

CHAPTER 12
FORMS
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CHAPTER 12

FORMS

1. AUTHORITY. Government Code Sections 14770 through 14775 (State Records Management Act) and State Administrative Manual (SAM) Section 1701.
2. POLICY. The Department administers a continuing program for the economical and efficient management of forms, printed and electronic. The Department complies with the state's regulations and standards in the purchase, utilization and disposal of forms and form management related materials and equipment.
3. PURPOSE. To establish and clarify guidelines regarding the creation, revision, distribution and use of paper and electronic forms.
4. RESPONSIBILITIES.
 - a. Effective management of a forms program requires a cooperative effort between the various command components involved in the program.
 - b. The following describes the responsibility of the command components included in this chapter.
 - (1) Business Services Section. Business Services Section (BSS) is responsible for the administration of the forms program. The BSS coordinates and/or provides assistance in all aspects of the forms program presented in this chapter. The BSS also coordinates the required annual report on records management programs to Department of General Services (DGS), California Records and Information Management, for inclusion in their annual report to the Legislature. The report includes the volume of records in offices and storage areas, the volume of records destroyed, and the total number of forms in all locations. For clarification, reportable forms are defined as those which are listed in paragraph 5 below.
 - (2) Information Management Division. Information Management Division (IMD) manages the distribution of electronic forms and related software to the Department's Local Area Network (LAN) and stand-alone computer systems.
 - (3) Office of Primary Interest. The content or information requested and/or transmitted by a form is the responsibility of the Office of Primary Interest (OPI).

5. DEFINITION OF FORMS.

a. As referred to in this chapter, a form is a fixed arrangement of predefined spaces, preprinted on paper or on electronic media (computer output), designed for entering, capturing, extracting and/or communicating prescribed information.

b. This definition applies to all temporary and permanent preprinted or electronic forms and includes but is not limited to: business forms, form letters, questionnaires, tags, labels and preprinted envelopes. Definitions of form types are as follows:

(1) Preprinted Forms. Preprinted forms are those forms maintained in printed, ready to use paper format for distribution by Supply Services Unit (SSU), the OPI or other agency.

(2) Electronic Forms. Electronic forms are those forms that have been designed and prepared for automated fill-in and printing via computer. Use of the preprinted form is not necessary.

(3) Standard State Forms. Standard (STD.) state forms are those forms developed and maintained by the DGS and are intended for use by all state agencies.

(4) California Highway Patrol Forms. California Highway Patrol (CHP) forms are those forms for use by all commands Department-wide. Use of CHP forms is limited to departmental employees with the exception of those forms described in the California Vehicle Code which may be used by other state and public agencies.

(5) Division-wide Forms. Division-wide forms are those forms used by all commands within a Division but are not used by all Divisions Department-wide. Each Division is encouraged to establish a Division-wide forms program for the management and reduction of local forms via identification and development of standardized forms to be used by all Areas within the Division.

(6) Local Forms. Local forms are developed to answer a specific need within an office and are limited to internal use by the developing office. Local forms should not be developed if an existing Division, CHP or STD. form can meet the need.

(7) Temporary Forms. Forms developed for limited time use, test, survey or short-term special project purposes are temporary forms. These are generally one-time forms that will be used for a period of less than one year.

(8) Non-California Highway Patrol Forms. Non-CHP forms are those forms whose creation, maintenance and control are not the responsibility of the CHP. Use of these forms may be required by federal, state, county, city agencies or other authority.

(9) Public/Business Use Forms. A public use form is any form used by the Department to obtain or solicit information from the public. The public, as referred to here, includes: private citizens, partnerships, corporations, organizations, business trusts or any nongovernmental entity representative. A business use form is defined as any form that a business, other than a governmental agency, is required to complete and return to CHP.

(10) Form Letters. Any letterhead or memorandum of static text containing predefined data entry spaces used for the transmittal or collection of information. An example would be the CHP 295B, Failure to Stop for School Bus (22454 VC).

6. CREATION/REVISION/ELECTRONIC CONVERSION OF FORMS.

a. Electronic Forms versus Paper Forms. Wherever feasible, all new and/or revised CHP forms or forms with an annual use of less than 10,000 copies shall be provided in electronic format only. A preprinted supply will be maintained only if form construction properties prohibit delivery via the Department network and/or compelling justification to retain a preprinted version is provided by the form OPI. Justification may be included in the "Purpose of Item" entry on the CHP 66, Form/Printed Material Request, or attached as necessary.

b. Use of Existing Forms versus New Forms. New forms will not be created if an existing form can be utilized through a change in procedure or revision. A new form may be created by mandate, to answer the needs of the Department or through a combination of forms which results in improved efficiencies and/or an overall reduction of individual forms.

c. New/Revised/Electronic Conversion California Highway Patrol Form Requests. All new, revised, and electronic conversion of CHP forms shall be submitted for design to the BSS, Automated Business Solutions (ABS) Unit on a CHP 66. The procedures outlined in Annex A shall be followed whenever an OPI determines that a new CHP form is needed or an existing CHP form requires revision or electronic conversion. Changes affecting calculations or field formatting will not require submission of the CHP 66 but may require approval by the form's OPI before implementation. These procedures will apply to preprinted paper and electronic forms.

(1) Revision of a form does not usually require the destruction of prior editions. When legislation or error requires that a form be revised, one of three statements may appear on the revised form: "Use previous editions until depleted," "Destroy prior editions" or "Destroy editions prior to..." If the revision does not require the disposal of prior editions, those prior editions shall be used and the revised forms will not be issued by SSU until previous edition supplies are exhausted.

(2) If the revision is substantial and prior preprinted editions must be destroyed, initial distribution of the preprinted or electronic version shall be preceded by a Management Memorandum (MM) or Comm-Net bulletin from the OPI.

d. Division-wide/Local Forms. Creation, revision, and/or electronic conversion of these forms can be coordinated with BSS. Design of a form should be consistent with information in paragraph 7 below. These forms are governed by the same principles of forms management as CHP forms but do not require review/approval by BSS.

e. Non-California Highway Patrol Forms. Where feasible, BSS will make non-CHP forms (STD., Health Benefit [HBD], Peace Officer Standards and Training [POST], Department of Motor Vehicles [DMV], etc.) available in an electronic format to be compatible with existing CHP electronic forms. The BSS will rely on the various command and/or OPI for the identification and submission of those non-CHP forms to be included in the electronic forms library. Requests for conversion of non-CHP forms to an electronic version will be sent to BSS via electronic-mail or written request. Please attach a current copy of the desired form to the request.

7. DISTRIBUTION OF ELECTRONIC FORMS. Prior to distribution and/or printing, the CHP 66 shall be approved by Division, BSS, and the appropriate Commissioner.

a. If a preprinted version of a form is required, distribution of the new or revised electronic form will be coordinated to coincide with the implementation/distribution of the preprinted form.

b. Electronic forms that have been properly designed and prepared, and have received appropriate approvals on the CHP 66, will be forwarded by BSS to IMD for distribution.

(1) Local Area Network. Approved electronic forms are distributed electronically by IMD to all Headquarters, Division, and Area LAN servers. The new or revised form will be added to the appropriate LAN directory for access and use by staff and the existing electronic version of the form will be removed from the LAN.

(2) Stand-Alone and Administrative Laptop Personal Computers. Staff utilizing stand-alone (those Personal Computers (PCs) in remote offices not connected to the CHP LAN) or Administrative Laptop PCs will receive new/revised/electronically converted forms by requesting a disk with the new/revised/electronically converted form(s) from their Division LAN coordinator or by bringing the PC to a docking station for loading of updates.

8. CONSTRUCTION/DESIGN OF FORMS.

a. Design Considerations. All agency forms, whether on paper or electronic media, should follow standard form construction/design criteria and techniques whenever possible. General form design standards are available through BSS. Annex B contains basic form layout, margins, line spacing and recommended type fonts. The following shall be considered when developing new or revising forms:

- (1) Modify or revise an existing form versus creating a new form.
- (2) Reconstruct form letters as postcards or self-mailers.
- (3) Construct forms for use with window envelopes.
- (4) Eliminate use of colored paper. Exceptions may include enforcement documents and public information brochures.
- (5) When designing electronic forms, entry area labels (upper left captions) should be the same as the preprinted form. Data field attribute names on electronic forms should be descriptive of or reflective of the type of information being entered. Samples of standardized basic data field naming and attribute conventions for electronic CHP forms are available from BSS.

b. Form Size. To take advantage of available Department printing/reproduction capabilities, forms shall be designed to fit within an 8 1/2" x 11" format whenever possible.

c. Identification of Forms and Printed Material. All CHP forms and printed material shall be identified with "State of California," "Department of California Highway Patrol," a form title, form number, date, and OPI. The date, if the form is new, shall be the origination date or, if revised, the date the revision was implemented. Because this is the form's identification, it should be placed together and be located at the upper or lower left corner of the form depending on available space. (Refer to Annex C for form identification samples.) The following are recommended standard identification components for the various forms:

(1) California Highway Patrol Forms. The form numbers for Department-wide use forms are prefixed "CHP" followed by the sequential number, the date (as defined above) in parentheses, and the OPI designation; e.g., CHP 30 (Rev. 7-09) OPI 077. The BSS will assign and review CHP form numbers to prevent duplication of form numbers.

(2) Division-wide Forms. The form numbers for Division use forms are prefixed with a special location code (OPI) number, the sequential form number, and the date (as defined above) in parentheses; e.g., 200-12 (Rev. 1-84). The Division name is placed in lieu of "Department of California Highway Patrol."

(3) Local, Area, and Section Forms. The form numbers for local, Area, and section use forms are identified by the location code and sequential form number followed by the date (as defined above) in parentheses; e.g., 076-042 (Rev. 6-99). The section or Area name is placed in lieu of "Department of California Highway Patrol."

(4) One Time, Temporary and Test Forms. These forms shall be identified using the same basic format as the above forms except the form number and date (Rev. 1-97) is replaced by (TEMP. or TEST 1-97). This identification will not be used when printing a dated letter or memorandum.

(5) Electronic Forms Identification/Information. Electronic forms will be identified in the same manner as the preprinted paper form.

(6) Other Material. Within the CHP standard forms program there are print items which do not meet the forms criteria, but still must be identified with a number and date. Included are letters of instruction, brochures, booklets, and any other repetitive use or multiprint items. These documents will normally have the title at the upper left and the form number, month/year date, and OPI at the lower left of the first page or face sheet. This arrangement may also be used for forms when space is restricted.

d. Carbon/Carbonless Copy Form Sets. Multiple copy form sets may be constructed utilizing either carbon interleaved paper or carbonless copy paper, also called "NCR" (No Carbon Required). Advances in carbonless copy paper technology have made its use appropriate for most general, multiple part office forms and eliminated the use of carbon interleaved construction. For in-field use, carbonless copy paper is preferred. When constructing a multiple part form, the following should be taken into consideration:

(1) If the form is subject to photocopying or microfilming, black imaging copy should be specified. Black is the required state standard for both carbon and carbonless copy papers.

(2) Forms printed on carbonless paper shall contain an instruction to use a typewriter or ball-point pen, not pencil or felt tip pen, when completing the form. Use of a typewriter or ball-point pen will enhance the transfer of information to subordinate copies.

(3) Supplies of carbonless forms must be stored in climate-controlled areas away from direct sunlight or excessive heat.

e. Discrimination Based on Gender - Related Words. No form or other printed material will incorporate words of one gender which is to encompass both genders. The terms "person" or "persons" shall be substituted for "man" or "men." Please refer to Highway Patrol Manual (HPM) 5.1, Correspondence Manual, Annex G, for additional information.

f. Privacy and Disclosure Notice. Each form which collects personal/confidential information from individuals requires a privacy notice as prescribed by California Civil Code Section 1798.17. It is preferred that the privacy notice be included on the form. However, if there is not enough room on the form, a separate notice may accompany the form. (Refer to Annex D for examples of personal/confidential information.) The HPM 11.1, Administrative Procedures Manual, Chapter 13, Information Disclosure - Public Records and Rights of Privacy, contains specific information regarding privacy and personal/confidential information. For more information regarding privacy and disclosure laws and regulations, see the following:

(1) Federal Privacy Act, Public Law 93-579.

(2) Freedom of Information Act, 5 U.S.C. 552(b) (6).

(3) Information Practices Act, California Civil Code Section 1798, et seq.

(4) California Public Records Act, Government Code Section 6250, et seq.

g. Use of the State Seal and California Highway Patrol Logos. Use of the "Great Seal of the State of California" and CHP logos on CHP forms is allowed. Use however, should be with discretion and as a means of identification not as a decoration.

9. ELECTRONIC FORM SOFTWARE. Forms may be designed on and stored via computer or other electronic means. The Department has selected Adobe as its forms design software of choice and authorizes its use for forms design and electronic form needs. Offices using the Adobe software will be able to obtain support for forms creation, revision and implementation through BSS. Although other software programs are available and provide similar capabilities, electronic form software as a whole,

including Adobe, are not known to be openly compatible with other form software. Therefore, users are encouraged to use only those electronic forms, software and “macros” that have been jointly developed and distributed by BSS and IMD.

10. LICENSING/DISTRIBUTION OF FORM SOFTWARE.

a. Licensing. Adobe requires a license for each PC or workstation using the forms design software. Refer to HPM 40.4, Information Security and Administrative Manual, Chapter 10, Software, for specific information regarding software and licensing issues.

b. Form Designer Modules. Form design modules shall not be freely available to Department staff. Access to the designer module and the actual design of electronic forms will be limited to BSS staff.

11. FORMS MANAGEMENT PROGRAM.

a. Each command shall have a Forms Management Program to provide for the maintenance of existing forms and to control the creation of new forms and reduce the need to provide for retrieval, retention and disposal.

b. The BSS is responsible for the Department’s Forms Management Program statewide and will provide assistance to commands upon request. Commands may request assistance from BSS in the following areas:

(1) Form Standardization. Standardizing Division-wide forms for uniformity within the Division.

(2) Retention of Forms. Guidelines for the retention of various forms/records are contained in HPM 11.1, Chapter 11, Records Management.

(3) Electronic Form Retention. The electronic data and form template must follow the same retention periods as the paper version whether produced as hard copy or retained in electronic format.

12. ORDERING/SUPPLY OF PREPRINTED FORMS.

a. Ordering Form Supplies. The majority of CHP forms used in day-to-day business activities are available through the electronic forms library on the Department LAN. All CHP staff are encouraged to utilize the automated versions whenever possible. Those forms not available via the electronic forms library are stored at the SSU warehouse and available through the CHP Supply Catalog in Section “0,” “CHP General Use Forms and Publications.” Preprinted CHP forms

are ordered on a CHP 41, Supply Requisition (refer to HPM 11.2, Materials Management Manual, Chapter 6, Supply Services Acquisitions), unless otherwise directed. Refer to paragraph 13 of this chapter regarding the printing of form supplies.

b. Shelf Supplies. The forms on hand should be consistent with the requirements of the command and shall not exceed a six-month supply. Supplies should be used on a first in, first out basis (oldest stock issued first) to ensure utilization of prior editions.

NOTE: If stock is received with a new revision date that is more than one year and one month later than the date of the stock on hand, the stock on hand is to be destroyed. Any form supplies that are destroyed shall be included on form CHP 62, Records Destruction/Disposal Summary.

c. Office of Primary Interest Supplies. Commands shall contact the form's OPI when the preprinted form is not available through the SSU catalog. The form's OPI is indicated by location code opposite the form title on the Records Retention Schedule, found on the Department's Intranet. The OPI indicator is also located on the form next to the form number.

d. Non-California Highway Patrol Form Supplies. Standard state forms not available through SSU can be ordered from DGS, Office of State Publishing (OSP), on the FMC 200, Standard Forms Order. The FMC 200 shall be prepared and faxed to OSP at (916) 324-9908. The FMC 200 is available through the OSP website at www.dgs.ca.gov/osp/Forms/Search.aspx. The STD. state forms are also available at this website as fill-in and print only. It should be noted that data entered on these forms cannot be saved.

e. Sale of California Highway Patrol Forms. The sale of CHP forms is discouraged. However, to meet the needs of a public agency and provide economic value, a camera ready or electronic copy of a CHP form for use by the requesting agency may be obtained by contacting BSS.

13. REPRODUCTION OF FORMS.

a. Responsibility. It is the responsibility of SSU or the OPI to notify BSS that the printing of a form supply is necessary. Specific procedures for initiating printing requests are outlined in Annex E. A CHP 117, Reproduction Request, is required by BSS to initiate any form printing requests. (Refer to HPM 11.2, Chapter 11, Printing, for specific printing guidelines and CHP 117 sample and instructions.)

b. Unauthorized Printing/Reproduction. Although Area offices may use in-house copy machines to provide limited amounts of internal paper form supplies, copier

printing of forms shall not be done to avoid preparation of a CHP 117 or to avoid the forms approval process.

ANNEX A

NEW/REVISED/ELECTRONIC CONVERSION CALIFORNIA HIGHWAY PATROL FORM DESIGN REQUEST

Offices of Primary Interest (OPI) shall follow the procedures outlined below whenever they determine that a new CHP form is needed, an existing CHP form requires revision, or an electronic conversion of a CHP form is needed. These procedures will apply to preprinted paper and electronic forms.

- a. The OPI shall contact the Business Services Section (BSS), Automated Business Solutions (ABS) Unit as soon as possible when a program requires a new, revised, or electronically converted form. If an emergency exists, requests must be routed through the commander of BSS.

NOTE: An emergency is defined as a requested delivery of the printed material immediately from CHP Reproduction; less than one (1) month from Office of State Publishing; or for electronic forms, less than two (2) weeks for design, distribution, and implementation.

- b. The CHP 66, Form/Printed Material Request, shall be prepared by the OPI and submitted with the requester's and section commander's signature to ABS before formal work can commence on form design/revision.

NOTE: Initial form design can take from one (1) to four (4) weeks depending on workload, form intelligence (automated features) and the number and complexity of images on the requested form. An image is one side of an 8½" x 11" page. Additional revisions will increase the time estimates for the finished product. Additionally, two (2) to four (4) weeks are needed for approvals, printing (if required), and distribution.

- c. A proof (a paper copy or an electronic version) of the requested form will be returned by ABS to the OPI for review and approval for distribution. Any additions or corrections to the form should be noted and returned to ABS for completion at this time. Corrected copies will be returned to the OPI for additional review and approval. If the form is to be distributed for electronic fill-in, a copy of the electronic form will be included by ABS for testing and approval by the OPI before distribution will occur.

- d. In addition to the CHP 66, all new CHP forms require an implementing directive such as a General Order or manual. Implementation of all new CHP forms shall be preceded by a prescribing directive initiated by the OPI providing the following:

(1) Responsibility. It is the responsibility of the OPI to advise Supply Services Unit (SSU) when that unit will be storing a new form. The OPI can, at that time, obtain the item code for inclusion in the SSU inventory.

(2) Availability. Include the date the form will be available and if the form will be provided in preprinted paper, electronic format or both.

(3) Ordering Information. Include from where the forms are to be ordered, either SSU or the OPI, the item code (if stored at SSU) and unit of issue.

(4) Disposition of Existing Supplies. If form revision, provide instructions for the disposition of existing supplies of the form. Note whether the existing edition is appropriate to use or should previous editions be destroyed.

e. Forms identified on the CHP 66 to be added to the electronic form library will, upon approval from BSS, OPI Division, and appropriate Commissioner, be forwarded to Information Management Division for distribution to departmental computer systems.

ANNEX B

FORM STYLE AND STANDARDIZATION GUIDELINES

To promote uniformity in the CHP forms program, the following form style and standardization guidelines are recommended. Items include form size, margins, text spacing, type fonts, form identification and basic form layout. These guidelines apply to both paper and electronic forms and will allow printing and reproduction on most office printing and copier systems. Please contact BSS for more detailed information.

FORM SIZE. Forms should be 8 1/2" x 11" or fraction thereof. Large sizes, 9" x 10", 10" x 12", etc. should be avoided unless absolutely necessary. Although most printers/copiers will accommodate 8 1/2" x 14" sizes, use of these sizes is discouraged and should be avoided.

MEASURING SYSTEM. Most forms will utilize typewriter spacing. The most common measurement system for this is Picas or twelfths of an inch.

MARGINS. Form margins should be 1/4" on all sides. Be sure to allow at least 3/4" margin on the left if form is to be placed in a three ring binder.

LINE (TEXT) SPACING. Normal entry field line spacing is double space typewritten (four twelfths) or three lines per inch.

CAPTIONS. Entry fields should utilize upper left captions.

OFFICER NAME: Sample of Upper Left Caption

TYPE FONTS. The recommended type fonts and sizes for forms use are 6 pt. Arial for upper left captions, 10 pt Arial for instruction and information text, and 10 pt Times New Roman for the fill text on electronic forms. These fonts are common to the majority of printers now being manufactured and should not result in any unexpected printing errors. Mixing of several different or exotic type fonts should be avoided as the form will appear cluttered and confusing and may result in printer errors.

FORM TITLE AND IDENTIFICATION TYPE FONTS. The following represents the standard form identification font and point sizes:

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL 6 pt. Arial
FORM TITLE 11 pt. Arial – Bold
CHP 123 (REV. 1-97) OPI 076..... 8 pt. Arial

See Annex C for sample layouts of form identification information.

BASIC FORM LAYOUT (ZONES). All forms contain basic “zones” or areas where specific information is displayed or gathered. The following presents the typical form “zone” layout:

IDENTIFICATION Form Title, Number, Revision Date, OPI, Critical Filing Information
INFORMATION/INSTRUCTION Instructions, Privacy Statement, Etc.
BODY Data Entry Fields
CLOSING Signatures, Approvals, Routing, Etc.
OPTIONAL IDENTIFICATION ZONE

ELECTRONIC FORM INFORMATION FILE. Designers of electronic forms will complete the Form Information items provided for in the FILE – FORM PROPERTIES menu item. Designers will enter their name or name of person to contact regarding the form, the form OPI number, the form title, revision date and any special instruction or use information.

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ANNEX D

PRIVACY AND DISCLOSURE NOTICE

Personal and confidential information include but are not limited to the items listed below:

Personal

Financial condition
Outside income
Bank accounts
Credit ratings
Marital status
Names of parents/relatives
Number of children, ages
Age, birth date
Physical description
Ethnic origin
Religious affiliation
Political affiliation
Medical information/history
Employment history
Education, grades
Home ownership, rental
Persons residing in home
Military background
Social club affiliation
Licenses (pilot, teacher, etc.)

Confidential

Social Security Number
Residence address
Arrests
Convictions
Sentences, confinements
Parole, probation
Adverse actions
Citizen's complaints
Employee complaints/grievances

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ANNEX E

CALIFORNIA HIGHWAY PATROL FORM SUPPLY/REPRINT PROCEDURES

As distribution inventories of preprinted forms are depleted and to ensure reprinting of only the most current version of a form, the procedures below shall be followed by the command requesting reprint of the form supply.

1. The office/section/unit supplying or maintaining the form inventory shall contact the Business Services Section (BSS), as soon as possible, that a form requires reprinting and submit a completed CHP 117, Reproduction Request, to BSS. (See Highway Patrol Manual 11.2, Materials Management Manual, Chapter 11, Printing.)
2. If an emergency reprint need exists, the request must be routed through the commander, BSS. An emergency is defined as a requested delivery of the printed material in less than one (1) week from CHP Reproduction Unit or one (1) month from Office of State Printing (OSP) or contract vendor.
3. If the form supply is requested and maintained by SSU, BSS will contact the form OPI for authorization to reprint the form supply prior to ordering the reprint.
 - a. To reduce waste, necessary revisions to the form should be initiated by the OPI at this time. *See Section 6 of this chapter for form revision procedures.*
 - b. The BSS will verify the current form revision date with the form OPI.
4. Upon OPI approval/verification, the BSS will process the request and coordinate the reprint with the appropriate printing supplier, (CHP Reproduction Unit, OSP or contract vendor).

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