

CHAPTER 2
OPERATIONAL PROCEDURES AND GUIDELINES

REVISED MAY 2022

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CHAPTER 2

OPERATIONAL PROCEDURES AND GUIDELINES

1. OPERATIONAL PROCEDURES.

a. Field Support Section. Field Support Section (FSS) provides staff support services to each Division's Investigative Services Unit (ISU), allied agencies, and public and private organizations. In order to properly monitor departmental and Division vehicle theft control programs, and to ensure the communications necessary for ongoing success, FSS communicates directly with the ISU coordinators in matters relating to the Vehicle Ownership Security Program. Annex A lists the field support services available from FSS.

(1) Assistance to Field Divisions. Requests by field Divisions for the services listed in Annex A shall be made directly to FSS. No contact shall be made directly with the National Crime Information Center.

(2) Allied Agency Assistance. Nonroutine requests from allied agencies for special services are coordinated by FSS.

b. Field Division Accountability.

(1) Investigative Services Unit Coordinator. The ISU coordinator is directly accountable to the appropriate Assistant Chief or Special Services commander for the coordination, implementation, and administration of all CHP vehicle theft-related activities within the Division. The ISU coordinator will receive necessary assistance in the form of administrative coordination from FSS.

(a) Each ISU coordinator should prepare a standard operating procedure (SOP) to establish guidelines including, but not limited to, the following:

1 Investigative report review by unit supervisor.

2 A process to review and discuss current investigations.

3 Arrest and search warrant service procedures as it relates to officer safety issues and unit tactical operations.

4 Undercover vehicle operations, maintenance, and use of related vehicle theft equipment, assuring that the integrity of the undercover fleet is maintained.

5 Occupational safety measures regarding the use of cutting and welding torches.

(b) When establishing an SOP, the ISU coordinator should follow the guidelines of Highway Patrol Manual (HPM) 22.1, Command Inspections Program Manual, Chapter 21, Investigative Services Programs.

(2) Division Investigator Scheduling. Investigative Services Unit coordinators should schedule vehicle theft investigators to work those hours which are most conducive to effectively perform their duties. This could include working those hours that best allow for proper investigative follow up (i.e., evenings, weekends).

2. DIVISION SPECIALIZED FUNCTIONS. Each ISU coordinator shall be responsible for implementing the following vehicle theft functions:

- a. Operating and administering all vehicle theft-related activities within their Division (includes activities developed at both Division and headquarters levels).
- b. Disseminating relevant information to CHP Area commanders and local agencies.
- c. Coordinating vehicle theft investigations with appropriate federal, state, or local law enforcement agencies. Investigations which involve matters clearly within the purview of another agency should be coordinated with that agency to ensure free exchange of information and to avoid duplication of effort. For example, an investigation which involves counterfeit ownership documents should be coordinated with the Department of Motor Vehicles (DMV).
- d. Providing training to CHP personnel and allied agencies upon request.
- e. Referring vehicle theft program problems with interdivision, statewide, or national impact to FSS. Even when the subject of interagency contact does not extend beyond Division boundaries, and includes a matter of some significance to the CHP vehicle theft operations, it should be reviewed by FSS staff.
- f. Developing a Request for Assistance suspense file for assistance requests from other Divisions or allied agencies.
- g. Coordinating with public information officers for news releases related to vehicle theft investigations. All news releases affecting multiple Divisions, or with statewide or national interest, should be coordinated with the Office of Community Outreach and Media Relations and FSS.

3. SPECIAL ACTIVITIES.

a. Statewide Coordination and Investigation. California Vehicle Code (CVC), Section 2413(a) designates the Commissioner of the CHP as the Statewide Vehicle Theft Investigation and Apprehension coordinator. This role affects all aspects of the vehicle theft process such as multijurisdictional and professional vehicle theft investigations, prosecution assistance, and liaison with a variety of public and private agencies.

(1) In order to achieve the above and supervise program activities, administrative personnel have been assigned to CHP field Divisions and FSS as vehicle theft coordinators.

(2) Vehicle theft investigators are assigned to the Division office to perform multijurisdictional investigative activities directed toward the problems associated with professional vehicle theft ring operations. This includes inspections of selected dismantlers, wrecking yards, and other related businesses.

b. Vehicle Theft Information System. The Vehicle Theft Information System (VTIS) utilizes the existing Stolen Vehicle System to gather, analyze, and disseminate vehicle theft-related information necessary for effective vehicle theft control, planning, and program evaluation to the CHP and local law enforcement agencies. Field Support Section responsibilities regarding VTIS include:

(1) Prepare detailed specifications and materials designed for use by vehicle theft investigators, administrators, and other users of VTIS.

(2) Prepare comprehensive reports, as required.

c. Titling and Licensing. The titling and licensing program is monitored by FSS. This program was implemented to curtail a number of crucial problems associated with titling and licensing procedures which provide opportunities for professional thieves to "legitimize" or otherwise dispose of stolen vehicles. The circumvention of the titling and licensing system by professional thieves takes the form of a "salvage switch," the use of stolen vehicles, counterfeit or nontitle state registration documents, and variations of these methods. Field Support Section personnel are responsible for coordinating all titling and licensing related matters with the DMV.

d. Training and Education. To ensure all training and educational needs are met, FSS works actively with state, local, and private agencies to develop, evaluate, and present training and educational programs. Based on identified needs, the following specific training and education programs have been developed:

(1) Vehicle theft training for road patrol officers.

(2) Public information and education on vehicle theft prevention.

(3) Training programs for departmental and allied law enforcement agency investigators.

e. Vehicle Theft Task Forces and Departmental Responsibility. As the Statewide Vehicle Theft and Apprehension coordinator, the Department not only provides guidance, coordination, training, and assistance to allied agencies, but actively supports task force operations focusing on vehicle theft enforcement. Refer to HPM 100.71, Multiagency Task Force Participation, Chapter 3, Vehicle Theft Task Force Participation.

4. FIELD DIVISION RESPONSIBILITIES.

a. Division Investigations. Vehicle theft investigators assigned to the Division office are responsible for performing investigative activities directed toward the problems associated with professional vehicle theft operations.

b. Inspection of Business Establishments. The purpose of business inspections is to reduce the number of businesses trafficking stolen vehicles and component parts. Inspection teams shall be large enough (minimum of two CHP officers) to ensure officer safety and provide for the efficient inspection of vehicles and components onsite.

(1) Field supervision and direction will be provided by the CHP ISU coordinator or a designated supervisor.

(2) Officers may inspect vehicles, vessels, and component parts required to be registered by the CVC on a highway or in any public garage, repair shop, terminal, parking lot, new or used car lot, automobile dismantler's lot, vehicle shredding facility, vehicle leasing or rental lot, vehicle equipment rental yard, vehicle salvage pool, or other similar establishment, or any agricultural or construction work location where work is being actively performed, and may inspect the title or registration of vehicles in order to establish the rightful ownership or possession of the vehicle, vessel, or component part. (Refer to Section 2805 CVC.)

(3) Close coordination with DMV, Department of Consumer Affairs, and local agencies is required to identify business establishments that warrant investigation and to avoid duplication of efforts. Criteria considered in the selection of these establishments include:

(a) Information creating a suspicion of vehicle theft-related activity by the establishment.

- (b) History of such activity in the establishment itself or by its owners or operators.
- (c) Observed violations of either statutory or administrative regulations.
- (d) Substantial business in vehicles or component parts known to be targets for theft.
- (e) Requests for inspection by local law enforcement or other agencies.
- (f) Complaints concerning business practices made by private civilians.

(4) Each Division office will establish a separate alpha file for businesses inspected. This file is necessary to prevent inspections of these establishments on an unduly frequent basis. The CHP 136G, Business/Vehicle Inspection, may be hand printed by the investigator who performed the inspection. The CHP 136G shall be completed in its entirety, ensuring a notation of violations found is included in the summary.

(5) When practical, ISU coordinators should utilize an appropriate records management system to record the above information. Special care should be taken to record the address and name of the owner of record. This would ensure an establishment was not inspected on a frequent basis, unless intelligence information justified otherwise.

c. Vehicle Theft Legislation. Division vehicle theft personnel are encouraged to submit recommendations to FSS for legislative changes. Suggested changes or modifications to the DMV Regulations Manual from vehicle theft personnel should also be forwarded to FSS.

d. Division Training. Investigative Services Unit coordinators are responsible for ensuring that vehicle theft training is provided.

(1) The following staff are to be trained:

- (a) Salvage Vehicle Inspection Program officers.
- (b) California Highway Patrol, Vehicle Identification Number officers.
- (c) Area CHP beat officers.
- (d) Division vehicle theft investigators.

(2) Initial training of new investigative personnel should be provided by an experienced Division vehicle theft investigator for a minimum of 60 working days.

(3) The trainer shall utilize the training checklist, CHP 136F, Investigator Orientation/Training Program, to ensure all elements of investigators' roles and responsibilities are explained, demonstrated, and performed, when applicable. The CHP 136F shall be reviewed by the immediate supervisor and retained in the investigator's training file.

(4) Investigative Services Unit coordinators should utilize specialized training courses available from federal, state, and local agencies which are essential for enhancing the job-related duties of their assigned investigative personnel. The ISU coordinator should contact FSS, as the Office of Primary Interest, to identify the training needs of Division vehicle theft unit personnel. The following are recommended training courses for vehicle theft investigators.

(a) Basic Peace Officer Standards and Training 40-hour Vehicle Theft Investigation Course.

(b) Robert Presley Institute of Criminal Investigation 80-hour Core Course.

(c) Interview/Interrogation Techniques.

(d) Surveillance.

(e) Informant Development/Management.

(f) Evidence Preservation (including computer forensics, fingerprinting, and photography).

(g) Search Warrant Course.

e. Specialized Portable Vehicle Theft Investigator Equipment Procedures.

(1) As outlined in HPM 11.1, Administrative Procedures Manual, Chapter 1, Budget Preparation and Administration, the ISU coordinators shall submit their budget requests for equipment, in priority order, to FSS no later than February 15th of each year. Field Support Section will review the budget requests, coordinate the acquisition of approved vehicle theft equipment, and submit the approved purchase requisitions to Fiscal Management Section. As the equipment is received, FSS will affix CHP-numbered property tags and prepare a CHP 266, Credit Memo – Equipment, prior to distribution to ISUs. Investigative Services Unit coordinators will be responsible for ensuring the prompt return of signed and dated credit memos to FSS for processing. Field Support Section is responsible for ensuring this information is recorded in the Vehicle Theft Equipment Inventory database.

(2) Investigative Services Units seeking nonbudgeted items may requisition them through their respective Divisions utilizing normal procedures as outlined in HPM 11.2, Materials Management Manual, and HPM 31.1, Fleet Operations Manual.

(3) Investigative Services Units shall maintain records of all portable vehicle theft investigator equipment issued by FSS to vehicle theft personnel.

f. Undercover Driver License.

(1) Purpose. To support the role of personnel assigned to undercover operations, an undercover driver license may be obtained. The undercover driver license shall be used for official purposes only. The undercover driver license shall not be used to obtain any form of credit or other government-issued document without approval from the Commissioner.

NOTE: As used within this policy, the term “undercover” is defined as concealing the identity of law enforcement personnel for the purpose of gathering evidence, intelligence, and/or information related to criminal activity when other means are not practical.

(2) Requestor Responsibility. Personnel requesting an undercover driver license shall submit a justification, CHP 51WP, Memorandum-Confidential, (open Word/CHPMEMOC), through channels to their Division for approval.

(3) Division Responsibility. Upon approval by Division, the CHP 51WP shall be forwarded to the Office of Assistant Commissioner, Field (ACF), for approval (Annex B).

(4) Office of Assistant Commissioner, Field, Responsibility. Upon approval by ACF, a copy of the CHP 51WP shall be forwarded through proper channels to FSS for processing.

(5) Field Support Section Responsibility. Upon receipt of the approved request from the ACF, the FSS shall prepare a CHP 51WP addressed to the DMV, requesting issuance of an undercover driver license.

An appointment for the driver license photograph will be arranged by the DMV after final approval. The completed undercover driver license will be forwarded to FSS for issuance to the requesting individual.

(6) Control and Review.

(a) Divisions shall maintain a record of expired, returned, lost, damaged, or stolen undercover driver licenses, along with a list of individuals who have

been issued an undercover driver license within their command. Field Support Section shall maintain a master record of all undercover driver licenses issued, expired, returned, lost, damaged, or stolen within the Department.

(b) On an annual basis, Divisions shall conduct an inventory of all undercover driver licenses within the command and review the continuing need for such licenses. The Division shall forward their findings to FSS by April 10th of each year.

(c) Personnel no longer in need of an undercover driver license or no longer assigned to an investigative unit shall immediately relinquish the undercover driver license to their Division. The Division shall forward the undercover driver license to FSS for return to DMV within ten days of its receipt.

(d) Any employee aware of circumstances indicating an undercover driver license has been lost or stolen shall, as soon as practical, notify their commander. The commander shall ensure a memorandum is prepared within five business days outlining the actions taken by the command to locate this sensitive item. The memorandum shall then be forwarded immediately through channels to FSS. Field Support Section will notify the DMV and request it be removed from their undercover driver license database.

g. Undercover Vehicle Registration.

(1) Initial Registration. Fleet Operations Section (FOS) will initially register vehicles assigned to the Vehicle Theft Program with regular series license plates and registration information of "Record Not On File."

(2) Subsequent Registration. Division Chiefs may, based on their needs, modify the initial registration "Record Not On File" information to:

(a) Registration records which indicate the owner of the vehicle as a fictitious or nonexistent company or business.

(b) Registration records which indicate the owner as a fictitious individual, such as the name of the undercover investigating officer on the CHP employee's undercover driver license.

(c) Any other registration record information which promotes the objectives of the Department's Vehicle Theft Control Program.

(3) Procedures. Division Chiefs who choose to modify their undercover vehicle registration records shall:

(a) Submit a confidential memorandum directly to FSS which contains the following information on each vehicle to be fictitiously registered:

- 1 Vehicle Identification Number.
- 2 Departmental unit number, year, make, and model of vehicle.
- 3 New registration information desired. (Divisions shall ensure requested address information does not pose any potential harm to innocent parties/civilians.)
- 4 Purpose of request, such as vehicle theft investigation or undercover investigative work.

(b) Maintain a record of the fictitious information by vehicle.

(c) On an annual basis, the ISU coordinator shall review the fictitious registration information for continuing need and accuracy. The Division shall forward their findings to FSS by April 10th of each year.

(4) Highway Patrol Manual 22.1, Chapter 12, Command Fleet Management.

On an annual basis, the ISU coordinator shall conduct a fleet inspection of every undercover vehicle assigned to the ISU. The inspection shall be conducted according to the provisions of HPM 22.1, Chapter 12, and ensure the integrity of the undercover operation. During the inspection, the ISU coordinator shall ensure all necessary equipment items, including any modified equipment items, are contained within the vehicle.

(5) Headquarters Coordination and Responsibilities.

(a) Field Support Section will coordinate directly with FOS for the fictitious registration of undercover vehicles at the Division Chief's request.

(b) Fleet Operations Section will maintain a file containing information on the vehicles which are fictitiously registered. This will assist the CHP in responding to official inquiries concerning the use of any of these vehicles. Additionally, FOS will be responsible for registration renewal of these vehicles.

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ANNEX A

FIELD SUPPORT SECTION SERVICES

The following services are provided by Field Support Section:

1. Obtain statistical reports from the Department of Justice (DOJ) and CHP computer databases including, but not limited to: VTIS reports, stolen and/or recovered vehicles within specific jurisdictions, and special searches (e.g., stat runs, file pass, etc.).
2. Conduct master file searches of registration records through the Department of Motor Vehicles (DMV).
3. Provide information from the DMV, which is generally unavailable through routine computer system inquiries, as follows:
 - a. Vehicle Histories.
 - b. Department of Motor Vehicles searches.
 - c. California Driver License information - out of file.
 - d. Information from the Financial Responsibility Section.
 - e. Information from special operations units relating to foreign vehicle documents.
 - f. Occupational licensing data relating to salvage dismantlers, crushers, etc.
4. Administer the Vehicle Identification Number (VIN) Program.
 - a. Maintain recordkeeping system of VIN plate numbers and assignments.
 - b. Responsible for the shipment of VIN plates, rivets, stamps, etc., requested by Divisions/Areas.
5. Develop training bulletins relating to vehicle theft trends, case law, arrest techniques, etc.
6. Conduct vehicle theft training for departmental and allied agency vehicle theft personnel.
7. Assist DMV, as necessary, with special problems concerning registration, lien sale of vehicles, etc.
8. Assist DOJ with problems concerning the Stolen Vehicle System (SVS).

ANNEX A

FIELD SUPPORT SECTION SERVICES (*continued*)

- a. Initiate corrective measures to assure accurate statistics.
- b. Provide information to develop and organize data pertinent to law enforcement needs for input and extraction from the SVS.
9. When requested, assist allied agencies in obtaining needed information from DOJ, DMV, and any other possible source.
10. Provide information on vehicle theft programs for state and local law enforcement agencies from data obtained from VTIS.
11. Maintain vehicle manufacturer information needed to trace vehicles and make available to requesting agencies.
12. Direct DMV referrals to the appropriate Division when applications are made for California registration and potential fraud is suspected on out-of-state stolen vehicles.
13. Disseminate pertinent legal information, case law, or court decisions impacting the vehicle theft program.
14. Assist Division investigators in locating confidential identification numbers.
15. Cross-reference component part numbers to VINs (e.g., Harley Davidson, Porsche, etc.).
16. Assist with solving unusual problems when requested by Division coordinators.
17. Provide assistance/training relating to:
 - a. Cargo Theft Interdiction Program.
 - b. Californians Help Eliminate Auto Theft.
 - c. Salvage Vehicle Inspection Program.
 - d. Foreign Export and Recovery Teams.
 - e. Vehicle Identification Number Program.
 - f. Investigative Services Units.

ANNEX A



FIELD SUPPORT SECTION SERVICES (*continued*)

18. Act as departmental liaison for the National Crime Information Center, National Insurance Crime Bureau, DOJ, and DMV.
19. Administer the 10851 Program Awards.
20. Prepare proposed legislation and assist in analysis and legislative interpretation(s).
21. Disseminate meeting minutes following the Investigative Services Unit coordinators, Special Services commanders, and Vehicle Theft Task Force meetings.
22. Maintain, coordinate, and process DMV requester code information.
23. Coordinate the authorization of access to and training in the California Department of Corrections and Rehabilitation, Parole Law Enforcement Automated Data System program, which provides parolee status.
24. Assist with the public records informational database.

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ANNEX B

SAMPLE REQUEST FOR UNDERCOVER DRIVER LICENSE

State of California	Transportation Agency																																																								
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<u>C O N F I D E N T I A L</u>																																																									
Date:	July 8, 2021																																																								
To:	Department of Motor Vehicles Confidential Records Unit P. O. Box 932391 MS N227 Attention: 75 Sacramento, CA 94232-3910																																																								
From:	DEPARTMENT OF CALIFORNIA HIGHWAY PATROL Field Support Section																																																								
File No.:	002.13130.A17475.065.2021.UCDL																																																								
Subject:	REQUEST FOR CONFIDENTIAL UNDERCOVER DRIVER LICENSE																																																								
<p>It is requested that an undercover driver license (or identification card) be issued to the following named person who is a sworn peace officer of this agency. The license will only be used to investigate actual or suspected violations of the law. The requesting agency agrees to assume responsibility for controlling the use of this license.</p>																																																									
TRUE IDENTITY																																																									
FICTITIOUS IDENTITY																																																									
<table border="1"><tr><td>NAME:</td><td colspan="3">Talan James</td></tr><tr><td>CDL:</td><td colspan="3">A1234567</td></tr><tr><td>DOB:</td><td colspan="3">01/28/1986</td></tr><tr><td>GENDER:</td><td colspan="3">M</td></tr><tr><td>HEIGHT:</td><td>5'11"</td><td>WEIGHT:</td><td>185</td></tr><tr><td>HAIR:</td><td>Brown</td><td>EYES:</td><td>Brown</td></tr><tr><td>ADDRESS:</td><td colspan="3">409 Penny Lane Strawberry Fields, CA 95621</td></tr></table>	NAME:	Talan James			CDL:	A1234567			DOB:	01/28/1986			GENDER:	M			HEIGHT:	5'11"	WEIGHT:	185	HAIR:	Brown	EYES:	Brown	ADDRESS:	409 Penny Lane Strawberry Fields, CA 95621			<table border="1"><tr><td>NAME:</td><td colspan="3">Cassidy Sundance</td></tr><tr><td>UCDL:</td><td colspan="3">To be Assigned</td></tr><tr><td>DOB:</td><td colspan="3">09/01/1985</td></tr><tr><td>GENDER:</td><td colspan="3">M</td></tr><tr><td>HEIGHT:</td><td>5'11"</td><td>WEIGHT:</td><td>185</td></tr><tr><td>HAIR:</td><td>Brown</td><td>EYES:</td><td>Brown</td></tr><tr><td>ADDRESS:</td><td colspan="3">4560 Tombstone Place Dodge City, CA 90020</td></tr></table>	NAME:	Cassidy Sundance			UCDL:	To be Assigned			DOB:	09/01/1985			GENDER:	M			HEIGHT:	5'11"	WEIGHT:	185	HAIR:	Brown	EYES:	Brown	ADDRESS:	4560 Tombstone Place Dodge City, CA 90020		
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ADDRESS:	4560 Tombstone Place Dodge City, CA 90020																																																								
<p>In consideration of the Department's issuance of an undercover driver license or identification card, I, for myself and for my representatives, heirs and assigns, release and forever hold harmless the Department and all departmental employees from any and all claims of liability, whether known or unknown, for my personal injury, death, disability, loss, expense, or damage of any type that I may sustain whether or not foreseeable, arising directly or indirectly from my receipt, possession, care, use of an undercover license or identification card, record keeping (including but not limited to its marking as invalid) of the undercover license or identification card number.</p>																																																									
																																																									
<i>Safety, Service, and Security</i>	<i>An Internationally Accredited Agency</i>																																																								
<small>CHP 51W/P (Rev. 06/2013) CPI 076</small>																																																									

ANNEX B

SAMPLE REQUEST FOR UNDERCOVER DRIVER LICENSE (*continued*)

Department of Motor Vehicles
Page 2
July 8, 2021

Applicant:

Name and Title (Print): Talan James, Officer

Signature: Talan James

It is understood that:

When the undercover license issuance period has expired, the officer leaves employment, or the officer's true license is no longer valid, the license will be returned to the Confidential Records Unit Manager.

When the sworn peace officer's undercover license is expiring and there is a continued need for said license, this agency is required to request an extension in writing by submitting a new request to the Confidential Records Unit.

Inquiries received by the Department of Motor Vehicles concerning the undercover license should be referred to Field Support Section, Vehicle Theft Unit, at (916) 843-3470.

Division Approver:

Name and Title (Print): John Division, Lieutenant

Signature: John Division Date: July 8, 2021

Phone Number: (916) 555-5555

Office of the Assistant Commissioner, Field:

Name and Title (Print): X. Field, Chief

Signature: X. Field Date: July 8, 2021

Approved Disapproved

Field Support Section UCDL Approver:

Name and Title (Print): Y. Approver, Sergeant

Signature: Y. Approver Date: July 8, 2021

Phone Number: (916) 555-5555