

**FONTANA POLICE
DEPARTMENT
RECORDS TRAINING MANUAL**



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WELCOME

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

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

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

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

TRAINING PROGRAM

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

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

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

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

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

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

USE OF THE TRAINING MANUAL

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

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

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

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

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

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

ORIENTATION

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

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

ORIENTATION

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

• CENTRAL SQUARE - RMS			
• CAD (Computer Aided Dispatch)			
• CLETS			
• WebQuery			
• Laserfiche			
• Internet			
• Intranet			
• Microsoft Outlook			

INSTRUCTIONS FOR TRAINERS

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

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

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

WEEKLY TRAINING REVIEW

TRAINEE'S NAME: _____ DATE: _____

ASSIGNMENT: _____

REQUIRES MORE PRACTICE/TRAINING	PROFICIENT IN ASSIGNED TASK

TRAINER'S COMMENTS:

TRAINEE'S COMMENTS:

TRAINEE'S SIGNATURE: _____ DATE: _____

TRAINER'S SIGNATURE: _____ DATE: _____

SUPERVISOR'S SIGNATURE: _____ DATE: _____

CHAIN OF COMMAND

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

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

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

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

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

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

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

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

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

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

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

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

DIVISIONS WITHIN THE DEPARTMENT

ADMINISTRATION:

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

FIELD SERVICES

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

SPECIAL OPERATIONS

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

INTRODUCTION

RECORDS UNIT ROLE IN THE ORGANIZATION

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

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

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

OVERVIEW OF THE CRIMINAL JUSTICE SYSTEM

CRIME COMMITTED

SUSPECT IN-CUSTODY

- A. **Crime** - Crime is committed and the suspect is arrested
- B. **Records** - Reports are given to a Records Specialist and information is entered in the Report Writing System.
- C. **Copies** - Three copies are made of the police reports and sent to the District Attorney
 - i. One copy will stay with the DA for their working file
 - ii. One copy will be forwarded to the court for their working file
 - iii. One copy will be forwarded to the defendant (suspect) and/or his attorney for their record
- D. **DA Review** - Cases must be at the DA's office by **9:00** am two days after arrest. The reason for the 10:00 time limit is that the court requires all cases be presented by 1:30 pm. This gives the DA three hours to enter the cases into their STAR system, have an attorney read each case, generate the "complaint" and Sesslin affidavit, make five copies of all their reports, package them, and distribute them for pick-up by the court runners. Keep in mind, the Fontana DA handles cases from eight different agencies - Fontana PD, Rialto PD, Fontana Sheriff, Rancho CHP, San Bernardino CHP, Fontana School Police, Burlington Railroad, and Santa Fe Railroad – so even though we may only have 10 cases on calendar, the DA will be receiving between 30-50 daily.
- E. **WVDC** - Once WVDC gets a copy of the Complaint and Warrant, they schedule the defendant for arraignment the following business day. If the Complaint and Warrant are not received by WVDC by 5:00 pm, the defendant is released from custody.

STEP #1 – CASE REVIEW

Reports submitted to DA by
Law Enforcement Agency for Review

Complaint Filed

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

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

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

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

Complaint Rejected

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

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

STEP #2 – PROCEEDINGS IN MUNICIPAL COURT

Arraignment on Complaint

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

Guilty Plea

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

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

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

Not Guilty Plea

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

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

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

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

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

STEP # 3 – PROCEEDINGS IN SUPERIOR COURT

“Information”

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

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

Guilty Plea

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

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

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

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

Not Guilty Plea

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

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

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

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

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

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

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

- a. If the defendant is found not guilty, he is discharged, and the case is over.
- b. If the defendant is found guilty, he is sentenced as explained previously.
- c. If the jury is unable to reach a decision, which must be unanimous either to convict or to acquit, a “hung jury” may result. If this occurs, a legal “mistrial” is declared and new dates are set, usually for a new pre-trial conference, and then assignment calendar and

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

STEP # 4 – POST-CONVICTION REVIEW

Appeals

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

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

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

Writs

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

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

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

GENERAL FLOW OF FELONY CASES

Police Reports are submitted to the District Attorney's Office

Criminal Complaint Filed

Arrest Warrant Issued

Bail & Appearance Dates Set

Arraignment Letter Mailed

Complaint Not Filed

Appeal to DA Supervisor

Appeal to Atty General

If filed, Arraignment on Complaint in Municipal Court

Guilty Plea

Confirmation of Plea in Superior Court

Pronouncement of Judgment

in Superior Court, normally after

a referral to Probation for report

and recommendation

Not Guilty Plea

Pre-Preliminary Hearing

Preliminary Hearing

Information filed in

Superior Court

If filed, Arraignment on Information in Superior Court

Guilty Plea

Refer to Probation

Motion to Withdraw Plea

Pronouncement of Judgment

(Sentencing)

Not Guilty Plea

Motions

Pre-trial Conference

Assignment Calendar

Trial

Motion for New Trial

Refer to Probation

Pronouncement of Judgment

Post Conviction Review

Appeals to Court of Appeal or Supreme Court

Writs of Habeas Corpus or Coram Nobis

GENERAL FLOW OF MISDEMEANOR CASES

Police Reports are submitted to the District Attorney's Office

Criminal Complaint Filed

Arrest Warrant Issued

Bail & Appearance Date Set

Arraignment Letter Mailed

Citation Appearance Date

Complaint Not Filed

Appeal to DA Supervisor

Appeal to Atty General

If filed, Arraignment on Complaint in Municipal Court

Guilty Plea

Motion to Withdraw Plea

Pronouncement of Judgment

(Sentencing)

Not Guilty Plea

Pre-trial Conference

Pre-trial Motions

Trial

Motion for New Trial

Pronouncement of Judgment

Post Conviction Review

Appeal to Superior Court Appellate Department

Writs of Habeas Corpus or Coram Nobis

POLICY MANUAL

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

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

THE BUILDING TOUR

FONTANA POLICE DEPARTMENT

17005 Upland Avenue

Fontana, CA 92335

PHONE NUMBERS

Records:

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

RECORDS

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

THE COMMUNICATIONS CENTER (DISPATCH)

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

WATCH COMMANDERS OFFICE

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

OPERATIONS DIVISION COMMANDER'S OFFICE

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

ADMINISTRATIVE SERVICES DIVISION COMMANDER'S OFFICE

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

MAILBOXES

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

FRONT LOBBY

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

INVESTIGATIONS UNIT

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

BREAK ROOM / KITCHEN

There is a break room/kitchen on the 2nd floor of the building that is available to all employees. It is equipped with a stove, refrigerator, microwaves, sink, ice machine and a wide assortment of vending machines. There is also a small break/kitchen area in the Records Division. It is equipped with a refrigerator, microwave, coffee pot and toaster. The dispatch center also has its own break room/kitchen.

MENS LOCKER ROOM

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

WOMENS LOCKER ROOM

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

GYM

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

REPORT WRITING ROOM/SERGEANT'S OFFICES

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

BRIEFING ROOM

Prior to each shift deploying, briefing is conducted. Briefing is a way of sharing pertinent information from each shift, covering new policies/procedures, the roll call of officers and the passing out of police equipment.

TRAFFIC OFFICE

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

OFFICE OF EMERGENCY SERVICES (OES)

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

EVIDENCE/PROPERTY ROOM

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

JAIL

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

CITY HALL

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

C.O.P.E.

This unit consists of and is responsible for: Volunteer Programs, Neighborhood Watches, Media Relations, and the Explorer Program.

PALM COURT

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

Front Desk: [REDACTED]

Fax Machine: [REDACTED]

GENERAL WORK RULES AND POLICIES

WORK DAYS

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

WORK HOURS

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

SHIFT CHANGE

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

ABSENCES

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

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

MAINTENANCE OF RECORDS DIVISION

Each person shall be responsible for maintaining the records unit in a neat, clean and professional manner. Snacking and drinking at your desk is permitted. However, if you wish to eat a meal, please step away from your desk. This will enable you to enjoy an uninterrupted lunch break. It is extremely important to keep food and drink away from the computer keyboards. Spills can seriously damage computer components. All food related trash shall be disposed of as soon as practical.

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

SENIORITY

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

LEAVE POLICY

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

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

PAYROLL SHEETS

Payroll sheets must be completed daily using black ink only. Do not pre-fill them in. At the end of the pay period each employee must calculate their payroll sheets and have them completed and signed. If you have been approved for overtime and worked it, list on the back of the payroll sheet what assignment you worked for the overtime. Supervisors will review the time sheets and have the employee make the appropriate corrections if needed. After review, the supervisor will sign them and forward them to the payroll department. Any corrections made on the time sheets must be crossed out and initialed. No white-out can be used. Your trainer will demonstrate the correct way to fill out your payroll sheet.

E-MAIL

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

OVERTIME

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

MONTHLY CLERICAL TRAINING/MEETING

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

CAREER PATH/PROMOTABILITY

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

CELL PHONES

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

HEADSETS

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

EVALUATIONS

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

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

OFFICE PROTOCOL

PERFORMANCE

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

INTERPERSONAL SKILLS

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

JOB SKILLS

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

JOB READINESS

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

GOSSIP

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

INFORM RMS – TRAINING GUIDE

Version 4.20

RECORDS



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Disclaimers *Error! Bookmark not defined.*

Sign-In/Sign-out/Idle Timeout

Sign In

- User Name = CAD Personnel ID
- Password
- Password Reveal button (*password fields use browser built in password reveal button*)

Sign Out

[Change Password](#)

[Set User PIN](#)

[Change / Delete Signature With:](#)

[Touch Screen](#)

[Signature Pad](#)

Version: 4.18.0.2018070626



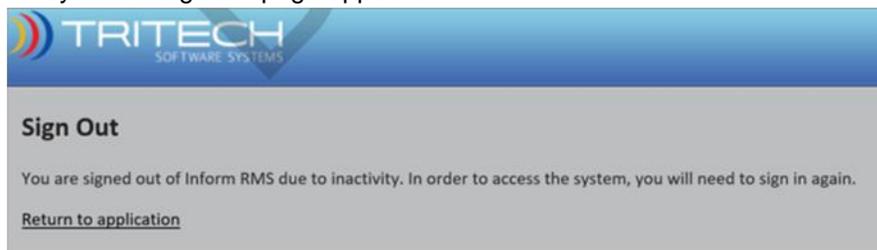
- Change Password Link
 - Criteria guidelines display to reflect your agency's password policy setting (*Configuration Management*)
- Set User PIN (*for use with off line Inventory access*)
- Add Signature Using Touch Screen or Signature Pad
 - If signature already exists, the link displays as Change/Delete Signature
- Version Number
- Password Expiration Link



- Message Link warning prior to expiration
- Note: If password has expired, you must reset to access any data in the system
- Sign Out dialog box
 - Any data on forms *will be saved*.
- Clicking 'Red X' will close application
 - *Note: Data may NOT be saved* (application "auto-saves" every 20 seconds)
 - If mobile device is a laptop, closing the screen may result in a loss of data.

Idle Timeout

- If Idle timeout has been configured, you will receive a notification message including a countdown.
 - Click continue to keep the current session active.
 - Click Sign-Out to sign-out of the current session
 - If you do not respond to the message, you will be automatically logged out of the system – sign-out page appears.



- **Note:** The system saves the current opened report or summary.

Landing Page

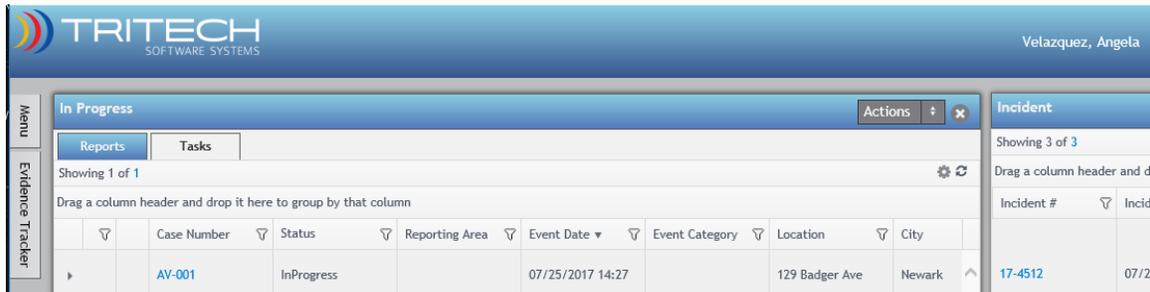
- “It’s where the reports land”
- Moveable, sizeable, etc.
- Available queues are dependent on user rights/permissions
- Queue layout options (i.e. Officer, Supervisor, Investigations, etc.)
- Actions button (Options differ by Queue)
- Dashboard
- Refresh icons (all queues) 
- Slide Out Menu
 - Access the system’s Records and Admin Functions
 - Property and Evidence Group (*permission based*)
 - Evidence Tracker (*permission based*)

Title Bar



- Home Button (TriTech Logo)
- User Name
- Queues Button
- Create New Button
- Quick Search Field and Icon

Home Button



- TriTech Logo
- Returns user to the “Home Page” or “Landing Page”

User Name

- Name of Person signed-in
- Configured in User Management

Queues Button

Create New Button

Quick Search Field and Icon

- Free Text Search
 - Additional Search Parameters and filters can be entered
- Quick Search Icon
 - When clicked will open Quick Search page
 - Additional search parameters and filters can be entered at this time
- Global Filters

- Set Global Filters to Narrow Search
 - Enter as many or as few as desired
 - The results update as you type
- Specific Field Search
 - Enter your search text in as many or as few parameter fields, as desired
- Search Results
 - Abstract lists all result's
 - Results returned based on user's rights (view report, view summary module permissions)
 - Searches use exact, contains parameters with exact matches display at the top of the results
 - Hyperlinks under Case(s) Associated column display case synopsis screen
 - Hyperlinks under Report(s) Associated column display the report record.
 - Hyperlinks from Master # column display a read-only of the associated master record (*for Person, Vehicle, Property, Organization and Location results*)
 - Click person icon  to display person images attached to Master Name
 - Click alert icon  to display person alerts attached to Master Name
 - NOTE: Person results section display since name fields are search in person sections. From Case/Report Abstract only displays if the name exists in Case Number, Report Number, or Narrative/Comments/Notes

Queues

- Queues are selectable by user from Queue Manager
- Re-sizing/moving a queue
- Change queue' title
 - Queue Manager configuration screen
 - Queues' title bar
- Copy queue configurations
- Deleting a queue
- Deleting a queue configuration
- Display/hide queues from appearing on the Landing Page
- Available queues based on permissions
- Refresh all queues
 - TriTech Logo
- Refresh Individual Queue Icon
 - 
- Queue Counter
 - Displays the number of records currently showing and the total number of records applicable to the queue's current filter.
 - Queues initially display the first 50 records – scrolling automatically retrieves an additional 50 records

Queue Manager

Types of Queues

- Summary
 - List all completed summaries of a certain type of record
 - Incident, Arrest, Citation, Crash (Accident) Field Interview, Call for Service (CFS), Other Event, Impound Vehicle, Warrant, Civil
- Workflow
 - List all record types based on certain report statuses
 - In Progress, Approval, My Reports, Report Admin, Case

Adding a New Queue

- Defaults to Checked
- Enter the Desired Queue Title
- Select the Queue Type from the Menu
 - If you do not want to customize the title, select queue type to auto populate the field.

Copy a Queue Configuration



-
- Displays at the bottom of the list
- Open/Close Queue Manager will restore the list

Delete a Queue Configuration



-
- Removes the queue from the Landing Page
- Queue Configuration is removed from the List

Hiding a Queue



-

- Uncheck display to remove a Queue from the Landing Page
 - Configuration is maintained
 - Click the X on the Queues' title bar

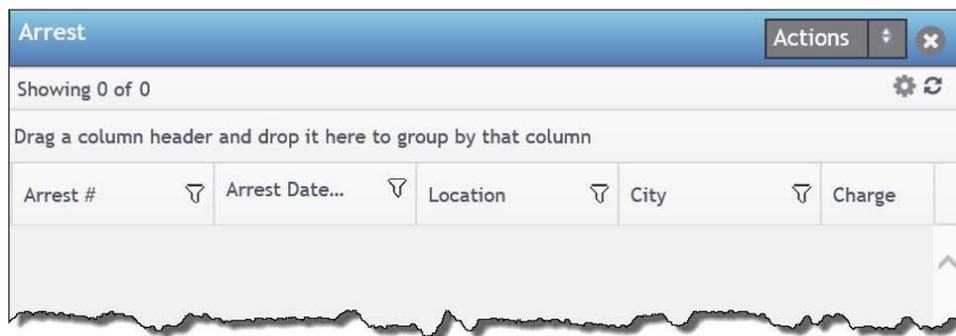
Queue Definitions

Approval Queue

Displayed by Default

- All the **Review** or **Rejected** records in the Inform RMS system created by **any user**.
- Rejected reports only appear if the role of the current user is configured to review reports or reject reports, if rejected to the previous role via the workflow designer, and they are the previous role.

Arrest Queue



- All arrest *summary* reports in the Inform RMS system created by **any user**.
- Appears after record has completed workflow

Case Queue

- Displayed by Default
- Lists all the Case Records in the Inform RMS system created by **any user**.
- Includes a bulk assignment function.
- During data entry if a case number was generated, a case record was automatically created when the record was saved regardless of report status

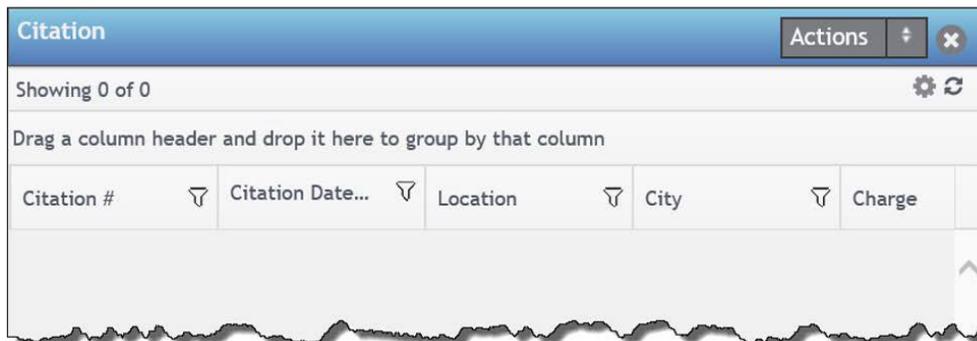
or workflow step. If a new case number was manually entered, a case record will be automatically created only when the record completes its workflow.

Calls for Service Queue



- All Calls for Service *summary* reports in the Inform RMS system created by **any user**.
- Defaults with the Event date filter set to “Previous 24 Hours”

Citation Queue



- Lists all the Citation *summary* reports in the Inform RMS system created by **any user**.
- Available once record completes its workflow.

Civil Queue

- Lists all the Civil *summary* reports in the Inform RMS system created by **any user**.
- Available once record completes its workflow or when using a summary only template.

Crash Queue



- Lists all the Crash *summary* reports in the Inform RMS system created by **any user**.
- Available once record completes its workflow or when using a summary only template.

Evidence Queue

- Lists all the Evidence items in the Inform RMS system created by **any user**.
- Provides quick access to display the evidence record as well as the associated Case synopsis record by clicking the number hyperlinks
- If Package functionality is enabled, then an additional Package number column displays, which is a hyperlink accessing the Package form

Field Interview Queue



- Lists all the field interview *summary* reports in the Inform RMS system created by **any user**.
- Available once record completes its workflow or when using a summary only template.

Incident Queue

- Displayed by Default
- Lists all the incident *summary* reports in the Inform RMS system created by **any user**.
- Available once record completes its workflow or when using a summary only template.

In Progress Queue

- Displayed by Default.
- “Reports” tab lists all the records in the Inform RMS system created by the *current user* with the report statuses of In Progress, rejected (if rejected to the reporting officer as configured via the workflow designer), Recalled
- “Task” tab lists all tasks *if assigned to the current user*.
 - Case Management Tasks
 - Call for Service Tasks
 - Arrest Tasks – if integrated with Inform Jail 5
 - Warrant Activity Tasks
 - Civil Activity Tasks

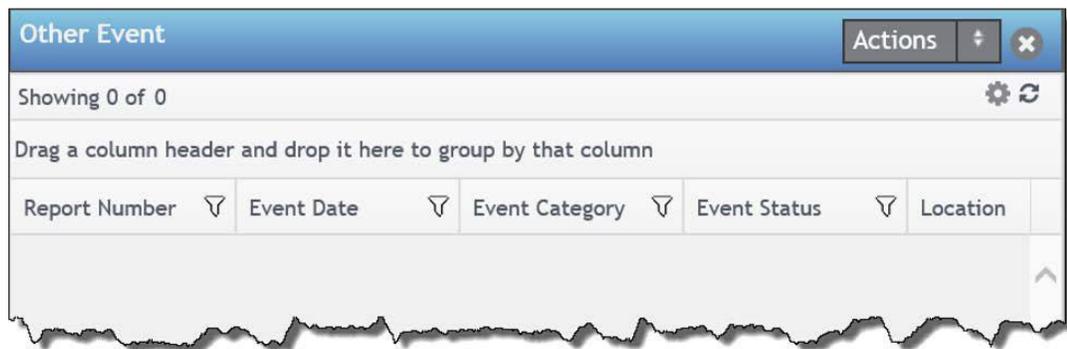
My Reports Queue

- Lists all the reports in the Inform RMS system that the *current user* has created, approved, or rejected during the report workflow.

Report Administration Queue

- Lists all the records in the Inform RMS system created by **any user** regardless of its report status.

Other Event Queue



- Lists all the Other Event *summary* reports in the Inform RMS system created by **any user**.

Warrant Queue

- Lists all the Warrant *summary* reports in the Inform RMS system created by **any user**.
- Available once record completes its workflow or when using a summary only template.

Queue Examples

Officer's Landing Page Example

Supervisor's Landing Page Example #1

Supervisor's Landing Page Example #2

Record's Clerk Landing Page Example

Investigator's Landing Page Example

Warrant's Landing Page Example

Queue Actions (May Differ by Queue)

Clear Filters

- Available in all queues
- Clears all filters previously created in queue

Clear Task

- Task available for every officer assigned to the Inform CAD call
- Case Number must be assigned to the call to generate a CFS task (no match found for an existing Case or Report)
- Auto-assign CFS Pending Report Task and Clear Task activated in Agency Configuration

Create New Report

- Create New Report from Task Tab removes the task from the list.

Export

- Available in all queues
- Data opens in excel spreadsheet

Delete

- Available in Summary queues (Case, Incident, Arrest, Citation, Crash, FI, CFS, Other, Warrant, Civil)

View

- Available in all queues
- Opens the selected report(s) in the browser

Workflow Audit

- Available in event queues (In Progress, Approval, My Reports, Report Administration)

Queue Columns

- Moveable, sizable, Prompt to Save
- Sort Column by clicking on header to sort ascending/descending.
- Column options differ by queue – click on gear icon for list of available fields/columns in queue

- Headers display the agency-specific field labels if configured.

Filter Options

- System provides different filter functions depending upon the type of data.
- When a column cannot be filtered, the filter icon does not appear on the column header
- Filter icon displays in a different color when filtered  .

Filter Option #1

- Select the operator – is equal to, not equal to, Starts with, Contains, Does not contain, Ends with
- Use the And/Or Connector
- Enter the Value to filter by

Filter Option #2

- Equal To or Not Equal To
- Select the Value from the available list to filter by

Filter Option #3 (Date Ranges)

- Pre-defined date ranges
- Custom date ranges
- Calendar/Time icons

Filter Option #4 (Multi-select)

- Select the operator
 - Match All – filter for all values entered to match
 - Match Any – filter for values that match any of the entries
 - Not Match All – filter values that do not match all entries
 - Not Match Any – filter for values that do not match any of the entries
- Select from displayed list
 - Available for Reporting Area
 - Available for Event Category (In Progress, Approval, My Reports, Report Administration Queues)
 - Available for Division and User Assignment (all queues)

Clear Filters

- Remove a single filter by clicking the filter icon  and pressing the Clear button
- Clear all filters by clicking the queues' Action Bar and select Clear Filters

Column Icons

- Report Under Review – opening report will display the review's information
- Priority Report
- Filtered Queue – filter icon displays in a different color when filtered

Report Management

Menu (Slide Out)

- Menu of RMS modules
- Accessibility is based on user permissions

Creating a Report

- Arrest/Custody
- Citation
 - Citation Fees and Payment Sections auto calculate based off total of all fees and payments entered
- Civil
- Crash
 - State Specific – *All states NOT available*
 - A Crash Quick View Form Icon  is available on section headers for Crash reports to quickly view the state's Crash report with data from most recent save
 - Crash Diagram Section on Reports
 - Easy Street Draw (*if integration to ESD*)
 - Upload diagram sketch (*default*) using .jpg, .png, or .bmp files
- Field Interview
- Impound
- Incident
- Master Location/Organization/Person/Property/Vehicle
- Other Event
 - Other Event templates configured with module label category will display as selectable reports in the Create New report type list (e.g., Impound Vehicle)
 - A new report may also be created from the Task Tab within the In-Progress Queue if enabled in Configuration Management for the Agency
- Warrant
 - Warrant Summary Record
 - Warrant Disposition Tasks
 - Warrant Activity Tasks
 - Serve Warrant Task/Log Activity

Select Data Entry Template

- Available templates will vary depending on agency configuration.
- Data entry templates display based on *Report Type* selected (Create New)
- Icons indicate if template is marked as a supplement  or summary only (Summary Only).
 - **Note:** if any agency template is configured to **not allow supplements** any report created will use the designated template. *If a report number already exists, the user will be required to change the report number and re-submit.*

Left Panel Tabs

At-a-Glance Tab

- Checklist of template sections
- Displays data (if entered) from each section
- Icons



- Section Complete – no validation errors



- Validation Alert – click validate tab on right



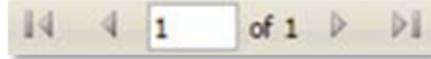
- Restricted Access – apply to section, report, case or attachment

- Attach Tab

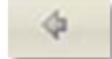
- Attach one or multiple files to a report at once
- Browse to select files or drag and drop into Upload Attachment area
- Bar displays indicating the upload status
- File name and thumbnail of attachments displays
- Copy icon to select image(s) to copy and associate with other records
- Trash can icon will delete image
- For adding scanned copies of warrants, citations, drug testing documents, etc.
- Audio (various formats)
- Video (various formats)
- Documents (various formats)

- Report Tab

- Report link shows the record in its current state
- Quick Print icon opens PDF copy of report
 - If report does not open, check compatibility settings in browser
 - Modules to exclude summary report attachments (when viewing of in draft status can be set to not load in Agency Configuration. However, when a report is submitted, attachments are included.
- Options available from the report menu bar are specific to the web browser



- Move forward/back one page, or to beginning/end of report.



- Go back to the parent report



- Export the report



- Refresh the report



- Print the report

- Exporting the report
 - Exports to a separate file that can be used outside the RMS system (CSV, MHTML – web archive, Excel, TIFF, Word)
 - May lose some of the formatting, attempts to preserve based on export format selected.
 - Adobe Acrobat (PDF) option for preserving appearance of report.

Center Panel Tabs

- Data Entry Field

Data Entry fields vary on agency configuration/report

- Drag-and-drop of 'Recent Info' or 'Master File' data
- Additional incident/CFS information
 - A read only section displays at the top of the reports/summaries
 - Values displayed from CFS
 - Call number, Date/Time reported/Location/Problem nature
 - Values displayed from Incident
 - Date/Time of Occurrence/Location/Report Status
- Address Groups
 - If template is configured with address groups, the SELECT existing address menu displays those street addresses previously entered within the Address Groups, which you can then select, and the system will auto fill the address for you.
 - An eraser icon  is also available to clear the fields within the Address group

- Incident Detail/Case Navigation Bar
- Template Name used for report displays in header of Data Entry Page.

- View all records associated to case

- Mandatory fields
 - May be required to complete submittal of report
- Mandatory (required) sections
 - Require at least one field to be completed for the identified section
 - Bottom border of required section is shaded with a different color and the sections will display an alert along with a message under the Validate tab

- Electronic Signature Fields

- Icons



- Clear Selection
- Add New Section
- Copy Section
- Deletes Section and All Data

Instructions and Tooltips

- Custom instructions, if added, appear in an additional section or as icons throughout report
 - Form Level instruction display as the first section of a report (*if added*).

 - Section Level Instructions displays an  icon in the left corner of the section.

 - Field Level Instructions displays an  icon next to the specific field's label. Hover over the icon to view the tooltip/instruction.

Master Search Info

- Master Name, Master Organization, Master Location/Address, Master Property (including Guns), Master Vehicle and Vehicle Owner Search databases.
- “Tab off” data field to populate search list
 - As you type, the Master search area eventually recedes from view. Click the search  icon to re-display the window.
- Master Search slide out card updates and displays up to 3 matching aliases on matched name.
- Current thumbnail image of the master name record displays on the card with any active alerts.
- Drag-and-drop the card maps associated data into the report fields (*or manual entry if not match*)
- Master Search displays matched dynamically
- No results will be displayed unless search criteria will result in less than 25 matches.
 - If update data after selecting an entry from the masters, the master record entry will be updated upon report completion.
 - Manual entries will be added to the masters upon report completion
 - Vehicle/Property records must contain Make, Model, Serial Number to be added to the masters.
 - Vehicle search: VIN (exact), Plate (contains & exact), Lic State (exact)
- Master name Information accessible from any person section linked to a valid master name record
- Icons display on section headers – click to access the master record

Report Numbering

Case Number

- Can be added by dragging and dropping CFS information
- Manually entering the case number
 - Case number can be entered in a ‘free text’ manner or by clicking the Generate Case Number button from the Action Bar.
 - Case number is automatically validated if Case Number Validation is enabled in configuration
 - If case number entered already exist within Inform RMS for the agency, a message and icon will display validating the case number.
 -  indicates the number is invalid
 -  indicates the number is valid

- If the case number entered does not match an existing record, the system will automatically create the case record once it completes its workflow.
- Warrant Number/Civil Number
- Supplemental Report Numbering
 - For example, Z1500042.001 and .003 denotes supplemental reports to the original.
- Completed Warrant Example

Submit, Save and Actions

- Submit
 - Template is a “draft” until submitted.
 - Validation errors (*if enabled*), must be corrected prior to submittal.
- Save
- Actions Bar (Data Entry Screens)
 - Comment
 - Copy
 - Create Supplemental Report (Related)
 - Delete
 - Cannot Delete submitted report
 - Deletes entire report and all data
 - Generate Case Number (permission required – set in Role Management)
 - Notify – email notifications (must be configured in User Management)
 - Option available after record has been saved once
 - Notify screen recipients selected from
 - Associated Role
 - Associated Division
 - User Name (matches login name, badge, or first/last name)
 - Email Address (manual entry, exact match)
 - Click on To Button  to select recipients.
 - From Field (**System** – SMTP default or change to **User**)
 - Attach field sends report PDF copy
 - Email body – hyperlink opens report in Web Data Entry Page
 - Print Evidence Labels (*if using RMS Web Property & Evidence*)
 - Priority 
 - Flags submitted report to supervisor as a Priority
 - Property Intake (*if using RMS Web Property & Evidence*)

- Restrict Access (*Role permission required for Restriction Assignment*)
 - Section Level Restriction
 - Report Level Restriction
 - Case Level Restriction
 - Attachment Restriction
- Workflow Audit
 - Option to Print when accessed from Data Entry page

Right Panel Tabs

- Recent Info Tab
 - CFS – Call for Service
 - INC – Incident
 - NCIC – NCIC Queries
 - ARR – Arrest
 - OTH – Other
 - FI – Field Interview
 - Filters
 - Search Days (1 Day, 5 Days, 45 Days)
 - User Sources (Current user, Select All, etc.)
 - Agency View Filter
 - Recent Info Source Filter
 - Recent Info Search Field
- Comments Tab
 - Adding Comments (from Action Bar)
 - Comment Tab (highlighted in gold) indicates a comment has been entered
 - Click to View comment
 - Delete comment by clicking on Trash can icon
 - Comments only display during workflow, not added to report
 -
- Case Info Tab

- Displays recently entered data specific to an individual case
- Results display event, person, property and vehicle data grouped by report type

- Validate Tab/Alert
 - State and Agency required fields (flagged)
 - Click message tag to automatically forward to field for completion/correction
 - You can hide State Reporting Validations by using the “Do Not Display State Reporting Validations When Validation is Off” check-box in “Configuration Management” – “Agency

Creating a Supplemental Report

- Generating a Supplement Report
 - From the Data Entry Screen Action Bar click Create Supplement to the currently viewed report.
 - Case and report number fields automatically fill in based on values of the original report.

 - Next available supplement number is automatically determined by the system and displayed.
 - The report is automatically saved.
 - The Case Navigation Car is updated with the new supplement report number.

Other Event Categories (Sub-Module)

- Other Event templates configured with a Module Label category.
- Each additional report type appears in the Create New report listing menu for selection.
 - If not using sub-module categories, then you only see “Other Event” in your Create New list

- Event templates configured as **sub-modules** display associated templates for the sub-module classification type (Registrants, Pawn, Permits, etc.)

- Impound Vehicle (Other Event using Category Module Label)
 - Includes information about the vehicle impounded by the agency, including Holds and Fees.
 - Sections and fields available based on agency configuration of Impound template.
 - Impound Queue – lists all Impound Vehicle summary reports from RMS Web created by any user (after record completes its workflow)

Supervisor Approval/Audit Trail

- Comments (*to denote needed corrective changes or other comments*)
- Recall (*A report may be recalled by the originating officer prior to workflow completion*)
- Approve
- Reject
 - Approve/Reject buttons become inactive after clicking
- 1st Approving Officer is automatically added to the Officer section in the report as *Approving*.

Quick View

- Accessed from the Approval Queue,  icon.
- View red-only version of the report.
- Enter comments
- Approve or Reject Report

Workflow Steps/Audit Trail

- Displays report progression through the workflow steps (Event Queue).
- Report progression is displayed in order of submittal, reject, etc.
- Workflow step description column in event queues – In Progress, Approval, My Reports, Report Administration)
- To Print Workflow Audit, open report and access Workflow Audit from the Action Ba

Case Module

- Case Summary records
- Case Queue Columns
- Case Number Link
 - **Note:** *Clients on version prior to Inform RMS Web 4.12.1, delete and re-add the Case Queue on the Landing Page to capture additional columns now available.*
- Division Assignment – can use with multi-select filter option
- User Assignment – can use with multi-select filter option
- Investigation Status – can use with multi-select filter option
- Assigned and Closed Dates and Times
- Priority
- Validated (case) – works with State reporting in Web

- Case Navigation Bar – lists all reports associated with the specified case
- Actions Button
 - Delete – allows the item(s) listed for the Case to be deleted from the system
 - Restrict Access – allows Entire case to be restricted

Synopsis Tab

- Status and assign case investigations
- Case Assignment Section
 - Select the division and/or users to work the case
 - Can be set to display as expanded or collapsed in Case Management Configuration
 - If the case number does not exist in RMS Web, the Case Assignment section header displays a message that case assignment is not available.
- Investigation Status Section
 - Select the appropriate status from the pull-down selection list
 - “Assigned” is the default status
 - Investigation status changes are updated in the Case Queue
 - **Note:** Balloon notification in user’s Task Bar area (if enabled in Windows)
 - Closing investigation status prompts to close all associated tasks
- Prioritize Case
 - Prioritize Case (Role, Case Management Permissions)
 - You may now apply permissions in Role Management allowing users with the ability to assign and modify, assign only, or view only case priorities.
 - Values configured in Client’s UI System Administration, Code Tables sub-menu, Category CSEPRIORITYTTCH
- Associated Cases
 - Associated Cases section displays on Synopsis tab, contains hyperlink to the associate case synopsis screen.
 - Controlled by Associated Cases permission: View, Create, Remove
 - Associated Cases added to Case Navigation Bar
 - Allows for External Case Association (out of jurisdiction)
- Synopsis Section
 - Click on the keyword to jump to report details
 - “Do Not Include in State Submission” checkbox
 - **Note:** reportable field must be displayed in Offense/Charge section of data entry designer of Incident/Arrest/Custody to use this feature.
 - **Note:** non-reportable offenses/charges automatically check

Notes Tab

- Create Note
- Record notes about a case for other officers/investigators to view
- Notes are not part of the official report
- Will not be printed with the report.

Task Assignments

- Create New Tasks

- Create at Task Tab on the summary report (not an initial record)
 - For non-case records (Field Interview, Arrest, Other Events) add task from the Action car to create Task tab for the summary record.
 - Case Assignment enabled for non-case records in Case Management configuration
 - Task menu list “CMTASKTTCH” built in Client UI System Codes
- Edit Task Form
 - Task Description
 - Due Date
 - Assign to Division(s)
 - Assign to User(s)
 - Task Status
 - Add comments
 - Information auto saves as you type
 - Press Done or Click in view area to close the form
 - Case Summary records' synopsis tabs are updated
 - Case Queue is updated
 - Case Management Email Notifications
 - Task Assignment (Assigned, Modified, Overdue)
 - Case Assignment (Division, User, Lead)
 - Case/Investigation Closed

Bulk Assignment

- Highlight one or more items to be assigned from the list in the Case Queue
- Click the Action Bar
- Select Assign

Select divisions and users to assign to these cases

- Case Summary records' synopsis tabs are updated
- Case Queue is updated

Case Queue Filtering (Options)

- Filter Case Queue for User Assignment View
 - Set filters for Status as “Assigned”, filter for user
 - Change Case Queue Title to “Assigned Cases”

- Filter Case Queue for Pending Assignments (Supervisor)
 - Set filters for Status as “Pending” – cases to be assigned
 - Change case queue title to “Unassigned Cases”
 - Copy case Queue filter out pending status
 - Change Case Queue title to “Assigned Cases”
- Filter Case Queue for Delinquent Reports
 - Copy Case Queue and Change Title to “Delinquent Report”
 - Set Filters for Case Report Status of “Not Started”, “In-Progress”, “Reviewing”
 - Division/User Assignment columns available in all queues for sorting and filtering.
 - **Note:** Validated column displays YES or NO when a case has passed all validations for the associated Incident and Arrest/Custody records for State Validation in RMS Web

Tasks Queue

In-Progress Tasks

View Assigned Tasks from In-Progress Queue, Tasks tab

- CFS Pending Tasks
- Case Assignments
- Warrant Service Assignment
- Civil Service Assignment

Edit Tasks

- Update task by clicking the  next to the desired task in the list.
 - Update task information (Task Edit)

Activity Tasks

- Warrant Service and Tracking
- Civil Service and Tracking

Task Actions

- Clear Task using the Actions Bar (highlight one or more)
- Create a New Report using the Actions Bar from CFS and Arrest tasks

The Masters

Accessing Master Information

- During Data Entry
- Access Master Information from Data Entry sections
 - Click the  icon to access the master name record.
 - Click the  icon to access the master organization record.
 - Click the  icon to access the master property/gun record.
 - Click the  icon to access the master vehicle record.
 - Click the  icon to access the master location/address record.
- A section may include more than 1 master icon. *Example: a vehicle section may have a master vehicle icon, and a master name icon (for the owner of the vehicle).*
- Access Masters using the Quick Search tool
- Click the Master number hyperlink in Person results

Working with Master Records

1. Image
2. Navigation Menu
 - a. Add/Edit/Delete functions based on permissions
 - b. Masters: Details, Attachments, Notes
 - c. Associations: Aliases, Known Associates, Keep Separates, Nearest Relatives
 - d. Organizations: Gang Affiliations, Employer Information
 - e. Locations (*view only*): Address History
3. Header
4. Alerts (*Always display on top of form*)
5. Overview
6. Form displays information based on the selected page from the Navigation Menu

Master Record Details

- Display image in upper left corner, if attached
- Blue Highlighter Bar indicates the current page being viewed in the section
- Header displays the name of the master record a master index number.
- Top of form always displays active alerts
- Overview displays under the alerts area when on Details page
- Use Navigation menu (left panel) to access different sections/pages of the master record.
 - Masters
 - Details – contains details and associations for master record, including any agency defined custom fields.
 - Attachments – view all available attachments for record (300 MB per attachment)
 - Notes
 - Engagement
 - Involvements – displays all modules this record has been involved with
 - Timelines – displays summary reports linked to the master record
 - Associations
 - People
 - Organizations
 - Location
 - Property
 - Vehicles
- Use the   icons to expand/collapse section details.
- Use the  icon to modify master record information (*Master Access permission for Modify must be granted to the user's role*).
 - Note: Add/Edit/Delete functions are controlled by the “Masters Access” role permission.

Master Name Details and Associations

- Overview
- Details
- Contact Information
- Appearance Information
- NCIC Fingerprints
- Custom Fields
- Aliases
- Jail Contacts
- Keep Separates
- Known Associates
- Nearest Relative
- Gang Affiliations
- Employer
- Address History

Master Organization Details and Associations

- Overview
- Contact Information
- Custom Fields
- Known Associates
- Aliases
- Address History

Master Location / Address Details and Associations

- Overview
- Details
- Agency Information (Beat and Grid)
- Custom Fields
- Address History

Master Property Details and Associations

- Overview
- Details
- Status
- ID Numbers
- Custom fields
- Address History

Master Vehicle Details and Associations

- Overview
- Details
- Registration
- Custom Fields
- Vehicle Owner (Person or Organization)
- Address History

Master Name Alerts

- Add , Edit , Delete  Associated Information for Master Alerts
 - User must be assigned to a role containing permissions to “Master Alerts’ and “Masters Access”
- Alert Title – values displayed setup in Masters Configuration > Alerts Configuration
- Alert Color
- Alert Expiration Date
- Alert Description
 - Alert Color and Description Narrative can be configured with default information

- Warrant/Civil Alerts are system generated
-

Manually Creating New Master Records

- Master form record displays for entry mode
 - Overview information for each Master Record Type
 - Navigation Menu for Attachments, Notes, Associations
- Master Location Details and Associations
- Master Organization Details and Associations
- Master Property Details and Associations
- Master Vehicle Details and Associations

Printing Master Information

- Print icon from Master Record
 - Access to print controlled by Masters "Print" role permission

Print/Do Not Print Labels for fields

- Select All or Check Items to Print

Merging Masters

- Merge Management from Slide Out Menu
 - Agency Permission > Masters Administration option enabled
 - Masters Permission for Merge or Un-Merge granted
- Search Master Record
 - Person
 - Organization
 - Location
 - Merge History
 - Link History
- Search results found on "Exact" and "Contains" for most parameters (*exact will display in the top of the Master Search List*)
- Master # column hyperlink accesses the associated master record information (*will not be a hyperlink if the record has been merged*)
- Print Results List

- Merge/Link Target (**To checkbox**: the target record that will contain all the data)
- Merge/Link Source (**From radio button**: these are the source records that are being merged)
 - Sources will be merged into (or linked to) the target. When merging, the sources will be removed, and the target will be the record retained with the related involvement of all.
- Merge/Link Item Indicator

- Note: linked records can be viewed from the Link History page
- Unmerge/Unlink Item – select the target item to unlink or unmerge from the list

Property and Evidence

Property Intake

- Available from Arrest, Custody, Citation, Crash, Field Interview, Incident, Other Event.
 - Data entered into Vehicle, Property, Gun, Drug Sections
 - Include “Relationship To Evidence” to associate names with items.
 - Add “Evidence Item Number” if using pre-printed labels.
 - Single or Multi select Hold Reason for the items
 - If items entered solely for Evidence, DO NOT enter a related offense (triggers validation)
 - Single or Multi select (Bulk) items for Intake
 - **Note:** Items already assigned to a location (storage) will be locked
- Assign Evidence Items to Initial Location (e.g. temp lockers)
- Electronic signature (optional) of officer signing item(s) to location.
- Print Evidence Labels from Action Bar
- Modify Evidence Location Assignment via Property Intake from the Data Entry screen
- Add Evidence Item (without report) from Menu tab, Property and Evidence section.

Evidence Queue

- Available from Queue Manager to add to Landing Page
 - **Note:** Evidence Management permissions must be set to View
- List all Evidence Items in system created by any user
- Filter by Flags (Safekeeping, Found Property, Out to Court, etc.)
- Evidence Item Columns available for filtering
- Click the Evidence Number hyperlink to open an Evidence Item detail record
 - View Chain of Custody
 - View Associated Signatures
 - Reprint Evidence Receipt
 - View Associated Cases
 - View Related Contacts
 - Print the barcode label
 - Delete item record from the Action Bar (requires evidence delete rights)
- Click the Case Number hyperlink (blue) to access the Case Synopsis screen

- **Note:** Cases that are not part of the Inform RMS system are not available as a hyperlink and display in the Associated Cases column
- Do not remove
 - Available from the Evidence Queue or the Evidence Tracker

Expungement

Expunge Records

- Expungement on Slide out Menu (Expunge Agency Permission in Role Management required)
 - Expungement Log-in
 - Expunge Records
- Enter the Case Number or the Report Number and press search
 - Select Agency if multi-jurisdictional
 - Search by Case List of all reports associated to the case
 - Search by Report lists summary, initial and supplement reports
 - Reason for the expungement
 - Check what should be expunged
 - Names should have a selected involvement type
 - Offenses have to be associated to a person to be expunged
 - Attachments are hyperlink allowing you to review it
 - Narratives have a link to expand
 - - Enter Text, Find
 - Replace
 - Replace All
 - Undo
 - Reset
 - **Note: MANUALLY** review/edit narratives and memo fields during the expungement. Narratives/memo fields are not automatically modified or deleted.
 - A confirmation message

Print Expungement

- Print Expungement from slide out
- Multiple Agency ORI Expungement
- Search by Case/Report or Expungement Date Range
 - Search Results
 - Action Bar
 - Return to Results Page (previous screen)

Report Redaction

Redact Information from Report

- Report Redaction icon and Redacted Reports list are only accessible to user roles granted "Redaction Permission".



- Available from all reports – Incident, Supplements, Summary (TriTech default, Output Designer, State Forms)
 - Manually Redact Text (highlight)
 - Find (search) and Redact
 - Find (search) and Redact All
 - Redact Attachment (highlight image)
 - Undo last action
 - Reset to return form to initial state
 - Print
 - Notify – manual email notification (if setup in Configuration and User Management)
 - Exit (return to data entry page)
- Previously Redacted Reports List
- **Note:** for redacted information to print blacked-out, background graphics/images must be enabled before printing or redacted information prints #####

Reporting

- Generate custom reports that can be printed, saved and exported.
- Full data model so all fields available for the supported modules – including custom fields
- SQL views exposing RMS (Web UI) data consistent within the UI product
 - User must have "Access to Reporting" permission and "Reporting" module permissions to record types on their associated role to access this functionality.

Creating a Report

- Access for Slide Out Menu (Menu > Records Group > Reporting)
- Select a module for the type of report you wish to create.
- Select a level to include either Officer Reports or Summary Reports (initial and supplemental reports that have completed workflow)
 - Title of the report updates based on selections made.

Report Styles (Selection)

- Report List
- Statistical Counts
- Counts Over Time
- Note: if selected level is Officer Reports, option to check to include supplements

Report Parameters

- Date Range – click in field to enter or user calendar to select (defaults to 30 days prior to current date)
- Select Agency(s)
- Filter results by selected Template
- Filter results by One or more selected officer (excludes CFS module)
- Filter results by module type
- View SQL Query hyperlink
- Click **Refresh** to display results.

Advanced Report Parameters

- Filter any field in the module
- User “And” or “Or” Operators to group conditions
- Add New Condition  or click [Add New Condition] hyperlink displays a list of section/sub-sections available.
- Add Group Conditions  to filter for any, all, none, or not all listed in groups
- Modify conditions by clicking the hyperlinks
- Toggle conditions on/off .
- Delete conditions 
- You must click **Refresh** to update the results after modifying any advanced parameters.

Column Selections

Expression	Title
Summary Hyperlink	Number
Summary CaseNumber	Case Number
Event startDate	Start Date
Summary Discriminator	Module

[\[Add new column\]](#)

- Add a Custom Title
- [\[Add a new column\]](#) hyperlink
- Modify a column by clicking on the section/field hyperlink
- toggles to an aggregate column (specify Count or Distinct Count)
- removes the column
- You must click **Refresh** to update the results after modifying any columns.

Results Display

- Number hyperlinks access the report record
- Click column header to sort by selected column
- Export report data results to CSV file
- Chart style Visualization options to display breakdown of results
 - Pie Chart
 - Bar Chart
 - Line Chart
- Export Chart
- Menu/Lists options vary by style of report
 - **List Style reports** – menu to select number of results to show per page for
 - **Statistical Counts Style reports** – list by and group by options for determining how the rows display in the table view (column or sub-rows)
 - **Counts Over Time** – List by and group by are time related.

- Restrictions applied to a report, case or section will not display in the results section for any users that do not have access to the view the associated restriction label.

Printing Reports

- Include Advanced Parameters
- Print Table, Chart, or Both

Saving Reports

- My Reports (only available to you) or Shared Reports
- Name of Report
- Option to Overwrite if report name exists
 - Multiple reports can have the same name if designated differently (My Reports and Shared).

Opening Saved Reports

- Access Reporting from Slide Out Menu and Select Report Type
- Open the Report Type Parameters section
 - Previously Saved Reports list for type of module selected
 - Selecting “All Module” does not display all module types – only the reports saved with ‘All Modules’ in the fields.
 - Toggle list between My Reports and Shared Reports
 - Search for report – uses “Starts With” based on text entered in search field.
 - Only top 100 reports display
 - Open Hyperlink for selected report
 - Save to update the existing report
 - Save As to create a copy of the report
 - Trashcan icon deletes the report
- Print/Do Not Print Labels for fields
- Select All or Check Items to Print

State Reporting

RMS Classic NIBRS (NIBRS State Reporting RMS Client UI Only)

- To prepare the monthly NIBRS Report for submission to the State, log into RMS Client UI.
- The user will select the State Reporting sub-menu located on the Main menu and select IBASE.
- Complete the appropriate fields, Data Range, and Path to export the file to.
- During this process, you will also complete an additional Validation process of the Reports by either selecting “During Validation” or “After Validation”. *This file is a flat file that is generated and submitted to the State for NIBRS. It is not recommended that this file be opened in its original state, it should be copied and opened in a text document for viewing purposes.*

RMS Classic UCR (UCR State Reporting RMS Client UI Only)

- To prepare the monthly UCR Reports for submission to the State, log into RMS Client UI.
- The user will select the State Reporting sub-menu located on the Main menu, then select UCR Reports.
- The UCR Reports window will then display.
- Highlight the type of report(s) that you wish to generate, enter the jurisdiction, the Start Date and End Date.
- Select the Execute button to generate the reports in a preview.
- The reports will be presented as a preview, you may then select to print the report(s). The Monthly Summary reports will then be generated and printed from the Reports button in the top menu options, or from the Main menu, Reporting sub-menu and Reporting.
- The Monthly Summary report can be generated by highlighting the report name and either selecting from the File menu to preview the report or by double-clicking the report name. Enter the jurisdiction, month, and year of the report to be printed.

RMS Web NIBRS

Note: Currently only available for the following states: Arizona, Colorado, Minnesota, New York, North Carolina, & Texas

- To access State Reporting, select from the left slide out menu, Records Group and then State Reporting.
- Select the Agency for which you want to generate a report for and then enter the Month and Year of the report.

- You will also have the option to select to search for Cases with Errors Only, if this is desired select the checkbox. Cases with validation errors will display the yellow error message icon. You will be able to select on the Case Number hyperlink to open the Case synopsis record to resolve the validation errors.
- When all validation errors have been cleared, select the Generate Submission File. Once the State submission file has been generated, select on the Search Submissions tab to download the file. The file can be submitted to the appropriate state by following the agency's file submission guidelines.

RMS Web UCR

Note: Currently only available for the following states: Texas and Arizona

- To access State Reporting, select from the left slide out menu, Records Group and then State Reporting.
- Select the UCR Reports tab, select the Agency for which you want to generate a report for and then enter the Month and Year of the report.
- Select each of the reports to be generated and select the Generate Reports button.
- Once the State submission file has been generated, select the Search Submissions tab to download the file. The file can be submitted to the appropriate state by following the agency's file submission guidelines.

Integration

Inform CAD

- A New Report may also be created from the Task Tab within the In-Progress queue if Auto-Assign CFS Pending Report Task set in Configuration Management for the Agency.

Enhanced (In-Line) NCIC Transactions (*if purchased*)

- Submit NCIC queries (Person, Vehicle, Gun, Property) directly from the Data Entry form
- Non-inquiry entry/modify options allowed for users with full permission (Acknowledgement, Admin, Cancellation, Clear, Entry, Locate, Modification, Response)
- Data automatically populated based on values entered into Data Entry form
- Responses Viewed in Message Panel

- Configuration and Role Permissions Required.

Submitting Multiple NCIC Transactions

- NCIC Button accessed from RMS Slide Out Menu
- Transactions grouped by category (Person, Vehicle, Gun, Admin/Other, Article) and sub-category (Query or Entry/Modify)
 - There can only be one category and one sub-category displayed at a time.
 - Transactions displaying a green check mark will be submitted – click the transaction box to select/de-select.
- Enter parameters for query, including required fields which are highlighted orange.
- Submit, Reset, Cancel

TIPS (TriTech’s Imaging for Public Safety) *(if purchased)*

- Imaging Functions available from person/names sections within Data Entry: Take Image, Add to Queue, Create Lineup, Image Reports
- Create Lineups from Master Name Records
- Access the Image Queue from the Slide Out Menu



- Camera Icon on Header of a Person/Name Section.

Inform Jail 5 *(if applicable)*

- Automatically generate an Inform 5 confinement record from an existing arrest/custody record in Inform RMS Web.
- Data Fields transferred to incoming booking queue.
 - Mandatory fields: Booking Facility, Arrest Type, Arrest Location (Address)
 - Record Number (Case, Report)
 - Charge Information
 - Arrestee Information
 - Officer Information (Arresting, Reporting, Transporting)
 - Attachments designated as “Mug front” in the type field.

Addendum: Inform RMS Web Training Scenarios

Warrant Entry/Cancellation

- Investigator turns in a warrant on a subject for Homicide. Using the Warrant module, enter the warrant information.
- Patrol unit is dispatched to a Burglary in Progress at a residence. Upon arriving at the scene officers apprehend a subject inside the residence. Upon running a wanted check, the officer finds the subject is wanted on a warrant out of your agency. Dispatch calls Records to confirm the warrant. Records confirms the warrant and cancels the warrant from the system.

Arrest Approval

- Officers arrest subject for Burglary and transports subject to jail. Officer completes the Arrest template and submits it to workflow. The Supervisor approves the arrest. The final approval is by Records staff. From the Approval Queue, the Records Clerk searches for the report, reviews the report, and Approves it.

Incident Reject/Approval

- Officer completes an Incident report on the Burglary. The report is submitted to workflow and approved by the Supervisor. The final approval is by Records staff. From the Approval Queue, the Records Clerk searches for the report, reviews the report, and rejects it back to the Officer with a Comment explaining the reason for rejecting the report.
- Backup Officer completes a Supplemental Report on the Burglary. The report is submitted to workflow and approved by the Supervisor. The final approval is by Records staff. From the Approval Queue, the Records Clerk searches for the report, reviews the report, and Approves it.
- In searching for the Supplemental Report in the Approval Queue, the Records Clerk notices the Incident previously rejected had been corrected by the Officer. The Records Clerk reviews the report, creates a Notification for the Detective Unit, and Approves it.

Quick Searches

- Officers arrest a subject for Burglary and transports subject to jail. Officer completes the Arrest template and submits it to workflow. The Supervisor approves the arrest. Records receives a call from a family member wanting to know if the subject was arrested. From Quick Search, the Records Clerk runs a query on the subject's name and finds the arrest.

- Records Clerk receives a call from a citizen inquiring about the status of the vehicle they had reported stolen the day before. Using Quick Search, the Records Clerk queries the license plate of the vehicle, sees the Stolen Vehicle report, clicks on the link to the report, and reviews the report for any updates.

Report Query

- Command staff requests a report wanting the number of burglaries in a particular jurisdiction for a designated month. Create this report using the report writing tool.
- Command staff requests a report wanting the number of robberies in a particular jurisdiction for a 3-month period. Create the report using the report writing tool.

Data Entry Validation

Homicide

- Officers respond to a call in an alley for the “sounds of gunshots.” Once on the scene, they discover a white male, in his thirties, deceased due to multiple gunshot wounds to the head and body. Witnesses report observing an argument between the decedent and an unknown white female, 20-25 years old, immediately prior to the gunshots. Both parties appeared to be drunk.

Victim #1: W/M/03/01/1987/Non-Hispanic/Resident

Offender #1: W/F/20-25/Hispanic/Resident

- **Arrest**
Follow-up investigation of the homicide lead detectives to white female suspect who was live-in girlfriend of victim. After the issuance of a warrant, suspect was arrested on March 21, 2017 at 2130.

Arrestee #1: W/F/5/13/1993/H/R

Residential Burglary

- The homeowner of (local address) returned from a two-week vacation and discovered that his home has been burglarized. Entry was gained by cutting a hole in a sliding glass door and releasing the lock. One bottle of wine was consumed. The owner had previously participated in Operation I.D. and had engraved his social security number on the television, sound dock, and bicycle. The owner left on March 4, 2017 at 0700 and returned on March 18, 2017.

Victim #1: W/M/02/26/1974/Resident/Non-Hispanic

Offender #1: Unknown

The following items were stolen:
3 bottles of Wine (\$30)
Sony DVD Play (\$50)
Set of Encyclopedia Books (\$1200)
Schwinn 26" bicycle (\$300)
Sony TV (\$600)
60 Tablets of Valium (\$10)
\$65 in US Currency
IPlay Sound Dock (\$150)
Rolex Watch (\$7500)
Checkbook containing 20 checks
.45 Caliber Glock (\$450)
MacBook (\$1500)

Stolen Vehicle

- Three automobiles are stolen from the lot of a used car dealership located at (local address). The automobiles are valued at \$10,000, \$9500 and \$8000 dollars respectively. Also stolen was a snowmobile valued at \$2000. The automobiles and snowmobile were stolen between the hours of 2100-0830 on March 10-11, 2017.

Victim #1: Dealership

Offender #1: Unknown

Supplement

One automobile was recovered on March 15, 2017, by the reporting officers. This automobile was valued at \$8000 dollars.

Theft from Motor Vehicle

- On March 6, 2017, at approximately 0845 hours, officers respond to (local address) for a report of a larceny from vehicle. While at the scene, they are approached by two other victims also complaining of car radios being stolen from their vehicles. Investigation disclosed that these thefts took place between the hours of 0200-0800 within a two-block area. The radios are valued at \$100 each.

Victim #1: W/M/25/Resident/Non-Hispanic

Victim #2: B/M/45/Resident/Non-Hispanic

Victim #3: B/F/34/Resident/Hispanic

Offender #1: Unknown

Robbery

- A tourist charter bus, carrying a driver and five passengers is held up while

stopped at a traffic light in the 500 Blk (Local Street) by three drunken white males. Two were in their late teens, the leader slightly older in appearance. The males are armed with a shotgun, rifle, and Tec-9 automatic pistol. The bus driver, Victim 1, recognizes the second offender as the 22-year-old son of a neighbor. None of the other passengers recognized the offenders.

Stolen in the robbery were personal belongings consisting of:

3 watches (\$450)
Fur coat (\$750)
4 purses (\$40)
U.S. Currency (\$350)
Samsung Galaxy Note 5 (\$600)

Victim #1: W/F 34/Driver/Resident/Non-Hispanic
Victim #2: W/M 24/Resident/Non-Hispanic
Victim #3: B/F 55/Non-resident/Non-Hispanic
Victim #4: W/F 16/Non-resident/Non-Hispanic

Victim #5: B/F 34/Non-resident/Non-Hispanic
Victim #6: B/F 19/Non-resident/Non-Hispanic

Offender #1: Unknown/W/M/18-22 (Leader)
Offender #2: Unknown/W/M/17-19
Offender #3: Unknown/W/M/16-17

Drug Investigation Case

- Undercover officers, over a three-month period, have made several heroin and cocaine purchases from three investigative targets who operate in an open-air drug market in the 1400 Blk of (local street). During that period, no arrests have been made due to the continuing nature of the investigation. Purchased during the operation were 30 grams of cocaine and 25 grams of heroin. A confidential informant has supplied information that a laptop is being used to store records pertaining to the operation. The investigation has determined which house the drugs are stored in and distributed from and, that a 2012 Nissan Pathfinder is used to transport the drugs. A search warrant is obtained and served on March 9, 2017, at 0500 hours.

Seized property:

Pharmaceutical scales (\$100)
1000 small glassine envelopes (\$50)
100 hypodermic syringes (\$100)
9mm Glock handgun (\$600)
Sawed-off Mossberg 12-gauge shotgun (\$200)
40 grams of cocaine
25 grams of heroin

1000 tablets of unknown origin
Dell laptop (\$1500)
2011 Nissan Pathfinder (\$18,000)
House (\$95,000)
(Assume that the seized weapons violate local weapon possession laws.)

Victim: Society

Arrestee #1: W/M/10/10/1970/Resident/Non-Hispanic
Arrestee #2: B/M/01/01/1971/Resident/Non-Hispanic
Arrestee #3: B/M/05/20/1965 /Resident/Non-Hispanic
(All were unarmed at the time of arrest and charged with all offenses)

Theft

- Two Hispanic juvenile males enter a convenience store at (local address) and steal a six pack of beer (\$8.00). They are caught just outside the door by a customer and held for the arrival of the police. The six pack was recovered and returned to the store owner. The juveniles are taken to the police station where they are warned and turned over to their parents.

Victim #1: Store
Offender #1: W/M/16/Resident/Hispanic
Offender #2: W/M/15/Resident/Hispanic

DUI/Arrest

- At a roadside sobriety checkpoint in the (local address), an individual is arrested for Driving Under the Influence. A search of the arrestee results in the seizure of 10 grams of crack cocaine. The arrest took place on March 10, 2017 at 0200 hours and the suspect was booked into the county jail.

Victim #1: Society
Arrestee #1: W/M/01/01/1969/Resident/Non-Hispanic

Credit Card Theft

- At (name) Airport, a Lincoln Town Car is rented from National Car Rental for a week. A credit card is tendered for payment. A week later the vehicle has not been returned. The rental car company checks with the credit card issuer and is informed that the card has been reported stolen. The rental agent does not have specific memory of the transaction. The vehicle was rented on March 11, 2017, at 1400 hours. The vehicle is valued at \$37,000 dollars.

Victim 1: National Car Rental
Offender #1: W/M/3

Robbery/Officer Involved Shooting

- White male, age 24, walks into a liquor store at (local address), displays a handgun and announces a hold-up. He obtains \$300 in currency from the owner. A passing police officer observes the robbery and confronts the robber as the suspect exits the store. The police officer and suspect exchange gunfire. The police officer is shot and suffer major injuries. The suspect is killed by the police officer. The owner of the store is a 50-year-old black male.

Victim #1: Business

Victim #2: B/M/50/Resident/Non-Hispanic

Victim #3: Police Officer/B/F/27/Resident/Non-Hispanic

Offender #1: W/M/24/Non-Hispanic/Non-Resident

Offender #2: Police Officer/B/F/27/Resident/Non-Hispanic

Property Loss: \$300 in cash

IN-CUSTODY PROCESSING AND TRANSCRIPTION

TRANSCRIPTION/ DATA ENTRY & LOG INS	INITIALS AND DATE		
	(Trainer)	(Trainee)	(Trainer)
	Task/Material Demonstrated by Trainer	Knowledge/ Ability Demonstrated by Trainee	Proficiency Achieved
How to obtain the necessary documentation			
<ul style="list-style-type: none"> • Raps 			
<ul style="list-style-type: none"> • Court Calendars 			
<ul style="list-style-type: none"> • Run CNI Name Inquiry 			
<ul style="list-style-type: none"> • Call Card 			
Transcribing			
<ul style="list-style-type: none"> • Correct Format 			
<ul style="list-style-type: none"> • Accuracy (proof read CENTRAL SQUARE) 			
<ul style="list-style-type: none"> • Punctuation & Grammar 			
Data Entry			
<ul style="list-style-type: none"> • Accuracy 			
<ul style="list-style-type: none"> • 8715 or 8716 			
Log Ins			
<ul style="list-style-type: none"> • Accuracy 			
Copies			

• Proper Distribution			
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IN-CUSTODY PROCESSING AND TRANSCRIPTION

An in-custody is a person who was arrested and remains in a detention center (West Valley Detention Center, San Bernardino Central Jail, Glen Helen, Adelanto or Juvenile Hall). Once a person is arrested, they can be “held” for 48 hours before charges must be filed. If charges are not filed in that time frame, the suspect will be released.

A court calendar must be run from JIMSNet, also known as CNI, to find out which suspects remain in-custody. Run the present day’s calendar to ensure that all of the cases for the names appearing on the calendar have been submitted to the court runner who delivers these cases to the District Attorney’s office by 9:00 each morning (Monday – Friday). For further information refer to the overview of the criminal justice system. Run the next day’s calendar to see what cases need to be processed. Double click on the JimsNet icon on your desktop. It can also be accessed by double clicking on the internet icon from your desk top. To log on, you will need the following information:

- Your user ID
- Your password
- The requester ID
- Either click OK

The following screen will appear.

Click “**Court**” and then “**Calendars**” which is located on the left hand side of the screen. Under Calendar Request enter “**Name**” in the “Calendar” field, enter “**34**” in the “Facility” field, enter in the “Court” field, enter the “**Date**” of the calendar you wish to run in the “Date” field, and then mark the “**Print**” field. Hit “**Submit**” located at the bottom of the screen.

You must also run the calendar for the San Bernardino Central Jail (30), Glen Helen (32), and Adelanto (37). Follow the above directions only changing “**30**”, “**32**”, “**37**” in the “**Facility**” field. It is important to run the court calendar for each court a couple of times throughout the day to determine if anyone has been added or deleted.

If an officer books a juvenile at the West Valley Juvenile Hall facility, these cases are **not** requested by juvenile intake. It is **our responsibility** to make sure these cases are found and submitted to the Juvenile District Attorney’s office within twenty-four hours of the juvenile’s

arrest. Look through the cases that you pull from the in-custody tray, read the watch commanders log and call West Valley Juvenile Hall Intake to see if they are holding any juveniles arrested by FPD officers pending court.

Print the court calendar and find the case number associated with the name. Pull the cases from the in-custody tray to see if any of them match up to the names on the calendar. Now locate the numbers for the remaining names on the calendar. Open the TRITECH/Inform RMS Home screen and locate the case by the case number in the "Quick Search Box".

You can also search for the case by the arrestees last name from the court calendar. You can also hit enter in the "Quick Search field" and enter the information by Case/Report number or person.

Once you have found the case number and have determined who the officer is, look in his/her assigned department for the missing paperwork (CHP 180, supplemental reports, etc.) needed to complete the processing. Look in Patrol, Investigations, Traffic, and MET. If the booking application is not included with the (green) Inspection Sheet and attachments provided by the officer, look downstairs in Patrol as the jailers continually put the booking applications in the tray each time they transport an arrestee to West Valley Detention Center. If you are unable to locate the paperwork after looking in these different departments, see if the officer is working by using the Web Query. If he/she is working, contact them through their computer in their car. See below directions to see if the officer is currently on duty and how to send a message to the officer's unit:

To find the officer's unit number, follow the below directions:

- Go to Web Query
- Click on the "Cad" tab
- Click on the "Current Cad Activity" tab
- Click on the "On Duty Units Logged On" tab

A list of the officer's unit ID numbers will appear. Find the unit ID that matches to the officer's name and then send the message.

If the officer is not currently working, look in Telestaff to see when he/she is scheduled to work next. To access Telestaff, double click on the Telestaff icon from your desktop. Enter the ID number (which is your employee number), enter your password, and then hit sign in.

Fontana Police Department

Your work schedule will appear on the screen first. Click on the top icon called roster and the below will appear.

On the top left, you will see today's date and listed below are the individual names of officers and times. You will also see Team 1, Team 3, etc.

If you click on the officers name, a calendar should be an option.

Click on the calendar and it will show the officers work calendar for the month.

If the officer is not scheduled to work today, notify a supervisor and get their assistance in locating the paperwork for the case. A phone call to the officer's home may need to be placed and this should be done by a supervisor.

The Narcotic unit's secretary processes all in-custody narcotic officer reports. If it is not possible for the secretary to process these reports due to her work schedule, it then becomes the responsibility of the Records Specialist assigned to in-custodies.

The cases that do not match up to the names on the calendar were once in-custody cases where the suspects have since bailed out of jail. These cases will now become log-ins. These cases are processed as a secondary priority after all in-custody cases have been completed.

The next step is to run raps on all arrestees and suspects listed in the case. This will be done through the RMS function window. Type "RAPS" on the gray screen and hit enter. A mask will appear.

The following response will return as a message, providing the CII number to run the criminal history record for this individual:

Once the individual's CII number has been obtained, complete the below mask as follow.

The raps will then return as a message. Print them out, stamp them with the confidential stamp, and then attach them to the case.

Please note that personal identification information can be obtained from the rap sheet. This information (tattoos, AKA's, additional birth dates, additional social security numbers, etc.) must be entered into CENTRAL SQUARE. This information is extremely helpful in determining the identity of a person should an officer have future contacts with this individual.

Run the suspect's name through JIMSNet, also known as CNI, to obtain their previous arrest history. On the JIMSNet screen, click "**Intake**" and "**CNI Inquiry Request**" located on the left side of the screen. Type the suspect's **Last** name, **First** name, date of birth (**DOB**), and then hit **Search**.

Print this information and attach it to the case. Again, please note the additional personal information that appears in this report (tattoos, AKA's, etc.). Any additional information must be entered into CENTRAL SQUARE.

A copy of the call card generated from dispatch is also required in all cases submitted to the District Attorney. To print the call card from CAD, click on the Web Query from the Tiburon Menu. Click the CAD tab and then on the CAD History Queries tab. A drop down menu will appear. Select Incident history query. In the DR box type in the case number and then hit send. The number must be nine characters with "DR" preceding the number (example: DR060012345). The call card will then appear on the screen. Print it out and attach it to the case. See below print screen:

If an officer mentions another report(s) in his/her narrative relating to the report you are processing, you must request that report(s) from the other agency and include it with your report when submitting it to the District Attorney, Defense Attorney and Court. If you do not receive the report in time to meet the deadline the case is needed by the District Attorney's office, include the faxed request and confirmation receipt with the copies to show that it was requested.

The 8715 is required on all adult arrests and can be accessed through the FPD Intranet (see attachment). This form is a records template under "Records Forms". The information needed to complete this form can be obtained from the booking application and raps. Complete the form and print out two copies. One will be forwarded to the District Attorney's office and the other will stay with the case. An 8716 is required on all juvenile arrests going to Juvenile Hall (see attachment). This is a preprinted (triplicate) form that you can handwrite or type. If you choose to handwrite the form, make sure that it is legible. Complete the fields in section "A" only. The complete original form will be forwarded to the Juvenile District Attorney and a photocopy is kept with the case.

Once these documents are printed, complete the data entry process into CENTRAL SQUARE. Please review the CENTRAL SQUARE User Guide for instructions on how to enter the case in CENTRAL SQUARE. If there are any supplemental reports, it is important that the supp matching process is completed. This is the only way to transfer the information entered on the supplemental report to RMS. See the CENTRAL SQUARE Supplemental Data Transfer section of this manual for instructions.

Once the data processing and Case Management have been completed, the case must be put into the following stacking order and then submitted to the reviewing supervisor (corporal or sergeant) for approval:

The CENTRAL SQUARE entry will remain in a draft form until the reviewing supervisor has approved the case.

Once the case is returned and the supervisor approves it in CENTRAL SQUARE and/or the (green) Inspection Sheet, approve in CENTRAL SQUARE.

To finalize the in-custody process, copies must be made. Refer to the copy section of this manual for instructions. Mark the (green) Inspection sheet with the number of copies you have made for the agency or department that they were made for. Once the copies are made, scan the case into Laserfiche. Refer to the Scanning section of the manual.

COPIES

COPIES	INITIALS AND DATE		
	(Trainer)	(Trainee)	(Trainer)
	Task/Material Demonstrated by Trainer	Knowledge/ Ability Demonstrated by Trainee	Proficiency Achieved
DISTRIBUTION/PACKAGING			
<ul style="list-style-type: none"> • District Attorney 			
<ul style="list-style-type: none"> • Court 			
<ul style="list-style-type: none"> • Youth Accountability 			
<ul style="list-style-type: none"> • Traffic Court 			
<ul style="list-style-type: none"> • Juvenile Hall 			
PC 964 Advisal			
<ul style="list-style-type: none"> • What information can be released and to who 			
PUBLIC RECORDS ACT			
<ul style="list-style-type: none"> • What information can be released and to who 			
ROUTING PROCESS			

• Training Sergeant			
• Investigations			
• Crime Analysis			
PROCESSING			
• Child Protective Services			
• Fatal Traffic Collision Reports			
• Long form review cases			
• FPD 041 confidentiality reports			

COPIES

PENAL CODE 964 ADVISAL

PC 964 prohibits the release of “confidential information” regarding any victims, witnesses, reporting parties, registered owners or involved parties, other than their names. The following information should **NOT** appear on the face page or in the narrative of the report: Victim, Witness, Reporting Party, Registered Owner or Involved Party addresses, telephone numbers, driver’s license or identification numbers, social security numbers, dates of birth, places of employment, employee identification numbers, mother’s maiden names, bank account numbers or credit card numbers. This information should **only** appear on the confidential page of the report.

DISTRICT ATTORNEY – (DELIVERED VIA THE CORT LIASON OFFICER)

WHAT TO SEND:

1. Send everything except the (green) Inspection Sheets and Press Releases.
2. Send 8715 (arrestees only), which is required for reportable offenses.
3. If the case includes the (green) FPD 041 confidentiality form, the District Attorney will get a non-redacted copy of the entire case. The defense attorney(s) copy needs to be redacted of all references to the victim's name from the entire report (including the confidentiality form). The court copy is redacted further in that all personal information of Involved Party(s), Witness(s), etc. is removed from the report. Only their names should remain in the report.
4. Redact the court copy per the above PC 964 advisal. Make sure all personal information (except for their names) for all parties other than suspects or arrestees get redacted from the report.
5. If an officer references another report in his/her narrative, make sure to obtain a copy of that report and include it with your copies.
6. Send fatal traffic collision cases with suspect information if requested by the reviewing supervisor.
7. Send Domestic Violence cases PC 243(e)(1) for long form review (three copies). Make sure raps, CNI and the call card are included with the report.
8. Send any other report that is marked on the Inspection Sheet or the CENTRAL SQUARE Routing Tab by the reviewing supervisor.
9. Remember to stamp all external printouts from CLETS (raps, DMV, CDL, etc.) with the confidential stamp. This stamp reads :

CONFIDENTIAL
FOR LAW ENFORCEMENT
PURPOSES ONLY

HOW MANY TO SEND:

1. For in-custody and/or cite released cases, send three (3) copies for the first defendant and one (1) additional copy for each additional defendant.
2. For out-of-custody cases (long form) send three (3) copies. Highlight the suspect's name on the first page. On the second page, highlight the suspect's name, address (including the zip code), and date of birth. Remember that the District Attorney will not accept cases that do not include the suspect's complete address (including the zip code) and date of birth. You will need to contact the officer for this information if it was not included in the report. If the suspect's driver's license number has been included in the report, run the license number through CLETS to obtain the last known address. You can then enter this information into the report (CENTRAL SQUARE) and the District Attorney will now accept the report.

DISTRICT ATTORNEY REAL ESTATE FRAUD UNIT – (DELIVERED VIA US MAIL 412 W. HOSPITALITY LN., SUITE 301, SAN BERNARDINO, 92415-0023

WHAT TO SEND:

1. Send everything except the (green) Inspection Sheets and Press Releases.
2. Send 8715 (arrestees only), which is required for reportable offenses.

DISTRICT ATTORNEY – CHILD ABDUCTION UNIT (DELIVERED VIA U.S. MAIL TO 412 W. HOSPITALITY LN., 3RD FLOOR, SAN BERNARDINO, CA 92415)

WHAT TO SEND:

1. Send everything except (green) Inspection Sheet and Press Releases on child abduction cases.

ADULT COURT – (DELIVERED VIA THE COURT LIASON OFFICER)

WHAT TO SEND:

1. Send everything except the (green) Inspection Sheets and Press Releases.
2. Send 8715 (arrestees only), which is required for reportable offenses. The District Attorney's copy and the Defense Attorney's copy are placed into manila envelopes stamped with the "District Attorney" and "Defense Attorney" stamps which are kept in the copy room. The 8715 will be placed into the District Attorney's envelope. The court copy will be redacted per the above PC 964 advisal and placed on top of the envelopes with the original citation stapled to the top of the front page.
3. Refer to the direct file listing provided by the court which shows which PC and VC violations are considered direct file cases.
4. Remember to stamp all external CLETS printouts (Raps, CDL, DMV, etc) with the confidential stamp.

HOW MANY TO SEND:

1. Send three (3) copies for the first defendant and one (1) additional copy for each additional defendant.

JUVENILE HALL (DELIVERED VIA FACSIMILE MACHINE)

WHAT TO SEND:

1. Send everything except the (green) Inspection Sheet and Press Releases.
2. Send the original 8716 which is required for each juvenile defendant and place it in the Juvenile District Attorney tray. Remember to keep a photocopy of the 8716 form for the original case.

YOUTH ACCOUNTABILITY COURT (QUICK DRAW) – (DELIVERED VIA JUVENILE DISTRICT ATTORNEY TRAY)

WHAT TO SEND:

1. Send original Juvenile Petition (remember to keep a photocopy for the original case). (Parent/Guardian WI 661 citation is required in addition to the juvenile citation). Send everything except the (green) Inspection Sheet and Press Releases.

HOW MANY TO SEND:

Send three (3) copies for each juvenile arrest. You do not need to redact the court copy. Make sure the original Juvenile Petition, the original juvenile citation and the original corresponding WI 661 parent/guardian citation are sent with the copies to the Juvenile District Attorney. Photocopies of these documents must be made for the original case.

JUVENILE TRAFFIC/INFORMAL COURT (DELIVERED VIA U.S. MAIL TO 8303 HAVEN AV, DEPT R-14, RANCHO CUCAMONGA, CA 91730

WHAT TO SEND

1. Send everything except the (green) Inspection Sheet and Press Releases. Make sure the original citation(s) is attached to the copy and forwarded to the court. Keep a photocopy of the citation for the original case. Remember an 8716 is not required for misdemeanor violations.

HOW MANY TO SEND:

1. Send one copy for each cited juvenile.

LAW ENFORCEMENT AGENCIES, PAROLE, PROBATION AND SIMILAR AGENCIES

WHAT TO SEND:

1. Face page and narrative
2. Arrest booking application
3. Probable Cause declaration
4. Disposition

WHAT NOT TO SEND:

1. Raps
2. Teletypes
3. Cases where a juvenile is involved (See supervisor)
4. Press Releases

SAN BERNARDINO COUNTY CORONER (DELIVER VIA U.S. MAIL TO 175 SOUTH LENA RD, SAN BERNARDINO, CA 92415)

WHAT TO SEND:

1. Send the face page and narrative for reports with a death involved, regardless of how the person died.

CPS (DELIVERED VIS U.S. MAIL TO CHILD PROTECTIVE SERVICES 412 W. HOSPITALITY LANE, SUITE 301, SAN BERNARDINO, CA 92415)

WHAT TO SEND:

1. Send face page, narrative and confidentiality form on cases where a juvenile has been named as the victim of either physical or sexual abuse.
2. Original Blue copy of the Child Abuse Investigation form (SS8583).

IMPORTANT NOTE:

1. All pages of the copies must be stamped with the CPS confidentiality stamp.

APS (DELIVERED VIA U.S. MAIL TO ADULT PROTECTIVE SERVICES, CENTRAL ASSESSMENT OFFICE 412 W. HOSPITALITY LN., SAN BERNARDINO, CA 92408)

WHAT TO SEND:

1. Send the face page, narrative and the elder abuse form on cases where a senior citizen has been named as the victim of physical, financial or sexual abuse.

FIELD SERVICES CAPTAIN (DELIVERED VIA ADMIN SECRETARY TRAY)

WHAT TO SEND:

1. Send 5150 Cases where guns were taken.
2. Send original pursuit forms.

CRIME ANALYST

WHAT TO SEND:

1. Send a message to Carynn or Matt on all robbery cases.

The analyst will then receive an email instructing them to review the case in CENTRAL SQUARE.

GANGS

WHAT TO SEND:

2. Notify Gangs of graffiti.

INVESTIGATIONS

WHAT TO SEND:

1. Route a message to "INV" on all cases where the approving supervisor has instructed copies to be forwarded to Investigations. The Investigations sergeant or detective will pull a copy of the case from Laserfiche if needed.
2. Missing Person cases and Located Person cases or teletypes are photocopied and placed in the Investigations tray.

SANCATT (DELIVERED VIA THE IN THE SANCATT TRAY)

WHAT TO SEND:

1. Towed vehicles which are unable to be identified or which have their Vehicle Identification Numbers (VIN) removed or altered.

AOD – ASSIST OTHER DEPARTMENT (DELIVERED VIA U.S. MAIL TO THE APPROPRIATE LAW ENFORCEMENT AGENCY)

WHAT TO SEND:

1. Mail the original case and keep the copy for our records.

WHAT NOT TO SEND:

1. Do not run raps.
2. Do not send teletypes.

PUBLIC SERVICES (DELIVERED VIA INTER-DEPARTMENT MAIL ATTN: ARMONDO MARTINEZ)

WHAT TO SEND:

1. Send face page and narrative on any reports involving traffic collisions, thefts or vandalism of city property.

CALIFORNIA LOTTERY COMMISSIONER (DELIVERED VIA U.S. MAIL TO 1485 SPRUCE AVE, BLDG #1, SUITE A, RIVERSIDE, CA 92507)

WHAT TO SEND:

1. Send face page and narrative on cases involving theft of lottery tickets.

CAL-OSHA (DELIVERED VIA U.S. MAIL TO 464 W. 4TH ST, SUITE #332, SAN BERNARDINO, CA 92401)

WHAT TO SEND:

1. Send face page and narrative of cases involving industrial accidents.

SECRET SERVICE (DELIVERED VIA U.S. MAIL TO 3801 UNIVERSITY AV., SUITE 550, RIVERSIDE, CA 92501)

WHAT TO SEND:

1. Send CENTRAL SQUARE printouts and photographs of money

*** Counterfeit cases with no suspect information, forward copy of case to Property and they will forward it to the Secret Service***

SAN BERNARDINO ARSON INVESTIGATOR BOB MENDEZ (DELIVERED VIA U.S. MAIL TO 620 SOUTH "E" ST, SAN BERNARDINO, CA 92415)

WHAT TO SEND:

1. Send face page and narrative on cases involving arson.

DMV DRIVER SAFETY (DELIVERED VIA U.S. MAIL TO 1845 BUSINESS CENTER DRIVE, SUITE 212, SAN BERNARDINO, CA 92408)

WHAT TO SEND:

1. Send face page, narrative, and CHP 180 on all cases where a vehicle was used as a weapon.

CALIFORNIA HIGHWAY PATROL (DELIVERED VIA U.S. MAIL TO CHP – ATTN: PRODUCTION CONTROLS PO BOX 942898, SACRAMENTO, CA 94289)

WHAT TO SEND:

1. Send the CHP 555 form with the narrative and diagrams on all traffic collision reports except those on private property.

WHAT NOT TO SEND:

1. Late traffic collision reports completed by the citizen.
2. Collisions that occurred on private property.

IMPORTANT NOTE:

1. Send two copies to CHP if the collision occurred on Foothill Blvd (SR-66) or Highland Ave, or if there were any fatalities.

Make sure that you mark the (green) Inspection Sheet with the number of copies that were made for the FPD internal department or outside agency they were made for, including the date and your initials (example: District Attorney (3) 02/01/07 HS)

REMEMBER TO STAMP ALL CLETS PRINTOUTS WITH THE “CONFIDENTIAL” STAMP.

CASE DISTRIBUTION AND TELETYPE PROCESSING

CASE DISTRIBUTION AND TELETYPE PROCESSING	INITIALS AND DATE		
	(Trainer)	(Trainee)	(Trainer)
	Task/Material Demonstrated by Trainer	Knowledge/ Ability Demonstrated by Trainee	Proficiency Achieved
Distribution of Miscellaneous Documentation			
In-coming Case Distribution			
<ul style="list-style-type: none"> • In-Custody Cases 			
<ul style="list-style-type: none"> • Stat Cases (bin 1) 			
<ul style="list-style-type: none"> • Part 2 & Misc cases (bin 2) 			
<ul style="list-style-type: none"> • Investigation Priorities 			
<ul style="list-style-type: none"> • CHP 180 processing for stored/impounded 			
Processing New Cases			
<ul style="list-style-type: none"> • Mark inspection sheet for copies 			
<ul style="list-style-type: none"> • Process Teletypes 			
<ul style="list-style-type: none"> • Make Recovery Calls 			
<ul style="list-style-type: none"> • Data Entry on all Teletype Cases 			
<ul style="list-style-type: none"> • Report Types 			

Fontana Police Department

• Supp Matching			
CLETS			
• 28/29			
• L1			
Copies			
• Appropriate Distribution			

Pick up the incoming cases from the trays in the windows on the Patrol side and Investigations side of Records. The sergeants will drop cases, subpoenas, and miscellaneous documentation into these trays throughout the night.

Pick up the teletypes from Dispatch and Records, put them in numerical order. Write the case number on the upper right hand corner of the teletype. Stamp them with the confidentiality stamp on the bottom right corner of each page, and date stamp the first page on the bottom left corner where you will fill in the date, time, and your initials.

Go through the cases that you have collected from the two windows. Put the miscellaneous paperwork and documents to the side for the time being. Put the cases into different categories: In-custody/Priority cases, Stat cases, Part 2 and miscellaneous cases, Investigation priorities, TC's and Teletype cases. File all cases (except teletype cases) numerically into the appropriate bins.

Match the teletypes up to the teletype cases and staple these documents together. Make sure to check the teletypes for accuracy. Remember to stamp each page of the CLETS printouts with the confidential stamp. Teletype cases are stolen vehicle reports, recovered/located

vehicle reports, impounded and stored vehicle reports, missing person reports, located person reports, and stolen license plate reports. Any CHP 180's for towed or stored vehicles will be forwarded to the phone console for written notification to be mailed out to the registered owner. Make sure the teletypes include a 28 (registered owner information), 29 (vehicle status information), and L1 (driver's license) for the driver listed on the CHP 180. If they are missing, run them and attach them to the case.

To run a 28/29, access WebQuery. Enter the license plate number in the "Lic #" field and complete the "Lic Code" field (note the drop down box for options). You will then hit the send button. The 28/29 will return as two messages. Print both of the messages and attach them to the case (Remember to stamp each page with the confidentiality stamp).

To run the L1 (driver's license) access Webquery function window. On the gray screen, type "CDL" or "DRIVER" and then hit enter from the number pad. Then type the driver's license number in the "Inquire by Drivers Lic: Number" field. Hit the send button. The driver's license response will return as a message. Print the message out, stamp it with the confidential stamp and attach it to the case.

These cases are then filed in the 180 bin.

Locate teletypes (vehicles, missing persons, firearms) from other agencies will be entered as a supplemental report to the original case. Put a (green) Inspection Sheet on the teletypes to create the supplement. A sergeant's approval is not required. Make the recovery calls to the victims and provide them with all of the information listed on the teletype. Provide the victim with the name of the agency that recovered their vehicle, the recovering agency's case number, phone number, and the name and phone number of the tow company. If needed, give them our FPD case number and our phone number. Write the date, time, name of whom you spoke with (or if you left a message on an answering machine), and your initials on the recovery teletypes. The recovered/located vehicle supplements will be forwarded to the phone console where written notification will be forwarded to the victim and/or registered owner. These cases are **not** to be filed in the blue crate with the stored/impounded CHP 180's. These cases are considered priority and must be entered into CENTRAL SQUARE the same day they are received.

Go through all of the miscellaneous items that you set aside earlier. The subpoenas will be placed into the Operation Secretary's tray which is located in the window by Investigations. Any outgoing mail will be placed in the box which is directly in front of the phone console.

Once you have distributed all of the miscellaneous items, you will begin the data entry process on all of the teletype cases. Refer to the CENTRAL SQUARE Users Guide for data entry instructions.

Once you have completed the data entry on the teletype cases, make copies and distribute them accordingly. Remember that missing persons reports must be copied and forwarded to Investigations unless the original report indicates that the missing person has returned. If the located person teletypes come in after the original missing person report was processed and forwarded to Investigations, make copies of the located person teletypes and forward them to Investigations. Refer to the Copies section of the manual for further instructions.

Now you are ready to scan and file the cases you have processed. Refer to the Scanning section of the manual for further scanning instructions. The cases are filed into the boxes which are numbered in sequence of two hundred per box (example: 06-12300 – 06-12500). Find the appropriate box and file the case in numerical order. It is the department's policy to maintain the original cases for thirteen months, except for homicide and vehicular manslaughter cases which are kept indefinitely.

It is important to run the case numbers of the remaining teletypes through CENTRAL SQUARE to see if the case has already been processed. Sometimes the case is turned in to Records before the teletype. If you have teletypes that belong to cases that have already been processed, then all you need to do is scan them into the case. Remember that when FPD officers recover a vehicle, they will complete a CHP 180, so the teletypes for the recovery may still be in the stack waiting for the CHP 180 to be submitted to Records.

Scanning

SCANNING	INITIALS AND DATE		
	(Trainer)	(Trainee)	(Trainer)
	Task/Material Demonstrated by Trainer	Knowledge/ Ability Demonstrated by Trainee	Proficiency Achieved
• Scantuit			
• Scan Station #1			
• Scan Station #2			
• Minolta Scanner/Copier			
• Laserfiche			
• Migrating			

SCANNING

There are two scanning stations in Records. One is located by the phone console (Scan Station #1). The other is located next to the Patrol tray (Scan Station #2).

- From the scan station desktop choose the **SCANTUIT** icon.
- Choose database "**Fontana Police Records**" by clicking your mouse on it.
- Click the box that says "**LOG IN**"
- Enter your **User Name** and **Password** (The same ones you use for Laserfiche) and click the box that says "**OK**"
- The screen will change and you will see a screen that says "**ENTER NAME**" on the top left corner. That is where you enter the case number. Enter case number as 7 digits long with no dash and no space (example: 0612345).
- Insert the paper as shown on the scanner (For both Scan Stations, it is feet first and face down).
- Click on the box that says "**SCAN**"
- Click on the box that says "**DONE**"

Then you will get one of two messages: "**Operation Completed**" if you are the first to scan into that case number or "**Pages Appended**" if you are adding to an existing folder.

Once you have finished scanning the case, stamp it with the “Scanned” stamp on the bottom right hand corner of the Inspection Sheet. It is not necessary to stamp each page of the case.

It is extremely important that you verify what you have scanned in Laserfiche.

LASERFICHE ACCESS

To access Laserfiche, click on the Laserfiche Icon from your desktop. Once you sign in, you will enter the case number in the object name box.

Make sure both the document and folder boxes are checked. Open the Laserfiche **folder** by double clicking the case number in the middle of the screen. Verify the clarity of each page and the page count to ensure that pages were not missed. Also make sure the pages are rotated correctly, the photos are in color, and all blank white pages are deleted. **Do not verify scanning through the document icon, it must be done through the folder.** Remember that the cases are destroyed after thirteen months and if the case has not been scanned correctly, there is no way to retrieve a missed page or non-legible document.

The copy machine will also allow you to scan. Just remember that when you scan into the Minolta copier, the document must be migrated to Laserfiche. See below instructions:

At the copier/scanner:

Hit the Scan button

Hit the Records button

Hit the Scan Screen

Hit File Name

Enter the case number

Hit OK

Then scan your paperwork

From your desktop:

Open Laserfiche

Open Scanned Minolta shortcut

In Laserfiche, open the file/folder you want to move the information INTO

In the Scanned Minolta shortcut, highlight the document you want to move. Left click and hold it down. Drag the document into the correct file/folder in Laserfiche and let go. The following box will appear:

Enter the case number in the box and hit OK.

If there is already some paperwork scanned into the case you will get a second entry that looks like this:

Left click and hold the new/additional document and drag in into the original case.

Click on the OK

You will get the following screen:

Click YES. You are done in Laserfiche.

Now go back to the Scanned Minolta box. Right click on the document you just moved. A dialog box will appear. Click Delete. A dialog box will appear asking if you are sure you want to permanently delete the scanned item. Click Yes.

Close the Scanned Minolta box and you are done.

DATA PROCESSING

CENTRAL SQUARE QUALITY CONTROL

DATA PROCESSING – CENTRAL SQUARE QUALITY CONTROL	INITIALS AND DATE		
	(Trainer)	(Trainee)	(Trainer)
	Task/Material Demonstrated by Trainer	Knowledge/ Ability Demonstrated by Trainee	Proficiency Achieved
Processing New Cases			
<ul style="list-style-type: none"> • Mark inspection sheet for copies 			
<ul style="list-style-type: none"> • Quality Control Process 			
<ul style="list-style-type: none"> • What fields generate the DOJ Statistics 			
<ul style="list-style-type: none"> • Report Types 			
<ul style="list-style-type: none"> • Understanding the difference between an aggravated and simple assault 			
<ul style="list-style-type: none"> • Arrest Template 			
Know how to run the following documentation from the different systems			
<ul style="list-style-type: none"> • Call Card 			
<ul style="list-style-type: none"> • Raps, DMV, etc. 			
<ul style="list-style-type: none"> • CNI Name Inquiry 			
Copies			

• Distribution and packaging			
Forms			
• Required Documents			

DATA PROCESSING – CENTRAL SQUARE QUALITY CONTROL

The incoming cases will be distributed to the clerks assigned to data processing/ CENTRAL SQUARE quality control (refer to the monthly Records assignment schedule) by the clerk assigned to (4) Case Distribution and Teletype cases.

The officers will enter their cases directly into CENTRAL SQUARE. Your primary function in this assignment is to make sure that the information has been entered correctly. Before you do anything to the entry in CENTRAL SQUARE, the case must be in an “SA” (supervisor approved) status in CENTRAL SQUARE and the (green) Inspection Sheet must be signed off. The status tab may read “SGT” as it comes in for processing. Change this to read “RTF”.

Next, thoroughly read the narrative. Make sure that all of the details mentioned in the narrative have been entered into CENTRAL SQUARE (i.e. victim names and information, witness names and information, stolen property and dollar values, etc.) Remember that obvious errors, typos and punctuation are the only things that can be corrected on an officer’s narrative when it has been supervisor approved.

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

Fontana Police Department

There are set criteria that determine which CENTRAL SQUARE codes to use to satisfy the Department of Justice requirements for simple and aggravated assaults. To help clarify things use the following classification for the related criminal offenses:

PC 245(a)(1)	Assault Aggravated
PC 242	Assault simple *
PC 243(e)(1)	Assault simple *
PC 273.5	Assault aggravated or simple depending on the extent of injury

*In reading the narrative, if an officer states that a weapon was used and the offense was listed as a PC 243(e)(1) or PC 242, stat the incident as aggravated if the suspect's intention was to commit serious bodily harm to the victim.

Enter the information for the officer. Be sure to enter a Due Date and Due Time **no more than** 7 days out. Click on the Enter Request box.

The screen will change to grey out the Enter Request box and the Close Request box will highlight. Close that box by clicking on the RED "X" in the upper right corner.

Return to the RCS screen. Click the Unapproved box.

Enter the reason for unapproving the case (the reason for the kick back) and click OK.

Then go to the RCS tab under List and you will see the kick-back on the List of actions.

To see kicked-back cases:

Open the Tiburon Menu. Click the Service Request Entry.

Go to the General tab. Click on the Late Cases Only tab and then click on the Find button at the bottom.

You will get a list of all overdue cases.

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

If an officer has attached fingerprint cards to the case, you must process them. Make sure the prints have the FPD case number, FPD ORI, the arrest charge, an English definition of the

penal code, and the personal information of the arrested person written on them. Indicate on the Inspection Sheet the date you mailed the fingerprint cards to the Department of Justice and include your initials.

All child abuse or child molestation cases must have a DOJ Child Abuse form which is completed by the officer or detective assigned to the case. The clerk processing the case will prepare a Child Abuse Suspect Letter which is accessed through the FPD Intranet. If the DOJ form is marked "substantiated" or "inconclusive" the DOJ Child Abuse form will be submitted to the Department of Justice, as long as all parties have been contacted and statements are listed in the narrative. If suspect contact has not been made, forward the DOJ Child Abuse form and suspect letter to Investigations. Make sure that all fields are completed thoroughly. The Child Abuse Suspect Letter will be forwarded to the suspect. Mark the Inspection Sheet with the date these items were mailed and include your initials. These cases are also forwarded to CPS. See the Copies section of the manual for further instructions on what to send.

Cases being forwarded to the District Attorney, Court, Youth Accountability, Investigations or Gangs with a named suspect/arrestee must include raps.

This will be done through WebQuery. Use "RAPS". You first need to find the suspect's CII number by running the person's name.

Once you have the individual's CII number, you complete the mask as follows and then hit send:

The raps will return as a message. Print out a copy and attach to the case. Remember to stamp them with the confidential stamp.

Please note that you will be able to obtain important personal identification information from the rap sheet. This information (tattoos, AKA's, additional birth dates, additional social security numbers, etc.) must be entered into CENTRAL SQUARE. All of this information is extremely helpful in determining the identity of a person should the police have future contacts with this individual.

If you are submitting the case to the Court or the District Attorney, you must run the suspect's name through JIMSNet, also known as CNI, to obtain their previous arrest history. On the JIMSNet screen, click "**Intake**" and "**CNI Inquiry Request**" located on the left side of the screen. Type in the suspect's **last** name, **first** name, **date of birth**, and then hit **search**.

Print this information and attach it to the case. Again, please note the additional personal information that appears on this report (tattoos, AKA's, etc.). Any additional information must be entered into CENTRAL SQUARE.

A copy of the call card generated from Dispatch is also required for all cases being submitted to the District Attorney. To print the call card from CAD, you must click on Web Query. Click

the CAD tab and then on the CAD History Queries tab. A drop down menu will appear. Select Incident history query. In the DR box type in the case number. The number must be nine characters with "DR" preceding the number (example: DR060012345) and then hit send. The call card will then appear on the screen. Print it out and attach it to the case. See below print screen:

The 8715 is required on all adult arrests (except PC 647(f) and HS 11357(b)) and can be accessed through the FPD Intranet (see attachment). This form is a records template under "Records Forms". The information needed to complete this form can be obtained from the booking application or citation and raps. Complete the form and print out two copies. One will be forwarded to the District Attorney's office or the Adult Court and the other will stay with the case. San Bernardino Central has their own 8715 form that must be completed for all of their cases. It can be located on the filing cabinet by the Patrol Tray.

An 8716 is required on all juvenile arrests going to Youth Accountability Court (Quick Draw) (see attachment). This is a preprinted form that is kept near the window on the Patrol side of Records. You can handwrite or type this form. If you choose to handwrite the form, make sure that it is legible. Complete the fields in the "A" section of the form only. The original form will be forwarded to the Youth Accountability Court (Quick Draw) and a photocopy is kept with the case.

Once the data is review, the case must be put into the following stacking order:

1. Green Inspection Sheet
2. Confidentiality Sheet (if applicable)
3. Pink Booking Application
4. Probable Cause Declaration
5. CENTRAL SQUARE print out which includes narrative and property. Make sure you have the final print out before copies are made. Draft copies cannot be released to anyone outside of the police department.
6. Miranda
7. Request for analysis (if applicable)
8. Medical Release form
9. CHP 180 (if applicable)
10. Any other miscellaneous documents
11. Teletypes (make sure all externals are stamped with the confidential stamp)
12. CNI/JimsNet printouts

13. Call Card.

To finalize the data processing/ CENTRAL SQUARE Quality Control process, make copies if necessary. Refer to the copy section of this manual for instructions. Mark the (green) Inspection sheet with the number of copies you have made for the agency or department you made them for. Next, scan the case. Refer to the Scanning section of the manual.

REMINDERS:

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

Citations must have at least three weeks remaining, prior to the court date, before the case can be submitted, otherwise a citation amendment must be originated (see attached) and personally served and signed or the officer must reissue the citations.

Cases for W&I 5150 where a gun was taken, must be forwarded to the Field Services Captain.

Pursuit cases must include an original pursuit form completed by the officer. The original form is forwarded to the Field Services Captain and a copy is kept with the case. Make sure the case number is written on the original form.

All cases where a death is involved are to be forwarded to the coroner.

H&S arrests and DUI arrests (except in-custody cases listed on the court calendar) must have the lab results included with the case before they are forwarded to the District Attorney or Court. Hold the cases on your desk until the labs are received. Be sure to notate CENTRAL SQUARE in the "notes" section that the case is being held for labs. It can take up to four weeks for the labs to come in. After four weeks, follow up with the lab weekly and update the notes section in CENTRAL SQUARE with the status.

Fontana Police Department

Counterfeit money cases where there is no suspect listed get forwarded to FPD Property. They in turn forward the case to the Secret Service.

All serialized property must be entered into CLETS and the entry must be verified by another Records Specialist (see the cheat sheet attachments).

Cases that report damage or theft to city property should be forwarded to Armondo Martinez in Public Services. Put the report in an interoffice envelope and placed it in the outgoing mail box located in front of the phone console.

Crimes involving the theft of lottery tickets should be forwarded to the California State Lottery Commission.

PC 245(a)(1) cases, where a vehicle was the weapon used, forward the case to DMV Driver Safety.

A case that involves multiple arrests where the case would go to either the District Attorney or the Court shall be forwarded to the District Attorney only, not both the Court and the District Attorney.

All cases logged out to those clerks assigned to CENTRAL SQUARE and STAT cases by a supervisor will be finished daily in their entirety before moving on to another batch. Once you are finished with the cases on the log sheet, turn the log sheet into the Support Services Supervisor before returning to your supervisor for another batch. If you have a case that cannot be finished, such as a kick back or a case holding for labs, notate it on your log sheet and retain the case on your desk. Be sure to make the appropriate notation about the case in the "Notes" section of CENTRAL SQUARE. If you do not have time to finish any of the cases on your log sheet at the end of your shift, notate it on your log sheet and return the cases to your supervisor. Turn the log sheet into the Support Services Supervisor. No work should remain on your desk after your shift without supervisor approval.

CITIZEN/FAX/MAIL REQUESTS

<i>CITIZEN/FAX/MAIL REQUESTS – PHASE 4</i>	INITIALS AND DATE		
	(Trainer)	(Trainee)	(Trainer)
	Task/Material Demonstrated by Trainer	Knowledge/ Ability Demonstrated by Trainee	Proficiency Achieved
Public Records Act			
Receipts			
Deposit Spreadsheet			
Documentation			
Denial Process			
Fax Request Processing			

Faxed Requests

Requests for police reports are received on the Records' fax machine throughout the day. These requests are sent by Probation officers, Parole agents, Child Protective Services officers, other law enforcement agencies, etc. These requests take precedence over the mailed citizen requests. Refer to the Copy section of the manual to see what documentation can be released to the requesting agency. Remember there must be **“a need to know and a right to know”**. The request should state the reason the report is needed. If it does not, call the agency and ask the reason they are requesting the report. Write their response on the request and then process it if they are entitled to a copy.

Mail or fax the report to the requesting agency. Write on the bottom right hand corner of the request how the report was forwarded, your initials, and the date. If the report is faxed, keep a copy of the faxed transmittal form. It is the department's policy to mail child abuse cases unless a supervisor's approval has been obtained to fax them.

The request and the fax transmittal form (if applicable) must be scanned to the case.

Citizen Requests

The purpose of a citizen request is to provide a copy of a report to a citizen, insurance carrier or attorney, etc.

It is important to know who you can release/mail reports to. Generally those who may receive a copy of reports, per the Public Records Act (G.C. 6254(f)), are:

1. The person named on the report as the victim.
2. The driver(s) named on traffic collision reports.
3. The passenger(s) named on traffic collision reports.
4. The RO (Registered Owner) of a vehicle involved in a traffic collision report.
5. On MIR (Miscellaneous Incident Report) reports only, the person(s) named as the IP (Involved Party) or RP (Reporting Party), except cases involving a juvenile. **DO NOT release cases pertaining to suspected child abuse.**
6. An insurance carrier.
7. An attorney that has a signed waiver from the client attached. Note: the client must be one of those listed above (numbers 1 through 5).

Those that may not receive a copy of a report are:

1. Anyone requesting a copy of a murder case (PC187) without approval from Investigations.
2. Suspect
3. Arrested Person
4. Person not named on the report
5. Parent/Guardian of a juvenile named as a suspect in a report. Any report involving a juvenile is not to be released without a supervisor's approval. Occasionally, the court will need to determine if copies of the report may be released. This is done through a petition to the court.

Note: Any request for a murder (PC187) case must have approval through investigations prior to releasing.

Note: If a case contains an arrest as part of the overall case, do not release the arrest portion of the report. An example would be a traffic collision where one of the drivers was arrested for DUI. You would provide the traffic collision portion of the report, but not the DUI and arrest.

Fees are currently:

1. Crime reports: \$18.00
2. Traffic collision reports: \$18.00
3. MAIT (Major Accident Investigation Team) reports, these are major injury or fatality collisions that require our department to do a reconstruction of the accident: \$18.00

Upon receipt of a request:

1. Verify the person requesting the report meets the above criteria for obtaining a copy of the report.
2. Verify the amount of payment is correct. If they overpay, call the requestor and advise them. We can return their check, and they can reissue a new check in the correct amount or they can instruct us to keep the overpayment, and go ahead with their request. We will not issue a refund or a credit.
3. Be sure the check is made payable to "City of Fontana", or "Fontana Police Department".
4. Be sure the check date is correct. If there is an expiration listed (i.e. cash within 60 days, etc.) ensure the check is still valid.

Locate the requested case:

If the case is recent, and has been entered into CENTRAL SQUARE, it will either be on the desk of the clerk who processed the case or it can be found in Laserfiche. Do not release a case that has not been approved by a sergeant and processed completely through CENTRAL SQUARE.

1. If the case is older, it will be found in Laserfiche. To access Laserfiche, click on the Laserfiche Icon from your desktop. Once you sign in, you will enter the case number in the object name box. The case number will appear in the middle of the screen. Double click on the case number and the case will open. You can then either scroll down through the document to view the case or you can print it.

Copying the case:

1. Copy the face page which will include the officer's written narrative. Do not copy the inspection sheet, teletypes, press releases, or other requests. Make sure the face page (CENTRAL SQUARE printout) is not in a DRAFT format. It must be approved by a Records Specialist in CENTRAL SQUARE before the case can be released.

Write a receipt for the money received (see attached example 1). Complete the following fields:

1. Received from (requestor's name)
2. Date
3. Address
4. Money received. The amount is written in two places, under "amount" (i.e. fourteen dollars, forty five dollars, etc.), and under dollars \$ (i.e. \$18.00, \$45.00, etc.).
5. Place a check mark by "copy of report" and write case number.
6. Place a check mark by cash, check number or money order. Note: check numbers and/or money orders require the number of the check or money order to be written at the bottom of the receipt.
7. Sign/initial under "payment received by".

Distribution of the receipt copies:

1. White copy is stapled to the report copy and mailed to the requestor.
2. Green copy is held with the check for deposit.
3. Pink copy stays in the receipt book.

Preparing the check for deposit (see attached example 2):

1. Write the case number on the top of the check.

2. Endorse the back of the check with the endorsement “for deposit” stamp.

Completing/mailing requests on request forms (see attached example 3):

1. Mark the request form under “office use only” with a check mark in the “mailed” space, sign/initial and date. Place the report copy in the self-addressed envelope and put it in the outgoing mail.
2. Write the case number on the top right hand corner of the request, and attach it to the case. If the case has already been scanned, then you will scan the request form to the case. Refer to the Scanning section of this manual for instructions.

Completing/mailing requests received by mail (see attached example 4):

1. Stamp the report request form with the stamp that reads:

FONTANA POLICE DEPARTMENT

Receipt Number _____

By _____

2. Write the corresponding receipt number, and sign/initial on the stamped field.
3. If the requestor has furnished two copies, one will be our file copy and the other will be returned to the requestor with the copy of their report. If you receive only one copy of the request, make a photocopy of the original, keep the original, and mail the copy along with the report to the requestor.
4. Place the original receipt, copy of the report, and the request in an envelope and put it in the outgoing mail.
5. Write the case number on the top right hand corner of the original request, and attach it to the case. If the case has already been scanned, then scan the request to the case.

Completing the daily receipt record (see attached example 5):

1. Fill out a Fontana Police Department daily receipt record by listing the quantity of Traffic Collision reports and copies of Crime reports and multiplying by the corresponding amount of money. Enter the total dollars received in the “total receipts” column.
2. List the receipt numbers that are included in the report.
3. Sign and date the report.

4. If you are out of balance (receipts vs. checks), see a Supervisor.
5. Make two copies of the receipt form.

Completing the daily cash deposit spreadsheet (see attached example 6):

1. Open the Excel spreadsheet.
2. Open the spreadsheet "daily cash deposit."
3. List the check amounts in column A, and the receipt amount in column C.
4. Total both columns, ensuring they are balanced (equal to one another).
5. Print two copies of the spreadsheet.

Preparing the deposit for City Hall:

1. The two copies of the daily receipt record, the two copies of the daily cash deposit spreadsheets, the checks, and copies of the green receipt copies are to be placed and sealed into a small (6" x 9") manila envelope.
2. Sign your name and date the outside of the manila envelope, and give to the front counter officer for delivery to City Hall.

PHONE CONSOLE/MAIL/ STORAGE NOTIFICATIONS

<i>PHONE CONSOLE/MAIL/ STORAGE NOTIFICATIONS</i>	INITIALS AND DATE		
	(Trainer)	(Trainee)	(Trainer)
	Task/Material Demonstrated by Trainer	Knowledge/ Ability Demonstrated by Trainee	Proficiency Achieved
Phones			
180's			
Faxes			
Mail			
Web Query/CAD			
CENTRAL SQUARE			
Recovery Letters			
Scanning			

PHONE CONSOLE

The Records phone console is an in-coming non-emergency phone line. You must listen carefully to the callers to determine what department can best assist them with their needs. After assessing their needs, transfer the call to the secretary of that department. If the caller requests to speak to an employee, use the current FPD directory, kept on the desktop of the computer, to assist in locating the extension or department of the requested employee.

There is also a binder kept at the phone console that has commonly requested outside agency numbers that you can refer the caller to. The following duties should be carried out with this assignment:

1. Assisting and directing in-coming calls
2. Processing CHP 180's for stored, impounded, and recovered vehicles
3. Typing and mailing recovery letters on recovered vehicles
4. Processing in-coming mail which includes looking up case numbers on citizen requests that come in through the mail without the number listed on the request
5. Distributing in-coming faxes
6. Scanning
7. Provide 28's (vehicle registration printouts) to requesting tow companies

TELEPHONE ANSWERING PROCEDURE

You, as the phone operator, are the first contact that many people have with the police department. It is important that you are courteous and professional at all times. Remember that you are **never** to give legal or civil advice to callers.

ROUTINE CALLS

1. Answer each line by saying: "Fontana Police, how may I help you?" The lines should be answered as quickly as possible. If you have several lines ringing at once, it is important to "overlap", so that lines are not left ringing. Answer each line by saying, "Fontana Police, is this an emergency?" If the caller responds by saying "No", ask them to please hold and then answer the next line with the same question. Then go back to the first caller and work your way through the lines.
2. Do not have lengthy conversations with callers. If you are unable to immediately determine who to transfer the call to, or if it is a call for Records and you are unable to assist them right away because you have other lines ringing, transfer them to a Records Specialist.
3. Always have a pen and paper ready in case the caller is reporting an emergency and does not stay on the line. Call Dispatch immediately with the information given by the caller.
4. Transfer calls for the Chief and/or Captains to their secretary.
5. If a caller wants to make a complaint, refer them to the on-duty Watch Commander. If he/she is not available, take a message and tell the caller that the Watch Commander will return their call as soon as possible. Include in the message the caller's full name, their call back number, and the date and time of the call. Provide as much information as possible.
6. If a caller asks for "Traffic" ask what the call is in reference to. The reason for this is that many citizens think they should report traffic hazards, abandoned vehicles, etc to the traffic unit. Transfer those types of calls to Dispatch instead of Traffic. If the caller wants information about a traffic citation, transfer them to the Traffic Clerk.
7. When Juvenile Intake calls requesting a juvenile in-custody case, complete the (pink) Juvenile District Attorney Request form (see attached) and submit it to the clerk assigned to in-custody processing. Make sure to obtain the caller's name, phone number, fax number, case number, and juvenile's name.
8. When paging over the intercom, be concise and speak clearly. If you are paging a sworn employee of the department, always use that person's rank or title and repeat the message twice. For example: "Officer Smith call extension 7700; Officer Smith call extension 7700." If you are paging a non-sworn employee use both first and last name.

9. NEVER release personal information regarding an employee (home phone number, address, etc) unless you personally know the caller and he/she is another employee of the department.
10. If the caller knows the name but not the extension of the person they are trying to reach, you can access the extension numbers through the directory on the desktop of the computer. Another way to access this information is by accessing CAD. Go to the Tiburon menu and click on "Web Query". Click on the "CAD" tab and then the "Employee Query" tab and hit send. A mask will appear. Enter the employees last name hit send.

CHP 180 STORAGE NOTIFICATIONS

CHP 180 forms are written by the officer for all stored, impounded and recovered vehicles. Half slip storage notifications are attached to the CHP 180 and must be mailed to the victim, registered owner, and legal owner within 72 hours of the vehicle being towed. The main purpose of the storage notification is to inform the victim and/or registered owner, and legal owner of why the vehicle was towed or stored and where the vehicle can be retrieved. The tow companies charge a daily fee to store the vehicle that will continue to accumulate until the vehicle is picked up. These storage notifications are mailed for all located, impounded or stored vehicles. The cases will be placed into the CHP 180 tray which is located to the right of the computer monitor by the clerk assigned to (4) Case Distribution and Teletype Processing.

On the bottom right hand corner of the CHP 180 form, check the "Yes" box. Complete the "Date Notified" box and put your initials next to the date. This will serve as verification that the storage notifications were mailed (see attachment #1). The half slips are mailed to the registered owner and the legal owner (if applicable) which are listed on the 28 (registered owner information printout). If the vehicle is on a 30 day hold, which is reflected on the CHP 180, the storage notification to the legal owner must be mailed certified. You will find the certified mail receipt in the drawer of the desk. Complete the domestic return receipt (light green form) and the certified mail receipt (white and green). The domestic return form is taped to the envelope while the certified mail receipt is taped to the print out, called the 29 (vehicle status printout). If the 28 does not reflect a legal owner, shred the second half slip. Before you mail out the storage notifications, be sure to stamp the back of the half slips with the PD address stamp. Include the date and your initials (See attachment #4).

When another agency recovers our agency's reported stolen vehicle, there will not be a CHP 180 form prepared by our officers. The only documentation will be the teletypes submitted to dispatch from the other agency. We type and mail a letter to the victim notifying them of the recovery of their vehicle (see attachment #5).

There are times when we cannot send a CHP 180 storage notification to the registered owner/victim because no name was listed and no registration was found for the vehicle. All you need to do is stamp, initial, and date the CHP 180 half slip and mark on section C which one applies – owner cannot be identified or owner cannot be notified (See attachment #4). The half slip then gets mailed to DOJ at the address listed on the form.

MAIL

Incoming mail is processed by the phone console clerk. It will be delivered by the volunteers in the afternoon. You will distribute the mail to the respective department personnel as addressed. Citizen requests are also among the mail. If the case number has not been placed on the citizen request by the requestor, you must find the case through CAD or CENTRAL SQUARE and include the number on the request. The citizen request will list the date and time of the incident, along with the location of where the incident took place. Click on the "Web Query" tab. You will then click on the "CAD" tab and then on the "CAD History Queries" tab. A gray drop down box will appear. Select "Incident History Queries" and a mask will appear. At this point you must enter the **exact** address in the "Location" box, the incident date in the "From" box, and then hit send. All incidents on that date, at that location, will appear. You will now scroll through the list to find the incident in question.

On the gray drop down box, click on the "Previous Events" tab. Enter the **exact** address in that field. Then enter the date range you want to search, in the "From" box and "To" box. All of the history for that time frame will appear. Information can be retrieved back to 11/08/05, which is when the police department began using the Tiburon system. Review the list and find the incident in question.

If you are still unable to find the incident in question, you can run a list of all incidents that happened on a specific date. This inquiry will list every call card originated by dispatch for a particular date. You will have to open up the CAD dialog box again from the Web Query, accessed from the Tiburon Menu. Enter the date of the incident on the "From" line and hit send. A list of incidents for that date will appear.

Another way to locate a case number is by running the individual's name in CENTRAL SQUARE. After double clicking on CENTRAL SQUARE from the Tiburon menu, the main CENTRAL SQUARE screen will open. A dialog box will open and you will click on the "Name" tab (4).

Enter the name from the citizen request (example: Smith,John) (with no space between the names) and then click on the "Find" tab. All of the cases for the name entered will then appear on the screen.

Look through the list and find the incident in question by name and report type. If the citizen request is in reference to a traffic collision report, you will not be able to use this method. Traffic collision reports are entered into the Collision Module and not into CENTRAL SQUARE, so you will not be able to find the driver's name by this method.

Once you have found the case number, write it on the request form. File the request into the citizen request basket in numerical order. If you are unable to locate the case number after all of these attempts, complete the blue denial form informing the requestor that the incident was unable to be located based on the information provided. Return the form, their request, and their check by mail in their return envelope.

INCOMING FAXES

The fax machine is located behind the phone console. The fax number is (909)829-2714. When faxed requests for reports come in, forward the request to the clerk assigned to (6) "Citizen Requests". All other faxes should be forwarded to the person indicated on the cover sheet. If the fax was intended for an employee outside of Records, such as a police officer, call or email the individual and let them know that a fax has been received and that they can pick it up from you.

SCANNING

Any mail that is returned as undeliverable such as CHP 180 notifications, recovery letters, or citation amendments must be scanned to the case (returned traffic citation amendments received through the mail to the Traffic Clerk). Scanning should be done during the slow time when the phones are not busy or before the switchboard opens at 8:00. Refer to the Scanning section of the manual for instructions.

HELPFUL COMPUTER FUNCTIONS

NAME SEARCH

There are several ways to run a name search in the Central Square system. If the case has been completely processed in CENTRAL SQUARE and is in an “FR” (frozen) status, you can run an “Alpha” name search.

VEHICLE SEARCH

If you are trying to locate a vehicle associated with a case, you can run a vehicle search through the Web Query from the Central Square Menu.

VEHICLE STATUS (29) AND REGISTERED OWNER INFORMATION (28)

Tow companies will call the police department to obtain registered owner information, also known as the 28, for vehicles that we have impounded and stored on their lot. Before the tow company can release the vehicle, they request the registered owner information from the police department. This will verify who the Department of Motor Vehicles has documented as the registered owner. The registered owner’s address must be redacted from the printout before you fax it to the tow company.

HOW TO ACCESS CASE INFORMATION THROUGH THE WEB QUERY

To obtain case information, access the Web Query from the Tiburon menu. On the far right section, notice the “Incident Retrieval”. This is where you enter the case number and hit send. Also notice the “Arrest Activity” section towards the bottom. If you have the county booking number, enter it here and hit send. If the information has been frozen in CENTRAL SQUARE, the arrest information will appear.

OFFICER’S SCHEDULE

To see if an officer is currently on duty and logged into the system, follow the below directions:

- Go to Web Query
- Click on the “Cad” tab
- Click on the “Current Cad Activity” tab
- Click on the “On Duty Units Logged On” tab

If the officer is not currently on duty, you can access his/her work schedule through Telestaff. To access Telestaff, double click on the icon from your desktop. Enter the ID number (which is your employee number), enter your password, and then hit OK.

Your work schedule will appear on the screen. To access another employee’s work schedule, click on the filter icon located on the upper right corner.

The following screen will appear. Click on the filters box in the middle of the screen.

The following screen will appear. Click Active.

The following screen will appear showing a list of employee names. Double click on the name of the employee whose schedule you are looking for and his/her schedule will appear.

LASERFICHE

To access Laserfiche, click on the Laserfiche Icon from your desktop. Once you sign in, you will enter the case number in the object name box. The case number will appear in the middle of the screen. Double click on the case number and the case will open. You can then either scroll down through the document to view the case or you can print it.

JIMSNET (CNI)

To find arrest information for an individual, run his/her name through JIMSNet, also known as CNI. Double click on the icon from your desk top. To log on, you will need the following information:

- Your user ID, which is your dollar sign number
- Your password
- The terminal password, which is “patrol”

- The requester ID, which is FO for Fontana.
- Either click OK or the enter key on the 10-keypad

Run the suspect's name through JIMSNet to obtain their previous arrest history. On the JIMSNet screen, click "**Intake**" and "**CNI Inquiry Request**" located on the left side of the screen. Type the suspect's **Last** name, **First** name, date of birth (**DOB**), and then hit **Search**.

RECORDS CHECKS

A Records check is a request by law enforcement agencies, US Military Services, Office of Personnel Management, Department of Community Care and Licensing, Department of Aging, Department of Insurance, and Department of Education, etc. for the purpose of determining if an individual has ever had contact with or been arrested by our agency. Make sure to read the request carefully as we only provide the information that has been requested. Therefore, if the requestor is only asking for arrest history, only send the reports in which the individual has been arrested, not reports in which the individual is a victim, witness, driver, etc. If the requestor asks for all contacts the individual has had with the police department, send them copies of all reports.

Records checks come in through the mail and the phone console clerk will put them into the tray on the bookshelf next to the window on the Patrol side of Records.

To process these requests, access Central Square. Click on the "Shared Subsystems" folder. Click on the "Alpha" folder and "Name Search" will appear. Double click on "Name Search".

Double click on "Name Search" and a dialog box will appear. Type in the individual's name (Last name (comma) first name) and hit find.

Another dialog box will appear listing all of the cases involving that name. Next, match the name to the correct date of birth which should be listed on the request. Click on the name and the name line will highlight in blue.

Click on "Details" tab. The individual's local history with the police department will appear.

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Notice the “Involvement” section. This shows you the individual’s involvement in the case (suspect, arrestee, driver, victim, etc.). Remember we only provide what is requested. The case number can also be obtained from this screen. Now access the case through Laserfiche.

To access Laserfiche, click on the Laserfiche Icon from your desktop. Your user name is your employee number and your password will be your last name. Once you sign in, enter the case number in the object name box. The case number will appear in the middle of the screen. Double click on the case number and the case will open. Either scroll down through the document to view the case or print it.

Refer to the book on the bookshelf in front of the Support Services Supervisor’s office named California Criminal Records Security and Statutes to verify that information can be released to the requesting agency. This book will provide a list of all organizations that are allowed access to these records. Homicide, child abuse and rape reports must be reviewed by a supervisor before they are released. Write the case numbers of the cases you forwarded to the requesting agency on the top right hand corner of the request. On the lower right hand corner write how the information was sent to the requestor (faxed or mailed) with the date and your initials. The request must then be scanned to each case that was submitted to the requesting agency along with the faxed transmittal form (if applicable).

If there is no response when you run the name of the individual then stamp the request with the “No information from Fontana Police Department files meeting dissemination criteria, Date: _____ By: _____” stamp which is kept in the tray with the Records Checks, and either mail or fax the request back to the requestor.

SUBPOENAS

SUBPOENAS	INITIALS AND DATE		
	(Trainer)	(Trainee)	(Trainer)
	Task/Material Demonstrated by Trainer	Knowledge/ Ability Demonstrated by Trainee	Proficiency Achieved
5 day processing			
10 day processing			
Call offs			

SUBPOENA PROCEDURE

1. Pickup subpoenas in the Operations Secretary tray in the window on the Investigations side of Records. Pull out any new subpoenas wherein the appearance date is within 10 days of today's date. These subpoenas need to be processed.

(Example: Today's date is 10/01/06. Any subpoena that shows an appearance date from 10/01/06 until 10/10/06 need to be processed)

2. In Outlook, click on the "Court Subpoena Inbox." Any subpoenas wherein the appearance date is within 10 days of today's date need to be processed. Print out all necessary subpoenas. After you print out each subpoena, move that subpoena into the "Printed Pending" file in Outlook, by highlighting it, and dragging it over.

*** **Note: Any subpoena received wherein the appearance date is within 5 days of today's date, have special circumstances.** ***

3. Get the stamps from the Operations Secretary's office, in the silver subpoena bin. You may need all four stamps. The E-mail stamp is for all subpoenas received via E-mail. The Received stamp is for all other subpoenas.
4. Stamp all the subpoenas you will be processing with the appropriate stamp (Email or Rec'd). Fill out the date, time and initial spaces on the stamps.
5. Make 2 copies of all the subpoenas (use sort on copier).
6. You now have three stacks of subpoenas. One stack is of the originals, and the other two stacks are of copies. Put one stack of copies to the side. These will be your "pending" copies.

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7. Get the “Appearance” stamp and the RED “Received” stamp, and a highlighter pen. On the original subpoena, stamp the backside with the “Appearance” stamp. On the copy, stamp the bottom right hand corner with the RED “Received” stamp.
8. Highlight the officer’s name and the appearance date with the highlighter.
9. Staple the highlighted copy on top of the original, in the upper left corner.
10. Repeat steps 7 – 9 until all subpoenas are completed.
11. Separate all the subpoenas by division, i.e., Patrol, Investigations, MET, etc. Deliver them to each division. There are designated trays for the various departments.
12. Return to your “Pending” stack of copies. Put them in “Appearance Date” order. File them in the silver subpoena bin. The first hanging file folder is for the pending copies. Please file them BEHIND the others, so they stay in date and appearance date order. Return the stamps.

***** Subpoenas wherein the appearance date is within 5 days *****

Example: Today’s date is 10/01/06. You receive a subpoena that has an appearance date of 10/04/06.

Policy says we make ONE attempt at getting the officer served.

First, check to see if the officer is working, or is scheduled to work prior to the appearance date. You also have to check Telestaff to make sure they are not on vacation. If the officer is scheduled to work, and did not take vacation and/or training, you can process the subpoena normally, and put it with the rest of the subpoenas. If the officer is working at the time you are processing, either send him/her an MDC message, or give the subpoena to the Sergeant on-duty for service, or both.

If the officer will not be working prior to the appearance date, you must make one attempt at contacting him at home. If the officer answers the phone, and you speak with him personally, he is considered "served." You can sign his name to the subpoena and write in "served via telephone" on it. If you leave a message on an answering machine, or speak with a spouse, they are considered "not served." You have to speak with the officer in person. Usually, when you leave a message, they will not return your call. If the officer does call you back, then he is considered served.

You can return the subpoenas that you could not get served to the Operation's Secretary who will return them to the District Attorney electronically.

*** **Subpoena Call-Offs** ***

Occasionally, you will get a call from someone who wants to **call-off** an officer. These are very important. If an officer appears on a subpoena that he/she did not have to go on, he/she may not get paid for that appearance.

Do whatever is necessary to get a message to the officer. Call him/her at home and leave a message. Send him/her an MDC message if they are working. Send him/her an email message.

Next, go to the Operation Secretary's office, and in the top tray of her clear, see-through, Inbox, there is a yellow notepad. This notepad is for call-offs only. It asks for the date you received the call-off, the officer's name, the appearance date, the defendant's name and the person who called it off.

DA REQUESTS & LAB REPORTS

DA REQUESTS & LAB REPORTS –	INITIALS AND DATE		
	(Trainer)	(Trainee)	(Trainer)
	Task/Material Demonstrated by Trainer	Knowledge/ Ability Demonstrated by Trainee	Proficiency Achieved
DA REQUESTS			
LAB REPORTS			

DA REQUESTS

The District Attorney's office will forward an Interagency Memorandum to the police department when additional information is needed on a case. The District Attorney may need further investigation or additional documentation to be forwarded in order for them to file on a case (see attached examples). These requests are placed into the basket in the copy room across from the copy machine.

Each morning, pull all of the memorandums and obtain the information requested by the District Attorney.

Lab results are also placed into the same basket as the DA requests. If the District Attorney is requesting lab results and they have not been received by the police department, contact the crime lab by telephone and follow up on the status. San Bernardino County Crime Lab's phone number is (909)387-2200.

Continue to follow up with the officers and/or the crime lab until the documentation is received, and then forward a copy of the documentation to the requesting District Attorney, along with a copy of their original Interagency Memorandum. Look on the (green) Inspection Sheet in Laserfiche to determine how many copies of the case were originally submitted to the District Attorney. Then, send the same number of copies of the requested documentation. On the original Interagency Memorandum, write (1) the number of copies forwarded, (2) the date this documentation was sent, and (3) your initials on the bottom right hand corner of the request, and then scan the request into the case. This will serve as proof that the information was forwarded to the District Attorney. Pay particular attention to the "Date Needed By" on the Interagency Memorandum.

If you do not get a response from the officer or the crime lab after a couple of attempts, notify a Records Supervisor and he/she will make contact with the officer's sergeant or the crime lab. Remember that this information is date sensitive and time is of the essence.

To access Laserfiche, click on the Laserfiche Icon from your desktop. Your user name is your employee number and your password will be your last name. Once you sign in, you will enter the case number in the object name box. The case number will appear in the middle of the screen. Double click on the case number and the case will open. You can either scroll down through the document to view the case or you can print it.

LAB REPORTS (LABS)

Labs consist of several documents including, but not limited to, (green) Request for Analysis forms, (yellow) San Bernardino County Sheriff's Department Scientific Investigations Division General Request forms, (pink) Criminalistics evidence examinations, Latent prints, Manual raps, etc. These documents are placed into the basket in the copy room across from the copy machine.

Lab reports are the results of requests for analysis that were submitted to the Sheriff's Crime Lab or another laboratory. What you do with the lab report depends on who requested the tests, which Court or District Attorney the original case was sent to (Adult or Juvenile), and what kind of case (DUI or other).

It is important to process the labs everyday. Pull them from the basket and write the case number on the top right hand corner of the form.

The following documents are to be scanned and filed with the case: (pink) Priority Assignments from Criminalistics Evidence form, (green) Request for Analysis form and Manual raps (copies do not get forwarded to anyone).

The San Bernardino Cal ID Latent Print results get forwarded to the agencies that the original case was sent. Look up the case in Laserfiche to see what agencies received copies of the case. If the results are addressed to one of our detectives, forward a copy to the assigned detective in Investigations. If the results are addressed to one of the FPD ID Technicians, forward them a copy of the request. Write on the bottom right hand corner of the original form (1) where you sent the copies to, (2) the date you forwarded the copies, and (3) your initials. This will serve as verification that copies were sent. Scan and file the original form.

The Request for Analysis forms that have been returned from the crime lab with the Analysis section completed need to be forwarded to the Court or District Attorney's office. Look up the original case in Laserfiche and forward copies of the results to the same agency that the original case was sent to. There is a cover letter that must be forwarded with the lab results. This cover letter will assist the Court in locating the case as it includes the suspect's name, date of birth, address, citation number and booking number (see attached form). Scan and file the original form.

The Blood and Alcohol results from the San Bernardino County Sheriff's Scientific Investigation Division must be forwarded to the FPD clerk who processed the case. You can find out who processed the case by looking in CENTRAL SQUARE.

The case cannot be forwarded to the District Attorney's office or the Court without the results, so the case should be on the Records Specialist's desk. The Records Specialist will update CENTRAL SQUARE with this information and then forward the case with the results to the District Attorney or Court. When there is an officer involved shooting case, where the blood and alcohol results are received regarding an officer, **DO NOT ATTACH THE LAB RESULTS TO THE CASE.** They should be forwarded to the Investigation's Lieutenant.

The Notice to Applicant of Action by the Juvenile Probation Officer must be forwarded to FPD Property. Write on the bottom right hand corner of the form that (1) copies were sent to Property, (2) the date you forwarded the copies, and (3) your initials. This will serve as verification that copies were sent. Scan and file the original form.

The DOJ Request for Clarification Card is mailed to the police department requesting information. Department of Justice personnel will mark on the card what additional information is needed (example: date of birth, date of arrest, arrest charge, etc.). Provide the information on the Disposition Document and return it along with the request form within 30 days.

Service Enrollment/Termination Slip forwarded by Quick Draw – Youth Accountability Board is forwarded to FPD Property. Write on the bottom right hand corner of the form that (1) copies were sent to Property, (2) the date you forwarded the copies, and (3) your initials. This will serve as verification that copies were sent. Scan and file the original form.

Juvenile Detention Disposition Reports and Juvenile Detention Subsequent Disposition Reports are also forwarded to FPD Property. Write on the bottom right hand corner of the form that (1) copies were sent to Property, (2) the date you forwarded the copies, and (3) your initials. This will serve as verification that copies were sent. Scan and file original form.

FRONT DESK

THE PRESS LOG

The Press Log may be viewed by members of the press and/or the general public. It is not to be removed from the department nor photocopied. The employee assigned to the front desk shall supervise the reviewing of the *Press Log*. Phone calls or questions from the press should be directed to the press sergeant, his designee in his absence, or the Watch Commander. Employees should not be giving information to the press.

RELEASE OF PROPERTY

When someone requests to have property released, give them a request form (FPD 129) to fill out. The Property Control Clerks release property between the hours of 1:30 PM and 5:00 PM on Tuesday, Wednesday, and Thursday. During those hours, advise the Property Control Clerk after the form is completed. On hours other than those listed, accept the form (being sure there is a phone number where the requestor can be reached) and tell them that the Property Clerk will call them. Exceptions to the above hours might be made under certain circumstances. If you think an exception is necessary, ask the Property Control Clerk.

VEHICLES

Recovered, impounded, and stored vehicles are released by the tow companies. Hearings for impounded vehicles are scheduled for Tuesdays, 1:00 PM to 3:00 PM and Thursdays, 9:00 AM to 11:00 AM.

FOOD AND DRINKS

Food and drinks are not allowed at the front desk. You may have food or a drink in a Records station that is out of the sight of the public.

PERSONAL PHONE CALLS

Personal Phone calls are not to be made while you are on duty; wait until your break time. You may not make long distance phone calls at the department's expense.

PACKAGES

Incoming or outgoing packages cannot be left at the front desk when it is closed. When you close the desk, put any packages in the cubicle with the computer terminal. MAIL left for someone to pick up at the front desk should be initialed by the person who put it there with the date they left it. If it is not picked up after two days, it should be returned to the person who put it there.

SECURITY

With the exception of the main front doors, the doors to the atrium (restrooms) and the door behind the front desk are to remain locked during the day and operated by front desk personnel with the control panel. Front desk personnel must check all doors to ensure they are locked prior to closing the front desk area, and then lock the control panel. The key to the control panel is in the cash box. If the automatic locking mechanisms fail to operate, contact the Watch Commander and remain at the front desk until the problem is rectified by the Watch Commander.

A Building Guest Pass will be issued by personnel assigned to the front desk to persons not employed by The Fontana Police Department. Keys or an item of identification will be taken

from the guest to ensure the return of the pass. The pass will be removed from its storage pod and the property put in its place. The guest will sign in on a log, which will be maintained at the front desk. All guests will obtain and wear the pass in a visible location while within the police facility. While in uniform, sworn officers, record clerks, reserves and community service officers will be exempt from this policy. Volunteers, cadets, and explorers will be required to wear their badge even when in uniform. City of Fontana employee badges will be honored in lieu of our identification badge. City employees will be requested to sign the guest pass log.

If you need an officer's assistance for an emergency at the front desk, there is a panic button under the counter top, or you can page "any officer in the station, 415 in the lobby."

ACCEPTANCE OF CHECKS AT THE FRONT DESK

All personnel accepting checks at the front desk for payment of fees, reports, or other services shall obtain the payee's valid driver's license/identification number and write that information on the front of the check. The employee will also place his/her initials on the face of the check, the case number, and the right thumbprint of the payee on any clear space on the face of the check. The back of the check shall be stamped with the City endorsement stamp.

CASH DRAWER

A receipt shall be written for each transaction where money is received. The receipt shall be completely filled out, including the appropriate account number. If it is necessary to void a receipt, "VOID" shall be written in large letters on all copies of the receipt, along with the initials of the person who voided it; the green (City Hall) copy of the receipt shall be pulled from the book and put with the day's receipts to go to City Hall; the white (customer) copy of the receipt shall be stapled to the pink (receipt book) copy, and both copies left in the receipt book.

A Daily Receipt Record (FPD 155 Rev 1/99) shall be filled out for each day's cash and receipts by the person who closes the front desk. The "cash bank" (\$50.00), the day's cash and

receipts with the Daily Receipt Record, the keys and the cash box shall be locked in an evidence locker at the end of the shift by the person who closes the front desk.

The person who opens the front desk the next work day is responsible for getting the cash box from the Property Control Clerk at 0730 hours, and taking the envelope(s) to Management Services City Hall, and returning to open the front desk prior to 0800 hours. The cash drawer should be locked if you leave the front desk area unattended.

SUBPOENAS/LAW SUITS

Criminal subpoenas for any police department employee may be accepted at the front desk. First check the schedule to be sure there is sufficient time (five court days) to serve the subpoena prior to the appearance date. If there are five or more court days prior to the appearance date, the person accepting the subpoena shall put the time, date, and his/her initials on the upper right corner of the subpoena, and place it in the subpoena tray in Records. If there are less than five court days to serve the subpoena, notify the Operation Captain's Secretary.

Civil subpoenas are processed the same as criminal subpoenas with the following exceptions: when it is determined that the subpoenaed employee can be served, the person accepting the subpoena shall collect a \$150.00 deposit from the person serving the subpoena, and give a receipt to that person. The name of the employee subpoenaed shall be written on the receipt. The person accepting the subpoenas shall make a notation that \$150 was collected, the receipt number, date, and his/her initials on the upper right corner of the original subpoenas, then make a copy of the receipt and attach it to the subpoena. The subpoena and the copy of the receipt shall be forwarded to the Operation Captain's Secretary. A copy of the receipt and a copy of the subpoena shall be forwarded to the account clerk.

Subpoenas *Duces Tecum* may be accepted by any employee of the police department as long as the appearance date is at least 15 days from the date of service. If the date is less than 15 days the subpoena must be accepted by a Records Supervisor. When the subpoena is accepted, it must be initialed, and the time and date put in the upper right hand corner. Forward the subpoena, as soon as possible, to a Records Supervisor.

Pitches motions and lawsuits against the department are to be delivered to Internal Affairs as soon as possible. Be sure to put the date, time and your initials in the upper right corner of the paperwork you are accepting.

RESTRAINING ORDERS

If someone brings in a restraining order that has not been served, accept it and advise them that they need to bring in proof of service as soon as possible. There is a tray at the front counter for restraining orders that we receive. The Operations Captain's secretary will enter them into CLETS.

CONFIDENTIALITY

Information you hear or read regarding police business remains confidential. Information you access from the computers is on a right to know and need to know basis to do your job. You do not release that information to anyone outside of authorized personnel in this department. Criminal history information is confidential and cannot be disclosed.

VALIDATIONS

VALIDATIONS	INITIALS AND DATE		
	(Trainer)	(Trainee)	(Trainer)
	Task/Material Demonstrated by Trainer	Knowledge/ Ability Demonstrated by Trainee	Proficiency Achieved
Persons			
Vehicles			
Firearms			

CJIS/NCIC Validations

The purpose of the **CJIS/NCIC** validation is to review entries made by the Fontana Police Department. **CLETS** and **NCIC** policy demands that all contributors to **NCIC** files validate every entry at least once a year. It is important that the integrity of the files be maintained; inaccurate records could lead to false arrests and lawsuits against all agencies involved.

NCIC validation material is sent to us monthly by the Department of Justice. The following are included: A computer printout for each file to be validated, a letter of instruction, an acknowledgement letter, and a certification letter. This documentation is maintained in the bottom drawer of the filing cabinet in front of the Support Services Supervisor's office.

A supervisor will sign the acknowledgement letter and return it to the Department of Justice. Validations are processed at the Summit Heights contact station. After the validation list has been completed a supervisor will sign the certification and return it to Department of Justice.

Procedure for Validating Files

Automated Firearms System

The Department of Justice validation list will provide the case number of the entry to be validated. Run the firearm to determine its status (stolen or recovered). From the RMS function window, type "**GUN**" on the gray screen and hit enter. A mask will appear. Mark the "Both" field with an "x" and enter the serial # of the gun. Hit send. See below:

Once you have verified that the firearm remains in a stolen status, print the original case and any supplemental reports from Laserfiche. Review the original teletype entry from the case to verify its accuracy and completeness. Use the check list (see attached) to help determine any omissions or errors to the original entry (barrel length, make, caliber, etc). Any modifications will be made from the RMS function window. Type "**CGUN2**" on the gray screen and hit enter. A mask will appear. Enter the FCN number and serial number from the printout of the original entry. Modify the original entry with the correction(s) needed to be made. Hit send.

Fontana Police Department

A message will return showing that the modification message was accepted. Print this message and scan to the case. All returns must be stamped with the CLETS stamp and the entry must be verified by another clerk.

Inquire the stolen gun entry again to verify the modification(s). From the RMS Function window type "**GUN**" and hit enter. A mask will appear. Mark the "Both" field with an "x" and enter the serial # of the gun. Hit send.

The response will return as two messages. Note the modification. Print and scan the responses to the case. All returns must be stamped with the CLETS stamp and the entry must be verified by another clerk.

Any correction or cancellation should be noted on the validation printout. Also ascertain if a recovery has been made.

If there is no indication that the gun has been located, send a letter (**FPD 001B**) to the victim. Note on the validation list that a letter has been sent. Scan a copy of the letter to the case. As the letters are returned, check them off the validation list, and scan them into the case.

If a letter is returned indicating the firearm was located, cancel the stolen entry through the RMS function window. On the gray screen type "**GUN2**". Enter the FCN number from the original entry in the "FCN#" box, the serial number of the firearm in the "SER#" box, and today's date in the "Date Cancelled" box and hit send. The cancellation will return as a message. Print the message and scan it to the case. All returns must be stamped with the CLETS stamp and the entry must be verified by another clerk.

If the letter is returned undeliverable from the post office, confirm that the letter was sent to the most current address by checking the registration and driver's license records, and resend the letter if necessary.

Wanted Persons

WPS entries made by this department are rare. Almost all of our warrants are held by Sheriff's Central Warrants. The Sheriffs handle extradition and transportation; therefore they make entries into the WPS and/or **NCIC** at their discretion. For further information on WPS entries, modifications, cancellations, inquiries, locates or clears, access the CLEW website. Each clerk

should be set up with a CLEW account. If you do not have one, notify a supervisor and he/she will submit a request to have an account opened for you. The CLEW website address is <http://clew.doj.ca.gov/clew.asp>. Once you have logged into CLEW, click on the Publications tab located on the left side of the screen. Click NCIC Operating Manual and find the Wanted Persons section. This is where you will find the information needed to complete the validation on a Wanted Persons entry.

Securities

Securities entries made by this department are also rare. DOJ will provide the case number of the securities entry that is to be validated. Print the case and any supplemental reports from Laserfiche and check the original entry for accuracy and completeness. For further information on securities entries, modifications, cancellations, inquiries, locates or clears, access the CLEW website. Each clerk should be set up with a CLEW account. If you do not have one, notify a supervisor and he/she will submit a request to have an account opened for you. The CLEW website address is <http://clew.doj.ca.gov/clew.asp>. Once you have logged into CLEW, click on the Publications tab located on the left side of the screen. Click NCIC Operating Manual and find the Securities section. This is where you will find the information needed to complete the validation on a Securities entry.

Unidentified Persons

Print the case and any supplemental reports from Laserfiche. Review the case to ascertain if the subject has been identified. Check the original teletype entry for accuracy and completeness. Any necessary correction or cancellation shall be made and noted on the validation printout. For further information on Unidentified Persons entries, modifications, cancellations, or inquiries access the CLEW website. Each clerk should be set up with a CLEW account. If you do not have one, notify a supervisor and he/she will submit a request to have an account opened for you. The CLEW website address is <http://clew.doj.ca.gov/clew.asp>. Once you have logged into CLEW, click on the Publications tab located on the left side of the screen. Click NCIC Operating Manual and find the Unidentified Persons section. This is where you will find the information needed to complete the validation on an Unidentified Persons entry.

Missing Persons

The Department of Justice validation list will provide the case number of the missing person entries to be validated. Run an inquiry on the missing person through the MUPS system to determine if he/she remains in the system as missing. From the RMS function window, type MUPS on the gray screen and hit enter. Find the FCN number from the original entry. Mark the "Missing Persons" box with an "x" and enter the original FCN number in the "Numeric Inquiry FCN" box and hit send.

If the entry shows that the person remains in a missing status, print the entire case from Laserfiche. Review the original teletype entry from the case to verify its accuracy and completeness. Use the check list (see attached) to help determine any omissions or errors to the original entry. Any entries, modifications or cancels will be made from the RMS function window. Use "MUPS" for inquires, "EMID1", "EMID2" and "EMID3" for modifications.

Use "EMID3" to modify the original entry to show the missing person's address and probable destination, obtained from the original report. Enter an "E" if no information was entered originally for the probable destination or an "M" to modify the information originally entered. See below:

The following response will return as a message. Note the additional information added to the original entry. Print the message and scan it to the case. All returns must be stamped with the CLETS stamp and the entry must be verified by another clerk.

Use "EMID1" to enter the missing person's clothing description, hair description or jewelry.

Remember to print the response and scan it to the case. All returns must be stamped with the CLETS stamp and the entry must be verified by another clerk.

Use "MMP" to modify an original entry to add a missing person's social security number. You will have to enter it in the miscellaneous field because the mask will not accept it anywhere else. See below:

The following response will return as a message. Note the modification made to the original entry. Print the message and scan it to the case. All returns must be stamped with the CLETS stamp and the entry must be verified by another clerk.

In reviewing the case, if there is no indication that the missing person has been located, send a letter (**FPD 011E**) to the reporting party. Note on the validation list that a letter has been sent. Scan a copy of the letter to the case. As the letters are returned, check them off the validation list, and scan them into the case.

If the letter is returned indicating that the missing person has returned, cancel the missing person entry in the MUPS system by typing "TMUPS2" on the RMS function window.

A locate entry must also be made in Central Square. Create a supplemental report attaching the cancellation response for the documentation.

If the letter is returned undeliverable from the post office, confirm that the letter was sent to the most current address by checking registration and driver's license records (if available), and resend the letter if necessary.

Stolen Vehicles, License Plates, and Boats

The Department of Justice validation list will provide the case numbers of the entries to be validated. Run the vehicle in the SVS system to determine its status. On the gray RMS Function window type "VEH" and hit enter.

The following response will return as a message:

Once you have determined that the vehicle remains in a stolen status, print the entire case from Laserfiche and review the original teletype entry from the case to verify its accuracy and completeness. Use the check list (see attached) to help determine any omissions or errors to the original entry.

If you notice information from the officer's report that was not entered into the SVS system, you can add it to the miscellaneous field. Type "TVEH3" on the RMS Function window and hit send. See below:

The modification response will return as a message. Print this message and scan to the case. All returns must be stamped with the CLETS stamp and the entry must be verified by another clerk.

Review the reports to ascertain if a recovery has been made. If there is no indication that the vehicle has been recovered, send a validation letter (**FPD 011A**) to the victim. Note on the validation list that a letter was sent, and scan a copy of the letter to the case. As the letters are returned, check them off the validation list. Make any corrections to the SVS entries as indicated on the returned letter. Scan the response to the case.

If the response is returned advising that the vehicle is in the victim's possession, yet the vehicle still shows as stolen in the SVS system, contact the victim and have them contact their local agency **immediately** to have the stolen entry cleared from the SVS system. Otherwise, the vehicle will remain in the SVS system as stolen and the driver will be pulled out at gun point when stopped by an officer.

If the letter is returned undeliverable from the post office, confirm that the letter was sent to the most current address by checking registration and driver's license records, and resend the letter if necessary.

CHAPTER

ATTACHMENTS

Fontana Police Department

March 31, 2003

John Doe

1234 Anywhere Street

Anywhere ZZ 12345

Regarding case number: 00-00000

On August 27, 2002, your vehicle, 1967 Chevy El Camino, license# [REDACTED] was reported stolen to the Fontana Police Department. At that time your vehicle was entered into the California and NCIC stolen vehicle system. Those records are now being reviewed and we need to confirm that your vehicle is still stolen.

Please answer the questions below, and return this form to us as soon as possible. An envelope is included for your convenience. Postage is required. Failure to respond to this inquiry may result in the removal of the information from the California and NCIC files.

Our records indicate that your vehicle is still missing:

(1) Has your vehicle been recovered? Yes____ No _____

If yes, was the recovery reported to any law enforcement agency (police department or sheriff's office)? Yes____ No _____

If the recovery was reported to a law enforcement agency:

What is the name of the agency?

Date of the recovery? _____ Case #:

Fontana Police Department

(2) If ownership of the vehicle has been transferred to an insurance company, please give the name and address of the insurance company:

(3) Your comments:

Your signature: _____ Date: _____

Phone: _____ Address (if different from
above): _____

Fontana Police Department use only

Sent by: AS, n657 Received by: _____ Date: _____

FPD 011A (5/92), Due 120902

Fontana Police Department

March 10, 2003

Jane Doe

1234 Anywhere Avenue

Anytown ZZ 12345

Regarding case number: 00-00000

On August 03, 2000, you reported [REDACTED], date of birth [REDACTED] as missing to the Fontana Police Department. At that time the name and date of birth of the person were entered in the California and NCIC missing persons systems. Those records are now being reviewed and we need to confirm that the person is still missing.

Please answer the questions below and return this form to us as soon as possible. An envelope is included for your convenience. Postage is required.

Our records indicate the person you reported missing is still missing:

(1) Has the person returned? Yes _____ No _____

If yes, was the person's return reported to a law enforcement agency (police or sheriff's department)? Yes _____ No _____

If the person's return was reported to a law enforcement agency:

What is the name of the agency? _____

What is the date of the return? _____

Fontana Police Department

What is their case number? _____

(2) Has the person been in contact and his/her whereabouts known?

Yes _____ No _____

If yes, where is the person located? _____

(3) Your comments: _____

Address (if different than above) _____

Your signature: _____ Date: _____

Phone(____) _____

Fontana Police Department use only

Sent by: ____ AS n657 ____ Received by: _____ Date: _____

FPD 011E (Rev 7/95)

Validation due: 030803

Fontana Police Department

MARCH 31, 1999

James Doe

12345 Anywhere Street

Anytown, ZZ 12345

REGARDING CASE NUMBER: 000-00000

ON NOVEMBER 4, [REDACTED], YOUR FIREARM, SPRINGFIELD 9mm SEMI-AUTO PISTOL, [REDACTED], WAS REPORTED STOLEN OR MISSING TO THE FONTANA POLICE DEPARTMENT. AT THAT TIME THE SERIAL NUMBER AND DESCRIPTION OF THE FIREARM WAS ENTERED INTO THE CALIFORNIA AND NCIC AUTOMATED FIREARMS SYSTEMS. THOSE RECORDS ARE NOW BEING REVIEWED AND WE NEED TO CONFIRM THE FIREARM IS STILL STOLEN.

PLEASE ANSWER THE QUESTIONS BELOW, AND RETURN THIS FORM TO US AS SOON AS POSSIBLE. AN ENVELOPE IS INCLUDED FOR YOUR CONVENIENCE. POSTAGE IS REQUIRED. FAILURE TO RESPOND TO THIS INQUIRY MAY RESULT IN THE REMOVAL OF THE INFORMATION FROM THE CALIFORNIA AND NCIC FILES.

OUR RECORDS INDICATE THE FIREARM YOU REPORTED STOLEN IS STILL MISSING:

(1) HAS YOUR FIREARM BEEN RECOVERED? YES _____ NO _____

IF YES, WAS THIS RECOVERY REPORTED TO ANY LAW ENFORCEMENT AGENCY (POLICE DEPARTMENT OR SHERIFF'S OFFICE)? YES _____ NO _____

IF THE RECOVERY WAS REPORTED TO A LAW ENFORCEMENT AGENCY:

WHAT IS THE NAME OF THE AGENCY? _____ DATE OF _____

Fontana Police Department

THE RECOVERY? _____ CASE # _____

(2) IF OWNERSHIP OF THE FIREARM HAS BEEN TRANSFERRED TO AN INSURANCE COMPANY, PLEASE GIVE THE NAME AND ADDRESS OF THAT INSURANCE COMPANY: _____

(3) YOUR COMMENTS: _____

YOUR SIGNATURE: _____ DATE: _____

PHONE: _____

ADDRESS (IF DIFFERENT FROM ABOVE) : _____
.....

SENT BY: AS, n657 RECEIVED BY: _____

DATE: _____

FPD 011B (5/92) 031399

MISCELLANEOUS DOCUMENTATION

Basic Legal Codes Relevant to Records

Government Code 6250-6260	Public Records Act
Government Code 6252	Defines Public Records
Government Code 6254(f)	Exempts law enforcement records (reports) from mandatory release; states what information has to be released
Government Code 6257	Requires fee for release of public records
Government Code 6200-6201	Felony penalties for misuse of public records
Government Code 34090, et seq	Statutes detailing procedure for destruction of city records
Government Code 26201, et seq	Statutes detailing procedure for destruction of county records
Government Code 15150-15167	Sets up CLETS and spells out requirements and restrictions
Labor Code 432.7	Restricts release of arrest information for employment purposes
Vehicle Code 20012	Details who has access to accident reports
Penal Code 1203.4(a)	Allows for expungement of adult record
Penal Code 1203.45	Allows for sealing of certain records
Penal Code 851.8	Requires that a record be sealed (and destroyed) upon the finding of factual innocence. Outlines procedure for such.
Penal Code 11075-11080	Defines CORI; requires Attorney General to develop regulations regarding the proper use and control of CORI; makes AG responsible for CORI security; requires CORI training; provides authority for audits and investigations; requires audit trail or release from automated systems.

Fontana Police Department

Penal Code 11105	Identifies those persons and agencies to whom the Attorney General (DOJ) shall or may release state summary criminal history information (rap sheets)
Penal Code 13300	Identifies those persons and agencies to whom a local agency shall or may release local summary criminal history information
Penal Code 11120-11127	Sets forth the procedure for a person to review his state summary criminal history (rap sheet)
Penal Code 11107	Requires submission of reports of specific crimes to DOJ
Penal Code 11108	Requires reports of serialized stolen, lost, found, etc., property to DOJ
Penal Code 13020	Requires reporting of statistics to DOJ
Penal Code 13021	Requires reporting to DOJ of misdemeanors
Penal Code 13125	Details criminal justice data elements
Penal Code 13150	Requires fingerprints be submitted to DOJ on retainable offenses
Penal Code 832.7	Makes peace officer personnel records confidential
Penal Code 832.8	Defines peace officer personnel records
Welfare and Institutions Code 827	States that juvenile record may be viewed by court personnel, the minor, the minor's parents or guardians, and the attorneys for such parties. Allows the juvenile court judge to issue a court order authorizing release of juvenile records
Welfare and Institutions Code 828	Allows law enforcement agency to disclose juvenile information to another law enforcement agency or to any person or agency involved in the disposition of the case. When the disposition of taking into custody is available, it must be included with any information disclosed
Welfare and Institutions Code 389, 781	Allows subject to petition for sealing of a juvenile records
Welfare and Institutions Code 826	Sets time frames for sealing juvenile records

Fontana Police Department

Evidence Code 1040-1043	Deals with release of information under subpoena
Evidence Code 1560-1564	Deals with ways subpoena must be written
Code of Civil Procedure	Deals with Subpoena Duces Tecum