

Headquarters Front Counters

Operations Manual

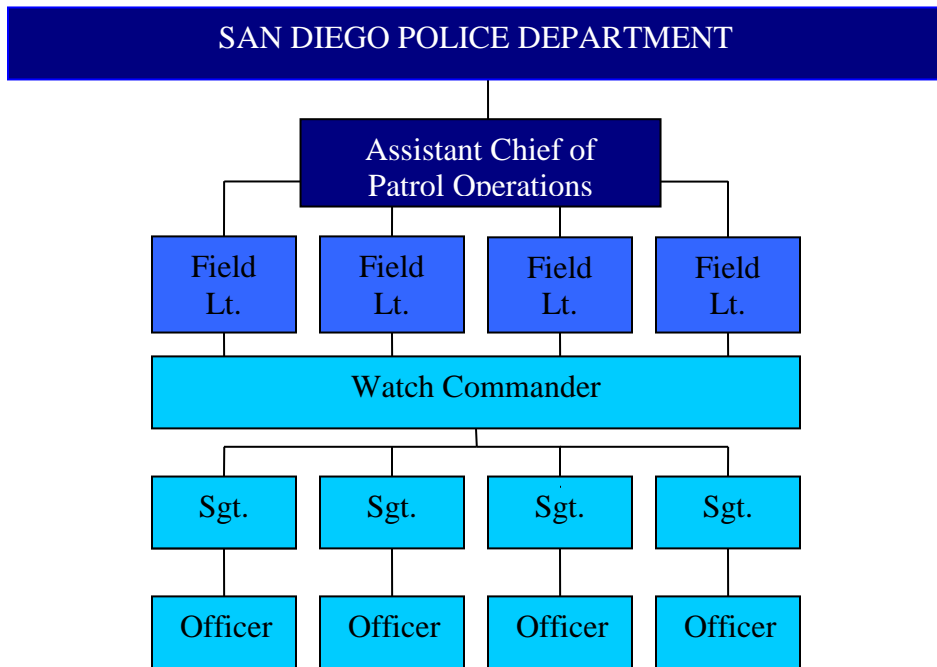
Chief of Police David Nisleit



Procedures for making changes or corrections;

1. The Headquarters Front Counter Operations Manual first printing is dated March 22, 2012.
2. When corrections/changes become necessary the date must be changed to reflect the date of the change.
3. Any and all changes must be signed off by the Lieutenant.

**Headquarters Front Counters
Organizational Chart**



GOAL

The Broadway Front Counter is the primary reception area for Headquarters. It will be the goal of all personnel working the counters to assist the public and provide the best service possible. In addition, we will provide security for Headquarters.

Introduction

The Headquarters Front Counters are staffed with four police officers; all officers must be full duty.

The Broadway Front Counter is open Monday through Friday, from 0730-1700 hours. The E Street Front Counter is open Monday through Friday, from 0800-1700 hours.

One of the main functions of Headquarters' Front Counter personnel is to provide security for the building. The Broadway Front Counter is the main reception area for Headquarters. There are several visitors each day who need to be accounted for. Each visitor is required to be tracked; this is done by entering each visitor into the **Visitor Check in log**. Certain visitors will need to be escorted throughout their stay in the building. Refer to the operations manual regarding visitors.

For safety reasons, due to the high volume of visitors, the reception areas should be frequently checked for items that are left (e.g., backpacks, purses, packages) in the lobby area.

Like all other area commands Headquarters front counter officers complete walk-in type reports. Reports that are typically referred to Communications (Officer Inquiry Line 531-2050) and dispatched are reports that require extensive follow up; for example, reports involving recent child abuse or a sex crime, or a very complex report. Reporting parties will be advised if there is going to be a long delay in patrol response. The reporting party has the option of going home to make the report, as long as they live in the city of San Diego. If the reporting party goes home, he or she will be given an event number as a reference. Communications should be notified that the reporting party is going to a different location due to the delay.

Front counter officers occasionally come across someone with an outstanding warrant. This is usually revealed via a computer check for a case number or searching RI05 to find particular numbers for narcotics registrants. Citizens also turn themselves in due to outstanding warrants. Generally, if the warrants are misdemeanors they are referred to the courthouse (220 W. Broadway) to get a new court date. If it is a felony warrant, no bail warrant, or a PAL warrant, they must be arrested.

During the course of the work shift, many computer systems are accessed in order to do research for the public or when completing reports. Personnel should be very

knowledgeable with the following systems: A.R.J.I.S., Coplink, County, Calls for Service (radio calls), MPS and I/NETViewer.

The Public Records Counter is open Monday through Friday. In order for the records clerks to process citizen requests in a timely manner, Broadway Front Counter personnel will assist in making sure all forms are filled out properly. Also, if a case or booking number is required, front counter personnel will make sure the correct number is on the form. When necessary, research will be conducted to find the appropriate number.

On Tuesdays and Thursdays, Records Division is open to the public from 0800 hours to 1100 hours. This is for RAP sheets, Petition to Seal and Destroy Adult Arrest Records, and new Narcotics Registrations. All necessary applications must be filled out prior to entering the records public counter area. For further detailed information refer to the operations manual.

Five days a week, Records Division is open to the public for copies of police reports. The hours are from 0800 to 1530. All necessary applications must be filled out prior to entering the records public counter area.

The E Street Front Counter personnel have the same duties as the Broadway Front Counter, plus additional responsibilities. The E Street Front Counter is open to the public for various services; 290 P.C. Registration, the property room, and Permits & Licensing. The E Street Front Counter is also the reception area for Vice Operations.

Arson (457.1) and Sex (290 P.C.) Registration takes place at the E. Street Front Counter, Monday through Thursday from 0800-1500 hours. The property room is open from 1100-1500. Permits & Licensing is open from 0900-1700.

A copy of these Operations Manuals will be maintained at each counter along with other informative booklets for quick reference for officers who are assigned relief duties for permanently assigned officers.

**HEADQUARTERS' FRONT COUNTERS
OPERATIONS MANUAL**

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HEADQUARTERS' FRONT COUNTERS OPERATIONS MANUAL

SERGEANT/WATCH COMMANDER

The Watch Commander is currently attached to the Assistant Chief of Patrol Operations. Four Field Lieutenants supervise the four Sergeants who are assigned to the Watch Commanders' Office.

The two Sergeants assigned to day watch are the direct supervisors for all Front Counter personnel. The Sergeants are responsible for approving time off, complaints on front counter personnel, and yearly evaluations.

THE BROADWAY FRONT COUNTER

A. The Front Counter is staffed with three full duty police officers. Hours of operation are from 0730 to 1700, Monday through Friday. A person from the Relief Schedule is assigned when needed.

Duties and Responsibilities Include:

1. Provide station security and make sure access doors are properly secured.
2. Maintain the visitor logs.
3. Issue and retrieve visitor pass and conduct visitor background checks.
4. Check incoming messages left on voice mail; return calls if necessary.
5. Direct incoming calls to the proper units or commands.
6. Assist walk-in traffic by taking reports and sign off "fix-it-tickets".
7. Refer Citizens Complaints to Internal Affairs per Department Procedure 1.10.
8. Assist the public with any police related questions; refer them to the proper department.
10. Front counter officers are also a resource for various questions that are not department related, every attempt will be made to research and refer the citizen to the proper department or organization.
11. Assist Public Records Clerks upon their request or when intervention is necessary between the clerks and citizens.
12. Impound property that is turned in at the Front Counter.

13. Act as a cover officer when arrests are made in the lobby or hallway areas.
14. Make sure all lobby doors and access doors are secured at closing time.

THE E ST. FRONT COUNTER

- A. The E Street Front Counter is staffed with one police officer. Hours of operation are from 0800-1700 hours. A person from the Relief Schedule or from the Broadway Front Counter is assigned when needed.

Duties and Responsibilities Include:

1. Provide station security and make sure access doors are properly secured. Knowing location of panic button to get immediate assistance from the Watch Commander.
2. Check the public restrooms stalls at opening and closing of the day.
3. Make sure all lobby doors and access doors are secured at closing time.
4. Check incoming messages left on voice mail; return calls if necessary.
5. Direct incoming calls to the proper units or commands.
6. Assist walk-in traffic by taking reports and sign off "fix-it-tickets".
7. Refer Citizens Complaints to Internal Affairs.
8. Assist the public with any police related questions; refer them to the proper department.
9. Be a resource for various questions that are not department related, every attempt will be made to research and refer the citizen to the proper department or organization.
10. Assist the Public Information Clerks upon their request or when intervention is necessary between the clerks and citizens.
11. Impound property that is turned in at the Front Counter.
12. Act as a cover officer when arrests are made in the lobby or hallway areas.
13. Assist Police Property Room and Evidence Clerks when requested or necessary.

HEADQUARTERS' FRONT COUNTERS OPERATIONS MANUAL

Applications

Several application forms are given out at the front counter. Most of the application shells are kept in the computer, filed in the G: Drive, under the Watch Commander. Open the Watch Commander folder, then Front Counter folder, then search for folder named "Forms for Records". Copies can be generated on the desktop and retrieved from the Records copy machine located at the counter.

Arrest Procedures

Due to the high volume of visitors at the front counter, front counter officers occasionally come across someone with an outstanding warrant. This is usually revealed via a computer check for a case number, or searching RIO5 to find particular numbers for narcotics registrants. Citizens also turn themselves in due to an outstanding warrant. Generally, if the warrants are misdemeanors they are referred to the courthouse (220 W. Broadway) to get a new court date. If it is a felony warrant, no bail warrant, or a PAL warrant, they must be arrested.

If an arrest is going to take place, the subject will be taken into custody, handcuffed, and searched incident to arrest. Communications (531-2050) will be called and a request will be made for an available unit. Do not confirm the warrant; this will be conducted by the patrol officer. The patrol unit will process the arrest, do all the appropriate paper work, and impound property (including personal property and drug paraphernalia).

To check for misdemeanor or felony warrants, search the County computer system under RIO5 or MA09. A search must be conducted in the SUN System for PAL warrants (Parolee at Large).

Arson Registration (457.1 P.C.):

Arson Registration is conducted at the E Street Front Counter. The Sex Registration Unit (290 Unit) is responsible for the arson registration process. Registration takes place Monday through Thursday from 0800 hours to 1500 hours; there are no exceptions after 1500 hours. To reach an investigator or to leave a message the telephone number is 531-1543. The general recording information line is 531-2989 (a message cannot be left at this number).

If the registrant arrives after hours, they may call the unit on the lobby wall phone and leave a message. If the subject is a dual registrant (11590 H&S and 290 P.C./457. 1P.C.), they need to fill out the Narcotic Registration Form (11590 H&S form) at the Broadway Front Counter. Also, they will need to fill out the 451.7 P.C. form at the E Street location.

If the registrant lives outside the San Diego City limits, they must register in the jurisdiction where they reside. **If the registrant plans on moving to the city but has not yet relocated, we will not register them.**

At times, disabled Registrants arrive on the Broadway side of the building and need to access the elevator. They are usually escorted through the building to the 290 Unit.

ATM Machine

The ATM Machine is for the general public and employees. If the machine malfunctions, the company is automatically notified and someone will be sent for repairs. The repair service generally responds within the hour.

Background Checks for the Office of Personnel Management (O.P.M.):

The Office of Personnel Management falls under the realm of the Federal Government. The office does background checks for personnel needing security clearances for classified positions. These background checks are conducted by either O.P.M. Agents or Contracted Agents. If the background check is done by an Agent of O.P.M., they are allowed to enter the law enforcement records counter. If the background check is conducted by a contract employee, the contractor must leave his or her request at the counter. The request must contain an identifying letter that he or she is an agent of one of the authorizing agencies, a release authorization by the subject of the investigation, plus a \$12 fee and a self addressed stamped envelope. If there are further questions have the agent contact public records.

Blood Alcohol Content Results * are never given out over the telephone*

The SDPD laboratory provides BAC results for arrests conducted by San Diego Harbor Police. SDPD does not process requests for San Diego State University, nor do we have access to other agencies lab results. If an arrest was made by another agency, results must be obtained from that agency.

B.A.C. results may only be obtained by the arrested individual. He or she must come in person to the Headquarters' Front Counter. Some form of identification or the Admin Per Se form (pink form, Order of Suspension/Temporary License Endorsement DS-360/360A) must be presented.

The BAC results are usually ready in seven to ten days. If the BAC results are not ready within this time frame it is usually because the results were lower than .08. Generally if the BAC is low, the laboratory sends the sample out for a toxicology screen. The results will be ready in approximately seven days.

If the B.A.C. results are not ready yet, have the subject call the lab (531-2577) prior to returning to the front counter. He or she will be told when the results are ready, however they must return to the counter for the results.

Defense attorneys may obtain lab results using the following procedures: via a court order, or by using the discovery process via District or City Attorney Office.

Government agencies, such as the United States Marine Corps or Navy, should go through their legal departments to obtain test results. The NCIS Office is a good place for them to call for the explanation of the procedure. If their legal department calls us for results we should refer them to the lab.

Blood Alcohol Content (B.A.C.) Results can be accessed via the Narcotic & Alcohol Analysis Results I-Con on the desk top. This is for results from the current date to May 2011. **Results prior to May 2011** must be accessed on the F Drive-Lab Folder. The arrestees are listed by month of arrest. Access the F: Drive, open the Lab Folder, then access the year and month of arrest.

There are no documented laboratory result forms that will be given out. This information will be revealed through discovery if the arrest ever goes to court. This information is verbal only; or the results can be written out on a police business card.

At times, the arrestee has a secondary charge of being under the influence of narcotics. These results are also obtained by the laboratory. We cannot access the results; the laboratory has to be called. The Barcode number is needed in order for the Laboratory to access the results; the Barcode is listed in the arrest report. It's either found in the evidence box or within the narrative of the arrest. The results are usually ready in approximately ten days. Again, the results are also given in person; the results are given out verbally.

For arrestees who are not charged, and would like the lab results, they or their attorney must subpoena the records. Refer the citizen to the lab for further information.

CAD (Computer Aided Dispatch system)

The CAD is a very useful resource and is used throughout the day. The CAD can be utilized for the following: obtaining case numbers, checking call status, communicating with dispatch and officers, and adding comments to pending calls at the front counter.

The CAD also has a wealth of information that can be accessed by typing **info/index** in the subject line. This accesses the index of various procedures and other subjects.

To access telephone numbers that are frequently used by law enforcement; type **info le** in the subject line and hit enter.

To search for a radio call, knowing only the location and possible time frame, type **IHR** in the subject line and hit enter. Type in the start and end date, as for location use the asterisk (*) sign before and after the street name. Do not enter the numerical address or hundred block. Hit enter, when the results appear move the cursor down to the IHR field

then hit enter again. Repeat until you find the call(s) you are searching for. (You can also search for radio calls using the Calls for Service ICON.)

California Highway Patrol

CHP offices are located at 4902 Pacific Highway, telephone number (619) 220-5492. CHP office hours are Monday through Friday from 0800-1700 hours. CHP conducts VIN verifications and accidents that occur on the highways.

If someone needs to obtain a CHP report they can be obtained any day of the week from 0800-1700 hours. Reports are \$10.00 a copy for up to twenty-five pages. A request for a report may also be obtained via the C.H.P. website at <https://www.chp.ca.gov/>

Calls for Police Service

The Calls for Police Service function is very useful when trying to locate a radio call that cannot be found through a CAD search. To use this search function use the icon (space shuttle) located in SDPD Applications. When the ICON opens, use the drop down box and select calls for service. You can search primarily by beat, address, name of the reporting party; or their telephone number.

Child Abduction Reports

In child custody cases where one party is alleging the child was abducted, the District Attorney Child Abduction Unit may get involved. There must be some type of court order in place. Otherwise, it is probably best to write it up as a Missing Person Report or it is a Family Court issue. For child abduction cases, the reporting party must have “physical custody” marked on the court paperwork for the District Attorney Child Abduction Unit to take the case and handle the investigation. If the person has visitation, then the person has to go to Family Court and request another hearing. If they need help to locate the person for service of court papers, then they must ask for the hearing to be scheduled at least 60 days away. The D.A. Office can help them with a “Locate and Serve Process”, but they need time. The necessary forms are available on the District Attorney’s website.

Citizens Complaints

If a citizen wishes to make a complaint against an officer Internal Affairs must be called. Refer the citizen to the wall telephone, located on the south wall of the lobby if the lobby area is busy. If the citizen is somewhat irate or meets the criteria for 5150 W&I gather a synopsis of what the complaint is about and contact Internal Affairs.

Clearance/Good Conduct Letters

Clearance Letters (also known as a “No Record” letter or “Good Guy Letter”) are requested by citizens who are in good standing and are going to be living in a foreign

country. Records Division no longer provides this type of service. The San Diego County Sheriffs Department, Licensing Division continues to provide this Service. They are located at 9621Ridgehaven Ct., San Diego. For further information on fees and hours the telephone number is (858) 974-2020. The fee is \$14.00

The fee for International Clearance letters is \$39.00. Also they are used for hunting trips to Mexico and international adoptions.

Code 7 Policy

Generally there are enough officers working so everyone can have Code 7, however not at the same time. Officers are not to be called out of the field to provide relief for Code 7.

Code 100

The Watch Commander's Office maintains a Code 100 plan for each police facility. In the event of an attack on a police facility, Communications will broadcast a Code 100. The Watch Commander will establish a secure station perimeter in accordance with the Code 100 plan for Headquarters and arrange to move the SEV out of the station if possible. All area stations will implement their respective Code 100 plans. The Watch Commander will be notified and advised of situation as soon as possible (D.P. 8.12).

Communications/Tape Research

Records Division, Tape Research Office can provide copies of police incidents dated within the last 60 days. Copies may be requested through the California Public Records act via this letter. The demand letter is required to obtain business records for personal use if there are not civil court proceedings. Other may require a subpoena. Documents may be subject to a \$.25 cents per page fee.

Counter Reports

Like all other area commands, we do walk-in type reports (e.g., batteries, domestic violence, identity thefts, petty and grand thefts, traffic collisions {injury, non-injury, hit and runs}). Reports requiring extensive follow up such as sex crimes, child abuse, domestic violence, or very complex reports, citizens should be referred to the police non-emergency line (531-2000) and dispatched for patrol officers. Reporting parties will be advised if there is going to be a long delay in patrol response. The reporting party has the option of going home to make the report, as long as they live in the city of San Diego. If the reporting party goes home, he or she will be given an incident number as a reference. Communications should be notified that the reporting party is going to a different location due to the delay.

For Traffic Counter Reports refer to the Traffic Reports section.

Court Dispositions

Some people are required to get the disposition on a court case; refer them to either the City Attorney's Office or District Attorney Office. If the arrest was made out of San Diego County, the person must contact the jurisdiction in which the arrest was made.

Court Order/Child Custody Exchanges

These types of exchanges are occasionally conducted at the Broadway Front Counter. The parents usually notify us of the exchange. At times, one or both parents will request documentation that an exchange occurred. Usually a business card with the time and date will suffice.

Computer Printouts

Per policy, we cannot, under any circumstance supply any citizen with a request for a computer printout. This includes but is not limited to A.R.J.I.S., County/Sun, police reports, CAD incidents, warrant information, or criminal history.

Courtesy Reports

On occasion, there are certain situations in which a courtesy report must be taken. The citizen will be told that his or her report will be forwarded to the police jurisdiction in which the crime or incident occurred. Records will not keep a copy of the report; there will be no tracking of the report for filing purposes. SDPD will not investigate these crimes or incidents.

Crime Statistics

If someone requests statistics within the city of San Diego refer them to the city web site <https://www.sandiego.gov/police/services/statistics>. They can also be referred to the A.R.J.I.S. website <http://www.arjis.org/SitePages/Home.aspx>

Crimes that occur in Mexico (Refer to DP 4.14 for the complete procedure)

The San Diego Police Department will only take the following type crimes that occur in Mexico:

1. Violent Crimes – including but not limited to rape, robbery, sexual assault and assault with a deadly weapon.
2. Public Corruption – including extortion, bribery and theft by a public official, which includes police officers.

If the victim has a **complaint against a Tijuana police officer**, the reporting officer shall tell the victim to contact the Office of Internal Affairs for the City of Tijuana

(Sindicatura). The telephone number is 011-52-644-973-7273, 24 hours a day. The victim can also file a complaint with the City of Tijuana by logging on to www.sindicatura.gob.mx

In cases where **the victim is a U.S. citizen**, the reporting officer shall tell the victim to contact the U.S. Consulate in Tijuana at 011-52-664-622-7400, Monday-Friday, from 0800 to 1600 hours. After 1600 hours, and on weekends, the U.S. number (for emergencies only) is (619) 692-2154. The Officer for the U.S. Consulate in Tijuana is Paseo de las Culturas, Mesa de Otay, Delgacion Centrarrio, Tijuana, Baja California, Mexico 22425.

Per policy and procedure 4.14, Officers will not take reports for any other crimes, such as crimes of domestic violence, battery, theft, etc. The victims of these crimes should be advised to do the following:

1. If they are a U.S. citizen, contact the U.S. Consulate in Tijuana. The Consulate is located at 011-52-664-622-7400, Monday-Friday, from 0800 to 1600 hours. After 1600 hours, and on weekends, the U.S. number (for emergencies only) is (619) 692-2154. The Officer for the U.S. Consulate in Tijuana is Paseo de las Culturas, Mesa de Otay, Delgacion Centrarrio, Tijuana, Baja California, Mexico 22425.
2. Contact the Baja California Attorney General's Office in person to report the crime to ensure that an investigation is conducted. The office is located at Rio Suchiate #10036, Colonia Revolucion, Tijuana. The telephone number is 011-52-664-104-2800.

If a report is taken, the reporting officer will use 990000ZZ in the "CrimeCode Section" box (The 990000ZZ code will be used for crimes in Mexico only). Officers will write 5969 Rail Court in the "location of Incident" box. These two items are critical for consistent tracking.

All persons who report being a victim of a crime in Mexico should be given the information sheet entitled, "Reporting of Violent Crimes and/or Public Corruption by Persons Visiting Mexico".

- This form contains the names, addresses and telephone numbers of agencies that can assist victims.
- This form is located on the "F" drive under Templates/Investigative Reports/Report Violent Crime-Public Corruption While Visiting Mexico.

Vehicles Stolen in Mexico. We will not take reports for vehicles stolen in Mexico. A report must be filed with the Baja California State Attorney General's Office. After a report is completed, the victim should contact the California Highway Patrol Border

Division Office at (858)-650-3600. The office is located at 9330 Farnham Rd., San Diego, California.

Criminal History/Rap Sheets

Citizens may request their criminal history for a fee of \$12.00. They must provide valid government identification. The check is only for the past seven years and only for SDPD records. If they require a more extensive check (over seven years) they must be referred to the Department of Justice (D.O.J.). They can access the D.O.J. web site <http://oag.ca.gov/>. They would look under the Criminal Justice header, then click on Fingerprint submissions and read the instructions.

If the person needs a criminal history check for Immigration, they are referred to the Sheriffs Office. The Sheriffs office is located at 9621 Ridgehaven Court., San Diego. The records phone number is (858) 974-2110/2112. The Sheriff's Office charges \$14.00 for this service.

*Citizens are allowed **to request a copy of a rap sheet for another person only if they have Power of Attorney.** This is a legal document that must be presented at the time of the request for a RAP Sheet.*

Detectives Follow Up Investigation

In order for a person to obtain a copy of an Investigator's Follow up, the investigator must authorize a release through records division. If an authorization is not allowed, the person must subpoena the follow up.

Emergency Buttons:

There are emergency buttons located at each work station at both front counters. The buttons are clearly marked. Periodically the system needs to be tested, notify the Watch Commander when doing so. If there is a system malfunction notify the Watch Commander immediately as well as Facility Management.

Emergency Plan for Headquarters Building

The emergency plan for the Headquarters' facility is maintained in the Watch Commander's Office. This plan covers fire alarms, fire, medical emergencies, bomb threats, found bombs and earthquakes.

Expungement of Conviction

The expungement process is available to all defendants who are **convicted** of a crime that meets the criteria listed in Penal Code Section 1203.4 and 1203.4a. Ineligible violations are listed in Penal Code 1203.4(b).

The expungement process is conducted through Superior court located at 220 W. Broadway, San Diego. The expungement forms can also be accessed via the S.D. Superior Court web site sdcourt.ca.gov. The Petition for Relief form must be completed and submit it to the court for review. You may be ordered to pay an administrative fee for the cost of processing the paperwork, whether the Petition for Relief is granted or denied. The fee for a misdemeanor is \$60.00; the fee for a felony is \$120.00. To request a fee waiver, you must complete and submit an Application for Waiver of Court Fees and Costs.

Family Justice Center

The Family Justice Center is located at 1122 Broadway. The Center is housed within the San Diego Housing Commission Building. This location is for victims only. Never send a suspect to this location. If a suspect needs to contact an investigator send them to the lobby telephone located on the south wall.

Fingerprints

The San Diego Police Department Records Division no longer provides this type of service. Citizens who need to have their finger prints taken must go to a private business. **Most fingerprinting is done through the live-scan process.** Very few companies have finger print cards also known as “hard cards”. Refer to the Department of Justices’ web site <http://oag.ca.gov/> for current fingerprint locations (the locations are always subject to change).

The San Diego Sheriff’s Office, Licensing Division still does inked fingerprinting for a fee of \$22.00. For further information contact their Licensing Division at (858) 974-2020.

If a citizen has received a misdemeanor citation from SDPD and the box was checked for the person to be fingerprinted, the area station that made the arrest must fingerprint the subject. They cannot be required to go to the Sheriff’s Office to obtain the fingerprints; the subject cannot be charged for this procedure.

Forms

There are several forms that can be obtained on the San Diego City website. In order to access these forms, they must visit the website <https://www.sandiego.gov/police/forms>. All of the on-line forms are listed below.

ABC Establishment Citizen Complaint Form

An ABC licensed establishment represents any business licensed to sell alcoholic beverages. This complaint form provides a means for reporting criminal activity and/or a nuisance related to an ABC licensed establishment. Fill out as much information about the nature of the situation as possible then submit the form online via the "submit" button at the bottom of the form. It will be routed to a

representative in the Police Department's Vice Unit for review and response as appropriate.

Citizen Request Form

The Citizen Request form provides a means for requesting additional patrol services and/or to report narcotic activity in a specific neighborhood. Fill out as much information about the nature of the situation as possible, then submit the form online via the "submit" button at the bottom of the form. It will be routed to a representative in the Police Department for review and response as appropriate.

Letter of Agency/Trespass Authorization Form

This letter allows the San Diego Police Department to act as the agent for the owner for purposes of enforcing laws against any person(s) found on the private property without owners consent or without lawful purpose.

Media Identification Card Application

This application should be used if you work for and provide service to only one media organization.

Media Identification Card for Independents Application

This application should be used if you are a freelancer who provides service to more than one media organization.

Ride Along Request Form

Use this form to request a ride along with a police officer in your neighborhood.

Tobacco Retailer Police Permit

A police permit is required for all Tobacco Retailers in addition to the Retailer's State Cigarette and Tobacco Products License. You are strongly encouraged to fill out the application on-line and print it out (the data cannot be saved). Make copies of all the required documents. Submit the application and all required documents in person or mail to:

San Diego Police Department
Vice/Permits and Licensing Unit
1401 Broadway M/S 735
San Diego, CA 92101-5729

Any question pertaining to the Tobacco Permit contact (619) 531-2250

Vacation House Check

The form must be filled out and sent to the proper division.

Vehicle Code Violations

72-Hour Abandoned Vehicle Complaint Form

This online form should be used to report a vehicle that has been parked on a city street in the same location for more than three days (72 hours).

Inoperable Vehicle Complaint Form

This online form should be used to report a vehicle on private property that is inoperable, for example, missing tires or an engine.

Gang Registration (186.30 P.C.)

Penal Code section 186.30 requires gang members to register with their local jurisdiction. The Gang Unit does not conduct walk-in registrations. The subject needs to call the Gang Unit (531-2847) to set up an appointment with a detective. They can either call the unit from the lobby or from home.

Gun Desk

The property room employee should explain to the citizen that handguns must be carried out of the building, in plain sight. If the claimant has brought along a gun case for a rifle or shotgun, they may be utilized. Weapons are to be authorized for release by the Gun Desk only after the DOJ Clearance letter is received. No ammunition will be released with firearms. Ammunition can be released on another day with a separate property release form from the gun desk. Releases are done by appointment only except for law enforcement agencies. **For further information regarding the impound of firearms refer to Department Procedures 3.02**

Holidays

The Headquarters Counters are closed for all City Holidays. A notice should be placed on all door panels to reflect the days and hours the counter will be closed.

Incident History Requests

Incident History (Radio Calls) requests are done through the Communications Division Tape Research Office. They are the only ones allowed to release this information. Tape Research can provide copies of police incidents dated within the last 60 days. Beyond the 60-day limit, incident histories must be subpoenaed.

Citizens must fill out a request form (located at the Headquarters' Front Counter) and have a specific reason for the request. Communications has up to thirty days to respond. Upon receiving the request, Communications in turn forwards it to the District Attorney (located in the Chief's Office) for approval to release the information. The request is made per the California Public Records Act. The demand letter is required to obtain business records for personal use if there are no civil court proceedings. Other requests may require a subpoena. Documents may be subject to a 25 cents per page fee.

Injury, Assault, and Medical Policy

- A. Members shall immediately report any on-duty injury or illness to their supervisor. Members, when off duty because of illness or injury, shall report the fact immediately, and no later than one hour prior to going on duty. Members shall report the nature of their illness or injury, whether attended by a physician, address and phone number where they may be contacted.
- B. During normal working hours, the employee may call the command. During nonworking hours, the employee should call their supervisor or the Watch Commander.
- C. The member's command shall be contacted each subsequent workday unless the Commanding Officer indicates that less frequent contacts are satisfactory.
- D. 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. Unless the attending physician recommends otherwise, supervisors shall be granted access to the member at any reasonable hour.
- E. Members having any contagious disease in their families shall immediately notify their command for approval to report for duty. (Refer to Department Procedure 5.01.)

Interview Room 245 (located on the 2nd floor)

There is no formal procedure for reserving the room. It is used on a first come first serve basis. On occasion a request has been made to reserve the room. This is done by placing a note (with Unit and hours needed) on the door.

The interview room is utilized by units located in and out of the building. The only access to the room is via the hallway. The door that exits into the lobby area is always kept locked; there are no exceptions.

Juvenile Court

Juvenile Court is located at 2851 Meadowlark Drive, San Diego (858-634-1600). If someone has a traffic related question regarding a juvenile who has been cited, refer them to 858-634-1616.

Juvenile Probation

The Juvenile Probation Center is located at 2901 Meadowlark Drive, San Diego (858-694-4600).

Sealing of Juvenile Records

Welfare and Institutions Code section 781 W.I. permits a person who is the subject of a juvenile record to petition the Juvenile Court to have those records sealed. Information and documents to initiate this record sealing process are available from the San Diego County Probation Department.

Juvenile Arrest and Crime Reports

San Diego Police Department Juvenile arrest and crime reports are retained by Records Division. Report copies can be obtained at the Public Records Counter on Wednesdays from 08:00 to 15:30 hours, in accordance with records procedures.

If a citizen wishes to obtain a copy of their **juvenile arrest record**, refer them to 2851 Meadowlark Drive, San Diego. Business hours are from 08:30 a.m. to 4:30 p.m., Monday thru Friday, telephone (858) 634-1600.

LAN (LOCAL AREA NETWORK)

- A. Computers on the LAN System at Headquarters Front Counters will only have authorized city owned software installed and used on these computers.
- B. The Original setup (files such as config.sys, autoexec.bat, and icons within Microsoft windows) must remain intact.
- C. All personnel are required to check their e-mail accounts each day that they work.

Lost or Stolen Plates

When a lost or stolen plate report is taken, advise the reporting party that they must bring a copy of the report to the Department of Motor Vehicles (DMV). They must also take the remaining plate off their vehicle and turn it into DMV.

Megan's Law

We no longer provide access for the public to view the Megan's Web site. They may access the web site from home or the public library. They can access the website via the Office of the Attorney General, State of California at Meganslaw.ca.gov

Narcotics Laboratory Results *are never given out over the telephone*

We cannot access Narcotic results; they are obtained from the laboratory. The Front Counter Officer must call the laboratory in order to get the results. The bar code number is needed when the Laboratory is called. The Bar Code Number can be found by accessing CRMS and looking up the arrest report. The results are usually ready in

approximately ten days. The results are only given in person to the arrestee; the results are given out verbally. If the arrestee requests a copy of the results, they can either get them thru the discovery process (when they go to court) or through a subpoena. If the results are not ready, have the subject call the lab (531-2577) prior to their return to the front counter. They will be told the results are ready, however they must return to the counter for the results

If the arrestee is never charged, and would like the lab results, they or their attorney has to subpoena the records. Refer the citizen to the lab for further information.
Narcotic registration (11590 H&S)

Registration takes place on **Tuesdays and Thursdays from 0800-1100 hours only.** **Records will only register people who live in the City of San Diego.** There are no exceptions.

- If they **live outside the city limits**, they must register with their local police agency.
- If they have a **San Diego county address**, they must register with the **Sheriff's Department** (S.D.S.O. Records Division is located in the Administrative Offices located at 9621 Ridge haven Ct., San Diego)
- If the **registrant lives in Mexico**, we do not register them (even if their probation officer or judge tells them to register with us)
- If the **registrant lives in Mexico and works in San Diego** we still do not register them

In regard to registrants living in Mexico, we have, as a courtesy, called the registrant's probation officer and relayed our policy to them. Or write a note on the registration information form, dated with your name and identification number, and a call back number.

If the offender is on **formal probation** or **parole**, they **must have** the **Narcotics Offender Registration Form**, this is also known as the **8048 form**. This is obtained through their Probation or Parole Officer, or upon release from prison. If a person is on **non-revocable Parole**, they must still provide an 8048 form.

- **8048 form is not required** when the offender is on **Summary probation**
- **8048 form is not required** when **offenders transfer their case from a different county or state**

Once registered, offenders may submit a change of address at Headquarters Front Counter, Monday through Friday, from 0800-1700 hours. The Change of Address Forms #SS-8102N are in the Broadway Front Counter slots and need to be placed in the Records Bin after they are completed. Records will verify their address by mailing a receipt. (Note if the receipt is returned for whatever reason it will be reflected in the County Computer screen under the RI01/SR05 screen- such as BAD ADDRESS). There are

certain situations where registrants do not receive their receipts in the mail; such as people who live on boats at certain docks. If this is the case, they should use the lobby wall telephone and contact Public Records.

If a registrant claims they did not receive a receipt, have them fill out another change of address form. Make a notation that a receipt was not received upon the listed mailing date; put your name and identification number on the form.

Neighborhood Watch

If someone is interested in Neighborhood watch, have them contact the division responsible for their community.

Parking Lot Procedures (lower lot area)

The lower parking lot area is for building employees only. City employees and outside agencies are not allowed to park in the lower lot. The Facilities Management and Development Unit (FM&D) oversee employee parking at Headquarters. Occasionally, FM&D will call for assistance in regards to parking violations in the lower lot or underground parking area. Police Department employees will assist FM&D by conducting a license plate check in order to obtain the registered owners information. FM&D will handle the parking violation and talk with the driver/owner of the vehicle. However, if they request our assistance we will respond accordingly. In the past, vehicles have been towed from the lower lot. When a vehicle is going to be towed, the Watch Commander and FM&D must be notified.

Passports

For United States citizens who lose their passports, a police report is not necessary. However, they must report the loss immediately to the State Department. The loss can be reported via telephone at 1-877-484-2778, Monday through Friday, Eastern Standard Time. The loss can also be reported on line @ travel.state.gov.

For lost or stolen passports from different countries, the subject must present some form of photo identification. If they do not have the proper identification, they must contact their Embassy or Consulate in order to obtain proof of identity, prior to filing a police report.

Per Records Division, a report copy will be given out at no charge **if the reporting party does not live in San Diego.** However, they must still fill out a report application. If the reporting party lives in San Diego, the report application process will apply and a fee will be charged.

Permits & Licensing

Permits & Licensing is located on the E St. side of the building. Hours of operation are from 0800-1700 hours.

Petition to Seal and Destroy Adult Arrest Records

The public is allowed to petition to seal or destroy San Diego arrest records on Tuesdays and Thursdays from 0800-1100. The cost is \$38. This is for persons that were arrested but were never charged in court. The form may also be filled out and left for records with a check or money order only. The form and check will be given directly to the public records personnel.

Penal Code Section 851.8 provides that a person who has been arrested or detained and is determined to be factually innocent may petition the law enforcement agency or court having jurisdiction over the matter to provide for the sealing and destruction of the record of that arrest

Polygraph Appointments

The polygraph unit has several appointments everyday. There are three types of appointments, Police Recruit Applicants, crime victims, and suspects.

- **Police Recruit Applicants**

These subjects do not need to check in with the Background Unit. They are checked in at the front counter, they must have some form of picture identification. If they do not have their identification with them, the Background Unit must be contacted. Once the applicant meets the criteria, they are allowed to enter building, unescorted. They will be given tags that indicate they do not need to be escorted.

- **Crime Victims**

When victims have an appointment, they have an assigned investigator. Generally, their investigator will meet them at the front counter. If the investigator is not present, call the Polygraph Unit to confirm the appointment. At times, the Polygraph Unit will call to advise that the subject is allowed to come upstairs unescorted, or they will escort the subject. They will be given a tag to indicate where their appointment is in the building, also that they will be unescorted.

- **Suspect Polygraphs**

Suspects or persons of interest in a crime case are never allowed in the building unescorted. Usually the investigator will meet the subject at the front counter. Sometimes, a polygraph unit interviewer will meet with the subject and escort them upstairs.

Portable Radio

Most Front Counter officers are issued a portable radio. The Front Counters should have their radios turned on at all times, to monitor Central Division.

Property Procedures

The property room is open Monday through Thursday from 0800 to 1500 hours. Public access is on the E. Street side of the building. In order to retrieve property, the citizen must have picture identification plus a property release form. The property room must have a release on file. If there is no release on file and the citizen was not issued a release, they must contact the investigator handling their arrest or case. If the citizen has a court order to have the property released, they must contact the investigator handling their case in order to make arrangements to have the property released.

If the citizen does not know who their investigator is, the counter officer may use the CRMS system in order to find out who was assigned to the case. The counter office will ensure the citizen's property was impounded by SDPD personnel and not possibly with another agency or county task force. The officer should check the RI01 screen, open the SR31 screen and confirm arresting agency.

At times, friends or family attempt to pick up property for someone that is incarcerated. Verbal permission is not enough to retrieve the property. The person must obtain an "Out Going Slip" from county jail. This is an actual permission slip signed by the arrestee giving someone else permission to pick up the property. The "Out Going Slip" is brought to the property room in order to process the release of property.

Public Restrooms

The public restrooms are located on the E St. side of the building; the hours are from 0800 hours to 1700 hours.

The restrooms located on the second floor are for employees or visitors who are allowed to access the building. At times, due to physical limitations or complications we will escort subjects to the restroom. Keep in mind that safety is always an issue and should be considered at all times.

Relief Schedule

The relief schedule is divided into 32 two-week periods, each command/division is responsible for a two-week period.

One officer will be responsible for maintaining and sending out the relief schedule to the proper command or division. The schedule is sent out one week prior to the relief date. This officer will also be responsible for keeping the relief schedule updated.

Report Corrections

When Records is open to the public on Wednesday, citizens will obtain their reports, review them and ultimately find mistakes. We will occasionally be requested to make changes to the narrative or information contained within the report. Because a police

report is a legal document, only the officer who prepared the report can change the contents of the report. There are no exceptions no matter how small the request is, such as one letter in a name or a box marked incorrectly. Refer the citizen to the officer who prepared the document. If the officer is no longer on the department or on leave, refer the citizen to the officer's supervisor or the Command Staff Sergeant.

Report Writing Procedures

Reports can be written using the NetRMS computer system. All reports must be approved prior to submitting them to Records Division.

Overtime is not approved for the front counter. If a citizen requests a report close to the end of shift it can be finished the next work day. No report is taken for, lost driver's licenses or social security cards. Refer the citizen to the DMV or The Social Security Administration Office for assistance.

Report Procedures/How reports are obtained via SDPD Records Division

Reports can be **obtained only on Wednesdays from 0830 to 1530 hours**. There are no exceptions. The cost to obtain a report is \$12.00. The form of payment is cash, check, or money order. At this time, Records Division does not accept credit or debit cards. The records application form must be filled out prior to entering records. This includes the correct case or booking number. There are no waivers for subjects who cannot afford to get a copy. If an assault victim is indigent, they can contact the Victim/Witness Unit for further assistance.

A report can also be obtained via the mail. If a citizen calls the Front Counter to request a report via the mail, refer them to the Records Division recording at 531-2846.

If the citizen requesting the report finds something wrong, omitted, or does not agree with the police officer's finding, they must contact the officer who wrote the report. If their request is not honored, the citizen has the option to talk with the officer's supervisor.

For information regarding the San Diego Sheriff's Department refer to their website sdsheriff.net. Generally, copies of their arrest, crime, and traffic accident reports are \$20.00.

- **Applicant Process**

The victim, arrestee, or a parent of a minor may obtain a report copy. The request for records must be filled out properly. Applicants, who are **obtaining a report on behalf of a victim or arrestee**, must present a signed letter of authorization at the time of the application.

- **Arrest Reports In Regards to Public Records**

As a matter of public record any citizen or the arrestee is allowed to obtain the first two pages of the arrest report within the first 60 days from date of arrest. After this time period, the Arrest Report must be subpoenaed.

Arrestees may obtain the full report after 60 days.

In regards to Juvenile Arrest Reports: only the arrestee, their parents/guardian, or lawyer is allowed to get a copy of the report. All other will need to subpoena the records.

- **Child Abuse Report Requests**

Per policy, Child Abuse reports are not releasable to anyone (this includes parents). In order for anyone to obtain a child abuse report, they must seek a court order from Juvenile Court Judge. For further information have the citizen contact Child Abuse.

- **Domestic Violence and Identity Theft**

Domestic Violence and identity theft victims are allowed to obtain the first copy at no charge. However, the exception is: if someone comes in, with permission to obtain a copy of a victims report for Domestic Violence or Identify Theft, the subject (other than the victim) will be charge the \$12 fee. **Victims of Domestic Violence are sometimes told they can come in any time to get a copy of the report. However, this is not record's procedure. They may request a report any day of the week, however Records Division has up to five days to process and send out the request.** If this is not acceptable to them, they may contact their assigned detective to see about getting a copy.

If getting a copy of a report is a timely issue, you can refer the victim to the Family Justice Center located at 1122 Broadway.

- **Domestic Violence-13730 i Reports**

Both parties are entitled to get a copy of these types of reports because both parties are listed as victims and suspects.

- **5150 Detention Report Requests**

The only persons allowed to request and receive a 5150 W&I Detention report is the detainee. There are no exceptions. If a citizen needs to obtain a copy of this type of report, they would have to go through the subpoena process.

- **Homicide/ Death Related Report Requests**

The Records Division has to obtain permission from the Homicide Unit in order to release any reports associated with a death or homicide. The top sheet is the only portion of the homicide that is released. If this is not acceptable to the citizen, refer them to the Homicide Unit.

- **Sex Crimes Report Requests**

If the victim of a sex crime requests a report that is prior to May 2004, refer them to the Sex Crimes Unit.

- **Suspect Procedures for obtaining Crime Reports**

Suspects are not allowed to obtain a copy of the crime case. They are entitled to only their arrest report. If they need to obtain a crime report for trial, their lawyer can obtain the report through the discovery process. If the crime does not go to trial, the suspect may go through the subpoena process to apply for a copy of the report. The suspect can go to the law library to get the proper subpoena form or use a private attorney.

- **Records Report Retention**

With the CRMS data base in place, crime and arrest reports are not being purged. For reports generated prior to May of 2004 refer to the below information. So they are now all purged.

Crime reports (prior to May 2004) were retained for four years

Arrest reports (prior to May 2004) were retained for five years

Misdemeanor citations are retained for two years. Traffic reports are kept for two years.

After the retention date is exhausted, the reports are purged/destroyed. They are not stored on microfiche or disk. The only possible way they can be accessed is if the case went to trial and the District or City Attorney have retained the public records.

- **Traffic Report Requests**

Traffic reports are usually ready within ten days of the accident. Fatalities, serious injury accidents (both known as 11-80's), and officer involved accidents can take up to thirty days.

If a homeowner's property was damaged due to a traffic related incident, and there is a report on file, they are allowed to get a copy of the report. They must

provide documentation that shows they are owners of the property. If there are any related arrests, they are also allowed to request a copy of the arrest. Again, after sixty days from the date of arrest, they will have to go through the subpoena process.

- **Victims Request for Records**

Victims are allowed to request their crime case reports. If there is any arrest reports associated with the case, they are allowed to obtain those also. They are only allowed to get a copy of the first two pages up to the first 60 days of arrest. However, after 60 days, the victims are not allowed to get a copy of the arrest reports.

Any citizen can obtain any arrest report for any reason, whether they are related to the arrest report or not. However, they can only obtain the report for the first 60 days. If, for whatever reason (after the 60 days time limit), they need a copy of the arrest report, they must also subpoena the report.

Repossession releases (Repo-Releases)

The front counters at each Division are responsible for issuing “Repo-Releases”. The Headquarters Front Counter does not issue Repo-Releases, however Permits and Licensing provides this service. They are located at the E Street side of the building. Their hours are from 0800 to 1700 hours. The citizen must have the plate and VIN number. The cost is fifteen dollars, cash only. The clerk assigned to the E Street Front Counter will provide a receipt to the customer.

Ridealongs

Ride along requests can be made at a substation or on the city website www.sandiego.gov/police/forms. In order to request a ride along, you must live or work in the police division where you are requesting a ride along. If the subject is in the process of being hired as an officer have them contact the Backgrounds and Recruiting Unit (531-2148).

Sex Registrants (290 P.C)

The 290 Sex Registrant Unit is located on the E Street side of the building. Registration hours are conducted between 0800 hours to 1500 hours; there are no exceptions after 1500 hours. To reach an investigator or to leave a message the telephone number is 531-1543. The general recording information line is 531-2989 (a message cannot be left at this number). If the registrant arrives after hours, they may call the unit on the lobby wall phone and leave a message.

If the subject is a dual registrant (narcotics and 290 P.C.), they need to fill out the 11590 H&S form at the Headquarters Front Counter. Also, they will need to fill out the 290 P.C. forms at the E St. location

If the registrant lives outside the San Diego City limits, they must register in the jurisdiction where they reside.

At times, we have disabled 290 Registrants who arrive on the Broadway side of the building. We usually escort them through the building to the 290 Unit.

Staffing/Time Off

Staffing for the front counters is comprised of four police officers. Minimum staffing is one officer on the E. St. Counter and two officers on the Broadway Counter. If somebody requests time or a day off, if we are below minimum staffing it is up to the officer taking time off to find relief.

Stolen Vehicles in Mexico

In the event that a California resident had their vehicle stolen while in Baja California Mexico, the victim needs to file a report with the Baja California State Attorney General's office. The victim should be told they may file a courtesy report with the California Highway Patrol upon returning to the United States. The requirements for filing a courtesy report are:

- Must be a resident of California;
- Vehicle must have been registered in California at the time of the theft, and,
- Must provide a copy of the Mexican stolen vehicle report.
- For more information, victims can call the California Highway Patrol at (858) 650-3600

Subpoenas

Records Division only accepts criminal subpoenas Monday through Friday from 08:00 a.m. to 3:30 p.m. hours. Civil subpoenas are accepted in Fiscal, Monday through Friday from 08:00.

Regarding personal non-work related subpoenas. Front Counter personal will not act as a liaison between the process server and department personnel. An employee cannot be served at their place of employment. Front Counter personnel are under no obligation to accept the subpoena. The process server will have to make attempts to serve the subpoena when the employee is going to or leaving work. For further information refer to D.P. 1.11 section XV.

Traffic Accident-Reports

The Headquarters Front Counters will take walk-in accident reports; with the exception of felony hit and runs. Felony hit and runs are referred to Traffic Division (per their policy). We will do reports **if** the vehicle is drivable and can be brought to the counter. If the vehicle is not drivable or is at an impound yard, the report must be dispatched.

Walk-in or Counter reports are late-reported collisions reported by an involved party at a police station. A counter report is usually taken from one or more of the parties involved and not at the scene of the collision. Section 20015 CVC prohibits an officer from determining fault in a “counter” collision investigation report without on-site investigation of physical evidence. This refers to late-reported collisions that are reported at a police station. The officer taking the report cannot feasibly obtain physical evidence from the scene of the collision, thus preventing him/her from finding someone at fault for the collision. In these cases, the reporting officer should fill in the **PRIMARY CAUSE** box on page two with the words **NO FAULT IMPLIED**, and not refer to any involved party as being the primary cause or “at fault” for the collision. “**COUNTER REPORT**” should be written in the “**SPECIAL CONDITONS**” box on page one.

This report will consist of the recording of basic facts concerning the location, the driver, the vehicles, other involved parties, damaged property, and certain engineering and environmental data. The officer cannot make a determination of fault. The Primary Cause is listed as “COUNTER REPORT-NO FAULT IMPLIED”. This is in accordance with state law.

Property damage collisions that do not involve city vehicles or property will not be investigated, with the exception of collisions involving hit and run, other government agency vehicles(when requested), D.U.I., collisions involving other felony crimes, extensive property damage, or at the officer’s discretion.

Visitors

Please review Department Procedure 8.12 for Standard Security Procedures for Visitors and Vendors.

Outside Agencies/Law Enforcement: Such as local and out of county Police Departments, Probation and Parole Agents, City and District Attorneys, are required to wear their photo identification while they are in the building. They also need to be added to the Visitor Check Database log at the Front Counter. They should be issued a “No Escort” visitor pass if they are unable to wear their photo identification. If they are visiting a specific Department member, that member should be contacted prior to granting them access to the facility. Visitor passes issued by other law enforcement agencies are not valid within our police facilities. Personnel from the District Attorney’s Office and the City Attorney’s Office must display their photo identification card issued by their agency. No visitor pass is required.

Please pay close attention to the identification cards of the District Attorney's Office and the Public Defender's Office as they appear similar.

Defense Attorneys and Defense Investigators are not allowed in the building unless they are escorted. Former San Diego Police Officers currently working for the Public Defender's Office or for a private Defense Attorney's office are not allowed in the building unescorted.

Officers in full uniform will be granted access to our facilities after presenting photo identification to the front counter officer or to Watch Commander personnel. No visitor pass is required.

Retired Personnel: Retired personnel are allowed in the building, unescorted. They are not required to sign in. They must however wear their photo identification card while in the building.

All Department members not in uniform shall wear their Department-issued photo identification in plain view, on their outer-most garment at all times while in a police facility. In addition, Department personnel shall challenge anyone without a Department-issued photo identification card or visitor pass.

Members of the public and vendors servicing our facilities require access to Police Department offices and personnel. This need must be balanced with our unique security concerns. During normal business hours, ALL visitors and vendors accessing the Headquarters building or area stations MUST sign in and check out through the front counters. After hours, at Headquarters, visitors MUST sign in and check out through the Watch Commander's Office. This also applies to crime victims, witnesses, and suspects (except those under arrest and handcuffed).

All visitors and vendors must present an acceptable form of personal photo identification prior to gaining entry. If the visitor does not have acceptable photo identification, an employee MUST escort them throughout the visitor's entire stay. Visitors shall be restricted to only those areas necessary to complete their business.

All visitors are required to either sign in or be logged in by front counter personnel. Independent of outside law enforcement agencies, ***all visitors must wear a visitor badge on their outer most garments.*** We have several contractors and vendors who come to the building (e.g., food vendors for the cafeteria, copy machine repair personnel). They are generally allowed to be unescorted. However, if you are not familiar with the vendor, conduct a criminal background check prior to giving them entry.

Front counter officers and Watch Commander Office personnel are responsible for the issuance of all visitor passes. Two distinctive visitor passes are used.

1. The first pass indicates that the visitor must be escorted at all times while in a police facility. Examples include a one-time, or occasional, visitor or vendor, victims, witnesses, personal guests, and employees from other City departments without a City-issued photo identification card.

2. The second pass indicates that the visitor requires no escort. Examples include employees from other City departments with a City-issued photo identification card and non-uniformed personnel from other law enforcement agencies with photo identification issued by their agency. Front counter officers should use discretion when issuing “No Escort” visitor passes, placing the need for security over convenience.

Prior to being issued a visitor pass and gaining access to a police facility, ALL visitors and vendors who have not passed a law enforcement background check will be subject to a criminal history check. The criminal history check will consist of a check for active warrants, restraining orders, criminal convictions, and sex or arson registration.

The department member who is trained on the California Law Enforcement Telecommunication System (CLETS), who sets up any meeting or invites any visitor or vendor to a police facility will be responsible for conducting the criminal history check.

For visitors to police headquarters, once the criminal history check has been completed, the information will be added to the headquarters Visitor Check Database.

A CLETS trained front counter officer is responsible for ensuring all visitors or vendors to police facilities have had a criminal history check and are responsible for checking the Visitor Check Database. In some instances, the front counter officer will need to complete the criminal history check.

Denying Access Guidelines:

There are many factors to consider when denying a person access to a police facility based on his or her criminal history. Any visitor or vendor with an active warrant(s), restraining order, or felony conviction shall be denied access into a police facility. Additionally, anyone who is on probation or parole or who is a sex, arson or narcotic registrant shall also be denied access.

Any visitor or vendor with a disqualifying misdemeanor conviction will be denied access to a police facility. The officer denying access will notify his or her immediate supervisor of the denial of access. The front counter officer at Headquarters will notify the Watch Commander.

A disqualifying misdemeanor conviction is any violent misdemeanor, weapons related misdemeanor or sex crime related misdemeanor where the conviction was within three years of the current date. If it has been more than three years since the conviction, the officer may still deny access at his or her discretion and with the concurrence of their immediate supervisor.

Denying access into a police facility to a vendor or visitor with a pending criminal case will be at the discretion of the officer conducting the criminal history check. If access is granted the visitor or vendor must be escorted for the entire time in the facility.

Vendors or visitors who access police facilities on a regular schedule are required to pass a criminal history check every six months. The date the background check was completed will be listed in the Visitor Check Database.

The following are exemptions to the mandatory criminal history check.

1. City employees, community board members, job applicants, and professional vendors may gain access to a police facility without a criminal history check if escorted by a department member.
2. Victims and witnesses brought in for interview by investigators. These persons require an escort by a sworn department member and constant observation at all times.