

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 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 during FSP hours if you are in an FSP service area. A cell phone should be used to get assistance during non-FSP hours, emergency situations, or in areas not served by FSP.

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

All FSP 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?**

FSP 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, 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 non-emergency assistance call CHP at 916-861-1300

For more information on the Placer County Freeway Service Patrol, or to obtain additional brochures, please visit PCTPA at pctpa.net.



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A free emergency road service for Placer County motorists

Look for the

Placer County

FSP

Freeway Service Patrol

BROUGHT TO YOU BY:



MADE POSSIBLE BY:



and

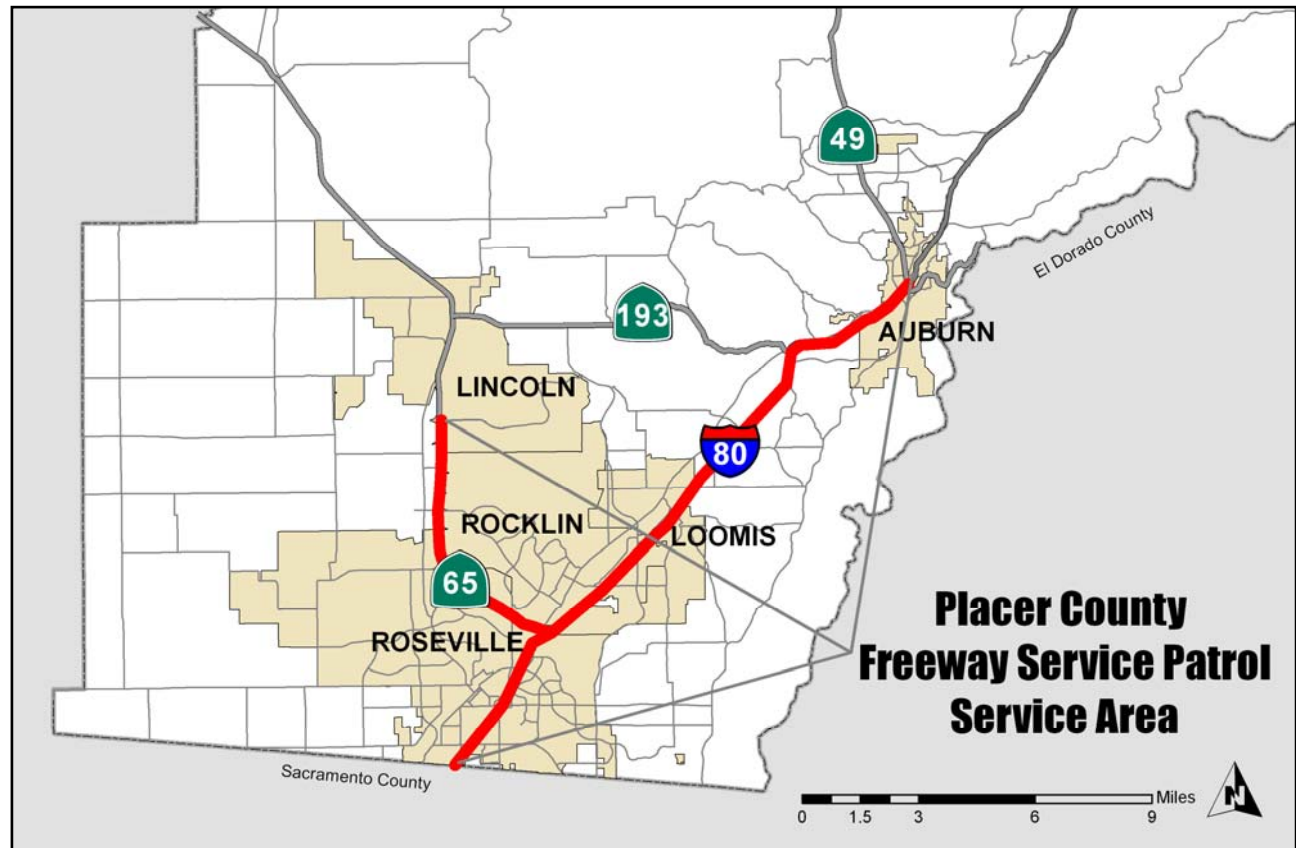
Indian Gaming Special
Distribution Fund granted by the
Placer County Local Community
Benefit Committee

The Freeway Service Patrol (FSP) is a program designed to reduce rush-hour congestion on Placer County area freeways. A special team of tow truck operators continuously patrols the local freeway system during peak commute hours, looking for disabled vehicles and minor accidents. Such incidents cause about half of all freeway congestion. FSP operators make quick repairs to disabled vehicles, or tow them to a CHP designated safe zone nearby.

In addition to reducing congestion, the Freeway Service Patrol program makes our freeways safer while providing valuable motorist assistance. By reducing congestion, it also helps improve local air quality.

FSP is a free service provided jointly by the Placer County Transportation Planning Agency, California Highway Patrol, and Caltrans. This program is made possible by a Clean Air Grant from the Placer County Air Pollution Control District and the Indian Gaming Special Distribution Fund granted by the Local Community Benefit Committee.

FSP tow trucks are white and prominently display the FSP logo.



About FSP Coverage Area

The Placer County FSP Program operates on I-80 from the Sacramento County line at Riverside Avenue to Hwy 49, and on Hwy 65 from I-80 to Twelve Bridges Drive.

Sacramento's FSP service covers several areas as well. To learn more about Sacramento's coverage area, visit their website at sacta.org.

If your vehicle stops running on any of the covered freeway segments during FSP service hours, you can be confident that FSP will find you and provide you with assistance.

Hours of Service

Placer County's FSP operates from 6:00 am – 9:00 am and from 3:00 pm – 6:30 pm, Monday through Friday (except holidays). Additionally, FSP operates on Sundays (except holidays) from 3:00 pm – 6:00 pm. FSP may operate during some holidays to help mitigate recreational traffic.



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