



**2-44 TRAFFIC AND ROADWAY SERVICES**

**Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):**

A. Related SOP(s)

- 2-48 Towing Services
- 2-83 Restraints and Transportation of Individuals (Formerly 2-11)

B. Form(s)

None

C. Other Resource(s)

None

D. Rescinded Special Order(s)

None

**2-44-1 Purpose**

The purpose of this policy is to provide Albuquerque Police Department (Department) personnel with the guidelines to be used while providing traffic and roadway services.

**2-44-2 Policy**

It is the policy to ensure appropriate action is taken in a safe and timely manner in all cases where the Department is asked to provide general or emergency assistance to motorists.

**N/A 2-44-3 Definitions**

None

**7 2-44-4 Procedures**

A. Assisting Motorists

1. When Department personnel provide general assistance to motorists, they shall:
  - a. Reasonably attempt to provide aid to motorists in need of mechanical assistance, such as providing jumper cables, fuel, or to assist with tire changes, if possible; and
  - b. Contact the Emergency Communications Center (ECC) to request the on-call wrecker service on behalf of the motorist, after explaining to the motorist that they are responsible for all towing charges.



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2. Department personnel shall not attempt to push-start vehicles with their Department-issued vehicle.
3. Department personnel shall not attempt to unlock vehicles using an unlocking device (e.g., Slim Jim), unless necessary to retrieve a child or an animal locked in a vehicle.
  - a. Department personnel may contact the ECC to request a locksmith at the motorist's request, or call a third party who has access to an extra key for the vehicle.

**N/A**

4. When assisting stranded motorists, Department personnel may transport the stranded motorist to the nearest service station to obtain fuel. Transporting the motorist shall be consistent with SOP Restraints and Transportation of Individuals (refer to SOP Restraints and Transportation of Individuals for sanction classifications and additional duties).
  - a. When workload conditions permit and when no undue delay is anticipated, Department personnel may transport the motorist back to the vehicle.

**B. Hazardous Highway/Roadway Conditions**

1. Department personnel shall take the following actions upon noticing or being advised of a traffic hazard:
  - a. Department personnel shall contact the ECC to request the appropriate City of Albuquerque Department resources;
  - b. If necessary, an on-duty supervisor may contact the ECC to request the appropriate agency or company to deploy warning barricades and/or lights in place at the scene to alert drivers of the potential hazard and to provide traffic direction until the condition has been corrected.
  - c. Non-uniformed sworn personnel in unmarked cars who notice a traffic hazard shall call for a uniformed officer or a Police Service Aide (PSA) with a marked Department-issued vehicle to respond to the scene to assist with traffic control;
  - d. Department personnel who respond to vehicles found parked or abandoned on or near the roadway shall follow the procedures outlined in SOP Towing Services (refer to SOP Towing Services for sanction classifications and additional duties);
  - e. Department personnel who respond to animals and/or livestock on the roadway shall:
    - i. Engage emergency lights and use any means available, such as their sirens, horn, public address (PA) system, to ensure the animal vacates the roadway;
    - ii. Call or have the ECC call the City of Albuquerque Animal Welfare Department and, if needed, the New Mexico Livestock Bureau at (505) 841-

**N/A**



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4000 if the animal does not leave the roadway to advise them of the situation;

- iii. Contact the City of Albuquerque Animal Welfare Department if the animal or livestock is injured or deceased.

2. When a vehicle is stalled on the roadway, Department personnel shall:

- a. If feasible, given traffic and weather conditions, position their vehicles to provide safety for the motorist;
- b. Engage emergency lights; and
- c. Ensure removal of the vehicle from the roadway as soon as possible.

3. Department personnel shall not leave the scene until it is safe to pass on the roadway.

C. Closure of Interstate Highways

1. On-scene Department personnel shall notify the ECC whenever an interstate highway is closed.

- a. On-scene Department personnel shall advise the location of the closure, the reason for the closure, and the expected length of the closure, if the information is available.

2. The ECC shall notify New Mexico State Police dispatch of the closure.

D. When Department personnel need to provide traffic direction and control to ensure safe and efficient movement of vehicles, they shall:

1. During events that require the manual use of traffic control devices (traffic box), for Department personnel who have been trained and issued keys, be assigned to work the traffic box; and

2. Conduct extended traffic direction and control, and wear their safety reflective vest or jacket at all times while engaged in such duties.

- a. Department personnel shall not leave the scene until it is safe to pass on the roadway.



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    - ~~a.~~ If necessary, an on-duty supervisor may contact the ECC to request the appropriate agency or company to deploy warning barricades and/or lights in place;
    - ~~ii.b.~~ ~~If barricades or warning lights are necessary, Department personnel shall remain at the scene to alert drivers of the potential hazard and to provide traffic direction until the condition has been corrected, and/or the warning lights or barricades have been placed at the scene.~~
    - ~~b.c.~~ Non-uniformed sworn personnel in unmarked cars who notice a traffic hazard shall call for a uniformed officer or a Police Service Aide (PSA) with a marked Department-issued vehicle to respond to the scene to assist with traffic control;
    - ~~e.d.~~ Department personnel who respond to vehicles found parked or abandoned on or near the roadway shall follow the procedures outlined in SOP Towing and Wrecker Services (refer to SOP Towing and Wrecker Services for sanction classifications and additional duties);

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- ~~d.e.~~ e. Department personnel who respond to animals and/or livestock on the roadway shall:
- i. Engage emergency lights and use any means available, such as their sirens, horn, public address (PA) system, to ensure the animal vacates the roadway;
  - ii. Call or have the ECC call the City of Albuquerque Animal Welfare Department and, if needed, the New Mexico Livestock Bureau at (505) 841-4000, if the animal does not leave the roadway to advise them of the situation; ~~and~~
  - iii. Contact the City of Albuquerque Animal Welfare Department if the animal or livestock is injured or deceased.

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