# SIMI VALLEY POLICE DEPARTMENT RECORDS TRAINING GUIDE

This manual is intended as a "guide line" to ensure that major aspects of the Bureau functions are presented to new trainee personnel. It is not all inclusive and other items may be added during the training process. It is understood that proficiency in many areas will not be achieved immediately and that there is an approximate one-year training curve. It is also recognized that each individual may require more or less time than indicated.

Trainee	_Start Date	Trainer_	
Training Release Date	_Probationary Perio	od	
Date/Initial each item	Date Material	Trainee	Trainer
	Introduced	Initial	Initial
ORIENTATION			
☐ Tour of building and facilities			
☐ Parking/Gate password			
$\square$ Scheduling/work hours/time off			
☐ Customer Service- Policy			
☐ Organizational structure			
☐ Chain of Command			<del></del>
☐ Office protocol/Rules of conduct			
☐ Appropriate attire			
☐ Department policy manual (G.O.)			
☐ Review of Sexual Harassment polic	у		
☐ Misuse of Clets Policy			
☐ Desk Assignments			
☐ Reporting On Duty Injuries			
☐ Unit Orders			
☐ Cash Register			
☐ Familiarization of Shared drives (Acc	cess to Procedures Documen	ntation and City For	rms)
Receipt of:			
Locker/Keys			<del></del>
HR Orientation			
Picture for ID			

Date/Initial each item	Date Material	Trainee	Trainer
	Introduced	Initial	Initial
OFFICE EQUIPMENT			
☐ Telephone system		<del></del>	
☐ Mail Processing		<del></del>	
□ Copier			
□ Fax			
Shredder			
□ Computers:			
☐ CLETS terminal			<del></del>
☐ CAD system familiarization			
□ RMS system			
☐ City Website			
☐ Data Imaging (Laserfiche)			
□ Scanners			
☐ Stand alone PC's			
□ E-Mail/V-Mail			
☐ Internet/Intranet		·	
☐ Typewriters			
☐ Printers			
☐ Alarm systems (Fire and Jail)			
☐ Cash register			
☐ Microfiche			
Security	y of Informa	ation	
☐ Passwords Assignments			
☐ CLETS certification (Full Access Test)			
□ CORI Legislation			
☐ Public Records Act			
☐ Local Records review			
☐ Request for DOJ rap sheet			
□ TNG orders <b>Juvenile PRA</b>			
☐ In-house system access			

Date/Initial each item	Date Material Introduced	Trainee Initial	Trainer Initial
	Introduced	Шппап	Illitiai
Filing Systems.			
Filing Systems:			
□ Report Filing System			
□ Versadex Imaging System			
Laserfiche			
□ Microfilm	<del></del>		<del></del>
☐ Card File (Old Reports)	<del></del>		<del></del>
☐ Bicycle Licenses			
REPO	ORT SYSTE	M	
DMS (familiarization/browsing)			
☐ RMS (familiarization/browsing)			
☐ Log in reports/pieces to reports (CP Remarks	(i)		
☐ WC and Records Pick up (Locations)			
□ Automated Daily Logs	<u> </u>		
☐ Report Familiarization (Types of Reports	)		
☐ Transcription Familiarization			<del></del>
Vehicle Related			
☐ Accident Reports			
☐ Releases including 14602.6			
☐ 14602.6 Storage/Notifications			
☐ Stored Vehicle Notifications			
☐ CLETS Entries/Cancels			
☐ Required Notice to Owner			
□ Processing			<del></del>
☐ File location until released/30 day's			
<b>Citations Knowledge of:</b>			
☐ Receipt (stamp)			
☐ Preparation			
□ Routing			
□ Scanning			
□ Filing			

Date/Initial each item	Date Material	Trainee	Trainer
	Introduced	Initial	Initial
<b>Citations continued:</b>			
Types:			
□ Traffic			
□ Parking			
☐ Municipal/County Ordinance Violations			
□ 14601 Complaints			
□ Warrants			
<b>Arrest Reports (including Packagin</b>	ng and Distri	<u>bution)</u>	
Juvenile Arrests:			
☐ In custody			
☐ Cite Releases			
A 7 70 A			
Adult Arrests:			
☐ Felony Packages			
☐ Misdemeanor Packages	<del></del>		
□ Direct Files			
☐ Warrant Arrests			
☐ Cite Releases			
□ 849b's			
☐ Rap Sheet requests			
Releasing/Sending Reports to outsi	de Agencies:		
☐ Traffic Collision reports			
☐ CHP 180 reports			
☐ Vandalism at a School			
☐ Accidents involving Metrolink			
☐ Suicide Report (5150's)			
☐ Fire Department			
□ County Coroner	<del></del>		
☐ Animal Control	<del></del>		
☐ Other Agencies			
☐ Fax Requests	<del></del>		
☐ Insurance Co Requests			
☐ Parole/Probation			

Date/Initial each item	Date Material	Trainee	Trainer
	Introduced	Initial	Initial
SECONDA	ARY PROC	CESSES	
<b>Data Entry:</b>			
☐ Courtesy Reports/TRC Entry			
☐ Traffic Collisions and Exchange Info			
☐ Citations/Warnings			
☐ Graffiti Reports			
□ Pawns			
<b>Cash Register Operation</b>			
☐ Accounts			
$\Box$ Voids			
☐ Day End Close Outs			
☐ Verifying Monies to cash register report			
☐ Preparing Deposit			
<b>Restraining Orders</b>			
☐ Temporary Restraining Orders (TRO)			
☐ Order After Hearing (OAH)			
☐ Emergency Protective Orders (EPO)			
☐ Child Custody			
☐ Civil Harassment			
☐ Proof of Service			
☐ RMS Data Entry for Restraining Orders			
☐ CLETS Data Entry for Restraining Order	rs		
☐ CCPOR Entry			
Subpoenas			
☐ Criminal and Civil			
□ Court Orders			
□ Fees			
□ Proof of service			<del></del>
- 11001 01 Service			<del></del>
Date/Initial each item	Date Material	Trainee	Trainer

	Introduced	Initial	Initial
De alectronia Cheeles			
Background Checks			
□ Applicant			
□ Firearms			
☐ Ride Alongs			
☐ Mail Requests			
☐ Adult vs Juvenile			
Miscellaneous:			
☐ Medical Billing			
□ UCR/MACR familiarization			
California Law Enforcement	<b>Telecomm</b> ı	ınications	System (CLETS)
☐ Required Training			
☐ Bi-Annual Re-certification			<del></del>
☐ Automated Boat System			<del></del>
☐ Automated Firearm System - AFS			
☐ Automated Property System – APS		<del></del>	
☐ Stolen Vehicle System - SVS			
□ Wanted Person		<del></del>	
☐ Missing/Unidentified Persons - MUPS			
☐ FBI		<del></del>	<del></del>
			<del></del>
□ Supervised Release File - SRF			
□ NCIC			
☐ Violent Crime Info. Network - VCIN			
☐ Entry Audits (by 2 <sup>nd</sup> person)			

### CALIFORNIA PUBLIC RECORDS ACT

#### FREEDOM OF INFORMATION ACT VS. CALIFORNIA PUBLIC RECORDS ACT

Federal laws allow the individual state laws to over ride federal laws in regards to public records. The important thing to remember is the FOIA refers to federal documents and has no impact on California Public Records. In California, all requests for public documents should be made under the California Public Records Act, which is housed, generally, in G.C. 6250 - 6255; most commonly known as 6254 but also known as the PRA. The following are just the basics, things you deal with everyday - there is a LOT of other information to know under this code.

#### The Basics:

<u>Requires</u> that specific information be released:

Name of Victims & Witnesses Date, time, location of crime Brief Synopsis of incident

Calls for Service

Arrestee Name, Charges, location of arrest, brief synopsis of arrest.

#### Exceptions to 6254(f)

- Do Not release any report/investigation that is not complete.
- Do Not release any information that would jeopardize the investigation.
- Generally, supplemental reports are considered investigatory, but verify before release, because there are exceptions.
- Child Abuse (generally 288 PC, but there are others) cases are not available in their entirety to the parents of the victim. Requires a juvenile court order to release the report. Exception would be that you may redact names from the report. Always ask first before taking action on this type report.
- Sex Crime Victims have the right to assert their privacy under 293 PC. Officers investigating such crimes are required to ask this question, but it doesn't always happen. As a rule, we assert their right to privacy for them under the California Constitution, Article 1, Section 1 (every citizens inherent right to privacy in California). Ask before taking action on such a report. When preparing the daily log you must also redact any indication of a Sex Crime from the log.

### FRONT COUNTER

**Greeting** - Hello, how may I help you? Be courteous at all times.

**Waiver -** Make sure the person is a party to the incident they are requesting.

### Query in house to see if Report in.

Generally 72 hours Suggest they call ahead

**Request for Crime Report**Collect current fee

Who can get Crime Report? Victim of Crime. Suspect not entitled to report.

Sometimes RP depending on how report written (incident

reports)

**Request for Arrest Reports** Fresh Arrest? Refer to D.A. Office

Adjudicated? Make sure DA or Court closure in file, ok to release redacted copy to arrested person. Collect fee. Do

not release victim information to arrestee.

**Request for Collision** Collect fee.

By the Way: State Law does not require Law Enforcement at scene of

non injury TC. Law only requires exchange of information

by drivers.

Who can get TC? Drivers, Owners of Vehicles, Owners of Damaged

Property, Insurance carriers, attorneys of involved parties, persons holding authorization from involved parties. Refer

to 20012 VC - Confidentiality of collision reports.

Misdemeanor Hit & Run Collect fee. H&R is a collision, but is viewed as a crime.

However, when deciding on releasing it, refer to 20012 VC.

Property Damage Only

Also called a PDO. These are NCR forms patrol may elect

to use for the purpose of exchanging driver information. No conclusions are made by the officer on scene as to who was at fault. A copy of the report is given to the drivers at the scene. If another copy is requested of us collect the

current fee.

### **Request for Vehicle Release**

You must request the following information:

- Owner of Vehicle must be present. OR Owner may send (fax is acceptable) a written authorization for a specific person to pick up the vehicle. If the authorization is not

notarized they must send a legible copy of their drivers license - we must be able to verify the signature on the CDL and on the authorization.

- Person picking up vehicle must have a Valid Drivers License
- Collect the current release fee. Remember, this is an administrative fee for the city and the owner is still required to pay the tow company.
- Query CDL to verify status
- Person picking up vehicle not valid? Need 2<sup>nd</sup> person w/valid CDL
- Query DMV to verify vehicle registration status

Registration not current?

- Owner must go to DMV to register vehicle
- Bring all paperwork back here
- If they are unable to complete registration with DMV they must ask for a temporary (red sticker) or a One Day Moving Permit.

You may not charge Legal Owners or Re-possessors the Administrative fee.

### **Request for Calls for Service**

Calls for Service is considered public record. Anyone may request a list of all calls for service to a particular address. Cost: check the current fee schedule.

You may provide a CAD call print out if there is only one call to the address. However, you must redact any 3<sup>rd</sup> party information such as the RP.

#### **Request for Arrest History information**

- An individual is only entitled to their own arrest history information. There is no charge to do this, but they must fill out a waiver. They may however, make notes for themselves.
- If the individual is applying for a job somewhere (other than law enforcement) suggest that they request their California State Criminal History directly from DOJ. We have forms available for that purpose.
- They are NOT entitled to view anyone else's record it's illegal to do so and it's illegal for you to release such information.
- One exception to this rule would be for Law Enforcement Background purposes. Even for this you must have a waiver signed by the individual of record. There is no charge to law enforcement.

**State Required Repossession Fee** - Collect \$15.00, cash only, Give receipt.

### **Request for Visa Clearance Letter**

- Must have California ID
- Must reside in Simi Valley
- Must tell them the clearance letter covers only Simi Valley, not the entire state of California. They should request clearance from DOJ if they need the whole state.
- Prepare Letter: its on the (G) Shared drive. Give to the Records Manager for signature or stamp with Records Manager signature stamp if not here.
- If the subject has an arrest, ask how to proceed before preparing a letter.
- Collect the current fee.

### **Request for Copy of Citation**

- Must be the individual on the citation
- Collect the current fee
- May have copy of front and back

### **Background Checks**

You should be familiar with part of this already. You underwent a background check to be hired here! Background checks are to ascertain if a subject seeking employment has any arrest history with this agency.

You may receive requests for background checks from military recruiters, Defense Investigative Services, FBI, other Law Enforcement Agencies. Investigators may appear in person at the counter, or you may receive these requests by Fax or by Mail. In any case, you MUST have a waiver signed by the person of inquiry attached to their request. They must always present a written request along with the waiver if they appear in person. DO NOT perform a background check without the proper request and waiver. If they are law enforcement ALWAYS ask to see ID. Be comfortable that it is valid ID being showed to you. If you have questions, ask another technician or the supervisor on duty.

There is no charge for this service.

#### **Block Party Permits (Example at front counter)**

- Applications for Block Party's are in the forms shelves near the front counter
- Applicant must give a minimum of two weeks notice
- Read the applications so you are familiar with the contents and requirements
- Completed forms are returned to Records. Collect the fees and forward the application to the Traffic Commander.

### PHONES, ETIQUETTE & MISC

### **Answering Incoming Phones**

Be courteous and patient at all times.

Answer the phone within three rings

The proper greeting for in house calls: Records, this is Sam, how may I help you? Acceptable derivatives: Records, Sam, how may I help you? or Records, Sam

Proper greetings for outside calls: Simi Valley Police Department, this is Sam, how may I help you?

Proper greeting when answering switchboard (calls): Simi Valley Police Operator

### **Records Bureau Etiquette**

Be kind, courteous and patient at all times with your co-workers. If you don't know the answer to something - ask anyone. No question is ever trivial.

### **Hints for locating old reports:**

### Looking for old reports, but the person isn't in the in-house computer?

Check the 3x5 cards

Do you have the I or J #? Check the I &/or J folder. Is the I or J folder already purged? - The old I & J numbers list is in Laserfiche. If you don't know how to access it, ask. It could be helpful. If you have a name, it might point you to the DR# If you have the report number you can bypass the old I&J lists and go directly to the microfilm log book to see if we retained the report on microfilm.

### **Acceptance of Gifts and Gratuities**

Per City Policy #A-004: As public employees, we must be above reproach. The policy states:

1. Gifts of nominal value may be accepted. Examples of such items are: promotional

items such as calendars, scratch pads, pens, etc.

2. If a gift of more than nominal value is offered, it must be refused, returned, or donated to a charitable organization (e.g. Senior Center, Boys & Girls Club, Etc.) and the donor should be made aware that the City prohibits the acceptance of gifts by employees.

If you have a question regarding a gift, ask your supervisor.

## LAWS REGARDING CORI (Criminal Offender Record Information) INFORMATION/COMPUTER ACCESSED INFORMATION

	INFORMATION/COMI OTER ACCESSED INFORMATION
502 PCUnaut	horized access to computers, computer systems and computer data
11076 PC	Dissemination to authorized agencies 11077 PC - Attorney General duties
11078 PC	Listing of agencies to whom information is released or communicated
11079 PC	Investigations, cooperation by agencies
11080 PC	Right of Access of information authorized by other provisions of law
11080.5 PC	Federal parolees residing or domiciled in city or county, request for information by Chief of Police or Sheriff.
11081 PC	No access on information unless otherwise authorized by law
11105 PC	State Summary Criminal History Information
11105.1 PC	State Summary Criminal History Information; persons entitled to receive
11142 PC	Authorized person furnishing record or information to unauthorized person: Misdemeanor
11143 PC	Unauthorized person receiving record or information: Misdemeanor
13300 PC	Furnishing to authorized persons
13301 PC	ARecord≅ - a person authorized by law to receive a record
13302 PC	Furnishing to unauthorized person by employee of local agency
13303 PC	Furnishing to unauthorized person by authorized person
13304 PC	Receipt, purchase or possession by unauthorized person
13326 PC	Request of employee to obtain record or notification of existence of record; prohibition; violations; penalty
6200 GC	Theft, destruction, falsification, or removal by officer custodian
6201 GC	Theft, destruction, falsification, or removal by person other than officer custodian
20008-20012	VC Release of information from accident reports

### PHONETIC ALPHABET

- A ADAM
- B BOY
- C CHARLES
- D DAVID
- E EDWARD
- F FRANK
- G GEORGE
- H HENRY
- I IDA
- J JOHN
- K KING
- L LINCOLN
- M MARY
- N NORA
- O OCEAN
- P PAUL
- Q QUEEN
- R ROBERT
- S SAM
- T TOM
- U UNION
- V VICTOR
- X X-RAY
- Y YOUNG
- Z ZEBRA

### **GLOSSARY OF TERMS**

### **COMMONLY USED CODE BOOKS:**

PC PENAL CODE VC VEHICLE CODE

GC GOVERNMENT CODE EVIDENCE CODE

WIC WELFARE AND INSTITUTIONS CODE

H&S HEALTH & SAFETY CODE

B&P BUSINESS & PROFESSIONS CODE SVMC OR MUNI CODE SIMI VALLEY MUNICIPAL CODE

### **CLETS RELATED ABBREVIATIONS**

CLETS CALIFORNIA LAW ENFORCEMENT

TELECOMMUNICATIONS SYSTEM

NCIC NATIONAL CRIME INFORMATION CENTER

ABS AUTOMATED BOAT SYSTEM

AFS AUTOMATED FIREARMS SYSTEM

APS AUTOMATED PROPERTY SYSTEM

CHS CRIMINAL HISTORY SYSTEM

FBI FEDERAL BUREAU OF INVESTIGATIONS

FCN FILE CONTROL NUMBER

LEDS LAW ENFORCEMENT DATA SYSTEM (OREGON)

MUPS MISSING UNIDENTIFIED PERSONS SYSTEM

ORI ORIGINATING AGENCY IDENTIFIER

ROS RESTRAINING ORDER SYSTEM

SRF SUPERVISED RELEASE FILE

### CLETS RELATED ABBREVIATIONS CONTINUTED

SVS STOLEN VEHICLE SYSTEM

VCIN VIOLENT CRIME INFORMATION SYSTEM

WPS WANTED PERSON SYSTEM

### COMMONLY USED COUNTY CODES FOR CLETS ACCESS

ADMIN ADMINISTRATIVE MESSAGES

DRV DRIVER HISTORY

USDRV OUT OF STATE DRIVER HISTORY

USREG OUT OF STATE REGISTRATION

REG VEHICLE REGISTRATION HISTORY

VEH VEHICLE INQUIRY & REGISTRATION

VEH1 VEHICLE ENTRY - STOLEN/PLATES/IMPOUND/STORAGE

VEH2 CANCEL VEHICLE ENTRY

QM QUERY MISSING

CIIHIST CRIMINAL HISTORY INFORMATION

FBIHIST FBI CRIMINAL HISTORY INFORMATION

PROP / PROP1 PROPERTY INQUIRY / ENTRY

GUN / GUN1 GUN INQUIRY / ENTRY

ROS / ROS1 RESTRAINING ORDER INQUIRY / ENTRY