INLAND DIVISION
FREEWAY SERVICE PATROL

STANDARD OPERATING PROCEDURES

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Chapter 1
PROGRAM OVERVIEW

1.A WHY A FREEWAY SERVICE PATROL?

On June 28, 1993, Riverside County implemented their Freeway Service Patrol (FSP) program. On January 3, 2006, San Bernardino County implemented a Freeway Service Program as well. FSP has been expanded several times due to the public’s overwhelming positive feedback and the continuing success of reducing freeway congestion.

Our local freeway system is the vital artery that carries countless commuters to and from work and facilitates the transportation of interstate commerce to businesses. Studies that focus on commute traffic patterns as they relate to different incidents found that when one lane of a three lane freeway is closed, capacity is reduced by about 60% as vehicles are forced to funnel down to safely negotiate the incident. When two lanes out of three are closed traffic efficiency is reduced by about 90%. Even an individual changing a tire on a shoulder can reduce capacity by 15% as other motorists slow down to look. Therefore, the key to maintaining maximum capacity is getting closed lanes open and vehicles off the freeway as quickly and safely as possible.

These studies indicate that increasing the number of freeway lanes is an expensive solution for increasing the number of vehicles a highway can accommodate. Managing the existing system is an inexpensive strategy in comparison. This is where the Freeway Service Patrol Program comes in to play.

By performing the various services, disabled motorists are assisted in removing their vehicles before their presence has an adverse impact on traffic. The end results are significant. Not only is traffic congestion reduced but the following benefits are realized:

- Disabled motorists are provided an extra margin of safety.
- There are fewer secondary traffic collisions (hence fewer injuries and deaths).
- People are less stressed as they spend less time on the freeway getting to and from work.
- Air quality improves as vehicles spend less time on freeways.

1.B LEGISLATIVE INTENT

The Legislature of California has found and declared that the emergency roadside assistance provided by highway service organizations is a valuable service, which benefits millions of California motorists. Emergency roadside assistance is provided statewide in cooperation with public agencies.
The Department of the California Highway Patrol, in cooperation with the Department of Transportation, is responsible for the rapid removal of traffic impediments on highways within the State. The Department of the California Highway Patrol may enter into agreements with regional or local entities for a freeway service patrol operations. It is in the public interest to establish minimum standards for the emergency roadside assistance provided or contracted. It is also necessary to increase the public input into the development of minimum standards. It is important to the public safety that drivers who provide emergency roadside service do not have criminal records which would include violent crimes against persons.

The Legislature of California also declares that the Department of the California Highway Patrol, in cooperation with the Department of Transportation, shall be responsible for establishing the minimum training standards for highway service organization employees and employers who participate in freeway service patrol operations.

With the passage of the Freeway Service Patrol Act in September 1992. The Freeway Service Patrol was established as a pilot program to study the feasibility of the Legislatures Intent and serve as a means of congestion relief. The Los Angeles County Transportation Commission, now known as Metropolitan Transportation Authority (MTA), Caltrans and the California Highway Patrol’s (CHP) Southern Division pioneered the current freeway service patrol program in June 1991 with Proposition C sales tax revenue.

Public partnerships were formed between the local transportation authorities, the CHP and Caltrans. Caltrans provides millions of dollars annually for programs that operate throughout the state.

In general, the local transportation authorities and Caltrans provide funding for the FSP programs. Operationally, the transportation authorities contract directly with tow companies to provide services, Caltrans is responsible for CHP vehicle fleet and the CHP is responsible for training and supervision of the tow companies. In the Riverside-San Bernardino areas, CHP’s Inland Division trains the tow truck drivers and owners and inspects the trucks and tow facilities for contract compliance and safety. These responsibilities vary throughout the various regional programs.

1.C SCOPE OF PROGRAM

While FSP operators (hereinafter called “operators”) are in the spotlight for all the services they provide, there are four organizations in the background that provide support and direction. These organizations include the Riverside County Transportation Commission (RCTC), San Bernardino Associated Governments (SANBAG), the California Highway Patrol (CHP), and the California Department of Transportation (Caltrans).
1.C.1 RIVERSIDE COUNTY TRANSPORTATION COMMISSION (RCTC)

RCTC is the transportation authority of Riverside County. RCTC advertises awards and manages the tow truck company’s contracts. RCTC oversees the means in which the Riverside County Service Authority for Freeway Emergencies (RC-SAFE) budget is used with the approval of the RCTC Board of Directors. RCTC provides an additional 25%, which is added to the Caltrans budget to operate the FSP program. RCTC is the contract administrator for other programs interested in using FSP to supply services within county construction projects. RCTC is the contract administrator of the FSP program and will disburse funds to the Contractor only after verification and payment approval has been given by the CHP.

1.C.2 SAN BERNARDINO ASSOCIATED GOVERNMENTS (SANBAG)

SANBAG is the transportation authority of San Bernardino County. SANBAG advertises awards and manages the tow truck company’s contracts. SANBAG provides an additional 25%, which is added to the Caltrans budget to operate the FSP program. SANBAG is the contract administrator for programs interested in using the FSP to supply services within county construction projects. SANBAG is the contract administrator of the FSP program and will disburse funds to the Contractor only after verification and payment approval has been given by the CHP.

1.C.3 CALIFORNIA HIGHWAY PATROL (CHP)

CHP is responsible for the daily operations and supervision of the program. Their duties include:

- Providing initial and annual refresher training to all FSP tow operators.
- Providing field supervision.
- Conducting ride-a-longs.
- Conducting background checks of prospective FSP applicants.
- Performing planned tow inspections.
- Performing random and cursory tow inspections.
- Evaluating the operators’ job performance.
- Investigating complaints.
- Dispatching FSP tow trucks.
- Evaluating statistical data for the on-going evaluation of the program.
• Managing beat maps and drop locations.
• Updating the Standard Operating Procedures (SOP) manual.
• Processing the monthly adjustments (overtime, deductions, material costs).

1.C.4 CALIFORNIA DEPARTMENT OF TRANSPORTATION (CALTRANS)

Caltrans’ duties include:
• Providing funding and oversight for the FSP programs.

1.D OPERATIONAL OVERVIEW

The purpose of the FSP program is to provide a continuous roving patrol for the rapid removal of disabled vehicles and those involved in minor accidents from the freeway. Where traffic conditions permit, they provide safe removal of small debris.

FSP vehicles will continually patrol assigned beats during hours of operation. FSP hours of operation are 0530 - 0830 and 1500 - 1900, Monday through Thursday; and 0530 - 0830 and 1300 - 1900 on Friday. FSP hours are subject to change.

Vehicles are exclusively dedicated to the service during the hours of operation. All maintenance activities shall be conducted during non-service hours.

Some of the many duties the service patrol operators provide are to change flat tires, provide jump starts, provide one (1) gallon of gasoline or diesel fuel, temporarily tape or repair cooling system hoses and refill radiators.

Operators are to spend a maximum of ten (10) minutes per disablement in an attempt to repair a vehicle.

If a vehicle cannot be repaired within the ten (10) minute limit, it will be towed to a drop location designated by the CHP.

Service patrol operators shall not accept gratuities, perform secondary towing services, recommend secondary tows or recommend repair/body shop businesses.

1.E VEHICLE CODE REQUIREMENTS (CONTRACTOR)

Tow companies contracted by a regional or local agency to provide services in an FSP program, who hire or assign tow truck drivers to that program, must comply with the following Vehicle Code sections:

a. 1808.1(b) VC Employers must participate in the pull notice system which is a process for providing the employer with a report of the driver’s current driving record indicating any subsequent
convictions, failure to appears, accidents, driver license suspensions, driver license revocations, or any other actions taken against the driving privilege or certificate, added to the driver’s record while the employer’s notification request remains valid and not cancelled.

(1) Violation of the requirement for employers of the FSP tow drivers to participate in a pull notice program is a misdemeanor pursuant to 40000.6 VC.

(2) Pursuant to 1808.1(c) VC any employer who employs or continues to employ as a driver a person against whom a disqualifying action has been taken regarding his/her driver privilege or required driver’s certificate, is guilty of a public offense, and upon conviction shall be punished by confinement in a county jail for not more than six (6) months, by a fine of not more than one thousand dollars ($1,000.00), or by both.

(3) FSP supervisors are to examine the pull notice report, at a minimum, as part of the annual inspections. Further, employers are to present the reports upon request to an authorized representative of the Department (CHP).

(4) All FSP companies are required to have FSP drivers to be enrolled in the pull notice program on or before September 1, 2008. Drivers not enrolled after September 1, 2008, are to be removed from FSP service until they are in compliance with this requirement.

a. 2430.5(A) VC Employers must obtain and maintain an application for an FSP tow driver certificate of all FSP drivers hired on or after July 1, 1992.

b. 2430.5(B) VC Employers must obtain and maintain application for an FSP tow driver certificate of all FSP drivers hired before July 1, 1992.

c. 2430.5(C) VC Employers must maintain two (2) employee files as follows:

(1) Drivers who have valid certificates issued and a copy of the certificate.

(2) Drivers who were recently issued a certificate but not assigned to the FSP program.
d. 2430.5(D) VC Employers must remove a tow driver from the FSP program prior to start of next shift upon notice of any felony arrest or certain misdemeanor convictions and must notify CHP immediately (This includes any traffic citations).

e. 2436.3(A) VC Every employer must obtain, from the CHP, a CHP carrier identification number and display this number on each tow truck assigned to FSP duty.

f. 2436.3(B) VC No employer shall operate in any FSP program if the carrier identification number has been suspended by the CHP.

g. 2436.3(C) VC The carrier identification number shall be removed before sale, transfer, or other disposal of the vehicle, or from all vehicles upon termination of FSP contract.

h. 2436.7(D) VC Employer must make all files available for inspection by the CHP upon request during normal business hours.

i. 12804.9 VC (1) Every tow truck driver participating in the FSP program is required to possess a valid medical certificate in their possession.

(2) All FSP companies are required to have FSP drivers obtain a valid medical certificate on or before September 1, 2008. Drivers not in possession of a valid medical certificate after September 1, 2008, are to be removed from FSP service until they are in compliance with this requirement.

1.F VEHICLE CODE REQUIREMENTS (EMPLOYEE)

Tow company employees assigned by employers as FSP program tow truck drivers are required to comply with the following Vehicle Code sections:

a. 2431(B) VC Any person applying for FSP tow truck driver shall submit an application for issuance of a tow truck driver certificate to the CHP and pay a fee of not more than $50, whether hired before or after July 1, 1992.

b. 2431(C) VC Any Person applying for an FSP program tow truck driver certificate must submit to fingerprinting by CHP.

c. 2436.7(A) VC Any person applying for FSP tow truck driver certificate must attend a CHP/FSP driver training class.
d. 2436.7(B) VC  Any person assigned to the FSP program must successfully complete a CHP training class before being issued a certificate of completion.

e. 2436.7(C) VC  Upon being issued a certificate of completion, the tow driver must provide a copy to his/her employer.

f. 2432(A) VC  It is unlawful for any person applying for an FSP tow driver certificate to knowingly provide false information.

g. 2430.3 VC  Every person applying for or issued an FSP tow driver certificate must notify his/her employer of any felony arrest or certain misdemeanor convictions immediately prior to beginning the next work shift (This includes any traffic citations).

h. 12804.9 VC  (1) Every tow truck driver participating in the FSP program is required to possess a valid medical certificate in their possession.

(2) All FSP companies are required to have FSP drivers obtain a valid medical certificate on or before September 1, 2008. Drivers not in possession of a valid medical certificate after September 1, 2008, are to be removed from FSP service until they are in compliance with this requirement.
Chapter 2  
VICARIOUS LIABILITY

2.A **ELEMENTS**

Once an operator makes any contact with a motorist, that operator has established a "special relationship". Operators are to exercise reasonable care for others once a special relationship has been established. Operators shall not place motorists, passengers, or pedestrians in a position of foreseeable danger from either traffic or other potentially hazardous factors after contact has been made. It is the responsibility of the operator not to leave the motorist in a worse situation than that which existed before the operator made contact. This includes leaving a motorist stranded at a drop site where the safety of the motorist may be compromised.

**IT IS THE OPERATOR'S RESPONSIBILITY TO ENSURE THE MOTORIST HAS HELP EN ROUTE OR ACCESS TO ADDITIONAL PUBLIC SERVICES.**

Operators should treat each motorist as if they were members of their own family. Operators should ask themselves if they would leave one of their family members in the same situation they would leave a motorist.

While all drop sites have been checked by CHP, operators should be aware of any changing conditions that may adversely affect the suitability of any drop site. If, in the operator's opinion, a drop site is unsafe, CHP should be advised immediately.

2.B **SPECIAL RELATIONSHIP**

Once an operator stops to assist a disabled vehicle and contacts the motorist, it is the responsibility of the operator to make sure the motorist is assisted in some way. This could include completing the assistance, calling for another tow truck, calling for CHP, etc.

If the motorist states that another tow truck is en route, the operator should confirm which tow company it is. Many times, call box operators tell motorists that an FSP tow truck is en route and when FSP arrives, the motorist thinks that another tow truck (other than FSP) is coming.

When the disabled motorist has a motor club en route and the motorist used the callbox to make the motor club request, it is a good idea to verify through Dispatch that the motor club is en route. In addition, the motorist should still be advised which services are available with FSP and ascertain if the person wants to be assisted by FSP. The motor club can always be canceled. As an alternative, FSP can transport the motorist and his/her vehicle off the freeway and notify Dispatch of the different location the motorist has been transported to and dispatch will forward that information accordingly.
The only exception to this is when the motorist refuses a FSP tow. If this is the case, have the motorist sign a Release of Freeway Service Patrol Tow Truck Form. **FSP must offer its services to any motorist irregardless if they are a member of a roadside service organization.**

If a motorist requests that the operator wait with them until help arrives (even in an overtime situation), Dispatch shall be advised and the operator will wait until their assistance arrives or FSP is relieved. Above all else, the operator shall use common sense. Under the proper circumstances, the operator should leave the scene of an incident as quickly as possible and continue patrolling the beat.

### 2.C REFUSAL OF SERVICE

Occasionally, operators will encounter motorists who decline FSP service for one reason or another. In most cases, the motorist has already made other arrangements and does not want to leave the area because their assistance (friend, relative, tow truck, etc.) will not know where to find them. In response to a motorist who refuses/declines service, the following steps shall be followed:

- If the motorist already has another form of assistance en route, the operator shall still encourage the motorist to accept a FSP tow by:
  - Citing the dangers of remaining on the freeway shoulder (traffic collisions, robbery, etc.)
  - Offering to have Dispatch call the responding party and direct them to the designated drop location.

- If efforts to convince the motorist to accept FSP service fail, the operator shall consider the motorist’s situation and location before making a decision whether or not to leave.

- If the motorist is in the center divider, narrow right shoulder, hazardous location or any area in which the operator feels the motorist may be in danger, the operator shall remain until the other assistance arrives and contact FSP-CHP supervision.

- If the motorist requests an operator’s presence until their help arrives, the operator shall notify Dispatch of the situation. Depending on the circumstances, the operator may remain or a CHP officer will be dispatched.

- Operators should understand that for all other situations, good judgment is necessary as special relationships and vicarious liability issues are still present, even when FSP service is refused/declined.

If all attempts to convince the motorist to accept FSP service fail, and the location/situation do not meet the criteria outlined above, then the operator shall leave the scene and notify Dispatch. To minimize vicarious liability situations, operators who leave
a motorist on the freeway shall attempt to have the motorist sign the waiver statement on
the Release of Freeway Service Patrol Tow Truck Form.

Because of recent incidents involving situations where motorists have been injured after
refusing FSP service and the corresponding lawsuits which have followed, it is every
operator’s responsibility to ensure the safety of all motorists they encounter.
3.A **Demeanor**

An essential element of public service is an operator's demeanor. For this reason, operators shall approach the public with an air of professionalism, courtesy and in a business-like manner. Accordingly, the words “Sir” and “Ma’am” shall be used when addressing the public. Along with courtesy, operators shall use good judgment when contacting the public at all times. What seems like little things to some could be offensive to others.

To avoid being misunderstood or misquoted, and to facilitate the timely removal of vehicles off the freeway, operators should keep their conversation with the public at a minimum. Some motorists contacted may not be in a good mood due to their situation/vehicle’s condition, and attempting to initiate a discussion may further upset them. In addition, operators shall not attempt to solicit or initiate any social contacts with the motorist they service. For example, an operator asking a motorist if he/she is married or has a significant other is an inappropriate conversation. Likewise, operators shall not solicit addresses or telephone numbers for personal use. Operators shall, however, answer any questions pertaining to the Program that are presented to them by the motorist.

3.B **Appearance**

The personal appearance of an individual often reflects their sense of pride and personal commitment to the job they are doing. For this reason, a large part of gaining the confidence of the public in the Program comes from its operators having a professional appearance. If operators display tattoos, piercing(s), etc., that could be deemed offensive to the public then the driver will be required to cover or remove the piercing(s), tattoos, etc. If the operator cannot or refuses to cover or remove the item in question, they will be removed from the FSP program. Combined with courtesy and demeanor, an operator's personal appearance goes a long way in helping to win the public's support.

3.C **Uniform Requirements**

3.C.1 **Uniform**

All operators are required to be in full compliance with uniform requirements at all times during their shift as outlined in the contract. Operators are required to wear black work boots with steel toes. All uniforms and equipment shall be clean, properly maintained, and replaced whenever excessively worn. The uniform shall not be worn unbuttoned, unzipped, or un-tucked. Any operator observed wearing a uniform that does not comply
with established standards will be placed out of service and the contractor fined. (Refer to “Attachment A” and the Contract for the exact uniform specifications.)

Operators are allowed to wear either a navy blue or white T-shirt, long or short sleeved, underneath their corresponding long or short sleeve uniform shirts. A navy blue turtleneck shirt may also be worn under the long sleeve uniform shirt. No other colors are allowed. During cold weather a plain navy blue jacket may be worn between the FSP uniform and the FSP safety vest. The jacket must display the FSP logo on the sleeve of the jacket. No other jackets or coats are allowed. Accouterments (i.e. pins, or additional patches) that have not been approved cannot be worn.

Should the uniform become dirty during the performance of duties during the shift, the operator shall change uniforms prior to the next shift he/she works.

Operators shall not wear a FSP uniform during non-FSP hours. This does not include travel between the contractor’s shop and the beat before and after the shift. Should operators be summoned to perform a commercial tow after working the FSP shift, the FSP uniform shall be removed before the commencement of the commercial tow assignment.

3.C.2 APPROVED HATS

Operators have the option of wearing an approved baseball style hat. The approved hat is navy blue in color or navy blue in color and displays the FSP logo. Hats must be clean and neat in appearance. To ensure operators look uniform, hats shall be worn forward.

Operators are also allowed to wear an approved cold weather cap (beanie). Just as with the baseball style hat, the cold weather cap must meet the same requirements for color, displaying the FSP logo and must be neat and clean. The cold weather cap can only be worn in conjunction with the approved navy blue jacket. Additionally, the cold weather cap must not have a bill, ear flaps, have a pull-down face mask, and must be worn appropriately. CHP has the discretion to determine what is appropriate. Refer to Attachment A.

3.C.3 REFLECTIVE VEST

Operators are required to wear an FSP safety vest at all times. The safety vest is a standard reflective, yellow mesh and cloth safety vest with the FSP logo on the back and front. FSP safety vests are part of the FSP uniform and shall not be worn during non-FSP hours.

Operators are allowed to wear their FSP service pin on the upper torso area of the reflective vest, and placed directly below the operator’s name (or name plate).
3.C.4 RAIN GEAR

During inclement weather, rain gear (coat, pants, and detachable hood) may be worn. Rain gear must be as specified in their respective company contracts. The reflective rain gear must meet safety requirements and is worn under the FSP safety vest. The safety vest is required to be worn at all times. Rain gear must be kept clean and neat in appearance. Torn and tattered rain gear will be replaced with new rain gear at the cost of the Contractor.

3.D GROOMING STANDARDS

Aside from displaying a clean and well-maintained uniform, proper grooming and personal hygiene complete an individual's professional appearance. As a representative of RCTC, SANBAG, CHP, and Caltrans, operators are expected to look and act like professionals.

3.D.1 FACIAL HAIR

Operators are required to be clean-shaven. Operators are allowed to have a mustache and/or goatee providing it is kept neatly trimmed. Not only does facial hair pose an additional fire hazard in the presence of gasoline, but it also has the potential of becoming caught in the moving parts of an automobile engine.

3.D.2 HAIRCUTS

Operators shall maintain haircuts that do not detract from a professional appearance. Regardless of hair length, haircuts shall be kept clean and not have a flamboyant or outrageous look or color. For example, “Mohawks” or offensive words etched in the hair are not permitted. For safety reasons, an operator’s hair should not interfere with an operator’s vision or worn in a manner that it could become caught in the moving parts of an automobile engine.

3.D.3 PERSONAL HYGIENE

Operators shall take the necessary steps to stay clean. Fingernails must be kept reasonably clean and trimmed to a length that will not interfere with his/her work duties. Because FSP work is labor intensive, operators will sweat. To prevent ensuing bad odors from occurring and offending the public, operators should, at a minimum, take one (1) daily shower or bath, and use deodorant.

3.E PERSONAL ACCOUTERMENTS

Operators shall not wear any jewelry (this includes earrings, nose rings etc.) in excess of one (1) watch and one (1) finger ring. The watchband should be made of a non-metallic material and the ring shall not be such that it creates a safety hazard. Facial and body makeup shall be natural tones only (No bright colors are allowed!).
Operators are allowed to wear their FSP service pin on the upper torso area of the reflective vest, and placed directly below the operator's name (or name plate).

3.F  **OFFENSIVE ACTIONS**

3.F.1  **MANNERISMS**

While in contact with the public, operators shall avoid certain offensive mannerisms such as eating or drinking, chewing gum, using tobacco products, placing items such as toothpicks and writing utensils in the mouth, as well as other obvious offensive traits.

3.F.2  **USE OF TOBACCO**

Smoking is not allowed in or near the tow truck during the FSP shift. This will prevent any potential fire hazards with gasoline from occurring, and will avoid offending others as well. Operators who smoke (outside of FSP) shall clean out their ashtray prior to the start of each shift. It can be very offensive for someone to see and/or smell cigarette butts and ashes in the ashtray. The use of “smokeless” or chewing tobacco while on duty is also prohibited.

3.F.3  **PUBLIC RADIO**

Operators who wish to listen to a public radio station while working shall listen to a radio station which could not be deemed offensive to the public. Since different people have their own preferences for music, operators should use common sense in this regard. Public radio volumes shall be such that the FSP radio equipment (CHP scanner, etc.) can be clearly heard at all times. *Keep the volume down!*

3.G  **ALCOHOL AND / OR DRUG USAGE**

The use of alcohol and/or drugs by an on-duty operator is strictly prohibited. Operators shall not be under the influence of any drug and/or alcohol while on duty or immediately prior to the commencement of a FSP shift. For clarification purposes, “influence” refers to an individual’s physical impairment. Operators shall not consume, nor have in their system, any amount of alcoholic beverage or illegal drugs. Any driver found in violation of this policy will be immediately removed from the FSP program and could be arrested.

3.H  **SEXUAL HARASSMENT POLICY**

The most important aspect of the FSP’s sexual harassment policy is the equal treatment and consideration of all people, without regard to their sex or sexual preference. Consistent with this philosophy as well as local and federal laws, it is the policy of FSP that the working environment and all motorist contacts be free of sexual harassment. Broadly defined, sexual harassment consists of any unsolicited and/or unwelcome sexual advances, requests for favors, or other verbal, physical, or visual conduct of a sexual
nature. RCTC, SANBAG, CHP and/or Caltrans will not tolerate sexual harassment by any FSP personnel. CHP will promptly investigate any accusations of sexual harassment made against an operator or contractor, and appropriate disciplinary action will be taken against those individuals determined to be in violation of this policy, which could possibly include dismissal from the Program. As a basis for FSP’s sexual harassment policy, the following rules and guidelines are provided.

3.H.1 MOTORIST CONTACT

No expressions, verbal, written, physical or visual, of a sexual nature shall be used toward or in the presence of a motorist. The following section, “Working Environment”, contains some common examples of sexual harassment. Operators are cautioned about misinterpreting the motorist’s gratitude for services performed as an indication that they are interested in pursuing a personal relationship with them. Actions and/or advances of a sexual nature by a motorist toward an operator does not relieve the operator from the requirements of this section.

3.H.2 WORKING ENVIRONMENT

3.H.2.a Legal Authority.

Title VII of the Civil Rights Act and Government Code Section 12940 make it an unlawful employment practice for employers to discriminate against any individual with respect to terms, conditions or privileges of employment on the basis of sex. The Federal Equal Opportunity Commission (FEOC) issued guidelines that make an employer responsible for acts of sexual harassment in the work place, regardless of whether the specific acts are forbidden by the employer.

1. Submission or rejection by an employee is used as a basis for employment decisions affecting the employee.

2. Such conduct has the potential to affect an employee’s work performance negatively and/or create an intimidating, hostile or otherwise offensive environment. While sexual harassment may be manifested in varied forms, the most common examples may include:

- Making unsolicited written, verbal, physical and/or visual contact with sexual overtones.
- Written examples: suggestive or obscene letters, notes, invitations.
- Verbal examples: derogatory comments, slurs, jokes, epithets.
- Physical examples: assault, touching, impeding, or blocking movement.
- Visual examples: gestures, leering, display of sexually suggestive objects, pictures or cartoons.
- Continuing to express sexual interest after being informed that the interest is unwelcome. (Reciprocal attraction is not considered sexual harassment.)

- Making reprisals, threats of reprisal, or implied threats of reprisal following a negative response. For example, either implying or actually withholding support for an appointment, promotion, or change of assignment; suggesting a poor performance report will be prepared, or suggesting probation will be failed.

- Engaging in implicit or explicit coercive sexual behavior that is used to control, influence, or affect the career, salary, and/or work environment of another employee.

- Offering favors or employment benefits, such as promotions, favorable performance evaluations, favorable assigned duties or shifts, recommendations, re-classifications, etc., in exchange for sexual favors.

3.1 OFF DUTY CONDUCT

To maximize the quality of service provided to the public, it is imperative for Contractors to employ operators who are both reliable and have satisfactory personal backgrounds. Before an individual is accepted into the FSP, he/she must pass a criminal history and driving record background test. In order to ensure this standard is continuously met, and to ensure the motoring public receives the highest possible quality of service at all times, operators must continue to maintain a lifestyle free of illegal activities.

Consistent with the established standards of initial employment, off-duty operators who are arrested for a crime which would otherwise preclude their qualification in the Program will be immediately suspended pending the outcome of their criminal case. This directive is consistent with the legal requirements contained in Section 13377(a) of the California Vehicle Code.

The following is a list of those crimes as well as other administrative actions which, consistent with the above policy and State law, will permanently preclude an individual from serving as an operator:

- 220 P.C.: Assault with the intent to commit mayhem, rape, sodomy or oral copulation.

- 261 or 264.1 P.C.: Rape, or Aiding and Abetting a Rape.


- 288 P.C.: Lewd act with a child.

- 289 P.C.: Sexual Assault.
- Any felony or combination of three misdemeanors which are crimes of violence, as defined in Section 11105.3 of the Penal Code.

3.J **CITIZEN COMPLAINTS**

All complaints made against operators will be accepted and investigated by the CHP in a fair and impartial manner. Complaint investigations are necessary to resolve occasional problems, maintain the favorable regard of the public, and identify any problems or additional training needs. As a result of these investigations, the CHP may initiate recommendations to the local transportation Authority for contract determinations. Should the filing of criminal charges be a possibility, the CHP will handle to conclusion and, if warranted, request prosecution.

The most common types of complaints include:

- Rude or discourteous conduct such as yelling, cursing or making inappropriate hand gestures to a member of the public.
- Lack of service.
- Inappropriate conduct with members of the opposite sex, such as displaying behavior with sexual overtones.
- Acceptance of gratuities.
- Unsafe driving practices.
Chapter 4
OPERATOR RESPONSIBILITIES

4.A LIABILITY

As a representative of the four governmental agencies (RCTC, SANBAG, CHP and Caltrans), operators are required to perform various duties to service the motoring public. In this capacity, the type of services offered by FSP are limited for two reasons. The primary reason is to eliminate any unnecessary tow activities in order to maximize the efficiency of the operator. The secondary reason is to minimize the potential for any lawsuits arising from acts performed by operators which are beyond their required duties. He/she could be held liable for any property damage or injury resulting from the incident, regardless of fault.

When encountering incidents or situations not covered in this SOP, it shall be the responsibility of the operator to use his/her sound judgment. *If in doubt, the operator shall contact Dispatch or a CHP-FSP field supervisor to ask for direction.*

4.B LIMITATION OF POWERS

Operators **DO NOT** have any peace officer powers. Operators shall not become involved in vehicle pursuits or try to take enforcement action against any members of the public. Operators should report any serious criminal activity to Dispatch that they encounter or observe. This includes the reporting of any intoxicated motorists whether moving or stationary. Occasionally, operators may be placed in a situation where the option is to make a citizen’s arrest. Because citizen arrests carry a liability of its own, the decision to initiate a citizen arrest shall be a personal choice of the individual operator.

4.C CERTIFICATION

All FSP tow trucks, while on duty, shall only be driven and operated by a certified operator. All operators must pass a background check and proficiency test, complete sixteen (16) hours of classroom training and ten (10) working shifts of ride-a-long field training prior to becoming a certified operator. Once the operator has completed all the necessary requirements, he/she will be issued an FSP identification card and an FSP certificate. The identification card shall be in the operator’s possession at all times while on duty. Operators must also have in his/her possession at all times a valid California Driver’s License and a tow truck certificate issued by the CHP. To maintain their FSP certification, operators are required to attend and successfully complete quarterly refresher training. Failure to complete/pass any portion of the refresher training class will result in the operator being removed from the FSP program.

If an operator loses the FSP identification card, he/she must immediately notify CHP so a replacement card can be issued. Upon termination of an operator’s employment, the
contractor shall immediately notify CHP of the termination and the FSP identification card shall be returned.

4.D  **WORKING HOURS**

4.D.1  **SHIFTS**

There are two FSP shifts per day. The morning FSP shift time operates from 5:30 A.M. to 8:30 A.M. The afternoon FSP shift time Monday through Thursday operates from 3:00 P.M. to 7:00 P.M. and Friday operates from 1:00 P.M. to 7:00 P.M. Times are subject to change. Operators are required to sign on at the beginning of the shift and to sign off at the end of the shift. Operators are required to handle all calls assigned or encountered prior to the end of shift.

4.D.2  **BREAKS**

Operators are allowed to take one (1) 15 minute break for each complete shift worked, Monday through Thursday. On Fridays, an operator is entitled to one (1) 15 minute break for working the complete morning shift and two (2) separate 15 minute breaks for working the complete afternoon shift. All breaks shall be taken off the freeway and directly adjacent to the assigned beat; however, it shall not be taken at a residence. The 15-minute break begins once the operator leaves the freeway beat and ends when the operator re-enters the same beat. Because the FSP is a high profile, publicly funded entity, taxpayers expect to see operators more on the road than on a break. For this reason, and to eliminate any chance FSP is viewed negatively, all rules pertaining to breaks shall be strictly followed.

Operators shall not take their breaks during the first half-hour or last half-hour of their shift. Dispatch will not authorize break periods for missed breaks or breaks at the end of shift. In addition, operators who did not take a break, regardless of the reason, shall not return to their shop fifteen (15) minutes early.

Because of the limited number of operators on a beat and to continue a positive public appearance, operators shall coordinate their breaks with their beat partners so their breaks do not overlap with one another. No two drivers working the same beat may take a break at the same time. If this occurs, penalty time will be assessed for the error. The use of the shop radio will enable operators to arrange their breaks accordingly.

To prevent operators from adjacent beats from taking a break at the same location, facilities at adjacent beats should not be used for breaks. An exception is allowed if adjacent beats coordinate between themselves, so that no two (2) trucks from adjacent beats are taking breaks at the same location.

Sleeping is not permitted at any time during a shift. This includes sleeping in or out of the truck during a 15-minute break. For the purpose of this section, sleeping is defined as actually sleeping or the appearance that one is asleep.
Restroom breaks, outside of the regular 15-minute break, are allowed only when necessary and within reason. If an operator has to take a restroom break, that operator shall do so at a service station or other facility having a public restroom, both directly adjacent to the freeway, and complete the break as quickly as possible.

During the restroom break, operators shall not loiter at that location or purchase food or beverages. In no instance shall two (2) trucks be at the same location at the same time regardless of the type of break taken.

If, during a break, an operator becomes sick and feels unable to return to the beat, that operator shall immediately notify Dispatch and the Contractor, so a back-up operator can be sent as a replacement.

Operators are not permitted to use the telephone (cellular or landline) during a shift except during an authorized 15-minute break. If an emergency situation arises where an operator must use the telephone while working, Dispatch or the CHP-FSP field supervisor shall be notified immediately to obtain approval.

The purchase of food and drinks are to be accomplished prior to the start of shift or during the operator’s regular break but not during a restroom break. A thermos containing a non-alcoholic beverage may be carried inside the truck.

4.E OUT OF SERVICE

4.E.1 MECHANICAL BREAKDOWN

If a truck develops a mechanical problem (i.e. flat tire) while in service, the operator shall notify Dispatch or the CHP-FSP field supervisor immediately and the truck is to be taken out of service. Through proper maintenance (checking tire pressure) of trucks, this type of "out of service" can be reduced or eliminated.

4.E.2 COLLISIONS / OPERATIONAL DAMAGE

Any operator who is involved in a traffic collision while on duty shall immediately notify Dispatch or the CHP-FSP field supervisor of the collision and advise details of the incident. For the purposes of this policy, a traffic collision shall include any event that results in damage or injury to the truck or to another party or personal property, no matter how minor.

4.E.3 OPERATOR INCAPACITATED

Operators who are ill, fatigued or otherwise incapacitated or disabled shall not be allowed to drive. Responsibility for monitoring the condition of operators begins with the operator himself/herself. Thus, any operator who feels unable to perform any of the required duties shall notify his/her contractor of the problem as soon as possible. If the operator suddenly feels he/she cannot continue performing his/her required duties while on the beat, the operator shall notify Dispatch or the CHP-FSP field supervisor immediately. All contractors and operators shall monitor their fellow operators.
4.E.4 **OVERTIME**

Overtime is used for the completion of an ongoing assist or as directed by Dispatch or CHP. The Contractor is paid for overtime at the hourly rate (minute for minute). If an operator refuses to work overtime, the Contractor shall be fined.

4.F **CONTRACTOR COMMITMENT**

**SCOPE OF SERVICES**

4.F.1 **EQUIPMENT REQUIRED**

a. Refer to the FSP contract or Attachment B.

4.F.2. **DESCRIPTION OF DUTIES**

a. Trucks that develop mechanical problems should be replaced by a backup truck.

b. Each driver must be on the beat by the time the shift starts ready for field patrol duties.

c. Field duties require continuous patrol of assigned beats seeking disabled vehicles, traffic accidents, hazardous debris, spilled loads, and any other hazardous conditions that may cause traffic congestion. When safe to do so drivers are to clear any such incidents located in the traffic lanes.

d. FSP drivers are required to advise FSP dispatch upon arrival at every dispatched incident.

e. Drivers are required to give an FSP brochure and Customer Survey card to the motorist when initial contact is made. During contact it is the driver's responsibility to make sure the motorist remains in a safe location while being serviced.

f. Drivers are to advise motorist prior to towing, pushing, fueling or servicing the vehicle, that service is being provided free of charge by RCTC or SANBAG, the California Highway Patrol, and Caltrans. The Service Patrol operator may provide transportation or towing to a drop location identified by the CHP where the motorist may make telephone calls for further service, towing, or transportation at the motorist's expense.

g. All incidents shall be cleared from traffic lanes as soon as possible **before any other service is provided.**
h. Incidents found already on the right shoulder shall be provided service to get the motorist back on the road.

i. Contact the FSP dispatcher to request assistance if additional trucks are needed.

j. Services may include but are not limited to supplying one (1) gallon of gas, changing flat tires, jump starting, making minor repairs to cooling system hoses, supplying cooling system water. If these services do not get the motorist back on the road, the vehicle shall be towed to a CHP designated drop location.

k. Vehicles involved in an accident shall be cleared from traffic lanes, unless a motorist refuses to allow his/her car to be moved. In this case protect the scene and advise dispatch. If there are injuries do not move any vehicles until CHP arrives or gives further instructions. If no injuries exist and parties do wish a report, advise parties that CHP is en route. You may then leave the scene.

l. Vehicles involved in accidents shall not be towed to drop locations. When directed to tow such vehicles, the vehicles shall be towed to the location designated by the CHP officer at the scene or to the right shoulder and turned over to a rotation tow.

m. People shall not be permitted to ride in vehicles being towed. If there are more than two (2) persons call FSP Dispatch and request assistance.

n. Upon completion of any service the driver must immediately advise FSP dispatch. Drivers are to inform dispatch of the service provided and/or drop location. Drivers are then required to return to their assigned beat.

o. Drivers are to assist CHP officers as requested. Drivers shall follow instructions and obey orders of CHP officers at the scene of incidents.

p. Drivers are to remove any debris from the roadway to the right shoulder. Location of heavy or large items shall be reported to the FSP dispatcher who shall contact Caltrans for removal.

q. DO NOT MAKE CONTACT OR ATTEMPT TO REMOVE PEDESTRIANS ON THE FREEWAY.

4.G THE TOW TRUCK

4.G.1 APPEARANCE

All FSP trucks have a uniform appearance. FSP tow trucks are painted white in order to maintain a lower profile. One (1) magnetic FSP sign is required to be on the door of each side of the truck during all FSP shifts, unless otherwise authorized by the CHP/FSP. The
FSP sign depicts the three different governmental agencies responsible for the Program in the respective county of operation – RCTC or SANBAG, CHP and Caltrans.

The displaying of any forms of advertising (i.e. bumper stickers, flags, signs, business cards, etc.) on trucks during the hours of operation is prohibited unless otherwise authorized by RCTC, SANBAG or CHP.

At the end of the shift, or when placed out of service the FSP magnetic signs must be removed. Under these circumstances, the truck shall exit the freeway at the nearest off ramp and promptly remove the signs. FSP signs shall not, under any circumstances, be displayed on trucks during non-FSP hours.

4.H PRE-SHIFT TRUCK INSPECTION

All FSP trucks shall be inspected on a daily basis prior to the beginning of each shift. Each truck must be inspected using an FSP Truck and Equipment Inspection Work Sheet (See “Attachment B”). Any discrepancies shall be fixed prior to the start of each shift. The symbol “X” shall be used for items in compliance and the symbol “O” shall be used for items not within compliance on the form.

The pre-operation inspection forms shall be maintained by the Contractor. These inspection sheets shall be kept on file at the Contractor’s office and available upon request by CHP. Completed forms will be picked up by CHP on a weekly basis. Operators and/or Contractors shall at no time falsify any pre-operation inspection form.

4.I EQUIPMENT

Trucks are required to be fully equipped according to contract requirements prior to the beginning of each shift. If during a random inspection equipment is found to be missing from the truck and it is determined that the missing equipment has not been used during the shift, the truck will be in violation and will be placed out of service.

Trucks shall start each shift with a full supply of supplemental gas, diesel and water as required by the contract. Operators may replenish items expended during that shift by visiting their supply location. Operators shall not use this time to replenish items expended on a previous shift.

Operators should ensure that the rear work lights are properly adjusted. When adjusted too high, they blind oncoming motorists.

4.J BACK-UP TRUCK

If a truck is determined to be in non-compliance with the Contract prior to the beginning of the shift, a fully equipped back-up truck shall be deployed. Only designated back-up trucks may be deployed.
As identified in the Contract, the back-up truck shall be fully equipped and ready to be placed into service during all shift hours. This includes having all the required equipment actually on the truck, with the exception of the FSP radio.

Contractors should consider using back-up operators on occasion to keep them proficient on the FSP procedures and policies.

4.K  THE BEAT

4.K.1 IN GENERAL

Each FSP beat may vary in length based on the amount of traffic in the area and the number of daily assists performed. Each beat has an assigned number of trucks patrolling based on the average number of daily assists. All trucks assigned to a beat shall be on the beat at the beginning of the shift and ready to provide service to the public before going in service. All trucks must remain on the beat until the end of the shift. This provision does not allow operators to leave their shop at the shift start time, or arrive there at the shift ending time. In addition, during the last thirty (30) minutes of the shift, operators shall not focus their patrol efforts adjacent to the freeway exit they normally take for travel back to the shop. Instead, operators shall continuously patrol their entire beat, without regard to what time it is, until the end of the shift.

4.K.2 SHIFT START (GOING 10-8)

Trucks assigned to a beat shall use the following procedure at the beginning of the shift:

- Truck must be physically on the beat (nearest onramp or adjacent safe area).
- Operator must have all required supplies (customer survey cards, brochures, etc.) and equipment (gasoline, diesel, water, etc.) needed to service the motorist.
- Do not go 10-8 more than fifteen (15) minutes prior to the start of the shift.
- Proper “sign-on” procedure requires that you identify yourself by using your “T” (Tom) number and your last name.

The beat limits and turn around points are identified in the contract and shall be adhered to at all times. Changes or revisions to the beat limits will be issued by the Contact Administrator (a contract revision is required). CHP will issue changes or revisions to the turn around points. CHP understands that there will be times when it is necessary to drive beyond the limits, such as when an operator observes a disabled motorist ahead or when directed by CHP. An operator shall not go outside their beat limits without direction from CHP or notification and approval from Dispatch.
4.K.3 PATROLLING

Operators shall continuously patrol their assigned beats during the shift, looking for disabled vehicles, traffic collisions, and other traffic hazards. As a reminder, the goal of the FSP is to reduce freeway traffic congestion by clearing lanes of any vehicles or other hazards.

The FSP provides a number of different services to motorists. These services include changing a flat tire, providing a jump start, giving a maximum of one (1) gallon of gasoline, temporarily taping or repairing a cooling system hose, and refilling a radiator. If these services do not enable the motorist to drive off on their own, then the operator is required to offer a tow to the nearest available designated drop point. Operators are allowed to spend no more than ten (10) minutes attempting to mobilize a vehicle.

FSP does not tow motorcycles because the possibility for damage during the towing is too great. However, the operator shall offer other assistance such as gasoline. If the motorcycle requires towing, contact Dispatch for a rotation tow.

Operators shall not have more than one truck at an incident unless the additional operator’s assistance is necessary to complete the service. If another operator is needed, his/her assistance shall be coordinated through Dispatch.

Operators shall not pass by disabled motorists while on patrol unless dispatched to a separate call of a higher priority. For example, an operator who is dispatched to a call of a vehicle blocking a lane can pass by a disabled vehicle stopped on the right shoulder.

When an operator locates a callbox that is not operational, Dispatch shall be notified of the callbox number, location and apparent problem.

4.K.4 LEAVING BEAT

Other than taking a break, there are three occasions when an operator is allowed to leave the beat during the shift. They are as follows:

1. When a truck becomes disabled, or the operator becomes ill or incapacitated.
2. When an operator is placed out of service by CHP due to a mechanical problem or contract violation.
3. When the operator needs to re-supply after servicing a motorist.

In all of the above cases, operators shall notify Dispatch prior to leaving the beat due to an “out of service” status.
Chapter 5  
TOW TRUCK OPERATION

5.A  TOW RIGGING

(THE CONTRACTOR IS RESPONSIBLE FOR PROPER TRAINING BEFORE PROFICIENCY CERTIFICATION)

5.A.1  WHEEL LIFT SAFETY STRAPS

a. Proper use of wheel tie-down straps or other equivalent wheel restraining device required for wheel lifts.

   (1) Synthetic webbing binders
       - Specification CCR (1303f)
       - Elastic 18% maximum stretch, then replace

   (2) Metal wheel restraining arm

   (3) Two (2) wheel straps are required when towing with the wheel lift. The only exception to the two-wheel strap rule is when the operator is towing a vehicle from an extremely hazardous location such as a traffic lane. In this event, the operator shall tow the vehicle to the nearest out of lane location where the second wheel strap can be attached.

5.A.2  TOW SLINGS

- A 4x4 should be used when using tow slings.

- Avoid using J hooks when T hooks should be used.

- Use anchor slots on newer vehicles and use a 4x4 wooden board on older vehicles to clear bumpers.

- Avoid breaking any steering, suspension, and fiberglass components. Example: sway bar, CV boots, and tie rods. (Contractor pays for any damages).

5.A.3  PROPER SAFETY CHAIN HOOK-UP

- Use of two (2) safety chains and tow lights are required at all times regardless of the distance traveled.
• Hook points should be as low as possible; use anchor rings in the body of the tow truck. Hooks on chains should always be facing down to ensure proper chain installation.

• Avoid dragging or binding of safety chains. Watch for excess slack in the chain.

  (1) The use of a bungee cord will help in attaining proper slack.

  (2) Dragging the chain changes the specifications and the reliability of the chain and is a violation of law.

5.B  SAFE VEHICLE OPERATION

5.B.1  FREEWAY DRIVING

a. Peak hour traffic - Stay alert.

  (1) Drive in the right hand lanes, except to access a vehicle known to be in the left lanes or center divider (C/D).

  (2) Allow a proper space cushion (3 seconds).

  (3) Do not drive on shoulders to any incident.

  (4) Obey all traffic laws unless otherwise directed by a CHP officer.

b. Stopping and entering traffic before and after hook-ups.

  (1) The use of emergency lights is prohibited.

c. Check blind spots.

  (1) Front, rear, and sides (Always turn your head to look).

d. Beware of speed and braking capabilities of the tow truck before and after hook-ups.

  (1) Wheel placement, weight transfer.

    (a) Extended stopping distance.

• Reaction time - feet per second in relation to MPH (MPH X 1.5 = FPS), i.e. 60 MPH X 1.5 = 90 FPS; It takes the average driver 1.5 seconds to perceive and react. Therefore, at 60 MPH the vehicle will travel 135 feet before any evasive action is taken!

  (1) Stopping distances in wet weather.
(a) Extended stopping distances.
(b) Brakes lock-up when wet.
(c) Poor visibility inside and outside of tow truck.

f. City streets.
   (1) Watch for dangers at intersection (L-R-L rule).
   (2) Wait two (2) seconds and clear the intersection.
   (3) On and off ramps to city streets (Meter lights).
   (4) Safe backing with a vehicle in tow - do not rely solely on mirrors.

5.B.2 VEHICLE PLACEMENT

You may stop either to the front or rear of a disabled vehicle.

a. Be aware of shoulder and center divider widths.

b. Use warning lights; IF ROADWAY IS BLOCKED, flashing rear amber lights or arrow stick only. DO NOT USE ROTATING LIGHTS.

c. Never leave a vehicle in the roadway.

d. Use OFF-TRAFFIC side hydraulic controls when preparing to tow - always be alert to passing traffic.

5.C VEHICLE EQUIPMENT AND RATINGS

5.C.1 WEIGHT RATINGS

a. Tow within ratings, i.e. GVWR, GAWR, and GCWR.

b. Wheel lift ratings.
   (1) Extended or retracted.
   (2) Lift plate, ID plate.

c. Front axle weight of tow truck (50% rule).

d. Stopping ability.
(1) Effect of weight and speed.

(2) Pressure on brakes, twice the weight of vehicle will cause the stopping distance to increase by a factor of four.

5.D  **USE OF TOW LIGHTS**

**LANES BLOCKED**

- *Rear lights only* (180 vs. 360 degrees).

  (1) Front lights cause opposing lane congestion.

**LANES CLEAR**

- No amber emergency lights on shoulders.

- Four-way flashing hazard lights only.

**USE THE MINIMUM AMOUNT OF LIGHT TO ACCOMPLISH THE TASK.**

- Drunk drivers and tired drivers are attracted to bright lights.

- Lights blind oncoming traffic.
Chapter 6
OPERATIONAL PROCEDURES

Should an operator be directed by an Officer to complete any task not consistent with FSP policy the operator will complete the task if it can be accomplished safely while under the direction of the Officer at the scene. If any conflict or misunderstanding arises, the operator shall perform the directed service. Afterwards, contact should be made with CHP-FSP field supervisor. **Even when right, operators shall not argue with the Officer.**

6.A  **DISABLED VEHICLES**

6.A.1 **MOTORIST SAFETY**

Once an operator comes in contact with a motorist, he/she is responsible for that motorist’s safety and well being, until the motorist is safely underway again or taken off the freeway to a designated drop point. Operators need to take charge of the situation and impart all appropriate safety instructions to the motorist. Operators should warn the motorist from turning their back to traffic, standing in between vehicles or standing close to passing vehicles.

6.A.2 **CENTER MEDIAN**

Motorists who become disabled within the center median (or divider) are faced with additional problems as they are restricted to a smaller place with little or no room for escape and where no call boxes are located. A motorist stranded in the center median might be tempted to run across the freeway lanes to get to a telephone or call box. After encountering an occupied disabled vehicle in the center median, operators shall **never** leave the motorist, even when they refuse service, unless a CHP Officer or another tow company is present at the scene. If possible, the disabled vehicle should be moved to the drop location. If the motorist already has help en route, at the very least they should be moved to the right shoulder. Operators are encouraged to advise the motorist of drop locations. This will enable the operator to remove the motorist and vehicle from the danger of oncoming traffic. In addition, the operator can also advise Dispatch of the drop location so that the information can be conveyed to the party en route.

6.A.3 **OTHER LOCATIONS**

In addition to the center median, operators shall never leave a motorist in a gore point, within a lane, partially within a lane, on a narrow shoulder, or any other location which would hinder a motorist’s ability to safely enter and exit their vehicle. Failure to adhere to this policy could place the operator in a serious and vicarious liability situation.
6.A.4 ASSISTING PHYSICALLY DISABLED MOTORISTS

Operators encountering physically disabled motorists on their beat shall make every effort to provide assistance and/or protection to the motorist. In some cases, the assistance may go beyond the normal scope of duties as outlined in this SOP.

However, Dispatch’s or CHP’s approval must be obtained before operators perform any service beyond their normal scope of duties. For the purpose of this section, a physically disabled motorist is defined as an individual who is restricted to a wheelchair and cannot walk under his/her own power. The following steps should be followed when an operator encounters a physically disabled motorist whose vehicle is in need of a tow.

Ascertain what help if any may already be underway to assist the motorist. If help is already en route, Dispatch shall be notified of the situation and the operator shall stand by with the motorist until their help arrives. The operator should still offer to tow the motorist’s vehicle, provided he/she can be safely moved to the tow truck or another vehicle.

If the motorist has no help en route, the operator shall ascertain the motorist’s ability and operator’s capability of transferring him/her into the tow truck for transportation off the freeway.

If the motorist can be moved, the operator should complete the tow after moving the disabled person into the truck.

If the motorist cannot be moved into the tow truck, then a CHP Officer shall be requested to respond to the location to make a decision as to what action to take. While waiting for the CHP Officer to respond, the operator shall not leave the scene until released by the CHP Officer or Dispatch.

Under no circumstances shall a physically disabled motorist be left unattended at a drop point. In addition, an operator shall never leave a physically disabled motorist unattended on the freeway shoulder unless directed to leave by a CHP Officer or Dispatch.

With regards to assisting disabled motorists, there is a more significant special relationship and moral responsibility present. This is obvious since a disabled person is more vulnerable to danger as he/she is hindered from moving about safely and expediently on the freeway shoulder.

6.A.5 ABUSE OF FSP SERVICES

Occasionally, operators encounter motorists who attempt to use the FSP program services when they are not needed (i.e. receiving free fuel). If an operator encounters this type of motorist, the operator shall take one or all of the following actions:
- Provide fuel and advise Dispatch of the vehicles description and license number and that it is possibly a service abuser. (Dispatch will advise adjoining beats of the vehicle information.)

- Notify your beat partners of the situation.

- Attempt to start the vehicle before providing fuel.

- If the motorist refuses to allow you to attempt to start the vehicle, tow the vehicle to a drop location and advise Dispatch. **Do not provide fuel.**

If there is any doubt of whether the motorist is an abuser, provide them with fuel. There are occasions where a motorist will have used the service in the past week or month. This does not mean that they are abusing the service. The above actions shall only be taken against the obvious abuser and shall in no way prohibit an operator from providing fuel to a motorist who really needs the service.

### 6.B TIPS / GRATUITIES

The acceptance of tips or gratuities is strictly prohibited. If a motorist offers an operator a tip, the operator shall inform the motorist that he/she is not allowed to accept tips. Operators may further advise the motorist that while the gesture is certainly appreciated, the motorist can reward him/her by responding to the survey with a positive comment about the program. Should an operator encounter a situation where a motorist strongly insists that the driver accept the tip or the tip is discovered after the motorist has departed, the operator shall report the amount of the tip to CHP and turn the tip into the Contractor at the end of shift. The Contractor then becomes responsible for turning the tip into CHP at a later time.

Contractors are responsible for placing the tip money in an envelope, labeling the envelope “FSP TIP RECEIVED” and writing on the outside of the envelope the following information: Date received, name of operator who received the tip, amount of money, and Survey number. Tips shall not be consolidated into one lump sum or sent to the CHP by mail.

### 6.C PROHIBITED PRACTICES

Working as an associate of the government, common sense dictates that it would be a conflict of interest and poor judgment for such a representative to either perform or refer to another for compensation, additional services necessary to the motorist. Operators can, however, request a tow service as specifically requested by the motorist. Operators shall not perform secondary towing services (even if it is at the end of shift), recommend secondary tows, or recommend repair/body shop businesses. The correct procedure to follow when a motorist asks who they can call to repair their vehicles is to politely explain that you are prohibited from referring other businesses and refer them to the telephone book.
The only exception to the rule regarding secondary tows is when the operator contacts Dispatch to have them send a rotation tow truck, the operator’s company is subsequently contacted by CHP service desk, and the operator has already completed his/her scheduled shift.

6.D  VEHICLES IN THE TRAFFIC LANES

When an operator encounters a disabled vehicle in the traffic lane, the operator shall first consider the safest way to approach the situation to remove the vehicle in a timely manner. Depending on visibility and the speed of passing traffic, the operator shall consider two (2) options. First, if visibility is good and traffic is moving slow enough, the operator shall hook up the vehicle and tow it to a drop point where any necessary service can be completed. If visibility is poor and/or traffic is moving too fast, the operator shall position his/her truck on the right shoulder behind the location of the disabled motorist and request a traffic break by a CHP Officer. **Under no circumstances are operators allowed to perform traffic breaks.** Once a traffic break is accomplished, the disabled vehicle shall be removed either by pushing or towing and as expeditiously as possible. It is up to the operator to make the proper decision as to which option he/she should exercise.

6.D.1 PROCEDURES FOR CONTACT

- Park behind vehicle and use rear amber lights to warn motorists of hazard if traffic is already slowing/stopping;
  
  OR

- Park ahead to prepare for towing if traffic is slow enough.

- Warn traffic to the rear with flares or cones while hooking up.

- Advise dispatch of 11-25 (Lane blocked), 11-26, 10-20, color, and make.

- Move vehicle to right shoulder ASAP and advise dispatch roadway clear.

- Repair vehicle and leave location; “10-98 and disposition code”.

  OR

- Vehicle towed to drop location; “10-98 & drop information.”

- Resume patrol.

6.E  VEHICLES ON THE RIGHT SHOULDER

Danger still exists even while servicing vehicles that are on the right shoulder. For this reason the operator shall look out for the safety of both the motorist and himself/herself.
The operator shall attempt to service the disabled vehicle as expeditiously as possible. If the necessary repair or service is unsuccessful, offer to tow the motorist off the freeway where the motorist can make other necessary arrangements.

6.E.1 PROCEDURES FOR FSP CONTACT

- Park tow truck safely ahead or behind 11-26 and use four-way flashers.
- Advise dispatch of 11-26, the location, and vehicle’s color and make.
- Begin logging the PDA information.

Approach vehicle’s right side carrying FSP brochure and Survey card.

- Greet party politely, give papers and briefly explain program.
- Determine need for service:
  1. Repair vehicle, add gas, etc.; "10-98 and service code".
  2. Tow vehicle to pre-designated drop; "10-98 and drop number".
- Complete logging PDA information.
- Advise dispatch that you have completed the call:
  1. “10-98 and service code”
  2. “10-98 and drop number”
- Resume continuous roving patrol of assigned beat after logging information.

6.F ABANDONED VEHICLES

Operators are required to stop for abandoned vehicles parked on the shoulder only when a CHP 422 or FSP 422 cannot be seen. When stopping for an abandoned vehicle, FSP operators shall leave an FSP 422, FSP brochure, and a Survey on the vehicle. The FSP 422 shall be placed in a visible location. Use the vehicle antenna first, window glass second: NEVER ON ANY PAINTED SURFACE. For motorcycles or big rig, place the 422 on the rear tire. Place the brochure and survey on the windshield.

6.F.1 422 ALREADY ATTACHED (CHP YELLOW TAG)

- Do not stop.

6.F.2 LOCATED IN CENTER DIVIDER

- Park tow truck safely ahead or behind 11-26 and use four-way flashers.
- Advise dispatch of 11-26, the location, and vehicle’s color and make.
- Begin logging the PDA information.
Approach vehicle’s left side carrying FSP brochure and Survey card.

- Make sure no one is in the vehicle.
- Do not tag, advise dispatch and CHP will be notified.
- Complete logging all necessary information.
- Resume continuous roving patrol of assigned beat.

6.F.3 LOCATED AT RAMP GORE POINT

- Park tow truck safely ahead, or behind 11-26 and use four-way flashers.
- Advise dispatch of 11-25V, the location, and vehicle’s color and make.
- Begin logging the PDA information.
- Make sure no one is in the vehicle.
- Relocate vehicle.
- Attach a FSP 422, brochure and survey card.
- Finish logging all necessary information.
- Advise dispatch that you have completed the call: “10-98 and service code”
- Resume continuous roving patrol of assigned beat.

6.F.4 VEHICLE ON RIGHT SHOULDER WITH NO CHP 422 ATTACHED

- Park tow truck safely ahead, or behind 11-26 and use four-way flashers.
- Advise dispatch of 11-26, the location, and vehicle’s color and make.
- Begin logging the PDA information.

Approach vehicle’s right side carrying FSP brochure and Survey card.

- Make sure no one is in the vehicle.
- Attach FSP survey, brochure, and FSP 422.
- Finish logging all necessary information and leave.
- May advise beat partners on shop radio.

6.F.5 ABANDONED VEHICLE IN TRAFFIC LANE

- Follow the guidelines listed in 6.F.3
- Authorization to remove an abandoned vehicle from the traffic lane is not needed. The operator shall remove the vehicle to the right shoulder.
- Move to right shoulder if in view from original 10-20 and advise dispatch that the lanes are clear.
- If no right shoulder, advise dispatch to get approval from beat officer or FSP Supervision to move the vehicle.
- After vehicle is moved advise dispatch lanes clear.
- If you remove vehicle to another 10-20, advise dispatch of the new 10-20 so that the beat officer and rotation tow can be told where to 11-98 for storage.
- When CHP arrives, advise dispatch 10-98 "H"ency, log information and leave.
6.G TRAFFIC COLLISIONS

When dispatched to the scene of a traffic collision, operators shall adhere to all traffic laws and regulations. Operators shall not exceed the speed limit. Operators shall also not pass on the right shoulder or center median unless directed to do so by Dispatch or the CHP Officer at the scene. FSP drivers shall never drive with their truck’s emergency lights activated.

6.G.1 TRAFFIC COLLISION ON THE RIGHT SHOULDER

The following guidelines should be followed when an operator arrives at the scene of a traffic collision before an Officer does.

- Park tow truck safely ahead or behind and use four-way flashers.
- Advise dispatch of 11-83, the location, and vehicle colors and makes.
- Begin logging PDA information.
- Ascertain if there are any injuries.
- Give one of the involved parties a brochure and survey. (All parties may be given a brochure)
- Have parties involved and witnesses wait away from the roadway and not in between the vehicles.
- Update Dispatch what is needed (Paramedics, Fire Department, CHP, rotation tow, etc.).
- **Obtain license plate numbers of all vehicles involved.**
- Operators do not need to stand by for CHP to respond to non-injury collisions that are on the right shoulder and the motorists are not in any danger.
- Finish logging PDA information and advise dispatch with information.
- Continue patrolling the beat.

6.G.2 TRAFFIC COLLISION IN THE TRAFFIC LANES

6.G.2.a INITIAL ARRIVAL

- Advise dispatch.
  
  (1) Location.
  
  (2) Incident type

- Assess the scene.
  
  (1) Lanes blocked?
  
  (2) Fire Department needed?
  
  (3) HAZ-MAT involved?
  
  (4) Debris in roadway?
• Protect scene with FSP truck.
  (1) Activate emergency lights if hazard exists. Use rear amber rotators or arrow stick.
  (2) Plan for emergency vehicle placement.

• Contact the party.
  (1) Check for injuries.
  (2) Advise parties that CHP is on the way.
  (3) Vehicles need tow trucks (11-85)?

• Update dispatch.

6.G.2.b MOVING COLLISION OUT OF LANES

• If the scene of a traffic collision meets all of the following criteria, the operator may tow the vehicles to the nearest safe location, usually the right shoulder.

• If the collision is of a non-injury nature, as determined by the operator’s inquiry. Any complaint of pain (such as to the neck or back) is to be considered an injury.

• If all of the involved parties (passengers included) are not under the influence of alcohol and/or drugs, or if the odor of an alcoholic beverage is not present.

• If the collision does not involve a crime or a hazardous material spill.

6.G.3 CLEARING COLLISION SCENE

6.G.3.a NON-INJURY, NON-CRIME, NON-HAZ MAT, NON-DRUG:

• May clear the scene to shoulder, place of safety, if:
  (1) Parties agree to move.
  (2) Vehicle moved to nearest out-of-lane safe location or shoulder if available.
  (3) Parties also transported to vehicle destination.
  (4) FSP notifies dispatch of movement.
(a) Advise investigating officer of same.

(b) Document all information in PDA.

(c) Operators do not need to stand by for CHP.

6.G.3.b IF ANY INJURIES ARE INVOLVED

- Protect the scene (Do not move anything unless ordered to by CHP).
  
  (1) Use cones, flares, lights.

- Call for CHP - FIRE - ROTATION TOWS.

6.H HAZARDOUS MATERIALS

An operator arriving at the scene of a hazardous material spill or potential hazardous material spill is advised to stay as far away as possible from the substance. If there is a substance leaking, liquid or powder, or if there are any flames, operators shall get themselves and others, nearby upwind and away from the scene. In addition, operators shall not step in or taste the unknown substance (what looks like sugar or salt could be Hydrochloric Acid). Dispatch shall be notified immediately and advised if the truck or vehicle carrying the unknown substance is equipped with any placards. If so, the information should be conveyed to Dispatch.

Hazardous materials spills are not uncommon. Recent incidents involving operators prompt a reminder that any unknown substance in any package (i.e. bags, boxes, or barrels), or in any form (liquid, gas, or solid), should be considered a hazardous material, with the precautions above taken. Operators should be extremely careful at accident scenes involving big rig trucks, Fed-Ex, and UPS trucks since they often carry hazardous materials. As such, the use of flares should be carefully considered and not used if there is any suspicion that it could ignite an unseen flammable material. Instead, the use of traffic cones is encouraged. All in all, taking a hazardous materials incident too lightly may be the last mistake an operator ever makes.

6.H.1 HAZ MAT SCENE PROCEDURES

- Observe any placards on vehicles?

- Substance leaking?

- Liquid, powder, or gas.

- Get information from driver or transport driver to a call box.

- Do not ask to open any closed containers or expose enclosed areas to air.
• Do not walk in or taste unknown substance!

• Inquire if fire or medics are needed.

• Stay upwind, uphill, and upstream of spilled substances. Hazardous materials do not always emit odors.

• Never rescue unconscious people who have been overcome without proper breathing equipment. Remember that fumes may overcome you very quickly.

• You may make a dirt mound to dam up a spill (if substance is non-toxic, i.e. diesel fuel). This will prevent the further spread and contamination of the areas.

6.1 **DEBRIS IN THE ROADWAY**

6.1.1 **TRAFFIC STOPPED**

• Activate emergency warning lights.

• Advise Dispatch of location of debris.

• If debris is in adjacent lane and traffic is stopped, remove it with caution.

• Place debris on shoulder.

• Do not take debris home with you.

6.1.2 **TRAFFIC FLOWING**

• Position the tow truck on shoulder ahead of or behind debris allowing traffic to avoid debris and tow truck. (Use caution, keeping your eyes on traffic and be prepared to take evasive action).

• Advise Dispatch of location and request a traffic break.

• When the traffic break is in place proceed to debris and remove to the right shoulder if possible. Inform dispatch of the type of debris so Caltrans personnel can respond at a later time to pick it up.

• If there are multiple pieces of the debris, be sure to advise dispatch. Dispatch will in turn advise the responding CHP unit. This is for safety reasons and to avoid any confusion.
6.J TRAFFIC CONTROL AND SCENE MANAGEMENT

6.J.1 EFFECTIVE TRAFFIC CONTROL

- Provides safety to you and the motoring public.
- Warns motorists of incidents ahead.
- Gives people a clear understanding of where to go and what to do.
- Prevents primary and secondary accidents.
- Reduces conflicts.
- Reduces and controls congestion.
- Maintains a smooth flow of traffic.

6.J.2 SIGNALS AND GESTURES

In traffic direction it is your job to tell people what you want them to do using uniform hand signals.

- How to behave.
  (1) Be calm.
  (2) Do not argue.

- You make decisions on what to do and how to do it.
  (1) Encourage and recommend (hand signals).
  (2) Tell people what you need them to do.
  (3) You need their approval - no direct orders.

- Protect them from unseen danger such as:
  (1) Gas leaks.
  (2) Possible fires.
  (3) Hazardous materials spills.
  (4) People walking around scene.
Problems that may be encountered.

- Drivers cannot hear or understand verbal instructions.
  
  (1) May be deaf.
  
  (2) Try to use uniform signals so they understand.

- May get angry or ignore you.
  
  (1) Do not get frustrated.
  
  (2) Do not go down to their level.
  
  (3) Do not take things personally.

Use uniform signals.

- Creates support and respect.
- Makes your job easier.
- Public understands.

To stop traffic (only attempt to stop traffic at VERY low speeds!).

(1) Point at driver.
(2) Establish eye contact.
(3) Stand sideways.
(4) Raise pointing hand so that the palm is toward the driver. Hold the position until the driver stops.
(5) Ensure enough response time.

To start traffic

- Place yourself so your side is to traffic.
  
  (1) Helps traffic see you from all approach directions.
  
  (2) Less of your body is exposed.

- Point toward vehicle you want to start.
  
  (1) Establish eye contact.
• Palm up, swing your hand toward your chin.
• Point towards direction you want driver to go with free hand.

6.J.3 GENERAL RULES FOR DIRECTING TRAFFIC

• Do not get excited.
• Do not lose your temper.
• Maintain professionalism.
• Do not leave your position to scold a driver - not worth it.
• Keep alert for:
  a. The unusual
    (1) Drunk drivers, if you see a driver drinking alcohol advise FSP dispatch.
    (2) Inattentive (or sleepy) drivers.
    (3) Confused, go through flare patterns.
  b. Have an escape plan
    (1) Have a place to go, plan of action.
    (2) Know your surroundings in case you have to jump out of the way of traffic.
    (3) \textit{Never turn your back to traffic!!!}

6.K FUSEE’S (Road Flares)

6.K.1 HOW TO SET UP A FLARE PATTERN

• Assess the scene and determine what lanes are to be closed.
• Start away from the accident scene and work your way in toward the accident scene.
• Determine if there is a fire danger before lighting flares.
• When lighting a flare, point it down and away from your body.
• Turn your face and eyes away.
• Strike the flare downward and away against the igniting device.
• Keep flares away from your body by extending your arm.
• Never hold the burning end of a flare higher than the part you hold in your hand (the melting hot wax will burn your hand/arm)
• Place lighted flare down while keeping your eyes on traffic. Attach cap to flare to keep it from rolling.
• NO smoking cigarettes, cigars, and pipes.
• Try to avoid breathing toxic fumes from burning flares.
• While walking back to the accident scene do not turn your back on traffic.
• Just because flares are laid out, do not rely on them to keep traffic from coming through.
• Do not step on burning flares (it will melt your boot!)
• Do not place flares on plastic striping or raised reflectors.
• Place flares approximately 20 to 25 feet apart.
• Flare patterns should be set to direct traffic to one side only.
• To extinguish the flare, pick it up from the unlit end and rub the burning end on the pavement. Do not throw flares or leave them burning unattended.

6.1. TRAFFIC CONES

The use of traffic cones can also be an effective way to regulate traffic and these are a few instances where the application of traffic cones would be required. Situations requiring the use of traffic cones generally are when the presence of a flame would deteriorate the situation, therefore prohibiting the use of flares. Examples of when to use traffic cones are:

• Gasoline/diesel is present at the scene of the accident (remember; gas and diesel do not mix well with water, consequently a hazard still exists during rain or fire department wash down).
• Presence of a flammable substance.
• Presence of an explosive.
• Fire Hazard Area; nearby dry brush could easily catch fire from a road flare.
• The placement of traffic cones are essentially the same as road flares.
• Assess the scene and determine what lanes to be closed.
• Start away from the accident scene and work your way in toward the accident scene.
• Place cone down while keeping your eyes on traffic (use reflectorized sleeves or tape on cones if deployed during the hours of darkness).
• While walking back to the scene, never take your eyes off of traffic.
• Place cones approximately twenty (20) to twenty-five (25) feet apart.
• Cones should be set to direct traffic to one (1) side only.

6. M  **TRAFFIC BREAKS**

**PERFORMED BY PEACE OFFICERS ONLY**, primarily CHP.

Use traffic breaks only when absolutely necessary. They could result in traffic collisions.

• Not for turning trucks around. **Dollies are to be used**. (Flatbeds are not to be requested).

• Request a traffic break to remove roadway hazards (Use your exact location to start and end traffic break and if needed the amount of debris).

  (1)  Watch for a natural traffic break, if object is close to shoulder.

  (2)  Stay alert, traffic breaks do not guarantee safety.

6. N  **ANIMALS**

In dealing with animals on the freeway, assume all are dangerous and will bite you. Leave the capture and removal of these animals to those who know how to deal with them. Simply advise Dispatch of the situation so they may request the proper agency. Operators should not put stray animals in their truck.
6.O  **ITEMS OF VALUE**

Property of value found on the freeway shall not be kept. Whenever lost or permanently discarded property is discovered, Dispatch should be notified of the items found. Dispatch will contact CHP for further instructions.

6.P  **PEDESTRIANS**

Unless a pedestrian is clearly identified with a disabled vehicle, operators **shall not make contact**. If the pedestrian appears disoriented and is wandering dangerously close to the freeway lanes, immediately advise Dispatch (giving your location) and attempt to direct traffic around the individual using your tow truck lights until a CHP Officer arrives.

- **Unless clearly identified with a disabled vehicle** -- **DO NOT STOP!**
- Call dispatch, **if pedestrian is a safety hazard**, CHP will be notified.
  
  (1) Give location and a brief description.

- If in case of emergency contact dispatch first.

6.Q  **REQUESTING A ROTATION TOW**

A rotation tow will be called any time a motorist needs more assistance than the operator can provide. For instance, if the motorist desires to be towed to a residence, place of employment, service station, place of repair, or other location, and the motorist does not request a specific company (The motorist may not request the tow company currently providing an FSP assist. See Section V.13, Prohibited Practices.), a rotation tow shall be requested via Dispatch (Tell the motorist that a fee will be charged).

Because of internal Dispatch policies and procedures, there may be occasions when a rotation tow is sent to assist a motorist during an FSP shift. This is usually done for liability reasons as sometimes operators get too busy to handle all disabled motorists within their beat. As a general rule, the first tow truck on scene should handle the motorist contact to conclusion, unless the motorist requests otherwise. If an operator is assisting a party and encounters a rotation tow at the same location, do not have a confrontation with the rotation tow operator. Instead, promptly notify Dispatch so any problems can be quickly resolved.

6.Q.1  **CALLING ROTATION TOWS**

- The FSP Brochure says a motorist can request rotational tow service, friend or relative be contacted, or membership tow service may be called by dispatch.
• **All requests must be through FSP dispatch.**

• Exception: Advise motorist to use the phone at the drop location. If the motorist insists on having dispatch make the request for further service, only then do you contact dispatch with the request.

• Assures motorist gets proper service and protects against liability problems.

6.R **JUMP STARTS**

Jump starting a dead battery can be dangerous, and there are several precautions that should be taken. Refer to Attachment C and D.

6.S **CAR FIRES**

Since operators are not adequately trained to deal with fires, they should not become involved with trying to put it out. Operators should be aware that smoke inhalation is a dangerous health hazard. The operator’s main objective should be to ensure the motorist’s safety as well as their own. Due to the dangers of explosions, different types of fires, etc., it is not always advisable for an operator to attempt to use a small fire extinguisher to put out the fire. Instead, operators should keep themselves and the motorist away from the fire. Dispatch should be promptly notified so the fire department can be contacted.

Often times during an engine fire, opening the hood will only supply the fire with what it needs—oxygen. This in turn can cause an explosion. *Therefore, operators should never open the hood!* In addition, battery fires are very dangerous; they emit toxic fumes and can explode.

Vehicles involved in fires shall be treated like vehicles involved in a collision. These vehicles are not towed to a drop point.

By order of the State Fire Marshal (California Administrative Code, Sub-chapter 3, Title 19), fire extinguishers shall be inspected and serviced annually, and an inspection tag reflecting such inspection or service shall be attached to the extinguisher in plain view. The extinguisher is required to be mounted and secured in the truck and a notice is required to be on the outside of the truck indicating where the fire extinguisher is located.

6.T **VEHICLE DAMAGE**

When an operator causes any damage to a disabled vehicle while servicing the vehicle or towing it, the operator shall **IMMEDIATELY** report the damage to Dispatch and the FSP-CHP Field Supervisor, regardless of how minor the damage. Broken lug nuts, dents, scratches, and disfigurations are all examples of damage. An exception to this rule is when the operator is ordered or instructed to do something by a CHP Officer and the damage occurs. In this case, the Officer assumes responsibility for the damage.
When a CHP Officer in the field directs an operator to complete a task, the operator shall follow those directions provided the task does not endanger the operator or the public. The operator shall only advise the officer of the possible dangers. If the task is not within the FSP policy, Dispatch should be notified of the incident as the Officer will assume responsibility for any damage or injury occurring. Operators should not tell the Officer they will not perform the task requested. Afterwards, CHP will take the necessary steps to avoid future misunderstandings between the Officer and FSP.

6.U DROP LOCATIONS

Drop locations are specific on-street public parking areas, designated by CHP, where disabled vehicles are placed when towed off the freeway. Drop locations are usually adjacent to the freeway and should not be further than one (1) mile from the beat.

Contractors are responsible for ensuring that each operator’s manual has been properly updated with new drop locations and SOP pages. In addition, all trucks shall be equipped with drop location books for the specific beat as well as the SOP manual. Contractors shall post updates in a conspicuous place for all operators to read as well as review the updates at meetings whenever possible.

Operators are required to drop the towed vehicle off the freeway at one of the designated drop points. The drop locations are usually adjacent to every off-ramp of the freeway that the beat covers. Operators are strictly prohibited from dropping any vehicle at a service station or any private parking facility unless prior approval is given by FSP supervision or directed by a CHP unit. Operators shall provide dispatch with the drop location and when they are en route, arrived, and completed the drop. This ensures that there is a record of where the motorist and vehicle were left.

6.U.1 DO’S AND DON’TS!

When leaving a motorist at a drop point, operators shall advise the motorist of any parking restrictions which may exist at that location.

Operators do not tow vehicles involved in collisions or fires to drop locations.

An operator shall advise the motorist that drop locations are for temporary use only. The motorist must remove their vehicle as soon as possible as they are subject to all applicable rules associated with the parking location.

If an operator drops a motorist’s vehicle in a location where parking is restricted at the time of the drop, the Contractor will be held responsible for the error and any ensuing charges incurred by the motorist.

Operators are the most knowledgeable on drop locations. Building and parking restrictions change frequently. Operators must notify CHP of the changes and problems encountered so improvements or changes can be made.
An operator shall not drop vehicles on private property. Drop locations are public on-street parking areas, not private parking lots.

Operators should attempt to use as many different parking locations at a drop location as possible. Do not use the same spot each time if there is more than one (1) parking location identified. Do not take up more than one (1) parking space per vehicle.

Designated drop locations may not always be “safe” drop locations. Be aware of the motorist’s safety as well as your own.

An operator is only allowed to take the motorist to the nearest available drop location. The motorist shall not be transported from one end of the beat to the other for their convenience.

Operators are required to ensure the party being assisted accompanies them to the drop location in the tow truck. Do not let the party leave until your job is complete.

Operators are required to ensure that the party being assisted knows what location they are being dropped at (i.e. cross streets).
Chapter 7
PDA DATA COLLECTION

7.A GENERAL INFORMATION

The initial goal was to develop a reporting/tracking mechanism that is seamless to the drivers and fulfills all CHP, RCTC, and SANBAG reporting requirements. All data is collected in the following manner:

- Developed to electronically collect detailed data about each motorist assist provided by the Freeway Service Patrol.
- Developed utilizing off-the-shelf hardware and software products.
- Tow operators utilize a rugged Hewlett Packard iPAQ Pocket PC (PDA) to enter data while in the field.
- Tow operators input data into the PDA via a “form” that was developed using the mobile application database Visual CE.
- The numeric number on the customer survey card is the assist number that is to be entered into the PDA.
- The “form” includes name, make, and license plate of vehicle, location, start time, type of assistance provided, end time, etc.
- Upon completion of each FSP shift tow operators take the PDA back to their offices, and “sync” the PDA with an independent computer workstation.
- During the “sync” data is transferred from all PDAs to a Microsoft Access database located on the workstation.

RCTC, SANBAG, CHP and consultants have access to the data, via an ftp site.

7.B GUIDELINES

An operator is required to give every motorist assisted, or attempt to assist, a FSP brochure explaining the Program, as well as a “Freeway Service Patrol Survey” form. The PDA Data Collection System shall be used correctly by all operators for every incident occurring during the FSP hours of operation. Failure to use the PDA Data Collection System in accordance with the following guidelines is subject to possible disciplinary action. Operators shall also utilize the PDA Data Collection System when Dispatch sends an operator to an incident where the operator is unable to locate (U.T.L.). This will show that the operator was unavailable for calls during that time period. If a vehicle is on the shoulder and suddenly departs upon the operators arrival, an entry in the PDA Data Collection System is still required. The data should also indicate when an operator stops for an abandoned vehicle or debris removal. Operators shall advise motorists that the survey form is not an accident report and it is not retained for public use. Operators shall never falsify data in the PDA Data Collection System. In order to determine operators’ efficiency and professionalism in the field, contractors should review the data collected by the PDAs. Contractors shall maintain an adequate quantity of brochures, customer survey cards, motorist assist / liability release forms, and FSP abandoned vehicle markers (FSP 422). Additional forms shall be obtained from CHP.
Chapter 7
Annex A

FREEWAY SERVICE PATROL (FSP) PDA DATA COLLECTION USER’S GUIDE

User’s Guide for Data Collection System

To open the software press START on the top left corner of the pocket pc, go | START | MAIN |. Once open the following screen will be displayed (see figure 2). You may also access the software by tapping the START button, then PROGRAMS. After you select PROGRAMS you will see an icon labeled MAIN, click that icon to start program.

Figure 1 – Accessing FSP software

Figure 2 – FSP Main menu screen

The name of buttons and the descriptions are below:

Provide Motorist Assist – Goes direct to motorist assist data entry form. This button should be pressed upon arrival at vehicle you are assisting. This is important because when you press the Provide Motorist Assist button the PDA will record the time the button was pressed and this time is used as the start time (10-97 time) for the assist.

Close Program - closes program.

Driver Log – Goes directly to the driver log form. This form is used to input the truck/call sign, driver#, shift, and mileage. This should be done at the beginning and end of each shift.

Tools and Report – used to view data that was entered. Details on viewing are on page 14 in this guide.
**Inspection Log** – Goes directly to the inspection log form. This form is used to input the truck/call sign, driver#, and all other truck and equipment inspection categories. This should be done at the beginning of each shift.

**View Inspection Log** – used to view data that was entered. Details on viewing are on page 14 in this guide.

**Sync** – This button is used to sync the PDA to the SQL server. The button must be pressed in order for the data to be copied from the PDA to the server. See page 15 of this guide for details.

**PROVIDE MOTORIST ASSIST**

**Data Collection Form 1st Screen**

The following is the first screen that appears when a new assist is started. The tow operator should complete the first screen prior to exiting the vehicle.

**Survey Number:** The tow operator will provide a survey form to each motorist. The survey form has a different six digit number each form. The six digit number shall be entered in the survey number field. To enter the six digit number, tap in the field next to the survey number with the stylus. Upon pressing on the survey number field, a numeric keyboard will appear on the screen (see figure 4). Enter the six digit number at this time. As the number is entered, the number is displayed in the top left corner of the screen. In the example in figure 4, the survey number 123456 was entered and it appears in the top left corner. Once the survey number was entered click the OK button.

![Figure 3 – Screen 1](image)

![Figure 4 – Survey number entry keypad](image)
If you should enter a survey number that has already been entered, the computer will notify you with a message box that a “Duplicate Survey Number was entered” and you will need to enter the correct survey number before you can proceed. To correct hit the “ok” button and then re-enter the correct survey number.

![Duplicate survey entered](image)

**Vehicle License:** Enter the vehicle license plate number. The vehicle license plate shall be typed in using the keyboard. You may access the keyboard by tapping the keyboard icon in the bottom right corner of the screen or by tapping the blank “vehicle license” field.

**State:** Enter the state of the vehicle license plate number. All 50 states, Canada, and Mexico have been entered and can be accessed by using the drop down menu. The drop down menu is accessed by using the stylus and pressing on the small triangle next the “state” field (see figure 6, next page).

**Arrival Time:** The arrival time shall be entered in this box (see figure 7 on next page). You can use the drop down menus to change the time. Once you select the time the assist was started you can select ok to insert the time. You will see the time displayed in the form. If the time was not correctly selected you can click the time box and change the time.
Data Collection Form, 2nd Screen

Upon completion of assisting the motorist all data on the form shall be input.

Freeway & Direction: Use the drop down menu to select the freeway and direction. You will see the freeway, and a direction. See figure 8 on the next page.

Location of Vehicle: Enter the location of the vehicle. You may access the keyboard by tapping the keyboard icon in the bottom right corner of the screen or by tapping the blank “Location of Vehicle” field. Do not abbreviate street names.

Make: Tap on the small triangle to display the make of the vehicle. You may need to scroll down to locate the vehicle.

Model: Upon selection of the make, only that maker’s model will be displayed. If the model is not displayed select other.

If Other: If in the model box, other was selected you will need to enter the model in this box, or if the make was not an option available (i.e. Ferrari).

Color: Tap on the triangle to display the listing of colors. If the color is not listed you may enter a color by using the keyboard. You may access the keyboard by tapping the keyboard icon in the bottom right corner of the screen.
Data Collection Form, 3rd Screen

Using the drop down menus, enter the data for each of the following fields. **Remember all fields must be completed.**

**Did you tow vehicle to:** The following choices are available; Shoulder, Off Freeway, No Tow, Pushed, or Debris – No Tow.

**Problem with vehicle:** The following is available; Out of Gas, Electrical Problem, Debris Removal, Over Heated, Vehicle Fire, Mechanical Problem, Flat Tire, Locked Out, Accident, Abandoned, Other, and Information/Assistance.
**Type of vehicle assisted:** The following choices are available: Debris, Auto, Van, Pick-up, Motorcycle, Big Rig, Truck <1 Ton, Truck>1 Ton, No assist due to oversize, or Other.

**Vehicle Location was:** Enter Found by You, Dispatched by CHP.
**Disabled vehicle was:** The following is available; In Freeway Lanes, On Left Shoulder, On Right Shoulder, On a Ramp, Other, Unable to Locate. If you are removing debris, the location of the debris should be entered.

**Did the motorist need additional assistance:** Enter yes or no. If a vehicle is assisted and the assisted vehicle drives off under its own power then “no” additional assistance is needed. If after assist, the motorist needs additional assistance, for example by AAA, CHP (accident), or is towed to a drop location then additional assistance shall be recorded as “yes”.

![Figure 14 – Disabled Vehicle Was](image)

![Figure 15 – Did Motorist Need Additional Assistance](image)

**Data Collection Form, 4th Screen**

**Time Departed:** Tap on the time departed field to enter the departure time (10-98). Upon tapping on the time departed field another screen will appear, when the current time appears press “ok” button on the top right hand corner (see figure 17).

**Disposition Code:** Enter the disposition code. These codes and definitions are defined by CHP (see figure 18, next page).

**Call Sign/Truck#:** Using the drop down menu, enter the call sign/tow truck number (see figure 19, next page).

**Driver:** Using the drop down menu, enter the driver number. Each driver will be assigned a unique number (see figure 20, next page).

**Location Vehicle Towed To:** If the vehicle was towed to a pre-assigned drop location, enter the drop location. If it is not towed to a drop location select NO TOW. If directed by CHP or FSP Supervisor to
tow to another location not on the drop down menu select “Other” and provide a description in the Notes section.

Notes: This field may be used for anything that may have occurred during the assist. You may access the notes section by selecting the Add Notes button. This will take you to a new screen. An example of text entered in the Notes section appears in figure 23, page 12.
Figure 19 – Call Sign

Figure 20 – Driver Number

Figure 21 – Location Vehicle Towed To (Drop Location)

Figure 22 – Last Data Entry Screen
Completing the Assist

Once you have entered all data on this screen you will need to press the done button (see figure 22). By pressing the done button you will be taken to a summary screen that will display most of the data you just entered. This will also provide you an opportunity to review the data for accuracy.

REVIEW DATA/SUMMARY OF ASSIST

Confirmation of data entered

You will need to review the summary screen (see figure 24) to ensure accuracy. During your review double check Survey Number, Driver Number, Call Sign, Problem with Vehicle, Time Departed and Towed To. If any of these are not correct hit the go back button and correct. Once you have reviewed all data and it is accurate you will need to press the done button to finalize the assist. Once you hit the done button the FSP Main Menu screen will appear.
IMPORTANT NOTES

Be sure to sync PDAs each day.

Using the PDA to play games is strictly prohibited.

After syncing PDA, be sure to connect charger to PDA. Do not let PDA go low on battery power. If you get a low battery notification (less than 20%) turn PDA off and start collecting data via paper form.

On the main screen of the PDA there is a monitor that indicates the current battery life. The icon in figure 25 indicates the battery life that remains in the PDA (in this case it is at 100%). When a PDA is charging you should see a plug wrapped around the battery icon (see figure 26). If you do not see the plug the PDA is not charging.
HOW TO VIEW DATA THAT HAS ALREADY BEEN ENTERED

You can view any of the three forms you enter in the PDA. There is a form for the Motorist Assist, Driver/Mileage Log, and Inspection Log. To view data that has already been entered in the PDA, hit the Tools and Reports button on the main menu. Once you hit the button, the software will open a new screen (figure 27). At this point you can select the data you would like to review. When you click the button of the data you would like to review a screen labeled filter will appear. Press the “ok” button and all data will appear. Data from the current shift will be displayed. Once data is synced to the workstation it is no longer stored on the PDA.
HOW TO SYNC DATA TO WORK STATION

The PDA will NOT automatically download data from the PDA to a Microsoft SQL server database. To download data to the work station insert the sync cable that is attached to the work station to your PDA. Microsoft Active Sync will automatically open and show an active connection. You will need to click the button called sync in order to download data from the PDA to the server. You will see the synchronization take place. Please note that it can take 30-60 seconds for the synchronization to complete.
Error messages while syncing

You may note an error message when syncing. If you see the message “ISAM communication error” this means you are trying to sync without the PDA plugged into the work station, or the work station does not have an active internet connection.
The Driver Log is used to track the mileage and the start and end of each shift.

You will need to enter your truck #, Driver #, Shift, and Mileage. If there are any special circumstances you should utilize the notes section of the form. You should double check for accuracy prior to pressing the Enter button. Please note that when you hit the enter button (in figure 38) the fields will go blank and a “0” will appear in the mileage section. This is expected, and not an error.
The inspection log should be completed before the beginning of each shift.

The tow operator should go through each screen and check the items that they have inspected and are part of their vehicle. On the last screen (figure 42) the tow operator will need to check the “I certify this info is accurate.....” and sign the signature box.
Chapter 8
COMMUNICATIONS

8.A 8.A GENERAL PROCEDURES

8.A.1 LOCATION

Operators should know their location at all times. This is not only important in an emergency situation, but is also important when requesting other services such as a rotation tow truck, fire department, ambulance, or the CHP. If unsure about the precise location to be given, operators may, as a last resort, use a prominent landmark to assist Dispatch in determining the correct location.

8.A.2 HOW TO CALL DISPATCH

First, it is necessary to identify the party with whom contact is desired by their call sign. For FSP dispatch, their call sign will be “Inland”. Second, the person calling must be identified. In this case, it will be the operator’s call sign (For example, “610-232”). Third, Dispatch must be alerted to the kind of incident encountered. A complete example of this would be: “INLAND, 610-232, 11-83.” After pre-alerting Dispatch in this manner, the operator is to wait for Dispatch to acknowledge the operator and tell him/her to proceed with further details (usually stating, “610-232, Inland, go ahead”). The operator would then state the incident in its entirety. (For example: “Inland, 610-232, 11-83, northbound I-215 south of University Avenue, the #1 and #2 lanes are blocked”). Following this radio transmission, Dispatch will acknowledge the transmission and proceed accordingly.

Remember, operators shall pre-alert Dispatch of their incidents as indicated, and shall not give their radio transmissions in the blind.

8.A.3 REPORTING EMERGENCIES / PRIORITY TRAFFIC

When reporting emergencies and other priority traffic, the operator should “pre-alert” Dispatch with an indication of the type of emergency present and wait for Dispatch to acknowledge the call. A true emergency occurs when an operator is in immediate danger, has been hurt, or when encountering a major/serious accident. These types of calls should be broadcast as “priority traffic.” Dispatch, after acknowledging the operator, will put all the other operators waiting to give radio transmissions on standby (10-23). Reminder, “priority traffic” shall only be used in a severe situation, not just when the operator becomes impatient.

8.A.4 ACCESS TO AN INCIDENT

There are many different freeways, interchanges, transition roads, collector roads, connector roads, etc. Therefore, it is very important that operators be specific about the locations they broadcast on the radio.

For instance, if an operator is on the connector road of the freeway as opposed to the main portion, the operator should broadcast, “Inland, 610-232, I’m northbound I-215 to SR-91 connector road”. If on the main portion of the freeway, the operator should give
the lane number he/she is in. It is also helpful to give access directions to responding emergency vehicles whenever appropriate. The more pertinent information the responding agencies have, the sooner the entire incident will be mitigated.

8.B **COMMUNICATION PROCEDURES**

8.B.1 **HOW TO CALL DISPATCH**

1) All incidents called into dispatch should follow the same procedures regardless of the type of call.
   (a) Information called in shall be in the following format:
      (i) Who you are calling.
      (ii) Who you are.
      (iii) The type of call you have.
      (iv) The location of the call.
      (v) The details of the call.

   (b) Pre alert the dispatcher with the first three items above.
      (i) Example: "INLAND 610 - (Unit call sign), 11-83"

   (c) After receiving an acknowledgement from the dispatcher, give the incident information using the format under section "a" above.
      (i) Example: "INLAND 610 - (Unit call sign), 11-83, westbound 91 just west of Serfas Club, #1 & 2 lanes blocked".

      (ii) Use the type codes listed in 8.H.

      (iii) Locations can only have the following description locations
         a. Westbound
         b. Eastbound
         c. Northbound
         d. Southbound
         e. Just west of
         f. Just east of
         g. At
         h. For off ramps use On. (For example – westbound 91 ON the Serfas Club Off Ramp)
         i. For on ramps and transition roads use To. (For example – Serfas Club on TO westbound 91)

      (iv) Vehicle descriptions should have the color first.
         a. Example: Red Ford Pick-up

8.B.2 **USE OF CODES VS ENGLISH**

1. Proper codes maintain BREVITY.

2. Review Aural Brevity codes.
3. Hi-lite codes used most often.

4. 10-98 service codes.
   a. 10-98 codes describe type of service performed.
   b. 10-98 codes prevent long unnecessary radio transmissions.

8.C STARTING SHIFT

All drivers are required to call dispatch prior to the start of each shift. When notifying dispatch, each driver must use proper radio procedures and give their ID number (“Tom” number) and last name. Drivers are not to go 10-8 more than fifteen (15) minutes before the start of the shift.

8.D END OF SHIFT

At the end of a shift, dispatch will conduct a roll call to confirm the status of each truck. If a truck is clear, the driver will advise dispatch when called that he is 10-10. If a truck is on a call at the end of shift, the driver must advise dispatch the approximate time that they will clear the call. Overtime will not be paid if a driver fails to advise dispatch of an ETA. During roll call, no other radio traffic shall occur with the exception of emergency traffic. Drivers will wait until dispatch has completed roll call of all units.

8.E MONITORING RADIO / SCANNER TRAFFIC

While patrolling their beats, operators shall constantly monitor both the FSP radio and the scanner. To keep operators better informed as to what is happening on their beat, as well as to enhance their response times to these various incidents as needed, operators are required to keep their radio scanner tuned into the appropriate CHP frequency for the beat worked. The following examples reflect the advantages to listening to the scanner:

- An officer’s request for a FSP truck will be heard by the operator before the request is conveyed by Dispatch. During busy radio conditions, where mounting requests for service cause Dispatch to become delayed in giving out the call, the operator can begin responding before the call actually comes out on the FSP voice radio.

- A CHP Officer’s/dispatcher’s report of a traffic collision heard on the scanner will keep the operator informed as to what is happening on his/her beat. This knowledge will help the operator become a better traffic manager as it provides information which may assist him/her in restoring the efficient flow of traffic much sooner.

- A CHP Officer’s/dispatcher’s report of a dangerous crime in progress, a pursuit taking place, or another traffic hazard present will warn the operator of hazards to be aware of or to avoid.
Operators can convey CHP scanner calls over their shop radios to another operator(s) who did not hear the scanner for some reason.

8.F TRANSPORTATION OF FEMALES

Consistent with the policies of the California Highway Patrol, as well as for accounting and liability reasons, the following procedures shall be adhered to when providing transportation to any female passenger.

1. Advise Dispatch that you are going to provide transportation for one (1) or more females. The proper radio code for this is “11-48X”.

2. After acknowledging the “11-48X” call, Dispatch will tell the operator to proceed with the relevant information, which shall include, in the following order;
   
   A. Operator’s starting mileage, using only the last two (2) whole numbers and the tenths on the odometer.
   
   B. Where the female(s) is being taken to.

For example, “Inland, 610-232, 11-48X, starting mileage is 34.6, en route to 18-A-1.”

The “11-48X” rule applies to all operators transporting any female passenger.

Upon arrival at the final destination, the operator shall give Dispatch the ending odometer reading. The operator will also advise Dispatch that he/she will be 10-6 unhooking the vehicle.

Once at the drop point location, operators shall offer additional assistance (such as a rotation tow, AAA, etc.) to the motorist. All calls for additional assistance shall be made either through Dispatch or by the motorist at a telephone. If requested by the motorist to stay at the location, the operator shall advise Dispatch and the CHP-FSP field supervisor that the party has requested the operator to wait with them. Once the additional assistance has arrived, the operator shall advise Dispatch that he/she is clear for additional calls.

8.G DO’S AND DON’TS OF RADIO COMMUNICATIONS

Due to the number of trucks operating, the program has adopted the CHP aural brevity codes, disposition codes, and the phonetic alphabet in order to simplify radio communications. These codes and radio procedures, as listed in this SOP manual, shall be used when communicating with Dispatch.

The term “back-up” should be avoided on the FSP radio. To Dispatch this term usually refers to an officer in need of immediate assistance. If an operator needs to meet with
another truck, the shop radio should be utilized first. If unsuccessful, then Dispatch can be contacted to have the other unit “11-98” with the operator.

An operator shall direct motorists to use the public telephone at the drop location when a telephone call is requested. Requesting telephone calls (“10-21”) over the radio takes up a great deal of air time and shall be avoided.

An operator shall not carry on personal conversations with Dispatch or other operators over the FSP radio. While pleasant and friendly, comments such as “Good morning,” “Nice to hear you again,” “Have a nice night,” etc., only take up radio time and prevent others who need to legitimately talk to Dispatch from doing so.

Prior to using the FSP radio, operators shall listen to hear if Dispatch is engaged in conversation with another operator. Also, operators should adjust the volume on their shop radio and personal radio before talking with Dispatch. The FSP radio should be the most audible. Remember, to give Dispatch your 10-20 when first contacted.

Operators shall not ask Dispatch to look up drop locations for them. Instead, operators shall use their Drop Location Book and advise Dispatch of the exact drop location in use. Problems or suggestions regarding drop locations should be directed to CHP.

8.H HELPFUL HINTS

Remain calm and try to think about what you are going to say before you say it. It may help in the beginning to write down what you want to say and read it to Dispatch.

When talking on the radio, remember to hold the microphone approximately two (2) to three (3) inches away from your mouth, press the transmit button, pause a second and then speak slowly, clearly, and briefly. A brief pause after depressing the transmit button will avoid the first part of your transmission from being cut off, otherwise referred to as “rushing your mic”.

Because of the limited amount of air-time available and the many FSP operators who need to use the radio, be concise with your radio traffic.

Listen to Dispatch. Give him/her only the information they ask for.

Always use proper radio codes as they maintain brevity. Whenever in doubt, use plain English.

Always know your location in case Dispatch asks.

All communications must be done in a professional manner due to other agencies and the Federal Communications Commission monitoring the radio.

Dispatch has a very difficult job to do, so do your best to try and make their jobs as easy as possible.
8.1 OTHER RADIO PROCEDURE CONSIDERATIONS:

1. When dispatch advises "10-23", all transmissions stop until dispatcher resumes traffic (except emergencies).

2. Don't trade calls with another FSP driver unless it otherwise causes an extreme delay, then request change through dispatch.

3. All vehicles are assumed to be on right shoulder unless otherwise indicated.

4. Give 10-20s for CHP to start/finish traffic-breaks.

5. Use brevity codes properly to eliminate redundancies. Phrases such as "Show me," "Thank you," "My apologies," "Information," are unnecessary and waste time.

6. Radio traffic should be as brief as possible.

7. FSP is not required to stop for motorists when 10-10 and returning to the company yard or facility.

8. FSP may stop for 11-25 vehicle(s) blocking roadway on their own while en route to assigned beat before shift start or company yard at end of shift.

9. If FSP does make such a stop to assist an 11-25 blocking roadway, all radio traffic may have to be conducted over shop air when requesting CHP notification or assist requests.
### AURAL BREVITY CODES

- **10-1**: Reception Poor
- **10-2**: Reception Good
- **10-4**: Message Received
- **10-5**: Relay Message
- **10-6**: Busy, Stand-By
- **10-7**: Out-Of-Service
- **10-8**: In-Service
- **10-9**: Repeat Transmission
- **10-10**: Off Duty
- **10-11**: Identify Frequency - KA4993
- **10-13**: Advise Road or Weather Conditions
- **10-14**: Provide Escort
- **10-15**: Prisoner In Custody
- **10-17**: Relay Papers, Supplies, etc.
- **10-19**: Return or Report to ___________
- **10-20**: Location Requested
- **10-21**: Telephone
- **10-22**: Disregard (Message or assignment)
- **10-23**: Stand-By
- **10-28**: Registration Check
- **10-29**: Check for Wants (Person, Vehicle)
- **10-30**: Improper Radio Traffic
- **10-31**: Attempted Suicide
- **10-35**: Officer Requires Back-Up
- **10-36**: Confidential Information
- **10-36A**: Confidential Information
- **10-36F**: Confidential Information
- **10-37**: What Time Is It
- **10-39**: Message or Item Delivered
- **10-97**: Arrived At Scene
- **10-98**: Assignment Completed
- **11-10**: Report Requested
- **11-24**: Abandoned Vehicle
- **11-25**: Traffic Hazard
- **11-26(X)**: Occupied Disabled Vehicle (X for Female)
- **11-27**: DDL Check, Driver Held
- **11-41**: Ambulance Required
- **11-44**: Possible Fatality
- **11-48(X)**: Provide Transportation (X for Female)
- **11-66**: Defective Traffic Signals
- **11-79**: Accident-Ambulance Rolling
- **11-80**: Accident-Major Injury
- **11-81**: Accident-Minor Injury
- **11-82**: Accident-Property Damage
- **11-83**: Accident-No Details
- **11-84**: Direct Traffic
- **11-85**: Tow Truck Required
- **11-86**: Bomb Threat
- **11-87**: Bomb Found
- **11-98**: Meet ______________
- **11-99**: Officer Requires Help
### 8.1.2 PHONETIC ALPHABET

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8.1.3 COMMON RADIO ABBREVIATIONS

B.O.     BAD ORDER, NOT WORKING
E.T.A.   ESTIMATED TIME OF ARRIVAL
D.O.T.   DEPARTMENT OF TRANSPORTATION (CALTRANS)
F.Y.I.   FOR YOUR INFORMATION
G.O.A.   GONE ON ARRIVAL
P.D.     POLICE DEPARTMENT
S.O.     SHERIFF’S OFFICE
T.C.     TRAFFIC COLLISION
U.T.L.   UNABLE TO LOCATE
20002    HIT AND RUN PROPERTY DAMAGE ONLY
20001    HIT AND RUN WITH INJURY INVOLVED
8.4.4 DISPOSITION CODES

Freeway Service Patrol drivers must decide which service code most accurately describes the incident and provide it upon completion of a call. For example: "Inland, 610-(Unit call sign), 10-98 Frank." Note dispatch must also be told when an 11-25 vehicle is removed from traffic lanes to the right shoulder ("roadway clear"), prior to repairing or towing it. The following letters are used in conjunction with "10-98" when FSP drivers have completed a call:

A)dam ASSIST (Another FSP tow driver assisted with any incident)
B)oy BATTERY (Jump started, repaired, cleaned terminals, etc.)
C)harles CLEAR (Hazardous object or debris removed from freeway lanes)
D)avid DRIVE AWAY (Vehicle leaves the scene prior to making contact)
E)dward EXCHANGED INFO (11-82 Parties refuse CHP report & leaving scene)
F)rank FLAT (Changed or repaired tire, rim, valve stem; or added air)
G)eorge GASOLINE (Or diesel added and vehicle restarted)
H)enry HIGHWAY PATROL (Assisted -- or relinquished t/c or incident to CHP.

NOTE: CHP does not have to be 10-97)
I)da INFO/ASSIST (11-26 Reading map, non-emergency stop)
L)incoln LOCKOUT (Assisted with opening of a vehicle with keys locked inside)
M)ary MECHANICAL (Repaired vehicle component at scene; includes electrical system)
O)cean OVERHEATED (Added radiator water, taped hoses, let cool, etc.)
P)aul PRIVATE ASSISTANCE (10-97 or responding via cellular phone, shop radio, or call box). Submit FSP Truck Refusal form
R)obert REMOVED VEHICLE (Pushed it completely off freeway ramp using tow truck’s front push bumper)
S)am SERVICE REFUSED (After all means are exhausted motorist wants no assistance from FSP, and remains at scene). Submit FSP Truck Refusal form
T)om TAGGED (11-24 w/422 attached and safely parked on right shoulder)
U)nion UNABLE TO LOCATE (U.T.L. Or G.O.A - Vehicle, hazard, or incident)
Chapter 9
VIOLATIONS / PENALTIES

To maintain the highest possible level of service to the public and to ensure contract compliance, the following procedures have been established:

9.A VIOLATION DEFINITIONS

Violations of the FSP Contract, Standard Operating Procedures (SOP), or law will be categorized into two areas: minor violations and major violations. All minor violations will be kept in the company’s/driver’s personnel file for three (3) years from the date of occurrence. Major violations will be kept permanently in the company’s/driver’s file.

Major violations may include, but are not limited to: Being under the influence of alcohol or drugs, or having an odor, of alcohol or drugs during an FSP shift, sexual harassment, discrimination, soliciting or keeping gratuities, charging motorists for service, recommending of a tow service, body shop or any place of repair, soliciting business during FSP hours, repeating minor violations three (3) or more times, using non-certified drivers during FSP, or any violation of California law which is a misdemeanor or higher.

Minor violations include all contract requirements except for areas listed under major violations. This would include, but is not limited to: Failure to follow grooming standards, missing or inoperable equipment during FSP shift, excessive breaks, failure to inspect FSP truck prior to shift, unsafe work practices, or an infraction violation of the California Vehicle Code.

Violations of the FSP contract or SOP will be investigated and documented by FSP Supervisors (CHP). Documentation will be prepared in a standard format designed and adopted by the CHP. These documents will be presented to the operator and contractor indicating the specific incident and disciplinary action taken. These documents will also serve as the notice to the operator and contractor of any penalty assessment.

9.B PENALTY ASSESSMENT

9.B.1 DRIVER AND COMPANY DISCIPLINE

The FSP Program has adopted a progressive discipline program. Penalty and discipline assessment will be determined by FSP Supervision. Penalty and discipline assessment will be on a case by case basis and will be based on the type of violation committed and previous disciplinary action. Minor violations may result in a verbal warning, written reprimand, driver retraining, driver suspension from the FSP program or company fines. Major violations may result in driver suspension from the FSP program, company fines, driver termination from the FSP program or company contract termination.
9.B.2 EQUIPMENT/ TRUCK BREAKDOWNS

Equipment/truck breakdowns are defined as equipment failures during a FSP shift. Drivers are required to notify FSP Supervision immediately when an equipment problem occurs. The contractor has forty-five (45) minutes to correct the problem or replace the truck with a back-up truck. The penalty for the forty-five (45) minute period will be calculated in minute increments on a straight hourly rate. All time beyond the forty-five (45) minutes will be calculated as penalized time. Penalized time is determined by the amount specified in the RCTC or SANBAG contract, and will be assessed in minute increments. Companies will be allowed to use the break time of the driver to repair or replace the truck as long as the break time has not been used and it is during the allowed break time period. Using the break time for truck repair still requires the notification of FSP supervision before the time is used for this purpose.

The use of equipment/truck breakdown time will be allowed for trucks that experience a mechanical failure while driving to their beat; however, FSP supervision notification is required. Failure to notify FSP supervision will result in a truck being considered late to the beat. All equipment problems found during the pre-shift inspection will require repair or replacement of the truck prior to the start of shift and the use of equipment/truck breakdown time is not allowed to correct the problem.

9.B.3 PENALIZED TIME

Penalized time is determined by the amount specified in the RCTC or SANBAG contract, and will be assessed in minute increments. Penalized time will be assessed for trucks that are late to beat, take excessive breaks, leave the beat early or are found not to be in compliance with the FSP contract or FSP SOP during FSP hours.

9.B.4 CONTRACTOR FINES

Contractor fines are assessed for violations of the FSP contract or the SOP that are not directly related to FSP truck operations. This includes but not limited to: Failing to turn required paperwork in on time (Surveys, inspection sheets, etc.), damage to FSP program equipment, not syncing the PDAs or not supplying operators the proper equipment as required in the FSP contract. The fine amount shall not exceed $50.00 for each individual occurrence or violation, with the exception of replacement costs.

9.C PENALTY / DISCIPLINE ASSESSMENT APPEAL

A driver or contractor has thirty (30) days from the date of assessment to file an appeal to the CHP for the assessment of a penalty or disciplinary action. All appeals must be in writing and shall include what is being disputed and a request of action to resolve the appeal. Once a written request is received, it will be reviewed by CHP. If necessary, a meeting will be scheduled between CHP, Caltrans, RCTC or SANBAG and the tow contractor to determine the final decision on the penalty assessment or disciplinary action.
Chapter 10
CONTINUOUS TRAINING

10.A QUARTERLY DRIVER’S TRAINING MEETING

Quarterly training meeting attendance is mandatory for all FSP drivers. The meeting time and place will be scheduled by CHP. A FSP driver may miss a meeting due to an unforeseen emergency or illness. All absences must be approved by the CHP. A FSP driver shall not miss two (2) or more consecutive meetings. A driver missing two (2) or more consecutive meetings will be required to re-attend a two-day FSP driver training class.

All drivers are required to bring their FSP SOP to each training class. Any driver found without their FSP SOP will be asked to leave the training.


Ride-a-ongs may be conducted with FSP drivers by CHP. The number of ride-a-ongs and frequency will be determined by CHP. During ride-a-ongs the FSP driver will be evaluated on his driving skills, motorist contacts, safety, uniform appearance, truck equipment and appearance, and radio procedures.
Chapter 11
DRIVER CERTIFICATION AND REINSTATEMENT PROCESS

11.A PURPOSE

This chapter has been developed to help FSP tow contractors with the training process and procedures for driver applicants of the FSP program. A set of required steps and timelines have been developed to help streamline the driver training process and to outline the requirements for the issuing of a Tow Truck Driver Certificate (DL-64). The CHP schedules driver training classes as necessary.

11.B TOW TRUCK DRIVER CLEARANCE CERTIFICATE REQUIREMENTS

The following are required to be completed before the issuing of a Tow Truck Driver Certificate (DL-64):

1. CHP 234F Form (Tow Operator/Driver Information) submitted to CHP.
2. CHP 234F Supplemental submitted to CHP.
3. Successfully pass a driving record and criminal history background check.
4. Pay all processing fees.
5. Submit to fingerprinting.
6. Successfully pass a CHP administered proficiency test.
7. Attend and pass a FSP Driver Training Class.
8. Complete a five (5) working day ride-a-long (10 shifts) with an experienced FSP driver.

11.C CHP 234F (TOW OPERATOR / DRIVER INFORMATION)

A CHP 234F (Annex B) and 234F Supplemental (Annex C) shall be filled out completely by the applicant and signed. The 234F must also be signed by the company owner or authorized representative. Any incomplete applications will be considered omissions and the driver will be rejected from the application process for a period of six (6) months. Any false information provided on the application may carry similar penalties as omissions, as decided by CHP. All applications must be submitted to the CHP at least fifteen (15) working days prior to a scheduled FSP Driver Training Class.

11.D DRIVING RECORD AND CRIMINAL HISTORY CHECK

As required by California Vehicle Code Section 2430, all applicants and owners are required to have a driver’s license and criminal history check. Only after a completed CHP 234F and CHP 234 supplemental is received and accepted by CHP, a driver’s license and criminal history check will be performed.
The driver’s license check will consist of confirming that the applicant has a valid driver’s license and the applicant’s point count is within standards set forth in this SOP (refer to Chapter 11, Annex A).

The criminal history check will consist of a preliminary background check to see if the applicant meets the criteria for a Tow Truck Driver Certificate as outlined in California Vehicle Code Section 13377, and the FSP contract. Any operator or potential operator not meeting the requirements put forth in the Tow Service Agreement for Rotational Tow Operator (HPM 81.2, Vehicle Procedures Manual), Element 15 (C and D), Annex GG, “Criminal Conviction Disqualifications for Rotational Tow Operator/Drivers”) will be automatically excluded from the FSP Program. In addition, RCTC or SANBAG, or the CHP may, in its sole discretion, require a contractor to replace any driver or reject a potential driver who it determines is not suitable to represent the FSP Program with the public based on the background check. If the applicant passes the preliminary check, then the applicant shall submit to fingerprinting.

Background checks will be completed by CHP within five (5) working days of the acceptance of a CHP 234F.

11.E APPLICATION FEES

Tow companies are required to pay an application fee for each Tow Truck Driver Certificate application as outlined in California Vehicle Code Section 2430(b). Applicants must pay a fee of $50.00.

All fees must be submitted to the CHP at the time of Live Scan fingerprinting. Checks shall be made out to the California Highway Patrol.

11.F LIVE SCAN FINGERPRINTING

After the processing fee has been submitted applicants must be fingerprinted by the CHP utilizing the Live Scan fingerprint process. CHP personnel will assist applicants in completing a Request for Live Scan Service form. CHP personnel will perform the Live Scan fingerprint process, if it is unavailable the applicant will be directed to an agency that utilizes the Live Scan fingerprinting process. A copy of the completed Request for Live Scan Service form must be submitted to the CHP.

11.G CHP ADMINISTERED PROFICIENCY TEST

As required by the FSP contract, “All potential drivers shall be sufficiently experienced in the tasks of tow truck operations and proficient with all required Freeway Service Patrol equipment to provide safe and proper service.”
Each applicant must successfully pass a CHP administered proficiency test. If an applicant does not pass the initial proficiency test, CHP will determine if the applicant will be allowed to attend the scheduled FSP Driver Training Class. One (1) proficiency retest per applicant may be administered prior to a scheduled FSP Driver Training Class. Tow companies must supply a certified FSP tow truck and a vehicle to be used for the testing process. Proficiency tests must be completed at least five (5) working days before a scheduled FSP Driver Training Class.

11.H FSP DRIVER TRAINING CLASS

All FSP driver applicants and employers must attend a Driver Training Class as required in California Vehicle Code Section 2436.5. All applicants must successfully complete all prerequisites (CHP 234F, CHP 234F supplemental background check, processing fee, fingerprinting, and proficiency testing) within the required time frames in order to attend a driver training class. A driver training class is a two (2) day class held at a CHP facility. A minimum of three (3) applicants must be scheduled per class. If there are less than three (3) applicants for a class, the class will be canceled unless a tow contractor can show that the class cancellation will create an undue hardship on their company.

Applicants are required to successfully pass a written test administered at the end of the training class. Applicants are required to achieve a minimum score of 80 percent to pass. Applicants that fail to attend both days of the class or do not achieve the required 80 percent score, will be required to attend another full training class.

11.I FSP DRIVER RIDE-A-LONG

All FSP driver applicants must ride a minimum of five (5) working days or ten (10) shifts with an experienced FSP driver. This will help the applicant reinforce what he has learned and to ensure the applicant is ready to handle the responsibilities of the job. The FSP driver trainer shall be a full time FSP driver that has a minimum of twelve (12) months experience in Riverside/San Bernardino County FSP operations. Driver trainers may have no more than three (3) write-ups for minor violations and no write-ups for major violations. All trainers must be approved by the CHP. At any time if the CHP determines that the driver is in need of additional training the driver will be placed back on training with an approved trainer.

11.J REINSTATEMENT OF FSP DRIVERS

A FSP driver that leaves a FSP contractor and returns will be required to meet the following requirements prior to working FSP.
11.J.1 **THIRTY DAYS OR LESS:**

- Be current with FSP driver refresher training. If driver is not current with training, then the driver will be required to attend two-day training class.
- Pass a proficiency test if tow equipment at new company is a different make from prior tow company.
- Must turn in old FSP ID card.
- Issued new ID card.

11.J.2 **THIRTY-ONE DAYS TO SIX MONTHS**

- Have a current Tow Truck Driver Certificate (DL64).
- Be current with FSP driver refresher training. If driver is not current with training, then the driver will be required to attend two-day training class.
- Pass a background check.
- Pass a proficiency test.
- Issued a new FSP ID card.

11.J.3 **SIX MONTHS TO ONE YEAR**

- Have a current DL64.
- Pass a background check.
- Pass a proficiency test.
- Ride-a-long for four (4) shifts with an approved FSP driver.
- Issued a new FSP ID card.

11.J.4 **OVER ONE YEAR**

- Must complete all items under section 11.B.

11.K **FSP DRIVER FROM ANOTHER FSP PROGRAM**

Drivers that are currently employed by a company as a FSP driver in another FSP program will be required to complete the following process prior to working FSP in Riverside or San Bernardino Counties:

1) CHP 234F Form (Tow Operator/Driver Information) submitted to CHP.
2) CHP 234F Supplemental submitted to CHP.
3) Successfully pass a driving record and criminal history background check.
4) Pay all processing fees.
5) Submit to fingerprinting at a Live Scan facility.
6) Successfully pass a CHP administered proficiency test.
7) Attend and pass a FSP Driver Training Class.
8) Complete a five (5) working day ride-a-long (10 shifts) with an experienced FSP driver.
9) Issued a FSP ID card.
11.I. **DRIVERS MOVING BETWEEN COMPANIES WITHIN PROGRAM**

FSP drivers that plan on moving between current FSP tow contractors within the program will be required to follow the same procedures listed in Reinstatement of FSP Drivers.

11.M **DRIVER RETRAINING**

If for any reason it is determined that any FSP driver is unable to demonstrate proficiency in performing any task required, the CHP at its discretion, has the option of assigning the driver with an FSP trainer for further training. The training will continue until the driver is able to complete the required tasks proficiently, and can demonstrate the tasks to the CHP effectively.
Chapter 11 - Annex A
FREEWAY SERVICE PATROL SAFE DRIVING RECORD CRITERIA

The contractual agreement developed by RCTC and SANBAG; approved by the CHP and Caltrans; and awarded to FSP tow company contractors, for the Freeway Service Patrol program in the Riverside/San Bernardino County area, requires that tow truck drivers applying for certification have a safe driving record. RCTC, SANBAG, the CHP and Caltrans have agreed that the following criteria determine what a safe driving record is, to be eligible for FSP tow truck driver certification.

When a driving record print out from the Department of Motor Vehicle computer system is evaluated by FSP officers all convictions listed will have the same point value as determined by DMV. Point values are assigned by DMV to Vehicle Code sections, other code sections, and city or county ordinances involving the operation of a motor vehicle or motorcycle for the purpose of evaluating a driving record. In addition to the DMV sections listed as having a point value, Vehicle Code section 40508 will also be included in the one point category. Additionally, traffic accidents not listed as an ON DUTY EMERGENCY VEHICLE accident or those accidents that do not have a NOT AT FAULT disclaimer, will also be included in the one (1) point category.

By employing the above point values tow drivers may be denied certification for the FSP program under the following rules:

1. In any twelve (12) month period a driver has accumulated a total count of four (4) or more points.
2. In any twenty-four (24) month period a driver has accumulated a total count of six (6) or more points.
3. In any thirty-six (36) month period a driver has accumulated a total count of eight (8) or more points.

Point count totals may consist of the following:

1. Determined by code violation points only.
2. Determined by accident points only.
3. Determined by a combination of code violation and accident points together.

Commercial endorsement for class A or B on a driver license does not change the point count guidelines within the FSP program.
TOW OPERATOR/DRIVER INFORMATION

CHP FORM 234F

Instructions: Please type or print clearly. Form must be filled out completely.

COMPANY NAME

DRIVER LICENSE NUMBER

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA MOTOR VEHICLES

TOW OPERATOR/DRIVER INFORMATION

CHP FORM 234F (Rev: 9/04) 9/11/05

I certify that the above information is true and correct, and that no omissions have been made.

The Operator and Driver are advised that giving false information to a peace officer, either orally or in writing, is a misdemeanor pursuant to Vehicle Code Sections 20 and 31.

OPERATOR'S SIGNATURE

DATE

TO WHOM LICENSED

DATE

PROOF OF PERFORMANCE

AMOUNT

DATE

FOR CHP USE ONLY:

APPROVED

DISAPPROVED

If application is not approved, provide tow operator with the reason for the action and attach a copy of the reason to this form.

Use Previous Billings Until Depleted,

Use Previous Billings Until Depleted,

Use Previous Billings Until Depleted,
Driver Name: ___________________________ Social Security Number: ________________

Contractor: ____________________________

Place of Birth: ____________________________

Residence History:

During the last 7 whole years, have you lived outside of California? YES □ NO □

If YES then list residence history below:

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>Period (ex. Jan 2001-Apr 2002)</th>
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Language Skills:

List any additional languages you can communicate with.

| ______________________ | ______________________ |
| ______________________ | ______________________ |

Notice: Your Social Security Number is collected on this form in order to process the “Request for Live Scan Service” Form and to complete the background check required of all tow truck drivers seeking FSP training and certification.
Chapter 12
MOTORIST ASSIST FORM / FSP TOW TRUCK RELEASE

12.A GENERAL INFORMATION

An operator is required to give every motorist assisted or attempts to assist a FSP brochure explaining the Program, as well as a “Freeway Service Patrol Survey” card. If the PDA data collection system fails a “Motorist Assist Form” shall be completed correctly by the operator for all incidents during the FSP hours of operation. Failure to complete the form in accordance with the following guidelines will result in a fine to the Contractor. The fine will be deducted from any monies due the Contractor.

The “Motorist Assist Form” shall be completed when Dispatch sends an operator to an incident where the operator is unable to locate (U.T.L.). This will show that the operator was unavailable for calls during that time period. If a vehicle is on the shoulder and suddenly departs upon the operators arrival, a “Motorist Assist Form” is still required to be completed. The form should also indicate when an operator stops for an abandoned vehicle or debris removal. Operators shall advise motorists that the survey form is not an accident report and it is not retained for public use.

Operators shall never falsify “Motorist Assist Forms”. In order to determine the operators’ efficiency and professionalism in the field, contractors should review motorist assistance forms prior to sending them to CHP.

A FSP Tow Truck Release shall be completed when a motorist is left on the freeway for any reason. The FSP Tow Truck Release must be filled in completely. The motorist is required to sign the form. If the motorist refuses to sign the form the tow operator shall write “refused to sign” on the signature line. In the comments section the tow operator shall indicate the reason the motorist was left on the freeway.

Contractors shall maintain an adequate quantity of brochures, customer survey cards, motorist assist forms and FSP abandoned vehicle markers (FSP 422). Additional forms shall be obtained from CHP.

12.B GUIDELINES

DATE: Today’s date. The “MO” (month) and the “DAY” each must have two (2) data boxes shaded-in. The “YR” (year) has only one data box shaded-in.
EXAMPLE: January 5th, 2007 is MO-01, DAY-05, YR-07.

ARRIVE TIME: The time of day that you arrived at the incident. ALL TIME IS MILITARY TIME.
EXAMPLE: 7:15 A.M. is 0715 AND 4:49 P.M. is 1649.

DEPART TIME: The time of day that you complete the incident (this includes the completion of the MOTORIST ASSIST FORM). All time is military time (see above example).
DRIVER ID: The identification number that is on your FSP badge ("Tom" number), not your truck or company ID number.
EXAMPLE: ID# T-0201.

CUSTOMER SURVEY NUMBER: The customer survey number from the survey card that you are using at the time of the incident.
EXAMPLE: 258455.

DESCRIPTION OF DISABLED VEHICLE

LICENSE NO./VIN NO. - Required information. If there is not a plate on the vehicle, list as "None".

DESCRIPTION OF DISABLED VEHICLE: STATE - Required information, use two (2) letter State code.

DESCRIPTION OF DISABLED VEHICLE: MAKE: - Required information, use first four (4) letters of vehicle name.

DESCRIPTION OF DISABLED VEHICLE: MODEL - Required information.

DESCRIPTION OF DISABLED VEHICLE: COLOR - Required information.

ORIGINAL LOCATION: Is where the vehicle is located on the freeway.

LOCATION TOWED TO: Is the location that you have chosen from your drop location book and that the vehicle was dropped at.

INCIDENCE DETAILS: select one answer per question

1. DID YOU TOW VEHICLE: Shade-in only one (1) data box.
   □ Shoulder □ Pushed □ Not towed
   □ Off Freeway □ Debris – not towed

2. DID THE MOTORIST REQUIRE ADDITIONAL ASSISTANCE?: Shade-in only one (1) data box. If the vehicle, after being assisted by FSP, continued on its way, then shade-in "NO". For all other conditions, shade-in “YES”.
   □ Yes
   □ No

3. VEHICLE PROBLEM: Shade-in only one (1) box. If the vehicle has more than one problem (which you will find often), pick the one that made the motorist pull off the roadway.

EXAMPLE: The vehicle overheated and the motorist ran down the battery trying to start the vehicle. You assist the motorist by adding water and jump-starting the vehicle. The problem would be “OVER HEATED”, not “ELECTRICAL PROBLEM”.

□ Abandoned
□ Accident
□ Debris Removal
□ Electrical
□ Flat tire
□ Info / assistance
□ Locked out
□ Mechanical
4. VEHICLE TYPE: Shade-in only one (1) data box. If there is more than one vehicle (which occurs often in the case of an accident), complete the MOTORIST ASSIST FORM for one of the vehicles and place the information pertaining to the remaining vehicles on the back of the form in the comments section. If you shaded-in “Debris Removal” in the “PROBLEM WITH THE VEHICLE” section, fill in “Debris” in this section.

- Auto
- Big rig
- Debris
- Motorcycle
- Pickup
- Truck less than 1 ton
- Truck more than 1 ton
- Van/SUV
- No assist due to size
- Other

5. VEHICLE LOCATION WAS: Shade-in only one (1) data box. If you located the incident and CHP also dispatched you to the incident, then shade-in “Dispatched By CHP”.

- Found by you
- Dispatched by CHP

6. DISABLED VEHICLE WAS: Shade-in only one (1) data box. If the vehicle was on a ramp (on-ramp, off-ramp or freeway to freeway connector) shade-in “ON A RAMP”. Do not use “ON RIGHT SHOULDER”, “IN FREEWAY LANE”, etc. to describe the location of the vehicle on the ramp.

- On a ramp
- On left shoulder
- In freeway lanes
- On right shoulder
- Unable to locate
- Other

7. DISPOSITION CODE: Indicate the disposition code.

RECAP: Shade-in one data box for each section. Be sure to shade-in the data box completely, no “-“, or “o” or check marks. DO NOT mark on ANY other portion of the form. DO NOT staple anything to this form. ANY COMMENTS MAY BE WRITTEN ON THE BACK SIDE OF THE FORM IN THE COMMENTS AREA.
ATTACHMENT A
FSP UNIFORM AND EQUIPMENT REQUIREMENTS
INSTRUCTIONS: Each FSP tow truck shall be inspected daily prior to start of shift. Vehicles should be inspected at the Contractors office or yard, after inspection the form shall be left at the Contractors office and available for inspection by FSP staff.

Beginning and ending dates shall be written on form for appropriate week. Use only one inspection sheet per beat. Do not combine information from multiple beats. Each shift operator shall list truck number used on beat.

All boxes on inspection form shall be individually marked. Use a [X] for items that are in compliance. Use a [0] for items that are not in compliance. Explain discrepancies under Remarks. All discrepancies shall be corrected prior to operation. Operator shall print HOLIDAY in appropriate day/shift inspection box if day/shift not worked.

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<tr>
<th>ITEM</th>
<th>MON</th>
<th>TUE</th>
<th>WED</th>
<th>THU</th>
<th>FRI</th>
<th>REMARKS</th>
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<td>OPERATOR UNIFORM</td>
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<td>01. NAVY BLUE UNIFORM (condition)</td>
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<td>02. BOOTS, BLACK with steel toe (condition)</td>
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<td>03. SAFETY VEST (condition)</td>
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<td>03. NAME PLATE (metal or sewn)</td>
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<td>02. FSP PATCHES (condition)</td>
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<td>05. CLEAN SHAIVEN</td>
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<td>06. HAIR (neatly trimmed)</td>
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<td>07. HAT (navy blue baseball style)</td>
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<td>VEHICLE CONDITION and EQUIPMENT</td>
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<td>01. VEHICLE PAINT</td>
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<td>02. VEHICLE LETTERING</td>
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<td>03. BODY and GLASS (includes WIPERS)</td>
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<td>05. TIRES (check pressure daily)</td>
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<td>06. BRAKES (including PARKING BRAKE)</td>
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<td>07. LIGHTS and REFLECTORS</td>
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<td>08. AMBER WARNING LIGHTS</td>
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<td>09. ENGINE: (oil, water, fuel, etc.)</td>
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<td>10. FIRE EXTINGUISHER</td>
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<td>12. SHOP RADIO</td>
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<td>14. SCANNER</td>
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<td>FSP EQUIPMENT</td>
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<td>02. MAGNETIC SIGNS (2)</td>
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<td>03. PDA, SURVEYS, BROCHURES, &amp; 422's</td>
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<td>05. FSP OPERATIONS MANUAL</td>
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<td>06. FLASHLIGHT and SPARE BATTERIES</td>
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<td>07. GLOVES</td>
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<td>08. RAIN GEAR</td>
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<th>TOWING EQUIPMENT</th>
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<tbody>
<tr>
<td>01. EXTENSION LIGHTS</td>
<td></td>
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<td>02. TOW DOLLIES (check tire pressure)</td>
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<tr>
<td>03. LUMBER 4' and 5' (4X4)</td>
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<td>04. SPACER BLOCKS (wood or plastic)</td>
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<td>05. TOW CHAINS (5/16” w/J and T hooks)</td>
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<td>06. WINCH CABLE (condition)</td>
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<td>07. SLING ASSEMBLY (condition)</td>
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<td>08. WHEEL LIFT ASSEMBLY (condition)</td>
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<tr>
<td>09. SAFETY CHAINS (5’ minimum)</td>
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<td>10. MOTORCYCLE STRAPS</td>
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<td>11. WHEEL RETAINERS – “L ARMS” (condition)</td>
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<tr>
<td>12. WHEEL SAFETY STRAPS (condition)</td>
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<td>13. TRAILER BALL (1 7/8” and 2”)</td>
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<th>SAFETY EQUIPMENT</th>
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<tr>
<td>01. SQUARE POINT SHOVEL</td>
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<td>02. HIGHWAY FLARES (36/15-min or 20/30-min)</td>
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<td>03. CONES (6) 18”</td>
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<td>04. TWO TON FLOOR JACK</td>
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<td>05. LUG WRENCHES (1-metric, 1-standard)</td>
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<td>06. AIR TANK (100 PSI maximum, 80 minimum)</td>
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<td>07. JUMPER CABLES (25 feet)</td>
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<td>08. 5 GALLON CAN (sand or absorbent)</td>
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<td>09. 5 GALLON TRASHCAN (empty)</td>
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<td>10. DIESEL FUEL (5 gallons minimum)</td>
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<td>11. UNLEADED FUEL (5 gallons)</td>
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<td>12. WATER (5 gallons)</td>
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<td>13. STREET BROOM (24” minimum)</td>
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<td>14. SLEDGE HAMMER (4 pound)</td>
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<tr>
<td>TOOLS</td>
<td>REMARKS</td>
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<td>01. FLEXIBLE SPOUT (funnel)</td>
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<td>02. BOLT CUTTERS</td>
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<td>03. NEEDLE NOSE PLIERS</td>
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<td>04. ADJUSTABLE JOINT PLIERS - 2”</td>
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<tr>
<td>05. CRESCENT WRENCH - 8” and 12”</td>
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<td>06. RUBBER MALLET, HUB CAP PULLER</td>
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<td>07. LOCKOUT KIT</td>
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<td>08. PRY BAR (36” minimum)</td>
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<td>09. ELECTRICAL TAPE - 1 roll</td>
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<td>10. DUCT TAPE - 1 roll</td>
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<td>11. MECHANIC’S WIRE - 1 roll</td>
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<td>12. TIRE PRESSURE GAUGE</td>
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<td>13. SCREW DRIVERS:</td>
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<td>STANDARD - 1/8”, 3/16”, 1/4”, 5/16”</td>
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<td>PHILLIPS - #1 and #2</td>
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### MILEAGE

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Revised: May 24, 1999

WEEKLY GRAND TOTAL MILEAGE: __________
(Write TOTAL on first page, upper right corner)

I CERTIFY THAT THE ABOVE INFORMATION IS CORRECT AND ACCURATE.

Signature: ___________________________ Date: __________
ATTACHMENT C
JUMP STARTING A VEHICLE

Dangers Jump Starting a Dead Battery

The national Society to Prevent Blindness distributes a warning sticker with instructions on jump-starting vehicles with dead batteries. It includes this information:

WARNING: BATTERIES PRODUCE EXPLOSIVE GASES

Keep sparks, flames and cigarettes away from batteries at all times. Wear eye protection. Don't lean over batteries during jump-starting. See owner's manual for instructions.

JUMP-START INSTRUCTIONS:

Be sure: vent caps are tight and level....damp cloth, if available, is placed over vent caps....vehicles are not touching....both electrical systems are the same voltage. Don't Jump-Start If Battery Fluid is Frozen!

ATTACHING THE CABLES:
(Do in order listed)

1. Clamp one jumper cable to the positive (+) terminal of dead battery (wired to starter or solenoid). Do not allow positive cable clamps to touch any metal other than on battery.

2. Connect other end of positive (+) cable to positive (+) terminal of good battery.

3. Connect one end of the second cable negative (-) to other negative (-) terminal of the good battery.

4. Make final connection on engine block of stalled engine (not to negative post) away from battery, carburetor, fuel line, any tubing or moving parts.

5. Stand back from both vehicles. Start vehicle with good battery then start the stalled vehicle.

6. Remove cables in reverse order of connections beginning by first removing cable from engine block or metallic ground.

[Diagram of cable connections]
ATTACHMENT D
HYBRID VEHICLE POLICY

Hybrid vehicles are vehicles which are powered by gas and electrical engines, have high fuel efficiency and emit low levels of fuel emissions. Hybrid vehicles are similar in appearance to conventional vehicles. However, manufacturers have been proactive in identifying their vehicles by installing insignia on the vehicle body. Hybrid vehicles can be handled like any other vehicle, except as noted in these guidelines.

The following guidelines shall be followed when a Freeway Service Patrol operator encounters a Hybrid vehicle in need of assistance. FSP operators shall use extreme caution while attempting to service hybrid vehicles. Hybrid vehicles have high voltage wiring and components which are color coded with orange insulation, orange tape, and/or “High Voltage” labels. Contact with damaged high voltage battery modules, components, or cables can result in serious electric shock and/or death. Under no circumstances shall a FSP operator attempt to repair battery cables on a hybrid vehicle.

FSP operators shall not attempt to jump-start a hybrid vehicle without referring to the vehicle owner’s manual.

Due to the possibility of damaging hybrid drive components and in compliance with manufacturer recommendations, no FSP operator shall tow a hybrid vehicle with any of its wheels on the ground. FSP operators shall use tow dollies to remove the vehicle from the freeway. Sling-type equipment should not be used unless the vehicle is damaged beyond repair, or directed to do so by a law enforcement officer to clear traffic lanes expeditiously.

NOTES OF CAUTION WHILE ASSISTING HYBRID VEHICLES:

- Never assume the hybrid vehicle is shut off simply because it is quiet.
- Always observe the instrument panel cluster to verify whether the vehicle is on or off.
- While the vehicle is stopped, the gasoline engine and the traction motor are off. However the vehicle still remains operational.
- Upon arrival at a collision scene, FSP operators should follow standard operating procedures for response.
- Operators shall use extreme caution when pushing vehicles out of traffic lanes following traffic collisions. When doing so, it is imperative to assure that the ignition key is in the off position.

ALWAYS ASSUME THE VEHICLE HIGH-VOLTAGE SYSTEM IS POWERED UP!!
Dear Motorist:

The Freeway Service Patrol (FSP) program is designed to reduce traffic delays during your daily commute. There is no charge for this service.

Please help us continue to improve the FSP program by completing our Customer Service Survey. The survey takes 1 to 2 minutes, and you will need the 6-digit survey number on this card (located to the right). This number identifies the FSP operator who assisted you.

Your survey response helps us improve the service.

Thank you for your help—and please recycle this card after taking the survey.

The FSP Program is operated and funded in partnership with Riverside County Transportation Commission (RCTC), California Highway Patrol (CHP), and the California Department of Transportation (Caltrans). To learn more about RCTC and the FSP Program, please visit: www.rctc.org

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CUSTOMER SURVEY

Please take a moment to complete our survey:

Online: www.railrte.org

or

By Phone: 951-369-3691*

Your Survey Number Is:

This number is required to take the survey.

*ATTENTION: Tow services and other government assistance are not available through the FSP. Customer Service phone number or online survey address.

La encuesta está disponible en español en www.railrte.org o en el 951-369-3691*.
ATTACHMENT F
FSP MOTOR ASSIST FORM / TOW TRUCK RELEASE FORM
-- RCTC EXAMPLES --

FSP MOTORIST ASSIST FORM

Date: ____________  Arrival Time: ____________  Depart Time: ____________

DRIVER ID  CUSTOMER SURVEY NUMBER

DISABLED VEHICLE DESCRIPTION

License Number: ____________  License State: ____________

Make: ____________  Model: ____________  Color: ____________

Original Location: ____________

Location Towed To: ____________

INCIDENT DETAILS: SELECT ONE ANSWER PER QUESTION

1. Did you tow the vehicle:
   - shoulder
   - ditch
   - not towed

2. Did the motorist require additional assistance? ____________
   - Yes
   - No

3. Vehicle problem:
   - Air conditioning
   - Flat tire
   - Out of gas
   - Accident
   - Information
   - Overheated
   - Lots of debris
   - Locked out
   - Vehicle theft
   - Electrical
   - Mechanical

4. Vehicle type:
   - Auto
   - Pickup
   - No assistance due to size
   - Big rig
   - Tractor-trailer
   - Motorcycle
   - Van/SUV

5. Vehicle location was:
   - Found by you
   - Dispatched by CHP

6. Disabled vehicle was:
   - On a ramp
   - In freeway lanes
   - Unable to locate
   - Other

7. Disposition code: ____________

FSP TOW TRUCK RELEASE

I have been advised and understand that the California Highway Patrol (CHP) recommends that stranded motorists and passengers leave the freeway with the Freeway Service Patrol (FSP) tow truck driver to reduce the risk of accident or injury to themselves, their vehicle, and other motorists.

Although it has been explained to me that I can wait for requested additional service at a nearby location of the freeway, I have chosen to stay with my vehicle on the freeway, and I am releasing the Freeway Service Patrol tow truck driver to leave the area at this time.

Signature: ____________  Date: ____________

Print Name: ____________  Time: ____________

FOR TOW TRUCK OPERATOR USE ONLY

CUSTOMER SURVEY NUMBER: ____________  DATE: ____________

DRIVER ID: ____________  CALL SIGN: ____________

COMMENTS: ____________

SIGNATURE: ____________
ATTACHMENT G
FSP MOTOR ASSIST FORM / TOW TRUCK RELEASE FORM
-- SANBAG EXAMPLES --

FSP TOW TRUCK RELEASE

I have been advised and understand that the California Highway Patrol (CHP) recommends that stranded motorists and passengers leave the freeway with the Freeway Service Patrol tow truck driver to reduce the risk of accident or injury to themselves, their vehicles, and other motorists.

Although it has also been explained to me that I can wait for requested additional service at a nearby location off the freeway, I have chosen to stay with my vehicle on the freeway, and I am releasing the Freeway Service Patrol tow truck driver to leave the area at this time.

Signature: __________________________ Date: ________________
Print Name: _________________________ Time: ________________

FOR TOW TRUCK OPERATOR’S USE ONLY

CUSTOMER SURVEY NUMBER: ___________ DATE: ________________
DRIVER ID: ___________________________ CALL SIGN: ____________
COMMENTS: ______________________________________________________________________________________
SIGNATURE: __________________________

FSP MOTORIST ASSIST FORM

Date: ___________ Arrive Time: ___________ Depart Time: ___________

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<tr>
<th>DRIVER ID</th>
<th>CUSTOMER SURVEY NUMBER</th>
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DISABLED VEHICLE DESCRIPTION

License Number: ___________ License State: ___________
Make: ___________ Model: ___________ Color: ___________
Original Location: _______________________________________________________________________________
Location Towed To: _______________________________________________________________________________

INCIDENT DETAILS: SELECT ONE ANSWER PER QUESTION

1. Did you tow the vehicle:
   ☐ Shoulder ☐ Pushed ☐ Not towed
   ☐ Off freeway ☐ Debris - not towed

2. Did the motorist require additional assistance? ☐ Yes ☐ No

3. Vehicle problem:
   ☐ Abandoned ☐ Flat tire ☐ Out of gas
   ☐ Accident ☐ Info/assistance ☐ Overheated
   ☐ Debris removal ☐ Locked out ☐ Vehicle tire
   ☐ Electrical ☐ Mechanical

4. Vehicle type:
   ☐ Auto ☐ Pickup ☐ No assist due to size
   ☐ Big rig ☐ Truck < 1 ton ☐ Driver
   ☐ Debris ☐ Truck > 1 ton
   ☐ Motorcycle ☐ Veh./SUV

5. Vehicle location was:
   ☐ Found by you ☐ Dispatched by CHP

6. Disabled vehicle was:
   ☐ On a ramp ☐ In freeway lanes ☐ Unable to locate
   ☐ On left shoulder ☐ On right shoulder ☐ Other

7. Disposition code: __________________________
ATTACHMENT H
FSP SURVEY -- SANBAG EXAMPLES --

Dear Motorist:
The Freeway Service Patrol (FSP) program is designed to reduce traffic delays during your daily commute. There is no charge for this service.

Please help us continue to improve the FSP program by completing our Customer Service Survey. The survey takes 1 to 2 minutes, and you will need the 6-digit survey number on this card (located to the right). This number identifies the FSP operator who assisted you.

Your survey response helps us improve the service.

Thank you for your help—and please recycle this card after taking the survey.

The FSP program is operated and funded in partnership with San Bernardino Associated Governments (SANBAG), California Highway Patrol (CHP), and the California Department of Transportation (Caltrans). To learn more about SANBAG and the FSP Program, please visit: www.sanbag.fsp.ca.gov

CUSTOMER SURVEY

Please take a moment to complete our survey:
Online: www.sanbag.fsp.org*
or
By Phone: 909-266-9175*

Your Survey Number Is:

XXXXXX

This number is required to take the survey

*ATTENTION: Tow services and other government assistance are not available through the FSP Customer Survey phone number or online survey address.

La encuesta está disponible en español en www.sanbag.fsp.org o en el 909-266-9175*. 
ATTACHMENT I

EMERGENCY PROCEDURES/NATURAL DISASTER CONTINGENCIES

California has often experienced natural disasters, earthquakes, fires, floods, mud slides and civil unrest. In order to provide safety to both an operator and the public, the following guidelines shall be taken when a disaster occurs.

- Each operator should remain calm and not panic; fear is contagious.
- Each operator should seek safe shelter if the emergency warrants.
- In an emergency, Dispatch will conduct a roll call. Operators are to acknowledge with a Code-4 (OK) when their call sign is announced and provide emergency information to Dispatch about the location and situation as appropriate. Unless information is life threatening, an operator should not attempt to interrupt the dispatcher.
- An operator shall use the shop radio if unable to make contact with Dispatch and advise the company dispatcher of the situation. The company dispatcher will immediately telephone FSP Dispatch with an update.
- FSP Dispatchers will relay directions and information to all tow operators in the case of an actual emergency. Unless notified, continue to patrol your beat and assist stranded motorists unless it appears to be unsafe to do so.
- The contractor will be notified by FSP Supervision and/ or Management of possible redeployment and/ or beat changes.