

**CHAPTER 2**  
**COMMUNITY PARTNERSHIPS**  
**REVISED DECEMBER 2025**  
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## CHAPTER 2

### COMMUNITY PARTNERSHIPS

#### 1. PURPOSE.

- a. Building partnerships is not a new concept for the Department. Commands, especially those with day-to-day contact with the public, should identify stakeholders with a vested interest in traffic safety and actively engage them in collaborative efforts. These partnerships amplify the Department's reach, strengthen community trust, and enhance traffic safety outcomes.
- b. The benefits of partnerships include cultivating a positive public attitude toward law enforcement, reducing crime and fear of crime, increasing officer satisfaction and effectiveness, and introducing innovative solutions to persistent issues. Effective partnerships also enhance communication and foster trust between law enforcement and the communities they serve.
- c. Examples of successful partnerships include:
  - (1) "Click It or Ticket" and "Go Safely, California" campaigns, rely on coordinated media messaging, enforcement, and community engagement to increase compliance with safety laws. California has maintained a seat belt compliance rate above 96 percent, thanks in part to continued multi-agency collaboration.
  - (2) Each April, Distracted Driving Awareness Month unites the California Highway Patrol (CHP), Office of Traffic Safety (OTS), Impact Teen Drivers, and numerous local police and sheriff's departments across the state in a coordinated effort to address the dangers of distracted driving. These agencies implement high-visibility enforcement operations and public education campaigns, funded through OTS grants. Campaigns like "Put Your Phone Down Just Drive" focus on raising awareness among teen drivers and the general public about the risks of mobile device use behind the wheel.
  - (3) El Protector Program, established in 1987, remains a model of community-oriented outreach. The program was created in response to data showing Hispanic surname drivers were disproportionately involved in fatal collisions. Bicultural and bilingual CHP officers work closely with Hispanic communities to provide safety education in Spanish at churches, community events, and migrant camps. Since its inception, both driving under the influence arrests and fatal collisions involving Hispanic drivers have shown a consistent decline.

(4) Safety Corridor projects have addressed high-collision roadways since 1999 through multi-agency cooperation, public awareness, and engineering improvements. These projects have measurably reduced crashes and serve as replicable models for Area offices.

## 2. GOALS.

a. The community outreach philosophy focuses on empowering long-term proactive partnerships dedicated to resolving traffic safety-related issues through collaboration.

b. The goals below outline steps to achieve our joint objectives:

(1) Engage residents, local businesses, media, educational systems, and local government organizations in sustained long-term efforts such as ongoing traffic safety presentations, traffic safety educational booths, community awareness campaigns, and collaborative enforcement initiatives to promote traffic safety and related concerns.

(2) Identify community concerns and complaints through an interactive problem-solving process to mitigate repetitive traffic safety issues.

(3) Increase trust and communication between the Department and all segments of the community.

## 3. OBJECTIVES.

a. Identify and invite a wide cross-section of the community—businesses, churches, local government, schools, parks, nonprofits, and justice system representatives—to participate in Area traffic safety planning meetings (refer to Annex A).

(1) Areas should conduct a CHP 414, Community Services Survey (CSS), (refer to Annex D) to identify safety concerns prior to conducting the Area traffic safety meeting.

(2) Areas may consider forming a local traffic safety committee to offer the community a platform for discussing traffic-related concerns and identifying shared issues of interest.

- b. Provide training for community groups—neighborhood watch leaders, community activists, community-based organizations—in the mission, purpose, and objectives of the Department.
  - (1) Enhance the role of local committee members by appointing neighborhood watch leaders and trainers.
  - (2) Train community-based organizations in long-term outreach, traffic safety, and strategies.
  - (3) The Department will utilize community surveys to assess its effectiveness.
- c. Provide orientation and training to partnering agencies, state, county, and city on community outreach strategies.
- d. Develop orientation and training sessions for state, county, and city departments involved in community outreach partnerships.
- e. Develop working action plans with other agencies, e.g., Waste Management, Amazon, Gas/Electric Companies, and community organizations and advocacy groups such as Mothers Against Drunk Drivers (MADD), Safe Kids, and Sleep in Heavenly Peace.
- f. Engage state, county, and city departments in maintenance—related programs to support roadway safety, infrastructure upkeep, and vehicle compliance including the California Department of Transportation, Freeway Service Patrol, and Commercial Vehicle Inspection Programs (CARB, DMV, BAR).
- g. Involve elected officials at all levels (city councils, boards of supervisors, state legislators, and members of Congress) in community safety efforts.
  - (1) Involve elected officials as Area committee members.
  - (2) Invite and encourage all government agencies and elected officials to participate in training that promotes a shared community outreach philosophy.
  - (3) Provide elected officials with regular updates and invitations to participate in annual campaigns and events that foster partnerships (National Night Out - August 6th, Impact Teen Drivers, Office of Traffic Safety).
  - (4) Refer community members to resources outside of the CHP, depending on their specific needs.

(5) Create and develop a comprehensive referral resource guide, including neighborhood organizations, local and regional services, and public health partners (e.g., DMV, Department of Public Health, Friday Night Live, MADD, and 211 California).

(6) Train all employees in referral procedures and available community resources.

(7) Develop a procedure for updating the resource guide and directories.

(8) Introduce Area commanders as primary points of contact and a valuable source for community feedback and engagement.

(9) Maximize coordination with community service providers, state, county, and city departments, governmental agencies, and neighborhood community groups.

(10) Inform elected and appointed officials of the goals and activities of community outreach. Introduce Area commanders as a point of contact and source for feedback.

(11) Introduce Area commanders to community groups, organizations, and service providers.

(12) Conduct a management update with key managers in other departments on information resources and problem-solving methodology.

#### 4. PARTNERSHIPS.

a. Community outreach thrives on innovative, long-term partnerships with traditional and nontraditional stakeholders. These may include governmental agencies, nonprofits, local businesses, media, school districts, hospitals, and community activists. The goal is to proactively identify and resolve issues impacting traffic safety and quality of life.

b. Effective partnerships are active, inclusive, and adaptable. They evolve with the community and are built on mutual respect and a shared commitment to public safety.

c. Partner with public health agencies to address the intersection of mental health, substance abuse, and traffic safety; collaborate with schools and youth organizations for teen driver safety and bicycle education; and engage community-based organizations for outreach to the underserved population.

- d. Promote sustainability of efforts by incorporating data, feedback, and shared metrics of success. These include data on community engagement, stakeholder satisfaction, and reductions in crashes.
- e. Enforcement alone yields temporary results. Sustainable change comes from combining enforcement with education and engineering. For example, a high-collision intersection might initially benefit from enforcement, but long-term improvement will depend on public awareness and infrastructure changes in partnership with local planners and engineers.
- f. Community policing and outreach remain voluntary and uncompensated but invaluable. The Department and its partners must recognize and honor the time and expertise contributed by community members.
- g. The CHP is committed to expanding community outreach partnerships that include all aspects of the community and identifying partnerships that will increase the Department's influence on traffic safety. Therefore, the CHP is committed to improving communication and developing successful partnerships with California Native American and Alaska Native tribes. As the Department continues to build and sustain these government-to-government relationships, the CHP will support these partnership opportunities in the following ways:
  - (1) Tribal leaders will be invited to work with the CHP on traffic safety issues and to develop partnerships that will be mutually beneficial for the well-being of California Native American and Alaska Native tribes and the communities in which they are located.
  - (2) The Department recognizes and affirms the inherent right of California Native American and Alaska Native tribes to exercise sovereign authority over their members and territory. Refer to Annex H for a complete copy of the Tribal Consultation Policy.

## 5. EVALUATING PARTNERSHIPS.

- a. The CHP and community partnerships are most successful when:
  - (1) The partnership has a specific purpose and realistic goals.
  - (2) All partners are committed to finding and supporting solutions to problems.
  - (3) Every partner stays actively involved in the process.
  - (4) Partner organizations support the partnership.

- (5) There is a clear process for monitoring progress or lack of it.
- b. Partnerships most often fail when:
  - (1) There is a lack of specific purpose.
  - (2) Accountability is lacking.
  - (3) There is a failure of follow-through.
  - (4) Progress is not monitored adequately.
  - (5) There is a breakdown in communication.
  - (6) Evaluative criteria are not clear or operational.

## 6. IDENTIFYING POTENTIAL PARTNERS.

a. Traffic Safety Partnerships. Building traffic safety partnerships involves taking the initiative to identify and invite stakeholders to become part of the traffic safety team. Law enforcement often appears separate from the community; bridging this gap requires the initiative of the Area commander to reach out to the community. Reviewing General Order 22.6, Command Strategic Planning and Environmental Analysis, is the initial step. This analysis helps to identify factors that could affect or influence command operations. The second step is the Community Services Survey. Both provide essential information necessary for successful command management.

b. Environmental Analysis. The Environmental Analysis process was developed to assist commanders in identifying stakeholders and community leaders. Commanders should use this information to ensure the deployment of available resources has the greatest potential to impact traffic safety. This information is critical to proper and thorough strategic planning, particularly the development of community outreach activities.

- (1) The Environmental Analysis is a process to learn the intricacies of the community and its immediate traffic safety needs. This is an external assessment of the community by the Area command. It provides the commander with an overview of economic, demographic, political, social, and physical factors that may influence an Area command. It also includes the many associations, organizations, advocates, community leaders, and other entities that make up the community.

(2) Once identified, community leaders and stakeholders should be contacted to put a “face with the name” and invited to work with CHP on traffic safety issues. Commanders should also share pertinent information about the Department. Publications, such as “CHP-1 Newsletter,” should be shared with anyone unfamiliar with departmental operations.

(3) Area commanders should visit these leaders and stakeholders during their normal business hours as a means of introducing CHP to the community and establishing partnerships. Afterwards, any group or individual who has expressed an interest in working with CHP should be invited to a meeting to sit and discuss relevant traffic safety issues. This process will demonstrate the CHP’s commitment to the community and will help establish the development of community partnerships.

c. Areas are encouraged to explore more than just the economic, political, social, and cultural aspects of the community. If something impacts the community, and potentially the Area command, it should be identified, reviewed, and discussed.

## 7. STRATEGIES FOR BUILDING POLICE COMMUNITY PARTNERSHIPS.

a. Identify and invite community partners to Area traffic safety committee meetings. Mobilizing and involving community partners in departmental traffic safety efforts will require the Area commander to take the initiative to reach out to the community.

b. Recruit concerned and committed residents actively involved in traffic safety, along with other community leaders, to enhance committee success.

c. Properly plan the first meeting. A well-planned and organized initial meeting is critical to getting the community involved and achieving the stated goals.

d. Identify community resources realistically.

e. Delegate responsibilities judiciously.

f. Maintain and sustain community partners.

g. Attend community events, neighborhood, and business meetings.

h. Hold partnership meetings regularly.

i. Publicly promote successes.

j. Review failures analytically without assigning blame.

- k. Evaluate partnership effectiveness continually.
- l. Promise only what can be delivered.
- m. Improve communications within the community.
- n. Utilize neighborhood websites, social media, newsletters, and meeting agendas.
  - (1) Social Media posts are an inexpensive way to distribute timely information about upcoming meetings, neighborhood problems, or celebrations of success.
  - (2) Find local community safety groups on social media that may be interested in partnering with the Department.
  - (3) Subscribe to local city or council newsletters, media advisory/press releases via email

8. PROCEDURES FOR ESTABLISHING PARTNERSHIPS. Once a partnership involving an endorsement from the Department or the use of the Department's name, logos, and/or products has been identified, the Area/Division shall prepare and submit a memorandum through channels to the appropriate Commissioner's office for review and approval. The memorandum should include a Partnership Proposal outlining the proposed agreement between the Department and the outside entity (refer to Annex C), the purpose of the partnership, and any pros/cons regarding the partnership. Any questions concerning legal issues shall be directed to the Office of Legal Affairs. Any community outreach contracts (refer to Annex C) developed with grant funds, shall be conducted through the COMS, after receiving Area/Command approval.

9. PROBLEM SOLVING.

- a. Problem solving is a collaborative process to identify problems, gather data, and develop teamwork. It develops and implements a solution and a purpose to solve or prevent similar problems. Each phase supports the next; without shared responsibility, results tend to be short-lived.
- b. Problem solving requires judgment, communication skills, imagination, and the ability to consider variables as they relate to a particular problem in order to develop short and long-term solutions to recurring problems. Problem solving includes proactive problem identification from all stakeholders, detailed analysis, team building, consensus reaching, innovative and comprehensive solution development, task sharing, fault-free assessment to determine the effectiveness

of the implemented solution, and a foundation and platform for even greater efficiency.

c. Problem solving is a cyclical process—define the problem, analyze alternatives, implement agreed strategies, review results, and, if necessary, refine the original approach.

## 10. PROBLEM-SOLVING PROCESS.

a. The scanning, analysis, response, and assessment model is the most widely used problem-solving process in law enforcement:

(1) Scanning. Where an issue or concern repeatedly occurs and is identified by the community or law enforcement agency as a problem. The issue can be brought to the attention of law enforcement by the officer working the beat, through analysis of collision data, by a community member, or from any other source. Identifying a problem requires commitment and attention to detail, is data-driven, and considers the personal observations and experiences of individuals familiar with the location or issue. Through a comprehensive examination, the root problem is identified, and early assumptions, which often focus on the symptoms, do not distract the problem solver. Scanning or identifying issues and solutions should be proactive and take place at least quarterly, with a review of applicable collision data. Community members should be surveyed at least once each year to ascertain where they perceive traffic safety can be improved.

(2) Analysis. Gather and scrutinize all available information—stakeholders, incident history, prior interventions—asking “who, what, when, where, why, and how” to ensure the response is properly targeted. Analysis should be thorough, creative, and as innovative as the response, because the characteristics of each problem vary.

(3) Response. Develop and implement strategies tailored to eliminate, reduce, or better manage the problem, or transfer it to a more appropriate authority. Each strategy must have clear goals, timelines, and assigned responsibilities. By removing the problem from police consideration, the invested party gives the problem to the individual or agency that can better handle the problem.

(4) Assessment. Assessment allows the problem solver to determine what effect the response had on a problem. If the response had little or no effect, more analyses can be completed so an appropriate response can be

applied. If the response resulted in a positive change, the problem solver can determine what, if anything, is needed to maintain the change.

## 11. SURVEYS.

a. Community Services Survey. Providing the community with a method to informally relay their opinions and impressions of the CHP is the goal of Community Services Survey (CSS) (refer to Annex D). The survey has been developed as a form located on the CHP Internet home page under the Information and Resources section. The survey can also be accessed via a QR code posted and visible to the public at all commands (refer to Annex D). It should **not** be viewed as a means to solicit complaints. Rather, CSS allows community members to provide feedback on how CHP can improve relations and address community concerns. This tool should be viewed as an unequivocal method to receive and implement community suggestions into departmental operations. The CSS is an external assessment of the Department by the community.

(1) The CSS is an excellent method to learn the needs of the community and shed light on the public's perception of law enforcement operations and practices. Information gathered from the survey should be used to evaluate an Area's traffic safety efforts, leading to the creation of traffic safety partnerships. Effective community outreach, partnerships, and problem-solving occur when law enforcement personnel understand and respond to the specific concerns of the communities they serve.

(2) The CSS shall be posted and can be completed in person at all commands by scanning a QR code. A physical copy of a CHP 414 (Community Service Survey) shall also be available for in-person completion at all commands. There are certain benefits to each method, and commanders should consider staffing and resources before proceeding.

(3) The CSS can be provided to community members for completion, or personnel can conduct interviews and enter the information directly onto the form. Commanders should review the data and assess the community's perception of the Area command. This information should be used to further evaluate local traffic safety efforts. All visiting community members should be encouraged to complete the CSS.

b. Bilingual Survey. Another meaningful tool, which supports the Environmental Analysis, is the annual language survey. The Equal Employment Opportunity Section conducts this survey to determine the languages spoken by the individuals receiving departmental services. This invaluable tool provides

commands with specific demographic information that may be different from the resident population. Information gathered from the annual language survey should be used to determine if departmental traffic safety brochures should be translated into other languages to ensure that safety information is being effectively delivered to all members of the community.

NOTE: Individually, these processes can provide a snapshot of the Area command and the community. However, used in unison, they provide a panoramic perspective of the community, including how the Area perceives the community, how the community perceives the Area command, and how the two can work together to enhance traffic safety. These communication processes will aid the Area in assessing its station and position in the community, offer suggestions on how to create partnerships with the community, and provide feedback to Area personnel.

## 12. CREATING AND CONVENING TRAFFIC SAFETY TEAMS AND COMMITTEES.

a. Commanders should invite identified community leaders to participate in the Area command's traffic safety committee. This is accomplished by openly and honestly sharing information about the Department and its efforts to mitigate traffic crashes and enhance traffic safety. Annex A provides suggestions on how to conduct effective committee meetings.

b. It is imperative that the Area commander and all employees be proactive and take initiative to reach out to include all segments of the community in departmental traffic safety efforts. This will demonstrate the CHP's willingness to work with the community and its desire to promote traffic safety.

c. It is important to note that the community may not be receptive to partnering with law enforcement agencies at first, but through continuous and consistent effort, the Department can demonstrate its sincere commitment to the community. However, this process will not necessarily be a smooth one. Law enforcement agencies have been challenged, and in some cases stymied, by key barriers such as misperceptions of law enforcement and the inability to establish mutual trust within ethnic minority communities. The primary objectives of creating these teams and committees are as follows:

- (1) Improve communication between CHP and community-based groups and agencies.
- (2) Hold joint CHP/community neighborhood meetings.
- (3) Set up permanent joint CHP/community committees.

- (4) Recruit community representatives for partnership committees.
- (5) Select departmental representatives for committee participation.
- (6) Involve the media.
- (7) Provide media with information on partnership-sponsored events and meetings so they can be publicized in a timely manner.
- (8) Invite media and media representatives to partnership events and meetings.
- (9) Ensure the media has the necessary information or data on partnership achievements and successes.
- (10) Provide response information to any unfavorable story appearing in the media.
- (11) Develop a partnership proposal (refer to Annex C).
- (12) Implement the partnership proposal.
- (13) Determine community problem priorities.
- (14) Identify individuals who are involved or concerned with specific problems or incidents. Make sure they are invited to participate in the problem-solving deliberation.
- (15) Reach a consensus on a strategy plan for confronting community concerns or problems.
- (16) Identify and complete training courses that offer insight into the various communities the Department is seeking to develop partnerships with.
- (17) Benefits of developing an action plan with your partnership:
  - (a) Clarify expectations.
  - (b) Document accomplishments.
  - (c) Renew team spirit.
  - (d) Promote consensus.
  - (e) Hold partners accountable.

- (f) Establish operating guidelines.
- (g) Be aware of potential warning signs of escalating community problems.
- (h) Determine common concerns when looking for partners to facilitate change.
- (i) Establish goals and objectives to make these changes occur.
- (j) Document community problems and community nuisance activities.
- (k) Notify appropriate city or county officials of problems and report suspicious acts and/or criminal activities to the appropriate allied agency.
- (l) Work with community partners on formulating possible solutions to identified community concerns.
- (m) Delegate responsibility whenever possible and remember there is power in partnering.
- (n) Be accountable when taking action.
- (o) Be responsible for using all possible resources available when addressing a community concern.
- (p) Be sure to routinely communicate with community partners, including government officials. Effective communication is vital to long-lasting cooperative efforts.

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**ANNEX A**  
**MEETING GUIDELINES**

1. BEFORE THE FIRST MEETING. The coordinator should solicit assistance for the meeting from others, including members of the Department as well as members of the community.

- a. Advertise the first meeting on social media or through flyers. Provide an address and explain the purpose of the meeting. Include the date and time, but do not plan to meet for more than an hour and a half.
- b. The coordinator should make it a point to personally invite community members, and residents of local tribes, to the meeting. A good turnout typically generates a wider range of input and ideas.
- c. Inspect the town hall or neighborhood meeting site for access to parking, the size of the meeting room, restroom facilities, and proper places to put food and resource tables. Consider planning for a childcare room and the need for interpreters.

2. AT THE FIRST MEETING.

- a. Consider serving light refreshments. Snacks offer a great opportunity to socialize.
- b. Use a sign-in sheet for names, addresses, phone numbers, and e-mail addresses of attendees.
- c. Set the tone. The purpose of the meeting is to identify concerns and to establish a communication network. Point out successes.
- d. Stay on schedule. An agenda is useful for staying on track.
- e. Project optimism and the enthusiasm will be contagious.
- f. Begin with introductions. Ask attendees to give their address, how long they have lived there, and briefly talk about their families.
- g. Ask attendees to list their top concerns. Have someone take notes.

3. ASSISTANCE NEEDED DURING THE MEETING.

- a. A leader (the coordinator).
- b. Scribe/note taker (someone to write notes on flip chart).
- c. Interpreter (if necessary).

## ANNEX A

### MEETING GUIDELINES

#### 4. ITEMS TO ENRICH YOUR MEETING.

- a. Flip chart and markers.
- b. Sign-in sheet.
- c. Name tags.
- d. Refreshments.
- e. Agenda.
- f. Miscellaneous items such as pencils and notepads, a stapler, scissors, paper clips, tape, and posters featuring pictures of past events.

#### 5. SUBSEQUENT MEETINGS.

- a. Relinquish responsibilities to attendees by asking them to perform specific tasks. Be available to assist them with planning future meetings.
- b. Invite resource people who can address a specific concern identified at an earlier meeting. Law enforcement officers, school administrators, and city service personnel are excellent speakers who applaud community efforts and can serve as future contacts when problems arise.
- c. Continue to be available as a source of advice and encouragement to attendees.
- d. Take photos and document any actions taken/arrests made which may be of interest to attendees at the follow-up meetings. Forward any photos and newsworthy information to the person in the office who will be making the presentation for inclusion in a "slide show." This is a perfect opportunity to get recognition for the Department. All too often, hard work is overlooked and this is a chance to show the dedication and hard work of our officers. However, Departmental employees shall be aware of disclosure laws, specifically to juveniles.
- e. A common mistake is to collect feedback - both formal and informal - and fail to act on any of the problems. This decreases the trust between the agency and the community. If feedback is desired from the community, be ready to act on the feedback and attempt to solve the problems noted.

**ANNEX B**  
**SAMPLE PARTNERSHIP LETTERS**



**CALIFORNIA  
HIGHWAY PATROL**

601 North 7<sup>th</sup> Street, Sacramento, CA 95811 |  
800-735-2929 (TT/TDD)  
800-735-2922 (Voice)

CALIFORNIA STATE TRANSPORTATION AGENCY

GAVIN NEWSOM, GOVERNOR

February 18, 2025

File No.: 252.10000.07-053

Ms. Marsha Porter, Traffic Safety Instructor  
McClatchy C.K. Senior High School  
3066 Freeport Boulevard  
Sacramento, CA 95818

Dear Ms. Porter:

Recent statistics show California teenage drivers are being injured and dying in automobile collisions at an alarming rate. To help reduce teen injuries and deaths in our community, the California Highway Patrol (CHP) invites you to partner with us in promoting the Start Smart program.

Start Smart helps newly licensed teenage drivers understand the responsibilities that come with being a licensed California driver. Teens and their parents/guardians are invited to attend a free class at the CHP (OFFICE NAME) office, where officers discuss driving techniques and risky behaviors common among young drivers.

Partnering with your school will help generate interest and increase participation. You'll receive Start Smart brochures and invitation letters to share with newly and future licensed teen drivers.

This program reinforces that poor decisions behind the wheel can endanger lives. We look forward to discussing this partnership. Please contact the (OFFICE NAME) Area office at (OFFICE PHONE NUMBER) with any questions.

Sincerely,

T. SMITH, Captain  
Commander  
South Sacramento Are

*Safety, Service, and Security*  
CHP 49 (Rev 4-25) OPI003



## ANNEX B

### SAMPLE PARTNERSHIP LETTERS *(continued)*



**CALIFORNIA  
HIGHWAY PATROL**

CALIFORNIA STATE TRANSPORTATION AGENCY

601 North 7<sup>th</sup> Street, Sacramento, CA 95811 |  
800-735-2929 (TT/TDD)  
800-735-2922 (Voice)

GAVIN NEWSOM, GOVERNOR

February 1, 2024

File No.: 252.10000.07-053

Ms. Maureen Joyce, Office Manager  
Department of Motor Vehicles  
7226 Florin Mall Drive  
Sacramento, CA 95823

Dear Ms. Joyce

Recent statistics have shown California teenage drivers are injured and are dying in automobile collisions at an alarming rate. In an effort to reduce the number of teenage injuries and deaths related to automobile collisions within our community, the California Highway Patrol (CHP) would like to interest you in establishing a partnership to promote a program targeting teen drivers. The program is called "Start Smart."

Start Smart is aimed at helping newly licensed teenage drivers become more aware of the responsibilities that accompany the privilege of being a licensed California driver. Newly licensed teenage drivers and their parents/guardians are invited to attend and participate in a free Start Smart class hosted at the CHP (OFFICE NAME) office. Through candid conversations, officers facilitating these meetings will address driving techniques while also sighting examples of driving tendencies that place local young drivers at risk.

As a partner, you will be supplied with Start Smart invitation letters and brochures, which you can provide to newly licensed and future licensed teenage drivers.

I look forward to meeting with you or anyone from your staff to discuss this possible partnership. Please contact the (OFFICE NAME) CHP office at (OFFICE PHONE NUMBER) with any questions you may have.

Sincerely,

T. SMITH, Captain  
Commander  
South Sacramento Area

*Safety, Service, and Security*

CHP 49 (Rev 4-25) OPI 003



## ANNEX B

### SAMPLE PARTNERSHIP LETTERS *(continued)*



**CALIFORNIA  
HIGHWAY PATROL**

CALIFORNIA STATE TRANSPORTATION AGENCY

601 North 7<sup>th</sup> Street, Sacramento, CA 95811 |  
800-735-2929 (TT/TDD)  
800-735-2922 (Voice)

GAVIN NEWSOM, GOVERNOR

February 1, 2024

File No.: 252.10000.07-053

Dear Students and Parents:

The purpose of this letter is to bring your attention to a program the California Highway Patrol (CHP) has established called Start Smart. Start Smart is aimed at helping newly licensed and future licensed teenage drivers become aware of the responsibilities that accompany the privilege of being a licensed California driver. The program was created in an effort to preemptively reduce the incidence of teen injuries and deaths resulting from motor vehicle collisions.

You and your parents/guardians are cordially invited to attend and participate in a Start Smart class. The class will be hosted at the (OFFICE NAME) CHP office located at (OFFICE ADDRESS, CITY, STATE, and ZIP CODE), on (DATE) at (TIME). Recent statistics have shown that in California, teenage drivers are injured and dying in automobile accidents at an alarming rate. Through candid conversations, officers in attendance will address these facts and provide examples of driving tendencies that put young drivers at risk. This program will help them understand that driving is serious and a poor choice behind the wheel of a car can put your life, and the lives of others, in jeopardy.

In the past this program has been well received and has had a profound impact on those in attendance. The main element to a successful Start Smart program is a necessity for those involved to remain proactive, not reactive. Please contact the (OFFICE NAME) CHP office at (OFFICE PHONE NUMBER) to confirm your attendance. Parents/guardians are encouraged and requested to attend this meeting with their teenage driver.

Sincerely,

T. SMITH, Captain  
Commander  
South Sacramento Area

*Safety, Service, and Security*

CHP 49 (Rev 4-25) OPI 003

AN INTERNATIONALLY  
ACCREDITED AGENCY 

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## ANNEX C

### SAMPLE PARTNERSHIP PROPOSALS

State of California

Transportation Agency

#### Memorandum

Date: October 1, 2024

To: Fiscal Management Section

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**  
Valley Division

File No.: 201.16307.23102

Subject: DISPLAY BOOTH FEES REQUEST – CHIPPER ARENA

Valley Division is requesting payment so that we may host an informational booth focusing on our Start Smart XVII Grant #PT12345, at the Chipper Arena beginning July 11, 2025. We have verified that there are sufficient funds in the grant to cover this expenditure.

Dates of display booth: October 1, 2024 – September 30, 2025

Place of display booth: Chipper Arena, 123 J Street, Sacramento, CA 95811

Vendor: Chipper Arena

Cost: \$7355.00  
Fees are to be paid from the Start Smart XVII Grant, #PT12345  
Program: 1234567  
Reporting structure: 27200132  
Account: Other Direct Costs, Display Booths

Please make the check payable to Chipper Arena, and contact Sergeant Jane Doe at (916) 731-6300 if you have any questions.

T. ECCLES, Chief

*Safety, Service, and Security*  
CHP 51 (Rev. 06/2013) CPl 078



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## ANNEX C

### SAMPLE PARTNERSHIP PROPOSALS (*continued*)

**CHIPPER**  
arena

Chipper Arena X California Highway Patrol Vendor Agreement Proposal

**WHO:** Chipper Arena x California Highway Patrol

**WHAT:** California Highway Patrol will have a table/booth at Chipper Arena events on various dates throughout the grant cycle of 25/26. The goal is to provide teenagers with traffic safety education.

**WHERE:** 123 J Street, Sacramento, CA 95811

**WHEN:** OCTOBER 1, 2024 – SEPTEMBER 30, 2025

**HOW:** The activation partnership cost for the booth/table on-site at Chipper Arena is \$7,355.

For up to 25 events at Chipper Arena, a check for \$7,355.00 will be made out to Chipper Arena Management, LLC.

This comes with a reserved slot for the vendor (CHP) to bring their own giveaways, collateral, and tent to provide traffic safety education to teenage drivers in California, aiming to reduce crashes and save lives.

California Highway Patrol  
Attention to: Sergeant Jane Doe - PIO

California Highway Patrol



Signature

Chipper Arena



Signature

## ANNEX D

### CHP 414, COMMUNITY SERVICES SURVEY

**Please scan the QR code below to complete a brief survey. Your feedback will directly inform the planning and improvement of local programs and services.**



# ANNEX D

## CHP 414, COMMUNITY SERVICES SURVEY (continued)

STATE OF CALIFORNIA  
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL  
**COMMUNITY SERVICE SURVEY**  
CHP 414 (Rev. 6-16) OPI 035



In an ongoing effort to monitor and improve the services we provide to the public, the California Highway Patrol (CHP) is requesting your assistance in evaluating our performance. Please take a few moments to carefully and thoroughly answer the questions below. By completing the survey, you will enable the CHP to address your concerns, develop solutions to potential problems, and better serve the needs of the community. Please note, this is an anonymous survey. To commend or complain, please contact your local CHP office or go to [www.chp.ca.gov](http://www.chp.ca.gov).

In the past five years, what types of interaction have you had with the CHP? Please select all that apply.

- Reported a crime or event    
  Involved in a traffic collision where CHP responded    
  Attended CHP event  
 Received any assistance    
  Received a verbal warning, citation, or were arrested    
  No contact with the CHP in the past 5 years

**During your most recent contact with a CHP officer, how would you rate your level of satisfaction related to the following:**

	5 - Very Satisfied	4 - Somewhat Satisfied	3 - Neither Satisfied Nor Dissatisfied	2 - Somewhat Dissatisfied	1 - Very Dissatisfied	N/A
1. Level of knowledge and/or competence possessed by the officer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Ability of the officer to address all of your questions and concerns	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Professionalism of the officer's attitude and behavior	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Overall performance of the CHP officer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**During your most recent contact with a CHP Communications Center, how would you rate your level of satisfaction related to the following:**

	5 - Very Satisfied	4 - Somewhat Satisfied	3 - Neither Satisfied Nor Dissatisfied	2 - Somewhat Dissatisfied	1 - Very Dissatisfied	N/A
1. Level of knowledge and/or competence possessed by the call taker	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Ability of the call taker to determine your concerns and provide appropriate information or assistance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Professionalism of the call taker's attitude and behavior	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Timeliness by which the call taker addressed your concern	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Level of empathy and concern conveyed by the call taker	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Overall performance of the CHP call taker and Communications Center	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Overall Performance of the CHP**

	5 - Very Satisfied	4 - Somewhat Satisfied	3 - Neither Satisfied Nor Dissatisfied	2 - Somewhat Dissatisfied	1 - Very Dissatisfied	N/A
1. How satisfied are you with the overall performance of the California Highway Patrol?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. How satisfied are you with the safety and security of our highways and freeways?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. In your opinion, do you have adequate CHP resources in your community?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No				
4. Would you like to see increased patrol presence in your area?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No				
5. Do you have any specific community concerns or comments to share with the CHP?						

*Very professional and informational. The officers made it very approachable and ensured that everyone felt comfortable asking questions.*

The following responses are optional, however, by providing the requested information you are assisting the California Highway Patrol to better address any community concerns.

What is your 5-digit zip code? 95811

What is your age?  16 - 25      26 - 35

36 - 49

50 - 64

65+

What is your ethnicity? (Mark all that apply)  Asian

Black/African American

Hispanic American

White Non-Hispanic

Other



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Destroy Previous Editions

Chp414\_0425.pdf

## ANNEX E

### IN-PERSON SCRIPT FOR COMMUNITY SERVICES SURVEY

**Employees should remember that they are to assist the community member with the survey and not be judgmental.**

#### SCRIPT

When community members are conducting business at the Area level, employees should give them the opportunity to complete a Community Services Survey. The survey should only be given to the community member at the conclusion of their business.

Employees should explain the reason for the survey. For example, “in an effort to improve our services to the public, the CHP is requesting a few moments of your time to assist us in completing a Community Services Survey.” If the community member agrees to participate, inquire if they would prefer to complete the survey in writing or via internet. If they select to personally complete the survey, provide them with a copy and the necessary equipment (i.e., pen, pencil, clipboard) to complete the questionnaire. If they opt to complete survey via internet, guide them to the posted QR code for scanning.

If the community member declines, express gratitude and conclude the contact.

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# ANNEX F

## TRIBAL CONSULTATION POLICY



**Edmund G. Brown Jr.**  
Governor

**Brian P. Kelly**  
Secretary

915 Capitol Mall, Suite 350B  
Sacramento, CA 95814  
916-323-5400  
www.calsta.ca.gov

### Tribal Consultation Policy As Adopted June 2014

#### **Preface**

California is proud to be the home of more Native American residents than any other state. The State of California recognizes and reaffirms the inherent right of California Native American Tribes (Tribes) to exercise sovereign authority over their members and territory.

In 2011 Governor Edmund G. Brown Jr. issued Executive Order B-10-11 requiring all State agencies to encourage communication and consultation with Tribes. Accordingly, the California State Transportation Agency (CalSTA or Agency) hereby adopts this Tribal Consultation Policy (Consultation Policy), which memorializes this agency's commitment to strengthening and sustaining relationships between Tribes and the State. For purposes of Executive Order B-10-11 and this Consultation Policy, the terms "Tribe," "California Indian Tribe," and "tribal" include all Federally Recognized Tribes and other California Native Americans.

#### **Background: California State Transportation Agency (CalSTA)**

Governor Brown proposed the Government Reorganization Plan (GRP2) in 2012 to streamline and reorganize agencies and departments of the Executive Branch of State government. The GRP2, which was approved by the Legislature, placed key transportation functions under one agency, the California State Transportation Agency (CalSTA). The GRP2 went into effect on July 1, 2013, at which time an Agency Secretary was appointed to oversee the new CalSTA and to coordinate policies and programs of the transportation-related entities within the jurisdiction of CalSTA.

CalSTA is comprised of the following departments, boards, offices and commissions (constituent agencies):

- Board of Pilot Commissioners ..... (BOPC)
- California Department of Transportation ..... (Caltrans)
- California Highway Patrol ..... (CHP)
- California Transportation Commission ..... (CTC)
- Department of Motor Vehicles ..... (DMV)
- High-Speed Rail Authority ..... (HSRA)
- New Motor Vehicle Board ..... (NMVB)
- Office of Traffic Safety ..... (OTS)

California Transportation Commission • Board of Pilot Commissioners • California Highway Patrol • Department of Motor Vehicles  
Department of Transportation • High Speed Rail Authority • Office of Traffic Safety • New Motor Vehicle Board

## ANNEX F

### TRIBAL CONSULTATION POLICY (*continued*)

#### **CalSTA Consultation Policy**

CalSTA endorses government-to-government communication with Tribes with a strong emphasis on fostering *mutual respect* among all parties. This Consultation Policy embodies an ongoing process for establishing productive and long-lasting relationships with Tribes and is supported by the Agency Secretary.

The CalSTA Consultation Policy broadly defines provisions for enhancing the consultation processes of CalSTA and its several constituent agencies with Tribes. This Consultation Policy shall complement, not supersede, any existing laws, rules, statutes or regulations that guide consultation processes with Tribes. The CalSTA Consultation Policy shall not be construed to displace existing policies of its constituent agencies.

The CalSTA Consultation Policy was developed with direct input from Tribes. Five guiding principles were identified: collaboration, communication, education, process, and timely notice. The guiding principles are to be executed by CalSTA and employees of constituent agencies in a good-faith manner to facilitate effective consultation practices and promote cooperation and efficiencies relative to tribal consultation. These guidelines are to be acknowledged by CalSTA and its constituent agencies when drafting, updating or implementing consultation policies pursuant to Executive Order B-10-11.

#### **Consultation Policy Guidelines**

##### *Collaboration.*

CalSTA is committed to the principle that interaction with Tribes shall be regarded as a "partnership" of mutual respect whereby the Agency and its constituent agencies strive to ensure a sound and productive relationship with tribes through the development and maintenance of a meaningful dialogue.

Consultation is a process whereby parties meet and confer to exchange information, compromise, and reach understandings that, when possible, may result in the adoption of mutually-beneficial policies and sustainable outcomes. CalSTA and its constituent agencies will work together to identify and coordinate policy when there are issues that may pertain to or impact Tribes, disseminate public documents and notices, seek opportunities for collaboration, and maintain an ongoing dialogue with Tribes.

##### *Communication.*

Open and respectful communication with tribal representatives is essential. It is strongly recommended that communication between CalSTA constituent agencies take place early and often, particularly if a project has tribal implications; occur on a regular basis; continue throughout changes in leadership; be inclusive and transparent; provide timely notice (see below) and documentation in a manner that provides an adequate review and response period for the parties involved; and be conducted in a manner that is consistently executed with the utmost level of respect, decorum and diplomacy. When a matter involves confidential or culturally sensitive information, CalSTA and its constituent agencies will work with tribal representatives to address the sensitivity of such information to the fullest extent possible. All parties in the process should promote respect, shared responsibility, and an open and free exchange of information.

## ANNEX F

### TRIBAL CONSULTATION POLICY *(continued)*

The Agency Secretary and CalSTA heads of constituent agencies shall meet with tribal leaders (elected and appointed officials of tribes and their designees) no less than once a year to collegially: 1) review the CalSTA Consultation Policy; 2) discuss transportation and other issues relating to CalSTA constituent agencies; 3) exchange information regarding state and tribal leaders' priorities, projects, events, and/or other matters of mutual interest; 4) continue personal and professional relationships between state and tribal leaders.

*Native American Liaisons:* The Secretary will designate a Deputy within the Agency to act as a Native American Liaison for the purpose of policy coordination between CalSTA, constituent agencies and tribes. The CalSTA Liaison will ensure that each of the CalSTA constituent agencies whose work may directly impact Native American issues shall designate a Department Liaison to work directly with the Agency and tribes. The CalSTA Liaison will be responsible for coordinating outreach, communication and other activities affiliated with department liaisons and Native American interests. The name and contact information for CalSTA and its constituent agency liaisons will be published on the CalSTA website. Moreover, CalSTA liaisons will participate in CalSTA Listening Sessions with tribes, attend at least the first quarterly Caltrans Native American Advisory Committee (NAAC)<sup>1</sup> of each calendar year, and be available for other Agency-related and NAAC meetings upon request.

#### *Education.*

The CalSTA Native American Liaison will encourage the Native American Liaisons of its constituent agencies to seek ongoing training designed to improve each constituent agencies' capacity for promoting collaboration with Tribes. Education and training should emphasize communication, tribal sovereignty, the unique distinctions of Tribes, and the skills and tools necessary for collaborative engagement.

Leadership of the constituent agencies shall endeavor to instill an awareness of tribal culture and respect within their organizations.

#### *Process.*

The core missions of CalSTA and its constituent agencies are extensive. Each constituent agency is responsible for implementing a wide range of transportation, licensing and safety-related core functions that are subject to scores of federal and state laws, regulations, guidelines and restrictions. Within such mandates every attempt will be made to interrelate with Tribes in a manner that is timely and respectful and which clearly identifies internal processes and timeline expectations for the parties involved.

Consultation at the field, project management, and executive staff level is strongly encouraged so that information is available early in the planning process. Consultation may be initiated by a constituent agency or Tribe.

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<sup>1</sup> *The Native American Advisory Committee (NAAC) is a chartered body of elected persons who ensure that transportation executives receive direct advice from the Native American community on issues pertaining to all modes of transportation in California. This advisory committee contributes to the Tribal Governments' ability to take advantage of transportation opportunities and to participate in planning, developing and implementing transportation projects and services. The NAAC offers a chance to further government-to-government working relationships. The NAAC holds a minimum of four meetings each calendar year throughout the state.*

## ANNEX F

### TRIBAL CONSULTATION POLICY (*continued*)

*Timely Notice.*

This Consultation Policy recognizes that Tribes are located in diverse and sometimes remote regions throughout the state, thereby necessitating the need for clear and adequate notice/outreach prior to consultation or meetings that may require travel by members and/or leaders of Tribes. Contact with Tribes should be initiated as early as possible, preferably with no less than 45 days notice, to provide adequate time for Tribes to respond, particularly on substantive matters, and most importantly, to respect tribal protocol and cultural patterns that require consideration, deliberations, and consensus.


This Consultation Policy respects the sovereignty and self-determination of Tribes and shall not be deemed to waive any rights, including treaty rights, immunities, or jurisdiction on the part of CalSTA or Tribes. This Consultation Policy does not diminish any rights or protections afforded Tribes under state or federal law. Through this Consultation Policy, the intent of CalSTA is to strengthen its ability to successfully resolve issues of mutual concern collectively with Tribes. While the relationship described by this policy provides increased ability to solve problems, it likely will not result in a resolution of all issues. Therefore, inherent in this Consultation Policy is the right of CalSTA and Tribes to elevate an issue of importance to any decision-making authority of another entity, including, where appropriate, the highest levels of state and tribal government. This Consultation Policy is intended to govern the process with which CalSTA and its constituent agencies will engage in consultation with Tribes.

**Effective Date**

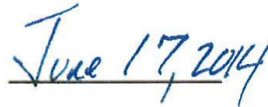
The CalSTA Consultation Policy shall be effective on the date executed by the Agency Secretary and shall be posted on the CalSTA website. It shall be subject to periodic review to ensure provisions are current and consistent with state policy and enacted legislation.

Pursuant to Executive Order B-10-11 dated September 19, 2011, the California State Transportation Agency hereby adopts this Tribal Consultation Policy.

Signed:

  
\_\_\_\_\_  
Brian P. Kelly  
Secretary, California State Transportation Agency

Date:

  
\_\_\_\_\_  
June 17, 2014