

CHAPTER 6
RELATIONSHIPS WITH ALLIED AGENCIES
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CHAPTER 6

RELATIONSHIPS WITH ALLIED AGENCIES

1. GENERAL. The Department relies on the resources of other emergency service providers. Therefore, cooperation and coordination with these other agencies, organizations, and private enterprises is essential to providing the necessary service to the public.

2. EMERGENCY MEDICAL SERVICES.

a. Policy. The Department's current operational policy places the Public Safety Dispatcher (PSD) and Public Safety Operator (PSO) at Level I of the guidelines established by the state's Emergency Medical Services Authority. To assure compliance with Level I guidelines, all PSD/PSOs should:

(1) Have knowledge of what the local Emergency Medical Services (EMS) system is and how it operates; the types of emergency dispatch systems and provider resources available; the three levels of Emergency Medical Dispatch (EMD) and the role and responsibilities of the PSD/PSO at each level.

(a) Level I. This level of service is characterized by a dispatcher who is limited to determining whether a request for services requires a medical or nonmedical response. When medical response is required, they either transfer the call to the responsible medical dispatch agency or they send the highest level of care available. They make no determinations as to what kind of medical service is needed or how the agency should respond.

(b) Level II. This level is characterized by a dispatcher who is responsible for determining, through key medical questions, whether the call is a life threatening, or a nonlife threatening emergency. This dispatcher takes action on the request and, using established guidelines, determines the level and type of response. In all cases, a medical response is dispatched. This level of service may, depending on local approval, include prearrival instructions after dispatch of emergency medical services.

(c) Level III. This level performs all of the functions of a Level II dispatcher including giving prearrival instructions when authorized. The most significant characteristic of this level is that the EMD determines whether an EMS unit or alternative resources such as fire or police will be dispatched based on the criteria set forth by the local EMS agency. The

determination is made through established key questions and local protocols.

(2) Have a working knowledge of how telecommunications equipment in their communications center (CC) operates and how it integrates with the local EMS system.

(3) Be able to calmly and effectively question callers to obtain all information necessary to determine and dispatch an appropriate service response.

(4) Have specific knowledge of the role of the California Highway Patrol (CHP) PSD/PSO in a multicasualty incident or disaster situation as established by local protocol.

b. Procedures. At Level I, the Department's PSD/PSOs are responsible, if a medical response is indicated, to either transfer the call to the appropriate local medical dispatch agency or send the highest level of assistance available.

(1) All requests for ambulance, rescue, and other emergency equipment shall be transferred or relayed to the appropriate agency immediately upon receipt of reasonable information that a particular need exists. Dispatch of emergency services shall not be unnecessarily delayed for verification of possible injuries.

(2) Employees shall not refuse to relay requests for ambulances or other medical emergency services unless reliable information is received that such service is no longer necessary.

c. Local Resources. Knowledge of local emergency medical services is an integral part of PSD/PSO training. All PSD/PSOs should be familiar with appropriate call routing or dispatch procedures and protocols for each county within the CC's area of jurisdiction.

(1) Dispatch reference materials should include local resource materials listing current information on available EMS personnel, equipment, location, coverage areas, local protocol, priorities, and procedures for dispatch of ambulance services.

(2) The PSD/PSO should be aware of potential problems that may arise when a medical response must come from providers beyond their CC's area of jurisdiction.

(3) Local EMS resource materials shall be updated periodically by contacting the local EMS authorities in each jurisdiction.

d. Hospitals. The PSD/PSO should be aware that in some instances they may be requested to provide special coordination services and must be familiar with the procedures for relaying information between agencies, local hospitals, and emergency services providers, or public safety personnel at the scene of a collision or incident.

(1) Under certain conditions, an officer may request a hospital be notified that an injured victim is en route for emergency treatment. This serves to alert the hospital that the injury is of a particularly critical nature. When available, a brief description of the injury allows the hospital to better prepare for the injured victim's arrival.

(2) The PSD/PSO should be aware that hospitals are sometimes contacted to provide other services, including information on the condition of collision victims, providing holding cells for prisoners receiving treatment, and providing ambulance service.

e. Poison Information. Current lists of Poison Control Centers should be maintained locally by each CC. This information should be readily available to the public when requested. The PSD/PSO may transfer calls at their discretion to an appropriate medical facility or local health department.

3. TOW TRUCKS.

a. The prompt removal of wrecked, disabled, abandoned, or illegally parked vehicles from highways is necessary to expedite the relief of traffic congestion and prevent collisions.

b. Some areas in the state participate in the Freeway Service Patrol (FSP) program. The tow service is primarily found in urban areas that have roadways with high rates of traffic and congestion. The FSP generally operates during peak commute hours to quickly clear the roadways of disabled vehicles as well as debris in an effort to keep traffic flowing. The participating FSP companies provide the service free to motorists.

c. All PSD/PSOs shall be familiar with the Department's criteria and local Area policies and procedures relative to appropriate rotation tow policy. The PSD/PSO shall accurately use and understand the four Computer Aided Dispatch cancellation codes for tow trucks. The appropriate usage of these cancellation codes is essential to ensuring appropriate rotation policies are followed.

(1) Cancellation **CODE NENF**, reason: no equipment, not company fault. This is normally used when the tow company is unable to provide specialized

equipment required for the incident. This will place the tow company back on top of the rotation list so they will receive the next rotation call.

(2) Cancellation **CODE F**, reason: company fault. This is normally used when a field unit requests the PSD/PSO cancel the tow and leaves them at the bottom of the rotation list.

(3) Cancellation **CODE NF**, reason: not company fault. This is normally used when a field unit advises the PSD/PSO to cancel the tow and place them back on top of the rotation list. This will place the tow company back on top of the rotation list so they will receive the next rotation call.

(4) Cancellation **NEF**, reason: no equipment/answer. This is normally used when there is no answer or a busy signal from the tow company, or they have no tow trucks/equipment available. This leaves them at the bottom of the rotation list.

4. FIRE FIGHTING EQUIPMENT.

a. In addition to fire fighting equipment, many fire departments provide special rescue apparatus such as Jaws of Life, pry bars, ropes, and cutting torches which may be required. At incident scenes with potential fire hazards, field units may request fire fighting personnel stand by.

b. All PSD/PSOs shall transfer report of a fire to the fire department, unless a local Memorandum of Understanding is in place stating otherwise.

5. OTHER PUBLIC SAFETY AGENCIES.

a. A special need exists for cooperation and coordination with other public safety agencies. It is imperative that departmental employees provide these agencies with maximum assistance in the course of official duties.

b. Guest Users. Guest Users (GU) are personnel from agencies who contract with CHP for dispatching services including radio access and access to the California Law Enforcement Telecommunications System (CLETS). Guest Users may contact the CC via radio or telephone. Generally, the GU will request basic assistance from PSDs including 10-28, 11-27, 10-29, and 10-29 rollers; however, they may need emergency assistance which the PSD shall treat with the same professional courtesy as a CHP field unit.

(1) All GUs are assigned call signs by Communications Centers Support Section (CCSS) in a sequential format to distinguish different agencies. If the

PSD/PSO needs to confirm a GU's identification, rosters for GUs can be found on the CHP Dispatcher Resource Page. Rosters include the call sign, name of the agent, badge number, and contact telephone number. Roster updates are completed by CCSS as needed, at a minimum twice a year.

(2) The only two GUs contracted to have CLETS entry rights via CHP dispatch are California Exposition and State Fair and Alcohol Beverage Control.

c. Frequent and Infrequent Guest Users.

(1) Frequent GUs attend CHP training and are expected to use CHP codes during communication with any CC. It is more common to speak with a frequent user either on the Blue channel, a Ultra High Frequency channel, or by telephone.

(2) Infrequent GUs do not attend any CHP training and are likely to use plain language with CHP CCs.

6. HIGHWAY AUTHORITIES.

a. Services. From an engineering and maintenance standpoint, the California Department of Transportation (DOT) provides many services with regard to state and federal highways. Road departments of cities and counties provide similar services for roadways under their jurisdiction.

b. Permits. Vehicles which exceed legal height, weight, width, or length limits must obtain a permit before they are moved on a highway. The DOT issues permits for state and federal highways. City and county authorities issue permits for their respective roadways.

c. Chain Control – Snow Areas. The decision to establish chain control on state and federal highways normally rests with DOT. Enforcement of chain requirements is the responsibility of the CHP.

d. Other Functions. The DOT major incident response teams and local road departments also provide many other services such as: removal of snow and other road hazards, maintenance of signs, signals, markings, towing on toll bridges, and traffic statistics.

e. California Highway Information Network. The DOT provides 24-hour information for highway conditions on major state highways.

(1) Calls for highway condition information should be referred to 1-800-427-7623 (1-800-GAS-ROAD). This information is also available on DOT's Web site, www.dot.ca.gov.

(2) Reports of incidents affecting road conditions, technical problems or complaints from the public regarding the California Highway Information Network (CHIN) service should be relayed to DOT headquarters (916-653-3442). The CCSS should also be advised of technical problems with the CHIN service during normal business hours.

f. Weather Information. Calls for current weather conditions and information should be referred to local broadcast radio stations or the National Weather Service.

7. CORONER'S OFFICE.

a. Notification. The coroner's office shall be notified in all cases of the death of a human being. Normally, the coroner or a deputy will respond to the scene to remove the body or make other arrangements for disposition of the deceased.

b. Notification of Kin. The Department shall assist and cooperate with other agencies in notifying the immediate family of persons killed or seriously injured as a result of traffic collisions investigated by CHP. Whenever possible, death notifications shall be made in person by uniformed members of the Department. Communications personnel shall not make any type of notification without prior supervisory approval. Refer to General Order (GO) 21.4, Notification of Kin.

c. Other Services. The coroner's office may be combined with the local sheriff's office in some counties or may be a separate entity. The coroner's office provides information from other jurisdictions regarding traffic deaths. This service assists in preparing CHP daily fatality reports. Refer to GO 110.7, Policy – Daily Reporting of Traffic Deaths.

8. DISTRICT ATTORNEY.

a. Provides Guidance. The district attorney's office provides guidance and counsel to CHP in preparing for the prosecution of criminal cases. The district attorney issues complaints and acts as a prosecutor for criminal cases in their jurisdiction.

b. Legal Interpretations. The district attorney also provides interpretations of statutes as they affect local jurisdictions. Any CHP requests for legal

interpretations must follow procedures outlined in GO 120.2, Requests for Legal Interpretations.

c. Response to Collision Scenes. In many counties, the district attorney or a member of their staff will respond to the scene of serious collisions or incidents to assist in obtaining evidence for use in prosecution.

9. UTILITY COMPANIES.

a. Damaged Property. Utility company property is often damaged as a result of vehicle collisions. Communications center personnel may notify utility companies at the field unit's direction.

b. Shared Poles. In many locations, electric power companies, telephone companies, and cable television companies share utility poles. Usually, the electric company is responsible for maintaining or replacing a damaged pole. A metal plate will usually be attached to the pole to indicate ownership. Each CC should have a list of utility companies serving their areas and the code designators used to identify the property of each utility.

c. Extreme Hazard. When an electrical utility pole is damaged, an extreme hazard may exist from fallen power lines. When reports indicate that power lines may be involved, units responding to the scene of the collision should be notified to exercise appropriate caution. Prompt notification to the appropriate utility company is essential.

10. RAILROADS.

a. Accidents. Collisions occurring on or near railroad tracks often require immediate notification of the railroad company having jurisdiction; such notification may prevent further collisions and/or derailments.

b. Policy. Communications centers shall maintain contact lists for railroad companies. When a railroad accident is reported, the CC will immediately notify the Emergency Notification and Tactical Alert Center (ENTAC) as outlined in GO 100.80, Notification and Report of Emergencies and Unusual Occurrences.

11. NEWS MEDIA RELATIONS.

a. Policy. Departmental policy for disseminating facts regarding traffic collisions and other incidents to newspapers, news magazines, radio, and television stations is established in Highway Patrol Manual (HPM) 90.1, Media Relations Manual.

- (1) Commanders shall establish procedures for disseminating information to the media. At a minimum, local procedures shall include provisions for:
 - (a) Normal release of collision/incident information from the form CHP 288A, Report of Collision – News Release.
 - (b) Release of information after normal business hours.
 - (c) Code 20 notification to news media whenever a major collision or high visibility event occurs.
- (2) Procedures are coordinated with the appropriate CC.
- (3) All CHP employees shall ensure that all media receive fair and impartial consideration.

b. Confidentiality.

- (1) Names of persons killed in collisions/incidents shall not be given to the media without prior consent of the coroner.
- (2) Personal and identifying information pertaining to juvenile arrests is confidential and shall not be disclosed.

12. MILITARY BASES.

a. Several departmental directives contain instructions and guidance when utilizing the resources of military bases following certain occurrences. Communications centers should maintain contact lists for military bases within and surrounding their jurisdictional boundaries. Instances in which military assistance should be summoned or military authorities notified include:

- (1) Collisions in which military personnel are injured.
- (2) Military aircraft accidents. Refer to HPM 50.1, Emergency Incident Management Planning and Operations Manual, Chapter 4, Hazard-Specific Plans, Annex E.
- (3) Incidents involving radioactive and nuclear materials. Refer to HPM 84.2, Hazardous Materials Transportation and Incident Management.
- (4) Lost or overdue aircraft.
- (5) Information regarding downed hostile aircraft.

(6) Information regarding unexploded bombs, missiles, etc. Refer to HPM 84.2.

13. EMBASSY/CONSULATE NOTIFICATION.

a. The Department will comply with all policies and protocols contained in HPM 100.67, Law Enforcement Assistance and Interjurisdictional Operations, for all contacts with foreign nationals, whether death, injury, arrest, and/or detention.

14. FEDERAL LANDS-INDIAN RESERVATIONS AND RANCHERIAS.

a. The Department will comply with all policies and protocols contained in HPM 100.67, Chapter 6, Departmental Responsibilities on Federal Lands. For federally recognized Indian reservations, reference HPM 100.67, Chapter 6, Annexes D through K.

15. HOMELESS/SHELTERS/DOMESTIC VIOLENCE.

a. In accordance with GO 100.85, Departmental Assistance to the Homeless, all state agencies were directed to actively address the issue of homelessness. All CCs should maintain a readily available current list of all homeless shelters and domestic violence resources within their area of responsibility.

16. UNITED STATES DEPARTMENT OF ENERGY.

a. Convoys. The CHP has provided the United States Department of Energy with a confidential telephone number for ENTAC to afford a 24-hour emergency response and assistance capability. The ENTAC will immediately contact the CC having dispatch responsibility for the command in which the emergency exists. Refer to HPM 100.67, Chapter 7, Federal Law Enforcement and Assistance, for detailed communications procedures.

b. Defense Courier Service. The Department will assist Defense Courier Service (DCS) in the protection of shipments of classified material transported on highways when such shipments are interrupted because of disablement or emergency incidents. Refer to HPM 100.67, Chapter 7.

c. Communications. Vehicles used to transport DCS shipments are equipped with cellular telephones or have the capability to communicate on the CHP "BLUE" frequency. Call signs have been assigned as follows:

