

CALIFORNIA HIGHWAY PATROL

GENERAL ORDER 60.9

REVISED JANUARY 2020

MISUSE OF THE 9-1-1 EMERGENCY REPORTING TELEPHONE SYSTEM

1. PURPOSE. The purpose of this General Order is to establish the Department's policy governing the misuse of the 9-1-1 system.

2. POLICY. Effective January 1, 2005, Penal Code Section 653(y) authorizes law enforcement agencies to issue warning letters or citations for nonemergency use of the 9-1-1 telephone system.
 - a. Valid emergency calls for which the 9-1-1 system is intended include, but are not limited to, reporting the following:
 - (1) Highway crashes.
 - (2) Intoxicated, reckless, or other erratic drivers.
 - (3) Traffic hazards (hazardous material spills, roadway blockage, wires down, spilled loads, etc.).
 - (4) Crimes in progress.
 - (5) Concerns for personal safety.
 - (6) Any incident that requires an officer to respond.
 - b. Misuse of the 9-1-1 system include, but are not limited to, the following:
 - (1) Asking for directions.
 - (2) Checking the time.
 - (3) Checking to see if their telephone is functioning.
 - (4) Other calls of a harassing nature.

3. PROCEDURE.



- a. Upon receiving a call with sufficient information to allow follow-up (at a minimum, a telephone number), the Public Safety Dispatcher/Public Safety Operator shall document the information using the Computer Aided Dispatch (CAD) system.
- b. This information shall be forwarded to a Public Safety Dispatch Supervisor (PSDS), or designee, along with a printout of the corresponding CAD log.
- c. The PSDS will review and forward the information to the communications center commander.
- d. The communications center commander will:
 - (1) Assign follow-up investigations to uniformed personnel, or
 - (2) If uniformed personnel are not assigned to the communications center, the information will be forwarded to their Division Investigative Services Unit for follow-up investigations.
- e. The caller's name, address, telephone number, and all pertinent information shall be entered into a local case management system by the assigned investigator.
- f. For the first violation, a written warning (refer to Annex A) shall be sent by mail within ten days to the violator. For a second or subsequent violation, a citation may be issued to the violator. The case management system shall be updated to reflect the corrective action for each incident of misuse of the 9-1-1 system for which follow-up investigations are assigned.

OFFICE OF THE COMMISSIONER

ANNEX A

OPI: 048

ANNEX A
SAMPLE WARNING LETTER

State of California – Transportation Agency	GAVIN NEWSOM, Governor	
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL		
Area Office/Division Address City, State, Zip Code Telephone number (800) 735-2929 (TT/TDD) (800) 735-2922 (Voice)		
Date		
File No: (insert case management number)		
John Doe Address		
Re: Misuse of the 9-1-1 Emergency Reporting Telephone System		
Dear Mr. Doe:		
This letter is to inform you that on <u>(Date)</u> , at <u>(Time)</u> , a nonemergency telephone call was received from your cellular telephone.		
In an effort to improve services and to reduce the misuse of the 9-1-1 system, legislation was passed on January 1, 2005. Penal Code Section 653(y) authorizes law enforcement agencies to issue warning letters or citations for nonemergency use of the 9-1-1 system. Valid emergency calls for which the 9-1-1 system is intended include, but are not limited to, the following:		
<ul style="list-style-type: none">• Highway crashes.• Intoxicated, reckless, or other erratic drivers.• Traffic hazards (roadway blockage, wires down, spilled loads, etc.).• Crimes in progress.• Concerns for personal safety.		
This letter is only a warning notice, you are not required to respond. For subsequent violations, a citation may be issued. The parent or legal guardian having custody and control of an unemancipated minor who violates this section shall be jointly liable with the minor for the fine imposed. If you did not make this call or this call was made unknowingly from your cellular phone, please contact <u>(Title, name, phone number)</u> .		
Sincerely,		
Captain/Lieutenant Commander		
Safety, Service, and Security		An Internationally Accredited Agency

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