



PRINCE GEORGE'S COUNTY, MARYLAND
FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDER

General Order Number: 02-03	Effective Date: January 2010
Division: Apparatus and Equipment	
Chapter: After Hours Vehicle Towing and Repair	
By Order of the Fire Chief: Marc S. Bashoor	Revision Date: N/A

POLICY

This General Order shall set forth a procedure established for providing after hours vehicle towing, tire repair, or other emergency repairs.

DEFINITIONS

N/A

PROCEDURES / RESPONSIBILITIES

The Fire/EMS Call Center shall be responsible for coordinating towing, tire repair, or other emergency repairs that are necessary after the normal business hours for Apparatus Maintenance. Below are the step-by-step procedures to follow when these services are requested.

1. General Information

Prior to the close of business, Apparatus Maintenance will call the Call Center with the next usable shop ticket number. A shop ticket number and repair code (letter) are to be issued anytime a shop ticket is requested.

When an emergency vehicle needs to be towed, have a tire repaired, or have other emergency repairs after the normal business hours for Apparatus Maintenance, the request shall be made directly to the Call Center via telephone if possible. If a telephone is not available, this request can be made via Fire/EMS Department radio to the Call Center or a radio channel assigned by Public Safety Communications (PSC).

Personnel must still place units out of service as applicable with PSC.

Authorization for after normal business hours towing, tire repair, or other repairs to emergency vehicles such as command officer vehicles, support vehicles, etc., shall be subject to approval by the Departmental Duty Officer.

2. Towing Services

The following information shall be provided to the Call Center in order to obtain towing service after the normal business hours for Apparatus Maintenance:

- The exact location of the vehicle to be towed (address, closest intersection, etc.) and if it is currently sitting in a traveled portion of the roadway.



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- The reason that the vehicle must be towed (mechanical problem, accident, damage, etc.).
- The "M number" of the vehicle, its mileage and engine hours.
- Any other information that will assist the towing vendor in determining what might be needed to efficiently provide the towing service.

The Call Center shall contact the towing vendor without delay. The shop ticket number shall be provided to the towing vendor and the Fire/EMS Department member that requested the service. An estimated time of arrival shall be obtained from the vendor and provided to the requestor whenever possible.

3. Tire Repair Services

The following information shall be provided to the Call Center in order to obtain tire repair service after the normal business hours of Apparatus Maintenance:

- The exact location of the vehicle (address, closest intersection, etc.) and if it is currently sitting in a traveled portion of a roadway.
- The "M number" of the vehicle, its mileage and engine hours.
- The brand name, size, and number of plies of the tire.
- The tire position on the vehicle.
- Any other information that will assist the towing vendor in determining what might be needed to efficiently provide the towing service.

The Call Center shall contact the tire repair vendor without delay. The shop ticket number shall be provided to the tire repair vendor and the Fire/EMS Department member that requested the service. An estimated time of arrival shall be obtained from the vendor and provided to the requestor whenever possible.

4. Ambulance Emergency Repairs

Ambulances that are maintained at the Prince George's County Central Fleet Maintenance Facility may be taken to the facility for emergency repairs after the normal business hours for Apparatus Maintenance. The following information shall be provided to the Call Center in order to obtain the authorization for repairs necessary to keep a vehicle in service after the normal business hours for Apparatus Maintenance:

- The "M number" of the vehicle, its mileage and engine hours.
- The reason that the vehicle must be repaired (mechanical problem, accident damage, etc.).
- Any other information that will assist in determining that the repairs must be made immediately.

The Call Center shall provide a shop ticket number to the Fire/EMS Department member that requested the service.



5. Responsibilities

All Personnel

- Comply with the procedures established in this General Order.
- Ensure that repairs which can be made during normal business hours are not delayed.
- Ensure that the information provided to the Call Center is complete and accurate.

Apparatus Maintenance Personnel

- Provide the Call Center with the information necessary to comply with this procedure each day.
- Track service or repairs completed and shop ticket numbers issued.
- Coordinate with Call Center personnel to ensure that this procedure is implemented efficiently.

Call Center Personnel

- Establish the internal procedures needed to implement this program.
- Coordinate with Apparatus Maintenance personnel to ensure that this procedure is implemented efficiently.
- Obtain accurate information and make timely notifications to vendors so that the emergency vehicle can be returned to service as soon as possible.
- Ensure that the Department Duty Officer is made aware of and approves questionable towing and/or repair requests.

Departmental Duty Officer, Duty Battalion Chief, and EMS Duty Officer

- Provide guidance and oversight of this procedure after the normal business hours of Apparatus Maintenance.

REFERENCES

N/A

FORMS / ATTACHMENTS

N/A