

**CALIFORNIA HIGHWAY PATROL**

**GENERAL ORDER 60.8**

**REVISED NOVEMBER 2018**

**TOLL-FREE CALIFORNIA HIGHWAY PATROL PUBLIC INFORMATION  
NUMBER, 1-800-TELL-CHP**

1. PURPOSE.

- a. This General Order (GO) establishes policy and procedures for all departmental personnel relative to the Department's 1-800-TELL-CHP **(1-800-835-5247)** telephone number.
- b. The purpose of the nationwide toll-free telephone number is to provide the public with an easily recognizable telephone number that can be used to contact the Department for nonemergency California Highway Patrol (CHP) information. This telephone number also serves as a toll-free anti-auto theft hotline as required by California Vehicle Code (CVC) Section 10902. The availability of this number provides the public with a means to contact the CHP, rather than using the cellular 9-1-1 number for nonemergency calls.
- c. It is the objective of the CHP to be more responsive to the needs of the public. By making this toll-free number available nationwide, the public can access any CHP Area office and obtain assistance without unnecessary delays.

2. GENERAL.

- a. To further enhance the Department's role in providing assistance to the public, the CHP has expanded the use of the 1-800-TELL-CHP telephone number. This telephone number was originally established for the reporting of vehicle and cargo theft (CVC Section 10902), later being expanded for additional uses, including:
  - (1) Farm Labor Vehicle Program.
  - (2) Nonemergency point of contact for CHP information.
  - (3) America's Missing: Broadcast Emergency Response (AMBER) Alert sightings.
  - (4) Child Restraint Program.

(5) Victim/Witness assistance, including initial and subsequent requests for information.

b. Capitol Communications Center (CCC) is responsible for answering the nationwide toll-free number. Staff will answer the 1-800-TELL-CHP telephone number 24 hours a day, seven days a week. This operation will be staffed with Public Safety Dispatchers (PSD) trained specifically to handle or direct the incoming calls.

c. Each operator workstation is equipped with a network computer, telephone system, and computer aided dispatch to be used for this purpose. Once the calls are received, it will be the responsibility of the PSD to provide, to the best of their ability, the information requested. Those calls requiring further assistance will be transferred to the appropriate command.

### 3. POLICY.

a. The policy of the CHP is to provide assistance to all persons contacting the Department through the 1-800-TELL-CHP telephone number.

b. All commands will be responsible for responding to telephone inquiries received through the 1-800-TELL-CHP number without unnecessary delay. Calls forwarded after normal business hours shall be returned as expeditiously as possible the next business day.

c. The CCC PSD should not attempt to handle technical questions or give policy interpretations.

d. Emergency calls shall always take priority over 1-800-TELL-CHP calls.

e. Commands shall obtain approval from the appropriate Assistant Commissioner prior to using the 1-800-TELL-CHP telephone number for promoting local programs (e.g., local grant projects or education campaigns).

f. This policy does not preclude Area offices from referring to this number in an after-hours telephone recorded message. However, during normal business hours, if callers are placed on-hold by the Area office, they should not be referred to the 1-800-TELL-CHP number.

### 4. RESPONSIBILITIES.

a. Division Chiefs. It is the responsibility of Division Chiefs to ensure Division personnel are in compliance with the policies and procedures contained in this GO.

b. Information Management Division. Under the direction of Assistant Commissioner, Staff, Information Management Division will provide technical support and assistance for the 1-800-TELL-CHP telephone number.

c. Enforcement and Planning Division. Enforcement and Planning Division, Field Support Section, is responsible for establishing procedures to compile records of stolen vehicle and cargo theft leads to prepare the annual report for the legislature required by CVC Section 10901. Refer to Highway Patrol Manual 81.1, Vehicle Theft Control Manual, Chapter 13, Motor Vehicle Theft Prevention Act, for more information.

d. Office of Community Outreach and Media Relations. Office of Community Outreach and Media Relations (COMR) is responsible for the development and dissemination of public awareness material relative to the promotion of the toll-free number. Questions pertaining to the Department's various public awareness campaigns shall be referred to COMR or Division public information officers.

e. Capitol Communications Center Commander. Under the direction of the Protective Services Division Chief, the CCC commander shall provide staff support for the 1-800-TELL-CHP telephone number. This operation will be staffed with CCC PSDs whose primary responsibility will be to answer the toll-free telephone line. The CCC commander shall advise and make recommendations to the Protective Services Division Chief on all issues related to the toll-free telephone number. The CCC is responsible for the hiring and training of the PSDs.

f. Areas and Sections. All commanders shall assign personnel to handle 1-800-TELL-CHP telephone calls and messages forwarded to their commands. It will be the responsibility of the commands to follow-up on all forwarded telephone calls.

g. Communications Centers Support Section. The Communications Centers Support Section (CCSS) is the Office of Primary Interest (OPI) for the 1-800-TELL-CHP telephone number. Issues relative to this program shall be reported through channels to CCSS. Technical issues shall be reported directly to CCSS.

## 5. PROCEDURES.

a. Normal Business Hours. The following procedures shall apply for calls received during normal business hours:

- (1) Capitol Communications Center.

(a) As the initial point of contact, CCC personnel shall ascertain the nature of the call and make every attempt necessary to assist the caller.

(b) If it is determined to be a 9-1-1 emergency call, the caller will be advised 1-800-TELL-CHP is **not** the 9-1-1 number and their call will be immediately forwarded to the appropriate CHP communications center (CC) or allied agency.

(c) If the CCC PSD is unable to fully answer the question or provide the service requested by the caller, the PSD shall provide the caller with the forwarding telephone number and transfer the call to the appropriate command.

(d) A log shall be made for all calls received through 1-800-TELL-CHP. All pertinent information shall be documented.

(e) Once the caller's inquiry is addressed or transferred to the local command, section, or the appropriate agency, the log from the CCC will be closed.

(f) In order to satisfy legislative requirements, calls reporting vehicle/cargo thefts or farm labor vehicle issues shall be routed to the appropriate Division Investigative Services Unit or local agency for follow-up.

(2) Divisions, Sections, and Areas.

(a) Divisions, sections, and Areas shall establish procedures for receiving and responding to 1-800-TELL-CHP calls and incorporate the process into their standard operating procedures (SOP).

(b) Division, section, and Area commanders shall ensure all employees within their command are familiar with the procedures required by this policy and their related SOP.

(c) All commands shall designate personnel responsible for ensuring the requests affecting their commands are acted upon in a prompt manner.

(d) Commanders shall ensure appropriate training is provided for the answering of the incoming calls.

b. After Normal Business Hours. For calls received after normal business hours, the following procedures shall apply:

(1) Capitol Communications Center.

- (a) As the initial point of contact, CCC personnel shall ascertain the nature of the call and make every effort to assist the caller.
- (b) If it is determined to be a 9-1-1 emergency call, the caller will be advised 1-800-TELL-CHP is **not** the 9-1-1 number and their call will be immediately forwarded to the appropriate CHP CC or allied agency CC.
- (c) If applicable, the PSD will advise the caller that the office which can assist them is closed and provide them with the forwarding telephone number.
- (d) The PSD will take the necessary information and relay the inquiry to the appropriate CHP office.
- (e) A log shall be made for all calls received through 1-800-TELL-CHP. All pertinent information shall be documented.

(2) Divisions, Sections, and Areas.

- (a) Divisions, sections, and Areas shall establish procedures for receiving and responding to 1-800-TELL-CHP messages received after normal business hours and incorporate the process into their SOP. The process **shall include controls** to ensure each request for service receives a prompt response.
- (b) Division, section, and Area commanders shall ensure all employees under their command are familiar with the procedures required by this policy and their related SOP.
- (c) All commands shall designate personnel responsible for ensuring the requests affecting their commands are acted upon in a prompt manner.

6. COMPLAINTS. Complaints received through the 1-800-TELL-CHP telephone number shall be handled as outlined in Highway Patrol Manual 10.4, Citizens' Complaint Investigations, Chapter 3, Complaint Acceptance.

OFFICE OF THE COMMISSIONER

OPI: 048

THIS PAGE INTENTIONALLY LEFT BLANK