

Law Enforcement Interaction Protocol



This document is intended for law enforcement and first responders.

Contact Us

If you are not able to reach the Zoox employee in the vehicle, please call **833.322.2277**. Please have the Zoox vehicle license plate number available. For any non-emergencies or general questions, please email **safety@zoox.com**.



How to identify Zoox testing vehicles

The Zoox testing fleet consists of retro-fitted Toyota Highlander Hybrids, which are road-ready and meet all applicable Federal Motor Vehicle Safety Standards (FMVSS).

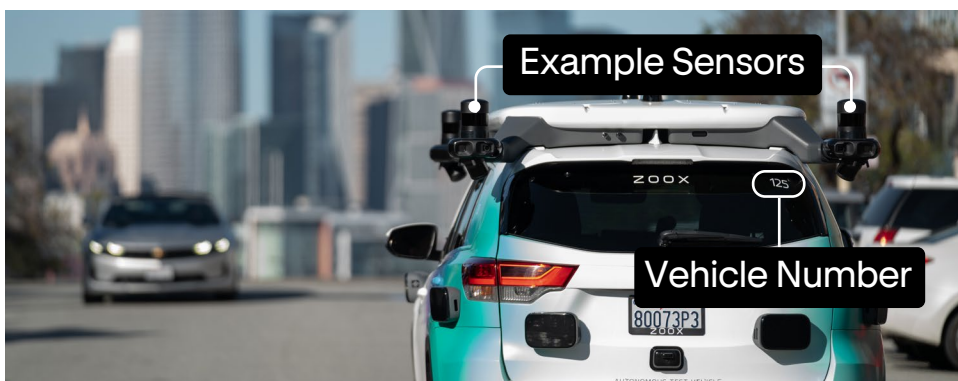
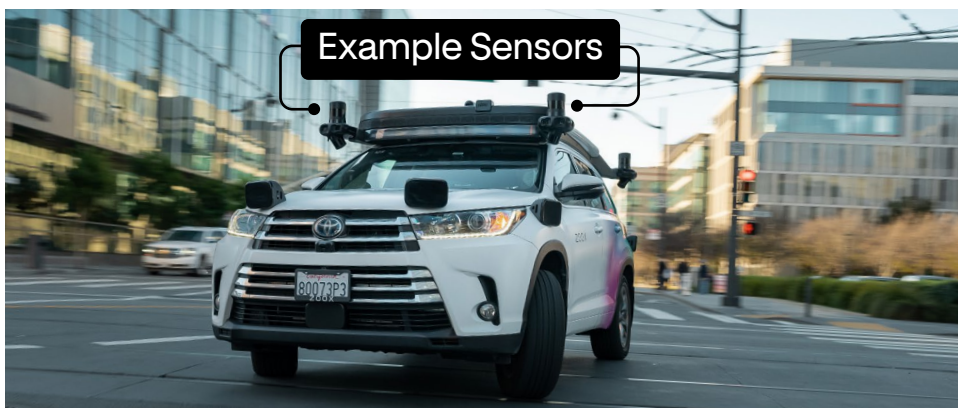
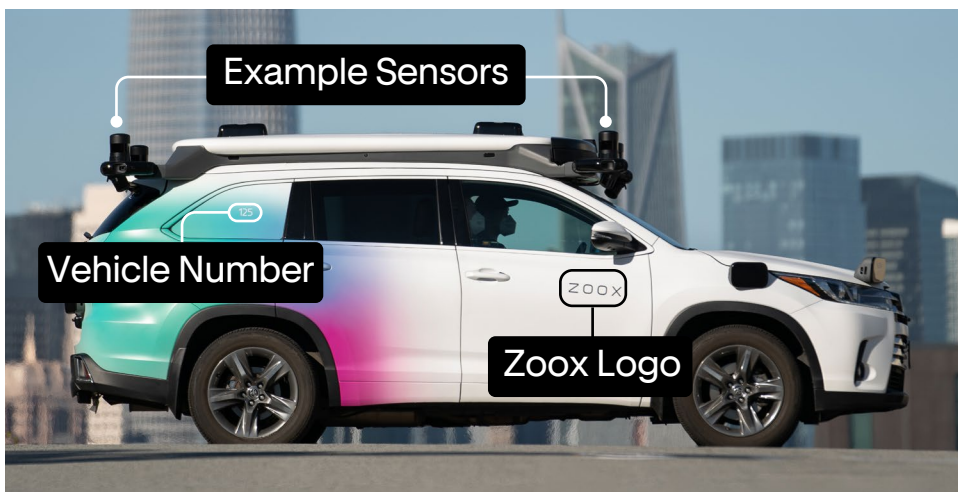


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This document is produced by Zoox and is intended for use by law enforcement and emergency responder communities. Printed copies are not controlled.

Zoox testing vehicle sensor architecture

Zoox testing vehicles use unique sensor architecture, combining cameras, lidars, and radars to see their surroundings.



LIDAR

These lidar sensors build a live 3D representation of vehicle surroundings.



RADAR

Radar sensors provide an object-detection system that reliably measures how far away another road user or other object is and its velocity.



CAMERA

These high-resolution cameras allow the vehicle to view the world and identify other road users and objects.

For additional information on how Zoox self-driving technology operates safely, please check out our Safety Innovation at Zoox report at [Zoox.com/Safety](https://www.zoox.com/safety).

Zoox testing vehicle capabilities

If a Zoox testing vehicle encounters an unknown situation or is involved in an incident, it is capable of performing a safe stop or the safety operator can quickly take over.

SAFETY OPERATOR

During Zoox testing vehicle operations, there will be a Zoox-trained safety operator in the vehicle. The Zoox operator is responsible for monitoring and can take immediate control and pull over the Zoox testing vehicle if needed. In the case of any incident, they will assess the situation and vehicle status, and contact first responders, if needed. They will be the primary on-scene point of contact.



ZOOX SUPPORT

Zoox remote operators can monitor the vehicle and be in communication with the Zoox operator in the vehicle.

Zoox remote operators can assess the situation and vehicle status.

If the Zoox operator is incapacitated, Zoox remote operators will become the primary point of contact and can have the Zoox testing vehicle pull over safely, if needed. Zoox remote operators will also contact first responders directly, if needed.



Safely interacting with the Zoox testing vehicle

If the safety operator is incapacitated or not in the Zoox testing vehicle, please call Zoox remote operators (833.322.2277) to confirm that the vehicle has safely stopped and autonomous mode has been disengaged.

HOW TO CONFIRM DRIVING MODE

If you need to physically confirm that autonomous mode has been disengaged, enter the vehicle on the driver's side, press the brake pedal inside the vehicle, and confirm the vehicle is in Park.

Additionally, you can press the red button in the middle of the dash.

Before pressing the red button, ensure the vehicle is in Park.

This button disengages autonomous mode and returns the vehicle's driving capabilities to the conventional Toyota Highlander Hybrid.



ON-SCREEN DRIVING MODE INDICATOR

To verify that autonomous mode has been disengaged, you can look at the screen on the dash, and there will be an “M” for “Manual Mode” above the image of the Toyota Highlander.



If there is an “A” for “Autonomous mode” above the image of the Toyota Highlander, then the vehicle is still in autonomous mode.



EMERGENCY VEHICLE ENCOUNTERS

When a Zoox testing vehicle encounters a police or emergency vehicle with lights and sirens on, the vehicle will yield and/or pull over safely.

You can find Toyota’s Emergency Response Quick Reference for the Highlander [here](#), and on pages 12-13, which provides information on how to disable and tow the vehicle.

Where to find registration, insurance, and other documents



Owner information, vehicle registration, and proof of insurance are located in the center console of all Zoox testing vehicles.

First responder education series

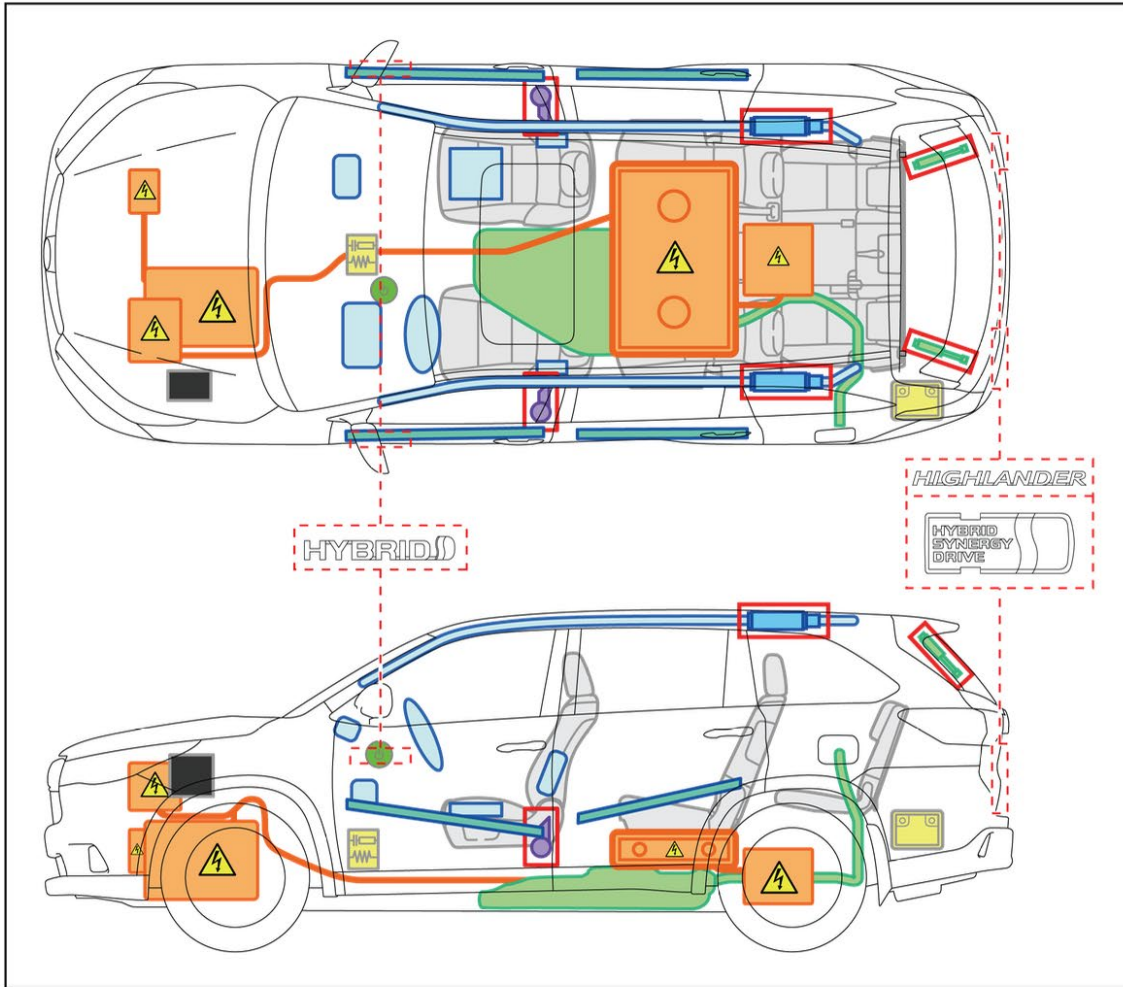
FIRST RESPONDER EDUCATION AND ENGAGEMENT













Zoox's goal is to ensure first responders have the tools and knowledge to safely and confidently interact with or respond to an emergency involving either of our vehicle types. Through conversations with first responders, we also gain valuable input to help shape our safety protocols or vehicle design. As such, we have hosted extensive engagement sessions and trainings with state and local first responders across our geofences. We take this opportunity for first responders to see our testing vehicle up close, ask questions, hear important and in-depth safety information, and run through various safety scenarios.

In addition to these engagements, Zoox provides ongoing access to training materials and accessible video learning as Zoox expands our operational areas. We have a dedicated page on our website that hosts relevant documents and training videos:

<https://zoox.com/first-responders>

**HIGHLANDER
HYBRID**
Emergency Response
Quick Reference
MY: 2014 -

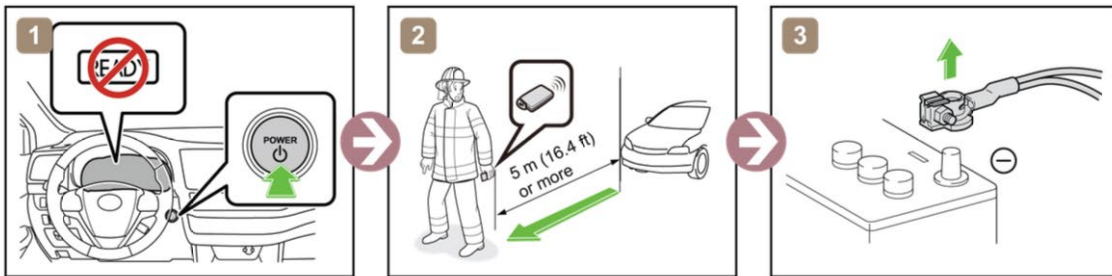


	IG/POWER SW		Fuse Box		12V Battery
	Airbag (incl. Inflator)		Inflator		High Voltage Battery
	High Voltage Components		Fuel Tank		Gas-filled Damper
	Seat Belt Pretensioner (Gas Generator)		Structural Reinforcements		Airbag Computer
-	-	-	-	-	-

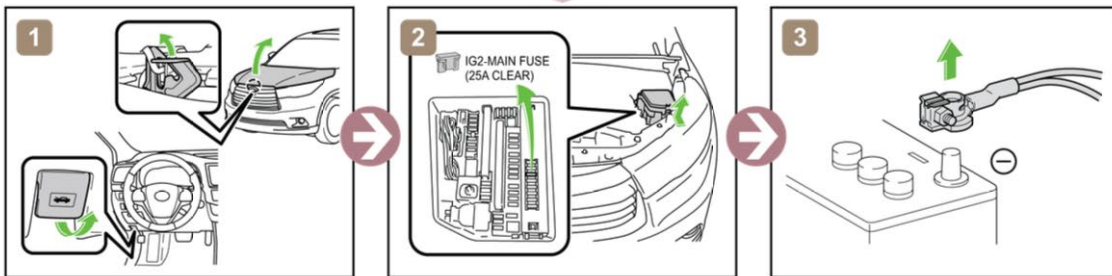
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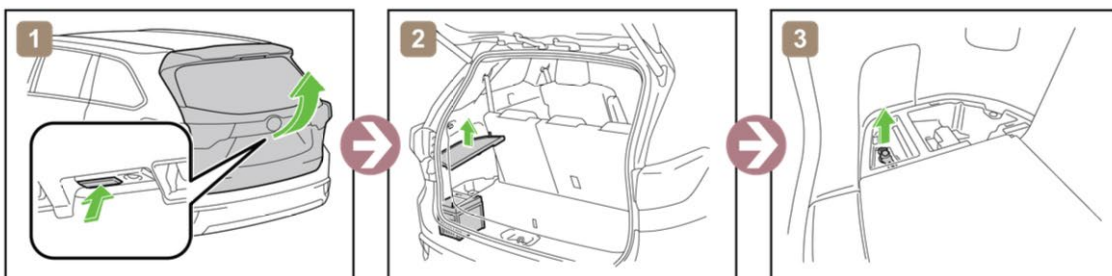
Disable Vehicle



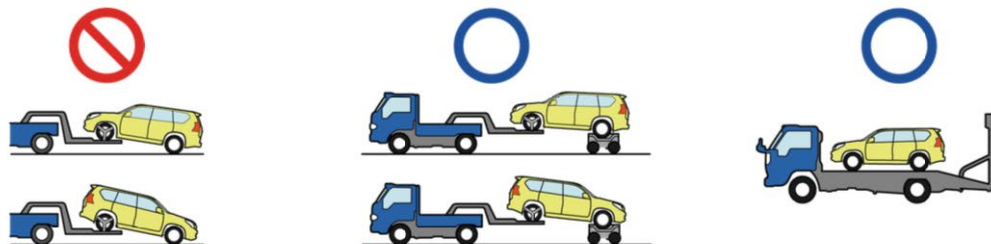
or



Access to 12V Battery



Towing Information



For more details, please refer to the "Emergency Response Guide".
<http://www.techinfo.toyota.com>