

<i>Municipality of Anchorage Fire Department</i>	Section 900 – Administration/Organization		Procedure & Instruction	
	Customer Service Rides		Number	900-32
			Version	1.0
			Dated	05/08/03
		Page	1 of 3	
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I. Purpose

This Procedure establishes guidelines for providing courtesy transportation in Fire Department vehicles to civilian members of the public.

II. Policy

- a. The policy of the Anchorage Fire Department is to provide transportation to members of the public, under certain circumstances and of limited duration and frequency, where it is in the interest of public service.
- b. The AFD does not intend to replace or compete with other agencies that provide transportation services, and will only provide a customer service ride when a demonstrable public service is best served by doing so.
- c. Neither this Procedure nor its associated Policy is intended to replace or supersede Municipal Policy and Procedure 76-5, Non-Employees Riding in Emergency Vehicles.

III. Version History

Supersedes: (NEW)	
PPI	---
P&I	---
Memo	---

Revisions:		
Date	Version #	Changes
05/08/03	1.0	New Procedure

IV. Procedure

1.0 Determining Appropriate Circumstances

- 1.1 Civilian members of the public may receive courtesy rides in Fire Department vehicles only when there is a demonstrable public service interest to the Department.
 - 1.1.1 Examples of “a demonstrable public service interest to the Department” include (but are not limited to):
 - a. Transporting the relative of an injured or ill person to the hospital
 - b. Transporting a pedestrian to a place of safety
(e.g. someone walking in the street because of plowed-under sidewalks)
 - c. Transporting an elderly pedestrian during periods of inclement weather;
 - d. Transporting a stranded motorist to a place from where he or she can arrange for further transportation and towing or repair
 - e. Other opportunities to provide specialized customer service
 - 1.1.2 For purposes of this Procedure, the definition of a “Customer Service Ride” does not include transportation of ill or injured persons to medical or treatment facilities.
 - 1.1.3 For purposes of this Procedure, the definition of a “Customer Service Ride” does not include public relations stunts (parade rides, charity rides, etc.).
- 1.2 Fire department units **will not** be dispatched for the sole intended purpose of providing customer service transportation. Customer Service Rides will be provided only when secondary to another incident, or when initiated by and at the discretion of the company officer (or FF/Paramedic in charge, or staff member responsible for the operation of the vehicle).
 - 1.2.1 There is no obligation under this Procedure or its associated Policy for any member to provide this service, except under the direction of the member responsible for the operation of the vehicle, or the member’s supervisor.
- 1.3 Transportation will be provided only when there is sufficient available room for each occupant to be provided with a seat and seat belt. Each occupant will remain seated and belted for the entire time that the vehicle is in motion.
- 1.4 At no time will any person professionally deemed to be inebriated (or otherwise incapable of maintaining responsibility for his or her actions) be permitted to ride in fire department vehicles under this Procedure or its associated Policy.

2.0 Initiating the Ride

2.1 Once the need for a Customer Service Ride has been determined, but prior to the vehicle moving, the company officer (or FF/Paramedic in charge, or staff member responsible for the operation of the vehicle) will call and inform Dispatch as follows:

- a. Request an incident number
- b. State the nature of the ride
- c. State the intended destination
- d. Provide a description of the occupant(s)

2.2 Additionally, the member in charge will note both the beginning and ending vehicle mileage and report these to Dispatch. The dispatcher will log the mileage in the call.

Example: "Alarm, Engine Six requests a run number for a public service ride, 65 year old white female, a stranded motorist to the Chevron at 415 Muldoon Rd. Beginning mileage is 100,355"

2.3 The member in charge will also obtain the name(s) of the passenger(s) and record it (them) in the incident report under the Persons Involved tab, and select "Passenger" under Other Involvement.

2.4 Dispatch will assign a new incident number for a public service assistance call. The unit providing the ride will be committed to the incident and not available for additional responses for the duration of the ride.