

POLICE DEPARTMENT HANOVER PARK, ILLINOIS



DIRECTIVE: 364-T

REFERENCE STANDARDS: 61.4.1 61.4.2 61.4.4

SUBJECT: Assistance To Motorists

PURPOSE: One of the purposes of the Hanover Park Police Department is to provide needed assistance to motorists using the streets and roadways within the village. This assistance is intended to protect the motorists from harm and to ensure that the necessary aid is obtained. The streets and other roadways within the village of Hanover Park are used by village residents and by visitors from various locations. Police personnel should be alert to and attempt to provide a variety of assistance to these people.

I. GENERAL ASSISTANCE (61.4.1)

Motorists may request or contact police personnel and request assistance for a variety of reasons.

- A. Due to the number of tourist attractions around and in Hanover Park, police personnel may often be asked for direction to specific locations. Personnel shall provide detailed directions to the desired locations. Personnel should be familiar with popular destinations and be readily able to supply directions. (61.4.1a)
- B. Personnel shall be alert for motorists who are in need of assistance due to mechanical problems with their vehicles. Personnel should make efforts to obtain the needed help. Some typical problems may include: (61.4.1b)
 - 1. Need for towing to a repair location;
 - 2. Need for roadside repairs (change of flat tires, etc.);
 - 3. Need for fuel.
- C. Police Department vehicles will not be utilized in any manner to “jump start” a disabled vehicle.
- D. Personnel shall attempt to obtain additional assistance for motorists who are in need of professional services. (61.4.1c)
 - 1. Personnel should attempt to cause a requested tow service to be notified.

2. When a motorist knows of no tow service to call, the contractual towing service shall be notified.
 3. Police personnel may not recommend a particular tow service.
- E. If a tow service or other assistance is called for a motorist, personnel shall ensure the motorist is safe while waiting for assistance. This may require personnel to stay with the motorists, until assistance arrives.
- F. Personnel should take into account the existing conditions (weather, time-of-day, location, person involved, etc.) before leaving a stranded motorist without police or other assistance being present.
- G. Lockouts
Lockout service is provided by private enterprise and Police must not create unfair competition. Instead police personnel shall:
1. Only intervene in case of an emergency to children and pets;
 2. Attempt to verify ownership prior to release of the vehicle;
 3. Not request response from the Fire Department to gain entry unless an emergency exists;
 4. Explain courteously if service cannot be provided and why not;
 5. Investigate criminal negligence, if appropriate.

II. EMERGENCY ASSISTANCE (61.4.1d)

Police personnel may encounter situations that require some type of emergency assistance for motorists.

- A. When personnel contact a motorist in need of emergency medical assistance, they shall request Hanover Park Fire Department personnel to respond to the location. Police personnel shall attempt to provide emergency first aid prior to the arrival of the fire department.
- B. Police personnel may encounter motorists with vehicles on fire.
1. Personnel shall immediately request assistance from the fire department.
 2. Personnel shall ensure that all vehicle occupants are out of the vehicle and are at a safe location. Personnel should not jeopardize their own safety when dealing with a fully engulfed vehicle fire.
 3. Personnel may attempt to extinguish small vehicle fires by using the fire extinguishers from the police vehicles to only ensure the physical well being of the vehicle occupants. Caution should be used during such activities.

III. TRANSPORTING CITIZENS

Citizens requiring transportation should normally be referred to local taxi companies. Under extenuating circumstances, personnel may transport citizens in police vehicles. Great care must be exercised while doing this.

IV. REPORTING HAZARDOUS ROADWAY CONDITIONS (61.4.2)

During routine operations, police personnel shall be alert for hazardous roadway conditions. When found, these conditions shall be reported to the Department clerical staff via the police radio by police personnel and then relayed to the proper authorities.

- A. A number of situations can cause various types of debris to be in a roadway.
 - 1. Debris at accident scenes shall be removed by tow truck operators. If no tow trucks are required, personnel shall report the need for debris removal.
 - 2. Severe weather can cause tree limbs and other debris to block roadways.
 - 3. Items falling from vehicles can land on roadways.
- B. Debris needing removal from village maintained streets should be reported to the Village Public Works Department for removal.
- C. Debris on state maintained roadways should be reported to the State Highway Department for removal.
- D. Personnel shall be alert to hazardous conditions involving traffic control devices.
 - 1. Personnel shall report traffic signal lights that are not functioning or have lights burnt out, etc.
 - 2. Personnel shall report traffic control devices (stop signs, etc.) that are blocked or partially blocked by tree limbs and other articles.
 - 3. Personnel shall report missing or damaged traffic control devices.
- E. In many cases, personnel are able to remedy hazardous situations temporarily until assistance from the proper agency or department arrives.
 - 1. Personnel may move small items of debris off of the roadway and to the side of the road.
 - 2. Personnel may be able to correct the direction of a turned traffic information/control sign without the need of additional assistance.

VI. TRAFFIC SAFETY EDUCATION MATERIALS (61.4.4)

- A. The Department distributes educational materials on traffic laws and regulations, drunk driving prevention, safety restraint information, and traffic safety programs to the public. The purpose of these traffic educational materials is to enhance public understanding of safety programs, and to support traffic enforcement efforts.
- B. The materials may be distributed by personnel making public appearances, the materials may be distributed by personnel working the front desk, or available in the public display at the department lobby.