



Volume 1, Article 3 – Operations

Section 34.00

Traffic Enforcement & Administration

34.18 OFFICER DEMEANOR DURING TRAFFIC STOPS: 5

A. Officers must act to minimize the tension during the enforcement process. Methods of controlling conflict on traffic stops include, but are not limited to:

1. Presenting a professional image via the officer's language, bearing, and tone of voice.
2. Displaying calmness and emotional stability when confronted by angry violators.
3. Demonstrating with certainty that the officer has observed the violation.
4. Exhibiting preparedness by having necessary equipment and forms available.

B. When speaking to violators, officers should:

1. Greet the violator with the appropriate title in a courteous manner.
2. Respectfully explain the reason for the stop and the nature of the violation.
3. Politely request the person's driver's license, registration, and insurance card.
4. Considerately listen to the violator's explanation for the violation.
5. Politely disengage the conversation if the driver becomes argumentative.

C. When an officer determines that a warning is the appropriate enforcement action he should avoid lecturing the violator.

D. When concluding discussions with the violator, officers should consider a phrase such as "please drive carefully." Comments such as "have a nice day" are frequently misconstrued as sarcasm, and should be avoided.