

CHAPTER 6
COMMUNICATIONS NETWORK MESSAGES
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CHAPTER 6

COMMUNICATIONS NETWORK MESSAGES

1. POLICY. Communications Network (Comm-Net) messages are a method by which the California Highway Patrol (CHP) disseminates information throughout the Department. These messages may also be used to establish policy for up to 90 calendar days. Communications Network messages must be uploaded to the Communications Network Message System site for CHP employees to view. The site address for the Communications Network Message System site is: <https://chp2go.sharepoint.com/sites/COMM-NET>.

NOTE: Sensitive or classified materials shall not be posted on the Communications Network Message System site.

2. PREPARATION AND FORMAT OF COMMUNICATIONS NETWORK MESSAGES.

Authors will prepare Comm-Net messages as a Microsoft (MS) Word document. Communications Network messages will be written in 12-point Arial typeface, using standard lowercase and uppercase sentence formatting, with 1-inch margins. (Refer to Annex A for an example.)

- a. Elements. One blank line of space (which is a 12-point break) shall separate each part of a Comm-Net message. All Comm-Net messages shall consist of the following elements, in the order given:
 - (1) "To" Line. The To line shall contain the intended recipients of the Comm-Net message (e.g., All Commands, Valley Division).
 - (2) "Reference" Line. The Reference line shall indicate the Comm-Net message category (e.g., Mandatory Read, Action Required, Job Opportunities & Exams). (Refer to Annex B for a complete list of Comm-Net message categories.)
 - (3) "Subject" Line. The Subject line is the title of the Comm-Net message, which indicates the purpose of the message.
 - (4) Body.
 - (a) Single paragraph Comm-Net messages shall be double-spaced.
 - (b) When action is required, the last paragraph should indicate the appropriate contact information.

(5) Sender Designation Line. The sender designation is the last line of a Comm-Net message.

(a) The information in the sender designation line should be separated by slashes, and the defined order is as follows: location from which the Comm-Net message is transmitted, final approving authority, location code of the authoring command, and the original author's ID. The command sending the Comm-Net message may choose to add the sender's ID after the author's ID.

Example: CHP Headquarters/Office of the Commissioner/003/16163/A13294

- b. Do not use special formatting. When copied into the Communications Network Message System, all formatting such as color, headers/footers, tables, italic, bold, or special fonts will be stripped out and changed into plain text.
- c. Military time shall be used, followed by the word "hours."
- d. Spell check should be used. Spell check is not available after the message has been transferred to the Communications Network Message System.
- e. Annex D contains a listing of commonly used acronyms and abbreviations that do not have to be spelled out the first time in the body of a Comm-Net message.

3. APPROVAL OF COMMUNICATIONS NETWORK MESSAGE CONTENT.

a. All Comm-Net messages shall be routed through the appropriate channels for approval prior to being posted. The final approving authority will be the same as the one listed in the sender designation.

(1) Messages announcing new policy, changes in policy, or that issue direction to both field and staff commands shall show the sender designation as the "Office of the Commissioner" and shall be routed through channels to be approved by Assistant Commissioner, Staff; Assistant Commissioner, Field; and the Deputy Commissioner or the Commissioner prior to distribution.

(2) Messages providing information of an operational nature not involving policy or new procedures may be approved at the Assistant Commissioner or Division level.

(3) Communications Network messages originated by offices and sections shall be approved at the appropriate level.

b. Once a Comm-Net message is approved, it shall be posted on the Communications Network Message System site for distribution.

4. THE COMMUNICATIONS NETWORK MESSAGE SYSTEM SITE. Employees may create, publish, and read all Comm-Net messages on the Communications Network Message System site. The site was also designed to appropriately distribute posted Comm-Net messages to employees via e-mail.

a. Access. Access to the Communications Network Message System site is available at: <https://chp2go.sharepoint.com/sites/COMM-NET>.

(1) Once on the site, access to any page other than the Home page or the training pages will require employees to log in. The Username is the employee's ID and the same password the employee used to log onto the computer.

b. Employee Designation. There are two main designations an employee may have when using the site: viewer or publisher.

(1) Viewers may use all parts of the site, with the exception of creating and publishing/posting Comm-Net messages.

(2) Publishers may use all parts of the site, including creating and publishing/posting Comm-Net messages.

(a) An employee must get approval from their command to become a publisher.

(b) In order to post Comm-Net messages to the Communications Network Message System site, an employee shall read all training material on the site and pass the test to become a publisher.

1 Final access to the site is granted through the CHP Help Desk. Command employees who will become publishers should do the necessary reading and testing prior to posting Comm-Net messages.

c. Receiving Communications Network Messages as an E-mail. Employees may receive Comm-Net messages via e-mail. On the site, the employee must subscribe to (choose) the categories of Comm-Net message they would like to receive via e-mail.

(1) There are directions on the site indicating how to subscribe to various categories of Comm-Net messages. The directions are located on the following path: Communications Message System site ➤ Comm-Net Training

tab ➤ All Users Training Materials, Subscribe to Comm-Net Messages subheading.

(a) Employees may choose as many or as few categories as they would like. Some Comm-Net messages contain information that is mandatory to read and will automatically be delivered to an employee's e-mail inbox.

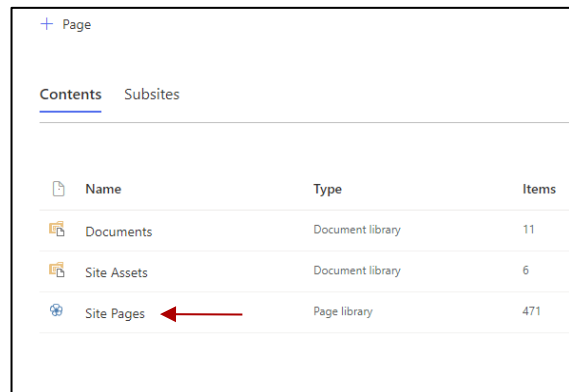
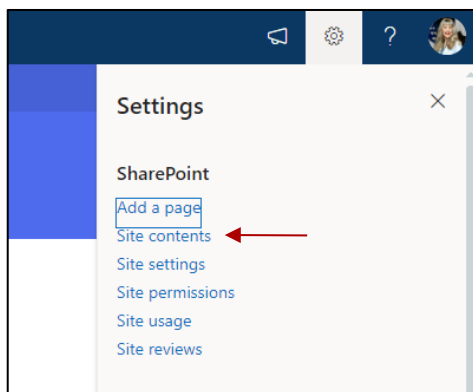
d. Site Set Up. There are four main tabbed pages on the Communications Network Message System site. The pages are: Comm-Net, Mandatory, Comm-Net Training, and Subscribe.

(1) The Home page is what employees will first see when accessing the site. The Home page lists all posted Comm-Net messages, starting with the Mandatory Read Comm-Net messages, followed by all Comm-Net messages posted, beginning with the most recent and working backwards. Employees may search for previous Comm-Net messages by date or category using the filter choices on the bottom of the Home page. The other pages on the site may be accessed from the Home page.

(2) On the Add News Post page, designated publishers may create and/or publish (post) Comm-Net messages once approved. Messages may also be saved as a draft and worked on at a later date.

(3) After selecting See All from the Mandatory Read or Today's Comm-Net page, employees may select Manage Posts to view messages they have published or that they have in draft form waiting to be published.

(a) For messages in draft form, an employee can select the desired Comm-Net message by selecting Site Contents from the settings icon in the upper right-hand corner, then selecting Site Pages. Employees can then find their Comm-Net message under name and choose to Publish.



(4) On the Subscribe page, employees can choose which messages to receive via e-mail.

(5) The Comm-Net Training page is designed to instruct an employee on how to navigate the site. There are several subheadings on this page that provide an employee with additional information on using the pages above.

5. POSTING COMMUNICATIONS NETWORK MESSAGES.

a. After a Comm-Net message is approved to be posted, the publisher of the message will need to log into the site, select New, then News Post from the menu at the top of the page. Choose a template then select Create Post.

b. The publisher will copy and paste the entire contents of the Comm-Net message from the MS Word version into the larger Message box on the page.

c. The Subject line on the Comm-Net message shall be copied and pasted into the box above the message that reads: Enter title here.

(1) Due to the plain text aspect of the site, the publisher will need to review the pasted Comm-Net message for proper spacing and alignment.

(2) The publisher should use the E-mail Preview option on the top of the screen before clicking Post and Send in order to view how the Comm-Net message will appear (spacing, etc.) once posted. The posted Comm-Net message should look as close as possible to the MS Word version of the message.

d. On the right-hand side of the page under Page Details, select which News Post Category(ies) the Comm-Net message falls under and the location of distribution. (Refer to Annex B for a complete list of categories.)

(1) The primary category of a Comm-Net message comes from the Reference line of the MS Word version of the message. However, the publisher may choose additional categories, if applicable.

(2) Selecting the following categories will automatically send a published Comm-Net message to the Mandatory Read section of the Home page when

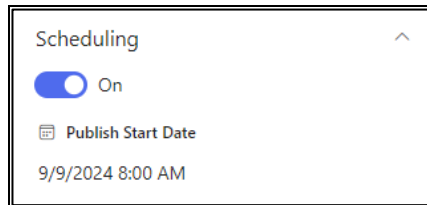
posted: Deaths, Employee Benefits, Injuries & Illness, Publications Update, and Unusual Incidents. These Comm-Net messages will be distributed to employees' e-mail in-boxes.

e. Click on Post and Send when everything is complete, and a Comm-Net message is ready to post. Click on Save As draft in the event a Comm-Net message needs to be saved and completed at a later time.

(1) If desired, a Comm-Net message can be postdated to publish on a particular date.

(a) To choose a later date of posting, on the right-hand side in Page Details, choose Scheduling On. Choose the desired date and click the Save checkmark.

Example:



f. Once Post and Send is chosen, the Comm-Net message will appear on the Home page of the site. (Refer to Annex C for an example of how a published Comm-Net message should appear.)

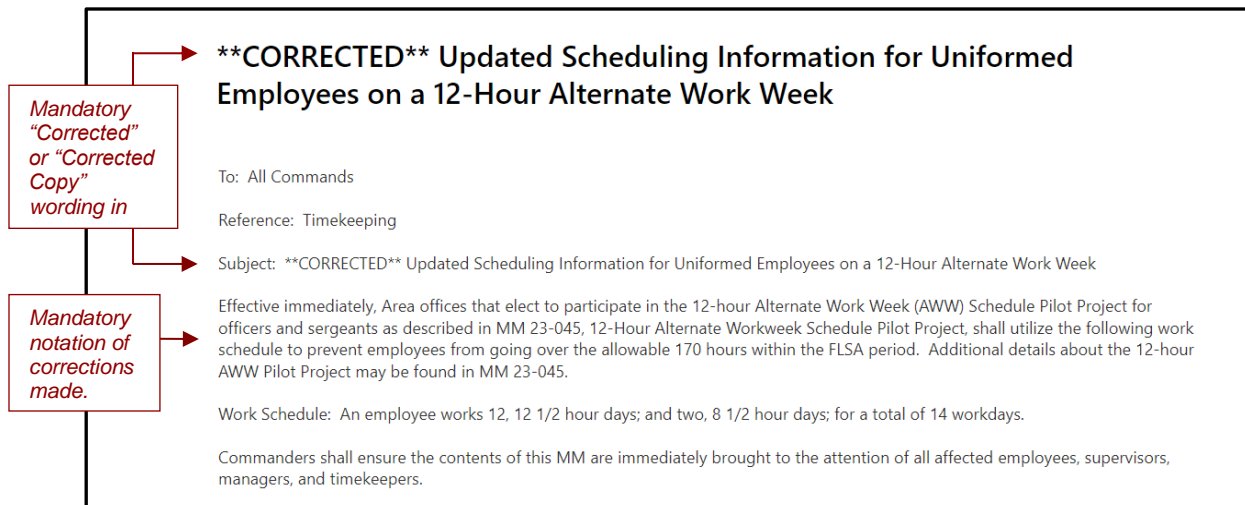
g. To make changes to an unpublished Comm-Net that is saved as a draft or scheduled for publishing on a later date, select Site Contents from the Settings icon in the upper right-hand corner of the page. Select Site Pages, then click on the title of the Comm-Net message to be edited or published at a later date.

h. To make corrections to a Comm-Net message that has already been published, go to the News Post that you'd like to change on the Communications Network Message System site and select Edit, then Update News.

NOTE: Every effort should be made to ensure Comm-Net messages are correct the first time they are published. Even if a Comm-Net message gets corrected on the site, the original e-mail sent regarding the posting does not get retracted.

(1) If a correction is needed on a Comm-Net message, the term "Corrected" or "Corrected Copy" written in all capital letters with several asterisks on either side shall be inserted both in the title (when copied into the site) and in the Subject line.

(2) A notation of changes that were made to the Comm-Net message shall be included at the start of the message.



Picture 6-1
Example of a published corrected Comm-Net message

6. ASSISTANCE WITH COMMUNICATIONS NETWORK MESSAGES AND THE SITE.

- a. Contact the CHP Help Desk at (916) 843-3899 for assistance with the site and gaining Publisher rights.

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ANNEX A

EXAMPLE OF A COMMUNICATIONS NETWORK MESSAGE READY FOR APPROVAL

↑↓
(1" margins.)

To: All Commands

Reference: Publications Update ← (Reference: line will be the category chosen on the Communications Network [Comm-Net] Message System site.)

→ Subject: Revision of Highway Patrol Manual 70.1, Evidence Manual, Chapter 14, Vehicles Stored for Evidence
(Subject: line will be the title on the site.)

The following publication has been uploaded onto the California Highway Patrol Online Publications Library site:

←→ Highway Patrol Manual 70.1, Evidence Manual, Chapter 14, Vehicles Stored for Evidence, revision #19, dated 07/09/24.
(1" margins.)

This revision reflects the following changes:

- Updates definitions and related terminology.
- Makes minor grammatical updates for compliance with policy contained in HPM 1.1, Publications Management Manual and The Gregg Reference Manual.
- Includes updated Financial Information System for California invoice uploading procedures.
- Updates the term collision to crash to meet federal standards.

(Bullets instead of asterisks when needed.) →

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

CHP Headquarters/Office of the Commissioner/031/16022 ← (Sender designation line.)

(Body of the Comm-Net message.)

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ANNEX B

COMMUNICATIONS NETWORK MESSAGE CATEGORIES LIST

Category Subjects for Distribution:

Action Required	Management Memo Info
Automotive	Meetings & Conferences
Awards & Recognition	On-Call & Acting Commander
Commercial	Phone-Fax
Computer & E-mail	Publications Update**
Deaths**	Radar
Emergency Operations	Reports
Employee Benefits**	Retirements
Equipment	Statewide
Field Operations	Subjects
General	Timekeeping
IMD	Training
Injuries & Illness**	Transfers, Promotions & Assignments
Job Opportunities & Exams	Travel
	Unusual Incidents**

** When chosen, these Communications Network (Comm-Net) messages will automatically be included under Mandatory Read on the site Home page and be distributed to employees' e-mail in-boxes.

Distribution by location may be chosen:

Statewide	40 – Central
00 – Headquarters	50 – Southern
10 – Northern	60 – Border
20 – Valley	70 – Coastal
30 – Golden Gate	80 – Inland

When a Comm-Net message is addressed to All Commands, the Statewide category may be marked on the site.

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ANNEX C

EXAMPLE OF A PUBLISHED COMMUNICATIONS NETWORK MESSAGE

The screenshot shows a SharePoint news item page. At the top is the SharePoint navigation bar with the CHP logo, a search bar, and various utility icons. Below the navigation bar is a toolbar with options like 'New', 'Discard changes', 'Promote', 'Page details', 'Email preview', 'Analytics', 'Draft saved 8/26/2024', 'Share', 'Edit', and 'Update news'. The main content area features a news item with the following details:

- Title:** General Order 40.8, Technology Advisory Board
- Author:** Smith, Jane@CHP (Associate Government Program Analyst)
- To:** All Commands
- Reference:** Publications Update
- Subject:** General Order 40.8, Technology Advisory Board

The body of the message contains the following text:

The following publication has been uploaded to the CHP Online Publications Library site:

General Order 40.8, Technology Advisory Board, dated 08/20/24.

General Order (GO) 40.8 establishes the Technology Advisory Board (TAB) to serve as a forum for open communication between field personnel and Information Management Division (IMD) for information technology (IT) related concerns. The TAB objective is to increase departmental awareness and understanding of current and proposed IT projects and for collaboration for future IT project success.

Questions concerning this GO should be directed to IMD at (916) 843-4000.

CHP Headquarters/Office of the Commissioner/040/A16061

At the bottom of the page, there are engagement metrics: 'Like', '247 Views', and 'Save for later'.

Two callout boxes with red borders and arrows point to specific parts of the page:

- The first callout box points to the title and contains the text: *Mandatory for title of posted Communications Network [Comm-Net] message to be exactly the same as the Subject: line in the Comm-Net message.*
- The second callout box points to the body text and contains the text: *Mandatory for body of the Comm-Net message to appear exactly as it does in the approved Microsoft Word version, including appropriate spacing.*

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ANNEX D

COMMON ACRONYMS AND ABBREVIATIONS

The following is a list of common acronyms and abbreviations that do not have to be spelled out in a Communications Network message.

- AAIB: Allied Agency Information Bulletin
- Caltrans: California Department of Transportation
- CD: Compact Disc
- CDL: California Driver's License
- Cell Phone: Cellular Telephone
- CHP: California Highway Patrol
- Comm-Net: Communications Network Message
- DL: Driver's License
- DNA: Deoxyribonucleic Acid
- DVD: Digital Versatile Disc
- E-mail: Electronic Mail
- ENTAC: Emergency Notification and Tactical Alert Center
- Fax: Facsimile
- GO: General Order
- HPG: Highway Patrol Guide
- HPH: Highway Patrol Handbook
- HPM: Highway Patrol Manual
- HQ: Headquarters
- IB: Information Bulletin
- ID: Identification
- MM: Management Memorandum
- MVARs: Mobile Video/Audio Recording System
- PDF: Portable Document Format
- Photo: Photograph
- SOP: Standard Operating Procedure
- SROA: State Restriction of Appointments
- TV: Television
- U.S.: United States
- USB: Universal Serial Bus
- VCR: Videocassette Recorder
- vs.: Versus
- Wi-Fi: Wireless Fidelity

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