

- I. **PURPOSE**
  - a. This policy and procedures outlines Parking & Transportation Services guidelines for providing motorist assistance to Patients, Visitors, Faculty, Staff, & Students while parked on the UC Davis Health campus.
- II. **SETTING**
  - a. University of California Davis Health
- III. **POLICY**
  - a. Parking & Transportation Services (PATS) provides limited motorist assistance on the UC Davis Sacramento campus. Due to liability issues our staff is limited to the services we can provide.
  - b. Vehicles requesting service must be on University and/or Commercial property within the University boundaries patrolled by PATS.
  - c. Assistance is available Monday - Friday 8:00 AM to 11:45 PM and Saturday – Sunday 8:00 AM to 9:45 PM, excluding University holidays. Services offered and service hours may be curtailed in certain situations at management’s discretion.

Services provided include:

- Vehicle Battery Jump Start
- Vehicle Key Lock-out
- One gallon of gasoline per fiscal year (provided at no expense)
- Vehicle low air tire inflation

Limitations include:

- Jumpstarts-- Hybrid vehicles please refer to owner’s manual
- Vehicle unlock not possible with all vehicles
- Service does not include mounting spare tires or repairing flats
- Appointments not available, patron must be at vehicle at time of the service
- Response time is not guaranteed, service provided when available
- Person requesting service must provide valid identification

A self-service Air Station located in Parking Lot 20, Fleet Services is available on campus for tire inflation. Use of the self-service Air Station is at the users own risks.

### **Release- Waiver of Liability**

- a. All services will be provided based upon the staffing and activity needs of the shift at the time of the request. The responding officer will provide the owner/operator with a Waiver of Liability Form that **must be completed and signed** before any attempt is made to perform assistance. The form explains that damages could occur as a result of using the complementary services.
- b. In the event of an emergency, such as a child locked in a vehicle and the car cannot be unlocked; the responding officer will notify the UC Davis Police Department and the PATS supervisor on duty.

- c. A copy of the Waiver of Liability form will be given to the owner/operator and a copy will be maintained with Parking Services for one year. Any damage that occurs will be noted on the Waiver of Liability form by the responding officer.

#### IV. **PROCEDURE/RESPONSIBILITY**

##### a. **Vehicle Unlock**

1. Parking Enforcement will inventory the assigned Unlock Kit prior to start of shift, verifying that all tools are present and in working condition.
2. Parking Enforcement will walk around the vehicle prior to making an attempt to unlock the vehicle. The responding officer will be accessing if the vehicle can be entered safely, efficiently, and without any risk or damage to the vehicle.
3. Parking Enforcement will assess the locking mechanism of the vehicle.
4. The inflatable wedge (hand pump) will provide enough space to insert the Long Reach tool.
5. After gaining access to the car's interior, the Long Reach tool can manually pull open lock tabs or press buttons to unlock the door.
6. Deflate the Hand pump prior to opening the vehicle door.
7. In the event the unlock procedure exceeds 15 minutes, Parking Enforcement will notify a supervisor.
8. The supervisor will either provide assistance or abort the procedure.
9. The owner of the vehicle will be instructed to reach out to other Road-Side assistance services.

##### b. **Vehicle Battery Jump**

1. Parking Enforcement will look at the hood for any existing damage.
2. Parking Enforcement will assist with raising the hood if not already raised.
3. Parking Enforcement will assess the battery terminals (refer to the owner's manual for battery location), checking for corrosion, loose or missing terminals.
4. The red terminal is positive (marked with a +) and the black terminal is negative (marked with a -), please make sure they can be identified as such. If the terminals are dirty wipe off with a towel or brush.
5. The jumper cables are located in the utility box of the mobile vehicles. The clamps are color coded red and black. Connect the clamps tightly to the corresponding posts. In some instances, a black terminal may not be present (refer to the owner's manual for instructions) attach clamp to unpainted metal or clean nut on the engine block.
6. Connect the charging female end to the male end of the mobile unit. Wait a minute or two to allow charging.
7. Try starting the battery, if successful disconnect the female end from the male end of the mobile unit.
8. Disconnect the negative then the positive clamps; do not allow them to touch. Clamp the negative and positive ends to the jumper cables and place back in the utility compartment.

9. Assist driver with lowering and securing the hood of the vehicle.
10. If the vehicle doesn't start try revving the engine slightly of the mobile unit to charge the dead battery.
11. In the event the jump start procedure exceeds 10 minutes, Parking Enforcement will notify a PATS supervisor.
12. The supervisor will either provide assistance or abort the procedure.
13. The owner of the vehicle will be instructed to reach out to other Road-Side assistance services.

c. **Tire Air Service**

1. Parking Enforcement will inspect tire side of vehicle for any exiting damages.
2. Parking Enforcement will assess the tire and inspect the valve stem.
3. Enough air will be provided to bring tire inflation in accordance with owner's manual.
4. If the tire is completely flat or damaged, the owner/ operator will be instructed to reach out to other Road-Side assistance services.