



STANDARD OPERATING PROCEDURES (SOP)

For The

VENTURA COUNTY FREEWAY SERVICE PATROL

ISSUE DATE: JUNE 16, 2020

MOORPARK AREA CHP OFFICE

610 Spring Road
Moorpark, CA 93021

VENTURA AREA CHP OFFICE

4656 Valentine Road
Ventura, CA 93003

VENTURA COUNTY TRANSPORTATION COMMISSION (VCTC)

950 County Square Drive, Suite 207
Ventura CA 93003

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1.0 Program Overview

1.1 Purpose of Freeway Service Patrol. The purpose of the Freeway Service Patrol (FSP) program is to alleviate non-recurrent traffic congestion problems in metropolitan areas within the state by providing a roving patrol service to remove disabled vehicles, minor collisions, and debris from urban freeways during peak commute hours. The FSP Program is a highly visible congestion relief strategy which has generated a great deal of public support.

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

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

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

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

1.1.1 Program History:

- a) In July 1991 the California Highway Patrol (CHP) and Caltrans, with additional funding and participation from the Los Angeles Metropolitan Transportation Authority, implemented an experimental FSP Program in Los Angeles County. The program goal was to provide traffic congestion relief by immediately removing roadway obstructions from freeways. The success of the project in Los Angeles prompted the Legislature to provide support and funding to expand the program.
- b) Effective January 1, 1992, Assembly Bill 123 created a two-year pilot project which commenced on July 1, 1992. The pilot project studied the feasibility of a statewide effort to license, regulate, and provide training to the highway safety industry. Pursuant to the provisions of the bill, the project established the requirements for development of certification and training standards for emergency road service organizations and their employees who are involved in FSP operations. The FSP operations addressed in the bill are those which are conducted through the cooperative efforts of the CHP, Caltrans, and regional or local transportation agencies.
- c) In December 2019, the Ventura County Transportation Commission (VCTC) acting on behalf of the Ventura County Service Authority for Freeway Emergencies (VC SAFE, which is synonymous with VCTC) approved the submittal of a FSP funding application to Caltrans. On June 5, 2020, VCTC released a Request for Proposals to solicit tow vendors to provide FSP service, with the goal to implement service before the end of calendar year 2020.

1.2 Legislative Intent. The California Legislature has found and declared that the emergency roadside

assistance provided by highway service organizations is a valuable service, which benefits millions of California motorists. Emergency roadside assistance is provided statewide in cooperation with public agencies.

The CHP, in cooperation with Caltrans, is responsible for the rapid removal of traffic impediments on highways within the state. The CHP may enter into agreements with regional or local entities for freeway service patrol operations. It is in the public interest to establish minimum standards for the emergency roadside assistance provided or contracted. It is also necessary to increase the public input into the development of minimum standards. It is important to public safety that FSP Drivers who provide emergency roadside service do not have criminal records which would include violent crimes against persons.

The California Legislature also declares that the CHP, in cooperation with the Caltrans, shall be responsible for establishing the minimum training standards for highway service organization employees and employers who participate in FSP operations.

With the passage of the Freeway Service Patrol Act in September 1992, the FSP was established as a pilot program to study the feasibility of the Legislature's intent and serve as a means of congestion relief. The Los Angeles County Transportation Commission, now known as Los Angeles County Metropolitan Transportation Authority (LACMTA), Caltrans, and the CHP Southern Division pioneered the current FSP Program in June 1991 with Proposition C sales tax revenue.

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

1.3 Scope of the Program. While FSP Drivers (referred throughout as "FSP Drivers") are in the spotlight for all the services they provide, there are three organizations that provide support and direction for Ventura FSP. These organizations include the Ventura County Transportation Commission (VCTC), California Highway Patrol (CHP) and the California Department of Transportation (Caltrans).

1.3.1 Ventura County Transportation Commission (VCTC). VCTC is the transportation authority for Ventura County. VCTC develops, advertises, awards and manages the FSP tow service contract(s). VCTC oversees the means in which the VC SAFE budget is used with the approval of the 17-member Commission. VCTC manages the program funding, and is the applicant to the State to receive State funding, and along with VC SAFE funding provides a local match of 25% to the State funds, so as to fully fund and operate the FSP Program. As the contract administrator, VCTC will disburse funds to the tow truck company only after verification and approval has been provided by the CHP. Additional VCTC responsibilities, include:

- a) Procure and manage FSP field and vehicle communications equipment.
- b) Lead in multi-agency partnership and program coordination.
- c) Design, procure and distribute program materials (magnetic signage, program brochures, FSP survey cards, etc.).
- d) Process Contractor invoices and seek reimbursement from the State.
- e) Ensure that the required insurance policies conform with the contract.
- f) Compile program data to evaluate Contractor and program performance.
- g) Enforce the contract.
- h) Update and revise the SOP in consultation with CHP.
- i) Should Caltrans or a Ventura County City demonstrate a need in using FSP to assist with traffic mitigation during a highway construction project, VCTC is the contract administrator for construction FSP (CFSP).

1.3.2 California Highway Patrol (CHP). There are three local CHP field offices involved and responsible for the daily operations and supervision of the program. The two local Ventura County CHP offices (Moorpark and Ventura) will be responsible for daily FSP oversight, with duties including, but not limited to:

- a) Providing field supervision.
- b) Monitoring FSP Driver performance through ride-a-longs.
- c) Conducting background checks of prospective FSP Drivers.
- d) Ensuring FSP Drivers have met all training and refresher training requirements.
- e) Ensuring FSP Drivers are Certified, carry a valid FSP ID card, and current registration and Motor Carrier Permit of program vehicles.
- f) Performing planned annual tow inspections.
- g) Performing random and cursory tow inspections and tow facility inspections.
- h) Evaluating the FSP Drivers' job performance.
- i) Monitoring and documenting Contractor performance issues.
- j) Conducting Driver complaint investigations.
- k) Communicating directly with the FSP Drivers, providing direction and dispatching FSP tow trucks.
- l) Providing program law enforcement services.
- m) Reviewing statistical data for on-going program evaluation.
- n) Identifying, updating and managing drop points.
- o) Update and revise the SOP in consultation with VCTC.
- p) Processing monthly adjustments (extra time, deductions, and materials costs), documenting SOP violations and providing input to VCTC for Contractor invoice adjustments.

The CHP Southern Division in Los Angeles will assist the Ventura FSP program by providing initial and annual refresher certification to all FSP Drivers.

Throughout this SOP, when referring to the CHP local office staff that oversee the FSP program directly, these staff/officers will be referred throughout as "FSP CHP Supervisor" or "FSP CHP". This is in contrast to the CHP Field Officers, that are referred to as "CHP Officer" or "CHP Unit" or "CHP".

1.3.3 California Department of Transportation (Caltrans). Caltrans' duties include:

- a) Provide funding and oversight for the FSP Programs.
- b) Provide a portion of funding for the Ventura FSP as outlined in the Caltrans/VC SAFE fund transfer agreement.
- c) Provide the resources needed by the CHP to carry out CHP responsibilities.
- d) Supply all reasonable information required for evaluation of the FSP effectiveness in reducing congestion, accidents, and improving air quality.
- e) Prepare program reports and evaluate beat performance.
- f) Review traffic patterns of existing and proposed FSP beats.
- g) Coordinate construction support as it relates to FSP, and if appropriate, coordinate CFSP.

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

FSP vehicles continually patrol assigned beats during their hours of operation.

FSP vehicles are exclusively dedicated to the service during the hours of operation. All maintenance

activities, repairs, etc. shall be conducted during non-service hours.

A few of the duties FSP Drivers provide are to change flat tires, provide jump starts, provide up to one (1) gallon of gasoline or diesel fuel, temporarily tape or repair cooling system hoses and refill radiators.

FSP Drivers are to spend a maximum of ten (10) minutes per disablement in an attempt to repair a vehicle. If a vehicle cannot be mobilized within the ten (10) minute limit, it shall be towed to a drop point designated by the CHP.

FSP Drivers **SHALL NOT** accept gratuities, perform secondary towing services, recommend secondary tows, or recommend repair/body shop businesses.

1.5 California Vehicle Code Requirements (Employer). Tow companies (also referred to as “contractors”) that are contracted by a public agency (such as VCTC) to provide FSP services, who hire or assign Drivers to FSP, must comply with the following California Vehicle Code (VC) sections:

- a) 1808.1(b) VC Employers must participate in the pull notice system which is a process for providing the employer with a report of the FSP Driver’s current driving record indicating any subsequent convictions, failure to appears, accidents, FSP Driver license suspensions, FSP Driver license revocations, or any other actions taken against the driving privilege or certificate, added to the FSP Driver’s record while the Employer’s notification request remains valid and not cancelled.
 - 1) Violation of the requirement for employers of the FSP tow FSP Drivers to participate in a Pull Notice Program is a misdemeanor pursuant to 40000.6 VC.
 - 2) Pursuant to 1808.1(c) VC any employer who employs or continues to employ as a FSP Driver a person against whom a disqualifying action has been taken regarding his/her FSP Driver privilege or required FSP Driver’s certificate, is guilty of a public offense, and upon conviction shall be punished by confinement in a county jail for not more than six (6) months, by a fine of not more than one thousand dollars (\$1,000), or by both.
 - 3) FSP Supervisors are to examine the pull notice report, at a minimum, as part of the annual inspections. Further, Employers are to present the reports upon request to an authorized CHP representative.
 - 4) All FSP companies are required to have FSP Drivers enrolled in the pull notice program on or before November 30, 2020. FSP Drivers not enrolled after November 30, 2020, are to be removed from FSP service until they are in compliance with this requirement.
- b) 2430.5(A) VC Employers must obtain and maintain an application for an FSP tow Driver certificate of all FSP Drivers hired on or after July 1, 1992 (potential hires).
- c) 2430.5(B) VC Employers must obtain and maintain application for an FSP tow Driver certificate of all FSP Drivers hired before July 1, 1992 (currently employed).
- d) 2430.5(C) VC Employers must maintain two (2) employee files as follows:
 - 1) FSP Drivers who have valid certificates issued and a copy of the certificate.
 - 2) FSP Drivers who were recently issued a certificate but not assigned

to the FSP Program.

- e) 2430.5(D) VC Employers must remove an FSP Driver from the FSP Program prior to start of next shift upon notice of any felony arrest or certain misdemeanor convictions and must notify CHP immediately (this includes any traffic citations).
- f) 2436.3(A) VC Every employer must obtain, from the CHP, a CHP Carrier Identification Number and display this number on each tow truck assigned to FSP duty.
- g) 2436.3(B) VC No employer shall operate in any FSP Program if the Carrier Identification Number has been suspended by the CHP.
- h) 2436.3(C) VC The Carrier Identification Number shall be removed before sale, transfer, or other disposal of the vehicle, or from all vehicles upon termination of FSP contract.
- i) 2436.7(D) VC Employers must make all files available for inspection by the CHP upon request during normal business hours.
- j) 12804.9 VC All FSP companies are required to have FSP Drivers obtain a valid medical certificate. FSP Drivers not in possession of a valid medical certificate are to be removed from FSP service until they are in compliance with this requirement.

1.6 Vehicle Code Requirements (FSP Driver). Tow company employees assigned as FSP Program tow truck Drivers, are required to comply with the following Vehicle Code (VC) sections:

- a) 2431(B) VC Any person applying for FSP tow Driver position shall submit an application for issuance of a FSP tow Driver Certificate to the CHP and pay a fee of not more than \$50, whether hired before or after July 1, 1992.
- b) 2431(C) VC Any person applying for an FSP Program tow truck FSP Driver Certificate must submit to a live scan by CHP.
- c) 2436.7(A) VC Any person applying for FSP Driver Certificate must attend an FSP Driver Training Class.
- d) 2436.7(B) VC Any person assigned to the FSP Program must successfully complete an FSP Training Class before being issued a Certificate of Completion.
- e) 2436.7(C) VC Upon being issued a Certificate of Completion, the FSP Driver must provide a copy to his/her employer.
- f) f2432(A) VC It is unlawful for any person applying for an FSP Driver Certificate to knowingly provide false information.
- g) 2430.3 VC Every person applying for or issued an FSP Driver Certificate must notify his/her employer of any felony arrest or certain misdemeanor convictions immediately prior to beginning the next work shift (this includes any traffic citations).
- h) 12804.9 VC All FSP Drivers participating in the FSP Program are required to possess a valid medical certificate.

2.0 Uniform Requirements

- 2.1 Uniform.** All FSP Drivers are required to be in full compliance with uniform requirements at all times during their shift as outlined in the contract. FSP Drivers are required to wear a standard navy blue uniform (shirt and pants or coveralls), a navy blue or black belt with a “professional” looking buckle (if worn) and black work boots with steel toes (OSHA compliant). All uniforms shall be clean, properly maintained, and replaced whenever excessively worn. The uniform *shall not* be worn unbuttoned

(except the uniform shirt or coveralls top button), unzipped, or un-tucked. Any FSP Driver observed wearing a uniform that does not comply with established standards will be placed out of service and the employer fined. (Refer to contract exhibits for the exact uniform specifications).

FSP Drivers are allowed to wear either a navy blue or white t-shirt, long or short sleeved, underneath their corresponding long or short sleeve uniform shirt. A navy blue turtleneck shirt may also be worn under the long sleeve uniform shirt. No other colors are allowed. During cold weather, a plain navy blue jacket may be worn between the FSP uniform and FSP safety vest. No other jackets or coats are allowed. Should the uniform become dirty during the performance of duties during the shift, the FSP Driver shall change uniforms prior to the next shift he/she works.

2.1.1 Approved Hats. FSP Drivers have the option of wearing an approved baseball style hat. The approved hat must be navy blue in color and must display the FSP logo and be neat and clean in appearance. To ensure FSP Drivers look uniform, hats shall be worn forward.

FSP Drivers are also allowed to wear an approved cold weather cap (beanie). The cold weather cap must be navy blue in color, must display the FSP logo, and be neat and clean in appearance. The cold weather cap can only be worn in conjunction with an approved long sleeve shirt or navy blue jacket. Additionally, the cold weather cap must not have a bill, ear flaps, or pull-down face mask, and must be worn appropriately.

VCTC will create and provide patches with the FSP logo; however, the Contractor/or Driver must apply the logo to the baseball style hat and/or to the beanie.

2.1.2 Safety Vest. FSP Drivers are required to wear a FSP safety vest at all times, which must always be the outer most garment. The safety vest is a standard reflective material with the FSP logo on the back, left chest and left sleeve. The safety vest shall not be worn unzipped. Safety vests shall be clean, properly maintained, and replaced whenever excessively worn. FSP safety vests shall not be worn during non-FSP hours.

VCTC will create and provide patches with the FSP logo; however, the Contractor/or Driver must apply the logo to the safety vest.

FSP Drivers are allowed to wear a VCTC-provided FSP service pin (at which point VCTC creates and provides) on the upper right chest area of the safety vest, and placed directly below the FSP Driver's nameplate. The detachable nameplate must be gold or brass in color and contain the first initial of the first name and full last name. Letters shall not exceed ½ inch tall.

2.1.3 Rain Gear. During inclement weather, rain gear (coat, pants, and detachable hood) may be worn. Rain gear must be as specified in their respective employer contracts. The rain gear must meet highway safety requirements and shall be worn under the FSP safety vest, with yellow rain gear as a required color (for safety reasons so as to be more easily seen in rainy conditions). Rain gear must be kept clean and in good condition.

2.2 Professionalism.

2.2.1 Demeanor. An essential element of public service is a FSP Driver's demeanor. For this reason, FSP Drivers shall approach the public with an air of professionalism, courtesy and in a business-like manner. Accordingly, the words "Sir" and "Ma'am" shall be used when addressing the public. Along with courtesy, FSP Drivers shall use good judgment when contacting the public at all times. To avoid being misunderstood or misquoted, and to facilitate the timely removal of vehicles off the freeway, FSP Drivers should keep their conversation with the public to a minimum. Some

motorists contacted may not be in a good mood due to their situation/vehicle's condition, and attempting to initiate a discussion may further upset them. In addition, FSP Drivers shall not attempt to solicit or initiate any social contacts with the motorist they service. For example, an FSP Driver asking a motorist if he/she is married or has a significant other, is an inappropriate conversation. Likewise, FSP Drivers shall not solicit addresses or telephone numbers for personal use. FSP Drivers shall, however, answer any questions pertaining to the FSP Program that are presented to them by the motorist, in a concise and professional manner.

2.2.2 Personal Appearance. The personal appearance of an individual often reflects their sense of pride and personal commitment to the job they are doing. For these reasons, the following uniform requirements and grooming standards have been adopted. If FSP Drivers display tattoos, branding, piercing(s), etc., that could be deemed offensive to the public, then the FSP Driver will be required to cover or remove the piercing(s), tattoos, etc. If the FSP Driver cannot or refuses to cover or remove the item in question, they will be removed from the FSP Program.

2.2.3 Personal Accouterments. FSP Drivers shall not wear any jewelry (this includes earrings, nose rings, tongue studs, etc.) in excess of one (1) watch and one (1) finger ring. The watchband should be made of a non-metallic material and the ring shall not be such that it creates a safety hazard. Facial and body makeup shall be natural tones only (no bright colors are allowed).

2.2.4 Body Decoration and Modifications. Body decoration and/or modifications such as sub dermal implants and tongue splitting are prohibited.

2.2.5 Grooming Standards. Aside from displaying a clean and well-maintained uniform, proper grooming and personal hygiene complete an individual's professional appearance. As a representative of the Freeway Service Patrol, FSP Drivers are expected to look like professionals.

2.2.6 Personal Hygiene. FSP Drivers shall take the necessary steps to stay clean. Fingernails must be kept reasonably clean and trimmed to a length that will not interfere with his/her work duties. To prevent offending the public, FSP Drivers shall, at a minimum, bathe once per day and use deodorant.

2.2.7 Facial Hair. FSP Drivers are required to be clean-shaven. FSP Drivers are allowed to have a mustache and/or goatee that is kept neatly trimmed. Full beards are not allowed. Facial hair may be a fire hazard in the presence of gasoline and also has the potential to become caught in the moving parts of an engine.

2.2.8 Haircuts. FSP Drivers shall maintain haircuts that do not detract from a professional appearance. Regardless of hair length, haircuts shall be kept neat and clean and be of a natural color. For example, "Mohawks" or offensive words etched in the hair are not permitted. For safety reasons, an FSP Driver's hair should not interfere with an FSP Driver's vision or be worn in a manner that it could become caught in the moving parts of an engine. If a FSP Driver's hair is long enough to be tied back, it must be worn in a ponytail or bun and contained within/underneath an approved hat.

2.3 Offensive Actions.

2.3.1 Mannerisms. While in contact with the public, FSP Drivers shall avoid certain mannerisms, which may appear as offensive to an approaching motorist, such as eating or drinking, chewing gum, using tobacco products, placing items such as toothpicks and/or writing utensils in the mouth, as well as other obvious offensive traits. Offensive language will not under any circumstance be tolerated.

2.3.2 Use of Tobacco/ Alternate Smoking Products. Smoking of any type is not allowed in or near the

tow truck during the FSP shift. This will prevent any potential fire hazards. FSP Drivers who smoke (outside of FSP) shall remove their ashes, tobacco waste and cigarette odor prior to the start of each shift. The use of any tobacco product and/or alternative smoking products while on duty is prohibited.

- 2.3.3 Public Radio.** FSP Drivers who wish to listen to a public radio station while working shall listen to a radio station which could not be deemed offensive to the public. Public radio volumes shall be such that the FSP equipment (CHP scanner, mobile phones, etc.) can be clearly heard at all times.
- 2.3.4 Dishonesty.** A Driver found to be dishonest or omitting any information whether verbally or written shall be subject to disciplinary action and/or removal from the FSP Program.
- 2.4 Alcohol and/or Drug Use.** The use of alcohol and/or drugs (legal or illegal) by an on-duty FSP Driver is strictly prohibited. FSP Drivers shall not be under the influence of any drug and/or alcohol while on duty or immediately prior to the commencement of a FSP shift. For clarification purposes, “influence” refers to an individual’s physical impairment. FSP Drivers shall not consume, nor have in their system, any amount of alcoholic beverage or drugs. Any FSP Driver found in violation of this policy will be immediately removed from the FSP Program and may be arrested. Possession of alcohol or drug paraphernalia is strictly prohibited.
- 2.5 Weapons.** Possession or appearance of any weapon while on FSP duty is strictly prohibited. Prohibited weapons include any form of weapon or explosive restricted under local, state or federal regulation. This includes all firearms, illegal knives, or other weapons covered by the law. This is regardless of any license or permit that an individual may have which would otherwise authorize the individual to carry firearms or weapons. In addition, no FSP Driver shall carry or display anything that gives the “appearance” of a weapon to the motoring public.
- 2.6 Sexual Harassment Policy.** The most important aspect of the FSP’s sexual harassment policy is the equal treatment and consideration of all people, without regard to their gender or sexual preference. Consistent with this philosophy as well as local and federal laws, it is the policy of FSP that the working environment and all motorist contacts be free of sexual harassment. Broadly defined, sexual harassment consists of any unsolicited and/or unwelcome sexual advances, requests for favors, or other verbal, physical, or visual conduct of a sexual nature. VCTC, CHP, and/or Caltrans will not tolerate sexual harassment by any FSP personnel. FSP CHP supervision will promptly investigate any accusations of sexual harassment made against an FSP Driver or employer, and appropriate disciplinary action will be taken against those individuals determined to be in violation of this policy, which could possibly include removal from the FSP Program.
- 2.7 Motorist Contact.** No expressions, verbal, written, physical, or visual, of a sexual nature shall be used toward or in the presence of a motorist. FSP Drivers are cautioned about misinterpreting the motorist’s gratitude for services performed as an indication that they are interested in pursuing a personal relationship with the FSP Driver. Actions and/or advances of a sexual and/or personal nature by a motorist toward an FSP Driver does not relieve the FSP Driver from the requirements of the SOP and contract.
- 2.8 Off Duty Conduct.** To maximize the quality of service provided to the public, it is imperative for employers to employ FSP Drivers who are both reliable and have satisfactory personal backgrounds. Before an individual is accepted into the FSP Program, he/she must pass a criminal history check and driving record check. In order to ensure this standard is continuously met, and to ensure the motoring public receives the highest possible quality of service at all times, FSP Drivers must continue to maintain a lifestyle free of illegal activities.

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

- 2.9 Citizen Complaints.** All complaints made against FSP Drivers will be accepted and investigated by a FSP CHP Supervisor in a fair and impartial manner. Complaint investigations are necessary to resolve occasional problems, maintain the reputation of the FSP Program, and identify any problems or additional training needs. As a result of the investigations, the FSP CHP Supervisor may initiate recommendations to VCTC for contract compliance. Should criminal charges be filed, the FSP CHP Supervisor will handle the investigation to conclusion, and if warranted, request prosecution. The most common types of complaints include:
- a) Rude or discourteous conduct, such as yelling, cursing, or making inappropriate hand gestures to a member of the public.
 - b) Lack of service.
 - c) Inappropriate conduct with or towards members of the public, such as displaying behavior with sexual overtones.
 - d) Acceptance of gratuities or charging for services.
 - e) Recommending secondary services.
 - f) Unsafe driving practices.

3.0 FSP Driver Responsibilities

- 3.1 Liability.** As a representative of the Freeway Service Patrol Program, FSP Drivers are required to perform various duties to service the motoring public. In this capacity, the type of services offered by FSP is limited for two reasons. The primary reason is to eliminate any unnecessary tow activities in order to maximize the efficiency of the FSP Driver. The secondary reason is to minimize the potential for any civil/ criminal litigation arising from acts performed by FSP Drivers that are beyond their required duties. He/she could be held liable for any property damage or injury resulting from the incident, regardless of fault.

When encountering incidents or situations not covered in this SOP, it shall be the responsibility of the FSP Driver to use his/her best judgment. **If in doubt, the FSP Driver shall contact FSP CHP to ask for direction.**

- 3.2 Extra Time.** Extra time is used for the completion of an ongoing assist or as directed by CHP Dispatch or CHP at the end of a shift. The employer is paid for extra time at the hourly rate (minute by minute). If a FSP Driver refuses to work extra time, the employer shall be fined and the FSP Driver shall be suspended or removed from the FSP Program.
- 3.3 Limitation of Powers.** FSP Drivers **DO NOT** have any law enforcement officer powers. FSP Drivers shall not become involved in vehicle pursuits or try to take enforcement action against any member of the public. FSP Drivers shall report any serious criminal activity to CHP Dispatch that they encounter or observe. This includes the reporting of any motorists that may be under the influence of alcohol and/or drugs whether moving or stationary. Occasionally, FSP Drivers may be placed in a situation where they have the option of making a private person's arrest. Private person arrests carry liability; the decision to make a private person's arrest shall be the personal choice of the FSP Driver.
- 3.4 Certification.** All FSP tow trucks, while on duty, shall only be driven and operated by a certified FSP Driver. All FSP Drivers must pass a California driver license record check, submit to Live Scan fingerprinting, pass a background check, pass a proficiency test, complete sixteen (16) hours of

classroom instruction and pass a written test, possess a valid medical certificate, complete a National Strategic Highway Research Program 2 (SHRP 2) / National Traffic Incident Management Responder (TIMs) course and complete ten (10) working shifts of ride-a-longs prior to becoming a Certified FSP Driver. One shift is defined as a certified Driver's FSP assignment, which can range from three (3) to eight (8) hours in length, per shift. For example, a Driver candidate may ride-a-long with a Certified FSP Driver on a morning shift from 5:00 a.m. to 9:00 a.m., then on the same day, join the Certified FSP Driver for their afternoon shift from 3:00 p.m. to 7:00 p.m. This would be counted as two (2) ride-a-longs. Once the FSP Driver has completed all the necessary requirements, he/she will be issued a DL64 Tow Truck Driver Certificate. FSP Drivers must have in his/her possession a valid California driver license, a FSP Identification Card, a valid DL 64 Tow Truck Driver Certificate and a copy of their valid medical certificate at all times while on duty.

To maintain their FSP certification, FSP Drivers are required to attend bi-annual FSP Drivers' refresher training (currently is conducted/held out of the Los Angeles CHP Southern Division). Failure to attend any portion of either of the bi-annual FSP Drivers' refresher training will result in the FSP Driver being removed from the FSP Program.

3.5 Working Hours.

3.5.1 Shifts. There are two FSP shifts per day for each beat, operating Monday through Friday. The morning shift operates from 6:00 a.m. to 9:00 a.m. and the afternoon shift operates from 3:00 p.m. to 7:00 p.m. Times and days are subject to change. FSP Drivers are required to sign on with CHP Dispatch during roll call at the beginning of each shift and to sign off with CHP Dispatch during roll call at the end of each shift. FSP Drivers will handle all calls assigned or encountered prior to the end of the shift.

3.5.2 Breaks. FSP Drivers are allowed to take one (1) 15 minute break for each complete 3, 4 or 5 hour shift worked. FSP Drivers are allowed to take one (1) 30 minute break and one (1) 15 minute break for each complete shift beyond 5 or 6 hours but within 7 hours. FSP Drivers are allowed to take one (1) 30 minute and two (2) 15 minute break for each complete shift beyond 7, 8, or 9 hours but within 10 hours. FSP Drivers are allowed to take two (2) 30 minute and two (2) 15 minute break for each complete shift beyond 10 hours, but within 11 hours. FSP Drivers are allowed to take two (2) 30 minute and three (3) 15 minute break for each complete shift beyond 11 hours, but within 12 hours. All breaks shall be taken off the freeway and directly adjacent to the FSP Driver's assigned beat; however it shall not be taken at a residence. The FSP Driver's break begins once the FSP Driver leaves the freeway beat and ends when the FSP Driver re-enters the same beat. Because FSP is a high profile, publicly funded program, taxpayers expect to see FSP Drivers more on the road than on a break. For this reason, and to eliminate any chance of FSP being viewed negatively, all rules pertaining to breaks shall be strictly followed.

FSP Drivers may not take their breaks during the first half hour or last half hour of their shift. Additionally, FSP Drivers who did not take a break, regardless of the reason, will not be allowed to return to their shop early.

Because of the limited number of FSP Drivers on a beat and to continue a positive public appearance, FSP Drivers shall coordinate their breaks with their beat partners so their breaks do not overlap with one another, or occur at the same time - FSP Drivers working the same beat *SHALL NOT* take a break at the same time. If this occurs, penalty time will be assessed. The use of your employer's shop radio (referred throughout as "shop radio"), as well as the required cellular phones that must be present while on shift, will enable FSP Drivers to arrange their breaks

accordingly.

To prevent FSP Drivers from adjacent beats from taking a break at the same location, FSP Drivers can coordinate between themselves, so that no two or more trucks are taking breaks at the same location. At no time should two (2) or more FSP trucks be at the same location at the same time, regardless of the reason for the break.

Restroom breaks, outside of the regular break, are allowed only when necessary and within reason. If a FSP Driver has to take a restroom break, the FSP Driver 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 only after having contacted their beat partner or a FSP CHP Supervisor. During the restroom break, FSP Drivers shall not loiter at that location or purchase food or beverages.

Sleeping is not permitted at any time during shift. This includes sleeping in or out of the truck during a break. Sleeping is defined as actual sleeping or the appearance that one is asleep.

FSP Drivers are not permitted to use the telephone for non FSP reasons during a shift except during an authorized break. If an emergency situation arises where a FSP Driver must use the telephone for non FSP reasons while performing FSP services and on the beat, a FSP CHP Supervisor shall be notified immediately to obtain approval. While performing FSP services and while on the "clock", the Driver's use or the appearance of using a cellphone is not permitted during the shift, with the exception of the push to talk feature, and again, that may only be used in the course of conducting FSP services.

3.6 Out of Service.

3.5.1 Mechanical Breakdown. If the Driver's truck develops a mechanical problem such as a flat tire while in service, the FSP Driver shall notify CHP Dispatch and the FSP CHP Supervisor **immediately** and the truck is to be taken out of service. Trucks that develop mechanical problems should be repaired or replaced by a certified back up FSP tow truck.

3.5.2 Collisions/Operational Damage. Any FSP Driver, who is involved in a traffic collision or causes operational and/or cosmetic damage while on duty, shall **immediately** notify CHP Dispatch and the FSP CHP Supervisor of the collision or damage and advise the details of the incident. A traffic collision or damage shall include any event that results in damage or injury to any party, no matter how minor.

3.5.3 Incapacitated FSP Driver. FSP Drivers who are ill, fatigued, disabled or otherwise incapacitated shall not be allowed to drive. The responsibility for monitoring the condition of the FSP Driver begins with the FSP Driver. Thus, any FSP Driver who feels unable to perform any of the required duties shall notify his/her employer of the problem as soon as possible. If the FSP Driver suddenly feels he/she cannot continue to work during the shift, he/she shall notify CHP Dispatch and the FSP CHP Supervisor immediately. All employers and FSP Drivers shall monitor their fellow FSP Drivers.

3.7 Description of Driver Duties:

- a) Each FSP Driver must be on the beat and ready for patrol, before or at the time the shift starts.
- b) Duties require continuous patrol of assigned beat(s), seeking disabled vehicles, traffic accidents, debris and any other hazardous conditions that may cause traffic congestion.
- c) FSP Drivers are required to give an FSP brochure and FSP survey card to the motorist when initial contact is made. During the contact it is the FSP Driver's responsibility to make sure the motorist remains in a safe location while being serviced.

- d) FSP Drivers are not allowed to spend more than ten minutes attempting to mobilize a vehicle.
- e) FSP Drivers are required to advise CHP Dispatch upon arrival at every incident.
- f) FSP Drivers are to advise the motorist prior to providing any kind of assistance including, but not limited to towing, pushing, fueling, or servicing the vehicle), that the service is provided free of charge by VCTC, CHP and Caltrans. The FSP Driver may provide transportation or towing to a designated drop point where the motorist may make further arrangements at the motorist's expense.
- g) All incidents should be cleared from traffic lanes as soon as possible **before any other service is provided.**
- h) Incidents found already on the right shoulder shall be provided service in order to get the motorist back on the road.
- i) FSP Drivers shall not have more than one truck at an incident unless an additional FSP Driver's assistance is necessary to complete the service. If another FSP Driver is needed, his/her assistance shall be approved by FSP CHP Supervision.
- j) Services may include, but are not limited to: supplying up to one (1) gallon of gas or diesel, changing flat tires, jump starting, making minor repairs and supplying cooling system water. If these services do not get the motorist back on the road, the vehicle shall be towed to a designated drop point.
- k) Vehicles involved in a non-injury traffic collision shall be cleared from traffic lanes, unless a motorist refuses to allow his/her car to be moved. In this case, protect the scene and advise CHP Dispatch. If there are any injuries, no matter how minor, do not move any vehicles until CHP arrives or gives further instructions.
- l) **Vehicles involved in collisions shall not be towed to drop points.** When directed by CHP to tow such vehicles, the vehicles shall be towed to the location designated by CHP at the scene, or, to the right shoulder and turned over to a rotation tow.
- m) Motorists shall not be permitted to ride in vehicles being towed. If there are more motorists than seats available in the tow truck, the Driver shall call CHP Dispatch and request transportation assistance from the beat partner, or from CHP.
- n) Upon completion of any service the FSP Driver must immediately advise CHP Dispatch. **FSP Drivers are to inform CHP Dispatch of the service provided and/or drop point.** FSP Drivers are then required to return to their assigned beat and continue to patrol.
- o) FSP Drivers are to assist CHP Officers as requested. FSP Drivers shall follow instructions and obey orders of CHP Officers at the scene of incidents. FSP Drivers shall not stop to assist a CHP unit without being requested or directed by CHP FSP Supervisor, CHP Dispatch or the CHP Officer.
- p) FSP Drivers are to remove any debris from the roadway to the right shoulder. Location of large items shall be reported to CHP Dispatch who shall contact Caltrans for removal.

3.8 The FSP Tow Truck.

3.8.1 Appearance. All FSP trucks have a uniform appearance. FSP tow trucks are painted white to maintain a lower profile and to provide consistency within the overall program. The paint shall be maintained in good condition and repainted when directed by VCTC or CHP. The FSP trucks shall have a clean interior and exterior. One (1) to two (2) magnetic FSP signs/markings are required to be on each of the doors closest to the engine (in the even the truck has additional cab seating with 2 more doors) of the truck during all FSP shifts, unless otherwise authorized by the FSP CHP Supervisor. The primary magnetic FSP sign/markings depicts the three governmental agencies responsible for the program: VCTC, CHP and Caltrans. VCTC may require two additional magnetic signs/markings identifying VCTC as the sponsoring agency, to be placed under the primary FSP

sign on each door.

Displaying of any forms of advertising (i.e. bumper stickers, flags, signs, business cards, etc.) on trucks during hours of FSP operation is prohibited unless otherwise authorized by VCTC or CHP.

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

3.8.2 Equipment. All trucks proposed for use in the FSP program should be less than a year old with a maximum of 50,000 miles on the chassis and working parts of the truck at the onset of the contract. Extenuating circumstances dictating departure from this specification should be at the consensus of the local FSP partners. The age limit for a FSP truck shall be no longer than five (5) years for cab, chassis, and bed components. Trucks are required to be fully equipped according to contract requirements prior to the beginning of each shift. Refer to Attachment B: TOW TRUCK INSPECTION GUIDE FOR FREEWAY SERVICE PATROL CONTRACT OPERATION 818- FSP-TIG (Rev. 05-2016).

If during a random cursory CHP inspection, equipment is found to be missing and/or non-operational and it is determined that the equipment was not used during the current shift, the truck will be found in violation and will be placed out of service.

Trucks shall start each shift with a full supply of supplemental gas, diesel, and water as required by the contract. FSP Drivers may replenish items used during that shift by notifying CHP and providing an estimated time off beat to replenish supplies (at a gas station, a convenience store or if their base is near the beat). FSP Drivers shall not use this time to replenish items used on a previous shift.

3.8.3 Certified Back-Up Truck. If a FSP truck is determined to be in non-compliance with the contract or SOP prior to the beginning of the shift, a fully equipped certified back-up FSP truck shall be deployed. Only designated and certified back-up FSP trucks may be deployed.

As identified in the contract, the certified back-up truck shall have a clean interior and exterior, have all the required equipment and be ready to be placed into service during all FSP hours.

3.9 Pre-Shift Truck Inspection. All FSP trucks shall be inspected prior to the beginning of each shift. Each truck must be inspected using an inspection worksheet located in the tablet. Any discrepancies shall be fixed prior to the start of each shift. The “check” symbol shall be used for items in compliance and a blank space shall be used for items not in compliance on the form.

3.10 The Beat.

3.10.1 The Beat in General. Each FSP beat may vary in length, may handle a variety of traffic congestion for that specific area, and the number of daily assists performed may vary from beat to beat. Each beat has two assigned trucks patrolling during every shift, along with one back up truck/Driver available, should there be an issue with the primary truck and/or Driver.

3.10.2 Shift Start (10-8):

- a) Truck shall physically be on their assigned beat at the shift start time with FSP signs affixed.
- b) FSP Drivers must have all required supplies (FSP Customer Survey Cards, brochures, etc.) and equipment (gasoline, diesel, water, etc.) needed to service the motorist.
- c) Proper “roll call” procedure requires that you identify yourself by using your “I” (Ida) number

and your last name during roll-call.

The beat limits and turn around points are identified in the contract and SOP and shall be adhered to at all times. Changes or revisions to the beat limits will be issued by VCTC, in consultation with CHP. CHP will then issue changes or revisions to the turnaround points. CHP understands that there will be times when it is necessary to drive beyond the beat limits (such as when a FSP Driver observes a disabled motorist at the end of their beat or when directed by CHP).

3.10.3 Patrolling. FSP Drivers shall continuously patrol their entire assigned beat during the shift, looking for disabled vehicles, traffic collisions, and traffic hazards. This provision does not allow FSP Drivers to leave their shop at the shift start time, or arrive at the shop at the shift ending time.

FSP does not tow motorcycles because the possibility for damage during the towing process is too great. However, the FSP Driver shall offer other assistance. If the motorcycle requires towing, the Driver shall contact CHP Dispatch for a rotation tow appropriate for a motorcycle.

FSP Drivers shall not pass a disabled motorist, traffic collision, or debris while on patrol unless dispatched to a separate call with a higher priority. For example, a FSP Driver who is dispatched to a call of a vehicle blocking a lane, may pass by a disabled vehicle stopped on the right shoulder. However, when appropriate and safe to do so, the Driver shall contact CHP Dispatch to inform them of these potential incidents.

3.10.4 Leaving the Beat. Other than a Driver taking a break, there are three occasions when a FSP Driver is allowed to leave the beat during the shift. They are as follows:

- a) When a truck becomes disabled or the FSP Driver becomes ill or incapacitated.
- b) When a FSP Driver/truck is placed out of service by CHP due to a mechanical problem or contract violation.
- c) When the FSP Driver needs to re-supply after servicing a motorist.

In all of the above cases, FSP Drivers shall notify CHP Dispatch prior to leaving the beat due to an "out of service" status.

3.11 Tips/Gratuities. The acceptance of tips or gratuities is strictly prohibited. If a motorist offers a FSP Driver a tip, the FSP Driver shall inform the motorist that he/she is not allowed to accept tips. FSP Drivers may further advise the motorist that while the gesture is certainly appreciated, the motorist can reward him/her by responding to the survey with a positive comment about the program. Should a FSP Driver encounter a situation where a motorist strongly insists that the FSP Driver accept the tip or the tip is discovered after the motorist has departed, the FSP Driver shall keep track of the survey number associated with receiving the tip. The Driver shall report the tip to a FSP CHP Supervisor and turn the tip in to their employer at the end of the shift. The employer then becomes responsible for turning the tip into VCTC at the next meeting or available opportunity.

Drivers and employers are responsible for placing tip money in an envelope and writing on the outside of envelope: **"FSP TIP RECEIVED"** along with the following information: the date the tip was received, the name of the FSP Driver and their ID number, the tip amount, and the survey number. Tips shall not be consolidated into one lump sum or sent by mail.

3.12 Prohibited Practices. FSP Drivers are prohibited from performing additional services for compensation. FSP Drivers shall not perform secondary towing services, even if it is at the end of shift. FSP Drivers shall not recommend secondary tows, or recommend repair/body shop businesses. The correct procedure to follow when a motorist asks who they can call to repair their vehicle is to politely explain that you are prohibited from referring other businesses and direct them to a general

location where businesses of that nature may be located. FSP Drivers can request a tow service through CHP Dispatch as specifically requested by the motorist.

The only exception to the rule regarding secondary tows is when the FSP Driver contacts CHP Dispatch to have them send a rotation tow truck, the FSP Driver's own company is subsequently contacted by CHP Dispatch, and the FSP Driver has already completed his/her scheduled shift and has been directed by CHP Dispatch to provide the rotation tow.

4.0 Operational Procedures

4.1 Safety.

4.1.1 Motorist Safety. Once a FSP Driver comes in contact with a motorist, he/she is responsible for that motorist's safety and well-being, until the motorist is safely underway again or taken off the freeway to a designated drop point. FSP Drivers shall communicate all appropriate safety instructions to the motorist. If a motorist is outside their vehicle, FSP Drivers should warn the motorist from turning their back to traffic, standing in between vehicles or standing close to the traffic lane. A motorist shall always be advised on how to re-enter traffic once the service is complete.

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

4.1.3 Vehicles in Traffic Lanes. When a FSP Driver encounters a disabled vehicle in the traffic lane, the FSP Driver shall first consider the safest way to approach the situation to remove the vehicle in a timely manner. Depending on visibility and the speed of passing traffic, the FSP Driver shall consider two (2) options.

- a) If visibility is good and traffic is moving slow enough, the FSP Driver shall hook up the vehicle and tow it to a drop point where any necessary service can be completed.
- b) If visibility is poor and/or traffic is moving too fast, the FSP Driver shall position his/her truck on the right shoulder behind the location of the disabled motorist and request a traffic break by a CHP Officer. Once the traffic break is accomplished, the disabled vehicle shall be removed either by pushing or towing and as quickly as possible. It is up to the FSP Driver to make the proper decision as to which option he/she should exercise.

4.1.4 Center Median. Motorists who become disabled within the center median (or center divider) are faced with additional problems as they are restricted to a smaller place with little or no room for escape and where no call boxes are located. A motorist stranded in the center median might be tempted to run across the freeway lanes to get to a telephone or call box. If an FSP Driver encounters an occupied disabled vehicle in the center median, they **shall never leave the motorists**, even when they refuse service, unless a CHP, Law Enforcement, Fire Department or another tow company is present at the scene. If possible, the disabled vehicle should be moved to the drop point. If the motorist already has help enroute, at the very least, the disabled motorist should be moved to the right shoulder or the next safest location. FSP Drivers are encouraged to advise the motorist of drop points. This will enable the FSP Driver to remove the motorist and vehicle out of danger.

4.1.5 Other Locations. In addition to the center median, FSP Drivers shall never leave a motorist in a

gore point, within a lane, partially within a lane, on a narrow shoulder, on a highway on or off ramp, or any other location which would hinder a motorist's ability to safely enter and exit their vehicle. Failure to adhere to this policy could place the FSP Driver in a liability situation. Should a motorist insist on being towed to or requesting to remain in one of these types of locations, or another unsafe location, the FSP Driver shall contact FSP CHP for direction.

4.1.6 Abandoned Vehicles. FSP Drivers are required to stop for abandoned vehicles parked on the shoulder only when a CHP 422 and/or FSP Vehicle Check/ Parking Warning (FSP 422) **cannot** be seen. When stopping for an abandoned vehicle, FSP Drivers shall leave a FSP 422 and an FSP Brochure, and a FSP Survey Card on the vehicle.

4.2 Procedure for FSP Contact.

4.2.1 Occupied Disabled Vehicle On The Right Shoulder:

- a) Park the tow truck safely ahead or behind the 11-26 (occupied disabled vehicle) and use four-way flashers.
- b) Advise CHP Dispatch 11-26 (occupied disabled vehicle), 10-20 (location), and the vehicle's color, make and model.
- c) Begin logging the tablet information.
- d) Turn on external speaker.
- e) **Approach vehicle's right side carrying FSP Brochure and Survey Card.**
- f) Greet party politely, give brochure and survey card, briefly explain the program and determine the need for service.
- g) Perform the service: repair vehicle, add gas, etc. or tow vehicle to drop point (advise CHP Dispatch you are enroute to drop point).
- h) Complete logging of the tablet information.
- i) Advise CHP Dispatch "10-98 and disposition code" or "10-98 and drop point number".
- j) Resume continuous patrol of assigned beat.

4.2.2 Occupied Disabled Vehicle in Traffic Lane:

- a) Should traffic be slow moving, parking behind the disabled vehicle may be the best and safest option. If it appears the Driver may be required to tow the vehicle to the shoulder, then park in front of the disabled vehicle. In addition, if traffic is moving quickly, parking in front of the disabled vehicle will protect the Driver.
- b) Once parked near the disabled vehicle, use hazard and rear amber lights to warn motorists of hazard, if traffic is already slowing/stopping.
- c) Advise CHP Dispatch of 11-25 vehicle (traffic hazard), 10-20 (location), and the vehicle's color, make and model.
- d) Turn on external speaker.
- e) Warn traffic to the rear by using flares or cones while hooking up.
- f) **Approach vehicle safely**
- g) Greet party politely, briefly explain the program and ask if you can move the vehicle to a safe location.
- h) Move vehicle to the right shoulder and advise CHP Dispatch "roadway clear".
- i) Begin logging the tablet information.
- j) Provide the disabled motorist with a brochure and survey card.
- k) Repair vehicle or tow vehicle to drop point (advise CHP Dispatch you are enroute to drop point).
- l) Complete logging the tablet information.

- m) Advise CHP Dispatch “10-98 and disposition code” or “10-98 and drop point number”.
- n) Resume continuous patrol of assigned beat.

4.2.3 Occupied Disabled Vehicle In Center Divider:

- a) Park tow truck safely ahead or behind the 11-25 vehicle (traffic hazard) and use four-way flashers.
- b) Advise CHP Dispatch 11-25 vehicle (traffic hazard), 10-20 (location), and the vehicle’s color, make and model.
- c) Begin logging the tablet information.
- d) Turn on external speaker.
- e) **Approach vehicle’s left side carrying FSP Brochure and Survey Card.**
- f) Greet party politely, give brochure and survey card, briefly explain the program and determine need for service.
- g) Perform the service: repair vehicle, add gas, etc. or tow vehicle to drop point (advise CHP Dispatch you are enroute to drop point).
- h) Complete logging of tablet information.
- i) Advise CHP Dispatch “10-98 and disposition code” or “10-98 and drop point number”.
- j) Resume continuous patrol of assigned beat.

4.2.4 Abandoned Vehicle On Right Shoulder:

- a) Park tow truck safely ahead or behind the 11-26 (occupied disabled vehicle) and use four-way flashers.
- b) Advise CHP Dispatch 11-26, 10-20 (location), and the vehicle’s color, make and model.
- c) Begin logging the tablet information.
- d) Turn on external speaker.
- e) **Approach vehicle’s right side carrying FSP Brochure and Survey Card.**
- f) Determine there is no motorist with the vehicle.
- g) Attach a completed FSP 422 to the vehicle and place a FSP brochure and survey card on the windshield.
- h) Complete logging of tablet information.
- i) Advise CHP Dispatch “10-98 and disposition code”.
- j) Resume continuous patrol of assigned beat.

4.2.5 Abandoned Vehicle In Center Divider:

- a) Park tow truck safely ahead or behind the 11-25 vehicle (traffic hazard) and use four-way flashers.
- b) Advise CHP Dispatch 11-25 vehicle (traffic hazard), 10-20 (location), and the vehicle’s color, make and model.
- c) Begin logging the tablet information.
- d) Turn on external speaker.
- e) **Approach vehicle’s left side carrying FSP Brochure and Survey Card.**
- f) Determine there is no motorist with the vehicle.
- g) **DO NOT ATTACH A FSP 422.** Place a FSP Brochure and Survey Card on the windshield.
- h) Complete logging of tablet information.
- i) Advise beat partner(s).
- j) Advise CHP Dispatch that the vehicle is 11-24 (Abandoned vehicle) “10-98 and H-Henry”.
- k) CHP Dispatch will notify a CHP patrol unit.
- l) Resume continuous patrol of assigned beat.

4.2.6 Abandoned Vehicle In Gore Point:

- a) Park tow truck safely ahead or behind the 11-25 vehicle (traffic hazard) and use four-way flashers.
- b) Advise CHP Dispatch 11-25 vehicle (traffic hazard), 10-20 (location), and the vehicle's color, make and model.
- c) Begin logging the tablet information.
- d) Turn on external speaker.
- e) **Approach vehicle safely carrying FSP Brochure and Survey Card.**
- f) Determine there is no motorist with the vehicle.
- g) Advise CHP of the scene and that the vehicle is abandoned, and seek direction as to whether or not to tow the vehicle.
- h) If directed by CHP, relocate vehicle to a safe location, attach a FSP 422 and place a FSP brochure and survey on the windshield.
- i) If directed by CHP to leave the vehicle as is, **DO NOT ATTACH A FSP 422.** Place a FSP brochure and survey on the windshield.
- j) Complete logging of tablet information.
- k) Advise beat partner(s).
- l) Advise CHP Dispatch that the vehicle is 11-24, "10-98 and proper disposition code". CHP Dispatch will notify a CHP patrol unit, if necessary.
- m) Resume continuous patrol of assigned beat.

4.2.7 Abandoned Vehicle In Traffic Lane:

- a) Park behind vehicle and use hazard and rear amber lights to warn motorists of hazard if traffic is already slowing/stopping; OR Park ahead to prepare for towing if traffic is slow enough.
- b) Advise CHP Dispatch 11-25 vehicle (traffic hazard), 10-20 (location), and the vehicle's color, make and model.
- c) Turn on external speaker.
- d) Warn traffic to the rear by using flares or cones while hooking up.
- e) **Approach vehicle safely carrying FSP Brochure and Survey Card.**
- f) Determine there is no motorist with the vehicle.
- g) Advise CHP of the scene and that the vehicle is abandoned, and seek direction as to whether or not to tow the vehicle.
- h) If directed by CHP, relocate the vehicle to the right shoulder in view of the original location it was found. If there is no right shoulder move the vehicle to the nearest safe location off the freeway.
- i) If moved to the right shoulder, advise CHP Dispatch that the roadway is clear. Attach a FSP 422, place an FSP brochure and survey card on the windshield.
- j) If moved to the nearest safe location off the freeway, advise CHP Dispatch to have a CHP patrol unit and a rotation tow meet with you at your new location. Give CHP Dispatch the license plate number of the vehicle and stand by for CHP unit or the rotation tow.
- k) Complete logging of tablet information.
- l) Advise CHP Dispatch, "10-98 and proper disposition code".
- m) Resume continuous patrol of assigned beat.

4.3 Traffic Collisions. When dispatched to the scene of a traffic collision, FSP Drivers shall adhere to all traffic laws and regulations. FSP Drivers shall not exceed the speed limit. FSP Drivers shall also not pass on the right shoulder or center median unless directed to do so by CHP Dispatch or the CHP

Officer at the scene. FSP Drivers shall never drive with the truck's emergency lights activated.

4.3.1 Traffic Collisions On Right Shoulder. The following guidelines should be followed when a FSP Driver arrives at the scene of a traffic collision before a CHP Officer does.

- a) Park tow truck safely ahead or behind the 11-83 (traffic collision no details) and use four-way flashers.
- b) Advise CHP Dispatch 11-83 (traffic collision no details), 10-20 (location), and the vehicle's color, make and model(s).
- c) Begin logging the tablet information.
- d) Assess the scene (HAZMAT, debris, parties in the roadway, etc.).
- e) Plan for emergency vehicle placement (T.I.M.S.Training).
- f) Turn on external speaker.
- g) **Approach vehicle's right side carrying FSP Brochure and Survey Card.**
- h) Greet parties politely and briefly explain the program.
- i) Check for injuries.
- j) Give one of the parties a brochure and survey card.
- k) Have involved parties and witnesses wait in a safe location.
- l) Inform CHP Dispatch as to what is needed (Paramedics, Fire Department, CHP, rotation tow, etc.)
- m) FSP Drivers do not need to stand by for CHP to respond to a non-injury collision that is on the right shoulder and the motorists are not in any danger.
- n) Complete logging of the tablet information. **Obtain license plate numbers of all vehicles involved!**
- o) Advise CHP Dispatch "10-98 and disposition code".
- p) Resume continuous patrol of assigned beat.

4.3.2 Traffic Collision In Traffic Lanes:

- a) Park tow truck safely behind the 11-83 (traffic collision no details) and use four-way flashers, rear amber lights and/or arrow stick.
- b) Advise CHP Dispatch 11-83 (traffic collision no details), 10-20 (location), the vehicle's color, make and model(s) which lanes are blocked.
- c) Begin logging the tablet information.
- d) Assess the scene (HAZMAT, debris, parties in the roadway, etc.).
- e) Plan for emergency vehicle placement (T.I.Ms Training).
- f) Turn on external speaker.
- g) **Approach vehicle(s) safely carrying FSP Brochure and Survey Card.**
- h) Greet parties politely and briefly explain the program.
- i) Check for injuries.
- j) Give one of the parties an FSP Brochure and Survey Card.
- k) Have involved parties and witnesses wait in a safe location.
- l) Inform CHP Dispatch as to what is needed (Paramedics, Fire Department, CHP, rotation tow, etc.). Seek direction from CHP as to whether or not to tow/move vehicles out of the traffic lanes.
- m) Utilize traffic cones and/ or flares to direct traffic around the traffic collision.
- n) FSP Drivers **shall not** stand by for CHP to respond to a non-injury collision once it is on the right shoulder and the motorists are no longer in any danger.
- o) Injury collisions cannot be moved until directed by a law enforcement officer or fire department personnel.

- p) Complete logging of the tablet information. **Obtain license plate numbers of all vehicles involved!**
- q) Advise CHP Dispatch “10-98 and disposition code”.
- r) Resume continuous patrol of assigned beat.

4.4 Removing Vehicles Involved In A Collision Out of Traffic Lanes. If the scene of a traffic collision meets all of the following criteria, the FSP Driver may tow the vehicles to the nearest safe out-of-lane location, usually the right shoulder.

- a) The collision is non-injury, as determined by the FSP Driver’s inquiry. Any complaint of pain is considered an injury.
- b) All the involved parties (passengers included) are *NOT* under the influence of alcohol and/or drugs, or, if the odor of an alcoholic beverage is *NOT* present. FSP Drivers are *NOT* to ask the party(s) if they are impaired, have been drinking or are under the influence. The Driver shall *ONLY* observe and if the Driver suspects potential impairment, the Driver will contact CHP.
- c) The collision does not involve a crime or hazardous material spill.

4.5 Clearing The Collision Scene.

4.5.1 Non-Injury, Non-Crime, Non-HAZMAT, Non-Alcohol/Drug. The FSP Driver may move the vehicles to the nearest safe out-of-lane location (usually the right shoulder) if all of the following can and will occur:

- a) Parties agree to move.
- b) Vehicle moved to nearest out-of-lane location or shoulder.
- c) Parties also transported to vehicle destination.
- d) FSP Driver notifies CHP Dispatch of movement.

4.5.2 If Injuries Are Involved:

- a) Protect the scene (do not move anything unless ordered to by a law enforcement officer or fire department).
- b) Use cones, flares, lights.
- c) Contact CHP Dispatch to advise them of the injuries and requested assistance.

4.6 Debris In The Roadway.

4.6.1 Traffic Stopped. Position the tow truck on the shoulder ahead of or behind debris allowing traffic to avoid the debris and tow truck. Use caution keep your eyes on traffic and be prepared to take evasive action:

- a) Activate necessary warning lights. (four way hazard lights)
- b) Advise CHP Dispatch of the location of the debris.
- c) Begin logging of the tablet information.
- d) Remove to the right shoulder if possible. Inform CHP Dispatch if the debris is large so Caltrans can respond at a later time to pick it up.
- e) Never turn your back to traffic.
- f) Complete logging of the tablet information.
- g) Advise CHP Dispatch “10-98 and disposition code”.
- h) Resume continuous patrol of assigned beat.
- i) Do not take anything with you!

4.6.2 Traffic Flowing. Position the tow truck on the shoulder ahead of or behind debris allowing traffic to avoid the debris and tow truck. Use caution keep your eyes on traffic and be prepared to take evasive action:

- a) Activate necessary warning lights. (four way hazard).
- b) Advise CHP Dispatch of location and request a traffic break.
- c) Begin logging of the tablet information.
- d) When the traffic break is in place proceed to debris and remove to the right shoulder if possible. Inform CHP Dispatch of large debris so Caltrans can respond later, to remove.
- e) If there are multiple pieces of debris, be sure to advise CHP Dispatch. CHP Dispatch will in turn advise the responding CHP unit. This is for safety reasons and to avoid any confusion.
- f) Never turn your back to traffic.
- g) Complete logging of the tablet information.
- h) Advise CHP Dispatch "10-98 and disposition code".
- i) Resume continuous patrol of assigned beat.
- j) Do not take anything with you!

4.7 Hazardous Materials. A FSP Driver arriving at the scene of a hazardous material spill or potential hazardous material spill is advised to stay as far away as possible from the substance. Hazardous material spills are not uncommon. Recent incidents involving FSP Drivers prompt a reminder that any unknown substance in any package (i.e. bags, boxes, or barrels), or in any form (liquid, gas or solid), should be considered a hazardous material, with the above precautions taken. FSP Drivers should be extremely careful at a collision scene that involves a big rig truck, Fed-Ex or UPS truck since they often carry hazardous materials. All in all, taking a hazardous material incident too lightly may be the last mistake a FSP Driver ever gets a chance to make.

4.7.1 HAZ MAT Scene Procedures:

- a) Protect the scene.
- b) Direct people to a safe location.
- c) Advise CHP Dispatch of the location and the incident (who then may dispatch a CHP unit and/or contact Fire and/or Caltrans).
- d) Check for placards on the vehicle (which may describe the substance inside)?
- e) Any substance leaking? Liquid, powder or gas?
- f) Get information from the impacted motorist and/or transport the motorist to a safe location away from the scene.
- g) Do not open any closed containers or expose enclosed area to air.
- h) Do not walk in or taste unknown substance!
- i) Stay upwind, uphill, and upstream of spilled substances. Hazardous materials do not always emit odors.
- j) Flares should not be used if there is any suspicion that they could ignite an unseen flammable material. The use of traffic cones is encouraged.
- k) Never attempt to rescue unconscious people. Remember that fumes may overcome you very quickly.
- l) You should make a dirt mound to dam up a spill (if substance is non-toxic such as fuel).
- m) This will prevent further spread and contamination of the areas.
- n) Once the scene is secure, log tablet information.
- o) When released from the scene by Law Enforcement-Fire-CALTRANS, Advise CHP Dispatch "10-98 and disposition code".
- p) Resume continuous patrol of assigned beat.

4.8 Assisting Physically Disabled Motorists. FSP Drivers encountering physically disabled motorists on their beat shall make every effort to provide assistance and/or protection to the motorist. In some

cases, the assistance may go beyond the normal scope of duties as outlined in the SOP.

However, CHP Dispatch's or CHP FSP Supervision's approval must be obtained before FSP Drivers perform any service beyond their normal scope of duties. The following steps should be followed when a FSP Driver encounters a physically disabled motorist whose vehicle is in need of a tow.

- a) Ascertain what help if any may already be underway to assist the motorist. If help is already enroute, CHP Dispatch shall be notified of the situation and the FSP Driver shall stand by with the motorist until their help arrives. The FSP Driver should still offer to tow the motorist's vehicle, provided he/she can be safely moved to the tow truck or another vehicle.
- b) If the motorist has no help enroute, the FSP Driver shall ascertain the motorist's physical and mental ability and the FSP Driver's capability of transferring him/her to the tow truck or another vehicle for transportation off the freeway.
- c) If the motorist can be moved into the tow truck, the FSP Driver should complete the tow after moving the disabled motorist into the tow truck.
- d) If the motorist cannot be moved into the tow truck, then a CHP Officer shall be requested to respond to the location to make a decision as to what action to take. While waiting for the CHP Officer to respond, the FSP Driver shall not leave the scene until released by the CHP Officer or CHP Dispatch.
- e) Under no circumstances shall a physically disabled motorist be left unattended at a drop point. An FSP Driver shall never leave a physically disabled motorist unattended on the freeway shoulder unless directed to leave by a CHP Officer or CHP Dispatch.
- f) With regards to assisting a disabled motorist, there is a more significant special relationship and moral responsibility present. A disabled person is more vulnerable to danger as he/she is hindered from moving about.

4.9 Consumer Abuse of FSP Services. Occasionally, FSP Drivers encounter motorists who attempt to use the FSP Program services when they are not needed (i.e. receiving free fuel). If a FSP Driver encounters this type of motorist, the FSP Driver shall take the following actions:

- a) Advise FSP CHP Supervision of the vehicle description, license plate number, state and that it is possibly an abuser of the FSP service.
- b) Notify your FSP beat partner of the situation.
- c) Attempt to start the vehicle BEFORE providing fuel.
- d) If the motorist refuses to allow you to attempt to start the vehicle, offer to tow the vehicle to a drop point and advise CHP Dispatch and CHP FSP Supervision. If there is any doubt of whether the motorist is an abuser, provide them with fuel. There are occasions where a motorist will have used the service in the past week or month. This does not mean that they are abusing the service. The above actions shall only be taken against the obvious abuser and shall in no way prohibit a FSP Driver from providing fuel to a motorist who really needs the service.

4.10 Traffic Control and Scene Management.

4.10.1 Effective Traffic Control:

- a) Provides safety to you and the motoring public.
- b) Warns motorists of incidents ahead.
- c) Gives people a clear understanding of where to go and what to do.
- d) Prevents primary and secondary collisions.
- e) Reduces conflict.
- f) Reduces congestion and maintains a smooth flow of traffic.

4.10.2 General Rules For Directing Traffic:

- a) Maintain professionalism.
- b) Keep alert for drunk drivers, inattentive or sleepy drivers and confused drivers.
- c) Have an escape plan. Have a place to go, plan of action.
- d) Know your surroundings in case you have to jump out of the way of traffic.
- e) **Never turn your back to traffic!**

4.11 Directing Traffic Using Hand Signals. Always remember to stay calm, do not argue and stand sideways. Additional directions while in traffic:

a) YOU make decisions on what to do and how to do it:

- i. Encourage and recommend (hand signals).
- ii. Tell people what you need them to do.
- iii. You need their approval, no harsh/direct orders.

b) Protect them from unseen danger, such as:

- i. Gas Leaks.
- ii. Possible fires.
- iii. Hazardous materials spill.
- iv. People walking around the scene.

c) Problems that may be encountered:

- i. Person may be deaf or have a language barrier.
- ii. Use uniform hand signals they understand.

d) People may get angry or ignore you:

- i. Do not get frustrated.
- ii. Do not go down to their level.
- iii. Do not take anything personally.

e) To stop traffic (only attempt to stop traffic traveling at VERY low speeds!):

- i. Point at the driver.
- ii. Establish eye contact.
- iii. Stand sideways in a safe position.
- iv. Raise pointing hand so that the palm is toward the driver. Hold the position until the driver stops.
- v. Ensure the driver has enough response time.

f) To start traffic:

- i. Stand sideways in a safe position.
- ii. Point toward the vehicle that you want to start moving.
- iii. Establish eye contact.
- iv. Palm up, swing your hand toward your chin.
- v. Point towards the direction you want the driver to go with your free hand.

4.12 Road Flares - How to Set Up a Flare Pattern:

- a) The use of road flares is an effective way to regulate traffic.
- b) Assess the scene and determine what lanes need to be closed.
- c) Determine if there is a fire danger before lighting road flares.
- d) Start away from the collision scene and work your way toward the collision.
- e) When lighting a flare, point it down and away from your body.
- f) Turn your face away.
- g) Strike the flare downward and away against the igniting device.

- h) Keep flares away from your body by extending your arm.
- i) Never hold the burning end of a flare higher than the part you hold in your hand.
- j) Place lighted flare down while keeping your eyes on traffic. Attach flare cap to keep it from rolling.
- k) Try to avoid breathing in toxic fumes from burning flares.
- l) While walking back to the collision scene do not turn your back to traffic.
- m) Do not rely on flares to keep traffic from coming through.
- n) Do not step on burning flares; they will melt your boot.
- o) Do not place flares on plastic or raised reflectors.
- p) Place flares approximately 20 to 25 feet apart.
- q) Flare patterns should be set to direct traffic to one side only.
- r) To extinguish flares, pick it up from the unlit end and rub the burning end on the pavement. Do not throw flares or leave them burning unattended.

4.13 Traffic Cones. The use of traffic cones is an effective way to regulate traffic and these are a few instances where the use of traffic cones would be required. Examples of when to use traffic cones are:

- a) Presence of a flammable substance. (Gasoline, diesel, etc.)
- b) Presence of an explosive.
- c) Fire hazard area: nearby brush could easily catch fire from a road flare.
- d) The placement of traffic cones are essentially the same as road flares.

How to set up a cone pattern:

- a) Assess the scene and determine what lanes need to be closed.
- b) Start away from the collision scene and work your way in toward the collision.
- c) Place cone down while keeping your eyes on traffic.
- d) While walking back to the scene, never take your eyes off traffic.
- e) Place cones approximately 20-25 feet apart.
- f) Cones should be set to direct traffic to one side only.

4.14 Traffic Breaks. Under no circumstances are FSP Drivers allowed to perform traffic breaks (LAW ENFORCEMENT ONLY). Traffic breaks could result in traffic collisions, so request them only when necessary.

- a) Not used for turning trucks around. **Dollies are to be used.** (Flatbeds are not to be requested unless absolutely necessary).
- b) Request a traffic break to remove roadway hazards (Use your exact location to start and end the traffic break and if needed the amount of the debris you will need to retrieve).
 - i. Watch for a natural traffic break, if object is close to the shoulder.
 - ii. Stay alert, traffic breaks do not guarantee safety.

4.15 Animals:

- a) **Unaccompanied Strays on the Freeway.** In dealing with animals on the freeway (live, injured or appearing deceased), assume all are dangerous and will bite you. Leave the capture and removal of these animals to the proper agencies. Simply advise CHP Dispatch of the situation so they may request the proper agency. FSP Drivers shall never take possession of stray animals.
- b) **Animals Inside Motorists' Vehicles.** Should a motorist (whom you are assisting) require a tow to a drop point, and should they be traveling with animal(s), and should the motorist request the animal be transported not in the disabled vehicle but in the FSP truck cab, it is at the discretion of the FSP Driver whether or not to accommodate the motorists' request. If the FSP

Driver is comfortable with this request, only the motorist should handle/manage the animal(s) from the disabled vehicle into the tow truck cab. It is imperative that the animal be restrained PRIOR to being removed from the disabled vehicle (the motorist is to secure the animal(s) in crate(s) and then carry the crate(s) to the Tow Truck, or, the motorist secures the animal with a leash/harness inside the disabled vehicle before the animal exits the disabled vehicle, and is carried or walks to the Tow Truck Cab). If the disabled motorist does not have a crate or leash/harness, and cannot secure the animal outside of the disabled vehicle, or if the FSP Driver is not comfortable with the request, the FSP Driver is to instruct the motorist that during the tow the animal(s) shall remain inside the disabled vehicle. If the motorist is not comfortable with the FSP Driver's direction, the FSP Driver shall contact FSP CHP Supervision for further direction and potential assistance.

4.16 Items of Value. Property of value located on the freeway shall not be removed or handled unless located in traffic lanes. Whenever lost or permanently discarded property is discovered, notify a FSP CHP Supervisor of the item(s) and their location.

4.17 Pedestrians. Unless a pedestrian is clearly identified with a disabled vehicle, **FSP Drivers shall not make contact.** If the pedestrian is wandering dangerously close to the freeway lanes or in lanes, immediately advise CHP Dispatch with your location and attempt to direct traffic around the individual using your tow truck lights until an officer arrives.

a) **REMEMBER: DO NOT STOP!**

b) **If pedestrian is a safety hazard,** notify CHP Dispatch.

c) Give location and a brief description of pedestrian and location.

d) If pedestrian **is not** a safety hazard, notify FSP CHP Supervisor.

4.18 Requesting a Rotation Tow. A rotation tow will be called any time a motorist needs more assistance than the FSP Driver can provide. For instance, if the motorist desires to be towed to a residence, place of employment, service station, place of repair, or other location, and the motorist does not request a specific company, a rotation tow shall be requested via CHP Dispatch (the motorist may not request the tow company currently providing the FSP assist.) Tell the motorist a fee will be charged by that tow company.

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

a) The FSP Brochure says a motorist can request rotational tow service, friend or relative be contacted. If the motorist has a membership tow service and the motorist has the means to do so, encourage the motorist to contact the service provider themselves.

b) If the motorist insists on having CHP Dispatch make the request for further service, only then do you contact CHP Dispatch with the request.

c) **All rotation tow requests shall be made through CHP Dispatch.**

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

4.20 Car Fires. Since FSP Drivers are not adequately trained to deal with fires, they should not become

involved with trying to put one out. FSP Drivers should be aware that smoke inhalation is a dangerous health hazard. The FSP Driver's main objective should be to ensure the motorists safety as well as their own. CHP Dispatch should be promptly notified so the fire department can be contacted. FSP should not be dispatched to car fires on the right shoulder.

Oftentimes during an engine fire, opening the hood will only supply the fire with what it needs to burn—oxygen. This in turn can cause an explosion. **Therefore, FSP Drivers and motorists should never open the hood during a fire!** In addition, battery fires are very dangerous; they emit toxic fumes and can explode without warning.

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

Fire extinguishers located in the FSP truck are to be full, ready for use, and inspected annually with a certification attached. The outside of the FSP truck shall be labeled to indicate where the fire extinguisher is located inside the FSP tow truck. The FSP tow truck fire extinguisher should only be used for the FSP tow truck or FSP Driver.

4.21 Vehicle Damage. When a FSP Driver causes any damage to a disabled vehicle or the FSP tow truck, the FSP Driver shall **IMMEDIATELY** report the damage to the FSP CHP Supervisor regardless of how minor the damage. Broken lug nuts, dents, scratches, and disfigurements are all examples of damage.

When the FSP Driver is requested to proceed with a service, and the FSP Driver anticipates the service will cause damage to the vehicle, the FSP Driver is to complete a FSP Damage Release form and have the party sign it **PRIOR** to performing the service. The FSP CHP Supervisor shall also be notified prior to performing the service.

When a CHP Officer in the field directs a FSP Driver to complete a task, the FSP Driver shall follow those directions provided the task does not endanger the FSP Driver or the public. The FSP Driver shall only advise the CHP Officer of the possible dangers. If the task is not within FSP Policy, the CHP Officer shall be notified as he/she will assume responsibility for any damage or injury occurring. FSP Drivers should not tell the Officer they will not perform the task requested, unless the Driver has not received the proper training (ex. roll-overs and vehicle recovery). Afterwards, FSP Drivers are to notify FSP CHP Supervision, who will take the necessary steps to avoid future misunderstanding between the CHP Officer and FSP Driver(s).

4.22 Traveling To Or From The Beat When Off-Duty. FSP is not required to stop for motorists when off-duty (10-10), travelling to their assigned beat or returning to the company yard/ facility once a shift is completed. FSP may stop for a vehicle blocking the roadway (11-25 vehicle) on their own while enroute to the assigned beat before their shift starts or company yard at the end of shift. If FSP does stop to assist a vehicle blocking the roadway (11-25 vehicle) before starting the shift, communicate via employer's shop radio to your employer, when requesting CHP notification or assist requests.

4.23 Hybrid And Electric Vehicle Policy. Hybrid and Electric vehicles are vehicles which are partially or fully powered by an electric motor. Hybrid and Electric vehicles are similar in appearance to conventional vehicles. However, manufacturers have been proactive in identifying their vehicles by installing insignia on the vehicle body. Hybrid and Electric vehicles can be handled like any other vehicle, except as noted in these guidelines.

The following guidelines shall be followed when a FSP Driver encounters a Hybrid or Electric vehicle in need of assistance. FSP Drivers shall use extreme caution while attempting to service Hybrid or Electric vehicles. Hybrid and Electric vehicles have **high voltage wiring** and components which are

color coded with orange insulation, orange tape, and/or “High Voltage” labels. Contact with damaged high voltage battery modules, components, or cables can result in serious electric shock and/or death. Under no circumstances shall a FSP Driver attempt to repair battery cables on a hybrid or electric vehicles.

FSP Drivers shall not attempt to jump-start a Hybrid or Electric vehicle without referring to the vehicle owner’s manual.

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

NOTES OF CAUTION WHILE ASSISTING HYBRID OR ELECTRIC VEHICLES:

- a) Never assume the Hybrid or Electric vehicle is shut off simply because it is quiet.
- b) Always observe the instrument panel cluster to verify whether the vehicle is on or off.
- c) While the vehicle is stopped, the engine and the traction motor are off. However the vehicle still remains operational.
- d) FSP Drivers shall use extreme caution when pushing vehicles out of traffic lanes following traffic collisions. When doing so, it is imperative to ensure that the ignition key is in the off position.

4.24 Drop Points. Drop points are specific parking areas, designated by FSP CHP, where disabled vehicles are placed when towed off the freeway. Drop points are usually adjacent to the freeway and are not normally more than a 1/2 mile from the beat.

All trucks **shall** be carry the SOP manual, which [Attachment D](#) contains a listing of the FSP designated drop points, for all of beats. Employers shall post updates in a place for all FSP Drivers to read as well as review the updates at the meetings whenever possible.

FSP Drivers are required to drop the towed vehicle off the freeway at one of the designated drop points. FSP Drivers are strictly prohibited from dropping any vehicle at a service station or any private parking facility unless prior approval is given by a FSP CHP Supervisor or directed by a CHP Officer. **FSP Drivers shall provide CHP Dispatch with the drop point, when they are enroute, have arrived, and completed the drop.** This ensures that there is a record of where the motorist and vehicle were left.

4.24.1 Do’s and Don’ts For Drop Points:

- a) When leaving a motorist at a drop point, FSP Drivers shall advise the motorist of any parking restrictions which may exist at that location.
- b) A FSP Driver shall advise the motorist that drop points are for temporary use only. The motorist must remove their vehicle as soon as possible as they are subject to all applicable rules associated with the parking location.
- c) If a FSP Driver drops a motorist’s vehicle in a location where parking is restricted at the time of the drop, the Employer will be held responsible for the error and any ensuing charges incurred by the motorist.
- d) FSP Drivers are the most knowledgeable on drop points. Parking restrictions change frequently. FSP Drivers shall notify a FSP CHP Supervisor of the changes and problems encountered so improvements or changes can be made.
- e) FSP Drivers should attempt to use as many different locations at the drop point as possible. Do not use the same spot each time if there is more than one (1) parking location identified.

Do not take up more than one (1) parking space per vehicle.

- f) Designated drop points may not always be “safe” drop points. Be aware of the motorist’s safety as well as your own.
- g) A FSP Driver is only allowed to take the motorist to the **nearest** available drop point. The motorist shall not be transported from one end of the beat to the other for their convenience.
- h) FSP Drivers are required to ensure the party being assisted accompanies them to the drop point in the tow truck. Do not let the party leave until your job is complete.
- i) FSP Drivers are required to ensure that the party being assisted knows what location they are being dropped at (i.e. cross streets).
- j) Before leaving the vehicle at the drop point, place an FSP 422 on the vehicle. This will assist law enforcement in ensuring the drop points remain clear of abandoned vehicles.

4.24.2 Emergency Procedures/Natural Disaster Contingencies. California has often experienced natural disasters, earthquakes, fires, floods, mud slides and civil unrest. In order to provide safety to the FSP Driver and the public, the following guidelines shall be followed when a disaster occurs.

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

5.0 Vicarious Liability

5.1 Elements. Once a FSP Driver makes any contact with a motorist, the FSP Driver has established a “special relationship.” FSP Drivers are to exercise reasonable care for others once a special relationship has been established. FSP Drivers shall not place motorists, passengers, or pedestrians in a position of foreseeable danger from either traffic or other potentially hazardous factors after contact has been made. The FSP Driver shall not leave the motorist in a worse situation than that which existed before the FSP Driver made contact. This includes leaving a motorist stranded at a drop point where the safety of the motorist may be compromised.

While all drop points have been checked by a FSP CHP Supervisor, FSP Drivers should be aware of any changing conditions that may adversely affect the suitability of any drop site. If, in the FSP Driver’s opinion, a drop point is unsafe, a FSP CHP Supervisor shall be advised immediately.

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

When the disabled motorist has a motor club enroute, the motorist shall be advised as to the services that are offered by FSP and ascertain if the person wants to be assisted by FSP. The motor club can

be canceled by the motorist. FSP can transport the motorist and his/her vehicle off the freeway and notify CHP Dispatch of the new location the motorist has been transported to and CHP Dispatch can forward that information if necessary.

The only exception to this is when the motorist refuses a FSP tow. If this is the case, ask the motorist to sign a FSP Tow Truck Release Form. **FSP must offer its services to any motorist even if they are a member of a motor club.**

If a motorist requests that the FSP Driver wait with them until help arrives, the Driver will ask the motorist for an estimated time of arrival, and will notify CHP Dispatch and a FSP CHP Supervisor. Upon CHP direction, the FSP Driver will wait until the motorist's private assistance arrives, or, until the FSP Driver is relieved by a CHP unit. Should the estimated time of arrival pass and the motorist's assistance does not arrive, the Driver will contact CHP Dispatch and/or a FSP CHP Supervisor for further direction.

5.3 Refusal of Service. Occasionally, FSP Drivers will encounter motorists who decline FSP service. In response to a motorist who refuses/declines service, the following steps shall be followed:

- a) If the motorist already has another form of assistance enroute, the FSP Driver shall still encourage the motorist to accept a FSP tow by:
 - i. Citing the dangers of remaining on the freeway.
 - ii. Offering to have CHP Dispatch call the responding party and direct them to the designated drop point if the motorist is unable to contact the responding party themselves.
- b) If efforts to convince the motorist to accept FSP service fail, the FSP Driver shall consider the motorist's situation and location before making a decision whether or not to leave.
- c) If the motorist is in a hazardous location or any area in which the FSP Driver feels the motorist may be in danger, the FSP Driver shall remain until the other assistance arrives and contact FSP CHP Supervision.
- d) FSP Drivers should understand that for all other situations, good judgment is necessary as special relationships and vicarious liability issues are still present, even when FSP service is refused/declined.

If all attempts to convince the motorist to accept FSP service fail, and the location/situation do not meet the criteria outlined above, then the FSP Driver shall leave the scene and notify CHP Dispatch. To minimize liability situations, FSP Drivers who leave a motorist on the freeway **shall** attempt to have the motorist sign the waiver statement on the FSP Tow Truck Release Form. Should the motorist refuse to sign the FSP Tow Truck Release Form, the FSP Driver shall write "refused to sign" on the signature line, complete the rest of the form and turn it in to their company.

6.0 Tow Truck Operations

6.1 Tow Rigging.

THE EMPLOYER IS RESPONSIBLE FOR PROPER DRIVER TRAINING BEFORE CHP PROFICIENCY CERTIFICATION!

6.1.1 Wheel Lift Safety Straps:

- a) Proper use of wheel tie-down straps or other equivalent wheel restraining device required for wheel lifts and dollies.
- b) Two (2) wheel straps are required when towing with the wheel lift. Two (2) additional wheel straps are required to be used on the dollies when in use. The only exception to the wheel strap rule is when the FSP Driver is towing a vehicle from an extremely hazardous location

such as a traffic lane. In this case, the FSP Driver shall tow the vehicle to the **nearest** out of lane location using the amount of equipment that is safe. The additional wheel straps, safety chains, dolly straps and tow lights can be attached at this time.

6.1.2 Tow Slings (If Equipped):

- a) A 4x4 crossbeam shall be used when using tow slings.
- b) Avoid breaking any steering, suspension, and vehicle components such as sway bar, CV boots, and tie rods. (Employer is responsible for all damage.)

6.1.3 Proper Safety Chain Hook-Up:

- a) Use of two (2) safety chains, (2) wheel straps and tow lights are required at all times regardless of the distance traveled.
- b) Avoid dragging or binding of safety chains. Watch for excess slack in the chain.
 - i. The use of a bungee cord can help in maintaining proper slack.
 - ii. Dragging the chain changes the specifications and the reliability of the chain and is a violation of law.

6.2 Safe Vehicle Operation.

6.2.1 Freeway Driving:

- a) Peak traffic hours, **Stay Alert!**
 - i. Drive in the right lane, except to access a vehicle known to be in the left lanes or center divider.
 - ii. Allow a proper space cushion.
 - iii. Do not drive on shoulders to any incident.
 - iv. Obey all traffic laws unless otherwise directed by a CHP Officer.
- b) Stopping and entering traffic before and after hook-ups.
 - i. The use of emergency lights is prohibited.
 - ii. Build up speed prior to entering traffic.
- c) Check blind spots (front, rear, and sides) and always turn your head to look.
- d) Beware of speed and braking capabilities of the tow truck before and after hook-ups.
- e) Extended stopping distance.
- f) Weather and its effect on driving.
 - i. Stopping distances increase in wet weather.
 - ii. Hydroplaning.
 - iii. Decreased visibility.
- g) City Streets
 - i. Watch for dangers at intersections.
 - ii. Wait and clear the intersection (employ the “left-right-left” rule).
 - iii. When ramping, watch for dangers and unaware motorists.
 - iv. Safe backing with a vehicle in tow; do not rely solely on mirrors.

6.2.2 Vehicle Placement. You may stop either to the front or to the rear of a disabled vehicle:

- a) Be aware of shoulder and center divider widths.
- b) **Never leave a vehicle in the roadway!**
- c) Use **OFF TRAFFIC** side hydraulic controls when preparing to tow; always be alerted to passing traffic.

6.3 Vehicle Equipment and Ratings.

6.3.1 Weight Ratings:

- a) Tow within ratings, i.e. GVWR, GAWR, and GCWR.
- b) Wheel lift ratings
 - i. Extended or retracted.
 - ii. Rating plates.

6.4 Use of Tow Lights.

- a) **Lanes Blocked:**
 - i. Rear amber emergency lights/ arrow stick and four-way flashers.
 - ii. No front amber emergency lights on the freeway.
- b) **Lanes Clear:**
 - i. No amber emergency lights on the shoulder.
 - ii. Four-way flashers only.
- c) **Use the Minimum Amount of Light to Accomplish the Task, because:**
 - i. Drunk drivers and tired drivers are attracted to bright lights.
 - ii. Lights blind oncoming traffic.
 - iii. Additional lighting causes traffic congestion.

7.0 Data Collection System

7.1 General Information. VCTC is required by the State of California to collect and provide accurate and timely reporting on each FSP assist provided to the motoring public. To fulfill the data reporting mandated by the State, a Data Collection System was created using tablet computers. All data is collected in the following manner:

- a) FSP Drivers will utilize a device to collect data while in the field.
- b) FSP Drivers will manually input data into the device using an application (“app”) that was developed specifically for collecting data for the FSP Program.
- c) Prior to the start of each shift the FSP Driver will select their Ida number, truck number, shift and county.
- d) Prior to the start of each shift the FSP Driver will use the tablet to complete a vehicle inspection and will also enter their starting mileage (starting mileage shall be recorded **when they enter their beat at the beginning of their shift**, and not upon starting the truck and leaving their company yard).
- e) The numeric number on the FSP customer survey card is the assist number that is to be entered into the device.
- f) Upon the completion of each shift the FSP Driver will enter their ending mileage (ending mileage shall be recorded **as they leave their beat at the end of the shift**, and not upon entering parking at their company yard).
- g) Upon completion of each assist, the assist data will be uploaded to the cloud for real-time access by VCTC and CHP.

7.2 Guidelines. FSP Drivers are required to give every motorist (whether assisted or not) an FSP brochure explaining the program as well as a FSP Survey Card. The Data Collection System shall be used correctly by all FSP Drivers for every located or dispatched call occurring during the FSP hours of operation. Failure to use the Data Collection System in accordance with the following guidelines is subject to disciplinary action. FSP Drivers shall advise motorists that the FSP Survey Card is not an accident report and it is not retained for public use. FSP Drivers shall never falsify data, or enter incorrect data in the Data Collection System. In order to determine a FSP Driver’s efficiency and professionalism in the field, VCTC, CHP and their employer will review the data collected by each FSP Driver.

The FSP Data Collection User Guide will ultimately be incorporated into this document.

8.0 FSP Program Materials

- 8.1 General Information.** Employers shall maintain an adequate supply of FSP materials that are integral to program operations. Materials include a Brochure, Survey Cards, Motorist Assist Forms, Tow Truck Release Forms, Vehicle Check/ Parking Warnings (FSP 422) and Damage Release Forms – ALL of which are required to be carried in the FSP truck during FSP hours of operation. Drivers shall never falsify any form. Failure to properly use or complete correctly any of the following forms in accordance with the guidelines will result in a fine to the employer and disciplinary action to the Driver. Drivers shall turn in all completed forms to their company at the end of their shift. Employers shall review the forms prior to submitting them to VCTC and CHP.
- 8.1.1 FSP Brochure.** At initial contact with a motorist, the FSP Brochure is required to be handed out with the FSP Survey Card, to the motorist. Drivers shall be familiar with the contents of the FSP Brochure. In addition, FSP Brochures may be handed out to any member of the public that requests information.
- 8.1.2 FSP Survey Card.** At initial contact with a motorist, the FSP Survey Card is required to be handed out with the FSP Brochure Card, to the motorist. One FSP Survey Card is utilized per incident, in that the Card contains a serialized assist number that is inputted for every assist/incident. For those incidents when the FSP Survey Card is not handed to a motorist (debris removal, drive a ways, unable to locate) it shall be utilized to use the assist number to log the incident in the data collection device and then discarded. Drivers shall advise motorists that the FSP Customer Survey Card is not a collision report and it is not retained for public use. The Survey Card is important so that should the motorist respond to the survey, VCTC and CHP can link the survey results to the exact assist, and the Driver providing assistance.
- 8.1.3 FSP Motorist Assist Form.** If the Data Collection System fails, a FSP Motorist Assist Form shall be completed correctly by the Driver for all incidents during the FSP hours of operation, including when CHP Dispatch sends a Driver to an incident where the Driver is unable to locate (UTL). If a vehicle is on the shoulder and suddenly departs upon the Driver's arrival, a FSP Motorist Assist Form is still required to be completed. The form shall also be utilized to indicate when a Driver stops for an abandoned vehicle or debris removal. All FSP Motorist Assist Forms shall be entered into a working Data Collection System device by the end of shift. At that time the FSP Motorist Assist Forms can be discarded if there is no FSP Tow Truck Release Form or FSP Damage Release Form attached.
- 8.1.4 FSP Tow Truck Release Form.** A FSP Tow Truck Release Form shall be completed when a motorist is left on the freeway for any reason (except in a collision). The Driver will request the motorist to review and sign the Tow Truck Release Form. If the motorist refuses to sign the Form, the Driver will write "refused to sign" on the signature line. In the comments section, the Driver shall indicate the reason the motorist was left on the freeway.
- 8.1.5 FSP Vehicle Check/Parking Warning (FSP 422).** Drivers shall affix a FSP Vehicle Check/Parking Warning (FSP 422) to all vehicles that are abandoned, taken to a drop point, or when a party requests to be left on the freeway (exception: collisions). The FSP 422 shall be completed correctly and affixed to the vehicle in a visible location. Use the vehicle's antenna first, and then rear window glass, if necessary. NEVER PLACE THE FSP 422 ON A PAINTED OR PLASTIC SURFACE. For motorcycles or big rigs, place the FSP Vehicle Check/Parking Warning (FSP 422) on the rear tire or with the backing still attached to the FSP 422 into the rear license plate frame. In addition, place

the FSP brochure and FSP survey card on the windshield. If a FSP 422 or CHP 422 is already attached, do not stop unless CHP directs you to assist that vehicle, or, you know the party is now in need of service.

8.1.6 FSP Damage Release Form. A FSP Damage Release Form shall be completed when a provided FSP service might cause damage to the motorist's vehicle. The motorist is required to sign the form **PRIOR** to providing the service. If the motorist refuses to sign the form, the FSP Driver shall write "refused to sign" on the signature line. The FSP Driver shall not service the motorist's vehicle.

8.2 Motorist Assist Form Guidelines (these are draft and will be finalized prior to Driver training):

- a) **DATE:** Today's date. January 5th, 2021 = MO-01, DAY- 05, YR- 21.
- b) **ARRIVAL TIME:** The time of day that you arrived at the assist. **ALL TIME IS IN MILITARY TIME FORMAT.** For example: 7:15 A.M. = 0715 and 4:49 P.M. = 1649 (P.M. times, add 12 to the time).
- c) **DEPART TIME:** The time of day that you complete the assist (this includes the completion of the Motorist Assist Form itself). **ALL TIME IS IN MILITARY TIME FORMAT.**
- d) **DRIVER ID:** The identification number that is on your FSP badge, the "Ida" number, not your truck or company ID number.
- e) **FSP CUSTOMER SURVEY NUMBER:** The FSP customer survey number from the survey card that you are using at the time of the incident. For example: 258455
- f) **DISABLED VEHICLE DESCRIPTIONS:**
 - i. **LICENSE NUMBER:** If there is not a license plate on the vehicle, enter "No Plate".
 - ii. **LICENSE STATE:** Use two (2) letter state code or if unknown what the state code is write the name of the state. (CA or California). If no license plate, enter "No State".
 - iii. **MAKE:** Enter make of vehicle.
 - iv. **MODEL:** Enter model of vehicle or "unknown" if unable to see model.
 - v. **COLOR:** Use primary colors only.
 - vi. **ORIGINAL LOCATION:** Where the vehicle is located on the freeway. Detailed instructions will be provided during training, such as to include distance from nearest off and/or on ramps, nearby mile markers, etc.
 - vii. **LOCATION TOWED TO:** The drop point taken to/left at. If not towed, enter "not towed."
- g) **ASSIST DETAILS:** Select **ONE** answer per question. Tips/guidance are in { }:
 - 1) **DID YOU TOW THE VEHICLE?**
 - i. Shoulder
 - ii. Pushed
 - iii. Off Freeway
 - iv. Not Towed
 - v. Debris- Not Towed
 - 2) **DID THE MOTORIST REQUIRE ADDITIONAL ASSISTANCE?**
 - i. Yes {For all other situations, select "Yes"}
 - ii. No {Tip: if after the assist by FSP, the motorist was able to operate their vehicle and proceed on their way, select "NO"}.
 - 3) **VEHICLE PROBLEM:** {If the vehicle has more than one problem, which happens often, select the one problem that caused the motorist pull off the roadway. For example: The vehicle overheated and the motorist ran down the battery trying to start the vehicle. You assist the motorist by adding water and jump-starting the vehicle. The problem would be "OVER HEAT" not "ELECTRICAL PROBLEM" as the overheated vehicle caused the electrical problem}.

- i. Abandoned
- ii. Accident
- iii. Debris Removal
- iv. Electrical
- v. Flat Tire
- vi. Info/Assistance
- vii. Locked Out
- viii. Mechanical
- ix. Out of Gas
- x. Overheated
- xi. Vehicle Fire

4) VEHICLE TYPE: {Tip: If there is more than one vehicle (which occurs often, especially in accidents), complete the MOTORIST ASSIST FORM for one of the vehicles and place the information pertaining to the remaining vehicles on the back of the form in the comments section. If you select “Debris Removal” in the “PROBLEM WITH THE VEHICLE” section, fill in “Debris” in this section}.

- i. Auto
- ii. Big Rig
- iii. Debris
- iv. Motorcycle
- v. Pick Up
- vi. Truck less than 1 ton
- vii. Truck more than 1 ton
- viii. Van/SUV
- ix. No assist due to size
- x. Other

5) VEHICLE LOCATION WAS:

- i. Found by You
- ii. Dispatched by CHP

6) DISABLED VEHICLE WAS: {Tip: if any part of the vehicle, was in a freeway lane, select “In Freeway Lanes”}.

- i. On a ramp
- ii. On left shoulder
- iii. In freeway lanes
- iv. On right shoulder
- v. Unable to locate
- vi. Other

7) DISPOSITION CODE: Indicate the disposition code or drop point number.

9.0 Communications

9.1 General Procedures.

9.1.1 Location. FSP Drivers 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 law enforcement. If unsure about the precise location to be given, FSP Drivers may, as a last resort, use a prominent landmark to assist CHP Dispatch in determining the correct location.

9.1.2 Initiating a Call to CHP Dispatch. First, it is necessary to identify the party with whom contact is desired by their call sign. For CHP Dispatch, the call sign is “Ventura”. Second, the person calling must be identified. In this case, it will be the FSP Driver’s call sign (For Example, “610-232”). Third, CHP Dispatch must be alerted to the kind of incident encountered. A complete example of this would be: “VENTURA, 610-232, 11-83”. After pre-alerting CHP Dispatch in this manner, the FSP Driver is to wait for CHP Dispatch to acknowledge the FSP Driver and tell him/her to proceed with further details (For Example: “610- 232, VENTURA, go ahead”). The FSP Driver would then state the incident in its entirety. For example, “VENTURA, 610-232, 11-83, Northbound 101 South of Camarillo Springs Road, a red Ford Focus and black Honda Accord blocking #1 and #2 lanes”. Following this push to talk cellular transmission, CHP Dispatch will acknowledge the transmission and proceed accordingly. Remember, FSP Drivers shall pre-alert CHP Dispatch of their incidents as indicated, and **shall not give their transmissions** before CHP Dispatch acknowledges the FSP Driver.

9.1.3 Reporting Emergencies/Priority Traffic. When reporting emergencies and other priority traffic, the FSP Driver should “pre-alert” CHP Dispatch with an indication of the type of emergency present, and wait for CHP Dispatch to acknowledge the call. **A true emergency occurs when a FSP Driver is in immediate danger, has been hurt, or encounters a major/serious collision.** These types of calls should be broadcast as, “VENTURA, 610-232, Priority Traffic”. CHP Dispatch, after acknowledging the FSP Driver, will put all other FSP Drivers waiting to give their communication notifications on standby (10-23). **Reminder: “Priority Traffic” shall only be used in a SEVERE SITUATION, not just when the FSP Driver becomes impatient.**

9.1.4 Access to an Incident. There are many different freeways, interchanges, transition roads, collector roads, and connector roads. Therefore, it is very important that FSP Driver be specific about the locations when communicating to CHP Dispatch, FSP CHP Supervisor or to the partner beat FSP Driver. The FSP Driver should always give the lane number he/she is in. It is also helpful to give access directions to responding emergency vehicles whenever appropriate. The more pertinent information the responding agencies have, the sooner the entire incident will be mitigated.

9.2 Communication Procedures – How to Call CHP Dispatch:

- a) All incidents called into CHP Dispatch should follow the same procedures regardless of the type of call.
 - i. Who you are calling.
 - ii. Who you are.
 - iii. The type of call you are handling.
 - iv. The location of the call.
 - v. Details of the call.
- b) Pre-alert CHP Dispatch with the first three items above. For example: “VENTURA, 610-213, 11-83”.
- c) After receiving an acknowledgment from CHP Dispatch, provide the incident information, using the same format from above.
 - i. For example: “VENTURA, 610-213, 11-83, northbound 101 just south of Camarillo Springs Road, red Honda Accord and black Chevrolet Tahoe blocking #1 and #2 lanes”.
 - ii. Use **ONLY** the type codes supplied to you by CHP.
 - iii. Locations can only have the following descriptors:
 - 1) Westbound
 - 2) Eastbound
 - 3) Northbound

- 4) Southbound
- 5) Just west of
- 6) Just east of
- 7) Just north of
- 8) Just south of
- 9) At
- 10) For Off-Ramps use "ON". For example: "Northbound 101 ON the Camarillo Springs Off Ramp".
- 11) For On-Ramps use "TO". For example: "Wendy Drive on TO southbound 101".
- 12) For Transition Roads use the freeway you are coming from TO the freeway you are going to. For example "Southbound 23 TO northbound 101".

d) Vehicle descriptions should have the color first, make, and then model. For example: "Red Ford F-150".

9.3 Starting Shift and Ending Shift Roll Call Procedures. At the beginning and end of each shift, CHP Dispatch will conduct a roll call to confirm the status of each truck. If a truck is ready and clear, the FSP Driver will advise CHP Dispatch when called that he/she is either 10-8 "In Service" or 10-10 "Out of Service". If a truck is not on the beat and ready for shift, the FSP Driver or FSP Driver from the same company SHALL advise CHP Dispatch that he/she will be late. If a FSP Driver is on a call at the end of the shift, the FSP Driver must advise CHP Dispatch the approximate time that they will clear the call. Additional time will not be paid if a FSP Driver fails to advise CHP Dispatch of an approximate time to clear the call. During each roll call; no other radio traffic shall occur with the exception of emergency traffic. FSP Drivers will wait until CHP Dispatch has completed roll call of all units, prior to giving any other radio traffic.

9.4 Monitoring Scanner Traffic. While patrolling their beats, FSP Drivers should constantly monitor the scanner. To keep FSP Drivers better informed as to what is happening on their beat, as well as to enhance their response times to these various incidents as needed, **FSP Drivers are required to keep their scanner tuned into the appropriate CHP frequency for the beat worked.** The following examples reflect the advantages to listening to the scanner.

- a) A CHP Officer requests a FSP truck which will be heard by the FSP Driver before the request is conveyed to CHP Dispatch. During busy conditions, where mounting requests for service may cause CHP Dispatch to become delayed in giving out the call, the FSP Driver can begin responding before the call actually comes out, from the CHP Dispatcher.
- b) An officer's/dispatcher's report of a traffic collision heard on the scanner will keep the FSP Driver informed as to what is happening on his/her beat. This knowledge will help the FSP Driver become a better traffic manager as it provides information which may assist him/her in restoring the efficient flow of traffic much sooner.
- c) An officer's/dispatcher's report of a dangerous crime in progress, a pursuit taking place, or another traffic hazard present will warn the FSP Driver of hazards to be aware of or avoid.
- d) FSP Drivers can convey CHP scanner communications over their shop radios to another FSP Driver, who may not have heard the scanner.

9.5 Transportation of Females. Consistent with the CHP policies, as well as for accountability and liability reasons, the following procedures shall be adhered to when providing transportation to any female passenger:

- a) Advise CHP Dispatch that you are going to provide transportation for (1) or more females. The proper code for this is "11-48x."
- b) After acknowledging the "11-48x" call, CHP Dispatch will tell the FSP Driver to proceed with

the relevant information, which shall include, in the following order:

- i. FSP Driver's starting mileage, using only the last two (2) whole numbers on the odometer reading, and the tenths on the odometer. For example, for a 25,934.6 odometer reading, the FSP Driver would provide "88.3" to CHP Dispatch.
 - ii. Location where the female is being transported to.
 - iii. An example of this call exchange, would be: Driver: "VENTURA, 610-232, 11-48x starting mileage". CHP Dispatch: "610-232, VENTURA go with your starting mileage." Driver: "VENTURA, 610-232, 11-48x starting mileage is 34.6, enroute to drop location 101-1."
- c) The "11-48x" rule applies to all FSP Drivers transporting 1 or more female passenger(s).**
- d) Upon arrival at the final destination, the FSP Driver shall give CHP Dispatch the ending odometer reading. The FSP Driver will also advise CHP Dispatch that he/she will be 10-6 (unhooking the vehicle). For example: Driver: "VENTURA, 610-232, 11-48x ending mileage". CHP Dispatch: "610-232, VENTURA go with your ending mileage." Driver: "VENTURA, 610-232, 11-48x ending mileage is 35.8, 10-6 unhooking."
 - e) Once at the drop point location, FSP Drivers shall offer additional assistance (such as a rotation tow, AAA, etc.) to the female motorist. All calls for additional assistance shall be made through CHP Dispatch or by the motorist utilizing their mobile device. If requested by the motorist to stay at the location, the FSP Driver shall advise CHP Dispatch and the FSP CHP Supervisor that the party has requested the FSP Driver to wait with them. Once the additional assistance has arrived, the FSP Driver shall advise CHP Dispatch that he/she is clear for additional calls.

9.6 Minimum Communications Procedures/Do's and Don'ts of Radio Traffic. In the event FSP Drivers are directed by FSP CHP Supervision and/or CHP Dispatch to go to "minimum radio traffic", the following aural brevity codes shall be the ONLY information transmitted by push to talk mobile phones: 10-7, 10-8, 10-10, 11-48X, incidents blocking a lane and any need for additional assistance. Remember that the incident will need to be given to CHP Dispatch in its entirety.

Due to the number of trucks operating, the program has adopted the CHP aural brevity codes, disposition codes, and the phonetic alphabet in order to simplify communications. The codes and procedures, as listed in the SOP manual, shall be used when communicating with CHP Dispatch. A few Do's and Don'ts for FSP Drivers:

a) DO'S:

- i. Should the motorist not have a working mobile device, the FSP Driver shall direct motorists to use the public telephone (if available) at the drop point, should a telephone call be requested. Requesting telephone calls ("10-21") over the radio takes up a great deal of air time and shall be avoided.
- ii. Prior to contacting FSP CHP or CHP Dispatch, FSP Drivers shall listen to hear if CHP Dispatch is engaged in conversation with another FSP Driver. Also, FSP Drivers shall adjust the volume on their shop radio and push to talk mobile phones before talking with CHP Dispatch. **Remember to give CHP Dispatch your location (10-20) when first contacted.**

b) DON'T'S:

- i. Use the term "back-up" when speaking with CHP, as this term usually refers to a CHP Officer in need of immediate assistance. If a FSP Driver needs assistance from another truck, CHP Dispatch can be contacted to have the other FSP unit meet with the FSP Driver to provide the assistance.
- ii. A FSP Driver shall not carry on personal conversations with CHP Dispatch or other FSP

Drivers over the push to talk mobile phones. Pleasant and friendly comments such as “Good Morning”, “Have a good night”, etc., only take up time and prevent others who need to legitimately talk to CHP Dispatch from doing so.

- iii. FSP Drivers shall not ask CHP Dispatch to look up drop points for them. Instead, FSP Drivers shall use their Drop Point references in this manual, and advise CHP Dispatch of the exact drop point they will use. Problems or suggestions regarding drop points should be directed through their company manager to FSP CHP Supervisors.

9.7 Helpful Tips and Hints:

- a) Remain calm and try to think about what you are going to say before you say it. It may help in the beginning to write down what you want to say and read it to CHP Dispatch.
- b) When talking on the push to talk mobile phone, it is helpful to have the phone or an earpiece approximately two (2) to three (3) inches away from your mouth and proceed to speak slowly, clearly and briefly. Waiting for the beep after depressing the transmit button will avoid the first part of your transmission from being cut off, otherwise referred to as “rushing your mic”.
- c) Be brief and exact with all communications.
- d) **Listen to CHP Dispatch.** Give them only the information they are requesting.
- e) Always use aural brevity codes, 10-98 disposition codes, and phonetic alphabet as they maintain brevity (brief and exact). Whenever in doubt, use plain English.
- f) Always know your location, in the event CHP Dispatch asks.
- g) All communications must be done in a professional manner due to other agencies and the Federal Communications Commission monitoring these communications.
- h) CHP Dispatch has a very difficult job to do, so do your best to try and make their jobs as easy as possible.

9.8 Other Communications Procedural Considerations:

- a) When CHP Dispatch advises “10-23” (stand-by), all contacts and transmissions with CHP Dispatch stops, until CHP Dispatch resumes traffic. The only exception should be if the FSP Driver has “emergency traffic”.
- b) Only exchange calls with another FSP Driver if by doing so would eliminate an extreme delay. To do so, make the request to speak with another FSP Driver through CHP Dispatch.
- c) All vehicles are assumed to be on the right shoulder unless otherwise stated.

9.9 Secondary Communication Device. FSP Drivers are required to have on their person a secondary communication device (approved cellular device) that has the ability to communicate with FSP CHP Supervisors and is used as a two-way communication device with their company and other FSP Drivers. The secondary communication device must be replaced immediately if it becomes disabled. The secondary communication device must be carried on the FSP Driver’s person at all times during FSP hours.

9.10 Aural Brevity Codes.

Code	Message	Comments
10-1	Reception Poor	
10-2	Reception Good	
10-4	Message Received	
10-5	Relay Message	
10-6	Busy, Stand BY	
10-7	Out-of-Service	

Code	Message	Comments
10-8	In-Service	
10-9	Repeat Transmission	
10-10	Off Duty	
10-11	Frequency Identifier-KA4993	
10-13	Advise Road or Weather Conditions	
10-14	Provide Escort	
10-15	Prisoner In Custody	
10-17	Relay Papers, Supplies, Etc.	
10-19	Return or Report to _____	
10-20	Location Requested	
10-21	Telephone	
10-22	Disregard (message or assignment)	
10-23	Stand By	
10-28	Registration Check	
10-29	Check for Wants (person, vehicle)	
10-30	Improper Radio Traffic	
10-31	Attempted Suicide	
10-35	Officer Requests Back-Up	
10-36	Confidential Information	
10-36A	Confidential Information	
10-36F	Confidential Information	
10-37	What Time Is It?	
10-39	Message or Item Delivered	
10-97	Arrived At Scene	
10-98	Assignment Completed	
11-10	Report Requested	
11-24	Abandoned Vehicle	
11-25	Traffic Hazard	
11-26(x)	Occupied Disabled Vehicle	If "X" designates a Female
11-27	DDL Check, FSP Driver Held	
11-41	Ambulance Required	
11-44	Possible Fatality	
11-48(x)	Provide Transportation	If "X" designates a Female
11-66	Defective Traffic Signals	
11-79	Accident-Ambulance Responding	
11-80	Accident-Major Injury	
11-81	Accident-Minor Injury	
11-82	Accident-Non-Injury	
11-83	Accident-No Details	
11-84	Direct Traffic	
11-85	Tow Truck Needed	
11-86	Bomb Threat	
11-87	Bomb Found	
11-98	Meet _____	
11-99	Office Requires Help	

9.11 Phonetic Alphabet.

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

9.12 Common Radio Acronyms and Abbreviations.

Abbreviation	Description
B.O.	Not working – bad order
E.T.A	Estimated time of arrival
CALTRANS	State Department of Transportation
F.Y.I	For your information
G.O.A	Gone on arrival
P.D.	Police Department
S.O	Sheriff’s Office
T.C.	Traffic collision
U.T.L	Unable to locate
20002	Hit and run – non injury
20001	Hit and run - injury

9.13 Disposition Codes. FSP Drivers must decide which service code most accurately describes the service and provide it upon completion of an assist and subsequent call into CHP Dispatch. For example: “VENTURA, 610-230, 10-98 (J) John”. Note that CHP Dispatch must also be told when a vehicle blocking the roadway (11-25 vehicle) is removed from traffic lanes to the right shoulder (“Roadway Clear”), **prior to repairing or towing it**. The following letters are used with “10-98” when FSP Drivers have completed a call:

Letter	Meaning	Description
A- ADAM	ASSIST	Another FSP truck assisted with any incident.
B- BOY	BATTERY	Jump started, repaired, cleaned terminals, etc.
C- CHARLES	CLEAR	Hazardous object or debris removed from lanes.
D- DAVID	DRIVE AWAY	Vehicle leaves the scene prior to making contact.
E- EDWARD	EXCHANGED INFO	11-82 Parties refuse CHP report and leaving scene.
F- FRANK	FLAT	Changed or repaired tire, rim, valve stem, or added air.
G- GEORGE	GASOLINE	Gas or diesel added and vehicle restarted.
H- HENRY	HIGHWAY PATROL	Assisted or relinquished t/c or incident to CHP.
I- IDA	INFO/ASSIST	Provided directions, non-emergency stop.
L- LINCOLN	LOCKOUT	Opening of a vehicle with keys locked inside.
M- MARY	MECHANICAL	Repaired vehicle component at scene; includes electrical.
O- OCEAN	OVERHEATED	Added water to radiator, taped hoses, let cool, etc.
P- PAUL	PRIVATE ASSIST	Help is 10-97 or responding via mobile, radio, or call box; submit refusal form.
R- ROBERT	REMOVED VEHICLE	Pushed completely off freeway ramp using tow truck’s push bumpers.

Letter	Meaning	Description
S- SAM	SERVICE REFUSED	Driver provides options; motorist refuses help & stays at scene; submit refusal form.
T- TOM	TAGGED	11-24 w/422 attached and safely parked on the right shoulder.
U- UNION	UNABLE TO LOCATE	U.T.L. or G.O.A. - vehicle, hazard or incident.

10.0 FSP Driver Certification and Reinstatement Process

10.1 FSP Driver Certification. The following are required to be completed before the issuing of a California Tow Truck FSP Driver Certificate DL64:

- a) CHP 234F Form (Tow FSP Driver/FSP Driver Information) submitted to CHP.
- b) Successfully pass a driving record and criminal history check.
- c) Pay all processing fees.
- d) Submit to fingerprinting.
- e) Successfully pass a CHP administered Proficiency Test.
- f) Complete a Strategic Highway Research Program's (SHRP 2) / T.I.MS training course and provide a certificate of completion.
- g) Attend and pass a FSP Driver certification class.
- h) Obtain a Medical Examiner's Certificate (MEC) MCSA-5875.
- i) Issued a FSP Driver Identification Card.
- j) Successfully complete ten (10) shifts of ride-a-longs with an approved FSP driver trainer.

10.1.1 CHP 234F (Tow Driver/Driver Information). A CHP 234F shall be filled out completely by the applicant driver, and signed. The CHP 234F must also be signed by the company owner or authorized representative for the company. Any incomplete or false information on the CHP 234F will cause the applicant driver to be removed from the process and they cannot reapply for a period of six (6) months. The CHP 234F must be submitted to the CHP by the deadline established for the scheduled FSP Driver certification class.

10.1.2 Driver License Record Check. As required by California Vehicle Code Section 2340, all applicants and owners are required to have a valid California driver license. Only after a completed CHP 234F is received and accepted by CHP, a driver license record check will be performed. The driver license record check will consist of confirming that the applicant has a valid California driver license and the applicant's point count is within standards set forth in this SOP (refer to Chapter 10, Annex A). If the applicant passes the driver license record check, the applicant shall submit to Live Scan fingerprinting.

10.1.3 DL-64 California Tow Truck Driver Certificate/Application Fees. Tow companies are required to pay an application fee of \$50.00 for each California Tow Truck Driver Certificate application as outlined in California Vehicle Code Section 2430(b).

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

10.1.4 Live Scan Fingerprinting/Criminal History Check. After the processing fee has been submitted, applicants must be fingerprinted by the CHP utilizing the Live Scan fingerprint process. If it is unavailable, the applicant will be directed to an agency that utilizes the Live Scan fingerprinting process. A copy of the completed Request for Live Scan Service form must be submitted to the CHP. As required by California Vehicle Code Section 2340, all applicants and owners are required to have a criminal history check. The criminal history check will consist of a background check to determine if the applicant meets the criteria for a California Tow Truck Driver Certificate as

outlined in California Public Resources Code Section 5164, California Vehicle Code Section 13377 and the FSP Contract. In addition, VCTC, or the CHP may, in its sole discretion, require an employer to replace any FSP Driver or reject a potential FSP applicant driver who it determines is not suitable to represent the FSP Program with the public. Any FSP Driver re-entering the FSP Program after being out of the Ventura County FSP program for 31 days or more may need to be re-fingerprinted and required to pay fees determined by the Department of Justice.

10.1.5 CHP Administered Proficiency Test. All potential FSP Drivers shall be sufficiently experienced in the tasks of tow truck operations and proficient with all required FSP equipment to provide safe and proper service. Each applicant must successfully pass a CHP administered proficiency test. If an applicant does not pass any task on the initial proficiency test, the applicant will be allowed one (1) retest for each task failed prior to a scheduled FSP Driver certification class. Tow companies must supply a certified FSP tow truck and a vehicle to be used for the testing process.

10.1.6 FSP Driver Certification Class. All FSP Driver applicants and employers must attend a FSP Driver certification class as required in California Vehicle Code Section 2436.5. All Driver applicants must successfully complete all prerequisites (CHP 234F, driver license record check, criminal history check, submit processing fee, Live Scan fingerprinting, Tow Truck Driver Certificate DL-64, proficiency testing, SHRP 2/T.I.M.S training course certificate of completion, and possess a Medical Examiner's Certificate (MEC) MCSA-5875) within the required time frames in order to attend a FSP Driver certification class. A FSP Driver certification class is a two (2) day class held at the Los Angeles CHP Southern Division, on the odd months throughout the calendar year. For information, scheduling and other details, contact Sergeant Adam Woods at adwoods@chp.ca.gov.

Applicants are required to successfully pass a written test administered at the end of the FSP Driver certification class. Applicants are required to achieve a minimum score to pass. Applicants that fail to attend both days of the class or do not achieve the required minimum score will be required to attend another two-day FSP Driver certification class.

10.1.7 FSP Driver Identification Card. All FSP Drivers will be issued a FSP Driver identification card. During FSP hours of operation all FSP Drivers shall have their FSP identification card with them and are required to show it upon request (by anyone, a motorist, an officer, etc.) If a FSP Driver loses the FSP identification card, he/she must immediately notify a FSP CHP Supervisor so a replacement card can be issued. The company will be charged the replacement cost of the FSP identification card. Upon termination of a FSP Driver's employment or no longer working as a FSP Driver in Ventura County, the employer shall immediately notify CHP and immediately return the FSP Driver ID to CHP.

10.1.8 FSP Driver Ride-A-Long. All FSP Driver applicants must ride a minimum of ten (10) shifts with an approved FSP Driver trainer within sixty (60) days of completing the FSP Driver certification class. This will help the applicant reinforce what he/she has learned and to ensure the applicant is ready to handle the responsibilities of the job. At any time, if the CHP determines that the FSP Driver is in need of additional training, the FSP Driver will be placed back on training with an approved FSP Driver trainer.

10.2 Reinstatement of FSP Drivers. A FSP Driver that leaves the FSP Program and returns will be required to meet the following requirements prior to working FSP:

a) Thirty Days or Less:

- i. Be current with FSP Driver meetings. If the FSP Driver is not current with the meetings, then the FSP Driver will be required to attend a two-day FSP Driver certification class.

- ii. Pass a driver license record check.
- iii. Pass a proficiency test if tow equipment at new company is different.
- iv. Issued a FSP ID card.

b) Thirty One Days to Six Months:

- i. Have a current California Tow Truck Driver Certificate (DL 64)
- ii. Be current with FSP Driver meetings. If FSP Driver is not current with the meetings, then the FSP Driver will be required to attend the two-day FSP Driver certification class.
- iii. Pass a criminal history check.
- iv. Pass a driver license record check.
- v. Be Live Scan fingerprinted.
- vi. Pass the Proficiency Test.
- vii. Four (4) shifts of ride-a-longs.
- viii. Issued a FSP ID card

c) Six Months to Over One Year: Complete entire process for FSP Driver certification.

10.3 FSP Driver From Another FSP Program. FSP Drivers that are currently employed by a company as a FSP Driver in FSP Program (other than Ventura County's program) will be required to complete the following process prior to working FSP in Ventura County:

- a) CHP 234F Form (Tow Driver/Driver Information) submitted to CHP.
- b) Successfully pass a driving license record check.
- c) Possess a current Tow Truck Driver Certificate (DL-64).
- d) Possess a current Medical Examiner's Certificate (MEC) MCSA-5875.
- e) Submit to Live Scan fingerprinting and pay any fees.
- f) Pass a criminal history check.
- g) Successfully pass a CHP administered proficiency test.
- h) Possess a SHRP 2 / TIMS training course certificate of completion.
- i) Attend and pass a FSP Driver certification class.
- j) Successfully complete ten (10) shifts of ride-a-longs with an approved FSP Driver trainer.

10.4 FSP Drivers Moving Between Companies/Contractors (within the Ventura County FSP Program). FSP Drivers that plan on moving between current FSP tow employers within the program will be required to follow the same procedures listed in reinstatement of FSP Drivers.

10.5 FSP Driver Proficiency. All FSP Drivers are required to work a minimum of one shift every three (3) months. If any FSP Driver fails to work the minimum one shift, that FSP Driver will be removed from service and be required to attend a two-day FSP Driver certification class. Companies shall notify a FSP CHP Supervisor that a FSP Driver is working their minimum one shift or if a FSP Driver fails to work the minimum one shift.

10.6 FSP Driver Retraining. If for any reason it is determined that any FSP Driver is unable to demonstrate proficiency in performing any task required, the FSP CHP Supervisor at its discretion, has the option of assigning the FSP Driver with a FSP Driver trainer for further training and/or having the FSP Driver repeat the completion of the two-day FSP Driver certification class. The training will continue until the FSP Driver is able to complete the required tasks proficiently and can demonstrate the tasks to the FSP CHP Supervisor effectively.

10.7 FSP Driver Trainer. The FSP Driver trainer shall be a full time FSP Driver that has a minimum of six (6) months experience in Ventura and/or Los Angeles FSP operations. FSP Driver trainers may have no more than three (3) write-ups for minor violations and no write-ups for major violations. All trainers must be approved by the CHP. Once approved by CHP the FSP Driver trainer is required to attend the

FSP Driver trainer meetings prior to training. If the FSP Driver trainer fails to attend a FSP Driver trainer meeting, the FSP Driver trainer will be removed as a trainer.

10.8 FSP Safe Driving Record Criteria. The contractual agreement developed by VCTC, approved by the CHP and Caltrans, and awarded to FSP tow company employers, for the Freeway Service Patrol (FSP) Program in the Ventura County area, requires that FSP Drivers applying for certification have a safe driving record. VCTC, CHP, and Caltrans have agreed that the following criteria determine what a safe driving record is, to be eligible for FSP Driver certification.

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

By applying the above point values, FSP Drivers may be denied certification for the FSP Program under the following rules:

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

Point count totals may consist of the following:

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

Commercial endorsement for Class A or B on a FSP Driver license does not change the point count guidelines within the FSP Program.

11.0 Continuous Training

11.1 FSP Drivers' Meetings. All Drivers and Back Up Drivers shall attend mandatory CHP refresher training classes/meetings, which are conducted and held during non-FSP hours through the Los Angeles CHP Southern Division. After the initial FSP Driver certification, a minimum of two (2) separate four (4) hour refresher training courses are required each calendar year, which are typically held in April and October. The refresher training is free. For more information contact Sergeant Adam Woods at adwoods@chp.ca.gov. CONTRACTOR shall pay all Drivers and Back-Up Drivers for attendance at the required training.

A FSP Driver may miss a meeting due to an unforeseen emergency or illness; however, all absences must be approved by FSP CHP. A FSP Driver missing all meetings offered, within the specified period, will be immediately removed from service and be required to re-attend the two-day FSP Driver certification class.

All FSP Drivers are required to bring their FSP SOP to each meeting. Any FSP Driver found without their SOP will be asked to leave the meeting. All FSP Drivers shall be on time to the meeting.

11.2 FSP Driver Trainer Meetings. At which point the program has FSP Driver trainers, there will be mandatory meetings for all approved FSP Driver trainers. The meeting dates and times are scheduled by CHP for the upcoming calendar year by December of the prior year. A FSP Driver trainer may miss a meeting due to an unforeseen emergency or illness. All absences must be approved by the CHP. A FSP Driver trainer missing all meetings within the quarter will be removed as an approved FSP Driver trainer. A FSP Driver trainer not currently employed by a FSP contractor at the time of a quarterly FSP Driver trainer meeting will be allowed to attend one quarterly meeting without being employed by a FSP company. The FSP Driver trainer will be removed as a trainer by the time of the next quarterly meeting if not employed by a FSP company.

All FSP Driver trainers are required to bring their FSP SOP to each meeting. Any FSP Driver trainer found without their SOP will be asked to leave the meeting.

11.3 FSP CHP Supervisor Ride-A-long. Ride-a-longs may be conducted with FSP Drivers by CHP. The number of ride-a-longs and frequency will be determined by the CHP. During the ride-a-longs, the FSP Driver will be evaluated on his driving skills, motorist contacts, safety, uniform appearance, truck equipment and appearance, and communication procedures.

11.4 FSP Technical Advisory Committee Meetings. Contractor/tow company owners or designees are required to attend all FSP Technical Advisory Committee (TAC) Meetings. FSP TAC Meetings are held at the discretion of VCTC and FSP CHP, and may occur monthly at the beginning of the program, to quarterly. If designees are sent in place of the company owner, the designee will be required to speak on the company's behalf and make decisions for that company. The FSP TAC meetings were designed to discuss FSP policy changes, upcoming FSP opportunities, and all other FSP related items.

12.0 Violations and Penalties. To maintain the highest level of service to the public and to ensure contract compliance, the following procedures have been established.

12.1 Violation Definition. Violations of the FSP Contract, Standard Operating Procedures (SOP), or law, will be kept permanently in the company's/Driver's file. Violations may include, but are not limited to:

- 1) Failure to follow grooming standards,
- 2) Missing or inoperable equipment during FSP shift,
- 3) Excessive breaks,
- 4) Failure to inspect FSP truck prior to shift,
- 5) Unsafe work practices,
- 6) Being under the influence of alcohol or drugs, or having an odor, of alcohol or drugs during an FSP shift,
- 7) Sexual harassment,
- 8) Discrimination,
- 9) Soliciting or keeping gratuities,
- 10) Charging motorists for service,
- 11) Recommending a tow service, body shop or any place of repair,
- 12) Soliciting business during FSP hours,
- 13) Using non-certified drivers during FSP, and/or
- 14) Any violation of California law.

Violations of the Contractor/VCTC FSP contract or SOP will be investigated and documented by FSP CHP Supervisors. Documentation will be prepared in a standard format designed and adopted by the CHP. These documents will be presented to the Driver and employer indicating the specific incident

and disciplinary action taken. These documents will also serve as the notice to the Driver and employer of any penalty assessment.

12.2 Penalty Assessment.

12.2.1 Driver and Employer Discipline. The FSP Program has adopted a progressive discipline program. Penalty and discipline assessment will be determined by FSP CHP Supervision and VCTC. Penalty and discipline assessment will be on a case by case basis and will be based on the violation committed and previous disciplinary action. Violations may result in a verbal warning, written reprimand, Driver retraining, Driver suspension from the FSP Program, removal of Driver from the FSP Program, employer fines, or, termination of employer's contract(s).

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

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

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

12.5 Employer Fines. Employer fines are assessed for violations of the FSP contract or the SOP. This includes but not limited to: failing to turn required paperwork in on time (FSP survey cards, FSP Motorist Assist forms, etc.), damage to or misuse of FSP Program equipment, or not supplying operators the proper equipment as required in the FSP contract.

12.6 Penalty/Discipline Assessment Appeal. A FSP Driver or employer has thirty (30) days from the date of assessment to file an appeal to VCTC for the assessment of a penalty or disciplinary action. All appeals must be in writing and shall include what is being disputed and a request of action to resolve the appeal. Once a written request is received, it will be reviewed by VCTC and CHP. If necessary, a meeting will be scheduled between CHP and VCTC and the Driver/employer to determine the final decision on the penalty assessment or disciplinary action.

FSP UNIFORM



ATTACHMENT B: TRUCK INSPECTION SHEET

ATTACHMENT B: FSP TRUCK INSPECTION SHEET

STATE OF CALIFORNIA
 DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
TOW TRUCK INSPECTION GUIDE FOR FREEWAY SERVICE PATROL CONTRACT OPERATION
 818-FSP-TIG (Rev. 05-2016)

Area Number	Company			Truck Number	Legend P = Pass F = Fail
Year	Make	Model	License	VIN	
GVWR	Equipment Type Conventional <input type="checkbox"/> Underlift <input type="checkbox"/> Truck Hit <input type="checkbox"/> Wheel L <input type="checkbox"/>				

P	F		P	F	
		Current Registration / Insurance			Fire Extinguisher: 4B,C Rating, new or exp:
		Age limit: 5 years for cab, chassis, and bed components			Broom: 24 inches wide, coarse bristle
		Minimum GVWR: 14,000 pounds			Shovel: Square point
		Paint: White Only, 4" max black lettering			Large Pry Bar: Minimum 36 inch length
		Rubber faced vertical push bumper(s)			Wood Crossbeams: 1 ea., 4"x4"x48" and 4"x4"x60"
		Vehicle numbers on both sides			Hydraulic Floor Jack: 2-Ton capacity
		2 FSP signs			Portable air tank: 80 lb. min, or Compressor w/ 50' min hose
		Headlights			Bolt Cutters
		Turn Signals			Trailer Hitch Balls: 1 7/8" and 2", with mount
		Reflectors, Front and Side			One 4 - Ton snatch block
		Clearance Lamps (>80" Wide)			Flares: Total burn time of 360 minutes minimum
		Amber Warning Lights: Front/rear selectable, in-cab controls			Metric and Standard 4-way Lug Wrenches
		License Plate Lamp			Sledge Hammer: 4 pound
		Tail Lamps			Utility / Motorcycle Straps
		Stop Lamps			One Pair of Spacer Blocks / 2 Wood blocks 4"x6"x12"
		Backup Lamps			Steering Wheel Securement Device
		Rear work lights			Funnel with flexible spout
		Reflectors, Rear			Water Container: Plastic, 5 gallon
		Extension Tail/Stop Lamps			Fuel in Approved Plastic Containers: Gas/Diesel, 5 gal. each
		Fenders / Mudguards			Absorbent Can with lid: 5 gal. of clean absorbent
		Safety chain D-ring or eyelet mounted on rear of truck			Trash Can with lid: 5 gal., empty
		(2) Safety Chains: 5/16" Alloy or OEM Spec., 5 ft. min.			Cones: 6 ea., 18 inch height, reflectorized w/tape
		Windshield			Booster cables: 3 ga. Cu., 25 ft., H-D clamps, fit truck
		Windshield Wipers			Booster Cable Connectors: mounted front and rear
		Spotlight: Body mounted, front to rear coverage			Tow Dolly Assembly with 2 wheel tie down straps
		Service Brakes			Battery Rating: 60 Amp-hour or greater
		Parking Brake			Tire Tread
		Mirrors			Wheels
		Horn			Suspension
		Beam Indicator			Steering
		Cab interior lighting suitable for reading and writing			Frame
		Truck to Shop Communications System			Exhaust System
		FSP Two-Way Radios / Terminals			Fuel Cap(s)
		Scanner: Operating and Properly programmed			Tool Kit
		Public Address System			Screwdrivers: 1/8", 3/16", 1/4", 5/16" Flat; #1, #2 Philips
		Flashlight			Adjustable Wrenches: 8" and 12"
		Spare flashlight batteries / Charger for rechargeable			Pliers: Needle nose and adjustable rib joint, 2 inch capacity
		First Aid kit: 5"x9"			Duct tape, Electrical tape, mechanics wire: 1 roll each
		Lockout Tool Set			Rubber Mallet
		Warning Devices (Reflectors)			Tire Pressure Gauge

WRECKER - GENERAL

P	F		P	F	
		Manufacturer Rating Plates			Wrecker Controls
		Controls Labeled			Throttle Control
		4-Ton Boom Assembly			Hydraulic Rams, Hoses, Valves
		Body and Towing Equipment Mounting Bolts			100' 3/8" 6x19 Cable or OEM Spec., Work. load: 3500 lbs.
		Sling Assembly, Rating: 3,000 Pounds (if equipped)			Cable Sheaves
		(2) Tow Chains 5/16" Grade 70 with J/T Hooks			Winch: _____ Type: _____
					Winch: Rated 8,000 pounds on first cable layer

WHEEL LIFT

P	F		P	F	
		Wheel Lift Assembly; Rated 3,000 Pounds-Extended			"L" Arms
		Pivot Pin			Claw
		(2) Wheel Tie Down Safety Straps with ratchets			Cradle / Straps / Chains

P	F		P	F	

Comments:		
* - Item(s) repaired / replaced and in compliance at initial inspection.		
Initial Inspection By	Date	Tow Company Representative

Comments:		
φ - Item(s) in compliance after re-inspection.		
Re-Inspection By	Date	Tow Company Representative

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ATTACHMENT B CONTINUED...FSP FLAT BED INSPECTION SHEET

STATE OF CALIFORNIA
 DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
TOW TRUCK INSPECTION GUIDE FOR FREEWAY SERVICE PATROL CONTRACT OPERATION
 818-FSP-TIG (Rev. 06-2016)

Area Number	Company			Truck Number	Legend P = Pass F = Fail
Year	Make	Model	License	VIN	
GVWR	Equipment Type Convent <input type="checkbox"/> Underlift <input type="checkbox"/> Truck Hit <input type="checkbox"/> Wheel L <input type="checkbox"/> Car Carri <input type="checkbox"/>				

P	F		P	F	
		Current Registration/ Insurance			Fire Extinguisher: 4BC Rating, new or exp:
		Age limit: 5 years for cab, chassis, and bed components			Broom: 24 inches wide, coarse bristle
		Paint: White Only, 4" max black lettering			Shovel: Square point
		Rubber faced push bumper(s)			Large Pry Bar: Minimum 36 inch length
		Vehicle numbers on both sides			Wood Crossbeams: 1 ea., 4"x4"x48" and 4"x4"x60"
		2 FSP signs			Hydraulic Floor Jack: 2-Ton capacity
		Headlights			Jack stand: 2-Ton capacity
		Turn Signals			Portable air tank: 80 psi. min, or compressor w/ 50' min hose
		Reflectors, Front and Side			Bolt Cutters
		Clearance Lamps (>80" Wide)			One 4 - Ton snatch block
		Amber Warning Lights: Front/rear selectable, in-cab controls			Flares: Total burn time of 360 minutes minimum
		License Plate Lamp			Metric and Standard 4-way Lug Wrenches
		Tail Lamps			Sledge Hammer: 4 pound
		Stop Lamps			Utility/ Motorcycle Straps
		Backup Lamps			Steering Wheel Securement Device
		Rear work lights			Funnel with flexible spout
		Reflectors, Rear			Water Container: Plastic, 5 gallon
		Extension Tail/ Stop Lamps			Fuel in Approved Plastic Containers: Gas/Diesel, 5 gal. each
		Fenders / Mudguards			Absorbent Can with lid: 5 gal. of clean absorbent
		Windshield			Trash Can with lid: 5 gal., empty
		Windshield Wipers			Cones: 6 ea., 18 inch height, reflectorized w/ tape
		Spotlight: Body mounted, front to rear coverage			Booster cables: 3 ga. Cu., 25 ft., H-D clamps, fit truck
		Service Brakes			Booster Cable Connectors: mounted front and rear
		Parking Brake			Battery Rating: 60 Amp-hour or greater
		Mirrors			Tire Tread
		Horn			Wheels
		Beam Indicator			Suspension
		Cab interior lighting suitable for reading and writing			Steering
		Truck to Shop Communications System			Frame
		FSP Two-Way Radios / Terminals			Exhaust System
		Scanner: Operating and properly programmed			Fuel Cap(s)
		Public Address System			
		Flashlight			
		Spare flashlight batteries/ Charger for rechargeable			Tool Kit
		First Aid kit: 5"x9"			Screwdrivers: 1/8", 3/16", 1/4", 5/16" Flat; #1, #2 Philips
		Lockout Tool Set			Adjustable Wrenches: 8" and 12"
		Warning Devices (Reflectors)			Pliers: Needle nose and adjustable rib joint, 2 inch capacity
					Duct tape, Electrical tape, mechanics wire: 1 roll each
					Rubber Mallet
					Tire Pressure Gauge

WRECKER - GENERAL

ATTACHMENT B (Continued): FLATBED INSPECTION SHEET

P	F		P	F	
		Manufacturer Rating Plates			Throttle Control
		Wrecker Controls on both sides of vehicle			Hydraulic Rams, Hoses, Valves
		Control Labels			Winch: Type:
		Body and Towing Equipment Mounting Bolts			Winch: Rated 8,000 pounds on first cable layer
		Cable Sheaves			Safety chain D-ring or eyelet mounted on rear of truck

WHEEL LIFT

P	F		P	F	
		Minimum GVWR: 14,000 lbs.			"L" Arms
		Wheel Lift Assembly; Rated 3,000 Pounds-Extended			Cradle / Straps/ Chains
		Pivot Pin			Claw
		(2) Wheel Tie Down Safety Straps with ratchets			100' 3/8" 6x19 Wire rope or OEM Specifications
		4-Ton Boom Assembly			(2) Tow Chains 5/16" Grade 70 with J/T Hooks
		Sling Assembly; Rating: 3,000 Pounds (if equipped)			Tow Dolly (with wheel tie down straps)
		One pair of spacer blocks or 2 wood blocks 4"x6"x12"			(2) Safety Chains: 5/16" Alloy or OEM Specifications 5 foot min. length

CAR CARRIER/ TWO VEHICLE

P	F		P	F	
		Minimum seating capacity for 5 adults			50' 3/8" 6X19 Wire rope or OEM Specifications
		GVWR: Minimum. 21,000 lbs.; Rear GAWR 15,000 min.			J/T Hook Loading Bridle Chains
		Carrier Bed Frame			4 Safety Chains 5/16" Alloy or OEM Specifications
		Bed Material: Steel or Aluminum			Wheel Lift Assembly; Rated 3,000 Pounds-Extended
		Bed Length: 19.5 ft. minimum			(2) Wheel Tie Down Safety Straps with ratchets
		Bed Hinges			One pair of spacer blocks or 2 wood blocks 4"x6"x12"
		Bed Safety Lock			Motorcycle loader for flatbeds
		Tie Downs: 8 each, one near each corner of the bed, two each side of bed distributed between corner tie downs, each must accommodate snatch blocks			(2) Safety Chains: 5/16" Alloy or OEM Specifications 5 foot min. length

Comments:

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Initial Inspection By	Date	Tow Company Representative
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Comments:

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Re-Inspection By	Date	Tow Company Representative
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ATTACHMENT C: GUIDE TO JUMPSTARTING A VEHICLE

ATTACHMENT C: JUMP STARTING A VEHICLE

Dangers Jump Starting a Dead Battery

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

WARNING: BATTERIES PRODUCE EXPLOSIVE GASES

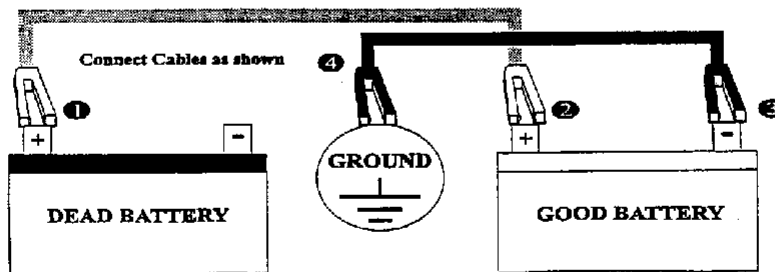
Keep sparks, flames and cigarettes away from batteries at all times. Wear eye protection. Don't lean over batteries during jump-starting. See owner's manual for instructions

JUMP-START INSTRUCTIONS:

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

ATTACHING THE CABLES: (Do in order listed)

- 1 Clamp one jumper cable to the positive (+) terminal of dead battery (wired to starter or solenoid). Do not allow positive cable clamps to touch any metal other than on battery.
- 2 Connect other end of positive (+) cable to positive (+) terminal of good battery.
- 3 Connect one end of the second cable negative (-) to other negative (-) terminal of the good battery.
- 4 Make final connection on engine block of stalled engine (not to negative post) away from battery, carburetor, fuel line, any tubing or moving parts.
- 5 Stand back from both vehicles. Start vehicle with good battery-then start the stalled vehicle.
- 6 Remove cables in reverse order of connections beginning by first removing cable from engine block or metallic ground.



ATTACHMENT D: FSP DROP LOCATIONS

Beat	Drop Location Name	Drop Location Address	Highway Access	Pay Phone	Amenities	Turning & Clearance	Transit Stop Nearby	Notes	Photo
US 101 - 1	Kanan PNR	29165 Roadside Dr., Agoura Hills, CA 91301	Exit US 101 N/B and S/B @ Kanan Rd. (PNR is SE of interchange, JEO Roadside Dr & Kanan Rd.)	No	Service Station; lighting	NB side is a tight fit with few reachable spaces for truck	Yes (SB)	3.5 Miles Outside of 101-1 Beat	
US 101 - 1	Thousand Oaks Community Center & Trnsprtn. Center	265 S. Rancho Rd, Thousand Oaks, CA 91361	Exit US 101 N/B and S/B @ S. Rancho Rd. (Center is SW of interchange)	Yes	Transit Center, Electric Car Charging & lighting	Yes	Yes		
US 101 - 1	Rancho Conejo PNR	2305 Borchard Rd, Thousand Oaks, CA 91320	Exit US 101 S/B @ Borchard Rd; or N/B@ Rancho Conejo Blvd. (PNR is NW of the interchange)	No	No Close Stores or Service Station, Video Surveillance; lighting	Yes	500 Feet to Bus Stop		
US 101 - 2	Pleasant Valley PNR	5006-5098 Calle Cuesta, Camarillo, CA 93012	Exit US 101 N/B and S/B @ Santa Rosa Rd. (PNR is SE of interchange, JEO Santa Rosa Rd & Calle Cuesta)	No	Service Station; lighting	Yes	2000 Feet to VCTC Bus Stop	Good for drops north of Wendy Dr.	
SR 118 - 1	Moorpark College PNR	766E E Los Angeles Ave, Simi Valley, CA 93065	Exit SR 118 E/B & W/B @ Collins Dr. (PNR is SE of interchange, JEO Collins Dr & LA Ave)	No	None, does have lighting	Yes	1/2 Mile to Bus Stop		

Beat	Drop Location Name	Drop Location Address	Highway Access	Pay Phone	Amenities	Turning & Clearance	Transit Stop Nearby	Notes	Photo
SR 118 - 1	Erringer Road PNR	2450 Erringer Rd, Simi Valley, CA 93065	Exit SR 118 E/B and W/B @ Erringer Rd. (PNR is SW of interchange)	No	None; does have lighting	Yes	700 Feet to Bus Stop		
SR 118 - 1	Sycamore Dr. PNR	2551 Sycamore Dr, Simi Valley, CA 93065	Exit SR 118 E/B and W/B @ Sycamore Dr. (PNR is SW of interchange)	No	Service Station; lighting	Yes	1000 Feet to Bus Stop		
SR 118 - 1	Tapo Canyon PNR	Located in the EB onramp to SR 118 - location: 34°16'52.0"N 118°43'06 (google maps address is not correct)	Exit SR 118 E/B and W/B @ Tapo Canyon Rd. (PNR is SW of interchange, within the EB onramp)	No	Service Station; lighting	Yes	300 Feet to Bus Stop		
SR 118 - 1	Stearns PNR	2494A Stearns St, Simi Valley, CA 93065	Exit SR 118 E/B and W/B @ Stearns St. (PNR is SE of interchange)	No	Service Station; lighting	Yes	800 Feet to Bus Stop		

Beat	Drop Location Name	Drop Location Address	Highway Access	Pay Phone	Amenities	Turning & Clearance	Transit Stop Nearby	Notes	Photo
SR118 - 1	Rocky Peak Rd.	Santa Susana Pass Rd & Rocky Peak Rd Simi Valley, CA 93063	Exit SR 118 E/B and W/B @ Rocky Peak Rd. (parking is available on south side of Freeway)	No	None & no lighting	Few Spaces, Blind Turn on Street	No	A less than optimal drop off with safety issues	