

WINTER HAVEN POLICE DEPARTMENT

GENERAL ORDER 61.8

TRAFFIC ANCILLARY SERVICES

ACCREDITATION STANDARDS: CALEA – 61.3.3, 61.4.1, 61.4.2; CFA – 18.09

EFFECTIVE DATE: March 28, 1996

RESCINDS: G.O. 61.8 March 18, 2020 and all applicable Amended/Temporary Orders prior to June 12, 2025

LAST REVISED DATE: June 12, 2025

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POLICY

It shall be the policy of the Winter Haven Police Department to offer assistance to motorist appearing to be stranded or in need of aid.

PURPOSE

The purpose of this General Order is to establish procedures for providing assistance to the citizens utilizing public roadways. (CFA 18.09)

SCOPE

This General Order shall apply to all Department members.

DISCUSSION

It is the Department's objective to render aid in a timely and courteous manner. Citizens, on occasion, need assistance of various types, such as general assistance, emergency assistance, public information and data on roadway conditions.

PROCEDURE

I. General Assistance (CALEA 61.4.1)

- A.** As a general service to the public, members shall render assistance to citizens. This shall include providing information and directions, obtaining fuel, and assisting with flat tires.
- B.** The Department has a responsibility to provide a communication link to obtain needed services for citizens and to provide protection for those persons stranded or disabled in hazardous locations or environments.

II. Mechanical Assistance and Towing Service

- A.** Members shall not render or be dispatched to render technical services such as jump starting a highway user's vehicle or unlocking a vehicle unless a bona fide state of emergency exists (e.g., person, child or pet locked inside a vehicle). Members who encounter citizens who have lost or locked keys inside a vehicle shall have the Emergency Communications Center (ECC) contact a locksmith.
 - 1.** When a highway user requires towing service, roadside service or a locksmith, the member shall request the person desiring such service, state the name of the organization they prefer to provide that service.
 - a.** Requested wreckers shall meet the WHPD response requirement of thirty minutes.
 - 2.** Should the citizen state no preference, the member shall request ECC to notify the appropriate type of service which is next on the rotation list.
 - a.** A rotation wrecker shall be called when the complaint or towing is initiated by the Department.
 - 3.** If the owner/driver of a disabled vehicle is a member of an auto club, the member shall furnish ECC with this information. The officer shall advise the year, make, model, color and tag number of the disabled vehicle. The member shall obtain the name of the auto club and inform ECC of the auto club number and the date expiration.

III. Stranded Citizens

- A.** Members encountering a stranded or disabled motorist on the road shall stop and determine their needs. Members shall ensure the safety of stranded motorists and their vehicles prior to leaving the scene.
 - 1.** Consideration should be given to time of day, location and traffic conditions.
 - 2.** If assistance is unavailable in a timely fashion, the member shall advise their immediate supervisor of the situation. Upon approval of the supervisor, the member shall transport the citizen(s) to a place of safety.
 - 3.** Emergency Communications Center shall be advised prior to transport of the following:

- a. Beginning mileage;
- b. Final location; and
- c. Upon arrival ending mileage.

IV. Emergency Assistance

A. Vehicle Fires

1. If a vehicle fire is present, members should attempt to use the fire extinguisher in their patrol vehicles to suppress the fire. In the event a fire is too large for a member to extinguish, the Winter Haven Fire Department shall be summoned.
2. Information concerning the location, type of vehicle and cargo, when applicable, shall be given to ECC and they will notify the Fire Department of these facts.
3. Upon arrival of the Fire Department, the member shall assist with traffic and crowd control.

B. Medical Assistance:

1. If stranded citizen are in need of medical assistance, the member shall render first aid, consistent with their training and experience.
2. If further medical assistance is needed, the member shall notify ECC to have Emergency Medical Services (EMS) respond.
3. The member shall stand by, offering assistance, until the arrival of medical assistance. The officer shall remain at the scene until their services are no longer needed.
4. In an extreme medical emergency, it may be necessary for a member to transport the injured or ill person to a treatment facility in a Department vehicle. A supervisor shall be notified of the transport immediately.

V. Escorts (CALEA 61.3.3a) (CFA 18.09)

- A.** Emergency escort of civilian vehicles are prohibited.
- B.** If a civilian requests a medical emergency escort, the member shall summons EMS.
- C.** In extreme medical emergencies a member may transport in accordance with this General Order.
- D.** Escorts of parades may be provided when a permit has been issued, and a request for escort has been approved by the Department.
- E.** Escorts will be provided for dignitaries and public officials upon their request. All request shall be submitted to the Chief of Police for approval. The Department will work with other agencies (FBI, Secret Service, FHP, FDLE) to assist with escorts.
- F.** Funeral escorts shall be conducted as directed by a supervisor.

- G.** The Department shall provide escorts for bank deposits or withdrawals when requested. The representative shall not be placed in the police vehicle for this service without the approval of a supervisor.
- H.** Members shall assist other emergency vehicles when requested. The Member's primary function shall be to clear intersections.
- I.** Escorts shall be provided for wide or extended loads upon supervisor approval. Consideration should be given to the time of day and selected route.
- J.** Escorts shall be provided for vehicles transporting Hazardous or Unusual Cargo with supervisor approval. Steps shall be taken to ensure the safety of the public and to ensure the proper permits have been obtained.

VI. Hazardous Conditions (CALEA 61.4.2)

- A.** Members shall be observant for and immediately report hazardous conditions. Members who encounter hazardous highway conditions shall take immediate action to correct those conditions.
 - 1.** If debris is observed on a roadway, the member shall remove it. If the debris is impractical for the member to move, they shall notify the Streets Department via ECC. The member shall remain at the location of the debris until a road crew arrives.
 - 2.** Members who observe a roadway defect shall notify the Streets Department via ECC.
 - 3.** Members locating any traffic control device or sign down shall notify the Streets Department via ECC.
 - 4.** Members encountering hazardous materials present on a roadway shall notify the Winter Haven Fire Department via ECC. The Fire Department will request HAZMAT personnel, if applicable.
 - a.** A member at the scene of a hazardous material spill shall:
 - 1)** Ensure that all persons maintain a minimum of 500 feet from any portion of the material.
 - 2)** Approach the area from an upwind direction, if possible, and avoid close contact until the situation is evaluated.
 - 3)** Avoid inhaling fumes, smoke and vapors and not assume that odorless gases or vapors are harmless.
 - 4)** Request additional members based on the amount of traffic and bystanders leaving the immediate area.
 - 5)** Safely attempt to identify the spill, leak, or fire, and attempt to identify the vehicle placards. Members shall follow the procedures specified in the Emergency Response Guidebook.

VII. Traffic Safety Educational Materials

- A. The Department shall disseminate traffic safety educational materials to the public. These materials may be obtained through the Communications Center or the Crime Prevention Specialist.

VIII. Definitions

- A. *Ancillary Services* – Activities having an indirect effect on traffic flow and responses to citizen-generated requests for assistance.
- B. *Roadside Hazard* – Refers to all physical features of the roadside environment which are such that a vehicle leaving the road surface for any reason, even momentarily, can impact with them resulting in unnecessary injury or damage to people or property.



APPROVED _____

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CHIEF OF POLICE**