

# ORANGE COUNTY SHERIFF'S OFFICE



## GENERAL ORDER

<b>Effective Date:</b> May 7, 2010	<input checked="" type="checkbox"/> <b>Amends</b> - GO 6.2.10 (October 10, 2008)	<b>Number:</b> 6.2.10
<b>Distribution:</b> All Personnel	<b>Review Month:</b> September	<b>Reviewing Authority:</b> UPD / Division Commander
<b>Subject:</b> Motorist Assistance		

This order consists of the following:

1. Purpose
2. Policy
3. Procedures

### 1. Purpose

The purpose of this policy is to assist motorists who are stranded or whose vehicles are disabled.

### 2. Policy

Employees operating agency vehicles shall render assistance to motorists whenever possible. When unable to aid motorists, employees shall request appropriate assistance.

### 3. Procedures

- A. Any employee assisting motorists should be alert to traffic hazards and potential law enforcement situations.
- B. Employees shall respond to requests for information or directions from citizens and assist, as practical, in obtaining fuel or arranging mechanical assistance for stranded motorists.
- C. Whenever an employee encounters an attended motor vehicle which is creating a traffic hazard, the employee shall:
  1. Assist in the removal of the vehicle from the location causing the hazard.
  2. Place warning devices (flares, emergency lights, etc.) when available.
  3. Provide appropriate assistance to stranded motorists and their vehicles prior to leaving the scene. Consideration should be given to the time of day, location and traffic conditions.
- D. Agency vehicles will not be used for pushing or towing any other motor vehicle, unless so designed or designated.
  1. Personnel shall not unlock a citizen's vehicle unless an emergency exists or permission is received from a supervisor.
- E. Whenever a motorist requires a tow truck or wrecker, the employee shall determine if the motorist has a preference in towing services. If so, the employee shall request

- the dispatcher to call the preferred towing service for the motorist unless there is a telephone readily available at the location. If the motorist has no preference, the contract wrecker service for the sector in which the disabled vehicle is located will be called. The employee shall confirm that the contract wrecker service is informed that service is at the “operator’s request” and not paid for by the agency. A vehicle impoundment form will not be completed for towing at the operator’s request.
- F. Employees may transport stranded motorists to the nearest convenient location where assistance may be obtained. Employees may also assist stranded motorists with minor repairs such as changing tires. Employees shall not become involved with lengthy or technical repairs. Employees shall take all reasonable steps to confirm the safety of occupants of disabled vehicles.
- G. Employees responding to vehicle fires shall:
1. Immediately inform the dispatcher of the location, vehicle description, extent of involvement and if there are any possible occupants.
  2. Immediately request response from the appropriate fire service.
  3. Attempt to account for all occupants of the vehicle and render assistance to injured persons as necessary until relieved by fire/rescue personnel.
  4. Upon arrival of fire service personnel, the employee shall relinquish control of the scene to the senior fire official and then assist in traffic or crowd control until the hazardous situation has been resolved.
- H. Medical Emergencies  
Employees shall:
1. Respond to roadside medical emergencies and notify the dispatcher of the location, the type of medical emergency, the number of patients and the apparent condition of the sick or injured. Employees shall request Emergency Medical Services respond as needed.
  2. Render assistance to the injured person(s).
  3. Escort civilian vehicles under emergency circumstances in accordance with GO [6.1.2](#).
- I. Road Hazards
1. Employees shall identify and summon aid from, or report to, the proper state or county agency any roadway or roadside hazard that may contribute to traffic crashes or otherwise endanger the motoring public and/or pedestrians, including but not limited to:
    - a. Debris or dropped loads in the roadway.
    - b. Potholes, sinkholes or other roadway defects.
    - c. Damaged and/or missing traffic signs as well as inoperable traffic signals.
    - d. Flooding of roadways.
    - e. Lack of or defective roadway lighting.

- f. Vehicles parked or abandoned on or near the roadway in accordance with GO [7.1.6](#).
  - g. Employees suspecting hazardous materials spilled or dropped on the roadway shall take steps to identify the type of hazardous material, protect and isolate the scene and notify Communications to have Fire/Rescue Department respond. The paramount concern to the employee will be to protect the public and themselves from the effects of the hazardous material.
2. Hazardous conditions created by or to public utilities or railroad equipment, must be corrected for public safety reasons. Responding personnel shall request the Communications dispatcher notify the appropriate agency. Responding personnel, or any other personnel called to assist shall remain at the scene as necessary to direct traffic, limit access, and to provide for public safety.
  3. In the event of hazardous road, bridge or highway obstructions, damage to or broken traffic control signals, or other dangerous conditions requiring immediate correction, responding personnel shall request Communications notify the appropriate emergency crews. Personnel shall take the appropriate action, including but not limited to road or bridge closure, direction or redirection of traffic, etc.
  4. If the hazard poses a serious threat to the public or affects a large number of people, the responding personnel may request a supervisor to notify the news media of road closures, chemical spills, etc. in accordance with GO [14.1.0](#).