



# Motorists Assistance Program



**2011 VACO  
Achievement Awards**

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MEMBER OF  
NATIONAL SHERIFF'S ASSN.



OFFICE OF  
COLONEL DAVID R. HINES  
SHERIFF  
HANOVER, VIRGINIA 23069  
804 - 537-6110 804 - 730-6110

MEMBER OF  
VIRGINIA STATE SHERIFF'S ASSN.



May 18, 2011

Mr. Gage Harter  
VACO Achievement Awards  
1207 East Main Street, Suite #300  
Richmond, VA 23219-3627

Dear Mr. Harter:

I would like to take this opportunity to submit the Hanover County Sheriff's Office for award consideration with the VACO Achievement Award. The Sheriff's Office Motorists Assistance Program, launched February 2010, is aimed at involving the citizens of Hanover County with the Hanover County Sheriff's Office by coming together to help motorists in need of services.

Since the program's inception, the Sheriff's Office has a complement of 24 motivated citizens who volunteer their time to this program. These volunteers possess a variety of special skills and abilities that contribute to enhance the mission of the Motorists Assistance Program. Because of the increased interest and positive feedback, the program will continue to expand in 2011.

The Motorists Assistance Program is one of the many ways the Sheriff's Office is "continuing to be a part of, not apart from, the community," which is our agency motto.

Sincerely,

A handwritten signature in cursive script that reads "David R. Hines".

Colonel David R. Hines  
Sheriff

# **Motorists Assistance Program (Hanover County, Virginia)**

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## **VACO Achievement Awards 2011 Nomination**

The Hanover County Sheriff's Office is the principal provider of law enforcement services for the county and operates under the leadership of Colonel David R. Hines, Sheriff. The county has a total area of 472 square miles, a population just over 103,000, and 1016 highways and roads. Interstates 95 and 2-95 are heavily traveled thoroughfares, which cross through the center of the county.

With an increase in population, housing, business, industry and especially traffic, the Sheriff's Office conducted research in developing a way for citizens to volunteer their time to supplement uniform patrol functions. Upon completion of the research in 2010, the Sheriff's Office developed the Motorists Assistance Program.

To be eligible for the Motorists Assistance Program, one must attend and successfully graduate from the Citizens' Police Academy (CPA). After completion of the CPA, students complete an additional 24 hours of training, which is specially designed for the program.

Some responsibilities of the Motorists Assistance Program include, but are not limited to, assisting disabled motorists, assisting with traffic direction and control, observing and reporting roadway hazards, and helping relocate Sheriff's Office decoy vehicles. The volunteers patrol the county in Ford Explorers that are marked with decals and have amber colored emergency lights.

The eventual goal is to have enough volunteers on staff that both Motorists Assistance vehicles will be operational seven days a week.

## **Motorists Assistance Program (Hanover County, Virginia)**

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### **VACO Achievement Awards 2011 Nomination**

Hanover County was formed in 1720 and is the birthplace of Patrick Henry and Henry Clay. Hanover is located ten minutes northwest of the City of Richmond which is the state capital. The county has a total area of 472 square miles with an estimated population just over 103,000.

In the county, there are approximately 241 miles of primary highways, 710 miles of secondary roadways, and over 65 miles of non-hard surface roads to be patrolled on a regular basis. Interstates 95 and 2-95 are heavily traveled thoroughfares which cross through the center of the county.

The Hanover County Sheriff's Office is the principal provider of law enforcement services for the county and operates under the leadership of Colonel David R. Hines, Sheriff. The Sheriff's Office is made up of three divisions: Administrative Operations, Uniform Operations, and Investigative Operations. The agency is authorized to employ a total of 201 sworn law enforcement officers, 19 sworn court service officers, and 28 civilians. The Sheriff's Office is a state (VLEPSC) and internationally (CALEA) accredited law enforcement agency.

Hanover County's population has grown from approximately 50,000 to over 103,000 citizens in the past thirty years. Along with the population, housing, business, and industry have all increased throughout the county. The most significant increase is the amount of traffic on the roadways especially during the morning and evening rush hours. The call volume spikes for traffic related incidents during these times.

## **Motorists Assistance Program (Hanover County, Virginia)**

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In early 2010, the Sheriff's Office began researching a way for citizens to volunteer their time to supplement uniform patrol functions. The Sheriff's Office began to examine the possibility of creating a Motorists Assistance Program. Research on the program began by visiting other law enforcement agencies that had similar programs in place. The Sheriff's Office examined their procedures and policies and studied how their programs operated. Sheriff's Office personnel also participated in ride-a-longs in the programs that had been explored.

The information that was obtained during the research was extremely useful in helping the Sheriff's Office prepare an outline of how the Motorists Assistance Program should operate. A manual was created and the program was designed with the following features:

- Direct traffic at accident scenes and special events
- Assist disabled motorists (assist w/tire changing, moving stranded vehicles from roadway, etc.)
- Observe and report traffic hazards and perform other traffic related duties as requested
- Check properties of county residents who are out of the area
- Relocate Sheriff's Office decoy vehicles
- Assist with the Sheriff's Office Citizens Courtesy Patrol

## **Motorists Assistance Program (Hanover County, Virginia)**

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To get the program started, approximately \$2500.00 was used to outfit the volunteer participants. Other funding came from deadline capital as well as donations. The vehicles, before being transferred to the Motorists Assistance Program, were previously used by sworn personnel; therefore, no additional cost to purchase new vehicles was incurred.

Volunteers who participate in the program are required to attend the Citizens Police Academy (CPA) sponsored by the Sheriff's Office. The CPA is a course that is taught over a ten- week period. During the session, classes meet each Tuesday evening from 6:30 p.m. to 9:45 p.m. with presentation topics and hands-on training offered by:

- Forensic specialists covering crime scene investigation techniques.
- Narcotics investigators educating attendees on illegal drugs.
- Youth Services officers covering the rapport, presence and assistance provided to our schools.
- Our Safe Streets division and the success this unit has had in reducing crime in Hanover's more populated corridors.
- Hands-on patrol experience in conducting traffic stops and building searches.
- Ride-a-long opportunities for those interested in participating.

One class meeting is held on a Saturday at the Sheriff's Office firing range. On this day, class participants learn about the various weapons utilized by the Sheriff's Office, have the opportunity for supervised target practice, and learn about the various special units at the Sheriff's Office:

## **Motorists Assistance Program (Hanover County, Virginia)**

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- High Risk Entry Team
- Dive Team
- Canine Unit
- Traffic Safety Unit
- Mobile Command Center and many others

Successful completion of the Citizens Police Academy allows participants to become eligible to participate in the department's Volunteer Program.

In addition to the Citizens Police Academy, the volunteers who participate in the Motorists Assistance Program must attend 24 hours of specialized training before they are allowed to go out on patrol. The training consists of:

- Traffic Direction and Control
- Defensive Driving
- Basic first aid
- Scope and limitations of responsibility and authority
- Duties and Responsibilities
- Procedures
  - Department
  - Vehicle
  - Radio
- Uniform and Equipment
- Property Checks

## **Motorists Assistance Program (Hanover County, Virginia)**

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The program initially started with 14 active members who have logged over 2,292 hours since July 2010. The program has been an overwhelming success in helping the 103,000 citizens of Hanover and others who travel the county roads as well as assisting the patrol division. This program has been met with enthusiasm by the volunteers and the community. Because of the positive feedback, the program has expanded to 24 volunteers in 2011. The eventual goal is to have enough volunteers on staff that both Motorists Assistance vehicles will be operational seven days a week.



# **MOTORISTS ASSISTANCE REFERENCE MANUAL**

**PROGRAM COORDINATOR:**

**MAJOR R. ALLEN DAVIDSON**

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The guidelines are a supplement to the classroom training you received along with any other materials that were provided to you by the Sheriff's Office.

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**I. OBJECTIVES:**

Volunteers will patrol Hanover County roadways for the purpose of:

- 1) Assisting disabled or stranded motorists
- 2) Assisting deputies with traffic direction and control
- 3) Reporting and assist with traffic hazards
- 4) Assisting with Citizens Courtesy Patrol
- 5) Provide directions and /or guidance to travelers.
- 6) Conduct day-light property checks
- 7) Assist with the repositioning of Sheriff's Office decoy vehicles

**II. QUALIFICATIONS:**

Volunteers shall have the ability to:

- 1) Work directly with & communicate with the public
- 2) Accurately complete appropriate reports
- 3) Physically perform the duties of the job. Specifically:
  - o Able to stand and walk unassisted
  - o Exert at least 50 pounds of force to move or lift objects
  - o Operate in environments of heat, cold, snow and rain.
  - o Duties may entail assistance with changing of vehicle tires
  - o Assisting with physically moving stranded vehicles from the roadway

**III. TRAINING:**

The Sheriff's Office will provide the following required training:

- 1) The Citizens Police Academy
- 2) Traffic direction and control
- 3) Defensive driving
- 4) Basic first aid
- 5) Scope and limitations of responsibility and authority

- 6) Radio use and procedures
- 7) Field Training
- 8) Quarterly Training Meetings
- 9) Additional training as required by the Sheriff's Staff

#### **IV. DUTIES AND RESPONSIBILITIES:**

- 1) Direct traffic at accident scenes and special events
- 2) Assist disabled motorists (assist w/ tire changing, moving stranded vehicles from roadway, et cetera.)
- 3) Observe and report traffic hazards and perform other traffic related duties as requested.
- 4) Check properties of county residents who are out of the area
- 5) Relocate Sheriff's Office decoy vehicles
- 6) Assist with the Sheriff's Office Citizens Courtesy Patrol

All duties shall be performed in a manner consistent with training. The Hanover County Sheriff's Office expects a high level of professionalism from all of its members. Their actions should bring honor to themselves and the Sheriff's Department.

#### **V. PROCEDURES:**

- 1) Tours of duty shall consist of at least two (2) Community Assistance Volunteers who have attended the required training.
- 2) Partners are responsible for looking out for themselves and each other.
- 3) Partners are responsible for the safe use and care of all equipment.
- 4) At the end of the tour of duty, both partners are responsible for securing the vehicles and its contents.
- 5) Driver is responsible for driving vehicle in an appropriate manner . All traffic laws of the Commonwealth of Virginia are to be obeyed. The driver is responsible for the appropriate use of lights, flashers and brakes, et cetera.

- 6) Partner is responsible for operation of the radio and use of the appropriate language (i.e., phonetic alphabet, codes, and radio procedures).
- 7) Partner will have the radio in his/her possession at all times.
- 8) Partner will maintain the activity log for the shift.
- 9) Decisions of the partners will be unanimous. (Any difference in opinion will result in not performing the task in question.)
- 10) At no time while on duty shall any team member be armed or have any type of weapon in their possession.

The unit **shall not respond to or near any calls for service that are high risk in nature. (i.e. robberies, B&E in progress, fights, et cetera)** The unit should only respond to traffic related calls and calls assigned them by communications.

#### **VI. UNIFORM AND EQUIPMENT:**

The Hanover County Sheriff's Office will provide the Community Assistance Volunteers with uniforms and equipment.

- A. The uniform shall only be worn while performing Community Assistance duties.
- B. The Uniform shall only be worn in a manner consistent with training.
- C. Traffic Vest shall be worn anytime a Volunteer is in, or close to a roadway.
- D. Community Assistance Volunteers shall be dressed in the appropriate uniform and accessories and have the appropriate equipment available on all tours of duty.

#### **PERSONAL:**

1. One pair of tan uniform pants
2. One approved uniform shirt
3. One baseball cap
4. One whistle
5. One name badge/ID card
6. One Motor Assistance operational manual

**VEHICLE:**

1. One flashlight with traffic cone
2. One traffic vest
3. Rain coats will be provided to be checked out at the beginning of shift
4. One Motor Assistance operational manual.
5. Additional equipment as deemed necessary

All issued equipment shall remain the property of the Hanover County Sheriff's Office and will only be used in conjunction with official Sheriff's Office assignments.

**VII. VEHICLE PROCEDURES:**

- 1) Conduct vehicle inspection prior to shift:
  - a. Fuel (fuel vehicle at end of each shift)
  - b. Headlights/taillights
  - c. Brakes - includes emergency brake
  - d. Tires
  - e. Turn signals/hazard lights
  - f. Wipers
  - g. Horn
  - h. Emergency lights
  - i. Equipment – ample supplies
  - j. Body damage
  - k. Vehicle needs to be clean and organized
- 2) Operate vehicle within the posted speed limit – slower during adverse weather conditions.
- 3) Seat belts must be worn at all times.
- 4) If you are involved in a vehicle crash, notify ECC and the patrol supervisor immediately.

**VIII. RADIO PROCEDURES:**

- 1) Make sure radio is turned on
- 2) Make sure radio is on the proper channel

- 3) Use proper communication codes (Emergency Communications Center)
  - a. 10-41 lets ECC know you are on duty
  - b. 10-42 lets ECC know that you are going off duty
- 4) Listen and comprehend the traffic on the radio
- 5) Speak clearly and slowly so the dispatcher can understand
- 6) Know your location at all times –
  - a. A supervisor or ECC may have a need for your services
  - b. It is a SAFETY ISSUE

As a general rule, you will mark out on the dispatch channel and switch your traffic over to service. Most of your radio usage will occur over the service channel.

**IX. BRIEFING:**

- 1) Make contact with the patrol supervisor after marking on duty  
Purpose – to make supervisor aware that you are on duty and make job assignments
- 2) Roll Call Briefing – Attend before each shift
  - a. Day Shift - 0600 to 1300 hours
  - b. Evening Shift – 1400 to 1900 hours

**X. DISABLED VEHICLES/ABANDONED VEHICLES:**

- 1) Upon approaching a disabled/abandoned vehicle, activate your emergency equipment
- 2) Position your vehicle in a safe manner – try to get out of the lane of travel
- 3) Radio – (Emergency Communications Center)
  - a. let ECC know your location and the reason for the stop  
“Motor 1: 10-46 @ Bell Creek and 360”
  - b. provide license number (phonetic alphabet)
  - c. provide description of vehicle and occupants

ECC will acknowledge you and run the vehicle tag. If license number comes back clean, they will tell you it is OK to proceed. If they tell you there is a problem with the tag, a deputy will be dispatched and you are to leave the area.

- 4) Set out cones or flares as applicable
- 5) Tow truck
  - a. Ask driver/owner of vehicle if he has a preference – make sure the preference can get to your location within a reasonable amount of time. (Generally 20 minutes; however, nothing is set to say you cannot wait longer.)
  - b. If no preference, have ECC contact the next on the list
- 6) If something looks suspicious or just doesn't *feel right*, request a deputy to respond

#### **XI. TRAFFIC DIRECTION:**

- 1) Activate your emergency equipment.
- 2) Position vehicle in a safe location – high visibility
- 3) Wear your safety vest.
- 4) Set out cones or flares as applicable
- 5) Attach orange traffic cone to your flashlight. (Flashlight will be used for traffic direction at night and during poor light conditions.)
- 6) Audible Signals – Whistle will be used to assist in controlling traffic.
  - a. One long blast for stop – be sure to extend your hand/flashlight in the stop manner.
  - b. Two short blasts for go – be sure to use the go signal with your hand/flashlight.
  - c. Several short blasts to gain attention of a driver or pedestrian.
  - d. NEVER blow your whistle out of frustration.

#### **XII. PROPERTY CHECKS:**

- 1) Only check properties that you have been assigned.
- 2) Only check properties during daylight hours.
- 3) Check the property together – never separate.

- 4) Notify ECC of your location.
- 5) Things to look for:
  - a. Open or unlocked doors
  - b. Open or unlocked windows
  - c. Any damage to the property
  - d. Vehicles on the property that don't belong there
  - e. Anything suspicious

Remember, you will be wearing a very conspicuous uniform; however, someone could mistake your intentions. Stay aware of your surroundings.

- 6) What to do if there is a problem:
  - a. Notify ECC immediately
  - b. Remove yourself from the scene
  - c. Go to a safe location - even if that means leaving sight of the area

### **Report of loss/Damage to Sheriff's Office Property**

Community Assistance Volunteers shall report immediately to the Volunteer Coordinator or his designee any loss or damage of any Sheriff's Office property assigned to them.

If the Community Assistance Coordinator cannot be reached, report the loss to a Sheriff's Office Patrol Supervisor.

Minor maintenance/repairs to a Community Assistance vehicle is to be logged on the Activity Log at the end of the tour and reported to the Volunteer Coordinator or Deputy in charge. Major repairs are to be reported immediately.

In the event of an accident involving a county vehicle, move the vehicle from the roadway if it can be done safely, contact ECC and ask that a deputy or Patrol Supervisor be dispatched to the scene. Contact the Volunteer Coordinator and report the incident. All reports and paperwork required by the Sheriff's Office must be completed. Do not admit responsibility for the accident; that will be determined by the responding deputy.

## **Injury**

In the event of an injury while on duty, the Shift Supervisor and Volunteer Coordinator must be notified immediately. All appropriate action required to treat the injury must be taken, including, if necessary, transportation by rescue squad to the nearest emergency room or medical facility.

## **Time, Attendance and Record Keeping:**

Regular meetings will be held for the purpose of scheduling rides, conducting business, making announcements and additional training. Volunteers are expected to attend the meetings. Volunteers who miss three (3) consecutive meetings and/or who have no scheduled rides in a 90 day period must consult with the Program Coordinator before scheduling a ride. After six (6) months of inactivity, the volunteer will become an inactive member of the program. Reinstatement to active participation will require additional training.

Volunteers will keep a record of time volunteered. The log is to be turned into the Program Coordinator.

Shift will be a minimum of four (4) hours with priority given to the morning and evening rush hours.

## **Ride – Alongs**

Community Assistance Volunteers shall be allowed to ride-along with Hanover Deputy Sheriffs. These ride alongs will be coordinated through the Crime Prevention Section and the Volunteer Coordinator.

## **Dissemination and Security of Information**

Volunteers shall not discuss confidential information or matters of security outside of the Sheriff's Office.

Volunteers shall not participate in interviews with the media regarding an incident.

## **Discipline**

The appropriate Sheriff's Office personnel shall determine any disciplinary action required for any Community Assistance Volunteer who does not abide by these policies and procedures. For your review, a copy of the Sheriff's Office Rules and Regulations has been attached.

## Sheriff's Office Policy

- Rules and Regulations
- AO 1-1 - Organization – Appendix A
- AO 4-1 – Relationships with Outside Agencies
- AO 41-1 – Patrol – Reference
- AO 45-2 – Out of Town Property Checks
- AO 64-1 – Traffic Control and Services
- AO 66-2 – Towing and Impounding of Vehicles
- AO 81-1 – Communications
- AO 81-2 – Agency Issued Cellular Phones

## INTRODUCTION

The following Standards of Conduct (also known as Rules and Regulations) are issued under the authority of the Sheriff of Hanover County and are applicable to all members of the Hanover County Sheriff's Office. All members are required to familiarize themselves with the Rules and Regulations.

It is recognized that Rules and Regulations, Policies and Procedures cannot cover every specific action or circumstance encountered in the operation of the Hanover County Sheriff's Office. In situations of this nature that may arise, the individual is expected to use his/her own discretion based on maturity and sound judgment.

The actions, attitudes, and behavior of all personnel reflect on the Sheriff's Office as well as individuals. It is necessary for all personnel to conduct themselves in an exemplary manner, maintaining high standards of performance the citizens of Hanover County expect and deserve.

The Standards of Conduct are subordinate to the Code of Virginia and local County ordinances. Nothing herein shall be construed to be in conflict with or contradictory to the aforementioned. In addition, they are to coincide with Departmental Standard Operating Procedures.

BE GOVERNED ACCORDINGLY,

Colonel David R. Hines  
Sheriff

## **MISSION STATEMENT**

Through a partnership with our community, we, the members of the Sheriff's Office, promise to provide all citizens with the highest degree of protection for their lives and property and to develop community responsibility directed at reducing crime and enhancing safety through problem solving tactics, thereby creating an environment where crime cannot flourish.

## **VALUES THAT GUIDE OUR ACTIONS**

### **COMMITMENT**

To the proactive prevention of crime in our county by achieving a close working association with all citizens and businesses in eliminating the opportunities for crime and serving as the catalyst for solving problems, thereby reducing fear within the community.

### **PROFESSIONALISM**

In our response to the needs of the citizens and community. Professionalism is achieved through training, education, commitment, and acting within the rule of law.

### **COMPASSION**

In our response to victims and others in need. We care about the needs of our community and strive to understand and appreciate the point of view of each citizen and merchant by treating everyone with fairness, respect and sincerity.

### **HONOR**

As it is displayed in the integrity of our employees, the trust we place in each other, and the respect we earn from and give to our citizens.

### **ACCOUNTABILITY**

As we hold ourselves to the highest standards of conduct in performing our service to the community, embracing the ideals of our Constitution and a democratic society.

## **OUR MOTTO**

**CONTINUING TO BE A PART OF, NOT APART FROM, THE COMMUNITY!**

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## **Sheriff's Office Implements Volunteer Motorist Assistance Patrol**

As part of a growing volunteer initiative, the Sheriff's Office has recently trained 17 Hanover residents to participate in a Motorist Assistance Patrol program. These volunteers will work in pairs and drive well-marked Ford Explorers equipped with yellow emergency lights. Their duties will include assisting stranded motorists, conducting traffic direction, assisting with traffic hazards, and providing guidance and assistance to travelers.

Those participating in the Motorist Assistance Patrol have graduated from the Sheriff's Office Citizens Police Academy and have completed additional training in basic first aid, traffic direction, radio communications, and safety procedures.

While these volunteers are providing a valuable service to the motoring public and their colleagues at the Sheriff's Office, the Motorist Assist volunteers are not authorized to engage in other law enforcement activities beyond the scope of this program.

"The Sheriff's Office is very fortunate that among the over 550 graduates of the Citizens Police Academy, many have decided to stay on and actively contribute to the operations of the Sheriff's Office and provide a valuable service to our citizens. We are indebted to them for their service to the Sheriff's Office and proud of their effort to ensure our County remains a great place to live," said Lieutenant Colonel David R. Hines.



Lt. Colonel David R. Hines pictured with volunteers and marked motorist assist vehicles.

For more information on this program or other volunteer opportunities with the Hanover County Sheriff's Office, please contact us at 804-365-6110 or [www.hanoversheriff.com](http://www.hanoversheriff.com).

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MOTORIST ASSISTANT  
HANOVER COUNTY

