

	POLICY & PROCEDURE	SERIES # 1142	PAGE 1 OF 1
	SUBJECT		EFFECTIVE DATE
	ASSISTING MOTORISTS		9/12/97
DISTRIBUTION ALL MANUALS	AMENDS/SUPERSEDES/CANCELS P&P # 1142 dated 4/18/86		
OVERSIGHT Operations			

I. PURPOSE:

The purpose of this policy is to establish guidelines for providing those services or activities having an indirect effect on traffic flow and responding to citizen-generated requests for assistance.

The Police Division has a responsibility to provide a communications link to obtain needed services for motorists and to protect highway users stranded or disabled in hazardous locations or environments.

II. POLICY:

Officers of the Hampton Police Division through their knowledge of assigned areas and employment of diligent patrolling practices shall locate and render assistance to highway users.

III. PROCEDURE:

Officers shall be constantly alert for highway users who appear to need assistance. Whenever possible, consistent with the necessity to effect apprehensions of violators and to answer previous calls-for-service or fulfill assignments, officers will stop and offer their services to highway users who appear to be in need of assistance. Such assistance may include but not be limited to:

1. Providing information or directions freely and in a pleasant manner upon request. Officers will be familiar with various streets and highways in their area, various services, facilities and tourist attractions available in order to provide reliable and helpful information.
2. Providing assistance and/or arranging transportation for the sick or injured.
3. Requesting fire fighting services or other emergency equipment.
4. Assisting stranded or disabled motorists, to include arranging towing service if needed.
5. Providing traffic control to reduce or remove hazardous conditions thereby promoting safety, protecting human life and preserving the streets and highways.

APPROVED:
CHIEF OF POLICE



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