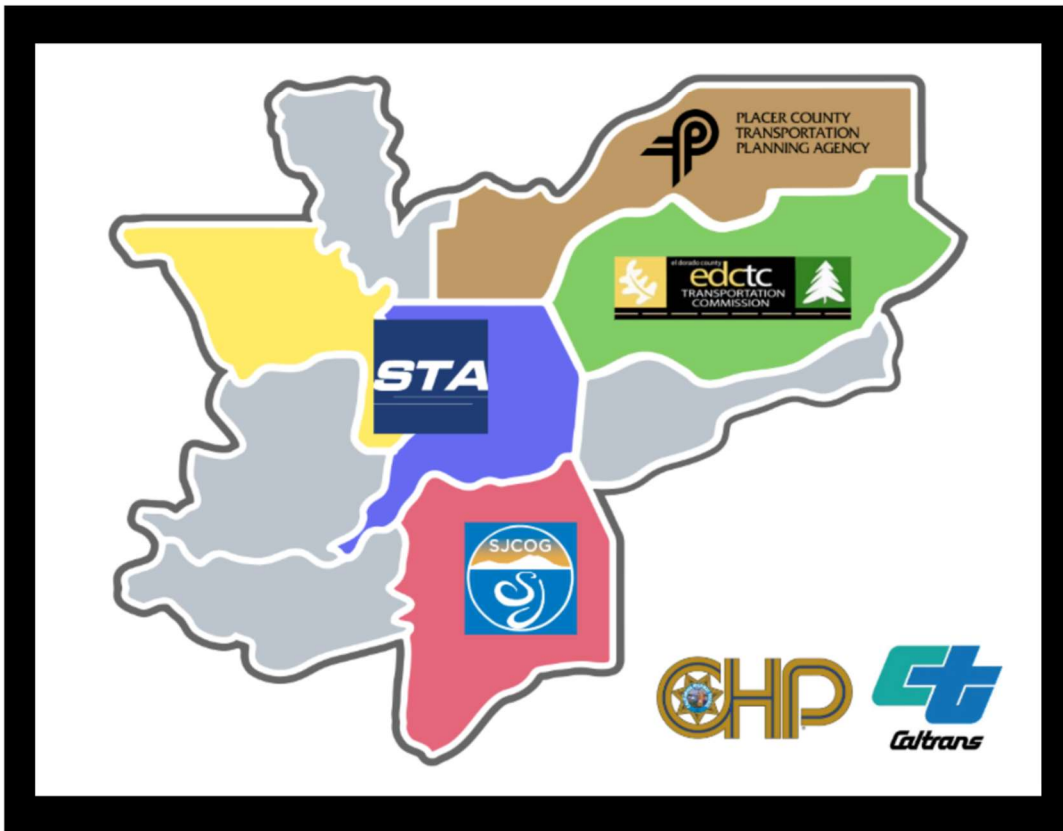




# Valley Division Freeway Service Patrol

## Standard Operating Guidelines



January 2026

*All previous revisions are obsolete*

## **FOREWORD**

Congratulations! Welcome to the Valley Division Freeway Service Patrol (FSP) program. As a Freeway Service Patrol Operator, you are a member of an elite team of congestion-relief specialists. The purpose of this Standard Operating Guidelines (SOG) manual is to update the existing SOG, as well as to create a comprehensive manual that provides the FSP Operator with a better understanding of the rules, policies, and regulations of the FSP program. Policies and guidelines established in this manual are consistent with those of Caltrans and the California Highway Patrol. Sound judgment on the part of the FSP Operator should always be used. This manual will be occasionally updated as needed.

This SOG shall be carried by the Operator in the FSP service vehicle during FSP service hours.

Take pride in your job! You are fighting on the front line in a constant war to reduce congestion for local motorists. Your smile can make someone's day.

The Freeway Service Patrol needs your support in order to continue to achieve "Excellent" service ratings. Remember, the public acknowledges your good service daily through surveys like this one:

*The drivers who helped us were courteous, concerned, and very quick to assist us with our tire problem. They worked as fast as a pit crew. It means a lot when a stranger responds to our call and treats you as if you're the most important person they can help. We so appreciate both of them. Thank you so very much.*

You are a hero every day!!

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## DEFINITIONS

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<b>Caltrans</b> .....	California Department of Transportation (DOT)
<b>CHP</b> .....	California Highway Patrol
<b>Contract</b> .....	The legal document (of which this document is a part) between the Sacramento Transportation Authority (STA), the Placer County Transportation Planning Agency (PCTPA), the El Dorado County Transportation Commission (EDCTC), the San Joaquin Council of Governments, and your tow company owner.
<b>Contractor</b> .....	A tow company contracted to provide service for the Freeway Service Patrol program.
<b>Dispatch</b> .....	The CHP personnel assigned to dispatch the service vehicles for the Freeway Service Patrol program.
<b>EDCTC</b> .....	El Dorado County Transportation Commission
<b>FSP</b> .....	Freeway Service Patrol
<b>FSP Management</b> .....	CHP personnel assigned to supervise the FSP in the field also called "David" units.
<b>Operator</b> .....	A trained tow truck driver employed by the contracted tow companies, certified to work for the FSP program.
<b>PCTPA</b> .....	Placer County Transportation Planning Agency
<b>Service Truck</b> .....	A pick-up truck equipped and assigned to be used in the FSP program.
<b>Service Vehicle</b> .....	A tow truck or pick-up truck equipped and assigned to be used in the FSP program.
<b>SJCOG</b> .....	San Joaquin Council of Governments
<b>STA</b> .....	Sacramento Transportation Authority

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## CHAPTER 1

# OVERVIEW OF VALLEY DIVISION FREEWAY SERVICE PATROL PROGRAM

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### A. WHY A FREEWAY SERVICE PATROL PROGRAM?

1. The purpose of the Freeway Service Patrol (FSP) program is to alleviate nonrecurring traffic congestion problems in metropolitan areas of the state by providing roving patrol service to remove disabled vehicles, minor collisions, and debris from urban freeways during peak commute hours.
2. Crashes, vehicle breakdowns, debris, or other unforeseen events regularly clog California's freeways. According to the California Department of Transportation (Caltrans), such incidents cause more than 50 percent of traffic congestion, and lead to unsafe conditions as well as vehicle delays causing poor air quality and loss of worker productivity.

### B. SCOPE OF PROGRAM

1. The Valley Division Freeway Service Patrol (FSP) is a joint program of the Sacramento Transportation Authority (STA), Placer County Transportation Planning Agency (PCTPA), El Dorado County Transportation Commission (EDCTC), San Joaquin Council of Governments (SJCOG), the California Highway Patrol (CHP), and the California Department of Transportation (Caltrans).
2. Privately owned tow companies enter contractual agreements with STA, PCTPA, EDCTC and SJCOG, to provide continuous patrol service during morning and evening commute hours on designated portions of the most congested freeways.
3. Operators provide on-the-spot help to motorists, free of charge, and with no tip. An Operator may jump start cars, repair or replace a flat tire, provide a gallon of gas, tape water hoses or provide other quick fixes to mobilize the disabled motorist.
4. If an FSP Operator is unable to get a vehicle running within 10 minutes, the Operator will usually tow the vehicle to a designated drop location where additional assistance can be requested.
5. An FSP Operator may be called upon to provide assistance in removing vehicles involved in collisions, removing debris from roadways, tagging abandoned

vehicles, or assisting with other incidents as directed by the California Highway Patrol.

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## CHAPTER 2

### PROFESSIONALISM

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#### A. DEMEANOR/COURTESY

1. An FSP Operator is a professional who represents their employer, as well as the CHP, Caltrans, STA, PCTPA, EDCTC and SJCOG. An essential element of this public service is the Operator's demeanor. For this reason, an Operator shall conduct themselves in a business-like manner and ensure all public contact is professional, courteous, and efficient.
2. The FSP Operator shall act professionally whenever dealing with anyone while on FSP duty, including other tow Operators. Upon contact with a motorist, the Operator shall briefly explain the program and offer assistance. A motorist is not obligated to accept any assistance, however, refusal of FSP service shall be reported to Dispatch.
3. The FSP Operator shall not attempt to solicit or initiate any personal conversation with motorists they assist. For example, asking a motorist if they are married or has a "significant other" is inappropriate conversation. The Operator shall not solicit addresses or telephone numbers for personal use. The Operator shall, however, attempt to answer any questions pertaining to the FSP program that are asked by the motorist.
4. The FSP Operator shall not use offensive language, smoke, chew tobacco, eat, drink, or have toothpicks or other items in their mouth while in contact with motorists.
5. When stopping to help a motorist, FSP Operators shall initiate contact with the disabled vehicle's driver as soon as it is safe to do so.
6. The Operator should always remain calm. They will often be the first to encounter or respond to a traffic collision. The motorist will expect an Operator to initiate the request for proper emergency and police assistance. Knowledge of proper procedures will enable an Operator to handle a collision scene calmly and efficiently.
7. The Operator shall not refer any motorist to any garage, private tow service, service station or mechanic. The referral to, or recommendation of, any private business shall result in immediate disqualification of the Operator from the FSP program and may jeopardize his employer's Contract.
8. The Operator shall not refer any collision victim to any legal service or medical facility.

9. The Freeway Service Patrol provides services to the public free of charge. The entire program is paid by public funds and no tips, or any other gratuities of any kind shall be accepted.

## B. UNIFORM REQUIREMENTS

1. For public identification purposes, the Operator shall wear an authorized uniform at all times during FSP hours. Failure to meet uniform standards may result in the Operator being taken out of service and the Contractor being fined. Continued violations of the uniform requirements may result in the permanent dismissal of the Operator from the FSP program.
2. An Operator shall not wear the FSP uniform at any time other than while working for the FSP. In no event shall an Operator wear the FSP uniform while performing a commercial tow job outside the FSP program.
3. The Contractor shall supply each Operator with uniforms. The uniform shall either be a navy blue jumpsuit or navy blue shirt and pants. Reflective material may be sewed onto the uniform. Rain gear shall fit the individual Operator so as not to restrict their ability to move freely and must meet the FSP design requirements
4. The uniform shall meet the following criteria:
  - a. **Jump Suit** - Jump suits shall be made of a rip-stop type material with a pleat-action back, and a shape holding waist band with elastic inserts for trim fit. Zippers must be constructed of heavy duty brass with a two-way zip front. Long sleeves may have plain barrel cuff or be equipped with snap or button closure on wrists. Short sleeves shall be approximately one inch above the inside forearm, when the wearer's arm is bent at a 90 degree angle. For safety reasons, legs shall be moderately tapered and not baggy. Uniforms shall not be worn unzipped.
  - b. **Shirt and Pants** - Shirts shall have a collar, button up, and made of a rip-stop type material with a pleat-action back. Polo type shirts are allowed. Long sleeves may have plain barrel cuff or be equipped with snap or button closure on wrists. Short sleeves shall be approximately one inch above the inside forearm, when the wearer's arm is bent at a 90 degree angle. For safety reasons, legs shall be moderately tapered and not baggy. Uniform shirts shall not be worn unbuttoned and shall be tucked into the pants.
  - c. **Safety Vest** – A safety vest shall be worn over the blue uniform at all times during FSP operations. The vest shall be a standard ANSI class 3 safety vest in accordance with the California Code of Regulations, Title 8, Section 1598. Additionally, the small FSP logo patch shall be attached to the left front pocket area of the vest. For safety reasons and to present a neat appearance, vests shall be buttoned or zipped at all times during FSP operations.

- d. An Operator may wear a long or short sleeved navy blue or white turtleneck, T-shirt or sweatshirt underneath their long or short sleeve uniform shirts. If a short sleeve shirt is worn, a short sleeve tee shirt must be worn (no “baseball” sleeves). Only navy blue or white colors are allowed for shirts worn underneath uniform shirts. Undershirts that were once navy blue or white but have become excessively faded or soiled are not acceptable.
- e. A plain (no wording or design) navy blue jacket may be worn over the FSP uniform. The jacket must be waist length and fitted, not oversized. The FSP safety vest shall be worn over the plain blue jacket. An ANSI class 3 safety jacket may also be worn. The FSP safety vest shall be worn over the jacket if the jacket is plain. Otherwise, the jacket shall meet the requirements of the FSP safety vest
- f. An Operator shall wear black general duty leather steel-toed or ceramic-toed boots that have an adequate amount of sole (tread) to ensure a sure grip on slippery surfaces. Boots shall be maintained in good condition. Boots shall be tied and the laces may not hang onto the ground. Rubber steel-toed boots will be allowed as an option during inclement weather. No other footwear is acceptable.
- g. Shirts or jumpsuits shall have one or two chest pockets. Single pocket shirts or jumpsuits shall have the chest pocket placed on the left.
- h. Accessories:
  - i. **FSP Identification Card** – An FSP Identification card shall either be prominently displayed in the Operator’s truck or be worn on the Operator’s uniform with the photograph side clearly visible to the public.
  - ii. **Name Tag** – The first initial and full last name shall be embroidered above the right chest pocket area of the FSP safety vest or jacket. Letters shall be between one-half and one inch in height. A detachable metal or plastic name plate may be worn in place of the embroidered name at the contractor’s option. Operators who have yet to have their name embroidered on their vest shall wear their laminated FSP ID card so it is clearly visible to the public.
  - iii. **FSP Patches** –The small FSP logo shall be sewn above the left front pocket of the FSP safety vest or FSP safety jacket.
  - iv. **Rain Gear** - During inclement weather, rain gear may be worn. For safety reasons, the rain gear shall be yellow with reflective tape on the jacket. If ANSI class 3 safety raingear is worn, in accordance with the California Code of Regulations, Title 8, Section 1598, the FSP vest need not be worn.
  - v. **Hats** - Hardhats or baseball caps are the only type of hats allowed. Hats are optional. FSP baseball caps are to be worn with the logo/bill facing

forward. During inclement weather, a navy blue or yellow safety beanie/knit cap may be worn. All caps must be plain or approved by CHP prior to wearing.

- vi. **Gloves** – For safety reasons, work gloves shall be used when servicing vehicles.
  - vii. **Reflective tape** – Reflective tape may be applied to both sleeve and leg cuffs and across the upper back.
5. Operators shall start each day with a clean uniform. Examples of uniform violations include but not limited to; torn uniforms, torn/missing patches, non-steel-toed boots, improper placement of patches, unapproved hat, wrong color t-shirt, or excessive fading or wear.

### **C. GROOMING AND PERSONAL APPEARANCE STANDARD**

1. Grooming - Operators shall maintain a well-groomed appearance at all times and shall be clean at the beginning of each shift. Failure to meet the grooming standards may result in an Operator being taken out of service and the Contractor fined. This includes both personal hygiene and uniform appearance and condition. Offensive odors, whether they are body odors or others, (such as fuel odors) may be offensive to motorists. Operators will be clean shaven or present neatly trimmed beards and/or mustaches. Hair will be clean and neat. If hair is long, it shall be worn pulled back in a ponytail. Fingernails shall be kept short.
2. Tattoos - In order to ensure a professional appearance for all FSP Operators, all tattoos that are potentially offensive or disturbing to motorists must be concealed by Operators while working during FSP hours. For example, any tattoo that is satanic, racist, threatening, gang related or sexually explicit will be deemed potentially offensive or disturbing to motorists. All FSP Operators will be required to conceal any tattoos of this nature with gloves, collars, long sleeves, or by other means acceptable to FSP Management. Facial tattoos of any variety are not permitted. If there are any questions regarding which tattoos are potentially offensive, clarification/authorization may be obtained by contacting FSP Management.

### **D. THE OCCURRENCE OF CRIMINAL CONDUCT ON/OFF DUTY**

1. Consistent with the established standards of initial employment, off-duty Contractors/Operator who is arrested for a crime, which would otherwise preclude their qualification in the FSP Program, will be immediately suspended pending the outcome of their criminal case. This directive is consistent with California Vehicle

Code -- Section 2430.3 Arrest or Conviction Notification -- and -- Section 13377(a) Denial or Revocation of a Tow Truck Certificate (DL64). Should a conviction occur, or there is sufficient probable cause for FSP Management to believe that the crime was committed by the Contractor/Operator, even though it resulted in a lesser conviction or no conviction, the Contractor/Operator shall immediately be disqualified from participation in the FSP Program.

2. The following is a list of crimes that will permanently preclude an individual from serving as a Contractor/Operator:
  - a. The tow truck driver certificate applicant or holder has been convicted of a violation of Section 220 of the Penal Code.
  - b. The tow truck driver certificate applicant or holder has been convicted of a violation of paragraph (1), (2), (3), or (4) of subdivision (a) of Section 261 of the Penal Code.
  - c. The tow truck driver certificate applicant or holder has been convicted of a violation of Section 264.1, 267, 288, or 289 of the Penal Code.
  - d. The tow truck driver certificate applicant or holder has been convicted of any felony or three misdemeanors as set forth in subparagraph (B) of paragraph (2) of subdivision (a) of Section 5164 of the Public Resources Code.
3. Revocation of Driving Privilege - In addition to the preceding crimes, an Operator's tow certificate (DL64) shall be revoked if the individual's driving privilege has been suspended or revoked. The most common reasons for such a suspension may relate to an arrest for driving under the influence, failing to appear in court, failing to report involvement in a traffic collision, or being deemed a "negligent" driver by DMV. The affected individual may reapply for the tow certificate whenever the driving offenses/penalties are resolved or the applicable felony or the misdemeanor conviction is either reversed or dismissed.

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## CHAPTER 3

### OPERATOR DUTIES AND RESPONSIBILITIES

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An Operator is expected to provide service to the motoring public only within the scope of their duties. The Operator is to refrain from any activities that exceed the scope of the program.

#### A. LIABILITY

An Operator can be held civilly liable if they perform any acts that are outside the scope of their duties or employment and may also be held liable for failing or neglecting to act as is required by these policies and guidelines.

#### B. NO PEACE OFFICER POWERS

1. A FSP Operator has no peace officer powers. An Operator's duty is to patrol freeways to relieve congestion, not police them. An Operator should be a good witness and should avoid personal involvement in disputes and criminal actions, including pursuits or apprehensions of suspected violators. Should an Operator become injured, or cause damage or injury to other persons or property while acting outside the scope of their duties and employment, the Operator may be held personally liable to remedy the damage or injury.
2. An Operator witnessing or having knowledge of any significant criminal activity or intoxicated motorists shall immediately notify Dispatch or CHP field personnel. Observations of minor traffic infractions need not be reported. Examples of minor infractions are vehicles that are speeding, drivers on cell phones, following too closely etc. Good judgment must always be utilized. If an extremely hazardous condition exists or a crime of a serious nature has occurred, an Operator should report it to CHP Dispatch so that the proper authorities may be notified.
3. An FSP Operator shall not perform any of the following:
  - a. Initiate or participate in a vehicle pursuit
  - b. Run a traffic break (this includes slowing down a traffic lane)
  - c. Perform traffic control after CHP arrives on scene of an incident unless directed to do so by a CHP Officer
  - d. Detain a motorist for a traffic-related offense
  - e. Request a driver's license from a motorist at a collision scene or hold said license

- f. Request insurance information from a motorist at a collision scene or hold said information
- g. Facilitate the exchange of information at a collision scene unless approved
- h. Ask what happened at a collision scene
- i. Offer legal advice at a collision scene
- j. Discuss the collision with involved persons at a collision scene
- k. Decide fault at a collision scene
- l. Take any type of enforcement action against a member of the public
- m. Interrogate/question any person regarding matters that might concern violations of law
- n. Drive in any negligent or unlawful manner

### **C. NOTIFYING DISPATCH**

1. An Operator shall immediately advise Dispatch of any criminal activity encountered or observed and shall not stop at the location.
2. After reporting a possible intoxicated motorist, physical altercation or illegal activity, whether moving or stationary, etc., an Operator is to go 10-98.
3. Failure to advise Dispatch that an assignment is complete (10-98) will result in a disciplinary action.
4. Citizen arrest actions are strongly discouraged in the FSP Program. An Operator is to notify CHP of any situation warranting action outside the scope of FSP employment.
5. Do not become involved. An Operator is not trained or equipped to handle these types of situations.

### **D. USE OF AM/FM RADIO**

An Operator shall turn off any public radio station, tapes, cd's and any other music or audio device while in tow or during a FSP radio transmission to dispatch.

### **E. SLEEPING WHILE IN OR AROUND A FSP SERVICE VEHICLE**

A FSP Operator shall not sleep while on duty or in a service vehicle displaying the FSP logo, whether on duty or not. Sleeping is prohibited at any time during a shift, including breaks. If an Operator is fatigued to the point of needing sleep during their work shift, they should not be working on the roadways. An Operator found sleeping while on duty will immediately be placed out of service and further discipline will follow. For the purpose of this section, sleeping is defined as actually sleeping or **presenting the appearance that one is asleep.**

## F. HONESTY AND TRUTHFULNESS

It is imperative that each FSP Operator be honest and truthful regarding all aspects of FSP operations. An Operator shall provide truthful information to FSP Management and their Contractor whether it is through voice radio, in person, and/or by written document. **Any violation** of this will be handled on a case-by-case basis.

## G. BEAT LIMITS

The beat limits are identified in Attachment I of this manual and must be adhered to. FSP Management understands that there will be times when it is necessary to drive beyond the beat limits, such as when an Operator observes a disabled motorist ahead, or when requested by Dispatch. However, as a general practice the FSP Operator shall not routinely patrol off their beat.

## H. PATROL RESPONSIBILITY

FSP Operators shall patrol their beat continuously. Parking in one specific location waiting to be dispatched to an incident is a violation of policy. The success of the program depends on how quickly an incident is detected. A FSP Operator may encounter and complete a motorist assist even before receiving a radio call for that particular vehicle.

## I. FSP LOGO/PLACARDS

Trucks shall display the appropriate FSP logo placards at all times while engaged in FSP operations. Trucks without proper equipment, including placards, shall be removed from service.

1. **In no event shall trucks display the FSP Logo outside FSP hours.** At the end of the shift and as soon as possible, the Operator shall remove the FSP placards, after exiting the freeway adjacent to their assigned beat. Operators shall not respond to a call displaying FSP placards outside of FSP hours.

## J. PATROL PERIOD/SHIFT

All trucks assigned to a beat shall be on the beat at the shift start time and remain on the beat until the shift end time. Operators are not allowed to leave their shop or residence at the shift start time or arrive at his shop at the shift end time. During the last 30 minutes of the shift, the Operator shall not focus his patrol efforts adjacent to the freeway exit he normally takes for travel back to the shop. The Operator shall continuously patrol his entire beat until the end of the shift.

## **K. DRIVING ON THE SHOULDER OR HOV (CARPOOL) LANE**

1. FSP Operators are not exempt from traffic laws. Driving on the shoulder, center median and/or high occupancy vehicle lanes (HOV) is normally not allowed. Operators shall obtain permission from FSP management or beat Officer to use either the shoulder, center median or HOV lane. If permission is granted, Operators may use the shoulder or center median at a speed no greater than 15 mph.
2. Operators will be allowed to access HOV under certain conditions in order to render assistance to disabled vehicles or to remove traffic hazards. An Operator may use the HOV lane during the following situations only:
  - a. When requested to do so by CHP.
  - b. When in route to a collision or other incident and the Operator's arrival time will be extended due to the high traffic volume (only after authorization is obtained through Dispatch).
  - c. When responding for traffic hazards or traffic collisions that are within the HOV lane or center median.
3. The aforementioned only applies during hours of FSP operation.

## **L. PATROLLING TRANSITION ROADS**

The responsibility to patrol transition roads falls upon the FSP Operator who is assigned a beat which includes a transition road. Turn around points for all transition roads are the next off ramp following the end of the transition road.

## **M. OVERTIME**

1. An Operator is required to handle all calls assigned to them that are received prior to the end of shift, even if that means working past the end of shift. Overtime is used for the completion of an ongoing incident or as directed by Dispatch or FSP Management. The Operator is required to request and receive authorization from Dispatch for the overtime after the assist is completed.
2. . The Operator shall input the assist as an overtime assist in the Sac Metro FSP application. In addition, the Operator must provide Dispatch the motorist assist docket number for the overtime incident and the number of overtime blocks (15 minute increments) requested. Only the amount of approved overtime requested and properly documented will be paid. FSP Operators are not to search for incidents while on overtime.

## N. SECONDARY TOW

FSP Operators may not provide secondary towing to any motorist, when the motorist had prior contact with that specific Operator. The contractor must dispatch a separate truck. An example of the above: A FSP Operator tows a motorist to a drop location at the end of the FSP shift and the motorist requests a rotation tow. If the CHP Dispatch Center contacts the FSP Operator's company to handle the incident, that Operator shall not handle that specific call and shall request for another driver and tow truck.

## O. TEN MINUTE MOBILIZATION PERIOD

An Operator shall not spend more than ten minutes attempting to mobilize a vehicle. If the necessary service takes longer, the Operator shall tow the vehicle off the freeway to an approved drop location.

## P. BREAKS

1. All FSP Operators are allowed one fifteen minute break during their shift. Operators shall not take a break during the first hour of the shift, and all breaks shall be completed before the last half-hour of the shift. Due to the limited number of Operators, and to ensure public service, Operators working adjacent beats shall not take breaks at the same time. FSP Operators shall coordinate breaks with their beat partners so that their breaks do not overlap. Each break begins once the Operator leaves the freeway and ends when the Operator re-enters the same beat. Operators shall advise dispatch they are 10-7 and give their location at the start of their break and shall hit the "Break" button on the Sac Metro FSP application at the start of their break. Operators shall advise dispatch they are 10-8 at the conclusion of the break and hit the "Break Over" button on the Sac Metro FSP application.
2. All breaks shall be taken off the freeway and directly adjacent to the assigned beat, **but not at a residence.**
3. A restroom break, outside of the regular 15 minute break, is allowed only when necessary and should not exceed 10 minutes. If an Operator has to take a restroom break, the Operator shall do so at a service station or other facility having a public restroom, directly adjacent to the freeway, and complete the break as quickly as possible. An Operator shall not loiter at that location or use the break to purchase food or beverages. In no instance shall two trucks be at the same location at the same time on a restroom break. Abuse of restroom breaks will be handled on a case-by-case basis.

**Q. OPERATOR BECOMES SICK OR UNABLE TO WORK**

If, during a shift, an Operator becomes sick and feels unable to return to the beat, that Operator shall immediately notify a David unit and the contractor so a back-up Operator can be sent as a replacement. Dispatch shall be advised if the truck/beat is shut down prior to a replacement Operator being in service.

**R. MORE THAN ONE OPERATOR AT A SCENE**

Policy prohibits more than one FSP truck at the scene of an incident unless requested by Dispatch, an Officer, or another FSP Operator. If an Operator has safety concerns (e.g. narrow shoulder), the Operator may advise Dispatch and request another unit. The assisting Operator should not merely park behind the other unit. They should stand in the safest possible place where they can observe traffic and warn the primary Operator of any danger and if needed, direct oncoming motorists further away from the scene.

**S. REFERRALS/SECONDARY TOWING**

Referrals to commercial tow companies, automotive repair facilities (including themselves), or providing secondary tow services, are not allowed. When asked by a member of the public for a referral, the correct procedure for an Operator is to politely explain that referrals to other businesses are prohibited, and to direct their attention to online search engines or other available resources.

**T. TIPS/GRATUITIES**

1. The acceptance of tips or gratuities is strictly prohibited. If a motorist offers an Operator a tip, the Operator shall inform the motorist that they are not allowed to accept tips. The Operator may further advise the motorist that while the gesture is certainly appreciated, the motorist can reward them by providing feedback with a positive comment about the Operator and the FSP program on the FSP website using the code on the FSP brochure.
2. Should an Operator encounter a situation where a motorist strongly insists that the tip be accepted or the tip is discovered after the motorist has departed, the Operator shall use the following procedure:
  - a. Immediately notify FSP management of the gratuity.
  - b. Document the tip on the notes section in the application.
  - c. Turn the tip into FSP management as soon as practical.

## **U. DRIVER LICENSE, TOW TRUCK DRIVER CERTIFICATE, FSP ID CARD, MEDICAL CERTIFICATE, AND LOG BOOK REQUIREMENTS**

An Operator is required to be in possession of a current valid California Driver's License (DL), Tow Truck Driver's Certificate (DL64), FSP identification card, medical certificate (MCSA-5876), and per Title 49, Code of Federal Regulations 395, a record of duty status (log book). If an Operator's DL, DL64, or medical certificate is expired, the Operator shall immediately be placed out of service. The Operator will not be allowed to resume FSP duties until the deficient items are made current. If the DL, DL64, medical certificate, or the FSP identification card is mutilated, it is the responsibility of the Operator to obtain a replacement document within 10 calendar days.

## **V. RIDE-ALONGS**

1. All FSP contractors shall receive permission from the FSP supervisor to have a ride-along with one of their Operators during the FSP shift. **Only prospective FSP Operators will be allowed to do a ride-along.** If the contractor fails to receive permission, that truck will be placed out of service until the ride-along is dropped off and the truck has returned to its assigned beat.
2. All FSP Operators who successfully complete the proficiency tests and class room training will be required to do a minimum of two ride-alongs with an experienced FSP Operator or the number required in the FSP contractors contract. The goal is to provide the FSP Operator Trainee field experience relating to daily operations of the FSP.
3. Dispatch shall be advised of any ride-alongs in FSP service vehicles at the start of each shift.

## **W. WEAPONS**

No firearms or illegal weapons of any type may be carried in the service vehicle or on the Operator's person. Any and all applicable laws related to the carrying or transportation of illegal weapons will be enforced.

## **X. REPEAT CUSTOMERS**

Though rare, a FSP Operator may encounter a motorist whom they suspect is a "repeat customer." A repeat customer is a motorist whom the Operator has reason to believe is abusing the FSP program by falsely advising the Operator their vehicle is out of gas. When an Operator suspects they have stopped for a repeat customer, they may ask if the motorist has used the service before. However, the Operator shall not confront the motorist or refuse to provide assistance. The Operator should obtain

the license plate number (as required for proper documentation) and a description of the motorist and forward the information to FSP Management for investigation. Though assisting a repeat customer may be frustrating to the Operator, they must remember the potential for liability and bad publicity to which the FSP Program could be exposed by confronting the motorist or refusing to provide service.

## **Y. INTERACTION WITH EMERGENCY ROADSIDE ASSISTANCE PROVIDERS**

When a FSP Operator contacts the occupant of a disabled vehicle, they should take the time to determine if the occupant has already contacted a private emergency roadside service such as AAA. If they have already called AAA, the Operator should inquire if the occupant knows the estimated time of their arrival. Because the aim of the FSP program is to get motorists off the freeway and on their way as soon as possible, the Operator shall recommend that for their safety they accept FSP service. If the motorist declines FSP service, the Operator shall suggest that the motorist at least allow FSP to move their vehicle off the freeway, where they can more safely wait for AAA. If the motorist declines, the Operator shall advise Dispatch. If the motorist accepts FSP service, the Operator shall have the motorist call AAA and advise them they are no longer needed or advise AAA of their new location. This policy will help to ensure a better relationship with AAA service providers and prevent them from responding unnecessarily. If an AAA service provider arrives on scene and insists they provide the service rather than FSP, the Operator shall continue conducting themselves in a professional manner and never insist that FSP provides the service. The Operator shall inform the motorist that the roadside assistance they summoned has arrived and will be performing the service they requested.

## **Z. DIGITAL IMAGES/PHOTOGRAPHS**

Digital images or photographs of motor vehicle collisions and/or public service may contain private or sensitive material; therefore, photographs shall not be taken or captured on personal cameras or other electronic devices for the purpose of maintaining a personal photographic file. The term "digital image" applies to both still images and video. Photographs may be taken in the event of vehicle collisions involving Freeway Service Patrol vehicles, or damage to FSP equipment and/or alleged damage to private property as a result of carrying out job related responsibilities. Unauthorized distribution, receiving, or viewing of images obtained during the course of employment is prohibited. If the obtained data is likely to result in criminal, civil, or administrative proceedings, the Operator will immediately surrender any such recording device to an officer of the CHP.

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## CHAPTER 4

### OPERATIONAL SITUATIONS AND POLICY

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This section covers how to handle special operational situations and circumstances that may occur in the course of FSP service. Of course, every possible situation cannot be covered in this manual. Good common sense and judgment should always be used.

#### A. INTERACTION WITH PEACE OFFICERS

1. AN OPERATOR MUST OBEY ALL LAWFUL PEACE OFFICER ORDERS. If a Peace Officer (Any **sworn** member of a Law Enforcement Agency as defined in the California Penal Code) orders an Operator to complete a task, the Operator shall comply with the lawful order without complaint; obeying the lawful order takes precedence over policies listed in this document.
2. If the request seems unreasonable, the Operator shall contact FSP management.

#### B. MOTORIST CONTACT

1. Upon initial contact with a disabled motorist, the Operator should identify themselves as a member of the Freeway Service Patrol. The Operator shall provide a brief description of the program, explaining that it is a free service, for their safety, and designed to relieve traffic congestion. The motorist should then be given a FSP brochure and asked to complete the online motorist survey form. Explain to the motorist that the completion of the online form helps to evaluate the success of the FSP program.
2. FSP Operators should encourage all motorists to use the FSP service; however, citizens are not required to accept service. Be professional and courteous at all times. Notify Dispatch immediately if a motorist refuses service. If an unusual incident occurs, an Operator shall notify FSP management. FSP Operators are required to provide information regarding freeway safety to all stranded motorists.
3. Upon completion of a motorist contact on the freeway, the FSP Operator shall instruct the motorist how to safely re-enter the lanes of traffic. While each Operator's instructions may vary, the following statement is suggested: "Build up your speed on the shoulder/center divider, put your turn signal on, and merge over when it's safe to do so."
4. Attempt minor repairs to the vehicle, if possible. If a vehicle cannot be repaired within 10 minutes, inform the motorist that the vehicle can be towed to a designated drop location where they can summon additional assistance. (e.g., AAA tow, phone

call to a repairman, rotation tow, taxi). Operators will explain to the motorist that removal from the freeway is for their safety and to prevent congestion.

5. When towing a vehicle, inform the motorist of the drop location where the vehicle will be parked. If any motorist requests towing to another site, the Operator should contact FSP Dispatch and request additional service. FSP Operators can only summon AAA or a rotation tow. Vehicles shall not be towed to any private facilities unless approved by a CHP David unit. The motorist shall call for any other service requested. Do not leave a motorist stranded at a drop location without services and/or a phone. You may transport the motorist (not the vehicle) to the nearest phone at an open establishment where business is conducted. However, motorists should not be transported back to their vehicle.
6. Employ common sense when leaving motorists at locations off the freeway. Motorist safety comes first!!! Operators can stand by with the motorist until further assistance arrives. CHP can be contacted if a motorist is uncomfortable about being left alone at a drop location.

### C. DISABLED VEHICLES THAT ARE OCCUPIED

An Operator approaching a disabled vehicle, whether in the traffic lane, center median or on the right shoulder, shall stop **behind** the disabled vehicle. The only exception to this rule is if an Operator has knowledge the vehicle will require a tow or stopping behind the vehicle is physically impossible or unsafe.

#### 1. Disabled Vehicle in a Traffic Lane

An Operator encountering a disabled vehicle in the traffic lane shall immediately determine the safest way to approach the situation rather than unduly risking a collision or injury to remove the vehicle in a timely manner. Depending on visibility and the speed of traffic, the Operator shall consider two options:

- a. If visibility is good and traffic is moving slowly, the Operator shall hook up the vehicle and tow it to the closest authorized drop point where any necessary service can be completed.
- b. If visibility is poor and/or traffic is moving too fast, the Operator should position their truck on the right shoulder behind the location of the disabled motorist and request a "traffic break" by a CHP Officer through Dispatch. **Under no circumstances is an Operator allowed to perform a traffic break!** Once a traffic break is accomplished, the disabled vehicle shall be removed by towing it, as expediently and as safely as possible. With regard to speed and visibility, it is up to the Operator to make the proper decision as to which option should be employed.

- c. Amber warning lights and four way flashers shall be activated whenever a disabled vehicle or FSP service vehicle is stopped in a traffic lane or partially in a traffic lane.
- d. Flares or cones shall be utilized if conditions warrant.

## 2. Disabled Vehicle on the Right Shoulder

While servicing vehicles on the right shoulder is considerably safer than within traffic lanes, danger still exists. The following explains how this condition is to be handled:

- a. An Operator shall look out for the safety of both the motorist and themselves. The motorist should be directed to sit in the right front seat of the tow truck (with their seatbelt on) or other place of safety. At no time is an Operator allowed to direct the motorist to stand or walk between vehicles.
- b. Amber warning lights shall be off and four way flashers shall be on when a FSP service vehicle is parked on the right shoulder.
- c. Front tires should be turned toward traffic.

## 3. Disabled Vehicles in the Center Median

A vehicle which becomes disabled within the center median (center divide) is faced with additional problems, as it is often restricted to a smaller area with little or no room for escape. As a result, a motorist stranded in the center median might be tempted to run across the freeway lanes. After encountering a disabled vehicle in the center median, an Operator shall never leave the motorist if in a hazardous location, even if they refuse service. The Operator shall notify Dispatch and request the CHP to respond. Once CHP arrives at the scene, the Operator may then leave if no longer needed. If the motorist already has help in route, at the very least, the vehicle should be moved to the right shoulder or safer location. If possible, the disabled vehicle should be moved to a drop location. The Operator should inform the motorist of drop locations which will enable them to be placed out of danger from oncoming traffic.

## 4. Vehicles in Other Dangerous Locations

In addition to the center median, an Operator shall never leave a motorist in a gore point, within a traffic lane, partially within a lane, on a narrow shoulder, or any other location that would hinder a motorist's ability to safely enter and exit their vehicle. Failure to adhere to this policy could make the Operator liable for any subsequent damage or injury the motorist sustains.

## 5. Passing of Disabled Vehicles

An Operator shall not pass a disabled vehicle while on patrol unless already dispatched to a separate, more urgent call. For example: an Operator who is dispatched to a call of a vehicle blocking a lane may pass a disabled vehicle parked on the right shoulder. However, if an Operator observes a disabled vehicle while in route to another call, they shall notify Dispatch so a second truck can respond.

## D. ABANDONED VEHICLE PROCEDURES

6. Vehicles in a traffic lane.
  - a. Authorization to tow an abandoned vehicle from a traffic lane must first be obtained from a CHP Officer or from Dispatch. An Operator encountering an abandoned vehicle within a lane shall request Dispatch to contact a CHP Officer for permission to remove it. If traffic is moving slowly, the Operator shall position their truck in a safe location behind the abandoned vehicle. If traffic is moving fast, the Operator should pull to the right shoulder “upstream” from the disabled vehicle and wait for CHP. The CHP Officer can direct the Operator to tow the vehicle to the right shoulder or off the freeway. The CHP Officer will be responsible to request, for storage purposes, a rotation beat tow to remove the abandoned vehicle. The Operator may not store a vehicle in this instance or in any other situation while on FSP duty.
  - b. If after five minutes the dispatcher is unable to obtain permission, and it is safe to do so, the Operator may remove an abandoned vehicle from a traffic lane to the right shoulder. Dispatch must be advised of the removal. The Operator shall wait on the right shoulder for an Officer to take possession of the vehicle.
  - c. An Operator who receives authorization to remove an abandoned vehicle from a traffic lane shall coordinate with Dispatch the location where the vehicle will be taken to. The Operator shall wait at this location until relieved by a CHP Officer.
7. Vehicles not in a traffic lane.
  - a. An Operator is required to stop for abandoned vehicles parked on the right shoulder only when a CHP422 tag (yellow in color) cannot be seen. When stopping for an abandoned vehicle, the Operator shall leave a green Vehicle Check/Parking Warning sticker and a FSP brochure with the vehicle. The green sticker shall be placed in a visible location on the rear window and the brochure on the windshield. For Operator safety, both of these documents should be placed on the off-traffic side of the vehicle. If a motorist returns to a vehicle with a green tag on it, the Operator should stop to see if additional assistance is needed.
  - b. Abandoned vehicles not in a traffic lane, but which the Operator determines to be in an unsafe location shall advise Dispatch.

## E. TRAFFIC COLLISIONS

1. When responding to the scene of a traffic collision, Operators shall adhere to all traffic laws and regulations. Operators shall not exceed the speed limit while responding to a collision scene. Operators are not exempt from traffic laws. Driving on the shoulder and HOV lane must be approved by the CHP (follow guidelines in Chapter 3 Section K). Operators shall never drive with their truck's emergency lights on. Tow trucks may only display flashing amber warning lights while providing service to a disabled vehicle (25253 VC) in a hazardous location.
2. The FSP Operator will often be the first to arrive at the scene of a vehicle collision. An Operator should adhere to the following guidelines when at the scene of a traffic collision. Every situation will be different. This is only a guideline. Use your best judgment in each circumstance and remain calm.
  - a. While approaching the scene and still in your truck, advise Dispatch of location, type of collision, and if lanes are blocked. Do not enter a situation that is out of control. If you need assistance due to any unsafe situation (speed of approaching vehicles, roadway design, visual obstructions, lighting conditions, etc.), advise Dispatch and do not enter the scene until the situation has been stabilized.
  - b. If lanes are blocked, secure the scene by activating the truck's amber warning lights and use cones or flares, if warranted. Decide whether to park in front of the damaged vehicles or behind the collision scene. (This will depend upon several factors including: whether parties are in the roadway, amount of congestion, speed of passing traffic, location of collision, etc.) USE GOOD JUDGMENT-YOUR OWN SAFETY AND THE PUBLIC'S SAFETY IS MOST IMPORTANT. If no lanes are blocked, and it is safe to do so, park behind the involved vehicles with your amber warning lights off and four-way flashers on.
  - c. If injured persons are observed, immediately request Dispatch to roll 11-41 (ambulance/paramedics). Do not move an injured person unless their life is in imminent danger at their present location; e.g., in a burning vehicle. If injuries are suspected, ask involved persons if they would like to have an ambulance or paramedics called to the scene. Be alert and cautious with individuals involved in a minor collision. They may appear uninjured but can develop serious complications. When in doubt, call for medical personnel.
  - d. Do not move any of the vehicles if anyone appears under the influence of alcohol, drugs, etc. or if the collision involves hazardous materials.
  - e. Have involved parties and any witnesses wait away from the roadway and not in between the vehicles.
  - f. Do not discuss any portion of the collision with the involved parties or determine who was at fault.

- g. Request CHP for a report if needed or requested. Do not ask involved parties if a report is needed or if they will exchange information. Operators are not authorized to solicit reports or the exchange of information unless approved or requested.
- h. Do not facilitate the exchange of information unless approved or requested.
- i. Follow the direction of the Officer at the scene and provide any towing or additional services required or requested.
- j. Do not recommend any attorneys or medical practitioners to involved parties. Referrals of this nature will be grounds for dismissal from the program.

### 3. INJURY COLLISIONS

Injury collisions are defined as any visible injury or complaint of pain no matter how minor. When a FSP Operator is the first at the scene of an injury collision, the following guidelines should be followed.

- a. Once the scene is secure, determine the extent of injuries, advise Dispatch, and request an 11-41 if one is not already responding.
- b. Do not move any of the involved vehicles or injured parties unless their life is in imminent danger.
- c. Do not leave the scene prior to an Officer's arrival.
- d. Update Dispatch if additional resources are needed or if injuries worsen.
- e. Maintain scene management until relieved by an Officer.

### 4. NON-INJURY COLLISIONS

When an FSP Operator is the first at the scene of a non-injury collision, the following guidelines should be followed.

- a. Once the scene is secure, determine if any additional resources are needed and advise Dispatch.
- b. Attempt to clear vehicles to the right shoulder, only if the involved parties give their permission and there are no injuries. If one of the parties does not wish to move to the shoulder, Operators shall protect the scene.
- c. Do not cancel any CHP Officer responding to any collision.
- d. Operators will not wait with the parties for CHP to respond to a non-injury collision that is on the right shoulder, does not need a tow, and the motorist is not in any danger. Provide Dispatch with the information and continue patrolling the beat.

## F. REMOVAL OF DEBRIS FROM THE ROADWAY

1. When Traffic Is Stopped
  - a. Park the truck behind the debris.
  - b. Activate emergency warning lights.
  - c. If debris is in an adjacent lane or up ahead of tow truck and traffic is stopped, the Operator may remove it with caution, always keeping an eye on traffic.
  - d. Place debris on shoulder or center divider area.
  - e. Advise Dispatch of the location of debris (Dispatch knows who to notify to remove debris).
  - f. Do not take debris home with you. This will result in a disciplinary action against the Operator.
2. When Traffic Is Moving
  - a. Position the truck on the shoulder behind the debris allowing traffic to avoid the debris and tow truck. Use caution, always keep your eyes on traffic and be prepared to take evasive action.
  - b. During evening hours, the Operator should illuminate the debris utilizing the tow truck spotlight, providing it can be done in a manner that will not interfere with traffic.
  - c. Advise Dispatch of the location of the debris, including the affected traffic lane(s) and request a traffic break from the CHP. FSP Operators shall not run traffic breaks.
  - d. When a traffic break is in place, move the debris to the right shoulder. **DO NOT ASSUME BECAUSE CHP HAS RUN A TRAFFIC BREAK THAT THE ROADWAY IS CLEAR OF ALL TRAFFIC.** Make sure the roadway is clear and stays clear the entire time you are removing the debris.
  - e. Advise Dispatch of the location of the debris.
3. Live Animals

When dealing with animals on the freeway, assume that all are dangerous and may bite. 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 and continue patrolling the beat. An Operator should not stand by with, detain, or put the stray animal or any animals in their FSP truck.
4. Found Property during the FSP Shift
  - a. Under no circumstances will Freeway Service Patrol Operators take possession of any articles found on the freeway. Leave articles on shoulder for Caltrans to retrieve.
  - b. If any items of value are found (money, suitcases, wallets, etc.), have Dispatch request an "11-98" with a CHP David unit at the location of the found property.

If a CHP David unit is not available, have Dispatch request a CHP beat unit to respond. Turn over the article to the Officer.

## **G. HAZARDOUS MATERIALS**

5. An Operator arriving at the scene of a hazardous material or “hazmat” spill or a potential hazmat spill is advised to stay as least 300' away from the substance; uphill, upwind, and upstream. If there is a substance leaking, liquid or powder, or if there are any flames, an Operator shall leave the area and should escort others nearby away from the scene. In addition, the Operator shall not step in or taste the unknown substance (what looks like sugar or salt could be Hydrochloric Acid). If you can smell it, see it on your clothing, or feel the effects of it, you have been contaminated. Advise Dispatch as soon as possible. When possible and safe to do so, contact the driver of the vehicle carrying the material and obtain a description of the material. Notify Dispatch immediately of the description of the material and any other pertinent information. In this type of situation, an Operator can never get too much information. Additionally, Dispatch shall be notified immediately and advised if the truck or vehicle carrying the unknown substance is equipped with any placards. If so, that information should be conveyed to Dispatch (e.g., label, color, sign describe the picture, numbers, etc.)

- a. Considerations at a HazMat Scene

Hazardous material spills are common in the Sacramento area. Any unknown substance in any package (e.g. bags, boxes, or barrels), or in any form (liquid, gas, or solid), should be considered a hazardous material, and the above precautions shall be taken. An Operator should be extremely careful at collision scenes involving big rig trucks since these vehicles often carry hazardous materials. As such, the use of flares vs. cones should be carefully considered. Traffic cones should be used instead of flares if there is reason to believe that flammable materials might be present. Do not request Caltrans clean-up crews or hazardous materials teams; this will be the responsibility of the CHP Incident Commander. Once CHP arrives on scene, the Operator should go 10-98. Taking a hazardous material incident too lightly can be deadly.

## **H. PEDESTRIANS ON THE FREEWAY**

Operators are prohibited from contacting pedestrians on the freeway. Unless a pedestrian is clearly associated with a disabled vehicle, an Operator shall not make contact. If the pedestrian appears disoriented and is wandering dangerously close to the freeway lanes, the Operator is to immediately advise Dispatch of the location and general description of the pedestrian and continue patrolling. FSP Operators do

not have the authority to remove pedestrians from the freeway or take any type of enforcement action.

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## CHAPTER 5

### SAFETY

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#### A. FOCUS ON SAFETY

**NOTE: THE MOST IMPORTANT ISSUE RELATING TO ALL ASPECTS OF THE FSP SERVICE IS SAFETY.** Whether driving on the beat, or stopping to assist a disabled motorist, the Operator should always be thinking about safety.

#### B. SAFETY OF THE MOTORIST

Once an Operator comes into contact with a motorist, they are 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. Accordingly, an Operator needs to take charge of the situation and impart all appropriate safety instructions to the motorist.

#### C. COMMON SAFETY RULES

##### 1. Safety Rules That Should Be Followed At All Times

Above all else, the primary objective of FSP Management is to ensure the safety of all Operators and the motorists they are assisting. Although expediting the movement of traffic is the ultimate goal of the FSP program, nothing is worth the injury or death of an Operator or motorist. To ensure the safety of all concerned, violating any of the following may result in a disciplinary action.

- a. Violating any law.
- b. Failure to use seat belts.
- c. Failure to properly use drag lights, two safety straps and two safety chains on a conventional wrecker or wheel lift.
- d. Failure to use 4 tie down points (independent of winch bridal chain) on flat bed tow truck.
- e. Walking, standing or working between the vehicles at any time (Operator or motorist).
- f. Walking, standing or working in a traffic lane when the lane is not closed (Operator or motorist).
- g. Turning back to traffic, unless looking over shoulder.
- h. Allowing motorist to roam around an unsafe area.
- i. Use of tow controls on traffic side.

- j. Any other unsafe practice that can jeopardize the safety of the Operator or the motorist being assisted.
- k. Contacting motorist on the traffic side of the disabled vehicle.

#### **D. SAFETY POINTS**

1. It has been proven over and over again that complacency is a killer when working on the freeways. For this reason, each Operator is strongly encouraged not to become overconfident or comfortable during their daily routine. An Operator should take the extra steps to be safe and remember the following:
  - a. Whether driving or standing on the freeway, always have an escape route in mind.
  - b. Request assistance whenever necessary (utilizing FSP Dispatch).
  - c. Take time to do the job safely.

#### **E. FLARE/CONE PATTERNS**

1. Flare and cone patterns should be used when a lane will be closed for an extended period of time. An Operator should always expect the unexpected. A flare or cone pattern does not guarantee one's safety. Always watch oncoming traffic. By knowing the surroundings and having an escape route if needed, an Operator can better ensure his individual safety. 85% of disabling injuries that CHP Officers receive happen during the performance of traffic control duties.
2. Setting Up A Flare Pattern
  - a. Assess the scene and determine which lane(s) is to be closed.
  - b. Start away from the collision scene and work your way toward it.
  - c. Determine if there is a fire danger before lighting flares.
  - d. When lighting a flare, point it down and away from your body.
  - e. Turn your face and eyes away.
  - f. Keep flares away from your body by extending your arm.
  - g. Keep the burning end pointed downward (the melting sulfur will burn your hand/arm).
  - h. Place the lit flare down while keeping your eyes on traffic. Attach cap to NON-LIT end of flare to keep it from rolling.
  - i. No smoking.
  - j. Avoid breathing toxic fumes from burning flares.
  - k. While walking back to the collision scene do not turn your back on traffic.
  - l. Place flares 20-25 feet apart from each other.
  - m. Just because flares are laid out, do not rely on them to keep traffic from coming through.

- n. Do not step on burning flares.
  - o. Do not place flares on plastic striping or Bott's dots.
  - p. Flare patterns should be set to direct traffic to one side only. If at all possible, leave yourself an escape route.
  - q. 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.
3. The use of traffic cones can also be an effective way to regulate traffic. There are a few instances where the application of traffic cones is required. Common sense on the part of the Operator still must be applied. Situations requiring the use of traffic cones generally are when the presence of a flame would deteriorate the situation. The following are examples of this condition:
- a. Gasoline/diesel is present at the scene of the collision (remember; gas and diesel do not mix well with water, consequently a hazard still exists during rain or fire department wash downs).
  - b. Presence of another flammable substance.
  - c. Presence of an explosive.
  - d. Fire area; nearby dry brush could easily catch fire from a road flare.
  - e. The placement of traffic cones is essentially the same as road flares.

## **F. SAFE VEHICLE OPERATION**

1. Space Cushion, Following Too Closely  
While driving, an Operator should allow for a proper space cushion between their truck and the vehicle ahead. When "in tow" an Operator should allow for a larger space cushion.
2. Blind Spots  
An Operator should identify their vehicle's blind spots and should always use the mirrors, as well as looking over their shoulders before changing lanes. When stopping, backing or entering traffic, an Operator should also be aware of their surroundings.
3. Re-entering traffic from the shoulder or center median.  
An Operator must safely re-enter traffic from the shoulder. This can be accomplished by using the shoulder to build up speed, using the turn signal, and merging into traffic when it is safe to do so.
4. Inclement Weather
  - a. An Operator should be aware of weather and its effect on vehicle operations. When it is raining or when the roadway is wet or icy, a vehicle's stopping distance increases substantially, so an extra margin of safety is required.
  - b. For the safety of FSP Operators, during periods of intense fog or excessively bad weather, the FSP Supervisor may instruct FSP Operators to exit the

- freeway and park their vehicles until the fog lifts or the weather improves. Operators will notify FSP Dispatch of their location and indicate that they are temporarily out of service, at the instruction of the FSP Supervisor, because of poor weather conditions. The Operators shall not resume their patrol until receiving the approval from FSP management.
- c. If, in an FSP Operators judgment, the weather or fog conditions are a safety concern, the Operator shall notify FSP Dispatch of the conditions and indicate the location off of the freeway where they will be parked. Operators will not resume their patrols until receiving the approval of the FSP Supervisor.
  - d. The Contractor shall bill for the time Operators are out of service due to fog or excessively bad weather.

## **G. SURFACE STREETS**

### **1. Clearing Intersections**

When driving on city streets, an Operator should watch for dangers at intersections. To avoid a collision, an Operator should use the two-second rule when clearing an intersection; wait two seconds after the signal turns green, look left, right, and left again before proceeding. An Operator should also be alert for pedestrians who could suddenly walk or run into the path of their moving truck.

### **2. Safe Backing**

To ensure safe backing with a vehicle in tow, an Operator shall always use both mirrors as well as looking behind the tow truck to see that no potential hazards exist. This is especially important when pedestrians are in the area.

## **H. PERSONAL SAFETY**

### **1. Avoiding Collisions**

- a. Avoiding traffic collisions is the responsibility of every member of the motoring public. Since the Operator logs several thousand miles per month assisting the public, it is imperative that an Operator employ defensive driving techniques to reduce the chance of collisions. First and foremost, an Operator should maintain a high visual horizon while patrolling their beat. This technique requires each Operator to keep their eyes up and look as far down the roadway as they can while driving. This enables the Operator to see problems on the roadway as far in advance as possible, allowing time to react safely.
- b. To avoid a traffic collision, an Operator must be alert and rested while driving their vehicle. Insufficient sleep reduces an Operators reaction time. The Operators reflexes become slowed and their decision-making ability is impaired. An Operator in this condition should not be operating a vehicle. A

tired Operator is a danger to themselves and every person near them on the roadway.

## 2. On-Duty FSP Collisions

Any FSP tow Operator who is involved in a traffic collision while on duty shall immediately notify Dispatch of the collision and request an FSP supervisor if available. A collision report should be completed by the appropriate CHP Area if requested. For the purposes of this policy, a traffic collision shall include any event that results in damage or injury, no matter how minor.

- a. At the time of the collision, the tow Operator shall contact Dispatch, advising the details of the incident. The Operator shall not indicate 10-7 (out of service) while waiting for assistance to arrive.
- b. The Operator will not be docked for the time required to complete the collision investigation. After the investigation is completed, the contractor has 45 minutes to replace the truck and/or Operator if taken out of service.
- c. If any contact occurs between a service vehicle and another vehicle, a FSP supervisor shall be requested to determine if a report is warranted.
- d. If a contractor becomes aware an FSP Operator was involved in an on-duty traffic collision, the contractor shall contact an FSP supervisor.

## 3. Threats

- a. The vast majority of motorists encountered by an Operator express gratitude for the assistance provided. However, some individuals are ungrateful and/or expect more than the Operator is able to provide. Sometimes these individuals threaten the safety of an Operator when the Operator cannot comply with their demands.
- b. If an Operator encounters a motorist who makes threats against the Operator's safety, the Operator should do the following:
  - i. Tell the person, "Okay, let me see what I can do," or "I'll see if I can get permission." Say anything to the individual that will allow you to get back into your truck.
  - ii. Contact Dispatch immediately to report the incident. Give the dispatcher the location and a detailed description of the individual if possible, including vehicle description. The dispatcher will notify the CHP, who will respond to the scene.

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## CHAPTER 6

### TOW PROCEDURES AND POLICIES

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#### A. HOOKING UP THE VEHICLE

1. Safety Chains - Use And Placement

An Operator shall use two (2) safety chains regardless of the distance traveled. The only temporary exception to the two-safety chain rule is when an Operator is towing a vehicle from an extremely hazardous location such as a traffic lane. In this situation, the Operator may tow the vehicle to the nearest right shoulder or out of lane location where both safety chains can be attached.

2. Drag Lights

An Operator shall use drag lights when a vehicle is being towed by wheel lift or wrecker regardless of the distance traveled. The only temporary exception to using drag lights is when an Operator is towing a vehicle from an extremely hazardous location such as a traffic lane. In this situation, the Operator shall tow the vehicle to the nearest right shoulder or out of lane location where the drag lights shall be placed on the towed vehicle.

3. Four Tie Down Points For A Flat Bed

An Operator shall use four (4) tie down points for a vehicle being transported on a flatbed tow truck. These tie down points are independent of the winch bridal chain. The only temporary exception to this rule is when an Operator is towing a vehicle from an extremely hazardous location such as a traffic lane. In this situation, the Operator may tow the vehicle to the nearest right shoulder or place of safety with only one rear tie down chain and then attach the other three tie downs.

4. Placing The Vehicle In Neutral Prior To Towing

An Operator must ensure that the towed vehicle's transmission is placed in neutral and that the parking brake is released prior to lifting the vehicle off the ground. Failing to do this (including front wheel drive vehicles) may place unnecessary stress on the transmission and may cause damage.

5. Wheel Lift Straps

Wheel lift straps are required at all times when using the wheel lift. The only temporary exception to the wheel lift strap rule is when an Operator is towing a vehicle from an extremely hazardous location such as a traffic lane. In this situation, the Operator may tow the vehicle to the nearest right shoulder or out of lane location where both wheel lift straps can be attached.

## B. TRAVELING WITH VEHICLE IN TOW

### 1. Avoid Excessive Speed and Over-Braking

An Operator shall be aware of speed and braking capabilities before and after hook-ups and avoid unnecessary hard braking and steering while towing. Items that are susceptible to becoming damaged by hard braking and steering include the disabled vehicle's sway bar, C.V. boots, and tie rods.

### 2. Avoid Dragging of Safety Chains

An Operator shall avoid the dragging or binding of safety chains. If a chain has been dragged and has the appearance of excessive wear, the CHP may put the truck out of service until the chain can be replaced.

### 3. Mobility Impaired Motorist

For the purposes of this section, a mobility-impaired motorist is defined as an individual who has a long term and/or permanent physical disability and is unable to walk under their own power. The following steps should be followed when an Operator encounters a mobility-impaired motorist whose vehicle is in need of a tow.

- a. Ascertain what help, if any, may have already be underway to assist the motorist.
- b. If help is already in route, dispatch shall be notified of the situation and the Operator shall stay with the motorist until help arrives.
- c. If the motorist has no help in route, the Operator shall ascertain the motorist's ability and using sound and good judgment, decide the best method for removing the motorist from the freeway.
- d. If the motorist can be moved, the Operator shall safely move the motorist from their vehicle, and then tow the vehicle off the freeway.
- e. If the motorist is unable to be moved into the tow truck, a CHP beat unit or FSP management will be requested to respond to make a decision as to how to mitigate the incident. The Operator shall not leave the scene until released by the CHP beat unit or dispatch.
- f. If the motorist is unable to be moved from their vehicle and all other resources have been exhausted, Operators may tow the vehicle with the motorist inside with CHP approval. CHP will refer to Highway Patrol Manual 81.2 and General Order 100.45.

## C. PUSHING VEHICLES

1. Safety and Liability-Push/Don't Push
  - a. Pushing vehicles should be avoided if possible and should only be done if an Operator determines that pushing is appropriate. When pushing a vehicle, there are many safety and liability concerns along with many, possibly confusing instructions to give the motorist before pushing. An Operator may push when the vehicle is stalled in a lane and traffic speed is slow enough to safely push the vehicle. Push only to the right shoulder and not off the freeway.
  - b. An Operator may push a vehicle when directed to by a CHP Officer at the scene.
  - c. Push disabled vehicles only. Unless requested by an Officer at the scene, no vehicles involved in a collision may be pushed.
2. When You Should Not Push
  - a. When the disabled vehicle is on a downward slope.
  - b. When a Motorist refuses to have their vehicle pushed.
  - c. If the vehicle is not freewheeling, (e.g. flat tire, transmission locked, serious suspension problems, steering problems, etc.).
  - d. When you are unable to communicate with the motorist of the disabled vehicle before and during pushing.
  - e. When the vehicle bumper and the push bumpers do not line up.
  - f. When the manufacturer recommends the vehicle not be pushed due to design of the car or bumper.
  - g. For the purpose of "jump starting" a manual transmission vehicle.
3. Procedures for Pushing
  - a. Identify the problem of the disabled vehicle and determine if the vehicle can be pushed.
  - b. While pushing, you must be able to communicate with the driver using your truck's public address system.
  - c. Ascertain if the driver is capable of steering and braking the stalled vehicle.
  - d. Assure bumper alignment and note any prior bumper damage. Notify motorist of pre-existing damage. (Record damage in the notes section.)
  - e. Provide the following instructions to the driver of the stalled vehicle:
    - i. Place ignition key in the "ON" position and make sure the steering wheel moves freely left and right.
    - ii. Place transmission in neutral.
    - iii. Release emergency brake.
    - iv. Apply the service brake.
    - v. Tell the driver to steer where he/she will be pushed.
    - vi. Instruct the driver not to make any erratic or abrupt turns.

- vii. Do not have the driver try to start the vehicle by push starting or releasing the clutch while being pushed.
- viii. Tell the driver to avoid abrupt braking.
- ix. Have the driver use the rear-view mirror to watch for further instructions from the Operator.
- x. Have the driver release service brake after bumper-to-bumper contact is made, prior to pushing.
- xi. Advise the driver it will be more difficult than normal to stop and steer the vehicle with the engine off (no power brakes or power steering).
- xii. Advise the motorist you will not maintain contact with their vehicle during sharp turns as pushing a turning vehicle increases the chance of damaging their vehicle.
- xiii. Instruct the driver to set the emergency brake and take the vehicle out of neutral when they get to the pre-determined location and the vehicle comes to a complete stop.
- f. Push the vehicle slowly to the pre-determined location.
- g. After pushing, re-inspect bumpers and note any damage in the notes section. Advise the driver of any damage noted and contact a David unit.

#### **D. OVERHEATED VEHICLES**

Operators may suffer serious burns attempting to service vehicles which have overheated. For safety reasons and potential vehicle damage, Operators shall not attempt to refill radiators. Operators should tow overheated vehicles to drop locations where the motorist can summon additional assistance.

#### **E. JUMP STARTS**

Jump-starting a dead battery can be dangerous and there are several precautions that should be taken. Only the Operator shall jump start the vehicle. The Operator is responsible for all aspects of the jump start.

## 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



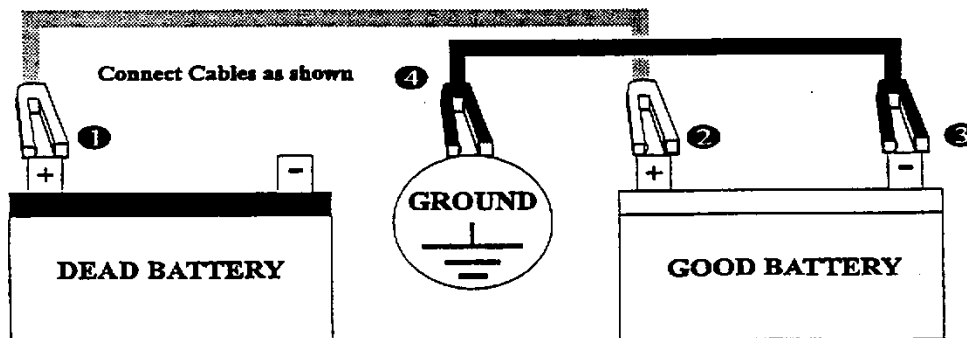
### JUMP-START INSTRUCTIONS:

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.



## **F. VEHICLE LOCKOUT PROCEDURES**

1. Occasionally, a FSP Operator is asked to gain entry into a locked vehicle. This may occur either at a citizen's request or at the order of a uniformed Officer. When a citizen requests an Operator to help them enter a locked vehicle, an Operator must use good judgment and common sense in determining whether the citizen has a right to enter that vehicle. Whenever an Operator is in doubt, they shall request an Officer to respond to help make the determination.
2. If an Operator does not feel they have the proper tools or training to enter a certain type of vehicle, they shall have a better-trained beat partner, rotation tow, or the motorist's private assistance perform the lockout procedure. Prior to attempting to enter a vehicle, an Operator is required to observe and direct the motorist's attention to the area(s) of the vehicle where lockout tools will be inserted. Any existing damage shall be pointed out to the motorist and recorded in the notes section. To gain entry, the Operator shall use the lockout tool(s) appropriate for the style of vehicle and lock mechanism. If done properly, the lockout procedure should cause negligible, if any damage to the vehicle.
3. After gaining entry into the vehicle, the Operator shall re-inspect the area(s) where the lockout tools were inserted. Any new damage shall be shown to the motorist and recorded in the notes section. The Operator shall immediately notify FSP Management if any damage (or alleged damage) occurs.

## **G. CAR FIRES**

1. **Safety Precautions At The Scene Of A Car Fire**  
At times, an Operator may encounter a car fire. Since an Operator is not adequately trained to deal with car fires, they should not become involved trying to put one out. In addition, an Operator should be aware that smoke inhalation is a dangerous health hazard, so always park upwind. The Operator's main objective should be to ensure the motorist's safety as well as their own. An Operator should keep themselves and the motorist away from fire. Dispatch should be promptly notified so the fire department can be summoned.
2. **Engine Fires**  
During an engine fire, opening the hood will only supply the fire with what it needs-oxygen. This, in turn can cause a flare-up. Therefore, an Operator shall never open the hood if there is smoke coming from the engine area! In addition, battery fires are very dangerous as they emit toxic fumes and can explode.

## H. REPORTING VEHICLE DAMAGE

1. If any damage occurs while an Operator is servicing, towing or pushing a vehicle, they shall immediately report the damage to FSP Management, regardless of the extent of damage. In the event any damage occurs, the Operator shall first phone a CHP David Unit. If a CHP David Unit is unavailable, the FSP Operator shall notify CHP Dispatch for proper and timely documentation. Only then may the Operator notify their shift supervisor. The Operator causing the damage or alleged damage will be held accountable for any time lag in reporting vehicle damage. Broken lug nuts, dents and scratches, are all examples of damage. The Operator is also required to note such damage in the notes section, and who was notified. Vehicle damage includes damage to FSP vehicles.

## I. DROP LOCATIONS

1. Description Of Drop Locations

A drop location is a specific on-street public parking area that has been designated by Caltrans and the CHP as an appropriate place to leave a disabled vehicle that has been removed from the freeway. A drop location is usually adjacent to the freeway and no farther than one- and one-half miles from the beat. A drop point should be near services that are beneficial to the motoring public, e.g., telephone, service station, restaurant, 24-hour business, etc.

2. Where/When Not To Drop Vehicles

An Operator is required to drop a towed vehicle off the freeway at a designated drop point. A drop location is usually adjacent to an off-ramp of the freeway that the beat covers. An Operator is strictly prohibited from dropping any vehicle inside a service station or inside any private parking facility. There are, however, three exceptions to dropping a vehicle at a non-designated drop location:

- a. When given permission by Dispatch.
- b. When given permission by FSP Management.
- c. When ordered by a CHP Officer to take the vehicle to another location other than a FSP drop point.

3. Looking Up Drop Locations

Operators shall be in possession of the Valley Division FSP SOG Attachment J, and should use the nearest drop location to the incident the Operator was working. Problems or suggestions regarding specific drop locations should be directed to FSP Management.

#### 4. At the Drop Locations

- a. Once at the drop location, the Operator shall suggest additional assistance (such as requesting a rotation tow, AAA, etc.) to the motorist. All calls for additional assistance shall be made either through Dispatch, or by the motorist via telephone.
- b. It is possible that the Operator may encounter changing conditions at a drop location which may compromise the safety of the motorist. It is the Operator's responsibility to ensure the motorist's safety at a drop location. If the motorist expresses they are fearful of the area where they are dropped or if in the Operator's opinion, the present conditions are less than safe, the Operator should offer to wait with the motorist until assistance has arrived. In addition, if a drop location is absent of a telephone and/or shelter, it may be a good idea to transport the motorist, to a safer location. An Operator transporting motorists to a secondary drop location, or waiting with motorists until assistance arrives, shall immediately notify Dispatch. Above all else, an Operator shall use common sense to ensure the safety of any motorist being assisted.

#### 5. Ensuring a Motorist Has Help In Route

It is the Operator's responsibility to ensure a motorist has help in route or has access to other services. If the motorist has a private tow company, friend or family member in route, the Operator should confirm that whoever is responding to assist has been advised of the drop location. In short, the Operator should confirm that the motorist is being attended to before returning to the beat.

#### 6. Drop Locations Do's And Don'ts

- a. Advise the motorist of any parking restrictions.
- b. Advise the motorist of the 72-hour parking limitation and place a green parking warning sticker on the rear windshield with the 22651 (k) VC box checked.
- c. An Operator shall use discretion when dropping a motorist in an area that, due to the time of day, may not be safe. When there is a question as to the motorist's safety, the Operator shall make arrangements to transport motorists to a place of adequate shelter and safety. Dispatch shall be advised of the situation.
- d. Do not leave a vehicle where it is subject to a parking citation (e.g. red zone, fire hydrant, too far from curb, etc.)
- e. Designated drop locations are not always "safe" drop locations. Be aware of the motorist's safety as well as your own.
- f. 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 the motorist's convenience.
- g. An Operator is required to ensure the party being assisted accompanies them in the tow truck to the drop location.

- h. Operators should routinely check the drop locations they use to make sure vehicles (whether left there by FSP or not) are green-tagged.
- i. Operators shall notify FSP Management of any changes at their drop locations, e.g. the presence of abandoned vehicles, loss of services such as a gas station/convenience store, or new parking limitations.

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## CHAPTER 7

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### RADIO COMMUNICATIONS

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#### A. RADIO COMMUNICATIONS EQUIPMENT

Sacramento FSP is a partner with the Sacramento Regional Radio Communication System (SRRCS) operating on an 800 MHz frequency. Placer and El Dorado FSP also use the SRRCS system. SRRCS is a group of public safety agencies including Sacramento Fire, Sacramento Police Department, Sacramento Sheriff's and others in the Sacramento Metro area. San Joaquin FSP uses the AT&T FirstNet Rapid Response push to talk system. All FSP trucks must be equipped with a properly functioning radio or back up radio, or other means of communicating with FSP dispatch. Any truck that does not have a properly functioning radio or communication device may not go in service.

#### B. GENERAL RADIO PROCEDURES

1. An Operator 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 precise location, an Operator should use a prominent landmark to assist Dispatch in determining the correct location.
2. Always remember that there are many Operators who will likely be using the radio at the same time. While it will be necessary to advise Dispatch of various details regarding incidents that occur, all radio transmissions should be clear, concise and follow the correct format. The following is the correct procedure to notify and receive acknowledgment from Dispatch.
  - a. Pre-Alert
    - i. Identify the party with whom you are attempting to contact (Example: "Sacramento" or "Stockton").
    - ii. Identify yourself. (Example: "612-151").
    - iii. State subject matter you wish to discuss (Example: "11-83").

An example of a properly formatted pre-alert for unit 612-151 advising Dispatch of a collision with no further details would be as follows, "Sacramento/Stockton, 612-151, 1183." After pre-alerting Dispatch, an Operator shall wait for acknowledgment from Dispatch. Dispatch will acknowledge the Operator (by call-sign) and tell them to proceed with further instructions. For example, 612-151, Sacramento/Stockton, 11-83, go ahead.

- b. Location and Details
  - i. The second part of a radio transmission is the location and details of the incident. In this example, the Operator would reply back to Dispatch, "Sacramento/Stockton, 612-151, 1183, westbound 50 at Howe, #1 and #2 lanes are blocked with three vehicles." Without a location or proper details, emergency response will be delayed.
  - ii. Following this message, an Operator shall wait for acknowledgment from Dispatch that the details of the incident have been copied. (For example, "612-151, Sacramento/Stockton Copies"). It is important that an Operator receive an acknowledgment from Dispatch as there are many trucks on the frequency and Dispatch may not have copied the Operator's traffic. Dispatch will advise the Operator over the air after the proper notifications have been made (example: "612-151, Sacramento/Stockton, 1039 to CHP").
- c. Operators are required to notify Dispatch immediately whenever they initiate any public contact (11-26,11-82), remove debris, encounter a traffic hazard, start and end a break, have mechanical problems with a service vehicle, are involved in a collision, transport a female (11-48X) or juvenile (11-48J), or leave the beat for any reason. Operators are not required to notify Dispatch of abandoned vehicles not in a lane or a hazard.
- d. When reporting emergencies and other priority traffic, an 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 or the public is in immediate danger or has been hurt. These types of calls should be broadcast as "priority traffic." After acknowledging the Operator, Dispatch will put all other Operators on standby (10-23). As a reminder, "priority traffic" should only be used in emergency situations.

### **C. MONITORING RADIO/SCANNER TRAFFIC**

1. While patrolling an assigned beat, an Operator shall monitor both the FSP radio and the scanner. An Operator is required to keep their radio scanner tuned to the appropriate CHP frequency corresponding to his assigned FSP beat. This will allow each Operator to be better informed of current freeway incidents and enhance response times to incidents as needed. The frequencies scanned should include both the "S" (Station to Car) and "C" (Car to Station) channels. No other frequencies, other than the appropriate CHP frequencies, should be monitored. The following examples reflect the advantages to monitoring the scanner:

- a. An Officer's request for an FSP truck will be heard by an Operator before the request is conveyed by Dispatch. During busy radio conditions, requests for FSP response can be delayed. Monitoring the scanner will allow an Operator to start responding to an incident before the call is actually dispatched.
- b. A CHP Officer's/Dispatcher's report of a traffic collision and subsequent updates of the incident will be heard by an Operator which will assist them in restoring the efficient flow of traffic sooner.
- c. A CHP Officer's/Dispatcher's report of crimes in progress, a pursuit, or other traffic hazards present will help to ensure an Operator's safety and alert them of areas to be avoided.

#### **D. PROPER RADIO PROTOCOL FOR TRANSPORTATION OF FEMALES AND JUVENILES**

1. As part of their duties, an Operator will often provide transportation to female or juvenile motorists whose vehicle has been towed off the freeway. The correct radio code when transporting for any female motorist is "11-48X" and "11-48J" or "11-48 Juvenile" for transportation for juveniles. Consistent with the policies of the California Highway Patrol, the following procedure shall be adhered to when providing transportation for any female or juvenile.
2. An Operator shall immediately advise Dispatch of the transportation of one or more females. After acknowledgment by Dispatch of the "11-48X" call, the Operator shall provide relevant information in the following order:
  - a. Starting mileage (last three numbers in odometer)
  - b. Drop location where the female(s) is being transported  
Example, "Sacramento/Stockton, 612-151, 1148x, starting mileage is 348, in route to La Rivera at Howe."
3. When an Operator arrives at the drop location, they shall immediately notify Dispatch the ending mileage (last three numbers on odometer).
4. It is the policy of the CHP that mileage, when beginning and ending the transportation of females be documented in the Dispatch's CAD log.

#### **E. RADIO DO'S AND DON'T'S**

##### **1. Aural Brevity Codes and Phonetic Alphabet**

The FSP Program has adopted the CHP aural brevity code and the phonetic alphabet systems in order to simplify radio communications. These codes and radio procedures shall be used when communicating with Dispatch.

## 2. Correct Procedure When Using The Radio

- a. Remain calm and try to think about what you are going to say before you say it. Until you are proficient, it may help to write down what you want to say and read it to Dispatch.
- b. When talking on the radio, remember to hold the microphone approximately two to three inches away from your mouth and speak slowly, clearly, and briefly.
- c. As airtime is limited and many FSP Operators are sharing the same radio frequency, please be concise with your radio traffic, providing only pertinent information.
- d. Transmit only the information requested by Dispatch.
- e. Always use proper radio codes as they maintain brevity. Whenever in doubt, use plain English.
- f. Always know your location.
- g. To transmit to dispatch on the radio, hold the push to talk (ptt) button and listen for the "beep." After two seconds, THEN speak. If you don't do this, the first part of your transmission will be cut off.
- h. If you encounter a collision/incident in which CHP is already on scene, you will not pre-alert Dispatch of an 11-83. You will pre-alert Dispatch of "information." You will then advise you are on scene with CHP at an 11-83 and then the location. (e.g., "Sacramento/Stockton 612-151 information." "Sacramento/Stockton 612-151, 10-97 with CHP at an 11-83 westbound 50 at 65th.")
- i. Give Dispatch time to catch up on previous radio traffic before providing new information.
- j. Remember to go 10-98 from each incident.

## 3. Mobile Communication Device

All Operators shall have a mobile/wireless device to communicate with other Operators and David units during shift. Operators will be placed out of service for a defective or missing mobile communication device. Operators shall use the wireless device in accordance with 23123(a) CVC.

## 4. Requesting Telephone Calls Through Dispatch

Asking for CHP Dispatch to make telephone calls is prohibited.

## 5. "Walking on" Other Operator/Dispatch

"Walking on" another Operator or Dispatch occurs when an Operator tries to transmit when someone else is already transmitting. Prior to using the FSP radio, an Operator shall listen to hear if Dispatch is engaged in conversation with another Operator. Purposely interfering during voice transmissions presents a safety concern. Microphone keying or other abuse of voice transmission is not allowed and will not be tolerated.

## 6. Maintaining Professionalism on the Radio

The FSP radio frequencies are monitored by the Federal Communications Commission, other agencies and the media. Furthermore, all FSP radio transmissions are recorded. Therefore, all radio communications must be conducted in a professional manner. It is a direct violation of FSP Policy to use inappropriate, foul or confrontational language with anyone while using the FSP radio.

7. Providing False Information to Dispatch/FSP Management

An Operator shall not provide false information to Dispatch or any member of FSP Management. This includes, but is not limited to, the creation of a false incident, a false answer to a direct question, giving a false location for 10-7, etc. or falsifying any type of documentation.

8. Telephoning Dispatch

Operators are prohibited from making personal telephone calls to anyone at the Dispatch center. Dispatchers handle a wide variety of tasks including, contacting allied agencies, dispatching Officers to emergency calls, and answering 911 calls. Idle conversation with dispatchers delays response to emergencies and creates a threat to public safety. Operators who engage in personal telephone conversations with dispatchers will face disciplinary action.

9. Signaling 10-8/10-10 for another Operator

An Operator shall not signal 10-8 or 10-10 for another Operator. The only exception to this is if an Operator is unable to signal 10-8 because they are out of their vehicle with a disabled motorist, traffic collision, etc. during 10-8 roll-call. In this instance, the Operator who is signaling 10-8 for the other shall give specific details as to the location and type of call the other Operator is handling.

## F. RADIO CODES

### 1. Aural Brevity Codes

10-1	poor reception	10-98	assignment complete
10-2	good reception	11-10	CHP accident/incident report
10-4	message received	11-24	abandoned vehicle
10-5	relay message	11-25	traffic hazard
10-6	busy, stand by	11-26	disabled vehicle
10-7	out-of-service	11-41	ambulance required
10-8	in-service	11-48	provide transportation
10-9	repeat transmission	11-48x	transport female
10-10	off duty	11-79	t/c ambulance in route
10-19	return or return to	11-80	t/c - major injury
10-20	location requested	11-81	t/c - minor injury
10-21	telephone	11-82	t/c - property damage
10-22	disregard/discontinue response	11-83	t/c - no details
10-23	stand by	11-84	direct traffic
10-39	message/item delivered	11-85	tow truck required
10-97	arrived at scene	11-98	meet or meet with

### 2. Phonetic Alphabet

A-ADAM	F-FRANK	K-KING	P-PAUL	U-UNION	Z-ZEBRA
B-BOY	G-GEORGE	L-LINCOLN	Q-QUEEN	V-VICTOR	
C-CHARLES	H-HENRY	M-MARY	R-ROBERT	W-WILLIAM	
D-DAVID	I-IDA	N-NORA	S-SAM	X-X-RAY	
E-EDWARD	J-JOHN	O-OCEAN	T-TOM	Y-YELLOW	

### 3. Common Radio Abbreviations

BO	BAD ORDER/NOT WORKING
ETA	ESTIMATED TIME OF ARRIVAL
DOT	DEPARTMENT OF TRANSPORTATION
GOA	GONE ON ARRIVAL
PD	POLICE DEPARTMENT
SO	SHERIFF'S OFFICE
TC	TRAFFIC COLLISION
UTL	UNABLE TO LOCATE

### 4. Common Vehicle, Penal, and Health and Safety Codes

FSP Operators may hear the following codes while monitoring CHP frequencies:

20002	HIT AND RUN PROPERTY DAMAGE ONLY
20001	HIT AND RUN CAUSING INJURY/DEATH
23152	DRIVING UNDER THE INFLUENCE
10851	VEHICLE THEFT
415	A VERBAL ARGUMENT
415	A FIGHT
207	KIDNAPPING
314	INDECENT EXPOSURE
417	BRANDISHING A WEAPON
215	CARJACKING
187	HOMICIDE
245	ASSAULT WITH A DEADLY WEAPON
242	ASSAULT
H & S ACTIVITY	SMOKING/USING DRUGS

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## CHAPTER 8

### DOCUMENTATION

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#### A. REQUIRED DOCUMENTATION

1. FSP Operators are required to complete various forms, documentation, and electronic data entry during their shifts. Proper completion of these forms and data entry is essential to the success of the Freeway Service Patrol Program.
2. Failure to properly complete and adequately record Operator activities and the required documentation or entry, may result in written reprimands, suspensions, or disqualification. Contractors can also be fined for failure to complete required documentation.
3. Operators are required to keep sufficient supply of current required forms and brochures with them at all times.
4. Operators are required to have an electronic device for data entry and GPS location with the current FSP application installed, or the required program, if required by the corresponding Transportation Agency. The Operator shall be logged in to the FSP or required application while on shift. Operators may not go in service without a properly functioning electronic device logged into the FSP or required application.

#### B. TOW TRUCK AND EQUIPMENT DAILY/WEEKLY INSPECTION REPORT

1. Each truck shall be properly equipped at the start of each shift. All Operators shall inspect their trucks prior to the beginning of each shift. Each truck must be inspected using an approved daily FSP truck inspection report approved for their area. No other inspection forms may be used. The Operator shall use an ink pen (not pencil) when completing the daily FSP truck inspection report. The symbol "✓" shall be used for items in compliance, and items not within compliance on the form shall be left blank. Any problem shall be fixed prior to the start of the operation of the vehicle in FSP service. FSP vehicles found to be improperly equipped may result in the vehicle being placed out of service until the vehicle is properly equipped.
2. An Operator is required to track the mileage driven while performing FSP duties. The daily FSP truck inspection report is used to keep this log. Operators shall log the mileage at the start and end of each shift and calculate mileage totals. A new form should be started every Monday morning on the AM shift. Each Operator is responsible for making accurate entries consistent with the day and shift worked.

### **C. MOTORIST ASSIST FORM**

#### **1. PROVIDING FSP BROCHURE TO ALL MOTORISTS**

An Operator is required to give every motorist assisted or approached a FSP brochure explaining the FSP Program.. Operators shall give a brief explanation of the brochure and indicate to the motorist that the effectiveness of the program is evaluated from their input. Politely request the motorist to enter their evaluation as soon as possible. Failure to provide the FSP brochure to a motorist is a violation of policy. Each Freeway Service Patrol Survey brochure not given out will constitute a separate violation.

#### **2. FALSIFYING MOTORIST ASSIST DATA**

An Operator shall never falsify Motorist Assist data. If an Operator is performing their job properly, there is no reason to falsify data. Falsifying data will result in disqualification.

#### **3. MOTORIST ASSIST DATA/FORM GUIDELINES**

- a. Motorist assists shall be completed as soon as practical following the completion of an assist.
- b. Select only one box per question/drop down menu.
- c. For multiple vehicle collisions, select the Multi-Vehicle-Incident box in the FSP application for each vehicle you assisted at the incident.
- d. Answer all questions/selections completely and accurately.
- e. Include any previous damage, Dispatch log numbers for overtime, or anything you feel may be important which was not covered in the notes section.
- f. Operators using an electronic device for data input shall use the device in accordance with 23123.5(a) CVC.

### **D. CONTRACTOR'S RESPONSIBILITY**

1. It is each contractor's responsibility to review the daily FSP truck inspection report for accuracy, completeness and to address any deficiencies noted.
2. Contractors shall submit all documentation from the previous week to the Sacramento Transportation Authority (STA), Placer County Transportation Planning Agency (PCTPA), El Dorado County Transportation Commission (EDCTC), San Joaquin Council of Governments (SJCOG), and CHP, no later than Wednesday at noon. Contractors are subject to penalties if these documents are not turned in on time.
3. If required by the corresponding Transportation Agency, Contractors shall ensure that all trucks and/or Operators have an electronic device using the required approved application that is logged onto the system for data entry and GPS location. If a truck/Operator does not have an electronic device with the required

approved application logged onto the system, that truck/Operator shall not go in service.

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## CHAPTER 9

### SPECIAL RELATIONSHIPS

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#### A. SPECIAL RELATIONSHIPS

1. A “Special Relationship” may be established when a FSP Operator places a person in peril or increases the risk of harm to a person by specific conduct or by making an express promise to undertake specific conduct on behalf of an individual member of the general public. However, the mere provision of FSP services to a motorist or member of the public does not automatically establish a special relationship.
2. An Operator shall not place a motorist, passenger, or pedestrian in a position of foreseeable danger from either traffic or other potentially hazardous factors after contact has been made.
3. It is the responsibility of the Operator not to leave the motorist in a worse situation than that which existed before contact was made. This includes not leaving a motorist stranded at a drop location where the safety of the motorist may be compromised. IT IS THE OPERATOR’S RESPONSIBILITY TO ENSURE THAT HELP IS IN ROUTE OR THAT THE MOTORIST HAS ACCESS TO ADDITIONAL PUBLIC SERVICES.
4. An Operator should treat a motorist as if they were a member of their own family. An Operator should ask themselves if they would leave one of their family members in the same situation as they would leave a motorist.
5. While all drop locations have been checked by the CHP, an Operator should be aware of any changing conditions that may adversely affect the suitability of the site. If the Operator feels a drop location is unsafe, they should immediately notify FSP Management.
6. Center dividers, gore points and narrow shoulders are always considered dangerous locations. Once an Operator establishes contact with a motorist in any situation that may be dangerous, it is that Operator’s responsibility to stay with the motorist until relieved by the CHP, another tow company or until the motorist is moved to a safer location.
7. If a motorist refuses FSP service or if the Operator leaves the motorist, the Operator must inform Dispatch and advise the motorist of potential hazards and provide freeway safety tips.

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## CHAPTER 10

### SEXUAL HARASSMENT

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It is the policy of the FSP program that the working environment be free of sexual harassment. The STA, PCTPA, EDCTC, SJCOG, CHP, and Caltrans prohibit sexual harassment by any FSP personnel. Immediate and appropriate disciplinary action will be taken against individuals who violate this policy, up to and including disqualification from the FSP program. Report of an incident of sexual harassment will not automatically result in action being taken against personnel accused of harassment.

**Definition:** Sexual harassment is defined as unsolicited and unwelcome sexual advances, requests for sexual favors, and other offensive verbal, physical, or visual conduct of a sexual nature.

#### 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.

Such conduct has the potential to affect an Operator's work performance negatively and/or create an intimidating, hostile or otherwise offensive work environment.

While sexual harassment may be manifested in various forms, the following sections contain common examples of sexual harassment:

1. Making unsolicited written, verbal, physical and/or visual contact with sexual overtones.
  - a. Written examples: suggestive or obscene letters, notes, and invitations
  - b. Verbal examples: derogatory comments, slurs, jokes, and epithets
  - c. Physical examples: assault, touching, impeding, or blocking movement
  - d. Visual examples: gestures, leering, display of sexually suggestive objects or pictures
2. Continuing to express sexual interest after being informed that the interest is unwelcome. (Reciprocal attraction is not considered sexual harassment.)
3. Making reprisals, threats of reprisal or implied threats of reprisal following a negative response. For example, 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.

4. 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 Operator.
5. 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.

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## CHAPTER 11

### DRUG AND ALCOHOL POLICY

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#### A. CONTRACTOR'S RESPONSIBILITY

1. The Contractor is responsible for complying with all applicable federal, state, and local laws and regulations pertaining to a drug and alcohol-free workplace. The Contractor is required to have a drug and alcohol policy in writing, which must be distributed and made easily accessible to all of their employees.
2. Failure to comply with the requirements of this document and the requirements set forth in the Contract will be handled on a case-by-case basis and may result in fines to the Contractor, suspensions, and/or disqualification from the FSP program.

#### B. OPERATOR'S RESPONSIBILITY

The Freeway Service Patrol program is dedicated to providing safe and efficient service to the public. Because of the nature of our work, this program has a zero-tolerance policy for substance abuse. Freeway Service Patrol Operators are prohibited from using, purchasing, selling, possessing, distributing or being under the influence of a controlled substance or alcohol while on duty, or driving a FSP vehicle to and from FSP duty.

**THE USE OF ALCOHOL AND/OR DRUGS WHILE ON FSP DUTY IS ABSOLUTELY FORBIDDEN. ANY OPERATOR FOUND TO BE UNDER THE INFLUENCE OF DRUGS AND/OR ALCOHOL WILL BE IMMEDIATELY DISQUALIFIED FROM THE PROGRAM AND MAY FACE CRIMINAL PROSECUTION.**

1. Drugs  
AN OPERATOR FOUND TO BE IN POSSESSION OF ILLEGAL DRUGS WHILE ON DUTY WILL BE CHARGED WITH ALL APPLICABLE VIOLATIONS OF LAW AND IMMEDIATELY DISQUALIFIED FROM THE PROGRAM.
2. Prescription Drugs  
An Operator is required to inform their Contractor immediately if they are taking prescription medication that may hinder their ability to safely operate a motor vehicle. In such a situation, the Operator MAY NOT operate any FSP service vehicle until they are FULLY CAPABLE of doing so. Failure to notify the Contractor may result in IMMEDIATE DISQUALIFICATION from the program.

### 3. Alcohol

#### a. On Duty

- i. AN OPERATOR SHALL NOT BE ON DUTY WHILE HAVING THE ODOR OF AN ALCOHOLIC BEVERAGE ON THEIR BREATH OR PERSON. AN OPERATOR FOUND TO HAVE THE ODOR OF AN ALCOHOLIC BEVERAGE ON THEIR BREATH OR PERSON SHALL BE IMMEDIATELY DISQUALIFIED FROM THE PROGRAM.
- ii. When an Operator is suspected by a uniformed employee of the California Highway Patrol, to have the odor of an alcoholic beverage on their breath or person, the Operator will be immediately removed from FSP duty. The Operator will be offered by CHP the opportunity to voluntarily submit to a breath test on a CHP PAS (Preliminary Alcohol Screening) device to measure the alcohol level of their breath. However, if the Operator refuses to submit to a PAS test, they will be suspended until an investigation by CHP is completed.
- iii. The aforementioned paragraph only applies to situations where an Operator is NOT believed to be under the influence of alcohol. However, if an Operator IS believed to BE UNDER THE INFLUENCE OF ALCOHOL, they will be arrested by the CHP and the arrest, blood alcohol testing, and booking shall be performed as required by law.

#### b. Off Duty

- i. An Operator, 21 years and older, arrested for being in violation of Section 23152 (A) CVC – Driving Under the Influence, while off duty from FSP, shall immediately report this arrest to their Contractor and CHP prior to their next work shift. Failure to do so will be considered a flagrant violation, subject to disqualification from the program. Once an arrest of this nature is reported, the Operator will be placed on a 30-day probation period concurrent with the DS 367 Temporary Driver License during which the Operator is encouraged to request a DMV hearing as outlined on the DS 367. Once the 30-day period has elapsed, the Operator will surrender their DL64 and FSP ID card. The Operator will be placed on suspension pending DMV and court action.
- ii. An Operator under 21 years of age who is detained and/or arrested for violation of section 23136 CVC – Minor Driving with BAC .01% or more, or section 23140, while off duty from FSP, shall immediately report this arrest to their Contractor and CHP supervision prior to their next work shift. Failure to do so will be considered a flagrant violation subject to disqualification from the program. Once an arrest of this nature is reported, the Operator will be placed on a 30-day probation concurrent with the DS 367M Temporary Driver License during which the Operator is encouraged to request a DMV hearing as outlined on the DS 367M. Once the 30-day period has elapsed, the

Operator will surrender their DL64 and FSP ID card. The Operator will be placed on suspension pending DMV and court action.

### **C. ARRESTS**

If any Operator is arrested for any alcohol and/or drug-related offense(s), they are required to notify their contractor and FSP Management immediately. Also, per 2430.3 VC, every freeway service patrol tow truck driver and any California Highway Patrol rotation tow truck operator shall notify each of their employers and prospective employers and the Department of the California Highway Patrol of an arrest or conviction of any crime specified in paragraph (1), (2), (3), or (4) of subdivision (a) of Section 13377 prior to beginning the next workshift for that employer. Failure to do so will result in suspension and/or disqualification from the FSP program.

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## CHAPTER 12

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### VIOLATIONS AND PENALTIES

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#### A. OVERVIEW

1. The California Highway Patrol (CHP), in cooperation with the Sacramento Transportation Authority (STA), the Placer County Transportation Planning Agency (PCTPA), the El Dorado County Transportation Commission (EDCTC), and the San Joaquin Council of Governments (SJCOG), have developed rules, guidelines and policies consistent with the highest standards of professionalism, performance, appearance and conduct for the Freeway Service Patrol.
2. The purpose of this chapter is to establish a consistent, fair and objective set of penalties for violating the SOG rules, guidelines and policies.
3. Violations have been broadly classified as Minor, Major and Flagrant. However, the classifications only serve as a guide. Violations listed in this chapter are not inclusive as there will be unique circumstances and actions that cannot be adequately anticipated ahead of time. Therefore, unlisted offenses or violations that are not easily classified will each be weighed on its own relative merit in determining the penalty. All penalties shall be based on the totality of facts available.
4. The Valley Division FSP programs shall utilize a policy of “progressive discipline” in determining adverse actions and penalties. Financial penalties in the form of fines shall be assessed to the contractor by the administering Transportation Agency. Multiple violations of policies and guidelines can result in increasingly severe actions, up to and including Operator disqualification from FSP participation and/or termination of the tow contract. While progressive discipline is the preferred method for addressing violations, the Valley Division FSP programs retain the authority to determine when a violation warrants action beyond progressive measures. In circumstances where the severity of the infraction compromises program integrity, public safety, or operational standards, immediate disqualification from program participation and/or termination of the tow contract may be imposed.

#### B. CLASSIFICATION OF VIOLATIONS

There are three broad classes of violations: Minor, Major and Flagrant. The degree of seriousness and the associated penalties progress from minor to major to flagrant. Violations may be committed by individual truck Operators or by the tow contractor. Whereas violations committed by truck Operators may result in a written reprimand

and/or a suspension, Contractor is held responsible for ALL violations—those committed by itself and those committed by the truck Operators in its employ—and for ALL penalties assessed for those violations, including fines and up to contract termination.

1. Minor Violations. Minor violations are less serious offenses, usually unintentional and not directly involving another person or persons or putting any persons at risk. Examples include, but are not limited to:
  - a. Tardiness (less than 45 minutes late) starting the FSP shift
  - b. Failure to adequately communicate status to dispatch
  - c. Failure to properly display FSP operating logo(s) or signage during FSP hours
  - d. Failure to cover or remove FSP logo(s) or signage while off duty or during non-FSP hours
  - e. Wearing FSP uniform while off duty or during non-FSP hours while performing other tow services
  - f. Presenting personal appearance with obvious poor grooming as specified in the SOG
  - g. Failure to comply with the established minimum uniform standards as specified in the SOG
  - h. Failure to address equipment violations constituting an out-of-service status
  - i. Failure to complete/submit required motorist assist records or other required records
  - j. Failure to possess pre-operation inspection forms for a previous 30-day period at Contractor's place of business
  - k. Failure to replace or repair deficiencies noted on the CHP pre-operation inspection sheet
  - l. Abusing or misusing FSP-related equipment, such as radios and devices
  - m. Violating break policy as specified in the SOG (early, prolonged or excessive breaks)
  - n. Failure to distribute FSP brochures to motorists
  - o. Failure to be vigilant in the performance of assigned duties during FSP hours
2. Major Violations. Major violations are serious offenses that may be intentional or unintentional, may involve safety issues, directly affect the motorist, the motoring public, CHP or the contracting agency, or violate basic tenants of the tow contract. Examples of major violations include, but are not limited to:
  - a. Operating a FSP truck without an electronic device logged into the FSP application or required system, if required by the corresponding Transportation Agency
  - b. Signing off, leaving the beat, or ending the shift early
  - c. Signing in (going "10-8") before actually arriving on the beat
  - d. Operating with an invalid, withheld, suspended, or revoked required license

- e. Sleeping or giving the appearance of sleeping while on duty (including breaks)
  - f. Smoking while on duty (excluding breaks)
  - g. Falsifying pre-operation inspection forms
  - h. Failure to report any known damage caused when servicing a vehicle
  - i. Failure to notify dispatch if involved in a traffic collision
  - j. Failure to notify CHP or FSP management when a shift or shifts will be missed
  - k. Leaving the beat during FSP hours without authorization
  - l. Providing or recommending any tow company, legal assistance, or medical practitioners
  - m. Failure to advise dispatch when transporting a female or juvenile
  - n. Towing a vehicle to a location other than a designated drop location (except at the direction of CHP)
  - o. Leaving a motorist stranded in an unsafe location or without a phone, shelter, or other help in route
  - p. Causing damage to a vehicle due to negligence
  - q. Equipment not in conformance with California Vehicle Code and is not serviceable or missing (e.g., worn tires, expired fire extinguisher, cracked windshield, etc.)
  - r. Unauthorized refueling of truck or fuel containers while on duty
  - s. Missing an entire shift without providing a replacement Operator or truck
  - t. Violating safety guidelines (e.g., not using safety chains, standing between vehicles, not watching traffic, not protecting motorist, misuse of equipment)
  - u. Falsifying information, orally or written, to FSP management, the motoring public, CHP, or dispatch
  - v. Failure to notify CHP or dispatch of a truck breakdown, truck not in service and/or the use of a backup track
  - w. Unexcused absence of Operator from quarterly training sessions
3. **Flagrant Violations.** Flagrant violations are serious, intentional offenses that undermine the public respect and support of FSP, breaches the tow contract, seriously calls into question the integrity of the tow contractor, puts innocent people at risk, or is illegal or highly unethical. Examples of flagrant violations include, but are not limited to:
- a. Charging for FSP service
  - b. Use of dedicated FSP trucks for non-FSP purposes
  - c. Theft of any kind
  - d. Selling items, including items found while on duty
  - e. Possessing of a firearm or illegal weapon
  - f. Soliciting any service that would require subsequent compensation
  - g. Providing or recommending a secondary tow service for compensation following an initial service

- h. Operator having an odor of an alcoholic beverage but not under the influence
- i. Failure of Operator to submit to a substance abuse test (e.g., drug or alcohol test)
- j. Providing commercial services during FSP hours
- k. Soliciting and/or retaining tips or other gratuities
- l. Being under the influence of alcohol and/or drugs while on duty
- m. Insubordination to CHP supervisors
- n. Operating without up-to-date and current business licenses, certificates, permits and insurance coverage
- o. Operating a non-CHP-approved truck
- p. Putting into FSP service a non-qualified or non-certified truck Operator
- q. Tampering with or attempting to interfere with GPS tracking equipment
- r. Disobeying a lawful order given by sworn law enforcement personnel
- s. Inappropriate behavior (use of abusive or foul language, vulgarity, rudeness, offensive hand gestures, unsafe driving or other untoward behavior to motorist, officers, dispatchers, or other tow Operators
- t. Intentional involvement in law enforcement activities beyond normal scope of FSP duties (e.g., apprehending suspects, vehicle pursuits)

### **C. PENALTIES FOR VIOLATIONS**

1. Penalties for FSP Operators.
  - a. FSP truck Operators found in violation of this SOG may be issued a verbal warning, a Notice of Violation, placed out of service by CHP or the administering FSP agency (STA, PCTPA, EDCTC or SJCOG) until a correction is made, and/or disciplined by a temporary suspension. When a violation is determined, the administering FSP agency shall issue the contractor a Notice of Violation. A copy of the Notice of Violation will be provided to the contractor that shall, in turn, notify the tow contractor of the violation and may assess the contractor a penalty according to the terms of the respective tow contract.
  - b. Where an FSP truck Operator has a history of repeated violations and continues to violate the SOG, or where the truck Operator committed a violation or violations deemed to be egregious, negligent, intentional or malicious in nature, the administering FSP agency may further order the suspension of the Operator for one (1) to fifteen (15) work days. In more serious cases, the administering FSP agency may order the disqualification of the Operator from FSP participation. Any such disqualification shall become effective immediately, apply to all FSP programs subject to this SOG, and be indefinite in term. Disqualified Operators may apply for reinstatement no sooner than eighteen (18) months from the date of disqualification.

- c. Disqualification does not affect non-FSP tow-related commercial operations. Operators that have been disqualified or have had their certification revoked from the FSP program may still be employed by their respective contractors and are still able to perform commercial towing. Termination from employment shall rest solely on the contractor.
2. Penalties for FSP Contractor.
    - a. Contractors are responsible for ensuring compliance with FSP contracts and the SOG, both by itself and the FSP truck Operators in the contractors' employ. Therefore, penalties incurred by FSP truck Operators are levied against Contractor to ensure the Contractor assumes its due responsibility to resolve any and all incidences of noncompliance and to prevent future occurrences.
    - b. Violations committed by the FSP contractor shall be addressed by the appropriate FSP administering agency with a Notice of Violation and a penalty assessment in accordance to the tow contract. In the event of a series of major violations, an egregious flagrant violation or a pattern of repeated violations, the administering FSP agency may take relief actions up to terminating the tow contract.

#### **D. APPEALS**

1. Basis. Tow contractors may appeal the determination of any violation notice or truck Operator disciplinary suspension made by the administering FSP agency, or any fines or contract terminations made by the FSP administering agency if the contractor can demonstrate that the determination of violation was made in error, or if contractor can cite special or extenuating circumstances not the fault of the contractor or the truck Operator involved that should be considered.
2. Process. Contractor may request an appeal of any penalty or termination of Contract by submitting a completed Request for Appeal within ten (10) business days from the date of the Notice of Violation or Contract termination. Appeals regarding disqualification of truck Operators from FSP must be submitted by the contractor (not the FSP truck Operator) within five (5) business days from disqualification.
3. Review and Determination. The FSP Technical Advisory Committee (TAC), consisting of staff from CHP and the Valley Division Transportation Agencies, shall review appeal requests for merit and new information and render a determination and notify contractor within ten (10) business days of the appeal. Where an FSP truck Operator is disqualified and the disqualification is related to a criminal conviction, the decision on the appeal will be made solely by CHP due to confidentiality of criminal histories.
4. FSP Involvement During and After Appeal. In the period between a FSP truck Operator suspension or disqualification and the determination on an appeal

request, the FSP truck Operator may not be involved in any manner with FSP. In the event the FSP truck Operator disqualification is upheld after review of the appeal, the Operator shall be indefinitely barred from participating in all FSP programs operating under the Valley Division SOG.

#### **E. DOCUMENTATION**

All documentation of investigations shall be retained by the CHP for a minimum period of three (3) years beginning on the date the violation occurred.

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## CHAPTER 13

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### OPERATOR CERTIFICATION

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#### A. OVERVIEW

An Operator shall be at least 18 years of age before a Tow Truck Driver Certificate (DL 64) can be issued (21 years for Operators in Placer County).

All FSP employers and prospective FSP Operators, including any back-up Operators, shall be required to complete the FSP Management's FSP Proficiency testing process. To become a certified Operator, all applicants must pass a background-screening (per 2436.5 V.C.), attend a sixteen-hour classroom training program, receive a score of 80% or better on a FSP Standard Operating Guidelines test, receive a score of 100% on a radio-code and phonetic alphabet test, and pass towing procedures proficiency test. These tests examine the technical knowledge and driving proficiency of each applicant and are overseen by experienced CHP Officers. The CHP shall certify any Operator who successfully completes the training.

Any driver who is found working as a FSP Operator without completing these mandatory classes shall be permanently prohibited from further Freeway Service Patrol service and the Contract may be terminated.

#### B. ABILITY TO READ AND COMMUNICATE CLEARLY ON RADIO

In emergency situations, it is critical that an Operator be able to clearly relay information to a Dispatcher so that the CHP can make a rapid assessment of what is needed at the scene. In addition, the Operator must be able to read street signs in order to provide the CHP with accurate location information.

1. An Operator must be able to clearly communicate in English with the CHP Dispatch center.
2. An Operator must be able to read English well enough to be able to quickly read street signs while driving a vehicle.

## C. CERTIFICATION REQUIREMENTS

### 1. Background Screening And Certification

Before an individual begins the Initial Operator Training and Proficiency Testing, they will be subject to a background screening conducted by the CHP, which will include fingerprinting and a California Driver License Check. Utilizing information and fingerprints, the CHP will check the status of each applicant's California Driver's License and search for any outstanding wants or warrants; in addition, a general criminal history will be obtained. Information received in this background screening, including any outstanding warrants, may result in disqualification and/or possible legal action.

Each Operator is required to have the following items for background screening:

- a. Check or money order, payable to CHP, for \$50.
- b. Valid California Driver's License.
- c. Completed FSP application (CHP 234f, Completed Live Scan form, Medical Certificate submitted to FSP Management 3 days prior to the Initial FSP Training class.)

The application fee is charged to perform a background check on the applicant; the amount charged is based upon the approximate cost of a criminal background check and issuance of the initial tow truck certificate (DL64). A receipt shall be provided for any fees collected. The yellow copy of the DL64 (receipt) will be detached from the DL64 and returned to the contractor. The temporary tow truck certificate (page 2 of the DL64) shall not be issued unless the applicant meets and passes the established criteria.

### 2. Background Screening Disqualifications

Criminal history requirements shall be consistent with those of the CHP rotational tow requirements. Operators who are disqualified from CHP rotation tow shall be disqualified from FSP Operations until they return to good standing with the CHP rotation tow program. Listed below is a synopsis of criminal convictions for which an Operator may be disqualified, suspended, or terminated from the FSP Program. Nothing herein shall prohibit the California Highway Patrol from suspending, terminating, or denying an application of any tow Operator whose conduct is deemed to be a danger to the motoring public (e.g., registered sex offender, extensive criminal history).

Permanent Disqualifications (per 13377 CVC)

- a. The tow truck driver certificate applicant or holder has been convicted of a violation of Section 220 of the Penal Code.
- b. The tow truck driver certificate applicant or holder has been convicted of a violation of paragraph (1), (2), (3), or (4) of subdivision (a) of Section 261 of the Penal Code.
- c. The tow truck driver certificate applicant or holder has been convicted of a violation of Section 264.1, 267, 288, or 289 of the Penal Code.
- d. The tow truck driver certificate applicant or holder has been convicted of any felony or three misdemeanors as set forth in subparagraph (B) of paragraph (2) of subdivision (a) of Section 5164 of the Public Resources Code.

An Operator shall be disqualified for a proven history of drug related convictions as noted below:

1. Three or more drug related misdemeanor convictions within five years of application for a certificate.
2. Any drug related felony conviction within five years of application for a certificate.

An Operator shall be disqualified for a conviction of the following for seven years:

1. Gross vehicular manslaughter while intoxicated – Section 191.5 Penal Code (PC).
2. (DUI) causing injury/death – Section 23153 of the California Vehicle Code (CVC).

An Operator shall be disqualified for a proven history of driving under the influence of alcohol and/or drugs:

1. Third conviction of DUI within seven years and any consecutive DUI conviction – 23152 VC

An Operator shall be disqualified for a ten-year limitation for felonies, and a five-year limitation for misdemeanors of the following before an applicant may be considered eligible to drive for the FSP Program:

1. Section 148 PC - Resisting/delaying a peace officer.
2. Section 222 PC - Administering drugs with the intent to commit felony.
3. Section 273.5 PC - Infliction of injury to spouse, cohabitant, parent or child.
4. Section 261.5 PC - Statutory rape.
5. Section 273a PC - Cruelty to a child.

6. Section 273d PC - Infliction of corporal punishment on a child which results in traumatic conditions.
7. Section 417 PC - Brandishing a firearm in a threatening manner.
8. Section 451 PC, 451.5 PC- Arson.
9. Section 453 PC - Possession of a firebomb.
10. Section 459 PC - Burglary.
11. Section 466 PC - Possession of burglary tools.
12. Section 17500 PC - Possession of deadly weapon with intent to commit assault.
13. Section 470 PC - Forgery.
14. Section 470a PC - Reproduction or falsification of a driver license or ID card.
15. Section 470b PC - Display or possession of a reproduced or falsified driver license or ID card.
16. Section 476 PC - Counterfeiting money.
17. Section 484e PC - Theft of an access card.
18. Section 484f PC - Forgery of an access card signature.
19. Section 484g PC - Fraudulent use of an access card.
20. Sections 487 PC - Grand theft.
21. Section 496 PC, 497 PC - Receiving stolen property.
22. Section 514 PC - Embezzlement.
23. Section 538d PC - Fraudulent impersonation of peace officer.
24. Section 2800.1-2800.4 VC - Evading a peace officer.
25. Section 10750 VC - Altering, defacing, or replacing vehicle identification numbers
26. Section 10752 VC - Fraudulent acquisition or disposition of DMV or CHP issued Vehicle Identification Numbers (VIN).
27. Section 10851 VC - Vehicle theft.
28. Section 20001 VC - Hit and run collision, causing injury/death.

An applicant shall also meet the Operator qualifications regarding background requirements as set forth in the Contractors contract with the corresponding Transportation Agency.

3. An Operator from outside of the Valley Division FSP program  
If an Operator, who is current and active in another California FSP Program (e.g. Bay Area or Los Angeles) and wishes to work in the Valley Division Freeway Service Patrol must successfully complete a proficiency test and the initial FSP training class. This is to ensure that the individual receives all the information that is applicable to the Valley Division FSP program.

4. Operator Reinstatement
  - a. If the duration from when the Operator left the program is 90 days or less, the requirements are:
    - i. A valid DL 64.
    - ii. A current medical certificate.
    - iii. A driver history check.
    - iv. A new CHP 234F and regional/local program application forms
    - v. Retraining/proficiency testing (if deemed necessary by the FSP coordinator).
  - b. If the duration from when the Operator left the program is 91 days to one year, the requirements are:
    - i. A valid DL 64.
    - ii. A current medical certificate.
    - iii. A driver history check.
    - iv. A new CHP 234F and regional/local program application forms
    - v. A criminal history check through Live Scan fingerprinting.
    - vi. Retraining/proficiency testing (if deemed necessary by the FSP coordinator).
  - c. If the duration from when the Operator left the program is one year or more, the Operator is required to complete the complete FSP driver certification process.
5. An Operator placed into FSP service by a FSP Contractor without authorization from FSP Management may result in the termination of the contract.

STATE OF CALIFORNIA  
 DEPARTMENT OF CALIFORNIA HIGHWAY PATROL  
**TOW OPERATOR/DRIVER INFORMATION**  
 CHP 234F (Rev. 3-12) OPI 061

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

OPERATOR/DRIVER FULL NAME (FIRST, MIDDLE, LAST)	DATE OF BIRTH
---	---------------

LIST ALL ALIASES (USE ADDITIONAL PAGES IF NECESSARY)

---

STATES LIVED IN, EXCLUDING CALIFORNIA, DURING LAST SEVEN (7) YEARS

COMPANY NAME	JOB TITLE/CLASSIFICATION
--------------	--------------------------

DRIVER LICENSE NUMBER	STATE	EXPIRATION DATE	LICENSE CLASS	ENDORSEMENTS
-----------------------	-------	-----------------	---------------	--------------

MEDICAL CERTIFICATE <input type="checkbox"/> YES <input type="checkbox"/> NO	MEDICAL CERTIFICATE EXPIRATION DATE	OPERATOR/DRIVER ENROLLED IN CSAT (DRUG /ALCOHOL TESTING) PROGRAM? <input type="checkbox"/> YES <input type="checkbox"/> NO
---	-------------------------------------	---

NUMBER OF YEARS EXPERIENCE AS A TOW TRUCK OPERATOR/DRIVER IN THE FOLLOWING CHP CLASSES:

Class A: \_\_\_\_\_ Class B: \_\_\_\_\_ Class C: \_\_\_\_\_ Class D: \_\_\_\_\_

OPERATOR/DRIVER PRESENTLY ENROLLED IN DMV PULL NOTICE PROGRAM? <input type="checkbox"/> YES <input type="checkbox"/> NO	OPERATOR/DRIVER EVER BEEN CONVICTED OF A MISDEMEANOR OR FELONY? <input type="checkbox"/> YES <input type="checkbox"/> NO
--	---

IF YES, EXPLAIN CIRCUMSTANCES. INCLUDE MISDEMEANOR/FELONY CONVICTIONS, SECTIONS OF LAW VIOLATED, DATES OF CONVICTIONS AND LOCATIONS WHERE THEY OCCURRED (CITY, COUNTY, STATE, COUNTRY). USE ADDITIONAL PAGES IF NECESSARY.

I certify the above information is true and correct, and 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/OWNER'S SIGNATURE	DATE
------------------------------	------

TOW DRIVER'S SIGNATURE	DATE
------------------------	------

RECEIVING OFFICER'S NAME	ID NUMBER	DATE
--------------------------	-----------	------

FOR CHP USE ONLY:

APPROVED  DISAPPROVED

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

Destroy Previous Editions

Chp234F\_0312.pdf

**MISCELLANEOUS FREEWAY SERVICE PATROL AND TOWING LAWS**

\*\*\*Vehicle Code Sections are paraphrased and not complete. For complete verbiage consult California Vehicle Code\*\*\*

**2430.3 VC** - Every Freeway Service Patrol (FSP) operator shall notify his or her employer and/or prospective employer of an arrest or conviction of any felony, misdemeanor crime of violence (3<sup>rd</sup> offense), or a crime of sexual nature prior to the beginning of their next work shift with that employer.

**2430.5 (d) VC** - Upon notification that a FSP operator has been arrested for or convicted of, any of the aforementioned crimes, that employer shall remove that FSP driver from any position involving FSP operations. (M)

**2432 (a) VC** - It is unlawful for a FSP operator to knowingly provide false information on the application for a FSP temporary operating permit (DL 64). (M)

**12520 (a) VC** - It is unlawful for a FSP operator to operate a tow truck unless that person has, in his or her immediate possession, a valid California driver's license of an appropriate class for the vehicle to be driven, and a tow truck driver certificate (DL 64). (M)

**12804.9 (b) VC** –

Class A driver's license is required for:

- 1) any combination of vehicles, if any vehicle being towed has a gross vehicle weight rating (GVWR) of more than 10,000 pounds.
- 2) any vehicle towing more than one vehicle.

Class B driver's license is required for:

- 1) any single vehicle with a GVWR of more than 26,000 pounds.
- 2) any single vehicle with three or more axles, except any three-axle vehicle weighing less than 6,000 pounds.

**14606 (a) VC** - No person shall employ or hire any person to drive a motor vehicle nor shall he knowingly permit or authorize the driving of a motor vehicle under his control unless the person is licensed for the appropriate class of vehicle being driven. (I)

**15250 (a) VC** - No person shall operate a commercial motor vehicle unless that person has in his or her immediate possession a valid commercial driver's license of the appropriate class. (I)

**22348 (c) VC** - Any vehicle towing another vehicle shall be driven in right hand lane.

When overtaking and passing another vehicle proceeding in the same direction, the driver shall use the lane to the immediate left of the right-hand lane. If however, a divided highway having four or more clearly marked lanes for traffic in one direction, any such vehicle may also be driven in the lane to the immediate left of the right-hand lane. (I)

**22406 (b) VC** - No person may drive a vehicle towing another vehicle at a speed in excess of 55 mph. (I)

**22513 (b) VC** - It is a misdemeanor for the owner or operator of a tow truck to stop at the scene of an accident or near a disabled vehicle for the purpose of soliciting the engagement for towing services, either directly or indirectly, or to furnish any towing services, unless summoned to the scene, requested to stop or perform the service by a law enforcement officer. This section shall not to apply to Freeway Service Patrol operations. (M)

**22513 (c) VC** - It is a misdemeanor for the owner or operator of a tow truck to move any vehicle from a highway, street, or public property without the express authorization of the owner or operator of the vehicle or a law enforcement officer, when the vehicle has been left unattended or when there is an injury as the result of an accident. (M)

**22517 VC** - No person shall open the door of a vehicle on the side available to moving traffic unless it is reasonably safe to do so and can be done without interfering with the movement of such traffic, nor shall any person leave a door open upon the side of a vehicle available to moving traffic for a period of time longer than necessary to load or unload passengers. (I)

**24605 (a) VC** - A tow truck shall be equipped with and carry portable stop/signal/tail lamps (tow lights). (I)

**24605 (b) VC** - Whenever a tow truck is towing another vehicle, the tow vehicle shall display tow lights to the rear of the towed vehicle. (I)

**24605 (c) VC** - Whenever any motor vehicle is towing another motor vehicle, tow lights are not required on the towed motor vehicle if a stop lamp and turn signal lamp on each side of the rear of the towing vehicle is plainly visible to the rear of the towed vehicle.

**27465 (b) VC** - No person shall use a tire on a vehicle axle when the tire has less than one thirty-second ( $1/32$ ) on an inch tread depth in any two adjacent grooves at any location of the tire. (I)

**27700 (a) VC** - Tow trucks shall be equipped with and carry all of the following:

- (1) one or more brooms, and the driver of the tow truck engaged to remove a disabled vehicle from the scene of an accident shall remove all glass and debris deposited upon the roadway by the disabled vehicle which is to be towed.
- (2) one or more shovels, and whenever practical the tow truck driver engaged to remove any disabled vehicle shall spread dirt upon that portion of the roadway where oil or grease has been deposited by the disabled vehicle.
- (3) one or more fire extinguishers of the dry chemical or carbon dioxide type with an aggregate rating of at least 4-B, C units and bearing the approval of a laboratory nationally recognized as properly equipped to make the approval. (I)

**27907 VC** - There shall be displayed in a conspicuous place on both the right and left side of a tow truck a sign showing the name, address and telephone number of the tow company. The letters and numbers of the sign shall not be less than 2 inches in height and shall be in contrast to the color of the background upon which they are placed. (I)

**29004 (a) VC** - Any vehicle towed by a tow truck shall be coupled to the tow truck by means of at least two safety chains in addition to the primary restraining system. The safety chains shall be securely affixed to the truck frame, bed, or towing equipment, independent of the towing sling, wheel lift, or under-reach towing equipment. (I)

Any vehicle transported on a slide back carrier or conventional trailer shall be secured by at least four tiedown chains, straps, or an equivalent device, independent of the winch or loading cable.

**29004 (b) VC** - All safety connections and attachments shall be of sufficient strength and have a positive means of ensuring that the safety connection does not become dislodged while in transit. (I)

**29004 (c) VC** - No more slack may be left in a safety chain, cable, or equivalent device than is necessary to permit proper turning. (I)

**I - Infraction**

**M - Misdemeanor**

## HYBRID VEHICLE POLICY

The following steps shall be adhered to when a Freeway Service Patrol (FSP) operator encounters a Hybrid vehicle in need of assistance. Hybrid vehicles are vehicles which are powered by both gas and electric engines, have high fuel efficiency and emit low levels of fuel emissions. Hybrid vehicles can be handled like any other vehicle, except as noted in these guidelines.

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 (flatbed if available) to remove the vehicle from the freeway.

FSP operators shall not attempt to service hybrid vehicles by performing any function within the engine compartment. Under no circumstances shall a FSP operator attempt to jump-start or repair battery cables on a hybrid vehicle. Contact with damaged high voltage battery modules, motor, or cables can result in serious electric shock and/or death. If the FSP operator has determined the hybrid vehicle is in need of anything more than fuel or a tire change, the FSP operator shall dolly tow (or flatbed) the vehicle off the freeway. Sling-type equipment should not be used unless the vehicle is damaged beyond repair, or directed to do so by law enforcement officer to quickly clear traffic lanes.

### **NOTES OF CAUTION WHILE ASSISTING HYBRID VEHICLES:**

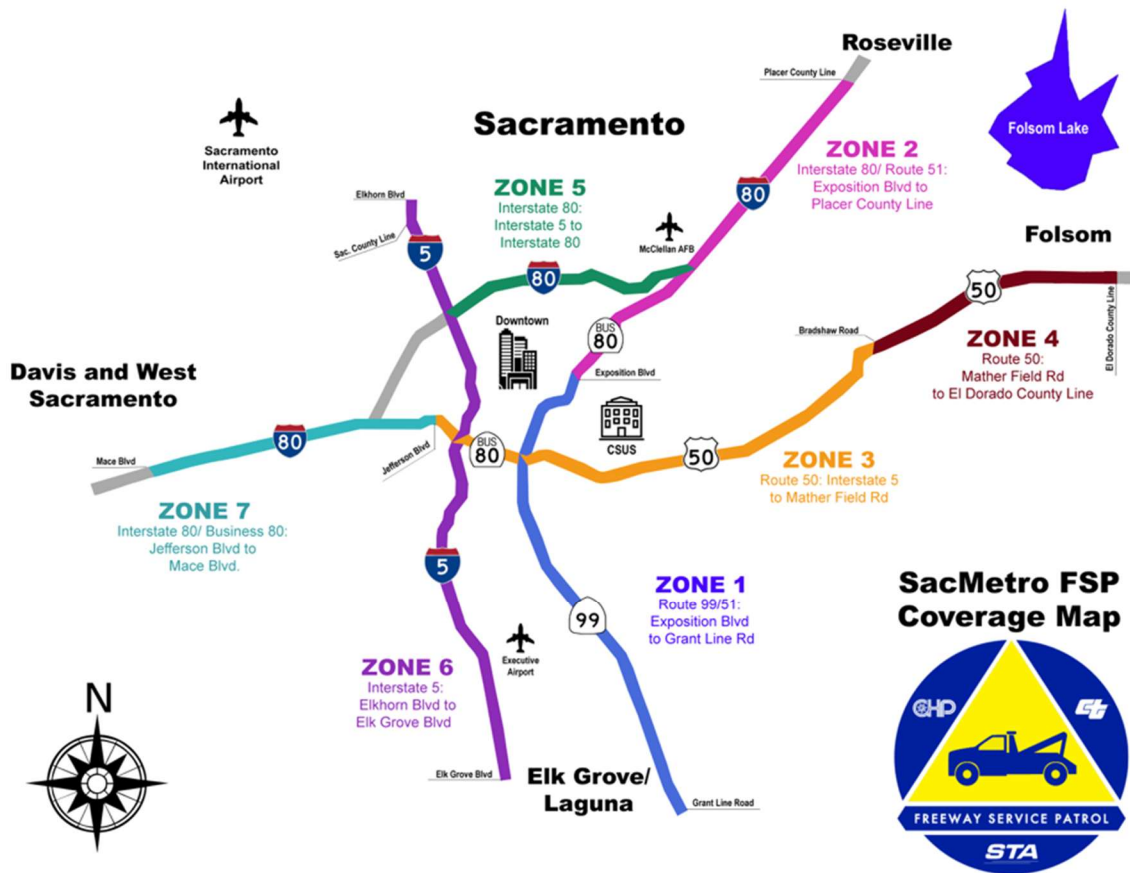
- Never assume the hybrid vehicle is shut off simply because it is quiet.
- Always observe the instrument panel cluster to verify whether the vehicle is on or off.
- While the vehicle is stopped, the gasoline engine and the traction motor may be off, but the vehicle still remains operational.
- Operators shall use extreme caution when pushing hybrid 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.

## WAITING PERIOD

FSP operators leaving the FSP contractor with which they are employed shall be required to wait a minimum of ten (10) business days (Monday-Friday) after the hiring contractor notifies the CHP before they are allowed to work FSP for his/her new contractor. The transitional period shall also apply to FSP operators who are concurrently employed by two different FSP contractors. However, if the employee submits a 2-week (or longer) written notice to his/her employer with intentions on seeking other employment, the 10-business day (transitional period) rule shall be waived, with CHP approval. The ten (10) business day rule may also be waived, if the employee leaves their current employer in good standing and there is a mutual agreement between the releasing and acquiring contractors. This applies to all FSP programs within the Valley Division FSP program.

# SAC/YOLO COUNTY

## FREEWAY SERVICE PATROL SERVICE AREA



# PLACER COUNTY

## FREEWAY SERVICE PATROL

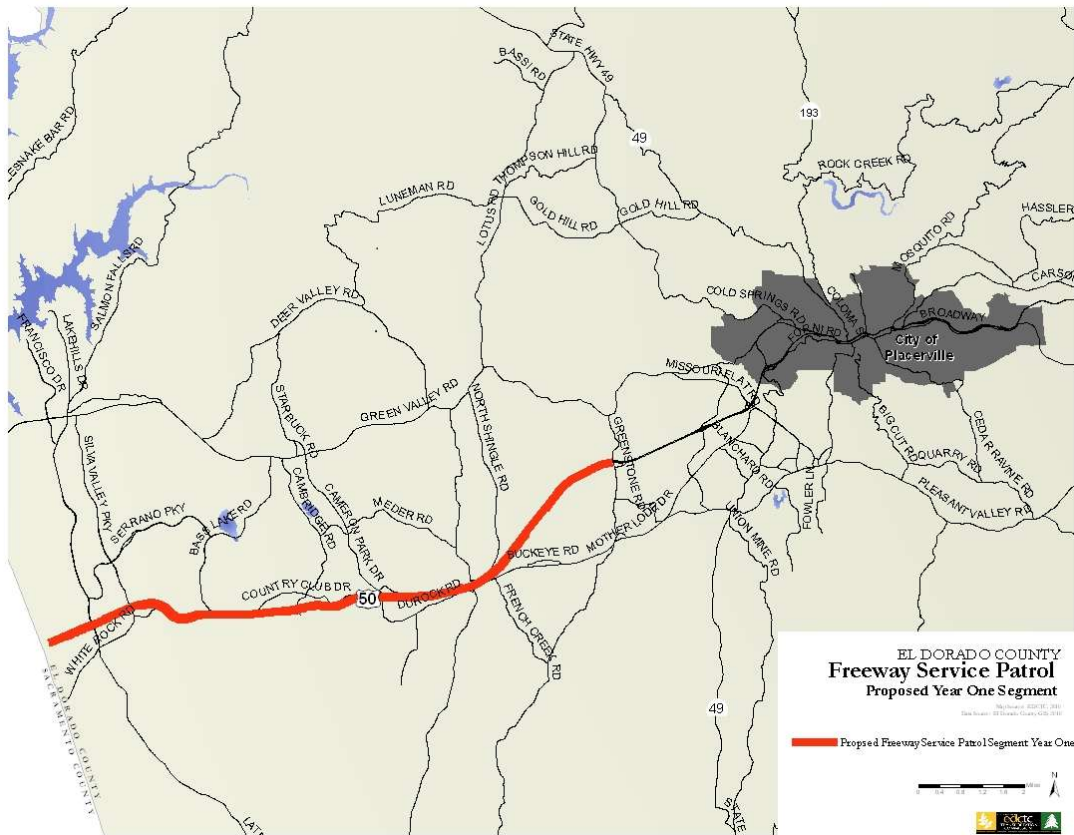
### SERVICE AREA



# EL DORADO COUNTY

## FREEWAY SERVICE PATROL

### SERVICE AREA





## STA FREEWAY SERVICE PATROL BEAT LIMITS

Beat	Route(s)	Beat Description	Beat Length (mi)
647-10 647-10A	80 / 50	80 - Richards Blvd. to Sac Co. Line (Bryte Bend Bridge) 50 - 80 to Sac Co. Line (Pioneer Bridge) Turnarounds: Richards Blvd - 5th St - W. El Camino	14
612-150	50	Sac/Yolo Co Line (Pioneer Bridge) to 99 Turnarounds: Jefferson - 59th St. - Sutterville - Richards - N St.	3
612-151	50	99 to Watt Ave Turnarounds: 26th St. - Watt Ave	5
612-152	50	Watt Ave. to Sunrise Blvd. Turnarounds: Howe Ave - Hazel Ave.	7
612-153	50	Sunrise Blvd. to Sac/ED Co Line. Turnarounds: Zinfandel Dr - E Bidwell St or EDH Blvd	10
612-153A	50	Sac/Yolo Co line (Pioneer Bridge) to Sac/ED Co Line. Turnarounds: Jefferson Blvd - E. Bidwell St.	25
612-106	5	Elk Grove Blvd. to Hwy 50 Turnarounds: Elk Grove - Richards Blvd - Jefferson - 15th St	12
612-108	5 / 99	5-Airport Blvd / 99-Elkhorn Blvd to 50 Turnarounds: Elkhorn - Airport - Sutterville - Jefferson -15th St	11
612-108A	5 / 99	5-Airport Blvd / 99-Elkhorn Blvd to Elk Grove Blvd Turnarounds: Elkhorn Blvd/Airport Blvd - Elk Grove	23
647-20 647-20A	5	Co Rd 113 NB to Airport Blvd & 113 S to Gibson Rd Turnarounds: to West St - Airport - Gibson (113)	12
612-191A	99 / 51	(99) Grantline Rd to (51) American River Bridge Turnarounds: Grantline Rd - Exposition Blvd	17
612-192	99	Grantline Rd to Fruitridge Rd Turnarounds: Grantline or Dillard - Fruitridge Rd	11
612-193	99 / 51	(99) Fruitridge Rd. to (51) American River Bridge Turnarounds: Florin - Exposition - 59th St - 16th St	6
646-181	51 / 160	(51) American River Br. To 51/80 Split & (160) 51 to Canterbury Turnarounds: E St. - Madison Ave. - Canterbury Rd	6
646-182	80	51 / 80 Split. to Sac/Placer Co. line Turnarounds: Fulton Ave. - Longview - Riverside/Auburn	7
646-182A	80 / 51	(51) American River Br to Riverside/Auburn Blvd Turnarounds: E St - Riverside/Auburn.	11
646-184 646-184A	80	Sac/Yolo Co Line (Bryte Bend Bridge to 80/51 Split. Turnarounds: Reed Ave - Madison Ave - Arena - Garden Hwy	11

**PLACER FREEWAY SERVICE PATROL BEAT LIMITS**

Beat	Route(s)	Beat Description	Beat Length (mi)
645-265	65	80 to Twelve Bridges	7
		Turnarounds: Eureka Rd/Rocklin Rd - Twelve Bridges	
645-281	80	Placer/Sac Co Line to Hwy 49	17
		Turnarounds: Riverside/Auburn Blvd - Hwy 49	
645-281A	80 / 65	80-Placer/Sac Co Line to 49 & 65-Twelve Bridges to 80	24
		Turnarounds: Riverside/Auburn Blvd - 49 - Twelve Bridges	

**EL DORADO FREEWAY SERVICE PATROL BEAT LIMITS**

Beat	Route(s)	Beat Description	Beat Length (mi)
644-110	50	Sac/ED Co Line. to Greenstone Rd	13
		Turnarounds: E Bidwell St - Greenstone Rd	

**SAN JOAQUIN FREEWAY SERVICE PATROL BEAT LIMITS**

Beat	Route(s)	Beat Description	Beat Length (mi)
603-14	205 / 580	(580) Patterson Pass to W. Grantline (205/Tracy)	11
		Turnarounds: Patterson Pass/Coral Hollow - W. Grantline	
603-15	205 / 5	(205) W. Grantline to (5) Mossdale Rd (5) to Kasson Rd	11
		Turnarounds: (205) W. Grantline - Mossdale - Kasson	
662-501	5 / 4	(5) Eight Mile Rd to Charter Way & (4) Navy to 99	15
		Turnarounds: 8 mile - Charter - Navy - Fremont - G. Gate	
662-502	5 / 120	(5) Charter Way to Manthey Rd - (120) 5 to Airport Way	15
		Turnarounds: Charter - Manthey/Mossdale - Airport Way	
662-3	99	Kettleman Ln. to Arch Rd	15
		Turnarounds: Kettleman Ln - Arch Rd - Filbert (4)	
662-25	99 / 120	(99) Arch Rd to Main St. (Ripon) & Airport to 99 (120)	17
		Turnarounds: Arch Rd - Main St (Ripon) - Airport Way	

SACRAMENTO COUNTY DROP-SITES				
Beats	Route	Side of Freeway	Exit	Drop-Site Street
612-106	5	East	Laguna Blvd	Longport Drive - west of Harbour Point Blvd
612-106	5	East	Laguna Blvd	Kausen Drive - west of Harbour Point Blvd
612-106	5	East	Pocket Road	Amherst Street - north of Pocket, west side past Home Depot driveway
612-106	5	West	Florin Road	Secret River Drive - west of Greenhaven Drive
612-106	5	East	Florin Road	South Land Park Drive - north of Florin Road between 13th and 58th
612-106	5	East	Sutterville Road	Del Rio Road - south of South Land Park Drive
612-108	5	East	2nd St	2nd St at Q St
612-108	5	East	Richards Blvd	Bercut Drive - north of Richards Blvd
612-108	5	West	West El Camino Avenue	Gateway Oaks Drive - north of West El Camino Avenue
612-108	5	West	West El Camino Avenue	West El Camino Avenue - just west of Gateway Oaks, north side
612-108	5	East	Del Paso Road	Town Center Drive - south of Del Paso Road
612-108	5	West	Airport Blvd	Airport Blvd at Bayou Way
612-108	99	West	Elkhorn Blvd	Elkhorn Blvd west of 99 (Park and Ride - no services)
612-192	99	East	Sheldon Road	Cantwell Drive - east of East Stockton Blvd-no services
612-192	99	West	Sheldon Road	Michener Way -Lewis Stein to W Stockton Blvd to Michener
612-192	99	West	Cosumnes River Blvd	Timberlake Way - north end of T-Lake east of Bruceville Rd-north side only
612-192	99	East	Calvine Road	Park & Ride Lot - corner of Old Geneva Pointe Dr. and East Stockton Blvd
612-192	99	East	Florin Road	Assembly Court - east of 55th Street
612-192	99	East	Mack Road	Massie Court - west of Stockton Blvd
612-192	99	East	Florin Road	Governors Circle - east of East Parkway
612-192	99	East	47th Avenue	44th Street - south of 47th Avenue
612-192	99	East	Fruitridge Road	Mendocino Blvd - north of Fruitridge by mortuary
612-192	99	West	Fruitridge Road	34th Street - north of Fruitridge Road
612-193	99	West	12th Avenue	11th Avenue - east of Franklin Blvd (north side only)
612-193	51	East	ABC Streets	30th Street - between N and O Streets (east side only)
612-193	51	East	ABC Streets	30th Street - between O and P Streets(east side only)
612-193	51	West	ABC Streets	28th Street - between D and E Streets (no parking 8am -12pm)
612-193	51	West	ABC Streets	28th Street - between C and D Streets (no parking 8am-12pm)
612-193	51	West	ABC Streets	C Street - between 28th & 29th south side only (no parking 8a-12p)
612-150	50	North	W-X Freeway exits	W St - at 10th St
612-150	50	South	W-X Freeway exits	14th Street - between X Street and Broadway
612-150	50 /51/99	Under	W-X/Capital City Exits	26th Street - between W and X Streets
612-150	50	South	34th St	34th St.- at Truckee Way
612-151	50	South	65th Street	4th Avenue - just east of 65th Street
612-151	50	North	Howe Avenue	La Riviera Drive - under Howe Avenue
612-151	50	South	Watt Avenue	Manlove Road at South Watt- southeast corner of park and ride
612-152	50	North	Bradshaw Road	Business Park Drive - just east of Bradshaw Road
612-152	50	North	Mather Field Road	Croydon - just west of Mather Field Road
612-152	50	South	Mather Field Road	Ramos Circle - north of Rockingham Drive
612-152	50	South	Zinfandel Drive	Quality Drive - just south of White Rock Road
612-153	50	North	Sunrise Blvd	Zinfandel Drive - just west of Sunrise Blvd
612-153	50	South	Sunrise Blvd	Citrus Road - just south of Trade Center Drive
612-153	50	North	Hazel Avenue	Tributary Lane - just south of Tributary Point Dr
646-181	51	East	Arden Way/Exposition Way	Heritage Lane - just south of Response Road
646-181	51	East	Arden Way/Exposition Way	Heritage Lane - between Arden Way and Response Road
646-181	51	West	Exposition Way	Tribute Road - right on Tribute Rd (Referred to as "1800 block of Tribute")
646-181	51	East	El Camino Avenue	Albatross Way - between El Camino Avenue and Woolley Way
646-181	51	East	El Camino Avenue	Darwin Street - north of El Camino Avenue
646-181	51	South	Watt Avenue	Annadale Lane - just south of Auburn Blvd
646-181	80	North	Watt Avenue	Margaret Way - just east of Watt Avenue
646-181	80	North	Watt Avenue	Oak Dell Avenue - just east of Watt Avenue
646-182	80	East	Madison Avenue	Date Avenue - just south of Madison Avenue
646-182	80	West	Elkhorn Blvd	Andrea Blvd - just south of Elkhorn IFO church
646-182	80	West	Antelope Road	Zenith Drive - north of Antelope Road
646-182	80	West	Riverside Avenue	Cirby Hills Drive - north of Cirby Way
646-184	80	South	Northgate Blvd	Rosin Court - west of Northgate Blvd
646-184	80	North	Norwood Avenue	Jessie Avenue - west of Norwood Avenue
646-184	80	North	Raley/Marysville Blvd	Bell Avenue - south of Raley Blvd

YOLO COUNTY DROP-SITES				
Beats	Route	Side of Freeway	Exit	Drop-Site Street
647-10	50	South	Jefferson Blvd	Park Ave - west of Jefferson Blvd
647-10	50	North	Jefferson Blvd	Jackson - east of Jefferson Blvd
647-10	80	South	Enterprise Blvd/W. Capitol Ave	Lake Road - west of Enterprise Blvd
647-10	80	North	Harbor Blvd	Halyard Drive - west of Harbor Blvd
647-10	80	North	Harbor Blvd	Evergreen Avenue - west of Harbor Blvd
647-10	80	West	Reed Avenue	Stillwater Road - west of Harbor Pointe Place (south side only)
647-10	80	South	Mace Blvd	Chiles Road - east of Mace Blvd north and south side
647-10	80	South	Mace Blvd	Cowell Blvd - east and west of Mace Blvd
647-10	80	South	Richards Blvd	Drew Ave. - East of Cowell Blvd.
647-10	80	South	Richards Blvd	Cowell Blvd. - North of Drew Blvd.
647-20	5	West	West St	Barnard St - south of West St
647-20	5	West	113 N / East St	East St - just west of I-5 across from Chevron
647-20	5	East	Main St	E. Main St - small cul-de-sac just south of E Main St
647-20	5	East	CR 102	Hays Ln - just north of CR 102
647-20	5	East	CR 22	Old River Rd - at and of off/on ramp
647-20	5	West	CR 22	CR 118 - cul-de-sac and end up off ramp
647-20	5	West	Rest Stop	Rest Area - southbound only just south of river
647-20	5	West	Airport Blvd	Airport Blvd - at Bayou Way
PLACER COUNTY DROP-SITES				
Beats	Route	Side of Freeway	Exit	Drop-Site Street
645-281	80	East	Douglas Blvd	Santa Clara Avenue - north of Douglas Blvd
645-281	80	East	Eureka Rd	Taylor Rd - north of Eureka (Park and Ride)
645-281	80	North	Sierra College Blvd	Sierra College Blvd - just north of Granite Dr
645-281	80	North	Sierra College Blvd	Commons Dr west of Sierra College Blvd (Park and Ride)
645-281	80	North	Horseshoe Bar Road	Horseshoe Bar Rd - North of light at Raley's
645-281	80	South	Horseshoe Bar Road	Horseshoe Bar Rd - (Park and Ride)
645-281	80	North	Penryn Road	Boyington Road - west of Penryn (Park and Ride)
645-281	80	South	Newcastle Road	Newcastle Road at Indian Hill Rd - (Park and Ride)
645-281	80	North	SR-193	Ophir - at 193 (Park and Ride)
645-281	80	North	SR-49	Garfield Street - just east of SR-49
645-281	80	South	Bowman	Lincoln Way (Park and Ride)
645-265	65	North	Stanford Ranch Road	5 Star Blvd - south of Destiny Dr, west side of roadway
645-265	65	South	Blue Oaks Blvd	Industrial Avenue - at Packard Dr
645-265	65	West	Blue Oaks Blvd	Winding Creek Road - east of Foothills Blvd (no vehs over 6ft high)
645-265	65	East	12 Bridges Drive	East Joiner Road - south of 12 Bridges past Chevron driveway (limited space)
645-265	65	West	Industrial	Industrial Avenue - Park and ride (no services)
EL DORADO COUNTY DROP-SITES				
Beats	Route	Side of Freeway	Exit	Drop-Site Street
644-110	50	North	E Bidwell St	Placerville Rd- dirt area near underpass across from hotel
644-110	50	South	Latrobe/El Dorado Hills Blvd	Town Center Blvd - west of Latrobe Road
644-110	50	North	Cambridge Road	Cameo Drive - north of Merrychase Drive
644-110	50	South	Cameron Park Drive	Coach Lane - east of Cameron Park Drive
644-110	50	South	Cameron Park Drive	Rodeo - south of Coach Lane
644-110	50	North/South	Ponderosa Road/S. Shingle	Ponderosa Road/S. Shingle- multiple park and rides
644-110	50	North	Shingle Springs Rd	Shingle Springs at Rock Barn Rd - park and ride
644-110	50	North	Greenstone Rd	Green Stone Rd at Grassy Stone Ct - park and ride (no services)
644-110	50	South	Missour Flat Rd	Missouri Flat at Mother Lode - park and ride

<b>SAN JOAQUIN COUNTY DROP-SITES</b>				
<b>Beats</b>	<b>Route</b>	<b>Exit</b>	<b>Side of Freeway</b>	<b>Drop-Site Street</b>
662-501	4	N Filbert St	North	Rincon Ave - Just east of N. Filbert
662-501	4	S Wilson Way	North	Eugenia St - just north of Washington St
662-501	4	S Stanislaus St	North	S Grant St - just north of Washington St
662-501	4	El Dorado St	North	S. Center St - just north of Washington St
662-501	5	Hwy 12	East	Pennant Dr - just south of 12 in Park and Ride
662-501	5	8 mile Rd	West	8 mile Rd - just west of Trinity Pkwy, gravel turnout
662-501	5	Hammer Ln	East	Kelley Dr - just south of Hammer Ln
662-501	5	W Benjamin Holt Dr	West	W Benajim Holt Dr- roadway between McDonalds and Lumberjacks
662-501	5	W March Ln	East	Grand Canal Blvd - South of March between Da Vinci and Lorenzo
662-501	5	Country Club Ln	West	Fontana Ave - South of Country Club past Safeway near apartments
662-501	5	Monte Diablo	West	Ryde Ave - just north of Monte Diablo
662-501	5	N Pershing Ave	East	N Orange St - between Oak and Freemont
662-501	5	W Charter Way	East	S. Harrison St - just north of Charter/MLK Blvd
662-502	5	W 8th St	West	Manthey Rd. - south of W 8th near gas station
662-502	5	Downing Ave	East	Morfield Ave - just north of Downing Ave
662-502	5	French Camp Rd.	West	French Camp Rd. - West of SB 5 off ramp
662-502	5	Mathews Rd	East	El Dorado St. - Just south of E. Mathews Rd
662-502	5	Roth Rd	West	Manthey Rd. - Just north of Roth Rd. in dirt area
662-502	5	W. Lathrop Rd	East	Cambridge Dr. - Just south of W. Lathrop behind Power Market
662-502	120	Yosemite Ave.	At	Guthmiller Rd. - Under SR-120 either side
662-502	120	Airport Way	North	Milo Candini - North of Daniels St. Big League Dreams North Plot
662-25	120	S. Main St.	North	Vanderbilt Cir. - South of Industrial Park Dr.
662-25	120	Union Rd.	South	W. Atherton Dr. - East of Union Rd. JCP P/lot
662-25	99	Jack Tone Rd.	East	99 Frontage Rd. - South of N. Highland Ave. in park and ride
662-25	99	Main St. (Ripon)	East	Frontage.Rd - west of E Main St
662-25	99	Austin Rd.	West	Moffat Blvd. - North of Austin Rd. in front of businesses
662-25	99	E. Yosemite Ave.	West	Cottage Ct. - East of Cottage Ave.
662-25	99	French Camp Rd	West	French Camp Rd - just east of 99 in front of cemetery
662-3	99	Arch Rd	East	Frontier Way - Just north of Arch Way
662-3	99	E Mariposa Rd	East	E Mariposa Rd - just east of 99 in Park and Ride
662-3	99	S Golden Gate Ave	East	S Sinclair Ave - just south of Farmington Rd
662-3	99	Waterloo Rd	East	Waterloo Rd - just east of Piccoli Rd
662-3	99	Cherokee Rd	East	Calloway Ct at Wilcox Rd - just north of Cherokee Rd
662-3	99	E Hammer Ln	West	Sampson Rd - just south of Hammer Ln
662-3	99	E Morada Ln	East	99 Frontage Rd just north of E Morada Ln
662-3	99	Eight Mile Rd	East	99 Frontage Rd just south Eight Mile Rd off NB 99 off ramp
662-3	99	Armstrong Rd	East	Armstrong Rd - just east of Frontage Rd dirt area
662-3	99	Harney Lane	West	S. Cherokee Lane - Just south of Schaffer Dr.
662-3	99	Kettleman Lane	East	Business Park Dr. - North of Kettleman Lane
662-3	99	Central Lodi	East	Beckman Rd. - Just south of E. Victor Rd. in park and ride p/lot
603-14	580	W. Grant Line Rd.	North/South	W. Grant Line/Jess Ranch - JNO and JSO freeway on shoulder
603-14	205	Mountain House Pkwy	North	Mountain House Pkwy. - On east side of street JNO 205
603-14	205	Grant Line/Naglee Rd	South	Joe Pombo Pkwy - On north/south side of street
603-15	205	N. Tracy Blvd.	South	W. Clover Rd. - West of N. Tracy in front of field (turnout)
603-15	205	N. MacArthur Dr.	South	E. Pescadero Ave. - North side of road in Park and Ride
603-15	5	Mossdale Rd	East	Mossdale Rd- dirt area at end of offramp