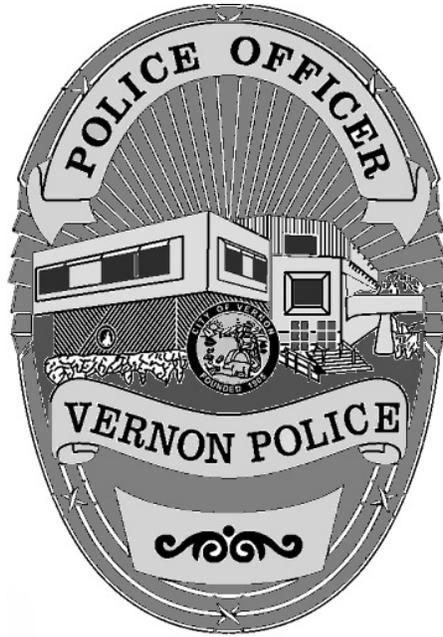
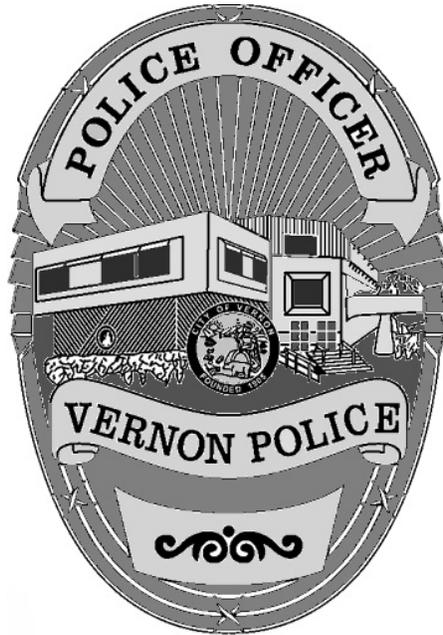


***VERNON POLICE  
DEPARTMENT***



***COMMUNITY SERVICE  
OFFICER  
TRAINING GUIDE***

# City of Vernon



## MISSION STATEMENT

The mission of the Vernon Police Department is to provide swift, skillful and responsive law enforcement services to the people and businesses of our community through the application of proactive problem-solving strategies and the development of equal partnerships with the people we serve.

We will seek to ensure a sense of well being in the community, guided by our commitment to working closely with our industrial population. We are dedicated to maintaining the highest degree of professionalism and ethical standards in our pursuit of this mission, ever mindful of the need to safeguard the individual liberties of all members of the community.

## DEPARTMENT VALUES

### **Integrity - “We share a commitment to ethical conduct by all members of the Department.”**

We value truthfulness and honesty, and consider them vital to our organization. We are committed to ethical conduct by all members of our Department, and to the highest standards of moral character in serving our community. We are committed to justice and fairness, and will abide by the law enforcement code of ethics, doing what is right in all matters personal and professional.

### **Quality Service - “Service to the Community is paramount.”**

We value the opportunity to provide service which is courteous, responsive, firm, efficient and fair. We regard the members of our community as partners and indispensable resources in a combined policing effort. Respect for the individual worth, dignity and rights of all those we serve will be paramount as we strive to carry out our mission of enhancing public safety, reducing crime and reducing the fear of crime.

### **Professionalism – “We are committed to community betterment by creating an environment of teamwork, innovation and continuing professional development.”**

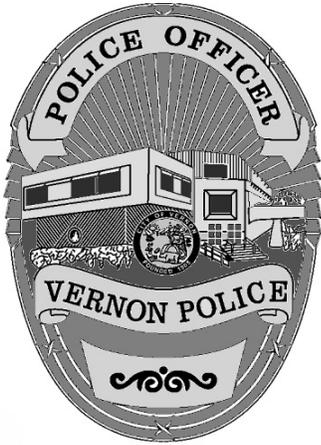
We pursue excellence with honor and vitality. Our professionalism dictates critical self-appraisal and objective analysis, with a commitment to community betterment. We encourage professionalism by creating an environment that promotes teamwork, innovation and continuing professional development through quality recruitment, education and training.

### **Teamwork – “Our greatest asset is our people.”**

We value our fellow employees as the most important organizational asset. We realize that success depends on mutual respect, cooperation and recognition of all members of the Department. All employees will receive equitable and fair treatment and be provided the proper tools and training necessary to meet organizational goals and objectives.

### **Innovation – “We are open to new ideas, methodologies and technologies in our efforts to prevent crime and solve community problems.”**

In support of our commitment to the community, we are dedicated to providing our employees with the finest safety equipment, the latest technology and associated support. We understand that creativity and a willingness to look outside the Department for solutions to problems is critical to our success. We will work closely with the community and other agencies to identify ideas, programs, resources and ways to deliver services that will enhance the safety of the community.



## CODE OF ETHICS

As a Law Enforcement Officer, my fundamental duty is to serve mankind; to safeguard lives and property; to protect the innocent from deception, the weak against oppression or intimidation, and the peaceful against violence or disorder; and to respect the Constitutional rights of all men to liberty, equality and justice.

I will keep my private life unsullied as an example to all; maintain courageous calm in the face of danger, scorn, or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed in both my personal and official life, I will be exemplary in obeying the laws of the land and the regulations of my department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty.

I will never act officiously or permit personal feelings, prejudices, animosities or friendships to influence my decisions. With no compromise for crime and with relentless prosecution of criminals, I will enforce the law courteously and appropriately without fear or favor, malice or ill will, never employing unnecessary force or violence and never accepting gratuities.

I recognize the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of the police service. I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession...Law Enforcement

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COMMUNITY SERVICE OFFICER GUIDE  
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## INTRODUCTION SECTION CSO PROGRAM OVERVIEW

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### I.1 INTRODUCTION

The overall quality and efficiency of a police department closely relates to the training received by its personnel. The Community Service Officer (CSO) Training Program is an integral part of that training. The CSO training guide was designed to assist trainees during their training program experience. The guide should be read thoroughly and you should be familiar with the information contained within. The primary goal of the CSO training program is to produce a Community Service Officer that can work in a safe, skillful and professional manner.

The CSO trainee will be exposed to the four phases of this program. Initially, the trainee will be assigned to complete two weeks of in-house orientation training. During these two weeks the first and second phases of the program will be covered. During the third and fourth phases of the program the CSO will be assigned to field training with a Field Training Officer (FTO) for eight weeks.

In the first phase the CSO will receive orientation and training in the Police Department's structure. This will include station orientation, regulations, directives, policies and procedures.

In the second phase the CSO will be introduced and trained in the Department's computer programs, the Department's reporting system "Records Management System" (RMS), and in telecommunications.

In the third phase the trainee will be assigned to an FTO during weeks three through six inclusive. In this third phase, weeks three through five, the CSO will be trained in Community Orientation, Use and Operation of Police Vehicle (parking unit), Radio Operations, Parking Enforcement, Vehicle Impounding and Storing, and Traffic Control. During the sixth week you will have an opportunity to review and/or cover any material from the first three weeks of field training.

In the fourth phase the trainee will be assigned a different FTO during weeks seven through ten inclusive. In this fourth phase, weeks seven and eight the trainee will be trained in Interviewing, Criminal Investigations, Report Taking, Report Writing and Courtroom Testimony. During the ninth week you will have an opportunity to review and/or cover any material from weeks seven and eight of field training. The last week (week ten), you will work in a solo capacity. The FTO's responsibility during this week will be to observe and evaluate you to determine if you as a CSO trainee have met the objectives set forth in this guide and the standards of the Vernon Police Department.

It will be the trainee's responsibility to see that they receive and understand the instruction necessary to complete all the performance objectives in this guide. The trainee will be given a

written examination at the completion of each week of field training. The trainee will be evaluated during the field aspect of the program. The FTO will complete Daily Observations Reports (DORS) and your Patrol Training Sergeant will complete a written evaluation at the end of each week of training.

The Watch Commander will complete the final evaluation after reviewing the eight weeks of evaluations from the Patrol Sergeant. These evaluations will indicate whether or not the FTO, Patrol Sergeant and Watch Commander feel the trainee has met the objectives set forth in this guide, the standards of the Vernon Police Department and can operate independently as a Community Service Officer. Each of these evaluations will be forwarded to the Captain, who will make the final determination. The Patrol Sergeant will ensure that the Community Service Officer Training Program Completion Record is submitted and signed by the Chief of Police.

This formalized training program has been designed to ensure that each trainee attains a high level of skills and professional behavior. This will be achieved by exposure to different training officers, and a variety of field situations and tasks.

The training program is segmented into the following phases:

Orientation Training Phase #1	1 Week
Computer Introduction Phase #2	1 Week
Field Training Phase #3	4 Weeks
Field Training Phase #4	4 Weeks
<b>Total Training Period</b>	<b>10 weeks</b>

## DUTIES AND RESPONSIBILITIES SECTION

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### I.2 DUTIES AND RESPONSIBILITIES OF THE TRAINEE

The primary duty and responsibility of the trainee is to learn by exposure and participation in field situations while being trained by the FTO. While going through the training phases, you are the trainee to the FTO. It is obvious that the trainee is not as fully trained and/or prepared to handle the many varied situations as the FTO, and for this reason the trainer will be in charge. The trainee must remember to follow all of the instructions and/or directions of the trainer unless, they are illegal or in direct violation of a supervisor's order or department policy; in such a case supervisory assistance should be sought. As the training continues, the trainee will assume more job responsibility and the handling of the calls for service, eventually handling the calls and/or tasks in a solo capacity with the trainer acting as an observer.

The training officer is there to answer your questions and to train you for your career with the Vernon Police Department. If the trainer does not know the answer to a question, it will be researched and the trainer will return with an answer. Make the trainer aware of any problem areas you may have so that the trainer may assist you in these areas.

The trainee must follow the chain of command in all dealings with the department. The trainee should keep the trainer informed of any problems encountered with the training material or the training program. If for some reason the trainee has a problem with the trainer, the trainee should inform the Sergeant assigned to handle and oversee the training. The trainee should be familiar with the department organization and the role, relationship, and individual responsibilities of each unit.

In addition to the responsibilities already mentioned, the trainee must remember that it is their responsibility to carry out all the functions of a full time CSO. You must be concerned with doing a proper job, maintaining a good appearance and your conduct both on and off-duty must be exemplary.

The following are some guides or rules for you to use during the CSO Training and Evaluation Program as well as your CSO career.

#### I.2.1 ATTENDANCE

- A. You must avoid unexcused, unauthorized, or unnecessary absences.
- B. You must always report to work or your job assignment on time. Failure to do so or leaving work early, without permission, could result in disciplinary action.
- C. During the training program, do not expect time off, except in emergency situations. Your training time is extremely valuable to you and should not be missed.

## I.2.2 CONDUCT

- A. You should always conduct yourself in a professional manner both on and off-duty. Any activity you engage in not only reflects on you, but on the entire department.
- B. Engaging in particularly dangerous horseplay or situations that could result in injury or property damage will not be tolerated.
- C. When driving, you should abide by all traffic regulations.
- D. Unauthorized possession, damage, or use of city property or property of others is not accepted.

## I.2.3 APPEARANCE

- A. You should always maintain good uniform appearance and personal grooming habits. A clean, neat appearance conveys a professional, competent image. A sloppy disheveled appearance will often project a nonprofessional, uncaring attitude.

## I.2.4 PERFORMANCE

- A. You should always apply yourself to your job duties or assignment and perform at the best of your abilities to complete each task in an efficient and timely manner. If you have any questions, do not hesitate to ask for advice from your trainer or supervisor.
- B. The following major items, which effect performance are prohibited:
  - 1. Sleeping on duty.
  - 2. Careless workmanship resulting in spoilage, damage, or waste of materials.
  - 3. Refusal, failure, incompetence, inefficiency, or delay in performing and/or carrying out proper orders or work assignments.
  - 4. Concealing or attempting to conceal defective work.
  - 5. Wrongful or unlawful exercise of authority on any employee for malicious purposes or personal gain.
  - 6. Knowingly making false statements with intent to harm or destroy the reputation, authority, or official standing of the department or any member of the department. Disparaging or discriminatory comments concerning other persons are not allowed.
  - 7. Falsification of records or misleading statements or entries in any documentation.

8. Receipt or acceptance of rewards, fees, gifts, or any gratuity from any person for service incident to the performance of your duties.
  9. Solicitations, speeches, or distribution of campaign literature (except as authorized by law) or any political activities, petition processes during work hours is strictly forbidden.
- C. Violation of any department policy, procedure, directive, or order is not allowed.

#### I.2.5 SAFETY

- A. You are to observe all posted rules, signs, written or oral safety instructions while on duty and/or within any city facility.
- B. You are to report, as soon as practical, any on-duty injury.

#### I.2.6 SECURITY

- A. The unauthorized or intentional release of designated confidential city or department information, materials, data, forms or reports is not allowed except as provided by law.

#### I.2.7 INTOXICATION

- A. Reporting to or being at work while under the influence of any intoxicating beverage or substance is strictly prohibited. Use of any intoxicant while at work is prohibited, except as directed by policy in special assignments.

### **I.3 DUTIES AND RESPONSIBILITIES OF THE FIELD TRAINING OFFICER**

The Vernon Community Service Officer Trainer is the essential means by which the goal of the program is achieved, specifically, the production of a CSO to be able to work a solo assignment in a safe, skillful, productive and a professional manner.

The CSO Trainer has a primary role to fulfill and that is of a trainer of recruit personnel. In their role as trainer, they provide ongoing instruction in the traditional sense as well as utilizing innovative and practical techniques.

The CSO Trainer must have requisite skills to become a reliable evaluator of a trainee's performance. They are required to write insightful daily observation reports on the trainee's performance and submit additional documentation as required.

At the completion of the final week of training, if the trainer and patrol-training sergeant believe that the trainee has gained sufficient skill and knowledge to operate as a solo CSO, the trainer shall make such a recommendation to the Watch Commander. The final decision for a trainee's release to solo status lies with the Watch Commander, the Captain, and the Chief of Police.

The CSO Trainer's professional and personal conduct should be exemplary. A trainer should possess, and recognize the need for possessing a higher sense of objectivity than that generally found throughout the police department. The trainer understands that the effectiveness, image, and future of the department are substantially decided by the quality of its personnel.

#### **I.3.1 CSO TRAINING OFFICER INSTRUCTIONAL TECHNIQUES**

Training Officers interested in transmitting skill and knowledge to others must answer three questions. What should be taught? What materials and procedures will work best to teach what we wish the student to learn? How will we know when we have taught it? Not only must these three questions be answered to instruct effectively; they must also be answered in the order they are listed.

Once course objectives are developed, lesson plans and the duration of the lessons must be established. Instructional methods that enable trainees to progress more rapidly toward the course objectives should be used. Moreover, procedures to evaluate the trainee's progress toward the objectives should be implemented.

The course objectives must be communicated to the trainee. He/she must fully understand them, recognizing that a clearly stated objective succeeds in communicating to the learner a visual conception of a successful trainee's skills at the end of the course or at the end of part of the course. Objectives are fully realized only when the trainee can demonstrate competence. A statement of specific course objectives is not sufficiently explicit unless it indicates how the instructor intends to sample understanding. The teacher must describe what the learner will be asked to do to demonstrate his/her understanding.

Specifying the minimum acceptable level of ability for each objective creates a performance standard against which instructional programs can be assessed; it can then be readily ascertained whether or not a program has been successful in achieving the instructional intent.

One of the most successful ways to indicate a lower limit of acceptable performance is to specify a time limit for completion of an activity. For example, the evaluation of rapid fire on a pistol course is directly contingent upon completion within a specified period of time. Time limits are often imposed upon trainees more informally when they are told how much time will be allowed to complete a written examination.

Time limits and minimum numerical scores are not necessarily essential. What is essential is that there be a reliable, accurate method to measure trainee performance according to the stated course objectives.

Research reveals that participating students learn more effectively than nonparticipating students do. The more a person participates in an incident, the better he becomes in handling its demands, providing of course, that his/her responses are accompanied by effective critiques. If participation is to be effective, students should acquire basic knowledge prior to the formal training sessions.

Because individuals learn at different speeds, standardization programs can hold some students back while others move ahead. Self-paced, individualized programs of instruction are a method of overcoming the learning rate problem. The individualized instructional technique must be goal oriented; there must be a clear definition of what the student will be able to do after the training.

Training Officers should plan lectures, discussions and individualized programs carefully.

#### **I.4 DUTIES AND RESPONSIBILITIES OF PATROL TRAINING SERGEANT**

The CSO Training Sergeant has the dual responsibility of patrol supervision as well as the training and evaluation of probationary personnel.

As trainees are assigned to the CSO Training Program, the duties of the training Sergeant becomes more complex. In addition to their other responsibilities, the supervisor must ensure that the training and evaluation processes are accomplished. Various sources of information should be utilized to achieve these goals. Daily Observation Reports, oral communications with the trainer, tests and personal observations of trainee's performance are all used to summarize the trainee's weekly progress.

The Sergeant is responsible for conducting the weekly written examination on the information covered weekly. The Sergeant is also responsible for the weekly review of the trainee's training guide to determine if it is up to date and properly filled out. If it is not current, the Sergeant should ascertain why it is not, giving special attention to the possible need for remedial training.

Reports written by the trainee also serve to identify deficiencies, especially ones of spelling, grammar, neatness, attention to detail and the general organization of thought.

The Sergeant and trainer must accept the importance of documentation of the recruit's training. Documentation addresses both deficient and acceptable performance and provides a ready reference in the event of a need for response to questions concerning the program and/or the trainee's performance in the program.

Whenever possible, the Sergeant should attend the various training sessions when the trainer is reviewing the weekly training information with the trainee. This will provide the Sergeant with additional first-hand information concerning trainee's performance and will allow the opportunity to evaluate the instructional techniques of the trainer.

The latter evaluation must occur to ensure that the topic areas are covered properly and that they follow the current departmental guidelines.

The Sergeant must monitor the overall training and evaluation of trainee to ensure that personality conflict between the trainer and trainee does not arise and that the trainer maintains objectivity throughout the contact with the trainee. If personality conflicts or a loss of objectivity is observed, the Sergeant should immediately counsel the trainer. If necessary, they should make appropriate changes in assignment, rotating the trainee to another trainer. The decision to rotate the trainee to another trainer must be fully documented and both parties informed of the reasons for the decision in order to minimize misunderstanding and possible ill feelings.

The Sergeant's training role is an on-going one, extending naturally into those periods when no trainee is assigned to his supervision. In that the trainer is charged with preparation and presentation of weekly training material, the training Sergeant must be capable of providing assistance and advice to the trainer's in these areas. The Sergeant must also be aware of the possible need for occasional program revision, reorganization and evaluation

A fully effective training supervisor will constantly strive to improve the overall operation of the program and will work with all other program participants towards the goal of organization excellence.

## EVALUATION SCHEDULE

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### I.5 DAILY OBSERVATION REPORT

The Field Training Officer will complete Daily Observation Report (DOR) beginning in the Third phase of CSO training Week 3 and continue through Week 10.

#### I.5.1 END OF PHASE REPORT

The Field Training Officer will complete the End of Phase Report for the Third and Fourth phases of CSO training.

#### I.5.2 WEEKLY REPORT

The Field Training Sergeant completes a Weekly Summary for each week of the CSO's field training and continuing to the end of the CSO's field training.

#### I.5.3 COMPLETION OF TRAINING:

The Patrol Lieutenant will prepare a patrol memo to the Patrol Captain of the successful completion of the CSO program. Failures to achieve this Standard are also reported.

## TRAINING PERFORMANCE ANCHORS

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### I.6 RATING SCORES:

- 0-Not Observed
- 1-Unsatisfactory
- 2-Needs Improvement
- 3-Minimum Acceptable
- 4-Competent
- 5-Superior

#### I.6.1 RATING SCORES OVERVIEW

The following pages are standardized guidelines and rating categories. Your performance will be rated (graded) on these categories and guidelines. The task of evaluating a trainee's performance will be based on the following definitions, which serve as a means of program standardization and continuity.

As a new trainee, you will initially and generally receive a rating of “2” – Needs Improvement. As you learn new skills, your ratings will improve to a rating of “3” – Minimum Acceptable.

After a period of time if you do not show consistent improvement in a specific category, you will receive a rating of “1” – Unsatisfactory. You may also be placed in a remediation program to help you improve identified performance deficiencies.

When you consistently show acceptable performance in a category, you will receive a rating of “4” – Competent. You do not need all “4”s to complete a phase.

If you acquire the skills and master the performance required in a category, you will receive a rating of “5” – Superior.

During your training, you will be shown every aspect of your duties. At certain points in your training you will not be demonstrating every job skill required. When these skills are not observed, you will receive a “0” rating for that category on your Daily Observation Report.

Your Daily Observation Report will be completed by the assigned Field Training Officer (FTO). You and your FTO will go over your DOR every day at the end of your shift. Your DOR needs to be reviewed and electronically signed by you, your FTO, and Patrol Sergeant. Once the DOR is signed off, the Patrol Lieutenant, Captain and Chief can review it to follow your progress.

The purpose of the Daily Observation Report is to give you an idea of where you are in training. It gives your FTO a structured way to identify problem areas and communicate this to you.

## EVALUATION GUIDELINES

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### I.7 STANDARDIZED EVALUATION GUIDELINES

#### 1. GENERAL APPEARANCE

Evaluates the trainee's physical appearance, dress, and demeanor.

##### (1) Unsatisfactory / (2) Needs Improvement

Fails to present a professional image, Uniform is poorly fitted, Uniform is improperly worn, Uniform and shoes are dirty, Lack of personal hygiene, Overweight, Unkempt appearance, Grooming indicates a lack of professional pride.

##### (3) Minimum Acceptable / (4) Competent

Neat, clean and complete uniform, Uniform fits and is properly worn, Clean shoes, Good personal hygiene, Well-groomed appearance.

##### (5) Superior

Uniform is neat, clean, and tailored, Shoes are polished, Command bearing, Well-groomed displaying a sense of professional pride.

#### 2. ACCEPTANCE OF FEEDBACK

Evaluates the way the trainee accepts criticism, how the trainee interacts with the FTO, and how the trainee accepts the training program, including how the FTO's feedback is received and used to further learning and improve performance.

##### (1) Unsatisfactory / (2) Needs Improvement

Rationalizes mistakes, Denies that errors were made, Argumentative and/or defensive, Refuses to make corrections and/or apply input to future efforts, Hostile, Considers criticism as negative or a personal attack.

##### (3) Minimum Acceptable / (4) Competent

Accepts criticism in a positive manner, Accepts criticism and/or input without being defensive, Receptive to trainer and attempts to improve.

##### (5) Superior

Accepts responsibility for own actions, Seeks out instruction and direction in order to improve performance, Applies criticism and/or input to the learning process, Does not argue or blame others or things for errors.

#### 3. ATTITUDE TOWARD CSO WORK

Evaluates the trainee in terms of personal motivation, goals and their acceptance of the job's responsibilities.

(1) Unsatisfactory / (2) Needs Improvement

Takes CSO work as only a job, Uses the job to boost own ego, Abuses authority, Demonstrates little dedication to the principles of the profession.

(3) Minimum Acceptable / (4) Competent

Expresses and demonstrates an active interest toward the job and responsibilities.

(5) Superior

Exhibits a desire to complete training and become a productive member of the department, Strives to further professional knowledge by actively soliciting assistance from others to improve skills, Maintains high ideals toward professional responsibilities.

4. KNOWLEDGE: DEPARTMENT POLICIES AND PROCEDURES

Evaluates the trainee's knowledge of departmental policies/ procedures and the ability to apply this knowledge under field conditions.

(1) Unsatisfactory / (2) Needs Improvement

Makes a limited effort to learn the policies and procedures, Fails to demonstrate an understanding of policy and/or procedures, Violates policies, procedures, or regulations, Does not effectively apply the policies and procedures, Does not access policy and procedure manuals effectively.

(3) Minimum Acceptable / (4) Competent

Makes a concentrated effort to learn the policies and procedures, Complies with policies, procedures and regulations, Demonstrates a basic understanding of the policies and procedures, Applies known policies and procedures effectively, Accesses policy and procedure manuals effectively.

(5) Superior

Made an exertive effort to learn the policies and procedures, Demonstrates an exceptional knowledge of the policies and procedures, Knows the less known and seldom used policies, procedures, and regulations, Ability to apply the policies and procedures, Excellent knowledge of and use of policy and procedure manuals.

5. KNOWLEDGE: AS REFLECTED IN VERBAL / WRITTEN TESTS

Evaluates the trainee's knowledge of the trained material and ability to apply this knowledge in verbal or written tests.

(1) Unsatisfactory / (2) Needs Improvement

Consistently unable to answer questions asked by the Field Training Officer. Fails written examinations, Answers questions with less than 70% accuracy.

(3) Minimum Acceptable / (4) Competent

Gives basic answers to questions asked by the Field Training Officer. Scores well in written examinations, Answers questions with at least 70% accuracy.

(5) Superior

Answers nearly all questions asked by the Field Training Officer. Passes with outstanding scores in written examinations, answers with 100% accuracy.

6. KNOWLEDGE: AS REFLECTED IN FIELD PERFORMANCE TESTS

Evaluates the trainee's knowledge of the trained material and ability to apply this knowledge under field conditions.

(1) Unsatisfactory / (2) Needs Improvement

After receiving training, generally unable to apply training to practical field situations, Does not recognize offenses when encountered, Incorrectly identifies violations, Does not know basic parking code sections.

(3) Minimum Acceptable / (4) Competent

After instruction by the Trainer in proper procedures, in most cases the trainee is able to apply the instruction, Recognizes commonly encountered offenses, Correctly identifies violations, Applies appropriate parking code section.

(5) Superior

After training in proper procedure the trainee makes very few mistakes, Recognizes all common offenses as well as lesser known offenses, Has outstanding knowledge all parking code sections and applies that knowledge quickly and effectively.

7. PERFORMANCE: DRIVING SKILL: NORMAL CONDITIONS

Evaluates the trainee's skill in the operation of department vehicles under normal and routine driving conditions.

(1) Unsatisfactory / (2) Needs Improvement

Frequently violates traffic laws, Involved in chargeable accident(s), Fails to maintain control of vehicle or displays poor manipulative skills in vehicle operation, drives too fast or too slow for conditions.

(3) Minimum Acceptable / (4) Competent

Obeys traffic laws, Maintains control of vehicle while being alert to activity outside of the vehicle, Satisfactory defensive driving techniques.

(5) Superior

Sets good example of lawful, courteous driving, Maintains complete control of the vehicle while operating radio, Exhibits good manipulative skill required of parking patrol persons.

8. PERFORMANCE: DRIVING SKILL: MODERATE/ STRESS CONDITIONS  
Evaluates the trainee's skill in vehicle operation in situations calling for other than usual driving and under conditions calling for other than normal driving skill.

(1) Unsatisfactory / (2) Needs Improvement

Involved in chargeable accident(s), Uses caution amber lights unnecessarily or improperly, Overuses caution amber lights. Drives too fast or too slow for conditions/ situations, Fails to slow for intersections and displays marginal control while cornering, Loses control of the vehicle.

(3) Minimum Acceptable / (4) Competent

Maintains control of the vehicle, Evaluates driving conditions/ situations properly, Practices defensive driving techniques, Adheres to department policies and procedures regarding enforcement driving.

(5) Superior

Displays high degree of reflex ability and competence, Anticipates driving situations in advance and acts accordingly, Responds well relative to the degree of stress present.

9. USE OF MAP: ORIENTATION SKILL/RESPONSE TIME TO CALLS

Evaluates the trainee's awareness of surroundings, ability to find locations, and ability to arrive at destination within an acceptable amount of time.

(1) Unsatisfactory / (2) Needs Improvement

Unaware of their location, Does not properly use map, Unable to relate their location to their destination, Not familiar with the area or major landmarks, Unfamiliar with jurisdictional boundaries, Gets lost, Spends too much time getting to destination.

(3) Minimum Acceptable / (4) Competent

Is aware of their location, Properly uses map, Can relate location to destination, Familiar with the area and most major landmarks, Familiar with most of the jurisdictional boundaries, Arrives within reasonable amount of time using the most practical route to reach destination.

(5) Superior

Remembers locations from previous visits and seldom needs map, Aware of their location in all instances, Is able to get to the destination by shortest and/or most efficient route, Knows the area and all major landmarks, Knows the jurisdictional boundaries, Is aware of shortcuts and utilizes them to save time, High level of orientation to the city.

10. ROUTINE FORMS: ACCURACY/COMPLETENESS

Evaluates the trainee's ability to properly utilize departmental forms.

(1) Unsatisfactory / (2) Needs Improvement

Is unaware that a form must be completed, Unable to determine proper forms for given situations, Unable to complete the proper form for the given situation, Forms are incomplete, inaccurate, or improperly used.

(3) Minimum Acceptable / (4) Competent

Knows the commonly used forms, Consistently makes accurate form selection, Understands form use, Completes the forms with reasonable accuracy and thoroughness.

(5) Superior

Consistently completes detailed forms rapidly with no assistance, Completes forms with a high degree of accuracy.

11. REPORT WRITING: ORGANIZATION/DETAILS/USE OF TIME

Evaluates the trainee's ability to organize reports, supply the necessary details for a good report, obtain all necessary information from reporting person and/or witnesses, and to complete a report in an appropriate amount of time.

(1) Unsatisfactory / (2) Needs Improvement

Fails to elicit necessary information, Unable to organize information in a logical manner and reduce it to writing, Omits pertinent details in the report, Report is inaccurate and/or incorrect, Routinely requires an excessive amount of time to complete a report.

(3) Minimum Acceptable / (4) Competent

Elicits most information and records the same, Completes reports by organizing information in a logical manner, Reports contain the required information and details, Completes reports within a reasonable amount of time.

(5) Superior

Reports are a complete and detailed account of events, written and organized so that any reader understands what occurred, Completes reports efficiently and in a timely manner with little or no assistance.

12. REPORT WRITING: GRAMMAR/SPELLING/NEATNESS

Evaluates the trainee's ability to use proper grammar, to spell correctly, and to prepare reports that are neat and legible.

(1) Unsatisfactory / (2) Needs Improvement

Reports are illegible, Reports contain an excessive number of misspelled words, Sentence structure and/or word usage is incorrect or incomplete, Reports are confusing and not easily understood by the reader / evaluator.

(3) Minimum Acceptable / (4) Competent

Reports are legible and grammar is at an acceptable level, Spelling is acceptable and errors are few, Errors, if present, do not distract from understanding the report, Report is neat and clean in appearance.

(5) Superior

Reports contain no spelling or grammatical errors, Reports are thorough, complete and easily understood by the reader / evaluator, Reports are very neat and legible.

13. FIELD PERFORMANCE: NON-STRESS CONDITIONS

Evaluates the trainee's ability to perform routine, non-stress activities.

(1) Unsatisfactory / (2) Needs Improvement

Becomes confused and disoriented when confronted with routine, non-stress tasks, Does not or cannot complete tasks, Unable to determine the appropriate course of action, Avoids taking action, Employs inappropriate action for given situation.

(3) Minimum Acceptable / (4) Competent

Properly assesses aspects of routine situations, Determines appropriate action and takes same.

(5) Superior

Properly assesses aspects of routine and complex situations, Quickly determines and employs proper course of action.

14. FIELD PERFORMANCE: STRESS CONDITIONS

Evaluates the trainee's ability to perform in moderate to high stress conditions.

(1) Unsatisfactory / (2) Needs Improvement

Becomes emotional and panic stricken, Unable to function, Holds back, Loses temper or displays cowardice, Over or under reacts, Acts in unsafe or ineffective manner.

(3) Minimum Acceptable / (4) Competent

Maintains calm and self-control in most situations, Determines proper course of action and takes it, Controls a situation and does not allow it to further deteriorate, Keeps safety in mind.

(5) Superior

Maintains calm and self-control in even the most extreme situations, Quickly restores control of the situation and takes command, Determines and employs best course of action, Handles situations safely, efficiently, and effectively.

15. SELF-INITIATED FIELD ACTIVITY

Evaluates the trainee's desire and ability to observe and act upon activity and to address situations where citizens may require law enforcement assistance.

(1) Unsatisfactory / (2) Needs Improvement

Fails to observe and/or avoids field activity (parking violations and/or traffic hazards), Does not investigate or follow up on situations, Rationalizes circumstances, Needs continual direction / supervision, Tends to do the minimum, Avoids or does not recognize situations where citizens may require law enforcement assistance.

(3) Minimum Acceptable / (4) Competent

Recognizes and identifies field activity (parking violations and/or traffic hazards), Investigates and/or follows up on situations, Needs minimal direction / supervision, Constantly becomes involved in routine activity, Displays inquisitiveness.

(5) Superior

Routinely acts on situations requiring law enforcement contact, Recognizes / identifies field activity (parking violations and/or traffic hazards), Follows up on situations, Does not require direction / supervision, Maintains and uses information given at briefings for parking problems and addresses those issues by taking appropriate enforcement action.

16. CSO SAFETY: GENERAL

Evaluates the trainee's ability to perform tasks without injuring self or others and without exposing self or others to unreasonable danger or risk.

(1) Unsatisfactory / (2) Needs Improvement

Does not understand the principles of safety, Fails to follow acceptable safety procedures, Fails to exercise CSO safety, Including but not limited to:

- a) Fails to keep control of situation.
- b) Stands directly in front of a violator's car door.
- c) Fails to control a violator's movements.
- d) Does not maintain sight of violator while issuing a citation.
- e) Failure to utilize illumination when necessary and available.
- f) Failure to advise the station when leaving the parking enforcement vehicle.
- g) Fails to maintain good physical condition.
- h) Does not foresee potentially dangerous situations.
- i) Stands too close to vehicular traffic.
- j) Fails to position parking vehicle properly (citation/traffic control)
- j) Fails to inspect parking vehicle prior to duty.
- k) Fails to check equipment.

(3) Minimum Acceptable / (4) Competent

Generally understands the principles of safety, Follows acceptable safety procedures, Generally applies CSO safety.

(5) Superior

Understands the principles of safety, Consistently works safely, Foresees dangerous situations and prepares for them, Maintains a position of safety, Does not become paranoid, complacent or overconfident.

## 17. CSO SAFETY: UNCOOPERATIVE SUBJECTS

Evaluates the trainee's ability to perform tasks safely when dealing with uncooperative subjects.

### (1) Unsatisfactory / (2) Needs Improvement

Unable to recognize and respond to safety issues, Frequently violates CSO safety standards and practices as outlined in SEG section 16 (1)(2), Allows uncooperative subjects to approach while seated in the parking enforcement vehicle, Fails to maintain a position of advantage to prevent an attack, Unable to control situation allowing violator to leave without issuing citation, Fails to request for police officer assistance.

### (3) Minimum Acceptable / (4) Competent

Generally able to recognize and respond to safety issues, Follows acceptable safety procedures with uncooperative subjects, Generally displays awareness of potential danger from uncooperative subjects, Usually maintains position of advantage, Generally able to control situations involving uncooperative violators, Understanding of when to request police officer assistance.

### (5) Superior

Ability to recognize and effectively respond to safety issues, Foresees potential dangers or hazards and acts to mitigate or eliminate them, Consistently maintains control and a position of advantage during contacts, Remains alert to changing conditions and adjusts accordingly to maintain safety and control, Ability to control situations involving uncooperative violators, Requests police officer assistance when required.

## 18. COMMUNICATION SKILLS

Evaluates the trainee's ability to communicate with subjects, give verbal instructions, and control situations through verbal command.

### (1) Unsatisfactory / (2) Needs Improvement

Speaks too softly or timidly, Speaks too loudly, Verbal expression inconsistent and inappropriate for the given situation, Confusing or misleading language, Angers listener by what is said and/or how it is said, Inaccurately relays information, Unable to use a confident/commanding tone of voice, Speaks when inappropriate.

### (3) Minimum Acceptable / (4) Competent

Speaks with authority in a calm clear voice, Verbal expression is generally consistent and appropriate for the given situation, Generally expresses thoughts clearly, Proper selection of words and knowledge of how and when to use them, Most information is relayed accurately, Commands usually result in compliance.

(5) Superior

Completely controls situations with voice tone, Verbal expression is consistent and appropriate for the given situation, Controlled voice command and inflection, Expresses thoughts clearly, Information relayed is accurate, Speaks in a calm clear voice giving the appearance of complete command and control.

19. DECISION MAKING / PROBLEM SOLVING

Evaluates the trainee's performance in terms of ability to perceive problems accurately, form valid conclusions, arrive at sound judgments, and make proper decisions.

(1) Unsatisfactory / (2) Needs Improvement

Acts without thought or good reason, Avoids problems, Demonstrates a failure to understand problem-solving techniques by not using them or not applying them effectively, Fails to ask the right questions, Does not assess a proper or effective response to the problem, Is unable to reason through a problem and come to a conclusion, Is unable to choose alternative solutions, Is indecisive, naive, Cannot recall previous solutions and apply them in similar situations.

(3) Minimum Acceptable / (4) Competent

Able to reason through a problem and come to an acceptable conclusion in routine situations, Perceives situations as they really are, Is capable of explaining what a problem-solving model is, Generates proper questions designed to identify problem, Generally able to choose a solution, Analyzes response for further action, Makes decisions with little assistance, Makes reasonable decisions based on information available.

(5) Superior

Able to reason through most routine and complex situations and reach appropriate conclusions, When confronted with a problem, uses department-endorsed problem-solving approach/model, Has keen perception, Identifies root causes of problems not just symptoms, Anticipates problems and prepares potential resolutions in advance, Relates past solutions to present situations and selects workable solutions, Properly assesses response, adjusts accordingly and plans for follow-up.

20. RADIO: APPROPRIATE USE OF CODES / PROCEDURE

Evaluates the trainee's use of communications equipment in accordance with department policy and procedure.

(1) Unsatisfactory / (2) Needs Improvement

Violates policy concerning use of communications equipment, Does not follow correct procedure, Does not understand or use proper radio codes/language, Fails to use radio codes in accordance with policy, Uses wrong radio codes.

(3) Minimum Acceptable / (4) Competent

Complies with policy and accepted procedures, Has good working knowledge of most common codes/language, Uses communication equipment appropriately, Can use most radio codes in accordance with policy, Mainly uses correct radio codes.

(5) Superior

Consistently adheres to department communications policies, Has superior working knowledge of codes/language used during communications and properly applies that knowledge as appropriate, Knows how to use communication equipment, Uses all radio codes in accordance with policy, Uses all radio codes with ease.

21. RADIO: LISTENS AND COMPREHENDS

Evaluates the trainee's ability to pay attention to radio traffic and to understand the information transmitted.

(1) Unsatisfactory / (2) Needs Improvement

Repeatedly misses radio transmissions / call sign, Unaware of radio traffic, Frequently requires dispatch to repeat transmissions, Does not comprehend radio transmissions.

(3) Minimum Acceptable / (4) Competent

Able to recognize and respond to radio traffic accurately, Rarely misses radio transmissions / call sign, Aware of radio traffic, Understands most radio transmissions, Comprehends most radio transmissions.

(5) Superior

Recognizes and responds to radio traffic accurately and properly, Always aware of radio transmissions / call sign, Alert to all radio traffic, Excellent comprehension of radio transmissions, Able to make a written record, Quick to react to radio traffic.

22. RADIO: ARTICULATION OF TRANSMISSIONS

Evaluates the trainee's ability to communicate with others via the police radio.

(1) Unsatisfactory / (2) Needs Improvement

Does not preplan before transmitting information, Confusing or lengthy transmissions, Poor voice inflection over/under modulates, Improperly uses microphone, Speaks too rapidly or too slowly, Dispatch constantly asks for a repeat, Does not properly use radio codes and/or police terminology.

(3) Minimum Acceptable / (4) Competent

Uses proper procedure with clear, concise and complete transmissions, Thinks before transmitting, Most radio transmissions are understandable and concise, Generally uses proper voice inflection, Dispatch rarely asks for any repeat transmissions, Mostly uses proper radio codes and/or police terminology.

(5) Superior

Transmits clearly, calmly, concisely and completely even in stressful situations, Transmissions are well thought out, Broadcasts in short concise transmissions, Proper and controlled voice inflection, Never has to repeat transmissions, Proper use of radio codes and/or police terminology.

23. RELATIONSHIP WITH CITIZENS / COMMUNITY

Evaluates the trainee's ability to interact with citizens and diverse members of the community in an appropriate and efficient manner.

(1) Unsatisfactory / (2) Needs Improvement

Abrupt, Belligerent, Demeaning, Overbearing, Arrogant, Uncommunicative, Overlooks or avoids "service" aspects of the job, Is inaccessible to the public, Introverted, Overly sympathetic, Ineffective, Prejudicial, Discriminatory, Biased, Impatient, Fails to explain actions to citizens, Does not follow up on citizen requests, Poor "non-verbal" skills, Communications are confusing to the public.

(3) Minimum Acceptable / (4) Competent

Courteous, Friendly, Empathetic to citizen's perceptions of problems, Non-discriminatory, Objective, Patient, Communicates in a professional and unbiased manner, Fully explains actions to public contacts, Follows up on public inquiries and requests, Is service-oriented, Good "non-verbal" skills, Communicates well when interacting with the public.

(5) Superior

Is very much at ease with citizen contacts, Effectively manages time to allow increased citizen contact, Courteous, Friendly, Quickly establishes rapport and leaves people with the feeling the CSO is interested in serving them, Is objective in all contacts, Fair, Unbiased, Excellent "non-verbal" skills, Routinely exhibits strong communication skills when interacting with the public.

24. RELATIONSHIP TOWARDS FTO / SUPERVISION

Evaluates the trainee's ability to effectively interact with Department trainers and members of all ranks.

(1) Unsatisfactory / (2) Needs Improvement

Is not respectful to the Training Officer and/or Supervision, Does not follow the chain of command, Is insubordinate, Does not treat the Training Officer as a supervisor, Constant rationalization of mistakes to the Training Officer, Resists instruction, Argumentative, Patronizes the Training Officer and/or Supervisor, Is sarcastic, Does not acknowledge Supervisors.

(3) Minimum Acceptable / (4) Competent

Is respectful to the Training Officer and Supervision, Adheres to the chain of command, Treats the Training Officer as a supervisor, Listens to and acknowledges remarks made by the Training Officer, Asks pertinent questions and is objective in

learning, Acknowledges Supervisors, Good Training Officer / Supervisor relationships.

(5) Superior

Respects and supports the duties, roles and responsibilities of the Training Officer and/or Supervision, Always follows the chain of command, Treats the Training Officer as a supervisor, Understands and maintains excellent student - teacher relationship, Acknowledges Supervisors, Displays professionalism when contacting Training Officer and all members of rank within the organization.

25. RELATIONSHIP TOWARDS CO-WORKERS

Evaluates the trainee's ability to effectively interact with Department members of all capacities and positions.

(1) Unsatisfactory / (2) Needs Improvement

Belittles others, Interacts in a negative manner with co-workers, Sarcastic, Rude and/or abrupt, Does not work well in a team setting, Uncooperative, Gossips maliciously, Disrespectful, Biased, Considers themselves superior.

(3) Minimum Acceptable / (4) Competent

Good peer relationships, Interacts in a positive manner with co-workers, Impartial, Sincere, Works well in team setting, Cooperative.

(5) Superior

Respects and supports the duties, roles and responsibilities of other department personnel, Is at ease in contact with all members of the organization while displaying professionalism, Interacts in a positive manner with co-workers, Supportive of all co-workers, Courteous, Actively assists co-workers without question or hesitation, Establishes a good working relationship with all co-workers, Is accepted as a member of the department from all co-workers.

# REMEDIAL TRAINING

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## I.8 REMEDIAL TRAINING OVERVIEW

Every trainer knows their obligation to train and evaluate, but many overlook the follow-up aspect of that role, i.e., to correct observed deficiencies in the areas of knowledge, skill, and attitude. It is not sufficient to point out what is wrong and to report it; what is required is the trainer, then do something to help the trainee improve. This is called remedial training.

Remedial training is defined as: **A correction or review of previously taught information or procedures.** “Previously taught,” for our purposes, does not include any training that the employee received from anywhere else. This training becomes necessary when the trainee's job performance is evaluated as less than acceptable after having been provided with sufficient training or intervention, which should have corrected and improved the job performance. Another way of expressing this is that we will give the trainee “one free pass” while in the program. The first time that a subject, item, or skill is explained or demonstrated by the trainer, it shall count as the very first training experience!

### I.8.1 WHAT REQUIRES REMEDIATION?

Simply put, anything recognized as a performance deficiency requires remediation. But, unfortunately, some performance deficiencies have, as their root cause, something that the trainer cannot correct. Some examples are immaturity, absence of a positive self-image, lack of common sense, worldliness, lack of life experience, stress, and fear. These are attitudinal based and are occasionally so deeply ingrained in the trainee's behavioral package that they cannot be overcome. It is wrong, however, to automatically assume that a failure to perform well is linked to one of the above reasons. It is most likely that inexperience and an absence of sufficient practice has led to the problem. The trainer's role is to help the trainee overcome the difficulty and to give him/her an opportunity to learn and perform.

### I.8.2 WHO REMEDIATES?

Initially, it is the trainer's responsibility to provide the correction or review that is called for. It is typical and common that the trainer can resolve most problems but occasionally this may not be the case. The training program staff must be prepared to invoke creative and sometimes dauntless efforts to bring about the desired change. The use of outside resources is one of the more effective methods that should be considered.

### I.8.3 WHEN DOES REMEDIATION BEGIN?

Remediation should begin when the problem is observed or as soon after as practical! Remediation may be in the form of a simple comment, i.e., “this word is spelled...” or “remember to stand in a safe area out of traffic.” These types of remedial efforts or remedial comments often take place simultaneously to the observed mistake. Other remedial efforts may take place at a time and, perhaps, a location away from the actual event. The important things to

remember are that (1) an error must be corrected and (2) that correction should come as soon as practical following the behavior without interfering with the agency's service responsibility.

#### I.8.4 WHAT ARE THE STEPS TO REMEDIATION?

1. Being as specific as possible identifies and describes the deficiency. Do not overlook calling upon the trainee to help in this endeavor.
2. Reflect on, and determine, what has been tried and found to be effective with similar performance problems.
3. Develop a plan which clearly identifies what the new officer is expected to accomplish, under what conditions, within what time frame, and using what resources.
4. Implement the plan and evaluate its success. If the desired level of performance (goal) was not achieved, return to step one.

#### I.8.5 SUMMARY

Most remedial efforts take place in an “ongoing” way as the trainee and trainer interact. Most performance mistakes are relatively simple to fix and are corrected almost immediately. The problems that do not seem to go away are those which call for a more formal approach as described above and may actually require an extended stay in the training program. Consider using a Remedial Training Assignment Worksheet when developing your remedial plan. Be sure to document the plan and the results.

Above all, take credit for your remediation efforts. When appropriate, document remediation on your DOR. Documentation of remediation may turn out to be the critical factor in the event of a recommendation for termination.

#### I.8.6 REMEDIAL TRAINING STRATEGIES

For any identified deficiency, the number of remedial training strategies are countless, limited only by imagination and feasibility. Strategies should not be dangerous, demeaning, harassing, or expose the department to liability. Factors involving ethics, legality, and morality must be carefully weighed before undertaking a remedial training plan. No agency policies, procedures, or safety standards can ever be violated for the sake of training.

These suggestions, some non-traditional, may be applicable for (1) assisting trainees in gaining proficiency with items in the training guide, or (2) designing remedial training plans.

Remember, **the first step is always to accurately diagnose the problem!**

#### I.8.7 COMMON REMEDIAL TRAINING STRATEGIES

Role Plays and Scenarios:

This is a superb tool for a variety of performance tasks. Care should be taken regarding the following:

1. All participants must be made aware that the situation is a training exercise, not an actual event.
2. Never put participants in danger in field training scenarios.
3. Choice of location (so as not to involve unknowing, concerned citizens).
4. Selecting role players who understand the win-win philosophy (If the trainee does it right, they win!).

#### Role Reversals:

Similar to role-plays, here the trainer reverses roles with the trainee. The trainee then watches the trainer perform a task in the same incorrect manner that the trainee did earlier. The trainee is then required to critique the trainer and offer suggestions for improvement.

#### Commentary Driving:

This technique involves the senses of touch, sight, and hearing in the learning process. The trainee is advised to maintain a running commentary on what is observed while operating the vehicle (in the case of Driving Skill) or while acting as either the driver or passenger (in the case of Observation).

When Driving Skills are being taught, the trainee's recitation should focus on street/traffic conditions, traffic control devices, and defensive driving information.

When Patrol Observation is being taught, the trainee should direct their attention to things, which would be of police interest. The intent of this training is to move the trainee from "looking" as a civilian to "seeing" as a service officer does.

When Orientation Skills are being taught, the trainee provides a commentary of the (1) direction of travel, (2) location by intersection, and (3) identification of landmarks.

#### Commentary Thinking:

This technique is especially useful for those trainees who routinely know what to do but, once subjected to stressful situations, become muddled or disjointed in their ability to think.

Commentary thinking is simply thinking out loud. Trainees are instructed to talk out their thoughts. They are not allowed to think silently. If they are en route to a particularly stressful call, then they must tell the trainer what the call is, how they will get there and, once there, what their actions will be. In this way, they must order their thoughts and present them to the trainer in a clear and logical manner.

An important benefit to trainees from this exercise is not only the "putting in order" of their thoughts and actions, but the slowing of their thought processes and prevention of "overload."

We have all been in situations where our minds raced so fast that our actions have not been able to keep up. An example might be when we try to write down an interesting idea. Our thoughts flow much faster than we can write. This is what happens to some trainees when confronted with a situation with which they are uncomfortable. By having them “talk out” their thoughts, their thinking will revert to a slower, more understandable pace. This process will also have a calming effect and reduce stress.

#### Flash Cards:

The making of flash cards by the trainee enhances the learning process because more than one “learning sense” comes into play. Flash cards are particularly effective with such subjects as Radio Codes, Orientation Skills, Vehicle or Criminal Statutes and Elements, and Report Form Selection and Spelling.

#### Spelling Quizzes:

The trainer keeps track of words, which are frequently misspelled. The trainee is provided a list of these words and advised a few days in advance of the quiz. If the trainee finds it helpful, they may wish to practice writing the words a number of times.

#### Self-Evaluations:

This technique, especially valuable when the trainee has difficulty accepting feedback, entails having the trainee keep notes during the shift and complete a DOR at the end. The DOR should be labeled “Self-Evaluation.” As with the trainer's evaluation, both parties review and compare the DOR at the end of the shift.

This technique should be employed infrequently, no more than once every two to three weeks, or it will lose its effectiveness.

### I.8.8 NON-TRADITIONAL STRATEGIES BY SUBJECT

#### Directing Traffic:

1. Trainer draws diagrams for trainee to place self, flow of traffic, ideal locations for fire and medical response, etc.
2. Shut down an intersection and let trainee practice. Start with quiet intersections and build to busier.
3. Have trainee speak with other trainers, Supervisors, etc.
4. Have trainee speak with fire and medical responders for their perspective.
5. Request special assignments for these types of calls.

#### Parking Enforcement Stops:

1. Role-play, in a parking lot, using other trainers and vehicles.
2. Videos
  - a. Review training videos on stops.

- b. Film trainees in action so they can watch themselves.
3. Trainer draws diagram for the trainee to place self, vehicle positions, ideal locations for stop, etc.
4. Use miniature cars for placement.
5. Develop a checklist; first written, then mental.

#### Report Writing:

1. Use report-writing exercises.
2. Pull some good and bad reports as examples. Be sure to remove the author's name.
3. Interview detectives, supervisors, attorneys, and judges as to what they think makes a good report.
4. Suggest trainee enroll in a writing class.
5. Have trainee obtain and read library books on the subject.
6. Develop checklist to include elements of crimes for the more common calls.
7. Suggest trainee purchase a speller.
8. Suggest trainee spend time working with a tutor.

#### Courtroom Demeanor:

1. Interview detectives, supervisors, attorneys and judges as to what they think makes a good witness.
2. Take the trainee through various courtrooms.
3. Have trainee observe an officer giving testimony.

#### Orientation Skills:

1. Give trainee copies of the map which contains the streets but no names. Trainee fills in the names.
2. Verbal and written quizzes on the hundred blocks, landmarks, and other important locations.
3. Throughout shift ask trainee, "Where are we now?"
4. Give the trainee addresses, transparencies, and a marker. Have trainee trace the route to the location.

#### Radio Procedures and Codes:

1. Role-plays
  - a. What is going on within the city or with officers?
  - b. Sample sentences/codes.
  - c. Describe scenario. Ask trainee how to say it on the radio.
2. Obtain a tape recorder which you and the trainee use as a radio in role-plays.
3. Have trainee speak in codes rather than English.
4. Assign trainee to a shift in Communications to work with an operator. Have trainee log the codes and then decipher into English, turning in the final product.
5. Have trainee listen to a scanner.

6. Have trainee read all license plates phonetically.

Rapport With Citizens:

1. Increase exposure to public.
2. Role-plays.
3. Videotape trainee's contacts. Have trainee review and critique performance.

Summary

Always remember to:

1. Diagnose the problem.
2. Provide feedback.
3. Use all the resources available.
4. Be creative.
5. Document the trainee's performance, your efforts, and inform your supervisor of trainees weakness/areas of concern.

# COMMUNITY SERVICE OFFICER TRAINING PROGRAM REMEDIAL TRAINING ASSIGNMENT WORKSHEET

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Trainee: \_\_\_\_\_ Date: \_\_\_\_\_ Week #: \_\_\_\_\_  
Your trainer has identified one or more areas of performance difficulties that need your immediate attention for improvement. You will be expected to fully complete the training assignment listed below by \_\_\_\_\_ (date)

## PERFORMANCE DEFICIENCIES:

Define the problem specifically giving examples. Describe the training already conducted.

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## TRAINING ASSIGNMENT:

Describe the specific assignments given to the trainee to correct the above problem. (Trainer will describe the specific assignment given the trainee to correct the above described problem. Assignment will be given in terms of specific performance goals, i.e., practice parking enforcement stops daily [at least 4 shifts] resulting in 2-parking citations issued for parking violations in the above time period. Trainees will be expected to perform at a satisfactory level in identified skill knowledge area.)

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Trainer Signature: \_\_\_\_\_ Trainee Signature: \_\_\_\_\_  
(Name and Date) (Name and Date)

## ASSIGNMENT COMPLETION:

- |    |   |         |        |
|----|---|---------|--------|
| 1. | Has the trainee satisfactorily completed the training plan? | Yes [ ] | No [ ] |
| 2. | Is the trainee now performing at a competent level?         | Yes [ ] | No [ ] |
| 3. | Has an additional assignment been given?                    | Yes [ ] | No [ ] |

## PROVIDE COMMENTS:

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If the training plan is not satisfactorily completed, specific recommendations **MUST** be made regarding the trainee's continued substandard performance. Additional REMEDIAL TRAINING WORKSHEETS should be generated outlining a follow-up training plan.

\* \* It is the responsibility of the ORIGINATING Trainer to ensure that this assignment is communicated to the trainee's next trainer so that follow-up can be monitored.

Trainee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Trainer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# TRAINING ACKNOWLEDGEMENT CHECKLIST

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## I.9 CHECKLIST OVERVIEW

Many of the sections in this guide require that you have a good understanding and a working knowledge of the material, i.e., the ability to apply the knowledge to situations you will encounter in the field. Your trainer will give you training on each of the sections.

Once you have received the training information, complete the weekly checklist with your trainer. The form provided at the end of each week of training indicates that you have received the training and you understand the material.

The Patrol Sergeant who is completing your evaluations (Training Sergeant) will initial in the space provided when in his/her opinion you have satisfactorily completed the performance objective for each section.

### I.9.1 DO NOT INITIAL ANY SECTION UNTIL YOU HAVE RECEIVED ADEQUATE INSTRUCTION ON THE MATERIAL AND YOU UNDERSTAND THE MATERIAL

If you do not have a clear understanding of any material on which you have received instruction, seek clarification on the topic from your trainer. If, after this additional instruction, you still feel the topic is unclear, you should discuss the area of concern with your training Sergeant. It is your responsibility to see that the material is covered and that you understand the material.

This training acknowledgment checklist will be collected at the end of each week of training. They will be placed in your training file as a permanent record showing you have received the required training and you understand the material. You may keep the remainder of the VSO Training Guide as a reference.

**PHASE 1  
SECTION 1  
DEPARTMENT ORIENTATION**

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1.1 OVERVIEW

The CSO trainee shall be introduced to and know the departmental personnel as well as the police facility.

1.1.1 INTRODUCED TO KEY PERSONNEL

- A. Chief of Police
- B. Captain
- C. Administrative Services Lieutenant
- D. Patrol Lieutenant
- E. Patrol Sergeants
- F. Detective Bureau Sergeant

1.1.2 LOCATION OF THE FOLLOWING

- A. Chief's Office
- B. Captain's Office
- C. Patrol Lieutenant's Office
- D. Administrative Services Lieutenant's Office
- E. Professional Standards Office
- F. Patrol Sergeants' Office
- G. Detective Bureau
- H. Report Room
- I. Records Division
- J. Vernon PD Jail Facility
- K. Parking Areas
- L. Locker Rooms (Men, Women, Supervisor, Mobile Field Force)
- M. Briefing Room
- N. Lunch Room
- O. Shooting Range
- P. Armory
- Q. Communications Center
- R. Evidence Room
- S. Exterior Evidence Room / Bike Room
- T. City Hall
- U. Community Services
- V. Gas Pumps

### 1.1.3 LOCATION OF EQUIPMENT AND SUPPLIES

- A. Radio Room – Portable Radio Batteries / Chargers
- B. Flashlight Chargers
- C. Forms
- D. Cards
- E. Citation Books
- F. Batteries
- G. Pens, Pencils, Chalk

# DEPARTMENT DIRECTIVES, RULES AND REGULATIONS

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## 1.2 SECTION OVERVIEW

The CSO trainee shall review and know the agency directives, rules and regulations relating to the following sections:

### 1.2.1 CONFORMANCE WITH DEPARTMENT POLICY AND PROCEDURES

Every CSO shall be familiar with and conform to the policy and procedures of this department and the CSO training guide.

### 1.2.2 ADDRESSING RANKING OFFICERS

When in the presence of others, CSO's shall address superiors by their proper titles.

### 1.2.3 DISOBEDIENCE OF ORDERS

No CSO shall willfully disobey the lawful order of any superior officer.

### 1.2.4 INSUBORDINATION TO RANKING OFFICERS

No CSO of the department shall use coarse, profane, or insolent language to any superior officer.

### 1.2.5 RESPECT TO THE PUBLIC

No CSO of this department shall use coarse, profane, or insolent language to any citizen.

### 1.2.6 CONDUCT TOWARD OTHERS Error! Bookmark not defined.

Members shall observe the following rules of conduct:

- A. Members shall conduct themselves in a manner that will foster the greatest harmony and cooperation between themselves and the Units of the Department.
- B. Members shall not intentionally antagonize any person with whom they come in contact and shall treat all persons in a respectful, courteous and civil manner.
- C. CSO's issuing parking citations shall proceed in a courteous, fair, firm, impartial, and business-like manner. They shall scrupulously avoid any display of officious or overbearing attitude and shall not use any language designed to belittle, ridicule, or embarrass the violator.
- D. In the presence of persons from outside the Department, members shall address officer personnel by their rank and civilian employees by their title (i.e., Mr., Mrs.).

- E. A member shall not at any time or for any reason, willfully subject any person or animal to cruel treatment or willfully neglect necessary, humane action which circumstances may require.
- F. Members, whether on or off duty, shall not intentionally become personally involved in disputes or quarrels in their own neighborhood.

#### 1.2.7 GENERAL BEHAVIOR

A CSO of the Vernon Police Department shall not conduct himself/herself in any manner that will discredit themselves and reflect disparagingly on the Department. Whenever any CSO commits any act unbecoming to him/her or that discredits the Department, or by any act, including personal conduct while on or off duty, he/she shall be subject to disciplinary action.

#### 1.2.8 DISCIPLINE AND / OR DISMISSAL

The CSO trainee will review and know the City's policy regarding Discipline. Refer to the City's Personnel Policies & Procedures Manual section III Employee and Labor Relations, subsection 6 Discipline.

#### 1.2.9 OBEDIENCE TO LAWS, REGULATIONS, AND ORDERS

- A. Members shall not willfully violate any Federal Statute, State Law, or local ordinance.
- B. Members shall strictly obey and properly execute any lawful order issued by a supervisor of higher rank.
- C. When assigned to duty with other members of the Department, each employee shall be jointly responsible for compliance with the rules and regulations and proper performance of duty.
- D. Members who violate any rules, regulations, or policies of the Department shall be subject to disciplinary action.

According to the nature of the offense and in conformance with the rules of the Vernon Police Department, disciplinary action may consist of:

1. Reprimand
2. Suspension without pay
3. Reduction in pay-grade
4. Reduction in rank
5. Dismissal from the Department

#### 1.2.10 CONFIDENTIAL INFORMATION

All CSO's shall treat as confidential the official business of the Vernon Police Department. They shall not impart same to anyone except those for whom it is intended, or as directed by their ranking officer or under due process of law. They shall not make known to any person any special order that they receive, unless so required by the nature of the order.

Contents of any criminal record filed in the Police Department shall not be exhibited or divulged to any person other than a duly authorized police officer, except on approval of the Captain, the Chief of Police or by due process of law.

#### 1.2.11 FALSE STATEMENTS

CSO's shall not make a false statement when questioned or interviewed, or in reports submitted.

#### 1.2.12 MISAPPROPRIATION OF PROPERTY

CSO's shall not appropriate to their own use any evidence, or lost, found, stolen, recovered, or City Property.

#### 1.2.13 INDEBTEDNESS

CSO's shall pay their just debts promptly when due. They shall not sell or assign their salaries or incomes, or contract any debts or liabilities that they are unable or unwilling to pay. They shall not refuse to promptly pay all legal indebtedness, claims and judgments and satisfy all executions that may be held or issued against him or her. Attachments of any kind upon an employee's salary as a result of neglect or refusal to pay a debt shall be cause for disciplinary action.

#### 1.2.14 DEMEANOR AND CONDUCT

From a general standpoint, the department requires a particular attitude on the part of the C.S.O. This attitude is basically one of willingness to learn and is best exemplified through an honest endeavor to observe and listen during all phases of the training program.

#### 1.2.15 DISORDERLY CONDUCT

Members shall not engage in any disorderly conduct in any public place at any time.

#### 1.2.16 USE OF ALCOHOL

Except in the performance of duty, a member shall not drink any kind of intoxicating liquor while on-duty. No member shall report for duty or be on-duty while under the influence of liquor, or be unfit for duty because of its use. The odor of an alcoholic beverage on the breath will be considered presumptive evidence.

Members shall not possess or consume intoxicating liquor while in a department vehicle or in a police facility occupied by any unit of the Department, except as evidence in a criminal case. Whether on or off duty, members found intoxicated in a public place are subject to immediate departmental disciplinary action. Those who are intoxicated to extent that it results in the commission of an odious or offensive act which might tend to bring discredit upon the department, (or the member), are subject to an immediate disciplinary action, pending further action by the Chief of Police. A member shall not consume an alcoholic beverage while in uniform whether on or off duty.

#### 1.2.17 USE OF DRUGS OR NARCOTICS

A member shall only use habit-forming drugs when a physician for an illness or injury properly prescribes such drugs or narcotics. Members shall not report to for duty or be on duty while under the influence of such drugs. Whenever any member of the Department is taking drugs or narcotics by a physician's order, he shall notify his Watch Commander of such orders.

#### 1.2.18 ACCEPTANCE OF GRATUITIES

Those of us who have chosen police work as our profession, recognize the fact that we are held to a higher standard of conduct than most people. We are held to this standard not only by the members of the community we serve, but by ourselves as well.

We realized, when we pursued positions within the Police Department, that this higher standard would be expected. The testing process was more vigorous and thorough than any other hiring process and included a background investigation designed to identify those candidates with strong character traits. When we accepted our position, we accepted the higher standards of conduct that go along with it.

The Law Enforcement Code of Ethics is found at the very front of our policy manual. Every member of this Department publicly swore to accept the Code of Ethics as a “professional moral compass.” I am confident that each member of this Department still feels strongly about the mandates it sets forth

One of those mandates concerns “...never accepting gratuities.” For many, this area has become less “clear cut” than the others. A discounted lunch, a free cup of coffee or getting a “police price” on some other item, has been viewed as a “perk” of the job. Many times, the person providing us with a “break”, feels better about giving it than we do about getting it. In fact, Webster’s even defines a gratuity as a “gracious gift.”

The reality is that the “perk” often comes with an unspoken price. It may be something seemingly insignificant, like more frequent patrols or it can become something more such as the inappropriate use of an officer’s discretion in choosing not to issue a citation. I’m sure we have all heard of other, more inappropriate actions having been taken by an officer who may have started out just trying to return a favor. Perhaps this is why Webster’s also defines a gratuity as “...a payment intended to influence a person, usually improperly.”

I don't want any member of this Department to find himself or herself in a position where their integrity or the Department's reputation is compromised as a result of accepting a gratuity. Therefore, effective immediately, no member, either on duty or off duty, may accept a gratuity from any person, which is given to him or her on the basis of their position as a police officer or member of this Department.

In order to reinforce the importance of not accepting gratuities, we will be contacting several local merchants, including those listed as approved Code 7 locations, and informing them of our policy of not accepting discounts or gratuities. If a vendor refuses to accept full payment for an item, the Department member shall leave the full payment amount at the location (i.e. on the table as a tip, on the counter etc).

There may be circumstances where a reduced rate or other similar offer is made to all public safety personnel statewide, including police, fire personnel and other emergency workers. Many of these group benefits or discounts are provided to other types of employee groups as well. This policy is not directed toward this type of situation. It is intended to prohibit the acceptance of gratuities, which result in any type of personal gain to an employee. It is primarily these types of situations where something is expected in return.

The acceptance of gratuities can bring discredit to the individual and the Department. Any member of the Department found to have violated this policy, will be immediately disciplined. If a member is unsure if a particular offer or benefit constitutes a gratuity, it is his or her responsibility to discuss the circumstances with a supervisor prior to taking any action.

# DEPARTMENT DIRECTIVES, POLICIES AND PROCEDURES

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## 1.3 OVERVIEW

The CSO trainee shall know the agency directives, rules and regulations relating to the following sections:

### 1.3.1 CHAIN OF COMMAND

The CSO trainee will review and know the department's Chain of Command policy. Refer to the Vernon Police Department Policy 201 in the Lexipol policy system.

### 1.3.2 UNITY OF COMMAND

Each individual, unit, and situation is under the immediate control of one, and only one person. The principle of command responsibility is in effect; (i.e., each executive and supervisor is responsible for the acts of his subordinates).

### 1.3.3 RANK

Members of the Department have a special responsibility to act or take command in situations calling for law enforcement action. These situations may be regular operations or might be emergency situations such as disaster.

Members are distinguished by rank, which is assigned in terms of level or responsibility within the chain of command. The descending order of rank in the Vernon Police Department is as follows:

1. Chief of Police
2. Captain
3. Services Division Lieutenant
4. Patrol Division Lieutenant
5. Sergeant
6. Corporal
7. Officer
8. Civilian Employee

In a law enforcement situation, the officer in charge shall be the member having the highest rank who is on duty or at the scene. When the members next in line in the chain of command are of the same rank and no one has been designated as in command, the member having seniority in grade shall be in command.

#### 1.3.4 WATCHES DEFINED

A watch shall be that period of time when a particular Division, Bureau, Section or Unit of the Department is considered to be "On Duty." This shall apply to all areas of the Department. The word "Shift" will mean the same as "Watch" when making reference to a period of time on duty.

#### 1.3.5 HOURS OF WATCH

All personnel shall be assigned regular working hours and days. The exception to this will be when the Chief of Police or his authorized representatives assigns a special detail.

Current watch hours are as follows:

- A. Administration: Monday – Thursday 0700 to 1700
- B. Patrol Day Watch: 0630 to 1900 (12.5 hours)
- C. Patrol Night Watch: 1830 to 0700 (12.5 hours)
- D. Detective Bureau: 0700 to 1700
- E. Records: Monday – Thursday 0700 to 1730
- F. Comm Center Days: 0600 to 1930
- G. Comm Center Night: 1730 to 0700
- H. CSO: TBD

#### 1.3.6 TARDINESS

The CSO trainee will review and know the City's Tardiness Policy. Refer to the City's Personnel Policies & Procedures Manual section III Employee and Labor Relations; subsection 4 Tardiness Policy.

#### 1.3.7 EMPLOYEES TO REMAIN ON DUTY UNTIL RELIEVED

An employee of the Department regardless of their duty assignment and/or rank, shall work the full time assigned for their duty, and shall not leave their assigned duty until such time as they are properly relieved, or is granted permission by their commander.

#### 1.3.8 EFFICIENCY

In carrying out the functions of the Department, the CSO shall direct and coordinate their efforts in such a manner as will tend to establish and maintain the highest standard of efficiency.

#### 1.3.9 SLEEPING ON DUTY

A member shall not sleep while on a tour of duty unless specifically authorized to do so.

#### 1.3.10 TIME OFF REQUESTS

CSO's requesting time off from duty (comp-time) when feasible shall provide a minimum of a two day notice. If the CSO needs time off immediately must make the request to the Watch Commander.

#### 1.3.12 SICK LEAVE POLICY

The CSO trainee will review and know the City's Sick Leave policy. As a Miscellaneous Employee refer to the City's Benefits; Fringe Benefits and Salary Resolution Part 1 Section 7 Sick Leave policy. The Sick Leave information for CSO is also found in the current Teamster MOU Article Eleven Section 1.

#### 1.3.13 FAMILY SICK LEAVE KIN CARE POLICY

The CSO trainee will review and know the City's Family Sick Leave (Kin Care) policy. As a Miscellaneous Employee refer to the City's Benefits; Fringe Benefits and Salary Resolution Part 1 Section 8 Family Sick Leave (Kin Care) policy.

#### 1.3.14 LIABILITIES RESULTING FROM INJURIES

The C.S.O., like any other employee, is covered under the Workmen's Compensation provisions as adopted by this City, and if injured on the job, whether in the station or in the field, he will be covered under this provision.

#### 1.3.15 IDENTIFICATION CARD

The CSO trainee will review and know the department's Uniform Regulations policy. Refer to the Vernon Police Department Policy 1046 subsection 1046.2.1 Department Issued Identification in the Lexipol policy system.

#### 1.3.16 DRIVER'S LICENSE

The CSO trainee will review and know the City's Driver's License Requirements. Refer to the City's Personnel Policies & Procedures Manual section I Employment, subsection 10 Driver's License Requirement.

Per Department procedure, all CSO's shall maintain a valid California driver's license.

#### 1.3.17 RESPONSIBILITY FOR ISSUED PROPERTY

Each CSO shall be personally responsible for any items issued to them by this Department. The CSO shall not permit any person to borrow or use the items of identification issued to them by the Department. Loss of any of these items shall be reported immediately to the Chief of Police by a written report. The report shall contain all of the circumstances leading to such loss.

### 1.3.18 ISSUED PROPERTY

1. Sam Browne
2. Portable radio holder
3. Digital recorder holder
4. Pepper spray holder
5. Handcuff case
6. Flashlight holder
7. Portable radio
8. Portable radio collar mic / portable radio ear piece & mic
9. Digital recorder
10. Flashlight
11. Pepper spray
12. Handcuffs
13. Reflective vest

### 1.3.19 UNIFORM AND EQUIPMENT

The CSO trainee will review and know the department's Uniform Regulations policy. Refer to the Vernon Police Department Policy 1046 subsection 1046.2 Wearing and Condition of Uniform and Equipment in the Lexipol policy system.

### 1.3.20 CSO UNIFORM

The CSO trainee will review and know the department's Uniform Regulations policy. Refer to the Vernon Police Department Policy 1046 subsection 1046.4 Community Service Officer Class A uniform and subsection 1046.4.5 Community Service Officer Class B uniform in the Lexipol policy system.

### 1.3.21 WEARING OF TIE

The CSO trainee will review and know the department's Uniform Regulations policy. Refer to the Vernon Police Department Policy 1046 subsection 1046.6 Wearing of Tie in the Lexipol policy system.

### 1.3.22 NON-UNIFORMED ATTIRE

The CSO trainee will review and know the department's Uniform Regulations policy. Refer to the Vernon Police Department Policy 1046 subsection 1046.5 Non-Uniformed Attire (Office Attire / Attire for Court Appearance) in the Lexipol policy system.

### 1.3.23 UNAUTHORIZED UNIFORMS, EQUIPMENT AND ACCESSORIES

The CSO trainee will review and know the department's Uniform Regulations policy. Refer to the Vernon Police Department Policy 1046 subsection 1046.6 Unauthorized Uniforms, Equipment and Accessories in the Lexipol policy system.

#### 1.3.24 DRESS CODE POLICY

The CSO trainee will review and know the City's Dress Code Policy. Refer to the City's Personnel Policies & Procedures Manual section I Employment, subsection 15 Dress Code Policy.

#### 1.3.25 GROOMING POLICY

The CSO will review and know the Department's Grooming Policy.

Hair, beard, mustache, and sideburn regulations are designed to assure good safety conditions and a positive public image for Department employees. All employees are governed by basic grooming, neatness, cleanliness and safety standards for the equipment operated.

- A. Hair: Hair must be neatly combed, groomed and appropriate for the assignment. Officers, Vernon Service Officers and cadets must not wear a hairstyle that poses a danger. It should not be so long that it can be easily grasped by an assailant nor should it cover the eyes and obscure the vision. Hair should be natural hair color tones. (Generally the hair for male employees should not be longer than the top of the shirt collar, nor should his hair cover his ears.)
- B. Beard: A beard is not allowed.
- C. Mustache: A mustache must not exceed beyond the corner of the mouth. A mustache cannot touch the lower lip.
- D. Sideburns: Sideburns must not extend below the middle of the ear. Sideburns must not connect to the mustache.
- **EXCEPTIONS TO THE GROOMING POLICY**: Officers assigned to the Detective Division, by nature of their assignment, and with the permission of the Division Commander may be exempted from the above policies during their assignment.

#### 1.3.25 TATTOO AND BODY PIERCING POLICY

The CSO trainee will review and know the City's Tattoo and Body Piercing Policy. Refer to the City's Personnel Policies & Procedures Manual section I Employment; subsection 16 Tattoo and Body Piercing Policy.

The CSO trainee will review and know the Department's policy: While on duty or representing the Department in any official capacity, all body piercings, tattoos or other body art must be concealed by the duty uniform or uniform of the day.

Sworn officers working in an undercover assignment are exempt from this policy while working in an undercover capacity.

### 1.3.26 PRESS RELATIONS

The Chief of Police, the concerned Division Commander, or the on-duty Watch Commander shall only release Press information.

Members of the Department who furnish information to the press concerning police incidents are expected to furnish accurate information concerning the case and the identity of the officers or members of the department who participated. Information released to the press shall be limited so as not to interfere with the due process of law. At no time shall the press be used as means of publicity.

### 1.3.27 OUTSIDE EMPLOYMENT

The CSO trainee will review and know the Department's outside employment policy.

No member shall accept employment in any line of endeavor in addition to his employment, without having first obtained permission for such employment from the Chief of Police.

# CITY AND DEPARTMENT POLICIES AND PROCEDURES

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## 1.4 OVERVIEW

The CSO trainee shall know the following department policies.

### 1.4.1 USE OF FORCE

The CSO trainee will review and know the department's Use of Force policy. Refer to the Vernon Police Department Policy 300 in the Lexipol policy system.

### 1.4.2 LEGAL AUTHORITY OF THE C.S.O.

A C.S.O. has the same authority as does any private person with respect to arrests of persons charged with a crime under the laws of the State of California. Although department policy requires that C.S.O.'s be assigned in such manner that the possibility of becoming involved in such situation is at a minimum, they are covered as employees of the city as to liability resulting from their actions under guidance of a sworn member of the Vernon Police Department.

### 1.4.3 HARASSMENT / DISCRIMINATION FREE WORKPLACE POLICY

The CSO trainee will review and know the City's Harassment / Discrimination Free Workplace Policy. Refer to the City's Personnel Policies & Procedures Manual section III Employee and Labor Relations; subsection 7 Harassment / Discrimination Free Workplace.

### 1.4.4 VIOLENCE FREE WORKPLACE POLICY

The CSO trainee will review and know the City's Violence Free Workplace Policy. Refer to the City's Personnel Policies & Procedures Manual section III Employee and Labor Relations; subsection 3 Violence Free Workplace Policy.

### 1.4.5 WHISTLEBLOWER POLICY

The CSO trainee will review and know the City's Whistleblower Policy. Refer to the City's Administrative Manual; Whistleblower Policy.

### 1.4.6 PORTABLE AUDIO/VIDEO RECORDERS POLICY

The CSO trainee will review and know the Department's Portable Audio/Video Recorders policy. Refer to the Vernon Police Department Policy 450 in the Lexipol policy system.

**PHASE 1**  
**SECTION 2**  
**DEPARTMENT COMPUTER PROGRAMS**

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## 2.1 OVERVIEW

The CSO will be shown the computer programs that are used by the department, how to access the different programs and how to use each program.

### 2.1.1 POLICY

The CSO trainee will review, know and abide by the City's Electronic Equipment and Systems Use Policy. Refer to Administrative Policy Manual section 5.1 – Information Technology.

### 2.1.2 MICROSOFT OFFICE

The CSO will be introduced to the Departments computer operating system and programs. The CSO will be shown how to Log-on to a department computer and access the Department's different computer programs.

1. Microsoft Word 2010
2. Microsoft Excel 2010

### 2.1.3 MICROSOFT OUTLOOK

The CSO will be given a Department email account and shown how to access emails. The CSO will be instructed on how to send email(s) and retrieve email(s).

The CSO will abide by the Email Retention Policy.

### 2.1.4 INTERNET EXPLORER

The CSO will be shown how to access and use the Department Web Browser. The CSO will strictly adhere to the City's and Department's policies regarding use of the Internet.

### 2.1.5 RMS

The CSO will be shown how to access and Log-On to the Department's reporting system (RMS). The CSO will receive instruction in the use of RMS in a different section.

### 2.1.6 TELESTAFF

The CSO will be shown how to access and Log-On to the Department's on-line work schedule. The CSO will be given the web site address to access TeleStaff schedule remotely. The CSO

will be instructed on how to read the schedule. It is the CSO's responsibility to check TeleStaff and know their work schedule.

The CSO will be shown the following components of TeleStaff;

1. CSO's monthly schedule.
2. The roster displaying the daily status of all employees assigned to duty for the day.
3. Personal history of the time off taken by the CSO.
4. Accrued time – vacation, holiday, comp time, sick time, and kin care time.
5. Requesting time off – vacation, holiday, comp time, sick, and kin care.
6. Payroll – displaying pay periods.

#### 2.1.7 POLICE MESSAGE SWITCH

The CSO will be shown how to access specific network data folders and sub-folders. The CSO will be shown all Microsoft Word and Adobe documents that will be used.

1. Finished Forms Folder
  - A. Overtime Form sub-folder
    - a) Overtime Calculation Sheet
    - b) Overtime Form
  - B. Time Off Forms sub-folder
    - a) Employee Leave Balances Report
    - b) City Kin Care Use Request
    - c) Employee Leave Request Form
    - d) Time Off Cancellation Form
  - C. Change of Address / Emergency Contact Form
  - D. Citation Correction Form
  - E. Citation Voiding Form
  - F. Deferred Comp Form
  - G. Property Entry Form

#### 2.1.8 PUMA

The CSO will be issued an Olympus digital voice recorder. The CSO will be shown how to download recordings into the PUMA management software.

#### 2.1.9 JDIC

The CSO will be shown how to access and Log-on to JDIC. The CSO will be given instruction on the use of JDIC in a different section.

### 2.1.01 ADORE

The CSO will be shown how to access and Log-on to ADORE. The CSO will be given instruction on how to access, review and electronically sign Daily Observation Report (DOR) completed by the Field Training Officer.

# RECORDS MANAGEMENT SYSTEM

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## 2.2. OVERVIEW

The CSO trainee will be introduced to and trained in the department's reporting system (RMS)

### 2.2.1 PURPOSE

All reports shall be completed in the RMS system. The CSO trainee shall acquire an understanding of the basic functions of the RMS system. The CSO trainee shall receive training and must demonstrate a working knowledge of the RMS system. The trainee shall illustrate through example the ability to complete the following reports; incident, crime, and supplemental. The CSO trainee should be familiar with basic word processing.

### 2.2.2 INSTRUCTION

The CSO trainee will receive instruction on the use of RMS by the Records Manager.

The CSO trainee will be required to know the following;

1. LOG on and get into the RMS system.
2. Retrieve the call from CAD reports folder and complete the appropriate report.
3. Create and complete the appropriate report that is not generated from CAD.
4. Retrieve, complete, and place into the correct folder a report returned for corrections.

### 2.2.3 REPORTS

The CSO trainee will be shown how to complete an incident report, crime report and supplemental report in RMS.

# CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM CLETS

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## 2.3 OVERVIEW

The CSO trainee shall be able to identify circumstances where an inquiry into a law enforcement information system would be necessary and shall be able to identify information systems used by the department. The CSO trainee shall also complete the proficiency examination for Less Than Full Access CLETS terminal operators.

### 2.3.1 INFORMATION SYSTEMS / JUSTICE DATA INTERFACE CONTROLLER (J.D.I.C.)

Information systems may include:

1. To locate information on lost, stolen, or recovered property (including vehicles).
2. To establish probable cause for a search or an arrest.
3. To verify the validity of a warrant.
4. To verify the validity of a driver's license, vehicle registration, or occupational license.
5. To determine if a person is wanted.
6. To determine the status of a person on parole or probation.
7. To report or locate a missing person.

### 2.3.2 WANTED PERSONS SYSTEMS/AWWS/WPS/CWS

Subjects are run simultaneously in the various systems available to the dispatcher through the JDIC terminal. It is necessary to give the information in a consistent manner to expedite your inquiries. Request clearance to run your subject and use the following format. Include all information possible:

1. Drivers license number, state, and name (last, first & middle initial)
2. Address (first three numbers only)
3. Sex, Race, Hair Color, eye color, height, weight, and date of birth
4. Secondary address
5. Alias (a.k.a.s.)

### 2.3.3 CONSOLIDATED CRIMINAL HISTORY REPORTING SYSTEM

The CCHRS contains Personal History Index for subject-oriented data; The Automated Justice Information System (AJIS) for new arrest data; The Trail Court information system (TCIS) for case management and disposition data; and the Juvenile Automated Index (JAI) for juvenile data. This inquiry is used for all arrest packages.

#### 2.3.4 AUTOMATED FIREARMS SYSTEM/AFS

Contains information on stolen, lost, pawned firearms, ownership and license to carry concealed firearms. Information required for firearms check:

1. Firearm serial number
2. Make
3. Caliber
4. Type (pistol, rifle etc.)

#### 2.3.5 VEHICLE INFORMATION SYSTEMS

Stolen vehicle system (SVS) contains records on stolen vehicles, felony vehicles, stolen or lost plates, stolen vehicle parts, repossessed vehicles, stored vehicles, implements of husbandry, special equipment and vehicles associated with missing persons. The following information is required for an inquiry.

1. License number and state

For information on anything other than a license plate, give the pertinent information.

1. Vehicle identification number (VIN)
2. Engine number
3. Part number or owner-applied number

Department of Motor Vehicles Registration System contains registration on all California vehicles by:

1. License number
2. Vehicle identification number
3. Registered owner name

To request information based on the name of the owner provide the following:

1. First name, last name, and any middle initial of the registered owner as it appears on the registration
2. Optional information to narrow the search, the first 3 numbers of the address and the city where the vehicle is registered

#### 2.3.6 LESS THAN FULL ACCESS OPERATOR

The Lead Dispatcher will administer the Less Than Full Access Operator examination to the CSO trainee.

**PHASE 2**  
**SECTION 3**

**OPERATION OF POLICE VEHICLE / PARKING UNIT**

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### 3.1 OVERVIEW

The CSO will know and understand the department policy regarding the general operations of police vehicles / parking units and shall be familiar with the vehicle, its equipment, and the policy regarding its use.

#### 3.1.1 OPERATION OF PARKING VEHICLES

CSO's operating a department police vehicle or parking unit must have in their possession a valid California Driver's license and must comply with all California Vehicle Code laws.

Police vehicles and parking units shall be operated in a manner and speed to enable the CSO to observe any activities occurring in their assigned areas or beats.

#### 3.1.2 INSPECTION OF VEHICLES

At the start of shift each day, Department members having an assignment that involves the use of a police vehicle or parking unit will make a thorough inspection of the vehicle and its equipment. Items that will be inspected or checked include the following:

1. Exterior of Vehicle for damage and cleanliness.
2. Condition of tires and wheels.
3. Emergency equipment.
4. Locking mechanisms.
5. Dash gauges for Fuel, Oil, and Water level etc.
6. Condition of other equipment (brakes, lights, radio, P.A. system, seat belts, and upholstery).
7. Interior (registration, fire extinguisher, sealed trauma kit, plastic gloves, CPR mask, disinfectant wipes, SPF lotion, cleanliness).
8. Rear / Trunk or Bed of truck (10 traffic cones, crime scene tape and blanket).

In any event, members will ensure that the vehicle to be used is in a condition, which allows completion of their shift without having to return to the police facility for service unless necessary or otherwise scheduled.

#### 3.1.3 VEHICLE ASSIGNMENT

Department members will only use a vehicle, which has been assigned to them. If the assigned vehicle is not available, the on-duty supervisor will be notified and an interim replacement vehicle will be assigned.

#### 3.1.4 DAMAGED VEHICLE OR INOPERATIVE EQUIPMENT

When the inspection of a vehicle uncovers inoperative equipment or damage, members will immediately notify the on-duty supervisor. In the case of inoperative equipment or extensive to major damage the unit will be written up on a "Garage Work Order" for repair or service. If in the judgment of the on-duty supervisor any damage that is deemed minor the Unit Damage Book will be checked for notation and/or noted in the book.

#### 3.1.5 SERVICE IN THE FIELD

In the event a police vehicle or parking unit needs service as a result of a flat tire, mechanical failure, or accident, the vehicle operator will notify Communications. The dispatcher will either call the City garage or appropriate tow company based on the service needed.

#### 3.1.6 REPAIR AND SERVICE OF VEHICLES

It is the responsibility of the CSO to notify the Watch Commander of any repair or service required to the vehicle. The Watch Commander will then document and complete a Garage Work Order form for service or repair of the police vehicle / parking unit. The form will be forwarded to the city garage.

The CSO will inform the Watch Commander of any issues with the unit radio. Unit radio repairs shall be documented and forwarded to Lt. Winegar.

#### 3.1.7 PUSHING OTHER VEHICLES

Some of the police vehicles are equipped with pushbars, however shall not be used to push other vehicles.

#### 3.1.8 REMOVAL OF KEYS

Ignition keys will be removed from all police vehicles or parking units when members leave the immediate vicinity of the vehicle. This is not only to safeguard the vehicle, but also the equipment carried.

#### 3.1.9 WEARING OF SEATBELTS

All Department members will wear seatbelts, while driving or riding in any police vehicle or parking unit.

#### 3.1.10 INTERIOR CLEANLINESS

Each member will remove any trash or debris that has accumulated in the vehicle and ensure that the vehicle is in clean condition for the next assigned user.

### 3.1.11 PARKING OF POLICE VEHICLES / PARKING UNIT

Where possible, police vehicles or parking units shall be parked legally according to the laws of the California Vehicle Code, and the ordinances of the City of Vernon.

When leaving a police vehicle or parking unit with engine operating, the vehicle will be placed in the "Park" gear and the parking brake shall be used.

### 3.1.12 UNAUTHORIZED PERSONS RIDING IN CITY VEHICLES

A member of the Vernon Police Department operating a city vehicle shall not permit persons, other than authorized employees of the department, to ride in such vehicle, except such persons as are required to be conveyed in the performance of duty, or as authorized by the order of a superior.

- A. Authority of any person, not a member of the department, to accompany members of the department while on duty, may be granted by the Chief of Police, Division Commander, or Watch Commander, upon written application giving name, address, sex, and the reason for the request.
- B. Such application shall be made far enough in advance to give the authorizing person time to consider the request, and either grant or deny approval. If the request is approved, a "Release & Waiver of Claims" will accompany the request form, which must be dated and signed by the person involved, and witnessed and signed by the concerned Watch Commander. A copy of the person's Identification shall be attached to the Release & Waiver of Claims form.
- C. Authority to either grant or deny such request is limited to the Chief of Police; Division Commanders and Watch Commanders in all cases except requests from members of the Police Commission & City Council. ONLY the Chief of Police has the authority to deny such requests of Councilmen and Commissioners.

# RADIO OPERATIONS / RADIO PROCEDURES

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## 3.2 OVERVIEW

The CSO trainee will know and understand the operations/procedures of mobile and portable radios, radio codes, department assigned frequencies, unit designator, and radio codes.

### 3.2.1 START OF DUTY

When the CSO receives their assignment and briefing is cleared, the CSO will immediately put themselves in service. The CSO will advised dispatch of their call sign and state that they are (10-8) in-service. The CSO shall transmit to dispatch the area of assignment, the unit number, starting mileage, and all of the equipment assigned to the unit.

### 3.2.2 SUPERFLUOUS, INDECENT OR OBSCENE TRANSMISSIONS

Superfluous transmissions, indecent, obscene, and profane language are specifically prohibited by the Communications Act of 1934.

### 3.2.3 OPERATING THE MOBILE AND PORTABLE RADIO

When transmitting, hold the microphone or portable radio so that the speaker or front of the microphone is about the distance of the width of your thumb away from your lips. Hold portable as nearly perpendicular to the ground as possible for best results.

Speak up, do not mumble or you will not be heard. Radios all compensate for the environmental noise around you adjusting the microphone input to the loudest sound available. Speak clearly and distinctly. There is a slight delay between the time you push to transmit and when the radio actually begins to send your voice so slow down especially at the beginning of the transmission.

Because of our repeater system, anytime you have both a portable and a mobile on the same channel as each other and the volume is relatively high on one or the other, there will be feedback which will produce a high-pitched squeal over the radio, so keep the volume to a level only high enough to ensure that you will not miss a call.

### 3.2.4 EMERGENCY TRIGGER ACTIVATION

The Motorola Portable radio, referred to as a ROVER, is equipped with a signaling device, which will silently alert dispatchers and other units that you need help. The activation mechanism is located on the top of the radio. Activation is accomplished by pushing down on the orange button. What will occur is the following:

The radio will make no sound, however, the radio will send a signal to the dispatcher, which identifies your radio and turns on an alarm in the Communications Center console. During a period of 45 seconds, you will not hear any call from any other unit or

dispatcher. This is so that help can be summoned without alerting the suspects where you are.

The dispatchers have a procedure to follow when a ROVER is activated. In order for the system to function properly you must always keep the dispatcher advised of your location.

### 3.2.5 CALL SIGNS

The City of Vernon uses the first digit designator to distinguish the current watch. The second portion of the call sign indicates the type of unit, one person, two person, detectives, parking, etc. The last number or numbers will indicate either the area of assignment for patrol officers or CSO, for supervisors the shift, for detectives and others the last two digits of their telephone extension.

### 3.2.6 DISPATCHING ON CALLS

Use of common California Code sections, such as 459 P.C., rather than English term, such as burglary, is hereby authorized. Since such code sections will be frequently used on the radio, it is incumbent upon each and every CSO to know and study the most commonly used code sections, what type of call it is, whether Felony or Misdemeanor, and the appropriate action to be taken.

### 3.2.7 RADIO PROCEDURE AND DISCIPLINE

The Vernon Police Department has adopted a standardized radio procedure. The codes, designations, and procedures listed shall be followed strictly whenever possible.

Remember, where a code fits use it. If a code does not fit or you just cannot think of the proper code in an emergency, speak in plain English. The whole point is to adequately transmit information in order to do the job at hand.

The City of Vernon is not licensed for personal communications and thus it is required that on our main frequency, call signs be used.

### 3.2.8 ASSIGNED RADIO FREQUENCIES

1. VPD1 - Vernon Police repeater (Primary operating channel)
2. VPD2 - Vernon Police simplex (Channel used for unit to unit transmissions)
3. PD/FD TAC
4. PD/FD DIR2
5. Vernon PW
6. Vernon L&P
7. HPPD 1 (Huntington Park Police Department)
8. HPPD 2 (Huntington Park Police Department)
9. BELL 1 (Bell Police Department)
10. BELL 2 (Bell Police Department)

11. DOWNEY 1 (Downey Police Department)
12. DOWNEY 2 (Downey Police Department)
13. SOUTHGATE 1 (Southgate Police Department)
14. SOUTHGATE 3 (Southgate Police Department)
15. VLAW31
16. VLAW32

### 3.2.9 DEPARTMENT UNIT DESIGNATOR

- A. Two person marked police unit
- B. Radio Amateur Civil Emergency Services RACES
- C. Chief, Captain or Patrol Commander
- D. Detective personnel
- E. Bicycle Team
- F. Fire Department personnel
- G. City Government officials
- H. Industrial Relations
- I. Not presently assigned
- J. Not presently assigned
- K. Not presently assigned
- L. One person marked police unit
- M. Motorcycle unit
- N. Not presently assigned
- O. Not presently assigned
- P. Parking unit
- Q. Not presently assigned
- R. Records
- S. Sergeants
- T. Traffic unit
- U. Not presently assigned
- V. City Council members
- W. Court Officer Prisoner Transportation Unit/Warrant Detail
- X. Extra Patrol marked unit
- Y. Not presently assigned
- Z. Unmarked Police patrol unit

### 3.2.10 TEN CODES

- |       |                                       |
|-------|---------------------------------------|
| 10- 1 | Weak radio signal                     |
| 10- 2 | Loud and clear radio signal           |
| 10- 4 | Acknowledgment of a call received.    |
| 10- 5 | Relay the message                     |
| 10- 6 | Busy, subject to emergency call       |
| 10- 7 | Out of service                        |
| 10- 8 | In service and available for any call |
| 10- 9 | Repeat transmission.                  |

10-10	Out of service subject to call
10-13	Advise on weather and road conditions
10-15	Prisoner in custody
10-19	Come to or go to station
10-20	Where are you - I am at
10-21	Telephone the station
10-21A	Telephone your residence
10-22	Disregard last message
10-23	Stand by
10-28	Request for DMV information
10-29	Request for wants/warrants/stolen vehicle information/short DMV information
10-30	Does not conform to regulation
10-33	Request clear frequency for an emergency (Marker tone Activation)
10-35	Confidential information
10-35F	Vehicle is stolen or connected to a felony
10-36	Time of day
10-45	Pick up officer
10-83	Call officer at the following telephone number
10-96M	Mail Detail
10-96C	City Hall Security Check
10-96V	Enroute with the video equipment activated
10-97	Arrived on scene
10-98	Finished last assignment

### 3.2.11 NINE CODES:

912	Am I clear?
913	You are clear.
926	Request tow services.
926A	Tow service enroute.
961	Call of nature.
962	Purchase or needs of the moment.
998	Officer involved shooting.
999	Officer needs help urgently - Available units including mutual aid units.

### 3.2.12 CODE CODES:

Code 1	Identify and acknowledge
Code 3	Emergency response – lights and siren
Code 4	No further assistance required

Code 5 Surveillance in progress - stay out of area  
Code 6 At the scene and investigating  
Code 7 Meal break - subject to call  
Code 8 Fire

### 3.2.13 PHONETIC ALPHABET:

A Adam	N Nora
B Boy	O Ocean
C Charles	P Paul
D David	Q Queen
E Edward	R Robert
F Frank	S Sam
G George	T Tom
H Henry	U Union
I Ida	V Victor
J John	W William
K King	X X-ray
L Lincoln	Y Young
M Mary	Z Zebra

### 3.2.14 BROADCAST PROCEDURES

When making a crime broadcast give this sequence:

**Description of Persons:** The broadcast description of any person should, as near as possible, obtain the following information and in the following order:

1. Name.
2. Address.
3. Sex.
4. Race.
5. Age.
6. Height.
7. Weight.
8. Color of hair.
9. Color of eyes.
10. Date of birth.
11. Complexion.
12. Marks, scars, tattoos, etc.
13. Clothing worn from head down.
14. Any other pertinent information available.

The above information follows closely the order called for on the Vernon P.D. Field Interview Card.

**Description of Vehicles:** The broadcast description of any vehicle should, as near as possible, contain the following information:

1. Year.
2. Make.
3. Model.
4. Body type.
5. License number.
6. Color or color combination.
7. Stolen from (location).
8. Time and date stolen.
9. Vehicle identification number.
10. Identifying marks which will aid in an identification.

## COMMUNITY ORIENTATION

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### 3.3 OVERVIEW

The CSO trainee shall be familiar with the patrol responsibility, department patrol beats and jurisdictional boundaries. The CSO trainee shall also know the department directives regarding the city.

#### 3.3.1 PATROL ACTIVITIES

The CSO's activities are multiple, and as such, are the eyes and ears of the Vernon Police Department. The CSO's are also symbols of the Department. The principal activities are generally investigating "cold" no suspect information criminal cases / non-injury traffic collisions, preparing / documenting criminal / traffic collision reports, parking enforcement, providing traffic control, assisting at traffic collision scenes, , impounding / storing vehicles, providing first aid, and providing a full range of information to citizens or other interested parties as a particular set of circumstances would dictate.

#### 3.3.2 CITY BOUNDARIES

All CSO's shall be familiar with the boundaries of the City. Maps are available to all personnel and should be carried at all times during patrol to be used as a ready reference for you and to give citizens directions when needed.

#### 3.3.3 LEAVING THE CITY

CSO's should not leave the city unless authorized or in the course of duty. Follow-up investigation, area search, normal course of patrol, 962, and code seven.

#### 3.3.4 ASSISTING OTHER AGENCIES

When a CSO assists another agency they shall go directly to the scene, as dispatched, where they are needed and assist as required. When no longer needed they shall advise the dispatcher and return to the city by most direct route. This same procedure would also apply when the CSO comes across an incident requiring their assistance outside the city limits.

#### 3.3.5 PATROL RESPONSIBILITY

A CSO shall be responsible for the safeguarding of persons and property within their assigned patrol area. They should become familiar with the area and parking issues within that area. They shall look for and investigate all CSO activity within their responsibility.

### 3.3.6 PATROL BEATS

The following are the patrol beat assignments:

1. PATROL AREA #1:  
Alameda St. to Soto St. (West to East)  
25th St./26th St. to Slauson Ave., /Fruitland Ave. (North to South)
2. PATROL AREA #2:  
Soto St. to Downey Rd. (West to East)  
Washington Blvd. to Slauson Ave./Randolph St. (North to South)
3. PATROL AREA #3:  
Downey Rd. to Atlantic Blvd. (West to East)  
Washington Blvd. to Fruitland Ave./52nd Pl. (North to South)
4. PATROL AREA #4:  
Alameda St. to Soto St. (West to East)  
25th St./26th St. to Vernon Ave. - Pacific Blvd. - Leonis Blvd. (North to South)
5. PATROL AREA #5:  
Soto St. to Atlantic Blvd. (West to East)  
Washington Blvd. to Leonis Blvd./District Blvd. (North to South)
6. PATROL AREA #6:  
Alameda St. to Soto St. (West to East)  
Vernon Ave. - Pacific Blvd.- Leonis Blvd. to Slauson Ave. - 52nd St. - Sears St.  
(North to South)
7. PATROL AREA #7:  
Soto St. to Atlantic Blvd. (West to East)  
Leonis Blvd. to Slauson Ave.- Randolph St. (North to South)
8. PATROL AREA #8:  
Covers the entire city limits
9. PATROL AREA #9:  
Alameda St. to Atlantic Blvd. (West to East)  
25th St. - Washington Blvd. to Vernon Ave. - Pacific Blvd. - Leonis Blvd/District  
Blvd - 52nd Pl. (North to South)
10. PATROL AREA #10:  
Alameda St. to Atlantic Blvd (West to East)  
Vernon Ave. - Pacific Blvd.- Leonis Blvd./District Blvd. to Slauson Ave./Randolph  
St. - Fruitland Ave. (North to South)

11. PATROL AREA #11:

Soto St. to Atlantic Blvd. (West to East)

Washington Blvd. to 54th St. - Slauson Ave./Randolph St. - Fruitland Ave. South)

12. PATROL AREA #12:

Alameda St. to Soto St.. (West to East)

25th St. to Slauson Ave. - Fruitland Ave.

## CITY ORIENTATION

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### 3.4 OVERVIEW

The CSO trainee shall know the city streets, private streets, hundred block system, and boundaries for patrol area 1. The CSO trainee will also review and know areas 4, 6, & 12.

#### 3.4.1 WEST/EAST STREETS:

25th St.	Chambers St.
26th St.	Leonis Blvd.
27th St. (some private area)	Fruitland Ave.
28th St.	Sears St. (Private street)
30th St.	Slauson Ave.
37th St.	Vernon Ave.
38th St.	
45th St.	
46th St.	
48th St.	
49th St.	
51st St.	
52nd St.	
55th St.	
57th St.	

#### 3.4.2 SOUTH/NORTH STREETS:

Alameda St.	1st St.
Anderson St.	2nd St
Furlong Pl. (Private St.)	Violet Alley
Hampton St.	
Harriett St.	
Hawthorne St.	
Irving St.	
Jewel St. (Private St..)	
Malabar St.	
Minerva St.	
Pacific Blvd.	
Ross St.	
Santa Fe Ave.	
St. Charles St.	
Saco St. (Private Street)	
Seville Ave.	
Soto St.	

## COMMUNITY ORIENTATION / GEOGRAPHICS

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### 3.5 OVERVIEW

The CSO trainee shall know the following locations within Area 1 (which includes areas 4, 6 and 12).

#### 3.5.1 HOUSING

4300 block Furlong Pl.

2300 block Vernon Ave.

#### 3.5.2 FIRE DEPARTMENTS

Vernon Fire Department Station #2  
4301 Santa Fe Ave.

#### 3.5.3 RESTAURANTS, BARS, AND STORES

Andy's Super Burger  
5831 Santa Fe Ave.

AM/PM Mini Mart  
3031 E. Vernon Ave.

Ben's General Store  
5218 Santa Fe Ave.

Circle K  
2575 Santa Fe Ave.

El Tenampa Restaurant & Bar  
4903 Santa Fe Ave.

Greenwich  
3809 Soto St.

Joe K's Deli Restaurant  
2801 Leonis Blvd.

McDonald's  
3737 Soto St.

Super Lunch  
2800 Santa Fe Ave.

Trattoria 25  
2501 Santa Fe Ave.

Z's Place  
3805 Soto St.

#### 3.5.4 BANKS AND CHECK CASHING LOCATIONS:

Bank of America  
3810 Santa Fe Ave.

Vernon / Commerce Credit Union  
2529 Santa Fe Ave.

Wells Fargo Bank  
4580 Pacific Blvd.

Vernon & Soto Check Cashing  
3843 SotoSt.

Vernon Quick Check Cashing  
5825 Santa Fe Ave.

### 3.5.5 "HOT" SPOTS

Dunbar Armored  
4201 Ross St.

Exxon Mobile  
2709 37<sup>th</sup> St.

Jetro Cash & Carry  
2300 57<sup>th</sup> St.

### 3.5.6 CITY SERVICES

Petrilli (Light & Power)  
2323 Vernon Ave.

Malburg Generating Station  
4963 Soto St.

Community Services  
4305 Santa Fe Ave. (behind police department)

### 3.5.7 CHAMBER OF COMMERCE

Vernon Chamber  
3801 Santa Fe Ave.

### 3.5.8 CHURCH

Holy Angels Church of the Deaf  
4433 Santa Fe Ave.

### 3.5.9 SCHOOL

Vernon City Elementary  
2360 E. Vernon Ave.

### 3.5.10 POST OFFICE

U.S. Post Office  
5121 Hampton Ave.

## SUPPORT SERVICES

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### 3.6 OVERVIEW

The CSO trainee shall know the locations and general functions of the following:

#### 3.6.1 SUPERIOR, MUNICIPAL, AND JUVENILE COURTS

Norwalk Superior Court  
Juvenile Traffic Division  
12720 Norwalk Blvd.  
Norwalk

Los Angeles Superior Court  
210 W. Temple St.  
Los Angeles 90012  
[REDACTED]

Metropolitan Court  
1945 S. Hill St.  
Los Angeles 90007

East Los Angeles Courthouse  
4848 E. Civic Center Way  
Los Angeles 90022

Compton Courthouse  
200 W. Compton Blvd.  
Compton 90220

Los Padrinos Juvenile Court  
7281 Quill Drive  
Downey 90242

#### 3.6.2 DISTRICT ATTORNEY'S OFFICE

East Los Angeles Courthouse  
214 Fetterly Ave. 2<sup>nd</sup> Floor  
Los Angeles

#### 3.6.3 JAIL FACILITY

Huntington Park Police Department Jail  
6542 Miles Ave.  
Huntington Park

#### 3.6.4 TOWING FACILITIES

U.S. Tow  
2119 E. 25<sup>th</sup> St  
Los Angeles

#### 3.6.5 TRAFFIC SIGNAL REPAIR

Aegis ITS (Team Econolite)  
[REDACTED]

### 3.6.6 CAR WASH

Maywood Car Wash  
4535 E. Slauson Ave.  
Maywood

### 3.6.7 LOCAL HOMELESS SHELTERS

The Salvation Army Bell Shelter  
5600 Richenbacker Rd.  
Bell [REDACTED]

The Salvation Army Transitional  
(For homeless families)  
12000 Washington Blvd.  
Santa Fe Springs [REDACTED]

The Way In  
(For emancipated minors)  
5939 Hollywood Blvd. Hollywood  
[REDACTED]

# PARKING ENFORCEMENT

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## 3.7 OVERVIEW

The trainee shall understand the CSO's responsibilities of parking enforcement in the community.

### 3.7.1 PARKING ENFORCEMENT

The general purpose is providing for the safe and expeditious flow of vehicular and pedestrian movement. Parking enforcement must be continuous and consistent to be effective. New enforcement drives that are not sustained have limited value. Consistent and continuous parking enforcement is an effective means of improving public safety and CSO's should strive for such effectiveness.

### 3.7.2 ENFORCEMENT ACTION

Department members will take enforcement action upon the detection of an illegal and potentially hazardous act without regard for such factors as attitude, intent, or frivolous excuse. Enforcement action may consist of a warning or citation.

Visible Patrol: Any tendency by motorists to knowingly violate parking laws is deterred by open and visible patrol. Normal enforcement will be conducted in such manner.

### 3.7.3 VIOLATOR CONTACT

Parking violation enforcement is one of the many routine tasks performed by CSO's, but for violators it can be an emotionally or inconvenient experience. In many cases this may be the only contact that a person has with this Department. CSO's should be aware of these conditions and should strive to make such contact educational and to leave the violator with the impression that the CSO has performed a necessary task in a professional and friendly manner.

### 3.7.4 SELECTIVE ENFORCEMENT

The City conducts statistical and visual surveys to determine by location, time and day of the week which parking violators are causing the most problems. The Department also receives parking complaints from the various companies or citizens. Based upon this information the Department deploys its personnel to those specific areas to observe violations and take parking enforcement action.

### 3.7.5 WARNINGS

Though it is each CSO or police officer responsibility to recognize a violation when it is committed and to take enforcement action, proper enforcement does not always involve a citation. In many instances the ends of justice and the object of enforcement are adequately

served by warning. This action should not be taken except in worthy cases determined by considering the circumstances of the violation. Deliberate violations of the parking laws do not deserve lenience.

Warnings will be given in a courteous manner and tone of voice. When a warning is given, it will firm, efficient and in a courteous manner.

### 3.7.6 TRAFFIC CONTROL DEVICES - ADJUSTMENT PERIOD

When new signs or signals are installed, a driver adjustment period should be allowed and citation enforcement should be deferred. The length of the adjustment period is arbitrary and will be determined by what is reasonable for the type of installation, the location and the volume of parked vehicles. During the adjustment period enforcement should be in the nature of assistance and orientation.

### 3.7.7 NONRESIDENT VIOLATORS

Since the Uniform Vehicle Code is being followed by a majority of States, including California nonresidents are rarely subjected to unfamiliar traffic signs or inconsistent regulations. Therefore, unless the traffic regulation violated is one unique to the Vernon area, no immunity should be granted because the person is a nonresident.

### 3.7.8 ENFORCEMENT OF PARKING REGULATIONS

Street parking is restricted in various areas of the city to ensure fair access to parking and to expedite the flow of vehicular traffic. Parking regulations will be forced impartially throughout the city by any Department member having authority to enforce parking laws.

### 3.7.9 ENFORCEMENT OUTSIDE OF JURISDICTION

Parking enforcement will be limited to areas within the jurisdiction of the city. However, if a parking situation arises that is causing traffic problems, the CSO involved may detain the violator and then request that the agency having jurisdiction respond to the scene to take appropriate enforcement action.

**PHASE 2  
SECTION 4  
CITY ORIENTATION**

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4.1 OVERVIEW

The CSO trainee shall know the city streets, private streets, hundred block system, and boundaries for patrol area 2. The CSO trainee will also review and know the boundaries for patrol areas 5, 7 and 11.

4.1.1 NORTH AND SOUTH STREETS

Alcoa Ave.  
Bickett St.  
Boyle Ave.  
Downey Rd.  
Sierra Pine Ave.  
Soto St.  
State St.

4.1.2 EAST AND WEST STREETS

Bandini Blvd.	26th St.
Fruitland Ave.	44th St.
Leonis Blvd.	45th St.
Malburg Way	46th St.
Randolph St.	50th St.
Slauson Ave.	54th St.
Washington Blvd.	
Vernon Ave.	

4.1.3 COUNTY AREA(S)

Bandini Blvd. and Downey Rd. (Intersection)  
Fruitland Ave. and Downey Rd. (Intersection)  
Downey Rd. and Slauson Ave. (Intersection)

## COMMUNITY ORIENTATION

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### 4.2 OVERVIEW

The trainee shall know the following locations within the agency's jurisdiction:

#### 4.2.1 HOUSING:

3400 block Fruitland Ave.

3300 block 50<sup>th</sup> St.

3500 block Vernon Ave.

#### 4.2.2 FIRE DEPARTMENTS

Vernon Fire Department Station #1  
3375 Fruitland Ave.

Vernon Fire Department Station #3  
2800 Soto St.

#### 4.2.3 RESTAURANTS, BARS, AND STORES

AM/PM Mini Mart  
3278 Slauson Ave.

Capri Cucina  
3608 Soto St.

Enzo Grill  
3616 Soto St.

Gee Gee's Liquor  
4501 Downey Rd.

Green Olive  
3624 Soto St.

Rae G's Coffee  
3666 Soto St.

Salad Farm  
3600 Soto St.

San Antonio Rose  
4505 Downey Rd.

What's Sub  
3634 Soto St.

#### 4.2.4 CHECK CASHING LOCATIONS

Gee Gee's Liquor  
4501 Downey Rd.

## PARKING CITATIONS

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### 4.3 OVERVIEW

The CSO trainee will know the department procedures regarding issuing parking citations.

#### 4.3.1 PARKING CITATIONS

Department members assigned to an enforcement function will enforce vehicle laws in an impartial manner. Violators will receive similar treatment regardless of where the violation occurs. Members engaged in the enforcement of vehicle laws will adhere to the following procedures.

#### 4.3.2 COMPLETING AND ISSUING PARKING CITATIONS

The CSO will be given direction on to complete and issue a parking citation. The information needed to complete a parking citation is generally obvious.

#### 4.3.3 NOTES ON CITATIONS

The CSO issuing a citation may use the back of the department copy for making notes about the violation. The department copy remains in the Records Division. A copy will be made for the CSO to use for a parking hearing or in court if requested. The notes should include:

- A. Conditions: violator impeding traffic, violator blocking driveway, traffic safety concerns.
- B. Details of the violation.
- C. Pertinent remarks by the violator.
- D. If any photographs were taken.

The CSO will record the facts present which prompted the issuance of the citation and use such records if necessary for parking hearings.

#### 4.3.4 MULTIPLE VIOLATIONS

Multiple traffic, or parking, or municipal code violations (i.e. no front plate and parked in a red zone) will be issued on separate citations.

#### 4.3.5 PHOTOGRAPHING

The CSO will photograph all vehicles in violation of handicap parking. The CSO will have the discretion of photographing any other violations that they determine might be contested.

#### 4.3.6 TURNING IN CITATIONS

The CSO trainee will adhere to General Order #15-07 in regards to turning in all issued citations.

#### 4.3.7 AMENDING CITATIONS

Department members may amend a citation when they realize they made an error completing the citation or when the citation is returned from their supervisor due to an error or when receiving the citation back from the court with an error notice. The following citation correction procedure will be adhered to

- A. Complete a citation correction form listing only the necessary correction and attach the correction form to the citation.
- B. Turn in the completed form with the original citation to the Watch Commander for review and approval.

#### 4.3.8 DISMISSAL OR VOIDING OF CITATIONS

Department members may request that citations be dismissed or voided whenever one or more of the following circumstances exist:

- A. The facts that prompted the issuance of a citation are later found to be incorrect.
- B. The information on the citation is later found to be erroneous.
- C. A clerical error was made at the scene and the citation not used.
- D. Justice would be better served by dismissal or voiding - explanation necessary.

When requesting to dismiss or void a citation that has already been issued:

- If possible the name, current address, date of birth, vehicle license and registered owner information and driver's license number will be obtained and included on the citation to be voided.
- Complete a Citation Voiding Control Form detailing the reasons and attach the citation to be dismissed or voided to the form.
- If a court notice has been received, complete the listed form with the information provided in the court notice.
- The requesting member will then have an immediate supervisor review the facts of the request and either approve or disapprove the request.
- The Chief of Police may only void Citations.

CSO's will avoid advising violators that citations will be dismissed or voided. A statement to the effect that the hearing officer will decide the issue is allowed.

## PARKING VIOLATIONS

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### 4.4 OVERVIEW

The CSO trainee shall review and identify the parking violations with the appropriate code and section number. The CSO trainee should be able to interpret and be familiar with the elements of the violation code and section.

#### 4.4.1 CALIFORNIA VEHICLE CODE VIOLATIONS

- 4000(a)(1) Expired Registration: No person shall drive, move or leave standing upon a highway, or in an offstreet public parking facility, any motor vehicle, trailer, semitrailer, unless it is registered and the appropriate fees have been paid.
- 5200(a) License Plates: When two license plates are issued by the department for use upon a vehicle, they shall be attached to the vehicle for which they were issued, one in the front and the other in the rear.
- 5204(a) Tabs: Except as provided by subdivisions (b) and (c), a tab shall indicate the year of expiration and a tab shall indicate the month of expiration. Current month and year tabs shall be attached to the rear license plate...
- 21113(a) Public Grounds: No person shall drive any vehicle or animal nor shall any person stop, park, or leave standing any vehicle or animal, whether attended or unattended, upon the driveways, paths, parking facilities, or the grounds of any public school
- 22500 Prohibited stopping, standing, or parking: No person shall stop, park, or leave standing any vehicle whether attended or unattended, except when necessary to avoid conflict with other traffic or in compliance with the directions of a peace officer or official traffic control device, in any of the following places:
- (a) Within an intersection, except adjacent to curbs as may be permitted by local ordinance.
  - (b) On a crosswalk, except that a bus engaged as a common carrier or a taxicab may stop in an unmarked crosswalk to load or unload passengers when authorized...
  - (c) Between a safety zone and the adjacent right-hand curb or within the area between the zone and the curb as may be indicated by a sign or red paint on the curb...
  - (d) Within 15 feet of the driveway entrance to any fire station.
  - (e) In front of a public or private driveway, except that a bus engaged as a common carrier, schoolbus, or a taxicab may stop to load or unload passengers...

- (f) On any portion of a sidewalk, or with the body of the vehicle extending over any portion of a sidewalk...
- (g) Alongside or opposite any street or highway excavation or obstruction when stopping, standing, or parking would obstruct traffic.
- (h) On the roadway side of any vehicle stopped, parked or standing at the curb or edge of a highway, except for a schoolbus when stopped to load or unload pupils...
- (i) Except as provided under Section 22500.5, alongside curb space authorized for the loading and unloading of passengers of a bus engaged as a common carrier in local transportation when indicated by a sign or red paint on the curb...
- (j) In a tube or tunnel...
- (k) Upon a bridge, except vehicles of the authorities in charge, being used in the repair, maintenance, or inspection of the facility...
- (l) In front of or upon that portion of a curb that has been cut down, lowered, or constructed to provide wheelchair accessibility to the sidewalk.

- 22500.1 Fire Lanes: In addition to Section 22500, no person shall stop, park, or leave standing any vehicle, whether attended or unattended, except when necessary to avoid conflict with other traffic or in compliance with the directions of a peace officer or official traffic control device...
- 22502(a) Curb Parking: Except as otherwise provided in this chapter every vehicle stopped or parked upon a roadway where there are adjacent curbs shall be stopped or parked with the right-hand wheels of such vehicle parallel with and within 18 inches of the right-hand curb, except that motorcycles shall be parked with at least one wheel or fender touching the right-hand curb.
- 22507.8 Disabled persons' and veterans' parking spaces; unauthorized parking or obstructing; off-street parking facilities
- (a) It is unlawful for any person to park or leave standing any vehicle in a stall or space designated for disabled persons and disabled veterans pursuant to Section 22511.7 or 22511.8, unless the vehicle displays either a special identification license plate issued pursuant to Section 5007 or a distinguishing placard issued pursuant to Section 22511.55 or 22511.59
  - (b) It is unlawful for any person to obstruct, block, or otherwise bar access to those parking stalls or spaces except as provided in subdivision (a).
- 22514 Fire hydrants: No person shall stop, park, or leave standing any vehicle within 15 feet of a fire hydrant except as follows:
- (a) If the vehicle is attended by a licensed driver who is seated in the front seat and who can immediately move such vehicle in case of necessity.
  - (c) If the vehicle is owned or operated by a fire department and is clearly marked as a fire department vehicle.

- 22515(a) Unattended vehicles: No person driving, or in control of, or in charge of, a motor vehicle shall permit it to stand on any highway unattended without first effectively setting the brakes thereon and stopping the motor thereof.
- 22516 Locked vehicle: No person shall leave standing a locked vehicle in which there is any person who cannot readily escape therefrom.
- 22521 Parking upon or near railroad track: No person shall park a vehicle upon any railroad track or within 7 ½ feet of the nearest rail.
- 22526 Anti-Gridlock
- (a) Notwithstanding any official traffic control signal indication to proceed, a driver of a vehicle shall not enter an intersection or marked crosswalk unless there is sufficient space on the other side of the intersection or marked crosswalk to accommodate the vehicle driven without obstructing the through passage of vehicles from either side.
  - (b) A driver of a vehicle which is making a turn at an intersection who is facing a steady circular yellow or yellow arrow signal shall not enter the intersection or marked crosswalk unless there is sufficient space on the other side of the intersection or marked crosswalk to accommodate the vehicle driven without obstructing the through passage of vehicles from either side.
- 22651 Circumstances permitting removal: A peace officer, as defined in Chapter 4.5 (commencing with Section 830) of Title 3 of Part 2 of the Penal Code, or a regularly employed and salaried employee, who is engaged in directing traffic or enforcing parking laws and regulations, of a city, county, or jurisdiction of a state agency in which a vehicle is located, may remove a vehicle located within the territorial limits in which the officer or employee may act, under the following circumstances:
- (n) Whenever a vehicle is parked or left standing where local authorities, by resolution or ordinance, have prohibited parking and have authorized the removal of vehicles. A vehicle shall not be removed unless signs are posted giving notice of the removal.
- 22951 No operator of any offstreet parking facility shall park the vehicle of a patron of the facility in any street or alley.
- 23333 Stopping and parking: No vehicle shall stop, stand, or be parked in or upon any vehicular crossing except:
- (a) When necessary to avoid injury or damage to persons or property.
  - (b) When necessary for the repair, maintenance or operation of a publicly owned toll bridge.
  - (c) In compliance with the direction of a member of the California Highway Patrol or an employee of the Department of Transportation who is a peace officer or with the direction of a sign or signal.

27155 Fuel tank caps: No motor vehicle shall be operated or parked upon any highway unless the filling spout for the fuel tank is closed by a cap or cover of noncombustible material.

#### 4.4.2 VERNON MUNICIPAL CODE VIOLATIONS

16.20 Stopping, standing and parking-Prohibited at all times in certain locations: No person shall stop, park or leave standing any vehicle, whether attended or unattended, except when necessary to avoid conflict with other traffic or in compliance with the direction of a police officer or official traffic control device, in any of the following places:

- (a) At any curb along any street in the city where the same has been painted red.
- (b) Where signs have been erected giving notice of no parking or no standing.

16.20-1 Prohibiting the parking of commercial vehicles overnight upon or along any public street in the City of Vernon.

- (a) No person shall stop, park or leave standing any commercial vehicle, whether attended or unattended, having a manufacturer's gross vehicle weight rating of six thousand (6,000) pounds or more on any city street between the hours of 2:00 A.M. and 4:00 A.M. of any day except for vehicles which display a valid parking permit. For purposes of this section, a "commercial vehicle" means a vehicle of a type used or maintained for the transportation of persons for hire, compensation or profit, or designed, used or maintained primarily for the transportation of property.
- (b) A peace officer or any regularly employed and salaried employee who is engaged in directing traffic or enforcing parking laws and regulations may issue a citation and/or may remove or cause to be removed any commercial vehicle in violation of this section. In removing and storing vehicles pursuant to this section, the peace officer or employee shall comply with California Vehicle Code Sections 22850 through 22854.5 as now or hereafter amended. Vehicles parked in violation of this section may be stored at the owner's expense and/or cited.
- (c) The provisions of this section shall not apply to any vehicle owned by a public utility while in use in the construction, installation or repair of the facilities of a public utility, nor shall this section apply to any emergency vehicle or the vehicle of any licensed physician or ordained minister when actually engaged in making professional calls.
- (d) The chief of police may issue a permit for overnight parking if he finds that special conditions exist that warrant parking during these hours.

16.21 Prohibiting the parking or standing of any semi-trailer upon or along any public street in the City of Vernon; exception

- (a) It shall be unlawful for any person to park or leave standing any semi-trailer upon or along any public street in the City of Vernon, unless the same is at such time being used in conjunction with a motor vehicle and so constructed that some part of its weight and that of its load rests upon or is carried by another vehicle equipped with inflated pneumatic tires.
- (b) A semi-trailer is defined as a vehicle designed for carrying persons or property and having one or more axles, and one or more wheels, used in conjunction with a motor vehicle, and so constructed that some part of its weight, and that of its load, rests upon, or is carried by, another vehicle.
- (c) A peace officer or any regularly employed and salaried employee who is engaged in directing traffic or enforcing parking laws and regulations shall remove said semi-trailers from the public streets if said semi-trailers violate this section 16.21.

16.22

Same – Time limited in certain locations: No person shall stop, park or leave standing any vehicle, whether attended or unattended, except when necessary to avoid conflict with other traffic or in compliance with the direction of a police officer or official traffic control device, for a period of time longer than specified, in any of the following places:

- (a) At any curb painted yellow for not longer than thirty minutes for the purpose of loading or unloading materials.
- (b) At any curb painted white for not more than five minutes while in the process of loading or unloading passengers.
- (c) At any curb painted green for a period of time not longer than that specified by the time limitation stenciled on the curb.
- (d) At any location where official signs have been erected giving notice of loading and unloading only, the maximum time permitted for such loading and unloading shall be thirty minutes.
- (e) At any location where official signs have been erected giving notice of any specified time limitations.

# TRAFFIC CONTROL

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## 4.5 OVERVIEW

The trainee shall know and understand the procedures for conducting traffic control.

### 4.5.1 TRAFFIC CONTROL

There may be incidents such as traffic collisions, power outages, disasters, or special occurrences, when there is need to alter the normal flow of traffic. You will be called upon to manually direct traffic. This is a dangerous task for both you and the driving public, and must be handled with care and attention.

### 4.5.2 FLARES AND CONES

Flares and cones are used to dictate traffic flow by forcing vehicles to a certain movement. Too many flares may tend to confuse oncoming traffic. Lighting a flare is accomplished by removing the protective cap and striking the end of the flare with the outside end of the cap.

Be careful where you lay a lit flare. Avoid putting a hot flare into flammable liquids like gas or oil, and be mindful of the possibility for destruction of evidence.

Put the cap of the flare back on the back end to keep it from rolling.

A single flare burns for approximately 12-14 minutes. For those incidents that tend to go for long periods of time, stack flares in a chain to get longer burn times. Place the unlit striker end on top of a burning flare at the back so that as it burns it will ignite the next flare in the chain. Space the flares about 15 feet apart, giving motorists an opportunity to react to the new traffic pattern and make the necessary adjustments leisurely.

To extinguish a flare, tap the lit end against the pavement until the flame falls off the end of the flare. DO NOT throw flares into the storm drains.

During daylight, traffic cones are more effective than flares. Lay out the pattern in the same manner as flares, giving drivers a chance to gradually come into the lane where you want them to travel.

### 4.5.3 THE FLASHLIGHT

The flashlight should be held in the direction of traffic that will be proceeding, parallel to the ground, with the wand end nearest the thumb, arm extended.

Directions to the driver to begin a movement are done with the flashlight hand. Keep the flashlight/wand moving in a sweeping motion, repeating the direction. The flashlight can be

used to get a motorist's attention by painting a light pattern on the ground in front of an oncoming vehicle. Avoid shining the light in the driver's eyes.

#### 4.5.4 BARRICADES

In those situations where traffic must be stopped for long periods of time, you can call for barricades to be delivered to the scene. These are located in the city street department and can be transported by city personnel. Be specific on what you need and where you want it placed.

#### 4.5.5 ADDITIONAL ASSISTANCE

When controlling a large intersection or street, additional officers should be called. This additional assistance should also be used to give breaks when the traffic must be controlled for long periods of time, as traffic control is a tiring, stressful activity.

#### 4.5.6 VEHICLE AND OFFICER POSITIONING

Use the parking unit to assist in traffic control. Place the vehicle in a lane that you want closed. Place the vehicle in a safety position to block disabled vehicles or vehicles involved in a traffic collision, so other vehicles know to go around. Use your vehicle's rotating lights to call attention to a dangerous situation.

Place yourself in a position that drivers from all directions can see you. Use the vehicle's spotlights to light up your position when controlling blacked-out intersections or intersections with poor lighting conditions. Be mindful not to shine the spotlights in the vision of oncoming traffic.

Whenever possible, use two people back-to-back to control an intersection. You must maintain constant communication with your partner as it is crucial to controlling traffic safely. Never assume that you can be seen, always watch the traffic and make sure you make eye contact with each driver before having them execute a maneuver.

#### 4.5.7 BE HIGHLY VISIBLE

The CSO shall wear the issued high visibility vest when directing traffic.

#### 4.5.8 BURNED OUT SIGNALS

Whenever you encounter electronic traffic signals that have stopped working or are malfunctioning, you should try to reset the signals. Use a long gold traffic control box key that can be used to open the signal control box. These boxes are located on one of the corners of the intersection. The key opens an access panel on the box. Inside the panel are switches marked "Reset" and "Flash."

You should hold down the "Reset" switch and then release it. If the lights return to normal, secure the access panel and leave. If the lights DO NOT return to normal, activate the "Flash"

switch. This places the control lights on 4-way flash that will control the intersection. Secure the access door and immediately notify the Communication Center that you have placed the intersection on 4-way flash. The Communication Center will notify Traffic Signal Repair (TSR) and they will respond to fix the problem. This procedure should be followed also if the lights do not function at all and cannot be put on flash. Manual control of the intersection would then be required. Contact city personnel and request portable stop signs to be placed in the intersection. Keep in mind that if you control an intersection, you are obligated to maintain traffic control of that intersection until it is properly functioning again.

If you find a signal where a single light is burned out, contact Dispatch and advise them of the nature of the problem. Identify the direction the light faces, the intersection it controls, the corner it is on, and which light is burned out. (Example: Northbound Santa Fe Ave at 38<sup>th</sup> Street. Green light on the pole on the northeast corner is burned out.) Dispatch will notify TSR, who in turn will respond to fix the problem.

Be prepared to answer any questions from the Communications Center that will help them clearly describe the problem to TSR. They will sometimes ask if the problem is something urgent that needs to be handled as soon as possible, or if it can wait until Monday (in cases where the problem is discovered on the weekends).

#### 4.5.9 WHISTLE SIGNALS

The whistle is used to get the attention of drivers and pedestrians.

1. One Long sound with the STOP signal
2. Two Short sounds with the GO signal
3. Several Short sounds to get the attention of a driver or pedestrian who does not respond to a given hand signal

Be judicious in the use of the whistle. Whistle sounds directed at pedestrians usually need not be as shrill as those to get the attention of drivers.

The voice is very seldom used in directing traffic. Arm gestures and the whistle are usually sufficient.

#### 4.5.10 ASSISTANCE TO DISABLED MOTORISTS

Department members who are driving marked police vehicles or marked parking units and observe a disabled motorist on a highway will stop and provide reasonable assistance unless one of the following conditions exists:

- A. The member is involved in an assignment that could be jeopardized by stopping to render assistance.
- B. The safety of the member or other motorists might be endangered by the maneuvering necessary to stop.

If a member is unable to stop and assist a disabled motorist located within the Vernon jurisdiction, the radio dispatcher will be advised of the vehicle's location and direction of travel. The dispatcher will assign a different department member to the disabled motorist.

**PHASE 2  
SECTION 5  
CITY ORIENTATION**

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5.1 OVERVIEW

The trainee shall know the city streets, private streets, hundred block system, and boundaries for patrol area 3. The CSO trainee will also review and know the boundaries for patrol areas 9, 10 and 11.

5.1.1 WEST AND EAST STREETS

Bandini Blvd.	26th St.
Charter St.	48th St.
District Blvd.	49th St.
Exchange Ave.	50th St.
Fruitland Ave.	52nd St.
Heliotrope St.	52nd Place
Washington Blvd.	

5.1.2 NORTH AND SOUTH STREETS

Ayers Ave.  
Atlantic Blvd.  
Bonnie Beach Place  
Charter St.  
Corona Ave.  
Cudahy Ave  
Dekalb Alley  
Downey Rd.  
Everett Ave.  
Everett Court  
Frontage Rd.  
Gifford Ave.  
Indiana St.  
Industrial Way  
Loma Vista Ave.  
Maywood Ave.  
Pennington Way  
Sunol Drive

## COMMUNITY ORIENTATION / GEOGRAPHICS

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### 5.2 OVERVIEW

The trainee shall know the following locations within the agency's jurisdiction:

#### 5.2.1 HOUSING

4600 block 52<sup>nd</sup> Drive

#### 5.2.2 FIRE DEPARTMENTS

Vernon Fire Department Station #4  
4530 Bandini Blvd.

#### 5.2.3 "HOT" SPOTS

Matheson Tri-Gas  
5555 District Blvd

#### 5.2.4 RAILWAY FACILITIES

Los Angeles Junction  
Railway Company  
4433 Exchange Ave.

Hobart Tower  
3645 E. 26<sup>th</sup> St.

Burlington Northern Santa Fe Railway  
Los Angeles Intermodal Facility  
3770 Washington

## IMPOUNDING / STORING VEHICLES

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### 5.3 OVERVIEW

The trainee shall understand the department policy regarding towing procedures and shall possess the knowledge to impound/store vehicles in an authorized manner.

#### 5.3.1 RESPONSIBILITY

Whenever the Department removes a motor vehicle from the possession or control of its owner or owner's agent, it assumes the responsibility for protection of that vehicle until it is returned to its owner or disposed of through lawful process.

Vehicles impounded for Vehicle Code violations or parking infractions are to be considered as automatically cleared for release without further investigation.

Vehicles with registration or identification in an unclear condition need to be held for proof of ownership. In these cases, once ownership has been established and the vehicle has been properly registered with the Department of Motor Vehicles the vehicle may be released. A vehicle release fee will be charged to the vehicle owner.

Vehicles held for investigation need a release from the Detective Bureau or assigned investigative unit.

Complications arising from any vehicle storage or impound should be resolved by the on duty Watch Commander.

#### 5.3.2 REPORTING VEHICLE TOWS

All incidents requiring the storage or impound of vehicles will be reported on CHP 180 form, and the form will be forwarded to the Communications Center as soon as possible after the tow. The justification for the tow will be recorded under the narrative section. Any police "hold" will be explained at that time. Exceptions to this requirement are:

1. Tows summoned to an accident scene when the driver is capable of negotiating the vehicle's disposition.
2. Tows called as a courtesy service for motorists.
3. Tows called for police vehicles or other City vehicles.

### 5.3.3 PROCEDURES TO FOLLOW IN ORDER TO STORE/IMPOUND A VEHICLE

1. Whenever possible, a reasonable attempt should be made to contact the vehicle owner and avoid taking the vehicle into custody unless the situation by its nature requires an immediate removal of the vehicle.
2. Notify Communications of the number and type of vehicles to be towed. Advise them of unusual circumstances such as flat or missing tires, exceptionally large vehicles, or vehicles that might be damaged unless special equipment is dispatched.
3. When removing the vehicle because of a law violation, cite the vehicle at the time of tow.
4. Complete the CHP 180 form prior to consigning the vehicle to the tow company. Submit the completed form as soon as practical but in no case later than the end of shift.
5. Prepare an inventory of vehicle accessories and its accessible contents. Request the tow driver to verify the written inventory before acceptance.
6. Verify the Vehicle Identification Number to make sure the vehicle matches with the license plates on the vehicle.
7. On recovered stolen vehicles, list the specific items taken from the vehicle in the narrative. Check the box on the inventory section showing the engine and transmission have been stripped only if one or both have been taken. Do not check this box if only engine parts have been stripped. Complete a narrative explaining the circumstances surrounding the recovery. Complete the inventory section even though the vehicle has been released to the vehicle owner in the field.

### 5.3.4 CLASSIFYING THE REASON FOR TOWING THE VEHICLE

Vehicle towing shall be classified on the CHP 180 form in one of the following ways; Stored or Impounded. Stored vehicles do not need department approval for release. Impounded vehicles require a department fee and approval for release.

### 5.3.5 STORED BY OWNER

The vehicle has been temporarily removed to a place of safety, usually a contract tow company, requires no investigative time, and is automatically cleared for release. This covers courtesy tows and tows made at the request of the owner (fatalities and hit-and-run accidents not included). The vehicle owner is directed to pick up the vehicle at the tow company.

### 5.3.6 STORED/IMPOUNDED

Includes all vehicles towed for statute violations (i.e., Penal Code, Vehicle Code, Health and Safety Code, etc.). A stored vehicle is one that the Department has no interest in. This means that there is nothing that our Department would need from the R/O or his agent in order to secure a release. The Department does not have to authorize a release or collect a “processing fee”. The R/O or his agent can go directly to the tow yard to recover his or her vehicle. With this procedure, many of the vehicles stored in connection with an arrest, will not require fees or release slips. Under these conditions, the CHP 180 “Storage Authority/Reason” would be 22651 CVC (h)(1) and marked as **stored**.

Vehicles that the Department does have an interest in should be marked as **impounded**. This would include those that have been impounded as evidence (no fees are collected but the Detective Bureau must grant approval prior to release), impounded for 4000(a) CVC (it would require proof of current registration before it can be approved for release), 12500(a) CVC, and/or 14601CVC (requiring proof of a valid driver’s license before it can be approved for release), 16.20-1 (b) VMC, 16.21 (c) VMC, or for a DUI arrest. Vehicles impounded for a DUI arrest is different from vehicles stored for other arrests because we have a local ordinance that specifically requires that we recover a “release fee” and provide the R/O or his agent with a release slip. Under these circumstances, the CHP 180 “Storage Authority/Reason” will still be 22651 CVC (h)(1) but it will be marked as **impounded**, based upon the fact that we still have an interest in seeing that something is done before we release the vehicle.

Lastly, if the vehicle is **stored**, then in the “release vehicle to” box, check the “R/O or agent” box on the CHP 180. If the vehicle is **impounded**, then in the “release vehicle to” box, check the “Agency Hold” box on the CHP 180.

1. A vehicle seized by court order or search warrant and can only be released by a court order. A vehicle release fee is charged, unless waived by the investigative unit and all other vehicle release requirements are in force.
2. A recovered stolen vehicle with a release required. No vehicle release fee is charged. All other vehicle release requirements are in force.
3. The vehicle has been seized as evidence or contains fruits of a crime. A "hold" will be placed on the vehicle for an investigative unit to examine the vehicle prior to release.

### 5.3.7 VEHICLE HOLDS

Vehicles may be impounded by officers when additional follow-up is needed by an investigative unit.

### 5.3.8 STORAGE FACILITIES

Most vehicles will be stored at the storage facility. The current storage facility:

U.S. Tow  
2119 E. 25<sup>th</sup> St. Los Angeles (213) 749-7100

### 5.3.9 VEHICLE “HOLD FOR PRINTS”

Vehicles may be stored in the police department sally port with the following restrictions:

1. Involvement in a major crime such as homicide.
2. Involvement in a traffic fatality or serious traffic accident and its future examination is considered essential to a prosecution.

When a vehicle is involved in one of the above incidents, the officer initially assigned to the incident will contact an appropriate investigative unit and supervisor and request the vehicle involved be stored in the police department. When authorization is obtained, the officer impounding the vehicle will perform the following tasks:

1. Anytime a vehicle is stored at this facility, a CHP Form 180 will be completed indicating the vehicle is stored at the police department. A copy will be given to the investigator assigned to the case. The name of the investigator or command officer giving authorization will be shown on the CHP Form 180.
2. The vehicle will be sealed using police seals or ribbon flagging. Officers will take into consideration any evidence located on the outside of the vehicle when using seals or ribbon flagging. The vehicle will be inventoried only after consulting with the authorizing investigator.
3. The keys will be left with the vehicle.

Vehicles that have a “Hold for Prints” (i.e. recovered stolen) can be stored at the storage facility US Tow. US Tow has a secured garage where the vehicles can be kept until a release is given.

### 5.3.10 INVENTORY OF STORED/IMPOUNDED VEHICLES

The Police Department and the contract tow company share a responsibility to protect the vehicle and its contents while in police custody. It is the policy of this department, that all vehicles be thoroughly inventoried. The towing CSO has an obligation to make an inventory that is as complete as possible, given the limitations established by search and seizure case law and in accessibility to certain areas of the vehicle. Therefore, the inventory section of CHP Form 180 should contain as much detail as possible before the CSO releases the vehicle to the contract tow company.

**5.3.11 VEHICLES INVOLVING ALTERED OR MISSING IDENTIFICATION NUMBERS**  
CSO's may impound vehicles whose VIN plates have been removed, defaced, altered, or destroyed (CVC 10751). The recommended procedure is to first attempt to communicate with Auto Theft investigators who are knowledgeable in these matters. If it is necessary to impound the vehicle, use the above-quoted authority and fully describe all the circumstances justifying impounding the vehicle.

**5.3.12 VEHICLES LACKING REGISTRATION FOR MORE THAN SIX MONTHS**

Such vehicles, when found unattended upon a highway or city street, may be towed under authority of CVC 22651(o). Officers will determine from CLETS that the last date of valid registration exceeds six months and one day, and that no temporary operating permit is displayed upon or within the vehicle. The vehicle storage report should state that a visual search was made and disclosed no interim registration. (A TIP entry on the CLETS entry indicates the vehicle is currently registered but DMV has not updated its automated files. These vehicles should not be towed due to expired registration.)

**5.3.13 UNATTENDED VEHICLE**

Parking of vehicles on city streets more than 72 hours is prohibited by Municipal Ordinance and given towing authority under California Vehicle Code Section 22651(k) or 22669(d). The vehicle must have been marked for the 72 hours violation prior to towing.

**5.3.15 SECURING VEHICLE LEFT AT SCENE**

When a CSO determines that a vehicle involved in an incident is to be left at the scene, the CSO will secure the vehicle by rolling up the windows and locking the doors, if possible.

**5.3.16 THIRTY DAY IMPOUND UNDER 14602.6 VC**

Officers have the discretion to impound vehicles pursuant to 14602.6 CVC whenever there is proof that the violator is operating on a suspended or revoked license and service has been made, or when the violator is operating without ever having been issued a driver's license.

As always, officers should use reasonable judgment when applying this section. The CSO can complete the CHP 180 form for the officer however the officer must sign the form.

**5.3.17 PROCEDURES FOR FILING AND FORWARDING OF CHP 180 FORMS TO COMMUNICATIONS CENTER:**

All personnel completing a CHP 180 form shall follow the following procedures:

1. The officer/CSO completing the CHP180 form will immediately or as soon as practical, forward the form to the communications center.

2. The dispatchers will attach all the related paperwork and place the CHP 180 in the Watch Commander's basket located in the communications center.
3. It is the Watch Commander's responsibility to review and approve the CHP 180 in the basket at the end of his/her shift and then forward it to records.

## STORAGE & IMPOUND CODE SECTIONS

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### 5.4 OVERVIEW

The CSO trainee shall be able identify the proper storage or impound code name with the section number, interpret the section and give the elements of the codes listed.

#### 5.4.1 CALIFORNIA VEHICLE CODES

##### 22651 CIRCUMSTANCES PERMITTING REMOVAL:

A peace officer, or a regularly employed and salaried employee, who is engaged in directing traffic or enforcing parking laws and regulations, of a city may remove a vehicle located in the territorial limits in which the officer or employee may act, under the following circumstances:

- (a) Obstructs traffic on bridge.
- (b) Obstructs traffic, creates hazard on highway.
- (c) Stolen or embezzled - on highway.
- (d) Blocking driveway, impractical to move.
- (e) Blocking fire hydrant, impractical to move.
- (f) Unattended on freeway (4 hours)
- (g) Driver incapacitated.
- (h)(1) Driver arrested and taken into custody
- (i) Vehicle, other than rental, has been issued 5 or more parking citations and the owner has not responded within 21 days.
- (j) Illegally parked, no evidence of registration displayed.
- (k) Parked or left standing on highway for 72 or more consecutive hours, violation of local ordinance
- (o)(1) Vehicle on highway, public lands, or off-street parking facility
  - (A) Registration expired in excess of six months.
- p) Driver cited 12500, 14601, 14601.1, 14601.2, no licensed passenger in vehicle, and all of the following exist:
- q) Vehicle parked for more than 24 hours on a highway located within a common interest development.
- r) Illegally parked vehicle prevents movement of legally parked vehicle.

##### 22669 REMOVAL OF ABANDONED VEHICLES:

- (a) Any peace officer in his jurisdiction who has reasonable grounds to believe that the vehicle has been abandoned may remove the vehicle from a highway, or from public or private property.
- (b) Motor vehicles which are parked resting or otherwise immobilized on any highway or public right-of-way and which lack an engine, transmission, wheels, tires, doors, windshield, or any other part or equipment necessary to operate safely on the highways of this state, are hereby declared a

hazard to public health, safety and welfare and may be removed immediately upon discovery by a peace officer . . .

#### 5.4.2 VERNON MUNICIPAL CODE

##### 16.21 UNATTACHED TRAILERS

It shall be unlawful for any person to operate, park or leave standing any semi-trailer upon or along any public street in the city, unless the same is at such time being used in conjunction with a motor vehicle and so constructed that some part of its weight and that of its load rests upon or is carried by another vehicle equipped with inflated pneumatic tires.

# PRIVATE PROPERTY VEHICLE IMPOUND

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## 5.5 OVERVIEW

The trainee shall know the department policy regarding private property vehicle impound procedures.

### 5.5.1 PRIVATE PROPERTY VEHICLE IMPOUND

The California Vehicle Codes pertaining to private property vehicle towing and storage are Section 22658 and Section 22953.

The law allows for the removal of unauthorized parked vehicles from private property if the property is posted with signs (at each entrance) to restrict public parking, or if the property is improved with a single-family dwelling. The property owner or the property owner's agent must immediately notify the proper law enforcement agency. The tow operator shall give notice in writing to the vehicle's registered and legal owners about the removal of the vehicle, the grounds for the removal, and the location of the vehicle. The tow operator who removed the vehicle is not responsible for the validity of the removal. The law will:

1. Require that signs that restrict parking be not less than 17 x 22 inches in size with lettering not less than one inch in height. The sign prohibiting public parking must indicate the vehicle will be removed at the owner's expense, and contain the telephone number of the proper law enforcement agency. The signs may also indicate that a citation may be issued for the parking violation. (22658 VC)
2. Limit the charge that a towing company may impose for the initiation of towing of a vehicle to \$20, if the vehicle owner returns to the vehicle before it is removed from the private property. (22658 VC)
3. Prohibit the owners of private property which is open to the public for parking, at no fee, from towing a vehicle away within one hour after being parked, except if parked in specified locations. (22953 VC)
4. Require the operator in charge of the facility where vehicles are stored to accept valid bank credit cards or cash and to have sufficient money on the premises to accommodate a reasonable money transaction. (22658 VC)
5. Make the private property owner or the person who causes the removal of the vehicle liable for double the storage or towing charges if property posting and waiting period are not met. (22658 VC)
6. Make towing companies who charge excessive fees (higher than a contract for comparable services between a tow company and a law enforcement agency) liable to the vehicle owner for four times the amount charged. (22658 VC)

7. Make towing companies liable for damages to a vehicle while being towed or in storage and for the removal of a wrong vehicle. (22658 VC)

#### 5.5.2 GUIDELINES FOR THE REMOVAL OF ABANDONED VEHICLES FROM PRIVATE PROPERTY

If a police officer or CSO is dispatched to a company within the City of Vernon to assist in the removal of an abandoned vehicle from private property owned or leased by that company, the officer or CSO should make sure that the area is properly posted for the removal of vehicles, and then advise the person requesting that he may have the vehicle removed from company property. He should then be advised to contact a tow service of his choice. At no time should the company representative be advised that the owner of the vehicle will be responsible for all towing and storage fees. This is an issue that would be brought up and resolved between the towing service and the representative at the time the vehicle is being removed from private property. If a company has already contacted a tow service and they will not remove the vehicle, the Vernon Police Department does have the authority, per Section 22669(a) CVC, to remove the vehicle from private property. This should only be done after all other possibilities have been exhausted.

## MOBILE SPEED TRAILER

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### 5.6 OVERVIEW

The CSO trainee shall understand the procedures for deploying and programming the mobile speed trailers.

#### 5.6.1 HITCHING

The CSO trainee will be shown how to hitch and unhitch the mobile speed trailer to the parking unit.

#### 5.6.2 DRIVING

The CSO trainee will demonstrate proper driving procedures while towing the mobile speed trailer.

#### 5.6.3 PROGRAMMING

The CSO will be shown how to set up both mobile speed trailers. The trainee will know how to program the screens on both mobile speed trailers.

## 6.1 OVERVIEW

The CSO will be shown how to conduct an interview by the process of questioning non-suspects such as victims or witnesses. The information obtained will assist to determine if a crime occurred. If a crime is established, the information gathered from the person will give knowledge of the facts that a CSO will need to conduct an investigation.

### 6.1.1 DEFINITION

An interview is the process of gathering information from a person who has knowledge of the facts that will determine if there is a need to conduct an investigation.

### 6.1.2 PURPOSE

Interviews are conducted in order to obtain and document information needed to:

1. determine if a crime has taken place
2. identify and locate victims and witnesses
3. generate a crime broadcast; if needed

### 6.1.3 PREPARATION

Before beginning any interview, CSO's should properly prepare themselves and the individual(s) to be interviewed.

1. Be physically and mentally prepared.
  - a. Become well acquainted with the circumstances surrounding the crime.
  - b. Determine the number, role, and priority of the people who should be interviewed (i.e., victim and witness).
  - c. Develop an interview plan of questions that should be asked to establish the facts of the incident (i.e., who, what, when, where, why, how).
  - d. Organize equipment that will be needed to document the interviewee's statements (e.g., notebook and pencil/pen, digital recorder with charged batteries).
2. Separate the involved parties.
  - a. If possible, move the person, with his or her consent, to a location where there will be no interruptions or distractions.
  - b. Focus the person's attention on speaking with the CSO rather than on interacting with others.

3. Establish rapport
  - a. Tell the interviewee why the interview is being conducted.
  - b. Describe the interview process that will be followed.
  - c. Assure the person that by using this process, the CSO will be able to gather that person's statement accurately.
  - d. Control the interview by being calm and polite.

#### 6.1.4 LISTENING ATTENTIVELY

Initially, the CSO's focus should be strictly on the other person listening (not taking notes) to what that individual has to say.

1. Ask the person to recount what has happened.
  - a. Allow the person to speak freely.
  - b. Have the person describe the incident just as that person understands it, using that person's own words.
2. Keep the person focused.
  - a. If the person should begin to wander from the specific topic, guide the person back to the subject (e.g., "You mentioned that..." "Let's go back to...").
  - b. Maintain eye contact and use nonverbal gestures (e.g., nodding the head) to encourage the person.
3. Listen carefully to what is being said.
  - a. Be particularly attentive to the essentials of the incident as described by that person including, but not limited to, the:
    - role of the person being interviewed (victim, witness)
    - type of crime, if any, that has been committed
    - time of occurrence
    - exact location of the person during the crime or incident

#### 6.1.5 ASK QUESTIONS AND TAKE NOTES

When the person has finished speaking initially, the interviewing CSO can begin to question the individual and capture information on paper as part of that CSO's field notes.

1. Obtain identification information.
  - a. Confirm the person's role in the event or incident (e.g., victim or witness).
  - b. Note the person's:
    - complete name
    - address and phone number (home and work)

- any other information necessary for identification purposes
2. Ask the interviewee to repeat that person's account of what happened.
    - a. Guide the interview by asking questions that will keep the person from becoming distracted and wandering from the point.
    - b. Stop the person and ask questions when necessary to clarify points.
    - c. Write down information in short statements.
    - d. If a statement is particularly important, have the person repeat it until it is captured entirely in field notes.
  3. Ask additional questions.
    - a. Obtain descriptions of property, damage, costs, etc.
    - b. Ask the individual if that person would like to add any additional information.

#### 6.1.6 RECORDING THE INTERVIEW

The CSO will review and know the department's "portable audio / video recorders" policy and procedure.

The CSO will use the Olympus digital recorder while conducting an interview. The CSO should be aware that this may inhibit the person from talking freely. Electronic equipment can also malfunction, leaving the CSO with little or no information.

Even if the CSO is recording the interview, that CSO should also take thorough and complete notes of the interview.

#### 6.1.7 VERIFY INFORMATION

The CSO should review the individual's statement with the interviewee and allow the interviewee to clarify points, if necessary.

1. Review the information with the person.
  - a. Repeat specific information to verify that the information is accurate and complete.
  - b. Give the person an opportunity to add facts as necessary.
2. Ask for confirmation.
  - a. Have the person confirm important details such as:
    - time relationships
    - information regarding damage
    - physical descriptions of property

3. Make modifications or corrections as necessary.
  - a. Information may have been initially recorded incorrectly because the CSO:
    - misunderstood the interviewee's statement
    - inadvertently wrote something down incorrectly
    - may have incorrectly characterized the interviewee's statement
4. Verify changes
  - a. Once any changes have been made, the information that has been added or modified should be verified.

#### 6.1.8 CLOSE THE INTERVIEW

At the end of each interview, the interviewing CSO should thank the individual for that person's time and cooperation. The CSO may also choose to explain any further actions that may be taken during the investigative process.

#### 6.1.9 MARSY'S LAW

Lastly the CSO will review the Marsy's Law with the victim. The victim will be given a Marsy's card with "The Victim's Bill of Rights Act of 2008" information on the back. The CSO will complete the front of the card with the CSO's name and case number.

#### 6.1.10 ADDITIONAL SOURCES OF INFORMATION

During the investigation of a crime, it is imperative that the investigating CSO gather as much relevant information as possible. To supplement crime scene interviews or when conducting a follow-up investigation, additional information may be obtained from:

1. Physical evidence
2. Public and private records and other documents
3. Photographs

## 6.2 OVERVIEW

The CSO trainee will be shown how to conduct an investigation. The CSO trainee will know the goal of an investigation and be able to perform a preliminary investigation.

### 6.2.1 TYPES OF INVESTIGATIONS

An investigation is the systematic gathering of information from a variety of sources and the documentation of evidence, observations, and findings.

Law enforcement agencies conduct a variety of different types of investigations including, but not limited to:

- A. Background investigations
- B. Internal investigations
- C. Permit investigations
- D. Criminal investigations

### 6.2.2 CRIMINAL INVESTIGATION

A criminal investigation is a systematic approach to the:

- A. Establishment of a criminal violation
- B. Identification and arrest of a suspect
- C. Gathering of evidence for presentation in a court of law

The CSO will only investigate “cold” / no suspect crimes.

### 6.2.3 PRELIMINARY INVESTIGATION

The investigation of a crime often takes place in a number of phases. It begins with the preliminary investigation and progresses through more in-depth follow-up investigations ultimately leading to the arrest or indictment of a suspect.

The **preliminary investigation** begins when the responding officers of CSO first receives the call. It continues through the writing and filing of the primary investigative report.

### 6.2.4 INVOLVED INDIVIDUALS

A number of individuals and organizations are involved in the preliminary investigation of a crime. Each person participating must understand and anticipate the needs and requirements of the other individuals involved. Individuals involved in the investigative process may include, but are not limited to:

- A. reporting parties
- B. responding CSO
- C. victims
- D. witnesses

## 6.2.5 COMPONENTS OF A PRELIMINARY INVESTIGATION

Although no two crime scenes are the same, the components of a preliminary criminal investigation remain similar. The extent that the responding CSO are involved in each event is dependent on the nature of the crime, and agency policies.

### 6.2.6 APPROACH AND ARRIVAL

- A. Proceed safely to the scene
  - 1. Scan area to identify potential physical evidence of reported crime while en route.
  - 2. Position vehicle in such a manner as not to compromise officer/public safety.

### 6.2.7 ASSESSMENT

- A. Verify that a crime has occurred
  - 1. Do not assume that the information that was dispatched will be a valid reflection of the actual event. Information initially given to the dispatcher may not have been complete or accurate.
  - 2. Upon arrival officers should:
    - visually inspect the scene
    - gather information from involved parties and
    - establish the body or elements of the crime (**corpus delicti**) to determine if a crime has been committed and, if so, identify the specific crime.

### 6.2.8 PRELIMINARY INVESTIGATION

- A. Secure and protect the crime scene
  - 1. The primary responding officer or CSO to a crime is responsible for the integrity of the crime scene until that officer or CSO is relieved of that responsibility.
- B. Determine jurisdiction
  - 1. Make appropriate notifications based on agency policies and procedures.
- C. Locate and interview victim(s) and or witness(es)
  - 1. Officers or CSO should obtain and document information needed to:
    - determine the crime

- identify and locate the victim(s) or witness(es)
- responding officers or CSO may be responsible for locating and interviewing all persons present at a crime scene.

D. Identify other possible sources of information

1. Collect as much information as is available

### 6.2.9 PHOTOGRAPHS

Photographs of a crime scene can record exactly how the scene appeared and how the evidence was found at the scene. Crime scene photographs can provide a visual record of the crime scene. Crime scene photographs will depict any and all damage to property.

- A. Type of photograph taken to document a crime scene
1. The CSO will use the issued digital camera to take photographs of the crime scene
  2. The CSO will photograph the external view of the building, vehicle or area where the crime has taken place

### 6.2.10 REPORT

Collect available information necessary to write a clear and effective investigative report.

- A. Officers should begin taking field notes as soon as possible after arriving at the crime scene.
- B. Notes should reflect information needed to report on the, who, what, where, when, how, and why of the crime.

# PROPERTY BOOKING PROCEDURE

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## 6.3 OVERVIEW

The CSO trainee shall be able to properly book property into the evidence lockers or outside evidence room/garage.

### 6.3.1 PHOTOGRAPHS

Photographs taken with a digital camera will be downloaded into the report.

### 6.3.2 EVIDENCE ENVELOPES

The evidence envelopes must be completed properly with all of the required information. The CSO should initial the envelope at the closing seal or across any evidence tape to provide integrity.

### 6.3.3 PROPERTY TAGS

Property tags must be attached to the outside of the evidence and must be completely filled out. In some cases more than one tag may be needed for one CR#. The property tags must be legible.

### 6.3.4 WET PROPERTY

Property that is wet at the time of booking will be tagged with a "Property Tag" that has been marked "wet" (obtainable at the Evidence Room). Wet property shall be hung in the evidence garage to allow for drying.

### 6.3.5 STORAGE OF BICYCLES

The location of bicycle storage is determined by the nature of the recovery. When recovering a bicycle, officers will adhere to one of the following appropriate procedures:

- A. Bicycles recovered for safekeeping: Bicycles recovered for safekeeping will be handled in the same manner as other forms of property. The "Property Section" in RMS will be completed. Bicycles will be booked into the evidence room adjacent to the jail facility. Marking of evidence and the routing of the reports will be the same as for other forms of evidence.
- B. Found or abandoned bicycles: Found or abandoned bicycles will be placed in the evidence room adjacent to the jail facility as safekeeping. Prior to booking the bicycle determine if the bicycle has a bicycle license or easily identifiable number. Check any license or number to see if the bicycle is stolen.

### 6.3.6 PERISHABLE ITEMS

The perishable items will be digitally photographed as evidence and then disposed of properly.

### 6.3.7 LARGE SHARP OBJECTS

Large sharp objects if possible will be packaged in the plastic tubes with the sharp tip secured in the styrofoam base. Once the evidence is sealed and labeled it will be placed in the appropriate secure evidence locker and the exterior side of the locker will be labeled as such.

### 6.4 OVERVIEW

The CSO trainee shall review and be familiar with the penal codes. The CSO trainee should be able to interpret and be familiar with the elements of the penal code section.

#### 6.4.1 CALIFORNIA PENAL CODES

##### 484 Petty Theft:

(a) Every person who shall feloniously steal, take, carry, lead, or drive away the personal property of another, or who shall fraudulently appropriate property which has been entrusted to him or her, or who shall knowingly and designedly, by any false or fraudulent representation or pretense, defraud any other person of money, labor or real or personal property, or who causes or procures others to report falsely of his or her wealth or mercantile character and by thus imposing upon any person, obtains credit and thereby fraudulently gets or obtains possession of money, or property or obtains the labor or service of another, is guilty of theft. In determining the value of the property obtained, for the purposes of this section, the reasonable and fair market value shall be the test, and in determining the value of services received the contract price shall be the test. If there be no contract price, the reasonable and going wage for the service rendered shall govern. For the purposes of this section, any false or fraudulent representation or pretense made shall be treated as continuing, so as to cover any money, property or service received as a result thereof, and the complaint, information or indictment may charge that the crime was committed on any date during the particular period in question. The hiring of any additional employee or employees without advising each of them of every labor claim due and unpaid and every judgment that the employer has been unable to meet shall be prima facie evidence of intent to defraud.

##### 487 Grand Theft:

(a) When the money, labor, or real or personal property taken is of a value exceeding nine hundred fifty dollars (\$950), except as provided in subdivision (b).

##### 594 Vandalism:

(a) Every person who maliciously commits any of the following acts with respect to any real or personal property not his or her own, in cases other than those specified by state law, is guilty of vandalism:

- (1) Defaces with graffiti or other inscribed material.
- (2) Damages.
- (3) Destroys.

Whenever a person violates this subdivision with respect to real property, vehicles, signs, fixtures, furnishings, or property belonging to any public entity, as

defined by Section 811.2 of the Government Code, or the federal government, it shall be a permissive inference that the person neither owned the property nor had the permission of the owner to deface, damage, or destroy the property.

(b)(1) If the amount of defacement, damage, or destruction is four hundred dollars (\$400) or more, vandalism is punishable by imprisonment pursuant to subdivision (h) of Section 1170 or in a county jail not exceeding one year, or by a fine of not more than ten thousand dollars (\$10,000), or if the amount of defacement, damage, or destruction is ten thousand dollars (\$10,000) or more, by a fine of not more than fifty thousand dollars (\$50,000), or by both that fine and imprisonment.

(2)(A) If the amount of defacement, damage, or destruction is less than four hundred dollars (\$400), vandalism is punishable by imprisonment in a county jail not exceeding one year, or by a fine of not more than one thousand dollars (\$1,000), or by both that fine and imprisonment.

653m Telephone calls or Contact by Electronic Communication Device with the Intent to Annoy:

(a) Every person who, with intent to annoy, telephones or makes contact by means of an electronic communication device with another and addresses to or about the other person any obscene language or addresses to the other person any threat to inflict injury to the person or property of the person addressed or any member of his or her family, is guilty of a misdemeanor. Nothing in this subdivision shall apply to telephone calls or electronic contacts made in good faith.

(b) Every person who, with intent to annoy or harass, makes repeated telephone calls or makes repeated contact by means of an electronic communication device, or makes any combination of calls or contact, to another person is, whether or not conversation ensues from making the telephone call or contact by means of an electronic communication device, guilty of a misdemeanor. Nothing in this subdivision shall apply to telephone calls or electronic contacts made in good faith or during the ordinary course and scope of business.

(c) Any offense committed by use of a telephone may be deemed to have been committed when and where the telephone call or calls were made or received. Any offense committed by use of an electronic communication device or medium, including the Internet, may be deemed to have been committed when and where the electronic communication or communications were originally sent or first viewed by the recipient.

## 7.1 OVERVIEW

The CSO trainee shall explain the importance of police reports and reporting requirements.

### 7.1.1 GENERAL PROVISIONS

The prime objective of any report is to present the truth in an impartial manner. Department members will be impartial by reporting all pertinent facts and/or circumstances pertaining to an incident. Members will avoid generalities, prejudice and personal opinions as much as possible. When personal opinion is included, it will be clearly labeled as such and supported by facts.

### 7.1.2 REPORTING REQUIREMENTS

Department members will complete and submit reports in adherence to the following criteria:

1. **Felony Crimes:** All incidents involving an actual or suspected felony violation will be reported regardless of whether any enforcement or investigative action is taken or anticipated.
2. **Misdemeanor/Infraction Crimes:** Violations involving a misdemeanor or infraction will be reported whenever any enforcement or investigative action is taken or anticipated, or when necessary to justify a lack of enforcement or investigative action.

Incidents that are unfounded or do not normally require a report need not be reported. However, the member making the decision not to report such an incident will be required to justify the decision at a later time when requested to do so by higher authority.

### 7.1.3 REPORT PROCEDURE

The trainee shall know reporting procedures. During orientation the trainee received the required training in R.M.S. and shall demonstrate to the trainer the use of R.M.S. Reports shall be completed in the R.M.S system. Reports completed in R.M.S. shall be completed on the computers located in the officer's report writing room. The trainee shall know the R.M.S. system by demonstrating the following.

1. Log on and get into the R.M.S. system.
2. Successfully retrieve and complete an incident out of the R.M.S. CAD Reports folder.
3. Create an incident for a citation.
4. Retrieve, correctly complete and resubmit to the correct folder an incident returned for corrections.
5. Be familiar with basic word processing.

#### 7.1.4 REPORT REVIEW

Department members who initiate reports that require review are responsible for contacting an immediate supervisor to review such reports prior to the end of duty. Arrest and crime reports with suspect information shall be completed before the end of duty. Felony crime reports with good suspect information should be immediately reported to the Detective Bureau. A working copy of a crime report with suspect information shall be given to the detective bureau.

#### 7.1.5 FIELD NOTEBOOKS

Members shall retain their field notebooks for future investigative reference, court appearances, beat, and area information. Members shall use a field notebook to record pertinent information on any given incident. Members should be aware that notes and field notebooks are discoverable in a court proceeding. The following should be included in the field notebook:

- A. Date, day, time, vehicle number
- B. Name of partner or supervisor
- C. Type of incident
- D. Pertinent information
- E. Name of suspects, victims, witnesses, and reporting persons

#### 7.1.6 NARRATIVE OUTLINE

The trainer will review with the trainee the narrative outlines for a crime / incident report.

- A. The following is a recommended outline for crime/incident report narrative:

1. First Paragraph: Introduction  
Example #1: "On \_\_\_ at \_\_\_ hours I responded to \_\_\_\_\_ regarding a \_\_\_\_\_. I spoke (met with; saw; etc.) \_\_\_\_\_ who told me the following."  
Example #2: "On \_\_\_ at \_\_\_ hours I was dispatched to a \_\_\_\_\_ at (name and/or address of location). I spoke with (victim, reporting party) \_\_\_\_\_, who told me the following.
2. Next Paragraph: What did they say?  
"Reporting Party/Victim/Witness said . . . "
3. Next Paragraph: Investigation (Observations; elements and collection of evidence)  
"It appears that unknown suspect(s) . . . " (What happened, how did it happen?)
4. Next Paragraph: Follow up investigation (If appropriate)  
"I went next door to \_\_\_\_\_ and contacted \_\_\_\_\_. She/he said . . .  
I checked the surrounding area . . . "

5. Last Paragraph: Special Requests

“Request that investigators contact \_\_\_\_\_ who may have information relating to this incident.”

B. Things to Remember:

1. What, When, Where, Who, and How. Why-if appropriate.

C. Tips for easier report writing:

1. Use the “active voice” (vs. the “passive voice”)

D. Three steps to construct a sentence using the “active voice.”

1. Locate the action of the sentence. (What was done? “The suspect broke the window.”)
2. Identify the doer of the action. (Who did what? “The suspect broke the window.”)
3. Put the doer immediately in front of the action. (“The suspect broke the window.” as opposed to “The window was broken by the suspect.”)

E. Never write a sentence someone else can question

1. Officers should not allow anyone reading their written work to have to ask, “what does this sentence mean?” “Who did what to whom?” Sentences should not be questionable in their context.

Example: “He threw the vase at the window and broke it.”

Better: “He threw the vase at the window and broke the window.”

F. Punctuation

1. Keeping the sentences simple reduces punctuation problems. In short “Active Voice” sentences are usually the most effective.

G. Conciseness

1. Concise means to say as much as possible in as few words as possible. A concise police report is not necessarily a short one.

H. Use the “first person”

1. The word “I” is not poison. Avoid phrases like, “This CSO took pictures of the vandalized building.” Other no-no's; “Assigned CSO” “The undersigned”

2. Writing in the third person is cumbersome and no longer acceptable in law enforcement.
  - a. First person is the speaker (writer)
  - b. Second person is the person spoken to
  - c. Third person is the person or thing spoken about
  
- I. "If in doubt, leave it out"
  1. We are not talking about facts here, just extraneous verbiage. If the idea can be communicated with this specific detail, leave it out. In time, a writer will sense when a specific detail is needed.
  
- J. Never interrupt a statement with another statement
  1. Example: "The suspect, who entered through the north window, went directly to the safe."  
Better: "The suspect entered through the north window. He went directly to the safe."
  
- K. Be specific
  1. Follow the five W's (who, what, when, where, and why) to avoid confusion and to ensure that all details are included. Be specific as possible. **AVOID THE GENERIC.**
  2. Example: "He used the hard object to break the window."  
Better: "He used a brick to break the window."
  
- L. Leave out opinions
  1. Reports are statements of fact, not conjecture.
  2. Example: "It was a hot day and the subject looked suspicious."  
Better: "The temperature was 97 degrees and the subject was wearing a long trench coat."

### 7.2 OVERVIEW

The CSO trainee will go over with the trainer on how to complete the following reports.

#### 7.2.1 FOUND PROPERTY

The CSO trainee shall accurately be able to complete a Found Property Report. The trainee should be able to determine whether the property was lost or stolen. The trainee should also be able to complete the report in RMS.

- A. The trainee should be able to complete the Property Entry Form.
- B. The trainee should be able to properly complete the booking of the property.

#### 7.2.2 PETTY THEFT (484PC)

The CSO trainee shall be able to complete a basic Petty Theft report with no suspect information. The trainee should be able to determine whether the property was lost or stolen. The trainee should also be able to complete the report in RMS. The trainee should be able to complete the Property Entry Form on any identifiable property stolen.

#### 7.2.3 VANDALISM (594PC)

The CSO trainee shall be able to complete a Vandalism report with no suspect information. The trainee should also be able to complete the report in RMS. The trainee should be able to upload photographs to the report.

#### 7.2.4 MISSING PERSONS

The CSO trainee shall be able to complete a Missing Persons Counter/Phone Report. The trainee shall be able to distinguish between a Missing Persons and a Critical Missing Persons report.

**PHASE 2**  
**SECTION 8**  
**CSO PATROLLING PROCEDURES**

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8.1 OVERVIEW

The trainee shall assume all responsibilities of working as a solo CSO under the supervision of the Field Training Officer. The trainee shall perform all duties of a CSO without assistance. The trainee shall perform these duties in a safe and effective manner that is consistent with all the performance objectives set forth in this training guide.

**VERNON POLICE DEPARTMENT  
COMMUNITY SERVICE OFFICER  
COMPLETION RECORD**

<b>Section 1: Department Orientation</b>	<b>Date Introduced</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Introduced to Key Personnel			
Facilities Tour			
Location of Equipment and Supplies			

<b>Section 1: Department Directives, Rules and Regulations</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Conformance with Department Policies and Procedures				
Addressing Ranking Officers				
Disobedience of Orders				
Insubordination to Ranking Officers				
Respect to the Public				
Conduct Toward Others				
General Behavior				
Discipline and/or Dismissal				
Obedience to Laws, Regulations, and Orders				
Confidential Information				
False Statements				
Misappropriation of Property				
Indebtedness				
Demeanor and Conduct				
Disorderly Conduct				

<b>Section 1: Department Directives, Rules and Regulations</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Use of Alcohol				
Use of Drugs or Narcotics				
Acceptance of Gratuities				

<b>Section 1: Department Directives, Policies and Procedures</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Chain of Command				
Unity of Command				
Rank				
Watches Defined				
Hours of Watch				
Tardiness				
Employees to Remain on Duty Until Relieved				
Efficiency				
Sleeping on Duty				
Time Off Requests				
Sick Leave Policy				
Family Sick Leave Kin Care Policy				
Liabilities Resulting From Injury				
Identification Card				
Driver's License				
Responsibility for Issued Property				
Issued Property				

<b>Section 1: Department Directives, Policies and Procedures</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Uniform and Equipment				
CSO Uniform				
Wearing of Tie				
Non-Uniformed Attire				
Unauthorized Uniforms, Equipment and Accessories				
Dress Code Policy				
Grooming Policy				
Tattoo and Body Piercing Policy				
Press Relations				
Outside Employment				

<b>Section 1: Department Policies and Procedures</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Use of Force				
Legal Authority of the CSO				
Harassment/ Discrimination Free Workplace Policy				
Violence Free Workplace Policy				
Whistleblower Policy				
Portable Audio/ Video Recorders Policy				

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<b>Section 2: Department Computer Programs</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Electronic Equipment and Systems Use Policy				
Microsoft Office				
Microsoft Outlook				
Internet Explorer				
RMS				
Telestaff				
Police Message Switch				
PUMA				
JDIC				
ADORE				

<b>Section 2: Records Management System</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Purpose				
Instruction				
Reports				

<b>Section 2: California Law Enforcement Telecommunications System</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Information Systems/ Justice Interface Controller (JDIC)				
Wanted Persons Systems/ AWWWS/ WPS/ CWS				
Consolidated Criminal History Reporting System				

<b>Section 2: California Law Enforcement Telecommunications System</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Automated Firearms System/ AFS				
Vehicle Information Systems				
Less Than Full Access Operator Examination				

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<b>Section 3: Operation of Police Vehicle/ Parking Unit</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Operation of Parking Vehicles				
Inspection of Parking Vehicles				
Vehicle Assignment				
Damaged Vehicle or Inoperative Equipment				
Service in the Field				
Repair and Service of Vehicles				
Pushing Other Vehicles				
Removal of Keys				
Wearing of Seatbelts				
Interior Cleanliness				
Parking of Police Vehicles/ Parking Unit				
Unauthorized Persons riding in City Vehicles				

<b>Section 3: Radio Operations/ Radio Procedures</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Start of Duty				
Superfluous, Indecent or Obscene Transmissions				
Operating the Mobile and Portable Radio				
Emergency Trigger Activation				
Call Signs				
Dispatching on Calls				

<b>Section 3: Radio Operations/ Radio Procedures</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Assigned Radio Frequencies				
Department Unit Designator				
Ten Codes				
Nine Codes				
Code Codes				
Phonetic Alphabet				
Broadcast Procedures				

<b>Section 3: Community Orientation</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Patrol Activities				
City Boundaries				
Leaving the City				
Assisting Other Agencies				
Patrol Responsibilities				
Patrol Beats				

<b>Section 3: City Orientation</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
West/ East Streets				
South/ North Streets				

<b>Section 3: Community Orientation/ Geographics</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Housing				

<b>Section 3: Community Orientation/ Geographics</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Fire Departments				
Restaurants, Bars, and Stores				
Banks and Check Cashing Locations				
“Hot” Spots				
City Services				
Chamber of Commerce				
Church				
School				
Post Office				

<b>Section 3: Support Services</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Superior, Municipal, and Juvenile Courts				
District Attorney’s Office				
Jail Facility				
Towing Facility				
Traffic Signal Repair				
Car Wash				
Local Homeless Shelters				

<b>Section 3: Parking Enforcement</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Parking Enforcement				
Enforcement Action				

<b>Section 3: Parking Enforcement</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Violator Contact				
Selective Enforcement				
Warnings				
Traffic Control Devices – Adjustment Period				
Non-Resident Violators				
Enforcement of Parking Regulations				
Enforcement Outside of Jurisdiction				

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<b>Section 4: City Orientation</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
North and South Streets				
East and West Streets				
County Area(s)				

<b>Section 4: Community Orientation</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Housing				
Fire Departments				
Restaurants, Bars, and Stores				
Check Cashing Locations				

<b>Section 4: Parking Citations</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Parking Citations				
Completing and Issuing Parking Citations				
Notes on Citations				
Multiple Violations				
Photographing				
Turning in Citations				
Amending Citations				
Dismissal or Voiding Citations				

<b>Section 4: Parking Citations</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
California Vehicle Code Violations				
Vernon Municipal Code Violations				

<b>Section 4: Traffic Control</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Traffic Control				
Flares and Cones				
Flashlight				
Barricades				
Additional Assistance				
Vehicle and Officer Positioning				
Highly Visible				
Burned Out Signals				
Whistle Signals				
Assistance to Disabled Motorists				

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<b>Section 5: City Orientation</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
West and East Streets				
North and South Streets				

<b>Section 5: Community Orientation/ Geographics</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Housing				
Fire Departments				
“Hot” Spot				
Railway Facilities				

<b>Section 5: Impounding/ Storing Vehicles</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Responsibility				
Reporting Vehicle Tows				
Procedures to Follow in Order to Store/ Impound a Vehicle				
Classifying the Reason for Towing the Vehicle				
Stored by Owner				
Stored/ Impounded				
Vehicle Holds				
Storage Facility				
Vehicle Hold for Prints				
Inventory of Stored/ Impounded Vehicles				

<b>Section 5: Impounding/ Storing Vehicles</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Vehicles Involving Altered or Missing Identification Numbers				
Vehicles Lacking Registration for More Than Six Months				
Unattended Vehicle				
Securing Vehicle Left at Scene				
Thirty Day Impound under 14602.6				
Procedures for Filing and Forwarding of CHP 180 Forms to Communications Center				

<b>Section 5: Storage and Impound Code Sections</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
California Vehicle Codes				
Vernon Municipal Code				

<b>Section 5: Private Property Vehicle Impound</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Private Property Vehicle Impound				
Guidelines for the Removal of Abandoned Vehicles from Private Property				

<b>Section 5: Impounding/ Storing Vehicles</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Hitching				
Driving				
Programming				

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<b>Section 6: Interviews</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Definition				
Purpose				
Preparation				
Listening Attentively				
Ask Questions and Take Notes				
Recording the Interview				
Verify Information				
Close the Interview				
Marsy's Law				
Additional Sources of Information				

<b>Section 6: Investigation</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Types of Investigations				
Criminal Investigation				
Preliminary Investigation				
Involved Individuals				
Components of a Preliminary Investigation				
Approach and Arrival				
Assessment				

<b>Section 6: Investigation</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Preliminary Investigation				
Photographs				
Report				

<b>Section 6: Property Booking Procedures</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Photographs				
Evidence Envelopes				
Property Tags				
Wet Property				
Storage of Bicycles				
Perishable Items				
Large Sharpe Objects				

<b>Section 6: Penal Codes</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
California Penal Codes				

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<b>Section 7: Reporting</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
General Provisions				
Reporting Requirements				
Report Procedure				
Report Review				
Field Notebooks				
Narrative Outline				

<b>Section 7: Report Writing</b>	<b>Date Introduced</b>	<b>Date Competent</b>	<b>Trainer Initials</b>	<b>Trainee Initials</b>
Found Property				
Petty Theft				
Vandalism				
Missing Persons				

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