

# OVERLAND PARK POLICE DEPARTMENT STANDARD OPERATING PROCEDURE



**NUMBER:** 1330  
**TOPIC:** MOTORIST ASSIST PROGRAM  
**EFFECTIVE DATE:** 09/27/2018  
**SUPERCEDES:** 03/07/2017

**SIGNATURE:** /s/ Frank Donchez  
Chief of Police

/s/ Sonta Wilburn  
Bureau Commander

## I. PURPOSE

## II. PROCEDURE

- A. PROGRAM GOALS
- B. TECHNICIAN'S DUTIES & RESPONSIBILITIES
- C. PROGRAM EVALUATION
- D. TECHNICIAN TRAINING
- E. AUTHORIZED EQUIPMENT

CALEA references: see below

## I. PURPOSE

This written directive establishes goals and provides guidelines for the Motorist Assist Program.

## II. PROCEDURE

### A. PROGRAM GOALS

Program goals are to use non-sworn Motorist Assist Technicians who wear uniforms that clearly distinguish them from Police Officers. The Motorist Assist Technicians do the following:

- Manage highway congestion safely and courteously
- Free Police Officers to perform law enforcement duties
- Provide general assistance to stranded motorists and disabled vehicles
- Expeditiously restore blocked traffic flows
- Conduct parking enforcement.

### B. TECHNICIAN'S DUTIES & RESPONSIBILITIES [61.4.1](#)

Technicians will:

- Patrol thoroughfares as designated by the Traffic Captain.
- Respond to vehicle breakdowns when dispatched.
- Remain with stranded motorists in order to provide protection for highway and roadway users stranded or disabled in hazardous location or environments.

- Ensure the stranded motorist has communications abilities to call for mechanical and or tow assistance, and to contact someone to give the driver a ride.
- Contact Police Dispatch to request any additional assistance such as police, fire and/or emergency medical services.
- Issue 48-hour *Unattended Vehicle Courtesy Check Stickers* when appropriate.
- At the Member's discretion assist with flat-tire changes.
- Provide spare fuel and provide jump starts with jump packs.
- Never provide additional mechanical services without authorization from their immediate supervisor.
- Provide citizens a list of tow services if needed.
- Provide information, directions or maps to motorists.
- Maintain issued uniforms, equipment and replenish supplies when appropriate.
- Take enforcement action for parking violations, especially fire lane and disabled parking, as appropriate and/or directed by a supervisor.

When Motorist Assist personnel are not available, Police Officers will provide the same highway assistance to motorists, as listed above.

#### C. PROGRAM EVALUATION

The Traffic Captain will evaluate the program to ensure goals are met and submit a *Summary Report* including any recommendations for program improvement.

#### D. TECHNICIAN TRAINING

Technicians will be provided training in the following areas:

- CPR and Blood-Borne Pathogens
- Emergency Road Hazard Services and Removal Techniques
- Defensive Driving
- Haz-Mat Recognition
- Radio/Cellular Procedures
- Accreditation Training
- [SOP 1340, Volunteer Program](#)
- [SOP 3060, Computer Use, ALERT, KCJIS & NCIC](#)
- [AP 107, Sexual & Other Harassment and Discrimination](#)
- [AP 108, Non-Fraternization](#)
- [AP 115, Internet/Intranet Policy](#)
- [COP 226, Drivers of City-Owned Vehicles.](#)
- Additionally, Technicians may be directed to attend in-service training by the Traffic Captain.
- In the safe and appropriate use of the *Authorized Equipment List* below.

## E. AUTHORIZED EQUIPMENT

All equipment and supplies carried in the Motorist Assist vehicle must be on the *Authorized Equipment List* as stated below.

Motorist Assist will not carry personal tools or mechanical equipment while on duty in this assignment unless otherwise approved by the Traffic Captain.

Authorized Equipment List includes:

- Traffic cones (20), with reflective tape
- Air compressor
- Cold Fire extinguisher
- Container of oil dry
- Floor jack & four-way tire wrench
- Portable battery charger
- Battery jump-pack
- Protective face shield
- Cell phone & phone books
- Blanket
- Rechargeable flash light
- Ice chest or ice bucket
- Jumper cables
- Cordless impact wrench
- Miscellaneous hand tools
- Lighted traffic baton
- Spare tires
- Leaf blower
- Two gallons of fuel
- Two gallons of water for radiators

Origin Date: 12/18/2007

Revision Date: 03/07/2017

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[CALEA references:61.4.1](#)