

CHINO HILLS STATION

Operations Manual



San Bernardino County Sheriff's Department

Chino Hills Station Mission Statement

The San Bernardino County Sheriff's Chino Hills Station has a long and prestigious history within the department which has earned those assigned here the reputation of being a professional, hard-working, ethical, and dedicated group of individuals, committed to the citizens and other peace officers within the department and around the County and the State.

The Chino Hills Station developed its roots as the original West End Station, evolving into the contract city of Chino Hills in 1991. From then until 2009, the Chino Hills Station operated as a dual-operation station, serving the citizens of the city of Chino Hills and the unincorporated areas of the West End, including Mount Baldy and San Antonio Heights. Effective January 2010, the West End Station services were transferred to the San Bernardino County Sheriff's Department – Fontana Station. In January 2016, the West End operations, commonly known as the Mission Corridor, were transferred back to the Chino Hills Station.

Those persons who have worked the West End/Chino Hills Station before our time, worked very hard, and passed on to us a fine and respected reputation. Many current and former high-ranking members of the department have been assigned to this station at one time or another in their careers. Upon your assignment to this station, it will be your personal responsibility to maintain that reputation brought forth by your predecessors. You can accomplish this by hard work, positive results, and professional behavior.

Every member of this station is expected to maintain an honest and professional demeanor at all times, to treat your co-workers, members of allied agencies and organizations, city officials and the public with dignity and respect; adhere to the San Bernardino County Sheriff's Department Policies and Vision Statement and abide by the Law Enforcement Code of Ethics.

The Mission of the Chino Hills Station is to provide the finest, most professional and comprehensive law enforcement services possible to the community in which we are tasked to serve. Your conduct and attitude, on or off duty, reflects directly upon the station, the San Bernardino County Sheriff's Department, and on the law enforcement profession as a whole. Take pride in yourself, your assignment and your profession.

TABLE OF CONTENTS

DISTRIBUTION	6
1.000 GENERAL PROVISIONS	7
1.005 STATION OPERATIONS MANUAL MAINTENANCE.....	7
2.000 POSITION/DIVISION DUTIES, AND RESPONSIBILITIES	8
2.005 STANDING ORDERS - SERGEANTS.....	8
2.010 ADMINISTRATIVE DIVISION.....	9
2.015 DETECTIVE DIVISION.....	10
2.020 TRAFFIC DIVISION.....	11
2.025 MULTIPLE ENFORCEMENT TEAM UNIT.....	11
2.030 SCHOOL RESOURCE OFFICER UNIT.....	11
2.035 CRIME PREVENTION UNIT.....	11
2.040 PATROL DIVISION.....	12
3.000 STATION JURISDICTION	13
3.001 GEOGRAPHIC JURISDICTION OF STATION.....	13
3.005 BEAT ASSIGNMENTS.....	13
4.000 PATROL DUTIES	14
4.005 USE OF TEMPORARY EVIDENCE LOCKERS.....	14
4.010 USE OF TEMPORARY HOLDING CELLS.....	14
4.015 PUBLIC GATHERING OR SPECIAL EVENT SIGN-UP PROCEDURE.....	15
4.020 VOYAGER FUEL CARD USE – WATCH COMMANDER.....	16
5.000 REPORTING FOR DUTY	17
5.005 SHIFT RESPONSIBILITIES - WATCH COMMANDER.....	17
5.010 CLOSURES OF ROADS INTO CARBON CANYON.....	17
5.015 UNIT INSPECTION/INVENTORY FORM.....	18
5.015.05 VEHICLE MECHANICAL PROBLEMS.....	19
5.020 ASSUMING DUTY.....	19
5.025 FUELING OF VEHICLES.....	19
5.030 END OF SHIFT REQUIREMENTS.....	20
6.000 OPERATIONS	21
6.005 CHILD EXCHANGES.....	21
6.010 SERVICE OF SEARCH WARRANT.....	21
6.015 COMMUNITY ORIENTED POLICING ASSIGNMENTS.....	21
6.020 MONEY RECEIPT BOOKS.....	22
6.025 FINGERPRINTING.....	22
6.030 PURCHASING REPORTS.....	22
6.035 RESPONSE TO MESSAGES.....	22
6.040 TOW HEARINGS.....	23
6.045 TOW HEARING LOG.....	23
6.045.05 TOW HEARING LOG UPDATING.....	23
6.050 VEHICLE RELEASES.....	23
6.055 VEHICLE RELEASE FORMS.....	24
6.055.05 VEHICLE RELEASE FILE/FOLDER UPDATE.....	24
6.060 CITATION SIGN-OFF.....	24
6.065 WARRANT INFORMATION SHEET/SERVICE PROCEDURE.....	25
6.070 FALSE ALARM ORDINANCE.....	25
6.070.05 FALSE ALARM CARDS.....	26
6.070.10 PRIORITY CHANGE FOR EXCESSIVE ALARMS.....	26
6.075 ABANDONED VEHICLE PROCEDURE.....	27
6.080 ROTATION TOW SERVICES.....	27
6.085 ROTATION TOW COMPANY FILES.....	28
6.090 TRAFFIC COLLISION SCENE INVESTIGATION.....	28

6.095	COLLISION REPORT REVIEW AND FOLLOW-UP	28
6.100	COLLISION REPORT CITATIONS.....	28
6.105	PROPERTY DAMAGE ONLY REPORT (CHP 555-03 FORM)	29
6.110	MINOR INJURY TRAFFIC COLLISION INVESTIGATION (CHP 555 FORM)	29
6.115	M.A.I.T. CALL-OUT PROCEDURE	30
6.120	MOTORCYCLE ENFORCEMENT	30
6.125	MAINTENANCE OF MOTORCYCLE	30
6.130	STATION NOTIFICATION MATRIX	31
6.135	SHERIFF'S UNUSUAL INCIDENT MATRIX.....	31
6.140	BUILDING SECURITY/IDENTIFICATION	31
7.000	ADMINISTRATION.....	32
7.005	SCHEDULES: PATROL DIVISION	32
7.010	SCHEDULING GUIDELINES.....	32
7.015	E-MACS REPORT.....	32
7.020	OVERTIME	32
7.025	STATION KEYS	33
7.030	NEWLY ASSIGNED PERSONNEL	33
7.035	DEPARTING PERSONNEL	33
7.040	DUTIES OF KEY CONTROL OFFICER.....	33
7.045	COMPLAINTS AGAINST PERSONNEL	34
7.045.05	ISSUANCE/RECEIVING OF CITIZEN COMPLAINT FORM.....	34
7.050	MULTI-PURPOSE ROOM/E.O.C. ROOM RESERVATIONS	34
8.000	REPORTS.....	35
8.005	COURTESY REPORTS	35
8.010	INCIDENT REPORTS.....	35
8.015	ASSIGNED FOLLOW-UPS	35
8.020	ISSUANCE OF CITATION BOOKS	36
8.025	REPORTS ON SUSPECTED CHILD ABUSE CONTACTS OR FOLLOW-UPS.....	36

CHINO HILLS STATION OPERATIONS MANUAL

PREFACE

The intent of the Chino Hills Station Operations Manual is to provide all personnel assigned to Chino Hills Station with policies, procedures, and guidelines in the day-to-day functions of the Station. In the event of any conflict with this manual and the Department Manual, the Department Manual will take precedent. The definition of terms used in this manual shall have the meanings defined in Sheriff's policy 1.232, 1.234, 1.236 and 1.238, unless it shall be apparent from the content that they have a different meaning.

Sheriff's Manual section 2.150.30

Approved by John Walker, Captain
July 19, 2019

**SAN BERNARDINO COUNTY SHERIFF'S DEPARTMENT
CHINO HILLS STATION
OPERATIONS MANUAL**

DISTRIBUTION

Computer Shared Directory

Administrative Sergeant (Master hard-copy)

Watch Commander's Office (Hard-copy)

Captain's Secretary (Original Approved Directives)

1.000 GENERAL PROVISIONS

1.005 STATION OPERATIONS MANUAL MAINTENANCE

Maintenance and updating of the Chino Hills Station Operations Manual is the responsibility of the Administrative Sergeant, who will ensure:

- The Station Operations Manual is reviewed and purged annually, and all approved changes/additions shall be typed in Manual format, assigned a Manual section number and added to the Table of Contents. Each manual copy will be updated with all changes, deletions, and additions.
- All personnel, safety and general, shall be made aware of the manual content, any changes, or Temporary Operating Procedures. Information shall be reviewed during roll call training for a minimum of three (3) consecutive days. Also, the changes, deletions, and additions will be posted on station bulletin boards.
- Temporary Operating Procedures (TOP) will generally be valid for no more than 90 days. TOP's shall be in memo format from the Commander to all personnel. TOP's shall be e-mailed to all supervisors, posted on the briefing board and all bulletin boards.
- At the conclusion of 90 days, TOP's will be reviewed by staff and will either expire or; based on staff's recommendation, be added to the Operations Manual.
- The original Operations Manual approved by the Commander will be filed in the office of the Captain's Secretary.

Sheriff's Manual section 1.216

2.000 POSITION/DIVISION DUTIES, AND RESPONSIBILITIES

2.005 STANDING ORDERS - SERGEANTS

General

All Sergeants may be assigned collateral duties while at Chino Hills Station. Collateral duties may include, but are not be limited to:

- Administrative Investigations
- Warrants, report and follow-up log and tracking
- Volunteer Forces Coordinator
- Specialized Assignments
- Mobile Field Force
- Weapon inventory and inspection
- Key control
- Inspection Matrix tracking
- Emergency Operations Coordinator

Administrative Sergeant

The Administrative Sergeant shall inspect the Station monthly for cleanliness, safety and damage, seeing that the proper notifications are made so that necessary repairs are completed in a timely manner. In addition, the Administrative Sergeant shall conduct quarterly station inspections and complete the Sheriff's Department Inspection Checklist as required by Department Policy.

The Administrative Sergeant shall oversee and control all overtime for subordinates, safety and general, under their supervision, insuring that only the time required fulfilling the immediate purpose is used. He/she shall, if possible, adjust subordinate work schedules in accordance with MOU guidelines to avoid any unnecessary overtime.

Watch Commander

The Watch Commander shall make up the watch list and personally brief the watch and conduct roll call training in accordance with Sheriff's policy 3.108. The Watch Commander will coordinate with Dispatch to ensure that a proper Beat Pattern is established each shift.

The Watch Commander shall respond to all calls involving a fatality, or whenever his assistance is required, requested or when the nature of the case requires a ranking officer.

2.000 POSITION/DIVISION DUTIES, AND RESPONSIBILITIES

2.005 STANDING ORDERS - SERGEANTS (Continued)

Watch Commander (Continued)

The Watch Commander shall respond to all significant cases under his supervision:

- Involving injury to Sheriff's personnel.
- Injury to a citizen inflicted by a Deputy.
- Use of Force incidents.
- Accidents involving Sheriff's vehicles.
- Other cases or incidents of major significance.

As incidents occur on his/her shift, the Watch Commander is responsible to make proper notifications, obtain necessary photographs, evidence, and complete all proper paperwork in a timely manner.

The Watch Commander shall review all criminal or incident reports from his or her shift to see that they are completed properly and turned in on time. The Watch Commander will sign off each report as required.

The Watch Commander shall be responsible for Detectives who have been called out to investigate cases during off-duty time, seeing that only the time required fulfilling the immediate police purpose be expended.

The Watch Commander shall monitor and control all overtime on his or her shift for subordinates, safety and general, seeing that only the time required fulfilling the immediate police purpose is used. He/she shall, if possible, adjust subordinates work schedules in accordance with MOU guidelines to avoid any unnecessary overtime.

2.010 ADMINISTRATIVE DIVISION

Records Division

The Records Division of the Chino Hills Station is comprised primarily of Sheriff's Office Specialists. The role of the Records Division includes maintaining Station records, directing Station paper flow, entering statistical data, records archiving, and handling front counter/public information services and needs.

2.000 POSITION/DIVISION DUTIES, AND RESPONSIBILITIES

2.010 ADMINISTRATIVE DIVISION (Continued)

Automotive Unit

The Automotive Unit of the Chino Hills Station is comprised of a Sheriff's Service Specialist (SSS). The role of the Automotive Unit includes but is not limited to, managing Chino Hills Station vehicle fleet, diagnosing and arranging for repairs and adjustments to the fleet, and maintaining fleet records.

2.015 DETECTIVE DIVISION

The Detective Division at Chino Hills Station is comprised of detectives, and when staffing allows, a Deputy Sheriff as an Acting Detective, Evidence Officer (SSS) and an Office Specialist. The role of the Detective Division includes, but is not limited to, follow-up investigations of crimes occurring in the City of Chino Hills and the initial investigation of crimes occurring in the City of Chino Hills, which require immediate attention. All Detectives are general assignment Detectives.

Case Assignments

The Detective Sergeant shall receive an email via the Inform Report Writing System of all open felony cases/reports. The Detective Sergeant shall review all received reports and determine if the case will be assigned to a detective or returned to a deputy for follow-up. Generally, detectives are only assigned felony cases with workable leads. When cases are reviewed and determined to have no workable leads, a letter will be prepared by the Detective Division Office Specialist and sent to the victim to advise them their case will be closed unless additional leads are developed.

Suspected Child and Elder Abuse Notifications

In addition to all felony cases, the Detective Sergeant also receives and reviews all suspected child and elder abuse notifications. The Detective Sergeant will assign these notifications out to deputies for follow-up. Although most, if not all notifications are generally assigned to deputies for follow-up, nothing precludes the Detective Sergeant from assigning these types of incidents to a Detective if necessary. Furthermore, the Detective Sergeant, through the Detective Division Office Specialist, will maintain a tracking log to ensure that all suspected abuse cases are assigned for initial contact and investigation. Once the deputy's report is complete, reviewed, and signed off the tracking log, it shall be processed the same as all deputy reports. The Detective Division Office Specialist shall ensure that the tracking log is maintained for a period of at least three (3) years.

2.000 POSITION/DIVISION DUTIES, AND RESPONSIBILITIES

2.020 TRAFFIC DIVISION

The Traffic Division at Chino Hills Station is comprised of both Motor and non-Motor trained deputies. The primary role of the Traffic Division includes, but is not limited to, enforcement of traffic laws, traffic control, the initial and follow-up investigation of traffic collisions and related crimes, in the City of Chino Hills. Specialized duties include Motor Officer, DUI Car, General Traffic Enforcement and Special Events. The Traffic Division will liaison with City staff and the City Engineering Department to review specific problems and plan traffic control plans for city events.

2.025 MULTIPLE ENFORCEMENT TEAM UNIT

The Multiple Enforcement Team is generally comprised of Deputies and at times, depending on station needs, a Corporal. The Division will perform specialized and directed enforcement activities to selected areas of the City of Chino Hills and will work a variety of crimes and/or problems.

2.030 SCHOOL RESOURCE OFFICER UNIT

The School Resource Officer Unit is comprised of two deputies who are assigned to the two (2) high schools located within the City of Chino Hills. They shall be responsible for crimes and issues occurring on their assigned campuses and a variety of school-related trainings, meetings, etc., as required. During school vacation periods, the assigned SRO deputies will be placed back into the normal patrol/shift schedule and assist as part of the regular patrol force.

The School Resource Officers report to the Training Sergeant or the Watch Commander in the Training Sergeants absence. The School Resource Officers shall also be aware of and meet the requirements and duties as outlined in the agreement between the Chino Valley Unified School District and the City of Chino Hills. Assignment to the SRO position is temporary at the discretion of the station commander.

2.035 CRIME PREVENTION UNIT

The role of the Crime Prevention Unit includes but is not limited to, planning and implementing Crime Prevention Programs with presentations to the public and liaison with city staff as directed by the Training Sergeant. The Public Relations duties include acting as a Public Information Officer as needed.

2.000 POSITION/DIVISION DUTIES, AND RESPONSIBILITIES

2.040 PATROL DIVISION

The Patrol Division at Chino Hills Station is comprised of Watch Commanders/Sergeants (or at times, Corporals), and Deputy Sheriff's. The role of the Patrol Division includes, but is not limited to, the general law enforcement activities in the City of Chino Hills. See section 5.000 for Patrol Duties.

3.000 STATION JURISDICTION

3.001 GEOGRAPHIC JURISDICTION OF STATION

The Chino Hills Station is responsible for providing 24-hour law enforcement services to the citizens living in the City of Chino Hills and the Mission Corridor. The City of Chino Hills is a geographic area of approximately 45 square miles with a population of 83,159.

The Chino Hills Station is divided into beats to expedite the handling of calls for service. The assigned beat Deputy is responsible to answer calls for service, provide crime prevention and proactively patrol his/her beat. Although a Deputy is assigned to a particular beat, the Sheriff's communication Dispatch or Watch Commander may dispatch him/her to another beat area as needed.

3.005 BEAT ASSIGNMENTS

The Watch Commander shall set the beat pattern for their shift. Generally, there will be a minimum of four (4) beats in the Chino Hills City area plus one (1) beat in the Mission Corridor area for the all shifts. Minimum beats shall be maintained absent any exceptional circumstances.

4.000 PATROL DUTIES

4.005 USE OF TEMPORARY EVIDENCE LOCKERS

There are sixteen (16) Temporary Evidence Lockers at the station, eight (8) in the Deputy Report Writing Room and eight (8) in the custody "Processing Room." The lockers are designed for temporary storage of unprocessed evidence, or as a secure storage locker for a detainee's personal property. Prior to placing items in a temporary evidence locker, the employee shall obtain a key from the Watch Commander's Office and complete an entry in the temporary evidence locker log book that shall be kept in the Watch Commander's Office. Items placed in the locker shall be secured by latching the attached lock. The employee using the locker shall place a business card with the associated case number, or a note with their name and associated case number that is clearly visible from the outside.

The employee shall maintain the key until the locker is emptied. The key shall be kept in a secure place that is not able to be accessed by other personnel to ensure proper chain of custody. When the employee is finished using the temporary evidence locker and key, the deputy shall close out the entry in the temporary evidence log book. Generally, items placed in temporary evidence lockers should not be held in temporary for more than 1 day. Station Watch Commanders shall inspect these lockers and the temporary evidence locker log book to ensure policy adherence.

Sheriff's Manual section 5.135

4.010 USE OF TEMPORARY HOLDING CELLS

The Chino Hills Station has five (4) temporary holding cells. When we received our inspection by the California Corrections and Authority Facility Standards and Operations Department it was determined that our temporary holding facility was classified as a "lock up" facility. Due to our classification, inspections are not required as it pertains to the temporary detention of adults; however, if we bring juveniles into our facility for temporary detention, we must maintain a log and report monthly the number of juveniles detained and the duration of their detainment.

To ensure proper reporting, two (2) juvenile detention report logs will be maintained in the Lock Up or Processing Area. **ALL** juveniles brought into our station for detention shall be logged into one of these two logs. All required information shall be recorded, and the proper log shall be used depending on the status of the detainee. The Administrative Sergeant shall be responsible for pulling the monthly log and faxing the required monthly information to the California Corrections and Standards Authority as required by law.

In addition to the aforementioned, the following will also be adhered to by all employees:

4.000 PATROL DUTIES

4.010 USE OF TEMPORARY HOLDING CELLS (continued)

- The detainee will be properly searched for contraband, weapons, or any item that can be used to cause injury or vandalism to our holding cells.
- The detainee's property can either be maintained by the arresting or detaining officer or secured in one of the temporary evidence lockers located in the holding cell area.
- The detainee shall be placed in one of the holding cells. The door shall be locked if the detainee is an adult or if the detainee is a juvenile and qualifies as a "Secure Detention" arrest (Refer to 207.1(d) WIC). In any case, all juveniles should be secured in the very last holding cell with large viewable window.
- Juveniles that do not qualify as a "Secured Detention" arrest shall be detained as a "Non-Secure Detention" and therefore, the door shall **NOT BE** locked.
- Whenever there is a juvenile, or juveniles, in our Lock Up or Processing area adult detainees shall not be brought into this area.
- If you are bringing in a juvenile, or juveniles, make sure there are no adult detainees present before you bring them into this area. At no time shall there be adult and juvenile detainees in this area at the same time.
- Lastly, whenever there is a detainee in this area whether secured or unsecured, there must be a Peace Officer or other qualified employee in the processing area maintaining visual on the detainees as well monitoring their activity and status **AT ALL TIMES.**

4.015 PUBLIC GATHERING OR SPECIAL EVENT SIGN-UP PROCEDURE

When a request is received for an event the assigned Secretary I shall prepare the contract for the event. When an event has been booked with advanced notice, the open positions, including location, duty times, and any other special instructions or needs will be listed in the Overtime sign-up book located in the W/C's Office. Deputies may sign-up for these events on a first-come, first-served basis. When an event has been scheduled and no one has signed-up, the Administrative Sergeant and/or available Watch Commander may assign any available deputy to work that event.

When a deputy does sign-up for an event, the assigned station Secretary I shall provide the Administrative Sergeant with the list of the event and the assigned deputies. It is each deputy's responsibility to make sure they show up for the event they have signed-up for. The deputy must create a call for the event on the MDC to track the hours worked. In an event that the deputy cannot make it to their assigned event due to illness or other excused absence, it shall be the Watch Commander or Administrative Sergeant responsibility to find a replacement.

4.000 PATROL DUTIES

4.015 PUBLIC GATHERING OR SPECIAL EVENT SIGN-UP PROCEDURE (continued)

If a replacement cannot be found, the Watch Commander shall immediately notify the contact person listed on the event contract, so the contracting organization can receive credit for the absence.

4.020 VOYAGER FUEL CARD USE – WATCH COMMANDER

It is every Watch Commanders responsibility to remind their shift personnel that all fuel logs are to be removed from the units before midnight on the 24th day of each month. In addition, and to ensure all logs have been removed, the Swing Shift Watch Commander shall ensure all fuel logs are collected from each patrol and C.O.P unit, the receipts have been attached to the logs, and that they are turned into the automotive tray for processing.

5.000 REPORTING FOR DUTY

5.005 SHIFT RESPONSIBILITIES - WATCH COMMANDER

When working as a Watch Commander you should see to it the following items are completed on your shift:

- Prior to conducting your shift briefing, check for calls pending.
- Generally, briefing time should be held to 15 minutes, and generally, no more than 30 minutes. Make sure this time is spent wisely, discussing pertinent and relevant issues and needs.
- After briefing, the Watch Commander will see to it the Deputies assigned to his shift go in service.
- Inspect temporary evidence lockers daily to ensure deputies are adhering to the policy regarding their use.
- The Watch Commander should make every effort to see that officers with in-custody cases are afforded time on shift to complete their reports prior to the end of shift.
- Ensure the Juvenile Detention Logs are properly completed for any juveniles placed into a holding cell.
- All reports should be completed prior to the end of shift, unless otherwise approved by the Watch Commander.
- If not in the field, make sure Deputies are making good use of their time; working on their reports, tagging/processing/booking evidence, handling work-related phone calls, etc., and not visiting. By removing a Deputy from the field to complete reports the response times will increase.
- As Watch Commander, you are to offer care, guidance, and support for all your personnel. Show a positive, constructive interest in all your contacts.
- The off-going Watch Commander will run a DR log from CAD, add pertinent information to the briefing board, complete a watch commander log, and email the watch commander log to Sergeants and Detectives.
- Each Watch Commander shall complete their own shift's daily roster.
- The first shift (graveyard) Watch Commander shall do weapons inventory once a month.

5.010 CLOSURES OF ROADS INTO CARBON CANYON

Incidents in Carbon Canyon can cause confusion and aggravation for Chino Hills' residents when the roadway needs to be closed. Whether the closure is due to an incident originating in Brea or Chino Hills, to alleviate some of the confusion for our residents the following protocol was established:

- The Watch Commander should respond to the scene to make a proper assessment and determine if the incident is serious enough to warrant the closure.

5.000 REPORTING FOR DUTY

5.010 CLOSURES OF ROADS INTO CARBON CANYON (cont.)

- Have Dispatch contact Brea P.D. and advise them of the situation and of potential delays or determine the nature of the road closure established by that city.
- Have Dispatch contact the City On-Call Public Works to have the portable signboards placed at the entrance of **Carbon Canyon Road at Chino Hills Parkway**, and one at **Carbon Canyon Road at Canon Lane**.
- Watch Commander to notify the Lieutenant.
- Send an email detailing the closure and reason to the Public Information Officer for the City of Chino Hills, the Captain and Lieutenant. A Chino Hills “Critical Incident Notification” form should also be completed and disseminated appropriately to all parties requiring notification (Captain, Lieutenant, City Council, City Manager, Fire Chief, etc.).

5.015 UNIT INSPECTION/INVENTORY FORM

All personnel operating vehicles assigned to the Chino Hills Station will complete a unit Inspection/Inventory form. The forms are kept in the briefing room, in a tray by the outside storage lockers or automotive office.

The employee is to perform a complete inspection of the patrol unit and complete the Inspection/Inventory form. The deputy shall ensure the proper shotgun, mini-14, and less-lethal are collected from the armory and placed in the correct unit.

The Inspection/Inventory forms will be placed in the “Inspection/Inventory” in-basket in the Watch Commander’s office prior to leaving the Station to assume patrol duties. The Watch Commander will review all unit Inspection/Inventory forms each shift to ensure they are turned in and that any needed minor repairs are performed immediately if possible.

The Watch Commander will hold the Inspection/Inventory forms for the Automotive Officer to pick up daily.

Reporting Equipment/Body Damage

This section is a check mark system and is completed by checking “OK” only if the item is there and in good operating condition. If the equipment is missing, in poor condition or needs repair, the problem should be noted and brought to the shift Watch Commander’s attention before leaving the Station.

5.000 REPORTING FOR DUTY

5.015 UNIT INSPECTION/INVENTORY FORM (continued)

Reporting Equipment/Body Damage (continued)

The Watch Commander will ensure the Automotive Officer is made aware of the missing or damaged equipment for replacement. In addition, the shift Watch Commander will attempt to determine why the equipment is missing or damaged and who is responsible.

The section on the reverse side of the Inspection/Inventory form is to note anybody damage to the vehicle. Minor damage, small dents, chipping paint, etc. only need be listed once. Any major body, undercarriage or other significant damage should be brought to the attention of the shift Supervisor prior to leaving the Station. The Supervisor should also inspect the vehicle and determine if the vehicle should be removed from service until repairs are made.

5.015.05 VEHICLE MECHANICAL PROBLEMS

Any mechanical problems noted while driving the unit during the shift (pulls to the left, spare tire flat, spotlight out, etc.) should be noted on the vehicle maintenance board located in the briefing room. If the mechanical problem is of a serious nature, the vehicle should be “dead-lined”. The dead-lined vehicle should be noted on the vehicle maintenance board listing the problem and the Watch Commander should be notified. An email should also be sent to the Administrative Sergeant and Motor Pool Specialist informing them of the dead-lined vehicle.

5.020 ASSUMING DUTY

Deputies have 10 minutes prior to the start of briefing to load their war bags/personal equipment into their assigned vehicles. This will allow for immediate action requiring the Deputy to leave the Station for emergency traffic. Each Deputy shall, without delay, assume their respective post and carry out their duties until relieved by the next watch.

5.025 FUELING OF VEHICLES

All vehicles assigned to the Chino Hills Station will be fueled at a gas station located in the city of Chino Hills that has the lowest fuel prices. All vehicles will be fueled using the assigned Voyager card for that vehicle and in accordance with the department’s “gasoline log” policy and requirements.

5.000 REPORTING FOR DUTY

5.030 END OF SHIFT REQUIREMENTS

At the end of his/her assigned shift, the patrol Deputy **SHALL**:

- At the end of shift, all personnel will ensure their assigned **vehicle is clean, full of gasoline and there is no evidence or contraband left behind.**
- Ensure that his/her vehicle has a **full tank of gas**, per Chino Hills Performance Standards.
- Ensure that the vehicle's interior is free of trash, equipment, personal property, evidence or contraband, per Chino Hills Performance Standards.
- Ensure that all reports taken are completed and turned in, unless authorized by the Watch Commander.
- Ensure all necessary teletypes are sent and that all original **CHP 180's** is turned in regardless of whether the report has been cleared to hold for another day.
- Remove all long guns from the patrol unit per Department Policy 3.132 - Security of Department Vehicles.

Reserves must have all their paperwork turned in and approved prior to the end of their shift.

6.000 OPERATIONS

6.005 CHILD EXCHANGES

It is a common occurrence, pursuant to court orders, that child visitation exchanges are conducted in the lobby or parking lot of Chino Hills Station. In some cases, the party returning the child after the ordered visitation is a few minutes late.

Due to the volatile nature of these situations, the person that is waiting for the children to return may immediately demand a police report or the arrest of the other party. In many cases, the tardiness is due to traffic or some unforeseen or unavoidable occurrence.

Therefore, when a party is here for child exchange we will not take a report of a violation until the party returning the child is unreasonably (generally more than two hours) late.

Deputies will not take a report unless there is a court order on file at the Station or the complaining party has an order in their possession which specifically states the time the child was to be returned.

Clerks shall not create a log or become involved in the child exchanges.

6.010 SERVICE OF SEARCH WARRANT

Refer to Department Policy Manual regarding service of search warrants.

Sheriff's Manual sections 3.280.10 through 3.280.50

6.015 COMMUNITY ORIENTED POLICING ASSIGNMENTS

The Chino Hills Station believes in the benefits of Community (or Problem) Oriented Policing to the extent that it is part of each deputy's Work Performance Evaluation. As such, the staff expects deputies at this station to perform their duties in keeping with the Community Policing philosophy by identifying problems, gathering resources, and working an identified problem to the solution.

The Chino Hills Police Department provides high quality, community-oriented policing, to all who live, work, and visit Chino Hills. As a testament to this commitment, a series of community workshops were held in February 2019 to identify Quality of Life concerns within our community. During the workshops, residents were introduced to deputies from the Multiple Enforcement Team, who manage and enforce this Quality of Life initiative. The results were unanimous: Chino Hills' residents identified TRAFFIC, THEFT, and TRANSIENTS, as their primary Quality of Life concerns. The use of designated teams deployed to specific areas of the city to resolve crime and quality of life issues has proven effective.

6.000 OPERATIONS

6.020 MONEY RECEIPT BOOKS

The Station's Administrative Sergeant or Captain's Secretary will issue all "money receipt books" and maintain a log. The log shall contain the following information:

- Receipts Numbers
- Date of Issuance
- Issued to
- Date completed and returned.

The receipt book log and completed receipt books shall be filed and maintained for three (3) years.

6.025 FINGERPRINTING

As a public service the Chino Hills Station offers a fingerprinting service to non-criminal applicants (i.e., school teachers, taxi drivers, real estate salespersons, etc.).

Sheriff's Manual sections 2.440, 2.440.10, and 2.440.15

6.030 PURCHASING REPORTS

Records personnel shall disseminate copies of criminal and traffic reports, only to those persons authorized to receive them. Refer to the Department approved **MATRIX** on who is authorized to receive/purchase a copy of a report.

All personnel should be aware of all laws pertaining to the confidentiality of reports. Reference Right to Privacy act, CVC section 20012 and Public Records Act GSC 6250 et.seq.)

Sheriff's Manual sections 2.412 through 2.412.25

6.035 RESPONSE TO MESSAGES

During the course of daily business, Station personnel receive many messages from the public that require re-contact.

Generally, messages received at the Station are handled either by email, leaving a written message or by telephone voice mailbox system. It is the responsibility of all personnel to check their messages daily and make re-contact as soon as possible during their shift.

6.000 OPERATIONS

6.040 TOW HEARINGS

As required by the State of California, the Chino Hills Station conducts Tow Hearings.

Tow hearings are generally the responsibility of the Watch Commander. The Watch Commander may designate a representative to conduct the hearing in his/her absence. Generally, personnel assigned to Traffic Division, or any other available sergeant can conduct tow hearings. The purpose of the Tow Hearing is to determine if the storage or impound was lawful. The Hearing Officer should make his or her decision based on the Vehicle Code and facts available during the hearing. At times, and as part of the tow hearing, the Hearing Officer may deem the 30-day impound lawful and be asked to release the vehicle prior to the 30 days. The Hearing Officer shall release the vehicle prior to the 30 days if the Registered Owner meets the requirements pursuant to the Vehicle Code.

6.045 TOW HEARING LOG

During the process of conducting Tow Hearings, a Tow Hearing Log shall be kept. The Tow Hearing Log is located at the front counter. It is the responsibility of all personnel assigned to conduct Tow Hearings to complete all required information in the Tow Hearing Log.

Any discrepancies shall immediately be brought to the attention of the Traffic or Administrative Sergeant.

6.045.05 TOW HEARING LOG UPDATING

It is the responsibility of the Traffic Sergeant to update the Tow Hearing Log annually. At the end of each calendar year the Traffic Sergeant shall update and initiate a new Tow Hearing Log. The completed Tow Hearing Log shall be filed at the Chino Hills Station for a period of three (3) years.

6.050 VEHICLE RELEASES

The City of Chino Hills requires the owners of all vehicles towed, stored, or impounded by Chino Hills Station personnel to obtain a "Vehicle Release" form prior to the release from the tow companies. A release fee will be collected, and a receipt issued. This fee may be in the form of **EXACT** change or credit card (Visa / Mastercard).

6.000 OPERATIONS

6.050 VEHICLE RELEASES (continued)

Fee Waiver

The Vehicle Release fee shall be waived if the vehicle was stored because of a theft recovery or as a party in a traffic collision only. If the Vehicle Release fees are waived for any other reason a Supervisor approval shall be obtained.

6.055 VEHICLE RELEASE FORMS

Vehicles towed, stored or impounded, by Station personnel will only be released to the registered owner or agent. All Chino Hills Station personnel releasing towed, stored, or impounded vehicles shall complete a Vehicle Release form:

- The vehicle has been determined releasable and all fees, if any, have been paid.
- Evidence of current registration.
- Proof of a valid driver's license has been presented.

After completing the Vehicle Release form, the original shall be given to the registered owner or agent. A second copy shall be uploaded to the report file. A Supervisor shall approve any deviation from this process. Any discrepancies shall be immediately brought to the attention of the Administrative Sergeant.

6.055.05 VEHICLE RELEASE FILE/FOLDER UPDATE

It is the responsibility of the professional staff to maintain a "Vehicle Release" file folder for each calendar year. At the end of each calendar year, the professional staff shall update and initiate a new "Vehicle Release" file folder. The completed "Vehicle Release" file folder shall be kept at the Chino Hills Station for a period of three (3) years.

6.060 CITATION SIGN-OFF

As a law enforcement service, the Chino Hills Station will sign-off citations issued for vehicle equipment violations. A processing fee will be collected, and a receipt issued. This fee may be in the form of **EXACT** cash or credit card (Visa / Mastercard). All County citations must be paid in exact cash – no credit cards accepted.

6.000 OPERATIONS

6.060 CITATION SIGN-OFF (continued)

If a check or money order is accepted, the check or money order shall reflect the City of Chino Hills as the recipient. The fee, along with a copy of the receipt, shall be delivered to the Chino Hills Water Department at City Hall by a station clerk.

Fee Waiver

The citation sign-off fee shall generally be waived for all City of Chino Hills residents only.

6.065 WARRANT INFORMATION SHEET/SERVICE PROCEDURE

As a law enforcement agency, the Chino Hills Station has a duty to serve arrest warrants issued by the court. As a rule, no original warrant will be received at the Chino Hills Station. The issuing court will send the original warrants to Central Records for processing. Central Records will send warrant information sheets to the Stations for service.

Warrant Information Sheets (WIS) received by the Chino Hills Station will be processed and place the warrant sheet in the in-box of the sergeant in charge of warrants. The assigned sergeant will enter by the warrant into the Warrant Log. The Sergeant in charge of warrants will assign warrants to a deputy for attempted service.

The deputy will serve or attempt to serve the warrants and render a disposition on the warrant. Personnel will complete the assignment within two (2) weeks. It is important to make an effort to contact the parties named on each warrant to avoid a dismissal in court later. In the event the named party on the warrant is not located and the warrant is not served, the reason for not serving and the attempts to serve must be noted on the WIS and returned to the assigning Sergeant.

The assigned clerk will inter-office mail the completed warrant sheet to Records Warrant Division.

6.070 FALSE ALARM ORDINANCE

The City of Chino Hills has passed an ordinance to fine businesses and residences that have excessive false alarm calls within the city limits.

A “false alarm” is defined by city ordinance as an activated alarm from any system within the city, responded to by the San Bernardino County Sheriff’s Department, for which no emergency exists to indicate an emergency situation/break-in by the responding officer.

6.000 OPERATIONS

6.070 FALSE ALARM ORDINANCE (continued)

It further states that it is not a false alarm under extraordinary meteorological, atmospheric, or other special conditions as determined by said Sheriff's Department.

If false, Deputies will create a disposition – “FAL” and enter the False Alarm Card number. The format shall be – “98 FAL, (card#); exterior checks secure, no sign of forced entry.”

6.070.05 FALSE ALARM CARDS

All Chino Hills Station personnel responding/investigating alarm calls shall determine if the alarm meets one or more of the below listed criteria. The responding personnel shall complete a False Alarm Card and attach the upper portion of that card to the entry door area of the alarm location.

The completed lower portion of the alarm card shall be turned into the appropriate incoming tray located in the briefing room. For the purposes of accurate record/statistic keeping, all information on the **front** and **back** shall be completed.

A False Alarm Card shall be completed when an alarm has been activated by any of the following conditions:

- Employee/resident unfamiliar with alarm system – alarm code.
- No entry made or obvious attempted entry.
- Unknown reason, no extenuating circumstances.
- While testing/installing with no prior Dispatch notification.
- Wind or rain (note “wind or rain” on lower portion of alarm card).

6.070.10 PRIORITY CHANGE FOR EXCESSIVE ALARMS

If an alarm becomes excessive or a problem alarm, a representative of the Chino Hills Station will contact the subscriber of the alarm and advise them the alarm priority has been changed for that location until the problem has been remedied. Alarms will be determined to be excessive when the alarm problem has been identified, subscriber has been notified and is aware of the problem, and the problem continues.

6.000 OPERATIONS

6.075 ABANDONED VEHICLE PROCEDURE

Staff assigned to the Patrol Division will coordinate citizen-generated calls for service involving abandoned vehicles.

If the vehicle is still present, the assigned staff member will generate an on-view CAD incident, tag the vehicle for 72 hours, and, if possible, **note the mileage** to the nearest 10th. After 72 hours, the traffic division will check on the status of the tagged vehicle.

If the vehicle has not been moved after the 72 hours, the vehicle will be towed in accordance with the Chino Hills Municipal code section and the information concerning the towed vehicle is entered into CLETS immediately.

Due to electronic speedometers and/or tinted windows it may impossible to record mileage on certain vehicles therefore, it may be necessary to use other means to establish that the vehicle has not been moved. In these situations, the assigned employee should document whatever evidence they have to establish that the vehicle is in fact being stored on the street.

This may include interviewing neighbors, photographing and describing the condition of the vehicle and/or the roadway around the vehicle including but limited to gathered trash or debris, spider webs, missing parts, etc.

Patrol/Traffic Deputies will still be responsible for checking vehicles they observe to be abandoned during their shift and take appropriate action on their own by initiating a 72-hour notification tag and affixing it to the vehicle. Once the Deputy has tagged a vehicle for 72-hour notification, the Deputy should ensure the registered owner information portion of the tag is sent to the Traffic Division.

The Traffic Division should check the 72 hour in-basket daily and shall follow-up on these vehicles to ensure they are moved or stored. A vehicle has been “moved” if the vehicle has changed location or the odometer has turned over one tenth (1/10) of a mile.

6.080 ROTATION TOW SERVICES

Chino Hills Station’s tow service agreement states selection certification will be done annually, as outlined in the Sheriff’s Department manual. Any problems that are experienced with a rotation tow service should be documented and forwarded to the Traffic Sergeant. The Traffic Sergeant or his designee will review complaints. If a determination is made that a suspension or service termination is appropriate, the Traffic Sergeant will consult with the Station Commander. A decision will then be made, and the Traffic Sergeant will document the results and ensure the tow company is notified in writing.

6.000 OPERATIONS

6.080 ROTATION TOW SERVICES (continued)

Any Chino Hills Station personnel who observe a safety violation should immediately complete the Tow Service Complaint form and submit it to the Traffic Sergeant for review.

6.085 ROTATION TOW COMPANY FILES

It is the responsibility of the Traffic Sergeant to maintain and update a file on all towing companies on the Chino Hills Station tow rotation. The file will contain all information received on each company including but not limited to officer complaints, safety violations, public complaints, suspensions, etc. The "Tow Company" file will be updated annually and maintained in the Traffic Division for three (3) years. The traffic Sergeant will also ensure that Valley Dispatch has a current tow rotation list.

6.090 TRAFFIC COLLISION SCENE INVESTIGATION

Chino Hills Station personnel assigned to Traffic and Patrol Divisions will be assigned to investigate traffic collisions in the City of Chino Hills. The unit assigned to the traffic collision is responsible for completing the investigation unless advised by the Dispatcher or a Supervisor the call has been reassigned or cancelled.

Personnel investigating a traffic collision involving on or off-duty Department personnel, any Department or Station-owned vehicle, serious injury or death shall contact the Watch Commander immediately.

Personnel investigating traffic collisions shall not offer any opinions at the scene regarding fault unless the Deputy witnessed the violation that caused the collision.

Sheriff's Manual section 3.506

6.095 COLLISION REPORT REVIEW AND FOLLOW-UP

All traffic collision reports shall be routed to the Traffic Sergeant for review prior to being sent to records. The Traffic Sergeant will assign follow-ups on traffic related reports as necessary.

6.100 COLLISION REPORT CITATIONS

Deputies may issue a citation based upon the findings of the investigation and submit the citation with the report. The Traffic Sergeant will review the investigation and the citation. If approved, the report, along with the citation, will be submitted to the traffic records clerk who will process and mail the citation to the violator.

6.000 OPERATIONS

6.100 COLLISION REPORT CITATIONS (continued)

Exception

Deputies must have completed a P.O.S.T. certified basic traffic investigators course to issue a citation based upon a traffic collision investigation.

Sheriff's Manual section 3.524

6.105 PROPERTY DAMAGE ONLY REPORT (CHP 555-03 form)

The California Vehicle Code states that local law enforcement agencies are required to report all traffic collisions involving injury or death. There is no provision or obligation that requires law enforcement to document collisions involving damage to property alone.

Although we have no legal requirement to document **PDO** collisions, we find that the documentation of these collisions is a continual source of useful information. The information is used not only to assist in determining our engineering, education, enforcement, and manpower needs, but allows us to track our effectiveness. In addition, the brief documentation of PDO collisions allows us to maintain a high level of public service to the citizens of Chino Hills.

PDO Report Procedure

Upon arriving on the scene of a collision and determining it is a PDO type collision, the first Deputy on scene will make every effort to clear the roadway of involved parties and the damaged vehicles.

After clearing the roadway, the Deputy will obtain the pertinent information to complete a PDO report on a **CHP 555** form.

Chino Hills Station personnel assigned to PDO collisions involving Chino Hills City vehicles and CVC 20002 Hit and Run shall complete a formal investigation.

6.110 MINOR INJURY TRAFFIC COLLISION INVESTIGATION (CHP 555 form)

Chino Hills Station personnel assigned to a minor injury traffic collision shall follow the California Highway Patrol Collision Investigation Manual (CIM) guidelines; a minor injury traffic collision investigation will be taken when:

6.000 OPERATIONS

6.110 MINOR INJURY TRAFFIC COLLISION INVESTIGATION (CHP 555 form) (continued)

- Visible injuries are present.
- Involved party/parties are transported by ambulance to hospital.
- CVC 20001 (Felony hit and run)

6.115 M.A.I.T. CALL-OUT PROCEDURE

Refer to Department Policy Manuel.

Sheriff's Manual section 1.446

6.120 MOTORCYCLE ENFORCEMENT

The goal and objective of motorcycle enforcement will be to ensure the smooth and safe movement of traffic in the City of Chino Hills.

Enforcing traffic regulations, education of the public, investigation of traffic collisions, and working in concert with City Traffic Engineering will accomplish this.

The motorcycle Deputy will be responsible for but not limited to the enforcement of the vehicle code, collision investigations, traffic and crowd control, commercial enforcement, radar enforcement, special events or other duties as may be assigned.

Chino Hills Station personnel assigned to motorcycle duty will be immediately responsible to the Traffic Sergeant. Personnel assigned to motor patrol may be removed at the discretion of the Station Commander.

6.125 MAINTENANCE OF MOTORCYCLE

All personnel assigned to motorcycle duty will be responsible for the maintenance of their Department motorcycle, to include, but not limited to:

- Daily tire inspection to detect undue wear or other unsafe tire conditions.
- Maintain safe lubrication levels, oil, transmission, water, grease, brake fluid, etc.
- Battery service.
- Drive chain or drive shaft properly lubricated.
- Gas connections will be inspected regularly.

6.000 OPERATIONS

6.125 MAINTENANCE OF MOTORCYCLE (continued)

- Ensure that all warranty work is completed in an appropriate and timely manner.
- Overall cleanliness and maintenance of the motorcycle assigned to the individual.
- Ensure that all safety equipment on the motorcycle is checked daily prior to going on duty.
- Whenever possible, prior arrangements will be made for preventive maintenance and major repairs of the motorcycle.
- No additions, removals, or alterations will be made to any equipment on or attached to the motorcycle without prior approval from the Traffic Sergeant.
- If a motorcycle is disabled or must be towed, the motorcycle Deputy will remain with the motorcycle to protect it from theft, damage or tampering.
- If a motorcycle is disabled or must be towed, the motorcycle Deputy will remain with the motorcycle to protect it from theft, damage or tampering.
- If the motorcycle must be left unattended, i.e., court duty, the motorcycle will be secured and locked, and any special equipment will be secured (i.e., radar gun, helmet, etc.).

6.130 STATION NOTIFICATION MATRIX

The on-call Station Captain/Lieutenant **SHALL** be notified on all major crime and/or significant incidents. The Station Captain/Lieutenant will authorize additional manpower as the situation dictates. In the absence of Captain or Lieutenant, the Administrative Sergeant will be designated as third in command.

6.135 SHERIFF'S UNUSUAL INCIDENT MATRIX

In addition to the local notifications that are required, there are certain instances that require calls be made on a Departmental level. The Sheriff's Unusual Incident Matrix should be followed to ensure proper Department notifications are made. (Current copies of the Sheriff's Unusual Incident Matrix can be found on the Department Intranet Starlink).

6.140 BUILDING SECURITY/IDENTIFICATION

All personnel, including volunteers, are responsible for Station security. Each member shall ensure all exterior doors are secure when entering and leaving the building.

All personnel not in uniform while in the Station shall wear his identification card or building pass on his outermost garment. All guests shall check in with the front desk and obtain/wear a "visitor pass." All guests shall be escorted throughout the Station. Arrestees are not required to wear a pass; however, they are required to be hand-cuffed/secure and monitored.

7.000 ADMINISTRATION

7.005 SCHEDULES: PATROL DIVISION

This schedule will be the current working schedule for patrol. All adjustments, granted time off, scheduled training or special events must be indicated and updated continuously on this schedule.

7.010 SCHEDULING GUIDELINES

Vacation choices will be based on seniority. Seniority will be determined per Sheriff's Manual sections 2.116

- The proposed schedule will be posted three (3) months in advance.
- Because of manpower turnovers, station needs and requests for time off, Use of Force and other training, the proposed schedule will be continually changing. Personnel are reminded to check the proposed schedule frequently for changes.
- Any problems with shift assignments, vacation, or time off requests, should be brought to the attention of the Lieutenant as soon as possible via memorandum.
- The Sergeants are responsible for the day-to-day adjustments of their shift schedule. The Sergeants may grant short-term requests for time off up to two (2) consecutive days. All other requests are to be submitted to Lieutenant.
- The Lieutenant must review all other requests for time off or shift change.
- Shift assignments and days off will be rotated in accordance with **Department Policy and MOU**.
- At the end of the scheduling period, the Sergeant's working schedule will be routed to the Administrative Sergeant for review and filing.

7.015 E-MACS REPORT

Employees are required to complete their own EMACS report by the Tuesday morning after each pay period has ended. All employees are strongly encouraged to complete their EMACS report by the last Friday of each pay period.

7.020 OVERTIME

Refer to Department Policy Manual.

Sheriff's Manual sections 2.258 and 4.243

7.000 ADMINISTRATION

7.025 STATION KEYS

- All keys, remote openers and electronic card keys to the Station doors, vehicles, city facilities, etc. are property of the Chino Hills Station.
- Duplication of Station or facility keys is a violation of Sheriff's Department policy.
- Any equipment issues should be reported to the Administrative Sergeant as soon as possible.

Sheriff's Manual section 2.656

7.030 NEWLY ASSIGNED PERSONNEL

New personnel assigned to the Chino Hills Station will be issued certain equipment, and a station electronic card key. Sergeant and above will be issued master keys.

Personnel shall **ONLY** possess those keys assigned to them.

7.035 DEPARTING PERSONNEL

All Station equipment, keys and electronic card keys assigned to personnel will be surrendered to the Administrative Sergeant at the end of their last shift. There will be no exceptions and you will be required to replace any missing keys.

7.040 DUTIES OF KEY CONTROL OFFICER

The Administrative Sergeant oversees key control and will:

- Keep accurate inventory of the key control box.
- Ensure the key control box contains a complete set of master keys and a supply of frequently issued keys.
- Maintain a list of the occupants of personnel lockers and a list of the keys issued to personnel.
- Issue lockers and Station keys to newly assigned personnel.
- Assure that departing personnel have surrendered all assigned keys.

7.000 ADMINISTRATION

7.045 COMPLAINTS AGAINST PERSONNEL

All complaints against Department personnel will be referred to the shift Watch Commander. If the Watch Commander is in the field, and no other sergeants are available, request the person(s) making the complaint to please wait and notify the Watch Commander immediately.

If the person(s) refuses to wait or leave a phone number for contact by the Watch Commander, contact the Lieutenant or captain (if available).

7.045.05 ISSUANCE/RECEIVING OF CITIZEN COMPLAINT FORM

Refer to Department Policy Manuel.

Sheriff's Manual sections 3.804 through 3.804.20

7.050 MULTIPURPOSE ROOM/E.O.C. ROOM RESERVATIONS

The Captain's Secretary maintains a yearly reservation calendar for the Multipurpose Room and the Emergency Operation Center (E.O.C.). All reservations to use this room shall be made through the Captain's Secretary. This room is not intended for public use.

All scheduled reservations will take preference over non-scheduled reservations.

There are pre-set reservations for the Conference room and the E.O.C. on a continuous basis, i.e., Reserve meeting, COP meetings, etc. When considering reservations, please adjust your schedule accordingly.

8.000 REPORTS

8.005 COURTESY REPORTS

Patrol deputies assigned to the Chino Hills Station will respond to and handle reports in the City of Chino Hills at the request of other local agencies. Required reports will be taken as a courtesy, and a copy of such will be routed to the appropriate agency as soon as possible.

If an incident occurred within the Sheriff's jurisdiction (County or Contract City), the Deputy taking the report will request a DR number from the jurisdiction of occurrence. If the crime occurred outside of the Sheriff's jurisdiction, a local DR number will be assigned.

8.010 INCIDENT REPORTS

If a patrol deputy is assigned to investigate a situation that does not fit into the category of a crime, the deputy may generate an incident report. An incident report should be taken under the following circumstances: potential hazardous situations, threats, when the person demands a report, or when there is a potential or threat of possible civil action against the Department or its deputies. An incident may be thought of as a catch-all for non-criminal situations where documentation is needed.

8.015 ASSIGNED FOLLOW-UPS

Misdemeanor follow-ups, due diligence warrants, and CPS/APS follow-ups are the responsibility of the patrol deputy. The below listed guidelines will be used:

- Unless special conditions exist (vacation, shift adjustments, etc.) the deputy who initiated the case will be assigned follow-up responsibilities.
- A log will be kept by the assigned sergeant to record the case numbers, date assigned, date completed, date due and the deputy assigned.
- Cases/warrants assigned to patrol for follow-up are due within ten (10) calendar days of the follow-up assignment.
- The Detective Sergeant will forward District Attorney Follow-ups to the individual deputy, or the Detective Bureau if necessary. Due dates are placed on the Follow-up Log and notation will be added to the notes in Inform. The deputy assigned to completed follow-up will notify the issuing Sergeant when the follow up is completed.
- The Detective Sergeant may request a deputy to follow-up on a felony case, based on its priority and the detective's schedule. A request for deputy follow-up will be assigned by the Sergeant reviewing the report, who will then email the deputy and Sergeant responsible for the follow-up log.

8.000 REPORTS

8.020 ISSUANCE OF CITATION BOOKS

- The first Citation book is issued by Administrative Sergeant.
- Citation books are issued out by the Records Division. All issued books **MUST** be recorded in the citation book log. Books shall be returned to the Records Division when the employee resigns and/or transfers to another station or division.
- When a citation is issued, the violator's copy will be given to the person being cited. The remaining copies will be turned into the "Incoming Citations" basket located in the briefing room.
- After a Sergeant's review, the citations are placed in the "Completed" basket. Records Clerks will then enter the citations into the "CITE" system.
- Records Unit will route the "COURT'S" copy to the courts.
- The remaining copies will be filed in the employees "Citation Box" in numerical order.
- Records Division employees are the only ones authorized to remove copies from the file. If a deputy needs is or her copy for review they shall have a Records Division employee pull their citation and make a copy for them.
- On any citation issued in conjunction with a report, the DR number will be written in the upper right comer of the citation, in the "File No." section.
- No officer, person, or agency may alter, modify, nor nullify the face side of an original or copy of a citation before it is filed with the court of jurisdiction.

ALL CITATIONS MUST BE ACCOUNTED FOR AND SHALL BE KEPT FOR PERIOD OF NO LESS THAN THREE YEARS

Sheriff's Manual sections 2.664 and 3.402

8.025 REPORTS ON SUSPECTED CHILD ABUSE CONTACTS OR FOLLOW-UPS

Due to the sensitive nature and seriousness of suspected child abuse investigations we can no longer accept CAD Reports on these investigations. Although an unfounded child abuse investigation may only require an Incident Report to document the investigations and the results of that investigation, many times a simple CAD report is insufficient to properly document the incident as well as our efforts to fully investigate the incident. Therefore, a full and complete report is required. A full and complete report must be documented in Inform with sufficient interviews with the suspected victim as well as all involved parties.