

FREQUENTLY ASKED QUESTIONS

■ If my automobile stops running while on the freeway, what should I do?

Pull as far away from traffic lanes as possible. Stay with your car and do not attempt to cross freeway lanes.

■ Should I call Freeway Service Patrol to get help?

There are no phone numbers to call for FSP assistance. That's because FSP is already out roving the freeways during peak commute times on the lookout for people to help. If you're stopped and need help, FSP can typically find you within 15 to 20 minutes, depending on how busy we are. However, during non-FSP hours, in areas not served by FSP, or in emergencies, please use a call box or cell phone to summon assistance.

■ How will I recognize the Freeway Service Patrol?

All Freeway Service Patrol trucks are white and display the FSP logo. FSP operators wear dark blue uniforms and brightly colored vests with the letters 'FSP' on the back. Operators also display FSP picture ID cards.

■ Are there any costs or tips involved?

Absolutely not! FSP is fully funded by state and local transportation funds. FSP services are provided 100% free of charge. Drivers are also not allowed to accept tips or gratuities of any kind for their service.

■ Will FSP tow me home or to a repair garage?

Sorry, FSP can only tow vehicles to specific drop locations off the freeway. FSP also cannot make recommendations for tow companies or repair shops.

■ Is FSP anywhere else besides Sacramento?

Yes, there are FSP programs in many parts of California and throughout the United States. SacMetro FSP services Sacramento and Yolo Counties but there are also nearby programs in Placer, El Dorado and San Joaquin Counties. Each program is slightly different—hours and coverage will vary—but all are aimed at helping the motoring public by reducing congestion and promoting safety on the freeways.

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
- Making temporary repairs

If FSP cannot get your vehicle going again within 10 minutes, we will tow it **FREE OF CHARGE** to a California Highway Patrol-identified location off of the freeway.

FSP can only tow you to the nearest CHP-identified drop location

If needed, the Freeway Service Patrol will notify CHP to request additional assistance for you.

In an emergency, call 911 or use a roadside call box for immediate assistance. For non-emergencies call the CHP non-emergency line (916) 861-1300.

SacMetro FSP is glad to help you today with this **FREE** service!



Please take a quick online survey at **www.SacMetroFSP.com**

using the above reference code to let us know how we're doing.

Visit **www.sacta.org/fsp** for additional program information or to leave a comment and/or question.

Look for the

SacMetro FSP



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Travel Info

For Sacramento region travel information on your cell phone, dial 511

On the internet, visit www.sacregion511.org



FSP Coverage

FSP operates on the most-congested freeway segments in the Sacramento metropolitan area, including Yolo County. If your vehicle becomes disabled during rush hour, you can be confident that FSP will find you and help get you underway again or towed to safety off the busy roadway.

FSP Hours

FSP generally operates in the mornings from 6:30 a.m. to 10:00 a.m. and in the afternoons from 2:30 p.m. to 6:30 p.m., Monday through Friday, except major holidays. FSP also provides extended coverage on Interstate 80 in Yolo County on Sundays or Monday holidays.



What is the SacMetro Freeway Service Patrol?

The Freeway Service Patrol (FSP) program works to reduce rush-hour congestion on Sacramento area freeways. Contracted tow truck operators continuously rove the busiest local freeways during peak commute hours on the lookout for disabled vehicles and accidents. FSP will make minor repairs as necessary to quickly get motorists on their way again or, if unable to do so, will tow inoperative vehicles to nearby CHP-designated locations off the busy freeway.

More than half of freeway congestion is caused by incidents on or by the side of the road as other drivers slow to see what is going on. A swift response to clear road incidents helps minimize slow-downs, saves on the fuel consumption and air pollution emissions associated with stop-and-go traffic, and greatly reduces the chances of secondary accidents.

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 their Motorist Aid (Call Box) Program.