

CHAPTER 4
TRAINING PROGRAM
TABLE OF CONTENTS

<u>AUTHORITY</u>	4-3
<u>FREEWAY SERVICE PATROL TRAINING</u>	4-3
Proficiency Test	4-3
Course Outline	4-3
Certification	4-5
In-Service/Refresher Training.....	4-5

THIS PAGE INTENTIONALLY LEFT BLANK

CHAPTER 4
TRAINING PROGRAM

1. AUTHORITY.

a. Section 2435(b) of the California Vehicle Code (CVC) states the Department, in cooperation with the California Department of Transportation (Caltrans), shall be responsible for establishing the minimum training standards for employees and employers who participate in Freeway Service Patrol (FSP) operations.

b. Pursuant to Section 2436.5 CVC, departmental FSP coordinators shall provide training for all tow truck drivers and their employers who are involved in FSP operations. Persons applying for a DL 64, California Tow Truck Driver Certificate, shall attend an FSP training course.

c. As outlined in Section 2436.5 CVC, training shall include, but not be limited to, all of the following:

- (1) Tow truck and motorist safety.
- (2) Patrol responsibility.
- (3) Vehicle operation.
- (4) Traffic control and scene management.
- (5) Communications procedures.
- (6) Demeanor and courtesy.

2. FREEWAY SERVICE PATROL TRAINING. The objective of the FSP training course is to provide a standardized level of training, thus improving the quality of roadside assistance, safety, and professionalism to the motoring public.

a. Proficiency Test. Each FSP tow truck driver trainee shall pass a tow truck operation proficiency test as part of their initial training program. This test requires the FSP trainee to demonstrate their ability to successfully operate a tow truck and its equipment.

b. Course Outline. The following is a recommended tow truck driver training course outline (minimum 16-hour) for use by FSP coordinators and/or their designates:

- (1) Program Overview and Legal Requirements (two hours).
 - (a) Policies and Procedures.
 - (b) Legislative Requirements of the FSP program.
- (2) Patrol Responsibilities (one hour).
 - (a) Vicarious Liability.
 - (b) No Peace Officer Powers.
 - (c) Supervisory Responsibilities.
 - (d) Drop Locations.
- (3) Equipment Operations (three hours).
 - (a) Tow Rigging.
 - (b) Safe Vehicle Operation.
 - (c) Vehicle Placement.
 - (d) Vehicle Equipment and Ratings.
 - (e) Fire Hazards and Extinguisher Use.
- (4) Traffic Control and Scene Management (two hours).
 - (a) Effective Traffic Control.
 - (b) Accident Prevention.
 - (c) Congestion Reduction.
 - (d) Scene Management.
 - (e) Use of Emergency Lights.
 - (f) Removing Roadway Obstructions.
- (5) Appearance, Demeanor, and Courtesy (one hour).
 - (a) Uniform and Appearance.
 - (b) Demeanor.

- (c) Professionalism.
- (d) Alcohol and Drugs.
- (6) Communication Procedures (three hours).
 - (a) Dispatchers.
 - (b) Proper Radio Traffic.
 - (c) Monitoring Scanner Traffic.
 - (d) Transportation of Females.
- (7) Motorist and Vehicle Contact Procedures (one hour).
 - (a) Occupied Vehicle.
 - (b) Unoccupied or Abandoned Vehicle.
 - (c) Vehicle Blocking Lane.
- (8) Future Training Requirements (one hour).
- (9) Final Examination and Certification (two hours).

c. Certification. Per Section 2436.7 CVC, upon successful completion of the initial FSP training course, each trainee shall be issued a certificate of completion. The certificate shall state the name of the training organization (typically the CHP), the name and signature of the trainer, the name of the trainee, and the date of completion of the training.

d. In-Service/Refresher Training. Tow truck drivers successfully completing the FSP training course shall attend an in-service training program at least annually, depending on the needs and resources of the regional/local FSP program.

THIS PAGE INTENTIONALLY LEFT BLANK