



GRASS VALLEY POLICE DEPARTMENT

Community Service Officer Manual

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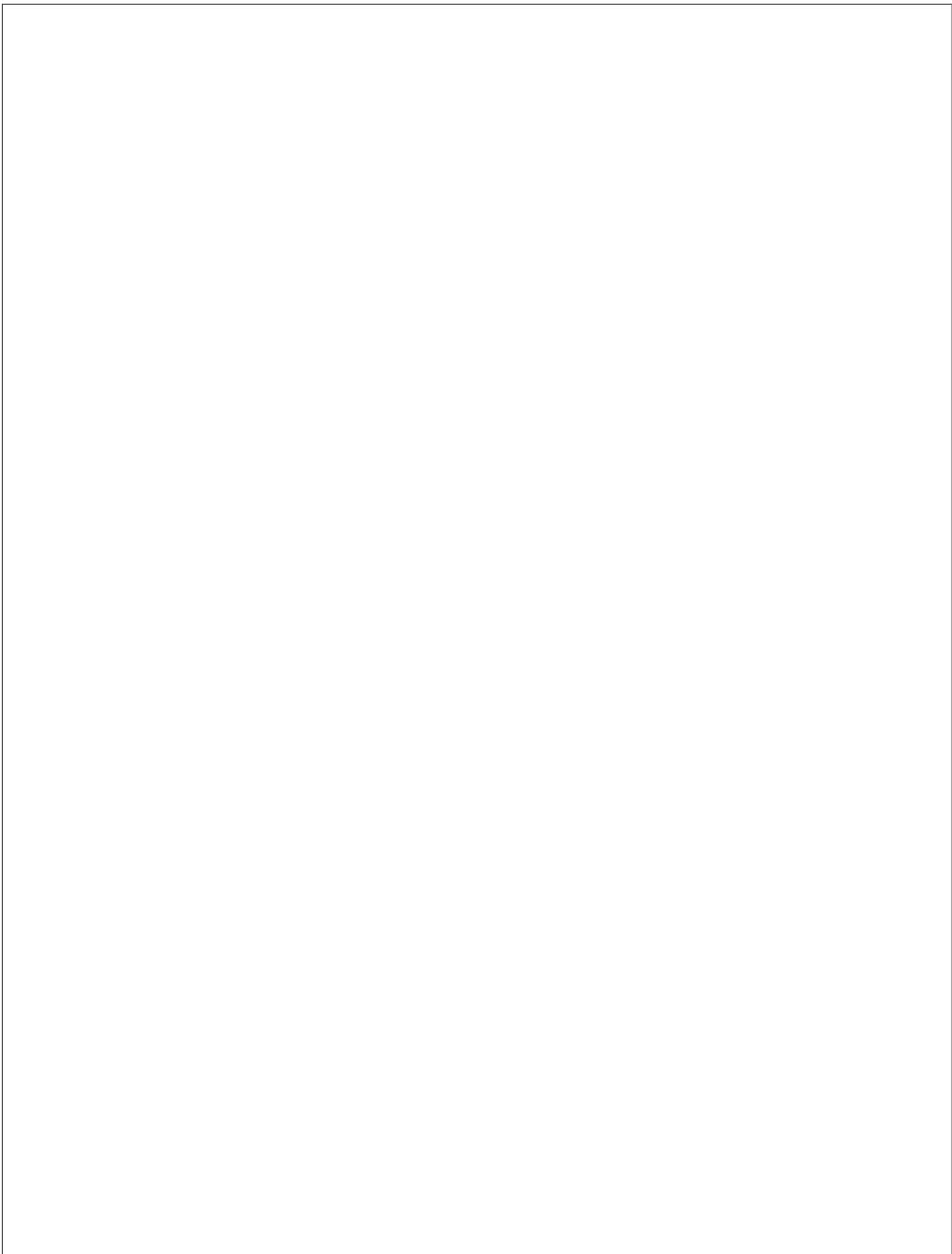
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Chapter 1:

WELCOME!

Welcome to the City of Grass Valley's Community Service Officer's position. During the following months, you will experience challenges and rewards. You will master numerous training concepts and begin actively using them as a Community Services Officer (CSO).

A Community Services Training Officer will be chosen to begin your orientation process. You will rotate and train with individual trainers who will guide you through the training program. You will benefit immensely as you experience the unique and specialized talents of each training officer. You will also enjoy the assistance and support of all of our team members as you rotate through various shifts during your training program.

Your CSO training is segmented into training phases preceded by a 1-2 week Orientation based on your experience level. Initially you will receive general information designed to provide initial exposure to equipment, protocols, and procedures. You will learn a new language as you memorize codes, abbreviations, and acronyms used by this agency.

As you work through the various sections of the training manual you will be evaluated daily by your FTO. Within each section is a skills checklist, which will be signed off by you and your FTO as you become proficient in each discipline.

Finally, you will have a comprehensive evaluation period. Your training officer will evaluate all of the skills you have received training on, including your knowledge and ability to function as an independent Community Services Officer. Competency is based on the performance standards detailed in this manual. At the completion of this comprehensive evaluation by your FTO, the FTO Supervisor will meet with you for a final review of your training. Pursuant to the FTO Supervisor's final review and approval, you will be released from training and assigned your own shift.

Again, please accept the sincere welcome of our Community Services Team. If there is anything we can do to enhance your learning experience, please don't hesitate to contact any of us. We are committed to your success!

GVPD MISSION STATEMENT

The Grass Valley Police Department is committed to reducing crime and improving the quality of life in our community.

WORKING WITH THE PUBLIC

PROFESSIONLISM AND COURTESY

CSOs are essentially public relations personnel. When you make contact with a citizen, you represent the department from the moment you make contact, whether it is by phone or in person. If you are cheerful, knowledgeable and interested, the caller's attitude toward your agency will generally be a good one.

PERSONAL CONDUCT

In making contact with citizens, you should be dignified without sounding aloof, friendly without becoming familiar, and sincerely interested in what they have to say.

Statements that may be construed as disparaging of any race, creed, or class of people are not allowed. If the citizen is making disparaging remarks about an ethnic group, ignore it. Don't fall into the trap of becoming argumentative or defensive even if you are personally offended.

Maintain appropriate conversation during contact. The goal is to consistently maintain a professional and courteous demeanor.

HOSTILITY

Hostility is contagious. Countering hostility with courtesy, while difficult, is also contagious. With uncooperative or evasive citizens, a greater attempt must be made to control the conversation. Never place your personal and professional reputation in jeopardy by responding to profanity with profanity of your own, regardless of provocation.

YOUR TRAINING PROGRAM

While in training, your training officer is the first person you will rely on for directions and clarification.

Issues or concerns with your training officer should be brought to the attention of the Community Service Officer Supervisor, however every effort will be made to handle routine items at the training officer level. Your training officer is your guide and mentor, and their goal is your success.

The training program has been designed to maximize your exposure to the information, tasks, and equipment you will be expected to master. You will be provided ample time to learn and develop the skills you will need to perform proficiently. Your training officer understands that learning occurs at varying rates based on a myriad of variables, and this is taken into consideration when evaluating your progress.

As you progress through the phases of your training, you will begin to perform more of the actual work, while the training officer assumes less of a role. The goal of your training officers is to encourage, instruct and help you succeed in your goal of becoming a competent Community Service Officer.

PERFORMANCE STANDARDS

Performance standards are an important aspect of the training process. Your overall evaluation as a CSO will be based on accepted standards of performance. Those standards listed below are vital to effective and efficient operations within the communications center.

PERFORMANCE

The trainee is able to express him/herself clearly, both verbally and in writing. The trainee shows initiative and retains information well. The trainee demonstrates the ability to adapt to new situations and make sound decisions, especially under stress. The trainee is able to receive and transmit information via the radio in a clear and professional manner.

INTERPERSONAL SKILLS

The trainee is courteous, understanding, and patient in their contacts with others. Appropriate command presence is occasionally needed when contacting hostile citizens to assist in directing an adequate flow of information. The trainee is positive and cooperative, showing respect to both internal and external customers. Appropriate acknowledgement of the Police chain of command is displayed by the trainee.

JOB SKILLS

The trainee uses the policies, knowledge, and information presented with applied common sense. The trainee knows how and where to access information from various sources, including written reference material,

applicable databases, and online reference resources. The trainee shows aptitude at functioning independently and has an appropriate knowledge of equipment usage.

JOB READINESS

The trainee reports for work promptly. The trainee accepts the responsibility to perform and complete the duties assigned. The trainee willingly accepts new challenges and assignments, and rotates through the FTO team to ensure maximum exposure to all shifts and methods of training.

GVPD ORGANIZATION

The Grass Valley Police Department is made up of sworn police officers and administrators, as well as a cadre of professional staff that serve in various capacities throughout the department

Below are very brief descriptions of the various key positions in the department. In no way is this meant to be a comprehensive picture of the individual duties and responsibilities represented within our department, but instead provides a thumbnail sketch of their roles.

CHAIN OF COMMAND

CHIEF OF POLICE

The Chief of Police is the administrative head of the department. He plans, directs, and reviews the work of the department, and formulates and establishes departmental goals, policies and priorities. He maintains and promotes good public relations with the citizens of Grass Valley, as well as City colleagues and contemporaries. He also ensures cooperation and unification with other allied agency administrators.

CAPTAIN / COMMANDER

The Grass Valley Police Department has a Services Captain, who oversees the jail, Investigations, Community Services, and the ID unit. The Operations Captain oversees patrol and traffic operations. The Captains may assume the duties of the Chief in his absence, as well as any other duties relative to their position as assigned by the Chief.

The Services Commander is a professional staff administrative position. The Commander oversees the Communications and Records units. The Commander has numerous administrative responsibilities, including those duties assigned by the Chief.

LIEUTENANT

Lieutenants are administratively responsible for the work of the department within their respective areas of responsibility. They are primarily assigned to oversee the functions of the patrol, traffic, and investigations units.

SERGEANT / SUPERVISORS

Sergeants are responsible for enforcing the General Orders as well as specialized regulations pertaining to their role as first-line supervisors, managers, and incident commanders.

Supervisors serve in a number of our professional staff units. They are responsible for training and development of staff, staff scheduling, and supervising the staff on their shifts, as well as other duties as specified by the Commander and Captain in charge of services.

POLICE OFFICERS

Police officers are assigned to duties and responsibilities in connection with patrol, investigation of crimes, and apprehension of law violators, as well as other specialized functions of the police department.

LINE LEVEL STAFF**RECORDS PERSONNEL**

Records personnel are responsible for inputting report and citation data received from field units and investigators, filing and maintenance of reports, as well as customer service via a front-counter walk-up window.

EVIDENCE TECHNICIANS

Evidence personnel are responsible for collecting, maintaining, and cataloging evidence and property obtained from crime scenes or in the course of an investigation. They must maintain a strict chain of evidence and are prepared to testify in court on the collection and maintenance of evidence.

VOLUNTEERS

Volunteers are utilized in multiple divisions within the Police Department including, but not limited to: Patrol, Records, and Traffic; providing services in the field and within the department.

POLICE AIDES

Under direct supervision, Police Aides performs a variety of routine and progressively more difficult non-sworn tasks in an apprenticeship program framework for preparation for a career in law enforcement; and perform related work as required.

COMMUNITY SERVICE OFFICERS

CSOs perform a variety of administrative and field support duties related to public safety activities and programs; conduct transactions that involve the public, courts, various City departments, and other public agencies; and perform related duties as assigned.

CORRECTIONAL OFFICERS

Correctional Officers (COs) are responsible for booking and temporary housing of incarcerates. They must be prepared to transport detainees and ensure the safety of all those in their custody. COs are certified to carry guns per 832 PC.

PUBLIC SAFETY DISPATCHERS

The primary responsibilities of public safety dispatchers are to receive, prioritize, process, dispatch, and track requests for service from citizens as well as public safety responders, to include Police and Fire personnel.

DEPARTMENT ORGANIZATION SHIFT ASSIGNMENTS**PATROL SHIFTS**

Day Shift	0700-1900
Swing Shift	1300-0100
Night Shift	1900-0700

CSO SHIFTS

Monday thru Friday 0930-1730

ADMINISTRATION AND INVESTIGATIONS

These Divisions work several variations of a standard 10-hour dayshift depending on need, and as assigned.

Chapter 2:

GENERAL INFORMATION

RADIO CALL SIGNS

Administration	<i>"ADAM"</i> UNITS
Sergents	<i>"SAM "</i> UNITS
Special Crimes Unit	<i>"DAVID"</i> UNITS
Patrol Officers	<i>"OCEAN"</i> UNITS
Volunteer Units	<i>"VICTOR"</i> UNITS
Animal Control Units	<i>"ZEBRA"</i> UNITS

CITY BEATS

For Patrol Officers, there are three patrol beats in the City of Grass Valley, and are numbered beat 1-3.

CSOs will normally respond to various calls for service through each beat every shift.

CODES

In order to communicate the greatest amount of information in the least amount of time, law enforcement has developed its own code-based "language." We have codes for the alphabet, for crimes (penal, vehicle, health & safety, business & professions, welfare & institutions, etc.), codes for CAD and a myriad of abbreviations and acronyms that must all be mastered. You are truly learning another language. Even if you are a lateral from another agency, you will find many subtle as well as obvious differences in our codes and procedures.

CODE PRONUNCIATION & DEFINITIONS

10-1	<i>"TEN-ONE"</i>	RECEPTION POOR
10-2	<i>"TEN-TWO"</i>	COPY LOUD & CLEAR
10-4	<i>"TEN-FOUR"</i>	AFFIRMATIVE
10-6	<i>"TEN-SIX"</i>	BUSY
10-8	<i>"TEN-EIGHT"</i>	AVAILABLE IN SERVICE

10-9	"TEN-NINE"	REPEAT
10-10	"TEN-TEN"	OFF DUTY
10-12	"TEN-TWELVE"	CONFIDENTIAL/CLEAR TO COPY
10-15	"TEN-FIFTEEN"	PRISONER IN CUSTODY
10-15X	"TEN-FIFTEEN-XRAY"	FEMALE PRISONER IN CUSTODY
10-18	"TEN-EIGHTEEN"	GAS PUMPS
10-19	"TEN-NINETEEN"	ENROUTE TO STATION
10-20	"TEN-TWENTY"	STATE YOUR LOCATION
10-21	"TEN-TWENTY-ONE"	TELEPHONE
10-22	"TEN-TWENTY-TWO"	DISREGARD
10-25	"TEN-TWENTY-FIVE"	STAND BY TO COPY
10-27	"TEN-TWENTY-SEVEN"	DRIVER'S LICENSE INFO
10-28	"TEN-TWENTY-EIGHT"	REGISTRATION INFO
10-29	"TEN-TWENTY-NINE"	WANTS/WARRANTS PERSON/PROPERTY
10-33	"TEN-THIRTY-THREE"	ALARM ACTIVATION
10-35	"TEN-THIRTY-FIVE"	BACK UP NEEDED
10-36M	"TEN-THIRTY-SIX-M"	MISDEMEANOR WANT
10-36F	"TEN-THIRTY-SIX-F"	FELONY WANT
10-39	"TEN-THIRTY-NINE"	MESSAGE DELIVERED
10-65	"TEN-SIXTY-FIVE"	MISSING PERSON
10-97	"TEN-NINETY-SEVEN"	ARRIVED
10-98	"TEN-NINETY-EIGHT"	FINISHED ASSIGNMENT
11-44	"ELEVEN-FORTY-FOUR"	CORONER'S CASE/DECEASED
11-46	"ELEVEN-FORTY-SIX"	SUICIDE
11-48	"ELEVEN-FORTY-EIGHT"	PROVIDE TRANSPORTATION
11-79	"ELEVEN-SEVENTY-NINE"	ACCIDENT W/INJURIES
11-80	"ELEVEN-EIGHTY"	ACCIDENT W/MAJOR INJURIES
11-81	"ELEVEN-EIGHTY-ONE"	ACCIDENT W/MINOR INJURIES
11-82	"ELEVEN-EIGHTY-TWO"	ACCIDENT, NO INJURIES
11-83	"ELEVEN-EIGHTY-THREE"	ACCIDENT, NO DETAILS
11-85	"ELEVEN-EIGHTY-FIVE"	TOW TRUCK REQUEST
11-97	"ELEVEN-NINETY-SEVEN"	MEET CITIZEN
11-98	"ELEVEN-NINETY-EIGHT"	MEET OFFICER
11-99	"ELEVEN-NINETY-NINE"	OFFICER NEEDS IMMEDIATE ASSISTANCE
CODE 1	"CODE-ONE"	AT YOUR CONVENIENCE
CODE 2	"CODE-TWO"	DO NOT DELAY - LIGHTS, BUT NO SIRENS
CODE 3	"CODE-THREE"	EMERGENCY RESPONSE W/LIGHTS & SIRENS
CODE 4	"CODE-FOUR"	NO ASSISTANCE NEEDED
CODE 5	"CODE-FIVE"	STAKEOUT
CODE 6	"CODE-SIX"	BUSY
CODE 7	"CODE-SEVEN"	MEAL BREAK
CODE 33	"CODE-THIRTY-THREE"	CLEAR RADIO/RADIO SILENCE
10851	"TEN-EIGHT-FIFTY-ONE"	STOLEN VEHICLE

10852	"TEN-EIGHT-FIFTY-TWO"	VEHICLE TAMPER W/INTENT TO STEAL
11550	"ELEVEN-FIVE-FIFTY"	UNDER INFLUENCE OF NARCOTICS
1664	"ONE-SIXTY-SIX-FOUR"	VIOLATION OF COURT ORDER
187	"ONE-EIGHTY-SEVEN"	HOMICIDE
20001	"TWENTY-THOUSAND-ONE"	HIT & RUN W/INJURIES
20002	"TWENTY-THOUSAND-TWO"	HIT & RUN NO INJURIES
207	"TWO-OH-SEVEN"	KIDNAPPING
211	"TWO-ELEVEN"	ROBBERY
215	"TWO-FIFTEEN"	CAR JACKING
23103	"TWENTY-THREE-ONE-OH-THREE"	RECKLESS DRIVING
23152	"TWENTY-THREE-ONE-FIFTY-TWO"	DRUNK DRIVER
242	"TWO-FORTY-TWO"	ASSAULT
245	"TWO-FORTY-FIVE"	ASSAULT W/DEADLY WEAPON
25662	"TWENTY-FIVE-SIX-SIX-TWO"	MINOR IN POSSESSION/OPEN CONTAINER
261	"TWO-SIXTY-ONE"	RAPE
273A	"TWO-SEVENTY-THREE-A"	CHILD ENDANGERMENT
2735	"TWO-SEVENTY-THREE-FIVE"	DOMESTIC VIOLENCE
288	"TWO-EIGHTY-EIGHT"	SEX CRIME INVOLVING A CHILD
314	"THREE-FOURTEEN"	INDECENT EXPOSURE
415	"FOUR-FIFTEEN"	DISTURBANCE
417	"FOUR-SEVENTEEN"	BRANDISH A WEAPON
451	"FOUR-FIFTY-ONE"	ARSON
459	"FOUR-FIVE-NINE"	BURGLARY
470	"FOUR-SEVENTY"	FRAUD/FORGERY
487	"FOUR-EIGHTY-SEVEN"	GRAND THEFT
488	"FOUR-EIGHTY-EIGHT"	PETTY THEFT
496	"FOUR-NINETY-SIX"	STOLEN PROPERTY
503	"FIVE-OH-THREE"	EMBEZZLEMENT
5150	"FIFTY-ONE-FIFTY"	MENTAL CASE
537	"FIVE-THIRTY-SEVEN"	DEFRAUD INKEEPER/DINE & DASH
594	"FIVE-NINETY-FOUR"	VANDALISM
602	"SIX-OH-TWO"	TRESPASSING
6469	"SIX-FORTY-SIX-NINE"	STALKING
647F	"SIX-FORTY-SEVEN-F"	INTOXICATED IN PUBLIC
647H	"SIX-FORTY-SEVEN-H"	PROWLER
653M	"SIX-FIFTY-THREE-M"	ANNOYING PHONE CALL

MILITARY TIME AND POLICE PHONETICS

0000 – 12 AM/Midnight

0100 – 1 AM

0200 – 2 AM

A = ADAM

B = BOY

C = CHARLES

0300 - 3 AM
0400 - 4 AM
0500 - 5 AM
0600 - 6 AM
0700 - 7 AM
0800 - 8 AM
0900 - 9 AM
1000 - 10 AM
1100 - 11 AM
1200 - 12 PM
1300 - 1 PM
1400 - 2 PM
1500 - 3 PM
1600 - 4 PM
1700 - 5 PM
1800 - 6 PM
1900 - 7 PM
2000 - 8 PM
2100 - 9 PM
2200 - 10 PM
2300 - 11 PM

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

MILITARY TIME AND POLICE PHONETICS

0000 - 12 AM/Midnight
0100 - 1 AM
0200 - 2 AM
0300 - 3 AM
0400 - 4 AM
0500 - 5 AM
0600 - 6 AM
0700 - 7 AM
0800 - 8 AM
0900 - 9 AM
1000 - 10 AM
1100 - 11 AM
1200 - 12 PM
1300 - 1 PM
1400 - 2 PM

A = ADAM
B = BOY
C = CHARLES
D = DAVID
E = EDWARD
F = FRANK
G = GEORGE
H = HENRY
I = IDA
J = JOHN
K = KING
L = LINCOLN
M = MARY
N = NORA
O = OCEAN

1500 – 3 PM
1600 – 4 PM
1700 – 5 PM
1800 – 6 PM
1900 – 7 PM
2000 – 8 PM
2100 – 9 PM
2200 – 10 PM
2300 – 11 PM

P = PAUL
Q = QUEEN
R = ROBERT
S = SAM
T = TOM
U = UNION
V = VICTOR
W = WILLIAM
X = X-RAY
Y = YELLOW
Z = ZEBRA

CRIMINAL LAW

The United States legal system operates primarily in two areas; civil law and criminal law. Police agencies are tasked to handle the criminal aspects of the law, but there are gray areas where the two spheres of jurisdiction overlap. It sometimes takes attorneys and judges to determine which is which.

Questions related to legal issues, unless clear cut, should be referred to your training officer, supervisor or Watch Commander. Providing legal advice enhances the department's liability as well as your own, and should not be a common practice. Often, providing the proper referral in these situations to an attorney, court, or legal aid advisor are all that the citizen may be soliciting.

Civil law includes non-criminal legal proceedings such as marriage, divorce, adoption, custody, contracts, lawsuits, etc. Proceedings that prove injury to the individual may result in restitution or compensation for loss or injury.

While it is your responsibility as a representative of our law enforcement agency to determine if a crime did occur, it is ultimately the decision of the district attorney's office and the courts whether or not to prosecute a case.

CRIME CATEGORIES

Crimes are categorized by the nature of the crime, the punishment by imprisonment in State prison, and fines over \$500.

The following do not indicate the actual complexity of the law, for crimes may be plea-bargained from felony to misdemeanor, and sometimes a misdemeanor will become a felony if there is a previous conviction for the same or similar offense, however they can be considered a general definition.

FELONY

A crime that is very serious in nature punishable by imprisonment in State prison with fines over \$1,000.

MISDEMEANOR

A crime punishable by up to, but not exceeding, one year in the County jail and up to \$1000 in fines.

INFRACTION

A minor offense, punishable by fines only.

LEGISLATIVE CODES

Crimes as defined in the California Penal Code (PC) most often come to the attention of law enforcement. The PC contains the majority of the statutes enforced by peace officers. It also contains laws that establish peace officer's powers, jurisdiction, and training. However, there are several other California codes that contain sections enforced by the Grass Valley Police Department.

VEHICLE CODE (VC)

Laws that regulate vehicular traffic within the State of California.

HEALTH AND SAFETY CODE (H&S)

Laws that regulate food and drugs, including controlled substances.

BUSINESS AND PROFESSIONS CODE (BP)

Regulations regarding truth in advertising and marketing, as well as control of sales of certain substances, including alcohol.

WELFARE & INSTITUTIONS CODE (W&I)

This is the body of regulations regarding the treatment of children or others that are unable to care for themselves. This authority directs all juvenile criminal affairs. Included in the WIC are statutes regarding child neglect, incorrigibility, and delinquency.

ADMINISTRATION CODE

Contains miscellaneous sections that include Fish and Game, Harbor and Navigations, and other regulations.

MUNICIPAL CODE

This body of regulations has been enacted by the City Council of Grass Valley to regulate the actions of persons within the City boundaries, which are not already covered by any other code.

JUDICIAL AGENCIES

COUNTY/CITY ATTORNEYS

Legal representative for the County and/or City responsible for the presentation of the prosecution information in any criminal case. All matters law enforcement agencies seek to pursue must be filed with the District Attorney's Office for review. Juvenile cases will be forwarded to Juvenile Probation.

SUPERIOR COURT

Primary reviewing court and the court charged with dispensing justice in all matters of minor offenses, misdemeanors and felonies. The Superior Court presides over judgment, juries, and related matters. Any criminal filings made by the District Attorney's office are filed in Superior Court. Small Claims is a division of the Superior Court.

APPELLATE COURT

Handles appeals from the Superior Court.

STATE SUPREME COURT

Final appeals court in the California Judicial System. The Supreme Court selects the cases it wishes to review. Action is taken when there is an appeal based on the interpretation of a law or the application or regulation of a law.

ADJUNCTS TO THE COURT

There are several agencies that are adjunct to the court. These agencies are charged with the responsibility to carry out the judgments of the court, review, confine, release, and otherwise control the lives of individuals in any way deemed appropriate by the court.

DEPARTMENT OF CORRECTIONS

The Department of Corrections (CDC) is charged with housing and confining individuals sentenced to prison.

CALIFORNIA YOUTH AUTHORITY

CYA is charged with housing and confining juvenile offenders.

PAROLE BOARD

The Parole Board is charged with reviewing a prisoner's record, making recommendations regarding the termination or continuation of sentence. The Parole Board is also charged with monitoring parolees (prisoners released before completion of sentence.)

PROBATION DEPARTMENT

The Probation Department is charged with making recommendations regarding sentencing of offenders as well as supervising misdemeanor offenders not serving time in County jail.

GRAND JURY

The Grand Jury is the judicial body appointed by each County to assist the judicial system by making citizen reviews.

TELECOMMUNICATIONS TOOLS**DEPARTMENT OF MOTOR VEHICLES (DMV)**

The California Department of Motor Vehicles (DMV) maintains fully automated vehicle registration and driver's license files. This system is sometimes referred to as "AMIS" (Automated Management Information System). It is interfaced with the DOJ's CLETS system. Information contained in this system is intended for the purpose of enforcing the law and may not be given out to unauthorized second parties UNDER ANY CIRCUMSTANCES.

DRIVER'S LICENSE

An individual record is established in DMV's driver's license file on all applicants for driver's license (permits), those with a driver's license, those with an identification card, and those subjects issued an index number. (An index number is a file number beginning with the letter "X," followed by a maximum of seven numbers, assigned to unlicensed drivers that have received a traffic violation.) Information is placed in these files from the initial application, accident reports, and court abstracts of convictions for traffic violations, and any restrictions placed on the person's driving privileges by the DMV.

Inquiries into the system can be made via name or number. Names are run through the Automated Name Index (ANI). The system is designed to cross reference a driver's name to his driver's license number and contains over 20 million drivers, ID card holders, and index number holders. The ANI records are stored in soundex code. ('Soundexing' is a method of coding names so that sound-alike names are grouped together.)

VEHICLE REGISTRATION

An inquiry may be made on a vehicle via the license plate number, vehicle identification number (VIN), or the registered owner's name.

Our system is designed to receive a complete response, including any DMV automated update information on the vehicle. A response may indicate a pending master file record, release of liability, or leased vehicle information. The abbreviation "PNO" may be listed above the expiration date of the registration. This will mean the vehicle has been registered through DMV to be non-operational. The vehicle is not to be driven or parked on the public street when registered in this status and may be towed for violation of 22651(o) VC.

STOLEN VEHICLE SYSTEM

An inquiry into SVS to determine if a vehicle, license plate, or vehicle part is wanted by a criminal justice agency receives a dual response. DOJ maintains SVS, and the FBI's NCIC maintains the Vehicle File.

Once the vehicle has successfully been entered into CJIS, you will receive, from Communications, a uniquely generated File Control Number (FCN) which you will put at the top of your 180 form.

AUTOMATED PROPERTY SYSTEM

The Automated Firearms System (AFS) is similar to APS in that all hits must be confirmed with the originating agency before any action taken. The following responses can be queried:

LAW ENFORCEMENT – Queries guns that are stolen, evidence, found, institutional registration, lost, under observation, retained for official use, or destroyed.

NATIONAL CRIME INFORMATION CENTER

NCIC is the national system we use to access property and warrant systems. In order to place a warrant in NCIC, the entering agency must be willing to extradite out of state. Additional criteria for NCIC entry include felony warrant status, of a significant severity and bail amount to justify bringing a prisoner back from another state for trial. This is obviously a lengthy and costly venture. If you do get a NCIC "hit" on a person or on property, the information must be verified with the originating agency via phone or Teletype prior to an arrest related to the NCIC information.

DEPARTMENT OF JUSTICE

The state property and warrant systems are maintained by the Department of Justice (DOJ). Proper criteria must be met to enter wanted property or persons. Any property item with a brand and serial number can be entered. It is a very useful tool for putting the person in possession of stolen property in jail and in getting property back to its rightful owner. Again, these "hits" must also be confirmed with the originating agency prior to an arrest or seizure of the property.

MISSING/UNIDENTIFIED PERSONS SYSTEM (MUPS)

DOJ has developed a Criminal Justice Information System (CJIS) that keeps a computerized record of missing and unidentified persons.

MUPS will automatically forward copies of all missing/unidentified persons reports to NCIC. This works in the same fashion as the Stolen Vehicle System (SVS) forwarding information to the NCIC Vehicle File. Copies of selected reports of persons missing "at risk" (as defined in 14213 (b) PC) and all unidentified persons will automatically be forwarded to DOJ's Violent Crime Information System (VCIS). These reports will be compared against reports of homicide cases and records of registered sex offenders in an effort to generate leads to assist local law enforcement agencies in solving violent crimes.

CHAPTER 3

Officer Safety

The goal is to “arrive and return safely”. When responding to and returning from calls, you must continually assess threats around you and be aware of the “The 360° Sphere” – be aware of your complete surroundings (above, below, side to side, front and rear).

Dealing with Situations/Suspects/Victims/Witnesses/RPs

Your best “weapon” is your mouth: Good communication helps in recognizing and eliminating barriers that cause communication breakdowns.

The best communication is open and includes good listening skills that maintain the thinking mode and avoid the emotional mode.

Anyone you come into contact with may have just experienced something absolutely terrible *for them*. Always be polite and professional when dealing with a citizen.

Always keep an eye on the hands of anyone you have contact with. If they are planning on attempting to do anything to you, they will use their hands.

Radio Communications

The radio is a quick and easy way of obtaining or giving information. The radio should only be used for official traffic with no messages of a personal nature. Use “Radio Courtesy”, which means be brief, use appropriate codes where applicable, and have the information arranged in an orderly manner. Do not give confidential information over the radio.

Calling for back up: Code 1, 2, 3
Radio Emergency Button/Reset
MDC Emergency Button /Reset

Territorial Spacing

Recognize the space around you when you arrive and approach a person/location and when entering a location.

Observe where the cover and concealment is around you. (**cover** will stop bullets, whereas **concealment** will not – concealment is anything that allows you to hide yourself from your opponent or impairs his ability to get a clear shot at you)

Protect the space around you, and recognize other’s space.

The closeness of people and things around you will affect your reaction time.

Body positioning

Your stance is important when talking to someone. Use what is commonly referred to as the “Interview Stance”: stand slightly sideways with your ‘strong leg’ to the rear, be balanced on your feet and don’t lock your knees.

Vehicle positioning

When arriving at a victim/reporting person’s house, legally park in a close proximity, in case you need to get back to your vehicle quickly.

When responding to a 72-Hour Tow Request, park close to the vehicle but do not attempt to block in the vehicle with yours – a person who gets into their vehicle to get away may not hesitate to hit your vehicle.

When responding to an apartment complex, store or strip mall, if you can park nearby legally, do so. If not, for safety reasons use red zones and use your vehicle’s flashers.

Retreat

CSOs are *not* to continue to fight or attempt to “take down” a subject. If a CSO does have to go physical, the goal is to engage only in order to get away (retreat), call for back up and leave the scene if it is not safe to stay.

CSOs also need to be a good witness, describing people and vehicles so the officers can easily spot them as they are arriving.

Avoiding “In Progress” calls / Hostile situations

If a violent or “In Progress” crime is aired over the radio by Dispatch, CSOs should leave the area, making sure to stay alert and provide any relevant information if they do observe anything suspicious.

Officer Survival

Concept of tactical retreat

Pre-planning (mental scenarios) – know what you should and would do ahead of time.

Reduction of unnecessary risks (stress management, keeping your cool)

Mental conditioning

Will to live

Continue to fight (if needed), regardless of odds
Maintain mental alertness
Self Confidence

Physical Conditioning

Weapons

OC spray
OC Training
Defensive Tactics
Defensive Tactics Training
What you have on hand (flashlight, Posse box, etc)

Use of Force

As a CSO, there will be few times where you will need to use force, and would be most likely in self-defense. There are legal and ethical considerations pertaining to use of force, including reasonable use of force, agency policy, legal ramifications and civil liabilities to the CSO and agency through use of force.

Given that no policy can realistically predict every possible situation a CSO might encounter in the field, it is recognized that each CSO is entrusted with well-reasoned discretion in determining the appropriate use of force in each incident.

Force options for CSOs

Non Verbal
Verbal (“tactical communication”)
Physical (“defensive tactics”)
Less Lethal (OC)

POLICIES SPECIFIC TO CSOs

It is good to review the GVPD policy; however there are orders that have specific influence on CSO day-to-day work:

Electronic Mail
Missing Person Reporting
AMBER Alerts
Disciplinary Policy
Department Computer Use

Report Preparation
News Media Relations
Court Appearance & Subpoenas
Megan's Law
Identity Theft
Mobile Data Computer Use
Use of Departmental Cellular Telephones
Vehicle Towing Police
Disabled Vehicles
72-Hour Parking Violations
Department Owned and Personal Property
Vehicle Maintenance
Vehicle Use Policy
Police Department Building Security
On Duty Injuries
Personal Appearance Standards
Uniform Regulations

Office Tools

Phone System

Answering/Greeting

CSO Office: "Grass Valley Police Department Community Services, this is [your name]. How may I help you?"

Cell Phone: "This is [your name], how may I help you?"

PCs

Logging In

[FirstinitialLastname]; password

E-mail – Microsoft Office Outlook

CAD (CLETS)

Logging in

Explanation of various windows

VIN Lookup

www.carfax.com

RMS QUERY Logs

Accessing PD Logs

Entries
Retrievals
Modifications

Nevada County Warrant System

Viewing Online list
Making Inquiries
Reading returns

Microsoft Office (Word/Excel/et al)

CHAPTER 4

Aspects of Ethical conduct

The extent to which the community's respect and trust can be secured is diminished when a member of the department acts in an unprofessional, improper, dishonest, or unlawful manner. CSOs must understand that the basis of their service within the Police Department is a desire and a willingness to serve the community of Grass Valley. In order to earn the respect and trust of the community, and thereby ensure their cooperation, CSOs must subscribe to high ethical standards, including:

A CSO shall not engage in any conduct or activities on or off duty that reflect discredit on the CSO, bring the department into disrepute or impair its efficient and effective operation.

CSOs shall conduct themselves in a manner that will foster cooperation among members of the department, showing respect, courtesy and professionalism in their dealings with others.

CSOs shall not use language or engage in acts that demean, harass or intimidate another.

CSOs shall conduct themselves toward the public in a civil and professional manner that implies a service orientation and that will foster public respect and cooperation. CSOs shall treat violators with respect and courtesy, guard against employing an officious or overbearing attitude or language that may belittle, ridicule or intimidate the individual, or act in a manner that unnecessarily delays the performance of duty. CSOs shall serve all members of the community in a fair, impartial, and professional manner.

When a CSO witnesses unethical or criminal conduct of a fellow officer, the CSO Supervisor will be notified immediately. If the CSO Supervisor is off-duty, the on-duty Watch Commander will be notified.

Common Ethical Decisions

Acceptance of gratuities
Misuse of sick time

On and Off Duty Conduct

Ethically, your behavior off duty should be no different than your behavior on duty and should be of the highest ethical standard.

Off-duty behavior should not affect your job performance and should not put the Grass Valley Police Department in an unfavorable light with the public.

A guide to your off-duty behavior would be to ask "What would my supervisor or the Chief think if they found out?"

CHAPTER 5

Patrol Vehicle Operations

Vehicle Types

There are two types of vehicles commonly driven by CSOs: Unit #55 (Chevy Colorado) and Unit #56 (Chevy Trailblazer). Both are clearly marked "Police Department".

Daily Vehicle Inspection

Prior to driving each day, you will want to inspect your vehicle for any damage or malfunctioning equipment.

If you find any damage, report it immediately to your supervisor. You will likely be requested to photograph the damage and write a "memo" to your Supervisor documenting the damage.

Daily Vehicle check items:

- Door locks
- Trunk/Hood/Tailgate release
- Emergency lights
- Flares
- Fire Extinguisher
- First Aid Kit
- Tie Downs
- Radio

Mechanical Problems

If there are any mechanical issues, notify the Fleet Supervisor (jperry@gvpd.net) for repairs, as well as an email to fleet@cityofgrassvalley.com. If the vehicle is not mobile (i.e. flat tire), the Public Works employee can respond to the location you are at.

If you are out in the field and have mechanical problems, notify Dispatch then go to the Garage if it is safe to do so, or pull over and call the Public Works.

Accidents

If you get into an accident, verify there are no injuries and immediately inform your supervisor. Take pictures, if possible, of the damage. There is a specific form to fill out. Insurance information is within the glovebox.

Employee-Involved Accident Form

Driving

All CSO's are expected to obey all rules of the road and drive in a safe manner. Emergency lights will not be activated while the vehicle is in motion; however they may be used when the vehicle is stationary to safely effect traffic control.

CHAPTER 6

Community Relations / Professional Demeanor

As a member of the Grass Valley Police Department, CSOs have a responsibility to Community Service, explained in our Mission Statement.

Although patrol officers (“Sworn”) have the primary responsibility to protect life and property as well as to maintain order; CSOs can certainly play a valuable part by being alert and identifying issues as well as using our particular customer service tools.

CSOs can be prime players in Crime Prevention by being alert and proactive and in Public Education by informing the citizens they come into contact with about how to avoid becoming victims of crime.

CSOs assist in the enforcement of laws by issuing citations within our range of responsibility (parking), as well as by getting an officer involved if we observe laws being broken.

Parking Citation
Courtesy Citation

Personal Appearance

Part of our Community Relations and Professionalism is our personal appearance. It is our responsibility to make sure our uniforms are clean and they fit. See the GVPD Policy for specifics on personal appearance.

Internal Affairs Investigations

Internal Affairs Investigations (“IAs”) are for the investigation of complaints in such a manner as to create confidence on the part of members of the public, as well as on the part of employees that complaints will be fairly and efficiently investigated and resolved.

All department members will accept complaints from any source, whether made in person, by mail, by telephone or anonymously. Forms are available online as well as in the front office.

There are several factors that can contribute to a negative response from the public. Verbal factors include profanity, derogatory language and ethnically offensive terms. Non verbal factors include an officious and disrespectful attitude, improper body language, and improper cultural response.

One has to remember when making telephone contact with a citizen that they cannot see our body language, so all communication must be made in a tactfully verbal manner.

Crime Prevention

By our actions and with education, we can gain citizen support and participation in Crime Prevention

There are many general forms of crime prevention including mechanical devices, such as alarms and locks; conditional control such as lighting, access, and architecture; increasing public awareness; identification of property; and participation in Neighborhood Watch Programs.

CHAPTER 7

RADIO COMMUNICATIONS

CSOs need to be familiar with the radio call signs of their co-workers, using the police phonetic alphabet, the approved 10- and 11-codes, and commonly used Penal and Vehicle Codes.

When using the radio, use *“Radio Common Courtesy”*:

Wait till the air is clear before keying up. Press the transmit button firmly and speak calmly and clearly. Be brief and concise.

Be aware of “Emergency Traffic Only” periods of time, such as when officers are clearing a building or are in a high risk situation, before a “code 4” is given.

Typically, “the marker”, a short repeated tone over the radio channel that identifies an “Emergency Traffic Only” time is used; however not always, so pay attention to other’s radio traffic.

It is also beneficial to know who is on duty, and keep track of where other units are in case assist is needed.

If you need to broadcast information to other units (for example, you are flagged down and told of a crime that just occurred) there is a specific order the information should be broadcast:

Type of incident, number of suspects

Description of the suspects:

(Race/Sex/Adult or Juvenile/Height/Weight/Hair/Eyes/Clothing description)

Weapons

Vehicle description:

(use the acronym CYMBOL: Color/Year/Make-Model/Body Type/Other Information/License Plate)

Direction of Travel

Requesting information

CSOs can get most information via their MDCs; however if not convenient, it can be requested from Dispatch via the radio:

“10-29”: to provide “want” information on vehicles and serialized property.

“10-28”: to provide registration information on vehicles either by the license plate or VIN.

“27”: to provide driver’s license validity information.

Some information to be provided to Dispatch for entry (like 10851 information and Missing Persons) is far to long to use the radio, so normal procedure is to “AM” it via the MDC, or call into Dispatch.

In the CLETS system, there are several subsystems used for data:

APS: Automated Property System

SVS: Stolen Vehicle System

WPS: Wanted Persons System

AFS: Automated Firearms System

DVROS: Domestic Violence Restraining Order System

MUPS: Missing and Unidentified Persons System

Policy for using information from the Law Enforcement Information Systems

“Need to Know, Right to Know”. The information we have access to is to be used for specific job purposes only. Looking up information for which we do not have a need or a right to know can be grounds for dismissal and in some cases prosecution.

CHAPTER 8

CALIFORNIA CODES AND LAW

Elements of a Crime

A crime is “an act or the commission of an act that is forbidden or the omission of a duty that is commanded by a public law and that makes the offender liable to punishment by that law”.

In short: Any act or omission / by a person / in violation of statutory law for which there is punishment.

Common Elements of Crimes:

It is beneficial to be familiar with frequently used Penal and Vehicle Codes, regardless of the fact that some will not be handled by CSOs, due to the fact that Dispatch will usually broadcast codes (i.e. “211 in progress”), not what the codes mean (“Robbery in progress”).

Highlighted codes are ones common to CSO reports:

10851 VC: Stolen vehicle: taking of another's vehicle w/o permission

10852 VC: Willful injury or tampering with any vehicle or the contents thereof or break or remove any part of a vehicle without the consent of the owner

11550 HS: Under the influence of drugs

166.4 PC: Violation of a court order (typically a TRO)

187 PC: Homicide: Taking of another's life w/malice aforethought

20001 VC: Hit & Run w/Injuries: Leaving the scene of an accident which caused injury

20002 VC: Hit and Run, property damage only: Leaving the scene of an accident which caused property damage

207 PC: Kidnapping: taking of one against their will

211 PC: Robbery: Taking of ones property using force, fear or intimidation

215 PC: Car Jacking: Taking of ones vehicle using force, fear or intimidation

23103 VC: Reckless Driving: usually have 3 moving violations involved (speed, running lights, tailgating, etc)

23152 VC: Drunk Driving: .08% Blood Alcohol Content or higher

242 PC: Battery: willful and unlawful use of force or violence by one person against another

245 PC: Assault with a deadly weapon (anything can be a weapon almost)

246 PC: Shooting a weapon into an occupied dwelling or structure

25662 PC: Minor in possession: usually alcohol

261 PC: Rape: Sexual intercourse against ones will

273.5 PC: Spousal assault: can be BF/GF, BF/BF, GF/GF and roommates. (State presses charges (V) needs not to)

288 PC: Sexual abuse against a minor

314 PC: Indecent Exposure - needs to be for sexual gratification

415 PC: Disturbance of the peace (broad definition)

417 PC: Brandishing of a weapon - must be pointed at the (V) not just displayed

422 PC: Threats: willfully threatens to commit a crime which will result in death or great bodily injury even if there is no intent of actually carrying it out

451 PC: Arson: Willfully/maliciously set fire any structure, forest land, or property.

459 PC: Burglary: entering a dwelling/structure to commit theft or other felony

470 PC: Forgery: with intent to defraud signing the name of another person or of a fictitious person

484f PC: Forgery/Access Card: with intent to defraud, designs, makes, alters, or embosses a counterfeit access card

484g PC: ID Theft: with the intent to defraud uses, for the purpose of obtaining money, goods, services, or anything else of value, an access card or access card account information that has been altered, obtained, or retained.

487 PC: Grand Theft: value greater than \$950

488 PC: Petty theft: value less than \$950

496 PC: Possession of stolen property

503 PC: Embezzlement: Wrongful use, for one's own selfish ends, of the property of another when that property has been legally entrusted to one.

5150 PC: Mental case: unable to care for ones self, suicide attempt, etc

530.5 PC: ID Theft: willfully obtain personal identifying info of another person, and uses that information for any unlawful purpose without consent.

537 PC: Defrauding an Inn Keeper: (“Dine & Dash”): eating & fleeing w/o paying the bill

594 PC: Vandalism: causing permanent damage to property

602 PC: Trespassing: must be posted or the subject has to have been told to leave & is refusing

646.9 PC: Stalking: A ‘willful course of conduct’ involving repeated or continuing harassment of another individual that would cause a reasonable person to feel terrorized, frightened, intimidated, threatened, ‘harassed’ or molested and that actually causes the victim to feel the same.

647f PC: Drunk in public place

647h PC: Prowler

653m PC: Harassing or annoying phone calls: with intent to annoy via telephone or electronic communication device 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

Grass Valley Municipal Code Violations

Municipal Code definition:

A city ordinance (or municipal code/ordinance) is a statute enacted by a city government (city council) and is effective only within the city's jurisdiction (i.e. parking zones, weight of vehicles on certain streets and sidewalk vending).

A state law is a statute enacted by the state legislature, approved by the governor and is effective in the entire state (i.e. Speed limit laws, the Penal Code, Weights & Measures, Health & Safety).

CSOs may issue citations for certain GVMC violations, the most common being parking violations and vehicle abatements.

The Grass Valley Municipal Codes can be found on the City of Grass Valley's website, or at https://library.municode.com/ca/grass_valley/codes/code_of_ordinances.

CHAPTER 9

REPORT WRITING

An important part of the CSO's duties is report writing. A police report will become an official record of "what happened" and "what was done", and is the foundation for any further investigations and the basis for legal action against the suspect(s). Your reports should be objective and accurate. Reports should accurately reflect the identity of the persons involved, all pertinent information seen, heard, or assimilated by any other sense, and any actions taken. The facts of any reported incidence shall not be repressed, concealed, or distorted.

Reports are also used to refresh a CSO's memory when testifying in court.

Completed reports should have a distinct flow, with all sections in agreement and making sense as the report is read through. There should be no grammar or spelling errors.

It is the responsibility of the assigned CSO to ensure reports are fully prepared or that supervisory approval has been obtained to delay the report before going off duty.

All CSO report will be completed via our RMS sstem as the preferred method for writing reports due to ease of legibility as well as computer-assisted grammar and spell check. Any handwritten reports, (ie: CHP 180 forms and CHP 555-03 forms) must be prepared legibly, preferably with block printing, and double checked for spelling and grammar errors.

The CSO Supervisor will review your reports for content and accuracy. If a correction is necessary, the supervisor may reject your submission requiring you to correct the report for resubmission. It shall be the responsibility of the originating officer to ensure that any report returned for correction is processed in a timely manner.

Field Notes

You will write your report based from the notes you take in the field, while out on calls or while on the phone. Field notes can be taken on blank sheets of paper or on blank printed copies of the standard report form. Some CSOs have created their own field note documents.

Basic CSO Reports

Below are some examples of types of reports that CSO's may be required to complete.

459 PC
470 PC
484g PC
487 PC
488 PC
530.5 PC
530.6 PC
594 PC
653m PC
Missing Person
Runaway
Locate Missing Person
Lost Property
Found Property
10851 VC
Locate 10851 VC
10852 VC
Lost/Stolen License Plate(s)
Found/Recovered License Plate(s)

Traffic Reports

11-82 (Property Damage Only)

Other Duties Requiring Documentation

Parking Cite
Cite Corrections
Vehicle Abatements
Graffiti
72-Hour Tow Vehicles
Store/Impound Vehicles
State of CA Soc. 341 Form (dependant/elder abuse Mandatory Reporter)

CHAPTER 10

PATROL PROCEDURES

Preparing for your shift

Initial preparation for your shift starts at the end of the prior shift, making sure you have what is needed the next morning.

Logging on via CAD or over the air is your way of “punching in” at the beginning of your shift. A beat sheet will also be completed before your shift begins at 0800 hours.

After you go 10-8 (On Duty)

Check for pending calls; handle any that are pending.

Check the CSO general voicemail box.

Collect beat-relevant tow and graffiti assignments.

Check e-mail and PD Logs via RMS Query.

Make sure you have the materials you will need (report forms, citations, CHP 180 forms, et al).

Obtain and check any equipment you will be using.

Prioritizing Calls for Service

Basic Prioritization Rules:

Person calls (i.e. missing persons/runaways) over property reports

10851 Reports/Recoveries

11-82

All other “cold” calls

PD lobby calls

Time Management & Prioritization Responsibilities

Managing your time and consistently prioritizing daily activities is essential for effective and efficient handling of both calls for service and your supplemental responsibilities. While in training your FTO will facilitate your learning to manage time effectively.

CHAPTER 11

Other Procedures

Searching buildings / areas

CSOs are called on to assist in searches for Missing Persons. Based on the time frame, the goal is to contain the area the person could be in, search in a systematic way, and search safely.

Usually when you respond you will be directed to search a particular area by an officer in charge of the search.

Fires

There are several types of fires and a best method to deal with each:

Dry Combustibles
Flammable Liquids
Electrical
Combustible Metals

The following steps should be taken when you encounter a fire:

Request Fire Department response via the radio, providing as much information as possible:

- Address/Location of fire
- What is on fire
- How large the fire is and/or how fast is the fire moving
- If there are other structures threatened
- Best access for the Fire Department
- If Medical is needed

Request further Law Enforcement assistance if needed. If needed, assist in the immediate evacuation of occupants (maintaining your own safety – don't become another victim).

Isolate the immediate area of the fire
Establish a perimeter for crowd control

Fire Extinguisher

There should be a Fire Extinguisher in every vehicle. Make checking for one part of your shift preparation.

First Aid

A First Aid Training Class provided by the City of Grass Valley , which will give you the knowledge and skills needed to administer necessary first aid if needed during an emergency situation.

You will also receive training on providing proper CPR.

First Aid is primarily the responsibility of the Fire Department, and it is important to understand that improper first aid can be a liability.

Bombs/Explosive Devices /Suspicious Packages

If you are made aware of a bomb, explosive device or suspicious package, your first priority is the safety of yourself, first responders and the public. If it is safe to do so, immediately inform Communications. Relay as much initial information as possible without touching the device, including:

(If a bomb threat)

1. The stated threat
2. How made
3. Exact comments
4. Time
5. Location (*of the actual bomb or suspicious package*)
6. Full description (e.g., size, shape, markings) of the device or package in question

Do not touch or transport the device to any other location

Do not change the scene (for example, if the device is in an open trunk of a vehicle, don't close the trunk)

Do not transmit on any equipment that produces radio frequency energy within 300 feet. Consideration should be given to the possibility for evacuation if a device is located within a building.

Secure a perimeter around the suspected device

Animal Control

During hours when the Animal Control Officer is off duty, or if the ACO is otherwise unavailable, Patrol Officers are called on to handle Animal Control calls.

A CSO may be asked to handle non-vicious animal related calls if there are no ACO or Patrol Officers available and should take appropriate actions to control the situation until the arrival of an ACO. Due to the hazards of handling animals without proper equipment, responding officers/CSOs generally should not attempt to capture and pick up any animal, but should keep the animal under observation until the arrival of the ACO. The following are examples of when an officer may consider acting before the arrival of the ACO:

- (a) When there is a threat to the public safety.
- (b) When animal has bitten someone, officers should take measures to confine the animal and prevent further injury.
- (c) When an animal is creating a traffic hazard.
- (d) When the owner/handler has been arrested and there is no other alternative placement for the animal.

News Media Relations

All routine media requests for information, including requests for interviews, photographs or requests to observe department activities, shall first be referred to the shift supervisor for coordination.

Subpoena Service

CSOs serve civil subpoenas. When assigned a subpoena to serve, you will receive the "original" copy and a photocopy, along with a due diligence form.

The photocopy is supplied to the person the subpoena is being served to.

When contacting the subject of the subpoena, first verify their identity (usually by checking a valid ID such as a driver's license), then serve them the photocopy.

Hate crimes

Know the indicators of hate-related crimes:

- Anti-religious symbols or slurs
- Racial or ethnic slurs
- Racist symbols (Celtic cross, swastika, etc)
- Hate group symbols
- Anti-gay and -lesbian slurs

CHAPTER 12

Concepts of Evidence

Evidence

Direct Evidence: Evidence that stands on its own to prove an alleged fact, such as testimony of a witness who says she saw a defendant pointing a gun at a victim during a robbery. Direct proof of a fact, such as testimony by a witness about what that witness personally saw or heard or did.

Circumstantial Evidence: Evidence which can be used to draw inferences about a series of events. It is also known as indirect evidence.

The test of an item of evidence before admittance to criminal court

- Relevant to matter in issue
- Completely presented in court
- Legally obtained

Evidence Collection

Searching a crime scene and locate physical evidence can be obtained using a variety of search methods including strip, spiral, quadrant methods. It is important to preserve and book evidence to ensure it's admittance into court. Always use gloves when in a crime scene to avoid contaminating evidence.

Review GVPD's policies on:

- Handling controlled substances
- Depositing property, evidence and money

When collecting evidence in a paper form, such as documents, originals are always best as it correlates with the "best evidence rule" for court. Log originals into Property and attach copies to your report. If only a copy of a document is available, log one copy into Property and attach a copy to your report.

Evidence Storage

Chain of Custody/Chain of Evidence: A continuous record showing that evidence has been kept safe and secure from the crime scene to the lab and ultimately the courtroom.

Courtroom Testimony and Demeanor

It is important to have professional courtroom demeanor. An effective Testimony includes:

- Honesty
- Clarity

Brevity
Objectivity

Furnish testimony in professional manner, even when confronted with a variety of attorney personalities, including:

Irate
Offensive
Threatening
Argumentative
Overly-friendly

CHAPTER 13

Parking Enforcement

As a CSO you will be assigned to enforce parking violations within the municipal parking lots and downtown streets of Grass Valley.

Specifically regarding parking enforcements, a CSO has several responsibilities which include patrolling assigned area on foot or in a vehicle to enforce parking and related traffic ordinances. A CSO will also issuing citations; reporting non-parking related violations; patrolling shopping centers for fire lane and handicapped zone violations; patrolling school zones, bike lanes, and permit parking zones; advising persons of parking regulations and procedures; maintaining accurate records related to citations; and preparing related daily and monthly reports.

CSOs also need to enforce parking and traffic regulations in a firm but tactful manner and deal tactfully and effectively with the general public. CSOs also establish and build positive rapport with merchants in the areas where parking enforcement is conducted.

Parking Enforcement Guidelines

The following are the most common offences cited by the CSO and the process for citing the vehicle.

4000(A) VC: Unregistered Vehicle

Verify the registration is expired via MDT or Dispatch

A traffic citation, not a parking citation, will be used for this violation.

Vehicles can be cited for this if they are parked on the street or in a retail shopping center but cannot be cited if they are parked on private property including hospital parking lots, medical/dental office parking lots, business complexes, school parking lots and apartment complex parking lots.

Check front and rear window for a DMV issued "temporary registration" sticker.

Take a photograph of the vehicle's rear license plate showing the expired tabs.

PNO on File - "Planned Non-op"

A PNO is filed with the DMV by the registered owner and means that the vehicle will **not** be driven, towed, stored, or parked on public roads or highways for the entire registration year. A vehicle parked on the public street with a PNO can be

towed after a “reasonable attempt” to contact the registered owner is made. If the PNO is expired, the vehicle can also be cited for 4000(A) VC.

22500(e) CVC: Parking in Front of a Driveway

If a vehicle is parked partially blocking a driveway the vehicle can be cited for 22500(e).

If the vehicle is parked blocking a private driveway completely and the owner cannot get their vehicle out, the vehicle can be towed per section 22651(d) CVC. Do try to make a reasonable attempt to contact the vehicle’s owner before towing.

A photograph of the vehicle with its license plate and the position of the vehicle showing the (partially or completely) blocked driveway must be taken.

5200(a) VC: Missing License Plate

Vehicles are required to have the two issued license plates attached to the vehicle, one in the front and the other in the rear.

Use discretion and write this cite as a secondary offence included with another violation.

Timed Parking

There are several areas of restricted by time parking in the City of Grass Valley, usually a limit from one to three hours, and between specific times such as “8AM-6PM”. Each area will have signs posted showing the specific restriction for that area.

Any vehicles displaying a valid DP placard or DP license plates are exempt from timed parking restrictions.

125 East Main Street (City Hall) Parking Lot

3 hour parking

There is also a section of “City Employee Parking Only” stalls. Any vehicle in these stalls must display a permit on the dash or rearview mirror.

129 South Auburn St (Police Lot)

2 hour parking

There are also 2 “permit parking only” stalls and the end of the 1st row coming into the parking lot.

Vehicles with carpool permits are exempt.

Richardson St Lot (Richardson St @ North Auburn St)

2 hour parking

The public parking lot behind this location is also 2 hour parking

Neal St @ South Auburn St (Pioneer Center)

Permit Parking Only

South Auburn Street @ Bank Street (Union Square Lot)

3 hour parking

Additional Timed Street Parking

Main St (100 block) Even

West Main St (100-300)

Mill Street (100 block) Even

Mill Street (100 block) Odd

Bank St (100 block) Odd

Permit Parking

The City Council establishes parking permit zones on streets within the city where a valid parking permit placard placed in the left front window on the dashboard of the parked vehicle must be displayed. The parking permits are issued by the Police Department.

Permit Parking areas include several municipal lots:

Pioneer Village Lot & Union Square Lot

CHAPTER 14

The City of Grass Valley 72 Hour Tow Municipal Ordinance

Use of streets or public parking facilities for storage of vehicles prohibited

It is unlawful for any person who owns or has possession, custody or control of any vehicle, including a boat or trailer, to park or leave such vehicle upon any street, alley or public parking facility in the city for a period of 72 consecutive hours or more.

Checking License Plates

The information you receive in response to your query will include the following information:

- Registered Owner's name and address
- Legal Owner's name and address (if different)
- Vehicle year, make and model
- Registration expiration date

If the DMV had received any update to registration information, you will see a "Pending Master File", which may or may not have different information. If the vehicle has recently been sold, you may also see a "Release of Liability" to the new owner of the vehicle.

Reading the Want Check

If there is no want on the license plate, this screen will be mostly empty, with a "No Hits No Near Miss" noted near the top.

If the vehicle has been reported stolen, you will see more information on the Want Check. It will show "Stolen Vehicle", will have information about the vehicle from the reporting agency, and will also show victim information.

IMPORTANT

If the phrase "DOJ STOP" and/or "Inquiry Match / Stolen Vehicle" appear at the top of the Registration or Want Check, this is a vehicle that was reported as stolen to a law enforcement agency. Immediately contact Dispatch with the information you have on the vehicle, its location, and the reporting party information (if provided) so

that the vehicle can quickly be checked, processed and Recovered (removed from the Stolen Vehicle System).

Marking the vehicle tire with chalk

Also reference the General Orders for the vehicle marking procedures.

Use yellow marking chalk, and mark one tire of the vehicle. Any tire can be used; however the best is a rear tire that can be seen from the street (so that it can easily be seen by the next person to check the vehicle).

Make a small “tic” mark on the inner top of the tire at the “12 o’clock” position and draw a line across the tread from the inside to the outside of the tire at the “3 o’clock” position. Some vehicle owners will attempt to remove the chalk marks to avoid being cited or towed, so it is important to make the tic mark on the inner top portion of the tire not readily visible.

Some chronic violators of the 72 Hour Ordinance will not move the vehicle but only attempt to remove the chalk marks, which is why we use orange spray paint. Without spraying the rims/hub caps, spray a line from the bottom (6 o’clock) part of the tire onto the street.

Vehicles on Other Private Property

Ascertain the license plate of the vehicle in question and run it via CAD or have Dispatch run it to verify that it is not a reported stolen vehicle. If it is stolen, proceed with a stolen vehicle recovery.

If the vehicle is not reported stolen, contact the person who filed the complaint and advise them that the property owner (if not themselves) is responsible for removing the vehicle from the premises. Property Owners can initiate a “Private Property Tow” by contacting any tow company and requesting the vehicle be towed. The private property owner must have the appropriate signage posted at each entrance to the property in order to legally tow vehicles. The Grass Valley Municipal Code has the appropriate verbiage.

Vehicle Abatement Process

Once the warning has been left on the vehicle and/or given to the Registered Owner/Property Owner, letters are sent from the Police Department to the Registered Owner of the vehicle as well as the owner of the property the vehicle is on (which could be one in the same).

Vehicle Abatement Letter(s)

Use the DMV information for the official Registered Owner of the vehicle and use the Nevada County GIS web site to get the name and address of the property owner.

If there is a Registered Owner and a different owner listed on a Pending Master File, a letter will be sent to each.

The letters, one for the Property Owner and one for the Vehicle Owner are available in digital format for printing on Police Department letterhead. Certain information on each form will to be modified, including the vehicle description, property address, and the property and/or registered owner information. Also, the date is noted at the bottom of the letter – the property owner has ten days from the date of the letter to be in compliance with the City Ordinance.

Once the Abatement Letter and the added forms are enclosed in a Police Department pre-printed envelope, a USPS Certified Mail form as well as a USPS Return Receipt form (both must be filled out and attached to the envelope).

UPSP Certified Mail Form

The Certified Mail form is a sticker with an “Official Use” tag attached. You do not need to fill out any of the information on the “Official Use” tag. Peel the Certified mail sticker off (the part with the barcode) and place at the top of the envelope, just to the right of the return address. The dotted line at the top should be at the top of the envelope, and fold the remaining part of the sticker over to the back side of the envelope.

USPS Return Receipt Form

There is a second small sticker that has the numeric from the bar code – peel that sticker and place it in the #2 box on the Return Receipt form. Fill out boxes 1-3 on the Return Receipt form. On the reverse side, print or stamp the address for the Grass Valley Police Dept, with an “ATTN: [your name/badge]” underneath the address so the Records Department can route the Return Receipt to you when it is received. Attach the Return Receipt form to the back side of the envelope with the adhesive strips supplied.

The envelope(s) will then be placed in the Outgoing Mail.

After ten days, if there has been no communication from either the Registered Owner or the Property Owner, tow the vehicle off the property. If

the vehicle is behind a fence or other access needs to be made to the vehicle, a Search Warrant needs to be obtained, therefore contact your Supervisor.

Normally, once advised by a member of the Police Department, citizens will comply. Use discretion and work with the citizen; however don't let the abatement process stretch to an inordinate amount of time.

CHAPTER 15

General Graffiti Procedure/Overview

The Grass Valley Police Department is made aware of graffiti in the City through several means. Incidents can be reported by citizens or city employees via GVPD web site, by calls for service created through Dispatch or noted by Police Aides, CSOs or Officers on regular patrol.

City Assets such as street signs, city buildings, utility boxes and park structures are cleaned by Public Works.

All private property (both residential and commercial) owners are responsible for the removal of graffiti on their property.

Responding to Document Graffiti

When you locate graffiti that you observe while on patrol, 'On View' yourself via your vehicle's MDC or over the radio to Dispatch.

Take note of the specific address the graffiti is at if not given by the Reporting Person.

Digitally photograph the graffiti. If there are multiple tags at one location, *photograph each individual 'tag'*.

A vandalism report will be made for graffiti on private property (private residences or commercial property). Therefore, contact the Property Owner and obtain their information as the Victim for the report. Ask for their approximate cost for abating the graffiti, advise them of the Case Number and make sure you advise them of the GVMC ten day abatement requirements.

CHAPTER 16

TRAFFIC CONTROL

Primary Goal "Safety".

- 1) Notify Dispatch of your location.
- 2) Contact Primary Unit for assignment or assess the scene for need.
- 3) Officer Safety
 - Wear a reflective vest and/or jacket.
 - Use your flashlight in the dark.
 - Stay attentive to your surroundings, traffic, people etc.
 - It is not uncommon that second traffic events to occur at the same location due to inattentive driving.
- 4) Prior to taking on this duty, it is imperative that you attend a traffic control course or have training by a qualified instructor (Officer Hooper or Officer Clark).

TRAFFIC COLLISIONS

- 1) Primary Goal "Safety".
- 2) Officer Safety
 - Wear a reflective vest and/or jacket.
 - Use your flashlight in the dark.
 - Stay attentive to your surroundings, traffic, people, etc.
 - It is not uncommon that a second traffic event to occur at the same location due to inattentive driving.
- 3) Notify Dispatch of your location
- 4) Assess the situation
 - Vehicles Accident – Position your vehicle with bar lights on, blocking the lane.
 - Make contact with victims and notify Dispatch if Medical Aid is needed.
 - Determine if vehicles can be moved off the road to a safe location.

- 5) Notify Dispatch-
 - Victims – if any are trapped and how many
 - Fire / Medical Aid
 - Additional Units needed for Traffic Control.
 - License plates of involved vehicles.
 - Tow needed / Rotational vs. AAA (note which vehicle for which tow)
- 6) Control Scene
 - Maintain Safety at scene until additional help arrives – (Use Flares, Cones and Traffic Control as needed)
- 7) Give brief report (face to face) to Primary Unit.
- 8) Clear from scene – when primary unit determines it is safe to do so.

As a CSO you will receive training to take 11-82/Property Damage Only and 20002 / Hit and Run Property Damage Only reports. These reports use specific forms (CHP 555, 180, etc...) and distinct report narrative style.