

# SAN DIEGO POLICE DEPARTMENT

## Vice Unit Operation Manual



Nothing in the manual is intended to supersede or contradict the San Diego Police Department Policy and Procedures, or any Department Order or Bulletin, which constitutes Department Policy promulgated by the Chief of Police

**Portions of this document are deemed by the San Diego Police Department to be records of security procedures and are exempt from disclosure under the California Public Records Act (CPRA), Government Code Section 7923.600 or are deemed by the San Diego Police Department to be exempt from public disclosure because the public interest served by not disclosing the information clearly outweighs the public interest served by disclosure, pursuant to California Government Code section 7922.000.**

September 2024

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## Introduction

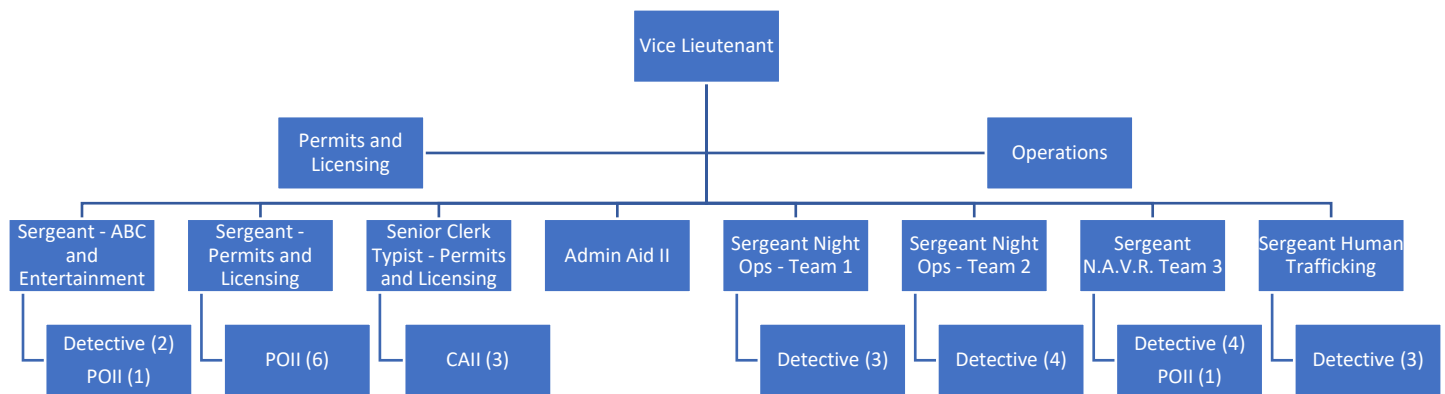
Nothing in this manual is intended to supersede or contradict the San Diego Police Department Policy and Procedures, or any Department Order or Bulletin, which constitutes Department policy, promulgated by the Chief of Police.

It is essential that uniform procedures be established and maintained. The purpose of this manual is to ensure consistency among all personnel assigned to the Vice Unit. It will be the responsibility of each personnel assigned to this unit to be aware and comply with all the procedures set forth in this manual. Changes to this manual will be made as deemed necessary by the unit lieutenant. Each member will ensure their copy is current. Inspections will be made periodically.

**Some areas are considered confidential and are not to be copied or released without a supervisor's approval. This information will be in bold type to denote that it is confidential.**

Each member will maintain access to a current copy of this manual via the "G" drive under Vice Unit/Ops Manual. No changes will be made to the operations manual without expressed permission from the unit lieutenant.

## Vice Unit Organization and Chain of Command



The Vice Unit is divided into two areas of supervision; 1) Permits and Licensing and 2) Vice Operations.

### Vice Lieutenant

The vice lieutenant oversees all the vice unit's operations.

### Permits and Licensing

The Permits and Licensing half is further divided into three teams:

Permits; alcohol and entertainment (one detective sergeant, one detective, and one officer)

Permits; adult entertainment, consumer protection, and juvenile protection permitting (one detective sergeant and six officers)

Administrative support (one senior clerk typist, one administrative aide II, and three clerical assistant IIs)

### Vice Operations

The Vice Operations half is divided into four teams:

Operations Team One: prostitution, pimping, in call, out call, escort services

Operations team Two: adult entertainment, massage parlors, gambling

Nuisance Enforcement Team (formerly the Night Alcohol Violence Reduction Team); ABC (alcohol) and entertainment

Human Trafficking Task Force: human trafficking

# Mission and Objectives

## Mission

The Vice Unit exists to uncover and prevent illegal activity from occurring in those businesses or occupations that have the propensity for such activity.

The Vice Unit is responsible for the permitting, regulation, and enforcement of all occupations and businesses in the City of San Diego deemed "police-regulated" pursuant to Chapter III, Article 3, of the San Diego Municipal Code. The Vice Unit will closely monitor those businesses, and in doing so, ensure compliance with applicable laws and ordinances.

The Vice Unit is also responsible for vice-related criminal activity that are not legitimate businesses. These activities are, but not limited to, prostitution, human trafficking, illegal gambling, illegally printed and distributed pornography, and the State of California's Alcohol and Beverage Control (ABC) law.

Voluntary compliance will be encouraged. The Vice Unit enforces the applicable laws and regulations by working in cooperation with the regulated businesses to ensure that both responsive to the community's concerns regarding vice and criminal activity.

Preventative measures taken to avert and uncover illegal activity and gain compliance include background investigations, general inspections, follow-up inspections, covert inspections, and subsequent investigations, when warranted. When illegal activity and regulatory violations occur, this unit takes enforcement action against the permit holders and perpetrators in the form of administrative and/or criminal sanctions.

The Vice Unit is also an information resource for the public, other law enforcement agencies, and Department personnel.

## Objectives

To enforce the provisions of Federal, State and San Diego Municipal Code in a fair and unbiased manner.

To contribute to the safety and security of the community via prudent investigation of applications, timely inspections, and diligent enforcement of laws related to police-regulated businesses and occupations.

To protect the public from harm, fraud, or deceit by preventing unscrupulous persons from operating and engaging in police-regulated businesses or occupations.

To be responsive to the needs of the community and the needs of the business owners. Decisions on those needs will be balanced, moral, legal and without personal favoritism.

To treat all applicants, permit holders, victims, and suspects with dignity and respect, protecting their rights and privacy.

# Office Procedures

## Office Hours

Office business hours are Monday Through Friday from 0600 to 1600.

## After Hours

Vice personnel are authorized twenty-four-hour access to the office. This does NOT include volunteers, temporary light duty officers, clerical pool, or other employees without a supervisor's approval.

The office will not be left unlocked when no unit personnel are present.

## Work Hours

All members must have their work hours and days off approved by their supervisor.

Sworn personnel will work a 4/10 plan. Administrative sworn personnel may work a 5/8 plan if desired if approved by their supervisor. Days off will vary to meet the needs of the unit.

Non-sworn personnel will have the option of working the 36/44 plan or the 5/8 plan. Days off for non-sworn personnel will generally be Saturday and Sunday. The senior clerk typist must approve any adjustments or hours or days off.

## General Office Security

All personnel will ensure the general security of the office. When entering and exiting the office, all personnel shall check their point of entry to ensure it is closed and locked. In the event a door, its lock, or security access device is not functioning, notify your supervisor, submit a repair request to the Facilities, Maintenance, and Development Unit, and if necessary, assign someone to monitor the access point.

Each member permanently assigned to Vice Operations will be issued a personalized access security card and one office key. The card must be used in lieu of an office key. The key is a backup in the event the electronic access system fails.

Numbered keys will be issued to each member by a unit supervisor. The unit will maintain a list of keys issued.

The Senior Clerk Typist must immediately notify Police Human Resources when an individual is transferred from the Unit or begins an extended leave of absence. The card will be deactivated from access to the vice office. Office keys must also be turned in.

Security of the issued access card and key are the responsibility of each member. Lost, stolen, or misplaced cards or keys must be reported immediately to their supervisor, regardless of the time or day.

A unit sergeant will notify Police Human Resources to deactivate the card and issue a new card. If after normal business hours, a unit sergeant will notify Communications to deactivate the card.

Unauthorized entries or attempted unauthorized entries are recorded in the security system computer located in Police Human Resources. Forced entries are also reported.

Unit supervisors will hold periodic inspections of security access cards and keys.

## Visitors

Suspects, victims, witnesses, or others with whom personnel are conducting business WILL NOT BE LEFT ALONE AT ANY TIME. They will always be escorted and brought to the interview room to conduct business.

No unauthorized person(s) will be allowed into the detectives' work area without permission or escort. Each detective is responsible for his or her visitor(s), applicant(s) or guest(s). No visitor will remain unattended in the work area.

Confidential material, files, reports, notes, etc., will not remain in plain view when visitors, suspects, or victims are present.

Ingress and egress to the interview room will be done only through the door next to the room, strictly limiting the person's view of the detectives' work area, the sergeants' offices, and the lieutenants' offices. At no time will they be brought into the work area of vice operations, permits and Licensing or the administrative staff.

### Telephone and Faxing

Personnel should provide their individual work telephone number to people to reduce the incoming calls to the administrative support staff.

Incoming telephone calls are answered immediately. If possible, lift the handset prior to the third ring.

Be pleasant and courteous in answering you phone calls. When answering the telephone, identify the unit and your name.

Maintain a professional attitude and be able to refer callers to the proper authority whenever necessary to avoid unnecessary transfers and frustration.

Relay clearly and take messages carefully.

In instances where phone calls with individuals who are continuously yelling and talking over you or "go in circles" after the issue has been settled, follow the below steps:

1. Inform them you are unable to have a meaningful and productive conversation
2. Inform them you have provided all the available information to them and that there is nothing more you can do
3. Inform them you will be concluding the conversation by ending the phone call (refrain from using the term "hang up")
4. Try to arrange a follow up phone call later or arrange to communicate via email (if the subject matter of the call has not been resolved)
5. Repeat these steps two additional times (for a total of three times)
6. End the phone call
7. If, at any point they ask about a supervisor, provide your supervisor's desk line.
8. If, at any point, you are on the receiving end of threats, or discriminatory comments, implement the above steps, but inform them you are referring the case to your supervisor and the supervisor will handle any follow up.

Respond to voice mail messages promptly.

When away from the office for an extended period, change the voice mail message notifying callers of this fact and provide another number to be called, if needed.

Voicemail will always be activated and used. Voice mail greetings will be professional, businesslike, and cordial.

When using the fax function of the copier, a cover sheet must be used.

Administrative support staff are responsible for checking the incoming faxes throughout the day and placing them in the appropriate personnel's mailbox. Confidential faxes will be protected and secured accordingly.

### Work Areas

Each member of the unit is responsible for the communal office areas (break room, office supply desk, etc.) and their own workspace (cubicle, desk, etc.). Communal areas workspaces will be maintained in a clean, businesslike, and professional manner.

No material will be displayed which is of questionable taste and nothing will be displayed which has the potential of making any person uncomfortable by its presence.

A LIMITED number of decorative items and personal pictures may be displayed on walls; however, they must be properly framed, neatly arranged and should enhance the overall professional appearance of the office.

Any food or beverages left out (unsealed) will be disposed of.

### Office Conduct

Conduct in the office will always be businesslike and professional.

All personnel will set a positive example, meet job-related standards of performance, and strive for professional development.

Violations of EEO policies, the Threat Management Policy, or any other Department Policy or regulation will not be tolerated and must be reported immediately to a supervisor.

Members should not give presentations to the public, attend business meetings with other agencies or attend any function or event representing the unit in casual attire unless authorized to do so by a supervisor.

### Attire

Attire for all members will be professional, businesslike and in good taste in accordance with Department Procedure 5.10.

Vice personnel will wear business attire and casual clothing depending on the designated enforcement posture (general or casual). Sworn members have the option of wearing a uniform in accordance with Department Procedure 5.10.

### Callback Roster

The Unit Senior Clerk Typist will maintain an up-to-date master callback roster for the unit. A copy will be provided to each supervisor as changes occur.

It is the responsibility of each unit member to notify the Senior Clerk Typist and their supervisor ***immediately*** of any changes to residence, home telephone number, cell phone number or pager number.

The Unit Senior Clerk Typist will check with each member prior to every shift change to ascertain if changes are needed.

It is the individual member's responsibility to notify the unit's Senior Clerk Typist of adjusted days off, changes to days off, hours, changes to residence, and phone numbers that occur during the shift.

### Days Off, Vacation, and Sick Leave

All vacation days, days off, training days, 11-86 assignments or any other absences from work will be approved ***in advance*** by a supervisor. Requests must be submitted on the proper form, and once approved, personnel must enter the information in the Red Book. The supervisor will go enter the electronic Red Book and approve the day off.

Sick time must be reported by 0700 hours (for days) or by 1600 hours (for nights) on the shift that will be missed. Personnel must notify their supervisor.

If their supervisor is not immediately available, the member should inform another supervisor and a phone number of where they can be reached during the day. The employee must call back to ensure the message was received. The Watch Commander can also be contacted in the event a unit supervisor cannot be located.



## Confidentiality

All members assigned to this unit full time, part time, and temporarily, will always adhere to the confidentiality of all information and will not discuss any confidential information outside this Unit.

Except for the Chief of Police, Deputy Chief, Assistant Chiefs of Police, Commanders, the Investigations I Captain or the Police Human Resource Director, no one outside this unit or not permanently assigned to this Unit, will be allowed to review any confidential material, files, and/or reports.

Any confidential material shall be secured.

## Supply Ordering

### Staples Orders:

1. The Senior Clerk Typist must obtain log-in permission by contacting the Fiscal Unit. The link is [www.stapleslink.com](http://www.stapleslink.com). Company ID is 1043009LA.
2. The cost center number for Vice Permits and Licensing is 1914141113 and the cost center number for Vice Operations is 1914141114.
3. For each fiscal year, a new purchase order will be generated and supplied to the Senior Clerk Typist by the Fiscal analyst assigned to the Vice Unit.
4. The supply clerk shall always consider 'Best Buys' when ordering supplies.
5. Once the order is submitted via the website, an automatic email is sent to the captain. The captain approves or disapproves the order. The email is then sent to the Fiscal Unit to approve the order.
6. Supplies are usually shipped the same day or the next day. Staples delivers supplies daily.

### City Stores Supplies Orders:

1. Most office supplies are ordered through Staples but there are certain office supplies that must be ordered through City Stores.
2. The Senior Clerk Typist must order these supplies via SAP. The Senior Clerk must obtain log in permission by contacting the Fiscal Unit. The fund number for ordering is **(Redacted – record exempt)**.
3. The following supplies will be ordered via the City Stores portal: batteries, sunscreen, Clorox wipes, Accu-wipes, etc. An inventory list of what supplies City Stores can provide is listed on the City of San Diego Employee site.
4. All Department forms needed by Vice Permits and Licensing and Vice Operations must be ordered from City Stores (Field Interviews, Overtime slips, etc.).

### City Print Shop Orders:

1. The Senior Clerk Typist must order all envelopes and letterhead needed by Vice Permits and Licensing employees through the City Print Shop via an online request. The fund number is the same as the fund number for City Stores Supplies ordering. The cost center number is also the same.
2. Business Cards for all units must be ordered from the City Print Shop site also.

## Vehicle Policy

Unit vehicles will be operated and maintained in accordance with Department Procedure 1.12. Members are specifically prohibited from operating any city vehicle at any time when their driver's license is expired, suspended, etc., or when their ability is impaired through medication or chemical use.

Except for the unit lieutenant, members are not generally authorized to have Department take-home vehicles. Prior authorization from the unit lieutenant or their designee must be obtained for the use of a unit assigned vehicle for on-call or take-home purposes. Examples of on-call duties re ENT, UAS, or other collateral duties for the Department. Personnel must advise their supervisor of their callback status, the expected duration of their callback status and the vehicle they will be using.

No vehicles will be loaned out without a supervisor's approval.

No vehicle will be driven out of the county without prior approval from a unit supervisor.

Members will ensure their assigned vehicle or any unit vehicle they use is clean and adequately fueled when returned.

All vehicles will be locked when unoccupied.

Any damage and/or vehicle accident involving a city vehicle must be reported immediately to a Unit supervisor in accordance with Department Procedure.

## Permits and Licensing Vehicles

Vehicles assigned to the permits and licensing teams will be parked in their assigned spaces on the ramp leading to P-1. Currently, there are no positions requiring "On Call" or "Stand-by" time for the permits and licensing teams, thus are not eligible for take home vehicles.

## Vice Operations Vehicles

Vehicles assigned to Vice Operations will be parked in assigned spaces on P-1.

A Unit supervisor will assign vehicles to teams.

Team 3 (NET) must follow administrative call-back procedures in accordance with Department Procedure 1.16 V.A.1.

## Human Trafficking Task Force Vehicles

The Human Trafficking Task Force (HTTF) sergeant has on-call responsibility 24/7 that is shared between HTTF supervisors. The FBI provides the take-home vehicle along with re-imbursement for the sergeant's wages through a memorandum of understanding. To alleviate the burden of 24/7 on-call, the other Vice Operations sergeants are authorized to fill in for the HT sergeant, as needed.

HT detectives have on-call responsibility. The FBI provides the take-home vehicle along with re-imbursement for the detective's wages.

The HTTF provides leased vehicles to Vice personnel who are federally cross-sworn and deputized officers. The vehicles will be utilized for investigative purposes and surveillances and used only by the assigned personnel. The personnel will return the vehicle immediately to the FBI upon cessation of the employee's assignment to the HTTF. The assigned personnel shall return the vehicle to the FBI in the same condition as received, less normal wear and tear.

HTTF personnel will immediately notify their immediate supervisor if involved in an accident of any nature or damage is discovered. The SDPD supervisor will notify the FBI Legal Unit and the HTTF supervisor of any accident or damage involving the vehicle within twenty-four hours.

The FBI will incur all vehicle costs to include leasing fees, fuel, and maintenance at no cost to SDPD.

## Toll Roads

Tolls are collected for all vehicles on any California toll road. Drivers of any San Diego Police Department vehicle, other City, State of California, "exempt" plated, or marked emergency vehicle must pay a toll fee, except in certain limited circumstances.

The South Bay Expressway (SBE) toll road has exemptions that are limited to the following.

1. Marked police units may use the SBE during emergency situations.
  - a. Officers shall notify Communications of the SBE use and Communications will enter that information into the CAD incident report
  - b. In addition, the driver officer shall notify Operational Support within four days after SBE use so the Department can rectify invalid violations and associated fees
2. Officers may use the SBE in a Department vehicle during surveillance operations
  - a. Officers shall notify Communications of the SBE use and Communications will enter that information into the CAD incident report
  - b. If this is not practical, officers shall notify their supervisor. In addition, the driver officer shall notify Operational Support within four days after SBE use so the Department can rectify invalid violations and associated fees
3. Officers may use the SBE for certain police activities deemed necessary for official police business with prior approval from their Commanding Officer
  - a. Operational Support will provide commands with a limited number of transponders according to their needs for this purpose. Transponders automatically validate vehicles passing through the SBE, therefore no notifications are required.
  - b. To receive a transponder, a memorandum will be prepared by the Unit's Commanding Officer that will include justification for its use. The memorandum will then be routed to the Operational Support Lieutenant for equipment issuance.

This procedure is not intended to limit the use of the SBE during emergency responses or in cases where officer safety would be jeopardized. However, officers engaged in police activity that is exempt from the toll shall use the FasTrak lanes, unless impractical due to operational needs or tactics.

Violations of the SBE toll that do not fall within the listed exemptions shall be the driver's responsibility.

Employees who drive City vehicles and require personal or non-exempt use of the SBE may purchase their own transponders or pay for each occurrence, as needed.

# Uniforms and Equipment

## Uniforms

All sworn members are required to maintain a complete, regulation uniform in accordance with Department Procedure 5.10. The uniform must be kept at Police Headquarters in the event of an emergency.

In addition to the appropriate business attire for detectives, detectives are authorized to wear casual attire during covert investigations. A holster and a department-approved firearm and/or duty belt must be worn with casual clothing in the field.

## Firearms

While on duty, personnel will always carry or have in their immediate possession, their department-approved firearm and ammunition. Personnel working covert operations must have immediate access to their firearms, unless working a massage, prostitution, or escort detail that is monitored by a unit supervisor.

Firearms will never be cleaned, loaded, or unloaded in the office.

## Equipment

Equipment requirements for personnel are also delineated in Department Procedure 5.10 and the Uniform Specifications Manual regarding authorized civilian attire while on duty.

At all times while on duty, personnel will carry on their person, their badge, handcuffs, identification card, and a department-approved handgun with authorized ammunition.

## Radios

Personnel must take their portable radios in the field. Vice 1 is the main frequency used for operations. Vice 2 may also be used at the discretion of vice personnel.

Radios will not be loaned to anyone outside the unit without a supervisor's permission.

Radios that are lost or stolen will be reported immediately to a unit sergeant. A unit sergeant will immediately report the loss to Communications. The personnel who lost the radio will fill out the proper forms or crime reports. See Department Procedure 2.1.

Radios that are damaged will be reported as soon as practicable. An ARJIS 9 report will be prepared, and the proper notifications will be made to have the radio repaired as soon as possible. See Department Procedure 2.1.

## File Security and Maintenance

The Vice Lieutenant is the custodian of records for the Vice Unit.

### File Security

All information contained in our office, unit records, and database records, is to be considered confidential and is to be always treated as such. All files will be protected and always secured.

To protect the confidentiality of our files and records, no information should ever be released to anyone who is not authorized by law or by department policy.

Giving any person the right to see such information, who is not authorized, and who does not have a right and a need to know, gives up the protection against disclosure to any other person who requests the same information.

Every member of this unit is responsible for ensuring all files are secured and protected.

Except for the Chief of Police, Executive Assistant Chief, Commander, or Investigations I Captain, no one outside the unit or not permanently assigned to the unit, will be allowed to review any confidential files, material and/or reports without approval from a supervisor or in accordance with this Operations Manual.

### File Maintenance

When a file is removed from the file drawer, an "out" card must be filled out and placed accordingly.

Files should not be removed from the office without a supervisor's approval.

Documents released by Vice Unit will be maintained in accordance with CPRA regulations.

Computer files will be arranged by subject matter, i.e., Memos, Warnings, Denials, Revocations/Suspensions, Route Slips, Legislative Analysis, etc.

Copies of Unit correspondence addressed to, or released by, the Vice Unit pertaining to an individual business or occupation will also be filed in said businesses or occupation's file.

Individual business or occupation files will be arranged alphabetically by business or occupation. Single event permits and "Closing Out Sales" will be filed by month/year.

Purge files as necessary and in accordance with City and legal retention requirements.

Files are kept for specified periods of time. The purpose of purging files is two-fold: The first consideration is to reduce the volume of stored paperwork kept by this unit, and the second purpose is to prepare the files for placing the information on digital storage.

The Unit Senior Clerk Typist has the responsibility of ensuring the files are purged according to policy.

No files will be purged without expressed approval from the unit lieutenant.

### Release of File Information

Vice files are confidential. Further clarification on the release of information is contained in Government Code Section 6254(f), Government Code Section 6255, SDMC 33.3711, and CPRA guidelines. If there is a conflict between any of these regulations, consult with the City Attorney and/or the Special Projects and Legislative Affairs Unit.

The following is a guideline on releasing information that is exempt from CPRA:

1. Public inquiries or other official requests for information contained in Police Permits and Licensing files must be requested in writing and go through a Police Permits and Licensing Sergeant. If necessary, the City Attorney may be consulted before providing any file information.
2. All written requests for information must include the following:
  - a. A detailed description of information requested.
  - b. Reason why the information is needed.
  - c. Specific authority the requestor has for obtaining information.

Vice Operations may have full access to permits and licensing files necessary for Vice Operations investigations.

All peace officers may have supervised access to the files if they are working on an authorized investigation.

Information as to whether a business possesses a certain permit may be disclosed.

Ownership information should be directed to the City Treasurer's Business Tax Office.

Alarm permit information generally cannot be disclosed to anyone except persons charged with the administration of the alarm ordinance (SDMC 33.3711). Any official request for information in the alarm files will go through a Police Permits and Licensing Sergeant.

## Training and Development

All unit personnel are encouraged to improve their professional knowledge through attendance at Department-approved schools.

All permanently assigned operations personnel should attend the Basic Investigations Course, P.O.S.T Vice Investigations Basic Course, and Surveillance and Informant Training. If classes have been previously attended, unit supervisors will evaluate the need for update training.

Supervisors will regularly provide or arrange training sessions ranging from Regulatory Violations, Ordinances, Legal Updates, procedures or policies, updates on officer safety issues, and/or any other job-related skills.

A unit sergeant and unit lieutenant must approve all requests for schools/training classes.

Menu courses may be attended by unit personnel on an 11-86 basis with sergeant's prior approval.

Newly assigned operations personnel shall be trained as follows:

1. The Vice Operations training list for new detectives should be utilized by supervisors to ensure the new member is given a unit orientation.
2. The new member will be scheduled for the first available P.O.S.T Vice Investigations 40-hour course - Surveillance and Informant Training.
3. On the first day in the unit, the new detective will meet with their supervisor and expectations will be discussed. A Performance Plan will be explained and signed
4. In addition, responsibilities, goals, objectives, duties, job standards, attendance, work hours, and other related tasks will be discussed. A copy of the Operations Manual will be provided.
5. A checklist has been developed to ensure the necessary skills have been introduced (Addendum A)

## Police Regulated Businesses

Police-regulated businesses are divided into four categories: Adult Entertainment, Consumer Protection, Juvenile Protection, and Entertainment.

### Adult Entertainment

Adult Entertainment consists of the following businesses which are defined by the following Municipal Codes:

1. Adult Entertainer, Municipal Code §33.3601
2. Bingo Games, Municipal Code §33.3401
3. Card Room Business & Card Room Employee, Municipal Code §33.3901
4. Casino Party, Municipal Code §33.4101
5. Commercial Recreation Theater, Municipal Code §33.1636
6. Nude Entertainment, Municipal Code §33.3601
7. Outcall Nude Entertainer/Escort Services, Municipal Code §33.2801
8. Peep Show Establishment, Municipal Code §33.3301

### Consumer Protection

Consumer Protection consists of the following businesses which are defined by the following Municipal Codes:

1. Auto Dismantler, Municipal Code §33.0901
2. Firearms Dealers and their Employees, Municipal Code §33.4201
3. Going out of Business Regulatory, Municipal Code §33.1001
4. Holistic Health Practitioner & Holistic Health Practitioner Business, Municipal Code §33.4401
5. Massage Therapist and Massage Establishment, Municipal Code §33.3501
6. Massage Therapist, Off-Premises Business, Municipal Code §33.3501
7. Money Exchange Houses, Municipal Code §33.4300
8. Pedicab Decal Owner & Pedicab Operator, Municipal Code §33.4601
9. Secondhand Dealer – Non-Tangible, Municipal Code §33.1101
10. Secondhand Dealer - Tangible/Pawn, Municipal Code §33.1101

### Juvenile Protection

Juvenile Protection consists of the following businesses which are defined by the following Municipal Codes:

1. Arcade, Municipal Code §33.1600
2. Poolroom/Bowling Alley, Municipal Code §33.1600
3. Tobacco Retailer, Municipal Code §33.4501

### Entertainment

Entertainment consists of the following businesses which are defined by the following Municipal Codes:

1. Entertainment 49 or less people, no alcohol, Municipal Code 33.1501
2. Entertainment 50 or more people, single event, Municipal Code 33.1501
3. Entertainment 50 or more people, no alcohol, Municipal Code 33.1501
4. Entertainment after hours, ongoing, Municipal Code 33.0801
5. Entertainment after hours, single event, Municipal Code 33.0801
6. Entertainment with alcohol, 100-249 people, Municipal Code 33.1501
7. Entertainment with alcohol, 250-399 people, Municipal Code 33.1501
8. Entertainment with alcohol, 400 or more people, Municipal Code 33.1501
9. Entertainment with alcohol, less than 100 people, Municipal Code 33.1501
10. Promoters, Municipal Code 33.0701



## Informants and Information

### Informant Control

All informants will be documented and utilized in accordance with Department and Special Operations policies and procedures. For further information, refer to Department Procedure 3.16.

The Custodian of Records (vice lieutenant) will maintain a list of informants.

The list of active informants will be reviewed on six (6) month intervals by the custodian of records to include warrant checks.

If an informant has not been active for a six-month period, they should be deactivated.

The Informant Activity Log will be used to record all activity with an informant. This includes payments, telephone calls, meetings, and names of the personnel present.

The original log will be maintained by the managing detective until the log is full or the informant is deactivated.

Entries will be made by the managing detective as they occur.

A copy of the activity log will be submitted to the team sergeant with the Monthly Expense Report. The copy will be forwarded to the Custodian of Records for inclusion in the CI file.

Each month, an updated copy of the activity log will be inserted in the informant's file unit the original log is filled and submitted.

### Informant Payment Procedure:

An informant may be paid a maximum of \$40.00 for a controlled narcotics buy or a telephone "order up".

An informant may be paid an additional sum of money if they contribute additional information.

The team supervisor will make the determination if the informant is to receive additional compensation for their work.

### Intelligence Information

One of the prime functions of officers assigned to the Vice Unit is to develop sources of information and to provide other units with intelligence information.

Investigators are encouraged and expected to submit intelligence information (interoffice communication or Officers' Reports) on a frequent basis, regarding information and/or matters of concern to this Section or any other investigative unit.

All communications should be directed through a unit sergeant to the lieutenant.

## Investigative Funds

Special investigations funds exist to defray costs incurred during an investigation which are not specifically covered by the Police Department budget or other special fund. Special investigations funds are generally used to:

1. Pay informants
2. **(Deleted – records of security)**
3. Pay for miscellaneous expenditures necessary to facilitate an investigation, including expenses incurred while meeting with informants and citizen sources in public and private locations.
4. Pay for miscellaneous expenses incurred while meeting with law enforcement organizations and groups necessary to facilitate the exchange of information relating to criminal activities
5. Investigators receiving special investigations funds will not mix their funds with their personal money. Investigators will not use their personal money to pay informants or any other case expense. Detectives will not use their special investigations funds for any other purpose than those listed above.

## Payment and Expenditure Authorization

Investigators should seek prior approval for any expenditure if the expenditure could be viewed as a questionable one.

1. Unit sergeants may approve single expenditures up to \$200.00.
2. The Unit Lieutenant can approve single expenditures up to \$500.00.
3. All expenditures over \$500.00 require the approval of the Unit Captain.
4. The Investigative Branch Commander will be consulted if there is any doubt about the appropriateness of the amount, nature, or justification for expenditures.

## Record Keeping/Expense Sheets

Investigators will maintain monthly Investigations Fund Expense Sheets. They will continue to submit monthly expense sheets until funds have been returned or expended. The reports will be stored on the Department "G" drive.

## Documenting Expenditures

All investigative fund transfers must be documented on both the expense sheet of the person distributing the money and the expense sheet of the person receiving the money.

Each entry must include an explanation of the transaction. The "Reason for Transaction" space should include the purpose of the expenditure and any applicable case number, booking number, etc.

## Receipts

Receipts are required for some investigative fund expenditures. This includes any gas charges, investigative purchases, payments to informants, etc. The receipt must include the investigator's name, identification number, description of purchase and the applicable case number. Any receipts are to be attached to the monthly expense sheet.

In the event a receipt cannot be obtained without compromising an investigation, an individual expense report must be completed and submitted for approval. The report will accompany the monthly Investigations Fund Expense Sheet.

## Expense Sheets

Investigators authorized to use undercover funds will submit a monthly Investigations Fund Expense Sheet to their sergeant at the end of each month.

The sergeant will check the report for accuracy, determine if the expenditures were appropriate, and ensure the expenses are properly documented. The completed reports will be stored on the Department "G" drive.

## Informant Payments

An Informant Payment Voucher will be completed for all informants who receive funds regardless of the amount paid. **(Deleted – records of security)** For further information on the Informant Policy, refer to Department Procedure 3.16.

### Lost Investigative Funds

All lost or unrecovered investigative funds must be documented. The detective in charge of money lost during an investigative operation will complete a "Lost Investigative Fund Report". **(Deleted – records of security)** After review and signature by a supervisor, a copy of the report will be attached to the detective's monthly Investigative Fund Expense Sheet.

## Enforcement Conduct

Personnel engaged in the unit's operations will be exposed to nudity, alcohol, and situations that may appear inappropriate or conflict with the department's dedication to professionalism and exemplary conduct. Personnel must navigate these situations properly and with great care and intelligence. Personnel will engage in conduct that is professional, safe, and accomplishes the unit's mission and objectives while maintaining the department's dedication to exemplary conduct.

## Use of Alcohol

**(Deleted – records of security)**

## Strip/Touch Policy

**(Deleted – records of security)**

Personnel should conclude their inspections as soon as safely possible after obtaining sufficient evidence to support the suspected violation of the law.

This should be discussed with a supervisor, if possible, prior to conducting the operation. **(Deleted – records of security)**

If suspects attempt to engage personnel in prostitution, personnel shall terminate the contact as soon as it can be done safely. Personnel will not engage in sexual conduct while working in an official capacity.

## Use of Fictitious credit cards, gas cards and Driver's License

Fictitious cards and licenses are to be used for identification purposes only.

The unit commander will review the monthly statements and they will be retained for one year from the date of receipt.

**(Deleted – records of security)**

When necessary, fictitious gas cards may be used for the purchase of gasoline only. The personnel using the card will note his or her name, identification number and correct vehicle license number on the charge slip. After review by a supervisor, the receipt will be forwarded to Fiscal Management.

## Deconfliction

Because plainclothes/undercover personnel are not readily identifiable as law enforcement officers, contacts between them and uniformed personnel include the potential for confrontation. **(Deleted – records of security)**

Their behavior when contacted by a uniformed officer is critically important. The following suggestions are intended to assist avoiding or alleviating the tension possible in such contacts:

1. Where direct confrontation with suspects is anticipated, the officers involved in the contact should wear clothing (such as standard Department-issue undercover/raid vest with the word **(Deleted – records of security)** clearly printed on it) that clearly identifies the officers.
2. When not clearly identified as a police officer, the undercover officer should carry his/her firearm well-concealed rather than partially or completely exposed to view. Officers will also have their badge and Department identification readily available.
3. When stopped, officers will identify themselves verbally and indicate where credentials and weapons are located.
4. Follow the instructions of the uniformed officer explicitly.

5. Avoid any sudden movement, which could be interpreted as suspicious or threatening. Keep hands in sight and open.
6. Comply with any requests of the uniformed officer without hesitation.
7. Be prepared to provide the phone number and name of a supervisor or other agency member who may be contacted for verification, as requested by the uniformed officer.

### Interagency Cooperation

The nature of undercover narcotics investigations and the proliferation of task forces and teams involved in cross-jurisdictional surveillance and various types of enforcement emphasize the importance of an accepted protocol for inter-agency notifications.

Recognizing the changing nature and direction that investigations may take, service agencies may find it necessary to enter a venue agency's jurisdiction without prior coordination. In such instances, the venue agency will be notified as soon as possible, conforming to the above procedures.

## Enforcement

Vice unit investigators will use a combination of inspections, operations, and administrative remedies while enforcing laws and regulations.

### Overt Inspections

Investigators will be dressed in appropriate attire. They will immediately identify themselves with a police business card and/or police identification card. Overt inspections will focus on permits and license inspections of police-regulated businesses.

### Covert Inspections

Investigators will be dressed in casual clothing, as necessary, while conducting covert inspections and/or enforcement.

Detectives will work in a covert capacity while seeking regulatory or criminal violations. The purpose of such inspections is to arrest, cite, or issue regulatory remedies to individuals or businesses for any violations.

### Permit Revocations and Suspension

Administrative remedies are covered in Chapter 3, Article 3, Division 4 (Penalties and Regulatory Action) and Division 5 (Appeal Rights and Procedures) of the San Diego Municipal Code (SDMC).

Any requirement of police-regulated occupations and businesses is both regulatory and penal in nature, except those sections or subsections specifically designated as regulatory only by use of the phrase “regulatory only.” Regulatory provisions are enforceable through the issuance, denial, suspension, placing conditions upon, or revocation of the permit, and through the issuance of verbal or written warnings, and Notices of Violation. Penal provisions are enforceable through criminal proceedings. (See SDMC § 33.0401).

The regulatory and penal enforcement may proceed separately and independently of each other, and the selection of one method does not preclude other enforcement methods or proceedings, including injunctive relief, when appropriate. (See SDMC § 33.0401).

The investigating officer will make a recommendation on a course of action through his chain of command. A review of previous suspensions or revocations in similar matters and hearing officer decisions can be used as a guide in making regulatory recommendations. The final approval or determination of any administrative regulatory action will be made by the Vice Lieutenant or their designee.

Administrative regulatory action is discretionary; however, the regulatory action taken should be consistent with the severity of the violation or the frequency of the violations, regardless of whether the permittee has suffered administrative penalties in the past. (See SDMC § 33.0403). Also, to consider is whether the permit holder caused or condoned the violations or failed to take reasonable corrective action after timely written notice of the violation. (See SDMC § 33.0405). Per section 33.0405 of the SDMC, the permit holder is advised that “they will be held accountable for violations they personally bring about, accept and allow to continue, or fail to take practical, sensible steps to correct.” *Coe v. San Diego*, 3 Cal.App.5th 772, 783-84 (2016).

Whenever regulatory action of a written warning is issued, the permittee shall be afforded an opportunity to meet with the Chief of Police regarding the written warning. (See SDMC § 33.0404(b)). The written warning should give the permittee notice of this opportunity.

Whenever regulatory action of a condition is placed upon a permit, or a permit is suspended or revoked, the Chief of Police shall send a notice to the permit holder identifying the code section(s) violated, describing the circumstances of the violation, and explaining the consequences of a failure to correct the violation, if appropriate. (See SDMC § 33.0404 (a)). It is best practice to include this same information in written warnings, as well.

All permit holders are notified of regulatory actions in writing. Unless otherwise stated, it is sufficient to mail the notice via first class mail to the most recent address provided by the permit holder. Such mail is presumed delivered five days after its postmark date. (See SDMC § 33.0108).

In lieu of suspension, the permit holder and Chief of Police may negotiate a civil penalty according to the procedure contained in this Manual. Failure to pay the civil penalty as negotiated will result in reinstatement of the suspension. (See SDMC § 33.0403(c)).

#### Civil Penalty Negotiation:

1. Whenever a decision suspending a permit or license for 15 days or less is in progress and the permit holder has received written notice of the suspension, the permit holder may, before the operative date of the suspension, petition the Chief of Police for permission to make an offer in compromise, consisting of a sum of money in lieu of serving the suspension.
2. Upon receipt of the petition, the Chief of Police may stay the proposed suspension and cause any investigation to be made which may assist in the negotiations. The Chief of Police may grant the petition if satisfied that the following conditions are met:
  - a. The public welfare, morals, and safety will not be impaired by allowing the permittee to operate during the period set for suspension and that the payment of the sum of the money will achieve the desired disciplinary purposes.
  - b. The permit holder's books and records are kept in such a manner that the business loss suffered can be determined with reasonable accuracy.
  - c. The offer in compromise shall be the equivalent of fifty percent (50%) of the estimated gross police-regulated activity income for each day of the proposed suspension, and the offer in compromise shall not be less than the best estimate of the total costs incurred, or would be incurred, by the Police Department for the investigation, enforcement and appeal hearing process.
3. The final compromise may consist of a sum of money or a sum of money together with a reduced suspension, and any other conditions that will help achieve the desired disciplinary purposes.
4. All moneys collected because of penalties imposed shall be deposited into the City of San Diego "General Fund."

Under no circumstances may a permit be renewed if an action to revoke the permit is in progress or has been taken. Before any approval of a renewal application, the file should be pulled and reviewed. If the permit holder succeeds in having the revocation overturned, the permit holder must pay the regulatory fees for the time, if any, the permit holder was allowed to operate during the appeal process. (See SDMC § 33.0308 (i)).

## Operation Planning

[“John” Detail](#)

[Overview](#)

**(Deleted – records of security)**

[Strip/Touch Policy](#)

**(Deleted – records of security)**

[Supervisor Responsibility](#)

**(Deleted – records of security)**

[Planning and Logistics](#)

**(Deleted – records of security)**

[Personnel](#)

**(Deleted – records of security)**

[Equipment](#)

**(Deleted – records of security)**

[After Action](#)

**(Deleted – records of security)**



Street Prostitution  
Overview

**(Deleted – records of security)**

Strip/Touch Policy

**(Deleted – records of security)**

Supervisor Responsibility

**(Deleted – records of security)**

Planning and Logistics

**(Deleted – records of security)**

Personnel

**(Deleted – records of security)**

Vehicles Approach

**(Deleted – records of security)**

Pedestrian Approach

**(Deleted – records of security)**

Post-Arrest

**(Deleted – records of security)**

Outcall Nude Entertainment/Internet Postings  
Overview

**(Deleted – records of security)**

Covert Inspection

**(Deleted – records of security)**

Overt Inspection

**(Deleted – records of security)**

Strip/Touch Policy

**(Deleted – records of security)**

Supervisory Responsibility

**(Deleted – records of security)**

Planning and Logistics

**(Deleted – records of security)**

Personnel

**(Deleted – records of security)**

Equipment

**(Deleted – records of security)**

Massage Inspections

[Overview](#)

**(Deleted – records of security)**

[Covert Inspection](#)

**(Deleted – records of security)**

[Overt Inspection](#)

**(Deleted – records of security)**

[Strip/Touch Policy](#)

**(Deleted – records of security)**

[Supervisory Responsibility](#)

**(Deleted – records of security)**

[Planning and Logistics](#)

**(Deleted – records of security)**

[Personnel](#)

**(Deleted – records of security)**

[Equipment](#)

**(Deleted – records of security)**

## Alcohol Inspections

### Overview

**(Deleted – records of security)**

### Overt Inspections

**(Deleted – records of security)**

### Covert Inspections

**(Deleted – records of security)**

### Personnel

**(Deleted – records of security)**

## Overt Inspections for Other Police Regulated Businesses

### Overview

**(Deleted – records of security)**

### Overt Inspection

**(Deleted – records of security)**

### Supervisory Responsibility

**(Deleted – records of security)**

### Planning and Logistics

**(Deleted – records of security)**

### Personnel

**(Deleted – records of security)**

### Equipment

**(Deleted – records of security)**

## Covert Inspections for Other Police Regulated Businesses

### Overview

**(Deleted – records of security)**

### Covert Inspection

**(Deleted – records of security)**

### Supervisory Responsibility

**(Deleted – records of security)**

### Planning and Logistics

**(Deleted – records of security)**

### Personnel

**(Deleted – records of security)**

### Equipment

**(Deleted – records of security)**

## Staff and Responsibilities

### Unit Lieutenant

- Upon arrival to the unit, must complete and submit [Statement of Economic Interest](#) in eFile within 30 days
- Submit a renewal Statement of Economic Interest in eFile annually, before the first of April
- Submit a final Statement of Economic Interest in eFile within 30 days after leaving the Vice assignment
- Provides the Chief of Police and Department Chief's Executive Committee with current information on Vice conditions and problems as they exist in the City.
- Makes policy change recommendations to command staff.
- Maintains liaison with other Department units, local prosecuting agencies and other law enforcement agencies on matters of concern.
- Keep current on developing trends and new enforcement techniques in the Vice enforcement field.
- Submit the monthly expense sheets of the Unit to the Commanding Officer by the 10<sup>th</sup> of each month.
- Determines and prioritizes unit objectives and develops methods to achieve those objectives.
- Provides supervision to the ABC Detective Sergeant, Permits and Licensing Detective Sergeant, Administrative Aide II, and Senior Clerk Typist.
- Oversees OnBase e1472 processes.
- Is responsive to community leaders and acts as a resource to service areas and Department members.
- Ensures the Vice Unit follows all regulations, policies, and procedures, including all EEO policies.
- Handles complaints regarding Vice Unit supervisors.
- Reviews and approves all requests for training classes.
- Ensure the Vice Unit operates within budgetary and overtime constraints.
- Perform all other duties normally associated with a Lieutenant's responsibilities as established by the Personnel Director and expectations of the Department.
- Provides guidance and counseling to all personnel on an ongoing basis.
- Prepares and presents the Vice Permits and Licensing Quarterly Management Report to the Captain of Investigations I.
- Reviews and approves Permits & Licensing Unit CPRA responses.

### Permits and Licensing Teams

Permits and Licensing is responsible for facilitating the issuance of police permits for police regulated businesses. Permit applications are issued after a complete investigation conducted by an assigned officer. Permits are issued to applicants who pass background checks and meet all requirements as set forth in the San Diego Municipal Code. These investigations are intended to determine the following:

1. The applicant's fitness to conduct the business or occupation.
2. Whether the proposed business location is a suitable or proper place to conduct the business or occupation.
3. The business or occupation will not be used to promote any illegal activity.

Permits and Licensing is also responsible for ensuring police regulated businesses and their operators continue to maintain the standards met at the time of permit issuance. This is accomplished via both overt and covert inspections as well as special operations.

All occupations and businesses designated as police-regulated and all persons conducting such business or activity are subject to an inspection to ensure rules and regulations required by the San Diego Municipal Code and other applicable laws.

Permits and Licensing personnel are not on call and not eligible for stand-by time.

### ABC and Entertainment Detective Sergeant (Permits and Licensing)

The ABC Detective Sergeant is the Department liaison with the California Department of Alcoholic Beverage Control

(ABC). This sergeant Acts as the Department representative in all matters relating to the issuance, modification, or transfers of ABC licenses within the city limits. This sergeant is responsible for ensuring the completion of Public Convenience or Necessity (PC or N) investigations or determinations within statutory time constraints. Maintains a positive and collaborative relationship with all stakeholders to include state employees, city leadership, city staff, Department members, business owners, and the citizens of San Diego.

This sergeant is responsible for the completion of PC or N investigations and determinations.

This sergeant is also responsible for the supervision of the ABC Detective and Entertainment Officer.

#### PC or N Investigations

PC or N determinations are generally required for Type 20, 21, 40, 42, 48, and 57 licenses that are being applied for in areas that are either high crime (over 120%) or in over-concentrated census tracts as determined by ABC. The ABC Detective Sergeant conducts the investigation with the following format:

City Council Resolution R-294124 Guidelines: When consideration is given in determining PC or N, any foregoing guidelines may be sufficient grounds for denial. Each application shall be judged on an individual basis and any one criteria or combination of criteria may be waived as the result of imposed conditions. The following factors will be reviewed as part of all PC or N investigations:

1. Determine if the new license will increase the concentration of ABC licenses in the census tract.
2. Determine if the business by reason of its location, character, manner or method of operation, merchandise, or potential clientele will serve a segment of the city's business or residents not presently being served.
3. Determine if the business is located within a 600-foot radius of incompatible facilities, such as public or private schools, day care centers, churches, parks, homeless shelters, alcohol rehabilitation centers and facilities designed and operated to serve minors.
4. Determine, with data from the Department's Crime Analysis Unit, if the location of the license has a 20% greater number of reported crimes than the average number of reported crimes for all crime data areas in the city over the previous year. For this purpose, "Reported Crimes" means reported offenses of criminal homicide, rape, robbery, aggravated assault, burglary, larceny theft, and motor vehicle theft combined with all arrests for other misdemeanor or felony crimes. Alcohol-related crimes are also considered.
5. Determine if the issuance of the license involves an existing business which has been located at a site which has had three or more reported crimes defined in (d) within the previous one-year period.
6. Determine if the issuance of the license will promote the goals and policies of the City's General Plan, any applicable specific plan, or any similar policies that have been adopted by the City. This is often determined by the city recognized Community Planning Group.
7. Determine if the application is for a premise where the previous license had been revoked within the previous one-year period.
8. Determine if the applicant has ever been convicted of any felony.
9. Determine if the premises are located within 100 feet of residentially zoned properties.
10. Determine if any other information supplied by the applicant or other competent evidence shows that the PC or N will or will not be served by issuance of the license.

Command input is an important factor when determining PC or N. The input should be provided via official letterhead or via Department email from the Commanding Officer or his/her designee.

1. After the completion of the investigation, a certified letter, on Department letterhead, is sent to the applicant informing him/her of the result of the PC or N investigation. A copy of such letter is retained in the applicant's file and a copy is faxed or emailed to ABC. The ABC Sergeant may also, at his/her discretion, inform the area Commanding Officer of any PC or N determinations and the factors that were utilized for such determination.

Provides Conditional Use Permit (CUP) recommendations to the City's Department of Development Services.

Conducts CUP investigations using the following format:



1. Determine the San Diego Police Department's recommended conditions using similar investigative factors as the PC or N investigation. CUP investigations and recommendations should be viewed through the lens that they will be in effect for 10 or 20 years and are recommendations for land use.
2. Determine the concentration level of ABC licenses in the census tract.
3. Determine the crime rate in the census tract.
4. Determine if there have been three or more reported crimes at the location in the last year.
5. Determine if there are incompatible facilities within 600 feet of the location.
6. Determine if the location is within 100 feet of residentially zoned property.
7. Determine if any ABC license at the location has been revoked in the last year.
8. Determine if the applicant has been convicted of any felony.
9. Determine if the proposed business would be detrimental to the public health, safety and welfare of the community and City.
10. Recommend conditions, based on thorough and relevant information, as they pertain to the location for the CUP.

The ABC Sergeant acts as the City's representative in Administrative Appeals, PC or N hearings and CUP hearings. The ABC Sergeant may also be subpoenaed to provide testimony by the ABC Appeals Board.

#### PC or N Hearings

1. Applicants may request an appeal hearing within 10 days of the time they receive their denial letter via certified mail.
2. The Administrative Aide assigned to Vice is responsible for facilitating the hearing date with the Office of Administrative Hearings (OOAH). The OOAH is located at 1350 Front Street, Suite 3005, San Diego, CA 92101.
3. Prior to the hearing, the Sergeant is responsible for compiling the following:
  - a. Agency Exhibit Index
  - b. Summary prepared by Sergeant or his designee
  - c. Guidelines for ABC licensing for new applications
  - d. Council Resolution R-294124
  - e. Crime statistics package from Crime Analysis
  - f. Guidelines for Determining PC or N (PC or N report)
  - g. A copy of ABC 245 form
  - h. Other evidence obtained during the investigation
4. It is the ABC Sergeant's responsibility to ensure that the hearing officer receives a packet of the above information within a reasonable period to review the material, usually seven calendar days before the hearing. Unless otherwise requested, the packet shall be delivered to the Office of Administrative Hearings. The same packet is delivered within a reasonable amount of time, usually seven calendar days before the hearing, to the applicant for review.
5. The ABC Sergeant represents the city at the hearing. The Sergeant may, at his/her discretion, provide witnesses to present relevant testimony on behalf of the City's interests. During the hearing, the Sergeant:
  - a. Presents an opening argument
  - b. Presents witnesses and asks them questions
  - c. Cross-examines witnesses
  - d. Provides testimony to the hearing officer regarding relevant information about the PC or N and other information as requested by the hearing officer, applicant, or the applicant's legal counsel
  - e. Presents a closing argument

The ABC Sergeant also represents the City at CUP Hearings. The ABC Sergeant will:

1. Appear for CUP hearings as requested by the Developmental Services Department or Civic San Diego (normally at City Council Chambers)
2. Present a recommendation, if requested.
3. Answer questions pertaining to the recommendation.
4. The ABC Sergeant represents the City at ABC Hearings.

ABC Sergeant aids and relief to the other Permits and Licensing Sergeant, as needed.  
Supervises the ABC Detective, Administrative Detective, and Entertainment Industry Officer.  
Reports to the Vice Permits and Licensing Lieutenant for all operations and functions related to the administration and enforcement of businesses having a nexus to alcohol and/or entertainment.  
Reviews industries' PRA responses with Vice Unit CPRA Liaison (Admin Aide II).  
Unit OnBase Liaison Sergeant in reference to alcohol and/or entertainment matters.  
Completes employee evaluations.

## ABC Detective

Reports to the ABC and Entertainment Detective Sergeant.

The ABC Detective assists the ABC Sergeant with the processing of new ABC licenses, premise modifications, or license modifications. The detective completes assigned investigations within established time protocols. The detective maintains the Department's ABC Files and ABC Log. The detective prepares reports and performs other duties, as required.

The detective is responsible for receiving correspondence from ABC and ensures that the correspondence is properly logged and placed in the appropriate file. The detective is also responsible for making new files, as needed. The detective is responsible for keeping the sergeant informed of new investigations or requested changes on any ABC-regulated businesses.

It is the detective's responsibility to respond, via Department letterhead, to ABC within 30 days of receipt of any correspondence that indicates a new alcohol application within the city limits.

The following license applications are protested if the location falls in a census tract that is over concentrated, high crime (over 120%), or has another pertinent concern.

1. Type - 1 (Beer manufacturer)
2. Type - 2 (Wine Grower)
3. Type - 20 (Off-Sale Beer and Wine) \*
4. Type - 21 (Off-Sale General) \*
5. Type - 23 (Small Beer Manufacturer)
6. Type - 40 (On-Sale Beer) \*
7. Type - 41 (On – Sale Beer and Wine Eating Place)
8. Type - 42 (On-Sale Beer and Wine) \*
9. Type - 47 (On-Sale General Eating Place)
10. Type - 48 (On- Sale General) \*
11. Type - 57 (Special Off-Sale General) \*
12. Type - 75 (On-Sale General Brew Pub)

\*Would also normally need PC or N

Protests are either "Conditional" or "Outright"

"Conditional" protests state the SDPD is willing to withdraw its protest if presented conditions to alleviate law enforcement concerns.

"Outright" protests state the SDPD is opposing the license regardless of conditions offered by ABC.

## Withdrawal of Protests

1. ABC will present SDPD with conditions on ABC licenses on all "Conditional" protests.

2. The ABC Detective or Sergeant considers the conditions presented and provides feedback to the ABC Licensing Agent if conditions are unacceptable.
3. If conditions are acceptable, the ABC Detective or Sergeant provides written communication to ABC through e-mail or official correspondence withdrawing the protests. All changes will be tracked in the ABC log. Copies of all correspondence relevant to new licenses, modifications, protests, etc. shall be placed in the applicant's ABC file.

#### ABC Modification Request

1. ABC will ask the SDPD to evaluate modifications on existing licenses when the SDPD was an original protestant.
2. ABC will assign a due date to the SDPD.
3. Modification considerations include, but are not limited to:
  - a. Command input
  - b. Crime rate changes
  - c. Concentration level changes in the census tract
  - d. History of the business
  - e. Number of calls for service at the business location
  - f. Number of crimes at the location
4. The ABC Detective or Sergeant will either
  - a. Approve of the modification with an e-mail
  - b. Deny the modification with official correspondence

#### ABC Informal Expansions

1. ABC will ask the SDPD to evaluate informal premise expansions on existing licenses when the SDPD was an original protestant. ABC will assign a due date to the SDPD.
2. Modification considerations include but are not limited to:
  - a. Command input
  - b. Crime rate changes
  - c. Concentration level changes in the census tract
  - d. History of the business (number of calls for service and crimes at the business location)
3. The ABC Detective or Sergeant will either
  - a. Approve the expansion with an e-mail
  - b. Deny the expansion with official correspondence

#### Research (Industry-related) CPRA requests

#### Administrative Detective

Reports to the ABC and Entertainment Detective Sergeant.

#### Unit OnBase Liaison

Assists ABC Detective Sergeant and Permits and Licensing Sergeant with assigned projects.

Assists the Permits and Licensing officers with investigations and/or inspections of police-regulated businesses. Completes assigned investigations within established time protocols.

Reports to ABC Detective Sergeant

Research (Industry-related) CPRA requests

## Live Entertainment Industry Officer

Reports to the ABC and Entertainment Detective Sergeant.

This Officer is responsible for Live Entertainment, Single Event, Promotor and Casino Use permits.

Reviews new and renewal applications received from the Business Tax Center Office.

Approves or denies applications based on the investigation results.

Conducts administrative investigations.

Completes and prepares legislative analysis assignments.

Conducts assigned criminal and/or administrative investigations.

Prints the cover page of all criminal background checks used during the investigation and places them in the appropriate file.

Conducts onsite inspections of businesses/occupations for compliance with related codes.

Enforces onsite police regulatory inspections.

Enforces regulatory violations and issues Notices of Violation or misdemeanor citation or prepares Notify Warrants.

Provides liaison and training to other divisions or units within the City and outside agencies.

Prepares letters, i.e., warnings, revocations, suspensions, and general correspondence for a supervisor's approval/signature.

Maintains computer filing systems (correspondence file, daily journals, etc.)

Assists and becomes a resource to other departments, divisions, units and outside agencies with inquiries or problems related to the live entertainment industry.

Enters application information into the appropriate database.

Completes assigned reports.

Answers inquiries from the public via telephone, walk-in traffic and email related to the live entertainment industry.

Assists the clerical staff with any questions related to application requirements and enforcement of the live entertainment industry.

Testifies in criminal court, when necessary.

Completes the ABC Industry Officer's duties in the absence of the ABC Industry Officer.

Research (Industry-related) CPRA requests.

## Permits and Licensing Detective Sergeant

The Permits and Licensing Detective Sergeant is responsible for supervising the sworn staff and volunteers assigned to the Permits and Licensing Team.

Reports to the Vice Lieutenant for all operations and functions related to the administration and enforcement of police-regulated businesses and occupations.

Drafts and submits a weekly report to the Vice Lieutenant that identifies significant and relevant changes within all the police-regulated industries.

Ensures Vice Permits and Licensing Officers log their Proposition 26 designated hourly goals.

Assigns investigations and reports.

Reviews and approves completed investigations and reports.

Conducts a review of all permit files to ensure that the permits being issued follow the Municipal Code and that thorough background checks are completed. The sergeant will initial the bottom of the signoff sheet near the officer's signature.

Reviews and approves letters, correspondence, memos, requests for legislative analysis, etc.

Reviews reports from vice operations, patrol, and other divisions to determine what administrative action may be necessary to obtain compliance with all laws and regulations related to police-regulated businesses.

Reviews and approves administrative action, i.e., revocations, suspensions, warnings, or criminal action taken against permit holders.

Maintains liaison with industry representatives, media, other units, and area commands.

Prepares specialized reports, such as ordinance changes and Staff Reports on such changes.

Liaisons with City Attorney staff regarding legal issues.

Completes employee evaluations.

Reviews industries' PRA responses with Vice Unit CPRA Liaison (Admin Aide II).

### Alarm Industry Officer

Reports to the Permits and Licensing Sergeant.

Conducts data entry, printing, and processing of Alarm Accounts.

Processes payments in the Cry Wolf Alarm system.

Reviews completed work generated on current and past due invoices daily.

Handles billing questions and provides general billing and accounting support.

Works to resolve customer problems and/or disputes.

Conducts administrative investigations.

Reviews new and renewal applications from the Business Tax Center Office.

Approves or denies applications based on investigation results.

Prepares administrative hearing "discovery" packages for the hearing officer, defense attorney and/or Appellant.

Presents City's case and evidence at administrative hearings.

Completes and prepares legislative analysis assignments.

Completes assigned reports.

Answers inquiries from the public via telephone, walk-in traffic, and e-mail.

Provides liaison and training to other divisions or units within the city and outside agencies.

Assists clerical staff with any questions related to application requirements and enforcement of the alarm industry.

Testifies in criminal court, when necessary.

Maintains computer filing systems (Cry Wolf correspondence file, daily journals, etc.)

Completes assigned "Request for Records" notices.

Completes the Pawn Industry Officer's duties in the absence of the Pawn Industry Officer.

Processes alarm invoices.

Research (Industry-related) CPRA requests.

Creates and manages alarm system correspondence.

Processes Alarm Refunds in the absence of the Administrative Aide II.

1. Once it is determined that an account is due a refund, the Alarm Industry Officer will validate the reason and the amount for the refund.
2. The Alarm Industry Officer will provide the reason to the Senior Clerk Typist for processing.
3. The Permits and Licensing Sergeant will sign off on the refund request.
4. The Alarm Industry Officer will:
  - a. Prepare an "Application for Miscellaneous Refund" (Form COM-6)
  - b. Utilize the Excel database and print out a copy of the original Daily Cash Reconciliation (DCR)
  - c. Make a copy of the original validation with the amount of the refund circled or highlighted.
  - d. Prepare an e-mail to the customer stating the process for the refund and attach Form COM-6 to the e-mail requesting a signature from the customer. Send this to the Senior Clerk Typist for processing.
  - e. When the "Application for Miscellaneous Refund" is returned with the customer signature, the Alarm Industry Officer will:
    - i. Attach the DCR to the application.
    - ii. Attach the original validated paperwork to the application.
    - iii. Takes completed refund to the Fiscal Unit for processing.

### Adult Entertainment Industry Officer

Reports to the Permits and Licensing Sergeant.

This officer is responsible for the following industries: Nude Entertainment Business, Adult Entertainers, Out-Call Nude Establishments, Out-Call Nude Entertainers, and peep shows.

Conducts assigned criminal and/or administrative investigations.

Prints the cover page of all criminal background checks used during an investigation and places them in the appropriate file.

Reviews new and renewal applications received from the Business Tax Center Office.

Approves or denies applications based on investigation results.

Prepares administrative hearing “discovery” packages for the appeal hearing officer, defense attorney and/or Appellant.

Presents the City’s case and evidence at administrative hearings.

Completes and prepares legislative assignments.

Conducts onsite inspections of businesses/occupations for compliance with related codes.

Enforces regulatory violations and issues Notices of Violation or misdemeanor citations or prepares Notify Warrants.

Provides liaison and training to other divisions or units within the city and outside agencies.

Assists clerical staff with any questions related to application requirements and enforcement of the adult entertainment industries.

Prepares letters, i.e., warnings, revocations, suspensions, and general correspondence for the supervisor’s approval/signature.

Testifies in criminal court, when necessary.

Maintains computer filing systems (correspondence file, daily journals, etc.)

Enters application information into the appropriate database.

Completes the Firearm Industry Officer’s duties in the absence of the Firearm Industry Officer.

Research (Industry-related) CPRA requests.

Monitors Peep Show establishments for compliance with regulations and related codes.

### Firearm Industry Officer

Reports to the Permits and Licensing Sergeant.

This officer is also responsible for the following industries: Card Room Businesses, and Card Room Employees.

Reviews new and renewal applications received from the Business Tax Center Office.

Conducts related background investigations.

Conducts applicant interviews/orientations.

Approves or denies applications based on investigation results.

Conducts on-site inspections of businesses for compliance with regulations and related codes.

Conducts reviews of required firearms transaction records.

Reviews card room wagering statements, security protocols, number of tables in use, and signage.

Places written holds on possible stolen property for police officers and detectives.

Assists with citizens' complaints and initiates investigations.

Refers complaints and violations to other affected units and agencies, to include the Department of Justice and Alcohol, Tobacco, and Firearms.

Conducts administrative/criminal investigations and enforces any violations of the applicable regulations.

Refers criminal investigations to detectives or a sergeant for assistance.

Issues Notices of Violations or misdemeanor citations and prepares Notify Warrants.

Advises and assists police officers with stolen property seizures, releases, complaints, policy changes, and amended legislation.

Facilitates the appropriate release of stolen property.

Reviews transaction reports submitted by firearm dealers who possess a Secondhand Dealer's license.

Prepares and processes administrative packages or criminal reports regarding violations, suspensions, revocations, or denials of applications or permits.

Prepares administrative hearing "discovery" packages for the appeal hearing officer, defense attorney and/or Appellant.

Presents the City's case and evidence at administrative appeal hearings.

Maintain files, collects data, and prepares statistical reports.

Assists and becomes a resource to other departments, divisions, units and outside agencies with inquiries or problems.

Updates and maintains databases with current business and employee information.

Checks and distributes the Applicant Agency Justice Connection (AAJC) notifications of subsequent arrests that are sent to the Department daily. The AAJC replaced the Secure Mail Server System (SMSS) for retrieving Live Scan information.

Completes the Adult Entertainment Industry Officer's duties in the absence of the Adult Entertainment Industry Officer.

### [Pawn Industry Officer](#)

Reports to the Permits and Licensing Sergeant.

This officer is also responsible for the following industries: Pawn Shops, Secondhand Dealers, Money Exchanges, and Auto Dismantlers.

Reviews the new and renewal applications received from the Business Tax Center Office.

Completes local records check (SD Law) for background investigations.

Processes and approves permits in the Citrix and Treasurer's Tax Collection System (TTCS) databases.

Enforces onsite police regulatory inspections.



Enforces regulatory violations and issues Notices of Violation or misdemeanor citation or prepares Notify Warrants.

Acts as the law enforcement agency liaison for the Department of Justice.

Conducts stolen property matches through the California Pawn and Secondhand Dealer System (CAPSS) for both Pawn and Secondhand Dealers.

Completes 90-day police pawn holds for Detectives for both Pawn and Secondhand Dealers.

Maintains the 90-day Pawn Hold Book.

Prepares administrative hearing "discovery" packages for the appeal hearing officer, defense attorney and/or Appellant.

Presents the City's case and evidence at administrative appeal hearings.

Prepares and processes administrative packages or criminal reports regarding violations, suspensions, revocations, or denials.

Verifies state applications and payments and mails them directly to the Department of Justice.

Generates state licenses and mails them to pawn shops and Second-Hand Tangible businesses on behalf of the Department of Justice.

Completes the Alarm Industry Officer's duties in the absence of the Alarm Industry Officer.

Is the Department's California Pawn and Secondhand Dealer System (CAPSS) liaison. Organizes Department CAPSS training and grants employee access.

Research (Industry-related) CPRA requests.

### [Pedicab and Massage Industry Officer](#)

Reports to the Permits and Licensing Sergeant.

This officer regulates the following industries: Pedicab Businesses, Pedicab Operators, Massage Establishments, Massage Therapists, Off-Premises Massage Therapists, Holistic Health Practitioners and Holistic Health Practitioner Businesses.

Approves or denies applications based on the background investigation results.

Completes the investigative checklist to ensure that all the required application documents have been submitted and that the necessary background checks have been completed.

Prepares administrative hearing "discovery" packages for appeal hearing officer, defense attorney and/or Appellant.

Presents the City's case and evidence at administrative hearings.

Reviews the new and renewal applications received from the Business Tax Center Office.

Completes local records check (SD Law).

Processes and approves permits in Citrix and Treasurer's Tax Collection System (TTCS) databases.

Conducts inspections of individual pedicabs at SDPD Headquarters throughout the year.

At the beginning of the calendar year, the industry officer will conduct onsite pedicab inspections of pedicab companies that own more than two pedicabs. (Company decals expire December 31<sup>st</sup> of each year.) Pedicab permits are classified into three categories: general, restricted, and specialized.

Restricted decals apply to restricted areas of operation in the Gaslamp District, Ocean Beach, Pacific Beach, and La Jolla District.

Specialized pedicabs have 4 wheels and can carry up to 16 passengers.

Restricted decals are a "high demand" item that must be monitored by the industry officer. The City of San Diego currently limits the number of restricted decals to 250. Specialized pedicabs are included in the 250 total. Restricted decals can become available if the permit holder allows the permit to expire.

If multiple restricted decals become available, the industry officer must decide whether a lottery is necessary to fairly distribute the available decals or allow the Business Tax Center to issue the available permits on a first come, first served basis. The method of allocation of the available permits is at the discretion of the Permits and Licensing Sergeant.

Approximately every two months, the industry officer should conduct pedicab inspections in the evening hours. This is necessary because evening hours are considered peak hours for the pedicab industry.

The industry officer shall recruit additional officers to safely conduct the pedicab field inspections. Permits and Licensing personnel shall be given priority consideration for the inspection opportunities.

Completes the Tobacco Industry Officer's duties in the absence of the Tobacco Industry Officer.

Research (Industry-related) CPRA requests.

### [Tobacco and Juvenile Protection Industry Officer](#)

Reports to the Permits and Licensing Sergeant.

This industry officer regulates and permits retail businesses that sell or distribute tobacco products, including electronic cigarettes, electronic cigarette paraphernalia and vaping juice. Regulatory laws are aimed at discouraging the sales of tobacco products to those under 21 years of age.

Receives and reviews new and renewal tobacco business permit applications received from the Business Tax Center Office.

Approves or denies applications based on established criteria.

Manages permits and licensing registration and files of open and closed tobacco retailers.

Completes the investigative checklist to ensure that all the required application documents have been submitted and that the necessary background checks have been completed.

Prepares administrative hearing "discovery" packages for appeal hearing officer, defense attorney and/or Appellant.

Presents the City's case and evidence at administrative hearings.

Issues Notices of Violation and/or citations.

Completes local records check (SD Law).

Inputs tobacco permits in the Treasurer's Tax Collection System (TTCS) databases.

Prepares an annual report to Council to be delivered to the Public Safety & Livable Neighborhoods Committee and/or City Council. (See SDMC § 33.4519).

Conducts site inspections to determine compliance in applicable Federal, State, and local laws.

Conducts minor decoy tobacco operations for tobacco retailers.

Prepares Operation Plans throughout the City of San Diego targeting tobacco retailers. Under direct supervision, minor decoys enter tobacco retailers and attempt to purchase tobacco products or electronic cigarettes. Violators are issued a Notice of Violation and misdemeanor citation.

Recruits and trains minor decoys.

Recruits additional police personnel to assist with the operation.

Prepares site lists and routes to be visited.

Industry officer must ensure that council districts receive equal amounts of enforcement through operations.

Completes the Pedicab Industry Officer's duties in the absence of the Pedicab Industry Officer.

Manages and reports data to State DOJ for the department's tobacco grant.

Research (Industry-related) CPRA requests.

### Administrative Support (Permits and Licensing)

The Administrative Support team reports to the Vice Lieutenant. The team is responsible for all administrative assignments necessary to keep the Vice Unit's operations running. The team process payroll related tasks, employee scheduling, alarm payments, alarm refunds, vehicle repossession receipts, and redacts CPRA documents. This team is also responsible for incoming vice related public inquires both in person at the E St Counter or by answering the public line to the Vice Unit. This team will attempt to provide relevant information to public inquires, and if not able to, refer them to the appropriate personnel within the unit or to the correct unit.

### Administrative Aid II

Reports to the Vice Lieutenant.

This position provides administrative assistance and administrative back-up support to VICE/Permits & Licensing Officers, Detectives, Sergeants, and Lieutenants.

Serves as Unit CPRA Liaison.

Research responsive documents and legal codes for applicable exemptions for CPRA- related documents. Coordinates, meets, and discusses CPRA responses with officers and detectives. Meets with the Police CPRA Legal Liaison to discuss Unit CPRA responses.

Forwards CPRA responses and documents for review to VICE/P&L Lieutenants. Coordinates with Department CPRA (Records) liaison for response and/or release of records.

Coordinates and assists with "discovery" packages for Police Legal, City Attorneys, etc.

Assists with OnBase (Requests to City Council)

Assists supervisors with updating and maintaining the Operations Manuals for both Vice Operations and Vice Permits and Licensing.

Provides back-up to the Senior Clerk Typist for balancing the cash register from the previous day, prepares Daily Cash Receipt (DCR) for the City Treasurer, records fees on the Daily Recap Sheet and prepares bank deposits.

Assists with the preparation of administrative hearing "discovery" packages for the hearing officer, defense attorney and/or Appellant.

Assists officers and detectives with the completion and preparation of legislative analysis assignments.

Assists officers and detectives with the preparation of letters, i.e., warnings, revocations, suspensions, and general correspondence for supervisor's approval/signature.

Assist officers and detectives with conducting related background checks.

Maintains files, collects data, and prepares statistical reports.

Assists and becomes a resource to other departments, divisions, units and outside agencies with inquiries or problems.

Assist officers and detectives with completing local records check (SD Law).

Completes Alarm calls for service duties in the absence of the Clerical Assistant II.

Assists with the creation of alarm letters for the alarm system.

Processes alarm invoices.

Process alarm refunds.

Is a California Pawn and Secondhand Dealer System (CAPSS) Access liaison and provides Department users with CAPSS access and passwords.

Liaisons with Data Systems for computer requirements and telephone issues.

Completes duties for Daily Cash Reconciliation during the Senior Clerk Typist's absence.

Maintenance of the Historical Documents folder located in the "G" Drive - Vice Folder.

Assists officers with processing incoming DOJ firearm notifications.

Attends Administrative Hearings.

Attends Council Committee and budget hearings.

Assists officers and detectives with Municipal Code changes.

Unit liaison for incoming subpoena requests for documents. Researches and helps prepare documents or responses for review.

Provides telephone support in absence of the Clerical Assistant II.

Provides counter and register support in absence of the Clerical Assistant II.

### Senior Clerk Typist

Reports to the Vice Lieutenant.

Supervises, monitors, and coordinates the workload of the Police Permits and Licensing clerical staff.

Conducts evaluations on civilian clerical staff ensuring attendance, accountability, work performance and compliance with Department Policies.

Ensures assignments for clerical staff are completed in a timely manner.

Provides direction, guidance, and training for clerical staff.

Handles complaints regarding clerical staff.

Maintains files and logs (keeper of the records).

Maintains accurate callback roster, Redbook, and PD Roster records and verifies accuracy at each shift change or when new members join the Unit.

Orders print jobs via the City of San Diego Print Shop website.

Prepares the bi-weekly payroll for Vice Operations and Permits and Licensing by preparing time sheets, approving e-cards, forwarding leave of absence slips and overtime slips to Payroll. This includes any payroll notification, shift differential, late overtime memos, etc.

Answers telephone calls and inquiries.

Liaisons with Data Systems for computer requirements and telephone issues.

Balances cash and checks processed through the Vice Permits and Licensing cash register from the previous day. The number of cash and check sales for the alarm industry listed on the "Z1" register report is balanced against the alarm payment audit report for checks and cash obtained from the permit payments online administration.

The Senior Clerk Typist is not responsible for processing alarm transactions paid via credit or with debit card on the City of San Diego website.

The Senior Clerk Typist also balances cash and check vehicle repossession fees that the Clerical Assistant II's processed from the previous day. The only acceptable method of payment for vehicle repossession fees at the "E" Street front counter is cash. Checks for vehicle repossession fees are accepted from commercial companies via mail. Vehicle repossession fees are always for the sum of \$15.

The Senior Clerk Typist must complete the Daily Recap report that will document the number of new alarm permits (both residential and commercial), renewal alarm permits (both residential and commercial), alarm revocation fees, alarm penalty fees and the number of vehicle repossession fees.

1. The Senior Clerk Typist remits checks to Bank of America through the Remote Deposit Service. The Remote Deposit Service (RDS) scans checks and sends them electronically to the bank. Images are available for 90 days on "B of A direct". The hard copies of scanned checks are safeguarded in the Vice Permits and Licensing safe until destroyed.

2. Prior to completing the RDS process, checks are balanced against supporting documents (Daily Recap, Police Permit Online Application Audit for checks and "Z1" register report).
3. Log on to Bank of America "Cash Pro" website via the computer that is connected to the RDS machine.
4. Select "receipts" and then select "create new deposit".
5. Enter the number of checks + 1 (for the virtual deposit slip) to be scanned and total dollar amount of the batch. For example, if you are scanning 10 checks, enter 11 as the number of checks to be scanned.
6. Organize the checks and feed them through the RDS machine.
7. Complete the error correction process, if necessary (i.e., confirm amount, type of check, etc.).
8. Print two copies of the RDS Deposit Detail and logout of the "Cash Pro" website.
9. Prepare the check deposit bag:
  - a. Fold the checks that were just imaged into one copy of the RDS Deposit Detail.
  - b. Retain the other copy of the RDS Deposit Detail slip for the Daily Recap packet.
  - c. Seal checks in the Bank of America deposit bag.
  - d. The RDS Deposit Detail is placed facing outward in the bank bag.
  - e. Checks will be retained in the Vice Permits and Licensing safe for 90 days.

#### Destruction of retained checks

1. After 90 days, the sealed bank bag will be removed from the safe. The deposit to be destroyed will be logged on the RDS Destruction Log.
2. Checks will be removed from the sealed bank bag and placed in secure shred bins for final destruction.

The Senior Clerk Typist will bundle the daily documents and scan the documents to the Fiscal Unit Administrative Aide assigned to the Vice Unit. The daily recap documents will consist of:

1. Final Recap page
2. Excel Check Recap Page
3. Cry Wolf (Checks & Cash)
4. RDS Deposit Detail
5. Copy of "Z1" (Register Receipt)
6. Daily Recap Reconciliation Report (If applicable)

Prepares customer refunds for the alarm industry. (See refund procedure below for further information).

Completes all paperwork for new employees when transferring into the Unit, i.e. key card access, computer access, telephone and any other documents required upon transfer.

Types reports and general office correspondence.

Perform all duties normally associated with Senior Clerk Typist responsibilities as established by the Department.

Supply Clerk for Vice Operations and Permits and Licensing Unit. Orders and maintains office supplies.

#### Clerical Assistant II

Reports to the Senior Clerk Typist

This position has the primary responsibility to answer telephone calls.

Responsible for walk-in applicants and telephone inquiries regarding application requirements.

Provides applicants and potential applicants with information/application packages.

Processes all appropriate fees into the cash register and issues receipts to customers for the transactions.

Reviews and processes incoming applications before forwarding to the appropriate personnel for approval.

Prints cash register records at the conclusion of the workday "Z1" Subtotal.

Prints cash register records at the end of each month "Z21" Subtotal.

Assembles/labels files for new permits and retrieves existing files for disbursement to officers or detectives.

Maintains and purges files, when necessary, per Department Policy.

Retrieves, opens, and distributes daily mail (See Mail Requirements for specific times).

Processes incoming pawn slips, i.e., opening, sorting, auditing, delivering to Data Entry and filing.

Maintains a Pawn Slip check-out log.

Assists with administration support tasks (clerical duties) as needed by Lieutenants, Sergeants, Detectives and Officers.

Attend cash handling training, if offered.

Receives alarm-related account telephone calls.

#### Mail Requirements

The incoming U.S. Mail is picked up from the mail room (on P1) daily at 1245 hours.

The outgoing mail is delivered to the mail room daily at 1630 hours.

The morning daily route is as follows:

1. Retrieve outgoing mail from the Vice Office to deliver to the mail room.
2. Check mail bins in the Permits and Licensing office to deliver to the mail room.
3. Go to the 2<sup>nd</sup> floor to retrieve and/or deliver pawns slips.
4. Return to the Permits and Licensing office to open and disseminate mail.

#### Procedures for Processing Mail

1. All mail that goes to the sworn officers should be date stamped and put back in the original envelope prior to being distributed. Both the envelope and the correspondence that it contains should be date stamped.
2. Inter Office mail for MS 724 or MS 735 - If there is a person's name on the envelope, *do not* open the envelope. Simply put the envelope in the respective mail bins. If there is no name on the envelope, give the envelope to the Senior Clerk Typist for distribution.
3. ABC mail – Date stamps the correspondence inside of the envelope and put the envelope and the dated correspondence in the ABC Sergeant's or ABC Detective's mail bin.
4. Pawn receipts will go in the box to be sorted after the mail is completed.
5. Returned mail – those with the yellow "Returned" sticker from the Post Office - consisting of courtesy alarm notices, alarm revocations, Notices of Violation - will go to the Alarm Industry CAI's.
6. All alarm permit applications for both commercial and residential customers, alarm revocation permits, and alarm penalty fees will be given to the alarm permit desk employee for processing.

Process renewal payments

Process revocation payments

Process penalty fee payments

1. For a “no-permit penalty” fine to be waived, the alarm user must obtain an alarm user permit within 15 calendar days of the date of the Notice of No Permit False Alarm Violation notification. This notification is mailed to the alarm user. Failure to obtain a permit will result in continued “no-permit penalty” fines for each false alarm the San Diego Police Department responds to.

Checks and cash need to be secured at the end of the shift and when the employee is away from their desk for an extended period. Checks or cash are not to be unattended. Give the checks to either the alarm desk employees or to the Senior Clerk Typist to secure in the safe.

Processes repossession receipts for walk in customers.

## Clerical Assistant II

### Reports to the Senior Clerk Typist

Up to two CALLs are assigned to the Alarm Industry and report to the Senior Clerk Typist. If a CALL is assigned to the Alarm Industry, their duties will be:

Enters new alarm permit information into the Alarm System.

Updates and maintains alarm permit files and logs.

Enters alarm renewal payments into the Alarm System. Updates and maintains alarm permit files and logs.

Researches and verifies alarm-related calls for service generated by the Cry Wolf Alarm system. The employee utilizes the CAD system and other resources to conduct the research.

Completes alarm renewal permits, prints, and mails letters.

Posts payments into the Cry Wolf Alarm System for renewal alarm permits.

Enters data into the Cry Wolf Alarm System for new alarm permits.

Batches and balances the checks.

Validates all fees in the cash register.

Generates subpoenas each morning utilizing CICSP8 – DA37/DA27 - City/County ARJIS access. Logs served subpoenas.

Alphabetizes hard copies and files all correspondence.

Updates the revocation log and records when reinstatement fees are received.

Mails requested information packets to customers.

Facilitates servicing of copier, computer printers, and typewriters.



Retrieves, opens, and distributes daily mail when the Customer Service Clerical Assistant II is unavailable.

Back-up for preparing certified mail. Fills out certified mail receipts, staples them to the appropriate business or occupation file.

Assists the Customer Service Clerical Assistant II covering the front counter and phone coverage on an “as needed” basis.

Assists with administration support tasks (clerical duties) as needed by Lieutenants, Sergeants, Detectives and Officers.

Attends cash handling training, if offered.

Processes repossession receipts for walk in customers.

### Vice Operations

Vice Operations is responsible for investigating all vice-related crimes that do not meet the H.T.T.F. criteria (gambling, prostitution, pornography, ABC laws, and ABC inspections) and conducts inspections of police regulated business to discover regulatory and criminal violations as defined in chapter 3 of the municipal code (adult entertainment, consumer protection, juvenile protection, and entertainment).

Vice Operations is responsible for conducting vice related investigations through both proactive efforts and in response to complaints from the community. These investigations are conducted via overt inspections, covert inspections, and special operations.

Vice Operations always has someone on call for cases initiated by field personnel. Vice Operations maintains a on call schedule and provides it to the Watch Commander.

Sergeants should be called from a field sergeant only for cases involving:

1. Prostitution that does not meet the H.T.T.F. call-out procedures criteria.
2. Gambling crimes requiring the additional expertise of the Vice Unit.
3. Crimes involving violations in police-regulated businesses and Alcohol Beverage Control licensed premises that would require the immediate assistance of the Vice Unit.
4. Any other Vice-related crimes that the Vice Unit can be a specialized resource.

Callouts will be at the discretion of the on-call sergeant and will be evaluated prior to initiating a callback.

### General Vice Operations Sergeant Responsibilities

Prepare evaluations on detectives ensuring attendance, accountability, work performance, and compliance with all Department Policies and Procedures, including EEO policies.

Be responsive to community policing and act as a resource to community leaders and Department members in assigned service areas. Strive to accomplish strategic goals and objectives.

Ensure all members assigned to the Unit follow all regulations and laws pertaining to investigations.

Determine the need and provide supervision for special details such as “john” details, minor decoy operations and special enforcement operations.

Assign citizens’ complaints on vice-related issues.

Provide direction and guidance on investigations.

Provide guidance, training, and career counseling to all detectives.

Monitor and coordinate the Unit's caseload for detectives. Ensure cases are completed in a timely manner and in the proper format.

Process and approve monthly expense reports.

Conduct stand-up inspections as required per Department Policies & Procedures and the Inspections Manual.

Assume responsibility for ensuring security of the Vice office and the confidentiality of the information and files contained therein.

Liaison with City Attorney representatives.

Liaison with Alcohol Beverage Control investigators.

Perform all other duties normally associated with a sergeant's responsibilities as established by the Department.

Participate in the Prostitution Impact Panel (P.I.P.)

Ensure all equipment (e.g., body wires, monitors, etc.) are inventoried monthly.

### Night Operations Sergeants

Two Night Vice sergeants are responsible for the supervision of two teams of vice investigators. Each sergeant is assigned specific areas of responsibility. The duties of the Night Vice sergeants include the following:

Prepare monthly work schedules and a nightly Activity Log. Ensure the daily journal data is completed.

Monitor Vice-related activities occurring in the city and direct enforcement, with an emphasis on street prostitution and ABC violations.

Strive to meet the goal hours for police-regulated businesses.

Review all completed investigations and crime reports.

Determine the need for and provide supervision for special details such as "john" details, minor decoy operations and special enforcement operations.

Provide intelligence information to the vice lieutenant and appropriate investigative units.

Respond to citizen complaints.

Provide and account for monies used in Vice operations.

Monitor the use and development of informants.

Attend community meetings to assist in directing investigations toward solving community problems.

Attend patrol lineups to determine area command needs for support.

Maintains overall responsibility for investigations related to outcall/escort services, massage parlors, pornography, nude entertainment, pimping/pandering, and prostitution.

Maintain Unit equipment and inventory list.

Ensure monthly expense reports are complete and saved on the "G" drive.

### Nuisance Enforcement Team (NET) Detective Sergeant

This sergeant oversees all the criminal and regulatory enforcement of bar alcohol related issues in conjunction with ABC and the ABC Detective from Permits and Licensing Team One. This sergeant is also responsible for the acquisition, and reporting requirements for ABC related grants. This grant offers the department funding to provided education and enforcement for ABC permit holders to become good custodians of their permits and provide appropriate services to their clientele while maintaining compliance with ABC law.

ABC facilitates the Grant Assistance Program (GAP) along with many other mini-grant opportunities. The grants are typically one year in duration; are specific in the types of operations to be conducted; and are limited to a specified amount of funds to be expended in an overtime capacity ([www.abc.gov](http://www.abc.gov)).

Maintain ongoing liaison with ABC, Code Enforcement, and City Attorney's Nuisance Abatement Unit concerning ABC related problems. Provide support and expertise in addressing these problems for area stations. The detective sergeant is expected to be available to assist administratively with the above-mentioned units.

The detective sergeant should respond when necessary, during non-scheduled work hours. Upon arriving, the detective sergeant will not interject in the criminal investigation. The detective sergeant will work with responding NET detective to inspect the licensed premise and collect information necessary to pursue an administrative case for ABC and the Nuisance Abatement Unit.

### Education

The LEAD Program is a free, voluntary prevention and education program for the retail licensees, their employees, and applicants. It began on January 1<sup>st</sup>, 1991, with a grant from the California Office of Traffic Safety. The 4-hour training classes are offered at a variety of locations throughout California. Instruction is provided on checking various forms of identification, detecting, and preventing illegal activity and reducing liability.

LEAD training is a common requirement for staff as a condition on SDPD- issued Entertainment Permits.

The grant agency must host a minimum of one LEAD class for ABC licensees located within the grantee's jurisdiction during the term of the grant. The grant agency must provide the location and distribute letters/flyers with training dates/times to retail establishments. Training is provided by the ABC's LEAD Unit.

### Enforcement

#### Minor Decoy Program

The program targets businesses that sell alcohol to minors. Under the direct supervision of law enforcement, minor decoys enter businesses that sell alcohol and attempt to purchase the alcohol. Violators are cited. ABC agents must be present for this type of operation.

#### Shoulder Tap Program

The program targets adults who furnish alcohol to minors. Under the direct supervision of law enforcement, minor decoys approach strangers outside of alcohol establishments and solicit the adult to purchase alcohol for him/her. Violators are cited.

#### Trap Door Program

The program targets minors in possession of false ID's being used to provide entry into establishments where alcohol is being consumed. False IDs are confiscated, and violators are cited. Detectives stand at the entrance of the business along with security guards to assist in checking patrons' identification as they enter the business.

### Nuisance Enforcement Team (NET) Detective

This detective is assigned to the administrative aspects of alcohol enforcement and assist the NET Sergeant and the ABC Detective (Permits and Licensing Team One) with obtaining and administering the ABC Grant. This detective will be designated the ABC Investigative Liaison Detective. This detective will also work with Red Light Abatement Unit in the City Attorney's office to send out SDPD Landlord Education Letters. This detective will meet with property management and property owners to discuss RLA when an illicit massage parlor is discovered.

A POII position may be assigned to assist this detective if staffing allows.

The duties of this ABC Investigative Liaison Detective include:

Maintain ongoing liaison with ABC, Code Enforcement, and City Attorney's Nuisance Abatement Unit concerning ABC related problems. Provide support and expertise in addressing these problems for area stations. The detective is expected to be available to assist administratively with the above-mentioned units.

The detective should respond when necessary, during non-scheduled work hours. Upon arriving, the detective will not interject in the criminal investigation. The detective will work with responding NET detective sergeant to inspect the licensed premise and collect information necessary to pursue an administrative case for ABC and the Nuisance Abatement Unit.

Conduct joint investigations with area station officers, when appropriate. Provide training to other divisions or units within the department.

Inspect, regulate, and enforce Alcoholic Beverage Control laws as they pertain to all premises licensed by the State of California.

Conduct covert and overt operations to enforce Alcoholic Beverage Control laws as they pertain to all premises licensed by the State of California.

Enforce regulatory violations and issues Notices of Violation or misdemeanor citation or prepares Notify Warrants

Process Notice of Violations that are issued by the Night Vice Operations teams. Conduct daytime follow-up contacts as directed by the NET team.

Gather and disseminate intelligence data pertaining to organized crime involvement in ABC and City-licensed premises.

Conducts administrative investigations, criminal and/or other vice-related investigations.

Provide timely review and processing of all ABC and noise-related Entertainment Permit complaints.

Answers inquiries from the public regarding ABC and noise-related Entertainment Permit issues.

Testifies in criminal/administrative court, when necessary.

### Night Operations Detectives

Conduct comprehensive vice-related investigations in accordance with this Operations Manual and Department Policies.

Be responsive to community policing issues and act as a resource to community leaders and Department members in

assigned service areas. Strive to accomplish strategic goals and objectives.

Complete all cases in a timely manner and in the proper format.

Maintain a case log for tracking purposes.

Assume responsibility for security of the Vice office and the confidentiality of the information and files contained therein.

Maintain skills in the use of all Department computer resources as they apply to investigations.

Maintain, and have immediately available, a complete uniform and all required equipment.

Attend required Department schools and training classes (Basic Investigations, POST Vice Investigations, Confidential Informants, and Surveillance Training).

Performs other functions as directed by a Unit sergeant or lieutenant.

Be familiar with all contents and objectives of this Operations Manual.

Perform all other duties normally associated with a detective's responsibilities as established by the Department.

Assist other Department units in the investigation of sexually related crimes, as needed.

Maintain an ongoing liaison with the Department's Criminal Intelligence, Sex Crimes and Child Abuse Units.

Maintain ongoing liaisons with local, state, and federal agencies, with regards to criminal activity in the area of police-regulated industries and enforcement.

Attend patrol line-ups to determine need for support.

Attend community meetings to keep current on neighborhood priorities and needs.

Prepare reports to support criminal complaints through the City Attorney's Office or the District Attorney's Office.

Develop outside sources of information, through citizens and informants, pertaining to vice-related crime.

Participate in other undercover investigations, as directed.

Gather and disseminate intelligence regarding the sales of narcotics in ABC- licensed premises.

Assist area commands in problem solving efforts where support is requested and/or Vice expertise is indicated.

Ensure monthly expense reports are complete and saved on the "G" drive.

Investigate complaints of illegal lotteries.

Conduct undercover inspections of card rooms.

Investigate complaints against card rooms.

Investigate reports of bookmaking and other illegal gambling. (Organized crime, money laundering, etc.)

Liaison with other agencies involved in investigating illegal gambling.

Conduct routine and frequent undercover inspections of outcall/escort agencies.

Conduct investigations into illegal activities and complaints associated with escort services.

Conduct routine and frequent undercover inspections of massage businesses.

Conduct investigations into illegal activities and complaints associated with massage parlors and their potential involvement in organized crime.

Coordinate and conduct routine inspections of Adult Entertainment Businesses with Vice Administration personnel.

Conduct investigations into illegal activities and complaints associated with Adult Entertainment.

Conduct investigations into illegal activities and complaints associated with adult entertainment and other sexually related acts occurring or promoted on the Internet and social media.

Conduct long-term investigations of organized prostitution activity.

Conduct investigations of pimping and pandering.

Maintain an ongoing liaison with area stations concerning prostitution problems. Provide support and expertise in addressing these problems. Conduct joint investigations with area station officers, when appropriate.

Investigate complaints of prostitution.

Enforce prostitution activity by conducting "John Details", "B Girl", and undercover operations.

Inspect, regulate, and enforce Alcoholic Beverage Control laws as they pertain to all premises licensed by the State of California.

Inspect, regulate, and enforce laws pertaining to premises licensed by the city and under the direct supervision of the Chief of Police, such as arcades, card rooms, pool halls, peep shows, massage establishments and theaters. Conduct undercover operations in the listed establishments.

Conduct covert and overt operations to enforce Alcoholic Beverage Control laws as they pertain to all premises licensed by the State of California.

Gather and disseminate intelligence data pertaining to organized crime involvement in ABC and City-licensed premises.

Conduct investigations of other vice-related offenses.

Addendum A

**VICE OPERATIONS**

**NEWLY ASSIGNED MEMBER TRAINING LIST**

New member		I.D.
Today's Date	New members supervisor name	Training member assigned by supervisor

- ☐ Met with Supervisor and Lieutenant (expectations)
  - \_\_\_ Days off, work hours, supervisor, duties, vehicle assignment, etc.
  - \_\_\_ Goals & objectives of the unit, including goals of strategic planning
  - \_\_\_ Confidentiality policies
  - \_\_\_ Review Employee Performance Plan (update plan)
  - \_\_\_ Overtime policy, Sick leave procedures, T.O. procedures
  - \_\_\_ Added to call back roster (Verify pager #, home phone)
  - \_\_\_ Issued security access card and office key. Key # \_\_\_\_\_
- ☐ Provided Operations Manual \_\_\_\_\_
- ☐ Scheduled for P.O.S.T Vice Course, Surveillance Training and Confidential Informants (submitted training request form) \_\_\_\_\_
- ☐ Introductions to Senior Clerk Typist (civilian supervisor) \_\_\_\_\_
- ☐ Introduction to support staff \_\_\_\_\_
- ☐ Tour of office (introductions, equipment, file room) \_\_\_\_\_
- ☐ Location of forms, copier, supplies, etc., \_\_\_\_\_
- ☐ Code 100 Procedure/Earthquake/emergency procedures
- ☐ Criminal History checks with ARJIS, County & SUN \_\_\_\_\_
- ☐ Submitting a case /Proper format \_\_\_\_\_
- ☐ Team Leader Responsibilities \_\_\_\_\_
- ☐ Other \_\_\_\_\_

New Member \_\_\_\_\_ Date \_\_\_\_\_  
Signature

Training Detective \_\_\_\_\_ Date completed \_\_\_\_\_

Reviewed by new members supervisor: \_\_\_\_\_

☐ Placed in Divisional file