

## ***Fountain Valley RSVP Frequently Asked Questions***

RSVP patrol officers may occasionally have questions that aren't fully defined in the RSVP Policy and Procedures Manual. This FAQ document will be used to bridge the gap for these types of questions.

For RSVP members looking to add a new question or to comment on an existing question, please send an email to the RSVP Coordinator.

New FAQs will be reviewed at our monthly RSVP meetings.

### **QUESTION:**

If the disabled person placard and the vehicle are in their appropriate spots but the placard date is not current, do we ticket or just issue a warning? What are the specific guidelines?

### **ANSWER:**

We give the drivers a 30-day grace period, which ends July 30 of the year of expiration, at which time you may ticket those who are still using the expired placards. It is up to the RSVP's discretion whether to give a ticket or a warning.

### **QUESTION:**

Regarding the disabled person parking space: If the sign is completely unreadable, blue lines are visible, but the pavement emblem is almost gone, what should we do?

### **ANSWER:**

To be a valid disabled person spot it must have at least two of the three symbols of accessibility: a sign with the accessibility emblem, the accessibility emblem on the pavement and blue diagonal lines to designate the space. Again, it is up to the RSVP's discretion to either give it a ticket or a warning. If it's in question perhaps a warning would suffice.

### **QUESTION:**

An abandoned vehicle is discovered in a Bike Lane, what is the RSVP responsibility?

### **ANSWER:**

Call dispatch on the phone or provide the location and vehicle description over the radio. Dispatch will send an officer to your location to assist. You may choose to put out cones ONLY if it is safe to do so.

**QUESTION:**

Complaints are often heard from citizens about blocked sidewalk access (due to cars, brush, trees, basketball hoops, etc.). Does the City have a code that covers that? If there is such a code, perhaps it should be on our warning sheet to leave on the offender's doorstep.

**ANSWER:**

The city may or may not have a city code that covers this complaint; however, the RSVP will not be adding a new code to the existing yellow warning sheet. The RSVP officer may refer the citizen to the FV Code Enforcement phone number (714) 593-4444.

**QUESTION:**

Are vehicles with out-of-state Disabled Placards and California license plates valid?

**ANSWER:**

Out of State Disabled Placards should be honored in Fountain Valley. The license plates on the car should not matter as it may be the passenger and not the driver who is disabled.

**QUESTION:**

Do patio pavers qualify as permitted footings for vehicles like cars and trailers on a lawn or other areas on a property? For example: a camper trailer sitting on 4 patio pavers under each wheel in the middle of his lawn.

**ANSWER:**

Bricks, Pavers and Stones are permitted to park vehicles, trailers and boats on a resident's property. Gravel and Wood Chips are not allowed to be used for parking any type of vehicle.

**QUESTION:**

Will the RSVP be assigned computerized ticket writing machines?

**ANSWER:**

Not at this time (2022).

**QUESTION:**

Some batteries taken from the radio room are thought to be fully charged because the green light indicator is on yet are not fully charged.

**ANSWER:**

Lift the batteries out of the rack and then insert them back in to see the percentage of charging. It may not be 100%. Choose another battery.

**QUESTION:**

What should be done if both radios are beeping at the same time?

**ANSWER:**

This is a 10-33 code: Standby, Emergency Traffic Only. This represents an emergency communication situation and RSVPs should remain off the radio.

**QUESTION:**

When doing a vacation house check, what should we do if a car listed on the sheet is not present in the driveway? Should we contact anyone or simply note it on the log sheet?

**ANSWER:**

Make a note on the vacation house check sheet that the car was not present at the time of the vacation house check. Also note which car it was along with the date and time. The Police Department does not want us calling the homeowner.

**QUESTION:**

At times it is difficult to find code enforcement sheets that are more than 3 weeks since last visit.

**ANSWER:**

If there are no violations noted on the sheet you may patrol these RDs without waiting the three weeks. Review the daily tasks performed sheet to perform these other duties. You may also simply drive through neighborhoods showing the community our presence.

**QUESTION:**

If your RSVP vehicle breaks down while on patrol, what is the correct procedure to get assistance Monday through Thursday?

**ANSWER:**

Call dispatch on Mon thru Thurs using the phone unless it is blocking traffic or creating a hazard. If blocking traffic or creating a hazard, then use the radio to Contact dispatch.

**QUESTION:**

What is the correct procedure to get assistance on Friday when the City Yard is closed?

**ANSWER:**

Call dispatch on the phone. Only use the radio if the car is blocking traffic or creating a hazard. Dispatch will most likely call a tow truck.

**QUESTION:**

Is a POD (storage) container on the lawn considered a vehicle and a code violation?

**ANSWER:**

Official response from Code Enforcement: As long as it is setback 20' from the street it is ok. You may note the POD on a code enforcement sheet.

**QUESTION:**

What if there is no OK in the upper right corner on a new house check?

**ANSWER:**

From time to time the front desk will put house checks in the RSVP inbox before the Crime Prevention Officer sees them. If you choose to do the check, put OK in the upper right corner. If you do not feel comfortable without the OK, put it back and leave a note for it to be okayed.

**QUESTION:**

Are we allowed to take a passenger from a disabled vehicle to a nearby location, such as a service station, for gas etc.?

**ANSWER:**

Absolutely not. Our insurance does not cover this. If the vehicle is blocking the roadway or is a danger to others, call dispatch and ask them to send an officer.

**QUESTION:**

What if we see a RED disabled parking placard with multiple punches on it?

**ANSWER:**

Issue a warning with a message saying multiple punches are not allowed and could result in a citation next time.

**QUESTION:**

What is the current procedure for putting fuel in the RSVP vehicles?

**ANSWER:**

RSVPs should only go to Chevron, Mobil or Shell. Do not fuel up at ARCO or other non-national brands as their credit card system is not compatible with the Fuel Card in the RSVP vehicles. When arriving at the gas station, make a note of the mileage and remove the Fuel Card from its position attached to the driver's sun visor. Take the vehicle key with you and keep it immediately available. Slide the fuel card in and pull it out quickly. When the pump asks for the identification number, use the identification number found on the key fob, type in the 5-digit number on the gas pump keypad and press enter. When the pump asks for the vehicle mileage, type in the vehicle mileage and press enter. Assuming this has been done correctly, and everything is working as it should, the pump will then ask you what grade of fuel you require. Select regular unleaded (87 octane) and put fuel in the car. If the

pump does not recognize the card/ identification number/mileage, you may try this exactly **one (1)** more time. If the pump does not recognize the card/identification number/mileage STOP. Do not try a third attempt. Failure results in the card being locked out and a long process to restore it. If you are unable to fuel the RSVP vehicle, leave a note stating which vehicle needs gas and the next shift will attempt to fuel the vehicle.

**QUESTION:**

What is the required procedure for rain out days?

**ANSWER:**

If for any reason one of the scheduled patrol groups decides to cancel due to weather related issues, they must contact the Master Scheduler to relay the information that they will not be patrolling. Contact the other RSVPs scheduled that day and let them know by phone, email or text. Copy the RSVP coordinator and the Assistant RSVP manager on all correspondence. This procedure applies to SR-1, -2 or -3.