

Standard Operating Procedure COMPANY CUSTOMER SERVICE CARDS	PEORIA FIRE-MEDICAL DEPARTMENT Administration 101.11 Rev. 8/24/2016 Page 1 of 1
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PURPOSE

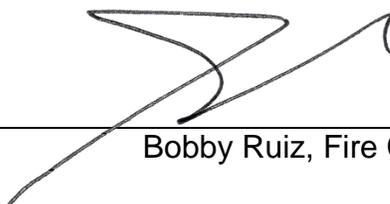
As part of the fire-medical department’s customer service program, pre-paid Visa cards are available on each responding apparatus. Although there are some stipulations and procedures attached to their use, companies have the latitude to use them in situations when they feel there is a need within the community. Funding for this program is provided through the Peoria Firefighters Charities organization.

POLICY

1. Pre-paid Visa cards are intended to fund immediate customer service needs as encountered by Peoria Fire-Medical Department members in the performance of their duties. Examples of appropriate use include food, fuel, clothing, medications, rewards for kids and other special needs.
2. Companies are authorized to spend up to \$50 per encounter.
3. When the need is greater than \$50.00 or in extreme situations, contact the on-duty Battalion Chief who will contact a Peoria Firefighters Charities Representative for assistance.
4. Consideration should also be given to other means of support (clothing, furniture, and other supplies may also be available through the department’s Community Support Program and Firefighters Charities).
5. Cards may not be used to purchase food, equipment, or other items/services for direct use or benefit of fire department employees.

GUIDELINES

1. During truck and equipment checks the card shall be checked as part of the daily process and immediately reported to the PFFC email group and on-duty Battalion Chief if missing.
2. Any time a card is used (even for purchases under \$50), notification to the PFFC email group should be done as well as the card being sent to the PFFC Treasurer with a receipt and a note indicating purchase specifics. Card use and amount spent should also be noted in the company electronic logbook. When received by the PFFC Treasurer, a new card will be issued to the company.

Approved:  _____ 08/25/2016
Bobby Ruiz, Fire Chief Date