TRAINING BULLETIN

A PUBLICATION OF THE SAN DIEGO POLICE DEPARTMENT

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CHIEF OF POLICE

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INTERACTING WITH WAYMO AUTONOMOUS VEHICLES

I. PURPOSE

This Training Bulletin provides San Diego Police Department personnel with operational information for interacting with Waymo fully autonomous vehicles (AVs) during traffic stops, crash investigations, and emergency scenes.

II. SCOPE

This Training Bulletin applies to all members of the Department.

III. BACKGROUND

The California Department of Motor Vehicles (DMV) and the California Public Utilities Commission (CPUC) recently approved Waymo to expand its autonomous ride-hailing service into the City of San Diego. This deployment primarily utilizes Waymo's 6th-generation fully autonomous vehicle known as the Zeekr Ojai (pronounced oh-hi), but personnel may also occasionally encounter the Jaguar I-PACE.

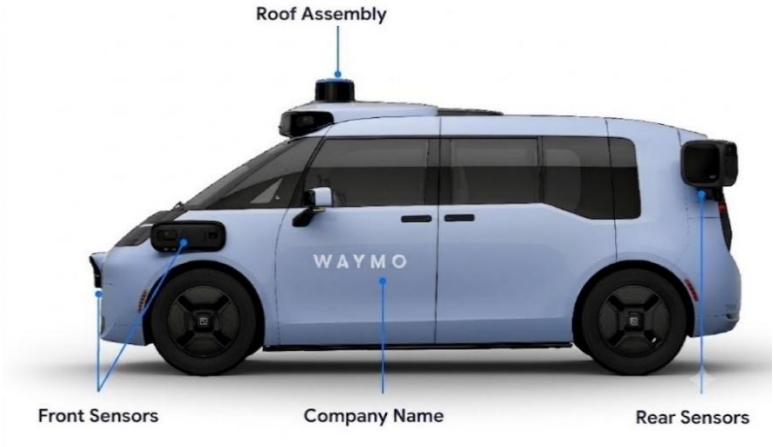
Because these driverless vehicles are actively operating on public roadways without a human driver, personnel are encouraged to familiarize themselves with their unique structural design, onboard safety features, and first responder communication tools.

IV. PROCEDURES

A. Autonomous Vehicle Identification and On-Scene Resources

1. Waymo operates the fully autonomous Ojai model, which features a capsule-style design without a central B-pillar. Personnel can identify the vehicle by its rooftop sensor assembly, a distinctive Waymo blue band around the roofline, a light display on the top sensor, and the company name on the side panels. Some may be marked with a promotional wrap for special events and advertising purposes. Additionally, each vehicle displays a standard license plate and a required CPUC carrier identification number (TCP number) on its exterior.

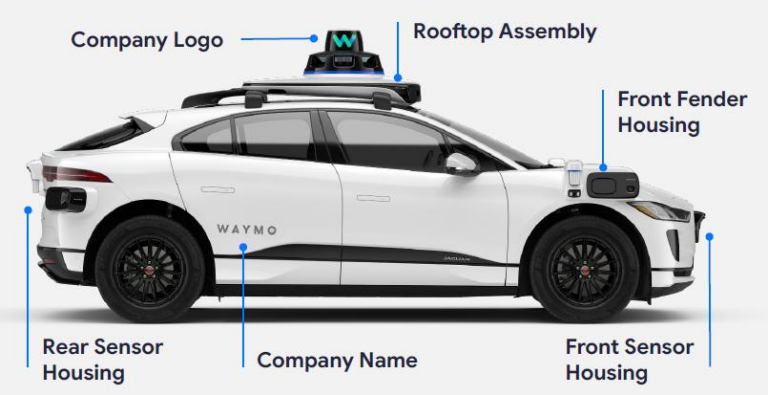
   Waymo Zeekr Ojai Profile:





2. While the primary deployment in the City of San Diego utilizes the capsule-style Ojai model, personnel may occasionally encounter the I-PACE model. The I-PACE model operates under identical autonomous logic but retains standard SUV exterior styling, a traditional front-hood compartment layout, and a white finish. It features a modular rooftop sensor pod array and distinct external sensory pod housings mounted on the front fenders and rear bumper regions, but can otherwise be identified in all the same ways as the Ojai model.

   Waymo Jaguar I-PACE Profile:





3. Waymo maintains a toll-free 24-hour telephone hotline for first responders at 1-877-503-0840. A Quick Response (QR) code label allowing first responders to access emergency contact info is located on the driver and passenger side windows.



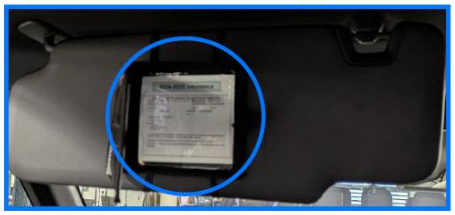
4. Waymo supports first responder interactions with Waymo vehicles in the field via operation teams available 24/7.

a. Remote Assistance (Remote Operator): Escalates first responder interactions to emergency response.

b. Event Response (Remote Operator): Talks to first responders interacting with the vehicle; confirms the vehicle will remain stopped; instructs first responders on how to disengage the system, disconnect power, or take manual control of the vehicle.

c. Roadside Assistance (In-Person Field Response): Responds on-site to any vehicle at a scene; interacts with first responders and moves the vehicle.

5. Two physical copies of vehicle owner information, vehicle registration, and proof of insurance are stored inside each vehicle. These documents are accessible in containers affixed to the front driver-side sun visor and the front passenger-side sun visor.



In a container affixed to the front driver-side sun visor



In a container affixed to the front passenger-side sun visor

B. Determining the Presence of Passengers

1. A Waymo AV may be operated with or without passengers. Personnel may determine passenger presence by performing a visual inspection of the passenger area or calling the toll-free hotline (1-877-503-0840) for emergency responders to speak with a Waymo representative.

C. Passenger Interaction Overview

1. Waymo vehicles have a maximum passenger capacity of four people (one front passenger seat, three rear passenger seats) with the driver seat intended to remain unoccupied. In the event of a traffic stop or crash investigation, the following passenger interaction and safety considerations are provided for situational awareness:

a. Waymo Rider Support agents are available 24/7 to assist riders. Agents can connect with riders through the in-car speakers, and riders can initiate contact using the in-vehicle screen or the Waymo app.

b. If the Waymo Rider Support team observes potentially criminal behavior by a rider during an active trip, Waymo indicates that its Rider Support agents are trained to end the trip, pull the vehicle over, and call 9-1-1.

c. If an apparent medical event occurs, Waymo indicates that its Rider Support agents are trained to call 9-1-1 to dispatch emergency services to the vehicle location.

d. Waymo provides features for riders with disabilities, including honk horn features to help visually impaired riders find the vehicle and screen reader support. Service animals are permitted in the vehicle.

D. Waymo Response to Emergency Vehicles

1. A Waymo vehicle uses its sensors to identify first responders, emergency vehicles, and temporary traffic control devices by detecting their appearance and features like sirens and emergency lights.

2. If a Waymo vehicle detects that a police or emergency vehicle is behind it and flashing its lights, the Waymo vehicle is designed to pull over and stop when it finds a safe place to do so, and once stopped for a traffic stop, to remain stationary for the duration of the stop.

    a. The vehicle's autonomous system is designed to disengage if a door is open or ajar. To assist in keeping the vehicle stationary during a traffic stop, officers may consider opening a door upon making contact.

    b. The vehicle's sensors are designed to detect active emergency lights and remain stationary. Maintaining emergency lighting throughout the contact may assist in keeping the vehicle stationary.

    c. Waymo assistance staff can unlock the doors and roll down the windows to enable communication with law enforcement.

    d. Waymo's assistance staff has protocols for interacting with any vehicle passengers in the event of the vehicle being pulled over or involved in a crash, by providing information through in-vehicle speakers, on the in-vehicle displays, and communicating with passengers through in-vehicle telecommunications capabilities.

e. Waymo roadside assistance may be dispatched when needed to provide on-scene support for passengers and/or first responders.

E. Emergency Geofencing

1. Under California law (Vehicle Code § 38751), an "emergency response official," which includes emergency dispatchers, peace officers, and first responders, "may issue an emergency geofencing message" to a manufacturer to exclude AVs from an area because of an emergency. By statute, an emergency is defined as "a sudden, unexpected occurrence demanding immediate action to prevent or mitigate loss or damage to life, health, property, or essential public services." When the exclusion of Waymo autonomous traffic is desired, the following options are available:

   a. On-scene personnel may notify Dispatch to issue an emergency geofencing message. When utilizing this option, provide Dispatch with the specific geographic perimeter (e.g., street address, intersection, or GPS coordinates) and an initial duration for the requested restricted area. Dispatch is then able to contact Waymo's 24-hour first responder hotline at 1-877-503-0840 to request the emergency geofence.

      Alternatively, if a Waymo vehicle is near the emergency scene, personnel may utilize the vehicle's onboard two-way voice communication device to speak directly with a remote human operator to establish the geofence.

   b. By statutory definition, an emergency geofencing message "shall include the initial duration for the defined avoidance area based on a reasonable assessment of the emergency." Where necessary, an emergency response official "may extend the duration for the avoidance area." Personnel may notify Dispatch to contact Waymo (or update the remote operator directly) to request this extension.

   c. Under VC § 38751, within two minutes of receiving an emergency geofencing message, Waymo is required to "issue direction to its fleet to leave or avoid the area identified." If a Waymo vehicle fails to exit the zone within the two-minute window or breaches the established boundary, peace officers may issue a Notice of Autonomous Vehicle Noncompliance (Form OL 325). Officers may refer to the Department's Form OL 325 Training Bulletin for completion and submission information.

F. Responding to a Crash

1. A Waymo vehicle is capable of detecting that it was involved in a crash. In that event, the vehicle is designed to brake until it comes to a full stop and immediately notify Waymo's assistance staff.

    a. Waymo's assistance staff may call 9-1-1 if the circumstances warrant (e.g., where there is a significant crash in which police may be needed because of injuries, vehicles blocking traffic, etc.).

    b. Waymo roadside assistance may be dispatched when needed to provide on-scene support for passengers and/or first responders.

    c. Waymo vehicles will react differently depending on the nature of the crash. In the event an airbag is deployed, the base vehicle electric propulsion system is designed to disable automatically.

2. To prevent a Waymo vehicle from autonomously driving after a crash, tactical options include:

    a. Calling Waymo (1-877-503-0840) to unlock the doors remotely if there is time and there are no signs of battery heating, smoke, or fire.

    b. Breaking a window if the doors are locked and immediate entry to the vehicle or ventilation of the passenger compartment is deemed necessary.

G. Disabling Autonomous Mode

1. The vehicle's programming dictates that it should not drive autonomously while any airbags are deployed, any door is open, or the vehicle is in Park. To assist in preventing autonomous movement, a vehicle door can be opened and kept open until the base vehicle is turned off.

2. When it is necessary to disable autonomous driving mode, personnel may utilize the following steps:

    a. Initiate contact with Waymo by calling 1-877-503-0840 or by activating an in-vehicle call with assistance staff by pushing any of the disengage buttons on the steering wheel.

    b. Provide identification to Waymo assistance staff and request authorization to place the vehicle in manual mode. If calling the toll-free hotline, identify the vehicle by license plate and/or location.

    c. Attempt to follow any instructions provided by Waymo assistance staff. A successful transition to manual mode can be confirmed by attempting to turn the vehicle on or off or by changing gears. If gears

can be changed or the vehicle can be manually turned on or off, the vehicle is no longer in autonomous driving mode.

Waymo Zeekr Ojai:



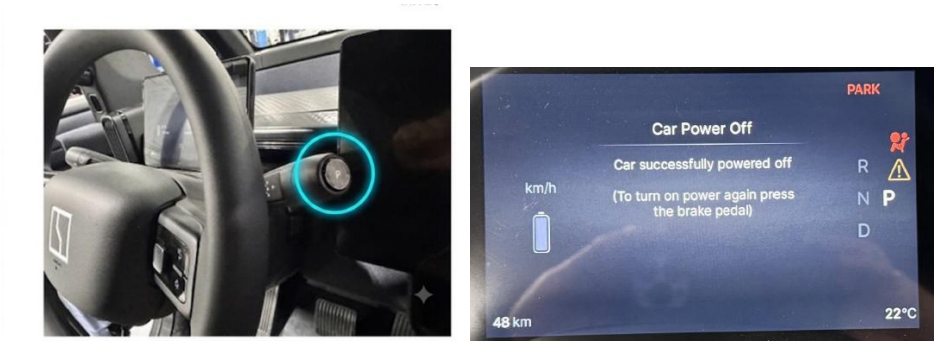
Waymo Jaguar I-PACE:



H. Preventing Vehicle Roll Away (Model-Specific)

1. Waymo Zeekr Ojai

   a. The parking brake is automatically applied whenever the vehicle shifts into Park or when a vehicle crash is detected. To shift the vehicle to Park, press the “P” button at the end of the shift lever. To confirm if the parking brake is applied, check if the red “Park” indicator is displayed on the left of the instrument cluster display and the “PRND” highlights “P”. Personnel may consider chocking the wheels to mitigate the risk of unexpected movement.



2. Waymo Jaguar I-PACE

   a. The parking brake is automatically applied when the vehicle is shifted to “P”. To confirm if the vehicle is in Park, check that the letter “P” is displayed in the center of the instrument cluster display and the red “P” (Park) indicator on the Electronic Shift Control is illuminated. A

manual parking brake switch is also located on the switch pack between the steering wheel and the driver's door. Personnel may consider chocking the wheels to mitigate the risk of unexpected movement.



I. Turning the Vehicle Off (Model-Specific)

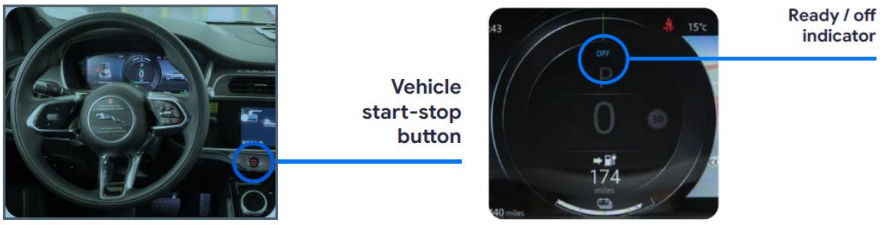
1. Waymo Zeekr Ojai

a. Once autonomous driving mode is disabled, the vehicle is powered off by pressing the Menu button on the steering wheel and using the joystick to navigate to the bottom of the cluster. Selecting "Power Off" will power down the vehicle until "Car successfully powered off" is displayed.



2. Waymo Jaguar I-PACE

a. Once autonomous driving mode is disabled, the vehicle is powered off by pushing the physical vehicle start-stop button on the dashboard until "OFF" is displayed in the instrument panel.



J. Opening the Rear Trunk and Front Hood (Model-Specific)

1. Waymo Zeekr Ojai

    a. Trunk: After disabling autonomous driving mode, the trunk is opened by pressing the exterior liftgate button located directly below the reverse camera.

    b. Hood: After disabling autonomous driving mode, the hood is opened by navigating the driver display to Settings > Hood.

    Note: Both latches are electrical and cannot be manually controlled when in autonomous driving mode or when the vehicle has no power.

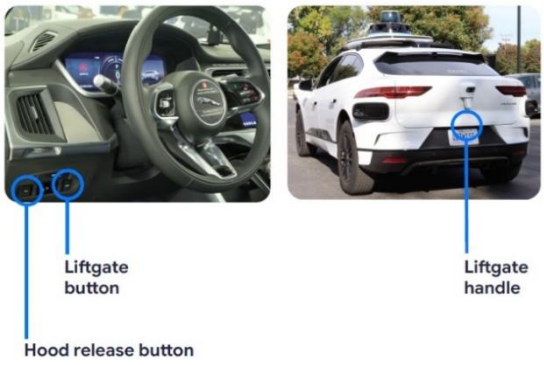


2. Waymo Jaguar I-PACE

    a. Trunk: After disabling autonomous driving mode, the trunk is opened by pulling the exterior handle or pressing the interior liftgate button located to the left of the steering wheel.

    b. Hood: The hood is opened by pulling the hood release button located to the left of the steering wheel at the base of the lower dash panel. The front hood is locked during normal operation.

    Note: The rear liftgate latch is electrical and will be inoperable when in autonomous driving mode or when the vehicle has no power.



K. Waymo Vehicle Towing

1. Vehicle recovery and standard towing operations are the responsibility of the contracted towing provider and should be conducted in accordance with the manufacturer's specifications.

2. In emergency situations (e.g. if unable to contact Waymo), personnel may use appropriate means to move the vehicle from the roadway. (Note: sensor damage will likely occur.)

L. Additional Training and Certification

1. The Governors Highway Safety Association (GHSA) and Waymo have partnered to develop a virtual, self-paced training program designed to help first responders safely interact with driverless autonomous vehicles.

2. The optional self-paced, 3-module course takes 30 minutes or less to complete and is available online at https://www.ghsa.org/resource-hub/waymo-first-responder-av-training.

3. After completing all three modules, you will receive a link to take a short quiz. Once you pass the quiz you will receive an email confirmation that you have successfully completed the course and will have the opportunity to download a certificate of completion.

M. Accessing Vehicle Data

1. Waymo may provide data to law enforcement officials in response to proper legal process (e.g. search warrant, subpoena, etc.). Law enforcement officials should email their request and legal documents to: waymolawenforcement@google.com

If you have any questions concerning the information provided in this bulletin, please contact Traffic Division Officer **(Redacted – record exempt)**.