

GENERAL ORDER 61.7.2

Driver Assistance

GENERAL ORDER CROSS-REFERENCE: None.

SUMMARY

Establishes procedures for driver assistance.

DISCUSSION

None.

POLICY

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When an officer observes or is dispatched to a stranded motorist, they shall:

1. Stop and offer assistance. If the officer is unable to stop he shall notify communications of the vehicle's location and description and request that the appropriate agency be notified.
2. If the vehicle is in a hazardous location, the officer shall position vehicle and activate the emergency lights so as to warn oncoming motorists and provide traffic direction until the roadway is clear.
3. If the officer is unable to help correct the problem with the vehicle, they shall:
 - a. Remove the vehicle from the roadway without using any Springfield Police Department vehicle to push, pull or jump start another vehicle. If none of the above is possible, remove the vehicle by tow truck.
 - b. If towing or mechanical assistance is required and the motorist does not have a preference for a specific towing company, the officer shall request a non-preference tow via communications. The next tow company on the rotation list will be notified.
4. If the motorist is in need of emergency medical and/or fire assistance, the officer shall immediately notify communications and then provide emergency assistance as possible until the appropriate emergency service arrives.

5. If a motorist is stranded at a hazardous location or conditions present a hazard to the motorist, the officer shall:

A. Arrange for prompt removal to a place of safety by taxi, bus, by a third party, or

B. Upon approval by the watch commander, transport the motorist and occupants to a location of safety.

6. The officer or communications may contact a third party to aid the stranded motorist if the stranded vehicle presents no hazard, the motorist does not want a tow company, and the stranded motorist wishes the assistance.

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Chief of Police