



Approved:

Chief Marcia Harnden

Subject:

322. Motorist Assistance

Effective:

September 28, 2017

CALEA Standards: 61.4.1

Page:

1

322.1: PURPOSE AND SCOPE

Public safety, and the Albany Police Department's commitment to service, requires that officers place a high priority on assisting disabled motorists. This policy provides guidelines for achieving that objective.

322.2: POLICY

It is the policy of the Albany Police Department to provide excellent service by rendering aid to disabled motorists when appropriate.

322.3: OFFICER RESPONSIBILITY

- a. When an on-duty officer observes a motorist in need of assistance, the officer should make a reasonable effort to provide assistance, which may include the following:
 - 1) Providing information or directions;
 - 2) Assisting stranded or disabled motorists;
 - 3) Courtesy transportation for fuel;
 - 4) Providing safety while a motorist waits for a tow or makes a minor repair to their vehicle (tire change, etc).
- b. If that officer is assigned to a call of higher priority, the Communications Center should be advised of the location of the vehicle, the description of the vehicle, and the nature of the need for assistance.
- c. After arrangements for assistance are made, continued involvement by department personnel will be contingent on the time of day, the location, the availability of departmental resources, and the vulnerability of the disabled motorist.
- d. Department personnel should not make mechanical repairs to or "jump start" disabled vehicles. The use of push bumpers to relocate vehicles to a position of safety is not considered a mechanical repair.