



Pomona Police Department
DFTC TRAINING MEMORANDUM

No. 2024-007

Date: May 15, 2024

To: Police Department

From: Brad Paulson, Sergeant

Subject: DMV – New Commercial Help Desk Phone Number

Please refer to the below training bulletin from the California Department of Motor Vehicles.

Prepared by:	Sgt. Paulson
Approved by:	Lt. Brown



LAW ENFORCEMENT INFORMATION MEMO: 24-03
SUBJECT: New Commercial Help Desk Phone Number
Memo Date: April 04, 2024

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Purpose To notify California Highway Patrol (CHP) of a new phone number available only to law enforcement for resolution of California Licensed Commercial driver situations.

Background The DMV has provided a Commercial Driver's License (CDL) Help Desk phone number to enhance support for the CHP at Commercial Vehicle Enforcement Facilities ('weigh stations').

New Information The DMV's Commercial Help Desk phone number is (866) 951-5782. This dedicated channel will ensure prompt handling and resolution of California Licensed Commercial driver situations such as validating the expiration date of a Department of Transportation (DOT) medical certificate or any other CDL certificate inquiry during regular DMV business hours: (M, T, TH, F, 8:00 AM to 5:00 PM, W, 9:00 AM to 5:00 pm).

IMPORTANT: This phone number is not for public use and is available to law enforcement agencies only.

Contact If you have questions or concerns regarding this memorandum or changes to the email distribution list, contact the Information Policy and Liaison Branch at (916) 657-7732 or send an email to jaglaw@dmv.ca.gov.

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