
S.O.P. #: 400-04

SUBJECT: AUTOMOBILE SERVICE BY VEHICLE OPERATIONS & MAINTENANCE

DIVISION: SUPPORT OPERATIONS

Objective: To assist personnel in requesting maintenance for Fire Department automobiles and the procedure to follow when assistance is needed if they become disabled on the highway.

Section 1: Routine Automobile Maintenance Procedure.

- A. Vehicle Operations & Maintenance shall be responsible for the maintenance and replacement of vehicles maintained by their division.
- B. The Fire Department will have an appointed liaison representative for point of contact between the Fire Department and Vehicle Operations & Maintenance.
- C. Vehicle servicing.
 - 1. Vehicles serviced every four thousand miles have a grace period of fifteen hundred miles over the service-due-miles before the service fees are charged back to the Fire Department.
 - a) Vehicles include: E.M.S. 1 through 8, Division/Battalion Chief vehicles, and the reserve 4 x 4 vehicles.
 - 2. All other vehicles serviced every five thousand miles, with or without lights and sirens, are limited to one thousand miles over the service-due-miles before the service fees are charged back to the Fire Department.
 - 3. Operators of assigned vehicles shall contact a Vehicle Operations & Maintenance facility to schedule an appointment for maintenance:
 - 4. While at the V.O.M., if the repair time is going to be less than two hours, the Division/Battalion Chief or E.M.S. Supervisor may have the adjacent Division/Battalion Chief or E.M.S. Supervisor cover their district to eliminate changeover to an emergency reserve vehicle. However, if the repair time will be more than two hours, a changeover will be necessary.
 - 5. When it is not feasible for the driver to wait for the repair of the vehicle, a Fire Department reserve vehicle, if available, will be provided. If a reserve vehicle is not available, another emergency equipped vehicle from within the Department will be utilized..

Section 2: Disabled Vehicles.

- A. When a Fire Department vehicle becomes disabled on the highway, the following procedures are to be followed:
 - 1. If the breakdown occurs during shop hours: 0730-2330 hours, Monday through Friday (except on County holidays):
 - a. Notify Fire Dispatch (Administrative Duty Officer) of the location of the vehicle, and cause of the breakdown (if known).

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- b. Request a tow truck, if needed. The A.D.O. will contact Central Garage for a tow truck.
2. If the breakdown occurs during off duty hours: 2330 hours to 0730 hours during the week, or on the weekend or County holidays:
- a. Notify Fire Dispatch (A.D.O.) of the location of the vehicle, and the cause of the breakdown (if known).
 - b. The A.D.O. will contact the 911 Operations Supervisor, who will forward the information to the on-call personnel from Vehicle Operations and Maintenance.