

FAQ Frequently Asked Questions

- **If my automobile stops running while on the freeway during rush hour, what should I do?**

Pull the car as far away from the traffic lane as possible. Please stay with the car. Do not attempt to cross freeway lanes.

- **Should I use a call box or dial 911 to call the Freeway Service Patrol?**

It is not necessary to call FSP trucks from a cell phone or call box during FSP hours. FSP drivers should find you in less than 15 minutes. During non-FSP hours, emergency situations, or in areas not served by FSP, a call box or cell phone should be used to get assistance.

- **How will I recognize the Freeway Service Patrol?**

All Freeway Service Patrol trucks are white and easily recognizable by the FSP logo. FSP drivers wear blue uniforms with the FSP logo. Drivers also carry a picture ID card issued by the CHP.

- **Are Freeway Service Patrol drivers certified?**

Yes. Drivers receive their certification after completing a Caltrans and CHP-authorized training program.

- **Are there any costs or tips involved?**

No. FSP services are free. Drivers are not allowed to accept any compensation or gratuities for their service.

- **Will the FSP tow me home or to a repair garage?**

The Freeway Service Patrol can only tow vehicles to locations off the freeway pre-identified by the CHP as "safe zones". Additionally, they cannot recommend other tow service companies or repair or body shops.

FSP What You Can Expect From Us

If your automobile stops running while on the freeway, the Freeway Service Patrol can assist you by:

- Providing a gallon of fuel
- Changing a flat tire
- "Jump starting" your car
- Providing other temporary repairs

If the Freeway Service Patrol cannot get your automobile running within 10 minutes, it will be towed **FREE OF CHARGE**, to a California Highway Patrol-identified location off the freeway.

The Freeway Service Patrol can ONLY tow you to the nearest CHP-identified location.

If needed, the Freeway Service Patrol driver will call the CHP to request additional assistance for you. The CHP will then notify a friend, relative, auto club, or towing service.

In an emergency, call 911 for immediate assistance.

For more information on the Placer County Freeway Service Patrol, or to obtain additional brochures, please contact:



PLACER COUNTY
TRANSPORTATION
PLANNING AGENCY

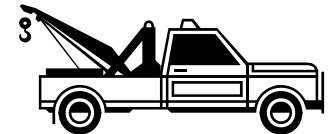
Look for the

Placer County FSP Freeway Service Patrol

BROUGHT TO YOU BY:



IN PARTNERSHIP WITH:



- California Highway Patrol
- Placer County Air Pollution Control District
- Caltrans

*ASSISTING MOTORISTS IN THEIR
TIME OF NEED*

A free emergency road service for Placer County commuters