CENTRALIZED TELEPHONE REPORT UNIT

OPERATIONS MANUAL

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SAN DIEGO POLICE DEPARTMENT

Scott Wahl

Chief of Police

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SECTION I – GENERAL INFORMATION/RESPONSIBILITIES

INTRODUCTION

The San Diego Police Department developed the Centralized Telephone Report Unit (CTRU) as an avenue to alleviate patrol officers from responding to crimes with no suspect information or information so limited there is little likelihood of suspect apprehension. Personnel assigned to the CTRU are tasked with investigating and documenting a multitude of property crimes, via telephone and Internet services.

This Operations Manual has been developed to provide a uniform, consistent and complete set of policies, procedures, standards, and guidelines under which the CTRU will operate. This document conveys the same authority as other Department rules, regulations, policies, and procedures. Compliance with its standards is required of all personnel assigned to the CTRU. Failure to comply may result in disciplinary action. Department Procedure 6.04 states in part, "Deliberate failure to report a crime is dereliction of duty and grounds for disciplinary action."

This Operations Manual will not apply in such a way as to violate State or Federal laws, Department Policy and Procedure, or abridge the constitutional rights of members of the San Diego Police Department. If for any reason, any portion of this operations manual is held to be invalid, the remainder of the manual shall not be affected by any such decision. Further, no "light-duty" personnel shall violate any specified medical restrictions while attempting to fulfill their duties in the CTRU. Light duty is defined as work for employees who are unable to perform their normal duties due to a work or non-work-related illness or injury (for more information on light duty reference Department Procedure 5.02.)

MISSION STATEMENT

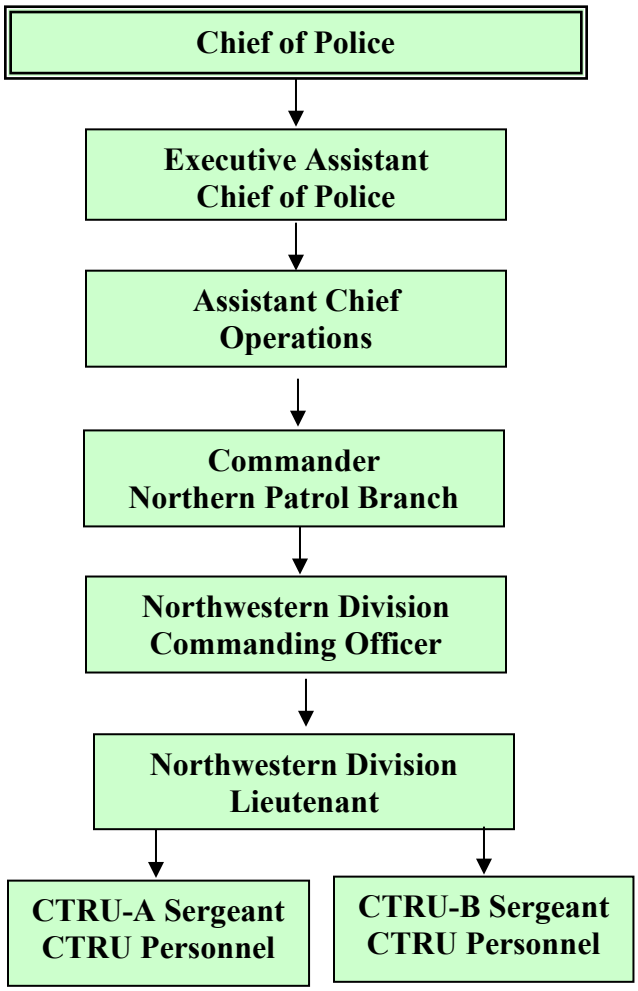
The Mission of the CTRU is to promptly contact reporting parties, verify the elements of a qualifying crime have been committed, adhere to Department policies and procedures, maintain a quality work level at all times and act in a professional and courteous manner while investigating specific misdemeanor and felony property crimes via telephone and Internet services.

The primary goals of the CTRU are to:

- Provide prompt public service
- Improve organizational effectiveness.
- Properly document reports of crime and route the information according to this manual.
- Provide temporary personnel resources for special projects.

CTRU CHAIN OF COMMAND

The first level supervisor of the CTRU is the assigned CTRU Administrative Sergeant. In the absence of an assigned CTRU sergeant, the Northwestern Division Staff Sergeant, Detective Sergeant or other designee will assume the duties of the first level supervisor. The first level supervisor reports to the Northwestern Division Lieutenant, who reports to the Northwestern Division Captain.



UNIT RESPONSIBILITIES AND STAFFING

The CTRU will be operational from 0600-2200 hours, seven days a week.

During operational hours, at least one officer must be present in the CTRU bay to handle incoming CTRU calls.

Phone dispatchers receiving TRU calls after 2200 hours will advise the reporting party they must wait until after 0600 hours the following morning to receive a call back.

All personnel are expected to maintain a quality work level, follow Department and Divisional Rules and Regulations and perform in a professional manner. The top priority is to contact the reporting parties promptly and in a courteous manner.

The CTRU is responsible for making contact via telephone with the reporting parties of incidents holding in the Telephone Report Unit "T9" set group. After evaluation and determination that a crime has been committed, personnel will complete crime case reports for specific misdemeanor and felony property crimes. If more information is required before a report can be taken or if CTRU personnel are waiting for the victim to return the call, the incident will remain in the MPS Event Summary. CTRU sergeants will monitor the Event Summary to ensure citizens are receiving prompt service.

CTRU is responsible for the Citizen's On-Line Reporting System (COP –Logic). Several select CTRU personnel will be trained to manage COP-Logic. See Section III for further details.

The CTRU may be staffed by light-duty sworn and non-sworn employees. Police recruits who are on light duty or are facing administrative action will not be sent to CTRU. They should be directed to contact Human Resources, who will determine appropriate placement. Any employee who is unable to perform their primary job for a period lasting longer than 30 calendar days may be assigned to the CTRU until such time as they can return to their primary duty. All light duty employees, when initially assigned to the CTRU, may have their work schedule and days off adjusted to meet Department needs. After being assigned to the CTRU, employees must be given proper notice before having their work schedule adjusted. All MOU requirements regarding adjusting hours will be met. Whenever possible, an employee's needs are to be considered when adjusting work schedules. However, the need of the Department to provide quality service to citizens through adequate staffing will come first.

It is the responsibility of each person assigned to the CTRU to maintain a detailed and accurate daily journal in accordance with Department policies and procedures. It may also be the responsibility of CTRU personnel to monitor Department camera systems and assist detectives and other personnel with special projects or requests. This includes assisting in the processing of evidence for patrol officers when requested

CTRU personnel may be assigned to assist a unit with a specified need or project. This temporary assignment may be at a location other than Northwestern Division. In such a case, the assignment will not last longer than eight (8) months. CTRU sergeants will evaluate requests for assistance lasting longer than eight months. If continued support is needed after eight months, a different employee will be rotated into the position.

DUTY STATUS AND LOGGING ON PROCEDURE

Officers assigned to the CTRU unit shall log on for duty at the beginning of their assigned shift and log off duty at the conclusion of their shift.

- Officers shall log on at the start of their scheduled shift to indicate they are available for duty and operational assignments.
- Officers shall remain logged on throughout their shift unless otherwise directed by a supervisor.
- Officers shall log off at the end of their scheduled shift after completing all assigned duties, reports, and administrative requirements.
- Any deviation from these procedures shall be documented and reported to a supervisor.

NORTHWESTERN DIVISION CAPTAIN

The Captain serves as the Commanding Officer of the CTRU. The Captain ensures the overall operational success of the CTRU.

NORTHWESTERN DIVISION LIEUTENANT

The Lieutenant serves as the primary point of contact between the CTRU Sergeants and the rest of the Department. The Lieutenant ensures that the CTRU Sergeants successfully carry out the mission and goals of the unit.

CTRU SERGEANT RESPONSIBILITIES

CTRU sergeants will ensure that TRU calls are handled on a priority basis and that calls are assigned in a timely and fair manner. They will further:

- Schedule personnel assigned to CTRU to provide the best coverage possible based on available data.
- Review and approve the necessary reports.
- Conduct inspections in compliance with the Department Inspections Manual and policy and procedure.
- Supervise the activities of personnel assigned to the CTRU.
- Liaise with other units and monitor temporary placement of CTRU personnel assisting with special projects.
- Ensure that facilities and equipment are adequate for the needs of the employee and submit recommendations for upgrade or replacement via the chain-of-command.

- Identify and coordinate related training for CTRU personnel.

- Liaise with the Medical Assistance Unit, Commanding Officers, and Human Resources personnel to ensure fair and consistent treatment of CTRU personnel (at least one supervisor should maintain a working knowledge of the illness and injuries benefits program(s) and retirement system process).

- Have access to current medical status information; and

- Have each new employee to CTRU review and then initial the CTRU Guidelines. (Attachment A)

LOCATION

The Centralized Telephone Report Unit (CTRU) is located at Northwestern Division, 12592 El Camino Real, San Diego, California, 92130.

ATTIRE & GROOMING STANDARDS

Sworn members assigned to the CTRU shall wear either a Department-approved uniform or appropriate business casual attire, as determined by administrative restrictions or medical accommodations. Sworn members' personal appearance shall be in accordance with current Department Procedures and the Uniform Specifications Manual related to Grooming Standards.

For personnel assigned to CTRU, business casual attire includes a collared polo or button-down shirt and slacks or jeans. All items of clothing shall be clean, professional in appearance, and free of holes, tears, or excessive wear. Zippered jackets of professional appearance may also be worn. Jackets with a hood are acceptable, but the hood portion may not be worn. Hats or head gear of any kind shall not be worn indoors.

The following are some examples of attire that is *not* considered appropriate business casual dress and are ***not*** authorized:

- Tattered or excessively worn jeans
- Shorts
- T-shirts
- Hooded sweatshirts without a full-zippered front
- Sandals, flip-flops, slides, or other open-toed or open-heeled footwear

Members unable to comply with these standards due to medical conditions shall provide satisfactory proof of medical necessity. Satisfactory proof, most commonly, will be provided via the RM-1634 form, a note from a medical office assigned to the member's treatment, or confirmation from the Medical Assistance Unit.

Any questions regarding appropriate attire should be directed through the chain of command, beginning first with a CTRU Sergeant.

PAYROLL PROCEDURES

Personnel assigned to the CTRU will use Northwestern Division's Organization Number on their timecard and will use their designated Job Order Number indicating their medical or other status.

PARKING

Personnel assigned to the CTRU will park in employee parking in the north lot of Northwestern Division on the east side of the car wash and garage.

NORMAL CTRU WORKFLOW

The TRU process normally proceeds as follows:

A call for service is received by Communications. Once it is determined that the call for service falls under the CTRU criteria, the call is formatted by the dispatcher, and it is forwarded to the "T9" or "TB" (bilingual) group for a report to be taken over the telephone.

The CTRU employee logs into the Mobile Public Safety (MPS) system. He/she accesses the calls for service in the Event Summary and assigns themselves to the call(s). The employee contacts the reporting party by phone, verifies the incident meets the guidelines and elements of a crime and takes a report. After all the necessary information is obtained and a report is completed, a case number is assigned and recorded on the MPS system. The case number is given to the reporting party for reference. The CTRU employee will assign the formatted incident a disposition and clear the incident from the screen of calls waiting. The employee will submit the report for entry into the Records Management System. The employee will log the case on their daily journal.

> **Important** – Be sure to mark a disposition code and document any appropriate comments to support the disposition. For example, if a victim is called and not reached, leave a message on their voicemail or with anyone who answers and note that on the event. Many complaints are resolved because of notations made on the event after a third unsuccessful attempt to contact a Reporting Party for a report, where the RP has not responded with a voicemail, the report request may be cancelled with a "K" by a supervisor or assigned designee.

Dispatchers will send calls to the "TB" group if the incident requires that a **bilingual employee** take the report. If there is no bilingual employee working in the CTRU, then a check is to be made with the area commands to locate a bilingual employee to take the report. In the event that none is found, then CTRU is to go through a field sergeant to locate a bilingual officer in the field to take the report. If a bilingual officer cannot be found in the field, then a check is to be made with the Communications Phone Room. As a last resort, employees may utilize the Language Line to assist with translation. Employees must have a supervisor's approval to utilize the Language Line.

After a case has been formatted for CTRU, should circumstances occur that would require a field unit be dispatched to take the report, CTRU personnel are to contact their sergeant to explain the situation. Should a change in dispatch group (from "T" to "P") be required, it is up to the sergeant to contact the Desk and request the case be modified. Communications dispatchers are not to alter CTRU incidents for dispatch; only the Desk should do so when requested by a sergeant. If an error in formatting occurs and an incident is incorrectly assigned to the "T9" group, CTRU personnel are to inform their supervisor, who will contact the Desk (LD02) immediately to ensure the event is properly formatted and dispatched. If LD02 is not available, contact is to be made with LD01.

Only the main CTRU telephone number should be left with a reporting party when leaving a message to call back. The only time a specific desk number should be given out is when a report is taken and a specific piece of information has been left out, then a CTRU officer could leave their own desk number so the information can be retrieved more quickly.

CTRU personnel will make a concerted effort to contact reporting parties/victims who call dispatch/CTRU. CTRU personnel who can't reach a reporting party shall "hold" the call and reassign it to Event Summary for later contact. There shall be at least three (3) attempts to contact the reporting party before the call is canceled. CTRU personnel will leave a message with the event number for the reporting party to reference and also give them the option to report the crime via the Department's On-Line Reporting System. CTRU personnel should give at least 8 hours in between phone calls. During the third phone call, CTRU personnel will advise the reporting party that this will be the final phone call made to them. After 24 hours, CTRU personnel will cancel the call with comments noting CTRU's efforts to contact reporting party.

If CTRU personnel attempt to contact a reporting party/victim who gave bad contact information, they shall make a reasonable effort to verify valid contact information with Dispatch. If no valid contact information can be confirmed, the call may be cancelled with comments.

CTRU personnel assigned to manage COP-Logic will do so as specified in Section III.

CTRU VOICEMAIL

Only CTRU personnel will routinely check the voicemail on the main CTRU telephone line. CTRU personnel will review the phone messages and respond to requests for service, whether that is to respond to a follow-up question from a citizen or to return their call notifying us that they are again available for a report.

To check Voicemail:

- **Telephone Report Unit** -Dial **x58288** - Press ***** - ID: **37060#** - Pin: **287801#**
- **On-Line Reporting** - Dial **x58288** - Press ***** - ID: **37066#** - Pin: **287801#**
- **Desk Line** - Dial **x58288** - Pin: **#12592 and last two digits of desk phone #**

#	Skip Message	**4**	Reply
1	Repeat	**5**	Forward
2	Save	**6**	Save as New
3	Delete	**7**	Skip Back

DAILY JOURNAL

To ensure consistency and accuracy in paper journal documentation. All personnel shall include the following information on their paper journal, in addition to the common fields listed on journals, for each entry:

- **Unit Number:** (e.g. TRU901)
- **Officer Name and ID Number**
- **Date** and **Day of the Week**
- **Watch Assignment:** Indicate either **1st Watch** or **2nd Watch**
- **Event Number:** Record the ***last five digits only*** of the event number.
- **Online Reports:** For online reports, record the **complete "T-number"** (e.g., **T26021234**).
- **Comments:** List the type of report taken or, if you cancel the call, the reason the call was cancelled (i.e. "11-10 no longer desired")

Additional Notes:

Type: INV = An 11-10 was taken

RC = Calls Where No Report Is Taken

PSE = When You Use Information From Call to Inform a different PD or City Department

*Do *NOT* Journalize Calls You Leave Voicemails On
**Do* journalize calls where you "No Report Was Taken after the 3rd call to RP with no response

DISPATCHER RESPONSIBILITIES

Dispatchers referring victims to the CTRU will properly explain the reason an officer is not being dispatched and that someone will take the report over the phone in the CTRU. **Nighttime callers will not be told to call back when CTRU opens in the morning.** They are to be told that CTRU is closed for the night, a case is being formatted, and the caller can expect a call sometime after 0530, depending on the backlog that may have occurred during the night.

In formatting an incident for CTRU, flag the call with "CTRU CALL" typed on the case prominently. The actual crime location will be entered in the "location" space at the **top** of the screen and verified in the computer. Put the victim's home address in the location space next to the space for the R/P's name in the middle of the screen. Include on the call information the victim's home phone number, work phone number, cellular phone number (if appropriate), email address (if appropriate) and best times to call. Also, indicate if a bilingual speaker will be needed and if so, what language. A reminder - if there is "no suspect information," the dispatcher is to note that fact on the case.

CTRU personnel will not refuse to take a crime report because the reporting party has incomplete information (serial number, make or type) at the time of the report. The employee will indicate in the report that additional information will be forthcoming from the victim when it becomes available. Instruct the person to call the Detective that will be investigating the crime. Provide the person with the case number and the telephone number of the appropriate investigative unit.

SECTION II – REPORT GUIDELINES (CRITERIA)

CTRU GUIDELINES FOR TAKING REPORTS

This section defines the responsibility of the Centralized Telephone Report Unit. An itemized list and brief descriptions of the crime reports that the CTRU is required to take is provided within the Guidelines, and direction is provided for any special procedures for cases such as Missing Persons. The role of Communications and a few Dispatch procedures are also covered in this section.

The San Diego Police Department can only assign case numbers to crimes which occur in the City of San Diego. If a crime occurs in another city, the reporting party should be referred to the appropriate agency to file a report and receive a case number.

The reporting party should also be advised that:

1) The investigation begins in the jurisdiction where the crime occurred or where a missing person was last seen.

2) If a report is filed with the San Diego Police Department, it will be forwarded to the appropriate jurisdiction causing delays in the investigation.

3) The reporting party will need to contact the appropriate agency for a case number.

The reporting party can then make the choice of filing the report with the San Diego Police Department or preferably contact the appropriate agency directly. See “Missing Adults” for further clarification and explanation. The only exception is certain financial crimes.

If a courtesy report is taken by the CTRU, the report is to be forwarded to the appropriate jurisdiction, ***without*** a case number. This includes Missing Person reports.

Other law enforcement agencies including, but not limited to, the CHP, City Schools Police, UCSD Police, and SDSU Police are independent agencies and will take reports for the crimes which occur in their areas.

An event report is any report which has not been assigned a case number and needs further information or investigation.

There is no set time limit or time frame for reporting a crime. As a rule, the CTRU will take reports of qualifying crimes up to a year from the date of discovery. For cases over one year, or doubtful crime cases, the CTRU supervisor will be consulted. In the absence of a supervisor, an "Incident Only - ZZ981153" report will be taken.

It is important to remember that people being contacted by CTRU personnel are citizens who have become victims of a crime. These victims are often upset because they have been denied an opportunity to speak to an officer in person. If a CTRU employee acts in an officious manner or appears argumentative or uncaring, it only adds to the frustration of the caller. Always remember the reporting party's impression of the entire Police Department may be based on your conversation with them.

LIMITED ENGLISH-SPEAKING CALLS/REPORTING

All Department members shall provide oral interpretation services to LEP persons they encounter in the following order of preference, unless deviations are required to respond to exigent circumstances.

a. Direct Communication or Interpretation by a Qualified Bilingual Member - the preferred method of providing services to LEP persons is through the use of a Qualified Bilingual Member.

b. Telephone Interpreter - when qualified interpreters are not available to provide service in person, SDPD members may request through the Communications Division a Qualified Civilian Interpreter, such as Language Line, to provide interpretation services by telephone.

c. Officers should take reasonable steps to ensure that the qualified interpreter does not know any of the parties. If an officer believes that there is a conflict of interest or potential bias with an interpreter, the officer should consult with an available supervisor. The supervisor will decide if another interpreter is warranted and/or whether it would be more appropriate to utilize the Language Line.

USING THE LANGUAGE LINE:

1) Use conference hold to place the reporting citizen on hold.
2) Call the Language Line at 866-874-3972 (**CLIENT ID: 101205)**
3) Enter the option that corresponds to you:
   a. "0" Assistance
   b. "1" Spanish
   c. "2" Vietnamese
   d. "3" Mandarin
   e. "4" Somali
   f. "5" Arabic
   g. "6" All other languages (say the name of the language needed at the prompt)

4) Brief the interpreter

- Summarize what you need and provide any instructions
- Make sure to be SPECIFIC with your instructions*
- The interpreter will only provide their FIRST name and ID number.

5) Add the reporting citizen to the line **OR** call the reporting citizen if you haven't already made contact with them.

6) Proceed with interpretation.

7) When you no longer need the interpreter, say "end of call."

Tips:

- Unknown Language – Ask representative for assistance
- If you have problems connecting to an interpreter, call customer service: 800-752-6096.
- To hear a recorded demonstration of the Language Line call 800-996-8808.

REPORTS TAKEN BY CTRU (CRITERIA)

The following misdemeanor and felony property crime reports will be taken by the CTRU when there is no suspect information, or if the suspect information is so limited that there is little likelihood of suspect apprehension:

1) **Car Prowls and Car Burglaries (Encouraged Online Reporting)**

   When the loss is less than $10, 000 and the suspect has gone and there is little probability of apprehension, or there is no suspect information.

2) **Petty and Grand Thefts (484A/488 PC, 487 PC) (Encouraged Online Reporting)**

When the loss is less than $5,000.

We **do not** investigate 487.3 PC, theft of a firearm. Those calls should be dispatched so an officer can evaluate. The exception would be if the reporting party has left the City, such as a tourist.

For stolen government-issued checks, with and without suspect information, refer the victim to the issuing agency.

3) **Thefts from garages, laundry rooms, storage sheds**

Unless the caller has sufficient suspect / witness information, thefts under $1,000, which occur in *unlocked* garages, laundry rooms or storage sheds will **not** be dispatched as a 459 PC. A TRU case will be formatted for a 488/487 PC report. If the garage, laundry room or storage shed was reported to have been *locked,* a unit will be dispatched for a 459 PC report.

***If a residential garage is attached to the home this shall be dispatched as a 459 PC**

4) **Automatic Teller Machine (ATM) Thefts**

The CTRU will take the report if the suspect has gone and there is little probability of apprehension, or there is no suspect information, unless the bank has a photograph of the suspect.

Example:

Money has been removed from the reporting party's bank account at an ATM without the permission of the reporting party, whether or not the reporting party has possession of their card.

5) **Vandalism (594(b)(1) PC and 594(b)(2)(a) PC) (Encouraged Online Reporting)**

When the loss is less than $5,000. This includes 246 PC and 247 PC if the victim advises that the weapon used was a BB gun or pellet gun.

For graffiti, write "graffiti" in the description box on the ARJIS form. Ask the victim to photograph the graffiti prior to removal.

6) **Annoying, Obscene or Threatening Phone Calls or E-mails (Encouraged Online Reporting)**

653m (a) PC, 653m (b) PC, where there is no threat of immediate bodily injury, and when the caller is or is not known.

Email threats are handled as 653m PC. Advise the reporting party not to delete the email. The reporting party will forward the email to the CTRU. A copy of the email will be printed and attached to the report.

Note: All life-threatening calls, emails, or threats of serious bodily injury calls, whether the suspect is known or is not known, are dispatched. All calls that fall under the domestic violence criteria are to be dispatched.

Advising Reporting Parties Regarding Annoying/Obscene Phone Calls (653m PC).

The CTRU will take the report and give the reporting party the case number, and their name. The reporting party will need this information when they contact the phone company about having a trap placed on their phone line.

In cases involving phone calls, advise the reporting party that they will need to contact the phone company (1-800-698-7223 or 1-800-348-8727) to have the trap placed on their phone. Once the phone company has received a successful trap on the caller, the phone company will contact the detective and give him/her the information.

Do not list suspect information on the report unless the reporting party can positively identify the caller by voice. If the reporting party thinks they know who the caller is, do not list the information on the report; attach an interoffice memo with the information to the report.

7) **Shoplifting - Gas Drive-offs, Beer Runs from Convenience Stores (Encouraged Online Reporting)**

"Grab and Run" Cases, with loss valued at $100 or less, with and without suspect information.

CTRU will handle all shoplifting cases, unless one or more of the following circumstances exists:

a) The value of stolen property exceeds $950.

b) There is identifiable suspect information where patrol would have reasonable need to conduct follow-up.

c) There is recoverable physical evidence.

d) There is an indication of another felony, or the specific theft may be part of a series.

Obvious burglaries, where the intent to steal is clear when the suspect(s) entered the building, should be dispatched. Any case where the store clerk is threatened or physically touched should be evaluated as a robbery and dispatched if appropriate

If the crime "just occurred," the case is to be formatted and forwarded to the appropriate frequency for broadcast – the frequency dispatcher will reformat the case for the CTRU after the broadcast.

7. Tampering with a Vehicle and Attempted Auto Theft (Encouraged Online Reporting)

The CTRU will take the report if the suspect has gone and there is little probability of apprehension, or there is no suspect information.

8. Lost Property

When the loss is less than $5,000 value (loss over $5,000 to be evaluated by supervisor), **including lost/stolen firearms** (487(d) PC).

Reports involving lost property should only be taken when the item missing either contains the owner's name, (such as a wallet or purse) or the reporting party has the make, model, & serial number of the missing item. Incidents that require a report will be referred to the CTRU.

For all other reports of lost property, the phone dispatcher in Communications will create an "advised" incident and provide the incident number to the caller. The incident number can be used as a record of the loss and for insurance claims. When there is a question as to whether the property was lost or stolen, the reporting party will be referred to CTRU personnel who will take an "Incident Only - ZZ981153" report. A detective will make final determination as to the disposition of the report.

Note: If the reporting party does not know where he or she lost the property, list the last location they recall seeing the property before it was lost. If the reporting party does not know where he/she saw the lost property, use their home address.

Regardless of the amount of loss, the Reporting Party is encouraged to do an online report.

9. All Parking Meter Thefts

The CTRU will take the report if the suspect has gone and there is little probability of apprehension, or there is no suspect information.

10. All False Uses of Another's Identity (530.5(a) PC), False Personation (529.3 PC) (Encouraged Online Reporting)

The CTRU will take all cases where the victim lives in the City of San Diego, even if, the false personating occurred in another city. The CTRU will take the report with or without suspect information.

If the victim lives outside the City of San Diego, refer them to their local law enforcement agency.

11. Felony Dog Stealing (487(e) PC) (Encouraged Online Reporting)

The CTRU will take the report if the suspect has gone and there is little probability of apprehension, or there is no suspect information.

12. All Property Crime – When the Victim Lives Outside the County of San Diego, but the Loss Occurred While Visiting San Diego

The CTRU will take reports from victims who were visiting the City of San Diego at the time of their loss but have returned home (outside the County of San Diego) prior to reporting the loss.

13. Defrauding Providers of Food (537 PC), (Encouraged Online Reporting)

The CTRU will take the report if the suspect has gone and there is little probability of apprehension, or there is no suspect information.

***Note*:** If the case "just occurred," the case is to be formatted and forwarded to the appropriate frequency for broadcast – the frequency dispatcher will change the "P" group to the "T9" group after the broadcast is made. The CTRU will not take 537 PC cases involving hotels, motels, rooming houses, etc.

14. Missing Adults

When there is no indication of unusual or suspicious circumstances and no reasonable cause to suspect foul play (not "At Risk"). The CTRU will take missing person reports during their business hours.

If the missing person is determined to be "At Risk," the call will be dispatched, and Communications personnel will not take the report. "At risk" includes, but is not limited to, circumstances where evidence or indications exist that the missing person:

a) Is the possible victim of a crime or foul play?

b) Is in serious need of medical attention or needs medication for a serious medical condition?

c) Is suicidal, under the care of a psychiatrist, or is mentally impaired such as an elderly person with Alzheimer's disease or a person who is mentally challenged; and,

d) Has no pattern of running away or disappearing?

An Officer will be dispatched on all "At Risk" cases. If a formatted "At Risk" case is discovered by the CTRU, notify an on-duty patrol sergeant for the area who will assure that proper procedures are followed.

Missing juvenile reports will not be taken by the CTRU and must be dispatched. A patrol unit and supervisor will be dispatched on all missing juvenile cases. Communications personnel will take the report, and a citywide all-units call will be broadcast. No reports for missing juveniles will be taken by the CTRU.

State law requires local Police and Sheriff's departments to accept any missing person report without delay (14205 PC). This includes missing persons who are not within the San Diego Police Department jurisdiction. Prior to formatting a case for the CTRU, Communications shall advise the reporting party

The reporting party is to be advised that:

a) The investigation begins in the jurisdiction where the crime occurred or where the missing person was last seen.

b) If a report is filed with the San Diego Police Department, it will be forwarded to the appropriate jurisdiction causing delays in the investigation.

c) The reporting party will need to contact the appropriate agency for a case number.

   The RP can make the choice of filing the report with the San Diego Police Department or preferably by contacting the appropriate agency directly. See "Missing Adults" for further clarification and explanation.

   Reports may be taken from family, friends, landlords, employers, or roommates where circumstances warrant.

   Prior to formatting a case for missing persons who is not "at risk," Communications will need to inform the reporting party of the following:

   Be sure that the reporting party understands:

   1) They are required to check the City and County jails, coroner's office, hospitals, family, friends, and banks in an attempt to locate the missing person.

   2) It is not against the law to be a missing person.

   3) The location of the missing person will not be revealed unless the missing person gives the Department permission. When the missing person is located, the officer will advise them that the reporting party has reported them as missing. The missing person will be asked to contact the reporting party.

   4) The Department cannot force the missing person to return.

5) The reporting party must notify the Police Department when the missing person is located either by contacting Communications at (619) 531-2000, or by contacting the Missing Persons Unit at (619) 531-2277 and leaving them a message.

6) The reporting party is required by law to furnish the Police Department with a copy of dental records after the person has been missing for 30 days.

Do not suggest or promise the reporting party that this Department will initiate an "all out search" for the missing adult; they may need to contact a private investigator.

There are people who do not meet the requirements for being a missing person. You will need to ask the reporting party some questions to verify that the person reported as missing meets the requirements.

Examples of Persons not considered bonafide missing:

1) Deserting spouse – a spouse who chooses to leave has committed no crime and is free to come and go as they please.

2) Fugitives from justice or military persons who are Absent without Leave (AWOL) – if the subject is in the military, the reporting party will need to contact the commanding officer of the appropriate branch of military service.

3) Persons who have left a note and/or told someone they are leaving. An exception would be a suicide note.

4) A person who simply has not been in touch with the reporting party for an extended period of time, unless extenuating circumstances exist.

The reporting party may need to contact a private investigator to locate any of the types of persons listed above.

15. Reports of Checks Being Forged on an RPs Bank Account

If the reporting party has not reported the checks lost or stolen, the appropriate lost property or petty theft report will be taken. If the reporting party has reported the checks lost or stolen and already has a case number, refer the reporting party to the appropriate Area Command. Advise the reporting party to give the bank or creditors the case number to show that they have reported the checks as lost or stolen. If the checks in question were disposed of voluntarily (i.e., in the trash) by the reporting party, no report shall be taken since the bank is the victim. Have the reporting party contact the bank and sign an **Affidavit of Forgery** for any forged checks.

It is the bank's responsibility to initiate a criminal investigation by contacting the Financial Crimes Unit. If the checks did not clear the bank, then it is the responsibility of

the person and/or business that accepted the forged check to start an investigation by calling Financial Crimes.

Forgery cases are to be dispatched only if the forgery just occurred, the suspect just left, and the check is in custody.

Financial Crime reports are critical to victims. They must be assigned case numbers even if the crime occurred outside the City of San Diego, if the victim is a resident of San Diego.

If the victim's driver's license is being used by the suspect, have the victim contact the **Department of Motor Vehicles (DMV) at 1-800-777-0133** or via their website at **dmv.ca.gov** – the victim will receive another driver's license. The victim's home address should be used as the location of the crime, and the date the victim was informed of the crime should be used as the date of occurrence.

16. Mail Stolen from Mailboxes

Theft of mail is a Federal crime. If the reporting party discovers that mail has been taken from their mailbox, they need to contact the **Postal Inspector at (619) 233-0610** or for more information go to their website at **www.usps.com**. The Postal Service has their own investigators who handle these cases. The **only exception** is if the reporting party was mailed a box of personal bank checks, did not receive them, and discovers they are being forged by a third party. The CTRU will take the report to assist them with the stolen checks. However, they will still need to be referred to the Postal Inspector for any additional stolen mail.

17. Lost or Stolen License Plates

The CTRU can take all these cases. CTRU personnel must FAX a copy of their report to Teletype immediately after completing the report so the plate information can be entered in NCIC.

18. Stolen Vehicles

Stolen vehicle reports are taken by the CTRU between the hours of 0600-2200; after hours, they are to be dispatched due to officer safety concerns.

When the CTRU is closed, phone dispatchers will format 10851R's for dispatch. Before referring citizens to the CTRU or dispatching a unit when the CTRU is not open, the following policy/procedure shall apply:

a) The vehicle must have been stolen within the San Diego city limits.

b) The military investigations unit will handle vehicles stolen from military installations.

c) The impound file must be searched to ascertain if the vehicle was impounded or repossessed.

d) The complainant must be questioned as to the possibility of the vehicle being used by a friend or relative without the knowledge of the complainant.

e) The complainant must be questioned as to whether he/she has loaned or rented the vehicle, and this person has not brought it back at the agreed time. This would be embezzlement and the complainant will have to wait five (5) days before filing a report. The reporting party will then need to set up an appointment with an Auto Theft Detective for a report (see "Loaned/Borrowed Vehicles" and "Embezzled, Rented, or Leased Vehicles" sections to follow for further explanation).

f) If a call is received from a complainant who does not have the license plate or Vehicle Identification Number (VIN) from the vehicle they are trying to report stolen, assist the person by searching the computer for any available information and dispatch the information that is available. Officers are to take a report on an Auto Theft case and handle as an "Incident Only Report." The reporting officer will complete an ARJIS 11 report and write ZZ981153 above the space designated for the case number. This will designate the report as an "Incident Only Report" and no information will be entered into the California Law Enforcement Telecommunication System "CLETS." Process a completed Auto Theft report and forward to the Auto Theft Division.

If after going through the above procedure, it appears that the vehicle has been stolen, a "10851R" case will be formatted giving a full description. Radio will broadcast an "all-units" of the vehicle information and a unit will be dispatched to take the report when the CTRU is closed.

If there is any question about the vehicle at the time the call is received, Communications will note all details on the case, and the CTRU will evaluate for dispatch. After a CTRU employee has contacted the reporting party and it appears the stolen vehicle report is questionable, the CTRU employee is to contact a CTRU sergeant to determine if an incident report should be taken, or if an officer should be dispatched to contact the reporting party personally to decide how the call should be handled. The CTRU employee should advise the reporting party that further information or an "in-person" contact may be required to obtain a case number. This procedure is for officer safety, and also to decrease the possibility of unnecessary high-risk, high-liability traffic stops.

When a victim is not in the City, but their vehicle was stolen within the City limits, even if the CTRU is closed, Communications is to format a case for the area where the theft occurred. When the CTRU is closed and the victim has returned home outside the City, the 10851 CVC case is to be formatted for the area where the theft occurred, and an officer will be assigned to take the report. The officer can call the victim, take the report over the phone, and enter the stolen vehicle information into the National Crime Information Center (NCIC) database without delay. If there is a situation that precludes

handling the report over the phone, such as disputed ownership and/or custody of the vehicle, the citizen should be told to come into the City limits to meet with an officer.

The San Diego Police Department does not take courtesy reports of stolen vehicles for other agencies. The victim must contact the agency where the theft occurred to file a report.

19. Loaned/Borrowed Vehicles

If the registered owner, or person who had legal possession of the vehicle prior to theft, loaned the vehicle to a friend or relative or the vehicle was borrowed by a friend or relative and the vehicle has not been returned, advise the reporting party that the CTRU will not take a report.

If a friend or relative borrows the owner's vehicle and the vehicle is stolen from the borrower, the borrower can report the vehicle stolen only after confirming that the owner has not regained possession of their vehicle. Additionally, the borrower will need to have the vehicle information to report the stolen vehicle. Note the fact that the vehicle was borrowed and why the reporting party was driving the vehicle.

20. Test Drive

If a citizen gives his vehicle to someone for a test drive who does not return the vehicle, refer the citizen to the non-emergency number at (619) 531-2000.

21. Embezzled, Rented, or Leased Vehicles

If the vehicle has not been returned by the end of the contract date, the CTRU will not take a stolen vehicle report. The reporting party should be instructed to contact an Auto Theft Detective for an appointment to evaluate the possible theft. **Exception:** If the renter/lessee has the vehicle stolen from them during the contract period, and no one had permission to take the vehicle, the CTRU will take the stolen vehicle report.

For rentals: The rule is, if it wasn't taken from their parking lot after business hours, then no dispatch will be made (refer to Auto Theft detectives.)

22. Fraudulent Purchased Vehicles

For vehicles stolen via fraudulent credit application, forged check, or identity theft within the San Diego City limits, please contact **Economic Crimes at (619) 446-1031.**

23. Dealers

If a dealer discovers no more than two vehicles missing during inventory, the CTRU will take two separate reports with separate case numbers for each vehicle. If more than two vehicles are missing, refer the dealer to Auto Theft to speak with a detective.

24. Tractor/Trailer

A report for each will need to be taken with two separate case numbers. If the trailer was carrying a vehicle, an additional report for the vehicle will need to be taken. **A trailer full of TVs/stereos, etc., requires a separate 487 PC report on the property, and should be dispatched.**

25. Lost or Missing Vehicles

Lost vehicles are not entered into the National Crime Information Center (NCIC) database - they are entered into the Department of Justice (DOJ) database only. If stopped in the vehicle, the driver will not be arrested, but the vehicle will be towed and impounded at the owner's expense. The vehicle will only stay in the system for thirty (30) days without being renewed.

26. Trailer with a Boat

A report will need to be taken for both the trailer and the boat with two separate case numbers. The boat will have a CF number which is the license plate number for the boat, and a Hull number, which is the VIN number for the boat. Also, a trailer with four Jet Skis on it will require five separate reports.

***See the "Auto Theft Report Writing Guidelines" section for 10851 CVC report-writing instructions*.**

REPORTS NOT TAKEN BY CTRU

1. Domestic Violence Related

The CTRU will not take any calls regarding domestic violence. CTRU personnel will refer the incident back to a Communications supervisor for dispatch.

2. Civil Matters

The CTRU will not take reports regarding civil matters. CTRU personnel will attempt to assist the reporting party by providing resource information as appropriate.

3. Missing Juveniles

The CTRU will not take any calls regarding missing juveniles. CTRU personnel will refer the incident back to a Communications supervisor for dispatch.

4. **Passports**

United States Citizens: The San Diego Police Department does not take reports of lost or stolen passports unless they have been used in another crime such as identity theft.

Refer the reporting party to the U.S. Department of State for a replacement. Information can be obtained by calling **877-487-2778,** or for more information go to their website at http://travel.state.gov

All Others: The reporting party will need to go to an area station for the report. Inform the reporting party they will need to bring some form of identification with them, or in the case of exchange students, they must bring a person with valid identification who can vouch for the reporting party's identity. A copy of the report will be furnished to the reporting party at no cost to take to Immigration. People unable to provide appropriate identification shall be told to contact their embassy or consulate office in order to obtain proof of identity prior to filing a report. Additionally, a right thumbprint shall be placed on the back of the report at the time the report is taken. Missing passport reports shall not be taken over the telephone.

5. **Social Security Cards**

The San Diego Police Department does not take reports of lost or stolen Social Security cards unless they have been used in another crime such as identity theft.

Replacement cards may be obtained free of charge from the Social Security Administration. Refer the reporting party to the nearest Social Security office. The Social Security Administration will not take a report of a lost or stolen Social Security card. A complaint can be filed with the Federal Trade Commission by filling out Form DS64 obtained at their website address **www.ftc.gov**.

6. **Driver's Licenses**

The San Diego Police Department does not take reports of lost or stolen driver's licenses unless they have been used in another crime such as identity theft.

Refer the reporting party to the nearest Department of Motor Vehicles. Have the victim contact the Department of Motor Vehicles (DMV) at 1-800-777-0133 or via their website at **dmv.ca.gov.**

7. **Green Cards**

The San Diego Police Department does not take reports of lost or stolen Green Cards unless they have been used in another crime such as identity theft.

Refer the reporting party to the U.S. Citizenship and Immigration Services (USCIS) called INS to complete a Form I-90. You can get this form by calling the INS at (800)

870-3676 or by using the INS website at http://uscis.gov/graphics/formsfee/forms/i-90.htm.

8. **Lost/Stolen Guns**

As of October 25, 2012, lost or stolen guns reports **WILL NOT** be taken in CTRU. These calls should be dispatched by Communications.

**Exception*: *CTRU may take a lost/stolen gun if the reporting party victim is out of town and patrol's only response would be to take a report via telephone.*

- In this instance, a CTRU supervisor should be made aware of the incident.

9. **Hit & Run Reports**

As of April 8, 2022, Hit & Run collision reports with no injuries, no suspect Information, No Leads, and the report is needed for insurance purposes will be deferred to Online Reporting. This is in accordance with Order 22-17 and is reflected in Department Procedure 7.02 (Section XI, C).

INSTRUCTIONS TO THE RP FOR OBTAINING A COPY OF THE REPORT

After taking the report from the reporting party, give them the case number for the report. The following information is needed for Records to process the request for a copy of the police report.

-Case number or report number (if available)
-Party involved in the incident
-Location of occurrence
-Date of occurrence

All reports are maintained by Records Division located at the Headquarters Division at 1401 Broadway Avenue. Advise the reporting party that a copy of the report will not be ready for approximately 7-10 working days. The only way a copy may be obtained is through the mail or in person, and the fee is $12.00 per copy.

To obtain a copy in person: Copies of police reports may be obtained in person **ONLY** on **Wednesdays** between the hours of 8:00 am and 3:30 pm.

To obtain a copy by mail: Copies of police reports may be obtained by mail. Requests by mail must be accompanied by a check or money order (payable to the "City Treasurer) for $12.00 per report copy and a stamped, self-addressed envelope. Requests may be dropped off at the Headquarters Division or mailed to the following address:

Mailing address: SDPD Records Division
Public Services/Mail Station #726
P.O. Box 121431
San Diego, CA 92112-1431

For additional information or questions, contact the ADPS **Records Division at (619) 531-2846 Monday through Friday between 8:00am and 5:00pm.**

SECTION III CTRU COMPUTER PROCEDURES

- **CTRU CALL SIGNS**

  The CTRU will be handling TRU calls. The line and terminal names have been renamed to the following names:

  Northwestern TRU901 thru TRU918
  Northwestern TRU91S thru TRU93S

  Units have been entered into the Mobile Public Safety (MPS) system with the call signs of the terminals shown above. A total of twenty (20) terminals were added to the system for the expansion of the Northwestern area station.

- **COP-LOGIC**

  Cop-Logic is the Department's on-line reporting program. Dispatchers will evaluate calls from citizens to determine if Cop-Logic, and on-line reporting, is an appropriate action for them. They are to encourage the use of Cop-Logic whenever possible. This program allows citizens to directly report crime certain crimes and saves officer time and resources in the process. This program also expedites the reporting citizen's ability to obtain a copy of their report which is often important in cases where it is an insurance requirement.

  Personnel assigned to CRTU may be trained as a reviewer for Cop-Logic reports. Those designated as Cop-Logic reviewers, and who have received training, will access the monitoring portion of the program and will review reports to ensure they are appropriate, include the actual elements of the crime, and have a minimum standard of information.

  When a citizen completes an "on-line" report, they will be given a "T" number. This number is NOT a case number. It is a tracking number, similar to an event number. The report will be placed in a queue for officer review. Upon reviewing the reports, the officer will either:

  1) Approve the report

  2) Request additional follow-up

  3) Reject the report

If the reports qualify for on-line reporting and satisfy the criminal elements and reporting requirements of CTRU, they will be accepted and approved by the reviewing officer. Once the officer approves the report, a formal case number will be established, the report will be submitted into the NetRMS system and the reporting citizen will automatically receive a case number via electronic mail. Upon receipt of the case number, the reporting citizen can print a copy of the report.

If reports are not complete to the appropriate standards, the reviewing officer will either request additional follow-up or they will reject the report. When a report meets the required criminal elements and CTRU reporting requirements, but additional information is needed to complete the report, the reviewing officer will submit a request for additional information from the reporting citizen. The officer will notate the specific information they require of the citizen to provide and then request they resubmit the report for review.

If the on-line report does not satisfy the criminal elements required by state law, or was not committed within the San Diego Police Department's jurisdiction, or is one of the seven reports not taken by CTRU*, then the reviewing officer will reject the on-line report.

* ***See page 24-25 of CTRU Operations manual for a list of reports not taken by CTRU.***

Stolen vehicle reports, lost license plate reports, and ID thefts/economic crimes must be taken in person or via telephone. Officers are to REJECT on-line reports involving these crimes and instruct the reporting party to call (619) 531-2000 to report the crime in person or over the telephone.

When the reviewing officer rejects a report, they will provide an articulate explanation as to why the report was rejected. This information will then be emailed to the reporting citizen.

The Cop-Logic program maintains reports in the main screen queue for one week. In an effort to ensure ALL reports are reviewed, Cop-Logic trained officers should manually enter search dates for reports submitted at least ***6 weeks prior to the current date.*** This manual search will allow officers to review reports submitted beyond the one-week period and are no longer in the main queue.

The on-line reporting system has a dedicated phone number at Northwestern Division – (858) 523-7066. Cop-Logic trained officers are responsible for answering this line and responding to any voicemail pertaining to the on-line reporting system.

SECTION IV - CODE DEFINITIONS OF CRIMES (ELEMENTS)

10852 CVC – BREAKING OR REMOVING VEHICLE PARTS

No person shall either individually or in association with one or more persons, willfully injure or tamper with any vehicle or the contents thereof or break or remove any part of a vehicle without the consent of the owner.

Examples:

- The lock to the door of the vehicle is damaged. However, no entry to the vehicle was gained.
- The trunk lock is damaged, and no entry is made into the vehicle.
- The vehicle is left unlocked, is entered, and the ignition has been damaged, but nothing is taken.
- The vehicle is entered, and the stereo has been tampered with, but was not taken.

459 PC – BURGLARY (CAR PROWL)

Every person who enters any house, room, apartment, tenement, shop, warehouse, store, mill, barn, stable, outhouse, or other building, tent, vessel, floating home, railroad car, locked or sealed cargo container, whether or not, mounted on a vehicle, trailer coach, house car, inhabited camper, vehicle - when the doors are locked, aircraft, or mine or any underground portion, thereof, with intent to commit grand or petty larceny (theft) or any felony is guilty of burglary.

Examples:

- ***The lock to the door or trunk is damaged and property is removed from inside the vehicle.***
- ***The RP knows the door was locked and can see some damage to the rubber around the door as if a "Slim-Jim" device was used, and property was taken from inside the vehicle.***

DEFINITION OF THEFT

Every person who shall feloniously steal, take, carry, lead, or drive away the personal property of another, or who shall fraudulently appropriate property which has been entrusted to him, or who shall knowingly and designedly, by any false or fraudulent representation or pretense, defraud any other person of money, labor or real personnel property, or who causes or procures others to report falsely of his wealth or mercantile character and by this imposing upon any person, obtains credit and thereby fraudulently gets or obtains possession of money, or property or obtains the labor or service of another, is guilty of theft.

484(a)/488 PC – PETTY THEFT

If the value of the property taken is under $950.00, the crime is Petty Theft.

CITY-OWNED TRASH CANS:

The victim is the City of San Diego – 4950 Murphy Canyon Rd. #102, San Diego, CA 92123. Value: $50. Have the reporting party call (619) 492-5060 to get the serial number prior to making the report.

487(a) PC – GRAND THEFT

Definition is the same as above.

If the value of property taken exceeds $950.00, the crime is Grand Theft. Property taken from unlocked garages will be listed as Petty Theft or Grand Theft according to the value of the missing property. When a victim discovers lost or missing property from their home or business and there is no evidence of forced entry, the case will normally be listed as a burglary if there were extenuating circumstances that can be articulated in the report.

484(a)/488 PC – PETTY THEFT OR 487(a) PC – GRAND THEFT ATM

Definition is the same as above.

Example:

- ***Money has been removed from the reporting party's bank account at an Automatic Teller Machine (ATM) without the permission of the reporting party, whether or not the reporting party has possession of their card.***

484(a)/488 PC – PETTY THEFT OR 487(a) PC – GRAND THEFT BICYCLE

Definition is the same as above.

Examples:

- ***The reporting party's bike was taken from the balcony of their residence, whether or not it was locked to a post.***

- ***The reporting party's bike was taken from a community area where several people have access to the storage area, whether it was locked to a post or not.***

- ***The reporting party left the bike unsecured and returned to discover it was gone, and the reporting party has no suspect information.***

484(a) 488 PC – PETTY THEFT OR 487(a) PC – GRAND THEFT CAR PROWL

Definition is the same as theft.

Examples:

- ***The reporting party left the vehicle unlocked and has discovered that property is missing from inside the vehicle.***

- ***The reporting party is not sure if the vehicle was locked, there are no signs of forced entry, and property is missing from inside the vehicle.***

The difference between 484(a)/488 PC and 487 PC is the *dollar value of the property* which was taken.

484e (e) PC THEFT OF ACCESS CARD ACCOUNT INFORMATION

Every person who acquires access card account information with respect to an access card (An access card is a credit card, a debit card, or an ATM card.) validly issued to another person, without the cardholder's or issuer's consent, with the intent to use it fraudulently, is guilty of a grand theft.

The CTRU will document the theft of account holder's access card information, not the use of the access card account information. The use of the account information plays a minor role in the reporting of the theft of the account information. The use of the card information (484g (a) PC) is usually what alerts the account holder that their access card information was stolen. There is usually little or no suspect information in 484e (e) PC cases. The theft of account information is a separate crime from the fraudulent use of the account information (484g (a) PC); which **require different victims and witnesses** to investigate.

The 484e (e) PC boilerplate report is only to be used for those cases in which the access card account information is stolen, not when the card itself is stolen. Theft of access cards will continue to be documented on the appropriate theft report form.

Example of 484e (e) PC:

- ***An account holder, who has possession of their credit card, discovers unauthorized charges on their credit card bill. The unauthorized charges are often mail or phone order items, which do not require a credit card at the point of sale.***

Case numbers should be obtained in the usual manner. A financial crimes case number is not required, as this type of crime would fall under the category of general theft.

The San Diego Police Department would customarily have jurisdiction in 484e (e) PC complaints from residents of San Diego or recent visitors who can trace all unauthorized activity to the area. In most cases the "location of incident" will be the victim's home address.

If you have any questions, please call the Economic Crimes Unit at (619) 531-2896.

594(b) (1) and 594(b) (2) (a) PC– VANDALISM

Every person who maliciously commits any of the following acts with respect to any real or personal property not their own, in cases other than those specified by the state law, is guilty of vandalism:

- Defaces with graffiti or other inscribed material.
- Damages.
- Destroys.

The difference between 594(b) 1, & 594(b) 2 PC is the monetary damage of the property.

594(b) (1) PC - Damage $400 or more
594(b) (2) (a) PC - Damage less than $400

- The term "graffiti or other inscribed material" includes any unauthorized inscription, word, figure, mark, or design, that is written, marked, etched, scratched, drawn, or painted on real or personal property.

  ***Note* CTRU WILL NOT take a vandalism report for graffiti associated with "Hate" images or speech. Communications will dispatch an officer to the scene.**

Examples:

- ***The reporting party's vehicle has the paint scratched and/or window has been broken, with no missing property.***
- ***The reporting party's house or fence has been spray painted, or has been defaced by etching words in the wood or glass.***

- ***The reporting party's vehicle tires have been cut and the tires are flat (unless domestic violence related).***

  Note: If the air has been let out of the tires and there is no permanent damage, there is no vandalism. Consider a Citizen's Request Form for extra patrol.

  There must be permanent damage to the RP's property to be a vandalism report. Again, a Citizen's request form should be considered.

653m (a), 653m (b) PC – OBSCENE, THREATENING, OR ANNOYING TELEPHONE CALLS OR E-MAILS

- Every person who, with intent to annoy, telephones another and addresses to or about the other person any obscene language or addresses to the other person any threat to inflict injury to the person or property of the person addressed or any member of his or her family, is guilty of a misdemeanor.

- Every person who makes repeated telephone calls with intent to annoy another person at his or her residence, is, whether or not conversation ensues from making the telephone call, guilty of a misdemeanor. Nothing in this subdivision shall apply to telephone calls made in good faith.

Examples:

- ***The reporting party has received ten hang up calls with no voice contact.***

- ***The reporting party has received a phone call where the caller uses obscene language to the reporting party or makes obscene references to the reporting party.***

- ***The reporting party has received a phone call where the caller makes a threat to the reporting party, but the reporting party does not feel that their life is in immediate danger.***

- ***The reporting party receives a phone call (hang up, obscene, or threatening) on the answering machine.***

- ***The reporting party has received threatening or obscene emails, but the party does not feel their life is in immediate danger.***

The CTRU will not take 653m PC reports where the reporting party feels that his or her life is in immediate danger, nor will CTRU take 653m PC calls where domestic violence is involved; these calls must be dispatched.

529(a) PC – FALSE PERSONATION OF ANOTHER

Every person who falsely personates another in either his or her private or official capacity, and in that assumed character does any of the following, is punishable pursuant to subdivision (b):

- Becomes bail or surety for any party in any proceeding whatever before any court or officer authorized to take that bail or surety.
- Verifies, publishes, acknowledges, or proves, in the name of another person, any written instrument, with intent that the same may be recorded, delivered, or used as true.
- Does any other act whereby, if done by the person falsely personated, he might, in any event, become liable to any suit or prosecution, or to pay any sum of money, or to incur any charge, forfeiture, or penalty, or whereby any benefit might accrue to the party personating, or to any other person.

530.5(a) PC – PERFORMANCE OF CERTAIN ACTS IN FALSE CHARACTER

Every person who willfully obtains personal identifying information of another person, and uses that information for any unlawful purpose, including to obtain, or attempt to obtain, credit, goods, services, real property, or medical information without the consent of that person, is guilty of a public offense.

Example:

Reporting party's name, personal information and identification numbers were used to get a credit card in the reporting party's name.

647(4) (A) PC – DISTRIBUTE INTIMATE PHOTOS WITHOUT SUBJECT'S CONSENT

Any person who intentionally distributes the image of the intimate body part or parts of another identifiable person, or an image of the person depicted engaged in an act of sexual intercourse, sodomy, oral copulation, sexual penetration, or an image of masturbation by the person depicted or in which the person depicted participates, under circumstances in which the persons agree or understand that the image shall remain private, the person distributing the image knows or should know that distribution of the image will cause serious emotional distress, and the person depicted suffers that distress.

A person intentionally distributes an image described in subparagraph (A) when he or she personally distributes the image, or arranges, specifically requests, or intentionally causes another person to distribute that image.

As used in this paragraph, "intimate body part" means any portion of the genitals, the anus and in the case of a female, also includes any portion of the breasts below the top of the areola that is either uncovered or clearly visible through clothing.

SECTION V - REPORT WRITING GUIDELINES

AUTO THEFT REPORT WRITING GUIDELINES

Generally, auto theft reports are taken by CTRU personnel while the CTRU is open. After hours, stolen vehicle reports are formatted for dispatch. If there is any question about the car at the time the call is received, Communications will note all of the details on the case, and the CTRU employee will evaluate for dispatch. If a CTRU employee has contacted the reporting party and it later appears the 10851 CVC is questionable, the CTRU employee is to contact a sergeant. The sergeant will determine if an incident report should be taken, or if an officer should be dispatched to contact the reporting party personally and decide how the call should be handled. The CTRU employee should advise the reporting party that further information or an "in-person" contact may be required to obtain a case number. This procedure is for officer safety, and also to decrease the possibility of unnecessary high-risk, high-liability traffic stops.

All reports of vehicles stolen from within Southern Division are to be dispatched and the reporting party will have to sign the report.

FRONT OF TOP SHEET

Use an **exact** location of the theft of the vehicle whenever possible. The use of cross streets is not recommended.

Example:

3500 La Jolla Village Dr.

Odometer reading – Approximate (if known).

License number – Is needed, and quantity of license plates on the vehicle.

Plate Type – A = Passenger Vehicle (Example: 2LIC222)
C = Commercial Vehicle (Example: 2L31232)
T = Trailer
L = Personalized Plates (Example: TOOFAST)
P = Out of State Plates

VIN # - Is needed before calling in to get a case number.

Engine # - Use with stolen motorcycles.

Body Type – Examples: 2DR, SW (Station Wagon).

Current Owner/Registered Owner (R/O) – fill in appropriate boxes. The registered owner will be the same as the information listed with the Department of Motor Vehicles (DMV). If the reporting party recently purchased the vehicle and has not registered the vehicle in their name, include their information in the narrative of the report. In the narrative, make note that the reporting party has not registered the vehicle in their name yet; also advise Teletype of this when you call to get a case number.

Legal owner – If the vehicle is paid for, the registered owner will probably be the legal owner. If the registered owner is still paying for the vehicle, a bank or finance company may be the legal owner. If the bank or finance company information is not available, leave this portion blank.

Date & Time of Occurrence – Use date and time the owner last saw the vehicle, and the date and time the owner discovered the vehicle was missing.

Example:

010195 2100 hrs./010295 0800 hrs.

Reporting Party – Include First and last name, driver's license number and the state the license was issued, and the home and work address of the reporting party with appropriate phone numbers.

Last Driver of Vehicle – First and last name of the person who last drove the vehicle before it was discovered missing. Also include the person's home address and phone number.

BACK OF TOP SHEET

Area of Occurrence – Rural = country
Urban = city

Taken From – Fill in with the appropriate location.

Case Number – The case number will be the same case number you get from Teletype.

Checked Neighborhood – Ask the reporting party if they have checked the neighborhood for the vehicle.

Cargo – If there were boxes of property in the vehicle when it was taken, include the property list in the narrative. If the cargo is out of a commercial vehicle, a separate report will need to be taken (example: 487 PC), and it will be assigned a separate case number.

Payments Current – If the reporting party is behind on their car payments, the vehicle may have been repossessed. If the vehicle has been repossessed, it is not considered to be stolen and the reporting party will need to contact the bank or finance company.

Doors Locked – Were the doors of the vehicle locked?

Keys in Vehicle – Were there any keys for the vehicle left in the vehicle, and are there any keys hidden in or on the vehicle?

Alarm – Was an alarm installed in the vehicle and was the alarm activated prior to being taken?

Anti-Theft Device – Was a CLUB or other anti-theft device installed on the vehicle prior to it being taken?

Suspect info – Leave blank, even if the owner thinks they know who stole their vehicle.

Recovery info – Leave bank.

Component info – Leave bank.

Narrative – Example: John Doe parked and secured his vehicle on the street in front of 3500 La Jolla Village Dr. Doe returned to his vehicle in the morning and discovered it was missing. Doe gave no one permission to drive his vehicle.

Call Teletype at (619) 531-2350 to get case numbers for stolen vehicles. You cannot give the reporting party a case number from MPS because the numbering system is different for stolen vehicles. Additionally, Teletype will check to see if the vehicle has been impounded but has not yet been entered into the computer.

STOLEN LICENSE PLATE REPORT WRITING GUIDELINES

Use the same report, which is used for auto-theft reports. No narrative is required.

Fill in the appropriate boxes. The location can be the last place and time the victim remembers seeing the plates on their vehicle.

Lost or stolen plates are **not assigned a case number** like other crimes. The plate number is the case number for the plate.

Advise the victim to remove the remaining plate from their vehicle, if one remains, and turn it into the Department of Motor Vehicles (DMV). Once they have reported one plate as lost or stolen, they need to obtain a new set of plates for their vehicle. The DMV will issue them a new set of plates.

Dealer plates – The number and letter on the dealer plate must be included in the report.

Example:

1A, 2A, 3A, etc.

Tabs – list the month and year expiration. Reports are not taken for stolen license plate tabs (month and year); the reporting party can go to the DMV and purchase a new tab.

All reports involving stolen license plates must be faxed to Teletype immediately after completing the report so that the plate information can be entered into NCIC.

ADDITIONAL PROPERTY SUPPLEMENTAL (ARJIS-4)

The Additional Property Supplemental is used when the victim is reporting property loss of more than four items (the first four are on the Crime Report). If the additional property loss is minimal, CTRU can fill out the Additional Property form. Once you have completed the form, attach it to the report and place it in the completed reports box. If the loss is substantial (i.e. 10-20 additional items), CTRU can mail or e-mail the reporting party an Additional Property form. The reporting party is to be advised that they will need to fill out the form and mail it back to the assigned area station. Victims can fax or e-mail a copy of additional items to CTRU if sent by the end of shift. **It is important the victim understands the case number needs to be included on the fax.**

NOTE: It is important to include the reporting party's case number on the Additional Property form before you mail it to them. The case number is sometimes the only form of identification linking the report to the reporting party.

If the form is mailed, place it in an envelope and address it to the reporting party. Be sure the return address includes the area station address.

SECTION VI – RESOURCE INFORMATION

TELEPHONE REPORT UNIT PHONE NUMBERS

CTRU		858-523-7060
CTRU	TRU901/TRU918	858-523-7060
CTRU	COP-LOGIC LINE	858-523-7066

PUBLIC PHONE NUMBERS

Animal Control	858-278-9760
Birth Records	619-237-0502
Civil TRO	
Family Court Services	619-687-2292
County Jail	619-615-2700
Coroner's Office	858-694-2895
Crisis Suicide Hotline	800-479-3339
Detox	619-232-9343
Family Court	619-236-0189
Juvenile Hall	858-694-4500
Immigration	619-557-5570
Landlord/Tenant	900-505-5663
-Disputes	858-571-1166
-Free Legal Counsel	858-571-7100
Las Colinas	619-258-3176
Pacific Bell	
Phone Trap - "Annoyance Call"	800-348-8727
Postal Inspector	619-233-0610
24 Hour #	626-405-1208
SD Lifeguards	619-221-8899
Street Maintenance	619-527-7500

PUBLIC PHONE NUMBERS FOR OUTSIDE POLICE AGENCIES

Border Patrol	619-662-7321
Carlsbad PD	760-931-2197
CHP	858-637-3800
Chula Vista PD	619-691-5151
City College PD	619-388-3461
City School PD	619-291-7678
Community College PD	619-388-6405
Coronado PD	619-522-7350
El Cajon PD	619-579-3311
Escondido PD	760-839-4722
Harbor PD	619-686-6272
La Mesa PD	619-667-1400
Mesa College PD	858-388-2749
Miramar College PD	858-388-7353
National City PD	619-336-4411
Oceanside PD	760-435-4911
Palomar College PD	760-744-1150 x2289
San Diego Sheriff	858-565-5200
San Diego State PD	619-594-1991
UC San Diego PD	858-534-4361

AREA STATION LOCATIONS

Central	2501 Imperial Av. 92101	619-744-9500
Eastern	9225 Aero Dr, 92123	858-495-7900
Mid-City	4310 Landis St, 92105	619-516-3000
Northeastern	13396 Salmon River Rd, 92129	858-538-8000
Northern	4275 Eastgate Mall, 92037	858-552-1700
Northwestern	12592 El Camino Real, 92130	858-523-7000
Southeastern	7222 Skyline Dr, 92114	619-527-3500
Southern	1120 27th St, 92154	619-424-0400
Traffic	9265 Aero Dr, 92123	858-495-7800
Western	5215 Gaines St, 92110	619-692-4800

Attachment A

CENTRALIZED TELEPHONE REPORT UNIT GUIDELINES

Your well being is of prime importance. Your hard work and productivity is greatly appreciated. *Please be sure to work safely and within your restrictions and abilities to avoid further injuries.*

CTRU Sergeants shall be made aware of employee physical limitations and restrictions, required exercise, or stretching requirements and ergonomic needs.

Please become familiar with the current CTRU Operations Manual, logon commands and record keeping practices (journal procedures). CTRU Manuals can be found on the Resource Directory or the CTRU Sergeant's Office

Officers are to check out with a CTRU Sergeant and sign out on the sign out board prior to leaving the building. It is important for us to know where you are.

The use of the two CTRU vehicles will be dictated by CTRU Sergeants based on individual need and time anticipated being absent from the unit.

The scheduling of medical appointments, including physical therapy and other necessary department business, shall be coordinated through CTRU Sergeants.

Officers working less than a full shift are expected to attend physical therapy and doctor appointments during their non work hours (4850 time). Officers working a full shift will be granted up to one hour for physical therapy sessions and up to thirty minutes each way for travel depending on individual circumstances (location etc).

Concerns regarding the suitability of CTRU for completing unusual circumstance reports, or questionable incidents, should be brought to the attention of the CTRU Sergeants for evaluation rather than officers contacting dispatchers, or the Lead Dispatcher directly.

Reasonable discretion shall be exercised when accessing the Internet. Officers will adhere to Department Policy and Procedure 1.45.

Officer Journals shall be completed on a daily basis and shall contain sufficient information for operational unit purposes. You are expected to keep a daily journal listing your contacts made and reports taken just as you would in a field assignment.

Personnel shall conform to the CTRU Operations Manual and applicable Department, rules, regulations, expectations and procedures. The CTRU dress code is business casual (collared shirt and slacks) or Class "B" uniform. Deviations due to medical restrictions must be approved by a CTRU Sergeant.

Redbook entries will normally be made by, or at the direction of, CTRU Sergeants. Requests for time off shall be accompanied by leave a slip.

When no CTRU supervisor is available, CTRU personnel are to call a Northwestern Patrol Sergeant for assistance. If none are available they should contact the Watch Commander.

Officers shall follow Department procedures when calling in sick. They will notify the Watch Commander unless they actually speak to a CTRU Sergeant who directs them to do otherwise.

Initials _____ Date_____