

UW Whitewater Police



Request for Vehicle Assistance

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Special Instructions: CALEA 61.4.1			
Approved By: Chief Kiederlen	Effective Date: 7/2/2007	Revised Date: 8/23/22	Revision number: 3

I. Purpose

The purpose of this General Order is to provide officers and employees of the UW-Whitewater Department (UWWPD) with guidelines pertaining to the assisting of motorists.

II. Policy

UW-Whitewater Police Department (UWWPD) will assist motorists with authorized services such as having been locked out of their vehicle, needing a vehicle jump start, being stuck on ice or snow, or who need gasoline. UWWPD will also assist motorists with locating local resources in situations where minor repairs or towing are required. Officers and CSOs can assist in changing tires or minor mechanical repairs at their ability and discretion, but are not required to. Officers and CSOs should assist any lost motorist with directions.

III. Procedure

A. Vehicle Unlocks, Jumpstarts and Gasoline Assists

1. When UWWPD receives a request to unlock, jumpstart a vehicle, and/or assist with gasoline, the officer(s) or Campus Service Officer(s) (CSO) will:
 - a. Ascertain the identity of the requestor and their ownership or legal custody of the vehicle to insure appropriateness of entry.
 - b. Present the Request for Vehicle Assistance Liability Waiver to the requestor for review and signature (See Attachments A and B).
2. Only after the liability waiver is signed by the requestor having legal access to the vehicle and the officer or CSO has completed the appropriate areas of the waiver form, will any entry or assistance be attempted.
 - a. Officers must complete the single page Vehicle Assistance Liability Waiver (Attachment A) per UW-System Risk Management Requirements. They do not need to complete the back page of the waiver as long as all this information is documented in their call summary.
 - b. CSOs must complete the double-sided Vehicle Assistance Liability Waiver since they do not have access to squad computer to review and edit their call information from Dispatch (Attachment B).

UW Whitewater Police

3. If a vehicle is damaged by an officer(s) or CSO(s) during an attempted assist, and if the damage is visible and the officer or CSO is aware that damage has occurred, the damage shall be appropriately documented on the Request for Vehicle Assistance Liability Waiver, and submitted along with any other pertinent information about the incident.
4. Completed Request for Vehicle Assistance Liability Waivers will be maintained on file (scanned into data records system) at the department.
5. When the request is for gasoline, the officer or CSO will retrieve the UWSPD gas can from the Police Department garage. The officer or employee will bring the gas can to the requestor's vehicle and empty the full gallon gas can into the gas tank. If there is no gas in the gas can, the officer or employee will fill the gas can at the General Services fuel pump. This will allow the requestor the ability to drive to the nearest gas station to fill their vehicle with more gas.
6. Multiple fillings of the gas can per request is not permitted.
7. The officer or employee will refill the gas can from the General Services fuel pump prior to returning it to the garage.

B. Other Vehicle Services

1. Any stranded or disabled motorists in need of tire changes or minor repairs will be referred to local towing services, tire services, or automotive repair shops. UWSPD will provide a communications link as needed to persons in need of these services by assisting with providing phone numbers and/or phone calls to local companies as needed.
2. If a vehicle is stranded or disabled in a roadway or parking lot and is unable to be moved, UWSPD or the Whitewater City Police Department will provide traffic control, depending on jurisdiction, as needed for safety purposes until the vehicle can be moved by a towing company.
 - a. In the event of a motor vehicle accident, the need for first aid will be assessed by responding UWSPD personnel and any need for Whitewater Fire and EMS to be paged for medical injuries, fire suppression or other cleanup needs will be communicated to dispatch.
 - b. If immediate first aid is required, UWSPD personnel will assist within the scope of their ability and training.
 - c. Members of the public requiring transportation will be assisted as needed with contacting acquaintances to provide a ride for them.
3. In the event a vehicle is stuck on ice, UWSPD personnel have access to salt/sand that they can provide to members of the campus community to use for traction purposes. Shovels are also available at Parking Services during business hours for persons to use in the event that their vehicle has large amounts of snow around it.

C. Training and Supervision of Motorist Assistance

UW Whitewater Police

1. Officer(s) and CSO(s) will be trained on Motorist Assistance before they begin performing these services. Upon hire, personnel will be trained as follows:
 - a. Sworn personnel will be trained during their Police Officer Training.
 - b. CSO will be trained during their orientation.
2. Only officer(s) and trained CSO(s) are allowed to perform motorist assistance as they have all been backgrounded by UW-Whitewater Police Department.
3. Supervision of Motorist Assistance will be performed by the Lieutenant who supervises the CSO Program.

UW Whitewater Police

Attachment A. Request for Vehicle Assistance Waiver – Single Page

University of Wisconsin - Whitewater Police Department

Request for Vehicle Assistance Liability Waiver

The following professional companies are available to open or jumpstart your vehicle. They may or may not accept some liabilities for damages caused by their attempt to assist. **The officer will call either for you if you wish.**

Fero's Repair & Towing (262)473-2965 Mills Auto (262)473-8901 (AAA Affiliate)

I, _____ DOB _____, having been given the above information, request a member of the University of Wisconsin - Whitewater Police Department provide one gallon regular gasoline, open or jumpstart my vehicle. I affirm that the below described vehicle is owned by myself or that such vehicle is under my immediate control within the limits of applicable statutes. I further state and agree if any damage should result while attempting to assist with said vehicle I do release, remise, and forever discharge the State of Wisconsin, the Board of Regents, the University of Wisconsin - Whitewater, its employees, agents, and officers from any and all claims, demands, suits, actions and causes of actions which may now or anytime in the future be asserted by the undersigned or any third party in connection with this particular assist with said vehicle.

Requestor's signature:	Date:	Time:
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The reason for assistance is:

Door Unlock Jump Start Gas

Other: _____

UW Whitewater Police

Attachment B. Request for Vehicle Assistance Waiver – Double Sided

University of Wisconsin - Whitewater Police Department

Request for Vehicle Assistance Liability Waiver

The following professional companies are available to open or jumpstart your vehicle. They may or may not accept some liabilities for damages caused by their attempt to assist. **The officer will call either for you if you wish.**

Fero's Repair & Towing (262)473-2965 Mills Auto (262)473-8901 (AAA Affiliate)

I, _____ DOB _____, having been given the above information, request a member of the University of Wisconsin - Whitewater Police Department provide one gallon regular gasoline, open or jumpstart my vehicle. I affirm that the below described vehicle is owned by myself or that such vehicle is under my immediate control within the limits of applicable statutes. I further state and agree if any damage should result while attempting to assist with said vehicle I do release, remise, and forever discharge the State of Wisconsin, the Board of Regents, the University of Wisconsin - Whitewater, its employees, agents, and officers from any and all claims, demands, suits, actions and causes of actions which may now or anytime in the future be asserted by the undersigned or any third party in connection with this particular assist with said vehicle.

Requestor's signature:	Date:	Time:
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The reason for assistance is:

Door Unlock
 Jump Start
 Gas
 Other: _____

UWW Police Department completes the below.

Make:				Model:		Color:		Year:	
Plate:		State:							
Owner:			DOB:		Address:				
Phone:			City:		State:		Zip:		
Displayed proof of ownership:				Yes	No	Why:			
Displayed personal identification:				Yes	No	Why:			
Location of vehicle:									
List any prior obvious damage:									
Service Provided		Yes	No	Why:					
List any damage caused by assistance:									
Employee Signature						Date:		Time:	
Employee's Name-Printed								Call #:	