

CHAPTER 3
SPECIFICATIONS
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CHAPTER 3

SPECIFICATIONS

1. PROCESSING PROCEDURES.

a. Preparing Publications. The CHP produces a variety of publications, each containing unique elements. Certain specifications must be adhered to when preparing these publications. Publications will be written in a defined/fixed style based on the formatting standards presented in this manual, Highway Patrol Manual (HPM) 5.1, Correspondence Manual, and The Gregg Reference Manual. These standards shall be maintained regardless of administrative personnel changes. This chapter will outline the general procedures to follow when preparing publications, as well as describe the unique elements of each publication.

b. Components of a Project that Revises a Publication. For proper processing, all publications under review shall be accompanied by applicable documents created by the Offices of Primary Interest (OPI):

(1) A completed CHP 60, Staff Summary Statement. (Refer to Chapter 1, General, Annex D, of this manual for an example.)

(2) A Communications Network (Comm-Net) message prepared in Microsoft (MS) Word announcing the uploaded changes. The Comm-Net message will be posted by the Publications (Pubs) Unit after the publication is uploaded onto the Online Publications Library or CHP Intranet site. (Refer to Chapter 1, Annex E, of this manual for an example.)

(a) Allied Agency Information Bulletins (AAIB) do not require a Comm-Net message.

(3) A transmittal memorandum addressed to All Commands. (Refer to Chapter 1, Annexes F through I, of this manual for examples.)

(a) Management Memorandums (MM), Information Bulletins (IB), and AAIBs do not require a transmittal memorandum.

(4) A copy of the publication to be reviewed, whether it be a single chapter or the entire manual, handbook, etc.

c. Once reviewed and approved, newly created, revised, or deleted/canceled publications are processed by the Pubs Unit for upload onto the Online Publications Library.

d. Templates. Offices of Primary Interest shall use the standard tools within MS Word to develop publications according to specifications laid out in this chapter.

(1) The preformatted MS Word template for HPMs, Highway Patrol Guides (HPG), and Highway Patrol Handbooks (HPH) may be found under: I-Drive ➤ Templates ➤ HPM Template.

(a) The template is the same for all three of these publication types.

(2) The preformatted MS Word template for General Orders (GO) may be found under: I-Drive ➤ Templates ➤ GO Template.

(3) The preformatted template for MMs may be found on the CHP Intranet site under: Forms ➤ CHP ➤ CHP 044. The MM template can also be located under: I-Drive ➤ Templates ➤ CHPMM.

(4) The preformatted template for IBs may be found on the CHP Intranet site under: Forms ➤ CHP ➤ CHP 047. The IB template can also be located under: I-Drive ➤ Templates ➤ Chp47.

(5) The preformatted template for AAIBs may be found on the CHP Intranet site under: Forms ➤ CHP ➤ CHP 047A. The AAIB template can also be located under: I-Drive ➤ Templates ➤ CHP47A.

(6) Information on template use may be found in Chapter 4, Electronic Publications: Formatting and Processing, of this manual.

e. Revisions. A publication is to be revised and updated by the OPI anytime a change is needed.

(1) When a revision is needed for any part of a chapter, the entire chapter shall be reviewed for information accuracy and correct formatting.

(a) The entire chapter includes: Table of Contents (TOC), the body of the chapter, and any applicable annexes, regardless of whether or not there were changes made to all of these components.

1 Any chapter revisions submitted without all of their components shall be returned to the OPI by the Pubs Unit.

(2) A complete revision shall occur when 50 percent or more of the publication or manual chapters contain changes.

f. Highway Patrol Manual 1.1, Publications Management Manual, as a Guide. The layout of this manual shall serve as a guide in the preparation of publications if descriptions or example formats are not provided.

2. GENERAL FORMATTING. For consistency and uniformity in the formatting of CHP publications, the following specifications shall be maintained.

a. Font Type. The font type of the body text, headers, and footers shall be Arial 12-point type for all departmental publications.

(1) An exception for font size may be made for MMs, IBs, AAIBs, and transmittal memorandums if the OPI is attempting to keep the document on one page.

(a) If a smaller font is used, the font shall never be smaller than 11-point type.

(b) The headers and footer shall be the same size font as the body text.

b. Line Spacing. Line spacing shall be consistent within a publication.

c. Paragraph Spacing. Paragraph content will be single spaced.

d. Margins. All publications shall have one-inch margins on all sides (top, bottom, left, and right).

e. Acronyms and Abbreviations. An acronym is a word formed from the initial letter/letters of each of the successive parts or major parts of a compound term (e.g., writing TOC instead of Table of Contents). An abbreviation is a shortened form of a written word or phrase used in place of the word (e.g., writing rev. instead of revision).

(1) Acronyms and abbreviations shall be spelled out the first time they are used within the body of a publication.

(a) Acronyms and abbreviations should only be established if they are used again in the body of a publication.

1 Acronyms and abbreviations shall be established in each chapter they may appear in, even if previously established in an earlier chapter of the same publication.

2 Acronyms and abbreviations do not have to be reestablished in a publication's annex(es).

(2) Acronyms and abbreviations will not be used in titles, paragraph or annex headings, TOCs, index titles, or at the beginning of sentences, except in the following instances:

(a) Form titles shall be written exactly as they look on the form (e.g., CHP 36F, MVARs DVD Request Form), even if they are listed in a title, heading, TOC, or at the beginning of a sentence.

(b) The official term for the Department's Intranet, also known as SharePoint or STARPOINT, is "CHP Intranet site." This term shall be used in all CHP publications, including titles, headings, and/or TOCs.

(c) Annex Q contains a listing of common acronyms and abbreviations that do not have to be spelled out first in the body of a publication. These common acronyms and abbreviations may be used at the beginning of a sentence, or in a title, heading, or TOC.

(3) Within the same body of a publication it is not required to show the acronym or abbreviation again in parentheses after it has been used the first time.

f. Paper. Publications shall be prepared on 8-1/2" x 11" white paper.

g. Printing. The text will be printed on both sides of the paper when possible.

h. Pages Intentionally Left Blank. The following phrase shall be included on the blank pages of all CHP publications to allow the reader to know information is not missing:

THIS PAGE INTENTIONALLY LEFT BLANK

(1) The blank page wording will be included any time a section of the publication ends on an odd page, including: the back of the chapter TOC and the back of the last page of a chapter or annex when the last page containing content is odd.

(2) The back of the cover, title page, foreword, and main TOC of a publication should not include the blank page wording. A completely blank page should be inserted after all of these documents so the back of each of these pages is blank when printed two-sided.

(a) It is not necessary to insert a blank page after the main TOC if the main TOC is two pages in length.

(3) The blank page wording shall be written in all uppercase letters (*not* bold), centered horizontally on the document, and located vertically below the middle of the page and at least two blank lines above the footer. Refer to the page preceding Annex A of this chapter as an example of how the blank page wording and placement should appear.

(a) The blank page wording will be placed in the same position on all the pages containing the blank page wording within a publication.

i. Citing Publications. If a publication cites or is dependent on another manual for additional information, the other manual must be referenced.

(1) To correctly reference a cited manual the first time in a publication, list the manual number, manual title, chapter number, and chapter title (e.g., Refer to Highway Patrol Manual 11.2, Materials Management Manual, Chapter 2, Petty Cash and Change Fund).

(a) Additional references to the same manual within a publication or chapter, and any associated annexes, should be written without the manual and chapter titles (e.g., Refer to HPM 11.2, Chapter 2).

j. Referencing Forms. When referencing a form in a publication, include the form type (including any punctuation) and number, followed by a comma and the form title as it appears on the form (e.g., Employees shall submit an STD. 634, Absence and Additional Time Worked Report).

(1) The form title shall be set apart with commas if it falls in the middle of a sentence (e.g., Employees shall submit an STD. 634, Absence and Additional Time Worked Report, prior to the end of the pay period).

(a) Additional references to the same form within a publication or chapter, and any associated annexes, should be written without the form title (e.g., Employees shall submit an STD. 634 prior to the end of the pay period).

k. Graphics and Photos. Graphics and photos used in publications must be digital files (e.g., .jpeg or .png). Several logos and photos are readily available on the CHP Intranet site under Outreach > Visuals. If additional or specific graphics or photos are needed for a publication, sources for assistance are: Division Local Area Network coordinators; the Office of Community Outreach and Media Relations; and the Academy, Graphic Services Unit.

l. For formatting assistance, contact the Pubs Unit at (916) 843-3640.

3. PARAGRAPHS AND SUBPARAGRAPHS.

a. The text in the body of a publication or chapter shall be organized as simply as possible in paragraphs and subparagraphs.

(1) Paragraphs are to be presented in outline format. Level 1 paragraphs are left justified with the margin, and subparagraphs shall be left justified, progressively indented. (Refer to Chapter 4, Annex C, for paragraph alignment tab settings.)

b. All paragraphs levels shall be identified with either an Arabic numeral (e.g., 1, 2, 3) or a letter (e.g., a, b, c) alternately. (Refer to Chapter 4, Annex C, for appropriate number/letter formatting at each level.)

(1) The levels of the subparagraphs are to align under the first word of the level prior to the one being written.

c. Every Level 1 paragraph shall be titled with a heading. The Level 1 paragraph headings will start with an Arabic numeral, be written in all uppercase letters, underlined, and end with a period (e.g., 3. PARAGRAPHS AND SUBPARAGRAPHS.).

d. Subparagraphs (all paragraphs below Level 1 paragraphs) may be titled with a heading; titles in subparagraphs are not mandatory. If subparagraphs have a heading, they shall be underlined and followed by a period. Important words in the subparagraph heading shall be capitalized. Small or unimportant words are not capitalized (e.g., a. Use of Annexes.).

e. If the paragraphs have an underlined heading, do not underline the period at the end of the heading.

f. Information contained in a Level 1 paragraph can be formatted in either of the following formats:

(1) Information may start on the same line immediately following the Level 1 paragraph heading and end within that one paragraph. (See formatting of paragraph 15. in this chapter.)

(2) Information may be organized in subparagraphs listed under the Level 1 paragraph heading. (See formatting of paragraph 1. in this chapter.)

g. Two blank lines of space (a 24-point break) will be left between the last line of a paragraph and the first line of the following Level 1 paragraph. For all other paragraph levels, one blank line of space (a 12-point break) will be left between the last line of a paragraph and the first line of the following paragraph.

h. When a paragraph needs an exception or an important point noted, it may be placed in the body of the text as a note below the paragraph.

(1) The word “NOTE” shall be in all uppercase letters, followed by a colon, and left justified with the paragraph it is referring to. Example note:

(3) The subject line of all transmittal memorandums shall contain the full title of the publication being revised, along with the chapter title if applicable, followed by a comma and the phrase, “REVISION #.”

NOTE: Date and revision numbers shall be inserted by the Pubs Unit only.

i. Referencing a Paragraph. When referencing information from another paragraph within a publication, reference the location of the information using the complete paragraph notation, not the page number.

(1) The format of a paragraph reference is to be the word “paragraph” (not “section”) followed by the exact paragraph numbering, including the punctuation. For example: Referencing paragraph 3.h.(1) would lead the reader to the paragraph and example above.

4. PAGE NUMBERS AND PUBLICATION NUMBERS. General Orders, HPMs, HPGs, HPHs, and Headquarters (HQ) Standard Operating Procedures (SOP) shall have page numbers and publications numbers at the bottom of the page in the footer. Other publications will vary depending on type and length (refer to the unique specifications of the different publication types).

a. The page numbers shall be in Arial 12-point font, centered in the footer between the left and right margins, one inch from the bottom of the page, typed in Arabic numerals, and consecutive starting with 1 on the first page of the chapter TOC.

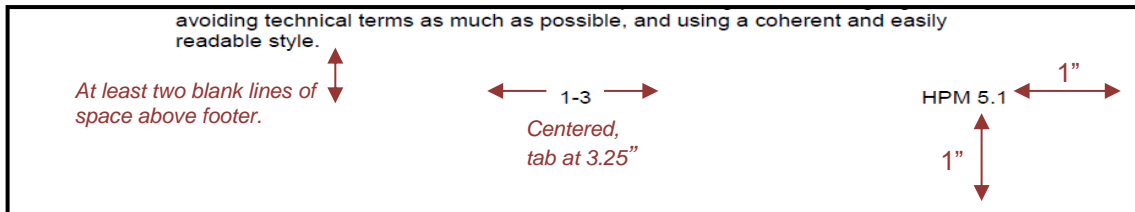
(1) For HPMs, HPGs, and HPHs, the page number will have the chapter number and a short hyphen placed in front of it. Refer to the footer examples in paragraph 4.b.(1).

b. The abbreviation of the publication type (e.g., GO, HPM) and the publication number (e.g., 1.1, 70.6) shall be placed in the footer on the same line as the page

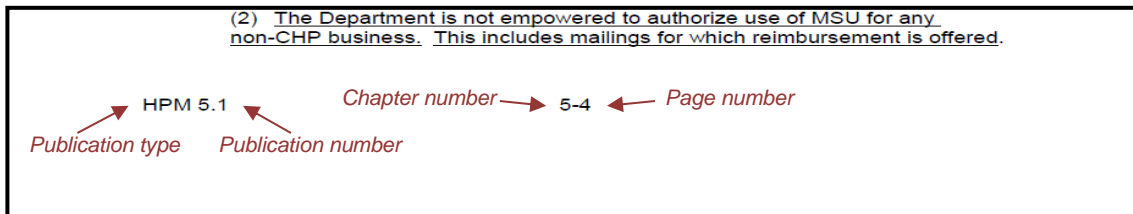
number one inch from the bottom of the page. (Refer to Chapter 1, paragraph 7.a., for information on publication number assignment.)

(1) The publication abbreviation and number shall alternate between the bottom left and bottom right sides - right side for odd-numbered pages, left side for even-numbered pages.

(2) Example odd-numbered page footer:



Example even-numbered page footer:



NOTE: Page numbers on a GO and HQ SOP are not preceded by chapter number and hyphen.

c. The first page of a new section (e.g., foreword, TOC, first page of a chapter, annex) always begins on an odd page number.

(1) Blank page wording will need to be added to any section ending on an odd page number, prior to starting the next section on the next odd page. Refer to paragraph 2.h. for additional information on blank page wording.

d. There shall be a minimum of two blank lines of space (a 24-point break) between the last line of the text and the page and publication number.

5. PUBLICATION DATES.

a. New Publications.

(1) The publishing date - month and year - shall appear centered at the bottom of the title page on HPMs, HPGs, and HPHs. (Refer to Annex B.)

(2) The publishing date shall appear at the top of the first page on GOs, MMs, IBs, and AAIBs.

(a) The OPI shall enter the date on GOs.

(b) The Pubs Unit shall enter the date on the top, right-hand side of MMs, IBs, and AAIBs. (Refer to Annexes I, K, and L.)

b. New Chapters in Existing Publications. The publishing date - month and year - shall only appear, in all capital letters, at the top of the chapter TOC (not on the first page of the chapter).

c. Revised Publications.

(1) Complete Revisions. Completely revised HPMs, HPGs, HPHs, and HQ SOP shall only show the date - month and year - at the bottom of the title page, preceded by the word, "REVISED."

(a) In a complete revision, the revision dates appearing within the body of any chapters, the chapter TOCs, or in the footer(s) of a publication shall be removed.

(2) Chapter Revisions. A chapter revision shall show the date - month and year - only at the top of the first page of the TOC, not on the first page of the chapter.

(a) The revision date shall be two lines of space below the chapter title and two line spaces above the phrase "Table of Contents," preceded by the word, REVISED.

(b) Revision dates appearing within the body of a chapter or TOC or in the footer of a publication shall be removed.

(3) For a revised GO, the date - month and year - shall appear at the top of the first page, preceded by the word, REVISED. (Refer to Annex H.)

(a) Revision dates appearing within the body or footer of a GO shall be removed.

6. GRAMMAR AND LANGUAGE. Government Code Section 6219 specifies all agency documents shall be written in plain, straightforward language, avoiding technical terms as much as possible, and use a coherent and easily readable style.

a. Commanders shall ensure compliance in reviewing and developing policy and will use sound judgment when using the term "shall" in policy. The Department

suggests commands review and develop policy using a critical eye in an effort to ensure the policy is actually needed. Once an OPI makes a determination the policy is needed and is critical to the successful operation of the CHP, then the term “shall” will be used.

(1) Although policy assists the CHP in becoming a well-organized, responsive law enforcement agency, the use of the word “shall” can be used against the Department when policies exist to which the Department may not be able to adhere.

b. Language and grammar style should be consistent throughout a publication.

c. CHP publications should be written from the third person perspective when possible.

(1) Avoid using the pronouns: you, yours, our, or we.

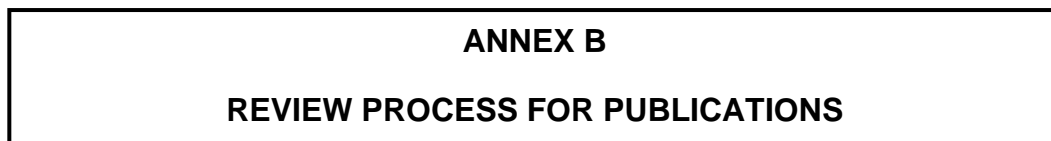
7. ANNEXES. Refer to Annex F for an example annex.

a. Use of Annexes. Additional reference material may be attached to a publication instead of placing it within the body of the text. Annexes provide a useful way to include information that may not fit into a location within the chapter text such as completed forms, charts, graphs, definition of terms, etc. Such attachments are referred to as annexes. Annexes are part of a chapter, and are located after the main body of their respective chapters. All annexes shall be contained in the same Word document as the body of the chapter.

b. Elements.

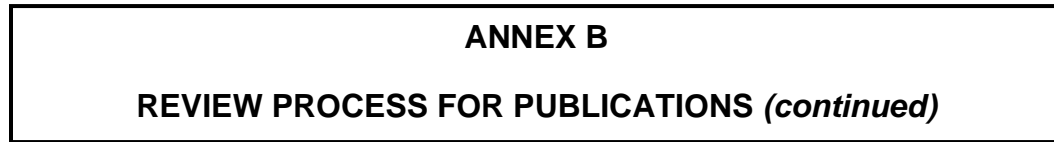
(1) An annex is identified by a header that has the word “annex” written in bold, capital letters, followed by a single capital letter to distinguish which annex is being referenced (e.g., **ANNEX A**). This header is centered at the top of the document and above the centered annex title. There shall be one blank line of space between the annex header and the title.

Example:



(2) If an annex requires multiple pages, the word (***continued***) shall be written in bold, italic, lowercase letters after the annex title starting on the second page of the annex and continuing on all subsequent pages.

Example:



(3) Both the right and left margins of an annex are to be set at one inch on an 8-1/2" x 11" sheet of white paper.

(4) Though not mandatory, items not in paragraph format (i.e., graphic images, forms, charts) within an annex should be framed with a black border for consistency. The frames must continue to preserve the left and right one-inch margins.

(a) When a chapter contains multiple annex pages with frames, the frames should all be the same size, height, and thickness.

(b) The frame thickness should be 1½-point to 2¼-point, consistent within a publication.

(c) Framed annexes should have one blank line of space between the title and the top of the frame, and two blank lines of space between the bottom of the frame and the footer.

(5) Information within the annexes is organized using various formats, fonts, and font sizes. Annexes allow for displaying graphics, forms, cited materials, etc. The content provided does not have to be formatted in the publications template; however, annexes shall be computer-generated, and the header/footer shall be in Arial 12-point font.

(a) All images placed into an annex (i.e., forms, graphics, maps) must be clear and legible in appearance.

(b) Paragraphs in annexes shall be numbered or lettered.

(6) Blank CHP forms shall no longer be used as annexes. However, if CHP forms are filled in, in an effort to serve as an example of information or direction needed to complete the form, they may be used as annexes.

(a) If forms are included in annexes, they are to be the current version of the form.

(7) If all or parts of the annexes are written in outlined paragraph form, the paragraphs shall be numbered or lettered with the same formatting as the main body of the publication. (Refer to paragraph 3. for paragraph formatting.)

(a) Sections of an annex written in paragraph format do not need to go in a frame.

(8) The footer of an annex shall contain:

(a) The chapter and page number, centered one inch from the bottom of the page.

(b) The publication number, which is placed at the lower left or right side margins, whichever applies to the corresponding page numbers.

(9) Annex pages are numbered consecutively, follow the chapter text, and start on an odd page.

c. If an annex from another manual is referenced within a publication, the notation should give the publication number, chapter number (if applicable), and the annex being referenced; the title of the annex should not be listed. Example: Refer to HPM 40.4, Information Security and Administration Manual, Chapter 11, Remote Computing, Annex B.

8. UNIQUE ITEMS FOR HIGHWAY PATROL MANUALS, HIGHWAY PATROL GUIDES, AND HIGHWAY PATROL HANDBOOKS.

a. Elements. All HPMs, HPGs, and HPHs shall consist of the following elements and shall be assembled, from front to back, in the following order:

(1) Cover.

(2) Title page.

(3) Foreword.

(4) Main TOC.

(5) Chapters with chapter TOCs.

(6) Annexes, if applicable. Refer to paragraph 7. of this chapter for annex information.

(7) An index may be included in a publication if it applies to the entire manual (refer to Annex G for an example index).

NOTE: The cover, title page, foreword, and main TOC are the introductory pages of HPMs, HPGs, and HPHs. When changes are needed on any of the introductory pages, all four pages are to be submitted together. When providing the MS Word version of the introductory pages, they are to be submitted in a single continuous document.

b. Cover. Refer to Annex A for an example. It shall contain:

- (1) The publication type abbreviation and identification number (e.g., HPM 100.67);
- (2) The words, "CALIFORNIA HIGHWAY PATROL";
- (3) The Department symbol of service (a graphic of the CHP breast badge);
- (4) The publication title; and
- (5) The footer which includes the CHP's mission and the Commission on Accreditation for Law Enforcement Agencies logo (centered). See example below.



(a) The mandatory wording in the footer of the cover page is to be bold, italic, CG Times 12-point font.

(6) Publications containing exempt material must have the nondisclosure statement of exempt material included on the front cover. The nondisclosure statement of exempt material is to be:

IMPORTANT

This publication contains material exempt from public disclosure identified by a shaded overlay. Exempt material shall not be disclosed outside the California Highway Patrol except to allied agencies with their agreement not to further disclose the information.

NOTE: On GOs, the exempt material statement will be placed at the top of the first page of the GO, to the right of the GO heading.

(7) The cover may include other artwork, but it is not mandatory. Refer to the cover of this manual for an example cover containing artwork.

(8) If printed, the cover may be printed on any color of paper.

c. Title Page. Refer to Annex B for an example. Written in all capital letters, the title page shall contain, in the following order:

(1) The words, "DEPARTMENT OF CALIFORNIA HIGHWAY PATROL" placed 1½ inches from the top of the page;

(2) The publication title, centered horizontally about a third of the way down the page;

(3) If the publication contains exempt material, the nondisclosure statement of exempt material that appears on the cover (refer to paragraph 8.b.[6]) shall also appear on the Title Page several spaces below the publication title;

(4) The words, "THIS PUBLICATION MAY BE PURCHASED FROM THE CALIFORNIA HIGHWAY PATROL.";

(5) Date of the publication (this date will only change when a publication undergoes a complete revision, or once all chapters have been updated subsequent to the revision date currently listed on the Title Page); and

(6) Because any and all publications are to be distributed under the State Library Distribution Act, publications shall include, "LIBRARY DISTRIBUTION ACT" centered two line spaces above the footer on the title page. (Refer to Annex B.)

(7) The manual number must be in the footer, but there will be no page number on this page.

d. Foreword. A foreword shall be used by the OPI to provide introductory remarks and a general overview of the publication. (Refer to Annex C for an example.) The foreword shall contain the following:

(1) The word FOREWORD centered horizontally at least 1½ inches from the top of the page.

(2) Purpose and objective statements which may include statements of endorsement or acknowledgment, identification of the OPI originator, and other relevant statements.

(3) An authentication line (the approving authority) typed in capital letters and placed three line spaces below the last paragraph, flush with the one-inch left margin.

(a) For a majority of publications, the authentication line will be the Office of the Commissioner.

(4) Identification of the OPI originator placed two line spaces below the authentication line. The OPI originator will include the OPI's Area number written two spaces after the word "OPI" and a colon (e.g., OPI: 010).

(5) The manual number must be in the footer, but there will be no page number on this page.

e. Main Table of Contents. The Main TOC lists the chapters within a manual (which allows the reader to quickly navigate to a topic of interest) and the OPIs for the individual manual chapters. Refer to Annex D for an example of a Main TOC.

(1) The heading at the top of the Main TOC will be centered and contain the phrase TABLE OF CONTENTS. The manual type (HPM, HPG, or HPH), number, and title will be written out on the second line below the words TABLE OF CONTENTS. The Main TOC heading will be written in bold, capital letters. It does not contain a revision date.

Example:

<p style="text-align: center;">TABLE OF CONTENTS</p> <p style="text-align: center;">HIGHWAY PATROL MANUAL 5.1, CORRESPONDENCE MANUAL</p>
--

(2) The body of the Main TOC shall display the following in all capital letters:

(a) Chapter number, followed by a tab.

(b) Chapter title, followed by leader dots.

(c) The OPI numbers on the right-hand side (rather than page numbers).

(d) The right-hand side of the Main TOC will be labeled OPI below the manual title, above the column listing the OPIs.

Example:

	<u>OPI</u>
CHAPTER 1 DEFINITION AND POLICIES.....	003
CHAPTER 2 GENERAL RULES.....	003

f. Chapter Table of Contents. Every chapter shall be preceded by a TOC to facilitate search and review. All chapter TOCs shall be contained in the same Word document as the body of the chapter. Refer to Annex E for an example of a chapter TOC.

(1) The heading of a chapter TOC shall be centered in bold, capital letters. Chapter TOC headings include the following with a blank line of space between each one:

- (a) Chapter number.
- (b) Chapter title.
- (c) Revision date – month and year. (All revision dates will be removed from the chapter TOCs and will only appear at the bottom of the title page if a complete revision is done.)
- (d) The phrase: TABLE OF CONTENTS.

Example:

<p>CHAPTER 3</p> <p>CHP 281, NOTICE TO CORRECT VIOLATION</p> <p>REVISED SEPTEMBER 2020</p> <p>TABLE OF CONTENTS</p>

(2) Only Level 1 and Level 2 paragraph headings shall be listed in the body of the chapter TOC. Those headings shall be underlined in the body of the text.

- (a) It is not mandatory for a Level 2 paragraph to have a heading.

(b) Level 1 paragraph headings are aligned with the left-hand margin and shall be written in all capital letters. The headings will be followed by leader dots and then the page number each heading appears on.

(c) Level 2 paragraph headings shall be indented two spaces (usually so they line up under the second letter of the line above). The headings will be followed by leader dots and then the page number each heading appears on.

(d) If a Level 1 paragraph heading, Level 2 paragraph heading, or annex title is long enough to wrap onto a second line, the second line shall be indented two spaces (usually so it lines up under the second letter of the line above).

(3) The OPI is responsible for ensuring page numbers given in the TOC correspond with the headings as they appear in the body of the chapter.

(4) The title of any annex following a chapter shall be listed in the TOC for that chapter.

(a) The word ANNEX will be written underlined, on the left-hand side of the chapter TOC, on the third line below the last paragraph heading.

(b) Annex titles shall be listed on the TOC in the following manner: annex letter, space, long hyphen, space, annex title, leader dots, page number.

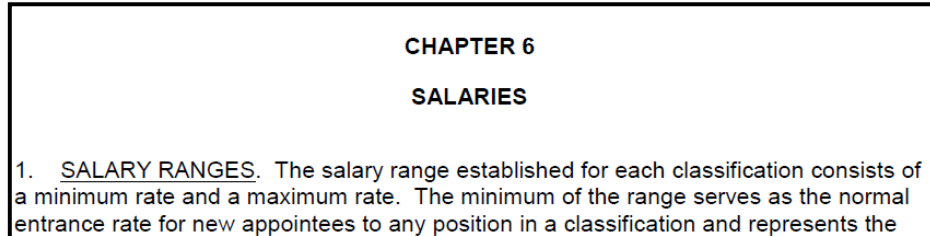
Example:

GENERAL.....	6-3
POLICY	6-4
Management Control	6-4
Operational Control.....	6-4
California Highway Patrol California Law Enforcement Telecommunications System Administrator	6-4
 <u>ANNEX</u>	
A – RELEASE OF CALIFORNIA HIGHWAY PATROL CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM INFORMATION	6-25

g. Chapters. All information contained in a publication shall be clear and concise.

(1) Chapters shall contain the following items, in order: chapter number, chapter title, the body of text, and annexes (if applicable).

Example:



(2) Examples within the chapter and annexes should be used in order to provide additional clarification or information as necessary.

h. Index. An index references all the chapters where a particular term may appear in a manual. Indexes are optional. Refer to Annex G for an example index.

(1) If an index is included in a publication, it shall follow the last chapter of the publication.

(2) Upper/lowercase letters shall be used in the body of an index.

(3) The heading on an index shall be INDEX, centered, underlined, and in bold at the top of the page.

(4) Three lines below INDEX (two blank lines of space, type on the third line), the right-hand side of the index will be labeled Chapter above the page number column.

(5) Two lines below Chapter (one blank line of space, type on the second line), the index topics shall be listed alphabetically. Index topics shall be listed in the following manner: topic/term, leader dots, chapter number.

(6) Indexes shall have a footer which contains page numbers (centered) and publication type (right margin justified).

9. UNIQUE ITEMS FOR GENERAL ORDERS. Refer to Annex H for an example of how a GO should appear.

a. Elements. General Orders shall contain:

- (1) A heading. The heading shall say: CALIFORNIA HIGHWAY PATROL.
 - (2) The phrase: GENERAL ORDER, followed by the GO number.
(Chapter 1, paragraph 7.a., of this manual describes the system for numbering new GOs.)
 - (3) Date (month and year) of the GO. The date will be preceded by REVISED if the GO is undergoing a revision.
 - (4) Title. The title is the subject of the GO. It is to be placed three lines below the date (two blank lines of space, type on the third line).
- NOTE: The four elements mentioned above shall be in all capitalized, bold font.
- (5) Text.
 - (6) The authentication line: OFFICE OF THE COMMISSIONER.
 - (a) The authentication line shall be all capital letters, left-aligned, four line spaces (three blank lines of space, type on the fourth line) below the last sentence of the GO text.
 - (7) Office of Primary Interest shall be shown on the last page of the body of the GO, prior to any annexes. The abbreviation "OPI:" followed by the location code of the OPI responsible for the GO will be placed three line spaces (two blank lines of space, type on the third line) below the phrase OFFICE OF THE COMMISSIONER.
 - (8) Annexes (when appropriate).
 - (a) If an annex is included in a GO, it shall be noted with the word ANNEX or ANNEXES (as appropriate) in all capital letters followed by the annex letter delineation(s) (A, B, C, etc.), right-aligned across from the authentication line on the last page of the GO. Refer to paragraph 7. of this chapter for additional annex information.
 - (9) Footer. Refer to paragraph 4. of this chapter for information on page numbering and publication numbers that belong in the footer.
 - (10) A GO does not contain a TOC.

10. UNIQUE ITEMS FOR MANAGEMENT MEMORANDUMS.

a. Elements. Management Memorandums shall be prepared using the CHPMM template. To open a new MM template, use the following path: I-Drive ➤ Templates ➤ CHPMM. Refer to Annex I for an example MM.

- (1) The MM shall contain:
 - (a) A heading with the MM number filled in;
 - (b) Text;
 - (c) Authentication line;
 - (d) The OPI;
 - (e) Page number (if more than one page);
 - (f) Attachments/annexes (if applicable).

b. Management Memorandum Numbers. The Pubs Unit shall assign all MM numbers. Contact the Pubs Unit at (916) 843-3640 to request an MM number.

c. Heading. The heading shall include all the preprinted template information and the following:

- (1) The MM number; e.g., 21-014 - the "21" stands for the year 2021 and "014" represents the fourteenth MM of the year 2021.
- (2) Date of the MM, to be inserted by the Pubs Unit upon approval for posting, not the OPI.
- (3) Expiration date; e.g., (Expires: October 10, 2021).
 - (a) The Pubs Unit will insert the actual date of expiration.
 - (b) Nine months is the maximum amount of time allowed for an MM expiration date; however, a shorter time period may be used.
 - (c) Refer to paragraph 10.k. of this chapter for MM expiration date extension procedures.
- (4) The preprinted word, "TO:" will be followed by the addressee.
- (5) The title, which is the subject of the MM, shall be bold, all capital letters, and centered between the margins.

(a) There should be two blank lines of space between the TO: line and the title.

(b) There should be at least three blank lines of space between the title and the text of the MM.

d. Text. The text shall be organized with paragraphs as the basic element. Numbering of paragraphs is optional.

e. Authentication Lines. Management Memorandums require one of the authentication lines shown below:

OFFICE OF THE COMMISSIONER
ASSISTANT COMMISSIONER, FIELD
ASSISTANT COMMISSIONER, STAFF

(1) The authentication line on an MM regarding policy shall be: OFFICE OF THE COMMISSIONER.

(2) The authentication line is to be placed four line spaces below the text (three blank lines of space, type on the fourth line).

f. Annexes. If an annex is included in an MM, it shall be noted with the word ANNEX or ANNEXES (as appropriate) in all capital letters followed by the annex letter delineation(s) (A, B, C, etc.), right-aligned across from the authentication line on the last page of the MM. Refer to paragraph 7. of this chapter for additional annex information.

g. Office of Primary Interest. The OPI originator will be placed on the last page of an MM, three line spaces (two blank lines of space, type on the third line) below the authentication line. The OPI originator will include the OPI's Area number written two spaces after the word OPI and a colon.

h. Page Numbers. Each page of a multipage MM shall be numbered beginning with the front page being page 1; the number shall be centered between hyphens one inch from the bottom. There shall be at least two blank lines of space between the text and the page number.

i. In the footer, place "MM" followed by the MM number on each page at the lower outside margin (right side for odd-numbered pages, left side for even-numbered pages).

j. Other Specifications.

- (1) Printing. The text should be printed on both sides of the paper.
- (2) Paper. Management Memorandums shall only be printed on regular white paper.
- (3) Margins. An MM shall have a one-inch margin on each side of the page and a one-inch bottom margin. On the second and all additional pages, there shall be a one-inch top margin.
- (4) The following documents must accompany an MM being submitted for approval:
 - (a) A completed CHP 60.
 - (b) Management Memorandums regarding policy changes will include a Comm-Net message announcing the MM's upload to the Online Publications Library. (Refer to Chapter 1, paragraph 6.h.; Chapter 1, Annex E; and HPM 5.1, Chapter 6, Communications Network Messages, for additional information and an example Comm-Net message.)

k. Extension of Expiration Date. Management Memorandums may be extended one time, on a case-by-case basis, for an additional six months. The extension request shall be submitted and approved prior to the original expiration date. If this requirement is not met, a new MM must be issued.

- (1) The extension is implemented by Comm-Net message, which shall be developed by the originating OPI. (Refer to Annex J.)
 - (a) A copy of the posted MM to be extended shall accompany the Comm-Net message.
- (2) Approval of an extension is obtained on an appropriately signed CHP 60.
 - (a) If the extended MM is regarding policy, the project with the signed CHP 60 shall be routed to the Pubs Unit for processing of the extension.
- (3) The content of an extended MM must be the same as the original MM. If any of the content is no longer accurate and/or requires updating, it shall be processed as a new MM under a new MM number.
- (4) The extension Comm-Net message shall show the same authentication line as that of the original MM.

(5) The extension Comm-Net message shall be addressed to the same recipients as the original MM.

(6) The date on an extended MM shall be six months from the original expiration date.

11. CHP 47, INFORMATION BULLETIN. An IB is the required medium for transmitting communications that are strictly informational in nature. Refer to Annex K for an example IB.

a. The template for the CHP 47 is available on the CHP Intranet site under Forms and has a preprinted header and footer. When the CHP 47 is opened, the page will contain a blue link that redirects the user to a Word version of the form template. The most current revision shall be used.

(1) The IB template contains a preprinted header and footer.

(a) The preprinted header will only appear on the first page on an IB.

b. An IB shall contain:

(1) Date (to be inserted by the Pubs Unit at upload);

(2) The title centered between the margins in bold, capital letters, three line spaces (two blank lines of space, type on the third line) below the date;

(3) Text, four line spaces (three blank lines of space, type on the fourth line) below the title;

(4) An authentication line four line spaces (three blank lines of space, type on the fourth line) below the text;

(5) The OPI originator which will be placed three line spaces (two blank lines of space, type on the third line) below the authentication line. The OPI originator will include the OPI's Area number written two spaces after the word OPI and a colon;

(6) Page numbers; and,

(7) Annexes, if applicable.

(a) If an annex is included in an IB, it shall be noted with the word ANNEX or ANNEXES (as appropriate) in all capital letters followed by the annex letter delineation(s) (A, B, C, etc.), right-aligned across from the

authentication line on the last page of the IB. Refer to paragraph 7. of this chapter for additional annex information.

- c. The first page of an IB shall have a one-inch margin on each side and a one-inch bottom margin. On all additional pages, there shall be a one-inch margin all around.
- d. A completed CHP 60 must accompany an IB.
- e. An IB is to include a Comm-Net message announcing the IB's upload to the Online Publications Library. (Refer to Chapter 1, paragraph 6.h., for additional information on Comm-Net messages announcing an upload.)

12. CHP 47A, ALLIED AGENCY INFORMATION BULLETIN. An AAIB is a medium for transmitting information to allied agencies so they are aware of major and complex changes in the law that will affect traffic law enforcement. These bulletins advise allied agencies of the Department's approach to enforcement of applicable statutes or response to court rulings. Refer to Annex L for an example AAIB.

a. The template for the CHP 47A is available on the CHP Intranet site under Forms and has a preprinted header and footer. When the CHP 47A is opened, the page will contain a blue link that redirects the user to a Word version of the form template. The most current revision shall be used.

(1) The AAIB template contains a preprinted header and footer.

(a) The preprinted header will only appear on the first page on an AAIB.

b. An AAIB shall contain:

(1) The phrase "BULLETIN NUMBER" followed by an AAIB number (the OPI shall contact the Pubs Unit to receive a number for the AAIB);

(2) Date (to be inserted by the Pubs Unit at upload);

(3) The title, centered between the margins in bold, capital letters, two line spaces (one blank line of space, type on the second line) below the bulletin number;

(4) Text, four line spaces (three blank lines of space, type on the fourth line) below the title;

(5) An authentication line four line spaces (three blank lines of space, type on the fourth line) below the text;

(6) The OPI originator which will be placed three line spaces (two blank lines of space, type on the third line) below the authentication line. The OPI originator will include the OPI's Area number written two spaces after the word OPI and a colon;

(7) Page numbers; and,

(8) Annexes, if applicable.

(a) If an annex is included in an AAIB, it shall be noted with the word ANNEX or ANNEXES (as appropriate) in all capital letters followed by the annex letter delineation(s) (A, B, C, etc.), right-aligned across from the authentication line on the last page of the AAIB. Refer to paragraph 7. of this chapter for additional annex information.

c. The first page of an AAIB shall have a one-inch margin on each side and a one-inch bottom margin. On all additional pages, there shall be a one-inch margin all around.

d. Allied Agency Information Bulletins shall be accompanied by a completed and signed CHP 117, Reproduction Request, in order to be processed and distributed to Allied Agencies.

(1) In the top, left-hand corner of the CHP 117, there is a distribution box labeled: SHIP PRODUCT TO. Place the phrase "Allied Agency Mailing List" in this box. Complete the rest of the CHP 117 as appropriate. Refer to Annex M for an example of a completed CHP 117.

e. A completed CHP 60 must accompany an AAIB.

13. UNIQUE ITEMS FOR HEADQUARTERS STANDARD OPERATING PROCEDURES. Headquarters SOP are arranged in sections (based on category), not chapters. The sections are broken into subsections by topic. Refer to Annex N for an example of how a section of HQ SOP should appear.

a. Elements. Headquarters SOP shall contain:

(1) The phrase: HEADQUARTERS SOP, followed by the HQ SOP number.

(a) Contact the Pubs Unit, at (916) 843-3640, to have a new HQ SOP section number issued.

(2) Date (month and year) of the HQ SOP revision.

(a) The date will be preceded by REVISED if the section is undergoing a revision.

(3) Title. The title is the subject of the HQ SOP section.

NOTE: The three elements mentioned above shall be in all capitalized, bold font.

(4) Text. The text/body of all HQ SOP sections should be formatted in a manner consistent with standards established for HPMS.

(5) Annexes (when appropriate). The annexes of all HQ SOP sections should be formatted in a manner consistent with standards established in paragraph 7. of this chapter.

(6) Footer. Refer to paragraph 4. of this chapter for information on page numbering and publication numbers that belong in the footer.

(7) An HQ SOP section does not contain a TOC.

b. New or revised HQ SOP section(s) shall be accompanied by the following supporting documents:

(1) A complete CHP 60.

(2) A Comm-Net message announcing the upload of the new or revised HQ SOP section(s).

(3) A transmittal memo (refer to Chapter 1, Annex I, of this manual for an example).

c. Contact the Office of Assistant Commissioner, Staff, at (916) 843-3003, for general or content-related questions regarding HQ SOP. Contact the Pubs Unit at, (916) 843-3640, for formatting or upload questions regarding HQ SOP.

14. SPECIALIZED PUBLICATIONS. Refer to Chapter 1, paragraph 3.k., for additional information on specialized publications.

a. Elements. Although standardized elements cannot be provided for specialized publications, the elements for manuals, guides, and handbooks shall be used, as appropriate.

b. Page Numbers. Single page, specialized publications shall not be numbered. All pages of multipage specialized publications shall be numbered beginning with

“1” on the first page. The number shall be centered one inch from the bottom of the page.

15. OFFICE OF PRIMARY INTEREST. The OPIs are the designated experts on various topics assigned to a particular section or Division. They are responsible for making changes to the policies assigned to them as related to their area of interest. Questions regarding policy in a particular publication should be directed to the appropriate OPI. The OPI of a publication may be located in the Main TOC for HPMs, HPGs, and HPHs, and following the text in GOs, MMs, and IBs.

16. EFFECTIVE DATE OF A PUBLICATION.

a. The effective date of policy shall be the date of the publication unless a date of implementation is specifically included in the text.

b. The date of the revision shall be the same as the date a publication was uploaded to the Online Publications Library (e.g., a publication with a revision date of November shall be uploaded during the month of November).

c. When determining a desired effective date, the OPI shall allow time for the review and publishing process.

(1) On occasion, OPIs will ask the Pubs Unit to delay publishing an approved revision to the Online Publications Library. This typically occurs when the revision is affected by pending legislation or needs to be uploaded at the same time as another publication that is in the review process. The Pubs Unit will honor these requests for up to 90 days. If the OPI wishes to delay publication of an approved revision beyond 90 days, the project will need to be resubmitted for review and approvals (i.e., a new CHP 60 with all necessary signatures will be required).

17. CANCELING A PUBLICATION.

a. Reasons for Canceling a Publication. There are various reasons why a publication may need to be canceled; they include:

(1) Laws and regulations have been modified due to legislative mandates, thereby requiring the information to be deleted or integrated into another manual.

(2) Information within a publication becomes obsolete and will no longer appear in any publication.

(3) The contents of an HPM, HPG, HPH, or GO are merged with another publication already in policy.

(4) An MM being incorporated into a publication.

b. Processing a Publication Cancellation. Publication cancellations go through the same review process that manual revisions do.

(1) The following documents must be submitted through the approval process in order to cancel a publication:

(a) A completed CHP 60.

1 A publication cancellation requires its own CHP 60 with original signatures; it cannot be combined with other publications-related projects (e.g., a chapter revision in another manual, a revision to a GO).

(b) A Comm-Net message announcing the cancellation of the publication (refer to Annex O for an example Comm-Net message for canceling).

(c) A copy of the publication being canceled for reference.

(2) Once the cancellation of a publication is approved, the signed-off documents will be routed to the Pubs Unit to have the Comm-Net message posted and the publication removed from the Online Publications Library.

c. Processing a Chapter Deletion. As policy and procedures change, so do the contents of chapters. In processing a chapter deletion, the contents of one chapter are either being merged into another chapter or are being removed completely from the publication. A chapter deletion may be submitted independently or as part of a complete revision.

(1) Chapter deletions will be processed in the same manner as manual revisions. The OPI will provide the following required documentation.

(a) A completed CHP 60;

(b) A Comm-Net message announcing the deletion of the chapter;

(c) A transmittal memorandum addressed to All Commands noting the removal;

(d) A copy of the Main TOC showing the deletion. (Refer to Annex D for an example of how the Main TOC should appear once a chapter is removed.); and,

(e) A deletion page that will be inserted into the publication to replace the chapter. Refer to Annex P for an example chapter deletion page and the parameters of the inserted page to be added into a manual in place of the deleted chapter.

1 When chapters are deleted, the remaining chapters are not to be renumbered in order to replace the chapter, nor should a new chapter be inserted in its place.

(2) Once approved, the signed off documents will be routed to the Pubs Unit to have the Comm-Net message posted and the chapter removed from the Online Publications Library.

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ANNEX A

EXAMPLE MANUAL COVER



**CALIFORNIA
HIGHWAY
PATROL**

(Symbol of service/badge and CALIFORNIA HIGHWAY PATROL mandatory on cover.)

(Publication abbreviation and identification number mandatory on cover.) → **HPM 100.67**



(Artwork and/or photographic images are optional on cover.)

**LAW ENFORCEMENT ASSISTANCE AND
INTERJURISDICTIONAL OPERATIONS**

(This wording is mandatory if a manual contains any exempt material.)

(Manual title mandatory on cover.)

This publication contains material exempt from public disclosure identified by a shaded overlay. Exempt material shall not be disclosed outside the California Highway Patrol except to allied agencies with their agreement not to further disclose the information.

(CHP mission statement, Commission on Accreditation for Law Enforcement Agencies insignia, and wording mandatory on cover.)

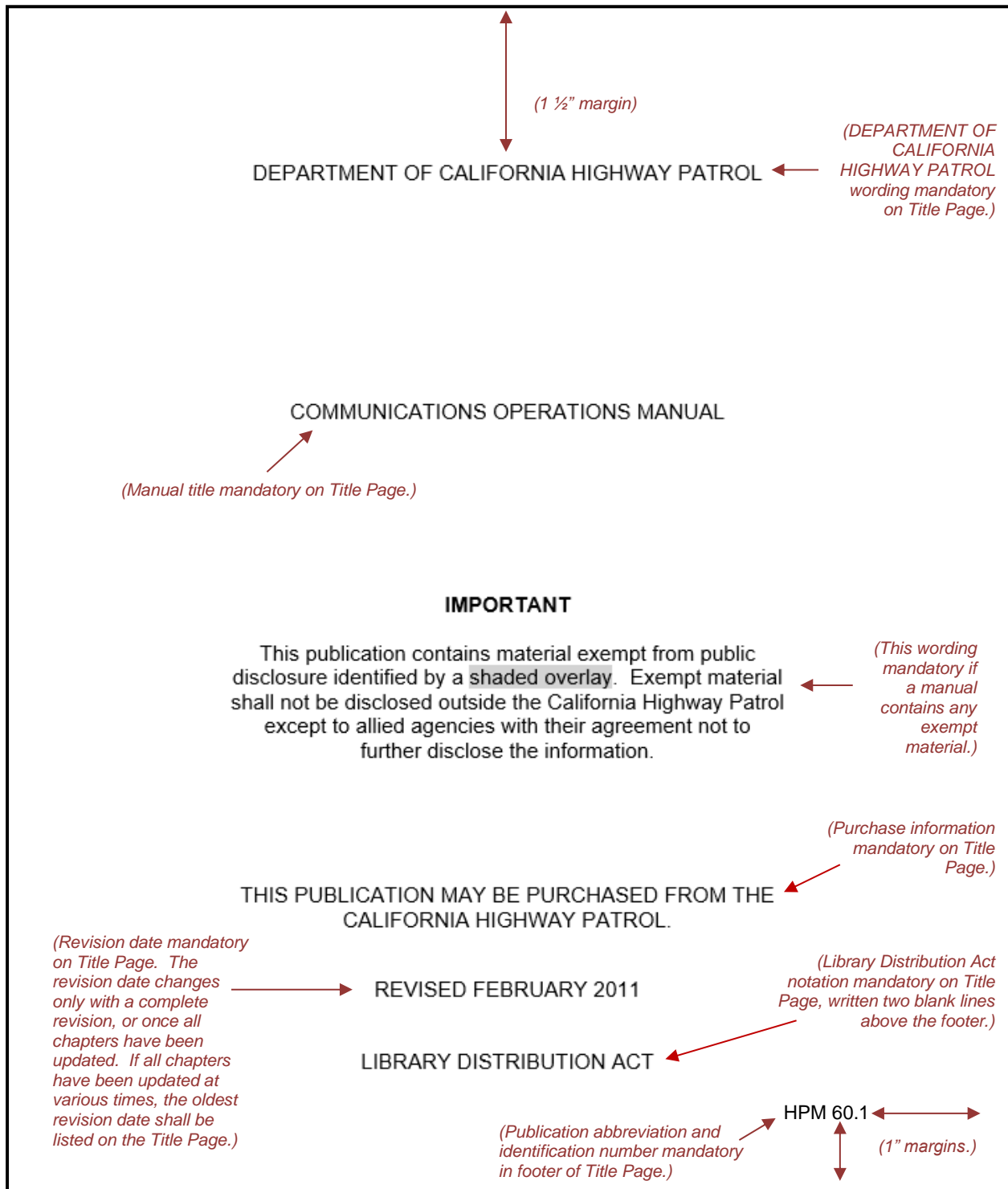
Safety, Service, and Security



An Internationally Accredited Agency

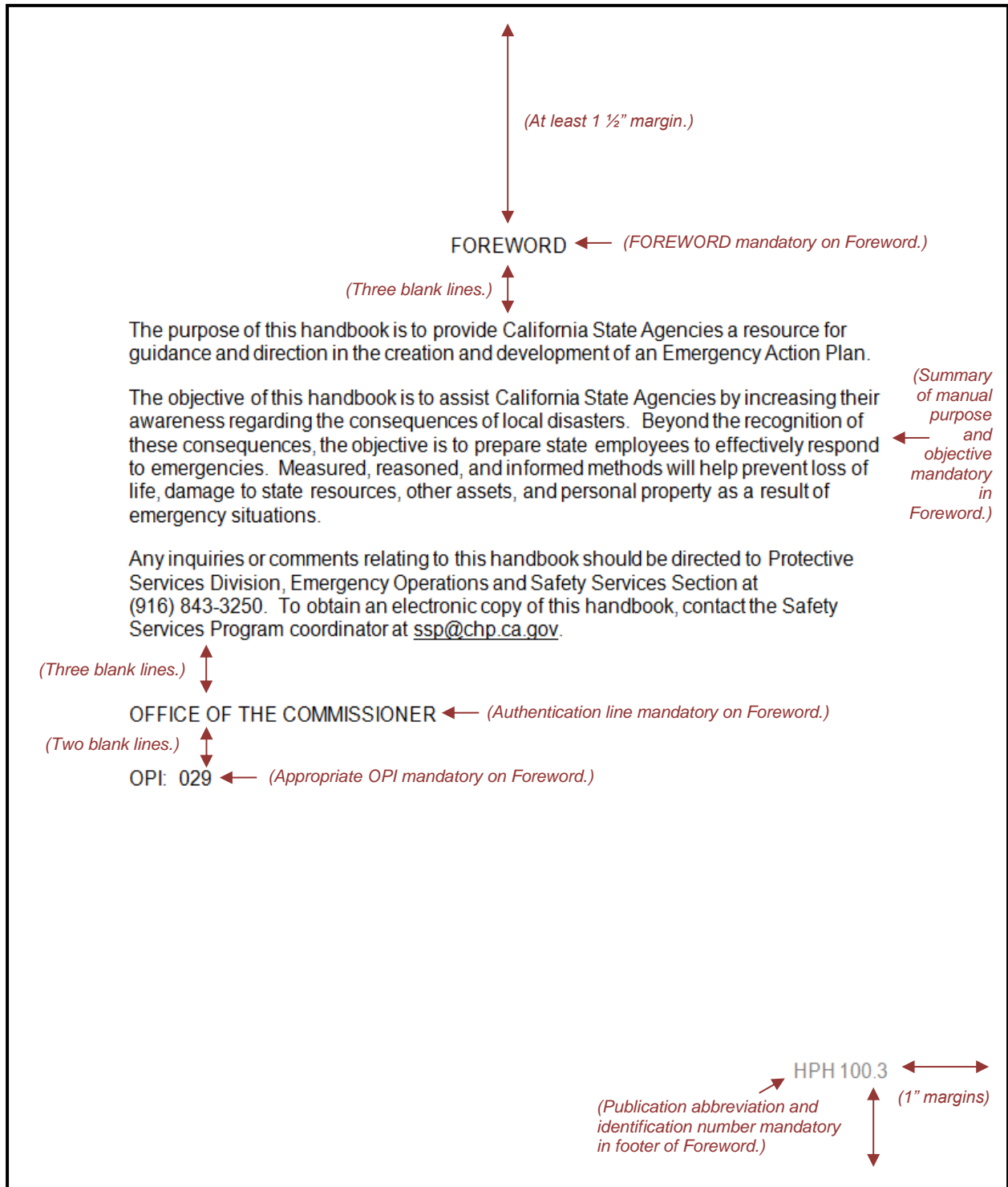
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ANNEX B
EXAMPLE TITLE PAGE



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ANNEX C
EXAMPLE FOREWORD



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ANNEX D

EXAMPLE MAIN TABLE OF CONTENTS

(1" top margin.)

TABLE OF CONTENTS ← (TABLE OF CONTENTS mandatory on the TOC.)
(One blank line.)

HIGHWAY PATROL MANUAL 60.1, COMMUNICATIONS OPERATIONS MANUAL

(Publication type with identification number and manual title mandatory on TOC.)

(Two blank lines.)

OPI

(One blank line.)

	CHAPTER 1	MANAGEMENT CONTROL AND RESPONSIBILITIES	048
(0.32" tab between chapter number and chapter title.)	CHAPTER 2	FORMS, LOGS, AND RETENTION	048
	CHAPTER 3	TELEPHONES	048
	CHAPTER 4	CALL ANSWERING	048
	CHAPTER 5	PRIVATE CALL ANSWERING CENTERS	048
	CHAPTER 6	RELATIONSHIPS WITH ALLIED AGENCIES	048
(1" margin.)	CHAPTER 7	DISPATCH RADIO COMMUNICATIONS.....	048
	CHAPTER 8	AUTHORIZED RADIO CODES AND CALL SIGNS.....	048
	CHAPTER 9	COMMUNICATIONS CENTER RADIO EQUIPMENT.....	048
	CHAPTER 10	CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM	048
	CHAPTER 11	COMPUTER AIDED DISPATCH/MOBILE DIGITAL COMPUTER OPERATIONS	048
	CHAPTER 12	CALIFORNIA LAW ENFORCEMENT RADIO SYSTEM.....	048
	CHAPTER 13	DELETED	048
	CHAPTER 14	QUALITY ASSURANCE PROGRAM/9-1-1 PERFORMANCE MEASUREMENT PROGRAM	048
	INDEX		048

(Place a grey shaded overlay on chapters containing exempt material.)

(Mandatory notation for deleted chapters.)

(Headings/titles that wrap onto a second line start under the second letter of the line above.)

(Listing of INDEX in Main TOC mandatory if manual contains an index.)

(Publication abbreviation and identification number mandatory in TOC footer.)

HPM 60.1 (1" margins.)

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ANNEX E

EXAMPLE CHAPTER TABLE OF CONTENTS

(1" top margin.)

(Chapter title mandatory on Chapter TOC.)

CHAPTER 17 (CHAPTER and chapter number mandatory on Chapter TOC.)
(One blank line.)

COMMERCIAL VEHICLE SAFETY ALLIANCE DECALS AND DECAL LOGS
(One blank line.)

REVISED JULY 2020 (REVISED and revision date mandatory on Chapter TOC. Remove if doing a complete revision.)
(One blank line.)

(TABLE OF CONTENTS mandatory on Chapter TOC.)

TABLE OF CONTENTS (Two blank lines.)

(Level 1 paragraph headings have a 1" margin.)

PURPOSE..... 17-3

REQUISITIONING OF COMMERCIAL VEHICLE SAFETY ALLIANCE DECALS..... 17-3

COMMERCIAL VEHICLE SAFETY ALLIANCE DECAL SECURITY, ASSIGNMENT, AND CONTROL..... 17-3

DECAL ISSUE LOG WITHIN THE ITERIS inSPECT PROGRAM 17-5 (1" margin.)

DISPOSITION OF THE CHP 406A, CVSA DECAL ASSIGNMENT LOG, AND THE CHP 406B, CVSA DECAL ISSUE LOG..... 17-6

USE OF THE COMMERCIAL VEHICLE SAFETY ALLIANCE DECALS..... 17-6

COMMERCIAL VEHICLE SAFETY ALLIANCE DECAL IDENTIFICATION 17-7

DECAL APPLICATION..... 17-8

DESTRUCTION OF COMMERCIAL VEHICLE SAFETY ALLIANCE DECALS 17-11

DECALS TRANSFERRED BETWEEN COMMANDS 17-11

DAMAGED, LOST, OR STOLEN COMMERCIAL VEHICLE SAFETY ALLIANCE DECALS 17-11

 Damaged Decals 17-11

 Lost or Stolen Decals 17-12

 Reporting Procedures..... 17-12

 Investigation 17-12

COMPLETION 17-12

(Two blank lines.)

ANNEXES (One blank line.)

(There should be a space, long hyphen, and space between the annex letter and annex title.)

A – CHP 406A, CVSA DECAL ASSIGNMENT LOG 17-13

B – CHP 406B, CVSA DECAL ISSUE LOG 17-15

C – CHP 406C, COMMERCIAL VEHICLE SAFETY ALLIANCE (CVSA) DECAL RECONCILIATION SUMMARY 17-17

(At least two blank lines between the last line of text and the footer.)

(Mandatory chapter number.) → **17-1** ← (Mandatory page number.) **HPM 82.6** ← (1" margins.)

(Centered, tab at 3.25") (Publication abbreviation and identification number mandatory in TOC footer.)

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ANNEX F
EXAMPLE ANNEX

(1" top margin.)


ANNEX A (ANNEX and letter notation mandatory.)


(One blank line.)

GENERAL GUIDELINES FOR REQUIRED UNIFORM AND EQUIPMENT ITEMS (Annex title mandatory.)


(At least one blank line between title and content of annex.)

- DEPARTMENTAL BADGE. Seven-point star, yellow gold-filled, 14-karat 1/10.


- DEPARTMENTAL CLOTH BADGE. Seven-point star, 3 3/16 inches by 3 3/16 inches +/- 1/6 inch.



(Annex frames are not mandatory, especially when an annex is written in paragraph format.)
- HAT/CAP PIECE. Motorcycle wheel and flying wings, with ribbon top and bottom; metal, gold in color.



(Publication abbreviation and identification number mandatory in annex footer.)

(Mandatory chapter number.) → 5-21 (Mandatory page number.)

(Two blank lines.)

HPM 73.5 (1" margins.)

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ANNEX G

EXAMPLE INDEX

(1" top margin.) ↑
↓

INDEX ← (INDEX mandatory on Index page.)

(Two blank lines.) →

(Chapter mandatory on Index page.) → **Chapter** ← (One blank line.)

Arrests and Custody of Minors.....	2
Arrests by Private Persons	2
Arrests of Unlicensed, Suspended, or Restricted Drivers	2
Bicycles	4
Blocking of Public Grade Crossings by Railroad Operations	5
California/Oregon Sno-Park Reciprocity Agreement.....	5 (Annex B)
Cellular Telephone Use While Driving	5
Child Passenger Restraints	5
CHP 103, Certificate of Release from Custody.....	2 (Annex A)
Clean Air Zero-Emission and Low-Emission Vehicle Sticker Issued By Department of Motor Vehicles	3 (Annex C)
Disabled Parking and Access	5
Disabled Permit Parking - License Plates.....	5 (Annex C)
Disabled Permit Parking - Placards.....	5 (Annex C)
Electric Personal Assistive Mobility Device	4
Farm Labor Vehicles.....	5
Financial Responsibility.....	5
General Enforcement Policy	1
General Guidelines for the Installation of Seating and Safety Belt Systems for Compliance with Vehicle Code Section 23116	5 (Annex A)
Graduated Provisional Driver License	2
Helmet Use - Bicycles, Skateboards, In-Line Skates, and Nonmotorized Scooters.....	4
High Occupancy Vehicle Facilities.....	3
Hybrid Vehicle Sticker Issued by Department of Motor Vehicles	3 (Annex D)
Low-Speed Vehicles	4
Medical Treatment of Injured or Ill Prisoners	2
Motorcycle Helmet Requirements.....	4
Motorized Scooters	4
Notice to Appear Resulting From Traffic Collision Investigation	5
Off-Duty Arrests	2
Off-Highway Motor Vehicles	4
Passenger Restraints.....	5
Passengers in Cargo Areas of Pickups and Flatbed Motortrucks.....	5
Patrol Responsibility.....	1
Physical Arrests	2
Physician's Insigne - Exemption from Vehicle Code Sections 22351 and 22352	3
Pocket Bikes/Mini-Motorcycles	4
Private Vehicles Transporting Ill or Injured Persons.....	3

(1" margins.) ← →

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(Mandatory page number.) → 1

HPM 100.68 ← →
(1" margins.) ↑
↓
(Publication abbreviation and identification number mandatory in annex footer.)

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ANNEX H

EXAMPLE GENERAL ORDER

(CALIFORNIA HIGHWAY PATROL wording mandatory on GO.) → **CALIFORNIA HIGHWAY PATROL** (1" top margin.)
(One blank line.)

(Date mandatory on GO. REVISED added if a revision is being made.) → **GENERAL ORDER 0.12** ← (GENERAL ORDER and GO number mandatory.)
(One blank line.)

→ **REVISED APRIL 2018** ← (Two blank lines.)

ENHANCING SAFETY THROUGH SERVICE ← (Title of GO is mandatory.)

(Two blank lines.) →

1. **PURPOSE.** The purpose of this General Order is to accomplish the following:

- a. To provide guidance and resources to enhance public trust within the Department.
- b. To define policy regarding commanders' responsibilities to convey the importance of the public's trust in the Department to each of their employees.

2. **BACKGROUND.** Earning the Trust of California's Communities (Annex A) and the Public Trust Long-Range Plan (Annex B) are the product of thoughtful input from Department employees at all levels, including officers, supervisors, and managers. Area commanders, Department Executive Management, representatives of the California Association of Highway Patrolmen, and members of the Commissioner's Citizens' Advisory Board all contributed to the development, bringing their own experiences and points of view to these trust documents.

3. **GENERAL.** The California Highway Patrol (CHP) exists to serve and safeguard our communities with compassion and understanding, to allow the public to enjoy California to the fullest. Enhancing safety through service means the CHP must seek every opportunity to increase trust with the public we serve, to enforce the law equally, impartially, and without favoritism or prejudice. Recent events have caused some to lose trust in law enforcement agencies across the nation, and governments in general. To reverse this trend, we must demonstrate, with each internal and external contact, the heart of service. This is our sacred duty to the public and profession we swore an oath to serve and protect. There are three primary reasons we must enhance safety through service by building public trust:

- a. Public and officer safety is built upon mutual trust.
- b. Public support is essential for safer communities.
- c. Provide an opportunity for the CHP to assume a Leadership Role in building a public trust framework that could serve as a model to others.

(Mandatory page number.) → **1** (Two blank lines.)

→ **GO 0.12** ← (1" margins.)
(Publication abbreviation and identification number mandatory in GO footer.)

ANNEX H

EXAMPLE GENERAL ORDER (*continued*)

4. COMMANDER RESPONSIBILITIES. Commanders shall:

- a. Review this order with newly hired and transferred employees.
- b. Ensure the importance of the public's trust in the Department is conveyed to all employees during training, annual evaluations, and periodic discussions on the topic.

(Three blank lines.) →

OFFICE OF THE COMMISSIONER ← (Authentication line mandatory on GO.)

(Two blank lines.) →

OPI: 003 ← (Appropriate OPI mandatory on GO.)

ANNEXES A, B

↗
(ANNEX[ES] listed as appropriate on GO.)

ANNEX I

EXAMPLE MANAGEMENT MEMORANDUM

STATE OF CALIFORNIA - DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

(Template heading mandatory.) **Management Memorandum** *(Dates filled in by Pubs Unit at upload.)*

No. 20-003 *(Expires: January 10, 2021)* **April 10, 2020**

TO: All Commands *(Management Memorandum number mandatory.)*

(Two blank lines.) →

2020 SPECIAL PAY REPORTING ← *(Title of MM is mandatory.)*

(Three blank lines.) →

The purpose of this Management Memorandum (MM) is to inform all uniformed personnel of changes to the Special Pay reporting process. Special Pay Reports are now only accessible on the DashBoard Reporting System for certification. Users can access their Uniformed Employee Special Pay Report by visiting the CHP's Intranet site and clicking the DashBoard Reporting link. From there the report can be found under Reports, Time / Pay, Uniformed Employee Special Pay.

← *(1" margins.)* Commanders will receive an annual list from the Human Resources Section (HRS) of all uniformed employees in their command required to complete the Special Pay certification by April 1. Annual certification permits uniformed employees to review, certify, or contest their special pay differentials that are included on the employee's master pay warrant. Commanders shall ensure that all employees listed on the report complete the annual certification by April 1. Commanders must submit all certifications to HRS by May 1. *(1" margins.)* →

Commanders shall ensure the contents of this MM are immediately brought to the attention of all affected employees, supervisors, managers, and timekeepers.

The information contained in this MM will be incorporated into the next manual revision of Highway Patrol Manual 10.3, Personnel Transactions Manual, Chapter 32, Pay Differentials. Questions may be directed to the HRS, Personnel Transactions Unit, at (916) 843-3700.

(Three blank lines.) →

OFFICE OF THE COMMISSIONER ← *(Authentication line mandatory on MM.)*

(Two blank lines.) →

OPI: 096 ← *(Appropriate OPI mandatory on MM.)*

ANNEXES A, B
(ANNEX[ES] would be listed here as appropriate on MM.)

(Page number mandatory with a hyphen on either side of the number.) → -1- ←

CHP 44 (Rev 1-81)

← **MM 20-003** → *(1" margins.)*
(“MM” and number mandatory in MM footer.)

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ANNEX J

EXAMPLE COMMUNICATIONS NETWORK MESSAGE FOR A MANAGEMENT MEMORANDUM EXTENSION

(Communications Network messages are to be 12-point Arial font and have one-inch margins.)

To: All Commands

Reference: Publications Update

Subject: Extension of Management Memorandum 19-047, Secondary Employment While on Administrative Time Off

Policy regarding HPM 10.2, Internal Investigations Manual, Chapter 4, Pre-Investigative Considerations, detailed in MM 19-047, is extended to 12/30/20. The content of this MM is currently being incorporated into the next revision of HPM 10.2, Chapter 4.

Questions concerning this Comm-Net message should be directed to the Office of Internal Affairs at (916) 843-3060.

CHP Headquarters/Office of the Commissioner/031/15597

(Date filled in by Pubs Unit at upload. Leave blank during review process.)

(Communications Network messages announcing new policy, changes in policy, or that issue directions to both field and staff commands shall show the final approving authority as the Office of the Commissioner.)


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ANNEX K

EXAMPLE INFORMATION BULLETIN

(Template heading mandatory.) { STATE OF CALIFORNIA - DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

INFORMATION BULLETIN



(Date inserted by Pubs Unit at upload.) → June 24, 2020


(Two blank lines.) →

INVESTIGATOR INFORMATION – ODOMETER FRAUD DEVICE

(Information Bulletin title is mandatory.)

(Three blank lines.) →

(1" margins.) ↔ The purpose of this Information Bulletin (IB) is to alert departmental auto fraud investigators of the existence of a new odometer fraud device. Installing the device fools the onboard computer into believing the vehicle is stationary. The device is created in Germany by Super Kilometer Filter (SKF Speed), and it's a simple plug-n-play system that utilizes the cruise control buttons or odometer reset button on the vehicle's steering wheel. When activated using the cruise control buttons or odometer reset button, the device will block the mileage from being recorded on the vehicle's odometer, while the speedometer still operates with full function. For more information, there are numerous YouTube videos of Super Kilometer Filter installing this device on multiple vehicles: <https://superkilometerfilter.com/en/>



(Graphics/photos allowed, though not mandatory.)

ORIGINAL PREMIUM PLUGS

This information was obtained from The American Association of Motor Vehicle Administrators. Any questions regarding this IB should be directed to Field Support Section, Vehicle Theft Unit, at (916) 843-3470.

(ANNEX(ES) would be listed here as appropriate on IB.)

(Three blank lines.) →


OFFICE OF THE COMMISSIONER *(Authentication line mandatory on IB.)*

(Two blank lines.) →

OPI: 065 *(Appropriate OPI mandatory on IB.)*

(Template footer mandatory.) {

1 *(Page number mandatory.)*



Safety, Service, and Security
CHP 47 (Rev. 10-13) OPI 003 *(Use of current template is mandatory.)*

An Internationally Accredited Agency


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ANNEX L

EXAMPLE ALLIED AGENCY INFORMATION BULLETIN

(Template heading mandatory.)

STATE OF CALIFORNIA – DEPARTMENT OF CALIFORNIA HIGHWAY PATROL



INFORMATION BULLETIN *for Allied Agencies*

March 18, 2020

(A bulletin number is mandatory on an AAIB; contact the Pubs Unit for the next available number.) → **BULLETIN NUMBER 256** ← (Two blank lines.)

(The Pubs Unit will fill in the date prior to distribution.)

FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION LIMITED EXEMPTION FOR SMART-VISION CAMERA MONITORING SYSTEM

(Title of AAIB is mandatory.) ← (Three blank lines.)

Effective January 15, 2020, the Federal Motor Carrier Safety Administration (FMCSA) granted Vision Systems North America, Incorporated (Inc.), a limited 5-year exemption to allow motor carriers to operate commercial motor vehicles (CMV) with the Smart-Vision high-definition camera monitoring system as an alternative to the two rear-vision mirrors required by the Federal Motor Carrier Safety Regulations. The FMCSA has determined that granting the exemption to allow the use of the Smart-Vision system in lieu of mirrors would likely achieve a level of safety equivalent to or greater than the level of safety provided by the regulation.

↔ (1" margins.)

The Smart-Vision system consists of multiple digital cameras mounted on the exterior of the CMV. Each camera has video-processing software that presents a clear, high-definition image to the driver by means of a monitor mounted to each A-pillar of the CMV. Vision Systems North America, Inc., explains that attaching the monitors to the A-pillars avoids the creation of incremental blind spots while eliminating the blind spots associated with conventional mirrors.

Vision Systems North America, Inc.'s, Smart-Vision system is the sole beneficiary of this temporary 5-year exemption. Additionally, the FMCSA has included preemptive language preventing states from enforcing a state law that is in conflict with this exemption.

Questions regarding the contents of this Information Bulletin may be directed to Commercial Vehicle Section, at (916) 843-3400.

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OFFICE OF THE COMMISSIONER ← (Authentication line mandatory on AAIB.)


(Two blank lines.) →

OPI: 062 ← (Appropriate OPI mandatory on AAIB.)
DISTRIBUTION: Allied Agency List

(Distribution line mandatory on AAIB.)

(Template footer mandatory.)

Safety, Service, and Security
CHP 47A (Rev. 10-13) OPI 003



1 ← (Page number mandatory.)

An Internationally Accredited Agency

(Use of current template is mandatory.)

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ANNEX M

EXAMPLE CHP 117, REPRODUCTION REQUEST

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL REPRODUCTION REQUEST CHP117 (Rev. 8-18) OPI 076		CLICK HERE FOR ADDITIONAL PROCESS INFORMATION	INSTRUCTIONS: Submit original & two copies of CHP 117, Reproduction Request to Business Services Section, Print Coordinator	
SHIP PRODUCT TO Allied Agency Mailing List (Mandatory shipping notation.)		DATE REQUEST TYPED 01/13/2020	REQUESTED DELIVERY DATE (Delivery date not needed for AAIBs.)	
CONTACT PERSON Jack Traven		LOCATION CODE 091	PHONE NUMBER (916) 309-6300	
FORM/PUBLICATION NUMBER Allied Agency Bulletin #255		REVISION DATE TITLE OF DOCUMENT 2020 Schedule of Motorcycle Training Courses		
ORDER QUANTITY As needed		NUMBER OF ORIGINALS 1	ORIGINAL SIZE (W x L) 8 1/2 x 11	
FINISHED SIZE (W x L) 8 1/2 x 11		CHP 29 DISTRIBUTION RECORD ATTACHED <input type="checkbox"/> Yes <input type="checkbox"/> No		
PROOF REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		SAMPLE PROVIDED <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
DOCUMENT <input type="checkbox"/> Emailed (to Reproduction Unit) <input type="checkbox"/> On CD/Flash drive (supplied in PDF format)		IF GRAPHICS, CONTACT PERSON <input checked="" type="checkbox"/> Hard Copy Original (supplied) <input type="checkbox"/> Graphics		
PAPER STOCK Standard	PAPER COLOR White	PAPER WEIGHT 20#	INK COLOR Black	
PRINT <input type="checkbox"/> One side <input checked="" type="checkbox"/> Two sides		IF TWO SIDES, PRINT HEAD TO <input checked="" type="checkbox"/> Head <input type="checkbox"/> Foot		
COLLATE <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		PUNCH HOLES <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
IF YES, QUANTITY <input type="checkbox"/> 3 <input type="checkbox"/> _____		POSITION OF HOLES <input type="checkbox"/> Left <input type="checkbox"/> Right		
PAD <input type="checkbox"/> Top <input type="checkbox"/> Bottom		SHEETS/SETS PER PAD _____		
BINDING <input type="checkbox"/> Velo Bind <input type="checkbox"/> Comb Bind		BINDING COLOR <input type="checkbox"/> Blue <input type="checkbox"/> Black		
FOLDED (ATTACH SAMPLE OF FOLDS) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		STAPLE <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
IF YES, LOCATION <input checked="" type="checkbox"/> Upper Left Corner <input type="checkbox"/> Top		LAMINATING <input type="checkbox"/> Yes <input type="checkbox"/> No		
COVER <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		PUBLICATION TYPE <input type="checkbox"/> Pamphlet <input type="checkbox"/> Beat Guide <input type="checkbox"/> Poster <input checked="" type="checkbox"/> Other Allied Agency IB		
IF YES (SPECIFY) <input type="checkbox"/> Front <input type="checkbox"/> Back		DISPOSITION OF ORIGINAL <input checked="" type="checkbox"/> Requester <input type="checkbox"/> Graphic Services Unit <input type="checkbox"/> Publications <input type="checkbox"/> Automated Business Solutions		
COVER COLOR (IF APPLICABLE) FRONT _____ BACK _____		UNIT OF MEASURE <input checked="" type="checkbox"/> Sheet <input type="checkbox"/> Set <input type="checkbox"/> Card <input type="checkbox"/> Each <input type="checkbox"/> Book/Booklet <input type="checkbox"/> Band <input type="checkbox"/> Pad		
SPECIAL INSTRUCTIONS (All marked information needs to be filled in when completing this form for an AAIB.)				
REPRODUCTION USE ONLY				
DATE REPRODUCTION LOGGED IN	PRINTERS INITIAL & DATE COMPLETED	SHEETS	TOTAL IMPRESSIONS	DATE RELEASED
REQUESTER	FIELD	HEADQUARTERS	TOTALS	
SUPPLY SERVICES UNIT			TOTAL COST	\$
COMMANDER'S SIGNATURE (Signature of OPI commander is required.)		EXPEDITE PRINTING (ASD CHIEF)		
Destroy Previous Editions Chp117_0818.pdf				

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ANNEX N

EXAMPLE HEADQUARTERS STANDARD OPERATING PROCEDURES SECTION

(1" top margin.) ↑↓

HEADQUARTERS SOP 1.1 ← *(HEADQUARTERS SOP and the HQ SOP number mandatory.)*
(One blank line.)

(Date mandatory on HQ SOP. REVISED added if a revision is being made.) → **REVISED JULY 2020**
(One blank line.)

HEADQUARTERS CAMPUS ← *(Title of HQ SOP is mandatory.)*
(Two blank lines.) →

← *(1" margins.)* →

1. **INTRODUCTION.** The headquarters (HQ) campus is located at 601 N. 7th Street, Sacramento, CA 95811. The mailing address for HQ is P.O. Box 942898, Sacramento, CA 94298-0001. The HQ facility is a leased facility and the lessor, through a property management company, provides dedicated staff members who are located at HQ. The building manager's focus is to facilitate building maintenance, repairs and projects. Commands in need of assistance shall contact Facilities Section (FS) who will coordinate with property management and the building manager. Commands shall not contact Property Management or its staff directly to request assistance.

2. **POLICY.** The HQ Analyst, under the direction of a FS manager, acts as a liaison to the building manager and property management for all maintenance and repairs. The HQ Analyst, building manager and property management will conduct site evaluations as needed and ensure the completion of special repairs, alterations, and maintenance of the HQ campus.

3. **PROCEDURES.** The HQ Analyst will evaluate and complete maintenance contracts, bid specifications and scopes of work as needed. All maintenance and repair work shall be approved and scheduled through FS. Requests for alterations or modification shall be routed through the chain of command on a CHP 107, Facility Alteration/Reconfiguration Request.

a. **Maintenance and Repairs.** The HQ Analyst is responsible for the oversight of overall maintenance and repairs of the campus. To report needed maintenance or repairs, contact FS or send an e-mail to HQFacilities@chp.ca.gov. Provide the section or unit location, type of maintenance needed, and a contact name and telephone number.

(1) **Carpets.** Regular cleaning of carpets will be coordinated through FS. If spills occur on any carpeted area, the spill should be blotted with a paper towel and FS contacted. Carpet that is frayed, worn, or separating from the floor will be replaced as needed. Issues relating to carpet shall be reported to FS.

(2) **Painting.** Any request for painting shall be coordinated through FS, including wall repairs and paint touch ups. Painting the walls within the HQ facility is prohibited, including private offices.

↑↓ *(At least two blank lines between text and footer.)*

(Mandatory page number.) → **1**

HQ SOP 1.1 ← *(1" margins.)*
↑↓

(Publication abbreviation and identification number mandatory in HQ SOP footer.)

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ANNEX O

EXAMPLE COMMUNICATIONS NETWORK MESSAGE FOR CANCELING A PUBLICATION

*(Communications Network messages are to be
12-point Arial font and have one-inch margins.)*

To: All Commands

Reference: Publications Update

(Give complete publication reference and title.)

Subject: Removal of General Order 100.6, Special Relationships

The following publication has been removed from the CHP Online Publications Library site:

*(Mandatory first line in a Comm-Net
message announcing a publication upload.)*

General Order 100.6, Special Relationships, dated February 2014.

The pertinent information from GO 100.6 has been incorporated into HPM 100.86, Risk Management Manual.

*(Brief summary noting why the
publication is being deleted.)*

Questions regarding this Comm-Net message may be directed to the Office of Risk Management, at (916) 843-3020.

CHP Headquarters/Office of the Commissioner/033/A15355

*(Communications Network messages announcing new
policy, changes in policy, or that issue directions to both
field and staff commands shall show the final approving
authority as the Office of the Commissioner.)*

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ANNEX P

EXAMPLE CHAPTER DELETION PAGE

(Mandatory chapter deletion wording. Use 48-point Arial type font, typed in all uppercase letters, centered with one 12-point blank line of space between the typed lines.)

(2 1/2" margin.)

CHAPTER 16
DELETED BY THE
OFFICE OF
PRIMARY
INTEREST

(Publication abbreviation and identification number mandatory on deleted chapter page.)

HPM 11.1

(1" margins.)

The diagram shows a rectangular frame containing the text of a chapter deletion page. At the top center, a vertical double-headed arrow indicates a 2 1/2 inch margin. The main text is centered and consists of five lines: 'CHAPTER 16', 'DELETED BY THE', 'OFFICE OF', 'PRIMARY', and 'INTEREST'. A large red curly bracket on the left side of the text block is annotated with a note about mandatory wording and font requirements. At the bottom right, the text 'HPM 11.1' is shown with a horizontal double-headed arrow indicating a 1 inch margin to its right and a vertical double-headed arrow indicating a 1 inch margin below it. A note points to 'HPM 11.1' stating that the publication abbreviation and identification number are mandatory on the deleted chapter page.

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ANNEX Q

COMMON ACRONYMS AND ABBREVIATIONS

The following is a list of common acronyms and abbreviations that do not have to be spelled out in a publication:

- AIDS (Acquired Immunodeficiency Syndrome)
- CD (Compact Disc)
- Cell phone (Cellular telephone)
- CHP (California Highway Patrol)
- DNA (Deoxyribonucleic Acid)
- DVD (Digital Versatile Disc)
- E-mail (Electronic Mail)
- Fax (Facsimile)
- HIV (Human Immunodeficiency Virus)
- ID (Identification)
- .jpeg (Joint Photographic Experts Group)
- LCD (Liquid Crystal Display)
- PDF (Portable Document Format)
- Photo (Photograph)
- .png (Portable Network Graphics)
- TV (Television)
- U.S. (United States)
- USB (Universal Serial Bus)
- VCR (Video Cassette Recorder)
- vs. (Versus)
- Wi-Fi (Wireless Fidelity)

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