

	BEDFORD COUNTY DEPARTMENT OF FIRE & RESCUE Standard Operating Guideline	
	Discipline: Operations	DATE: October 23, 2024
	Reference Number: F/R-24	
	APPROVED BY: Chief Janet Blankenship	
	SUBJECT: Bike Response Team	

Purpose:

The purpose of the BCoFR Bike Response Team is to provide mobile, first response capabilities for special events in which mass gatherings of people are expected. The concept behind this program is to provide first response medical care and stabilization for event attendees while allowing staffed ambulances to remain in service.

Scope:

This standard applies to all personnel serving on the Bike Response Team and establishes guidelines for selection/eligibility, deployment, safety, equipment, training, and maintenance.

Procedure/Requirements:

The Bike Response Team is unique and requires highly motivated members who are committed to providing outstanding care, positively representing the team and BCoFR, and who maintain personal and professional discipline in the execution of their duties.

Selection and Eligibility:

A. Members of the Bike Response Team will be selected by the following process:

1. Must be a career or volunteer member in good standing with BCoFR.
2. Must be a certified EMS provider through National Registry and/or the Commonwealth of Virginia.
3. Written request must be submitted to the Deputy Chief of Operations and the EMS Bike Team supervisor and decision will be made by the same.
4. Must be in good physical condition and capable of safely navigating a crowded environment while maintaining control of a bike.

B. Once selected, members will be continuously evaluated on several criteria:

1. Completion of an approved EMS Bicycle Operations Course including curriculum that covers operational considerations, legal considerations, skills assessments and administrative guidelines.
2. Ability to operate and ride the bicycle safely and proficiently, so as not to endanger themselves and anyone around them.

3. The physical ability to ride for long periods and cover reasonable distances in all weather conditions and still perform necessary duties.
4. Compliance with required training.
5. Ability to work efficiently as a team member and with other team members both career and volunteer.
6. Availability to work events and programs where the Bike Response Team is requested.

Deployment:

- A. The Bike Response Team shall work assignments as assigned by senior leadership staff and EMS Bike Team Supervisor.
- B. If other agencies or localities request that the Bike Response Team work with them or for them, senior leadership shall be notified of the request for approval.
- C. Staffing for Bike Response Team events will be established based on team member response and availability. Efforts will be made to utilize team members equitably for events throughout the year.
- D. Any member who is assigned to work an event and is unable to fulfill the obligation must notify the Bike Response Team supervisor immediately.
 1. It is the responsibility of the assigned member to find his or her own replacement, except in cases of sickness and/or emergency.
 2. The replacement must be a member of the Bike Response Team.
 3. The member must inform the Bike Response Team supervisor of his or her replacement.
- E. Bike Response Team members will always be assigned in groups of two and remain together. Should a mechanical failure, etc. require team members to separate, the Bike Team Supervisor should be notified immediately.
- F. The Bike Response Team will respond to all assignments regardless of the time of day or inclement weather conditions, provided that the conditions do not become hazardous to the member (hail, severe lightning, tornados, etc.). The EMS Bike Team Supervisor must be advised as soon as possible if any event is cancelled.
- G. A large part of this program is public education. It is expected that each member will participate in public education related to bicycle safety.

General Purpose

The Bike Response Team is a high-profile unit that will operate in close proximity to the public. All members are to keep in mind that while representing the Bike Team they are also representing BCoFR and Bedford County as a whole. The public will be interested in talking with you. Professional demeanor and great customer service is always expected. Every attempt must be made to develop a positive relationship with the public.

- A. The Bike Response Team bicycle shall not be ridden by anyone other than a team member without permission from the Bike Response Team supervisor.
- B. A pre-ride inspection to include bike inspection and medical equipment inspection are required. Any discrepancies shall be noted and submitted for review, restock, or repair.
- C. No team member shall be allowed to work Bike Response Team assignments unless that member has successfully completed the approved EMS Bicycle Operations Course including curriculum that covers operational considerations, legal considerations, skills assessments and administrative guidelines.
- D. Every accident involving personal injury, bicycle damage, damage to issued equipment or property damage must be reported following the proper chain of command with the proper documentation as for other incidents. If injury is to the public, the BCoFR Field Lieutenant must be notified immediately and shall respond to the scene.
- E. All team members will be issued a portable radio for use during the event. It is to remain on at all times and on the proper channel for the duration of the event.
- F. If additional assistance is required on scene, request resources as soon as possible.
- G. For the primary safety of the patient and Bike Team member, upon arrival on the scene of a call for assistance, place your bike and the bike of your group partner in a slight “V” formation for protection from gathering crowds.
- H. If an ambulance is needed to transport a patient to the hospital, contact the onsite standby unit for assistance. If there is no onsite unit or that unit is OOS, contact dispatch via radio and request the resource needed.
- I. After transfer of care to the ambulance crew, restock your supplies used from the ambulance stock and return to service.
- J. All personnel must adhere to BCoFR SOG’s.

Safety and Equipment Longevity

- A. Helmets will be departmental issue only and must be worn at all times with the rider is in the saddle and the bike is in motion.
- B. Bike Response Team bicycles shall not be left unattended at any time unless the Team

Member is engaged in providing care or addressing an emergency.

- C. While responding to a call, riders will proceed in a single file formation in congested areas. The lead rider will utilize voice commands to the crowd if necessary.
- D. In the event the bicycle has to be laid on the ground and the kickstand cannot be utilized, it is imperative that the bicycle be laid on the non-drive side (riders left) to protect the drive components of the bicycle.
- E. At the completion of the assignment, each member must clean both the bicycle and equipment. All bicycles and equipment must be properly stowed in the designated storage area.

Training

Initial training will include curriculum that covers operational considerations, legal considerations, skills assessments and administrative guidelines.

- A. All in-house training will include basic riding skills, area familiarization, and basic bike maintenance/repair as approved by the Bike Response Team Supervisor and senior leadership.
- B. Any additional outside bicycle training courses will be requested on the proper training request form.
- C. The Bike Response Team supervisor will maintain a record of training for all members. The supervisor will also keep track of the number of assignments each member has worked.
- D. Members must attend required training unless prior authorization is obtained. If an absence is not approved, the member may be removed from the team.

Maintenance

The Bike Response Team bicycle is a device that requires special training and special tools for much of its maintenance. Some repairs or adjustments can be done in the field, but most require special training and tools to be done correctly; therefore, no team member may add or replace any accessory, device, part, decal, lettering or make any alteration to the EMS bicycle or equipment without the authorization of the EMS Bike Team Supervisor or senior leadership.

- A. The member to whom the Bike Response Team bicycle is assigned to for a particular event is responsible for routine repairs such as flat tires, minor brake adjustments, lubrication, and cleaning.
- B. When repairs are required that are beyond the ability of the team member in the field or require special tools, the bike will be taken out of service and notification must be made to the Bike Response Team Supervisor.

- C. Bike Response Team bicycle will only be utilized for official business. No team bicycle will be utilized for personal use. This is in place to maintain the longevity of the bike and equipment and reduce any out of service time and repair costs.

Legal Issues

Members are to obey all traffic laws, including stop signs, traffic lights, and proper lane usage. The training received in the IPMBA curriculum shall be utilized for vehicular cycling.

- A. In an emergency response, safety and due regard shall be the practiced by all responding members.
- B. All riders shall utilized hand signs or a pointing motion as taught in the IPMBA curriculum for turns, lane changes, and stopping.
- B. During night operations, all Virginia State Laws, County, City, or Town ordinances regarding bicycle lighting shall be adhered to.
- C. As a rule, bicycles should be operated on the street. Sidewalks and walking paths should be avoided. The exceptions to this rule are training, responding to calls, need for access, and/or any other special circumstances.

Bike Response Team Supervisor

The purpose of the Bike Response Team Supervisor is to provide assistance and supervision to members of the Bike Response Team. This individual will also work closely with senior leadership for all functions of the team.

Requirements for Bike Team Supervisor:

- A. Record keeping for team members, training, team equipment, and bicycles.
- B. This position will function as the supervisor of the team at Bike Response Team assignments whether on or off the bike. They will follow the chain of command and report to the next highest level of leadership at an assignment or the Field Operations Officer.
- D. Schedule and ensure appropriate staffing of team personnel for deployment at special events.
- D. Establish and publish a training schedule for members of the bike team.
- E. Establish a routine and preventative maintenance schedule for bike team equipment and bicycles.
- F. Work with senior staff to plan for budgeting to anticipate/meet Bike Team needs.
- G. Assist senior leadership with marketing of and promotion of the Bike Response Team.