

RFP NO. 23-1002963
Attachment A-F: Section 1 of Operations and Training Manual

1. INTRODUCTION: CALIFORNIA FREEWAY CALL BOX PROGRAM

1.1 Purpose and Course Objectives

The purpose of this manual is two-fold:

First, it will provide you with a history of the California Call Box Program and the necessary guidelines for processing calls that will be received via Call Boxes. It will also help explain the methods for obtaining information from your caller such as specific questions that are required to be asked, and recommended questions to ask and what to do with the call once you have completed the process.

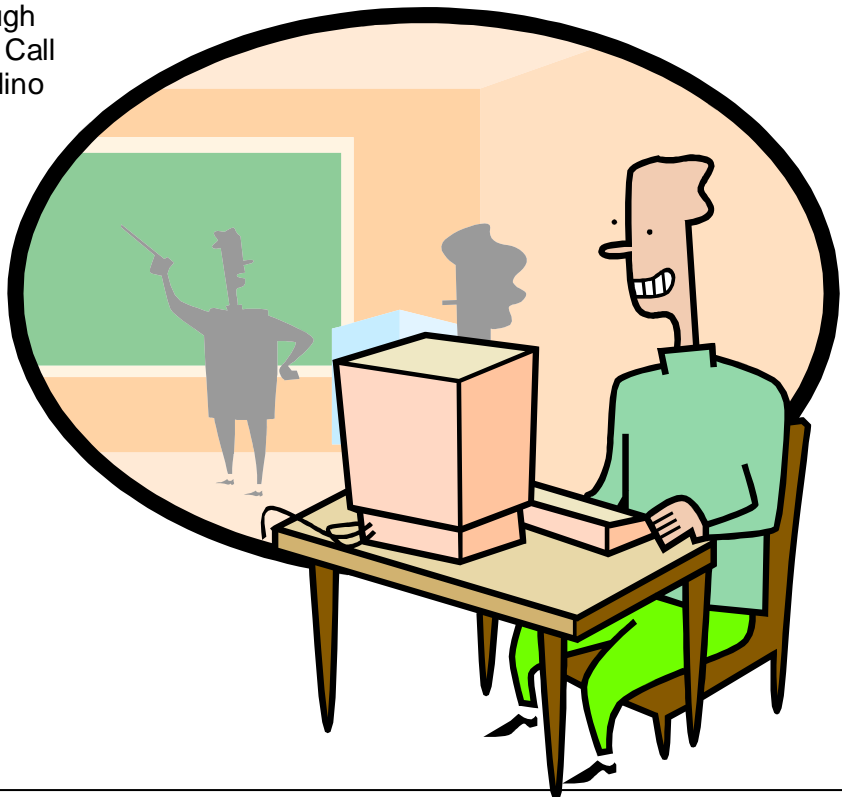
This manual will help you understand how to tell the difference between an emergency call and non-emergency call and guidelines on how to process each type of call.

It is impossible to predict every situation that could occur. The intent of this manual is to provide procedural guidelines and pointers on how to handle some of the most common problems received via the Call Boxes.

Secondly, this manual provides technical information on how to use the computer software that is utilized to handle the Call Box calls.

COURSE OBJECTIVES:

1. The trainee will have a thorough understanding of the freeway Call Box Program for San Bernardino and Riverside counties.
2. The trainee will be able to identify the caller's specific needs and/or requests and determine what actions to take to assist the motorist.
3. The trainee will be able to successfully communicate with a hearing or speech-impaired motorist using a call box.

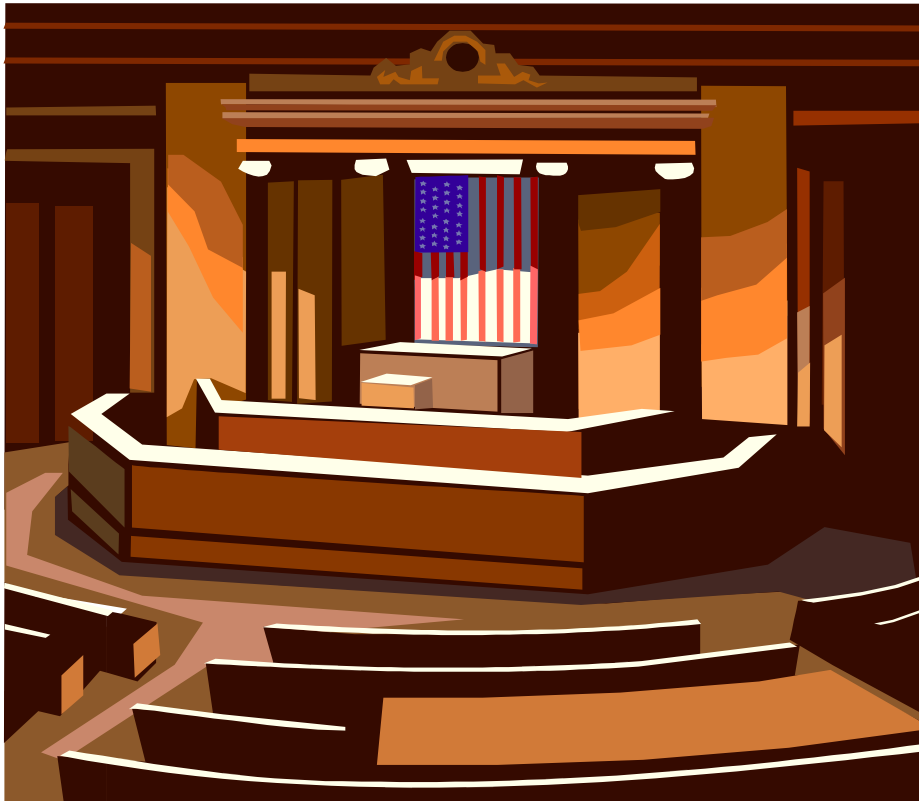


1.2 Call Box Program Background

In 1985, the California Legislature passed Senate Bill 1199 to provide funding for a motorist aid system. The Department of Motor Vehicles (DMV) collects money from vehicle registrations to help pay for this project. Call Box systems have been installed to assist motorists in obtaining roadside service when their vehicles become disabled on the freeways or when they are reporting crimes, emergencies, or hazardous incidents.

On January 1, 1986, legislation was enacted to establish the formation of Service Authorities for Freeway Emergencies (**SAFE**) to operate the Call Box Program in each county. This training program is for the San Bernardino County and the Riverside County SAFE Programs.

The legislation also gave the Department of California Highway Patrol (CHP) responsibility for responding to Call Box calls. Your mission is to use your training to coordinate effectively with CHP and others who are summoned to assist motorists.



1.3 Overview of the San Bernardino/Riverside Call Box Program

The SAFE Call Box Program provides assistance to motorists in trouble, allowing them to report a road hazard, a flat tire or a mechanical breakdown to the SAFE'S designated call answering center. As a result, the Call Box network assists the region in reducing traffic gridlock and air pollution by clearing the freeways quickly and safely.

According to the California State Department of Transportation (Caltrans), unpredictable events such as stalled auto's account for at least half of the congestion on highways. Your mission is to ask the proper questions to determine the nature of the event, and then handle the call according to your training.

There are several government agencies which help handle various situations that are reported from call boxes. **The only agency you will deal with directly is CHP.** They will take over the coordination with other government agencies and programs if necessary such as Caltrans and tow truck programs – one example would be the Freeway Service Patrol (FSP) Program.

The following sections will introduce you to the other government agencies that help make the Call Box Program work and explain how they fit into the program and what responsibilities they have.

1.3.1 California Highway Patrol (CHP)

A motorist using a Call Box will first reach you for assistance. You will work closely with the CHP, and it is CHP's responsibility to manage and dispatch emergency services. Your mission is to use this training to provide CHP with the information they need. In order for them to do their job, you must provide information that is timely and accurate. This program is extremely successful because the call center staff and CHP are able to work together day in and day out to assist motorists.

In San Bernardino and Riverside counties, there are three (3) different CHP Communication Centers (Comm Centers). Each one is assigned to manage a specific area. Each Call Box is pre-programmed and assigned to one, and only one, CHP Comm Center.

The CHP Comm Centers are:

CHP Comm Centers
Inland Dispatch Center TMC 13892 Victoria St. Fontana, CA 92336
Barstow Dispatch Center 300 E. Mountain View Ave Barstow, CA 92311
Indio Dispatch Center 79-650 Varner Road Indio, CA 92203

Your working relationship with CHP is important and critical.

ALL of the procedures, safety admonishments, questions to ask, etc. were developed with the assistance and guidance of CHP dispatch representatives from all of our CHP Comm Centers. The SAFEs continue to work closely with CHP to evaluate the way certain types of calls are handled.

1.3.2 Department of Transportation (Caltrans)

Caltrans works closely with the SAFEs on Call Box installation issues. Both agencies review Call Box locations to make sure there is enough room for a vehicle to pull off the road and use the Call Box.

Caltrans also works closely with the SAFEs during freeway construction activity, notifying SAFEs when Call Boxes must be removed and when the freeway is ready for Call Boxes to be reinstalled.

SAFEs are responsible for the maintenance and operation of the Call Boxes. If you become aware of a Call box maintenance problem while taking a call (motorist notes that signage is missing, the handset is broken, or there is lots of static during the call, etc.) please communicate this to your management team so that they can let the SAFE know that there is a problem that needs to be addressed.

1.3.3 Department of Motor Vehicles (DMV)

Funding for the Call Box Program is provided by a \$1 per vehicle annual registration surcharge imposed in each SAFE County.

The surcharge is collected by the DMV as part of the normal vehicle registration process. This money provides funds for the purchase and maintenance of equipment and pays for the ongoing operations of the Call Box system, including the Call Box call answering center.

1.3.4 California SAFE Committee (CalSAFE)

CalSAFE was formed in 1987 and is made up of members from each SAFE (Call Box) organization in California.

The purpose of CalSAFE is to provide individual SAFEs with a forum to share information and resources to further the success of motorist-aid programs in California.

1.3.5 Freeway Service Patrol (FSP)

In order to clear disabled vehicles as quickly as possible and reduce traffic congestion on the freeways, many counties provide a tow truck service in which there is no direct charge to the motorist. This is called the Freeway Service Patrol (FSP). These tow trucks are responsible for continuously roving highly congested designated areas along the freeway during peak commute hours to help assist motorist with minor repairs and to tow them off the freeway to a designated area selected by CHP if necessary.

Generally an FSP tow truck can tow a car off the freeway if necessary, provide a gallon of gas, and assist motorists with minor repairs such as changing a tire or needing help with a jump. FSP tow trucks are on duty in designated freeway locations during peak commute times. **If FSP service is available at the time, that information will be displayed on your screen during the call.**

Your computer is programmed to alert you when a call comes from a Call Box that is in a place where FSP is available and scheduled to be operating. FSP times and locations are subject to change. The most current information will always be on your desktop. The general descriptions below are for training and understanding purposes only and should not be used for minute-by-minute determinations of FSP availability.

These roving tow trucks provide assistance to stranded motorists during peak commute hours. In general those days and hours are as follows. However, please keep in mind that these are also subject to change.

San Bernardino FSP:

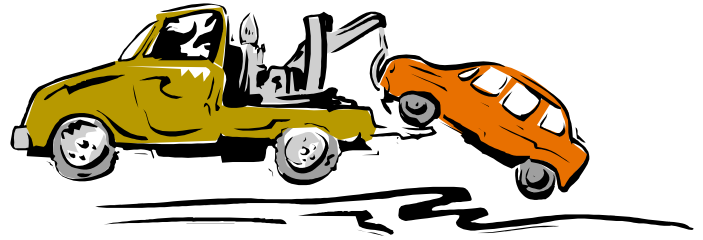
Days of Operation:

Monday – Friday

Hours of Operation:

Monday - Thursday
5:30 am – 8:30 am
2:00 pm – 7:00 pm

Friday
5:30 am – 8:30 am
12:00 pm – 7:00 pm



Riverside FSP:

Days of Operation:

Monday – Friday

Hours of Operation:

Monday - Thursday
5:30 am – 8:30 am
2:00 pm – 6:30 pm

Friday
5:30 am – 8:30 am
12:30 pm – 6:30 pm

Holidays:

Normally, the FSP is not available on holidays. However, the FSP manager in coordination with the FSP CHP officers may decide that FSP is needed and will be available, if this is the case, the FSP manager will contact the call center management, advised of the updates so that the updates may be programmed into the call answering center system. The Call Box call answering center will be provided with the updates at least 24 hours prior to the updates being implemented into the system.

1.3.6 Call Box Statistics

Since 1990, millions of calls have been placed by motorists via the San Bernardino and Riverside counties call box systems.

The combined SAFE (San Bernardino and Riverside counties) Program consists of approximately *(please note that the number of call boxes are always subject to change)*:

- ◆ 779 call boxes on San Bernardino County freeways and highways, and
- ◆ 132 call boxes on Riverside County freeways and highways.

Motorists use the call boxes for a variety of reasons, but most often to request assistance when their vehicle is broken down or out of gas. Other assistance requested is due to an accident, medical emergency or when the motorist is in need of law enforcement. Calls are taken 24 hours a day, 365

days a year. Call volumes are highest during commute hours, on major holidays, and during summer and winter vacation seasons.

As more and more people get cell phones the number of call box calls has decreased gradually over the years. However, as you become an experienced Call Box Operator, you will understand the value of the service you are providing to people who don't have cell phones or to people whose cell phones aren't in working order. The other issue to keep in mind is that there are rural areas in both San Bernardino and Riverside counties that currently are not able to provide motorists with a consistent cellular signal. Therefore, even if a motorist has a cell phone, it may not work in many of the rural areas of both San Bernard and Riverside counties.

We keep track of Call Box call volumes because it helps determine staffing levels needed to handle the calls.

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Attachment A-F: Section 2 of Operations and Training Manual

2. CALL TYPES / CATEGORY LEVELS

All calls responded to by the Call Answering Center (CAC) will generally fall into one of four categories based on the type of call, as well as level and urgency of the response needed. The four response-level categories that will be addressed by the CAC Call Box Operators are:

Level A – EMERGENCY CHP action is of an urgent nature. The call is patched through to CHP live (note that no information on live patches is viewed at the CHP via remote messaging).

Level B – NON-EMERGENCY CHP action is required but not urgent. The information is viewed at the CHP via a remote message.

Level C – ROADSIDE ASSISTANCE CAC handles the call 100%. The information on the call is passed onto the CHP as an information item only / no action is required by the CHP.

Level D – INCIDENTAL CALLS The CAC handles the call 100%. Since the call did not result in an emergency or roadside assistance, the information is **not** viewed by the CHP via remote message.

These four levels are described in the accompanying table of Call Type Routing Needs (see the Matrix for details).

Depending on the category, type, and priority; information will be forwarded to the CHP either live via the CAC CBO (Call Box Operator) or via remote messaging.

Emergency information will be transmitted via live CAC CBO, the CBO will stay on the line until the CHP picks up the call, and the CAC CBO confirms there is a connection (*please note this means the CBO must be able to hear that the CHP dispatch operator and the motorist are talking with one another*). The CAC CBO provides minimal information to the CHP and then disconnects from the call.

Information that is viewed at the CHP via remote messaging will be flagged in the following manner:

- ♦ **Priority 1 (P1)** Non-emergency events, where CHP takes action (such as Call Box checks, road debris/hazards, FSP, Rotation tow, pedestrians on freeway); or
- ♦ **Priority 2 (P2)** Calls that the CAC will handle is 100%. The information is viewed by the CHP so they are apprised of the situation. The CHP will determine if further action is necessary.
- ♦ **Cancellations** Cancelled calls/messages will be processed in green and able to be viewed by CHP
- ♦ **Incidental Calls** – Are not highlighted, they are shown in black text only. These calls are not viewed by the CHP but will appear on the CAC's and the SAFE message screens.

CALL TYPE ROUTING NEEDS MARTIX

- **Priority 1 (P1)** remote message is information sent to the CHP where CHP needs to take action/handle. It is critically important that the CBO notes the information accurately.
- **Priority 2 (P2)** Information sent via remote message to the CHP when a call is handled 100% by the CAC. The CHP will determine if they need to act on the call request or event.
- **X1 or X2** is a decision of the CAC Call Box Operator (CBO) based on circumstances conveyed by the caller.
- A remote message viewed at the CHP in **Green Text Is a Cancellation** of a prior P1 action.

See Next Page for the Matrix

Call Box Call Matrix		
	Type of Call	Action
A	EMERGENCIES	
0	EMERGENCY - EMERGENCY – Life and Death situation, or corresponding Comm Center has not answered in 3 minutes	Live Ptch-CBO on line
1	Accident - Single or multiple vehicles involved in a collision and the caller is unaware of any injuries at the time of the call.	Live Ptch-CBO on line
2	Medical - medical issue or a passenger who needs immediate attention -stroke, heart attack, losing consciousness, bleeding, numbness/motor impairment, blurred vision, or other symptoms.	Live Ptch-CBO on line
3	Crime - violence/assault, DUI, reckless driver, theft	Live Ptch-CBO on line
4	Road Hazard - Disabled vehicle anywhere except right shoulder, debris, potholes, rockslides, excessive snow, flood	Live Ptch-CBO on line
5	Fire - Car, Brush, Items on freeway or Structural fire near the highway	Live Ptch-CBO on line
6	Other -TTY call, First Responder, Caller is a Pedestrian, Big Rig needing a tow (includes tour bus, motor home, large vehicle) or Service Request with no help in route, Incoherent, or confused person, abandoned/damaged vehicle	Live Ptch-CBO on line
B	NON-EMERGENCY	
1	Duplicate Event (ER or Non – ER)	Depends on type and if any information has changed.
2	FSP	P1
3	Miscellaneous - Caller observed abandoned/vandalized vehicle on freeway or Park & Ride lot, or a Pedestrian.	P1
4	Call Box Check – tapping/other noises/no response.	P1
5	Call Box Tilt Alarm – CBX is leaning over, possibly damaged	P1
C	ROADSIDE ASSISTANCE	
1	Disable, FEMALE ALONE - Solo Female disabled vehicle with assistance enroute (any number of females with no male over 18 present)	P1
2	Disable, MALE – disabled vehicle, Adult Male onsite with assistance enroute	P2
3	Disable, ROT TOW REQ - Motorist requesting tow truck has funds	P1
4	Disable, NO HELP - Disabled vehicle - No FSP/No Auto Club, No Friend/Family, No Funds	P1
D	INCIDENTAL	
0	Maintenance Test - Call Box maintenance provider conducting test call, Inhouse testing	No further Action
1	Test calls - Initiated for by CAC for training purposes, in-house testing	No further Action
2	Inappropriate Call - inquiries, transportation requests, directions, pranks	No further Action
3	Ghost Calls - No Call Box number or location	No further Action

4	Courtesy Call - Caller calls back requesting courtesy call	No further Action
5	Outside Company- AAA (Roadside provider calling with inquiry)	No further Action
6	Customer Service – Caller reporting issue with FSP, missing item after being assisted, etc.	Operator to notify SBCTA staff

**** TTY Calls are handled between CBO and the caller, with the CHP talking to the CBO on a separate phone line.***

Call Type Routing Matrix

		CHP needs to take action or be informed			Info to CHP is sent either live or via remote message		CHP does not need to take action or be informed
	Type of Call	CHP Action Urgent	CHP Action Non – ER	CHP Info Only	Live Patch / CBO on line	Remote Msg / No CBO on line	
A	EMERGENCIES						
1	Accident	X			X		
2	Medical Emergency	X			X		
3	Crime (includes violence/assault, DUI, reckless driver)	X			X		
4	Hazardous vehicle or debris	X			X		
5	Fire	X			X		
6	Other: TTY call*, CHP officer call to CHP Comm Center, Big Rig Rot tow or Service Request with no help en route	X			X*		
B	NON-EMERGENCY						
1	Duplicate Event (ER or Non – ER)	X1	X2		X1	X2 = P1	
2	FSP		X			P1	
3	Miscellaneous					P1	
4	Check Call Box – connected but tapping/other noises/no voice		X			P1	
5	Tilt Alarm – check call box		X			P1	
C	ROADSIDE ASSISTANCE						
1	Disable, Female Alone – disabled vehicle, assistance enroute		X			P1	
2	Disable, Male – disabled vehicle, assistance enroute			X		P2	
3	Disable, Rotation Tow Requested		X			P1	
4	Disable, No Help		X			P1	
D	INCIDENTAL						
1	Maintenance/Test calls						X
2	Inappropriate Use, including inquiries, transportation requests, directions						X
3	Ghost Calls (No ANI)						X
4	Courtesy Call						X

Call Type Quick Glance Explanation

EMERGENCY: ALL CALLS FORWARDED LIVE TO CHP

Messages are filed in the CAC's database and are only viewed on the Remote Message Screen at the CAC and SBCTA

A EMERGENCY – Life and Death situation AND agent has been on hold with corresponding Communication center for over 3 minutes.

A1. ACCIDENT – if any of the below have resulted in an injury, go to Call Type MEDICAL

- a. Vehicle(s) in accident
- b. Vehicle(s) colliding with fixed object (guard- or K-rail, call box, bridge, trees, etc.)
- c. Vehicle(s) colliding with debris in the road (mattress, tire, animals, etc.)
- d. Witness to a vehicle(s) accident

A2. MEDICAL:

- a. Accident resulting in injuries
- b. Driver or passenger complaining of medical problems, or driver is unable to drive
- c. Motorist sighting of an injured person on highway or near a car
- d. Caller moaning or crying, inability to communicate

A3. CRIME – if any of the below have resulted in an injury, go to Call Type MEDICAL

- a. Drunk, reckless, unsafe, erratic driving
- b. Driving with excessive speeds
- c. Sighting of a pick-up truck with people in an open bed
- d. Objects thrown on or near the highway from overpass (aka "missiling")
- e. Motorist hearing sounds of gunfire or has been shot at
- f. Car jacking or theft
- g. Assault; reports of violence

A4. ROAD HAZARD:

- a. Disabled vehicle(s) anywhere except safely and completely on the right shoulder – if safely on right shoulder, go to ROADSIDE ASSISTANCE.
- b. Caller observes debris on or near the highway which has not resulted in an accident (includes dead/injured/live animals on or near freeways, tires, ladders, etc.). If debris has caused an accident, go to Call Type Emergency. If debris is away from the freeway, on the right shoulder, go to Call Type Non-Emergency.
- c. Damage to roadway, including potholes, sink holes, rockslides, excessive snow, flash floods on freeway – if cause of an accident, go to Call Type ACCIDENT.

- d. Vehicles disabled at or near a call box in a construction zone that Caltrans and CHP have determined is unsafe and requests for assistance should be sent live to CHP.

A5. FIRE involving vehicle(s), structure(s) (bridge, buildings, Call Boxes, etc.) or terrain near the highway (brush, trees, grass, weeds, etc.) – can include a Call Box caller who is involved or caused the fire, or the caller has sighted a fire.

A6. OTHER

- a. TTY call – CBO communicates with caller and conferences with CHP during call
- b. CHP officer requesting to call CHP
- c. Big Rig rotation tow request, service, or tire service with no help in route. Would also include tour bus, motor home, or other large vehicle needing tow or service with no help in route.
- d. Caller is a pedestrian on freeway – (could be a crime/assault)
- e. Incoherent or confused person
- f. Owner or witness of an abandoned/damaged vehicle off side of highway
- g. Owner or witness to a stolen/vandalized vehicle at park'n'ride lot equipped with a call box

NON EMERGENCY:

CALLS ARE SEEN VIA REMOTE MESSAGE AT THE CHP

Depending on the Call Type and CHP action required, the messages will be viewed at the CHP in either RED (urgent) or BLUE (non-urgent). Calls patched live to CHP will only be seen on the Remote Message screen at the CAC and SBCTA.

B1. Duplicate Event (can be Red, Blue or Black depending on circumstances)

- a. Incident already reported in Emergency category.
- b. Caller who has sighted a disabled vehicle, and wants to make sure help is on the way

Note: If a 2nd call from any other category, should be handled within that category

B2. FSP – sent to CHP via remote message (RM), as a RED remote message

B3. Miscellaneous: Remote messaged to CHP - if need live transfer, use Call Type OTHER

- a. Caller has observed an abandoned/damaged vehicle off side of highway (not involved)
- b. Caller has observed a stolen/vandalized vehicle at Park & Ride lot (not involved)
- c. Caller has observed a pedestrian or animal on highway (not involved)

B4. Call Box Check:

- a. Call Box ID'd but no discernable voices, hearing background noise or traffic noise
- b. Call Box ID'd and hearing no voices or background noise (Operator will add comments as to what they are or are not hearing. Critical that Operator communicates this accurately.)

B5. Call Box Tilt Alarm activated from Call Box Maintenance Computer – CAC notified, RM sent to CHP and email sent to SBCTA

ROADSIDE ASSISTANCE:

CALLS ARE SEEN VIA REMOTE MESSAGE AT CHP

The color of the message on the remote message screen will depend on how the call is being handled

Note: if vehicle is disabled due to an accident or vehicle is not safely and completely on the right shoulder, or if the caller reports any injuries, use Emergency Call Procedures

C1. Disable, FEMALE ALONE with Assistance in Route – female(s) or male(s) with no male over 18 present – friends/family or auto club or specific service is on the way. Estimated time of arrival by friends/family or auto club is **required** to be noted in the call log for CHP to view.

C2. Disable, MALE with Assistance in Route - at least one male over 18 is present - friends/family or auto club or specific service is on the way. Estimated time of arrival by friends/family or auto club is **required** to be noted in the comment section of the call log for CHP to view.

C3. Disable, ROT TOW REQ – female alone or adult male present – type of disabled vehicle requesting a rotation tow could include a light/medium duty vehicle, and the caller has the ability to pay.

Big Rig or Bus/Motor Home – process these calls through the Big Rig button from the Roadside Assistance page. If help is en route, handle through Family/Friends; if no help en route, patch live to CHP as an Emergency – Other.

C4. Disable, NO HELP – female alone or adult male present – no family/friends/auto club on the way, and no funds for rotation tow.

INCIDENTAL: FILED

These messages are filed in the CAC database and are only viewed on the CAC and SBCTA remote message screens (this information needs to be documented but not seen by the CHP).

Note: The CAC handles all incidental calls 100% and files the call information into the CAC database, no information is sent to CHP as no CHP action is required

D0. Maintenance Test – Test calls made by the Call Box maintenance provider, SAFES, or CHP

D1. Test Call – Test calls made CAC

D2. Inappropriate use, including caller asking general questions, for directions or pranks, second call from caller the CAC assisted and requested CAC to make an inappropriate call

D3. Ghost Call/No ANI - the Call Box does not identify (no Call Box number or location) and no voices can be heard. CAC to notify SBCTA Call Box staff via email within eight (8) hours of occurrence.

D4. Courtesy Call – prior call handled by the CAC and caller calls back to 1. Ask to make a courtesy call, or 2. Asks on the status of tow or ETA of F/F (if the caller reaches out and it past the original ETA time, CBO should obtain an updated ETA and share update with CHP), or 3. Provides other information that does not change the call type, who or how many are responding, does not impact ETA/assistance in route and does not impact CHP action. There is no additional or new information

to share with CHP. Could also be from a motorist who has a disabled vehicle and help on the way (either from passer by or cell phone) and needs additional information (like location of call box). If the caller has CHP assistance or had previously spoken with CHP, the call will be transferred live to CHP to handle.

D5. Outside Company AAA/Road side provider calling on direct line, with an inquiry

D6. Customer Service Caller reporting issue with FSP, missing item after being assisted, etc.

2.1 Level A - Emergencies

The following are the steps for handling any type of emergency event:

- ♦ A caller calls in and shares information: If the caller speaks a language different than the CBO, then the CBO immediately conferences in a translator (**Note: if the caller is Spanish speaking, transfer the caller to one of the CAC's Spanish speaking CBO's**). This has now become a 3-way call between the caller, the CAC CBO, and the translator. The translator will patch/conference in the proper CHP Comm Center, using the telephone number provided by the CAC CBO and the call now becomes a 4-way call with the caller, CAC, translator and CHP on live.



NOTE: It is important for the translator to “patch/conference in” the CHP as the call volume will drop significantly if the CAC does the patch/conference in, i.e. too many callers on one line.

- ✚ If the caller uses the word “**emergency**” or uses the words “**accident**”, “**medical situation**”, or other key trigger words of an **emergency** type, the CBO follows **Emergency Level A** procedures to identify the nature of the emergency, verify the call box number, and verify the exact location of the emergency relative to the call box (See Scripts for details) and then starts to patch the call through to the CHP. The CBO advises the caller:

1. That they are patching/conferencing the call through to the CHP
2. Do Not hang up, if you get disconnected, please call back; and
3. That the CHP will take all their information.

- ♦ Once CHP is on the line, the CBO follows the appropriate script to tell the CHP dispatcher what they need to know immediately. If the caller provided information to the CBO in addition to the scripted questions, the CBO documents the extra information that was provided, and informs the CHP dispatcher who answers the patched/conferenced call.

If you are unsure about a road hazard or any other emergency, CALL CHP!

CAC involvement is complete when:

- a. THE CBO HAS DETERMINED THAT THE CONFERENCE CALL IS COMPLETE as evidenced by hearing both the caller and the CHP dispatcher talking to each other.
- b. At this point the CBO will “op out” of the conversation.
- c. The CAC documents when the call ended based on when the CAC CBO released from the call. If the call is a translation call, the CAC CBO will also document the fact that there was a need to patch/conference in a translator.
- d. No remote messaging is transmitted to CHP since this was a live call involving CHP.2.1.1

EMERGENCY (Call Type: A0)

ANY LIFE and DEATH situation where agent has reached out to the corresponding CHP Comm Center and has been on hold for more than three (3) minutes.

2.1.2 Accident (Call Type: A1)

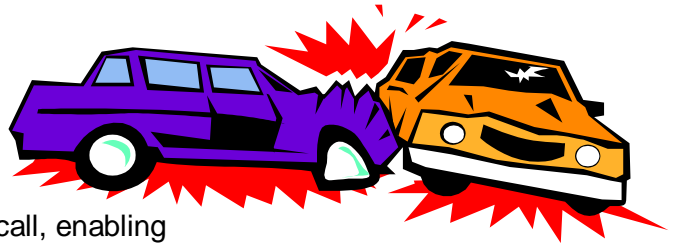
Examples of calls that fall into the accident category include:

- a. Single or multiple vehicles involved in a collision, and the caller is unaware of any injuries at the time of the Call Box call.
- b. Single or multiple cars which have collided into fixed objects near the road including guard rails, bridges, K-rails (these are movable cement blocks, used during construction activity or sometimes along the center divider), Call Boxes, trees, etc.
- c. Single or multiple vehicles that have collided with debris on or near the highway (which normally shouldn't be there, such as ladders, mattresses, burned off tire rubber) in the road and which have caused damage to one or more vehicles.

Scenario: The caller says there has been an accident involving one or more vehicles.

- **The CAC CBO follows the Emergency Script & asks Questions 1-4:**
 - 1. “Are you having car trouble?”
 - 2. Verifies the CBX number
 - 3. Asks “Is the vehicle safely on the right shoulder and completely out of traffic?”
 - 4. “Are there any injuries”
- Then starts the conference and stays on the line until a CHP dispatcher answers.
- The CBO continues to follow the Script, giving the CHP dispatcher the information from the above four (4) questions which is required to start the dispatch log.

- If the caller has offered extra information that indicates details about the emergency, the CBO will include it at this time.
- The CBO then completes the conference with all parties, and then “patches/conferences” the call, enabling the CHP dispatcher to speak directly with the Call Box caller.
- As soon as the CBO hears that the conference is complete (CBO hears CHP and the Call Box caller talking) CBO presses ‘Alt-F2’ to exit out of the call, leaving the caller and the CHP dispatcher on a “Ptch” call. The CHP dispatcher will then ask pertinent questions of the caller in order to determine what emergency response equipment is needed.



Remember:
Any call that is regarding an accident of any sort, MUST be transferred LIVE to the CHP

2.1.3 Medical (Call Type: A2)

Examples of this type of call include:

- ◆ Accidents in the above category, which per the caller, have resulted in injury to someone involved in the accident. When this occurs, the call should be classified as a medical emergency;
- ◆ When a motorist pulls over to the side of the highway and reports a medical emergency for their self (which makes them unable to drive) or a passenger who needs immediate attention, such as having a stroke, heart attack, losing consciousness, bleeding, numbness/motor impairment, blurred vision, or other symptoms; or
- ◆ If a motorist comes across another motorist who appears to need medical attention described above or is non-responsive.

Scenario: The caller states that they have safely pulled over to the side of the road.

- The caller is able to talk and tells the CBO that they are having a medical problem that is preventing them from driving, such as a heart attack.
- The CBO realizes that this is clearly a medical emergency and immediately conferences and then patches through to the CHP using the required Emergency procedures and scripting.



2.1.4 Crime (Call Type: A3)

Examples of this type of call include:

- ◆ Drivers swerving in traffic (could be the appearance of a drunk driver)
- ◆ Reckless, unsafe, erratic driving
- ◆ Passengers in open bed of a pick-up truck
- ◆ Vehicles traveling with excessive speeds
- ◆ Individuals dropping materials off Freeway interchanges or bridges)
- ◆ Drivers hear the sounds of shots being fired or have been shot at
- ◆ Non-specific theft
- ◆ Theft
- ◆ Violence or assault

Individuals dropping materials from freeway interchange Scenario: *The caller reports someone in another vehicle, along side the freeway or on an overpass dropping or throwing objects at passing cars.*

- *The CBO follows the required Emergency procedures and scripting and then conferences and patches the call through to CHP immediately.*



Shots Fired Scenario: The caller says that someone is shooting a gun along the freeway.

- The CBO asks the caller if they or someone in their car were the target of the shooting and if there are any known injuries.
- The CBO follows the required Emergency procedures and scripting and then conferences and patches the call through to CHP immediately. (**Training note:**

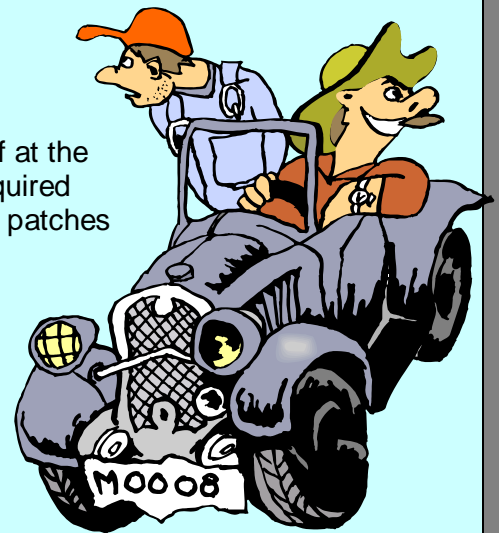
CHP has indicated the need to address stray bullets from people who are target shooting or hunting, so there is no discretion on the part of the CBO and all reports of shots fired are to be treated as an emergency.)

Assault Scenario: The caller says they were a passenger in the vehicle with a male companion who stopped the car, hit and threw them out forcibly, and drove away.

- The CBO asks her if they need medical attention, and the caller says no.
- The CBO follows the required Emergency procedures and scripting and then conferences and patches the call through to CHP immediately.

Reckless Driving Scenario: The caller's first words are a license plate number.

- Although this deviates from the script, the CBO will immediately document the license number because the caller may not remember it long enough to repeat it again.
- The caller reports seeing a driver who appears to be nodding off at the wheel and swerving all over the lanes. The CBO follows the required Emergency procedures and scripting and then conferences and patches the call through to CHP immediately.
- When the CHP dispatcher picks up, the CBO will provide the scripted information requirements so the CHP can start a log, **plus** the CBO will advise the CHP of the license number of the suspect vehicle and any other information that the caller mentioned in the course of reporting.



Park & Ride Lot Vehicle Theft or Vandalism Report:

- The caller indicates that they just returned to the Park & Ride lot to go home from work, and the vehicle has been stolen or vandalized.
- This is treated as a Crime call (**Call Type A 3**) and handled accordingly, as a live call transfer to the CHP
- **CHP will determine which agency is the responsible agency for this Call Box, CHP will determine which law enforcement agency will address the situation.**

2.1.5 Road Hazards (Call Type: A4)

Types of calls that fall into this category are Call Box callers who call to report a hazardous situation for motorists, such as:

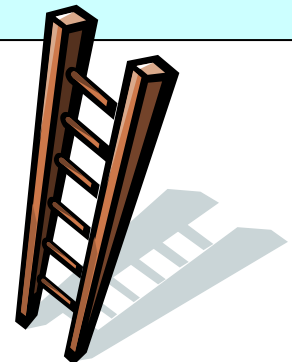
- ◆ Vehicles (inoperable) in dangerous locations, including mid-road or center-divider flat tire changes, (*Note: This may have initially been called in as a roadside assistance call, but because of the location of the vehicle it is escalated to Emergency level procedures*).
- ◆ Vehicles which have dumped debris onto the roadway.
- ◆ Debris on the highway, or on or near the highway right of way (shoulder or area near the highway), which has not resulted in an accident. This would include abandoned vehicles, ladders, mattresses, shredded tire rubber, and so on.
- ◆ Potholes in the roadway or sink hole; or highway flooded due to rain.
- ◆ Damage in roadway including pavement damage due to flash flood, excessive snow or heavy rainfall.
- Live animals on the freeway or highway (dead animals are Miscellaneous. calls).

IMPORTANT: All such calls must be a live patch through to the CHP.

Debris Scenario: The caller tells the CBO that someone dropped a ladder in traffic lanes and it's causing a problem. So far there hasn't been an accident.

- ✓ The CBO follows the required Emergency procedures and scripting and then conferences and patches the call through to CHP immediately.

NOTE: After the CHP answers and the CBO provides information to start the log, the CBO completes the patch and hangs up as soon as both the CHP dispatcher and caller are talking to each other (CBO must hear CHP and the caller talk to one another before leaving the call).



Pot Hole/Road Damage Report Scenario: The caller tells the CBO there is a huge pothole that appeared almost over night. The caller even labels it as a “sink hole” so this sounds serious to the CBO.

- The CBO asks the caller if there has been an accident and the caller says “no, but people are swerving to miss it.”
- The CBO verifies the Call Box number and the location of the road damage relative to the Call Box along with the other required Emergency procedures and scripting and starts conferencing through to CHP.
- The CBO gives the CHP dispatcher, the appropriate information to start the log and ends the patch when the CBO clearly hears the caller talking to the CHP and CHP talking to the caller. The CHP will coordinate with Caltrans to go check the situation and decide on a course of action. CHP is the “point of entry” for such calls because CHP may need to set up a traffic break or have other coordinating activities with Caltrans.



2.1.6 Fire (Call Type: A5)

Examples of this type of call include:

- ♦ Car fire
- ♦ Brush fire
- ♦ Structural fire near the highway, or
- ♦ Other fixed objects near the highway such as Call Boxes, bridges, etc.

Vehicle on Fire Scenario: The CBO's next caller says his vehicle is smoking, but he doesn't know why.

- The CBO first asks the caller if the vehicle is on the right shoulder and completely out of traffic. If yes, CBO will then ask if caller can see any flames. (**Note:** If the vehicle is NOT on the right shoulder and completely out of traffic, this is automatically an Emergency call regardless of whether there is an actual fire or not.)
- The caller says yes, they can see flames; the CBO will treat this as an emergency call and proceed accordingly following the required Emergency procedures and scripting. (**Note:** If the vehicle is safely and completely on the right shoulder and the caller is only able to see steam or smoke, this might be a roadside assistance call so the CBO needs the caller to help decide if this is an emergency or not).

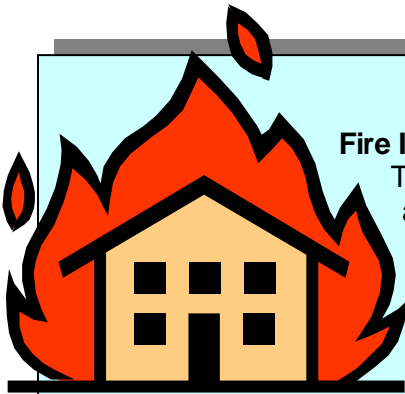


Variation to the Above Scenario: If the caller had answered that the vehicle is only smoking or sees only smoke or steam, the CBO treats the call as a roadside assistance call type C1, C2 or C3. The CBO advises the caller to call back if the situation changes (i.e. if there are flames) and sends a remote message to the CHP as a P1 or P2, depending on circumstances described for call types C1, C2 and C3.

Variation to the Above Scenario: If the caller reports seeing flames, the CBO would follow the required Emergency procedures and scripts and then conference and patch the call through to CHP for emergency response.

Variation to the Above Scenario: The CHP dispatcher receives a 911 call from a cell phone reporting a vehicle on fire. The CHP dispatcher can see from an earlier message from the CAC CBO that there was a roadside assistance call to AAA, involving a smoking vehicle. Based on location, vehicle information and timing, the CHP can determine that this is a roadside assistance call that has escalated to an emergency. The CHP dispatcher handles the emergency response tasks and **Remote Messages or calls back** the CBO to advise that the call has turned into an emergency. The CBO will then cancel the AAA roadside assistance request.

Variation to the Above Scenario: The CBO gets another call from a different call box, reporting a vehicle on fire. The CBO performs a search in the CAC system and determines that the current call is from an adjacent call box to the original call, and it appears that this new call box call is a duplicate of the previous call. The CBO confirms the information with the second caller, gets the caller's name and a telephone number where they can be reached, records this as a duplicate call, and sends a remote message to the CHP.



Fire Involving Brush or Structure Scenario: A caller reports a fire near the freeway. The CBO asks if it is right on the shoulder or if it's more distant and asks if there are any buildings or cars on fire.

The CBO verifies the Call Box number and conferences and then patches the call through to CHP, instructing the caller to stay on the line.

2.1.7 TTY Call (Call Type: A6)

A TTY is a Text Type portable keyboard device used by the deaf or difficulty to speak community. All San Bernardino and Riverside Call Boxes are outfitted with TTY keyboards.

Procedures for TTY Calls:

- a. Call will generate on the designated TTY accounts.
- b. TTY Stations;
 - o Standard TTY is available on all stations, the call will come in as 'Patch' call state, with an open TTY dialogue window ready to communicate via typing with the party.
 - o Satellite TTY software is available on two (2) stations, the main station is on the Supervisor area facing the Computer room.
 - Call taking procedure is noted on instruction sheet at the station.
- c. The CBO at either station will then click on the "space bar" and follow the scripts on the TTY software for handling of the call.

IMPORTANT: SEE SECTION 6.4.5 – TTY PROCEDURES

(Page Rev 1-18-03)

2.1.8 CHP- to- CHP (Call Type: A6)

Oftentimes, a CHP officer, other law enforcement agencies or ambulance services may use a Call Box and request to speak to:

- A CHP Comm Center
- CHP sub-station
- Their home
- Or other location

CAC will patch whenever and to whomever when one of the above requests occur.



Scenario: The caller is a CHP officer who is in a location from which radio coverage is not always clear.

- The CBO verifies the officers Call Box number and safety, then conferences and patches the CHP officer through to the CHP Comm Center or location they have requested.
- The CBO releases the call as soon as they verify that the officer and the Comm Center are connected.

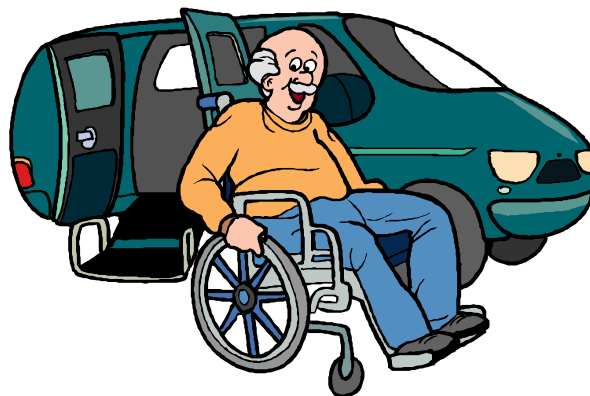
Should a Law Enforcement Officer use a Call Box, and ask to be connected to the CHP, the Contractor will:

1. Confirm the Call Box number with the Officer;
2. Ask for the Officer's name and/or badge number, and their affiliation and location (for example, Indio CHP, Riverside Sheriffs, Los Angeles FBI, Orange Police Dept., etc.);
3. Ask the Officer to whom they would like to be connected. If they are not asking to be connected to the CHP Comm Center affiliated with that Call Box, then ask for the phone number and name of the office they would like to be connected with. .
4. Tell the Officer, "Will you hold please, while I transfer the call?" and the CBO will wait for an answer. Ask the Officer to please call back if the Call Box should disconnect while they are waiting for the call to go through.
5. Call the corresponding CHP Comm Center affiliated with that Call Box. Tell the CHP you have an Officer (Name and/or badge number) on the line from (agency and location/city/county) who would like to call this number and ask CHP to handle this call.
6. Verify the CHP has the information, connect CHP with the Officer, and tell them to go ahead, verify that they (CHP and the Officer) have been connected (clearly talking with one another) and disconnect from the call.
7. Call Type should be "Emergency – Other" (therefore, a remote message is not sent to CHP).

Remember, some of these Officers may not be aware that a private CAC handles Call Box calls. The CAC CBO needs to be patient and listen to the Officer. Should the Officer hang up or get disconnected, call CHP and provide as much information as you can, and then file the call under "Emergency – Other".

2.1.9 Other

- ✓ **If a caller ever states that they or a passenger have a disability** (wheelchair, walker, hard of hearing, speech impaired, or visually impaired), ***you must document this in the comments of the message*** and press tab. If the caller expresses concern or fear, or if the CBO believes the disability may be a hindrance to the caller or others in any way, you need to patch the call live to the CHP as an EMERGENCY – OTHER. If unsure, treat the call as an emergency, patch the call live to CHP.
- ✓ If a caller **ever** states that they are going to walk off the freeway to get help, you must keep them on the line and patch them live to the CHP.
- ✓ If the caller disconnects, call the CHP and provide the information gathered to the point the caller hung up.
- ✓ **ADDITIONAL INCIDENTS** which should be considered Emergency-Other include:
 - a. TTY Calls
 - b. CHP officer calling CHP office
 - c. Incoherent or confused person
 - d. Big Rig Rotation Tow with no service enroute
 - e. Owner or witness to an abandoned vehicle
 - f. Vehicle off side of road or stolen/vandalized vehicle in Park & Ride



2.2 Level B - Non-Emergency

Calls in this category are those that the CHP needs to take action, or relay the incident to another agency to handle, such as Caltrans.

2.2.1 Duplicate Event (Call Type: B1)

There are two (2) types of Duplicate Calls:

#1. Duplicate Event:

MIRRORED CALL: This occurs when the same Call Box calls two operators simultaneously; one has the live caller and the other does not.

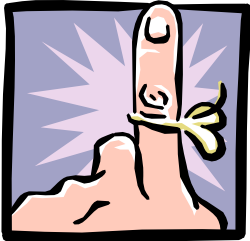
DUPLICATE EVENT: This is when a single event, such as a dead deer on the

side of the road or a fire on the hill, is called in by multiple callers.

Note: If the caller is reporting an emergency you MUST transfer the call live to the CHP.

#2. Duplicate Call: Same caller calling back on the same event, i.e. checking on ETA for AAA driver.

In this section, we will be reviewing **Duplicate Events**; duplicate calls will be reviewed in the next section.



IMPORTANT:

If the Call Center CBO is unable to reliably determine that it is a duplicate report (EVENT), the call will be treated as an emergency using the appropriate category, or as a Non Emergency, as described below.

Scenario: When the CBO answers the phone the caller starts to report an accident. The caller asks if anyone has yet reported the accident that happened a few minutes ago.

- The Call Center system is not showing a previous call, so the CBO assumes this is a new report, follows the required Emergency procedures and scripts, conferences and then patches the call through to CHP as an emergency call type A1.
- If the Call Center system indicates that this may be a duplicate event and if the CBO *can reliably determine* that a report of accident, medical emergency, crime, road hazard or fire is a duplicate report, the call will be treated as a Priority 2 level call.
 - ✓ The CBO will get the caller's name and a telephone number where they can be reached and include this with the information that is sent to CHP via remote message.



2.2.2 Duplicate Calls (*Call Type depends on why the caller is calling back*)

The CBO's will manually select "Duplicate Call" button once it is determined that the call is a duplicate call. The Duplicate call button populates the information from the previous call from that call box. If this is the correct information, the CBO will double click on the record , which takes them to a new screen that prefills the previous call data.

LAST TEN (10) CALLS FROM SAME BOX: Duplicate Call button - Displays the last ten (10) calls from the same call box, in order for the CBO to find a previous caller who may be using the same Call Box as another caller within the last four (4) hours.

LAST 24 HOURS ALL CALL BOXES: Displays the last 24 Hours or 50 calls in the system, in order for the CBO to find a previous call from a caller who has moved to a different Call Box.

CANCEL This will take the CBO's to a final page for review that has a **GREEN** box and will be seen by the Comm Centers in **GREEN**. Make sure you document what the new "form of help" will be.

INCIDENTAL This will take the CBO's to the regular Incidental screen for Courtesy Call, Inappropriate Call or a second Call Box Check, but the call will be saved as BLACK and **not seen** by the Comm Centers as nothing has changed regarding the original description of the incident/concern.

NO STATUS CHANGE / ETA This is used when the duplicate call does not change the status of the first call. Normally this will be used for an ETA call. If there is no status change, this button will be used. These calls will be saved as BLACK and **not seen** by the Comm Centers. (See example next page)

STATUS CHANGE This is used when the caller has called back and is requesting another type of assistance. The first call was family/friends and now they want a rotation tow. This allows the CBO to go back to the first screen with all the options available and **will be seen** by the Comm Centers in the regular call type and color. (See example next page)



NOTE: ALL messages that are saved in BLACK and not seen by the Comm Centers will be available if they are part of a linked message that has a third call.

STATUS CHANGE EXAMPLE:

FIRST CALL: Caller wants Family/Friends. F/F ETA 1 hour. Call ends as normal and is viewed in **BLUE** (Male present)

SECOND CALL: Caller got car started and wants to cancel F/F. CBO uses the Duplicate Call OPTIONS and selects "CANCEL". The CBO documents why the call is being cancelled. The Comm Center sees the message in **GREEN**.

Note: Try and contact the F/F and advise them not to go to the caller's location (and the reason why, i.e. that they got the vehicle started) as we do not want people on the side of the freeway when it is not necessary.

THIRD CALL: Caller calls back from another call box because car has stopped again and this time wants a tow truck. End the call as a rotation tow (has funds), and it will be seen as a **RED** message.



NOTE: The Comm Center would see a duplicate link for the third call and when Clicked, it will display the second call info.

2.2.3 FSP (Call Type: B2)

- ◆ When a caller calls in from a Call Box that is on a stretch of highway that is served by FSP and it is during timeframe that FSP service is available, this is the primary roadside assistance option.

These roving FSP tow trucks aid stranded motorists during peak commute hours (please note these hours are always subject to change):

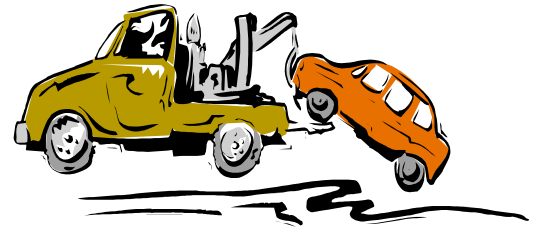
San Bernardino and Riverside:

Days of Operation: Monday – Thursday

Hours of Operation: 5:30am – 8:30am
2:00pm – 7:00pm

Days of Operation: Friday

Hours of Operation: 5:30am – 8:30am
12:00pm – 7:00pm



Riverside FSP:

Days of Operation: Monday – Thursday

Hours of Operation: 5:30 am – 8:30 am
2:00 pm – 6:30 pm

Friday

5:30 am – 8:30 am
12:30 pm – 6:30 pm

- ◆ The caller will not be offered the option to call friends, family or an automobile club;
- ◆ However, in some cases the caller might refuse FSP. In this case, the procedure is to handle the call as a live patch to the CHP.
- ◆ If FSP is available at a Call Box, it will automatically be flagged on the Call Box operator's screen.
 1. The CBO will take all required information and hang up with the caller.
 2. The information will be sent to the CHP via remote message.
 3. The CHP will then have the information needed to dispatch the FSP.

- **Holidays:**

Normally, the FSP is not available on holidays. However, the FSP manager in collaboration with FSP CHP may decide that FSP is needed and will be running, if this is the case the FSP manager will contact CAC management and advise of the change at least 24 hours prior to the update being implemented.

2.2.4 Miscellaneous (Call Type: B3)

Any call that cannot otherwise be classified will be considered a MISCELLANEOUS call and should generally be remote messaged. The CBO will need to use discretion and **error on the side of caution** to determine whether the caller should be patched through to CHP or not. The CBO will involve the shift supervisor in making such decisions, and the over-riding policy in all cases will be to patch through to the CHP.



Always document if the caller will be staying at the Call Box or entering traffic again, make sure you give the Safety Admonishment, "Please be safe and careful as you pull back into traffic."

Not all possibilities can be addressed in advance, but some examples include:

Caller has observed:

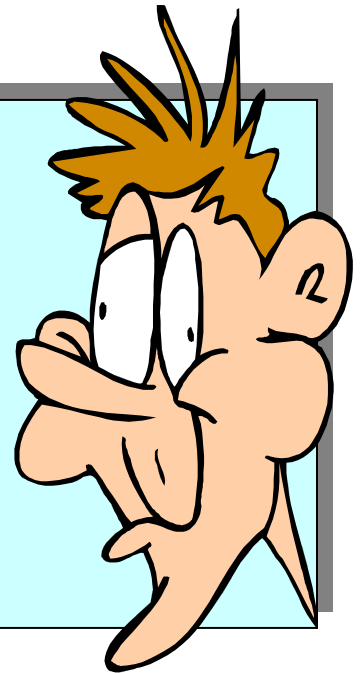
- ◆ Incoherent person; or
- ◆ An abandoned/damaged vehicle off the side of the highway.
- ◆ A stolen or vandalized vehicle at a Park & Ride lot equipped with a Call Box.
- ◆ Caller needs location of Call Box, but does not require assistance (i.e., has own cell phone and will arrange own assistance)
- ◆ Animals (alive or dead) or pedestrians on or near the highway

Dead Animal Scenario:

- The caller tells the CBO that there is a dead dog on the side of the freeway.
- Document the caller's information and the locality of the dead animal. Always give the Safety Admonishment (as written on the screen).

Incoherent Person Scenario:

- This caller says he is lost. The CBO can hear from the caller's voice and/or speech that he is in a stressful situation.
- The CBO verifies the Call Box number and asks safety questions.
- The CBO asks if the caller was driving their car, but the caller doesn't know or is unable to respond appropriately. The caller talks about another person, but is unable to tell the CBO if there is anyone with them or not. The caller is unable to articulate a meaningful response to any question or relay any useful information to the CBO.
- The CBO conferences and then patches the call through to the CHP Comm Center. When the CHP dispatcher answers the phone the CBO tells them about the caller.



Damaged, Empty Vehicle Scenario:

- The CBO gets a call from a woman reporting a “crunched-up” vehicle in the bushes off the right side (right shoulder) of the road.
- The CBO gets the caller's name, verifies the Call Box number, asks the safety question, and then asks the caller if they can see if there is anyone inside the vehicle.
- Upon further questioning, the caller indicates that there is no smoke or flame coming from the vehicle, but the CBO still doesn't have a way to tell if this is recent and/or previously reported.
- The CBO confirms the Call Box number and location of the vehicle relative to the Call Box, and gets the caller's telephone number where they can be reached.
- The CBO sends a P1 via remote message to CHP dispatch so they can find the vehicle and check out the situation.

2.2.5 Call Box Check – Voices/No Voices or Other Noises (Call Type: B4)

No Voices includes:

- ◆ Taps, clicks or scratchy noises
- ◆ Hearing possible voice(s) but not able to understand (may indicate a caller with a hearing or speech impaired problem); or
- ◆ Background noise, such as cars/vehicles passing by or audible honking.

Scenario: The CBO answers the phone and hears strange sounds on the other end of the line. There are taps, clicks and scratches but no voices (or voices that are not understandable).

- When The CBO asks again for a voice response, there is none (or not able to understandable).
- The CBO sends a remote message to the CHP as a Priority 1 non-emergency and documents what was heard on the call. It is critical that the CBO provides accurate details in the remote message call log to be reviewed by CHP.

CHP will respond by sending out a unit to the call box. Since these types of calls are rarely made, CBO to communicate to the possible caller that “CHP is being notified”. CBO cannot promise that a CHP unit will be arriving.

2.2.6 Call Box Tilt Alarm – Check Call Box (Call Type: B5)

This means that one of the Call Boxes is leaning sideways more than 15 degrees (approximately) and maintenance is needed or it has been involved in a collision.

- a. The Call Box notifies the maintenance computer.
- b. The maintenance computer then calls the CAC.
- c. The system will automatically send the digits necessary to capture the Call Box location.
- d. The CBO may hear tones in their ear or the maintenance computer's voice mail talking.
- e. A Priority 1 remote message is sent to the appropriate CHP Comm Center and an email is sent to designated SBCTA staff members.

The “Tilt Alarm” screen is significantly different from the regular call box screens.



2.3 Level C – Roadside Assistance

A roadside assistance/disabled vehicle call is defined as one in which the caller has indicated that their vehicle has a flat tire, is out of gas, or otherwise non-operational but **not** as a result of an accident or an encounter with debris or damaged roadway surfaces. In addition, the motorist does not report any injuries; if there were injuries, then it would be considered a Priority 1, medical emergency.

There are four (4) types of Roadside Assistance Call Types, they are:

Female(s) Alone (and/or no male over age 18 present), Disabled Vehicle, Assistance Enroute	C1	This call would required CHP action and sent as a remote message (type P1).
Male (over 18 yrs old), disabled Vehicle, Assistance Enroute	C2	Remote message, CHP info only (type P2).
Disabled Vehicle, Rotation Tow Requested	C3	Remote message, will require CHP action (type P1)
Disabled Vehicle, No Help	C4	This call would require CHP action and sent as a remote message (type P1).

The following pages describe how to handle each of the above situations.

2.3.1 Female Alone (One or more females without a male 18yrs or older present) Disabled Vehicle – Assistance En Route (Call Type: C1)

The CBO will determine whether the disabled vehicle is located off to the right shoulder and completely out of traffic. If the vehicle is safely out of traffic, the CBO will proceed to handle the call per Call Type C1.

If the vehicle is NOT safely on the right shoulder and completely out of traffic, this call becomes a ROAD HAZARD (Call Type A4), and the required emergency procedures and scripting procedures are in effect.

Scenario: When the caller tells the CBO that the car broke down, the CBO asks questions and determines that a single female is alone with her disabled car and she would like the CAC to contact her Uncle Joe (who has a flat bed truck) for assistance.

After taking the appropriate information per the script for this type of call, the CBO places the caller on hold:

- The CBO contacts Uncle Joe. Once the CBO determines Uncle Joe will be able to provide assistance the CBO tells him the pertinent information, **and advises him to be safe while assisting the caller.**
- Make sure he is aware of the exact location. CBO MUST obtain an ETA from Uncle Joe

CBO relays the ETA to the caller and documents that information in the comments section of the screen. CBO gives the caller the Safety Admonishment, ***“Please be safe and careful when you pull off to help.”***

- At that time, the caller and the CBO terminate the call.

NOTE: Should the CAC receive a later call from the same Call Box, the CBO answering the call will be able to retrieve the previous call data to take follow-up actions.

Since this caller is a female alone or a female(s) with no male over the age of 18 present, the information must be sent to the *CHP via the remote messaging as a Priority 1.*

Scenario: A female caller requests that the CBO contact AAA:

After taking the appropriate information per the script for this type of call, the CBO places the caller on hold:

- The CBO conferences and then patches the caller to the AAA roadside assistance call center and they handle it from there.
- Since this is a female(s) alone, the remote message will go over to the CHP as Priority 1.
- If the third party respondent is someone other than AAA, the CBO's procedures may be different but the remote message will still be sent to the CHP as a Priority 1, because this is a female(s) with no male over the age of 18 present, with assistance on the way.



2.3.2 Disabled Vehicle, Male Over 18, Assistance En Route (Call Type: C2)

Early in the call, the CBO will determine whether the disabled vehicle is located safely off to the right shoulder and completely out of traffic. If the vehicle is safely out of traffic, the CBO will proceed to handle the Call per Type C2. If the vehicle is NOT safely out of traffic, this call becomes a ROAD HAZARD, Call Type A4, and the required emergency procedures and scripts are in effect.

Scenario: The caller (male older than 18) provides the CBO with the information requested (following the script)

- The caller requests that the CBO contacts his friend who will come and help the caller.
- The CBO provides the friend with the exact location of the vehicle, reminds the friend to be safe while assisting on the freeway, and obtains and documents the friend's ETA (the CBO MUST get an ETA).
- The CBO advises the caller of the ETA, gives the Safety Admonishment, and ends the call. Then sends a remote message to the CHP as a Priority 2.



2.3.3 Disabled Vehicle – Rotation Tow, Has Funds (Call Type: C3)

The CBO will determine whether the disabled vehicle is located off to the right shoulder and out of traffic. If the vehicle is safely out of traffic, the CBO will proceed to handle the Call per Type C3. If the vehicle is NOT safely out of traffic, this call becomes a ROAD HAZARD (Call Type A4), and the required emergency procedures and scripts are in effect.

EXPLANATION OF FUNDS:

Ask the caller if they have the funds to pay for the service, i.e. cash, ATM, credit card. We will use approx. \$150 as having adequate funds to pay for a rotation tow; however, if necessary, you can advise the caller that charges START at approximately \$150.

DO NOT document how much money the caller has or their method of payment. Instead, in the comment section document: *// caller has funds //*

If the caller has sufficient funds, continue handling the call as a Rotation Tow, Call Type C3



Scenario: The caller informs the CBO that they are having car trouble.

- The caller does not have AAA or other roadside assistance insurance or membership
- The F/F that the caller has asked the CBO to contact is not available.
- The caller has requested that a tow truck be sent to help.
- NO FSP is available.
- The CBO asks other information the CHP will need (per scripts) and determines if the caller has appropriate funds to pay for the Rotation Tow. If YES, continue the call as a Rotation Tow, if they do not have the appropriate funds the call will be handled as a Call Type 13b ("Disabled, No Help") which will require the call to be remote messaged as a P1.
- The CBO thanks the caller and lets them know that the information will be sent to CHP. A remote message is forwarded to the CHP as Priority 1.
- CHP will then decide how this call is best handled (Rotation Tow response, and/or if a CHP officer is to be dispatched).

Disabled Vehicle – Rotation Tow, Has Funds (Call Type: C3) cont.

Scenario: The caller has no F/F, no FSP available, and no auto club and states they would like road service.

- The CBO will ask if they would like us to send tow service, if yes, ask if funds are available, cash, ATM, credit card, using the \$75 mark as a gauge.
- The caller informs the CBO that they have \$12. The CBO then asks if they have cash, ATM or credit cards, if no, the CBO documents “No Funds Available.” Advise the caller that CHP will be notified. Advise the caller of the Safety Admonishment.
- The information will be remote messaged to the Comm Center as a “No Help.”



Scenario: The CBO receives a second call from someone who had originally been transferred to CHP for a Rotation Tow. The caller has been waiting for nearly an hour and wants to know when help will arrive.

- The CBO can retrieve the original call information because it is from the same call box
- The CBO checks the remote screen to see if an ETA has been posted by the Comm Center
- The CBO places the caller on hold, contacts the CHP and obtains an updated ETA, then informs the caller.

2.3.4 Disabled Vehicle – No Help, No Funds (Call Type: C4)

The CBO will determine whether the disabled vehicle is located off to the right shoulder and completely out of traffic. If the vehicle is safely out of traffic, the CBO will proceed to handle the call per Type C4. If the vehicle is NOT safely out of traffic, this call becomes a ROAD HAZARD (Call Type A4), and the required emergency procedures and scripts are in effect.

Scenario: The caller informs the CBO their car is disabled and has no funds, no family, no friends (No F/F/F) and no auto club.

- The CBO documents all necessary information for the CHP and advises the caller that the CHP will be informed of the situation..
- The CBO hangs up with the caller.
- A remote message is forwarded to the appropriate CHP Comm Center (Call Type C4), Priority 1

If the caller says that they DO have help coming, for example maybe they used their cell phone, but now they need other information or assistance, we have not spoken to the responding party ourselves to confirm that help is on the way so this will be a “No Help” call type. But before you end the call:

- ✓ Confirm the Call Box number
- ✓ Ask if they are safely off to the right shoulder and handle appropriately depending on the response
- ✓ Ascertain the vehicle make, model and color and proximity to the call box
- ✓ Make sure they understand that you can help them contact friends or family, an auto club, and make sure that everyone has correct information about their location and that all parties are safe
- ✓ If the caller declines assistance, note this in the comments section that you offered and that they declined, stating the reason why they declined assistance and stating the purpose of their call
- ✓ When appropriate, provide them with the information requested
- ✓ Give all safety admonishments for waiting in a safe place and for pulling back into traffic safely
- ✓ End the call as “No Help” call type



2.4 Level D – Incidental Calls

Incidental calls are those that are related to the call box system and program.

- ◆ In these situations there is no aid response or notification of any kind
- ◆ The CAC handles the call 100%
- ◆ The calls are not forwarded either live or via remote messaging to the CHP.

2.4.1 Maintenance Test (Call Type: D0)

The Call Boxes are maintained and tested by a private contractor that is under contract with the SAFE. When Call Boxes are installed, repaired or otherwise maintained there are test calls made to ensure the Call Boxes are functioning properly. These calls will come into the call answering center and will not be forwarded via remote messaging to the CHP.

Make sure that you end the call as a Maintenance **Test**, not a Call Box Check.



Note: If a CHP officer calls in on a call box check, log the call as a MISCELLANEOUS. call

(B3) and then a remote message will be sent to the appropriate CHP Comm Center.

2.4.2 Test calls (Call Type: D1)

Initiated by call center or sub for training purposes (San Bernardino and Riverside counties do not reimburse the CAC for these type of calls)

2.4.3 Inappropriate Use (Call Type: D2)

All inappropriate uses of Call Boxes are handled by the CAC and **not remote messaged** to the CHP as an information item. Examples of these types of calls include:

- ◆ Inquiries,
- ◆ Collect Calls
- ◆ Transportation requests, need directions, or
- ◆ Pranks

Inquiries - Scenario: The caller tells the CBO that he just thought he'd call in to find out what happens when he picks up the Call Box phone so they'll know what kind of help they can expect.

- The CBO informs the caller that if they have car trouble or if there is an accident or other unsafe condition that needs to be reported, they may use a Call Box to make the call. The CBO also tell the caller that if they call in with car trouble, the CBO will call a friend, relative or tow truck for them, so they should keep numbers handy in their car for future reference. The caller asks a couple of quick, related questions and terminates the call.
- This call is documented but is **not** sent via a remote message to the CHP.

"Call My Boss.....Please!"- Scenario: The caller asks the CBO if they can please call their boss to let the boss know that traffic is backed up and they will be late for work.

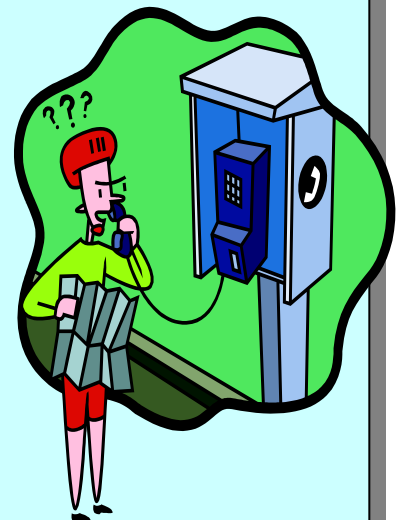
- The CBO informs the caller that Call Boxes are to be used only for emergencies and disabled vehicle assistance and declines to call the boss and terminates the call.
- This call is documented, but is **not** sent via a remote message to the CHP

Lost Driver – Scenario: The CBO's next call is from someone who says they are lost.

- The CBO confirms that the person is not having car problems and is merely in need of navigational assistance.
- The CBO informs the caller that call boxes are to be used only for emergencies and disabled vehicle assistance.
- If the caller is calling from a Call Box that is located in an urbanized area, the CBO can instruct the caller to take the next exit and stop to ask for directions.

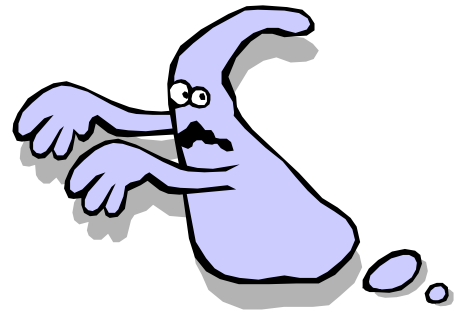
However, if the caller is calling from a remote area where the next exit may be miles away or may not have a place where the caller can seek directions, the CBO may use discretion to offer directions in order to keep the driver from making additional stops or unsafe turns.

This call is documented, but is not seen as a remote message at the CHP



2.4.4 Ghost Calls (Call Type: D3)

This pertains to a call that comes through **WITHOUT A CALL BOX ID NUMBER or VOICE to the CAC**. The CBO should document as much information as possible. This call is documented but is not sent via remote message to the CHP.



2.4.5 Courtesy Calls (Call Type: D4)

Courtesy calls are normally in conjunction with a road service call. Example: Caller has a flat tire and requests we call their work to advise they will be late.

Courtesy calls can be made while the caller is on hold for the following call types utilizing the "Courtesy Call" button on your screen:

- Rotation Tow
- FSP
- Other Auto Clubs



NOTE: AAA will make courtesy calls for their members. It is OK to tell the caller this before connecting them to AAA.

Attachment A-F: Section 3 of Operations and Training Manual

f3. CALL ANSWERING PROCESSES

3.1 Overall Responsibility

The objective is to ensure the safety of the motorist and to initiate measures that will result in timely assistance for the motorist and/or removal of the disabled vehicle.

As a courtesy, CBO's may place up to two (2) courtesy calls when requested and deemed appropriate.

In addition, the CAC is responsible for reporting all incidents accurately to the CHP and/or other third (3rd) party contacts.

Should a person with any kind of a disability use a call box, or should the caller mention that a passenger in their car has a disability (which is different than an immediate medical emergency), the CBO will check a box on the screen to indicate that there are special circumstances, and provide more specifics in the comments section of the screen. For purposes of this manual and these procedures, a disability is defined as a caller and/or a passenger with:

1. a speech and/or hearing impairment, having difficulty speaking, not being able to speak at all, slurring, stating that they are deaf (remember, they may be deaf but may be able to speak);
2. a physical impairment, stating they have difficulty walking, use a wheelchair, a cane or a walker;
3. may be pregnant and is concerned about their well being, and/or
4. anything else, that may not be an immediate medical condition/concern, but may warrant attention by the Contractor and/or CHP until help arrives.

3.2 Screen Design and Flow

The screen design includes an information header in "gray" at the top of each screen. A Call Box Operator cannot edit this information. The fields will automatically be filled in at the beginning of the call and throughout the call as you select menu options.

UNDERSTANDING THE SCREENS:

- ✓ **YELLOW section** with **BLACK** text indicate script that you will **SPEAK** to the caller **exactly as written** Shows agent handling the call, Call box number, Call box location, Date/Time, Call Log, Latitude/Longitude and Comm Center.
- ✓ **Royal blue section** shows language options. Default language is English, if caller is Spanish speaking agent will press 'Change to Spanish' button, if pressed in error agent will press 'Back to English'. If caller speaks any language other than English or Spanish agent will press 'Translation' to call the Translation vendor.

"I am going to ask you some questions. If someone stops to help you while we are on the phone, please don't hang up."

"Please look at the blue sign above the call box and read the number to me."

☐

"Is the vehicle safely on the right shoulder and completely out of traffic?"

Yes No Right Shoulder

- ✓ **LIGHT BLUE boxes** with **ROYAL BLUE** text indicate **INSTRUCTIONS, COMMENT FIELDS OR PROMPTS**.
- ✓ Statements and questions that are between quotation marks are to be made verbatim – this is critical.

- ✓ **LIGHT CYAN** boxes with **GRAY BUTTONS** are at the bottom of each page and are used to **NAVIGATE** to subsequent screens, optional services, help menus, etc. to move forward.

TYPES OF CALLS:

RED indicates an **EMERGENCY** call

BLUE indicates a **NON EMERGENCY** call

GREEN indicates a **ROADSIDE ASSISTANCE** call

PURPLE indicates an **INCIDENTAL** call

3.3 Properly Answering the Call Box Line

- Answer ***"This is the Call Box Center. Are you having car trouble?"***
 - In the event the CBO hears tapping, any kind of noise in the background, and/or voices on the mouthpiece the CBO proceeds to the Call Box Check screen. It is critical that the CBO accurately notes what they did or did not hear in the call box log for CHP to view.
 - Document the call that **"TAPPING NOISE, or OTHER BACKGROUND NOISE, and/or VOICES COULD BE HEARD;** this will be seen on the remote screen at the CHP and alert them to the situation. The tapping, any kind of background noise, and/or voices in the background may be an indication that the caller is hard of hearing, deaf, or not able to speak for a number of reasons. CHP needs to clearly understand what the CBO is hearing so that they know how to address the situation. The CBO can inform the motorist that CHP is being notified regarding the situation. The CBO cannot promise the motorist that an officer will be dispatched to the location.
 - End the call by saying **"We are notifying CHP that someone attempted to call from this Call Box. Please wait in a place where you feel safe"**.
- Always verify the Call Box sign number. We are looking for the number on the BLUE SIGN above the yellow Call Box.

Note: Some Call Boxes will have additional letter designations, they are:

R = Realignment

P = Park & Ride

T = Transition or Connector Road

C = County Road (not a highway)

- Call Box Numbers: You will see extra ZEROs on your screen. The Blue Call Box Sign does not have the leading zeros. When giving out call box numbers to CHP, AAA, or F/F, etc. *do not give them the leading Zero's (0).*
- Verify the caller's location using the information provided on your computer screen. **It is imperative that CBO's verbally confirm the Call Box number before questioning or before service is provided.** Failure to establish an exact location could delay service.
 - ✚ Is your vehicle on the right shoulder and completely out of traffic?
 - ✚ If not where? Ask other questions if needed to find out where.
- If a caller speaks a foreign language, obtain an appropriate interpreter via the translation service (Note: if the caller is Spanish speaking transfer the caller to a Spanish speaking CBO if available).
- **Take control** of the conversation while being firm but courteous. Do not encourage chattiness, nor share your own experience. What is critical is getting assistance to the motorist as quickly as possible. Please note your conversation is being recorded and can be subpoena.

- CBO's must **actively listen** to the caller to accurately obtain all the required information to ensure the caller receives the **necessary services** and to ensure the **caller's safety** at all times.
- If the caller mentions a disability, and if the CBO is unclear as to the type of disability or extent of the disability, ask questions and clarify as much as possible. If this caller asks to speak with CHP or cites any other type of **emergency**, follow normal procedures and put the caller on hold and transfer the call immediately to CHP. If it is not an emergency, follow normal protocol to assist the caller and verify ETA.

*Do It Right The First Time....
this will ensure the caller's safety
and prevent delays!!*

- Observe telephone courtesy. A calm, competent, decisive voice that is courteous will not antagonize the caller, but will assure the caller that the situation is being handled.
- Speak clearly and slowly so the caller can hear your questions and information through all the freeway noise. This helps the caller provide you with accurate information and keeps you from having to repeat questions, thereby speeding the process of getting assistance to the caller. *Please remember that a caller may have a difficult time hearing the CBO due to the freeway/traffic noise, therefore speaking clearly and accurately is tremendously helpful.*
- Take the caller's information and type it into the system as soon as it is given, just in case the line disconnects. ***This is not the time to trust your memory.***
- Always provide the appropriate service to the caller, based on approved policies and procedures.



IMPORTANT:

There are three (3) extremely IMPORTANT Safety Statements (or Admonishment Statements) that must be given to callers and read exactly as written on your screen. Do not improvise, change or skip the required information.

#1. This must be given to every caller at the beginning of the call:

“Is your vehicle on the right shoulder and completely out of traffic?”

#2. If the call is not patched through to the CHP or an auto club, you must end the call with the following Admonishment Statement:

“Please wait in a place where you feel safe.”

(Do Not advise the caller where to wait, it must be their decision)

#3. If you call Family/Friends and they are going to the caller's location, you must give them the following Admonishment Statement:

“Please be safe and careful when you pull off to help.”

- You must accurately document each call using the required policies and procedures, as this information will be used at a later time for reporting purposes.

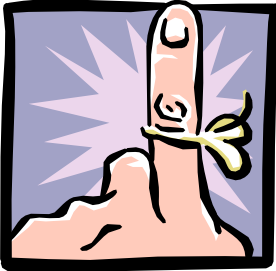
- Make sure you “write for the reader” as you don’t know who will need to read your documentation, i.e. CAC management, CHP, a judge in a court hearing.

3.4 Documentation

All Call Box contacts **MUST** be accurately documented by completing the message forms.

If a caller refuses to give their name and/or telephone number, service will not be withheld. If the caller refuses to give you information, simply mark the fields "caller declined" and continue with the call.

If the information provided is not sufficient to determine the call type or type of assistance needed, try the question(s) again. If the caller is uncooperative, transfer the call live to the CHP.



Important: If using abbreviations, you **MUST** only use abbreviations from the Approved Abbreviation List (see Section 6.1).

3.5 Call Box Remote Control Features

Call Boxes have an automatic "timeout" feature (due to the solar battery) that disconnects Call Boxes from the telephone after about 10 (ten) minutes. This feature makes it necessary to handle Call Box calls as efficiently and quickly as possible.



The following is a list of the Call Box Remote Key Press Commands.

KEY PRESS	CALL BOX REMOTE PRESS COMMANDS
8	Extend call termination in increments of 10 minutes.
9	Increase Call Box handset volume to user.
10	Decrease Call Box handset volume to user.
11	Request Call Box cell telephone number.
7	Hang up command.

3.6 Conferencing and/Or Patching Calls

There will be times when it will become necessary for the CBO to conference the caller to a third party.

For example, in situations involving crime, accidents and other emergencies, the CBO must first “**conference**” the CHP and then “**patch**” (connect) the caller to the CHP.

- Make sure you obtain and verify the Call Box number **before** patching the caller.
- Always let the caller know whom you are transferring them to and that there will be music played during the transfer.
- ALWAYS advise the caller “**DO NOT hang up, if you get disconnected please call back.**”
- Read the text exactly as written on the screens in quotations marks. the yellow boxes.

NOTE:



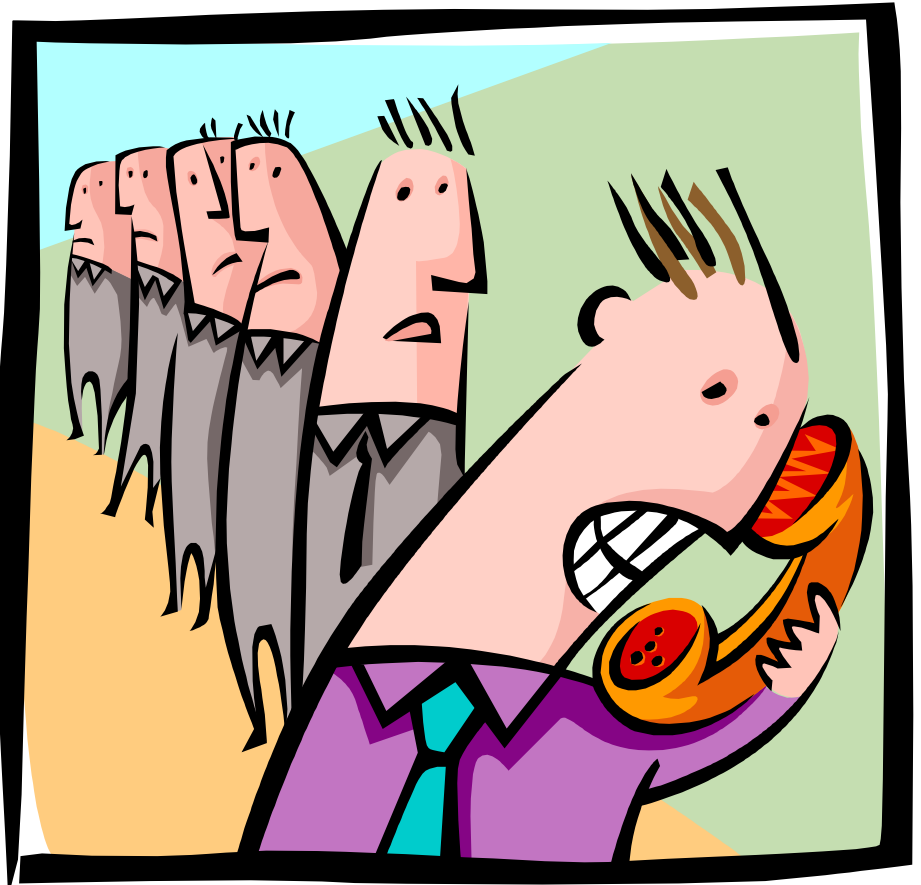
Do NOT “PATCH” for the following situations, you must CONFERENCE and stay on the line if you decide it is necessary for the caller and third party to speak directly to each other. Some examples might be:

- Family and friends of the caller do not speak English (and CBO does not speak their language)
- Big Rig situations when the driver needs to speak with their company regarding parts, repair and/or service.

3.7 Role Playing

After each section, we will be training using role-playing techniques. Below are general notes regarding role-playing:

1. "Caller" indicates the person calling in from the Call Box.
2. "CBO" (Call Box Operator) designates the CAC operator who handles the Call Box call.
3. In every situation the CBO must create a message template to be stored in the Infinity system.
4. With every call the CBO will verify the location of the caller and will provide the safety admonishments. The only exception to this is the Call Box maintenance provider's test calls.



NOTE: You **MUST** use the scripting on each screen exactly as written. If after you read the text as written, you believe you need to use other words to clarify the information; it is okay, but only after you read the text as written.

***You MUST read the scripts exactly as written on all calls
this way you will not go wrong!***

3.8 Call Screen Flows (Infinity IS Screens)

The call screens are organized in a hierarchy. The first screen that is launched is always the same when a call comes into the system. From that screen the CBO determines the nature of the call.

**There are four basic
call types:**

- ✓ **Emergency**
- ✓ **Non-Emergency**
- ✓ **Roadside Assistance**
- ✓ **Incidental**

3.8.1 First or Main Screen listing.

Infinity Telephone Agent [30] - DAYNA PCN Riverside

Disc 06 8150 *CALL BOX - SAN BERN SAN BERNARDINO COUNTY
Fetch

Section 1

http://ecreator/cweb/2.asp?idsStamp=1127503371414

Call Box Number calibox	City CityName	County County	CHP Com Center ComCenter	Zip Code Zip
Caller ID	Log Number 269934	FSP Available? NO	Call Box Operator ID DE	Call Type
Location				Thomas Guide #
Page				

Section 3 This is the Call Box Center. Are you having CAR TROUBLE? **Section 2**

Please look at the BLUE SIGN above the call box and READ THE NUMBER TO ME -->

calibox Purified (RIB?) Wrong CB#

Is the **Section 5** R and COMPLETELY OUT OF TRAFFIC? YES (proceed with call) NO (click Emergency button) Emergency

Are you driving a ?

YES (This is Duplicate Call from the same caller)
YES - Dup Caller - get DUP info NO (NEW caller, handle as new call) (MOVED caller, Click on Duplicate Options) MOVED - Dup Options - DO NOT get info

EMERGENCY	NON-EMERGENCY	ROADSIDE ASSIST	INCIDENTAL
-----------	---------------	-----------------	------------

- Accident
- Medical
- Crime
- Debris or Road Hazard
- Fire
- Other
- Miscellaneous
- Duplicate event
- Mirror Call
- Call Box Check
- No Voice Connection
- FSP
- Assistance in Route
- No Assistance in Route
- Assistance in Route
- Maintenance
- Inappropriate Use
- Ghost Calls
- Wrong Number
- Courtesy Call

Section 4

PREVIOUS CALL COMMENTS (Only available when Duplicate Call)

Section 6

TTY Translator RunAway Box Clear Info Help

Disability ?

Section 7

○ 3.8.1.1 Main Screen – Duplicate Call CBX

http://ecreator/CBweb/Page2.asp?idsStamp=1039648787210 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Messenger

Address http://ecreator/CBweb/Page2.asp?idsStamp=1039648787210 Go

Call Box Number	City	County	CHP Com Center	Zip Code
RV-015-0063	TEMECULA	RIVERSIDE	BORDER	92591
Caller ID	Log Number	FSP Available?	Call Box Operator ID	Call Type
7147494210	81237	NO		
Location				Thomas Guide #
SB 115 J50 SR79, .4 MI SO UPPER 79, ACCESS FROM WINCHESTER RD				958

This is the Call Box Center. Are you having CAR TROUBLE?

Comments

Please look at the **BLUE SIGN** above the call box and **READ THE NUMBER TO ME -->**

RV-015-0063 Verified (REQ) Yes Wrong CB#

Is the vehicle **SAFELY** on the **RIGHT SHOULDER** and **COMPLETELY OUT OF TRAFFIC**?

YES (proceed with call) Emergency

NO (click Emergency button)

Call Box Check

DUPLICATE CALL Are you driving a ?

YES (This is Duplicate Call from the same caller) YES - Dup Caller

NO (NEW caller, handle as new call) (MOVED caller, Click on Duplicate Options) MOVED - Dup Options

EMERGENCY **NON-EMERGENCY** **ROADSIDE ASSISTANCE** **INCIDENTAL**

- Accident
- Medical
- Crime
- Debris or Road Hazard
- Fire
- Other

- Duplicate event
- Duplicate event
- Mirror Call
- Call Box Check
- No Voice Connection
- FSP
- Miscellaneous

- Assistance in Route
- Female Alone
- No Assistance in Route
- No Family, Friends, Funds
- Assistance in Route
- Male present

- Maintenance
- Inappropriate Use
- Ghost Calls
- No CallBox ID
- Wrong Number
- Courtesy Call

Done Local intranet

3.8.2 Level A - Emergency Call Screens

From the Main Screen Click **"EMERGENCY."** Choose the appropriate Emergency call type from the listing. The CBO confirms the following Emergency Call type options;

- Call box sign number
- More detail on the nature of the emergency
- Whether translation services are needed
- If this is a duplicate call, and the situation has changed.

A series of seven different screens can be accessed by the system depending on the nature of the emergency:

Start

ANI# 9095011398 If CBX# does not generate, Obtain CBX# and Press Tab) CBX# Enter SB-058-0223 Op XF

CBX# SB-058-0223 Loc SR58 JWO VALLEY VIEW RD, 4 MI WO HINKLEY RD (WB SIDE)

Date/Time 9/25/2020 6:48 PM Call Log 69351768 LAT/LON 34.9225,-117.265 Comm Center BARSTOW

Change to Spanish Back to English Other Other Language Translation

"I am going to ask you some questions. If someone stops to help you while we are on the phone, please don't hang up."

"Please look at the blue sign above the call box and read the number to me."

☒

"Is the vehicle safely on the right shoulder and completely out of traffic?"

Yes No Right Shoulder Yes

Emergency Non-Emergency Incidental Duplicate Call

Accident
Crime
Fire
First Responder
Medical
Road Hazard/Debris
Other

Call Box Check
FSP
Miscellaneous
No Help

Courtesy Call
Ghost Call
Inappropriate Call
Maintenance/Officer Test
Outside Company (AAA, etc)
Training (Inhouse) Test Calls

- Next -

Last 24 Hr. All CBX Cancel Current Call Cancel Previous Call OCIR Customer Service

*Op. When X/C to CHP be sure you obtain CHP Log and hear the caller speaking with CHP before Patching

Location Vehicle Info Caller Info BARSTOW CHP

- Accident
- Crime
- Fire
- First Responder
- Medical
- Road Hazard/Debris
- Other

Disability/Incomplete Call

If the caller has indicated that they or a passenger has a disability and the caller/Call box disconnects, or before the call is completed, the CBO is to call CHP, and transmit all the information that was gathered before the call was disconnected. Highlight if the caller seemed scared or concerned, their tone and any other information that may be helpful to the CHP. The call type is "Emergency-Other" A6 and no remote message is sent because CHP was contacted by the CBO by voice (live call to CHP).

3.8.2.1 Example of One of the Seven (7) Emergency Screens.

Each **EMERGENCY** screen is exactly the same, except for the Call Type.

Infinity Telephone Agent [30] - ALLJW 2

Disc 93 8150 * CALL BOX - SAN BERN SAN BERNARDINO COUNTY
Fetch
OFF Server could not dial the number

http://ecreator/cbweb/E4.asp?idsStamp=1037744942055

Call Box Number	City	County	CHP Com Center	Zip Code
RV-215-0293	PERRIS	RIVERSIDE	INLAND	92571
Caller ID	Log Number	PSP Available?	Call Box Operator ID	Call Type
9092246405	76839	NO	JW	Accident
Location				Thomas Guide #
SB 1215 JNO W NUEVO RD, 1 MI ACCESS FR RAMONA EXWY (SB 1215 JNO NUEVO RD)				777

I will connect you to the CHP. Do NOT hang up. If you get disconnected, call back

Dial CHP 3888066 2:28:53 PM

Border, Barstow and Indio - If you receive no response in 3 min (disconnect) and Dial the back line Dial CHP Back Line PhoneBL

For Inland (do not disconnect) and press '1' to access the back line 1

This is [Accident] with a [Accident] call at Call Box Number [RV-215-0293]. My log number is [76839]

Comments: Document excessive hold times in comments.

FLAT TIRE

Caller, go ahead

Verify that the call is successfully patched, then click END CALL

Start Over Help

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Done

Make sure you follow the scripts exactly as written. Required scripts are highlighted in the **yellow boxes.**

3.8.2.2 Role Playing – Emergency Calls

ROLE PLAY – ACCIDENT

Caller: "I am reporting an accident on I-15 at the Valley exit."

CBO: 1. Confirm the _____ of the caller.
2. Give _____ admonishment.
3. *"Please stay on the line while I contact the CHP so you may talk to them directly. **If you get** _____."*

ROLE PLAY – REQUEST FOR CHP

Caller: "I need to speak to the CHP now."

CBO: 1. Confirm the _____ of the caller.
2. Ask caller what the problem is.

Caller: "I told you, I need to speak to the Highway Patrol now."

CBO: 1. Deliver the _____.
2. Tell caller to hold on the line while you connect them to the CHP.

Note: A variance of this call could be when the caller asks for a CHP officer to be dispatched. The procedure remains the same: patch the caller to the CHP.

ROLE PLAY – DOMESTIC VIOLENCE

Caller: "My husband and I had a bad argument and he dropped me off by the side of the road. He stopped his car 150 feet ahead of me. He is walking back towards me and I am frightened."

CBO: 1. Confirm and Verify location of the caller.
2. Tell caller to _____ while you contact the CHP.
3. Conference the CHP and then _____ the caller.

IMPORTANT:

- ✓ **When patching the caller through to the CHP you must confirm that both parties are on the line and have exchanged at least one sentence/comment each before you can press the "op out" button. The CBO must be able to confirm that the motorist and CHP are talking to one another.**
- ✓ **Press F1 to add an additional 10 (ten) minutes to the call before patching so the call box will not time out.**

3.8.3 Level B - Non-Emergency Call Screens

The following are the call types for this category:

- Call Type B1: Duplicate Event
- Call Type B2: FSP Tow
- Call Type B3: Miscellaneous (caller observing abandoned vehicle on side of road, vandalized vehicles in Park & Ride, or pedestrian or animal on highway).
- Call Type B4: Check Call Box – Connected but only tapping or other noises, no voice(s) / Voices in the background.
- Call Type B5: Call Box Tilt Alarm – Check call box.

Non-Emergency Screen:

Infinity Telephone Agent [30] - ALLJW 2

Disc 63 8050 *CALL BOX - RIVERSIDE RIVERSIDE COUNTY
Fetch

System Waits: 03 OFF Server could not dial the number

http://ecreator/cbweb/NE3.asp?idsStamp=1029541688087

Call Box Number	City	County	CHP Com Center	Zip Code
RV-091-0008	CORONA	RIVERSIDE	INLAND	Zip
Caller ID	Log Number	FSP Available?	Call Box Operator ID	Call Type
7147477889	53520	YES	JW	FSP
Location				Thomas Guide #
EB SR91 JWO GREEN RIVER DR, ****FSP BEAT****ACCESS FROM COAL CANYON				742

FSP IS AVAILABLE (encourage use of FSP) FSP (Roadside Assistance) **Is Available (Click FSP below)**
We have a **FREE EMERGENCY SERVICE** in your area and we will immediately send a truck to help you. **Is Not Available (continue call)**
Document in COMMENTS if FSP is refused and see your PCN Supervisor

Do you want a TOW TRUCK or how can I help you?

Comments

<u>Miscellaneous</u> calls (A call that is not an ER or Roadside Assistance and needs to be sent as a Remote Message to the Comm Center)	Miscellaneous
<u>Call Box Check</u> calls (No Voice, Tapping or Other Noise) {CALL BOX # IS LISTED}	Call Box Check
<u>Ghost</u> calls (No Voice, Tapping or Other Noise) {NO CALL BOX #, NO CALLER ID}	Ghost Calls
<u>Duplicate Event</u> calls (Caller is reporting the same event as a previous caller)	Duplicate Event

Start Over Help

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Remember: READ THE SCRIPTS

Note: Make sure your comments are correct and you are ending the call correct.

ANI# 9095011398 If CBX# does not generate, Obtain CBX# and Press Tab) CBX# Enter SB-058-0223 Op XF

CBX# SB-058-0223 Loc SR58 JWO VALLEY VIEW RD, 4 MI WO HINKLEY RD (WB SIDE)

DateTime 9/25/2020 6:48 PM Call Log 69351768 LAT/LON 34.9225,-117.265 Comm Center BARSTOW

Change to Spanish Back to English Other Other Language Translation

"I am going to ask you some questions. If someone stops to help you while we are on the phone, please don't hang up."

"Please look at the blue sign above the call box and read the number to me."

☒

"Is the vehicle safely on the right shoulder and completely out of traffic?"

 Right Shoulder

Emergency **Non-Emergency** **Incidental**

Accident
Crime
Fire
First Responder
Medical
Road Hazard/Debris
Other

Call Box Check
FSP
Miscellaneous
No Help

Courtesy Call
Ghost Call
Inappropriate Call
Maintenance/Officer Test
Outside Company (AAA, etc)
Training (Inhouse) Test Calls

*Op: When X/C to CHP be sure you obtain CHP Log and hear the caller speaking with CHP before Patching

*Note: Until you have established a call type, the script will default to Non-Emergency in order to capture the call information to determine what the call type is.

Location, Vehicle Info AND Caller Info

Location and Vehicle Info

CBX# SB-040-0413 Loc WB 140 JWO LAVIC RD, .6 MI WEST (EB ACCESS FROM CRUCERORD @MM 50 [LUDLOW])

DateTime 9/25/2020 10:42 AM Call Log 69349403 LAT/LON 34.7417,-116.318 Comm Center BARSTOW

"What is the vehicles location compared to the CBX?"
ex: AT CBX, 50ft JNO CBX, CENTER DIVIDER, GORE POINT, etc

50 FT JWO CBX

"What is the vehicle Make, Model and Color?" *Op: If color not list, type in the Color

Make Model Color

"What is the problem with the vehicle"

FLAT TIRE
OUT OF GAS
OVER HEATED
UNKNOWN ENGINE

"Are you towing a trailer or any other object?"
- If 'Yes', enter item. Otherwise enter N/A

Special Towing

Caller Info					
CBX#	SB-058-0223	Loc	SR58 JWO VALLEY VIEW RD, 4 MI WO HINKLEY RD (WB SIDE)		
DateTime	9/25/2020 12:25 PM	Call Log	69349769	LAT/LON	34.9225,-117.265
				Comm Center	BARSTOW
"What is your name?" - FirstN <input type="text" value="JOHN"/> LastN <input type="text" value="DOE"/> "What is the call back number with area code?" Ph <input type="text" value="(951) 123-4567"/> "What is the total number of people in the vehicle?" *Op: include the driver <input type="text" value="2"/> "Is there a male adult over 18years old present?" <input type="button" value="Yes"/> <input type="button" value="No"/> Male Adult <input type="button" value="Yes"/> *Op: Enter any mentioned disability ex: cane, wheelchair, etc. <input type="text" value="N/A"/> *Op: Enter the CHP ID, CHP Log Number and any outcome notes here. Comment <input type="text" value="OUT OF GAS"/> <input type="button" value="- Next -"/>					
<input type="button" value="Start"/> <input type="button" value="Location"/> <input type="button" value="Vehicle Info"/> <input type="button" value="Cancel Current Call"/> <input type="button" value="Cancel Previous Call"/>					

NOTES

3.8.3.1 Duplicate Event Screen

Remember: Only use “Duplicate Event” for the following situations:

- **Mirrored Call:** This occurs when the same call box calls two operators simultaneously; one has the live caller and the other does not.
- **Duplicate Event:** This is when a single non-emergency event, such as a dead deer on the side of the road or a fire on the hill, is called in by multiple callers.

Note: If the caller is reporting an emergency you MUST transfer the call live to the CHP.

Emergency Screens - Microsoft Word

File Edit View Insert Format Tools Table Window Help

100% Normal Times New Roman 12 B I U

http://ecreator/cbweb/NE4DupEvent.asp?idsStamp=1023858098856

Call Box Number	City	County	CHP Com Center	Zip Code
RV-091-0078	CORONA	RIVERSIDE	INLAND	Zip
Caller ID	Log Number	FSP Available?	Call Box Operator ID	Call Type
1112223333	32426	NO	JW	Duplicate Event
Location				Thomas Guide #
EB SR91 JEO NB I15,****FSP BEAT****ACCESS FROM MAIN ST				743

Are you calling to report the
Duplicate Event ? **YES** (If CBO can reliably determine that this is a duplicate report Not an EMERGENCY, proceed with call)
If the caller is calling to report an emergency Go To EMERGENCY

Emergency

(If Yes) May I please have your Name and Home Phone Number where you can be reached ?

FIRST NAME	LAST NAME	HOME AREA CODE and PHONE	Is there an Adult male present
			(REQUIRED)

If the caller is reporting a disabled vehicle containing passengers (GET AS MUCH INFORMATION AS POSSIBLE)

Did you pass the disabled Vehicle before you got to the call box ?

How far did you travel before reaching this call box ?

Can you tell if the vehicle was in an accident or if it's just disabled ? (If it is an accident move to EMERGENCY)

Make, Model, Size, Color, Location description / landmarks, Adult male present?, Number of occupants?

Emergency

Comments

DUP EVENT

Please be careful pulling into traffic

END CALL

Translator Service Duplicate Call Start Over Last 5 Calls Help

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Done

3.8.3.2 Duplicate Call (Emergency Or Non-Emergency)

CALL TYPE: VARIES DEPENDING ON THE CALLER'S SITUATION

DUPLICATE CALL – OPTIONS PAGE:

Infinity Telephone Agent [29] - ALLJW 2

Disc 73 8150 * CALL BOX - SAN BERN SAN BERNARDINO COUNTY
Fetch

OFF Server could not dial the number

http://ecreator/cbweb/DupOptions.asp?idsStamp=1053029690137

Call Box Number	City	County	CHP Com Center	Zip Code
callbox	CityName	County	ComCenter	Zip
Caller ID	Log Number	FSP Available?	Call Box Operator ID	Call Type
	110490	NO	JW	
Location				Thomas Guide #
Location				Page

Before proceeding, VERIFY callers name and call box (if not this is a new call - start over)

Comments

Duplicate Call OPTIONS

Is male present: ☐ Occ: ☐

Towing needs: ☐ Spare: ☐

PREVIOUS CALL COMMENTS (Only available when Duplicate Call)

PREVIOUS LOG NUMBER: PREVIOUS CALLTYPE: PREVIOUS CB #: PREVIOUS LOG END TIME:

Look Up calls during the Last 4 hours from this call box	Calls - Last 4 hours - This Box
Look up Last 50 calls in the system	Lookup Last 50 Calls in System
To Cancel the previous call (send over green) press CANCEL	Cancel
Used for Inappropriate calls, Courtesy Calls, 2nd, 3rd etc. and CB Check	Incidental
The Status of this call has not Changed (ETA or new information)	No Status Change / ETA
Status of the Call has changed . This call requires new or different action by CHP or others	Status Change

Remote Screen Start Over Clear Caller Info Help

**Last 50 calls in the system
(see next page)**

**Look Up the last 5 calls from this
call box within the last 4 hours**

3.8.3.3 Duplicate Call (Emergency Or Non-Emergency)

Look Up Last 50 Calls In the System

Infinity Telephone Agent [30] - ALLJW 2

Disc 74 8150 * CALL BOX - SAN BERN SAN BERNARDINO COUNTY
Fetch

Db Picklist - Microsoft Internet Explorer

	Caller First	Last Name	CallType	CB#	CBO	LogNum
1	JILLIAN	ROLLAND	Disabled Vehicle	SB-330-0362	DOR	76838
2	ELIZABETH	QUINTERO	No Help	RV-215-0293	JON	76836
3	JILLIAN	ROLLAND	No Help	SB-330-0362	COR	76835
4	LUIS	SANCHEZ	Disabled Vehicle	SB-015-0228	JON	76834
5			Road Hazard	RV-015-0087	EST	76833
6			Road Hazard	SB-015-0104	JON	76832
7			No Help	SB-010-0244T	JON	76830
8			Road Hazard	1111	EST	76829
9	WILLIAM	KELLY	Disabled Vehicle	RV-010-0689	JON	76828
10	CARON	BRADLEY	Rotational Tow	SB-015-0152R	EST	76827
11			Test Calls	RV-015-0516	EST	76826
12			No Help	RV-015-0516	JON	76825
13			Call Box Check	SB-015-0233	DOR	76824

CHP Com Center Zip Code
INLAND 92571
Call Box Operator ID Call Type
JW
Thomas Guide #
777

(this is a new call - start over)

g needs: NO Spare:

INSURANCE // NO FUNDS // NO HELP ENROUTE

PREVIOUS LOG NUMBER: 76836 PREVIOUS CALLTYPE: No Help PREVIOUS CB #: RV-215-0293 PREVIOUS LOG END TIME: 11/19/2002 2:11:04 PM

Look Up calls during the Last 4 hours from this call box Calls - Last 4 hours - This Box

Look up Last 50 calls in the system Lookup Last 50 Calls in System

To Cancel the previous call (send over green) press CANCEL Cancel

Used for Inappropriate calls, Courtesy Calls, 2nd, 3rd etc. and CB Check Incidental

The Status of this call has not Changed (ETA or new information) No Status Change / ETA

Status of the Call has changed. This call requires new or different action by CHP or others Status Change

Remote Screen Start Over Clear Caller Info Help

Done

3.8.3.4 Duplicate Call – Cancellation Page

Cancellation of Previous P1 message

You must verify previous comments and then document the new help and/or information.

Infinity Telephone Agent [30] - ALLJw - 2

Disc 81 8150 *CALL BOX - SAN BERN SAN BERNARDINO COUNTY
Fetch
OFF Server could not dial the number

http://ecreator/cbweb/DispatchCancel.asp?idsStamp=1037744872244

"PREVIOUS Call" Comments

RAN OUT OF UNLEADED FUEL // CALLER DISCONNECTED BEFORE FURTHER ASSISTED // NO FAMILY OR FRIENDS // NO ROADSIDE INSURANCE // NO FUNDS // NO HELP ENROUTE

Adult Male Present: ☐ Number of Occ: Responding Party: CallType: Spare: Towing Needs:

Adult Male Present: ☐ Number of Occ: Responding Party: CallType: Spare: Towing Needs:

Add "Reasons for CANCELLATION" in the Comments Box below

FLAT TIRE

Cancel Previous Call

After reviewing Comments and Documenting the Results of your Call, [CANCEL CALL](#)

Start Over Return to Roadside Assistance

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NOTE: When documenting on a second (2nd) call or more, you will need to put in your comments when the first call came in and what the problem is and why it is changing.

3.8.3.5 Freeway Service Patrol (FSP)

This screen is used during the hours that FSP is available in the urban areas of Riverside and San Bernardino counties. The system automatically knows which Call Boxes are covered by the FSP tow trucks and what times they are available. The CBO should always offer FSP as the first option during those times.

Encourage callers to use this service. If they refuse, have them speak to a CAC supervisor. FSP can help quickly and then assist the caller in obtaining further assistance from AAA or Friends & Family. If they still refuse then Conference & Patch to CHP.

FSP SCREENS: Roadside Assistance

Infinity Telephone Agent [30] - ALLJW - 2

Disc 10 8150 *CALL BOX - SAN BERN SAN BERNARDINO COUNTY
Fetch

OFF Server could not dial the number

http://ecreator/cbweb/RA3.asp?idsStamp=1037833279831

Call Box Number RV-091-0002	City YORBA LINDA	County RIVERSIDE	CHP Com Center INLAND	Zip Code Zip
Caller ID 7147471091	Log Number 77051	FSP Available? YES	Call Box Operator ID JW	Call Type Thomas Guide #
Location EB SR91 JEO ORCO RICO COUNTY LINE,***FSP BEAT***ACCESS FROM COAL CANYON				742

I am going to ask you some questions.
If someone stops to help you while we are on the phone, please don't hang up yet.

FIRST NAME	LAST NAME	HOME AREA CODE and PHONE	Is there an Adult male present (REQUIRED)
			<input type="checkbox"/>

Nature of the problem (No gas = Diesel or Unleaded) Won't start, Radiator, No Gas (diesel or unleaded), Flat tire

MAKE of the vehicle Dodge, Ford, Toyota

MODEL of the Vehicle Explorer, Mustang, Suburban

COLOR of the Vehicle Use Simple colors

Location of the vehicle relative to the Call Box Before or After Call Box and Distance from Box

Special TOWING NEEDS Boat, RV, Large Vehicle, Big Rig

SPARE Tire (if Applicable) YES, NO or N/A

Number of people in your car including yourself? Number of occupants - including driver

FSP IS AVAILABLE (encourage use of FSP)

"IF FSP IS REFUSED BY THE CALLER, PATCH LIVE TO CHP"

We have a **FREE EMERGENCY SERVICE** in your area & we will immediately send a truck to help you

Is Available (Click FSP below)
Is Not Available (continue call)
**IF FSP IS REFUSED BY THE CALLER,
Choose FSP and PATCH CALLER LIVE TO CHP
and Document in COMMENTS**

Do you have AAA or another Auto Club?

If someone stops to assist the caller and you can confirm that help is available -- Press-->

Done

FSP - IS AVAILABLE

Infinity Telephone Agent [30] - ALLJW - 2

Disc 16 8150 *CALL BOX - SAN BERN SAN BERNARDINO COUNTY
Fetch

FSP Screen

CBX# SB-060-0055 Loc WB SR60 JWO S GROVE AV. ACCESS FROM GROVE AV ***FSP BEAT***

DateTime 9/25/2020 12:21 PM Call Log 69349748 LAT/LON 34.0307,-117.635 Comm Center INLAND

We have a free emergency service in your area and we will immediately send a truck to help you.

☒

"Please wait in a place where you feel safe and be careful when pulling on or off the freeway."

☒

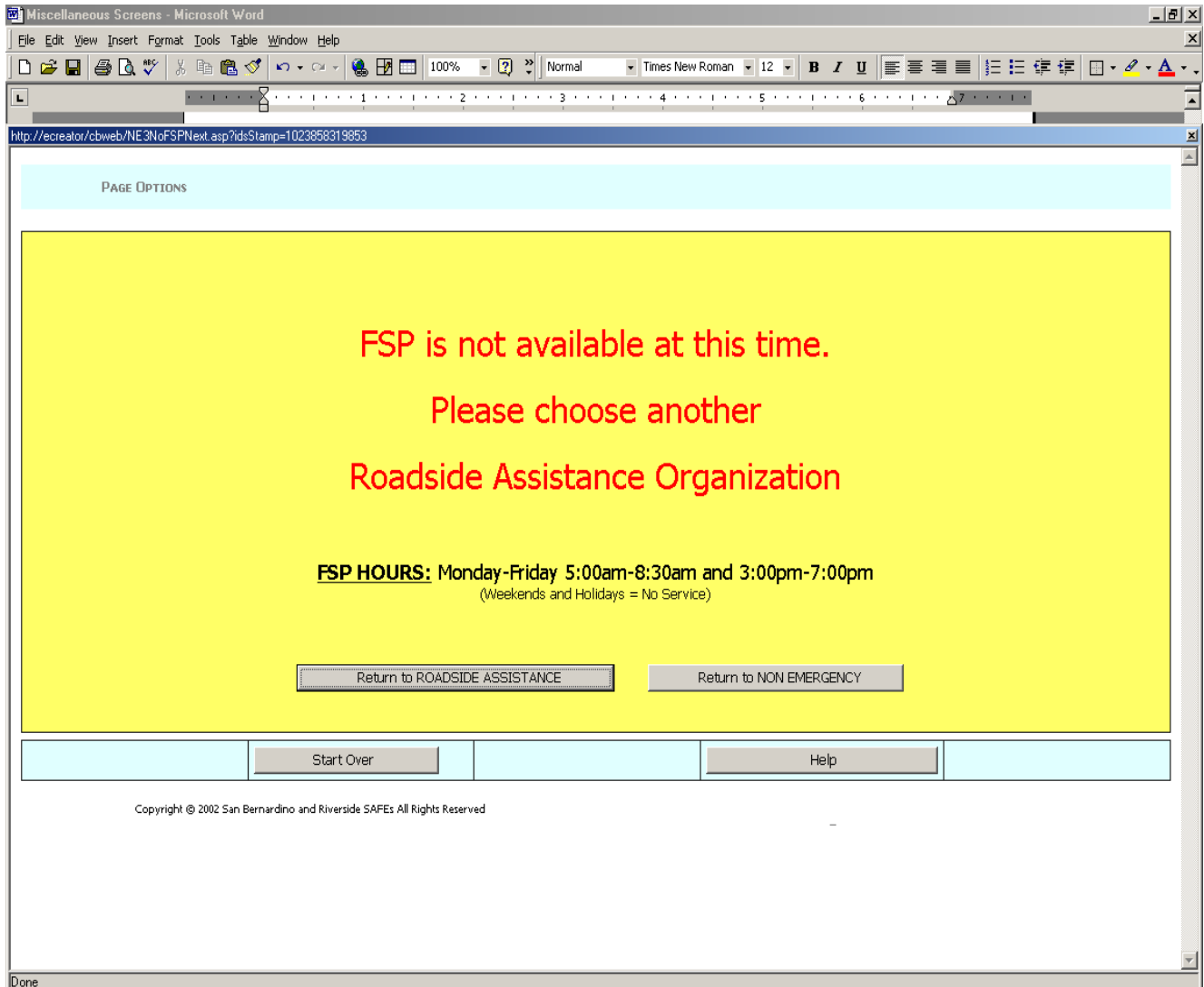
***Op: Enter the CHP ID, CHP Log Number and any outcome notes**

Comment OUT OF GAS

Done

Encourage callers to use this service. If they refuse, have them speak to a CAC supervisor. FSP can help quickly and then assist the caller in obtaining further assistance from AAA or Friends & Family. If they still refuse, then Conference & Patch to CHP

3.8.3.6 No FSP Available – You Will See This Screen



3.8.3.7 Role Play – FSP

CALLER: "My car is broken down."

- CBO:
1. Confirm CALL _____ and _____.
 2. Ask if caller is alone. If not ask for the _____ of people in the car.
 3. "Do you know what is wrong with your car?"

CALLER: "I think that I have run out of gas."

- CBO:
1. Check account information to determine if time of day and location warrants FSP service.
 2. Get vehicle information.
 3. Give Safety Warning OR _____.
 4. Inform caller that a Freeway Service Patrol tow truck will provide assistance but please stay on the line while I connect you directly to the _____.
 5. _____ and then _____ the caller and make a message ticket.

Note: If caller does not qualify for FSP assistance due to location or time of day, the CBO will need to make further inquiries in order to provide assistance. These situations will be described in other role-plays.

NOTES:

3.8.3.8 No Help Screen – Choose Rotation Tow (Call Type C3) or No Help (Call Type C4)

Infinity Telephone Agent [30] - DAYNA PCN Riverside				
Disc 06	8150 * CALL BOX - SAN BERN	SAN BERNARDINO COUNTY		
		Fetch		
OFF		Dial failed - call dropped		
http://ecreator/cbweb/RA4Tow.asp?idsStamp=1127506105065				
Call Box Number	City	County	CHP Com Center	Zip Code
calbox	CityName	County	ComCenter	Zip
Caller ID	Log Number	FSP Available?	Call Box Operator ID	Call Type
	269940	NO	DE	Rotational Tow
Location				Thomas Guide #
				Page
<p align="center">Your request for Assistance will be forwarded to the CHP. Note that this is <u>NOT</u> a free service, there will be a charge to you.</p>				
<p align="center">If caller CAN PAY (Cost will need to be discussed with the tow truck driver) (Cash, Credit, ATM) ("Caller has funds")</p> <p>Please wait in a place where you feel safe. Your information will be forwarded to the CHP and help will be on the way (Hang up with caller & press End Call - ROTATIONAL TOW) (CHP will send a Truck out)</p>			<p align="center">End Call - ROTATIONAL TOW</p> <p align="center">{CHP will send a Truck out}</p>	
<p align="center">If caller CAN NOT PAY (Cost will need to be discussed with the tow truck driver) (Cash, Credit, ATM) ("Caller does not have funds")</p> <p>Please wait in a place where you feel safe. Your information will be forwarded to the CHP who can assist you (Hang up with caller & press End Call - NO HELP) (CHP will send an officer out)</p>			<p align="center">End Call - NO HELP</p> <p align="center">{CHP will send an officer out}</p>	
<p>Comments Is an Adult Male Present? YES</p>				
<p>Use this area to complete any courtesy call for the caller</p>				
Name of CONTACT PERSON		AREA CODE and PHONE # of contact		Dial Contact Phone
<p align="center">IF SECOND CALL: Keep caller on the line and call CHP for ETA I'm Going to put you on hold for a few minutes while I call to check on this for you so please do not hang up. If you get disconnected please call back.</p>				
		Dial CHP Phone		
<p align="center">I have a second call from calbox #CALLBOX, Can we get an ETA for assistance.</p>				
<p align="center">Document ETA given by CHP in Comments and END CALL by selecting Rotational Tow or No Help</p>				
<p>Towing needs: Spare: Occ: 1</p>				
<p align="center">Start Over Previous Page Caller Has Help</p>				
<p>PREVIOUS CALL COMMENTS (Only available when Duplicate Call)</p>				
9516841196		Rotational Tow Requests	13	YES YES

Done

3.8.3.9 Miscellaneous Calls (Call Type: B3)

These calls include:

Caller states a stranger stopped by to help and will provide assistance, help no longer needed from the CAC. (Note: In this situation make sure you document the information on the "stranger," vehicle description, license #, physical description, this is for the caller's safety in the event something should happen). This should be in an area with its own screen shot that "caller has help" we don't end these under "miscellaneous".

Caller states there is a dead animal along the side of the road, not causing any type of road hazard.

Note: In order for a call to be a "Miscellaneous" the caller must have help en route already or

- does not require assistance, i.e. tow truck on way, abandoned vehicle on side of
- road and not a hazard.

The screenshot shows the 'Infinity Telephone Agent' window. At the top, it displays 'Disc 01' and '8150 * CALL BOX - SAN BERN'. Below this, there's a status bar with 'OFF' and 'Server could not dial the number'. The main form is titled 'http://ecreator/cbweb/NE4Misc.asp?idsStamp=1053033329610'. It contains several input fields: 'Call Box Number', 'City', 'County', 'CHP Com Center', 'Zip Code', 'Caller ID', 'Log Number', 'FSP Available?', 'Call Box Operator ID', 'Call Type' (circled in red), 'Thomas Guide #', and 'Page'. Below these fields is a section titled 'Get as much information as possible from the Caller' with three yellow boxes for 'What is your FIRST NAME?', 'What is your LAST NAME?', and 'What is your AREA CODE and TELEPHONE NUMBER?'. There's a large 'Comments' text area. Below that, a yellow box says 'I'm forwarding this information to the CHP. Please be safe and careful as you pull back into traffic'. At the bottom, there are buttons for 'Emergency', 'Remote Message', and 'Caller Has Help', along with 'Start Over' and 'Help' buttons. A footer section contains 'PREVIOUS CALL COMMENTS (Only available when Duplicate Call)' and a copyright notice: 'Copyright © 2002 San Bernardino and Riverside SAFEs All Rights Reserved'.

- NOTES:

3.8.3.10 Call Box Check (Call Type: B4) – Connected But Only Tapping Or Other Noises, No Voice/s

Infinity Telephone Agent [30] - DAYNA PCN Riverside

Disc 02 8150 * CALL BOX - SAN BERN SAN BERNARDINO COUNTY
Fetch

OFF Dial failed - call dropped

http://ecreator/cbweb/NE4CbBox.asp?idsStamp=1127506260448

Call Box Number	City	County	CHP Com Center	Zip Code
callbox	CityName	County	ComCenter	Zip
Caller ID	Log Number	FSP Available?	Call Box Operator ID	Call Type
	2699941	NO	DE	Call Box Check
Location				Page

This is the call box operator, Please tap on the handset if you can hear me.

If Tapping is heard, end the call by saying

We are sending a message to the CHP, please wait in a place you feel safe.

No VOICE, TAPPING or other NOISES

This msg will be sent to the CHP, Please include any information you have.

Comments (REQ)

FLAT TIRE

Pause 30 seconds before hanging up to allow time for the calbox to activate the BLINKING call connect light.

END CALL / SEND REMOTE MESSAGE

If any reason to suspect an emergency situation move this call to EMERGENCY

Emergency

Start Over Help

PREVIOUS CALL COMMENTS (Only available when Duplicate Call)

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Questions:

T F

1. A remote message is sent to the CHP? ☐ T ☐ F
2. The CHP does not need to do anything? ☐ T ☐ F
3. This is considered an emergency for the CHP? ☐ T ☐ F
4. If you hear a "tapping" sound, what could this mean? _____
5. How would you document "tapping" in comments? _____

3.8.3.11 Tilt Alarm – Call Box Check: (Call Type: B4)

Infinity Telephone Agent [30] - ALLJW 2

Disc 01 8061 CALL BOX - MAINTENANCE COMARCO MAINTENANCE PC INLAND

Fetch

OFF Server could not dial the number

http://ecreator/cbmaint/page2.asp?idsStamp=1037833073274

Call Box Number	City	County	CHP Com Center	Zip Code
Caller ID	Log Number	FSP Available?	Call Box Operator ID	Call Type
	286		JW	Call Box - TILT ALARM
Location				Comarco #

This a "TILT ALARM" from Comarco's maintenance computer

Press "END CALL"

Comments
PLEASE CHECK CALL BOX // TILT ALARM ACTIVATED // COMARCO HAS BEEN NOTIFIED. // 286

END CALL

Use this button when the call is a wrong number.---> Wrong Number

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Done

Here's how it works:

- The alarm first goes to the Call Box maintenance provider's system
- The Call Box maintenance provider's system then sends the CAC an alert
- When we get the "Tilt Alarm" message it is sent to the San Bernardino or Riverside SAFE and the appropriate Comm Center

NOTES:

3.8.4 Level C: Roadside Assistance Call Screens

The CBO will need to obtain and document the following:

1. First and last name
2. Home telephone number of caller
3. Nature of the problem
4. Year/Make/model/color of vehicle
5. Location of vehicle relative to the call box
6. Adult male over 18 present (single female alone or juvenile)
7. What type of assistance is needed or requested (each call type will have it's own screen):
 - ✓ Roadside assistance provider (AAA, GEICO, Farmers, etc.)
 - ✓ Friends/family
 - ✓ Rotation tow from CHP



Note: *Freeway Service Patrol (FSP), is a Level B – Non-Emergency event, even though it is roadside assistance.*

If the caller mentions that they or a passenger is non ambulatory or has special needs (this is different than an injury) and it's not clear to you what sort of special assistance is required, ask questions to clarify the nature of the special assistance that is required. Refer to Section 6 for details). By the time you have gathered all of the regular information, you will know if this is a C1 Disable, Female Alone; a C2 Disable, Male; or a C3 Rotational Tow call type. Do the following:

- ✓ In the comments section of the screen, include information related to the special needs, as provided by the caller;
- ✓ Follow all safety admonishments and screen protocols, and tell the caller that if at any point they believe that there is a medical emergency, to call back;
- ✓ Make sure to enter the special needs of the caller and that the field is checked so the remote message will become a **red P1** (even if it is a Disable, Male call type) so CHP and call center staff will be alerted to read the comments section for more information regarding the nature of the person's disability.
- ✓ If this ends up being a C4 **"No Help"** call type, it is to be **transferred live** to CHP because there is a person with a stated disability. Tell the CHP that this caller and/or a passenger has a disability, describe it, and advise CHP that there is no help available. Connect the caller with CHP and file the calls "Emergency – Other" type A6. Any related follow-up calls are also to be transferred live to CHP.

3.8.4.1 Important Misc Tidbits

UPDATED ETA:

If you receive an updated ETA from an “other auto club” or AAA or a CHP officer, you need to have the correct Call Box information showing and then press Duplicate Call. Document the ETA in the Comments and end the call as it was previously (Family/Friends, AAA, Other Auto Club)

ETA CHANGES AND STATUS CHANGE DETAILS

Recent reviews of call logs indicate that this is an area where there may be some confusion or inconsistency so here are some details that should help clarify the needs.

Remember – CHP’s goal is to have the vehicle off the road as soon as possible, as safely as possible, and with only ONE response vehicle. That’s your goal too.

RULE OF THUMB: ALWAYS CHECK THE TIME OF THE ORIGINAL CALL AND THE TIME OF THE NEW CALL TO SEE HOW MUCH TIME HAS GONE BY. THIS WILL HELP YOU MAKE GOOD CALL DECISIONS.

1) If you are contacted a second (2nd) or third (3rd) time by a motorist and the ORIGINAL ETA has expired, that means that EXPECTATIONS now need to be updated as to what is going to happen next, who’s doing what, etc.

A). First, call the original third (3rd) party that was supposed to go help. If you are able to reach the original third (3rd) party ask them directly for an updated ETA. **RULE: THIS IS A CHANGE IN STATUS THEREFORE CHP NEEDS TO GET AN UPDATE.**

B) If the new/updated ETA is more than one (1) hour later than the original ETA or if you cannot reach the original third (3rd) party, then you need to CONSIDER a Plan B method of assistance. We say CONSIDER because, if the original third (3rd) party was friends and family (F & F) and now you can’t reach them, don’t contact a different F&F. **RULE: IF THE THIRD (3RD) PARTY IS F&F, THERE CAN ONLY BE ONE VEHICLE SENT TO ASSIST THE MOTORIST.**

C) If:

- The original call was a Rotation Tow request
- No ETA was given at the time of the first call

And

- It’s been less than an hour since the original call

ASK THE MOTORIST TO WAIT FOR AT LEAST AN HOUR (one hour) FROM THE TIME OF THE FIRST CALL, THEN IF HELP HASN’T ARRIVED THEY SHOULD BE ADVISED TO CALL YOU AGAIN.

Exception: If the motorist now feels unsafe or if something else has occurred that changes the status of the call (i.e. illness etc) you will not ask them to wait the one (1) hour. You will reprocess the call with the new information and CHP will be notified of a change in status.

2) If the updated/new ETA or the original responding party (unless It's CHP) will now be more than one (1) hour, talk to the motorist and ask if you can provide them with Rotation Tow service, or any other Auto Club service. Depending on the situation, the status of this call may change to a NO HELP call from an original status in which help was coming. In areas like Barstow and Indio where the temperatures can reach well past 100 degrees during the summer months, it is absolutely critical to access incidents quickly and to **let CHP know immediately when the original ETA has expired.**

3) Please note that if during your conversation with either the motorist or the original party that was to help, if you learn that someone else other than CHP is now going to respond to help the motorist you must let CHP know.

When the motorist first called, he asked you to contact his friend Anne to help. You talked to Anne and she stated that she would be there in 30 minutes. It's been 33 minutes and the motorist calls you for the second time. You call Anne's number and she answers the phone. Anne tells you that Frank and Bill should be at the call box in about 10 minutes. You need to let CHP know that the time has changed, and that there are two men responding instead of a woman. **Why?**

Based on the first call, CHP expects to see a woman at the call box assisting the motorist. What could happen if they see two men instead? Might they assume that the two unexpected men are up to no good? What bad things could happen? That's why status change information is critically important.

4) Please remember that whenever the original ETA has expired, or the status of the call has changed, (someone else is now responding, or the motorist realizes that they don't have a spare tire after all, etc.) CHP NEEDS TO BE NOTIFIED by remote message or live call.

WHEN TO FILE BLACK AND NOT SEND TO CHP

The purpose of filing calls black is to maintain a trail of every step and every call that is related to a specific incident even if there are calls that are of no interest to CHP. That way, if there is later a need to research the sequence of events and link the calls, we will have everything documented and you will not have to rely on memory. Also, if the status DOES change and you need to convey events to CHP after a CAC shift change, you will be able to find the information you need.

- When the caller calls back to request an ETA update and you find out that NOTHING has changed, file it black. This is merely information for the caller had CHP has no interest in knowing that nothing has changed. For example:

First call from caller results in Rot Tow. Second call is a request for status. First call was made at 11:05 and it is now 11:30 and the tow is from Barstow so time has not yet expired. Tell the caller to call back after 12:05 if the tow truck has not yet arrived. File black because there is no change in original status.

First call at 22:07 results in assistance from brother, Dan, who expects to be there in 30 minutes at 22:37. The motorist calls back at 22:35 and asks you to call Dan. The person who answers the

phone confirms that Dan left on time and should be there any minute. There is no change in status and this is filed black.

Caller asks you to place a courtesy call to family, friends or employer. You have the option to decline to place this call; the request is filed as black.

If you place the courtesy call, YOU are the only one who should talk directly to the third party. You do not want to be “out of the loop” if this party offers to come to the rescue so do not give up control of the outcome of the courtesy call. Emphasize to the third (3rd) party that this is a call for information only, not a call for help. Do not provide the third (3rd) party with any information that they might use to try their own “rescue”. Make SURE this call does not result in any change of status or additional parties going to the location of the stranded motorist, and file the call black.

Any follow-up call from a stranded motorist such as a request for the time, traffic conditions, weather information, etc. should be filed black.

GENERAL TIP:

On all calls, except Emergencies and Incidentals, you must get details from the caller before processing the call correctly. Be accurate with the “female alone” question and document any unusual situations or callers.

MALE CALLER UNDER AGE 18:

If the male caller is under the age of 18 and there is not anyone over 18, then process the call as a Juvenile.

IS THERE A MALE OVER THE AGE OF 18?:

Make sure you select the correct response for what you want. A YES means it is not a “female alone” type call and a NO means it is a “female alone” type call.

UNUSUAL VEHICLE:

If you have an “unusual size” vehicle or special towing needs, you must document all details about the vehicle and towing needs.

Remember to choose the “**BIG RIG**”, “**BUS**” listing in the drop down as needed. If you feel uncomfortable at all with a large vehicle, a bus or big rig, it is okay to patch the call live to CHP through the Emergency – Other category.

EXTENDING THE LENGTH OF THE CALL:

You must press before ten (10) minutes elapses on all Call Boxcalls in order to extend the length of time that the call box will remain connected with you and/or whoever you may patch the call to. If you do not extend the time on the call within the 10 minutes the call box will disconnect.

3.8.4.2 Main Roadside Assistance Screen

Once you have determined that there is no FSP available in the area, continue with script.

Do you belong to an Auto club or Roadside Assistance?

Infinity Telephone Agent [30] - ALLJW 2

Disc 30 8150 *CALL BOX - SAN BERN

OFF

SAN BERNARDINO COUNTY

Fetch

Wed 20-Nov-02 02:49p

http://ecreator/cbweb/RA3.asp?idsStamp=1037832548730

Call Box Number	City	County	CHP Com Center	Zip Code
RV-091-0002	YORBA LINDA	RIVERSIDE	INLAND	Zip
Caller ID	Log Number	FSP Available?	Call Box Operator ID	Call Type
7147471091	77056	NO	JW	Inn Help
Location				Thomas Guide #
EB SR91 JEO ORCO RICO COUNTY LINE, ****FSP BEAT****ACCESS FROM COAL CANYON				742

I am going to ask you some questions.
If someone stops to help you while we are on the phone, please don't hang up yet.

FIRST NAME	LAST NAME	HOME AREA CODE and PHONE	Is there an Adult male present
			No (REQUIRED)
Nature of the problem (No gas = Diesel or Unleaded)	FLAT TIRE //		Won't start, Radiator, No Gas (diesel or unleaded), Flat tire
MAKE of the vehicle			Dodge, Ford, Toyota
MODEL of the Vehicle			Explorer, Mustang, Suburban
COLOR of the Vehicle			Use Simple colors
Location of the vehicle relative to the Call Box			Before or After Call Box and Distance from Box
Special TOWING NEEDS			Boat, RV, Large Vehicle, Big Rig
SPARE Tire (if Applicable)	N/A		YES, NO or N/A
Number of people in your car including yourself?	1		Number of occupants - Including driver

FSP	Is Available (Click FSP below) Is Not Available (continue call) IF FSP IS REFUSED BY THE CALLER, Choose FSP and PATCH CALLER LIVE TO CHP and Document in COMMENTS
We have a FREE EMERGENCY SERVICE in your area & we will immediately send a truck to help you	

Do you have AAA or another Auto Club?

Disabled BIG RIG

AAA Club	Friends / Family	Other Auto Club	Rotational Tow	No Help	FSP

If someone stops to assist the caller and you can confirm that help is available -- Press-->

Caller Has Help

Start Over Help

Done

NOTES:

3.8.4.3 AAA Roadside Assistance Screen

Auto Club Screen

CBX# SB-058-0223 Loc SR58 JWO VALLEY VIEW RD, 4 MI WO HINKLEY RD (WB SIDE) FSP Beat None

DateTime 9/25/2020 12:25 PM Call Log 69349769 LAT/LON 34.9225,-117.265 Comm Center BARSTOW

Auto Club AAA Name AAA Phone 8004913144

"What is the member number?" *Roadside provider information obtained from caller

Member 123456 Dial Auto Club

I am going to call your auto club. Do not hang up. If we get disconnected please call back. Please wait in a place where you feel safe.

☒ "This is the Call Box Answering Center with a transfer. The Call Box number is SB-058-0223 and is located at SR58 JWO VALLEY VIEW RD, 4 MI WO HINKLEY RD (WB SIDE). Our incident number is 69349769."

Rt Shoulder?: Yes
Caller: JOHN DOE
Member#: 123456
Phone: (951)123-4567
Male Adult? Yes
Persons: 2
Vehicle: GREY CHEVROLET EQUINOX
Problem: OUT OF GAS
Comments: OUT OF GAS

*Statement and call information to relay to Roadside Assistance provider

Auto club Op X1234 Order# 1234 ETA 20mins *Call information from Roadside Assistance Provider

*Op: Is AutoClub/Roadside assistance being dispatched?

Yes
No
Unknown

*Confirmation that Roadside will be sending assistance

*Op: Enter the CHP ID, CHP Log Number and any outcome notes

Comment OUT OF GAS Next

Start Location Vehicle Info Caller Info

If caller belongs to an Auto Club or Roadside Assistance

- Choose Auto Club from drop down and press tab (Phone number will auto-fill)
- If you need to dial an extension, press F6 and enter extension
- Obtain Member number and press 'Dial Auto Club' button to dial
- The screen will present the statement and call information to relay
- Obtain the Operator number, Order number and the ETA
-

Confirm whether the Roadside Assistance provider will be going out to assist

San Bernardino County Dispatch

Call Box Number: 714710001, County: SAN BERNARDINO, Dispatch Center: BARSTOW, Call Type: Disabled Vehicle FA, Dispatched Vehicle FA: 714710001

Operator: 123456, Order: 1234, ETA: 20mins

May I have your OPERATOR NUMBER and your SERVICE ORDER NUMBER

Caller, go ahead

If CALLER requests a courtesy call, inform them that AAA can help make courtesy calls

Verify that the call is successfully patched, then click End Call

Start Over Previous Page Help

AAA – Border Screen (SEE IMPORTANT STUFF: BORDER, for more Border specific screens

3.8.4.4 Friends and Family Screen

Infinity Telephone Agent [30] - DAYNA PCN Riverside

Disc 73 8150 * CALL BOX - SAN BERN SAN BERNARDINO COUNTY

Fetch

OFF Dial failed - call dropped

http://ecreator/cbweb/RA4FF.asp?idsStamp=1127506652542

Call Box Number City County CHP Com Center Zip Code

Callbox CityName County ComCenter Zip

Caller ID Log Number FSP Available? Call Box Operator ID Call Type

269941 NO DE Disabled Vehicle

Location Thomas Guide #

Name of CONTACT PERSON FIRST CONTACT PERSON (Do not punch called)

AREA CODE and PHONE # of contact (No dashes) Dial Contact Phone

Name of CONTACT PERSON SECOND CONTACT PERSON (Do not punch called)

AREA CODE and PHONE # of contact (No dashes) Dial Contact Phone

Name of CONTACT PERSON THIRD CONTACT PERSON (Do not punch called)

AREA CODE and PHONE # of contact (No dashes) Dial Contact Phone

(Press F1 to extend time) I will attempt to contact them. Do NOT hang up. If you get disconnected, call back

Comments (Please enter the ETA)

FLAT TIRE

If an Answering Machine answers - Say, "I am calling for [] on behalf of [] WHITE Please pick up.

If No Help in route from Family/Friends, end call through ----> No Help or Big Rig No Help

If someone stops to assist the caller and you can confirm that help is available -- Press--> Caller Has Help

This is the Call Box Operator. I have [] WHITE on the line.

He/She is in need of your assistance. He/She is at Call Box Number []

How many minutes will it take for you to get there? (ETA in minutes. Document in comments)

Be safe and careful when you pull off to help

Return to the caller and inform the caller that help is on the way and the ETA

Help is on the way, ETA is ___ minutes. **Please wait in a place where you feel safe.**

Verify that HELP IS ON THE WAY, then end call END CALL

Taxi Lookup Start Over Previous Page Caller Has Help

PREVIOUS CALL COMMENTS (Only available when Duplicate Call)

Done

Remember:
You must get an ETA on all calls, including Family & Friends.
Be firm and control the call!

- **F/F Answers the Phone**

Do not give all of the details of the location to F/F until you are sure they are going to assist the caller. At this point only provide them with a brief location.

Once you determine that F/F will be going out to assist the caller then it is OK to provide all details of the caller's location (i.e. CB #, CB location and any other pertinent information).

This procedure will speed up the process and reduce confusion. It will also not allow the F/F to first refuse to help and then later decide to go out to the location. This will then cause two (2) people to arrive to help. CHP has been very clear that they only want one (1) person going out to assist at the Call Box B due to safety reasons.

- **IMPORTANT:** Make sure you give F/F the Safety Admonishment:
"Be safe and careful when you pull off to help."

(3.8.4.4 Friends and Family Screen, cont)

- **When Calling F/F and the voice mail answers**

When calling F/F for the caller and you get a **voicemail**, you must use the following script:

"I am calling for _____ on behalf of [the caller's name] , please pick up."

Make sure you state this phrase exactly as written, repeat it three (3) times, if F/F do not pick up, hang up the phone. Do not leave any other information.

3.8.4.5 Other Auto Club

Screen #1

Infinity Telephone Agent [30] - ALLJW 2

Disc 26 81500 *CALL BOX - TEST ACCT SAN BERNARDINO COUNTY

Fetch

OFF Server could not dial the number

http://ecreator/cbwebdevelop/RA4oac.asp?idsStamp=1032289654251

Call Box Number	City	County	CHP Com Center	Zip Code
RV-091-0002	YORBA LINDA	RIVERSIDE	INLAND	Zip

Caller ID	Log Number	FSP Available?	Call Box Operator ID	Call Type
7147471091	62922	NO	JW	Disabled Vehicle FA

Location EB SR91 JEO ORCO RICO COUNTY LINE, ****FSP BEAT****ACCESS FROM COAL CANYON Thomas Guide # 742

(Press F1 to extend time) I will connect you to ACURA. Do NOT hang up. If you get disconnected, call back

Dial Auto Club / Rental 18006649876 Press to dial --> 0 1 2 3 4 5 6 7 8 9 #

This is the California Call Box operator with a Call Box Transfer.

My Operator # is JW. My log # is 62922. The Call Box # is callbox

Comments

May I have your OPERATOR NUMBER and your SERVICE ORDER / MEMBERSHIP NUMBER. Enter, "PENDING" when the information is not available and ask the caller to call back with an ETA.

With both parties on the line. Your location is EB SR91 JEO ORCO RICO COUNTY LINE, ****FSP BEAT****ACCESS FROM COAL CAN. When you receive confirmation of help, please use the call box to call us back with an ETA. Caller, go ahead

Use this area to complete any courtesy call for the caller

Name of CONTACT	AREA CODE and PHONE # of contact
PERSON	

Dial Contact Phone

Verify that the call is successfully patched, then click End Call

Start Over Previous Page Help

Done

If you need to dial an extension use the numbers on the screen to dial

IMPORTANT:

- It is not required to obtain and/or document the caller's membership#, contract #, policy #, etc for AAA or any other auto clubs, but if the motorist has the information (membership information for instance) it is very helpful when the CBO contacts the auto club representative. Ask the motorist if they have this information, if so, document the membership number for instance and share information when contacting motorist's auto club representative. auto club will need.
- Advise the caller to call us back with the ETA if you do not obtain it at the time you give the information to their auto club.

Notes:

3.8.4.6 Other Auto Clubs Dial List

Screen #2

Infinity Telephone Agent [30] - ALLJW 2

Disc 26 8050 *CALL BOX - RIVERSIDE RIVERSIDE COUNTY
Fetch

OFF Server could not dial the number

http://ecreator/cbweb/RA4DACLookUp.asp?dsStamp=102954188180

Call Box Number	City	County	CHP Com Center	Zip Code
RV-015-0078	MURRIET	RIVERSIDE	BORDER	Zip
Caller ID	Log Number	FSP Available?	Call Box Operator ID	Call Type
7147471161				Disabled Vehicle
				Thomas Guide #
				958

NB 115 JSO SR215

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Db Picklist - Microsoft Internet Explorer

	Auto Club / Rental Co.	Phone Number
1	AARP	18002721866
2	ACURA	18006649876
3	ALAMO	18008034444
4	ALLSTATE	18008697997
5	AMOCO	18007827887
6	AUTO ADVANTAGE	18007597218
7	AUTO HELP LINE	18002218062
8	AVIS	18003542847
9	BMW	18003324269
10	BMW MOTORCYCLE	18002251575
11	BUDGET	18008585377
12	CALIF. CASUALTY	18003317350
13	CAMPING WORLD	18008284258

Towing needs: Spare: Occ: 1

12 Yes

Done

Notes:

3.8.4.7 Rotation Tow If FSP is not available, and calling party does not belong to an Auto club nor has a Roadside Assistance provider, next step is to request a Rotation tow truck

Infinity Telephone Agent [30] - DAYNA PCN Riverside

Disc 06 8150 * CALL BOX - SAN BERN SAN BERNARDINO COUNTY
Fetch

OFF Dial failed - call dropped

http://ecreator/cbweb/RA4Tow.asp?idsStamp=1127506105065

Call Box Number	City	County	CHP Com Center	Zip Code
callbox	CityName	County	ComCenter	Zip
Caller ID	Log Number	FSP Available?	Call Box Operator ID	Call Type
	269940	NO	DE	Rotational Tow
Location				Page

Your request for Assistance will be forwarded to the CHP.
Note that this is **NOT** a free service, there will be a charge to you.

If caller CAN PAY (Cost will need to be discussed with the tow truck driver)
(Cash, Credit, ATM) ("Caller has funds")

Please wait in a place where you feel safe. Your information will be forwarded to the CHP and help will be on the way
(Hang up with caller & press End Call - ROTATIONAL TOW) {CHP will send a Truck out}

If caller CAN NOT PAY (Cost will need to be discussed with the tow truck driver)
(Cash, Credit, ATM) ("Caller does not have funds")

Please wait in a place where you feel safe. Your information will be forwarded to the CHP who can assist you (Hang up with caller & press End Call - NO HELP) {CHP will send an officer out}

Comments Is an Adult Male Present? YES

Use this area to complete any courtesy call for the caller

Name of CONTACT PERSON AREA CODE and PHONE # of contact Dial Contact Phone

IF SECOND CALL: Keep caller on the line and call CHP for ETA
I'm Going to put you on hold for a few minutes while I call to check on this for you so please do not hang up. If you get disconnected please call back.

I have a second call from callbox #CALLBOX, Can we get an ETA for assistance.

Document ETA given by CHP in Comments and END CALL by selecting Rotational Tow or No Help

Towing needs: Spare: Occ: 1

Start Over Previous Page Caller Has Help

PREVIOUS CALL COMMENTS (Only available when Duplicate Call)

If caller needs gas on a Rotational Tow, you must document if the caller needs "Diesel" or "Unleaded"

9516841196 Rotational Tow Requests 13 YES YES

Done

Really work with the caller to accept a Rotation Tow rather than documenting the call as "NO HELP." The reason it is preferred to send a Rotation Tow is we do not know how long (or if at all) it will take the CHP to send an officer to the scene. If CHP is tied up at another incident, the caller could wait several hours for an officer.

Because both Riverside and San Bernardino counties are so vast and temperatures can be extreme, it is absolutely critical to get the motorist safely off the highway as quickly as possible.

When the Rotational Tow driver arrives at the scene they will do whatever is necessary to assist the caller, even if the caller does not have enough funds, i.e. take caller to an ATM machine, take vehicle off freeway to their storage lot, contact the CHP to send an officer.

NOTES:

3.8.4.7.a Rotation Tow – Choose Has Funds or No Help – No Funds Available

Infinity Telephone Agent [30] - DAYNA - PCN Riverside

Disc 06 8150 * CALL BOX - SAN BERN SAN BERNARDINO COUNTY
Fetch

OFF Dial failed - call dropped

http://ecreator/cbweb/RA4Tow.asp?idsStamp=1127506105065

Call Box Number	City	County	CHP Call Center	Zip Code
calbox	CityName	County	ComCenter	Zip
Caller ID	Log Number	FSP Available?	Call Box Operator ID	Call Type
	269940	NO	DE	Rotational Tow
Location				Thomas Guide #
				Page

Your request for Assistance will be forwarded to the CHP.
Note that this is **NOT** a free service, there will be a charge to you.

If caller CAN PAY (Cost will need to be discussed with the tow truck driver)
(Cash, Credit, ATM) ("Caller has funds")

Please wait in a place where you feel safe. Your information will be forwarded to the CHP and help will be on the way.
(Hang up with caller & press End Call - ROTATIONAL TOW) (CHP will send a Truck out)

If caller CAN NOT PAY (Cost will need to be discussed with the tow truck driver)
(Cash, Credit, ATM) ("Caller does not have funds")

Please wait in a place where you feel safe. Your information will be forwarded to the CHP who can assist you (Hang up with caller & press End Call - NO HELP) (CHP will send an officer out)

Comments Is an Adult Male Present? YES

Use this area to complete any courtesy call for the caller

Name of CONTACT PERSON AREA CODE and PHONE # of contact Dial Contact Phone

IF SECOND CALL: Keep caller on the line and call CHP for ETA
I'm Going to put you on hold for a few minutes while I call to check on this for you so please do not hang up. If you get disconnected please call back.

I have a second call from calbox # [CALLBOX], Can we get an ETA for assistance.

Document ETA given by CHP in Comments and **END CALL** by selecting Rotational Tow or No Help

Towing needs: Spare: Occ: 1

Start Over Previous Page Caller Has Help

PREVIOUS CALL COMMENTS (Only available when Duplicate Call)

9516841196 Rotational Tow Requests 13 YES YES

Done

FYI: Do not consider "checks" as funds for a Rotation Tow. If the caller's only means of payment is by check, end the call as "NO HELP" (if no F/F or auto club).

Remember – If the caller has mentioned that they or a passenger in their car has a disability, you will be calling CHP live and the call will be filed as "Emergency – Other" rather than sending a remote message.

3.8.4.7.b Rotation Tow – No Funds

Is viewed at CHP as a “No Help”

Miscellaneous Screens - Microsoft Word

File Edit View Insert Format Tools Table Window Help

100% Normal Times New Roman 12 B I U

http://ecreator/cbweb/dispatchsave.asp?dsStamp=1023858296199

"PREVIOUS Call" Comments

Adult Male Present: Number of Occ: Responding Party: CallType: Spare: Towing Needs:

Yes 1 No Help No Help

Add "Results of CURRENT Call" in the Comments Box below

Next

After reviewing Comments and Documenting the Results of your Call, End Call

Send over "GREEN" Cancel Previous Message

If you are canceling a Tow Request or other remote message, make sure to make note of it in the comments

Start Over Return to Roadside Assistance

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Done

Notes:

3.8.4.8 Big Rig Tow Screen

Infinity Telephone Agent [30] - ALLJW 2

Disc 48 8050 *CALL BOX - RIVERSIDE RIVERSIDE COUNTY
Fetch

Next Call: Ring 0 3514 OFF Server could not dial the number

http://ecreator/cbweb/RA38gRig.asp?IdStamp=1029542033243

Call Box Number	City	County	CHP Com Center	Zip Code
RV-091-0078	CORONA	RIVERSIDE	INLAND	
Caller ID	Log Number	FSP Available?	Call Box Operator ID	Call Type
7147471150	53520	YES	JW	Rotational Tow
Location				Thomas Guide #
EB SR91 JEO NB I15, *****FSP BEAT*****ACCESS FROM MAIN ST				743

Do you have someone I can contact for service?

YES NO

Roadside Assistance Contact CHP

Make sure to document (in the Comments) as a BIG RIG

Start Over Help

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Rotational Tow Request: 13 YES Yes

Towing needs: Spare: Occ: 1

Done

Important Misc. Tidbits:

- All Big Rig calls, even during FSP hours, are handled as a Big Rig call.
- If the caller of a BIG RIG states that there is something leaking from the vehicle, you need to qualify whether it is a small problem or if hazardous waste assistance is needed.
- Once you select “Big Rig,” you need to determine whether the caller has “help in route” or if they need assistance (“no help in route”).
- If help is in route, then take care of this through “Other Auto Club” or “Family and Friends”. Make sure any additional/pertinent information is clearly documented in comments (type of load, any leaks, other issues).
- If help is not in route, you must conference and patch the call live to the CHP.



IMPORTANT:

- If F/F (the caller's dispatch) states “I **Will** send help” – end the call as F/F
- If F/F (the caller's dispatch) states “I will **TRY** and **Find** help” advise the caller you will be patching them to the CHP.

4.6.a. BIG RIG – Hazardous materials leaking

If BIG RIG driver confirms that the rig is leaking hazardous materials, the call becomes an
Emergency call type.

Emergency calls

CBX# SB-058-0223

Loc SR58 JWO VALLEY VIEW RD, 4 MI WO HINKLEY RD (WB SIDE)

DateTime 9/26/2020 10:31 AM

Call Log 69353163

LAT/LON 34.9225,-117.265

Comm Center BARSTOW

"Please hold while I transfer you to CHP."

☒

"Please wait in a place where you feel safe."

☒

*Op: This is the current summary below

*Op: When relaying to CHP:
"This is the call answering center with a BIG RIG that leaking hazardous material"

Caller: Disability
RT Shoulder: Yes
Location: SR58 JWO VALLEY VIEW RD, 4 MI WO HINKLEY RD (WB SIDE) 15FT JEO CBX
Male Adult:
People:
Vehicle: BIG RIG
Problem: Special Towing:
Comments:

*Op: When X/C to CHP be sure you obtain CHP Log and hear the caller speaking with CHP before Patching

BARSTOW CHP

*Op: Enter the CHP ID, CHP Log Number and any outcome notes

Comment

- Next -

Start

Location

Vehicle Info

3.8.4.9 ROLE PLAY:

What are the steps needed to assist a caller with AAA whose car has broken down (male over 18yrs)?

1.

2.

3.

4.

5.

6.

7.

8.

9.

10.

11.

12.

13.

3.8.4.8. Role Play – Male With Disabled Vehicle/ Other Club

CALLER: "My car is disabled. The battery appears to be dead."

- O.P:
1. Verify _____ and _____
 2. Ask if caller is alone. If not, ask for _____.
 3. Check _____ availability.
 4. If no FSP, ask caller if he belongs to _____.

CALLER: "I belong to National Car Club."

- O.P:
1. Get vehicle information listed on message template.
 2. Verify car is safely on _____ and _____.
 3. Tell caller to hold on line while you contact their auto club.
 4. Using the Dial List key, see if National Car Club number is listed. If not, ask caller for the number.
 5. Contact the auto club and give member name, location and vehicle information
 6. Obtain E.T.A and _____.
 7. Report back to caller what the expected _____ is.
 8. Tell caller to wait in a _____.
 9. After caller hangs up, complete message template and send remote message to CHP.

3.8.4.9 Role Play – Rotational Tow

CALLER:

"I need assistance. My car broke down."

CBO:

1. _____.
2. _____.
3. _____.
4. _____.

CALLER:

"My car gradually lost power. It may be the alternator. I did manage to get it on the right shoulder."

CBO:

1. FSP does not apply.
2. _____.

CALLER: "No."

CBO: "How can we help you?"

CBO: Get vehicle information. "I am going to send a message CHP so that a Rotation tow service can be dispatched to assist you."

Confirm the caller has the appropriate funds to pay for a Rotation tow (using \$100 as the determining factor)

Give caller the Safety Admonishment.

QUESTION:

After hanging up with the caller do you:

- A. Send a remote message to the appropriate CHP Comm Center and provide all the in Information accurately
- B. Call the next rotation tow operator on the rotation list?
- C. All of the above
- D. None of the above

What do you do the same or differently if the caller has indicated that they or a passenger is disabled?

NOTES:

3.9 Level D: Incidental Calls

Incidental calls include:

- Call Type D0: Maintenance Test
- Call Type D1: Test Calls
- Call Type D2: Inappropriate Use, including inquiries, transportation requests & directions (example: caller calls in on call box to get their location so they can use their cell phone to call an auto club or friends and family – provide the information, document as “Inappropriate Use”)
- Call Type D3: Ghost Calls - no voices, no ANI {no callbox information}
- Call Type D4: Courtesy Calls (unless the call changes what is known by CHP)
- Call Type D5: Outside Company – AAA, Roadside provider calling with inquiry.
- Call Type D6: Customer Service - Caller reporting issue with assistance received or requesting customer service.

NOTE: These calls are NOT viewed at the CHP via Remote Message; the CAC is responsible for handling from start to finish.

3.9.1 Maintenance Test and Test calls (Call Type D0 AND Call Type D1)

Start

ANI 9095011398 If CBX# does not generate, Obtain CBX# and Press Tab) CBX# Enter SB-058-0223 Op XF

CBX# SB-058-0223 Loc SR58 JWO VALLEY VIEW RD, 4 MI WO HINKLEY RD (WB SIDE)

DateTime 9/25/2020 6:26 PM Call Log 69351696 LAT/LON 34.9225,-117.265 Comm Center BARSTOW

Other

"I am going to ask you some questions. If someone stops to help you while we are on the phone, please don't hang up."

"Please look at the blue sign above the call box and read the number to me."

☒

"Is the vehicle safely on the right shoulder and completely out of traffic?"

Right Shoulder

Emergency **Non-Emergency** **Incidental**

Accident
Crime
Fire
First Responder
Medical
Road Hazard/Debris
Other

Call Box Check
FSP
Miscellaneous
No Help

Courtesy Call
Ghost Call
Inappropriate Call
Maintenance/Officer Test
Outside Company (AAA, etc)
Training (Inhouse) Test Calls

⇒ Calls made by Call Box vendor or CHP Officer

⇒ Calls made by CAC for training purposes.

*Op: When X/C to CHP be sure you obtain CHP Log and hear the caller speaking with CHP before Patching

3.9.2

Ghost Call – (Call Type D3)

CloseScreen

CBX: Loc: FSP Beat:

DateTime: 9/25/2020 6:41 PM Call Log: 69351749 LAT/LON: Comm Center: Unassigned

Summary:
 Call Type: Ghost Call
 Rt Shoulder?:
 Caller: ...Phone: ...Disability:
 Male Adult?
 Persons:
 Vehicle:
 Problem: ...SpecialTowing:
 Comments:

***Op: Enter the CHP ID, CHP Log Number and any outcome notes**

Comment:

***Op: Be sure to submit EVERY call!**

- SUBMIT -

Start Location Vehicle Info Caller Info

http://ecreator/cbweb/IN4Court.asp?idsStamp=1031741284390

Back Forward Refresh Stop Home Zoom Cancel

Call Box Number	City	County	CHP Com Center	Zip Code
callbox	CityName	County	ComCenter	Zip
Caller ID	Log Number	FSP Available?	Call Box Operator ID	Call Type
	61397	NO	DE	Courtesy Call
Location				Thomas Guide #
				Page

Name of CONTACT PERSON FIRST CONTACT PERSON (Do not patch callers)

AREA CODE and PHONE # of contact (No dashes) Dial Contact Phone

Name of CONTACT PERSON SECOND CONTACT PERSON (Do not patch callers)

AREA CODE and PHONE # of contact (No dashes) Dial Contact Phone

Name of CONTACT PERSON THIRD CONTACT PERSON (Do not patch callers)

AREA CODE and PHONE # of contact (No dashes) Dial Contact Phone

(Press F1 to extend time) **I will attempt to contact them. Do NOT hang up. If you get disconnected, call back**

If an Answering Machine answers

Comments: COURTESY CALL //

Disc 01 8150 * CALL BOX - SAN BERN SAN BERNARDINO COUNTY
 Fetch
 OFF Server could not dial the number

Done

"PREVIOUS Call" Comments

Adult Male Present: Number of Occ: Responding Party: CallType: Spare: Towing Needs:

Adult Male Present: Number of Occ: Responding Party: CallType: Spare: Towing Needs:

Add "Results of CURRENT Call" in the Comments Box below

FLAT TIRE

Next

After reviewing Comments and Documenting the Results of your Call, End Call

Send over "CANCEL PREVIOUS MESSAGE"

If you are canceling a Tow Request or other remote message, make sure to make note of it in the comments

Start Over Return to Roadside Assistance

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Done

3.9.5 Customer Service call (Call Type D6)

Customer Service	
"Who is calling, please?"	
FirstN	JOHN
LastN	SMITH
"What is the call back number with area code?"	
Ph	(951) 777-4455
"What was the Date were assisted?"	
Date	9/23/2020
"Approximately what time were you assisted?"	
*A time range would be helpful as well	
Time	3PM
Freeway	15
"What direction were you traveling?"	
Direction	East bound West bound South bound North bound
"What is the vehicle Make, Model and Color?" *Op: If color not list, type in the Color	
Make	CADILLAC
Model	SEVILLE
Color	GREEN
"What is this regarding?"	
Comment	WAS TOWED OFF FWY BY PRIVATE TOW TRUCK AND BELIEVE THAT DRIVER HAS HIS LICENSE
Submit	

3.10 Translation Call Screen

Protocols are the same. If a translator is required

- Choose the appropriate language from the 'Other' language drop down
- Press 'Translation' button to dial Translation vendor (Certified Languages)
- Go to 'Translation Line' page to relay the required info (page 3)

Infinity Telephone Agent [30] - ALLJW - 2

Disc 80 8150 *CALL BOX - SAN BERN

SAN BERNARDINO COUNTY

Fetch

OFF

Wed 20 Nov-02 02:54p

http://ecreator/cbweb/P31translate.asp?dsStamp=1037832847940

Call Box Number	City	County	CHP Com Center	Zip Code
RV-091-0002	YORBA LINDA	RIVERSIDE	INLAND	Zip
Caller ID	Log Number	FSP Available?	Call Box Operator ID	Call Type
7147471091	77056	NO	JW	Disabled Vehicle FA
Location				Thomas Guide #
EB SR91 JEO ORCO RICO COUNTY LINE, ****FSP BEAT****ACCESS FROM COAL CANYON				742

One Moment Please. Do NOT hang up. If you get disconnected, call back

Dial OMNI Translation Service 8775132321

This is PCN with a Call Box Translation Call, Our Client ID is **92506**
This call may be a 3rd party conference call with the CHP

Give the translator your best judgment concerning the language being used

Comments
FLAT TIRE //

May I have your OPERATOR NUMBER ID# ?

Caller, go ahead

Conference the call and then press START OVER

Start Over

Translator Service Duplicate Call Start Over Last 5 Calls Help

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See section for procedures on handling translation calls.

Done

3.11 TTY Screen

Infinity Telephone Agent [30] - ALLJW - 2

Call 84 8150 *CALL BOX - SAN BERN SAN BERNARDINO COUNTY Fetch OFF Wed 20-Nov-02 02:55p

http://ecreator/cbweb/P3TTY.asp?idsStamp=1037832871464

Call Box Number	City	County	CHP Com Center	Zip Code
RV-091-0002	YORBA LINDA	RIVERSIDE	INLAND	Zip
Caller ID	Log Number	FSP Available?	Call Box Operator ID	Call Type
7147471091	77056	NO	JW	Disabled Vehicle FA
Location				Thomas Guide #
EB SR91 JEO ORCO RICO COUNTY LINE,****FSP BEAT****ACCESS FROM COAL CANYON				742

One Moment Please. Do NOT hang up. If you get disconnected, call back

Dial TTY Station #1 Dial TTY Station #2

This will activate the popup TTY program on a TTY designated station Patch the call.
If that station is not in use, move to the TTY station. Log in and start the call from the beginning.

See Section 6 for procedures on handling TTY calls.

Pick up the call and start from the beginning End Call on this station

Start Over Help

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Done

3.12 Runaway Screen

http://ecreator/cbweb/dispatchsave.asp?idsStamp=1084398009588

"PREVIOUS Call" Comments

Adult Male Present:
☐

Number of Occ:
☐

Responding Party:
☐

CallType:
☐

Spare:
☐

Towing Needs:
☐

Adult Male Present:
☐

Number of Occ:

Responding Party:

CallType:

Spare:
☐

Towing Needs:
☐

Add "Results of CURRENT Call" in the Comments Box below

TEST

Next

After reviewing Comments and Documenting the Results of your Call, End Call

Send over "CANCEL PREVIOUS MESSAGE"

If you are canceling a Tow Request or other remote message, make sure to make note of it in the comments

Start Over

Return to Roadside Assistance

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No Status Change PCN info only. Message becomes black and does not go to CHP

- Pushing the "Runaway Box" button brings you to this screen.
- Only push the "Runaway Box" button if instructed to do so by your supervisor.
- Document everything carefully.
- If you have accidentally pushed the button and find yourself at this screen press "Start Over"

3.13 Escalation Procedure

Infinity Telephone Agent [30] - DAYNA PCN Riverside

Disc 45 8050 *CALL BOX- RIVERSIDE RIVERSIDE COUNTY
Fetch Park From DAYNA

OFF Dial failed - call dropped

http://ecreator/cbweb/E4L1.asp?idsStamp=1127508864252

Call Box Number callbox	City CityName	County County	CHP Com Center ComCenter	Zip Code Zip
Caller ID	Log Number 269945	FSP Available? NO	Call Box Operator ID DE	Call Type Accident
Location Location				Thomas Guide # Page

Before you elevate any call to the "Escalation Procedure" you must contact the Call Box Supervisor

LEVEL 1 Emergency Escalation

Dial CHP Supervisor PhoneSup

If you receive no response in 1 min (disconnect) and proceed to level 2 ?

This is PCN with a Accident call at Call Box Number callbox. My log number is 269945

Can I have your log#

Comments Document excessive hold times in comments.
CALLER REPORTING ACCIDENT // LIFE OR DEATH EMERGENCY // ON HOLD WITH BORDER FOR 5 MIN

Caller, go ahead

Verify that the call is successfully patched, then click END CALL

Start Over Escalate to LEVEL 2 ? Help

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PREVIOUS CALL COMMENTS (Only available when Duplicate Call)

1

Escalate

Emergency	1	YES	YES	
Towing needs:		Spare:		Occ: 1

Done

There may be times when the CAC transfers a live call to the CHP and the CHP at that Comm Center may not be able to respond/pick up the call quickly. When this occurs with a live call that is of a **"life or death"** nature, it is recommended that the CAC CBO follows the outlined procedure below:

1. As outlined in Section "2.2 Protocol for Contractor Transferring a Live Call", the CBO will call the **main dedicated line** to the responsible CHP Com Center, as assigned by CHP.
2. If, during this call, **three minutes** pass and a CHP dispatcher does not pick up the call, then the CBO will follow the procedures to use the **backup number** to that CHP Com Center, as assigned by CHP.
3. If, after an **additional 1 minute**, the CHP does not pick up the call, then the CBO will disconnect and will **call a CHP Supervisor** number at that CHP Com Center, as assigned by CHP.
4. If, after **1 minute** there is no answer by the CHP Supervisor, or should there be a recording on this line, then the CBO will disconnect and contact **another CHP Com Center (no 2), via their regular** main line.
5. If after **1 minute** there is no answer from CHP Com Center No. 2, the CBO will disconnect and will follow the procedures to use the **backup number to Com Center No. 2**, as assigned by CHP.
6. If, after **1 minute**, the CHP Com Center No. 2 does not pick up on the backup number, the CBO will

disconnect and will call the **CHP Supervisor at Com Center No. 2**, as assigned by CHP.

7. If, **after 1 minute**, there is no answer by the Supervisor at Com Center No. 2, or should there be a recording on this line, the CBO will disconnect and **contact CHP Com Center No. 3**, via their regular line as assigned by CHP.

8. If, after **1 minute** CHP Com Center No. 3 does not pick up the call then the CBO will disconnect and follow the procedures to use the backup number to **CHP Com Center No. 3**, as assigned by the CHP.

9. If, after **1 minute**, the CHP Com Center No. 3 does not pick up on the backup number, the CBO will disconnect and will call the CHP **Supervisor number at Com Center No. 3**, as assigned by CHP.

10. If, after **1 minute** there is no answer by a Supervisor at Com Center No. 3, or should there be a recording on this line, the CBO will try to **keep the caller on the line** and send a **remote message** to the **original CHP Com Center**, and it will be a **red priority (P!) message**, with "**EMERGENCY**" in the header. At a minimum to be included in the comments section of this remote message, the CBO will ask for the caller's name, a phone number where they can be reached most immediately, and a description of the emergency.

The above procedure would result in a minimum of 11 (eleven) minutes passing with the caller on the line. Remember to periodically check back with the caller to let them know you are still working on getting help. And remember that, as a last resort if there is no answer after trying all nine (9) numbers, you will send a remote message to the CHP Com Center you tried to call **first**.

3.14 Procedure for Callers and/or Passengers with Disabilities

Friends Family

CBX# SB-040-0413 Loc WB I40 JWO LAVIC RD. .6 MI WEST (EB ACCESS FROM CRUCERORD @MM 50 [LUDLOW]) FSP Beat None

DateTime 9/25/2020 8:41 PM Call Log 69352012 LAT/LON 34.7417,-116.318 Comm Center BARSTOW

"Who is the person you would like to call for assistance?"

"What is their phone number with area code?"

Contact1 JAN Ph1 (951) 777-4444 Contact 1 Dial ETA 30MINS

Contact2 Ph2 Contact 2 Dial ETA

Contact3 Ph3 Contact 3 Dial ETA

*Op: When calling for assistance:
*This is the Call Box answering center calling for (Friend/Family/Company Dispatch) on behalf of JIMMY DEAN who has asked to reach you for assistance with getting off the freeway.
DO NOT GIVE ANY FURTHER INFO UNLESS CALLER HAS AGREED TO ASSIST PARTY
CBX#: SB-040-0413 WB I40 JWO LAVIC RD. .6 MI WEST (EB ACCESS FROM CRUCERORD @MM 50 [LUDLOW])
People: 3
Vehicle: BLUE TOYOTA PRIUS
Rt Shoulder: Yes
Phone: (951)858-7777
Problem: UNKNOWN ENGINE
Comments: DRIVER USES WHEELCHAIR // F/F ETA 30MINS

*Op: Is Friend/Family going to assist?

Yes
No *Op: There is no FSP for this Call box. Continue with Auto Club question

"Please wait in a place where you feel safe."

☒

*Op: Enter the CHP ID, CHP Log Number and any outcome notes

Comment DRIVER USES WHEELCHAIR // F/F ETA 30MINS

- Next -

Start Location Vehicle Info Caller Info

4

Infinity Telephone Agent [30] - DAYNA PCN Riverside

Disc 11 8050 * CALL BOX - RIVERSIDE RIVERSIDE COUNTY
Fetch

OFF Dial failed - call dropped

http://ecreator/cbweb/Page2.asp?idsStamp=1127508594104

Call Box Number	City	County	CHP Com Center	Zip Code
callbox				

Client Information -- Web Page Dialog

Disability Check Box

Check this box Whenever a caller indicates the He/She or a passenger is disabled.
Do NOT ask if they are disabled, You can ask for clarification, when you receive
some indication from the caller of a possible disability.

Possible disabilities included but are not limited to:

Hearing impaired	Vision Impaired	Speech impaired
Uses a Cain	uses Crutches	Uses a wheel chair

or any other impairment that might cause a lack of safety

Close this window

Call Type
Call Guide #
Wrong CB #
Emergency
TAL

Comments
Please look at the BLUE S
Is the vehicle SAFELY on

Accident
Medical
Crime
Debris or Road Hazard
Fire
Other

PREVIOUS CALL CO

TT http://ecreator/cbweb/disability/help.htm Local intranet Help

Yes Disability ?

Done

Terminology note: In this section, various forms of the word “disabled” are used with different meanings. When a call-type from the call matrix is being referenced, the word “disable” is referring to the vehicle. The word “disabled” or “disability” is referring to an occupant of a vehicle. There could be a person with a disability in a disabled vehicle, so try to stay clear, detailed and accurate!

The purpose of this section is to address Call Box Call Answering Center and CHP protocol, should a person with any kind of a disability use a Call Box, or should the caller mention that a passenger in their car has a disability. For purposes of this manual and these procedures, a disability is defined as a caller and/or a passenger with:

1. A speech and/or hearing impairment, having difficulty speaking, not being able to speak at all, slurring, stating that they are deaf (remember, they may be deaf but may still be able to speak);
2. A physical impairment, stating they have difficulty walking, use a wheelchair, a cane or a walker;
3. May be pregnant and is concerned about their well being, and/or
4. Anything else, that may not be an immediate medial condition/concern, but may warrant attention by the Contractor and/or CHP until help arrives.

Should the Call Box Call Center take a call, and at some point during the call, the caller mentions that they and/or a passenger has any kind of a disability, then the Call Box Call Center will do the following:

1. If the caller mentions a person with a disability, and if the CBO is unclear as to the type of disability or extent of the disability, CBO is to ask questions and clarify. (CBO note: You should only need to ask a couple of questions; try to be sensitive and non-invasive). If at any time the caller wants to speak with CHP, or cites any other type of emergency, follow normal procedures and put him/her on hold and transfer the call immediately to CHP.
2. If the call is not an emergency, follow normal protocol to assist the caller, through a third party, auto club, or other assistance as requested. It is very important to verify an ETA. Should this person ask for any other type of assistance during the call (courtesy call), follow through with that request.
3. If a Remote Message Log is generated (either because the call type is a Disable, Female Alone; Disable, Male; or a Rotation Tow request) in the comments include a description of the type of disability of the person.
 - a. Follow all safety admonishments and screen prompts and scripting. Tell the caller that if at any point the caller believes that there is a medical emergency, to call back for more help.
 - b. Note that there is a field for the remote message called "Disability". If caller or passenger has a disability this is where CHP will see the type of disability CBO has entered.. The message to CHP will become a **P1 red** message (even if the call type is Disable, Male) and this will flag the Call Box Call Center as well as CHP that the caller and/or passenger has stated that they have some type of disability, to be explained more fully in the comments section of that remote message log.
4. If this becomes a **"No Help"** call type, then the Contractor is instructed to transfer the call live to CHP. Tell CHP that this caller and/or passenger has a disability, describe the disability, and state that there is no help available. Connect the caller with CHP and the CBO will file the call as "Emergency – Other" call type. Note that a remote message is NOT sent to CHP. Should there be any other follow-up calls from this caller; CBO is to also transfer those calls to CHP as well.
5. If the call is Incomplete – if the caller/call box disconnects, the CBO will call CHP, and transmit all the information gathered prior to being disconnected. Highlight to CHP if the caller seemed scared, concerned, their tone and any other information that may be helpful to the CHP. The call type will be "Emergency – Other" (therefore a remote message is not sent to CHP).

4. CALL HANDLING PROCEDURES WHEN SYSTEMS ARE DOWN

See SECTION 2 of 5.6 Emergency Operating Procedures and Preparedness Plan for procedures for the following situations.

(Note: You are currently in Part 4 of the CB Training Manual)

- **CAC Software System Is Down**
- **Loss of All Phone Service/Lines or Complete Evacuation**
- **Call Box Operator Call Center Needs to be evacuated**

4.1 Manual Call Taking Procedures

If the computers are not functioning and/or a Comm Center is not able to view Remote Messages, you must use the following Manual Procedures:

1. Obtain several copies of the Manual Call Box Form to document your calls. (Copies are available in the CB Operations Manual, as well as the last page of this section).
2. Use the form to guide you through the questions, make sure everything is documented clearly (make sure others can understand what you wrote as well as being able to read your writing).
3. All P1 emergency and non-emergency calls must be called into the appropriate Comm Center (see Section 6 Important Phone numbers for Comm Center phone numbers). If you are unable to dial out from your screen, check with another CBO or Supervisor to see if they are able to make outbound calls. Make sure all information is clearly documented if we can not patch the caller live to the Comm Center.



4. Non-emergency calls must be called out within 10 minutes, either by a CBO or Supervisor.

AAA will ask for a log #, give the generated call log as usual. If computers are down use the date, time, agent initials and the Call Box number. Make sure you note the CAC Temporary Log number in comments. Write this number on the form and in the comments.

5. When the system comes back up each call must be entered into the system.
 - At the beginning of your comments, document the CHP Log # and that the call came over live.
 - Enter all info as required.
 - If a call needs to be made to a third (3rd) party, do it now.

HINT: If you need a phone number for "AAA or Other Clubs" see the list in the CB Operations Manual.

- Call Box Manual Report Form -

Time of Call: _____

1. County Call Box is in: _____ Call Box#: _____ Date: _____ Initials: _____

2. Is your vehicle on the Right shoulder and completely out of traffic?

___ YES *If vehicle is on right shoulder and completely out of traffic, if so complete call*

___ NO *If vehicle is not on the right shoulder, put through to CHP*

3. Problem: _____

4. Name (First/Last): _____

5. Home Phone No. (____) _____ Adult male present?: (☐ Yes ☐ No ☐ Juv)

6. Make/Model of Vehicle: _____ Color of Vehicle: _____

7. Location of vehicle: _____

(Before/After CB Approximate Dist.)

8. Special Towing Needs: _____ Spare?: (☐ Yes ☐ No)

9. # of People in Vehicle: _____

10. Do you have AAA/Another Auto club?: (☐ Yes ☐ No)

11. Auto Club Name?: _____ Member/Policy#: _____

Operator #: _____ Service Order #: _____ ETA: _____

12. Friends/Family that can assist?: (☐ Yes ☐ No)

	Contact #1	Contact #2	Contact #3
Name of Friends			
Phone# of F/F			
ETA per Contact			

13. Funds for Tow Services: (☐ Yes ☐ No) (Cash, ATM, Credit Cards)

14. Call Type: _____ ER?: CHP log# _____ TTY: _____

15. Comments: _____

REMINDER TO COMPLETE THE BOTTOM PART OF THIS FORM IN THE BOX

CAC Temp Log #: _____	Input Operator: _____
CHP Log #: _____	CAC Perm. Log #: _____

RFP NO. 23-1002963
Attachment A-F: Section 5 of Operations and Training Manual

5.0 CALL BOX OPERATOR – CUSTOMER SERVICE GOALS

5.1 Methods To Insure CBO's Understand What Skills Are Required To Meet Customer Service Goals

The most important job at the answering center is the operator position. No one else spends as much time dealing with callers than an operator. The position requires technical, secretarial, social, and professional skills.

The ideal call box operator must be able to project the following characteristics:



- Concern
- Patience
- Courtesy
- **EMPATHY**
- Respect
- Exceptional listening skills
- Good verbal & written communication skills
- Instill confidence in the caller
- Calmness in stressful situations

5.2 Communication Guidelines

DO . . .



- Be professional. Exceptions may be when talking to a small child. Sometimes it is necessary to use certain terms to put the caller at ease. For example, you might tell the caller upfront that you will do everything you can to help them.
 - Be polite, courteous, patient and tactful.
 - Try to use positive statements, such as "we will ask the responsible law enforcement agency to assist."
 - Ask firm but friendly questions designed to get to the heart of the matter.
 - Ask others when unsure.
 - Expect to learn more than one way to handle a situation.
- Identify yourself up front as a "California Call Box" operator. Each Call Box call will be answered "This is the Call Box Center, are you having car trouble?"

DON'T . . .

- **DON'T** give out medical or any type of advice.
- **DON'T** use jargon, slang and terms of endearment, such as "pal", "honey" and "buddy".
- **DON'T** tell a caller "there's nothing we can do about that." This is not true. There is always something that can be done.
- **DON'T** talk down to callers. Very few motorists are familiar with call box procedures or have ever used one. Do not convey to motorists that you consider them slow because they are unable to express themselves as clearly as you would like.
- **DON'T** assume how a police agency will handle a call.
- **DON'T** promise some sort of action and not follow through.
- **DON'T** give opinions on anything.
- **DON'T** comment on other employees' conduct.
- **DON'T** become angry with the caller.
- **DON'T** tell callers you are with the CHP.
- **DON'T** ever use profanity.





5.3 Forbidden Phrases:

DON'T SAY THIS!!!

I don't know.



DO SAY THIS.....

*Let me check and find out
(and then do it!)*

We can't do that.



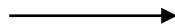
Let's see what we can do.

You'll have to . . .



Here's how we can help you with that.

Hang on a second.



*It may take me two or three
minutes to get that information
for you. One moment, please hold...*

REMEMBER:

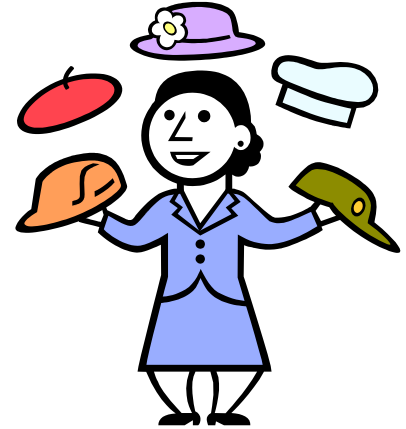
- ***Don't say NO at the beginning of a sentence***
- ***Think before you speak***
- ***Convert your answer to a POSITIVE response***
- ***Tell the caller what you CAN DO, not just what you can't do!***

5.4 When You Are A Call Box Operator, You Are:

Omniscient: You must see everything, feel everything, know everything, and hear everything. You must make no mistakes. You must be perfect.

Paragon: With an electronic brain; but you must have a degree of cultivation and poise and be tactful and well-mannered so that you offend no one with your brilliance.

Politician: You will negotiate our relationship with SBCTA, RCTC and the CHP and their calling public. You must maintain or improve their public image. You are expected to have the ability to handle ticklish situations. With each call you must make a good impression. You accentuate or minimize the value of our client.



Dispatcher: You will be involved (either directly or through the CHP) in sending emergency services, tow trucks, firefighters, family and friends, etc. where they will do the most good at the proper time.

Fisherman: You must never let one get away. You are expected to land everything that nibbles at your line.

Clock: On emergency calls, your timing can mean life or death, or simply helping a caller to get to their destination on time!

Translator: Even if the caller speaks with a heavy accent or has a hard to understand voice, you must get all the necessary information and/or use translation services.

Psychiatrist: If the caller is upset or distraught, you must be understanding. Adapt yourself to all types of people and work with them.

Encyclopedia: Your calling public will expect you to be a talking bureau of information. You know the routine, they do not!

Private Eye: You must know how to get the info needed and how to respond appropriately.



Spreader of Butter: Educate yourself in many ways to improve your telephone technique. Smooth the path for your caller. Use your voice to control the conversation and make the caller feel important. **How much you care will come through your voice. Be Empathetic!**

6.0

**Important Stuff to Know
-and Remember!-**



6.1 Approved Abbreviations

You are encouraged to use abbreviations; however it is extremely important that you **only use** APPROVED ABBREVIATIONS. If you start making up your own the reader will not know what you are trying to say. The following abbreviations have been approved by both the CHP and SBCTA.

Abbreviation	Description
AAA or 3A	Auto Club So California
APPROX	Approximately
ASAP	As Soon As Possible
AV	Avenue
BL	Boulevard
CB	Call Box
CBO	Call Box Operator
CD	Center Divider
CHP	California Highway Patrol
CON	Connector
CTO	Cutoff
E	East
E/O	East Of
EB	East Bound
ENR	Enroute
ETA	Estimated Time of Arrival
EXP	Expired
FSP	Freeway Service Patrol
FWY	Freeway
FYI	For Your Information
GOA	Gone on Arrival
GVW	Gross Vehicle Weight
HOSP	Hospital
HWY	Highway
I	Interstate
JEO	Just East Of
JNO	Just North Of
JSO	Just South Of
JWO	Just West Of
LF	Left Front (tire)
LIC	License
LOC	Locate
LR	Left Rear (tire)
MC	Motorcycle
MIS, MI, MIL	Miles
MISC	Miscellaneous
MM	Mile Marker
MP	Mile Post
MPM	Mile Post Marker
N	North
NA	No Answer, Not Available, Not Applicable

Abbreviation	Description
NAC	National Auto Club
NB	North Bound
NFD	No Further Details
NFI	No Further Information
OC	Overcrossing
PNR	Park and Ride
POSS	Possible
RD	Road
RESP	Responsible
RF	Right Front (tire)
ROT TOW	Rotational Tow
RP	Reporting Party
RR	Railroad
RR	Right Rear (tire)
RV	Recreational Vehicle
S	South
SB	South Bound
SR	State Route
ST	Street
SW	Station Wagon
TC	Traffic Collision
TEMP	Temporary
TR	Trail
TRK	Truck
UNK	Unknown
US	United States
UTL	Unable to Locate
VEH	Vehicle
W	West
WB	West Bound
YR	Year

6.2 Glossary of Terms

Organizations have typically developed nomenclature which is unique to their operations and procedures. The terms that are found in the following glossary are used by the CHP, SBCTA and RCTC.. Please review all terms listed in this glossary.

AAA (or 3A):	America Automobile Association. Private auto club that provides roadside service for members.
ACD:	Automatic Call Distributor. Used to process incoming calls. The ACD provides recorded messages, queues and prioritizes incoming calls, and then distributes calls to operators.
Allied Agency:	A local law enforcement agency having jurisdiction for specific responsibilities not assigned to CHP. (Example: Fire Dept, Police, Paramedics, etc.)
ANI:	Automatic Number Identification. Transmitted by the Call Box. The ANI is used to identify the Call Box location.
CAC:	Call Answering Center. Facility that will receive Call Box-related calls (that's us!)
CAD:	Computer Aided Dispatch. This is what the CHP calls their computer system and where they document and log all calls.
Caltrans:	California Department of Transportation. Responsible for all California Interstate Highways.
CHP:	California Highway Patrol. Operates the CHP Comm Centers for answering and dispatching services.
Maintenance Test:	Call Box calls initiated by the maintenance provider for test or maintenance purposes.
Test calls:	Call Box calls initiated by the Call Center for training purposes.
Crisis Calls:	Situations in which individuals are distraught or suicidal.
Duplicate Accident:	Two or more calls related to a previously reported accident.
Friends/Family:	Potential sources for caller roadside assistance.
FSP:	Freeway Service Patrol. A program sponsored by Caltrans, CHP and as well as San Bernardino and Riverside counties. Program consists of roving tow trucks in specific designated areas which are referred to as "Beats". FSP provides assistance for minor mechanical breakdowns and accidents during peak commute hours. Services include tire changes, fuel, radiator hose repair, and water for radiators. FSP will tow disabled vehicles out of traffic lanes and off the freeway shoulder to a designated location approved by CHP.

Glossary of Terms, continued

Ghost Calls:	Calls created by cellular interference that lack an ANI and any audio for Call Box calls
I	Interstate
Inappropriate Use:	Caller utilizes a Call Box for an unsuitable purpose, e.g., a personal phone call, asking directions etc.
Incident Cancellation:	Operator receives a second call from a caller that no further action is required.
No Friends, Family, Funds: (No F/F/F)	Caller lacks resources for assistance.
Non-Accident Duplicate:	Two or more calls regarding a previously reported incident that was not an emergency.
Patch:	Call center operator transfers a call to CHP with the caller on the line and then goes off-hook leaving caller/CHP connected.
POTTS:	Plain old telephone service. Pacific Bell term used to describe conventional telephones.
Relay:	Call center operator calls CHP and reports on Call Box activity.
Remote Message:	Computer, monitor and keyboard located at each Comm Center and SBCTA, enables viewing of calls depending on type, category, and priority.
Rotation Tow:	Tow services utilized by CHP on a cyclical basis. For motorists who do not have an auto club or tow service but have sufficient funds for tow.
Safety Tow (AAA):	This is a tow that AAA will handle for a non-member when no other source of help is available. Do not take advantage of this service.
SR:	State Route
TTY:	Teletype keyboard format used for communicating with hearing or speech impaired callers.
Transportation Request:	Caller asks for a third party pick up.
UPS:	Uninterruptible Power Supply. Provides regulated electrical power to critical systems and equipment when the main power is out.

6.3 THIS SECTION BLANK

6.4 Systems Details

6.4.1 Voice Logger (VL)

All calls are recorded at all times, including the time you are waiting on hold (or the phone is ringing “Talk Mode” for a Comm Center, Auto Club, F/F, etc. The system also records your voice after you patch a call until the call is off your screen (“Patch Mode”). Please be aware of this and be careful!!! ***You DO NOT want to hear something embarrassing on the 5 o'clock news!***

Remember that any voice log can be requested by the CHP or the District Attorney's office and could be played during a court proceeding. Voice logs can be obtained through a subpoena as well.

6.4.2 Accessing the CHP Website

You may be able to check this website for major incidents on freeways and highways. Click on the icon to bring up the CHP website. CBOs are only to use this when you have no other work or calls on your screen. Checking it a couple times a day should be sufficient.

6.4.3 TTY Procedures

A TTY is a “Text Type” portable keyboard device used by the hearing-impaired. It can connect acoustically through the handset of the call box.

All TTY calls are to be **relayed live** to the CHP. Do not attempt to conference the TTY caller with the CHP. Handle the call as you normally would, however, you must call all information directly to the CHP.

IMPORTANT INFO TO KNOW:

- If you hear “fax-like” tones you will know that you are receiving a TTY call.
- TTY callers are used to waiting for someone to answer back with a TTY.
- Satellite TTY – Siren will go off to alert staff of incoming call.

HERE'S HOW IT WORKS:

1. The Call Box call will ring into an available agent on an account programmed as TTY in ‘Patch’ state with TTY dialogue window open and ready to converse with the calling party.
 - a. Satellite TTY; will ring on at a Satellite TTY station, assigned agent will press the ‘Space’ bar to answer call.
2. Pre-Composed scripts
 - a. Regular TTY (non-Satellite)

SBCTA and RCTC "Regular" TTY	
GA = GO AHEAD SK = STOP KEYING	
Alt Key/Key Word	Reply
Alt-D	Call Box Center
ALT-B	R U having car troubleQ
Call Box	Type the Call Box number & County you're in to me. GA
Right Shoulder	Is your vehicle safely on the right shoulder and completely out of traffic? GA
Questions	I'm going to ask you some questions if someone stops to help you while we are on the phone, please don't hang up. If we get disconnected, please call back. GA
Alt-I	Full name & phone number Q
Alt-J	How many people present Q
Male Adult	Is there a male adult over 18 w/you Q
Vehicle	What is ur car yr/make/model/color Q
Location2	What is the vehicles location compared to the CBX Q GA
Towing	Are you towing anything? Boat/trailer GA"
*If there is an FSP Beat and it is FSP hours, go to FSP Reply , Highlight, Copy, and Paste Otherwise go to AutoClubYN , Highlight, Copy, and Paste FSP HOURS: Monday - Thursday 5:30am-8:30am & 2:30pm -7pm Friday 5:30am - 8:30am & 12:30pm -7pm	
FSP	We have a Freeway Emergency service in your area & we will immediately send a truck to help you.
AutoClubYN	Do you have AAA or another AUTO club? GA If Yes, go to Member# reply, Highlight, Copy and Paste If No, go to Friend/Family Reply, Highlight, Copy and Paste
Member #	Can I have MEMBER/POLICY # GA
Friend/Family	Do you have someone you would like to reach to assist you/help you? GA If Yes, go to Friend Call , Highlight, Copy and Paste If No, go to ReqTow Reply, Highlight, Copy, and Paste
Friend Call	Who would you like to reach can I have their NAME & phone # GA
Req Tow	Would you like a tow truck GA If Yes, go to Funds Reply , Highlight, Copy, and Paste If No, go to No Help Reply, Highlight, Copy, and Paste
Funds	Do you have funds? CASH, CREDIT or ATM GA
No Help	I will advise CHP that you need assistance and have no help as this time.
SAG	Please wait in a Place where you feel safe until Help arrives to Assist GA
** Once done with TTY conversation	
1	Highlight and Copy the TTY conversation
2	Paste Note pad
3	Save to New
4	Enter Call Box # into script, in order to generate the Comm Center
5	Call CHP to relay the message

6	Enter rest of conversation in the Script and Submit
7	Turn 'Off'
8	Hold and Park (ctrl F4)
9	Select the line the account is on
10	Press F11 to Drop

b Satellite TTY

Satellite TTY

GA = GO AHEAD SK = STOP KEYING	
Hot Key/Key Word	Reply
F1	This is the CALL BOX center are you having car trouble? GA
F2	Type the Call Box number & County you're in to me. GA If caller unable to find CBX number, go to Blue sign Reply, Highlight, Copy, and Paste
Blue sign	Look at the BLUE SIGN above the call box and TYPE THE CALL BOX NUMBER & COUNTY YOU'RE IN to me. GA"
F3	Is your vehicle safely on the right shoulder
F4	and completely out of traffic? GA
Questions	I'm going to ask you some questions if someone stops to help you while we are on the phone, please don't hang up. If we get disconnected, please call back. GA
F5	What is wrong with your car Q GA
F6	What is your first and last name Q GA
F7	Is there a male adult over 18 w/you Q GA
F8	What is your telephone number with area code Q GA
People	How many people including you are in the car Q GA
Vehicle	What is the Make, Model and Color of the car Q GA
Location2	What is the vehicles location compared to the CBX Q GA
Towing	Are you towing anything? Boat/trailer GA"
AutoClubYN	Do you have AAA or another AUTO club? GA If Yes, go to Member# reply, Highlight, Copy and Paste If No, go to Friend/Family Reply, Highlight, Copy and Paste
Member #	Can I have MEMBER/POLICY # GA
Friend/Family	Do you have someone you would like to reach to assist you/help you? GA If Yes, go to Friend Call , Highlight, Copy and Paste If No, go to ReqTow Reply, Highlight, Copy, and Paste
Friend Call	Who would you like to reach can I have their NAME & phone # GA
Req Tow	Would you like a tow truck GA If Yes, go to Funds Reply , Highlight, Copy, and Paste If No, go to No Help Reply, Highlight, Copy, and Paste
Funds	Do you have funds? CASH, CREDIT or ATM GA

No Help	I will advise CHP that you need assistance and have no help as this time.
SAG	Please wait in a Place where you feel safe until Help arrives to Assist GA

3. The CBO will then park the call to either Station ___ or ___

4. The CBO at the TTY station will receive the call and will then:

- a. Click on "Verified" either yes or no (at this point it doesn't make any difference)
- b. Put the TTY caller on hold
- c. Click on the TTY button
- d. Then click on the button for the TTY station where you are sitting
- e. Wait, wait, wait, wait (the system will be sending the call from our regular telephone system to a modem in your computer that can handle TTY calls)
- f. The TTY software will come up
- g. When you see the phone icon ringing, click on answer
- h. Wait, wait, wait, wait (it takes a minute for the connection to take place)
- i. Conference the call
- j. You will see the initial greeting "This is the California Call Box Center, are you having car trouble?" displayed on the TTY software program. This is sent automatically.
- k. Once you receive a response from the TTY caller, use the "Pre-composed" messages to send to the caller. If necessary, you may type directly to the caller. The caller will see the message as you type it.

5. Once the call is completed, disconnect with the TTY caller, then:

Document the information and **immediately call the Comm Center and relay all information to the CHP live.** DO NOT remote message TTY calls.

6.4.5.1 TTY Pre-Composed Scripts

TTY Lingo:

- Always end your comment with "ga" which tells the caller to "go ahead, it's your turn to type."
- When you are done "talking" to the caller, end your last comment with "ga to sk," which means "stop keying" or basically you are done with the conversation.

6.5 Procedures

6.5.1 What and What Not to Say

Do not ever tell a caller what CHP will or may do for them. For instance, do not ever promise that an officer will be sent to their location. Instead, CBO can say, "I will notify CHP that you are requesting assistance."

Do not quote any CHP policy or procedure.

Do not tell the caller you are the CHP.

Always tell the caller what YOU can do for them, give them options and then process the call accordingly.

6.5.2 Caller States They Are Going to Walk Off the Freeway to Get Help

Should this situation occur you must keep the caller on the line and either encourage them to:

- Stay and get help (i.e. rotation tow, auto club, friends and family); or
- Patch the caller LIVE to the CHP (document as ER-Other)
- If the caller refuses or hangs up, then the call becomes a live transfer to the CHP (ER-Other)

6.5.3 Confirming Help is En Route

- You must confirm that the caller has help there or help is en route.
- If the caller states that someone has stopped to help them, you must confirm that help is currently there and what they are going to do for the caller in assisting them to get off the freeway.
- Do not send multiple F/F's to help the caller.
- If "help en route" can not be confirmed, end the call as "NO HELP."
- If you are able to confirm help is there on site, end the call as "**CALLER HAS HELP.**"

6.5.3.1 If a caller has help enroute but requests to speak to the CHP, patch the caller to the CHP. End the call as "Emergency – Other."

6.5.4 Calling 411

It is okay to call 411 if asked by the caller for a specific person they want to call for help or a specific towing company.

Only do this when requested by the caller, don't offer to call 411.

Make sure you ask the caller for the person's complete name and or company and city.

6.5.6 Inclement Weather

Summer time ETAs: Make sure that callers understand that the ETAs may be longer than usual.

Make sure that you understand exactly where the caller is located, how hot it is and any other factors that may affect ETA time.

If the ETA from Family/Friends is more than four (4) hours we MUST OFFER OTHER ASSISTANCE.

Please make sure that Family/Friends will come out to assist, if during your conversation they say “I will try” or “maybe they can” -- **these are not acceptable confirmations** to assist or ETA's. You must confirm that the person will assist.

NOTE: ETAs may be longer when roads are snowy, partially blocked or unplowed. Make sure you understand the conditions and the caller's safety as a result of the long wait or inclement weather conditions.

6.5.7 AAA or Other Auto Club – No Service Order Number Available

If one of the auto clubs is unable to provide a service order number, document “PENDING” in the service order number field. Request the auto club to call back with an ETA – obtaining an ETA is very important

6.5.8 Safety Admonishments

There are three (3) main “Safety Admonishments,” one at the beginning of the call, the second at the end of the call (unless the caller is patched to the CHP or an auto club), and the third is to be given to family and friends. The Safety Admonishments are not just “niceties” they MUST be given to every caller under the correct circumstances..... no if's, and's, or but's!

THE SAFETY ADMONISHMENTS MUST BE GIVEN VERBATIM
(word for word as scripted on the screen)

Safety Admonishment # 1 – To be given to every caller, unless the caller is immediately patched through the CHP (i.e. emergency):

“Is your vehicle on the right shoulder and completely out of traffic?”

Safety Admonishment # 2 – To be given to each call that is ended by call center operator (i.e. not patched to
CHP or an auto club):

“Please wait in a place where you feel safe.”

IMPORTANT: Do NOT advise the caller where to wait... this could be a major liability problem should the caller become hurt, injured or killed.

Safety Admonishment # 3 – To be given to Family/Friends that are going to the breakdown location to assist the caller:

“Please be safe and careful when you pull off to help.”

6.5.9 Caller Walking on Freeway/Highway (no vehicle involved)

Transfer the caller to the CHP for their handling. Document the Call Type as “Road Hazard” or “Other,” depending on the situation.

6.5.10 Placing Callers on Hold

Always advise the caller ***“I will connect you to _____. Do not hang up. If you get disconnected, call back.”***

6.6 Courtesy Calls

- It is okay to do a courtesy call if the caller requests us to dial a family member, school or job because they have someone coming to help on the following call types:

- Rotation Tow
- FSP
- Other Auto Club

AAA Members: AAA will make the courtesy call. Encourage callers to AAA for courtesy calls.

- You do not need to make a courtesy call for inappropriate requests.
- Always make sure the caller has help enroute before placing a courtesy call.
- Do not place any courtesy calls for callers that have been transferred to the CHP as an emergency call. These calls must be patched back to the CHP.

Example: *Caller calls in with a road hazard; call was transferred live to the CHP. Now the caller calls back and requests to contact someone at work, patch this call back to the CHP.*

When making a courtesy call to Family or Friends, and help is already on the way, do not give out the location. Advise them that the caller is on the side of the freeway and help is en route. The CHP does not want more than one source of “help” coming to the scene.

6.7 Call Control

6.7.1 Controlling Current Call

CBO's need to take control of the call by asking questions. Do not get into discussions that have nothing to do with getting assistance to the caller.

The best way to obtain (and maintain) call control is by using the scripts on the screens. The most important statement to read to the caller is one of the very first statements , it says:

"I am going to ask you some questions, if someone stops to help you while we are on the phone, please don't hang up."

Why do you think this statement is so important? _____

6.7.2 Controlling Incoming Call Volume

If you are on hold with one of the "Auto Clubs" and you have another live Call Box call on your screen, either "NEW RVRT" for an available operator to handle (tell the other CBO you are doing this). If there is no other agent available (as they may also be on a Call Box call) answer the live Call Box call. Take brief information and then work between the two (2) Call Box calls. Do not leave the first line on hold too long or you may miss the original contact. Please be sure to extend the Call Box call so the motorist does not get disconnected.

YOU MUST KEEP YOUR EYE ON THE NUMBER OF WAITS AS WE MUST MAKE OUR STATS!!

6.7.3 Goals:

- **75%** of all calls must be answered within **20 seconds**
- **98%** of the calls must be answered within **90 seconds**
- Average **MONTHLY** delay of all calls must not exceed **15 seconds**
- Average **PEAK PERIOD** (10am - 7pm) delay not to exceed **20 seconds**
- **ABANDONED** calls are not to exceed **3%**

6.8 Documentation

6.8.1 Importance of “Ending/Coding the Call Correctly”

It is extremely important to end or code the calls properly so the CHP will know how to act on the message. The CHP is only required to open, read and act on RED – P1 messages. They may not open a P2 message at all, especially if they are busy.

If a call that requires immediate CHP action goes over in error as a P2 (blue message), the CHP might not take the necessary immediate action resulting in who knows what!

6.8.2 Format for All Documentation

Use the following format when documenting in comments:

RAN OUT OF GAS // HAS AAA // CANCELLED PER CALLER



NOTE: MAKE SURE YOU PLACE A SPACE BEFORE AND AFTER THE SLASHES (//)

6.8.3 Documenting Dialing “Contacts”

When documenting comments in regards to dialing a contact, you must use the following format:

CONTACT 1 - NOT THERE // CONTACT 2 – NO ANSWER // CONTACT 3 – ETA 30 MIN

6.8.4 CHP Does Not Take the Call

If for some reason you contact the CHP and they do not take the call and ask you to handle, do NOT document “CHP Refused, or CHP Declined” you must document (change effective 1-15-03):

// CHP REQUEST CALL ANSWER CENTER TO HANDLE THE CALL //

Example: You call CHP for a road hazard or some other emergency and they want you to handle the call (asking CBP to reach out to another law enforcement agency for example).

Please note, if the CHP dispatch operator advises the CBO to contact another law enforcement agency or emergency medical service, the CBO needs to politely and professionally ask to speak with a CHP dispatch supervisor. The only agency we communicate with is CHP. If another law enforcement or medical related agency outside of CHP needs to be contacted, CHP will handle the outreach and communications with the other agency. If the CHP dispatch operator is not familiar with this protocol, the CHP dispatch supervisor will be aware of protocols. Please be patient and professional.

Also, if you call the CHP (i.e. an accident, road debris) and they already have a unit en Route or do not need additional information, and they do not need to speak to the caller, document the following (effective 1-15-03):

// CHP DOES NOT NEED FURTHER INFO FROM THE CALLER //

6.8.5 Documenting Female Alone

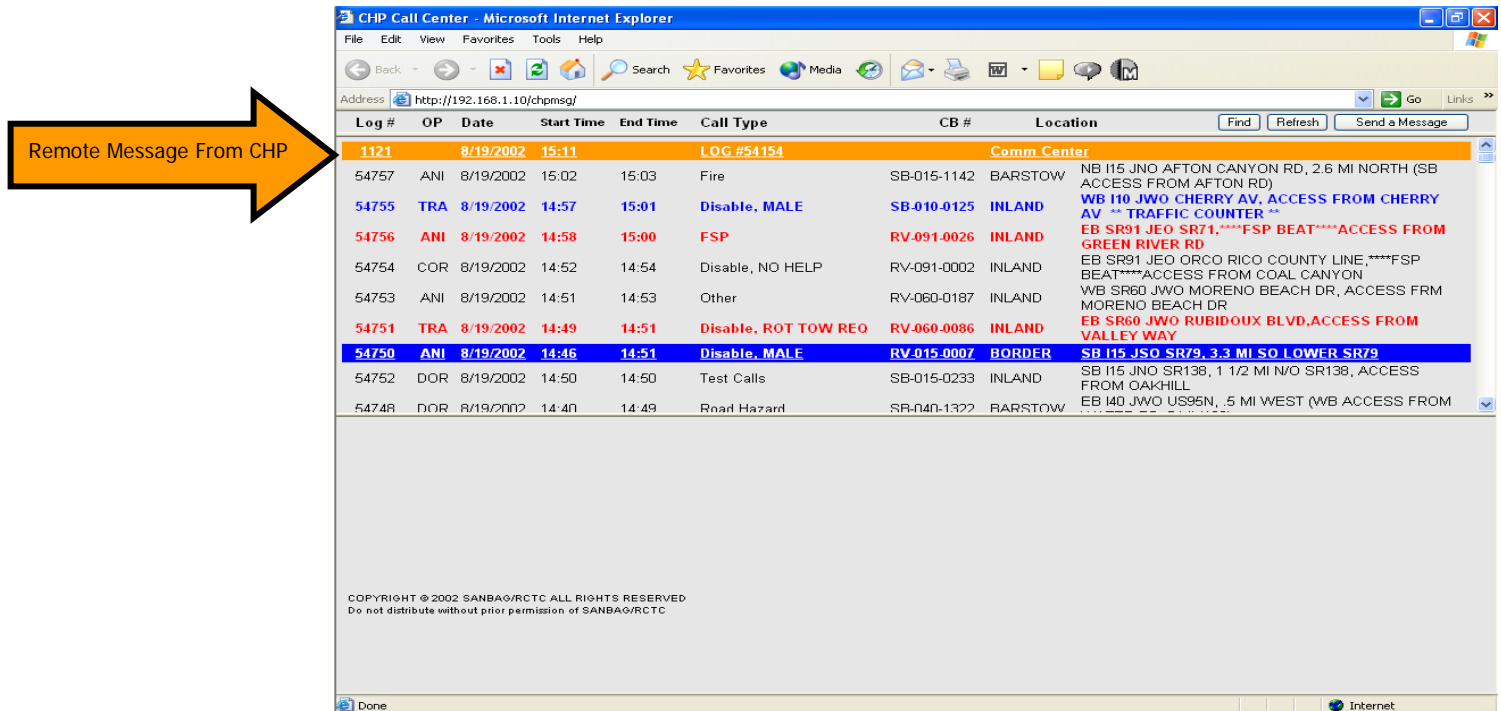
Often times callers have names that could be either male or female, i.e. Kelly, Chris, Jessie, Jamie, Don/Dawn, therefore it is extremely important to document in the caller's **first name field** which gender the caller is, in addition to **documenting this information in comments**.

If you need to ask additional questions to verify the sex, do so – do not be embarrassed, this is very important.

6.9 Remote Screen And Messages

6.9.1 Orange Log

If you receive an “Orange Log” (remote message from one of the CHP Comm Centers or SBCTA’s remote message terminal) you must respond if requested to do so. You will need to “Fetch 8051” and dial the appropriate Comm Center from the dial list.



Remote Message From CHP

Log #	OP	Date	Start Time	End Time	Call Type	CB #	Location
1121		8/19/2002	15:11		LOG #54154		Comm Center
54757	ANI	8/19/2002	15:02	15:03	Fire	SB-015-1142	BARSTOW NB I15 JNO AFTON CANYON RD, 2.6 MI NORTH (SB ACCESS FROM AFTON RD)
54755	TRA	8/19/2002	14:57	15:01	Disable, MALE	SB-010-0125	INLAND WB I10 JWO CHERRY AV, ACCESS FROM CHERRY AV -- TRAFFIC COUNTER --
54756	ANI	8/19/2002	14:58	15:00	FSP	RV-091-0026	INLAND EB SR91 JEO SR71, ****FSP BEAT****ACCESS FROM GREEN RIVER RD
54754	COR	8/19/2002	14:52	14:54	Disable, NO HELP	RV-091-0002	INLAND EB SR91 JEO ORCO RICO COUNTY LINE, ****FSP BEAT****ACCESS FROM COAL CANYON
54753	ANI	8/19/2002	14:51	14:53	Other	RV-060-0187	INLAND WB SR60 JWO MORENO BEACH DR, ACCESS FRM MORENO BEACH DR
54751	TRA	8/19/2002	14:49	14:51	Disable, ROT TOW REQ	RV-060-0086	INLAND EB SR60 JWO RUBIDOUX BLVD, ACCESS FROM VALLEY WAY
54750	ANI	8/19/2002	14:46	14:51	Disable, MALE	RV-015-0007	BORDER SB I15 JSO SR79, 3.3 MI SO LOWER SR79
54752	DOR	8/19/2002	14:50	14:50	Test Calls	SB-015-0233	INLAND SB I15 JNO SR138, 1 1/2 MI N/O SR138, ACCESS FROM OAKHILL
54748	DOR	8/19/2002	14:40	14:49	Road Hazard	SR-040-1322	BARSTOW EB I40 JWO US95N, .5 MI WEST (WB ACCESS FROM

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6.9.1 Monitoring the Remote Screen

It is imperative that you constantly monitor the remote screen to make sure that messages have been viewed. Get in the habit of glancing at the screen after each call to make sure it was sent.

THE ALARM: If a CHP Comm Center has not “VIEWED” their highlighted message within 11 minutes a gong sound will be heard in the Call Box Center.

The call center supervisor on duty will be responsible for calling the appropriate CHP Comm Center ASAP and alerting them that a message(s) has not been viewed. We must do this to ensure that messages are able to be viewed at the Comm Center and/or that they haven’t mistakenly missed a message or that their remote message terminals are not operating properly. ***The Alarm will not stop until the call has been viewed by CHP.***

6.9.3 Remote System Down

When the remote message system is down and calls are being sent over live to the CHP Comm Center, you must document in comments that the call was given live to the Comm Center, also document who you gave the information to (CHP ID) and the CHP log number.

6.10 Translation Calls

6.10.1 Spanish Callers

Transfer the caller to one of the CAC's Spanish speaking operators; only use the translation service (see below) if there are no Spanish speaking operators on staff at the time of the call.

6.10.2 Patching Spanish Callers to CHP

If the CAC is translating a Spanish call and we are patching the call to the CHP, it is okay to stay on the line and translate for them. You can ask the CHP first if they have a staff person there that can translate the call, if not, it is okay to translate for them.

6.10.3 Procedures for Using Translation Services

1. Determine what language the caller is speaking
2. Click on the "Translation Service" button at the bottom of the screen.
3. The Translation Service contractor will and proceed to dial the translation line.
4. The Translation Service contractor operator will ask for our Client ID #
5. The Translation Service contractor operator will then ask if they should stay on the line, always answer YES. If not asked, instruct the Translation Services contractor operator that you need them to remain on the line for a possible third (3rd) party call to the CHP.
6. The Translation Service contractor will then connect you with the correct translator. Document the Translator's Operator Number in the appropriate field on the screen. Advise the operator that you have a party calling from a Call Box.
7. Conference the caller with the Translation Services contractor translator. You MUST stay on the line in a CONF mode during the call.
8. Relay all questions to the Translation Service contractor operator as if the operator was the calling party so they can translate. Document everything in the appropriate fields on the screen.
9. Family and Friends: If the caller needs to contact Family and Friends, you MUST use Conf Bridge (Conference Bridge) in order to add another party to the line.
10. Rotation Tow, No Help or AAA or Other Club: the Translation Service contractor can disconnect, proceed as normal.
11. Live Call to CHP: CAC agent must use Conf Bridge in order to add another party to the line. Document all pertinent information.

6.10.4 Translation for AAA or Other Auto Clubs

The call center operator will only assist with Spanish translation for the CHP for emergency

calls. It is our job to assist the caller to the point of transfer; once that is accomplished AAA or the Other Auto Club is responsible for handling Spanish translation.

6.11 Important Phone Numbers

6.11.1 Management & Offices

6.11.1 Comm Centers

Inland Comm Center	Inland Comm Center 13892 Victoria Street Fontana, CA 92336
Indio Comm Center	Indio Comm Center 79-650 Varner Road Indio, CA 92203
Barstow Comm Center	Barstow Comm Center 300 E. Mountain View Ave Barstow, CA 92311
Border Comm Center <i>(possibility involved when the Mobile 511 service is implemented)</i>	Border Comm Center 7183 Opportunity Road San Diego, CA 92111

RFP NO. 23-1002963
Attachment A-F: Section 6.12 of Operations and Training Manual

SECTION 6.12 – CURRENT TTY SCRIPT

TTY CALL BOX HANDLING INSTRUCTIONS

Starting a Regular TTY Call:

1. Turn off so no other calls come to your screen
2. Grab the TTY folder - answer the call
3. Notify your sup that you have a TTY call
4. Follow the instructions on Info
5. Use the TTY folder to handle the call

Starting a SATELLITE TTY CALL:

1. When you hear siren - Turn off so no other calls come to screen
2. Grab TTY folder - go to station #1
3. Notify supervisor you are going to answer a Satellite TTY
4. Push the space bar
5. Follow instructions to complete the TTY
6. Use the TTY folder to handle the call

Reminder ** Reminder ** Reminder

You are **NOT a ROBOT - BE PERSONABLE** with the caller Say please and thank you - you need to give safety admonishments - this is just like a normal call box call - Handle it the same way.

6.12.1 SCRIPTING FOR TTY:

6.12.1.1 - 'REGULAR TTY' - BEGIN TYPING to the CALLER

- A TTY call will ring into agent in 'Ptch' call state. The TTY dialogue window will be open and ready to communicate via tele type with the party.

- The script guide uses the function key Alt, in order to use less time typing out the question and/or phrase.

SBCTA and RCTC "Regular" TTY	
GA = GO AHEAD SK = STOP KEYING	
Alt Key/Key Word	Reply
Alt-D	Call Box Center
ALT-B	R U having car trouble Q
Call Box	Type the Call Box number & County you're in to me. GA
Right Shoulder	Is your vehicle safely on the right shoulder and completely out of traffic? GA
Questions	I'm going to ask you some questions if someone stops to help you while we are on the phone, please don't hang up. If we get disconnected, please call back. GA
Alt-I	Full name & phone number Q
Alt-J	How many people present Q
Male Adult	Is there a male adult over 18 w/you Q
Vehicle	What is ur car yr/make/model/color Q
Location2	What is the vehicles location compared to the CBX Q GA
Towing	Are you towing anything? Boat/trailer GA"
*If there is an FSP Beat and it is FSP hours, go to FSP Reply , Highlight, Copy, and Paste Otherwise go to AutoClubYN , Highlight, Copy, and Paste FSP HOURS: Monday - Thursday 5:30am-8:30am & 2:30pm -7pm Friday 5:30am - 8:30am & 12:30pm -7pm	
FSP	We have a Freeway Emergency service in your area & we will immediately send a truck to help you.
AutoClubYN	Do you have AAA or another AUTO club? GA If Yes, go to Member# reply, Highlight, Copy and Paste If No, go to Friend/Family Reply, Highlight, Copy and Paste
Member #	Can I have MEMBER/POLICY # GA
Friend/Family	Do you have someone you would like to reach to assist you/help you? GA If Yes, go to Friend Call , Highlight, Copy and Paste If No, go to ReqTow Reply, Highlight, Copy, and Paste
Friend Call	Who would you like to reach can I have their NAME & phone # GA
Req Tow	Would you like a tow truck GA If Yes, go to Funds Reply , Highlight, Copy, and Paste If No, go to No Help Reply, Highlight, Copy, and Paste
Funds	Do you have funds? CASH, CREDIT or ATM GA

No Help	I will advise CHP that you need assistance and have no help as this time.
SAG	Please wait in a Place where you feel safe until Help arrives to Assist GA

** Once done with TTY conversation	
1	Highlight and Copy the TTY conversation
2	Paste Note pad
3	Save to New
4	Enter Call Box # into script, in order to generate the Comm Center
5	Call CHP to relay the message
6	Enter rest of conversation in the Script and Submit
7	Turn 'Off'
8	Hold and Park (ctrl F4)
9	Select the line the account is on
10	Press F11 to Drop

1. This is the **CALL BOX CENTER** are you having car trouble? GA
2. Please look at the **BLUE SIGN** above the call box and **TYPE THE CALL BOX NUMBER & COUNTY YOU'RE IN** to me. GA
3. **RETYPE** the **COUNTY & CALL BOX #** to THE CALLER -
(This is to verify the location you got is Correct from the caller)
4. Is the vehicle **SAFELY** on the **RIGHT SHOULDER** and **COMPLETELY** out of **TRAFFIC**? GA
5. I'm going to ask you **SOME QUESTIONS** if **SOMEONE STOPS** to help you while we are on the phone, **PLEASE DON'T HANG UP**, If we get disconnected **PLEASE CALL BACK.** GA
 - What is **WRONG** with **YOUR CAR** GA
 - Your **FIRST** and **LAST NAME** GA
 - Your **TELEPHONE NUMBER** with **AREA CODE** GA
 - Is there AN **ADULT MALE** Over 18 W/YOU GA
 - How **MANY PEOPLE** including you are in the car? GA
 - What is THE **MAKE AND MODEL** of CAR GA
 - What is the **LOCATION** of the CAR to the call box? Are you before or after? GA
 - Are you **TOWING** anything? Boat/trailer GA

- Do you have AAA or another AUTO club? GA
- If yes, can I have MEMBER/POLICY # GA
 Okay if clr doesn't have number - do not ask/have
 clr go to the car
- If no, Do you have SOMEONE you would like to reach to
 assist you/help you? GA
- If YES, who would you like to reach can I have their
 NAME & phone # GA (see below for dial outs)
- No again, would you like a tow truck GA
- If yes, do you have funds? CASH, CREDIT or ATM? GA
 (see blow #6)
- If NO, END call as NO HELP "please wait in a place where
 you feel safe, we will send your information over to CHP"
- 6.Handle Call TO completion - LET caller KNOW to "Please
 wait in a Place were you feel safe until Help arrives to
 Assist" GA

ENDING TTY: ENDING CALL

- 1.PRESS SAVE HISTORY BUTTON
- 2.PRESS SAVE TO NEW (info will save
 in a MSG ticket in account)
- 3.PICK UP LINE & HIT DISC KEY
- 4.FILL out a MANUAL REPORT FORM
- 5.HIT F2-8052 (RIVERSIDE), F2-8150 (SAN BERNARDINO) &
 F2- 3340 (ORANGE) - THEN FILL in call box INFO to
 completion - and SEND to CHP
- 6.IF your call was from F2-8052 (RIVERSIDE) - FETCH 80521,
 F2-8150 (SAN BERNARDINO) - FETCH 81531 & F2- 3340 (ORANGE)
 FETCH 33411, then refetch CORRECT ACCOUNT & email
 (contractor fill in appropriate person)
- 6.12.1.2 **ADDITIONAL INFORMATION:** - OTHER INFORMATION
 TO EXTEND CALL BOX: Press F1 or Send a digit "1" through
 TTY software

YELLOW BACKGROUND: You MUST SAVE HISTORY Select SAVE AS
 NEW

GA = GO AHEAD - You USE this phrase after each sentence you write to notify call box caller it's their turn to respond to your questions.

LOCATION/CLR ID DESCRIPTION:

If you need the **LOCATION** of the motorist for any reason, have another PCN operator or Supervisor fetch account(contractor to fill in)and find the location.

CALLER ID: If you need the caller ID for any reason, it will be below the answer phrase(top right corner)

DIAL OUTS:

If you **NEED** to make a dial out to friends/family, CHP, AAA, you will need the assistance of a supervisor or another OP - This **PERSON** that is assisting you will pull up the account to start logging the callers information into the call box screen.

1. SPANISH TTY PROMPTS – IF NO SPANISH CBX OP AVAILABLE:

English: Is the vehicle SAFELY on the RIGHT SHOULDER and COMPLETELY out of TRAFFIC? GA

Spanish: Esta el vehiculo en una area segura en el carril emergente y completamente fuera de trafico? Por favor, escriba si o no. GA

English: Please look at the BLUE SIGN above the call box and TYPE THE CALL BOX NUMBER & COUNTY YOU'RE IN to me. GA

Spanish: Por favor mire el letrero azul localizado arriba de la caja de llamadas y deletree el número de la casilla y el condado en el cual esta usted localizado. GA

English: A Spanish operator is not available to translate your request for assistance. If you can pick up the phone handset and speak with us, we can continue. If you cannot speak or are hard of hearing, we can continue, but you must type in English and we will respond in English. GA

Spanish: Una operadora que habla espanol no esta disponible para traducir su solicitud de asistencia. Si usted puede levantar el telefono y hablar con nosotros, podemos continuar. Si usted no puede hablar, o es sordo, podemos continuar, pero necesita escribir en Ingles y le responderemos en Ingles. GA

NOTES - ADDITIONAL INFORMATION beyond this point:

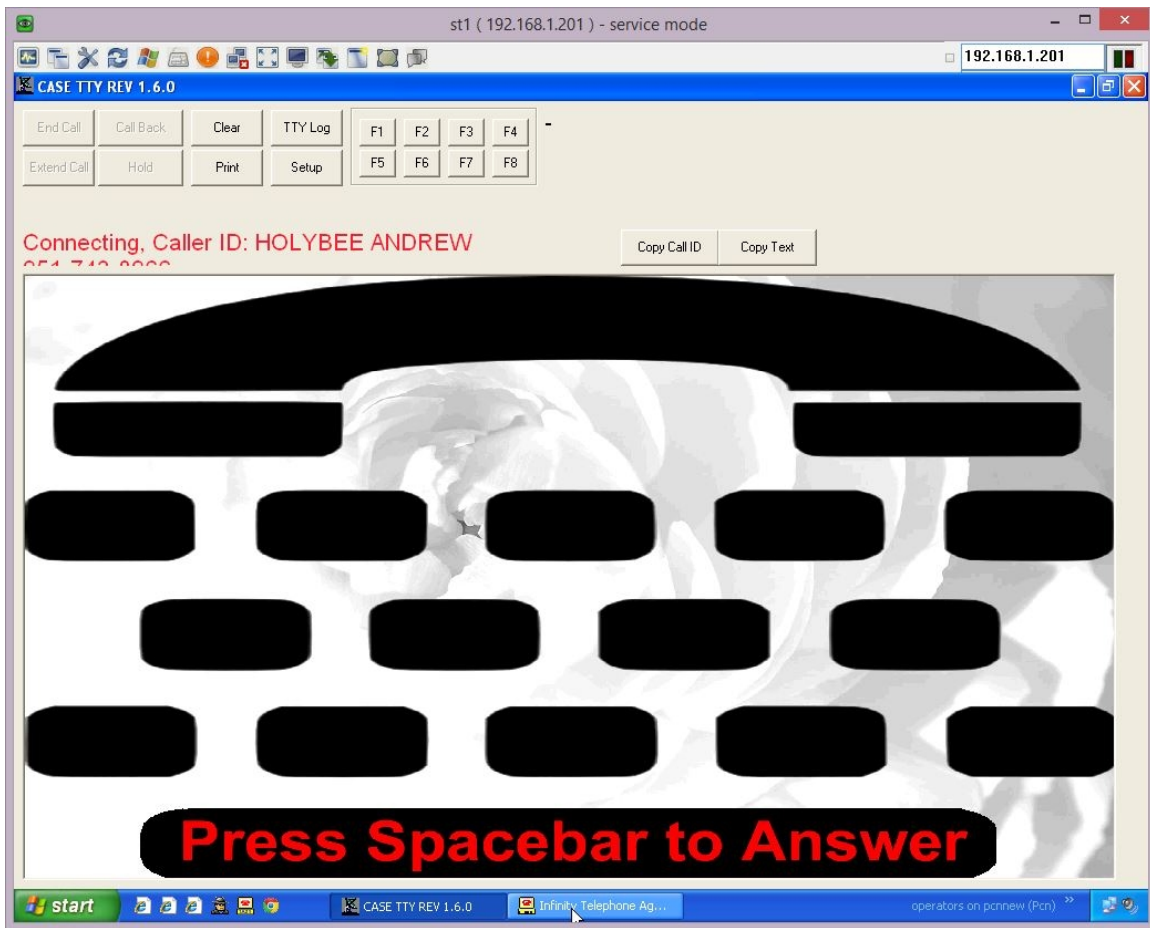
1. If caller picks up phone handset and starts talking, but cannot speak English, get a translator on the line and handle the call as any voice call and discontinue TTY use.
2. If caller starts to type in English via TTY, then continue the call as at TTY but in English.
3. If caller continues to type in Spanish (assume they cannot hear/or cannot speak English) then we would respond in Spanish with the following:

English: We will relay your information to the California Highway Patrol and they will come out to assist you. We are discontinuing this session. Until the officer arrives, please wait in a place where you feel safe.

Spanish: Vamos a relatar su informacion a la Patrulla de Caminos de California y ellos irán a asistirle. Hasta que el oficial llegue con usted, por favor espere en un lugar donde se sienta seguro. Esta llamada se discontiunara.

End call by calling the CHP Com Center and notify them that the call was a Spanish TTY call; but due to a Spanish Operator was not available to translate the TTY text. Also relay the information provided by the initial questions, if caller answered yes to any of these: accident, medical, fire, car trouble. File as Spanish TTY Call - EMERGENCY OTHER

6.12.2 Satellite TTY calls - Coming into Station #__



When you hear the siren and see the screen flashing (on Station __) yellow you will hit the spacebar to answer.

ONCE YOU PRESS THE SPACE BAR THE SYSTEM WILL AUTOMATICALLY
Type - This is the **CALL BOX CENTER** are you having car
 Trouble? GA (**F1**)

2. Press the **COPY CALLER ID** - fetch **Account (contractor to fill in)** in INFINITY system - press SATELLITE TTY button - use mouse press right and copy caller id to phone area and then precede as normal call - to fetch the call box location. Toggle back in forth to both systems to gather the correct information

Infinity Telephone Agent (25) - XOCHIL Xochil 25 v5.60.10 (IS v5.4.7065)

Line 1 Disc 01 8879 SBCTA Satellite CBX This is the Call Box Center Are you Having car trouble?
Fetch

Info Last Info Next Disc Return Hold Return Repeat Park Conference Bridge Patch Mag Edit Message Add Search Message Search Specials

Start

*Op: Will you be entering the Call Box Phone number or Digital ID?

Cal Box Phone Number
Digital ID

Start

*Op: Will you be entering the Call Box Phone number or Digital ID?

Cal Box Phone Number
Digital ID

*Op: Enter number without the 011 in front

DigitalID Op XF

CBX# None Loc

DateTime 9/24/2020 4:11 PM Call Log 69346255 LAT/LON Comm Center

*Op: This is a TTY call and must be relayed to CHP once done

☐

Change to Spanish Back to English Other Other Language v

"I am going to ask you some questions. If someone stops to help you while we are on the phone, please don't hang up."

"Please look at the blue sign above the call box and read the number to me."

☐

"Is the vehicle safely on the right shoulder and completely out of traffic?"

Yes No Right Shoulder

Emergency Non-Emergency Incidental Duplicate Call

Accident
Crime
Fire
First Responder
Medical
Road Hazard/Debris
Other

Call Box Check
FSP
Miscellaneous
No HELP

Courtesy Call
Ghost Call
Inappropriate Call
Maintenance/Officer Test
Training (Inhouse) Test Calls

- Next -

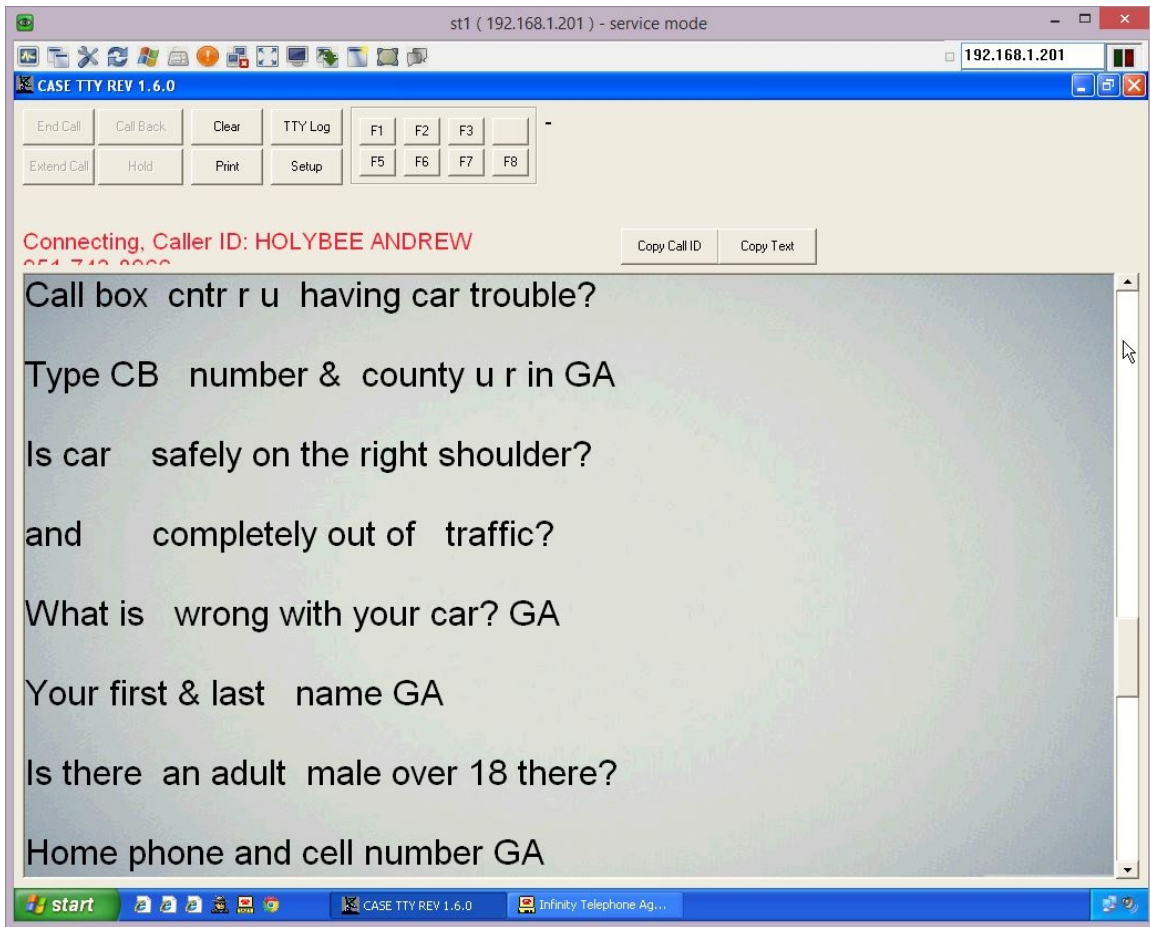
3. Press **(F2)** - TYPE THE CALL BOX NUMBER & COUNTY YOU'RE IN to me. GA

If caller doesn't understand type - Look at the BLUE SIGN above the call box and TYPE THE CALL BOX NUMBER & COUNTY YOU'RE IN to me. GA

4. RETYPE the COUNTY & CALL BOX # to THE CALLER -
(This is to verify the location you got is

Correct from the caller & it matches what is in system)

HIT EXTEND CALL BOX TO ADD TIME to CALL BOX



5. Press **(F3)** AND PAUSE Count TO 10 PRESS **(F4)** - is your vehicle **SAFELY** on the **RIGHT SHOULDER** and **COMPLETELY** out of **TRAFFIC**? GA

Satellite TTY

GA = GO AHEAD		SK = STOP KEYING	
Hot Key/Key Word		Reply	
F1		This is the CALL BOX center are you having car trouble? GA	

F2	Type the Call Box number & County you're in to me. GA If caller unable to find CBX number, go to Blue sign Reply, Highlight, Copy, and Paste
Blue sign	Look at the BLUE SIGN above the call box and TYPE THE CALL BOX NUMBER & COUNTY YOU'RE IN to me. GA"
F3	Is your vehicle safely on the right shoulder
F4	and completely out of traffic? GA
Questions	I'm going to ask you some questions if someone stops to help you while we are on the phone, please don't hang up. If we get disconnected, please call back. GA
F5	What is wrong with your car Q GA
F6	What is your first and last name Q GA
F7	Is there a male adult over 18 w/you Q GA
F8	What is your telephone number with area code Q GA
People	How many people including you are in the car Q GA
Vehicle	What is the Make, Model and Color of the car Q GA
Location2	What is the vehicles location compared to the CBX Q GA
Towing	Are you towing anything? Boat/trailer GA"
AutoClubYN	Do you have AAA or another AUTO club? GA If Yes, go to Member# reply, Highlight, Copy and Paste If No, go to Friend/Family Reply, Highlight, Copy and Paste
Member #	Can I have MEMBER/POLICY # GA
Friend/Family	Do you have someone you would like to reach to assist you/help you? GA If Yes, go to Friend Call , Highlight, Copy and Paste If No, go to ReqTow Reply, Highlight, Copy, and Paste
Friend Call	Who would you like to reach can I have their NAME & phone # GA
Req Tow	Would you like a tow truck GA If Yes, go to Funds Reply , Highlight, Copy, and Paste If No, go to No Help Reply, Highlight, Copy, and Paste
Funds	Do you have funds? CASH, CREDIT or ATM GA
No Help	I will advise CHP that you need assistance and have no help as this time.
SAG	Please wait in a Place where you feel safe until Help arrives to Assist GA

I'm going to ask you **SOME QUESTIONS** if **SOMEONE STOPS** to help you while we are on the phone, **PLEASE DON'T HANG UP**, if we get disconnected **PLEASE CALL BACK.** GA

- What is **WRONG** with **YOUR CAR** GA (**F5**)
- Your **FIRST** and **LAST** NAME GA (**F6**)
- Is there AN **ADULT MALE** Over 18 W/YOU GA (**F7**)
- Your **TELEPHONE NUMBER** with **AREA CODE** GA (**F8**)
- How **MANY PEOPLE** including you are in the car? GA
- What is THE **MAKE, MODEL and COLOR** of CAR GA
- What is the **LOCATION** of the CAR to the call box? Are you before or after? GA
- Are you **TOWING** anything? Boat/trailer GA
- Do you have **AAA** or another **AUTO club**? GA
- If yes, can I have **MEMBER/POLICY #** GA
 Okay if clr doesn't have number - do not ask/have
 clr go to the car
- If no, do you have **SOMEONE** you would like to reach to
 assist you/help you? GA
- If YES, who would you like to reach can I have their
 NAME & phone # GA (see below for dial outs)
- No** again, would you like a tow truck GA
- If **yes**, do you have funds? **CASH, CREDIT or ATM?** GA
 (see below #6)
- If NO, END call as NO HELP "Please wait in a place where
 you feel safe, we will send your information over to CHP"
- 6. **Handle Call** TO completion - **LET caller KNOW** to "Please
 wait in a Place where you feel safe until Help arrives to
 Assist" GA

ENDING TTY: ENDING CALL

1. Process the call as normal - ER, routine, No Help, ETC

2. Once complete make sure call is disc - Press End call
3. Press **PRINT (THIS PRINTS FULL CONVERSATION OF CALL TO FAX MACHINE) - PUT THIS ON SUPERVISORS DESK WHEN COMPLETE**

ADDITIONAL INFORMATION: - OTHER INFORMATION

GA = GO AHEAD - You USE this phrase after each sentence you write to notify call box caller it's their turn to respond to your questions.

Callers wishing to speak but called in on satellite TTY - Advise callers that "If they can hear and speak with me, I will need to disconnect this call and you will need to call back by pressing the voice only button. Do you want me to disconnect this call now?". Wait for response

IF YES (END CALL) - AS INAPPROPRIATE

IF NO CONTINUE WITH SCRIPT.

NO RESPONSE FROM CALLER - TYPE "CALLER ARE YOU STILL THERE" WAIT. DO IT AGAIN "CALLER ARE YOU STILL THERE" WAIT. DO IT ONCE MORE "CALLER ARE YOU STILL THERE" WAIT - END CALL SEND OVER AS CALL BOX CHECK