



**PA TURNPIKE COMMISSION
POLICY**

This is a statement of official Pennsylvania Turnpike Policy

NUMBER: 3.01

APPROVAL DATE: 00-00-0000

EFFECTIVE DATE: 09-04-1975

REVISED DATE: 01-29-2001

POLICY SUBJECT:

Assistance by Turnpike
Employees

RESPONSIBLE DEPARTMENT:

Traffic Engineering and Operations

A. PURPOSE:

All Pennsylvania Turnpike Commission employees have a responsibility while traveling the Turnpike to render whatever assistance they can safely provide when requested by customers or other Turnpike employees providing their actions do not place their own, or any customer's, safety in jeopardy.

B. SCOPE:

This policy applies to all employees of the Pennsylvania Turnpike Commission.

C. GENERAL POLICY:

Pennsylvania Turnpike employees should be prepared at all times to give assistance where needed, particularly when that assistance is requested by customers or other Turnpike employees. Continued efforts in this matter by all employees help in our joint responsibility for customer satisfaction and maintaining a good neighbor image in the minds of our customers.

D. DEFINITIONS:

Radio equipped vehicles can be used to notify the Operations Center to report accidents, unsafe conditions, customers needing assistance, or any other unusual conditions. Employees with radio or cell phone capability should remain at an incident scene to maintain communications with the Operations Center until the arrival of responding units. Commission employees should take appropriate action to correct unsafe conditions, i.e. removing debris or other road hazards from traffic lanes.

E. PROCEDURES:

EMPLOYEES SHOULD NEVER TAKE ANY ACTION THAT WOULD PLACE THEIR PERSONAL SAFETY IN JEOPARDY.

This Policy Letter supersedes all previous Policy Letters on this subject.