

| <b>PALM BEACH GARDENS POLICE DEPARTMENT</b> |  |                     |
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| <b>TRAFFIC ANCILLARY SERVICES</b>           |  |                     |
| <b>POLICY AND PROCEDURE 4.2.3.16</b>        |  |                     |
| <b>Effective Date :</b><br>08/12/94         | <b>Accreditation Standards:</b><br>CALEA 61.4.1<br>CFA | <b>Review Date:</b> |

## **CONTENT**

### **1.Assistance to Motorist**

### **2.Policy**

### **3.Procedure**

### **4.Officer Responsibilities to Stranded Motorist**

### **5.Emergency Highway Assistance**

**PURPOSE:** To establish guidelines and provisions to govern emergency assistance to highway users (i.e., stranded motorist assistance, towing, etc.).

**SCOPE:** Sworn and Non-Sworn (Traffic Aides) Personnel

**REVIEW RESPONSIBILITY:** Patrol and Special Operations Bureau Commanders

**POLICY:** Often, because there are no other public or private agencies available, the public relies upon the police for assistance and advice in the many routine and emergency situations which can and do develop in an urban society. For this reason, this department will respond to incidents where it is not contemplated that an arrest or other enforcement action will be required.

## **1.ASSISTANCE TO MOTORIST**

- a. Officers will stop and render aid to stranded motorists whenever possible. Should an officer not be able to stop to assist a stranded motorist, the officer will notify communications of the stranded motorist (s) and the motorist (s) location. If the motorist is outside city jurisdiction, or on the interstate highway within our jurisdiction, then communications will notify the appropriate agency having jurisdiction to respond to assist the motorist.
- b. When stalled vehicles are creating a traffic hazard, the officer will stop and provide traffic control until the hazard is alleviated.
- c. Transporting civilians should be limited to the city limits. Permission to transport a civilian outside the city limits will be obtained from the officer's immediate supervisor. Officers providing transportation will advise communications of the starting point and destination, as well as starting/ending mileage.

## **2.POLICY**

- a. The City of Palm Beach Gardens currently utilizes a contract system for the provision of towing and recovery services. The contract is awarded for a specified time period with an option for a specified time period renewal with the agreement of both parties. The contract is awarded on a bid system with specifications regarding rates, equipment, type and quantity, availability of service, 'and storage location requirement being met.

- b. Whenever a highway user requires a wrecker, roadside service or repair, the officer shall first request that the person desiring such service state the name of the organization he/she wishes to provide that service. The officer will then request telecommunications dispatch to contact that service and relay the motorist request. Dispatch should make every effort to obtain an appropriate response time from the service, in order to make the motorist aware of any delay. If the motorist states no preference, the officer will advise dispatch to contact the towing service under contract to the city to provide such service.

### **3.PROCEDURE**

- a. Upon being requested by a motorist, the officer will contact dispatch and have either the requested towing service or contract towing service respond to the location where assistance is needed.
- b. The officer will remain with the motorist to provide any necessary traffic control that may arise during removal process, or to provide a measure of safety for the motorist, should their location dictate a need for it.
- c. If the stranded vehicle presents a traffic hazard, and the preferred services response time is lengthy, then the officer may request that the contract towing service respond to remove the vehicle.
- d. Under no circumstances should the officer be prevented from responding to emergency calls for service unless leaving the disabled vehicle would create an immediate hazard to the motorist or other traffic.

### **4.OFFICER RESPONSIBILITIES TO STRANDED MOTORIST:**

- a. Officers shall provide assistance to stranded motorists by having communications notify the requested business or individual by phone that can provide the necessary assistance.
- b. Should a motorist be stranded in a hazardous location, the officer will stay with the motorist until help has arrived. The officer, if possible, may move the stranded vehicle to a safe location off the roadway. The police vehicle will not be used to push disabled vehicles (with the exception of police vehicles equipped with push bars).
- c. Should the officer have to leave the motorist due to a call for emergency service after arranging for assistance, the officer will check back after a reasonable amount of time to be certain the requested assistance did arrive. Officers, prior to leaving the location of the stranded motorist, will see that the motorist and any passengers are in place of safety and instruct parties to remain in the safe area until assistance arrives.

### **5.EMERGENCY HIGHWAY ASSISTANCE**

- a. First Aid
  - i. It is the duty of each officer to provide first aid to motorists who show a need for such service.
  - ii. At the first available opportunity, the officer will contact dispatch and request that Palm Beach Gardens Fire Medics respond to the scene of a medical emergency.
  - iii. Until the arrival of the fire medics, the officer will render first aid as necessary, within the constraints of his/her training.
  - iv. Upon the arrival of the medics, the treatment of the injured will be turned over to them. The officer will remain available to provide whatever assistance is required.
  - v. In-service training will be provided to keep all officers current in first aid procedures and cardiopulmonary resuscitation (CPR).
  - vi. First aid kits will be issued to each police unit and it is the responsibility of each officer to make sure that the kit is stocked at the beginning of his/her shift and to replace any supplies used.
- b. Obtaining medical assistance.
  - i. In the event that medical assistance is requested, the officer will notify dispatch and request the response of the fire medics.

- ii. The officer should not, in most cases, evaluate medical condition unless trained in such procedures. The officer should stand-by with the motorist until the arrival of the medics.
- c. Fire fighting and fire services assistance
  - i. An officer on the scene of an incident where the threat of fire is imminent or a fire is actually involved will attempt to control the fire hazard using whatever means is necessary or available (fire extinguisher, hose, etc.).
  - ii. The officer will advise dispatch of the fire and will request the response of the fire department.
  - iii. the City of Palm Beach Gardens fire department is responsible for fire suppression services in the city and will respond to requests by the police department within the city.
  - iv. The officer will stand-by with the fire department to assist as necessary with traffic control, etc.
- d. Transportation of motorists
  - i. Officers may provide transportation to motorists requiring assistance as the result of a highway emergency. Transportation should be limited to providing the motorist with a means to obtain service or additional transportation and should not require an unnecessary absence from duty by the officer. Any requests for unusual transporting (leaving the city, etc.) should be cleared with the officer's supervisor prior to providing this assistance.
  - ii. Police officers may not provide transportation in a medical emergency unless the situation is of such an immediate, life-threatening nature that waiting for the fire medics to arrive will place unnecessary risk on the injured party. In such circumstances, the officer should weigh the availability of medical facilities and the risks associated with transportation. In any event, the approval of a supervisor will be obtained.

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**INDEX AS:**

- HIGHWAY ASSISTANCE
- TOWING SERVICE ASSISTANCE
- MECHANICAL ASSISTANCE
- STRANDED MOTORIST ASSISTANCE
- EMERGENCY ASSISTANCE

**RESPONSIBILITY INDEX**

- PATROL OPERATIONS BUREAU COMMANDER
- SPECIAL OPERATIONS BUREAU COMMANDER
- SERGEANTS
- OFFICERS
- COMMUNICATIONS OPERATORS

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**APPROVED:**

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03/10/2003**Date**