



GENERAL ORDER

Loudoun County Sheriff's Office

Chapter: Operations

Section: 408.7

Subject: Traffic

Topic: Ancillary Motorist Services

Accreditation: OPR.07.12, 07.14, 07.15

Revised:

Reaffirmed:

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I. PURPOSE

The purpose of this General Order is to provide guidelines for the delivery of the many diverse traffic-related ancillary services provided by the Loudoun County Sheriff's Office. These services are activities having an indirect effect on traffic flow as well as those that are in response to citizen-generated requests for assistance.

II. POLICY

It is the policy of the Loudoun County Sheriff's Office to provide reasonable assistance at all times to motorists who appear to be in need of aid. Deputies shall, while on patrol and not engaged in responding to calls for service or transporting prisoners, stop and offer assistance to disabled and stranded motorists.

III. PROCEDURE

A. In cases that necessitate emergency action, the first deputy on the scene shall:

1. Advise the Communications Center of the exact location of the emergency and vehicle description, including the license number.
2. In cases of personal injury or fire:
 - a. Request the Communications Center to dispatch rescue and/or fire services
 - b. Administer life-saving first aid to the injured, if appropriate
 - c. Use the agency fire extinguisher in cases of fires
3. Under no circumstances will deputies provide escort services for civilian vehicles in medical emergencies.

B. In cases that do not necessitate emergency action, the first deputy on the scene shall:

1. Advise the Communications Center of the exact location of the disabled/stranded vehicle and give its license number.
 - a. Upon the owner's/operator's request, the deputy may request the Communications Center contact and dispatch any of the following, in accordance with agency policy:

1. Next available wrecker service.
2. Specific wrecker service.
3. Taxi cab service.
3. Individual named by the motorist for the purpose of responding to provide transportation and/or mechanical assistance.
 - i. If the deputy has been issued a departmental cell phone, it may be utilized in lieu of the Communications Center.
 - b. In the event that neither a taxi cab or individual named by the motorist can be contacted, or if circumstances dictate for safety reasons, the deputy may transport the motorist to the nearest secure place with access to a telephone.
 - c. In the event any female is transported by a male deputy, or male is transported by a female deputy, the deputy shall advise the Communications Center that he/she is transporting a female/male subject, the time and mileage when beginning and again upon arrival at the destination.
2. Deputies will not attempt to repair citizen's vehicles. This includes jump-starting. Deputies may change tires, assist in obtaining fuel, and other functions as a supervisor may approve.
3. Deputies will no longer assist motorists in gaining entry to locked vehicles unless a child or animal is in danger. If possible, have a rescue company on the scene to assist with necessary tools and emergency care.
 - a. These procedures do not apply when an individual, child or animal is in distress or danger due to a locked vehicle. Immediate action will be taken to rescue or guarantee the safety of the person or animal within the vehicle.
4. Ordinarily disabled vehicles should be removed from the roadway by tow truck operators or by using agency issued push-bumpers. If the push-bumper is utilized, deputies will take the following steps:
 - a. Evaluate the vehicle for suitability utilizing the following criteria:
 1. Has the vehicle stalled, broken down, or is it otherwise immobilized, but the wheels roll freely.
 2. Is a driver available to operate the vehicle under these conditions (e.g. without power steering or power brakes).

3. Is the vehicle of appropriate size? Generally, this is no larger than a pick-up or panel truck.
4. Is there a safe zone to push the vehicle to?
- b. If the vehicle meets the above criteria, then the deputy shall secure written permission from the operator using the Sheriff's Office "Request for Assistance in Pushing Automobile and Release of Liability" Form. If the operator is undergoing medical treatment or is otherwise unable to give permission, then it is presumed that permission is granted.
- c. Once permission is secured, complete the following:
 1. Instruct the driver on what you plan to do, where you want the vehicle driven to and that power steering and power brakes may not be functioning
 2. Confirm a suitable connection at the bumper
 3. Push the vehicle slowly and with control
- d. No deputy shall use a push bumper until they have received functional training from an Agency Certified Driving Instructor.

Only after exhausting attempts to secure the timely arrival of a tow truck or push-bumper equipped cruiser may a deputy physically push a vehicle off the roadway. Great care should be exercised in these situations to avoid personal injury.

- C. In addition to providing on-scene assistance to stranded and disabled motorists, the agency will, through various means, attempt to educate citizens on proper action to be taken in case of highway emergencies. The agency will periodically present training and lecture programs, as requested by citizen groups regarding highway safety programs, in order to enhance public understanding and support enforcement efforts.