



**Division of State Patrol
Policy and Procedure**

Number
10-7

Subject PROCESSING MOTORIST ASSISTS	
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I. POLICY

It is the policy of the Division of State Patrol (DSP) to provide assistance to motorists in need, check abandoned/parked vehicles, and to remove injurious substances from the roadway. Such activities shall be recorded using the Contact Summary form in the Traffic and Criminal Software (TraCS) application. These activities shall also be entered in the Computer-Aided Dispatch (CAD) system and other systems as applicable.

II. BACKGROUND

Documenting the activities performed by enforcement personnel is essential. The Contact Summary form is the required document completed to record when assistance is provided to a motorist, removing road debris, and other non-law enforcement-related activities. Additionally, CAD entries and the placement of Mobile Architecture for Communications Handling (MACH) markers provide supplemental documentation. Nothing in this policy shall eliminate the requirement to complete a Contact Summary form when enforcement action, such as a citation, warning, and/or criminal arrest, etc., is also taken.

III. PROCEDURE

A. Sworn officers

1. Provide the necessary service and complete a Contact Summary form and make the applicable CAD entries when:
 - a. Protecting the scene of a disabled vehicle with the patrol vehicle, including arranging for assistance/removal by service truck, wrecker, or other assistance as may be needed.
 - b. Providing transportation to a stranded motorist or to persons involved in a traffic crash.

- c. Assisting a motorist in changing a tire or making other minor repairs and services to their vehicle.
 - d. Providing traveler information or a Wisconsin road map to motorists.
 - e. Documenting contacts for apparent registration violations where the registration has been legally applied for but is not evident at the onset of the traffic stop to the trooper/inspector. Documentation should include the vehicle information number (V.I.N.) of the vehicle.
 - f. Providing state forms, documents, and/or telephone numbers when motorists are in need.
 - g. Physically removing debris from the traveled portion of the roadway, tire treads, dead animals, construction materials, etc.
 - h. Checking abandoned vehicles for hazard and/or wanted status. Contact should include completing a registration check and applying a Courtesy Check tag (SP4042) to the vehicle.
 - i. Checking on the welfare and safety of occupants in a stationary vehicle along the roadside.
2. Contact Summary Form
- a. Enter all necessary information on the Contact Summary form. This includes plotting the location by use of the TraCS Location Tool (TLT) and entering the appropriate Call for Service (CFS) number from MACH.
 - b. Check all boxes that apply on the Contact Summary form, which characterize the nature of the assistance provided and whether the request for assistance was referred by another agency.
3. MACH/CAD Record
- a. CAD/Voice Communication
 - i. An officer may use a combination of CAD and voice communication during a motorist assist.
 - ii. All other radio communications shall follow normal protocols for radio use.
 - b. CAD Communication
 - i. An officer initiates a motorist assist by one of the following MACH options

- A. from the MACH BOT screen, enter the registration plate and state, then click “Submit and Create CFS”
 - B. clicking on the “Self-Dispatch” button in CAD and selecting a Type of 10-46, 10-46D, or 10-46RO in the CFS Details screen
 - C. by pressing the F6 button on the MDC and selecting a Type of 10-46, 10-46D, or 10-46RO in the CFS Details screen
- ii. The officer enters either a license plate number and state of issuance in the Description field or a vehicle description in the absence of a visible license plate prior to approaching the vehicle or subject.
- c. Voice Communication
 - i. To initiate a motorist assist contact via radio, the officer uses one of several motorist assist related 10-codes (10-46, 10-45, 10-54, etc.). The LED shall acknowledge and generate the appropriate CFS type for the call.
 - ii. Upon acknowledgment by the LED, the officer shall provide information to the LED using voice communication in the following sequence:
 - A. Location of the motorist assist
 - B. State of license plate, if available
 - C. License plate number and plate type (repeat it), if available
 - D. Repeat the location
- NOTE: If the motorist assist call involves a vehicle and a license plate is not available, provide a brief vehicle description.*
- d. The following information shall be documented in the MACH CFS:
 - a. Attended Vehicle
 - i. All information required by P&P 5-4
 - ii. Disposition of the vehicle
 - A. Who made the tow service request

- B. What tow service was requested and who removed the vehicle
 - C. Where the vehicle was taken, if known
 - iii. Disposition of any occupants.
 - iv. Any other pertinent information
 - b. Abandoned or Otherwise Unoccupied Vehicles
 - i. All information required by P&P 5-4
 - ii. Any contact with other agencies regarding the vehicle and information obtained
 - iii. Any contact with the owner or operators and information obtained, including a phone number in case of any necessary follow up
 - iv. If the vehicle was towed, what service towed the vehicle
 - v. Any other pertinent information
- B. Supervisors shall periodically check completed Contact Summary forms to ensure accuracy, uniformity, and completeness.

IV. REFERENCES

DSP Policy & Procedure 5-4, Time System Inquiries
SP4042, Courtesy Check
TraCS, Contact Summary