

SAN JOSE POLICE DEPARTMENT



MAIN LOBBY

STANDARD OPERATING PROCEDURES MANUAL

FOREWORD

The primary purpose of the San Jose Police Department Main Lobby is to provide citizens with ready access to the San Jose Police Department through a walk-in facility. The Main Lobby also provides internal building security, and controls access and movement of the public into the Police Administration Building.

The rules and regulations outlined in this manual are in accordance with the San Jose Police Duty Manual.

The Bureau of Field Operations maintains operational responsibility for the Main Lobby.

STATEMENT OF THE CHIEF

The “Main Lobby Standard Operating Procedures Manual” is an approved document of the San Jose Police Department. Members of the Department will become familiar with these rules / regulations and will abide by them.

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MAIN LOBBY POLICIES / GUIDELINES

Officers will be courteous and tactful when dealing with the public and fellow employees in the performance of their duties (C1301 through C1316). Officers will exercise discretionary judgment in a reasonable manner and remain within the limits of their authority as defined by law, judicial interpretation, and Departmental directives (C1101).

MAIN LOBBY STAFF RESPONSIBILITIES

SUPERVISOR

Main Lobby Supervisors are responsible for knowing the procedures and functions associated with all aspects of the Main Lobby facility. A primary responsibility of the on-duty supervisor is that of monitoring the daily workings of the Main Lobby to ensure the safety of department personnel and citizens present in the Main Lobby.

Examples of duties to be performed:

- Supervise assigned personnel.
- Report Sign-off.
- Ensure accurate documentation and recording of all required statistics pertaining to the Main Lobby.
- Conduct daily inspections to ensure that clean and sanitary conditions are maintained.
- Provide relief for the PPC sergeant.
- Make necessary announcements over the PAB loud speaker.
- Coordinate building security during an earthquake, fire, or any type of emergency.
- Act as a liaison with OSSD personnel.

MAIN LOBBY OFFICERS

Main Lobby Officers will be responsible for performing a variety of functions assigned by the Main Lobby Supervisor. The Main Lobby Officer's primary objective is to provide citizen access to the police department in an efficient and expedient manner, while maintaining building security.

Examples of duties to be performed by the Main Lobby Officers are:

- Log-in all visitors that wish to enter the PAB using the 'Gatekeeper' system.
- Provide building security.
- Assist citizens with counter reports and / or directions with their complaint.
- Assist citizens with citation sign-offs for correctable violations.
- Provide assistance to the Warrants Unit for self-surrender warrant arrestees.
- Provide assistance to PPC when needed.
- Provide security for OSSD personnel.
- Lock the Main Lobby door at 1700 hours.

- Direct citizens who come to the Main Lobby after 1700 hours to call 911 or 311. If a person's immediate safety is at risk, notify Communications that you need a fill unit to respond.
- Prior to securing for the day, the outside lights will be turned on. At dawn, the outside lights will be turned off.
- Admit citizen to the Main Lobby after 1700 hours only after the following procedures:
 - Demonstrate officer safety to ensure that the person is not 'armed' or under the influence of drugs and / or alcohol.
 - Call the Unit or location to ensure that they are staffed and prepared for the visitor.
 - Log the person as a visitor using 'Gatekeeper'.
 - Ensure that the visitor is escorted to their destination.
- Prepare "blue cards" for the upcoming shifts.
- Distribute newspapers into the appropriate mail slots.
- Complete the reporting process for the CPS referrals.

REPORTING FOR DUTY

The shift hours for all Main Lobby Officers will have an on-duty time of 0730 hours with an end of shift time of 1730 hours. Main Lobby Sergeants will have an on-duty time of 0630 with an end of shift time of 1630 hours.

REQUIRED PERSONNEL AT THE MAIN LOBBY

At 0800 hours, the Main Lobby doors will be unlocked [REDACTED].

[REDACTED] officers will be present at the Main Lobby counter during normal business hours.

[REDACTED]

If minimum staffing is not met, it should be brought to the attention of the Briefing Sergeant. If the conflict is not resolved, the Main Lobby Commander or Area Commander should be notified.

TIME OFF / VACATION REQUESTS

Staff assigned to the Main Lobby will participate in the BFO vacation bid or use the BFO time off request system.

BRIEFINGS

Due to the later start time, the Main Lobby officers will be excused from attending BFO briefing.

PRE-PROCESSING RELIEF

Should a Pre-Processing Sergeant be absent, the position will be filled by the Main Lobby Sergeant. If staffing allows, The Main Lobby Sergeant will be replaced by back filling from BFO. If there are insufficient numbers to back-fill the Sergeant's position, then the Main Lobby Sergeant will cover both the Main Lobby and PPC.

HOLE DAYS

The overlap day is on Monday. If there is sufficient staffing at the Main Lobby on Mondays, the Briefing Sergeant may arrange for officers to be part of the Beat Structure.

MAIN LOBBY UNIFORM

Officers and Sergeants will wear their full duty uniform at the Main Lobby, including a hand pack radio.

MAIN LOBBY HOURS OF OPERATIONS

The Main Lobby is open for public access 7 days a week from 0800 – 1700 hours.

The front doors to the Main Lobby entrance are locked between 1700 and 0800 hours.

A telephone is located on the north wall outside of the lobby for after-hours visitors. This phone is a direct line to the Main Lobby counter.

CALL SIGNS

At the beginning of each shift, each officer and sergeant assigned to the Main Lobby will obtain a freshly charged hand pack radio battery from Central Supply and log on with their call sign.

Call signs will be assigned at the beginning of the six-month shift. The following signs have been designated for the exclusive use of the Main Lobby personnel:

Sergeant for Team 201:	5310
Officers for Team 201:	5311 – 5315
Sergeant for Team 202:	5320
Officers for Team 202:	5321 – 5325

BEGINNING OF SHIFT INSPECTION

Main Lobby personnel will clean their work station using disinfecting wipes.

Any property or packages found in the Main Lobby will be routed to their appropriate destination or booked at Central Supply for safekeeping or found property. Exceptions to this would be items related to the Will Call Box.

In addition to work station set-up, the Gatekeeper will complete the following tasks:

- Ensure there are adequate “blue cards” prepared for the shift

The supervisor, or Gatekeeper in his/her absence, will equitably distribute the CPS referrals for proper disposition.

MAIN LOBBY PROCEDURES

AUTO DESK

Auto Desk hours: Monday through Sunday: 0800 to 1600 hours.

Stolen Vehicles:

When a person comes to the Main Lobby to report a vehicle theft, check with the Auto Desk to make sure the vehicle has not been impounded, towed by a private tow service, or repossessed. If the vehicle has been towed, refer the person to the Auto Desk. If the vehicle was not towed, refer to the SJPD Auto Theft Reporting Guidelines.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

CITATION SIGN OFF

When a person requests a citation 'sign off', the officer will first review the citation to ensure that the violation(s) can be signed off. Officers signing off mechanical violation(s) will inspect the vehicle to verify that the violation has been corrected.

COURT ORDERED CUSTODY EXCHANGES

The Main Lobby is a neutral ground for child custody exchanges.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

CRIME STATISTICS & DEMOGRAPHICS

Main Lobby personnel should direct persons requesting crime statistics and / or demographics to the Crime Prevention Unit at x4133 or www.SJPD.org.

COURTESY REPORTS

Courtesy reports for other jurisdiction are taken if it is felt that it would be in the best interest of the individual requesting the report. Officers taking these courtesy reports will make sure that they indicate that it is a 'courtesy report'.

Crime Reports: 'Courtesy Report' is written in the same box as 'Type of Crime'.
Traffic Accidents: 'Courtesy Report' is written in the 'Special Condition Box'.
Vehicle Reports: 'Pending Review' is written across the top of the form.

EVIDENCE

Evidence from a prior crime that has been reported will be assessed for evidentiary value prior to accepting it. If the evidence is accepted, it will be booked into Central Supply and a supplemental report (form 3) will be written.

FEDERAL EXPRESS PACKAGES



Out-going packages will be picked up by Federal Express at the Main Lobby.

FINGERPRINT UNIT

The Fingerprint Unit does not provide public fingerprinting. Refer the person to the Sheriff's Office.

Citation Pre-Bookings will be done between 0800 and 1600 hours, Monday through Friday.

New Narcotics, Arson, and all Sex Registrants will be done between 0800 and 1600 hours, Monday, Tuesday, Thursday and Friday.

The Fingerprint Unit is closed on Sat and Sun, and on City-observed holidays.

There is no charge for criminal fingerprinting.

When a person comes to the Main Lobby for the purpose of being 'Pre-booked' or registering for a Narco, Sex, or Arson violation, the officer will log the person into the 'Gatekeeper' computer. The officer will notify the Fingerprint Unit that they have an individual waiting. The Fingerprint Unit will notify the Main Lobby personnel when to send the individual in to the unit.

Things to note:

- Valid identification is not required for 'Pre-booking' or 'Registration'.
- Only SJPD issued citations may be 'Pre-booked' at the Fingerprint Unit.
- Only 'Registrants' that live within SJPD jurisdiction will be completed at the Fingerprint Unit.
- Advise the Fingerprint Unit if a translator is needed prior to sending the individual to the unit.
- Only the person being fingerprinted will be allowed into the unit. Children will not be allowed to accompany the person being fingerprinted.
- Occasionally officers will be requested to standby while a person is being processed if the individual is argumentative or hostile towards the Fingerprint Unit personnel.

Individuals who come in to be fingerprinted and an outstanding warrant is discovered will be handled in the following manner:

- The Fingerprint Unit will confirm the warrant and then advise the Main Lobby personnel.
- A Main Lobby officer will be responsible for advising the person of the warrant. This will be done in the hallway, not in the Fingerprint Unit.
- A Main Lobby officer will escort the person to the Warrants Unit. If the person is not taken into custody for booking, the Main Lobby officer will escort the person back to the Fingerprint Unit once the warrant paperwork is completed to finish their business.

FOUND PROPERTY

Found Property is booked in as such at Central Supply. The officer will complete a crime report and a property report. The individual will be given a report receipt.

'GATEKEEPER'

When an individual, except Law Enforcement personnel, comes to the Main Lobby and requests to enter the PAB, the individual will be logged in to the 'Gatekeeper' computer system.

When an individual comes to the Main Lobby and needs assistance from one of the Main Lobby officers, the individual will be logged in to the 'Gatekeeper' computer system. When a Main Lobby officer is ready to assist the person, the officer working the 'Gatekeeper' position will note the individual "in the building" and call the individual to the counter. No visitor pass is required.

The Main Lobby officer working in the gate position will perform the following tasks when using the 'Gatekeeper' system.

1. Conduct a 'Last Name' search for the individual to see if the person is already in the system. If the person is already in the system, the information (purpose) will be updated.
2. If not, the officer will complete the 'New Contact' mask.
3. Mark the appropriate 'Purpose' box and 'Location' box.
4. Click on the 'Save' icon. This will place the person's name on the list for that location.

Once the unit is ready to accept a new visitor, the unit will call the Main Lobby. The officer working in the 'Gatekeeper' position will call the individual to the window and issue a visitor's pass. To issue a visitor's pass, do the following:

1. Hi-light the person's name on the 'Gatekeeper' screen.
2. Left button click using the computer mouse.
3. Click the 'Print' icon.

When the individual exits the controlled area, the officer working the 'Gatekeeper' position will note the person "out of the building."



INTERCOM

The Main Lobby Sergeant is responsible for making announcements when the situation arises. The intercom microphone is kept in the OSSD conference room in the filing cabinet. The plug is located on the wall next to the cabinet.

INTERPRETERS

OSSD personnel are available to interpret when there is not a bilingual officer at the Main Lobby.

If there is not a department member available to translate, the Main Lobby officer will contact communication to see if one is available.

If no translator can be located then utilize the AT&T Translation Services.

AT&T Translator 1-800-523-1786


I-SPEAK

The "I Speak" form will give individuals the opportunity to inform Department members of their language abilities and preferences. The form contains 38 numbered check boxes next to sentences that direct the individual to check the box where they read and write a particular language. When the individual checks a box, the Department member can find the number on the form that indicates which language was chosen.

Once the Department member has used the "I Speak" form to determine the individual's language, the member should request the appropriate language assistance to meet the individual's needs. Assistance may be sought from bi-lingual members of the Department or through the Communications Division via  where the Service-Line Operator will access the "translator-line" for translation service. When contacting the Communications Division, Department members should utilize the internal lobby phones.




LATENT FINGERPRINTS

Persons occasionally will bring in their burglarized vehicles or other items, which they believe, may contain latent fingerprints from the suspect(s). Most of the time, the person has already filed a police report. Officers will inspect the vehicle or item and process it for latent fingerprints.

MAPS / REFERENCE MATERIALS

Maps, 'Blue Pages', and other reference materials are located on the shelves behind the counter.

MEGAN'S LAW

The Megan's Law computer at the police department is no longer provided to the public. The public can access Megan's Law online from any outside internet connection. The Megan's Law Website is found at "www.meganslaw.com".

PERMITS UNIT

Permits Unit hours of operation are: Tues, Wed, Thurs, Fri 0830 - 1500 hours.

Closed for lunch everyday: 1200 - 1330 hours.

The Permits unit is closed on Mon, Sat and Sun, and on City-observed holidays.

The Permits Unit generally operates on an appointment schedule. The Permits Unit will provide a copy of their appointment schedule to the Main Lobby staff. Prior to sending anyone to the Permits Unit, the officer working the 'Gatekeeper' position will call the Permits Unit to see if they are available.

Persons that go to the Permits Unit who need to be fingerprinted will be sent back to the 'Gatekeeper' to sign in to be seen at the Fingerprint Unit.

PHONE EXTENSIONS



When a person comes in to the Main Lobby to see someone either in BOI or BOA, they should be given the appropriate extension and instructed to use the black phone which is located on the south side wall near the Auto Desk counter to call the person they wish to see or speak with.

Officers will make every effort to assist all callers requesting to be transferred to the Chief's Officer prior to making the referral to the lobby phone.

POLICE CLEARANCE LETTERS

Police clearance letters are generally requested for the following reasons:

1. Refugees / Immigrants for U.S. Immigration & Customs Enforcement (ICE) Agency.
2. U.S. citizens at the request of a foreign government (Visa request).

Persons may obtain blank 'SJPd Police Clearance Letter' form at Window #7; see Appendix 1 for an example of the form. The form is to be completed by the citizen and turned in to the Report Counter with a five-dollar (\$50) processing fee. The individual must have identification to process their request.

Note: Individuals may not obtain a printout of their criminal history from SJPd. Such requests will be referred to the Sheriff's Department.

Court docket materials may be obtained at the Hall of Justice Court Clerk's Office at 200 W. Hedding St.

PUBLIC RESTROOMS

The Main Lobby personnel will allow visitors access to the bathrooms on the second floor of the PAB near the Main Lobby gate. Only one person should be allowed to use the bathroom at a time.

If the person is in a wheel chair, that person will be escorted, via the elevator, to the first floor of the PAB. The bathrooms on the first floor are equipped with handicapped-accessible stalls.

REPORT COUNTER

- Counter hours for report copy requests are:
Monday and Wednesday 1200 to 1600 hours.
Tuesday and Thursday 0800 to 1200 hours.
Closed Friday, Saturday, Sunday
- Outside Agency Law enforcement personnel may request a copy of a report [REDACTED] M-F, from 0800-1600 hours. They may be directed to the Main Lobby phone for this purpose. The report will be brought out to them. There is no fee for law enforcement personnel.
- Accident report requests will be submitted directly to the OSSD report counter during counter hours or mailed to the Records Unit, 201 W. Mission St., San Jose, CA 95110. Checks made payable to City of San Jose.
- Report request fees:
Crime or Incident Reports..... \$0.06 per page
Traffic Collision Reports..... \$16.00 per page
Photos.....\$30.00 per CD, or \$7.00 per photo

There is no fee for law enforcement personnel.

SUBPOENAS

- Criminal Subpoenas
- Civil Subpoenas
- Pitchess Motions (Refer to Internal Affairs)

*Note: Process servers will not be allowed past the lobby of the PAB. Criminal Subpoenas:

When accepting subpoenas at the Main Lobby, make sure that they are Criminal Subpoenas and that the criminal subpoena is accepted five (5) or more business days (excluding weekends and holidays; do not count the accrual court day (1328 PC)) before the actual court date. Docket Numbers should look similar to: CC345340 or SC043543, or 196645. These types of subpoenas and summons could be from the Santa Clara County District Attorney's Office, District Attorney's Offices from other counties, the Public Defender's Office, or Federal or District Courts. These subpoenas and summons do not require a fee.

Civil Subpoenas and Summons:

Civil subpoenas and summons require a fee. The server must take this type of subpoena or summons to the SJPD Records Counter window and pay a fee of \$150.00 per officer that is being subpoenaed. There is no five (5) day rule for civil subpoenas. The subpoena must only be served so as to allow the witness a reasonable time for preparation and travel to the place of attendance. **Do not accept these types of subpoenas and summons until after they are paid for.** The records clerks will usually write the cash receipt number on the upper right of the subpoena and walk it over to the Main Lobby Officers.

Pitches Motions

Pitches Motions should not be accepted at the Main Lobby. The server should be directed to take the copy over to SJPD Internal Affairs located at 777 N. 1st St, Suite 666.

Process servers will not be allowed past the lobby of the PAB.

When accepting a subpoena, officers will:

1. Time stamp each subpoena.
2. Log each subpoena on the subpoena tracking log; see Appendix 1 for the form.
3. Place the subpoena in the existing pick-up tray for retrieval by the Court Liaison Unit.

It is the responsibility of the process server or Sheriff Deputy to use substitute service when it is appropriate. Main Lobby officers should not question what attempts were made to personally serve the employee. In an effort to minimize problems associated with the service of legal documents, the employee should be called, if at work, and asked if he / she will come to the Main Lobby to be personally served. In the event this action is taken, the Witness Coordination detail of the Court Liaison Unit will be provided a copy of the subpoena.

For subpoenas for the Chief or Assistant Chief, contact the Office of the Chief directly. Inform the Chief's secretary of the date, time, and nature of the subpoena. At the Chief's discretion, a representative of the Office of the Chief may respond to the Main Lobby to accept service.

VISITORS TO BOI OR BOA

Only authorized law enforcement personnel i.e. Police Officer, Parole Agent, Probation Officer, District Attorney, etc. should be allowed access to either bureau without an escort.

WARRANTS UNIT

Warrant information is public information available to all.

The Warrants Unit hours: Mon - Thurs, 0800 to 1200 and 1300 to 1600 hours.

The Warrants Unit is closed on Fri, Sat and Sun, and on City-observed holidays.

As with all visitors, the person will be logged in to the 'Gatekeeper' system. The officer working the 'Gatekeeper' position will call the Warrants Unit to advise them that they have an individual requesting to come back to the unit. The Warrants Unit will call when they are ready for the visitor.

For self-surrenders at the Warrants Unit, the following three scenarios generally arise:

- The person sets up a new court date.
- The person pays the fine or bail.
- The person is taken into custody.

[REDACTED]

[REDACTED]

WEAPONS AND / OR AMMUNITION – VOLUNTARY SURRENDER

 The officer will conduct record checks on the weapon and complete a police report (G.O.) and be booked into Central Supply. The person will be given a report receipt.

The weapon(s) will then be taken to the range to ensure that the weapon(s) is rendered safe before booking it at Central Supply.

Ammunition will be accepted at the Main Lobby and placed in the container supplied by the Range. Range Staff will be notified whenever ammunition is turned in so they can respond to collect the ammunition as soon as possible. If the ammunition is turned in for destruction only, no G.O. is needed. If other circumstances exist, a G.O. shall be completed and the ammunition shall be booked into Central Supply. Officers will need to go through bulk ammunition to determine if there is any other property amongst the ammunition.

WEAPONS REGISTRATION

Persons wishing to voluntarily register a firearm will be advised to contact a licensed gun dealer. SJPd does not handle firearm registration.

WILL CALL BOX

The will call box will be used for property or items left by department personnel to be picked up by another. Property will be left at the Main Lobby only after arrangements have been made for the property to be picked up by another.

The item(s) will be marked with the following information:

- Date.
- Name and unit of the person leaving the item(s).
- Name of the person picking up the item(s).

Items will be kept for no longer than three days. If, after three days, the item(s) has not been picked up, the person leaving the item will be called to come collect the item(s).

PROCEDURES FOR TRAFFIC COLLISION REPORTS

Walk-in traffic collision reports are taken at the Main Lobby in accordance to the SJPD Duty Manual S4305.

The Main Lobby officer will first determine that the report is for a prior traffic accident where police are not needed at the scene. If needed, the Main Lobby officer will contact Communications to have an officer dispatched to the scene. If it is determined that the collision is a 'cold' report, the Main Lobby officer will then determine if the collision occurred in SJPD jurisdiction (unless a courtesy report is needed).

On all 'counter' traffic accident reports, the involved parties complete the report. The Main Lobby officer will provide the appropriate CHP forms, a writing implement, and a binder that contains exemplars for the involved parties to refer to. The involved party completes the report while at the Main Lobby. Neither the binder nor the forms will leave the Main Lobby.

After the involved party completes the report, he / she will bring the report to any of the Main Lobby officers. The officer will review the report for completeness and legibility. The officer will then assign a case number to the report using a 'blue card'. At the end of the narrative section, the officer will stamp the report. The involved party will sign and date the stamped form. The officer will provide the involved party with a report receipt.

Never provide a citizen with a blank stamped traffic collision report.

PROCEDURES FOR REPORTS

CRIME REPORTS

Walk-in crime reports are taken at the Main Lobby when the presence of a uniformed officer is not required. The Main Lobby handles all types of complaints that occur in SJPD jurisdiction and are reported by individuals who walk in to the Main Lobby during the designated hours.

The SJPD Duty Manual (Sections S4302 through S4315) describes the procedures and responsibilities of the Main Lobby personnel. The Duty Manual (Sections S4401 through S4419) also addresses TRAC reports, which is a shared responsibility for the Main Lobby when dealing with walk-in complainants. See www.sjpd.org for available on-line reporting.

BLUE CARDS

A 'blue card' must be filled with every counter report except for supplemental reports and missing person cancellations. It is the responsibility of the person taking the report to ensure that one is completed and turned in with the report.

The following information is to be listed on the 'blue card':

- Serial Number: This is the officer's badge number.
- Case Number: This is pre-stamped by the Third Watch officer.
- Location of Occurrence: Where the incident occurred.
- Type of Occurrence: Type Code
- Reported by: The R/P's name.
- Home Address: If different from the location of occurrence.
- Phone Number: R/P's home phone, including area code.
- Time Reported: Time that the report was taken.

CHILD PROTECTIVE SERVICE REPORTS

CPS drops 'Child Abuse and Neglect Referral Reports' off daily (Monday through Friday).

The following procedures will be followed to complete the reporting process:

- Assign each CPS report a case number using a 'blue card'. Unless noted, use the victim's address as the location of occurrence and the current time as the time reported.
- Complete a G.O. for each CPS report and submit for sergeant approval.
- Attach the completed 'blue card' with the CPS referral report and place in the report tray.
- Fill in the case number on the CPS cover sheet, including your badge number.
- Attach the face page and completed 'blue card' with the referral report and place in the report tray.
- Make a copy of the CPS cover sheet. Place one copy in the 'Family Violence Unit' mail slot and place the other in the binder of the sergeant's desk labeled 'CPS Reports'.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

BAD CHECK, FRAUD, & FALSE IMPERSONATION COMPLAINT

Insufficient fund checks (less than \$5000) are referred to the Santa Clara County District Attorney's 'Bad Check' Program. If one check is \$5000 or more, the Main Lobby officer will need to complete a fraud report. See Appendix 1 for the 'Bad Check Complaint Form'.

Refer the following individuals to the Civil Small Claims Advisory at (408) 299-4216 if any of the following apply in regards to a check (under \$5000):

- Checks that were PRE or POST-DATED at the time of acceptance.
- It involves a two party check.
- It was received as payment on an account
- It involves an extension of credit
- It involves an agreement to HOLD the check.

A report will be taken on all forged checks, counterfeit checks, all checks over \$5000, and all credit card incidents that occurred in SJPD jurisdiction. The following information is required on the report:

- Victim information.
- Name of issuing bank, including telephone number.
- Account name and number.
- Amount of checks or charges.
- Person (clerk, teller, etc.) who actually engaged in the transaction.

Collect all documents from the victim and forward them to the Fraud Unit with 'Attention Check and Credit Card Detail' using a plastic document protector. Be aware that the documents may contain the suspect's fingerprints, even though others may have already touched the items. Advise the victim that SJPD will only seek a criminal charge. Restitution will need to be done through the courts.

For False Impersonation cases, the Main Lobby officer should follow these steps.

- Take a crime report.
- Make copies of any questioned documents, including citations, and submit them with the report.
- Check for outstanding warrants. If a warrant is found, the Warrants Unit will inactivate it pending investigation.

- Fingerprint and photograph the victim. Include the photo identification number in the crime report.
- Take the fingerprint card to the Central Identification Unit, leaving it in the False Impersonation file.
- Advise the victim that he / she will still be responsible for any court appearances despite the false impersonation.
- Advise the victim to seek an administrative DMV hearing to resolve any DMV issues.
- Contact the Fraud Unit if additional assistance is required.

In all fraud cases, have the victim complete the 'Impersonation Affidavit and Fraudulent Account Information Request' form, see for an example of the form. This will avoid the need for the investigator to seek a search warrant to obtain this information. Also give the 'Identity Theft Resource' pamphlet to the victim.

Advise all fraud victims that it would be helpful to contact all of the credit reporting agencies to check their credit. The names and phone numbers are listed in the 'Identity Theft Resource' pamphlet.

LOST & / OR STOLEN PROPERTY

Individuals may come to the Main Lobby wanting to report lost property. Main Lobby Officers will complete a police report, or if the individual desires, can file the report on-line at www.sjpd.org.

For stolen property, the Main Lobby Officer will need to complete a police report for the individual.

MEXICAN CONSULATE IDENTIFICATION REPORTS

A crime report may be completed online for lost Mexican Consulate Identification Cards, regardless of jurisdiction.

MISSING PERSONS

The SJPD Duty Manual (Section L6500 through L6512) discusses the procedures to follow when dealing with missing persons issues.

The Main Lobby personnel shall take the missing person report unless the incident involves:

- A child under 12 years of age
- The missing person is reasonably considered to be "AT RISK".
- A search of the area is necessary
- There is suspected foul play
- Parental abduction is reasonably suspected.
- Collection of evidence is necessary

Things to note when filing a missing persons report:

- The missing person's information will be entered into the Missing and Unidentified Person (MUPS) and the National Crime Information Center (NCIC) systems without delay.

- Broadcast a 'Be On the Lookout' (BOL) bulletin without delay.

SEXUAL ASSAULTS

Sexual Assault reports taken at the Main Lobby must contain enough information to establish the corpus of the crime. Extensive interviews and/or statements are not necessary.

The dignity of the victim is the utmost importance. The victim interview will be conducted in the Witness Center. If the Witness Center is unavailable for any reason, a secondary private location will be used. This could include the Family Room or an SAIU interview room. Officers must advise the on-duty PPC Supervisor when using the Witness Center.

If possible, a second officer should be present during the interview. In the event a second officer from the main lobby is unavailable, SAIU will be contacted and a detective may respond to assist in the interview.

During normal business hours notifications must be made with SAIU. If after normal business hours, contact the Day/Night Detective through Communications.

When a crime scene can be determined and the assault took place within the last 72 hours and additional evidence may be collected, contact Communications and request patrol respond to handle the incident. Provide Communications with the address/location of occurrence so the appropriate district may be dispatched.

SIMPLE ASSAULTS AND PRIOR BATTERY

A simple assault and/or battery report can be processed at the Main Lobby unless any of the following circumstances exist:

- The suspect is still in the area or is likely to return.
- The suspect is a neighbor.
- Extenuating circumstances exist that the Main Lobby Supervisor or Area Commander feels a police response is warranted.

THREATENING OR OBSCENE TELEPHONE CALLS

In order to have a telephone trap installed on a telephone line the following steps must be taken:

- A crime report must be taken. Give the victim a report receipt.
- The victim will need to contact the telephone company's Chief Special Agent and provide the crime report case number.
- The Telephone Company will contact the police department with the results of the trap.

PROCEDURES FOR TOWS

PROCEDURES FOR APPROVING PAYMENT OF INVALID TOWS

When a citizen makes a complaint regarding a tow, the Tow Hearing Unit (THU) Officers and Sergeant will review and determine the validity of the tow and/or complaint. If a tow is determined to be improper, the THU personnel will conduct the following procedures if the tow payment has not already been made:

- File (Complete) an “Authorization to Pay Tow and Storage” form.
- Obtain an invoice from the towing company or receipt from the registered owner of the vehicle.
- Complete the billing information box at the bottom left corner of the “Authorization to Pay Tow and Storage” form and check the appropriate cost center box on the lower right side of the form.
- Attach a pay request cover memorandum and submit the forms to the Fiscal Unit for processing. Route “Authorization to Pay Tow and Storage” form to the Fiscal Unit.

If the tow fee has already been paid and reimbursement to the registered owner of the vehicle is called for, the THU will do the following:

- Mark the appropriate box on the “Authorization to Pay Tow and Storage” form. Include the name and address of the party to be reimbursed.
- Attach a copy of the registered owner’s receipt to the form.
- Submit the forms to the Fiscal Unit for processing.

TOW HEARING DIGITAL RECORDING POLICY

When conducting a tow hearing, the Tow Hearing Officer will digitally record all tow hearings and adhere to the following procedures:

- Advise all parties present that the hearing is being audio recorded
- State the date, time, case number, and identity of the persons present for the hearing
- Include the tow hearing admonishment in the recording
- Note on the tow hearing worksheet that the hearing was digitally recorded
- Upload the digital recording into the Digital Crime Scene (DCS) system
- Associate the tow case number on the tow hearing worksheet with the recording on DCS

MODIFICATIONS TO THIS MANUAL

This manual will be reviewed on an annual basis by the Administrative Officer. The purpose of this review is to ensure that the policies and procedures put forth in this manual are correct and current. Any requests for changes to this manual will be routed to the Administrative Officer. Under no circumstance with this manual be changed without the prior written approval of the unit commander or his / her appointee.

Copies of the revised manuals and of the memorandums outlining those revisions will be held for a period of not less than two (2) years.

MODIFICATION OF PROCEDURES

There may be occasions when circumstances justify the temporary modification of certain procedures listed in this manual. On such occasions, the Main Lobby Supervisor has the responsibility to notify the Central Division Captain.

Permanent changes must be cleared through the Central Division Captain.