

PUBLIC RELATIONS
Motorist Assist

POLICY: Employees may give minor assistance to motorists with disabled vehicles.

PURPOSE: To promote public relations by assisting stranded motorists in the parks and to eliminate safety hazards, while limiting the State's liability exposure.

PROCEDURE:

The following types of minor assistance can be rendered by an employee, when the motorist requests assistance. At the employee's discretion, if there is an element of risk involved, the employee will require that the motorist sign the attached hold harmless agreement (Attachment A). One copy of this agreement will be filed in the park and one at the Region Headquarters. Employees who are considering rendering assistance to motorists should do so only when they are knowledgeable and have had previous experience in the type of assistance contemplated, *whether on or off state property (e.g. Success Summit road or USFS property)*.

I. Stuck Vehicles:

- A. Employees, at their own discretion, may pull out stuck vehicles with state equipment under the following circumstances:
1. The state equipment has the ability to pull out the motorist's vehicle without probable damage to the motorist's or state's equipment.
 2. The motorist's vehicle is creating an obstruction to traffic, a hazard to other persons or property, or the equipment is in jeopardy of potential immediate loss or damage.
 3. The employee attaches the towing mechanism to the state equipment and whenever possible the motorist attaches it to their vehicle.
- B. Employees would generally not pull out stuck vehicles under the following circumstances:
1. When the vehicle is stuck due to illegal activity.
 2. When the vehicle is disabled due to an accident and an investigation is necessary or pending.
 3. When commercial tow services are available and are a viable or requested option.

II. Other Assistance

- A. The employee, at his/her discretion, may provide assistance to motorists with disabled vehicles such as:
1. Assisting with flat tires.
 2. Providing water or emergency fuel.
 3. *Jumping of dead batteries* should only be provided under emergency conditions when commercial alternatives are not available and only by trained, designated staff. Emergency conditions are defined as involving loss or damage to property or health and safety of staff and visitors.
 4. Give a motorist a ride in an emergency situation/courtesy situation.
- B. Do not open locked vehicles, call for commercial services. When assisting a motorist with opening a locked vehicle, the park employee will verify ownership via registration checks through law enforcement dispatches, before calling for lock services.

NEVADA DIVISION OF STATE PARKS
MOTORIST ASSISTANCE RELEASE FORM

Release (to be completed by motorist)

I, the undersigned, request the Nevada Division of State Parks to assist me with my motor vehicle problem as described below. I agree to hold harmless the State of Nevada, Nevada Division of State Parks and it's employees from any injuries or damages which may result from said assistance.

Nature of problem: _____

(Signature) (Date)

Report (to be completed by State Park Employee)

Driver's name: _____

Driver's address: _____

Driver's license No.: _____ Phone No.: _____

Insurance Co.: _____ Policy No.: _____

Vehicle make: _____ License No.: _____

Vehicle year: _____

Registered owner's name & address: _____

Incident location: _____ Time of day: _____

Assisting employee: _____

(Name)

(Title)

Remarks: _____

Employee's Signature

Form VP-10
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