



Fitchburg State University Police Department

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| Subject: TRAFFIC ASSISTANCE | |
| Reference: MPAC: 61.4.1 IACLEA: 10.3.4 | |
| Rescinds: Section 77 | |
| Effective Date: | Review Date: |
| | |
| By Order of: Michael J. Cloutier, Chief of Police | |

General Order

10.3.2

PURPOSE:

This general order is to provide guidance when assisting motorists who may need aid while in a university parking lot, or within our patrol jurisdiction.

POLICY:

The Fitchburg State University Police Department is a service orientated department who will remained equipped and trained to assist motorists with minor motor vehicle issues such as lock outs, dead batteries, and preservation of life and property.

PROCEDURES:

A. General Assistance

1. Officers are able to assist motorist in the following ways addressed in this general order. Officers should be mindful that certain actions such as automotive repairs are outside the scope of our duties, and should not be performed due to the liability and potential hazard of improper repairs.
2. Officers should also not recommend any specific services or company to a motorist in accordance with department regulations and conflict of interest laws.
3. Officers should remain professional in dealing with motorist in need of aide, and be mindful of the environment which may contain potential hazards, such as, oncoming traffic, gas and other fluid leaks.
4. Officers, being familiar with the area are encouraged to provide motorist directions to on and off campus locations, in such continue to be an ambassador for the university and the city.

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5. Officers should position their vehicle in a tactical position to both provide a safe area to provide assistance as well as call attention that a potential hazard is present.
 - a. Officer should utilize the rear emergency lights of their cruisers, when appropriate.

B. Motor Vehicle Lock Outs

1. The Fitchburg State University Police Department will offer motor vehicle lock out service to members of the university community both on campus and off campus, in areas reasonably contiguous to the campus. Supervisors at their discretion may decide on a case-by-case basis whether a off campus location is too far from campus to provide this service.
2. When providing motor vehicle lock out assistance the officer will:
 - a. Have the vehicle operator sign a motor vehicle lock out waiver (see appendix)
 - b. Verify vehicle operator relations through the communication center, who will verify vehicle ownership through T2, CJIS RMV, or other in house records.
 - c. Use only the authorized lock out kit provided in the cruiser.
 - d. Training in the use of the lock out kit will be provided during the field-training program.

C. Mechanical Assistance and Dead Batteries

1. Officers should limit any mechanical repair to a motorist's vehicle as much as possible. Vehicles which cannot be started and are impeding traffic should be towed by the owner. Vehicles which cannot be started and legally parked should NOT be towed.
 - a. Vehicles parked illegally should be towed if it is a hazard.
 - b. Vehicles parked in a university lot may be given 24 hours to have the vehicle removed if parked in violation to university parking regulations.
 - i. Disable Parking Permit may be issued if the vehicle parked in this circumstance.
 - c. All towing should be conducted under G.O. 20.3.3 Vehicle Towing.
 - d. All interaction with vehicles shall have the vehicle registration and operator information to dispatch.

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D. Flat Tires

1. Officers of the department are not required to change tires of non-police vehicles.
2. If officers elect to assist a motorist with changing a flat tire, they should take all necessary precautions to ensure it is done in a safe manner.

E. Snow Equipment

1. The department had shovels and snow brushes to lend the community when needed during the winter.
 - a. Those who wish to borrow either a shovel or snow brush may do so by picking up these items at the station.
 - b. Individuals seeking to either borrow a shovel or snow brush shall provide a One Card as a collateral.
 - c. Officers are not required to assist with the digging out vehicles, but may do so at their discretion, being mindful of the potential hazards.

F. Emergency Assistance in Non-Jurisdictional Areas

There are times where an officer may be called to assist motorist off campus, either in the surrounding neighborhood, or when traveling in a marked cruiser on police business. When the situation arises, officers should be mindful of their jurisdictional authority.

1. Within the City of Fitchburg

- a. Officers may assist motorist off campus, notifying dispatch of the motorist's location, apparent hazard, and registration plate of the vehicle.
- b. Dispatch shall contact the Fitchburg Police Department and request an officer to the scene, informing them that a FSUPD will be standing by.
- c. Officer shall stand-by and assist until the motorist incident is resolved or FPD arrives.

2. On Highway

- a. Assistance on the highway shall be limited to those incidents of life safety.
- b. Officers may assist motorist off campus, notifying dispatch of the motorist's location, apparent hazard, and registration plate of the vehicle.
- c. Dispatch shall contact the Massachusetts State Police and request an officer and trooper to the scene, informing them that a FSUPD will be standing with a cruiser.
- d. Officer shall stand-by and assist until the incident is resolved or MSP arrives.

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e. Due to the inherent danger of traffic on the highway, officers shall position their cruiser in a tactical position with rear emergency lights illuminated.

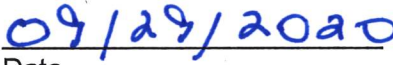
G. Protection of Strand Persons

1. Motorists should be responsible for seeking alternative transportation whenever possible. Certain times such as late at night, during inclement weather, or if stranded in a high crime or deserted area can be potential hazardous and officer should assist as follows:
 - a. Allow motorist to sit the rear passenger compartment of the cruiser until a ride arrives.
 - b. Provide a safety escort to their residence in accordance to our safety escort policy.
 - c. Have dispatch call for a taxi or ride share, at the motorist's request and expense.
2. The key objective is to ensure that a motorist is not left in a hazardous situation, dispatch should log the motorist's information and the option listed above used.

Approval:



Chief of Police



Date