FONTANA POLICE DEPARTMENT

RECORDS TRAINING MANUAL

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ORIENTATION

CHAPTER 1: ORIENTATION

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WELCOME

The City of Fontana is located in San Bernardino County approximately 50 miles east of downtown Los Angeles. Fontana population, as of the 2012 Census is 200,762, making it the second most populous city in San Bernardino County.

The Fontana Police Department is recognized at the state and national levels for award-winning community oriented policing programs. Our priority is the community's safety, security and satisfaction.

We currently employ 196 Sworn Officers and over 100 Professional Staff members providing law enforcement services 24 hours a day, 365 days a year.

MISSION STATEMENT:

The Fontana Police Department is committed to protecting the community by providing quality "Service with Integrity". As an organization, we will continue to build diverse community-based partnerships. These partnerships will be guided by innovation and perseverance to ensure Fontana's future as a well-developed, dignified, and respected community in the Inland Empire.

TRAINING PROGRAM

Welcome to the Fontana Police Department's Records Division. Your training will be a demanding, yet a rewarding time in your career. During the next several months, you will learn how important your role is in the successful operation of the department. You will be assigned a mentor / training clerk / supervisor and will work closely with these individuals throughout your first year.

You will be introduced to a variety of departmental policies as well as many work rules within the Records Division. You will be given a tour of the department, and you will meet men and women throughout the department who will enrich your career.

Your trainer is the first person you should contact for questions and direction. Although your trainer has the responsibility to teach, the ultimate responsibility to learn will be yours. To be successful, you must make a commitment to learning that may seem uncommonly intense for the first few months.

The training program has been designed to maximize your exposure to the information, tasks, and equipment you will be expected to master. You will be trained one-on-one by your trainer. You will have adequate time to learn and develop the skills that you will need to perform proficiently. The mastery of specific tasks and information is not restricted to a set period of time, but rather a steady and gradual demonstration of progress.

You will be evaluated weekly by your trainer. This will enable you to see the progress you have made and help correct deficiencies quickly. To complete each phase and move on to the next, you must be able to assume the duties of each assignment, independently meeting the standards and goals. Once you have mastered an assignment, you will be "released" by your supervisor. "Released" means you are proficient in that topic and no longer need a trainer/supervisor to check your work for accuracy.

Our experience has demonstrated that after the training process, you should be able to comfortably assume a task with minimal supervision. After two years, you should be relatively comfortable in any situation. Relax and allow yourself to learn. The purpose of the training program is to make you competent.

USE OF THE TRAINING MANUAL

The Records Specialist training program is carefully planned and programmed in such a way that the new employee is exposed to as comprehensive a span of duties as possible during the 12-month training period.

This guide has been set up so that information is in small chapters, or phases, that coincide with the actual records functions. This also means that several people can become involved in your training without duplication or gaps, insuring standardization of the training procedures. It also provides a standard by which clerks can be measured as they progress through the program.

The training manual is to be used in conjunction with your training schedule. Each chapter contains the information pertinent to the topic.   Many chapters will contain goals and standards. You will be considered competent in a specific task and released for independent work once the proficiency standards are met. Your training schedule will be signed off by the training clerks and/or your supervisor.

Remember, you hold the key to your success. Be alert and assertive. Actively participate in the process. ASK QUESTIONS.

It is your responsibility, as the trainee, to solicit further clarification from the trainer on any materials or procedures contained in this guide or given verbally during the training process which you may not fully understand.

It is the responsibility of the Clerk in training, while on duty, to possess and maintain this training manual at all times during the training period and to present it for inspection upon the request of any authorized trainer or supervisor.

ORIENTATION

ORIENTATION-PHASE 1	INITIALS AND DATE		
	(Trainer)	(Trainee)	
	Material Shown/ Discussed with Trainee	Acknowledged /Received by Trainee	
Training			
• Your Training Program			
• Use of Training Manual			
• Instructions for Trainers			
Organizational Structure			
• Chain of Command			
• Organizational Chart			
• Records-Our Role in the Organization			
• Overview of the Criminal Justice System			
• General Orders			
• Personnel Report			
Tour of Facilities			
• The Building Tour			
Work Rules and Policies			
• Work Days			

• Work Hours			
• Shift Changes			
• Absences			
• Maintenance of Desk/Division			
• Seniority			
• Leave Policy			
• Payroll time Sheets			
• E-Mail			
• Overtime			
• Career Path/ Promotability			
• Evaluations			

ORIENTATION

ORIENTATION-PHASE 1	INITIALS AND DATE **(Trainer)** **(Trainee)**		
	Material Shown/ Discussed with Trainee	Acknowledged /Received by Trainee	
Office Protocol			
• Performance			
• Interpersonal Skills			
• Job Skills			
• Job Readiness			
• Gossip			
	Task/Material Demonstrated by Trainer	Knowledge/ Ability Demonstrated by Trainee	Proficiency Achieved
Office Equipment			
• Telephone System			
• Copy Machines			
• Fax Machines			
• Transcription Devices			
• Shredder Bin			
• Typewriter			
• Printers			
• Scanners			

Computers			
•			
• CAD (Computer Aided Dispatch)			
• CLETS			
• WebQuery			
• Laserfiche			
• Internet			
• Intranet			
• Microsoft Outlook			

INSTRUCTIONS FOR TRAINERS

All Records Specialist II are qualified as trainers. You proved that you have mastered each assignment and are able to share that knowledge with others. You will be assigned trainees by job function. For example, if you are assigned to be a trainer on transcription, you will be working with that trainee until they are released from the assignment by their supervisor. You will not necessarily be doing the same function as the trainee. For instance, the trainee may be on "transcription" for 4 weeks. You will be assigned directly with that trainee for the first week. Then the following weeks you may be assigned to data entry while your trainee remains on "transcription." You will make yourself available to that trainee for questions/clarification.

Keep in mind that each new Records Specialist will progress at different levels and time frames. As a trainer, you should not "push" or "hold back" a trainee in any area. Progress of each new clerk will depend on past experience within the law-enforcement environment, past use of computer experience and familiarity with basic office procedures.

Keep an open line of communication between yourself and the trainee. You are the person they will contact for questions and direction. It is your responsibility to teach, but the ultimate responsibility to learn is on the trainees. Keep in mind it is difficult to break bad habits. Teach them correctly the first time and force them to practice it. You will be expected to fill out a weekly review on your trainee. It is imperative that you be honest in your review. The purpose of these reviews is to enable us to see the progress they have made and help correct deficiencies quickly. You are not helping the trainee or the rest of the Records Division by passing someone along that is not ready. Once you have filled out the review, discuss it with the trainee and then give it to your team's supervisor. When you feel the trainee is ready to be "released", notify your supervisor. Sign off the trainees training sheet in their training manual each time they are "released" from a duty. Once the entire page is "signed off" give it to their supervisor. Keep a copy for the trainee's training manual.

EVALUATIONS

A very important part of your training process is the documentation of job performance through written evaluations. They serve as an indicator of strengths and weaknesses and provide guidance on how to correct any deficiencies that may exist. Should any problems arise, they will be documented in written evaluations. Documentation of performance deficiencies are never intended as criticism, but rather a constructive method for improving and enhancing performance. Positive progress will also be documented in evaluations. It is as important (if not more so) that the clerk be recognized for a job well done, as it is for the clerk to be aware of any problems.

Each new clerk will be evaluated on a weekly basis during the training program to monitor their progress. Probationary employees will also receive a 6-month evaluation.

Numerical Ratings for the Goals	Category and Definitions
5	**FE – Far Exceeds Expectations:** • May be unique, often one-time achievements that measurably improve progress towards Unit goals. Easily recognized as a top performer compared to peers. Demonstrates high-level capabilities and proactively takes on higher levels of responsibility. Worked throughout the day with limited supervision and demonstrates a 'go getter' attitude. 　○ Reserved for work that is truly extraordinary across the board. It could involve unique, one-time initiatives that require the mastery of different skills and a significant time commitment to skill building and completion of case processing.
4	**EX – Exceeds Expectations** • Consistently demonstrates high level of performance. Consistently works toward overall objectives of the Unit and organization. Demonstrates high levels of effort, effectiveness, and judgment with limited or no supervision. 　○ Applies to an employee who consistently demonstrates a high level of performance. Throughout the day, the employee worked "above and beyond" to successfully achieve goals and they often worked with very limited or no supervision.
3	**ME – Meets Expectations** • Consistently demonstrates effective performance. Viewed as someone who gets the job done and effectively prioritizes work. Contributes to the overall objectives of the Unit and or the organization. Achieves valuable accomplishments in several critical areas of the job while processing case load. 　○ Describes employees who consistently demonstrate effective performance, who get the job done and effectively prioritize work. Typically, the majority of employees will receive an overall rating of 3.
2	**DR – Development Required** • Working toward gaining proficiency. Demonstrates satisfactory performance inconsistently. Achieves some but not all goals and is acquiring necessary knowledge and skills. 　○ Appropriate for employees who are new to their role and are still learning the skills of the position. This rating is also for employees who have an uneven or inconsistent performance. The employee might perform some goals well, but other goals require additional training, coaching, and feedback.
1	**NME – Not meeting expectations** • The quality of performance is inadequate and shows little or no improvement. Knowledge, skills, attitude and abilities have not been demonstrated at appropriate levels. 　○ Should not come as a surprise to an employee — regular performance discussions should have been in place consistently before this point of final assessment.
	NRT – Not responding to training • Incompetent levels of comprehension, skills and attitude.

FONTANA POLICE DEPARTMENT
RECORDS SPECIALIST
DAILY OBSERVATION REPORT

Task Assignment: _____

DAILY ☐   WEEKLY

TRAINEE:	TRAINER:	SHIFT / HOURS:	DATE:

RATING INSTRUCTIONS: Rate observed behavior on the scale below using the numerical value definitions contained in the standardized evaluation guidelines. You MUST comment on the most and least acceptable performance of the day. Although specific comments are required for all ratings of "1" and "NRT," you are encouraged to comment on any behavior you wish. Use category numbers to reference your narrative comments.
Check "NO" box if a category is not observed. Check "NRT" box if the trainee fails to respond to training.

		TRAINEE RATINGS			ACCEPTABLE SOLO SPECIALIST	Exceptional		
		1	2	3	4	5	NO	NRT
	PERFORMANCE TASKS							
1	PART A CASES							
2	PART B & MISC. CASES							
3	INVESTIGATIONS PRORITIES							
3	UCR CODES – FIELDS THAT GENERATE STATS							
4	AGGRAVATED AND SIMPLE ASSAULT							
5	MULTIPLE TEMPLATE SELECTION							
6	CAD/WEBQUERY & CALL CARD							
7	RAPS, DMV, ETC.							
8	JIMSNET							
9	8715 & 8716							
10	CLETS							
11	PROCESS TELETYPES: DATA ENTRY ON ALL TELETYPE CASES							
12	IN CUSTODIES; COURT CALENDAR							
13	ARREST DISPOSITION							
14	CHILD PROTECTIVE SERVICES							
15	COPIES: DA; COURTS; YOUTH ACCOUNTABILITY FORM; TRAFFIC COURT; FATAL TRAFFIC COLLISION REORTS; PC964 ADVISAL; FPD FORM 041							
16	LONG FORM – review cases							
17	PUBLIC RECORDS ACT							
18	ROUTINE FORMS - ACCURACY & COMPLETE							
19	PHONE CONSOLE							
20	MAIL, RECOVER LETTERS, PATROL/OFFICE SUPPLIES CHP 180 PROCESSING FOR STORED/IMPOUNDED VEHICLES – RECOVERY CALLS							
21	SCANNING, LASERFICHE, COPY MACHINE, FAX							
22	GRAMMER / DETAIL / NEATNESS							
23	APPROPRIATE DISTRIBUTION							

Trainee Initials:	FTO Initials:	SUP Initials:

	KNOWLEDGE									
24	DEPARTMENTAL & UNIT POLICIES / PROCEDURES									
25	PENAL CODE / CRIMINAL STATUTES / PROCEDURES; VEHICLE CODE; MUNICIPAL & FCC CODES									
	ATTITUDE									
26	ACCEPTANCE OF FEEDBACK									
27	VERBAL & WRITING SKILLS									
28	ATTITUDE TOWARD WORK									
29	RELATIONSHIP WITH OTHERS									
30	DEPENDABILITY / ADAPTABILITY									
	APPEARANCE									
31	PROFESSIONAL APPEARANCE									

AREAS OF STRONG PERFORMANCE
Comments:

AREAS REQUIRING IMPROVEMENT/DEVELOPMENT
Comments:

TRAINING LANDMARKS
Comments:

SPECIFIC TRAINING / TESTING CONDUCTED
Comments:

RECOMMENDATIONS FOR TRAINING
Comments:

TRAINEE COMMENTS:

MISCELLANEOUS COMMENTS

Report Types	Citations	Scanning	Distribution

TRAINEE: _____ DATE: _____

TRAINER: _____ DATE: _____

SUP : _____ DATE: _____

Trainee Initials: _____   FTO Initials: _____   SUP Initials: _____

CHAIN OF COMMAND

Sworn members of the Police Department are empowered as peace officers and answerable to the public they serve for their rightful exercise of that power. Civilian personnel, while not having the same level of authority as sworn officers, are, nonetheless, trusted public employees and shall conduct themselves in an exemplary manner at all times.

Michael P. Dorsey, Chief of Police is the administrative head of the department. He plans, directs, and reviews the work of the department, formulates departmental policies, and maintains discipline among the employees of the department. He maintains and promotes good public relations with the citizens and with all other law enforcement agencies.

A division **Captain** is a ranking officer designated by the Chief of Police to supervise and command a particular division of the department. He/she shall be generally responsible for the proper performance of all police duties by subordinates under his/her command. He/she shall, according to rank and seniority, assume the responsibilities and duties of the Chief of Police in his /her absence and upon assignment by same.

A **Lieutenant** is subject to directions from a higher command. A lieutenant has direct control over all members and employees within their command and is administratively responsible for all work of the department within their respective areas.

Sergeants are responsible for the enforcement of the rules of the Fontana Police Department's General Orders (G.O.) and any special rules and regulations pertaining to their tours of duty. They shall carry on such inspectional procedures as they deem necessary to ensure that during their tour of duty their subordinates are doing a proper job of law enforcement and fulfilling job responsibilities.

A **Corporal** performs all duties relative to the rank of police officer. In addition, corporals perform field training and/or complex investigation assignments; leads the work of others engaged in patrol, investigations or other special law enforcement activities and performs related duties as required.

Police Officers will be assigned to duties and responsibilities in connection with patrol of areas, preliminary investigation of crimes and apprehension of law violators as well as other functions of the police department that may be assigned by the shift supervisor. Officers will also handle traffic related activities, specialized investigation functions, training matters and any other duties as specified by the Chief of Police.

The **Police Support Services Supervisor**, under direction of the Administrative Services Division Commander, plans, organizes and supervises personnel assigned to the Records and Property units, and performs other related duties as required. He/she is the direct link between our agency and the Department of Justice (DOJ) and is responsible for all mandated updates and audits.

The **Records Supervisors**, under the direction of the Police Support Services Supervisor, are responsible for the daily organization and supervision of the Records Specialists on their shift; and performs other related duties as required.

The **Communications Supervisor**, under the direction of the Administrative Services Division Commander, plans, organizes and supervises personnel assigned to the Communications (Dispatch) Center, and performs other related duties as required.

Communications Personnel, under the direction of the Communications Supervisor, are responsible for answering the telephone, for dispatching officers and other department employees to the location of calls for service and other related duties.

Records Specialists, under the direction of the Police Support Services Supervisor and Records Supervisors, are responsible for such work on records, reports and statistics as may be assigned by their supervisor.

DIVISIONS WITHIN THE DEPARTMENT

ADMINISTRATION:

- Finance Unit
- Internal Affairs
- Personnel & Training – Recruitment
- Dispatch
- Property Unit
- Records Unit
- Air Support

FIELD SERVICES

- Patrol Unit
- Investigations Unit
- Field Evidence Unit
- K-9 Unit
- Fugitive Apprehension Team (FAT)
- Inland Valley SWAT Team

SPECIAL OPERATIONS

- Multiple Enforcement Team (MET)
  - Narcotics, Gangs, Rapid Response Team (RRT)
- Traffic Unit
- Fontana Leadership Intervention Program (FLIP)
- Animal Services
- C.O.P.E.
- Code Compliance
- Explorer Program

CHAPTER 2:

INTRODUCTION

CHAPTER 2: INTRODUCTION

- Records Unit Role in the Organization
- Overview of the Criminal Justice System
- Policy Manual
- The Building Tour
- General Work Rules and Policies
- Evaluations
- Office Protocol

RECORDS UNIT ROLE IN THE ORGANIZATION

As a member of records, you are part of a total public safety services team. You provide vital support functions while working toward the larger goals and objectives of our law enforcement agency, which include providing efficient law enforcement services to the citizens of Fontana. You are one of the first links in the chain of the criminal justice system. The work you process continues on to the District Attorney, the Superior Court, the Probation Department, the State Penitentiary, the Department of Justice and many others. You will attend a 40-hour POST accredited Records Specialist course. You will be working for approximately 8-10 months prior to attending so you will have some hands-on knowledge on which to base the course.

The role of Records is to be a professional unit, responsible for the accuracy, memory, dissemination, and retention of events and incidents which have been brought to the attention of the agency.

Upon accepting the responsibilities and challenges of the position, you will experience a level of personal satisfaction and achievement seldom encountered in a routine work environment. You should take pride in a job well done.

OVERVIEW OF THE CRIMINAL JUSTICE SYSTEM

CRIME COMMITTED

SUSPECT IN-CUSTODY

A. **Crime** - Crime is committed and the suspect is arrested

B. **Records** - Reports are given to a Records Specialists and information is entered in the Report Writing System.

C. **Copies** - Three copies are made of the police reports and sent to the District Attorney

      i.   One copy will stay with the DA for their working file

      ii.   One copy will be forwarded to the court for their working file

      iii.   One copy will be forwarded to the defendant (suspect) and/or his attorney for their record

D. **DA Review** - Cases must be at the DA's office by 10:00 am two days after arrest. The reason for the 10:00 time limit is that the court requires all cases be presented by 1:30 pm. This gives the DA three hours to enter the cases into their STAR system, have an attorney read each case, generate the "complaint" and Sesslin affidavit, make five copies of all their reports, package them, and distribute them for pick-up by the court runners. Keep in mind, the Fontana DA handles cases from eight different agencies -Fontana PD, Rialto PD, Fontana Sheriff, Rancho CHP, San Bernardino CHP, Fontana School Police, Burlington Railroad, and Santa Fe Railroad – so even though we may only have 10 cases on calendar, the DA will be receiving between 30-50 daily.

E. **Court** - Once the DA finishes, the court runner picks up the packages and hand walks them to the court. The court clerks then enter all the information into their computer system. They generate the Warrant and send it with the court runner into the courtroom. The court runner explains the circumstances of the cases to the judge and the judge signs the warrants. The court runner then takes the warrants back up to the court clerks who fax a copy of the warrant to WVDC.

F. **WVDC** - Once WVDC gets a copy of the Complaint and Warrant, they schedule the defendant for arraignment the following business day. If the Complaint and Warrant are not received by WVDC by 5:00 pm, the defendant is released from custody.

STEP #1 – CASE REVIEW

Reports submitted to DA by

Law Enforcement Agency for Review

<u>Complaint Filed</u>

Complaint – A formal document filed with the court charging a defendant with the commission of a criminal offense. It is filed by the prosecutor in the name of the People of the State of California against the defendant and alleges the date of the commission of the offense, the specific statute violated and the general nature of the crime.

Arrest Warrant – A formal document whereby the court commands a peace officer to arrest the defendant and bring him before the court to answer the charges.

Bail – Money posted by or on behalf of the Defendant as security to ensure he will make his court appearances pending resolution of his case. Generally, it is set in an amount indicated by a countywide standard felony bail schedule. Upon showing of good cause it may be increased or decreased.

Letter – A formal notification by the DA to the Defendant that a case has been filed against him, what the charges are, and that he must appear in court at a given date and time for arraignment or face the issuance of a warrant.

<u>Complaint Rejected</u>

Appeal to DA Supervisor – A representative of the arresting agency may ask for the case to be reviewed by higher ranking DA's who have authority to overrule the rejection and file the case if they feel that is appropriate.

Appeal to Attorney General – The California Attorney General's Office may also independently review the case and may file charges if it feels that is appropriate.

STEP #2 – PROCEEDINGS IN MUNICIPAL COURT

Arraignment on Complaint

The Defendant is formally notified of the charges filed against him, is given a copy of the actual complaint, is advised of his rights and is appointed an attorney if he does not have one and cannot afford to secure one. The defendant enters a plea to the charge of guilty or not guilty (among others).

Guilty Plea

Entry of Plea – The Defendant formally waives and gives up his constitutional rights (to a jury trial, to confront and cross examine witnesses against him, not to incriminate him, etc.) and enters a guilty plea to the charge. The Judge accepts the plea if he finds it is knowing and voluntary and refers the matter to Superior Court for confirmation and sentencing.

Confirmation of Plea – This is done in the Superior Court. The Judge formally confirms that the Defendant understood his rights, that he knowingly and voluntarily waived them, and that he does wish to enter the plea of guilty. Once a Guilty plea is confirmed and dates are set for sentencing, generally with a referral to the Probation Department for a report and recommendation on the issue of sentencing.

Pronouncement of Judgment – The formal term for sentencing. The court reviews the plea agreement, the Probation Officer's report, hears arguments of the DA and defense attorney, and possibly victim impact statements if appropriate. The Judge then imposes sentence.

Not Guilty Plea

Pre-Preliminary Hearing – Conference amongst the attorneys for both sides, and the Defendant. Various things can occur – preliminary hearing dates may be confirmed or changed, a plea agreement may be arrived at, general discussions regarding the position each side expects to take may be had, notice may be given of motions expected to be made, exchange of discovery information may occur, changes or amendments to the complaint and charges filed, etc.

Preliminary Hearing – Formal hearing before the Judge only (no jury at this point). It is similar to a court trial in that some witnesses are called, but generally not all that would be called at the actual trial. The purpose is for the prosecution to present on sufficient evidence to convince the judge that there is a reasonable suspicion that the crimes charged were committed and that the defendant is the one who committed them. The standard of proof at this stage is far less than "beyond a reasonable doubt". In addition, the rules of evidence applicable to preliminary hearings are far less stringent than those at trial. For example, at preliminary hearing hearsay testimony is admissible and accomplice testimony need not be corroborated.

If the Judge feels the DA has met that burden, the defendant is "held to answer" in Superior Court and ordered to appear there on a specific date within the statutory time limits for filing of the "Information" and arraignment thereon.

If the Judge feels that the DA has not met this burden, the judge so states on the record, does not hold the defendant to answer in Superior court, and the defendant is discharged.

This hearing must generally be held within 10 court days of the arraignment, and is set initially on the eighth day, with the pre-preliminary hearing set 2 days before that.

STEP # 3 – PROCEEDINGS IN SUPERIOR COURT

"Information"

Filing – A formal document known as an "Information" is filed with the court after the Defendant is "held to answer" by the judge at the preliminary hearing. This document must by law be filed in the Superior Court within 15 days of the order holding the Defendant to answer. If the document is not filed, the Court can lose jurisdiction of the case and its ability to proceed under that document. The Information is similar to the criminal complaint in that it formally charges and accuses the Defendant of the commission of the crime enumerated therein.

Arraignment – Similar to the procedure described previously where the Defendant, or his attorney, is given a copy of the document, advised of his rights, and enters his plea.

Guilty Plea

Entry of Plea – Similar to the procedure described previously where the Defendant is advised of his rights and waives them in order to enter a guilty plea.

Referral to Probation – Generally ordered by the court. The Probation Officer will do an investigation which includes a review of the police reports, an interview with the defendant and often the victim in the case, a review of the defendant's criminal history, etc. The Probation Officer will make a recommendation regarding what he or she feels is an appropriate sentence in the case.

Motion to Withdraw Plea – On occasion the defendant will make a formal motion to withdraw his guilty plea. If granted by the court, his not guilty plea is reinstated, and the process continues from that point. If denied, the defendant is sentenced. This request must generally be made prior to actual sentencing.

Pronouncement of Judgment – The defendant is sentenced as previously described.

<u>Not Guilty Plea</u>

Entry – The Defendant formally enters a plea of not guilty to the charges and denies any special allegations that have been charged. These could include things such as allegations that the defendant used a gun, inflicted great bodily injury on the victim, has suffered prior felony convictions, etc. The effect of these is generally to add more time to the sentence than he would otherwise be facing for the crime itself.

The defendant may also enter other pleas such as "not guilty by reason of insanity", "once in jeopardy", "formal judgment of conviction or acquittal of the offense charged", etc.

Effect – A number of appearance dates are set, as explained below, all within 60 days of the arraignment, since the law designates this as the time period within which the defendant must be tried.

Motions – Legal documents known as "Points and Authorities" that are filed by either side. Basically, they request that the court take some action or make some order relating to the case, and present the law and the arguments in favor of, or in opposition to, the motion made. Examples are: motions for discovery, motions to dismiss the case, motions to suppress evidence, motions to exclude a confession, etc. The judge reviews the documents, often hears testimony on the issue, listens to oral arguments by the attorneys, and makes a ruling either granting or denying the motion. The parties then reevaluate their case in light of the judge's ruling.

Pre-Trial Conference – Is a conference among all the parties and the court regarding any number of items including scheduling, possible settlement of the case without a trial, etc. This is a very common state for plea agreements, i.e. "plea bargaining", to take place.

Assignment Calendar – A conference that is scheduled when all attempts to settle the case fairly without a trial have been unsuccessful and the case is set for trial. This conference is also scheduled, generally on the Friday before the normal Monday trial date. It is used to confirm the trial date, to change the date, and sometimes as a final effort to resolve the case.

Trial – The full presentation of the case by both sides, generally to a jury. All necessary witnesses are called and physical evidence is presented. The judge instructs the jurors on the applicable law after the evidence is presented and they apply it to the facts as they find them to be during their deliberations in an effort to reach a verdict in the case.

    a.   If the defendant is found not guilty, he is discharged, and the case is over.

    b.   If the defendant is found guilty, he is sentenced as explained previously.

    c.   If the jury is unable to reach a decision, which must be unanimous either to convict or to acquit, a "hung jury" may result. If this occurs, a legal "mistrial" is declared and new dates are set, usually for a new pre-trial conference, and then assignment

calendar and trial. Each side must reevaluate its position at this point, often in light of the numerical "split" among the deadlocked jurors.

STEP # 4 – POST-CONVICTION REVIEW

<u>Appeals</u>

District Court of Appeals – The State of California is divided into a number of geographical appellate court districts. Appeals of convictions in felony cases are filed and handled in these intermediate appellate courts. These appeals are handled for the People by the Attorney General's Office, not the DA's office. San Bernardino County cases go to the Fourth District Court of Appeal, Division Two, located in Riverside, CA.

California Supreme Court – This is the highest court in the state and cases involving issues of state wide importance may end up here, though the vast majority of appellate cases end at the District Court of Appeal level.   Murder convictions in which the Defendant is sentenced to death, however, receive an automatic appeal to the State Supreme Court.

Federal Courts – On occasion a defendant may seek relief from a conviction in the federal courts, but this is extremely rare and requires that the case involve a substantial issue of federal constitutional rights, among other requirements.

<u>Writs</u>

Writs are very specialized legal petitions. They are considered "extraordinary remedies" and a party seeking this type of relief must first exhaust all other avenues, or explain why other avenues are unavailable to him. The most common types of writs filed are Writs of Habeas Corpus and Writs of Error Coram Nobis.

Writs of Habeas Corpus are generally filed after appeals have failed. The defendant literally alleges that he is being held illegally because of some defect in his conviction that the appellate process could not, or did not, address. Examples would be blatant incompetence of the defense attorney; or witnesses who can now, because of newly discovered evidence, be shown to have lied at the trial; or the development of new technology such as DNA testing that could affect the case.

Writs of Error Coram Nobis are usually filed in the period after sentencing but before any appeal is undertaken. As mentioned previously, motions for new trial must be filed before sentencing. If the defendant misses that deadline and does not want to wait for the appellate process for relief, he will file this type of motion alleging whatever errors he believes occurred and explain why waiting for the normal appellate process would work an injustice in this particular case.

GENERAL FLOW OF FELONY CASES

Police Reports are submitted to the District Attorney's Office

Criminal Complaint Filed	Complaint Not Filed
Arrest Warrant Issued	Appeal to DA Supervisor
Bail & Appearance Dates Set	Appeal to Atty General
Arraignment Letter Mailed	

If filed, Arraignment on Complaint in Municipal Court

Guilty Plea	Not Guilty Plea
Confirmation of Plea in Superior Court	Pre-Preliminary Hearing
Pronouncement of Judgment	Preliminary Hearing
in Superior Court, normally after	
a referral to Probation for report	Information filed in
and recommendation	Superior Court

If filed, Arraignment on Information in Superior Court

Guilty Plea	Not Guilty Plea
Refer to Probation	Motions
Motion to Withdraw Plea	Pre-trial Conference
Pronouncement of Judgment	Assignment Calendar
(Sentencing)	
	Trial
	Motion for New Trial
	Refer to Probation
	Pronouncement of Judgment

Post Conviction Review

Appeals to Court of Appeal or Supreme Court

Writs of Habeas Corpus or Coram Nobis

<u>GENERAL FLOW OF MISDEMEANOR CASES</u>

Police Reports are submitted to the District Attorney's Office

<u>Criminal Complaint Filed</u>

Arrest Warrant Issued

Bail & Appearance Date Set

Arraignment Letter Mailed

Citation Appearance Date

<u>Complaint Not Filed</u>

Appeal to DA Supervisor

Appeal to Atty General

If filed, Arraignment on Complaint in Municipal Court

<u>Guilty Plea</u>

Motion to Withdraw Plea

Pronouncement of Judgment

(Sentencing)

<u>Not Guilty Plea</u>

Pre-trial Conference

Pre-trial Motions

Trial

Motion for New Trial

Pronouncement of Judgment

Post Conviction Review

Appeal to Superior Court Appellate Department

Writs of Habeas Corpus or Coram Nobis

POLICY MANUAL

The Fontana Police Department's Policy Manual was designed to provide a readily applicable concept of departmental policies, rules, and administrative procedures as set down by the Chief of Police. The Policy Manual is online and available to each employee by opening PD Intranet; Limited Access tab; Lexipol Icon. You will periodically receive emails that a policy has been updated/changed and it will require an acknowledgement. By completing this task, you will be asked to sign in and review the updated policy. Every employee must read and study the manual in its entirety and are responsible for adhering to the guidelines as they are described in the manual. Orders are subject to change.

The Policy manual is the property of the Fontana Police Department. The manual is not intended to specifically cover all of the many situations that constantly confront the members of a law enforcement organization. Each member, at all times, is expected to use initiative, resourcefulness, and sound judgment while performing their duties.

THE BUILDING TOUR

FONTANA POLICE DEPARTMENT

17005 Upland Avenue

Fontana, CA 92335

PHONE NUMBERS

Records:

Support Services Supervisor Lynndee Gomes	Mon – Thurs	(909) 350-7742
Records Supervisor Annette Logan	Tue - Fri	(909) 350-7736
Records Supervisor Vanessa Hernandez	Mon - Thu	(909) 350-7738
Business Line		(909) 350-7740
Dispatch/Inter-Departmental		(909) 350-7700

RECORDS

The Records Unit is responsible for the maintenance and security of all police records. We receive and disseminate information in the form of reports, logs and/or teletypes. Front desk personnel are the first contact that citizens have when entering the Police Department. The Records Unit is staffed by personnel 0600-1700 five days a week. The Records Unit is open to the public Monday through Thursday from 0800-1700. The Unit is closed to the public weekends and major holidays. The unit is supervised by civilian personnel.

THE COMMUNICATIONS CENTER (DISPATCH)

The Communications Center is the link between emergency services personnel and the public. The Communications Center is a 24-hour operation. The center is supervised by civilian personnel.

WATCH COMMANDERS OFFICE

The Watch Commander's office is shared by all Lieutenants assigned to the Patrol Division. The Watch Commander is responsible for the shift-to-shift operations of the patrol unit. Watch Commanders report to the Field Services Division Commander or Captain.

OPERATIONS DIVISION COMMANDER'S OFFICE

The Field Services Division Commander's Office is responsible for all Patrol, Investigations, Traffic and Community Oriented Policing functions and related personnel issues. The Field Services Division Commander reports directly to the Chief of Police.

ADMINISTRATIVE SERVICES DIVISION COMMANDER'S OFFICE

The Administrative Services Division Commander is responsible for all administrative functions of the department, which include Personnel, Records, Planning and Research and Internal Affairs. The Administrative Services Division Commander reports directly to the Chief of Police.

COMPUTER ROOM

This is where all the department's main computers are housed.

MAILBOXES

Non-sworn personnel mailboxes are located on the 2nd floor on the wall in the hallway outside of investigations. Sworn personnel mailboxes are locate in the wall on the 1st floor of the building outside of the briefing room. Each non-sworn employee will be assigned a mailbox.

FRONT LOBBY

This is where officers make contact with the public for station reports. The lobby is open Monday through Thursday 0800-1700 and is manned by a Community Service Officer. There is also a phone located outside the front doors that is accessible to citizens after hours when the front doors are locked. The phone rings directly into dispatch.

INVESTIGATIONS UNIT

The Investigations Unit is responsible for investigating unsolved crimes. This unit is overseen by a Lieutenant.

BREAK ROOM / KITCHEN

There is a break room/kitchen on the 2nd floor of the building that is available to all employees. It is equipped with a stove, refrigerator, microwaves, sink, ice machine and a wide assortment

of vending machines. There is also a small break/kitchen area in the Records Division. It is equipped with a refrigerator, microwave, coffee pot and toaster. The dispatch center also has its own break room/kitchen.

MEN'S LOCKER ROOM

The men's locker room is located on the 1st floor outside the weight room. It is equipped with restrooms and a shower. The Personnel clerk will assign a locker upon request. There are also lockers located in the Records Division for Records personnel use.

WOMEN'S LOCKER ROOM

The women's locker room is located on the 1st floor outside the weight room. It is equipped with restrooms and a shower. There are lockers located in the Records Division for Records personnel use.

GYM

Equipment is supplied by the various police associations and is available to all employees – both sworn and non-sworn.

REPORT WRITING ROOM/SERGEANT'S OFFICES

This room is set up for officers to complete any paperwork. The adjacent room is shared by patrol sergeants.

BRIEFING ROOM

Prior to each shift deploying, briefing is conducted. Briefing is a way of sharing pertinent information from each shift, covering new policies/procedures, the roll call of officers and the passing out of police equipment. The Armory is located outside the briefing room and is where shotguns, handy talkies (HT's), cameras and other police equipment are stored.

TRAFFIC OFFICE

This unit is responsible for investigating traffic accidents. It is supervised by a Sergeant.

OFFICE OF EMERGENCY SERVICES (OES)

The Office of Emergency Services is activated when the City of Fontana experiences a large scale emergency. Instances when the center may be used include, but are not limited to: earthquakes, floods, riots, or HAZMAT incidents.

EVIDENCE/PROPERTY ROOM

This is where all police evidence is logged, tagged, sealed and stored. It is strictly off limits to all but a few authorized personnel. This room is alarmed.   The Property room is manned by non-sworn property clerks.   A Sergeant is assigned to this Unit.

JAIL

Fontana's jail is a temporary holding facility (up to 6 hours) staffed by FPD Jailers. Arrestees can be cite released from our facility or transported to a local jail for housing (West Valley Detention Center).

CITY HALL

Most city offices are located in the City Hall building across the parking lot from Fontana P.D.

C.O.P.E.

This unit consists of and is responsible for: D.A.R.E, School Resource Officers, Volunteer Programs, Neighborhood Watches, Media Relations, and the Explorer Program.

PALM COURT

Palm Court is a contact station located at 17122 Slover Avenue, #101, Fontana 92335. The phone numbers are:

Front Desk:

Fax Machine:

GENERAL WORK RULES AND POLICIES

WORKDAYS

Employees working within the Records Unit will work a regular workday consisting of a 10-hour day, 4 days per week. You will be assigned to either the Monday – Thursday team (1) or the Tuesday – Friday team (2).

WORK HOURS

Employees working within the Records Unit will work a 10-hour shift with their choice of ½ hour uninterrupted lunch break or a 1 hour uninterrupted lunch break. Employees choosing a ½ hour lunch will work 6:30 a.m. – 5:00 p.m. Those choosing a 1 hour lunch will work 6:00 a.m. – 5:00 p.m. Your break times will be assigned by your supervisor. There must be three employees manning Records at all times.

SHIFT CHANGE

The department changes shifts every three months. Shifts (days of work) are picked according to seniority.

ABSENCES

Any Records Division employee that cannot report for duty as scheduled due to illness or disability shall notify the Police Support Services Supervisor or a Records Supervisor. If they are not available, you may leave a message on their voice-mail, however you MUST also notify dispatch. The employee accepting the notification shall send an email to the Records Supervisor making sure the nature and circumstances relative to the absence are appropriately noted. The Records Supervisor who will then enter the absence into Telestaff for proper documentation.

Notification by an employee of their impending absence shall be made at least two (2) hours prior to the scheduled time for reporting to duty. Exceptions may be made for last minute emergencies.

MAINTENANCE OF RECORDS DIVISION

Each person shall be responsible for maintaining the records unit in a neat, clean and professional manner. Snacking and drinking at your desk is permitted. However, if you wish

to eat a meal, please step away from your desk. This will enable you to enjoy an uninterrupted lunch break. It is extremely important to keep food and drink away from the computer keyboards. Spills can seriously damage computer components. All food related trash shall be disposed of as soon as practical.

We are all working towards the same goal – to have the unit run smoothly and efficiently. If any problems develop, it is wise to discuss them. If you have a personal problem that may reflect a change in your attitude, it is suggested you discuss this with your supervisor. The specific reason need not be given; just make them aware of an existing problem. In the end, we must put aside personal problems and feelings as much as possible to maintain a pleasant and professional working environment.

SENIORITY

Seniority is defined as: A position of precedence over others because of length of service. Seniority is based upon your actual hire date in the Records unit. There are many situations that are based upon seniority, such as vacation requests and choice of shift.

LEAVE POLICY

The current leave policy for Records personnel is as follows: One of the following may be on leave at the same time: Support Services Supervisor and/or Records Supervisor. Of these positions, those who are off as a result of a city holiday should not be considered on leave when determining leave for Records Specialists who are required to work holidays.

When fully staffed, two Records Specialists (I and II) may be on leave at a time with the exception of Mondays and Fridays when only one clerk may be on leave. Records Specialists who are off as a result of a city holiday should not be considered on leave when determining leave for Records Specialists who are required to work holidays. During times that the records division has four or more vacancies, the leave policy will change as follows: Only one Records Specialist (I and II) may be on leave at a time.

PAYROLL SHEETS

Payroll sheets must be completed daily using black ink only. Do not pre-fill them in. At the end of the pay period each employee must calculate their payroll sheets and have them completed and signed. If you have been approved for overtime and worked it, list on the back of the payroll sheet what assignment you worked for the overtime. Supervisors will review the time sheets and have the employee make the appropriate corrections if needed. After review, the supervisor will sign them and forward them to the payroll department. Any corrections made

on the time sheets must be crossed out and initialed. No white-out can be used. Your trainer will demonstrate the correct way to fill out your payroll sheet.

E-MAIL

The Fontana Police Department uses Microsoft Outlook for all e-mail. You are expected to log on at the beginning of your shift, keep your Outlook open, and check it regularly during your shift. You may set your preferences for notifications when new mail arrives. If you are new to Outlook and/or need training, please see your supervisor.

OVERTIME

Occasionally, opportunities for overtime arise within the Records Unit. You must be fully trained and released on the area which you are working overtime. Overtime must be approved in advance by a supervisor. If you have been approved for overtime and worked it, list on the back of the payroll sheet what assignment you worked for the overtime.

MANDATED MONTHLY CLERICAL TRAINING/MEETING

On the second Wednesday of each month, the Records Division employees will attend a mandated training/meeting. The meetings are from 7:00 a.m. – 8:00 a.m. If these trainings are outside your normal work hours, you will be compensated by overtime.

CAREER PATH/PROMOTABILITY

Once a Records Specialist is fully trained and has mastered all assignments, she may request to be promoted to a Records Specialist II. This request must be generated from the employee and be in the form of a memo to a supervisor.

CELL PHONES

Cell phones are not to be used within Records during your work hours. That includes text messaging. You are welcome to use your desk phone to check in with family members throughout the day as long as the conversations are kept brief. You may leave your cell phone turned on and, on your desk, so that you are notified when a call comes in so that you may return the call during your break time away from Records. Please keep your phone on silent mode.

HEADSETS

Headsets, earphones, ear buds, etc. to listen to music during working hours are not allowed.

OFFICE PROTOCOL

PERFORMANCE

As a Records Specialist, you must be able to express yourself clearly, both verbally and in writing. You must show initiative and be able to retain information. You must have the ability to adapt to new situations and make sound decisions, even under stress. You must conduct yourself in a professional manner.

INTERPERSONAL SKILLS

As a Records Specialist you are expected to be courteous, understanding, and patient in your contacts with others. You are positive and cooperative, with respect shown to the public and your co-workers.

JOB SKILLS

As a Records Specialist you must know and be able to use the policies, knowledge and information given to you with applied common sense. You must know how and where to access information from written references. You must be able to utilize references independently and have a good working knowledge of the Records Division.

JOB READINESS

As a Records Specialist you must report for work promptly. You maintain your health and minimize any sick time usage. You accept responsibility to perform and complete the duties assigned. As a Records Specialist you must have the willingness to accept all work assigned and perform the menial as well as the more challenging functions in the Records Division.

GOSSIP

No employee while on duty shall publicly or while in the presence of other employees speak of the official actions of a fellow employee in a derogatory, degrading or disparaging manner. Employees shall treat those in the department of a superior or lesser rank with the respect due to them as fellow employees. Employees shall not make false or malicious statements with intent to harm or destroy the reputation, authority, or official standing of the department of individual members thereof.

CHAPTER 3:

CENTRAL SQUARE TECHONOLOGIES

(REDACTED)

CHAPTER 4:

DATA PROCESSING

DATA PROCESSING

CENTRAL SQUARE QUALITY CONTROL

DATA PROCESSING – CENTRAL SQUARE QUALITY CONTROL	INITIALS AND DATE (Trainer) (Trainee) (Trainer)		
	Task/Material Demonstrated by Trainer	Knowledge/ Ability Demonstrated by Trainee	Proficiency Achieved
Processing New Cases			
• Mark inspection sheet for copies			
• Quality Control Process			
• What fields generate the DOJ Statistics			
• Report Types			
• Understanding the difference between an aggravated and simple assault			
• Arrest template			
Know how to run the following documentation from the different systems			
• Call Card			
• Raps, DMV, etc.			
• CNI Name Inquiry			
Copies			

• Distribution and packaging			
Forms			
• Required Documents			

DATA PROCESSING
CENTRAL SQUARE QUALITY CONTROL

CRIME STATISTICS

The Fontana Police Department has elected to submit part one crime statistics to the Department of Justice. Enclosed in this chapter of the manual, you should refer to the Uniform Crime Reporting (UCR) Handbook to help you to understand the types of crimes reported to the Department of Justice.

CASES

Incoming cases will be distributed to the Records Specialist assigned to (2) Data Processing/Central Square Quality Control (refer to the monthly Records assignment schedule). Cases will be assigned and distributed to Records Specialist by a Records Supervisor. Cases assigned to Records Specialist are to be completed by end of the workday. Any leftover cases that have not been worked on should be returned to Records Supervisors or filed correctly in their corresponding bins. No work should remain on your desk after your shift without supervisor approval.

DATA PROCESSING

Each case will have a green **Case Inspection Sheet**. Forms and additional paperwork regarding the case may be attached. The Case Inspection Sheet must be signed off by a supervisor (Lieutenant, Sargent, or Corporal).

The Officer's will enter their reports directly into Central Square/RMS. Your primary function in this assignment is to make sure that the information has been entered correctly. Before you do anything to the entry in Central Square, the case must be in a **DRAFT** status in Central Square. Also, it needs to be supervisor approved by a Lieutenant, Sergeant, or Corporal just like the green Case Inspection Sheet. Supervisor approval can be found under the **Officer Tab** in Central Square. Lastly, you should also be able to see the **Approve**, **Reject**, **Save** and **Actions** Tabs. *See screenshot below:*

If the criteria above it met, the next step is to thoroughly read the Officer's **Narrative**. Pay close attention to all the details mentioned in the Narrative. Remember that obvious typos, grammar errors and punctuation are the only things that can be corrected on an Officer's Narrative when it has been approved by a Supervisor.

After reading the Officer's **Narrative**, the following step is to make sure that all the details that were mentioned in the Narrative have been correctly entered into Central Square. For exmaple, victim names and inforamton, witness names and inforamtion, vehicle inforamtion, stolen property, etc. The best way to do this is by following the tabs viewed under **At-a-Glance** in Central Square.

It is important that all **mandatory fields** in Central Square be entered. Mandatory fields are highlighted in orange, as shown below:

INCIDENT REPORTS

Case Number

- The case number is 9-digits long.

Case Assignment

Division

- For every case select **Records** as the primary Division to work the case. If the case needs to be routed to a different Division for follow up or additional investigation, then select the appropriate Division.

User

- User is not a mandatory field and should only be used when appropriate (i.e. missing person cases).

Status

- **Assigned** – This status is used when a case is routed to a different Division, other than Records, and when a case is still active/pending investigation

- **Closed** – This status is used when report is marked Case to File on the Case Inspection Sheet or noted in the Officer's Narrative. Also, when the case is being submitted to the District Attorney's Office.

Priority

- This field can be left blank. Only use **HIGH** for in-custody cases.

- If the field, it pre-filled by the Officer then leave it as is.

Associated Cases

- This field is used when a case is related to another case <u>within</u> our department.

- This field can also be used when an <u>external case</u> from an outside agency is related with our department's case (i.e. Recovered Stolen Vehicles).

Event Tab

Reported Date/Time

- This information can be found in the Narrative or form filled out by the Officer.

From Date/Time

- This information can be found in the Call Card, Narrative, or form filled out by the Officer.

To Date/Time

- This information can be found in the Call Card, Narrative, or form filled out by the Officer.

- If unknown, this field can be left blank.

Address

- The location of an incident can be found in the Call Card or Narrative.

- Cross streets can be entered as **FOOTHILL BL & SIERRA AV** or as **FOOTHILL BL ^/^ SIERRA AV** (^ represents a space).

- You do not have to include a ½ sign if the address is a duplex home.

- Zip code is required.

How Received

- Only used for Coplogic reports. If it is a Coplogic report then select "Online Report"

Description of Incident

- Officer will type a brief short description of the case (i.e. penal code or report type).

Indicators: *These are all se to NO by default. You will need to change the fields as needed.*

- **Is this a Domestic Violence Indicator?** Select Yes or No

- **Identity Theft Indicator?** Select Yes or No

- **ARRC Indicator?** Select Yes or No

- **Gang Activity Indicator?** Select Yes or No

Disposition

- **ACTIVE** – Used when a case is still pending further investigation (i.e. Investigation Priorities, Courtesy Reports, etc.).

- **ARREST** – Used when a suspect was arrested (Cited or Booked).

- **CASE TO DA – LONG FORM** – Used when a report is being submitted to District Attorney's Office for review and filing considerations.

- **CASE TO FILE**– Use when report is case to file only.

Case Synopsis

- Officer will type a short summary of the case.

Exceptional Means Clearance – Reporting Exceptional Clear Code

- A – **Death of Offender**

- B – **Prosecution Declined** (by the prosecutor for other than lack of probable cause)

- C – **In Custody of Other Jurisdiction** (includes extradition denied)

- D – **Victim Refused to Cooperate** (in the prosecution) – *most commonly used*

- E – **Juvenile/No Custody** (the handling of a juvenile without taking him/her unto custody, but rather by oral or written notice given to the parents or legal guardian in case involving a minor offense, such as petty larceny)

- N – **Not Applicable** (no cleared exceptionally) – *default to ALL reports*

Offenses Tab

Offense

- Makes sure that the offense(s) is correct with appropriate sub-sections if applicable (visit California Legislative Information website of updated California Law offense codes https://leginfo.legislature.ca.gov).

- If a suspect was cited or booked, make sure offense(s) in Citation or Arrest/Booking Application match in Central Square.

- If a suspect is being long formed for review, make sure to list the offense(s) he/she is being charge with.

- If a suspect was detained and later released per PC 849 (Blue-Sheeted), makes sure to list the offense(s) he/she was released for.

UCR/NIBRS Code

- This field will automatically update once an offense code is entered.

- Refer to the UCR Handbook to ensure that the UCR code matches up with the Narrative.

- Remember there are set criteria that determine which Central Square code to use to satisfy the Department of Justice requirements for simple and aggravated assaults.

Felony/Misdemeanor

- The Officer will enter the degree of charge or it can be found in suspect's Citation or Arrest/Booking Application.

- Select Felony, Infraction or Misdemeanor

UCR Class

- This field will automatically update once an offense code is entered.

UCR SubClass

- This field will automatically update once an offense code is entered.

UCR Hierarchy

- This field will automatically update once an offense code is entered.

State Code

- This field will automatically update once an offense code is entered.

Reportable

- This box needs to be checked off for each offense listed.

Details

- **Attempted/Completed**

  o Always use COMMITTED.

- o Only use ATTEMPTED when there is a 664 before the offense violation (i.e. PC 664/187(A) – Attempted Murder). Or if Officer states in his/her Narrative that the crime was attempted and not committed.

- **Offense Location Type**
  - o Required for each offense an incident took place

- **Offender Suspected of Using**
  - o Required for each offense
  - o "Suspected of Using" is just that – the Officer's don't need proof

- **Offender Suspected of Using**

Type – *the following sections will on be required depending on the offense*

- **Is this a Domestic Violence Offense?**
  - o Yes or No

- **Is this a Cargo Theft Offense?**
  - o Yes or No

- **Burglary/Breaking and Entering**
  - o The fields in this section are not mandatory. However, if the information is provided then enter the applicable information in each field box pertaining to each offense in this section.
  - o Method of Entry
  - o Points of Entry
  - o Tools/Instruments Used
  - o No. Premises Entered – Required only when offense location type is Hotel/Motel or Rental

- **Weapon**
  - o Weapon Used

- **Bias Motivation**
  - o Defaulted to "None"
  - o If a Hate Crime is committed this would be changed

Suspects Tab

- Note if a person was detained and released per **PC 849 (Blue-Sheeted)**, he/she must be entered as a suspect in this section.

Related Offenses

- Make sure to link the offense(s) that relates to each suspect. This includes an offense(s) in which the suspect was arrested for, detained for, or being long formed for review.

Last Name

- Enter last name.

- If the suspects last name is not known enter UNKNOWN.

- If there are multiple unknown suspects, enter the last name UNKNOWN for all unknown suspects listed.

First Name

- Enter first name.

- If the suspects first name is not known, then enter case number as seen below:

    o 20-5678 **or** 20-0005678

- If there are multiple suspects in one report enter first name as seen below:

    o Suspect One: 20-5678-1 **or** 20-0005678-1

    o Suspect Two: 20-5678-2 **or** 20-0005678-2

Middle Name, **Suffix**, and **Moniker/Alias** are not mandatory fields. However, if the information is provided then enter it in the appropriate fields.

Details

- **Age**

    o If the suspects date of birth is entered, then this field will automatically update the correct age.

    o If the suspect's age is unknown, then select UNKNOWN.

    o If a witness, victim, or other involved party provides an age range to the Officer then fill out appropriate fields **Age** and **To Age**.

- **Date of Birth, Sex**, **Race**, **Ethnicity**, **Height**, **To Height**, **Weight**, **To Weight**, **Hair Color**, and **Eye Color** are not mandatory fields. However, if the information is provided then enter it in the appropriate fields.

    o If a **TRUE unknown**, the descriptors should be left blank

      ▪ Data elements (Age, Sex, Race) must also be black

      ▪ Do Not enter the case number in the first name field.

Appearance

- The **Build**, **Facial Hair**, **Wears Glasses**, **Clothing Description**, and **Scars Marks Tattoos** are not mandatory fields. However, if the information is provided then enter it in the appropriate fields.

Identification information

- **OLN/DL License Number**

    o Enter if applicable.

- **OLN/DL License State**

    o Enter if applicable.

- **SSN**

    o Enter if applicable.

- **Misc. ID Type**

    o Select FINGERPRINT ID NUMBER (Only if Cal-Id is applicable).

- **Misc. ID Number**

    o Enter Cal – ID number found in JIMSNet/CNI (Enter only if applicable).

- **Misc. ID State**

    o Enter CALIFORNIA (Only if Cal-Id is applicable).

- **Place of Birth**

    o Enter if applicable.

- **CII Number**

    o Enter if applicable.

- **FBI Number**

- o Enter if applicable.

Contact Information

- **Fontana Resident Status**

  - o This field indicates if the suspect resides in the City of Fontana.

- **Address / P.O. Box**

  - o If a suspect's residence is not known enter UNKNOWN.

  - o If the suspect is a transient enter TRANSIENT.

    - ▪ An alternate address for a <u>Fontana</u> TRANSIENT is 8282 Sierra Av, Fontana, CA 92335

  - o If the suspect refuses to give an address enter REFUSED

- **Cell Phone**

  - o If a suspect's cell phone number is not available, he/she does not have a cell phone number or refuses to provide one then enter all zeroes.

    - ▪ (000) 000-0000

- **House Phone**

  - o If a suspect's home phone number is not available, he/she does not have a house phone number or refuses to provide one then enter all zeroes.

    - ▪ (000) 000-0000

- **Other Phone** and **Email** are not mandatory fields. However, if the information is provided then enter it in the appropriate fields.

Employer/School Information is not a mandatory section. However, if the information is provided then enter it in the appropriate fields.

Victim Tab

- This section of the report is used for <u>individuals only</u>.

- If the victim is a Business/Organization/Financial Institute/Government/Society/Public, then use the Organizations Involved Tab for entry.

- Note: All part one crime reports need a victim.

Victim Type

- Select the appropriate victim type:

    o **Person/Individual** (Not a Law Enforcement Officer)

    o **Police Officer**

    o **Unknown**

Senior Citizen Indicator

- Senior Citizen Indicator is for 60+

Related Offense

- Link the Victim to the offense(s) that relate.

Relationship to Offender

- Select appropriate relationship between Victim and Offender(s) based on the offense

- Not Known by Victim – Unknow is to be used when the relationship between the victim and the offender has not been established. Stranger is used when it is known the victim did not know the offender.

- Mutual Combat – When you have the victim also listed as a suspect, you need to relate them twice in the "Relationship to Offender" section. One is as a victim, and one is to themselves as offenders.

Last Name

- Enter last name.

First Name

- Enter first name.

Middle Name, **Suffix**, and **Moniker/Alias** are not mandatory fields. However, if the information is provided then enter it in the appropriate fields.

Confidentiality Request

- Select Yes only when it pertains to the appropriate penal codes that require a Victim Confidentiality Form

Details

- **Age**

    o If the victim's date of birth is entered, then this field will automatically update.

    o If the victim's age is unknown, then select UNKNOWN.

- o If a victim's age is given as a range by the Officer, then enter appropriate **Age** and **To Age** fields.

- **Sex**

  - o If not known select UNKNOWN.

- **Race**

  - o If not known select UNKNOWN.

- **Ethnicity**

  - o If race is selected HISPANIC, then HISPANIC must also be selected for ethnicity. If not known them select UNKNOWN.

- **Date of Birth**, **Height**, **Weight**, **Hair Color**, and **Eye Color** are not mandatory fields. However, if the information is provided then enter it in the appropriate fields.

Appearance

- The **Build**, **Facial Hair**, **Wears Glasses**, **Clothing**, and **Scars Marks Tattoos** are not mandatory fields. However, if the information is provided then enter it in the appropriate fields.

Identification Information

- **OLN DL License Number** – Enter if applicable.

- **OLN/DL License State** – Enter if applicable.

- **SSN** – Enter if applicable.

- **Misc. ID Number**, **Misc. ID Type** and **Misc. ID state** – are not required and are not mandatory fields for Victims.

Contact Information

- **Fontana Resident Status**

  - o This field indicates if the victim resides in the City of Fontana.

- **Email/Text Opt-In**

  - o This is a mandatory field for Victim, Organizations Involved, and Persons Involved sections. This opts the person/organization into receiving electronic communications from our agency regarding their case.

    - ▪ Select NO

- **Address / P.O. Box**

- o If a victim's residence is not known enter UNKNOWN.

- o If the victim is a transient enter TRANSIENT.

  - ▪ An alternate address for a <u>Fontana</u> TRANSIENT is 8282 Sierra Av, Fontana, CA 92335.

- o If the victim refuses to give an address enter REFUSED.

- **Cell Phone**

  - o If a victim's cell phone number is not available, he/she does not have a cell phone number or refuses to provide one then enter all zeroes.

    - ▪ (000) 000-0000

- **House Phone**

  - o If a victim's home phone number is not available, he/she does not have a house phone number or refuses to provide one then enter all zeroes.

    - ▪ (000) 000-0000

- **Other Phone** and **Email** are not mandatory fields. However, if the information is provided then enter it in the appropriate fields.

Employed/School Information is not a mandatory section. However, if the information is provided then enter it in the appropriate fields.

Additional Information

- The following questions are required for all **Domestic Violence** reports:

  - o **Was Strangulation Used?** Select Yes or No

    - ▪ <u>Strangulation</u> – the closing of someone's airway by squeezing their neck or doing something violent to restrict breathing

  - o **Was Suffocation Used?** Select Yes or No

    - ▪ <u>Suffocation</u> – being deprived of or lack of air, there does not need to be anyone squeezing their neck (ex: smothered with a pillow)

- All other fields in this section are not mandatory. However, if information is provided then enter it in the appropriate fields.

Association

- **Victim by Association Indicator**

  - o Should ne defaulted to "NO"

- o   If a Hate Crime was committed this section can be "YES" (depending on the circumstances of the incident)

LEO Victim

- The fields in this section are only used when a **Law Enforcement Officer** is listed a victim in the report.

Organization Involved Tab

Involvement Type

- Select the appropriate involvement type.

- This is the appropriate section to add a businesses, organizations, or other institutions as a Victim.

- When an organization is the Victim, **Involvement Type** will need to be Victim.

Victim Type

- Select appropriate **Victim Type**; select <u>only</u> if the Involvement Type is victim.

Related Offense

- Link the organization to correct offense(s).

Organization Name

- Enter the organization's name.

Contact information

- **Email/Text Opt-In**

  - o   This is a mandatory field for Victim, Organizations Involved, and Persons Involved sections. This opts the person/organization into receiving electronic communications from our agency regarding their case.

    - ▪   Select NO

- **Address**

  - o   If address in unknown enter UNKNOWN.

  - o   No address is needed if the State of California is listed as the Victim.

- **Organization Contact Name**, **Phone 1**, **Phone 2**, and **Email** are not mandatory fields. However, if the information is provided then enter it in the appropriate fields.

Persons Involved Tab

Involvement Type

- Select appropriate involvement type:

  o **Parent** or **Guardian** – is used when an adult is cited for WI660.5

Relationship to Offender

- Select the appropriate relationship between the Person Involved and Offender(s)

Last Name

- Enter last name.

First Name

- Enter first name.

 Middle Name, **Suffix**, and **Moniker/Alias** are not mandatory fields. However, if the information is provided then enter it in the appropriate fields.

Details

- **Date of Birth**, **Age**, **To Age**, **Sex**, **Race**, **Ethnicity**, **Height**, and **Weight** are not mandatory fields for Persons Involved. However, if the information is provided then enter it in the appropriate fields.

Appearance

- **Build**, **Facial Hair**, **Wears Glasses**, **Clothing**, and **Scars Marks Tattoo** are not mandatory fields. However, if the information is provided then enter it in the appropriate fields.

Identification information

- **OLN/DL License Number**, **OLN/DL License State**, **SSN, Misc. ID Type**, **Misc. ID Number**, **Misc. ID State**, **Place of Birth**, **CII Number**, and **FBI Number** are not required nor are mandatory fields for Persons Involved.

Contact Information

- **Fontana Resident Status**

  o This field indicates if the person involved resides in the City of Fontana.

- **Email/Text Opt-In**

- o This is a mandatory field for Victim, Organizations Involved, and Persons Involved sections. This opts the person/organization into receiving electronic communications from our agency regarding their case.

    - Select NO

- **Address / P.O. Box**

    - o If a residence is not known enter UNKNOWN.

    - o If the individual is a transient enter TRANSIENT.

        - An alternate address for a <u>Fontana</u> TRANSIENT is 8282 Sierra Av, Fontana, CA 92335.

    - o If the individual refuses to give an address enter REFUSED

- **Cell Phone**

    - o If the individual's cell phone number is not available, he/she does not have a cell phone number or refuses to provide one then enter all zeroes.

        - (000) 000-0000

- **House Phone**

    - o If the individual's home phone number is not available, he/she does not have a house phone number or refuses to provide one then enter all zeroes.

        - (000) 000-0000

- **Other Phone** and **Email** are not mandatory fields. However, if the information is provided then enter it in the appropriate fields.

Employer/School Information is not a mandatory section. However, if the information is provided then enter it in the appropriate fields.

Property Tab

Status

- Do not make any corrections to an entry made by an Officer when the status of a property item is listed as **DESTRUCTION**, **FOUND**, **SAFEKEEPING**, and or **SEIZED**. This indicates that the item was turned into the Property Unit. The mandatory fields in this section should be filled out by the Officer. If a correction is needed contact or notify the Officer.

- Select appropriate status for all other involved property items.

o If our agency recovers stolen property from an outside agency, list the status of the item as **RECOVERED**.

Relations

- **Related Offense**

  o This is the **only** field that can be corrected If an item is listed as DESTRUCTION, FOUND, SAFEKEEPING, and or SEIZED.

- **Relationship/Involvement to Property**

  o Link individual or organization involved to the property and their relationship to the property.

Property Information

- **Hold Reason**

  o If the Hold Reason is listed as **Evidence**, **Found**, or **Safekeeping** do not make any corrections to the entry made by the Officer. This indicates that the property was turned into the Property Unit to be booked/held. If a correction is needed contact or notify the Officer.

  o **99 – Not Being Booked/Held in Property**: This means that the Officer did not turn in the item to the Property Unit.

- **Property Class**

  o If the property Class is not found in the drop-down menu, then select OTHER.

- **Type**

  o Select the correct property Type. For a complete list of item Types and examples see the UCR Handbook.

- **Article Type**

  o Selected the correct Article Type.

  o If the Article Type is not listed in the drop-down menu, select MISC/OTHER ITEM NOT LISTED.

- **Make**

  o The Make of an item is the name of the brand. If unknown, leave field blank.

- **Model**

  o Enter model if applicable.

- **Serial Number**

  - If a serial number is provided for an item, then the serialized property needs to be entered in CLETS.

  - For a complete list of Article and Brand Codes see the CLETS – Automated Property System Manuals (found in CLEW).

- **Owner Applied # / Sex Kit # / BA Kit #**

  - Enter the Owner Applied number if applicable.

  - The Sex Kit number and the BA Kit number should be entered by the Officer.

- **Quantity**

  - A quantity is required for all Stolen and Recovered property.

  - If number of items is unknown enter 1

- **Value**

  - A dollar value is required for all Stolen property.

  - If the value is unknown enter an estimated amount or enter $1

- **Color**

  - Select color(s) if applicable.

- **Description**

  - Provide a short description of the item.

Recovery Information: Only use for Recovered property.

- **Date/Time Recovered**

  - Information can be found in Narrative or any forms filled out by the Officer.

- **Recovered Value**

  - A recovered value is required for all Recovered property.

  - If the recovered is unknown, then enter an estimate or $1

  - If our agency has Recovered an outside agency's property, then the value is always **$1**

- **Returned to Owner**

  - Select YES or NO

Additional Information

- **Stolen Trailers** are entered in the Property section and not in the Vehicle section

  o Serial number will be the license plate number

  o The offense should be Larceny (23H)

- **Identity Theft (26F)**

  o Must enter "stolen" property

  o Property Class

  o Value of $0

- **Burglary (220)**

  o Stolen property must be listed, even if no property was stolen or victim does not know at the time of the report what was taken/missing

  o Unknown value is entered as $1

- **Drugs (35A and 35B)**

  o Requires a property entry to be listed

  o Most common is HS11364 (35B)

    ▪ Property Status: Seized

    ▪ Property Class: Drugs/Narcotics Equipment

    ▪ Related Offense

    ▪ Description

    ▪ Quantity: 1

    ▪ Value: $1

    ▪ Article Type and Hold Reason – are required for Property Division, not for any state reporting

- **False Imprisonment**

  o Requires property to be listed

  o Status: None

  o Related Offense

  o Article Type: Misc/Other Item not listed

- o Description: No Ransom

- o Hold Reason: Not being Booked

Drug Tab

Status

- Do not make any corrections to an entry made by an Officer when the status of the drug item is listed as **DESTRUCTION**, **FOUND**, **RECOVERED**, or **SEIZED**. This indicates that the item was turned into the Property Unit. The mandatory fields in this section should be filled out by the Officer. If a correction is needed contact or notify the Officer.

- Select the appropriate status for all other involved drug items.

Relations

- **Related Offense**

  - o This is the **only** field in this section that can be corrected If an item is listed as DESTRUCTION, FOUND, RECOVERED, and or SEIZED.

- **Relationship/Involvement to Drug**

  - o Link the individual or organization involved to drug item and their relationship to the drug(s).

Drug Information

- **Hold Reason**

  - o If the Officer selected **evidence**, **found**, or **safekeeping** do not make any corrections to the entry made by the Officer. This indicates that the item was turned into the Property Unit to be booked/held. If a correction is needed contact or notify the Officer.

  - o **99 – Not being Booked/Held in Property**: This means that the Officer did not turn in the item to the Property Unit.

- **Class**

    o Select appropriate class from drop-down menu.

- **Drug Type**

    o Select appropriate drug type from drop-down menu.

- **Quantity**

    o Enter the quantity amount.

- **Measure**

    o Select measure from drop-down menu.

- **Est. Street Value**

    o Not a mandatory field. If the Officer has entered an amount leave it as is.

- **Recovery Information**: <u>Only use for Recovered items.</u>

    o **Recovered Date:** Date can be found in the Narrative or Call Card.

*Example: Data entry for seized drug. Corrections **<u>cannot</u>** be made on this entry because the Officer has booked the drug with the Property Unit. The status is **SEIZED**, and the Hold Reason is **Evidence**. Remember if a correction is needed contact or notify the Officer.*

Example: Data entry for stolen drug. Corrections can be made by the Records Specialist (if needed) because the status is STOLEN, and the Hold Reason is 99 – Not Being Booked/Held in Property.

Vehicle Tab

Status

- Select the appropriate status type pertaining to case.

    o For involved vehicles select UNKNOWN.

    o Our agency's Recovered Embezzled vehicles are entered as UNKNOWN.

Relations

- **Related Offense**

    o Link the vehicle to corresponding offense(s).

- **Relationship/involvement**

  - Link vehicle to the Suspect, Victim, Organization Involved, or Persons Involved and their appropriate relationship to the vehicle.

Vehicle Information

- **Hold Reason**

  - Select 99 – Not Being Booked/Held in Property

- **Class**

  - If the vehicle Class is not listed in drop-down menu enter OTHER MOTOR VEHICLES.

- **Vehicle Type**

  - Select the correct Vehicle Type. For a complete list of Vehicle Types and examples see the UCR Handbook.

- **Make**

  - Select the correct Vehicle Make. For a complete list of the vehicle Make codes use the CLETS – SVS Code Manuals (found in CLEW).

  - If a vehicle Make is found in the CLETS Manual; however, it is not listed in Central Square then have a Records Supervisor add it to the drop-down menu.

  - If a vehicle, Make is unknown leave field blank.

- **Model**

  - Select the correct vehicle Model. For a complete list of vehicle Model codes use CLETS – SVS Code Manuals (found in CLEW).

  - If a vehicle Model is found in the CLETS Manual; however, it is not listed in Central Square then have a Records Supervisor add it to the drop-down menu.

  - If a vehicle Model is unknown leave the field blank.

- **Vehicle Year**, **Vehicle Style**, **License Plate Number**, **License Plate State**, **Plate Type, Plate Expires, Serial, VIN, Registration Expires fields:**

  - Information for these fields can be found in the Vehicle Registration (28), stated in the Narrative, or in forms filled out by the Officer.

  - If the information is not available or unknown, then leave the field blank.

- **Value**

- o A dollar value is required for all Stolen vehicles if the value is not known enter an estimated amount.

- **Color(s)**

  - o If the color(s) is unknown leave field blank.

- **Special Features/Additional Characteristics:**

  - o Special features/characteristics can include stickers, tinted windows, rims etc.

Recovery Information: <u>Mandatory fields for all recovered vehicles.</u>

- **Recovered Date**

  - o Information can be found in CHP 180 Form or teletypes.

- **Recovered Code**

  - o Select the appropriate code pertaining to case.

    - ▪ An outside agency is considered ANOTHER JURISDICTION

- **Return to Owner**

  - o Select Yes or No

- **Recovered Value** – <u>A recovered value is mandatory for all recovered vehicles.</u>

  - o If the recovered vehicle was originally reported stolen out of <u>our </u>agency, the recovery value is an estimated amount based on the vehicle's condition.

  - o If our agency recovers an <u>outside</u> agency's stolen vehicle, always enter the recovered value as $1

- **Recovery Address**

  - o Information can be found in CHP 180 Form or teletypes.

Gun Tab

Status

- If the status of the item is entered as **FOUND**, **LOST**, **RECOVERED**, **SAFEKEEPING**, **SEIZED** or **STOLEN** by the Officer and a **Serial Number** is provided then the item needs to be entered in CLETS. The CLETS desk will enter any serialized gun in CLETS.

- Do not make corrections to an entry made by the Officer when the status of the item is listed as **DESTRUCTION, FOUND**, **RECOVERED**, **SAFEKEEPING**, and or **SEIZED**. This indicates that the gun was turned into the Property Unit. The mandatory fields in this section should be filled out by the Officer. If a correction is needed contact or notify the Officer.

Class

- Select FIREARMS

Hold Reason

- If the Hold Reason is listed as **Evidence**, **Found**, or **Safekeeping** do not make any corrections to the entry made by the Officer. This indicates that the gun was turned into the Property Unit to be booked/held. If a correction is needed contact or notify the Officer.

- **99 – Not Being Booked/Held in Property:** This means that the Officer did not turn in the gun to the Property Unit (i.e. gun is lost or stolen).

Relations

- **Related Offense**

  o Link gun to corresponding offense(s).

- **Relationship/Involvement to Gun (Owner/Possessor)**

  o Link gun to the involved person or organization and their relationship to the gun.

Gun Information

- **Caliber**, **Barrel Length**, **Firearm Type/Category**, **Gun Action**, **Make**, **Model**, **Finish**, **Serial Number**, **Owner Applied Numbe**r, and **Description** are all mandatory fields entered by the Officer.

  o For a complete list of Gun Data Codes please see the NCIC Code Manual. Information

  o A Gun Inquiry can be made on serialized weapons in CLETS for complete gun registration information.

Stolen/Recovered Information

- **Value** – Used only for Stolen gun.

- **Recovered Date/Time** – Used when a gun is recovered only.

- **Recovered Value** – Used only for a recovered gun.

- o If our agency recovers an outside agency's stolen gun, the recovery value should always be **$1**

Additional Information: Mandatory fields in this section should be entered by the Officer

- **Reported Stolen**

  - o Select YES or No

- **Illegally Possessed**

  - o Select YES or No

- **City of Occurrence**

  - o Enter City if applicable, if not select Not Applicable

- **Obtaining/Recovering Officer**

  - o Select Officer's Name

- **Date Seized/Obtained**

  - o Enter date seized/obtained.

Digital Tab

Digital Evidence Type

- Multiple items can be selected at once.

Digital Evidence Description

- Provide small description of what type of evidence was captured.

Title (Select "DIGITAL" Only)

- Always select DIGITAL in this field

Officer Name

- Name of the Officer who took the digital evidence.

Author Name

- This should be the same person as the Officer Name field.

  - o Last Name, First Name, Badge number

Narrative Tab

Title

- Select NARRATIVE.

Officer Name

- Name of the Officer who wrote the report.

- If report is a Courtesy Report or any other type of report taken by an outside agency enter Agency, Outside OUTA

Author Name

- This should be the same person as in the Officer Name field.

    o Last Name, First Name, Badge number

    o Use Agency, Outside OUTA for outside agency reports.

Narrative

- In this section, the Officer's narrative will be typed out. Remember that obvious typos, grammar errors and punctuation are the only things that can be corrected on an Officer's Narrative when it has been approved by a Supervisor. If a correction is needed contact or notify the Officer.

Attached Forms

- List all the forms or paperwork that were attached to the Case Inspection Sheet and any additional printouts you will be attaching to the case. Multiple items can be selected at once.

Case Inspection – Not mandatory fields.

- **Send Copies To:** This field is used to show where copies of the report were sent to. This is not a mandatory field.

- **Describe Other:** This field can be used to describe other actions taken for this case. This is not a mandatory field.

Officer Tab

Involvement Type

- **Approving** – Used to indicate the approving supervisor.

- **Reporting** – Used to indicate original incident report.

- **Supplementing** – Used to indicate supplemental report only.

Officer Name

- If Involvement Type is Reporting – Use the Officer's Name

  - If a report is a Courtesy Report or any other type of report taken by another agency enter Agency, Outside OUTA as Officer's Name

- If involvement Type is Supplementing – Use the Officer's Name

- If Involvement Type is Approving – This is the Lieutenant, Sargent, or Corporal who approved the report either in Central Square or signed off on the Case Inspection Sheet.

Date

- Approving – The date and time a Supervisor approved the report.

- Reporting – The date and time the Officer submitted the original report for review.

- Supplementing – The date and time the Officer submitted a supplemental report for review.

ARREST REPORT

If a report was taken and an arrest was made, Officer's must complete the arrest portion of the report. This includes reports in which a suspect was cited, booked, or detained. The arresting Officer's will enter their arrest portion of the report directly in Central Square/RMS using the appropriate template. Your primary function is to make sure that the information has been entered correctly. The best way to do this is by following the **At-a-Glance** Tabs in Central Square. Going through each tab will ensure minimal errors.

It is important to note that all mandatory fields in Central Square must be entered. These fields are highlighted in orange.

Case Number

- The Case Number is 9-digits long.

Arrest # (Leave Blank)

- The Arrest # will automatically update once the arrest report is completed by the Officer and submitted for review.

Associated Cases

- This field is used when a case is related to another case <u>wihtin</u> our department.

- This field can also be used when an <u>external</u> case from an outisde agency is related with our department's case (i.e. Recovered Stolen Vehicle, Chop Shop etc.).

ADULT ARREST

Event Tab

Date/Time Arrest

- Date and Time of Arrest can be found on the Arrest/Booking Application, Citation, and or in CNI Printout.

Arresting Agency Name

- Fontana Police Department

Juvenile

- No

Place of Arrest

- **Address**

    o Address can be found on the Arrest/Booking Application and or Citation.

    o Full address or cross streets can be entered.

Arrest Status

- **Book**

- o Used when a suspect is booked, and an Arrest/Booking Application is filled out by the arresting Officer.

- o Also used when a suspect is both booked and issued a Citation by the arresting Officer; however, the open charge(s) on the Citation <u>must match</u> with those on the Arrest/Booking Application.

- **Cite**

  - o Used when a suspect is issued a Citation by the arresting Officer.

  - o Also used when a suspect is both issued a Citation and booked for a warrant.

Arrest Disposition

- **Complaint Sought** – Used when the arrestee is held in jail (booked) or cited.

- **Referred to Other Authority** – Used when the arrestee is being turned over from the reporting agency to another outside agency. (Warrants)

- **Released** – Used when the arrestee is released from custody and the reporting agency is not pursuing any further action. (PC 849)

Multiple Arrest Segments

- Always enter NOT APPLICABLE.

Description

- Short description of what suspect was arrested for.

Booking Number

- 10 – Digit Booking number is found on the Arrest/Booking Application or in CNI printout, enter if applicable.

Citation Number

- Number can be found on the Citation, enter if applicable.

Charge Tab

Offense

- Enter the offense(s) that is noted on the Arrest/Booking Application and or Citation.

- The offense(s) must match the offense entered in the original incident report.

UCR/NIBRS Code

- This field will automatically update once an offense code is entered.

- Refer to the UCR Handbook to ensure that the UCR code matches up with the Officer's Narrative.

- Remember there are set criteria that determine which Central Square code to use to satisfy the Department of Justice requirements for simple and aggravated assaults.

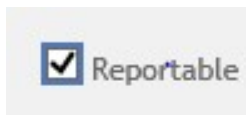- Code must match the one entered in original incident report.

Felony/Misdemeanor

- Select Felony, Infraction, or Misdemeanor depending on what is noted on the Arrest/Booking Application and or Citation.

The **UCR Class**, **UCR SubClass**, **State Code**, and **UCR Hierarchy** fields for this section will automatically update when an offense code is entered.

Reportable

- Box needs to be checked off for each offense listed.

Law Enforcement Disposition

- FELONIES – Used when the degree of the offense is a Felony.

- MISDEMEANORS – Used when the degree of the offense is a Misdemeanor.

- DEPARTMENT – Used when the degree of the offense is an Infraction.

- TURNED OVER – Used when the offense is a warrant.

Charge Status

- COMMITTED – Used when suspect committed the crime.

- ATTEMPTED – Only used when the offense begins with 664 for attempted.
    - Example: 664/10851(A) – Attempted Auto Theft

Warrant Number

- Enter warrant number if applicable. Warrant number can be found on the Arrest/Booking Application, Citation, in the Narrative, CNI Printout, or Call Card.

Arrestee Tab

Arrestee Armed With

- Make selection from the drop-down menu. If arrestee was not armed select NONE.

Last Name

- Make sure the last name matches the name written on the Arrest/Booking Application and or Citation.

First Name

- Make sure the first name matches the name written on the Arrest/Booking Application and or Citation.

The **Middle Name**, **Suffix**, and **Moniker/Alias** are not mandatory fields. However, if the information is provided in the Arrest/Booking Application or Citation then enter it in the appropriate fields.

Details

- The information for **Date of Birth**, **Age**, **Sex**, **Race**, **Ethnicity**, **Height**, **Weight**, **Hair Color**, and **Eye Color** fields can be found on the Arrest/Booking Application and or Citation. Enter all mandatory fields.

Appearance

- The **Build**, **Facial Hair**, **Glasses**, **Clothing Description**, and **Scars Marks Tattoos** are not mandatory fields. However, if the information is provided on the Arrest/Booking Application then enter it in the appropriate fields.

Identification information

- **OLN/DL License Number**

  o Enter if applicable.

- **OLN/DL License State**

  o Enter if applicable.

- **SSN**

  o Enter if applicable.

- **Misc. ID Type**

  o Select FINGERPRINT ID NUMBER (Only if Cal-ID is applicable)

- **Misc. ID Number**

  o Cal – ID number found in JimsNet/CNI (Enter only if it is applicable)

- **Misc. ID State**

- o   Enter CALIFORNIA (Only if Cal-Id is applicable)

- **Place of Birth**

    - o   Enter if applicable.

- **CII Number**

    - o   Enter if applicable.

- **FBI Number**

    - o   Enter if applicable.

Contact Information

- **Fontana Resident Status**

    - o   This field indicates if the arrestee resides in the City of Fontana.

- **Address**

    - o   If a residence is not known enter UNKNOWN.

    - o   If the arrestee is a transient enter TRANSIENT.

        - ▪   An alternate address for a Fontana TRANSIENT is 8282 Sierra Av, Fontana, CA 92335.

    - o   If the arrestee refuses to give an address enter REFUSED

- **Cell Phone**

    - o   If an arrestee's cell phone number is not available, he/she does not have a cell phone number or refuses to provide one then enter all zeroes.

        - ▪   (000) 000-0000

- **House Phone**

    - o   If an arrestee's home phone number is not available, he/she does not have a house phone number or refuses to provide one then enter all zeroes.

        - ▪   (000) 000-0000

- **Other Phone** and **Email** are not mandatory fields. However, if the information is provided then enter it in the appropriate fields.

Employer/School Information is not a mandatory section. However, if the information is provided then enter it in the appropriate fields.

Property Tab

- This section is used for Safekeeping Property Only, which indicates that the property listed was turned into the Property Unit to be booked/held. No corrections are made to the Officer's entry. If a correction is needed contact or notify the Officer.

Officer Tab

Involvement Type

- **Arresting** – Used to indicate arrest report.

- **Approving** – Used to indicate the approving supervisor.

Officer Name

- If Involvement Type is Arresting – Use the arresting Officer's Name

- If Involvement Type is Approving – This is the Lieutenant, Sargent, or Corporal who approved the report either in Central Square or signed off on the Case Inspection Sheet.

Date

- Arresting – The date and time the Officer submitted the report.

- Approving – The date and time a Supervisor approved the report.

ADULT CITE

Event Tab

Date/Time Arrest

- Date and Time of Arrest can be found on the Citation.

Arresting Agency Name

- Fontana Police Department

Juvenile

- No

Place of Arrest

- **Address**

    o Address can be found on the Citation.

    o Full address or cross streets can be entered.

Arrest Status

- **Cite** – Used when suspect is issued a Citation by the arresting Officer.

Arrest Disposition

- **Released on Bail or Own Recognizance** – Used when arrest status is Cite.

Multiple Arrest Segments

- Always enter NOT APPLICABLE

Description

- Short description of what suspect was arrested for.

Citation Number

- Number can be found on the Citation.

Charge Tab

Offense

- Enter the offense(s) that is noted on the Citation.

- The offense(s) must match the offense entered in the original incident report.

UCR/NIBRS Code

- This field will automatically update once an offense code is entered.

- Refer to the UCR Handbook to ensure that the UCR code matches up with the Narrative.

- Remember there are set criteria that determine which Central Square code to use to satisfy the Department of Justice requirements for simple and aggravated assaults.

- Code must match the one entered in original incident report.

Felony/Misdemeanor

- Select Felony, Infraction, or Misdemeanor depending on what is noted on the Citation.

The **UCR Class**, **UCR SubClass**, **State Code**, and **UCR Hierarchy** fields for this section will automatically update when an offense code in entered.

Reportable

- Box needs to be checked off for each offense listed.

Law Enforcement Disposition

- FELONIES – Used when the degree of the offense is a Felony.

- MISDEMEANORS – Used when the degree of the offense is a Misdemeanor.

- DEPARTMENT – Used when the degree of the offense is an Infraction.

- TURNED OVER – Used when offense is a warrant.

Charge Status

- COMMITTED – Used when suspect committed crime.

- ATTEMPTED – Only used when the offense begins with 664 for attempted.

    - Example: 664/10851(A) – Attempted Auto Theft

Warrant Number

- Enter warrant number if applicable.

Arrestee Tab

Arrestee Armed With

- Make selection from the drop-down menu. If arrestee was not armed select NONE.

Last Name

- Make sure the last name matches the name written on the Citation.

First Name

- Make sure the first name matches the name written on the Citation.

The **Middle Name**, **Suffix**, and **Moniker/Alias** are not mandatory fields. However, if the information is provided in the Citation then enter it in the appropriate fields.

Details

- The information for **Date of Birth**, **Age**, **Sex**, **Race**, **Ethnicity**, **Height**, **Weight**, **Hair Color**, and **Eye Color** fields can be found on the Citation. Enter all mandatory fields.

Appearance

- The **Build**, **Facial Hair**, **Glasses**, **Clothing Description**, and **Scars Marks Tattoos** are not mandatory fields. However, if the information is provided then enter it in the appropriate fields.

Identification information

- **OLN/DL License Number**

    o Enter if applicable.

- **OLN/DL License State**

    o Enter if applicable.

- **SSN**

    o Enter if applicable.

- **Misc. ID Type**

    o Select FINGERPRINT ID NUMBER (Only if Cal-Id is applicable).

- **Misc. ID Number**

    o Cal – ID number found in JIMSNet/CNI (Enter only if applicable).

- **Misc. ID State**

    o Enter CALIFORNIA (Only if Cal-Id is applicable).

- **Place of Birth**

    o Enter if applicable.

- **CII Number**

    o Enter if applicable.

- **FBI Number**

    o Enter if applicable.

Contact Information

- **Fontana Resident Status**

    o This field indicates if the arrestee resides in the City of Fontana.

- **Address**

    o If a residence is not known enter UNKNOWN.

    o If the arrestee is a transient enter TRANSIENT.

- An alternate address for a <u>Fontana</u> TRANSIENT is 8282 Sierra Av, Fontana, CA 92335.
    - o If the arrestee refuses to give an address enter REFUSED

- **Cell Phone**
    - o If an arrestee's cell phone number is not available, he/she does not have a cell phone number or refuses to provide one then enter all zeroes.
        - (000) 000-0000

- **House Phone**
    - o If an arrestee's home phone number is not available, he/she does not have a house phone number or refuses to provide one then enter all zeroes.
        - (000) 000-0000

- **Other Phone** and **Email** are not mandatory fields. However, if the information is provided then enter it in the appropriate fields.

Employer/School Information is not a mandatory section. However, if the information is provided then enter it in the appropriate fields.

Officer Tab

Involvement Type

- **Arresting** – Used to indicate arrest report.

- **Approving** – Used to indicate the approving supervisor.

Officer Name

- If Involvement Type is Arresting – Use the arresting Officer's Name

- If Involvement Type is Approving – This is the Lieutenant, Sargent, or Corporal who approved the report either in Central Square or signed off on the Case Inspection Sheet.

Date

- Arresting – The date and time the Officer submitted the report.

- Approving – The date and time a Supervisor approved the report.

ADULT WARRANT ARREST

Event Tab

- **Date/time Arrest**
  - Information can be found on the Arrest/Booking Application or Citation filled out by the arresting Officer.

- **Arresting Agency Name**
  - Fontana Police Department

- **Juvenile**
  - NO

Place of Arrest

- **Address**
  - Full address or cross streets can be entered. Information can be found on the Arrest/Booking Application or Citation.

Arrest Status

- **Book** – Used when Officer filled out an Arrest/Booking Application for arrestee.
- **Cite** – Used when the Officer issued a Citation for the arrestee.
- **Other** – Used when the Officer released the detainee per PC 849 (Blue-Sheeted).

Arrest Disposition

- **Turned Over to County** – Used when the arrest status is Book.
- **Released on Bail or Own Recognizance** – Used when the arrest status is Cite.
- **Administrative Discharge** – Used when the arrest status is Other.

Multiple Arrest Segments

- Select NOT APPLICABLE

Description

- Warrant Arrest

Booking Number

- Enter 10-digit number found on the Arrest/Booking Application if applicable.

Citation Number

- Enter number found on the Citation if applicable.

Charge Tab

Offense

- Select **OUTSIDE WARRANT OUTSIDE WARRANT**

Felony/Misdemeanor

- Select the degree of offense that is noted on Arrest/Booking Application or Citation for the warrant.

The **UCR/NIBRS Code**, **UCR Class**, **UCR SubClass**, **State Code**, **UCR Hierarchy** fields will automatically update when Offense code is entered.

Law Enforcement Disposition

- TURNED OVER – Used when the offense is a warrant.

Charge Status

- Select COMMITTED

Warrant Number

- Warrant number can be found on the Arrest/Booking Application, Citation, in the Narrative, CNI Printout, or Call Card.

Arrestee Tab

Arrestee Armed With

- Make selection from the drop-down menu. If arrestee was not armed select NONE.

Last Name

- Make sure the last name matches the name written on the Arrest/Booking Application or Citation.

First Name

- Make sure the first name matches the name written on the Arrest/Booking Application or Citation.

The **Middle Name**, **Suffix**, and **Moniker/Alias** are not mandatory fields. However, if the information is provided in the Arrest/Booking Application or Citation then enter it in the appropriate fields.

Details

- The information for **Date of Birth**, **Age**, **Sex**, **Race**, **Ethnicity**, **Height**, **Weight**, **Hair Color**, and **Eye Color** fields can be found on Arrest/Booking Application and or Citation. Enter all mandatory fields.

Appearance

- The **Build**, **Facial Hair**, **Glasses**, **Clothing Description**, and **Scars Marks Tattoos** are not mandatory fields. However, if the information is provided then enter it in the appropriate fields.

Identification information

- **OLN/DL License Number**

  o Enter if applicable.

- **OLN/DL License State**

  o Enter if applicable.

The **SSN**, **Misc. ID type**, **Misc. ID Number**, **Misc. ID State**, **Place of Birth**, **CII Number**, and **FBI Number** are not mandatory fields for warrant arrests.

Contact Information

- **Fontana Resident Status**

  o This field indicates if the arrestee resides in the City of Fontana.

- **Address**

  o If a residence is not known enter UNKNOWN.

  o If the arrestee is a transient enter TRANSIENT.

    ▪ An alternate address for a <u>Fontana</u> TRANSIENT is 8282 Sierra Av, Fontana, CA 92335.

  o If the arrestee refuses to give an address enter REFUSED.

- **Cell Phone**

  o If an arrestee's cell phone number is not available, he/she does not have a cell phone number or refuses to provide one then enter all zeroes.

    ▪ (000) 000-0000

- **House Phone**

  o If an arrestee's home phone number is not available, he/she does not have a house phone number or refuses to provide one then enter all zeroes.

▪ (000) 000-0000

- **Other Phone** and **Email** are not mandatory fields. However, if the information is provided then enter it in the appropriate fields.

Employer/School Information is not a mandatory section. However, if the information is provided then enter it in the appropriate fields.

Property Tab

- This section is used for Safekeeping Property Only, which indicates that the property listed was turned into the Property Unit to be booked/held. No corrections are made to the Officer's entry. If a correction is needed contact or notify the Officer.

Vehicle Tab

- This section is only used for <u>involved</u> vehicles only (not for stolen or recovered).

Relationship to Vehicle

- Link arrestee's relationship to the vehicle.

Vehicle Information

- **Hold Reason**

  o Select 99 – Not Being Booked/Held in Property

- **Class**

  o If the vehicle Class is not listed in drop-down menu enter OTHER MOTOR VEHICLES.

- **Vehicle Type**

  o Select the correct Vehicle Type. For a complete list of Vehicle Types and examples see the UCR Handbook.

- **Make**

  o Select the correct Vehicle Make. For a complete list of the vehicle Make codes use the CLETS – SVS Code Manuals (found in CLEW).

  o If a vehicle Make is found in the CLETS Manual; however, it is not listed in Central Square then have a Records Supervisor add it to drop-down menu.

  o If a vehicle, Make is unknown leave field blank.

- **Model**

- o Select the correct vehicle Model. For a complete list of vehicle Model codes use the CLETS – SVS Code Manuals.

  - o If vehicle a Model is found in the CLETS Manual; however, it is not listed in Central Square then have a Records Supervisor add it to drop-down menu.

  - o If a vehicle Model is unknown leave field blank.

- The **Vehicle Year**, **Style**, **Plate Number**, **Plate State**, **VIN**, **Property Value**, and **Registration Expires** fields are not mandatory.

  - o Information for these fields can be found in Vehicle Registration (28), stated in the Narrative, or in forms filled out by the Officer.

- **Color(s)**

  - o If the color(s) is unknown leave field blank.

- **Special Features/Additional Characteristics:**

  - o Special features/characteristics can include stickers, tinted windows, rims etc.

Digital Tab

Digital Evidence Type

- Multiple items can be selected at once

Digital Evidence Description

- Provide small description of what type of evidence was captured.

Officer Name

- Name of the Officer who took the digital evidence.

Narrative Tab

Title

- Select NARRATIVE.

Officer Name

- Name of the Officer who wrote the report.

Narrative

- In this section the Officer's narrative will be typed out. Remember that obvious typos, grammar errors and punctuation are the only things that can be corrected on an

Officer's Narrative when it has been approved by a Supervisor. If a correction is needed contact or notify the Officer.

Attached Forms

- List all the forms or paperwork that were attached to the Case Inspection Sheet and any additional printouts you will be attaching to the case. Multiple items can be selected at once.

Officer Tab

Involvement Type

- **Arresting** – Used to indicate arrest report.

- **Approving** – Used to indicate the approving supervisor.

Officer Name

- If Involvement Type is Arresting – Use the arresting Officer's Name.

- If Involvement Type is Approving – This is the Lieutenant, Sargent, or Corporal who approved the report either in Central Square or signed off on the Case Inspection Sheet.

Date

- Arresting – The date and time the Officer submitted the report.

- Approving – The date and time a Supervisor approved the report.

DETAINED ADULT

Use the Adult Arrest Template or the Adult Detention Template

Event Tab

Date/Time Arrest

- Date and Time can be found on the Detention Certificate, in Narrative, or Call Card.

Arresting Agency Name

- Fontana Police Department

Juvenile

- No

Place of Arrest

- **Address**

    o Address can be found in Narrative or Call Card.

    o Full address or cross streets can be entered.

Arrest Status

- **Other** – Used when a suspect is detained and released per PC 849 (Blue-Sheeted).

Arrest Disposition

- **Administrative Discharge** - Used when the arrest status is Other. Suspect is released per PC 849 (Blue-Sheeted).

Multiple Arrest Segments

- Always enter NOT APPLICABLE.

Description

- If suspect was detained and released, in description enter **"Released per PC 849"**

Booking Number

- Not applicable for detained adults.

Citation Number

- Not applicable for detained adults.

Charge Tab

Offense

- Enter the offense(s) that the subject was detained and released for. They can be noted in the Detention Certificate or in the Narrative.

- The offense(s) must match the offense entered in the original incident report.

UCR/NIBRS Code

- This field will automatically update once an offense code is entered.

- Refer to the UCR Handbook to ensure that the UCR code matches up with the Narrative.

- Remember there are set criteria that determine which Central Square code to use to satisfy the Department of Justice requirements for simple and aggravated assaults.

- Code must match the one entered in original incident report.
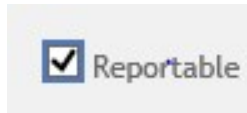
Felony/Misdemeanor

- Select Felony, Infraction, or Misdemeanor depending on the offense, if unsure always confirm with Officer.

The **UCR Class**, **UCR SubClass**, **State Code**, and **UCR Hierarchy** fields for this section will automatically update when an offense code in entered.

Reportable

- Box needs to be checked off for each offense listed.

Law Enforcement Disposition

- RELEASES – Used when the suspect was released per PC 849 (Blue-Sheeted).

Charge Status

- COMMITTED – Used when suspect committed the crime.

- ATTEMPTED – Only used when the offense begins with 664 for attempted.

   o Example: 664/10851(A) – Attempted Auto Theft

Warrant Number

- Enter if applicable.

Arrestee Tab

Arrestee Armed With

- Make selection from the drop-down menu. If arrestee was not armed select NONE.

Last Name

- Make sure the last name matches the name written on the Detention Certificate.

First Name

- Make sure the first name matches the name written on the Detention Certificate.

The **Middle Name**, **Suffix**, and **Moniker/Alias** are not mandatory fields. However, if the information is provided then enter it in the appropriate fields.

Details

- The information for **Date of Birth**, **Age**, **Sex**, **Race**, **Ethnicity**, **Height**, **Weight**, **Hair Color**, and **Eye Color** should be entered by Officer, for they are mandatory fields. If information is not provided contact or notify the Officer.

Appearance

- The **Build**, **Facial Hair**, **Glasses**, **Clothing Description**, and **Scars Marks Tattoos** are not mandatory fields. However, if the information is provided then enter it in the appropriate fields.

Identification information

- **OLN/DL License Number**

  o Enter if applicable.

- **OLN/DL License State**

  o Enter if applicable.

- The **SSN**, **Misc. ID Type**, **Misc. ID Number**, **Misc. ID State**, **Place of Birth**, **CII Number**, and **FBI Number** are not mandatory fields and are not required for detained adults.

Contact Information

- **Fontana Resident Status**

  o This field indicates if the arrestee resides in the City of Fontana.

- **Address**

  o If a residence is not known enter UNKNOWN.

  o If the detainee is a transient enter TRANSIENT.

    ▪ An alternate address for a <u>Fontana</u> TRANSIENT is 8282 Sierra Av, Fontana, CA 92335.

  o If the detainee refuses to give an address enter REFUSED

- **Cell Phone**

  o If a detainee's cell phone number is not available, he/she does not have a cell phone number or refuses to provide one then enter all zeroes.

    ▪ (000) 000-0000

- **House Phone**

- o If a detainee's home phone number is not available, he/she does not have a house phone number or refuses to provide one then enter all zeroes.

  - ▪ (000) 000-0000

- **Other Phone** and **Email** are not mandatory fields. However, if the information is provided then enter it in the appropriate fields.

Employer/School Information is not a mandatory section. However, if the information is provided then enter it in the appropriate fields.

Property Tab

- This section is used for Safekeeping Property Only, which indicates that the property listed was turned into the Property Unit to be booked/held. No corrections are made to the Officer's entry. Is a correction is needed contact or notify the Officer.

Officer Tab

Involvement Type

- **Arresting** – Used to indicate arrest report.

- **Approving** – Used to indicate the approving supervisor.

Officer Name

- If Involvement Type is Arresting – Use the arresting Officer's Name.

- If Involvement Type is Approving – This is the Lieutenant, Sargent, or Corporal who approved the report either in Central Square or signed off on the Case Inspection Sheet.

Date

- Arresting – The date and time the Officer submitted the report.

- Approving – The date and time a Supervisor approved the report.

JUVENILE ARREST/CITE/WARRANT

Event Tab

Date/Time Arrest

- Date and Time of Arrest can be found on the Juvenile Petition Form or Citation.

Arresting Agency Name

- Fontana Police Department

Juvenile

- Yes

Place of Arrest

- **Address**

    o   Address can be found on the Juvenile Petition Form or Citation.

    o   Full address or cross streets can be entered.

Arrest Status

- **Book** – Used when a juvenile is taken to Juvenile Hall for booking by the arresting Officer (In Custody).

- **Cite** - Used when a juvenile is issued a Citation by the arresting Officer.

Disposition Under 18

- **Referred to Juvenile Court or Probation Department** – Used when the arrest status is Book or Cite.

Multiple Arrest Segments

- Always enter NOT APPLICABLE.

Description

- Short description of what the juvenile was arrested for.

Booking Number

- Not applicable for juveniles.

Citation Number

- Number can be found on the Citation.

Charge Tab

Offense

- Enter the offense(s) that is noted on the Juvenile Petition Form or Citation.

- The offense(s) must match the offense entered in the original incident report.

UCR/NIBRS Code

- This field will automatically update once an offense code is entered.

- Refer to the UCR Handbook to ensure that the UCR code matches up with the Narrative.

- Remember there are set criteria that determine which Central Square code to use to satisfy the Department of Justice requirements for simple and aggravated assaults.

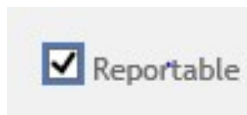- Code must match the one entered in original incident report.

Felony/Misdemeanor

- Select Felony, Infraction, or Misdemeanor depending on what is noted on the Juvenile Petition Form or Citation.

The **UCR Class**, **UCR SubClass**, **State Code**, and **UCR Hierarchy** fields for this section will automatically update when an offense code in entered.

Reportable

- Box needs to be checked off for each offense listed.

Law Enforcement Disposition

- JUVENILE COURT – Used when the offense is a misdemeanor or felony.

- TURNED OVER – Used when the offense is a warrant.

- DEPARTMENT – Used when the offense is an infraction.

Charge Status

- COMMITTED – Used when suspect committed the crime.

- ATTEMPTED – Only used when the offense begins with 664 for attempted.

    o Example: 664/10851(A) – Attempted Auto Theft

Warrant Number

- Enter warrant number if applicable.

Arrestee Tab

Arrestee Armed With

- Make selection from the drop-down menu. If arrestee was not armed select NONE.

Last Name

- Make sure the last name matches the name written on the Juvenile Petition Form or Citation.

First Name

- Make sure the first name matches the name written on the Juvenile Petition Form or Citation.

The **Middle Name**, **Suffix**, and **Moniker/Alias** are not mandatory fields. However, if the information is provided in the Juvenile Petition Form or Citation then enter it in the appropriate fields.

Details

- The information for **Date of Birth**, **Age**, **Sex**, **Race**, **Ethnicity**, **Height**, **Weight**, **Hair Color**, and **Eye Color** fields can be found on Juvenile Petition Form or Citation. Enter all mandatory fields.

Appearance

- The **Build**, **Facial Hair**, **Glasses**, **Clothing Description**, and **Scars Marks Tattoos** are not mandatory fields. However, if the information is provided on the Juvenile Petition Form enter it into the corresponding fields.

Identification information

- **OLN/DL License Number**

  o Enter if applicable.

- **OLN/DL License State**

  o Enter if applicable.

- **SSN**

  o Enter if applicable.

- **Misc. ID Type**

  o Select FINGERPRINT ID NUMBER (Only if Cal-ID is applicable).

- **Misc. ID Number**

  o Cal – ID number found in JimsNet/CNI (Enter only if it is applicable).

- **Misc. ID State**

  o Enter CALIFORNIA (Only if Cal-Id is applicable).

- **Place of Birth**

o Enter if applicable.

- **CII Number**

    o Enter if applicable.

- **FBI Number**

    o Enter if applicable.

Contact Information

- **Fontana Resident Status**

    o This field indicates if the arrestee resides in the City of Fontana.

- **Address**

    o If a residence is not known enter UNKNOWN.

    o If the juvenile is a transient enter TRANSIENT.

       ▪ An alternate address for a <u>Fontana</u> TRANSIENT is 8282 Sierra Av, Fontana, CA 92335.

    o If the juvenile refuses to give an address enter REFUSED

- **Cell Phone**

    o If a juvenile's cell phone number is not available, he/she does not have a cell phone number or refuses to provide one then enter all zeroes.

       ▪ (000) 000-0000

- **House Phone**

    o If a juvenile's home phone number is not available, he/she does not have a house phone number or refuses to provide one then enter all zeroes.

       ▪ (000) 000-0000

- **Other Phone** and **Email** are not mandatory fields. However, if the information is provided then enter it in the appropriate fields.

Employer/School Information is not a mandatory section. However, if the information is provided then enter it in the appropriate fields.

Officer Tab

Involvement Type

- **Arresting** – Used to indicate arrest report.

- **Approving** – Used to indicate the approving supervisor.

Officer Name

- If Involvement Type is Arresting – Use the arresting Officer's Name

- If Involvement Type is Approving – This is the Lieutenant, Sargent, or Corporal who approved the report either in Central Square or signed off on the Case Inspection Sheet.

Date

- Arresting – The date and time the Officer submitted the report.

- Approving – The date and time a Supervisor approved the report.

ADULT PARENT CITE FOR WI660.5

Use the Adult Cite Template

Event Tab

Date/Time Arrest

- Date and Time of Arrest can be found on the Citation.

Arresting Agency Name

- Fontana Police Department

Juvenile

- No

Place of Arrest

- **Address**

  - Address can be found on the Citation.

  - Full address or cross streets can be entered.

Arrest Status

- **Cite** – Used when parent/guardian is issued a Citation by the arresting Officer.

Arrest Disposition

- **Released on Bail or Own Recognizance** – Used when the arrest status is Cite.

Multiple Arrest Segments

- Always enter NOT APPLICABLE.

Description

- WI 660.5

Citation Number

- Number can be found on the Citation.

Booking Number

- Not Applicable.

Charge Tab

Offense

- Enter 660.5 WI PARENTAL ACCOUNTABILITY

UCR/NIBRS Code

- This field will automatically update once an offense code is entered.

Felony/Misdemeanor

- For this offense, the degree of the charge will always be MISDEMEANOR, even if the juvenile was cited for a felony charge.

The **UCR Class**, **UCR SubClass**, **State Code**, and **UCR Hierarchy** fields for this section will automatically update when an offense code in entered or leave blank.

Reportable

- Box needs to be checked off.

Law Enforcement Disposition

- MISDEMEANORS – Used when the degree of the offense is a Misdemeanor.

Charge Status

- COMMITTED – Used when suspect committed the crime.

Warrant Number

- Not applicable.

Arrestee Tab

Arrestee Armed With

- Make selection from the drop-down menu. If arrestee was not armed select NONE.

Last Name

- Make sure the last name matches the name written on Citation.

First Name

- Make sure the first name matches the name written on Citation.

The **Middle Name**, **Suffix**, and **Moniker/Alias** are not mandatory fields. However, if the information is provided in the Citation then enter it in the appropriate fields.

Details

- The information for **Date of Birth**, **Age**, **Sex**, **Race**, **Ethnicity**, **Height**, **Weight**, **Hair Color**, and **Eye Color** fields can be found on the Citation. Enter all mandatory fields.

Appearance

- The **Build**, **Facial Hair**, **Glasses**, **Clothing Description**, and **Scars Marks Tattoos** are not mandatory fields. However, if the information is provided on the Citation enter it into the corresponding fields.

Identification information

- **OLN/DL License Number**

    o Enter if applicable.

- **OLN/DL License State**

    o Enter if applicable.

- The **SSN**, **Misc. ID Type**, **Misc. ID Number**, **Misc. ID State**, **Place of Birth**, **CII Number**, and **FBI Number** are not required fields for a cited WI660.5 parent/guardian.

Contact Information

- **Fontana Resident Status**

    o This field indicates if the parent/guardian resides in the City of Fontana.

- **Address**

    o If a residence is not known enter UNKNOWN.

    o If the parent/guardian is a transient enter TRANSIENT.

- An alternate address for a <u>Fontana</u> TRANSIENT is 8282 Sierra Av, Fontana, CA 92335.

    o If the parent/guardian refuses to give an address enter REFUSED

- **Cell Phone**

    o If a parent/guardian's cell phone number is not available, he/she does not have a cell phone number or refuses to provide one then enter all zeroes.

        ▪ (000) 000-0000

- **House Phone**

    o If a parent/guardian's home phone number is not available, he/she does not have a house phone number or refuses to provide one then enter all zeroes.

        ▪ (000) 000-0000

- **Other Phone** and **Email** are not mandatory fields. However, if the information is provided then enter it in the appropriate fields.

Employer/School Information is not a mandatory section. However, if the information is provided then enter it in the appropriate fields.

Officer Tab

Involvement Type

- **Arresting** – Used to indicate arrest report.

- **Approving** – Used to indicate the approving supervisor.

Officer Name

- If Involvement Type is Arresting – Use the arresting Officer's Name

- If Involvement Type is Approving – This is the Lieutenant, Sargent, or Corporal who approved the report either in Central Square or signed off on the Case Inspection Sheet.

Date

- Arresting – The date and time the Officer submitted the report.

- Approving – The date and time a Supervisor approved the report.

SUPPLEMENTAL REPORTS

The Officer's will enter their supplemental reports directly into Central Square. Your primary function is to make sure that the information has been entered correctly. Before you do anything to the entry in Central Square, the supplemental report must be in a **DRAFT** status. Also, it needs to be supervisor approved by a Lieutenant, Sergeant, or Corporal in Central Square and or on the Case Inspection Sheet. Supervisor approval can be found under the **Officer** Tab in Central Square. *See screenshot below:*

You should also be able to see the **Approve**, **Reject**, and **Save** Tabs. A supplemental number should be present next to the case number field. *See screenshot below:*

All the tabs in supplemental reports are like the tabs found in original incident reports. See Incident Report section in this manual for instructions on each specific tab.

AGGRAVATED/SIMPLE ASSAULTS

There are set criteria that determine which Central Square code to use to satisfy the Department of Justice requirements for simple and aggravated assaults.

In Central Square the **UCR/NIBRS** codes are automatically updated when an offense is entered. The offense field will include the code with the weapon used for the assault; this will determine when it is an aggravated or simple assault. Make certain the offense used matches the weapon used to commit the assault in Central Square, to correctly match the UCR/NIBRS code needed.

In reading the narrative, if an Officer sates that a weapon was used to commit the assault then stat the incident as aggravated if the suspect's intention were to commit serious bodily harm to the victim. If the Officer states that no weapon was used to commit the assault or if Hands/Fist/Feet were used, but there were no visible injuries to the victim then stat the incident as simple.

See the **Uniform Crime Reporting (UCR) Handbook** for assault definitions and examples.

STATE REPORTING

On all **part one** cases where an individual has been arrested for the crime listed, the State Reporting section in Central Square must be completed. This process will allow the clearance for the arrest to be reflected on the DOJ Statistics (refer to the UCR Handbook for rules on exceptional clearances).

In addition to arrests, if a Complaint Refusal form has been signed by the victim then an exceptional clearance should be made on the report under this section.

Also, if for any reason a part one case will not be sent for prosecution, an exceptional clearance should be made on the report under the State reporting section as well.

- Use the **State Reporting** format below when an **<u>arrest</u>** has been made.

- Use the **State Reporting** format below when **<u>no arrest</u>** has been made.

- Use the **State Reporting** format below when **<u>victim does not desire prosecution</u>** on suspect (**Complaint Refusal**). *Note: Does not include Domestic Violence.*

- Use the **State Reporting** format below when case is **unfounded** (false or baseless complaints determined through investigation).

CONTACT AN OFFICER IN CENTRAL SQUARE

There are several ways in which an Officer can be contacted through Central Square/RMS. Officers can be contacted to verify information, to make necessary corrections, and to ask questions regarding the case.

You will need to follow up with the Officer for status on these cases after initial contact has been made. Wait for two weeks and if the Officer has not made the corrections, follow up with him/her again. Wait another two weeks and if you do not get a response from the Officer, have the Records Supervisor contact the Officer's Sergeant.

Upon response from the Officer, make sure to print out his/her message and scan it to the case for our records (scan only to the case, do not distribute).

Follow the methods below on how to contact an Officer:

COMMENTS – to leave a comment for the Officer in Central Square.

- Click on **"Actions"** drop-down menu and then select **"Comments"**

- Type out an instruction(s) or leave a comment(s) in this section for the Officer to see and make any necessary correction(s).

  NOTIFY – to send a notification to the Officer's email through Central Square.

- Click on **"Actions"** drop-down menu and then select **"Notify"**

- A notification window will appear as seen below. Address the notification to the Officer's email address and make sure to include yourself.

- Type in the message, but <u>do not delete</u> the blue link. Once the Officer open's his/her email, the link will lead them straight to the report in Central Square. Once you have written your message, hit **Send**.

REJECT – to return the report to the Officer for corrections through Central Square.

- Click on the **"Actions"** drop-down menu and then select **"Comments"**

- Type out an instruction(s) or leave a comment(s) for the Officer. Make sure to add your comment before rejecting the case because once the case is rejected it will no longer give you the option to add a comment.

- Once a comment has been added, click the **"Reject"** button.

The system will take you back to the main page; and you will be able to see the case you rejected in your **My Reports** Queue.

- If you go back into the case the **Comments** tab will be highlighted. The case will go back to the Officer along with your comment. The rejection of the case can be seen in the **Workflow Audit**.

DRIVER'S LICENSE

Cases being forwarded to the District Attorney, Court, Youth Accountability, Investigations or Gangs with a named **suspect/arrestee** must include a driver's license printout. The name and date of birth of the subject is needed and will be ran through **CLETS**.

California Driver's License – CDL

A California Driver's License (CDL) record can be obtained through **Web Query**. Once logged into **Web Query**, under the **CAD** tab heading, select the **CLETS Forms** tab. Using the drop-down menu select **DRIVER** – Driver's License Query.

Mark an "**X**" on the **FULL CHECK** field for a complete record. Enter the suspect's **Last** Name, **First** Name, **Date of Birth**, and then click **Send**. *See screenshot below:*

The response will return as a message through the icon as seen below:

To retrieve and view the message, under the **CAD** tab click on the **System** tab. Using the drop-down menu select **Messaging**.

The record will return in the message box as seen below:

Print all the pages, stamp each page with the confidential stamp, and attach to case whether a you get a hit or not.

*Note: If the Driver's License number is provided by the Officer; mark an **"X"** on the **FULL CHECK** field, enter the license number under the **DRIVERS LIC** field, and click **Send**.*

Out-of-State Driver's License

An out-of-state Driver's License record can also be obtained through **Web Query**. Under the **CAD** tab heading, select the **CLETS Forms** tab. Using the drop-down menu select **USDMV**.

Check off the **FULL HISTORY** field for a complete record. Select the **State**, up to five states can be selected at once. Enter the suspect's **Last** Name, **First** Name, **Date of Birth**, and **Sex**. In addition, fill out the **REQUESTOR** field with your pin number, the Officer's badge number, and case number; then click **Send** (*see screenshot below*).

The record will return as a message. To retrieve and view the message, under the **CAD** tab click on the **System** tab. Using the drop-down menu select **Messaging**.

Print all the pages, stamp each page with the confidential stamp, and attach to case whether a you get a hit or not.

*Note: You must use the bottom fields under **OREGON THROUGH LEDS** if the Driver's License is from the state of Oregon. Also, If the Out-of-State Driver's License number is provided by the Officer, enter it in the **OUT-OF-STATE DL#** field with the **State** and then click **Send**.*

RAP SHEET

A **Record of Arrest and Prosecution** (RAP) sheet, also known as RAPS, is an overview of an individual's history with the criminal justice system. Cases being forwarded to the District Attorney, Court, Youth Accountability, Investigations or Gangs with a named **suspect/arrestee** must include RAPS. The name and date of birth of the suspect is needed and will be ran through **CLETS**.

A suspect/arrestee RAP sheet can be obtained through **Web Query**. Once logged into Web Query, under the **CAD** tab heading, select the **CLETS Forms** tab. Using the drop-down menu select **RAPS**.

RAPS – Criminal History Inquiry

Make sure to fill out the **MUST INCLUDE** field. Enter your **Pin #**, **"FOR**,**"** **Officer's Badge #**, and the **Case #**.

Enter the suspect's **Last** Name, **First** Name, **Sex**, and **Date of Birth**. Lastly, make sure to mark an **"X"** on the **ABBREV RAP (QHY)** field, and click **Send**. *See screenshot below:*

The response will return as a message. To retrieve and view the message, under the **CAD** tab click on the **System** tab. Using the drop-down menu select **Messaging**.

The message will list the hits it made with the information that was entered. **Print** the list and make sure to match the information you have on the suspect with the information in the response. If a match is made then use the **CII Number** provided to obtain the RAP sheet, it will be listed as **RECORD #** as seen below:

Once the suspect's **CII Number** has been obtained it can now be used to retrieve the RAP Sheet. Make sure to fill out the **MUST INCLUDE** field, enter the numbers only do not include the letter **A** for the **CII#**, mark and **"X"** on the **ABBREV RAP (QHY)** field, and click **Send**. *See screenshot below: Example A28079796.*

Once again, the response will return as a message. To retrieve and view the message, under the **CAD** tab click on the **System** tab. Using the drop-down menu select **Messaging**.

Print out the entire RAP sheet, stamp each page with the confidential stamp, and attach to case.

Note: Important personal identification information can be obtained from the RAP Sheet. This information (tattoos, Aka's, social security number, etc.) must be entered in Central Square. This information is extremely helpful in determining the identity of a person should an Officer have future contacts with this individual.

Types of CII Records:

- If the CII Number begins with the **A** that indicates it is an **Automated Record**. Automated records can be obtained <u>normally</u> as demonstrated in example above.

- If the CII Number begins with the letter **M** that indicates it is a **Manual Record**. Manual records need to be requested through the Department of Justice – Command Center via phone or fax.

- If the CII Number begins with the letter **H** that indicates it is a **Hybrid Record**. Hybrid records can be obtained <u>normally</u> as would and Automated record.

- If the CII Number consists of numbers only (**DSP numbers only)** that indicates that the record is a non-fingerprint supported RAPS. To obtain this type of record see format below:

Make sure to use the correct format, depending on the type of record. Print out the entire RAP Sheet, stamp each page with the confidential stamp, and then attach to the case.

Record Too Long for Transmission

Some individuals can have a very long RAP sheet history and therefore too large to be received as a regular message through CLETS. If that is the case, a message will appear as seen below:

To retrieve a copy of the suspect's RAPS, please contact **Department of Justice – Command Center** via phone or fax.

Contact by Phone:

- **Department of Justice – Command Center** telephone number: **916-227-3244**

- You will need to provide DOJ with your employee credential information, work email address, department telephone number, and explain that the record was too long for transmission.

- DOJ will ask you for the suspect's full **Name**, **Date of Birth**, **CII#**, and the **Offense** the individual is being charged for.

- DOJ will send you an encrypted link to obtain a copy of the suspect's RAP sheet to your work email address. Follow the link's instructions to retrieve the RAP sheet.

Contact by Facsimile:

- **Department of Justice – Command Center** fax number: **916-456-0351**

- You will need to fill out an **FPD Fax Transmission Sheet**. Make sure to include the suspect's full **Name**, **Date of Birth**, **CII#**, **Offense**, explain that the RAP Sheet was **too large for transmission**, and included your **work email address**.

- DOJ will send you an encrypted link to obtain a copy of the suspect's RAP sheet to your work email address. Follow the link's instructions to retrieve the RAP sheet.

– PRINTOUT

A **CNI Printout** is an overview of an individual's previous arrest history within the State of California. Cases being forwarded to the District Attorney, Court, Youth Accountability, Investigations or Gangs with a named **suspect/arrestee** must include a CNI Printout. A suspect/arrestee's CNI Printout can be obtained through **JIMSNet**, also known as CNI.

CNI Inquiry Request

Once logged into **JIMSNet**, a CNI Printout can be found by running a **CNI Inquiry Request** with the suspects information. On the JIMSNet screen, click "**Intake**" and then "**CNI Inquiry Request**" from the drop-down menu located on the left side of the screen. Under the **Name Search** section type in the suspect's **Last** name, **First** name, **Date of Birth**, and then click **Search**. *See below screen shot:*

Print the information retrieved, stamp each page with the confidential stamp, and attach it to the case.

Note: Additional personal information that appears on this printout (tattoos, Aka's, etc.) must be entered in Central Square.

CALL CARD

A **Call Card** is generated from Dispatch and it summarizes the accounts of an emergency call. Cases being forwarded to the District Attorney, Court, Youth Accountability, Investigations or Gangs with a named **suspect/arrestee** must include a copy of the Call Card.

Incident History Query

A **Call Card** printout can be obtained through **Web Query**. Once logged into **Web Query**, under the **CAD** tab heading select the **CAD History Queries** tab. Next, using the drop-down menu select **Incident History Query** and a screen will appear with multiple field boxes. *See screenshot below:*

Under the **DR#:** field type in **"DR"** followed by the **9-digit** case number and click on **Send**. *See screenshot below:*

Once you click on send, the **Call Card** will appear on the screen as seen below. Click on the printer icon in the right-hand corner to print the **Call Card**. Print out all the pages, stamp each page with the confidentiality stamp, and attach it to the case.

Case with Multiple Call Cards

Some cases can have multiple **Call Cards**. This indicates that there are multiple calls (incidents) for one case. When this happens your return message will look like the screenshot below:

Each individual **Call Card** is listed by the incident number. You can click on the incident number lick to retrieve each individual **Call Card**. Print all the call cards related to that case, stamp each page with the confidential stamp, and attach to the case.

8715 / 8716 DISPOSITION

8715 – Adult Disposition of Arrest and Court Action

The **8715 – Adult Disposition of Arrest and Court Action** form is required on all adult arrests. Except for PC 647(f), HS 11357(b), parents cited for WI660.5, and Warrant arrests.

This form can be accessed through the **FPD Intranet**. Under the **Documents** tab select **PD Forms & Docs** folder, and then select **JUS 8715 Form – Adult Dispo**. *See screenshot below:*

The information needed to complete this form can be obtained from the Arrest/Booking application or Citation, CNI Printout, and suspect's RAPS.

Fill out the following fields, as seen in screenshot above:

Name (Last, First, Middle), **DOB**, **CII Number** (If applicable), **Social Security Number** (if applicable), **Driver's License Number** (if applicable), **FBI Number** (if applicable), **Height**, **Sex**, **Race**, **Arrest/Cite Date**, **Arresting Agency** (always enter Fontana Police Department), **Booking Agency** (always San Bernardino Sheriff's Office <u>only</u> if the suspect has a booking number), **Live Scan Booking Number** (if applicable, <u>only</u> if Officer filled out an Arrest/Booking Application), **Citation Number** (if applicable), **Crime Report Number** (case number), **Level** (mark with an "X" degree of charge), **Arrest Charge** (list all offenses that apply), and select **Type of Event**.

Once the form is completed, print out all five pages. In addition, print a copy of the first page only; that copy will stay with the case for our records. The original five pages will be forwarded to the District Attorney's Office or the Adult Court.

Note: If there are more than four (4) Arrest Charges and the additional charges do not all fit in one 8715 forms, fill out an additional 8715 for those charges.

8716 – Juvenile Detention Disposition Report

An **8716 – Juvenile Detention Disposition Report** form is required on all juvenile arrests going to Youth Accountability Court (Quick Draw) and the Juvenile District Attorney's Office.

This form can be accessed through the **FPD Intranet.** Under the **Documents** tab select **PD Forms & Docs** folder, and then select **JUS 8716 – Juvenile Dispo**.

The information needed to complete this form can be obtained from the Juvenile Petition Form or Citation, CNI Printout, and RAPS.

Complete the fields in the **Subject Information** sections and the **"A. Law Enforcement"** section of the form Only. That includes subject's **Name** (Last, First, Middle), **DOB**, **CII Number** (if applicable), **Social Security Number** (if applicable), **Driver's License** (if applicable), **Personal Identification Number** (if applicable), **Sex**, **Race**, **Detention/Cite Date**, **Detaining Agency** (always enter Fontana Police Department), **Charge** (list all the offenses that apply), **Level of the Charge**, **Citation Number** (if applicable), and **Crime Report Number** (case number). *See screenshot below:*

Once the form is completed, print out all the pages. In addition, print a copy of the first page only; that copy with stay with the case for our records. The original pages will be forwarded to the juvenile court.

Note: If there are more than four (4) Charges and the additional charges do not all fit in one 8716 form, fill out an additional 8716 for those charges.

FINALIZING THE CASE

Approve Report

Once all the data entry has been reviewed, the validation checks are in order ✔, and no further corrections are needed then it is time to close the case in Central Square. To finalize and close the case click **"Approve."** *See screenshot below:*

Note: If any additional errors are found after the case has been closed contact a Records Supervisor to make the necessary correction(s).

Approve Arrest Report

Once all the data entry has been reviewed, the validation checks are in order ✔, and no further corrections are needed then it is time to close the Arrest Report in Central Square. To finalize and close the arrest report click **"Approve."** *See screenshot below:*

Note: If any additional errors are found after the arrest report has been closed contact a Records Supervisor to make the necessary correction(s).

Print Report

To print a report, first begin by selecting the report to print. You can select the incident report, supplemental report, or arrest report.

Once selected, click on the **Report** tab on the left-hand side **Menu**. Under **Officer Reports**, click on the **printer** icon to print the report. The report will open in a new window and can be printed from there.

Once the report has been printed, also known as the RMS report printout, note on the **Case Inspection Sheet** under ARS APPROVAL your initials and pin number. Note under DATE, the date the case was finalized in Central Square. Then place the report, documents attached, and documents printed **in Uniform Report Order** (there is an order for both Adult and Juvenile Cases).

Uniform Report Order for Adult Cases

Once the report is closed and printed, the case must be put in the following stacking order, if applicable:

1. Green Case Inspection Sheet

2. Copy of Citation

3. Cite Amendment

4. 8715

5. Victim's Confidentiality Advisal

6. RMS printout of report. Make sure you have the final printout of the report before copies are made. DRAFT copies cannot be released to anyone outside of the Police Department.

7. Prop 115 Interview Sheet

8. Miranda

9. Complaint Refusal

10. Photographs

11. DUI Evaluation/Arrest Report

12. Traffic Collision Report

13. CHP 180

14. Probable Cause Declaration

15. Arrest/Booking Application

16. All Other PD Forms: Booking Receipt, Medical Screening, Medical Releaser Form, Request for Analysis, etc.

17. DMV History: Vehicle Registration (28), etc.

18. CDL Printout

19. RAP Sheet

20. JIMSNet/CNI Printout

21. Call Card

22. Lab Results

Follow the uniformed report order above for all supplemental reports.

Adult Filings

Adult Traffic Court – Citations being sent to court for only Fontana City Code (FCC) and other Vehicle Code (VC) infraction(s)/violation(s). These types of citations are not issued a case number (only if a vehicle was towed). The Traffic Unit is responsible for entering these Citations in Central Square.

Adult Court (Direct File) – Refer to the **Direct Filing of Criminal Charges by Law Enforcement Agencies** listing sheet provided by the court *(see attachment #1)*. This list shows which Business and Profession Codes, Educational Codes, Fish and Game Violations, Harbor and Navigation Codes, Health and Safety Codes, Penal Codes, and Vehicles Codes that are considered **Direct File** cases and are to be sent over to the Adult Court for review. Cases sent to the Adult Court are <u>only</u> for charges listed on Direct Filing sheet.

District Attorney – All other charges not listed in Adult Traffic Court and Adult Court filings are defaulted and sent to District Attorney's Office for review. This can include a combination of Adult Traffic Court charges, Adult Court charges, and District Attorney charges. However, the District Attorney always overrules over the lower courts.

Example 1: A suspect was arrested for PC484(a)/490.5 and HS11364(a). Both charges are listed in the Direct Filing sheet. Therefore, the case will be sent to Adult Court for review.

Example 2: A suspect was arrested for HS11364(a) and PC242. The first charge is listed in the Direct Filing sheet; however, the second charge is not. Therefore, the case will be sent to the District Attorney's Office for review.

Example 3: A suspect was cited for FCC24-11(a) and VC27803(b). One is an FCC violation and the other a VC infraction. Citation will be sent to Adult Traffic Court and processed by Traffic Unit.

Example 4: A suspect was cited for VC27803(b) and HS11364(a) and PC242. The first charge is listed under Adult Traffic Court filings, the second charge is listed under the Adult Court filings, and the third is not listed on either. Therefore, this case will be forwarded to the District Attorney's Office for review; for it overrules the other courts.

To conclude the data processing/Central Square Quality Control process, make copies if necessary. Refer to the copy section of this manual for instructions. Mark the Case Inspection

Sheet with the number of copies you have made for the agency or department you made them for. Next, scan the case. Refer to the Scanning section of the manual.

JUVENILE CASES

Cases going to Youth Accountability (Quick Draw) must have a Juvenile Petition form, a DOJ 8716, a citation for the juvenile and a citation for the parent or guardian of the juvenile. If a citation could not be issued to the juvenile, it must be noted as to the reason why in the Officer's narrative or the Juvenile District Attorney will not review the case.

Juvenile Long Form

The Juvenile District Attorney needs to know ahead of time when cases are being long formed for review or else the case will get rejected. The reporting Officer should be responsible for contacting the Juvenile District Attorney and should provide the case agent's name who will be reviewing the case.

WI660.5 – Parental Accountability

Parents or guardians cited for WI660.5 – Parental Accountability should not have their CDL, CNI Printout, nor RAPS information ran through any system.

The cited parent or guardian should be listed in the incident report under the Persons Involved Tab in Central Square and the Involvement Type can be either PARENT or GUARDIAN.

The cited parent or guardian should have his/her own arrest report in Central Square.

Remember the degree for a WI660.5 offense is always a misdemeanor charge, even if the juvenile was cited for a felony charge.

Glady's R Questionnaire

The **Glady's R Questionnaire** is to be used for any <u>arrestees under 14 years of age</u>. This form is given after the Miranda Rights have been waived. If the juvenile refuses to waive rights, then a parent or guardian is given the questionnaire. A copy of this form must be attached to the case when forwarded to Juvenile Accountability (Quick Draw), Juvenile Probation, and or Juvenile District Attorney *(see attachment #2).*

Uniform Report Order for Juvenile Cases

Once the report is closed and printed, the case must be put in the following stacking order, if applicable:

1. Green Case Inspection Sheet

2. The Juvenile Application for Petition Form

3. Juvenile's Medical History Form (which can be found on the back side of the Application for Petition)

4. Juvenile Citation(s) and Parent/Guardian Citation

5. Glady's R Questionnaire

6. RMS Report printout from Central Square. Make sure you have the final printout of the report before copies are made. DRAFT copies cannot be released to anyone outside of the Police Department.

7. Photographs

8. All Other PD Forms

9. CLETS printouts, if applicable: DMV (28), CDL, RAPS, etc.

10. CNI Printout

11. Lab Results

12. 8716

Follow the same order as above for supplemental reports.

Juvenile Filings

Juvenile cases are sent for review to either Youth Accountability (Quick Draw), Juvenile District Attorney (in custody cases), Juvenile Probation, or the Fontana Court. See attached matrix with list of penal codes, vehicle codes, and infraction violations for juvenile filings.

Juvenile Probation	Fontana Adult Traffic Court	Juvenile Delinquency
17830 Arrow Road	**17780 Arrow Road**	**900 E. Gilbert Street**
Fontana, CA 92335	**Fontana, CA 92335**	**San Bernardino, CA 92415**
60 days out @0800 hours	**60 days out @0800 hours**	**60 days out @ 0800 hours**
W&I 256 OFFENSES ONLY	***INFRACTIONS ONLY***	**FELONY AND MISDEMEANOR CASES**
	VC and Non VC violations including but NOT limited to:	***VC, PC, H&S including but NOT limited to***:
BP 25608(a) Possess alcohol/school grounds	BP 25658.5 Minor attempt purchase of alcohol	HS 11350 Possession of heroin, cocaine, etc.
BP 25661 Use of false I.D.	HS 11357(b) Possess Less 1 oz. marijuana	HS 11357(a) Possess concentrated cannabis
BP 25662 Minor possess alcohol	PC 308(b) Possess tobacco/cigs	HS 11359 Possession for Sales of Marijuana
HS 11357(e) Possess marijuana/school	PC 374.4 Littering and Dumping	HS 11360 Sales of Marijuana
PC 330 Gaming	PC 602.7 Peddling on Rapid Transit District	HS 11364(a) Possession of Paraphernalia
PC 415(1, 2, 3) Fighting, noise, offensive, etc.	PC 640.5 Graffiti on public facility/vehicle	HS 11377 Possession of meth, ecstasy, etc.
PC 415.5 Disturb peace/school	PC 653(i) Leaving scene of ski accident	HS 11378 Sales of Controlled Substance
PC 485 Keep lost property	VC 4000(a) Registration requirements	HS 11550 Under the Influence
PC 490.1(a) Theft under $50	VC 5200(a) Front plate	PC 148(a)(1) Obstruct/Resist Peace Officer
PC 490.2 Theft under $950.00	VC 12814.6 License restrictions	PC 187 Murder
PC 502(c) (6, 7, 8) Unauth. access computer	VC 16028(a) Insurance	PC 211 Robbery
PC 555 Trespass posted property	VC 21453(a) Red light	PC 242 Battery
PC 594.1(b,d,e) Sale/purchase aerosol container only	VC 21461(a) Fail to obey a sign	PC 245 Assault with Deadly Weapon
PC 594.2(a) Possession of graffiti tools (only)	VC 21801(a) Left turn must yield	PC 261 Rape
PC 602(m) Trespass with a vehicle	VC 21950(a) Yield to pedestrian in crosswalk	PC 451 Arson
PC 626.2 Trespass schools	VC 23123(a) Cell phone	PC 459 Burglary
PC 626.7 Loiter schools/public place, non-student	VC 23123.5(a) Texting	PC 459.5 Shoplift under $950.00
PC 640a Use of slugs in coin machine	VC 22350 Speeding	PC 470 Forgery
PC 640(b)(1) False evasion	VC 22450(a) Stop sign	PC 487 Grand Theft –over $950.00
PC 640(b)(2) Misuse of fare	VC 24252(a) Lighting equipment	PC 490.1 Theft over $50.00 (inf/misd)
PC 647(f) Under the influence/public	VC 26708(a) Window tint	PC 488/490.5 Theft of Retail Merchandise not more than $500.00
PC 853.7 Written promise to appear	VC 27315(d) Seatbelt	PC 496 Possession of Stolen Property
* VC 31 False information to P.O.	VC 27360(a) Child restraints	PC 594(a)(1) Graffiti
*VC 23110(a) Throw substance at Vehicle	MC Truancy	PC 594(b)(1) Vandalism
*VC 23109 Speed Contest	MC Curfew	PC 602 Trespass
*VC 12500(a) Unlicensed		PC 626.9 Firearm in public/school
*VC 14601.1(a) Suspended License		PC 626.10 Possession locking blade knife
		PC 653g Loiter/schools/public place
		VC 23103 Reckless driving
		VC 23136 0.01 – 0.049 DUI

		VC 23140 0.05 – 0.079 DUI
		VC 23152 a/b 0.08 or Higher DUI
		VC 23153 a/b Felony DUI
		VC 10851(a) GTA

CITATIONS

Citation Amendment

A Citation Amendment is originated when a revision is needed in the citation that the Officer issued. A citation amendment can be filled out by the issuing Officer or by a Records Specialist *(see attachment #3A and 3B).* Once the citation amendment is filled out and singed, the original is forwarded to the appropriate court, a copy is mailed to the defendant, and a copy is to stay with the case for our records.

- **Case Number:** If the case number on a citation is missing, incorrect, or illegible a citation amendment must be originated.

- **Date/Time of violation:** If the date and time of the violation is incorrect, missing, or illegible on the citations; a citation amendment must be originated.

- **Date of Court Appearance:**

  o Citations must have at least six weeks remaining, prior to the court date, before the case can be submitted, otherwise a citation amendment must be originated.

  o If the court date on the citation has passed, a citation amendment can be completed with a new court date.

  o If the court date on the citation falls under a court closure (i.e. holiday, weekend, etc.), a citation amendment must be originated.

- **Court Time**: If the court time is incorrect, missing, or illegible a citation amendment must be originated.

- **Violation section(s)**: If the violation on the citation is incorrect, missing a sub-section, illegible, or missing; a citation amendment needs to be originated.

- **Location of Violation**: If the location of the violation on the citation is incorrect, missing, or illegible a citation amendment needs to be originated.

- **Other**: For all other additional reasons (i.e. citation was issued to wrong courthouse, etc.), a citation amendment can be originated.

- **Date next to Officer's Name**: **ONLY** the issuing Officer can originate a citation amendment if date next to the Officer's name is incorrect, missing, or illegible.

- **Juvenile Citation Amendment**: Juvenile citation amendments must be sent to defendant thorough <u>Priority Mail</u> with a Domestic Return Receipt. Make sure to enter the correct juvenile court.

- **Transient Address**: If a defendant's address is listed as Transient in the citation and a citation amendment it needed, address the cite amendment to 8282 Sierra Ave, Fontana, CA 92335.

- **Proof of Service**: Under the OTHER field of the citation amendment enter "Proof of Service" when:

  - An adult or juvenile suspect refuse to sign a citation, a proof of service is required and therefore a cite amendment should be originated.

  - Or when the citation states "Complaint to be Filed" where the arrestee's signature should go, a citation amendment should be originated.

- **Animal Citation:** An Animal Citation can also be amended if a revision is needed. Make sure to enter the correct court address and use the Incident Number from the Call Card as the case number.

- **(Date to Court):** On the Cite Amendment, there is a section labeled (Date to Court); for this section enter the date that you placed the case on the tray for the court liaison to take to court.

Voided Citations

The citing Officer can void a citation(s) that he/she issued to any adult or juvenile arrestee. A citation can be voided before or after it has been sent to court. Please follow the instructions below for when an Officer wishes to void a citation.

Request to Void Citation

When an Officer has issued a citation and the case has <u>not</u> yet been sent to court for review, the Officer will fill out a **Request to Void Citation** form *(see attachment #4)*. The form can be found on the **PD Intranet** site under the **Documents** tab, in the **PD Forms & Docs** folder.

This form will need to be filled out by the citing Officer and signed by his/her Supervisor. Once the form is filled out and approved by a supervisor the form and the citation will be scanned to the case in color; the form and the citation will not be forwarded to court.

A courtesy **Citation Notice** should be mailed out to the cited person *(see attachment #5)*. The notice will explain to him/her that the citation that was issued is now voided and the reason.

Also, that they do not need to appear in court as stated on the Notice to Appear date in the citation they were issued.

Request for Dismissal of Notice to Appear

When an Officer has issued a citation and the case has already been taken to court review; however, he/she now wishes to void the citation after the fact, then the Officer must fill out a **Request for Dismissal of Notice to Appear Form** *(see attachment #6).* The form can be found on the **PD Intranet** site under the **Documents** tab, in the **PD Forms & Docs** folder.

This form will need to be filled out by the citing Officer and signed by his/her Supervisor. The form will then be sent to the court and will be approved by a court judge. This will void the citation originally issued and sent to court. Once the form is approved by the judge it will then be returned to our Records Unit. A copy of the form will be mailed out to the Defendant.

Example: A suspect was cited for both a misdemeanor PC 602(I)(2) Trespassing charge and booked for a felony PC 4573 Bring Controlled Substance into Jail charge. You cannot have a person be booked for a felony and at the same time be cite-released for a misdemeanor charge. Therefore, the misdemeanor charge on the citation will be voided and long formed for review instead.

ASO – Animal Citations

Animal Citations are issued by Animal Service Officers and are to be entered in Central Square by a Records Specialist. Once entered in Central Square, amend the citation if needed, and place it in the outgoing tray for court.

Animal Citation Template

- Using the **Create New** drop-down menu select **Citations**. Use the **Animal Citation** entry template for all ASO Citations.

- **Citation Number:** Enter citation number in this field.

Event Tab

Date of Violation: Found in the Citation.

Citation Type: ANIMAL

Is Voided: NO

Traffic Type: Non-Traffic

Address:

- Found on Citation.

- Full address and cross streets can be entered.

Citation Description:

- Enter the comments written in the Comment section by the Officer in this field. *Example: Two dogs with no license.*

- Include the number of counts if the same violation is given for multiple animals. *Example: 2 counts of 4-96 F.M.C. NO DOG LICENSE*

Court

- **Court Date:** Date found on citation (include both date and time).

- **Ready For Court:** Leave field blank.

- **Ready For Publish:** Leave field blank.

- **Courts:** choose the courthouse from the drop-down menu based on the charge.

    - Infraction – Fontana Superior Court

    - Misdemeanor - Rancho Cucamonga District Court

    - Infraction and Misdemeanor – Rancho Cucamonga District Court (highest charge overtures)

Subject Tab

First Name: Enter the first name written on the Citation.

Middle Name: Enter if applicable.

Last Name: Enter the last name written on the Citation.

Suffix: Enter is applicable.

Moniker: Enter is applicable.

Details

- The **Date of Birth**, **Age**, **Sex**, **Hair Color**, **Eye Color**, **Height**, **Weight**, and **Other Description** are not mandatory fields. However, if information is provided then enter it in the appropriate fields.

Driver's License Number: Enter of applicable.

Driver's License State: Enter if applicable.

Driver's License Class: Enter is applicable.

Contact Information

- **Address**

    o If subject's residence is not known enter UNKNOWN.

    o If the subject is a transient enter TRANSIENT.

        ▪ An alternate address for a <u>Fontana</u> TRANSIENT is 8282 Sierra Av, Fontana, CA 92335

    o If the subject refuses to give an address enter REFUSED

- **Cell Phone:** Enter if applicable.

- **House Phone:** Enter if applicable.

- **Other Phone**: Enter if applicable.

- **Email:** Enter if applicable.

Charge Tab

Offense

- If you have the same violation on the Citation for multiple animals, you only to enter it once In Central Square.

- If a sub-section is not listed in Central Square, then select what is available. Selecting charge without a sub-section is acceptable.

UCR/NIBRS Code: This field will automatically update when an offense code is entered.

Felony/Misdemeanor:

- Select INFRACTION or MISDEMEANOR (what is written on the citation)

Officer

Involvement Type: Reporting

Officer Name: Officer's name on the Citation

Date: Date and Time on the citation.

Citation Remarks

If a citation is returned from court, update the citation remark in the Summary.

- Remark Author: Will auto populate to your user ID

- Initial Create Date: When the citation was returned from court

- Remarks: Date sent to court with the new court date

INVESTIGATION PRIORITIES

A case marked **INVESTIGATIONS** on the Case Inspection Sheet is considered an investigation priority report. These types of cases are routed to the Investigation Unit in Central Square under **Division**. *See screenshot below:*

Even though the case is only being routed to the Investigations Unit for follow-up, any listed suspect(s) on the report needs to have his/her **CDL**, **CNI Printout**, and **RAPS** attached and scanned to the case. Remember all **Assault** cases need **color photos** of the victim attached to the case. Also, attach the **Victim's Confidentiality Advisal** form is applicable for the listed victim(s) on the report.

Once case is finalized, make sure to mark on the Case Inspection Sheet that the case was routed to the Investigations Unit (include the date, your initials, and pin number).

COURTESY REPORT

Courtesy Report from an Outside Agency

A Courtesy Report is a report that has been forwarded to our department by an outside agency. The report is initially taken by an outside agency; however, because the crime occurred in our jurisdiction it is therefore forwarded to our department for further investigation and follow-up. A front lobby Officer will issue a case number for a courtesy report.

Data Processing Procedure:

- First begin by reading the entire report and all the attached documents thoroughly.

- The Records Specialist will initiate the report and will choose the template based on the crime that was reported in the narrative.

- Your primary function in this assignment is to input all the information provided in the courtesy report and attached documents in Central Square. That includes **reported date**, **location**, **offense** (based on narrative), **suspect**(s) information (if applicable run CDL, CNI Printout, and RAPS), **victim**(s) information, **organizations involved**, **persons involved**, **property** and **vehicle** information.

- In the Narrative Tab, in Central Square, enter: **See Laserfiche** and the outside agency's report information.

- All courtesy reports are routed to the Investigations Unit for follow-up. Make sure to include it in the **Division** field in Central Square; and mark the Case Inspection Sheet that the case was routed to Investigations (include date, your initials, and pin number).

- Lastly, the reporting officer for courtesy report should always be "**Agency, Outside OUTA**"

- Print the Call Card and attach to case.

AOD – Assist Other Department

An AOD is a report taken by our department as a courtesy even though the crime happened in another jurisdiction. The report will be forwarded to the agency it corresponds to for further investigation and follow-up.

Data Processing Procedure:

- The reporting Officer will initiate and enter his/her report in Central Square.

- Your primary function in this assignment is to make sure that the information has been entered correctly.

- The **offenses** for these types of report should be listed as "**AOD ASSIST OTHER DEPARTMENT**"

- Do NOT run CDL, CNI Printout, or RAPS for any listed suspect(s).

- Once the report has been approved and printed, make a copy of the report, and mail it to the corresponding agency. The name of the agency should be found in the Officer's narrative. Create a courtesy cover letter to attach to the front of the report *(see attachment #7).*

- o Only mail a copy the report and a copy of any attached documents pertaining to the case (i.e. identity theft supporting documents etc.). Do not include teletypes printed nor call card.

USE OF FORCE

A notification must be sent to all Records Superiors regarding Use of Force cases that meet the following criteria:

- Send a notification only when the Use of Force incidents result in <u>serious bodily injury</u> (i.e. broken bones, stitches, subject is unconscious etc.) or <u>death</u> of **either** the civilian or the officer.

- Also, send a notification for all incidents where there is a discharge of a firearm (regardless is someone was injured or not).

- Please use the "NOTIFY" tab for Use of Force Reports:

    - o Click on **"Actions"** drop-down menu and then select **"Notify"**

    - o A notification window will appear as seen below. Address the notification to all Records Supervisors' emails addresses.

    - o Type in **"Use of Force"** for your message and click **Send**. *See screenshot below:*

For further information on Use of Force please see the **Fontana Police Department Policy Manual** in Lexipol.

LAB RESULTS

Drug and Alcohol Cases

H&S arrests, DUI arrests, and other drug and alcohol related cases (<u>except in-custody cases listed on the court calendar</u>) must have the lab results included with the case before they are forwarded to any court. The Officer must fill out the appropriate form for the type of analysis he/she is requesting.

After the case has been processed in Central Square, hold the case at your desk if lab results are required (<u>except in-custody cases listed on the court calendar</u>).

While waiting for the lab results, you must notate in Central Square that the case is being held at your desk in case anyone might be looking for it. Follow the steps below to make a notation in Central Square:

Hold/Held for Labs

Be sure to notate in Central Square in the **"Tasks"** section, that the case is being held for labs.

- Type in your case number in the quick search box and select the case.

- Select the **"Tasks"** tab.

- In the empty field select **"Hold/Held For Labs"** using the drop-down menu, then click on **Add Task**

- Under **Task Description** enter **"Report held at my desk for Lab Results."**

- Select **Records** as the **Division**.

- Select your name as the **User**.

- Once all the other necessary fields are entered select **Done**.

It can take up to four weeks for the labs to come in. After four weeks, follow up with the corresponding laboratory for more information and follow-up. Once the lab results come in, then make copies accordingly and send it to the applicable court.

SENATE BILL (SB) 439

Effective January 1, 2019, Senate Bill 439 amended the Welfare and Institutions Code (WIC), sections 601 and 602, and added section 602.1. The purpose of this Senate Bill is to protect youth under the age of 12 from the negative impacts of formal involvement with the justice system through alternative youth-oriented services.

SB 439 states:

- Youth ages 11 and younger that come into contact with law enforcement, must be released to the care of their parents, guardians, or social service program with **no criminal charges or citations** with the exception of the following crimes:

    o **Murder**

    o **Rape** – by force, violence, duress, menace or fear of immediate and unlawful bodily injury.

    o **Sodomy** – by force, violence, duress, menace or fear of immediate and unlawful bodily injury.

    o **Oral Copulation** – by force, violence, duress, menace or fear of immediate and unlawful bodily injury.

    o **Sexual Penetration** – by force, violence, duress, menace or fear of immediate and unlawful bodily injury.

Data Processing Procedure:

With the exception of Murder, Rape, Sodomy, Oral Copulation, and Sexual Penetration; an Officer should create a Miscellaneous Incident Report (MIR) for all other criminal incidents that involve a youth 11 and younger.

- The juvenile's information can be entered in RMS under the Persons Involved tab as usual, but the Officer should list the juvenile's involvement type as "OTHER"

- The Officer should list the juvenile's name and date on their narrative.

- A copy of the report must be sent to Child and Family Services (CFS)

- Should another agency request a copy of the report, these are the only agencies who are eligible to receive a copy:

    o Sheriff's Department

    o Probation Department

    o Public Defender

    o District Attorney's Office

    o Child and Family Services (CFS)

    o Department of Behavioral Health

    o Children's Network

IMPORTANT DATA PROCESSING REMINDERS

- Officer's will choose the **Template** necessary in Central Square to enter their reports. However, there are some cases in which the Records Specialist must enter the report into Central Square for the Officer. Therefore, it is important to choose the appropriate Template. Please see **UCR Program/NIBRS** list of offenses to guide and help you in choosing the correct Template *(see attachment #8).*

- All **Domestic Violence** cases are required by law to be submitted to the District Attorney's Office for review, whether the victim desires prosecution or not.

- **RAMEY Warrant:**

  - If someone was arrested on a Ramey warrant for one of our cases because the offense happened in Fontana, then the charge on the incident and arrest report should be whatever crime they committed. *For example: A husband beats his wife and takes off, then RRT obtains a Ramey Warrant so they can arrest him when he is located – Offense in Central square should be entered as PC 273.5(a) and the Law Enforcement Disposition should be Felony.*

  - If someone was arrested on a Ramey warrant that was issued by another agency, then treat it as a regular warrant arrest. Therefore, the offense entered in Central Square is **OUTSIDE WARRANT** and the Law Enforcement Disposition should be **Turned Over**.

- Records Specialist must keep a very detailed **Daily Log** sheet for their daily tasks. If you have a case that cannot be finished, such as a kick back or a case holding for labs, notate it on your log sheet and retain the case on your desk.

- The District Attorney will not accept cases that do not include the suspect's complete address (including the zip code) and date of birth. You will need to contact the Officer for this information if it was not included in the report. If the suspect's Driver's License number has been included in the report, run the license number through CLETS to obtain the last known address. You can then enter this information into the report (Central Square) and the District Attorney will now accept the report.

- Once a case has been procced, scanned and verified then it needs to be filed. The cases are filed into the boxes which are numbered in sequence of two hundred per box (example: 20-12300 – 20-12500). Find the appropriate box and file the case in numerical order. There is a miscellaneous box provided if unable to find the box for your case. It is the department's policy to maintain the original cases for thirteen months, except for homicide and vehicular manslaughter cases which are kept indefinitely.

CHAPTER 5:

COPIES

COPIES	INITIALS AND DATE		
	(Trainer)	**(Trainee)**	**(Trainer)**
	Task/Material Demonstrated by Trainer	Knowledge/ Ability Demonstrated by Trainee	Proficiency Achieved
DISTRIBUTION/PACKAGING			
• District Attorney			
• Court			
• Youth Accountability			
• Traffic Court			
• Juvenile Hall			
PC 964 Advisal			
• What information can be released and to who			
PUBLIC RECORDS ACT			
• What information can be released and to who			

ROUTING PROCESS			
• Training Sergeant			
• Investigations			
• Crime Analysis			
PROCESSING			
• Child Protective Services			
• Fatal Traffic Collision Reports			
• Long form review cases			
• FPD 041 confidentiality reports			

PENAL CODE 964 ADVISAL

PC 964 prohibits the release of **"confidential information"** regarding any victims, witnesses, reporting parties, registered owners or involved parties, other than their names. The following information should **NOT** appear on the face page or in the narrative of the report: Victim, Witness, Reporting Party, Registered Owner or Involved Party addresses, telephone numbers, driver's license or identification numbers, social security numbers, dates of birth, places of employment, employee identification numbers, mother's maiden names, bank account numbers or credit card numbers. This information should **only** appear on the confidential page of the report.

Fontana Police Department

COPIES FOR ADULT CASES

DISTRICT ATTORNEY

(via District Attorney portal page)

What to send:

1. Send everything <u>except</u> the **Case Inspection Sheet** and **Press Releases**.

2. Send **8715** (arrestees only), which is required for reportable offenses. One **8715** is needed per defendant. Remember, make a copy of the first page of the **8715** to stay with the case and be scanned for our records.

3. If the case includes a **Victim Confidentiality Form** signed by the victim, the court copy needs to be heavily redacted in that all personal information is to be removed from the report.

4. If an Officer references an outside agency's Theft or GTA report, send a copy of that report when <u>recovered</u> property is involved. A copy of that report can be obtained via fax from the outside agency and attached to our report.

5. Send a copy of any other report that is referred to on the **Case Inspection Sheet**, if applicable.

6. Send **Fatal Traffic Collision** cases with suspect information if requested by the reviewing supervisor. Send a copy of all other **Traffic Collision** reports if applicable (only CHP 555 and CHP 556 forms).

7. Send **Domestic Violence** cases PC 243(e)(1) for long form review. Make sure **CDL**, **CNI Printout**, **RAPS**, and the **Call Card** are included with the report.

8. Send a copy of **photographs** attached in both the District Attorney and Defense copy. Color photographs are required for all **Assault** (i.e. Domestic Violence, Child Abuse – Physical, Assault on Officer etc.) cases only. Scan the original photographs to the case.

9. *If applicable, send copy of **lab results**. (Except In-Custody cases, see Lab Results for Adult In-Custody Cases instructions).*

10. Remember to stamp all external printouts from **CLETS** (DMV, CDL, CNI Printout, RAPS etc.) with the confidential stamp. This stamp reads:

<p style="text-align:center;color:red;">**CONFIDENTIAL**</p>

<p style="text-align:center;color:red;">**FOR LAW ENFORCEMENT**</p>

<p style="text-align:center;color:red;">**PURPOSES ONLY**</p>

11. Note on the **Case Inspection Sheet** the number of copies sent to the District Attorney's Office. Include the date the copies were sent, your initials, and pin number.

How many copies to send:

1. For **in-custody** and or **cite released/booked** cases being sent to the District Attorney's Office, send one **(1) copy** (1 District Attorney).

2. For **out-of-custody** and **long form** cases send one **(1) copy** (1 District Attorney).

3. For **Photographs** attached to case:

    a. District Attorney Copy – Color copy of photographs are required for all assault cases. All other cases, color photos are no required.

Package Order:

1. On the top of the stack will be the **Citation(s)**, **Cite Amendment** folded in half behind the citation if applicable, and the **8715** stapled together. If the case does not have a Citation, then only the **8715** will be on top.

2. Next is the District Attorney's copy.

3. Rubber band the entire packaged together for delivery.

The **District Attorney Supplemental Cover Sheet** will go top. Followed by the supplemental report copy (use same instructions as above for what to send) and rubber band the package together for delivery. Remember to make a copy of the **District Attorney Supplemental Cover Sheet** to stay with the case and be scanned for our records.

Note on the **Case Inspection Sheet** the number of copies sent to the District Attorney's Office. Include the date the copies were sent, your initials, and pin number.

Lab Results, if applicable, do not need to be attached to an Adult In-Custody case because the case will be <u>due</u> to court before the results come in from the laboratory. Therefore, the **lab results** will be sent to court later when they become available. Once the labs results come in follow the steps below:

1. All **lab results** for In-Custody cases will need a **District Attorney Supplemental Cover Sheet** filled out *(see attachment #10).* Make a copy of the cover sheet to stay with the case for our records.

2. The **District Attorney Supplemental Cover Sheet** will go on top, followed by the lab results. Only one copy of the labs results is needed, if sent to the District Attorney's Office. Staple the **District Attorney Supplemental Cover Sheet** with the copy of the **lab results** together and place it in the tray for the Court Liaison.

3. Scan the copy of the **District Attorney Supplemental Cover Sheet** with the original **labs results** to the case.

District Attorney – Child Abduction Unit:

1. There are some missing persons cases that need to be forwarded to the **District Attorney's Child Abduction Unit**. It is a unit within the District Attorney's office that handles child abduction cases. It should be stated in the Officer's **Narrative** or notated in the **Case Inspection Sheet** that that case needs to be forwarded to this unit.

2. Follow the same instructions as above (under District Attorney copies) for what to send, how many copies to send, and packaging order.

3. Make sure to place a sticky note with **"District Attorney – Child Abduction Unit"** on the very top page of the package for the court liaison to see and deliver to the appropriate location.

4. Note on the **Case Inspection Sheet** the number of copies sent to the District Attorney's Office indicate it was sent to the Child Abduction Unit. Include the date the copies were sent, your initials, and pin number.

District Attorney – Real Estate Fraud Unit

1. There are some cases that need to be forwarded to the **District Attorney's – Real Estate Fraud Unit**. It is a unit within the District Attorney's office that handles real estate fraud. It should be stated in the Officer's **Narrative** or notated in the **Case Inspection Sheet** that that case needs to be forwarded to this unit.

2. Follow the same instructions as above (under District Attorney copies) for what to send, how many copies to send, and packaging order.

3. Make sure to place a sticky note with **"District Attorney – Real Estate Fraud Unit"** on the very top page of the package for the court liaison to see and deliver to the appropriate location or mail it.

    a. Mailing address: San Bernardino County District Attorney – Real Estate Fraud Division 303 West 3Rd St., San Bernardino, CA 92415-0511

4. Note on the **Case Inspection Sheet** the number of copies sent to the District Attorney's Office indicate it was sent to the Real Estate Fraud Unit. Include the date the copies were sent, your initials, and pin number.

ADULT COURT

(Delivered via the Court Liaison Officer/Clerk)

What to send:

1. Send everything <u>except</u> the **Case Inspection Sheet** and **Press Releases**.

2. Send **8715** (arrestees only), which is required for reportable offenses. One **8715** is needed per defendant. Remember, make a copy of the first page of the **8715** to stay with the case and be scanned for our records.

3. The District Attorney's copy and the Defense copy are placed into manila envelopes stamped with the **"Copy for District Attorney"** and **"Defense Copy"** stamps which are kept in the copy room.

4. The court copy will be redacted per the above **PC 964 Advisal.** Make sure all personal information (except for their names) for all Involved Party(s), Witness(es), etc. is redacted; other than suspects or arrestees listed.

5. Send a copy of any other report that is referred to on the **Case Inspection Sheet**, if applicable.

6. Send a copy of the **Traffic Collision** report if applicable (only CHP 555 and CHP 556 forms).

7. Send a copy of **photographs** attached in both the District Attorney and Defense copy. The color of the photographs does not matter. Scan the original photographs to the case.

8. Refer to the **Direct Filing of Criminal Charges** listing provided by the court which shows which PC and VC violations are considered direct file cases *(see attachment #1).*

9. If applicable, send a copy of **lab results**.

10. Remember to stamp all external printouts from **CLETS** (DMV, CDL, CNI Printout, RAPS, etc.) with the confidential stamp.

11. Note on the **Case Inspection Sheet** the number of copies sent to the Adult Court. Include the date the copies were sent, your initials, and pin number.

How many copies to send:

1. For **Direct File** cases being sent to the Adult Court, send **(1) copy for the first defendant**; and one (1) additional copy for each additional defendant.

2. For **long form** cases send three **(3) copies** (1 District Attorney copy, 1 Defense copy, 1 Court copy) **for the first defendant**; and one (1) additional copy for each additional defendant.

   a. Note: For **long form** cases, highlight the violation, suspect's name, address (including the zip code), and date of birth on the District Attorney's copy only.

Package Order:

1. On the top of the stack will be the **Citation(s)**, **Cite Amendment** folded in half behind the citation if applicable, and the **8715** stapled together.

2. Next is the redacted Court copy.

3. Followed by the District Attorney copy (inside a manila envelope stamped "Copy for District Attorney").

4. Lastly, on the bottom is the Defense Attorney copy (inside a manila envelope stamped "Defense Copy"). For multiple defendants, each will get their own copy inside a manila envelope.

5. Rubber band the entire package for delivery.

1. All additional supplemental reports that need to be sent over to the Adult Court need a cover letter. Cover Letter must include defendant's **First Name**, **Last Name**, **Date of Birth**, our **Case Number**, and the date of when original incident report was sent over *(see attachment #12)*. Make a copy of the cover letter to stay with the case for our records.

2. The cover letter must go on top, followed by the supplemental repot copies (use same instructions as above for what to send), use manilla envelopes, and rubber band the package together for delivery.

3. Note on the **Case Inspection Sheet** the number of copies sent to the Adult Court. Include the date the copies were sent, your initials, and pin number.

COPIES FOR JUVENILE CASES

JUVENILE DISTRICT ATTORNEY

(Juvenile Hall)

(Delivered via Facsimile Machine)

What to send:

1. Send everything <u>except</u> the **Case Inspection Sheet** and **Press Releases**.

2. Send **8716** which is required for each juvenile defendant and placed in the Juvenile District Attorney tray. Remember, make a copy of the first page of the **8716** to stay with the case and be scanned for our records.

3. Send the **Juvenile Application for Petition Form**, the **Medical History Form** (remember to keep a copy to stay with the case for our records), and the juvenile **Citation** <u>only</u> if applicable.

4. **NO REDACTION.**

5. Even if the case includes a **Victim Confidentiality Form** singed by the victim, no redaction is made to juvenile cases.

6. If an Officer references an outside agency's Theft or GTA report, send a copy of that report when <u>recovered</u> property is involved. A copy of that report can be obtained via fax from the outside agency and attached to our report.

7. Send a copy of any other report that is referred to on the **Case Inspection Sheet**, if applicable.

8. Send **Traffic Collision** report is applicable (only CHP 555 and CHP 556 forms).

9. Send a color copy of **photographs** attached with a cover letter including the defendant's **First Name**, **Last Name**, **Date of Birth**, our **Case Number**, and date when report was faxed *(see attachment #13).* The cover letter and photographs are to be attached with the **8716** and placed in the Juvenile District Attorney tray. Scan the original photographs to the case.

10. Remember, to stamp all external printouts from **CLETS** (DMV, CDL, CNI Printout, RAPS, etc.) with the confidential stamp.

11. If applicable, send a copy of **lab results**. *(Except In-Custody Cases, see Lab Results for Juvenile In-Custody Cases instructions)*.

12. Note on the **Case Inspection Sheet** that the report was faxed to Juvenile District Attorney's Office. Include the date the report was faxed, your initials, and pin number.

How many copies to send:

1. Only one **(1) copy** will be faxed to the Juvenile District Attorney and they will make the necessary copies themselves. Make sure to fill out an **FPD Fax Transmission Sheet** that includes the defendant's **First Name**, **Last Name**, **Date of Birth**, and our **Case Number**.

Package Order:

1. The **Fax Transmission Sheet** will on top then followed by the report (*see Uniform Report Order for Juvenile Cases for the order of the documents*).

2. Once report has been faxed, keep the fax confirmation sheet, and scan it to the case for our records.

Supplemental Reports:

1. All additional supplemental reports that need to be sent to the Juvenile District Attorney are sent via facsimile. Fill out an **FPD Fax Transmission Sheet** that includes the defendant's **First Name**, **Last Name**, **Date of Birth**, and our **Case Number**.

2. The **FPD Fax Transmission Sheet** will go on top, followed by a cover letter and then the supplemental report. The cover letter will include the defendant's **First Name**, **Last Name**, **Date of Birth**, our **Case Number**, and the date of when the original incident report was faxed over *(see attachment #15A).* Make a copy of the cover letter to stay with the case for our records.

3. Once the report has been faxed, keep the fax confirmation sheet, and scan it to the case for our records.

4. Note in the **Case Inspection Sheet** the number of copies faxed to the Juvenile District Attorney. Include the date the copy was faxed, your initials, and pin number.

Lab Results for Juvenile In-Custody Cases:

Lab Results, if applicable, do not need to be attached to a juvenile In-Custody case because the case will be <u>due</u> to court before the results come in from the lab. Therefore, the **lab results** will be sent to court later when they become available. Once the labs results come in follow the steps below:

1. All **lab results** for In-Custody cases that need to be sent to the Juvenile District Attorney are sent via facsimile. Fill out an **FPD Fax Transmission Sheet** that includes the defendant's **First Name**, **Last Name**, **Date of Birth**, and our **Case Number**.

2. The **FPD Fax Transmission Sheet** will go on top, followed by a cover letter and then the **lab results**. The cover letter will include the defendant's **First Name**, **Last Name**, **Date of Birth**, our **Case Number**, and the date of when the original incident report was faxed over. Make a copy of the cover letter to stay with the case for our records.

3. Once the **lab results** have been faxed, keep the fax confirmation sheet, and scan it to the case for our records.

4. Scan the copy of the **FPD Fax Transmission Sheet**, the cover letter, and original **lab results** to the case,

YOUTH ACCOUNTABILITY (QUICK DRAW)

(Delivered Via Juvenile District Attorney Tray)

What to send:

1. Send everything <u>except</u> the **Case Inspection Sheet** and **Press Releases**.

2. Send the original **Juvenile Application for Petition Form** and the **Medical History Form** (remember to keep a copy of both forms to stay with the case for our records). Also include the **Juvenile Citation(s)** and the **Parent/Guardian WI660.5 Citation**.

3. **NO REDACTION.**

4. Even if the case includes a **Victim Confidentiality Form** signed by the victim, no redaction is made to juvenile cases.

5. If an Officer references an outside agency's Theft or GTA report, send a copy of that report when <u>recovered</u> property is involved. A copy of that report can be obtained via fax from the outside agency and attached to our report.

6. Send a copy of any other report that is referred to on the **Case Inspection Sheet**, if applicable.

7. Send T**raffic Collision** reports is applicable (only CHP 555 and CHP 556 forms).

8. Send a color copy of **photographs** attached with all the copies made. Make sure to scan the original photographs to the case.

9. Remember to stamp all external printouts from CLETS (DMV, CDL, CNI Printout, RAPS, etc.) with the confidential stamp.

10. If applicable, for **Narcotics** cases, <u>do not</u> send copy of the **Receipt for Seizure of Property Subject to Forfeiture** and or the **Disclaimer of Ownership and Waiver of Notice** forms.

11. If applicable, send a copy of **lab results**.

12. Note on the **Case Inspection Sheet** the number of copies sent to Youth Accountability (Quick Draw). Include the date the copies were sent, your initials, and pin number.

How many copies to send:

1. For cases being sent to **Quick Draw,** send three **(3) copies** (1 District Attorney copy, 1 Defense copy, 1 Court copy) for **<u>each juvenile</u>** arrest. You do not need to redact on any of the copies. For multiple arrestee's do not include co-parts in one packet, each juvenile is to have their own packet.

Package Order:

1. On the top of the stack will be the **Juvenile Application for Petition Form** and the **Medical History Form** (remember to keep a copy of both forms to stay with the case fir our records). Followed by the **juvenile Citation(s)** with **Citation Amendment** folded in half behind the citation if applicable. Then the **Parent Citation** with **Cite Amendment** folded in half behind the citation if applicable. All documents will be paperclipped together.

2. Next is the unredacted Juvenile District Attorney Copy.

3. Followed by the unredacted Defense Copy.

4. Then the unredacted Court Copy.

5. Lastly, on the bottom is the **8716**.

6. Use a large paper clip to fasten the package together for delivery.

Supplemental Reports:

1. All additional supplemental reports that need to be sent to the **Youth Accountability (Quick Draw)** court will need a Juvenile Supplemental Cover Letter *(see attachment #15A).* The cover letter must include the juvenile's **Last Name**, **First name**, **Date of Birth**, **Case Number**, and the date of when the original indecent report was initially sent. Make a copy of the cover letter to stay with the case for our records.

2. The cover letter will go on the very top. Followed by the supplemental report copies (use the same instructions as above for what to send) and use a large paper clip to fasten the package together for delivery.

3. Note on the **Case Inspection Sheet** the number of copies sent to Quick Draw. Include the date the copies were sent, your initials, and pin number.

JUVENILE PROBATION

(Delivered Via Juvenile District Attorney Tray)

What to send:

1. Send everything <u>except</u> the **Case Inspection Sheet** and **Press Releases**.

2. Send the original **Juvenile Application for Petition Form**, the **Medical History Form** (remember to keep a copy of both forms to stay with the case for our records) and the **Juvenile Citation(s)**.

3. **NO REDACTION.**

4. If an Officer references an outside agency's Theft or GTA report, send a copy of that report when <u>recovered</u> property is involved. A copy of that report can be obtained via fax from the outside agency and attached to our report.

5. Send a copy of any other report that is referred to on the **Case Inspection Sheet**, if applicable.

6. Send T**raffic Collision** reports is applicable (only CHP 555 and CHP 556 forms).

7. Send a color copy of **photographs** attached with all the copies made. Make sure to scan the original photographs to the case.

8. Remember to stamp all external printouts from CLETS (DMV, CDL, CNI Printout, RAPS, etc.) with the confidential stamp.

9. If applicable, for **Narcotics** cases, <u>do not</u> send copy of the **Receipt for Seizure of Property Subject to Forfeiture** and or the **Disclaimer of Ownership and Waiver of Notice** forms.

10. If applicable, send a copy of **lab results**.

11. Note on the **Case Inspection Sheet** the number of copies sent to Juvenile Probation. Include the date the copies were sent, your initials, and pin number.

How many copies to send:

1. For cases being sent to **Juvenile Probation,** send one **(1) copy** for <u>each juvenile</u> arrest. No redaction is needed. For multiple arrestee's do not include co-parts in one packet, each juvenile is to have their own copy.

Package Order:

1. On the top of the stack will be the **Juvenile Application for Petition Form** and the **Medical History Form** (remember to keep a copy of both forms to stay with the case our records). Followed by the **juvenile Citation(s)** with **Citation Amendment** folded in half behind the citation if applicable paperclipped together.

2. Followed by the copy of the report.

3. Use large paper clip to fasten the package together. Place a sticky note and write "**Juvenile Probation**," on the top of the package.

Supplemental Reports:

1. All additional supplemental reports that need to be sent to **Juvenile Probation** court will need a Juvenile Supplemental Cover Letter. The cover letter must include the juvenile's **Last Name**, **First Name**, **Date of Birth**, **Case Number**, and the date when the original incident report was initially sent. Make a copy of the cover letter to stay with the case for our records.

2. The cover letter will go on the very top. Followed by the supplemental report copy (use the same instructions as above for what to send) and use a large paper clip to fasten the package together for delivery.

3. Place a sticky note and write "**Juvenile Probation**," on the top of the package.

4. Note on the **Case Inspection Sheet** the number of copies sent to Juvenile Probation. Include the date the copies were sent, your initials, and pin number.

JUVENILE TRAFFIC/INFORMAL COURT

(DELIVERED VIA JUVENILE DISTRICT ATTORNEY TRAY)

What to send:

1. For these types of cases, only send the juvenile **Citation(s)** to the Juvenile Traffic Court. Make a copy of the citation to stay with the report and be scanned for our records.

2. Attach a **Citation Amendment** if applicable, folded in half and sampled behind the citation.

3. Note on the **Case Inspection Sheet** that the juvenile Citation (include citation number) was sent to the Juvenile Traffic Court. Include the date when the citation was sent, your initials, and pin number.

DEPARTMENT UNITS

FIELD SERVICES DIVISION

W&I 5150 Reports

Cases for W&I 5150 where a <u>gun</u> was taken, must be forwarded to the Field Services Division. The case will be processed by the Field Services Division Secretary, leave case in his/her designated tray.

Vehicle Pursuits

Pursuit cases must include an original **CHP 187A Allied Agency Pursuit Report** form completed by the Officer. The original form is forwarded to the Field Services Division and a copy is kept with the case. Make sure the case number is written on the original form. Note on the **Case Inspection Sheet** under PURSUIT CAPTAIN that the original form was forwarded; include the date, your initials, and pin number.

PROPERTY UNIT

Counterfeit Reports

Counterfeit money cases get forwarded to the FPD Property Unit. They in turn forward the case to Washington D.C.. Note on the **Case Inspection Sheet** under PROPERTY that the case was forwarded by circling COUNTERFEIT; include the date, your initials, and pin number. Make a copy of the front side of the **Case Inspection Sheet** along with a copy of the report (RMS printout only); staple together and place it in the Property Unit tray.

CRIME ANALYST

Robbery Reports

Send a **Notify** message through RMS to Carynn Terrill and or Matt Hopkins on all Robbery cases. In the Notify message make sure to note that the report is a Robbery case. Note on the **Case Inspection Sheet** that the case was routed to ROBB Analyst; include the date, your initials, and pin number.

INVESTIGATIONS UNIT

Investigations

Send a routing message through RMS for all cases where the Approving Supervisor or Officer instructed the case to be forwarded to Investigations. The case can be routed in RMS under the **Case Assignment** Tab, under **Division**, then add **Investigations** (*see screenshot below*). The Investigations Sargent or Detective will pull a copy of the case from Laserfiche. Note on the **Case insection Sheet** that the case was sent to INVESTIGATIONS by circling ROUTED; include the date, your initials, and pin number.

Missing/Found Persons Reports

A hard copy of Missing and Found cases with teletypes get forwarded to the Investigations Unit. Note on the **Case Inspection Sheet** that a hard copy was forwarded to INVESTIGATIONS by circling HARD COPY; include the date, your initials, and pin number. Make a copy of the front side of the **Case Inspection Sheet**, followed by the report (RMS printout), the **Missing Person Report Form** (if applicable), and teletypes. Staple all the documents together and place the package in the Investigations tray.

Remember if a person has been reported missing and was then found on the same day, do not send a hard copy to Investigations. Also, if our agency located an outside agency's reported missing person, do not send a hard copy to investigations.

TRAFFIC UNIT

All Traffic Collision reports are processed and mail out by the Traffic Unit.

MAIT (Major Accident Investigation Team)

Delivered via the Traffic Tray. Send the entire report whenever M.A.I.T. has been called out on scene to a case whether the collision it is a fatality or not.

California Highway Patrol

Send the CHP 555 form (front and back), narrative, and diagrams of all Traffic Collision reports except those on *private property*. Send two copies of the Traffic Collision report if the collision occurred on **Foothill Blvd (SR-66)** or **Highland Ave**. Do not send Late Traffic Collison reports completed by the citizen. Mail the report to the following address:

California Highway Patrol
Attn: Production Controls
P.O. BOX 942898
Sacramento, CA 92489

National Highway Traffic Safety (NHTSA)

Send the CHP 555 form (front and back), narrative, and diagrams of all Traffic Collision reports. On a monthly basis, a representative from NHTSA come to the department to pick up the reports from the Traffic Unit.

CITY OF FONTANA

City Yards and Human Resources

Cases that report damage or theft to city property should be forwarded to City Yards and Human Resource. Send one report copy (RMS printout only) to each department. Put the report in an interoffice envelope and placed it in the outgoing mailbox located in front of the phone console. Note on the **Case Inspection Sheet** that copies were forwarded; include the date, your initials, and pin number.

City Attorney

Cases that need to be forwarded to the City Attorney can be placed in the Field Services Division Secretary tray. Send a copy of the report (RMS printout only) stapled together, with a sticky note with "Attn: City Attorney" written on top. Note on the Case Inspection Sheet that a hard copy was forwarded; include the date, your initials, and pin number.

City Hall

Fireworks cases (FCC 15-602 violations) need to be forwarded to Misty Solberg at City Hall. Make sure to send the original citation, RMS printout of report (narrative), and any color copies attached using an interoffice mailing envelope. The envelope can be places in the outgoing mailbox located inf front of Phone Console desk.

Public Works

Cases that report graffiti to city property should be forwarded to Ryan Rosebeary, in Public Works. Send one report copy (RMS printout only), put in an interoffice envelope, and placed it

in the outgoing mailbox located in front of the phone console. Note on the **Case Inspection Sheet** that copies were forwarded; include the date, your initials, and pin number.

OUTSIDE AGENCIES

Adult Protective Services (APS)

Send a copy of the report (RMS printout only) for cases where a senior citizen has been named as a victim of physical, financial, or sexual abuse. Note on the **Case Inspection Sheet** that a copy was forwarded; include the date, your initials, and pin number. Mail the copy of the report to the following address:

> Adult Protective Services
> 9445 Fairway View Pl. Suite 110
> Rancho Cucamonga, CA 91730

Child Protective Services/Children and Family Services

Send a copy of the report (RMS printout only) for cases where a juvenile has been named as the victim of either physical or sexual abuse. Also, when the report Narrative sates that CPS/CFS were contacted or on scene. Stamp every page of the report with the "CFS Confidentiality" stamp, located in copy room. Note on the **Case Inspection Sheet** that a copy was forwarded; include the date, your initials, and pin number. Mail the copy of the report to the following address:

> CPS – Child Abuse Hotline
> 412 W. Hospitality Lane
> San Bernardino, CA 92415-0029

San Bernardino County Coroner's Office

Send a copy of the report (RMS printout only) for all cases where a death was involved, regardless of how the person died. Note on the **Case Inspection Sheet** that a copy was forwarded; include the date, your initials, and pin number. Mail the copy to the following address:

> San Bernardino County Coroner's Office
> 175 South Lena Road
> San Bernardino, CA 92415

San Bernardino Arson Investigator

Send a copy of report (RMS printout only) for all cases involving arson. Note on the **Case Inspection Sheet** that a copy was forwarded; include the date, your initials, and pin number. Mail the copy of the report to the following address:

> San Bernardino Arson Investigator
> 620 South E. St.
> San Bernardino, CA 92415

California Lottery Commissioner

Crimes involving the theft of lottery tickets should be forwarded to the California State Lottery Commission. Sen a copy of the report (RMS printout only). Note on the Case Inspection Sheet that a copy was forwarded; include the date, your initials, and pin number. Mail the copy of the report to the following address:

> California Lottery Commissioner
> 700 N. 10TH St
> Sacramento, CA 95811

Cal-OSHA (Occupational Safety and Health Administration)

Send a copy of the report (RMS printout only) of all cases involving industrial accidents to OSHA. Note on the Case Inspections Sheet that a copy of the report was forwarded; include the date, your initials, and pin number. Mail the copy of the report to the following address:

> CAL-OSHA
> 464 W. 4Th St., Suite #332
> San Bernardino, CA 92401

DMV Driver Safety

PC 245(a)(1) cases, where a vehicle was the weapon used, forward the case to DMV Driver Safety. Send a copy of the RMS printout only. Note on the Case Inspection Sheet that a copy of the report was forwarded; include the date, your initials, and pin number. Mail a copy of the report to the following address:

> DMV Driver Safety
> 1845 Business Center Drive, Suite #212
> San Bernardino, CA 92408

OTHER COPIES

Supplemental Case Distribution Sheet

A **Supplemental Case Distribution Sheet** is to be used when the green Case Inspection Sheet has already been scanned into Laserfiche. If the case has already been scanned into Laserfiche and you need to print a copy of it because you need to forward it to another agency or department (District Attorney, Adult Court, Juvenile DA, etc.), fill out a **Supplemental Case Distribution Sheet** *(see attachment #16).* This will let others know when and by whom the case was printed and where it was forwarded to.

CHAPTER 6:

LASERFICHE

CHAPTER 6: LASERFICHE

- **Laserfiche**
    - o Log In
    - o Log Out
- **View**
    - o Cases
    - o Incidents
    - o Older Cases
- **Print**
- **Redact**
- **Scan**
    - o Scan to Case
    - o Scan to Incidents
    - o Scan Fireworks Cases
- **Verify**
    - o Verify Scan
- **Laserfiche Snapshot**

Scanning

SCANNING	INITIALS AND DATE (Trainer) (Trainee) (Trainer)		
	Task/Material Demonstrated by Trainer	Knowledge/ Ability Demonstrated by Trainee	Proficiency Achieved
• Scantuit			
• Scan Station #1			
• Scan Station #2			
• Minolta Scanner/Copier			
• Laserfiche			
• Migrating			

LASERFICHE

Laserfiche is the name of the program our department uses to scan, view, print, and store cases and other important documents. Laserfiche can be accessed from any computer desktop.

Log In

Use the following steps to log into Laserfiche:

1. From the scan station/computer Desktop click on the Laserfiche icon.

2. Under Available Repositories select "**FontanaPoliceRecods**" and lick on **Open**.

3. Log in by entering your **User Name** and **Password**, the click **OK**. The user name is your pin number. A Records Supervisor can help you reset your password if necessary.

4. Next the follwing screen will appear which indicates your are logged in.

Log Out

From the Laserfiche menu screen, click on the right-hand corner "**X**" to exit the program.

Laserfiche gives users the access to view case reports and documents that are scanned into the system.

Cases

Use the following steps to view **cases** in Laserfiche:

1. Once logged into Laserfiche, click on the **Search** icon (*magnifying glass*).

2. To view cases, type in the case number using only **7-digits** into the **Entry name:** field. Do not include dashes and make sure the **Document**, **Folder** and **Shortcut** boxes are checked off.

3. After you type in the case numer (ex: 12-2345 enter as 2002345), hit **Enter**. The case will appear on the right-hand side pane, click on the case number to view it.

4. After clicking on the case number, the report will appear in a new window. You will see your screen divided into three separate panes: **Thumbnails, Image**, and **Metadata**.

You can fo ahead and exit the **Metadata** pane so you are only left with the **Thumbnails** and **Image** panes for a better view.

5. You can view the report by selecting specific pages in the **Thumbnails** pane. Or you can veiw the report sequntially by using the arrow icons. You can also zoom in (**+**) or zoom out (**-**) of the document.

6. Once you are done viweing the report, you can exit by clicking the "**X**" on the right-hand corner of the window. It will take you back the the Laserfiche menu. To view a new case, enter another case number under the **Entry name:** field.

7. Reports can also be printed, redacted, and scanned into Laserfiche. See additoinal notes contained in this chapter for further instruction.

Incidents

Use the following steps to view **incidents** in Laserfiche:

1. Once logged into Laserfiche, click on the **Search** icon (*magnifying glass*).

2. To view incidents, type in the incident number using **9-digits** into the **Entry name:** field. Do not include dashes and make sure the **Document**, **Folder** and **Shortcut** boxes are checked off.

3. After you type in the incident, hit **Enter**. The incident will appear on the right hand side pane. Click on the incident number to view the documents.

4. After clicking on the incident number, the document will appear in a new window. You will see your screen divided into three separate panes: **Thumbnails, Image**, and **Metadata**. You can go ahead and exit the **Metadata** pane so you are only left with the **Thumbnails** and **Image** pane for a better view.

5. You can view the incident document(s) by selecting specific pages in the **Thumbnails** pane. Or you can veiw the report sequntially by using the arrow icons. You can also zoom in (**+**) or zoom out (**-**) of the document.

6. Once you are done viweing the incident, you can exit by clicking the "**X**" on the right-hand corner of the window. It will take you back the the Laserfiche menu. To view a new incident report enter the incident number under the **Entry name:** field.

7. Incident reports can also be printed, redcated, and scanned in Laserfiche. See additional notes contained in this chapter for further instruction.

Older Cases

Use the following steps to view **older cases** in Laserfiche:

1. Once logged into Laserfiche, click on the **Search** icon (*magnifying glass*).

2. To view older cases, type an **asterisk** (*) before the **7-digit** case number into the **Entry name:** field. Do not included dashes and make sure the **Document**, **Folder** and **Shortcut** boxes are checked off.

3. After you type in an asterisk followed by the case number, hit **Enter**. The case will appear on the right-hand side pane, click on the case number to view it.

4. After clicking on the case number, the report will appear in a new window. You will see your screen divided into two separate panes: **Electronic File** and **Metadata**. You can exit out the **Metadata** pane and olny keep the **Electronic File** pane for a better biew of the thumbnails and image.

5. You can view the report by selecting specific pages in the **Thumbnails** pane. Or you can veiw the report sequntially by using the arrow icons. You can also zoom in and out by using the magnifying glass.

6. Once you are done viweing the report, you can exit it by clicking the "**X**" in the right-hand corner of the window. It will take you back the the Laserfiche menu. To view a new case enter another case number under the **Entry name:** field.

7. Older cases can be printed and scanned into Laserfiche. See additional noted contained in this chapter for further instruction.

PRINT

Laserfiche gives users the access to print case reports and documents that are scanned into the system.

Use the following steps to print **reports** and **incidents** from Laserfiche:

1. Once you have logged onto Laserfiche, search the case/incident, and opened it to view. Select the pages you wish to print from the **Thumbnails** pane. Hold down to the **Ctrl** button to select multiple pages, they will be highlighted in blue as seen below:

2. After all the pages have been selected, then click on the **Printer** icon as seen below. A Print window will appear; select your settings, printer, and hit OK.

3. Once you are done printing the pages needed, then exit the window by clicking on the "**X**" on the right-hand corner to return to the Laserfiche menu.

4. Remember that a case number is 7-digits, incidents are 9-digits, and older cases need and asterisk (*) before the case number.

REDACT

Laserfiche gives users the access to redact case reports and documents that are scanned into the system.

Use the following steps to redact cases and incidents in Laserfiche:

1. After you have logged onto Laserfiche, search the case/incident, and opened it to view. Select the page you wish to redact and click on the redact Icon (*black marker*). Using your mouse highlight all the sections/areas you wish to redact from the page.

2. Once you are done selecting all the parts nn the page you wish to redact, then **Print** the page. Use print instructions above on how to print documents from Laserfiche.

3. After printing, click out of the page and a message will appear asking "**Save changes to document pages?**" Always select **NO**, otherwise the reacted selections you made will be saved.

4. If you are done redacting the report, exit out of the window and return back to the Laserfiche menu.

5. Older cases cannot be redacted in Laserfiche. Therefore, you will need to print out the pages you wish to redact and do so mannualy with a marker.

SCAN

Laserfiche gives users the access to scan case reports and documents into the system. Currently there are two operating scanning stations in the Records Unit. Both are located near to the phone console area. Follow the instructions below based on the document your need to scan.

Scan to Case

!Case Intake

1. Once logged into Laserfiche, under **Folders**, select the **!case intake** folder.

2. Once the **!case intake** folder is selected then click on the **Scan** icon.

3. Once the scanner icon has been selected a window will appear to have you choose a layout for scanning images. Makes sure to always select the **Standard Mode**.

4. Your screen should be divided into three different panes: **Scanning Explorer**, **Document Manager**, and **Thumbnails**. *See screenshot below:*

5. Make sure that you are able to view all the panes as seen on the Scan Interface View. If you are missing panes, click on **View**, then select **Panes** to verify that all the necessary panes are checked off: **Scanning Explorer**, **Document Propeties**, and **Thumbnails**.

6. If you are missing any components that you expect to see on the Scan Interface View, click on **View**, then slect **Toolbars** to verify the that following settings are checked off: **Image**, **Navigation**, **Standard** and **Scan Toolbar**.

7. The **Paper Size** should always be *Letter Size*. The **Paper Source** should always be *Duplex* (dual scanning from the document feeder). The **Color** can be changed from *Black & White* to *Color* depending on what you are scanning; by using the drop drown menu. All photographs, for example, should be scanned in Color.

8. In the **Scanning Explorer** pane, under **Configuration**, click on **Default Properties** and the **Default document name** will be highlighted.

9. In the **Document Manager** pane, under **Default document name** enter the **seven-digit** case number with no dashes nor spaces. Add zeros after the year for any missing digits in the case number only if the case number is not seven digits long. Example: 20-6445 will be entered as 2006445.

10. When you are all setup and ready to scan, insert the paper headfirst and face down. Click on the Start **Scanning** icon and the scanner will begin to feed the paper.

    The images will appear in the **Scan Interface View** as seen below:

    Images can be deleted in the **Thumbnails** pane. Select the page you wish to delete and right click on your mouse. Using the scroll down menu select **Delete**. Or you can select the page you wish to delete and click on the **Trash** can icon.

    Images can also be rotated in the **Thumbnails** pane. Select the page you wish to rotate and click on the green **Arrow** icon until the image is correctly facing the proper direction.

11. After you are done making any necessary corrections to the pages scanned, then **Transfe**r the images into Laserfiche. Click on the transfer icon as seen below:

    Selecting the **!Case Intake** folder path before beginning to scan will ensure that the pages you scanned will be transferred over to the correct folder. The volume is also

automatically adjusted to the correct year when it is processed. Please notify the IT department if the images you scanned where not transferred correctly to the case you inputted.

12. Once you have transferred the images, then scanning is complete. Stamp only the first page with the "**SCANNED**" stamp. It is extremely important that you verify all the documents you have scanned to ensure that no pages where missed.

13. If additional documents need to be scanned, remember to make sure to always begin by going to the **Scanning Explorer** pane. Under **Configuration** select **Default Properties** and enter the new case number under **Default document name** (as seen in steps 8 and 9).

Scan to Incidents

Records Unit

1. Once logged into Laserfiche, under **Folders**, select the **Records Unit** folder, followed by the **INCIDENTS ONLY** folder, and then choose the folder for the year the incident occurred.

2. Once the year has been selected, then click on the **Scan** icon.

3. In the **Scanning Explorer** pane, under **Configuration**, click on **Default Properties** and the **Default document name** will be highlighted.

4. In the **Document Manager/Default Properties** pane, under **Default document name** enter the **nine-digit** incident number with no dashes nor spaces.

5. In the **Default Manager/Default Properties** pane, under the **Settings** tab, click on **Change Volume**.

6. Using the drop-down menu select the correct year in which the incident occurred under **Choose a value**. For example: Incident number 200505605 will have a volume of 2020. Once the correct value is selected then click OK.

Once you have selected Default Properties, entered the incident number, and have chosen the correct volume year then insert the paper headfirst and face down. Click on the **Start Scanning** icon and the scanner will begin to feed the paper.

The images will appear in the **Scan Interface View** as seen below:

Images can be deleted in the **Thumbnails** pane. Select the page you wish to delete and right click on your mouse. Using the scroll down menu select **Delete**. Or you can select the page you wish to delete and click on the **Trash** can icon.

Images can also be rotated in the **Thumbnails** pane. Select the page you wish to rotate and click on the green **Arrow** icon until the image is correctly facing the proper direction.

7. After you are done making any necessary corrections to the pages scanned, then **Transfer** the images into Laserfiche. Click on the transfer icon as seen below:

8. Once you have transferred the images, then scanning is complete. Stamp only the first page with the "**SCANNED**" stamp. It is extremely important that you verify all the documents you have scanned to ensure that no pages where missed.

9. If additional incidents need to be scanned, remember to make sure to always begin by going to the **Scanning Explorer** pane. Under **Configuration** select **Default Properties** and enter the new incident number in the **Default document name** and chose the correct **Volume** (as seen in steps 3-5).

Scan Fireworks Cases

1. Once logged into Laserfiche, under **Folders**, select the **Records Unit** folder, followed by the **Fireworks Detail** folder, and then choose the folder for the **year** the incident occurred.

2. Once the year has been selected, then click on the **Scan** icon.

3. In the **Scanning Explorer** pane, under **Configuration**, click on the **Default Properties** and the **Default document name** will be highlighted.

4. In the **Document Manager/Default Properties** pane, under **Default document name** enter the **seven-digit** case number with no zeros nor spaces.

5. In the **Default Manager/Default Properties** pane, under the **Settings** tab, click on **Change Volume**.

   Using the drop-down menu select the correct year in which the incident occurred under Choose a value then click OK.

6. Once you have selected the Default Properties, entered the case number, and have chosen the correct volume year then insert the paper headfirst and face down. Click on the **Start Scanning** icon and the scanner will begin to feed the paper.

As explained before, Images can be deleted in the **Thumbnails** pane. Select the page you wish to delete and right click on your mouse. Using the scroll down menu select **Delete**. Or you can select the page you wish to delete and click on the **Trash** can icon.

Images can also be rotated in the **Thumbnails** pane. Select the page you wish to rotate and click on the green **Arrow** icon until the image is correctly facing the proper direction.

7. After you are done making any necessary corrections to the pages scanned, then **Transfer** the images into Laserfiche. Click on the transfer icon as seen below:

8. Once you have transferred the images, then scanning is complete. Stamp only the first page with the "**SCANNED**" stamp. It is extremely important that you verify all the documents you have scanned to ensure that no pages where missed.

9. If additional fireworks cases need to be scanned, remember to make sure to always begin by going to the **Scanning Explorer** pane. Under **Configuration** select **Default Properties** and enter the new case number in the **Default document name** and chose the correct **Volume** (as seen in steps 3-5).

VERIFY

Verify Scan

Cases are retained in Records for a period of two years, after that the cases are destroyed. Therefore, if a case or document has not been scanned correctly, there is no means to retrieve a missed page or illegible document. So, to make sure this does not happen every document scanned into Laserfiche needs to be verified. Once you have scanned a document, case, or incident at the scanning station verify the scanned documents at your own desk.

Use the following steps to **verify scanned** documents in Laserfiche:

1. Begin by logging on to Laserfiche, then click on the **Search** icon (*magnifying glass*).

2. Type in the case number using **7-digits** or the incident number using **9-digits** into the **Entry name:** field. Do not include dashes and make sure the **Document**, **Folder** and **Shortcut** boxes are checked off.

3. After the case or incident number is entered then hit **Enter**. The case or incident will appear on the right-hand side pane, click on the case or incident number to view it.

4. After clicking on the case or incident number, it will appear in a new window to view. Verify the pages you scanned by either selecting the specific pages on the **Thumbnails** pane. Or you can view the pages scanned in sequential order by using the arrow icons. You can also zoom in (**+**) or zoom out (**-**) of each page. *See screenshot below:*

5. Verify the following of all items scanned:

    a. The clarity and legibility of each page.

    b. The page count to ensure that pages are not missed.

    c. Make sure the pages are rotated correctly, fix any that are facing the wrong direction by using the **rotate** icon.

d. If the case had color photographs attached to the **Case Inspection Sheet**, then make sure the photographs are scanned into Laserfiche in color.

e. Delete all blank/white pages if any appear. Delete pages by <u>cautiously</u> selecting the page in the **Thumbnails** pane and right clicking on your mouse. Using the scroll-drown menu, select **Delete**. *See screenshot below:*

6. Once you are done verifying all the pages scanned into Laserfiche, exit by clicking the "**X**" on the right-hand corner of the window. It will take you to the Laserfiche menu. To verify another case, incident, or document, enter the number in the **Entry name:** field.

LASERFICHE SNAPSHOT

Laserfiche users can also directly transfer reports from RMS into Laserfiche.

Use the following steps to transfer reports from RMS into Laserfiche:

1. Log into Laserfiche, Under **Folders**, select the **!case intake** folder.

2. Log into RMS enter the case number in the search box and select the report you wish to transfer.

3. Once selected, click on the **Report** tab on the left-hand side Menu. Under the **Officer Reports**, click on the printer icon. The report will open in a separate window.

4. When the Print screen appears, under **Printer** select **Laserfiche Snapshot** from the drop-down menu and then click on **Print**.

5. After clicking on print, another window <u>may or may not</u> appear called **Repository Login**. Enter your **user name:** (pin number) and **password:** (Laserfiche log-in password), then click **OK**.

6. Following the Repository Login, a **Laserfiche Snapshot** window will appear. On **Document Properties**, under **Name:** enter the case number using **7-digits**. In the **Folder:** field, **!case intake** should already be selected for you. For the **Volume:** field, using the drop-down menu select the **year** the report occurred. For **Template:** select **No template assigned**. After all the fields are entered, click on **Ok**. The case will automatically transfer to the correct folder in Laserfiche and will be ready to be viewed under the case number entered.

CHAPTER 7:

PHONE CONSOLE

PHONE CONSOLE/MAIL/
STORAGE NOTIFICATIONS

PHONE CONSOLE/MAIL/ STORAGE NOTIFICATIONS	INITIALS AND DATE		
	(Trainer)	**(Trainee)**	**(Trainer)**
	Task/Material Demonstrated by Trainer	Knowledge/ Ability Demonstrated by Trainee	Proficiency Achieved
Phones			
180's/ Recovery Letters			
Mail			
Faxes			
Web Query/CAD			
Search in RMS			
28's			
Scanning			
CNI			
Patrol Supplies			

PHONE CONSOLE

The Records phone console is an in-coming non-emergency phone line. You must listen carefully to the callers to determine what department can best assist them with their needs. After assessing their needs, transfer the call to the secretary of that department. If the caller requests to speak to an employee, use the current FPD directory, kept on the desktop of the computer, to assist in locating the extension or department of the requested employee.

There is also a binder kept at the phone console that has commonly requested outside agency numbers that you can refer the caller to. The following duties should be carried out with this assignment:

1. Assisting and directing in-coming calls.

2. Processing CHP 180's for stored and recovered vehicles.

3. Typing and mailing recovery letters on recovered vehicles.

4. Processing in-coming mail which includes looking up case numbers on citizen requests that come in through the mail without the number listed on the request.

5. Scanning.

6. Provide 28's (vehicle registration printouts) to requesting tow companies.

TELEPHONE ANSWERING PROCEDURE

You, as the phone operator, are the first contact that many people have with the police department. It is important that you are always courteous and professional. Remember that you are **never** to give legal or civil advice to callers.

Routine Calls

1. Answer each line by saying: "Fontana Police, how may I help you?" The lines should be answered as quickly as possible. If you have several lines ringing at once, it is important to "overlap," so that lines are not left ringing. Answer each line by saying, "Fontana Police, is this an emergency?" If the caller responds by saying "No," ask them to please hold and then answer the next line with the same question. Then go back to the first caller and work your way through the lines.

2. When you "overlap" lines and you ask, "Fontana Police, is this an emergency?" and the repose is "Yes," transfer the call to Dispatch immediately. In addition, if the caller states

that they want to "Report" a crime or have Animal Services come out, transfer the call to Dispatch.

3. Do not have lengthy conversations with callers. If you are unable to immediately determine who to transfer the call to, or if it is a call for Records and you are unable to assist them right away because you have other lines ringing, transfer them to a Records Specialist.

4. Always have a pen and paper ready in case the caller is reporting an emergency and does not stay on the line. Call Dispatch immediately with the information given by the caller.

5. Transfer calls for the Chief and/or Captains to their secretary.

6. If a caller wants to make a **complaint**, refer them to the on-duty Watch Commander. If he/she is not available, take a message and tell the caller that the Watch Commander will return their call as soon as possible. Include in the message the caller's full name, their call back number, and the date and time of the call. Provide as much information as possible.

7. If a caller asks for "Traffic" ask what the call is in reference to. The reason for this is that many citizens think they should report traffic hazards, abandoned vehicles, etc. to the Traffic Unit. Transfer those types of calls to Dispatch instead of Traffic. If the caller wants information about a **traffic citation**, transfer them to the Traffic Clerk. Before, you transfer the call it is important to distinguish what type of citation they received. Make sure to ask them what they were cited for. For example, if the citation was for VC22350 – Speeding then this is a Traffic citation and the call should be transferred to the Traffic Clerk. However, if they were issued a citation for PC647(f) – Drunk in Public then this is not a Traffic citation and the Traffic Unit will not have the information. This is because the Traffic Unit will not have information regarding Non-Traffic citations, Records Unit will.

8. When the **District Attorney's Office** or **Juvenile Hall Intake** calls requesting an **In-Custody** case, transfer the call to the Records Specialist processing In-Custody cases. If they call or call back and the Records Specialist processing In-Custody cases is not at their desk take a message. Make sure to obtain the caller's name, phone number, fax number, case number, and the name(s) of the arrestee(s).

9. When paging over the intercom, be concise and speak clearly. If you are paging a sworn employee of the department, always use that person's rank or title and repeat the message twice. For example: "Officer Smith call extension 7700; Officer Smith call extension 7700." If you are paging a non-sworn employee use both first and last name.

10. If the caller knows the name but not the extension of the person they are trying to reach, you can access the extension numbers through the directory on the desktop of the computer. Another way to access this information is by accessing **Web Query**. Log

into Web Query and select the **CAD** tab and then the **Employee Query** tab. Using the drop-down menu select **Employee Info** and a mask will appear. Enter a badge number, pin number, first name, or last name and hit **Send**. *See screenshot below:*

11. It is important to probe each call. The caller thinks they know what department they need or just keep going on and on with their story. If you can tell that they need to be transferred to Dispatch or any department, it's okay to take over the call by saying, "Sorry, I don't mean to cut you off, however I can tell you need to be transferred to Dispatch and I don't want you to have to repeat yourself. I am going to transfer you now. "

12. The last thing we want as a department is to have a citizen being transferred unnecessarily. Remember you as the call taker are the first person the public is encountering. When you answer the phone, you are representing the Fontana Police Department. If you do not know what department, they need to be transferred to after you have probed the call just simply ask to place them on hold and ask for help.

13. Keep in mind that most callers will not know or use our department terminology. They might not know the difference between a case number and incident number. So, remember to use common language when speaking so that the caller will have a better and clear understanding.

14. Repossessed and Private Property Towed vehicle calls are to be transferred to the CLETS desk **before** 4:30 PM, **after** 4:30 PM the calls get transferred to Dispatch.

15. If the caller is requesting an **Officer's Name** and or **Badge Number**, please kindly ask for a case or incident to reference. If they do not have a case or incident number to reference, ask what type of dealings they have had with this Officer that you can reference. If they insist on speaking with "someone," you can transfer them to IA (Internal Affairs).

Phone Guideline

Transfer Calls

- To transfer a call hit **Transfer** followed by the **Extension** number then hit **Transfer** again and hang up.

Hold Calls

- To hold a call hit **Pause** button icon then select another call.

Beginning of the Day

- At the beginning of each day, you will need to cancel the forward option to ensure that all incoming calls be directed to the Records Unit and not go directly to Voicemail. To

cancel the forward, press the speaker button and you will hear a fast busy signal; you may then press the **FWD to VM** soft key button (the red light will turn off).

End of the Day

- At the end of each day, you will need to forward the calls to Voicemail. There is a soft key button on the right side of the phone that reads **FWD to VM**. To forward, press the speaker button to hear the dial tone and then press **FWD to VM** (a red light will be on to let you know the forward is on).

CHP 180 STORAGE NOTIFICATIONS

CHP 180 Half Sheets

CHP 180 forms are written by the officer for all stored and recovered vehicles. Half-slip storage notifications are attached to the CHP 180 and must be mailed to the victim, registered owner, and legal owner within 72 hours of the vehicle being towed. The main purpose of the storage notification is to inform the victim and/or registered owner, and legal owner of why the vehicle was towed and where the vehicle can be retrieved. The tow companies charge a daily fee to store the vehicle that will continue to accumulate until the vehicle is picked up. These storage notifications are mailed for all located and stored vehicles. The cases will be placed into the CHP 180 tray above the fax machine by the Records Specialist assigned to (4TT) Case Distribution and Teletype Processing.

On the bottom right hand corner of the CHP 180 form, check the "**Yes**" box. Complete the "**Date Notified**" box and put **your initials** next to the date. This will serve as verification that the storage notifications were mailed *(see attachment #17).*

The half-slips are mailed to the registered owner and the legal owner (if applicable) which are listed on the 28 (registered owner information printout). If the 28 does not reflect a legal owner, shred the second half slip. Before mailing out the storage notifications, be sure to stamp the back of the half-slips with the PD address stamp. Include the date and your initials *(see attachment #18).*

There are times when we cannot send a CHP 180 storage notification to the registered owner/victim because no name was listed, and no registration was found for the vehicle. All you need to do is stamp, initial, and date the CHP 180 half-slip and mark on section C which one applies – owner cannot be identified, or owner cannot be notified *(see attachment #19).* The half-slip then gets mailed to DOJ at the address listed on the form.

Make sure to note on the **Case Inspection Sheet** under **CHP** that the half sheet was mailed out. Include the date, your initials, and pin number *(see attachment #20).* In addition, make note on the 28 (registered owner information printout) that the half sheet was mailed out; include the date, your initials, and pin number *(see attachment #21).*

Recovery Letter

When another agency recovers our agency's reported stolen vehicle, there will not be a CHP 180 form prepared by our Officers. The only documentation will be the teletypes submitted to dispatch from the other agency. We type and mail a **Recovery Letter** to the victim notifying them of the recovery of their vehicle.

The Recovery Letter should be addressed to the victim and should include the case number, vehicle description, license plate number, the recovering outside agency name, the outside agency's telephone number and case number *(see attachment #22).*

Make sure to note on the **Case Inspection Sheet** under **Recovery Letter** that the letter was mailed out to the victim. Include the date, your initials, and pin number. In addition, make note on the recovery teletype that the recovery letter was mailed out; include the date, your initials, and pin number.

MAIL

Incoming mail is processed by the Records Specialist assigned to Phone Console. It will be delivered by the volunteers in the afternoon. You will distribute the mail to the respective department personnel as addressed. All incoming mail must be stamped with the **Records Received** stamp. You will need to include your initials, pin number, and the date the mail item was received.

Locating a Case/Incident Number

Citizen requests are also among the mail. If the case number has not been placed on the citizen request by the requestor, you must find the case through CAD or (RMS) and include the number on the request. The citizen request will list the date and time of the incident, along with the location of where the incident took place.

Citizens will also call in to request a case or incident number so that they may request a copy of the report or incident. Try obtaining as much information from him or her to look up their correct case or incident number.

Web Query

To look up a case number or incident number, log into **Web Query** from the PD Intranet under Limited Access. Once logged in, click on the **CAD** tab and then on the **CAD History Queries** tab. A drop-down menu will appear. Select **Incident History Query** and a mask will appear.

Using the fields on the mask enter the information that is provided. For example, **exact** address in the **Location** field, the incident date in the **From** field, and then hit **Send**. The

Incident History Query provides you with the most search options and it the best tool for searching a case or incident number. Using a wildcard (*) after typing the address will expand the search and bring up any variations.

All incidents on that date, at that location, will appear. You will now scroll through the list to find the incident in question as seen below.

Another way to search is under **CAD History Queries** by selecting **Previous Events**, see screenshot below:

Once the mask appears, enter the **exact** address in that field. Then enter the date range you want to search, in the **From** box and **To** box, then click on **Send**.

All the history for that time frame and location will appear. Review the list and find the incident in question.

Information can be retrieved as back to **11/08/05**, which is when the police department began using the **Query Web** system.

If you are still unable to find the incident in question, you can run a list of all incidents that happened on a specific date. Under the **CAD** tab in Web Query and the **CAD History Queries**. Using the drop-down menu select the **Incident History Query**. Enter the date of the incident on the **From** field and hit **Send**. A list of incidents for that date will appear. See screenshot below:

Once you have found the case number, write it on the request form where it can be easily seen. File the request into the citizen request basket in numerical order. If you are unable to locate the case number after all these attempts, complete the blue denial form (FPD 122) informing the requestor that the incident was unable to be located based on the information provided *(see attachment #23)*. Return the form, their request, and their check by mail in their return envelope.

SCANNING

Any mail that is returned as undeliverable such as CHP 180 notifications, recovery letters, or citation amendments must be scanned to the case. Scanning should be done during the slow time when the phones are not busy or before the switchboard opens at 8:00 AM. Refer to the Scanning section of the manual for instructions.

Returned Citation Amendment(s) that have a case number should have the name of the Records Specialist who processed the case and place it in his/her in tray. If the Records Specialist is unknown, then look up the case number to see who processed the case; and return it to whomever processed the report. You do not have to scan them.

Returned Traffic Citation Amendment (most of the time these will not have a case number only a citation number) should be returned to the Traffic Unit via the Traffic tray. The Traffic Records Specialist files them away in Traffic. You do not need to scan them.

HELPFUL COMPUTER FUNCTIONS

Name Search

A quick way to run a name search. Go to the magnifying glass on the right-hand side of the main queues screen.

Under the **Specific Field Search** select **Persons**. Enter the name on the citizen request and DOB if applicable, then click on **Search**. All the cases for the name entered will then appear on the screen.

All the cases for the name entered will then appear on the screen. There will be multiple pages for long results. You can use the window boxes at the bottom of the page and click on the arrows to move forward or backward to the next page if necessary.

Look through the list and find the incident in question by name and report type. Conducting a name search in RMS is also another way to locate a case number or incident number.

WebQuery

A name search can also be done through Web Query. Once logged into Web Query select the **CAD** tab and under **CAD History Queries**, click on **Involved Person Query**.

Once you have selected the **Involved Person Query** a mask will appear. Enter any information you have on the person you wish to search and hit **Send**. *See screenshot below:*

All the history for that name you entered will appear. Review the list and find the incident in question which involves the person you were searching for.

Look through the list and find the incident in question by name. Conducting a name search through Web Query is also another way to locate a case number or incident number.

Vehicle Search

A search can also be conducted to look for involved vehicles. Go to the magnifying glass on the right-hand side of the main queues screen.

Under the **Specific Field Search** select **Vehicle**. Enter the license plate, VIN, or any vehicle description in the fields provided and then click on **Search**. All the cases for the involved vehicle information entered will then appear on the screen.

All the cases for the vehicle information entered will then appear on the screen. There will be multiple pages for long results. You can use the window boxes at the bottom of the page and click on the arrows to move forward or backward to the next page if necessary.

Look through the list and find the incident or case in question by vehicle involved. Conducting an involved vehicle search is also another way to locate a case number or incident number

Web Query

A vehicle search can also be done through Web Query. Once logged into Web Query select the **CAD** tab and under **CAD History Queries**, click on **Involved Vehicle Query**.

Once you have selected the **Involved Vehicle Query** a mask will appear. Enter any information you have on the vehicle you wish to search and hit **Send**. *See screenshot below:*

All the history for the vehicle information you entered will appear. Review the list and find the incident in question which involves the vehicle you were searching for.

Look through the list and find the incident in question by name. Conducting a vehicle search through Web Query is also another way to locate a case number or incident number.

Vehicle Status (29) and Registered Owner Information (28)

Tow companies will call the police department to obtain registered owner information, also known as the **28**, for vehicles that we have impounded and stored on their lot. Before the tow company can release the vehicle, they request the registered owner information from the police department. This will verify who the Department of Motor Vehicles has documented as the registered owner. The **registered owner's address must be redacted** from the printout before faxing it to the tow company.

The vehicle Registered Owner Information (28) and the Vehicle Status (29) can be ran using Web Query. Once logged into Web Query under the **CAD** tab select the **CLETS Forms** tab. Using the drop-down menu click on **VEH – Vehicle Inquiry**.

A mask will appear, you will enter the information provided to you in the corresponding fields (VIN, License Plate, etc.). Once the information is entered hit Send.

The response will return as a message through the icon as seen below:

Click on the icon to retrieve the message. The first message you receive is the **Registered Owner Information** (28), as seen below. You can print the Registered Owner Information by clicking on the Printer icon.

Using the Next button on the Message window will provide you with the **Vehicle Status** (29). This will let you know if the vehicle has been towed/stored. For example, in the screenshot below you will notice that the vehicle is stored at Pepe's Towing. The Vehicle Status can also be printed by clicking on the printer icon.

How to Access Case Information

Case information can be accessed. Go to the magnifying glass on the right-hand side of the main queues screen. Enter the case number using **nine digits** and hit enter.

A results list will appear proving you with all the information about the case you entered. It will give you a **Case/Report** list of all the reports written including the ones that are closed and that are still in DRAFT mode. It will also provide you with a list of any involved persons, vehicles, property, organizations, location information etc.

Web Query

Case information can also be accessed through Web Query. Once logged into Web Query under the **CAD** tab click on the **CAD History Queries**. Using the drop-down menu select **Incident History Query** and a mask will appear.

In the **DR#:** field box, enter the case number using nine digits and no dashes. It is important to enter "**DR**" followed by the nine-digit case number, then hit **Send**. For example, case number 20-5239 will be entered as **DR200005239**.

After you hit send, the Call Card for that case number will appear. It will provide you with case information. For example, the location, date and time of incident, Officer's involved, information for arrested individuals, etc.

Laserfiche

Case information can also be accessed through Laserfiche. See the Laserfiche chapter in this manual on how to view cases and incidents and print reports. Only cases that have been processed, frozen, and scanned can be viewed in Laserfiche.

Officer's Schedule

On Duty/Unit Status

To see if an Officer is currently on duty and logged into the CAD system, go to Web Query. Once logged into Web Query click on the **CAD** tab and the **Unit Status** can be viewed via live feed.

Another way to view if an Officer is on duty or logged into the CAD system, is by clicking on the **CAD** tab and then selecting the **Current CAD History**. Using the drop-down menu, select the **On Duty Units/Logged On**.

Once you click on the On Duty Units/Logged On, all the Officers on the field will appear including Corporals and Sergeants. Here you will be able to see which Officer is on duty, their locations, and unit number if you need to send a message.

TeleStaff

If an Officer is not currently on duty, his or her work schedule can be accessed through TeleStaff. To access Telestaff, double click on the icon from your desktop computer. Log in by entering your pin number, password (computer log-in), and click on Sign In.

Your work schedule Dashboard will appear on the screen. To access another employee's work schedule, click on the **People** icon.

The following screen will appear. Enter the name of the person you are searching for in the **Search** field box. You can search by first name, last name, and or badge number.

When you finish entering the name, the system will narrow the results to only one or a few employees within the PD with that name. Once you have determined which person you need to look up, click on the arrow next to their name in blue. A drop-down menu will appear. Select the Calendar to view his or her schedule.

The Calendar will show you the employee's work schedule, if they're on vacation, re-assigned not working, re-assigned working and much more. You can see the current month, the next month, and previous months as well.

PATROL SUPPLIES

An additional task when assigned to Phone Console is to keep the patrol writing room stocked with the necessary patrol supplies. This primarily includes the maintenance of all the forms used by patrol officers.

Begin by going downstairs into the report writing room and take inventory of all the forms and pamphlets. The Patrol Forms can be found on the back wall to the left in individual slots. Make a detailed list of all the forms that need to be replenished. You can always take a copy of the form for reference and make additional copies in the Records copy room.

There are patrol forms that need to be ordered (Case Inspection Sheets, Arrest/Booking Application, Probable Cause Declaration etc.) which are in a supply room downstairs next to the FET's Office. If you notice that we are running low on these forms please let a Records Supervisor know.

All Traffic related forms (CHP 180, CHP 555, CHP 556 etc.) can be found in the Traffic Unit. You many ask the Traffic Records Specialist to provide you with the necessary forms.

Patrol Forms and Pamphlets

If there are no copies available of the form or pamphlet to use as reference and they are completely out in the patrol writing room, you can also print the forms from Laserfiche or the PD Shared Drive.

Laserfiche

Once logged into Laserfiche, under **Folders** select **Forms** and all the forms will appear on the right-hand side. Scroll through the forms, click on the one you need, open the document, and print a hardcopy.

PD Shared Drive

From your computer Folder click on the **PD Shared (s**:) drive. From there select the **PD Records** folder > **Records Phone Console** folder > **Patrol Forms** folder and then the forms will be listed for you to view and print a hardcopy.

Patrol Forms and Pamphlet Folder

In addition to using Laserfiche and the PD Shared drive from your computer, you can also use the Patrol Forms and Pamphlet Folder that is located at the Phone Console desk. This folder has hardcopies of all the patrol forms and pamphlets. You can take the hardcopy from inside the protective sheet and make copies. Make sure to return the original form back into the folder once you are done using it.

LIVE SCAN APPOINTMENTS

Our agency provides Live Scan fingerprinting services to the public by appointment only on **Tuesdays** and **Thursdays**. Scheduling Live Scan appointments is a task when assigned to phone console.

Our agency collects an $22.00 administrative fee for the Live Scan, in addition to respective DOJ and FBI fees that we collect and subsequently submit.

The applicant must bring in a completed **Request for Live Scan Service** application and have a valid photo identification as listed in our website. Expired identification cards will not be accepted. Our agency will not supply nor complete the applicant form.

Appointments are scheduled at **9:00am**, **10:00am**, **1:00pm**, **2:00pm** or **3:00pm** in Outlook.

To schedule a Live Scan appointment, use the following steps:

1. Log into Outlook to access your PD email by clicking on the Outlook icon.

2. Once logged into Outlook select the **Calendar** icon on the bottom left hand corner. Under the **Shared Calendars** select **PD Live Scan** and all the appointments scheduled for the month will appear.

3. This PD Live Scan calendar will allow you to view, add new, and cancel appointments. To add a new Live Scan appointment, click on **New Appointment** located on the top menu bar.

4. A window will prompt you to enter the new appointment. In the **Title** field, enter the persons first name, last name, and telephone number. Enter the appointment time on the **Start Time** and make sure it runs for an hour (**End Time**). Once the information has been entered hit **Save & Close**. *See example below:*

5. Once you have **Save & Closed** the appointment will now appear on the calendar for everyone to view.

6. You can double click on the appointment to edit and delete if necessary.

CHAPTER 8

CASE DISTRIBUTION and TELETYPES PROCESSING

CHAPTER 8: CASE DISTRIBUTION AND TELETYPE PROCESSING

- **Case Distribution and Teletype Processing**
- **Collecting Incoming Cases and Teletypes**
- **Distribution and Filing**
    - Teletypes
    - In Custody/Priority Cases
    - Case Filing
    - Investigation Priorities
    - PC290 Petitions
    - Towed/Stored Vehicles Reports
    - Courtesy Reports
    - Animal Service Officer (ASO) Citations
    - Miscellaneous Documents
    - Teletypes Folder
    - Booking App Folder
- **Teletype Cases**
    - Stolen Vehicle Reports
    - Recovered/Located Vehicle Reports
    - Courtesy Call
    - Lost/Stolen License Plate(s) Repots
    - Recovered/Located Plate(s) Reports
    - Missing Persons Reports
    - Found/Located Missing Person Reports
    - Carjacking Reports
    - Embezzled Vehicle Reports
    - Cargo Thefts
- **CLETS Entry Verification**

CASE DISTRIBUTION AND TELETYPE PROCESSING

CASE DISTRIBUTION AND TELETYPE PROCESSING	INITIALS AND DATE (Trainer) (Trainee) (Trainer)		
	Task/Material Demonstrated by Trainer	Knowledge/ Ability Demonstrated by Trainee	Proficiency Achieved
Distribution of Miscellaneous Documentation			
In-coming Case Distribution			
• In-Custody Cases			
• Stat Cases (bin 1)			
• Part 2 & Misc cases (bin 2)			
• Investigation Priorities			
• CHP 180 processing for stored/impounded			
Processing New Cases			
• Mark inspection sheet for copies			
• Process Teletypes			
• Make Recovery Calls			
• Data Entry on all Teletype Cases			
• Report Types			

• Supp Matching			
CLETS			
• 28/29			
• L1			
Copies			
• Appropriate Distribution			

Pick up the incoming cases from the trays in the windows on the Patrol side and Investigations side of Records. The Sergeants will drop cases, Subpoenas, and miscellaneous documentation into these trays throughout the night.

Pick up the teletypes from Dispatch and Records (Teletypes Folder).

Pick up the Arrest/Booking Applications, Booking Receipts, and Medical Screening forms from the jail tray located in Records, along with the Booking Folder.

Pick up incoming cases from the report writing room downstairs from the tray labeled "**Approved Reports**." Sometimes approved and unapproved cases will be in the tray labeled "**In Custody**." So, makes sure to only retrieve the cases that are approved on the Case Inspection Sheet by a supervisor.

Pick up incoming cases from the MET (Gangs, Bikes, RRT) room downstairs in the tray labeled "**Approved Routed to Records**."

Go through the cases, teletypes, and documents that you have collected from all the trays. Put the miscellaneous paperwork and documents to the side for the time being. Put the cases into different categories: In-custody/Priority cases, Part 1 Stat cases, Part 2, and miscellaneous cases, Investigation Priorities, and Teletype cases.

Place all teletypes in numerical order and write the case number on the upper right-hand corner (if applicable, not all teletypes have case numbers). Stamp them with the Confidentiality stamp on the bottom right corner of each page. Stamp the first page on the bottom left corner with the Received stamp where you will fill in the date, time, your initials, and pin number.

Match and attach any Booking Receipts, Medical Screening, Arrest/Booking Application, Detention Certificate, and or teletypes to the corresponding report and staple it with Case Inspection Sheet if applicable. Once all the in-custody cases have been located and applicable forms and teletypes are attached, then hand them to the Records Specialist processing in-custody cases for that day.

All incoming cases are to be filed in numerical order, regardless of the NIBRS group it belongs to. Investigation Priorities, ASO Cites, and CHP 180's (Towed/Stored Vehicles) will be filed separately.

A case marked **INVESTIGATIONS** on the Case Inspection Sheet is considered an investigation priority report. Attach any applicable forms or teletypes to the corresponding report and staple it with the Case Inspection Sheet. Once all cases marked investigations are collected and applicable forms and teletypes are attached, file them in the Investigations Bin.

There is a law allowing 290 registrants to petition the courts to be removed as a registered sex offender, if they meet certain qualifications. The 290 Officer is assigned to process these types of cases. One the Officer concludes that the individual meets the qualifications, he/she will then submit a report with specific directions to have the report emailed to the Rancho 290 Registrant DA. These cases have very specific timelines, that we as an agency must meet, which make these cases a high priority.

The Records Specialist assigned to Investigations will process these cases. Once the case has been processed, a copy of the report needs to be sent via encrypted email to and save a copy of your sent email transaction to the case folder in Laserfiche.

Any CHP 180's for towed or stored vehicles will be forwarded to the Records Specialist assigned to Phone Console for written notification (CHP 180 half sheets, Recovery Letter) to be mailed out to the registered owner. Make sure to attach CLETS printouts (teletypes) including the Registered Owner information (28), Vehicle Status information (29), and CLETS entry. The Records Specialist assigned to Phone Console will file the reports in the CHP 180's Bin.

Phone console will also place other agencies' courtesy reports in our Records inbox tray. Check to see if the report has already been assigned an FPD case number in Web Query and ; with the information provided on the report (names of involved parties, location, etc.) If you are unable to locate a case number, send the report with a Case Inspection Sheet to the front desk so they can issue one. Once this is done and returned to you, file them under the Investigation Bin.

All white Animal Service Officer citations are to be file in the appropriate bin in numerical order.

Go through all the miscellaneous items that you set aside earlier. Carefully read through each document. This will ensure that you are forwarding the document to the correct person or unit within the department. For example, the subpoenas will be placed into the Field Services Division Secretary's tray which is in the window by Investigations. Gang cards will be placed in the Crime Prevention tray. FPD 200 Forms (yellow in color) for Held/Returned reports will be place in numerical order inside the brown file folder. Suspected Child Abuse Reports, or SCARS, and any teletype regarding allegations of Child Abuse, will go to the Sex Crime Unit. You may give these directly to anyone in the unit (Sgt. Coughlin, Cpl. Ubovich, or Officer Baker) or place them in the file folder outside their door, which is in the same office as ICAC.

Any outgoing mail will be placed in the box which is directly in front of the Phone Console desk and so forth. Refer to your trainer for further instruction, clarification, and distribution on the various miscellaneous documents.

All pending CLETS teletypes will remain in the folder labeled "**Teletypes in Order**." These teletypes include all CLETS vehicle, plate, and missing person entries. It is important to run the case numbers of the remaining teletypes through to see if the case has already been processed. If you have teletypes that belong to cases that have already been processed, then all you need to do is scan them into the case, verify, and then file. If the case has not been processed yet, then it is because the report has yet to be submitted to Records. For example, if our FPD Officer recovered/located a vehicle, they will complete a CHP 180, so the teletypes for the recovery may still be in the stack waiting for the CHP 180 to be submitted to Records. Refer to your trainer for further instruction and clarification on pending teletypes.

All pending Medical Screening, Arrest/Booking Application, and Detention Certificate forms will remain in the folder labeled "**Medical Screening, Booking Apps in Order."** It is important to run the case number of the remaining forms through to see if the case has already been processed. If you have any forms that belong to cases that have already been processed, then all you need to do is scan them into the case, verify, and then file. If the case has not been processed yet, then it is because the report has yet to be submitted to Records. Refer to your trainer for further instruction and clarification on all pending Medical Screening, Arrest/Booking Application, and or Detention Certificate forms.

TELETYPE CASES

Once you have filed all the reports in the bins and distributed all the miscellaneous items, you will begin the data entry process on all the teletype cases.

Teletype cases are processed by the Records Specialist assigned to Case Distribution and Teletype Processing (4TT). These cases are **not** to be filed in the bins with the stored/impounded CHP 180's. These cases are considered priority and must be entered into the same day they are received.

Teletype cases include stolen vehicle reports, recovered/located vehicle reports, missing person reports, found/located person reports, lost/stolen license plate(s) reports, and recovered/located license plate(s) reports. Match the teletypes up to the teletype cases and staple these documents together. Make sure to check the teletypes for accuracy. Remember to stamp each page of the CLETS printouts (teletypes) with the confidential stamp.

All stolen vehicle reports should have a CHP 180 form filled out by an Officer and CLETS printouts (teletypes) attached to the report. These original incident reports are initiated by the Records Specialist in (unless done so by the Officer). Use the Crimes Against Property template for the report. Remember to input all the information that is provided on the CHP 180 form into (RMS). Do not forget to include the value of the stolen vehicle and list any items noted in the inventory as stolen.

All stolen vehicle reports are priority and should be followed up within a day or two by the Records Specialist assigned to 4TT. The teletypes should not remain in the stack for more than a few days without contacting the Officer. Once the Officer is contacted via email or through an RMS notify message; attach it to the teletypes. If the report (CHP 180) is still pending after a week, let a supervisor know and they will locate the report for you.

All **recovered vehicle** reports should have a CHP 180 form filled out by the Officer and CLETS printouts (teletypes) attached to the report. The term "recovered," indicates that the vehicle was originally reported stolen out of our agency and was also recovered by our agency. These supplemental reports are initiated by the Records Specialist in (unless done so by the Officer).

There are two types of **located vehicle** reports. The first type of report is when a vehicle was originally reported stolen out of our agency and was later located by an outside agency. These types of supplemental reports should only have CLETS printouts (teletypes) from other agencies. Put a Case Inspection Sheet on the teletypes to create the supplemental report. A Sergeant's approval is not required. These supplemental reports are initiated by the Records Specialist in (RMS).

The second type of **located vehicle** report is when a vehicle was originally reported stolen from an outside agency and is later located by our agency. These types of reports should always have a CHP 180 form filled out by the locating Officer and CLETS printouts (teletypes) attached to the report. These original incident reports are initiated by the Records Specialist in (unless done so by the Officer).

All recovered vehicle reports are a priority and should be followed up within a day or two by the Records Specialist assigned to 4TT. The teletypes should not remain in the stack for more than a few days without contacting the Officer. Once the Officer is contacted via email or through an RMS notify message; attach it to the teletypes. If the report (CHP 180) is still pending after a week, let a supervisor know and they will locate the report for you.

The Records Specialist needs to make a **courtesy call** to the listed victim for all recovered and located vehicles. Provide the victim with the information that is on the CLETS printout (teletype). This includes the agency who recovered or located the vehicle, the agency's case number, phone number, the name and phone number of the tow company if applicable, the condition of the vehicle, and if someone was arrested or not. If needed, give them our FPD case number and our phone number. Write the date, time, name of whom you spoke with (or if you left a message on an answering machine), and your initials with pin number on the CLETS printout (teletype).

The recovered/located vehicle supplements will be forwarded to the Records Specialist assigned to Phone Console where a written notification will be forwarded to the victim and/or registered owner. Once the notification has been mailed out, the Records Specialist will return the report back to you.

All lost/stolen license plate(s) reports should have a CHP 180 form filled out by an Officer and CLETS printouts (teletypes) attached to the report. These original incident reports are initiated by the Records Specialist in (unless done so by the Officer). Use the Crimes Against Property template for the report. Remember to input all the information that is provided on the CHP 180 form into (RMS).

All **recovered plate(s)** reports should have a CHP 180 form filled out by the Officer and CLETS printouts (teletypes) attached to the report. The term "recovered," indicates the plate(s) was originally reported stolen out of our agency and was also recovered by our agency. These supplemental reports can be initiated by the recovering Officer if the plate(s) was booked into the Property Unit. If the plate(s) was released to the owner in the field by the recovering Officer, then the Records Specialist will initiate the report in (RMS).

There are two types of **located plate(s)** reports. The first type is when the plate(s) was originally reported stolen out of our agency and was later located by an outside agency. These types of supplemental reports should only have CLETS printouts (teletypes) from other agencies. Put a Case Inspection Sheet on the teletypes to create the supplemental report. A Sergeant's approval is not required. These supplemental reports are initiated by the Records Specialist in CS. These must be completed each day, by the end of ones shift.

The second type of **located plate(s)** report is when the plate(s) was originally reported stolen by an outside agency and was later located by our agency. These types of reports should always have a CHP 180 form filled out by the Officer and CLETS printouts (teletypes) attached to the report.

All missing person reports should have a **Missing Person Report Form** filled out by the Officer and CLETS printouts (teletypes) attached to the report. These reports are initiated in (RMS) by the Records Specialist (unless done so by the Officer). Use the MIR (Miscellaneous Incident Report) template for this type of report. Remember to forward a hardcopy of the report to the Investigations Unit (see Copies chapter in this manual for further details).

All missing persons reports are priority and should be followed up within a day or two by the Records Specialist assigned to 4TT. The teletypes should not remain in the stack for more than a few days without contacting the Officer. Once the Officer is contacted via email or through an RMS notify message; attach it to the teletypes. If the report is still pending after a week, let a supervisor know and they will locate the report for you.

Found missing person reports may or may not have a **Missing Person Report Form** attached to the Case Inspection Sheet (it is not mandatory). However, CLETS printouts (teletypes) need to be included and attached to the report. The term "found," indicates that the missing person was originally reported missing out of our agency and was also found by our agency. These supplemental reports are initiated by either by the Officer or Records Specialist. Remember to forward a hardcopy of the supplemental report to the Investigations Unit.

There are two types of **located missing person** reports. The first type is when <u>a missing person is reported missing out of our agency and is later located by an outside agency</u>. This type of located missing person report should only have CLETS printouts (teletypes) from other agencies. Put a Case Inspection Sheet on the teletypes to create the supplemental report. A Sergeant's approval is not required. These supplemental reports are initiated by the Records Specialist in. Remember to forward a hardcopy of the supplemental report to the Investigations Unit.

The second type of **located missing person** report is when <u>a missing person is originally reported missing from an outside agency and is later located by our agency</u>. These types of reports need a **Missing Person Report Form** filled out by the locating Officer and CLETS printouts (teletypes) attached to the report. These original incident reports are initiated by the Records Specialist in (unless done so by the Officer).

All found/located persons reports are priority and should be followed up within a day or two by the Records Specialist assigned to 4TT. The teletypes should not remain in the stack for more than a few days without contacting the Officer. Once the Officer is contacted via email or through an RMS notify message; attach it to the teletypes. If the report is still pending after a week, let a supervisor know and they will locate the report for you.

All carjacking reports should have a CHP 180 form filled out by an Officer and CLETS printouts (teletypes) attached to the report. These repots can be initiated by either the Records Specialist or the reporting Officer in. Do not forget to include the value of the stolen vehicle and list any items noted in the inventory as stolen.

Certain requirements are needed for an embezzled vehicle to be entered into CLETS. The reporting Officer will determine if the requirements are met and will have the embezzled vehicle entered in CLETS. If the vehicle is entered in CLETS then a CHP 180 form must be filled out by the reporting Officer and CLETS printouts (teletypes) should be attached to the report. All embezzled vehicles that are entered into CLETS need to be processed when assigned to 4TT. These reports are initiated by the reporting Office in (RMS). If the vehicle was not entered into CLETS, then it can be filed in the Part 2's Bin to be processed.

Once you have completed the data entry on the teletype cases, make copies and distribute them accordingly. Refer to the Copies section of the manual for further instructions. Scan and file the cases you have processed. Refer to the Scanning section of the manual for further scanning instructions. The cases are filed into the boxes which are numbered in sequence of two hundred per box (example: 20-12300 – 20-12500). Find the appropriate box and file the case in numerical order. There is a miscellaneous box provided if unable to find the box for your case.

Stolen vehicles loaded with cargo will come with a CHP 180, for the stolen vehicle, and a supplemental RMS report, for the stolen cargo. All cargo theft reports are forwarded to Cpl. Gooselaw and Cpl. Porch in Investigations. Steve's Towing (9529 8th Street, Rancho Cucamonga, CA 91730 | 909-980-3255) will be used for the trailers and cargo.

CLETS ENTRY VERIFICATION

An additional task when assigned to Case Distribution and Teletype Processing (4TT) is to verify all entries made in CLETS. These entries will include vehicles, missing persons, plates, and property. Refer to the CLETS Automated Property System Manuals and SVS Code Manuals found under the State of California Department of Justice website CLEW (California Law Enforcement Web). Refer to your trainer for further instruction on how to access and properly use these manuals.

CHAPTER 9:

IN-CUSTODY

and TRANSCRIPTION

CHAPTER 9: IN – CUSTODY AND TRANSCRIPTION

- **In Custody Processing**
    - o Court Calendars
    - o Locating Case Numbers
        - ▪ In-Custody Tray
        - ▪ JIMSNet
        - ▪ Watch Commander Log
    - o Contacting an Officer
    - o Data Processing
        - ▪ Narcotics Cases
        - ▪ Logins
        - ▪ Outside Agency Report
    - o Juvenile In-Custody
        - ▪ Juvenile Hall Intake
        - ▪ Data Processing
- **Transcription**

IN-CUSTODY PROCESSING AND TRANSCRIPTION

TRANSCRIPTION/ DATA ENTRY & LOG INS	INITIALS AND DATE		
	(Trainer)	(Trainee)	(Trainer)
	Task/Material Demonstrated by Trainer	Knowledge/ Ability Demonstrated by Trainee	Proficiency Achieved
How to obtain the necessary documentation			
• Raps			
• Court Calendars			
• Run CNI Name Inquiry			
• Call Card			
Transcribing			
• Correct Format			
• Accuracy (proof read ARS)			
• Punctuation & Grammar			
Data Entry			
• Accuracy			
• 8715 or 8716			
Log Ins			
• Accuracy			
Copies			
• Proper Distribution			

IN CUSTODY PROCESSING

An in-custody is a person who was arrested and remains in a detention center (West Valley Detention Center, San Bernardino Central Detention Center, Glen Helen Rehabilitation Center, High Desert Detention Center, or West Valley Juvenile Hall). Once a person is arrested, they can be "held" for 48 hours before charges must be filed. If charges are not filed in that time frame, the suspect will be released.

A court calendar must be run for all four detention centers through **JIMSNet** (also known as CNI) in order to determine which suspects, remain in-custody. You will need to run the present day's calendar for all four detention centers to ensure that all the cases for the names appearing on the calendars have been submitted to the court liaison who delivers these cases to the District Attorney's office by 9:00 each morning (Monday – Friday). For further information refer to the overview of the criminal justice system. You must also run the next day's calendar for all four detention facilities to see what cases need to be processed.

The four detention centers include **San Bernardino Central Detention Center,** G**len Helen Rehabilitation Center**, **West Valley Detention Center**, and the **High Desert Detention Center**. It is important to run the court calendar for each facility a couple of times throughout the day to determine if anyone has been added or dropped.

Print and carefully review each court calendar for each facility. The calendar will provide you with the **facility number**, the **court name** where the case needs to be turned into, and the **date** it is due to court *(see highlighted areas in the screenshot below)*. As you will note, the calendar provides all the in-custody cases for numerous Police Departments. Our agency name will be listed in the calendars as **FO** (Fontana Police Department). In custody cases will always list the Department as **NF** (New File) or **VA** (Video Arraignment). In custody cases will not have a court case number listed under the **Case** heading, it will always be blank. The arrestee's name is listed under the **Name** heading and the booking number under **the Book No.** heading.

Once you have printed, reviewed, and determined which names on the calendars are still in-custody; find the case number associated with the name.

In Custody Tray

One way to find the case number is by pulling the cases from the in-custody tray to see if any of them match up to the names on the calendar. In-custody cases can also be handed to you directly from the Records Specialist working on 4TT, if not found in the tray.

Watch Commander Logs

An additional way to find a case number is by reading the Watch Commander Logs that are emailed daily to all department employees. These logs will list and summarize all the noteworthy events that took place during the day and nighttime shifts. The log will include the case number, a brief summary of what happened, the Officer's involved, and the names of the people arrested or under investigation. With the information provided in the logs, you can cross reference with the names listed on your calendars to determine the case number.

Contacting an Officer

Once you have found the case number and have determined who the Officer is, look in his/her assigned department for any missing paperwork (CHP 180, supplemental reports, etc.) needed to complete the processing. Look in Patrol, Investigations, Traffic, and MET. If the Arrest/Booking application or Probable Cause Declaration form is not included with the Case Inspection Sheet and attachments provided by the Officer, refer to the Records Specialist assigned to 4TT or check the **Medical Screening, Booking Apps in Order** folder.

If you are unable to locate the paperwork after looking in these different departments, see if the Officer is working by using the Web Query. If he/she is working, contact them through their computer in their car. See below directions to see if the officer is currently on duty and how to send a message to the Officer's unit:

- Log into **Web Query**

- Click on the **CAD** Tab

- Click on the **Current Cad Activity** tab

- Select the **On Duty Unit/Logged On** tab

- Once you click on "**On Duty Units/Logged On**," all the Officers in the field will appear including Corporals and Sergeants. Here you will be able to see which Officer is on duty, their locations, and unit number if you need to send a message.

- Find the unit ID number that matches to the Officer's name and then send them a message.

- To send a message, click on the **Messaging** tab and enter the Officer's Unit number under **MSG**, type in your message under **Commen**t, and hit **Send**. See example below:

TeleStaff

If an Officer is not currently on duty, his or her work schedule can be accessed through TeleStaff. For complete instructions refer to the chapter in this manual titled Phone Console under the TeleStaff heading.

RMS

In addition to sending messages through CAD, and Officer can also be sent notifications through RMS. For complete instructions refer to the chapter in this manual titled Data Processing under the Contact an Officer in RMS heading.

Data Processing

Detailed instructions on how to process a case can be found in this manual under the chapter titled Data Processing. This chapter provides detailed instructions on how to process a report, run a Driver's License, RAP Sheet, CNI Printout, Call Card, and fill out an 8715 Adult Disposition for Arrest and Court Action form. This chapter will also include how to approve and finalize a report, print a report, and the stacking order of the report. The instructions on how to make copies will be under the chapter titled Copies.

Logins

The cases that do not match up to the names on the calendar, were once in-custody cases, where the suspects have since bailed out of jail. These cases will now become log-ins. These cases are processed as a secondary priority after all in-custody cases have been completed. Logins that need lab analysis results are to be held at your desk until the results are received.

Outside Agency Report

If an officer mentions another report(s) in his/her narrative relating to the report you are processing, you must request that report(s) from the other agency and include it with your report when submitting it to the District Attorney, Defense Attorney, and Court. This is only done when there is an arrest for a stolen vehicle(s) that are originally reported by an outside agency and are located by our department. If you do not receive the report in time to meet the deadline the case is needed by the District Attorney's office, include the faxed request and confirmation receipt with the copies to show that it was requested.

Juvenile In-Custody

Juvenile Hall Intake

San Bernardino Juvenile Hall cases are requested by juvenile intake via the telephone. The Records Specialist will call the West Valley Juvenile Hall facility intake every day to ensure if there are any juvenile(s) in custody. If there is a juvenile in custody, Juvenile Hall will provide you with the arrestee's name, date of birth, the charges he/she was booked for, our case number, and the date and time when the report is due to the Juvenile District Attorney's Office. It is **our responsibility** to make sure these cases are found and submitted to the Juvenile District Attorney's Office on time.

Data Processing

Detailed instructions on how to process a case can be found in this manual under the chapter titled Data Processing. This chapter provides detailed instructions on how to process a juvenile report, run a Driver's License, RAP Sheet, CNI Printout, Call Card, and fill out an 8716 Juvenile Detention Disposition Report form. This chapter will also include how to approve and finalize a report, print a report, and the stacking order of the report. The instructions on how to fax the report will be under the chapter titled Copies.

CHAPTER 10:

COPLOGIC

CHAPTER 10: COPLOGIC

- **Lexipol – Policy 345**
  - o Online Reporting
- **Coplogic/Shoplifting Program**
  - o FPD Employee Instructions

LEXIPOL – POLICY 345

Online Reporting

345.1 PURPOSE AND SCOPE
It is the policy of the Fontana Police Department to provide Online Reporting Services to the community.

This policy is to establish guidelines and procedures to determine when the Online Reporting System will be used and to outline the procedure for review of online reports.

345.2 PROCEDURE AND GENERAL GUIDELINES
The Fontana Police Department will respond to in-progress incidents and all crimes with evidence or information, which may lead to the identity of a suspect and his/her apprehension, or if the incident just occurred and there is a likelihood the suspect may still be in the area. The following crimes and reports may be referred to the Online Reporting System:
   a) All petty/grand thefts without suspect information when the property value is under $5,000, excluding firearms and materials threatening to public safety, i.e., explosives or highly toxic substances.
   b) Auto burglaries without suspect information.
   c) Garage burglaries without forced entry or suspect information.
   d) Attempt stolen vehicles without suspect information.
   e) Vandalism without suspect information, which is not a Hate Crime.
   f) Annoying telephone calls without suspect information.
   g) Lost property reports with the exception of governmental documents such as driver's licenses, passports, social security cards, EBT cards, etc. These all require personal contact with an officer.
   h) Hit and run accidents without a valid suspect license plate or current location of suspect vehicle.
   i) Child Custody order violations.

Cases involving serialized property where the serial number is known will not be referred or accepted as Online Reports (excluding cellular phones which will be accepted, but not entered into APS). For the purposes of this directive, credit cards and miscellaneous identification (medical cards, driver's license, etc.) will not be considered "serialized property."

345.3 DISPATCH PERSONNEL RESPONSIBILITIES
When Communications personnel receive a call from a citizen wishing to report an incident, the Communications Dispatcher will determine if the call falls within the scope of an online report. If so, Communications personnel shall:
   a) Determine if the citizen has Internet access.
   b) Inform the caller this will be an online report, which allows them to file the report immediately, as well as, print a copy of the report for free.
   c) Advise the caller of the Fontana Police Department website address: which will guide them through filing a report.

If the call screener determines the report is not suitable for online reporting based on the listed criteria, they will prioritize the call and send the appropriate officer, CSO, or other employee to take a report. The call taker will make a notation in the CAD detail such as "no internet access" or "loss is hazardous material."

345.4 REVIEW OF REPORTS SUBMITTED THROUGH THE ONLINE REPORTING SYSTEM
   a) The Patrol Corporals will review the reports and import approved reports in the Online Reporting System queue in a timely manner.
   b) If the citizen report is misclassified, such as vandalism, instead of an auto burglary, the reviewer will classify the report according to the elements of the offense described by the citizen author.
   c) The reviewer will refrain from making grammatical corrections to citizens' reports, unless they are minor in nature, such as, "California" spelled as "Calefournia," etc.
   d) If there is a question as to the reports content the reviewer should attempt to contact the reporting citizen by telephone prior to rejecting the report and make the correction to the Online Report.
   e) If an officer rejects a report, the reason for rejection will be appropriately and professionally noted in the rejection box, which is sent via e-mail to the citizen and a duplicate to a department storage mailbox.
   f) The reviewer shall request a Patrol response when, in the reasonable judgment of the officer, circumstances indicate an investigation is warranted. In this circumstance, a rejection should be sent to the citizen and the officer will state in the rejection box that a response will be made.
   g) Hit and Run reports will normally be reviewed by the corporals assigned to the traffic unit.

COPLOGIC/SHOPLIFTING PROGRAM

FPD Employee Instructions

The Fontana Police Department is transitioning to an online reporting format for shoplifting. **Participating** loss prevention officers will be using Coplogic to file shoplifting reports. This program will be phased in over time. Initially the program will be instituted at Wal-Mart, with other businesses joining later.

In order to utilize the Coplogic system, LPO's will attend a class put on by FPD personnel, sign an agreement, and be issued login credentials. The LPO will try to confirm the identity of the detained suspects, contact dispatch for a case number, and long form the case via Coplogic to the D.A. The suspect will be released from the scene. In most cases patrol officers will not need to respond.

In some cases, patrol officers will need to respond. Officers may be needed to help confirm a suspect's identity and will still need to respond to issue citations and complete a Juvenile Application for Petition form, in juvenile cases. LPO's will be encouraged to have the guardians present before officers arrive.

All evidence will be retained by the merchant. Copies of photographs and forms will be mailed or emailed to the FPD Records Unit. Copies will be attached to the case which will be sent to the D.A. for review. It will be the duty of the patrol corporals to review, return, or approve the Coplogic cases daily.

In the event, the LPO is not a participating member; the shoplifting case should be handled as it always was.

The following is a summary of duties depending on the job classification:

Dispatchers:
- Ask how the suspect was positively identified and note in call card.
  - **Adults** – CDL, Cal. ID card, or Government ID.
  - **Juveniles** – CDL, Cal. ID card, Government ID, School ID with photo, or Parent/Guardian.
- Determine if the suspect is eligible for release.
- Note in call card amount of total loss.
- $950.00 and over – Grand theft (ineligible for release).
- Suspects are ineligible for release for the following reasons:
  - **Adults**
    - Identification problem.
    - Outstanding warrants.
    - The suspect is a danger to self or others, intoxicated or under the influence of drugs.
    - The suspect committed a crime other than petty theft.
  - **Juveniles**
    - Unable to notify parent, guardian, or responsible adult.
    - Identification problem.
    - Outstanding warrants.
    - The suspect is a danger to self or others, intoxicated or under the influence of drugs.
    - The suspect committed a crime other than pretty theft.
- Issue a case number using the 9-digit format (ex: 160021212).

Patrol Officers:
- Respond and attempt to identify suspects.
  - **Adults**
    - Officers will only be dispatched to aid in identification, or in cases where the suspects are ineligible for release.
    - Once the Identity has been confirmed, and the suspect's eligibility for release is confirmed, you may clear.
    - If you cannot identify the suspect or they are ineligible for release, process the case in the traditional manner.

- o **Juveniles**
    - Attempt to identify the juvenile and assist with contacting a parent or guardian. <u>Do not leave prior to issuing all citations and complying with the EYAP</u>.
    - Attach Citations/Juvenile Application for Petition form to a Case Inspection Sheet, check supplemental, and turn in (no narrative necessary).
    - Is a parent or guardian cannot be located or the juvenile is ineligible for release, take the juvenile into custody and process the case in the traditional manner.

Records Specialist:

- The LPO's will mail, or email copies of the following items to Records utilizing the FPDCoplogic@fontana.org email address.
    - o Signed shoplifter waiver form with fingerprints.
    - o Copy of suspect's photograph.
    - o Copy of Photograph of recovered merchandise.
    - o Copy of suspect's valid ID (if applicable).
- Attach copies to the Coplogic report and process the case.

Patrol Corporals:

- Check Coplogic at least once during every shift worked.
- Review return for corrections, and approve shoplifting reports.
- LPO's are given the following report instructions:
    - o All reports should be grammatically correct. Take the time to spell check and proofread your reports. If the DA finds too many errors, there is a chance they may not file on it.
    - o Make sure the suspect's name, DOB, address, and other pertinent information are entered correctly.
    - o Make sure you have entered the correct case number given to you by FPD dispatch.
    - o Make sure your report is concise, chronological, and makes sense.
- Attached is a copy of a sample narrative provided to all LPO's
- If the case is rejected by the D.A., the LPO will not be given another opportunity to file the case.

Property:

No evidence will be collected. All original evidence will be retained by the merchant for court if needed.

CHAPTER 11:

FAX and CITIZEN REQUESTS

CHAPTER 11: FAX AND CITIZEN REQUESTS

- **Freedom of Information Act (FOIA)**
- **Californian Public Records Act (CPRA)**
- **Assembly Bill 1678 (AB 1678)**
- **Fax Requests**
- **Citizens Requests**
  - Citizen Requests Procedure
  - Logging Citizen Requests in RMS
  - Fees
  - Receipts
  - Preparing the check for deposit
  - Completing the Daily Receipt Record sheet
  - Completing the Daily Cash Deposit spreadsheet
  - Preparing the deposit for City Hall
- **Encrypted Email**

CITIZEN/FAX REQUESTS

CITIZEN/FAX REQUESTS –PHASE 4	INITIALS AND DATE (Trainer) (Trainee) (Trainer)		
	Task/Material Demonstrated by Trainer	Knowledge/ Ability Demonstrated by Trainee	Proficiency Achieved
Public Records Act			
Receipts			
Deposit Spreadsheet			
Documentation			
Denial Process			
Fax Request Processing			

FREEDOM OF INFORMATION ACT (FOIA)

The Freedom of Information Act discloses official information that sheds light upon a federal government agency's performance of its duties. The Freedom of Information Act does not necessarily apply to our department; however, we do not deny these requests. The Freedom of Information Act (FOIA) is a request for federal agencies, since we are at the state level, we will comply under the state law (California Public Records Act). Forward these types of requests to a Records Supervisor immediately, for these types of requests have a repose time frame of 10 days. A Records Supervisor will decide whether the request, in whole or in part, seeks copies of a disclosable public records and shall promptly notify the requestor in writing of the determination and the reasons therefor.

CALIFORNIA PUBLIC RECORDS ACT (CPRA)

Government Code § 7920

The California Public Records Act is modeled on the Freedom of Information Act, in that the central purpose is to disclose official information that sheds light upon a federal government agency's performance of its duties. A public record can be defined as any writing containing information relating to the conduct of the public's business. Forward these types of requests to a Records Supervisor immediately, for these types of requests have a repose time frame of 10 days. A Records Supervisor will decide whether the request, in whole or in part, seeks copies of a disclosable public records and shall promptly notify the requestor in writing of the determination and the reasons therefor. Our agency can face steep fines for not addressing the request in a timely manner.

Public records are open to inspection during business hours (Daily Arrest Log and Daily Press Log). Once a record has been released under the California Public Records Act it becomes a public record. Exceptions from disclosure can be seen in Gov. Code 7920.

ASSEMBLY BILL (AB 1678)

Assembly Bill 1678 requires state and local law enforcement agencies to provide, without a charging fee, a copy of a police report for all Victims and or their representatives for certain crime reports. Victims and or their representatives of Domestic Violence and Identity Theft are entitled to a free copy of the police report if the report was made within 5 years from the date of the incident. Victims and or their representatives of Sexual Assault, Stalking, Human Trafficking, and Elder/Dependent Adult Abuse are entitled to a free copy of the police report if the report was made within 5 years from the date of the incident.

FAX REQUESTS

Requests for police reports are received on the Records' fax machine throughout the day. These requests are sent by Probation officers, Parole agents, Child Protective Services officers, other law enforcement agencies (local, state, and federal), etc. These requests take precedence over the mailed citizen requests.

Remember there must be "**a need to know and a right to know**." The request should state the reason the report is needed. For example, investigative purposes, upcoming parole hearings, inmate placement, someone is in-custody etc. If it does not, call the agency and ask the reason they are requesting the report. Write their response on the request and then process it if they are entitled to a copy.

Only release what the requestor is asking for and only if they are entitled to a copy of it. For example, copies of reports, case dispositions, call cards, in-house telephone numbers, lab results etc. Refer to your trainer for further instruction on what documents and information can be released and to whom.

Mail or fax the report to the requesting agency. Write on the bottom right-hand corner of the request how the report was forwarded, your initials, and the date. If the report is faxed, keep a copy of the faxed transmittal form. It is the department's policy to mail child abuse cases unless a supervisor's approval has been obtained to fax them. The request and the fax transmittal form (if applicable) must be scanned to the case.

CITIZEN REQUESTS

The purpose of a citizen request is to provide a copy of a report to a citizen, insurance carrier or attorney, etc.

It is important to know who you can release/mail reports to. Generally, those who may receive a copy of reports, per the Public Records Act (G.C. 7920 are:

1. The person named on the report as the victim.

2. The driver(s) named on traffic collision reports.

3. The passenger(s) named on traffic collision reports.

4. The RO (Registered Owner) of a vehicle involved in a traffic collision report.

5. On MIR (Miscellaneous Incident Report) reports only, the person(s) named as the IP (Involved Party) or RP (Reporting Party), <u>except cases involving a juvenile</u>. **DO NOT release cases pertaining to suspected child abuse**.

6. An insurance carrier.

7. An attorney that has a signed waiver from the client attached. Note: the client must be one of those listed above (numbers 1 through 5).

Those that may not receive a copy of a report are:

1. Anyone requesting a copy of a murder case (PC187) without approval from Investigations.

2. Suspect

3. Arrested Person

4. Person not named on the report

5. Parent/Guardian of a juvenile named as a suspect in a report. Any report involving a juvenile is not to be released without a supervisor's approval. Occasionally, the court will need to determine if copies of the report may be released. This is done through a petition to the court.

Note: If a case contains an arrest as part of the overall case, do not release the arrest portion of the report. An example would be a traffic collision where one of the drivers was arrested for DUI. You would provide the traffic collision portion of the report, but not the DUI and arrest.

Upon receipt of a request:

1. Verify the person requesting the report meets the above criteria for obtaining a copy of the report.

2. Remember there must be "**a need to know and a right to know**." The requestor should state the reason the report is needed. For example, insurance purposes, civil matter, etc.

3. Verify the amount of payment is correct. If they overpay, call the requestor, and advise them. We can return their check, and they can reissue a new check in the correct amount, or they can instruct us to keep the overpayment, and go ahead with their request. We will not issue a refund or a credit.

4. Be sure the check is made payable to "City of Fontana," or "Fontana Police Department."

5. Be sure the check date is correct. If there is an expiration listed (i.e. cash within 60 days, etc.) ensure the check is still valid.

Locate the requested case:

1. If the case is recent, and has been entered into RMS, it will either be on the desk of the Records Specialist who processed the case, or it can be found in Laserfiche. Do not release a case that has not been approved by a Sergeant and processed completely through RMS.

2. If the case is older, it will be found in Laserfiche. See the Laserfiche chapter in this manual for instructions on how to view, print, and redact reports.

Printing the case:

1. Print the report which will include the Officer's written narrative. Do not print the inspection sheet, teletypes, press releases, or other requests. Make sure the report (RMS printout) is not in a DRAFT format. It must be approved by a Records Specialist in RMS before the case can be released.

Completing/mailing requests received by mail

1. Stamp the report request form with the stamp that reads:

   FONTANA POLICE DEPARTMENT

   Receipt Number _____

   By _____

2. Write the corresponding receipt number, and sign/initial on the stamped field.

3. If the requestor has furnished two copies, one will be our file copy and the other will be returned to the requestor with the copy of their report. If you receive only one copy of the request, make a photocopy of the original, keep the original, and mail the copy along with the report to the requestor.

4. Place the original receipt, copy of the report, and the request in an envelope and put it in the outgoing mail.

5. Write the case number on the top right-hand corner of the original request and attach it to the case. If the case has already been scanned, then scan the request to the case.

Fees

Charges for reports are as follows:

1. Crime reports: $18.00

2. Traffic collision reports: $18.00

3. MAIT (Major Accident Investigation Team) reports, these are major injury or fatality collisions that require our department to do a reconstruction of the accident: $18.00

Receipts

Write a receipt for the money received. Complete the following fields:

1. Received from (requestor's name)

2. Date

3. Address

4. Money received. The amount is written in two places, under "amount" (i.e. fourteen dollars, forty-five dollars, etc.), and under dollars $ (i.e. $14.00, $45.00, etc.).

5. Place a check mark by "Copy of Report" or "TC Report Copy" and write case or incident number.

6. Place a check mark by cash, check number or money order. Note: check numbers and/or money orders require the number of the check or money order to be written at the bottom of the receipt.

7. Sign/initial with your pin number under "PAY'T. REC. By" *(see attachment #24)*

8. When you have finished a receipt book, on the spine of the book write the start receipt number and end receipt number. (Example: 229901-229925). Then place the receipt book in the closet where all the empty paper boxes are held for storage. There will be a box labeled "Receipt Books" filled with completed receipt books, there is no need to file them numerically. Just drop it inside the box.

Distribution of the receipt copies:

1. White copy is stapled to the report copy and mailed to the requestor.

2. Green copy is held with the check for deposit.

3. Pink copy stays in the receipt book.

Preparing the check for deposit:

1. Write the case number on the bottom of the check.

2. Endorse the back of the check with the endorsement "for deposit" stamp

Completing the Daily Receipt Record sheet:

1. Fill out a Fontana Police Department Daily Receipt Record sheet by listing the quantity of Traffic Collision reports and copies of Crime reports and multiplying by the corresponding amount of money. Enter the total dollars received in the "Daily Receipts Total" column.

2. List the receipt numbers that are included in the report.

3. Sign and date the report.

4. If you are out of balance (receipts vs. checks), see a Supervisor.

5. Make two copies of the receipt report.

6. Have another Records Specialist verify, sign, and date the report *(see attachment #26).*

Completing the Daily Cash Deposit spreadsheet:

1. Open the Excel spreadsheet.

2. Open the spreadsheet "Daily Cash Deposit."

3. List the check amounts in column B, and the receipt amount in column D.

4. Total both columns, ensuring they are balanced (equal).

5. Print two copies of the spreadsheet *(see attachment #27).*

Preparing the deposit for City Hall:

1. The two copies of the daily receipt record, the two copies of the daily cash deposit spreadsheets, the checks, and copies of the green receipt copies are to be placed and sealed into a small (6" x 9") manila envelope.

2. Sign your name and date the outside of the manila envelope and give to the front counter Officer for delivery to City Hall.

ENCRYPTED EMAIL

Fax requests can be sent to the requestor via encrypted email. Follow the instructions below:

CHAPTER 12:

RECORDS CHECKS

CHAPTER 12: RECORDS CHECKS

- **Records Checks**
    - o Name Search
    - o Laserfiche
    - o No Record Found
    - o Previous/Current Employees
    - o California Criminal Records Security and Statues Book

RECORDS CHECKS

A Records check is a request by law enforcement agencies, US Military Services, Office of Personnel Management, Department of Community Care and Licensing, Department of Aging, Department of Insurance, and Department of Education, etc. for the purpose of determining if an individual has ever had contact with or been arrested by our agency. Make sure to read the request carefully as we only provide the information that has been requested. Therefore, if the requestor is only asking for arrest history, only send the reports in which the individual has been arrested, not reports in which the individual is a victim, witness, driver, etc.   If the requestor asks for all contacts the individual has had with the police department, send them copies of all reports, if they are entitled to receive it.

Records checks come in through the mail, fax, and or email. The Records Specialist assigned to phone console will put any incoming requests that were mailed and or faxed in the records checks tray. The Records Specialist assigned to 4TT will print them from the FPDrecords email and place them in the records checks tray.

All records checks must include the individuals name and date of birth or any other information (Driver's License, Social Security Number etc.) on the request. Also, a waiver or authorization release form must be signed by the listed individual giving permission for a background check to be conducted.

Name Search

RMS

To process these requests, begin by conducting a name search in RMS. Go to the magnifying glass on the right-hand side of the main queues screen.

Under the **Specific Field Search** select **Persons**. Enter the name on the request and DOB, then click on **Search**.

All the cases for the name entered will then appear on the screen. There will be multiple pages for long results. You can use the window boxes at the bottom of the page and click on the arrows to move forward or backward to the next page if necessary.

Look through the list to find the candidate in question by name and date of birth. Click on the M**aster #** next to the name that matches the person you are searching to complete details.

The Details section will provide you with the person's name, date of birth, driver's license number, social security number etc.

The **Involvements** section will list all the case number the person has had some involvement in. Whether he or she was listed as a suspect, victim, arrestee, involved person, witness, etc. Remember we only provide the requestor what is requested only. The case number can be obtained, and the report can be viewed in Laserfiche, if completed.

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See the chapter in this manual titled Laserfiche for instructions on how to view, print, and redact report and incidents.

Write the case numbers of the cases you forwarded to the requesting agency on the top right-hand corner of the request. On the lower right-hand corner write how the information was sent to the requestor (faxed or mailed) with the date and your initials. The request must then be scanned to each case that was submitted to the requesting agency along with the faxed transmittal form (if applicable).

When there are no results when conducting a search on a an individual, that indicates that there have been no police contact or involvement with that person.

If this is the case, stamp the request with the **"No Information from Fontana Police Department Files Meeting Dissemination Criteria, Date:_____ By:_____ ID#_____"** stamp which is kept in the tray with the Records Checks, and either mail or fax the request back to the requestor.

If the person on the request is a previous or current employee; conduct the name search, print the necessary report, attach them to the request, and forward it to the Personnel and Training Secretary. Place the request for him/her in the tray labeled **"Backgrounds"** in the windows by investigations. He or she will be responsible for contacting and following up with the requestor.

California Criminal Records and Statues Book

Refer to the book on the bookshelf in front of the Support Services Supervisor's office named California Criminal Records Security and Statutes to verify that information can be released to the requesting agency. This book will provide a list of all organizations that are allowed access to these records. Homicide, child abuse and rape reports must be reviewed by a supervisor before they are released.

CHAPTER 13:

SUBPOENAS

CHAPTER 13: SUBPOENAS

- o Subpoena Procedure
- o TeleStaff
- o Mailed and Faxed Subpoenas

SUBPOENAS

SUBPOENAS	INITIALS AND DATE (Trainer)　　　(Trainee)　　(Trainer)		
	Task/Material Demonstrated by Trainer	Knowledge/ Ability Demonstrated by Trainee	Proficiency Achieved
5 day processing			
10 day processing			
Call offs			

SUBPOENAS

1) Subpoenas will be found in your Outlook email. If you do not have a heading titled "**Court Subpoenas**," contact the IT Department and they will add it for you.

2) Under "**Inbox**" you will receive all the incoming subpoenas emailed by the District Attorney's Office. Open the attachment to view whom the subpoena is for, the date and time of appearance, court location, and defendant's name *(see attachment #28).*

Telestaff

3) Check **TeleStaff** to make sure the Officer is not off on IOD (Injured on Duty), Vacation, FMLA (Family Medical Leave), etc. The District Attorney needs to be notified if there are any conflicts and the subpoena cannot be served.

For complete instructions on how to access and use **Telestaff**, refer to the chapter of this manual titled Phone Console under the TeleStaff heading.

*NOTE: Check **TeleStaff** to make sure that the date of appearance does not fall within four business days of the start of the Officer's shift. If so, then you will need to call the Officer and advise them of the short notice subpoena. Provide the Officer with the court date, time, and location, along with the defendant's name. If the Officer does not answer, do not leave a voicemail message. Once the call is made continue with steps 4 through 9. If the Officer could not be contacted follow steps 4 through 9 and let the Field Services Division Secretary know that contact could not be made. An Officer's phone number can be accessed through **WebQuery** under the **Employee Query** tab by conducting a name search on the Officer.*

4) Forward each subpoena from "**Court Subpoenas**" "**Inbox**" in Outlook to the Officer's email. Click the "**Options**" tab and mark "**Request a Read Receipt**," and send.

5) Drag the subpoena from the "**Inbox**" to "**Printed Pending**."

6) Once the Officer opens his/her email, a box will appear asking, "Would you like to send a read receipt." The Officer must click, "Yes." At this point, the officer has been served.

7) Once the Officer acknowledges their subpoena through email, a read receipt will be sent to the "**Court Subpoenas**" "**Inbox**" showing the date and time the Officer viewed their email. *An example of a read receipt can be seen in the screenshot below.*

8) Drag the read receipt email to "**Served Subpoenas**."

9) In addition to the read receipt, go into "**Printed Pending"** search the Officer and drag his/her subpoena into "**Served Subpoenas**" as well.

Mailed and Faxed Subpoenas

10) If a subpoena was mailed or faxed to Records, then it will get scanned and emailed to the Officer; follow steps 4 through 9. The original subpoena will be placed in the Field Services Division Secretary's tray.

CHAPTER 14:

VALIDATIONS

CHAPTER 14: VALIDATIONS

- **CJIS/NCIC Validations**
    - Criminal Justice Information Services Validations
    - Print Validations
    - Check List Report
    - Summary Details Report
- **Automated Firearms System**
    - Gun Inquiry
    - Gun 2 – Update/Modify
    - Firearm Validation Letter
    - Gun 3 – Locate/Clear
- **Missing Persons**
    - MUPS – Missing Person Query
    - MMP – Modify Missing Person
    - EMID 1 – Enter Missing Identifiers 1
    - EMID 2 – Enter Missing Identifiers 2
    - EMID 3 – Enter Missing Identifiers 3
    - MMV – Modify Missing Vehicle
    - Missing Person Validation Letter
    - MUPS – Locate/Cancel
    - RMS Entry
- **Stolen Vehicles**
    - VEH – Vehicle Query
    - VEH 3 – Vehicle Modify
    - Vehicle Validation Letter
- **Stolen License Plates**
    - VEH – Vehicle Query
    - VEH 3 – Vehicle Modify
- **Sex Registrants**

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- o CSAR
- **Securities**
- **Unidentified Persons**
- **Wanted Persons**
- **Submitting the Validation to DOJ**
  - o Scanning

VALIDATIONS

VALIDATIONS	INITIALS AND DATE		
	(Trainer)	**(Trainee)**	**(Trainer)**
	Task/Material Demonstrated by Trainer	Knowledge/ Ability Demonstrated by Trainee	Proficiency Achieved
Firearms			
Missing Persons			
Stolen Vehicles			
License Plates			
Sex Registrants			
Securities			
Unidentified Persons			
Wanted Persons			

CJIS/NCIC VALIDATIONS

The purpose of the **CJIS/NCIC** validation is to review entries made by the Fontana Police Department. **CLETS (California Law Enforcement Telecommunication System)** and **NCIC (National Crime Information Center)** policy demands that all contributors to **NCIC** files validate every entry at least once a year. It is important that the integrity of the files be maintained; inaccurate records could lead to false arrests and lawsuits against all agencies involved.

A **NCIC** validation notification is sent to us monthly by the Department of Justice via email to the Records Supervisors. The Records Supervisor will then send you an email letting you know you are scheduled to process validations. You will need to log into the **CJIS (Criminal Justice Information Services)** website to access the validation list for the month you are processing. If you do not have an Operator User ID and Operator Password, notify a Records Supervisor and they will help you with obtaining this information.

A supervisor will sign the acknowledgement letter and return it to the Department of Justice. Validations are processed at the Summit Heights contact station. After the validation list has been completed a supervisor will sign the certification and return it to Department of Justice.

You can copy and paste the link below to your browser to access the CJIS Validations website. When it opens you can then add it to your favorites so you can access it easily.

- The Reporting Tools screen will appear. It consists of four sections:

  1. **Print Validations**

  2. **Batch Validations**

  3. **Interactive Validations**

  4. **Summary Reports**

Print Validations

- Go to the **Print Validations** section.

- **Pick a month –** This needs to be the month and year you are validating

- **Pick a Validation Category –** All

- Click **Submit**

- Print the **Check List Report** and **Summary Details Report** for each **Available Reports**. The **Available Reports** will be separated into categories. In the example below, you will note that there are 5 categories that need to be validated for the month selected (April 2020).

- o   License Plates

- o   Missing Person

- o   Sex Offender

- o   Unidentified Persons

- o   Vehicle

- The **Check List Report** consists all the enties that need to be validated. The screenshot below shows the **Check List Report** for *License Plates* entires that need to be validated.

- The **Check List Report** needs to be printed for all the categories listed under **Available Reports**.

- The Printout will provide you with the **MKE** (Make), **NIC** Number, **OCA** (Fontana PD Case Number), and the **License Plate Number**. In addition, you will note three columns titled **Cancel**, **As Is**, and **Modify**:

  - o   **CANCEL:** Check this box if you are going to cancel the entry because it is no longer outstanding.

  - o   **AS IS:** Check this both if the entry is remaining the same and there is no modification(s) needed.

  - o   **MODIFY:** Check this box if the entry needed modification (correction is made).

- Use the **Check List Report** to keep track of what you did with each entry and mark it as you go.

- This will be done for every category that is listed under **Available Reports.**

Summary Details Report

- The **Summary Details Report** is a quick view of each entry. This is in the same order as the **Check List Report**. In this example you will note there are three entries.

- Note on the bottom of each entry what was the outcome after validation: was the entry Cleared, Left As Is, or did you make any modifications (Modify).

- This will be done for every category that is listed under the **Available Reports.**

PROCEDURE FOR VALIDATING FILES

Automated Firearms System

The Department of Justice Firearms **Check List Report** will provide the case number and the serial number of the entry to be validated. Run the serial number to determine its status (stolen or recovered).

    First Message:

    Second Message:

Firearm Validation Letter

- Review the case, and If there is no indication that the gun has been located, send a validation letter *(see attachment #30 FPD Form 011B)* to the listed victim. This letter will consist of a series of questions for the victim to answer, including a self-address enveloped to mail back their responses. Note on the **Summary Details Report** that the letter has been sent. Make a copy of the letter to scan to the case.

- As the letters are returned, additional modifications to the entry may be required depending on the victim's response. Make the necessary modification if applicable.

- If the letter is returned undeliverable from the post office, confirm that the letter was sent to the most current address by checking the registration and driver's license records, and resend the letter if necessary (make a copy of this letter and scan it to the case). The returned letter gets scanned to the case.

- If the letter is returned and the victim indicates that the firearm is still outstanding, scan the letter to the case.

Gun 3 – Locate/Clear

If a validation letter is returned indicating the firearm was located, cancel the stolen entry in CLETS. Using **Web Query** under the **CAD** tab click on **CLETS Forms** and select **GUN3 – Locate/Clear**.

Missing Persons

The Department of Justice Missing Person **Check List Report** will provide the **OCA** (Fontana PD case number) along with the **name** of the missing person entries to be validated. Run an inquiry on the missing person through MUPS (Missing and Unidentified Persons System) to determine if he/she remain in the system as missing.

- Once the necessary modification(s) has been made, make sure to run a **MUPS** query once again, to ensure that everything you modified was updated.

MMP – Modify Missing Person

Use **MMP** to modify the case number, report type, name, sex, race, height, weight, hair, eye, DOB, AKA, the miscellaneous field, etc.

EMID1 – Enter Missing Identifiers 1

EMID1 is used to modify existing information in the original entry or to enter any information that was not originally entered. Use **EMID1** to add or modify clothing description, hair length, facial hair, jewelry, etc.

EMID2 – Enter Missing Identifiers 2

EMID2 is used to modify existing information in the original entry or to enter any information that was not originally entered. Use **EMIID2** to enter or modify an aka, moniker, and scars/marks/tattoos.

EMID3 – Enter Missing Identifiers 3

EMID3 is used to modify existing information in the original entry or to enter any information that was not originally entered. Use **EMIID3** to enter or modify address, last known activity address, driver's license, social security number, CII number, FBI number, etc.

MMV – Modify Missing Vehicle

Some missing persons entries will also include a missing vehicle. Use **MMV** to modify the vehicle color, make, model, style, year, VIN, license plate etc.

Missing Person Validation Letter

- Review the case, if there is no indication that the missing person has been located/found, send a validation letter *(see attachment #32 FPD 011E)* to the listed reporting party. This letter will consist of a series of questions for the reporting party to answer, including a self-address enveloped to mail back their responses. Note on the **Summary Details Report** that the letter has been sent. Make a copy of the letter to scan to the case.

- As the letters are returned, additional modifications to the entry may be required depending on the response. Make the necessary modification if applicable.

- If the letter is returned undeliverable from the post office, confirm that the letter was sent to the most current address, and resend the letter if necessary (make a copy of this letter and scan it to the case). The returned letter gets scanned to the case.

- If the letter is returned and the reporting party indicates that the missing person is still outstanding, scan the letter to the case.

MUPS – Locate/Cancel

If a validation letter is returned indicating that the missing person has returned, cancel the missing person entry in CLETS. Using **Web Query** under the **CAD** tab click on **CLETS Forms** and select **MUPS2 – Missing Persons Update**.

RMS Entry

A locate entry must be made in RMS Create a supplemental report attaching the cancellation response and the letter for the documentation. A copy of this supplement goes to Investigations (refer to copies section of this manual).

Stolen Vehicles

The Department of Justice Vehicle **Check List Report** will provide the case number and VIN number of the entries to be validated. Run the vehicle in SVS (Stolen Vehicle System) through CLETS to determine its status.

VEH – Vehicle Query

The vehicle Registered Owner Information (28) and the Vehicle Status (29) can be ran using **Web Query** under the **CAD** tab select the **CLETS Forms** and using the drop-down menu click on **VEH – Vehicle Inquiry**. Enter the vehicle license plate or VIN number and hit **Send**. *See screenshot below:*

VEH3 – Vehicle Modify

Use **VEH3** to add any missing information to the original entry or to modify information that was already in the original entry. Use **VEH3** to add or modify the case number, vehicle descriptors, victim information, etc.

Vehicle Validation Letter

- Review to ascertain if a recovery of the vehicle has been made. If there is no indication that the vehicle has been recovered send a validation letter *(see attachment #34 FPD Form 011A)* to the listed victim. This letter will consist of a series of questions for the victim to answer, including a self-address enveloped to mail back their responses. Note on the **Summary Details Report** that the letter has been sent. Make a copy of the letter to scan to the case.

- As the letters are returned, additional modifications to the entry may be required depending on the victim's response. Make the necessary modification if applicable.

- If the letter is returned undeliverable from the post office, confirm that the letter was sent to the most current address by checking the registration and driver's license records (if available), and resend the letter if necessary (make a copy of this letter and scan it to the case). The returned letter gets scanned to the case.

- If the letter is returned and the victim indicates that the vehicle is still outstanding, scan the letter to the case.

- If a returned letter states that the vehicle is in the victim's possession, yet the vehicle still shows as stolen in the SVS system, contact the victim and have them contact their local police agency immediately to have the stolen entry cleared from the SVS system. Otherwise, the vehicle will remain in the SVS system as stolen and the driver will be pulled out at gun point when stopped by an Officer.

- When the validation is complete for each entry indicate it on the **Check List Report**. Mark if the entry was Cancelled, left As Is, or Modified. *See screenshot below:*

Stolen License Plates

The Department of Justice License Plate **Check List Report** will provide the case number and License Plate number of the entries to be validated. Run the vehicle in SVS (Stolen Vehicle System) through CLETS to determine its status.

VEH – Vehicle Query

The vehicle Registered Owner Information (28) and the Vehicle Status (29) can be ran using **Web Query.** Under the **CAD** tab select the **CLETS Forms** and using the drop-down menu click on **VEH – Vehicle Inquiry**. Enter the vehicle license plate and hit **Send**. *See screenshot below:*

VEH3 – Vehicle Modify

Use **VEH3** to add any missing information to the original entry or to modify information that was already in the original entry. Use **VEH3** to add or modify the case number, plate year, state, miscellaneous filed, etc.

- Once all the needed modifications have been made, run the vehicle plate number again under **VEH** to verify that the modifications you made has been updated. Once again you will receive two messages. The first message will show you the updated entry (with your modification) and the seconds message will contain the vehicle registration information. *See screenshot below for exampled of updated miscellaneous field*.

- Remember any modification or cancellation should be noted on the **Summary Details Report**

- When the validation is complete for each entry indicate it on the **Check List Report**. Mark if the entry was Cancelled, left As Is, or Modified. *See screenshot below:*

Securities

Securities entries made by this department are rare. The Department of Justice Securities **Check List Report** will provide the case number of the entries to be validated. Print the case and any supplemental reports from Laserfiche and check the original entry for accuracy and completeness. For further information on securities entries, modifications, cancellations, inquiries, locates, or clears, access the **CLEW** (**California Law Enforcement** Website). Each Records Specialists should be set up with a **CLEW** account. If you do not have one, notify a supervisor and they will submit a request to have an account opened for you. The **CLEW** website address is:

Once you have logged into **CLEW**, click on the Publications tab located on the left side of the screen. Click **NCIC Operating Manual** and find the Securities section. This is where you will find the information needed to complete the validations on a Securities entry. Any necessary corrections or cancellation shall be made and noted on the **Summary Details Report**.

Unidentified Persons

The Department of Justice Unidentified Persons **Check List Report** will provide the case number of the entries to be validated. Print the case and any supplemental reports from Laserfiche. Review the case to ascertain if the subject has been identified. Check the original teletype entry for accuracy and completeness. Any necessary corrections or cancellation shall be made and noted on the **Summary Details Report**.

For further information on unidentified persons entries, modifications, cancellations, inquiries, locates, or clears, access the **CLEW** (**California Law Enforcement** Website). Each Records Specialists should be set up with a **CLEW** account. If you do not have one, notify a supervisor and they will submit a request to have an account opened for you. The **CLEW** website address is:

Once you have logged into **CLEW**, click on the Publications tab located on the left side of the screen. Click **NCIC Operating Manual** and find the Unidentified Persons section. This is where you will find the information needed to complete the validation on an Unidentified Persons entry.

Wanted Persons

Wanted Persons entries made by this department are rare. Almost all our warrants are held by the Sheriff's Central Warrants. The Sheriff's handle extradition and transportation therefore they make entries into the **WPS** and/or **NCIC** at their discretion.

For further information on **WPS** entries, modifications, cancellations, inquiries, locates, or clears, access the **CLEW** (**California Law Enforcement** Website). Each Records Specialists should be set up with a **CLEW** account. If you do not have one, notify a supervisor and they will submit a request to have an account opened for you. The **CLEW** website address is:

Once you have logged into **CLEW**, click on the Publications tab located on the left side of the screen. Click **NCIC** Operating Manual and find the Wanted Persons section. This is where you will find the information needed to complete the validation on a Wanted Persons entry.

SUBMITTING THE VALIDATION TO DOJ

When all the entries for each category listed on the **Available Reports** is completed and validated then it is time to submit the information to the Department of Justice.

- Go to the **Summary Reports** Section

- Select a Month – This needs to be the month and year that you are validating.

- Select the Agency ORI – CA0360400, Fontana Police Department

- Click Submit

You will be submitting all the validations to DOJ one entry at a time. Notice before they are sent, all the validations are in the **Active Records** column. When completed they will be in the **Validated Records** column. *See screenshot below:*

When you click on a category it will open a screen to show you all the validations pertaining to that category. Then you will submit one entry at a time. At this point you are going to need the **Check List Report**.

The following will be answered when you have completed validating each entry:

- **CANCEL** – Check this box if you cancelled this entry in **CLETS.**

- **AS IS** – Check this box if the **entry is remaining the exact same** and there is no modification needed.

- **MODIFY** – Check this box if the entry needed modification.

Scanning

- You are going to scan each validation and their respecting forms to its own corresponding case in Laserfiche.

- The **Check List Report** and the **Summary Details Repot** are going to be scanned into the **Records Unit** folder under **Validation** in Laserfiche.

- Select the folder for the **Year** you validated. Once this folder is opened, click on the Scan Icon at the top of the tool bar and scan the **Check List Report** and the **Summary Details Report**.

- Title your document by the **Month/Year**.

- Verify in Laserfiche what you scanned to make sure that it is in the correct folder and that all the pages are included.

- File the individual validations (check list, CLETS printouts, etc.) in the scanned boxes.

- File the **Check List Report** and the **Summary Details Report** in the drawer underneath printer D.

CHAPTER 15:

FRONT DESK

CHAPTER 15: FRONT DESK

FRONT DESK

THE PRESS LOG

The Press Log may be viewed by members of the press and/or the general public. It is not to be removed from the department nor photocopied. The employee assigned to the front desk shall supervise the reviewing of the *Press Log.* Phone calls or questions from the press should be directed to the press sergeant, his designee in his absence, or the Watch Commander. Employees should not be giving information to the press.

RELEASE OF PROPERTY

When someone requests to have property released, give them a request form (FPD 129) to fill out. The Property Control Clerks release property between the hours of 1:30 PM and 5:00 PM on Tuesday, Wednesday, and Thursday. During those hours, advise the Property Control Clerk after the form is completed. On hours other than those listed, accept the form (being sure there is a phone number where the requestor can be reached) and tell them that the Property Clerk will call them. Exceptions to the above hours might be made under certain circumstances. If you think an exception is necessary, ask the Property Control Clerk.

VEHICLES

Recovered, impounded, and stored vehicles are released by the tow companies. Hearings for impounded vehicles are scheduled for Tuesdays, 1:00 PM to 3:00 PM and Thursdays, 9:00 AM to 11:00 AM.

FOOD AND DRINKS

Food and drinks are not allowed at the front desk. You may have food or a drink in a Records station that is out of the sight of the public.

PERSONAL PHONE CALLS

Personal Phone calls are not to be made while you are on duty; wait until your break time. You may not make long distance phone calls at the department's expense.

PACKAGES

Incoming or outgoing packages cannot be left at the front desk when it is closed. When you close the desk, put any packages in the cubicle with the computer terminal.   <u>MAIL</u> left for someone to pick up at the front desk should be initialed by the person who put it there with the date they left it. If it is not picked up after two days, it should be returned to the person who put it there.

SECURITY

With the exception of the main front doors, the doors to the atrium (restrooms) and the door behind the front desk are to remain locked during the day and operated by front desk personnel with the control panel. Front desk personnel must check all doors to ensure they are locked prior to closing the front desk area, and then lock the control panel. The key to the control panel is in the cash box.   If the automatic locking mechanisms fail to operate, contact the Watch Commander and remain at the front desk until the problem is rectified by the Watch Commander.

A Building Guest Pass will be issued by personnel assigned to the front desk to persons not employed by The Fontana Police Department. Keys or an item of identification will be taken from the guest to ensure the return of the pass. The pass will be removed from its storage pod and the property put in its place.   The guest will sign in on a log, which will be maintained at the front desk. <u>All</u> guests will obtain and wear the pass in a visible location while within the police facility. While in uniform, sworn officers, record clerks, reserves and community service officers will be exempt from this policy. Volunteers, cadets, and explorers will be required to wear their badge even when in uniform. City of Fontana employee badges will be honored in lieu of our identification badge. City employees will be requested to sign the guest pass log.

If you need an officer's assistance for an emergency at the front desk, there is a panic button under the countertop, or you can page "any officer in the station, 415 in the lobby."

ACCEPTANCE OF CHECKS AT THE FRONT DESK

All personnel accepting checks at the front desk for payment of fees, reports, or other services shall obtain the payee's valid driver's license/identification number and write that information on the front of the check. The employee will also place his/her initials on the face of the check, the case number, and the right thumbprint of the payee on any clear space on the face of the check.   The back of the check shall be stamped with the City endorsement stamp.

CASH DRAWER

A receipt shall be written for each transaction where money is received. The receipt shall be completely filled out, including the appropriate account number. If it is necessary to void a receipt, "VOID" shall be written in large letters on all copies of the receipt, along with the initials of the person who voided it; the green (City Hall) copy of the receipt shall be pulled from the book and put with the day's receipts to go to City Hall; the white (customer) copy of the receipt shall be stapled to the pink (receipt book) copy, and both copies left in the receipt book.

A Daily Receipt Record (FPD 155 Rev 1/99) shall be filled out for each day's cash and receipts by the person who closes the front desk. The "cash bank" ($50.00), the day's cash and receipts with the Daily Receipt Record, the keys and the cash box shall be locked in an evidence locker at the end of the shift by the person who closes the front desk.

The person who opens the front desk the next work day is responsible for getting the cash box from the Property Control Clerk at 0730 hours, and taking the envelope(s) to Management Services City Hall, and returning to open the front desk prior to 0800 hours. The cash drawer should be locked if you leave the front desk area unattended.

SUBPOENAS/LAWSUITS

Criminal subpoenas for any police department employee may be accepted at the front desk. First check the schedule to be sure there is sufficient time (five court days) to serve the subpoena prior to the appearance date. If there are five or more court days prior to the appearance date, the person accepting the subpoena shall put the time, date, and his/her initials on the upper right corner of the subpoena, and place it in the subpoena tray in Records. If there are less than five court days to serve the subpoena, notify the Operation Captain's Secretary.

Civil subpoenas are processed the same as criminal subpoenas with the following exceptions: when it is determined that the subpoenaed employee can be served, the person accepting the subpoena shall collect a $150.00 deposit from the person serving the subpoena, and give a receipt to that person. The name of the employee subpoenaed shall be written on the receipt. The person accepting the subpoenas shall make a notation that $150 was collected, the receipt number, date, and his/her initials on the upper right corner of the original subpoenas, then make a copy of the receipt and attach it to the subpoena. The subpoena and the copy of the receipt shall be forwarded to the Operation Captain's Secretary. A copy of the receipt and a copy of the subpoena shall be forwarded to the account clerk.

Subpoenas Duces Tecum may be accepted by any employee of the police department as long as the appearance date is at least 15 days from the date of service. If the date is less than 15 days, the subpoena must be accepted by a Records Supervisor. When the subpoena is accepted, it must be initialed, and the time and date put in the upper right-hand corner. Forward the subpoena, as soon as possible, to a Records Supervisor.

Pitchess motions and lawsuits against the department are to be delivered to Internal Affairs as soon as possible. Be sure to put the date, time and your initials in the upper right corner of the paperwork you are accepting.

RESTRAINING ORDERS

If someone brings in a restraining order that has not been served, accept it and advise them that they need to bring in proof of service as soon as possible. There is a tray at the front counter for restraining orders that we receive. The Operations Captain's secretary will enter them into CLETS.

CONFIDENTIALITY

Information you hear or read regarding police business remains confidential. Information you access from the computers is on a right to know and need to know basis to do your job. You do not release that information to anyone outside of authorized personnel in this department. Criminal history information is confidential and cannot be disclosed.

CLEARANCE LETTER/BACKGROUND CHECK

If someone is asking for a background check on themselves, it can be processed by the front desk. The individual will need to provide a valid identification and pay the appropriate fee. The background check will **ONLY** include a local search for the records within the Fontana PD. The results of the search will be reflected on the letter that is provided to them *(see attachment #37)*. If NO RECORD is found, a letter will also be provided to them *(see attachment #38)*.

CHAPTER 16:

RECORDS EMAILS

CHAPTER 16: RECORDS EMAILS

- **FPD Records Email**
  - Probable Cause Declaration and Arrest/Booking Application
  - Records/Background Checks
  - Police Report Requests
    - Logging Request in RMS
  - Public Records Act (PRA) / Freedom of Information Act (FOIA) Requests
  - Discovery Requests
  - Miscellaneous Requests/Inquires
- **Incoming Faxes**
  - Police Report Requests
    - Logging Requests in RMS
  - Fax Notifications
- **Phone Console Telephone Voicemail**

FPD RECORDS EMAIL

The Records Specialist assigned to **Records Emails** is responsible for appropriately responding to all incoming emails in the FPDrecords Inbox in Outlook. Read each email message carefully to determine what action is needed and where to distribute it accordingly. It is your duty to be periodically checking for incoming emails throughout the day. The following are examples of some of the emails encountered:

Our Jail Unit will scan and email the Records Unit legible copies of Arrest/Booking Application and or Probable Cause Declaration forms. Save these copies into the **PD Shared (S:)** shared drive under the **PD Records > Booking Apps** folder **>** select the folder current **year >** followed by the **Month** folder in which the arrestee was arrested in. Use the case number written on the form(s) as the file name; enter case number with seven digits. Do not save any duplicate forms.

Records/Background checks that are sent via email by outside agencies can be found in the FPDrecords Inbox. Respond to each email acknowledging that their request has been received. You should note what action you have taken for each item so no emails are overlooked. Make certain to CC yourself so you can follow up if needed. Print the email, all attachments (Authorization Letter, etc.), staple them together, and place them in the Records Checks tray or hand it to the Records Specialist assigned to Records Checks.

Sample Response:

- *We have received your request for a background check on your applicant Jane Doe. We will respond to your request no later than _____.*

Requests for police reports sent by citizens and or outside agencies via email can also be found in the FPDrecords Inbox. Respond to each email acknowledging that their request has been received. You should note what action you have taken for each item so no emails are overlooked. Make certain to CC yourself so you can follow up if needed. Print the email, all attachments, staple them together, and place in the appropriate tray or hand it to the Records Specialist assigned to Fax/Citizen Requests (6).

Sample Response:

- *We have received your request for a copy of case number XX-XXXX. Please allow _____ business days after the receipt of your payment for delivery via US.*

- *We have received your request for a copy of case number XX-XXXX. We will respond to your request via fax no later than _____.*

Public Records Act (PRA) / Freedom of Information Act (FOIA) Requests

California Public Records Act (PRA) and Freedom of Information Act (FOIA) requests are found in the FPDrecords Inbox and have a response time of **10 days**. Respond to each email acknowledging that their request has been received. You should note what action you have taken for each item so no emails are overlooked. Make certain to CC yourself so you can follow up if needed. Print the email, all attachments, staple them together, and immediately give it to a Records Supervisor.

Sample Response:

- *We have received your Public Records Act request. Your request has been forwarded to our Administrative Services Technician. They can be reached at 909-356-7166 if you need further information.*

Discovery Requests

Discovery requests sent by the District Attorney's Office via email can also be found in the FPDrecords inbox. Respond to each email acknowledging that their request has been received. You should note what action you have taken for each item so no emails are overlooked. Make certain to CC yourself so you can follow up if needed. Print the email, all attachments, staple them together and hand it to a Records Supervisor.

Sample Response:

- *We have received your Discovery request for case number XX-XXXX. Your request has been forwarded to our Administrative Services Technician.*

Miscellaneous Requests/Inquiries

Miscellaneous requests or inquiries sent via email can also be found in the FPDrecords inbox. Respond to each email acknowledging that their request has been received. You should note what action you have taken for each item so no emails are overlooked. Make certain to CC yourself so you can follow up if needed. Print the email, all attachments, staple them together, and distribute it to the appropriate unit or person if necessary. In addition, respond to all general emails and inquires or forward them to the appropriate person.

Sample Response:

- *We have received your request for information on dog licenses. Your request has been forwarded to City Hall. They can be reached at 909-356-7679 if you need further information.*

- *We have received a copy of your California Driver's License regarding case number XX-XXXX. The copy of your Driver's License will be attached your Records Request Form.*

Suspected Child Abuse Reports, or SCARS, may also be sent via email and found in the FPDRecords Inbox. These, and any teletype regarding allegations of Child Abuse, will go to the Sex Crime Unit. You may give these directly to anyone in the unit (Sgt. Coughlin, Cpl. Ubovich, or Officer Baker) or place them in the file folder outside their door, which is located in the same office as ICAC.

INCOMING FAXES

The printer located by the front lobby desk named serves as our fax machine. The Records Unit fax number is **(909) 829-2714**. All incoming faxes can be found in the **FPDrecords** email folder in Outlook. It is the responsibility of the Records Specials assigned to Records Emails to appropriately distribute all incoming faxes.

All incoming faxes are to be printed (include all attachments) and stamped with the **Records Received** stamp. Include your initials pin number, and the date received. Distribute each fax to the appropriate tray or person indicated on the cover sheet.

If the fax was intended for any employee outside of Records, such as a Police Officer, call or email the individual notifying them that a fax has been received and that they can pick it up from you.

Example of incoming fax:

Police Report Requests

Requests for police reports faxed by outside agencies can also be found in the FPDrecords inbox. Print the email, all attachments, staple them together, stamp received it, and place in the Fax Requests tray or hand it to the Records Specialist assigned to Fax/Citizen Requests (6).

If there are multiple requests from the same company, for different people, you can note so next to the company name. See format below:

Copy request recevied on mm/dd/yy from Lexis Nexis-John Doe, Lexis Nexis-Jane Smith

Fax Notifications

All Job Notifications that a fax was successfully or unsuccessfully delivered will be sent to the FPDrecords email Inbox. Print the job notification, all attachments, and distribute it to the appropriate person.

PHONE CONSOLE TELEPHONE VOICEMAIL

During afterhours, all incoming calls to the Phone Console telephone are to be forwarded to Voicemail (see Phone Guidelines). The Records Specialist assigned to Phone Console is responsible for forwarding the calls to voicemail at the end of each shift.

The Records Specialist assigned to the Records Emails task will be responsible for managing and responding to these voicemail messages throughout the day.

- **FPDrecords:** An automatic email notification will be sent to the FPDrecords email Inbox. The Records Specialist assigned to Records Emails will drag all voicemail notifications from the Inbox folder to the sub-folder titled **Phone Console Voicemail**.

- To hear the voicemail message, simply click on the blue link provided and it will play the message through your computer audio.

- Once you have listened to the message you can then delete the email notification from the **Phone Console Voicemail** sub-folder.

CHAPTER 17:
DISCOVERY

The District Attorney's Office will request the Records Unit for a variety of documents and audio recordings pertaining to certain cases. Those types of requests are called Discovery. The following are instructions on how to process and complete DA Discovery requests:

Requests for recordings:

- Retrieve recording from Voiceprint and save all Discovery recordings to the Q Drive, specifically under the <u>Records</u> folder. These files will automatically purge after 13 months, according to the unit's retention policy.

Save the recording using the case number and an identifier of the type of file. (Here are some examples: 22-12345 911 Call, 22-12345 TAC, 22-12345 911 and Dispatch recording)

- Upload the file to Visual labs using the case number as the Caption.   (Example: 22-12345)
- Do not upload the DA Discovery form to Visual Labs.

To comply with the Records Retention Policy the recordings saved to the shared drive will be periodically deleted. Do not save a copy to any of your individual folders or computer drives.

Requests for documents (supps, labs, booking photos etc.):

- Obtain the form(s) and upload to Visual Labs as a PDF. Use the case number as the Caption in Visual Labs (Example: 22-12345)
- Do not upload the DA Discovery form to Visual Labs.

Note: You can create PDF of documents directly from Laserfiche by highlighting the pages and then choosing the "print to PDF" option. This will allow you to identify the document by naming it (Example: 22-12345 supp 4, 22-12345 booking photo, 22-12345 BAC results)

- Once you have completed the discovery requests indicate so on the Discovery request form. Include how you completed it (such as "uploaded to visual labs", the date you completed it, and your initials).
- Then Email the form to the email: **Records Supervisor DA items**.
- Scan or snapshot the completed form to the case.

 CPT Mack will then update the task section of the case to indicate that the discovery request was completed.

You no longer will be completing a supplemental report for discovery request.

Geo-tag Documents in Visual Labs

You can also geo-tag documents and assign a date (see screenshot below). The results will show up via "Search by Location" and "Related Footage" along with Body Worn Camera or dash footage from the Visual Labs application.
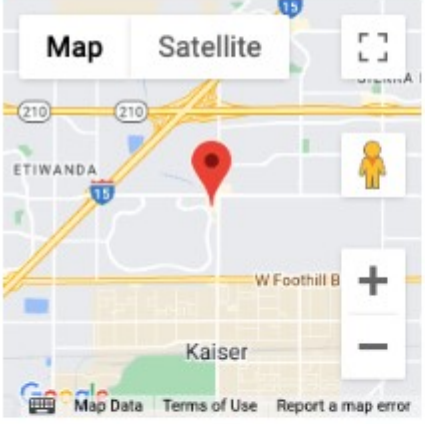
CHAPTER 18:

DA PORTAL SUBMISSIONS

The DA's office has rolled out a new procedure within the DA STAR portal related to case submissions. All cases (except JUVIES) will now be sent over electronically.

Once you log in to DA STAR, each of you should have the option at the top called "Submit an Incident". Once clicking on that option, you should see at the top right "Submit a New Incident".

The following required fields must be entered:

- Are you submitting an <u>original or a supplement</u> – this option is absolutely necessary, and you can choose either one. If you have the original, and supps to follow, that would be an original submission.
- Incident Number (Everyone should use the same format; no more 23-12345, now 230012345)
  - The above incident number can no longer be corrected, once filled out. If you make a mistake, please contact any of the individuals below to help correct the incident number.
- Agency (auto populated)
- DA Office – Rancho, San Bernardino (Central), Victorville.
- Offense Date
- <u>The next section is Suspect:</u>
  - Suspect First, Middle, and Last name
  - Suspect Birth Date
  - Suspect Arrest Date (**in-custody only**)
  - **Custody Status: Important**: Custody Status will prioritize the incident, please be sure to select the correct status if the suspect is in-custody (All In Custody incidents are processed on a strict deadline)
  - Suspect Arrest Charge(s) – if there are multiple charges, please utilize a comma in between. Charges should always have this format, that includes the "PC" first, i.e. PC459. This section is
  - Scroll to the bottom and submit that section.
- <u>The next section is "Documents".</u>
  - You must create a section first, then the upload option becomes available. Nothing needs to be filled out in the description area.
    - <u>In order to upload the case, you must utilize a LF scan station.</u> *(Copy machines must not be used to scan documents to your email; emails are not encrypted!)*
    - When scanning the case into Laserfiche, use the RMS case number format (9 digits). This process will save a copy of the case <u>outside</u> of the actual case file, and in the icase section of LF for you to work with that copy.
    - Once you locate your case in the icase section of LF, you may click and drag the entire document to our desktop or save a copy to your desktop. Either way works.
    - Once the case has been uploaded to the DA Portal, you can then rename the case file in LF to the <u>actual 7-digit format</u>, and LF will then save it to the case file. Be sure you delete the copy on your desktop, or it will be too cumbersome to manage.
    - Original Cites will not need to be forwarded separately, the hardcopy will remain with the case and filed away.
- Review what you have included one last time, and then hit "Submit". Nothing can be corrected after this last step.
- <u>Once the above steps have been completed, you should see a summary of your upload and will need to SNAPSHOT this screen into Laserfiche. This will be utilized in the future on when a case was officially sent over to the DA, or this information can be found in the DA portal as well.</u>

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- **ANY IN CUSTODY related corrections within the DA STAR PORTAL must be emailed out to the entire issuing unit and their Supervisors. Please utilize the following emails:**

The DA Portal should now be utilized as the main source of information if/when a victim contacts us regarding their case. Yes, it will take some time for the DA's office to catch up, but now that this new process is in place, this will allow them to be much more efficient, and eventually have all the information in just one place. Cases can be searched by Name, Incident number or by clicking on the DA Case Number under the "Submit a New Incident" tab. This should provide you with a good amount of information and If you need some help navigating, let us know.

Cases that are being held for LABS, must be held until LABS are received and then you may upload the case to the portal.

Important: Custody Status will prioritize the incident, please be sure to select the correct status if the suspect is in-custody (All In Custody incidents are processed on a strict deadline)
Once desired fields are complete, click Submit.

Newly entered suspect will appear in the sub grid.

Click the down arrow to Edit or Delete the entry.
- Last Name

Example of a law enforcement witness:

Document Uploads:

Begin by initializing the document record. Select a Category/Intake Classification and click Save.

Required Fields:
- Category

The Choose File button will appear. Click Choose File to browse your computer to select the file.

Example of Discovery – Law Enforcement Submission file. Click Submit to complete the file upload.
Note: Once you click Submit the file has been uploaded into our system. The file upload goes through several internal processes, and it may take a few minutes for the sub-grid to update with the File Name, you do not need to wait for the display to update before submitting the Incident.
When finished, click Submit.
Please Note: once submitted you will not be able to edit the incident. Any changes/additional details will require a supplemental submission.

The incident will now appear in the Incident sub grid. You may view your submission by clicking the Incident Number.

Example of submitted incident:
Please Note: The incident is now read-only, and no further changes can be made from the Portal.

You may track the Incident status as it's processed by the DA office.
View of the Incident from the LE Portal Search screen:

When processed by our office the associated case information will be displayed below.