

RECORDS BUREAU



Fresno Police Department

DRAFT

IS Manager – Conrad Nerdahl

(9/2009 – Present)

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Mission Statement

The Fresno Police Department RECORDS BUREAU is dedicated to maintain and provide timely, accurate criminal history information, crime reports and professional service to our Department, all law enforcement agencies, public requests, and the citizens of Fresno.

Goals and Objectives

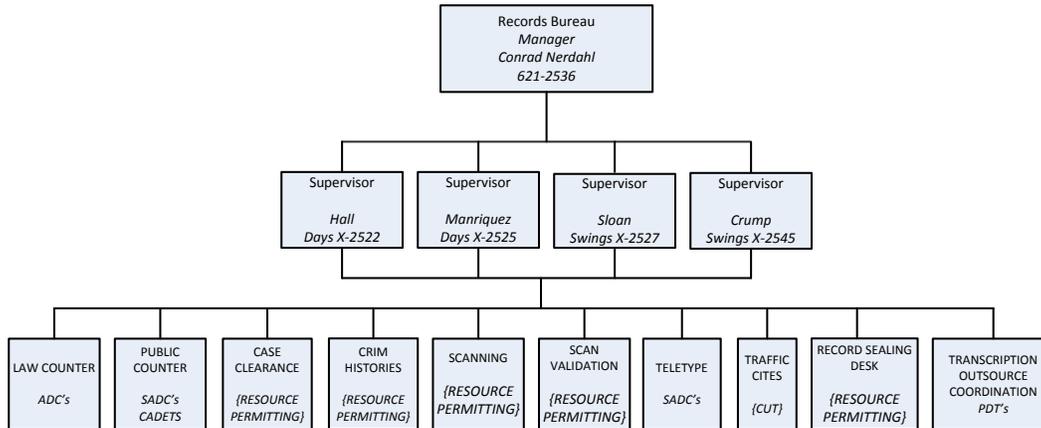
Goals

1. We will attempt to provide professional services to our Department, all law enforcement agencies, public requests, and the citizens of Fresno.
2. The Records Bureau shall attempt to maintain and provide timely and accurate crime reports.

Objective

1. We will attempt to obtain an 80% satisfaction ratio on Public Opinion Surveys.
2. We will attempt to ensure all IN CUSTODY reports are processed timely enough to assure adjudication of justice.
3. We will attempt to ensure that priority reports are scanned into the MARS CASE MANAGEMENT system time enough to avoid impeding investigative and adjudication processes.
4. All incoming mail will be processed within 15 days of stamped receipt.
5. All missing persons and stolen vehicles will be entered into the CLETS and NCIC systems within a four (4) hour time period from receipt to Teletype.
6. We will ensure that all requests for reports held off-site are processed within a five (5) day time period from date of receipt.

Organizational Chart



LAW COUNTER – Handles all requests for information by Law Enforcement personnel
 TRANSCRIPTION – Transcribes dictated reports
 PUBLIC COUNTER – Handles citizens' requests for reports, vehicles releases, information, registration
 CASE CLEARANCE – Reviews/distributes all paper documents, i.e., EPO s, Restraining Orders, VHF s
 SCANNING DESK – Scan into MARS all documents not in RPW
 SCAN VALIDATION – Quality control of scanned documents to ensure nothing missed; eliminates needs for down-stream filing of cases.
 TELETYPE – Entries into CLETS/NCIC
 TRAFFIC CITES – Traffic citation entry
 CRIM HISTORIES – Handles all requests for criminal history information
 RECORDS SEALING DESK – Handling backlog and current court orders to seal records

Personnel Resource Needs

Introduction

Due to ongoing budget cuts that surfaced in mid FY-2009, it was necessary to audit Records and derive whether cuts could be absorbed. To do this, an initial audit was conducted by Lt. Joyce Vasquez over a two week period that sampled each task area. Problems were noted and proposed alternatives were suggested for immediate implementation. Following this audit, as further cuts were absorbed, a time and motion study was initialized over a six month period to derive actual job processes, workload measurements, and time requirements to handle the workload and processes. The importance of this process was to add value to initial audit and to aid in identify where future office automation system (OAS) improvements could be made as well as derive where in each process, sub-tasks could be further improved or eliminated out of necessity to absorb ongoing financial reductions. The following sections discuss these findings.

Executive Summary

While there is a desire to simply address the mandated and most critical tasks; there are interdependent relationships to much of the records processing that does not present a simple separation of tasks and functions. Rather, this memorandum will identify what the core focus will be and what can be done to address the workload for each section addressed. From December 31, 2008 forward, Records lost; 5 Supervisors, 5 SADC's, 14 ADC's, 5 PDT's, and 8 Temps, and 10 Cadets. A cumulative loss of 47 personnel.

Our Challenge

How can 19 FT personnel address workload processes that require no less than a compliment of 77 FT personnel?

In a time and motion study, it was revealed that Records requires no less than 77 personnel as the minimum employees in the respective categories of operation. 43.5 of which would address incoming work and another 33.5 would address backlogs already in existence.

Realizing that this workforce complement is not possible; the immediate recommendation is to adjust records to a 7 day a week by 8 hour shift schedule; where, shifts would run from 0600-1430 and from 1400-2230 hours. Any needed teletype processing after those hours will be diverted further to COMCEN. This will place a complement average of 8 personnel on duty from 0600 to 2230 hours daily. The distribution would appear as follows:

Records Bureau - Actual Personnel Placement			
Location \ FTE's	Days/Swings	Swings/Mids	Total
Case Clearance	0.4	0.3	0.7
Copy Desk	1.0	1.0	2.0
Crim Research & Requests	0.2	0.3	0.5
DCBs (after automation)	0.0	0.0	0.0
Law Counter Paperwork	1.0	1.0	2.0
Law Counter Requests	0.2	0.1	0.3
Legal Mandates/Sealings	0.7	0.0	0.7
OffSite Storage - Backlog	0.0	0.0	0.0
Public Counter Paperwork	1.0	1.0	2.0
Public Counter Window	1.5	1.5	3.0
Scanning & Validation	0.5	0.5	1.0
Teletype	2.0	2.0	4.0
Validations (CLETS)	0.3	0.3	0.5
Total	8.8	8.0	16.7

The DCB process has since been automated and simplified and will be turned over to the duty office to handle completely in the future. This has a negligible impact on records resources in either case.

All attempts at offsite and backlog processing would be abandoned. Also, after the current cuts to records, there will be roughly the effectiveness of 17 FT personnel left. This follows the 5 cuts (so far) in FY11, the loss of an 80/20 PT worker planned in late August, and a loss of personnel to LTA's or other family leave needs. These 17 would be staffed over a 7 day week to derive the

highest average of daily resources (8 FTE’s) possible in attempts to address the assessed workload needs in records:

Records Bureau - Real Needs - Based on Time & Motion Study			
Location \ FTE's	Days/Swings	Swings/Mids	Total
Case Clearance	0.4	0.3	0.7
Copy Desk	0.1	1.7	1.8
Crim Research & Requests	0.2	0.3	0.5
DCBs (after automation)	0.1	0.0	0.1
Law Counter Paperwork	1.4	1.7	3.1
Law Counter Requests	0.2	0.1	0.3
Legal Mandates/Sealings	0.7	0.0	0.7
OffSite Storage - Backlog	33.5	0.0	33.5
Public Counter Paperwork	2.8	3.6	6.3
Public Counter Window	3.1	0.0	3.1
Scanning & Validation	2.9	0.3	3.2
Teletype	7.4	11.2	18.6
Validations (CLETS)	0.0	4.9	4.9
Total	52.8	24.1	77.0

For supporting discussion, this Time and Motion (T&M) report is broken down into the following sections:

- Report To Council
- Report To D/Chief
- Core Focus - Addressing The Mandates
- Mission Critical Processes – Not Mandated
- As Needed Production - Backlogs Will Cumulatively Grow
- Summary
- Draft –Shift Schedule

Impact Report to Council

Offsite Storage

The ability to search and obtain historical homicide, officer involved shooting and other cold case information will be extremely delayed.

Requests For Local Criminal History Information

Citizens requesting local criminal history and location history checks will not be able to receive their information timely if at all due to the cuts. Agencies such as DOJ, FBI, Federal OPM, and other local partners will be affected. The financial impact liability is unknown. Any research will be based on the Master Fee Schedule for “actual time” research to respectfully accommodate these types of requests on a compensated basis.

Scanning And Validation

Normally all case related information is scanned so that detectives, the public, and staff can access case information in a timely manner. Records will be unable to scan and validate information timely and this will inevitably require Officers to come into records and manually hand search scanning backlogs for needed information when records staff cannot get to it.

Case Clearance Desk

The elimination of this desk will require Detectives to research themselves whether an important supplemental piece of information is available for a case and will ultimately impact investigative operations.

Copy Desk

Lists of computer generated cases will be delivered to appropriate police sections or units; where, those units will be required to review and print their own case information as needed. There will also be reduced efficiencies in the pre-processing of information that will defer the clerical print/copy tasks on to detectives or other staff members. Hard copy case information used by Detectives and Crime View will not be consistently available and those unit personnel will be expected to manually search hard-copy stacks of backlogged information to retrieve what they need. This will affect the timeliness and accuracy of UCR and ACR reporting and could impact federal and state assessment needs to address criminal activity in the Fresno area. In short, reduced funding!

Legal Requests

The ability to meet legal based requests from Court’s to Attorney’s and other Agencies will be significantly delayed and are expected to result in increased financial liability in terms of law suits. This would include such items as court ordered record sealing or expungement requests.

Public Counter

Efforts will be made to assist the public; although, there will be increased delays in responding to in-person requests for information. It is more than likely that our service response will be reduced to delivering information that only exists in an online format. Any request for information that is backlogged for scanning or other processing purposes will be deferred until that information has been located when resource time becomes available.

Law Counter

Efforts will be made to assist law enforcement requests so that public safety needs are met. However, it is more than likely that our service response will be reduced to delivering information that already exists in an online format. Any information backlogged for scanning or other processing purposes will be deferred until that information has been located when resource time becomes available.

There are unfortunately no areas in Records that will escape any adverse impact.

Report To Chief

Offsite Storage

No further management of the offsite storage area.

Impact – Cold Case investigations will cease to be efficient as the ability to research old information in an organized manner will end.

Impact - Old criminal history information (purged by DOJ) but used by Detectives will no longer be available.

Impact – No consistent checks on the status of offsite information in terms of disaster recovery or protection.

Requests For Local Criminal History Information

Will no longer be processed.

Impact – Citizens requesting local background information for employment purposes or other legal actions will no longer be available. Citizens may not be employable without such information.

Impact - Local premise searches will no longer be processed for citizens on locations. This will impact mandated requirements by banks to show crime trends around ATM's annually; as well as any other needs.

Impact - Other agencies doing background checks will no longer be available and employment will be affected. Agencies such as DOJ, FBI, Federal OPM, and other local partners will not be able to obtain information.

Scanning And Validation

Will be reduced to an on demand function.

Impact – Only specific needs requested by detectives will be processed. Detectives will no longer receive evidence or other information needed for adjudication.

Impact - Officers will be required to come into records and engage in manual hand searches to find missing information needed for case adjudication. To include evidence forms, property reports, photo's, other pertinent documents.

Case Clearance Desk

Reduced to an on-demand function.

Impact – the tracking of outstanding case information will no longer be audited to ensure that it has been turned into Records.

Impact - Detectives will need to research whether supplemental information has been completed by an officer in the CAD/RPW system and make contact for outstanding critical information with that officer.

Impact – no assurances that teletype will receive the information mandated by state law to be entered into a state-wide California Law Enforcement Telecommunications system (CLETS). Such as, missing inventories from stolen/recovered vehicles, guns, or any other high profile item.

Impact – without quality control, there are no assurances that officers entering into an incident have the best possible information to assure public and law enforcement safety.

Copy Desk

Will be reduced to a critical or on-demand function.

Impact – Internally, lists of computer generated cases by the system will be delivered to appropriate police sections or units. Those sections or units can go into RPW and review and then print their own case information as needed.

Impact – There will not be any pre-processing to achieve downstream efficiencies by investigative or higher paid personnel. Economies of scale will cease to exist.

Impact – Externally, agencies such as the CHP waiting for copies of Traffic Collisions to report to SWITRS (Statewide Integrated Traffic Records System) will wait indefinitely or for some extended period of time. This could adversely impact Traffic Grants and Fresno Metropolitan Area vehicle insurance premiums based on the CHP reported geographical collision data to the National Insurance Board (NIB).

Impact – hard copy case information used extensively by Detectives and Crime View will not be consistently available. All personnel will need to respond to records and manually search backlogged hard-copy stacks of information to retrieve what they need.

Impact – this will affect the accuracy of UCR and ACR reporting on a timely basis and could impact federal and state assessment needs to address criminal activity in the Fresno area. In short, reduced funding!

Legal Requests

Will be randomly achieved

Impact – without the organized processing of incoming records data it will be impossible to achieve timely PRA requests – resulting in increased financial liability.

Impact – without organized information scanned or archived, it will be difficult to meet court ordered record sealing or expungement requests - resulting in increased financial liability.

Impact – legal requests for case related information will be almost improbable to achieve - resulting in increased financial liability.

Public Counter

reduced to online availability

Impact - service response will be reduced to only what is available online; as no other solutions will exist.

Law Counter

reduced to online availability

Impact – service response will be reduced to only what is available online; as no other solutions will exist.

Core Focus - Addressing The Mandates

Understanding that there are reduced resources and no options; the following are the mandated needs to be addressed:

Legal Mandates and Record Sealing's

which, are generated by outside legal entities for which we must respond or process by law or face litigation and financial liability. These are defined as Legal Mandates and require nearly 1 FTE daily to stay caught up on these annual requests or processes:

Legal Requests	Annual	Unit Processing Time (Min)	Total Processing Time (Hrs)	FTE's
Attorney Requests	1,888	30.00	944.0	0.5
Record Sealings	189	90.00	283.2	0.2
	-	6.00	-	-
	-	4.00	-	-
TOTAL	2,077	NA	1,227.2	0.7

Criminal Research and Requests

are requests generated by the public to which payments are being received for processing; and, for which other mandates such as response to the Public Records Act may also apply. Some are sent to the Dept. Attorney for review; while, many more are processed as normal requests and as defined by the Master Fee Schedule for services to be rendered. The time assessment reveals that .5 FTE's are required daily to keep up with this workload as illustrated in the following table:

Local Criminal History Requests	Annual	Unit Processing Time (Min)	Total Processing Time (Hrs)	FTE's
Public Counter	584	5	48.67	0.03
Faxed in Backgrounds	6,278	5	523.17	0.28
Mail Backgrounds	3,212	5	267.67	0.14
Logged/Not Processed	925	7	107.88	0.06
Logged w/Records	195	7	22.71	0.01
TOTAL	11,193	NA	970.09	0.52

Teletype Processing

reflects all the processes of information that must be reported to the Dept. of Justice to meet various reporting processes. The purpose of which is to enable downstream possession continuity should property or evidence be discovered. The numerous processes required in teletype derive that to effectively address the workload, that 23.5 FTE's are needed. However, understanding that there is only adequate staffing for a complement of 2 FTE's per shift – or 4 total per day, then of the 43,597 hours of workload, only 7,399 hours of data processing will be addressed. The balance of 36,198 hours in backlogs needing data processing:

Teletype	Annual	Unit Processing Time (Min)	Total Processing Time (Hrs)	FTE's
Dispatch Que	1,144	4	76	0.04
RPW Alert	2,604	4	174	0.09
Dispatch Paperwork	2,433	5	203	0.11
Modify Entries	925	4	62	0.03
Verification	754	4	50	0.03
Stolen/Recovery	122	5	10	0.01
Repos	268	4	18	0.01
Pawns Tags	38,836	10	6,473	3.50
Pawn Verify	160,916	5	13,410	7.25
Property Entries	3,455	10	576	0.31
Property Verify	32,655	6	3,266	1.77
Missing Person	7,300	15	1,825	0.99
BOLs	1,703	5	142	0.08
Miss Person Verification	39,323	8	5,243	2.83
EPOs	1,460	14	341	0.18
EPOs Verify	5,159	8	688	0.37
Gun Entries	9,587	15	2,397	1.30
Gun Verify	44,384	10	7,397	4.00
Gun Destroyed	341	12	68	0.04
License Plate Verify	4,964	5	414	0.22
Tow & Store	438	6	44	0.02
EPO's to File	1,801	10	300	0.16
TT Msg.	170	10	28	0.02
Inventory	73	10	12	0.01
MP Close Out	1,849	5	154	0.08
Lic Plt Entry	706	8	94	0.05
Impounds	803	10	134	0.07
	339,929	NA	43,597	23.57

Unfortunately, no single area of these processes can be eliminated; however, the only available solution given resource constraints is to react to what is needed at the time of the request; and, let all else backlog. As available time appears, the instructions will be to use a FIFO inventory approach; where the first request in that has not been addressed will be the first entry made into CLETS; this, will minimize timeliness delays as possible. The reality is that there is no solution for a loss of resources in this area; and, backlogs have cumulatively built up since the massive downsizing in December'09.

CLETS Validation Processing

deals with DOJ processing in four areas; Stolen Reports (All Property); Mail Requests from DOJ and other Agencies; EPO's, and items that cannot be addressed by teletype as Pending; which, currently equate to roughly 9,000 hours and growing daily. Essentially, 4.9 FTE's are needed to stay caught up and address the backlog. However, realizing that this follows the same constraints as Teletype; Validation will work on priorities derived daily and also from the quarterly validation list received from DOJ. The challenge is that the DOJ list is continuing to grow as we are unable to validate entries and if the entries are not validated, DOJ has the option of purging automatically all Fresno PD teletype entries – not validated.

Validation	Annual	Unit Processing Time (Min)	Total Processing Time (Hrs)	FTE's
Stolen Reports	-	3.00	-	-
Mail	219	5.00	18.3	0.0
EPO's to File	1,484	4.00	99.0	0.1
Pending Tray	68,790	7.85	9,000.0	4.9
TOTAL	70,493	NA	9,117.2	4.9

Public Requests

reflects all the work and tasks generated by the public as they respond in person to the Police Department. These tasks handled at the window can be mitigated through alternative solutions such as the DTS Tow Processing system; which, will return 1.5 FTE's to other work in Records. The entire compliment of tasks handled at the window require a total compliment of 3.12 FTE's daily to stay caught up and provide a response to the public. Reflected in the following table:

Public Counter Window	Annual	Unit Processing Time (Min)	Total Processing Time (Hrs)	FTE's
Vehicle Release	11,339	15	2,835	1.53
Counter Reports	1,995	15	499	0.27
Reports Released	5,207	10	868	0.47
Report Requests	730	10	122	0.07
General Questions	5,572	10	929	0.50
Photo Requests	-	5	-	-
Crime History Requests	414	5	34	0.02
Repo	122	5	10	0.01
Misc.	4,064	7	474	0.26
Mail	146	2	5	0.00
TOTAL	29,589	NA	5,776	3.12

Public Windows – Paperwork Processing

unfortunately, records processes at the window generate an equivalent amount of secondary processing that must also occur so that the transaction information meets required reporting requirements. This section of work generates a need for 6.3 FTE's; however, with a system in place such as DTS; this can be reduced by as much as 4.22 FTE's; presuming, that these resources existed to give up. The best case scenario is that the time savings gained through shorter counter hours enables staff to stay caught up on the pre and post processing requirements of work generated at the public window. As illustrated in the following table; there are no easy remedies to these processes outside of handling the work as it arises and letting other information and documentation to simply “stack up.”

Pub Counter Paperwk	Annual	Unit Processing Time (Min)	Total Processing Time (Hrs)	FTE's
Released Vehicle	58,546	8	7,806	4.22
Verification	16,522	2	551	0.30
DOJ Notices	8,979	3	449	0.24
RPW Veh Inventories	8,590	2	286	0.15
Returned DOJ Mail	13,481	2	449	0.24
Stolen Vehicles	1,533	1	26	0.01
Outstanding Stn Verify	2,239	1	37	0.02
Rec Stolen Process	3,139	5	262	0.14
Scanning Vehi Invent	24,650	3	1,232	0.67
Phone Calls	49	5	4	0.00
Letter Notification	-	2	-	-
Repo Notices	3,334	1	56	0.03
Tow/Store (Released)	876	8	117	0.06
Inventory Releases	2,336	8	311	0.17
Misc Mail	1,484	5	124	0.07
Rec Stolen Inventories	97	2	3	0.00
TOTAL	145,854	NA	11,713.3	6.3

Mission Critical Processes – Not Mandated

Case Clearance

is a function in records that assures that all created documentation comes in and clears a review process to ensure that there is no duplication and that outstanding documentation get's to the appropriate location. An annual assessment reveals that .7 FTE's daily handle this function. A function that cannot be completely eliminated due to the importance of ensuring that case information is tracked and gets to the appropriate investigative section.

Case Clearance	Annual	Unit Processing Time (Min)	Total Processing Time (Hrs)	FTE's
Cases	14,576	2	486	0.3
Misc Doc	5,329	2	178	0.1
DUI Forms	2,944	2	98	0.1
Courtesy Reports	1,168	2	39	0.0
Trouble Tray	852	5	71	0.0
Restraining Orders	584	2	19	0.0
EPO's	1,630	2	54	0.0
Inventory	11,607	2	387	0.2
Sketches	535	1	9	0.0
Last Day Files	316	5	26	0.0
Typing Logs	97	1	2	0.0
TOTAL	39,639	NA	1,369	0.7

Copy Desk

once case clearance has derived the appropriate destination, the copy desk has the responsibility of ensuring that case information get's delivered to the intended location. In addition, because we are on an electronic system; neither Records nor Detectives

have knowledge that a case may or may not exist. As such, nightly, there are 15 system reports that generate lists for document distribution needs. These needs range from PLO to Detectives, to Juvenile Arrests etc. All totaled, the list and clearance desks generate enough work for the copy desk where 1.8 FTE’s are needed daily to keep up with the workload:

Copy Desk	Annual	Unit Processing Time (Min)	Total Processing Time (Hrs)	FTE's
RVS Reports	608	2	20	0.0
Routed Reports	487	2	16	0.0
PLO Reports	4,453	3	223	0.1
Handwritten Reports	8,663	8	1,155	0.6
Cites	20,927	5	1,744	0.9
Arrest Tags	876	2	29	0.0
Misc.	1,484	2	49	0.0
PLO Arrest Tags	608	2	20	0.0
Plo Narcotics Reports	414	2	14	0.0
	38,520	NA	3,271	1.8

Law Counter Requests

addresses the in-person response from internal and external law enforcement personnel requesting information needed for the adjudication of justice. To mitigate this need, a kiosk was installed at the Records counter for any agency personnel to use to retrieve their own needed information or research. This has helped partially, however, the assessment reveals that .3 FTE’s are needed daily to address these requests.

Law Counter	Annual	Unit Processing Time (Min)	Total Processing Time (Hrs)	FTE's
Voice Mail	730	4	48.7	0.0
Tow Request	292	8	38.9	0.0
Impound Request	-	8	-	-
Repo Request	900	8	120.0	0.1
Citizen Line	2,482	4	165.5	0.1
Parole/Prob/Officer	243	4	16.2	0.0
Repo Voice Mail	49	4	3.2	0.0
Off Site Request	949	12	189.8	0.1
	5,645	NA	582.4	0.3

Law Counter Paperwork

once the request at law counter is made, a secondary process is the research needed to fulfill the request. This downstream impact unfortunately requires 3.1 FTE’s daily to address the workload. However, realizing that there are not enough resources, requests are backlogged until they can be addressed. The overall demand for services indicates that often, requests never get picked up. As such, a change in practice to mitigate this impact would be to hold requests until the agent shows up in-person.

Law counter Paperwk	Annual	Unit Processing Time (Min)	Total Processing Time (Hrs)	FTE's
Report Process	316	2	10.54	0.01
Fax in Requests	13,456	4	897.09	0.48
Mail Requests	48,764	5	4,063.67	2.20
Mail Folder #	49	4	3.24	0.00
Cite Process	15,184	3	759.20	0.41
Arrest Process	365	1.3	7.91	0.00
Misc Docs	1,144	2	38.12	0.02
Parking Tickets	341	0.3	1.70	0.00
COF's	681	0.6	6.81	0.00
Black Box Attachments	49	20	16.22	0.01
Pending	973	1	16.22	0.01
TOTAL	81,322	NA	5,820.74	3.15

As Needed Production - Backlogs Will Cumulatively Grow

Offsite Storage – Backlog

not all areas of records processes can be addressed without adequate resources. As such, two areas that are at risk are Homicide and OIS offsite and onsite storage. Both of which need to be scanned or laserfished for permanent and safe archival solutions processes. Of which, Homicide and OIS off-site storage is in danger where no disaster recovery process exists; but, for which there is no longer personnel to effectively address any solutions. Any attempts to manage this function will be abandoned except to continue to store backlogs of other processing and records in boxes in the offsite facility.

OffSite- Backfile Conversion	Historical and Current (Pages)	Unit Processing Time (Min)	Total Processing Time (Hrs)	FTE's
Non Verified Scans	1,800,000	2.00	60,000.0	32.4
Homicide/OIS	15,000	6.00	1,500.0	0.8
Scan Validation	15,000	2.00	500.0	0.3
TOTAL	1,830,000	NA	62,000.0	33.5

Scanning and Validation

are essentially the processes where hard copies of reports are processed and scanned into a case management system for distribution to investigations. Analysis reflects that 3.2 FTE's are needed daily to stay up-to-date with current incoming work. Challenges are that this is only currently being addressed with light-duty personnel from COMCEN and none if any FT personnel are handling this function. Challenges will surface as LD personnel are returned to normal functions in COMCEN; for which, Records has no solution to this other than to let this workload continue to backup. This also includes a Scan validation process to provide quality control on the scan process to ensure information is digitally captured. This validation process by 1 individual daily

accommodated the loss of 11 FT personnel in December 09. Unfortunately, this is also being handled by light duty COMCEN personnel as well – no savings are possible.

Scanning	Annual	Unit Processing Time (Min)	Total Processing Time (Hrs)	FTE's
Priority Cases	15,160	5.00	1,263.3	0.7
Veh Inventories	49	6.00	4.9	0.0
Scan Validation	47,012	2.00	1,567.1	0.8
Attachments	30,149	6.00	3,014.9	1.6
Misc Docs	2,214	4.00	147.6	0.1
TOTAL	94,584	NA	5,997.8	3.2

Summary

Initially, when Records faced budget cuts there was an expectation that Records could absorb the first round of ten cuts over the FY09 period. Then, in FY10, another 50 cuts were made. At that time, assessments were made that identified three specific areas that office automation could help. These were; 1) Outsourcing Dictation; 2) Creating a Scan Validation System to mitigate the loss of 11+ personnel used for filing reports in hard copy; and 3) creation of an online DCB system to reduce daily production time from 6 hours to 30 minutes or less. All of these systems have been placed into service.

Despite these gains, the cumulative impact of 65 personnel in Records over an 18 month period has reduced the ability for Records to stay caught up; to catch up, and has now forced records operations into a situation as to addressing 1) priorities and then 2) to derive solutions where to store the backed up work that will not be addressed.

In FY11, Records will immediately be short another 7 resources; such that, out of a compliment of 24, there will only be 17 personnel left in Records. Of these 7, 5 are lost to FY11 cuts (so far); 1 LTA, and another will be lost in August due to expiration of the 80/20 funding.

To validate the backlog and personnel resource needs, a detailed time and motion study was initiated that reflected that the cumulative impact of tasks and process time. The results of this study reflect that no less than 43.5 personnel are required to keep up with the incoming daily workload that has not ceased to exist. And, this does not address the discovered 10 years of back-file conversion processing for off-site Homicide and Officer involved shooting document storage. To effectively address this latter area will require another 33.5 personnel alone over the course of 1 single year.

While it might be thought that more office automation is the key, there are some areas that still require improvement; however, gains in those areas will not result in further huge savings due to the dynamics of the workload itself.

RECORDS BUREAU OPERATIONS MANUAL

I. Introduction

We would like to take this opportunity to welcome you to the Fresno Police Department Records Bureau.

You are learning about one of the finest Records teams in the State of California. Our Records Bureau is on the cutting edge of data management and new technology in the storage and retrieval of information. Combining paper, optical, and digital multi-media information management, a variety of methods for storage and retrieval are now required.

It is our anticipation that you will enjoy reading about the Fresno Police Department Records Bureau.

There are three separate manuals for Records Bureau:

- The Records Bureau Operations Manual
- Function Procedure Manual
- New Employee Orientation Packet.

The Records Bureau Procedure Manual is maintained and updated on an on-going basis by the Records Supervisors. All manuals are retained in designated areas. One Records Bureau Operations Manual is located in the Records Commander's Office and one is located in the Records Supervisor's Office.

There are eleven functions in the Records Bureau and each Function Procedure Manual is maintained at that particular function workstation.

A copy of the New Employee Orientation Packet is provided to all new employees. It contains information to assist a new employee in becoming familiar with the overall expectations of a new Fresno Police Department Records Bureau member. All new employees are also provided with the internet web site to access the Department's Policies and Procedures Manuals.

The Bureau employees are encouraged to adhere to the posted Fresno Police Department Mission Statement; in dedication to provide professional, ethical and innovated service, with an emphasis on integrity, consistency, pride, and to never be satisfied with service short of excellence. Records Bureau's goals are to ensure the values and the integrity of the Records Bureau, always remaining sensitive and responsive to the needs of the community.

II. Records Bureau Operations

Organization

The Records Bureau is within the Support Division and is commanded by a Deputy Chief. A non-sworn manager or lieutenant depending on the assignment manages the overall operations of the Bureau.

The optimal functions within a fully staffed Records Bureau are:

1. Scan/Index (imaging system)
2. Scan Validation System
3. DCB Preparation
4. Crime Information and Intelligence (C.I.I.)
5. Case Clearance
6. Copy/Distribution
7. Law Counter
8. Public Counter
9. Validation Desk
10. Telecommunications
11. Transcription

The Bureau has enough workload to justify a 24-hour, 7-day a week (including holidays) operation with public hours from 0800 to 1700 hours daily, excluding City recognized holidays. However, due to recent financial constraints, the hours of operation are reduced from 0630-2230 hours daily, randomly closed on weekends, with public hours from 1000-1400 hours Mon-Fri.

There are four (4) civilian Records Supervisors who are responsible for the day-to-day operations of the two (2) shifts. Two (2) Records Supervisors assigned to each shift; Day Shift and Swing Shift.

There were at one time, approximately 88 employees responsible for performing the various Records' functions; however, there are now only 26 total personnel Supervisors and the Manager. The staff consists of Manager, Supervisors, Senior Administrative Clerks, Administrative Clerks, and Police Data Transcriptionists.

Personnel perform a variety of duties, ranging from providing clerical support to staff, to assisting the public. Records personnel assist citizens in obtaining information on police reports, vehicle releases and directions to other available City services and other agencies.

Due to officer and public safety, it is paramount that the work is processed continuously to ensure timely filing of criminal complaints with the District Attorney's Office and the

apprehension of dangerous criminals. Records Bureau must ensure the timely retrieval, storage and maintenance of all police reports.

Reports

Police reports include crime reports, traffic accidents, arrests, traffic citations, and other miscellaneous reports, such as runaway and death reports. The Bureau receives, processes, distributes, files and maintains records, searches [of databases], works with law enforcement and the public, receives calls for non emergency police services, and requests handles for information.

The Patrol Division personnel generate the majority (approximately 99%) of police reports. The Records Bureau is the keeper of all police reports and attachments. Reports are submitted to the Records Bureau for storage and retrieval, dissemination to in-house investigative and data entry units, the news media, other law enforcement agencies, and non-law enforcement agencies that are authorized because of the nature of the business.

Chain Of Command

All personnel are directly responsible to the immediate shift supervisor(s). Personnel having any problems, suggestions, or questions shall follow the proper chain of command. Most problems can be handled on the shift level. If a problem cannot be resolved at this level, the next level is the Records Commander. The Records Supervisor shall make arrangements to review/discuss the matter with the Records Commander (reference Policy 102 Rank Authority).

The chain of command for the Records Bureau is as follows:

1. Shift Supervisor
2. Records Manager/Commander (Lieutenant)
3. Deputy Chief
4. Chief of Police

Discrimination/Harassment

It is the policy of the Fresno Police Department that no member shall be subjected to harassment or discrimination on the basis of race, color, sex, religion, martial status, national origin, sexual preference, ancestry, age, medical condition or disability is prohibited and will not be tolerated.

Further, the Department does not restrict any member from exercising his/her right to request the direct investigation of a discrimination/harassment complaint by an appropriate State or Federal agency; however, to allow the Department the opportunity to rectify a complaint. Members are encouraged to use the procedures outlined in the City of Fresno Administrative Order 14-17.2.

Public Relations And Conduct

Records personnel shall be aware and accountable for Department rules, regulations, policies & procedures. It is important that all personnel demonstrate the knowledge, skill and capacity to provide efficient police services, which citizens have a right to expect. All members of the Department shall follow established standards and procedures.

One important factor in gaining the goodwill and confidence of the community is by maintaining an attitude of courtesy and objectivity with persons. The personal conduct of each member of the Department is the primary factor in promoting a program of desirable public relations. Tact, patience and courtesy shall be observed under all circumstances.

All employees are expected to treat everyone with respect; to help create and maintain a harmonious and professional work environment. We expect everyone to work together to accomplish the Bureau's goals and objectives, as well as the City's goals and objectives.

Appearance

All personnel, both permanent and temporary, will wear attire that supports a professional and businesslike appearance. Personnel will, while on duty, conform to dress standards. Attire that is not considered acceptable for Records Bureau personnel includes, but is not limited to the following: "baggies," muscle pants, beach pants, leggings, T-shirts (e.g., primarily men's plain white undershirts), sweat shirts, skirts, shorts, or shorts more than 3 inches above the knees, tops with bare shoulders, sweat-suits of any type, tank tops (unless covered with a shirt), backless tops, bare midriffs, and tops with inappropriate decals (liquor, drug, sexual references, political campaigns, slogans, issues, or other like references). Socks or hosiery is mandatory, and open-toed shoes are prohibited.

Personal hygiene is paramount in the minds of everyone and reflects a professional appearance. Records personnel are to ensure that their personal hygiene conforms to standards. Personal grooming is not allowed in the Records Bureau.

Breaks

Civilian members are allowed two 15-minute breaks during an eight-hour (8) or ten hour (10) shift, and a 15-minute break for each four or more hours of overtime worked. Breaks shall not be taken in conjunction with meal breaks or accumulated for use at a later time.

Breaks can be taken in the Break room, outside the Records Bureau, or outside the premises. When leaving the premises for a break, personnel are restricted from leaving in a vehicle. They may go outside the premises on their lunch break with no restrictions.

Food is not allowed in the Records Bureau at any time. Beverages are permitted as long as they are in a closed, spill-proof type container. Spills on the computers can cause breakdowns and maintenance cost to the Bureau. If a spill occurs, it will be cleaned up immediately and reported to the shift supervisor.

Smoking is prohibited in all work areas and within any portion of the buildings occupied or used by Department employees. Personnel may smoke outside of the building during scheduled breaks and meals, but must be at least twenty (20) feet from any entrance and/or exit doors.

Parking/Permit

Parking permits are available for various City lots from the Parking Division, 621-7275. Un-posted parking areas are available within a 3-block distance of police headquarters, along with some 10-hour meters within a shorter distance.

Employees receiving parking tickets, for any reason, are responsible for them.

Visits/Errands

Personal visitors may be allowed after obtaining permission from the Records Supervisor in advance. Employees shall submit a memo to the Records Supervisors, noting the name and date of birth of the visitor along with the time and date of the intended visit.

Unauthorized persons are not allowed in the Records Bureau. All of the information accessed by Records personnel is confidential or classified. When inside the Records Bureau, tours and service people shall not view the video terminals when there is classified information displayed on them. Classified information includes vehicle registration, driver's license information, etc.

Police officers or city vehicles shall not be used to run personal errands for employees.

Confidentiality Of Information

All Records Bureau personnel are required to sign a Confidentiality Form when hired. This form advises members of the penalties for the unauthorized release or misuse of any information.

Information possessed by the Department or any member of the Department, should be considered confidential and should not be released, except as provided herein. These provisions specifically include information available to members from department files, computer inquires and police investigations. The CAD (Computer Aided Dispatch), RMS (Records Management System) and CAIRO system are for official and law enforcement purposes only. Accessing these systems for personal use of non-law enforcement purposes is subject to administrative and/or criminal prosecution.

Grievances

A grievance is a dispute concerning the interpretation or application of any existing City policy, written rule, or regulation governing personnel practices, or working conditions. The grievance procedures are outline in the bargaining unit's Memorandum of Understanding (MOU).

Work Permits

Members of the Department who hold full time, permanent positions will not engage in or work at any other occupation or business without having first obtained a work permit (Municipal Code 2-1502b). Applications for work permits are available from the Management Support Bureau. Completed applications will be returned to the Management Support Bureau for

approval and forwarding to the City Human Resources Department. Work permits are not valid until all required signatures have been obtained.

Time Off Requests

Personnel shall give the shift supervisor a minimum of 24 hours notice when requesting time off. Time-off requests submitted without a 24 hours notice may be denied without explanation. The OTTO (Online Over-Time and Time-Off) system must be used and all applicable sections of the request should be filled out completely and submitted electronically to the shift supervisor prior to not reporting for duty.

It is the employee's responsibility to check with the supervisor to assure the time off is approved, prior to the date requested off. Personnel shall not request leave when there are insufficient balances to cover time-off.

Leave without pay is not permitted unless authorized by the Chief of Police, or covered under Family Medical Leave.

When several personnel want the same day off, time off will be granted to the employee based upon when the request was received in writing. That is why it's important that the request is time-stamped before submission to the supervisor. In the place of the time stamp, the date signed by the employee will be used.

Time spent on any leave of absence, (e.g. vacation) or time during which an employee is unable to perform the full range of duties due to injury or illness, whether or not job-related, shall not be considered as a part of any probationary period and such time will be added to the probationary period. (Reference M.O.U.).

Tardiness

Personnel are expected to begin work at the time specified for their assigned shift and when reporting for overtime work. Any personnel late to work shall report to the on-duty Records Supervisor and begin work immediately. After Briefing, the employee is to allow the oncoming Records Supervisor sufficient time to get the respective shift started, and then make contact, in order to be appraised of briefing items. Employees who are late to work, or late returning from a break, or meal shall be subject to corrective measures.

Sick Leave And Reporting Use

Sick Leave Accrual and Use

Sick leave is a benefit to be used when an employee is absent because he or she is unable to work due to illness or injury. Legitimate uses for sick leave include medical/dental appointments and any time when illness, injury, or the use of medication inhibits an employee's ability to perform his/her job tasks. It is the responsibility of every employee to maintain his/her physical and mental wellbeing so that he/she is capable of assuming an equal share of the workload. It is also the employee's responsibility to come to work healthy and able to work safely. Employees

are expressly prohibited from utilizing sick leave when they are not inhibited from performing their duties. Sick leave shall accumulate during the probationary period but may not be used until the employee has completed six (6) months of employment. Employees who are unable to come to work due to illness or off duty injury during this period will have the time deducted from their comp or holiday accounts, if there is time available. (Vacation leave is not available for use during the first six (6) months.) When no comp or holiday time is available, such time off will be handled as leave without pay. Following the first six (6) months of employment, employees must use all accumulated paid leaves before leave without pay will be granted. Employees covered by this policy are allowed to use up to 48 hours of accumulated sick leave per fiscal year for Family Sick Leave, to care for employees of their immediate family (as defined by the Fresno Municipal Code (FMC) and State of California Labor Code, Chapter 164, § 233). Family Sick Leave may be used to actually care for or arrange for the care of family employees who are ill and cannot care for themselves, or to take family employees to routine medical or dental appointments. Family Sick Leave differs from Family Care Leave (Family Medical Leave Act / FMLA) in that the latter is intended for long-term, serious medical care of the employee or family employee.

Physical Impairment

An employee suffering a physical or mental impairment that limits their ability to perform all aspects of their job assignment shall not report for duty without first advising a supervisor of the limitations. Supervisors shall consider temporary duty assignment, or allow the employee sick leave, depending on the nature and duration of the impairment and the nature of the employee's duties. Such impairments may be a result of medical treatment, injury, emotional problems, etc. Employees who report for duty and advise their supervisors that they are suffering an impairment due to an off duty injury, medical treatment, or otherwise, and the impairment makes them unfit for normal duty, may be allowed sick leave, or may be placed in a temporary duty assignment for that shift. When a supervisor believes that an employee is in need of sick leave, he/she shall consult a staff member. The staff member shall determine when sick leave is necessary and, if so, the employee shall be sent home. When the employee is sent home for a physical problem, he/she shall obtain a release from his/her doctor prior to returning to duty.

When an employee is sent home for an emotional or psychological problem, the employee may be sent to a psychologist of the City's choice prior to returning to duty. A release to return to work may be required. When a supervisor places an employee on sick leave, a memo shall be forwarded to the Chief of Police, through the division commander, describing the reasons for the leave. The memo shall be completed prior to the end of the watch on which the absence occurred.

When an employee does not conform to the physical standards for his/her position, the employee may be terminated under the authority of FMC § 21670.

Notification

When employees are unable to report for duty due to personal or family illness or injury, they shall report this fact to a Records Supervisor (621-2520) one (1) hour prior to the employee's required reporting time for duty. Personnel having been on sick leave for any portion of their last scheduled work day shall notify a Records Supervisor not less than one (1) hour before the beginning of the employee's returning shift.

Employees shall adhere to any additional requirements outlined in this procedure or their applicable MOU.

Activity Restrictions

The sick employee shall not become involved in nonessential life activities outside the home during his/her assigned work hours unless prior approval is obtained from his/her physician or the employee's supervisor or a duty commander. Employees shall notify a Records Supervisor in advance of all nonemergency absences from the employee's home during their assigned work hours.

Employee's Responsibility

When an employee calls in sick, he/she shall advise the Records Supervisor (621-2520) whether he/she is using employee sick (EMP SICK) or family sick (FAM SICK). After calling in sick, employees are prohibited from changing sick time to:

- Vacation,
- Holiday,
- CTO,
- Administrative leave, or
- Leave without pay.

Any adjustment required due to inadequate leave time on the books will be made by the Fiscal Affairs Bureau.

When an employee takes a partial shift off sick, he/she shall notify his/her supervisor prior to leaving work. Upon return to work, employees shall make an entry into OTTO (Overtime-Timeoff) describing the type of sick leave and the amount of time taken.

Extended Illness

When a sick leave absence exceeds fifteen (15) calendar days, the employee must file with his or her supervisor, no later than the 18th calendar day, a statement from the employee's physician regarding the estimated length of disability. If the length of absence exceeds the stated estimated period of disability, a new statement must be filed within three calendar days following the expiration of the original estimated date of return. When the use of extended sick leave is anticipated, the employee may be

required to provide a physician's statement establishing that the employee suffers from a permanent or long-term disability that will interfere with the performance of his duties. The statement shall contain a description of the limitations of the employee and the probable duration of the disability, when known. It will be the responsibility of the Department to initiate action to transfer, return, terminate or modify duties of the employee in accordance with the appropriate section(s) of the Fresno Municipal Code. All such evaluations shall be coordinated through the Personnel Bureau.

Supervisor Responsibility

Upon an employee's return to work, his/her supervisor will complete a review of the employee's sick leave history and complete a Sick Leave Review Form. The supervisor shall determine if further action is warranted (e.g. possible sick leave abuse) and forward the form to the employee's commander. These forms shall be maintained by the commander for the biannual review. An employee's supervisor may contact the employee at home to ensure that the employee is in compliance with this order. Such contacts should be made outside of sleeping hours when possible. When an employee is contacted, this fact shall be documented on the Sick Leave Review Form, and shall include:

- Date;
- Time;
- Whether the contact was by phone or in person;
- Whether the employee was at home or not; and
- The name of the supervisor who made the contact.

A supervisor, with staff approval, may require a doctor's verification of illness, which must be signed by a doctor or an R.N. under a doctor's direction, for any period of absence. Such verification shall be mandatory for any employee absent for more than seven calendar days due to illness or non-job related injury. This verification of illness or injury must be provided to the employee's supervisor immediately upon return to work. Employees who fail to provide a required verification may be required to use leave other than sick leave for their absence. When a pattern or incident of sick leave use appears abusive or unauthorized, an immediate review shall be completed. In cases of suspected abuse or misuse of sick leave, the supervisor may, at his/her discretion, impose a physician's statement requirement without prior counseling. When the findings of any such review support a violation of Department regulations, appropriate corrective action shall be taken.

Sick Leave Usage Limits

The acceptable limit for sick leave usage for all employees is 80 hours per fiscal year. The allowable hours are divided so that a maximum of one half may be used in each semester: January through June and July through December. Division commanders, or their designees, will review sick leave usage biannually, in January and July, for any

employee exceeding the authorized limits in the previous six-month period. Records indicating sick leave usage in excess of the review limit will be examined further to determine compliance.

Leave of absence requests and sick leave review forms will be reviewed to determine how many hours of sick leave were hours that are to be considered exempt. Sick leave hours are exempt from inclusion in the authorized limits for:

- A long-term illness or injury of 40 or more consecutive working hours. Employees will be required to submit a physician's statement verifying the illness or injury. An employee whose absence would otherwise be exempt under this section, who returns to work for up to four hours during his/her absence, will not lose the exemption (e.g., the employee is absent from work for 36 hours of a 40 hour work period);
- Pre-approved, scheduled medical or dental appointments of less than four hours. Multiple appointments on the same day, such as those for lab tests and x-rays that take longer than four hours, will be considered exempt. For appointments of more than four hours, employees will be required to submit a statement from the medical offices verifying the appointment(s). This does not preclude the Department from requiring verification notes for all medical/dental appointments as provided in FMC § 2-1508(f);
- Sick leave used for Worker's Compensation absences;
- Special leave taken for death in the immediate family, hospitalization of an employee of the immediate family, or care of an employee of the immediate family who is critically ill or injured, though not hospitalized, subject to the limitations provided in FMC § 2-1508;
- An ongoing medical condition of a serious nature (e.g., diabetes or chemotherapy). Employees will be required to submit a letter from the physician indicating the estimated length and frequency of absences;
- Surgery and/or hospitalization. Employees will be required to submit a physician's statement; and
- Up to 48 hours of accumulated sick leave per fiscal year for Family Sick Leave, to care for employees of their immediate family (as defined by the FMC and State of California Labor Code, Chapter 164, Section 233).

Sick Leave Usage Review

As part of this process the Department has instituted several levels of review for employees who may be in violation of this policy. The steps and course of action are as follows:

- Initial Review - Employees whose adjusted sick leave hours exceed the limit for the first time will be counseled and advised to reduce sick leave usage. Supervisory staff are not required to hold a counseling session or impose the physician's statement requirement in situations where the sick leave hours used, after the exempt hours are subtracted, do not exceed the authorized limits. Records of counseling will be maintained by the division commander, or designee, and will not be placed in the employee's personnel files.
- Three Month Follow-up Review - Employees who are counseled as part of an initial review will have their sick leave usage reviewed three (3) months after being counseled to determine if their non-exempt sick leave usage has exceeded the limit of 16 hours (20 hours for 4/10 employees). When the usage is at or below the limit, no further action is required. When it is above the limit, the division commander, or designee, will prepare a Letter of Understanding informing the employee of a physician's statement requirement. The employee will be required to provide written verification from the physician for every sick leave absence during a period of three (3) months.
- Failure to Submit a Physician's Excuse - Should the employee fail to submit a signed physician's excuse for any absence during this three (3) month period that absence will be treated as leave without pay. Supervisors should take action to insure that employees are placed on leave without pay for any unverified absences. When the supervisor fails to take such action, the leave will be deducted from the employee's sick or vacation balance.
- Cancellation of Physician's Excuse Requirement - Should the employee's sick leave usage fall below the 16 hour limit (20 hours for 4/10 employees) at the conclusion of the three (3) month follow-up review period, the requirement for physician's verification will cease. This does not preclude the employee's supervisor from requiring a physician's verification when individual circumstances warrant it. Should the employee's sick leave usage remain above the limit, the physician's verification requirement shall be extended in three month increments.
- Two Year Compliance - When an employee's usage remains within the authorize limit for a 24 month period following removal from the physician's verification requirement or initial counseling session, the first step for any future action will be counseling, as provided in the initial review.
- Non-Compliance - When an employee's sick leave usage continues to exceed the standard set by regulation, progressive corrective action may be taken. Before progressive corrective action is taken, an employee's sick leave usage over his or her City career will be considered in determining the appropriateness

of discipline. Should the sick leave trend continue, the employee may be subject to disciplinary measures and may be subject to a mandatory physical examination to determine the employee's fitness for duty, as permitted in FMC § 2-1668.

On-The-Job Injury

While in a limited or off duty status because of an on-the-job injury, employees shall update the status each Monday by calling and leaving a message by voice mail detailing any changes in release dates, limitations, to the Records Supervisor (621-2520). Personnel who fail to check in may be contacted by the supervisor for an explanation.

On-the-job injury pay is effective three (3) days after use of sick time. Sick leave shall not be allowed where the cause of the injury or illness is directly traceable to city employment, or to any compensated employment or remunerative occupation of any kind. Employees who have been injured in the course and scope of their employment with the City and who are required, as a result of such injury, to be absent from duty to undergo medical examinations or treatment authorized by the City's workers' compensation administrator... or to attend hearings....may be granted leaves with pay for such absences (Municipal Code Section 2-1512.2.).

Family Sick

Personnel may be allowed up to forty-eight (48) hours of accumulated sick leave per fiscal year (July to June) for Family Sick Leave usage. This time is granted for the arrangement of care for an immediately family employee who lives with the employee. Family sick may be used to actually care for or arrange for the care of family members who are ill and cannot care for self, or to take family members to routine medical or dental appointments. Personnel are encouraged to schedule routine medical and/or dental appointments outside of regular work hours when possible. The time is deducted from the employee's sick leave balance as family leave. It is the responsibility of the employee to keep track of time used (Reference M.O.U.). This time is exempted when reviewing sick leave usage under the City's sick leave policy.

Doctor Appointments

Sick leave may be used for medical or dental appointments for the employee. However, personnel are encouraged to schedule routine appointments outside of regular work hours when possible. Medical or dental appointments of less than four (4) hours will be considered exempt when reviewing sick leave usage under the City's sick leave policy. For appointments of more than four (4) hours, employees are required to submit a statement from the medical office(s) verifying the appointment(s). A statement verifying the time of a doctor's appointment may also be requested on appointments of (4) hours or less.

Emergency Leave: Death In Family

Personnel may take up to four (4) days sick leave for the death of an immediate family member. Immediate family includes spouse, parents, sister, brother, children, mother-in-law, and father-in-law. Personnel may take up to eight (8) hours sick for any other funeral, such as grandparent, aunt, uncle, cousin, brother-in-law, or close friend. The family member relationship shall be included in an entry into OTTO.

Makeup Time

This is a privilege and not a right, therefore; it is at the Supervisor's discretion to allow missed time to be made up. If you are late five (5) minutes or more, than you can make up the time (if it is the first offense) or you must use vacation, holiday or comp time to deduct the time.

Vacation Policy

All employees in the Bureau, who are employed in permanent positions at fixed monthly or yearly salaries, shall accumulate vacation leave with pay for each completed calendar month or employment at the rate of one and one-twelfth working days after they have been continuously employed by the City for five (5) years or more, but fewer than ten (10) years.

FCEA M.O.U. Vacation Accumulation Hours: all employees who are employed in permanent positions shall accumulate eight (8) hours per month. Vacation time is available for use after six (6) months employment. (NOTE: During probation, any time taken off is added to the probationary period.) Use of vacation time is approved at the discretion of the shift Records Supervisor(s).

Annual vacation sign up is based on seniority (within the classification). Procedures for the sign up are listed on the inside cover of the vacation folder. OTTO entries and absence calendar are filled out at least two (2) weeks prior to a scheduled vacation and submitted to the shift supervisor/s.

Holiday Leave

Except as may be modified in this Section, Holidays are governed by Fresno Municipal Code Section 2-1513:

- January 1
- 3rd Monday in January
- 3rd Monday in February
- Last Monday in May
- July 4th
- First Monday in September
- November 11th
- Thanksgiving Day in November
- Friday after Thanksgiving Day in November
- December 25th
- Employee's Birthday

- Two Personal Business Days (8 hours credited to Holiday balance on July 1 and 8 hours credited on January 1)
- Any day or part of a day declared by The Council, by ordinance or resolution, to be a holiday.
- If January 1st, July 4th, November 11th, or December 25th falls on a Sunday, the Monday following will be observed as the holiday, in lieu of Sunday.

There is no limit to the number of holiday hours that can be accrued for employees in this Unit (FCEA). Employees in this Unit may request payment for any holiday leave balance.

When a holiday falls on a regularly scheduled day off, an employee shall be credited with eight (8) hours of holiday time for each holiday. The time is not available for use until the first day of the next month.

If an employee wishes to take a holiday off, she or he must complete a Scranton and submit it for Supervisor's approval (see above holidays). There does not need to be a balance in the holiday account because there is no actual time deducted.

If the holiday falls on a regular work day, the FCEA employee may elect to accumulate eight (8) hours holiday time or 8 hours pay. An OTTO entry must be completed.

If an employee calls in sick on a holiday a Scranton must be completed and the time is counted against the employee as sick.

In order to be eligible for holiday compensation, employees must be on paid work status the day before said holiday.

Christmas/New Year's Holiday

A FCEA employee in this unit regularly scheduled to work a full shift on December 24 and December 31 shall be allowed four (4) hours of holiday leave on the afternoon of either December 24 or December 31. Employees shall be allowed their choice of days off consistent with maintenance of minimum staffing required by the City. In the event minimum staffing needs do not permit an employee otherwise entitled to use his/her leave on either day, four (4) hours shall be credited to the employee's vacation balance.

Days Off

An employee will have at least one non work day off during each work week. The first day of the week is always Monday and the last day is Sunday. It is possible that an employee may work as many as 10 days in a row before reaching their second set of days off.

Scheduling of days off will be determined by the shift's Records Supervisor/s. Days off generally rotate forward at detail change. Detail change is the last Sunday of each month or the first day of the new month if it falls on a Monday.

Overtime

An employee must work eight (8) hours in a 24-hour period before overtime rates will be applied. Employees will not work more than 15 hours in any 24-hour time period, or 30 hours in a 48 hour period.

FCEA employee's shall be paid overtime for work performed in excess of eight (8) or ten (10) hours in a day (based on 5/8 or 4/10 work schedule) and/or forty (40) hours in a week, and for work performed on a holiday.

Overtime worked by FCEA employees maybe received as pay or time. Overtime may be split to receive partial payment and partial time. In this case, two OTTO entries must be completed and the hours in the OTTO entries must not overlap or duplicate.

Cut off for overtime, in cash, is the last Sunday in the pay period. Cut off for overtime in time or holiday pay down is five (5) working days prior to payday.

When an employee signs up to work overtime and must cancel for any reason, it is the responsibility of the employee to arrange for a qualified replacement for that slot. The requested change and the replacement must be approved by the affected shift supervisor. As an example, if a consistent pattern is formed of no-show, it will be up to the supervisor's discretion to allow an employee to sign up for overtime.

Order Back

In order to ensure adequate staffing levels are maintained, a Records Supervisor may order an employee to work over. Every effort shall be made to seek volunteers. However, when a supervisor is unable to fill a vacancy below the minimum staffing level, order back may be necessary. Supervisors may hire back to fill vacancies created by scheduled annual vacation leave, sick/injury leave, and other involuntary vacancies (vacant details, jury duty, etc) when such vacancies must be filled to meet minimum staffing requirements.

Accident Reporting

It is the City's responsibility to provide every employee with a safe working environment. This can be accomplished and on the job injuries reduced through the use of safety equipment, proper job instruction, frequent review of safety practices and adequate supervision.

It is the policy of the City to adhere to all applicable laws and regulations necessary to protect its employees. The individual employee must also accept the responsibility to ensure a safe working environment and the development of safe working habits.

We have assigned responsibility for safety in our Bureau. The IIPP Plan administrator has the authority and responsibility for implementing the provisions of this program for the Fresno Police Department's Records Bureau.

Below are a few habits that we want every employee to develop and make a part of his or her daily routine.

- Close all file drawers when not being used
- Open one file or desk drawer at a time
- Push all chairs under desks when not in use
- Keep the handle of the paper cutter in the down position
- Keep purses and bags under desk (or in your locker) out of sight

Report all on the job injuries to the shift supervisor. This is mandatory for any workmen's compensation claim.

Time spent on any leave of absence (e.g. vacation), or time during which an employee is unable to perform the full range of duties due to injury or illness, whether or not job-related, shall not be considered as a part of any probationary period, and such time will be added to the probationary period. (Reference M.O.U.).

III. RECORDS BUREAU COMMANDER

The Commander of the Records Bureau is responsible for the overall operations of the Bureau. The Commander plans, coordinates, and manages seven Records Supervisors.

The Commander reports to a Deputy Chief and is the Department Agency Terminal Coordinator for the California Justice Information System and the National Crime Information Center (CJIS/NCIC) systems and the Custodian of Records.

The duties of the position may require that the incumbent testify in court when there are concerns regarding the storage, maintenance and retrieval of police records.

The position requires knowledge of organization procedures, budgetary practices and controls, knowledge of office standards, practices and systems, including automated processing and storage of public records.

Duties

1. Analyzes and reviews procedures;
2. Develops operating budget;
3. Plans long range programs to meet needs of the Bureau;
4. Directs and recommends purchase of materials, equipment, and contractual services;
5. Establishes training programs for subordinates;
6. Prepares reports as necessary;
7. Recommends selection of subordinate personnel;
8. Prepares and review employee performance evaluations;
9. Counsels employees and recommends disciplinary actions;
10. Analyzes and interprets laws, regulations and Department policies and procedures.

IV. RECORDS SUPERVISOR

Records Supervisors direct, train, supervise the clerical staff, and perform other administrative duties of the Bureau on an assigned shift. The Records Supervisors plan and direct the day-to-day activities of Senior Clerks, Administrative Clerks, Police Data Transcribers, Police Cadets, temporary, and volunteer employees. Two supervisors are assigned to each shift (Midnight, Day, and Swing Shifts).

All Records Supervisors report to the Records Manager. When necessary, corrective action is taken by the Records Supervisors, and the Records Supervisors are responsible for employees to ensure compliance with Fresno Police Department Policies and Procedures.

Duties

1. Monthly Detail Schedules
2. Absence Reports
3. Days-Off OTTO Entries
4. Commendation/Counseling
5. Updating/Implementing New Procedure
6. Directing/Training of Personnel
7. Dictation Archives
8. Special Assignments
9. Assist Detectives, Officers, etc.

Station Maintenance

Direct and oversee the tasks of Stations within the Records Bureau

1. Public Counter
2. Law Counter
3. Teletype Station
4. Dictation Station
5. Case Clearance
6. Scanning Station
7. Copy Desk
8. C.I.I. Desk
9. Validation Desk
10. Off-site report storage (City Hall Annex)
11. Supply Room
12. Case Files

Equipment Maintenance

Supervisors maintain all equipment to ensure proper functioning

1. Fax machine, Photocopiers, and Printers
2. Postage Machine
3. ATM machine

4. Dictation System & Transcription Machines
5. CAIRO Robot Computer
6. Scanning equipment
7. Teletype computers
8. Personal Computers
9. Telephone lines

Employee Relations

Records Supervisors develop a working relationship with each and every employee. The relationships are developed by day-to-day contact and during the briefing sessions at the beginning of each shift. In briefing, once the roll is taken, supervisors read informational memorandums and updates regarding the Department and Records Bureau. It is at this time that employees' questions are answered or discussions ensue with regards to the implementations or clarification of procedures.

Records Supervisors conduct monthly coaching sessions. The purposes of the sessions are to determine each person's goals and to find ways to assist them in developing their skills and accomplishments. The sessions are conducted confidentially and are positive in nature.

When employee counseling is needed, supervisors will have private briefings to discuss problem areas or commendations for good work. Records personnel are subject to maintaining distinctive work standard, etiquette, and professionalism. Each supervisor is responsible for assuring that a competent level is maintained for the betterment of the Records Bureau and Fresno Police Department.

Supervisor Relations

Supervisors communicate ideas and welcome input for critiques and suggestions. The passing of valued information is accomplished during shift changes. Each supervisor realizes the importance of successfully accomplishments. The utmost goal is to make Records Bureau more efficient and functional workplace within the Department.

Commander Relations

Supervisors are required to keep the Commander abreast of all areas within the Records Bureau. This is accomplished as supervisors provide work schedules, evaluations, and an ongoing review of OTTO entries, memorandums, E-mail and confidential discussions. The Records Bureau Commander schedules monthly meetings with supervisors to address the implementation of new procedures, new ideas and discussions for improvements within the Records Bureau. Supervisor opinions are welcomed and are encouraged to vocalize suggestions, which make for a strong Management Support Team.

V. RECORDS BUREAU SUPERVISORS' STATEMENT

Expect All Employees Of Our Team To:

1. Cooperate with each other
2. Report to Briefing, training and meetings on time, in proper uniform, with all necessary equipment and ready to start work
3. Be Attentive
4. Build a smooth shift transition
5. Minimize time and maximize results
6. Keep all work areas clean, equipped and well maintained
7. Be Ethical and Professional
8. Treat others with respect
9. Make Department and Bureau goals our goals

As Your Supervisor, I Will:

1. Cooperate with you
2. Provide leadership, direction, and supervision
3. Share mutual work expectations and feedback
4. Meet with you to discuss work goals, production, and other pertinent information
5. Respond if you need my assistance
6. Identify and provide for training needs
7. Focus on high achievement and not accept minimum effort
8. Manage our team as if it were our business
9. Maximize efficiency and reduce inefficiency and maintain a positive work environment

VII. TELECOMMUNICATIONS

Telecommunications is a demanding position and is an integral part of the Records Bureau and the Fresno Police Department. It is staffed by Senior Administrative Clerks who are certified as Full Access Operators. The certification allows for the entry and updating of records in the Department of Justice Criminal Justice Information Systems (CJIS).

The CJIS' records are audited biennially by the Department of Justice and every three (3) years by the FBI National Crime Information Center.

Telecommunications (often referred to as teletype) provides support services to the law enforcement community locally and nationally in order for the government to maintain law and order. The services include the capacity of inquiring directly into the states' and FBI's computer files and the deliverance of transmittal of vital information to the appropriate law enforcement personnel and entities.

Department Of Justice

DOJ maintains the statewide telecommunications system (CLETS). The Attorney General certifies agencies to connect to the state system. The agreement is referred to as a "Subscriber Agreement" is signed by the Attorney General and the Chief of Police (Agency Head) and is updated every three years, when there is a new chief of police, or upon request from the CLETS Executive Secretary. (CLETS PPP 1.3.3)

This agreement allows for an agency's employees to access federal and other states files along with all California law enforcement agencies records.

For an agency to input records of persons, vehicles, and property of interest, the entering agency must have twenty-four (24) hours, seven (7) days coverage of the position. Services can be contracted out with another CLETS subscribing agency at the entering agency's expense.

CLETS Policy 1.1.2 read, The California Law Enforcement Telecommunications System will provide all law enforcement user agencies with the capability of obtaining information directly from federal, state and local computerized information files. In addition, the system will provide fast and efficient point-to-point delivery of messages between agencies.

CLETS PROVIDED INFORMATION IS CONFIDENTIAL AND FOR LAW ENFORCEMENT PURPOSES ONLY.

Security

It is the responsibility of the Fresno Police Department (subscribing agency) to ensure the security of the system. The Department is responsible for establishing, maintaining, and enforcing set standards for CLETS systems access.

All terminals must be secured from unauthorized access or unauthorized viewing.

All employees, including volunteers, must sign an Employee/Volunteer Statement Form before using or having access to CLETS computers or information. (CLETS PPP 1.5.1(A) and (C).

Each TT operator must log-in with a “unique” user-id and password. Also, employees should ensure that the computer is logged off when the employee is away from the terminal for an extended amount of time (i.e., lunch) and is going off duty.

Duties & Responsibilities

Telecommunications personnel perform entry, modify, cancel, clear, and locate transactions into the CJIS database. TT Operators are expected to prioritize the workload based on established procedures and to apply independent decision-making skills based on the gravity of the work.

Also, TT operators are expected to work diligently to process all transactions within the required time per DOJ’s policies and the Records Bureau’s standards, because of officer and public safety issues.

Transactions paperwork is placed in labeled, prioritized work trays; however if there is another urgent transaction, the TT Operators are expected to make independent decision as to what to accomplish consequentially to the already prioritization of the workload.

When an Operator is the only assigned employee, it is the employee’s responsibility to notify the on duty Records Supervisor when additional assistance is required in Telecommunications.

Full Access Operators are classified as Senior Administrative Clerks in the Records Bureau. Full Access Operators perform entry, modify, cancel, and locate transactions in the appropriate database and the dissemination of broadcasts bulletins (i.e., BOL) transmitted over the network.

A recertification process is performed every two (2) years and the operator must achieve a passing score of at least 70%, or retrain and retake the exam as necessary. The Full Access Operators are required “to have timely access to DOJ Information Bulletins, CLETS and NCIC Manuals and updates.”



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VIII. PUBLIC COUNTER

Procedures For Serving The Public

Announce the next number. Greet the person and inquire as to assistance needed.

NOTE: All persons must take a number and anyone entering Headquarters, for any reason, must check in with the lobby guard. (This policy excludes law enforcement personnel, DA, Parole or CPS with identification or badge.)

Directions

1. If the person has to be fingerprinted or photographed, direct them to the Crime Scene Bureau (see following directions for Applicants).
2. If the person has to register as a Narcotics Offender, direct them to the Crime Scene Bureau (0800-1700).
3. If the person has to register as a Sex Offender, give them a clipboard with the 290 forms and log them in to the 290 register. When the forms are completed, have the person take a seat and a Sex Crimes Detective will be with them shortly. Registration is Tuesdays & Thursdays 0800 – 1100 hrs, and Wednesdays 1300 – 1600 hrs.
4. If the person has an appointment with a Detective, they can check in with the Lobby Guard via the white lobby phone.
5. If the person says that have to talk to a Narcotics or Vice Officer, refer to the Narcotics/Vice Unit 621-5902.
6. If the person wants to use the restroom, they must be here on official business. Contact the Lobby Guard. If on the weekend, direct them to the Public Library.

Lobby Calls

Citizens should be advised that the wait could take several hours. Advise the citizen of the telephonic and the online reporting procedures. If a citizen is required to wait for more than one hour and a half, contact the on duty Supervisor who will advise the Records Bureau Commander.

Fingerprinting And Photos

Almost all fingerprinting is being done by Human Resources at City Hall.

Procedural steps to follow:

Application/Applicants should first be directed to City Finance to pay the fee.

Application/Applicants should be directed to Human Resource for printing.

Application/Applicants come to Crime Scene Bureau for photos.

EXCEPTION: Crime Scene Bureau takes both fingerprints & photos for the following:
Secondhand Dealer Applications

Crime Scene Bureau Fees & Photos:

These applicants will pay some for some of the fees and photos at the Crime Scene Bureau (fingerprints at Human Resources).

Card Room Applications

Massage Therapist Applications

NOTE: If applicants have not started the process of obtaining an application, refer to them to the Vice/Narcotics Office to send a packet of instructions to the applicant.

Human Resources:

Additional groups printed at Human Resources:

City job applicants

Fresno Police Applicants

School District:

Groups that are finger printed by the School District Teacher Applications

Other school applications

NOTE: Any applications that are through Fresno County must go to the Jail for processing. The County has asked the City to not finger print any of these individuals. See below for Jail hours.

Human Resources - Fingerprint Hours:

Wednesday - 0800 to 1200 hours

Thursday - 1200 to 1640 hours

Friday - 1200 to 1640 hours

Cost - \$15.00, plus report fee if applicable. Money Order/Cashier Check only

Info Line - 621-6999

Jail Hours - Fingerprinting & Address

Main Jail - 1225 M Street, left side of lobby area

Open - 1000 to 1200 hours - 1230 to 1500 hours Information - 488-3403

Handling Complaints

If the person is here to register a complaint against an officer, provide the person with a complaint form. They may fill in out while they wait or take it home with them. When completed, a clerk will take the report to the Duty Office and obtain a receipt which is to be given to the person. Inform them they will be contacted by Department personnel.

If the person wants to make a complaint about office policy, notify the Records Supervisor.

If the person says that a report is in error, generate a Lobby Call, refer the person to the officer who wrote the report, or to the detective handling the case, for a follow-up to be written with the correct information.

Handling Miscellaneous Duties

Person Wants To Turn In A Property Loss Form

- a. Make sure the case number is on the form and the property is identified, preferably with an I.D. or serial number.
- b. Stamp the form “Original.”
- c. Make one (1) copy.
- d. Place the Original copy in the In Basket at Law Counter.
- e. Give one copy to the person.

Release of Reports To The Public:

The City Master Fee Schedule determines the fees to be charged for policy reports. There is no charge for accident, crime and document event reports.

EXCEPTION: When a report is over ten (10) pages, a fee will apply of twenty (20) cents per page (which will include page #1 and all additional pages)

PAYMENT: Payable by Money Order, Cashier’s Check, Credit Card (Visa, Master Card, etc.) or ATM. NO CASH OR PERSONNAL/BUSINESS CHECKS.

Teletype Requests

When receiving a request from Teletype for a search, the request needs to be processed in a timely manner in order for Teletype to notify the requesting agency as soon as possible. The request can be an urgent matter. Do not leave in the tray to be processed. If it is not possible to handle the request in a timely manner, ask another clerk in Records to handle the request.

[REDACTED]

Handling Reports Of Incidents

When a person wants to report a crime, incident, or non-injury traffic accident:

Crime or Incident

Create a Lobby Call (using the Event screen to have a CSO or Limited-Duty Officer respond to the lobby to write a report for the person).

Non-Injury Traffic Accident (TA): (Counter Report)

- i. Have the person complete a Counter TA Report form.
- ii. Once the TA report has been completed, enter the INFORMATION in the system, using the Event screen.
- iii. Write the case number on the Counter TA Report form and time stamp it.
- iv. Make one (1) copy.
- v. Give a copy to the person requesting the report.
- vi. Put the original Counter TA Report in the in basket at Law Counter.

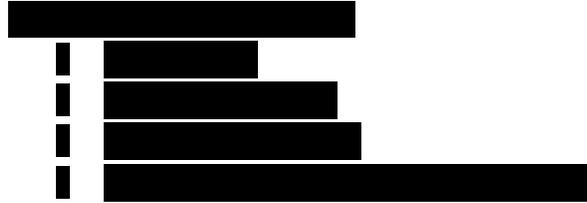
Releasing Crime and TA Reports at Public Counter

The purpose of releasing Crime and Traffic Accident Reports is to provide the public with the information contained in the case reports for court action, and/or restitution of damages. An example of this would be: Insurance claims.

In releasing any report, determine the RIGHT-TO-KNOW and NEED-TO-KNOW. The following are the procedures for releasing these case reports.

In assisting the public to obtain a copy of a report, determine what the case number is and whether it can be released or not. In all cases, get the DATE and LOCATION of the incident. The following methods can be used to determine the case number for a report.

[REDACTED]



Missing Vehicle Worksheet or Inventory For a Vehicle Release

When citizens call on the phone or come to the public counter regarding a vehicle release, and paperwork is not available, follow the below steps:

- A. Check MIS DOC to determine if inventory has been turned in to Records. If entered and handwritten, the inventory would have been taken to Teletype . If entered and an electronic report, the inventory will be at Public Counter waiting to be processed. Check all the baskets.
- B. If not entered in Miscellaneous Documents, check SVS to determine if the vehicle was called in and if a worksheet was completed/the inventory came in via the RPW alert and the inventory has not been delivered to Case Clearance yet. Check Teletype.
- c. If the vehicle has not been entered in SVS, contact the officer/CSO if on duty. If not on duty, contact the tow company to fax a copy of the inventory if they have it. If the tow company does not have inventory, notify the Supervisor. Vehicles can be released with the worksheet and a copy of the citation. Persons who vehicles are towed usually are given a form which indicates it could take up to 24 hrs for the paperwork to be processed.

NOTE: Every effort will be made to locate paperwork and release the vehicle in a timely manner. The phone number for the Tow Coordinator is to be given to all persons in the event there is a problem.

When A Report May Not Be Released

- a. Crime Report
 - I. When a case is still under investigation;
 - ii. When the release of the report may endanger someone named on the report;
 - iii. When the release may reveal the name of a Confidential Informant (CI), or a Police Undercover Agent. This particularly applies to crimes of violence and cases involving narcotics;
 - iv. When the suspect is a juvenile (See Juvenile below); or
 - v. When the suspect is requesting the report (See Suspect below).

b. Crime Report Where A Juvenile Is A Victim And/Or Suspect:

Crime reports that contain juvenile information will no longer be released without a juvenile court order, which is the TNG. Traffic accident reports with listed juvenile drivers are an exception and do not need a juvenile court order if the juvenile driver is cited for an infraction or less.

c. Crime Reports Requested By A Suspect In The Report:

Suspect information cannot be released unless the suspect has appeared in court or the case has been adjudicated. Domestic Violence detectives do not want reports released to suspects even if the case has gone to court.

PC 841.5 states, “No law enforcement officer or employee of a law enforcement agency, shall disclose to any arrested person, or to any person who may be a defendant in a criminal action, the address or telephone number of any person who is a victim or witness in the alleged offense.”

This section does not govern the release of traffic accident reports.

The suspect/requester may obtain necessary information from the report through the discovery process. Example: DA’s Office, his attorney, etc. DUI drivers and their attorneys may have a copy of the intoxilyzer report

Also, if there are any questions as to the release ability of the report, Government Code Section 6256-6257 allows public agencies ten (10) days to decide whether or not a copy of the report will be provided.

Traffic Accidents

1. If a Juvenile is involved in the traffic accident report and the Juvenile is charged with a misdemeanor or felony, the requester must petition the Juvenile Court Judge for authorization to release.
2. If a Juvenile is cited for an infraction or less, it is permissible to release the report.
3. When A Report May Be Released:

NOTE: Everyone receiving a report must complete and sign an application for Release Of Information Form. If a report does not fall into one of the categories mentioned previously, then a copy can be released to the following:

Crime Reports & Associated Fees:

There is no charge for all reports with fewer than ten (10) pages. When a report is over ten (10) pages, a fee will apply of twenty (20) cents per page (which will include page #1 and all additional pages). Payment must be made by Cashier's Check, Money Order, Credit Card or ATM (NO CASH OR PERSONAL/BUSINESS CHECKS).

Under California Vehicle Code Section 20012, accident reports must be released to the drivers, passengers, any person injured, and the owners' of the vehicles or property involved, and the authorized representatives of persons involved.

NOTE: If a juvenile is involved in the accident report and the juvenile is charged with a misdemeanor or felony, the requester must petition the Juvenile Court Judge for authorization to release.

When a driver and/or involved party named in the traffic accident (including witnesses and injured, etc), is a juvenile, the parent or guardian can pick up a copy of the report. (Refer to following juvenile release instructions from the legal adviser.)

The attorney or the insurance company (or courier) representing the victim must provide a release waiver. If the report involves a Juvenile, see the above restrictions.

Investigators employed by attorneys must have a letter of authorization on the attorney's letterhead naming them as the representative for the attorney who represents the person in the report.

All Federal, State, County and City agencies requesting reports will be assisted at the Law Counter. See Law Counter Procedures for requirements of release.

Release Of Reports Involving Juveniles: Criteria

GENERAL RULE: The release of any report or any information from a report (other than to specific persons or agencies) where a person under the age of 18 years who could potentially be made a Ward of the Juvenile Court under W&I Code 601, 602 or 300 is prohibited.

601 and 602 involve criminal and status offenses.

300's involve situations such as child negligence, abuse, contributing to the delinquency of a minor and any other event where the child needs the protection of the court and/or CPS.

PERSONS AND AGENCIES TO WHOM REPORTS MAY BE RELEASE

TO:

The parent or legal guardian of the child, IF AND ONLY IF, there are no other children involved that could be made wards of the court who are not the children or ward of the requesting party.

Upon providing a declaration under penalty that no perjury is being committed, and setting forth their need to obtain the report to accomplish the legitimate goals of the Juvenile Justice System, reports may be released to the following agencies: County Mental Health Departments, Department of Motor Vehicles, Federal, State, County and City Auditors, and Public Guardian Offices.

May provide traffic accident reports that do not involve violations of the law by the minor (see above).

All other releases require a Juvenile Court Order for release.

The person must petition court under W&I Code 827.

(WHEN THERE IS ANY DOUBT - ASK SUPERVISOR)

NOTE: Government Code 6256-6257 allows an agency ten (10) working days to determine if a report can be released.

Vehicle Processing

Towed/Stored, Impounded, Repossessed or Lost Vehicles

A Records Clerk takes information from officers, tow companies and repossessing agents over the telephone when vehicles are towed/stored, impounded and repossessed (including boats, tractor-trailers, etc.). The information is written on a vehicle worksheet.

Completing the Vehicle Worksheet

Private party tows which involve abandoned or illegally parked vehicles on private property will be reported to Records by a tow company and will not have a case number. Also, these tow-a-ways will not have a Vehicle Report Form (Inventory Sheet).

- a. Complete the worksheet
- b. Run the license number in E-Comm to determine if there are any HITS on the vehicle, verify the VIN.
- c. Take the worksheet to Teletype with the E-Comm printout.
- d. If the vehicle comes back as stolen, transfer the call to

Communications so an officer can be dispatched to the scene to recover the vehicle.

Officer Tow-Away

Officer tow-a-ways will be called in by an officer or CSO, and will have a case number.

- a. Complete the worksheet, asking the officer if there is a hold.” If there is a hold on the vehicle, ask the officer how it should be documented as (i.e. Evidence, Detective, 30 day, VIN verification).
- b. After completing the worksheet, run the vehicle for HITS and registration.
- c. Verify the print-out results and take to Teletype.

Repossessed Vehicles

Repossessed vehicles will usually be called in by the Legal Owner or the repossessing company, and will not have a case number. The purpose for this is to prevent the Registered Owner from calling the vehicle in as a stolen vehicle. Complete the vehicle worksheet using the same steps as a tow-away.

NOTE: File the paperwork (after teletype entry and verification) in the “No Case Number” Tow Book.

Repossession By Mail

If you receive a repossession notice by mail, run the plate and VIN in CLETS. If the vehicle is already entered in the system as a repossessed vehicle, mark off the repossession notice and place it in the Repossession Notice Book. If the vehicle is not entered, do a journal search on the plate and VN to determine if the repo has dropped out of the system. If not found, fill out a work sheet and take to Teletype.

NOTE: Most mail notifications are letter size; if they are smaller, tape a notice to a blank paper before placing in the Repossession Book.

Recovered Lost Vehicle

When a vehicle has been recovered and Teletype has taken it out of the system, the Teletype printout will show the vehicle as CLEARED.”

Verify the CLEARED information and initial on the CANCEL TT line.

Call the Registered Owner/Victim to notify them of the located vehicle. When contact has been made and the R/O is informed, write the notifier’s initials, date and time on the OWNER NOTIFIED line.

Place the worksheet in the attachment tray for scanning.

If unable to contact the R/O, make a notation in the ATTEMPT TO NOTIFY line, and then place the worksheet in the OWNERS TO NOTIFY folder for the incoming shift to attempt another contact with the listed R/O or victim.

All attempts to contact the R/O will be listed on the lost vehicle worksheet. After three (3) attempts are made to contact the R/O or victim, a letter will be sent to the R/O or victim listed on the report.

Complete a form letter with the necessary information. Make a copy of the letter and attach it to the lost worksheet. Mail the original letter to the R/O or victim. Make a notation that the letter was sent, writing the date and initials in the attempt to notify line on the worksheet.

Processing the Vehicle Worksheet:

Once Teletype has entered the information in the system from the worksheet, it is to be returned to the Public Counter tray for further processing.

- a. Public Counter will verify the Teletype entry with the worksheet.
- b. Verified areas: License number, make, model, style, color, VIN, case number, tow company-including name/address/phone number, reason for tow, date of entry, and all the miscellaneous information. Verify the entry with the worksheet, then the license line on the registration.
- c. After verification is complete, always initial the worksheet.
- d. The clerk will enter vehicle information in the Towed & Stored Log Book or Repo Log Book

Private Party Tows: No Hold/Case Number

After the vehicle information has been entered in the Log Book, the worksheet is to be placed in the NO CASE NUMBER BINDER. (After 90 days, the worksheets can be tossed).

Officer Tows: Impound & 30 Day Impound

After the vehicle has been entered in the log book, the worksheet will be filed in the cabinet at the front counter. NOTE: If there is an inventory already in the cabinet, attach the worksheet to the back of the inventory.

Inventories of Ice Cream Carts:

The inventory paperwork of ice cream carts are as follows:

- a. Case Clearance will mark the case log to indicate that an inventory was received.
- b. Case Clearance will make one (1) copy of the inventory for the designated CSO.

- c. There will sometimes be a written police report.
- d. The Public Counter does not log Carts; they are put in the attachment tray to be scanned into CAIRO.
- e. There are no Owner Applied Numbers or DMV information on these carts, therefore no DOJ Notices will not need to be sent out.
- f. Malibu Tow will always be the Tow Company.

It is not necessary to do anything special with these inventories as owners are made aware of which tow company is storing the cart. Any transaction dealing with the storage is between the tow company and the owner. Inventories should not have an impound.

Towed/Stored Vehicles: No Hold

- a. Teletype gives the Inventory to Public Counter.
- b. A clerk is to verify the Teletype entry with the inventory information (same as the vehicle worksheet). After verification, initial the Teletype entry.
- c. A clerk then checks the tow book to make sure the vehicle has been entered properly.
- d. After the DOJ Notices have been sent to all listed parties, the inventory will be placed in the scanning basket at public counter and then filed in case folder. These do not go in the cabinet at the front counter.

Impounded Vehicle: Regular Impound & 30-Day Hold

- a. Teletype is to place the Inventory in the “to be verified” basket at Public Counter.
- b. The clerk is to verify the teletype entry with the inventory information (same as the vehicle worksheet), and is to initial the Teletype entry.
- c. D.O.J. notices are to be sent to the required parties and the inventory is initialed in the lower right-hand corner with the date and clerk’s initials or badge number.
- d. Inventories are then scanned into the M.A.R.S. system.
- e. Handwritten inventories are entered into the RPW system and then filed in the impound cabinet at the front Public Counter.
- f. Inventories that come from the RPW Alert are filed in the impound cabinet at the front counter. The inventory is to be attached to the front of the worksheet

if there is one. (Be sure to remove all staples before attaching additional paperwork.)

- g. After 60 days, all unreleased inventories are to be removed from the impound drawer and attached to the case file.

Mailing out Inventory: DOJ Notices

DOJ notices need to be sent out within 48 hours of a vehicle being towed.

- a. A clerk is to check the registration information (R/O & L/O) against the DOJ notice (half sheet) for accuracy.
- b. The clerk is to write the fee amount on the DOJ, whichever is applicable according to the most recent fee schedule (only on the R/O=s copy) NOTE: All parties are charged FPD fees except the L/O.
- c. Stamp 30-DAY HOLD, if an applicable notation is needed on the inventory sheet and DOJ notice. (The L/O's copy is to be sent via certified mail.)
- d. Mail the DOJ notice to all parties required. Initial and date the inventory on the bottom, lower-right corner of the form.
- e. The inventory can be filed in the cabinet at the front counter. REMEMBER: If the vehicle worksheet is already in the cabinet, please attach the inventory to the front of it. (Remove all staples, before attaching the additional paperwork. One staple rule applies.

NOTE: When the license plate is out of state and there is no L/O or R/O listed, send the DOJ notice to the Dept. of Justice. If the vehicle has a California license plate, do not send a DOJ notice to the Dept. of Justice.

NOTE: When the inventory has a 30-day hold with an L/O, the DOJ notice must be sent by Certified Mail. (See instructions in the green binder for this procedure.)

Outstanding Stolen Vehicles

Outstanding stolen vehicles called in by citizens will be handled by Communications, but those called in by an officer will be handled by Teletype (TT).

When Receiving A Worksheet For A Stolen Vehicle

- a. Verify the Teletype entry with the worksheet, placing the verifier's initials after the teletype operator's initials.
- b. The stolen worksheets are to be kept at the Public Counter until a copy of the face sheet (MO) are attached to it.

- c. When the MO is attached to an outstanding stolen vehicle worksheet, it is to then be filed in the Teletype MO drawer.
- d. MOs are made by the assigned Stolen Desk clerk.

The copies of the face sheets are marked with large letters MO by the Public Counter clerks and are attached to the vehicle worksheets.

Recovered Stolen Vehicles

Recovered stolen vehicles called in by citizens will be handled by Communications, but those called in by an officer will be handled by Teletype (TT).

When Receiving A Worksheet For A Recovered Vehicle

- a. Verify the Teletype entry with the worksheet, placing the verifier's Initials after the Teletype Operator's initials, either on the "CANCEL TT" line or "LOCATE/CONF TT" new line. NOTE: When the "LOCATE/CONF TT" line is used, the vehicle is an out-of-town stolen, but located by FPD.
- b. Call the victim and inform the victim of the recovery and condition of the vehicle. Also give the name and phone number of the tow company (this can be done from the vehicle worksheet or the MO). If the victim is contacted, write the name of person spoken to and the clerk's initials, date, and time on the "OWNER NOTIFIED" line.
- c. Log in the Stolen/Recovered Book.
- d. File the worksheet and attached MO in the Recovered Vehicle File Cabinet by Law Counter.
- e. If the victim is not contacted, place the clerk's initials, date, and time, in the "ATTEMPT TO NOTIFY" box (lower left-hand corner of the worksheet or MO).
- f. File the worksheet (or MO) in the "OWNERS TO BE NOTIFIED" folder for the incoming shift to attempt to contact the victim again.

NOTE: After three (3) attempts to contact the victim by telephone, a letter will be sent to the victim. The "OWNER NOTIFIED" line will be noted with Letter Sent and the clerk's initials.

Procedures for the Release of Impounded Vehicles

When a vehicle has been towed, an officer may call it into Records or use the RPW Alert system to send the information directly to Teletype. If called in, a vehicle worksheet is to be completed and the vehicle is to be entered into the Stolen Vehicle System (SVS). The officer also completes a Vehicle Report Form (Inventory) and submits it to Records. (See procedure for processing inventories and worksheets.) If the information is sent

thru the RPW Alert, Teletype will enter the vehicle into the Stolen Vehicle System, print a copy of the inventory for Case Clearance and fax a copy to the Tow Company.

Check to see if the officer has placed a regular hold or a 30-day hold on the vehicle. (Check the schedule for 30-day release date.) The registered owner (R/O) or the legal owner (L/O) may respond to a substation during the week or Records on the weekend to obtain a release of the vehicle.

The cost of this release is determined based on the most recent Master Fee Schedule and can be paid by MONEY ORDER, VISA/MASTERCARD/ DISCOVER CARD or ATM (NO CASH / NO PERSONAL/BUSINESS CHECKS). The following are the various reasons and procedures for releasing vehicles. The legal owner is not charged for a release.

Reason For Placing A Hold On A Vehicle

- a. **Suspended License, Speed Contest:**
 - i. Ask the officer if it is a 30-day hold. A 30-day hold applies when the driver is also the registered owner of the vehicle. (VC 14601, not VC 12500)
 - ii. If the 30-day hold is questionable, refer to the Tow Coordinator.
- b. **Expired Registration: Over 6 Months**

The inventory or the worksheet does not always indicate that the registration has expired, nor if the person was cited for expired registration (VC4000A). However, if the current registration has been expired six (6) months or longer, the R/O will be required to respond to DMV and pay the fees to ensure current registration.
- c. **Involved In a Crime: Evidence Hold**

(Example: Robbery, Homicide, Kidnap, Residential burglary)
- d. **Involved In a Hit & Run Traffic Accident: Evidence Hold**

(Example: Fatal traffic accident, Collision Reconstruction Unit (CRU))
- e. **Arson: Evidence Hold**

(Example: Vehicle fire)
- f. **Detective Hold**

When the R/O or L/O requests a vehicle release, and there is a “DETECTIVE HOLD, refer them to the detective in charge of the case or call the detective to see if vehicle can be released.

If there is a notation on the inventory or worksheet (EXAMPLE: OK to release per Detective ABC) the vehicle can be released. Also, special instructions regarding the vehicle release can be written by a detective on a special

instruction sheet (bright red form) that is attached to the front of the inventory. Homicide, MAIT, and Street Violence detectives may issue the special instruction sheet without contacting the Tow Coordinator. Any other detectives should contact the Tow Coordinator.

Impound Release: To Registered Owner (R/O) No 30-Day Hold:

Impounded vehicles are released to registered owners, or to new buyers who have a signed-off Pink Slip (Title of Ownership) that is dated within 10 days, a contract showing the legal owner is paying the registration fees, or DMV paperwork with the new registered owner.

The registered owner must have a valid driver's license or current CDL application. If the R/O does not have a valid CDL or a valid Out-of-State Driver's license, then another person (with a valid driver's license) must be present. When the R/O comes in with a valid driver, the R/O must have one of the following forms of identification:

- a. Current California DMV ID Card (or the receipt for the application of a California ID)
- b. Current Military Identification Card
- c. Current Student Identification Card
- d. Current Passport
- e. Current Resident Alien Card
- f. Current Green Card
- g. FPD Mug photo (from the Crime Scene Bureau files)
- h. Current California DMV
- i. Current Out-of-State driver's license
- j. Birth Certificate (if nothing else is available and with Supervisor's approval).

After determining the case number and verifying the required driver's license and/or identification, retrieve the paperwork (inventory or worksheet) and determine if the vehicle is releasable.

Example: Does the vehicle have a 30-day hold, does the VIN need verification or is there an evidence hold on the vehicle? If it is releasable, complete a Release Form and have the RO/Designee sign. Process the money order, or credit card payment and give receipt to the RO. Fax a copy of the release to the tow company.

Procedures For The Release Of Impound Vehicles

Impound Release To The Registered Owner: No 30-Day Hold

- i. After the signature(s) are obtained on Release form, make a copy of the CDL or ID. If additional DMV paperwork is submitted for a release, make a copy of this paperwork on the reverse. This copy will be attached to our inventory only. Do not give a DMV enhanced copy to the public.

Give the cash register receipt along, with credit card receipt to public.
Attach one (1) copy of all other paper to the inventory.

- ii. If the paperwork has been completely processed, place the inventory and worksheet in the attachment tray to be sent for scanning.
- iii. If the inventory is not available, retrieve the worksheet and complete a Vehicle Release Form. Have the R/O and his driver (if necessary), sign the form in the designated areas, then the clerk is to sign.
- iv. Make a copy of the signed Vehicle Release Form, copying the CDL / ID and citation. Attach a copy to the front of the worksheet and return it to the impound cabinet at the front counter. It is to be attached to the original inventory when it comes in.
- v. The RO is only given the cash register and/or credit card receipt.

Impound Release Of Vehicle: To The Legal Owner (L/O) & Repossession By Owner
Vehicle Code 22850.5 (b) (2) became effective 1/1/2000, and states that the administrative impound costs referred to in VC 22850.5 9 (a) “Shall be collected by the local or state authority only from the registered owner or an agent of the registered owner. Although the registered owner has always been responsible for these costs, some municipalities misapplied the prior law and required the legal owner or repossessing agency to “front” these costs as a condition of the release of the vehicle from impound. Legal owners and representatives are able to remove vehicles from impound without having to pay the costs that are the responsibility of the registered owners. Records will continue to use the form sign to not release vehicles to registered owner if 30 day impound.

The Legal Owner or his representative can pick up a release for an impounded vehicle. The representative must have a valid CDL and paperwork indicating that Legal Owner has authorized the release to the representative, a letterhead Permission Letter authorizing to pick up the vehicle, or be a Licensed Repossessing Agent.

If there is a thirty (30) day impound on the vehicle, the L/O must fill out a form (Legal Release For a Thirty (30) Day Impound Form) as well as the usual paperwork requirements stated above. However, with a thirty (30) day impound, the L/O must have the vehicle removed from the tow company’s tow yard to the L/O’s impounding yard, and the L/O cannot release the vehicle to the R/O until the thirty (30) days have elapsed. L/O’s are not charged for a release.

Impound Release Of Vehicle: Registered Owner In Jail

- i. Have the person who is applying for the release of the vehicle come into Records and pick up an Inmate Form.
- ii. Fill-in the case number, date, inmate's name, the name of the person authorized to pick up the vehicle and the vehicle description.
- iii. Inform the person to take the Inmate Form to the Jail and have the inmate and a correctional officer or a deputy sign the form, listing his name and badge number.
- iv. When the completed Inmate Form is returned and all information has been included, proceed with the releasing of the vehicle to named party on form.

Impound Release Of Vehicle: R/O Out-Of-Town

The R/O can FAX a letter with a photo/driver's license or ID, authorizing by name, the person authorized to pick up the vehicle. Once the FAX is received, proceed with the release. (Citizens do not FAX information directly to Records.)

Procedures For Notification Of Legal Owners - 30 Day Impounded Vehicles:

Due to the new law regarding 30-day impounded vehicles and an amendment to Section 14602.6 of the vehicle code regarding the notification of legal owners, implementation of such procedures was warranted.

The amendment states that all agencies impounding vehicles for thirty (30) days must notify, within two (2) working days of the impound, the legal owner of said vehicle by certified mail. Failure to notify the legal owner within two (2) working days shall prohibit the impounding agency from charging for more than 15 days impoundment when the legal owner redeems the impounded vehicle.

Since notification must be made by certified mail through the post office, we have been supplied the necessary paperwork to complete the procedure in Records. A log book provided by the post office is used to list all letters being sent by certified mail. This book will be the only thing that must be presented to the post office on a daily basis to be certified.

PROCEDURES:

All vehicle report forms that are marked for 30 day impound will be checked for a listed legal owner. If a legal owner is noted, notice of impound will be sent by certified mail.

For each letter sent, fill out the following:

- Receipt for Certified Mail (case number must be written on receipt)

- PS FORM 3811 (case number must be written on form)
- Posting in the Firm Mailing Book for Accountable mail (write the case number).
- PS Form 3811 is to be filled out and attached to the letter, preferably the back portion of the letter.
- Once all letters have been posted in the book, the letters are to be taken to the post office for certification.

Costs are as follows:

➤ Postage	\$.37
➤ Certified fee	2.30
➤ Return receipt Fee	1.95
➤ Total Postage & Fees	\$4.42

- Each shift is responsible for posting all certified letters in the book.
- Letters can be held over from the previous shift and mailed when the book is taken to the Post Office.
- Day shift will be responsible for the book certification with the post office.

Court Order Violations

The Court Order Violation form can be obtained from the Records Bureau or any of the Districts. The requesting party can either complete the form in Records or return it to the Department.

Date stamp and place the court order in In-coming Report Tray at Law Counter.

Checks

The Fresno Police Department Records Bureau no longer accepts personal or business checks.

PAR: Prostitution Abatement Rehabilitation Program

The SID (Special Investigation Bureau) Intelligence/VICE/PAR Unit has a permanent Administrative Assistant who is authorized to pick up reports from Records. The assistant will have a Department ID. The phone number: 454-2680

Call History Requests: What We Can Release?

The City of Fresno Legal Advisor has advised Records that we cannot allow names or case numbers to be given to the public, which were on the older version of our system.

The newer system does not show case numbers and usually does not show names. Before releasing a call history request, be sure to check the small description, right side of page, and block out any names in the call. Be aware that not all calls on this particular printout will have the entire verbiage or information may be cut off.

NOTE: Remember to always stamp with the security stamp with their name, date, and initials for releasing same. Any questions, ask a supervisor.

Criminal History Requests

Any person can request a copy of his/her criminal arrest history by completing the request form, presenting valid identification, and paying the fee consistent with the fee schedule for processing the application. Only the subject of the record can obtain a copy of his/her record. Local criminal history CANNOT be released to employers or anyone requesting someone else's local criminal history. An applicant can request his/her local record to give to his/her employer.

a. Local Criminal History

Have the subject complete the APPLICATION.

Complete the Pay Transaction. The cost for a local criminal history is \$30.

Copy the valid identification. (i.e. CDL, passport) and place all paperwork in the CII in basket in the CII room.

The CII clerk will run a local criminal history check: a local criminal history check is a search of the Department's automated name index systems. There are several systems in which a subject's record will need to be verified, depending upon the age of the applicant and the arrest history. This information can be determined by the person's birth date and asking a few pertinent questions, such as do you have an arrest record and when were you arrested?

If the subject has no record, the CII clerk will complete a GOOD GUY letter. STAMP the GOOD GUY LETTER with the red CERTIFICATION stamp, fill in the blank of the stamp, make a copy of the GOOD GUY LETTER, and give the ORIGINAL letter (with the red stamp) to the applicant. Staple the copy of the GOOD GUY letter to the local summary history form, and file in the HISTORY RELEASED file. See example as to the completed package at the end of this document.

If the subject has a record, the CII clerk will copy all reports that are an ARREST or CITE. If the report(s) are not in the MARS system, and are in the Off Site Archives, complete the LAW ENFORCEMENT REQUEST FORM (blue) and place it in the OFF SITE REQUEST FOLDER. Mark the ROUTE box and indicate for the Off Site personnel to return the report copy to the CII desk. The clerk will review the reports.

The CII clerk will complete the back form of the CRIMINAL HISTORY and then return it to the Public Counter personnel for filing into the READY FOR RELEASE CRIMINAL HISTORY folder.

b. State Summary Criminal History

Provide the applicant/requestor with the STATE SUMMARY form and instructions on the backside of the form.

c. Release of Local Criminal History Information for Employment Purposes

This section is covered by Criminal History Desk except for FPD and FSO investigators who are helped by Law Counter clerks.

Petition To Seal And Destroy Arrest Records:

When dealing with PETITION TO SEAL AND DESTROY ARREST RECORDS Forms, the following instructions are to be followed:

A person requesting to seal an arrest record will be send to the

Fresno County Court house to begin the process.

After completion of the Petition Form, the requestor will be directed by Courthouse staff to go to the Fresno Police Department for completion of the agencies' record sealing or the DA's office for a court case sealing.

Completed Petition Form for agency sealing will be placed on the CII Clerk's Desk. The CII Clerk will be the only person to complete and make the distribution of the Petition Form.

Birth Certificates

A vehicle can be released with a Birth Certificate, with Supervisor approval. This will only occur if the owner of the vehicle does not have proper identification or approved identifications listed by the Records Bureau Towed Vehicle Information Sheet. A photo ID is usually required for a release, but there are exceptions to rules at times. The E-mug system will be used to verify ID.

Intoxilizer Card:

Persons requesting a copy of the DUI report will be directed to the DA's office. Records does not release DUI reports. A copy of the intoxilizer can be give the person or his/her attorney.

VIII. LAW COUNTER DESK

Purpose:

To provide over the counter and telephone support services to the federal, state, and local law enforcement personnel and other authorized agencies. Also provide services to the public on non-emergency situations.

Duties performed require an extensive knowledge of various Federal, State and local laws, and knowledge of Department policies and procedures pertaining to the release of information. Personnel perform inquiries into various computer systems, to retrieve and disseminate information. They are also responsible for answering the phones, handling inquiries from the public regarding warrants, criminal history, vehicles, and report releases.

Again, a very crucial position as the release of information to the wrong party or information released incorrectly can jeopardize the successful prosecution of a case in court as well as liability issues for the City of Fresno Police Department.

Personnel assigned to the position must be thoroughly familiar with correct telephone procedures to release information as well as what information to request from Federal, State, and local agencies who are not law enforcement in order to carry out their agency's business and are authorized to receive information.

The Law Counter personnel work very closely with the Public Counter and Teletype personnel.

Performance Standards

Incumbents should be thoroughly familiar with the release of information to the general public (via telephone requests and mail). Incumbents should also be able to multi-task and be able to work under the pressure of answering numerous phone lines and perform walk-in requests (from law enforcement agents). Incumbents shall also possess good public relation skills and have a general knowledge of computer applications. Incumbents should be thoroughly familiar with the California Public Records Act, Freedom of Information Act and Security Clearance.

Law Counter Procedures

DUTIES & RESPONSIBILITIES:

- Answering phones
- Attend to personnel at Law Counter
- Process Arrest Tags/Citations
- Process Law Counter requests
- Retrieve/Copy cases
- Stamp outgoing mail

- Process incoming insurance requests through US mail
- Process walk-in requests
- Sort PCDs in PCD tray
- Maintain forms in the supply cabinet
- File case reports
- Complete Tow/Impound Worksheets
- DCB, distribution

Release Of Reports To Public:

- Fee: No fee for report 10 pages or less
- Exception: When a report is over ten (10) pages, a fee will apply of twenty (20) cents per page (which will include page #1 and all additional pages)
- Payment: Must be made by MONEY ORDER, CASHIERS CHECK, VISA/MASTERCARD/DISCOVER CARD OR ATM - NO CASH OR PERSONAL/BUSINESS CHECKS.

Telephone Procedures

1. ANSWERING THE PHONE
“Fresno Police Department Records, This is (your name), how may I help you?”
2. OBTAINING INFORMATION FROM CALLER
Always get a caller’s name and then determine what it is that the person needs.
3. TRANSFERRING A CALL
Ask the party to please hold while their call is transferred.
4. 3-WAY CONFERENCE CALL
Announce to second party that you are establishing a third party call.
5. PLACING A CALLER ON HOLD:
Always put a caller (public) on hold (press the “hold” button) whenever needing to confer with another person while taking a call, or whenever leaving the desk momentarily. Never set the phone down and discuss the call with another person while the caller can hear.
6. HOW TO DEAL WITH AN IRATE CALLER - DO NOT ARGUE WITH THE PUBLIC!
Remain calm and be polite.

Try to find out what the caller is upset about and what he/she wants to know.

If the caller continues to express his/her anger and/or is uncooperative, place the caller on “hold” and find a Supervisor to assist in handling the call.

If a person begins to swear or becomes abusive, advise the caller that listening to this type of language is not necessary, and place them on hold to get a Supervisor.

7. **HANDLING COMPLAINTS**

If the person calls to register a complaint against an officer, transfer the call to the Duty Officer in the Call Screening Unit.

If the person wants to complain about office policy, and talking with them is not working, then notify a Supervisor.

If a person says that a report is in error, refer the person to the officer who wrote the report or the Detective handling the case for a follow-up to be written with correct information. Another option is to refer them to Communications if they wish to speak with an officer immediately. Officer's voice mail box number may be given out to the public.

8. **RELEASING INFORMATION -- TELEPHONICALLY**

Law Enforcement

A clerk may give any information, as long as they feel comfortable doing so. If he/she feels uncomfortable at any time, request that the caller give a call back number or FAX number for verification. Verify the call back number is answered by someone from an agency. Verify all FAX are on agency letterhead.

Law Counter Agency Request: In Person or Phone (blue sheet)

The blue "Records Request Form" is available at Law Counter. This form will be completed by clerks who are assisting at Law Counter and/or telephonically. There are several areas that need to be filled in - make sure to obtain as much information as possible in helping to process the request.

REMEMBER: Write down name of requester, including phone number and where they work. When a requester comes to Law Counter and completes the request form themselves, verify the information, making sure name/phone number/place of business are listed. Also confirm their phone numbers before they leave.

1. **OUTSIDE AGENCY: EXAMPLE - CPS OR NON-LAW ENFORCEMENT**

A clerk CANNOT release any information regarding the contents of an Event Report over the telephone. An outside agency will need to submit a request and pick up the report or have it sent to them via lobby mail cabinets (may FAX

if report is not too long), or through U.S. Mail. Do not release DRAFT reports. All reports in RPW must be in CLS status before they can be released.

2. **CPS REQUESTS FOR 5150 POLICE REPORTS:**

When CPS requests a copy of a 5150 report, it is usually due to their picking up children at the location. We have confirmed with the City of Fresno Legal Advisor that we must obtain the reason they want a copy of this type of report. Then provide the Legal Advisor with a copy of the 5150 report and the CPS request for the report for evaluation. Make sure the requestor has their name and phone number on the request.

[REDACTED]

3. **CORONER'S REQUEST:**

The Coroner's Office is entitled to most police reports whenever they are requested. Always remember that if in doubt about releasing a report, get their name/number and call back number to confirm the person is from the Coroner's Office. Usually the requesting party is a Deputy Coroner, however, it could be a secretary from this office.

On most of the reports (EX: suicides, suspicious deaths, accidental shooting) send a copy. On the fatality TA's send a copy of the Collision Reconstruction Unit (CRU) report. They mainly need the original report for names, addresses, etc.

Restricted PC 187 or any other restricted cases involving a death, refer the Coroner's Office to the Homicide Sergeant or his designee to get a copy of the report. The Coroner's Office will eventually get a copy of the report, however, always refer them to the Sergeant in charge of the Homicide Unit.

4. **PUBLIC: GENERAL QUESTIONS**

Most civilian calls are related to an incident regarding a towed vehicle wanting to know where a vehicle is. If the caller is the registered owner of the vehicle or related (stay flexible), then give them the information.

If the vehicle was impounded, only tell the caller that the vehicle was impounded, and give tow company name and phone number (not address).

If the call pertains to anything other than vehicle information, use discretion on what information should and should not be released to the caller. A clerk cannot release any report or Event information over the phone, under any circumstances.

Headquarter Information Questions:

1. FINGERPRINTS: Crime Scene Bureau
2. PHOTOGRAPH FOR CITY EMPLOYMENT PURPOSES: Crime Scene Bureau
3. CITY LICENSING: Refer to FSO
4. CLUB ONE EMPLOYMENT: Refer to FSO
5. PAROLEE (CHANGE OF ADDRESS): Crime Scene Bureau (8am – 5pm)
6. NARCOTICS REGISTRANT: Crime Scene Bureau (8am – 5pm) - NOTE: If applicants have not started the process of obtaining an application, refer them to Vice/Narcotics Office, who will send them a packet of procedures to follow.
7. SEX OFFENDER REGISTRANT: Registrant must first go to SAU room 100 to register; then fingerprint and photo at Identification Bureau, Tuesday and Thursday – 8am – 11am, Wednesday 1pm -4pm
8. FPD PROPERTY RELEASE: Must have a letter from Property, Court Order, or by Detectives.
9. PROPERTY ROOM APPOINTMENTS: Tuesday – Friday 10am – 3:30pm - Call 621-2675
10. FINGERPRINTING & PHOTOS: Almost all fingerprinting is being done by Human Resources at City Hall. Procedural steps to follow:
 - a. Applications/Applicants should first be directed to City Finance to pay fee.
 - b. Applications/Applicants should be directed to Human Resource for fingerprinting.
 - c. Applications/Applicants come to Crime Scene Bureau for photos.
11. APPLICATIONS: (Crime Scene Bureau does not process)
 - a. Amusement Devise Application
 - b. Billiard Room Application
 - c. Taxi Driver Application
 - d. Recreation Leaders Application
 - e. Rooming House Application
 - f. City Applicants
 - g. School employees go through their own school district

12. CRIME SCENE BUREAU FEES & PHOTOS:

These applications will come to pay some fees and photos at the Crime Scene Bureau (fingerprints at Human Resources):

- Card Room Applications
- Message Therapist Applications
- Secondhand Dealer Applications
- Prostitution Offender PC 647 (f)
- Narcotics Offenders MC 8-107

NOTE: Any applications that are through Fresno County must go through them at the Jail. The County has asked the City to not print any of these applicants. See below for Jail hours.

13. HUMAN RESOURCES - FINGERPRINT HOURS:

Address 2600 Fresno St. 1st Floor Room 1030

Tuesday 9:00 -10:15 am and 1:00 -4:00 pm

Thursday 9:00 – 10:15 and 1:00 – 4:00 pm

Cost \$15.00 plus report fee if applicable. Money Order/Cashier
Check only

Info Line 621-6950

14. FRESNO COUNTY JAIL HOURS - FINGERPRINTING & ADDRESS:

Main Jail 1225 M Street, left side of lobby area

Open Monday – Friday 0700 - 1130

Public Info 488-3403 (Info Line for cost, hours, etc.)

MADERA COUNTY SHERIFF’S DEPT:

Address 14143 Road 28, Madera

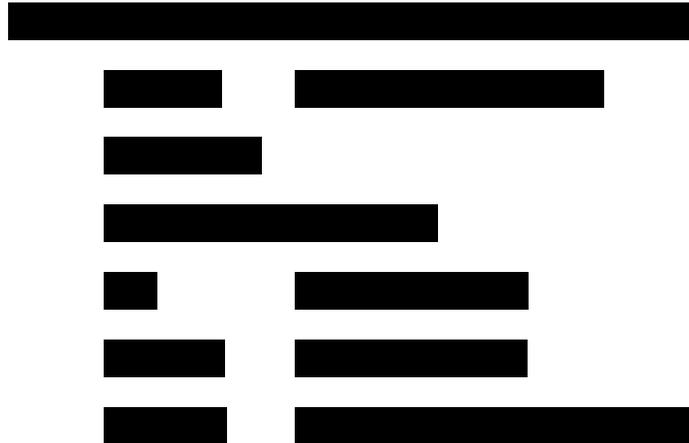
Open Monday – Thursday 0830 – 1130

Phone 675-7770

REPORTS AND FORMS

Notification Of Release: Violent Offenders:

The Department of Corrections has requested that a Fresno Police Department employee be responsible for receiving the list of recently released violent offenders to the Fresno Area.



Court Order Violation Form:

The Court Order Violation Form can be picked up at our Records Bureau or any of the District Offices. The citizen can either fill it out at Headquarters or return same to the Department at a later time.

CUSTODY EXCHANGE FORM:

A Custody Exchange Form is issued by an officer in the field after two requests of “STAND BY TO PRESERVE THE PEACE”, when couples exchange children. This order requires them to go through a Child Custody Program ordered by a Juvenile Court Judge.

EMERGENCY PROTECTIVE ORDER:

Issued to a person in immediate and present danger of domestic violence or abusive situation involving family or household members. EPO’s can be issued 24 hours a day, seven days a week. Records shall maintain a seven-day file of all served and unserved EPO’s.



NOTE - Creation of DCB’s with this new system should not take any longer than 60 minutes once mastered.

[REDACTED]

[REDACTED]

Special attention should be taken with Broadcast Sheets as DCB updates and cancellations are compiled from them for the following day's DCB. If they are not disseminated properly and in a timely manner, the information may be inaccurate when it is distributed to the Field Officers.

CRIMINAL HISTORIES:

When talking to citizens, either by phone or in person, advise them that processing time is approximately ten (10) working days.

Cashiers Check, MONEY ORDER, VISA/MASTERCARD/ DISCOVER/ATM will be accepted for payment of \$30.00. NO CASH or personal or business checks.

The Criminal History is for a local history only, meaning FPD jurisdiction only. If a citizen wants a complete Criminal History, give the citizen a State Form, which has cost and procedures included. The State Form will give them a statewide Criminal History.

A local Criminal History form must be completely filled out and signed by the requesting party. Their ID must be current, or if no ID, they may have to be fingerprinted for identification and this has an additional cost. Additionally, advise the citizen we do not always have Dispositions on file, therefore, they will need to go to court to obtain same.

After we accept the FPD Criminal History Form and payment, keep a copy of the Invoice with same, make two copies of the RMS history. One copy stays with the request and Invoice. The second copy is attached to the Case Retrieval Form. Place the Case Retrieval request and arrest report on the CII Desk.

When the CII Desk clerk has completed the remaining portion of the packet, it will be delivered to the Public Counter Cabinet for filing. The file is called BACKGROUND CHECKS.

VEHICLE WORKSHEETS:

Take information from officers, tow companies, and repossessing agents over the telephone regarding towed/stored, impounded and repossessed vehicles (including boats, trailer, tractors, etc.).

Private Party Tow:

A private party tow is usually for an abandoned or illegally parked vehicle on private party and does not involve police. It will be called in by the tow company and will not have a case number. Complete the worksheet and check the License Plate and Vehicle Identification Number in CLETS to make sure you have all the correct information. Print registration information and take to

Teletype along with your worksheet. If there is a “stolen hit”, transfer the caller to Dispatch.

Repossessed Vehicle:

Repossessed vehicles will usually be called in by the legal owner or repossessing company. They will not have a case number. The purpose for calling in repossessions is to prevent the registered owner from calling the vehicle in as stolen. Complete the worksheet and check the License Plate and Vehicle Identification Number in CLETS to make sure you have all the correct information. Print registration information and take to Teletype along with the worksheet.

Officer’s Tow/Impound:

A tow/impound will be called in by an officer/CSO/Cadet. All FPD tows must have a case number. Complete the worksheet and check the License Plate and Vehicle Identification Number in CLETS to make sure you have all the correct information. Make sure to get all information regarding reason for tow from officer. Print registration information and take to Teletype along with your worksheet.

Release Of Impounded Vehicle

See Public Counter Instructions

Crime Reports

See Public Counter Instructions

Juvenile Precautions

Do Not Release Reports To The Public If:

Material involves a juvenile, except for traffic collision reports, as long as the juvenile was not cited or arrested for a misdemeanor or felony violation. All other requests with juveniles involved need to be forwarded to Juvenile Court for authorization for release.

Refer to Juvenile Release Instructions.

Case is on-going or restricted, do not release.

Person requesting the copy is a suspect to the crime and has not gone through the court process. Suspect’s attorney will be able to get a copy.

It may endanger someone named on the report.

Confidential Informant (CI) or a Police Undercover Agent is involved in the report.

Report is still in DRAFT form in RPW.

Crime Report With Juvenile Involved:

Crime reports that contain Juvenile information cannot be released except when the juvenile listed is a witness on the report and it is felt that the Juvenile will not be placed in danger.

Juvenile is a Victim: May be released to juvenile or parent provide no other juvenile is involved.

Juvenile is a Suspect: Need to go to Juvenile Court to get a Petition

Juvenile is a Witness: Depending on the type of crime (Ex: Narcotics, ADW) these crimes require that the citizen petition Juvenile Court.

Refer to Juvenile Release Instruction

Traffic Accident Report With Juvenile Involved:

If a juvenile is involved in the accident report (as the driver) and the juvenile is charged with a misdemeanor or felony violation, the requester must petition the Juvenile Court Judge for authorization of release.

A requester may have the accident report, providing the juvenile is not charged with a misdemeanor or felony violation.

Law enforcement or authorized agencies may have report.

RELEASE OF REPORTS INVOLVING JUVENILES

GENERAL RULE: You can not release any report or any information from a report (other than to a specific person(s) or agencies) where a person under the age of 18 years could potentially be made Ward of the Juvenile Court under W&I Code 601, 602, or 300s.

W&I 601 and 602 involve criminal and status offenses.

W&I 300s involve situations such as child negligent, abuse, contributing to the delinquency of a minor and any other event where the child needs protection of the Court and/or CPS.

Person And Agencies You May Release To:

The parent or legal guardian of the child, if and only if, there are no other children involved that could be made Wards of the Court, who are not the children or ward of the requesting party.

City Attorney, Coroner's Office, County Child Protective Services, County Counsel, County Probation, District Attorney, Family Court Services, Federal, State and Law Enforcement Agencies.

In addition, reports may be released to the following agencies upon them providing a Declaration under Penalty or Perjury setting forth their need to obtain the report to accomplish the legitimate goals of the Juvenile Justice System.

County Mental Health Departments, DMV, Federal, State, County and City Auditors, and Public Guardian Offices.

May provide Traffic Reports which do not involve violations of the law by the minor.

All other releases require a Juvenile Court Order for their release.

The person must petition the Juvenile Court under W&I Code 827.

Petition For Disclosure Of Juvenile Court Records:

W&I Code 827 average completion time is three (3) to four (4) days. Juvenile Court is located at Tenth and Ventura, phone 455-5195, hours are Monday – Friday 8am – 5pm, closed for lunch Noon – 1pm.

Traffic Accident Report:

California Vehicle Code Section 20012

“accident reports, and supplemental reports, shall disclose the entire contents of the reports, including, but not limited to, an accident, the registration numbers and descriptions of the vehicles involved, the date, time and location of an accident, all diagrams, statements of the drivers involved or occupants injured in the accident and the statements of all witnesses, to any person who may have a proper interest therein, including, but not limited to, the driver or drivers involved, or the guardian or conservator thereof, the parent of a minor driver, the authorized representative of a driver, or to any named person injured therein, the owners of vehicles or property damaged thereby, persons who may incur civil liability, including liability based upon a breach of warranty arising out of the accident, and any attorney who declares under penalty of perjury that he or she represents any of the above persons.”

Note: If the Juvenile involved in the accident report is charged with a misdemeanor or felony violation, see Juvenile Release Instructions***

Non-Injury Traffic Accident: Counter Report

The person involved in the accident will have to complete a Counter TA Report. The form can be taken home or completed at Headquarters, during open lobby hours. If the citizen takes it home, the paperwork can be walked in or mailed back to us, and then a case number is assigned.

MISCELLANEOUS MAIL:

A Property Loss Report is a document received on stolen property. These form go to Case Clearance for processing.

Checks received for anything other than mail requests that have more than ten (10) pages, should be referred to the Supervisor to determine if they should be forwarded to either Finance or the Business Office.

Dealers Record of Sales (DROS) regarding “firearms” should be sent to the Street Violence Bureau (SVB).

Tow company’s Non-Renewals (insurance) are forwarded to the Tow Coordinator in the Traffic Bureau.

Insurance Advisory Notices of payment for stolen vehicles go to the Validation Clerks in Teletype. These vehicles are now property of the insurance company and should be handled by the Validation Clerks.

Notices of Repossession Vehicles: On occasion, Notices of Repossession may be found in the mail at Law Counter. It will show the vehicle description and where/when repossessed. These letters are to be given to Public Counter for processing.

Settlement of theft losses, etc., can be placed in the attachment basket to be scanned if there is a case number. If no case number, and there is sufficient time to research for a case number, do so, otherwise, place in the no case number tray to be researched at a later time.

AUDIT TRAILS:

Whenever making a copy of a report that goes outside of Records, make a notation on the Audit Trail Form. If a Detective, Officer, CSO, etc. requests a copy of a report - ask for the reason. The word “request” is not a reason why we release reports (even law enforcement).

NOTE: When doing walk-ins or insurance requests, a copy of the request is sufficient enough and it will not be necessary to write insurance information on Audit Trail as the insurance request will be scanned.

ONLINE POLICE REPORT (E-POLICE REPORT):

This site allows the public to file a police report online with the Fresno Police Department. After completing the necessary information, they will be given a temporary number and be able to print a copy of the report to keep for their records. After being audited by Crime View Unit, the person will be notified by e-mail of the permanent case number.

- The public should confirm the following before filing a report online.
- This is not an emergency.
- The incident occurred within the Fresno City limits.
- There are no known suspects.
- The incident did not occur on a state freeway.
- There is no evidence that could lead to identification of suspect(s) (i.e., prints, video surveillance, tools).
- The incident is not a fraud case.

- The case does not involve a motor vehicle and/or license plate theft.
- The site will let you report any of the following types of incidents within the city limits:
- Harassing Phone Calls:
 - Unsolicited phone calls that are annoying or harassing in nature.
- Hit & Run, Property Damage Only:
 - The act of vehicular Hit and Run with a Motor Vehicle – without injury.
- Lost Property:
 - Theft:
 - Vandalism:
 - Vehicle Burglary

CASE RETRIEVAL:

An officer will fill out “Request for Case Retrieval Form” located at Records Law Counter.

Print the report and route per request information, either send to designated areas or place in the report bin on top of the Law Counter for officer’s to retrieve.

Emergency request will be approved by the Supervisor when a report is needed immediately

Only Records personnel will be authorized to retrieve case files.

ARREST TAGS/CITATION PROCEDURE:

ARREST TAGS:

Pre-check AGENCY AREA (at top) for FRESNO PD. Do not process CHP, FSO, FSD, Clovis, PAROLE, etc. These must be sent to the agency listed, via lobby box.

Homicide arrest tags:

Yellow – Crime View Bureau supervisor in routing envelope

1 copy -Homicide Sgt. In routing envelope

CITATION PROCESSING PROCEDURES

There will be three types of citations, PARKERS, NO CASE NUMBER, AND CASE NUMBER

Separate citations into each of these three categories.

PARKERS

The “Parkers” citations are hand delivered to the City of Fresno Traffic/Parking Division Monday through Friday, except recognized City of Fresno holidays.

CITES WITHOUT CASE NUMBERS

This category of citations are placed in the tray of the Traffic Data Entry for processing

CITES WITH CASE NUMBERS

PC 1203.2, 3056, 647(f), MC 8-120 CODES OR WARRANTS

After processing cites, route to Prosecution Liaison Office

If VC12500 is the highest violation on a the citation, (i.e., no other misdemeanor violation listed, DO NOT COPY THE CITATION. THE GREEN CITATION WILL GO TO TRAFFIC DATA ENTRY FOR PROCESSING.

OTHER CITES:

VOIDS:

Make a copy of ALL voided citations and place the copy in the ARREST TAG drawer for the ACR personnel to retrieve for data entry.

DUMMY CITES:

Hard copy is filed with other cites by date and case number. The original cite is routed to Prosecution Liaison Office.

AMENDMENT WITH OR WITHOUT GREEN ORIGINAL CITATION:

Put all amendments in Traffic Data Entry tray.

CITATIONS: JUVENILES:

Separate citations for juveniles from stack. Process same as with case number cites or without case number cites. Send to Prosecution Liaison Office or Traffic Data Entry in separate stacks with post-its marked “juvenile.”

AMENDMENT ON FOPP REPORTS:

When an amendment on a FOPP (First Offender Prostitution Program) citation comes in, make a photocopy of the amendment to go with the hard copy of the citation. Then route the original amendment to PLO.

Prosecution Liaison Office is the designated location for the amendments in case the subjects do not follow through with the requirements of the program. In which case, the amendment is then forwarded to the Court for prosecution.

CERTIFICATE OF RELEASE (COR):

White original – Prosecution Liaison Office

White Carbon - ACR

Green Carbon – toss

Pink Carbon – Crime Scene Bureau

Photocopy – 30 day file

PCD:

IN CUSTODY Make copy for the Prosecution Liaison Office and then take to Scanning.

AT LARGE Immediately give to Case Clearance. After PCD is scanned, it is filed in the filing cabinet next to Law Counter.

PCD with Judge’s signature - Take to Scanning

When an officer requests an AT LARGE PCD, retrieve the original from the file next to Law Counter. There is no need to sign out or stamp.

LAW COUNTER WORKFLOW:

LAW COUNTER TRAFFIC

- Officers
- Detectives
- Crime Scene Bureau
- Outside Agencies
- Probation/Parole agencies
- D.A.’s office
- CPS

Reports submitted to Case Clearance

- Crime Reports
- PCDs
- EPOs
- Inventories
- Face sheets for dictations

ARREST TAGS/WARRANTS

- Submitted by officers
- Received from CSB
- Copied and distributed
 - Yellow to ACR for entry
 - 1 copy to PLO for court
 - 1 copy to 30 day file

CITATIONS

- Submitted by officers
- Original to ACR

- (VC Charges)
- Original to PLO
- (Crime charges)
- 1 copy to 30 day file

MAIL INCOMING

- Public requests
- Outside agencies requests
- Insurance companies requests
- Assorted mail
 - insurance advised of pay offs
 - other info for attachments
 - Various other types of requests

WALK-IN REQUESTS

- Request for reports are submitted at the public counter window by an insurance company representative
- Reports are processed for next day pick-up by insurance company representative

PHONE REQUESTS

- Officers
 - copies of reports for court
 - report impound/tow veh info
 - RMS computer checks
- Outside agencies
 - copies of reports
 - computer queries on subjects
- Tow companies
 - report veh info on private
 - property tows
- Repo companies
 - report veh info on
 - repossession
- Public
 - Request info regarding their
 - case, arrest info, tow info
 - and complaints

MISC DUTIES

- Stamp all outgoing mail
- Replenish cabinets with assorted forms at the law counter
- Route attachments for scanning

- Special request from Supervisors
 - PCDs are routed to case clearance – then to scanning
 - Worksheets are completed on impounds, tow and store, repo vehicles.
 - Worksheets are taken to teletype for entry and returned to public counter for verification

IX. CASE CLEARANCE

PURPOSE

The receiver and auditor for all handwritten police reports and supporting attachments maintained by the Records Bureau.

CASE CLEARANCE PROCEDURES

1. It is the responsibility of the Case Clearance person to ensure the accuracy of crime codes, definitions, case numbers and page numbering on all handwritten incoming reports and supplements. Also included are RPW Traffic Accident reports, which at this time, are considered handwritten reports.
2. Some information or report types have been retained in this procedure for Case Clearance, even though clerks do not see them any longer with RPW handling most cases. However, not all officers work with RPW and systems go down, so in the event something comes thru, we need to keep the procedures in-tact.

Original Reports

- a. Check all pages for accuracy; especially page numbers, case numbers and missing pages. Correct all problems before sending to be scanned.
- b. Check the special circumstance box: If Hate Crime or Domestic Violence is marked, circle the box to alert Scanning/Copying clerks.
- c. Check the special routing box: When special routing is filled in, circle the box to make it stands out for Copy Desk clerk.
- d. When a juvenile is listed on a report (all types of reports), stamp the first page “Juvenile” in the upper right hand corner. This will alert Copy Clerk of a juvenile listed in the report.
- e. If the suspect is cited/booked, DO NOT circle suspect “S” vehicle. If the suspect is at large, DO circle the “S” in the vehicle information section for RMS entry, even if there is only partial plates.
- f. You will enter into the Miscellaneous Document file, the various report types and assorted forms with a brief description.

- g. Case Clearance will separate in-custody reports, white Property Evidence Forms, and at large or no suspect(s) reports. All stacks will go to be scanned. If questions, ask your immediate supervisor.

Two (2) Original Reports With The Same Case Number

When a DUI & TA have the same case number, always indicate in the Miscellaneous Documents (after the location) that one or both suspect(s) have been processed. Make the notation with a DUI/TA.

Follow-Up Reports

Check all page numbers and case numbers, making sure all information is correct. If a juvenile is listed on a follow-up, in the upper right corner stamp “JUV” (in red) to indicate a juvenile was involved. Initial in the lower left hand corner of the page and then give to scanning.

- a. VC10851 Recovered Follow-Up: Follow regular procedure for the follow-up and make one (1) copy for Teletype.
- b. Dictated Narrative Follow-Up: When a follow-up face sheet is received for a dictated narrative, take it to the Transcription.
- c. Runaway Juvenile: Missing Person Close-outs go to Teletype (before processing at Case Clearance).

Do not attach follow-ups to Original Reports with a paper clip, as both are individual parts of a report, needing to be scanned and indexed separately, and they request different distributions. Keep the Original and Follow-up separate.

Confidential Reports

- a. All Confidential reports will need a Confidentiality sheet.
- b. Complete the Target sheet and take it (only) to scanning immediately. Scanners will scan and index the Target sheet, then file in the case folder. After the Target sheet has been scanned, immediately give it to the Records Supervisor.
- c. On occasions, a follow-up report will come to Case Clearance that is part of a Confidential case. Take these reports to the Supervisor as Confidential reports are held in the Commander’s office.

Restricted Reports

All PC187 reports are restricted, as are Officer Involved Shootings unless told otherwise. If a folder and restricted form has been completed, file all paperwork in this folder for incoming follow-ups, etc. Folders of PC187’s are kept in the Supervisor’s office. OIS’s will be filed in Commander’s office, give to Supervisor.

If a folder and restricted form have not been completed, then complete forms. The restricted folders and forms are in the top drawer of the restricted files, or on the top shelf of Case Clearance desk.

Restricted File Folder: Write the case number on the folder tab with a marking pen.

Restricted Form: (One Form only) Complete the Restricted Form to include case number, Detective's name and badge number, who restricted the case, the date the case is restricted, and clerk's initials. Once these steps are complete, make one copy. The original Restricted Form will go into the restricted folder. The copy will go into regular case folder file after scanning.

NOTE: All Folders are kept in the restricted file cabinet in case order. Our Department keeps hard copies of all Homicides.

Distribution Of Restricted Reports

- 1 copy of Restricted Form to Homicide
- 1 copy of original and follow-ups when someone is arrested or when there is a known suspect to CVB in a confidential envelope.
- 1 copy of original (Face sheet only) to Victim Services.

NOTE: Place reports in s confidential routing envelope and send it to CVU & Victim Services. Write the case number on the Restricted Case List and notify scanning to add to their Restricted Case list.

- CVU "Restricted Report/Arrest Tag" Distribution

Send a photocopy of all originals and follow-ups when someone is arrested or when there is a known suspect to CVU in a confidential envelope.

Send the original arrest tags (adult or juvenile) to CVU Unit in a confidential envelope to be worked into Book Screen.

Restriction - Additional Information

When a homicide case has been taken off restriction, Records will not make a copy of the report, unless the restriction is lifted within a couple of days. Everyone (agent/agency) that is required to have a copy of the case has already been notified. The Senior Administrative Support Clerk will also make a folder and place it in the Homicide file cabinet in the supervisor's office. Older cases (years past), are also filed in the appropriate cabinets off site.

Fatal Traffic Collisions

Make a Fatal TA target sheet to go into the regular file folder.

Process the traffic accident just like any other original report, with the exception being that after the Copy Desk has made the necessary copies, they will bring it back to Case Clearance.

Make notation (FATAL TA) in Miscellaneous Documents folder.

A manila envelope will be made and Fatal paperwork will be filed away in the Fatal cabinet drawer at the Case Clearance desk.

Make a manila envelope, with below information written on the outside.

- Case Number
- Date of Incident
- Location
- Detective assigned to case

Collision Reconstruction Unit (CRU) Reports

The CRU will be submitting a face page with a letter from the Traffic Enforcement Section notifying Records that the investigation is on-going and will be late. The face page can be released to insurance agents; however, do not send it to Sacramento (S.W.I.T.R.S.).

Bomb Threat Reports

If a Bomb Threat Report comes to Case Clearance WITH a case number, Case Clearance needs to retain the original and distribute copies to the following:

- One (1) copy to Chief's Office,
- One (1) copy to CSU,
- One (1) copy to Investigative Services Division ONLY IF Government or City building involved.

If a Bomb Threat Report comes to Case Clearance WITHOUT a case number, follow the instructions on the bottom left corner of the Bomb Threat Report for distribution. Then place in the box with all other requests.

MAGEC Reports

MAGEC is the Multi Agency Gang Enforcement Consortium. This Unit consists of different agencies working together as a joint task force.

When a report comes in with a FPD case number, this is our report, regardless of what agency's name is on it. MAGEC will be using various types of report forms, but as long as it is our agency's case number, we will process.

When in doubt, check the case log or CALL HISTORY to verify that it is the correct case number. If still unsure, contact the Supervisor.

FOPP Reports: First Offender Prostitution Program

This is a diversion program that allows persons who are in these programs to have the opportunity to attend an educational class in lieu of prosecution. This only applies to first time offenders.

The POP Team (Central) will take care of filing the case. If the report comes into Records stamped "DO NOT COPY/FOPP," then do not copy or forward to any Units. The POP Team will issue a citation and a form letter to the suspect. The unit will then forward the hard cite and case to Records for processing.

- a. Enter Fopp into Misc. Doc. File.
- b. Send one copy of case to CVU, inside a sealed envelope, for entry into RMS. Place a notation on the copy for CVU to shred the copy after entry is made.
- c. Forward the Original case to scanning.
- d. Hard Cites should be filed in the cite cabinet.

On-Going Investigation Reports

A Face sheet will be submitted from an investigative Division, with "ON-GOING INVESTIGATION" written across the sheet in bold letters. These types of reports are usually Narcotics cases, but could also come from other Divisions. NOTE: Sometimes, the investigation of a crime can take months, which will prolong our receiving the actual original report. The face sheet is acknowledgment that a report is pending due to further investigation.

- a. Face sheet arrives in Records.
- b. Case Clearance enters On-Going Investigation in the Miscellaneous

Document's File.

The Face Sheet is taken to scanning for scanning/indexing and filing in the case folder.

When the original report is submitted by a Division:

- a. Modify the Miscellaneous Documents file to indicate report has been turned in.
- b. Take to scanning.

California Highway Patrol (C.H.P.) Courtesy Reports

When we receive a Courtesy Report from C.H.P., give the report to the on-duty supervisor. The supervisor will then have someone assign a case number and log the information in the C.H.P. Log Book.

REMEMBER: change NCIC Number to (1005). Please read the instructions provided in the folder at the Case Clearance Desk.

[REDACTED]

Domestic Violence Reports

The District Attorney's office is now requesting officers to ask for photos from victims when the case is a felony and the suspect is at large. Officers are required to make a copy of photo and then book the photo into Evidence.

If an officer puts an original photo attached to a Domestic Violence report, make a copy for the report, sending the original photo with the original case # written on the back side of the photo, to the Domestic Violence Unit. (ROUTE IN AN ENVELOPE)

Sobriety Reports (DUI)/Traffic Accidents

Check page numbers, case number, enter into the Miscellaneous Documents File (DUI). If the traffic accident happened under the same number, mark (TA).

Traffic Accidents: What to Mark

- a. City Vehicle Involved: (Circle Following)

R/O box

City of Fresno (Department) that the vehicle is assigned to.

Circle the vehicle

- b. Property Damage: (Circle Following) - box (page 2). SPECIAL CIRCUMSTANCES.
- c. City Property Damage: (Note Following) If City property is damaged, please note it on page 1 (in box or in top margin) "City Property Damage." The purpose of this procedure is to assist Copy Desk personnel.
- d. Put in numerical order and take to scanning.

Vehicle Code (VC) 23136

An Admin Per Se and Officer Statement form should be submitted when:

- a. An officer pulls over a vehicle.
- b. The driver is a juvenile.
- c. The officer conducts an Alcohol Screening Test.
- d. If any detection of alcohol is found (even if .01), a case number will be drawn and an Admin Per Se & Officer Statement Form will be completed by the officer - NO OTHER PAPERWORK WILL BE SUBMITTED.
- e. VC 23136: Offense by person under 21 years of age involving alcohol. Result: DMV Admin procedure (License suspension from one (1) year, up to three (3) years).
- f. When reading through the Event, officers will close and should state VC 23136 - Admin Suspension under 21.

This VC Code should alert Case Clearance that only the Admin Per Se & Officer's Statement Form will be our Original Reports.

Officer's Statement Form/Admin Per Se

- a. Make a copy of the white "Officer's Statement Form" (both sides). Utilize Admin Per Se carbon (if good quality). If not a good quality, make a copy of the Admin Per Se form (one side).
- b. Attach the copy of the Officer's Statement Form (both sides) and copy or carbon of Admin Per Se to the original DUI report. Also, stamp Record's copies with the ORIGINAL stamp.
- c. Enter into the Miscellaneous Documents File.
- d. Send the original (white copies) of the Officer's Statement Form and Admin Per Se to the Metro Bureau.

Intoxilizer Forms

- a. This form will look like a grocery receipt.
- b. Make one (1) copy for the Record's file.
- c. The Original form will be sent to PLO.

Lost/Stolen License Plate Reports

When this type of report comes in from the Area Stations, Case Clearance will not make the copies for Teletype. Copy Desk will be responsible for making copies. The Special Routing (BOX #777) will be marked for Teletype.

Juvenile Arrest Reports (JARs)

The Juvenile Arrest Report (JAR) forms are confusing at times. If any questions, ask a Supervisor. At times, officers will not mark the correct boxes. Special Note: a JAR can be an original or follow-up or PCD.

To the right of the location information, indicate JAR. If the JAR comes in with an original report, then the JAR is a follow-up. Enter into the Miscellaneous Documents File: JAR/CR.

- If more than one JAR (with different suspects) is submitted, indicate how many JARS in the Miscellaneous Documents File: EXAMPLE: JAR (2).
- If a crime report is received and a JAR is indicated as coming thru in the Miscellaneous Documents file, also write "CR," which will show that both a JAR and crime report were received (JAR/CR).
- Always check the back side of a JAR for fingerprints. When there is a thumb-print, the page numbers need to be changed to reflect two pages.

1. **JAR vs. PCD:**

If the officer fails to mark box #2 (which indicates if a juvenile was cited, arrested, or R&R), then determination will need to be made as to whether it is a JAR or PCD. Many times, the charge or the disposition section will tell how to process the paperwork. As a rule, officers are supposed to mark PCD in the top margin. Sometimes, officers do not mark in the top margin when the JAR is actually a PCD. If it is determine the document is a PCD by reading the narrative, retain all the copies (including carbons) and write “PCD” in the top margin. Make a notation in Miscellaneous Documents File to reflect JUV PCD (at large) received and take to scanning. DO NOT DISTRIBUTE to JUV Probation. When the juvenile is arrested on a PCD, the officer completes the form. Then, process accordingly to established procedures. Case Clearance clerks will indicate in the Miscellaneous Documents File if it is a JAR or PCD and will end it to scanning.

2. **Distribution of Jars**

Standing Order 3.9.10, Juvenile Arrest Report, states, “When a juvenile is cited for a misdemeanor offense, excluding traffic offenses, officers shall identify the school attended and place the name of that school in the top upper right margin of the report. Upon completion of the report, the JAR shall be submitted into the report tray as any other report.”

If a JAR is marked R&R, the juvenile was reprimanded and released by the arresting officer. Do not route copies to Juvenile Probation. Destroy all carbons. File in the 30 day file

If a JAR is marked cited and the school IS NOT on the list, send all carbon copies to Juvenile Probation. Retain the original copy for the case file.

It should be noted that Juvenile Probation and Juvenile Tact Team are not the same. Please be conscientious when routing carbons to these areas.

Last-Day-To-File Lists

Last-day-to-file lists are utilized to ensure that reports are in Records and readily available to be filed in a timely manner for court. There are two last-day-to-file lists (one for adults and one for juveniles) which are to be checked on a daily basis by each shift. Make a copy of both lists and give to the Typing Station. The following steps are to be followed when checking lists: (If a RPW report and case is closed, Case does not need to go any further.) For handwritten reports, complete the following.

- a. If a report has been entered into the Miscellaneous Documents File, mark the case number off the Last-Day-To-File List(s).

- b. If the report is not in the Miscellaneous Documents. File, check the Typing Station tray. If the face page has been submitted, check to see if a narrative has been dictated. **DO NOT ENTER INTO THE MISCELLANEOUS DOCUMENTS. FILE UNTIL YOU HAVE A COMPLETED THE REPORT.** If a narrative has been dictated, have an authorized clerk or supervisor prioritize the dictation to ensure it is typed as soon as possible. Advise the typist that once the report is completed, to hand it to the Case Clearance clerk.
- c. Once you have a completed report, enter into the Miscellaneous Documents File.
- d. Check the Waiting-For-Face-Page Tray. If a report has been typed, recheck the face page tray. If Records has not received a face page, Voice Mail/Admin Message the officer, advising a face page is needed.
- e. If we have not received the dictated narrative, a Voice Mail/Admin Message will need to be left for the officer advising of Last-Day-To-File status. Leave written message in Trouble Tray at Case Clearance indicating that a voice mail was left for Officer.

NOTE: The adult last-day-to-file list is generated by CLO/PLO. The juvenile last-day-to-file list is generated by Juvenile Hall and faxed to Records at midnight.

Dictated Reports

When a face sheet is submitted, with “narrative dictated,” written on the back, check the “WFP” tray to determine if the narrative has already been transcribed. After a match is made, check the typist’s instructions to see if modifications are needed in certain areas (names, page count, case number, etc.) If errors are found, take to the typist for correction. If the report is correct, Enter into the Miscellaneous Documents File and send to scanning.

When a report has a problem that our typist cannot fix (mix-up with victim/suspect/IP names, inaudibles, etc.), the case clerk will try to contact the officer by Voice Mail, Admin Message, or by sending a copy of the report to the officer with a short note explaining what needs to be corrected. A notation is written in the Miscellaneous Documents file that the report is holding in the “Trouble Tray.” The purpose of this step is to insure that whoever is looking for the report will know where the report is being held. This notation will be removed when the report is corrected.

The Case Clearance desk will be provided with a printed log of all reports in typing. This is for their convenience to know which reports are waiting to be typed.

- a. Typed Reports (No Face Page) will be taken to Case Clearance and placed in the tray labeled “Typed Reports - WFP.” Contact officer for the face page if the typed narrative sits in the tray for over a day.
- b. Face Page W/No Narrative is placed in typing to eventually be matched up with the report narrative (report is usually in the dictating machine waiting to be transcribed). If the narrative is not dictated, then put a post-it note on the face page saying, “Not Dictated,” initial, date and time it was checked. If the report has been dictated, write in pencil the date and checkmark on the center top of the face page.
- c. Once Face Page Is Turned In and the narrative is in WFP, match the up dictation with the face page. Check the page count, case number, and keep watch to see if the typist has left any special instructions.

If the report does not need corrections, send it to scanning. If corrections are needed, take the report to the typing station for corrections. When errors are too extensive and time consuming for the typist to correct, advise the officer that a follow-up will need to be made with needed changes. If a problem arises with officer, contact the Supervisor.

- d. Trouble Tray: Send a working copy to the Investigative Services Division (or the Unit responsible for the follow-up investigation) to advise the case report is in Trouble Tray and Records will send a copy when the report is completed.
- e. Dictated Reports: When Dictation Has Not Been Called In:

Follow these steps:

1. Check WFP tray for the typed report. IF NOT THERE –
2. Check the printed log from the typing room to see if the report is waiting to be typed. If not on this log, check in the typing room to determine if it is in the Dictation system waiting to be typed.
3. When a report is IN the Dictation system, put a date and check mark on the center top of the face sheet.
4. When NOT IN Dictation system, place a post-it on the center top of the face sheet indicating NOT IN DICTATION with initials, date and time it was checked. Then place face sheet in the pending tray.
5. If at all possible, the trays should be checked daily for face sheets with post-its. It only takes a few minutes to search.

These procedures were implemented to help with better tracking of the reports that need typing. By following the above procedures, we can zoom in on reports needing narratives or reports needing a face sheet.

g. Dictated Reports: When We Can Hold?

Established procedures regarding dictated reports:

- i. When officers request at the beginning or end of their dictation for Case Clearance to hold it up for her/his review, Records does not do this. In addition, we do not send officers copies of their dictated reports unless requested to do so. Many officers do not want a copy.
- ii. Only hold up a report when a typist cannot understand the officer or he/she has been cut off of the dictation line during dictation. Only use “inaudible” when what is said cannot be understood. Case Clearance shall then contact the officer, if on duty, leave a Voice Mail and send a copy of the report, with a notation of the problem, to the officer. If the officer responds with answer and the problem is cleared up, then do not write a note in the problem Cases/Corrections/Messages Book. If the problem continues into another shift, make the notation in same.
- iii. Records does not hold up reports for spelling errors, even on victims, witnesses, and suspect’s names. We do the best we can to spell these names and go on with transcriptions. Typists are not to look up the original for spelling of names on follow-ups. It is an officer’s responsibility to do this.
- iv. Case Clearance is not to let officers come in to review and then change/add to reports - only to make corrections. Officers are to utilize follow-ups when changes/additions are necessary.
- v. The delay of report distribution causes the delay of valuable time and victims may call the detective to inquire on the progress of a case and the detective may not be aware that a report has been filed.
- vi. On reports that are held up, working copies are to be sent to the proper unit, writing on the top of the first page “Working Copy.” This allows the detective to pursue leads or information as soon as possible, as well as to be somewhat informed when the victim/ witness calls in.
- vii. Leave a good clear note on held reports, so others on following shifts understand what is going on with the held cases. INITIAL, DATE, AND TIME THE NOTE.

Committal Report Form: (W&I 5150 Form)

The new Committal Report Form, (for psychological 72 hour evaluation) will be submitted to Records as a carbon copy. The County keeps the original report. Records “original” report will be the white carbon copy, which will be stamped as the original.

Merchant “Juvenile” Petty Theft Program

Some stores use their own form for juvenile thefts. If they use our JAR, remember it cannot be signed by store security officers.

- a. Case clearance will retrieve these reports from the incoming box at the law counter.
- b. Stamp, “Original”.
- c. Enter into the Miscellaneous Documents. File.
- d. Send to scanning.

Curfew Violation Detention Forms

The Curfew Center will submit the Curfew Violation Detention Forms as the original report of record. Records will process and handle the form as the Original Report. Case Clearance is to number the pages of the form that have the same case number, stamp each page as ORIGINAL, enter into the Miscellaneous Documents file and send to scanning.

Vehicle Report Forms (Inventories)

- a. Process the Inventories by verifying the location and case number.
- b. Enter into the Miscellaneous Documents file.
- c. Make one (1) copy of the inventory to send to the Tow Coordinator.
- d. The Original inventory goes to Teletype.

Inventories with Ice Cream Carts

The following procedures are effective for Records personnel who may handle the Inventories’ paperwork of ice cream carts.

- a. Case Clearance will enter in the Miscellaneous Documents file to indicate that an INVENTORY was received. There will not be an original report on Ice Cream Cart Inventories.
- b. Make one copy for Tow Coordinator.
- c. Original Inventory goes to Teletype.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Emergency Protective Orders (EPO)

- a. Make three (3) copies of EPO (or make two (2) if there is a yellow second page). Always check for completeness, Judge’s name listed, date-of-birth for restrained person and protected person(s).
- b. Send the original EPO (white copy) to CLO.
- c. One (1) copy - stays with the original report (Records copy). Utilize the Teletype stamp and initial, showing proof of Case Clearance distribution.
- d. One (1) copy - goes to Teletype. Teletype is to receive the EPOs, so entry is timely, to keep restrained person from purchasing a firearm, to possibly do bodily harm to the protected person(s).
- e. One (1) copy - or (Yellow carbon of EPO), gets filed in the dated EPO folders in (Case Clearance desk drawer).
- f. An EPO may be submitted alone. Follow above procedures.

NOTE: The ORIGINAL stamp is mainly for the Records' copies that are printed in black & white (with some exceptions).

- g. Emergency Protective Orders (EPOs) Refused - When a blank EPO is received in Records, and the officer has written REFUSED across it, signed and dated it, DO NOT DISTRIBUTE. Keep the original (white copy) to go with the primary report and discard all carbons. Do not send copies to Teletype or CLO. Do not place a copy in the dated EPO folders.

The purpose of an officer submitting a REFUSED EPO is to show proof that the service was offered to the victim, who opted to refuse. What has occurred in the past is that the victim calls or comes in after the initial report is taken, stating that he/she wants an EPO.

- i. Keep original white copy.
- ii. Discard all carbons.
- iii. Do not send copies to Teletype or CLO.
- iv. Do not place a copy in dated EPO folders.
- v. Invalid Emergency Protective Orders (EPO) Check line #7 of the EPO, it should show:

The name of the Judicial Officer that granted the EPO or Court Standing Order 10/10/96, Time and date, The name of our police officer and his badge #, Our agency name.

Case Clearance clerks are to view the EPO's, making sure that Line #7 is filled in with the above information.

If no information is on line #7, do not distribute any copies of the EPO, but keep with original case and give to the supervisor.

If Case Clearance fails to catch a Line #7 problem and Teletype receives the EPO, the EPO goes to the tray labeled EPO's Problem box. The EPO will be referred to the commanding Lieutenants for review.

Court Order Violation & Custody Exchange Forms

- a. Court Order Violation Forms can be picked up at the Records Bureau or any one of the District Offices. The party can either fill out the form here or return it at a later date to the Department.
 - i. Stamp, "Original"
 - ii. Enter into the Miscellaneous Document file.
 - iii. Send to scanning.

- b. A Custody Exchange Form is issued by an officer after two requests to “stand by to preserve the peace.” This order requires the custodian parents/guardians to go through the Child Custody Program ordered by the presiding Judge.
 - i. Enter into the Miscellaneous Document File.
 - ii. Records will receive the white copy and carbon. The white copy will be the original and stays in Records.
 - iii. The copy will be routed to FSO. If additional copy not available, make a copy to send.
 - iv. Send to scanning.

NOTE: The Districts are now responsible for entering information into the computer system.

These are two (2) separate report forms and require separate case numbers. One form deals with violation of any court order and the latter one deals with the Custody Exchange Order.

Burglary Form Letters

- a. When a Burglary Form Letter comes in with a (L) written at the bottom right corner, it means that Family Justice Bureau (FJB) has already worked this document, placing the clerk’s initials at the bottom of sheet. Make two (2) copies. Send one (1) copy to CVU and one copy to the District Detective (district where the crime occurred).
- b. When the Burglary Form Letter is submitted directly to Records (without an L written on the bottom), then send a copy to the Clerk in the FJB, and a copy to CVU.
- c. Stamp the original copy with (ORIGINAL STAMP) and place in attachment tray at Scanning.

Reports with Teletype Print-Outs

All Teletype print-outs are to be routed to the Copy Desk in their original form. Do not tape the print-out to paper.

Example: DROS (Dealer Record of Sales) on a gun.

Criminal Histories

Copies of these print-outs are not required for the report. Copy Desk personnel will send the original Teletype print-outs to the Investigative Unit responsible for follow-up.

Missing Person Close-Outs

If there is NO teletype printout attached, do not initial, and do not send to scanning. Send to Teletype for cancellation. Teletype will put in a tray when complete, and then it can be cleared and sent to scanning.

If there is a teletype print-out attached to the close-out, initial the follow-up and send to scanning.

Underline the case number on the teletype printout sheet after verifying that it is the same case number at the top of the report.

- Teletype Distribution
- Inventories (Original)
- 10851 Recovery Follow-Ups (Copy)
- Missing Person Close Outs (Original)
- Property Teletype Forms (Original)
- Emergency Protective Orders (Copy)

Preliminary Investigation Enhancement: P.I.E.

When Case Clearance receives P.I.E. Packets by mistake, these packets should go to PLO exactly as we receive them. Do not take them apart, even if they have a follow-up in them or other recognizable forms. The person or Unit should be noted on the P.I.E. Form.

Reports With Photos

Cases with photos attached will all need to be copied by Case Clearance before taking to scanning. Before attaching a photo to a case, make sure the case number is written on the back of the original photo. Write the case number on the front of the copy of the photo.

There are some exceptions as to when the photo should not become a part of the original case file and it (the photo) should be booked into Evidence. These include photographs of lewd and lascivious activity, photo line-ups and photographs that are for evidence. Photographs of this nature are to be forwarded to the Detective Unit that will be responsible for the follow-up investigation.

Example: If a photo is submitted of a lewd & lascivious act, the photo should NOT become part of the report. When in doubt, consult a Supervisor. See reference to Domestic Violence Reports.

Arrest Tags (PC3056), Adult & Juvenile Cites

Put in the arrest tag tray (at Law Counter).

Attachments

Any attachments coming in with a case should be left attached. Any other attachments not related to the case, put in the attachment basket.

EXCEPTIONS: Criminal Histories (also known as Rap Sheets) and Sex Offender Registrations are NOT to become a part of the police report. Events that come in with reports are NOT to become a part of the police report either. Case Clearance: do NOT stamp ORIGINAL on the paperwork. Documents of this nature are to be forwarded to the Detective Unit that will be responsible for the follow-up investigation.

Attachment Basket: (Law Counter)

It is Case Clearance’s responsibility to pick up the attachments and to separate the attachments according to the case number (see the case number listing below). Each shift should do the same. Be careful as sometimes original reports are put in this tray.

BEFORE CASE NUMBER 98-19526: Goes in attachment basket for off-site.

AFTER CASE NUMBER 98-19562: Go to scanning.

Prosecution Determination Form & DA Intake Form: (Goldenrod)

If there is NO RED LINE at the bottom of the form, put in CVU.

If there is a RED LINE at the bottom of form, put in Attachments for scanning.

Property Receipts Issued By Officers

With A Gun Listed (On Green Continuation Notice To Appear Form):

If a report is related to a domestic violence, send the original green sheet along with a copy of the report to the Domestic Violence Unit. If the report is not related to domestic violence, send the original green to the gun clerk in the Street Violence Bureau (SVB). Tape the hard copy of the receipt to a sheet of white paper and attach to the case.

Property Sheets With Bike Listed:

If Property Sheet is submitted with a bicycle only, send the original Property Sheet to Teletype.

Property/Evidence Report (Per) Forms:

Department members, when booking property/evidence, will not remove the original (white) copy of the Property/Evidence Report, but will place the whole Property/Evidence Report (white, yellow & pink) in the booking locker with the property/evidence.

Once the property/evidence is processed by the Property/Evidence Control Section (PECS), the original (white) copy of the Property/Evidence Report is sent to Records for scanning. This procedure allows PECS to list the location where the items are stored on

the Original Property/Evidence Report. This permanent record is a reference and documents the chain of custody.

If an officer fails to submit the original (white copy) Property/Evidence Report, the Property Room will contact the officer. If the Property/Evidence Report is submitted to Records (attached to the report or alone), process it through. Do not send to the Property Room.

NOTE: Do NOT attach photocopies of the Property/Evidence Reports to the original report, as this may cause confusion when the original Property/Evidence Reports come in. Toss the photocopies. If in doubt, please check with a Records Supervisor.

Property Evidence Sheets: Guns: When a Property Evidence Report (PER) is submitted to Records, and there is a firearm listed, place the PER in Teletype. When Teletype completes the paperwork, it will send the PER to Homicide. Homicide will destroy the paperwork when finished with it.

Driver's License, Revocation Of License

Put in the Metro Traffic Bureau distribution box in the lobby.

White-Out On Case Numbers

On all original and follow-ups cases when an incorrect case number is found, do not use white-out to change the number. The old number may be needed for reference purposes.

Draw one line through the wrong case number, and then write the correct case number above it with clerk's initials in brackets.

Write on the top of the report the words "CORRECT CASE NUMBER." Write it near the corrected case number. Recopy and re-distribute, unless the report is old. If questionable, ask supervisor.

NOTE: Perform thorough research before changing a case number. Remember: In large incidents, more than one officer could be involved and may have drawn a case number, which will cause duplicate numbers.

Problem Log

A Trouble Tray is a better way of tracking messages sent to officers and knowing what actions we have requested of officers. Therefore, there should be no taped notes on the shelves.

Log the problem and/or messages sent to officers on the log. The report then can be filed in the Trouble Tray along with any applicable paperwork. Please log all problem reports holding at this time. (Remember to log case numbers and use as many lines as needed to express problem or message.)

Screens

To clarify how to bring up some of the screens mentioned, refer below for instructions.

a. Book Screen

- i. From RMS/CAD screen: Type CTRL L (will clear the screen)
- ii. Type Book (sp) and case number. EX: BOOK 12345 (ENTER)

If current year, do not type the year before the case number. By doing this, if an Arrest Tag has been entered into the arrest screen, it will be displayed on this screen. If it comes back not on file, research will need to be done as stated above.

b. Data 911: Refer to ECOMM/Data 911 Manual.

Property Evidence Form (PEF) With Corrected Case Number

Whenever a Property Evidence Form has an incorrect case number and it has been changed to reflect a corrected case number, the Property Room must be notified.

- a. Send a copy to the Property Room and write on it, "Corrected Case #XX-XXXXX," along with clerk's initials. It is understood by their unit that they are to correct their copies.
- b. If the PEF has already been scanned, be sure to list the incorrect case number on the Error Log to have it deleted. Put a note on the corrected case numbered PEF, "Please rescan the document" and place it in the basket labeled "Reports From Case Clearance."
- c. If the PEF has not been scanned, put the PEF with the corrected case number in the basket labeled "Reports From Case Clearance."
- d. It is important for Records to notify the Property Room when changing a case number on any PEFs so both units have the same case number, therefore eliminating any further confusion.

PAR: Prostitution Abatement Rehabilitation Program

The case-agent will check the reports and make one copy of the reports and forward them, along with the green copy, to the PAR office. The case agent will then take the original report and the white copy of the citation, stamp both with the FOPP stamp and forward to Records.

- a. Enter into the Miscellaneous Documents File.
- b. Give to scanning.
- c. No Distribution by Case Clearance Desk is done

Case Retrieval Forms

The form is to be completed when requesting the retrieval of a case in CAURI that can't be printed due to an error, or an old DER/Event number that cannot be pulled up in old RMS (due to date of incident). The form will be sent to the appropriate Computer Support Specialist in ISB for all CAIRO problems and/or errors. The form will be sent to the appropriate Computer Support Specialist in ISB for all CAD & old RMS problems/retrievals.

When completing this form, fill in all possible areas, explaining the problem encountered and the error code received. If retrieving an old DER or an Event that occurred prior to when we changed to the new Data911 system, send the form to the appropriate Computer Support Specialist in ISB, along with the date of the incident, the event number and/or case number.

NOTE: Old DERs and Event numbers that occurred during (approximately) 45 days prior to changing to the new system can still be retrieved by us via the Call History Screen through old RMS. If unfamiliar in retrieving these documents, ask a Supervisor.

Juvenile Curfew Tags/Cases

Officers will be pulling one case number when an individual juvenile is arrested in an Event or when (several) juveniles that are arrested under the same Event, same location, date and time.

If there are other violations involved (such as a warrant served, Petty theft, etc.), the curfew violation is no longer just that, these should be treated as regular Juvenile Arrests cases.

Optical Storage System (Mars & Cairo)

Purpose: To allow for an automated police records storage and case retrieval and assignment system which can be accessed remotely, simultaneously by personnel for investigative, management, and analysis purposes.

In 1990, the Fresno Police Department made the decision to look at alternative ways of managing police records. The system stores scanned documents to an optical disk for permanent storage and retrieval. After the reports are scanned, they are indexed based upon established codes or tables. The codes indexed are case number, date of incident, date of report, type of incident, location of occurrence, number of suspects, officer's badge number, area and sector. The indices allow for inquiry when the case number is unknown and allow management to control and to allocate resources.

All personnel who have access to the system are able to view a report for review or to print, even from remote locations.

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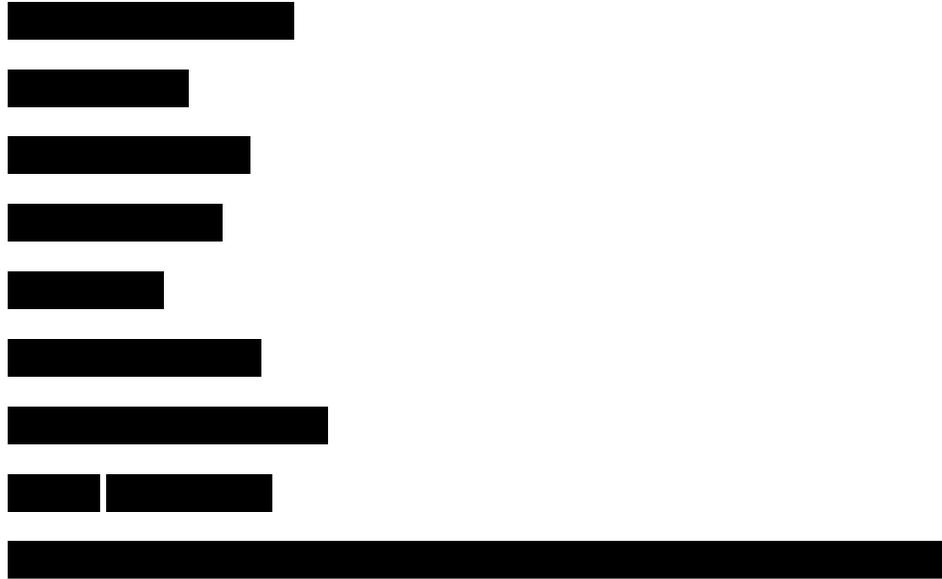
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XI. COPY/ DISTRIBUTION DESK

PURPOSE: To copy and distribute police reports in compliance with Department, Local, State, and Federal regulations to ensure the appropriate divisions, units, agencies and personnel, receive a copy of police reports in order to perform follow up investigation, statistical analysis, crime prevention, prosecution, and to better enable us to focus on problem areas.

Due to the automation of MARS distribution of Report Writer (RPW) reports, copy desk mostly copies and distributes handwritten reports, with other responsibilities nightly.

RETRIEVAL OF REPORTS

The copy/distribution clerk collects all reports to be copied in the tray on copy desk. The clerk will then place the reports in numerical order, while paying special attention for a scanning stamp and the Case Clearance clerk’s initials. If the stamp or initials are not present, the report is returned to scanning or case clearance.

CODING

Clerks determine how many copies are needed for each report. This number is then recorded at the bottom of each report.

COPYING

After coding, the clerk will take the report to the copy machine to make the required number of copies required for each report.

SORTING

The report copies are then distributed to the appropriate labeled shelf, (see list).

Crime View Tray / All reports

Public Information Office

Prosecution Liaison Office

CHP - Sacramento

Narcotics Unit

Fiscal Affairs Office

Traffic Bureau

Juvenile Probation

Coroner's Office

Risk Management

Victim/Witness Services

Vice Unit

30 day file

Other Agencies

AUDIT TRAILS

An audit trail is utilized at this desk to log any special routings of reports. Special routing is for routing outside the normal distribution of a particular crime code.

DISTRIBUTION

Distribution is the mailing/routing of the report copies to the proper agency, department and/or in-house unit.

The last task of the process is to collect all the paperwork from each shelf, place a "target sheet" and rubber band the stack of report copies. A "target sheet" shows the name of the agency, department or section where the report copies will be routed/mailed.

FILE

After the reports have been copied and distributed, the original, handwritten report, will be filed into the case folders in the stand-up files in the Records Department.

THE FOLLOWING IS THE DISTRIBUTION LIST OF THE VARIOUS REPORTS THAT COPY DESK HAS TO HANDLE ON A DAILY BASIS.

HANDWRITTEN REPORTS

All must be stamped, scanned, and initialed before ever reaching the Copy Desk.

ORIGINAL REPORTS

All Reports:

One (1) copy to RMS Data Entry of all reports, including, WI5150

Forms, traffic accidents and follow ups. (This is the only copy of the WI5150 that you will make.)

One (1) copy to news if cited only. (Will mostly be vc14601's)

Two (2) copies to PLO if an in-custody Misdemeanor

With one (1) additional copy for each additional person arrested.

Two (2) copies to NARCOTICS if an in-custody Narcotics case

With one (1) additional copy for each additional person arrested.

One (1) copy to Traffic of all DUI reports including any traffic accidents.

FELONY REPORTS (Not in custody)

One (1) copy to RMS Data entry

One (1) copy to Unit

One (1) copy to NEWS if suspect NOT named.

ALL HOMICIDES AND RESTRICTED CASES GO TO THE SUPERVISOR'S OFFICE – NO COPIES TO BE MADE.

NATURAL DEATH REPORTS

One (1) copy to RMS Data Entry

One (1) copy to the Coroner's Office

PROSTITUTION / GAMBLING REPORTS

Two (2) copies to VICE (if an in-custody)

STORE SECURITY REPORTS

Two (2) copies to PLO for adult arrested persons

JUVENILE ARREST TAGS, (JARS)

One (1) copy to 30 the day file, original to the arrest tag file drawer

COURT ORDER VIOLATION

One (1) copy to RMS data entry

One (1) copy to PLO

FOLLOW-UP REPORTS

One (1) copy to RMS Data Entry

Two (2) copies to PLO (IF an in-custody Misdemeanor)

Two (2) copies to NARCOTICS (if an in-custody Narcotic Misdemeanor arrest)

ALL TRAFFIC ACCIDENT REPORTS

(All traffic accident reports are considered handwritten at this time, even if they are done in RPW)

One (1) copy to RMS Data Entry

One (1) copy to CHP, Sacramento (except, no counter reports, telephonic reports or private property reports)

One (1) copy to Traffic Engineering via City Hall

One (1) copy to Risk Management via City Hall (City Property damage)

One (1) copy to Fleet of all City vehicles involved

One (1) copy to Traffic of all DUI's

Fatal TA's – Make copies and return original to Case Clearance Desk for filing

TRAFFIC ACCIDENT FOLLOW-UP REPORTS

One (1) copy to RMS Data Entry

One (1) copy to CHP, Sacramento (See above for exceptions)

One (1) copy to Traffic Engineering

Copy desk personnel will initial with their initials and the number of copies made, in RED at the bottom of the first page of the report/follow-up. The reports are then filed into the case files.

ATTACHMENTS

Special copies to be made:

DUI attachments: Officer Statement, Admin Per Se, Breathalyzer Results.

Two (2) copies to PLO

One (1) copy to Traffic

Two (2) copies of the Breathalyzer (if it comes in separate from the Officer's Statement Form to PLO) If it is a corrected copy, send two (2) copies to PLO only.

NARCOTIC/OPIATE INFLUENCE REPORTS

Two (2) copies to Narcotics

BOMB THREATS/ARSON

One (1) copy to the Fire Department

ONGOING INVESTIGATIONS

One (1) copy to RMS Data Entry

MISCELLANEOUS REPORTS

Dog bites /Animal complaints; W&I 300 (Child placements); Curfew Violations; Municipal Code Violations;

PC166 Restraining Orders & PC273.6; Parole Violations (no other charges);

Warrants served only require one (1) copy to RMS Data Entry.

Violation of Probation (no other charges), one (1) copy to RMS data entry and

one (1) copy to Probation.

NO COPIES ARE MADE OF THE "CUSTODY EXCHANGE" FORM.

AT THE BOTTOM OF THE FIRST/FACE PAGE OF ALL REPORTS, PLACE YOUR INITIALS AND THE TOTAL COPIES YOU MADE IN RED INK.

SPECIAL ROUTING

These are usually handwritten reports and will have a request attached to them, especially for officers.

RPW ROUTED REPORTS

Copy desk personnel will retrieve the following RPW generated list.

After 0015 hours, each day, Copy Desk personnel will print the RPW lists for PLO reports, Narcotics, Arrest Tags and Routed Reports. From these lists, the reports will be printed as follows:

All PLO reports will have two (2) copies of each report and each supplement. Make sure the DUI form is printed on DUI reports. If more than one person has been arrested, one (1) copy for each additional arrested person is made. If the charge is only VC12500, PC3056, Warrant Service, PC1203.2, and PC647f without a report, there is no need to copy anything.

Narcotics will get two (2) copies of all of their reports, no juveniles. If more than one person has been arrested, one (1) copy of each additional arrested person is made. Make sure the Narcotics portion of the report is printed, if the person is arrested for being under the influence. No warrant service only reports need to be printed.

IF A REPORT IS IN DRAFT FORM, ONLY COPIES FOR PLO/NARCOTICS WILL BE PRINTED. IF THE REPORT HAS THE SUPERVISOR APPROVAL ON THE BOTTOM OF THE PAGE, IT NEEDS TO BE CLOSED BY YOUR SUPERVISOR PRIOR TO MAKING COPIES.

One (1) copy is all that is required of the arrest tags for PLO.

After 0505 hrs, an additional Arrest Tag list will be printed and one copy of each is made for PLO.

MISCELLANEOUS DUTIES

1. Refill copy machines with paper.
2. Maintaining briefing memos in the Copy Desk Manual
3. Make new folders for the working files.

Address to send to CHP – Traffic Accidents and their follow up reports:

CALIFORNIA HIGHWAY PATROL
P.O. BOX 942898
SACRAMENTO, CA 94298-0001

ATTENTION: PRODUCTION CONTROLS

XII. TRANSCRIPTION STATION

TRANSCRIPTION

The Transcription area receives dictation for narratives for reports from officers who dictate reports via the Fusion Dictation System. An officer will dial in a designated number (498-2677) and use number prompts to access and prioritize the report into the Fusion Dictation System. When dictation is completed, the job will be sent to the active list for transcription. Each transcriptionist will log in and be assigned a report to transcribe. The Records Bureau is organized to have coverage in Transcription 24 hours a day. The Transcription area is manned currently by two Police Data Transcriptionists (PDT) on Day Shift and two on Swing Shift. PDT's are court reporters/stenographers assigned to Transcription daily. Additional personnel on each shift are assigned to the Transcription for typing as needed.

The Transcription area phone number is 621-2530. (Not to be used for personal use, or to be given to officers.)

The Transcriptionists are also responsible for monitoring Last Day to File Reports (reports to be transcribed by the required dead line for court filing).

LOG-IN:

PDT(s):

The PDT's set up to the computer station attaching appropriate data writer cables to computer and logging into work station network. PDT's access the Rapid-Text program for real time writing. They also log into the Novel Client at the computer station using T-numbers assigned and opening up other work applications needed for transcription, i.e., WordPerfect, Report Writer, Fusion Player, GroupWise, TAR, et cetera.

TYPIST(s):

Typists log in to the network via Novel Client. They log in using T-numbers assigned and open applications need for typing, i.e., WordPerfect, Report Writer, Fusion Player, GroupWise, TAR, et cetera.

TRANSCRIPTION LOG SHEETS:

Once the transcriptionist/typist has completed the log in into the system, she/he will write her/his name and date on Transcription Log sheet. The transcriptionist/typist is automatically assigned reports to be transcribed via the Fusion System after logging in. They will write the officer=s name, badge number, type of report, and time it took to

complete transcription, as well as logging pages transcribed. There are two types of forms to maintain in transcription:

Transcription Log

Daily Job Log

These logs are utilized in tracking and trouble shooting completed jobs. The Transcription log is used to log jobs assigned and completed by the transcriptionists, indicating the officer's name and badge number, report type, time begin/time end, and number of pages. The daily log is printed daily at the beginning of each shift and designated as such for each shift indicating the number of jobs at the beginning of the shift, officer dictated, type of report, and case number.

RETRIEVE REPORTS:

Most reports are transcribed in Report Writer. After logging into RPW, the transcriptionist accesses reports assigned by the Fusion System player by priority, date, case number, and officer. The narrative is transcribed in Microsoft Word in Report Writer. All information (i.e., names for victims, suspects, involved party parties, reporting parties, et cetera), should be listed in Report Writer and this information is used in transcribing. The narrative is also copied and pasted into WordPerfect/T-drive for a back-up copy in Records. The narrative is then sent back to the officer's queue via RPW for their review and submission.

Face sheets for hard copy reports are also submitted to Records by officers not using the Report Writer system. The face page of this report is retrieved from the AIn Coming Tray for Face Sheets.@ If a face page is not in, the transcriptionist will complete a A Typed Reports with No Face Page@ form. This will be attached to the transcribed narrative. Once a report is completed, the transcriptionist will sign off on the Daily Log highlighting the job and initialing for the job completed, also indicating what type of report was completed (RPW or hard copy). This will signify the report has been transcribed and where. If the case number is not on listed on the Job Log, the transcriptionist will write it in listing the officer=s name and report type. The narrative and face page or No Face Page form is then placed at Case Clearance for processing.

ACCESS REPORT:

When the transcriptionists/typist enters her ID/T-number and logs in, the Fusion System will automatically issue a report to be transcribed. These reports are prioritized and are issued to the typist as they become available for transcription. The priorities are as follows:

In custody/cited and released

At large w/named suspect

- No suspect
- Miscellaneous
- Confidential Unusual
- Unusual
- 6) Area 4
- 7) Area 5
- Area 1
- Area 2
- Area 3

TRANSCRIPTION:

Once the dictation has been assigned, the typist will listen to the dictation for directions by the officer. It is during this time the officer should state the type of report to be transcribed. The types are as follows:

- Original Report (O)
- Follow-up Report (F)
- Traffic Report (T)
- Sobriety Report (S)
- Unusual Report (U)

These reports are for hard copy face page reports submitted to Records for transcription. The headers for these reports are accessed in WordPerfect/T-drive when transcribing.

Most dictation is now transcribed into Report Writer. These electronic reports are transcribed using Microsoft Word in the Narrative tab of Report Writer. Each officer will open up a queue in Report Writer under their name and badge number. The originating officer is the first report assigned in Report Writer with subsequent Follow-up Reports listed. The information listed in Report Writer is used by the typist for the narrative transcription.

AREA REMOTE:

Secretary needs to check Fusion System player periodically to see if report has been dictated.

REMOTE ACCESS PROCEDURES:

Log into Fusion System player.

To start the job, step on the right side of the pedal.

To rewind, step on the left side of the pedal.

To fast forward, step on the middle of the foot pedal.

Mark the job transcribed when completed.

UNUSUAL OCCURRENCE REPORT DISTRIBUTION:

Unusual Reports are posted in the “Unusual” folder in GroupWise for viewing for department personnel. The Unusual report can be typed by the submitting sergeant or dictated via the Fusion System for transcription in Records. A sergeant e-mails the Unusual Occurrence report to the on-duty supervisor who then posts the report into the folder.

If the Unusual Report is dictated (through the Fusion Dictation System), it is transcribed by a Records member. The report will then be posted either by the transcriber or the on duty Records Supervisor.

PRINTING LOG FOR DICTATED REPORTS:

Refresh screen (F8).

From pending jobs screen click on Quick Reports at the top of menu bar.

Scroll down to Daily Job Log and open/click

Right click in gray area of page. Scroll down to Print View and click. Message will pop up and click okay.

Print number of copies needed for your shift to be distributed.

Click back on Quick Reports at top of menu bar.

Scroll down to Pending Jobs and click. This will bring you back to current page.

A review of jobs pending is done by day shift transcriptionist on a daily basis. If a report has been miss-prioritized or the information is incorrectly entered, the PDT will make the necessary correction. The Face Page Tray is monitored for holding face pages to

ensure there is dictation pending for that report. In-custody/cited and released reports are monitored for last day to file deadlines. If there is no dictation for the report, the officer is notified via voice mail and/or administrative message.

Additionally, older jobs are monitored daily and moved up accordingly by date.

XIII. DESTRUCTION PROCEDURES

The California Government Code 34090 authorizes two destruction methods that can be destroyed without approval.

The first method relates to the microfilming process as authorized by Government Code Section 34090.5.

The second method is the systematic destruction of records as described in Government Code Section 34090.6. Pursuant to Government Code Section 34090, the Records Bureau Destruction Procedures will be as follows:

PURGE

1. On the request of the agency's letterhead; and
2. With the written consent of the City Attorney, and
3. with approval of the legislative body (City Council) by resolution,

City's records, documents, instruments, books, or papers, within an agency can be destroyed, without making a copy of it, after it is no longer needed, if the record(s):

1. Does not affect the title to real property or liens thereon, and
2. If the records are not court records, and
3. If there is no statute that requires that the records be kept, and
4. If the record is more than two years old, and
5. If the records are not minutes, ordinances, or resolutions of the legislative body or of a city board or commission.

The Fresno Police Department will systematically destroy police reports that are ten years old, and are not on microfilm, microfiche, or optical disks.

RETAIN

PC 187 - Homicide

PC 245 - Assault With Deadly Weapon

PC 261 - Rape (or Sex Crimes)

PC 273.5 - Domestic Violence

The hard copies of the exempted reports will be retrieved prior to destruction, tiled in case number order and kept at the off-site storage centers.

NOTE: Reports generated after Microfilm - 1989- 1996, and before the CAIRO System, will be stored at off-site storage centers and systematically destroyed pursuant to the destruction policy. The exception will be the first (3) months of 1998, which will be kept indefinitely.

The Hard Copy of the original reports that are in the CAIRO System will be kept for one year to the date signed by the officer. After said date has expired, the report will be destroyed.

The Records Commander will prepare a letter for the Chief of Police's signature to the District Attorney. The letter will advise the District Attorney of the Department's destruction procedures and identify the year of the police reports that will be destroyed.

Police reports from 1989-1996 will be reviewed by a Records Clerk. The Records Clerk will retain reports that meet the exemption criteria. will be filed in case number order and stored at the off-site storage centers.

The Records Clerk will document all police reports by case numbers and crime codes that are to be destroyed.

The Records Commander will prepare a Request To Destroy Memorandum to the Chief of Police, through the City Attorney.

After approval, the police reports will be placed in a shred bin that will be retrieved by the designated firm who has been contracted by the City of Fresno.

Original destroyed case numbers and retained case numbers will be stored in the Records Commander's Office.

XIV. JUVENILE BOOKING REPORT PROCEDURE

The Fresno Police Department has the responsibility to provide reports to Juvenile Probation on many juvenile cases for filing. Records Bureau personnel are compliant with the following

procedures, in assuring that reports are attainable by the Fresno Police Department Detectives, who are in need of processing the reports in a 24-hour time period for Juvenile Probation. The procedures are to guarantee that the listed In-custody Juvenile Reports are accounted for and available when needed by Detectives and Juvenile Probation.

A daily Juvenile Booking Report will be faxed from Juvenile Hall to the Records Bureau at approximately midnight on a daily basis. The faxed paperwork is a daily log of juveniles who were booked into Juvenile Hall in a 24-hour period.

The Juvenile Booking Report will be retrieved by Public Counter personnel, who will be responsible for making an additional copy of the Booking Report, and the submittal of all paperwork to the Case Clearance Clerk.

The Case Clearance Clerk will send one (1) copy of the Booking Report to the sergeant assigned to each unit, while utilizing the other for verification.

Case Clearance will verify that the original reports on the Booking Report list have been submitted to the Records Bureau. If the report has not been submitted, the supervisor must be made aware of this, so contact of the officer at the District Station can be made.

The Booking Report list will be handled in the same manner as the Last Day-to-File list from the Prosecution Liaison Office. After the Juvenile Booking Report list has been verified, it will be filed with the Adult 'Last-Day-to-File' lists at Case Clearance.

Clerks will check the dictation system to ensure that any reports on the Booking List will be typed before 0900 hours of that day. If a report needs a priority change to ensure that the report will be available for filing, please advise the Records Supervisor.

Case Clearance will attach a (fast track) hot-pink sheet of paper to reports that are on the Booking Report.

All positions that handle reports that are fast track should process the reports as soon as practical, ensuring the availability by 1000 hours of that day.

XV. CRIMINAL INFORMATION & INTELLIGENCE (CII Desk)

PURPOSE

To ensure that records are maintained by Court ordered statutes and laws.

This position handles highly sensitive and classified information. Responsibilities include the sealing of juvenile and adult sealing of criminal records (from all manual and computerized systems), background checks for law enforcement agencies, and prison requests for reports and dispositions on inmates for rehabilitation or parole hearings.

DUTIES

Local Criminal History Requests

Records Sealing (Adult & Juvenile)

Purge (Complete & Partial)

Miscellaneous Requests

CRIMINAL HISTORY INFORMATION DESK DUTIES

1. *Local Criminal History Requests*

These requests are both mailed in and requested in person at the Public Counter. The front portion of the "Local Summary Criminal History Information Form" should be filled out by the requester and signed. A photocopy of the requester's valid photo I.D. and a copy of their receipt should be attached to the application and put in the CII in box.

CII personnel will request any off-site requests to the needed to complete Criminal History. Once the cases are copied, the back portion of the Criminal History Request Form is filled out. All arrests and cites are typed on the form, along with the date of arrest. Type "Contact Court for Dispositions" in the area for disposition information. Make a copy and the original Criminal History Request Form is mailed to requester and the copy is filed. If the request came in via the Public Counter, completed requests are filed in the designated cabinet in Records, under Criminal Histories Ready for Pickup.

If the requester does not have a criminal history with our Department a "Good Guy Letter" is completed, a copy of the letter is made for our files and attached to the application for the criminal history.

2. *Sealing*

a. *Adult Sealing*

When a request is made to seal a record, a petition to "Seal and Destroy Record" is completed. The citizen will be directed to take the Petition to Seal to the courthouse to begin the process. The Fourth Floor of the courthouse is for Misdemeanors or Floor B-1 for Felonies. The form must contain all the information relating to the arrest. Information needed includes date of arrest, arresting agency, charge, correct name, DOB, and when adult was arrested.

When the citizen returns to Fresno Police Department for further processing, an RMS check is run on the citizen in all systems. The report or reports necessary to complete process will be copied and sent to the Fresno Police Department Legal Advisor. The Legal Advisor will determine whether to grant or deny the petition. Having made the decision, the Legal Advisor will fill out the lower portions of the petition and return it to the citizen.

If the petition is denied, the reverse side of the form will inform the sequestered to contact the Municipal or Justice Court. A person had to have been found factually innocent to have his record sealed.

The CII Desk Clerk will make a copy of the petition and mail the original back to the requester and file the CII Clerk's copy.

If an RMS check comes back negative, a hand search of the SOUNDEX and Arrest Books are made. If still no record shows, then type "No Record Found" on the petition and mail back to the requester.

b. **Record Sealing Notification**

When a Record Sealing Notification and RAP sheet is received from DOJ, we will destroy any marked portion of this subject's Criminal History record.

We will do a RMS check and print out a copy of his contacts. If he has a Fingerprint Card and photo with the bureau, we will request both and let them know that this is an Adult Sealing; so that can destroy any other records that may have.

The personnel assigned to seal will then go into the RMS System and purge all information on this subject, aliases, FPD Numbers, everything! All information is then put in a brown manila folder, sealed, and destroyed after three years.

c. **Juvenile Sealing**

When a Juvenile Sealing is received from Juvenile Hall, make a copy of the sealing, stamp with the certification stamp, date and mail to Juvenile Sealing Personnel at Juvenile Hall.

After making the copy, run his/her name in RMS, make a printout of his/her contacts and attach printout to the Place sealing in alphabetical

order and type names of juveniles on a list, along with the DOB and FPD number, if any. Send to the Technical Services Bureau (TSB). The sealing personnel will make a copy of the list for the files.

TSB will check the files for any juvenile contacts and purge them from their files, then send any photos and Fingerprint Cards to CII Clerk. Any Fingerprint Cards and photos sent from the TSB should be checked to ensure that the subject was not booked as an adult under the same FPD number. If the FPD number was also used when the subject was an adult, any juvenile arrest showing on the Fingerprint Card should be removed and card should be sent back to the TSB. Photographs and fingerprints taken will be stapled to the Juvenile Sealing and RMS printout.

On the upper right hand corner of the subject's printout, write if the transaction is a complete or a partial purge, and the month and year the juvenile turned 18 years. Any arrests before the age of 18 will be purged.

3. *Complete Purge*

A complete purge will be done when the arrests on the subject's record were committed when he was a juvenile and there are no other contacts on his record where he was a victim.

4. *Partial Purge*

A partial purge will be the removal of any arrest contacts, FPD number, CII, or FBI number where the subject was a juvenile. Any contacts where the subject was listed as a victim, and he was a juvenile, will remain in RMS. Any adult contacts as a victim will also remain.

By reviewing the RMS printout, the CII clerk will determine which entries will need to be purged. The clerk will then go into CSUM and RMS to make deletions.

On a blank screen, type in "CSUM" and the juvenile's Master Name Index (MNI) number, then press enter. All contacts will come up, one at a time, starting with the most recent arrest and victim contacts. Look at the printout and line feed until the entries marked have to be purged.

When an entry is to be purged, double check the printout, then type a "D" on the top left-hand corner and press "Enter." The bottom of the screen will show record "DELETED." If there is more than one entry that needs to be purged, just repeat the above process.

On the RMS printout there may be contacts that cannot be purged by the CII clerk, and will show up under final "REF-NO" with an arrest number or File Control Number (FCN). These entries will have to be deleted by the Supervisor in the Crime View Bureau. A copy of the juvenile's printout with the entries that need to be purged and a note stating, "Juvenile Sealing, Please Delete" will be sent to the CVB Supervisor. The entries that need to be deleted should be highlighted. Once the deletions have been made, CVB Supervisor will return the printout, stating that the entries have been purged.

After all the purges have been made, then go into the rename screened, and delete the juvenile's name if it is a "complete" purge. If it is a "partial" purge, any FPD numbers, CII numbers, or FBI numbers would be purged. All other information on subject would remain.

Once the arrest contacts and any other miscellaneous numbers or information has been removed, run another RMS ANI printout on the subject. Attach the printout to the Juvenile Sealing, Fingerprint Card and photo, if any, to the original RMS printout. The CII clerk should double check their work to ensure that all juvenile contacts have been purged.

After double checking work, the CII clerk will type the juvenile's name on a log, along with the MNI number.

Once the log is completed, a copy is made and sent to Juvenile Probation.

After purging and logging the sealing, the logs are then put in a manila folder with the juvenile's name on the left- hand side and the date of the purge on the right-hand side and then filed away. Then logs will be destroyed after three years.

Another Juvenile Sealing form is sent from the Probation Officer/Youth Accountability Board. This type of sealing usually deals with one incident. It will give the date, charge, and case number of the arrest. With this type of sealing, only the arrest listed will be purged.

A RMS check is made and the printout is attached to the petition. The same purging steps are followed with this sealing as with the other Juvenile Sealing.

6. *Miscellaneous Requests*

Miscellaneous requests may include background checks from other agencies; requests from prisons for copies of cases regarding inmates via mail and teletype; mail and teletype requests from other law enforcement agencies, both local and out-of-state requesting background checks and cases.

If unsure of a release, advise the subject that a decision will be determined within 10 (ten) days. Then refer the request to the Records Supervisor.

XVI. VALIDATION PROCEDURES

Upon receipt of monthly validation printouts, separate the MISSING and Unidentified Persons printouts and route them to CSO assigned in Missing Persons. We do not validate those records.

VEHICLE AND BOAT VALIDATIONS

From monthly validation check list, use following format:

1. The MO shall be pulled and the information verified. The master case record shall be checked for any additional information or follow up report which may show a recovery; an unfounded, or revision of information not forwarded to teletype.
2. Resolve any problem and handle accordingly by modification, cancellation, or what ever action is indicated. If information requires a cancellation because it is not in the master case record, first verify with a supervisor or Auto Theft Detective assigned to the case, and then write a supplemental report of the action taken and why.
3. The vehicle plate and or VIN shall be run in the REG and SVS format to verify “hits” and registration information.
4. If the new registration reflects vehicle is now owned by an insurance company:
 - a. Stamp the MO in the upper right-hand corner with the red “INSURANCE” stamp to alert Public Counter staff.
 - b. Lightly cross out the old registration printout (so information is still readable) and attach the new registration printout showing the insurance company as owner to a new page.
 - c. Modify the vehicle/boat entry by changing the name of the victim to that of the insurance company, address, etc.
 - d. If you receive an insurance payoff letter with a case file, update the victim entry to show the Insurance Company as the new owner. If the insurance letter is received directly by the Validation Desk, make a copy of the letter, forward the original to Records, and attach the copy to the MO, after updating the victim information.

Once the victim is ascertained, use the appropriate form letter and send a validation letter on each outstanding vehicle/boat, enclosing a self-addressed

envelope to the victim. Make a copy of this form, attach to the MO, and return the MO to the outstanding files. Vehicle/Boat validations require written or verbal contact with the victim.

5. On receipt of return responses by mail (or verbal communications):
 - a. Stamp the form letter with the VALIDATION stamp, dating, initialing, and indicating the name of the person information was received from. On the verbal contact, no copy will be necessary.
 - b. Attach the original to the MO or clear from system, and file, according to the response.
 - c. Do a follow-up report on any cleared or canceled.
6. If letter is returned as “Moved: No Forwarding,” follow the below procedures:
 - a. Call the home/work number from the original MO as the same home/work number may have been retained.
 - b. Call any additional listed RP, Victim 2, or Witness that may have knowledge of the victim's new address or telephone number.
 - c. Check new RMS for any police contacts with current address/phone.
 - d. Run DMV registration and CDL inquiries for possible new registration and address.
 - e. Call FSO for any recent contact that may have occurred with victim.
 - f. Check telephone directory and information.
7. When these additional attempts to contact are unsuccessful:
 - a. List the case numbers on the “Undelivered” Vehicle Validation Sheet.
 - b. Return the MO to the un-recovered MO drawer, and try again in a month or so.
 - c. If still unsuccessful, contact Auto Theft Detective with a request to cancel the entry due to the inability to locate victim to validate.
 - d. If approved, cancel the entry and write a follow-up report supporting the reasons for cancellation and the name of Auto Theft detective approving same.
8. Be sure there is an “AID” hookup on Vehicle/Boat records stolen under the same case number. If not previously done, do this upon validating.

9. Special instructions on Boat Validations; most entries are highly lacking in data of non-mandatory. When a registration exists on a boat, the Department is charged with errors for not filling in non-mandatory fields. Pull the DMV and CJIS books to help decipher the codes to fill in these fields. "Cheat Sheets" are available to assist in the translation of the codes.
10. When completed, Validation printout may be discarded.

VEHICLE PART AND BOAT PART VALIDATIONS

From monthly Vehicle/Boat Part Validation List, use following format:

1. The master case record and any supporting documents shall be pulled and compared to the parts listed on the validation sheet for accuracy, and to determine if there has been a recovery that Teletype was not notified of. If a recovery of the part has been made, using a teletype form, cancel it from the system.
2. Part numbers should come by way of supplemental reports or teletype forms from Auto Theft. Teletype Operators are not to enter a VIN and categorize that it is a part number of a stolen engine or transmission. Engines and transmissions are primarily entered as only segments of the VIN with special coding in most cases. In all cases, on Japanese makes, the Auto Theft Detective will contact the victim to ascertain if the engine and/or transmission is the original from the factory or a new replacement. The Auto Theft detective then must call NCIB to acquire the proper identification numbers for entry of these items.
3. Use the "Cheat Sheet" provided to assist validating the correct coding and configurations on American made vehicle parts. If the coding disagrees with Auto Theft's codes, contact the detective in every instance before making any modifications. It could be an error.
4. Document any changes by supplemental report or on a teletype form for case attachment.

NOTE: Boat parts are seldom on validation sheets; however, an outboard motor is always to be entered into Parts as a separate item from the boat itself. Unlike inboard motors, outboards are detachable and not a part of the boat. Boat part serials take the 11 serial number, unlike vehicle derivation numbers. This information should come from the report taker, not Auto Theft.

5. Once the list has been completed, validation sheet can be destroyed.

LOST/STOLEN LICENSE PLATE VALIDATIONS PROCEDURES

When validating lost/stolen plates, members shall:

1. Pull the master case record and check for accuracy of entry and any supplemental reports showing recovery information that was not forwarded to Teletype. Cancel any recoveries on Teletype form for case attachment. Modify any errors of entries. Re-confirm how many plates were on the vehicle and how many on "Recovery Statues.
2. Run plate in LICENSE PLATE CHECK (REG/SVS) to see if still outstanding in system and review the registration printout to see if the vehicle was sub-plated to replace the stolen plate. If registration doesn't indicate a sub-plate and it appears that the vehicle is still being driven with the remaining plate, check the printout for Stops to determine if there is a caution code that the other plate is still on the vehicle. If there is a caution code, disregard and continue validating. If there is no caution code, contact the victim and inquire if they are, in fact, driving with the one remaining plate still on the vehicle. If it is confirmed that are, modify the entry to show that the remaining plate is still on the vehicle. Advise the victim that the vehicle could be stopped for having a stolen plate.
3. If registration shows the owner is an insurance company, salvaged or junk, disregard contacting subsequent owner.

When validations are complete, discard validation printout.

FIREARM VALIDATIONS

When validating firearms entered into Automated Firearms System (AFS/NCIC) from monthly validation DOJ or NCIC printout, use the following format:

1. Each page shall be worked through to completion, highlight each case number and pull the master case record, ensuring that all documents are retrieved.

The master case record shall be checked for any recovery information on the weapon, whenever the weapon has been recovered.

2. Pull the complete case report and compare the entry against the case, checking for any modifications, recoveries, etc., and take whatever action is indicated. Run each weapon through AFS/NCIC to see if there are any entries involving the weapon and handle accordingly. Should a possible hit return on the gun (any activity on the weapon after it was reported stolen to us); forward the information to Investigative Services Division-Felony Theft for follow-up. Any dispositions should be then handled by them.

3. Use extreme caution where a Dealer's Record of Sale (DROS) is involved, or other type of historical entries on what appears to be the gun, as many gun manufacturers duplicate their serial numbers, calibers, types and actions, but do not duplicate the model names or numbers. Therefore, the model/make/number must agree for it to be an exact match. When the serial, make, caliber, type, and action match a like record, it will come back with a "MATCH" on a DROS. Only if the model name and/or number agree, is it, in fact, a match. This information is misleading, so use caution in assuming it is the same gun. If positive it is the same weapon, utilize information from the DROS to help fill in data on the entry that may have been lacking, such as barrel length and color.
4. Any changes made on the entries should be documented on a Teletype form for case attachment with reasons for corrections/modifications or cancellations noted.

When list is completed, it can be destroyed.

PROTECTION ORDER VALIDATIONS

1. Contact the court to ascertain if expiration date on the order is still current or if modifications have been made. This can be done with either the appropriate form letter or telephonically.
2. If modifications have been made and the master case record does not reflect this, request the court to FAX, mail, or even telephonically advise of the current status.
3. Endorse the copy of the ROS with the VALIDATIONS stamp, writing in the name of the person who gave the updated information or confirmed the status.
4. Write the date and your initials, as well as, making any modifications given to you by the court in regards to the order.
5. Attach paperwork involved to the ROS and file it in the appropriate drawer.
6. When the Validation List is completed, it may be destroyed.

SECURITIES VALIDATIONS

Pull original case and supplemental reports, comparing all data fields against case report and validation list. Inquire on each security entry through NLETS. If still outstanding and no supplemental reports show recovery, check the inquiry response out for thoroughness. If any modifying needs to be done, modify record and proceed to next entry.

When list is completed, it can be destroyed.

RESTRAINING ORDERS/EPO

1. Review all Restraining Orders and Emergency Protective Orders (EPO) entered into CLETS for accuracy and completeness, and modify any necessary changes in data or status.
2. If necessary, contact the officers who have made errors and have them submit a corrected copy.
3. Contact the courts for any clarification needed.
4. Prepare the EPO Issue/Expiration dates for DCB, Teletype, and CAD Info File. Complete monthly, quarterly, and year-end EPO Flow Charts for Records Manager, Teletype Supervisor, and Domestic Violence Unit.

MISSING PERSON VALIDATIONS

The Missing Persons Unit handles the Missing Persons Validation List.

VALIDATIONS

Records are subject to Validation each month. The validation process requires that contributors validate and certify all records in all files included in the validation list from DOJ, (e.g. Restraining Orders, Vehicles, Boats, Vehicle Parts, Vehicle License Plates, Firearms, and Securities. Each validation vehicle, plate and /or VIN, boat, vehicle part, securities, firearms, and restraining order must be run to verify the hit and registration information). There is an average of 245 items to review and validate each month.

In addition to comparing each record on the validation list with its source documents and supplemental reports, the validation clerk must attempt to consult the appropriate complainant, victim, prosecutor, court, motor vehicle registry files or other appropriate source or individual.

This requires validation letters of inquiry to be sent on each outstanding vehicle/boat, restraining order and any license plates that are not sub-plated out to victims and courts to verify the information is correct and the status is still lost, stolen, or active. A copy of this form is made and attached to vehicle/boat MO and restraining order and returned to the file. A follow-up is done on any cleared or canceled record through the validation process.

When the validation letters are returned, are reviewed and any change to data or status are made to the entry, marked off the validation list as returned, and then attached to the case. A follow-up is done on any cleared or canceled record through the validation process.

1. If a validation inquiry letter is returned as “Moved No Forwarding Address,” attempt to contact the victim or reporting party from the number on the original report as may have moved but kept the same home/work number.
2. Call any additional listed RP, Victim 2, or Witness that may have knowledge of the victim’s new address or telephone number.
3. A check of the new RMS is made for any police contacts with a current address/phone.
4. Run DMV registration inquiry by Name for possible new registration and address, and also run CDL for possible update.
5. Call FSO for any recent contact might have had with victim.
6. Check telephone directory and information for possible new information.
7. When these additional attempts to contact are unsuccessful, list the case numbers on the undelivered validation sheet and try again in a month or so to locate the victim.

Each automated record must be compared with originating case documents regardless of the age of the case or location of the originating documents. All records are reviewed for accuracy and completeness, and any necessary changes in the data or status have been made. A Validation Certification Letter is then mailed to DOJ by the validation due date.

OTHER DUTIES

1. Prepare all records that are maintained in the Criminal Justice Information System (CJIS) and the data bases that are managed by NCIC for yearly internal audit by DOJ and NCIC.
2. Monitor and assist other clerks with new RPW Alert system and troubleshoot any problems that arise and notify FAS of any modifications or updates that need to be made.
 - a. There may be entries that need to be “mapped” before Teletype personnel can make an entry before the mask will automatically pop up.
 - b. Add new codes for new vehicle makes, models, property, guns, etc., as come up to the E-COMM dictionary.
3. Monitor CLETS programming changes for the various data bases with the new NCIC 2000 data field codes; submit program changes to accommodate the NCIC 2000 record formats to the persons responsible for programming and updating

our agency’s Criminal Justice Information Services (CJIS)/National Crime Information Center (NCIC) reporting systems.

4. Train new clerks in Teletype on RPW Alert, Stolen Vehicles/Boats, Vehicle Parts, Vehicle License Plates, Impounds, Tow/Store, Repossessions, Recovered Stolen, Property, Firearms, Securities,

XII. FORMS CONTROL PROCEDURES

ELEMENTS OF FORMS CONTROL

Central responsibility

Written policy

Forms inventory

Form numbering and revision

Form ordering and supply

CENTRAL RESPONSIBILITY

The responsibility for forms control in Records is centralized to a Records Supervisor who is responsible for the following:

Maintain an inventory of agency forms

Number new forms

Assist in consolidation of duplicate forms

Assist in form revisions

Order forms

Maintain adequate forms supply

Maintain a location guide

WRITTEN POLICY

The directive written for forms control is to identify any policies set forth and to establish procedures. It is designed to ensure uniformity and compliance. The following are the objectives:

Promote consistent policies

Prevent the use of unauthorized forms

Prevent duplicate forms

Control form volume

Ensure adequate form supply

FORMS INVENTORY

All forms used by an agency have an identification policy. This is accomplished by the use of a forms inventory. The inventory consists of listing all current agency forms.

Two files are established to accomplish this:

- a. A numerical file - A collection of all forms by form number as well as which government agency the form is from. Example: Department of Justice, Judicial Council, California Highway Patrol, D.M.V., Fresno Police Department, etc.
- b. A functional file - A collection of all forms by form subject or function. There is a folder for each particular subject as follows:

Administrative forms

Log forms

Report forms

Routing forms

Supplemental forms

Traffic forms

Vehicle forms

Release requests/reports, information, criminal history

FORM NUMBERING AND REVISION

Each form is numbered with a specific form number. Some forms are numbered by the originating agency numbers as in Department of Motor Vehicles, Department of Justice, California Highway Patrol, etc. Others are Police Department forms and are numbered accordingly. Some forms originate from the Patrol Division and some forms are Records Forms.

When a new form is developed, the forms coordinator is notified so the proper volume of form can be ordered. If a form is being revised, the forms coordinator is also notified so the form is not re-ordered prior to being revised. Once the revision is complete, the forms coordinator is notified.

FORM ORDERING AND SUPPLY

The volume ordered of any given form is determined by usage and reorder criteria for each form. This information is maintained in file folders, which also contains the specifications, if any, that are needed for each form.

A reorder indicator is placed in the appropriate place unless the forms are boxed. Then the forms are ordered when a determined number of boxes are remaining.

All order forms are kept on a clipboard in the Records Supervisors' Office for view by any supervisor/manager upon noticing form supply may be low.

Upon receipt of form, a copy of reorder sheet is placed in file for reference.

XIII. FORMS CONTROL DIRECTIVE FOR FRESNO POLICE DEPARTMENT

PURPOSE

The purpose of this directive is to establish and ensure procedures for the revision, evaluation and consolidation of forms and to provide an efficient forms process through numbering, ordering, and inventory of forms used by the Fresno Police Department.

RESPONSIBILITY

1. The Records Commander retains the responsibility for the maintenance and monitoring of all forms for the Department. The Records Commander ensures that the forms used are in conformance with the procedures set forth in the general/standing orders. The Records Commander appoints a responsible person to be the coordinator of all forms activities.
2. The Forms Coordinator is responsible for maintaining the forms, ordering forms, maintaining a location guide, keeping the forms in an orderly system, assisting in form revisions, and keeping the Records Commander advised of any changes needed in the Forms Control process.
3. The Patrol Support Division Commander retains the authority for final approval prior to any printing request being processed.

FORM DEVELOPMENT AND REVISION

1. Any employee may propose the creation, revision or consolidation of forms that would increase efficiency or effectiveness of the Fresno Police Department.
2. Employees shall forward the suggested form or revision to the Records Commander.

3. Prior to approval, the proposed form or revision must be reviewed and evaluated by the appropriate staff in the Personnel Section of the Fresno Police Department. These are the staff working directly with the forms and have knowledge about the procedure the form addresses.
4. As necessary, the Division Commander/Records Commander will present the form or revision to the Chief of Police for final approval.
5. The final approved draft of new forms will be assigned a unique number. Revisions should have the revision date added to the existing form number; e.g., FPD123 (Rev. 01/01).
6. A copy of this form will be placed into both the numerical and the functional files.
7. The Records Manager will be responsible for the training of personnel in the usage of any new or revised form with a briefing memo to be read during the briefing for each shift.

XIX. FORMS CONTROL FRESNO POLICE DEPARTMENT INVENTORY

ADMINISTRATIVE FORMS

	Name	Number
1.	Interdepartmental Memorandum - Short form (yellow)	
2.	Interdepartmental Memorandum - Long form (duplicate)	CC-218
3.	FPD Memo Letterhead	
4.	City of Fresno/FPD Letterhead	
5.	Public Opinion Survey	CC-281 (03/00)
6.	City of Fresno/FPD Peer Recognition Form	
7.	Invoices	(Ongoing)
8.	False Alarm Response Cards	
9.	Copy paper	
10.	Teletype printer paper	
11.	Dictation machine printing paper	
12.	Envelopes	

- a. Letterhead/return address
 - b. Letterhead/right window
 - c. Letterhead/left window
 - d. Validations Clerk return envelope
 - e. Legal/plain
 - f. Letter/plain
 - g. Manila (Sizes 5x7, 9x12, 10x13, Interdepartmental Routing)
- 13. RESTRICTED Face sheet for restricted reports
 - 14. CONFIDENTIAL Face sheet for restricted/confidential reports
 - 15. Employees change of address form

LOG FORMS

- 1. Leave Calendar CC-219
- 2. Teletype - Property entry log Rev. (01/11/01)
- 3. Transcription Log Rev. (04/10/98)
- 4. Audit Trail for Listed Cases
- 5. Supplemental Case Log (for cases not found on Case log)
- 6. Problem cases/corrections
- 7. FPD Records Late Case Notices Log

REPORT FORMS

- 1. Law Enforcement Report Form (LERF) Rev. (01/09/96)
- 2. Narrative
- 3. Follow Up Rev 08/78
- 4. Missing Person
- 5. Missing Person Close-Out
- 6. Detective Follow Up Close-out

- | | | |
|-----|--------------------------------|----------------|
| 7. | Juvenile Arrest Report (JAR) | |
| 8. | Burglary Form Letter | CC-160 (03/95) |
| 9. | Burglary Form Letter (Spanish) | CC-63 (02/94) |
| 10. | Drug Influence Narrative | CC-144 (06/95) |
| 11. | Bomb Threat | Rev. (05/95) |

ROUTING FORMS

- | | | |
|-----|---|-----------------|
| 1. | City of Fresno Inter-office Routing Slip | SF-500 (03/98) |
| 2. | FPD Internal Routing Slip | CC-55 (07/98) |
| 3. | Transcription Report Routing Slip | |
| 4. | Transcribed Reports with no face page | |
| 5. | City of Fresno (While You Were Out' phone routing slip | |
| 6. | Records Request Form (Inter-Agency) (Blue) | |
| 7. | Late Case Notice Return | Rev. (08/03/00) |
| 8. | VOID page for filing folder | |
| 9. | LAST DAY TO FILE (pink) Place on reports to be processed ASAP | |
| 10. | Request for Controlled Document form | |
| 11. | Request for additional information or follow-up | |

SUPPLEMENTAL FORMS

- | | | |
|----|--|---------------------|
| 1. | Controlled Document | CC-207 (12/94) |
| 2. | Probable Cause Declaration | CC-278 (02/11/00) |
| 3. | Missing Person Letter | CC-58 (11/99) |
| 4. | Child Abuse Investigative Report | SS 8583 (01/98) |
| 5. | Property Loss Notice | SF-3176 W-5 (02/93) |
| 6. | Arrest Tag | |
| 7. | Emergency Protection Order Application | JC 1295.90 (01/99) |
| 8. | Proof of Service for EPO | CC-204 (10/94) |

9.	Invocation of Standing Order/custody Exchange	CC-255 (12/98)
10.	Muni-Court Judicial District Violation of Probation	CC-211 (09/95)
11.	District Attorney Child Abduction Unit Form	CC-254 (12/98)
12.	Tow Information Sheet	CC-209 (11/98)
13.	Tow Information Sheet (Spanish)	CC-260
14.	Detective - Request for Increase In Bail	
15.	Hearing Information Sheet-Non English Speaking	DS 700 (09/93)
16.	Verbal Notice by Officer, D.M.V., or Court Employee	DL 310 (06/95)
17.	Notice of Priority Re-Examination of Driver	DS 427 (04/99)
18.	Financial Responsibility	SR 1A (10/90)
19.	Notice of Correction - Cites/proof of Service (Judicial Council)TR-100	(01/01)
20.	Teletype Message Forms	Rev. (01/92)
21.	Teletype Gun Entry Form	Rev. (03/92)
22.	Vehicle Worksheet	09/90-37/347
23.	California Firearms Injury Report	CC-288 FD016 (4/00)
24.	Electronic Immobilizing Device Report Form	
25.	O.C. Application Report	CC-285 BCIA-1014 (04/00)
26.	Field Interrogation Booklets	
27.	Fresno County District Attorney notice of Asset Forfeiture Procedures (3x)	
28.	FPD Administrative Citation FMC Violations	CC-27 (12/06/00)
29.	FPD Private Property Vehicle Abatement Worksheet	CC-274 (12/06/00)
30.	DOJ Firearms Program: Report of Handgun Ownership	
31.	Sexual Assault Victim Information P.C. 13701	(Rev 10/98)
32.	FPD Accident - Driver Information Exchange	
33.	AWS Designation/Approval/Time Transfer	CC-398 (3/01)

34. Unit Survey

TRAFFIC FORMS

- | | | |
|-----|--------------------------------------|-----------------|
| 1. | CVC 10851 Form | I.D. 1005 |
| 2. | License Plate Info Only | I.D. 1005 |
| 3. | CVC 14601 Form | CC-156 (03/95) |
| 4. | Sobriety Report | I.D. 1005 |
| 5. | Vehicle Report Form (VRF) | CC-216 (06/95) |
| 6. | Officer Statement - Age 21 or Older | DS 367 (11/98) |
| 7. | Officer Statement - Under Age 21 | DS 367M (01/97) |
| 8. | Traffic Collision Report | CHP555 (08/97) |
| 9. | Injury/Witness/Passenger Sheet | CHP555 (08/97) |
| 10. | Narrative Supplemental | CHP556 (07/90) |
| 11. | Truck/Bus Collision Report | CHP555D (05/99) |
| 12. | FPD Counter Traffic Collision Report | FPD |

VEHICLE FORMS

- | | | |
|-----|--|----------------|
| 1. | Abandon Vehicle, Private Property Storage Waiver | CC-280 (02/00) |
| 2. | Legal Owner Repossession Form | CC-32 (06/00) |
| 3. | Letter Advising Storage of Vehicle | CC-165 (07/99) |
| 4. | DMV Paperwork Only/personal Property Release | CC-116 (03/94) |
| 5. | Jail Release Form - Auto/Property | CC-170 (05/98) |
| 6. | Vehicle Release Waiver | CC-223 (01/96) |
| 7. | Impound Vehicle - Notice of Special Instructions | CC-256 (01/99) |
| 8. | Release of Liability/Vehicle | CC-10 (02/94) |
| 9. | Recovery Letter | CC-165 (02/94) |
| 10. | Impound Stickers (orange) | |
| 11. | Warning Cards (pink) | CC-79 (02/96) |

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|-----|--|----------------|
| 12. | Vehicle Abatement Warning Notice | CC-276 (12/00) |
| 13. | Private Property Vehicle Abatement Worksheet | CC-42 (12/00) |

RELEASE REQUESTS: (REPORTS, INFORMATION, CRIMINAL HISTORY (STATE/LOCAL))

- | | | |
|-----|---|---------------------|
| 1. | Retrieval of Prior Event Request Form | |
| 2. | Authorization to Release Police Report | Rev 05/98 |
| 3. | Records Request Form (Blue-double sided) | |
| 4. | Application for Release of Information | CC-212 (05/98) |
| 5. | Additional Information Request | |
| 6. | Documented Event Report Information | CC-283 (03/00) |
| 7. | Application to Examine Local Criminal History | Rev. (05/98) |
| 8. | Application Obtain Copy of State Criminal History | BC11 8705 (03/95) |
| 9. | Result Letter for Adult Criminal History | CC-9 (02/94) |
| 10. | Request for Waiver/Authority Release of Information | CC-200 (06/94) |
| 11. | Petition to Seal and Destroy Arrest Records | CC-275 BC11 (01/96) |
| 12. | Release of Information Request/Custodian of Records | |

XX. ORDERING PROCEDURES

PROCEDURES WHEN ORDERING FROM PROPERTY & EVIDENCE ROOM

The Property and Evidence Supply and Order Forms contain only the supplies stocked by Property and Evidence.

Items not listed on these forms require approval and must be obtained by ordering through the Business Officer/Directory.

Supply order forms may be dropped off or faxed to Property & Evidence section at 621-4515.

All orders must have authorized person's signature and phone number before will be filled.

These forms have been designed to use only the pages required to order.

PROCEDURES WHEN ORDERING FROM BUSINESS OFFICE

There are pre-printed forms with the most used items from Office Depot. If an item needed is on these forms, complete Org. #, requested by, and authorized signature. Then send to Business Office.

If the item is in the Office Depot Catalog, complete blank Office Depot form with same above information, along with Item #, U/M, mug, Description, Page # and price. Then send to Business Office.

If an item is not in the catalog, complete the Equipment form and send to the Business Office. For new purchase items for \$300.00 or more, use a purchase order form and send to Business Office.

NOTE: The Pull Tickets for Public Counter Lobby are ordered on this form. Obtain the P.O. # from Business Office and proceed accordingly.

NOTE: When ordering from Office Depot, always list the U/M (such as each, sets, packages, etc.), whatever is listed in the catalog.

PROCEDURE FOR ORDERING COPY PAPER

Using the FPD Facsimile Cover Sheet, fax info for amount needed to Central Printing at 621-1335. There is a contract with them so order directly instead of going through the Business Office each time, due to volume ordered by Records. When volume is down to 20 boxes of paper, it is time to order 40 more.

PROCEDURE FOR ORDERING ARREST TAGS

Contact the North Jail Lobby at 1265 "M" Street, phone 488-2919, and request five (5) boxes. Then contact Communications and to have a wagon driver pick up the supply of arrest tags. Arrest tags are ordered, when the supply is down to 15 packages.

PROCEDURE FOR ORDERING EMERGENCY PROTECTIVE ORDERS

EPOS are obtained from the County Warehouse, located at 1963 E Street, phone 233-2800. Order when the supply is down to 10 packages.

PROCEDURES FOR ORDERING FROM CALIFORNIA HIGHWAY PATROL DEPARTMENT OF MOTOR VEHICLES FORMS

Use Supply Service Unit form, mark the correct quantity of forms needed and send to:

California Highway Patrol: Supply Services Unit

3350 Reed Ave

West Sacramento, CA 95605.

Using a form supplied by Department of Motor Vehicles, complete form with correct information and send to Department of Motor Vehicles, Forms Management Unit, P.O. Box 932382.

After ordering from either of these units, log information in folder for DMV/CHP and keep a copy of order on the letters Ordered" Clipboard in Records Supervisor's Office.

PROCEDURE FOR ORDERING MOST FORMS

For ordering most of the forms used in Records, complete the Equipment & Supplies Order Form with proper information, and send to Business Office c/o SADC.

EXHIBIT – GOOD GUY LETTER FOR LOCAL BACKGROUND CHECKS



Maniposa Mall
P.O. Box 1271
Fresno, CA 93715-1271

Police Department

Jerry P. Dyer
Chief of Police



Re:
DOB:

To Whom It May Concern:

A request has been made by _____ for a criminal record check from the files of the Fresno Police Department. This is to certify that as of this date, _____, we have searched our automated criminal index files and found no record to indicate that the above subject has been cited or arrested for the commission of any crime in the City of Fresno.

This search has been conducted of current record files only and may not reflect any citations or arrests that have been purged.

Sincerely,

Lieutenant Gregg Sanders
Records Bureau Commander

By:
Criminal Information Investigation Unit
Records Bureau
Fresno Police Department
(559) 621-2535

Professional, Effective, Timely