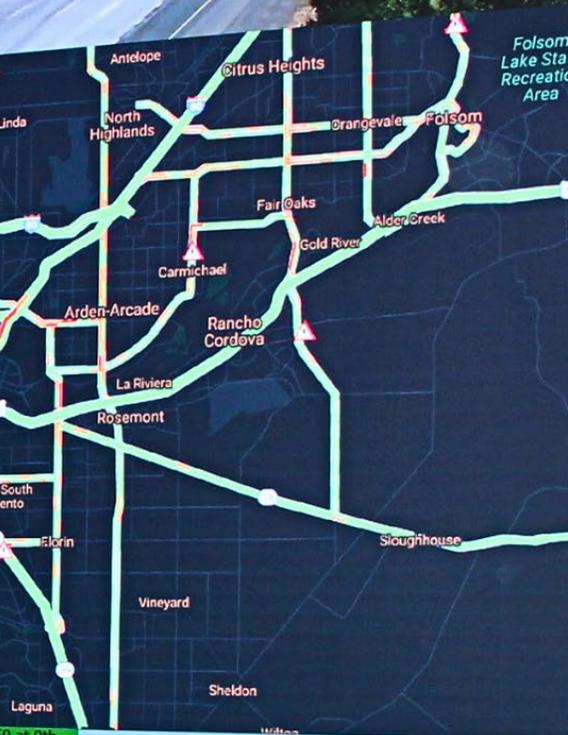




TRAFFIC OPERATIONS MANUAL

Chapter 110

Transportation Management Centers Appendices



February 2026

**California Department of Transportation
Division of Traffic Operations**

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Appendix 110 A Forms and Memorandum of Understanding

Topic 1 Inter-Agency Memorandum of Understanding

Figure A-1 Inter-Agency Memorandum of Understanding

INTER-AGENCY MEMORANDUM OF UNDERSTANDING	
<p>As a state/federal public safety employee, you may have access to CONFIDENTIAL AUTOMATED INFORMATION obtained from the California Highway Patrol Management Information Systems (MIS), Computer-Aided Dispatch (CAD) and the California Law Enforcement Telecommunications Systems (CLETS). This includes criminal history records, Department of Motor Vehicles records, and other automated records. Misuse of information in automated records is a violation of the law and could adversely affect the civil rights of the individual whose records are misused. Any person who is responsible for misuse of automated information from the MIS or CLETS systems is subject to CRIMINAL PROSECUTION and CIVIL ACTION. Automated records are controlled by the following statutes:</p>	
<ul style="list-style-type: none"> • Penal Code Section 502 prescribes the penalties relating to computer crimes. Misdemeanor violations may be punishable by a fine of up to FIVE THOUSAND DOLLARS and time in JAIL. Felonies may be punishable by a fine of up to TEN THOUSAND DOLLARS and time in PRISON. Penal Code Sections 11105 and 13300 identify who has access to criminal history information and under what circumstances it may be released. Penal Code Sections 11140-11144 and 13301-13305 prescribe penalties for misuse of criminal history information. Government Code Section 6200 prescribes the felony penalties for misuse of public records and CLETS information. • ADDITIONALLY, Penal Code Sections 11142 and 13303 state, "Any person authorized by law to receive a record or information obtained from a record who knowingly furnishes that record or information to a person not authorized by law to receive the record or information is guilty of a misdemeanor." • Government Code Section 15101 states, in part, "The system (CLETS) shall be used exclusively for the OFFICIAL BUSINESS OF THE STATE". Any use of the system for functions other than conducting the business of the State is a violation of this Section. This includes using the system for private, personal or "nice to know" purposes. • California Vehicle Code Section 1808.45 prohibits misuse of Department of Motor Vehicles record information. Penalties include a fine not to exceed FIVE THOUSAND DOLLARS or ONE YEAR IMPRISONMENT in the county jail. 	
<p><i>I have read the above information on misuse of CLETS, criminal history record information, Department of Motor Vehicles information and other confidential automated records.</i></p>	
<p><i>I understand the policies, laws and penalties regarding the misuse of the information.</i></p>	
Print Name _____	
Signature _____	Date _____
Employing Agency _____	Employee ID# _____
Supervisor's Signature _____	Date _____
(02/04/2013)	

Topic 2 Live Commercial Broadcasting Memorandum of Understanding

Memorandum of Understanding

LIVE BROADCASTING FROM THE _____
TRANSPORTATION MANAGEMENT CENTER

The California Department of Transportation (Caltrans) and the California Highway Patrol (CHP) mutually agree upon the following provisions to provide real-time traffic information to the traveling public in the _____ region news media.

1. Caltrans and the CHP agree to allow (commercial broadcaster) to feature the TMC in traffic reports for television and radio broadcasts. (commercial broadcaster) shall provide continuous view of CHP and Caltrans logos on screen during traffic reports. The individual logos will be approved by the respective agencies.
2. The CHP will handle all television and radio regular traffic reporting. Caltrans personnel may handle incident-specific reports.
3. The CHP handles media requests for traffic reports within the TMC. All requests will be considered and traffic reports will be granted, with Caltrans concurrence, based upon available broadcast time. (Commercial broadcaster) will install, repair and maintain all equipment associated with televised traffic reporting at their expense.
4. Prior to equipment installation, (commercial broadcaster) shall provide Caltrans with a diagram detailing the location of where the equipment will be installed. The equipment will be installed in the TMC Studio and other areas with consideration given to limited space, safety of employees and minimal disruption of daily functions. The equipment will consist of: remote camera and pan/tilt unit, spotlight fixtures, a standard microphone and audio units, telephone lines and cabling.
5. (Commercial broadcaster) shall contact and receive approval from the Caltrans TMC Facilities Manager or designated representative a minimum of 24 hours prior to routine equipment maintenance. Emergency repairs may be allowed on an expedited basis. The TMC Facilities Manager or designated representative will be notified by the CHP or (commercial broadcaster) of such repairs.
6. (Commercial broadcaster) agrees to provide access to other news media to any live feed from the TMC during incidents designated as emergencies by State or Federal authorities; or at CHP or Caltrans request.

7. Caltrans reserves the right to screen and edit any material from its freeway cameras and computer terminals before it is provided to the news media consistent with established Caltrans policy.
8. In the event Caltrans or the CHP chooses to discontinue this traffic service, a 60-day notice should be provided to (commercial broadcaster) prior to termination of service.

	(Optional)	
Deputy District Director	Commander	News Director
Division of Operations	Communication Center	(Commercial broadcaster)
District _____	California Highway Patrol	
California Department of Transportation		

Topic 3 Forms

Note: The BCIA 8016, "Request for Live Scan Service" form is mandatory and can be found on the [California Department of Justice](#) website. For more information, refer to the [Guidelines for Completing Live Scan Service Form](#), also found on the [California Department of Justice](#) website.

Figure A-2 Form BCIA 8016, Request for Live Scan Service



STATE OF CALIFORNIA
BCIA 8016
(Rev. 03/2024)

Print Form
Reset Form

DEPARTMENT OF JUSTICE
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REQUEST FOR LIVE SCAN SERVICE

Applicant Submission

ORI (Code assigned by DOJ) _____ Authorized Applicant Type _____

Type of License/Certification/Permit OR Working Title (Maximum 30 characters - If assigned by DOJ, use exact title assigned) _____

Contributing Agency Information:

Agency Authorized to Receive Criminal Record Information _____ Mail Code (five-digit code assigned by DOJ) _____

Street Address or P.O. Box _____ Contact Name (mandatory for all school submissions) _____

City _____ State ZIP Code _____ Contact Telephone Number _____

Applicant Information:

Last Name _____ First Name _____ Middle Initial _____ Suffix _____

Other Name: (AKA or Alias) _____

Last Name _____ First Name _____ Suffix _____

Sex Male Female Nonbinary/Unspecified _____

Date of Birth _____ Driver's License Number _____

Height _____ Weight _____ Eye Color _____ Hair Color _____ Billing Number _____

Place of Birth (State or Country) _____ Social Security Number _____ Misc. Number _____

Home Address _____ City _____ State ZIP Code _____

I have received and read the included Privacy Notice, Privacy Act Statement, and Applicant's Privacy Rights.

Applicant Signature _____ Date _____

Your Number: _____ Level of Service: DOJ FBI

OCA Number (Agency Identifying Number) (If the Level of Service indicates FBI, the fingerprints will be used to check the criminal history record information of the FBI.)

If re-submission, list original ATI number: _____ Original ATI Number _____

(Must provide proof of rejection)

Employer (Additional response for agencies specified by statute):

Employer Name _____

Street Address or P.O. Box _____ Telephone Number (optional) _____

City _____ State ZIP Code _____ Mail Code (five digit code assigned by DOJ) _____

Live Scan Transaction Completed By:

Name of Operator _____ Date _____

Transmitting Agency _____ LSID _____ ATI Number _____ Amount Collected/Billed _____



STATE OF CALIFORNIA
BCIA 8016
(Rev. 03/2024)

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REQUEST FOR LIVE SCAN SERVICE

Privacy Notice

As Required by Civil Code § 1798.17

Collection and Use of Personal Information. The California Justice Information Services (CJIS) Division in the Department of Justice (DOJ) collects the information requested on this form as authorized by Business and Professions Code sections 4600-4621, 7574-7574.16, 26050-26059, 11340-11346, and 22440-22449; Penal Code sections 11100-11112, and 11077.1; Health and Safety Code sections 1522, 1416.20-1416.50, 1569.10-1569.24, 1596.80-1596.879, 1725-1742, and 18050-18055; Family Code sections 8700-87200, 8800-8823, and 8900-8925; Financial Code sections 1300-1301, 22100-22112, 17200-17215, and 28122-28124; Education Code sections 44330-44355; Welfare and Institutions Code sections 9710-9719.5, 14043-14045, 4684-4689.8, and 16500-16523.1; and other various state statutes and regulations. The CJIS Division uses this information to process requests of authorized entities that want to obtain information as to the existence and content of a record of state or federal convictions to help determine suitability for employment, or volunteer work with children, elderly, or disabled; or for adoption or purposes of a license, certification, or permit. In addition, any personal information collected by state agencies is subject to the limitations in the Information Practices Act and state policy. The DOJ's general privacy policy is available at <http://oag.ca.gov/privacy-policy>.

Providing Personal Information. All the personal information requested in the form must be provided. Failure to provide all the necessary information will result in delays and/or the rejection of your request.

Access to Your Information. You may review the records maintained by the CJIS Division in the DOJ that contain your personal information, as permitted by the Information Practices Act. See below for contact information.

Possible Disclosure of Personal Information. In order to process applications pertaining to Live Scan service to help determine the suitability of a person applying for a license, employment, or a volunteer position working with children, the elderly, or the disabled, we may need to share the information you give us with authorized applicant agencies.

The information you provide may also be disclosed in the following circumstances:

- With other persons or agencies where necessary to perform their legal duties, and their use of your information is compatible and complies with state law, such as for investigations or for licensing, certification, or regulatory purposes.
- To another government agency as required by state or federal law.

Contact Information. For questions about this notice or access to your records, you may contact the Associate Governmental Program Analyst at the DOJ's Keeper of Records at (916) 210-3310, by email at keeperofrecords@doj.ca.gov, or by mail at:

Department of Justice
Bureau of Criminal Information & Analysis
Keeper of Records
P.O. Box 903417
Sacramento, CA 94203-4170



STATE OF CALIFORNIA
BCIA 8016
(Rev. 03/2024)

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REQUEST FOR LIVE SCAN SERVICE

Privacy Act Statement

Authority. The FBI's acquisition, preservation, and exchange of fingerprints and associated information is generally authorized under 28 U.S.C. 534. Depending on the nature of your application, supplemental authorities include Federal statutes, State statutes pursuant to Pub. L. 92-544, Presidential Executive Orders, and federal regulations. Providing your fingerprints and associated information is voluntary; however, failure to do so may affect completion or approval of your application.

Principal Purpose. Certain determinations, such as employment, licensing, and security clearances, may be predicated on fingerprint-based background checks. Your fingerprints and associated information/biometrics may be provided to the employing, investigating, or otherwise responsible agency, and/or the FBI for the purpose of comparing your fingerprints to other fingerprints in the FBI's Next Generation Identification (NGI) system or its successor systems (including civil, criminal, and latent fingerprint repositories) or other available records of the employing, investigating, or otherwise responsible agency. The FBI may retain your fingerprints and associated information/biometrics in NGI after the completion of this application and, while retained, your fingerprints may continue to be compared against other fingerprints submitted to or retained by NGI.

Routine Uses. During the processing of this application and for as long thereafter as your fingerprints and associated information/biometrics are retained in NGI, your information may be disclosed pursuant to your consent, and may be disclosed without your consent as permitted by the Privacy Act of 1974 and all applicable Routine Uses as may be published at any time in the Federal Register, including the Routine Uses for the NGI system and the FBI's Blanket Routine Uses. Routine uses include, but are not limited to, disclosures to: employing, governmental, or authorized non-governmental agencies responsible for employment, contracting, licensing, security clearances, and other suitability determinations; local, state, tribal, or federal law enforcement agencies; criminal justice agencies; and agencies responsible for national security or public safety.



STATE OF CALIFORNIA
BCIA 8016
(Rev. 03/2024)

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REQUEST FOR LIVE SCAN SERVICE

Noncriminal Justice Applicant's Privacy Rights

As an applicant who is the subject of a national fingerprint-based criminal history record check for a noncriminal justice purpose (such as an application for employment or a license, an immigration or naturalization matter, security clearance, or adoption), you have certain rights which are discussed below.

- You must be provided written notification¹ that your fingerprints will be used to check the criminal history records of the FBI.
- You must be provided, and acknowledge receipt of, an adequate Privacy Act Statement when you submit your fingerprints and associated personal information. This Privacy Act Statement should explain the authority for collecting your information and how your information will be used, retained, and shared.²
- If you have a criminal history record, the officials making a determination of your suitability for the employment, license, or other benefit must provide you the opportunity to complete or challenge the accuracy of the information in the record.
- The officials must advise you that the procedures for obtaining a change, correction, or update of your criminal history record are set forth at Title 28, Code of Federal Regulations (CFR), Section 16.34.
- If you have a criminal history record, you should be afforded a reasonable amount of time to correct or complete the record (or decline to do so) before the officials deny you the employment, license, or other benefit based on information in the criminal history record.³

You have the right to expect that officials receiving the results of the criminal history record check will use it only for authorized purposes and will not retain or disseminate it in violation of federal statute, regulation or executive order, or rule, procedure or standard established by the National Crime Prevention and Privacy Compact Council.⁴

If agency policy permits, the officials may provide you with a copy of your FBI criminal history record for review and possible challenge. If agency policy does not permit it to provide you a copy of the record, you may obtain a copy of the record by submitting fingerprints and a fee to the FBI. Information regarding this process may be obtained at <https://www.fbi.gov/services/cjis/identity-history-summary-checks>.

If you decide to challenge the accuracy or completeness of your FBI criminal history record, you should send your challenge to the agency that contributed the questioned information to the FBI. Alternatively, you may send your challenge directly to the FBI. The FBI will then forward your challenge to the agency that contributed the questioned information and request the agency to verify or correct the challenged entry. Upon receipt of an official communication from that agency, the FBI will make any necessary changes/corrections to your record in accordance with the information supplied by that agency. (See 28 CFR 16.30 through 16.34.) You can find additional information on the FBI website at <https://www.fbi.gov/about-us/cjis/background-checks>.

¹ Written notification includes electronic notification, but excludes oral notification

² <https://www.fbi.gov/services/cjis/compact-council/privacy-act-statement>

³ See 28 CFR 50.12(b)

⁴ See U.S.C. 552a(b); 28 U.S.C. 534(b); 34 U.S.C. § 40316 (formerly cited as 42 U.S.C. § 14616), Article IV(c)

Figure A-3 Guidelines for Completing BCIA 8016 Form

GUIDELINES FOR COMPLETING "REQUEST FOR LIVE SCAN SERVICE FORM"	
FIELD	COMMENT
ORI (Originating Agency Identifier):	This is a number assigned by DOJ to identify authorized users. Each agency must have an assigned ORI prior to submitting fingerprints.
TYPE OF APPLICATION:	Example: Peace Officer, State Employee, Employment, License, Permit, etc. The application type determines the dissemination criteria used in preparing the response, and each authorized agency has specific application type(s) it is permitted to use. Since agencies may have more than one authorized application type, it is important this field be filled out correctly.
JOB TITLE OR TYPE OF LICENSE, CERTIFICATION OR PERMIT:	Example: Petition for Adoption, Emergency Child Placement, Foster Family Home, Volunteer, etc. This is a free-form field where the agency can include the specific job title, license, certificate or permit being requested. If the Application Type and Title conflict (e.g., Foster Family License applicant type, and Petition for Adoption application title) the transaction may be rejected.
AGENCY ADDRESS SET CONTRIBUTING AGENCY:	Please print or attach a pre-printed label containing the name and address label of the authorized applicant agency requesting the fingerprint check. Those agencies authorized to use generic ORIs must ensure that the agency name in this field is identical to the name used when the ORI was authorized, otherwise the transaction may be rejected.
MAIL CODE:	This is a unique number assigned by the Department of Justice to those agencies which have requested responses by electronic mail or fax. If this code is not entered, the response may be printed out and mailed instead of sent electronically. An incorrect code will cause the response to be sent to the wrong agency.
CONTACT NAME:	Enter the person's name at the agency who is authorized to receive the response. THIS IS MANDATORY FOR APPLICANTS REQUIRING A CHILD ABUSE INDEX CHECK
CONTACT TELEPHONE NUMBER:	Enter the phone number for the Contact Person. THIS IS MANDATORY FOR APPLICANT'S REQUIRING A CHILD ABUSE INDEX CHECK
NAME OF APPLICANT & PERSONAL DESCRIPTORS:	Enter the requested information.
MISC NO. BIL (Billing Number):	If the agency has been assigned a billing number by the Department of Justice, that number should be recorded here. If the agency does not have a billing number, the applicant should be prepared to pay all fees associated with the transaction directly to the Live Scan operator.
HOME ADDRESS:	The applicant's home address is mandatory for applicants requiring a Child Abuse Index check and where statute requires a notification to the applicant as well as the agency.
YOUR NUMBER:	Some agencies assign a unique number to each applicant. A field is provided for this number for the agency's convenience to help match the response to the correct applicant (this can be helpful if you have applicants with similar names).
LEVEL OF SERVICE:	Please check the appropriate box(es). Please note that your agency must be authorized by statute to receive the information requested. In addition, the APPLICANT TYPE will dictate the level(s) of service permitted. In those situations where the FBI level of service is permitted, you must check the FBI box or you will not receive a response from the FBI.
ORIGINAL ATI (Applicant Transaction Identifier) NO.:	FOR RE-SUBMISSIONS ONLY. The ATI is recorded on the last line of the Live Scan Request form by the Live Scan operator when the transaction is completed. If the applicant's fingerprints were previously rejected and are now being re-submitted, the ATI from the ORIGINAL Live Scan Request form must be included or the agency will be charged again for the transaction.
EMPLOYER:	This field is required to be completed if a response is required to be sent to the employer in addition to, or instead of, the submitting agency, (i.e., a facility licensed by the Department of Social Services).

Appendix 110 B Resources and Links

Refer to the following resources for additional information on transportation management center operations:

[511 Real-time Traveler Information](#)

[CA Manual on Uniform Traffic Control Devices \(CA MUTCD\)](#)

[Caltrans Performance Measurement System \(PeMS\)](#)

[Caltrans Traffic Census Program](#)

[Changeable Message Sign](#)

[Contract Manager's Handbook](#)

[Contract Managers Checklist](#)

[Live Traffic Camera Map](#)

[Major Incident Database \(MIDB\)](#)

[Media CHP Traffic Incident Information](#)

[Media CHP Traffic Incident Information XML Feed](#)

[New ADM-0360 Service Contract Process](#)

[Non-IT Service Contracts – Training and Resources](#)

[QuickMap](#)

[Request for Live Scan Service](#)

[Highway Conditions Reporting Requirements](#)

[Road Information](#)

[Transportation Management Center](#)