses a risk to other vehicles or pedestrians.
- Use your vehicle and safety equipment (flares, cones, barricades) to minimize danger.
- Extend the protected area to preserve any crucial evidence (e.g., skid marks, debris).

### **3. Identify Participants:**

- Identify and assess the condition of drivers, passengers, pedestrians, and witnesses.
- Determine if they need medical attention.
- Try to obtain names of individuals being taken away by emergency personnel, if safe to do so.

### **4. Preserve Evidence:**

- Protect short-lived evidence that could be lost or damaged quickly.
- Consider photographing evidence that is susceptible to weather or other conditions.

## 5. Record Notes of the Incident:

- Document the incident in your notebook.
- Include vehicle license numbers, descriptions of people and vehicles involved, an account of what happened, and a rough sketch of the area.

When documenting an accident scene, a Security Guard should record comprehensive information, including:

- **Details of Drivers:**
  - Name, address, and workplace of each driver involved.
- **Incident Information:**
  - Time, date, and precise location of the accident.
- **Vehicle Information:**
  - Registration numbers, makes, and years of the vehicles involved.
- **Insurance Details:**
  - Driver's insurance company information.
- **Witnesses:**
  - Names of witnesses along with their contact information.
  - Obtain a statement from witnesses, if they are willing to provide one.
- **Accident Description:**
  - Detailed description of the accident and any damage sustained.
- **Scene Diagram:**
  - Create a diagram showing the paths of the vehicles and/or pedestrians and the point of collision.
- **Injury Details:**
  - Document any injuries and the actions taken in response.
- **Contributing Factors:**
  - Note any conditions that may have contributed to the accident, such as emergencies, weather, road conditions, or construction.
- **Statements and Observations:**
  - Record any unusual or significant statements made by those involved, which might be important for further investigation.
  - Document observations of the scene, ensuring to note only what is observed without making assumptions. For instance, if a beer can falls out when the driver exits the vehicle, record this observation without speculating on its implications.
- **Photographic Evidence:**
  - Take pictures of the scene and any relevant evidence, as these can be crucial for investigations.

By meticulously recording these details, a Security Guard ensures thorough documentation of the accident scene, aiding in subsequent investigations and providing valuable information for legal or insurance purposes.

## Provincial Legislative Requirements for Reporting Accidents

Provincial regulations mandate that a motor vehicle accident must be reported to the police under the following circumstances:

- **Hit and Run:**
  - If the accident involves a driver who leaves the scene without providing contact information or assistance.
- **Tow Truck Involvement:**
  - If a tow truck is required or used at the scene of the accident.
- **Out-of-Province Vehicle:**
  - If any vehicle involved in the accident is registered out of province.
- **Impaired Driver:**
  - If any driver involved is suspected of being under the influence of alcohol or drugs.
- **Injury or Death:**
  - If the accident results in injury or death to any person involved.

By adhering to these reporting requirements, a Security Guard ensures compliance with provincial laws and facilitates appropriate responses from law enforcement and emergency services.

## Practice Scenarios

### *Scenario 1*

You are tasked with directing traffic in the parking lot of GPS Consulting Services. You have established a four-way intersection to efficiently manage the flow of vehicles. One driver seems confused by your instructions and has partially entered the intersection, stopped, and then proceeded further, causing a blockage in all directions and ignoring your directions. Here's how to handle the situation:

1. **Stop the Traffic:**
  - Immediately halt traffic from all four directions to prevent further confusion and potential accidents.
2. **Direct the Problem Vehicle:**
  - Provide clear and specific instructions to the confused driver to guide their vehicle out of the intersection safely and effectively.
3. **Resume Traffic Control:**
  - Once the problematic vehicle is out of the way, continue directing traffic to restore smooth flow at the intersection.

By following these steps, you ensure the safe and efficient resolution of the traffic issue, maintaining control and order in the parking lot.



## Practice Scenarios

### *Scenario 2*

You are assigned to protect a chemical plant situated in a large city. Early one morning, a tanker truck delivering chemicals enters the main gate too quickly, hits a ditch, and overturns, partially blocking the access road to the plant. As you approach, you notice the "dangerous goods" sign on the vehicle. You are aware that workers for the next shift will arrive shortly, and the current shift workers will soon be leaving. Here's how to handle the situation:

1. **Notify Authorities:**
  - Immediately contact your employer, the site manager, or backup.
  - Inform the police and the emergency response clean-up team about the potential dangerous goods spill.
2. **Maintain a Safe Distance:**
  - Keep a safe distance from the overturned tanker to avoid exposure to any hazardous materials.
3. **Ensure Public Safety:**
  - Prevent anyone from approaching the scene to prioritize public safety.
4. **Reroute Traffic:**
  - If possible, redirect traffic to ensure the continued safe flow of vehicles in and out of the plant.
5. **Check for Injuries:**
  - If it is safe to do so, check the vehicle for any injured individuals and provide assistance as needed.

### *Final Words of Wisdom:*

- **Establish Eye Contact:**
  - Whenever possible, make eye contact with drivers to ensure they understand your instructions.
- **Clear and Simple Signals:**
  - Execute your signals and commands clearly and simply.
  - Repeat them as often as necessary to keep traffic flowing smoothly.
- **Handle Congestion:**
  - If congestion occurs, stop all traffic and restart the flow to maintain order.
  - Remain calm in stressful situations.
- **Consistency:**
  - Be consistent with your directions and do not let anyone convince you to change your instructions.

By following these steps and guidelines, you ensure a safe and controlled response to the incident, protecting both the plant workers and the public.