

Manual Traffic Direction and Control





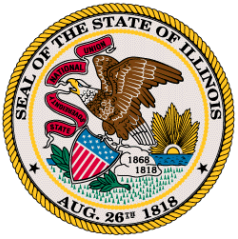
Introduction



Keeping a free and orderly traffic flow is of primary concern to any traffic enforcement agency. Ordinarily, traffic control devices and signals are sufficient to handle most traffic situations.

Occasionally, predictable and unpredictable situations occur that are disruptive to the normal traffic flow and require that traffic is handled manually by traffic control personnel.

This course is part of the Palatine Emergency Management Agency (PEMA) program to train its volunteers in manual traffic direction and control to relieve or assist police and firefighters of those duties.



Responsibilities of Traffic Control



Vehicular Traffic

Vehicular traffic is the collection of vehicles coming and going in a particular place during a specified period of time.

When called upon, the traffic control officer is responsible for:

- Regulating the flow of traffic
- Controlling and assisting turning traffic
- Coordinating with adjacent intersections
- Assisting emergency vehicles
- Assisting drivers seeking information





Responsibilities of Traffic Control



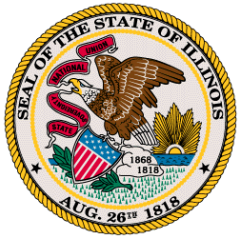
Pedestrian Traffic

Pedestrian traffic is the collection of people coming and going in a particular place during a specified period of time.

When called upon, the traffic control officer is responsible for:

- Protecting pedestrians
- Assisting pedestrians at crosswalks
- Assisting pedestrians seeking information





The Psychology of Drivers and Pedestrians



As the traffic control officer, you need to realize or assume that some drivers or pedestrians won't see you because:

- They're texting or phoning
- They're playing with the radio or listening to their iPods
- They're eating, shaving or putting on makeup
- They're daydreaming, gaping or gawking (not paying attention to their driving or the road ahead)
- They're distracted by the passengers or children in their car





The Psychology of Drivers and Pedestrians



As the traffic control officer, you need to realize or assume that some drivers or pedestrians won't understand you because:

- They may be confused by your gestures or signals
- They may not understand verbal commands (e.g. don't speak or understand English)
- They may be hard of hearing or hearing impaired
- They may be preoccupied and not paying attention
- They may be intoxicated or under the influence of drugs or medications





The Psychology of Drivers and Pedestrians



As the traffic control officer, you need to realize or assume that some drivers or pedestrians won't do what you want them to do because:

- They didn't see you
- They won't want to go the direction you need to send them
- They all have a reason or excuse why they can't listen to you
- They all know "someone" and will have your job





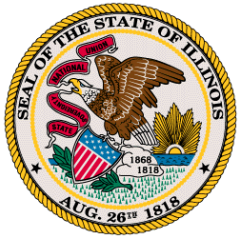
The Psychology of Drivers and Pedestrians



As the traffic control officer, you need to realize or assume that some drivers or pedestrians will ask questions if given the chance...some of their questions even border on the ridiculous:

- “How do I get to _____?”
- “When will the carnival start up after the storm?”
- “What caused the _____ (fire, accident, flood, etc.)?”
- “Why did the mayor have the parade on this street?”





The Psychology of Drivers and Pedestrians



As the traffic control officer, you need to realize or assume that some drivers or pedestrians:

- Will creep up on you, after you have stopped them, when you look away
- Will try and go around you even if you have the road blocked
- May do what they want in spite of what you have directed
- Will honk their horn at you...or worse



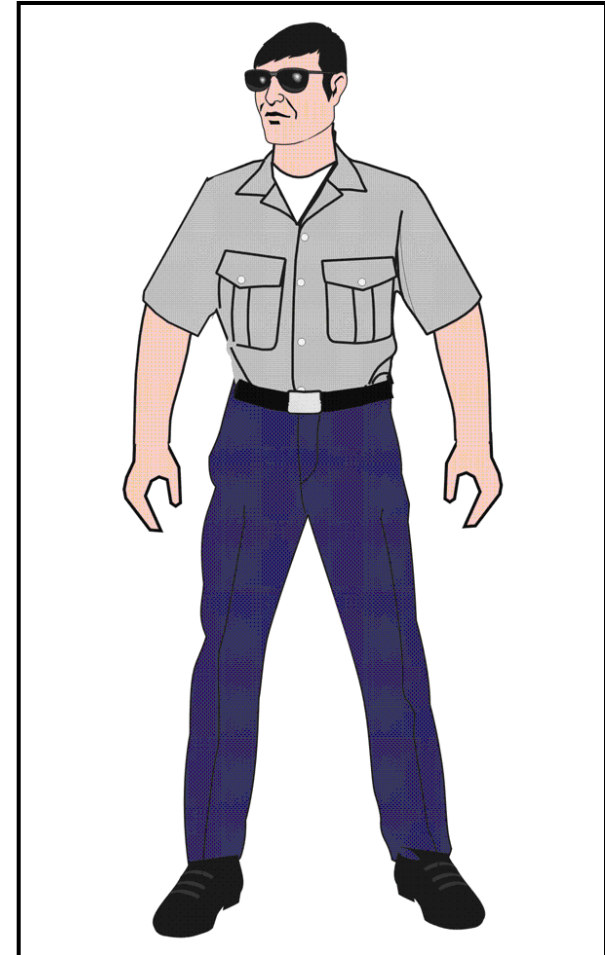


Proper Clothing and Equipment for Traffic Control



Something to remember is that you are representing the municipality or agency you are supporting when you are conducting traffic control. This is true even if you are a volunteer and are not provided uniforms.

So for safety as well as professionalism, there is a proper way to dress when you are conducting traffic control. The following are the requirements for Palatine Emergency Management Agency (PEMA) volunteers performing traffic control duties.





Proper Clothing and Equipment for Traffic Control



Proper Clothing

The appropriate clothing to wear for traffic control includes:

- Short or long sleeved shirts with the official Palatine Emergency Management Agency (PEMA) logo
- Other shirts can be worn, but are to be without logos or pictures (e.g. beer, sports, slogans, jokes, other departments or agencies, etc.)
- Long ankle length pants (no shorts, skirts, spandex, cropped pants, etc.)
- Jackets, rain gear, and gloves as the weather requires





Proper Clothing and Equipment for Traffic Control

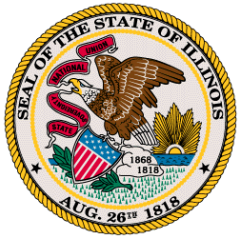


Proper Clothing (continued)

The appropriate footwear for traffic control includes:

- Boots, work shoes, or athletic shoes that are good for standing for long periods and various road conditions
- Footwear for bad weather (e.g. snow boots or rain boots)
- No sandals, flip-flops, open toed shoes, high heels, etc.





Proper Clothing and Equipment for Traffic Control



Proper Clothing (continued)

The appropriate headgear for traffic control includes (optional):

- Headgear that is suitable for the weather
- Palatine Emergency Management Agency (PEMA) or plain ball caps, knit or wool caps, winter storm hats, etc.
- No other logos or pictures on headgear (e.g. beer, sports, slogans, jokes, other departments or agencies, etc.)





Proper Clothing and Equipment for Traffic Control



Safety Vests

Class III safety vests or jackets are required for all volunteers directing traffic

- Wear a plain (no logo) or official Palatine Emergency Management Agency (PEMA) yellow Class III safety vest or jacket
- No green Community Emergency Response Team (CERT), blue Palatine Medical Reserve Corps (PMRC), or other agency vests or jackets
- When are you supposed to wear the vest?
"If your feet are on the street, the vest is on your chest!"



Class III Jacket and Vest with
PEMA Lettering on back



Proper Clothing and Equipment for Traffic Control



Other Equipment

Traffic Whistle

- Metal or plastic "sports" whistle
- Recommend using a rubber tip on metal whistles
- Use a lanyard or cord on whistle to keep around your neck

Traffic Wands

- Used for night time or limited visibility situations
- Traffic wands or flashlights with traffic cones
- Red wands or cones only!





Elements of Effective Manual Traffic Control

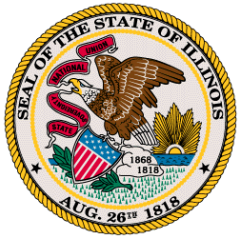


Intersection Confusion

As a driver or passenger, you probably have noticed there are a wide variety of intersections... and some can be quite confusing.

The following will help clear up some of the questions you may have.





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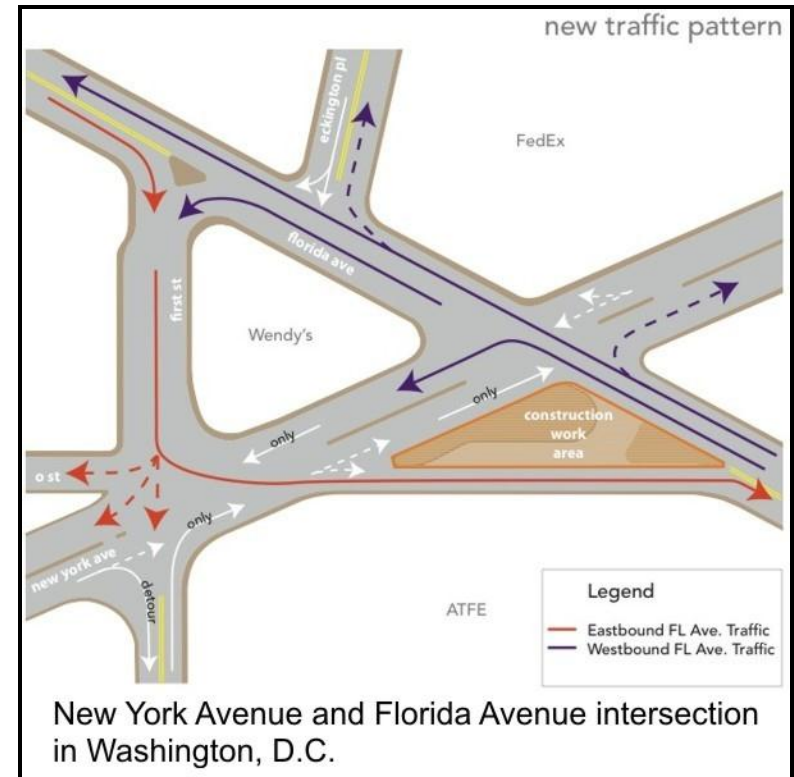


Intersection Types and Examples

There are three main types of intersections and many different examples that you may encounter.

The three types of intersections are:

- Controlled
- Uncontrolled
- Irregular





Elements of Effective Manual Traffic Control



Controlled Intersection

A controlled intersection is one that is normally regulated by a traffic sign or electronic signaling device.





Elements of Effective Manual Traffic Control



Uncontrolled Intersection

An uncontrolled intersection is one that is not normally regulated by a traffic sign or electronic signaling device. Intersections of this type are typically found in suburban neighborhoods or in rural settings.





Elements of Effective Manual Traffic Control



Irregular Intersections

Irregular intersections may be controlled, uncontrolled, or a combination. They include multilane intersections, divided highway intersections, "T" intersections, "Y" intersections, offset intersections, and anything other than a traditional crossroads (+) intersection.





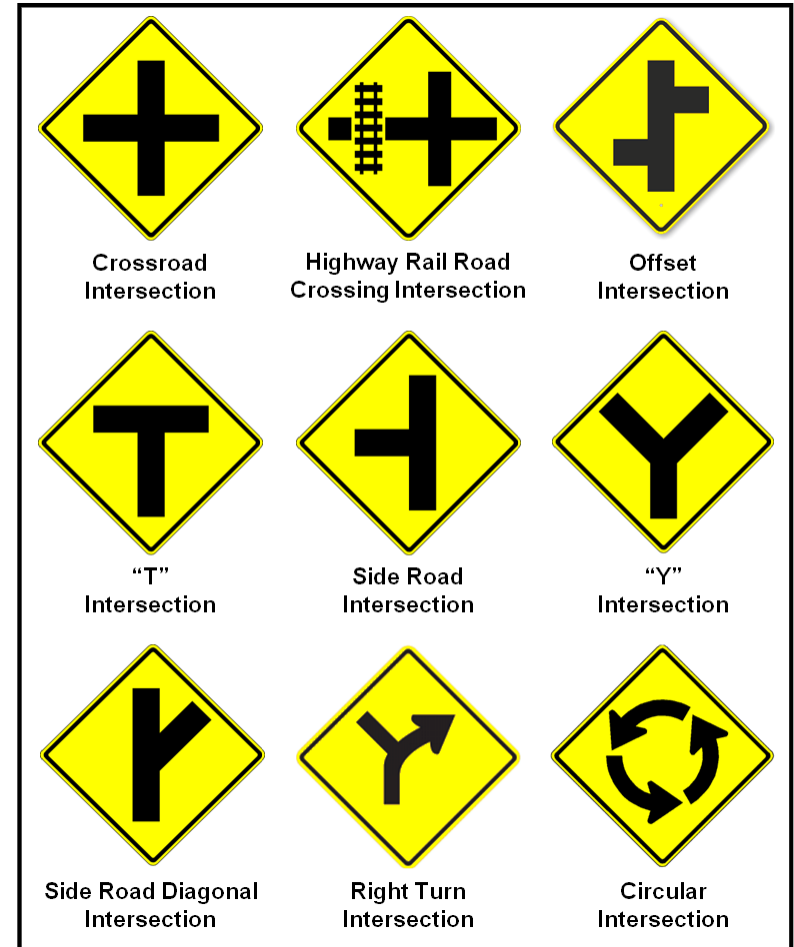
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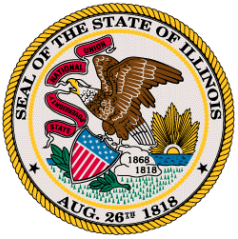


Intersection Examples

The traffic signs at the right show a few of the different examples of intersections drivers and traffic control officers may encounter.

These are some of the more common examples. However intersections can have more than two or three roads meeting at one point.



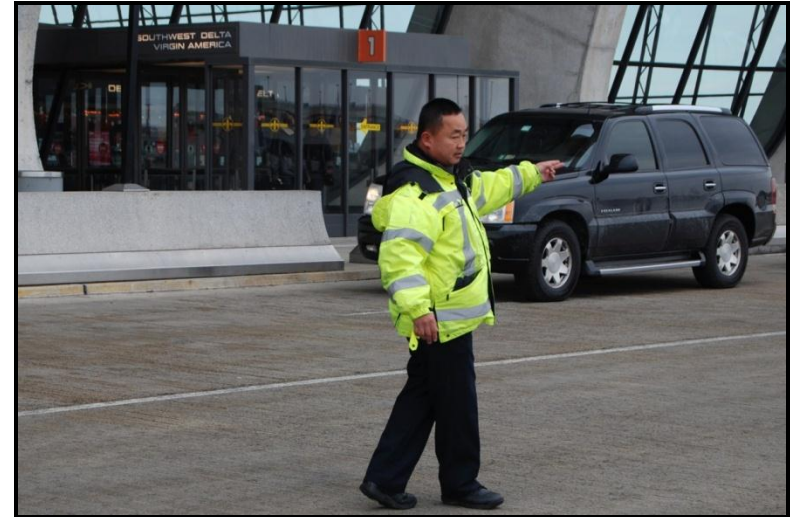


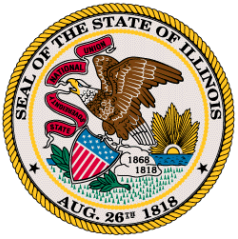
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Intersection Control

The responsibility of the traffic control officer is to regulate crossing traffic. They should determine whether east-west or north-south traffic will move and for how long a period of time without interruption.





Elements of Effective Manual Traffic Control



Intersection Control (continued)

The traffic control officer accomplishes intersection control by:

- Controlling turning movements
- Coordinating vehicle movement at the intersection with other nearby intersections
- Detouring traffic when necessary
- Supervising signal obedience and, if necessary, directing traffic to disregard the signals





Elements of Effective Manual Traffic Control



Intersection Control (continued)

The traffic control officer accomplishes intersection control by:

- Protecting pedestrians and preventing them from illegally crossing the road
- Preventing illegal parking and vehicles from stopping at locations that will interfere with traffic movements
- Providing for the safe passage of emergency vehicles
- Assisting persons seeking information or assistance when time permits





Elements of Effective Manual Traffic Control

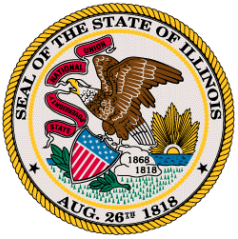


Intersection Control (continued)

If more than one officer is used to control an intersection:

- The *center man* is in charge and controls the traffic
- The *wingman* or *wingmen* echo the center man's commands when instructed to do so





Elements of Effective Manual Traffic Control

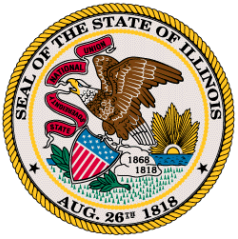


Directing Traffic by Signals and Gestures

The most important job while directing traffic is to let drivers and pedestrians know what the traffic control officer wants them to do.

When directing traffic by hand, traffic control officers must let people know that they are in charge. To project this image the traffic control officers must stand where they can be seen and as though they mean business.





Elements of Effective Manual Traffic Control



The Stance

To fight fatigue, and be able to stand for long periods, the traffic control officer should stand straight with weight distributed equally on each foot. The knees should not be “locked.” When not signaling, your hands should hang easily at the side. If you find yourself fidgeting (nervously waving or moving your hands), a modified military “parade rest” stance, with your hands behind your back, will give a professional image.





Elements of Effective Manual Traffic Control



The Stance (continued)

The traffic control officer normally should not directly face vehicles he has authorized to move, but instead stands with his side towards them. This stance conveys a message that tends to be less disruptive of normal traffic movement and provides a smaller “target” to oncoming traffic.





Elements of Effective Manual Traffic Control



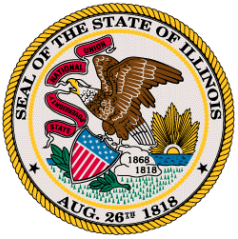
Traffic Control Communications

Drivers are not often where they can hear a traffic control officer. The traffic control officer has to use a type of sign language that is clearly understood by everyone.

The following sections cover the ways a traffic control officer communicates to a driver by using:

- Hand Signals
- Whistle Signals
- Flashlights/Traffic Wands
- Verbal Signals





Elements of Effective Manual Traffic Control



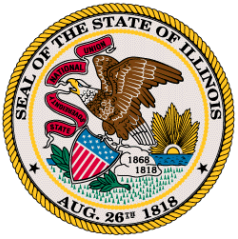
Hand Signals – Stopping Traffic

The giving of the right-of-way to cross traffic (from the left or right) is accomplished by first stopping the through traffic (front or rear). To stop traffic:

1. Look straight at the driver you want to stop.
2. Extend an arm.
3. Point your index finger at the driver. Hold this position until the driver sees you.
4. With your arm extended, show the palm of your hand toward the driver until they stop.

When traffic is flowing in both directions, you stop one side and then the other. You should not lower either hand until both directions stop.





Elements of Effective Manual Traffic Control



Hand Signals – Stopping Traffic (continued)

Warning: Never try to stop two directions at the same time. This may confuse drivers and lead to accidents.





Elements of Effective Manual Traffic Control

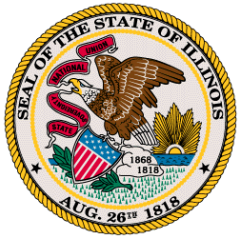


Hand Signals – Starting Traffic

To start traffic that is stopped, you must decide which side of the traffic is to be started first:

1. Look straight at the driver you want to start.
2. Extend an arm.
3. Point a finger toward the car you want to proceed.
4. After gaining the driver's attention, with the palm of your hand facing upward, swing your hand up and over to the chin.
5. Repeat this waving motion to keep traffic moving.





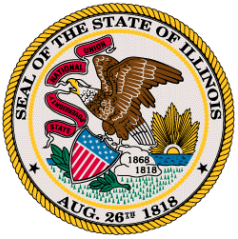
Elements of Effective Manual Traffic Control



Hand Signals – Starting Traffic (continued)

Warning: Never try to start two directions at the same time. This may confuse drivers and could lead to accidents.



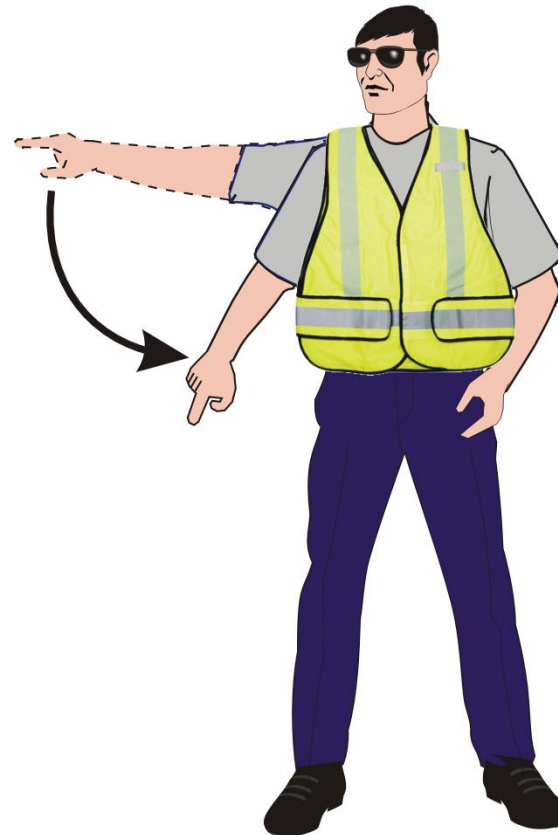


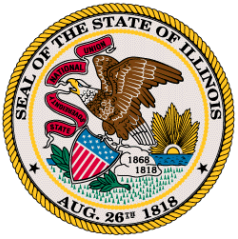
Elements of Effective Manual Traffic Control



Hand Signals – Right Turn

Right turns (the driver's right) require the least direction and signaling. The arm the you signal with will be determined by the car's direction and your position at the time it approaches. When a vehicle is approaching from the right, you point toward the driver with your right arm, and then swing your arm toward the direction of the intended turn.





Elements of Effective Manual Traffic Control



Hand Signals – Left Turn

Left turns (the driver's left) require more effort on your part. You must be constantly aware of opposing traffic. When appropriate, you halt opposing traffic with the right hand and hold it. Then with the left hand, you point to the driver desiring to turn left and give the signal to turn.

Positioning of left turning vehicles is important, especially when cars are holding up traffic while waiting for an opportunity to turn (when no left turn lane available). You point to a spot on the highway near you where a car can wait, thus clearing the traffic lane for through traffic. This procedure works best when only one car is trying to turn left. When a larger number are present, there may be a need to assign the right-of-way to the left turning vehicles.





Elements of Effective Manual Traffic Control



Whistle Signals

Whistles are used along with hand gestures in order for the traffic control officer to get his message across to the driver. When using a whistle, make sharp and distinct sounds. Use the traffic whistle and blow:

- One long blast to stop traffic when your palm is facing the driver or you are waving your traffic wands in the stopping motion
- Two short blasts to start traffic when you point your finger at the driver to go
- Several short blasts to gain the attention of drivers, pedestrians or other traffic control officers to gain their attention or alert them to an emergency





Elements of Effective Manual Traffic Control



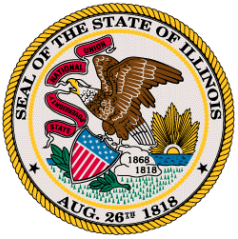
Traffic Wands and Flashlights

Traffic wands, or flashlights with traffic direction cones, aid the traffic control officer in times of fog, rain or darkness. They allow the drivers to see the traffic control officer's hand gestures during low visibility periods.

The main purpose is to attract the attention of drivers. Then they are used for directional purposes.

Warning: Waving a wand too quickly may confuse drivers or may not give enough time for the driver to see your motions.





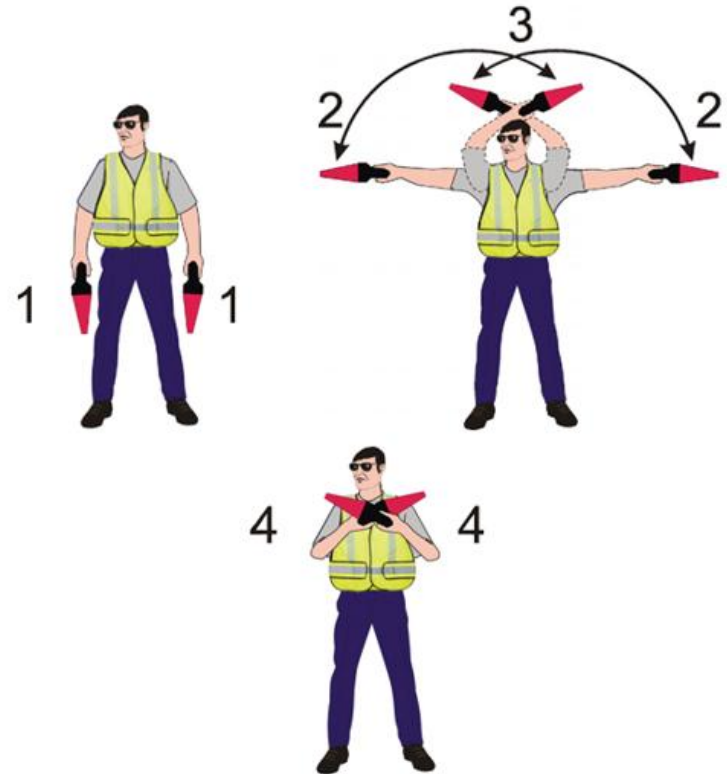
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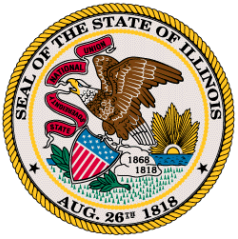
Traffic Wands and Flashlights – Stopping Traffic

When stopping traffic at times of low visibility with traffic wands, you should:

1. Start with the traffic wands at your sides.
2. Use an exaggerated crossing (X) motion above your head.
3. Keep waving the traffic wands in the X motion until you think you have the driver's attention.
4. Bring the "X" down in front of your chest once you get the driver's attention and the driver stops.



Warning: Do not block your vision by holding the "X" in front of your face.



Elements of Effective Manual Traffic Control



Traffic Wands and Flashlights – Starting Traffic

You must decide which direction of the traffic you want to start first:

1. Look straight at the driver you want to start.
2. Extend an arm.
3. Point your traffic wand toward the car you want to proceed.

Warning: Do not point at the drivers eyes. You may temporarily blind them or disrupt their night-vision.





Elements of Effective Manual Traffic Control



Traffic Wands and Flashlights – Starting Traffic (continued)

4. After gaining the driver's attention, swing your traffic wand up and over to your chin.

Warning: Do not block your vision by holding the traffic wand in front of your eyes. You may temporarily blind yourself or disrupt your night-vision.

5. Repeat this waving motion to keep traffic moving.
6. You may use your other arm and traffic wand to point to the direction where you want the traffic to move.





Elements of Effective Manual Traffic Control

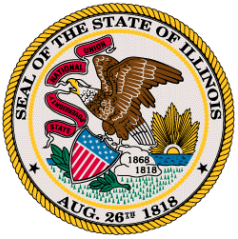


Verbal Signals

The voice is seldom used in directing traffic. Arm gestures and the whistle are usually sufficient. Verbal orders are not easy to give or to understand. However, some talking may be necessary, and if used, the officer must be polite and brief. Simple and to the point statements are necessary.

Avoid conversations unless time permits brief explanations to insistent motorists. If not, have the driver move safely off the road and summon another traffic control officer to assist the driver.





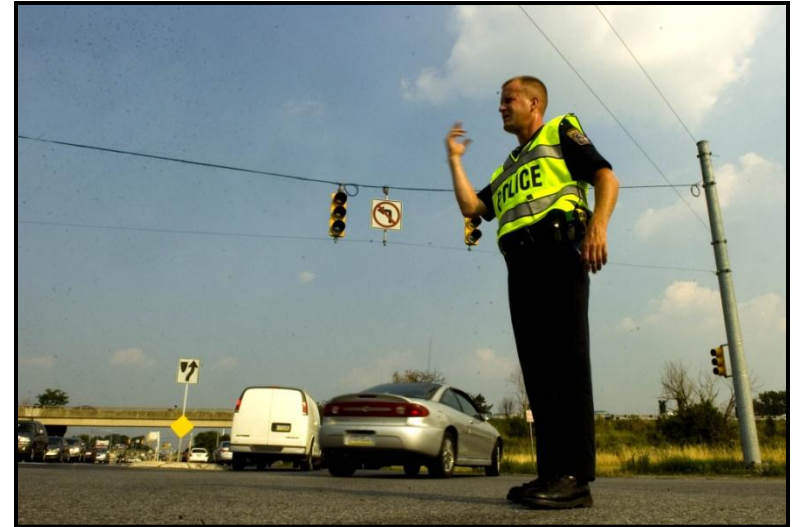
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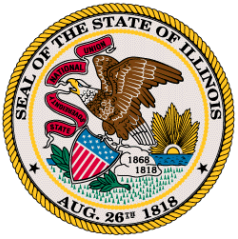


Position in the Roadway

Positioning at intersections is important for efficient and safe traffic control. As stated earlier, the traffic control officer should stand where the driver can see him. Not all intersections are the same and he must make adjustments depending on the situation. Some common positions for the traffic control officer are:

- Center Position – One Person
- Center Position – Three Person
- Center Position – Five Person
- Center Entrance to the Intersection – One Person





Elements of Effective Manual Traffic Control

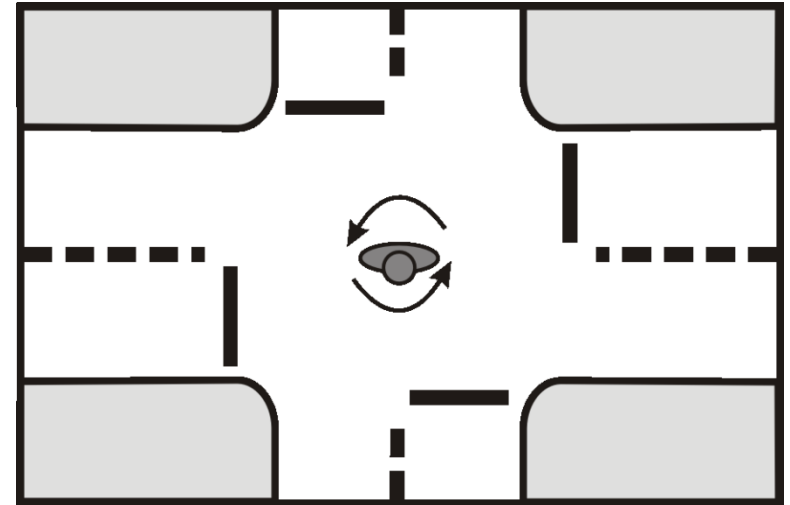


Position in the Roadway

Center Position – One Person

This is the most common intersection. The traffic control officer places himself in the center of the intersection and turns to face the traffic he will signal.

Warning: Your back will be towards one direction of traffic. Always remember to be aware of the traffic situation and constantly look forward, backward, left and right.





Elements of Effective Manual Traffic Control



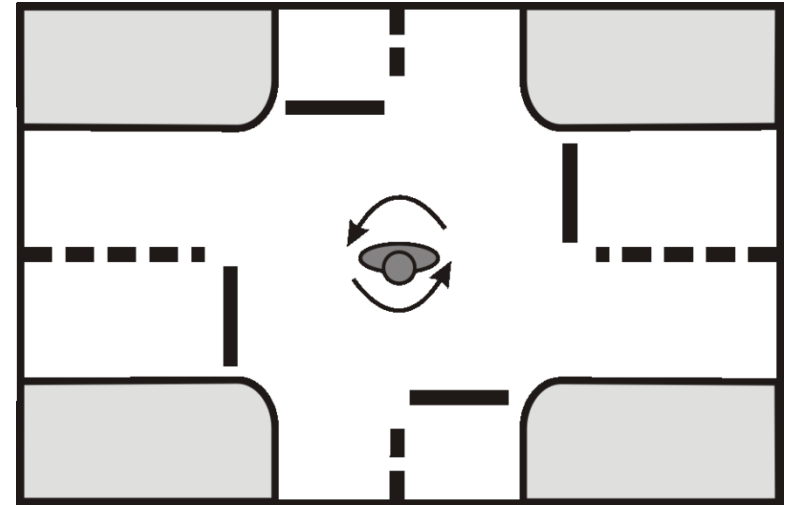
Position in the Roadway

Center Position – One Person (continued)

When starting or stopping traffic, you must always work with one direction at a time.

Warning: Never try to start or stop two directions at the same time. This may confuse drivers and could lead to accidents.

For example, first stop the eastbound traffic, and then the westbound traffic. Depending on the traffic situation, turn and start either the northbound or the southbound traffic. Once that direction is started, turn and start the other.





Elements of Effective Manual Traffic Control

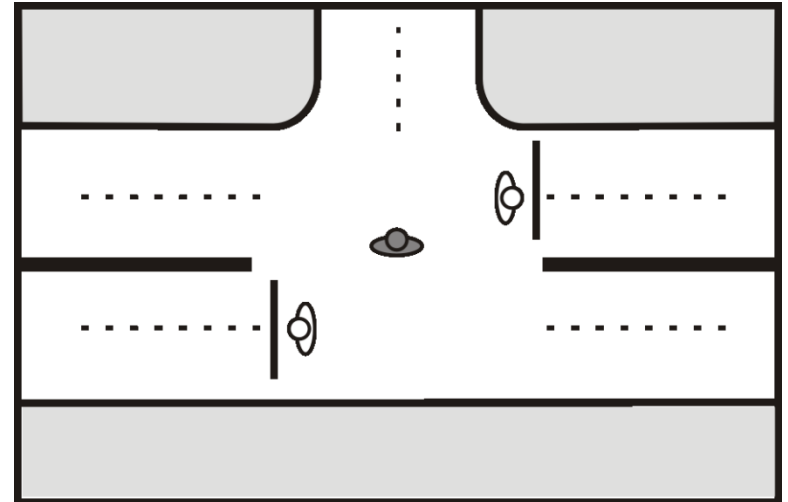


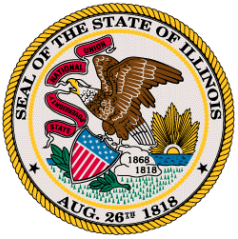
Position in the Roadway

Center Position – Three Person

In this example, there is a “T” intersection with multiple lanes. One traffic control officer may be able to handle it, but that is not always the case. Here there are three traffic control officers. The center man is in charge and determines the flow of traffic. The wingmen follow the directions of the center man and echo his commands. They do this by occasionally looking over their shoulders to see what the center man is doing.

Note: The center man always faces the direction he is giving a command. Do not give commands over-the-shoulder.





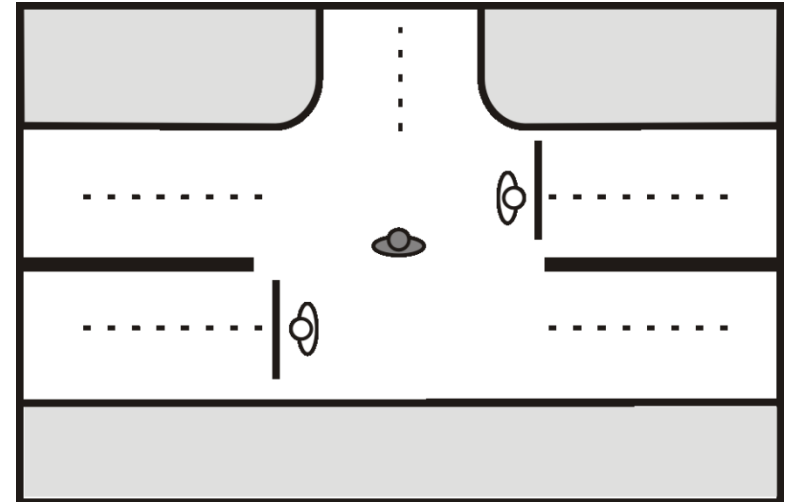
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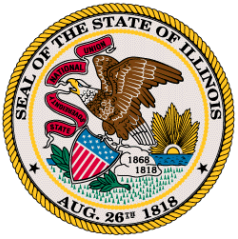


Position in the Roadway

Center Position – Three Person (continued)

The center man always makes sure traffic is stopped to his left and right before signaling to start the lane directly in front of him. He does this by first stopping traffic in one direction (either left or right as the traffic flow may dictate). The wingman in that direction echoes this command. Once this direction of traffic has stopped, the center man stops the traffic from the other direction and that wingman echoes that command. Once the traffic from the left and right are stopped, the center man then can start the traffic in front of him.





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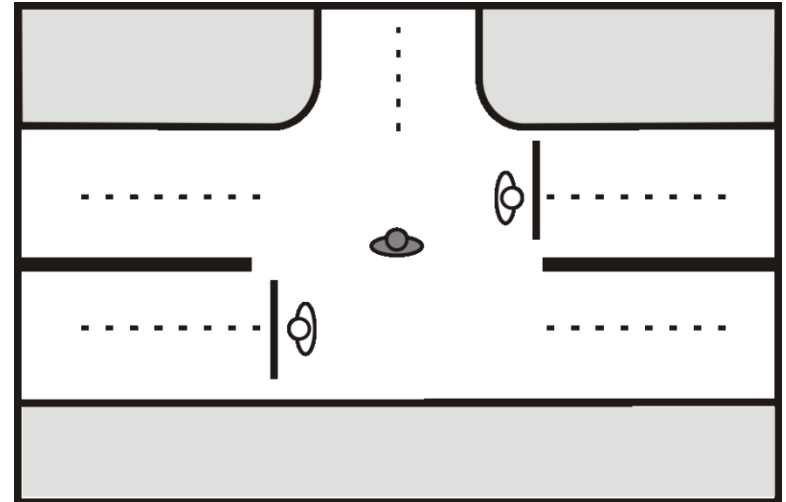


Position in the Roadway

Center Position – Three Person (continued)

Warning: Your back will be towards one direction of turning traffic. Always remember to be aware of the traffic situation and constantly look forward, backward, left and right.

Make adjustments to allow right-turning and left-turning traffic. This may require that you stop two of the three directions of traffic depending on which lane is turning.





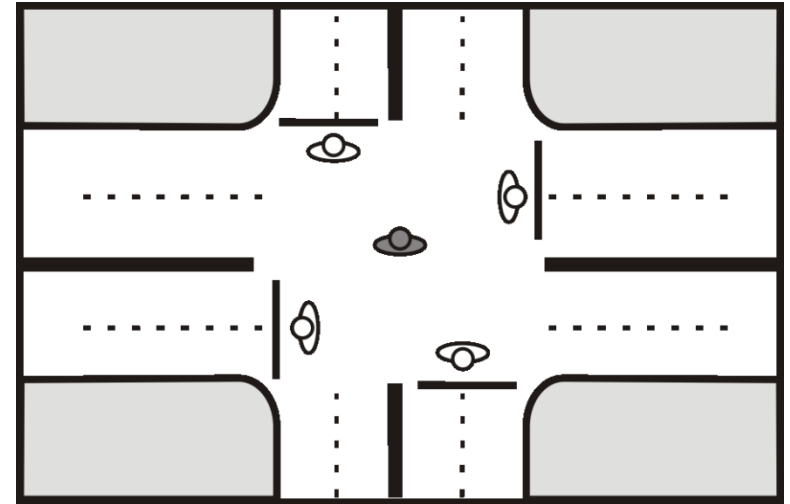
Elements of Effective Manual Traffic Control



Position in the Roadway

Center Position – Five Person

This is an example of a very busy, or possibly dangerous, intersection where it is determined to use the maximum traffic control personnel possible. The actions of the center man are the same as in the three-person intersection except that there are now four directions and four wingmen. The wingmen follow the directions of the center man and echo his commands. They do this by occasionally looking over their shoulders to see what the center man is doing.



Warning: Your back will be towards one direction of traffic. Always remember to be aware of the traffic situation and constantly look forward, backward, left and right.



Elements of Effective Manual Traffic Control

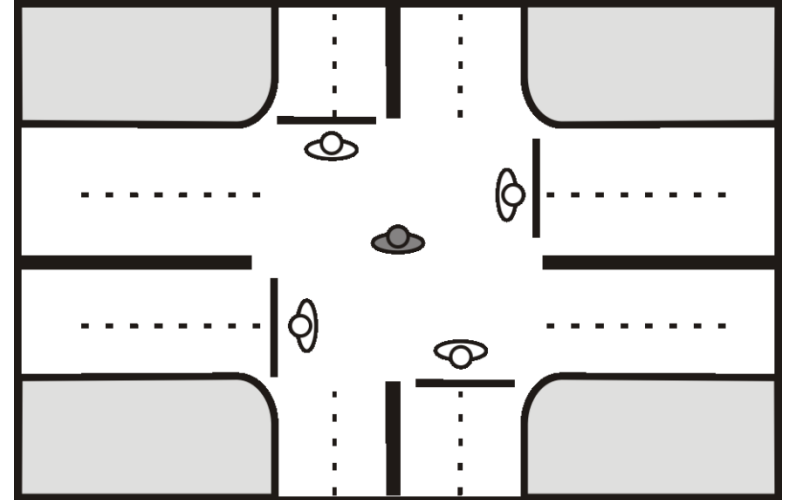


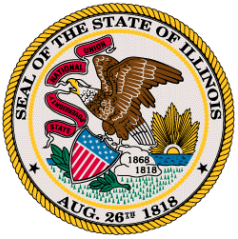
Position in the Roadway

Center Position – Five Person (continued)

Make adjustments to allow right-turning and left-turning traffic. This may require that you stop three of the four directions of traffic depending on which lane is turning.

The center man always makes sure traffic is stopped to his left and right before signaling to start the lane directly in front or rear of him. He does this by stopping traffic in one direction first (either left or right as the traffic flow may dictate). The wingman in that direction echoes this command.





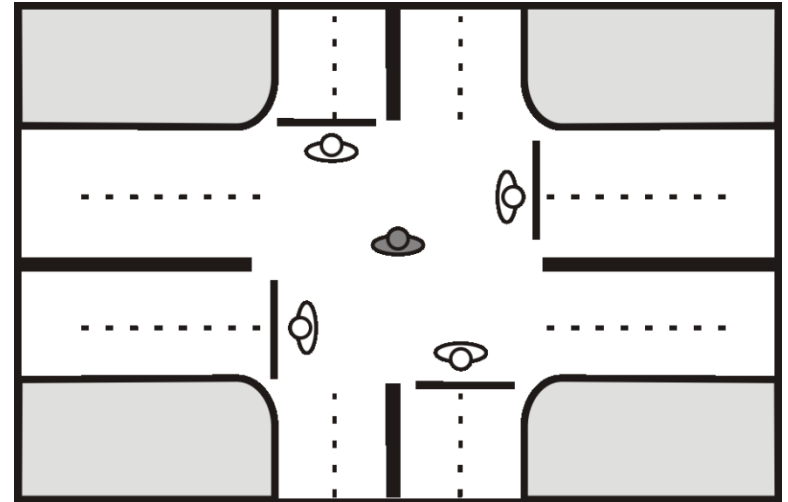
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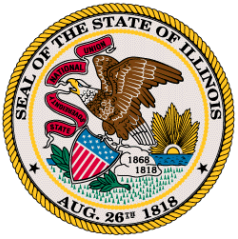


Position in the Roadway

Center Position – Five Person (continued)

Once this direction of traffic has stopped, the center man stops the traffic from the other direction and that wingman echoes that command. Once the traffic from the left and right are stopped, the center man then can start the traffic in front of him and then the traffic behind him.





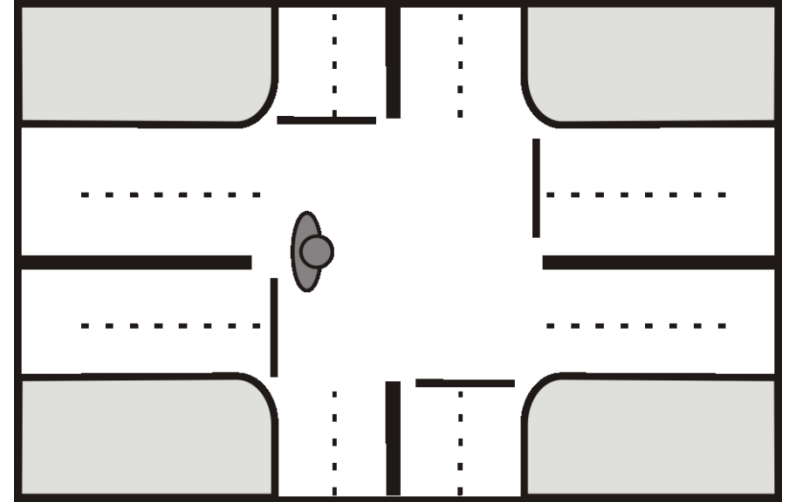
Elements of Effective Manual Traffic Control



Position in the Roadway

Center Entrance Position – One Person

In this example, we have a four-way intersection, however the same procedures apply to a three-way intersection. In this situation, we are controlling the entrance (and maybe the exit) of one of the directions. Standing as shown generally gives the impression to the drivers that you are controlling that one side of the intersection rather than all four.



Warning: Your back will be towards one direction of traffic. Always remember to be aware of the traffic situation and constantly look forward, backward, left and right



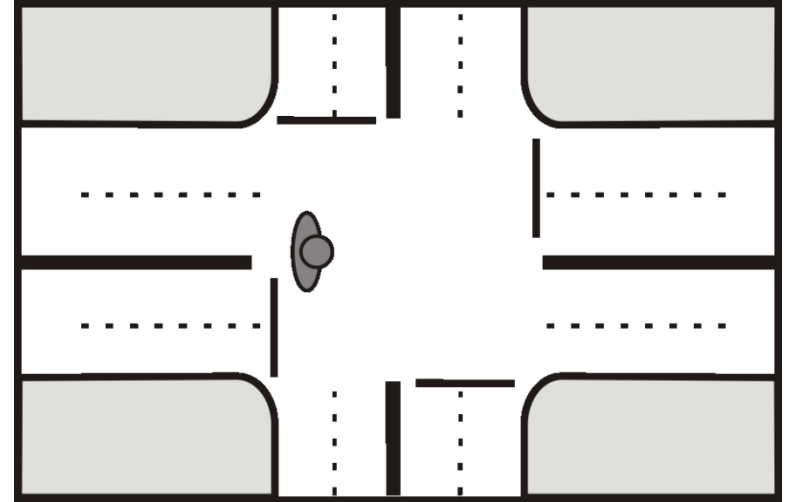
Elements of Effective Manual Traffic Control



Position in the Roadway

Center Entrance Position – One Person
(continued)

Conduct traffic control as you would do for any intersection but keeping in mind the specific instructions given to you prior to taking your position. An example is that you cannot allow traffic in the westbound direction due to an accident. In this case, you must direct the westbound traffic in front of you to either go north or south. Depending on the situation, you may need to send the traffic in one of the directions regardless of which direction they want to go. Be ready for a very angry driver.





Elements of Effective Manual Traffic Control

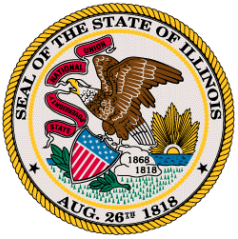


Directing Traffic by Other Means

Traffic control officers may work alongside with other means of traffic control. You may or may not have to set them up, but they may be on or near your assigned position. Other traffic control means include:

- Flares
- Barricades
- Traffic Cones
- Traffic/Electric Signs
- Police Tape
- Official Vehicles (police, fire, public works, or PEMA)





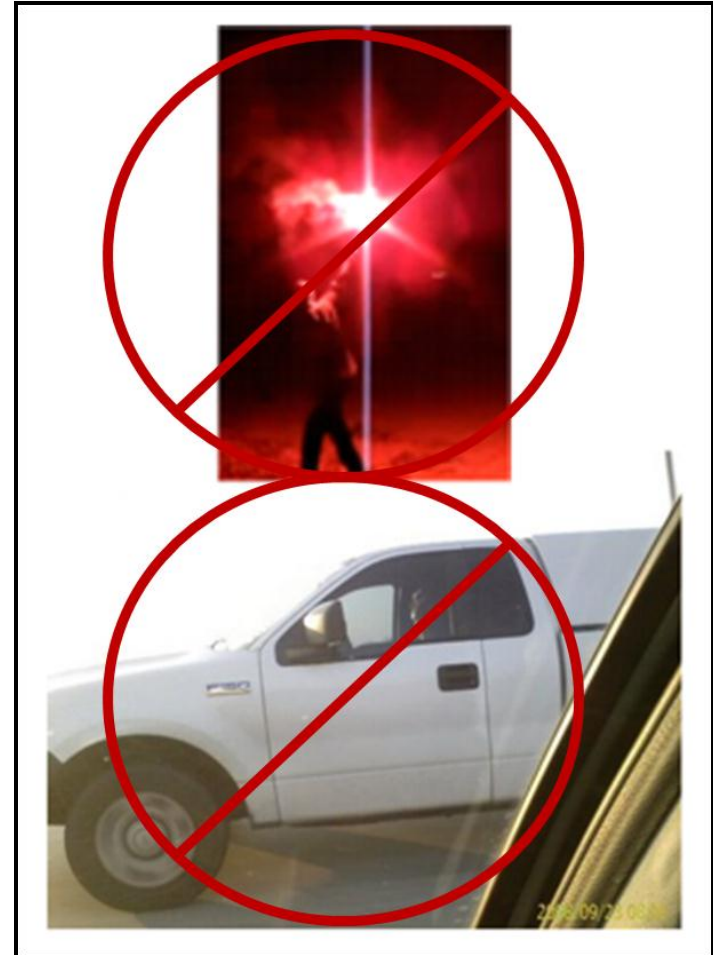
Elements of Effective Manual Traffic Control

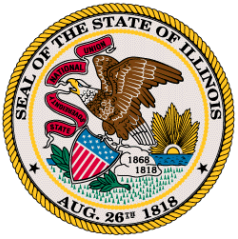


Directing Traffic by Other Means (continued)

Warning: You are never to direct traffic by using flares in your hands or using your personal vehicle to block or direct traffic!

- Sparks from flares can cause serious damage and injury to you and those around you
- Use of your personal vehicle is not authorize or insured by the village
- You would be personally liable or responsible for any damages caused by or to your vehicle
- Your personal auto insurance will not cover such usage of your vehicle





General Rules for Manual Traffic Direction



The Four “Cs” of Traffic Control

The four “Cs” of traffic control are what every traffic control officer should demonstrate. This is whether he is actively directing traffic, just arriving, or leaving an assignment.

The four “Cs” are:

- Confident
- Commanding
- Clear
- Courteous



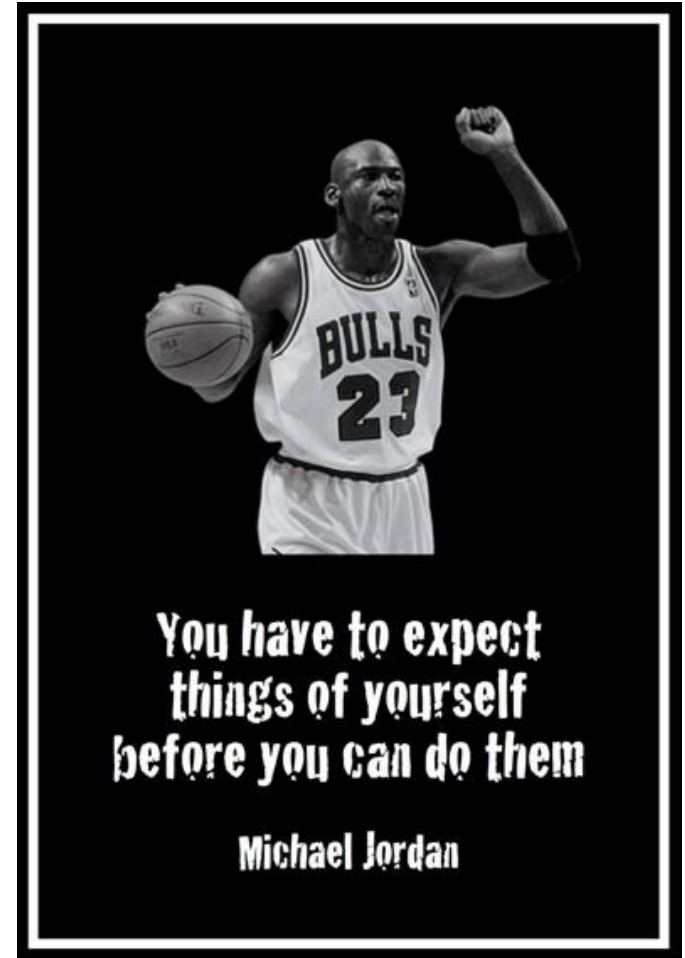


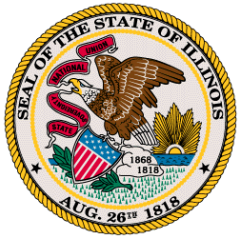
General Rules for Manual Traffic Direction



Confident

You have assurance, freedom from doubt, and belief in yourself and your abilities. You know what you are doing and you do not show nervousness.





General Rules for Manual Traffic Direction



Commanding

You are indicating or expressing authority. You are in charge of traffic control and it is your job to direct drivers and pedestrians for their safety and security.



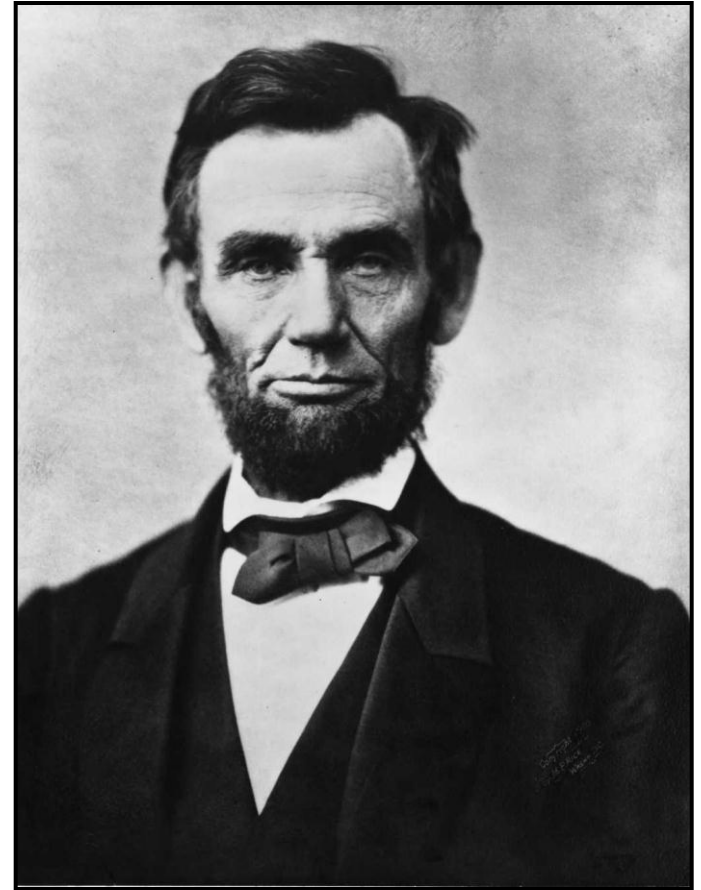


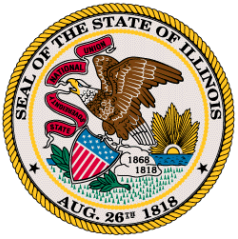
General Rules for Manual Traffic Direction



Clear

You are easy to perceive, understand, or interpret. Your signals, gestures and verbal commands are consistent and proper.



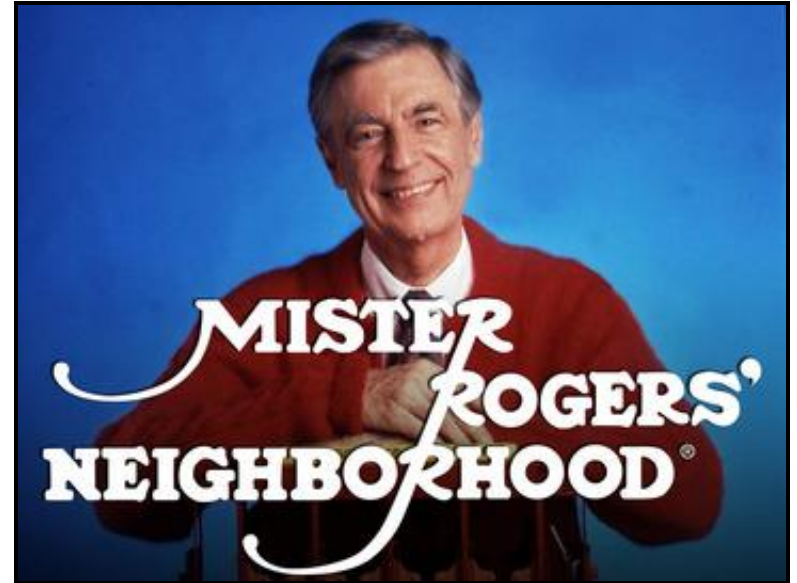


General Rules for Manual Traffic Direction



Courteous

You are polite, respectful, or considerate in manner. This is true even if the driver or pedestrian is not extending the same to you.





General Rules for Manual Traffic Direction

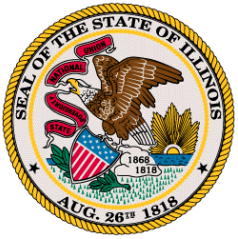


Safety!

The top three things that are to be on the mind of every traffic control officer are:

- Your personal safety
- Pedestrian safety
- Traffic safety





General Rules for Manual Traffic Direction



Your personal safety

- Watch out and keep looking in all directions
- Don't back into a lane
- When in doubt, safely stop all traffic
- Stop all traffic when being relieved or relieving a wingman in an intersection





General Rules for Manual Traffic Direction



Pedestrian safety

- Make sure traffic is stopped before allowing pedestrians to cross
- Don't assume pedestrians will follow your instructions exactly
- Watch for stragglers, children and elderly pedestrians





-
- The cover of the 'Traffic Safety' merit badge book features a collage of traffic-related items. At the top, the text 'MERIT BADGE SERIES' is displayed. The central title 'TRAFFIC SAFETY' is prominently shown. Surrounding the title are various traffic signs and symbols, including a circular traffic light, a railroad crossing sign, a speed limit 35 sign, a pedestrian crossing sign, a 'RAILROAD CROSSING' sign, and a 'SPEED LIMIT 35' sign. A silver car is partially visible at the bottom right. The Boy Scouts of America logo is at the bottom center, with the text 'BOY SCOUTS OF AMERICA' on either side.



General Rules for Manual Traffic Direction

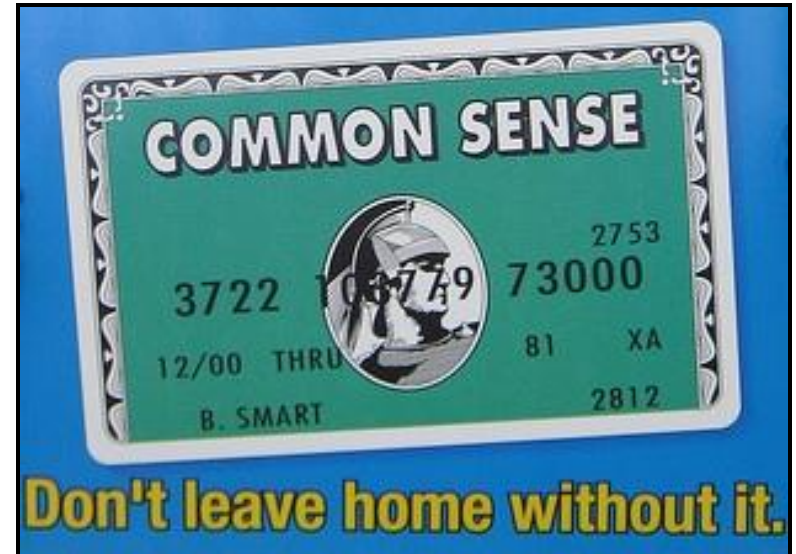


Use Common Sense

You have an assignment and may have instructions of how to handle it, but ultimately you are in control of the situation.

The four common sense areas you need to be concerned with are:

- "If it ain't broke, don't fix it!"
- Keeping stragglers alert and moving in their proper lanes
- Take appropriate action during back-ups
- Use proper etiquette





General Rules for Manual Traffic Direction

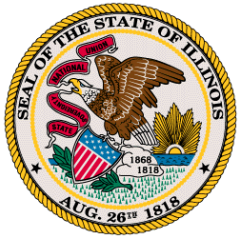


“If it ain’t broke, don’t fix it!”

If traffic is flowing normally or naturally, you can actually cause more problems by being in the intersection. This is true if the traffic signal or sign is effectively controlling traffic.

In that case, get out of the intersection. Only get back into the intersection when the traffic signal or sign cannot control traffic effectively.





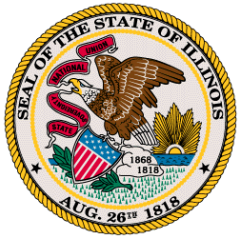
General Rules for Manual Traffic Direction



Keeping Stragglers Alert and Moving in their Proper Lanes

Drivers and pedestrians do not always pay attention. Keep them moving when appropriate. Stragglers can make traffic conditions worse.





General Rules for Manual Traffic Direction



Take Appropriate Action During Back-ups

It would be nice to give all directions of traffic the same amount of time. However sometimes one direction may have the brunt of the problem. In this case, it may be appropriate to give them more time than the other directions.





What If Something Happens



Even the most experienced traffic control officers have something unexpected happen during their assignments. It can be an irate driver or pedestrian. A driver does not pay attention or fails to follow your instructions, and an accident happens. In any case, something unrelated to your original assignment is now affecting traffic.

What do you do?





What If Something Happens



Stop all Traffic if Necessary

When in doubt, stop all directions of traffic as quickly and safely as possible. Do not contribute negatively to the situation.





What If Something Happens



Alert or Call for Police, Fire and Medical

Once you have traffic safely stopped, you should call for emergency assistance for:

- Vehicle accidents or property damage
- Injured occupants or pedestrians
- Uncooperative drivers or pedestrians
- Reckless drivers or suspected driving under the influence (DUI) drivers





What If Something Happens

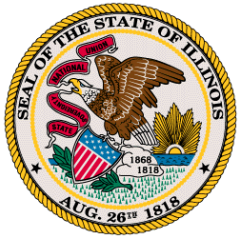


You are not Law Enforcement

You are a representative of PEMA, and supporting the Palatine Police or Fire departments, but you are not law enforcement.

- You cannot hold or restrain anybody (you have no powers of arrest or to detain someone)
- Remember information to give law enforcement (car make and model, license plate, occupant descriptions, etc.)
- Give information to, and be prepared to be interviewed by, law enforcement





What If Something Happens



What to say to the Media if Approached

Be aware that media (TV stations, newspapers, independent reporters, etc.) may show up at any time. They may even portray themselves as locals or neighbors. Remember, you are not an official spokesperson. Whatever you say can end up in the news. This could be embarrassing to you, the department, and the village. If approached:

- Be polite
- Direct them to the Incident Commander (IC) or Public Information Officer (PIO)
- Do not release any information or details
- Remember, there is no such thing as "off the record"





What If Something Happens



What to say to the Media if Approached (continued)

Even if you are approached by true locals or neighbors, do not give them any information. What you tell them can just as easily end up in the news. Moreover, it can come back to haunt you.

Sometimes the average citizen is looking for their 15 minutes of fame. "Well, the traffic control officer told me..."





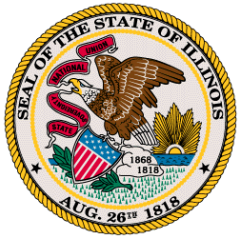
Working with Police



What you might Encounter (Bad)

- The Officer may not like/trust volunteers
 - ❑ Not confident in your training or experience
 - ❑ May think it is wrong for civilians to do “police work”
 - ❑ May think you are taking away their job (i.e., overtime)
- May be reluctant to work with volunteers
 - ❑ May think volunteers are “wannabes”
 - ❑ May think volunteers are not professional





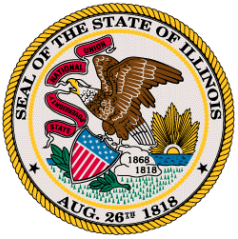
Working with Police



What you might Encounter (Good)

- The officer may understand the value of volunteers
 - ❑ Has worked with volunteers before and has confidence in their abilities
 - ❑ May think it is good for civilians to do certain "police work" to free the officers up for other law enforcement duties
- The officer may not like to do the kind of duty the volunteer is performing
 - ❑ Most officers would rather not have to get out of a cool/warm/dry squad car on inclement weather days
 - ❑ Good for the officer...may not be so good for the volunteer





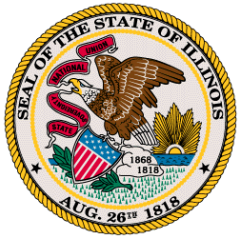
Working with Police



What you can do...

- Remember officers have their priorities
 - ❑ Safety of the community
 - ❑ Safety of themselves and other officers
 - ❑ Officers want to go home at night
- Gain a working relationship
 - ❑ Know your position and work within it
 - ❑ Be respectful of the officer's time and expertise
 - ❑ Offer to help where you can
- Act professionally
 - ❑ Though you are a volunteer and unpaid, perform as if your "job" depends on it
 - ❑ Use your training
 - ❑ Use common sense





Questions?