SAN DIEGO POLICE DEPARTMENT
TRAFFIC DIVISION

PARKING ENFORCEMENT UNIT
OPERATIONS MANUAL

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May 2026

INTRODUCTION

The manual has been prepared as an instructional and procedural guide to help officers perform their duties efficiently and effectively. Policy consists of principles, values and philosophies, which guide the performance of members. It is based on police ethics and experience, the desire of the department and legal mandates. Each member must be familiar with the contents of the Parking Enforcement Officer Operations Manual and the Department Policies and Procedures.

No operational manual or set of directives can address all situations that may arise during the performance of duty. Therefore, policy is broad in scope to encompass most situations and is stated in general terms. This document conveys the same authority as other Department rules, regulations, policies and procedures. Compliance is required by all members of the Parking Enforcement Unit. This Operations Manual will not apply in such a way as to violate State or Federal laws, other Department policies or procedures, or abridge the constitutional rights of members of the Department. Violations of any portion of this manual may result in disciplinary action. If, for any reason, any portion of this manual is held to be invalid, the remainder of the manual shall not be affected.

PARKING ENFORCEMENT UNIT

MISSION STATEMENT

Our mission is to promote a quality living environment for the citizens and visitors of San Diego by maximizing available parking, maintaining traffic flow and enhancing public safety and awareness.

We achieve our mission by providing professional parking enforcement services for the City of San Diego and agency customers.

- Our services benefit residents, visitors, businesses and other agencies in San Diego.
- We provide information, assistance and education to the general public.
- We have a continued commitment to advancements in technologies.
- We perform efficiently as a professional team committed to public services.
- We place the highest value on safety, integrity and teamwork.

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PARKING ENFORCEMENT ACADEMY

MISSION STATEMENT

We are committed to providing professional, comprehensive and effective training.
To fulfill this mission, we ensure that personnel receive training, which will enable them to perform their duties in a safe and efficient manner. We will identify training deficiencies and address these deficiencies with appropriate training techniques. We will remain abreast of all new training concepts and current issues.

We will provide the highest quality technical and human relations training to all department personnel. All training will reflect the core values of professional parking enforcement and will be grounded in a fundamental respect for the dignity of all persons.

OBJECTIVES

1. Provide continuous support and training that will aid personnel in effective and efficient parking enforcement services that are the highest quality and responsive to the needs of the community.

2. Maintain highly knowledgeable and qualified officers who contribute to providing a quality living environment for the citizens and visitors of San Diego by maximizing available parking, maintaining traffic flow and enhancing public safety awareness by developing partnerships to improve neighborhood parking issues, and by providing parking enforcement services that are fair, unbiased, judicious and respectful of the dignity of all individuals.

ATTIRE

The uniform of the day for the new employees and the Training staff is defined as the "Class B Uniform" in the Parking Enforcement Officer Uniform Specifications.

HOURS OF OPERATION

The operation hours of the Academy are Tuesday through Friday from **(Deleted – records of security)** hours. The Training Coordinator will advise you of any adjustments to the schedule.

All employees shall report for classroom and or field training in accordance with Department Policy 9.17, REPORTING FOR DUTY: "Members shall report for duty at the time and place required by assignment or orders and shall be physically and mentally fit to perform their duties. They shall be properly equipped and cognizant of information required for the proper performance of duty so that they may immediately assume their duties."

IDENTIFICATION AND ACCESS CARDS

You will receive a Police Identification Card that must be worn in all police facilities, when not in uniform. You will also be issued an access card for police facilities. If you should lose any of the cards, you must notify your supervisor immediately so the lost card can be deactivated and a new one issued.

EMPLOYEE ORIENTATION *Upon completion of the Academy*

One of the most significant events in the career of an employee is their assignment to a new division. The employee is then faced with learning new routines, getting acquainted with the geography and establishing new working relationships. The transition is less traumatic when the time is taken to explain their new job responsibilities and orient them to their new work place.

The supervisor to whom the employee is being assigned shall be responsible for ensuring their subordinates are properly indoctrinated and that the "New Employee Orientation Checklist" is completed.

As soon as practical, the newly assigned employee should be introduced to unit and Department personnel.

Upon completion of the orientation, the newly assigned employee should sign the checklist. The checklist will be retained in the employee's Divisional File for a period of one year.

P.O.S.T. PEACE OFFICERS STANDARDS AND TRAINING

P.O.S.T. California Commission on Peace Officers Standards and Training. The Commission on Peace Officer Standards and Training (POST) was established by the Legislature in 1959 to set minimum selection and training standards for California law enforcement. The P.O.S.T. organization has more than 130 staff members and functions under the direction of an Executive Director appointed by the Commission.

UNIT DESIGNATORS

Traffic Captain	3900C
Senior Parking Enforcement Supervisor	3201PL
Parking Enforcement Supervisors	3202PS 3203PS 3204PS 3205PS 3206PS 3207PS 3208PS 3209PS
Parking Enforcement Officers	3220P - 3229P 3230P - 3239P 3240P - 3249P 3250P - 3259P 3260P - 3269P 3270P - 3279P 3280P - 3289P 3290P - 3298P

ANNUAL LEAVE

Annual leave and compensatory (comp) time balances are reflected in employee paychecks. Paid annual leave is accumulated as follows:

0 thru 5 years of service:	5.24 hours per pay period
5 thru 15 years of service:	6.77 hours per pay period
15+ years of service:	8.31 hours per pay period

Employees are allowed to use their annual leave, as they accumulate time, for either illness or vacation. However, your supervisor must approve the time off. Vacation leave should be requested five days in advance. A maximum of 600 hours (700 with 15 years of service) may be accumulated by employees hired prior to July 1, 1993. The maximum accumulation of annual leave is 350 hours for City employees hired after July 1, 1993.

APPEARANCE GUIDELINES

All employees shall maintain a professional appearance through appropriate attire reflecting the specific requirements of his/her job duties.

- All employees shall dress in clean clothing, free of tears.
- Each employee shall maintain an inoffensive level of personal hygiene.
- Each employee shall wear any required safety equipment.
- Casual shorts, midriff tops, see-through clothing and flip-flops (defined as dual strap rubber-soled thong sandals with rubber also separating toes) are inappropriate. Skirts must reach at least the mid-thigh.
- No employee may wear any article of clothing that bears a sexually suggestive or profane symbol or word.
- Exceptions to these guidelines include the following or similar circumstances:

    1. Uniformed personnel.
    2. Special occasions designated by the Department Director or designee.
    3. Employees relocating offices or performing other atypical or unusual job duties.

These guidelines establish minimum standards normally applicable. They will be reasonably applied in order to accommodate the various situations not susceptible to enumeration.

BREAKS

When employees work an 8 ½ hour day, they are entitled to two 15-minute breaks and one 30-minute lunch break.

When employees work a 10 ½ hour day, they are entitled to three 15-minute breaks and one 30-minute lunch break.

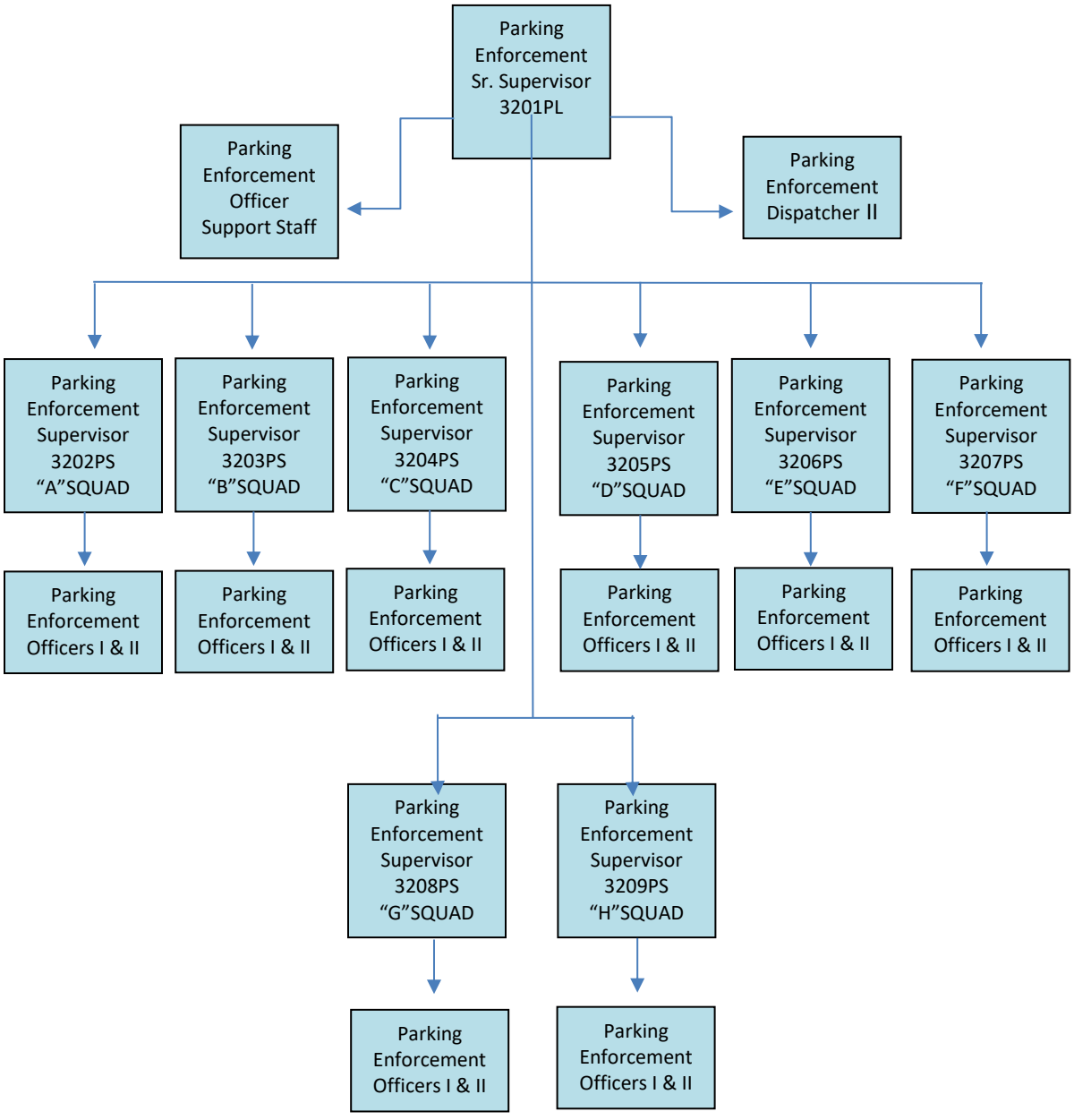
Employees must work over 6 hours in order to have a lunch break.

In accordance with the M.O.U., Article 16 the following practices shall **NOT** be allowed:

- Combining two or more rest periods into one rest period.
- "Saving" rest period time to justify extended lunch hours or shortened workdays.
- Accumulating rest period time from day to day.
- Applying rest period time to compensatory or other time off, or in the considerations or computations concerned with overtime compensation.

CHAIN OF COMMAND

The chain of command shall be preserved in order to maintain principles of good administration. Rank generally shall not be bypassed. The Parking Enforcement Officer shall disseminate all information, via the chain of command, which is pertinent to the smooth and orderly function of the unit. Parking Enforcement Supervisors shall also keep their subordinates informed in all matters pertaining to their position as parking officers.



CODE SEVEN / COFFEE BREAK POLICY 6.14

Officers and uniformed non-sworn members shall take meals for such period of time, and at such time and place as established by Department Procedures.

At no time shall officers and uniformed non-sworn members accept free meals or drinks, reduced prices, or any other consideration that is not regularly enjoyed by the public.

Officers shall not congregate at eating establishments. Only two officers are permitted at one time in a restaurant or coffee shop unless prior approval is received from a supervisor.

Refer to Department Procedure 6.14, Code Seven, Coffee Break.

COMPUTER USE

USE OF CITY/DEPARTMENT COMPUTER SYSTEMS POLICY 1.45

The use of Department computer equipment, electronic systems and electronic data, including E-mail and the Internet, is subject to the City's Administrative Regulations and 90.62, 90.63, 90.64, 90.66. Under these regulations, all computer use is limited to Department business purposes only. E-mail and the Internet may not be used to transmit confidential, sensitive or privileged City or Department information to unauthorized persons or organizations and information sent over these systems, or stored on these systems, is Department property. There shall be no expectation of privacy in relation to information stored in or sent through these systems.

The following order appears on the login screen for all SDPD computers:

This is a restricted information system. System usage is monitored, recorded, and subject to audit. Unauthorized use of this system is prohibited and may be subject to disciplinary action as as criminal and/or civil penalties. Use of this system indicates consent to monitoring and recording. DMV/CLETS records are confidential and for law enforcement use only. Unauthorized or unofficial use of, or tampering with, any SDPD computer system is a VIOLATION of California Penal Code Sections 502, 11142, 11143, 11105, 13300, 13302-13304, and Government Code Section 6200. All SDPD computer systems must be used in accordance with City of San Diego Administrative Regulations 90.62, 90.63, and 90.64, and Department Procedure 1.45. All information contained on any SDPD computer system is the property of the SDPD.

CONDUCT AND DEMEANOR AT POLICE FACILITIES

All personnel are expected to keep the building and the grounds clean and in good condition. Trash should be disposed of properly. Unnecessary abuse to the building will not be tolerated.

The Division station is a place of business; therefore, all employees are expected to conduct their work in a professional manner. Citizen inquiries, either in person or by telephone, should be handled courteously and expeditiously. Excessive noise, profanity or horseplay will not be tolerated.

Bulletin boards are reserved for area crime information and Department announcements.

COURT APPEARANCE AND PREPARATION

When appearing in court, officers will appear in Class A or B uniform. If you will be going to court directly from the field, a change of clothing may be necessary. Shorts and tennis shoes are not appropriate attire for court appearances. Class A uniform is not mandatory but suggested. Your appearance must be professional.

If you are ill on a day that you have been subpoenaed, make your supervisor aware of this so the court clerk can be notified. If you have a scheduled vacation day, compensatory day off or will be attending department authorized training, you may be excused from court after submitting the proper paperwork. None of the above types of leave shall be sought, nor granted, once a subpoena has been served.

It is incumbent upon the officers to be as well prepared as possible. Below is a list of items to bring to court when you appear:

- Copy of the citation;
- Your impound report with all the supporting documentation such as registration information, etc.;
- Obtain the license plate or placard from the property room;
- A copy of the Municipal Code or Vehicle Code section for which the citation was issued.

Officers appearing in court on license plate/placard impounds will generally be testifying in the downtown Municipal Court, but on occasion you may be testifying at Traffic Court in Kearny Mesa.

DAILY JOURNAL

Officers' Daily Journals are of significant value to the effective operation of the Department in that they:

- Document the daily mark times and activities of the officers.
- Serve as a supervisory aid by assessing the amount and kind of work performed.

In accordance with Department Procedure 6.05, Electronic Officer's Daily Journal, "Any paper journals will be maintained at the command for two years and then destroyed, unless the journal is evidence in an ongoing civil or criminal case, or for disciplinary purposes." The original handwritten Officers' Daily Journal will be filed after approval by a supervisor. Copies can be made for anyone needing them. It will be the responsibility of the immediate supervisor to file the report. The daily journals shall be filed chronologically.

DEFECTIVE EQUIPMENT

Any equipment that malfunctions must be reported promptly to your supervisor. Do not attempt to make repairs or adjustments to the equipment. Problems may include, but are not limited to portable radios, batteries, battery chargers, handheld computers, flashlights, tape measures, chalk sticks and pepper spray. All malfunctions must be turned in to the appropriate person to repair or replace equipment.

DEPARTMENT POLICIES

Department Policies are essential to you as a member of the San Diego Police Department. These policies are located in the SDPD Policy Manual. All Department members are expected to know and follow all Department Policies.

DUTIES – PARKING ENFORCEMENT OFFICER I

Patrols an assigned area of the City driving three-wheeled scooters, smart cars or pickup trucks and issues citations or warnings for violations of California Vehicle Code provisions and parking control ordinances, e.g., parking time limit zones, tow away zones, loading zones, and metered parking areas;

Impounds illegally parked or abandoned vehicles;

Checks vehicle, parking citation and registered owner information via computer;

Testifies in court;

Reviews and makes recommendations on citation dismissal requests;

Marks vehicle tires to determine time violations and log mark times on journal;

Explains parking regulations and gives general information to the public;

Keeps appropriate records of violation notices issued;

Voids citations when warranted;

Makes reports of damaged or inoperative parking meters;

Services own vehicle;

Recommends traffic improvements;

Prepares reports concerning parking related problems;

Investigates improper traffic control practices by construction crews and issues notice of violation or notice to appear as appropriate;

Conducts field investigations of unlawful use of disabled parking placards and issues citations for violations;

Provides information to Police Department regarding stolen vehicles found illegally parked or evidence found in abandoned vehicles;

May direct traffic;

Other duties as assigned.

PATROLLING/PUBLIC CONTACT

Reports broken and defective parking meters by inputting information on hand held computer to be reported to the meter shop;

Drives an automatic and /or manual shift 3 wheeled vehicle, pick-up truck, sport utility vehicle, sedan, or walks to enforce parking regulations;

Writes and issues warnings and parking citations for vehicles in violation of state and city parking regulations, utilizing a hand held computer or manual citations;

Marks tires of vehicles parked in timed zones with a marking stick or other means for the purpose of monitoring compliance with established time limits of the zone;

Identifies abandoned and stolen vehicles, requests stolen vehicle checks via department radio in accordance with established regulations, and prepares abandoned vehicle reports;

Impounds vehicles which are illegally parked, abandoned, have outstanding citations or expired registration, by notifying dispatcher by radio to dispatch a tow truck, and completes appropriate reports;

Notifies dispatcher by radio of stranded motorists, traffic accidents, and /or traffic hazards observed, such as malfunctioning traffic lights, damaged traffic signals and signs, and/or hazardous conditions requiring police action;

Controls traffic by use of hand signals when impounding vehicles; in the case of a malfunctioning signal, or other emergency;

Provides general information to the public on street locations, directions, routine information on city landmarks, etc.;

Contacts citizens and/or businesses in response to complaints regarding parking problems;

Responds to complaints from persons issued citations by Parking Enforcement Officer I's by presenting a verbal explanation of the parking code violated;

Appears in court as a witness for civil and/or criminal matters;

Responds appropriately to stressful situations and difficult or irate citizens with calm, tact and professionalism.

LEADERSHIP AND TRAINING

In conjunction with supervisors, trains new hires to correctly and safely operate a 3 wheeled vehicle, patrol assigned areas, and to enforce parking regulations and other vehicle-related legislation; and to properly operate and maintain the hand held electronic citation machine to generate citations for illegally parked vehicles.

Maintains beat-books in order to reflect the current status of beats.

Utilize MPS when assigned.

ADMINISTRATION

Other duties as assigned.

DUTIES – PARKING ENFORCEMENT OFFICER II

In addition to the items listed under Parking Enforcement Officer I:

Performs supervisory duties when a supervisor is not available:

- Disseminates the daily work assignments
- Monitors the work of officers in the field

Minimizes problems that must be resolved by a supervisor;

Assists with the training of new and existing employees;

Responds to citizen complaints and route slips;

Issues citations for violations of California Vehicle Code provisions and Municipal parking ordinances;

Investigates the more complex construction traffic control permit violations and the misuse of disabled parking placards;

Impounds illegally parked or abandoned vehicles;

Updates online incident log.

PATROLLING

Reports broken and defective parking meters by entering information on hand held electronic citation issuing device to be reported to the meter shop;

Drives an automatic 3 wheeled vehicle, pick-up truck, sport utility vehicle, sedan, or walks to enforce parking regulations;

Writes and issues warnings and parking citations for vehicles in violation of state and city parking regulations, utilizing a hand held electronic citation issuing device or manual citations;

Marks tires of vehicles parked in timed zones with a marking stick or other means for the purpose of monitoring compliance with established time limits of the zone and logs mark times on journal;

Identifies abandoned and stolen vehicles, requests stolen vehicle checks via department radio in accordance with established regulations, and prepares abandoned vehicle reports;

Impounds vehicles which present a safety hazard, and illegally parked, abandoned, have outstanding citations or expired registration, by notifying dispatcher by radio to dispatch a tow truck, and completes appropriate reports;

Notifies dispatcher by radio of stranded motorists, traffic accidents, and /or traffic hazards observed, such as malfunctioning traffic lights, damaged traffic signals and signs, and/or hazardous conditions requiring police action;

Controls traffic by use of hand signals when impounding vehicles; in the case of a malfunctioning signal, fires, or other emergencies;

LEADERSHIP AND TRAINING

Assists supervisor in reviewing and checking parking citations, notices to appear, and other paperwork issued or submitted by Parking Enforcement Officer I's for completeness, accuracy, and legibility;

Conducts, in lieu of and in conjunction with supervisors, daily line-up of Parking Enforcement Officer's to check attendance; assigns beats; makes announcements of department policies, procedures and other pertinent information; and performs vehicle and uniform inspections;

Trains and reviews, in conjunction with supervisors, department procedures with Parking Enforcement Officer I's, i.e., parking citations, proper radio operation, municipal and state codes and enforcement;

In conjunction with supervisors, trains new hires to correctly and safely operate a 3 wheeled vehicle, patrol assigned areas, and enforce parking regulations and other vehicle-related legislation; and to properly operate and maintain the hand held electronic citation machine to generate citations for illegally parked vehicles;

Provides an evaluation on the work performance of new Parking Enforcement Officer I's to assist the supervisor with employee performance reports;

Maintains beat-books in order to reflect the current status of beats;

Utilize MCT when assigned.

PUBLIC CONTACT

Provides general information to the public on street locations, directions, routine information on city landmarks, etc.;

Contacts citizens and/or businesses in response to complaints regarding parking problems;

Responds to complaints from persons issued citations by Parking Enforcement Officer I's by presenting a verbal explanation of the parking code violated;

Appears in court as a witness for civil and/or criminal matters;

Attends and speaks to community group meetings to exchange information and act as a liaison from the department on parking enforcement matters;

Responds appropriately to stressful situations and difficult or irate citizens with calm, tact and professionalism;

Liaison to city departments and staff at all levels;

ADMINISTRATION

Ensures leave request forms, time cards, overtime sheets and other routine paperwork completed by Parking Enforcement Officer I's are completed accurately;

Assists supervisor (Parking Enforcement Supervisor) with statistical reports on Parking Enforcement Unit such as citations issued for illegal parking and impound status, for review by Sr. Parking Enforcement Supervisor and others in chain of command;

Review officers' daily journals, impound reports, ARJIS 9 incident reports, traffic improvement reports and other reports for accuracy, completeness and propriety of recommendations made by Parking Enforcement Officer I's;

Orders supplies and specialized Parking Enforcement equipment such as chalk sticks, radios, flashlight batteries, and office supplies using established ordering procedures;

Prepares route slips, letters, memos, logs, and inspection reports.

DUTIES – PARKING ENFORCEMENT SUPERVISOR

Prepares work schedules to ensure adequate coverage for routine and emergency situations;

Selects, assigns, and rates the work performance of Parking Enforcement Officers;

Investigates citizen complaints and recommends appropriate action;

Prepares written responses to route slips;

Reviews citation dismissal recommendations for appropriateness;

Trains subordinates on the issuance of parking citations, Municipal and California Vehicle Code provisions, police radio use and scooter operation;

Provide training for other departments within the city.

Reviews and makes recommendations on vehicle impound procedures and reports;

Checks citations written by Parking Enforcement Officers; issues citations for violations of parking ordinances;

Answers questions and gives information to the public;

Checks vehicle, parking citation and registered owner information via computer;

Inspects uniforms and scooters;

Prepares daily reports and monthly stats;

Updates online incident log;

May testify in court.

Investigates and reviews accidents and on-the job injuries of employees to identify and document cause.

Reviews citations returned to department for incomplete or incorrect data.

Prepares work schedule for subordinates to ensure all assigned beats are adequately covered.

Ensures leave request forms, time cards, overtime sheets and other routine paperwork completed by Parking Enforcement Officers are accurately completed.

Prepares statistical reports on Parking Enforcement unit such as citations issued for illegal parking and impound status, for review by Sr. Parking Supervisor and others in chain of command.

Reviews officers' daily journals, impound reports, traffic improvement reports and other reports for accuracy, completeness and propriety of recommendations;

LEADERSHIP, TRAINING AND SUPERVISION

Conducts daily line-up of Parking Enforcement Officers to check attendance, assign beats, make announcements of department policies, procedures and other pertinent information, and perform vehicle, hand held computer, uniform and walkie-talkie inspections;

Trains and reviews department procedures with Parking Enforcement Officers, i.e., parking citations, proper radio operation, municipal and state enforcement policies; and to properly operate and maintain the hand held electronic citation machine to generate citations for illegally parked vehicles; and operating CLETS and ARJIS systems;

Train and supervise a Dispatcher II

Train and supervise a Clerical Assistant I

Utilize MCT and train Parking Enforcement Officers on how to operate it.

Monitors and checks the assigned beats of Parking Enforcement Officers to ensure illegally parked vehicles are identified and addressed accordingly;

Reviews dismissal, corrections, and error reports by Parking Enforcement Officers for accuracy, completeness, and legibility, and to analyze trends concerning an officer's effectiveness in the field;

Evaluates new and experienced Parking Enforcement Officers' work performance;

Conducts inspections of vehicles for proper maintenance and cleanliness, and employee uniforms for proper attire and cleanliness;

Interviews and selects new Parking Enforcement Officers for hiring following established City of San Diego Appointing Authority guidelines.

PUBLIC CONTACT

Responds to informational requests from the public, relative to the procedures and actions of Parking Enforcement Officers, by telephone, in person, and/or through written response;

Prepares written responses to inquiries from the Mayor, Council members, the Manager, and/or other City staff, regarding Parking Enforcement Officer activities;

Responds to inquiries from the media regarding specific accidents and/or news generating incidents;

Contacts citizens and/or businesses in response to complaints regarding parking problems;

Appears in court as a witness for civil and/or criminal matters;

Speaks to community group meetings to exchange information and act as a liaison from the department on parking enforcement matters;

Responds appropriately to stressful situations and difficult or irate citizens with calm, tact and professionalism;

Acts as a liaison to city departments and staff at all levels.

Conducts Fact-Finding Investigations, Completes all forms required for investigation, interview all witnesses and take recorded statements.

PATROLLING

Drives an automatic and/or manual shift 3 wheeled vehicle, small pick-up truck, sedan, or walks to enforce parking regulations;

Writes and issues warnings and parking citations for vehicles in violation of state and City parking regulations, utilizing a hand held computer or manual citations;

Notifies dispatcher by radio of stranded motorists, traffic accidents, and/or traffic hazards observed, such as malfunctioning traffic lights, damaged traffic signals and signs, and/or hazardous conditions requiring police action;

Controls traffic by use of hand signals when impounding vehicles; in the case of a malfunctioning signal or other emergency;

Other duties as assigned.

DUTIES - SENIOR PARKING ENFORCEMENT SUPERVISOR

Investigates citizen complaints and recommends appropriate action;

Prepares written responses to route slips;

Reviews citation dismissal recommendations for appropriateness;

Trains subordinate supervisors on the more complex parking enforcement codes and public contact issues;

Selects, assigns, and rates the work performance of Parking Enforcement Supervisors;

Reviews and makes recommendations on vehicle impound procedures and reports;

Checks citations written by Parking Enforcement Officers;

Answers questions and gives information to the public and community groups;

Prepares daily reports;

Completes special projects and studies as assigned;

May testify in court;

Evaluates and rates subordinate supervisors' performance against established standards which includes preparing performance reports, discussing progress and performance, and recognition of work;

Maintains employee discipline by working with and counseling employees in order to promote positive morale, increased efficiency and to ensure compliance with city and departmental rules, and policies, and regulations;

Interviews individuals for hire, promotion or placement using appointing authority interview procedures and make decisions or recommendations to management regarding employee selection;

Direct the work of subordinates through subordinate supervisors to ensure that work is completed in a timely and efficient manner;

Assigns and reviews section's work schedule in an effective and logical manner in order to ensure that coverage of beats is complete and thorough;

Develops, trains, and reviews section's procedures with subordinate personnel in areas such as enforcement of applicable codes, issuance of parking citations , correct and safe operation of equipment, etc.;

Conducts staff meetings and on- site meetings with squads in order to provide and receive information from internal sources regarding section's priorities, policies, procedures, applicable governmental codes, etc.;

Reviews and prepares responses to route slips, manager's reports (1472), accident reports, etc, and determines that the problem described has been correctly investigated, analyzed and solved in consistency with department policy;

Responds to complaints, referred by subordinate supervisors, from the public regarding parking enforcement issues, questions pertaining to municipal codes and department policy, performance of PEO's etc. by telephone, in person, or in writing;

Determines section's priorities and procedures based on evaluation of work unit standards, output measures and staffing requirements in order to increase efficiency and productivity;

Compiles statistics (overtime stats, issuance stats, Disabled Program stats, etc.) and conducts or reviews studies on work procedures and methods in order to evaluate and improve work processes;

Interprets and analyzes legislative changes in parking Enforcement mandates and makes recommendations for meeting the requirements based on availability of staff and resources, job classifications, and department operations;

Serves as a Liaison with community organizations, private business, and other city departments in order to establish positive relations and to explain enforcement policies and practices;

Verbally presents information or responds to questions before administrators, citizen committees, Council Committee hearings, etc., on issues pertaining to parking enforcement;

Prepares written correspondence and reports for the purpose of responding to route slips and citizens' complaints, reporting findings on audits and inspections, reporting results of hearing cases, promoting positive public relations, etc.;

Coordinates hearing cases when tickets are contested and processes citation dismissals when warranted by investigating and analyzing information obtained from complaints and involved PEOs;

Conducts inspections of uniforms, equipment and vehicles for cleanliness and proper active and maintenance;

Oversees and spot checks the assigned beats of PEOs, the issuance of parking citations, etc. in order to ensure compliance with departmental policies and procedures;

Inputs and extracts pertinent information from a computer terminal using CLETS, ARJIS, and other systems (including the use of an Auto Cite computer).

Assigns and transmits instructions and policies to subordinates;

Submits reports and makes recommendations to higher ranking officers;

Determines unit's resource needs including staffing, equipment, etc;

Prepares and recommends discipline for subordinate officers;

Hears appeals of disciplinary actions;

Acts as a liaison from the Police Department to the City Mayor or Council offices regarding unit activities;

Attends community meetings and makes presentations to community groups;

Serves as a liaison to outside agencies such as the Community College District or other law enforcement agencies;

Receives complaints and determines need for police action;

Advises attorneys and others concerning departmental procedures;

ELECTRONIC MAIL

All Department members shall access and read their Department E-mails at least once each work shift.

Refer to Department Procedure 1.01, Department Directives and Department Procedure 1.45, Use of City/Department Computer Systems for additional information.

EMPLOYEE PERFORMANCE REVIEW (EPR)

The Performance Review Program is a tool used by supervisors to document, monitor, and evaluate employee performance in relation to the critical functions and performance standards of the employee's position in a fair, consistent, and objective manner.

Employees are rated quarterly for the first year of employment or during probationary period, annual thereafter.

EQUAL EMPLOYMENT OPPORTUNITY (EEO)

The City does not tolerate harassment, discrimination or retaliation in any form. EEO allegations will be taken seriously, and investigated in a prompt, thorough, and objective manner. Violations of the EEO Policy may result in disciplinary action, up to and including termination, even if it is the first time such behavior occurs.

The City is committed to ensuring that the principles of fair and equal treatment are understood, respected, and practiced throughout the organization. Federal and State laws make it unlawful to discriminate on the basis of any protected class or category, such as: race, color, creed, religion, sex, national origin, age (40 or older), disability, marital status, ancestry, medical condition (e.g., AIDS/HIV, history of cancer), pregnancy and sexual orientation. Our EEO policy builds upon this foundation and extends to every employee the City's commitment to provide a workplace that is consistent with the law and actively supports and implements behaviors of a high performing work environment. All City employees, contract workers, and volunteers are

expected to adhere to the higher standard of conduct that this Policy defines. Although actions may not rise to the level of a violation of law, they may still violate the City's EEO Policy.

It is our expectation that every employee support the principles of equal opportunity as stated in the Policy. Managers and supervisors are responsible for enforcing these principles and for providing every City employee with a work environment free of discrimination and harassment. Supervisors must understand how important this issue is, and that they will be held accountable for ensuring that equal opportunity practices are adhered to in their work units.

Refer to Equal Employment Opportunity - Annual Statement and Administrative Regulations 96.50.

FILES AND RECORDS

All information contained in our work locations, such as unit records and database records, is to be considered highly confidential and is to be treated as such at all times. All files will be protected and secured at all times.

RELEASE OF FILE INFORMATION

In order 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. For this reason, all files and records will be protected and secured at all times.

HOLIDAYS

The following are legal City holidays based on provisions in effect on the first of each year. Holidays are a subject of negotiation with City employee groups and the holidays listed may be changed in the future as a result of that progress.

The Municipal Codes provides that whenever a holiday falls on a Saturday, the preceding Friday is a holiday and when a holiday falls on a Sunday, the following Monday is a holiday.

New Year's Day	Independence Day
Martin Luther King's Day	Labor Day
President's Day	Veteran's Day
Farmworkers Day	Thanksgiving Day
Memorial Day	Christmas Day

Juneteenth

FLOATING HOLIDAY

A Floating Holiday is accrued by eligible employees at the beginning of each fiscal year. Credit for the floating holiday must be used on or before the last day of the last full pay period in June or it will be lost. Except for those who terminate, employees are not eligible for pay in lieu for the floating holiday.

Refer to Personnel Manual Index Code H-2 for additional information.

HOURS OF DUTY

Parking Enforcement Officers work from **(Deleted – records of security)** hours depending on the shift rotation.

If your workday is 8 1/2 hours, it includes two 15-minute breaks and one 30-minute lunch. If your workday is 10 ½ hours, it includes three 15-minute breaks and one 30-minute lunch.

Tardiness may result in disciplinary action. Refer to Tardiness Policy. Employees must report illness directly to a supervisor in order to be excused from work. You must call in **at least one hour before your shift** so adjustments can be made to cover your absence. If you are unable to speak with a supervisor directly, you shall call the Watch Commander's Office at **(Deleted – records of security)** to report your absence. If you become ill while working, you must contact your supervisor to be excused from the remainder of your shift and a leave slip must be filled out and signed by your supervisor.

ADJUSTING HOURS

Under special circumstances, hours and days off may be adjusted, with approval of the employee's supervisor. The Senior Parking Enforcement Supervisor must approve long-term adjustments.

HOLIDAY AND SPECIAL EVENTS STAFFING PROCEDURE

Parking Enforcement Officers may be required to work any three of the City observed holidays and various special events. Officers may volunteer to work overtime on these days. If there are not enough volunteers, supervisors may mandate employees to work.

INJURY AND ILLNESS

Parking Enforcement Personnel shall speak directly to a supervisor when reporting illness or an emergency, or if unavailable to the Watch Commander at (619) 531-2205, as soon as possible and no later than one hour prior to going on duty. Members shall not leave messages for the purpose of reporting an illness or emergency. The Supervisor taking the report shall complete PD 237, Sick or Injury Reporting Form, and forward to the member's direct supervisor.

Supervisors conducting line-up should check the Red Book each day to obtain information of sick or injured officers.

All unscheduled annual leave for vacation is subject to Department approval in advance of the leave. Staffing and other operational needs will be considered prior to approval of time off.

The employee's supervisor shall be contacted each subsequent workday unless the Commanding Officer indicates that less frequent contact is satisfactory.

Members shall not feign or falsely report illness or injury or attempt to deceive any supervisor of the Department as to the condition of their health.

Supervisors may visit a member off-duty with an illness or injury if abuse is suspected.

ON-DUTY INJURY AND ILLNESS REPORTING PROCEDURE

First-line supervisors are required to complete a Supervisor's Accident and Injury Investigation Report, in addition to the RM-1634 Medical Status Report for Occupational Injury or Illness and the RM-1642 Worker's Compensation Claim Form, when medical treatment is sought as a result of a work-related injury.

Within 24 hours of notification of the injury, the employee's supervisor will be responsible for completing and forwarding these reports, and for telephoning Risk Management's Injury Reporting Call-In Center.

The Injury Reporting Call-In Center is staffed 24/7/365. The telephone number is **(Redacted – record exempt)**

The Supervisor's Accident and Injury Investigation Report can be found in the LAN shared drive. **DO NOT use the template form found on City Net.**

Police employee injury forms are filed within the Medical Assistance Unit and at Risk Management. No medical forms, other than the Minor Injury Report, should be filed in the employee's Division file.

INSPECTIONS

APPEARANCE AND GROOMING (MONTHLY)

A formal stand-up inspection will be conducted monthly at squad or unit conferences for adherence to appearance and grooming standards. The results shall be submitted on Form PD-931. It shall be every supervisor's responsibility to monitor officer's appearance on a daily basis. Discrepancies shall be brought to the officer's attention as they are observed.

Reports of Inspections are due by the end of the month to designated command personnel.

VEHICLE CONDITION AND EQUIPMENT (MONTHLY)

The Fleet Administrator is responsible for maintaining Department vehicle records. Commanding officers are responsible for the accurate completion of the Monthly Vehicle Inspection Report and its submission to the Fleet Administrator. Commanding officers are also responsible for maintaining the Monthly Vehicle Call-back Reports.

Monthly Vehicle Inspection reports are due to the Fleet Administrator by the last day of the month.

REQUIRED SAFETY GEAR (QUARTERLY)

All officers will be inspected for all required safety gear. If discrepancies are found, the supervisor will state the discrepancy, what has to be done to correct it, and complete a follow-up inspection to determine if the discrepancy has been corrected. Officers not present on a day of inspection must be inspected as soon as possible upon their return.

The following safety gear is to be inspected:

O.C. Spray (condition and expiration date)
Department issued radio
Flashlight (condition and operability)
Police Identification card
Scooter License
Protective Rain Gear (condition)
Police Access Card
Whistle
Keys

All above items are required equipment. All personnel should have the items in their immediate possession. If they do not, they are in violation of policy and shall be directed to obtain any missing items as soon as possible. Appropriate corrective measures should be taken to assure consistent compliance.

Reports of Inspections are due by the last day of the month for inspections conducted in January, April, July and October. Submit all results on Form PD-931.

Department Procedures 5.10 (Uniform, Equipment and Weapons) can be used as a guide.

LEAVE USE

1. LEAVE BALANCE

You may only use leave that has already been credited to your account. You may not use leave in the same pay period in which it was earned. Your current available leave balances are printed on your most recent pay stub. Check your pay stub before requesting leave and ensure that your request does not exceed the number of hours listed on the pay stub.

2. PROPER ACCOUNT

You must request leave from the proper account. Ensure that you have adequate time in the correct account. Unless there are mitigating circumstances, a Daily Time Sheet Correction Notice will not be sent to Payroll if you have asked for leave time from one account, but submit a leave request using another leave account. If you do not have enough time in the proper account, this may result in your being listed as "**Red A**" (leave without pay) for the time in question.

3. LEAVE WITHOUT PAY

Red A:
This is approved leave without pay. Leave that is approved when there is no time in leave accounts will be listed as "**Red A**." If an employee requests unpaid leave of absence for a scheduled reason, such as planned surgery or a family emergency, the request must be pre-approved by the Captain. If the employee requests unpaid leave for an unscheduled absence, such as an illness, the standards used for requests for paid leave in such circumstances shall apply.

Red K:
This is unapproved leave without pay. If the employee has not received approval for an absence, either before or after the instance, the leave shall be considered as "**Red K**" time. Excessive use of sick leave when there is no leave time available is NOT cause for a "**Red K**" listing. Leave abuse, such as false claims of illness, or failure to submit a doctor's verification of illness required, will be considered **"Red K"** time.

Instances of Red A and Red K shall be reported to Management by the employee's supervisor.

4. DISCIPLINARY ACTION

Unauthorized use of leave without pay (**Red K**) will normally result in disciplinary action. Instances in which a doctor's verification of illness is required but has not been submitted may also be considered a failure to obey a direct order.

LEGAL ACTIONS / RESTRAINING ORDERS

Any employee receiving such legal action arising out of City employment must promptly notify their supervisor and provide copies of any information received. The employee's supervisor should immediately contact the City Attorney's Office to schedule an interview or session to review the documents in order to determine the appropriate response from the City.

Any action taken during the scope and authority of their position, while working for the City, are covered by the City against legal actions arising out of their employment. This coverage does not extend to criminal conduct, actions of gross negligence or actions outside the scope of your employment (justifiable extenuating circumstances excepted).

LIGHT DUTY

Light duty officers must report to the Lieutenant or the Senior Parking Enforcement Supervisor for their assignments. Light duty officers may not work out-of-class assignments and must adhere to the Appearance Guidelines, whether required to wear their uniform or civilian clothes.

MASTER SCHEDULE

The Master Schedule is intended as a permanent, accurate and easy-to-read record of the Division assignments. The line-up Supervisor is responsible for documenting officers' activities on the daily schedule, ensuring it is accurate and complete. If the Supervisor is not going to be present to hold line-up, he/she will be responsible to make sure someone on the squad knows how to complete the daily Schedule.

When an officer is on special detail, the entry should say 11-86 in the assignment column. There should be a brief explanation of the 11-86; such as "First Aid/CPR", "Auto Theft Class", "Physical Therapy", etc. The explanation can usually be written next to the special detail code.

The status column should be used when an employee is not working for some reason; such has sick, vacation, day off, etc.

If an employee has a scheduled TO at the end of shift then decides to cancel it at the last minute, the Master Schedule should be modified to reflect the change. The employee's Supervisor will ensure that the change is made on the Master Schedule. The Supervisor shall also notify other staff members, who receive a copy of the Master Schedule, regarding the change. This process will ensure that future inquiries into the schedule will always be accurate.

ABSENT WITHOUT PAY	A
BEREAVEMENT LEAVE	BL
COMPENSATORY TIME OFF	TO
DISCRETIONARY LEAVE	DL
FLOATING HOLIDAY	F
HOLIDAY	H
INJURY WITH PAY	D
JURY DUTY	CL

LIGHT DUTY OFFICER	LDO
LONG TERM DISABILITY	LT
MILITARY LEAVE WITH PAY	ML
REGULAR DAY OFF	DO
SICK LEAVE WITH PAY	S
UNAUTHORIZED LEAVE W/O PAY	K
VACATION	V
WORKER'S COMPENSATION	C

OUT-OF-CLASS ASSIGNMENT (OCA)

Employees may be eligible to work in an out-of-class capacity within the unit. Management agrees to provide equal opportunity on a rotational basis for such out-of-class assignments to persons on the eligible list and will consider the seniority, availability, training and job performance of employees when making such assignments. In the event that there is no eligible list, the appointing authority will provide equal opportunity on a rotational basis to eligible employees and will consider seniority, availability, training, and job performance in making such assignments. If the out-of-class assignment lasts over five days, an employee's current shift or station assignment shall not preclude their eligibility for out-of-class assignment.

Refer to Personnel Regulations Index Code H-3 for additional information.

OUTSIDE EMPLOYMENT POLICY 5.12

Employees shall not accept employment outside City service or participate actively in the management or operation of a business that would result in conflict of interest or reflect criticism or discredit on the employee or the City or that would affect the employees' efficiency in the performance of their regular duties.

Member seeking outside employment shall first obtain approval from their commanding officers.

Refer to Department procedure 5.12 and Personnel Regulations G-6

OVERTIME

Full-time employees are eligible for premium rate overtime pay for all time worked:

a. Beyond the scheduled number of hours in the employee's work day,
b. On days other than those designated in the employee's scheduled workweek,
c. On a Saturday or Sunday, unless those days are part of the employee's scheduled workweek,
d. On a City recognized holiday,
e. In excess of 40 hours in their workweek.

Employees may receive equivalent compensatory time credits in lieu of pay at premium rate for overtime. Such compensatory time credits may be granted at the discretion of the appointing authority in accordance with City and departmental accrual limits as outlined in Administrative Regulation 95.01. However, under no circumstances may an employee's accumulated compensatory time credits exceed 120 hours.

Compensatory time balances shall be reduced to 0 hours as of December 31st each year.

Refer to Personnel Regulations Index Code: H-4 for additional information.

OVERTIME COMPENSATION POLICY

The Chief of Police shall follow City regulations to administer overtime in a manner consistent with fiscal responsibility and sound management.

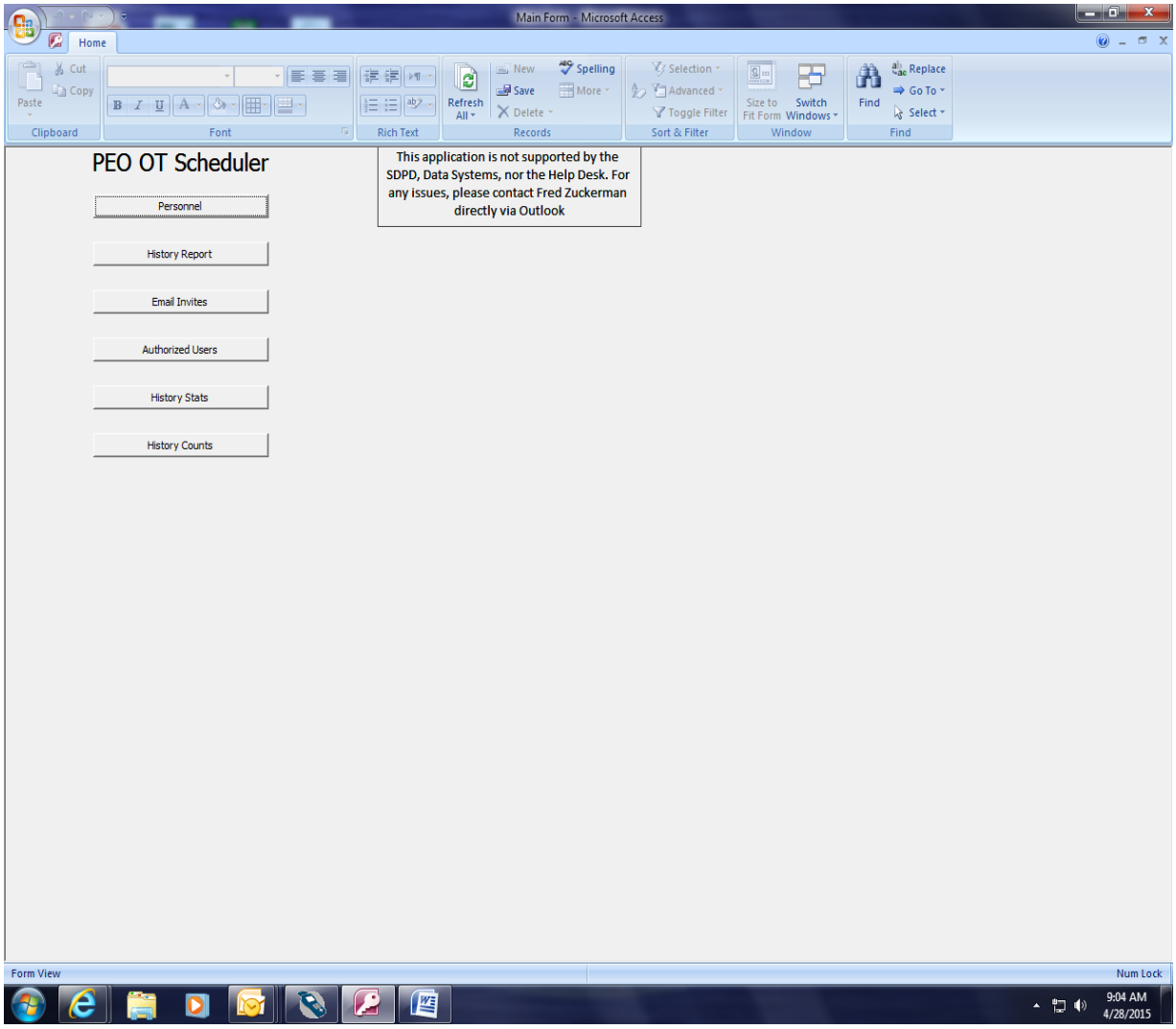
Authority shall be delegated to each supervisor and manager in the department to manage overtime.

Refer to Department Procedure 1.20.

PARKING ENFORCEMENT OVERTIME SCHEDULER:

Opening Screen:

The PEO Overtime (OT) Scheduler Tabs are as follows: Personnel, History Report, Email Invites, Authorized Users, History Stats and History Counts. The PEO OT scheduler is programmed to select a PEO for overtime based on the last overtime day worked. PEOs who have not worked overtime recently will float to the top of the rotation list. The supervisor requests to fill an overtime opening up to fourteen calendar days in advance. The PEO should respond to the supervisor's overtime invitation within two working days. A failure to respond to the request will cause the PEO to be dropped to the bottom of the rotation list. After three non-responses, the PEO will be suspended from the overtime rotation for a period of sixty days.

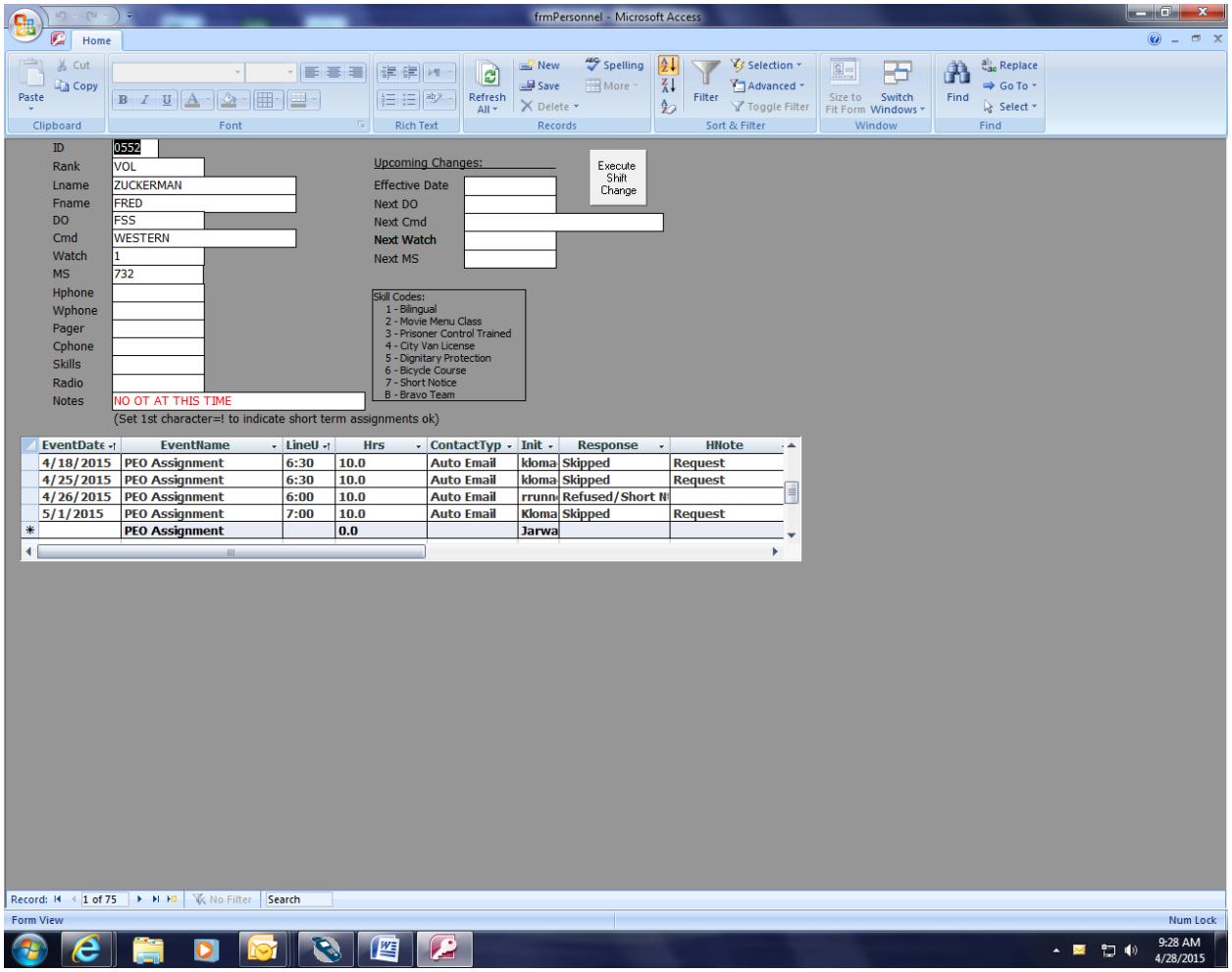


Personnel Table:

The Personnel Table contains the overtime record and information of the selected PEO. The left column in the Personnel Table has the PEOs information, such as rank, name, Id and days off. The bottom table contains a historical record of the events that have been offered to the PEO. There are eight columns; the event date, event name, line-up time, hours of the event, contact type, inviting supervisor, response and h-notes. The column contact type indicates how the PEO was invited, e-mail, phone, walk-in, paged or mailed. It is recommended that that the inviting supervisor always confirms the PEOs acceptance with an e-mail. The email requires a response from the PEO acknowledging their acceptance of the assignment; it also serves as verification of the agreement. There are eleven different response options available in the response field. Each response type is preprogrammed with a specific business rule which will affect the PEOs rotation in the scheduler. The supervisor will apply the appropriate response based on the final disposition of the event and how the PEO reacts to the invitation. The responses are as follows: accepted, accepted short notice, c/b staffed, event canceled, late, left message, no response, no

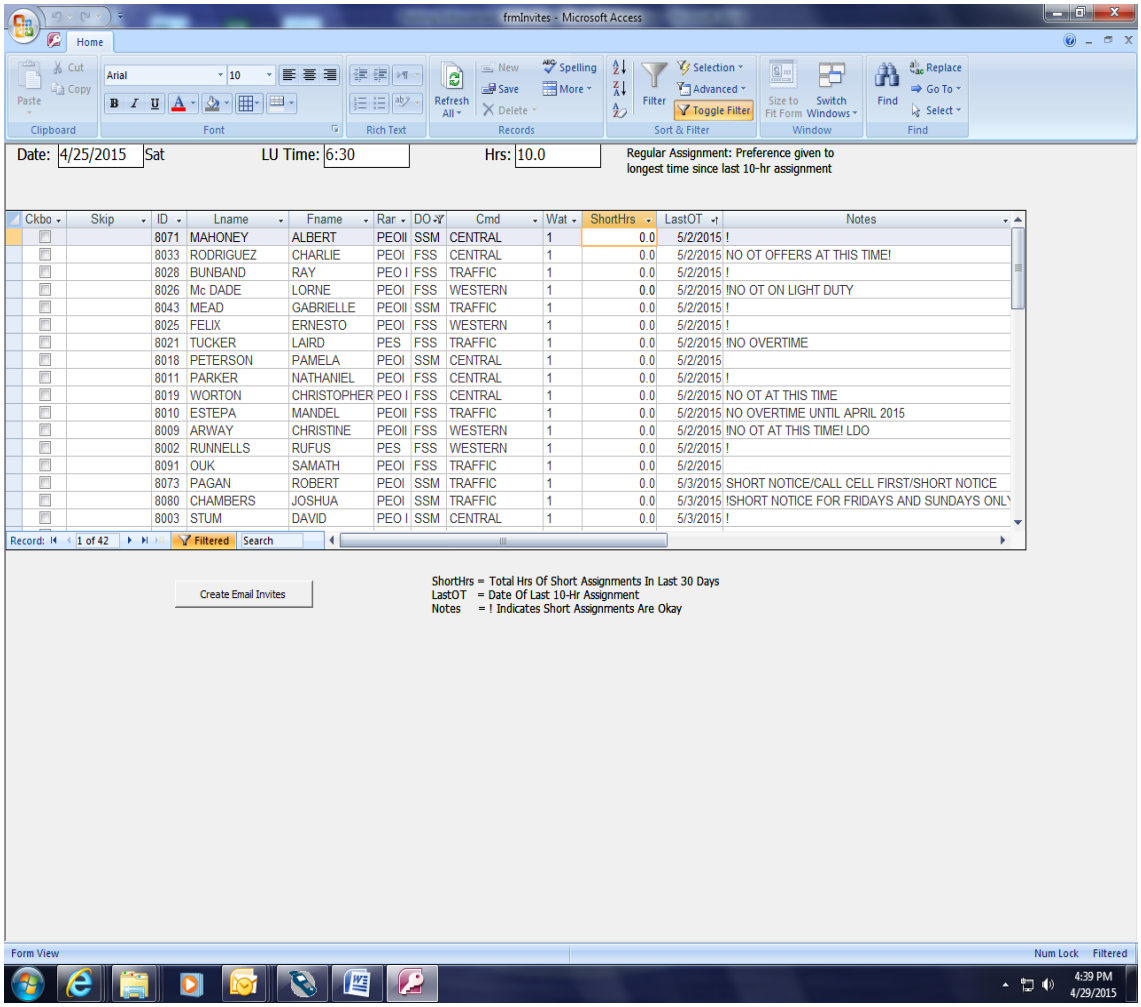
show, officer canceled, refused and refused / short notice. The individual's record is listed in the left hand column: ID= SPDP Identification Number, Rank= SDPD Job Classification, LName= Last Name, FName=First Name the, Cmd=the Substation where the Officer is assigned , DO=Days Off, Watch=the Shift PEO is currently assigned to (all PEOs are working first watch "1"), MS=Mail Station address of Substation, Hphone= the PEOs Home Phone Number, Wphone=the PEOs Work Phone, Pager=the PEOs Pager Number, Cphone=PEO Cell Phone Number, Skills= PEOs Extra Skill Set (the skill codes are listed in the center box), Radio=Radio Trunk Number, Notes= the PEO's Special Circumstances, such as the PEO is unavailable due to vacation, light duty or pending discipline. If the PEO has special notes indicating they are unavailable for OT, the supervisor will check the "skipped" box in order to document in the PEOs OT history that they were unavailable when the OT was offered. The skipped PEO will be sent to the bottom of the list

A red "!" in the first position of the notes field indicates the PEO would like to be included to fill events that are less than ten hours.



Email Invites:

Email invites are the foremost method a supervisor will use to offer a PEO a regular ten hour overtime event. The three main fields are located on the top of this screen. They are as follows: Date, LU Time and Hrs. Date=the date of the overtime request, LU Time=the line-up time of the event, Hrs= the time duration of the overtime



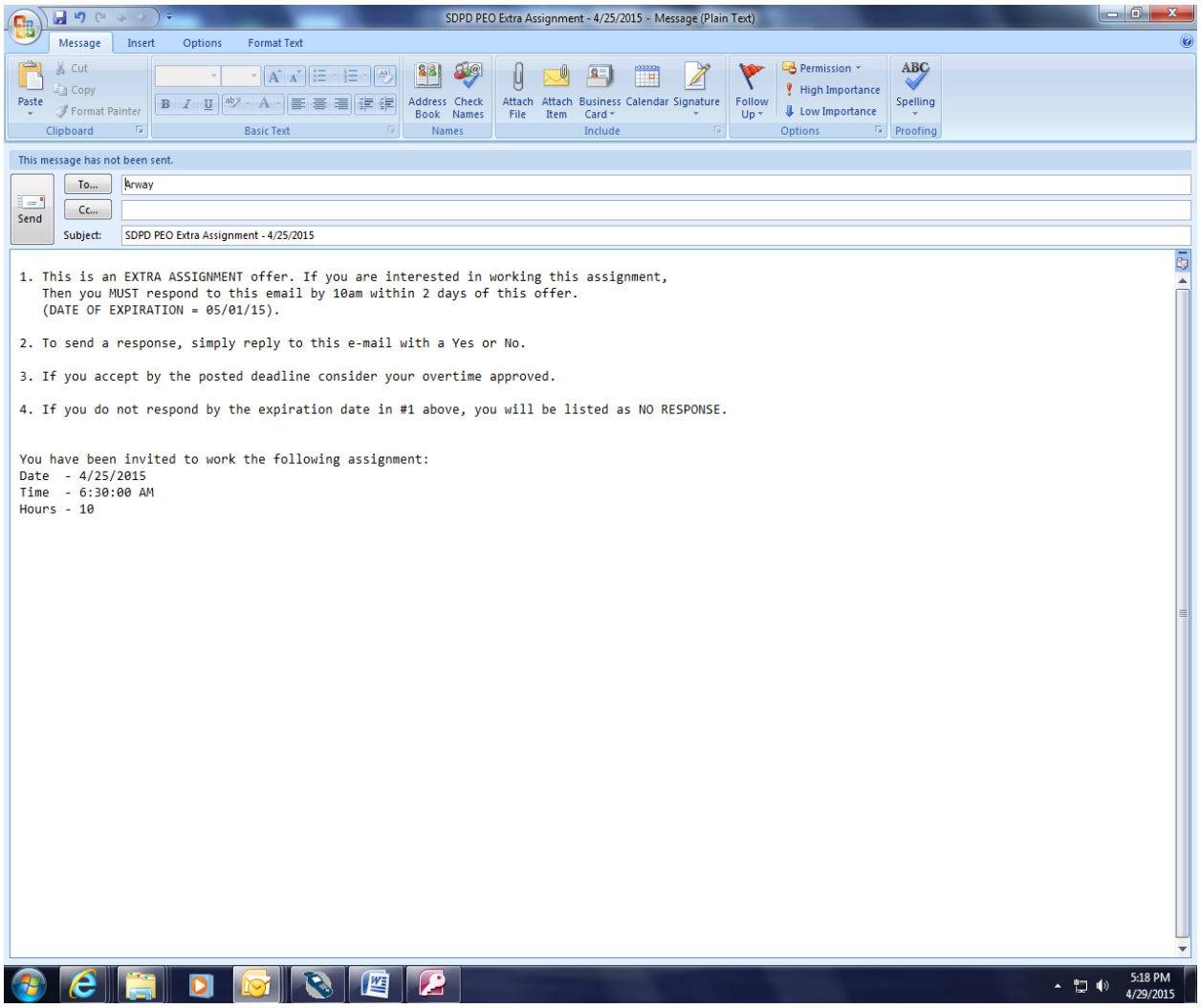
Ckbo	Skip	ID	Lname	Fname	Rar	DO	Cmd	Wat	ShortHrs	LastOT	Notes
		8071	MAHONEY	ALBERT	PEOII	SSM	CENTRAL	1	0.0	5/2/2015	!
		8033	RODRIGUEZ	CHARLIE	PEOI	FSS	CENTRAL	1	0.0	5/2/2015	NO OT OFFERS AT THIS TIME!
		8028	BUNBAND	RAY	PEO I	FSS	TRAFFIC	1	0.0	5/2/2015	!
		8026	Mc DADE	LORNE	PEOI	FSS	WESTERN	1	0.0	5/2/2015	NO OT ON LIGHT DUTY
		8043	MEAD	GABRIELLE	PEOII	SSM	TRAFFIC	1	0.0	5/2/2015	!
		8025	FELIX	ERNESTO	PEOI	FSS	WESTERN	1	0.0	5/2/2015	!
		8021	TUCKER	LAIRD	PES	FSS	TRAFFIC	1	0.0	5/2/2015	NO OVERTIME
		8018	PETERSON	PAMELA	PEOI	SSM	CENTRAL	1	0.0	5/2/2015	
		8011	PARKER	NATHANIEL	PEOI	FSS	CENTRAL	1	0.0	5/2/2015	!
		8019	WORTON	CHRISTOPHER	PEO I	FSS	CENTRAL	1	0.0	5/2/2015	NO OT AT THIS TIME
		8010	ESTEPA	MANDEL	PEOII	FSS	TRAFFIC	1	0.0	5/2/2015	NO OVERTIME UNTIL APRIL 2015
		8009	ARWAY	CHRISTINE	PEOII	FSS	WESTERN	1	0.0	5/2/2015	NO OT AT THIS TIME! LDO
		8002	RUNNELLS	RUFUS	PES	FSS	WESTERN	1	0.0	5/2/2015	!
		8091	OUK	SAMATH	PEOI	FSS	TRAFFIC	1	0.0	5/2/2015	
		8073	PAGAN	ROBERT	PEOI	SSM	TRAFFIC	1	0.0	5/3/2015	SHORT NOTICE/CALL CELL FIRST/SHORT NOTICE
		8080	CHAMBERS	JOSHUA	PEOI	SSM	TRAFFIC	1	0.0	5/3/2015	!SHORT NOTICE FOR FRIDAYS AND SUNDAYS ONL
		8003	STUM	DAVID	PEO I	SSM	CENTRAL	1	0.0	5/3/2015	!

The supervisor should request to fill an overtime opening up to fourteen calendar days in advance. The PEO should respond to the supervisor's request within two working days. A failure to respond within the timeline will result in the PEO being dropped to the bottom of the OT rotation list. After three non-responses, the PEO will be suspended from the overtime rotation for a period of sixty days. The supervisor will advise the Senior Parking Enforcement Supervisor (SPES) prior to the suspension. Once the PES approves, the supervisor will notify the PEO of the suspension. Regular assignments will be given preference to the longest time since the PEO last had a ten-hour assignment. Those PEOs will be formed at the top of the list. The supervisor will select the overtime candidates from the top down by placing a check in the "CkBox" column on the left of the PEOs record.

Once the supervisor has selected the PEOs, the supervisor will email a snap-shot of the screen to the SPES. The supervisor will then click on the "Create Email Invites" tab located at the bottom right section of this screen.

Create Email Invites:

"Create Email Invites" will generate a generic screen with a pre-composed overtime invitation offer.



The supervisor may add any additional information as needed. After the PEO responds back to the supervisor, the supervisor should respond back acknowledging that they received the PEOs answer. If the supervisor's invitation is less than fourteen days, it is considered a "Short Notice" invitation. If a PEO turns down the short notice invitation, the PEO will still remain at the top the list. If the PEO agrees to work the event with a short notice invitation, they will be dropped to the bottom of the list.

PARKING

Employees shall park their personal and City issued vehicles in the designated parking spaces at all facilities.

PAYROLL: Procedures and Information

The following is a guide to aid in accurately completing labor cards and understanding other related procedures. Please keep it for your reference. Labor cards must be submitted to your supervisor via OneSD on the last Friday of the pay period, unless otherwise instructed (i.e. Holidays, Fiscal closing). It is the individual responsibility of each employee to submit a complete and correct labor card.

Make sure that the white and yellow copies of your signed overtime slip(s) are turned in to your supervisor, if applicable. Keep the pink copy for your records. Your supervisor will review your labor card. If correct, it will be submitted to the Payroll Clerk. If incorrect, your supervisor will not approve it. Make the appropriate changes to your labor card and re-submit for approval. Make all corrections as soon as possible to make sure your labor card will be turned in on time.

LATE OVERTIME SLIPS

Overtime slips received by the Payroll Clerk after the due date/time will not be accepted. A letter from your Commanding Officer justifying the late submission of the overtime slip is required.

REQUEST FOR LEAVE

You must have the time on the books before you can take the time off. Check your most current pay stub for available leave balances. Always make sure your leave slip is signed and completed accurately. It is each employee's responsibility to ensure leave slips have been completed whenever any leave is taken.

Leave requests are to be submitted to your supervisor for approval before the leave is taken or immediately upon your return from unscheduled leave.

All unscheduled annual leave for vacation is subject to Department approval in advance of the leave. Staffing and other operational needs will be considered prior to approval of time off.

VACATION OR EXTENDED LEAVE

When you go on vacation, Military Leave or other extended leave, complete all labor cards to cover the period you will be away before you leave.

Check your most current pay stub to see if you have earned enough time for your planned leave. Requests for leave cannot exceed hours earned.

MATERNITY LEAVE/LONG TERM LEAVE

If you take TO/Vacation time off prior to or after the birth, you must follow the same procedure as above for vacation.

PERSONAL CALLS

MOBILE PHONES

Personal phone calls tend to distract the employee's attention from monitoring and responding to radio traffic and or questions from the public.

Non-emergency calls will be permitted during the employee's break or lunchtime. Employees should use discretion when responding to personal calls while working in the field.

Employees are not permitted to use mobile phones while driving a vehicle. The use of mobile phones with hands free devices is also prohibited.

PSYCHOLOGICAL SERVICES PROGRAM

Focus Psychological Services was established in 1984 in recognition of the unique demands placed on law enforcement and public safety personnel.

A public safety career makes demands on public safety personnel and their families, effecting health and well-being. Focus Psychological Services provides confidential counseling and critical incident debriefing to public safety personnel and their families.

You may utilize Focus Psychological Services for any counseling problem, whether or not it is job related. All counseling services are strictly confidential. No record of who uses the services is released to the Department or City.

You may contact Focus at **(Redacted – record exempt)** or online www.**(Redacted – record exempt)**

RIDE / WALK - ALONG POLICY

It is the policy of the San Diego Police Department to encourage citizen ride/walk-alongs as part of our community-oriented approach to policing.

Ride-alongs are not permitted in the Parking Enforcement Scooter. In some instances, ride-alongs may be arranged in a vehicle equipped to accommodate passengers.

All requests for ride/walk-alongs should be directed to the designated supervisor.

- Parking Enforcement staff will obtain the interested party's name, address, phone number and date of birth. The information will be forwarded to the ride/walk-along coordinator who will fill out a "Waiver of Claims" form.

- All interested parties (who meet the minimum age requirement) will have a records check done.

- The ride/walk-along coordinator will contact the interested party within two weeks to arrange or deny a ride/walk-along depending on the results of the records check. While arranging the ride/walk-along, citizens should be informed that they might be listed as a witness to any information they observe and that this may result in their being subpoenaed to court.

- The ride/walk-along coordinator will maintain a log of all ride/walk-along requests.

Requirements:

- Participants must be eighteen years of age or older and have some form of valid I.D. Exceptions: The age requirement may be waived for juveniles of high school age at the discretion of the Senior Parking Enforcement Supervisor.
- Participants must live, work or go to school in the City of San Diego. Exceptions: Job applicants.

- Participants are limited to one ride/walk-along per year consisting of ten (10) hours or less. The supervisor or Senior Parking Enforcement Supervisor must authorize requests for additional ride/walk-alongs. Exceptions: Job applicants.

- All participants should read and must sign the "Waiver of Claims" form before starting their ride/walk-along.

SALARY

CLASSIFICATION	A STEP	B STEP	C STEP	D STEP	E STEP
PEO I	27.60	28.87	30.29	31.71	33.17
PEO II	30.27	31.76	33.36	34.90	36.45
PES	35.03	36.76	38. 42	40.29	42.06
SPES	42.79	44.86	47.03	49.32	51.58

SENIORITY

Seniority among Parking Enforcement Officers is based upon the following criterion:

Parking Enforcement Officer I	Parking Enforcement Unit hire date;
Parking Enforcement Officer II	Promotion date; Parking Enforcement Unit hire date;

The City hire date, if not the same as the Parking Enforcement Unit hire date, shall be used for breaking ties on the seniority list. If the Unit hire date and City hire date are the same, refer to Management's Policy for breaking ties.

RETENTION OF SENIORITY

According to Police Department Personnel, if an employee takes an approved leave of absence, they will retain their seniority rights as long as the employee returns to work immediately upon termination of the approved leave of absence.

CITY OF SAN DIEGO

SEXUAL HARASSMENT IS FORBIDDEN BY LAW

Sexual harassment is an illegal working condition that violates state and federal law. Sexual harassment includes all unwanted sexual advances or visual, verbal or physical conduct of a sexual nature from a person of either gender toward a person of the opposite or same gender. Sexual harassment may occur in an employment situation involving peers, subordinates, and/or supervisors.

Sexual harassment is defined by federal and state regulations as unwelcome sexual advances, requests for sexual favors, and other verbal and/or physical conduct of a sexual nature when:

(1) Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; or

(2) Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or

(3) Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment can include a wide range of behaviors, some of which are listed below:

(1) Written examples include giving someone a suggestive or obscene letter, note or invitation.

(2) Verbal examples include making derogatory comments, slurs or jokes; using crude or vulgar language; whistling or catcalling at someone; commenting on clothing in a sexual way such as "I sure like the way those pants fit"; or repeatedly asking someone for a date after being turned down.

(3) Physical examples include pinching or patting, unwelcome touching or hugging, and impeding or blocking movements.

(4) Visual examples include leering; making sexually oriented gestures; and displaying sexually suggestive or derogatory objects, pictures, cartoons or posters.

(5) Other examples include threatening or insinuating that lack of sexual favors will result in retaliation; withholding support for appointments, promotion, or transfer; failure of probation; punitive action; change of assignment; or a poor performance evaluation.

Whether or not an alleged action constitutes sexual harassment will be determined on a case-by-case basis by assessing the entire record and the totality of the circumstances. Such factors, as the nature of the sexual advances and the context in which the alleged incidents occurred, will be considered in assessing the allegations and in determining the appropriate resolution.

Sexual harassment does not refer to occasional compliments of a socially acceptable nature. It refers to behavior that is not welcome, is personally offensive, and creates an intimidating or offensive work environment.

Whether harassment occurs depends **not** on whether the act was intended to cause harm **but the effect of the act on the individual's employment or work environment**. For example, a work environment, which is characterized by sexual teasing, sexual jokes and innuendo, may be an offensive and hostile work environment to an individual even though the harasser intended such actions to merely be "good fun."

Retaliation toward an employee for filing a discrimination complaint or for participating in an investigation is illegal and will not be tolerated. Subtleties of retaliation may include: a change in work assignments or location, uncharacteristically denying leave requests, cold shoulders, being talked about, uncooperativeness toward the person that is the object of retaliation, unsupported discipline or poor performance reports, or any other action by the alleged perpetrator, supervisor or co-workers that may be perceived as retaliation.

REPORTING PROCEDURE:

Any employee, former employee, or job applicant who feels that they have been sexually harassed is encouraged to notify their supervisor or contact the City's Equal Employment Investigations Office at 236-7133. All complaints will be thoroughly investigated. If the allegations are substantiated, prompt and effective remedial action will be taken. First, appropriate disciplinary action will be initiated against the harasser who violated the provisions of this policy. Second, steps will be taken to prevent any further harassment. And third, appropriate action will be taken to remedy the complainant's loss, if any.

Complaints brought to the attention of the City Equal Employment Investigations Office should be filed within 30 calendar days of the alleged discriminatory act, unless there are circumstances that justify late submission. After a thorough and objective investigation of the allegations, a determination will be made.

The finding will be discussed with the complainant and department management. If evidence of sexual harassment is found, the Equal Employment Investigative Officer will work with the complainant and the department head to find a resolution to their mutual satisfaction. In the event of a "no cause" finding, or if a mutual resolution cannot be agreed upon for a "cause" finding, the complainant may request a hearing before the Civil Service Commission. Remedies available to the complainant may include changes in policies or practices, transfer, hiring or reinstatement, promotion, or back pay with approval of the Civil Service Commission when appropriate.

Employees and job applicants may also file a complaint of discrimination directly with the California Department of Fair Employment and Housing (237-7405) or the Federal Equal Employment Opportunity Commission (557-7235). The California Department of Fair employment and Housing serves as a neutral fact finder and attempts to help the parties voluntarily resolve disputes. If the Department finds evidence of sexual harassment and settlement efforts fail, a hearing may be scheduled before the Fair Employment and Housing Commission, or a lawsuit may be filed on the Complainant's behalf. The Commission may order remedies to include hiring, back pay, promotion, reinstatement, changes in policies and practices and up to $50,000 in fines or damages for emotional distress.

It is important to remember that all employees have the right to work in an environment free from all forms of discrimination, including sexual harassment. Sexual harassment is a form of misconduct that undermines the integrity of the employment relationship. No employee, either male or female, should be subjected to unsolicited and unwelcome sexual overtones or conduct, either verbal or physical.

These procedures are further detailed in Personnel Regulation K-2, Discrimination Complaint Procedure.

SMOKING POLICY 5.05

Non-smokers shall be provided with a smoke-free environment.

While on duty, members shall not smoke or use smokeless tobacco while conducting an investigation or interview or under other circumstances when it could be offensive to other individuals or where smoking and the use of smokeless tobacco is prohibited. Refer to Department Procedure 5.05, Use of Tobacco Products.

Smoking is not permitted at any time in City facilities or City vehicles.

STATION SECURITY

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

Personnel shall not wear combinations of uniform and civilian attire except to cover up the uniform while traveling to and from work, or as directed in accomplishing work assignments. Refer to Department Procedures 5.10.

Officers shall not wear the baseball cap (or other headgear) while inside any building, including police facilities. Refer to SDPD Uniform Specifications under Headgear.

CENTRAL DIVISION
STATION SECURITY

The following are measures designed to enhance the security of our facility:

- The front door to our station are to remain locked outside of normal business hours (Monday through Friday, except holidays). All employee entrances will remain locked.

Doors will not be propped open unless absolutely needed with supervisor approval and an armed officer (full duty) assigned to monitor the door until the situation is resolved and door secured.

- Visible identification will be required at all times except for the public lobby and public conference room. Generally, Ride-alongs are not to attend line-up and will wait in the public lobby until escorted by an officer.

  All employees, while on station premises, shall wear identification. Civilian police personnel are to wear a department identification car on the outermost garment (when not in uniform).
- All personnel are responsible for maintaining the station in a neat and clean condition. We all need to maintain a sense of pride in keeping a clean work environment.

FIRE EMERGENCIES

- Notify the Fire Department at telephone number 911 and the Watch Commander at telephone number **(Deleted – records of security)** of the type of fire and its location.

- Notify each person in your work area of the emergency. Direct all persons to an area away from the fire or to the outside of the building. Ensure that all doors and windows are closed behind you (when possible).

- Attempt to extinguish small fires with available fire extinguishers.

- A supervisor or designate will conduct a roll call and account for all assigned personnel. When all personnel are accounted for, advise the Watch Commander.

- When relocating, check all doors for heat by touch before opening. Never open a door that is warm to the touch.

TRAFFIC DIVISION
STATION SECURITY

All Traffic Division Employees and visitors will be required to wear identification at all times in the Traffic facility as follows:

When not in uniform, personnel will wear the police identification card clipped to the outermost garment at all times from the front.

Visitors: All visitors to the Traffic Division are required to be signed in at the front counter and issued a visitor card. This card will be worn on the outermost garment of clothing so that it is visible at all times from the front while in the facility. Visitors will be escorted at all times. Prior to leaving, they will return the card to the front counter and be signed out.

The routine police employee entrance into the station will be the south building door to the locker rooms, the three doors along the east side with keypads, and the door to the break room along the center of the east wall. The door leading to the front counter and lobby area is the entrance, which will normally be used by visitors. All other doors will remain locked at all times. They will not be blocked open, but may be used by authorized personnel.

Any Police Department employee authorizing entrance into the station other than through the front lobby will ascertain that a City Employee identification card is visible or will escort the person to the front counter for the purpose of signing in and being issued the proper visitor's card.

Any available division supervisor or sworn officer may process the visitor in accordance with this policy. Outside the normal business hours (0800-1700 Monday through Friday), weekends and holidays, all visitors, except Police Department personnel, will be signed in and out by any sworn Traffic Division officer. While in the facility, the visitor will wear a visitor card.

WESTERN DIVISION
STATION SECURITY

Visible identification will be required at all times except for the public lobby and public conference room. All citizens will be required to sign-in at the front counter and will be immediately escorted by Western personnel while in the station. Ride-Alongs are not to attend roll calls and will wait in the public lobby until escorted by an officer. There will be no smoking except in designated areas.

All personnel are responsible for maintaining the station in a neat and clean condition. We all need to maintain a sense of pride in keeping a clean work environment.

The following are measures designed to enhance the security of our facility:
The front door to the station is to remain locked outside of normal business hours Monday through Friday, except holidays.

All employee entrances will remain locked. Doors will not be propped open unless absolutely needed with supervisor approval and an armed officer (full duty) assigned to monitor the door until the situation is resolved and door secured.

All employees, while on station premises, shall wear identification of the following nature and in the following locations:

Civilian police personnel will wear a Department identification card on the outermost garment (if not in uniform).

Sworn personnel are to wear their badge and ID on the outermost garment when not in uniform.

Reserve officers shall wear the badge and ID on the outermost garment when not in uniform.

SQUAD LINE-UP AND CHECK-IN

BEGINNING OF SHIFT

Upon termination of the squad conference, all officers are to turn on their portable radios and monitor them while preparing to enter the field. Officers are not to routinely conduct other business around the station prior to entering the field, unless prior approval has been obtained from a supervisor. Supervisors will make every effort to assure units enter the field in a timely manner.

END OF SHIFT

Unless prior approval is obtained from a supervisor, officers will not return to the station until 30 minutes prior to end of the shift. Vehicles will be serviced and cleaned by the officer going off-duty. All reports will be completed, approved by a supervisor, a designated Acting Supervisor (OCA) and routed properly prior to the officer leaving for home. Employees shall remain in full uniform, at their station, until the end of shift or dismissal by the supervisor.

Employees working non-standard hours of enforcement (early or late shifts) shall conduct their station business at the end of shift.

SUPPLIES

Personnel needing office supplies or commonly used items should contact their supervisor, who will either provide the needed items or direct an employee to obtain the needed supplies.

TAPES

All tape research requests should be directed to the designated Parking Enforcement Supervisor or Senior Parking Enforcement Supervisor.

TARDINESS

All employees shall report for duty at the time and place required by assignment. Employees are expected to report to work on time unless the absence is pre-approved.

Supervisors shall use the following guidelines for employees late to work:

Employees who are late for work are not entitled to pay for that period of time. How the time will be carried is at the discretion of the supervisor and the circumstances of the tardiness. An employee who notifies the supervisor in advance that he/she will be late may be authorized to use leave time.

TELEPHONE PROCEDURES

All people wish to be treated with dignity and respect. Treat people on the phone as you would like to be treated by giving correct information, properly referring calls and showing an interest in their problems or concerns.

In an effort to establish and maintain good interpersonal telephone communications between the City and the community it serves, the following will serve as telephone guidelines within the Parking Enforcement Unit.

PROCEDURES

1. Remember that you may be the sole contact the caller has with the Parking Enforcement Unit.

2. Answer calls promptly.

    a. Try to answer within three (3) rings.

    b. Answer by giving your organization or unit, your name and a greeting. Example: "Parking Enforcement, this is (your name), may I help you?"

3. Observe telephone courtesy.

a. Put yourself in the place of the person who needs assistance, feel how he or she feels.
b. Give professional, reassuring image of the Department or unit.
c. Do not say anything you would not want others to hear.
d. Do not try to carry on two conversations at once.
e. Speak clearly, distinctly and loudly enough to be heard. If you mumble and have to repeat your questions, you waste valuable time.
f. A calm, confident, decisive and courteous voice will help disarm even the antagonistic caller.
g. Your voice level should be of adequate volume, but don't shout. If you speak too softly, you will have to repeat your questions. If you speak too loudly, you may offend the caller and give the appearance of being rude or impatient.
h. Explain what you will do to help.
i. Find the correct party and explain what the caller wants. If you must transfer the caller or put him/her on hold, explain it first. Do not leave the caller with the impression that "nothing was done."
j. Try to end all calls positively.
k. Always allow the caller to hang up first.

4. Take charge of the conversation.

a. Direct the conversation to obtain information.
b. Ask the necessary questions which you need to obtain correct information.

5. Explain ANY periods of waiting to the caller.

a. If it's necessary to check out information, tell the caller why and how long it will take.
b. Try to avoid waiting periods of "dead space" to pile up. It annoys the caller.
c. Avoid waiting periods of more than 30 seconds.
d. Remember the information already provided…WRITE IT DOWN…do not make the caller "start over" each time you come back on the line.

6. Avoid using jargon or slang.

a. Use precise English or the appropriate language if not English.
b. Do not use radio codes, medical terms, etc. It may not be necessary to educate the public in law enforcement terminology.

7. Show interest in the person's call.

a. Use the caller's name when possible. The last name is preferable, but you must use the appropriate title (such as Mr., Mrs., Miss or Ms.).
b. Your interest will have a calming effect.

c. Do not display boredom or irritation.
d. If your tone and questions reflect concern, the caller will more readily cooperate with you.
e. Listen to what the caller is saying and repeat it back if you are unsure. Clarify.

8. BE CALM and reassure the caller throughout the call.

a. Display no criticism of any race, creed or class of people. You are a professional who provides assistance to all citizens of the community.
b. If the caller is making disparaging remarks about an ethnic group, Ignore it. Never become argumentative or defensive, even if you are personally offended.

9. Emergency calls.

a. During life-threatening emergencies, instruct the caller to hang up and call 911. This will display the caller's location and phone number to the dispatcher.
b. If unusual circumstances exist, get as much information from the caller as possible prior to transferring the call to 911. (If from centrex, dial 9 first). This will allow you to give the dispatcher enough information to try a call back to the phone number given, or dispatch a police unit if the call can't be completed.

10. Avoid unprofessional expressions.

a. Be businesslike at all times.
b. Never appear flirtatious.
c. Communicate properly and effectively with callers who are:

1. **Hostile**: Hostility is contagious. Treat hostility with courtesy. It is also contagious.
2. **Angry**: Realize that most callers who are angry have a genuine right to be angry. Be empathetic.
3. **Intoxicated**: Do not assume that because a caller appears to be intoxicated you have an excuse to be rude or discourteous.
4. **Mentally Impaired**: Don't forget that a mentally disabled person can have a valid complaint. Never automatically categorize their complaints as being unfounded.
5. **Minority – with limited English capabilities**: Make a concerted effort to obtain as much information as possible. If you can at least get a call back number, there are several translation resources available to most departments.
6. **Directing profanity at a caller**: NEVER place your personal and professional reputation in jeopardy by responding to this type of call with profanity, regardless of the provocation.

11. Voice Mail

    If you have a voice mail account, you must check your voice mail regularly, including the beginning and end of your shift.

THREAT MANAGEMENT POLICY

The City of San Diego has initiated a zero tolerance policy for any threats of violence made in the workplace, either implied or direct. We will not tolerate any threats of violence made toward anyone in the workplace at any time. It is inappropriate to use threats in an attempt to intimidate, prevent work from being completed or in any way interfere with providing a safe workplace.

The City, as an organization, recognizes that individuals will experience difficulties related to their work, their relationships with co-workers, supervisors, managers or members of the public. We offer an Employee Assistance Program for all City employees to receive support in handling any difficulties that may arise. When such difficulties are known, departments should inform the affected employee(s) of the Employee Assistance Program's services. We also offer the grievance process and Equal Employment Investigative Services if the difficulties are due to issues of harassment, discrimination or other unfair treatment.

Refer to Threat Management Policy 97.10.

VISITOR POLICY

No unauthorized person(s) will be allowed in offices without permission. Each employee is responsible for his or her visitor(s) or guest(s). No visitor will remain unattended in the work area where confidential material can be heard or viewed.

Employees will announce visitors so that confidential matters are not discussed aloud.

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