

Rules and Regulations:

Article 7 Conduct Toward the Public

The Law Enforcement Officer, mindful of his/her responsibility to the whole community, shall deal with individuals of the community in a manner calculated to install respect for its law and its police service. He/she shall conduct his/her official life in such a manner that will inspire confidence and trust. Thus, he/she will be neither overbearing nor subservient, as no individual citizen has an obligation to stand in awe of him/her nor a right to command him/her. The officer will give service where he/she can and require compliance with the law. He/she will do neither from personal preference or prejudice, but rather as a duly appointed officer of the law discharging his/her sworn obligation.

8:3.22 Wearing or Carrying Badge - (Class 4 Offense)

A member when in uniform shall wear the regulation badge on the outside of the outermost garment over the left breast and always in sight. When not in uniform or off duty, he/she shall carry his/her badge and Department Identification on his/her person if he/she is carrying a firearm.

8:6.4 Identification as Police Officer - (Class 4 Offense)

Except when impractical or where the identifying is obvious, officers shall identify themselves by displaying the official badge or identification card before taking police action. Upon request, employees are required to supply their identification in a courteous manner.

8:10.1 Conduct Toward the Public - (Class 5 Offense)

Members and employees shall be courteous and orderly in their dealings with the public. They shall perform their duties quietly, avoiding harsh, violent, profane or insolent language and shall always remain calm regardless of provocation. Upon request, they are required to supply their names and badge numbers in a courteous manner. They shall attend to requests from the public quickly and accurately, avoiding unnecessary referral to other parts of the Department.

Standard Operating Procedure – 047 – Motor Vehicle Stops:

XI. OFFICER – VIOLATOR RELATIONS

- A. Traffic law enforcement is intended to remove drivers from the highways that present an immediate hazard to others, and to educate the public about the proper driving techniques and positively influence their vehicle operation in the future.
- B. Officers conducting traffic law enforcement activities in the field must remain cognizant of the fact that, although a routine task for police officers, motor vehicle stops are often emotionally traumatic

experiences for the motoring public. Officers should strive to complete these tasks in as professional and friendly a manner as possible.

- C. Enforcement actions should be based upon the violator's driving behavior, not attitude. To ensure uniform enforcement practices officers should make a decision on the form of enforcement action to be taken prior to the initial contact with the violator and stick to that action.
 - 1. This obviously presupposes no mitigating circumstances that, if present, might tend to influence an officer's decision regarding enforcement.
- D. Upon initial contact with the violator, officers shall introduce themselves in a courteous manner by stating "I am officer _____ of the Deal Police Department". Officers shall attempt to project an image of assertiveness as opposed to aggressiveness.
- E. Inform the violator specifically what traffic law has been violated and ask if there is any justified reason for his/her action.
- F. Ask the driver to produce his/her driver's license first. After the license has been obtained, ask the driver where the registration and insurance card are kept. If they are kept in a closed compartment within the vehicle, ask the driver if there is anything else in that area/compartment that you should be aware of.
- G. If applicable, inform the violator of the enforcement action you are going to take prior to returning to your vehicle to write the summons. Advise the violator "for your safety and mine, please remain in your vehicle".
- H. Upon re-approaching the violator with a summons, return the driver's license, registration and insurance card first. Next the officer should carefully explain:
 - 1. The violation cited,
 - 2. The court date and the disposition options,
 - 3. The mandatory advanced notification for not guilty pleas, and
 - 4. The phone number for contacting the Violations Bureau.
- I. Answer any reasonable question posed by the violator pertaining to the actual summons or scheduled court proceedings. **DO NOT** engage in a debate about the merits of the case. Inform the violator that should he/she wish to contest the summons, the proper venue is Municipal Court where a neutral judge will make an independent determination.
 - 1. Do not tell violators that a summons will be downgraded in court.

2. Avoid witty and/or sarcastic responses to comments made by the violator.
 3. Be alert to symptoms of emotional stress exhibited by the violator. If present, the instruction given may have to be repeated or the violator may need to calm down before driving.
- J. Assist the violator in safely re-entering the roadway but try to avoid following the violator from the location of the stop.