



POLICE DEPARTMENT

**ASSISTANCE TO
ROADWAY USERS**

**OPERATIONAL
PROCEDURE #445**

Responsible Executive:
Chief of Police
Responsible Office:
Vice President for Public Safety
Approved by:
Dr. Branville G. Bard Jr.
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Policy Statement

As part of its commitments to the Johns Hopkins community, Johns Hopkins Police Department (JHPD) personnel observing a motorist or other roadway user in need of assistance will stop, determine the nature of the problem, and take appropriate action to provide reasonable assistance. This will include providing a communications link to needed emergency services, ensuring that the roadway user is in a position that does not present an undue hazard to their personal safety or to the safety of others using the roadway, and facilitating the response of other public safety resources to address their problems.

Who Is Governed by This Policy

All sworn police officers, as defined by MD Code, Public Safety, § 3-201, in service with the JHPD are governed by this Directive.

Purpose

This Directive is intended to provide guidelines for assisting roadway users, so as to create a safe environment for all individuals using the roadways within and adjacent to the Johns Hopkins campus area.

Definitions

Campus Area:	Per the enabling statute, MD Code, Education, § 24-1201(c), “campus area means any property that is: (i) owned, leased, or operated by, or under the control of Johns Hopkins University; (ii) located on: 1. The Homewood Campus, meaning the area bounded by West University Parkway and East University Parkway on the north, East 28th Street and West 28th Street on the south, Remington Avenue and Stony Run stream on the west, and North Calvert Street on the east; 2. The East Baltimore Campus, meaning the area bounded by East Eager Street on the north, East Baltimore Street on the south, North Caroline Street on the west, and North Castle Street on the east; or 3. The Peabody Campus, meaning the area bounded by West Madison Street and East Madison Street on the north, East Hamilton Street and West Hamilton Street on the south, Cathedral Street on the west, and Saint Paul Street on the east; and (iii) used for educational or institutional purposes.” Campus area “includes the public property that is immediately adjacent to the campus, including: (i) a sidewalk, a street, or any other thoroughfare; and (ii) a parking facility.”
Jump-Start:	Starting a car that has a dead battery with jumper cables.
Member:	All members of the JHPD, including employees, officers, and volunteers, unless the term is otherwise qualified (e.g., member of the public, member of the Baltimore Police Department, etc.).
Officer:	All sworn police officers, at any rank, as defined by MD Code, Public Safety, § 3-201, in service with the JHPD.
Roadway:	For purposes of this Directive, roadway includes the entire width between the boundary lines of any street, way, or thoroughfare of which any part is used for vehicular travel, or pedestrian travel when walkways are included within the lateral boundary lines of the roadway.
Roadway User:	Any individual who is parked in a Johns Hopkins parking facility or space or using a roadway within and adjacent to the campus area. Roadway users can include motorists, bicyclists, pedestrians, scooter operators, etc.

Policy

The JHPD is committed to protecting the safety of the campus community, including students, faculty, staff, and any other individuals who use the roadways within and adjacent to the campus area. During the course of their duties, JHPD officers may encounter motorists or other roadway users who are encountering safety issues. JHPD officers will assist motorists and other roadway users when their safety is a concern, or when a disabled vehicle or other traffic hazard poses a danger to the public. Officers will provide assistance to roadway users in a reasonable and equitable manner without regard to race, color, ethnicity, gender identity/expression, sexual orientation, religion, disability, or financial status. This assistance may include engaging other Johns Hopkins Public Safety (JHPS) members or Johns Hopkins resources to help address the problem.

Procedures

I. **Assisting Stranded Roadway Users** (Commission on Accreditation for Law Enforcement Agencies (CALEA) 61.4.1)

- A. JHPD officers shall be alert for roadway users who appear to need assistance. When an on-duty JHPD officer sees a motorist, bicyclist, pedestrian, or other roadway user within the JHPD's jurisdiction, the campus area, who needs assistance, the officer shall make a reasonable effort to provide assistance.
- B. Upon observing a roadway user who is in obvious need of assistance, the officer shall, while operating a JHPD vehicle,
 - Stop and position the vehicle to afford the best protection to the individual, the officer, and other persons using the roadway,
 - Determine the nature of the problem,
 - Notify the JHPS Communications Center (CC) of the location where assistance is being rendered to, or needed by, roadway users, and
 - Offer reasonable assistance.
- C. Assistance may include but is not limited to the following:
 - Providing information and directions,
 - Requesting a tow truck pursuant to JHPD Directive #446, Vehicle Towing & Storage,
 - Offering to contact a third party to assist the roadway user,
 - Transporting the motorist to a nearby service station, repair facility, or other location,
 - Changing a flat tire,
 - Jump-starting a vehicle,

- Requesting additional public safety resources to obtain fuel and other repairs from the CC,
 - Offering the roadway user the ability to make phone calls and/or access restroom facilities at JHPD Headquarters or facility, and
 - Contacting other Johns Hopkins University public safety personnel or university resources to help address the problem and/or ensure the safety of the individual.
- D.** If the disabled vehicle is at an unsafe location, the officer will remain with the vehicle until it can be safely removed. In certain circumstances, due to the danger presented by the vehicle's continued presence on the roadway, the officer may arrange for its removal, regardless of the owner's wishes, consistent with JHPD Directive #446, Vehicle Towing & Storage. In such circumstances, officers should discuss the decision with the owner in an empathic way and seek to assist the owner, if possible, in retrieving the vehicle, if necessary.
- E.** Should the vehicle be in a place that affords the occupants relative safety, and no other unusual circumstances exist that threaten the safety or well-being of the occupants, the officer may leave after arranging assistance and doing the following:
- Advising the roadway user of their responsibility to remove the vehicle in accordance with the laws pertaining to abandoned vehicles. See JHPD Directive #446, Vehicle Towing & Storage.
 - If appropriate, providing the roadway user road flares for safety and visibility until the assistance arrives.
- F.** After the appropriate assistance has been rendered, the officer will advise the CC of the situation so they will be aware of the action taken in case of subsequent calls.
- G.** If an officer is unable to stop for the roadway user due to a condition existing that would make stopping impractical (e.g., transport or priority call), the officer shall:
- Advise the CC of the location and vehicle/pedestrian description, and
 - Request notification and dispatch of another officer or member of JHPS (as appropriate) to respond.
- H.** Except during a life-threatening emergency, the JHPD will not provide lock-out services or permit the use of a "Slim Jim" by officers to enter a locked motor vehicle.
- If a JHPD member encounters a roadway user in need of lock-out assistance, the officer shall contact Johns Hopkins Parking and Transportation Services to respond.

- Examples of a life-threatening emergency for which the JHPD will provide lock-out services include:
 - Medical emergencies,
 - Children or disabled persons locked in vehicles,
 - Animals locked in vehicles in conditions that endanger the health or safety of the animals,
 - When the welfare of a person could be in imminent jeopardy, and
 - Police-related matters as authorized by supervisors or commanders.
 - In emergency situations, officers will:
 - Use the safest, most expedient method available to gain entry, or
 - Request assistance from the Baltimore City Fire Department (BCFD).
- I. Under no circumstances shall an officer:
- Make mechanical repairs to a disabled vehicle, other than changing a flat tire or jump-starting the car in accordance with this policy,
 - Recommend a particular tow service, mechanic, auto shop, etc. to the motorist (see JHPD Directive #446, Vehicle Towing & Storage), or
 - Use their patrol vehicle to push or pull any vehicle for any reason.

II. Jump-Start Procedures

- A. JHPD members may, when it is safe to do so, use battery jump-starters to jump-start another motor vehicle at the request of a stranded motorist or request that public safety resources respond with one.
- B. The motorist seeking a jump-start should be provided with the JHPD Vehicle Assistance Waiver.
- The motorist must review, complete, and sign the waiver before JHPD personnel jump-start the vehicle.
 - The officer will provide the motorist with a copy of the completed and signed waiver.
- C. Before attaching jumper cables to any vehicle, the officer shall inspect the disabled vehicle's battery, as there is a possibility that the battery may explode from an electrical spark if the battery is leaking hydrogen gas. Therefore, officers **will not** attempt to jump-start any vehicle under the following circumstances:
- When the vehicle has been involved in a crash,
 - The vehicle has a different electrical system from the police vehicle,

- There is any possibility that flammable gases or liquids may be present, or
 - The battery appears to be damaged, altered, or leaking fluid.
- D. To safely jump-start a vehicle, officers shall follow all instructions of the battery jump-starter and avoid standing between the two vehicles.
- E. Officers should avoid having battery fluid come in contact with the eyes, skin, or clothing. If contact is made, flush the contaminated area with water. If battery fluid gets in the eyes, immediate medical attention should be sought.

III. Medical Emergencies

- A. Should an officer encounter a roadway user experiencing a medical emergency, the officer will request medical assistance from the JHPD CC, BCFD, or Emergency Medical Services (EMS) and render first aid as appropriate and attempt to stabilize the situation until emergency medical personnel arrive.
- B. Police officers will not utilize a public safety vehicle to transport roadway users in need of EMS and should instead render first aid and summon EMS for transport.

IV. Vehicle Fires & Hazardous Materials

Upon arrival at a vehicle fire or hazardous material spill, officers shall do the following:

- A. Follow the procedures outlined in the Hazardous Materials section of JHPD Directive #443, Collision Investigations.
- B. Immediately notify the CC of the need for BCFD and provide the following:
- Exact location,
 - Number of persons injured,
 - Type of injuries,
 - Number/type of vehicles involved, and, if any:
 - Placard ID numbers on commercial vehicles, if this information can be obtained safely, and
 - Type of fire/spill and extent (e.g., fully involved, brake fire, 20-foot pool of gasoline, etc.).
- C. If possible, officers shall effect the rescue of any persons. Officers shall ensure all persons are in a safe location away from the fire or upwind of any spill at the distance prescribed in the Emergency Response Guidebook specific to each situation. Officers shall not approach, walk through, or touch any spilled fluid, including fluid on persons.
- D. Officers shall isolate and protect the scene, to include rerouting traffic and

bystanders from the scene and keeping police vehicles clear of the immediate area to allow emergency response vehicles access to the scene.

- E.** Officers shall not utilize road flares during incidents involving explosive, flammable, or unknown substance spills or leaks.
- F.** Officers shall use a fire extinguisher to extinguish small fires as needed.
- G.** Officers shall request the CC to advise the Maryland or Baltimore Public Works office of any prolonged road and lane closures to coordinate the response of various transportation agencies and arrange for alternate routes, barricades, and signage if needed.
- H.** Officers shall relinquish control of the incident to BCFD upon their arrival but remain on the scene to control traffic, if needed, until the fire/spill threat is eliminated. The officers will coordinate requests from BCFD until relieved by a supervisor.

Policy Enforcement

Enforcement	JHPD managers and supervisors are responsible for enforcing this Directive.
Reporting Violations	Suspected violations of this Directive should be reported to the Public Safety Accountability Unit.

Related Resources

University Policies and Documents
Conduct & Responsibility #106, Fair & Impartial Policing
Operational Procedure #442, Traffic Control & Enforcement
Operational Procedure #443, Collision Investigations
Operational Procedure #444, Driving Impaired & Under the Influence
Operational Procedure #446, Vehicle Towing & Storage
Operational Procedure #447, Parking Enforcement
External Documentation
Memorandum of Understanding Between the Johns Hopkins Police Department and the Police Department of Baltimore City, Coordination of Law Enforcement Duties
Police Department Forms and Systems
https://powerdms.com/ui/login

Contacts

Subject Matter	Office Name	Telephone Number	Email/Web Address
Policy Clarification and Interpretation	Policy Management	(667)306-8618	jhpdpolicyinquiry@jh.edu