



ACTON POLICE DEPARTMENT

	DEPARTMENT MANUAL; P&P: Administration	
POLICY & PROCEDURE # 1.41	DATE OF ISSUE: 1/28/2024	EFFECTIVE DATE: 2/9/2024
SUBJECT: Traffic Attendant	ISSUING AUTHORITY: Chief James Cogan	
REFERENCE(S): Massachusetts Police Accreditation Commission # 16.4.1; 61.3.1	<input type="checkbox"/> NEW <input checked="" type="checkbox"/> AMENDS <input type="checkbox"/> RESCINDS	

I. PURPOSE

The Acton Police Department has developed a Traffic Attendant Unit in order to supplement the full-time staff and assist with the need for additional personnel to be available to work road construction details that require traffic direction. Traffic Attendants are non-sworn civilian personnel with no police powers and their duties consist of traffic direction, public safety, and administering CPR. Traffic Attendants shall be trained in CPR and obtain a Flagger certification. **[16.4.1]**

II. POLICY

It is the policy of the Acton Police Department:

- To maintain a Traffic Attendant unit made up of non-sworn civilian personnel to supplement the department in traffic direction, control, and public safety.
- Ensure Traffic Attendant personnel receive training consistent with the guidelines in this policy.
- Ensure that the Traffic Attendant unit personnel perform only duties authorized by the Chief of Police or his/her designee.
- Works under the direct supervision, coordination, and control of the Patrol Division Commander or his/her designee.

III. DEFINITION

Traffic Attendant: A *non-sworn, unarmed* member of the Acton Police Department whose duties are restricted to traffic direction, control, and public safety only **[16.4.1]**

IV. PROCEDURES

A. Traffic Attendant Appointing Authority:

1. The Town Manager is the appointing authority for the Town of Acton and may appoint or remove individuals from the Traffic Attendant Unit.
2. The Chief of Police:
 - a. Recommends candidates to the Town Manager for appointment.
 - b. Shall ensure that the Traffic Attendant Unit meets the needs of the Town of Acton through training, assignment, and proper supervision.

B. Background Check:

1. Specified members of the Special Services Division shall perform a background check of each candidate, and upon completion of the background investigation, a Background Summary Report and packet shall be provided to the Special Services Division Commander. This background investigation and packet shall consist of:
 - a. Verification of the candidate's qualifying credentials and the minimum entrance requirements listed on the Town of Acton's job posting for each position. **[32.2.1(a)]**
 - b. Documentation to show that the candidate's qualifying credentials have been verified. **[32.2.1(b)]**
 - c. Criminal history or records. **[32.2.1(c)]**
 - d. Verification of at least three (3) personal and professional references. These may include: **[32.2.1(d)]**
 - 1) Inquiries made to past and present neighbors, spouses and landlords.
 - 2) Acquaintances, character references, and members of fraternal and social organizations to which the applicant belongs or has belonged.
 - 3) Any other sources of information, which the above contacts show to be important.
 - e. Documentation to show the review of educational requirements for the position. **[32.2.1(e)]**
 - f. Verification and documentation of the candidate's employment history. **[32.2.1(f)]**
 - g. Computer inquiries of motor vehicle records and licensing records in all states of residence or employment.

- h. A home visit may be conducted by the investigator if applicable.

C. Training Requirements:

1. CPR: Candidates must be certified in CPR before working with the Traffic Attendant unit. Each member must maintain his or her CPR certification as a requirement for remaining in the Traffic Attendant unit. The Police department will make available recertification courses for CPR.
2. Traffic Attendants must obtain a certified Flagger Certification approved by the Chief of Police.
3. The Traffic Attendant will be required to perform 12 hours of traffic detail training (preferably 3 four-hour blocks), being paid for this work, to gain further familiarization with directing traffic before working on their own. Each Traffic Attendant's ability to learn the traffic duties may be different. Additional training may be required if the Traffic Attendant needs more time to learn his or her duties.

D. Required Uniforms / Equipment

1. All Uniforms / Equipment shall be approved by the Chief of Police and are subject to change. Traffic Attendants will wear a uniform that clearly distinguishes them from that of a sworn officer. The uniform description is as follows:
 - a. *Pants*: Black BDUs.
 - b. *Shorts*: Black detail shorts.
 - c. *Shirts*: Hi-Vis detail shirt (no patches or badges).
 - d. *Jackets*: Hi-Vis spring & raincoats.
 - e. *Hats*: Black baseball & knit hats.
 - f. *Traffic Vest*: Hi-Vis
 - g. *Footwear*: Shall be all black (including logos/insignia)
 - 1) Class A Boot (any model) - Black leather
 - 2) Patrol Boot (any model) - Black
 - a) Also referred to as a "Sneaker Boot"

3) Sneaker (any model) - black

h. Gloves: Hi-Vis gloves

i. Traffic Wand

j. Flashlight

E. HI-VIS Specifications [61.3.1]

1. All sworn and non-sworn employees of the Acton Police Department are required to wear high-visibility retroreflective vests/clothing when directing or controlling traffic. All high-visibility retroreflective apparel must meet the ANSI/ISEA 207-2006 standards for all workers within the work zone. ANSI/ISEA 207-2006 requires vests/clothing to have fluorescent background material of at least 450 in² and a minimum area of required retroreflective material of at least 201 in². All reflective gear must be approved by the Chief or his designee.

F. Traffic Attendant Authority / Roles & Responsibilities [16.4.1]

1. The primary duties of a Traffic Attendant are to provide traffic control at locations that cannot be covered by Sworn Personnel. All assigned duties and tasks are expected to be performed in an effective, efficient, and safe manner. Traffic Attendants will be assigned to perform specific duties with the responsibilities as required by the Chief of Police to oversee traffic details, crowd control, and other necessary duties determined by the Chief. Traffic Attendants will direct the safe movement of vehicles and pedestrians in traffic or other events and will assist when needed for large-scale events and emergencies. Traffic Attendants are not covered by any contractual relation and are deemed employees at will. Traffic Attendants will not be utilized for regular police patrols.
2. Traffic Attendants are expected to be available to work adequate hours and assist the Department when needed.
3. Traffic Attendants must adhere to the Police Department Rules and Regulations, and instructions from Police Supervisors.
4. The Acton Police Department utilizes a detail tracking system for posting and filling details. Officers bid on available details and are awarded details based on an hours-based system. See Policy 4.27 Detail Slips for further information.
5. Those appointed as Traffic Attendants **ARE NOT** authorized to carry a firearm or any unauthorized equipment of any kind while on duty as a Traffic Attendant.

G. Appearance:

1. Hairstyles

- a. Male Traffic Attendant's hair will be neat, clean, trimmed, and present a well-groomed appearance. Hair shall not cover the ears and will be trimmed in the back and on the sides so that it does not extend over the collar. The hair in front will be groomed so that it does not fall below the band of proper cover. In no case will the bulk or length interfere with the proper wearing of any authorized covers. If a Traffic Attendant chooses to wear sideburns, they will be neatly trimmed and tapered. Sideburns may extend to a level consistent with the lowermost limit of the earlobe, will be of even width (not flared), and will end with a clean-shaven horizontal line.
- b. Female Traffic Attendant's hair shall be clean, neatly arranged, and styled consistently with the type of duty performed. Hair will not be worn in any style longer than shoulder length and must not be worn in a style that prevents the proper wearing of a cover. Hair ornaments or barrettes similar in color to the individual's hair color may be worn. Wigs or hairpieces are permitted if they conform to the standard for natural hair, and shall not interfere with the wearing of any required cover.
- c. Wigs or hairpieces may be worn on duty for cosmetic reasons - cover natural baldness or physical disfiguration. When worn, they shall be of good quality, consistent in styling with these Rules and Regulations, and shall not interfere with the wearing of any required covers.

2. Facial Hair

- a. The face will be clean-shaven other than for the acceptable mustache or sideburns. Beards and goatees are prohibited as are any other hair growth below the lower lip. A neatly trimmed mustache may be worn and will be conservative in appearance.
- b. The Chief for special reasons or purposes may grant exceptions to this rule.

3. Piercings

- a. The wearing of any body piercing item by a Traffic Attendant on-duty is prohibited. The only exception to this rule is modest earrings that do not dangle or have loops.

H. Disciplinary Action:

1. The Town Manager, upon recommendation of the Chief of Police, may suspend any member of the Traffic Attendant Unit for infractions of Police Department rules, regulations or policy.

TRAFFIC ATTENDANT INFORMATION:

History: None