

# RECORDS UNIT GUIDE 2019

**Visalia Police Department  
Headquarters  
303 S. Johnson Street  
Visalia, California 93291**

**District I  
204 NW Third  
Visalia, California 93291**

**District II  
4100 S. County Center  
Visalia, California 93277**

**VECC  
420 N. Burke Street  
Visalia CA 93292**



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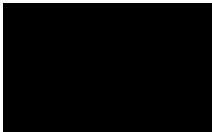
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# SPILLMAN WORKFLOW



**MESSAGE CENTER:**

The following is how new reports will come through to the [REDACTED] group.

From	Subject
Officer's/Sergeant's Name	<b>Nature – Law YY-XXXXX – [REDACTED]</b> (All non-arrest reports [REDACTED] to be transcribed)
	<b>Nature – Law YY-XXXXX – [REDACTED]</b> (All non-arrest report to be processed by Record for completion)
	<b>Nature – Law YY-XXXXX – [REDACTED]</b> (All arrest [REDACTED] to be transcribed)
	<b>Nature – Law YY-XXXXX – [REDACTED]</b> (All arrest to be processed by Records for completion)
	<b>Nature – Law YY-XXXXX – [REDACTED]</b> (All priority <i>non-arrest</i> reports to be transcribed – On Fusion these would be like [REDACTED] flagged to be typed before other reports)
	<b>Nature – Law YY-XXXXX – [REDACTED]</b> (All priority <i>non-arrest</i> reports to be processed by Records for completion)
	<b>Nature – Law YY-XXXXX – [REDACTED]</b> (Juvenile arrests [REDACTED] to be transcribed)
	<b>Nature – Law YY-XXXXX – [REDACTED]</b> (Juvenile arrests to be processed by Records for completion)

**WORKFLOW:**

Steps to follow after receiving the above messages.



**MESSAGE CENTER:**

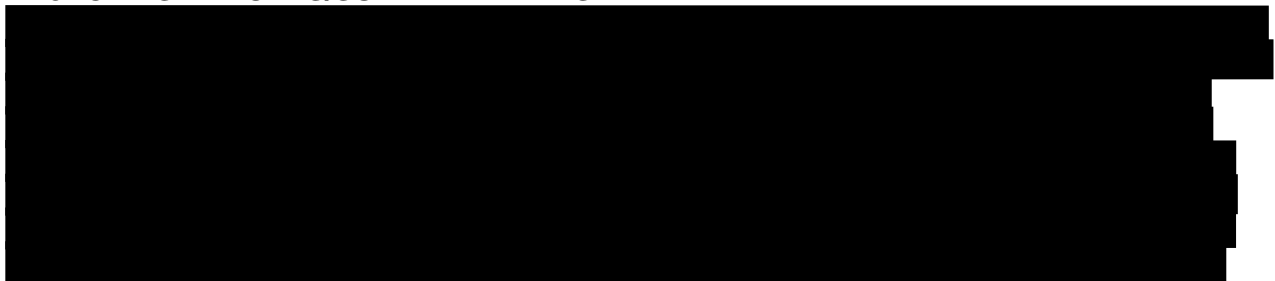
The following is how supplements will come through to the [REDACTED] group. These are supplemental narratives that have already been typed by the officer.

From	Subject
Officer's/Sergeant's Name	<b>Law Supplemental Narrative YY-XXXXX – [REDACTED]</b> (All non-arrest reports [REDACTED] to be transcribed)
	<b>Law Supplemental Narrative YY-XXXXX – [REDACTED]</b> (All arrest to be processed by Records for completion)
	<b>Law Supplemental Narrative YY-XXXXX – [REDACTED]</b> (All priority <i>non-arrest</i> reports to be processed by Records for completion)
	<b>Law Supplemental Narrative YY-XXXXX – [REDACTED]</b> (Juvenile arrests to be processed by Records for completion)

**WORKFLOW:**

Due to the narrative being typed by the officer the next step will always be [REDACTED] unless the narrative needs to be sent back.

**REJECTING REPORTS/SUPPLEMENTALS:**



## **BASIC SEARCHING IN SPILLMAN**

### **SEARCHING BY NAME IN SPILLMAN:**

1. Open the [REDACTED] located under the [REDACTED] in the Spillman Tree Menu.
2. Click into the field of the known information, this will automatically enter search mode (all fields are searchable)
  - a. If currently in a name record and desiring to run a new one click [REDACTED] at the top of the record, do not immediately type into the existing record as this may modify the record.
3. If exact information is known it can be entered as such
  - a. If exact information is not known or you want all information that includes possibly differences in spelling use the following wildcards:
    - i. \* an asterisk can be placed before or after a word or portion of a word.
    - ii. ? a question mark can be put in the place of a letter if it is unknown (i.e. if it is unknown if a name is spelled SMITH or SMYTH, run as SM?TH to bring up all options for the unknown letter).
4. Once all information is entered choose [REDACTED] in top right portion of screen.
5. If more than one record exist a separate list will appear with all possibilities (if only one possible record exists it will automatically open that name record).
  - a. To look at a specific person's record if multiple options exist, click that person, this will bring up their general name record.
6. To find any specific involvements (i.e. incidents, associated vehicles...) choose the [REDACTED] button on the top left side of the screen.
  - a. These involvements can be sorted by any of the headings to make finding a specific record easier.

### **SEARCHING BY LAW INCIDENT NUMBER IN SPILLMAN:**

1. Open the [REDACTED] located under the [REDACTED].
2. Click into the field of the desired/known information, this will automatically enter search mode (all fields are searchable).
  - a. If currently in a law record and desiring to run a new one click [REDACTED] at the top of the record, do not immediately type into the existing record as this may modify the record.
3. Enter the known information.
  - a. If running law incident number include a dash (i.e. 19-000000)
  - b. \* an asterisk can be placed before or after a word or portion of a word.
  - c. ? a question mark can be put in the place of a letter if it is unknown (i.e. if it is unknown if a name is spelled SMITH or SMYTH, run as SM?TH to bring up all options for the unknown letter).

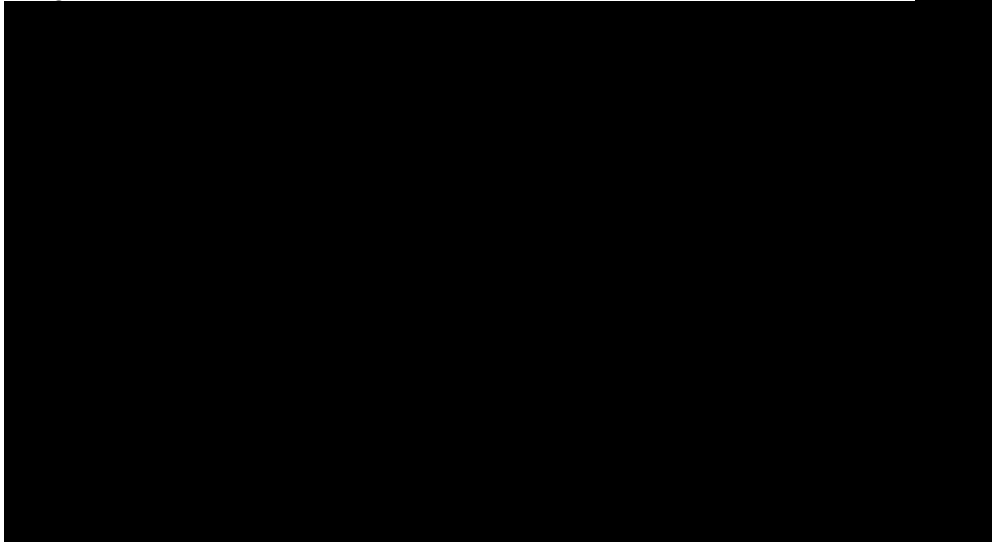
- d. CopLogic Reports last two digits of the year, dash, the number eight, followed by five “?” marks (19-8?????).
4. Once all information is entered choose [REDACTED] in the top right portion of the screen.
  - a. If running an address, Spillman will GeoValidate before it opens the record, choose the best option or if it is not showing desired address choose [REDACTED]
5. A record will appear on the screen:
  - a. If ran by incident number this will be the only record
  - b. If ran by anything other may produce more than one record this record is not necessarily the only one.
    - i. At the top of the screen click [REDACTED] and then [REDACTED] this will bring up a list of all records with the searched information.
6. To find any specific involvements (i.e. names of victims/suspects, vehicles, property...) choose the [REDACTED] button on the top left side of the screen.
  - a. These involvements can be sorted by any of the headings to make finding a specific record easier.
7. If it is known that the needed information was submitted by hand (i.e. statement submitted by witness) the physically scanned in paperwork can be found by clicking the [REDACTED] button on the top of the law incident table.

## VIEWING NOTES IN AN INCIDENT

To see notes associated with the case:

From the [REDACTED]

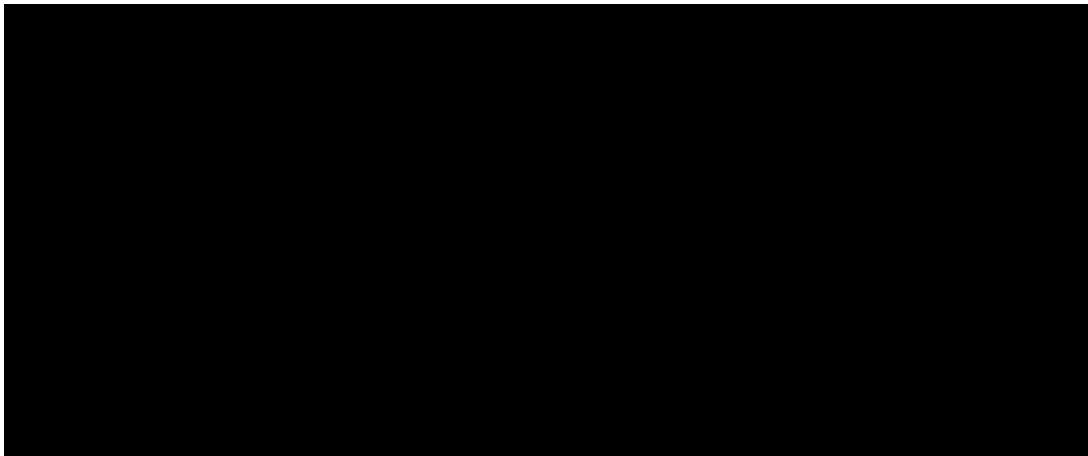
The following table will appear:



In order to read the messages, you will need to select [REDACTED]

You can now read each of the messages by using the [REDACTED] and [REDACTED] buttons: [REDACTED]

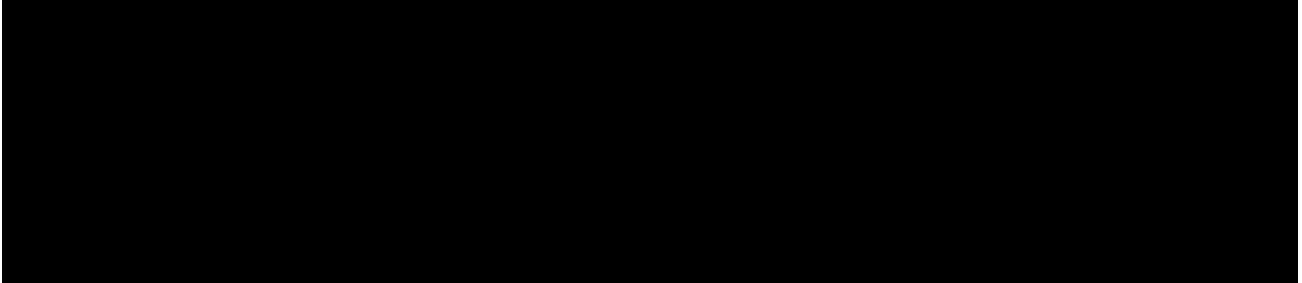
Record Approval Status History should be reviewed entirely when processing a report. This is where the officer and/or Sergeant will communicate any special instructions. These messages do not forward with each status update that is why all [REDACTED] should be reviewed.



## HOW TO SEARCH FOR COPLOGIC REPORTS

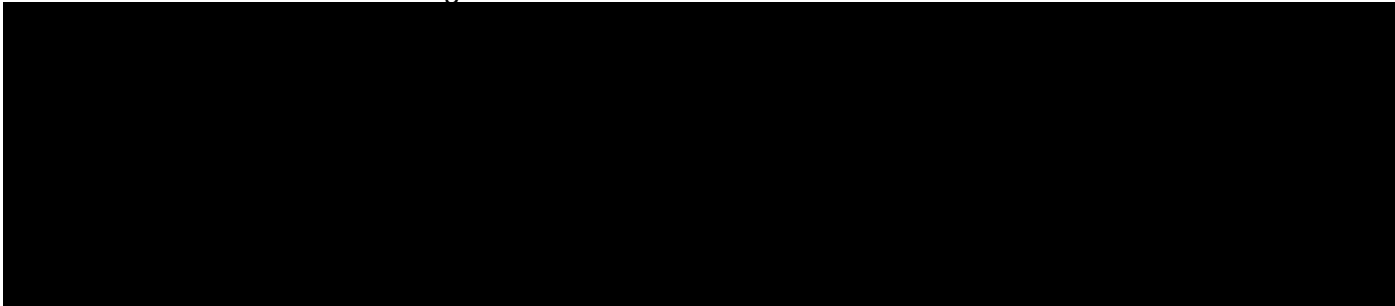
To search Coplogic reports:

1. During the month of November Coplogic reports were numbered as follows: 16C-1, 2, etc. In order to search these you must type:



For all other Coplogic reports type:

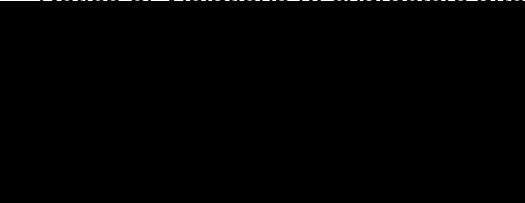
1. The two digit year, dash, eight, and five question marks (one question mark per digit in the number).
2. All coplogic numbers contain six digits after the dash).
3. Due to the right justification of these incident numbers when they import into Spillman, you cannot search using the wildcard \*.



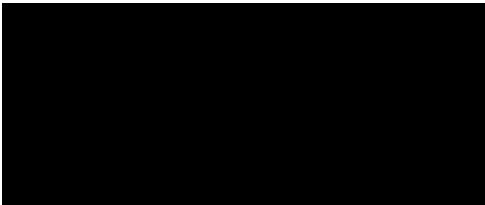
## HOW TO SEARCH FOR SPILLMAN CITATIONS

Citation numbers are “left justified” in the system meaning that you cannot search citations using the standard \* wildcard within Spillman. Instead you must use a ? for every blank character. You must know the allotted numbers for each type of ticket in order to locate the information.

Notice of Violations (5 characters after letter) ex: N?????



Electronic Tickets issued with hand held devices (E-Cites: 6 characters after letter) ex: E??????

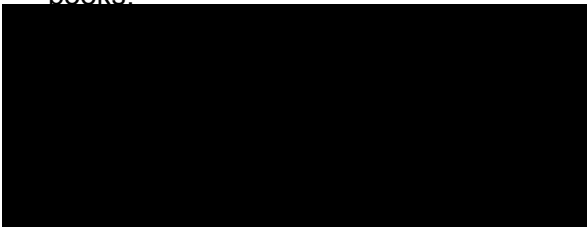


Manual Citations (C-cites: 6 characters after letter) ex: C??????



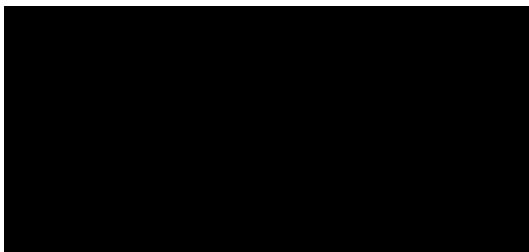
Old Handwritten Citations (T-cites: 6 characters after letter) ex: T??????

There are currently **9** in the system and should not have any more due to replacing all ticket books.

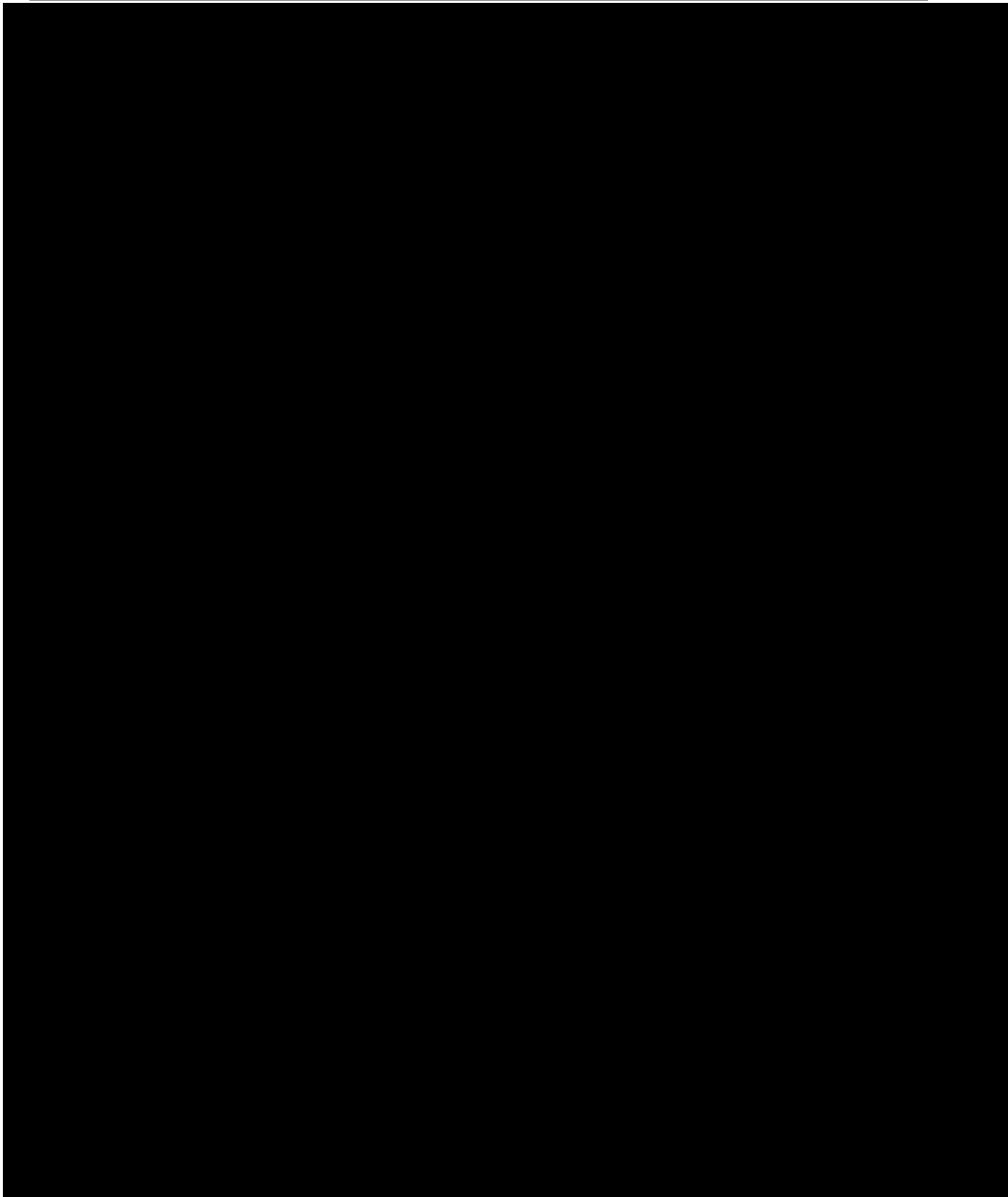


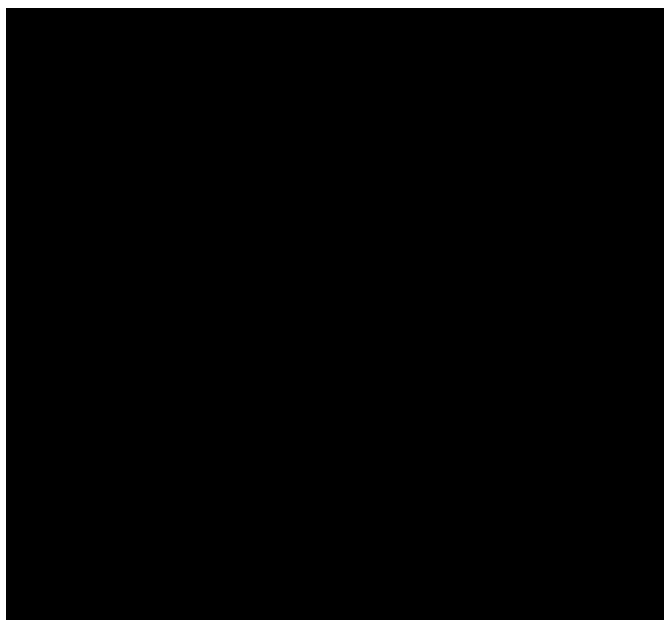
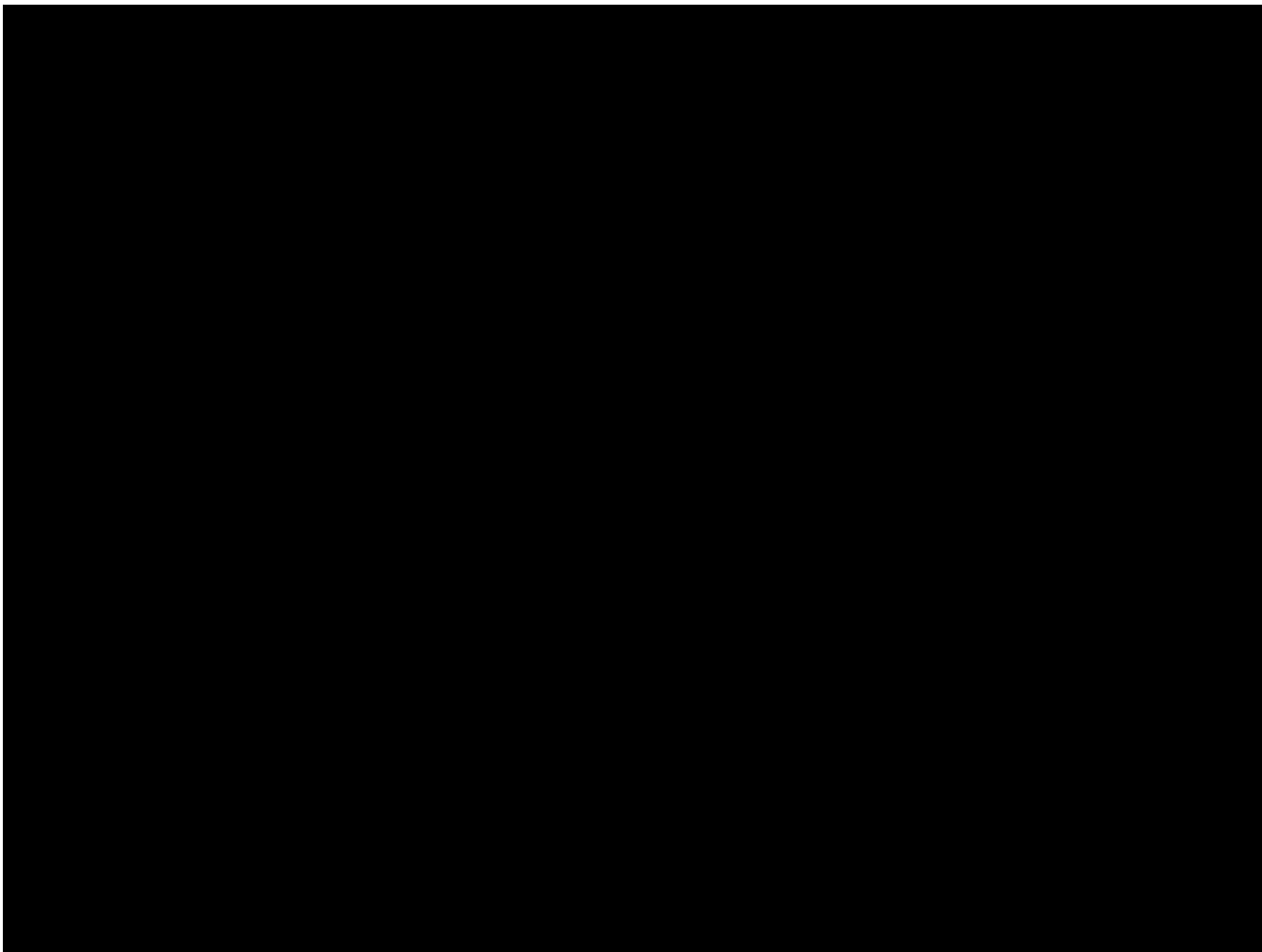
Old Auto Cites (A-cites: 6 characters after letter) ex: A??????

There is 1 in the system and should not have any more due to reprogramming devices.





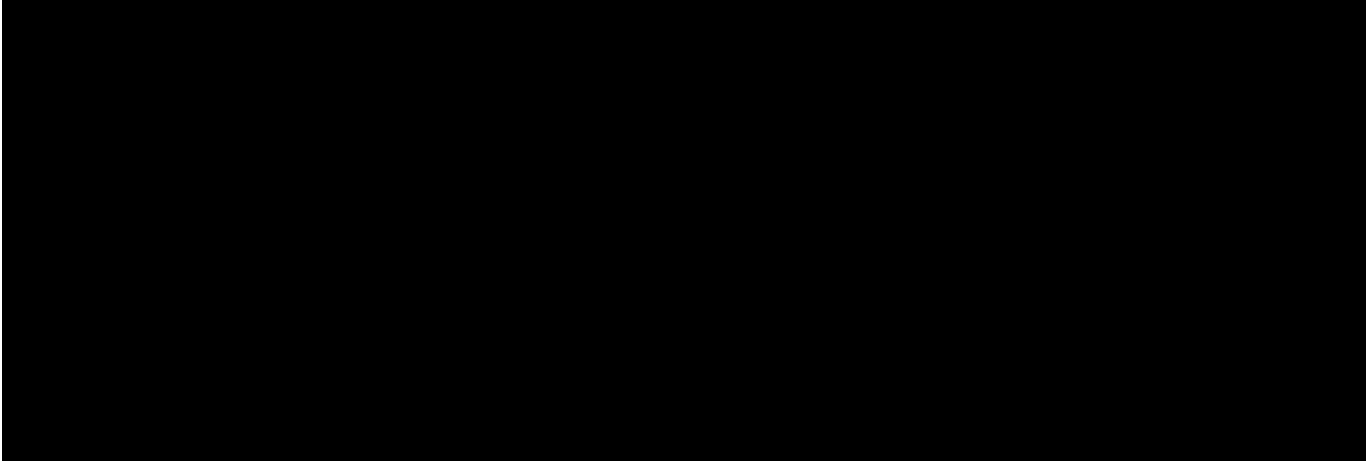




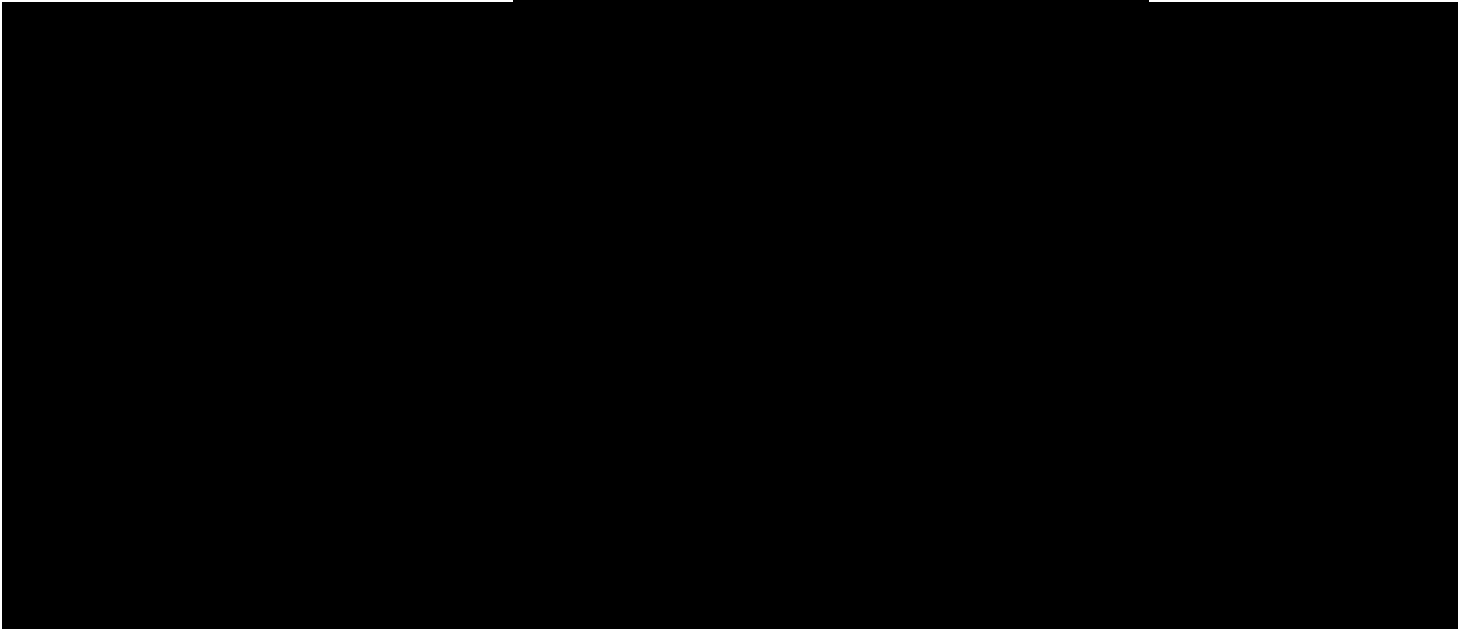
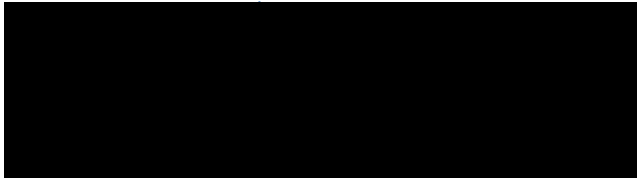
**VEHICLE IMPOUND/STORED:**

In the [REDACTED]:

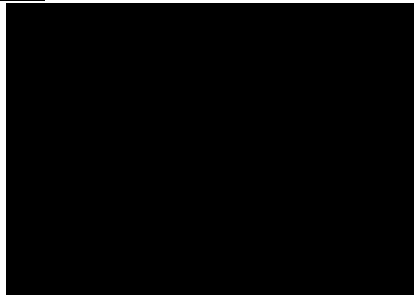
1. Select [REDACTED].
  - a. The [REDACTED] will auto generate:
2. You will use the [REDACTED] from the [REDACTED].



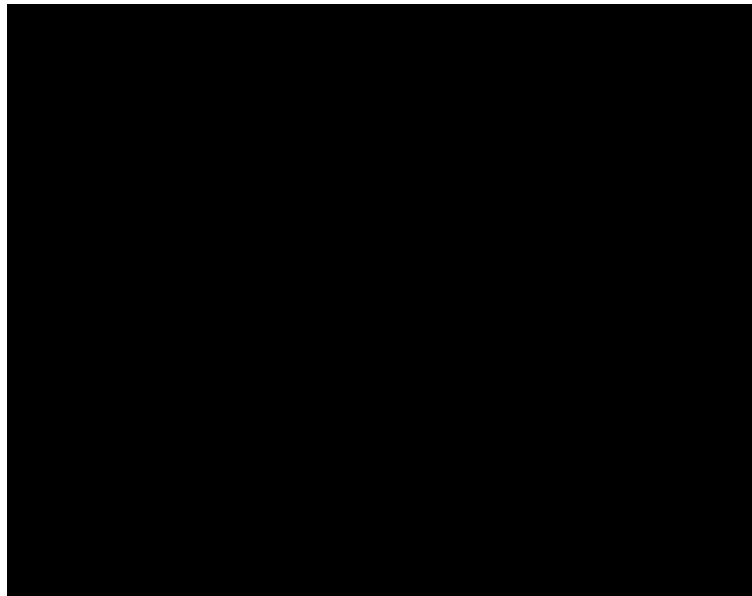
- a. This will auto-populate the driver (RO) and vehicle information.



3. Click on the [REDACTED]



4. Enter in the necessary information from the CHP180:



5. You must enter the case number in the [REDACTED]" field and a related citation in the [REDACTED]

- a. This is a mandatory field.
- b. If there is no citation, you will re-enter the incident number, otherwise the system will not allow you to complete the [REDACTED] field.
- c. Click on [REDACTED]

## **TELETYPES PRINTING PROCEDURES**

1. Records will be printing it out and they DO NOT (need the originals).
  - a. To find teletypes that need to be printed out. [REDACTED]
  - b. To save the Teletypes that were printed out. [REDACTED]
    - i. These should be saved and labeled with the date of the teletypes plus time printed.

**\*\*These will be purged every two weeks.\*\***

2. Anything left needs to be sent via interoffice mail to Records. This would be things like, 10851 Locate (Green Sheet), Missing/601 Hard Card when there has been a locate/return, the Records portion of EPO's, etc. (NO CLETS related pages need to be sent – they will be printed by records).

### **EPO's:**

1. EPO's turned into fresh paper need to be scanned and emailed to "Dispatch" so entry can be made.
2. The original will be interoffice to Dispatch until served.
3. Once served or expired will send original to Records to be filed with report.
  - a. For Last Day In Custody Dispatch can scan so package can go to the District Attorney.

**\*\*The interoffice mail is picked up at [REDACTED] at the VECC.\*\***

**SAFETY MEASURES**  
**&**  
**VISITORS PASS**

Visitors shall be escorted through secured areas:

 **VISALIA POLICE DEPARTMENT**  
Memo No. 60, 2017

DATE: September 18, 2017

TO: All Police Department Personnel

SUBJECT: Safety Measures

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

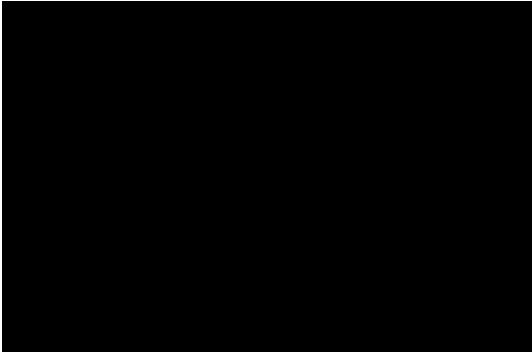
[REDACTED]

[REDACTED]

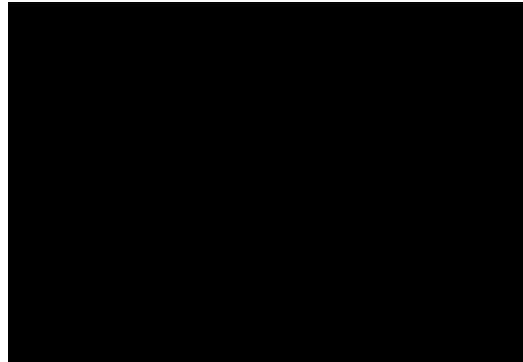
[REDACTED]

- [REDACTED]

Example of a Valid Pass



Example of an Invalid/Expired Pass



**\*\*Additionally, the Department shall require all individuals not in an approved uniform or not wearing a City of Visalia Police Department identification card, to obtain a temporary visitor sticker from personnel at the front counter of Headquarters. This will include City of Visalia staff, City Council members, retirees, volunteers, vendors, witnesses, and suspects in the secured office area only. This procedure should be followed regardless if the individual is known to every employee.\*\***



# ELECTRONIC AMENDMENT

## Electronic Amendments Instructions:

1. The different amendments can be found here:
  - [REDACTED]
  - [REDACTED]
  - Select the Amendment you need for the court your needing to send it to. The ones available are **Traffic Court, Superior Court, Visalia Police Department Fix-it** or the **Blank** one for Out of County Warrants so you can fill in the address of the court your sending it to.
2. These amendments are filled out exactly like the hand written carbon copied ones that we previously used.
  - a. Make sure when filling it out you'll need to reject the report to the officer in Spillman and note that they'll have to come into HQ to sign the electronic amendment. They can then fill in what they have to correct and sign and date the bottom of the amendment where it says officer's signature. Email Officer if report is in somebody's Spillman Inbox.
  - b. You would type your name on the section that has the Visalia Police Department address and Defendant's address since you're the one that's processing the amendment.
  - c. The only difference is that after the information is typed in, you'll need to make:
 

**2 additional copies:** of the paper to be distributed:

    - Original: Goes to the court with the citation or goes with the fix-it citation in the bin.
    - 1 copy: Gets mailed to Defendant.
    - 1 copy: Gets case number written on the top right corner a stamped, then scanned into the report if there's a report number. If there's no report number it gets scanned into the Citation number under the Citation Table.
      - If for some reason the citation was never entered there's a folder on the [REDACTED] labeled. [REDACTED] " and the amendment can be placed in there.
      - Make appropriate Changes in Crossroads/Spillman.
3. The highlighted boxes are the only ones that are able to be edited. There's also a Clear Button at the top of the form to clear the form in case you need to use if for multiple.

## Handwritten:

- Pinks – make copy of front of amendment only if pink is illegible.
- Yellow – put in [REDACTED] in [REDACTED].
- White – mail to customer, scan into law incident files or ticket files if no case number.

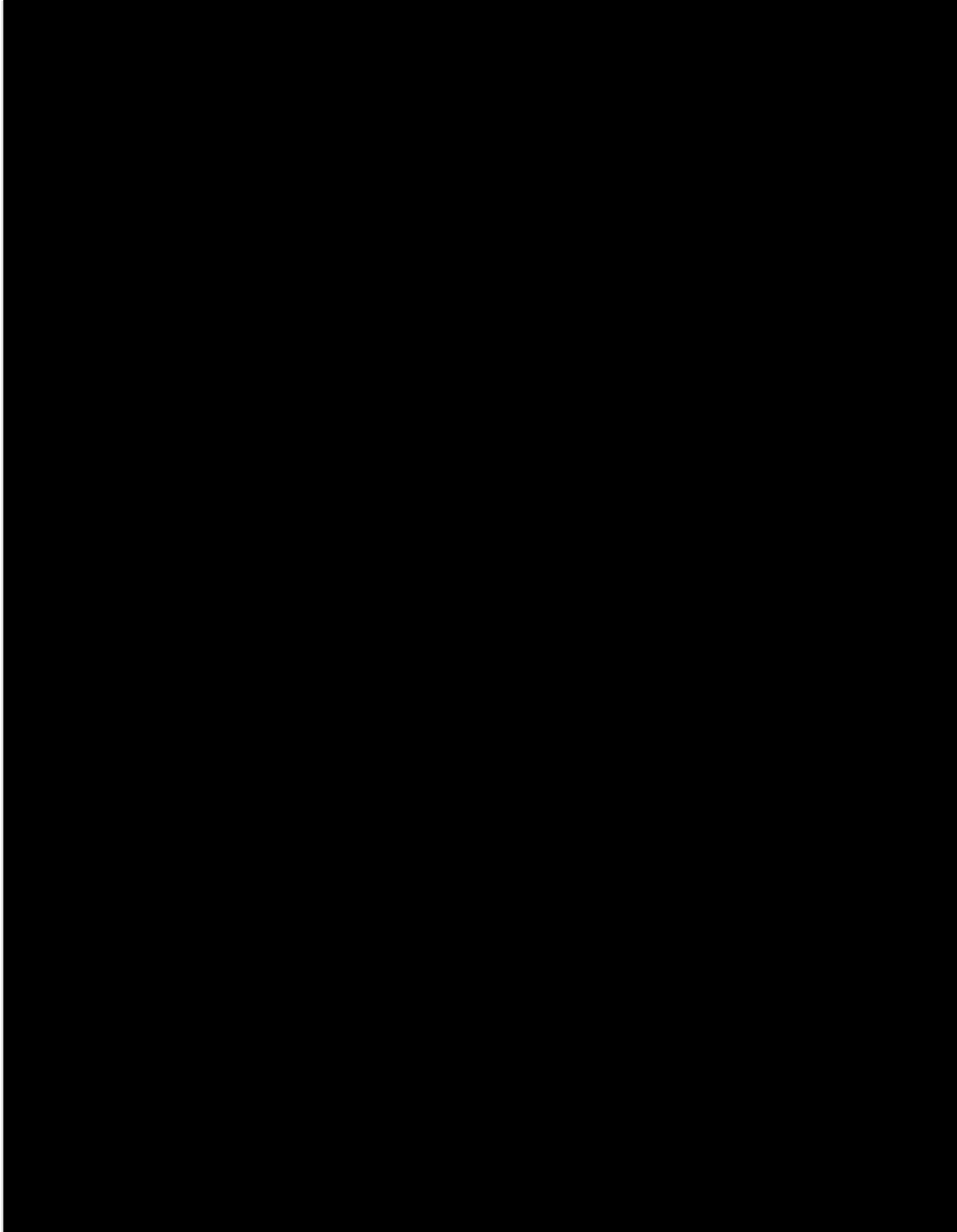
- Make sure to make necessary changes in Spillman and then approve the law incident number you rejected back to the officer.
- **NOTE** – Scan in any **returned** amendments/forwarded envelopes into the Citation Table if the ticket doesn't have a case number. If it has case number, scan it into law incident.

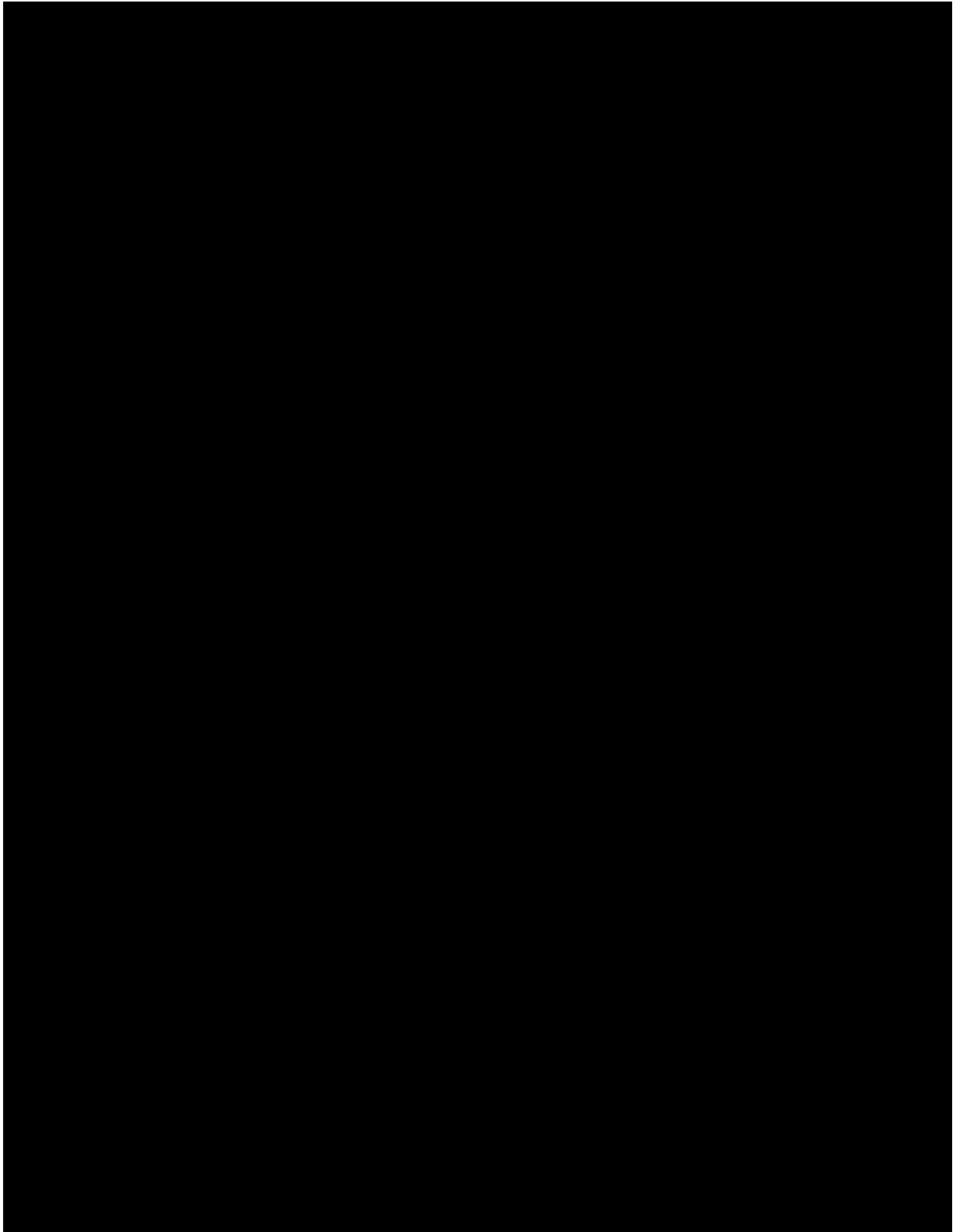
Autocite/Electronic:

- If it is an amendment for an autocite ticket, make sure the officer signed it and then make two copies of it.
- Make the correction in Crossroads/Spillman.
- Send one copy to the person who got the ticket, put one copy in the [REDACTED] then attach the last one with the ticket.

\*Feel free to save copies onto your [REDACTED] for your own use if you want to save them in the future.  
See a copy of the amendment on the next page.

**\*\*DO NOT SAVE IF USING THE ORIGINAL ON THE [REDACTED]\*\***





## FRONT COUNTER COMMON DUTIES

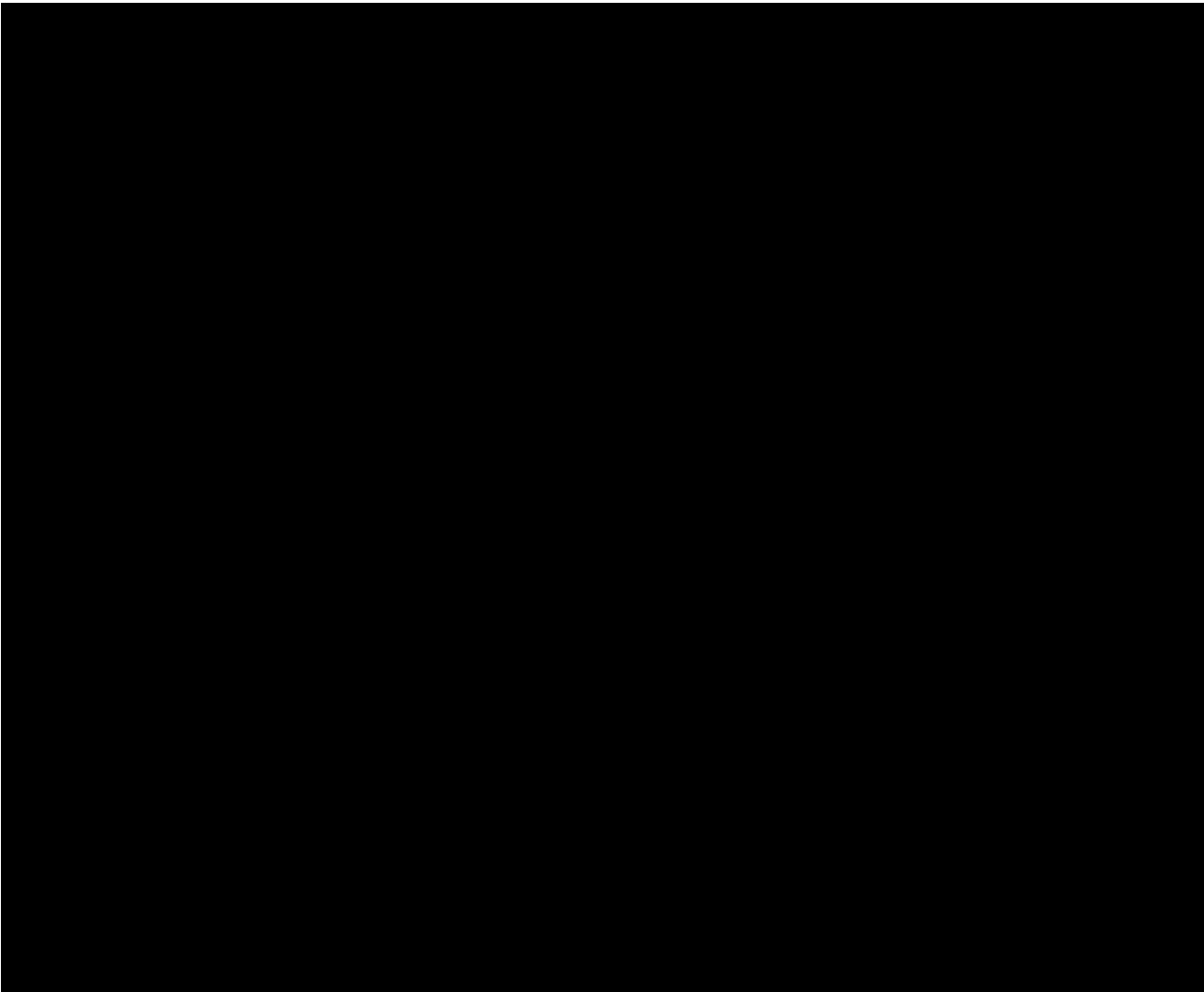
### FEES 2019:

\$15.00	Burglar Alarm Permit
\$15.00	Annual Permit Renewal
\$4.00	Replace Permit or Validation Sticker
\$140.00	Stored or Impounded Vehicle Release
\$40.00	Parking Citations
\$325.00	Handicapped Citation
\$10.00	Traffic Accident
\$13.00	Local Criminal History Records Check
\$8.00	CD - Containing Photos
\$275.00	Non-Sworn – Civil Subpoena
\$275.00	Sworn – Civil Subpoena
\$14.00	Finger Printing - Live Scan
\$14.00 + tax	Finger Printing - Hard Card
\$20.00	Gun Dealer Permit
\$20.00	Taxi Cab Driver Permit
\$16.50	Fix It Ticket

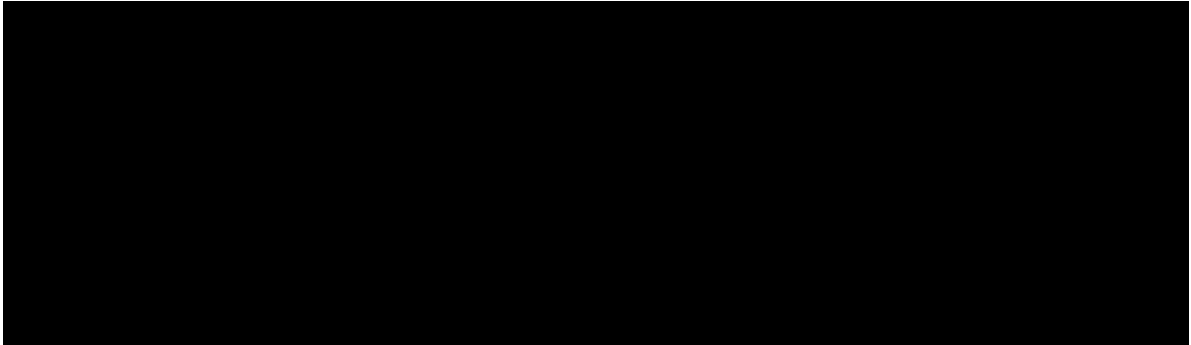
**VEHICLE RELEASES:**

Stored and Impounded Vehicles:

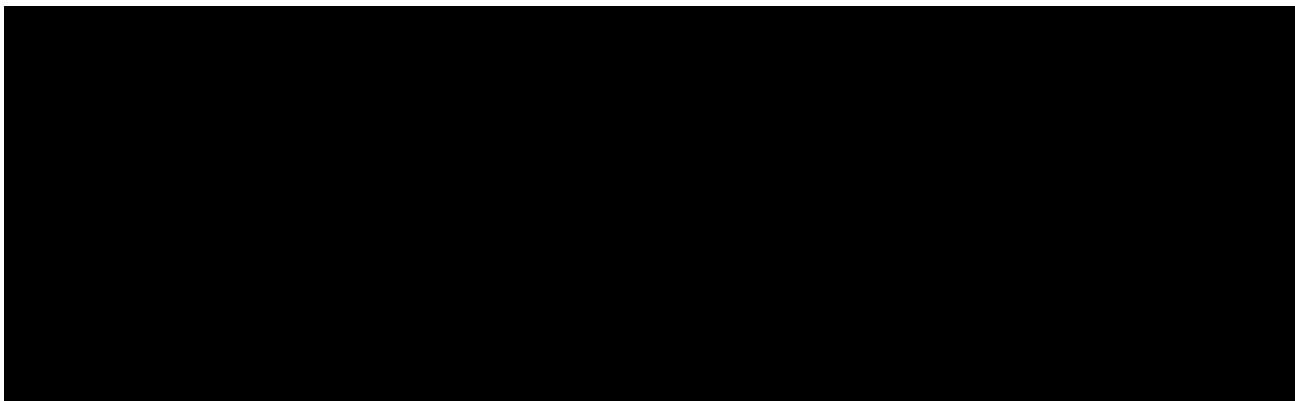
1. If a customer needs a vehicle release, you can locate the details of the tow in Spillman under the [REDACTED]
2. The fields commonly used for searching are the R/O's last name, the driver's last name, license plate number, incident number, or citation number in the [REDACTED].
3. Any field is searchable.



4. Towards the bottom of the screen under [REDACTED] you should see where the vehicle was towed and the storage authority used.
  - a. You will also be able to see if there are any holds on the vehicle (i.e. evidence hold).




5. If you need to view a hard copy of the CHP180 it should be able to pull up the Law
6. Incident and it will be under [REDACTED] click once and the [REDACTED] will come up.



7. You should be able to click on the attachment labeled CHP180 and the image of the CHP180 will come up.
8. The vehicle can only be released to the R/O.
9. If the R/O is present you will make copies of the documents listed below:
  - ▶ Pink Slip (If the registration is current on the vehicle) or current registration. If paper registration is not current that has an expired date of registration ask Traffic Desk to verify current registration before releasing vehicle.
  - ▶ If cited for 4000(a) CVC, only use a current registration or an incomplete registration with paid fees to release the vehicle.
    - It will also require a 1 day moving permit for the day being released from tow company.
    - If the registration is showing incomplete Do Not use a pink slip.
10. If the R/O has the pink slip signed over to them they will need to go to the DMV to complete transfer.
11. If the R/O wishes to have someone who is not on the registration to pick up the vehicle release they must have a letter notarized from the R/O giving permission to a specific person.
  - ▶ The authorized person will need to have notarized letter, vehicle registration, their valid driver's license, and the fees for the vehicle release.

- ▶ The individual must have a valid driver's license, identification card, passport, or an immigration card. If no valid license, the individual must have a licensed driver with them.
- ▶ The individual presenting their license must present the actual license so a copy can be made and attached to the release paperwork.

#### DUI Arrest Vehicle Release:

1. The officer has taken their license and given them a copy of the pink Admin per se form to show they have a temporary license at the time of the arrest for DUI.
2. This form must be in their possession along with using their driver's license from DUI Admin per se being sent to the DMV.
3. 
4. The picture will be used for verification.
5. If person doesn't have the pink paper (Admin per se form) they will need to go get that, as it's an infraction to drive a vehicle without your license in your possession.
6. If for some reason they lost it we have to make a copy of the original for them.
  - ▶ The person will be given a copy of what the officer gave them for their temporary license.
  - ▶ When releasing, make a copy of the top half of the pink paper along with a copy of the CDL on the bottom for verification purposed when it goes to file.

#### Normal Business Hours:

Fees: \$140.00 for Stored  
 \$140.00 for Impounds  
 \$0.00 for Grant / Recovered

(payable only by cash, cashier's check, money order or credit card  
 NO PERSONAL CHECKS)

\*exact amount in cash is needed when a vehicle is being released by a sergeant

#### Rental Company (as RO):

1. As of 11/17/04 Administrative fees are charged to a Rental Company if they are the registered owner and the bank is the legal owner, treat them just like anyone else that is a registered owner of a vehicle.
2. If the rental company is the registered owner and the legal owner then we won't charge them our administrative fees, they have to show up as the legal owner also.

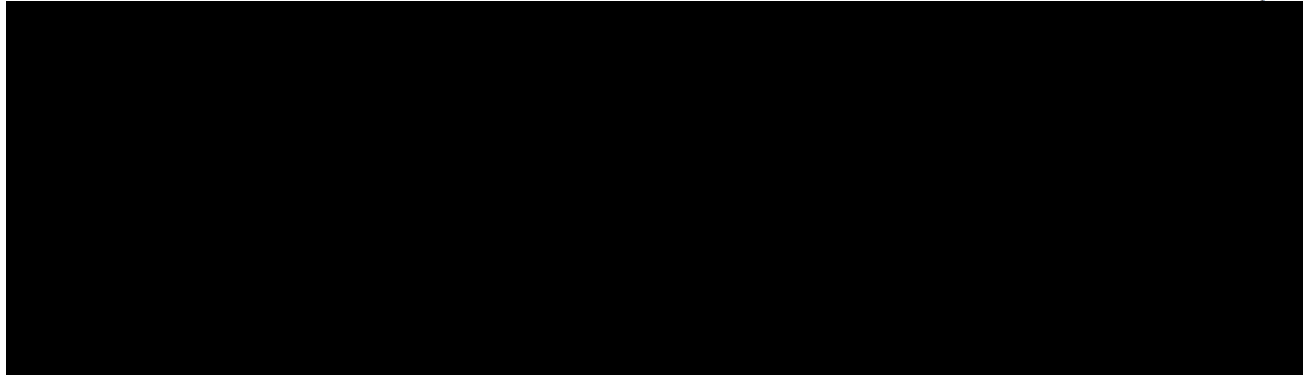
#### Vehicle Release Form:

1. Vehicle release form at the front counter.
  - ▶ Making sure to notate any special conditions on the top of the form:
    - i. Licensed Driver's name if different from R/O
    - ii. Early Release OK.
    - iii. Tow only.
    - iv. Flat Bed Tow Only, etc.
2. Have the customer sign the bottom and then give them the pink copy with their register receipt for their records and the yellow copy for the tow company.

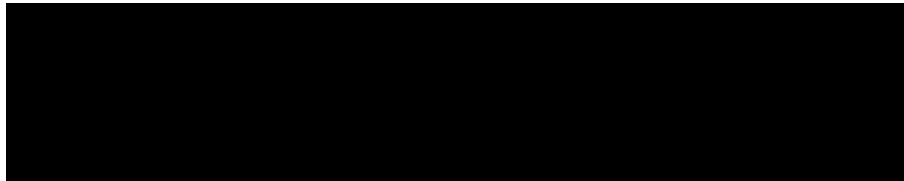


Spillman Entry for Released Vehicle:

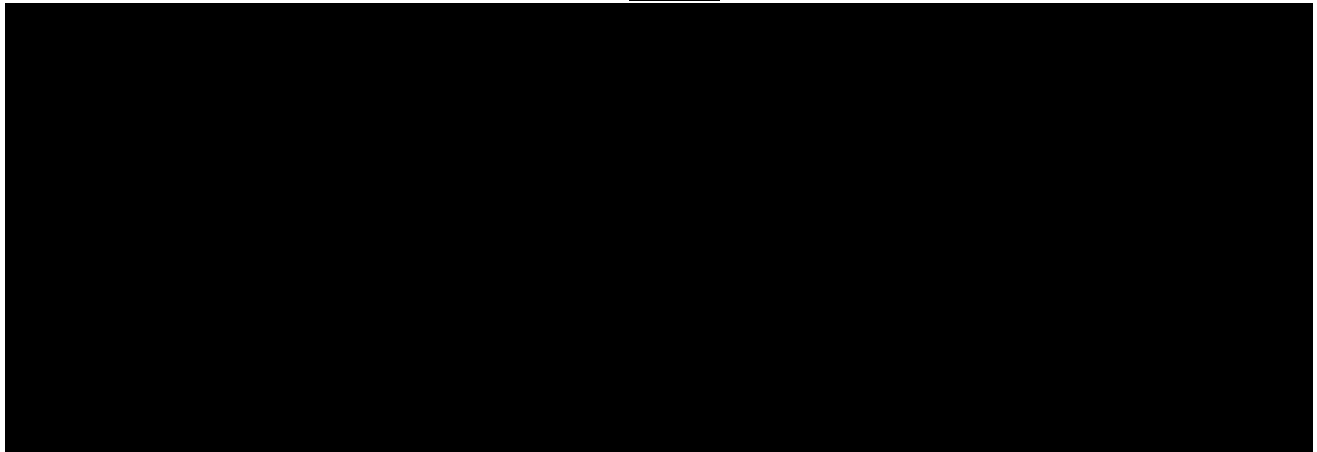
1. Log who you released the vehicle to under the [REDACTED] under the [REDACTED] screen:



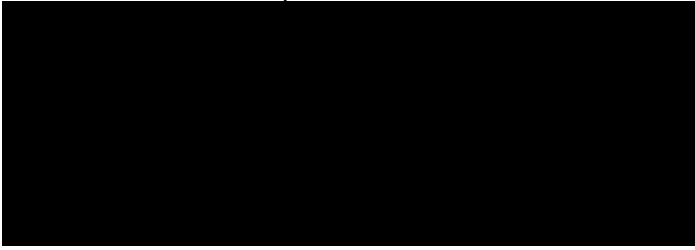
2. In the [REDACTED]




3. Fill in information who the vehicle was released to.
4. Scan the white copy of the vehicle release form along with the accompanying documents on your computer, then go to [REDACTED] screen under the Law Incident:



5. Click on Import Files.



6. Scan vehicle release paperwork.
7. Click and hold.
8. Drop into the above screen.
9. 

This will add scanned document to Law Incident attachments.

#### **RECOVERED / GRANT VEHICLES:**

Same procedure for releasing stored/impounded vehicles, except NO FEES.

#### **REPOSSESSION VEHICLE RELEASE:**

Vehicles that are repossessed by the L/O, no fees are charged.

1. Repossessions are usually released to Legal Owner only or Repossession Company on their behalf and they must have ALL appropriate paperwork prior to vehicle release.
2. Title or Registration (the DMV renewal or contract can be used if within three months from the date of sale).
3. Certificate of Repossession (form from DMV) or paperwork of Legal Owner showing R/O is delinquent on payments.
4. Current Driver's License (and Repossession's License for Repo Companies.)
5. Make copies.
6. If the L/O is an agency, the person coming in to obtain the vehicle needs a business card or proof that they work for the company (like a letter on the company letterhead).
7. A letter holding the Visalia Police Department harmless of said vehicle.

#### **REPOSSESSION VEHICLE RELEASE – 30 DAY HOLD:**

1. If the vehicle was impounded and it cannot be released to the R/O for several days (i.e., impounded 7/01/00 cannot be released until 8/01/00 but the L/O comes in early to obtain the vehicle) the L/O must sign our Stipulated Vehicle Release Form.
2. Fill in the vehicle information i.e. year, make, model, and license plate number.
3. Fill in the date the vehicle is to be released (this is usually written at the top of the form #180).
4. Sign and date the bottom and have the L/O sign as well.
  - ▶ This form states that the L/O will not release the vehicle to the R/O before the date specified.
  - ▶ L/O does not get a copy of this form. Write release date on top of the vehicle release form.

**REPOSSESSIONS FEES:**

1. Individuals who have repossessed vehicles are sent in to pay a repossession fee.
2. They take their receipt to the bank, etc. (the bank the vehicle is financed with).
  - ▶ Repossession fees are \$15.00.
3. No duplicate receipt or case # is required.
4. For reason of non-payment, **do not accept a check.** Payment can be made with CASH, MONEY ORDER or CREDIT CARD.

**REPOSSESSION RECEIPT:**

## Civilian:

1. To add a repossession fee you would click on the blue drop down arrow.
2. Select the repossession fee that has the \$15.00 value next to it.
3. After selecting it, it gets added to the receipt.
4. Press the green "Save & Print" button to print the receipt.
5. Only 1 receipt needed.
  - ▶ The printed receipt is given to the individual and the transaction is complete.
  - ▶ Instruct the individual to take the receipt to their finance company (no additional paperwork is required).

## Bank:

1. If you receive a check from a business in regards to our collection of the repossession fee, it is ok to accept it in lieu of the normal \$15.00 cash.
2. When these are received by mail they usually ask to have a receipt mailed back to them. Staple the receipt to the top left of their original letter sent.
3. Send it back to them in a City of Visalia envelope.

**JAIL CREDIT CARDS:**

Information in regards to the jail credit cards that suspects are given after they are released.

- ▶ Per a deputy at the jail, the passcode is [redacted] and then the [redacted] on the back of the card.
- ▶ If the person uses the wrong passcode, they will automatically be charged a \$3.95 fee.
- ▶ These can be used any ATM with the STAR logo:

**RESTRAINING ORDERS/TEMPORARY RESTRAINING ORDERS:**

1. Upon receiving the restraining orders at the front counter and/or via the mail.
  - ▶ Date and time stamp them when they come in.
  - ▶ Check to make sure there is:
    - ▶ DOB and/or age of the suspect as this is needed by dispatch for entry.
    - ▶ Fax to Dispatch for entry as soon as possible.

## Substations:

2. Upon receiving the restraining orders at the front counter and/or via the mail.
  - ▶ Date and time stamp them when they come in.
  - ▶ Check to make sure there is:

- ▶ DOB and/or age of the suspect as this is needed by dispatch for entry.
- ▶ Fax to Dispatch for entry as soon as possible.

They will retain a copy of the restraining order for 30 days at the substation.

**ALARM PERMITS:**

New:

1. New applications for \$15.00 and renewals are both \$15.00.
  - ▶ Stickers will be mailed to the applicants in approximately 6-8 weeks.
  - ▶ Applications are located on the wall in the lobby.
2. Ensure the application is filled out correctly with all information needed.
3. Sign on to the cash register using your department ID # and password and follow register instructions to complete transaction.
4. If it is a new application, do NOT give them a sticker.
5. Forward the new application to Alarm Officer.

Renewal:

1. If customer is renewing their alarm permit, you can give them their new sticker if Alarm Officer has provided them.
2. Forward all renewals to Alarm Officer with Paid/Sticker written on the top right corner.

Alarm payments:

1. Make sure to check amount on the bottom of the bill and put permit number in the attribute field when generating the receipt.

**ALARM DECALS:**

1. Decals are \$4.00.
2. The decal holds the current year permit sticker.
3. These are processed under miscellaneous on the register.

**CHECK ACCEPTANCE REMINDER:**

1. Please compare the amounts when accepting a check to be sure they match.
  - ▶ If the customer is present during the transaction, please ask the check writer to correct, or rewrite the check.
  - ▶ Corrections must be initialed by the check writer.
    - If a check was received by mail and the amounts differ please call finance as to how to handle the check.
2. Ask for the customer's current ID.
3. Copy their driver's license number.
4. Expiration date.

Drivers License # (CDL)	License Expiration
Phone #	Payment Reference

5. Phone number.
6. Attribute number onto the check in the following format:











[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted text block]

[Redacted text block]

[Redacted text line]

19. Make sure to select the correct printer. Click on Print.

[Redacted text block]

[Redacted text block]

**MILITARY BACKGROUND CHECKS:**

Can use or quote code "5USC 9101" in order for us to have to provide the reports to them and perform the background checks.

"5USC9101"

(a) As used in this section:

(1) The term "[criminal justice agency](#)" means (A) any Federal, [State](#), or [local](#) court, and (B) any Federal, [State](#), or [local](#) agency, or any subunit thereof, which performs the administration of criminal justice pursuant to a statute or Executive order, and which allocates a substantial part of its annual budget to the administration of criminal justice.

(2) The term "[criminal history record information](#)" means information collected by criminal justice agencies on individuals consisting of identifiable descriptions and notations of arrests, indictments, informations, or other formal criminal charges, and any disposition arising therefrom, sentencing, correction supervision, and release. The term does not include identification information such as fingerprint records to the extent that such information does not indicate involvement of the individual in the criminal justice system. The term includes those records of a [State](#) or [locality](#) sealed pursuant to law if such records are accessible by [State](#) and [local](#) criminal justice agencies for the purpose of conducting background checks.

(3) The term "[classified information](#)" means information or material designated pursuant to the provisions of a statute or Executive order as requiring protection against unauthorized disclosure for reasons of national security.

(4) The term "[State](#)" means any of the several [States](#), the District of Columbia, the Commonwealth of Puerto Rico, the Commonwealth of the Northern Mariana Islands, Guam, the Virgin Islands, American Samoa, and any other territory or possession of the United States.

(5) The term "[local](#)" and "[locality](#)" means any [local](#) government authority or agency or component thereof within a [State](#) having jurisdiction over matters at a county, municipal, or other [local](#) government level.

(6) The term "[covered agency](#)" means any of the following:

(A) The Department of Defense.

(B) The Department of State.

(C) The Department of Transportation.

(D) The Office of Personnel Management.

(E) The Central Intelligence Agency.

(F) The Federal Bureau of Investigation.

(G) The Department of Homeland Security.

(H) The Office of the Director of National Intelligence.

(I) An [Executive agency](#) that—

(i) is authorized to conduct background investigations under a Federal statute; or

(ii) is delegated authority to conduct background investigations in accordance with procedures established by the [Security Executive Agent](#) or the [Suitability Executive Agent](#) under subsection (b) or (c)(iv) of section 2.3 of [Executive Order 13467 \(73 Fed. Reg. 38103\)](#), or any successor thereto.

(J) A contractor that conducts a background investigation on behalf of an agency described in subparagraphs (A) through (I).

(7) The terms "[Security Executive Agent](#)" and "[Suitability Executive Agent](#)" mean the [Security Executive Agent](#) and the [Suitability Executive Agent](#), respectively, established under [Executive Order 13467 \(73 Fed. Reg. 38103\)](#), or any successor thereto.

(b) (1) Upon request by a [covered agency](#), criminal justice agencies shall make available all [criminal history record information](#) regarding individuals under investigation by that [covered agency](#), in accordance with Federal Investigative Standards jointly promulgated by the [Suitability Executive Agent](#) and [Security Executive Agent](#), for the purpose of—

(A) determining eligibility for—

(i) access to [classified information](#);

(ii) assignment to or retention in sensitive national security duties or [positions](#);

(iii) acceptance or retention in the [armed forces](#); or

(iv) appointment, retention, or assignment to a [position](#) of public trust while either employed by the Government or performing a Government contract; or

(B) conducting a basic suitability or fitness assessment for Federal or contractor [employees](#), using Federal Investigative Standards jointly promulgated by the [Security Executive Agent](#) and the [Suitability Executive Agent](#) in accordance with—

(i) [Executive Order 13467 \(73 Fed. Reg. 38103\)](#), or any successor thereto; and

(ii) the Office of Management and Budget Memorandum "Assignment of Functions Relating to Coverage of Contractor [Employee](#) Fitness in the Federal Investigative Standards", dated December 6, 2012;

(C) credentialing under the Homeland Security Presidential Directive 12 (dated August 27, 2004); and

(D) Federal Aviation Administration checks required under—

- (i) the Federal Aviation Administration Drug Enforcement Assistance Act of 1988 (subtitle E of title VII of [Public Law 100-690](#); [102 Stat. 4424](#)) and the amendments [made](#) by that Act; or
- (ii) [section 44710 of title 49](#).
- (2) (A) A [State](#) central criminal history record depository shall allow a [covered agency](#) to conduct both biometric and biographic searches of [criminal history record information](#).
- (B) Nothing in subparagraph (A) shall be construed to prohibit the Federal Bureau of Investigation from requiring a request for [criminal history record information](#) to be accompanied by the fingerprints of the individual who is the subject of the request.
- (3) Fees, if any, charged for providing [criminal history record information](#) pursuant to this subsection shall not exceed the reasonable cost of providing such information.
- (4) This subsection shall apply notwithstanding any other provision of law or regulation of any [State](#) or of any [locality](#) within a [State](#), or any other law of the United [States](#).
- (c) A [covered agency](#) shall not obtain [criminal history record information](#) pursuant to this section unless it has received written consent from the individual under investigation for the release of such information for the purposes set forth in paragraph (b)(1).
- (d) [Criminal history record information](#) received under this section shall be disclosed or used only for the purposes set forth in paragraph (b)(1) or for national security or criminal justice purposes authorized by law, and such information shall be [made](#) available to the individual who is the subject of such information upon request.
- (e) (1)  
Automated information delivery systems shall be used to provide [criminal history record information](#) to a [covered agency](#) under subsection (b) whenever available.
- (2) Fees, if any, charged for automated access through such systems may not exceed the reasonable cost of providing such access.
- (3) The [criminal justice agency](#) providing the [criminal history record information](#) through such systems may not limit disclosure on the basis that the repository is accessed from outside the [State](#).
- (4) Information provided through such systems shall be the full and complete criminal history record.
- (5) Criminal justice agencies shall accept and respond to requests for [criminal history record information](#) through such systems with printed or photocopied records when requested.
- (6) If a [criminal justice agency](#) is able to provide the same information through more than 1 system described in paragraph (1), a [covered agency](#) may request information under subsection (b) from the [criminal justice agency](#), and require the [criminal justice agency](#) to provide the information, using the system that is most cost-effective for the Federal Government.
- (f) The authority provided under this section with respect to the Department of State may be exercised only so long as the Department of State continues to extend to its [employees](#) and applicants for [employment](#), at a minimum, those procedural safeguards provided for as part of the security clearance process that were [made](#) available, as of May 1, 1987, pursuant to section 163.4 of volume 3 of the Foreign Affairs Manual.
- (g) Upon request by a [covered agency](#) and in accordance with the applicable provisions of this section, the Deputy Assistant Secretary of [State](#) for Overseas Citizens Services shall make available [criminal history record information](#) collected by the Deputy Assistant Secretary with respect to an individual who is under investigation by the [covered agency](#) regarding any interaction of the individual with a law enforcement agency or intelligence agency of a foreign country.
- (h) If a contractor described in subsection (a)(6)(J) uses an automated information delivery system to request [criminal history record information](#), the contractor shall comply with any necessary security requirements for access to that system.
- (i) The Suitability and Security Clearance Performance Accountability Council established under [Executive Order 13467 \(73 Fed. Reg. 38103\)](#), or any successor thereto, shall submit to the Committee on Armed Services, the Committee on Homeland Security and Governmental Affairs, the Committee on Appropriations, and the Select Committee on Intelligence of the Senate, and the Committee on Armed Services, the Committee on Oversight and Government Reform, the Committee on Appropriations, and the Permanent Select Committee on Intelligence of the House of Representatives, an annual report that—
- (1) describes efforts of the Council to integrate Federal, [State](#), and [local](#) systems for sharing [criminal history record information](#);
- (2) analyzes the extent and effectiveness of Federal education programs regarding [criminal history record information](#);
- (3) provides an update on the implementation of best practices for sharing [criminal history record information](#), including ongoing limitations experienced by investigators working for or on behalf of a [covered agency](#) with respect to access to [State](#) and [local](#) [criminal history record information](#); and
- (4) provides a description of limitations on the sharing of information relevant to a background investigation, other than [criminal history record information](#), between—
- (A) investigators working for or on behalf of a [covered agency](#); and
- (B) [State](#) and [local](#) law enforcement agencies.

## CLEARANCES:

Names will need to be run:

- ▶ Spillman
- ▶ ICIS
  - Make sure there are no arrests person requesting Clearance.
- ▶ Remember to check the hard card file if they were born before 1964.

- ▶ Clearances such as *immigration* or *local records checks* should be paid for at the time the application is turned in.
- ▶ Clearances may also be mailed upon request.
- ▶ If no records are found make sure to stamp the “Clearance: sheet with the “No Adult Record on File” stamp and fill out the info.
- ▶ Have the person fill out the form.
- ▶ Make a copy of the completed form as well as the person’s ID or DL.
- ▶ File the copy in the [REDACTED] in the [REDACTED].

### **DO NOT PROCESS JUVENILE RECORDS CHECKS.**

#### **PARKING TICKETS:**

*Complus Data:*

Payments:

#### **Fasttrack Payments – These can be made in person, by mail or online.**

1. The address to pay in person or mail your payment into is:

Visalia Police Department  
303 S. Johnson St.  
Visalia, CA 93291

2. For an online payment follow the steps below:
  - a. Go to [www.parkingticketpayment.com/visalia/](http://www.parkingticketpayment.com/visalia/)
  - b. Select the blue box with the option “I would like to pay my parking tickets.”
  - c. Enter your ticket number starting with zeros before the letter on your ticket. For example: If your ticket number is M123456, you would enter “000M123456” as your ticket number to start your payment.
  - d. Select “California” for the state.
  - e. Then enter your license plate number as shown on your ticket. If you do not have this information, you will need to either pay in person or mail in your payment.
  - f. Click the **Green “Continue” Button**.
  - g. The next screen should show your State, License plate number, Number of Open Tickets, Original Fines and Subtotal (Prior to Service Fee).
  - h. You can now either click on the **Green “Continue” Button** to pay your ticket(s) or click the **Orange “View Tickets” Button** to view your tickets if you have more than one showing, or the **Red “Cancel” Button** to exit the system.
    - i. If you click the **Green “Continue” Button** you will now be asked to “Pay By Credit Card” for ALL outstanding tickets for that vehicle. If you want to do this, go ahead and click on that Green button and you will be charged for ALL tickets as well as the \$3.50 Service Fee Per Ticket.
    - ii. If you click the **Orange “View Tickets” Button** you will be taken to another screen and shown the amount of each ticket owed individually, but ALL outstanding tickets must be paid all at once if paying online.  
Note: There’s still a \$3.50 Service Fee Per Ticket.
  - i. Click the **“Pay By Credit Card” Button** and you’ll be taken to the next screen to add your credit card information. After entering this information you’ll click on the **Green “Continue” button** so that the credit card can be processed.

- j. You should then be directed to a confirmation screen and also emailed a confirmation of payment as well.

**Mail in Contestments:**

**Fasttrack Appeals – These can be made in person, by mail or online.**

1. The address to appeal your ticket in person or by mail is:

Visalia Police Department  
303 S. Johnson St.  
Visalia, CA 93291

2. For an online appeal follow the steps below:
  - a. Go to [www.parkingticketpayment.com/visalia/](http://www.parkingticketpayment.com/visalia/)
  - b. Select the blue box with the option “I would like to appeal parking tickets.”
  - c. Enter your ticket number starting with zeros before the letter on your ticket. For example: If your ticket number is M123456, you would enter “000M123456” as your ticket number to start your appeal.
  - d. Click on the **Green “Appeal My Ticket” Button.**
  - e. In the next screen it will show your ticket information and also have some boxes for you to enter the following required information:
    - i. Name
    - ii. Address
    - iii. City, State, Zip
    - iv. Email address
    - v. Phone number (no dashes)
    - vi. Appeal Explanation:
      1. Only 250 Characters allowed. If you go over your appeal will not be accepted. If you need more room, hand write a statement and upload it as an attachment. You’ll only need to then write “See Attachment” in the explanation.
    - vii. Click on the **Green “Continue” Button.**
  - f. You’re now at the next screen where you can upload any hand written statements, documents or photos for your appeal. You’re only able to upload a total of 3 files for your appeal. Once you’re done uploading your files you can click on the **Green “Complete Transaction” Button.**
  - g. You should now be taken to another screen stating your appeal has been received. Expect to wait approximately 4-6 weeks to hear a response by mail in regards to your appeal.

**Citezone DMV Abstracts**

1. Fill out DMV Abstracts by hand.
2. Given to the person.

**Civil Subpoenas – Only accepted at HQ:**

Civil subpoenas for “Officers” require a \$275.00 check made out to “City of Visalia”.

Civil subpoenas for “Civilian” employees are \$275.00.

Civil subpoenas for records is a \$15.00 deposit.

To enter Civil Subpoena into register:

1. Click on [REDACTED] and select [REDACTED] – [REDACTED] with the \$275.00.
2. After selecting it, it gets added to the receipt.
3. Case number.
4. Officer ID number.
5. Name needs to be added to the receipt in the attribute field.
6. If the subpoena is for records just change the amount from to \$15 and continue with same instructions as above.
  - ▶ Per Records Supervisor, do not cash check for civil subpoena for records.
  - ▶ Take the check and give it to Records Supervisor with the subpoena checklist.
7. Make (4) copies of the check/receipt. (5 copies if requesting “Officer/Records”.)
8. Make (3) copies of subpoena. (4 copies if requesting an “Officer and Records”.)
9. Attach a copy of the subpoena along with a copy of the “check/receipt” and forward to Visalia Police Department Personnel Analyst.
10. Attach a copy of the check/receipt and forward original subpoena info to Visalia Police Department District Attorney Liaison along with any additional paperwork given to you with the subpoena.
11. One copy of subpoena, check, and receipt will be needed for Finance.
  - ▶ (Do Not Staple per request from Finance.)
  - ▶ This will be attached to the paperwork that is taken to Finance with the deposit at the end of the week.
12. The last copy of subpoena, check, and receipt will be for our files that will be attached to our end of the week deposit information.

Records Requested:

1. One copy for records supervisor if records are requested.
  - ▶ Make sure to fill out the Subpoena Check List before providing a copy to the Records Supervisor if requesting records.

Cash Payment –

- ▶ *If paying with cash, write down the name of the Law firm serving the subpoena, the parties names involved in the subpoena and the requested officer’s name.*
- ▶ *Make 3 copies and distribute as you handled for the “check” payment method.*
- ▶ *Write information of parties involved on front counter calendar and distribute as above.)*

### **DUI Payments (Driving Under Influence):**

Payments are handled by Finance. Please send them to 707 W. Acequia, City Hall or phone 559-713-4378.

### **FIX-IT-TICKETS:**

1. Check to make sure it is not past the date on the bottom of the ticket.
2. Check to make sure all charges have been signed off by a Law Enforcement Officer.
  - ▶ (2 signatures for 2 violations, etc.)
3. Make sure it says “Visalia Police Department” on bottom of citation.
4. 16.50 Fix-it fee.
  - ▶ Run through register putting the citation number in the attribute field.

5. After collecting the fee, pull up the [REDACTED] log on [REDACTED].
6. Enter required information.
7. Match up with the original in ticket box and file behind "Paid" divider in ticket box.
  - ▶ If pending the original place a post-it note on the citation with the date, initials, and file in the pending divider.

**Substation:**

1. Payments received at the substations will be logged in [REDACTED].
2. Email sent to [REDACTED] including:
  - ▶ Citation number.
  - ▶ Person's name on citation.
  - ▶ Issued date.
3. Ticket forwarded to Headquarters.

*If customer doesn't have ticket:*

1. Original ticket gets signed off by Duty Officer.
2. Write "original" on top of the ticket.
3. File.
4. When logging ticket make sure to notate that it's the original ticket.

**RELEASING TA REPORTS:**

T/A's are confidential and only released to the following per 20012 CVC:

- ▶ Person involved in accident or their next of kin(i.e. husband/wife)  
Vehicle registered/legal owner.
- ▶ Damaged property owner.
- ▶ Parents of juveniles involved in the TA.
- ▶ Insurance companies representing involved party (Driver, passenger, etc.).
- ▶ Attorney representing involved party (Driver, passenger, etc.)

*CAD Only TA – Do not redact anything per 20012 CVC:*

Complete "Application for release of Traffic Collision/Crime Information" form including the following information.

Have the Customer fill each area in:

- ▶ Current Date.
- ▶ Incident Number.
- ▶ Date.
- ▶ Location of occurrence.
- ▶ Name of Driver/Owner/Victim.
- ▶ Name of Applicant or Agency.
- ▶ Applicant's Address.
- ▶ Phone number.
- ▶ City, State, Zip.
- ▶ Check off Party of Interest:
  - Victim/Person Involved.
  - Authorized Representative.
  - Other party of interest.
  - Attorney.
  - Representative of Insurance Company.
- ▶ I am or I represent (in certification).



- ▶ Sign at the bottom (Approved for Release by).

Entitled Citizen:

- ▶ Has the opportunity to view the report without purchasing it.
  - If they do so, you can print it out and write “review only” on the controlled document stamp and then check the “reviewed only” box on the report request form instead of “copy obtained.”
  - When they are finished reviewing the report, you can shred it.
  - If they decide afterwards that they want to purchase it, you can print them a new copy and write their name on the controlled document stamp.
  - Mark the “reviewed only” box instead “copy obtained”.
- ▶ If citizen come in and requests the other party’s’ information, you may give them this information despite the report not being signed off.
  - You will not release a copy of the report or any information regarding the narrative prior to it being signed off.

**(Superintendents must provide a signed letter on their letterhead for a school representative to give permission to pick up a report.)**

Questions for Release:

- We must obtain the following prior to release processing the release of report:
  - A letter requesting a copy.
  - A check or money order for the amount of the report (\$10.00 for T/A).
  - A copy of their driver’s license.

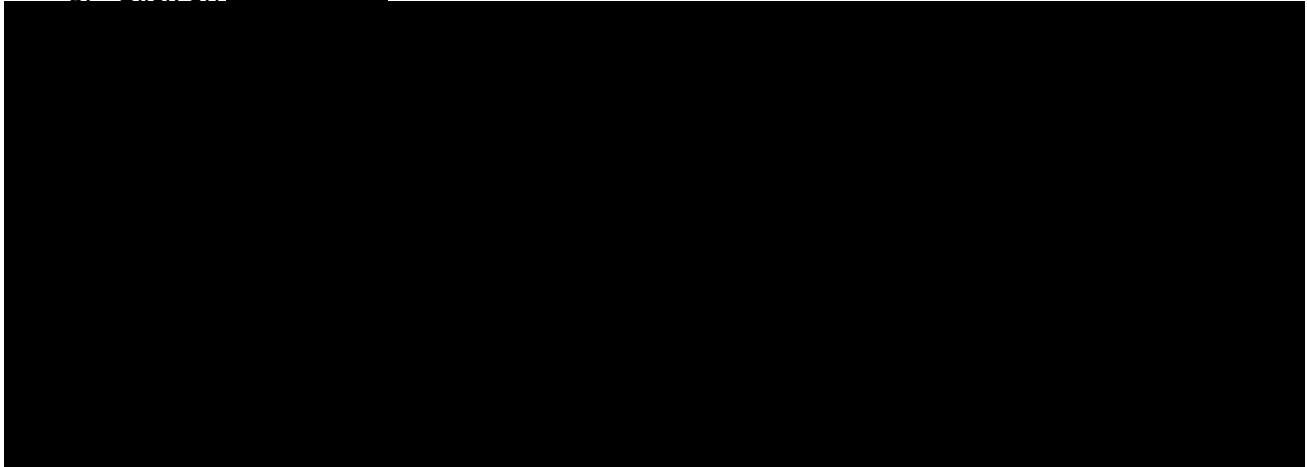
**\*\*If release of a report is questionable, contact the Records Supervisor or Lead. These must be given to Records Supervisor or Lead immediately after request has been accepted. Have 10 working days to respond.\*\***

Upon releasing reports:

1. Be sure to initial and place your “T” number on the bottom of the release/request form (right hand side) so we can identify the person releasing the report.
2. Scan the report request form in the computer then find the appropriate incident number in Spillman in the XXXXXXXXXX



3. Click on [REDACTED]



4. Scan report request paperwork.
5. Click, hold then drop into the above screen.
6. Click [REDACTED].
  - ▶ This will add scanned document to [REDACTED] attachments.

#### **AOA CHP TRAFFIC ACCIDENTS:**

On July 23, 2013 we received permission from [REDACTED] to sell CHP's reports that they took in our jurisdiction as an AOA for Visalia Police Department. These will be released according to the same procedures we follow for VPD traffic accident reports.

#### **Releasing Crime Reports:**

1. 10 cents for single sided or 20 cents for double sided.
2. Pull report and determine type of report.
3. Release is contingent upon 6254, et. al., of the Government Code.
  - ▶ There are several factors to consider prior to releasing report and if a situation is questionable, do not release; contact Record's Supervisor or Lead. We have 10 days before we have to respond to the request or deliver the report if deemed okay.

If going to release:

- ▶ Leave names – **No Juveniles**
- ▶ No suspect information
- ▶ All Personal information will be redacted.

#### **Investigation Status:**

- ▶ Open [REDACTED].

- ▶ Click on [REDACTED].
- ▶ Enter report number, i.e. 1112345 (no dashes).
- ▶ Delete the "A" from the status screen so that the system will search for both active and inactive reports.
- ▶ Press [REDACTED] to begin search.
- ▶ If nothing comes up, the case has not been assigned and contact the violent crimes sergeant or detective to determine the status of the case, i.e. investigation/charges pending, etc.
- ▶ If you do receive additional information on the status of the case on the computer.
  - Click on [REDACTED]
- ▶ This will locate the detective assigned to the case
- ▶ Narratives are not usually released to the public unless the case is closed or the suspect(s) names are unknown.
  - Investigative narratives are not required to be released per Govt. Code 6254f (3)(4).

**SPILLMAN:**

- ▶ If looking for case management in Spillman, go to [REDACTED] under the [REDACTED] [REDACTED].

- ▶ You can type in the incident number and then see who is assigned to the case.

- ▶ If you go down to the section [REDACTED]. You will check [REDACTED]

**\*\*The following reports are NOT RELEASED (Refer to Records Policy for additional information).\*\***

1. Sexual Abuses.
2. 5150's W&I.
3. Suicides.
4. Homicides.
5. Juvenile Reports (must obtain a court order through juvenile court judge).
  - ▶ Juvenile Justice Center  
11200 Ave 368  
Room 201, Dept. B.  
Visalia, CA 93291  
559-713-3157

6. Suspect information – unless needed for a restraining order. Ask Records Supervisor first.

Report determined to be released:

7. Fill out the application for release of traffic collision/crime information.
8. Businesses must provide a letter or a business card with the person's name and title before the report can be released.

**\*\*Follow the same instructions for a traffic accident released as stated above.\*\***

Another Agency Requests via Front Counter:

1. Please Ask to see their work ID when they come in (this is for everyone, even if you know the person) and get a business card if available to attach to request form.
2. Also, the requester will need to personally fill out the form requesting the record(s) and sign prior to releasing of any record.
3. Secondly, if another agency is requesting a report via the telephone, do not release until they have officially faxed a request on their department letterhead requesting the report.
4. Any exceptions to this procedure should be run by the Records Supervisor or Lieutenant of Professional Standards.

**ALL other agency reports should be stamped with “Confidential” stamp and “Not to be given to a third party” stamp on all 964 pages or Spillman’s Name Involvements.**

#### **PRINTING CAD CALLS - Spillman:**

When printing CAD Calls you'll now be using these steps so that the customer is getting their narrative and information from the actual CAD system.

1. Type the report number into the , example 12-34567
2. Then you'll click on the .

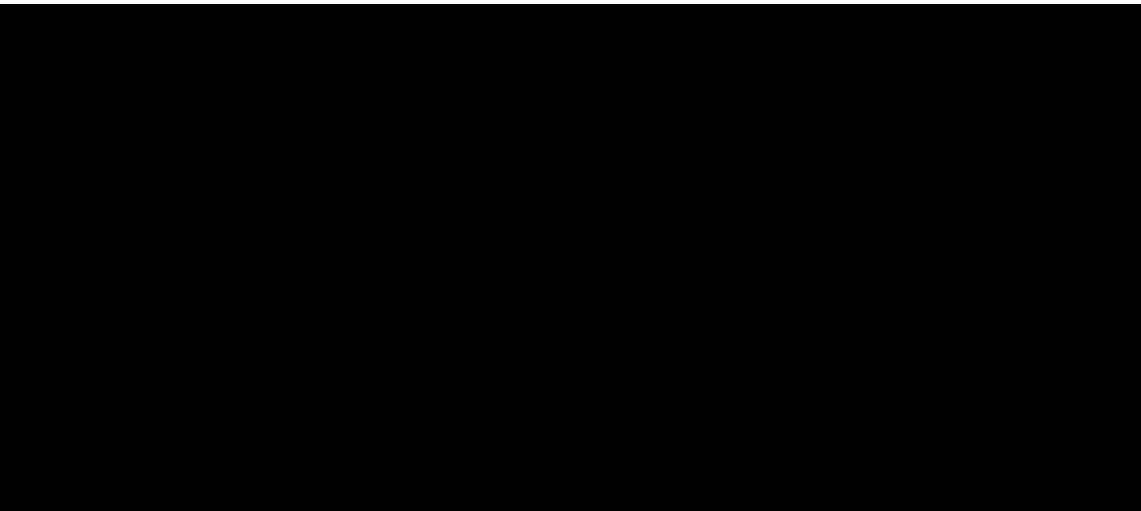
3. Once in the [redacted] you'll open the [redacted] (Initiating Call).



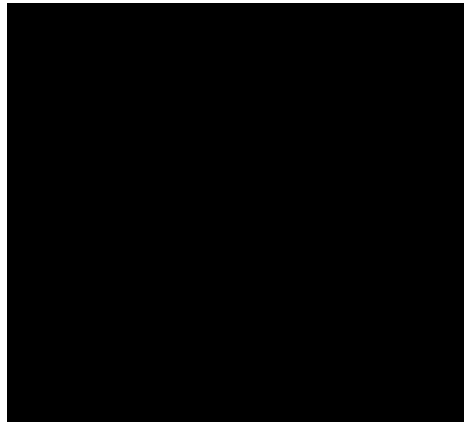
- 4. In this table you'll now click [redacted] on the top.
- 5. Select print.
- 6. Choose the "[redacted]" option.
- 7. Click [redacted]



- 8. Then click on the [redacted] button.
- 9. Click on the [redacted] button when it prompts you stating [redacted]



10. Preview of report should look something like the report below:



11. Print out only pages 1 & 2.

#### **DANCE/ASSEMBLY/PARADE/ABC PERMITS:**

When permits are turned in at the front counter please to be sure to do the following when accepting them:

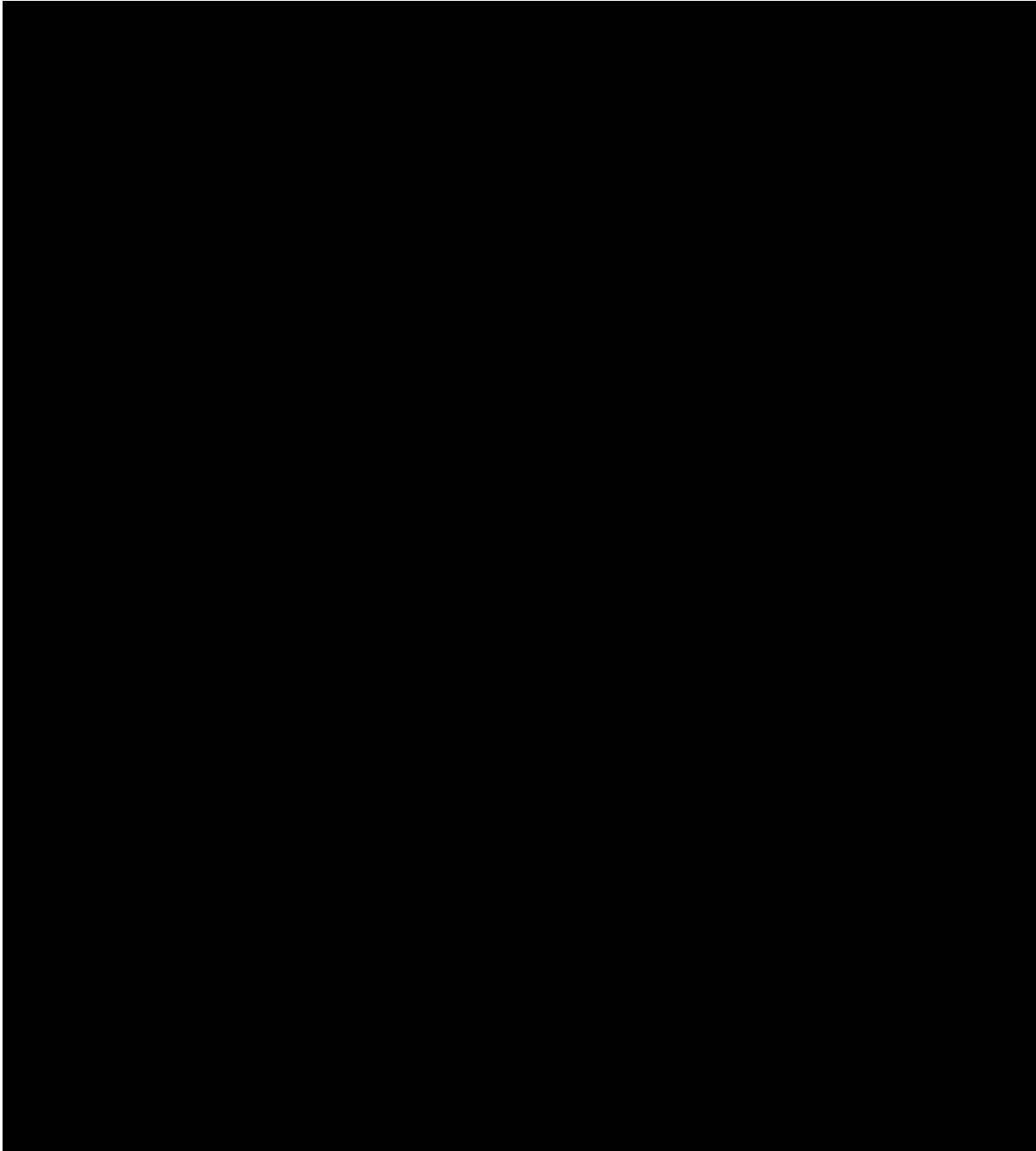
1. Review to be sure that all pertinent information is filled out (i.e. name, phone number, security guards, and the Security Company's information (this is only if security is required at the event), etc.
2. Date stamp when accepted.
3. Forward to Records & Warrants Desk. (if accepting at Headquarters).
4. Send to appropriate District Lieutenant according to location of event.

Note: For businesses who wish to have a weekly event, such as karaoke or dance, they need to contact Community Development at 713-4181, to obtain a Temporary Conditional use permit.

#### **MAIL MERGE LETTER INSTRUCTIONS:**

1. Go to start button and click on [REDACTED]
2. Click on [REDACTED]
3. Click on [REDACTED] folder.
4. Then click on the letter needed (vehicle recovery letter, abandoned vehicle letter, etc.)
5. Click yes. The letter will pop up.
6. With the letter on the screen, Click on [REDACTED] on the toolbar.
7. Click on [REDACTED] box will pop up. A mail merge box will come up. A mail merge recipient box will pop up.
8. Inside the box is a smaller box on the bottom left hand side that has [REDACTED] in it.
9. Click on that then click on [REDACTED]. You can delete the entry by clicking on the [REDACTED] button for each entry or you can also type over the information.
10. After all information is entered, it will automatically go to the next entry by tabbing over, when all entry is complete click on [REDACTED].
11. A window will pop up asking you if you want to update the recipient list.
12. Save the changes.
13. Click on [REDACTED].
14. Click [REDACTED] on the next window.
15. Click on the [REDACTED] button on large toolbar on top of page.
16. The [REDACTED] window will pop up. Click on [REDACTED]
17. Click on [REDACTED]

18. The [REDACTED] button will pop up.
19. Click on [REDACTED]
20. The printer screen will pop up. Click on [REDACTED] to print [REDACTED]. (Remember to use letterhead).
21. After all letters have been printed you can exit.
22. A window will pop up asking if you want to save. Click on [REDACTED]

**LANGUAGE LINE INSTRUCTIONS:**

**U-VISA Application:**

1. Per Violent Crimes Sergeant, if we can make sure when accepting the U-Visa applications that we're getting:
  - ▶ Person's name.
  - ▶ Phone number.
  - ▶ Having them fill out the top portion of the form.
  - ▶ Making sure they have case number for the U-Visa.
    - If they do not have a case number to associate with a crime try to research it a little further to see if you're able to locate one.
    - If we're not able to locate one then let them know they'll need to get more information for us to find that case number before we can process the U-Visa application.
    - The case number is needed for Violent Crimes Sergeant to locate the report and process the U-Visa application.

**APS REPORTS:**

Any faxes from Adult Protective Services are to be forwarded to the Investigate Technician in Property Crimes.

**NOTICE OF RELEASE:**

Notice of Release for Narcotic, Parolee, and 290 are to be sent to Crime Analysis.

**LIVESCAN TRANSACTION AGENCY NOTIFICATION:**

Per Crime Lab Supervisor 5/8/17:

Forward to the person doing the Registrant Entry in Crime Lab.

**RIDE-A-LONGS:**

Refer to the assigned agent at District 1.

**PUBLIC DEFENDERS REQUEST:**

1. If the information requested is going to be used in the case they're currently defending they'll need to go through the discovery process.
2. If they're just wanting additional reports not related to their current case they'll need to get a criminal subpoena.
3. If they later want to use the information they received through the criminal subpoena in their current case, they would then need to request it again through the discovery process.

Any questions please contact a Lead.



## **FRONT COUNTER ONE DUTIES**

### Basic Job Duties Include:

1. Handle all counter inquiries: general public, permits, job applications requests, petition to seal and destroy, etc.
2. Direct the public to the Duty Officer or to the phone for dispatch.
3. Back up front counter phone lines [REDACTED].
4. Print calls for service and CAD reports as requested.
5. Process, release crime, accident reports to the public, and agencies.
6. Collect parking fines, service fees, alarm payments, and assist with ticket reviews if needed.
7. Prepare DMV abstracts from Complus Data.
8. Conduct checks in Crossroads for fix it ticket requests and with Complus Data for parking tickets.
9. Accept payments for Fix-it tickets and log information in the Excel log in the Records drive.
10. [REDACTED]
11. Perform background checks for the public and for law enforcement agencies if inquiry comes to front counter.
12. Handle vehicle storage, impound inquiries, release vehicles to registered owners or lien holders.
13. Receive vehicle repossession fees from the public.
14. Process civil subpoenas.
15. Date stamp restraining orders, fax then interoffice original to VECC - Dispatch.
16. Handle mailed ticket review requests, payments, re-directing mail, and returned mail.
17. Scan requests, vehicle release forms, victim letters into Spillman through the Law Incident number.
18. Victim Letters
19. All other duties as assigned.

**MAIL MERGE VICTIM LETTER INSTRUCTIONS:**

*The List of Victims will be printed out every Monday by the Lead.*

1. Go to start button and click on [REDACTED].
2. Click on [REDACTED].
3. Click on [REDACTED] folder.
4. Then click on the letter needed [REDACTED]
5. Click [REDACTED]. The letter will pop up.
6. With the letter on the screen, Click on [REDACTED] on the toolbar.
7. Click on [REDACTED] box will pop up. A mail merge box will come up. A mail merge recipient box will pop up.
8. Inside the box is a smaller box on the bottom left hand side that has "[REDACTED]" in it.
9. Click on that then click on [REDACTED]. You can delete the entry by clicking on the [REDACTED] button for each entry or you can also type over the information.
10. After all information is entered, it will automatically go to the next entry by tabbing over, when all entry is complete click on [REDACTED].
11. A window will pop up asking you if you want to update the recipient list.
12. Save the changes.
13. Click on [REDACTED]
14. Click [REDACTED] on the next window.
15. Click on the [REDACTED] button on large toolbar on top of page.
16. The [REDACTED] window will pop up. Click on [REDACTED].
17. Load [REDACTED] into printer.
18. Click on [REDACTED].
19. The [REDACTED] button will pop up.
20. Click on "ok".
21. The printer screen will pop up. Click on [REDACTED] to print [REDACTED]. (Remember to use letterhead).
22. After all letters have been printed you can exit. A window will pop up asking if you want to save. Click on [REDACTED]

**AOA for Victim Letters:**

After getting clarification from Victim Services, anyone who is a victim of a crime, anywhere in the State of California is entitled to receive benefits. Even if the victim lives out of state they may still qualify for benefits. With this in mind all victims should be receiving letters, unless they refuse to prosecute.

**Subsections for Victim Letters:**

There is no new list for the Crime Codes used to determine if a victim letter is needed. With regard to the subsections, they are not needed if the primary code is on the list. Example 288PC is on the list so any subsection qualifies for victim letters.

**At the End of the Day:**

**\*\*HQ, D1, and D2 to bring the pin pad inside (via the window) each night.\*\***

## FRONT COUNTER TWO DUTIES

### Basic Job Duties Include:

1. Answer phone lines [REDACTED], [REDACTED] and [REDACTED].
2. Insurance requests
3. Enter Parking Citations
4. Mail and fax report requests from citizen and representatives.
5. Deposit.
6. Primary backup for front counter one with customers.
7. Mail vehicle letters (towed, stored, impounds, recovered vehicles, and abandoned vehicle)
8. Process 180s.
9. Scan CHP180's into Spillman (towed, stored, impounds, recovered vehicles, and abandoned vehicle)
10. Mailed Clearances.
11. All other duties as assigned.

**CHP 180s and MAIL OUTS (M/O) FRONT COUNTER AT HQ:**

1. Separate copies of CHP180s from original CHP180s, M/Os' and teletypes.
  - ▶ (The M/Os' are the two carbon-like ½ sheets that accompany your teletypes in the FRONT COUNTER bin)
2. Set original CHP180s, M/Os' and teletypes aside for now.
3. Separate copies of 180s into:
  - ▶ Stored.
  - ▶ Impounded.
  - ▶ Recovered
  - ▶ (There should be a specific box marked *Stored/ Impound/ Recovered*)
4. One by one, read through the towed 180s. Read the narrative to determine why the vehicle was towed.
  - ▶ If towed for evidence (22655VC), obtain the unit sergeant's approval prior to release.
    - Look up report under the [REDACTED].
    - Type in the comments field [REDACTED] depending on what unit needs to be contacted for the release.
5. If the vehicle is towed for safekeeping (ex: arrest, expired registration, abandoned, etc.) make sure to see the notes listed in Spillman for additional information.
6. Ensure the R/O's name on the M/O matches the R/O's name and the L/O on the M/O matches the L/O. (The M/Os' are the two carbon-like ½ sheets that accompany your teletypes in the FRONT COUNTER bin).
7. If there is one R/O on the M/O and on the teletype, shred the second copy of the M/O.
8. In the report you are looking for the registration period.
  - ▶ The rule of thumb is going to be to check to see who has the most current registration and go back one more previous owner if the names do not match on the report.
  - ▶ Make a copy (1/2 sheet only) front and back to be sent to additional parties other than those listed on the report.
9. Should you receive a phone call from someone informing that they have sold the vehicle, you can inform them that their name showed up under the vehicle's history and we are required to notify them.

*Follow instructions (6) and (7) for Legal Owner (L/O) information.*

1. On Impounded vehicles only (14602.6(A) VC), you must mail the legal owner their copy by certified mail, only if the legal owner is a company or institution. No certified mail needed if legal owner is an individual.
2. Place the Certified Notification in an envelope:
  - ▶ Write the case number on the outside of the envelope under the return address.
  - ▶ Place into a white interoffice envelope addressed to Community #4.

*Fill in the following information on the back of the M/O in the appropriate boxes:*

1. Your name and title – First initial, Last name, and "T" #.
2. Visalia Police Department
3. Date - The date the M/O is mailed out (stamp at front counter states "shipped & date").
4. Visalia Police Department address - stamp

**Storage Authorities:**

All the information listed below is needed to hold and/or release vehicles which have been towed.

All incomplete forms will be returned to the reporting officer for corrections.

Included is a list of the most commonly used towing authorities.

▶ Traffic hazard	Storage	22651(b)VC
▶ Stolen	Storage	22651(c)VC
▶ Driver arrested	Storage	22651(h)VC
▶ Registration expired (over 6 months)	Storage	22651(o)(1)VC
▶ 12500VC, expired license and DSS suspension	Storage	22651(p)VC
▶ Hit and run vehicle (impound 48 hours)	Impound	22655VC
▶ 2800.1, 2800.2, 2800.3VC and Abandoned	Storage	22655.3VC
▶ Impound for Evidence	Impound	22655.5(a)VC
▶ Private Property Abatement	Storage	22669(a)VC
▶ Abandon vehicle	Storage	22669VC
▶ 23103VC, 23109 VC	Impound	23109.2(a)VC

**Abandoned Vehicles and Notices:**

1. Notices are mailed to the registered and legal owner in the same manner as recovered vehicles.
2. Send letters to the R/O and L/O through a merge file on the computer.
  - ▶ Use mail merge letter instructions.
  - ▶ If there is an R/O only scan the letter into the [REDACTED] in Spillman.
3. Mail an original letterhead copy to the R/O.
4. Mail an original letterhead copy to the L/O if one is provided.
  - ▶ 1 copy is stapled onto the front of the abandoned vehicle form, paperclip together.
  - ▶ Place in [REDACTED].
  - ▶ A post it stating [REDACTED] to be delivered down the hall to the [REDACTED].

**SCANNING CHP180'S & OTHER AGENCY RECOVERIES PAPERWORK:**

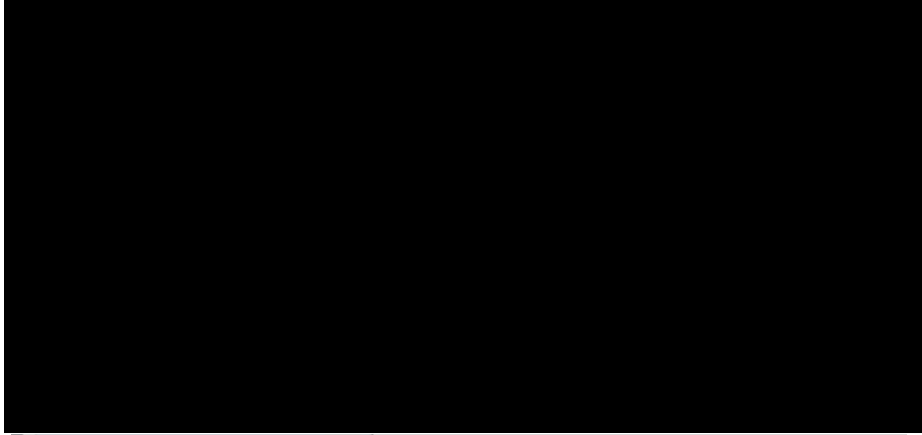
1. Once notifications have been processed these need to be scanned into the report.
2. Turn on scanner at desk.
3. Will need to separate teletypes and the CHP180.
  - ▶ These needs to be scanned separately. Teletypes are confidential DMV info and not authorized for release.
4. Position in the scanner in the copy feed tray.
5. The CHP180 should be scanned 2-sided.
6. Teletypes should be scanned 1-sided.
7. Save.

Open Spillman report:

1. Add scanned of teletypes, CHP180, or Other Agency Recovery.
2. Click on the [REDACTED].

3. This will appear 



4. Click on . This will bring you to the window below.




5. Drag the PDF files into the above window.

6. Click on  


7. Attachments will show in the attachment window.

8. After scanning please send message to  advising what was completed due to  needing the attachments for package going over to the District Attorney's Office for arrest packages.

#### **PROCESSING INSURANCE REQUESTS:**

These are received through the mail from insurance companies, citizens, victims, etc., requesting copies of reports. 

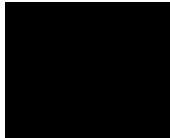
#### **INSURANCE REQUESTS:**

1. Open insurance request.
2. Find report number.
3. Check the amount of the check sent to make sure it is accurate for the report they are requesting.
4. There is a \$10.00 charge for a traffic accident.
  - ▶ If the amount sent is more than the report requires or if there is no check, send back request to the insurance company or person providing the check.
  - ▶ Date stamp with returned date.
  - ▶ Stamp can be found at the front counter.
5. Then put them in numerical order.
6. Verify the report to be printed from Laserfiche or Spillman matches the persons involved, registered owner, location, etc.
7. Print a copy from Laserfiche or Spillman on controlled document paper.
8. Fill out the checks that need to be filled in with the cost for the report.
9. Make copy of the report requests (without the check) to be scanned into  or into Laserfiche.

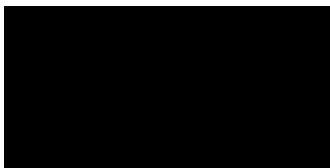
10. Send original request with report and receipt to insurance company.
11. Write the case number on the top right corner of the copy of the request, original stamp the top of the copy of the request, stamp the bottom of the copy of the request with the shipped stamped and scan copy request into the [REDACTED] or into Laserfiche. Stamp with your Laserfiche stamp once scanned.
12. Stamp the back of the checks for deposit (there is a stamp available at the front desk).
13. Copy the report ~ Make sure to use Controlled Document paper.
14. Put printed report with the controlled document stamp on it with the receipt and the report request together to be mailed back to the requesting party.
15. Now go to the cash register to record the financial part of the requests.
16. When entering [REDACTED] into register, use the name of the insurance company.
17. Select [REDACTED] for type of transaction.
18. Under [REDACTED], type in incident number.
19. Select [REDACTED] for type of payment and type in the check number on the check.
  - ▶ Type in amount of check and click [REDACTED]
20. This is used for traffic report requests only.
21. The receipt should finish printing and be stapled to the copy of the report and request.
22. Fold and put in the return envelope.
23. Separate into postage paid and postage needed.
24. Rubber band the separated envelopes.
25. Put in [REDACTED] located in the [REDACTED]

#### Citation Entry – Fasttrack:

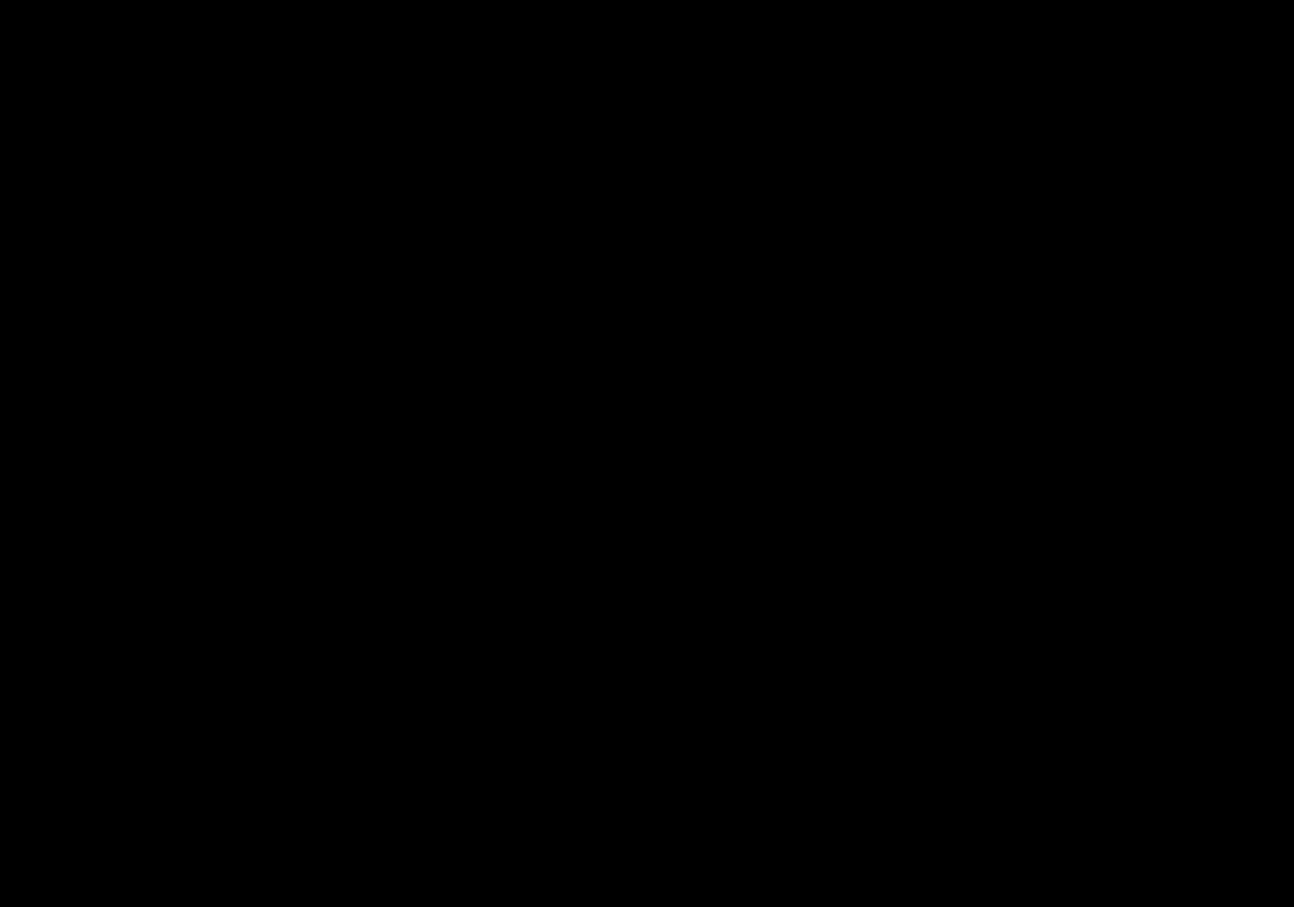
1. Click on the Fasttrack Icon on your desktop to open the program.
2. You'll then click on the Sign on button in the top left corner:



3. Sign on with your personal Login and Password.
4. There will be a box that pops up after logging in that offers a few report options, click the [REDACTED] on the bottom of this pop-up.
5. On the menu to the left side of the screen select [REDACTED] if it's not already open. This is where you'll be able to select the [REDACTED] module to manually enter handwritten citations turned in by the officers.
6. Click on the [REDACTED] button shown below:



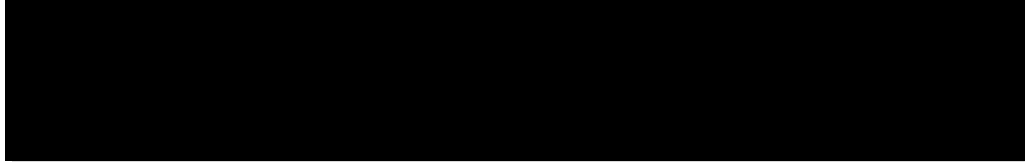
7. The Entry screen below will now show up:



- a. ALL Red boxes are required for citation entry. The Green box (Vin #) is only required when there's no License plate number and the FULL Vin is required.
- b. The Citation number is entered as follows "000M123456". All citations should be start with enough zeros to make the number a total of 10 digits. The zeros come before the letter on the citation.
- c. Then enter the following:
  - i. State of vehicle registration
  - ii. License plate number
  - iii. Registration Type ("Passenger" is used for almost all vehicles, Motorcycle is also an option)
  - iv. Vehicle make
  - v. Vehicle color
  - vi. Body ("Sedan" is used for almost all vehicle types, motorcycle, pickup truck and truck are the regular options, as well as others that might be used in rare instances.)
  - vii. Expiration Date: if expiration date is 06/19, it would be entered as 06/00/2019. When full expiration date isn't given, it's ok to put double zeros as the day for the expiration date per the Motors Sgt.
  - viii. VIN: Only enter the FULL VIN number if the plate number isn't provided.
  - ix. Issue Date: Enter as MM/DD/YYYY

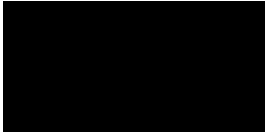


- x. Issue Time: Enter as military time.
  - xi. Return Date: Enter same date as Issue Date, also as MM/DD/YYYY
  - xii. Location: Enter the location exactly as it shows on the citation. There's no drop down box for this.
  - xiii. Violation: Due to the coding being specialized for the program, you'll need to scroll down the list of violations to find the correct one that corresponds with the violation on the citation.
  - xiv. Officer: You can start typing in the officer's badge number and it should locate the officer who wrote the citation as long as they're in the system.
  - xv. Press the "Okay" button at the bottom and the program will let you know if there are any errors and you can then fix them. If everything is ok it will clear out the citation to have another one entered.
- d. The bottom of the Entry Screen shows if there's any errors or if the citation was actually entered:



- e. You can then start entry on your next citation.

8. When finished with all entry you can click on the STOP button at the top of your screen, then click the SIGN OFF BUTTON to the top left of your screen to sign out of the program.



## RECORDS AND WARRANTS DESK

Basic job duties include:

1. Fourth backup for phone lines [REDACTED], and [REDACTED].
2. Process incoming/outgoing faxes.
3. Record searches, copying records, etc. for Patrol and Investigations personnel from phone requests, regular information request forms and rush request forms.
4. Complete report requests from other agencies and in house.
5. Print reports from Microfiche.
6. Handle fix-o-grams.
7. Process dance permits, ABC Permits, Assembly/Parade Permits, and Street Closure Permits
8. File Registrant forms when received from Crime Lab.
9. Type or write and mail out warrant dispositions.
10. Process background checks and CCW Permit applications for law enforcement and other agencies.
11. Perform records checks for other agencies and divisions.
12. Process rejected/returned dispositions from Department of Justice. Send out Dispo Letter.
13. Prepare and mail out detainment letters.
14. Gang work-ups-back up for gang unit.
15. All other duties as assigned.

**FIX-O-GRAMS:**

Goldenrod Fix-O-Grams are usually for street signs that are missing or traffic signal lights that do not work.

1. Send an email to the Administrative Assistant at for Public Works informing them of the "nature of the problem" for the Fix-O-Gram attached.
2. After sending the email print out the email.
3. Attach the copy of the email to the goldenrod fix-o-gram
4. File in box.

Fix-O-Gram involves graffiti:

1. E-mail the Solid Waste Supervisor.
2. After sending the email print out the email.
3. Attach the copy of the email to the goldenrod fix-o-gram that involves graffiti
4. File in box.

**DANCE/ASSEMBLY/PARADE/ABC PERMITS:**

1. Complete a background check on all the people listed on the application.
  - ▶ Remember to check the hard card file if they were born before 1964.
  - ▶ If no arrest, record, stamp the form with the stamp "no adult arrests on file".
  - ▶ If an arrest is located for any of the people applying for the permit:
2. Print the screen and attach it to the permit.

**INSTRUCTIONS ON SCANNING PERMITS:**

1. Place permit in copy feed.
2. Push [REDACTED]. Located at the top of screen of copier.
3. Under [REDACTED] screen push [REDACTED]. Can be found under [REDACTED]
4. Lower bottom right hand side of screen you will see a box [REDACTED]
  - ▶ If adjustments are needed such as light/dark or 2 sided/1sided. This is where these adjustments are made.
5. When completed look to the lower right corner click [REDACTED]
6. Hit [REDACTED] button.
7. Scan is complete.
8. Go back to your computer.
9. Under [REDACTED] click "[REDACTED]".
10. This will give you a list of drives.
11. Click on "[REDACTED]".
12. Go to the folder "[REDACTED]".
13. Click on "[REDACTED]".
14. Click on appropriate Adobe PDF file that you need to open.
15. Save file.
16. File will open in Adobe Reader program. Click on [REDACTED]
17. Scroll down to [REDACTED]
18. Click on that.
  - ▶ This will open a box that if you look at the top left hand corner of the box you will see "[REDACTED]"
  - ▶ On the down arrow find [REDACTED] [REDACTED]
  - ▶ This will open a list of folders.
19. Click on [REDACTED]
  - ▶ This will open to another list of folders.

- ▶ Choose the folder that is appropriate for your permit.

20. At that time you will name your file the date of the event, last name of person, and location of event. See example: 04282018LEALVETERAN.

21. Click [REDACTED]"

**ABC PERMITS:**

1. No background check is necessary.
2. Scan and forward original to appropriate Substations according of location of event.
  - ▶ Instructions above for scanning and saving.
3. Move the permit to the appropriate permit folder and change the name to the name of applicant and the date of the event.

**REGISTRANT AND COURT ORDERED FORMS:**

Crime Lab will forward to Records for filing only.

**WARRANTS (ADULTS & JUVENILES) APPROVAL PROCESS IN SPILLMAN:**

1. Make sure it's assigned to you at the bottom in the approval status.

[REDACTED]

Click on the [REDACTED] at the top of the page.

[REDACTED]

2. Click [REDACTED]

3. Assigned individual (you). [REDACTED]

4. Assigned group (DON'T TOUCH) [REDACTED]

5. Status [REDACTED] [REDACTED]. [REDACTED]

6. Responsible (will usually be the officer who completed the report).

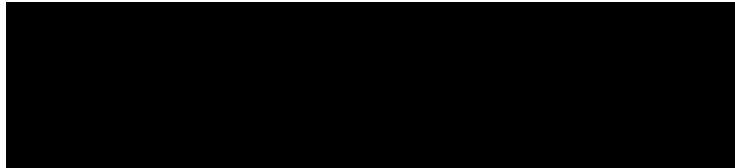
[REDACTED]

7. You don't have to type anything into the message box unless you need to send back to someone for correction or approval.

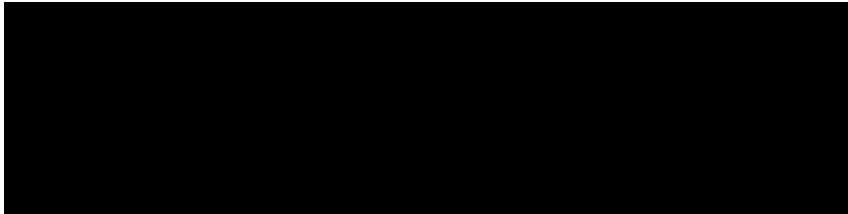
[REDACTED]



8. After the screen closes go back to your [REDACTED] and click on [REDACTED]
9. Type in the password [REDACTED] (doesn't matter if upper or lowercase).



10. Click [REDACTED]



11. Click [REDACTED].
12. It will now show a red box around "[REDACTED]". This is how you know you've successfully locked the report. If you make a mistake a Lead or Supervisor can unlock so correction can be made.



*WARRANTS (Adult & Juvenile):*

- ▶ 3056 PC & 3455 PC can be [REDACTED] if sent by accident from [REDACTED]

1. Need to have a case #. [REDACTED]

2. [REDACTED] they're charge for.

- ▶ If they have booked on fresh charges do not change.

3. Check to make sure that the offense code is [REDACTED]. [REDACTED]

4. Statute box should clarify Infraction, Misdemeanor, and Felony plus whether it is an In County or Out of County warrant.

- ▶ In County:

[REDACTED]

- ▶ Out of County: (Porterville is considered Out of County)

[REDACTED]

5. Make sure they do individual entries for each classification (Misdemeanor, Felony, Infraction).

- ▶ Should only be one entry for multiple of the same classification.
- ▶ Individual entry for outside agency warrants as well.

6. Check and make sure warrant information is in the narrative. (Don't need to send back for corrections unless they have NO warrant information in narrative.)

[REDACTED]

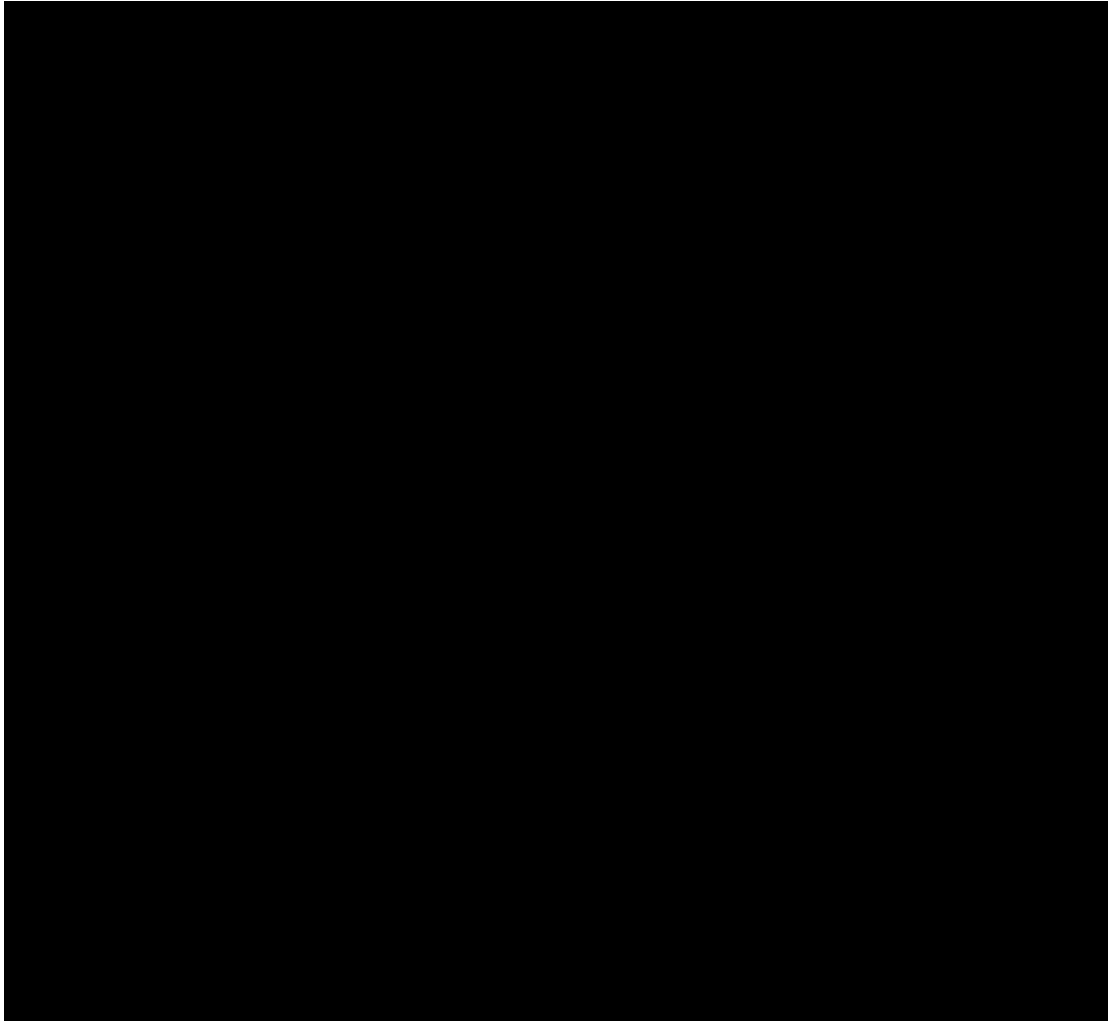
7. Make sure they're cited to a Tuesday date on the bottom. (per Records Supervisor)

8. Click on the [REDACTED] [REDACTED]

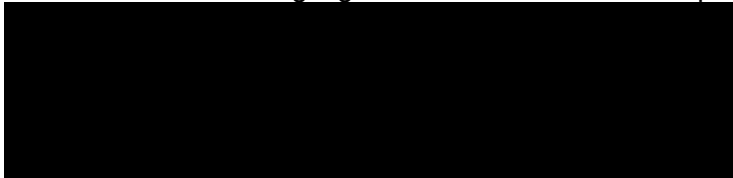
9. Double click on the [REDACTED]

[REDACTED]

10. Verify that all the information is correct such as the statute, offense (warrant arrest) and the crime class (misdemeanor, etc.) In the [REDACTED] it's ok if there's a number there but it's not needed.



11. Click on the [REDACTED]
12. Double click on the highlighted bar at the bottom to open up the [REDACTED] window.



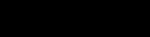
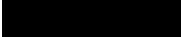
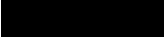
13. Check that the officer's name is in the arresting officer field.

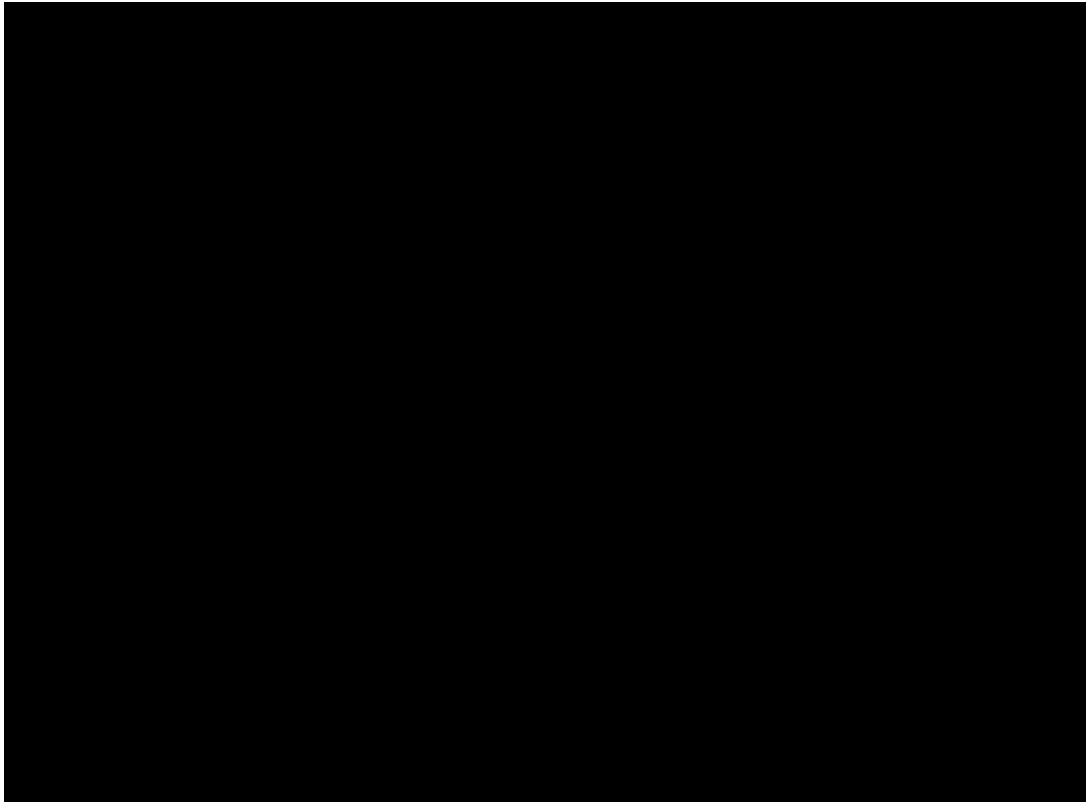


14. Doesn't have to have control number or docket number. Ok if it's there but not needed.

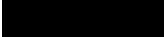


15. Check  button (top left corner).

- ▶ If errors they need to be cleared.
- ▶ Usually the errors are   and .



- ▶ If errors cannot be cleared please forward to Lead.
- ▶ Infraction Warrants cannot be cleared and should just be noted in message when processing completing.

16. Scan citation in the  (No need to stamp bottom with red stamp).

17. Always scan double sided.

18. Scan in grayscale. (So signature shows in scan.)

19. Name file CASE # WARRANT (only put the person's last name if there are two people on the report). Ex: 18-000000 Warrant\_Blue.

*Juvenile Warrants:*

Juveniles will have only a 5 digit docket number.

20. Separate the juvenile and adult warrants.

21. Adult in county warrants do not need a disposition.



*Out of county and Juveniles need a disposition form filled out:*

22. Type or write each charge on the disposition sheet. If the charge is a 3056PC only or it's an out of state warrant, shred. To type dispo from computer please refer to:



UCR BCS codes:

- 098 - In County Misdemeanors
- 993 – In County Felony
- 069 – Out of County Misdemeanors
- 065 – Out of County Felony

**WARRANT DISPOSITIONS:**

Warrant Citations:

1. Highlight
  - ▶
  - ▶ Court and the Control numbers
2. Don't do warrant dispositions for CDC Warrants.

Out of County Warrants:

3. Make sure to hold out of county warrants and check to see if they're still in custody before mailing them to their counties.
4. Porterville is considered an Outside Agency Warrant and gets a disposition.
  - ▶ Enter the docket # in the in-county warrant number box.
5. Attach the original citation with the warrant disposition and mail it to the court.
  - ▶ Make sure the original citation has been scanned into Spillman before mailing it out to the court.
6. If an officer needs to do another jail module entry, have them go to the and click tab and fill in all the information then save it.

All dispositions filled out for "Out of County" & "Juvenile" warrants will include:

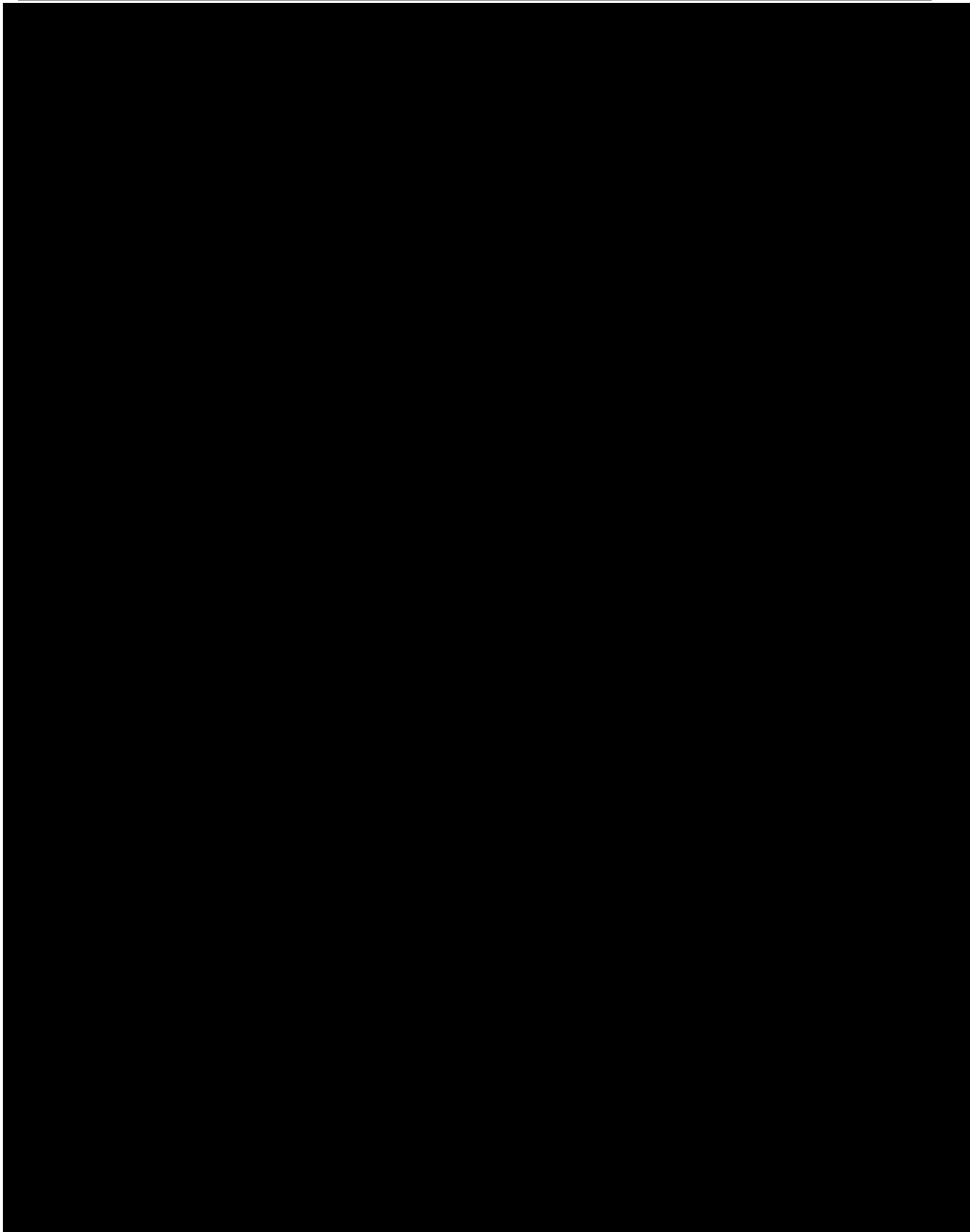
7. Your initials in the top left corner closest to the tear line also include number of Dispos needed.
  - ▶ If more than four charges you will need to fill out an additional Dispo.
8. The person's name (Last, First, Middle).
9. Race.
10. Height.
  - ▶ Do not use any symbols in the height but rather a three digit number 5'11" would be entered 511
11. Date of Birth.
  - ▶ Use a zero before single digit dates, 07/07/69.
12. Arresting Agency (Visalia Police Department).
13. Arrest date (located on the citation, right side).
14. Booking Agency.
  - ▶ If the booking sheet is marked "booking" on the top left corner and/or marked "held for court" in the lower left corner, the booking agency is Juvenile Hall for juveniles and Tulare County Sheriff for adults.
15. Social Security number.
16. Driver's License number.

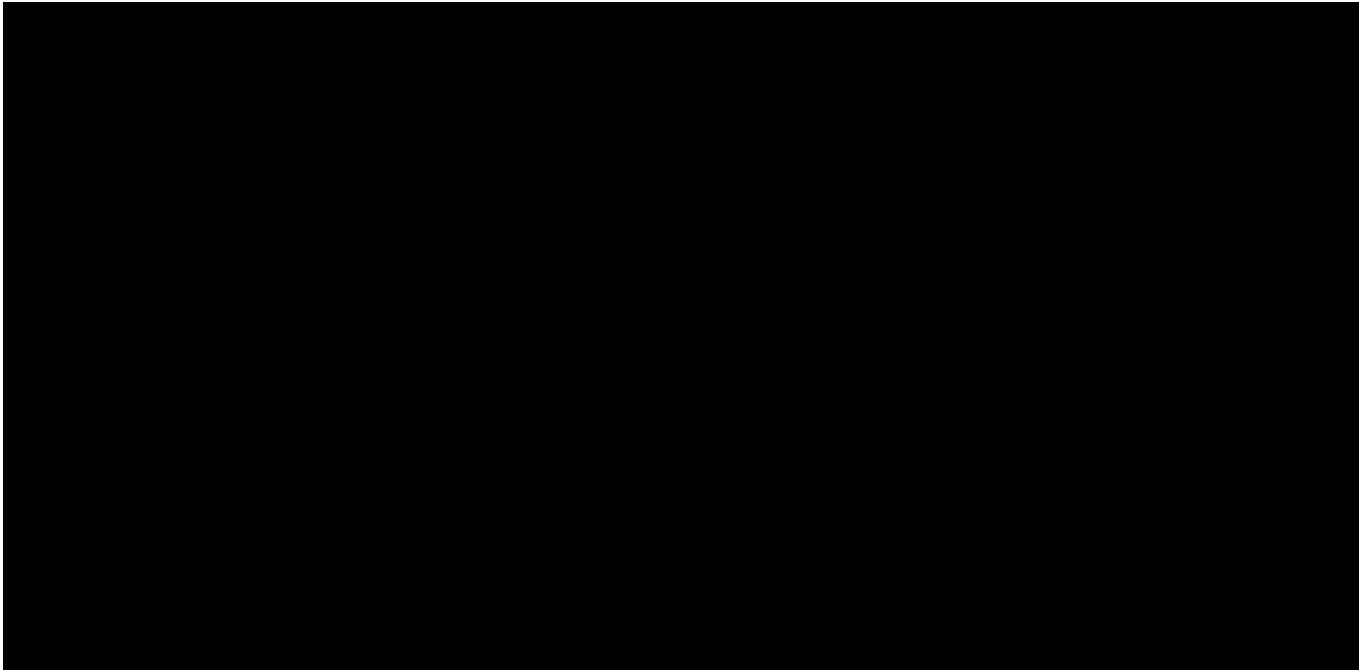
Do a new Juvenile Dispo, same as above for all juveniles.

17. Juvenile Justice Center  
11200 Ave 368, Room 201, Dept. B  
Visalia, CA 93291

After filling out the Dispos for Out of County Warrants:

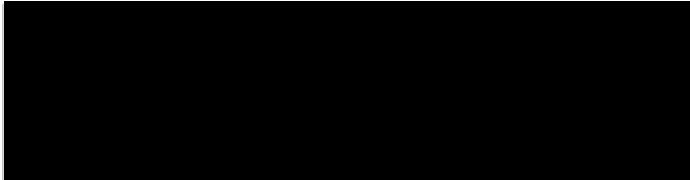
18. All other Dispos that are Out of County put into the folder in the [REDACTED] marked [REDACTED]".
  - ▶ Out of state warrants do not require Dispos.
19. You will pull out the folder which holds the Out of County warrants that will need to be checked in the [REDACTED] system to obtain if they are still in custody, extradited, or have been released.
  - ▶ You will need to check [REDACTED] for disposition of Out County Warrants.



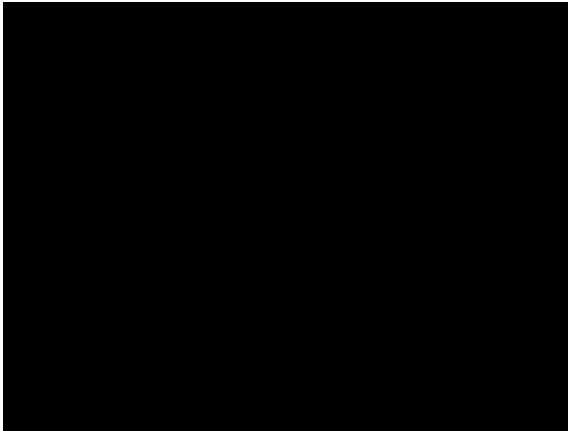
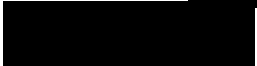


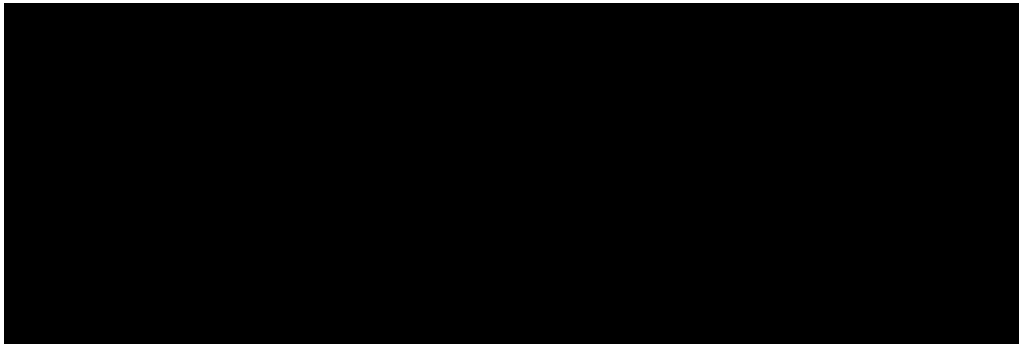
**REJECTIONS:**

1. Assigned individual: the Officer. [redacted]
2. Status: [redacted]
3. Type in a message of what of what needs to be corrected.



4. Click [redacted] t.
5. Go to [redacted], and [redacted] ([redacted]).





6. Print that and write the case number and citation number on the top right corner of the printout. Highlight the rejected officer's name.

**BACKGROUNDS:**

***Backgrounds are conducted for Law Enforcement & State Agencies only!!***

***No Juvenile Information or reports is to be released.***

1. Always process if a signed waiver from the subject is attached.
2. Read the signed waiver very carefully to make sure that the waiver is for the position person is applying for.
3. Check that the notary isn't out of date from the date the applicant signed it.

Log the following in Excel:

1. Name of subject being checked.
2. Name of background investigator.
3. Background Investigating agency.
4. Reason for check.
5. Date of background.

Spillman:

1. Complete a record check on the subject in the computer under [REDACTED].

ICIS:

1. Complete a records check on the subject [REDACTED].



*If they were born as of this date in 1964:*

1. You will also need to check the hard card arrest files located in the [REDACTED] in the [REDACTED] area.
  - ▶ Those cards hold arrests made prior to the computer system.
  - ▶ For sworn applicants only.

*Conduct a records check for ADULTS for Law Enforcement Only:***SWORN:**

- ▶ arrests, suspect, traffic accidents, and citations.
- ▶ No time limit.
- ▶ Searches will be done in Crossroads, ICIS, and Spillman.
- ▶ Print any and all citations and reports.

**NON-SWORN:**

- ▶ Arrests only.
  - Time limit 10 years for Dispatch.
  - 7 years for Non-Sworn.
  - Searches will be done in ICIS, and Spillman.
- ▶ Print reports.

**OPM, USIS, etc.:**

1. These also need to have a signed waiver by the applicant.
2. Arrests.
  - ▶ Time limit of 7 years –
  - ▶ Check Spillman and ICIS (No Traffic)
3. Log the information requested by the [REDACTED]
4. Located on the [REDACTED].
5. Scroll down to [REDACTED] folder.
6. Scroll down to current year.
7. Open file and fill in requested information.
  - ▶ Name.
  - ▶ To Whom Released.
  - ▶ Agency.
  - ▶ Reason.
  - ▶ Date.
  - ▶ Disposition.
  - ▶ Column.
    - After date the citation and report numbers will be listed as a reference of what was released in the background.
8. Make copy of the first page of the background which will be scanned into Laserfiche or Spillman in the appropriate report number that was released.
9. A copy of the request and signed waiver will be sent back to agency who requested the background.
10. The request and the signed waiver will be filed in the [REDACTED] labeled [REDACTED] [REDACTED] which is located by the [REDACTED].
11. You may fax if there are no sexual crimes involved or if the report is not voluminous otherwise, mail reports back to requestor.

**CCW PERMITS:**

These will be faxed from Tulare County Sheriff's Office.

1. They will include a signed waiver from the applicant.
  - ▶ Arrests:
    - No time limits
    - Per TCSO they do not need Traffic Citations or Traffic Accidents.
2. File the signed waiver at the [REDACTED]
3. Fax completed backgrounds to TCSO after processing.

**ADULT DISPOSITIONS FROM COURT:**


1. When received these will be routed to DA Liaisons to be inputted into Spillman.
2. The DA Liaisons will give to Records and Warrants to process the 851.6 PC letters.

**JUVENILE DISPOSITION FORMS:**

1. As of 8/2/17 these should be routed to Property & Evidence.
2. Copies are to be made by the Laserfiche Desk due to scanning them into the reports.

**PENAL CODE 851.6 – DETENTION ONLY:**

1. These should be given to the DA Liaison first.
2. They will return after they update status on the report.



**VISALIA POLICE DEPARTMENT**  
*Memo No. 43, 2017*

DATE: June 7, 2017

TO: All Police Department Personnel

SUBJECT: Penal Code 851.6 - Detention Only

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Penal code §851.6 states: (b) "In any case in which a person is arrested and released and no accusatory pleading is filed charging him with an offense, the person shall be issued a certificate by the law enforcement agency in which arrested him describing the action as a detention"; (d) "Any reference to the action as an arrest shall be deleted from the arrest records of the arresting agency and of the Bureau of Criminal Identification and Investigation of the Department of Justice. Thereafter, any such record of the action shall refer to it as a detention".

Effective immediately, our Department will comply with the legal requirements of Penal Code §851.6 and adhere to the following procedures completed by the Records Division:

Upon the rejection of a criminal case for lack of evidence (REJB) by the Tulare County District Attorney's Office, Records will mail a copy of the returned Adult Disposition of Arrest and Court Action (DOJ JUS 8715) form(s) to the Department of Justice in order to update the individual's RAP sheet.

- A Certificate of Release, Form 152, will be completed. One copy will be mailed to the individual; the other copy will be scanned into Spillman as an attachment.
- The following fields will be updated within the Spillman database:
  - Law Incident Table - Disposition field updated with "DET - Detention Only per 851.6PC"
  - Names Table - Update Relationship from "Arrested" to "Detention only per 851.6PC"
  - Offense Module - Update Disposition field with "Detention Only Per 851.6PC"
  - Arrest Module - Update Arrest Type with "Detention Only Per 851.6PC" and Disposition with "Released"
- In addition, the Records Division will apply this process to all rejected cases by the Tulare County District Attorney's Office since January 1, 2017.

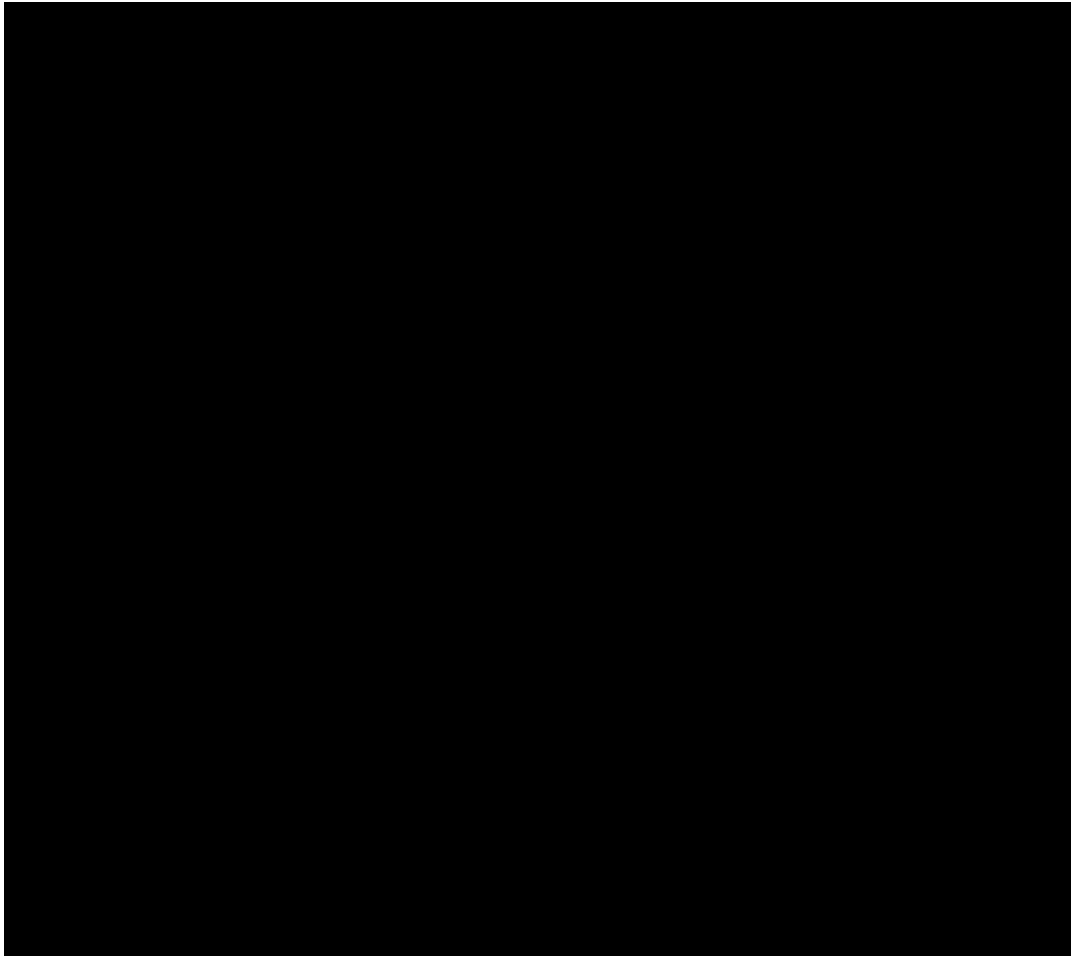
JASON SALAZAR  
CHIEF OF POLICE

Lisa Davis  
Records Supervisor

▶ This memo has been signed & approved by Lisa Davis.

**CERTIFICATE OF RELEASE LETTERS / NOTICES OF REJECTIONS:**

1. Once you receive the Adult Disposition of Arrest and Court Actions from Court Services, open the letter you'll send to the cleared party.
2. This form can be found:
  - ▶ [REDACTED]
  - ▶ [REDACTED].
  - ▶ Then select the Adobe file:
    - [REDACTED].
3. You'll then fill out this form using the information found on the Adult Disposition of Arrest and Court Actions form:
  - ▶ The Incident Number.
  - ▶ Person's name (twice).
  - ▶ The date of arrest.
4. You'll find the released/rejection date in Spillman when you enter the incident number into the [REDACTED] under the [REDACTED] box approximately [REDACTED] (middle of the page) and towards the right, under the [REDACTED].
  - ▶ You can also find the rejection date in the [REDACTED] usually under a file labeled with the case number and REJB (Example: 12-34567 REJB.pdf).







Make sure when your done filling out the form you print it double sided:

1. You can do this on [REDACTED] by selecting the [REDACTED].
  - ▶ Then checking the box for [REDACTED].
  - ▶ Click [REDACTED].
  - ▶ Then Click [REDACTED].
2. Repeat for all additional letters.
3. Sign the letters & put your 'T' number below your signature.
4. Make 1 copy of the letter double sided.
5. Mail out the originals to the arrested party.
6. Keep the copies to be scanned into the report and filed with the report.
7. The Adult Disposition of Arrest and Court Actions will get put back to be filed.

Spillman Steps:

1. Enter the case number into the [REDACTED].
2. Click on the [REDACTED].
3. Check to make sure that there is an arrest in the [REDACTED] as well as make sure that the "Suspect" matches what is listed on the letter.
4. Change the relationship for the "Suspect" to state, "DETENTION ONLY 851.6" by right clicking on the name and selecting [REDACTED].
5. Then **double click** on the [REDACTED] charge to open up the table and make these changes (you'll do these steps for ALL [REDACTED] charges):
  - ▶ Change the disposition on the right hand side to "[REDACTED]" then click "[REDACTED]" at the top.
  - ▶ Then click on the [REDACTED] at the bottom of the screen and double click on the arrest. It should say, "Booked".
    - If it says anything else you'll need to go back into the report and see if there was a citation scanned in to see if they were cited out.
  - ▶ After double clicking on the arrest a new screen should open up.
  - ▶ You'll then change the [REDACTED] on the left hand side from "Booked" to "DETENTION ONLY PER 851.6 PC".
  - ▶ Then click [REDACTED] at the top.
6. You can then close out of both of the screens.

To print out the envelopes for the letters follow these steps:

1. You'll go back into the [REDACTED] and double click the suspects' name to bring up their [REDACTED].
2. Open up Microsoft Word and open the Mail Merge, [REDACTED]. You'll use this to print the envelopes to mail out the certificates.
3. Now enter the address information from the name table into the mail merge.
4. Click the [REDACTED] button at the top of the name table to go back to the report.
5. Stamp the top of the letter copy with your 'T' stamp and scan it in with a label of "incident number Detention Certificate" Example: **12-34567 Detention Certificate**.
6. Then in the [REDACTED] click on the [REDACTED] at the top of the screen and upload the file into the report.
7. Stamp the bottom right corner with your "laserfiche" stamp when finished scanning it in.
8. You're now finished and can start on a new one.

**GANG WORKUPS (BACK-UP):**

These are received through e-mail, phone or in person.

1. Take down the officer's name requesting the information along with the name and DOB of the subject being processed.
2. Ask the officer making the request how he would like to be contacted when the workup is complete.
3. Gang workups need to be completed as soon as possible.

Check ICIS under name plus the [REDACTED] in Spillman run the subjects name and DOB:

1. Go through each name and print off the reports and FIs.
2. To print the reports find the number listed in Laserfiche for arrests prior to July 25, 2016 and print that report on controlled document paper.
3. For arrests after July 27, 2016 a check will be made in Spillman and reports and FI's will be printed from there.
4. Stamp with the controlled document stamp.
  - ▶ Print photos if requested
5. Once all this information has been printed put the Officers name requesting the workup on each FI report and Arrest report.
  - ▶ Information is then bundled up and placed in the Officer's box [REDACTED].
6. Gang workup requests from other agencies are still required to be processed as we do for our officers.
  - ▶ For these requests an additional step needs to be completed.
  - ▶ If reports are pulled a copy of the request will need to be attached with each report and scanned into Spillman so that we can see the information was requested if necessary.

**REPORT REQUESTS:**

1. Report requests submitted from agencies outside of the city limits of Visalia may be faxed back to them.
2. Generally if an agency within Visalia requests a copy they are informed they can pick up the report at the front counter, however we will fax to them on an emergency basis, if needed.
3. Please be aware of the content and length of the report.
  - ▶ Sexual crimes and voluminous records will not be faxed.
    - These reports need to be mailed or picked up.
4. Make a copy of the request to be scanned into Spillman into the [REDACTED]

5. In the [REDACTED] section it should be stamped with:
- ▶ “Confidential Information” stamp.
  - ▶ “Not to be Given to Third Party” stamp.

### **H&S PURGING:**

The lists of reports being purged need to be sent monthly.

After lists are done for operator’s purging Health & Safety Code 11361.5 ~ Destruction of arrest and conviction records: Application: Fingerprint requirement: Records not to be destroyed.

(a) Records of any court of this state, any public or private agency that provides services upon referral under Section 1000.2 of the Penal Code, or of any state agency pertaining to the arrest or conviction of any person for a violation of Section 11357 or subdivision (b) of Section 11360, or pertaining to the arrest or conviction of any person under the age of 18 for a violation of any provision of this article except Section 11357.5, shall not be kept beyond two years from the date of the conviction, or from the date of the arrest if there was no conviction, except with respect to a violation of subdivision (d) of Section 11357, or any other violation by a person under the age of 18 occurring upon the grounds of, or within, any school providing instruction in kindergarten or any of grades 1 to 12, inclusive, during hours the school is open for classes or school-related programs, the records shall be retained until the offender attains the age of 18 years at which time the records shall be destroyed as provided in this section. Any court or agency having custody of the records, including the statewide criminal databases, shall provide for the timely destruction of the records in accordance with subdivision (c), and those records shall also be purged from the statewide criminal databases. As used in this subdivision, “records pertaining to the arrest or conviction” shall include records of arrests resulting in the criminal proceeding and records relating to other offenses charged in the accusatory pleading, whether the defendant was acquitted or charges were dismissed. The two-year period beyond which records shall not be kept pursuant to this subdivision shall not apply to any person who is, at the time at which this subdivision would otherwise require record destruction, incarcerated for an offense subject to this subdivision. For such persons, the two-year period shall commence from the date the person is released from custody. The requirements of this subdivision do not apply to records of any conviction occurring prior to January 1, 1976, or records of any arrest not followed by a conviction occurring prior to that date, or records of any arrest for an offense specified in subdivision (c) of Section 1192.7, or subdivision (c) of Section 667.5 of the Penal Code.

Follow the same guidelines as Sealing a Record, only it’s called Purging a Record, as you are actually destroying this person’s H&S record using the above guidelines.

1. You **DO NOT** have to do a letter to the Court Clerk.
2. You **DO NOT** have to make up a manila envelope.
3. You **DO NOT** make a copy of the report.

### **This is done on a monthly basis:**

1. You’ll need to run a sequential search in ICIS to find all of the above arrests under the given criteria, and then begin your purging / sealing of the records as indicated above.

**PRINT LIST FOR FOLLOWING CHARGES:**

11357(a)HS:

- ▶ 2 years from date of arrest.
- ▶ Will start purging in 2019 since law updated June 2017.

11357(b)HS:

- ▶ 2 years from date of arrest.

11357(c)HS:

- ▶ 2 years from date of arrest.

11357(d)HS:

- ▶ Juvenile.
- ▶ After 18 years of age.


11357(e)HS:



- ▶ Replaced by 11357(d)HS effective 1-01-19.
- ▶ Still will need to purge prior.

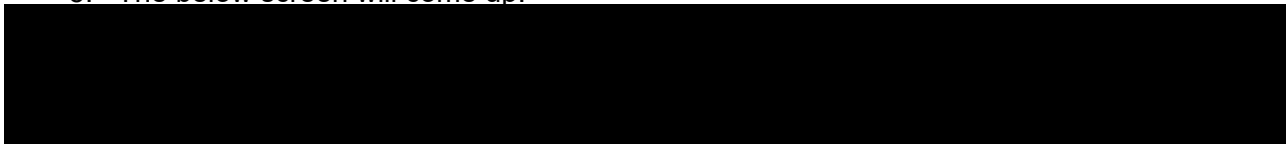
11360(b)HS:


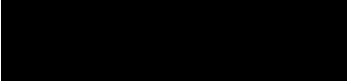
- ▶ 2 years from date of arrest

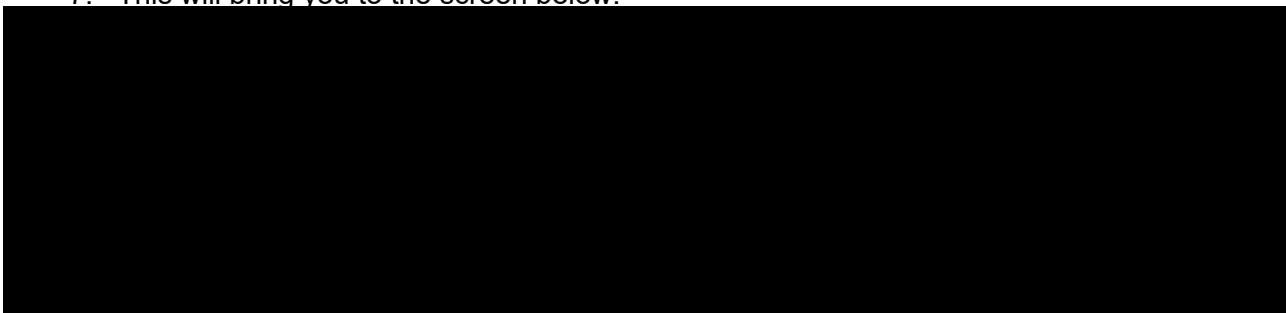
**PRINT FROM ICIS:**

1. Double Click on ICIS Icon 
2. Sign into ICIS – to make changes will need to use password given by Information Services.
3. On the upper left and corner you will see the menu for ICIS.

4. Please go to  to the  and open.
5. The below screen will come up:



6. Click on  button 
7. This will bring you to the screen below:



8. Tab over to the [redacted] box.

9. Enter charge (example %11357%). Do [redacted] ntries.

10. Look to the upper left corner will see the word [redacted] right below that is a button [redacted]

11. Click on the words [redacted] you will see this screen.

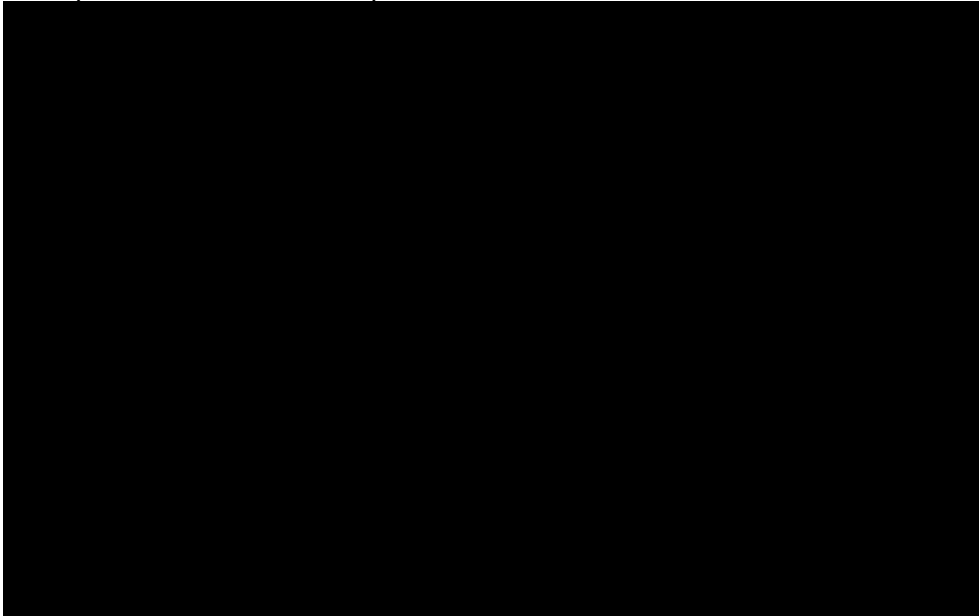
12. Click on the word [redacted] you will see the screen below.

13. Go to [redacted]

14. Enter range search (beginning of the month to the end of the moth with a two year span.  
See sample below:

15. Click on the [redacted].

16. See sample of what will come up:



17. This list under [REDACTED] will bring up codes that are not 11357HS codes.

- ▶ In that report there is a charge of 11357HS and will need to be opened to find charge.

18. Check date of arrest on list.

19. Highlight anyone arrested which falls under the above listed criteria.

- ▶ Current month that is being purged.

20. Highlight selected reports.

21. Pull original reports and booking sheets:

- ▶ May need to contact Districts to have originals sent.
- ▶ Will need to email Information Services for copies without the watermark .
  - Of the report so redactions can be made.
  - This will only need to be done if report is in Laserfiche.

#### **PRINTING CALLS FOR SERVICE FOR H&S PURGING:**

1. After entering charge and date range [REDACTED].
2. Open [REDACTED].
3. Right click & paste.
4. Make changes as needed eliminating columns of information needed.
5. Double click line between columns to auto expand.
6. Double click on columns you don't need and delete.
7. In column [REDACTED]
8. Right click.
9. Format Cells.
10. Number.
11. Change decimal places to "0".

#### To change how data is printed, highlighted information:

12. Right click.
13. Sort.
14. Custom – column.

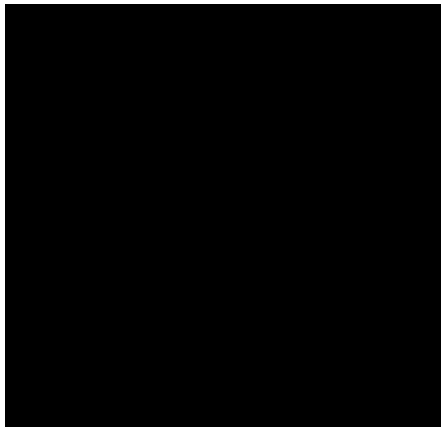
15. Go to page layout.
16. Click on margins.
17. Click on custom margins.
18. Go to page and click on landscape.
19. Click on page preview to make sure all columns are within printing margins.

**REDACTION:**

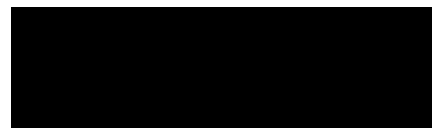
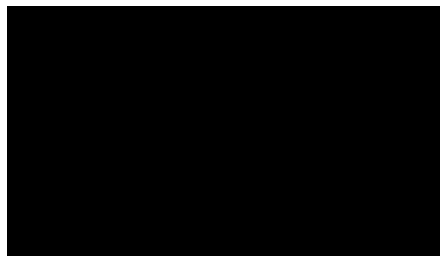
1. If the full report is purged, need the “sealed/expunged” form completed.
2. Delete report from Laserfiche and replace with above form.
3. Do not delete from Laserfiche until you have received the copies without the watermarks from Information Services.
4. If report needs to be redacted you will relaser after redactions have been made.
5. If booking sheet only, no form needed.
  - ▶ Pull original booking sheet and shred.

**DELETING IN ICIS:**

1. Sign into ICIS. See instructions under “PRINT FROM ICIS”.
2. Go to the left hand corner of the ICIS window after you have signed in go to [redacted] once again.
3. Click on [redacted] that has the [redacted] next to the word.

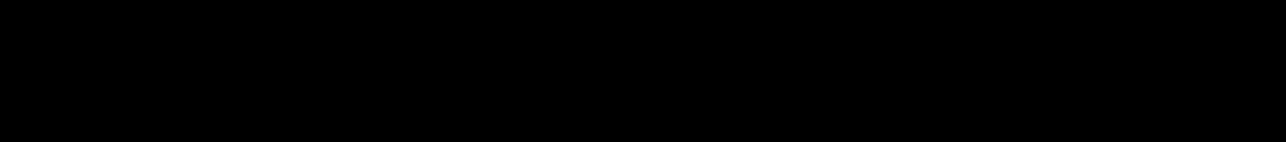


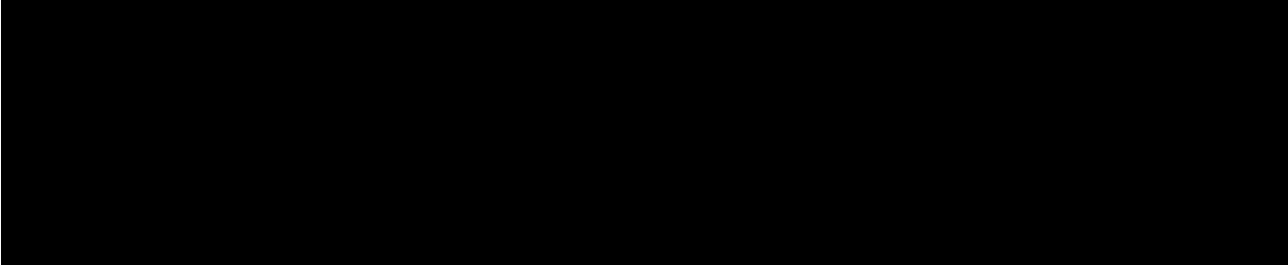
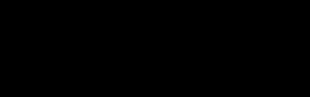

4. In the upper left hand corner put the report number from list in the [redacted]



5. Click search in the upper right hand corner of window.

6. Go to [redacted].

- 
7. Double click on the 11357HS or 11360(b)HS charge purging.
  8. Delete charge only as related to the redaction if other charges included.
    - ▶ The screen below is what will show after the double click.

- 
- 
9. To the far right side of ICIS window is a  button.
  10. Delete record if the purged charge is the only charge.
  11. The charge has been purged (deleted) from ICIS.
    - ▶ Continue until list is completed.



**Spillman for HS Purging:**

Leads will provide a Crystal Report with list of needed purging.

CLEAR

Spillman H&S Purgings Checklist:

- Verify that it's been 2 years since report has been taken and that the charge is 11357(A, B, or C) or 11360(B). These all only get purged after 2 years from the violation date with the exception of 11357(E). 11357(D) gets purged after the suspect turns 18.
- Request all supp files from the corresponding district so they can be replaced and/or destroyed if needed.
- When no victim in report and only the 1 Suspect and H&S Charge:
  - a Edit all narratives and replace with- (Purged), then put (Purged), date stamp, T# at the end of the narrative.
  - b Disconnect ALL offense and statutes in the report when it's only the H&S charge.
  - c Disconnect ALL items in the [REDACTED] including evidence, vehicles, witnesses, complainants, etc. If there's arrests or FI attachments, open them up and delete the case numbers out of them to disconnect them from the case instead of just deleting them. Leave as a CAD call.
  - d Change the clearance code to: [REDACTED]
  - e Scan in a Purged Form for reports that only have an H&S charge, no victim and all items have been removed.
- If there's a victim, redact the narrative – Redact suspect name and replace with (Purged). Redact suspect name throughout narrative.
- If multiple charges / multiple suspects: disconnect/delete the H&S charge only from the [REDACTED] (make sure to write down the offense # before deleting case # from related incident box). Click [REDACTED] Redact the H&S information pertaining to the suspect being purged from narratives only. Do not redact any information in regards to other charges or other suspects.
- If evidence has information that needs to be removed from the property/evidence department, add it to the: [REDACTED] File on the [REDACTED]
- If report currently has a Facepage file, delete it from the file attachments.
- Send to [REDACTED] to have the offense and/or jail module numbers deleted as well as any files that need to be deleted such as the original Facepage file, any juvenile dispos or juvenile petitions, etc. (Only have the H&S offense deleted if multiple charges, and not the jail module number)
- Make sure to also check [REDACTED] for the suspects name as well and replace with (purged), then put (purged), date stamp, T# at the bottom.

**Spillman for Sealing:**

Court orders will be sent from Juvenile or Adult.

Spillman Sealings Checklist:

CLEAR

- PRINT A COPY WITHOUT THE WATERMARK OF REPORT. (Extremely important. If this isn't done we lose all original information.)
- Request ALL supps from corresponding district to be either redacted and/or destroyed. Reports with a Victim:
- Redact Narrative – Replace suspect name with (Sealed) throughout the narrative.
- Disconnect/Delete name and jail offenses from [REDACTED] \*In the [REDACTED] remove the case number from the [REDACTED] box to disconnect it. Then click [REDACTED] Do this for each jail offense related to the suspect for that case.
- Redact name and personal information (names, address, DOB, etc.) from file attachments and resave. Add "Delete" into the [REDACTED] of each file that needs to be deleted (including facepage) and click [REDACTED] so it's easier for the supervisor to know which files need to be deleted.

Reports with No Victim (State of CA):

- When no victim in report:
  - a Delete all narratives and replace with: (Sealed), date stamp, T#.
  - b Delete all offense and statutes in the report.
  - c Disconnect/Delete all items in the [REDACTED] including evidence, vehicles, witnesses, complainants, etc. If there's arrests or FI attachments, open them up and delete the case numbers out of them to disconnect them from the case instead of just deleting them.
  - d Change the clearance code to: [REDACTED]
- If evidence has information that needs to be removed from the property/evidence department, add it to the: [REDACTED] File on the [REDACTED]
- Send to [REDACTED] to have the [REDACTED] and [REDACTED] deleted as well as any files that need to be deleted such as the original Facepage file, any juvenile dispos or juvenile petitions, etc.
- Scan in a Purged, Sealed, Expunged Form for reports with no victims / entire report being sealed.
- Make sure to also check [REDACTED] and replace suspects name & personal information (name, address, DOB, etc.) with (Sealed). Leave all other information. Put (Sealed), date stamp, T# at bottom.
- Log in [REDACTED]
- Put into an envelope with a copy of the signed "Acknowledgment of Juvenile Record" as well as the original court order. Write the information on the envelope & seal it. (Refer to envelope template).

## TRAFFIC DESK

### Basic Job Duties Include:

1. Third backup for phone lines [REDACTED], [REDACTED] and [REDACTED].
2. Process incoming/outgoing mail – Mail – [REDACTED]
3. Process School Bus Letters
4. Run daily report for all DUI's and print them for DMV.
5. Process CVT and DOJ lab results.
6. Process Traffic citations and amendments.
7. Process Notice of Violation citations.
8. Create DA packages for citations (notice of violation and evals included).
9. Process verbal and re-exam notices.
10. Prepare DA requests for further as needed.
11. Maintain fix-it tickets and send tickets not meeting due date to Superior Court.
12. Process Hit & Run letters for the Motors Department. District II
13. Verify deposits.
14. Enter handwritten parking cites into Complus Data.
15. Act as Fusion backup to traffic and paper.
16. All other duties as assigned.

MAIL:

Morning mail:

- ▶ Pick up mail from Chief's office.
- ▶ Admin.
- ▶ Place mail in proper outgoing slots in folder for pickup.

Back up – Records & Warrants Desk.

**COPIER ROOM BINS:**

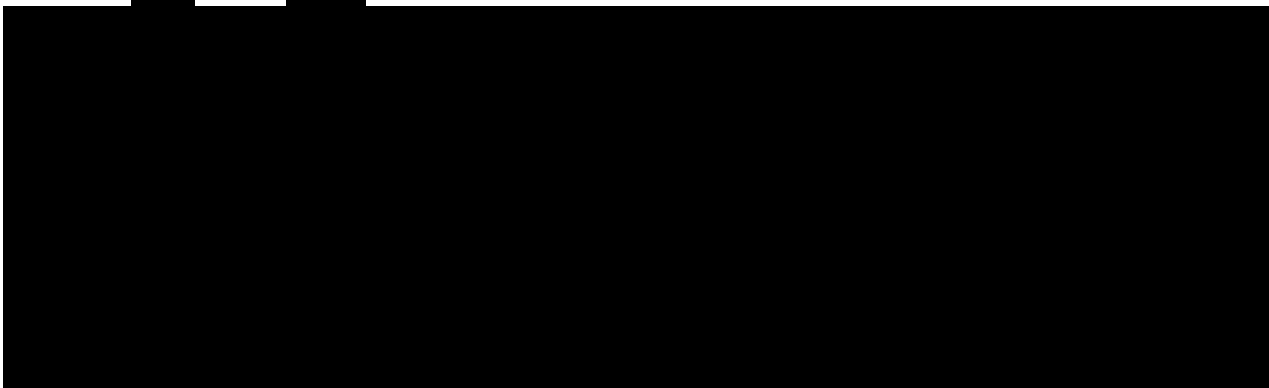
Bins to check in copy room:

Traffic:

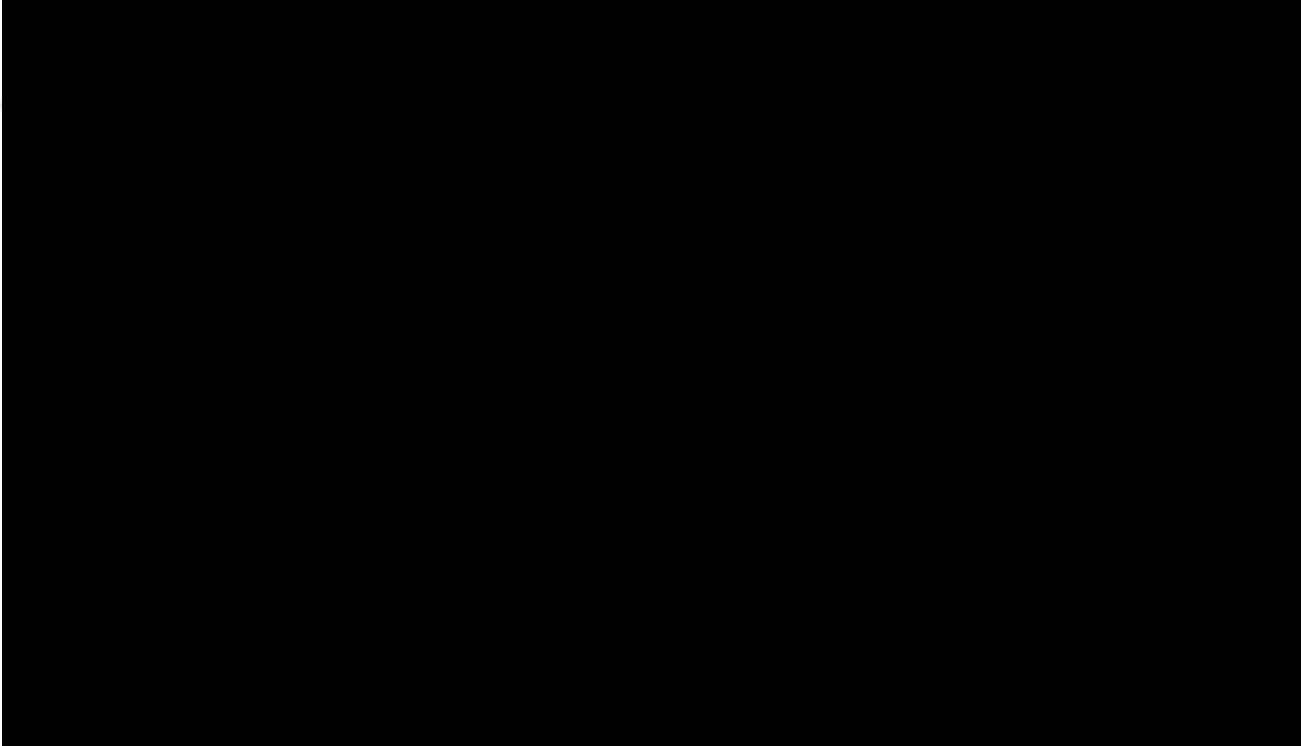
- ▶ Forward handwritten tickets to Traffic Desk.

**ADMIN PER SE:**

1. Run a query for all the DUIs taken.
  - ▶ Date range you need. (00:00:01 07/26/2016 to 23:59:59 08/01/2016).
2. Check to make sure you have all the hard copies of the admin per se.
3. Enter each incident number into the [REDACTED].
  - ▶ Check to see if the report is complete.
4. Make sure that the admin per se is scanned into the [REDACTED] under [REDACTED].
  - ▶ If they aren't, give to [REDACTED] to re-scan.
  - ▶ If there is a yellow copy of the admin per se attached with the packet you were given, give it back to the [REDACTED] person as we are not supposed to be sending these to DMV.
  - ▶ If there is a pink copy of the temporary driver's license attached with the package, mail it to the person who got the DUI as the officer should have given it to them at the time of their arrest.
5. If report is complete, print the entire report.
  - ▶ When giving the report to DMV, we do not include the [REDACTED] page.
  - ▶ [REDACTED] page...these are usually the last two pages.
  - ▶ If the suspect was cited out, we need to have a citation attached in the [REDACTED] [REDACTED] under [REDACTED]"



- We can check to see if the suspect was booked or cited by clicking in [REDACTED].
  - Then clicking on one of the charges.
6. Click the [REDACTED] to see if it says cited or booked.



7. MAKE SURE TO PRINT OUT NECESSARY DOCUMENTS UNDER [REDACTED] such as CHP180s, Admin Per Se, etc.
8. Make sure that the traffic accident is also approved if applicable.
9. Once everything is printed on controlled document.
  - ▶ Use hard copy of admin per se as your “cover sheet”.
  - ▶ Staple the printed report and the files together and paper clip together.
10. You now have your package ready to be sent to the DMV.
  - ▶ Make sure to check it off your list.
11. In the [REDACTED]
12. Log that you sent the report to the DMV.
  - ▶ Be specific on what was sent:
    - Include number of [REDACTED].
    - Narratives include which officer.
    - Any attachments sent.

All DUI's, alcohol and drug related, will be sent to DMV Driver Safety:

- ▶ Drug related will not have an Admin per se to accompany the report but should have a DMV Re-Exam.
  - If one is not provided its ok to still send the package to DMV.

**TRAFFIC ACCIDENTS INVOLVING EMPLOYEES:**

- Any reports that involve Police Dept. employees in their work vehicles should be forwarded to Risk Management on Controlled Document paper.
- Traffic desk will send a copy to risk management after Traffic Sergeant or authorized Motor Officer signs off on the traffic accident.

- The copy should then be routed to Risk Management through [REDACTED] in an [REDACTED].

**TYPING TRAFFIC REPORTS:**

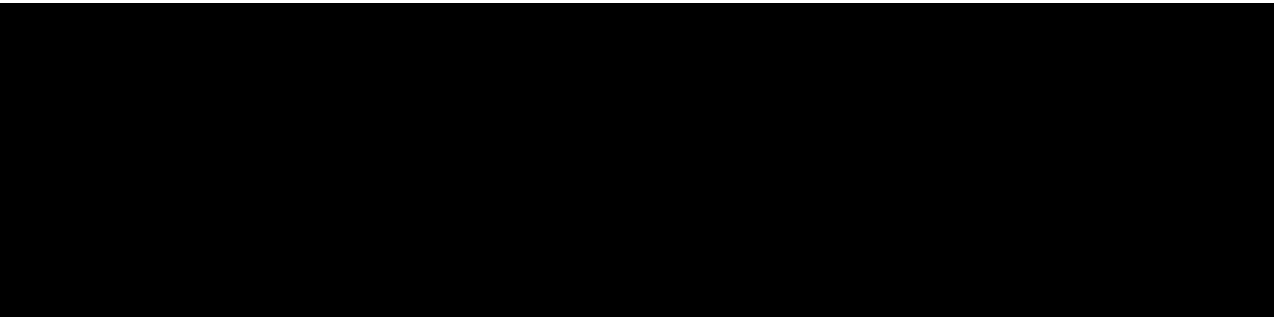
1. Check the bank each day to see if there are any narratives to be typed.
  - ▶ The [REDACTED] for traffic narratives.
2. Type the narrative into a blank notepad file or directly into the Spillman TA (no template necessary).
  - ▶ Do **NOT** type into Word as this creates an error in Spillman.
3. Once you finish typing:
  - ▶ You can hit the [REDACTED] button on fusion.
  - ▶ If not done, but need to temporarily stop typing, select [REDACTED] button.
4. After you have proofread your report. Copy and paste the narrative into a notepad to see how much time to put on your stats.
  - ▶ One page in word equals 15 minutes.

Add the narrative to the existing TA:

1. By opening up the TA file.
2. Scrolling down to the very last page.
3. Click on [REDACTED]
4. Then [REDACTED]
5. Make sure to fill out the headers as per example:

NOTE:

6. Also, check [REDACTED] only if you are the first person typing the narrative.
7. If someone else has put a narrative in before you, check [REDACTED]



8. Once you have added your narrative
  - ▶ Go to the bottom left hand side of your window.
  - ▶ Click [REDACTED]
  - ▶ Then [REDACTED]
  - ▶ Then [REDACTED]”.
9. Send it to [REDACTED] under [REDACTED]”.
10. Ask Traffic Unit to review.
11. Sign narrative.

**CVT LAB RESULTS/DOJ RESULTS:**CVT results:

1. Put in report number order and check for signatures.
2. Check in Laserfiche and Spillman [REDACTED] to see if report was sent to the DA.
3. When sending to the DA, do the following:
  - ▶ Add to [REDACTED]
4. Scan the pages individually.
5. Re-name them their individual case numbers.
6. Printout the copies.
7. Give directly to DA Liaison Desk.
8. Scan and upload the individual files into their reports in the [REDACTED]
9. Log if sent to the another agency DMV etc. in the [REDACTED]
10. Mail copy to DMV in Fresno on controlled document paper if the lab results are for a DUI report.

DOJ Results:

1. Put in report number order and check for signatures.
2. Check in Laserfiche and Spillman [REDACTED] to see if report was sent to the DA.

When sending to the DA, do the following:

1. Scan the pages individually and re-name them their individual case numbers.
2. Upload the individual files into their reports on the [REDACTED]
3. Log that they were sent to the DA, T-Bolt, other agencies, etc in the [REDACTED].
4. Mail copy to DMV in Fresno on controlled document paper if the lab results are for a DUI report.

**T.A.R.G.E.T.:**

- Report number sequence in the 60,000.
- Forward to Investigation Assistant Desk.

**TRAFFIC CITATIONS:**Separating the Citations:

1. Once all citations are entered.
2. Count for statistical use.
3. Stamp with your "T" number (ID#).
  - ▶ at the bottom right corner of the citation.
4. Separate into the below categories.

Misdemeanors:

31VC, 4462.5VC, 4463(A)(1)VC, 14601(A)VC (w/priors), 14601.2(A)VC, 14601.2(B) VC, 14604VC, 14610(A)(1)VC, 23103(B)VC, 23109(A)VC, 23109(C)VC, 23224(A)VC, 23224(B)VC, 23247(E)VC.

Infractions:

Court Appearance at Visalia Superior Court for other violations.

Fix-it Tickets:

Appearance at Visalia Police Department for sign-off.

Distribution of adult citations:

1. Clip citations together categorized "Visalia Superior Court-other violations" which includes all moving violations.
  - ▶ EXCEPT 14601's, 23103s, Etc. - refer below to process these.
  - ▶ 14601.1(a)VC go to Visalia Court.
2. Traffic desk will put in the Superior Court Envelope.
3. Fix-it Tickets are filed in the box by the date issued.
  - ▶ Placing them behind the number file which is located in file box.

Distribution of juvenile citations:

1. All citations previously cited to juvenile court now need to be cited to Visalia Superior Court based upon the violation.
  - ▶ Effective 02-01-09.
  - ▶ The date cited needs to be in line with the specified courts and date to appear.

**HANDWRITTEN CITATION ENTRY INTO SPILLMAN:**

Ticket numbers should start with a "C".

*From the Spillman*

1. Select
2. Select
3. Click
4. Enter citation number.

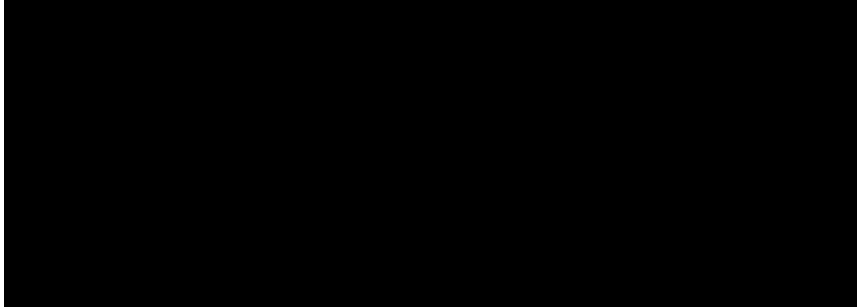


- ▶ Spillman will tell you if citation number is already in use.
- 5. Type incident # if applicable into the [REDACTED]
- 6. Enter Defendant info – first and last name.
- 7. Click [REDACTED] to search for matching records.
  - ▶ If none, select [REDACTED] to add a new record.
- 8. Enter the rest of the Defendant info.
- 9. Enter the violation date and when issued (same values), issuing officer, and agency.
- 10. Enter the address info and press tab.
  - ▶ A geobase box will appear to validate the address. Select the correct address from the list.
  - ▶ If none select [REDACTED].
- 11. Enter the location of the offense.
  - ▶ For example, if the location is Garden/Grove enter “Garden at Grove”.
  - ▶ A geobase box will appear listing possible locations.
  - ▶ Select the correct location of offense.
  - ▶ Choose [REDACTED] if none are correct.
- 12. Enter the vehicle info.
- 13. Double click on the [REDACTED] box.
  - ▶ This takes you to a search for [REDACTED].
- 14. Enter the license plate number.
  - ▶ Click [REDACTED] to search for matching records.
  - ▶ If no records found, select [REDACTED].
- 15. A box will appear asking, [REDACTED] Select [REDACTED].
- 16. Enter remaining vehicle info making note of the [REDACTED] assigned.
- 17. Click [REDACTED]
- 18. A box will appear asking [REDACTED] Yes or no”. Select [REDACTED]
- 19. Click [REDACTED] This will add the vehicle information to the citation.
- 20. Enter speeds and any other available information if applicable.
- 21. Enter the offenses.
  - ▶ If multiple, select the [REDACTED]
  - ▶ This will open a new window where multiple offenses can be added.



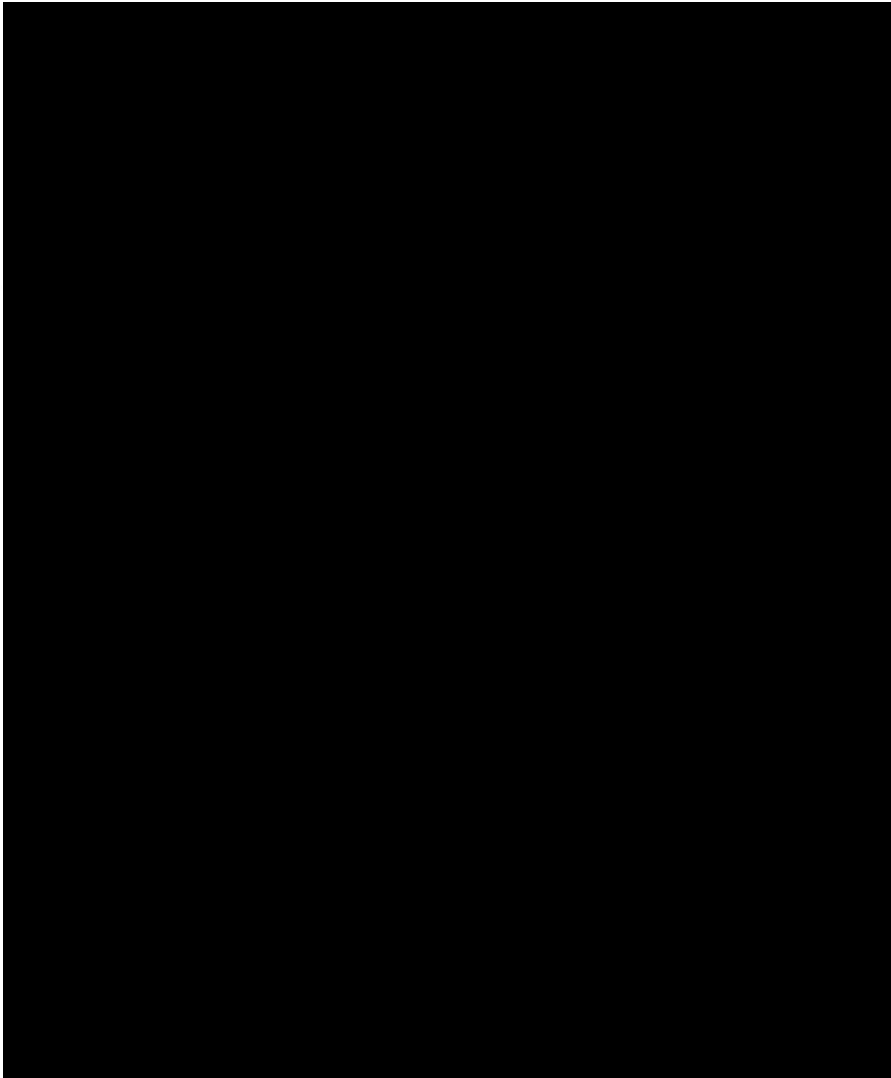
- 22. Click [REDACTED]
- 23. Enter other offenses.
- 24. Click [REDACTED] to go back to the main screen.
- 25. Click [REDACTED]
- 26. Click [REDACTED]

The record should now be entered into Spillman and will look as follows:

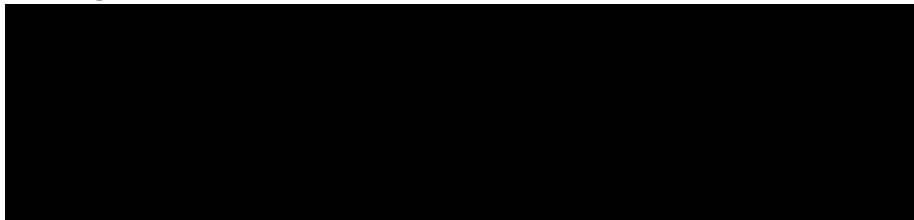


**Notes on Entry:**

1. We are only entering tickets into Spillman if they are handwritten.
2. Click [REDACTED] instead of [REDACTED] when you need to enter a citation.
3. Everything is incident number, NOT case number.
4. Under [REDACTED] select FX for Fix It Ticket and TR for traffic violation.
5. If you get a ticket that is marked as both a traffic ticket and a warrant, process the traffic side of it and assign it directly to FC4 and use status [REDACTED] Scan a copy of the ticket for Records/Warrants for their processing needs.
6. Place a check mark in case number if no report number attached.
7. If no case number, contact officer for correction.

**E-Cite Verification:****Things to Check on Tickets:**

1. If officer charges person with 12500(a) or 14601.1(a) misdemeanor, check to see if they included form 360.
2. Even if the person has priors, it is the officer's discretion to send it as an infraction. If it is a misdemeanor charge and the officer puts it as an infraction, kick it back for the officer to change it.
3. Don't worry about parentheses...12500a vs 12500(a).

**Entering Tattoos:**

**Electronic Amendments Instructions:**

1. The different amendments can be found here:
  - ▶ [REDACTED]
  - ▶ [REDACTED]
2. Select the Amendment you need for the court your needing to send it to.
3. Available are:
  - ▶ Traffic Court.
  - ▶ Superior Court.
  - ▶ Visalia Police Department Fix-it.
  - ▶ Blank.
    - One for Out of County Warrants so you can fill in the address of the court your sending it to.

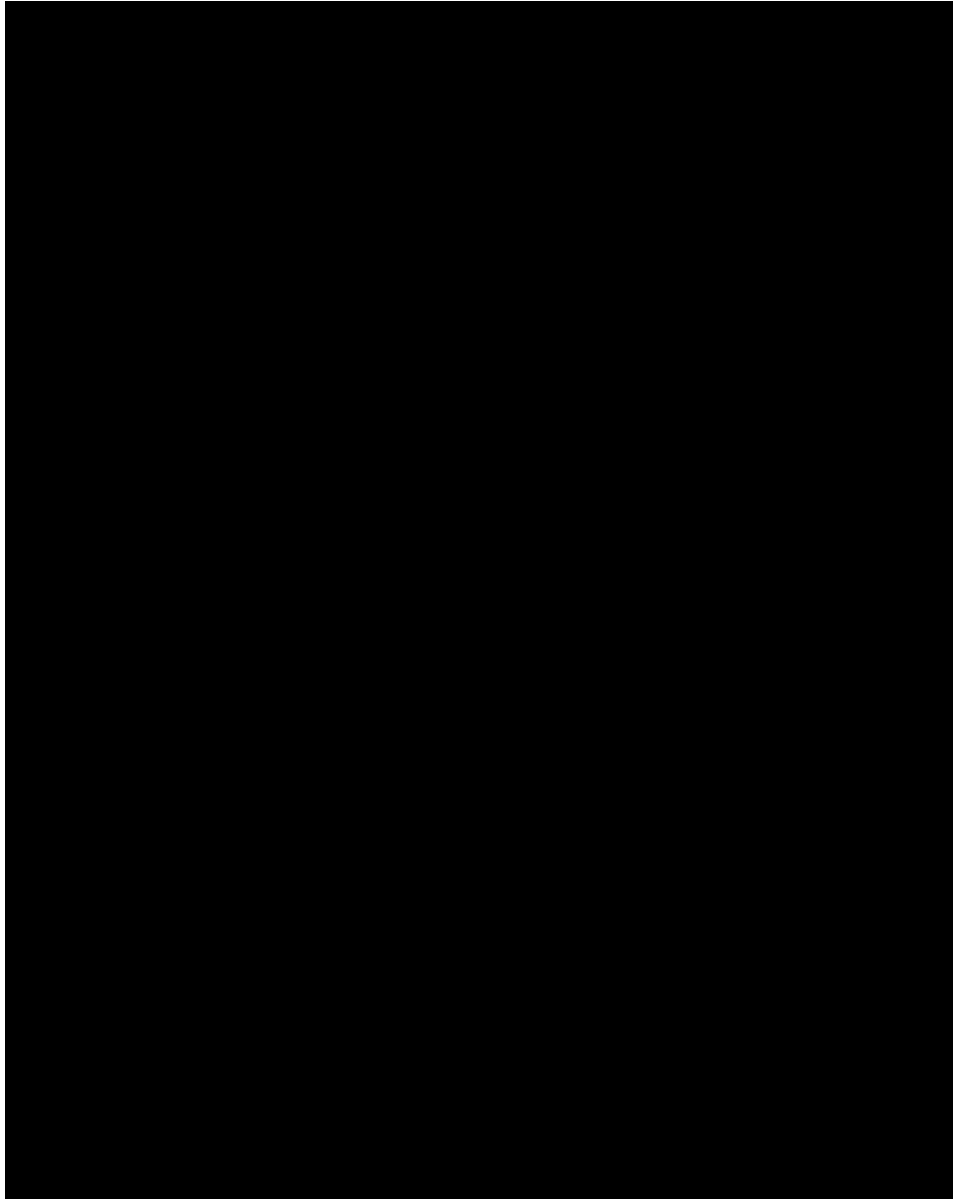
These amendments are filled out exactly like the handwritten carbon copied ones that we previously used.

4. Make sure when filling it out you'll need to reject the report to the officer in Spillman.
  - ▶ Note that they'll have to come into HQ to sign the electronic amendment.
  - ▶ They can then fill in what they have to correct.
5. You would type your name only when amendment is ready to send on the section that has the Visalia Police Department address and Defendant's address since you're the one that's processing the amendment.

The only difference is that after the information is typed in, you'll need to make:

- ▶ 2 additional copies of the paper to be distributed:
    - Original:
      - Goes to the court with the citation or with the fix-it citation in the bin.
    - 1 copy:
      - Gets mailed to Defendant.
    - 1 copy:
      - Gets case number written on the top right corner a stamped.
      - Then scanned into the report if there's a report number.
      - If there's no report number it gets scanned into the Citation number under the [REDACTED].
6. If for some reason the citation was never entered there's a folder on the [REDACTED] labeled [REDACTED] and the amendment can be placed in there.
  7. Make appropriate Changes in Crossroads/Spillman.
  8. The highlighted boxes are the only ones that are able to be edited.
    - ▶ There's also a Clear Button at the top of the form to clear the form in case you need to use if for multiple.

**\*\*DO NOT SAVE IF USING THE ORIGINAL ON THE [REDACTED] DRIVE\*\***



Handwritten:

1. Pinks – make copy of front of amendment only if pink is illegible.
2. Yellow – put in [REDACTED] folder in file [REDACTED]
3. White – mail to customer.
  - ▶ Scan into [REDACTED] or [REDACTED] if no case number.
4. Make sure to make necessary changes in Spillman.
5. Then approve the law incident number you rejected back to the officer.

**NOTE** – Scan in any *returned* amendments/forwarded envelopes into the [REDACTED] if ticket doesn't have a case number. If it has case number, scan it into [REDACTED]

**NOTICE OF VIOLATION CITES:**

1. These will be entered into Spillman in the [REDACTED] just the same as tickets, but the number will be N12345, etc.
2. There should be three total copies of the cite:
  - ▶ The white one will go to the court.
    - Two individually stapled copies of the report on controlled doc paper.
    - The citation will be stapled to the first report.
  - ▶ The pink one will get scanned into Spillman in the [REDACTED] under the law incident number.
  - ▶ The yellow one will be mailed to the person the ticket was written for.
3. Make sure to disseminate the report when you send it to court.

**NOTE:** If an NV cite has a misdemeanor charge on it, you do need to do a traffic package.

1. Print the rap.
2. Driver's License.
  - ▶ Send DL with all NV cites that require a DL printout.
3. Send with two copies of the report to the court, not the DA.

**SPILLMAN TICKETS SENT IN MESSAGE CENTER:**

[REDACTED]

**DA PACKAGES FOR TICKETS:**AutoCite Ticket Processing:

1. T stamp all tickets.
2. Sort into court tickets, warning tickets, and fix it tickets, then cut.
3. MAKE SURE TO CHECK THAT THE CHARGE ON THE TICKET MATCHES SELECTED COURT ON BOTTOM (MISDEMEANOR/INFRACTION)
4. Make sure to check for any duplicate ticket numbers before processing.
5. Shred duplicates.
6. Give to Records and Warrants to 2<sup>nd</sup> "T".
7. Printout Rap and Driver's License.
8. Printout report in Spillman ([REDACTED] if no narrative.)

Staple in the following order:

1. Ticket.
2. Rap.
3. Spillman report.
4. Driver's License.
5. Attach/staple copy of ticket to DMV printout.
6. Attach/staple original ticket to RAP.
7. \*\*If there is a report number on the ticket, check Spillman for the report, usually a CHP180 or a traffic accident.
8. Print a copy to add to package.
9. Enter notes into the [REDACTED] in Spillman.

Tickets that Need Packages:

31VC, 4462.5VC, 4463(A)(1)VC, 14601(A)VC (w/priors), 14601.2(A)VC, 14601.2(B) VC, 14604VC, 14610(A)(1)VC, 23103(B)VC, 23109(A)VC, 23109(C)VC, 23224(A)VC, 23224(B)VC, 23247(E)VC.

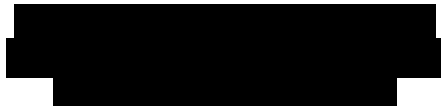
**PROCESSING VERBAL NOTICES & PRIORITY RE-EXAM:**Verbal Notices:

1. Log in [REDACTED].
2. Mail to DMV with license if included.
3. Make copy of verbal notice and license. Place in folder [REDACTED] at [REDACTED].
4. Mail daily as needed, to DMV in Sacramento.

Re-Exam or Priority Re-Exam (long form DMV #DS427):

Officers will issue a re-exam/priority re-exam form when they feel that the individual involved needs to re-take their driving exam.

1. This is located in [REDACTED] under the [REDACTED], [REDACTED].  
(Choose the folder with the [REDACTED]).
2. Needs to be faxed to [REDACTED] if the "Priority Re-Exam" box is checked
3. If report available fax a copy with the red controlled doc stamp with the re-exam form.
4. If report is not available make note on copy of date faxed with your initials or T#.
5. Advise that you will fax/mail when report is complete.
6. Mail original with report to DMV in Fresno.
7. Order for sending, copy of re-exam, report, and original re-exam.
8. Yellow carbon copy of the re-exam is only kept when it has a case number.
9. You then write the case number on the top right corner.
10. Stamp it with your original stamp.
11. Scan into Spillman under the appropriate report number.
12. If the officer marks the Re-Exam box and NOT priority, then we can mail them to the DMV Driver Safety in Fresno. There are Pre-made labels in the traffic desk.



1. There are Pre-made labels in the [REDACTED].
2. If the violator did not receive their copy from the officer at the time of the stop, mail it to them.

**DISTRICT ATTORNEY REQUEST FOR FURTHERS:**

1. Each DA request for further should come with a narrative and a DA Request for Further.
2. If DA Request for Further was not received please process and give to Court Services.
3. Make a copy of the narrative for Court Services and give her the original DA Request for Further as well.
4. Send the original back to the officer for his record if no incident number.
5. Form 360 just goes to Court Services.
6. No copy to officer.
  - ▶ Just put form 360 in the [REDACTED]

7. [REDACTED] in Spillman or log in [REDACTED] if case number is in Laserfiche.
8. In the [REDACTED], put whatever detailed explanation was on the DA paper stating why the DA requested more info.

#### MANAGE FIX-IT TICKETS PROGRAM:

1. Original tickets are filed by the date issued in a [REDACTED] labeled [REDACTED] located on the [REDACTED].
2. For every ticket issued, there is a deadline set where the ticket must be signed off by an officer verifying the repair was made.
3. There is a \$16.50 Administrative fee and this is authorized by the California Vehicle Code as a fee that the Visalia Police Department may collect.
4. When a violator's ticket is signed off, it needs to be matched up with the original ticket that the officer issued.
5. The original is in the [REDACTED] labeled [REDACTED]
6. Once matched up.
7. Staple together both the citizen's copy with the original pulled out of the [REDACTED] labeled [REDACTED]
8. These are filed in the back of the [REDACTED] labeled [REDACTED] under the [REDACTED].
9. Log payment in [REDACTED].
10. Log payment immediately upon receiving it.
  - ▶ If the payment is received at the Substations make sure to [REDACTED] the citation to Headquarters ([REDACTED]) so they can match the signed copies with the original citations.
11. Send an email to [REDACTED] with:
  - ▶ Citation number.
  - ▶ Last name.
  - ▶ Date issued.
  - ▶ Your initials.
  - ▶ Location.
12. When Headquarters is notified by e-mail of a payment received, the ticket is pulled and placed in [REDACTED] until; the original ticket is received.
13. At the end of each week the tickets are pulled from the [REDACTED] labeled [REDACTED] [REDACTED] from the [REDACTED].
14. Each ticket is matched and marked with an [REDACTED] in the [REDACTED]
15. These tickets are rubber banded together.
16. Filed in the [REDACTED] with the other paid tickets.
17. Keep two months' worth of paid tickets.
18. The [REDACTED] tickets are tickets that were paid at the Substations or tickets that cannot be located.
19. If the violator needs an extension on the due date:
  - ▶ 7 calendar-day extension.
    - Example: (Monday to Monday, Tuesday to Tuesday, Saturday to Saturday, etc.) may be given.
    - If it turns out to be a holiday person will receive an extra day.
    - Write the new due date in red ink on the citation at the bottom of the ticket next to the original due date with your initials.
20. If the violator brings in a ticket to be signed off and it is past the due date and the citation has been sent to court:
  - ▶ An officer may sign it off; however, the violator must pay their fine at the Visalia Superior Court.



21. The court will send the violator a letter within 4-6 weeks with a fee due and how to take care of the citation with their office.
22. Every Friday, go through the box labeled "Fix It Tickets" to determine who has not taken care of their citation, pull it out, and send it to Visalia Superior Court for processing.
  - ▶ Upon reviewing the citations, look for the due dates that have already passed. Be sure to check for extensions granted (in red ink).
23. Send letter to the Visalia Superior Court with the original citations for billing.
  - ▶ Make a copy of the letter and every citation for our record.
  - ▶ Place copy of the letter and citation copies in folder located in the b [REDACTED]

**DEPOSIT VERIFICATION:**

1. [REDACTED]
  - ▶ [REDACTED]
  - ▶ [REDACTED]
  - ▶ [REDACTED]

**PURSUIT FORM-CHP 187A**

*Instructions on scanning Pursuit Form:*

1. Scan into the computer with Epson Scanner at your desk. Place form in copy feed
2. Click on the appropriate PDF file that you need to open and check the quality of scan
3. Email the PDF file to [REDACTED] **They must receive within 30 days of the pursuit.**
4. File at the [REDACTED] drawer under [REDACTED]

\*\*Vehicle Code section 14602.1PC requires that "every state and local law enforcement agency, including but not limited to, city police departments and county sheriff's offices, shall report to the Department of the California Highway Patrol, on an approved form, all vehicle pursuit data". The form CHP 187A, Allied Agency Vehicle Pursuit Report, has been developed to record this information.\*\*

**APPROVING 1050s IN SPILLMAN:**

1. Go to your message center and click [REDACTED]
2. Sort so all 1050s are at the top.
3. Click [REDACTED]

4. Check the [REDACTED] and [REDACTED] to see if Traffic Sergeant sent any notes to us (send as an eval, etc.)
5. Go to [REDACTED], [REDACTED] and open the [REDACTED].
6. Check to see if the narrative is attached
7. Narrative must be attached with TA report.
  - ▶ If it is done in Spillman narrative section in [REDACTED], reject to officer.
8. Check for multiple narratives, sometimes officers say “refer to [Officer's Name]'s supplemental narratives,” so we need to make sure those are attached before approving.
9. Check to make sure there is a Primary Collision Factor (PCF) notated on page 2 and that there is a party listed at fault.
  - ▶ There won't always be a PCF listed, especially in Hit and Run reports, but generally speaking, there needs to be something listed there.
    - If there isn't, verify with the officer or with traffic sgt to make sure.
10. Check to see if there is an emergency vehicle / police officer involved or if there is property damage for anything from City of Visalia.
  - ▶ If there is, print out additional report on controlled doc paper and interoffice to Risk Management.
  - ▶ Log in [REDACTED]
11. Check to see if at the end of the narrative, the patrol officers have requested that the report be forwarded to the DA.
  - ▶ We do not send automatically if patrol asks for a report to be sent to the DA.
    - All requests to be sent to the DA for evaluation must first be approved by the Traffic Sergeant.
    - Do the same for Motors Officers.
12. Check to make sure officer/sergeant's signature is at bottom of report.
  - If not, select [REDACTED] and send to [REDACTED]
13. If the officer says there will be a hand-drawn diagram, make sure that has been received and scanned under [REDACTED] in the [REDACTED].
14. If the narrative, diagram (if applicable), and sergeant signature is present, you can approve the report and print it. Date not necessary for traffic sergeant approval.
15. When you do [REDACTED] make sure your name is in the [REDACTED] section and nothing is in the [REDACTED] section.
16. After the report is completed, click on [REDACTED] under the same [REDACTED] you find [REDACTED]. Type [REDACTED] and then hit [REDACTED] and there should be a red rectangle around [REDACTED]

**NOTE:** If you need to reject a report to an officer, you need to put the officer as the [REDACTED] so that it isn't rejected to a group.


1. After printing all reports that are completed:
2. Put in numerical order.
3. Scan as one big document. If the document is bigger than 25 MB, split the file in half or do two separate scans.
4. Copy the original file from the scanner folder and put into [REDACTED] folder.
5. Rename it the date you scanned it (ex. 08022016).
6. Create a zip file by right-clicking on the scanned document and clicking [REDACTED]
7. Drag it into each folder ([REDACTED]) and make sure to put into the [REDACTED] and into the [REDACTED] folder. If [REDACTED] folder are not there, make sure to add them.
8. Copy the original PDF into the [REDACTED] folder **AFTER** removing any fatal TAs from the batch.
9. Write a sticky note on top of all the reports you just scanned with the date on it so we know when to check Crash Logic to make sure they were uploaded.
10. Delete original PDF from scanner when finished.
11. The entire accident will need to be resubmitted to CrashLogic.
  - ▶ No supplements are sent to CrashLogic.

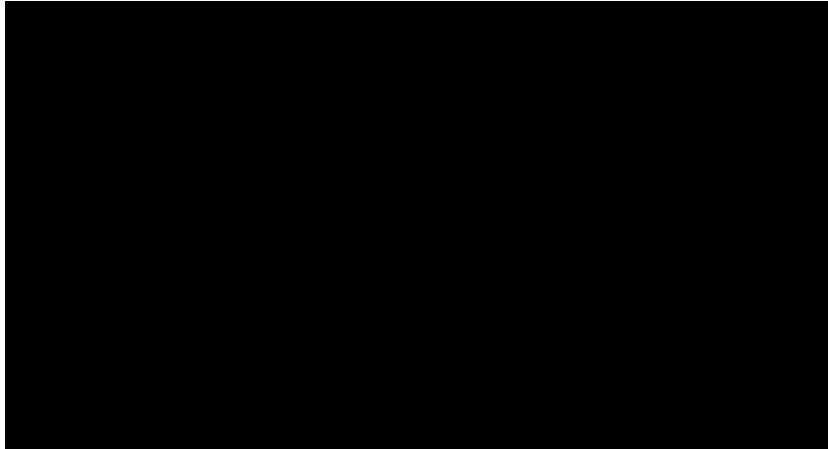
#### CHECKING TAs in CRASH LOGIC:



1. Log into [www.crashlogic.com](http://www.crashlogic.com).
  - ▶ [REDACTED]
  - ▶ [REDACTED]
2. Make sure to check that all pages are present and that there aren't any duplicates.
3. If a report is not uploaded into Crash Logic after an extended amount of time, re-upload it. ([REDACTED] is our contact and his email address is [REDACTED] Email him to have him check if the reports were uploaded or not).
4. After verifying each report:
  - ▶ You will staple it.
  - ▶ Red stamp (Controlled Document) it.
  - ▶ Send to CHP:
    - **UNLESS** the accident reports are courtesy reports, don't have a diagram, or are on private property.
5. After you have verified that all reports have been uploaded into Crash Logic, you can send to CHP.

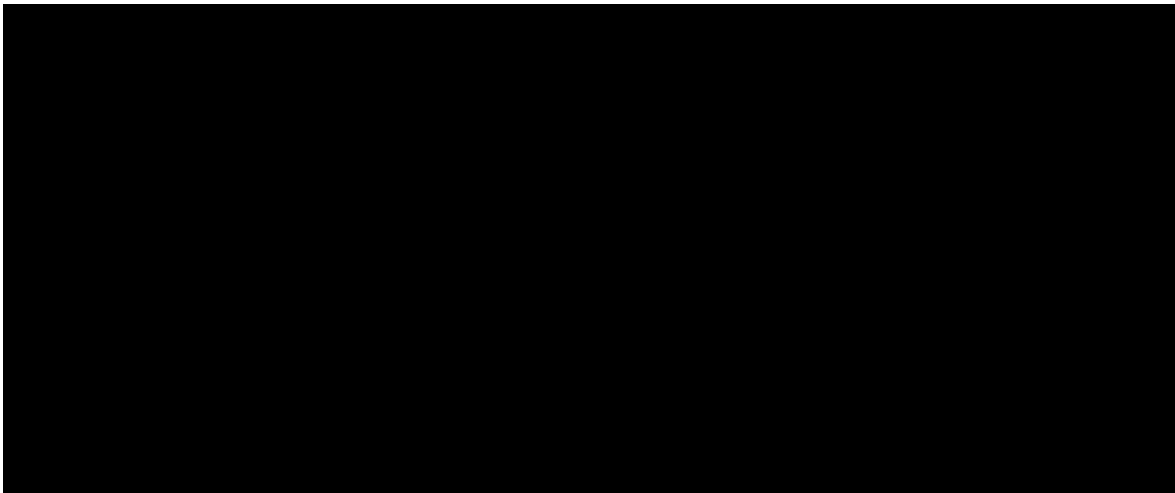
**Transferring to Traffic Engineering Folder:  
Mapping the drive:**




1. Click on the picture of 







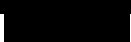
2. The window above will come up.
3. On the left hand side you will see the word  above the list of drives that you have access to.
4. Once you click on  the screen below will pop up.

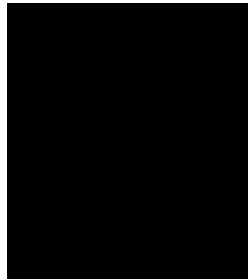






5. At the top of the screen in the light blue bar you should see 

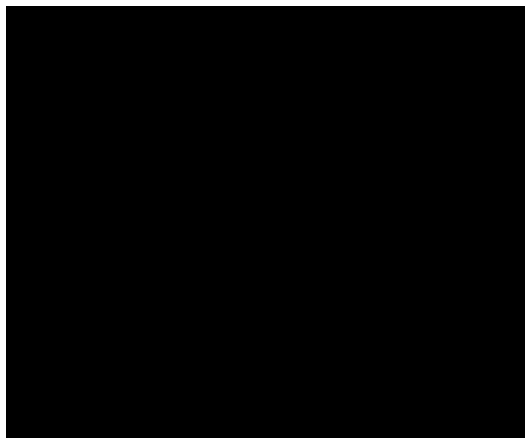


The window above is what you should see.

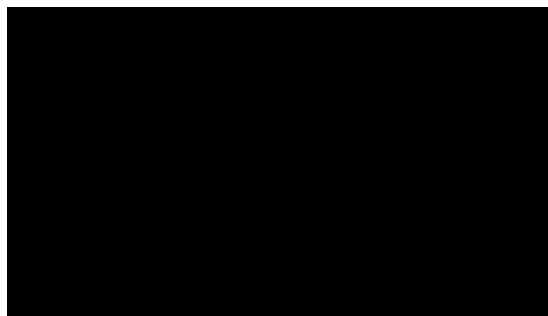
6. Notice there is a line that is for the . If you would like to change the drive to another go to the arrow and go to a  that has no writing next to it.
7. Tab down to the  to add the  drive.
8. Click on 



9. Select the  folder.
10. Click  (You will only have to do the above one time and the drive should be mounted for you to access each time.)
11. Click .
12. It should open the  folder. You should be able to see the contents of the folder. (See below)



13. Please click on the appropriate year that we are working in. (See Below)



14. In 24 hours or more, open [REDACTED] to see if the reports have been downloaded into the system.

15. Search by report number or date of accident.

**Returned Tickets From Court:**

1. Fill out an electronic amendment.
2. Request officer to come to HQ.
3. Make the needed corrections. Put the original ticket and return slip with a copy of the email in the orange folder in the copy room. Highlight the officer's name so they can find it easily.
4. Once you have processed the amendment, send the ticket and correction to court, shred the returned slip.

**School Bus Letters:**

1. Run registration for vehicle
2. Go to [REDACTED]
3. Fill in the needed information
4. Make a copy of the letter and then put the copy in the [REDACTED] and mail out the original.

**Trial by Declaration:**

1. Enter in [REDACTED].
2. Ticket not necessary.
3. Send to traffic court with tickets.

**Hit and Run Letters:**

1. Make a photo copy for Spillman.
2. Send out the original letter.

## DISTRICT DUTIES

Districts are opened 8a to 12p by part time personnel.

Please see Common Front Counter Duties for District Duties.

**Signs:**

1. There are a few signs made up at the front counter on the right hand side of the register in the clear organizer on the third shelf.
2. The appropriate sign is to be taped to the front window by the front counter computer in Records.

**Phones will need to be transferred to Headquarters:**

1. Pick up [REDACTED].
2. Push the [REDACTED]
3. Push [REDACTED]
4. Push [REDACTED]
5. Repeat
6. Push [REDACTED]
7. Push [REDACTED]

## PAPER PROCESSING

1. Basic Job Duties Include:
2. Answer as backup to Laserfiche and Word Processing [REDACTED], [REDACTED], [REDACTED], [REDACTED], and [REDACTED].
3. Print paperwork from Dispatch and process it accordingly (sort, copy, distribute, etc.).
4. Prepare packages for the District Attorney, T-Bolt, Probation, and City Attorney for arrests and citations as well as evaluation packages.
5. Conduct calls to ensure "in custody" reports are done on time.
6. Validation
7. All other duties as assigned.



**IN-CUSTODY LIST:**

Please refer to [REDACTED]” for [REDACTED] instructions.

Communication with the [REDACTED] person is essential to ensure the IN-CUSTODIES are complete. It is the [REDACTED] person’s responsibility to keep the District Attorney Liaison abreast of the “IN-CUSTODY” status.

1. When all of the packages listed on the In-Custody list are completed put in the [REDACTED]
2. A check or X should be placed next to each package on the list.
3. In Custody list can be placed in the [REDACTED] on the [REDACTED]
  - ▶ This folder is located on the [REDACTED] portion by the [REDACTED]
4. The Records Supervisor should also be emailed and notified that the list is complete.

**ARREST PACKAGES:**

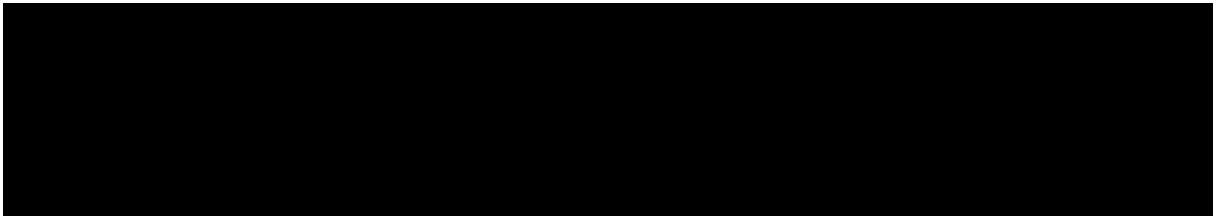
The daily package deadlines are as follows:

- ▶ [REDACTED] for **Adult** Packages
- ▶ [REDACTED] for **Juvenile** Packages

**These timeframes MUST be met.**

**ADULT:**

Adult arrest packages will come through the Message Center with the following message format:



[REDACTED] will be for the typist, refer to the Word Processing Section for details.

1. If cited out there will be a physical citation that will need to be scanned into the [REDACTED].
2. Through the Message Center select the [REDACTED] that will need to be completed.

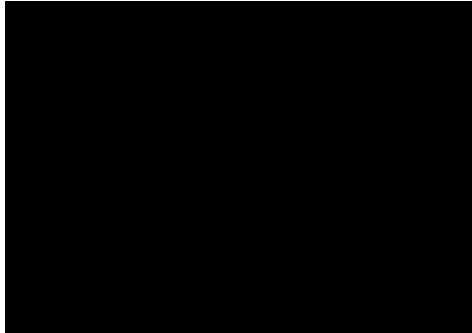
**\*\*Not all the arrests will be come through with [REDACTED] be sure to check everything.\*\***

1. Open the report by clicking [REDACTED] to view the report.
2. Attach any physical supplement. Refer to Scanning Section for details.
3. Approve narratives, ensure no other supps or narratives are pending.
4. UCR the report.
5. If anything is pending, update the status with a message stating what is pending.
6. If anything is incorrect, reject the report back to the officer asking for a correction.
  - ▶ Add rejection information to [REDACTED]

7. If everything is in the report and there are no errors print report to PDF by

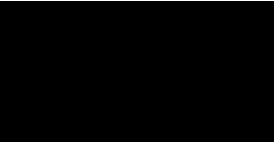
selecting [redacted].

8. From the [redacted] select [redacted]



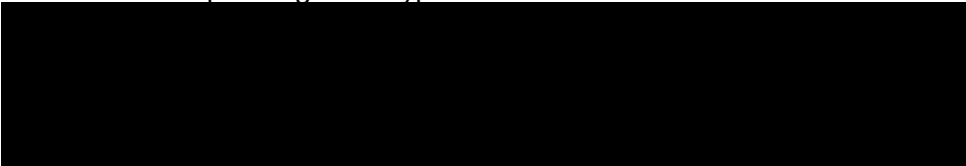
9. Next select [redacted] to review the report before saving to the [redacted]

[redacted]



10. Select [redacted]

- ▶ Main narrative will be a narrative typed by the primary officer.
- ▶ All other narratives typed by other officers or typed by Records will be under [redacted]. Check Fusion to see if anymore narratives are pending to be typed.

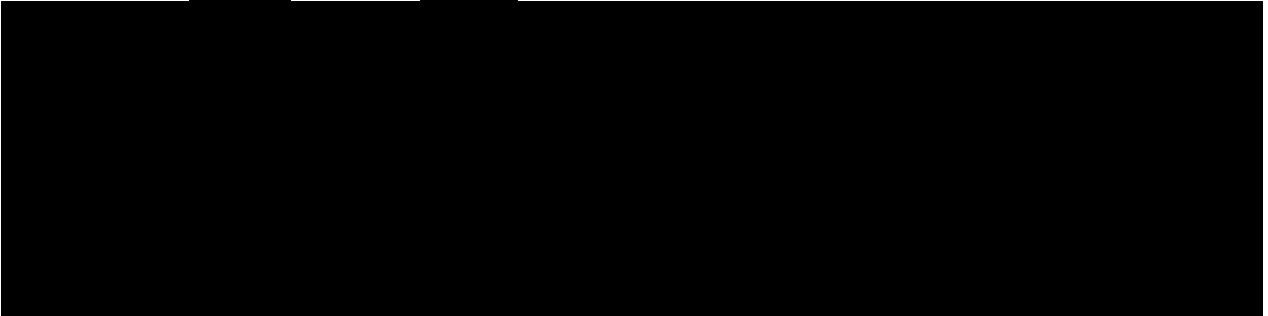


11. Checkmark all of the supplemental narratives to be attached.

12. Select [redacted] and then [redacted].

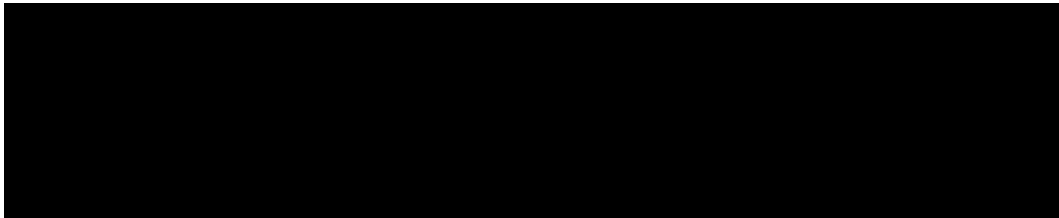
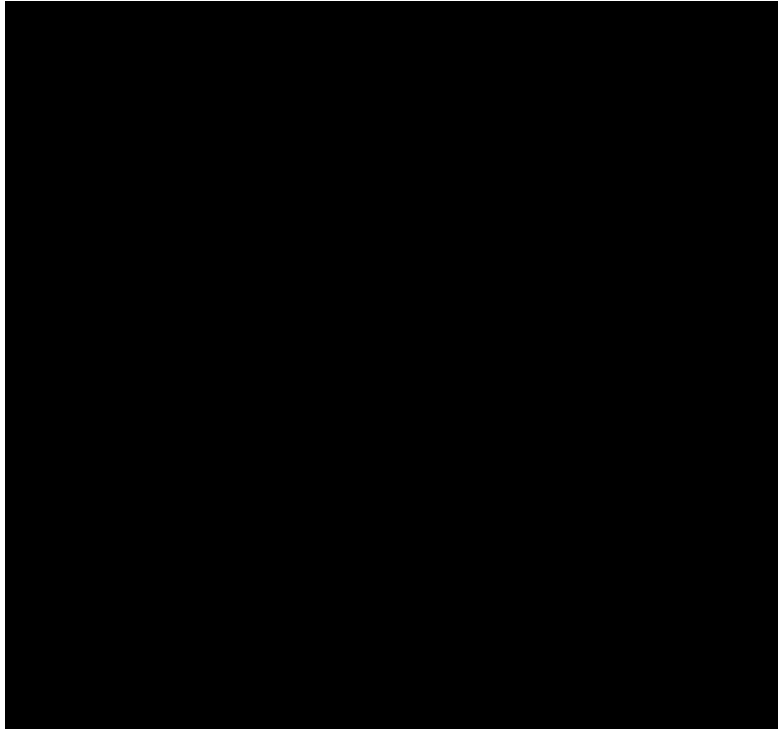
13. Next select all [redacted] to include ([redacted].)

14. Select [redacted] and then [redacted]



15. Report will now appear in PDF View.

16. Can now be saved to the [REDACTED].
17. [REDACTED] on the [REDACTED]. Save PDF as the case # and label arrest or sup.
18. Save an additional copy as the "Face Page" to be inserted into the Files in the [REDACTED] for anything being sent to DA, DA EVAL, PROB, PROB EVAL, CTY ATTY or TBOLT.
  - ▶ format example: "18-100000 Face Page"



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**JUVENILE PACKAGES:**

1. Arrest packages will come through the Message Center with the following message format (not always need to check):

If the juvenile was booked into Juvenile Detention Facility:

1. The package will need to include a Juvenile Petition.
2. Scan this form in as [REDACTED] to the [REDACTED]
  - ▶ If the officer does not turn a Juvenile Petition in we can call the Juvenile Detention Facility (see number in [REDACTED] to have them fax it to us).
3. See adult arrest section for instructions on completing package.

**NOTE:** Juveniles cannot be cited out to court.

1. They must either be booked into the Juvenile Detention Facility or cited out to the Thunderbolt Program.
  - ▶ If an officer cites a juvenile out to court, he must fill out an amendment form to be sent to the suspect advising they will be referred to the Thunderbolt Program.

Preparing packages for juveniles booked at the juvenile booking facility the following procedures should be followed:

- **A juvenile taken into custody prior to [REDACTED] on a judicial day (a day when court is in session).**
  - Arrest reports must be submitted to the In-Custody Petitions Desk at the Tulare County Probation Dept., Juvenile Detention Facility, Custody Intake Unit on the day the person was taken into custody.
  - Therefore, it must be to the DA Liaison by [REDACTED] that same day.
- **A juvenile taken into custody after [REDACTED] on a judicial day.**
  - Arrest reports must be submitted to the In-Custody Petitions Desk by [REDACTED] on the next judicial day immediately following the day the person is taken into custody.
- **A juvenile taken into custody on a non-judicial day (weekend or holiday).**

- Arrest reports must be submitted to the In-Custody Petitions Desk by [REDACTED] on the next judicial day immediately following the day the person is taken into custody.

**DUI PACKAGES:**

**\*\* This will also include 21200.5 VC – Driving under the influence on a bicycle.**

If the DUI is for drugs only then the Admin Per Se is not required. If the DUI is for alcohol the package should include copies of the first three pages of the Admin Per Se. There should also be a Re-exam form turned in for suspect.

The process of making DUI packages is the same as other adult/juvenile arrests other than only needing copies of the first three pages of the Admin Per Se.

See Adult Arrest section for instructions on completing package.

**ALL** DUIs also require a copy of the following to be placed in the [REDACTED] to be forwarded to the DMV:

Original 3 white pages of Admin Per Se (if alcohol related)

Driver's License (if seized by officer)

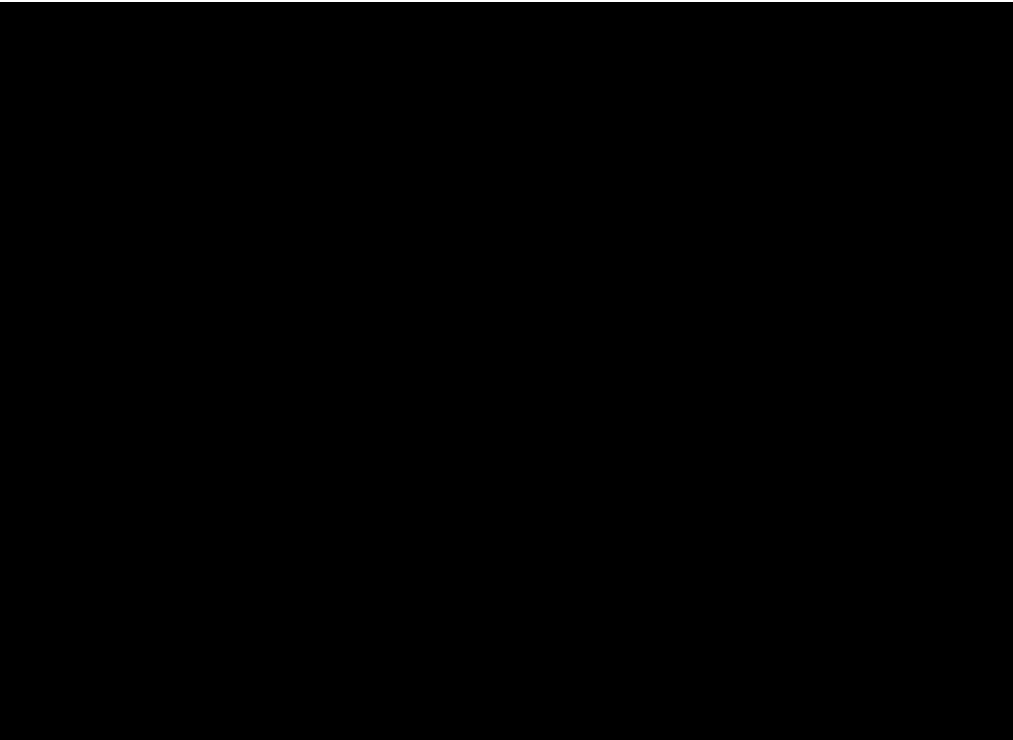
**\*Verify Driver's License matches throughout and check for Officer signature.**

These are to be paper-clipped together (not stapled).

Make copies to scan in and give [REDACTED] originals for the [REDACTED].

**CHECK LIST FOR ALL REPORTS FOR THE FOLLOWING BEFORE PROCESS COMPLETING**

Check the [REDACTED] to make sure criteria has been met before making package or processing complete.



When looking at your [REDACTED]:

You should have:

Victim – if a victim crime

Suspect – if known – cannot have “Unknown” as a name.

Charged with – Booked or cited out (cannot be both)

If cited should have a citation

Traffic Accident – if needed to complete package – open and see if it has been signed off by

Traffic Unit If it has not been route to Traffic Unit ([REDACTED]) for review. This usually happens due to the Patrol Supervisor okaying the arrest.



If Traffic Unit has approved it should look like sample above. Traffic Unit’s officer name should be on the bottom right of the page will have his name under [REDACTED]” and [REDACTED]. If name on the bottom right of the page it should be ready to go for package.

## Vehicle -

1. Involved or towed should have vehicle information in the [REDACTED] which will show up in the [REDACTED]
2. If vehicle was towed with CHP180 operator entering into [REDACTED] will also generate a [REDACTED] which will also show up in the [REDACTED]

## Property -

1. If property has been stolen, recovered, or stolen/recovered there should be a [REDACTED] filled.
  - a. If officer mentions property in narrative it should be entered by the Records Operator.
  - b. Records should not be rejecting reports to officers to enter property. This should be done by the Records Operator.

## Narratives –

1. Officer will need to add their name and ID number at the bottom of the page on the narrative that they have typed themselves.
2. Temporarily we will need to go through the officer typed narratives and add this information for ones that do not have it.
  - a. The reason behind this is due to when printing a copy for the DA the officer's name and ID does not populate on the supplement that they have typed. The DA needs this information for filing charges.
3. Records typed narratives will also need to be checked at the bottom to see if they have been approved by the [REDACTED].
  - a. We are finding that officers are adding supplement narratives after it was approved by the [REDACTED] which is fine but we need to send the narrative back for [REDACTED] for their approval.

## Approval –

1. Check [REDACTED] and the [REDACTED] make sure that it has gone through the [REDACTED] for their approval.
2. The narrative will also need to be checked at the bottom to see if they have been approved by the [REDACTED]

Violent Crimes – Has been approved by supervisor to go without approval.

Property Crimes - Has been approved by supervisor to go without approval.

[REDACTED] when running [REDACTED] please be sure to do that second copy and put in the [REDACTED]. We have moved the bin to the [REDACTED] between the [REDACTED] of [REDACTED] of the [REDACTED]

**SUPPLEMENTS**

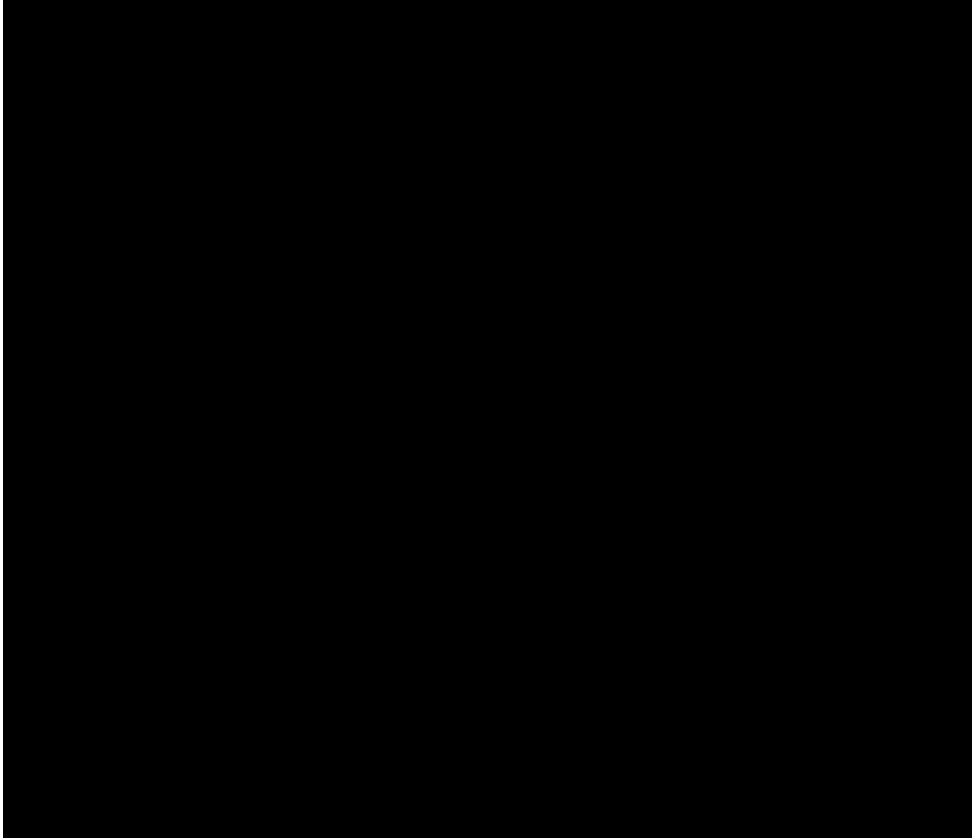
1. Check [REDACTED] to see if sent anywhere.
  - a. If sent please send to appropriate agency noted in [REDACTED].
2. Add supplement being sent to [REDACTED].

Documents containing text, instant messages and large amounts of personal information (SSN, DOB, DL, Account numbers) should be booked into evidence.

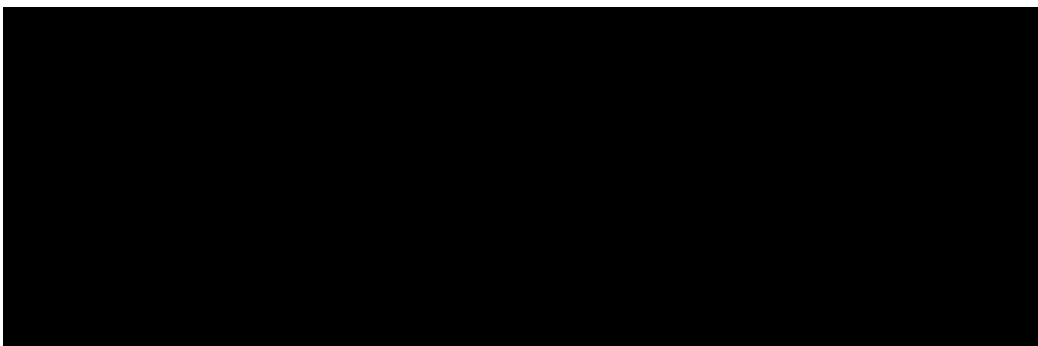


**836's Spillman:**

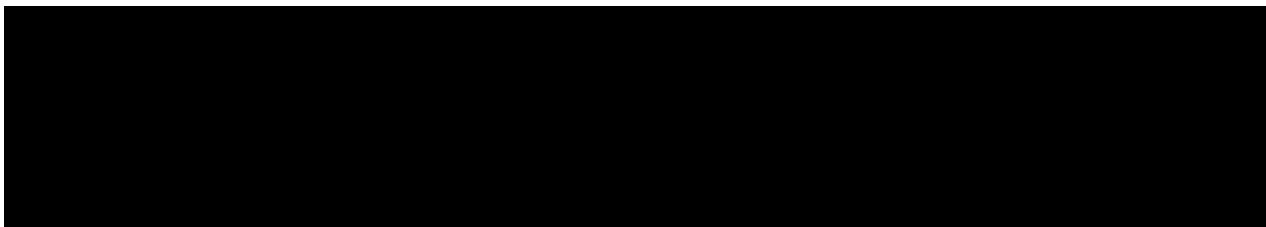
1. The first screen will look the same as a regular report.



2. Looking at the [REDACTED] it will look like an arrest was made.



3. When you double click to open the [REDACTED] it will look the same until you click on the [REDACTED]



4. When you open the [REDACTED]. Below is how it will look. Showing the PC DECLARATION-836 instead of being booked or cited.

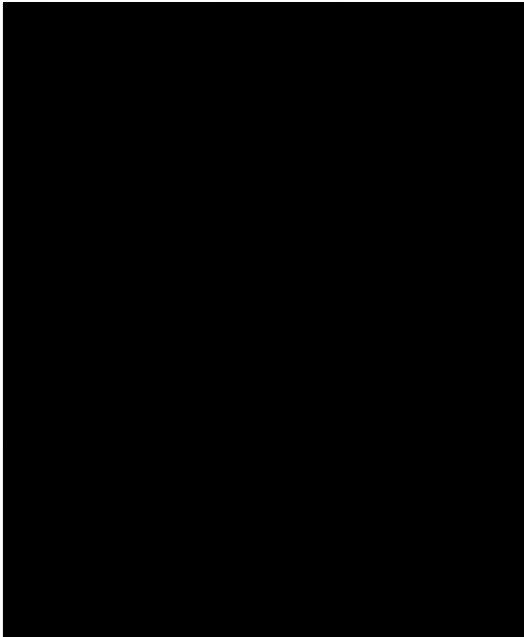


5. These are to be processed like a go nowhere since the arrest has not actually been done yet. These reports are not to be locked when completed by records so the officers will be able to update arrest information once the suspect is arrested.
6. When the suspect is actually arrested the officer will update the date, time, location, officer name, and arrest type will be updated by the arresting officer.
7. The arresting officer will do a narrative for the arrest, send for approval by a supervisor to start workflow, and the will process the package for the DA.

When receiving expired 836's from Dispatch, check for any EPO's and scan in the EPO (served or unserved) into the report.

**PROBABLE CAUSE ARREST WARRANT:**




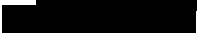
Please see form below:



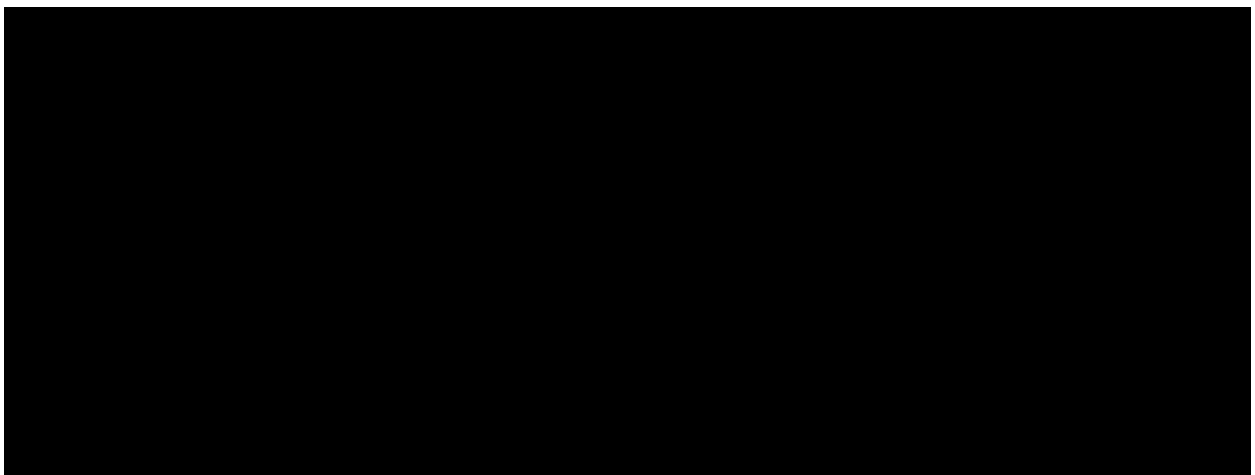
This form is mandated for any adult arrest or adult evaluation. This copy will need to be scanned by itself as an attachment into the report. Example for naming: 12-34567 PC Arrest Warrant.

The original will be given to the DA Liaison Desk to be added to the package that is being sent over to the DA.

**LEAD REVIEW – PACKAGES AND SUPPLEMENTS:**

1. Your completed packages they will now need to be placed into the “” – ” –  which is located on the 
  - ▶ It is fine to put raps and supplements if waiting on the report to be ready in this folder.

***If a lead is not available paper person will work with DA Liaison for the packages needed for that day.***



### Important Things to Remember when Processing Packages and Paper:

#### Other Agency reports:

1. Occasionally we will be required to obtain a copy of their report to be sent with our arrest package.
  - ▶ Every attempt should be made to obtain the report before the package is sent to District Attorney's office as it is often an important part of the package and will be needed to file charges.
  - ▶ Write our report number on the top right hand side of each page prior to scanning.

#### 849(b)PC -

1. If a suspect is released per 849(b)PC, a package will not be made unless they were cited out for **23152VC or 11550H&S**.
  - ▶ In this case, drug/alcohol results are pending and are needed in order for the DA to determine whether or not charges will be filed.
  - ▶ The package should be completed as usual and sent to the DA for possible filing.

#### Suspect Counseled/Released - (not sent to T-Bolt or taken to Juvenile Hall).

1. If the suspect is Counseled/Released, no package will be made.
  - ▶ Treat as a regular report and process all paperwork as usual.

#### Incomplete Package –

1. If it is found that a package is missing something (i.e. narrative, CHP180, etc.) Check [REDACTED] see if officer is working reject to officer.
2. Follow up with officer before shift ends if no response. If officer has left for the evening contact Patrol Sergeant to get problem resolved.
3. If CFS is busy and cannot be resolved it should be noted all actions taken to resolve problem on the End of Shift report.
  - ▶ If officer is not working and package is LDIC contact Sergeant and indicate what is needed.
  - ▶ If package was cited out arrest reject back to officer. This should be logged on the [REDACTED] Tab [REDACTED]" to show when reported, incident number, rejected to, date rejected.

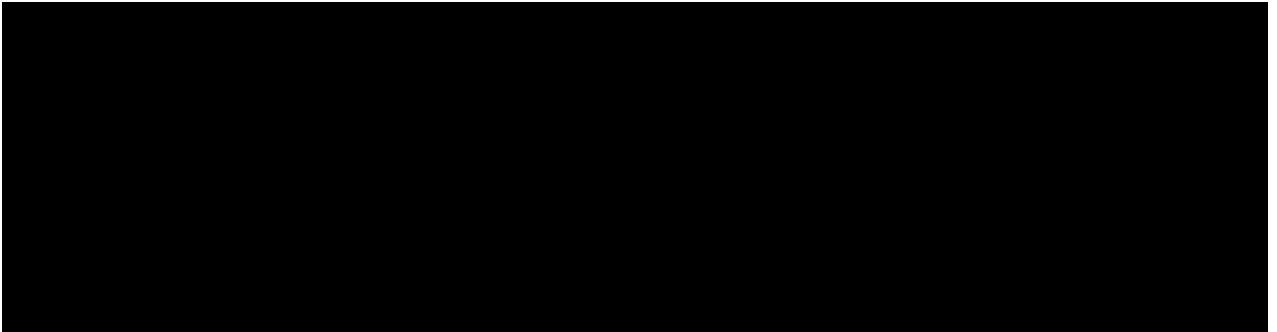
#### THUNDERBOLT PACKAGES

A Thunderbolt Package consists of the following:

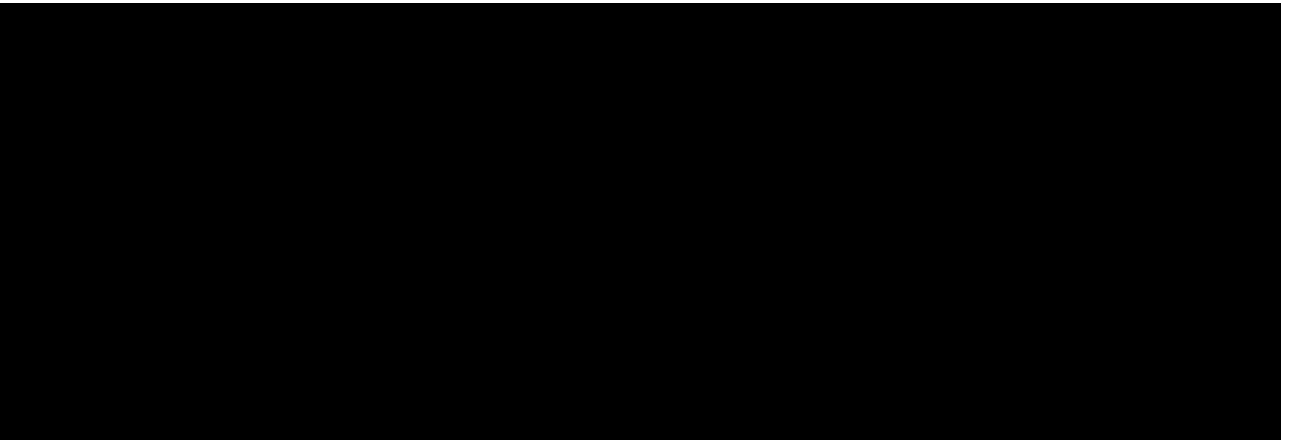
1. Scan cite form into the [REDACTED]
2. Run a Rap (See arrest package instructions for more)
3. Check Spillman and "ICIS" for prior contacts
4. Spillman Contacts and ICIS for T-Bolt Packages:
  - ▶ Pull up the [REDACTED] and search for your name.



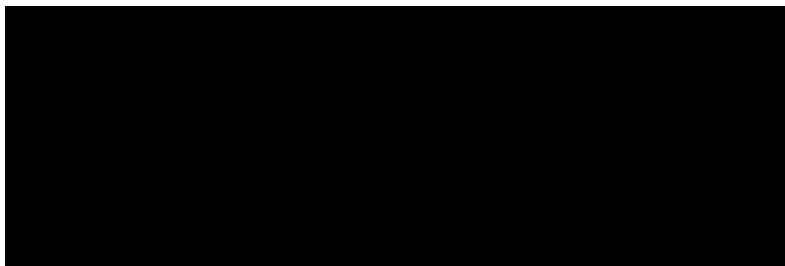
5. Your list should come up with the results from your [REDACTED] search.



6. Double click on your [REDACTED] selection. The name information for your subject will come up.



7. Select the [REDACTED] button.
8. A list should come up if there were any [REDACTED] See below for sample.



9. Go to [REDACTED]. A list should come up with the record number, date, description, and relationship.



10. Save as a PDF for T-bolt package.
11. Print to PDF and save on the [REDACTED].
12. Email the documents [REDACTED]
  - ▶ With a short message similar to "Attached are T-Bolt packages made by Visalia Police Department. For questions, please contact Records."

**ADULT & JUVENILE PACKAGE:**

As with other arrest packages, a DMV Printout is needed if the suspect has one of the listed DMV charges:

31(any)VC	14601(any)VC	20002(any)VC	23152(any)VC
4462.5VC	14604(any)VC	23103(any)VC	23153(any)VC
12500(any)VC	14610(a)(1)	23109(any)VC	23224(any)VC
12951(any)VC	20001(any)VC	23140(any)VC	

**\*\*Once a package has been completed, it should be logged as a [REDACTED] [REDACTED]\*\***

**DA 2ND REQUEST:**

1. Occasionally, the DA's Office will request a file to be reprocessed. If so, resend the package as outlined above and notate the date sent in [REDACTED].

**EVALUATION PACKAGES:**

1. Evaluations can only be requested by Sergeants, Agents, Detectives, Gang Suppression Unit, Narcotics Units, and Commercial Police Officers.
2. The procedure for processing Evaluation Packages is the same as for processing Adult and Juvenile Packages.
  - ▶ Only difference being Adult evaluation packages are sent to the District Attorney's office.
  - ▶ Juvenile evaluation packages are sent to the Thunderbolt program via email.
3. Violent Crimes, Property Crimes, YSOs, and Narcotic Units will request evaluations in their narratives, typically stated at the end of the narrative.
  - ▶ Make sure to check all narratives from these units to make sure that we are sending all requested evaluations.
4. For Patrol Evaluations, the sergeant will note in workflow that it is a Patrol Eval.
5. Once an evaluation package has been completed, a [REDACTED] should be added.
6. Save an additional copy as the "Face Page" to be inserted into the Files in the [REDACTED] for anything being sent to DA, DA EVAL, PROB, PROB EVAL, CTY ATTY or TBOLT.
  - ▶ Format example: "18-100000 Face Page"

**Probation Evaluations:**

1. Emailed to [REDACTED]
2. Report, rap, involvements, any supps, narratives, and intake and dispo forms shall be attached.

**TEP PACKAGES:**

When an arrest is made for a Trespass Enforcement Program the report should have the TEP number listed.

1. 602PC arrests and a copy of the TEP will need to be included in the report as a supplement.
  - ▶ A copy of the TEP should be printed from the [REDACTED] in the [REDACTED].
  - ▶ The copy is to be treated as a normal supp at this point and scanned into the [REDACTED]. Write the report # on top of the TEP copy prior to scanning.

TEP Files are found on [REDACTED]:

- ▶ Folder [REDACTED]
- ▶ Folder [REDACTED]

In the event that the individual has not renewed their TEP, please send email to Agent with the TEP number in question.

**ARSON REPORTS/ARREST:**

VPD will be working with the Fire Department to investigate Arson reports.

1. Officer [REDACTED] has been assigned as the primary contact between our agency and Fire. Since a VPD Investigator will be working the cases any arrest paperwork or request for evaluation will be processed by our department.

We will continue to follow paper procedures with regards to arrest packages (Paper Desk) and evaluations (Investigations Desk).

- ▶ If additional narratives are needed Fire will be responsible for those and will not access our bank.
- ▶ Subpoenas for Fire will continue to be handled by Fire. DA Requests for Furthers will be routed to [REDACTED] for follow-up.

A copy of the report must be routed to Fire.

**CITY ORDINANCE (VCO) or (CO):**

1. Cite.
2. Complaint form (completed by Records).
3. Declaration (completed by officer).
4. Narrative.
5. Amendment (if necessary).

Once report is complete and all supps have been scanned into the [REDACTED], the report is to be printed to PDF and emailed to [REDACTED] and [REDACTED]  
[REDACTED]

**All VCO's should be cited to court on a Thursday:**

Effective 6-6-19

Visalia Courthouse  
221 South Mooney Blvd.  
Department 14  
Visalia CA 93291

Amendments (see "Amendments" section for how to process)

[REDACTED] or [REDACTED] will send an email informing us that the City Attorney has decided not to file a city ordinance:

1. Print the email.
2. Write the case number.
3. Stamp the e-mail with "Not to be given out to a third party".
4. Scan into [REDACTED].
5. Forward the email to the officer as "FYI – Only".

**Complaint Form:**

1. Fill in defendant's name(s).
2. Date
3. Infraction/misdemeanor
  - ▶ Indicated on the cite
  - ▶ Location – need to be filled in
4. No language for cited city ordinance.
  - ▶ Send an email to [REDACTED] of the City Attorney's Office [REDACTED]
  - ▶ Provide code violation
  - ▶ Include a scanned copy of citation.
  - ▶ Officer's narrative, requesting the appropriate language.
  - ▶ This email is to be copied to [REDACTED]



- Once language is received, it will be copied and pasted into a blank complaint form and saved under the City Ordinance code section.

**Juvenile Cite and Release City Ordinances:**

1. All cite out juvenile city ordinance packages shall be processed as a T-Bolt package **(excluding the rap and ICIS printout)**.
2. Emailed to [REDACTED]
3. No complaint or declaration are needed.

**Adult/Juvenile– 11357(b)HS:**

1. Citation will be scanned into [REDACTED].
2. Citation.
3. Copy of Law Incident will be printed out.
4. No RAPS ran.
5. Adults to Muni Court (Copier room)
6. Juveniles emailed to T-bolt.

**PUBLIC INTOXICATION (647(F) PC):**

1. Pull up Incident Report.
2. Verify whether report needs to be sent to the District Attorney's Office
3. Check to see if released 849(b)PC.
  - ▶ Pull up offense, [REDACTED] to see if it states "849(b)PC".
  - ▶ Check narrative to see if officer advised "849(b)PC" in narrative.
    - 849(b)PC is found it will be process completed without sending to the District Attorney's Office.
    - No 849(b)PC is found this will be packaged and sent to the District Attorney's Office as a regular Arrest Package.

**WARRANT ARRESTS, 3056PC, 777W&I CITATIONS:**

Warrant arrests only that the citation that is turned into Records/Warrant will be scanned by Records/Warrants desk.

3056 - Records/Warrants desk do not need Parole holds these will be process completed by Paper.

777WI – Juvenile Probation revoking minor's probation or they are removing from the parent, guardian, relative, or friend and making the Juvenile a Ward of the Court. No package needed.

**MINOR IN POSSESSION (25662 B&P):**

Scan the physical cite form into the [REDACTED] and print report to PDF.

If juvenile:

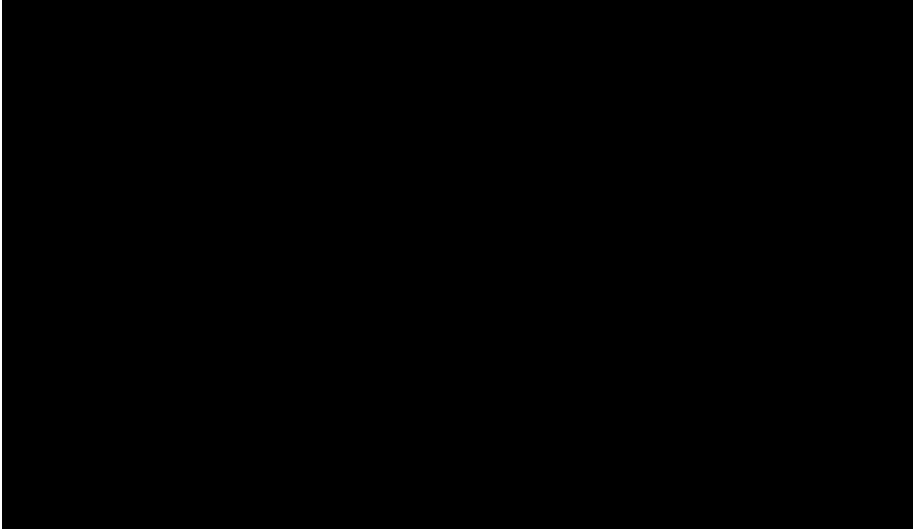
Forward the PDF to T-bolt via email

If adult:

Save the PDF to the [redacted]” folder on the [redacted] Drive

**CHP180's:**

Enter the stored or impounded vehicle into [redacted] via the [redacted] option at the top of the [redacted]. Select [redacted] to take you to the proper screen for entry. Place the

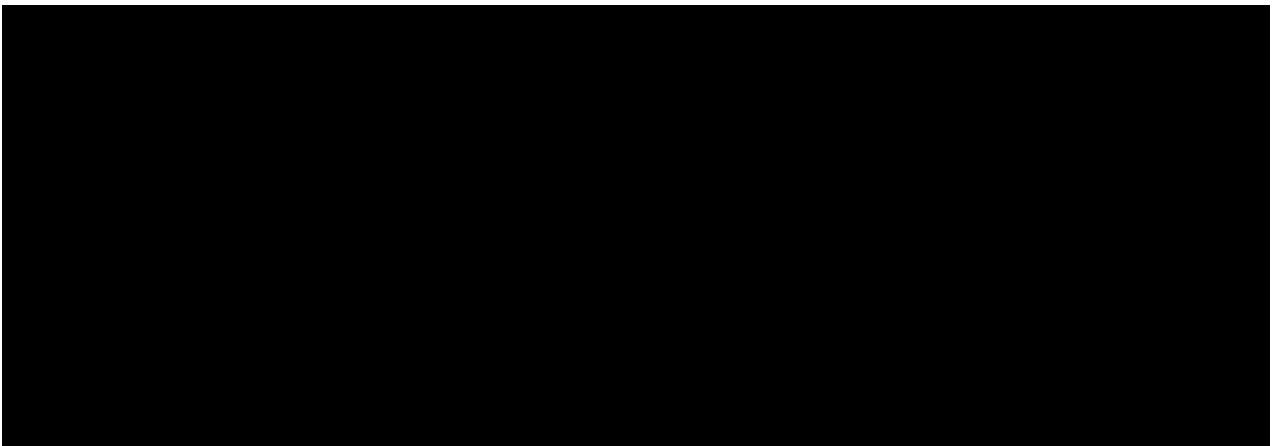


physical CHP180 form in the [redacted] for Front Counter 2.

Vehicles must be entered through the [redacted] and NOT the [redacted]. Double-click the [redacted] to open up the [redacted]. Then [redacted] can be selected. To open mask for [redacted] entry.

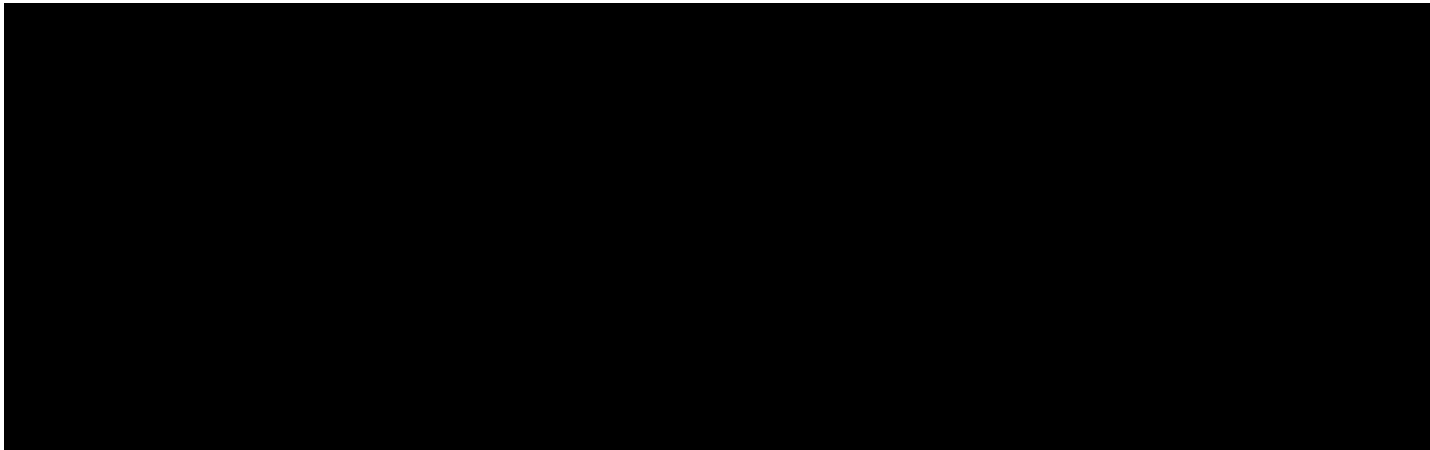
**VEHICLE [redacted] ENTRY:**

In the [redacted]:

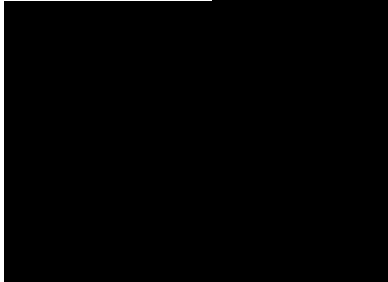


1. Select [redacted]
2. [redacted] will automatically generate.

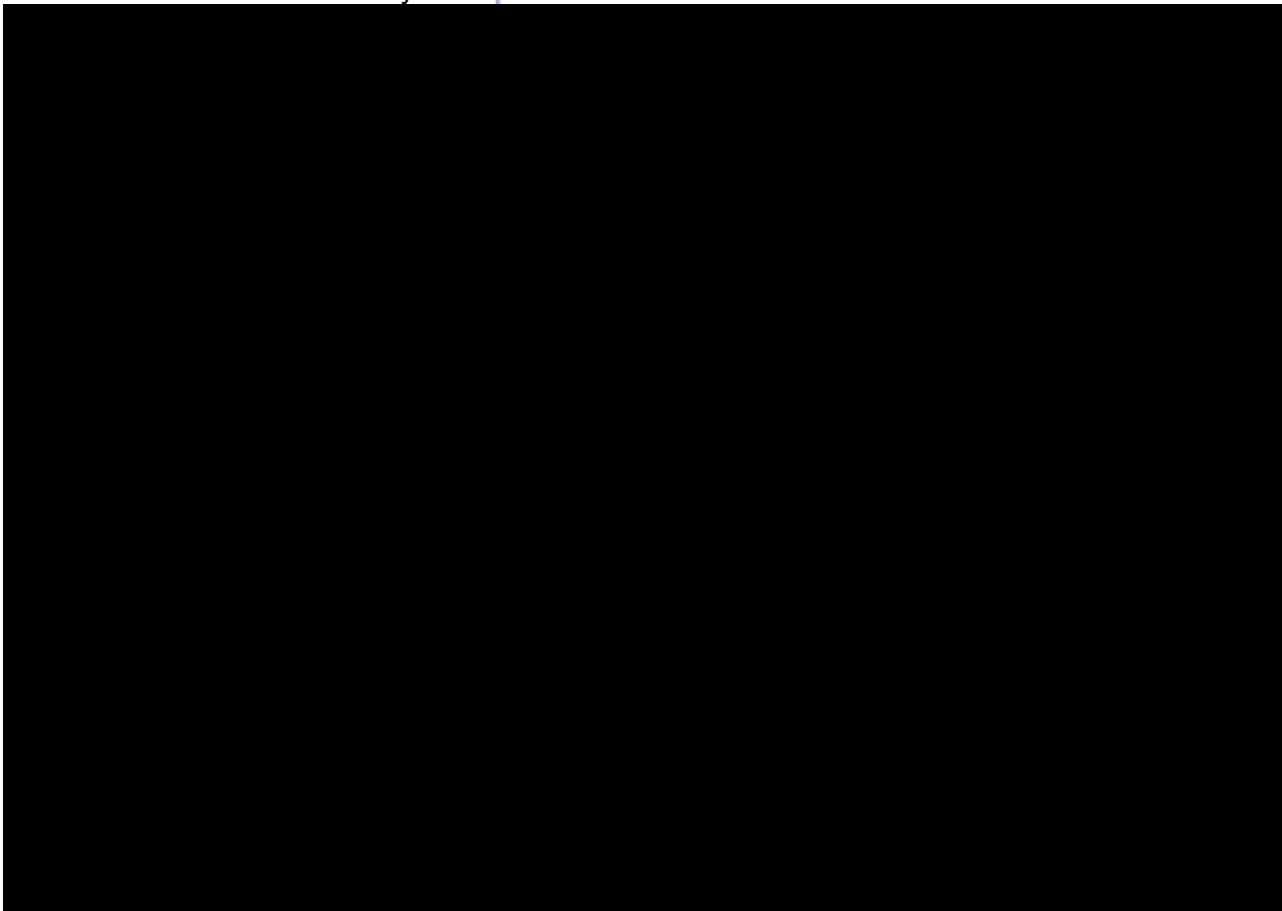
3. Use the [REDACTED] from the [REDACTED].
  - a. Will Auto-Populate Driver and/or Registered Owner's information and



4. Click on [REDACTED]



5. Enter in the necessary information from the CHP180.



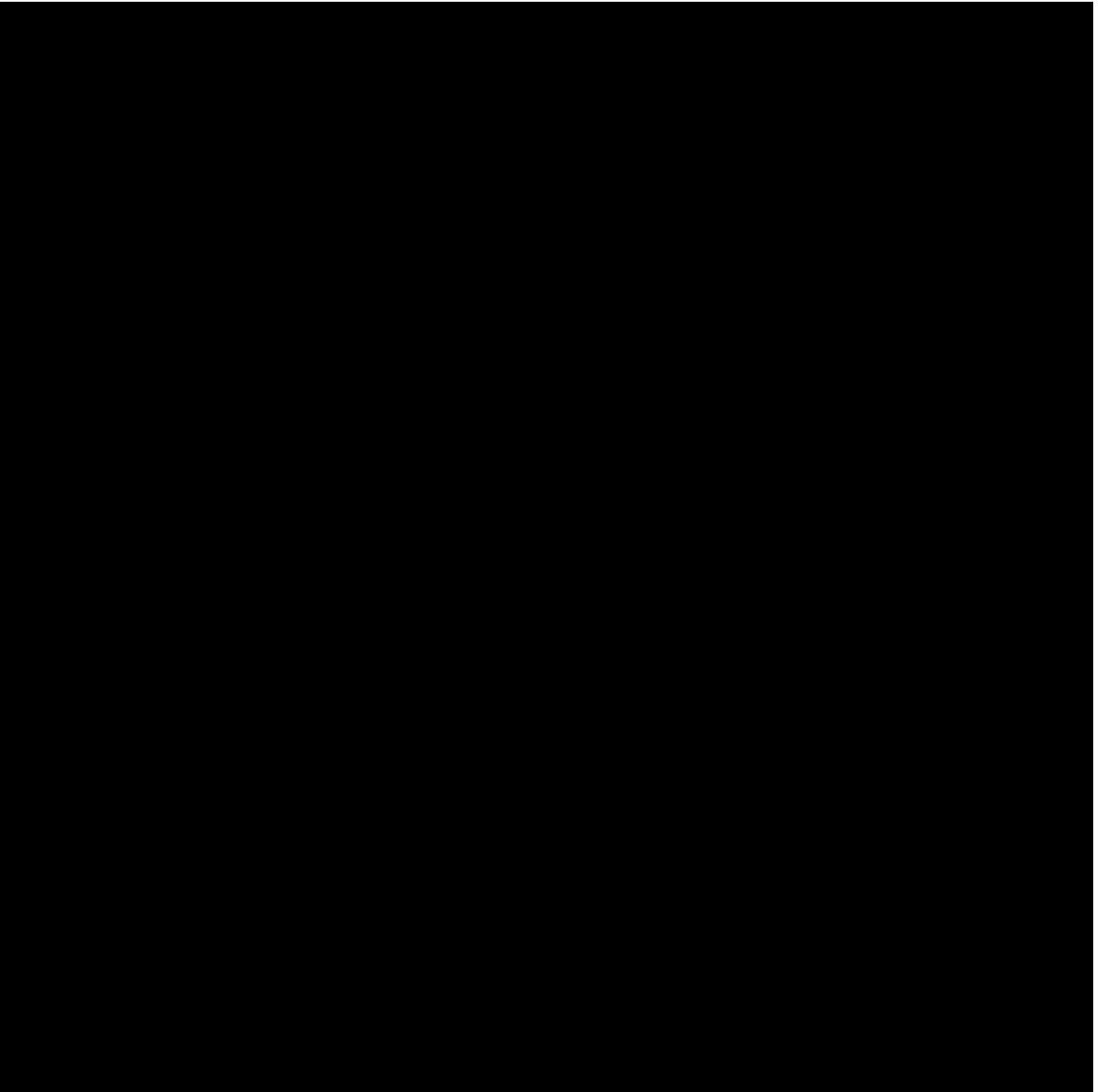
6. You must enter the case number in the [REDACTED] field.
7. Enter the storage authority form CHP180 in the [REDACTED] field.
8. Click [REDACTED]
  - ▶ Read narrative to determine if vehicle was released to owner or look to see if there is a tow company listed.
  - ▶ The box marked [REDACTED] will usually be signed by the R/O.
    - If *NOT* released to the R/O and a tow company is listed to Front Counter send notification to the R/O and/or L/O.

**RECOVERED VEHICLES FROM OTHER AGENCIES:**

- ▶ Dispatch will forward a green copy of the face sheet filled out when a stolen vehicle is recovered by another agency along with the teletype showing the victim's name.
- ▶ Front Counter personnel are responsible for sending recovery letters to the registered and legal owners notifying them of recovery of vehicle.

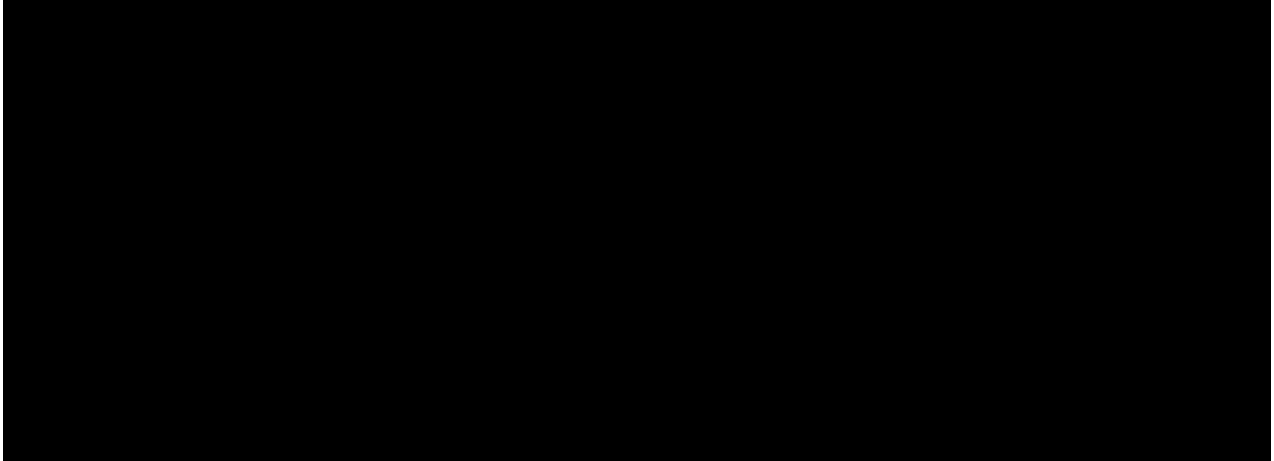
**ADDING A RECOVERED VEHICLE OFFENSE CODE, STATUTE CODE, RECOVERING OFFICER & DATE:**

1. Pull up the appropriate law incident you have a recovered CHP180/green recovery form.

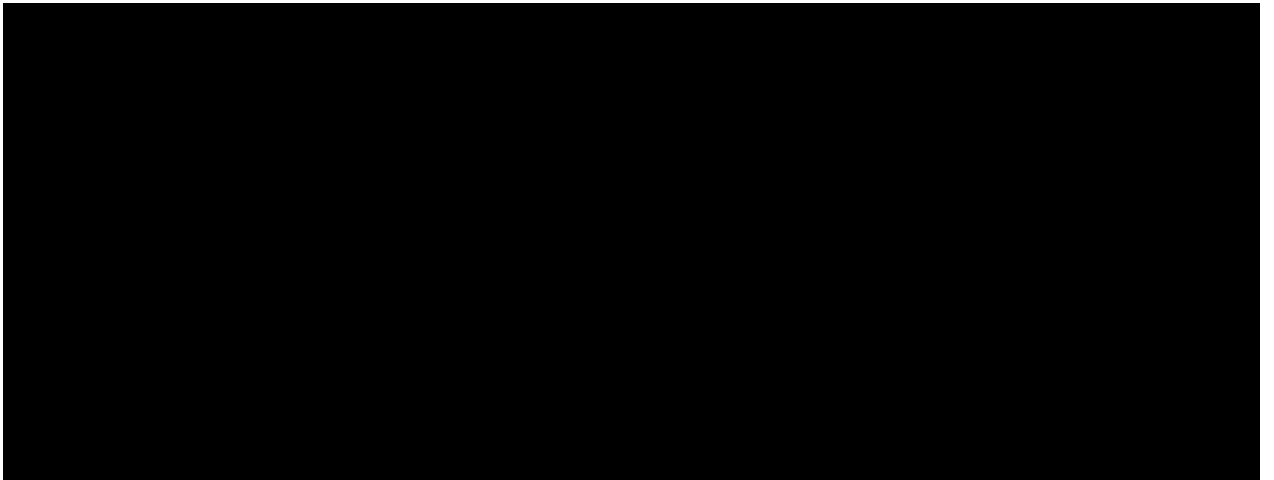




2. Select anywhere in the [REDACTED] field then select the [REDACTED] tab that appears.

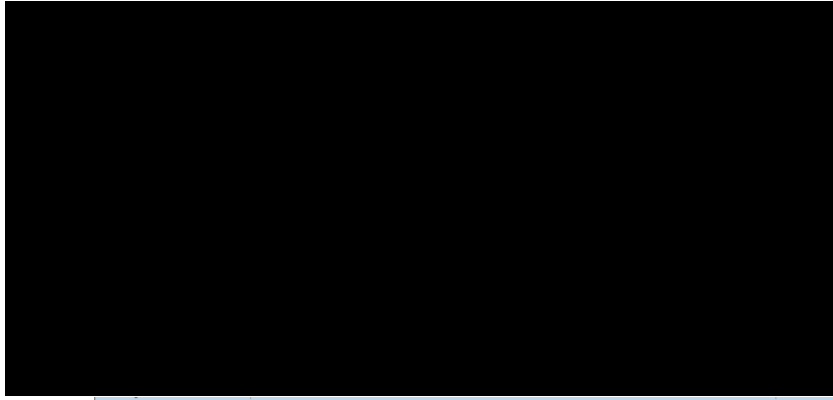


3. After the [REDACTED] tab has been selected the following box will appear. Select [REDACTED]



4. Type [REDACTED] into the [REDACTED] field that your cursor is currently in.
5. Tab over to [REDACTED] type [REDACTED]
6. Select [REDACTED]

The screen will then appear as follows. You may now exit this screen.

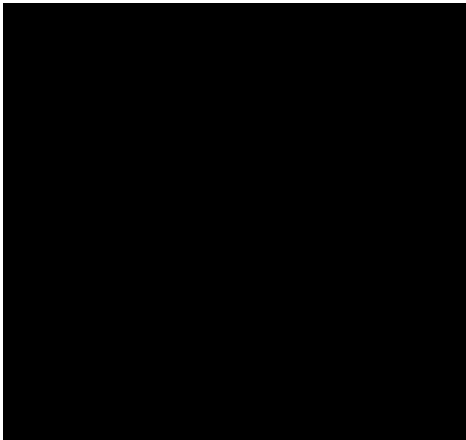


7. The [REDACTED] will now have the [REDACTED] of [REDACTED] & [REDACTED] listed so that all recovered vehicles are searchable.



Now, to add the recovery date and recovering officer, start by selecting [REDACTED] at the top of your screen.

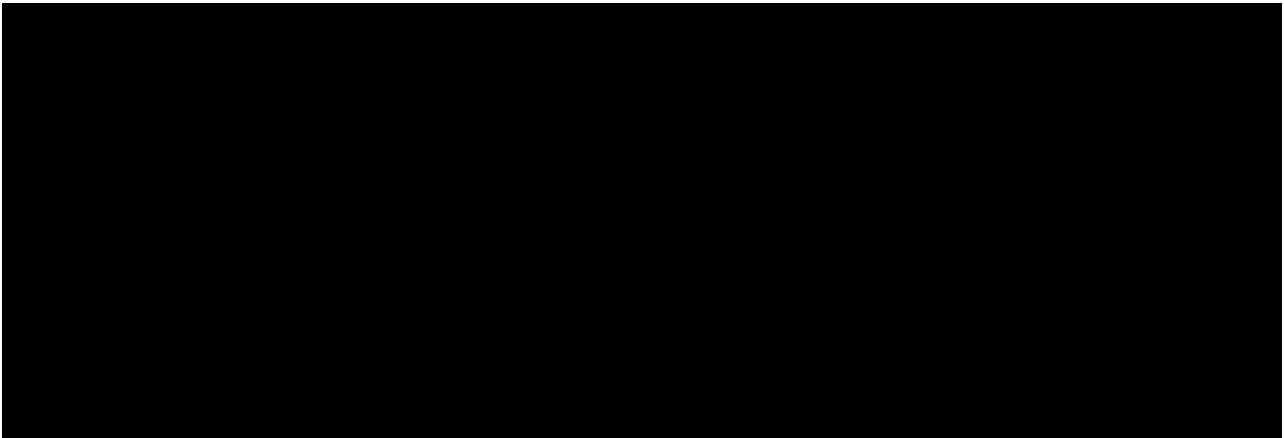
8. Right click on [REDACTED] entry.



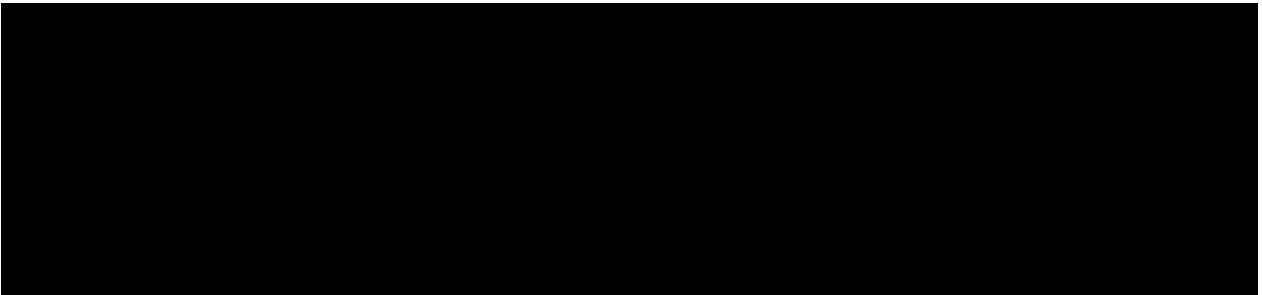
9. Click on [REDACTED]



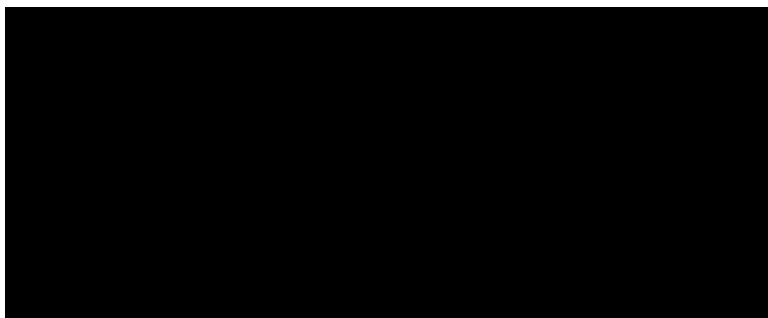
10. Tab to [REDACTED]
11. Change to [REDACTED]
12. Click on [REDACTED]
13. Select [REDACTED] from your list of [REDACTED]



14. Open the [REDACTED]
15. Add the date on the recovered CHP180 or green recovery form in the [REDACTED] field.



16. Change officer to the recovering officer on CHP180 (only if VPD located vehicle).
17. Tab to the [REDACTED] Click on arrow. A drop menu will come down.





## 18. Selections for Stolen / Recovered

- ▶ [REDACTED] – Stolen, not recovered – Initial Report.
- ▶ [REDACTED] – Stolen other (other agency), Recovered Local (by our agency).
- ▶ [REDACTED] – Stolen local – Recovered local (our agency took initial stolen report plus we recovered).
  - Officer's should have turned in CHP180.
    1. One CHP180 having stolen / recovered box checked.
    2. Two CHP180s when stolen / recovered on different days.
- ▶ [REDACTED] – Stolen local (our agency) / Recovered Other (other agency).

19. If recovery officer is different than initial update to show recovering officer.

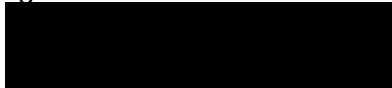
20. Select [REDACTED]

21. Place CHP in [REDACTED] in copier room.

22. Date Recovered/Received is the date stated on the recovery 180 or other agency recovery from Dispatch.

23. Amount Recovered should be one of the follow two choices:

- If the vehicle is burned or major stripped the recovery value is \$100.
- In all other cases (even if wrecked or minor stripped) the recovery value of the vehicle stays the same as the original value
- When stolen other, recovered local both the original value and the recovered value should be 0 as the agency that takes the stolen report is the agency that counts the value of the vehicle.
- When looking at our CHP180 if box checked use the lowest amount.



**\*\*Note: This [REDACTED], modifying relationship in [REDACTED] to [REDACTED], change officer to recovering officer on CHP180, the [REDACTED] to be updated, and the recovery date must be added to all recovered vehicles, including those recovered by other agencies\*\***

## DOUBLE CHECK RECOVERIES

### **AOA/COURTESY REPORTS:**

Any report Visalia Police Department takes for another police agency is a Courtesy Report.

1. Print a complete copy of the report on controlled document paper and mail to the agency it pertains to.
2. Indicate in [REDACTED] what was sent (be specific on what was sent) and where the report was sent.
3. Add a [REDACTED] in the [REDACTED].

**CHILD WELFARE SERVICES:**

When an officer in his/her narrative requests a copy of a report sent to Child Protective Services, mail to:

Tulare County Child Welfare Services  
 [REDACTED]  
 [REDACTED]  
 [REDACTED]

1. Add [REDACTED].

**HOMICIDE REPORTS (187PC):**

[REDACTED] will process the package for the District Attorney's Office if an arrest was made.

1. After the report was complete, print the entire report.
2. Fasten report with metal prong fasteners.
3. A folder and tab will need to be made indicating the case number and the name of the victim for the [REDACTED].
4. The original report will be kept in the [REDACTED] in the [REDACTED] [REDACTED] with additional supplements, etc.

Create a [REDACTED] stating:

"Full copy of report has been printed for the [REDACTED] (Be specific on what was printed)

Supplements:

1. Homicide supplemental that is sent to [REDACTED] and/or turned into fresh paper will be processed by [REDACTED].
2. Review [REDACTED] to see if sent to DA.
  - a. If so please send as supplement to the DA.
  - b. Print out a hardcopy of supplement to be filed in the [REDACTED]
  - c. Hard copy of Homicide Reports need to be kept in the [REDACTED].

If nothing was found in [REDACTED] that a hardcopy was printed out and there is nothing in [REDACTED] give to Investigative Records Operator. The detective may be holding while investigating. In this case, Investigative Desk will be responsible to print the hardcopy to be filed.

**OFFICER INVOLVED SHOOTING (OIS) Reports:**

All OIS reports and supplements should be left in the [REDACTED] for the Investigations desks to process.

**MISSING PERSON (601 W&I):**

All outstanding 601 W&I (runaways) should have:

1. First page of the "Missing Person Reporting Form" turned in and scanned in by itself into the [REDACTED]
2. Once teletypes have been received from dispatch it should be scanned into the [REDACTED] under the appropriate incident number.
3. The hard card "Locate" will be sent by [REDACTED] by dispatch.
4. The [REDACTED] turned in and scanned in by itself into the [REDACTED]

5. Teletypes should be scanned in separately in the [REDACTED]
  - ▶ If officer makes new Incident number the officer should be contacted due to the original case number being used.
  - ▶ The new Incident number that the officer created in Spillman can be cleared with [REDACTED]
  - ▶ The teletypes will need to have the original [REDACTED] showing in the locate teletypes.
6. Must be scanned in with the paperwork due to DOJ Audit.

\*\*If missing person was entered into [REDACTED] the officer must turn in the "Missing Person Reporting Forms" \*\*

**JUVENILES:**

Must have teletypes.  
Match up teletype with report.

**SPCA REPORTS:**

All reports involving animals as victims or suspects will be routed to Investigative Lieutenant.

**UCR PAPER PROCEDURES:***UCR PART 1 Crimes:*

Appropriate offense codes will need to be selected for the following:

1. HOMICIDE – **offense code already preselected *unless*:** occurred elsewhere (AOA)
2. FORCIBLE RAPE – **offense code already preselected *unless*:** occurred elsewhere (AOA)
3. ROBBERY
4. ASSAULT (Attempt homicides fall under this classification)
5. BURGLARY
6. LARCENY (Vehicle burglaries fall under this classification)
7. MOTOR VEHICLE THEFT

**CLASSIFICATIONS:****Homicide:**

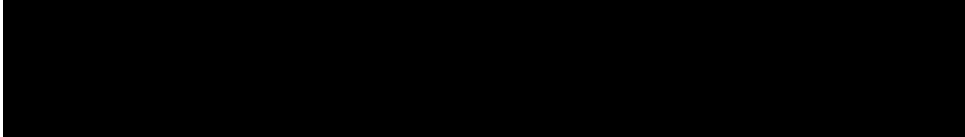
The offense is already preselected and nothing will have to be changed. If it is an attempt homicide then the offense code will fall under Assault. If the crime occurred outside of Visalia then it will have an offense code of AOA.

**Forcible Rape:**

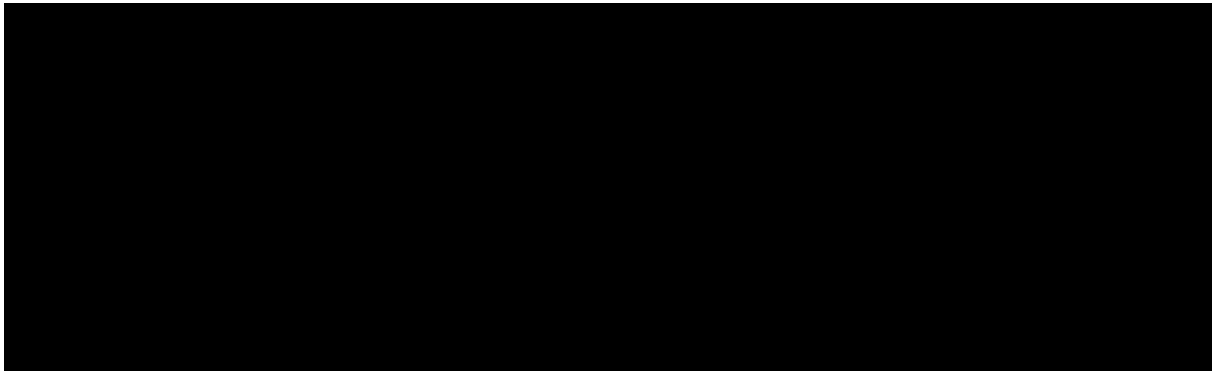


The offense is already preselected and nothing will have to be changed. This also includes attempted rapes. If the crime occurred outside of Visalia then it will have an offense code of AOA.

**Robbery:**

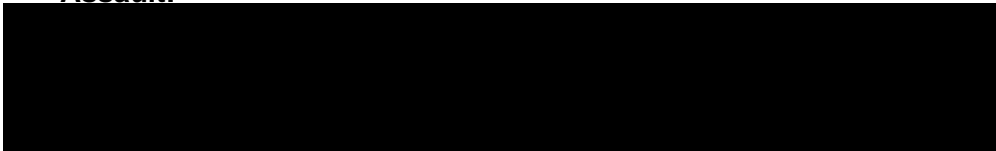


These will come through with the offense code of [redacted] – [redacted]. The offense code for robbery will start with [redacted] and be one of the following. If the robbery is an attempt only it will be [redacted].

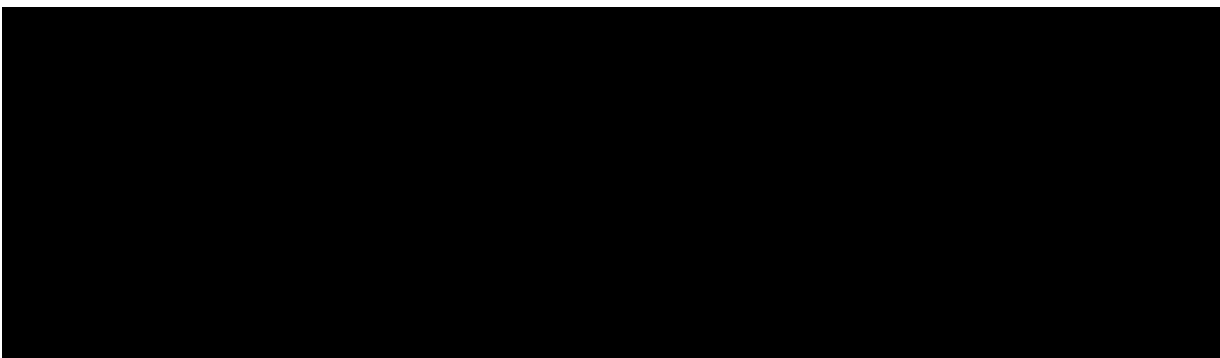


**CLASSIFICATIONS:**

**Assault:**



These will come through with the offense code of [redacted] – [redacted].



*Injuries will need to be included for UCR go into the UCR button to complete – will show as errors until done.*

**Burglary:**

[REDACTED]

These will come through with the offense code of [REDACTED] – [REDACTED].  
459 statute codes are broken into felony/misdemeanor, commercial/residential, forced/unlawful, and attempt.

**Make sure the statute code matches the details in the narrative.** Code the offense code to match.

*Vehicle burglaries are classified under larceny.*

[REDACTED]

If a burglary has occurred and property was taken according to the narrative go into the [REDACTED] and following the [REDACTED] instructions.

**Larceny - Theft**

[REDACTED]

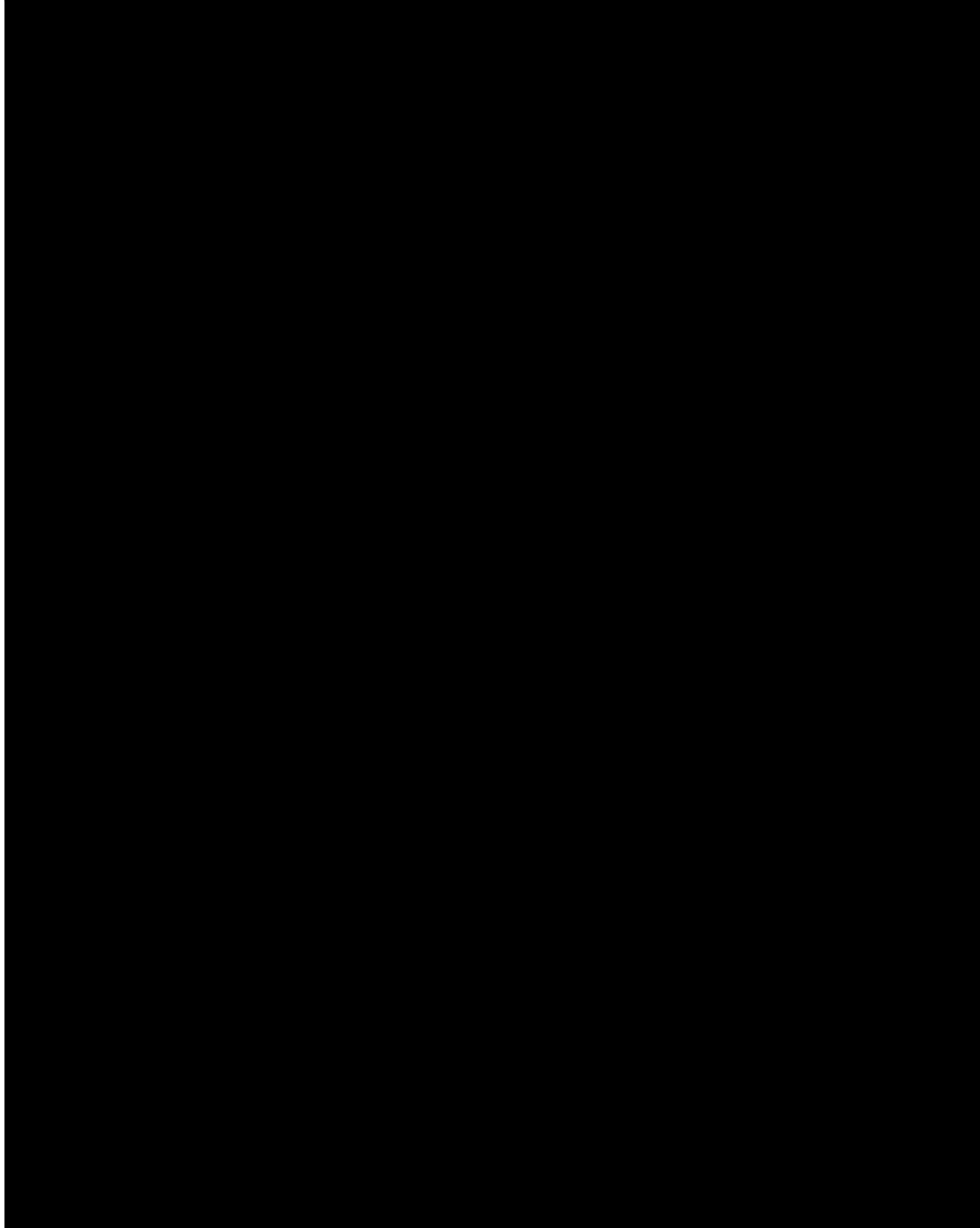
These will come through with the offense code of [REDACTED] – [REDACTED].  
Thefts start with [REDACTED] and are coded according to where the property was taken

**Attempts:** [REDACTED] – this also includes attempted vehicle burglaries if nothing was taken

All thefts which do not fit the definitions of the specific categories of larceny listed above will fall under [REDACTED] – [REDACTED]

If it is money that was stolen from an account and it is unknown where it was taken from code as [REDACTED]

After completing the [REDACTED] go into the [REDACTED] and make sure the following screens are filled out if listed.

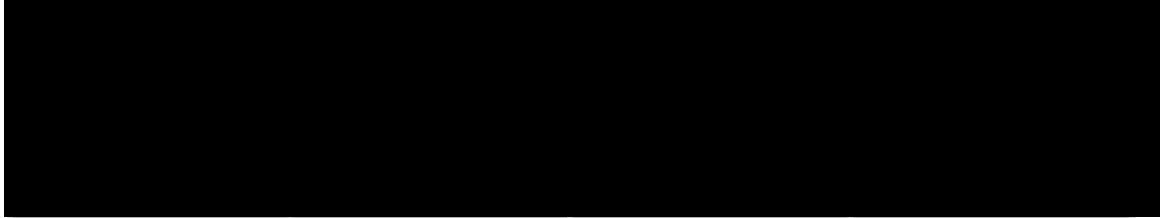


**Motor Vehicle Theft:**



Stolen vehicles will come through as

–

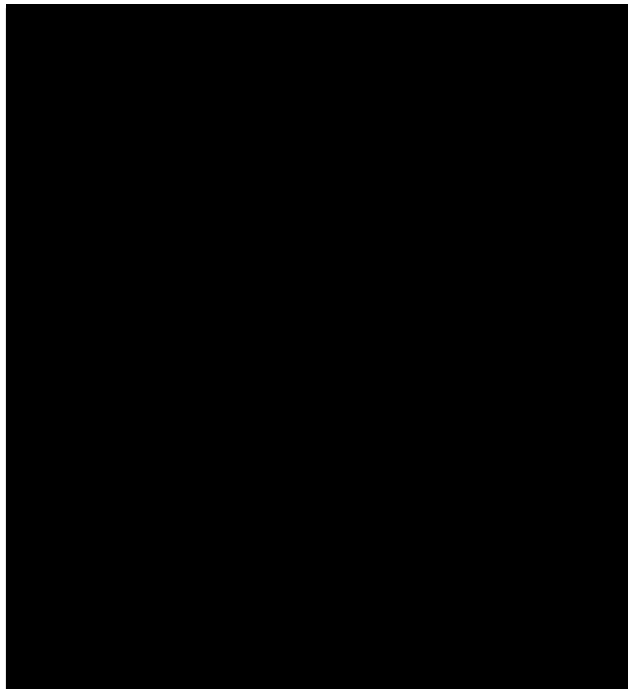


If a vehicle is recovered then an additional offense code/statute of – will need to be added.

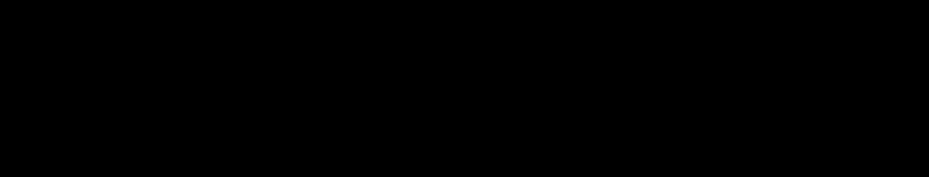


Make sure that if the vehicle is entered more than once, the offense codes are only used once

Go the vehicle screen to complete further instructions.





**CLASSIFICATIONS:****Arson:**

These will come through with the offense code [REDACTED] – [REDACTED]

**Arson is broken down into Structural, Mobile, and Other.** When classifying arson establish the point of origin. If it is undetermined or there are multiple points code under the category of the property with the greatest fire damage

Example: If an individual willfully burns a vehicle parked adjacent to a home and the fire subsequently spreads to and destroys the home, the appropriate arson type would be Mobile-Motor Vehicle.

In cases where the point of origin is undetermined, or in instances where there are multiple points of origin, the agency reports the arson type of property that suffered the greatest fire damage.

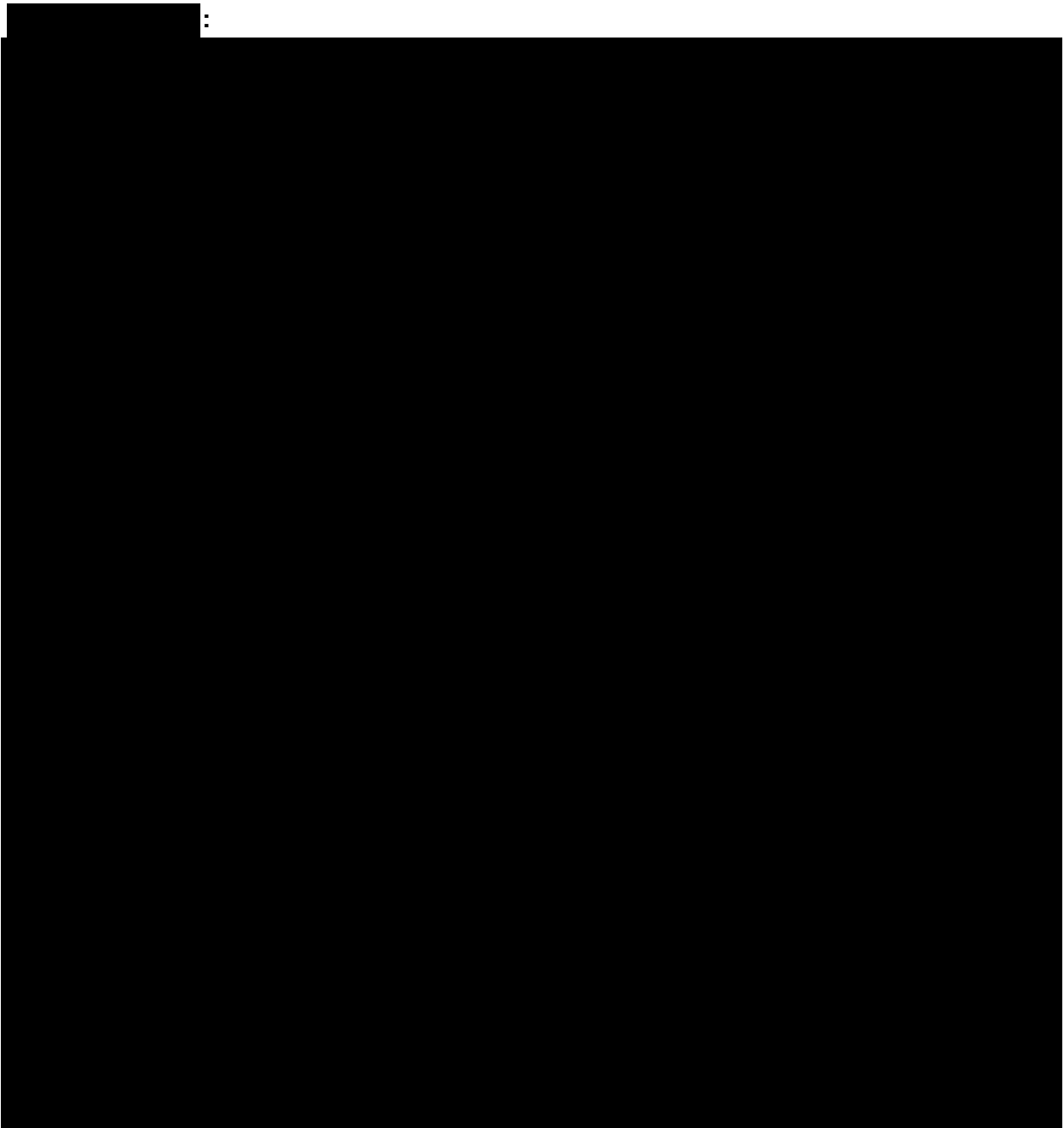
**DETAIL:**

Arsons need the value amount. This will be entered under the offense code. Click on



Then enter the amount:





INJURIES for UCR:

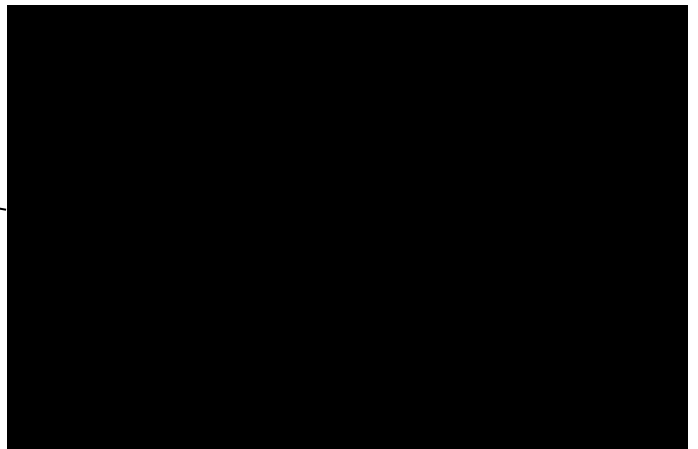
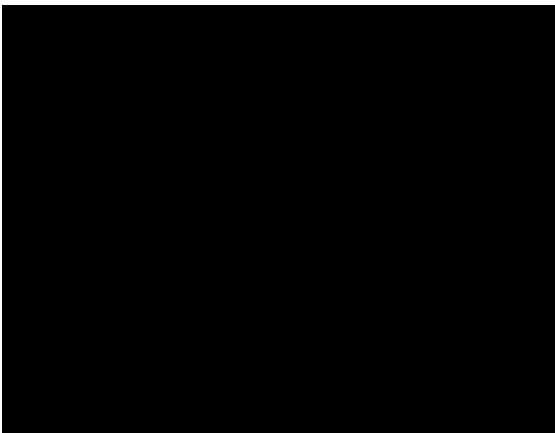
1. Injuries for UCR are not captured on the report – but are added through the [REDACTED] button.
2. Click [REDACTED] it will show there are errors

The [REDACTED] will then appear. Click [REDACTED]

For the injuries this kind of error will appear. Use the [redacted] buttons to see all errors. All other errors fix through the actual report screens ([redacted] etc) injuries is the only one that must be done through the [redacted].

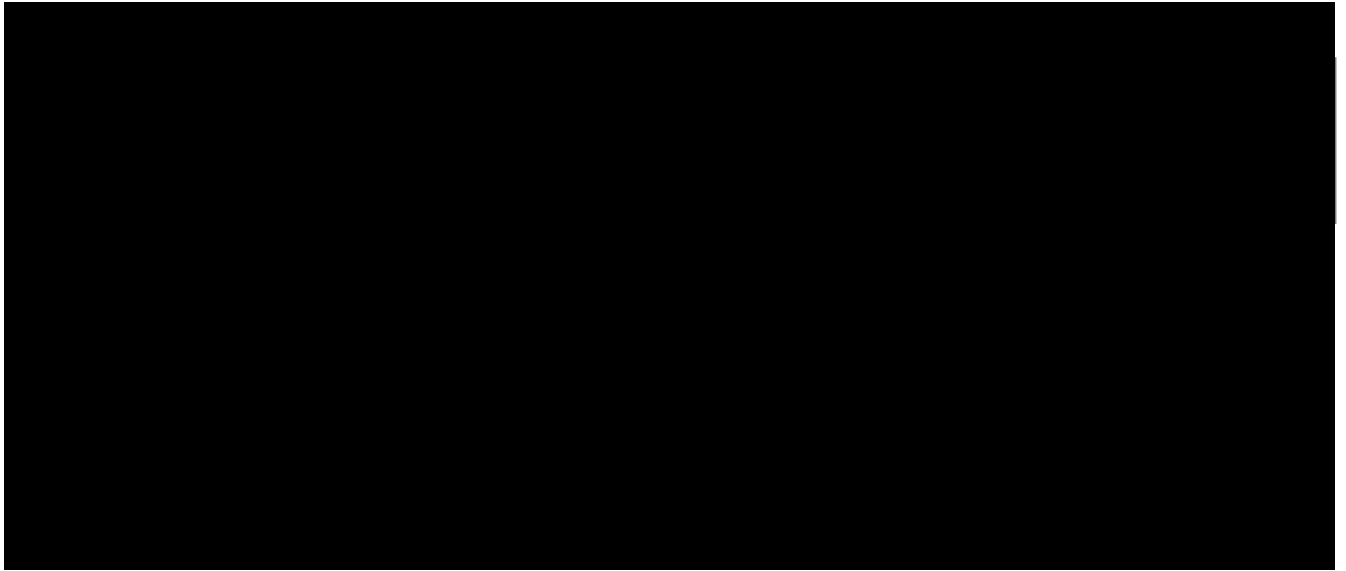


Select [redacted] and the Type of injuries box will appear:

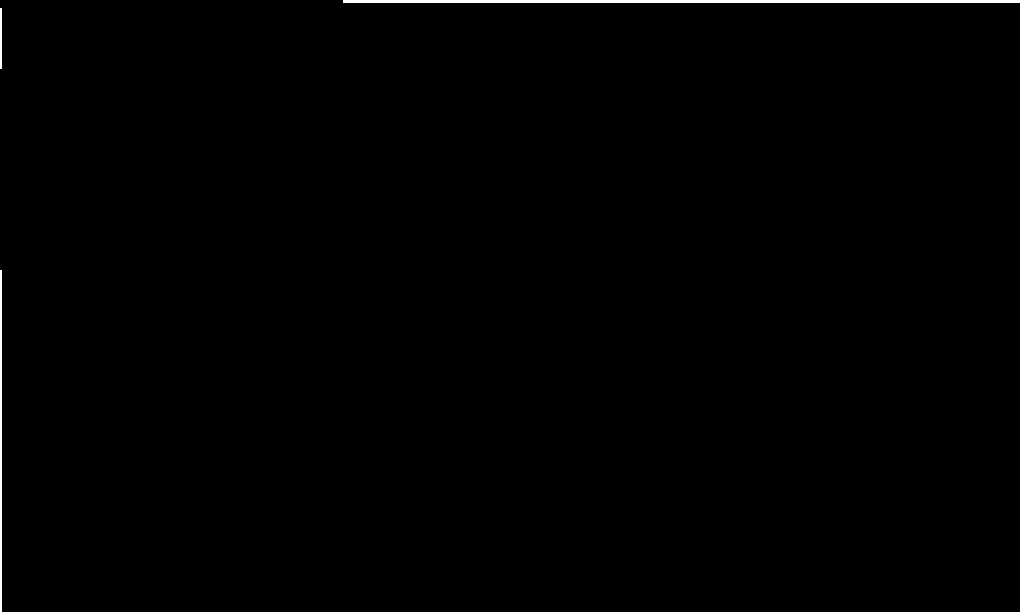
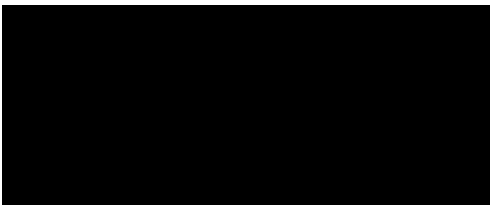
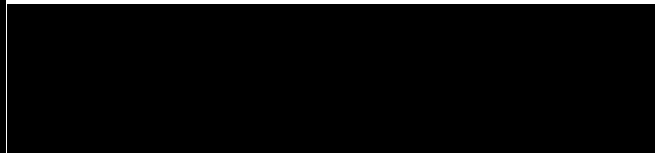
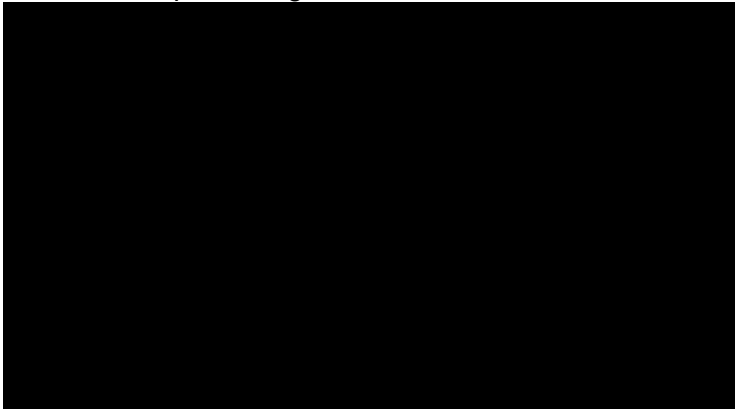


After the injuries are added the report can be accepted and the [redacted] can be closed. Now all the errors should be gone.

GEO VERIFY ADDRESS:



A box will open and give the address with ✓ next to them:



**MISCELLANEOUS:****ABANDONED VEHICLES:**

All abandoned vehicle forms, letters, teletypes, and yellow tags are to be routed to Front Counter.

**ADMINISTRATIVE CITATIONS:**

1. Administrative citations are sometimes used to cite subjects for City Ordinance violations.
2. Scan Administrative Citation in Spillman.
3. Copies of the Administrative Citations should be distributed as follows through:

**Interoffice Mail:**

- White copy – Finance – Accounts Payable [REDACTED].
- Yellow or Pink copy – Hearing officer [REDACTED].
- Goldenrod copy – Issuer

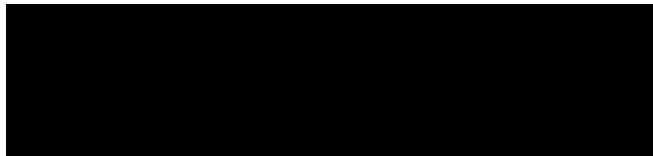
**Note:** If the Admin Cite has the box for “Posted at Property” checked, the violator’s copy (or a photocopy of the white) is to be mailed to the address of the Violator via first class mail.

**ALARM PERMIT CITATIONS:**

These are notices issued to the owner of a business/home when their alarm goes off. Place these in the [REDACTED] n.

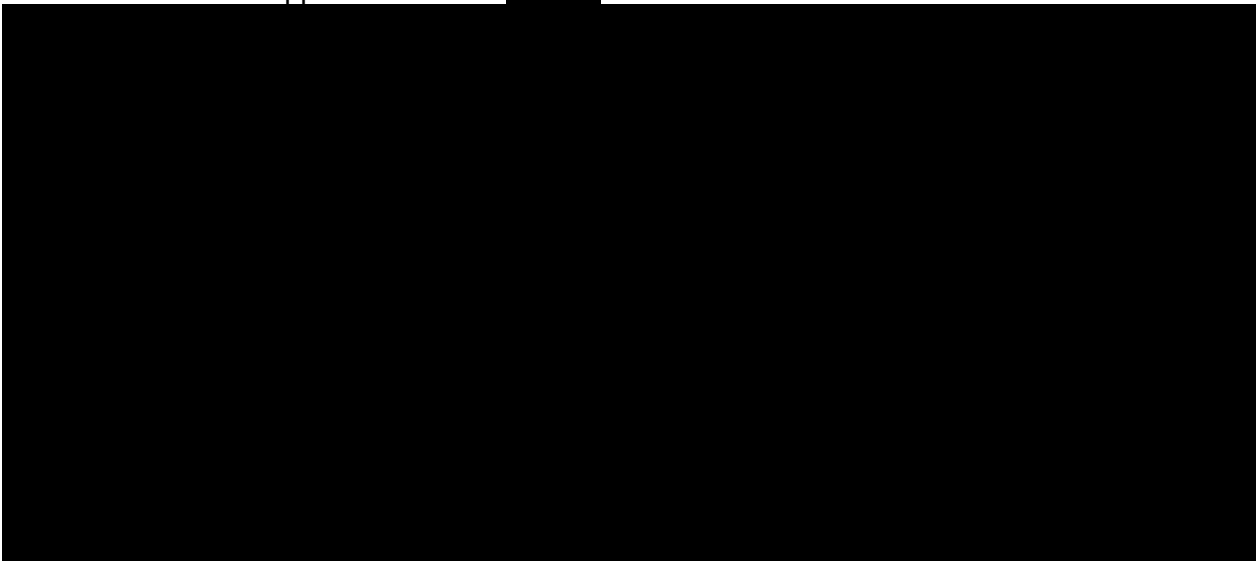
**CROSS-REFERENCING:**

- Cross-referenced reports can be entered into the “[REDACTED]” field located under the [REDACTED] field. (See below for specific locations.)
- Remember, entering case numbers in the [REDACTED] field does not link reports together in Spillman.
  - You must manually add related numbers in opposing related reports. Not every cross-reference report will need to have a charge.
- Please review and ask officer if the person was arrested on the cross-reference.



- If more than two reports are cross-referenced, choose a primary report to include all related case numbers in.
- Include the primary report number in the [REDACTED] field in all other reports.

1. To add additional case numbers to the primary report:
  - ▶ Select the [REDACTED] tab.
    - Which appears when you select either of the two related case number fields.
  - ▶ Select [REDACTED] and enter additional report numbers as needed.
2. This is what appears when the [REDACTED] tab is selected:



**Note:** The terms “Cross-reference” and “Refer to” are interchangeable.

*DISTRICT ATTORNEY REQUEST FOR FURTHER:*

The District Attorney’s office often sends notices to officers requesting further information regarding arrest reports.

- ▶ The officer then completes a supplemental narrative and/or paperwork that are to be forwarded to the DA.
- ▶ Process and forward to DA. [REDACTED].

*DMV NOTICE BY PEACE OFFICER:*

This is a half sheet form that usually has a driver’s license attached to it.

- ▶ Forward to the Traffic desk (driver’s license included) to be processed.

*DOJ LAB RESULTS: Blood Alcohol/Controlled Substance Test Results:*

- ▶ Place in [REDACTED] to be processed.

*ELDERLY/DEPENDENT ADULT ABUSE & DISABLED ADULT ABUSE 368(A)&(B) PC:*

- ▶ These are usually received in the mail or faxed.
- ▶ Forward the original form to the Investigative Technician.

*EMERGENCY PROTECTIVE ORDERS (EPO):*

Orders are issued by a judge to protect the victim from possible physical abuse.

1. Dispatch will receive the EPO from the officer.
  - ▶ If the order has been served, Dispatch will send the white original to Records by [REDACTED]

- ▶ Records will “fax” to Superior Court.
- ▶ Teletypes will be scanned in with the daily teletypes scanned by Dispatch and placed in our folder to print.

*EPOs in Fresh Paper:*

1. Dispatch has not received or entered into CARPOS.
2. Email [REDACTED] and CC [REDACTED] including an attached copy of the EPO.
3. Records will [REDACTED] the original to Dispatch.

*Faxing Served EPO:*

1. Records will note at the bottom of the original white that it has been faxed (noting the time and date along with the initials of who faxed it).
2. Scan it into the report and forward as needed.

*EPO Not Served:*

1. Order has not been served by the officer is held by Dispatch until served or expires.
2. Dispatch will keep all copies on their [REDACTED] at the [REDACTED] for possible service by another shift.
3. Expired EPO will be [REDACTED] to Records with a note of “Not Served” across the front of the form.
4. Records will remove the white copy.
5. Attach it to the report.
6. No copy will be faxed to the court on unserved orders.

*FIX-O-GRAMS:*

Route to Records/Warrant.

*GRAFFITI FORMS:*

Send to City Hall [REDACTED]

*EMBEZZLED VEHICLE (CHP180):*

1. Process as a non-arrest report.
2. Scan.

*K-9 UTILIZATION FORM:*

1. Original to Sergeant in charge of the K-9 Unit.
2. Not to be sent to DA or kept in our file.

*LIVE SCAN TRANSACTION:*

If you receive a teletype from Dispatch regarding a live scan transmission on a subject, it should be given to the Records and Warrants desk.



**LOTTERY TICKET THEFTS:**

Thefts of Lottery Tickets taken as a result of robberies or burglaries are to be reported to the State of California Lottery. Make (1) complete copy of the report on controlled document paper and mail to:

**MAIL RAPS:**

1. Long form rap sheets arrive in the mail and are placed in [REDACTED]
2. The mail rap should be forwarded to court services.

**MEGAN'S LAW FIELD DISCLOSURE:**

1. If there is a report number, scan into appropriate law incident.
2. One copy for Violent Crimes Sergeant.
3. **Original** goes to the [REDACTED] for the Records/Warrants desk.

**MOTORCYCLE COLLISIONS:**

1. California Motorcycle Collision Supplemental Data Forms should be forwarded to the Traffic Sergeant.
2. These are confidential and not for public release.
3. Records will not retain these.

**NEWS RELEASES:**

1. When a newsworthy crime or incident occurs a news release will be generated.
2. Any inquiries regarding news releases should be referred to the Public Information Officer (PIO).

**OC SPRAY FORMS:**

1. Scan into appropriate law incident and forward as needed.
2. Original goes to Lieutenant of corresponding district of officer involved.

**PAWN TICKETS:**

1. These are small slips that pawn shops forward to our agency when a person pawns an item.
2. Place in [REDACTED] in copy room.

**PURSUIT FORM (CHP 187):**

- ▶ Original – Traffic Desk
- ▶ One copy – Patrol Lieutenant of corresponding district of officer involved.
- ▶ One copy – Professional Standards Captain.
- ▶ One copy – Scan into appropriate law incident, forward as needed.

**REQUEST FOR RE-EXAMINATION OF DRIVER:**

Route to the [REDACTED] for the Traffic desk.

**RIDE-ALONG WAIVERS:**

Forward to Agents at the Districts.

*SUSPECTED CHILD ABUSE REPORTS (SCAR):*

These should be forwarded to the Youth Service Sergeant.

*SEARCH WARRANTS:*

1. Search warrants should not be included with reports.
2. If an officer wants to send a copy of a search warrant with an arrest package, the original should be forwarded to the DA liaison.
3. A copy of the search warrant should also be kept in the [REDACTED].
4. If a search warrant is received in Records without an arrest or as a response to a DA Request, the original is to be filed in the [REDACTED].

*TASER USAGE FORMS:*

1. Forward to Taser to Training Sergeant.
2. No copies are kept for our file.

*TRAFFIC CITATIONS:*

Forward to the Traffic Desk to process.

*(UNDER 21 DUI) Juvenile Admin Per Se without a booking sheet (BAC below 0.08%):**Officer Statement:*

1. Original white and two carbon copies given to the Traffic Desk.
2. One copy of the first three pages to scan into appropriate law incident.

*290 REGISTRANT REPORTS:*

1. Teletypes that are turned in with 290 reports that list the suspect as a sex registrant can become part of the original report.
2. However, any teletypes that indicate criminal history (rap sheet) do not become part of the original report.
3. If received, place in the Records/Warrants Desk to process.

*DISTRIBUTION OF MAIL:*

1. Check mailboxes in the copy room.
  - ▶ This should be distributed by "Nights" as well.
2. Place Administration's mail in the [REDACTED] box by the Administration Secretary area.
3. Investigators, Youth Services Officers, Investigation Sergeants, Duty Officer, Crime Analysis, and Evidence Personnel are located in the [REDACTED] before Administration.
4. Mail for Dispatch needs to be forward by [REDACTED] to the [REDACTED].
  - ▶ The department number used should be [REDACTED] Fire.
5. Lieutenants, Sergeants, Agents, and Officers assigned to DI and DII separate their mail and put in trays in records copy room.

*DISTRIBUTION OF SUPPLIES:*

1. Check supplies against order form (kept near Fusion under clipboard).
2. Distribute to individual personnel as needed.
3. Put all other supplies in storage cabinet.

**FILING:**

## Location of Reports:

- ▶ District I has previous odd year.
- ▶ District II has previous even year.
- ▶ Headquarters has current year.

## Reports &amp; Supplementals:

- ▶ Supplemental narratives and/or reports that need to be re-filed are located on the [REDACTED] in Records. Report order is posted on the file cabinets.
- ▶ Old reports are filed at District I or District II.
- ▶ Please [REDACTED] to the appropriate District.
  - Be sure there is a post-it note stating that it has been "Quality Checked".
- ▶ Please be certain to staple all reports prior to placing in the filing cabinet with one staple.
- ▶ Verify report number and involved parties on the supplemental matches the original report and place in the correct order of the report.

## Bike Licenses:

1. Forwarded to Records by the Fire Dept.
2. Located in the [REDACTED] in [REDACTED].
3. Separate into three colors (*Verify all copies are readable*)
  - ▶ White is to be filed by the last two digits of the serial number of the bicycle.
  - ▶ Pink is to be filed by the last four digits of the license number given by the fire department.
  - ▶ Blue is to be filed in alphabetical order.

**ROTATING FILE CABINETS DRAWERS:**

The police report files need to be rotated when we are near the end of the year.

1. Go to the [REDACTED] and retrieve a [REDACTED] for changing out drawer located in Records.
2. At the filing cabinet, locate the last year's drawer that needs to be taken to the [REDACTED].
3. Remove last year's reports.
4. Make a new label for the drawer.
5. Carry the [REDACTED] with the old reports to the [REDACTED]

**VALIDATION PROCEDURES:**

- ▶ Each month the Department of Justice will notify Lead by email through CJIS website that the next available validation is ready to be printed out. These printouts contain a list of reports requiring verification that all information is correct.
- ▶ Will need to use response:
  - [REDACTED] – no changes
  - [REDACTED] – if corrections are done in CLETS
  - [REDACTED] – recovered, located, etc.
- ▶ Highlight the report numbers on the validation list.
  - These will be identified as the OCA number (i.e. [REDACTED] or the case number.

*Missing Persons:*

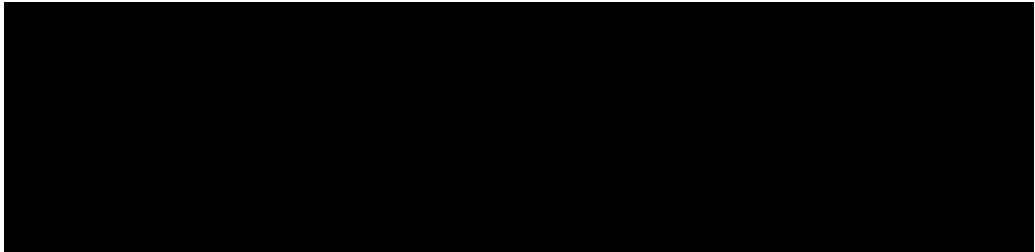
Missing person reports will need to be followed up on by the Investigator assigned to the case.


1. Send an email to the assigned Detectives and Sergeants of each unit.
  - a. CC yourself so you have a copy of when you sent it.
  - b. If no detective is assigned to the case you will forward to the appropriate Sergeant.

Please follow the template below as an example:

To: Detective's names  
 Cc: Sergeants of Violent Crimes / Youth Services  
 Subject: (insert month) Validation

Status updates/supplements are needed for the following items by (insert due date).



2. Review all of the information in the reports to verify that the missing persons have not been located.
  - a. If they have been, give a copy of the report to the Dispatch Supervisor or Seniors indicating that the missing person needs to be removed by Dispatch.
  - b. Also check for supplemental narratives to be scanned in case the missing person was recently located prior to sending out requests.
  - c. Mandated to have a supplemental narrative every 45days in Missing Persons.
3. Check in Spillman/ICIS under  to see which Investigator has been assigned to the report.
  - a. Email the Investigator assigned indicating that an update is needed for Department of Justice Validation.
  - b. Indicate a date a response is needed by (five days before the validation is due) on your request.
  - c. Be sure to note on the Validation list who the report was given to for follow-up and on what date.
  - d. If no response is received by this date, send a 2<sup>nd</sup> request and CC the Records Supervisor.
4. If not assigned to an investigator:
  - a. Write "Not Assigned"
    - i. If the missing person is an adult give it to the Investigative Technician
    - ii. If the missing person is a juvenile attending high school in Visalia, give it to the Sergeant of YSO's.
    - iii. Any other Missing Person reports are to be given to Sergeant of Violent Crimes.

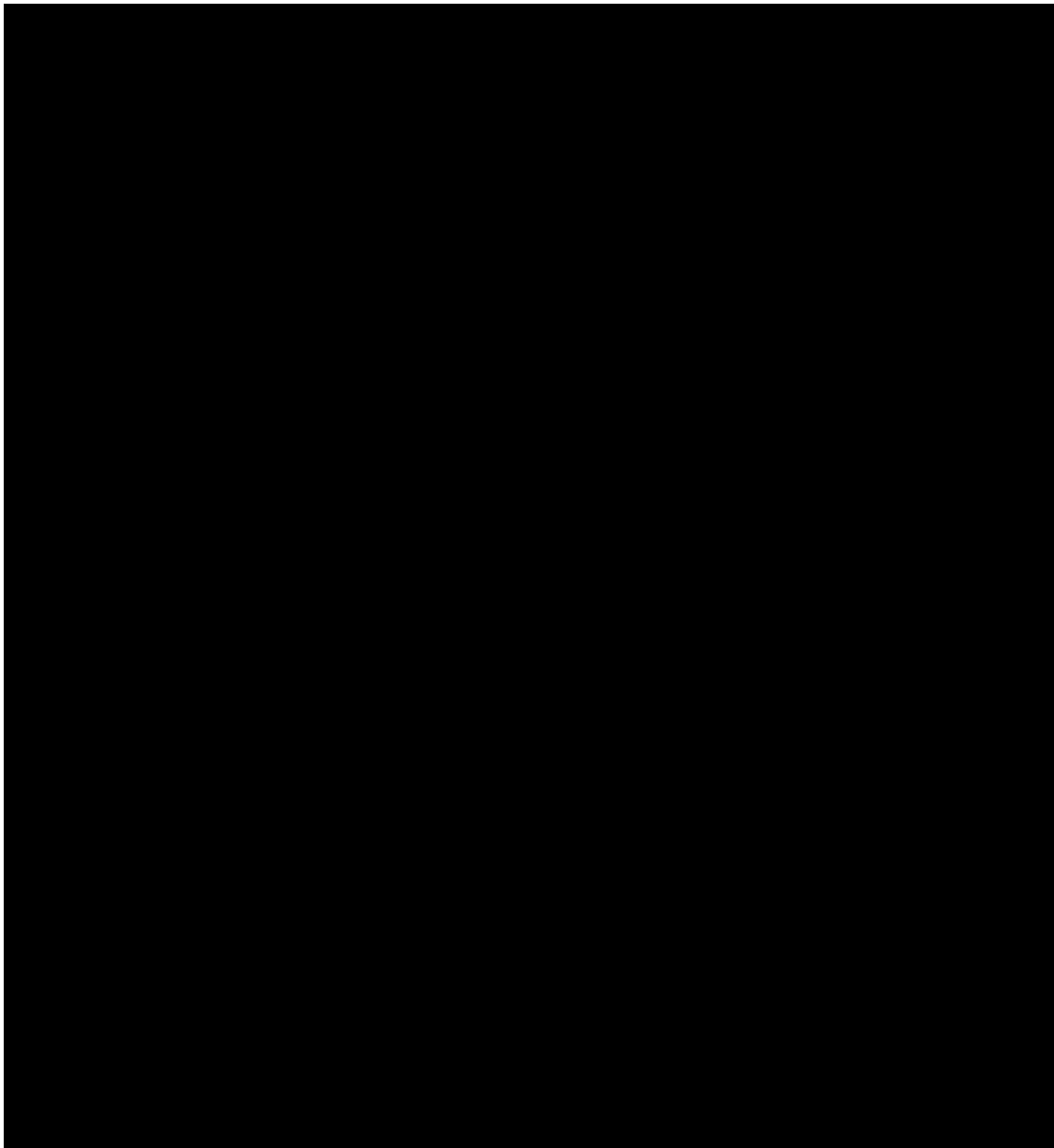
5. All supplements will be turned in directly to [REDACTED] if pre-Spillman.
6. If post Spillman reports should be forwarded through [REDACTED] to the [REDACTED] Message Center.
7. Paper Rotation will process these if in Message Center.
8. Prior to sending additional requests for items, please make sure to check for any fresh supps and in Spillman for self-typed narratives.
9. Make a note on the Validation list of when the Validation is due.
10. Make a note on your calendar, as well as on the Validation Checklist of the due date.

*Stolen Vehicle Reports:*

1. Print a copy or view from Spillman/Laserfiche each stolen vehicle report plus teletypes for comparison of information on validation list.
2. This will need to be done as soon as the validation list is received.
3. Letters will need to be mailed out to the victims to confirm that the vehicle is still outstanding and whether or not the title has been transferred to the insurance company.
4. Only send letters on stolen vehicle reports not stolen plates.
5. Look at each report to verify the stolen vehicle was not already recovered.
  - a. If the report shows that the vehicle was recovered it will need to be forwarded to the Auto Theft Investigator for further follow up.
  - b. Compare teletypes to validation list to see if:
    - i. Victim and spelling of name matches our report.
    - ii. Vehicle information matches.
    - iii. If modifications need to be made in entry will use [REDACTED].
6. Again, be sure to check for supplemental reports yet to be scanned into Spillman/Laserfiche.
7. Verify that all information on the report has been correctly entered by Dispatch or Records (i.e. VIN#, license plate #, report #, etc.).
  - a. If a discrepancy is noted, make a copy of the report and give it to the Dispatch or Records Supervisor.
  - b. Be sure to indicate the problem on a sticky note as it will need to be corrected by Dispatch or Records, depending on who entered it.
  - c. If it is Records, you will need to make sure the discrepancy gets corrected.

8. For vehicles that have not yet been recovered, fill out a stolen vehicle letter on letterhead using the information from the report located in [REDACTED] on the [REDACTED]. (See attached stolen vehicle letter.)

Sample of Stolen Vehicle Letter:



9. The response date indicated on the letters should be one day before the validation is due.
  - a. Sign the bottom of the letters and make one copy to keep while awaiting the responses.
  - b. Indicate on the validation list the date that the letters were sent out.
10. Once the responses have been received:
  - a. Check the letters to verify whether or not the vehicles have been recovered.

- i. If not recovered, indicate on the validation list that they are still outstanding by checking [REDACTED]
  - ii. If they have been recovered, check [REDACTED]
    - 1. Forward a copy of the report and the letter to the Auto Theft Investigator as it will need to be followed up on.
    - 2. Indicate on the list that it has been forwarded to the Investigator for follow-up.
    - 3. If no response is received, indicate this on the validation list and check [REDACTED] to indicate the vehicle is still outstanding.
11. A copy of each letter that was sent out should be scanned into Spillman/Laserfiche and included with the report.
12. If a response was received, use the original letter that was sent back.
- a. If no response was received, use the photocopy that was made previously and indicate that there was no response.
  - b. If a letter was returned, tape the envelope to the back of the letter to be included with the report.
  - c. If no response was received or the letter was returned, indicate this by writing it on the validation list.
    - i. Not all letters will be returned by deadline.
13. DO NOT hold validation due to not getting response.

*Stolen License Plates:*

- 1. Print a copy or view from Spillman/Laserfiche each stolen plate report and verify that all information has been entered correctly or if plates have been located but not removed, indicating who will be correcting the discrepancy.
- 2. Records or Dispatch will need to correct, depending on who entered the item.
- 3. Look through the reports and indicate on the validation list if the plates have been:
  - a. Located - [REDACTED]
  - b. Outstanding - [REDACTED]
  - c. Corrections made in CLETS - [REDACTED]
- 4. Indicate how many plates are still missing by writing it on the list (i.e. "One plate still missing.").

*Stolen Guns, Securities, Parts, Etc.:*

- 1. Print a copy or view from Spillman/Laserfiche each report.
- 2. Verify that all information has been entered correctly by comparing teletypes with validation list and report.
  - a. If something has been located but not removed.
- 3. If there are discrepancies, Records or Dispatch will need to correct, depending on who entered the item.
  - a. Indicate who will be correcting the discrepancy on the validation list.
- 4. Look through the reports and indicate on list status using above responses).

*Protection Orders:*

Make two copies of the Protection Order section of the Validation list.

- 1. One copy will need to be emailed to Superior Court for verification.
  - a. A copy of the Protection Order letter located in [REDACTED] on the [REDACTED] - (see attached) will need to be copied on letterhead and emailed with the Superior Court copy

to [REDACTED] (also make sure to copy [REDACTED] in the email as well).

i. [REDACTED]  
[REDACTED] – CC in [REDACTED]  
Supervisor

iii. Records Supervisor should be copied in as well.

2. Be certain to indicate a date a response is needed by so that they get it back to us quickly.
  - a. This date should be the actual date the Validation list is due.
3. A copy of the email sent should be kept with our file until a response is received.
4. Second copy will be given to the Dispatch Supervisor.
  - a. Indicate on a sticky note that this is the list of Protection Orders that need to be verified for this month's Validation.
  - b. Be certain to give a date that the list should be returned to you by (one day before the Validation list is due).
  - c. Email to the Dispatch Supervisor. Dispatch will then verify the information making any necessary changes and return the list to you.
  - d. Once the copy is returned, attach it to the Validation list.
5. The court will return the list with updated orders attached.
  - a. A copy of these should be given to the Dispatch Supervisor so that any needed changes can be made.
  - b. The original should be attached to the Validation list.
  - c. Once changes have been made and the copy returned, attach it to the Validation list.

**\*\*Be advised it takes the Court at least 14 days to process\*\***

290's:

1. When the monthly report is received, please scan and email a copy of the registrant section to Crime Lab Supervisor also CC in Records Supervisor.
2. Crime Lab Supervisor will review the list and make the appropriate notations.
3. If for some reason there is a need to make additional contact with the registrant the Sex Crimes Detective will be notified.
4. The list will be turned in to Records Supervisor.
5. Records Supervisor will forward to whomever is working on the validation.

*Completion of Validation:*

**Must be completed, turned into Leads a week before due date that Department of Justice as set. This is because of being computer response needed to be entered in the CJIS website.**

- ▶ Occasionally, updates are not received in a timely manner from those that they are requested from.
  - If this happens, email the Records Supervisor and Leads with the information from and when.
- ▶ Validation is due a week ahead of Department of Justice deadline due to Lead needing to verify and enter results on the CJIS website.



1. Copies of:
  - a. Two copies of the validated Protection Orders.
    - i. Copies of any updated orders from the court.
    - ii. Dispatch should be attached to the completed Validation.
2. The Unit is audited every three months on the validations.
3. Any other supporting documentation, including updates on missing person reports and letters regarding stolen vehicles should be processed as appropriate and placed with the corresponding report.
4. Completed list and supporting material should be given to the Records Supervisor to be kept for future reference.

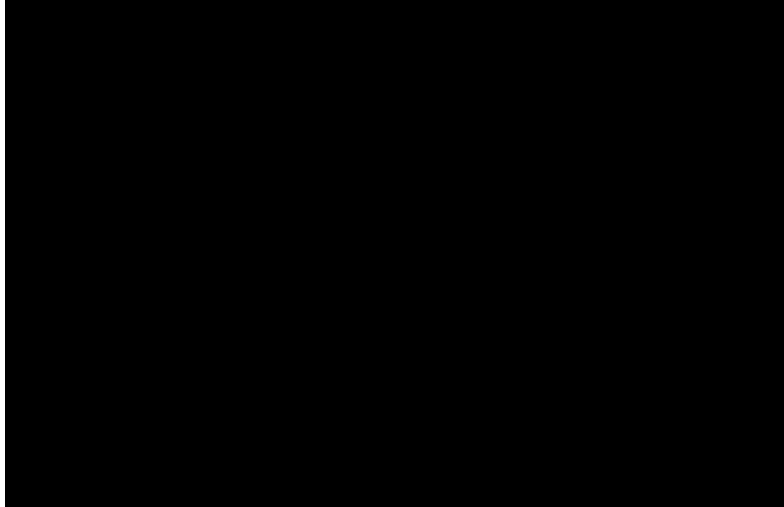
**DISSEMINATION:**

1. When reports are forwarded to other agencies dissemination must be filled out.
2. You can find the [REDACTED] in Spillman:
  - a. Clicking [REDACTED].
  - b. Select view [REDACTED] (if not already open).
    - i. Open [REDACTED] folder.
  - c. Click on [REDACTED].
  - d. To add [REDACTED] to Spillman taskbar drag the icon on the left top corner of the table up to the taskbar.



1. Enter incident number.

2. Click [REDACTED] to make sure report hasn't already been sent.
  - a. This could happen if there is a supp added to a report and workflow is re-generated.
  - b. In which case only the supp is needed to be forwarded instead of the full report.
3. Always check for [REDACTED] before adding a new one.
4. If report has not yet been sent then you will get a message saying, "No matching records found".
5. You can then click [REDACTED] and fill out your [REDACTED].



6. When reports are forwarded to other agencies a [REDACTED] must be added.
7. Select [REDACTED].
8. When disseminated, disseminator, and agency should auto-populate.
  - a. Only change information to reflect accurate information, if different from what auto-populates.
9. Only fill in recipient if sending to an individual.
10. Organization should be the organization that you are sending it to (i.e. CWS, DA, etc.)
11. If not a local agency, fill in address information.
12. Dissemination method is how it was disseminated (i.e. PDF, mailed, emailed, etc.)
13. Information disseminated would be for special circumstances.
  - a. Disseminating for arrest/eval package use the following formatting:
    - i. List Suspect name
    - ii. Narrative Sequences numbers
    - iii. [REDACTED] through (date of last added [REDACTED]).
    - iv. Any scanned files sent
    - v. X-Reference number (if one).
    - vi. Select [REDACTED]

## LASERFICHE DUTIES

Basic Job Duties Include:

1. Primary Back Rotation phones - [REDACTED]. Backup for phone lines [REDACTED], [REDACTED], [REDACTED], and [REDACTED].
2. Primary message center back up for Paper.
3. Primary CLETS Verification Operator: property removal, firearm bin, etc. as assigned.
4. Quality check Spillman scanning.
5. Scan all Pre-Spillman supps into Laserfiche (collect from Laserfiche bin in copy room).
6. Laserfiche Administrative Memos.
7. Laserfiche Contracts/Agreements/MOUs as periodically given.
8. Primary back up for Word Processing and secondary back up for Paper.
9. Check [REDACTED], laser forms and file.
10. All other duties as assigned.

**SCANNING REMINDERS – IMPORTANT:**

1. Double-check information to make sure it's being scanned into the correct report number (i.e. names, charges).
2. Make sure all report numbers are listed and/or written on the top right hand corner on each page before scanning.
3. Check the [REDACTED] to see if the supplement was sent anywhere (i.e. DA, other agency).
  - a. If report was disseminated as being sent somewhere, forward the supplement and add a new [REDACTED] for the new supplement sent. \*\*

**SCANNING SPILLMAN SUPPLEMENTS:**

1. Open [REDACTED] and turn on Epson scanner.
2. Insert supplement(s) into scanner.
  - a. If the supplement is a taped down document:
  - b. In the [REDACTED], select [REDACTED] ...
  - c. Click on the [REDACTED].
  - d. Uncheck the box for [REDACTED]
  - e. Select [REDACTED].
  - f. Select [REDACTED] at bottom of table.
  - g. The [REDACTED] will then open.
3. Initial scanner setup in the [REDACTED]
  - a. Under header of [REDACTED] select the bullet point [REDACTED]
  - b. Select [REDACTED].
  - c. Open [REDACTED] and select [REDACTED].
  - d. Select [REDACTED]
  - e. Select [REDACTED] on [REDACTED].
  - f. After scan is complete select [REDACTED]
    - i. If another page with different settings (i.e. greyscale, color, etc.) needs to be added, select [REDACTED]
    - ii. If a page needs to be rotated or moved throughout the document, select [REDACTED].
4. File location ([REDACTED] as designated in initial scanner setup) will pop up automatically.
5. Change file name to incident # and short descriptor of what you have scanned.
6. -i.e. 18-000001 P&E Report, 18-000001 Admin Per Se, etc.
7. Close out of [REDACTED] and return to Spillman.
8. Once in Spillman, search for the incident number in the [REDACTED]
9. Once the appropriate report has been pulled up, select [REDACTED] icon.
10. Choose [REDACTED].
11. Click [REDACTED] and open up the [REDACTED], choose [REDACTED], then choose [REDACTED]. Choose the matching incident # with the descriptor you want to upload and click [REDACTED]
12. You may choose multiple files to open at one time.
13. Click [REDACTED].
14. Delete file(s) from [REDACTED] once uploaded.

**LASERFICHE:**

1. Laserfiche is where all reports from October 1994 thru July 2016 are located (reports done prior to October of 1994 are on film and are in the process of being transferred over).

1. Laserfiche full reports that have been logged and placed in the [REDACTED] in the copy room.
2. Check that all information is correct and that all pages are marked and initialed when sent to the District Attorney, Probation, or T-Bolt.
3. The paper person is responsible for making sure the report is in order before being Laserfiched.

#### ACCESSING LASERFICHERED REPORTS:

1. Open [REDACTED]
2. Open [REDACTED]
3. Open the folder [REDACTED]"
4. The main folders used are as follows:
  - a. **Arson:** All arson reports from this time frame are kept here so that Fire also has access to them, a form is scanned into the [REDACTED] file to state that it is an arson and the full report is only placed in this file
  - b. **Gang Injunctions:** Rarely used, see [REDACTED]" below
  - c. **Homicides:** This is where all Homicides from late 1973 to early July 2016, as with arsons a form is scanned into the [REDACTED] file to state that the report is a Homicide and the full report is only kept in this file
  - d. **Numbered Memos:** See [REDACTED] below
  - e. **Officer Involved Shooting:** All OIS reports for this timeframe are scanned into this file, a form is scanned into the [REDACTED] file to state that the report is an OIS
  - f. **Reports/Reports-Imported from Delta:** This is where all regular reports are scanned and organized by year.

#### SCANNING INTO A LASERFICHERED REPORT:

1. Turn on the Epson scanner located on your desk.
2. Open the desired report in Laserfiche and choose the [REDACTED] on the top toolbar.
3. Choose where you would like the new item to be scanned (i.e. beginning of the report, after a specific page...)
4. Make sure that the scanning template is set to [REDACTED] and the [REDACTED] is the current scanning volume for current volume to scan on please check with Information Services.
5. Set the [REDACTED] and Color according to what you are scanning:
  - a. Color if a colored document or picture, greyscale if the document has variation in color that may not show well in black and white
6. Choose the [REDACTED] with the [REDACTED] on the top toolbar to scan the items placed in the scanner.
7. Once completed scanning the necessary items for a report select [REDACTED] on the top toolbar, this will save the documents into the report.
8. If you scanned in a narrative by any Visalia Police Department officers choose the pages of the narrative and click the [REDACTED] [REDACTED] at the top of the toolbar.
9. This is called OCRing and makes this portion of the report searchable.
10. Once you have scanned all of the documents you have to scan:
11. Stamp the bottom of all with your Laserfiche stamp if they are within the timeframe of keeping for filing.
12. Put on [REDACTED], send to correct districts for filing, or shred those that are no longer being kept.

**\*\* The reports that are Laserfiche are now a part of our permanent records. The hard copies will be stored and destroyed in accordance with the DOJ retention guideline. What is Laserfiche will remain. Therefore, it is extremely important that they are accurate, every page is scanned in and that they are clear and legible. \*\***

**GENERAL ORDER FOR LASERFICHE SCANNING:**

***Regular Reports:***

964 Controlled Document

(Make sure the side with V1 or W1 comes first.)

Face Page

Face sheet, DV face sheet, booking sheet, or stolen/recovered 180s, TA depending on codes.

Juvenile Petition, Gladys R. Questionnaire, 849(b), 72 hour hold, Certificate of Release, Drug Abuse Recognition Report (if any).

Narratives

Typed lettered narratives in alphabetical order first (primary officer on report should be "A" narrative)

Then typed unlettered narratives

Lastly, handwritten narratives

Miscellaneous supplements

i.e. paperwork turned in from involved parties, other agencies, EPOs, consent to search, lists of property (not P/E sheets)

Property Evidence Sheets and corresponding teletypes

TA

CHP180s and corresponding teletypes (except when the stolen/recovered 180s are the face page – in this case stored/impounded/stolen plate 180s will still go here)

Vehicle release

Toxicology reports

DA rejection and dispos (if any)

Clearance Sheets

Taped statements/911 calls

Letters, report requests, envelope copies

**601 Report Order:**

Yellow Missing Person form

Dental Records

Pictures/other sups pertinent to original missing entry (i.e. letters)

Entry teletypes

Any initial typed narratives by the officer

DOJ Validation/follow up narratives

Any additional teletypes received before 601 has been located

Locate narratives

Locate hard card (scan both sides)

Locate teletypes

Misc teletypes (such as unidentified comparison)

**DUI Order:**

964 (if any)

Booking Sheet

Under the Influence Arrest Report

DMV Offer Statement (2 whites, 1 yellow)

PAS receipt

Certificate of Release

Narrative

P/E sheets and corresponding teletypes

TA

Stored/impounded CHP 180 and corresponding teletypes

Vehicle release

Toxicology reports

Letters, report requests, envelope copies

DA rejection and dispos (if any)

Clearance Sheets

**City Ordinance Order:**

Booking sheet

Narrative

Declarative

Complaint

Amendment

**Merchant Shoplifting Report Order:**

964

Merchant Shoplifting Report (face page)

Merchant narrative

Any supps from merchant

Officer's narrative

Officer's supps

P/E sheets and corresponding teletypes

**\*General rules regarding Laserfiche order + in order of occurrence/importance\***

**RE-SCANNING LASERFICHE:**

1. Make sure that the report needs to be re-scanned (i.e. changes were made and/or the report was sent somewhere).
2. Double check that **ALL** pages are present, compare physical paperwork against Laserfiche to make sure that nothing that has already been scanned in is missing from what you are about to replace it with.
3. Check that all pages are written on if they were sent somewhere and stamped with the Original stamp of the person who processed them (except teletypes).
4. Re-scan the report and delete the previously saved copy.
5. OCR any typed Visalia Police Department narratives.
6. Place your Laserfiche stamp at the bottom of any new supplements.
7. Staple the report.
8. Put on top of filing cabinet, send to correct districts for filing, or shred those that are no longer being kept.

**NEW SUPPS INTO LASERFICHE:**

1. Scan into full report and use the guidelines above for general order.
2. Make sure the person who processed the supp has their Original stamp on top.
3. OCR all typed Visalia Police Department narratives.





2. A copy of all CLETS entry, modification, and removal transactions done by Records must be placed in this bin (all transactions that include the production of information, there is no need for copies of queries alone).
3. This bin is to be organized chronologically from earliest to latest (i.e. January 1<sup>st</sup> on top, January 31<sup>st</sup> on bottom).
4. After the last day of each month, and after the bin has been organized, the last month's entries are to be filed in the [REDACTED] in the [REDACTED] labeled [REDACTED] in the appropriate year's drawer.
5. Each month is to stay rubber-banded and be placed in its own file.

**P/E GUN ENTRY AND APS CANCEL BIN:**

1. This bin is located between the [REDACTED] that are to the [REDACTED] [REDACTED] and is labeled [REDACTED]
2. This bin contains the following from Property and Evidence:
  - a. AFS (Firearms) entry teletypes.
  - b. AFS cancellation teletypes.
  - c. Property Receipts for released/destroyed property.
  - d. Yearly firearm destruction packets (for all guns destroyed within that year).
3. AFS entry teletypes:
  - a. Match the teletypes up to the P&E report placed in the bin by Paper to verify that the firearm actually belongs to the listed report.
    - i. If no P&E report is in the bin, you may search for the report number in either Spillman or Laserfiche to verify this information.
  - b. Once verified, the teletypes can be scanned into the corresponding report (see Scanning Spillman Supplements and Laserfiche sections above for further).
  - c. If the report number seems to be incorrect, contact P/E personnel for verification.
4. AFS cancellation teletypes:
  - a. Match the teletypes up to the proper report (either in Spillman or Laserfiche) to verify that the cancel actually belongs to the listed report (there should be a corresponding firearm entry teletype).
  - b. Once verified, the teletypes can be scanned into the corresponding report (see Scanning Spillman Supplements and Laserfiche sections above for further).
  - c. If the report number seems to be incorrect, contact P&E personnel for verification.
5. Property Receipts for released/destroyed property:
  - a. These are received from P&E for Records to remove the entry from APS.
6. Look up the entry to obtain the [REDACTED], this can be done two ways:
  - a. Print out the entry teletype from Spillman/Laserfiche
  - b. If printing from Laserfiche use the reason of [REDACTED] and something to the effect of "APS cancellation per P&E"
  - c. Run the serial number through an [REDACTED] in [REDACTED]
7. Property **NOT** able to be removed:
  - a. If the property does not have a brand and/or serial number it would not have been able to be entered into [REDACTED], note this on the Property Receipt, T it, and scan into report.
  - b. If the property does have a serial and brand but was never entered into APS, note this on the Property Receipt, T it, and scan into report.

- c. If duplicate of previously submitted/removed Property Receipt, double check that the information is identical and shred.
8. Property **to be** removed:
  - a. Use the [REDACTED] to cancel the entry in [REDACTED].
  - b. Enter only the [REDACTED], report number (as typed into the original entry), as well as the current date that you are cancelling the property.
  - c. Leave the reason blank.
  - d. Print two copies of the cancellation.
  - e. Write your T number and [REDACTED] on the Property Receipt and both copies of the cancel teletype and have 2nd T'd.
  - f. Provide the person 2nd T'ing with a copy of the original entry so that they can verify the correct [REDACTED] was cancelled.
  - g. Scan the cancel request property receipt and first copy of the cancel teletype into Spillman or place in the [REDACTED] if for a pre-Spillman report.
  - h. Place the 2nd copy of the cancel teletype in the [REDACTED].
9. Yearly Firearm Destruction Packets:
  - a. These will be brought by Property and Evidence (typically yearly) and include all of the firearms they have destroyed within that timeframe.
  - b. We have to cancel all entries associated to those firearms (including crime gun entries) and then enter them as destroyed.
  - c. Directions for destruction entry can be located in the [REDACTED] [REDACTED] which is kept on [REDACTED] to the [REDACTED].

**QUALITY CHECKING SPILLMAN SCANNING:**

1. Collect the Spillman supps scanned in by Paper which have been placed in the [REDACTED] labeled [REDACTED].
2. Check that each full document has been scanned into the correct report and that the quality is good.
3. If missing or poor quality, rescan.
4. If the quality cannot be improved, make sure that it is stamped with the poor original stamp, located in the copy room.
5. Also check the [REDACTED] to make sure that all supps were sent to other agencies, if applicable (i.e. if they were added after the fact and the report was sent to the DA).
6. Once quality check is complete put the stack on [REDACTED] to be filed with note "Quality Check Done," the date and your initials.

**REVIEW THE "SPILLMAN REPORT REJECTION LIST:**

1. Go to [REDACTED].
2. Scroll down to [REDACTED].
3. Open [REDACTED].
4. Start at the beginning of the worksheet.

5. Open report.
6. Check [REDACTED] of report.
7. After knowing what is pending, check if correction was made by officer.
8. If not made, update [REDACTED] column with date
9. Make note of what action was taken to get resolved.
10. Send weekly email to sergeants if corrections are not made within a week of when they were rejected (except when officers have been on vacation, sick leave, etc.).

# WORD PROCESSING DESK

## Basic Job Duties Include:

1. Transcription of digital dictation of "in-custody"/arrest/memos/follow-up/incidents.
2. Transcription of Investigations Fusion narratives as necessary.
3. Monitor digital dictating equipment, entries, updates, etc..
  - Including correcting report numbers and work types
4. Primary back-up to Paper
5. Secondary back-up for phone line [REDACTED]
6. Check (Jail Management System) for "in custody" list each morning.
7. Create and email "in custody" list each morning.
8. Back-up when officers need reports and others are busy.
9. Ensure "in custody's" are done on time.
10. Follow-up on missing narratives.
11. All other duties as assigned.

**FUSION:*****USING THE FUSION MANAGEMENT DICTATING SYSTEM:*****How to view a list of dictations ready for transcription:**

1. Click on [REDACTED] on top left portion of screen.
2. Select the desired list of reports from list of pre-defined searches. The available lists are:
3. [REDACTED]
4. [REDACTED]
5. [REDACTED] (return to this after looking at any other list so new jobs will continue to be available)
6. View [REDACTED]

**How to mark a dictation as a Priority:**

1. The following steps will move the selected report to the top of ALL transcriptionist queues that have access to this specific Work Type:
  - a. Identify a dictation from the list of reports.
  - b. Double click on the report or right click and choose [REDACTED]
  - c. Click on the [REDACTED] on right side of screen.
  - d. Press [REDACTED] on bottom right portion of the screen.
2. Repeat for each desired dictation, which includes all for the reports on the in-custody list and any other special requests.

**How to assign one or several dictations to a Transcriptionist:**

1. Identify a dictation from the list of reports.
  2. Double click on the report or right click and choose [REDACTED]
    - a. Click on the [REDACTED] next to Transcriptionist on top left side of screen.
    - b. Select the transcriptionist name from the drop down list.
    - c. Click on the [REDACTED] on right side of screen.
    - d. Press [REDACTED] on bottom right portion of the screen
- OR
- a. Highlight by clicking on desired dictation and right click on this narrative
  - b. Click [REDACTED]
  - c. Choose desired transcriptionist
  - d. Click [REDACTED]
3. Repeat for each desired dictation.

**Note:** Only the assigned transcriptionist's ID will have access to these dictations.

**Fusion Re-Start Instructions:**

The following steps should be taken when the system is not working (*please follow this specific order*):

1. Verify that both **Fusion Voice Manager** and **Fusion Voice Recorder** are open and running.
  - a. **Fusion Voice Recorder** –
    - i. In the upper left corner you will see a message, it should read, [REDACTED]

- ii. If it does not say this then click on the button to the right that reads, [REDACTED]
  - iii. If this does not change the status then you will need to exit/close out of both programs.
2. In the back of the computer tower is a green plug that resembles a thumb drive. It has a chain and 2 single keys on it. Unplug this and wait 4-5 seconds before plugging it back in.
3. Open Fusion Voice Manager first (***you must open this before the Fusion Voice Recorder or it will not recognize our licenses and will not work***).
  - a. Open Fusion Voice Recorder and verify that it states, [REDACTED]
  - b. If you have done this and it is still not working, please contact Information Services or the Fusion customer support number posted at the Fusion station.

#### PROBLEM SOLVING:

1. If an officer downloads an interview to the dictation bank:
2. Change the work type to [REDACTED] E-mail Crime Lab Supervisor to let him know.
3. Phone numbers for assistance with FUSION issues:

[REDACTED]

*If the Fusion program gets closed down, follow these instructions:*

1. Click on [REDACTED]
2. User name is [REDACTED].
3. Change the [REDACTED]
4. Click [REDACTED]
5. Click on [REDACTED].

*If the Fusion Computer gets shut down or goes to sleep:*

1. User name is [REDACTED].
2. Password is [REDACTED].

- ▶ If the computer has shut down and the programs are not running open both the “**Fusion Voice TM Service Controller**” and the “**Fusion Voice Manager**.” Follow the above directions to open the “Fusion Voice Manager.”

#### USING THE FUSION PLAYER:

1. To request a dictation:
  - a. Open Fusion Player from your computer.
  - b. Choose [REDACTED]
  - c. In the [REDACTED] put in your [REDACTED] and [REDACTED] (these should be preset after your first sign in, if not input this information).
  - d. Enter your [REDACTED]

1. On the far right in the [REDACTED] section choose your desired option.
2. The most used options are:
  - a. [REDACTED] – This should be used most often by most typists as this gives narratives in number and priority order.
  - b. [REDACTED] – This is used to specify by report number, work type, etc.
  - c. [REDACTED] – This will make any narratives routed to you specifically come up before any others.
  - d. Hit the [REDACTED] at the left hand side.
3. Play using the [REDACTED].
4. When finished with a narrative:
  - a. If you are still in training and your narratives are being reviewed.
    - i. Click on the [REDACTED].
  - b. If you are no longer in training and completely finished with a narrative click the [REDACTED].
5. If you are not completed with a narrative but must leave for either a period of time or the end of your work day:
  - a. Click the [REDACTED]
    - i. This locks the narrative in your name so that only you have access to it when you return.
    - ii. Narratives should only be left open at the end of the day in the case that it is not time emergent (such as an in custody).
      1. It is preferable to not leave any narratives open if possible.
6. If you accidentally request a narrative that you should not have or do not have time to type:
7. You can hit the [REDACTED] and it will go back to the bank to be typed by someone else.



**UPDATING INCORRECT NARRATIVE INFORMATION:**

1. When typing a narrative with the incorrect:
  - a. Law Incident number
  - b. Officer name.
  - c. Work type.
2. Fix incorrect information by [REDACTED] on your [REDACTED] and choosing [REDACTED] or by doing the same in your small demographics box. Edit the incorrect information and click [REDACTED]

**DICTATION WORK TYPES:**

► Officers are given 8 different work types in which to dictate:

**IN CUSTODY**

(Arrested and booked)

Work type: [REDACTED]

**ARRESTS/CITES**

(Misdemeanor Cite-Outs / 849(b) PC)

Work type: [REDACTED]

**TRAFFIC ACCIDENTS**

Work type: [REDACTED]

**FOLLOW-UP**

(Reports needing assignment)

Work type: [REDACTED]

**MEMOS/LETTERS**

(Memos and letters ONLY)

Work type: [REDACTED]

**DA REQUESTS FOR FURTHER**

(Requests only)

Work type: [REDACTED]

**REPORTS/INCIDENTS**

(Miscellaneous incident reports, information only, etc)

Work type: [REDACTED]

**JUVENILE IN CUSTODY**

(Only for Juveniles BOOKED)

Work type: [REDACTED]

**IN-CUSTODY NARRATIVES (PRIORITY):**

IN-CUSTODY narratives from the Digital Dictation System should be typed first as they have a deadline if the suspect is still in custody. They are prioritized in the following order:

1. Last day adult in-custodies that are due that same day (from the previous day's in custody list).
2. Juvenile in-custodies.
3. Adult in-custodies on the list for the following day (from that day's in custody list).
4. We are to do all that we can to ensure narratives are completed prior to the corresponding deadlines.
  - a. If necessary a detective can walk the package over to the District Attorney's Office.

***Only check out one (1) from Fusion at a time.***

- ▶ Fusion Computer needs to stay where [REDACTED] should be showing on the monitor.

**NARRATIVE PRIORITIES:**

Type narratives according to the order in which they are received via Fusion, unless there are priority narratives on the bank such as booked juveniles and/or last day in-custody adult arrests.

1. If time allows, update the message center to ensure reports pending transcription are in the proper status.
  - a. The following statuses are available for transcription:
    - i. [REDACTED] – [REDACTED]:
      1. Used for in-custody adult arrest reports that are pending a narrative.
    - ii. [REDACTED] – [REDACTED]:
      1. Used for in-custody juvenile arrest reports that are pending a narrative.
    - iii. [REDACTED] – [REDACTED]:
      1. Used for non-arrests that are pending a narrative.
  - b. To properly classify reports:
    - a. Select through reports in the message center that have the above listed statuses at the end of the subject line.
    - b. Click [REDACTED]
      - i. If the pending narratives have been transcribed, update the status accordingly.
      - ii. If the narrative is still pending, ensure that the correct transcription status is displayed.
      - iii. If a report has been pending transcription for some time or the narrative is required for a last day in-custody.
      - iv. It is not on the bank, attempt to make contact with the officer.

**TYPING NARRATIVES:**

1. For general report and supplemental narratives, type into a blank [REDACTED] document.
2. The only time a template will be needed is for DRE narratives and memos (see separate instructions below for memos).

3. To open the DRE and memo templates:
  - a. Open [REDACTED]
  - b. [REDACTED]
  - c. [REDACTED]
  - d. [REDACTED]
  - e. [REDACTED] or [REDACTED]
  - i. For memos choose the [REDACTED] document instead
  - f. For DRE choose [REDACTED]
4. Guidelines for narratives/memo procedures and formatting are available right after this "Word Processing" Section under "**Word Processing Resources.**" Included are:
  - a. Standard Narrative
  - b. DRE (Drug Recognition Evaluations)
  - c. Memos
5. **Note:** Narratives must be typed in text only. Spillman will not accept actions such as **bold**, underline, or *italics*.

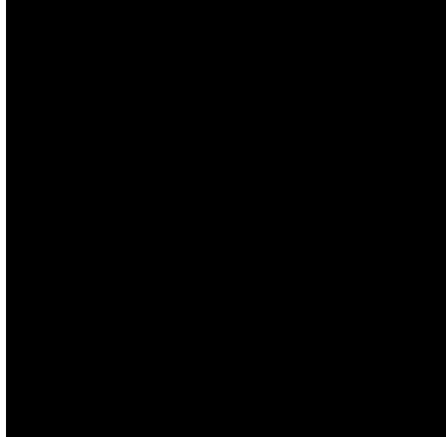
#### SAVING NARRATIVES IN SPILLMAN:

1. Once a narrative is completed:
  - a. Save the [REDACTED] on the [REDACTED].
    - i. In the current year's folder under and under the corresponding month.
2. Once the transcription is complete, it can be copied and pasted into the law incident.

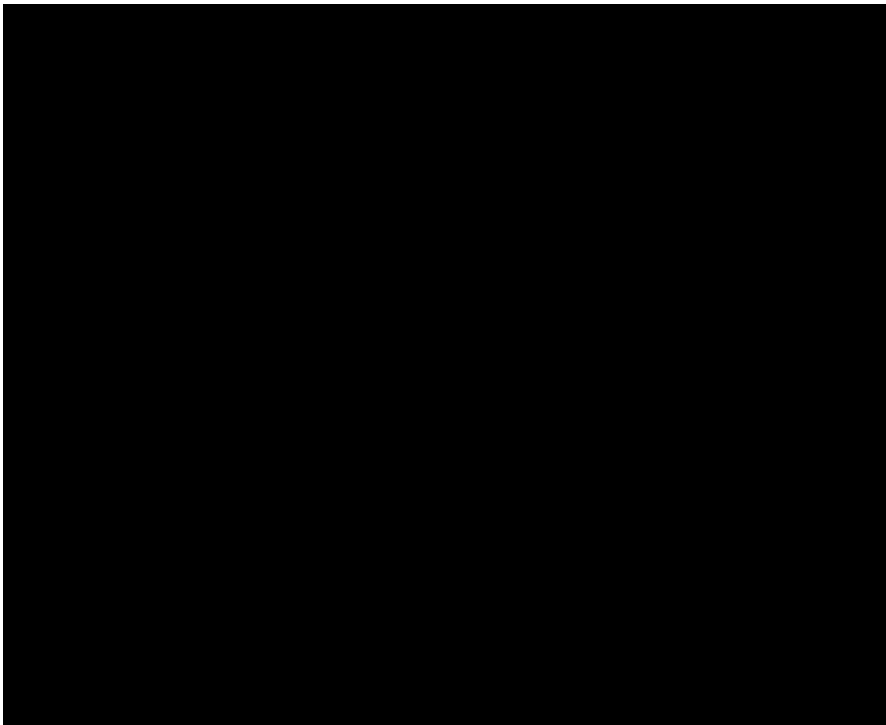
#### *How to save narratives in Spillman:*

1. Open the correct incident in the [REDACTED] in Spillman
  - a. If doing so from the Message Center, choose the message for the corresponding incident number and choose [REDACTED] at top of list.
2. Choose the "Supp" icon in the taskbar of the [REDACTED] to add a narrative.
  - a. Records will type all narratives into the [REDACTED]
3. The [REDACTED] portion is only for the use of the primary officer when typing their own narrative.
  - a. This will allow for the narratives typed by Records to be sent back through workflow for approval.
  - b. Once in the [REDACTED] (should say [REDACTED] in top let corner) select the "Add" icon at the top.
  - c. If a narrative has already been typed for this report it will show when [REDACTED] is opened:
    - i. Leave this narrative as is and select the [REDACTED] (shown above) to add a new one.
    - ii. Change the [REDACTED] to the officer dictating [REDACTED]
    - iii. Click into the [REDACTED]
    - iv. Select the [REDACTED] to the right side or double click to open it for editing (or double click).

- v. If a [REDACTED] appears do not choose one and select [REDACTED]
- vi. Paste narrative from [REDACTED]
- vii. At bottom of the narrative add a date and time stamp by selecting [REDACTED] at top and choosing [REDACTED] or by hitting [REDACTED] at end of narrative (see screenshot below)



- viii. Add your T number to the end of the date/time stamp.  
[REDACTED]
- ix. When completed, choose [REDACTED] at the bottom of the editor.
- x. This will return you to the [REDACTED] screen, which will show the narrative you just added.
- xi. Select [REDACTED] at the top right corner of the screen. The screen will now appear as follows

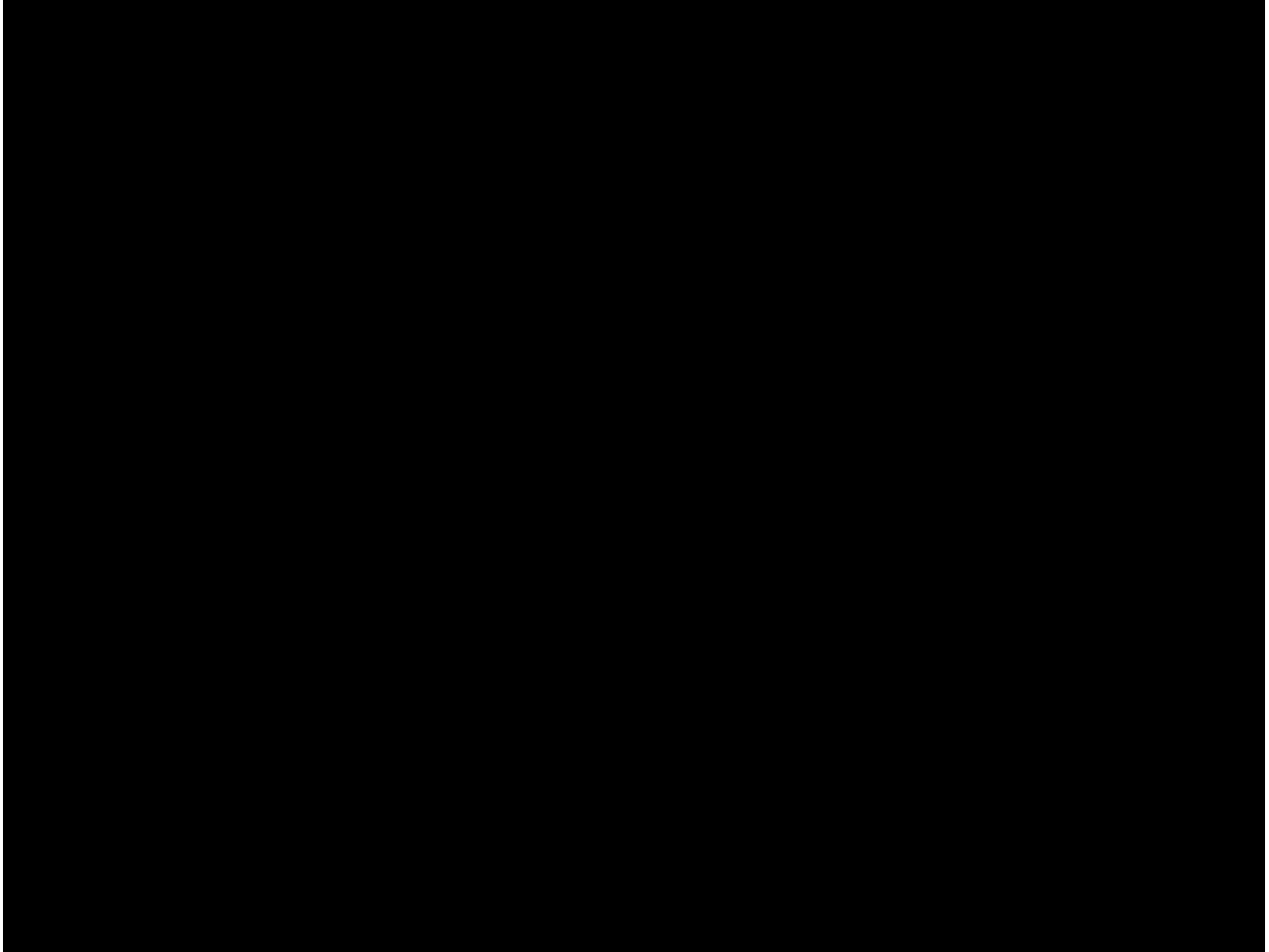


**SENDING NEW NARRATIVE THROUGH WORKFLOW FOR APPROVAL:**

1. While still in the [REDACTED] showing the narrative you just added, choose the [REDACTED] to the top right of this screen



2. Select [REDACTED]



3. Change the status to [REDACTED] if narrative is for a non-arrest, [REDACTED] if for an adult arrest or [REDACTED] if for a juvenile arrest
4. Update the assigned group or assigned individual field (screenshot below) as follows:
  - a. For Patrol Officers, change the assigned group to [REDACTED] (number [REDACTED])
  - b. For Youth Service Officers, change the assigned individual to Sergeant of Youth Services (number [REDACTED])
5. For Special Enforcement Unit Officers, change the assigned individual to Sergeant of Special Enforcement Unit (number [REDACTED])



6. If there are any specific concerns regarding the narrative of time sensitivities include a note in the [redacted] portion of this screen:
  - a. Remember that this message is going to the supervisors and is not being sent directly to the officer.
  - b. As these messages do not follow with the narrative through to the officer, write your request or concerns to the Sergeant to have them address it with the officer. (i.e. "Please have officer review narrative as it cut out")
7. Choose [redacted] in top right portion of this screen
8. The current [redacted] of the narrative will show at the bottom of the [redacted]



► **Note:** This must be done for each newly added supplemental narrative as they each go through their own workflow. Make sure that this is done in the supplemental itself and not the initial law incident.

**DA REQUESTS FOR FURTHER:**

1. DA Requests for Further will come onto the Fusion bank as a [redacted]
  - a. They are completed just as a standard narrative would be with the exception that "DISTRICT ATTORNEY REQUEST FOR FURTHER" is to be added to the center top of the page.
  - b. This assists the paper person in knowing how to process the narrative.
2. Once sent through workflow:
  - a. Log the narrative in the [redacted]
  - b. In the [redacted] column of the [redacted], type [redacted]



[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

12. [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]



**MEMOS:**Saving a Memo:

1. [REDACTED]
2. [REDACTED]
3. [REDACTED]
4. [REDACTED]
5. [REDACTED]
6. Go under [REDACTED]
7. Save with Officer's name and brief summary title (i.e. SMITH – vehicle pursuit).
8. After memos are typed, distribute as follows:
  - a. Recipient
  - b. Author
9. Memos typed at the Districts will be distributed by them:
10. When an officer request to review a memo before it is distributed:
  - a. Make two copies.
    - i. Send the first to the officer.
    - ii. Second in the [REDACTED].
11. Send an email to [REDACTED] to let them know that a memo has been placed in the bin.
12. This is because most memos are time sensitive and notifying paper allows for quicker follow up with the officer.

**LOGGING NARRATIVES/MEMOS:**

1. Track all narratives/memos typed in [REDACTED]
2. Follow these steps to locate the log:
  - a. Open [REDACTED]
  - b. [REDACTED]
  - c. [REDACTED]
  - d. [REDACTED]
  - e. [REDACTED] folder
  - f. Choose the correct year of [REDACTED] folder
  - g. Choose the [REDACTED]
3. Log as follows:

**4. DATE:**

- a. Make sure that you are logging on the correct date.
  - i. If you are the first to log a narrative on a new date:
  - ii. Type the date in this section.
    1. If there is already a new "date" section started you do not fill in this box, just continue logging underneath the correct date.

**REPORT:**

1. Type the report number associated to this narrative or "MEMO"

**OFFICER:**

1. Type the Officer's last name in this section.

**OFFENSE:**

1. Include all of the offense codes given by the officer or if a memo, the short description given by the officer.

**W/P:**

1. Type your initials.

**WP/MIN:**

1. This is where the primary (full time) typists log their minutes. One page is equal to **15** minutes of typing time.

**#2/TYPE:**

1. This is where the secondary (part time and assisting full time) typists log their minutes.

**P/INV/T:**

1. Log whether the officer is patrol (P), investigations (INV), or traffic (T).

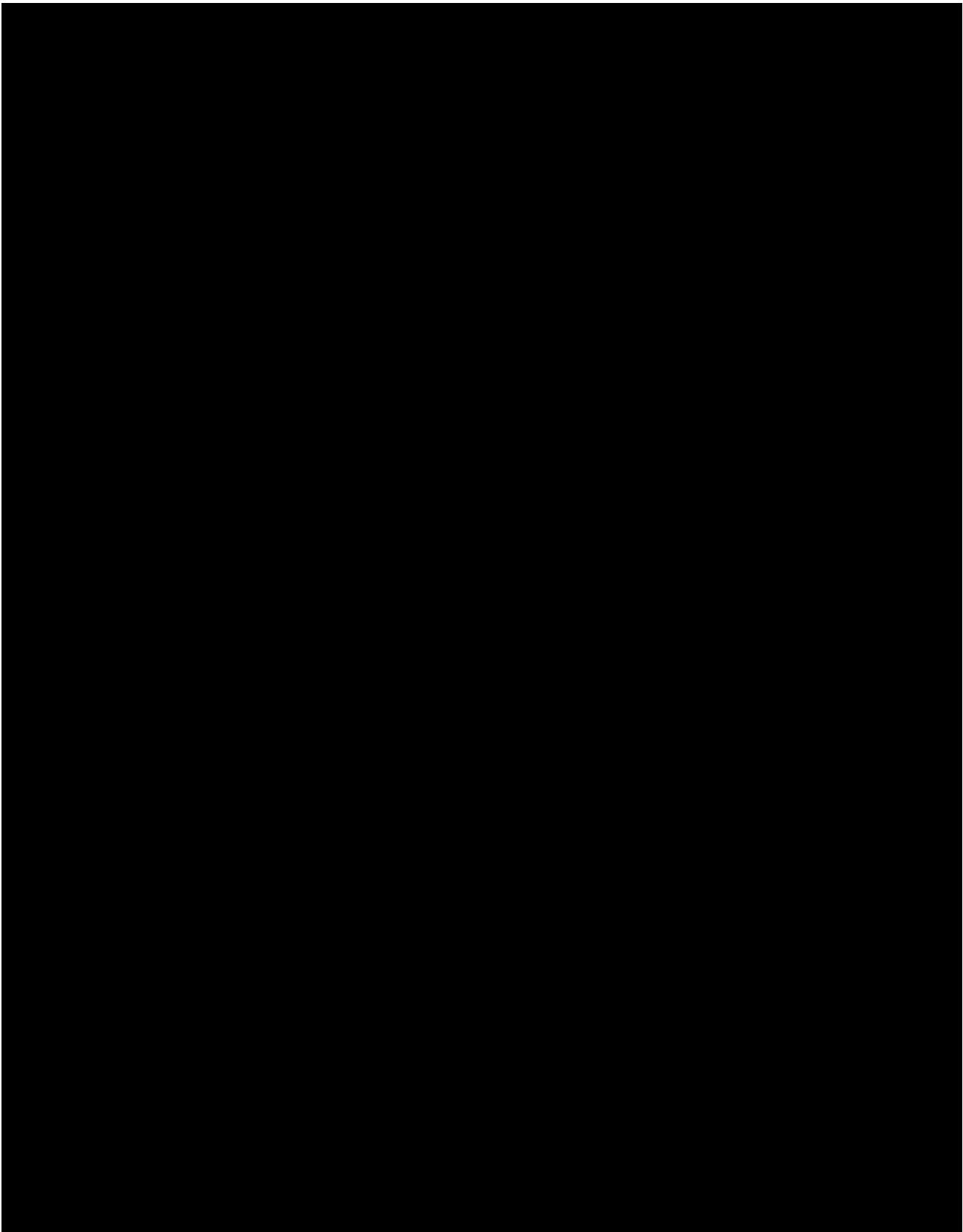
**Check Off:**

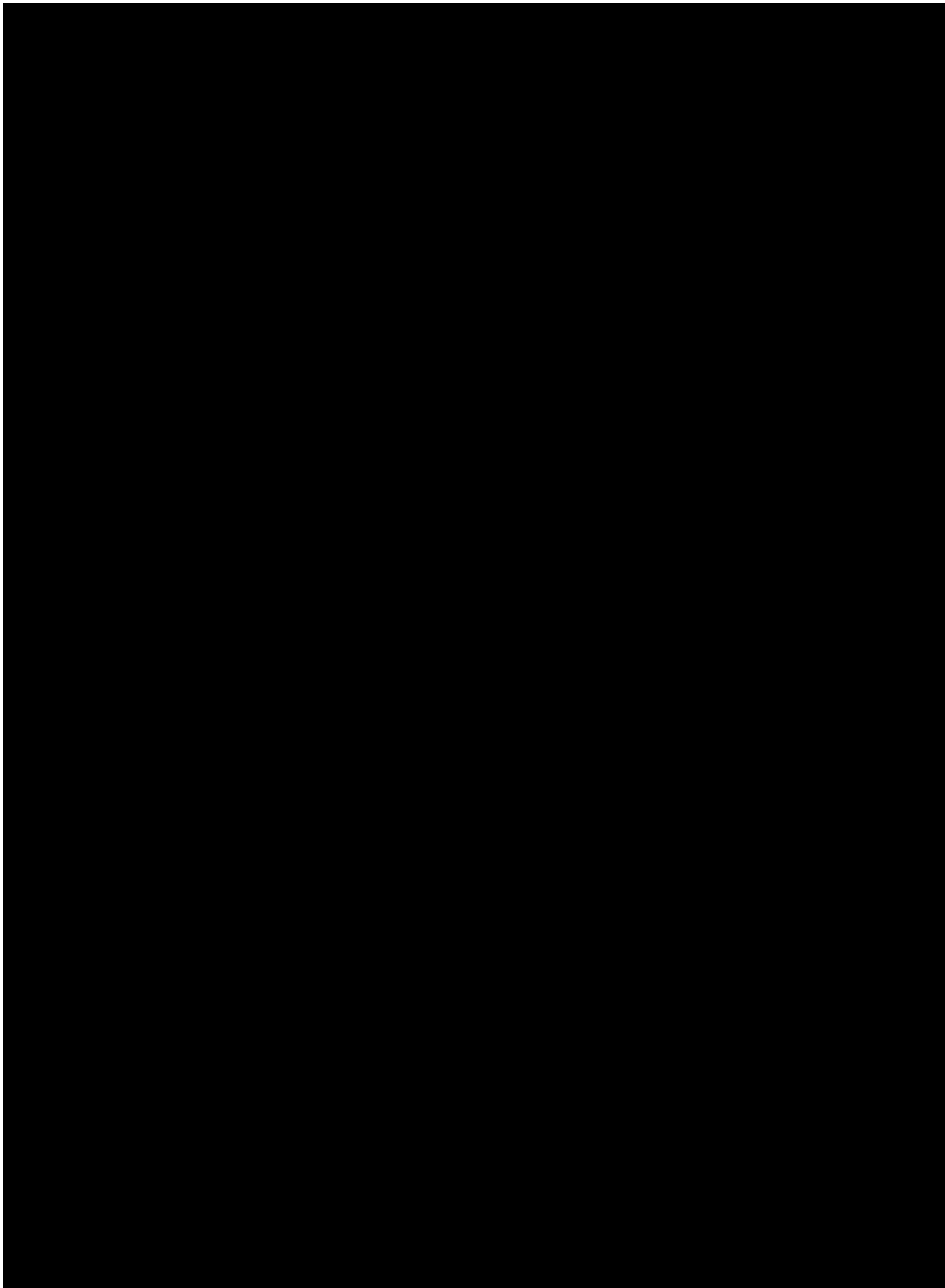
1. Place an "X" in this section when the narrative is complete.

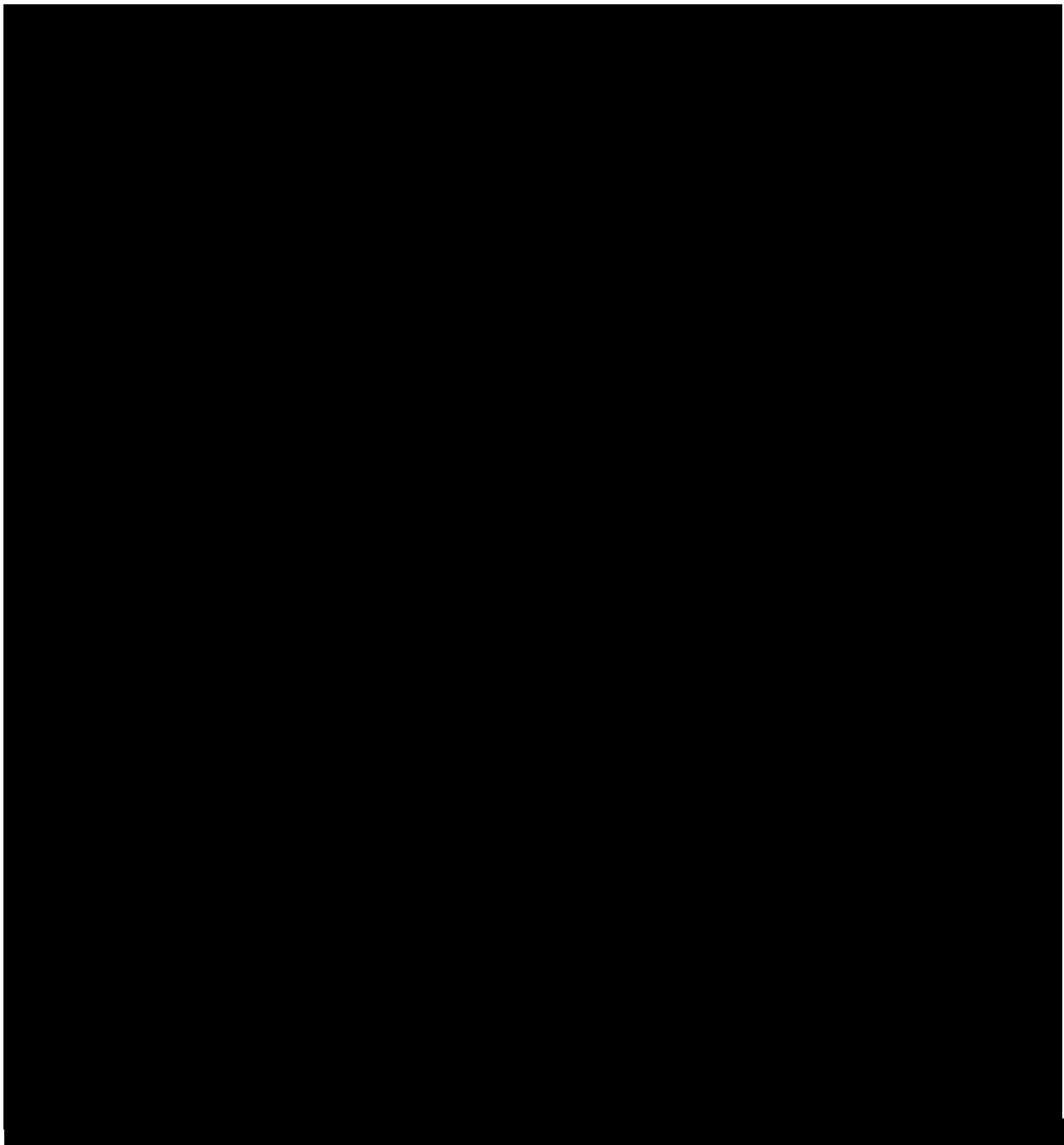
- **Note:** When logging, make sure to click the save button before and after each entry to assure that anyone typing at the same time does not save over your logging as this is a shared log.

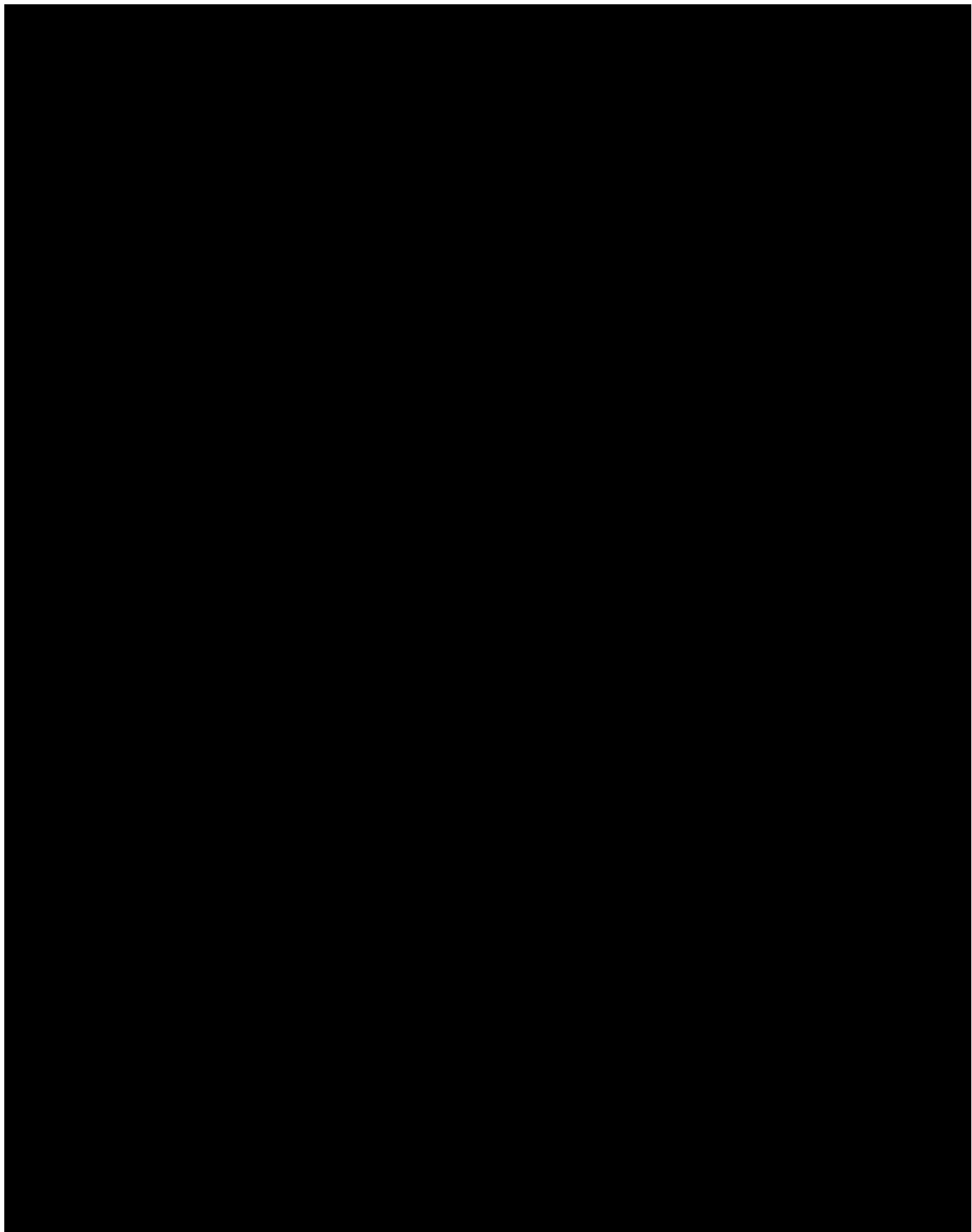
**LOGGING INTO THE JAIL MANAGEMENT ( ) SYSTEM:**

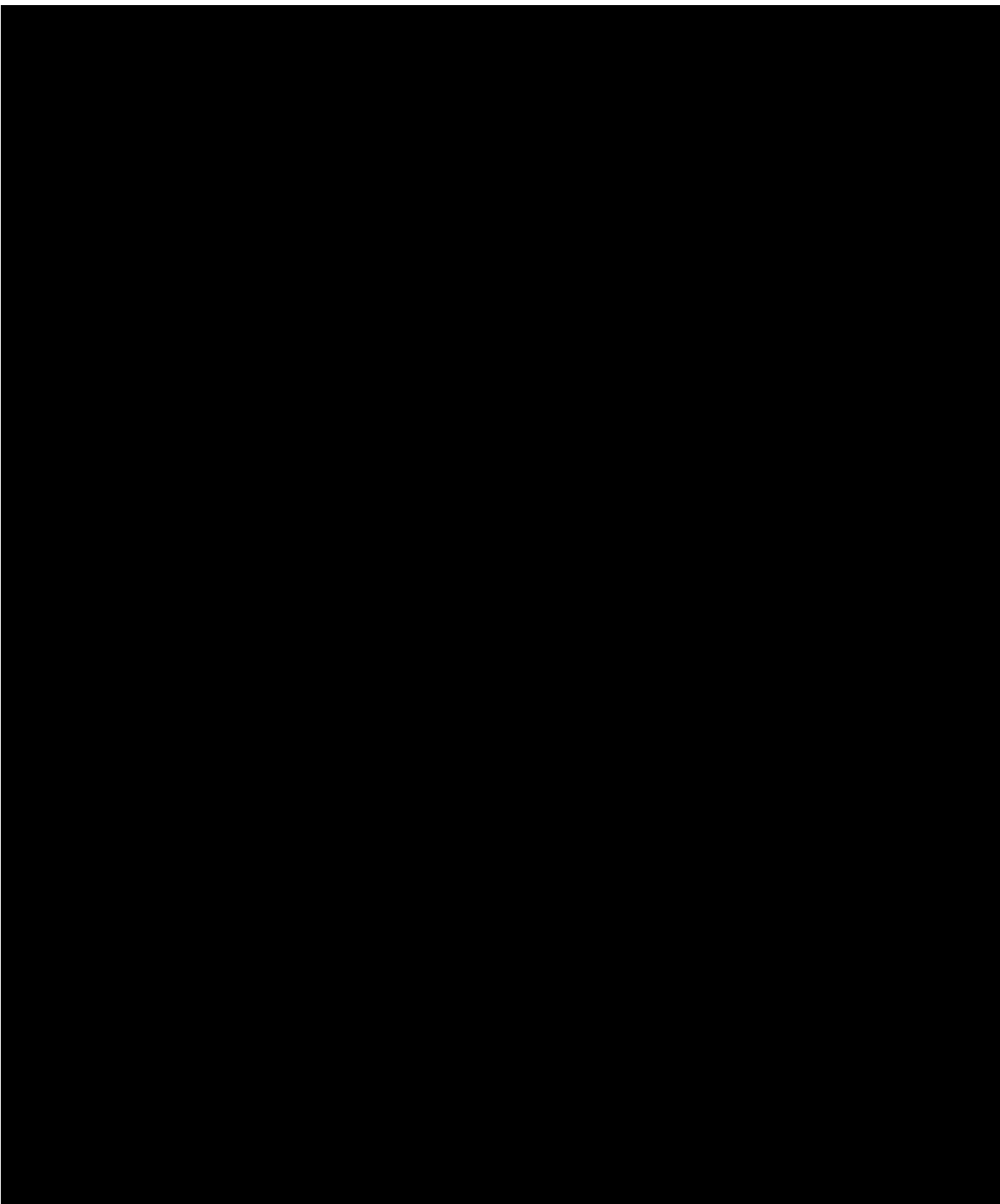
1. The Jail Management System is used to check which adults are still in-custody.
2. Choose the icon on the desktop or enter the web address of:  
[REDACTED]
3. Enter the Login ID: [REDACTED]
4. Password: [REDACTED]









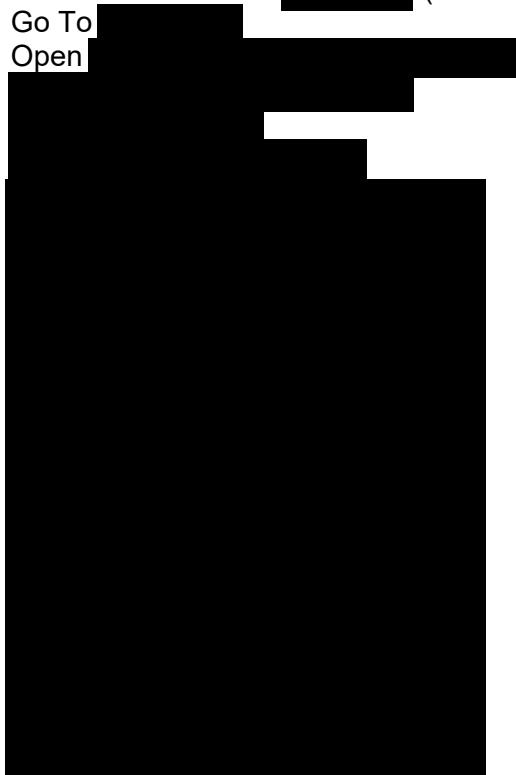


**GENERATING SPILLMAN'S [REDACTED]:**

1. A Spillman report will need to be generated in order to obtain the report numbers associated with in-custody individuals that were determined using the [REDACTED]. This will also be the report that indicates if any juveniles were arrested. You can run this report by following the steps as outlined below:

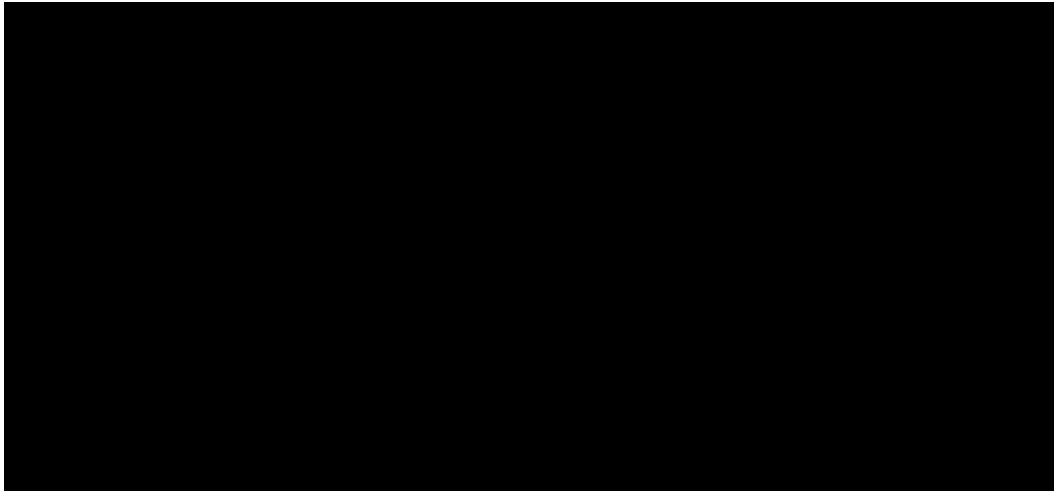
a. Open the [REDACTED] by means of one of the following options:

- i. Type [REDACTED] in the command line and press [REDACTED]
- ii. To locate this on the [REDACTED] (also see screenshot):
- iii. Go To [REDACTED]
- iv. Open [REDACTED]
- v. [REDACTED]
- vi. [REDACTED]
- vii. [REDACTED]



- 2. Select the [REDACTED]
- 3. Save to your taskbar by dragging and dropping the icon from the [REDACTED] to the [REDACTED] r
- 4. Scroll down list and choose (see screenshot):
- 5. [REDACTED]
- 6. [REDACTED]



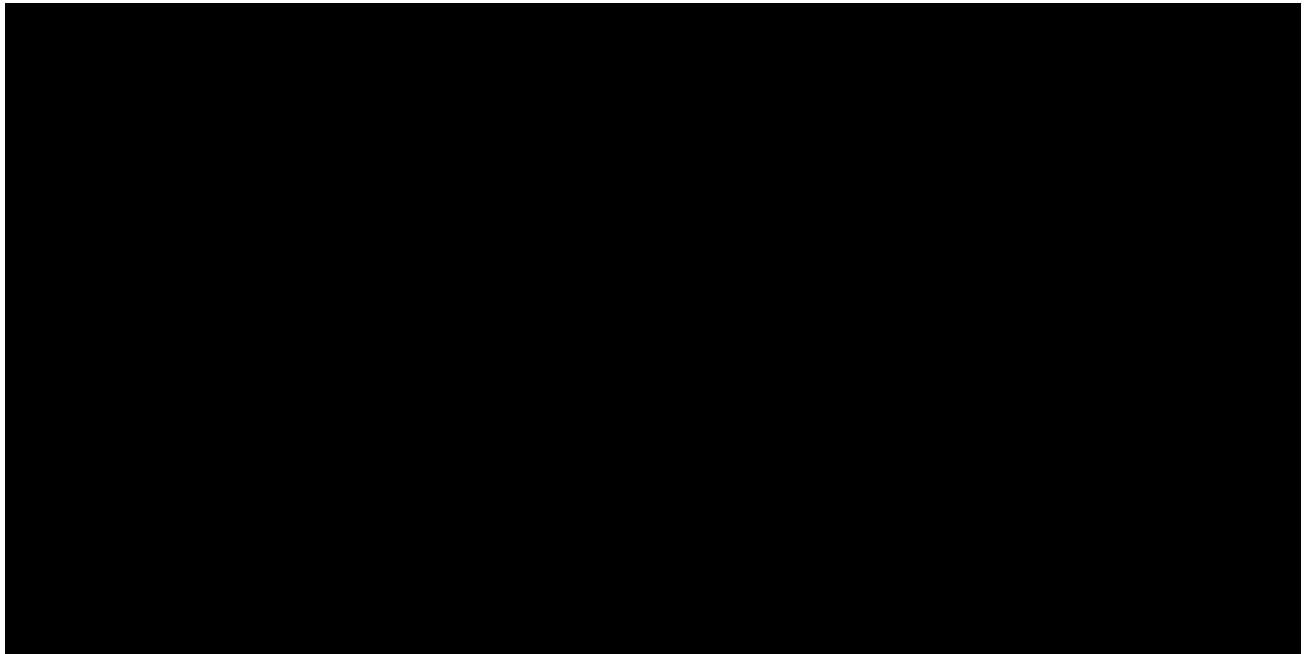


7. Time, Date Arrested:

- a. Select anywhere in the field and select the [redacted] icon that appears
- b. Choose [redacted] and select [redacted]
- c. Type the same date range you entered for the [redacted] with beginning time of 00:00:00 and ending time of 23:59:59 (e.g. 00:00:00 04/10/2017 – 23:59:59 04/10/2017)
- d. Arresting Agency: [redacted]
- e. Arrest Type: [redacted] and [redacted]

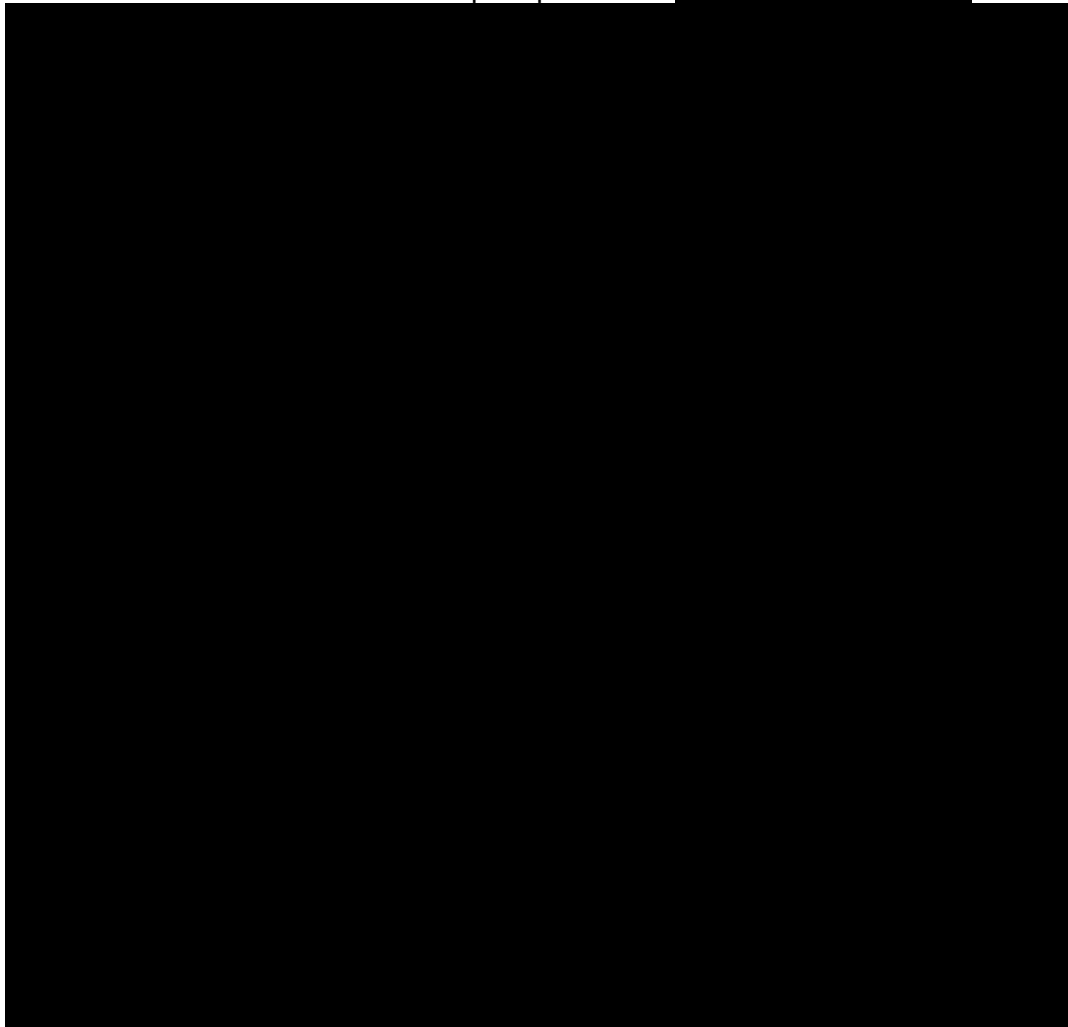
Note: These cannot be run at the same time. You must follow Steps 1 – 4 and run each arrest type separately.

8. The screen should now appear as follows:



9. Choose the [redacted] option at the bottom of the screen and then [redacted]

- a. There is no need to print a physical copy of the [REDACTED] due to it just being a referencing point for report numbers and juvenile arrests.
- b. See screenshot below of the print previewed [REDACTED].



- 10. Compare your list of highlighted in-custodies from the Jail system report and use the [REDACTED] to find the matching incident numbers for the suspects.
  - a. If juveniles are listed on the [REDACTED], transfer the information directly onto the In-Custody List. See below section entitled "Creating the In-Custody List."

**CREATING THE IN-CUSTODY LIST:**

- 1. Opening the [REDACTED]:
- 2. Open [REDACTED]
- 3. [REDACTED]
- 4. [REDACTED]
- 5. [REDACTED]

6. Open [REDACTED] document

*Filling out the in-custody list:*

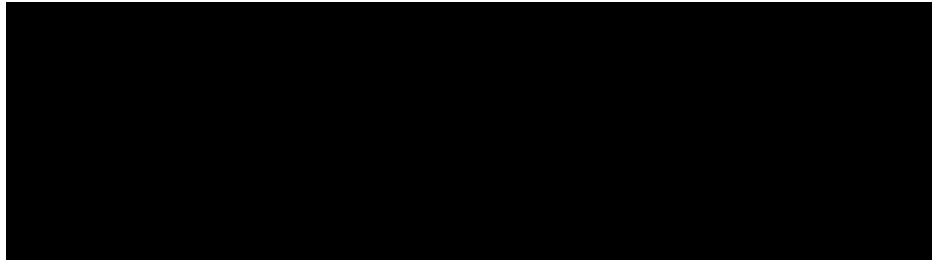
1. Put your initials next to [REDACTED]
2. Fill in the name, offense, report #, and arrest date where provided
3. Once you have this list print a copy for yourself and check for narratives on Fusion.
4. If there is a narrative on the bank for an in-custody, write the name of the officer that has a dictation on the bank on the left side of the name on the in-custody list.
5. Next you will check Spillman to see report status.
  - a. If report is complete then you will mark an X over the number next to the individual's name.
  - b. If it is not complete but is in our message center, mark it with a / (slash). If the report has not yet been sent to records then you will leave it blank.

*Print & distribute your "in-custody" list as follows:*

1. Original to the paper person
  2. 1 copy for the Word Processing person
  3. 1 copy for Records Supervisor
  4. 1 copy for Lead
  5. 1 copy for Front Counter
  6. 1 copy for Investigations Secretary
  7. 1 copy for Word Processing II
- 
6. Send the in-custody list via Email.
  7. Type [REDACTED] in your [REDACTED] section and this will automatically distribute to all parties needing the list.
  8. On the initial time sending, click on [REDACTED] on [REDACTED] and search for [REDACTED]  
[REDACTED]

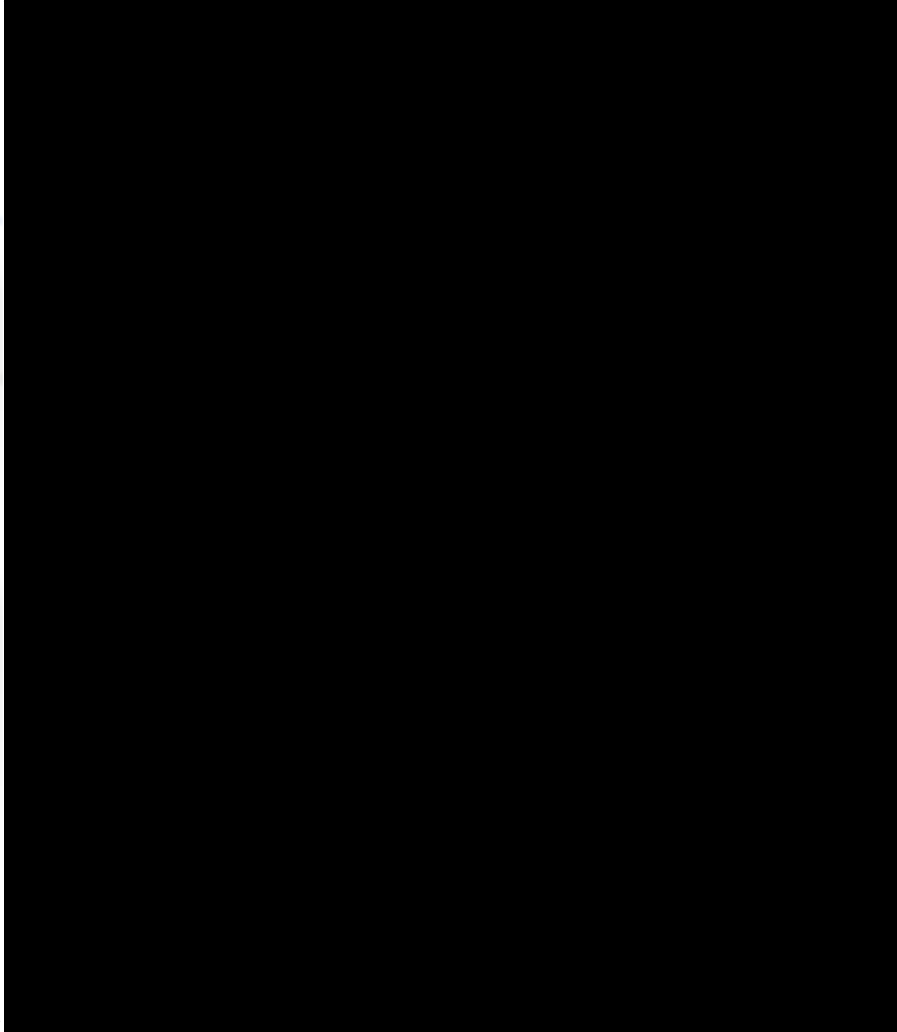
**“AUTOFORMAT AS YOU TYPE” ERROR SOLUTION:***ERROR:*

1. Since the update, Spillman no longer allows for apostrophes copied from Word.
2. We now have to go through the whole narrative:
  - a. Erase the apostrophe we typed and re-type the apostrophe in the Spillman text editor before it allows us to save the narrative.



- b. It is also not accepting quotation marks.
- c. If you delete the character in Spillman and immediately retype it then Spillman will accept it.

SOLUTION:



3. If anyone is still having trouble with the characters not being recognized, try the following solution:
  - a. With [REDACTED] open, click [REDACTED] then [REDACTED] (towards the bottom of the list).
  - b. Go to the [REDACTED], then click the button labeled [REDACTED]
    - i. Under the tab [REDACTED], uncheck the box where it says [REDACTED] as you type: Straight quotes with smart quotes. (I unchecked everything under AutoFormat just to be on the safe side.)
4. Keep this box [REDACTED] and you should no longer have any problems copying and pasting apostrophes and quotation marks into Spillman.

# INVESTIGATIONS DESK

## Basic Job Duties:

1. Answer [REDACTED], and [REDACTED] and backup for the rest of the unit.
2. Type Investigations: narratives, memos, letters, forms, search warrants, Dispatch/911 tapes (verbatim), radio traffic (verbatim), etc.
3. Compile documents for District Attorney's Office regarding the filing of complaints and process narratives for distribution to investigative units.
4. Prepare Evaluation packages for District Attorney.
5. Attend weekly Investigations briefings.
6. Send out contact letters and copies of reports for investigators to victims/suspects/other agencies.
7. Coordinate taped statement and jail calls requests for transcription.
8. Conduct investigative searches for investigators.
9. Maintain O.I.S. and Homicide paperwork, etc.
10. Maintain copy machine.
11. All other duties as assigned

**TYPING NARRATIVES:**

- a. [REDACTED] Homicides (Priority).
  - b. [REDACTED] In-custody narratives from Investigators.
  - c. [REDACTED] District Attorney's request for further
  - d. [REDACTED] District Attorney's Eval packages.
  - e. [REDACTED] Inactivated/Closed cases
2. Supplemental narratives, letters, memos, search warrants, 911 calls, and Radio Traffic as requested. (All on templates see WP portion for further)

**TYPING PROCEDURES:**

See Word Processing section in Records Unit Guide.

1. Search warrants need to be done ASAP.
  - a. ~ Use [REDACTED] found in the [REDACTED] under [REDACTED]

**DISTRICT ATTORNEY EVAL PACKAGES:**

Make sure all physical descriptions of suspects are somewhere in the report whether on face page or in narrative.

1. All UCRing will need to be done before package is sent to District Attorney.
2. Print report to PDF and place in [REDACTED] folder after processing.
3. Run RAP
4. Save RAP in [REDACTED].
5. Save report as Report # DA EVAL Suspects name.
6. Ex. 18-000123 DA EVAL DOE.
7. Send to Laserfiche person for "2<sup>nd</sup> T".
  - a. If no alternate is available, send rap through workflow to a full access [REDACTED] user for verification.
8. After the package is **complete** and ready to be sent to the DA, **add a** [REDACTED]
9. See [REDACTED] instructions for more information.

**TARGET PACKAGES:**

If they turn in the hardcopy:

1. Check for RAP
  - a. If no RAP attached, run a RAP through Spillman:.
  - b. Search
  - c. [REDACTED]
  - d. [REDACTED]
  - e. [REDACTED] by name
  - f. After receiving RAP in Spillman message center print to pdf
2. Send to Laserfiche person to "2<sup>nd</sup> T"
3. The report that is turned in to us is a copy
4. Can be given to the DA Liason.

6. If they book evidence they will assign a Spillman Report number to book the evidence with Visalia Police Department.
7. We are responsible for the entry of property/evidence for the TARGET taskforce and as such, a copy of all property/evidence sheets should be made for entry purposes. Once entry is completed, teletypes can be routed to the [REDACTED] which is down the [REDACTED].
8. Log packages in the [REDACTED] – [REDACTED] in [REDACTED].

#### **SUPPLEMENTS:**

Check [REDACTED] on report to verify where it has been sent.

1. Type narrative.
2. Scan any additional supps into [REDACTED] into appropriate incident.
3. Print to PDF and place in [REDACTED] after processing.
4. Place all scanned supplements in the [REDACTED] in numerical order.
5. If handed copies that are not to be attached into Spillman, place them into a manila envelope write incident number on the outside of envelope and give to the DA Liaison.
6. Add [REDACTED] and specify what exactly was sent and where.

#### **REQUESTS FOR FURTHER FROM THE DISTRICT ATTORNEY'S OFFICE:**

1. Process the same as supplemental.
2. After complete and printed into [REDACTED], turn in white District Attorney request form to DA Liaison bin.

#### **HOMICIDE REPORTS:**

If an arrest is made the paper rotation will process the package for the District Attorney.

1. After report is complete, print a copy of the entire report.
2. Fasten report with metal prong fasteners.
3. A folder and tab will need to be made indicating the case number and name of the victim for the [REDACTED].
4. The original report will be kept in the hanging file in the [REDACTED] with any additional supplements, etc in the [REDACTED].
5. Create a [REDACTED] stating:
6. "Full copy of report has been printed for the [REDACTED]"

#### **OIS REPORTS:**

Same instructions as Homicide reports however the OIS report will be filed in the [REDACTED] by the [REDACTED].

1. The Violent Crimes Sergeant, Sergeant assigned to review the OIS, and the primary VC Detective assigned to the case may receive a copy for review. The assigned reviewing Sergeant, is the one who will give the final approval through Spillman prior to sending to the DA and/or the AOA (such as TCSO).



**TAPED STATEMENTS / JAIL CALLS - TRANSCRIPT REQUESTS:**

Type as requested by District Attorney's Office (District Attorney Liaison will provide copy of District Attorney's request) write date and time on request when received.

1. Log in computer in [REDACTED] under [REDACTED] in [REDACTED] when received and finished.
2. Audio received from Crime Lab such as Interviews, Jail Calls, or Pretext Phone calls are sent to [REDACTED] for transcription.
3. Do not send audio received from Dispatch such as 911's, Radio Traffic, or Telephonic Search Warrants as they are typed by Investigations Desk.
4. If sending off to [REDACTED] to be transcribed, type up cover sheet (memo template) indicating (be sure to have court date first):
  - a. Memo found on [REDACTED] under [REDACTED]
  - b. [REDACTED]

**MEMO:**

List info in memo such as:

1. When transcript is needed by.
2. What the case # is.
3. Number of tapes to be transcribed.
4. If in Spanish be sure to indicate that on Memos as well. (Make sure there are no duplicate recordings unless it is a Homicide or an OIS.)
5. List each audio file with a description of who the officer/detective is who they are interviewing.
6. Selecting [REDACTED] button on left corner of computer screen
7. Select [REDACTED]
8. Select "[REDACTED]"
9. Select "[REDACTED]"
10. Select the folder labeled with the [REDACTED] on the DA Request form
11. If a confidential crime – Be sure to indicate to [REDACTED] to keep victim confidential.
12. Make 2 copies of the Memo to [REDACTED].
13. One is for your file.
14. One for Records Supervisor
15. Save as (Enter report #).
16. [REDACTED] transcript requests are sent electronically, using a secure [REDACTED].

**UPLOADING AUDIO:**

1. Open [REDACTED] program
2. Choose [REDACTED]
  - a. (Cancel update if that pops up.)
3. Enter [REDACTED]
4. Select "[REDACTED]"
5. [REDACTED] on folder containing audio/video for request and select [REDACTED] Files will then transfer to [REDACTED] and will be visible on right side of screen.
6. Select [REDACTED] and [REDACTED] to disconnect from [REDACTED]
  - ▶ Email designated contacts advising that audio/video is now on their [REDACTED] and can be accessed.

- Attach the memo created with the details regarding the audio/video to the email for reference.
- 7. Place DA request with Memo attached in [REDACTED] in the [REDACTED] on the [REDACTED]
- 8. Log in [REDACTED] under in [REDACTED]

**TRANSCRIPTS RECEIVED :**

1. Open email from [REDACTED].
2. Find request in the [REDACTED] r in the [REDACTED] of the [REDACTED]
3. Forward email to the Detective/Officer to review the attached transcripts.
4. Write on the request
5. Date and who the request was sent for review and audio files.
6. On a sticky note write how many transcripts there are
7. Log in [REDACTED]
8. Date received from [REDACTED]
9. Officer Review section: Date sent and to who for review.
10. Highlight "blue" because it is in review.
11. Be sure to save transcripts into [REDACTED] (See below)

**SAVING TRANSCRIPTS INTO PENDING:**

1. Go into the email from [REDACTED] (keep this open)
2. Now go into [REDACTED]
3. [REDACTED]
4. Create new folder
5. Name it with the case number
6. Highlight the files from the email
7. Copy and paste into the new folder in [REDACTED]

**TRANSCRIPTS APPROVED - DETECTIVE/OFFICER:**

1. Send email to the DA that requested it (with transcripts attached)
2. Pull request from the [REDACTED] in the [REDACTED] on the [REDACTED].
3. Date Detective/Officer approved transcripts.
4. Write on top of the request – Date, Sent to DA, and Initial it.
5. Make a copy of the request and give copy to DA Liason.
6. Log in [REDACTED] in [REDACTED] file
7. Log what day you received okay from officer to send transcripts to DA
8. Log date completed & sent to DA
9. Make row "gray" due to being completed
10. Save file from [REDACTED] into the appropriate law incident as PDF files.
11. Add a [REDACTED] stating it was sent to DA. (See [REDACTED] instructions in paper processing)
12. File request under appropriate year in numerical order in the [REDACTED]

**DISSEMINATION:**

When reports are forwarded to other agencies a [REDACTED] must be added under the correct Incident number.

1. Select [REDACTED] enter a [REDACTED], select [REDACTED] (next to [REDACTED]), select [REDACTED] icon, and enter the following information:
  - a. When disseminated, disseminator, and agency should auto-populate. Only change information to reflect accurate information, if different from what auto-populates.
  - b. Only fill in recipient if sending to an individual.
  - c. Organization should be the organization that you are sending it to (i.e. CWS, DA, etc.)
  - d. If not a local agency, fill in address information.
  - e. Dissemination method is how it was disseminated (i.e. PDF, mailed, etc.)
  - f. Information disseminated would be for special circumstances.
    - i. List Suspect name
    - ii. Narrative Sequences numbers
    - iii. [REDACTED] through (date of last added involvement).
    - iv. Any scanned files sent
    - v. X-Reference number (if one).
    - vi. Select [REDACTED]