Safe Ride Service

205.1 PURPOSE
The purpose of this Standard Operating Procedure (SOP) is to establish guidelines, procedures, and responsibilities for the respective positions and/or individuals that play a pivotal role within the UMBPD Safe Ride Service.

205.2 OPERATIONAL PROCEDURES
The Safe Walk/Safe Ride program of the UMBPD provides twenty-four (24) hour service to members of the UMB community. The hours of the UMBPD Safe Ride (Shuttle Service) are from 0700 hours (7:00 am) to 0100 hours (1:00 am).

205.3 SAFE RIDE SERVICES PROCEDURES

(a) The Security Supervisor assigned to direct the daily activities of the Safe Ride Program will be responsible for designating and assigning a security officer to serve as the Safe Ride Driver.

(b) Safe Ride Drivers will be responsible for operating/driving the shuttle and will be utilized in the process as the first step when providing shuttle service to the UMB community. The member designated as the Safe Ride Driver will use the UMBPD vehicle designated for providing this service. The primary vehicle designated for this service is the shuttle van, which shall display a magnetic sign identifying it as a UMB Public Safety vehicle. Other UMBPD vehicles, marked and unmarked vehicles, may also be used to provide this service when necessary. This service will be provided to all UMB community members and reasonable accommodations shall be made for persons with disabilities.

(c) Police officers or security supervisors may be dispatched, if they are available and are not on a priority call for service, as a Safe Ride Driver to augment the safe ride shuttle service. This may be necessary when the requests for rides inundates the normal safe ride service. The shift supervisor (i.e., Sergeant or OIC) will make the decision to assign a police officer or a security supervisor.

(d) When two police shift supervisors are on schedule, one of them may be assigned as a Safe Ride Driver to augment the safe ride shuttle service; this may occur when the requests for rides inundates the normal safe ride service. This will be at the discretion of the shift supervisor.

(e) Assigned officers will respond to the Communications Center and retrieve a tablet and car charger, log into the safe ride application as a driver and identify their vehicle.

(f) Safe Ride operators will report and start their shift, log into the service, before the start of the safe ride service. Safe ride drivers will monitor the tablet for rides and accept them as quickly as possible when a ride is requested. The following actions are required:

1. When a ride is requested, the driver will accept the ride and provide an estimated arrival time.

2.   When the driver arrives at the pick-up location, hit the "HONK" icon to alert the riders they are there. If the rider does not respond hit the "HONK" icon again or call the rider using the number they provided in the request.

3.   Once the passenger is onboard, hit the "onboard" icon and proceed to destination. In the event more passengers onboard then the original request, the driver will complete a "Flag Down" for the additional passengers.

4.   Once at the destination, the driver will hit the "Complete" icon to complete the trip.

5.   Safe Ride drivers can accept more than one call at a time depending on the number of riders.

(g)   Upon completion of their tour, the drivers will return the vehicle keys to the proper location (key box) and the tablet and charger to the Communications center (making sure they sign off). The relief shift will then sign out keys and a tablet to start their shift. Tablets should be hooked to the car charger at all times to ensure the tablet remains fully charged. When a driver is being relieved by another driver, even for a break, drivers will log out and the new driver will log into the system so it accurately reflects the current driver.

(h)   IT support will maintain three working and active tablets, two for deployment and one for a spare. A forth tablet, not activated, will be maintained by IT as a back-up but will not be activated until the time of need.

(i)   If a tablet goes off-line, breaks or is damaged, bring it to the attention of the supervisor, document it and obtain a spare from the Communications Center. IT support will be notified the next business day of the damaged tablet and take the necessary steps to repair/ replace the tablet. In the event the network goes down and cannot be rebooted, Communications will send out a message that all ride/walk request will go through the landline X6-6882 until the network can be repaired.

(j)   Shift sergeants/security supervisors will ensure there are drivers at all times during the safe ride hours. Due to the number of calls for safe ride, there should be two (2) drivers and vehicles between the hours of 0700-1200 and 1500-2200 hours; after 2200 hours, it will be the discretion of the supervisor if one safe ride vehicle is enough.

205.4 SAFE WALK PROCEDURES

(a)   The hours of the UMBPD Safe Walk program is available twenty-four (24) hours a day. However, during the period of operation from 0700 hours (7:00 am) to 2330 hours (11:30 pm), the following will be adhered to:

1.   Security officers on duty will serve as the first point of contact and will be utilized in the process as the first step when providing the walking escorts. The on-duty security supervisor will designate the security officer responsible for executing the walking escort.

2.   When a security officer is not available, the Security Supervisor will consult with the shift supervisor (i.e., Sergeant or OIC) so that an available police is assigned to complete the walking escort.