San Diego Police Department

Northwestern Division

Operations Manual

August 2024

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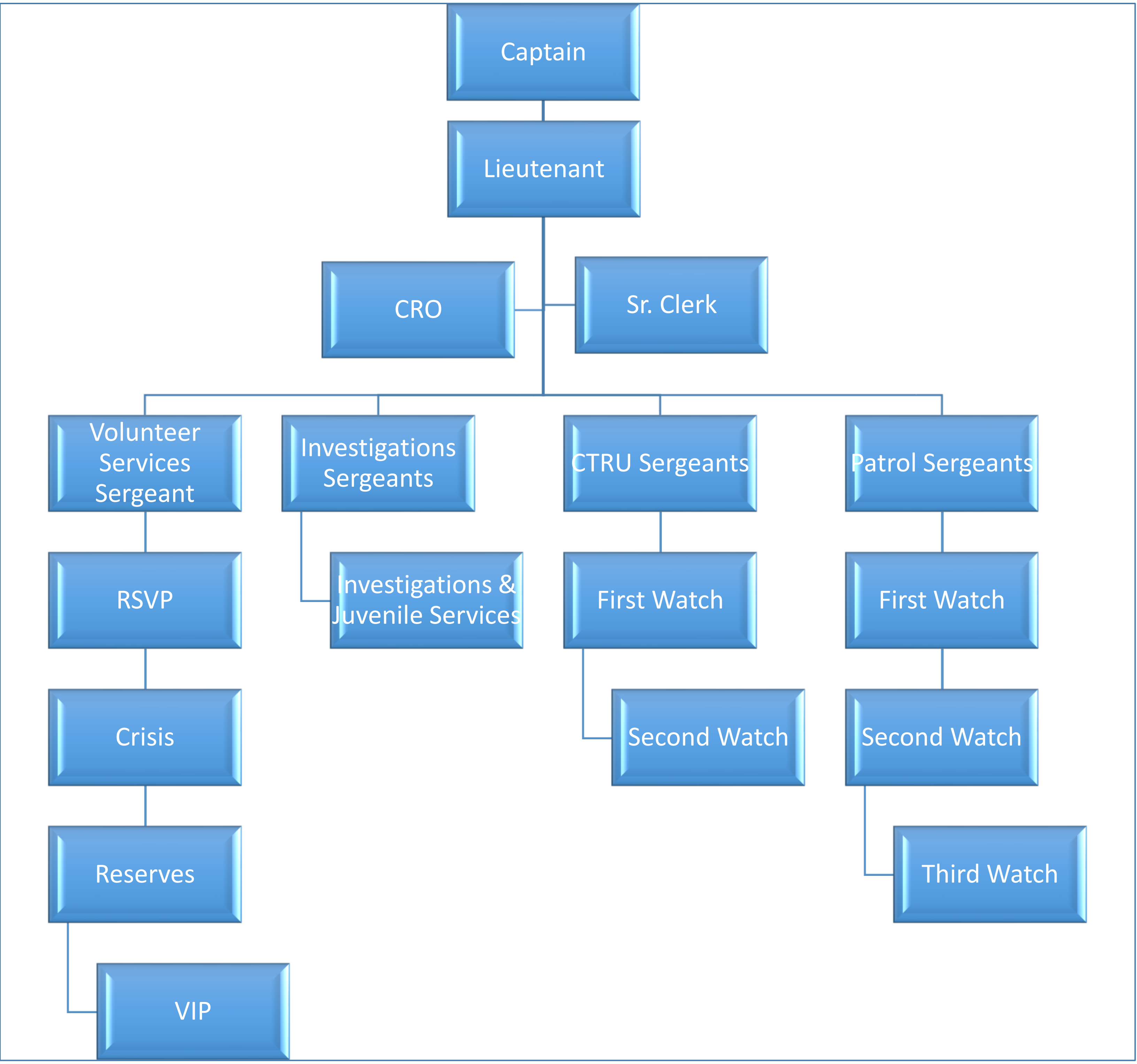
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MISSION STATEMENT

The SAN DIEGO POLICE DEPARTMENT
NORTHWESTERN DIVISION
OPERATION MANUAL

MISSION STATEMENT

Our mission is to maintain peace and order by providing a full range of police services crafted to the needs of Sorrento Valley, Torrey Preserve, Del Mar Heights, Carmel Valley, North City, Torrey Highlands, and Black Mountain Ranch communities. We will work together to develop partnerships with the communities we serve and strive to maintain positive lines of communication with neighboring law enforcement agencies.

GOALS

Improve Quality of Life for All

- Reduce violent crime through prevention, and the identification and apprehension of criminal offenders
- Maintain priority call response times
- Ensure effective policing by addressing command and community priorities

Strive for Continuous Improvement in Efficiency and Effectiveness

- Effectively utilize and manage our resources
- Efficiently manage staffing levels
- Ensure continuous improvement of operations by identifying best practices in policing
- Pursue funding sources for new technology and equipment

Ensure Accountability to High Standards of Performance, Ethics, and Professional Conduct

- Empower and develop the workforce to achieve excellence
- Support an informed and trained workforce
- Encourage sound decision-making
- Promote professional and ethical behavior by employees

DIVISION CALLOUT COMMAND NOTIFICATION AND CALLBACK

The Captain and Service Area Lieutenant shall be notified immediately of any major incidents in the Northwestern Division or involving Northwestern Division personnel.

A. The Captain and Service Area Lieutenant may be notified by telephone or text.

B. The sergeant at the scene of the incident is the primary person responsible for notifying the Service Area Lieutenant who, in turn, will notify the Captain.

C. Other situations the Captain and Service Area Lieutenant should be notified include:

   1. Officer injuries requiring more than minor medical aid.

   2. Any death other than natural causes.

   3. Any situation where specialized units are involved (i.e. HazMat, Negotiators, etc.).

   4. Anytime a Command Post is established.

   5. Any assemblage, traffic problem or other situation causing disruption of traffic flow or essential services affecting the Northwestern Area.

   6. Any situation where a supervisor feels notification of the Northwestern Division Captain or a Lieutenant is warranted.

INVESTIGATIVE ON-CALL PROCEDURE

In an effort to ensure an investigative response to incidents within our command after normal business hours, Northwestern Division Investigations will initiate an on-call program for investigators. The program will be administered in the following manner:

A. The two investigative sergeants will coordinate on-call responsibilities. Each investigative sergeant will rotate "on-call" coordinating responsibilities bi-weekly. The on-call investigative sergeant will be the contact person for patrol personnel requesting an after-hours investigative response. The on-call investigative sergeant will evaluate all callout requests and coordinate the appropriate investigative response.

B. On-call responsibilities will be rotated among the investigative pool weekly. There will be a 1st and 2nd up investigator. The 1st up investigator will have the primary responsibility for a callout. If a callout is initiated, the 2nd up investigator will then rotate to 1st up and assume responsibility for the next callout. This does not prohibit the on-call sergeant from sending the 1st and 2nd up investigators to a callout if necessary. The investigative on-call responsibilities will be transferred every Tuesday of each pay week.

C. On-call investigative sergeants may respond to crime scenes given, but not limited to the following circumstances:

    1. Extensive or complex crime scene(s).

    2. Crime requiring investigative expertise.

    3. Multiple crime scenes requiring the need to obtain search warrants.

    4. When first and second on-call detectives are called out to a crime scene(s).

D. On-call investigators are required to monitor their phones and be responsive to callouts during their assignments. Failure to respond as an on-call investigator is a violation of Department Policy 9.17, "Reporting for Duty."

E. Each assigned investigator will be compensated at a rate of one (1) discretionary leave day for every 300 hours of on-call responsibility to a maximum of ten (10) discretionary leave days a year. Hours will be accrued at a rate of 24 hours for a non-working day and 14 hours for a working day. Unit supervisors will record on-call hours worked by unit detectives in SAP through the OneSD system.

F. On-call investigators will have exclusive use of their assigned vehicle during the duration of their on-call assignment. Department members authorized to take home vehicles must adhere to Department Procedure 1.16

G. All sergeants, detectives, and acting detectives are responsible for the maintenance of their assigned vehicle and shall ensure that Department maintenance is performed on schedule.

H. The current on-call personnel, with phone number, will also be posted on the white Dry Erase board in the investigative area. This will also include the projected on-call schedule for both detectives and detective sergeants. A car log will also be posted on the white board.

I. The formulation of this on-call procedure was designed to ensure an investigative response for patrol during those situations where investigative expertise is needed. This procedure was in no way designed to inhibit (or substitute) investigators from responding to specific series related cases or arrests. Any investigator **not on-call** who would like to be called out on a specific case only needs approval of their immediate supervisor.

INVESTIGATIVE CALLBACK PROCEDURE

1 Northwestern Investigative Teams:

A. Area Investigations

B. Juvenile Services Team

Decision to call out an investigator:

1. The patrol sergeant at an event will make the determination an investigator may be advantageous based on the incident type, duration and need for investigator expertise. The patrol sergeant will contact the on-call investigative sergeant. The current on-call investigative sergeant will be posted on the white Dry Erase board in the investigative area. If the on-call investigative sergeant cannot be reached the off-call detective sergeant will be called. If neither of these are successful, the command staff with be notified to provide assistance.

2. The on-call sergeant will evaluate the need and coordinate the investigator call-out.

3. The patrol sergeant at an event will complete a "Northwestern Crime Briefing Script" and brief the investigator upon his arrival. A copy of the Northwestern Crime Briefing Script will eventually be provided to the investigator. The form is located in the following directory: G:/Northwestern/Patrol/Forms.

4. The investigator will respond to the scene in a timely manner.

5. Investigative Sergeants should be called for but not limited to the following types of cases:

    a. All suspects arrested for armed robbery, any series, and/or hot prowl.

    b. Burglaries and assaults with a deadly weapon with serious injury.

    c. Incidents involving significant injuries resulting from shootings, stabbings and other assaults.

d. Theft cases where there is an extensive loss.

e. Extensive or complicated crime scenes.

f. Hate Crimes.

g. Complex cases where follow-up or search warrants may be needed.

h. Suspect-inflicted injuries to officers, which require hospitalization or emergency treatment.

i. At risk missing juveniles: When evaluating the facts of a case, attention should be given to "at risk" circumstances which include, but are not limited to whether the juvenile:

   i. Is the victim of a crime or foul play.

   ii. Is in need of medical attention.

   iii. Has no pattern of running away or disappearing.

   iv. Is the victim of a parental abduction/kidnapping.

   v. Is mentally or physically handicapped.

j. Any incident that is "high profile" or could generate media attention Incidents involving Law Enforcement (SDPD or otherwise) or City employee. Any other case nature where the expertise of the investigator is deemed necessary.

ORGANIZATION AND COMMAND RESPONSIBILITIES

Division Captain

The duties and responsibilities of the Division Captain shall include the following:

A. Establish operations policies, priorities, and goals for the Division to follow in providing services that meet community needs, and implement the Department's "Vision, Values, and Mission" statement.

B. Assure that problem solving is a matter of daily routine and practiced in patrol and investigations.

C. Promote and assure good relations between Division personnel and the community.

D. Assure appropriate participation of Division personnel in community crime prevention activities.

E. Hold meetings with the Service Area Lieutenant to assure consistency in police activities among the service areas.

F. Supervise the work of the Service Area Lieutenant. Evaluate their performance and oversee their career development.

G. Maintain direct contacts with community leaders and City Council representatives and aides.

H. Encourage the recruitment and expanded use of the VIP's (Volunteers in Policing), including RSVP (Retired Senior Volunteer Patrol) in the Division.

I. Periodically review the definitions of individual communities and configurations of service areas. Make recommendations for adjustments and changes to enhance the Division's ability to provide police services tailored to community needs.

Service Area Lieutenant

The duties and responsibilities of a Service Area Lieutenant shall include the following:

A. Attend and participate in Lieutenant's coordinating meetings to assure consistency in police activities among service areas.

B. Have 24-hour management responsibility for all patrol and investigative police services in the service area, including:

1. Collect and evaluate activity statistics.
2. Establish service area priorities and goals for teams.
3. Analyze service area staffing and workload. When necessary make needed adjustments.
4. Consider temporary assignments of patrol officers to assist in investigations.
5. Determine effectiveness of investigations.
6. Maintain liaison and coordinate activities with Department's specialized investigation units.
7. Ensure that patrol and investigations have all necessary information needed to carry out their duties and meet their goals.
8. Define degrees of autonomy and flexibility for the teams and protect teams from excessive external pressures that could adversely affect their operations.
9. Assign reserve officers to patrol and investigative teams.
10. Monitor activities of Neighborhood Watch and Citizen's Patrol.
11. Oversee activities of satellites and storefronts.

C. Service Area FTO Coordinator, which responsibilities include:

1. Review Trainee bi-weekly evaluations.
2. Coordinate Division training and evaluation process to assure compliance with training expectations.

3. Review Trainee disciplinary packages.

4. Maintain a list of qualified Training Officer Candidates.

5. Periodically, review evaluations of Division Field Training Officers prepared by Trainees and maintained in the Training Division Office.

6. Conduct appointment interview in conjunction with FTO Administration and make final recommendations on appointment or removal of Training Officers, to meet requirements of the program.

D. Service Area Training Lieutenant, which responsibilities include:

1. Serve as the focal point In-Service training, tests, and current answer sheets.

2. Coordinate attendance at Advance Officer's Training, CPR and First Aid.

3. Maintain training records for all In-Service Training tests.

4. Evaluate training programs to determine their degree of benefit to officers.

5. Review and process applications for training/course requests.

6. Maintain liaison with the community and the media.

7. Miscellaneous responsibilities, which include:

   a. Report periodically to the Division Captain on the "State of the Service Area."

   b. Get input from Sergeants, Crime Analysis, citizens, et al regarding the state of the communities and the area as a whole. Include data on crimes, arrests, clearances, convictions, CFS, response times for various types of calls, percent crime reported, etc. Also include data on physical disorder (litter, abandoned vehicles, graffiti, code violations, etc.), social disorder (panhandling, prostitution, loitering, homelessness, disturbing the peace, drug dealing, etc.), and climate of violence (drive-by shootings, carjacking's, gang shootings, child abuse, domestic violence, etc.).

   c. Measure the impacts of problem solving.

d. Conduct surveys and develop qualitative measures to reflect quality of life, level of public safety, fear of crime, satisfaction with police services, and effectiveness of crime prevention.

e. Coordinate special activities and programs. Establish communication channels and procedures for exchanging information with:

i. Sergeants and Captain on Divisional issues.

ii. Sergeants on same and different watches on service area issues.

iii. Hold PAAC-style meetings with teams when appropriate.

8. Problem Solving:

a. Provide leadership and guidance.

b. Create an environment where officers and detectives are encouraged to identify and solve community crime and disorder problems.

c. Identify and prioritize problems from Department and community points of view.

d. Provide resources to sergeants, officers, and detectives.

e. Help obtain resources. Act as facilitator.

f. Maintain liaison with other City Departments, state and local government agencies, and non-governmental organizations involved in problem solving.

g. Resolve conflicts that might arise among resources.

h. Ensure officers and detectives have time to identify and solve problems.

i. Develop ways to measure the impact of problem solving.

9. Neighborhood Policing:

   a. Identify and maintain liaison with community groups.

   b. Attend and participate in community meetings when appropriate.

   c. Oversee participation by sergeants, officers and detectives in community meetings to ensure appropriate Division representation.

   d. Develop plans for providing police services that meet community needs.

   e. Be able to explain satisfactorily to the community the priorities used in deploying personnel and resources to problem solving, answering CFS, investigations, and other police services.

   f. Maintain direct communication link with City Council representatives and aides.

   g. Provide leadership in implementing Department policies and strategies.

   h. Interact with Department's Neighborhood Policing Division.

   i. Oversee police-community partnerships that work jointly on community crime and disorder problems.

   j. Promote and market the Service Area's Neighborhood Policing and problem-solving activities throughout the Department.

   k. North county investigators meetings.

Patrol Sergeant

The duties and responsibilities of a Patrol Sergeant shall include the following:

A. Implement the Lieutenant's goals and priorities for providing police services to each community in the service area, including:

1. Set specific goals and priorities for the squad.

2. Develop detailed plan for special details and/or operations, and problem solving. Base plan on analyses of available resources (personnel, vehicles, and equipment), community crime and disorder data, locations and types of CFS, threats to public safety, and community concerns and needs.

3. Ensure that plan is understood and supported by all team members.

B. Direct, supervise, and evaluate the activities of the patrol officers, CSO's, and other SDPD personnel assigned to the squad:

1. Assign officers to activities that most effectively utilize and develop their abilities, strengths, training, and interests to support the Department/Division’s goals and priorities, as well as the officer's desires for career progression.

2. Ensure that officers use their uncommitted time effectively for quality problem solving and professional development.

3. Monitor progress on problem solving activities.

4. Coordinate squad’s activities with investigations and other patrol units in the service areas as appropriate.

5. Ensure completion of required RIPA documentation.

C. Monitor calls for service, and preserve uncommitted time enabling the officers to meet goals and priorities.

D. Monitor and supervise the activities of those whose activities compliment and support those of patrol.

E. Obtain and disseminate relevant information regarding community crime, disorder problems, suspects, community concerns, etc. Conduct squad meetings and briefings to discuss training, problem solving, team building, etc.

F. Keep Service Area Lieutenant informed of the squad's activity.

1. Report periodically on community concerns, status of problem solving, Vision Zero, etc.

2. Provide input for Quarterly Report.

3. Suggest changes in service area goals and priorities.

4. Conduct or arrange for special training.

5. Provide Squad Overtime Reports by pay period.

G. Regarding problem solving:

1. Monitor, manage, supervise, coordinate, and evaluate problem solving activities of squad.

2. Keep up with crime and disorder problems in the service area.

3. Encourage problem solving by helping officers locate and define problems.

4. Help officers carry out projects. Discuss planned analyses, staffing, uses of internal and external resources, responses, assessments, etc.

5. Monitor project activities.

6. Keep service area lieutenant informed about problem solving activities and impacts.

7. Consider problem type and magnitude, nature of community concern, resources required, resources available, etc.

H. Maintain squad and individual morale.

I. Complete monthly inspections to include:

1. EIIS Review,

2. BWC Review (for improperly/unclassified videos),

3. Equipment inspections as called out by the inspection matrix,

4. Portable Alco Sensor Log Review,

5. Vehicle Condition and Equipment,

6. Appearance & Grooming,

7. And Firearms.

J. The duties and responsibilities of the Field Training Sergeant will include:

1. Schedule replacement FTO due to vacation or T.O.'s.

2. Review and submit daily trainee evaluations and daily journals to FTO Lieutenant.

3. Monitor and observe the trainee's written and oral communication.

4. Evaluate FTO performance.

5. Ensure training and evaluating processes maintain consistency.

6. Review bi-weekly evaluations.

Investigative Sergeant

The duties and responsibilities of an Investigative Sergeant shall include the following:

A. Implement the Lieutenant's goals and priorities for providing police services to each community in the service area, including:

    1. Set specific goals and priorities for the unit.
    Develop detailed plan for investigations, problem solving, and investigator workloads. Base plan on analyses of numbers of cases by type, available resources (personnel, vehicles, and equipment), community crime and disorder data, threats to public safety, and community concerns and needs. Ensure that plan is understood and supported by all team members.

    2. Schedule investigators workload to include adequate time for investigations, arrests, and problem solving, and to avoid unnecessary overtime. Allow investigator to vary normal working hours when appropriate to facilitate investigations.

    3. Monitor the progress of investigations, arrests, and problem solving. Allow investigators to vary attire, equipment, etc., when appropriate, to facilitate investigations, including:

        a. Prepare periodic statistical reports on unit's activities and crime cases in the service area.
        b. Evaluate investigators and other SDPD personnel assigned to the investigative unit.

B. Lead investigations and problem solving when appropriate.

C. Proactively collaborate with patrol. When appropriate, request help from patrol in investigations. (Deal directly with Patrol Sergeants and keep Service Area Lieutenant informed).

    1. Keep patrol informed on status of investigations and matters in which assistance is needed.

    2. Have investigative personnel attend patrol meetings, line-ups, etc.

D. Obtain and disseminate relevant information to investigative members.

    Conduct meetings and briefings to discuss training, problem solving, team building, etc. Invite patrol officers, CRO's, and others as appropriate.

E. Provide liaison with the following organizations and develop resources for problem solving efforts:

1. Units assigned to Special Operations.

2. Investigative units in other Divisions.

3. District Attorney.

4. City Attorney.

5. Juvenile Court.

6. Probation Department.

7. Others designated by the service area lieutenant.

8. North county investigators meetings.

9. North county analysis meetings.

F. Keep service area lieutenant informed about investigative unit's activities, as well as crime problems and incidents in the service area. Report periodically on community concerns, status of problem solving, and team interactions with the communities.

1. Provide input for Quarterly Report.

2. Suggest changes in service area goals and priorities that might improve the investigative unit's performance.

G. Regarding problem solving:

1. Monitor, manage, supervise, coordinate, and evaluate problem solving activities of investigation members.

2. Keep up with crime and disorder problems in the various communities in the service area.

3. Encourage problem solving by helping detectives locate and define problems.

4. Help detectives carry out projects. Discuss planned analyses, staffing, uses of internal and external resources, responses, assessments, etc.

5. Review and approve project closures.

6. Keep service area lieutenant informed about problem solving activities and impacts.

7. Keep up with Department problem solving activities.

8. Act as liaison with Division POP Coordinator regarding administrative matters.

9. Establish priorities for POP projects.

H. Regarding Neighborhood Policing:

1. Identify and maintain liaison with community groups.

2. Be aware of community meeting schedules.

3. Coordinate with service area lieutenant and patrol team sergeants regarding attendance and participation in community meetings.

4. Oversee attendance and participation by investigative team members in community meetings, especially when a crime series has been identified.

5. Identify and prioritize community/police problems.

6. Use VIP's where appropriate.

9. Maintain morale.

JUVENILE SERVICES TEAM

JST Detective Sergeant

The Juvenile Service Team Sergeant is a Detective position that also supervises a uniformed component to handle school and juvenile related crime problems within Northwestern Division. The JST sergeant may wear Class B uniform, professional business, or casual business attire.

The sergeant works with the other service area sergeants to assure arrest, crime cases and other investigations are assigned and canceled appropriately. This includes the proper handling of run-aways, diversion programs, crime cases and arrests.

The JST Sergeant is also responsible for monitoring the activities of the school resource officers. These duties include serving as a resource for the patrol officers.

A. The sergeant monitors and directs activities impacting juveniles and the community. These typically include:

1. Traffic problems at schools and parks.

2. Neighborhood problems that are caused by juveniles.

3. Attend Juvenile Administration Meeting on the 2nd Thursday of each month.

4. Prepare monthly statistical reports and submit them to the Juvenile Administration Unit (BSCC, Monthly, & Quarterly Statistical Report).

5. Crime investigations at area schools.

6. LE lead for county threat assessment team.

The sergeant will assure contingency plans and incident reports are prepared accordingly. The sergeant will also monitor all reports from JST personnel.

The sergeant works with the Juvenile Administration Division to assure training and programs are handled in accordance with Policies and Procedures of the Department. The sergeant will also prepare a weekly recap of the Team's activity. This recap is emailed to command staff.

JST Detectives

The Juvenile Detective reports to the JST Sergeant and evaluates all crimes committed by juvenile offenders, conducts the follow-up investigations and processes all juvenile arrest cases. The Detective will determine which offenders qualify for intervention and/or Diversion programs. The Detectives will conduct computer follow-ups on crimes involving juveniles and prepare cases for prosecution. They ensure their follow-up investigations adhere to all Department of Justice guidelines and notification requirements.

The Detective is responsible for the investigation of all missing and runaway juveniles.

The Detective develops and maintains liaisons with agencies and juvenile units throughout the city and county. They work closely with the Juvenile Services Officers to provide support and share their investigative knowledge with them. The Detective also participates in Northwestern Division's diversion program, and community events or programs.

JST Officers

The Juvenile Service Officer reports to the Juvenile Services Team Sergeant. The Juvenile Service Officer is to be a resource for patrol, School Police and the school staff.

A. During the school year the officer will be available to assist the Command's patrol function by handling juvenile related issues such as:

1. Liaison with primary and secondary schools, students and parents.
2. Daytime loitering issues.
3. Truancy issues.
4. Working with Probation on juveniles who are identified as at risk.
5. Resource to Detectives.
6. Work traffic related problems around schools.
7. Administers the School Safety Patrol program.
8. Enforce laws in and around school campuses.

9. Enforce laws within the division relating to juvenile offenders.

10. Perform duties as delegated by the JST Sergeant.

When schools are off-track or not in session, JST Officers may be required to work other assignments as deemed necessary by the Command but centers their focus on juvenile crime issues. These issues include, but aren't limited to, narcotics and mental health issues.

JST Diversion Program

Northwestern Division's juvenile diversion program is a 90 day program meant to prevent minors from entering the juvenile justice system, educate parents about resources available to them as well as their respective juvenile, and teach minors the consequences and how to avoid risky behavior. The JST diversion officer will ensure all minors who meet Department criteria for diversion are offered diversion. The diversion officer will mail a letter and attempt to contact the parent or guardian of diversion participants by phone before the beginning of the next diversion cycle.

Northwestern Division partners with Vista Hill to facilitate the diversion program consisting of essay, volunteer services and classes appropriate for offense. A certificate of diversion completion is provided once diversion is completed.

Staff Sergeant/TRU Sergeant

The duties and responsibilities of a Division Staff Sergeant shall include the following:

A. Supervise:

Light duty personnel

B. Provide armed security for the station.

C. Monitor the use of the Division bulletin boards for currency, neatness, and relevance of the information contained therein.

D. Assist with reports and studies as required.

E. Prepare weekly light duty reports for Medical Assistance.

F. Assign lockers and maintain lists of locker assignments.

G. Issue division keys.

H. Conduct inspections as required by the commanding officer.

1. Maintain accurate inventories of shotguns, radios and any other equipment designated by the commanding officer. Prepare monthly inspection reports by the tenth of the month.

2. Maintain the divisional PAS log.

I. Order equipment and supplies as needed (with the exception of office supplies).

J. Rotates with sergeants to develop shift change schedules.

K. Coordinate with command staff to welcome new staff to Northwestern Division, notify them of squad assignments, supervisors and locker assignment.

L. Maintain station resources and records:

1. Staffing and personnel reports.

2. Crime statistics and inspection reports as requested by area Lieutenants or Commanding Officers.

M. Maintain facility/equipment:

1. Arrange for repairs to facility/equipment as necessary (phones, locks, etc.).

2. Order keys, special order supplies as requested.

3. Keep records of inventory for station.

4. Supervise unusual cleaning, such as the refrigerators, fingerprint area, etc.

5. Conduct monthly facility inspection.

6. Coordinate refill of fire extinguishers with fiscal/civilian contractors as required.

N. Coordinate procurement/maintenance of gym equipment with In-Service Training Representative.

O. Oversee Awards Committee:

1. Prepare Officer of the Shift recommendations.

2. Prepare any other awards as designated by the commanding officer.

3. Work with Sr. Clerk to order recognition plaques for any officer transferring with over 3 years of service in the division.

P. Fleet Point of Contact

1. Prepare monthly vehicle inspection report as required.

2. Maintain a list of vehicle assignments.

Q. Safety Coordinator:

1. Ensure safety practices are being followed at Division.

2. Maintain a current Safety Bulletin Board.

R. Maintain AED inventory and update on-line inventory.

S. Ensure station’s web page remains updated.

T. Maintain stock of misdemeanor and parking citations. Ensure sign out logs for these forms are maintained.

U. Monitor Northwestern Division’s email account, answer emails or route them to the appropriate entity.

Initiate, author, and continuously update/revise the Division's Operations Manual.

V. Identify and coordinate any remodeling, phone line and/or computer changes, etc. Work with Department units in designing floor plans, telephone layouts, and/or computer stations. Coordinate with Department, City, and outside agencies to ensure correct installation, as well as a smooth transition. Act as liaison between above agencies and Division personnel/supervisors.

W. Analyze, identify and/or anticipate equipment and improvement needs for budget (furniture and painting expenses, etc.) Coordinate with various departments, vendors, and/or contractors to obtain equipment specs, samples, estimates, etc. Compile documentation. Prepare and submit report identifying recommended vendor, prices and justification of equipment/improvement. Submit through chain of command.

X. Conduct inventory of all Division equipment.

Y. Coordinate with fire extinguisher vendor inspecting all extinguishers, and recharging or replacing them.

Z. Coordinate with Traffic to install and maintain LPR’s.

AA. Coordinate with Facilities to install and maintain NW Cameras at Station.

AB. Coordinates with Facilities to run Generator tests and check fuel level.

Senior Clerk

The Senior Clerk reports directly to and is the Confidential Administrative Assistant for the Commanding Officer and Service Area Lieutenant.

A. The duties and responsibilities of the Senior Clerk shall include the following:

1. Apply problem-solving techniques to administrative issues that arise in the Division.

2. Research pertinent information required by the police chief, assistant chiefs, council members or community leaders.

3. Supervise clerical staff and various volunteers working in administration. This includes training, assigning tasks, monitoring workload, employee counseling, developing new policies, and evaluating performance. Conduct staff meetings for, but not limited to, clerical procedures and duties, training, team building retreats, and problem solving.

4. Handle and process sensitive and/or confidential material including certified mail.

5. Development of new policies and procedures for clerical staff.

6. Maintenance and upkeep on various Division equipment, i.e. computers, phones, copiers, etc. Identify equipment needing replacement. Coordinate with various City and Department units and/or private agencies to ensure maintenance, repairs and/or replacement of equipment.

7. Supplies:

   a. Maintain an adequate inventory of forms, materials and supplies.

   b. Stock supplies in the report room, administration/investigations and copy machines.

   c. Order and pick up Division station supplies, as needed, from designated vendors and City stores pursuant to City guidelines.

   d. Perform other unspecified duties and functions as required by the commanding officer and/or service area lieutenants.

8. Generate the division’s annual leave request calendar:

a. Solicit annual leave dates from officers in the fall of the current year for the upcoming new calendar year.

b. Obtain Lieutenant’s approval for the completed annual leave schedule.

c. Input approved annual into Redbook.

9. Track and report on required inspections such as:

a. Driver’s license

b. Call back numbers

c. Other inspections as designated by the Commanding Officer

10. LAN System, including:

a. Coordinate with Data Services the installation of necessary programs and equipment.

b. Anticipate and identify training, software, and additional computer needs for the Division. Liaison with Data Services to obtain necessary training, software, and hardware.

c. Create and/or maintain the databases for Command in order to analyze and provide statistical information.

d. Process Division's shift change via database. Coordinate with other Division supervisors and SDPD units regarding any transfers, updates or revisions.

e. Ensure that necessary shift change documents are correct, printed and submitted in accordance with shift change deadlines.

f. Identify and develop necessary documents and forms using the LAN computer system's various software applications.

B. Payroll / Division Payroll Clerk - responsibilities may include:

1. Determine employees' status in transfers, promotions, injuries, shift differential pay, Out-of-Class Assignment (OCA) and Field Training Officer (FTO) status. Apprise HQ Payroll Unit and other Department and City units of such.

2. Create summary biweekly payroll report utilizing time-off leave slips submitted by personnel for that payroll period.

3. Compile, analyze and enter Division's overtime. Generate necessary reports from database for command staff use.

C. Subpoenas / Subpoena Clerk - responsibilities may include:

1. Ensure that electronic subpoenas are retrieved timely from SDLaw JURIS and U.S. Mail and those forwarded by FAX.

2. Process and route all civil, criminal, deposition, DMV, out-of-county, traffic related subpoena and cancellations pursuant to Department Procedure 1.11.

3. Obtain necessary supporting documentation, e.g., front/back copies of traffic citations.

4. Enter all subpoenas in the Subpoena Log database and route timely.

5. When a subpoena has been returned as served, update the Subpoena Log database. Also, log all cancellations.

6. If an excusal from the court is needed, whether personnel has been served or not, ensure that a Declaration for Continuance has been completed and timely submitted to the court liaison.

7. Ensure "Short Notice" subpoenas are handled per Department Policy.

8. Prior to Division accepting a civil subpoena, HQ-Fiscal Civil Subpoena Coordinator should have received the required witness fee, affixed a "Received" stamp and notated "Cost Recovery" or "No Cost Recovery". After attending civil court, the employee will complete the required Cost Recovery Forms and forward to HQ Fiscal Management.

Front Counter Officer

The following are the duties/responsibilities for the front counter person:

A. The front counter will generally be staffed with a full duty officer, Monday through Thursday, from 0800 to 1800 hours. The front counter will not be staffed on weekends or holidays.

B. Ride Along Request: Route requests to the Community Service Officer. The officer will conduct the vetting process and forward the request to the Sergeant assigned to the shift requested. Place completed ride along form in Ride Along Logbook. Enter the ride along in the computer log.

C. Unlock the front door at 0800 hours and take telephones off forward.

D. Sort and deliver incoming mail to appropriate personnel.

E. Collision Reports – The front counter officer completes hit and run and minor injury collision reports only. Collisions must have occurred in City limits. Reporting party must have the car present. Refer freeway collisions to the California Highway Patrol.

F. Assist and handle walk-in traffic and inquiries by telephone or in person. When necessary, take walk-in counter reports. If necessary, call for a field unit to assist on lengthy reports.

G. Route citations correction and missing report notices to appropriate officer's supervisor.

H. Assist in answering the telephones.

I. Complete Citizen Request Forms and route as appropriate.

J. Forward telephones to the recording at the end of shift.

K. Manage deployment of the American Flag. The Front Counter Officer is responsible for placing the flag at half-staff on designated occasions and returning it to full staff when appropriate.

Community Relations Officer

Community Relations Officers (CRO) will provide service to individuals and Department members by developing partnerships to educate the community and Department on effective ways to prevent, reduce or eliminate neighborhood problems.

A. The Community Relations Officer reports directly to the Area Lieutenant and Captain, and is responsible for the following:

1. Organize and administer of the Community Alert/Business Alert Program.

2. Provide community-based data to the Division Captain.

3. Training aid to all uniformed officers.

4. Area advisory committee liaison.

5. Liaison for all community and business groups.

6. Residential and commercial security advisors.

7. Public and press information officers.

8. Divisional Captain's aide at all major incidents.

9. Liaison for community problems.

10. Area command coordinator for speaker requests.

11. Liaison for Citizen Patrol.

12. Manage VIP's assigned to the Storefront.

13. Manage Storefront/ Satellite operations.

14. Ensure Storefront and Satellite offices are open and staffed M-F 0800-1700 hours.

15. Manage the Neighborhood Watch/Next Generation Program and crime prevention presentations.

16. School safety presentations.

17. Provide referral information, i.e. City agencies, Child Protective Services, abandoned vehicles, etc.

18. Community projects.

Community Relations Officers will promote good relations with the community through the formation and maintenance of community groups, individual citizen contacts and by representing the Department at all times in a professional manner.

Volunteer Services Unit

This unit is comprised of one Sergeant and two officers. The unit is in charge of all volunteers for the Department.

Administrative Sergeant

The Administrative Sergeant supervises the assigned officers and manages the overall operation of the unit. The operations include:

A. Liaison with the Internal Affairs Unit concerning all matters involving volunteers.

B. Liaison with the Medical Assistance Unit concerning all injuries and illnesses involving volunteers.

C. Liaison with City Human Resources.

D. Manages Purchase Order Accounts for equipment issued to volunteers.

E. The Appointing Authority for all volunteers hired with the Department.

F. Approves all volunteer Background Investigations.

Volunteer Coordinator

The Volunteer Coordinator is a Police Officer II and is responsible for the following:

A. Conducts limited Background Investigations on all volunteers associated with six programs:

1. Retired Senior Volunteer Patrol

2. Crisis Intervention

3. Volunteers in Policing

4. Police Reserves

5. Unpaid Interns

6. Cadets

B. Assigns volunteers to their respective programs.

C. Meets periodically with the volunteers to assess any improvements with their respective programs.

D. Designs training, academies and collaborates with other units to improve their knowledge, skills and abilities related to affiliated program.

E. Applies awards and recognition.

Police Investigative Service Officer (PISO)

The Police Investigative Service Officer (PISO) position exists to augment sworn patrol and investigative personnel in furthering the Department's goal and mission.

A. It shall be the responsibility of the PISO to:

1. Take reports and thoroughly investigate "cold" crimes, such as burglaries, auto thefts and grand thefts in accordance with established Department procedures.

2. Interview crime victims/witnesses.

3. Take appropriate action on long term parking violations (e.g. oversized vehicles) and routine parking infractions.

4. Retrieve accurate crime statistics or other information.

5. Conduct thorough security checks and make appropriate recommendations to homeowners and business owners.

6. Assist commands during some emergency situations.

7. Effectively direct traffic and set flare patterns.

8. Assist citizens regarding emergency information.

9. Complete missing person and runaway juvenile reports.

10. Assist police officers in investigations of at-risk missing persons and runaway juveniles.

11. Review and process misdemeanor investigative cases.

12. Review and process arrest reports.

    a. <u>Note: PISO's cannot sign warrants of arrest. These require a sworn peace officer. PISO's may author the document and obtain a sworn officer's signature.</u>

13. Maintain current and accurate files.

14. Perform investigative or field follow-up on developed information.

GENERAL RULES

All rules, regulations and policies of the Department will be obeyed regardless of the employee's work assignment.

A. Work Hours

Personnel will work hours assigned by their supervisor. A forty-hour workweek will be normal, although some overtime may be required.

B. Overtime

Overtime will be authorized only when necessary. Supervisors must approve all overtime. Overtime slips will be made out at the time the overtime is earned. Department Procedure 1.20 will be strictly adhered to.

C. Appearance

Personnel will wear clothing that is appropriate to their assignment. Attire must be neat, clean and in good repair. Officers will maintain grooming standards in compliance with Department Procedure 1.28 and current Department Orders.

D. New or Departing Employee

New Employee:

1. The Senior Clerk will be notified when an employee is being transferred to the Division. The Senior Clerk will prepare the "Clearance Request" and e-mail it to Human Resources.

2. The "New Employee Information" form will be completed within 3 days and returned to the Senior Clerk for processing. All information will be verified and/or updated in PD Roster Plus.

3. An updated "Emergency Notification" form will be completed and forwarded to the Senior Clerk for placement in the employee's division file.

Departing Employee:

4. Information regarding a departing employee shall be forwarded to the Senior Clerk.

5. The employee's supervisor will ensure the employee's locker is cleared.

6. The Senior Clerk will forward the employee's Divisional file to the new assignment.

7. The Staff Sergeant will be notified of any departures. The Staff Sergeant will procure a plaque or other award if warranted, coordinate the return of any gear issued by the command and ensure the employee turns over their locker.

E. <u>T.O. Policy</u>

The use of compensatory time off will be at the convenience of the Department. The employee's immediate supervisor must approve all T.O. requests and receive a Request for Leave of Absence form from the employee **prior** to approving an entry in the "Redbook."

F. <u>Vacation Policy</u>

Annual vacations will be approved on the basis of rank, then Department seniority, and then seniority in the Division. Employees will make their annual vacation selection on the "Annual Vacation Schedule" matrix. After final approval of all entries, the Senior Clerk will enter the annual vacations in the "Redbook" on a shift basis. Vacations not taken at the scheduled time may be taken at the convenience of the Department.

All vacation requests must be approved by the immediate supervisor and a Request for Leave of Absence Form submitted prior to approval of an entry in the "Redbook."

G. <u>Out of Class Assignment (OCA) Guidelines</u>

Filling any vacancies with OCA candidates will require <u>prior</u> approval by the Commanding Officer. Filling vacancies of three consecutive days or less with OCA candidates is generally discouraged. Exceptions will require prior approval by a Commanding Officer. OCA longer than two weeks will require clearances. The Senior Clerk will process the clearance requests. Generally, Personnel shall not be assigned to the same OCA position for longer than two shifts

Whenever possible, OCA positions will be filled by candidates on the eligibility list for that position.

Commanding Officers will check with EEO and IA units to ensure proposed OCA candidates are acceptable. Commanding Officers will review the personnel files of OCA candidates for formal discipline that would disqualify the candidate.

H. <u>RSVP Messenger Service</u>

Northwestern Division's mail drop-off and pick-up time is as follows:

1. Monday through Thursday, Mail will be picked up at 0900 hours for 1000 delivery.

2. Fridays, Mail will be picked up at 0800 for 0900 delivery.

I. <u>Officers' Mail Folders</u>

The officers' mail folders are intended as a means of getting messages to field officers in a timely manner. All officers shall check their mail folder at the beginning of each shift. Officers will not allow mail to collect in their folders. Supervisors shall periodically inspect their officers' mail folders.

J. <u>End of Shift Check-In</u>

Patrol officers should not arrive at the station before one-half hour after the end of their shift unless they have specific approval from their supervisor.

K. <u>Armory</u>

All officers have access to the outer armory. Only SWAT officers have access to the inner "SWAT" armory.

L. <u>Shotguns</u>

Currently, shotguns have been issued to specific officers. Beanbag shotguns will be kept in the trunk of the vehicle or the armory. Personnel turning vehicles in for maintenance shall remove all firearms from the vehicle and secure them in their locker (personally owned/issued) or armory (department bean bag shotguns). Personnel shall take extra care to ensure the division's bean bag shotguns are not left at the range or swapped with other division's firearms during qualifications.

M. <u>Pool Radios</u>

Pool radios are available in the Staff Sergeant's office. Officers shall fill out the log sheet when using a pool radio and sign it in upon completion of their shift. Officers who need to use pool radios for longer than one shift shall request permission from the Staff Sergeant. The 5 pool radios and the sign out sheet are in the investigative office. They are designated with red marking on the bottom.

N. Alco Sensors

Officers who are issued a Portable Alcohol Sensor (PAS) shall reference check their device every 30 days or less. Officers will place a copy of their reference check sheet in Northwestern Division's PAS log. Supervisors shall inspect the PAS log on a monthly basis to ensure PAS devices issued to their officers have been reference checked within the previous 30 days.

O. Prisoner Detention at Northwestern Station

The following guidelines shall be utilized by officers bringing prisoners to the Area Station for processing:

1. Except when handcuffing would hamper the conduct of an investigation or the physical condition of a prisoner would preclude their use, prisoners will remain handcuffed while in the station. Those prisoners being detained in the holding room shall have their hands handcuffed behind their backs.

2. Prisoners will not be left unattended while in the station. If it becomes necessary for the investigating officer to leave the prisoner, another officer will be designated to watch him/her.

3. While in the Detention Room, prisoners shall be monitored at all times and the Detention Room door shall remain unlocked at all times.

4. Non-violent prisoners may have their handcuffs removed, at the officer's discretion, during an interrogation in one of the interview rooms. Should it become necessary for an officer to leave the room, one wrist will be handcuffed to a chair and an officer designated to monitor the door.

5. Prisoners needing to use the restroom shall be escorted to the front counter area bathrooms.

P. Housekeeping Rules

It is important that we maintain a clean, efficient and well-run facility. To accomplish this end, it is imperative that each of us strives to keep our work area clean and orderly at all times. The following rules are designed to make our expectations clear:

General:

1. No personal or police equipment will be left in the hallways at any time. Briefcases, equipment bags, S.W.A.T. gear, etc., will be left in the locker rooms or on the concrete walks outside the locker rooms prior to and after shifts.

2. Officers' mail folders will be provided in a file cabinet located in the Resource Room. Space is limited, so storage of mail and other paperwork is not authorized.

3. The locker rooms have been provided for everyone's convenience. Lockers are designed to prevent storage on top and underneath, and to facilitate easy cleaning by custodial personnel. You can help by keeping the area around your locker neat and clean.

4. The exercise room has been provided by the Department for all to use. It is everyone's responsibility to clean up after themselves and encourage others to do so.

5. The holding room area will be inspected and cleaned on a daily basis. Any spills outside normal cleaning will be reported immediately to comply with Article 15 of the County Code.

Office Area:

1. Personnel assigned to the office areas are subject to the same restrictions as patrol personnel.

2. Employees are encouraged to make it a pleasant environment with tasteful decorations.

3. At the end of shift, all desks must be left neat and clean, and confidential material shall be removed and secured in a locked drawer.

Q. Car Wash and Related Equipment

The car wash, related equipment and supplies are maintained for the purposes of cleaning Police Department vehicles. It is a violation of Department Policy and Division Operational Procedures for **any employee** to use (or permit the use of) station equipment to wash, rinse or vacuum any vehicle not owned or operated by the City of San Diego. Exception – employees may use the squeegees and paper towels to wash their windows.

R. Building Maintenance

Report any needed maintenance and/or emergencies to the Staff Sergeant. The Staff Sergeant will contact Facilities Management, **(Deleted – records of security)**. During non-business hours, weekends and holidays contact the Watch Commander's Office at **(Deleted – records of security)** and request to have Building Maintenance on-call person paged.

PAYROLL PROCEDURES

A. Timecards

The Sr. Clerk's primary responsibility is to ensure that employees' leave and overtime hours are correctly recorded along with any other specialized pay. Division payroll reports must be processed timely pursuant to City and Department regulations, to ensure that employees receive the correct compensation.

Employees will complete and submit their timecards via One SD. Supervisors are responsible for reviewing the timecards for accuracy and completeness. The supervisor will then approve or reject the timecards. If rejected, the supervisor will send the employee an e-mail informing them of the corrections needed. The employee will correct the card and resubmit it to the supervisor for approval. If OneSD timecards are not submitted in a timely manner, it is the supervisor's responsibility to coordinate with the Sr. Clerk to complete a manual paper timecard.

The employee is ultimately responsible for his/her timecard. He/she must ensure that all work hours, leave time, and overtime are correctly documented. The employee must also complete, sign and timely submit all approved overtime and/or leave slips to the Sr. Clerk.

Employees and supervisors shall ensure that leave time is properly documented via leave slip(s) that have been signed by the employee, approved by a supervisor and submitted within the pay period in which they fall. Further, overtime slips must also be completed, signed by the employee, approved by a supervisor and submitted within the pay period in which they fall.

Unless otherwise notified, all timecards must be submitted no later than the last day of the pay period, at the end of shift.

B. <u>Annual Leave</u>

Employees earn annual leave, to be used for vacation or sick time, beginning with the first day of their employment. Employees are responsible for keeping track of their own annual leave accumulation and ensuring that they do not go over the maximum allowed. (See MOU for maximum accumulation of leave time).

Unless sick or off due to a family emergency, an employee must request time off by completing a leave slip and obtaining supervisor approval <u>prior</u> to taking time off. Approved leave slips are then forwarded to the Sr. Clerk for processing. If off due to illness or an emergency, a leave slip <u>must</u> be completed the <u>first day</u> an employee returns to work.

A. Compensatory Time (T.O.)

Compensatory Time (T.O.) is utilized just like annual leave. Prior to an employee taking T.O. time, he/she must submit a signed leave slip to their supervisor for approval. Refer to the MOU for guidelines regarding denial of requested T.O. time.

Unless in a special classification, sworn employees are allowed to accumulate a maximum of 80 hours of T.O. time per calendar year. The maximum amount of T.O. time allowed for civilian employees is 120 hours. By the end of the calendar year, all T.O. leave banks will be “zeroed out” for both sworn and civilian employees. Employees may take these “cashed out” T.O. hours for pay or may allocate some or all of the related funds to a qualified retirement account

Employees cannot submit a leave slip utilizing T.O. time unless they have sufficient T.O. hours in their leave bank.

D. Floating Holiday

Personnel are allowed one floating holiday per fiscal year. Employees will accrue a credit that is equal to the hours regularly worked in a day, not to exceed ten (10) hours. To be eligible for a floating holiday, an employee must be hired prior to July 1st. To utilize their floating holiday, an employee submits a signed leave slip to his/her supervisor for approval. Floating holiday time cannot be used incrementally and must be taken as a full day off. Employees who do not take their floating holiday by the last full pay period in June will forfeit it. Lastly, an employee cannot receive pay for a floating holiday instead of taking time off.

E. Pay-in-Lieu of Annual Leave

Each calendar year, employees have the option to allocate up to 125 hrs. of accrued annual leave to pay-in-lieu. The allocation must be completed in OneSD by mid-December of the current calendar year, designating the total number of pay-in-lieu hours and the percentage of accrual. Opportunity to signup option of accruing PayPay-in-lieu of annual leave may be used no more than twice a fiscal year, and for no more than a total of 125 hours.

F. Converting T.O. Time to Pay

Converting T.O. time into pay is done the same way as pay-in-lieu of annual leave. An employee may convert up to 80 hours per pay period with no limitations on how many times a year you may convert T.O. time. However, time to be converted must already be reflected as available and not "pending" on your pay statement. (Pending revision)

G. Overtime

1. All personnel working overtime (OT) must complete and submit an overtime slip to their supervisor for review and approval. Overtime must be properly entered and coded by the employee on his/her timecard. All white originals and yellow copies of OT slips must be timely submitted to the Sr. Clerk for processing prior to the close of the current payroll period. If an employee fails to state how they wish to be compensated, i.e., pay or T.O., the OT slip will be submitted for pay. The employee retains pink copies of OT slips.

2. Overtime slips not submitted before the close of the current payroll period are considered as “late” and HQ Payroll will delete the related OT entry from the employee’s timecard. The employee payday Friday must be completed, approved and submitted to the Senior Clerk by no later than the Wednesday immediately following the payday. Late overtime slips must be processed downtown manually, so it may take one to three pay periods before payment is made.

H. Military Leave

1. Employees are allowed 30 "calendar" days of paid military leave per fiscal year. Paid military leave is not granted for attendance at non-active duty such as weeknight or weekend training drills.

2. When an employee is about to go on military leave for either active duty and/or annual extended reserve duty, and qualifies for paid military leave, he/she shall submit a Request for Leave of Absence Form and a copy of their military orders to their supervisor as soon as possible. Upon return from military leave, the employee must submit to their supervisor their military separation papers signed by the employee's military commanding officer.

3. When an employee scheduled for non-active duty, i.e. weeknight or weekend training drills, they must notify their supervisor as soon as they receive notice of the dates they are to report for inactive drill training. If an employee's non-active duty training conflicts with their normal work schedule, the employee may request that the schedule be adjusted to allow the employee to fulfill military obligations on days off, or to use accrued annual leave or T.O. time. Prior to leaving for military leave, the employee shall submit a leave of absence form showing "Inactive Drill Training" as the reason for the request, and indicating the type of leave the employee wishes to use. When the employee returns from military leave, a written confirmation of attendance certified by the employee's commanding shall be submitted to the supervisor.

I. Voluntary Furlough Program

1. With Commanding Officer approval, all permanent or limited benefited employees, including sworn, are eligible to participate in the Voluntary Furlough Program. The Voluntary Furlough Program enables employees to request furlough in increments of one hours, with a maximum of 40 hours. Furlough requests need to be submitted prior to the beginning of a fiscal year so that the hours subtracted from the employee's paycheck will be spread over the entire fiscal year. Employees are encouraged to take furlough during the "Core Period," usually the day after Thanksgiving and the week between Christmas and New Year's. (Check with your payroll clerk for the exact dates.) The employee will have 32 hours of pay deducted and receive 8 hours of discretionary leave. If an employee is denied Voluntary Furlough during the "Core Period," the employee may request an alternative 40 hours of furlough, and still have 32 hours pay deducted and receive 8 hours of discretionary leave.

2. Employees who wish to participate in the program must complete an application/worksheet and submit it through the chain of command to their Commanding Officer. Employees should note that the furlough program may affect retirement contributions and they should check with the retirement office for more information.

J. Catastrophic Leave

1. The Catastrophic Leave Plan was established to let City employees assist another employee who is in need of leave time. The recipient must be a City employee for at least one year, exhausted all of his/her leave time, and has a personal medical condition that would qualify them for Long Term Disability (LTD). The recipient would be provided sufficient leave to meet the 30-day waiting period for LTD. After one year, if LTD or light duty lapses the employee would again be eligible for catastrophic leave. All applications for catastrophic leave will be processed through the City Manager's Office. Employees must submit a written request for donations by: A medical statement from the attending physician, including a brief statement of the nature of the illness/injury and an estimated time the employee will be unable to work; Evidence of the Commanding Officer's approval of a leave of absence.

2. Donations of catastrophic leave will be made to a leave bank. The donor's department will be billed for the dollar amount of the donor's annual leave donation. Donations are strictly voluntary and the identity of the donor will be kept in confidence. Employees may only donate accrued annual leave and must be made in whole hour increments. Donors must have an overall annual leave balance of 160 hours remaining after donated time has been deducted. Employees wishing to donate time can obtain donation authorization forms from the payroll clerk. The forms will be completed and forwarded to the payroll clerk for processing.

K. F.T.O. Pay

FTO Administration determines the number of active FTO's allowed. Per FTO Administration - Officers who are currently an FTO and on light duty or medical leave will not lose their FTO pay for the shift. FTO's who are working light duty and are scheduled to rotate into paid FTO status will do so. An FTO cannot be denied his/her FTO rotation because they are light duty.
FTO sergeants receive FTO pay throughout the shift. They are not rotated.

L. Out of Class Assignment

1. When an employee works an out of class assignment (OCA) an OCA Form is completed and routed (via the Senior Clerk) to the Commanding Officer for signature. The Commanding Officer will sign and forward the form to the Senior Clerk for processing. Upon receipt of the OCA form, the Senior Clerk will update her records. She will document the OCA dates, and forward the OCA form, along with the OCA Tracking Log if necessary, to Payroll.

2. It is the employee's responsibility to maintain an up to date and correct tracking log. On the date the employee has worked a total of 176 documented hours OCA, he/she will forward the OCA tracking log along with the OCA forms to the Senior Clerk for processing. The Senior Clerk will obtain the Commanding Officer's signature and forward all documents to Payroll. An employee does not receive OCA pay until after they have documented working 176 hours OCA. The Senior Clerk must complete an Out of Class Assignment Form and have the Commanding Officer's sign the form each time they work OCA.

M. Trouble Shooting

Listed below are a few issues that arise on a regular basis and how these issues can be remedied:

1. Timecards are not completed, submitted and/or approved in OneSD: Individual employees are ultimately responsible for the accuracy and timely completion of their timecards. Supervisors are expected to check them for accuracy prior approving them. Timecards needing corrections should be denied and an e-mail sent to the employee explaining the correction needed and to resubmit the card for approval

2. Inaccurate reporting of employee status:

   The Division payroll clerks retrieve information on employees' status from the Master Schedule. It is the supervisor's responsibility to ensure that an employee's status is correct on the schedule. Days of in lieu (show dates), vacation, T.O., etc. must be documented on the schedules. If there is an error or correction needed, contact the payroll clerk.

3. Out-of-Class Assignment (OCA) forms submitted late:

   When an employee submits OCA forms late, there is often a delay in the employee receiving their compensation, along with extra paperwork for the Payroll Division. After an employee has worked 176 hours, the pink copies of the out-of-class assignment form and the tracking log should be submitted no later than the first day worked in cases of scheduled leave (vacations, T.O.'s, school) and no later than the last day worked in cases of unscheduled leave (sick leave, injury).

4. If an employee has approved leave slips submitted and decides NOT to take that time off, they are responsible for seeing the Senior Clerk in order to pull those leave slips.

5. Leave Slips:

   Leave slips are required for virtually every type of leave taken including leave without pay. Unscheduled vacation or T.O. time requested requires a leave slip be submitted, approved, and entered into the "Redbook" by their supervisor prior to the leave being taken.

6. Lack of Annual Leave and/or T.O. time:

   Employees often take vacation leave or T.O.'s when they do not have enough time on the books. Often the employee expects the payroll clerk to change the type of leave time used (vacation to T.O., or T.O. to vacation). Other times, employees use more time than they have on the books. Employees are responsible for keeping track of their own annual leave accumulation and insuring they do not go over the maximum allowed. Employees without enough leave time will be carried Red A.

SUBPOENA SERVICE

Per Department Procedure 1.11, III, A., "All work-related criminal, civil, and Civil Service Commission subpoenas will be accepted for service by the command/unit subpoena, if received a minimum of five (5) court days prior to the court appearance date. This includes subpoenas from the Sheriff's Office, process servers, and other agencies (DMV, Parole, etc.)."

Subpoenas submitted fewer than the five court days before the scheduled court appearance will not be accepted. See Department Procedure 1.11, III, B. for further details.

A. <u>General Subpoena Service</u>

   1. The clerical staff will log all subpoenas into the Subpoena Log database and place them in the appropriate watch folder (patrol) or on the supervisor's desk (investigations).

   2. The line-up supervisor generally serves subpoenas. The supervisor and employee will legibly sign the subpoena and include their rank, I.D. number and date of service. One copy, showing the subpoena has been served, will be forwarded to the clerical staff for processing.

   3. It is the employee's responsibility to maintain a record of the court dates and times to ensure appearance in court.

B. <u>Excusals</u>

   1. As soon as an excusal from court is needed, whether an employee has been served or not, an excusal form needs to be filled out and the appropriate agency contacted.

   2. It is the responsibility of the employee's supervisor to complete the excusal form and contact the issuing agency.

3. A copy of the excusal and subpoena are faxed to the Court Liaison. The excusal and subpoena are then returned to the clerical staff for processing.

4. Subpoenas returned unserved with a notation that the employee is on vacation, injured, extended leave, no notation, etc., will not be accepted and will be returned to the supervisor for the excusal to be completed.

5. A subpoena arriving prior to an employee's scheduled vacation or compensatory leave <u>will be served</u>; the supervisor or the officer, with supervisory approval, may then contact the issuing agency, seeking release from appearance.

C. <u>Short Notice Subpoenas</u>

Per Department Policy: All work related criminal, civil and Civil Service Commission subpoenas will be accepted for service by the command subpoena clerk <u>if received a minimum of five court days prior</u> to the court appearance date. Officers may be individually served up to the date of appearance and are not to refuse service because of short notice. Commands are to cooperate by accepting subpoenas for employees they reasonably know are available for service. This includes subpoenas from the Marshal's Office, process servers, and other agencies.

The Division will conform to the above policy. Short notice subpoenas will be refused only if un-servable.

D. <u>Out-of-County Subpoenas</u>

Employees must respond to any out-of-county criminal subpoena if it meets the following conditions:

1. The subpoena meets all the legal requirements as to form and content.

2. The subpoena is served as prescribed by law within a reasonable time prior to the court appearance.

3. The place of the trial is within 150 miles of the officer's place of residence, or the judge has endorsed on the subpoena an order for the attendance of the witness.

For further on out-of-county subpoenas, see D.P. 1.11, section IX.

E. <u>Out of State Subpoenas</u>

Any employee receiving an out of state subpoena should contact the Legal Advisor's Office.

F. Civil Subpoenas

Employees subpoenaed to appear in civil court because of a work-related matter will use the following procedures.

1. The service of the civil subpoena must include a $275.00 witness fee deposit check. Fiscal Management is responsible for receiving and processing civil subpoenas and will stamp the subpoenas "RECEIVED" in the upper right-hand corner to confirm that the witness fee deposit has been received.

2. After the service is made, Fiscal Management will make the appropriate copies and attach a "Cost Recovery Form" to be the employee's copy of the subpoena. This form must not be removed from the subpoena. A second copy of the subpoena will also be provided as a control copy for the unit subpoena clerk.

Upon completion of court, the employee must complete the Cost Recovery Form. The completed form must be returned to the divisional subpoena clerk as soon as possible. The following information must be included:

1. Day and date of appearance.

2. Rank.

3. Shift, shift hours and days off at the time of appearance. Also indicate whether or not the appearance was on overtime.

4. Hours (military time.) Include the time in court, as well as travel time to and from home or work area.

5. Miles traveled in department vehicle or personal vehicle. If the employee appeared for civil court off-duty and used his/her personal vehicle, mileage will be reimbursed only if the employee completes a "Mileage Report" and submits it with the completed Cost Recovery Form. Reimbursement will be by check, mailed directly to the employee.

6. Expenses for meals or parking (receipts are required.)

7. Employee's signature and date.

8. Supervisor's signature and date.

9. Return the completed Cost Recovery Form, Mileage Record, any applicable receipts, and the attached subpoena to the division's subpoena clerk. The subpoena clerk will check the Cost Recovery Form for accuracy and forward it to Fiscal Management.

10. If the employee's appearance is canceled, indicate this on the Cost Recovery Form by circling "No," specify the reason why (i.e. "case settled"), and sign the bottom of the Cost Recovery Form.

In either case, the Cost Recovery Form <u>must</u> be filled out and returned to the division's subpoena clerk immediately upon compliance with the subpoena.

MISCELLANEOUS PROCEDURES

A. <u>Master Schedules</u>

The Master Schedule is intended as a permanent, accurate and easy to read record of the Division's assignments. The information is needed to prepare staffing, shift change, investigations, payroll, etc. Information for the Master Schedule is located in a database. Personnel, other than the Captain and clerical staff, have limited access to the database. Using information from supervisors, the Academy, etc., the clerical staff is responsible for updating database weekly. Supervisors are responsible for the accuracy of the schedules.

Using information from the Redbook (see below procedure), Watch Commander's Office, etc., the line-up supervisor will update the daily Master Schedule. Any changes in an employee's working status needs to be noted, i.e. sick, vacation, 11-86, military leave, etc., in the lined column with the header "STATUS."

B. Redbook

Upon receipt of a signed leave slip, the supervisor will enter requested leave in the Redbook database. In the Redbook database, the supervisor will either approve or unapproved each requested date. Approved leave slip(s) will be placed on the Senior Clerk's desk for processing.

If a vacation, TO, training, etc., is cancelled, the supervisor will cancel/delete the leave in the database and, if necessary, send a note to the Senior Clerk to pull leave slip(s).

If an employee calls in for the day off (sick, TO, vacation, etc.), the supervisor will enter the information into the database using the aforementioned steps.

C. Meeting Procedures

Regularly scheduled meetings include:

1. Supervisor's Meeting will be held once a shift.

2. Patrol line-ups will be held in the patrol line-up room daily at 0600 hours for 1st watch; 1400 hours for 2nd watch; 2100 hours for 3rd watch.

3. Investigative line-ups will be held in the investigative room at 0830 hours every Tuesday and Thursday.

D. Clerical Work Requests

1. All requests for clerical typing should go through the Senior Clerk.

2. Any Department related work typed by an employee must be either e-mailed or put on a disk and forwarded to the Senior Clerk, who will save it in the computer.

E. Morale/Coffee Fund

Section I. Community Morale Fund

The Northwestern Division Community Morale Fund will be managed by a committee consisting of representatives from investigations and administration. The bank's signature card should include both Northwestern TRU Sergeants.

Morale Committee meetings will be held as needed. The committee consists of Northwestern TRU Sergeants and a Lieutenant.

Expenditures, other than normal operating expenses (purchase of t-shirts or other divisional apparel, purchase of community events supplies such as water, sodas, cutlery or other items identified by the committee), items to be purchased will need approval by a minimum of two of committee members. All expenditures require lieutenant approval prior to purchase.

One TRU Sergeant will manage the bank account (Checks & Debit/Visa card) on behalf of the committee and the command with monthly accounting approval by the Lieutenant.

Responsibilities include:

1. Maintain accurate bank account records in a ledger. Maintain invoices and receipts.

2. Verify all requests for disbursement of payment with members of the committee.

3. Forward all requests for funds (withdrawals) to committee members for review/approval. Organize committee meeting if necessary.

4. Liaise with various vendors, i.e. t-shirt vendor and other suppliers, for apparel, or other divisional events.

The Lieutenant shall approve all use of Community morale funds in advance. The Lieutenant is responsible for reviewing the Division's Community Morale Fund records monthly for appropriateness and to verify accurate monthly expenditures in accordance with the division operations manual protocol.

Bank Statements, receipts of purchase, receipts of payment and all other records will be retained in the division's files for two years.

STATION SECURITY

A. Key Issuance Procedure

(Deleted – records of security)

1. Under no circumstances will keys be duplicated. Unauthorized duplication compromises security and constitutes a violation of law.

2. Only the Property Clerk is authorized to have a key to the outer property room.

3. The Staff Sergeant maintains an inventory of desk keys, which will be issued as needed and returned upon transfer from Northwestern Division.

B. <u>Station Security</u>

During regular business hours, only the public entrance (front door) shall remain unlocked. All other entrances shall be designated an employee entrance and shall be locked at all times with the key.

Doors will not be blocked open. Notify the Special Project Sergeant as soon as practical of unserviceable door locks or other possible security breaches.

All employees, while on station premises, shall wear identification at all times.

Any person not a Police Department employee shall enter the facility building through the public entrance. They will sign the visitor log giving their name, address or agency, visitor's pass number, reason for visit, date, time in and time out. The front counter officer will verify this information. The guest will be issued a visitor pass that shall be worn at all times while at the facility.

Persons exempt from wearing a visitor's pass shall be groups of people with a Police Department guide. The guide shall sign the group in as a group, giving the group name and number in the name columns.

Sworn personnel are directed to enforce all phases of this program and shall challenge any person not properly identified in any of the San Diego Police facilities.

C. <u>Garage Security</u>

The garage is only open when staffed by Fleet Maintenance Mechanics. Their hours vary based on staffing.

Only garage personnel assigned to Northwestern will have keys to the garage. A spare key will be maintained by the Staff Sergeant

At the end of each workday, the service technician will close and lock all exterior doors, shut off the compressor and turn off all lights except one interior light.

All garage personnel are to wear I.D. while inside the area station.

AREA STATION PARKING

Parking assignments have been made and the parking lot has been marked accordingly. Police vehicles will be parked in accordance with their assigned spaces.

All privately owned vehicles will have a parking permit located in a clearly visible location, preferably on the rearview mirror.

Employee vehicles will be parked in the unmarked stalls not specifically designated for police parking.

Entry and exit to parking lot will be made from El Camino Real only. The gate to the south of the main parking lot will remain closed and locked. The El Camino Real gate is electric and can be opened with a magnetic key card. Patrol and investigative vehicles are equipped with a sensor to engage the gate.

The lot outside the main gate and adjacent to the skateboard park is for public parking. Officers are not to park private or police vehicles in this lot.

All parking regulations will be strictly enforced.

VISITOR'S LOG/IDENTIFICATION CARDS

All visitors to the Northwestern Station will be logged in and out of the Station on the visitor's log, located at the front counter. The primary responsibility for maintaining the visitor's log will rest with the front counter person during the week and the patrol supervisor(s) on weekends.

After being logged in, each visitor will be issued a visitor's identification card that he/she will wear on an outer garment while in the Station. Members of other law enforcement agencies may display their badge or agency identification card in lieu of a visitor's identification card.

A. <u>Civilian Visitors</u>

All civilian visitors will enter their name, address and reason for visit on the log. The person admitting the civilian to the Station will enter the visitor's identification number and the time on the log. When the civilian leaves the Station, the front counter person will pick up the visitor identification card and enter the time on the log.

B. <u>Law Enforcement Personnel</u>

All law enforcement personnel, except members of the San Diego Police Department, will enter their name, agency and reason for their visit on the visitor's log. The person admitting these personnel will advise them to display their badge or agency identification card on an outside garment. If this is impractical, the admitting person will issue the law enforcement officer a visitor's identification card and enter the card number and time on the log. When the law enforcement officer leaves the Station, the front counter person will collect the visitor's identification card, if one was issued, and enter the time on the log.

C. Custodial Personnel

All custodial personnel will display their picture identification card on an outside garment at all times while inside the Station.

D. San Diego Police Department Personnel

All San Diego Police Department personnel will display their badge or Department identification card on an outer garment at all times when in the Station. If requested to show identification, all personnel will be expected to do so immediately and courteously.

If there is doubt as to a person's identity and/or authorization to be in the building, the nearest sworn officer should be notified. If not resolved at this level, a supervisor will make the determination.