

# Hanford Patrol helps when you need roadside assistance

*Most of us don't like to think about how we would respond in a difficult situation, like car trouble on the commute to Hanford work sites, but our response does affect our safety and the safety of others on the road. Recently, a commuter was in need of roadside assistance while traveling on Hanford Site roads. Several cars passed before someone stopped to help.*

*To help you if you find yourself in this situation, Hanford Patrol would like to clarify its procedures and answer some pertinent questions regarding patrolling and roadside assistance on the site.*

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## **Q: Does Hanford Patrol have a set roving patrol pattern or times?**

**A:** No, there are no specific times or places you can count on a roving Hanford Patrol or a Benton County Sheriff Deputy driving by.

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## **Q: Will Hanford Patrol or the Benton County Sheriff's Deputy stop to help if I'm parked along the roadway?**

**A:** Nearly always. Should they be responding to an emergency, they may be unable to stop right then. If they do not stop, they will call the vehicle location into the Patrol Operations Center for follow-up.

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## **Q: What if I really need help and I don't have a phone?**

**A:** Open the hood or the trunk of your vehicle — that will indicate to all passersby that you need assistance. If you are near the traffic flow, turn on your hazard warning lights. If it is really foggy, try to get the vehicle as far from the traffic flow as possible. If visibility is poor, move further away from the roadway. Be careful about driving on the shoulders of the Hanford roadways; many are not paved and it is easy to get stuck. Put out warning devices if you have them.

If you have a cell phone, you can call the Patrol Operations Center at 373-3800, and they will dispatch a deputy or a Hanford Patrol rover to assist you. If you see a vehicle with its hood and or trunk open and you have a cell phone, you can notify the Patrol Operations Center to make sure that someone has been dispatched. If you do stop to render aid, please be careful that you do not create an additional traffic hazard. Stay clear of the traffic flow and set out warning markers if needed.

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## **Q: What if I have already summoned help via my cell phone and am just waiting for them to arrive?**

**A:** Call the Patrol Operations Center and notify them of your location and situation. Do not open the hood or trunk. A deputy or Patrol rover may still stop and inquire about your status. Position the vehicle so as not to create an additional traffic hazard. If your help is coming from off-site and does not have a badge, you must call the Patrol Operations Center to request temporary site access for the tow truck or mechanic.

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## Hanford Patrol helps when you need roadside assistance, cont.

### **Q: Why don't people stop and help out?**

**A:** Here on site there are many places where there is no safe place to park or move around a disabled vehicle. Some folks are worried about their personal security. Others feel incapable of helping. However, here at Hanford, if there is traffic, it is unusual for a stranded driver to wait very long for help.

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Here are the points to remember if you need roadside assistance or observe another driver who needs assistance:

- Open hoods or trunks indicate that the vehicle occupants need assistance.
- If phones are available, notify the Patrol Operations Center of the situation.
- Stay as far from the traffic flow as possible.
- Use your hazard warning lights.
- Render aid if you are capable.
- Be especially careful and mindful of the traffic flow in foggy or icy conditions and anytime visibility is reduced.
- If you are driving and see a vehicle parked along the road, please slow down. Prepare for an "incident." Be extra observant, attentive and cautious.
- If you call the Patrol Operations Center to report, consider pulling over first so your attention is not distracted.

For more information, contact the Patrol Operations Center at 373-3800. ■