

**CALIFORNIA HIGHWAY PATROL**

**GENERAL ORDER 6.2**

**REVISED JULY 2018**

**OFFICE HOURS AND LUNCH PERIODS**

1. GENERAL. All state offices are to be open for the transaction of business from 0800 to 1700 hours daily, except Saturday, Sunday, and legal holidays.
  - a. In keeping with the Department's purpose as a public service organization and to ensure compliance with this directive, all offices of the California Highway Patrol shall attempt to be staffed continuously during these hours by at least one employee who is readily available for the transaction of business.
  
2. PURPOSE. The purpose of this General Order is to establish policy and procedures surrounding the hours, days, and holidays state offices are required to be open and the requirements for staffing during lunch and break periods.
  
3. AUTHORITY. Section 11020 of the Government Code (GC) and Section 0180 of the State Administrative Manual set forth the requirements surrounding hours and days all state offices are required to be open. Sections 6700 through 6709 GC list the legal holidays.
  
4. COMMANDER'S RESPONSIBILITY. Commanders shall establish procedures to ensure the adequate coverage of the office during applicable office hours, lunch periods, and break periods.
  
5. EXTENDED OFFICE HOURS.
  - a. In circumstances deemed to be in the best interest of the Department and the public, but not constituting an emergency or disaster, a commander may find it justifiable to prolong office hours beyond the period encompassing 0800 to 1700 hours daily, except Saturday, Sunday, and legal holidays. During the extended hours, offices shall be staffed at the commander's discretion, with at least one officer on duty for coverage. Commanders shall advise and gain concurrence from the next appropriate level of command prior to instituting expanded hours.

(1) To initiate the expansion of office hours, the commander shall meet with the affected employees and their bargaining unit representative to discuss the changes. If there is an agreement between the commander and those involved, the proposal may be implemented at the command level. The discussion between the affected employees and their representatives should be documented for future reference. If the discussions do not result in an agreement, the recommendation of the commander, employee(s), and representative(s), along with their comments, shall be forwarded through channels to the Commissioner, who will make the final decision.

b. During local emergencies or disasters, the public may attempt to gain information, solicit assistance, or report incidents to the nearest law enforcement office, before and after normal business hours. During such incidents, commanders should give strong consideration to expanding office hours to a level commensurate with the public need.

c. For extended hours due to an emergency or disaster, commanders should advise the next appropriate level of command. Once the extended office hours have been implemented, the commander shall send a confirming Communications Network message to the appropriate field Division and Assistant Commissioner, Field. The notification shall include: new office hours, office staffing level, a brief explanation of the circumstances causing the schedule modification, and the anticipated date of termination of the modified hours.

d. At least one officer will be used for coverage during extended office hours. In addition to providing counter and telephone service to the public, the officer will be responsible for security and employee safety during those hours.

6. LUNCH AND BREAK PERIODS. Lunch and break periods shall be established by individual commanders, but scheduling must be arranged, to the extent possible, to permit adequate staffing during office hours.

a. In instances where continuous staffing between 1130 and 1330 hours is clearly impossible or unworkable, provisions shall be made for informing the public of when personnel will be available.

b. Uniformed field personnel should not be routinely utilized to provide office coverage during break or lunch periods. Rather than staffing the office during these times by taking a sergeant or officer off patrol assignment, the office should be closed. Under these circumstances, a sign shall be posted in a conspicuous place to indicate the hours the office will re-open, along with emergency telephone information.

c. Personnel should be assigned a one-hour lunch period; however, commanders may schedule a shorter period at their discretion. Scheduled lunch breaks shall not be less than one-half hour.

d. Personnel unable to take their scheduled lunch break because of unforeseen circumstances shall be permitted to take this break at a later time.

OFFICE OF THE COMMISSIONER

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