

# COLUMBIA POLICE DEPARTMENT

## Policy and Procedure Manual

### DISABLED VEHICLES/MOTORIST ASSISTANCE

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**Approved By:** Kenneth Burton Chief of Police

**CALEA 6<sup>th</sup> Edition Standard:** 61.4.1

## **520 DISABLED VEHICLES/MOTORIST ASSISTANCE**

### **520.1 PURPOSE AND SCOPE**

The purpose of this directive is to describe the role of the Columbia Police Department in providing information, directions, assisting motorists who are stranded and/or have disabled vehicles, and assisting motorists with emergency services within our jurisdiction. This policy will provide basic guidelines to ensure that help or assistance is provided, or arranged for, in an equitable, timely manner that satisfies the needs of the public, the CPD, and providers of such services and, if needed, motorists are directed or transported to a place of safety.

### **520.2 POLICY**

The Columbia Police Department has a responsibility to provide a communications link for motorists to obtain needed services and to provide protection for roadway users who are stranded and/or have a disabled vehicle in hazardous locations and environments.

### **520.3 OFFICER RESPONSIBILITIES**

When an on-duty officer observes a disabled vehicle, the officer should make a reasonable effort to provide assistance. If that officer is assigned to a call of higher priority, the dispatcher should be advised of the location of the disabled vehicle and the need for assistance. The dispatcher should then assign another available officer or other department member to respond as soon as practicable.

### **520.4 EXTENT OF ASSISTANCE**

In most cases, a disabled motorist will require assistance. After assistance is rendered or arrangements for assistance are made, continued involvement by department personnel will be contingent on the time of day, the location, whether on the roadway or off the roadway, the availability of department resources and the vulnerability of the disabled motorist. The Columbia Police Department will provide the following services:

- At all times the safety of all persons and security of property is considered when providing assistance.
- If a motorist requests a service not provided by the Department, the officer should attempt to arrange for the service requested at the motorist's expense.
- Assist the motorist as needed in contacting and arranging a tow service. If the motorist has a preference in a tow company, the motorist should contact the tow company if able. If the motorist is unable, the officer will assist in contacting the specified tow company by any reasonable means. If the motorist is in need of a wrecker and has no preference in a tow company, the officer will request Boone County Joint Communications send a wrecker based on the rotational list of towing companies available. For more details refer to policy 510
- Provide emergency assistance such as basic first aid, summons an ambulance for medical assistance, emergency firefighting, and obtaining firefighting assistance.

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- When possible, the officer will remain with the motorist until the situation is considered resolved ensuring the vehicle is not a road hazard and the motorist is not at risk.
- If the motorist needs transport to another location within a reasonable distance and within our jurisdiction, the officer may provide transportation after receiving approval from a shift supervisor. If approved the following guidelines should be followed:
  - When transporting a person(s) the officer shall activate their body worn camera and the vehicle's mobile audio/video recording system.
  - The officer shall advise Boone County Joint Communications of the starting location and intended destination or make the appropriate notation in CAD using the Mobile Computer Terminal (MCT) to avoid unnecessary radio traffic.
  - Upon arrival at the destination, the officer shall advise Boone County Joint Communications of the exact location or make the appropriate notation in CAD using the MCT to avoid unnecessary radio traffic.
  - If safety dictates the motorist needs a temporary place to stay while waiting for assistance, the officer may transport the motorist to the Columbia Police Department lobby or another location of their choosing with reason.

#### **520.4.1 MECHANICAL REPAIRS**

Generally, CPD personnel should not make mechanical repairs to a disabled vehicle. The use of push bumpers to relocate vehicles to a position of safety is not considered a mechanical repair.

#### **520.4.2 RELOCATION OF DISABLED VEHICLES**

The relocation of disabled vehicles by members of this department by pushing or pulling a vehicle should only occur when the conditions reasonably indicate that immediate movement is necessary to reduce a hazard presented by the disabled vehicle.