

# Parking and Transportation Services Manual (PTS)

## PTS 701: Motorist Assistance Program (MAP)

Effective: 9/10/1984

Revised: 7/1/2023

### Purpose

To define motorist assistance services available from Parking and Transportation Services

### Source

Parking and Transportation Services

### Policy

Parking and Transportation Services (PTS) can provide limited motorist assistance services, free of charge, to members of the university community when on ASU property. These services include:

1. retrieval of keys from a locked car
2. battery “jump” service

and

3. calling for towing service.

Note: Owners of vehicles in need of towing assistance or other services not provided by PTS can request that PTS contact a towing company that does business with ASU. Any charges for services would be the responsibility of the vehicle owner and not ASU PTS.

Motorists requesting assistance must sign a Vehicle Assistance Waiver form before PTS personnel will provide assistance. Photo identification and proof of vehicle ownership are required at the time of assistance.

### Procedure

Responsibility	Action
Motorist needing assistance	<ol style="list-style-type: none"><li>1. Contact Parking and Transportation Services (PTS) by telephone at 480/965–0936, or by using an emergency call box, or by requesting that an ASU Police Department (ASU PD) officer contact PTS Dispatch via radio.</li><li>2. PTS does provide assists to; Vista del Sol garage and lot or LDS garage</li></ol> <p>Note: Except in the case of an emergency, ASU PD officers may not provide any assistance other than calling PTS.</p>

Motorist and/or ASU Police Department (ASU PD) officer	<p>3. Provide the PTS dispatcher with the following information:</p> <ul style="list-style-type: none"> <li>a. the type of assistance needed</li> <li>b. vehicle make, model, and color</li> <li>c. the vehicle license plate number and state</li> <li>d. the location of the vehicle, including, if parked in a structure, the floor or level</li> </ul> <p>and</p> <ul style="list-style-type: none"> <li>e. the name and, if possible, the cell phone number of the motorist requesting assistance.</li> </ul>
Parking and Transportation Services Dispatch	Contact the assigned motorist assistance officer, directing the officer to the motorist's location.
Motorist assistance officer	Obtain the required information and signature on the Vehicle Assistance Waiver form; then provide the assistance needed.

### Cross-References

For information on reporting emergencies, see the *Police Department Policies and Procedures Manual*:

1. [PDP 101-01](#), "Reporting an Emergency"
  2. [PDP 101-02](#), "Emergency Call Boxes"
- and
3. [PDP 203-05](#), "Reporting Traffic Accidents."