SANTA ROSA POLICE DEPARTMENT
RECORDS BUREAU

STANDARD OPERATING PROCEDURES
MANUAL
MISSION STATEMENT

We are committed to making Santa Rosa a safe place to live, work and play.

PREFACE

The duties required of a Records Technician are numerous and complex. This manual of Standard Operating Procedures is intended to define these duties and provide instruction for implementing department and section policies. This document supplements the department General Orders and Lexipol Policies but does not supersede it.

No single manual can address every situation that will arise in the Records Bureau. While all employees are expected to perform within the guidelines set forth here, in situations not stated here, the employee is expected to perform in the best interest of the citizen, the city, and the employee.

The duties and needs in the Records Bureau change, so will this document. It is a manual that will adapt to the changes required by the technicians, the department, the community, and changes in laws.

All Records personnel are expected to be knowledgeable about the policies and procedures contained in this manual.

Rules and regulations in this manual supersede all previous Records procedures.

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Technical Services Division Manager

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CHAPTER 1 – RULES AND REGULATIONS

1.1 INTERPERSONAL RELATIONS

All Records personnel will treat each other, citizens, and field personnel in a courteous, professional manner. All Records personnel will know and conduct themselves in accordance with the Santa Rosa Police Department Code of Conduct. All Records personnel will know the policy and act in accordance with the procedures established in the City of Santa Rosa Personnel Rules and Regulations pertaining to sexual harassment.

1.2 DAILY TASK ASSIGNMENT BOARD

The purpose of maintaining the Task Assignment Board is to give Police Technicians an opportunity to work in each of the various functions of Records.

Each morning, the TeleStaff schedule shall be used to determine on duty personnel so that the daily tasks can be divided amongst those Technicians. The tasks include, but are not limited to: Front Counter, Records, FAX, and Back-Up to the Front Counter, Filing. Beside each Technician’s name is a box to check or indicate AM/PM for each task. There is also an area for indicating meal times (codes) and meetings/appointments off roster to keep organization and productive work flow.

It is the responsibility of a Day Shift Technician to plot the daily assignments on the board, keeping in mind the previous day’s activities. Technicians shall work as a team, be flexible and fluid depending on the needs of the Bureau.

1.3 AM/PM PROCEDURES

Every morning Technicians must unlock the doors to Records and open the Officer Counter roll-up window. The lights will be turned on, along with both copy machines. At the Front Counter, the master key for the secured doors should be turned from the “OFF” position to the “ON” position at the start of business. The FAX machine and phone lines are automatically forwarded back to Records from Dispatch. The directions are posted at the appropriate phone and FAX locations and Technicians should test the lines to be sure that they are operating correctly.

Each evening Records shall forward up the both the internal and external phone lines to Dispatch. The master key for the secured doors shall be turned from the “ON” position to the “OFF” position at the start of business.
position. All doors, and the Officer Counter window shall be closed and secured. All copy machines, computers and lights must be shut off.

1.4 SHIFT SCHEDULING

Records Section shifts are established by Records Supervisors. For regular duty, Technicians will work four, ten-hour (4/10) shifts per week or five, eight-hour (5/8) shifts per week, per SEIU Unit 14, Memorandum of Understanding.

- Records Supervisor Work Shifts
  Records Supervisors will be assigned based on job responsibilities and operational needs and at the discretion of the Technical Services Division Manager.

- Critical Staffing Requirements
  Records Supervisors will determine the minimum number of personnel needed at any given time to ensure the proper function of the Records Bureau. All days off will be scheduled to provide for the best possible distribution of personnel in the Records Bureau Section. For any period where there is not sufficient staffing, overtime or shift adjustments may be used to fill critical shortages.

1.5 ANNUAL SHIFT ROTATION

Shifts may be added or eliminated to provide consistently adequate coverage based on the number of personnel available to select a shift.

Management will periodically evaluate the shifts to ensure personnel alignment is consistent with customer service needs.

Shift rotation will take place every six months and usually will occur on the first weekend in January and July, but may be differed due to a holiday.

Sign-ups are based on seniority and conducted six weeks prior to the rotation date. The sign-up sheet as well as associated documents (proxy form, schedule, etc.) will be distributed to police technicians for review one week prior to sign-up. Police technicians shall be assigned a 15 minute time slot on the designated date to sign up for their shift. **Bumping rights are not allowed.** If a police technician fails to call during the designated time frame, they forfeit that time slot and will sign up at whatever point they contact the shift rotation facilitator.

Probationary employees may be assigned to a shift for training purposes.
1.6 OVERTIME

The purpose of an overtime policy is to establish the procedure for the consistent requirements and utilization for overtime within the Records Section. Overtime may be used in the Records Section when necessary to maintain the staffing levels needed to provide continuing and timely service to the community.

The decision to have a shift staffed below these staffing guidelines will rest with a Records Supervisor, and will only occur when all options have been explored and exhausted. If no Records Supervisor is on duty, the watch commander shall be notified of the staffing deficit.

Unscheduled Overtime

When notified of an impending absence, it will be the responsibility of the on-duty Records Supervisor or the appointed technician to determine if overtime will be needed. All efforts to fill the required overtime will be made, including: emails, asking those present at work, adjustments to the schedule, and individual phone calls in an attempt to contact personnel.

Additional Overtime Considerations

Mandatory overtime will be assigned at the discretion of a Records Supervisor when it becomes necessary to maintain minimum staffing levels. No shift will be longer than 14 hours. There will be a minimum of 10 hours off between shifts. No technician will be mandated to work more than seven consecutive days in a row. Emergency operational events may require some modification of the above.

Recording Overtime

Overtime will be recorded in TeleStaff with the appropriate classification used, such as voluntary holdover or mandatory assigned.

1.7 TIME OFF

The purpose of a time off policy is to establish consistent guidelines for the request and approval of time off for all Police Technicians in the Records Bureau in accordance to SEIU Unit 14 Memorandum of Understanding.

It shall be the policy of the Records Bureau to consider time off requests for vacation, holiday, or compensatory time as outlined in this procedure.
• All time off requests shall be submitted via TeleStaff.

• One person shall be guaranteed time off during each 24-hour period.

• All requests for time off shall be submitted by the 15th of the month prior to the requested time off. The Records Supervisor assigned to completing the schedule shall review requests for the following month between the 15th and the 20th of each month.

• Late requests, as defined by being submitted after the 15th of the month prior to the requested time off, shall be entered into TeleStaff as described above and shall be accompanied by an email to the three Records Supervisors. The requests shall be handled on a case by case basis at the discretion of the Records Supervisors. No overtime will be issued to cover a late request.

• Time off requests of 40 or more hours may be submitted up to one (1) year in advance, these requests shall be entered into TeleStaff (as described above) and shall be accompanied by an email to the three Records Supervisors. The Records Supervisors will add the requests to TeleStaff to cover the full range of days and hours of the requested time.

• Time off requests of less than 40 hours may be submitted at such time that the shift rotation during the requested period is known and has been released by the Records Supervisors.

• In the event that more than one Police Technician requested the same date off, the requests will be considered by the date the request was submitted. If more than one request is submitted on the same day for the same date off, seniority will be the second determining factor of which request is approved.

• Records minimum staffing levels shall be maintained at all times possible. Supervisors have discretion to staff below minimum for exigent circumstances.

• Additional time off will be considered only if the schedule allows or if a shift trade is negotiated. No overtime will be posted beyond coverage for the first person approved off.

In order to maintain operational staffing levels, shift adjustments may be made by adjusting the personnel assigned to the designated shifts with at least five days’ notice.
In order to comply with the one person guaranteed time off rule, any full or partial shifts not covered voluntarily, shall be assigned as overtime to meet minimum staffing.

Special assignments are not considered part of general Records staffing. However, if they work on Thanksgiving or Christmas they will be counted in the minimum staffing for those two days only.

Minimum staffing shall be as follows:

- For Monday-Friday, the minimum staffing will be 3 from 0700-0900, 7 from 0900-1700, and 3 from 1700-1900.

- For Saturday, the minimum staffing will be 2 from 0700-0900, 5 from 0900-1700, 2 from 1700-1900.

Special Thanksgiving and Christmas minimum staffing shall be as follows:

- For Thanksgiving and Christmas, the minimum staffing will be 2 from 0700-0900, 4 from 0900-1700 and 2 from 1700-1900. There shall be 2 shifts from 0700-1700, 2 shifts from 0900-1900 minimum.

- In order to fill the required shifts for the major holidays, shift adjustments may be made with at least five days’ notice.

- In the event of a sick call, on-duty technicians shall notify the on-call Records Supervisor and call all off-duty technicians in attempt to fill the vacant shift.

- At least one of the four Police Technicians working on these two major holidays shall be off probation. Trainees do not count in the minimum staffing count but shall work if their trainer is on-duty. If the trainer is off on a major holiday, a trainee may still work, either being reassigned for the day to another trainer or on a task designated by the Records Supervisors.

*1.7 updated July 3, 2019

1.8 SHIFT TRADE
If a time off request is denied due to no available coverage, an employee may negotiate a shift trade with another employee.

- To negotiate a shift trade, the involved employees shall submit a request in TeleStaff showing the date and shift to be traded and the date and shift for repayment.

All approved time off shall be indicated on the monthly TeleStaff schedule.

The Department has the authority to suspend, cancel, or reschedule any or all time off requests which in the opinion of the Chief of Police requires such action in the best interest of providing police services to the City of Santa Rosa.

1.9 **SICK LEAVE**

The purpose of the sick leave policy is to establish procedures for the consistent use of sick leave for non-job related illness or injury or necessary care of family members. Sick leave is a benefit provided a technician when ill or injured or to care for an ill or injured family member. A technician may be required to substantiate use of sick leave by providing a physician’s order.

In cases of illness or authorized reasons for use of sick leave, the technician shall notify the employer at least one hour prior to the start of the scheduled shift. If calling prior to Records being open, Dispatch is to be notified. The technician shall ask the dispatcher to email the Records Bureau. If Records is open the technician shall call and ask for a Records Supervisor, if one is not available then an email shall be sent to the floor. In cases where the technician reports to work, but requests to go home ill, the technician shall notify a Records Supervisor or the Technical Services Division Manager. In the event neither is available, the patrol supervisor.

The Supervisor receiving the notification will log into TeleStaff and enter the technician out as sick.

In the case of a prolonged or extended absence where all sick leave is exhausted, the technician may be authorized to use other leave banks. The technician should contact the human resources section of the police department to explore options. In the case of a technician exhausting all leave banks, catastrophic leave is another option a technician may explore with the assistance of a Records Supervisor.
1.10 IOD LEAVE PROCEDURE

When scheduling an appointment related to an injury that occurred while on duty, the employee shall enter the time into Telestaff that they will want to be away from work and follow-up with an email to all supervisors requesting the time be reviewed. Upon receiving the email request from the employee, the supervisor will review Telestaff and determine according to the current time off policy if the employee is able to have the requested time off. IOD appointments are not guaranteed and need to work around staffing. If the request meets the policies requirements it will be approved. If the supervisor determines the staffing is not adequate to accommodate the time off it will be denied. The supervisor will respond to the employee’s email explaining if the time is approved, or if a conflict exists request that the appointment be rescheduled.

1.11 SECURITY
1.12 CONFIDENTIALITY

A. Automated Information Systems

All information contained in the various files and automated information systems of the Santa Rosa Police Department, including city, county, state, and federal computer networks, is strictly for law enforcement personnel to be used in the course of their duties. Inquiries are not to be made of any automated system nor shall any file be investigated for any purposes other than official duty. No technician is to use their position at the Santa Rosa Police Department to obtain information for personal reasons, knowledge, or use. Violation of these laws, rules, and regulations are covered under the California Civil, Penal and Vehicle Codes, and the Santa Rosa Police Department General Orders. Discipline concerning violations can be up to and including termination of employment and possible criminal prosecution.

- Home Address and Phone Numbers

At no time will a Department employee’s home address and/or phone number be released without either the express consent of the employee or verification that the person receiving the information is an employee of the Santa Rosa Police Department authorized to receive the information. When it becomes necessary to broadcast an address or phone number that belongs to an employee of the Department, under no circumstances will the information be broadcast that the address and/or phone number being given over the air belongs to an employee. Specific information should be given by telephone or MDC transmission.

- Private Security Agencies

No technician shall provide information or records to any private agency that is not specifically entitled to the information or record. Former and retired law enforcement status does not entitle an individual to access these systems.

- Information Received in Records

All information that is available to Records personnel in the course of their duties is to be considered confidential information. Release of records or information from records contained in Records is controlled by statute. Information is not to be accessed for personal use or knowledge at any time. Records personnel may become aware of information relating to internal or criminal investigations on other employees. This information is not to be discussed or disseminated in any way that may compromise the investigation or prosecution of the matter.
- **Media Requests**

  Requests for detailed information or questions on incidents shall be referred to the Sergeant in charge of the investigation or designated Sergeant or Lieutenant.

1.13 **PASSWORDS**

Technicians shall have their own unique password for the systems used in the Records Section. The passwords will be kept private and not saved on the computers for automated sign in. Technicians will be responsible for updating their passwords as required by each system.

1.14 **EMERGENCY PROCEDURES**

Emergency evacuation maps can be located in Records. Be aware of all available exit routes from the building for when there are fire alarms or bomb threats. Follow the instructions of command staff in the event of protestors or weapons in the building.

1.15 **GENERAL HOUSEKEEPING**

The responsibility of maintaining a clean, professional, and pleasant workplace belongs to each technician in the Records Section.

B. **Workstations**

Each technician will maintain their workstation, keeping it clean and uncluttered. Personal property is to be stored neatly. At the end of each shift, each technician shall remove personal items from the work area and replenish supplies used during the shift. Any spill shall be cleaned up immediately.

- **Mail Slots**

  Mail slots are provided for each technician to receive official memos, documents, and other informational/work related materials. Technicians shall check their mail slot at the beginning of each shift for new mail. Mail slots are under the control of Records Supervisor and are assigned to the technician to receive written communication. Records Supervisors may review the contents of mail slots without notice. No technician shall review any material left in a mail slot assigned to another technician without the express permission of the technician to whom the mail slot has been assigned.
o Break Rooms

Food, drinks, and empty dishes are not to be left on the counters or table in the break rooms. Personal items are to be stored appropriately. The refrigerator has been provided for the daily storage of perishable food items only. Any item placed in the refrigerator/freezer shall be clearly marked with the technician’s name and the date. Any item not clearly marked is subject to disposal. The microwave shall be cleaned following each use.

o Locker Room and Lockers

Lockers are provided for each technician to store personal and issued items. The lockers are the possession and control of the Santa Rosa Police Department and may be subject to searches at the discretion of management.

o Attire

Technicians will follow Santa Rosa Police Department Uniform Regulations and shall be professional in their appearance at all times.

o Noise Level

All personnel will maintain a professional demeanor in the Records Bureau and be aware that conduct that may be heard, by the public on open telephone lines or radio channels.

o Personal Activities While on Duty

  ▪ Internet

Access is permitted on break time only and as long as usage does not distract the technician from regular work activities. Technicians are to be aware that all internet usage is logged and may be retrieved and reviewed, and any inappropriate sites are to be exited immediately. Inappropriate images for the purpose of this policy section are defined as sexually explicit in nature, nudity, or anything that could be construed as harassment or is disparaging of others (refer to City of Santa Rosa Technology Use policy for further information).

  ▪ E-Mail

The California Public Records Act requires the agency to disclose specified public records. In response to those requests it may be necessary to examine electronic communications records that users may consider personal. All communications transmitted via the City’s electronic communication resources are subject to monitoring at the discretion of the department or City. The existence of
passwords and “message delete” functions do not restrict or eliminate the department or City’s ability or right to access electronic communications.

Technicians should not communicate their private, privileged, or confidential information including but not limited to personal attorney client communications, financial or medical information and other privileged information, via the City’s electronic communication resources.

Technicians shall not distribute, copy or blind copy to unauthorized individuals, any electronic communications sent to and or received from attorneys representing the City, as these are privileged communications. Additionally, the City or department may be required to produce information transmitted or stored on its electronic communications resources pursuant to a court order, subpoena or statute.

- Social Media

The department understands that its employees use social media sites to share events in their lives, to communicate and to discuss their opinions with others, including family, friends and co-workers. Social media uses many technologies and forms, including web feeds, blogs, wikis, photography and video sharing, web logs, journals, diaries, chat rooms, bulletin boards, affinity web sites, podcasts, social networking, fan sites, mash-ups and virtual worlds.

Technicians shall not use department or City electronic communications resources or work time for their own personal social media use. They shall not use department or City email addresses to register on social media networks, blogs or other online tools utilized for personal use. Message content sent from the City’s account reflect upon the department (positively or negatively) to those who receive the message. Technicians may be subject to disciplinary action for using the electronic communications resources in a manner other than for their intended purposes, or in a manner that violates applicable laws, rules and policies. The privacy of these messages is not assured. Technicians may create criminal or civil liability for themselves, the department or the City by using outside or third party systems in an offensive, defamatory or illegal manner which could lead to discipline up to and including termination.

Technicians shall use good ethical judgment when using social media to limit any impact to other department employees, City employees or citizens. They shall follow department and City policies and regulations as applicable, including but not limited to those that protect individual privacy rights, anti-discrimination and
harassment policies, the anti-workplace violence and anti-bullying policies and any other relevant policy.

Technicians shall not use social media in any way that may adversely affect their job performance, the performance of any co-workers or is in any way detrimental to the mission and function of the department or City or otherwise adversely affects members of the public served by the department or City or people who work on behalf of the department, City or City’s legitimate business interests. The department or the City may take disciplinary action against any member of the Records Bureau up to and including termination.

Technicians shall refrain from posting complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, or threatening or that might constitute harassment of bullying. Examples of such conduct include offensive posts that could contribute to a hostile work environment on the basis of race, religious creed, color, national origin, ancestry, physical or mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation or any other status protected by law, department or City policy. No personnel should post anything that could be construed as threatening or would make a reasonable person afraid for his or her safety or the safety of his or her family.

Technicians shall refrain from posting and information or rumors that they know to be false about the department, a co-worker, City clients or people working on behalf of the department or City or the public for which it serves. If they do post anything online related to the work that they do or the subjects associated with the department or City they need to be clear that they are not speaking on behalf of the department or City.

- Personal Cell Phones

Cell phones are to be kept out of public view and not used when on duty, unless on a break. Special circumstances requiring the use of a personal cell phone more frequently should be discussed and authorized by a supervisor. Personnel should consult SRPD policy 702.2.1 for more specifics on their use.
CHAPTER 2 – FRONT COUNTER

2.1 GENERAL I/LEADS REPORTS

Investigative reports prepared by technicians shall be written using the Category Reporting Method as outlined in the SRPD Report Writing and Investigative Guidelines booklet.

Reports written in ILeads by technicians include most commonly the following report types: Auto theft, Forgery, credit card fraud, missing persons and identity theft.

The technician is to data enter all names, vehicles, property, summary and narrative into ILeads. Upon completion the technician is to approve the report to level one and submit any attachments with an ILeads coversheet to the approval tray. Once the report has been reviewed and approved by a supervisor they will send the report to level two. An administrative technician will then do the final UCR checks and approve the report to level three and print out the report.

2.2 MISSING PERSON/RUNAWAY REPORTS

Technicians are mandated to take missing person reports over the telephone or in person, regardless of jurisdiction of the missing person or reporting party.

Most missing person reports may be taken over the phone or at the front counter. Exceptions are:

- The victim is under 16 years of age and does not have a history of running away,
- The victim is at risk medically,
- The victim is mentally impaired,
- The victim has been abducted or kidnapped, or
- There is foul play.

Missing persons entries and locates for outside agencies are entered by Dispatch and the Records Section. However, when Records is closed, dispatchers are responsible for the entries and are to adhere to the following procedures:

Any juvenile who has been committed to a custodial facility who voluntarily leaves shall be deemed an escapee. Sonoma County custodial facilities include: Sierra Youth Program, Juvenile Correction Program, and Juvenile Hall which are all located at Los Guilicos and the Sonoma County Probation Youth Camp in Forestville. A MUPS entry is also required for escapees even though an arrest warrant will be issued by Sonoma County Sheriff’s Department.
Enter missing persons using the MUPS - Missing Person – Entry mask in Informer. All CLETs entries must have a second technician check. In addition to the required fields, include the following optional fields:

DOR – Date of Report  
APN – Agency Phone Number
IMM – Last Name and Badge (do not use symbols)  
MISC – something extraordinary (on meds, officer safety, suicidal, etc.)

If a vehicle is associated with a missing person, make that entry after the MUPS entry using the Missing Persons – Physical Descriptor/Vehicle Entry mask in Informer. Enter the FCN from your MUPS entry and the NAM exactly as entered. Fill out the vehicle information at the bottom of the mask and it will be connected to the missing person entry. Note: when clearing a missing person from the system, this entry will automatically be deleted.

After the missing person has been entered into MUPS, send an Administrative Message (ADMIN) to include the following fields:

California Destinations – SRO/UPS  
To – Sonoma County Agencies  
Attention – BOL Runaway Juvenile  
Message – Summary from Report  
Reference – Officer’s name  
Telephone –  
Case Number – the case number of the report  
Agency – SR  
Mnemonic – SRO

A “Stop and F.I.” bulletin shall be completed including the missing person’s photograph, if available, for all ILeads reports. The bulletin shall be routed by the Records Bureau and a copy shall be placed on the Field Services Division briefing board.

When receiving a faxed missing juvenile report from a facility, create an event in Net Viewer, assign a case number, enter into MUPS, send BOL, and print out the MUPS entry and BOL and attach them to the faxed report. Technician must complete data entry in ILEADS and call the reporting facility with the case number. The second page of the report is to be completed by the technician noting the entry times and FCN.

When officers locate other agencies missing persons, a locate must be placed in MUPS using the Missing Persons – Locate/Cancel mask after confirmation has been made with the entering
agency. A supplemental report must be completed in ILeads if the missing person originated with our agency.

When receiving a telephone call from a reporting party advising that a missing person has been located, obtain the report number and entire name of the missing person and cancel the entry in MUPS using the Missing Persons – Locate/Cancel mask. If it is determined that the report was filed by another agency, have the reporting party contact that agency for the cancellation. If there is anything suspicious about the phone-in cancellation, have an officer make contact with the citizen.

Resources to be utilized with each missing person report and are available at the front counter:

- Missing Person Form – SRPD 373
- Authorization to Release Dental/Skeletal X-Rays – BCIA 4048
- Missing Person Resource Information – SRPD 374

### 2.3 CITIZEN CRIME CASE REPORTS (CCR)

Late reported crime or incident by counter report, online or by mail.

**Front Counter Reports:**
Crimes against property reports shall be taken at the front counter when all of the following conditions exist:

a. No suspects have been seen;
b. No suspects are known
c. No physical evidence exists; and,
d. No immediate follow-up is indicated due to lack of investigative Leads
e. Value of loss is less than $5,000
f. No forced entry to structure

Reports written in ILeads by technicians include most commonly the following report types: Auto theft, Forgery, credit card fraud, missing persons and identity theft. These reports would not be taken as Citizen Crime Case or Online reports.

Most missing person reports may be taken over the phone or at the front counter. Exceptions are listed below and would be referred to field personnel.

- The victim is under 16 years of age and does not have a history of running away,
- The victim is at risk medically,
The victim is mentally impaired,
The victim has been abducted or kidnapped, or
There is foul play.

All crimes against persons reports shall be handled by a Police Officer except:

- In the case of a misdemeanor assault or battery situation where one of the reporting parties comes to the front counter and no prosecution is desired.

Miscellaneous reports that involve phone calls, lost/found property, and other such incidents shall be handled by front counter personnel when there are no known suspects.

Traffic collisions that are classified as a Hit and Run shall be taken by front counter personnel, unless injuries substantiate a felony.

Online Reports:

The Online Reporting system shall be used when the citizen prefers to report a crime remotely. The format is significantly limited due to restrictive character allotments and assumes that there are no significant or excessive details to the crime or extensive property involved. There is a review process in place that is overseen by a designated Police Technician in Records. There is no modification or correction to the Online report permitted by the program. Citizens referred to file a report online should be advised appropriately.

The following criteria shall be met when utilizing the Citizen Crime/Case Report form:

- Misdemeanor crimes against property and lost property;
  a. No suspects have been seen;
  b. No suspects are known
  c. No physical evidence exists; and,
  d. No immediate follow-up is indicated due to lack of investigative leads
  e. Value of loss is less than $5,000
  f. No forced entry to structure

- Felony crimes against property;
  a. No suspects have been seen;
  b. No suspects are known
  c. No physical evidence exists; and,
  d. No immediate follow-up is indicated due to lack of investigative leads
  e. Value of loss is less than $5,000
  f. No forced entry to structure
• Annoying Phone Calls;
  (1) No follow-up required until the telephone company advises the Police Department of a successful trap.

2.4 LOST MATRICULAR CARD REPORT
Refer all subjects that they are to contact the Consular directly. This information is available on the letter from the Consulate at the front counter.

2.5 TRAFFIC COMPLAINTS
If a Citizen calls, or comes into the station complaining about a traffic-related problem, you can take the complaint and relevant information and fill out one of the SRPD “Traffic Complaint” forms located at the front counter.

Complete the form by providing the location, general time of day it is occurring, and the nature of the complaint. Also ask the reporting party for their name, address and telephone number. Please ask the reporting party if they would like to be contacted by an Officer regarding the complaint. They may remain anonymous if they so desire.

Once the complaint form is complete, you may place it in the “Traffic” mailbox located at the back counter. The form will be reviewed by a Traffic Sergeant and given to an Officer for follow-up.

Make sure the technician’s initials are at the bottom of the form!

2.6 NEIGHBORHOOD COMPLAINTS
The Neighborhood complaint form is located in the forms slot at the Front Counter. The form shall be completed as accurately as possible by a Police Technician who determines that this is the best course of action given the circumstances conveyed by the public. Once the issue is documented, the Police Technician must determine the beat of occurrence and then place the completed form in the Beat Sergeant’s in-box at their desk.

2.7 PRIVATE PROPERTY TOWS/REPOSSESSIONS
Private property tows and repossessions are called into the main phone lines. The Technician must confirm that the vehicle was towed from a Santa Rosa City limit location. Technicians are to pull an event number to be used as the OCA and enter the details of the towed vehicle into the event. The technician is responsible for entering the vehicle into SVS. All entries are to be doubled checked by a secondary technician. The REF field is not used on Repos, but the tow
company and their phone are entered in the REF on Private Property tows. The miscellaneous field should include the location the vehicle was taken from. If the tow company is unable to provide the last six of the vehicle Identification number the call is to be transferred to Dispatch for a Field Technician or officer to respond.

2.8 ACCEPTING EPO’S/RESTRAINING ORDERS

We accept served and unserved TROs and granted Restraining orders at the front counter. When accepting a TRO or restraining order you will fill out a Restraining Order half sheet that is located near the front counter.

- The half sheet requires that you write down the Plaintiff’s name, and the Defendant’s name and DOB if known.
- Once the form is filled out, it shall be attached to the order and placed in the Dispatch mailbox located on the back counter.
- When accepting a restraining order, the technician shall ask if it has been served
- If the party dropping off the order has a copy of the “Proof of service” it should be attached to the order. If they don’t have a copy, the technician will ask for them to provide one.
- If the order has not yet been served, the technician will write “not served” on the half sheet.

2.9 ABANDONED VEHICLES

These are generally reported over the phone by the public.

The Technician must determine that the vehicle/boat/trailer is located within the City Limits of Santa Rosa, that it meets the 72 hour city ordinance violation 11-20.100 SR, is not creating a traffic hazard, and is not creating an environmental hazard. After the circumstances have been established and the vehicle meets the criteria for an Abandoned Vehicle, the technician shall attempt to obtain the license plate and description of the vehicle in order to complete the form SRPD 319. The technician should also ask if there are any broken windows, flat tires or other parts missing that would make the vehicle non-operational and therefore eligible for a more expedited tow under California Vehicle Code Section 22669(d).

If the citizen is able to provide the license plate, conduct a 10-28 and 10-29 via CLETS to determine whether or not the vehicle is in SVS as Stolen. If it is not, advise the citizen that the VIPS or other department personnel will make contact with the vehicle and address it per our policy concerning abandonment/abatement.

The Technician must then:
Complete form SRPD 319 (Abandoned Vehicle Form)
Create an event number (enter the location, enter 1124G for the event type, enter the call source, enter the remarks using the year/color/make/model/license plate number, followed by additional comments such as how long the vehicle has been parked at that location and if there is anything unusual about the vehicle.
Write the event number on the SRPD 319 Form and place it into the VIPS box at the Officer Counter.

2.10 TRANSFERRING CALLS TO DISPATCH

It is the intent of all parties to ensure the needs of the community are our first priority. When answering incoming phone calls, review the call to ascertain if the call shall be transferred to dispatch. If the call is transferred to dispatch it will fall into the following categories:

EMERGENCY: In-progress life or property threatening incident
- Get location and return telephone number
- Transfer to Dispatch for further screening
- When transferring, give incident type, location, and call-back phone number

URGENT: In-progress non-life threatening incident or suspicious activity
- Get location and return telephone number
- Transfer to Dispatch for further screening
- When transferring, give incident type, location, and call-back phone number

ROUTINE: Report calls; those incidents which have a time element over 30 minutes
- Get location of occurrence
- Location to contact RP and RPs telephone number.
- Time element

Medical calls without criminal activity should be transferred directly to Redcom or to either of the following numbers: 

Calls of a “man-down” should be transferred to Dispatch as police response is also required.

2.11 TRAFFIC COLLISIONS/HIT AND RUN REPORTS

Police Technicians accept both Late Reported and Private Property Hit and Runs in person. Technicians are not to accept a Late Reported traffic collision where both parties stop and
exchange any amount of information at the time of the collision. If the involved party indicates that the collision was intentional, an officer needs to be contacted to take a report.

Once information is exchanged between the parties involved in a collision, it does not meet the criteria for a Hit and Run report. A failure to exchange any information at the time of a collision should be assessed on a case by case basis to determine the appropriate course of action. If either party involved calls in to report a 20002 VC in progress, obtain their location and forward them to Dispatch.

In the event that the party at fault contacts SRPD, their information and the details of the collision shall be documented in an email that goes to both Records and Dispatch for informational purposes. This information is to be provided to the party not at fault in the event that they contact this agency to file a report with similar circumstances.

These reports are taken in person at the Front Counter on the SRPD 220 (10/2010) form and must be completed by an involved party. The Technician should first verify the location then determine that the circumstances meet the criteria for accepting a Late Counter Class IV report. This includes:

- the collision occurred within the City Limits of Santa Rosa
- the parties involved have not already exchanged information
- the suspect driver and/or vehicle is not present at the scene when the victim becomes aware of the damage to their vehicle or property
- no information was left by the responsible party for the victim
- the vehicle/property has sustained some degree of damage
- the insurance company is requiring the victim to make a police report.

Instructions for completing the form:

- advise the victim to complete the boxes as thoroughly and completely as possible
- Party 1 should refer to the Suspect driver and/vehicle description
- Party 2 is the reporting victim description
- any Witness or Property Owner information should also be included if applicable
- the narrative and diagram must be completed as thoroughly as possible
- the signature of the reporting victim is required

If the victim does not indicate that they want to pursue criminal charges, they should be advised of their case number and the report shall be routed to “File” and placed in the Collision data entry tray.
If the victim does indicate that they are willing to pursue criminal charges, the Technician shall provide the case number to the reporting party and attach a 10-28 of the suspect vehicle to the report if possible. These reports are routed to “Hit and Run Investigator” for follow up and data entry is done after the investigation is completed.

2.12 VISITORS

The Santa Rosa Police Department is a secured building. There are many types of people who visit the building every day. The Police Technicians working at the front counter have the responsibility of checking in visitors and providing “visitor” badges for those who require them on the lower level of the building unless otherwise directed.

Who is supposed to sign in and receive a visitor’s badge?

Any civilian who is going into the secured portion of the building for any type of business (i.e.; deliveries, meetings, maintenance)

Anyone donning a Law enforcement uniform or has their own badge/name tag, such as a DA Investigator or retired police officer does not need a badge but shall still sign in.

It is NOT the Police Technicians’ responsibility to check in visitors who have business with the Chief of Police. Those folks should be directed upstairs.

Also, anyone having business with employees such as detectives or advocates should also be directed upstairs. They will be checked accordingly by administrative personnel.

The visitor badge/sign-in book is located on the front counter.

2.13 BOOKING PROPERTY/EVIDENCE

Evidence and/or Property that comes under the control of a technician shall be entered into the Evidence Tracker database. After the entries have been made, one copy of the “Item Submission Form” shall be printed, signed by the technician and submitted to a supervisor for approval and then to the router for distribution.

A property tag shall be securely attached to each itemized piece of property or evidence. The property tag shall be marked with the case number, item number, submitting technicians’ name and badge number and indicate whether the item is “evidence”, “safekeeping”, “found property” or “for destruction”.

The Property Preparation Counters are located outside the Property/Evidence Office across
from the evidence lockers and just outside the roll-up door to Property Evidence back room. The
drawers and cupboards below the counter contain packaging materials. The supplies are maintained by
the Property/Evidence Technicians. A drop slot is located to the right of the roll-up door to Property
Evidence for small items of evidence. This drop slot shall be used whenever practical to save regular
locker space. Larger items will be placed in a locker and locked.

Found Property: Any property having no evidentiary value with known or unknown owners.

- Items with less than $100 in value shall not be entered into the department’s storage
  system and shall be disposed of accordingly. This excludes weapons of any type including
  airsoft guns, pellet guns or paintball guns. These items shall be booked under one of the
  authorized categories outlined above.
- The property owner’s (if known) and the reporting party’s full name, address and telephone
  number shall be entered into Evidence Tracker.
- Reasonable attempts shall be made to identify and return the property to its owner.
- If the owner cannot be identified, the property shall be disposed of in a manner prescribed
  by law.
  1. The reporting party may claim any found property, except bicycles and weapons, after
     90 days (Civil Code 2080.3).
  2. Bicycles, toys and athletic equipment shall be turned over to Social Services (Santa Rosa
     City ordinance 11-42.020b).
  3. Any other unclaimed found or abandoned property of auction-able value shall be sent to
     auction (Santa Rosa City Ordinance 11-32.010/040 and Civil Code 2080.3).
- Property shall be entered into Evidence Tracker any time property or evidence comes
  under the control of an employee of this department with the following exceptions:

  1. Found keys (to be placed in key box at the Front Counter)
  2. Ammunition for destruction
  3. Syringes and razor blades for destruction (to be placed in the Sharps Container at
     the Property/Evidence Counter)

2.14 PROPERTY/EVIDENCE APPOINTMENTS

Release of property shall be by appointment between the hours of 0800-1630 Monday Through Friday,
except on holidays and days in which the property room is closed. If someone comes in and says they
cannot get a hold of someone in Property Evidence in order to make an appointment, you may have
them fill out an appointment request form (see attached) and place the completed form in the Property
Evidence tray on the back counter. If someone does not have a phone or a physical address for anyone
in Property Evidence to get back to them, you can send them to the top of the stairs and have them try
calling Property Evidence by using the 3618 extension on the black phone on the wall adjacent to the
upstairs Admin window.
Walk-in appointment times have been arranged to occur on Wednesdays between the hours of 0900-1600. Walk-in appointments are designed to assist individuals who may not have a way to call and set up an appointment over the telephone or are unable to obtain transportation any other day. Typically, bicycles will not be returned during walk-in appointment times.

If someone comes in outside of the scheduled walk-in time and states they need their property returned to them, they can fill out a form (see attached) and you can place the completed form in the Property Evidence tray on the back counter.

When an appointment arrives, notify Property/Evidence. If you are unable to reach them, call their cell phone numbers or use the overhead paging system.
PROPERTY RELEASE APPOINTMENT REQUEST

Case Number: __________________________ Name: __________________________
Date of Incident: __________________________ Address: __________________________
City/State/Zip: __________________________

DESCRIPTION OF PROPERTY
Item #1: ____________________________________________
Item #2: ____________________________________________
Item #3: ____________________________________________

TELEPHONE CONTACT NUMBERS
Home: __________________________
Cell: __________________________
Message: __________________________

EMAIL
Email Address: __________________________

WALK-IN HOURS
If you are unable to schedule a regular appointment for any reason, walk-in hours are available on WEDNESDAYS ONLY from 9am - 4 pm. Come in to the police department front counter and ask to speak with a Property Evidence Technician.

PROPERTY RELEASE AUTHORIZATION

In the event that you are unable to respond in person to pick up your property and would like another person to pick it up for you, please complete the Authorization below and provide it to your authorized representative to bring to their appointment.

I, __________________________ do hereby authorize __________________________
(Print your name) (Print representative’s name)
to retrieve property from the Santa Rosa Police Department on my behalf. The release will only be authorized when the designated person presents valid identification.

______________________________
Signature of Property Owner

THE UNDERSIGNED CERTIFIES HE/SHE IS AUTHORIZED TO OBTAIN CUSTODY OF THIS PROPERTY

<table>
<thead>
<tr>
<th>PRINTED NAME</th>
<th>SIGNATURE</th>
<th>DRIVER’S LICENSE OR ID#</th>
</tr>
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</table>
2.15 EXTRA PATROL REQUESTS

These requests are made by the public concerning specific types of crimes within their neighborhood. The Technician should obtain all of the pertinent information including, but not limited to, their address/neighborhood location, type of activity that they are concerned about, specific days/times they feel that activity is increased, and their contact information should an officer have need for further clarification. The Technician then needs to identify the beat of occurrence. Consult a current Roster to identify the specific officers assigned to that beat on the days/hours of the activity and send an email to the appropriate officer(s) detailing the citizen’s concerns. Extra Patrol requests should be routed to the briefing board.

2.16 FIREARMS

When a citizen comes to the front counter to turn over a firearm for destruction/safekeeping, the following procedure is to be followed by the Police Technician:

- Tell citizen to keep firearm locked in the trunk of their vehicle.
- If citizen brings firearm into lobby, and refuses to place it back in their vehicle, hit red button!
- Gather citizen’s information (Name, DOB, address, phone, vehicle description, etc.), ensure the citizen’s residence is our jurisdiction. If not, direct them to the correct agency.
- Have citizen wait in lobby and contact dispatch to advise that you have a citizen turning over a firearm for destruction/safekeeping, per 166F pc.
- Assigned officer will take possession of the firearm.

Under no circumstances is the Police Technician to go out to the vehicle to take possession of the firearm, as it needs to be rendered safe.

2.17 EXPLOSIVES

When a citizen comes to the front counter to turn over explosives for destruction, the following procedure is to be followed by the Police Technician:

- Ask citizen for the type of explosive, and where it is.
- If explosive is still in their vehicle, tell them to leave it there, and contact dispatch.
- If citizen has brought the explosive into the lobby, tell them to remove it immediately and place it in the center of the grass area outside. Call dispatch and alert employees upstairs overlooking the area to vacate to a safer location.
- If citizen refuses to remove device from the building, hit red button!
- After explosive is safely out of the building, gather citizen’s information (name, DOB, address, phone, vehicle description, etc.)
If the explosives are “safe and sane” fireworks and you are comfortable collecting them:

- Collect fireworks and place them in the bin labeled “Fireworks” in the sally port.
- Do not, under any circumstances, place ammunition in the fireworks bin.
- Do not place M80’s, or other dangerous explosives in fireworks bin, there is a separately labeled bin for those.

If the explosives are anything other than “safe and sane” fireworks or you do not feel comfortable collecting them:

- Call dispatch and advise them that you have a citizen dropping off explosives for destruction.
- Responding officer is to evaluate the situation and act appropriately.

2.18 TICKET SIGN-OFF

Ticket sign-offs are done by front counter personnel on a daily basis when the front counter is open to the public and only during daylight hours.

If the ticket has a correctible violation which can be signed off by the technician, they should sign-off the ticket no matter which box is checked or if no boxes are checked. (The reason is as follows: The intent of a ‘correctable’ violation is to correct the problem. Most equipment type violations are something that may be out of the control of the operator and should be fixed in a timely manner – such as a headlight burning out. That is why these violations are typically deemed “fix-it” tickets. Once the equipment has been fixed the violation is signed-off and shown to the court - who then charges the violator with the appropriate charges at court.

If there is “persistent neglect” by the violator, an officer has the discretion to check the ‘No’ box. What this basically means is the owner doesn’t care if they fix it or not and has let the problem go on for months, years, etc. Or, the owner has purposely altered the equipment to turn it into a violation. In a form of punishment, they not only have to fix the problem, but also are subject to a fine for letting it go for so long. One of the first questions the judge is going to ask the violator is- “Did you correct the problem?” Signing-off the back of the ticket shows the judge that the problem has been corrected. The judge has the discretion on imposing the fine or reducing/eliminating the fine.

Records Technicians do not sign off Fix-It citations issued by any other law enforcement agency UNLESS the citation was issued out-of-county. A ticket written by a state or county agency shall be directed to that agency’s local office if one exists. It is at the discretion of the technician to sign off an in-county citation by another agency other than SRPD.
Santa Rosa Police Department cannot sign off insurance violations. These are done at Traffic Court. Exhaust tickets are referred to a Local Referee. There is information available at the front counter to provide to the offender regarding this violation.

2.19 CITIZEN COMPLAINTS

When a citizen either comes into the Police Department or calls in to complain about an officer, Technicians are instructed to obtain the citizen’s name and contact number and to forward their information to an on-duty Sergeant. The Citizen is then advised that their information will be passed on to the on-duty Sergeant ASAP for follow up and that the Sergeant will contact them. If the citizen requests to write a formal Complaint, the Technician should provide them with a Citizen Commendation/Complaint hand out without asking any further questions. After the citizen has completed the complaint, a copy is to be made and provided to the citizen. Complaints are to be date stamped, “copy provided” noted on original and then routed to the Chief’s Office. It is encouraged that the citizen be advised of the option to speak to an on-duty Sergeant to more immediately and effectively resolve the issue. The Commendation/Complaint form is also available online for the citizen to print and complete.

2.20 CHILD CUSTODY VIOLATIONS

The Santa Rosa Police Department does not handle violations of court ordered child custody. All violations are to be directed to the District Attorney’s office.

We have forms at the front counter which can be provided to citizens. However, **we do not accept completed forms at the front counter.**

All completed forms must be submitted to the Sonoma County District Attorney’s office, located at 600 Administration Drive, Suite 212, Santa Rosa, CA.

2.21 PRIORITIES

Technicians should prioritize their dealings with officers, citizens and phone calls to best address the situation at hand. Daily tasks such as data entry and filing should be secondary. At times, supervisors may direct a priority task be completed; this is often listed on the assignment board and should be noted before starting your shift.
2.22 RIDE ALONGS

Effective immediately, only people who fall within the categories listed below will be allowed to ride-along with SRPD officers:

- Employment applicants
- Employee Assistance Program providers
- Law Enforcement Chaplaincy Service
- Victim Services volunteers
- Volunteers in Police Service (VIPS)
- News media representatives
- Allied law enforcement agency employees
- Leadership Santa Rosa students
- Tomorrow’s Leaders Today students
- SRPD Citizen Police Academy students
- Family/friends of Santa Rosa Police Department employees

Any technician accepting a ride-along application should be aware of these criteria and share them with applicants. We should not accept applications that do not meet the above criteria. Applications should be routed to Police Administration, for scheduling and tracking. Police Technicians who want to bring a friend or family member for a ride-along can still arrange that with their supervisor, but the completed applications will still need to go to Administration.

2.23 5150’S

On occasion, Police Technicians must deal with civilians who may appear unstable or mentally ill. Each circumstance is evaluated on a case by case basis.
Technicians are sometimes confronted with challenging or combative individuals that may require police officer assistance. Dispatch should be notified when the following guidelines are met:

The individual

1. is a danger to self or others;
2. seriously infringes on the rights of others; or
3. causes damage to the facility.

The technician may contact a Records Supervisor at any time regarding how to handle individuals at the Front Counter.

2.24 WILL CALL DRAWER

- Anything that is placed in the drawer for pick-up should be dated & have the name and/or badge number of the person that placed it in the drawer.
- Items shall not remain in the drawer longer than 30 days.
- If items remain after 30 days expire, contact the person who placed the item in the drawer. It becomes their responsibility to contact the person who was supposed to pick the item up.

2.25 ACCEPTING ITEMS FOR OFFICERS

When a member of the public brings in attachments for existing reports, the Technician accepting the attachments must determine whether or not a supplemental report should be taken based on their contact with the citizen. Generally, a simple supplemental report should be created indicating the contact and then refer the attachments to the original officer in the disposition. The technician should then data enter any property, but the data entry may also be referred to the original officer. Attachments submitted on a report that has yet to be written may not need a supplement if they can be forwarded to the officer for inclusion in their original report.

2.26 CIVIL STANDBY

A Civil Standby requires sergeant approval.

During the standby, an officer is dispatched to keep the peace in a civil dispute where there is a possibility of violence. The requesting party must make their request in person at the front counter. Civil standbys cannot be scheduled; the requesting party must be willing to wait for an available officer.
Example: Party 1 needs to get her belongings from her home. Party 2 is home and there is a history of DV.

Officers cannot force the other party to open the door, or determine the legal ownership of any property. The officer’s only purpose is to ensure the safety of all parties involved. Civil standbys are usually only 10 to 15 minutes in duration. Situations where one party is trying to remove large amounts of property from a residence are usually not suitable for a civil standby.

Technicians taking the request for a civil standby shall provide the Sergeant with the following:
- Information regarding the nature of the civil standby
- A local ILEADS check on the person(s) involved
- A calls for service check on the specified address
- Any information on warrants or temporary restraining orders

For officer safety, be sure to ask if there are any weapons at the specified address.

Always read any restraining orders related to involved parties. Any prohibitions against third party contact also apply to law enforcement. For example, in the situation above, if Party 2 is restrained from contacting Party 1, a civil standby is not an option because police cannot enable the violation of a restraining order. In these situations, a court order specifying when, where, and for what purpose police may conduct a civil standby is required.

2.27 LANGUAGE LINE/COMMUNIQUE

When a Police Technician has a non-English speaker in person or on the phone, the AT&T Language Line should be dialed to get an interpreter.

There are three AT&T Language Lines. Two phones are at the front counter, one at the east terminal and one at the west terminal. There is one phone on the wall at the Public Records Counter. Additionally, all SRPD phones are equipped with a language line conference call feature.

If you are using a regular SRPD phone for a language line conference call, be advised that if the citizen needs to be sent to dispatch, the interpreter will have to disconnect before the transfer.

There are directions at every phone and an access code that must be used when directed by the prompts.

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</table>
SRPD – Records Bureau
Standard Operating Procedures

For citizens requiring the use of Communique, sign language services, an event number shall be pulled, authorization from a supervisor or sergeant received before they are called. Communique can be reached by calling __________.

2.28 WILL-CALL FOR REPORTS

- If a party requests to pick-up the copy of the report they requested, it will be filed under the first initial of the requesting party’s last name. If it is a business, it will be filed under the first initial of the business.
- If money is still owed for a report, write “Needs to Pay” on the report request form and highlight the statement notation. When the citizen arrives to pick-up the report, they shall make payment at that time.
- Will-call reports shall be retained for 30 days.
- If the requestor has paid for the report but has not picked up their request after 30 days:
  - Mail the report to the requestor at their listed address
  - If it comes back as undeliverable, attach the envelope to the original report behind the request form. See 3.5 for returned reports.
- If the requestor still needs to pay and has not picked up their request after 30 days:
  - Attach the request form to the original report and write “Failed to Pick Up” with a date and your initials at the bottom. Remove the old request from the original report. This will ensure if the requestor calls later asking for the status of their request, the call-taker will know that it was never picked up.
- If the request was for a CAD printout and they have paid, mail the request to the provided address. See 3.6 for returned mail.

2.29 SAFE MED BOX

There is a Safe Med collection box in the lobby. The box is designed for the disposal of prescription medications by citizens who have no other means of getting rid of old, unused or expired medications. The box is secured with dual locks and the two person rule applies when contents are removed from the box. ________________

Inside the collection box is a cardboard box holding a plastic liner. The plastic liner has a unique identification number stamped on it for reference and a numbered zip tie type seal. The liner number and seal number must be logged on the tracking form taped to the inside of the box each time the liner is changed. The tracking form also requires names/signatures for each phase of the process. If you are part of the process in any way, you will need to complete the appropriate portion of the tracking form.
The medications drop into the liner and are secure until such time as pickup is requested. It is recommended that the fill level of the collection system be checked weekly to determine whether or not the box is full.

To prepare the box for disposal:

- Gather the excess liner and seal it closed using the numbered seal.
- Close the box top and secure with packaging tape (not provided)
- A return shipping label should already be attached to the shipping box.
- Contact Pharma Logistics by phone or email and arrange for a pickup. This is a pre-paid label and requires no payment from us.** Contact info. Located on the front of blue Med Safe file folder at front counter. You will need the complete UPS tracking number for the pickup request.
- Pending pickup the sealed box MUST be stored in a secure location; either an evidence slam locker or inside the secured drug cage in the back property room. Worst case scenario if all the lockers are full you can store in a supervisor’s office. Try not to put the box in the upper lockers because they are usually very heavy.
- When the UPS driver arrives, contact property/evidence or supervisor to obtain the box.
- Give the box to the UPS driver.
- The tracking sheet must be completed and returned to a supervisor.

To prepare a new box:

THE REPLACEMENT BOXES ARE BEHIND THE ROLLING CABINET AT ALISON’S DESK FOR NOW.

- Close the bottom flaps with packaging tape (not included).
- Fold the top flaps down to the outside of the box. Do not fold top flaps inside the box.
- Open and place the liner inside the box and pull top opening out and around the top of the box down past the edge of the flaps.
- Place prepared box with liner inside collection unit.
- Keep numbered seal and return label inside the bin for use when full.
- Tape new tracking form inside the bin door. Tracking forms can be located in the blue file folder at the front counter.
- Completed tracking forms should go to a supervisor.

USE UPS SHIPPING LABEL PROVIDED OR SHIP TO:

PHARMA LOGISTICS
**Please contact [redacted] at the above number to arrange for a UPS pickup.
CHAPTER 3 - RECORDS

3.1 VEHICLE RELEASES AND REPOSSESSIONS

Vehicle Releases
Vehicle releases are required for those vehicles towed for 22651(h), 22651(o) and 22651(p), 14602.6, 22655.5, and stolen vehicle recoveries. All other tow authorities do not require a release and citizens should be referred directly to the tow company. Vehicle releases should typically be processed through normal Records hours Monday-Friday 0900-1600 hrs.

22651(h) -incident to arrest, 22651(o) – expired registration and 22651(p) – unlicensed driver w/out 30 day hold. These releases are in the blue file folder in the file cabinet and filed under the registered owners last name. The following must be present to obtain a release:
- valid driver*
- registered owner (with proper identification)
- proof of current registration*
- $200 cash release fee

For the release of 14602.6 (after 30 days has lapsed) - If the 30th day falls on a weekend or holiday, the vehicle may be released the prior business day) the following is to be present
- valid driver*
- registered owner (with proper identification)
- proof of current registration*
- $200 cash release fee

Vehicles are eligible for early release only if a) the driver of the vehicle is able to obtain a valid CDL, or b) early release is approved by a tow hearing officer. See 3.2 for further on tow hearings.

Stolen vehicle recoveries
Victims of vehicle theft (the RP or the registered owner) only need to provide identification in order to obtain a vehicle release. Releases may be issued outside of Records hours. Confirm that the vehicle is releasable (not being held for evidence) prior to issuing a release.

22655.5 – Evidence tow
Prior authorization from a detective or tow hearing officer is required in order to release a vehicle that was towed for evidence purposes. Detectives are supposed to create a vehicle release and submit it to the tow hearing officer once the vehicle is ready to be released, but this does not always happen so some research may be required. If the vehicle belongs to the suspect, a $200 cash release fee is required. If the vehicle belongs to an involved other (example: suspect was driving girlfriends’ vehicle, she was unaware of the crime), the $200 cash release fee is waived. Vehicle may only be released to the registered owner.
Valid Driver – a valid driver is someone who possesses a valid California driver license. The only time an out of state license is acceptable is if the driver clearly resides in another state. But if the citizen presents a driver’s license from another state and you can establish their residency in CA (example: vehicle is registered to a local address, ILeads history is present, etc.) then it is not considered a “valid” license for the purpose of vehicle release.

Current registration – registration is considered current if all the fees have been paid (RIP code is 0) and the vehicle is in the citizen’s name. A “pending master file record” is acceptable; as this implies that the information has been sent to DMV and is being processed. A “release of liability” only is not sufficient to release the vehicle, as nothing has been completed on the registration other than a name change. We no longer require 1-day moving permits or temporary registrations from DMV.

Repossessions
Vehicles are subject to repossession by the legal owner or lien holder for multiple reasons. While it’s not required that SRPD know the reason for repossession, it’s important that we have the proper documentation. $200 vehicle release fee is not collected on repossessions.

22651(h), 22651(o) and 22651(p)

- Proof of legal ownership (example: if the legal owner of the vehicle is C&L Motors, a CDL accompanied by business card showing their affiliation with the dealer).
- valid driver

14602.6
- owner or owner’s agent (repossession company)
- repossession assignment

And one of the following:
- certificate of repossession
- contract or security agreement
- title
3.2 TOW HEARINGS

If a registered owner wishes to contest the tow, or believes the vehicle is eligible for early release they are legally entitled to schedule an appointment with the tow hearing officer. To schedule a tow hearing:

- Open Outlook
- Click on “Calendar” on the bottom bar
- Select “Tow Hearing” from the options on the bottom left
- Select the day you wish to schedule the appointment
- Double-click on the time you wish to schedule the appointment, enter required info, and hit “Save and Close”

Be sure to include the following information in the Outlook appointment entry:

- case number
- registered owner’s name
- phone number
- drivers name
- Vehicle information (license plate, make/model)
- Brief description of reason for tow hearing. Include any information that may be helpful to the officer (example: during our conversation registered owner admitted to allowing X to drive their vehicle, registered owner stated that it was a medical emergency, etc.)

3.3 PROPERTY RELEASE (FROM VEHICLE)

Property releases may be issued, free of charge, to the registered owner for the purpose of retrieving personal property from the vehicle. “Personal property” is considered anything that is not attached to the vehicle (sunglasses, documents, clothing, CD’s, etc.). Occasionally the person claiming to be the owner of the vehicle is not listed on the registration. In this instance, a property release may be issued for DMV-related documents only. Once the registration has been placed into their name a general property release can be issued for personal belongings.

If the registered owner does not have identification in their possession, you may confirm their identity through CAL-PHOTO and notate “ID confirmed through DMV” in the miscellaneous field on the property release.

A property release may also be issued to a non-owner but ONLY for items in that person’s name, such as a wallet with ID, a bill of sale with their name on it or items that specifically have the non-owner’s name written on them.
3.4 REPOSESSION RECEIPTS

A $15.00 repossession receipt is provided to individuals who are in the process of getting the vehicle back from the legal owner. No vehicle information is required. Identification can be requested in order to expedite the receipting. Cash and check are acceptable forms of payment.

3.5 RECORDS RELEASE

The purpose of Report Requests is to create an organized way for this agency to comply with the California Public Records Act by way of ensuring completeness and accuracy with a uniform understanding and approach. This procedure is separate from a California Public Records Act request that would be handled by a supervisor.

ACCEPTING REQUESTS

Accepting requests for traffic collisions, incident reports, calls for service and routine statistical information:

Appropriate means of accepting requests:

- At the Front Counter
- At the Records Counter
- By mail

Any request for the above information shall be done on an Application for Record Information form. The accepting Technician must appropriately record the date and their initials in the Reviewed/Accepted box on the form. When a request is made at the Front Counter or Records Counter, the Technician shall provide an Application to the requestor. The accepting Technician shall review the Application for completeness and if the requestor is unable to provide a Report or Incident number, the accepting Technician must research and fill in the appropriate information on the Application. The accepting Technician shall determine if the incident was a Santa Rosa Police Department call before final acceptance of the Application. If the incident is out of jurisdiction or does not exist, the Technician shall reject the request. If the incident occurred in Santa Rosa jurisdiction, the accepting Technician shall stamp or write the date received and their initials on the Application and advise the requestor that they will need to collect the appropriate amount of money for the transaction. The accepting Technician shall then advise the requestor that they will either be provided with a report copy, if it is releasable, or if not, a call for service or confirmation letter with the necessary redactions. No refunds will apply if documents are provided.

At no time, shall any cash, money order or coin be left in the report request tray or attached to a report request. The accepting Technician shall immediately have the cashier receipt any cash, money order or coin transaction. The original receipt shall be attached to the Application for
Record Information. If no cashier is available or a request is accepted after hours, the yellow copy of the handwritten receipt must be completed and attached to the cash, money order or coin and placed into the drop slot in the supervisor’s door. It is at the discretion of the accepting technician whether to process the request at the counter. If not processed immediately, the white receipt copy shall be attached to the request and placed in the report request tray at the Routing Distribution Center. If the requestor wishes a copy of the receipt, a photocopy can be provided. The pink copy of the receipt shall remain in the receipt book for auditing purposes.

If the requestor prefers to be notified by phone to pick up their information, please mark the appropriate box on the application. All requests will be placed in the Report Request tray at the Routing Distribution Center.

Payment in the form of check from either a private account or from an insurance company may be left attached to a report request for processing later. Requests with checks attached shall not be left anywhere but in the Routing Distribution Center.

Any request for a refund shall be referred to a supervisor, who shall complete a batch refund in IFAS on a weekly basis for any approved refunds.

When accepting FAX requests from other agencies, refer to FAX section # of this manual.

**PROCESSING REQUESTS:**

It shall be the responsibility of each Technician assigned to Report Request processing for the duration of the rotation period. If the assigned Technician is unable to process a request for any reason, the request should be placed in numerical order in the “Pending” folder in the Report Request tray, with a notation as to the delay in processing (i.e. 1055/20002 reports). The purpose of this folder is to keep report requests for delayed or incomplete reports organized. This folder should be checked daily if possible. Each completed request shall have the date and initials/signature of the Technician indicated on the Application or document detailing a request for information. Report requests where there is no DA disposition shall be processed as soon as received unless the requestor has specifically advised they wish to wait for an unredacted copy.

**REPORT REQUEST TRAY AT THE ROUTING DISTRIBUTION CENTER:**

The assigned Technician(s) shall do any and all appropriate research to identify a Report or Event number if for some reason that information has not already been completed. If there is a Report or Event number provided, verify accuracy and complete processing the request. If there is no number provided, the Technician shall review and attempt to locate the Report or Event number based on the information provided.
If the request is from an insurance company or private individual and payment is in the form of a check, the assigned Technician(s) shall process these requests accordingly. If a cashier is available, they should receipt the check(s).

If report requests are processed when no cashier is on duty or before/after hours, the assigned technician(s) shall complete the receipting. Once the requests are receipted, the technician shall staple the white copy of the receipt to the report copy/call for service/routine statistical request/confirmation letter and place them into the Will Call folder or mail them out. The assigned technician shall then take the check(s) and place them in the locked drawer at the Records counter so that the cashier can check them against the daily balance.

In the event requests cannot be completed during a shift the requests/checks shall be returned to the Routing Distribution Center with notation as to the status. The pending requests/checks shall be processed and receipted as soon as possible thereafter.

- While researching requests for Traffic Collisions, the Technician should be sure to check various locations in an attempt to locate the report (i.e. Traffic Collision Data Entry Tray, in file for Rip and Tears, the Pending Problems tray at the Routing desk to name a few)

When an assigned Technician determines that a report is not releasable, the Technician processing the request must make a note explaining why; including the California Public Records Act Section that is applicable and provide a call for service or confirmation letter instead. A copy of the call for service or confirmation letter shall be attached to the back of the original report or scanned into I-Leads.

**REDACTING:**

If the report requires redactions, the Technician making the redactions must leave comments on the Application or letter of request indicating the reason or type of redactions made (i.e. DA dispo, DV, etc.). If a report request requires more than the basic redactions, the Technician shall attach a copy of the redacted report to the back of the original report or scan into I-Leads.

**WILL CALL:**

If the requestor has prepaid with cash for the report/call for service/routine statistical report/confirmation letter, or has indicated that they will pay upon pick-up, the technician assigned to process report requests shall make any follow up calls to requestors. They shall also note the date and time of notification then initial and place in the Will-Call file under the requestor’s last name.
If the requestor has paid by check, whether it is a private account or insurance company, see the above instructions for processing the transaction. The technician assigned to process report requests shall advise the requestor that the report has been processed and will be available after 1600 hrs. the following day. This will allow enough time for the cashier to second check the receipts against the daily deposit.

If any report/call for service/routine statistical report/confirmation letter is still in the Will-Call file at the end of 30 days, the technician assigned to process report requests shall attempt to contact the requestor via telephone. If the requestor cannot be notified, the report shall be mailed. If the requestor is notified, the report/call for service/routine statistical report/confirmation letter can remain in the Will-Call box for an additional seven (7) days. After seven (7) days, the entire completed product shall be shredded. If a requestor responds after the completed product has been shredded, a new request will need to be completed and a new $2.00 charge shall apply.

RETURNED REPORTS:

Technicians processing returned mail will put returned reports in the Report Request tray at the Routing Distribution Center. The technician assigned to report requests shall make an attempt to contact the requestor via phone. If no contact is made, the completed product shall be shredded. No refunds shall be made for returned reports. If a requestor responds after the completed product has been shredded, a new request will need to be completed and a new $2.00 charge shall apply.

3.6 has been combined with 3.5

3.7 CLEARANCE LETTER

There are two different types of Clearance Letters. The first is titled “Visa Clearance Letter” which is used for Visa purposes – either for residency here or abroad. This form is identified as SRPD 352 in the M Drive (PD COMMON) - Police Templates - Records folder. The second type of Clearance Letter is for non-immigration purposes (i.e. adoption) and is identified as 7-06.dot in the same folder.

A Clearance Letter may only be completed for a specific individual who either comes to the Records Counter in person presenting photo identification or who submits a notarized letter. The individual must identify the length of time they began and ended residency within Santa Rosa City limits as well as provide their previous and current addresses. There is a $10.00 fee (cash or check) due at the time the Clearance Letter is drafted. An ILeads check is required of the citizen’s name and date of birth. After verifying that there is or is not any arrest history, the Technician
should determine which form is appropriate for the circumstances and complete the form appropriately.

There is a stamp with our agency name and address that should go on every Clearance Letter. Refer to the image of the stamp below.

Santa Rosa Police Department
965 Sonoma Ave
Santa Rosa, CA 95404
Verified by: __________ Badge#: __________
Date: __/__/____

This stamp should go on each Clearance Letter as each one is the original document. It gives the Technician a place to sign to make the process more complete, professional and consistent between Clearance Letters.

3.8 DRUG REGISTRANTS

11590 HS registrants are processed by the Records section by appointment. Appointments are scheduled in the Outlook calendar. Technicians should verify the registrants address at the time the appointment is made to confirm they will live within the city limits.
At the time of the appointment the registrant is to complete the DOJ narcotics registration/change of address form SS-8102N. The technician shall check for completeness and complete the appropriate boxes. The technician will assign a registrant number from the registrant book if the registrant is new or has not renewed their registration within the past five years.
If the registrant is only updating their address and they have registered within the past five years the same number will be used. A Permanent registration card shall be made with the registrants thumb print and signature and given to them on the date of the appointment. The technician shall complete the Known Offender entry into ILeads. The SS-8102 form shall be stamped entered and put in the correlating year binder. See the Registrant binder for full registration guidelines.

3.9 ARSON REGISTRANTS

Arson registrants are processed by the Records section by appointment. At the time the appointment is made in the outlook calendar the registrant’s address will be confirmed to be within the city limits. Anyone convicted of an arson offense prior to 1995 only has to register for 5 years from the date of their conviction. If their conviction was after 1995 they have to register for LIFE and provide us with updates on their address if they move. Please check the date of the offense and conviction dates very carefully to make sure that we are not re-registering someone
who has already registered or who is not required to register at all. The registrant must notify law enforcement of their residence address within 14 days of moving into any California jurisdiction and 10 days of any change of address. Transients only register again if they get a permanent address.

The technician will log into CSAR and search to determine if the subject has an existing record. If no records exists, the technician will add the registrant into CSAR. The registration form will be completed and printed by the technician. The technician will obtain a thumb print on the form and data enter the information into the Known Offender module in ILeads. The registrant will be issued a permanent card at the time of their appointment. See registrant binder for full registration guidelines.

3.10 CITATION PROCESSING

Citation processing is a task usually assigned to two or three Technicians, as it is a task that must be completed in a timely manner so as not to miss court dates.

Begin by gathering all documents out of the citation processing tray, located on the back routing distribution center. Entered cites should be bundled together with a note indicating “entered”.

Set aside pink copies of already separated citations (i.e. warrant cites, etc.) Separate adult cites and juvenile cites. Separate adult arrest cites from traffic cites (see handbook located in the citation processing tray) Set aside citations for 12500 VC, 14601 VC, and 12951 VC. Check all cites for case numbers (must have red check mark in upper right corner, otherwise, return to router), valid court dates, and completeness.

Adult Traffic Cites and City Ordinance Violations:
Separate white, Pink, and Yellow (usually already given to defendant) copies of citations. Pink go to file.
Mail any Yellow copies to appropriate recipient (check for owner’s responsibility vs complaint).
Batch white copies of adult traffic cites in stacks of 25.
Staple (middle left side) completed cover sheet (found in cite processing tray in envelope) on each stack of 25 cites. Place completed stacks in the Court Liaison “in” tray.

Juvenile Traffic cites and City Ordinance Violations:
Process same as adults, except:
There may not be 25 cites, send over whatever you have.
On the cover sheet, write JUVENILE at the top and highlight. Still turn into Court Liaison “in” tray.

**Adult Arrests:**
Refer to Citation Processing book. Check that the booking required box is marked on citation that on require booking letters. (Consult Citation Processing book for citations requiring booking).
Place completed packets in Court Liaison “in” tray.

**Juvenile Arrests:**
Refer to Citation Processing book.
No booking letters for juveniles.
Place completed packets in “LG” tray, located on the officer’s counter.

**Cite Corrections:**
Any change that is made to an original citation must use a correction form.
Back side of both white and yellow corrections must be completely filled out.
Mail yellow correction to appropriate recipient (i.e. owner’s responsibility)
Pink copy is to be stapled together with pink copy of citation and filed.
White copy must accompany original cite to court.

**Returned Citations from court:**
Citations returned from court will be accompanied by a “golden rod” form with reason for rejection.
If reason is for “misdemeanor, not seen in traffic court”, complete appropriate packet and return to DA, with golden rod attached. Check to make sure court date hasn’t passed.
If reason is for incorrect violation or missing information, forward to citing officer who must complete a citation correction.
When resubmitting a cite, always include the golden rod.

3.11 **TRAFFIC CITATION DATA ENTRY**
Records Technicians are assigned citation data entry and processing. Data entry on traffic citations includes entry of any non-misdemeanor citations. Entry is done in the citation module in ILEADS. Upon completion of entry, the technician will note that the cites have been entered and put them into the processing tray at the distribution counter.

**Traffic Citation Data Entry**

***IMPORTANT***
Do not enter a citation if you have any ONE of the following:
- “Complaint” or “in custody” written where the violator’s signature should be.
- It is an arrest (misdemeanor or felony) citation (M is circled).
- It has a case number WITHOUT a red check mark next to it.

**How to open the Citation Module in ILEADS:**

- OR –

**The Traffic Citation Module**
Required fields will show a yellow highlight. Data must be entered on all four tabs before saving any data. If the issuing officer has left off any required info on the cite then it will be returned to the officer for correction.

**Tab 1 - General**
Start by typing in some general information found on your cite:

**Citation No:** is a 7-digit number in red in the top right hand corner of the cite.

**Officer:** The name and badge number found on your cite. Typing “SR(badge #)” and hitting tab will auto-fill the officer name. For this example, you would type in SR255. You can also type the last name of the officer and then hit tab. In the case of multiple officers with the same last name you will be shown all matching names to choose from.

**Offense date and time:** Found at the top left of your cite. Time should be data-entered in military time (24-hour clock). If the officer has not checked either AM or PM a cite correction must be done.

**Violation type:** Hit the F2 button while your cursor is in this box to pull up a table with options.

Your training binder has a list describing each of the violation types used and the criteria for them; refer to that list at this time. In the case where your cite has multiple violations listed, you will select...
the type that matches the most serious violation. Usually the most serious violation will be listed first. Once you have selected your code click “OK”.

**Person Type:** Hit the F2 button while your cursor is in this box to pull up a table with options.

Select the option that best describes the role of the individual being cited. Be aware that one traffic stop could produce multiple citations being issued to different individuals all associated with that vehicle/stop. The notes on the back of the cite may help you identify the person type if you are unsure.

**Name:** The name of the individual being cited is located just under the date/time on your cite. To search for this person, type “Last, First” and then tab through the fields until a list pops up with all individuals matching the search.

Scroll through the list of possible matches until you see an individual with descriptors that match those on the cite. Date of birth, gender, address, CDL, etc.

Click “Edit” when you have found the correct individual. Check all info listed for this person with that on the cite. Update anything that may have changed or is not listed in Ileads. When all the info matches click “Use”. If after selecting an individual you see that they do not match the person cited you can cancel out of that record and continue to search for a better match.

*If the name found is an alias, choose to use the primary name, not the alias name.*
If you are unable to find a matching existing name record you will need to add this person. Click on the “Add” button and type in all information provided to you on the individual. When complete, click on the “Save” button.

**Tab 2 – Charges**

Clicking on the “Charge” button will bring up a new table, then click the “Add” button on this new table.

You will see the charge field highlighted in green. Begin by typing in the violation and then hit “tab” on your keyboard to search Ileads for the code associated with this violation.
A new table will pop up with codes associated with that violation. Select the one that matches the code written on your cite and click “OK”.

The next box highlighted in green is “Correctable Y or N”. Type “Y” or “N” according to the box checked on your cite, then click the “Save” button on the violation table.

Continue to “Add” as many charges as are on your citation.

Take note of these special boxes on Tab 2. Be sure to check any that apply.

Commercial/Hazardous:

Speeding cites often have the “Radar” or “Lidar” box checked.

PED/Bicycle is often written by hand in the vehicle section.
Offense Location: Either a street number and street name, or two intersecting streets can be typed here. Look at your cite for the location of the violation. After typing it in, tab through the fields until Ileads auto-fills the address.

A location can also be input by the name of the location. For example, type “@Julliard” for Julliard Park into the street name box and hit tab to search this location in Ileads. Select the best matching result and its full address will be auto-filled for you. This shorthand is frequently used by officers on cites and can be data entered in the same manner.

The offense location selected must verify with Ileads. If the address provided by the officer doesn’t verify it must be returned for correction. Using a wildcard (%) may assist you in discovering the correct location. Unverified addresses should not be used in either the location entry or an individual’s address of record unless their address of record is out of Sonoma County which will always remain unverified. An “Unverified” address is indicated by a “U” in red next to the address entry.

Accident: Citations issued as a result of a collision should be linked to that report by checking the box and entering the case #. The Case # is found directly under the cite # and there should be a red
check mark hand written in the top right corner. Another box will pop up asking you to confirm the report the cite is being associated with. Click “Yes” if the details match those found on your cite.

Alleged speed: Enter any numbers the officer has indicated on the cite.

**Tab 4 – Other**

**Appearing in:** Hit the F2 button while your cursor is in this box to pull up a table with options.

Choose the option that best fits the type of citation you are entering:

- Traffic Cite for an adult (top option)
- Traffic Cite for a juvenile (bottom option)
- “SRPD Warning” and “Parking Admin” can be used if entering those specific types of citations.

Once selected click on “OK”. Once the appearance location has been selected you have entered all required fields of all four tabs! Click on the “Save” button at the bottom of the module.
Adding a Vehicle

Once you save the citation module data a box will pop up prompting you to add a vehicle to your citation. Click yes to add a vehicle if your cite has one listed on it. The vehicle module will pop onto your screen; click on the “Add” button to start.

License No: Type in the license plate number and state found on your cite and then hit Tab. This will search Ileads for a pre-existing record of the plate. If a match is found you will be asked if you want to see the matching vehicle. Select yes and compare the result with the info on the cite. Ensure this is the same vehicle (matching make, model, color?). Some plates, especially disabled and vanity plates, are transferred from vehicle to vehicle; there may be multiple entries of this same plate with different vehicle info.
Once certain this is the same vehicle click “Use”. Compare the data that just auto filled with that on the cite and complete any blank boxes that you can.

If the vehicle is not found in Ileads, continue to tab through all fields while adding the info found on the cite. Fields which highlight green have a pick-list associated with it; hit the F2 button to see the list of all available options. This is especially helpful for make, model, style, and color. Codes for those fields are the same as those used in SVS entries.

**Owner:** Make sure registered owner info is entered or updated.

**Vehicle Relation:** Click in the “Related To” box and it will auto-fill with the name of the person cited. Click in the “Relation” box and hit the F2 button to see your options. Choose the option that describes the role of the person cited with this vehicle. This will be similar to the “Person Type” entered on Tab 1 of the citation module.

**IBR:** This field is used when a Vehicle Relation status cannot be determined, usually with parking cites. In that case, hit F2, select “None”, then click “OK”.

The vehicle module is now complete, click on “Save” and then “Exit”.

**Congratulations! You have now completed Citation Data Entry.**
3.12 WARNING CITATION DATA ENTRY: In the citation module, select “Add”, then fill in all highlighted field.
3.13 ARREST CITATION DATA ENTRY

Arrest citation data entry is completed by the Administrative Technicians. Entry of arrest cites is completed in the arrest module in ILeads and upon completion will be placed in the processing tray at the distribution counter.

- The case number is the 2 digit year and the citation number (example: 11-1234567)
- The arrest type is “S” – cited
- The location of the offense
- The charge is the actual offenses listed on the citation
- Enter the officer’s name in the “arresting officer” field.
- The status is “1” - Cited
- The disposition is “3” for misdemeanor.

If it is a juvenile citation same as above except:
- Disposition: “Juvenile court”
- Juvenile disposition: “Juvenile court”

Then Save and enter the Vehicle (save as other citations).
3.14  WARRANT DATA ENTRY

Warrant citation arrests are processed by the router who makes a copy of the citation and the warrant abstract and places the copies into the designated tray for data entry.

These copies must be held until the data entry of the other arrest citations and Part I reports for the date of the warrant have been completed to avoid duplicate arrest entries. Warrant citation arrests are turned in and processed separately from the other citations and reports but may be issued at the same time as another arrest citation and in those cases are entered as part of the same arrest.

The warrant citations are entered into the Arrest Module of ILEADS and are reported as arrests to DOJ.

To complete the data entry:

1. Verify that the Part 1 data entry for the month has been completed.
2. In the Arrest Module in ILEADS do a search of SRP arrests for the date of the offense. Sort your search return by last name. Check the names against your stack of warrant citations. If you find a duplicate arrest, you will add the warrant as a 2\textsuperscript{nd} charge to that arrest instead of making a new arrest entry. Make sure the citation number is added to the Xerf ID field on the front page of the arrest. If a duplicate is found to be part of a locked report, the arrest module must be unlocked and the warrant added. The citation number should be added to the Xerf ID field. If a citation number already exists, put the citation number in the notes field on page 3 of the arrest module. The arrest module is then relocked and closed.
3. If you do not find a duplicate then you will be entering a new arrest for each warrant citation. If you have two citations for the same arrest, for example two officers cite the same person for two different warrants or a warrant and an on-view (must be same time, same location and same person) you will combine them into one arrest entry for both warrants.
4. The case number is the two digit year and the citation number (example: 11-1234567)
5. Add the arrest type as “T” (Follow up (Warrant, etc.)) and enter the Location.
6. Next, click on the charge field. A “Bench Warrant” originates from a Santa Rosa PD case ONLY (indicated by SRO). All other cases are considered “Outside Warrants” (SCY, CHP, etc). Makes sure to enter the warrant number (ie: SCR-XXXXXX) into the “Warrant/Summons No” field.
7. .
8. If there is more than one warrant, enter one charge for each warrant.
9. Enter the officer’s name in the “Arresting Officer” field.
10. The status is always entered as “1 – Cited”
11. The disposition is going to be entered as either a “3 for Misdemeanor” or “4 for Felony”. This will only be done on Bench Warrants that are generated from Santa Rosa PD cases. For Outside Warrants, “2 for Turned Over” is entered. This means you are “turning over” the warrant to the original outside agency because it is not a Santa Rosa PD case.
12. If you have a citation with a bench warrant and an Outside Warrant, enter the Bench Warrant as first and then the Outside Warrant. Use the disposition that matches the Bench Warrant.

3.15 WARRANT ABSTRACTS

Purpose:
- The purpose of this procedure is to establish guidelines for the receipt and processing of warrant worksheets and the service of warrant abstracts.

Definition:
- A worksheet is a summary of an existing warrant which is communicated by telegraphic or other electronic means to other peace officers for attempt service.
- An abstract is a summary of an existing warrant which is communicated by telegraphic or other electronic means to other peace officers for service and which contains all the information required by Penal Code Section 850.

Policy:
- The Court Liaison shall print and route all warrant worksheets from the county justice system (Criminal.Net) to the Records Bureau for processing.
- All teletype abstracts (including out of county) shall be routed to the Records Bureau for processing.
  - All teletype or printed worksheets/abstracts outside of the Santa Rosa jurisdiction shall be returned to the initiating agency with a notation indicating the appropriate jurisdiction.
• A Police Technician shall date stamp each worksheet and/or abstract, identify the appropriate zone (verifying address in ILEADS), and place the worksheets/abstracts in the appropriate zone folders.
  
  o Zone folders are located in the Briefing Room.
  
  o All warrant abstracts indicating a Special Services Division investigator’s name and case number shall be routed to the appropriate section.
  
  o Any teletype warrant abstracts with special circumstances noted shall be routed to the on-duty Patrol Sergeant for evaluation.
  
• When attempted service has been made, the warrant abstracts/worksheets shall be returned to the Records Bureau for review of due diligence.
  
  o The warrant abstract/worksheet shall then be forwarded to the Communications Center for due diligence entry in the county computer system.

Warrant abstracts/worksheets routed to the zone folders shall be checked bi-weekly in Criminal.Net or WPS to ensure they are still active. Abstracts/worksheets shall be purged from the zone folders after twelve months.

### 3.16 TRAFFIC COLLISION DATA ENTRY

The Records section is responsible for data entering traffic collision reports taken at the front counter - Late counter 20002 VC reports – as well as the “Rip and Tear” hand-written reports taken by officers in the field. These reports will have an I/Leads mask that the technician will fill in with important information.

Data is entered on Page 1, Page 2 and sometimes on Page 3. Only enter data on Page 3 if Special Conditions apply, most commonly you will use “Late Reported” and/or “Private Property” when entering a counter report. If no Special Condition applies – Page 3 is not completed. Click on the Party Button then click Add to enter each party involved in the collision. A Party is a vehicle driver, parked vehicle, a bicycle or a pedestrian. (The property owner of property damaged – such as a fence, tree, and street sign – is NOT entered as a Party. These will not be taken on a rip and tear so no need to have this info. When you enter the license plate and state you will go to the vehicle entry screen and complete the information on the vehicle if it is not already in ILeads. You will enter the vehicle owner’s name here.

Next you will select the names button to enter the names involved. Enter the name of each driver, bicyclist and pedestrian. Although there are options for passengers and witnesses, do not
enter those names into ILeads unless a passenger is injured or killed in the collision. You must complete a Name entry for that passenger(s).

If there is other property damaged, select the Property Button and enter the property owner information. The estimated damage field is not completed.

When data-entry is complete, stamp entered and file. (More detailed instructions in the traffic collision data entry basket)

3.17 14601 DATA ENTRY

14601/CHP 180 and copy of citation reports needing data entry are found in the Part I tray. Dates and officer information should auto fill into ILeads. The tow offense is entered, the vehicle information in the vehicle module and the offender in the name module are completed. A data cross reference is done to add the arrest module to the report and completed following the directions of an arrest citation. Upon completion the CHP180 is entered, stamped and filed.

3.18 ADMIN PER SE

The Admin Per Se task is the processing of DMV forms relating to DUI, negligent driving, and suspended license service. Envelopes and mailing labels are kept in the Admin Per Se slot.

Each DUI report in the Admin Per Se slot, will be attached to the DS367 Officer’s Statement form. This is the primary Admin Per Se form, in triplicate and serves as notice to the DMV and the driver that a suspected DUI has occurred. It includes the details of the incident, and provides the driver with notice to contact the DMV regarding their driving privilege. There are two versions of this form, one for over age 21 and one for under age 21, and they come in both English and Spanish. This form is mailed to the Driver Safety office on Fell St. in San Francisco.

-Ensure the correct version of the form was used.
-A CA driver’s license may be stapled to the report; no other states’ licenses should be collected.
-The entire front of the form should be completed and signed by the officer.
-The second page is the PC to stop and should be either written in the officers own hand, or a type-written statement that has been initialed by the officers own hand
-Ensure a complete copy of the report is attached to the form, and the Breathalyzer results are legible.
-These forms must be forwarded to DMV within 5 days.
-A log is kept of every Admin Per Se where blood was drawn. The date, case #, and offender name is recorded. When blood results are received the result is appropriately logged and the paper is filed with the original report. This log is found in the Admin Per Se slot.
The DS427 is used to notify DMV that a driver needs to be re-examined. This form can be used two different ways and Records handles the form differently for each.

Priority Re-Exam: The top box will be checked and the form should be complete. A copy of a report may be attached.
-A copy of this form is faxed to the DMV Fell St office as soon as possible. Note on the bottom right corner in the section provided the date it was faxed and your badge number. The fax number is [redacted].
-Once the form has been faxed the hard copy is mailed to the Driver Safety office on Fell St.

Regular Re-Exam: The second box will be checked and the form should be complete. A copy of a report may be attached but is usually used when an officer observes unsafe driving.
-Ensure the form is complete and mail it to the Driver Safety office on Fell St.

The DL310 – Verbal Notice by Peace Officer, used to serve notice to a citizen that their driving privilege has been suspended. These forms are sent by mail to a DMV PO Box.
-The form should be filled out completely.
-The CA driver’s license should be attached, if not then the “No” box should be checked on the form.
-Loose CDLs may be placed in the Admin Per Se tray. These are sent back to DMV in the same envelop with the DL310forms.

3.19 DETENTION CERTIFICATES

1. Reports come back from the DA’s office via Court Liaison. They will place rejected reports for I/C or Field Cite arrests ONLY in the Detention Certificate tray.
2. Things to check for:
   a. Double-check that the reports that are in the tray are not Violation of Probation (VOP) reports. These DO NOT get Detention Certificates.
   b. See if there are multiple suspects and confirm which one(s) are being rejected. Only send out the Detention Certificate for the (S) who was not filed on.
   c. Double-check that there are no reports indicating “DA Cite”, “DA Warrant”. These DO NOT get Detention Certificates.
3. Take reports back to your desk and pull up Police Templates on the computer.
   a. Go under “Records”
      i. Click on “Detention Certificate”.
4. In the template, fill in the following:
   a. Case number
   b. Suspect name
   c. Address
   d. Date of Incident
e. Date of DA release (found at the bottom of the Complaint Review Form – CRF)

5. Print the form and attach to the top of report packet.
   a. If DV related, put in DVSA box.
   b. If not DV, the report packet goes to the Lieutenant (Area/Ops Box).
      i. Indicate on the packet which Lieutenant gets the report. (See roster for which Lieutenant is assigned to reporting officer’s beat.)

6. After the report comes back SIGNED by the Lieutenant, take the signed certificate and make one copy.
   a. The original certificate is mailed to the suspect.
   b. The copy of the certificate goes to the original report (be sure to file the copy to the report right away).

7. If the ($) is a Transient, have the original Detention Certificate signed by a Lieutenant.
   a. Make one copy of the certificate.
   b. Put both the copy and the original to the original report.

8. If an original cite comes back with the DA packet for rejection, attach the original citation to the original report in file behind the Complaint Review Form.

3.20 CAD AUDIT

All items and forms needed for this task are in the Cad Audit tray located in Records Distribution.

CAD AUDIT LOG

The CAD Log needs to be checked daily to ensure that all case numbers follow sequential order. On several occasions, the CAD Log printout will skip case numbers (mainly traffic collision case numbers or shoplift program reports). If they are missing, hand-write in the numbers in the CAD printout.

Daily, retrieve the I-Leads cover sheets from the I-Leads check off tray and use them to check off reports on the CAD Log (Computer Aided Dispatch Log).

Electronic reports must be voided according to the directions detailed in the training memo titled Voiding Case Numbers. The technician(s) handling the CAD Audit assignment shall verify that the report has been approved to Level 3 as a voided report and update the CAD Audit Log.

INCOMPLETE/MISSING REPORTS

For any case number not checked off or voided after 14 days:

- Check the case number in ILEADS to determine whether it has been approved to Level 3 and has a Routing Supplement.
  - If it has both, check off on the CAD Log.
If there is no Routing Supplement and it’s not at level 3, do an event search in NetViewer under ‘Inquiry’ for the case number and review the chronology to see if the case number was cancelled/voided.

- If it was voided, follow the directions on Voiding Case Numbers.

After confirming that the report is not complete in ILeads and has not been voided in NetViewer, print a copy of the chronology from NetViewer and complete a MISSING REPORT MEMO. Attach the chronology to the missing report memo and give the white copy to the officer and their sergeant, by placing it in the APPROPRIATE TEAM BOX LOCATED IN THE REAR OF THE SERGEANT’S OFFICE.

- Place the duplicate yellow copy of the MISSING REPORT MEMO in the tickler file (Located on top of the Routing Distribution Center) in the slot for the day which is 7 DAYS FROM THE DATE IT WAS SENT to the officer/sergeant.

- In the CAD Log Binder, found in CAD AUDIT Tray in Records, record the Officer’s/Sergeant’s name and date the notice was sent.

MISSING REPORT MEMO FOLLOW-UP

If notices are returned, either check off in the CAD AUDIT LOG or follow the directions on Voiding Case Numbers.

- Update the entry in the CAD Log Binder as ‘complete’ or ‘cancelled’.

If notices are returned indicating there is an open investigation, document appropriately in the CAD Log Binder.

- Open Investigations are given a three-month turnaround time frame unless a shorter time frame is indicated.

- Open Investigations saved in the back of the CAD Log Binder and checked after three months or the designated time frame. Keep all notices and any email correspondences together by case, in case number order.

  - If not completed after the designated time frame, follow-up via email with the officer and sergeant. Keep all emails and attach to the notice.

If notices are not returned or reports are not completed (Open Investigations excluded) within 7 days from the date of issue, the yellow copy of the MISSING REPORT MEMO shall be forwarded to a Record’s Supervisor for follow up.
The Records Supervisor shall notify the Lieutenant assigned to the officer/Sergeant’s Team via email and attach the email to the yellow copy of the MISSING REPORT MEMO. The yellow copy and copy of the email shall then be retained by the Records Supervisor, who will monitor any additional follow-up that may be needed. If it is determined that the report is an “open investigation” the notice shall be returned to the assigned technicians to be stored in the binder according to the above procedure.

If no response occurs by the end of the 7 days, the yellow copy and email shall be given to the TSD Manager.

3.21 ALPHA Paging AND E-MAILING BOOKING PHOTOS TO DEPT IssUED PHONES

TO SET UP ALPHA PAGERS:

In OUTLOOK:
Go to PUBLIC FOLDERS / ALL PUBLIC FOLDERS / POLICE DEPARTMENT / CONFIDENTIAL
- Right click on ALPHA PAGERS
- Select PROPERTIES
- Select the OUTLOOK ADDRESS BOOK tab
- Check the box next to ‘show this folder as an email address book’
- Select OK

TO SEND A MESSAGE USING THE ALPHA PAGER SYSTEM:

In OUTLOOK:
Open a NEW MESSAGE (email)
Select the TO button, expand the right drop down and select ALPHA PAGERS, select the group or person that the message is to be sent to in the left search field and compose message the same as an email.

The messages must be under 160 characters (letters, numbers, spaces, punctuation etc.) and should not include any pictures, so be sure to delete your personal signature. If you go over the 160 character limit it will cut it off and you will lose the end of your message, so it may be wise to add the contact information in the beginning of the message.

EMAILING BOOKING PHOTOS TO MOBILE PHONE:
Any system you can right click and copy a photo will work with the Email2Phone application, Criminal.Net and most internet systems will allow you to right click the photo and copy.

1. Step one, locate the requested photo. Right click on the photo and choose Copy.

2. Now you run the Email2Phone application. The icon can be found on your desktop, OR through the start menu or Start menu > All Programs > City of Santa Rosa > Email2Phone.

   If you have not run the Email2Phone application on a computer it will ask you to INSTALL it. Go ahead and install. This will only ask you once per computer.

The application will run and now you have an opportunity to name the file or leave it named Photo. Please do use spaces in the name of the photo.
Now click the green *Create Email* button. An email will appear with the photo attached as a document. Please delete your signature file from the body, it’s not needed and just make the message bigger and slower. Put the subjects name or suspect in the subject field.

NOTE: if you click the *Create Email* button and nothing occurs then you did not right click copy a photo.

3. **Select the To... button on the email**

Use the pull down in Address book and click on Alpha Pagers

4. Search the person or group that the then click “OK” and just like an e-mail, you may also put multiple names in the message to send to many people at once. Just hit Send button in your message and you’re done.

**3.22 TTY PROCESSING/ENTRY**

TTY processing is an assigned task which rotates to different technicians at each shift rotation. The router makes copies from reports with Lost, Found or stolen items that have serialized
numbers that need to be entered into CLETS. Upon entry, using the property manuals for proper codes, the technician will have all entries double checked by a second technician. TTY also verifies repossession letters that come in the mail to make sure the vehicles were entered correctly into SVS.

### 3.23 FAXED REQUESTS

These are requests for information made by other law enforcement and government agencies. The Technician assigned to monitor the FAX machine must periodically check the incoming FAX tray on the FAX machine/copier. Each FAX must be logged on the FAX log sheet. The information required to be logged is:
- Date received,
- Whom the request is for,
- Who the request is from, and
- The initials of the Technician accepting the request

All outgoing faxed documents MUST be stamped with a Controlled Document stamp. The Technician faxing the documents shall initial and date the bottom of the incoming FAX request and use it as a cover sheet.

If the request is for a copy of a report, the Technician is to verify that the agency is authorized to receive a copy of the report (refer to the Records Release guide by the large copier concerning state and federal agencies). Be sure to date and initial in the bottom right corner of the report request and place a copy of it on the back of the original report prior to faxing. If it is a request for a Juvenile In-Custody report, route to Juvenile Probation, date, initial on the bottom left side of the original and FAX back. There is no need to keep a copy of their request after routing on the original report.

Once a request is processed by Records and sent to the requesting agency via FAX, the faxed copy should be stapled and placed into the bin designated for “Sent Faxed Requests”. This bin should be purged at the start of the next business day. It is also acceptable for excessively large reports to be sent via Court Liaison courier or inter-departmental mailer after confirming that method of delivery with the requestor. These documents shall also be stamped with a Controlled Document stamp.

If the request is intended for a different section of the department, it needs to go to the appropriate tray. Example: if it is from Parole notifying this agency of an offender’s release, check it to determine if it is a violent offender, a sex offender, etc. and place it in the appropriate box for ISD. Likewise, if it is for Background checks, Discovery, Property/Evidence, a specific officer, etc., it should go in the appropriate tray.
3.24 RECEIPTING SYSTEM

When accepting cash or checks that need to be receipted, one shall log into the Cash Track system using their personal log-on/password.

Fill out the appropriate “Name” boxes.

Click on the “Add Detail” line to activate the drop-down menu. Select the appropriate charge type and select “OK.” The machine will ask you to confirm if the fee associated with the charge type is correct. If it is, hit “OK.” If you need to modify the amount, it can be changed in this box.

Next the payment information (cash or check) is needed. If paid by cash, put the amount that was given in the “Cash Tendered” box. Hit the “save” button at the bottom of the page. A receipt should automatically print for you. If paid by check, put the amount of the check into the “check amount” box. List the check number in the “check number” box. Hit the same button at the bottom of the screen. A receipt should automatically print for you. You also need to frank the back of the check by placing it into the bottom portion of the receipt machine.

Place the cash and checks into the drawer specified at the Records counter.

3.25 NCIC VALIDATION

Each month, the Department of Justice sends out a letter addressed to the Technical Services Division Manager with a printout of all of the outstanding Missing Persons, Stolen Vehicles, and stolen property. The letter goes to the TSD Manager and the printout goes into the NCIC tray at the Routing Distribution Center. This is a time sensitive process that must be addressed as soon as possible.

Once the DOJ letter has been routed, it becomes the responsibility of the assigned Technician to complete the NCIC Validation process. Stolen license plates are often entered incorrectly and may show up on this list, if so edit the entry to indicate entry level “1” for California only. For stolen vehicles, verify that they are still outstanding in the system and on the report, then complete a Validation form to be sent to the registered owner. The form can be found in the Police Templates folder and will include the date, name, and mailing address of the owner, then list the stolen item. For a 10851 this would be the license plate and description of the vehicle. Stolen property such as guns have the same procedure of verifying in CLETS if the item is still outstanding, and if it is, creating a validation form to be sent to the owner. Print out the completed validation letter and make a copy for the report. Fold and mail the original printed letter. If these letters come back returned in the mail attach them to the original reports.

Missing persons on the validation form should be run in CLETS to see if they are still outstanding. Inquiry by FCN is the best method as repeat missing persons may be in MUPS for a subsequent
case and not the one listed on the validation sheet. Missing persons who are still outstanding should also be confirmed by checking the report to see that they were not cancelled and mistakenly not removed from MUPS. Check the appropriate box on the validation sheet for those missing persons who are no longer missing. Next to each outstanding missing person entry, note if the case is the responsibility of the VCI or DVSA for investigation. Make a copy of this list and place a copy in the mailing box of each investigative unit so that they can further confirm the status of their cases. All outstanding missing persons should be logged in the “NCIC Audit Check in/out” list, found in the same slot. Record the case number, the date we received the request from DOJ, and whether it is a VCI or DVSA case. The investigative units should return the list of missing persons to us after they have confirmed them; indicate the return date on this same list.

3.26 ROUTING

Once Records receives a BOL (Be on the Lookout), Stop and F.I. or Stop and Hold via an Officer/back counter:

Scan into back copier for MDC access, place one copy in binder and place a copy in appropriate mail boxes to other divisions.

Critical Reach Fliers:
Send email to Records Division at 1752 advising - Routed, print a copy, and place a copy in the binder and a copy in appropriate mail boxes to other divisions.

Press Releases:
Send email to Records Division at 170502 advising – Routed; print three copies, one for the binder, one for the clipboards at the front counter, and one to be attached to the original report.

3.27 PURGING

Purging is completed by the Administrative Technicians.

2 YEAR:
Lost property reports (if a firearm is the property- set aside for CLETS entry cancellation)
Found property reports
11357 HS reports
11360 (b) HS reports
Death investigations (where the offense is not listed as Suicide or Homicide)
City ordinance violations (i.e. party calls)

5 YEAR:
Citations file
Offense listed as “information” report
Non-criminal (suspicious circs)
Agency Assist
Courtesy report
Closed missing person/runaway reports (Check for MUPS cancellations before purging.)
PDO and Injury accidents (includes Hit & Run) (does not include fatal collisions)
5150 reports
Haz Mat reports
All Misdemeanor reports except DV (243 e1 PC-273.5PC) and child abuse (273 (a) (b))
When purging Misdemeanors that have gone to the DA and have been filed.... Check for warrants by running the case or DAR number in the IJS system. If a warrant exists for the original case (not a violation of probation warrant)....DO NOT PURGE
871 WI escapees
Tow reports (impounds/stored/abandoned etc.)

10 YEAR:
When purging reports that have gone to the DA and have been filed.... Check for warrants by running the case or DAR number in the IJS system. If a warrant for the original case exists (not a violation of probation warrant)....DO NOT PURGE
All Felony (excluding retainable reports—see below) ****
All other Misdemeanor (excluding retainable reports---see below)
Fatal collisions
Asset Forfeiture reports
Child Abuse/Neglect

RETAINABLE (Indefinitely):
All offenses punishable by death or life imprisonment (homicides, etc.)
Embezzlement of public funds
Suicide
Child Sexual abuse
Sexual assault reports under 803 (g) PC (see purge procedure for details)
Missing person not located

**** When purging, please set aside any reports with CLETS entries for firearms for entry cancellation.
3.28 OFFICER REQUESTS (REPORT COPIES, ETC.)

When an officer comes to Records to request a copy of a report, the officer shall fill out a request form, which is located on the back Records counter. The officer should indicate on the request form when the copy is needed by. The Police Technician will then fulfill the request and make sure the requested copy is in the officer’s mail box by that date. The form shall be completed by the Technician to indicate the date and time the request was fulfilled and then attached to the back of the original report. The Technician shall also make a photocopy of the request form and attach it to the copy provided to the officer.

Should an officer need a copy of a report immediately, the officer shall fill out the request form and the Police Technician will fill the request while the officer waits, following the above criteria for filling the request.

3.29 CITE AUDIT

During the Cite Audit, confirm the following:

Citations are purged after five years. Current citation books shall be initialed and dated once all of the citations for an officer’s citation book have been turned in. If a citation is still outstanding after a reasonable amount of time has passed, a notice may be sent to the officer. Notices shall also be tracked in the log book. If the notice comes back from the officer stating they do not have it and it is believed to have been turned in, the notice will go into the packet in place of the citation.

If the cite filing cabinets become full, citations older than three years can be stored in retention in boxes labeled “Retain for Purging.”

3.30 HIT CONFIRMATION TRANSACTIONS

NCIC hit confirmation policy states:

“When an agency receives a positive response from NCIC and an individual is being detained, or a piece of property may be seized, an immediate confirmation with the agency that originated the record in the system is necessary. This ensures the validity of the hit before an arrest or seizure is made. Likewise, the originating agency has the duty to promptly respond with the necessary confirmation and other pertinent details” - NCIC Operating Manual
Hit Confirmation is used to ensure that a stolen vehicle, lost/stolen property, missing person, or other NCIC record is still active before taking action on it. The agency requesting confirmation must select a priority level when sending the hit confirmation request. The agency receiving the hit confirmation request must either confirm the record or provide a time frame for when the record will be confirmed.

There are two levels of priority allowed when requesting a hit confirmation over NLETS:

**Urgent**: Within ten minutes. In those instances where the hit is the only basis for detaining a suspect, or the nature of the case requires urgent confirmation of a hit, the highest level of priority is specified.

**Routine**: Within one hour. Generally, this will be used when the person or property is being held on local charges or when an urgent confirmation is not required.

One CLETS terminal in the department will be designated to receive all NCIC/CLETS system messages – currently this is in Dispatch. When Dispatch receives a hit confirmation they will either fax it down to Records or request that Records pick it up. The Records technician will review the hard copy of the report as well as Ileads before confirming or denying the hit. A response confirming, denying, or requesting additional time must be made within the allotted time. The Records technician may respond to the requestor by phone if the original request was made by phone. DOJ tracks all requests sent through CLETS and will follow up with an agency if a response is not also sent through CLETS.

To respond, go to CLETS and select Hit Confirmation.

Select Response and complete the mask according to the type of Hit Confirmation that you received.
The following fields are required on all types of responses:

1. Destination ORI (located on the request teletype), (CON) Confirmation Status, (OCA) Originating Agency Case Number, and the (NIC) NCIC Number. Example below:

2. (CNA) Name of Person Confirming Record, (CAG) Name of Confirming Agency, and the (PHO) Phone Number. Example below:
3.31 PHOTO LINE-UP (6-PACK) USING CAL-Photo

Note: The current web version of Cal-Photo is incompatible with our internet browser. This causes interruptions and display issues with the Cal-Photo system. To minimize any issues, your browser should first be set to “compatibility view”. Follow these instructions to make the necessary settings changes:

With your browser open to the Cal-Photo website, click on “Tools” and then “Compatibility View Settings”. The Cal-Photo site should auto fill in the pop-up window; click the “Add” button. You are now ready to create photo line-ups with Cal-Photo.

1. Log in to Cal-Photo
2. Enter your reason for access and click “submit”. This is usually a case number.
3. Click “ok” to agree that this is for law enforcement purposes only.
4. Click “search DMV”
5. Enter the CDL number and first three letters of the subject’s last name, click “submit.”
6. Confirm this is the correct subject.
7. Click “add to lineup”.
8. Click the box “DL# required” and click “find similar”.
9. On the left side, there are names highlighted in dark blue, click on the first name listed (picture will appear), and click on the subject’s face.

10. Click the CDL # highlighted in dark blue.

You’ll be taken to their DMV picture. Only DMV photos will be used in the line-up, no booking photos. Additionally, care should be taken to select all photos of the new style (close-ups) or old style (head and shoulders) as matches the subject.

If the photo is appropriate to use in the lineup, click “add to line up”. If not (as in this case because she doesn’t have the same descriptors as the suspect), back out and return to step #8. You must do these steps for each person until you gather six different people to fill your line up.
11. Click “shuffle”, then “photos only”.
12. If the requesting officer is available, have them review the line-up and obtain their approval of the finished product. If it is acceptable – or they are unavailable to review it - Hit the “print button”. Select the color printer in Traffic and send the print job there. Ask the requesting officer if they also desire a copy of the line-up with names shown, for their reference.

(Disclaimer: This is not a true photo lineup as the subjects don’t have the same descriptors)

3.32 ONLINE CCR APPROVAL (COPLOGIC)

Open Coplogic webpage.

1. Log in using your assigned username and personal password.
2. Under “Manage Report,” select the oldest unapproved report and click “review.”
3. Review general information, victim, reporting party, narrative, and other subsections.
4. Verify incident type and location. (Make sure to do this after all other editing is complete.)
5. If the report is ready, continue to step 7. If more information is needed, click “Follow Up” to send the report back to the reporting party. Indicate what specific changes are needed. If the report does not fit the criteria for online reporting, click “Reject” to send the report back. Indicate the specific reason for rejection and offer an alternative solution.
6. In NetViewer, create an event using the information from the online report. Then assign a case number.
7. In Coplogic, click “Approve” and enter the report number when prompted.
8. You will be automatically redirected to the main screen where you will click “Print” next to the newly approved report. Once printed, the report will automatically export into ILEADS.
9. In ILEADS, re-verify the incident location and amend the officer badge number.
10. Re-enter the offense code to fix errors and ensure uniformity.
11. Input a disposition and re-enter status officer for all entries in the property module.
13. Submit printed reports to the Supervisors’ approval inbox.
14. In Outlook, delete approved reports from the “SRPDstatus” queue in the Public Folders.
3.33 BACKGROUND CHECKS

Background checks are performed by the Administrative Technicians.

3.33 BACKGROUND CHECKS IN I/LEADS

Background checks in I/LEADS are the duty of the Administrative Technicians.

Each request for background information on applicants for peace officer positions using I/LEADS should be conducted by Administrative Technicians.

A. **Background information in I/LEADS**

Peace officers must be of good moral character, as determined by a thorough background investigation.\(^1\) \(^2\) For purposes of performing a thorough background investigation of applicants for peace officer positions, upon request of a law enforcement agency, the City must disclose information described and disclosable pursuant to sections 13102 and 13300(a) PC relating to a current or former City employee if all of the following conditions are met:

1. The request is made in writing;
2. The request is accompanied by a notarized authorization by the applicant releasing the City of liability; and
3. The request and the authorization are presented to the City by a sworn officer or other authorized representative of the employing law enforcement agency.\(^3\)

B. **Procedure**

1. Verify that the three conditions above are met and that the agency requesting the information is a law enforcement agency or otherwise authorized to receive the information. Agency authorization can be found in the blue book located in the “backgrounds” box by the back-copy machine.
2. Check the applicant’s name in I/LEADS in the name module. Run under the listed person’s name and then under the DOB only.
3. Incidents involving SRPD are the only contacts that are to be disclosed.
4. If there is no record for the applicant, stamp the request with “No Record,” your name, and the date it was completed.
5. If the name record comes back with history (not just arrest only), make note of all contacts, case number, violation and the date of occurrence.

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\(^1\) Gov. Code § 1031(d).

\(^2\) Some firefighters are considered peace officers, such as arson investigators and fire prevention officers. With respect to firefighters who are not “peace officers,” the City may not disclose information pursuant to section 13300(b)(2) PC but must rely on some other authority to disclose.

*Note:* The City does not conduct background checks for the Military under Labor Code section 432.7 unless it is for advancement.

**Any questions regarding the legality of producing certain information, or the proper timing of release of information, should be presented to the City Attorney’s Office before the particular information is released.

### 3.34 SUPPLY ORDERING

**Daily Supplies:**

For most daily supplies go to 

Click on view and most common items will be loaded

Use the secure check-out when completed and confirm the order

Supply order should be placed as needed., Delivery will be the next day for most items (golden
rod Court Liaison paper takes longer.).

When the orders are delivered, check items with the packing slip to ensure accuracy. Sign the packing slip and scan it to Pamela Calahan (pcalahan@srcity.org).

Stamps are now ordered through Staples. Once you have logged in, go to “**Custom Imprinting and Stamps**” under the Shop By Category.

**Toner Cartridges:**

Call Smile at 

The ID number for the large copier is . To see how many copies have been made, hit the system settings button and then total count.

The ID number for the small copier is . To see how many copies have been made, hold down the copy tab on the screen.

**Citation Books and Warning Cites:**

Order through the current city vendor.
Misc Forms:
Email Clone at [email_address], place the order form at the front counter for pick-up. They will typically deliver the next day.

Bank Deposit Bags:

3.35  **RECORDS CASH HANDLING PROCEDURE**

**PURPOSE:** To ensure control and safekeeping of business cash assets.

**DEFINITION:** Cash is defined as coin, currency and checks.

**PROCEDURE:**

Cash handling is serious business which requires focus and accuracy. It is the responsibility of the Records Supervisor to have effective controls in place to accurately collect and safeguard cash, properly and timely deposit all cash due to the City, monitor cash balances, and record the correct amount and type of cash collected and deposited in the City’s financial system.

In order to protect the integrity of the cash drawer, one person each day will be assigned the role of cashier. The cashier’s primary responsibility is the proper handling of revenue from daily transactions. The designated cashier will have the only key to the cash drawer and will be the only employee taking revenue in or out of the drawer throughout the day. The designated cashier will be selected from either an 0700-1700 or 0800-1800 shift in order to ensure accessibility to the City’s Finance Department.

A safe shall be used to store all revenue taken in by the Records Bureau. Only Records Supervisors will have the combination to the safe and will be responsible for collecting the daily revenue from the cashier and placing it into the safe.

**OPENING:**

All funds must be properly accounted for and safeguarded. Only the designated cashier is allowed to work out of the cash drawer. When beginning a shift, it is the responsibility of the cashier to follow the drawer opening procedures listed below. The cashier shall:
1. Obtain the starting cash from a Records Supervisor. In the event a Records Supervisor is not available on any given day, Police Technicians shall request exact change.

2. Count starting cash, in the presence of a Records Supervisor, to ensure that the correct amount is there and that there is a sufficient amount of change. The starting cash amount is $100.00.

3. A discrepancy log shall be completed in the event of a shortage or overage and the Records Supervisor attempt to reconcile the difference and shall document it accordingly.

4. Secure the cash in the cash drawer.

**DAILY CASH REGISTER TRANSACTIONS:**

- Only the Police Technician assigned as daily cashier can receipt a monetary transaction. The job of cashiering shall be the primary task of the daily cashier.
- All monetary transactions, including those from Court Services and the Senior Administrative Technicians shall be recorded in the City’s financial system, Cash Track, at the time of the transaction.
- A receipt shall be printed for each transaction and shall include either the business/individual name and appropriate case number if applicable.
- All checks must be properly “franked” upon receipt.
- If an employee has a monetary transaction or series of transactions, the cash or checks shall be given to the cashier to process and receipt and put in the cash drawer.
- If change is necessary, the cashier shall retrieve it from the cash drawer and provide it to the employee conducting the transaction.
- A Records Supervisor shall be notified of any single cash transaction over $200. The cash shall immediately be placed in the safe and not left in the cash drawer.
- Senior Administrative Assistants shall receipt their own transactions and bring the transactions down to Records to the daily cashier for verification. The daily cashier shall then place the monies into the cash drawer.
- The cash drawer shall be secured at all times. Under no circumstances shall the cashier give the cash drawer key to another employee or leave the key to the cash drawer unattended.
- Under no circumstances should any cash be left unattended.
- Any transactions accepted by any Records Technician before or after hours (0900-1600 M-F, excluding holidays) shall be attached to a handwritten receipt and immediately placed into the drop slot at the Records Supervisor’s office. A Records Supervisor will then be responsible for transferring the money from the drop slot to a cashier the
following day. The cashier shall then receipt the transaction(s) into Cash Track and place the money into the cash drawer.

- Transactions involving monies obtained from Property/Evidence shall be secured in the safe until such time as it can be taken to the bank. When the time comes to take the monies to the bank, it shall be taken directly to Wells Fargo in the original sealed envelopes, by two employees of the Records Bureau, this shall include either a supervisor or the cashier of the day. The money envelopes shall be opened and counted by a bank teller. Any discrepancies shall be noted on the original envelope. The involved employees shall complete the deposit slip at the bank and provide the teller with the original copy. The yellow copy and bank receipt shall be brought back to the department, with the original bags. The cashier shall then receipt the monies into either the Evidence Trust or Evidence Revenue account. Directions for which account shall be provided to the cashier by Property/Evidence. A separate receipt shall be issued for each individual case number. If there are multiple evidence items under the same case number, each item number shall be input onto one receipt (See screenshot below). Discrepancies of any kind shall be reported immediately and a supervisor shall inform the TSD Manager, involved officer and the officer’s sergeant. The original evidence bags may then be shredded. The receipts and all other documentation regarding the transaction shall then be returned to Property/Evidence.

- Any transactions received during the cashier’s daily lunch and break periods shall be attached to a handwritten receipt and immediately placed into the drop slot at the
Records Supervisor’s office. The cashier shall then retrieve and receipt the transaction(s) into Cash Track and place the money into the cash drawer.

- Cash received must not be used for “petty cash” purposes or for making change for department employees or citizens without the permission of a Records Supervisor.
- Refunds cannot be made from cash receipts made on previous days. If a citizen requests a refund from a previous day, they shall be referred to Risk management for the refund.
- Under no circumstances should an individual keep department funds with their own personal funds, deposit department funds in a personal bank account or take department funds to one's home for safekeeping.
- Under no circumstances should an individual borrow from department funds.
- Under no circumstances should an individual exchange currency or coin with their own money from the daily deposit.
- Under no circumstances should any individual transport any department funds anywhere except directly from the counting/balancing station to the safe. Except in the event that change is needed from the bank. In the event that change is needed, the cashier shall notify the on duty supervisor who will appoint an employee to go to the bank. The money shall be counted upon removal from the cash drawer and upon return from the bank in the presence of two employees.
- In the event an emergency requires Records Staff to evacuate from the building, the cashier should make every effort to safely secure the cash drawer.

**CLOSING:**

When Records closes, the cashier shall close and balance the cash drawer. Only the cashier actually assigned to the cash drawer can count/handle the money. The cashier shall follow the procedures listed below:

- Remove the cash drawer. Be sure to check behind and beneath the cash drawer for any misplaced currency or checks.
- Never count the cash drawer in the presence of citizens or during distractions from other employees.
- Count out an amount equivalent to the starting cash issued at the start of the shift. To do this, start by counting all your change to the highest, even dollar amount, then use $1 bills, some $5 bills, and possibly a few $10 bills to equal the amount of your starting cash (use smaller bills for start-up money and deposit larger bills). A second employee, preferably another cashier, shall be used to verify the starting cash amount.
• Remove all other monies, (“revenue” for the day), and place the new starting cash amount into an envelope along with the key to the cash drawer.

• Count the remaining money. This is the daily revenue. It may include bills, coins and checks. A second employee, preferably another cashier, shall be used to verify the revenue amount. This figure will be compared against the Cash Track journal. Both the cashier and the second cashier/employee will initial the Cash Track journal.

• Daily cash transactions shall match the Cash Track daily batch journal. In the event of a discrepancy, a Records Supervisor shall be notified immediately. The Records Supervisor shall attempt to reconcile the discrepancy and shall document it accordingly.

• Take both the starting cash and the daily revenue to a Records Supervisor.

• The Records Supervisor shall immediately place all monies into the safe.

**WEEKLY DEPOSIT:**

All revenue received in connection with the business of the City, shall be deposited into a City bank account no later than the end of the work week. However, if the Records Bureau cannot meet this requirement for any reason, the TSD Manager and the Finance Department shall be notified immediately.

A cashier and second technician shall be responsible for the weekly deposit. The cashier shall:

• Remove all daily revenue from the safe and take it to the appropriate counting location.

• Count and balance all daily revenues for the weekly deposit using the Cash Track Journal Voucher Detail Report (CTR0108).

• Prepare the weekly deposit slip and place all revenue into the plastic deposit envelope. Properly label the deposit envelope and place it into the safe.

• Remove the $100.00 starting cash and place it, along with the key to the cash drawer into the safe.

• Copy all original documents for Records Bureau file and send originals to Financial Services.

• Provide deposit to Garda on Friday of each week.

• The following are step by step directions for doing the weekly deposit:

**WEEKLY DEPOSIT**

Log into Cash Track
Go to Reports
Click on Journal Voucher Detail Report/Location and Deposit Date – CTR0108

Click on GL Posting Date
Select Current Date
SRPD – Records Bureau
Standard Operating Procedures

Click on Select a Batch
Select All Batches

Click on View Report

Click on Print Icon – Report should print to P_Counter printer

• Get calculator and deposit slip/deposit bag from top drawer of file cabinet outside Desiree’s Office.
• Ask supervisor for daily deposit envelopes from safe.
• Open each envelope and remove cash/coin/checks.
• Separate bills by denomination and count. Itemize totals on deposit slip.
• Count coin and indicate total on deposit slip for “coin”.
• Using the calculator, add each check and then hit the * key to total all checks. Remove calculator tape with total and place with all of the checks. Write the word “check” on the deposit slip in the lined area. Indicate total for checks on deposit slip.
• Make sure cash and check totals match those listed on CTR0108.
• Complete the data on the front and top of the clear plastic deposit envelope.
• Insert the white copy of the deposit slip into the designated pouch of the plastic deposit envelope with total facing outward.
• Place cash/coin/checks with calculator tape into plastic envelope.
• Seal envelope and remove the top tab.
• Attach the yellow copy of the deposit slip with tape to the bottom of the original batch report and then photocopy all reports.
• Place original reports into an inter-office envelope and address to “Financial Services”. Place in outgoing mail.
• Staple copied reports together along with the top tab from the plastic deposit envelope and place in the appropriate “month” folder in the top drawer of the file cabinet outside Desiree’s Office.
• Unlock the cash drawer at the Records Counter and complete the deposit ledger for Garda.
• Place all empty daily cash envelopes into the drawer and re-lock.
• Give supervisor the completed daily deposit/Blue “$Till” bag with cashier keys inside.
• You have successfully completed the weekly deposit!!

CHAPTER 4- DISCOVERY TECHNICIAN

The Discovery Technician will have primary responsibility of monitoring and managing all discovery requests and subpoenas. This position is responsible for maintaining the discovery and subpoena portions of the Court Liaison database. A primary focus of this position is tracking and billing for discovery items and ensuring the timely and correct service of subpoenas.

Tasks:

• Receive, log, and process all incoming discovery requests.
  o Route all requests to the unit or section responsible for fulfilling the request
  o Account for all requests and arrange for attorney pick up/delivery of items
  o Bill on requests to private attorneys and monthly Public Defender billing
• Receive, log, and process all incoming Subpoena Duces Tecum.
  o Maintain and organize electronic copies of all Subpoena Duces Tecum
• Receive, log, and process all incoming subpoenas.
  o Enter all leaves, including training, into the Criminal Justice database
  o Add and remove personnel from the Criminal Justice and Court Liaison databases
Process Court cancellation notifications
- Work with various department units to complete and comply with Public Records Act requests
- Liaison with the DA and allied agency Discovery Clerks
- Maintain good working relationships with requesting law firms
- Share in Court Liaison duties when necessary
- Other duties as assigned

**Required skills, knowledge and abilities**

- An energetic person with excellent initiative and positive attitude
- Possess above average written and oral communication skills
- Critical thinking and problem-solving skills
- Ability to learn and apply complex computer database operations systems
- Ability to use a methodical, systematic approach to present staff work in an organized format with accuracy and a prompt turnaround.
- Ability to work independently with minimal supervision and seek out resources that are necessary to complete tasks
- Ability to recognize and analyze situations and propose creative and innovative solutions
- Thorough knowledge of the Public Records Act
- Good organizational and time management skills
- Detailed oriented and self-motivated
- Ability to work under tight timelines to meet critical deadlines
- Proficient in the operation of various database and software applications

**Working conditions:**
The Discovery Technician and Court Liaison will be cross trained and provide backup coverage. There may be occasions when a staffing shortage requires the Discovery Technician to alternate duties between floor operations and their regularly assigned duties. The Discovery Technician may be asked to adjust their schedule to accommodate staffing or departmental needs.

The Discovery Technician maintains a separate SOP manual that should be referred to when assigned to these duties and/or performing the positions' job function.
CHAPTER 5- COURT LIAISON

The purpose of the Court Liaison position is to serve as the point of contact between the Santa Rosa Police Department and other governmental agencies including the Sonoma County District Attorney’s Office and Sonoma County Superior Court. The primary functions of the Court Liaison include, but are not limited to; preparing criminal case packets for filing with the District Attorney’s Office, responding to questions from attorneys and officers related to cases, transporting case files and associated law enforcement documents to various destinations, and performing a wide array of administrative duties.

Job Duties

- Collect and prepare criminal cases for presentation to the District Attorney’s Office for prosecution filing.
- Interact with Deputy District Attorneys, officers, and other personnel on cases pending before the Court by answering questions, obtaining materials, and/or handling special requests.
- Maintain the flow of information between the Police Department and District Attorney’s office.
- Process and deliver “In-Custody” reports within time limits based on California legal procedure.
- Provide discovery to the District Attorney’s office as mandated.
- Maintain a digital database of all cases sent to the District Attorney’s office and track dispositions, DAR/PBK numbers, and updated charges.
- Notify officers as to the final disposition of cases.
- Review police reports for accuracy and completeness; Take appropriate action to correct problems and initiate follow-up as needed.
- Follow up with officers on cases sent back by the District Attorney’s Office to request further investigation.
- Enter information into specialized law enforcement and court-related computer systems such as I-LEADS, NetViewer, Informer, CJIS, CAD, DMV.
• Print arrest logs and check status of court dates and in-custodies.
• Review cases rejected by the District Attorney’s Office for resubmitting.
• Process criminal complaint and cite release cases.
• Pick-up and deliver materials and items to different agencies as necessary.
• Attend meetings as needed.
• Complete Emergency Vehicle Operators Course (EVOC) on a yearly basis.
• Provide secondary coverage for Records Discovery Technician position.

**Required Skills, Knowledge & Abilities**

**Knowledge of:**
• Operations and procedures of various local and state court and judicial agencies.
• Law enforcement functions including patrol and investigative practices.
• Basic rules of criminal and civil procedure.
• Court, District Attorney, and City Attorney filing procedures.
• Methods and techniques of statistical research, data collection and report preparation as related to processing complaint packets for the District Attorney’s Office.

**Ability to:**
• Understand and interpret criminal laws and codes.
• Operate specialized law enforcement and court-related computer software applications.
• Respond to a variety of questions and inquiries.
• Establish and maintain professional and effective relationships with other employees in this department as well as outside agencies.
• Demonstrate good organizational skills and attention to detail in collecting and analyzing information.
• Demonstrate strong multi-tasking skills.
• Prioritize workload and manage time sensitive tasks.
• Demonstrate strong time management skills.
• Remain flexible and adapt to procedural changes.
• Make moderately complex decisions in accordance with established policies and procedures.
• Work independently with minimal supervision.
•

Working Conditions

• Must be physically and legally capable of operating a motor vehicle to travel to locations pertaining to the job duties outlined.
• Moderate lifting and carrying when traveling from site to site with court bag and/or other materials.
• Adjust work schedule as needed to support workflow requirements and cover job tasks associated with the Records Discovery Technician. Regular schedule is Monday through Thursday, 0700-1700 hours.

The Court Liaison position maintains a separate SOP manual that will be referred to when performing the positions’ duties and/or job function.
CHAPTER 6- ADMINISTRATIVE POLICE TECHNICIAN

The Administrative Police Technician position has the primary responsibility of coordinating records checks; ILEADS review, database maintenance and resolution of problems; records purging; processing records sealing requests, mail, and; statistical reporting; updating and maintaining databases and manuals; and performing a variety of administrative duties associated to Records Bureau operations. Minimum eligibility standards and duration of an assignment is in accordance with SPECIAL AND COLLATERAL ASSIGNMENTS POLICY 1028.

Tasks

- Maintain current knowledge of ILEADS system, troubleshoot problems, and perform limited database maintenance.
- Perform ILEADS report review, locking process, and name merging.
- Coordinate record purging, file maintenance, and data entry of legacy data into ILEADS.
- Prepare and distribute statistical reports (UCR/MACR/).
- Collect missing person reports, teletypes and other documents from Communications and complete supplemental reports to I-Leads when required for these types of documents.
- Perform data entry of warrants, Part 1 crimes, and arrest citations.
- Handle special requests related to ILEADS, report approval, purging and records retention.
- Ensure adherence to UCR reporting requirements.
- Review a variety of police reports for accuracy, and completeness as it relates to data entry; take appropriate action to correct problems; initiate follow-up as needed.
- Perform daily cash balancing and weekly deposit of cash collected at the records counter from report requests, discovery, vehicle impounds, permits and by the Property/Evidence section which could result in handling substantial amounts of cash. Perform deposits from all monies collected.
- Process record sealing requests for supervisor verification and approval.
- Process and distribute incoming Records Bureau mail.
- Process Background checks received by mail, FAX, or online.
- Enter a variety of information into specialized law enforcement and court-related computer systems (such as, ILEADS, NetViewer, Informer, CJIS, CAD, and DMV).
- Revise, order and maintain supply of department forms.
- Attend and participate in consortium and Countywide Records meetings.
- Keep supervisors apprised of any issues surrounding ILEADS report approval.
- Assist in providing training for Records Bureau personnel.
For more information on the duties performed by the Admin Techs, refer to the Admin Tech SOP located at the Admin Tech desk.

INSTRUCTIONS FOR RECORD SEALINGS:

1. When an order is received in the mail, make sure to date stamp it and place it in the box.

2. Pull the reports or citations listed in the court order that are to be sealed.

3. Get a large white envelope.

4. Make three copies of the court order. Place the original order in the envelope.

5. Make a copy of the original report if more than one person is mentioned. Place the copy into the envelope. If only the offender is listed, the whole report can go into the envelope.

6. Run ILeads history (RAP) and print out two copies. Staple one copy of the ILeads and two copies of the court order together with the order on top and give it to the Supervisor. Place the remaining ILeads printout in the envelope.

7. Next you will need to complete the check list and notification to Property/Evidence/Identification in the Records Sealing Templates (found in U drive).

8. Staple or tape the check list to the back side of the envelope and the remaining copy of the court order to the front.

9. Check off what you have completed and turn into the Supervisor.

10. Finally, redact the original report.

11. When Property/Evidence/identification returns their notification and the ILeads printout is returned expunged from the Supervisor, place it in the envelope and initial and date where it states the sealing is complete and give the whole packet back to the Supervisor.
6.1 RECORD SEALINGS

The court has the authority to seal arrest records under specific conditions. The Records Unit is responsible for processing requests to seal records.

Record sealing is a process designed to remove all reference to an individual from agency files. Generally, the process is incident-specific (i.e., the records and references to a specific incident or arrest are sealed). Multiple records for one subject, unrelated to the court order, are usually unaffected by the sealing. In the case of juvenile records, however, the court may order the entire record and reference to the juvenile sealed.

Upon receiving a court order to seal a record, appropriate notification must be made to every division within the agency to ensure all records pertaining to that subject are appropriately sealed.

Record sealing is the collection of permanent records in a “package” ordered sealed by the court. This may be accomplished by removing specific references to the individual.

Sealed records which must be held for destruction should be segregated from other records, and the petitioner’s name and the date of destruction written on the envelope.

Legal Mandates

Sealing of records is mandated under certain conditions by PC 851.6, 851.7, and 851.8, and WI 781 and 781.5.

Juveniles

WI 781.5 (ward of the court) permits the involved person or a probation officer to petition the court to seal a record five years or more after the jurisdiction of the juvenile court has terminated as to the person; or in a case in which no petition was filed, five years or more after the juvenile was cited to appear before the probation officer or cited by the law enforcement agency or; in any case, at any time after the person has reached the age of 18. The court notifies the district attorney and the county probation officer who may testify why a record should not be sealed. If the sealing is granted, the court shall order the agency to seal its record and state the date to destroy the sealed record. Thereafter, only the court may inspect the sealed record or allow the record to be inspected.

PC 851.7(a) allows any person who was arrested as a juvenile for a misdemeanor to petition the court to have a record sealed. The individual must have been:

- Released per PC 849(b)(1),
- Released with charges dismissed or discharged without conviction, or
- Acquitted

The records of arrest for the following offenses cannot be sealed under PC 851.7:
● Offenses for which registration is required under PC 290
● Offenses under Division 10 (commencing with HS 11000)
● Offenses of the Vehicle Code or any local vehicle ordinance relating to the operation, stopping, standing, or parking of a vehicle

Adults

PC 851.8 permits a person who has been arrested, but where no accusatory pleading has been filed, to petition the arresting agency to destroy the record of the arrest.

The arresting agency, upon a determination the person arrested is factually innocent and with the concurrence of the district attorney, shall seal the arrest records, including the petition, for a period of three years from the date of arrest and thereafter destroy the record of arrest and the notice of sealing. DOJ and any other agency participating in the arrest shall be notified to comply with the same procedure. Any agency receiving a copy of the arrest record shall be notified to destroy the record.

The district attorney is served by the petitioner with a copy of the petition to seal the records. If the law enforcement agency does not respond to the petition within 60 days, the petition is deemed to have been denied. The requestor may then petition the justice or municipal court of jurisdiction to decide the petition.

PC 851.8(c) permits a person who has been arrested and an accusation was filed, but there was no conviction, to petition the court for a finding of factual innocence. If the court determines factual innocence, it will order the record sealed.

An arrestee shall be notified in writing by the law enforcement agency of the sealing and destruction of the record. This notice may be accomplished by returning the approved or denied petition to the individual. If reference is made to the arrest in any other report, the notation, “exonerated” shall be made on the arrestee’s name or the name shall be obliterated. No records shall be destroyed under the above section if any arrestee has filed a civil action against a peace officer or law enforcement agency, or if the agency of record has received a certified copy of the complaint, until the civil action has been resolved.

For arrests occurring on or after January 1, 1981, and for accusatory pleadings filed on or after January 1, 1981, petitions under PC 851.8 may be filed up to two years from the date of the arrest, or filing of the accusatory pleading, whichever is later. Time restrictions on filing under this section may be waived upon a showing of good cause by the petitioner.

Forms and the DOJ Records Sealing Manual are available on CLEW.

Currently, Admin Techs are responsible for the preparation of record sealings. Because we have 60 days from the date we receive the order to comply, it is important to date stamp it when it is
received. It then gets placed in the record sealing box. For further details, refer to the Admin Tech SOP manual located at the Admin Tech desk.