

**CALIFORNIA HIGHWAY PATROL**

**GENERAL ORDER 100.46**

**REVISED JANUARY 2020**

**REPORTING OF HIGHWAY CONDITIONS**

1. POLICY.

a. Any actual or potential highway condition, including crash damage, that may affect the safe and efficient flow of traffic and/or public safety shall be reported to the responsible highway authority by the most expeditious means.

b. Departmental personnel shall only report existing hazards or potentially hazardous conditions.

c. Departmental personnel shall not publicly comment on conditions where proper analysis would require expertise in highway design and/or maintenance engineering. This is not intended to conceal in any way the possible existence of highway defects; it is to prevent exposing the Department or other public entities to liability where there may be no responsibility.

2. PROCEDURE.

a. Highway Conditions Involving Public Safety and the Efficient Flow of Traffic.

(1) Area commanders shall establish a standard operating procedure (SOP) to ensure immediate reporting through channels of actual or potential highway conditions that may affect the safe and efficient flow of traffic (e.g., major route closures, chain controls, significant weather conditions) and/or public safety (e.g., crash damage to guardrails, attenuators).

(a) Notification procedures shall include an immediate initial verbal notice to the appropriate agency followed by a brief memorandum, letter, and/or e-mail within five business days. In areas that have a Transportation Management Center (TMC) responsible for monitoring an affected highway, immediate notification shall be reported to the TMC through the communications center. Notifications shall be made to the TMC through radio and/or the Computer Aided Dispatch system.

(b) The notification shall include the following:

- 1 Name of the person or entity notified.
- 2 Contact information of the notified party.
- 3 Method of notification.
- 4 Log and/or incident number.

(c) The SOP shall include a procedure for subsequent confirmation from the appropriate agency.

(d) Confirmation is unnecessary if the highway authority immediately responds to the scene while an officer is present and the arrival of highway authority personnel is recorded at the communications center or Area office.

(e) Copies of the appropriate agency confirmation correspondence, including the commander's memorandum, letter, and/or email pertaining to the situation, shall be sent to Division. Commanders are to request a response within 30 days from the responsible highway authority.

(2) Any officer who observes a highway condition involving public safety that cannot be corrected with resources immediately available shall notify the Area commander through the proper chain of command.

(a) Any significant obstruction or restriction to normal traffic flow, or significant changes in such conditions that may affect public safety, shall be verbally reported as soon as possible to the Area commander through the proper chain of command.

(b) All other conditions requiring examination shall be reported by a brief memorandum and/or e-mail to the Area commander through the proper chain of command.

b. Major State Route Closures, Obstructions, Chain Controls, and Other Restrictions.

(1) Upon receipt of information relating to a significant obstruction or restriction to normal traffic flow on a major state route, the respective Area commander shall report such conditions by Communications Network message, per Highway Patrol Manual 5.1, Correspondence Manual, Chapter 6,

Communications Network Messages, jointly to the Division, adjacent Division(s), and the Office of the Assistant Commissioner, Field.

(2) Contact should be established with the appropriate California Department of Transportation (Caltrans) district office or TMC (according to obstruction or restriction location) to report highway condition information for inclusion on the Caltrans Highway Information Network (CHIN) online service.

(3) Commands are responsible for contacting the communications centers with information on significant weather conditions and/or highway emergencies in the most expeditious manner. Refer to General Order (GO) 100.80, Notification and Report of Emergencies and Unusual Occurrences, Annex F.

(4) The following minimum information shall be provided:

- (a) The route number.
- (b) Distance and direction from the nearest town.
- (c) Nature and extent of the condition.
- (d) Route and length of an available detour.
- (e) Estimated time of removal of obstruction or restriction.
- (f) Contact telephone number for clarification and/or updates.

(5) For additional information regarding the reporting of highway conditions, refer to GO 100.43, Joint Operational Policy Statements, California Department of Transportation and California Highway Patrol, Annex C.

(6) Any material change in a previously reported incident condition shall be reported as specified in this GO.

OFFICE OF THE COMMISSIONER

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