

Georgia Department of Public Safety

Policy Manual

SUBJECT ASSISTING MOTORISTS	POLICY NUMBER 17.04
DISTRIBUTION ALL EMPLOYEES	REVISED DATE 11/7/2018
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17.04.1 Purpose

The purpose of this policy is to describe the role of the department in providing assistance to motorists.

17.04.2 Policy

In the interest of public service and safety, it shall be the policy of this department to extend every effort to assist stranded motorists, and provide travel directions or other requested information.

17.04.3 Procedures

A. Responding to requests for assistance

1. Sworn members shall respond to requests for assistance from motorists as quickly as reasonable.
2. Such calls shall not be considered emergencies requiring the use of emergency equipment (blue lights and siren), unless information received makes it clear that delay of the member in reaching the scene is likely to result in a serious risk of death or injury to persons.

B. Assistance Provided by Members

1. Assistance may be direct activity by the member or arranging for qualified persons to be dispatched to the scene.
 - a. Sworn members shall stop with stranded motorists to determine the type and amount of assistance required, unless they are engaged in duties that preclude such action.
 - b. Routine patrol is not considered sufficient justification for failure to stop to assist stranded motorists.
 - c. If a situation prevents a member from stopping to assist the stranded motorist, the member shall radio for other assistance to check on the motorist.
2. Sworn members may use their departmental vehicle to push another vehicle that has stalled if their vehicle is equipped with a push bumper, installed by the DPS

Garage.

3. Transporting Motorists

- a. Whenever feasible, members shall stand by and/or call for road service to stranded motorists. However, in some instances, it may be deemed necessary or proper to transport such motorists to desired facilities. In such cases, members shall be governed by the procedures outlined in Paragraph 4 below.
 - b. Members shall not transport hitchhikers in state vehicles except when there is a specific articulable safety concern justifying the removal of the person from the roadway, when otherwise under arrest or at the direction of a supervisor.
4. When a member transports any person, they shall provide the Troop Communications Center with the following:
- a. General description/identification of the subject(s) being transported;
 - b. Destination (service station, telephone, address, etc.), and
 - c. Odometer reading (beginning and ending).
5. A member shall complete Citizen Assist from Mobile Forms (the DPS Records Management System) whenever they provide assistance to a stranded motorist.

C. Providing First Aid to Motorists

1. Members shall provide such first aid as they are trained and qualified to administer.
2. When members are not trained and qualified to administer the type of treatment required, they shall immediately arrange for emergency medical services personnel to be dispatched to the scene to render assistance.
3. In extreme emergencies, members may transport sick or injured persons in their patrol vehicle if they reasonably believe delay in such transportation would result in the death of or serious permanent injury to the person.

D. Assistance with fires

1. When possible, sworn members shall attempt to extinguish minor fires with the fire extinguisher in the patrol vehicle.
2. In cases where the fire cannot be extinguished with the fire extinguisher, ~~the~~ members shall contact the Troop Communications Center and request the fire department be dispatched to the scene to extinguish the fire.
 - a. Members should be mindful of the possibility of insurance fraud cases in which motorists set fire to their own vehicles.
 - b. The burning vehicle should be protected as a potential crime scene pending the arrival of the fire department and investigators, if necessary.

3. Members shall take measures to prevent injury to themselves or others by establishing a perimeter around the burning vehicle.
 - a. The extent of such initial perimeter shall be determined by the size and type of vehicle, especially in the case of vehicles displaying hazardous materials placards.
 - b. Members shall not approach a burning vehicle that displays hazardous material placards, and shall provide warnings to others of the indicated presence of hazardous materials.
 - c. Upon the arrival of fire department/hazmat personnel, the member shall relinquish control of the scene to them until such time as the fire and/or hazardous materials threat has been removed.

E. Providing Directions and Information to Motorists

1. Members shall familiarize themselves with their territory, as well as with the various services and facilities available in their area. They shall provide information and directions to persons upon request.
2. A supply of Georgia maps should be maintained in each facility and patrol vehicle. These are available without cost at Georgia Department of Transportation Offices.