

CHAPTER 20
STATE-ISSUED BADGE REPAIR AND REPLACEMENT
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CHAPTER 20

STATE-ISSUED BADGE REPAIR AND REPLACEMENT

1. PURPOSE. The purpose of this chapter is to provide guidance and procedures to commands for state-issued badges in need of repair or replacement.

2. AUTHORITIES.
 - a. California Vehicle Code. Section 2257 of the California Vehicle Code (CVC) authorizes the Commissioner to issue a badge of authority to each uniformed member of the Department. This section also specifies several aspects of the badge design. California Vehicle Code Section 2258 states neither the Commissioner nor any other person shall issue a badge to any person who is not a duly appointed member.

 - b. California Penal Code. Section 538d.(d) of the California Penal Code authorizes the Commissioner to issue a badge to a member of the Department that has honorably retired. The words "Honorably Retired" shall be affixed to the top of the badge. The term "Honorably Retired" does not include a member who has agreed to a service retirement in lieu of termination.

 - c. Department Policy. Department policy and agreements with the California Association of Highway Patrolmen have historically mirrored each other in authorizing the Department to furnish the initial issuance of all safety and policy protective equipment, including a badge, to each uniformed member.

3. RESPONSIBILITY.
 - a. Business Services Section. The Business Services Section (BSS) shall establish procedures and be responsible for the repair and replacement of state-issued badges, including the replacement of the rank designation ribbon, and the attachment of the "Honorably Retired" and "In Memoriam" ribbons.

 - b. Employees. Employees shall be responsible for assigned badges and shall maintain them in a condition that reflects favorably upon the Department. Badges are considered CHP-owned equipment. Badges lost or damaged due to employee negligence shall be replaced at the employee's expense.

4. REPAIR OR REPLACEMENT.

a. Promotion/Demotion. When an employee is promoted or demoted, the command shall forward the employee's state-issued badge, together with the associated CHP 511, Badge Transmittal, to the Badge Coordinator for replacement of the rank designation ribbon.

b. Damaged or Defective. The command shall forward a damaged or defective badge, along with the associated CHP 511, to the Badge Coordinator for repair or replacement when the following occurs:

- (1) When damaged or defaced.
- (2) Becomes noticeably discolored and luster cannot be restored.
- (3) Exhibits a high degree of detail loss.
- (4) Exhibits loss of enamel inlay.
- (5) Joint/pin/clasp becomes unsafe or ineffective.

c. Badge Determined Unrepairable. If a state-issued badge is determined to be unrepairable and the employee is not found at fault for the damage, the badge will be replaced at the expense of the Department. If the employee is at fault, the employee will be responsible for reimbursing the Department for the expense of the badge.

d. Disposition of Badge Determined Unrepairable. If a state-issued badge is determined to be unrepairable by the badge vendor or Badge Coordinator, the employee will be given the opportunity to retain the badge as a memento. The Department will gift the badge to the employee at no charge. If the employee does not desire to retain the badge, it will be disposed of by the Department.

- (1) Requesting Replacement for a Badge Determined Unrepairable. The Badge Coordinator shall order a replacement badge for an employee when the state-issued badge is determined to be unrepairable by either the badge vendor or the Badge Coordinator. The Badge Coordinator will purchase a replacement badge for the employee after receiving approval as outlined in paragraph 5.a.

5. LOST OR STOLEN STATE-ISSUED BADGE. If a state-issued badge is lost or stolen and the employee is not found to be negligent, the badge will be replaced at the expense of the Department. If the employee is at fault, the employee shall be responsible for reimbursing the Department for the expense of the badge.

a. Requesting a Replacement for Lost, Stolen, or Damaged State-Issued Badge. To request a replacement badge, the employee shall e-mail their commander. The commander shall determine whether negligence was involved and include the determination in an e-mail to their respective Division.

(1) No Negligence. The command shall forward the employee's e-mailed request, with their determination of no negligence, to the Division. If in agreement with the command's determination, the Division shall forward their approval, via e-mail, to the Badge Coordinator at BadgeCoordinator@chp.ca.gov with a cc to the Administrative Services Division (ASD) Inventory Control Unit designee at inventorycontrol@chp.ca.gov.

(2) Negligent. Should the command find the employee negligent, the command shall complete a CHP 51, Memorandum, to their Division with an explanation of the circumstances which resulted in the badge becoming lost, stolen, or damaged, and the command's determination of negligence. Upon receipt, the Division shall submit a CHP 51 to the appropriate Commissioner, with their concurrence or dissent, including any supporting materials. The appropriate Commissioner shall make the final determination and, upon approval, will forward the completed memorandum and associated documents, through ASD, to the Badge Coordinator for processing.

6. BADGE REPAIR/REPLACEMENT TIME FRAMES. A badge submitted by the command to the Badge Coordinator for repair can expect to be returned to the command within three months. For a badge determined to be lost, stolen, or unrepairable, a replacement badge is expected to be delivered to the command approximately three months after the coordinator receives approved replacement documentation.

7. TEMPORARY BADGE. To request a temporary badge, the command shall e-mail the Badge Coordinator indicating the affected employee's name, rank, badge number, and reason for the temporary badge. The Badge Coordinator shall issue a temporary badge, along with an 076-11, Badge Transmittal, to Command. Once received, the command shall send the employee's state-issued badge, with the completed CHP 511, to the Badge Coordinator for processing. Upon receipt of the repaired badge, the

command shall immediately return the temporary badge, along with a completed CHP 511, to the Badge Coordinator. For instructions on badge shipping procedures, refer to paragraph 12 of this chapter.

NOTE: A temporary badge is assigned to an individual, not the command; therefore, the command is not authorized to have a supply of temporary badges on hand. Temporary badges are property of the Department and are managed by the Badge Coordinator. A temporary badge deemed unrepairable shall be appropriately disposed of by the Department. Temporary badges that become lost, stolen, or damaged beyond repair by the assigned employee shall follow the same procedure for replacement outlined in paragraph 5.a. of this chapter.

8. MULTIPLE STATE-ISSUED BADGES FOR ASSISTANT COMMISSIONERS AND ABOVE. Uniformed personnel appointed to the rank of Assistant Commissioner and above will be allowed to retain their existing state-issued badge as a memento. The Department will purchase an additional state-issued badge with the appropriate Commissioner rank. If the employee departs from the Commissioner position prior to separation, the state-issued Commissioner badge shall be returned to the Badge Coordinator with a completed CHP 511 and shall be kept on file until retirement. Upon honorable retirement, the Commissioner badge, and any pre-existing state-issued badge(s) regardless of rank, will be affixed with an Honorably Retired ribbon. The Department shall not provide multiple badges to employees in any other rank.

9. DISPOSITION OF BADGE UPON SEPARATION.

a. Retirement.

(1) Commands shall send the state-issued badge and completed CHP 511 to the Badge Coordinator upon an employee's retirement from the Department, regardless of retirement clearance status. It is recommended commands submit badges as soon as a retirement date is known, or three months prior to the employee's last day. Refer to paragraph 12. for instructions on badge shipping procedures.

(2) Badges will be held by the BSS until it is determined the employee is honorably retiring. The Badge Coordinator will release the retiring employee's state-issued badge (affixed with the required Honorably Retired ribbon indicating the badge is not active), to the employee's last known command once the employee's retirement clearance status has been confirmed with the Internal Affairs Section (IAS). The Badge Coordinator is not authorized to mail badges directly to retired employees. It is the command's responsibility to return the retirement badge to the employee.

b. Line-of-Duty Death. The command shall notify the Badge Coordinator as soon as possible to arrange for the attachment of the "In Memoriam" ribbon. A completed CHP 511 for the attachment of the ribbon shall be e-mailed by the command to the Badge Coordinator. In the event of an off-duty death of an active employee, the process outlined in paragraph 8.c. of this chapter shall be followed.

c. All Other Separations. Uniformed employees shall immediately surrender their state-issued badge to their command upon separation. Commands shall immediately send the separated employee's state-issued badge, along with a completed CHP 511, to the Badge Coordinator for safekeeping and processing. It is the command's responsibility to ensure the state-issued badge is returned to the BSS. The state-issued badge can be identified using Highway Patrol Guide 73.6, Uniform and Equipment Specifications Guide, Chapter 2, Uniform Items, paragraph 1.c.(10) and (11). Questions regarding the identification of a state-issued badge can be directed to the Badge Coordinator. For instructions on badge shipping procedures, refer to paragraph 12. of this chapter.

d. Disposition of Cap Piece Upon Separation. A cap piece from any separation may be kept by the command for future use or may be returned to BSS, Supply Services Unit, along with a CHP 266A, Credit Memo - Non-Equipment.

e. Destruction. The BSS shall be responsible for the destruction of the badges remitted. Badges will be submitted for destruction every five years or sooner, as needed.

10. BADGE MANUFACTURER'S WARRANTY. Badge manufacturers offer a lifetime warranty against the detachment of safety catches, joints, posts, panels, seals, and the discoloration of enamel. The clear, baked-enamel coating is warranted to protect a badge from discoloration for three years. All other manufacturing defects are guaranteed for one year. The warranty period begins from the date of original invoice and applies only to normal wear and tear.

11. BADGE CARE. Each badge has been highly polished and finished with a clear, protective coating which should stay bright and shiny for several years. To clean a badge, use only mild soap and water. Do not use chemicals or abrasives as these agents will remove the protective coating and cause the badge to tarnish.

12. SHIPPING PROCEDURES. Badges and a completed CHP 511 shall be packaged with protective material within sturdy shipping packaging to prevent damage during transit (envelopes may not be used). For tracking purposes, badges shall be shipped using the contracted shipping vendor, FedEx (by means of FedEx 2Day) to the following address:

California Highway Patrol
Business Services Section
Attn: Badge Coordinator
601 North 7th Street
Sacramento, CA 95811

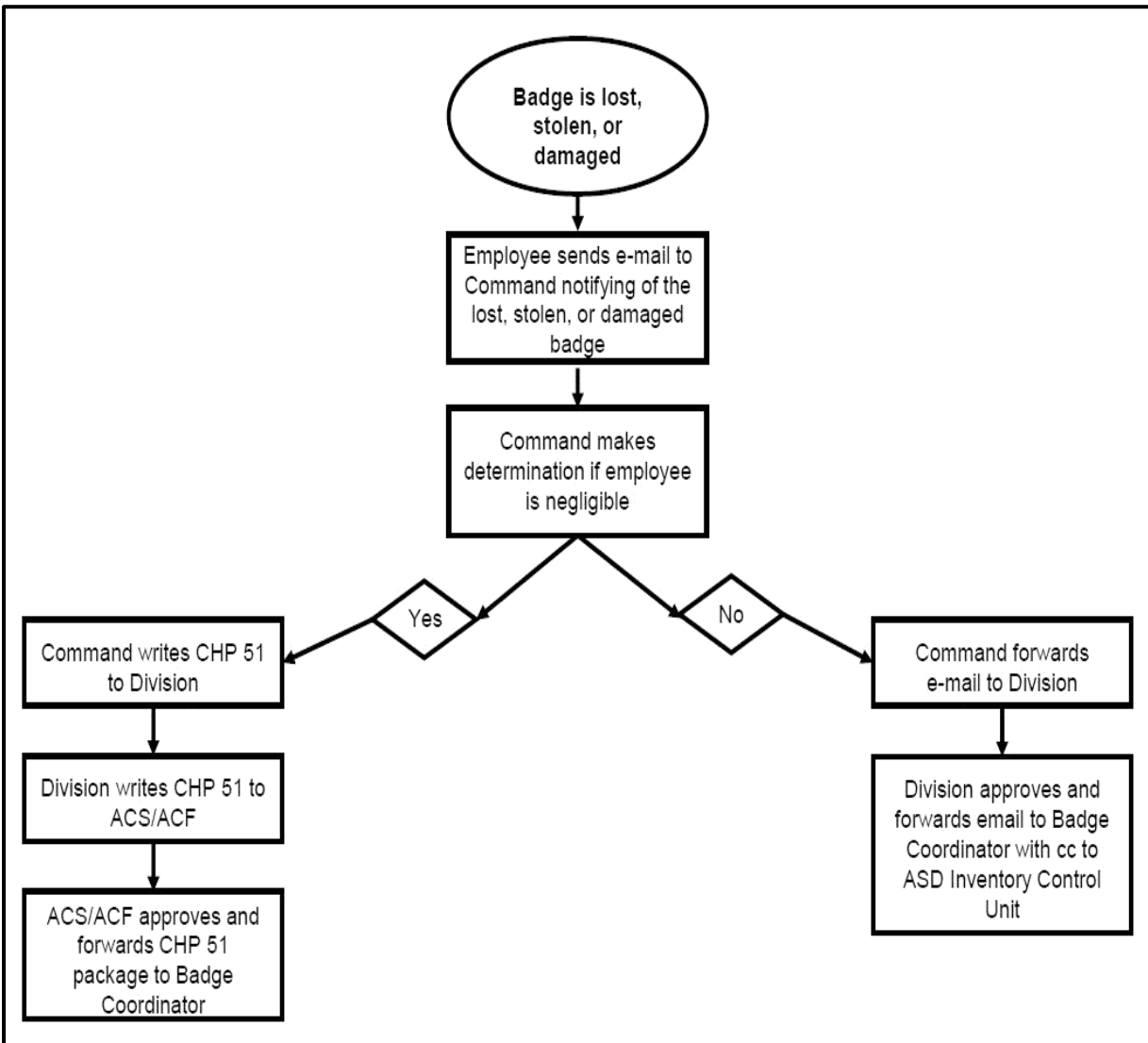
Each packaged badge should be insured for \$500. Badges may also be delivered in person to the same address (appointment strongly recommended). Badges shall not be shipped via the U.S. Postal Service.

13. SECONDARY BADGE. To obtain a secondary badge, refer to Highway Patrol Manual 73.5, Uniform/Grooming and Equipment Standards, Chapter 6, Regulations for Optional Uniform Items. The employee is responsible for the purchase and repair of a secondary badge.

a. Re-Issuance of Secondary Retirement Badge. Employees who have honorably retired from the Department and wish to purchase a secondary badge should contact the Badge Coordinator, who will issue a CHP 031-001, Re-Issuance of California Highway Patrol ID Card and/or Badge, for the retired employee to complete and return to IAS. Upon notification from IAS that the retired employee is cleared to have an honorably retired badge, the Badge Coordinator will coordinate the approval letter from the appropriate Commissioner and return it to the retired employee who may present the letter to the badge company of their choosing. No other individual aside from the retired employee may request a secondary retirement badge.

ANNEX A

LOST, STOLEN, OR DAMAGED BADGE REQUEST DECISION AND ACTION FLOWCHART



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ANNEX B

BADGE REPLACEMENT CHECKLIST FOR LOST, STOLEN, OR DAMAGED BADGE

If **due to negligence**, a badge replacement request memo packet will include the following elements:

- ✓ E-mail notification from employee to command regarding the status of the state-issued badge (lost, stolen, or damaged beyond repair).
- ✓ CHP 51, Memorandum, from command to Division advising the command has determined negligence was involved. The employee will be allowed to reimburse the Department for the badge. If the employee agrees to reimburse the Department, an adverse action shall not be initiated.
- ✓ CHP 51 from Division to the appropriate Assistant Commissioner for approval. Once approved, documents will be scanned and e-mailed to the ASD Inventory Control Unit and Badge Coordinator. Replacement badges will not be purchased until there is confirmation the employee has fulfilled their reimbursement to the Department or received corrective actions.

If **not due to negligence**, a badge replacement request packet will include the following elements:

- ✓ E-mail notification from employee to command regarding the lost/stolen or damaged badge. Explain why a replacement badge is needed and if the employee is keeping the original badge as a memento. If badge was declared Damaged Beyond Repair by the Badge Coordinator/badge vendor, please include e-mail from Badge Coordinator.
- ✓ E-mail from command to Division stating determination of no negligence.
- ✓ E-mail from Division to the Badge Coordinator with carbon copy to ASD Inventory Control Unit. Assistant Commissioner approval is **not** needed; however, the e-mail should include language referencing Division's delegated authority under CVC Section 2257 to approve a replacement state-issued badge.

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