

## 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 your car and do not attempt to cross freeway lanes.

### ■ Should I use a call box or use my cell phone to dial 911 to call the Freeway Service Patrol?

It is not necessary to call for FSP assistance during the rush hour periods. FSP trucks are already out on the freeways and can typically find you in 15 minutes or less. However, during non-FSP hours, in areas not served by FSP, or for emergencies, please use a call box or cell phone 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 and brightly colored vests. Drivers also carry a picture identification card issued by the CHP.

### ■ Are Freeway Service Patrol drivers certified?

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

### ■ Are there any costs or tips involved?

No. The FSP Program is fully funded by state and local transportation funds. FSP services are provided free of charge. 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, drivers cannot recommend tow companies, repair shops or body shops.

## 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 Safe Zone 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 or use a roadside call box for immediate assistance**

The Freeway Service Patrol is brought to you by:



To find out more about FSP, visit us on the web at

[www.sacta.org](http://www.sacta.org)

A free emergency road service for Sacramento Area commuters

*Look for the*

Sacramento Metropolitan

# FSP

Freeway Service Patrol



*When you least expected help... it's on the way!*

The Freeway Service Patrol (FSP) program is designed to reduce rush-hour congestion on Sacramento area freeways. Special teams of tow truck operators continuously patrol the busiest local freeways during peak commute hours looking for disabled vehicles and minor accidents. Such incidents can cause up to half of all freeway congestion! FSP will try to make quick repairs to disabled vehicles to get them going again or, if unable to do so, will tow the disabled vehicles off the freeway to a nearby CHP-designated Safe Zone.

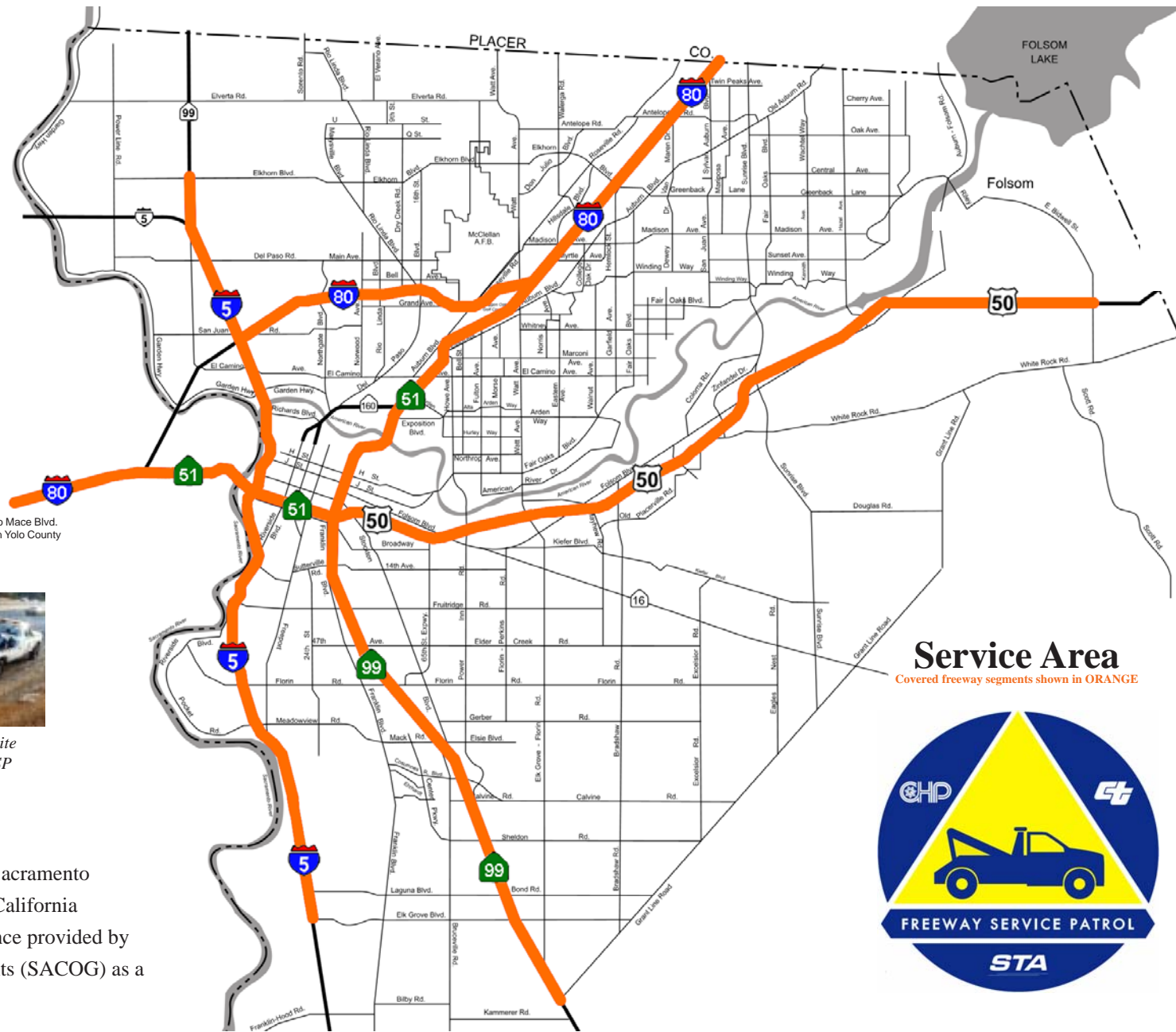
In addition to reducing congestion, the Freeway Service Patrol program helps make our freeways safer by providing valuable motorist assistance. Another benefit is improved air quality.



FSP trucks are white and display the FSP logo



FSP is a free service brought to you by the Sacramento Transportation Authority, Caltrans, and the California Highway Patrol, with major funding assistance provided by the Sacramento Area Council of Governments (SACOG) as a component of its freeway call box program.



**Service Area**  
Covered freeway segments shown in ORANGE



Look for us and let's  
**"Keep Sacramento Moving!"**

**About FSP's Coverage Areas**

FSP covers the most-congested freeway segments in the Sacramento area with a team of roving trucks. If your vehicle becomes disabled during rush hour on a covered segment, you can be confident that an FSP driver will find you —probably within 15 minutes—to help get you going again or towed to safety off the busy roadway.

**Hours and Coverage**

FSP typically operates Monday through Friday from 6:00 a.m. to 9:00 a.m. in the morning and from 3:00 p.m. to 6:30 p.m. in the afternoon, except holidays

Printed on Recycled Paper

Visit us online at [www.sacta.org](http://www.sacta.org)