
KANSAS CITY, KANSAS POLICE

GENERAL ORDER

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SUBJECT: Traffic Services, Traffic Hazards,
Traffic Direction

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CROSS REFERENCE: *Manual on Classification of Motor
Vehicle Traffic Accidents*

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I. PURPOSE

- A. To familiarize and identify the Department's role and responsibilities in providing traffic services.
- B. To establish guidelines for assisting motorists.
- C. To inform all personnel of the Department policy regarding roadway hazards and malfunctioning traffic signals or missing traffic control signs, and to direct and coordinate the efforts of police and other agencies in correcting or compensating for roadway hazards which might increase the driving hazards to motorists.
- D. To provide for the safe and efficient movement of motor vehicles and pedestrians within the jurisdiction by manually directing traffic when necessary.

II. DEFINITION OF A MOTOR VEHICLE COLLISION

- A. A motor vehicle collision is "an unstabilized situation which includes at least one harmful event."
- B. The following eight questions must be answered "yes" for an incident to be classified as a motor vehicle collision. (ANSI D16.1 Manual on Classification of Motor Vehicle Traffic Accidents)
 - 1. Did the incident include loss in the form of damage or at least one injury?
 - 2. Was the injury or damage unintentional?
 - 3. Was there injury or damage not resulting from a cataclysm?
 - 4. Did the incident involve at least one motor vehicle in transport?
 - 5. Was the incident an unstabilized situation?
 - 6. Did the unstabilized situation originate on a trafficway or did injury or damage occur on a trafficway?
 - 7. If the incident involved a railroad train in transport, did a motor vehicle in transport become involved prior to any injury or damage involving the train?
 - 8. Did the incident exclude aircraft or watercraft in transport?

III. TRAFFIC SERVICES

- A. The investigation of motor vehicle collisions and the enforcement of traffic laws and regulations is not the sole responsibility of the Traffic Support Unit.
- B. The primary goal in providing traffic services is to promote the safe and expeditious flow of vehicular and pedestrian traffic through a liaison with the Unified Government's Traffic Engineering Department, directed enforcement, and delivery of traffic related services designed to reduce traffic collisions, and their resultant fatalities and injuries.
- C. Traffic law enforcement and the delivery of police traffic related services will be applied in a consistent and courteous manner to foster a positive public attitude and acceptance of such enforcement.
- D. A police officer will respond to any reported motor vehicle collision, except those hit and run reports, which are specifically permitted to be taken over the telephone. This includes, but is not necessarily limited to, any of the following:
 - 1. Death or injury,
 - 2. Hit and run,
 - 3. DUI involved,
 - 4. Damage to public vehicle or property,
 - 5. Hazardous materials,
 - 6. Disturbance at the scene,
 - 7. Major traffic congestion at the scene,
 - 8. Damage to vehicles to the extent that towing is required.
- E. District patrol officers will be responsible for the initial response to all motor vehicle collisions, including private property motor vehicle collisions. Traffic Support Unit officers operating a motorcycle may also be used to investigate motor vehicle collisions in the field as needed, providing that the scene is adequately protected with emergency equipment. The unit dispatched will be in charge of the motor vehicle collision scene.
- F. TSU officers, including a motor officer, may be dispatched on injury accidents. A district officer will assist TSU by collecting Driver's License, vehicle registration and insurance, and by ordering the tow and assisting with paperwork.
 - 1. TSU will be in charge of the scene. The district unit will assist and standby to ensure the scene is safe, if the accident is not able to be moved out of the normal flow of traffic.
 - 2. A traffic unit will be located to respond to investigate all fatalities, major injury, and UG owned, leased, or rented motor vehicle collisions.
 - 3. The Traffic Commander will be notified when a major injury or fatality collision is confirmed by a district officer or supervisor. The traffic commander will determine whether the incident is handled as an accident or criminal investigation.
- G. The responding officer will follow these initial steps when responding to motor vehicle collisions in the field:
 - 1. Check for injuries. If there are, handle the investigation and report. If there are none, go to step 2.
 - 2. Check for DUI involvement. If there is, handle the investigation and report. If not, go to step 3.
 - 3. Determine if the vehicles are drivable. If one (or more) is not, handle the investigation and report. If they are drivable, go to step 4.
 - 4. Check the drivers' DLs for validity. If they are not, handle the investigation, reports and citations. If they are valid, go to step 5.
 - 5. Ensure that both drivers have proof of valid liability insurance. If not, handle the investigation, reports, and citations. If the insurance appears valid, go to step 6.
 - 6. Determine that the vehicle's tags and registration are valid. If they are not, handle the investigation, reports, and citations. If they are valid, go to step 7.
 - 7. Hand out the Accident Information Sheet. Inform both drivers that they must fill out the worksheet completely and that they should make every effort to respond to the report desk (at the same time) to make the motor vehicle collision report within 72 hours. (This does not apply to inclement weather, addressed in section III, I, below.)
 - a. The officer will check the appropriate boxes on the Accident Information Sheet indicating that the information was checked, enter his or her name in the appropriate space, and note the complaint number that is assigned to the motor vehicle collision.
 - b. Motor vehicle collisions will be assigned complaint numbers when the Accident Information Sheet is given to the citizen involved in a motor vehicle collision.

- H. The officer in charge of a motor vehicle collision scene will be responsible for identifying injured persons and requesting medical assistance, collecting necessary information, and protecting the motor vehicle collision scene. He or she will also ensure that property belonging to motor vehicle collision victims is protected and is removed to a place of safekeeping if the owner is unable to care for it. The officer in charge should request sufficient manpower to ensure that all required tasks are carried out regarding the processing of the motor vehicle collision scene. Investigating officers must also be able to recognize if there are any fire hazards or if hazardous materials are involved, which shall be handled in accordance with Section V, B, 3 of this order.
- I. Officers investigating a motor vehicle collision are responsible for processing the motor vehicle collision scene. When an officer responds to a motor vehicle collision scene and a report is made, the small diagram on page 1 of the standard Motor Vehicle Collision Report will be completed. When necessary, statements will be taken and the large diagram will be completed (see Appendix). The more extensive investigation of the scene will be completed, which may include:
1. Establishing a reference point and taking pertinent measurements, when applicable, for constructing a diagram.
 2. Taking or having photographs or video taken of the scene.
 3. Noting the locations and types of skid marks in order to determine minimum vehicle speeds.
 4. Searching for appropriate physical evidence at the scene, such as particles of paint, tire prints, door handles, etc., which will be handled as physical evidence where appropriate in accordance with General Order 80.2.
 5. Officers who process a motor vehicle collision scene will document what actions were taken in their report.
 6. Copies of reports for any motor vehicle collision classified as fatal or critical injury will be forwarded to the Traffic Commander.
 7. The front page of the collision report will be completed, with all vehicle and driver information by the initial responding officer, prior to the arrival of the Critical Collision Response Team.
- J. During emergency conditions, (inclement weather, civil disorders, natural disasters, etc.) the number of motor vehicle collisions may exceed the ability of available police personnel to respond while maintaining basic police service. In an effort to accommodate the increased demand these emergency conditions may cause, Public Safety Communications will advise the ranking Operations commander on duty or, if after regular business hours, any on-duty command officer of the emergency situation. If the ranking Commander deems necessary, he or she may instruct the Communications Division to advise callers who are reporting movable property damage motor vehicle collisions to proceed to a designated police facility to make the necessary report.
1. Communications call takers should advise individuals who are reporting operable motor vehicle collisions, that because of emergency conditions, a police unit will not be responding to the scene. The call takers should advise the drivers to exchange driver's licenses, vehicle registration information, and insurance information.
 2. If an officer is dispatched to a motor vehicle collision during emergency conditions, and upon arrival, determines that the motor vehicle collision is property damage only with the vehicles operable, he or she may advise the individuals to proceed to the Police Report Desk to complete the necessary reports. Officers should provide the drivers involved in the motor vehicle collision with a Kansas City, Kansas Accident Information Sheet.
 3. The Midtown Patrol Commander, or appropriate shift supervisor, will be responsible for accommodating "walk-in" motor vehicle collision reports.
 - a. The Midtown Patrol Commander, or appropriate shift supervisor, has the authority to assign needed field officers, in an effort to accommodate the number of "walk-in" reports.
 - b. The Midtown Patrol Commander, or appropriate shift supervisor, may also request officers from other Field Operations Bureau units to assist as necessary.
 4. Individuals involved in movable property damage motor vehicle collisions during emergency conditions should be advised that they will be allowed seven (7) calendar days to report the motor vehicle collision. Motor vehicle collisions not occurring during emergency conditions should be reported within seventy-two (72) hours. These times may be extended at the discretion of the Traffic Commander.
 5. Communications will be responsible for advising the media that movable property damage motor vehicle collisions are being handled at the Police Report Desk due to emergency conditions.
- K. Motor vehicle collisions involving fatality, serious injury, or hit and run will be assigned to the appropriate Traffic Support Unit personnel for follow up.
- L. All officers who bid or are selected for the Field Operations Traffic Unit or Traffic Support Unit are required to successfully complete a two week advanced motor vehicle collision investigation school in order to retain a position as a motor vehicle collision investigator. The school includes training in motor vehicle collision investigation, motor vehicle collision reconstruction, follow up investigation, DUI procedures, Intoxylizer procedures, and speed measuring devices.
 1. Officers successfully completing the training will be required to maintain and keep current all certifications.
- M. Motor vehicle collisions will be completed as outlined in the Kansas Department of Transportation Motor Vehicle Collision Report Coding Manual. Motor vehicle collisions that require reporting by this Department are addressed in General Order 80.3, Report Procedures, and the Appendix to this order.

- N. The Operations Bureau will be the custodian of all motor vehicle collision reports.
- O. Any citizen's complaints or officer's observations concerning traffic signals may be assigned by the Traffic Commander for initial investigation. The Observation Memo and any findings will be forwarded to the Traffic Engineering Department by means of the Observation Memo form.
- P. Roadside traffic safety checkpoints are events scheduled by the Traffic Commander, such as Operation Impact and Operation Lifesaver that are intended to enhance driver awareness and safety.
 - 1. Checkpoints will be set up to target locations that demonstrate a higher traffic risk, based upon analysis of enforcement and motor vehicle collision statistics.
 - 2. Checkpoints will generally be operated on a stringent enforcement basis. In some cases, proper and legal driving may be rewarded as well.
 - 3. The checkpoints will be scheduled and arranged in such a way that they will have the greatest safety impact, while causing as little impact as possible on traffic flow and other driver inconvenience under the circumstances.

IV. RESPONSIBILITIES OF THE TRAFFIC SUPPORT UNIT

- G. The Traffic Support Unit is under the Community Support Operations Division and reports to the Bureau of Services.
- H. Field Operations traffic personnel are trained to investigate collisions and utilize traffic enforcement tactics and are filled by the annual bid of the Field Operations Bureau.
- I. The traffic officers will provide 24-hour coverage to target traffic violations and investigate motor vehicle collisions. Traffic fatality investigators will work on an on-call basis. In order to provide optimum traffic enforcement to those areas with the highest concentration of calls for traffic service, each Field Operations traffic car will be assigned to a designated Field Operations Patrol Division. Unless dispatched on a call, the Field Operations traffic officer will remain within the assigned Patrol Division. Division Commanders or appropriate supervisors may authorize redeployment of Field Operations traffic officers to handle collisions and enhanced selective traffic enforcement.
- J. Traffic Support Unit Personnel:
 - 1. Unit Commander (Captain),
 - 2. Unit Supervisors (Sergeants),
 - 3. Traffic Support Officers (Patrol Officers),
 - a. Motorcycle officers
 - b. Support officers (DUI)
- K. The Traffic Support Unit will be responsible for the planning, monitoring, and coordination of the Department's traffic activities.
- L. The activities of the Traffic Support Unit will include, but are not limited to:
 - 1. Motor vehicle collision investigation,
 - 2. Operation of speed-measuring devices,
 - 3. Operation of breath test equipment,
 - 4. Traffic congestion control,
 - 5. Traffic safety education, and
 - 6. Hit and run motor vehicle collision investigation.
 - 7. Planning, preparing, and conducting traffic safety checkpoints.
 - 8. DUI detection and enforcement.
 - 9. Registration and tag enforcement.
- M. The Traffic Commander will serve as a traffic analyst, for the purpose of:
 - 1. Deploying traffic law enforcement personnel, including the implementing of selective enforcement techniques and procedures based on the analysis of motor vehicle collisions and traffic enforcement covering the most recent year.
 - a. Motor vehicle collision experience during the previous year should be examined to provide data that include all seasons of the year and allow for variations that occur as the result of weather, population shifts, and monthly or seasonal increases or decreases in traffic volume.

- b. Information analyzed will include information such as the location, time, and circumstances contributing to the motor vehicle collisions.
 - c. The impact of selective enforcement assignments shall be analyzed and evaluated for future planning purposes.
2. Determining appropriate equipment to be utilized such as radar or other devices deemed appropriate based on information from this analysis.
 3. Formulating and dispersing reasonable, attainable, and quantifiable performance objectives for the unit.
 4. Maintaining liaison with the Unified Government Traffic Engineer.
 - a. The Traffic Commander will review complaints from the public and information from officers in the field that relate to traffic engineering and maintain contact with the engineer. This contact may be verbal or in writing, as appropriate.
 - b. Information discussed will include such things as speed limits, traffic control devices, signals, road conditions, or any other topics that concern enforcement, motor vehicle collisions, and public safety that would be addressed by engineering.

Traffic Engineering will be kept informed of enforcement and motor vehicle collision activity, particularly information that may influence their function or that may be appropriately addressed through the engineering function.

V. ASSISTING MOTORISTS

- G. Stranded Motorists - Officers who are not on priority calls should make every effort to stop and render assistance to stranded motorists. This enhances the Department's image as a servant of the public. Services could include calling a tow truck or transporting a motorist to a 24-hour gas station. Minor mechanical assistance is acceptable if appropriate considering any danger posed by traffic, calls for service, and handling the motorist assist expediently as possible. Marked police vehicles, equipped with emergency lights and siren, should be positioned in a manner that warns approaching traffic and reduces the risk of injury to motorists.
- H. Emergency Situations - Officers who come into contact with motorists requiring emergency services will evaluate the situation and render any necessary aid.
 1. Car Fires - request FIRE services and utilize patrol vehicle's extinguisher if practical.
 2. Medical - Request medical services and begin First Aid if necessary and appropriate. Officers should not transport persons in need of immediate medical attention in a police vehicle. Officers will not "escort" private vehicles to a hospital in a medical emergency in the interest of the safety of the public. Vehicles not equipped with lights and sirens are by definition not equipped to be operated as emergency vehicles.
 3. Hazardous - Upon arrival relay any placard color(s) and numbers to the Fire Department for identification and move to a safe distance (500 feet to windward or more depending on substance, wind strength, etc.). Request additional units to reroute traffic. A supervisor shall be notified. Hazardous Material incidents require a multi-agency response, which will vary in degree depending upon the size and complexity of the incident, and will be handled in accordance with General Order 40.20, Unusual Occurrences.

VI. TRAFFIC HAZARDS

- G. All sworn personnel shall be alert for problems, which impede the safe and orderly flow of motor vehicles and pedestrian traffic in the City and shall take appropriate action to eliminate such problems.
- H. Communications – Calls received by call takers concerning malfunctioning control signals, damaged or missing signs, or other roadway traffic hazards will generate a call in the CAD and forward it to the appropriate dispatcher. The complaint will also be forwarded to the appropriate corrective agency (BPU, Street Department, etc.), and the time that an agency was advised will be noted. If there may be a traffic safety hazard, an officer will be dispatched to the scene to evaluate and/or assist.
- I. Field Officers – Officers who become aware of a potential traffic hazard, malfunctioning signal, or functionally damaged signs will make every appropriate effort to alleviate the problem by direct effort. Officers will notify dispatch and request that the correct maintenance agency be notified. Officers dispatched to a hazard or potential hazard will likewise make every appropriate effort to alleviate the problem by appropriate direct effort.
 1. Traffic Control Signals.
 - a. In all cases of malfunctioning traffic signals, BPU will be notified immediately and the officer will stand by until the service technician arrives, if traffic conditions require it, and the officer should direct traffic until the technician arrives and makes repairs. The officer should never strike or beat on the control box in an attempt to correct frozen signals as this could make it impossible for the technician to make the proper repairs.
 - b. In all cases of police assistance to BPU signal maintenance or repair, the officer assisting shall confer with the technician to determine the nature and extent of police assistance needed. If the officer needs to leave before the repairs are completed, he will notify the technician.
 - c. In the event that the officer's traffic assistance to BPU will be lengthy or if BPU's arrival will be delayed, the officer should notify his Supervisor for approval and/or alternative disposition.

- d. If a workable alternative cannot be devised, or if traffic flow is minimal, the supervisor may contact a traffic supervisor who will respond to the scene. The traffic supervisor may then use his control box key and switch the signals to 4-way flashing red. The only police personnel who should attempt to open the main control box and adjust the switches within should be a traffic supervisor.
 - e. BPU will be notified any time a traffic control signal is switched to 4-way flashing red.
2. Traffic control signs.
 - a. In cases of missing or damaged traffic control signs, a Field Observation Memo form should be completed. If a missing sign is resulting in hazardous or potentially dangerous traffic flow, the officer should notify the police dispatcher. The dispatcher will then notify the proper agency.
 3. Roadway Hazards.
 - a. In cases involving objects or substances in the roadway that pose a hazard to traffic, the officer will notify the dispatcher who will then notify the Street Department. Exceptions to this are debris from a motor vehicle collision where vehicles are being towed and dead animals. If a hazard involves a spill of hazardous materials, Fire Department and a supervisor will be notified. Refer to section V, B, 3 of this order.
 - b. If traffic conditions require, the officer should direct traffic until the situation is corrected. In the event that the officer's traffic assistance will be lengthy, the officer should notify the supervisor who will determine if alternative measures are appropriate.
 4. If an officer is already dispatched on a call, the officer should notify the dispatcher and request another unit. A KHP unit can be requested for a problem occurring on a State or Interstate Highway.
 5. Officers should request additional units to assist in handling the problem if necessary.
 6. Any special services needed to handle the problem such as tow trucks, barricades from the Street Department, fire assistance, medical assistance, or utility assistance should be requested by the officer.

VII. MANUAL DIRECTION OF TRAFFIC

G. Situations Requiring the Manual Direction of Traffic

1. When traffic signals malfunction.
2. When intersections are congested.
3. At locations where illegally parked or disabled vehicles are obstructing traffic.
4. At the scene of crimes in progress, motor vehicle collisions, fires, hazardous chemical spills, adverse weather, etc.
5. Special events requiring traffic direction.

H. Procedures for the Manual Direction of Traffic

1. To stop traffic by hand, stand with the shoulders parallel to the moving traffic, raise arms 45 degrees above the shoulders with the hand extended and palms toward the moving traffic to be stopped.
 2. To move traffic by hand, stand with the shoulders parallel to the traffic to be moved, extend the right arm and hand, full length at shoulder height toward such traffic with the fingers extended and the palm up. Move the hand sharply, pivoting at the elbow, in the direction that traffic is to be moved. If traffic is to pass in front of the officer, the hand should pass in front of the officer's face. If traffic is to pass behind the officer, the hand should pass behind the officer's head. Repeat the movement with the left arm and hand to start traffic from the opposite direction.
 3. To stop and start traffic by whistle, sound one long blast to bring moving traffic to a halt, sound two short blasts to start traffic.
 4. Emergency stopping for traffic, sound three or more short blasts for all traffic to immediately clear an intersection and stop.
- I. Officers will wear the reflective vest(s) approved by the Department when manually directing traffic. Under adverse weather conditions, officers should wear their department issued rain jackets with the blaze orange surface or field sweater with reversible yellow exposed for increased visibility. Officers must be aware that in certain circumstances and during inclement weather, they might not be readily visible to motorists.
 - J. Personnel assigned to a traffic direction post will remain at that post until one of the following occurs: a supervisor orders the unit to clear, the traffic problem has been corrected, or the unit is relieved by another unit.
 - K. Supervisors should check on personnel directing traffic under adverse conditions to assure that they are relieved when necessary, and have sufficient supplies.
 - L. Flares – Flares should be utilized when diverting traffic at night, in adverse weather conditions, at serious motor vehicle collision scenes and any other situations where added illumination is necessary. Flares should be spaced proportionally to the length of roadway being handled, but always in sufficient quantity to clearly warn and direct approaching traffic.

- M. Special Events and Parades – During the year, there are several parades and special events that may require pre-planning and additional resources to assure the safety of participants and spectators while assuring the orderly flow of traffic. Upon discretion of the Chief of Police and dependent upon the nature of the event, the Traffic Commander will be responsible for coordinating the Department's role in handling the event. (See General Order 40.20)

VIII. TRAFFIC DIRECTION AND CONTROL AT FIRE SCENES

- G. At the scene of a fire, police resources may be requested to provide traffic and crowd control. Officers will, when necessary:
 - 1. Set up perimeter control points for traffic and pedestrian control. Such control points shall be established after consultation with the commanding fire officer on the scene if possible.
 - 2. Place their cars in a manner to protect fire hoses that cross roadways (U.G. Ord. 35-634).
 - 3. Assist additional responding fire units and personnel in achieving access to the scene.

IX. TRAFFIC DIRECTION AND CONTROL AT MOTOR VEHICLE COLLISION SCENES

- G. In an effort to protect the motor vehicle collision scene and temporarily detour the normal flow of traffic:
 - 1. Position vehicle in a manner that the emergency lighting provides highest visibility in traffic.
 - 2. Place flares, when applicable.
- B. If the motor vehicle collision has caused long term or permanent damage to the roadway or the motor vehicle collision investigation requires the street to be closed for an extended period, barricades may be requested from the Street Department.