



SAN DIEGO POLICE DEPARTMENT
1401 BROADWAY MS 735

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VICE

PERMITS AND LICENSING

OPERATIONS

MANUAL

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MISSION

The Police Permits and Licensing Unit exists to uncover and prevent illegal activity from occurring in those businesses or occupations that have the propensity for such activity. The Police Permits and Licensing Unit is responsible for the regulation and enforcement of all occupations and businesses in the City of San Diego deemed “police-regulated” pursuant to Chapter III, Article 3, of the San Diego Municipal Code. The Police Permits and Licensing Unit will closely monitor those businesses, and in doing so, ensure compliance with applicable laws and ordinances.

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

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

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

All occupations and businesses designated as police-regulated and all persons conducting, or proposing to conduct, such business or activity are subject to an investigation as a prerequisite for the granting of a permit.

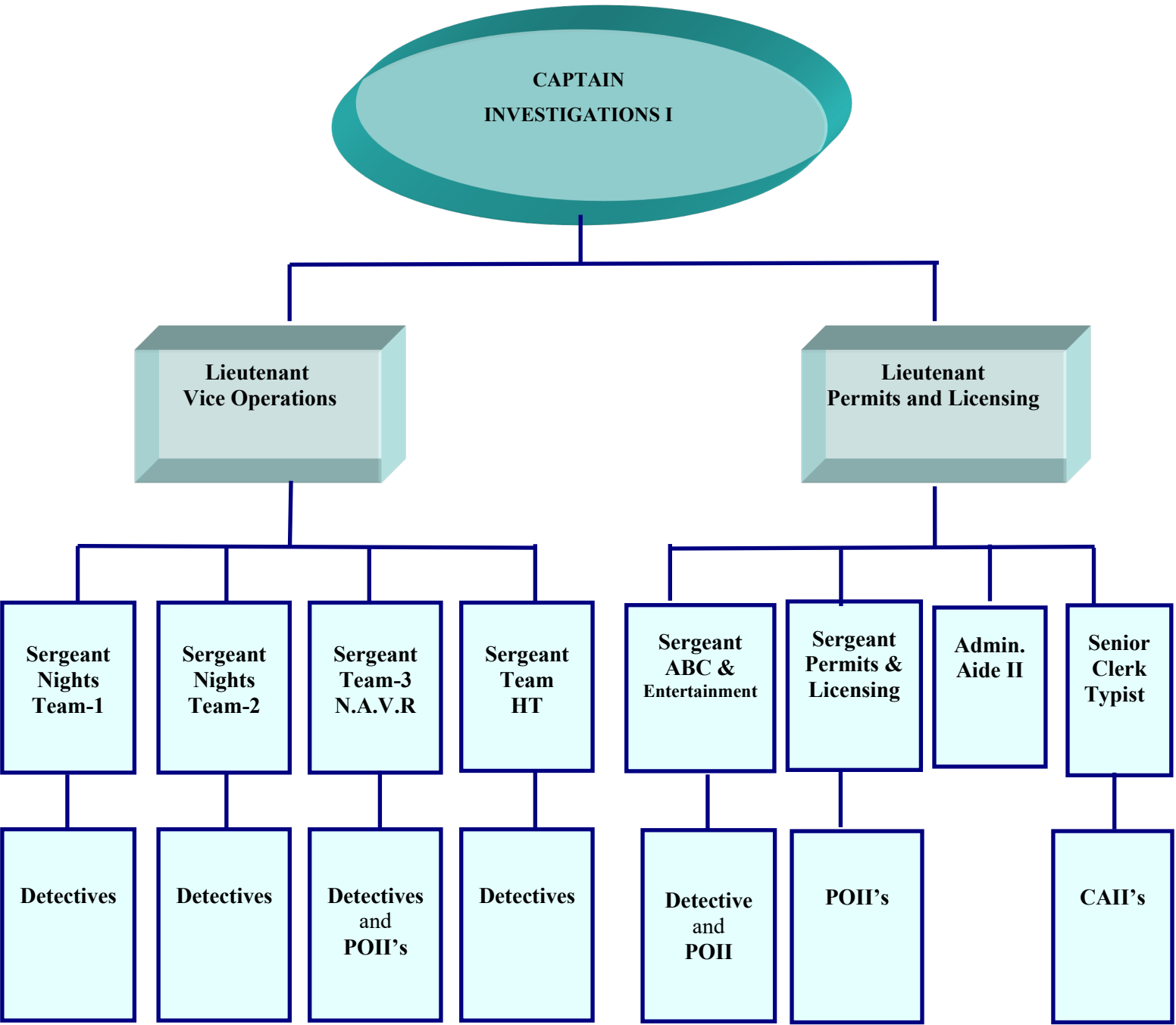
The purpose of the investigation is to determine the following:

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

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

OBJECTIVES

1. To enforce the provisions of San Diego Municipal Code, Chapter III, Article 3 in a fair and unbiased manner.
2. To contribute to the safety and security of the community via prudent investigation of applications, timely inspections, and diligent enforcement of laws related to police-regulated businesses and occupations.
3. To protect the public from harm, fraud, or deceit by preventing unscrupulous persons from operating and engaging in police-regulated businesses or occupations.
4. To be responsive to the needs of the community and the needs of the business owners. Decisions on those needs will be balanced, moral, legal and without personal favoritism.
5. To treat all applicants with dignity and respect, protecting their rights and privacy.



STAFFING AND RESPONSIBILITIES

The Police Permits and Licensing Unit is divided into two areas of supervision – administration/enforcement and administrative support.

The first area (administration/enforcement) is supervised by two police detective sergeants and is comprised of a combination of two detectives and seven police officers.

The second area (administrative support) includes a Senior Clerk Typist, an Administrative Aide II, and three Clerical Assistant II's. The Clerical Assistant II's are supervised by the Senior Clerk Typist.

The following are the main duties of the personnel assigned to the Vice Permits and Licensing Unit.

I. VICE PERMITS AND LICENSING LIEUTENANT

- Provides the Chief of Police and Department Chief's Executive Committee with current information on Vice conditions and problems as they exist in the City.
- Makes policy change recommendations to command staff.
- Maintains liaison with other Department units, local prosecuting agencies and other law enforcement agencies on matters of concern.
- Determines and prioritizes unit objectives and develops methods to achieve those objectives.
- Provides supervision to the ABC Detective Sergeant, Permits and Licensing Detective Sergeant, Administrative Aide II, and Senior Clerk Typist.
- Oversees OnBase e1472 processes.
- Is responsive to community leaders and acts as a resource to service areas and Department members.
- Ensures the Vice Permits and Licensing Unit is in compliance with all regulations, policies, and procedures, including all EEO policies.
- Handles complaints regarding Vice Permits and Licensing supervisors.
- Reviews and approves all requests for training classes.
- Provides guidance and counseling to all personnel on an ongoing basis.
- Prepares and presents the Vice Permits and Licensing Quarterly Management Report to the Captain of Investigations I.
- Reviews and approves Permits & Licensing Unit CPRA responses.

II. ABC DETECTIVE SERGEANT

- Is the Department liaison with the California Department of Alcoholic Beverage Control (ABC). Acts as the Department representative in all matters relating to the issuance, modification or transfers of ABC licenses within the City limits. The ABC Sergeant is responsible for ensuring the completion of Public Convenience or Necessity (PC or N) investigations or determinations within statutory time constraints. Maintains a positive and collaborative relationship with all stakeholders to include state employees, city leadership, city staff, Department members, business owners, and

the citizens of San Diego.

- Completes PC or N investigations and determinations

1. PC or N Investigations

- a. PC or N is generally required for Type 20, 21, 40, 42, 48, and 57 licenses that are being applied for in areas that are either high crime (over 120%) or in over-concentrated census tracts as determined by ABC.

- b. Conduct Investigations using PC or N format

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

- (a) Determine if the new license will increase the concentration of ABC licenses in the census tract.
- (b) Determine if the business by reason of its location, character, manner or method of operation, merchandise, or potential clientele will serve a segment of the city's business or residents not presently being served.
- (c) Determine if the business is located within a 600-foot radius of incompatible facilities, such as public or private schools, day care centers, churches, parks, homeless shelters, alcohol rehabilitation centers and facilities designed and operated to serve minors.
- (d) Determine, with data from the Department's Crime Analysis Unit, if the location of the license has a 20% greater number of reported crimes than the average number of reported crimes for all crime data areas in the city over the previous year. For this purpose, "Reported Crimes" means reported offenses of criminal homicide, rape, robbery, aggravated assault, burglary, larceny theft, and motor vehicle theft combined with all arrests for other misdemeanor or felony crimes. Alcohol-related crimes are also considered.
- (e) Determine if the issuance of the license involves an existing business which has been located at a site which has had three or more reported crimes defined in (d)

within the previous one-year period.

- (f) Determine if the issuance of the license will promote the goals and policies of the City's General Plan, any applicable specific plan, or any similar policies that have been adopted by the City. This is often determined by the City recognized Community Planning Group.
 - (g) Determine if the application is for a premise where the previous license had been revoked within the previous one-year period.
 - (h) Determine if the applicant has ever been convicted of any felony.
 - (i) Determine if the premises are located within 100 feet of residentially zoned properties.
 - (j) Determine if any other information supplied by the applicant or other competent evidence shows that the PC or N will or will not be served by issuance of the license.
- (2) Command input is an important factor when determining PC or N. The input should be provided via official letterhead or via Department email from the Commanding Officer or his/her designee.
- (a) After the completion of the investigation, a certified letter, on Department letterhead, is sent to the applicant informing him/her of the result of the PC or N investigation. A copy of such letter is retained in the applicant's file and a copy is faxed or emailed to ABC. The ABC Sergeant may also, at his/her discretion, inform the area Commanding Officer of any particular PC or N determinations and the factors that were utilized for such determination.
- Provides Conditional Use Permit (CUP) recommendations to the City's Department of Development Services.

1. Conducts CUP investigations using the following format:

- a. Determine the San Diego Police Department's recommended conditions using similar investigative factors as the PC or N investigation. CUP

investigations and recommendations should be viewed through the lens that they will be in effect for 10 or 20 years and are recommendations for land use.

- b. Determine the concentration level of ABC licenses in the census tract.
 - c. Determine the crime rate in the census tract.
 - d. Determine if there have been three or more reported crimes at the location in the last year.
 - e. Determine if there are incompatible facilities within 600 feet of the location.
 - f. Determine if the location is within 100 feet of residentially zoned property.
 - g. Determine if any ABC license at the location has been revoked in the last year.
 - h. Determine if the applicant has been convicted of any felony.
 - i. Determine if the proposed business would be detrimental to the public health, safety and welfare of the community and City.
 - j. Recommend conditions, based on thorough and relevant information, as they pertain to the particular location for the CUP.
- The ABC Sergeant acts as the City's representative in Administrative Appeals, PC or N hearings and CUP hearings. The ABC Sergeant may also be subpoenaed to provide testimony by the ABC Appeals Board.

1. PC or N Hearings

- a. Applicants may request an appeal hearing within 10 days of the time they receive their denial letter via certified mail.
- b. The Administrative Aide assigned to Vice is responsible for facilitating the hearing date with the Office of Administrative Hearings (OOAH). The OOAH is located at 1350 Front Street, Suite 3005, San Diego, CA 92101.
- c. Prior to the hearing, the Sergeant is responsible for compiling the following:
 - (1) Agency Exhibit Index
 - (2) Summary prepared by Sergeant or his designee

- (3) Guidelines for ABC licensing for new applications
 - (4) Council Resolution R-294124
 - (5) Crime statistics package from Crime Analysis
 - (6) Guidelines for Determining PC or N (PC or N report)
 - (7) A copy of ABC 245 form
 - (8) Other evidence obtained during the investigation
- d. It is the ABC Sergeant's responsibility to ensure that the hearing officer receives a packet of the above information within a reasonable period of time to review the material, usually seven calendar days before the hearing. Unless otherwise requested, the packet shall be delivered to the Office of Administrative Hearings. The same packet is delivered within a reasonable amount of time, usually seven calendar days before the hearing, to the applicant for review.
- e. The ABC Sergeant represents the City at the hearing. The Sergeant may, at his/her discretion, provide witnesses to present relevant testimony on behalf of the City's interests. During the hearing, the Sergeant:
- (1) Presents an opening argument
 - (2) Presents witnesses and asks them questions
 - (3) Cross-examines witnesses
 - (4) Provides testimony to the hearing officer regarding relevant information about the PC or N and other information as requested by the hearing officer, applicant, or the applicant's legal counsel
 - (5) Presents a closing argument

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

- a. Appear for CUP hearings as requested by the Developmental Services Department or Civic San Diego (normally at City Council Chambers)
- b. Present a recommendation, if requested.

c. Answer questions pertaining to the recommendation.

3. The ABC Sergeant represents the City at ABC Hearings.

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

III. PERMITS AND LICENSING SERGEANT

- Is responsible for supervising the sworn staff and volunteers assigned to the Permits and Licensing Unit.
- Reports to the Vice Permits and Licensing Lieutenant for all operations and functions related to the administration and enforcement of police-regulated businesses and occupations.
- Drafts and submits a weekly report to the Permits and Licensing Lieutenant that identifies significant and relevant changes within all of the police-regulated industries.
- Ensures Vice Permits and Licensing Officers log their Proposition 26 designated hourly goals.
- Assigns investigations and reports.
- Reviews and approves completed investigations and reports.
- Conducts a review of all permit files to ensure that the permits being issued are in compliance with the Municipal Code and that thorough background checks are completed. The Sergeant will initial the bottom of the signoff sheet near the officer's signature.
- Reviews and approves letters, correspondence, memos, requests for legislative analysis, etc.

- Reviews reports from Vice Operations, patrol, and other divisions to determine what administrative action may be necessary to obtain compliance with all laws and regulations related to police-regulated businesses.
- Reviews and approves administrative action, i.e., revocations, suspensions, warnings or criminal action taken against permit holders.
- Maintains liaison with industry representatives, media, other units and area commands.
- Prepares specialized reports, such as ordinance changes and Staff Reports on such changes.
- Liaisons with City Attorney staff regarding legal issues.
- Completes employee evaluations.
- Reviews industries' PRA responses with Vice Unit CPRA Liaison (Admin Aide II).

IV. VICE ABC DETECTIVE

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

1. The detective is responsible for receiving correspondence from ABC and ensures that the correspondence is properly logged and placed in the appropriate file. The detective is also responsible for making new files, as needed. The detective is responsible for keeping the sergeant informed of new investigations or requested changes on any ABC-regulated businesses.
2. It is the detective's responsibility to respond, via Department letterhead, to ABC within 30 days of receipt of any correspondence that indicates a new alcohol application within the city limits.
3. The following license applications are protested if the location falls in a census tract that is over concentrated, high crime (over 120%), or has another pertinent concern.

Type - 1 (Beer manufacturer)
 Type - 2 (Wine Grower)
 Type - 20 (Off-Sale Beer and Wine) *
 Type - 21 (Off-Sale General) *
 Type - 23 (Small Beer Manufacturer)

Type - 40 (On-Sale Beer) *
Type - 41 (On – Sale Beer and Wine Eating Place)
Type - 42 (On-Sale Beer and Wine) *
Type - 47 (On-Sale General Eating Place)
Type - 48 (On- Sale General) *
Type - 57 (Special Off-Sale General) *
Type - 75 (On-Sale General Brew Pub)
* would also normally need PC or N

a. Protests are either “Conditional” or “Outright”

(1) “Conditional” protests state the SDPD is willing to withdraw its protest if presented conditions to alleviate law enforcement concerns.

(2) “Outright” protests state the SDPD is opposing the license regardless of conditions offered by ABC.

4. Withdrawal of Protests

a. ABC will present SDPD with conditions on ABC licenses on all “Conditional” protests.

b. The ABC Detective or Sergeant considers the conditions presented and provides feedback to the ABC Licensing Agent if conditions are unacceptable.

c. If conditions are acceptable, the ABC Detective or Sergeant provides written communication to ABC through e-mail or official correspondence withdrawing the protests. All changes will be tracked in the ABC log. Copies of all correspondence relevant to new licenses, modifications, protests, etc. shall be placed in the applicant’s ABC file.

- ABC modification request

1. ABC will ask the SDPD to evaluate modifications on existing licenses when the SDPD was an original protestant.

2. ABC will assign a due date to the SDPD.

3. Modification considerations include, but are not limited to:

a. Command input

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

- Researches (Industry-related) CPRA requests

V. ADMINISTRATIVE DETECTIVE

- Unit OnBase Liaison
- Assists ABC Detective Sergeant and Permits and Licensing Sergeant with assigned projects.
- Assists the Permits and Licensing officers with investigations and/or inspections of police-regulated businesses. Completes assigned investigations within established time protocols.
- Reports to ABC Detective Sergeant
- Researches (Industry-related) CPRA requests

VI. ALARM INDUSTRY OFFICER

- Conducts data entry, printing, and processing of Alarm Accounts.
- Processes payments in the Cry Wolf Alarm system.
- Reviews completed work generated on current and past due invoices on a daily basis.
- Handles billing questions and provides general billing and accounting support.
- Works to resolve customer problems and/or disputes.
- Conducts administrative investigations.
- Reviews new and renewal applications from the Business Tax Center Office.
- Approves or denies applications based on investigation results.
- Prepares administrative hearing "discovery" packages for the hearing officer, defense attorney and/or Appellant.
- Presents City's case and evidence at administrative hearings.
- Completes and prepares legislative analysis assignments.
- Completes assigned reports.
- Answers inquiries from the public via telephone, walk-in traffic and e-mail.

- Provides liaison and training to other divisions or units within the City and outside agencies.
- Assists clerical staff with any questions related to application requirements and enforcement of the alarm industry.
- Testifies in criminal court, when necessary.
- Maintains computer filing systems (Cry Wolf correspondence file, daily journals, etc.)
- Completes assigned “Request for Records” notices.
- Completes the Pawn Industry Officer’s duties in the absence of the Pawn Industry Officer.
- Processes alarm invoices.
- Researches (Industry-related) CPRA requests.
- Creates and manages alarm system correspondence.
- Processes Alarm Refunds
 1. Once it is determined that an account is due a refund, the Alarm Industry Officer will validate the reason and the amount for the refund.
 2. The Alarm Industry Officer will provide the reason to the Senior Clerk Typist for processing.
 3. The Permits and Licensing Sergeant will sign off on the refund request.
 4. The Alarm Industry Officer will:
 - (a) Prepare an “Application for Miscellaneous Refund” (Form COM-6)
 - (b) Utilize the Excel database and print out a copy of the original Daily Cash Reconciliation (DCR)
 - (c) Make a copy of the original validation with the amount of the refund circled or highlighted.
 - (d) Prepare an e-mail to the customer stating the process for the refund and attach Form COM-6 to the e-mail requesting a signature from the customer. Send this to the Senior Clerk Typist for processing.
 - (e) When the “Application for Miscellaneous Refund” is returned with the customer signature, the Alarm Industry Officer will:

1. Attach the DCR to the application.
2. Attach the original validated paperwork to the application.
3. Takes completed refund to the Fiscal Unit for processing.

VII. ADULT ENTERTAINMENT INDUSTRY OFFICER

- This officer is responsible for the following industries: Nude Entertainment Business, Adult Entertainers, Out-Call Nude Establishments, Out-Call Nude Entertainers, and Commercial Recreation Theater.
- Conducts assigned criminal and/or administrative investigations.
- Prints the cover page of all criminal background checks used during an investigation and places them in the appropriate file.
- Reviews new and renewal applications received from the Business Tax Center Office.
- Approves or denies applications based on investigation results.
- Prepares administrative hearing “discovery” packages for the appeal hearing officer, defense attorney and/or Appellant.
- Presents the City’s case and evidence at administrative hearings.
- Completes and prepares legislative assignments.
- Conducts onsite inspections of businesses/occupations for compliance with related codes.
- Enforces regulatory violations and issues Notices of Violation or misdemeanor citations or prepares Notify Warrants.
- Provides liaison and training to other divisions or units within the City and outside agencies.
- Assists clerical staff with any questions related to application requirements and enforcement of the adult entertainment industries.
- Prepares letters, i.e., warnings, revocations, suspensions, and general correspondence for the supervisor’s approval/signature.
- Testifies in criminal court, when necessary.
- Maintains computer filing systems (correspondence file, daily journals, etc.)

- Enters application information into the appropriate database.
- Completes the Firearm Industry Officer's duties in the absence of the Firearm Industry Officer.
- Researches (Industry-related) CPRA requests.

VIII. FIREARM INDUSTRY OFFICER

- This officer is also responsible for the following industries: Peep Show Establishments, Card Room Businesses, and Card Room Employees.
- Reviews new and renewal applications received from the Business Tax Center Office.
- Conducts related background investigations.
- Conducts applicant interviews/orientations.
- Approves or denies applications based on investigation results.
- Conducts on-site inspections of businesses for compliance with regulations and related codes.
- Conducts reviews of required firearms transaction records.
- Reviews card room wagering statements, security protocols, number of tables in use, and signage.
- Places written holds on possible stolen property for police officers and detectives.
- Assists with citizens' complaints and initiates investigations.
- Refers complaints and violations to other affected units and agencies, to include the Department of Justice and Alcohol, Tobacco and Firearms.
- Conducts administrative/criminal investigations and enforces any violations of the applicable regulations.
- Refers criminal investigations to detectives or a sergeant for assistance.
- Issues Notices of Violations or misdemeanor citations and prepares Notify Warrants.
- Advises and assists police officers with stolen property seizures, releases, complaints, policy changes, and amended legislation.
- Facilitates the appropriate release of stolen property.

- Reviews transaction reports submitted by firearm dealers who possess a Second Hand Dealer's license.
- Prepares and processes administrative packages or criminal reports regarding violations, suspensions, revocations or denials of applications or permits.
- Prepares administrative hearing "discovery" packages for the appeal hearing officer, defense attorney and/or Appellant.
- Presents the City's case and evidence at administrative appeal hearings.
- Maintain files, collects data, and prepares statistical reports.
- Assists and becomes a resource to other departments, divisions, units and outside agencies with inquiries or problems.
- Monitors Peep Show establishments for compliance with regulations and related codes.
- Updates and maintains databases with current business and employee information.
- Checks and distributes the Applicant Agency Justice Connection (AAJC) notifications of subsequent arrests that are sent to the Department on a daily basis. The AAJC replaced the Secure Mail Server System (SMSS) for retrieving LiveScan information.
- Completes the Adult Entertainment Industry Officer's duties in the absence of the Adult Entertainment Industry Officer.
- Researches (Industry-related) CPRA requests.

IX. LIVE ENTERTAINMENT INDUSTRY OFFICER

- This Officer is responsible for Live Entertainment, Single Event, Promotor and Casino Use permits.
- Reviews new and renewal applications received from the Business Tax Center Office.
- Approves or denies applications based on the investigation results.
- Conducts administrative investigations.
- Completes and prepares legislative analysis assignments.
- Conducts assigned criminal and/or administrative investigations.
- Prints the cover page of all criminal background checks used during the investigation and places them in the appropriate file.

- Conducts onsite inspections of businesses/occupations for compliance with related codes.
- Enforces onsite police regulatory inspections.
- Enforces regulatory violations and issues Notices of Violation or misdemeanor citation or prepares Notify Warrants.
- Provides liaison and training to other divisions or units within the City and outside agencies.
- Prepares letters, i.e., warnings, revocations, suspensions, and general correspondence for a supervisor's approval/signature.
- Maintains computer filing systems (correspondence file, daily journals, etc.)
- Assists and becomes a resource to other departments, divisions, units and outside agencies with inquiries or problems related to the live entertainment industry.
- Enters application information into the appropriate database.
- Completes assigned reports.
- Answers inquiries from the public via telephone, walk-in traffic and email related to the live entertainment industry.
- Assists the clerical staff with any questions related to application requirements and enforcement of the live entertainment industry.
- Testifies in criminal court, when necessary.
- Completes the ABC Industry Officer's duties in the absence of the ABC Industry Officer.
- Researches (Industry-related) CPRA requests.

X. PAWN INDUSTRY OFFICER

- This officer is also responsible for the following industries: Pawn Shops, Second Hand Dealers, Money Exchanges, and Auto Dismantlers.
- Reviews the new and renewal applications received from the Business Tax Center Office.
- Completes local records check (SD Law) for background investigations.

- Processes and approves permits in the Citrix and Treasurer’s Tax Collection System (TTCS) databases.
- Enforces onsite police regulatory inspections.
- Enforces regulatory violations and issues Notices of Violation or misdemeanor citation or prepares Notify Warrants.
- Acts as the law enforcement agency liaison for the Department of Justice.
- Conducts stolen property matches through the California Pawn and Secondhand Dealer System (CAPSS) for both Pawn and Second Hand Dealers.
- Completes 90-day police pawn holds for Detectives for both Pawn and Second Hand Dealers.
- Maintains the 90-day Pawn Hold Book.
- Prepares administrative hearing “discovery” packages for the appeal hearing officer, defense attorney and/or Appellant.
- Presents the City’s case and evidence at administrative appeal hearings.
- Prepares and processes administrative packages or criminal reports regarding violations, suspensions, revocations or denials.
- Verifies state applications and payments and mails them directly to the Department of Justice.
- Generates state licenses and mails them to pawn shops and Second Hand Tangible businesses on behalf of the Department of Justice.
- Completes the Alarm Industry Officer’s duties in the absence of the Alarm Industry Officer.
- Is the Department’s California Pawn and Secondhand Dealer System (CAPSS) liaison. Organizes Department CAPSS training and grants employee access.
- Researches (Industry-related) CPRA requests.

XI. PEDICAB INDUSTRY OFFICER

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

- Approves or denies applications based on the background investigation results.
- Completes the investigative checklist to ensure that all of the required application documents have been submitted and that the necessary background checks have been completed.
- Prepares administrative hearing "discovery" packages for appeal hearing officer, defense attorney and/or Appellant.
- Presents the City's case and evidence at administrative hearings.
- Reviews the new and renewal applications received from the Business Tax Center Office.
- Completes local records check (SD Law).
- Processes and approves permits in Citrix and Treasurer's Tax Collection System (TTCS) databases.
- Conducts inspections of individual pedicabs at SDPD Headquarters throughout the year.
- At the beginning of the calendar year, the industry officer will conduct onsite pedicab inspections of pedicab companies that own more than two pedicabs. (Company decals expire December 31st of each year.) Pedicab permits are classified into three categories: general, restricted and specialized.
 1. Restricted decals apply to restricted areas of operation in the Gaslamp District, Ocean Beach, Pacific Beach and La Jolla District.
 2. Specialized pedicabs have 4 wheels and can carry up to 16 passengers.
 3. Restricted decals are a "high demand" item that must be monitored by the industry officer. The City of San Diego currently limits the number of restricted decals to 250. Specialized pedicabs are included in the 250 total. Restricted decals can become available if the permit holder allows the permit to expire.
 4. If multiple restricted decals become available, the industry officer must decide whether a lottery is necessary to fairly distribute the available decals or allow the Business Tax Center to issue the available permits on a first come, first served basis. The method of allocation of the available permits is at the discretion of the Permits and Licensing Sergeant.
- Approximately every two months, the industry officer should conduct pedicab inspections in the evening hours. This is necessary because evening hours are considered peak hours for the pedicab industry.

1. The industry officer shall recruit additional officers to safely conduct the pedicab field inspections. Permits and Licensing personnel shall be given priority consideration for the inspection opportunities.
- Completes the Tobacco Industry Officer's duties in the absence of the Tobacco Industry Officer.
 - Researches (Industry-related) CPRA requests.

XI. TOBACCO INDUSTRY OFFICER

- This industry officer regulates and permits retail businesses that sell or distribute tobacco products, including electronic cigarettes, electronic cigarette paraphernalia and vaping juice. Regulatory laws are aimed at discouraging the sales of tobacco products to those under 21 years of age.
- Receives and reviews new and renewal tobacco business permit applications received from the Business Tax Center Office.
- Approves or denies applications based on established criteria.
- Manages P & L registration and files of open and closed tobacco retailers.
- Completes the investigative checklist to ensure that all of the required application documents have been submitted and that the necessary background checks have been completed.
- Prepares administrative hearing "discovery" packages for appeal hearing officer, defense attorney and/or Appellant.
- Presents the City's case and evidence at administrative hearings.
- Issues Notices of Violation and/or citations.
- Completes local records check (SD Law).
- Inputs tobacco permits in the Treasurer's Tax Collection System (TTCS) databases.
- Prepares an annual report to Council to be delivered to the Public Safety & Livable Neighborhoods Committee and/or City Council. (See SDMC § 33.4519).
- Conducts site inspections to determine compliance in applicable Federal, State, and local laws.
- Conducts minor decoy tobacco operations for tobacco retailers.
 1. Prepares Operation Plans throughout the City of San Diego targeting tobacco retailers. Under direct supervision, minor decoys enter tobacco retailers and

attempt to purchase tobacco products or electronic cigarettes. Violators are issued a Notice of Violation and misdemeanor citation.

2. Recruits and trains minor decoys.
 3. Recruits additional police personnel to assist with the operation.
 4. Prepares site lists and routes to be visited.
 5. Industry officer must ensure that council districts receive equal amounts of enforcement through operations.
- Completes the Pedicab Industry Officer's duties in the absence of the Pedicab Industry Officer.
 - Research (Industry-related) CPRA requests.

PROCEDURES FOR REGULATORY ACTIONS AGAINST POLICE PERMITS; SUSPENSIONS, CIVIL PENALTIES, AND REVOCATIONS

- Administrative remedies are covered in Chapter 3, Article 3, Division 4 (Penalties and Regulatory Action) and Division 5 (Appeal Rights and Procedures) of the San Diego Municipal Code (SDMC).
- Any requirement of police-regulated occupations and businesses is both regulatory and penal in nature, except those sections or subsections specifically designated as regulatory only by use of the phrase "regulatory only." Regulatory provisions are enforceable through the issuance, denial, suspension, placing conditions upon, or revocation of the permit, and through the issuance of verbal or written warnings, and Notices of Violation. Penal provisions are enforceable through criminal proceedings. (See SDMC § 33.0401).
- The regulatory and penal enforcement may proceed separately and independently of each other, and the selection of one method does not preclude other enforcement methods or proceedings, including injunctive relief, when appropriate. (See SDMC § 33.0401).
- The investigating officer will make a recommendation on a course of action through his chain of command. A review of previous suspensions or revocations in similar matters and hearing officer decisions can be used as a guide in making regulatory recommendations. The final approval or determination of any administrative regulatory action will be made by the Vice Permits and Licensing Lieutenant or their designee.
- Administrative regulatory action is discretionary; however, the regulatory action taken should be consistent with the severity of the violation or the frequency of the violations, regardless of whether the permittee has suffered administrative penalties in the past. (See SDMC § 33.0403). Also to consider is whether the permit holder

caused or condoned the violations or failed to take reasonable corrective action after timely written notice of the violation. (See SDMC § 33.0405). Per section 33.0405 of the SDMC, the permit holder is advised that “they will be held accountable for violations they personally bring about, accept and allow to continue, or fail to take practical, sensible steps to correct.” *Coe v. San Diego*, 3 Cal.App.5th 772, 783-84 (2016).

- Whenever regulatory action of a written warning is issued, the permittee shall be afforded an opportunity to meet with the Chief of Police regarding the written warning. (See SDMC § 33.0404(b)). The written warning should give the permittee notice of this opportunity.
- Whenever regulatory action of a condition is placed upon a permit, or a permit is suspended or revoked, the Chief of Police shall send a notice to the permit holder identifying the code section(s) violated, describing the circumstances of the violation, and explaining the consequences of a failure to correct the violation, if appropriate. (See SDMC § 33.0404 (a)). It is best practice to include this same information in written warnings, as well.
- All permit holders are notified of regulatory actions in writing. Unless otherwise stated, it is sufficient to mail the notice via first class mail to the most recent address provided by the permit holder. Such mail is presumed delivered five days after its postmark date. (See SDMC § 33.0108).
- In lieu of suspension, the permit holder and Chief of Police may negotiate a civil penalty according to the procedure contained in this Manual. Failure to pay the civil penalty as negotiated will result in reinstatement of the suspension. (See SDMC § 33.0403(c)).

1. Procedure for Civil Penalty Negotiation:

- a. Whenever a decision suspending a permit or license for 15 days or less is in progress and the permit holder has received written notice of the suspension, the permit holder may, before the operative date of the suspension, petition the Chief of Police for permission to make an offer in compromise, consisting of a sum of money in lieu of serving the suspension.
- b. Upon receipt of the petition, the Chief of Police may stay the proposed suspension and cause any investigation to be made which may assist in the negotiations. The Chief of Police may grant the petition if satisfied that the following conditions are met:
 - 1) The public welfare, morals, and safety will not be impaired by allowing the permittee to operate during the period set for suspension and that the payment of the sum of the money will achieve the desired disciplinary purposes.

- 2) The permit holder's books and records are kept in such a manner that the business loss suffered can be determined with reasonable accuracy.
 - 3) The offer in compromise shall be the equivalent of fifty percent (50%) of the estimated gross police-regulated activity income for each day of the proposed suspension, and the offer in compromise shall not be less than the best estimate of the total costs incurred, or would be incurred, by the Police Department for the investigation, enforcement and appeal hearing process.
- c. The final compromise may consist of a sum of money or a sum of money together with a reduced suspension, and any other conditions that will help achieve the desired disciplinary purposes.
2. All moneys collected as a result of penalties imposed shall be deposited into the City of San Diego "General Fund."
- Under no circumstances may a permit be renewed if an action to revoke the permit is in progress or has been taken. Before any approval of a renewal application, the file should be pulled and reviewed. If the permit holder succeeds in having the revocation overturned, the permit holder must pay the regulatory fees for the time, if any, the permit holder was allowed to operate during the appeal process. (See SDMC § 33.0308 (i)).

POLICE-REGULATED BUSINESSES

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

A. **Adult Entertainment** consists of the following businesses which are defined by the following City of San Diego Municipal Codes:

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

B. **Consumer Protection** consists of the following businesses which are defined by the following City of San Diego Municipal Codes:

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

10. Secondhand Dealer - Tangible/Pawn, Municipal Code §33.1101.

C. **Juvenile Protection** consists of the following businesses which are defined by the following City of San Diego Municipal Codes:

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

D. **Entertainment** consists of the following definitions:

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

ADMINISTRATIVE/ CLERICAL SUPPORT

I. ADMINISTRATIVE AIDE II

- This position provides administrative assistance and administrative back-up support to VICE/Permits & Licensing Officers, Detectives, Sergeants and Lieutenants.
- Serves as Unit CPRA Liaison.
- Researches responsive documents and legal codes for applicable exemptions for CPRA-related documents. Coordinates, meets and discusses CPRA responses with officers and detectives. Meets with the Police CPRA Legal Liaison to discuss Unit CPRA responses. Forwards CPRA responses and documents for review to VICE/P&L Lieutenants. Coordinates with Department CPRA (Records) liaison for response and/or release of records.
- Coordinates and assists with “discovery” packages for Police Legal, City Attorneys, etc.
- Assists with OnBase (Requests to City Council)
- Assists supervisors with updating and maintaining the Operations Manuals for both Vice Operations and Vice Permits and Licensing.
- Provides back-up to the Senior Clerk Typist for balancing the cash register from the previous day, prepares Daily Cash Receipt (DCR) for the City Treasurer, records fees on the Daily Recap Sheet and prepares bank deposits.
- Assists with the preparation of administrative hearing "discovery" packages for the hearing officer, defense attorney and/or Appellant.
- Assists officers and detectives with the completion and preparation of legislative analysis assignments.
- Assists officers and detectives with the preparation of letters, i.e., warnings, revocations, suspensions, and general correspondence for supervisor’s approval/signature.
- Assist officers and detectives with conducting related background checks.
- Maintains files, collects data, and prepares statistical reports.
- Assists and becomes a resource to other departments, divisions, units and outside agencies with inquiries or problems.
- Assist officers and detectives with completing local records check (SD Law).
- Completes Alarm calls for service duties in the absence of the Clerical Assistant II.

- Assists with the creation of alarm letters for the alarm system.
- Processes alarm invoices.
- Is a California Pawn and Secondhand Dealer System (CAPSS) Access liaison and provides Department users with CAPSS access and passwords.
- Liaisons with Data Systems for computer requirements and telephone issues.
- Completes duties for Daily Cash Reconciliation during the Senior Clerk Typist's absence.
- Maintenance of the Historical Documents folder located in the "G" Drive - Vice Folder.
- Assists officers with processing incoming DOJ firearm notifications.
- Attends Administrative Hearings.
- Attends Council Committee and budget hearings.
- Assists officers and detectives with Municipal Code changes.
- Unit liaison for incoming subpoena requests for documents. Researches and helps prepare documents or responses for review.
- Provides telephone support in absence of the Clerical Assistant II.
- Provides counter and register support in absence of the Clerical Assistant II.

II. SENIOR CLERK TYPIST

- Reports to the Vice Permits and Licensing Lieutenant.
- Supervises, monitors and coordinates the workload of the Police Permits and Licensing clerical staff.
- Conducts evaluations on civilian clerical staff ensuring attendance, accountability, work performance and compliance with Department Policies.
- Ensures assignments for clerical staff are completed in a timely manner.
- Provides direction, guidance and training for clerical staff.
- Handles complaints regarding clerical staff.
- Maintains files and logs (keeper of the records).

- Maintains accurate callback roster, Redbook, and PD Roster records and verifies accuracy at each shift change or when new members join the Unit.
- Orders print jobs via the City of San Diego Print Shop website.
- Prepares the bi-weekly payroll for Vice Operations and Permits and Licensing by preparing time sheets, approving e-cards, forwarding leave of absence slips and overtime slips to Payroll. This includes any payroll notification, shift differential, late overtime memos, etc.
- Answers telephone calls and inquiries.
- Liaisons with Data Systems for computer requirements and telephone issues.
- Balances cash and checks processed through the Vice Permits and Licensing cash register from the previous day. The number of cash and check sales for the alarm industry listed on the “Z1” register report is balanced against the alarm payment audit report for checks and cash obtained from the permit payments online administration.
- The Senior Clerk Typist is not responsible for processing alarm transactions paid via credit or debit card on the City of San Diego website.
- The Senior Clerk Typist also balances cash and check vehicle repossession fees that the Clerical Assistant II’s processed from the previous day. The only acceptable method of payment for vehicle repossession fees at the “E” Street front counter is cash. Checks for vehicle repossession fees are accepted from commercial companies via mail. Vehicle repossession fees are always for the sum of \$15.
- The Senior Clerk Typist must complete the Daily Recap report that will document the number of new alarm permits (both residential and commercial), renewal alarm permits (both residential and commercial), alarm revocation fees, alarm penalty fees and the number of vehicle repossession fees.
- The Senior Clerk Typist remits checks to Bank of America through the Remote Deposit Service. The Remote Deposit Service (RDS) scans checks and sends them electronically to the bank. Images are available for 90 days on “B of A direct”. The hard copies of scanned checks are safeguarded in the Vice Permits and Licensing safe until destroyed.
 1. Prior to completing the RDS process, checks are balanced against supporting documents (Daily Recap, Police Permit Online Application Audit for checks and “Z1” register report).
 2. Log on to Bank of America “Cash Pro” website via the computer that is connected to the RDS machine.
 3. Select “receipts” and then select “create new deposit”.

4. Enter the number of checks + 1 (for the virtual deposit slip) to be scanned and total dollar amount of the batch. For example, if you are scanning 10 checks, enter 11 as the number of checks to be scanned.
 5. Organize the checks and feed them through the RDS machine.
 6. Complete the error correction process, if necessary (i.e. confirm amount, type of check, etc).
 7. Print two copies of the RDS Deposit Detail and logout of the “Cash Pro” website.
 8. Prepare the check deposit bag:
 - a. Fold the checks that were just imaged into one copy of the RDS Deposit Detail.
 - (1) Retain the other copy of the RDS Deposit Detail slip for the Daily Recap packet.
 - b. Seal checks in the Bank of America deposit bag.
 - c. The RDS Deposit Detail is placed facing outward in the bank bag.
 - d. Checks will be retained in the Vice Permits and Licensing safe for 90 days.
 9. Destruction of retained checks
 - a. After 90 days, the sealed bank bag will be removed from the safe. The deposit to be destroyed will be logged on the RDS Destruction Log.
 - b. Checks will be removed from the sealed bank bag and placed in secure shred bins for final destruction.
- The Senior Clerk Typist will bundle the daily documents and scan the documents to the Fiscal Unit Administrative Aide assigned to the Vice Unit. The daily recap documents will consist of:
 1. Final Recap page
 2. Excel Check Recap Page
 3. Cry Wolf (Checks & Cash)
 4. RDS Deposit Detail
 5. Copy of “Z1” (Register Receipt)
 6. Daily Recap Reconciliation Report (If applicable)

- Prepares customer refunds for the alarm industry. (See refund procedure below for further information).
- Completes all paperwork for new employees when transferring into the Unit, i.e. key card access, computer access, telephone and any other documents required upon transfer.
- Types reports and general office correspondence.
- Perform all duties normally associated with Senior Clerk Typist responsibilities as established by the Department.
- Supply Clerk for Vice Operations and Permits and Licensing Unit. Orders and maintains office supplies.

CUSTOMER SERVICE CLERICAL ASSISTANT II

- This position has the primary responsibility to answer telephone calls.
- Responsible for walk-in applicants and telephone inquiries regarding application requirements.
- Provides applicants and potential applicants with information/application packages.
- Processes all appropriate fees into the cash register and issues receipts to customers for the transactions.
- Reviews and processes incoming applications before forwarding to the appropriate personnel for approval.
- Prints cash register records at the conclusion of the workday “Z1” Subtotal.
- Prints cash register records at the end of each month “Z21” Subtotal.
- Assembles/labels files for new permits and retrieves existing files for disbursement to officers or detectives.
- Maintains and purges files, when necessary, per Department Policy.
- Retrieves, opens and distributes daily mail (See Mail Requirements for specific times).
- Processes incoming pawn slips, i.e., opening, sorting, auditing, delivering to Data Entry and filing.
- Maintains a Pawn Slip check-out log.

- Assists with administration support tasks (clerical duties) as needed by Lieutenants, Sergeants, Detectives and Officers.
- Attend cash handling training, if offered.
- Receives alarm-related account telephone calls.
- Mail Requirements
 1. The incoming U.S. Mail is picked up from the mail room (on P1) daily at 1245 hours.
 2. The outgoing mail is delivered to the mail room daily at 1630 hours.
 3. The morning daily route is as follows:
 - a. Retrieve outgoing mail from the Vice Office to deliver to the mail room.
 - b. Check mail bins in the Permits and Licensing office to deliver to the mail room.
 - c. Go to the 2nd floor to retrieve and/or deliver pawns slips.
 - d. Return to the Permits and Licensing office to open and disseminate mail.
 4. Procedures for Processing Mail
 - a. All alarm permit applications for both commercial and residential customers, alarm revocation permits and alarm penalty fees will be given to the alarm permit desk employee for processing.
- Process Revocation payments
- Process Penalty Fee Payments
 1. Renewal fees, both commercial and residential, will be given to the alarm permit desk employee for processing. In order for a “no-permit penalty” fine to be waived, the alarm user must obtain an alarm user permit within 15 calendar days of the date of the Notice of No Permit False Alarm Violation notification. This notification is mailed to the alarm user. Failure to obtain a permit will result in continued “no-permit penalty” fines for each false alarm the San Diego Police Department responds to.
 - a. All alarm renewal payments with checks are kept folded with the check enclosed. If they do not have a letter, the check is put in a different stack.

- b. Alarm renewals can be paid on-line.
- c. Pawns will go in the box to be sorted after the mail is completed.
- d. Returned mail – those with the yellow “Returned” sticker from the Post Office - consisting of courtesy alarm notices, alarm revocations, Notices of Violation - will go to the Alarm Industry CAII’s.
- e. Checks and cash need to be secured at the end of the shift and when the employee is away from their desk for an extended period of time. Checks or cash are not to be unattended. Give the checks to either the alarm desk employees or to the Senior Clerk Typist to secure in the safe.
- f. All mail that goes to the sworn officers should be date stamped and put back in the original envelope prior to being distributed. Both the envelope and the correspondence that it contains should be date stamped.
- g. Inter Office mail for MS 724 or MS 735 - If there is a person’s name on the envelope, *do not* open the envelope. Simply put the envelope in the respective mail bins. If there is no name on the envelope, give the envelope to the Senior Clerk Typist for distribution.
- h. ABC mail – Date stamp the correspondence inside of the envelope and put the envelope and the dated correspondence in the ABC Sergeant’s or ABC Detective’s mail bin.

ALARM INDUSTRY CLERICAL ASSISTANT II

- Up to two CAIIs may be assigned to the Alarm Industry. If a CAII is assigned to the Alarm Industry, their duties will be:
 1. Enters new alarm permit information into the Alarm System. Updates and maintains alarm permit files and logs.
 2. Enters alarm renewal payments into the Alarm System. Updates and maintains alarm permit files and logs.
 3. Researches and verifies alarm-related calls for service generated by the Cry Wolf Alarm system. The employee utilizes the CAD system and other resources to conduct the research.
 4. Completes alarm renewal permits, prints and mails letters.
 5. Posts payments into the Cry Wolf Alarm System for renewal alarm permits.
 6. Enters data into the Cry Wolf Alarm System for new alarm permits.

7. Batches and balances the checks.
8. Validates all fees in the cash register.
9. Generates subpoenas each morning utilizing CICSP8 – DA37/DA27 - City/County ARJIS access. Logs served subpoenas.
10. Alphabetizes hard copies and files all correspondence.
11. Updates the revocation log and records when reinstatement fees are received.
12. Mails requested information packets to customers.
13. Facilitates servicing of copier, computer printers, and typewriters.
14. Retrieves, opens and distributes daily mail when the Customer Service Clerical Assistant II is unavailable.
15. Back-up for preparing certified mail. Fills out certified mail receipts, staples them to the appropriate business or occupation file.
16. Assists the Customer Service Clerical Assistant II covering the front counter and phone coverage on an “as needed” basis.
17. Assists with administration support tasks (clerical duties) as needed by Lieutenants, Sergeants, Detectives and Officers.
18. Attends cash handling training, if offered.

III. FILE MAINTENANCE

1. Copies of correspondence released by the Police Permits and Licensing Unit will be kept and maintained in an electronic correspondence file.
2. Computer files will be arranged by subject matter, i.e., Memos, Warnings, Denials, Revocations/Suspensions, Route Slips, Legislative Analysis, etc.
3. Copies of Unit correspondence addressed to, or released by, the Police Permits and Licensing Unit pertaining to an individual business or occupation will also be filed in said business’ or occupation’s file.
4. Individual business or occupation files will be arranged alphabetically by business or occupation. Single event permits and “Closing Out Sales” will be filed by month/year.
5. Purge files as necessary and in accordance with City and legal retention requirements.

6. Police Permits and Licensing files are confidential. Further clarification on the release of information is contained in Government Code Section 6254(f), Government Code Section 6255 and SDMC 33.3711. The following is a guideline on releasing information:
 1. Public inquiries or other official requests for information contained in Police Permits and Licensing files must be requested in writing and go through a Police Permits and Licensing Sergeant. If necessary, the City Attorney may be consulted before providing any file information.
 2. All written requests for information must include the following:
 - a. A detailed description of information requested.
 - b. Reason why the information is needed.
 - c. Specific authority the requestor has for obtaining information.
 7. SDPD Vice Officers may have full access to those files necessary for Vice Operations investigations.
 8. All peace officers may have supervised access to the files, as long as they are working on an authorized investigation.
 9. Information as to whether a business possesses a certain permit may be disclosed.
 10. Ownership information should be directed to the City Treasurer's Business Tax Office.
 11. Alarm permit information generally cannot be disclosed to anyone except persons charged with the administration of the alarm ordinance (SDMC 33.3711). Any official request for information in the alarm files will go through a Police Permits and Licensing Sergeant.

IV. TELEPHONE PROCEDURES

A. The following is a guideline for telephone procedures:

1. Ensure that telephone calls are answered immediately. If possible, lift the handset prior to the third ring.
2. Be pleasant and courteous in answering phone calls. When answering the telephone, identify the unit and your name.
3. Maintain a professional attitude and be able to refer callers to the proper authority whenever necessary to avoid unnecessary transfers and frustration.
4. Relay clearly and take messages carefully.

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

V. SUPPLY ORDERING PROCEDURES

- STAPLES

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

- CITY STORES SUPPLIES

1. The majority of office supplies are ordered through Staples but there are certain office supplies that must be ordered through City Stores.
2. The Senior Clerk Typist must order these supplies via SAP. The Senior Clerk must obtain log in permission by contacting the Fiscal Unit. The fund number for ordering is 100000.
3. The following supplies will be ordered via the City Stores portal: batteries, sunscreen, Clorox wipes, Accu-wipes, etc. An inventory list of what supplies City Stores can provide is listed on the City of San Diego Employee site.
4. All Department forms needed by Vice Permits and Licensing and Vice Operations must be ordered from City Stores (Field Interviews, Overtime slips, etc.).

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

V. VEHICLE POLICY

- With the exception of the Unit Lieutenant, members are not generally authorized to have Department take-home vehicles. Prior authorization from the Unit Lieutenant or their designee must be obtained for the use of a Unit assigned vehicle for on-call or take-home purposes. Examples of on-call duties re ENT, UAS or other collateral duties for the Department.
- No vehicles will be loaned out without a supervisor's approval.
- Unit vehicles will be operated and maintained in accordance with Department Procedure 1.12. Members are specifically prohibited from operating any city vehicle at any time when their driver's license is expired, suspended, etc., or when their ability is impaired through medication or chemical use.
- No vehicle will be driven out of the county without prior approval from a Unit supervisor.
- Members will ensure their Unit vehicles, or any Unit vehicle they use, are clean and adequately fueled when returned. All vehicles will be locked when unoccupied.
- Any damage and/or vehicle accident involving a city vehicle must be reported immediately to a Unit supervisor in accordance with Department Procedure.
- Vehicles assigned to the Vice Permits and Licensing Unit will be parked in their assigned spaces on the ramp leading to P-1.
- Currently, there are no positions requiring "On Call" or "Stand-by" time in the Vice Permits and Licensing Unit.

VI. ATTIRE

- Attire for all members will be professional, businesslike and in good taste in accordance with Department Procedure 5.10. Sworn members have the option of wearing a uniform in accordance with Department Procedure 5.10.

- Members should not give presentations to the public, attend business meetings with other agencies or attend any function or event representing the Unit in casual attire unless authorized to do so by a supervisor.
- Sergeants, detectives and officers will wear business attire and casual clothing depending on the designated enforcement posture (general or casual) or as determined by a supervisor.