

Chapter	2
Section	2.01
Title	Department Divisions, Units, Details and Teams
Subject	Patrol Officers
Effective Date	03/01/1988
Revision Date	05/24/2018
Revised By	Captain John Poole
Authorized By	Chief Douglas P. Millmore

I. POLICY

Patrol Officers provide the basic police service to the community and have general responsibility in all specialized areas of law enforcement, in addition to their basic responsibility of crime suppression and protection of life and property.

II. RESPONSIBILITIES

A. Responsibilities

1. Protection of life and property
2. Preservation of the peace
3. Prevention of crime
4. Enforcement of the law
5. Apprehension of suspects and recovery of property
6. Miscellaneous police services

B. Functions

1. Patrol and observation
2. Disposition of calls for service
3. Inspection

III. OPERATIONS DIVISION COMMAND

The Operations Division Commander shall be responsible for planning, directing, controlling, and coordinating all activities within the Patrol Division and is subject to the authority of the Police Chief.

IV. COMPONENTS

A. Patrol Unit

1. Policy – It shall be the responsibility and the function of the Patrol Unit to provide the primary police services and the personnel necessary to attain the “defined objectives” of the Operations Division.
2. Responsibilities and Functions – The Patrol Unit shall be divided into a number of watches, as specified by the Operations Division Commander. The Patrol Unit shall be staffed at the direction of the Operations Division Commander, in numbers sufficient to provide for an effective, efficient operation, in both the field and the office.
3. Watch Commander – The Patrol Watch Commander is a Lieutenant, or Sergeant when assigned as such, who coordinates the activities of a patrol watch. He/she plans, directs, and inspects the work of an assigned watch; and in the absence of those members of the Department who regularly exercise such authority of the Department, the Watch Commander shall be designated as the ranking authority of the Department. This authority and responsibility shall not be limited to his/her own Division, but shall include supervision over, and responsibility for, all on-duty personnel. The Watch Commander shall report personally to the Operations Division Commander at stated times, and shall submit such reports relating to his/her command as may be required. He/she will perform related tasks as assigned. He/she will evaluate personnel performance, review police reports, and approve, or cause to be corrected, such reports.
4. Patrol Sergeant – The Patrol Sergeant shall coordinate, depending on assignment, activities of personnel assigned in the field and the radio communications between field units and dispatch. The Patrol Sergeant will be responsible for the on-going, in-service training of subordinate personnel and for supervising the Field Training Officers in their training assignments. As assignment dictates, he/she will respond to calls of a serious or emergency nature, and observe or take active charge as necessary. He/she will review and approve, or cause to be corrected, all police reports made and/or submitted by subordinate personnel during his/her tour of duty. In the absence of the Patrol Lieutenant, the Patrol Sergeant will assume the duties of Watch Commander.
5. Patrol Officer - The Police Officer assigned to the Operations Division, during his/her watch, shall patrol a designated area to prevent and investigate crime. The Patrol Officer shall be responsible for the collection of physical evidence at crime scenes. He/she shall respond to emergencies and other incidents as directed. The Patrol Officer shall also be responsible for traffic enforcement, complete investigations on all incidents assigned to him/her, and the proper documentation of all cases handled.

V. UNIFORMS

All sworn members of the Upland Police Department shall maintain in good order, complete Class "A" and Class "B" uniforms in their lockers at all times. The Class "C" uniform is authorized, but not mandatory. All equipment and uniforms shall conform to the specifications set forth in this directive and no substitute items shall be worn or carried. Uniforms for Reserve Officers shall be the same as regular Patrol Officers, except that rank insignia consists of lapel pins only and shall be silver in color.

If a supervisor deems an employee's uniform to not be in good order (i.e. faded from original color, rips, tears, etc.), the supervisor shall inform the employee to immediately change his or her uniform to another immediately available approved uniform.

This order is to ensure the uniform appearance of patrol personnel for ease of recognition by citizens and other officers. Furthermore, it is to provide familiarity with equipment when it must be exchanged between officers during an emergency situation.

Police personnel will be paid uniform allowance as set forth by MOU. This payment will be for the purchase, replacement, repair, and maintenance of clothing and uniforms authorized by the Department.

As a result, all employees receiving such allowance shall be individually responsible for maintaining their uniforms in a clean and acceptable condition at all times. At time of hire, the Class A and Class B uniforms will be provided.

A. **Class A Uniform** – To be worn in its entirety on special occasions, when order by the Chief of Police.

1. Hat (optional): L.A.P.D. round top, navy blue with black band and silver "P" buttons for Police Officers, and with silver band and silver "P" buttons for Detectives and above.
2. Shirt: 100% wool, L.A.P.D. long-sleeve, navy blue, with epaulets and badge tab.
3. Tie: Black clip-on, regulation uniform type.
4. Tie Bar: Plain type, silver.
5. Shoulder Patches: Department patch on both shoulders, attached with conventional stitching. Sergeants- Chevrons on both sleeves, 5/8" below bottom tip of department patch.
6. Name Tags: Silver with black lettering, imprinted with last name only.
7. Dress Jacket: (Optional). Eisenhower type, navy blue, epaulets and badge tab, 1/2" silver braid on each sleeve. Multiple braids to be spaced 1/4" apart. No braids below the rank of Sergeant. One braid for Sergeant, two for Lieutenant, three for Captain, and four for Chief.

8. Trousers: 100% wool, L.A.P.D. navy blue, side and rear pockets, two rear auxiliary pockets.
9. Shoes: Black low quarter or $\frac{3}{4}$ " black military type, rounded toe boot with 11" top, or other shoes as approved.
10. Socks: Black nylon, wool or cotton.
11. T-shirt: Black crew neck.
12. Flag (Optional): A Department-issued pin resembling the American flag will be worn on the left pocket flap of the duty shirt. It will be centered right to left and centered top to bottom between the top edge of the pocket flap and the top of the button.

B. Class B Uniform

1. Hat (optional): L.A.P.D. round top, navy blue with black band and silver "P" buttons for Police Officers, and with silver band and silver "P" buttons for Detectives and above.
2. Shirt: L.A.P.D. short-sleeve or long-sleeve, navy blue, wool or poly-wool or polyester, with epaulets and badge tab.
3. Shoulder Patches: Department patch on both shoulders, attached with conventional stitching. Sergeants- Chevrons on both sleeves, 5/8" below bottom tip of department patch.
4. Name Tags: Silver with black lettering, imprinted with last name only.
5. Duty Jacket: L.A.P.D. black nylon, front zipper only, removable collar, badge patch, and cloth nametag with the officer's last name in silver block letters above the right breast pocket.
6. Trousers: L.A.P.D. navy blue, wool or poly-wool or polyester, side and rear pockets, two rear auxiliary pockets.
7. Shoes: Black low quarter or $\frac{3}{4}$ " black military type, rounded toe boot with 11" top, or other shoes as approved.
8. Socks: Black nylon, wool or cotton.
9. T-shirt: Black crew neck. A short-sleeved t-shirt must be worn with a short-sleeved uniform shirt. A long-sleeved t-shirt may be worn with a long-sleeved uniform shirt.
10. Flag (Optional): A Department-issued pin resembling the American flag will be worn on the left pocket flap of the duty shirt. It will be centered right to left and centered top to bottom between the top edge of the pocket flap and the top of the button.

C. Class C Uniform

1. Shirt: 5.11, Propper (brand) or similar black polo shirt, black, cloth badge, name embroidered on white, "POLICE" stenciled in 2 1/2" white letters on back. Short-sleeve or long-sleeve may be worn. The shirt may not be worn if it fades from the original color.
2. Pants: Black BDU style 5.11, Propper (brand) or similar. Pants are not to be bloused. The pants shall not be worn if it fades from the original color.
3. Shoulder Patches: Department patch on both shoulders, attached with conventional stitching. Sergeants- Chevrons on both sleeves, 5/8" below bottom tip of department patch.
4. Duty Jacket: L.A.P.D. black nylon, front zipper only, removable collar, badge patch, and cloth nametag with the officer's last name in silver block letters above the right breast pocket.
5. Shoes: Black low quarter or 3/4" black military type, rounded toe boot with 11" top or other shoes as approved.
6. Socks: Black nylon, wool or cotton.
7. T-Shirt: Black crew neck. A short-sleeved t-shirt must be worn with a short-sleeved uniform shirt. A long-sleeved t-shirt may only be worn with a long-sleeved uniform shirt.
8. Optional load-bearing vest: Officers wearing the Class C uniform, may wear a load-bearing vest within the following guidelines:
 - a. The load-bearing vest will be purchased at the employee's expense.
 - b. Prior to wearing the load-bearing vest on-duty, the employee will be required to demonstrate proficiency with the vest with a department use of force instructor.
 - c. The load-bearing vest must be maintained in clean, professional and serviceable condition at all times.
 - d. Officers are still required to maintain a fully-equipped basket weave duty belt in serviceable condition for use with Class A and Class B uniforms in their locker at all times.
 - e. The only authorized load-bearing vest is the one manufactured by Blankenship Police Supply.
 - f. The vest cover shall be black with a 1" name tape consisting of white 3/4" lettering, affixed to the front of the upper right side and to the rear drag strap. The word "POLICE" shall be affixed in white lettering to the front and rear of the vest. It shall be placed under the name tape on the front and in the center on the rear of the vest. The front lettering shall be 1" tall with an overall length of 5". The rear lettering shall be 3 3/4" tall, with an overall length of 11". An Upland Police Department cloth badge shall be affixed to the front of the upper left side. An American Flag patch may be affixed to the Velcro radio holster strap. The S.M.A.S.H. patch may be affixed to the front of the load-bearing vest with Velcro fasteners for current members of the team.

- g. The pockets shall be sewn onto the vest. The design, type, and location of each pouch will be at the officer's discretion. The only exception is the taser holster shall be mounted so that it can only be drawn with the officer's off-gun hand.
- h. The department approved jacket may be worn with the load bearing vest. It shall only be worn under the load bearing vest. No external jacket shall be worn covering the load bearing vest other than an approved departmental rain coat during inclement weather.

D. Equipment

1. Duty Weapon: As set forth in Chapter 2, Section 3.
2. Off-Duty Weapon: As set forth in Chapter 2, Section 3.
3. Gun Belt: Department furnished, Sam Browne type, black basket weave leather. Optional buckleless Sam Browne, black basket weave leather. Black plastic or silver metal buckles are optional. Optional Bianchi accumold (or equivalent) nylon duty gear may be used.
4. Holster: On-duty uniformed personnel shall carry a holster with at least a level 1 retention. The holster must be constructed of a durable material that is consistent in appearance with the other duty belt items. Prior to use in the field, the holster must be used in a scheduled firearms qualification course. The use of force coordinator should be contacted if a question arises.
5. Handcuffs: Department furnished; Peerless or Smith and Wesson. A second set of handcuffs and case may be worn at the officer's expense. Handcuffs shall be either chrome or black in color.
6. Handcuff Case: Department furnished; closed type, black basket weave leather.
7. Magazines: Department furnished or appropriate for firearm carried.
8. Magazine Case: Department furnished or individually purchased; black basket weave leather.
9. Key Strap: Black basket weave leather.
10. Baton/Impact Weapon: Department furnished or individually purchased but approved.
11. Baton Ring/Impact Weapon Holder: Black basket weave leather.
12. Keeper Straps: Four, black basket weave leather.
13. Pepper Spray: Department furnished.
14. Pepper Spray Holder: Department furnished; black basket weave leather.
15. Whistle: Referee type, silver or black.
16. Flashlight: Department furnished;
17. Helmet: Department furnished with face shield.
18. Buck Knife and Basketweave Case: May be worn at the officer's own discretion and expense.
19. Sap, Sap Gloves, or Other Weapons: Weapons not listed are specifically prohibited.

20. Special Assignment Equipment: Nylon Sam Browne belt and corresponding gear for specialized assignments such as SWAT, K-9, and Bicycle Patrol.
21. Rain Gear: optional rain gear may be purchased at the employee's expense. This rain gear shall be yellow, navy blue or black in color. The optional rain gear may consist of a rain jacket and pants, or a longer rain coat. The following may be added to the department issued rain gear:
 - a. 1 ½" – 2" reflective striping on the chest, back and sleeves, in white or silver.
 - b. 3"-4" POLICE insignia on the back; silver lettering on a black background.
 - c. 1" POLICE insignia on the right chest; silver lettering on a black background.
 - d. Cloth badge insignia on the upper left chest.
22. "P" Buttons: Silver for all sworn personnel on hats and jackets.
23. FTO insignia: Single stripe chevron, silver on a black field, with a star affixed below on the center line of the chevron's uppermost point.
24. Motor Officer's insignia: Officers assigned to motorcycle duty will wear the silver colored "wheel and wings" patch sewn to each shirt and jacket below the department patch.
25. Baseball Cap: Department approved cap, black in color, to be worn squarely on the head with the bill facing forward. The department approved template must be used.
26. Watch Cap: Department approved watch cap, black in color, to be worn with the Upland Police Department logo visible to the front. Watch caps shall only be worn during cold or inclement weather. Sixty degrees Fahrenheit or below shall constitute "cold weather". Watch caps are an optional piece of equipment and will be purchased and maintained at the officer's expense.
27. Dickie: Black in color with U.P.D. embroidered in approximately ½" italicized capital letters on the collar. The lettering shall be on the left side of the neck and in L.A.P.D. silver. Dickies are authorized with long-sleeve shirts or jackets only.
28. Hash marks: Silver on a black field, appliquéd, sewn onto the left sleeve of long-sleeved shirts (except long-sleeve polos will have no hash marks) and jackets. Each hash mark denotes five years of service.
29. Collar Pins
 - a. Lieutenants- ¼" x ¾" silver bar, centered on each collar, one inch from lower edge of the collar, with the center line of the insignia parallel to the lower edge of the collar.
 - b. Captains- ¼" x ¾" double silver bars, centered on each collar, one inch from lower edge of the collar, with the center line of the insignia parallel to the lower edge of the collar.
30. Jacket insignia
 - a. Lieutenants- 3/8" x 1" silver bar on each shoulder loop, centered 5/8" from the outside shoulder seam. On jackets without shoulder loops, the silver bar may be centered one each collar, one inch from lower edge of the collar, with the center line of the insignia parallel to the lower edge of the collar.

- b. Captains- $\frac{3}{8}$ " x 1" double silver bars on each shoulder, centered $\frac{5}{8}$ " from outside shoulder, centered $\frac{5}{8}$ " from outside shoulder seam. On jackets without shoulder loops, the silver bars may be centered on each collar, one inch from lower edge of the collar, with the center line of the insignia parallel to the lower edge of the collar.

Chapter	2
Section	2.02
Title	Department Divisions, Units, Details and Teams
Subject	Police Services Technician Unit
Effective Date	03/01/1988
Revision Date	02/23/2011
Revised By	Captain Ken Bonson
Authorized By	Chief Jeff Mendenhall

I. Police Services Technician

The Police Services Technician, under the direction of the Watch Commander and the supervision of the Patrol Sergeant, investigates, completes, and processes abandoned vehicle reports and owner notifications, arranges for the impound and release of vehicles, maintains equipment and fuel use inventories, and assists in the operation of community programs. A Police Services Technician may be assigned to work specific programs such as crime prevention or the Investigations Unit. He/she may also be assigned non-emergency report taking duties within the Patrol Division or to perform other duties as assigned.

- A. **Duties and Responsibilities:** To respond to, investigate, and prepare reports regarding specific types of non-hazardous calls-for-service, and to perform other assigned tasks that are required.

- B. **Non-hazardous Calls-For-Service:** Non-hazardous calls-for-service are defined as being routine-type calls, where no suspect is present at the scene, and no information is available which would identify a suspect at the time of the report. Police Services Technicians shall not be assigned, nor shall they place themselves, in any type of hazardous situation, or respond to any type of call or perform any type of task for which they have not been adequately trained.

- C. **Typical Assigned Tasks**
 - 1. Provide Dispatcher relief
 - 2. Fingerprinting services
 - 3. Crossing guard relief
 - 4. Automobile VIN verification

5. Assist regular officers at major crime scenes in gathering evidence and protecting the scene after all suspects are in custody, or are no longer at the scene.
6. Assist regular officers in storing vehicles at the scene of traffic accidents.
7. Assume responsibility for the Abandoned Vehicle Program.
8. Provide enforcement for downtown parking violations.

D. Typical Calls Which May Be Assigned to Police Services Technicians:

1. Grand Theft Auto
2. Thefts
3. Malicious Mischief
4. Burglary (all types)
5. Annoying phone calls
6. Parking complaints
7. Supplemental reports
8. Found property
9. Lost property
10. Station reports
11. Traffic collisions
12. Abandoned/recovered vehicles
13. Public services
14. Notifications
15. Animal details
16. Illegal dumping
17. Suspicious subject when not at scene
18. Suspicious vehicle when not at scene
19. Suspicious circumstances
20. Public hazards
21. Runaway juveniles – routine
22. Missing persons – routine
23. Solicitors
24. Extra or special patrol
25. Illegal signs
26. Yard sale regulations
27. Enforcement of unregistered vehicles
28. Alley parking, in keeping with policy
29. Enforcement of hazardous or chronic parking violations

- E. **Priorities of Duties** - Police Services Technicians must utilize discretion in their work program, and establish priorities in the work which they perform. Calls-for-service from the public shall be given first priority. Other tasks, such as parking enforcement, is a low priority duty, and should be performed only as time permits.
- F. **Dispatcher responsibility** – Dispatchers have a major role in the success of the patrol Police Services Technician Program, since they are in a position to assign calls and have direct knowledge of current workload of field personnel. It is the responsibility of each dispatcher to become familiar with the typical calls and tasks which a Police Services Technician may be assigned, and to screen incoming calls to assist them in their decision as to whether to dispatch a regular officer or a Police Services Technician.
1. Unless you are Code 50 (no units available), never hold a call in excess of 45 minutes, and then, only after determining the availability of the victim, and the approximate ETA of the Police Services Technician.
- G. **Field Supervisor Responsibility** – The Patrol Sergeant shall monitor dispatched calls whenever possible, in order to ascertain that regular officers are not being dispatched to calls which an available Police Services Technician can handle.
- H. **Watch Commander Responsibility** – Watch Commanders shall make periodic inquiries of dispatchers regarding calls which were assigned to regular officers and which appear to be the type of call which could have been handled by a Police Services Technician.
- I. **Restrictions of Patrol Police Services Technicians**
1. Police Services Technicians shall not, under any circumstances, engage in, or perform, any of the following activities:
 - a. Respond to any call where there is a suspect at the scene. If this situation exists upon arrival at the scene, the Police Services Technician shall immediately request the presence of a regular sworn officer and cease any involvement in the investigation.
 - b. Respond to any call for which he/she has not been adequately trained to handle, or which you have knowledge that it is the type of call which are not authorized to respond. If such a call

is received, he/shall should immediately contact his/her supervisor.

- c. Serve as a backing unit for any incident in which you would not be authorized to personally handle alone.
- d. Stop any vehicle for any reason.
- e. Stop to question a suspicious person.
- f. Involve yourself in any arrest.
- g. Initiate or join in any vehicle or pedestrian pursuit.
- h. Perform any function or involve yourself in any incident which would likely expose yourself to possible injury.

II. UNIFORM

This policy sets forth the official uniforms for Police Services Technicians of the Upland Police Department. All uniforms shall conform to the specifications of this policy, and there shall be no deviation without prior approval from the immediate supervisor of the requesting employee.

Civilian personnel receiving uniform allowance are given a yearly amount to purchase, replace, repair, and maintain clothing and uniforms authorized by the Department. As a result, all civilian employees receiving such allowance shall be individually responsible for maintaining their uniforms in a clean and acceptable condition at all times.

A. Police Services Technician

1. Shirt: Short or long sleeved heavy cotton pique polo shirt, in heather gray. The shirt shall have department patches on both sleeves, the words UPLAND POLICE in ½" block black letters on the right breast, the word TECHNICIAN under UPLAND POLICE, and the employee's last name on the left breast.
 - a. At least one short-sleeved shirt should be maintained for uniformity during a department-wide function.
2. Optional Shirt:
 - a. Dark gray Propper cotton ripstop tactical dress shirt (available at bdu.com). The shirt shall have department patches on both sleeves, Upland Police Department cloth badge on the left breast and black cloth name tab with silver block letters above the right breast pocket.
3. Pants: Blauer model 8810 black BDU pants.

- a. The pants are unacceptable to be worn if it fades from black.
4. Belt: Black basket weave, leather.
5. Socks: Black.
6. Shoes: Black low-quarter or $\frac{3}{4}$ black military type, rounded toe boot with 11" top, or other shoes as approved.
7. T-shirt: Black crew neck; optional V-neck for females.
8. Jacket: Black nylon Chill Chaser type, front zipper, silver buttons on pockets, and a cloth name tag with the employee's last name in silver block letters above the right breast pocket. The cloth badge shall not be worn.
9. Shoulder patches: The Department patches shall be worn on the right and left shoulders on all shirts and jackets worn while on duty.
10. Optional shorts
 - a. Brand 5.11 tactical short.
 - b. Shoes: $\frac{3}{4}$ high, all black, tennis or police style.
 - c. Socks: Low cut solid white or all white crew socks, with no visible logos.
11. Baseball cap: Department approved cap, black in color, to be worn squarely on the head with the bill facing forward. Caps can be obtained at Thread At Work, 1933 W. 11th St., Suite B, Upland. The department approved template has been prearranged with the business.

Chapter	2
Section	2.03
Title	Department Divisions, Units, Details and Teams
Subject	Police Chaplains Unit
Effective Date	03/01/1988
Revision Date	02/23/2011
Revised By	Captain Ken Bonson
Authorized By	Chief Jeff Mendenhall

I. Police Chaplains

The Police Chaplains are ordained or licensed ministers of the community who have volunteered to assist the Police Department. The Chaplains may be assigned to ride with a police officer on patrol duty. He/she may assist citizens who are in need of personal or family counseling. He/she may be called to assist with notifications to distraught families or persons. The Chaplains are available to Department personnel for personal needs.

- A. **Policy:** The Police Chaplain Unit shall be responsible for assisting the Police Officer, when requested, to aid in meeting spiritual, emotional, and physical needs of persons in the community, or members of the Department.

- B. **Organization:** The Police Chaplain Unit shall be under the direction of the Service Division Commander. Each Chaplain will be under the supervision of the on-duty Watch Commander when performing the duties and responsibilities of a Chaplain.

- C. **Functions and Responsibilities**
 - 1. Functions - The volunteer Chaplain Corps is designed to offer personal, family, and spiritual comfort, assistance and counsel to any citizen or Police Department employee who so desires. It is designed to provide the Police Officer with a resource from which to draw when a situation is encountered in the field which requires more personal attention than his job allows.
 - 2. Duties

- a. The Chaplain will seek to bring comfort, consolation, and assistance to persons involved in crisis, accidents, and natural catastrophes.
- b. The Chaplain will be available to assist in the notification of a family when relatives are involved in serious accidents, or when death has occurred.
- c. The Chaplain will be available to give counsel, direction, and follow-up referral, when desired, for persons involved in such affairs as: family tensions, attempted suicide, desertion, runaways, lost persons, alcoholic cases, etc. The Chaplain will provide follow-up and direction to juveniles referred by the Probation Officer when such service is offered to, and requested by, the parents or guardian of the juvenile.
- d. The Chaplain will be available to Upland Police Department personnel and their families in times of illness, injury, sorrow, tension, etc.
- e. The Chaplain will help provide qualified instruction, when requested, to train or inform Police personnel and/or their families, in areas such as family life, stress management, crisis intervention, spiritual priorities, etc.
- f. The Chaplain will ride along with a Police Officer or supervisor on a regular basis. He will attempt to develop a relationship of trust and understanding of his function within the Department.
- g. The Chaplain will be available to be "called out" on occasions when the need arises.
- h. The Chaplain will, at the request of the Police, help locate assistance for individuals and families with valid needs of food, clothing, and shelter, when no other means of assistance is available.
- i. When requested, the Chaplain will take part in appropriate Upland Police Department functions for the purpose of performing duties related to his office.
- j. As a matter of furthering understanding between the community and the Police Department, the Chaplain will endeavor to keep his church body informed of his duties and observations in a positive way, and will endeavor to maintain the support of his church in his activities as a Police Chaplain and in the affairs of the community.

D. Qualifications

1. All Chaplains must meet the following standards:
 - a. Be a credentialed (licensed or ordained) minister within his own denomination.
 - b. Be active in the pastorate of ministry within a recognized denomination within, or in close proximity to the City of Upland.
 - c. Possess a valid and current California Driver's License.
 - d. Be free from any serious physical impairment which would interfere with his duties as Police Chaplain.
 - e. Be of good moral character.
 - f. Be willing to be involved in training, at the request of the Police Department, that would enhance their effectiveness as a Police Chaplain.
 - g. Be willing to function in harmony with the Police Department and with fellow Chaplains.
 - h. Demonstrate availability and proficiency in performance of the duties of a Chaplain.
 - i. Otherwise, be acceptable for appointment as a Chaplain, as per the Chief of Police and the Chaplain Corps.
- E. Chaplain's Handbook- Each Chaplain shall follow the guidelines set forth in the Upland Police Department Chaplain's Handbook.

II. Uniforms

- A. Chaplains are not required to wear a police uniform unless otherwise directed by a supervisor, i.e., special function such as a funeral, department photograph, etc. If a chaplain is engaged in official department business, including ride-alongs, and chooses not to wear the police uniform, appropriate business attire should be worn, i.e., no jeans, shorts, etc. When not wearing the police uniform, the chaplain should wear a lanyard with a CHAPLAIN identification card (will be maintained in the Watch Commander's Office).
- B. Chaplains are required to maintain the following uniform and may wear the uniform at any time when engaged in official department business including ride-alongs:

1. Shirt: Heather gray short sleeve polo shirt with 1/2" block black lettering, stating UPLAND POLICE on the right breast; the word CHAPLAIN should appear below UPLAND POLICE and the Chaplain's last name should appear on the left breast.
2. Pants: Black Dickies or similar pants or the current police uniform pants.
3. Shoes: Black low quarter or ¾ black military type, rounded toe boot with 11" top or other approved shoes.
4. Socks: Black.
5. Belt: Black basket weave, leather.
6. Jacket: L.A.P.D. black nylon, front zipper only, with cloth UPLAND POLICE tag above the right breast pocket and cloth CHAPLAIN tag above the left breast pocket. No patches or badge shall be worn on the jacket.

Chapter	2
Section	2.04
Title	Department Divisions, Units, Details and Teams
Subject	Traffic Unit
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Revision Date	11/26/2019
Revised By	Captain Clifford Mathews
Authorized By	Chief Darren L. Goodman

I. Traffic Unit

The Traffic Unit is a select group of officers who have the specialized duty of traffic enforcement and all traffic related investigations. Their responsibilities include the following:

- A. The primary duty of the Traffic Unit is the enforcement of all traffic laws.
- B. Traffic Officers may be assigned to other Patrol Division details when the need arises.
- C. The Traffic Officers may operate a police motorcycle or vehicle in the performance of their duties.
- D. The Traffic Unit will present traffic safety programs to school children, citizens, and other community organizations.
- E. The Traffic Unit shall be responsible for all enforcement action which emanates from traffic accidents.
 1. Enforcement action for traffic violations emanating from traffic accidents may be taken by officers who have received specialized training approved by the Commission on Peace Officers Standards and Training (refer to California Vehicle Code Section 40600). All Traffic Unit officers shall receive this training.
 2. All traffic accident reports will be reviewed and approved by the Traffic Sergeant or designated Traffic Enforcement Officer, who will recommend enforcement action when appropriate.
 3. Accident reports recommended for citations will be handled by the Traffic Unit.
 4. The Traffic Sergeant or his designee shall monitor the progress of the final disposition of accident reports that require citations.

5. The Traffic Sergeant's responsibility for the disposition of accident reports is complete when the finished and approved report is turned into Records.

II. MOTORCYCLE DUTY

- A. Assignments to motorcycle duty shall be made in accordance with the following.
- B. Vacancies for motorcycle officers shall be filled at the discretion of the Department from a current qualification list, established by the Operations Division Commander.
- C. Continued assignment to motorcycle duty shall be solely at the discretion of the Chief of Police. Factors which will be considered include:
 1. Employee performance;
 2. Department needs; and
 3. Employee's desire to remain in a designated duty assignment.
- D. Applicants for motorcycle duty shall follow the procedure outlined in the announcement of the position.
- E. The length of assignment for motorcycle duty is listed in this Manual under Chapter 1, Section 1.3.

III. UNIFORMS

- A. All sworn members of the Upland Police Department Traffic Unit shall, at all times, maintain in good order, complete Class "A" and Class "B" uniforms. All equipment and uniforms shall conform to the specifications set forth in this directive and no substitute items shall be worn or carried.
- B. This order is to ensure the uniform appearance of patrol personnel for ease of recognition by citizens and other officers. Furthermore, it is to provide familiarity with equipment when it must be exchanged between officers during an emergency situation.
- C. Police personnel will be paid uniform allowance as set forth by the MOU. This payment will be for the purchase, replacement, repair, and maintenance of clothing and uniforms authorized by the Department.

- D. As a result, all employees receiving such allowance shall be individually responsible for maintaining their uniforms in a clean and acceptable condition at all times. At time of hire, the Class A and Class B uniforms will be provided.

E. Uniforms

1. **Class A Uniform** – To be worn in its entirety on special occasions, when order by the Chief of Police.

- a. Hat (optional): L.A.P.D. round top, navy blue with black band and silver "P" buttons for Police Officers, and with silver band and silver "P" buttons for Detectives and above.
- b. Shirt: 100% wool, L.A.P.D. long-sleeve, navy blue, with epaulets and badge tab.
- c. Tie: Black clip-on, regulation uniform type.
- d. Tie Bar: Plain type, silver.
- e. Shoulder Patches: Department patch on both shoulders, attached with conventional stitching. Sergeants- Chevrons on both sleeves, 5/8" below bottom tip of department patch. Motor Wings (wings / wheel) under the department patch.
- f. Name Tags: Silver with black lettering, imprinted with last name only.
- g. Breeches: 100% wool, navy blue side and rear pockets, two rear auxiliary pockets. Breeches will have a silver braid down the left and right leg.
- h. Boots: Black leather motorcycle boots with a 17" stack.
- i. T-shirt: A black crew undershirt shall be worn underneath both long and short sleeve shirt.

2. Class B Uniform

- a. Helmet: Black and white police motorcycle helmet (Shoei RJ LE/Shark modular flip face).
- b. Shirt: Motoport Motor Duty Shirt, dark blue (with zipper vent across back). Badge holder and name plate sewn on shirt.
- c. Trousers: Motoport Air Mesh Street Jean, dark blue (with hip zip pockets, rear pocket with flap and reflective strip on outer sides of legs).
- d. Jacket: Motoport Air Mesh Jacket, dark blue (reflective strip on back) 11" Navy blue 'Police' patch on back with 4" silver lettering.
- e. Boots: Black low quarter or ¾ black military type, rounded toe boot with 8" top and shall have the ability to accept a shine.
- f. Shoulder Patches: Department patch on both shoulders, attached with conventional stitching. Sergeants- Chevrons on both sleeves, 5/8"

below bottom tip of department patch. Motor Wings (wings / wheel) under the department patch.

- g. Name Tags: Silver with black lettering, imprinted with last name only.
- h. Equipment-As set forth in Chapter 2 Section 2.01

3. Class C Uniform

- a. Helmet: Black and white police motorcycle helmet (Shoei RJ LE/Shark)
- b. Shirt: 5.11, Propper (brand) or similar black polo shirt, black, cloth badge, name embroidered on white, "POLICE" stenciled in 2 1/2" white letters on back. Short-sleeve or long-sleeve may be worn. The shirt may not be worn if it fades from the original color.
- c. Pants: Black BDU style 5.11, Propper (brand) or similar. Pants are not to be bloused. The pants shall not be worn if it fades from the original color.
- d. Shoulder Patches: Department patch on both shoulders, attached with conventional stitching. Sergeants- Chevrons on both sleeves, 5/8" below bottom tip of department patch. Motor Wings (wings / wheel) under the department patch.
- e. Duty Jacket: L.A.P.D. black nylon, front zipper only, removable collar, badge patch, and cloth nametag with the officer's last name in silver block letters above the right breast pocket.
- f. Shoes: Black low quarter or 3/4" black military type, rounded toe boot with 11" top or other shoes as approved.
- g. Socks: Black nylon, wool or cotton.
- h. T-Shirt: Black crew neck. A short-sleeved t-shirt must be worn with a short-sleeved uniform shirt. A long-sleeved t-shirt may only be worn with a long-sleeved uniform shirt.

4. Optional load-bearing vest

Officers wearing the Class C uniform, may wear a load-bearing vest within the following guidelines:

1. The load-bearing vest will be purchased at the employee's expense.
2. Prior to wearing the load-bearing vest on-duty, the employee will be required to demonstrate proficiency with the vest with a department use of force instructor.
3. The load-bearing vest must be maintained in clean, professional and serviceable condition at all times.
4. Officers are still required to maintain a fully-equipped basket weave duty belt in serviceable condition for use with Class A and Class B uniforms in their locker at all times.
5. The only authorized load-bearing vest is the one manufactured by Blankenship Police Supply.

6. The vest cover shall be black with a 1" name tape consisting of white 3/4" lettering, affixed to the front of the upper right side and to the rear drag strap. The word "POLICE" shall be affixed in white lettering to the front and rear of the vest. It shall be placed under the name tape on the front and in the center on the rear of the vest. The front lettering shall be 1" tall with an overall length of 5". The rear lettering shall be 3 3/4" tall, with an overall length of 11". An Upland Police Department cloth badge shall be affixed to the front of the upper left side. An American Flag patch may be affixed to the Velcro radio holster strap. The S.M.A.S.H. patch may be affixed to the front of the load-bearing vest with Velcro fasteners for current members of the team.
7. The pockets shall be sewn onto the vest. The design, type, and location of each pouch will be at the officer's discretion. The only exception is the taser holster shall be mounted so that it can only be drawn with the officer's off-gun hand.
8. The department approved jacket may be worn with the load bearing vest. It shall only be worn under the load bearing vest. No external jacket shall be worn covering the load bearing vest other than an approved departmental rain coat during inclement weather.

5. Equipment

- a. Duty Weapon: As set forth in Chapter 2, Section 3.
- b. Off-Duty Weapon: As set forth in Chapter 2, Section 3.
- c. Gun Belt: Department furnished, Sam Browne type, black basket weave leather. Optional buckle less Sam Browne, black basket weave leather. Black plastic or silver metal buckles are optional. Optional Bianchi accu-mold (or equivalent) nylon duty gear may be used.
- d. Holster: On-duty uniformed personnel shall carry a holster with at least a level 1 retention. The holster must be constructed of a durable material that is consistent in appearance with the other duty belt items. Prior to use in the field, the holster must be used in a scheduled firearms qualification course. The use of force coordinator should be contacted if a question arises.
- e. Handcuffs: Department furnished; Peerless or Smith and Wesson. A second set of handcuffs and case may be worn at the officer's expense. Handcuffs shall be either chrome or black in color.
- f. Handcuff Case: Department furnished; closed type, black basket weave leather.

- g. Magazines: Department furnished or appropriate for firearm carried.
- h. Magazine Case: Department furnished or individually purchased; black basket weave leather.
- i. Key Strap: Black basket weave leather.
- j. Baton/Impact Weapon: Department furnished or individually purchased but approved.
- k. Baton Ring/Impact Weapon Holder: Black basket weave leather.
- l. Keeper Straps: Four, black basket weave leather.
- m. Pepper Spray: Department furnished.
- n. Pepper Spray Holder: Department furnished; black basket weave leather.
- o. Whistle: Referee type, silver or black.
- p. Flashlight: Department furnished.
- q. Helmet: Department furnished with face shield.
- r. Buck Knife and Basket weave Case: May be worn at the officer's own discretion and expense.
- s. Sap, Sap Gloves, or Other Weapons: Weapons not listed are specifically prohibited.
- t. Special Assignment Equipment: Nylon Sam Browne belt and corresponding gear for specialized assignments such as SWAT, K-9, and Bicycle Patrol.
- u. Rain Gear: Rain gear may be purchased at the employee's expense. This rain gear shall be yellow, navy blue or black in color. The optional rain gear may consist of a rain jacket and pants, or a longer rain coat. The following may be added to the department issued rain gear:
 - i. 1 ½" – 2" reflective striping on the chest, back and sleeves, in white or silver.
 - ii. 3"-4" POLICE insignia on the back; silver lettering on a black background.
 - iii. 1" POLICE insignia on the right chest; silver lettering on a black background.
 - iv. Cloth badge insignia on the upper left chest.
- v. "P" Buttons: Silver for all sworn personnel on hats and jackets.
- w. FTO insignia: Single stripe chevron, silver on a black field, with a star affixed below on the center line of the chevron's uppermost point.
- x. Motor Officer's insignia: Officers assigned to motorcycle duty will wear the silver colored "wheel and wings" patch sewn to each shirt and jacket below the department patch.

- y. Baseball Cap: Department approved cap, black in color, to be worn squarely on the head with the bill facing forward. The department approved template must be used.
- z. Dickie: Black in color with U.P.D. embroidered in approximately ½” italicized capital letters on the collar. The lettering shall be on the left side of the neck and in L.A.P.D. silver. Dickies are authorized with long-sleeve shirts or jackets only.
- aa. Hash marks: Silver on a black field, appliquéd, sewn onto the left sleeve of long-sleeved shirts (except long-sleeve polos will have no hash marks) and jackets. Each hash mark denotes five years of service.

Chapter	2
Section	2.06
Title	Department Divisions, Units, Details and Teams
Subject	Police Explorers
Effective Date	03/01/1988
Revision Date	11/21/2019
Revised By	Captain Clifford Mathews
Authorized By	Chief Darren L. Goodman

I. POLICE EXPLORERS

- A. Policy: Explorer Post 606 is a volunteer auxiliary unit of the Upland Police Department and is a youth organization affiliated with the Boy Scouts of America. The Police Department sponsors the program, hereafter referred to as “The Post.” The Post is a leadership-oriented program provided for youth between the ages of 14 ½ and 20 years of age. The purpose is to introduce young people to the organizational operations of police work and provide a working knowledge of law enforcement for future career opportunities. Post Guidelines have been established to insure adherence to Department policies, promote unit cohesiveness, and instill discipline and structure within a paramilitary setting.

- B. Organization: The Upland Police Department Explorer Post 606 shall be under the direction of the Special Services Commander.
 1. The Post Coordinator shall be a sergeant.
 2. The Post Advisor shall be over 18 years of age and be either a full-time employee, a reserve, a cadet or volunteer in police service.

- C. Responsibilities
 1. Meetings - Each Explorer, prior to acceptance into the Post, must complete an In-House Candidate Training (ICT) program as prescribed by Post Guidelines.
 - a. Each Explorer shall be required to attend at a minimum of two Post meetings per month to remain in good standing.
 - b. Any Explorer may be disqualified from participation in the Post for failing to adhere to Post Guidelines.
 - c. Promotions within the Post are at the discretion of the Post Coordinator based on the following:
 - Attendance

- i. Participation in Post activities
 - ii. Recommendation by Post advisors and ranking Explorer staff
 - iii. Exemplary conduct
2. Explorer Academy: Each Explorer must attend and graduate from an approved Explorer Academy during their first year with the Explorer Post.
 - a. Explorers, 18 years of age or older, may substitute the above requirements by graduating from a Sheriff's Reserve Academy, or a College Reserve Academy.
3. Ride-Along - Explorers may ride along with an officer four times per month, on four-hour shifts, after passing a monthly written examination.
 - a. Explorer ride schedules will depend on Department needs and approval of the on-duty Watch Commander.
4. Call Out - Explorers may be called by the on-duty Watch Commander when there is need for additional assistance.
 - a. The situation will be of a non-hazardous nature.
 - b. Explorers may assist in area searches, neighborhood canvasses, and citizen interviews.
5. Explorer's Manual - Each Explorer will familiarize themselves with the Explorer Manual, and adhere to the procedures set forth in the Manual.
6. Community Events - Explorers will assist the Department at community events, parades, carnivals, or other functions when crowd control and parking control are required.

D. Explorer Eligibility Requirements

1. Explorer applicants must satisfy the following requirements:
 - a. Age: 14-1/2 (and in the 9th grade) to 20.
 - b. Physical: Applicants must be in good physical shape, and may be required to take a physical examination.
 - c. Education: Grade point average must be a cumulative 2.0 or higher for all high school and college courses completed.
 - d. Citizenship: Applicants must have a good record of citizenship in the community and school.
 - e. Residency: City in close proximity to Upland to enable attendance at Post activities.
2. An entrance test is required. Membership is based upon approval of the Explorer staff and advisor. A background investigation is completed prior to membership approval.

Chapter	2
Section	2.08
Title	Department Divisions, Units, Details and Teams
Subject	Communications Unit (Dispatch)
Effective Date	03/01/1988
Revision Date	12/12/2019
Revised By	Captain Clifford Mathews
Authorized By	Chief Darren L. Goodman

I. POLICY

It shall be the responsibility and function of the Dispatch Unit to maintain and facilitate the radio and telephone communications between the Department personnel and the community.

- A. **Dispatch Supervisor:** The duties of the Police Dispatch Supervisor include, but are not limited to, the following:
1. Supervises the work of Dispatchers responsible for receiving requests for police or other emergency services over the phone, and dispatching units via radio. He/she also screens incoming calls to determine necessity, priority and type of response required. He/she monitors other radio frequencies to be aware of incidents elsewhere that may affect City police operations.
 2. Evaluates personnel performance, trains employees, investigates citizen complaints, and discusses disciplinary actions with superiors.
 3. Adjusts work schedules to cover absences and to provide adequate coverage.
 4. As necessary, assists in dispatching police units and handling calls for service over the phone.
 5. Maintains calm in dispatch during hectic, tense and dangerous situations.
- B. **Dispatcher:** The Dispatcher shall, under the direction of the Dispatch Supervisor or Watch Commander, and supervision of the Patrol Sergeant, be responsible for all routine communications between the field units and the police station. The Dispatchers shall also maintain CAD logs and other related paperwork. Duties include, but are not limited to:
1. Receives emergency and business calls from the public concerning questions, problems, crimes, and emergencies; determines the nature and priority of calls, location of incidents, and how to respond; takes, transfers, or refers calls and information to safety personnel and other departments or agencies.

2. Operates the CAD (Computer Aided Dispatch) system and makes entries into SVS (Stolen Vehicle System), APS (Automated Property System), NCIC (National Crime Information Center), WPS (Wanted Person System), and other entries on an as needed basis. Clearances into the respective systems are made and administrative teletypes are sent.
3. Answers questions and takes information from the public concerning police and fire activities and services.
4. Dispatches police units, and relays instructions; monitors disposition of safety units, radio transmissions, alarm systems, and standard equipment.
5. Issues case numbers and maintains records on stolen vehicles, repossessions, towed vehicles, missing persons, and teletypes sent.
6. Performs typing and clerical tasks incidental to major assignment.
7. Adhere to all procedures specified in the Upland Police Policy and Procedures Manual.

II. USE OF 9-1-1 SYSTEM

- A. The Upland Police Department is the Public Safety Answering Point for the 9-1-1 system. The Department will receive and respond to calls for assistance, based on the below procedures.
 1. Incoming Calls
 - a. The 9-1-1 should be answered:

"9-1-1 EMERGENCY, WHAT ARE YOU REPORTING?"
 - b. When answered in this manner, the caller immediately knows they have reached the correct number to report all emergencies.
 - c. This also will prompt the caller to immediately state what they are reporting - fire, heart attack, accident, burglary, etc.
 - d. "WHERE IS THIS OCCURRING?" Often, the caller will be some distance from the actual location of the incident. Also, schools and large businesses will have a business office number and address. All the phones in outlying areas, when used, will display the business office address. You must verify and determine the exact location of the incident.
 - e. "WHAT IS YOUR ADDRESS?"; "WHAT IS YOUR NAME?" We must continue to attempt to obtain the name and address of callers. If they choose to remain anonymous, we will continue to respond to the call for assistance. Even if the call is originating from the caller's own business or residence, we must ask for the address. In this way, we will also be able to verify the information in the 9-1-1 system.

f. If an address is found to be incorrect, complete an incorrect location report in VESTA and forward to the Dispatch Supervisor. The Dispatch Supervisor will submit to the San Bernardino County 9-1-1 Coordinator for correction.

2. Transferring Calls

a. "REMAIN ON THE LINE." When the purpose of the call requires service other than police, the call should immediately be transferred to the appropriate agency. The dispatcher should tell the caller, "Remain on the line", and camp-on (listen in), as the caller relays the information to the other agency. This will give the dispatcher the opportunity to determine if police assistance is necessary. For wireless 9-1-1 transfers, the dispatcher will announce "This is Upland PD with a wireless transfer" and advise the agency of any pertinent information, such as the location of occurrence and nature of incident.

b. Reports of smoke, fire, and/or medical aid shall immediately be transferred to Fire Dispatch. The dispatcher shall not interrogate callers, with the exception to verify if a person is conscious and breathing. Unless otherwise directed by Fire Dispatch, **ALL** calls shall be transferred.

c. All traffic accidents on freeways and unincorporated areas will be transferred directly to the C.H.P.

i. Boundary Line Accidents

a) Upland Dispatchers should camp-on and provide dual response to the incident if requested by C.H.P.

b) C.H.P. will make the decision to respond medical assistance to injury and unknown injury accidents.

3. Emergency Calls

a. In order to maintain the integrity of the 9-1-1 system, only emergency calls will be taken on a 9-1-1 line.

b. Answering 9-1-1 calls will continue to entail the same degree of discretion. Should there be a sudden influx of calls on the 9-1-1 lines, a caller will be placed on hold in an attempt to prioritize the incoming calls.

c. All calls reporting a crime in progress or just occurred, traffic accidents, or disturbances, are emergency calls.

d. All calls reporting smoke, fire, or request for medical aid, are emergency calls.

- e. All calls requesting an ambulance or rescue are emergency calls.
4. Designated Representative
 - a. The Operations Division Commander responsible for dispatch is the City of Upland's representative and shall coordinate, along with the Dispatch Supervisor, all procedures with Verizon and AT&T.
 - b. The Dispatch Supervisor is responsible for maintaining liaison with the San Bernardino County 9-1-1 Coordinator.
 - i. Shall maintain and update the Master Street Address Guide (MSAG); and
 - ii. Shall report all incorrect addresses received from incoming calls over 9-1-1.
 5. Non-Emergency Calls
 - a. Should a non-emergency call be received on a 9-1-1 line, the caller shall be informed that 9-1-1 is to report emergencies only, and then give them the station business number.
 6. Prompt Answering of 9-1-1
 - a. A 9-1-1 call is a top priority call and shall be answered as promptly as possible.
 - b. During a major emergency, when numerous calls are reporting the same incident, request immediate assistance through the Dispatch Supervisor or Watch Commander.
 7. Alternate P.S.A.P.
 - a. Ontario Police Department is Upland's Alternate P.S.A.P. station. If we experience a failure in our 9-1-1 system, we must have our calls switched to Ontario.
 - b. The following procedure is to be followed if Upland has a 9-1-1 failure.
 - i. Upland 9-1-1 Failure
 - a) Immediately establish contact with Ontario Police Dispatch via phone or the Law Intercom.
 - b) Notify Ontario Police Dispatch that our 9-1-1 system has failed, and request that the switch be flipped to take Upland's 9-1-1 calls.
 - c) Ontario Police Dispatch will now receive Upland's 9-1-1 calls.

- d) The Ontario Police dispatcher will take necessary information, and then communicate the need for police assistance via phone or the Law Intercom. If 7-digit lines are functional you may request that Ontario Police Department transfer our 9-1-1 calls to the 7-digit number. Understand that we will not receive ANI/ALI data.
- e) If our 9-1-1 system remains down for an extended period of time, we may have to send assistance to Ontario Police Department. If needed, additional dispatch or cadet personnel may be called in on an overtime basis under these circumstances.

8. 9-1-1 Archives

- a. 9-1-1 calls are electronically archived in the 9-1-1 VESTA system and can be retrieved at the console by the dispatcher. More extensive statistics and reports can be retrieved by the Dispatch Supervisor.

9. 9-1-1 Change Forms

- a. Whenever incorrect information or misroutes are noted on the display screen (address or phone number), the 9-1-1 incorrect location form shall be completed in VESTA and forwarded to the Dispatch Supervisor. This applies to land-line phones only and does not include wireless or VOIP calls.
 - i. The 9-1-1 change form shall be forwarded to the San Bernardino County 9-1-1 Coordinator by the Dispatch Supervisor.
 - ii. The San Bernardino County 9-1-1 Coordinator shall forward the 9-1-1 change form to Frontier for investigation and appropriate corrections.

10. 9-1-1 Repairs

- a. Whenever any problems occur with the 9-1-1 equipment, AT&T shall be notified at 877-500-4911. Notify AT&T our site ID is 911154. 9-1-1 problems related to the actual lines that terminate on AT&T's equipment must be reported to Frontier at 877-245-3511. Our Frontier PSAP ID is 81023. If uncertain who to contact, always start with AT&T.

11. Discretionary Response 9-1-1 Calls

- a. When a 9-1-1 call is received and the caller indicates that a wrong number was called, the dispatcher has the discretion to disposition the call as "dialed wrong number", and not send an officer. If there is any doubt whether there is an emergency, a return call shall be made and the Watch Commander shall be notified of the circumstances. The Watch Commander shall make a decision on responding to the call location.
- b. When a 9-1-1 call is received and the caller hangs up a return call shall be made. If the dispatcher receives information that a wrong number was dialed and there are no indications to the contrary, an officer does not need to be dispatched. The call shall be closed, indicating "dialed wrong number".

12. Wireless 9-1-1 Calls

- a. Refer to the San Bernardino County Protocol Guidelines listed in Section 2.08.1 of this manual.

III. USE OF TELEVISION IN DISPATCH

A. **Purpose:** The use of the television in Dispatch is to keep dispatchers, patrol supervisors and the watch commander up-to-date on newsworthy events. It may also be used during slow periods for training and entertainment.

B. **Policy:**

1. Monday through Friday, between 0700 and 1700, the television will remain off unless the Dispatch Supervisor or Watch Commander approves a newsworthy event or training.
2. The television may be on between the hours of 1700 and 0700, as well as the weekends, as long as it does not interfere with duties.
3. The volume must be kept at a level low enough that the dispatchers are able to hear radio and telephone traffic.
4. The Watch Commander and/or the Dispatch Supervisor may order the television turned off at any time if it becomes apparent it is interfering with duties.

IV. UNIFORMS

- A. This policy sets forth the official uniforms for the civilian personnel of the Upland Police Department. All uniforms shall conform to the specifications of this policy, and there shall be no deviation without prior approval from the immediate supervisor of the requesting employee.
- B. The purpose of this policy is to maintain standardization of uniforms for all civilian personnel assigned to a specific unit or division.
- C. Civilian personnel receiving uniform allowance are given a yearly amount to purchase, replace, repair, and maintain clothing and uniforms authorized by the Department. As a result, all civilian employees receiving such allowance shall be individually responsible for maintaining their uniforms in a clean and acceptable condition at all times.
- D. Communications Uniform

Dispatch personnel shall have the option of wearing either a Class "A" uniform or Business Casual, as define in City Administrative Policy #309, while on duty.

All dispatch personnel shall, at all times, maintain in good order, a complete Class "A" uniform.

Class "A" uniform – To be worn in its entirety on special occasions or when ordered by the Chief of Police, with 24 hour notice.

1. Shirt: Jaguar by Conqueror, poly/rayon long sleeve light blue shirt. Department patches shall be worn on both sleeves. A patch indicating "communications" shall be worn under each department patch. A badge patch shall be sewn on the front left above the pocket. The shirt shall be worn with a tie. The tie shall be a double Windsor "redi-tied" knot clip-on style black in color. A silver tie clip shall be worn with the tie. The shirt shall not have pocket epaulets or the metal eyelet badge patch tab.
2. Slacks: Choice of either of the following;
 - a. Dark Navy Blue Blauer 6-pocket wool blend trouser pant.
 - b. Elbeco Dark Navy Blue style.

3. Shoes: Black Boot or uniform style shoe.
4. Socks: Black nylon, wool or cotton. (white permissible if covered entirely by boots)
5. Belt: Black basket weave leather.
6. T-Shirt: a white crew neck undershirt shall be worn.

Chapter	2
Section	2.08.1
Title	Department Divisions, Units, Details and Teams
Subject	Wireless E9-1-1 Protocol Guidelines
Effective Date	11/03/2005
Revision Date	02/23/2011
Revised By	Captain Ken Bonson
Authorized By	Chief Jeff Mendenhall

**Wireless E9-1-1 San Bernardino County Agencies' PSAP Response
Protocol Guidelines**

Issued by: Wireless E9-1-1 Committee

Effective: November 3, 2005

Wireless Enhanced 9-1-1 Program

PURPOSE: To provide San Bernardino County agencies protocol guidelines for a unified response to wireless enhanced 9-1-1 calls. These guidelines are to aid in organized implementation of wireless 9-1-1 throughout San Bernardino County.

APPLICATION: Dispatch personnel shall never refuse to accept an emergency call on 9-1-1 lines, wireless or landline. Dependent on applicable agency policy, callers on 9-1-1 not reporting emergencies should be referred to the appropriate non-emergency number. Dispatch personnel are responsible for any 9-1-1 calls received. If the call for service is occurring out of the primary Public Safety Answering Point's (PSAP) jurisdiction, the call taker must either transfer the caller or notify the proper public safety agency of the emergency. Dedicated telephone lines for 9-1-1 calls are equipped with full transfer capabilities.

If the emergency call must be transferred, the call taker will advise the caller that their call is being transferred and whenever practical, remain on the line to assist the caller and secondary agency. Multiple calls are often received for the same emergency or critical incident. Because some callers may have additional life saving, investigative, or witness information, all calls relating to the same incident, whenever possible, should be transferred to the agency handling that incident. **The call taker transferring the call will appropriately document that call into Computer Aided Dispatch (CAD) according to that individual PSAP agency's policy.**

DEFINITION: Phase I Service

The location of the cell site that processed the 9-1-1 call is provided along with the wireless phone call back number, identification of the wireless service provider (WSP) responsible for the tower handling the call and the directional antenna array information.

DEFINITION: Phase II Service

A wireless 9-1-1 call is delivered to the PSAP with the approximate location of the wireless caller based on the X, Y (longitude and latitude) coordinates determined by the system used by the wireless service provider (WSP). Cellular number, cellular call indicator and general caller location are displayed. Caller location could be accurate from between 100 to 1000 meters, depending on the WSP. If the caller is mobile during the call, it will be necessary to re-bid the 911 system for updated/current location information as the call progresses.

**Wireless E9-1-1 San Bernardino County Agencies' PSAP Response
Protocol Guidelines**

Issued by: Wireless E9-1-1 Committee

Effective: November 3, 2005

**Wireless Enhanced 9-1-1 Program
SILENT CALLS OR CALLS WITH NOISE HEARD, NO VOICE CONTACT**

It is the protocol of the San Bernardino County Agencies' PSAP to make every reasonable effort to determine if an emergency exists with a silent wireless 9-1-1 call.

If the call taker answers a wireless 9-1-1 call, they may notice that there is no noise on the call or there may be music or other background noise heard, but they are not able to get the caller to speak.

This may be an inadvertent dialing, where the caller accidentally dialed 9-1-1 with the phone on their hip, in their purse, etc, or it may be a hearing or speech impaired person who is unable to communicate, or the caller may be in distress and cannot communicate verbally.

The call taker will need to determine which is the more likely scenario with the call in progress.

The first step is to handle it like any other silent call, verbally challenge the caller by saying, "9-1-1 Emergency, what are you reporting"? If there is no answer, use the TDD component of the Vesta telephone system to see if they will react by typing on their TDD. Listen for any indications of a caller in distress.

If no contact is made using the TDD, follow the procedures for the abandoned call handling policy.

**Wireless E9-1-1 San Bernardino County Agencies' PSAP Response
Protocol Guidelines**

Issued by: Wireless E9-1-1 Committee

Effective: November 3, 2005

**Wireless Enhanced 9-1-1 Program
ABANDONED CALL HANDLING POLICY**

It is the protocol of the San Bernardino County Agencies' PSAP to attempt to verify the existence of an emergency, the location of the emergency, and dispatch or otherwise coordinate an appropriate response based on the circumstances of each event.

ABANDONED CALL HANDLING MATRIX		
Circumstances	Initial effort	Resolution
<p>PHASE I CALL (W911) No indications of duress are heard or perceived by the 9-1-1 call taker</p>	<ol style="list-style-type: none"> 1. Make two attempts to contact the 9-1-1 caller at the telephone number listed. 2. Leave a voice mail message if that service is available referring the caller to 909-982-1331 if they have any questions 	<ol style="list-style-type: none"> 1. Document the incident and the attempt to contact the caller in CAD as a "W911" call type and close the event with a FALSE dispo. 2. If contact is made, handle as appropriate for the situation.
<p>PHASE I CALL (W911) <i>Indications of duress;</i> unable to re-contact the caller</p>	<ol style="list-style-type: none"> 1. Create a CAD event "W911" 2. Broadcast an announcement of the situation to police and/or sheriff units in the vicinity of the cell sector 3. Contact the Wireless Service Provider at the number listed on the Vesta ALI 	<ol style="list-style-type: none"> 1. Document the incident and the attempt to contact the caller in CAD as a "W911" call type and close the event with a FALSE dispo. 2. If contact is made, handle as appropriate for the situation. 3. If the location is outside of our area

	<p>display</p> <ol style="list-style-type: none"> 4. Determine the home or other address of the caller 5. Dispatch police or sheriff units to the home address if it is within that agencies city limits. 6. Take any other reasonable measure to locate the caller*. 	<p>of responsibility for police/sheriff or fire/EMS, notify the appropriate agencies per normal procedures and document in CAD.</p>
--	--	---

*In compliance with Public Law 101-336, the *Americans with Disabilities Act*, all silent, open-line calls will be interrogated with a TDD/TTY to determine if the caller is attempting to report an emergency using a special communications device for hearing impaired individuals. If there is no response, the call taker should disconnect the call and attempt a callback. If the callback is unsuccessful, no additional response is warranted.

ABANDONED CALL HANDLING MATRIX

Circumstances	Initial effort	Resolution
<p>PHASE II CALL (WPH2)</p> <p>No indications of duress are heard or perceived by the 9-1-1 call taker; Location is within 100 meters (328 feet) of the coordinates presented</p>	<ol style="list-style-type: none"> 1. Create a CAD event "W911" 2. Make two attempts to contact the 9-1-1 caller at the telephone number listed. 3. Leave a voice mail message if that service is available referring the caller to 909-982-1331 if they have any questions 4. Use the mapping tool to determine the location of the coordinates 5. Dispatch the police or sheriff to conduct a visual check in the vicinity of the coordinates 	<ol style="list-style-type: none"> 1. Document the incident and the attempt to contact the caller in CAD as a "W911" call type and close the event with a FALSE dispo. 2. If contact is made, handle as appropriate for the situation. 3. If the location is outside of our area of responsibility for police/sheriff or fire/EMS, notify the appropriate agencies per normal procedures and document in CAD.
<p>PHASE II CALL (WPH2)</p> <p><i>Indications of duress; unable to re-contact the caller</i></p>	<ol style="list-style-type: none"> 1. Create a CAD event "W911" 2. Make two attempts to contact the 9-1-1 caller at the telephone number listed. 3. Leave a voice mail message if that service is available referring the caller to 909-982-1331 if they have any questions 4. Use the mapping tool to determine the location of the coordinates 5. Dispatch the beat police or sheriff to check the vicinity of the coordinates 6. If there are indications of a fire or EMS incident, also dispatch the fire department on the area check. 	<ol style="list-style-type: none"> 1. Document the incident and the attempt to contact the caller in CAD as a "W911" call type. 2. If contact is made, handle as appropriate for the situation. 3. If no contact is made, contact the Wireless Service Provider at the number listed on the Vesta ALI display. 4. Determine the home or other address of the caller. 5. Dispatch police or sheriff units to the home address if it is within that agencies city limits. 6. Take any other reasonable measure to locate the caller*.

On a silent, open line call after the call taker has interrogated with a TDD/TTY to determine if the caller is attempting to report an emergency using a special communications device for hearing impaired individuals, the call taker should remain on the call and emergency services personnel should be dispatched to the approximate location indicated by the ALI X-Y coordinates to attempt to locate the caller. After 30 seconds, the call taker should initiate a rebid (retransmit) for updated location information.

Because Phase II currently delivers imprecise location information, when a call originates from a congested area, such as a mall or a high-rise building, a callback should be attempted, but it is not reasonable to dispatch emergency personnel to attempt to locate the caller unless an emergency is known to be in-progress.

EXIGENT CIRCUMSTANCES FORM (APPENDIX A)

In the event the nature of a wireless 9-1-1 call requires an emergency service response and the caller's location is unknown, the call taker should contact the WSP via their 24-hour number (Appendix B) for an account search. An exigent circumstances form on the agency's letterhead must be faxed to the WSP to accompany an account search request.

ERROR/REROUTING REQUEST (APPENDIX C)

If there is a clear case of a single misrouted call (i.e., a cell sector in another city routing calls to the wrong agency), an "Advisement of 911 Change/Misroute" form shall be completed and forwarded to the County MSAG Coordinator.

If it becomes evident there is an obvious pattern of calls that should be routed to another agency, a "Wireless 9-1-1 Reroute Request" form will be completed and forwarded to the agency affected by the reroute request and the County MSAG coordinator. Upon agreement of both agencies involved by the reroute, the MSAG coordinator will make the requested change.

Wireless E9-1-1 San Bernardino County Agencies' PSAP Response Protocol Guidelines

Issued by: Wireless E9-1-1 Committee

Effective: November 3, 2005

Wireless Enhanced 9-1-1 Program AIRBORNE AIRCRAFT IN-FLIGHT EMERGENCY

It is the protocol of the San Bernardino County Agencies' PSAP to make every reasonable effort to assist a wireless 9-1-1 caller reporting an in-flight emergency on an aircraft, and to notify the appropriate authorities of the circumstances.

If there is a hijacking in progress, the federal and state authorities will need to take immediate action to mitigate or eliminate the threat posed by the in-flight emergency.

Three things need to happen:

1. Identify the flight and general location of the aircraft
2. Determine the nature of the emergency
3. Notify the appropriate authorities

Procedure for handling emergency reported on an airborne aircraft

If the any San Bernardino County Communications Center receives a call from a passenger or crewmember onboard an airborne aircraft, reporting a hijacking or other violent potential terrorist event, the call taker needs to secure as much information as possible, including the following. Simultaneously, federal authorities must be notified, so a second dispatcher needs to immediately notify the California Warning Center; the Warning Center should bring NORAD onto the line to monitor your report. A separate notification should be made to the Transportation Security Administration (TSA) at **703-563-3240**. NORAD is (253) 382-4310 or (253) 382-4311

Attempt to determine the following information:

- The callers name, seat number, cellular telephone number and if possible, the home telephone number.
- The flight information, including the name of the airline (United, Delta, etc.), the flight number, the departure city and the destination city.
 - Determine if the caller knows the intent of the persons who have taken control of the aircraft or have interfered with the flight crew? Have the suspects taken control of the cockpit?
 - If the aircraft is being used as a bomb/missile, does the caller know the possible target?
 - Stay on the phone with the caller as long as possible, use normal caller interrogation techniques questions to keep them calm and to determine the number of suspects, descriptions, weapons, etc. Convey all known information to NORAD, FAA and CALWAS.
 - Continue with secondary questioning by having the caller be very specific with what has happened or is happening, including the number of persons involved, any indication of weapons (hand held or bombs), are there any individual hostages, has there been any violence?
 - Inform the caller that federal authorities have been notified. The dispatcher who has contacted NORAD should ask if they would like to conference into the call with the person on the aircraft. If you are going to conference the caller, let them know who they will be talking to at NORAD and why.
- If the call is disconnected, make all efforts to re-contact them by telephone.
- Keep NORAD, FAA and CALWAS informed of the current situation.

Wireless E9-1-1 San Bernardino County Agencies' PSAP Response Protocol Guidelines

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Wireless Enhanced 9-1-1 Program Creating CAD Event

When importing a wireless 9-1-1 call into CAD it is important to understand that the address that will copy into the Event screen is the cell site address, not the calling parties actual location.

The only way to determine the callers location is to ask them, or use the map coordinates (latitude/longitude on a WPH2 call) to plot their location.

The only reason to use the cell site address is when you are dealing with a silent call, abandoned call, or other circumstance where you are having police/sheriff units check the area of a cell site for a possible emergency.

DO NOT RELY ON THE CAD FUNCTIONS TO IMPORT THE ADDRESS OF THE CALLER!

If the caller tells you their location, enter that information into CAD. If you must use the map coordinates from the latitude and longitude display, enter the nearest intersection or common place name into the address field.

To use the MAPQUEST search page, type in the latitude and longitude coordinates using the DECIMAL values displayed on the WPH2 ALI record. (Don't bother to use the W911 ALI record because that is just the cell site address. (www.mapquest.com/maps/latlong.adp))

When MAPQUEST returns the plotted location, you will need to click on zoom to show the location more clearly.

The screenshot shows the MapQuest website interface. At the top, there are navigation icons for 'FIND IT', 'MAPS', and 'DIRECTIONS', along with the 'MAPQUEST' logo and a menu with 'Home', 'Help', 'Settings', 'Mobile', and 'Toolba'. Below the navigation, there are links for 'Maps: Address | Airport | Lat / Long | Saved Maps'. The main content area has two sections for mapping coordinates:

- Map a lat/long coordinate:** This section includes input fields for Latitude (Degrees, Minutes, Seconds) and Longitude (Degrees, Minutes, Seconds), with a 'Get Map' button.
- OR-**
- Map a lat/long coordinate using decimal values:** This section includes input fields for Latitude (e.g., 45.3569) and Longitude (e.g., -90.5484), with a 'Get Map' button.

Overlaid on the right side of the screenshot is a black call log window with white text. The log contains the following information:

- (909) 911-1234 09:37
- 05/12
- 700 DONAHUE
- M VLY CW 727 WPH2
- METRO PCS (800) 959-3749
- (415) 511-4134
- MC TB SW
- QUERY CALLER FOR LOCATION
- LAT 37.89950000 LON -122.528500
- METERS 64 PERCENT 095

Red and blue arrows point from the 'LAT 37.89950000' and 'LON -122.528500' fields in the call log to the corresponding decimal input fields in the 'Map a lat/long coordinate using decimal values' section of the MapQuest interface.

www.mapquest.com/main.adp Internet

Protocol Guidelines

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Effective: November 3, 2005

Wireless Enhanced 9-1-1 Program Error Reporting Procedure

For the most part, Wireless 9-1-1 calls are supposed to route to local agencies only if the particular cell sector coverage area does not include any areas that are within the jurisdiction of the California Highway Patrol.

The nature of wireless telephone services is generally predictable, so the coverage areas are fairly well known based on the routing maps provided by the Wireless Service Providers and/or their database providers. However, some anomalies may occur causing a particular cell site to occasionally receive calls that it normally wouldn't. This can be caused by terrain, foliage, weather, water, and other factors. These should not be in any easily repeatable pattern and cannot be easily fixed by routing changes.

When the local routing decisions were made, the planners were not able to assure that CHP jurisdictions were not included in the sectors that are re-routed to some of the public safety answering points within San Bernardino County.

If there is a clear case or obvious pattern of calls that ought to route to CHP being delivered to city or county PSAP instead, a ROUTING ERROR REPORT must be completed and forwarded to the San Bernardino County 9-1-1 Coordinator for processing with CHP. The Wireless Service Provider's database provider can relatively easily change the routing back to CHP.

The ROUTING ERROR REPORT must be completed accurately in order to make the routing table changes. Specifically, the cell site address and the cell sector direction must be included in the report. Refer to the diagram in the policy section on Phase I/Phase II Overview for the location of that information on the Vesta ALI.

Wireless E9-1-1 San Bernardino County Agencies' PSAP Response Protocol Guidelines

Issued by: Wireless E9-1-1 Committee

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Wireless Enhanced 9-1-1 Program Glossary of Terms/Acronyms

ALI (<i>Automatic Location Identification</i>)	The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information. Also see "WALI".
ANI (<i>Automatic Number Identification</i>)	The automatic display at the PSAP of the telephone number associated with the access line or wireless phone from which a call originates. ANI delivered to the PSAP for wireless 9-1-1 calls may also be known as pseudo-ANI (PANI), Emergency Services Routing Digits (ESRD), Emergency Services Routing Key (ESRK), or retrieval token. These types of ANI do not represent the handset, but are used to access pre-built records in the ALI database and selective router to cause routing to the appropriate PSAP and display of location information.
Cell Sector	The coverage pattern of a cell site based on the antenna direction. Cell sites operate with either one antenna pointed in a particular direction, one "omni" antenna that covers a 360-degree radius, or two or three directional antennas that split the coverage pattern of a particular antenna, much like a pie might be cut.
CPE Customer Premise Equipment	MCSO utilizes equipment manufactured by Plant Equipment, Inc.; the system includes the Comcentrex telephone answering system, the MAARS 9-1-1 controller for displaying the caller location and telephone information, the Vesta call management system, a computer-telephone interface, and the MAGIC Management Information System. The system is installed and maintained by SBC.
GIS (<i>Graphical Information System</i>)	Computer based mapping system.
Abandoned 9-1-1 call	Someone has dialed 9-1-1 and all available operators are busy. The call is placed into queue for answer. Rather than wait for an available operator, the caller elects to hang-up prior to the 9-1-1 call being answered by an available 9-1-1 operator." This type of call is very similar to a "Hang-up 9-1-1 call".
GPS (<i>Global Positioning System</i>)	Satellite based location system using a chipset in the wireless telephone handset. The handset includes the location data with the stream of data when 9-1-1 is dialed.
Hang-up 9-1-1 call	Someone, either through malicious intent or accidental occurrence, has dialed 9-1-1 and the call has passed through the emergency network. The initiating caller has hung up prior to the 9-1-1 operator answering the call." This type of call is very similar to an abandoned 9-1-1 call.
Phase 0 Wireless 9-1-1 Call	The delivery of a wireless 9-1-1 call to a designated answering point; the telephone number display comes from Caller-ID, so if the caller has privacy on their number, it will not display. The call is routed to the Primary PSAP based on the cell site location.
Phase I Wireless 9-1-1 Call	The delivery of the caller's ANI regardless of privacy on their number. The call is routed to the Primary PSAP based on the cell site and the sector coverage area of that cell site.
Phase II Wireless 9-1-1 Call (WPH2)	"Phase II Wireless 9-1-1 Call"
PSAP (<i>Public Safety Answering Point</i>)	Public safety answering point, the location at which 9-1-1 calls are answered. The "primary" PSAP is generally the dispatch center for the police jurisdiction, receiving the initial call; the "secondary" PSAP is the dispatch center that receives a call transferred by the primary, such as the fire dispatch center, EMS dispatch center, US Coast Guard, California State Parks, etc.
Re-bid	Manual or automated request for an update to the location information for Phase II

Re-Transmit	Wireless Calls
Silent 9-1-1 call	Someone has dialed 9-1-1, the call has successfully passed through the 9-1-1 network and has been answered by a 9-1-1 operator
Uninitialized phone	Wireless carriers are required to process 9-1-1 calls originated on handsets that have not subscribed for regular service, including phones that have been deactivated for non-payment or never registered on the network. These phones do not have telephone number assigned, and therefore cannot be called directly. Some companies capitalize on this call placement requirement and sell phones that are only used to dial 9-1-1, so there is no monthly charge. 9-1-1 calls placed from these phones will display the telephone number 123-456-7890.
Unintentional 9-1-1 call	Many handsets were designed to automatically dial 9-1-1 when the number 9 button was pressed for 3-4 seconds as a short code. This proved problematic for dispatchers because the button was accidentally pushed when the phone was placed in a pocket, purse or other situation. Some 9-1-1 centers report that 40% or more of the wireless 9-1-1 calls were the result of unintentional dialing. The carriers voluntarily disabled this feature on new sales and encouraged customers to disable the feature.
WALI (<i>Wireless Automatic Location Information</i>)	Same as "ALI", with the geo location data added to the record, including the latitude and longitude of the caller when Phase II data is available, the cell sector name, location and direction, the wireless service provider name and 24X7 contact information.
Wireless 9-1-1 Disconnect	A wireless 9-1-1 call that is disconnected or one in which the caller hangs up before the 9-1-1 professional is able to ascertain any information
WSP (<i>Wireless Service Provider</i>)	The private telecommunications entity providing the wireless telephone service to the customers.

Wireless E9-1-1 San Bernardino County Agencies' PSAP Response Protocol Guidelines

Issued by: Wireless E9-1-1 Committee

Effective: November 3, 2005

Wireless Enhanced 9-1-1 Program PHASE I – PHASE II OVERVIEW

It is the protocol of the San Bernardino County Agencies' PSAP to make all reasonable effort to verify the existence of an emergency, the location of the emergency, and dispatch or otherwise coordinate an appropriate response based on the circumstances of each 9-1-1 call received via a wireless service provider. Appendix A shows the differences between the W911 ALI display and the WPH2 ALI display

Phase I Calls (W911)

All calls on the wireless 9-1-1 network come into the system as a Phase I call. Depending on the circumstances listed on the matrix in Appendix B, it may be possible to determine the callers' location using the Phase II technology. Phase I calls display the following information:

- Callers telephone number
- Cell site address
- Emergency Service Number (ESN) – determines which PSAP gets the initial call
- Class of service displays **W911**
- Wireless Service Provider name and contact number
- "Pseudo-ANI" is the routing key used by SBC to route the call to the correct PSAP
- Thomas Brothers map page and coordinates
- Depending on the site, the directional face of the antenna
- Tell tale descriptor reminding the call taker to "**QUERY CALLER FOR LOCATION**"
- In some cases, the map coordinates of the cell site
- The "confidence" and "certainty" values are irrelevant on Phase I calls

Phase II Calls (WPH2)

The location information takes a few moments (up to 15 seconds) for the system to determine the callers' information, when it is available. The call taker can retrieve the **WPH2** data after 15 seconds by clicking on the RE-TRANSMIT key on Vesta (some agencies have this set up to do automatically). This is known as "re-bidding" the ALI data. If **WPH2** data is available, it will then be displayed on the ALI screen. Phase II calls display same information as a Phase I call, except for the following differences:

- Callers telephone number continues to be displayed in the top line
- Cell site location continues to be displayed in the location field – this is not the caller's location!
- Class of service display changes to **WPH2**
- Depending on the site, the directional face of the antenna; again, this is for the cell site, not the callers' location.
- Wireless Service Provider name and contact number
- Where WPH2 data is available, map coordinates of the caller will be displayed in decimal value.

- The location determination system may display two values that indicate the “confidence” and “certainty” that the location is within X meters of the displayed coordinates Y percent of the time.

**Wireless E9-1-1 San Bernardino County Agencies' PSAP Response
Protocol Guidelines**

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**Wireless Enhanced 9-1-1 Program
PHASE I – PHASE II OVERVIEW**

APPENDIX-A

**Thomas Brothers
Map Page**

**Phase I/Phase II
Indicators**

Verizon Wireless WALI03 Screen Display

```
(909) 552-0122 09:10
05/10
25 THROCKMORTON AV
M VLY CW 727 W911
VERIZON WIRELESS 800 451 5242 4
(415) 511-3125
M VLY TB 606 D3 NW
MARIN CO SHERIFF
QUERY CALLER
FOR LOCATION
LAT 37.90640000 LON -122.545300
METERS 1708 PERCENT 100
```

```
(909) 552-0122 09:10
05/10
25 THROCKMORTON AV
M VLY CW 727 WPH2
VERIZON WIRELESS 800 451 5242 4
(415) 511-3125
M VLY TB 606 D3 NW
MARIN CO SHERIFF
QUERY CALLER
FOR LOCATION
LAT 37.96400000 LON -122.558000
METERS 27 PERCENT 095
```

Phase I Call

Phase II Call

**Cell Sector
Direction**

**Cell Site
Address**

**Latitude/Longitude
Coordinates
Of the Callers
Location**

**Wireless Caller
Phone Number**

**PANI/ESRK
(PSAP Routing Key)**

**Accuracy/Reliability
Indicators**

Metro PCS WALI03 Screen Display

```
(909) 594-1027 09:37
05/12
700 DONAHUE
MC CW 727 W911
METRO PCS (800) 959-3749
(415) 511-4134
MC TB SW
QUERY CALLER
FOR LOCATION
LAT LON
METERS PERCENT
```

```
(909) 594-1027 09:37
05/12
700 DONAHUE
M VLY CW 727 WPH2
METRO PCS (800) 959-3749
(415) 511-4134
MC TB SW
QUERY CALLER
FOR LOCATION
LAT 37.89950000 LON -122.528500
METERS 64 PERCENT 095
```

Phase I Call

Phase II Call

Wireless E9-1-1 San Bernardino County Agencies' PSAP Response Protocol Guidelines

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Wireless Enhanced 9-1-1 Program PHASE I – PHASE II OVERVIEW

APPENDIX-B

WPH2 location is presented to the 9-1-1 call taker from one of two distinctly different methods, either a “network assist” process that uses Time Difference of Arrival (TDOA) or it draws the callers location using data collected on a Global Positioning System (GPS) chip in the handset.

- TDOA measures the time it takes for the radio signal to arrive at more than one cell tower. Based on the differences, the location is estimated in latitude and longitude coordinates using decimal values.
- GPS determines the latitude and longitude by comparing signals from at least two satellites, so if the handset is out of view of a satellite, it will not be able to plot the location

WSP	Hand set type	WPH2 Data
Verizon Wireless	Analog legacy	TDOA
	Digital legacy	TDOA
	Digital w/GPS chip	GPS
Metro PCS	<i>Analog legacy</i>	<i>None</i>
	<i>Digital legacy</i>	<i>None</i>
	Digital w/GPS chip	GPS
AT&T Wireless	Analog legacy	TDOA
	Digital legacy	TDOA
Cingular (T-Mobile)	Analog legacy	TDOA
	Digital legacy	TDOA
Nextel	<i>Analog legacy</i>	<i>None</i>
	<i>Digital legacy</i>	<i>None</i>
	Digital w/GPS chip	GPS
Sprint PCS	<i>Digital legacy</i>	<i>None</i>
	Digital w/GPS chip	GPS

**Wireless E9-1-1 San Bernardino County Agencies' PSAP Response
Protocol Guidelines**

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**Wireless Enhanced 9-1-1 Program
TRANSFERRING 9-1-1 CALLS**

It is the protocol of the San Bernardino County Agencies' PSAP to transfer wireless 9-1-1 callers to the appropriate Public Safety Answering Point as quickly as possible. In conformance to State guidelines, no 9-1-1 call will be transferred more than two times (this policy currently under review).

The Wireless Enhanced 9-1-1 (WE911) calls act differently than the landline Enhanced 9-1-1 (E911) calls because they do not have the same routing table at the "Tandem" Selective Router. While most of the transfer telephone numbers are the same for WE911 and E911, transfers to FIRE and EMS must be handled differently.

To transfer WE911 callers to other dispatch centers, use the Vesta "**911 Transfers**" drop down list. Choose the dispatch center from the list to route the call to.

Wireless E9-1-1 San Bernardino County Agencies' PSAP Response Protocol Guidelines

Issued by: Wireless E9-1-1 Committee

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Wireless Enhanced 9-1-1 Program Uninitialized Wireless Handsets

Federal law requires that Wireless Service Providers deliver any 9-1-1 call originating on their systems to a Public Safety Answering Point. This not only allows the WSP's direct customer access to 9-1-1 via their network, it accommodates roaming customers from other providers, and of important note to the call taker, uninitialized wireless phones can dial 9-1-1.

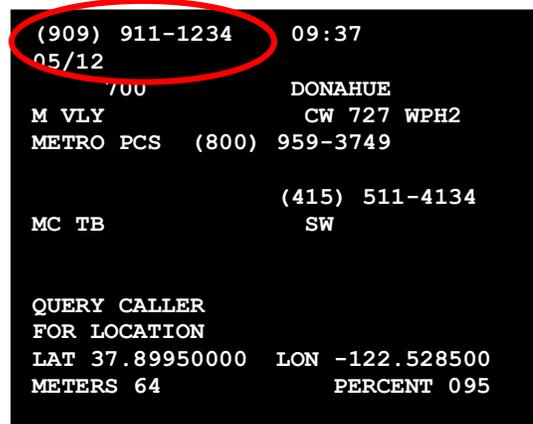
A phone is considered "uninitialized" under the following circumstances:

- Customer purchases wireless phone services and later discontinues service. The telephone number is removed from the phone by the Wireless Service Provider, but the phone is still capable of dialing 9-1-1.
- Customer buys a wireless phone, but does not subscribe to a wireless service provider. No telephone number is ever assigned to this phone, but the phone is still capable of dialing 9-1-1.
- Customer replaces their old wireless phone with a new handset, and keeps the old hand set. Their telephone number is transferred to the new handset, so the old handset no longer has a telephone number assigned to it. This phone is still capable of dialing 9-1-1.
- Customer donates an old handset to a charity; the charity in turn donates it to an at-risk person (domestic violence victim, senior citizen, etc.) for use in an emergency. The original telephone number is stripped from the handset, but the phone is still capable of dialing 9-1-1.
- Customer buys a "9-1-1 Only" phone handset. They generally pay the one-time cost of the phone and no monthly charges. This handset is never assigned a telephone number, but the phone is still capable of dialing 9-1-1.

In each of these scenarios, the handset can dial 9-1-1, but no actual telephone number is displayed to the call taker, nor is there any way whatsoever to dial into that handset if the call is disconnected. Nor is there any way to identify the caller through the other means that might normally be available, such as through the Wireless Service Provider's customer data base.

The Wireless Caller Phone number on the Vesta ALI display will indicate a pseudo number of some kind. The FCC has directed the wireless providers to present the area code, the prefix "911" followed by the numbers 1234 (**415-911-1234**) as the only warning to the call taker that the caller is using an uninitialized handset.

**Uninitialized
Wireless handset
indication**



Wireless E9-1-1 San Bernardino County Agencies' PSAP Response Protocol Guidelines

Issued by: Wireless E9-1-1 Committee

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Wireless Enhanced 9-1-1 Program UNKNOWN LOCATION

It is the protocol of the San Bernardino County Agencies' PSAP to make every reasonable effort to locate a wireless 9-1-1 caller attempting to report an emergency, but either unable to report their location or otherwise unsure of their location.

The call taker needs to gather as much information as possible to determine the location of the caller, using the tools available, and whatever information the caller is able to provide, the call taker will create the appropriate CAD event so emergency responders can be dispatched to the scene, or to conduct an area check for the cell sector or the coordinates.

Consider the following methods to locate the caller:

- Identify landmarks in the area they are calling; if they indicate a common name, such as a 7-11 store, Safeway store, etc., try to get more specific information.
- Ask the caller if there is anybody else around who can help identify his or her location.
- Are they near a pay phone or a landline phone? If so, have them dial 9-1-1 from that phone, but don't disconnect the wireless 9-1-1 call until contact has been made on the other line. (The call may route to another dispatch center.)
- Have the caller describe how they got to their current location.
- If the caller may be at their home, but is unable to communicate, contact the Wireless Service Provider at the number displayed on the WALI to ascertain their home address.
- If there are obvious signs of duress, notify the police and/or sheriff units in the vicinity of the cell sector, or if a Phase II, the map coordinates.
- Be aware of danger to the caller – some situations have developed where a person is abducted and stuffed in the trunk of a car, and they happen to have access to their cell phone. This, or other similar situations, would require the caller to be very quiet. The call taker may need to use alternative methods for communicating, such as having the caller tap on the mouthpiece of their phone in response to yes or no questions.
- Be creative – use your best resources! If you are not familiar with the general location the caller is providing, ask a supervisor or co-worker to assist you, especially if they are more knowledgeable of the area.
- If there are indications of a fire or medical emergency, notify the fire dispatch center serving the general area of the cell sector or the map coordinates.

APPENDIX A

Exigent Circumstances Form (on Agency Letterhead)

TO: Telephone Service Provider

Compliance/Legal

FROM: _____
Name of Agency/PSAP

RE: Emergency Request for Records

This office received a distress call for assistance on _____ 200____
at _____ a.m./p.m.
Based upon that phone call we believe that one or more people face immediate danger of death
or
serious physical injury. As such, we request that you promptly provide us with the following
information
so that we may render assistance to that individual (or individuals):

_____ current subscriber name and billing address information for the above-referenced
telephone call to 9-1-1; _____
and/or
_____ cell site or location information for the call placed by the above-referenced
telephone call to 9-1-1.

Signature: _____

Printed Name: _____

Title: _____

Address: _____

City, State, Zip: _____

Contact Number: _____

Fax number: _____

APPENDIX B

Wireless Company Emergency Security Phone Numbers

All numbers are non – public

VERIZON

Primary Number: 800-451-5242 (24 hour number)

Secondary Number: 908-203-5363

Fax #:908-203-5875

**CHP stated to call Verizon 1st, if the phone number isn't theirs they can tell you which company it is **

1-800-LAW BUST

Provides carrier name for caller ID except Nextel phones

Primary Number: 800-529-2878

24-hour number

CINGULAR

Primary Number: 866-254-3277 (0500 – 1400 hrs)

Secondary Number: 404-429-3885

Fax: 866-856-0149

T-MOBILE

Primary Number: 973-292-8911 (24 hour number)

Fax: 973-292-8697

AT&T WIRELESS

Primary Number: 800-635-6840 (after hours dial "1" then "2")

* Must call 1st. AT&T will then provide fax number – it varies

SPRINT PCS

Primary Number: 800-877-7330 (24 hour number)

Secondary Number: 888-788-4646 (Call tracking)

Fax: 913-315-0736

NEXTEL

Primary Number: 703-433-4398 (24 hour number)

Fax: 877-293-9824

Chapter	2
Section	2.12
Title	Department Divisions, Units, Details and Teams
Subject	Canine Unit
Effective Date	02/22/2007
Revision Date	12/18/2019
Revised By	Captain Clifford Mathews
Authorized By	Chief Darren L. Goodman

I. PURPOSE

- A. The Police Service Dog program was established to augment police service to the community and has proven to be a valuable use of a unique resource in law enforcement. Police Service Dog Teams can be used to supplement the operations of the Police Department in locating and apprehending criminal offenders and searching for contraband, thereby improving the Department's effectiveness and efficiency along with minimizing the risk of harm to Department members and members of the community. In doing so, Police Service Dog Teams significantly reduce the amount of time and number of personnel necessary to conduct a search.
- B. It is the goal of the Upland Police Department's Canine Unit to utilize a combination of trained Police Service Dog(s) and trained Canine Handler(s) as a tool to locate and/or apprehend a potentially dangerous suspect(s) so as to add to the safety of the community and department personnel.
- C. The operation of the Canine Unit involves certain duties and responsibilities that must be complied with in order to ensure a successful program. The contents of this policy further explain procedures in most situations. The use of good judgment shall be applied to situations not covered in this policy.

II. CHAIN OF COMMAND

- A. The Canine Unit is under the command of the Administration Division Commander.
- B. A Sergeant shall be designated as the unit coordinator. The supervision of the canine unit is an additional duty for the Sergeant.

- C. Functional supervision of the on-duty Canine Team(s) is that of the Watch Commander and Field Supervisors.

III. SELECTION OF POLICE SERVICE DOGS

- A. Due to the demanding nature of the work performed by a Police Service Dog, careful selection is a necessity. Police Service Dogs must be selected because of their special characteristics and meet the right specifications before they can be used in police work. The Department will normally consider German Shepherds, Dutch Shepherds, and Belgian Malinois that are imported into the United States with a Schutzhund or K.N.P.V. title or equivalent.
- B. Acceptable dogs must be sociable, alert, and fearless. They must be strong, agile, well muscled, and strong in appearance. Not all dogs are physically or temperamentally fit to become Police Service Dogs; therefore, each candidate dog will undergo a practical examination of demonstrable traits prior to acceptance. A Canine Unit Supervisor will be present during the practical examination of a new Police Service Dog.
- C. The age of acceptance should be between 12 and 48 months. The animal must be in good health.
- D. A Police Service Dog must be examined by the Department's veterinarian and be certified as being acceptable. The veterinarian's examination may include an x-ray of the animal's hips to determine the extent, if any, of Displasia. The veterinarian will also conduct a complete physical examination for evidence of other physical defects. Minor defects will not disqualify a canine unless it is such that it would interfere with the dog's performance.

IV. MINIMUM REQUIREMENTS OF POLICE SERVICE DOG HANDLERS

- A. The handler must be an Upland Police Officer currently off probation. Three years of police experience is also required.
- B. The officer shall reside in an adequately fenced, single-family residence (minimum five-foot high fence with locking gates).
- C. The officer shall live within a distance that would allow a reasonable response time to the City of Upland.

- D. Patrol handlers agree to be assigned to the position for a minimum of three (3) years.
- E. The officer shall not have sustained excessive force complaints, or civil or criminal judgments for excessive force, nor any other sustained complaints of a serious nature.
- F. The officer shall have an acceptable driving record.

V. **ASSIGNMENT OF PATROL POLICE SERVICE DOGS**

- A. Police Service Dog Teams will be assigned to supplement and assist the Patrol Division and specialized units.
- B. Police Service Dog Teams should function primarily as cover units; however, they may be assigned to other functions based on the needs of the Department.
- C. Police Service Dog Teams should generally not be assigned to handle matters that will take them out of service for extended periods of time.
- D. Shift assignments and days off will normally be based on seniority in the canine unit. A handler may be assigned a shift or days off regardless of seniority based on current department operational needs.
- E. Police Service Dog Teams are subject to shift change and call out to meet the needs of the department.
 - 1. Requests for off-duty Police Service Dog Teams shall be through a Canine Unit Supervisor or the Watch Commander.

VI. **USE OF PATROL POLICE SERVICE DOGS**

- A. The use of a Police Service Dog to apprehend a person constitutes a use of force. Any use of a Police Service Dog as a use of force must comply with Upland Police Department Policy and Procedure Manual Chapter 4, Section 3.0, Use of Force.
- B. The decision to use a Police Service Dog in accordance with this policy shall be deemed an act of discretion, and shall be reviewed in light of the information

reasonably available to the officer(s) at the time the decision is made. The tactics and manner in which a Police Service Dog is to be utilized in a specific police operation shall be a decision of the Upland Police Department Supervisor in consultation with the Canine Handler, within the Police Service Dog's ability and within Department policy.

- C. A Police Service Dog may be used for any of the following uses, if the Canine Handler or the Supervisor at the scene reasonably believes that its use would be appropriate:
1. Searches for and apprehension of serious felony suspects, as defined by Penal Code section 1192.7, subdivision (c), searches for and apprehension of other violent offenders, searches for and apprehension of burglary suspects, searches for and apprehension of suspects for grand theft auto who are reasonably believed to be both an adult and the driver of a confirmed stolen vehicle.
 2. Searches for or apprehension of suspects who are armed or reasonably believed to be armed.
 3. Searches for articles, including weapons, narcotics or other property, which may have value as evidence in a criminal case.
 4. Special Weapons and Tactics operation as determined by a Canine Unit Supervisor or SWAT Supervisor.
 5. Except in extreme circumstances, Police Service Dog Teams are NOT to be used for crowd control situations.

D. Pursuit of Fleeing Suspects

When deploying a Police Service Dog to apprehend a fleeing suspect(s), Canine Handlers shall issue a warning to assisting officers that the Police Service Dog is being deployed. Canine Handlers should not normally release their canine when another officer is engaged in a foot pursuit in the path of their canine. If a non-handler officer is in immediate foot pursuit prior to a Police Service Dog being deployed, the non-handler officer should immediately stop and stand still until the canine passes. Police Service Dogs should not be deployed when there is a possibility of other officers and/or uninvolved citizens being bitten.

1. Canine Handlers, when practical, shall issue a warning to all persons in the area that the Police Service Dog is going to be released. It is the handler's responsibility to maintain control of his or her canine until he or she is reasonably certain there are no persons so near that they may become an

obstacle for the canine or cause the canine to think the person is the suspect.

E. Building Searches

Whenever burglaries or open doors are discovered, a Police Service Dog may be used, if possible, to conduct the search of the building. When a Police Service Dog is to be used for a building search, no officer should generally enter the building prior to the Police Service Dog Team. The Canine Handler will take charge of the building search and will direct the activities of assisting officers.

In order to avoid a possible bite or injury to persons who may be inside the building lawfully, responding officers shall make all reasonable efforts to determine if there is forced entry. This will include discussing with the reporting party or anyone else on the property whether there might be anyone inside who is authorized to be in the building such as maintenance workers, security personnel and/or tenants. If there are no indications of authorized personnel in the building, a Police Service Dog may be utilized in searching the building. The Canine Handler will then take charge of the search and direct the activities of assisting officers.

A verbal warning that a police dog is entering shall be issued, unless there is a safety concern that would preclude a warning such as the possibility that the suspect(s) may be armed.

F. Absent the presence of one or more of the aforementioned conditions, mere flight from officers, without anything more, shall not serve as good cause for a Police Service Dog deployment.

G. Generally speaking, off lead searches for a known juvenile offender shall be limited to those instances where the severity of the crime, the suspect's age, and the propensity for violence, or other critical factors would reasonably justify the use of a Police Service Dog Team. A Supervisor's approval shall be obtained before searching for a known juvenile with the use of a Police Service Dog.

H. It is recognized that situations may arise which do not fall within the provisions set forth in this policy. In any such case, a standard of objective reasonableness shall be used to make the decision to deploy a Police Service Dog in view of the

totality of the facts and circumstances known by Department handler(s) at the time.

- I. The tactics and manner in which a police canine is to be utilized in a specific police operation shall be the decision of the canine handler, within the dog's ability and department policy.
- J. In situations where a police service dog finds and bites the suspect, the concerned canine handler will as rapidly as possible determine if the suspect is armed. If the suspect is not armed, and the suspect is not actively resisting, the handler shall order the canine to release the bite. The handler will call off the dog at the first possible moment the canine can be safely released. When the handler calls off the dog, particular attention must be given to the perceived threat or actual resistance presented by the suspect. If possible, the duration of the canine's contact with a suspect should be included in the handler's supplemental report.

VII. WARNINGS OF INTENDED USE

- A. The handler should ensure a verbal warning is made, followed by a reasonable period of time to allow for the suspect to surrender, prior to the deployment of a Police Service Dog. If the Canine Handler feels that a verbal warning would otherwise increase the possibility of injury to himself/herself or others a Police Service Dog may be deployed without a verbal warning. A Canine Handler shall articulate a justifiable reason for not giving a verbal warning in his/her police report.
 1. The verbal warning shall be given in a loud clear manner in English; however, Spanish translations are encouraged if circumstances indicate the individual sought may be Spanish speaking. The advisory may either be read or from a recording played over a public address system. The warning should substantially be in the following form:

“This is the Upland Police Department. We are going to use a police dog. The police dog will find you. When the dog finds you, you may be bitten. Come out immediately.” The Police Service Dog should then be caused to bark. Subsequently, the following command should be given. “If you come out now and submit to arrest, the dog will not be released.” The verbal warning shall be followed by a reasonable time to allow the suspect to comply prior to deployment of the Police Service Dog.

During a search for a suspect, the Police Service Dog may indicate the “presence” of a suspect in a particular area (room, shed, within vegetation). When the Police Service Dog indicates this “presence” but has not yet made physical contact with the suspect, and when tactically feasible, the following warning should be subsequently given. “This is the police. We know you are in _____. If you do not come out and submit to arrest, we will use the dog.” The verbal warning shall be followed by a reasonable time to allow the suspect to comply prior to deployment of the Police Service Dog.

- B. In using a Police Service Dog in the apprehension of a fleeing suspect, or otherwise as means of force, the Canine Handler should give a warning similar to, “Stop, or I will release the dog.” This warning shall be provided unless it is not practical or would increase the danger to the Canine Handler or others.

VIII. REQUESTS FOR ASSISTANCE

- A. Should an outside agency request a Canine Unit, all such requests shall be directed to the on-duty Watch Commander, who will make the decision to either deploy or not to deploy the requested Canine Unit to another jurisdiction on a case-by-case basis.
- B. If a request for assistance is approved, an available canine unit and field supervisor (if available) will be dispatched.
- C. In all such mutual aid situations, the Canine Unit deployment shall be in accord with the guidelines set forth by this policy, and not the requesting agency’s canine policy.
- D. In the absence of an Upland Police Department supervisor, the Canine Handler will have the authority to decline to deploy the Police Service Dog even if instructed to by a supervisor of the requesting agency. If an Upland Police Department supervisor is present, he/she will retain authority over the Canine Team.

IX. REPORTING PROCEDURES

- A. Each Canine Handler is responsible for maintaining his/her daily activity logs and for preparing a monthly activity report. The daily activity reports will be submitted to the Canine Unit Supervisor weekly for review. A copy of each monthly activity report is to be submitted to the Canine Unit Supervisor for review. The activity logs and monthly activity reports shall be generated in the Kanine Visual Pro software provided to the handler and Canine Supervisor.

- B. A training and performance notebook shall be compiled and maintained by each Canine Handler, throughout the service life of his/her Police Service Dog. This notebook will contain daily logs, monthly reports, and training evaluations along with other performance documents. When the notebook for the year is completed and after Canine Unit supervisor review, the activity logs will be kept in the secure file room in the Office of the Chief of Police.

- 1. If there is a change of handler for a Police Service Dog, only the current Police Service Dog activity and training logs will be maintained by the new handler.

- 2. When a Police Service Dog is retired, the Police Service Dog's activity and training logs will be stored in the secure file room in the Office of the Chief of Police.

In lieu of the above mentioned notebooks, all activities shall be maintained in the department approved canine tracking software. In the event that the software fails or is no longer usable, the notebook method described above shall be used.

- C. Each deployment of a Police Service Dog will be appropriately documented.
 - 1. A report shall be completed and verbal notification made to the Watch Commander by the canine handler when his/her police dog bites or injures a person, whether in the performance of his/her duties or accidental, and when a police dog is injured. Additionally, the Watch Commander shall notify the Operations Division Commander and Canine Coordinator. If necessary, the Watch Commander can make these notifications immediately.
 - a. A reportable bite is considered to have occurred when the mouth of a police dog makes intentional or unintentional

contact with a person's skin or clothing whether or not any visible injury results (except in training).

D. Procedure for dog bites requiring medical treatment:

1. Insure proper assessment or medical treatment for the injured by trained medical personnel. If the subject refused treatment or transportation for medical attention, this must be included along with the reason for refusal, if it can be obtained.
2. Report the incident to the Watch Commander.
3. The handler and at least one other officer, preferably the field supervisor, shall observe the injuries caused by the bite. These injuries shall be carefully documented and witnessed in the Canine Utilization Report
4. Photographs of the subject and injuries shall be taken. The photographs should show the location of the bite clearly and should be taken after the wound(s) is thoroughly cleaned by medical personnel and before stitches, if any, are applied. The photographs should be taken with a quality camera. The pictures should then be kept with the original canine file.
5. Notify the Canine Unit Coordinator of the circumstances.
6. The canine handler shall prepare a Canine Utilization Report(or a similar type report) with complete details of the circumstances surrounding the bite. The report will contain the subject's name, date of birth, extent of injuries, hospital and/or physician's name and list all witnesses, including officers. The Canine Utilization Report shall be prepared as a supplement to the Arrest Report prepared by the canine handler or other officer containing all facts surrounding the incident and bite.
7. The canine handler shall prepare a Supplemental Crime Report in the event that he/she is not the officer assigned to prepare the Arrest Report

8. Department personnel shall not describe dog bite incidents in their reports. They will, however, make reference to the reports written by the canine handler in their reports.
9. The foregoing reports and photographs including the narrative arrest report, whether or not prepared by the handler, shall be provided to the Canine Unit Commander as soon as possible.
10. All dog bite reports shall be logged in the departments use of force book and be forwarded to the Canine Coordinator for review.

E. Procedure for dog bites not requiring medical treatment.

1. Report the incident to the Watch Commander.
2. Notify the Canine Unit Coordinator of the circumstances
3. The Canine Handler shall complete the appropriate reports.
4. The decision to not seek medical attention for a citizen or suspect will be made by a Supervisor or Watch Commander after a thorough examination of the facts and the person who was bitten.
5. If the subject refused treatment or transportation for medical attention, this must be included along with the reason for refusal, if it can be obtained

F. All training will be documented in the departments canine tracking software. The Handler will document the training scenario, whether it is patrol or narcotic training. The documentation will include the training scenario, outcome, and the corrective action taken if needed. Also, the narcotic aid or proofing item hidden, outcome and the corrective action taken if needed.

G. Annually, the Canine Coordinator shall prepare a yearly report documenting the number of hours of formal training each Police Service Dog team has performed, the number of times the team was deployed, the number of apprehensions (finds) credited to the team, and the number of apprehensions where a suspect was bit

by the Police Service Dog. The Canine Coordinator will evaluate the find to bite ratio each year to ensure it is within acceptable standards.

X. INJURED HANDLER - PROCEDURES

The following course of action shall be considered by all officers in the event that a canine handler is injured and unable to command his/her canine. If the handler is downed, his/her canine in all probability will stand guard and prevent anyone from approaching.

1. Do not rush in on the handler or dog.
2. Call to the handler. If he/she can, he/she will call the dog off.
3. If the handler does not respond, position the canine vehicle near the canine with all windows up and either rear door open. Using an authoritative voice, call the canine by name and command to "auto" (get into the car). Close the door behind and wait for another officer to transport the canine to the stations.
4. Request the assistance of another canine officer immediately.
5. Notify the Canine Coordinator.
6. The Canine Unit vehicle has protective sleeves and additional leads in the trunk. If the dog cannot be called off, he can be secured by allowing him to attack the protective sleeve. Once he has a grasp he will not let go. The canine can then be secured in the unit.
7. After the canine is secured, another handler will transport him to the station.
8. In the event a canine is also injured, request that communications contact the veterinarian and advise him/her of the emergency. Request the assistance of another Canine Unit to transport the dog to the veterinarian.
9. Non-handlers should only command the canine in emergency situations when no handler is present, and only if proper commands are known.
10. The dog and handlers train together, and work together. The dog's attitude will change if the handler is hurt or in danger.

X. PUBLIC RELATIONS/DEMONSTRATIONS

- A. Canine Units may be scheduled for public demonstrations or special activities on an as needed basis. These assignments shall be coordinated and approved by the Canine Unit Coordinator
- B. All personnel assigned to public demonstrations or special activities shall prepare themselves, their Police Service Dog(s), and all equipment in such a manner as to present a professional image.
- C. Canine Handlers will consider the capabilities and limitations of their police dogs in conducting public demonstrations. Any apprehension demonstrations will be conducted only utilizing Upland Police Department employees.

XI. CROSS-TRAINED CANINES/DETECTION CANINES

- A. Police Service Dogs cross-trained in narcotics detection may be used to:
 - 1. Assist in the search for narcotics during a search warrant service.
 - 2. Obtain a search warrant by using the narcotics detecting canine in support of probable cause.
 - 3. Search vehicles, buildings, bags and any other articles or areas deemed necessary.
 - 4. The narcotics detecting canine should not be used to search a person for narcotics.
 - 5. It is anticipated that most uses of the narcotics canine will be of a call-out nature. It is recommended that, whenever possible, the canine handler should be notified as far in advance as possible of a pending operation. This will allow the handler to plan feeding schedules for the canine and adjust his own schedule accordingly.
 - 6. The decision for the use of the narcotic canine rests solely with the canine handler. He or she will appraise the situation to determine if the use of the canine is feasible.

7. The narcotics canine may be available for use by other law enforcement agencies. Requests by other agencies must be approved by the watch commander or canine supervisor. The assistance will be considered on a case by case basis.
8. Training of the narcotics will be conducted with actual controlled substances and training aids. The controlled substances will be kept with the canine handler in a locked box. The key and/or combination to the box will be kept solely with the handler.
9. The handler, with the approval of the canine supervisor and Chief of Police, will obtain the necessary permits from the DEA or other approved agency to use controlled substances for training purposes.
10. The canine handler shall keep a log of all searches, including training, in which the canine was used. It is important to use the canine as frequently as possible to build expertise and credibility.
11. The San Bernardino County Crime Lab, pursuant to a lawful court order, will furnish narcotics training aids. The issued training aids will be replaced every six months. The replaced aids will be returned to the Crime Lab.
12. When not in use, narcotics training aids shall be kept in a secure storage location inside of the handler's vehicle. Should a loss of material in a narcotics training aid occur, it shall be reported to the Canine Unit Coordinator as soon as practical and appropriate reports completed

11. TRAINING

Training Philosophy: Patrol Dogs shall be trained in the guard and bark philosophy in accordance with the training and curriculum provided by the department's Police Service Dog training vendor.

- A. Before assignment in the field, each Police Service Dog Team shall be certified to current P.O.S.T. Canine standards. Each Canine Team should thereafter be re-certified through a P.O.S.T. Certified Canine Handlers Course on an annual basis.

- B. Police Service Dog Teams shall remain current with on-going monthly training according to the terms of the operative maintenance agreement with the Department's canine training provider. The monthly training evaluations from the training provider, with the evaluator's signature, will be submitted to the Canine Unit Coordinator for review within five days after attendance.
- C. Police Service Dog Teams shall participate in weekly training sessions with police dog handlers from other law enforcement agencies.
- D. Canine Handlers are encouraged to conduct obedience training on a daily basis during their assigned duty shift as time allows.
- E. Canine Handlers may be excused from training during their annual vacations, and an occasional exception may be made for other needs.
- H. Cross-trained Canine Teams will conduct narcotic detection training with their Narcotics Detection Canine a minimum of two hours per week while on-duty. The training will consist of planting and searching for the four narcotic odors that the Narcotics Detection Canine are trained to find, using the narcotic training aids. The Narcotics Detection Canine Handlers will also plant common items, such as tape, plastic bags, rubber bands, and money, associated with narcotics packaging during training to proof the Narcotics Detection Canines of these items.
- G. It is recognized that circumstances arise, such as in-depth on-going investigations and vacations, where weekly and monthly training cannot be conducted. Circumstances such as these will excuse the Canine Handlers from conducting weekly and monthly training. Unless on vacation or in extreme circumstances, the Canine Teams will not skip more than one weekly training within a one month period or more than one monthly training within a 12 month period.
 - 1. The Canine Handler will be required to have a valid reason and prior approval from the Canine Unit Coordinator or Watch Commander before not attending weekly or monthly training.
 - 2. If the canine team has missed more than one monthly training session, the canine team will not be permitted to work in the field as a Police Service/Narcotic Detector Team. In this case, the canine team will be required to be evaluated by the canine training provider prior to working in the field. One exception would be that of a cross-trained patrol canine. The patrol canine will be allowed to work in the field as long as the patrol certification is current,

even though, the narcotic certification is not. In this event, the affected canine team would not be permitted to conduct narcotic searches until it is properly certified.

3. If there is any sub-standard performance by the canine team noted by the training provider at any monthly or re-qualification training, the canine team will not be permitted to work in the field until the deficiency is corrected.

XIII. **HANDLER RESPONSIBILITIES**

- A. The control of, and responsibility for, a Police Service Dog lies with the assigned Canine Handler, both on-duty and off-duty. The Canine Handler shall take reasonable steps to ensure his/her police dog is inaccessible to the public when the dog is not under their immediate control.
- B. Canine Handlers shall permit the Canine Unit Coordinator to conduct an on-site inspection annually of affected areas of their residence as well as city property located at his/her residence, to verify conditions and equipment conform to this policy. A notification will be made to the Canine Handler within a reasonable time prior to the inspection so as to lessen the intrusion to the Canine Handler's privacy and family life.
- C. A Canine Handler shall receive approval from the Canine Unit Coordinator immediately if his Police Service Dog is to be temporarily kenneled at a location other than his/her home.
- D. When the Canine Handler will be absent from his/her residence for a period that will require the Police Service Dog to be fed and watered during the handler's absence, the Police Service Dog will be boarded at an approved facility. Any deviation from this policy will require a Canine Supervisor's approval. The Canine Handler's family members or friends shall not be permitted to care for the Police Service Dog in the Canine Handler's absence.
- E. When off-duty, a Police Service Dog shall be kept in a Department- approved kennel at the Canine Handler's home which shall remain locked. The Police Service Dog will be housed alone in the kennel. When the Police Service Dog is kenneled at home, the yard area where the kennel is located must be enclosed. All exterior gates to the handler's yard shall be kept locked.

- F. It is permissible for the Canine Handler to allow his/her Police Service Dog to socialize with family members and family pets, however only under the direct supervision of the Canine Handler. The canine will not be permitted to have free run of the Canine Handler's home and yard. While the Canine Handler is not present to supervise the canine, the canine shall be secured in a department-approved kennel. This will allow the canine to have the required amount of rest before the next work period.

- G. Canine Handlers are not to involve themselves in any off-duty activities with their Police Service Dogs without the approval of the Canine Unit Coordinator. When the Canine Handler is working an overtime patrol assignment, the Canine Handler shall contact a shift supervisor, prior to that shift, to receive approval before reporting to duty with his or her canine. (The needs of the shift may require the Canine Handler to be assigned to work in a patrol unit). Canine Handlers will not be permitted to report to an overtime detail, such as Upland High School football games, with their Police Service Dogs or Canine vehicles. The Canine vehicles shall only be driven for canine-related duties, such as reporting for regular duty and Police Service Dog training.

XIV. **EQUIPMENT RESPONSIBILITIES**

- A. Canine Handlers are responsible for the care and condition of all equipment issued to them.

- B. Canine vehicles are to be kept clean and in good operating condition.

- C. When Police Service Dogs are left unattended in their Canine vehicles, proper ventilation shall be assured. Also, the windows and doors on the unit shall be secured.

- D. Patrol Canine Handlers will wear duty weapons and some type of uniform identifying them as police officers whenever they drive their vehicle.

- E. Department vehicles shall not be utilized for personal use.

XV. DOG CARE/MEDICAL ATTENTION

- A. The Canine Handler shall ensure his/her Police Service Dog receives proper nutrition and grooming, proper medical care, and be maintained in a serviceable condition.
- B. Any indication that a Police Service Dog is not in good health or condition shall be immediately reported to the Canine Unit Coordinator.
- C. Police Service Dogs will be fed their daily meal at the completion of their tours of duty; or in the event this is impractical, the Canine Handler should feed the Police Service Dog at a time, which will allow the maximum period preceding their tour of duty.
- D. Police Service Dogs will be groomed daily and are to be thoroughly examined by their Canine Handlers. Such examinations will include eyes, ears, mouth, nostrils, feet and general body condition.
- E. All veterinary medical attention shall be rendered by a Department-approved veterinarian. Police Service Dog Canine Handlers are forbidden to conduct home treatments of any kind unless so directed by the Department's veterinarian.
- F. All veterinary care not of an emergency nature shall have the approval of the Canine Unit Coordinator.
- G. In the event of emergency veterinary services, the Canine Handler shall submit a written report to the Canine Unit Coordinator as soon as practical.
- H. Exception: In the event immediate medical attention is necessary and the Department's veterinarian is unavailable, the Canine Handler will consult the most readily available, qualified veterinarian. In these cases, a Canine Handler shall submit a memorandum to the Canine Unit Coordinator explaining why the Department veterinarian was not used. A cost statement of services must be provided so that proper payment can be made.
- I. In the event a Police Service Dog has been seriously injured or has died, either on or off duty, the Canine Unit Coordinator will respond to investigate the

circumstances surrounding the injury or death. The Canine Unit Coordinator will document the circumstances surrounding the incident in a memorandum, via chain of command, to the Chief of Police.

XVI. RETIREMENT OF POLICE DOGS/TRANSFER OF OWNERSHIP

- A. Identification of Retirement Age.
1. When a Police Service Dog is not able to meet minimum performance standards due to age, injuries or overall health issues, its fitness for duty should be determined by input from the Department's training vendor, the Police Service Dog's Canine Handler, and the Canine Unit Coordinator.
 2. Upon receiving a recommendation for retirement of a Police Service Dog, the Canine Unit Coordinator will evaluate the information provided and make a retirement recommendation. If the Police Service Dog is to be retired, the Canine Unit Coordinator will document the facts used to make that decision in a memorandum via chain of command to the Chief of Police.
 3. When it becomes necessary to retire a Police Service Dog from active service, the following guidelines should be followed:
 - a. The Police Service Dog can be deemed surplus city equipment. The ownership of the Police Service Dog may be transferred to the last Canine Handler, provided he/she wishes to keep the dog.
 - b. Should the last Canine Handler decline to accept the dog, the offer of transfer will then be presented to the previous Police Service Dog Canine Handler or another Police Service Dog Canine Handler with the approval of the Canine Unit Coordinator.
 - c. Should no Canine Handler elect to accept the Police Service Dog, the Canine Unit Coordinator shall determine the appropriate disposition of the dog.
 - d. The Chief of Police and the officer taking possession of the retired Police Service Dog must execute a contract releasing the City of Upland, its elected officials, its employees and its agents of all liability. The Canine Unit Coordinator will initiate this process immediately following the decision to retire the Police Service Dog.

- e. All equipment (including the kennel) issued for the use of the Police Service Dog will be inventoried by a Canine Unit Coordinator and returned to the Police Department within a reasonable amount of time.

Chapter	2
Section	2.13
Title	Department Divisions, Units, Details and Teams
Subject	Bicycle Team
Effective Date	12/07/2010
Revision Date	12/2/2019
Revised By	Captain Marcelo A. Blanco
Authorized By	Chief Darren L. Goodman

I. Policy

All personnel of the Upland Police Department Bicycle Unit will be expected to adhere to the following procedure regarding the Bicycle Patrol Team operations. Any change or amendment to this system must be with the approval of the Chief of Police.

II. Purpose

- A. The purpose of this policy is to establish a written guideline for Department personnel to follow with reference to the Bicycle Patrol Team and to provide another avenue of implementing Community Oriented Policing. Bicycle Patrol Officers will have more direct contact with citizens in non-controversial settings.
1. Provide crowd control for special events.
 2. Provide high visibility in shopping areas during holiday shopping periods.
 3. To solve crime/community issues where use of bicycles has more advantages.

III. Procedure

- A. Uniformed Bicycle Officers shall at all times wear a regulation (Snell or ANSI approved) bicycle helmet and protective eyewear, while riding bicycles.
1. Bicycle officers should obey all traffic laws pertaining to the operation of bicycles in accordance with the California Vehicle Code (section 21200 et al). To the greatest extent possible, officers shall operate their bicycles on the street. Officers may ride their bicycles on sidewalks to accomplish their patrol activities whenever necessary, taking care not to unnecessarily startle, frighten or violate the right of way of pedestrians or

crossing traffic. Whenever in operation on a sidewalk, officers shall do so at a reduced speed unless a situation exists justifying a greater speed, such as a response to an emergency.

2. Bicycle officers will generally ride as a two officer team unless a situation exists to clearly justify an officer to ride alone.
3. Officers not specially assigned to the Bicycle Patrol Unit may be allowed to operate an Upland Police bicycle only in the presence of an experienced bicycle officer and only with prior approval from a Bicycle Patrol Unit Supervisor.
4. Bicycle officers shall not hold onto, balance or allow themselves to be towed by a motor vehicle.
5. Whenever possible bicycles left unattended should be properly secured using handcuffs or other locking device.

IV. TRAINING

- A. All officers assigned to the Bicycle Patrol Unit will, as soon as possible, attend and successfully pass a course of instruction that meets criteria as is outlined by the Commission on Peace Officer Standards and Training. In addition, field training should be conducted with an experienced Bicycle Patrol Officer for a period of time to be determined by the Bicycle Patrol Unit Supervisor. Officers should be off of probation at the time they apply for the Bicycle Team.

V. EQUIPMENT AND MAINTENANCE

- A. All Upland Police Department Police Bicycles shall be given a number for easy identification (As well as bicycle license number and serial number).
- B. Care and maintenance of all bicycles shall be the responsibility of each officer assigned to the unit.
- C. Each bicycle should be washed on a **bi-weekly** basis or as often as necessary to assure its proper working order and clean appearance.
- D. All moving parts of each bicycle shall be kept clean and properly lubricated at all times.

- E. Anytime something more than simple maintenance or repairs are needed, the bicycle in question shall be immediately removed from service and taken to the appropriate bicycle repair facility.
- F. Each officer is responsible to complete an inspection of their bicycles prior to riding, to be assured that no malfunctions exist that may cause harm to the officer or the equipment.
- G. An equipment maintenance and repair log shall be kept up to date regarding all bicycle patrol equipment.
- H. Upland Police Department bicycles shall be transported via vehicle in a safe and secure manner at all times utilizing department owned bicycle racks.

VI. Bicycle Patrol Uniform

- A. Shirt: Mocean Mesh Vapor polo style shirt, black, cloth badge, name embroidered in white.
- B. Long pants: LawPro or similar style deluxe bike patrol pants, black. The pants shall not be worn if it fades from black and must be properly pressed.
- C. Short pants (optional): Brand 5.11 tactical short pants.
- D. T-shirt: Black in color. The t-shirt may be short or long-sleeved, regardless of whether the outer shirt is short or long-sleeved.
- E. Shoes: Low or $\frac{3}{4}$ " high, all black, tennis or police style.
- F. Socks: Low cut solid black or all black crew socks (no visible logos permitted).
- G. Helmet: Department-issued, all black, with "POLICE" logo on both sides (required safety equipment). Must meet SNELL or ANSI guidelines.
- H. Gloves (optional, but recommended): If worn, they shall be mostly black and without any bright colors or reflective material. Officers have the option of full-

finger or modified cut-finger, and an option of palm-padded or non-padded. Officers will be required to qualify with their duty weapons while wearing their bicycle glove choice.

- I. All other uniform requirements outlined for Patrol Officers in Section 2.1 apply to the Bicycle Patrol uniform.

Chapter	2
Section	2.14
Title	Department Divisions, Units, Details and Teams
Subject	Investigations Unit
Effective Date	03/01/1988
Revision Date	05/24/2018
Revised By	Captain John Poole
Authorized By	Chief Douglas P. Millmore

I. Investigations Division Commander

The Investigations Division Commander shall be responsible for planning, directing, controlling, and coordinating all activities within the Investigations Division, and is subject to the authority of the Police Chief.

II. Components

A. Detectives

1. Policy - Investigation personnel provide for the continued investigations of incidents after the preliminary investigation has been discontinued. They have the responsibility for specialized areas of law enforcement, in addition to basic responsibilities of crime suppression and criminal apprehension.
2. Responsibilities and Functions
 - a. Responsibilities
 - (1) To control crime by investigative techniques that lead to rapid apprehension of violators.
 - (2) To prevent crime through complete investigations that lead to successful prosecution.
 - (3) To provide special police services to the community.
 - b. Functions
 - (1) Follow up investigations to final disposition.
 - (2) Submit investigations for criminal prosecution.
 - (3) Provide technical support to other police divisions.
 - (4) Conduct surveillance of possible illegal activities.

III. Investigations Division Dress Code

A. **Policy:** Detectives shall report for duty dressed in a neat, conservative manner. Selection of clothing may be chosen from the following options:

1. Business suit with dress shirt and tie;
2. Sport coat with dress shirt and tie; or
3. Dress slacks (no Docker-type pants or khakis), dress shoes, and a Department-approved, solid color polo shirt (*5.11 Tactical Brand - Men's Snag-Free Performance Short Sleeve Polo – Style# 71049, or Long Sleeve Polo Style# 72049*), embroidered with "Upland Police Investigations" over the left breast in an appropriate approved color. The duty weapon need not be concealed when opting for this selection of clothing.

B. Exceptions:

1. A business type suit with dress shirt and tie or matching sports outfit, including sports jacket, dress shirt, matching tie, and dress slacks shall be worn for court appearances.
2. The Investigations Division Commander may prescribe the wearing of any type of clothing or equipment for an assignment, the nature of which makes the regulation uniform or approved civilian apparel impractical for police purposes.
3. The attire for most detective call-outs in emergency situations shall be the approved polo shirt, slacks or jeans, and appropriate shoes. In raid situations, where identification is essential, police jackets or similar clothing should be worn.

C. Requirements: Detectives, as with all sworn members of the Upland Police Department shall, at all times, maintain in good order, complete Class "A" and Class "B" uniforms in accordance with Chapter 6, section 6.05.

Chapter	2
Section	2.15
Title	Department Divisions, Units, Details and Teams
Subject	Property and Evidence Unit
Effective Date	03/01/1988
Revision Date	07/13/2018
Revised By	Captain Marcelo A. Blanco
Authorized By	Chief Douglas P. Millmore

I. Policy

A. The Property and Evidence Unit is created to provide special support services to all Department personnel, including property and evidence control, photographic services, and Department supply services. The Evidence and Property Unit is staffed by a Forensic Specialist and Property Clerk, and is under the direct control of the Support Services Division Commander.

B. Responsibilities – The Property and Evidence Unit is responsible for:

1. Property and Evidence Control

- a. Receive, record, and maintain control over all items of property and evidence, or lost, found, and stolen property.
- b. Releasing evidence and property, upon proper authorization and through established procedures.
- c. Dispose of unclaimed property or evidence by destruction or public auction, as approved by the Support Services Division Commander, and in keeping with local ordinances and state laws.

2. Photographic Services

- a. Take photographs and video as assigned.
- b. Enlarge, reproduce, and process photographs as required.
- c. Provide training and instruction to other personnel in the use of cameras and video equipment
- d. Supervise the care and maintenance of all photographic and video equipment.

II. Uniform

- A.** This policy sets forth the official uniforms for the civilian personnel of the Upland Police Department Property and Evidence Unit. All uniforms shall conform to the specifications of this policy, and there shall be no deviation without prior approval from the immediate supervisor of the requesting employee.
- B.** The purpose of this policy is to maintain standardization of uniforms for all civilian personnel assigned to a specific unit or division.
- C.** Civilian personnel receiving uniform allowance are given a yearly amount to purchase, replace, repair, and maintain clothing and uniforms authorized by the Department. As a result, all civilian employees receiving such allowance shall be individually responsible for maintaining their uniforms in a clean and acceptable condition at all times.

D. Forensic Specialist.

1. Shirt: Short or long sleeved black 5.11 brand PDU, badge on the left side of the shirt and last name in white block letters on a black cloth name tag.
2. Pants: black 5.11 PDU pants. The pants are unacceptable if it fades from black.
3. Belt: Black basket weave, leather.
4. Socks: Black.
5. Shoes: Black low quarter or 3/4 black military type, rounded toe boot with 11" top or other shoes as approved.
6. T-Shirt: Black crew neck.
7. Jacket: L.A.P.D. black nylon, front zipper only, with cloth name tag above the right breast pocket and cloth badge patch above the left breast pocket.

E. Property Clerk/Cadet Uniform

1. Shirt: Light blue Jaguar by Conqueror, long or short sleeve. Silver name plate with last name only above the right pocket and badge over the left pocket.
2. Pants: Navy blue Elbeco uniform pants.
3. Belt: Black Basket weave leather belt.
4. Socks: Black.
5. Shoes: Black low quarter or 3/4 black military type, rounded toe boot with 11" top or other shoes as approved.
6. T- Shirt: Black crew neck.
7. Jacket: L.A.P.D. black nylon, front zipper only, with cloth name tag above the right breast pocket and a cloth badge above the left breast pocket.

III. Property and Evidence Control

A. The Administrative Services Commander and Property Clerk are assigned responsibility for property and evidence control.

B. Any time property or evidence comes into the control and possession of any Upland Police Department employee, a record of possession must be maintained to ensure proper chain of evidence for court purposes and returned to the rightful owner.

C. Procedures

1. Definitions

a. Property

- i. Any item found by an Upland Police Department employee, or found by a citizen and turned over to the Police Department.
- ii. Any item held for safekeeping pending return to the owner.
- iii. Any item turned in for destruction.

b. Evidence

- i. Any item collected to be used to identify suspect(s) or to be used in the prosecution of the suspect(s).
- ii. Any item acquired under the authority of a search warrant by a member of the police department.
- iii. Any item recovered as stolen.

c. Forensic Specialist/Property Clerk

- i. Police Department employees assigned the direct responsibility for property and evidence control.

D. Officer Responsibility

1. All evidence and property shall be entered into the evidence tracking software. The employee should log into the system using their secure password. Each item will be entered into the system and a bar code is placed on the evidence or property item and the case number written on the packaging. A property sheet will accompany each item when it is placed in the evidence locker.

E. Property Clerk Responsibility

1. Each morning, the Property Clerk will log in to the evidence tracking system and remove the evidence/property from the evidence lockers. The evidence/property will then be placed on the appropriate shelf and the location noted in the evidence tracking software. Any narcotics will be packaged to be sent to the lab. Refill any analysis forms, evidence tape, nitrile gloves, crime scene tape, DNA kits, GSR kits and Sexual Assault kits as needed.

F. Detective Responsibility

1. As information becomes available indicating adjudication, the clerk will forward a copy of the evidence report and copies of paperwork showing that the case is adjudicated (JUS 8715) to the Detective Bureau. The assigned Detective will then indicate the manner in which the evidence should be disposed of. This will be accomplished by placing the number that corresponds to the disposition (1-5) next to the Item Number on the front of the evidence report, and sign and date the form. The form will then be returned to the clerk, who will dispose of the evidence in the prescribed manner.

G. Handling of Property and Evidence

1. The officer will package any item that requires it for preservation of evidentiary value or storage convenience.
 - a. All items will be packaged in as small of a manila envelope as possible, or larger items will be packaged in a shopping bag. The bar code will be attached to this package and the case number written on the outside. All packages shall be initialed and dated by the person sealing the package. Money envelopes shall be used to store all currency and coins. Totals must be verified by a supervisor, who will initial the envelope.
 - b. Blood, marijuana, and sex kits from S.B.S.O. Lab will be used when appropriate. Packaging will be done according to the instructions enclosed with the kit. The evidence bar code will be placed on the outside of the kit. Sex kits will be refrigerated as soon as possible.

- c. Items that are not packaged will have the evidence tag attached with a wire. The case number and evidence status (evidence, safekeeping, destruction, observation) shall be marked.
- d. Due to its unstable nature, PCP will be placed into tin paint cans and sealed. If the PCP is in a glass container, it will be securely packaged with paper to protect it from breaking and placed in the bike shed.
- e. Any item that is damp or wet will be dried as thoroughly as possible before packaging and will then be placed into a paper container. Damp items, plants, or marijuana should never be placed in plastic containers. Wet or bloody clothes can be placed in the Evidence Dryer in the garage. When entering the item into the evidence tracking software choose "Evidence Garage" as location.
- f. Weapons will always be disarmed and the bullets packaged in a separate envelope prior to storage.
- g. Perishable items should not be tagged into evidence but disposed of after photographing.
- h. Syringes
 1. Syringes are now being accepted in the form of photographic evidence for presentation in court.
 2. Syringes are no longer to be booked into evidence for misdemeanor cases.
 3. Syringes will be photographed and then placed into one of the Sharps boxes located in the report writing room.
 4. The procedure for downloading the photograph into evidence.com will remain the same.
 5. The officer in their narrative will note that the syringe was photographed and disposed of in a Sharps box.
 6. Syringes containing narcotics will be photographed, then the contents emptied into the small clear glass evidence containers located in the report writing room drawers. The syringe will then be placed in a Sharps box. The container,

containing the contents of the syringe, will then be tagged into evidence following established policy.

7. If the syringe is used during the commission of a felony or has significant evidentiary value, the syringe should be tagged into evidence.
 - a. Syringes booked into evidence will be placed into a metal-capped syringe tube and sealed. The procedure for tagging evidence into property will then be followed.

i. CONTROLLED SUBSTANCES

1. ALL controlled substances with the exception of marijuana plants and processed marijuana will be required to be placed into a secondary container such as a plastic bag prior to placing it into a proper sized packaging envelope, bag or box. If it was found in a bindle, leave it in the bindle then into the baggie and finally the envelope. Any liquids from a syringe must be placed in a glass vial then in a baggie and then the envelope. Liquid medications may stay in their original container then the baggie and then the envelope. If the controlled substance was removed from a body cavity, or is otherwise a biohazard, PLEASE label the outer packaging accordingly.
2. After the item has been properly packaged and tagged, the officer will place it into a patrol evidence locker. The officer will indicate on the evidence tracking software, where the item has been placed.
 - a. Sex kits and blood or urine samples will be placed in the evidence refrigerator in the report writing room.
 - b. Any item collected for serological testing purposes, such as blood, semen, or saliva, will be dried, packaged in a paper envelope, and then placed into the evidence freezer by evidence personnel as soon as possible.
3. All firearms will be stored in locked cabinets.
4. Narcotics will be stored in locked cabinet that is maintained exclusively for narcotics. The narcotics will be turned over to the Sheriffs' crime Lab at first opportunity for analysis or destruction.
5. Jewelry and cash will be stored in a locked safe. All cash will be given to the Records Supervisor once a month or as needed

for deposit to the general fund. The cash will be marked as "sent to Finance Department" in the evidence tracking software. It will also be entered into the "Evidence Money Log" spreadsheet located on the "ALL Personnel" drive.

j. DIGITAL PHOTOGRAPHS

- 1 ALL digital photographs will be entered into evidence.com using your secure password. Follow the steps using the case number, name and the crime.

k. SEXUAL ASSAULT KITS

1. AB 41 (PC680.3). Effective January 1, 2018, there are new mandatory reporting requirements for law enforcement agencies and for public labs when a victim's sexual assault evidence kit is collected in connection with a crime.
2. The following applies to victim sexual assault kits collected on or after January 1, 2018.
 - a. The Forensic Specialist will enter the kit into SAFE-T (Sexual Assault Forensic Evidence Tracking) within 120 days of collection. Report the following:
 - 1) If biological samples from the kit were submitted to the lab for DNA analysis.
 - 2) If the kit generated a probative DNA profile.
 - 3) If evidence was not submitted to the lab, the reason why.
 - b. If lab has not analyzed the kit within 120 days of receiving it, update SAFE-T with reason why kit has not been analyzed every 120 days until DNA testing occurs or indicate why the kit will not be tested.
 - c. If a kit is not going to be analyzed or is going to be destroyed, indicate why the kit was not analyzed.
 - d. SAFE-T shall not contain any identifying information about a victim or suspect, or DNA profiles and shall not contain any information that would impair a pending criminal investigation.

- e. Any DNA results will be sent to the Forensic Specialist and Detective(s) who are contacts for Codis Hit Outcome Project (CHOP).

I. BULK PROPERTY

1. All backpacks, bicycles and large items are to be placed in the bike shed. Backpacks should be placed on the shelves and bicycles hung on a hook. Each item shall be entered into the evidence tracking software, choosing the "Bike Shed" as the location. An evidence tag with a bar code must be attached to the item.

The case number and status of the evidence must be written on the evidence tag. Print a property sheet and place in locker A1.

H. Maintaining the Chain of Evidence

1. The chain of evidence begins the moment a piece of evidence is collected, and continues until the case is adjudicated and/or the item is released.
 - a. The person collecting any evidence will be responsible for maintaining the chain of evidence until the item is placed into an evidence locker.
 - i. Items taken as evidence on behalf of another officer shall not be placed in the officer's mailbox or other unsecured area. The chain of custody for item(s) of evidence must be maintained and documented.
 - b. The Forensic Specialist and/or Property Clerk will be responsible for maintaining the chain of evidence for all items in his/her possession.
 - i. Any time an item is removed from evidence, the Forensic Specialist/Property Clerk will record who checked the item out, date and time in the evidence tracking system.
 - ii. When the item is returned to evidence, the Forensic Specialist/Property Clerk will record who returned the item and the date in the evidence tracking system.
 - c. When an item is permanently released from police custody it will be noted in the evidence tracking software.

- i. Items that are from pending cases will be photographed prior to release.
- ii. The owner will provide identification and sign his name on the Property release form.
- iii. The Forensic Specialist/Property Clerk will then scan the form into the evidence tracking software.
- iv. If the item is destroyed or sold at public sale, this will be indicated in the evidence tracking software.

I. Disposition of Evidence and Property

1. All legal items, not used in the commission of a crime, shall be released to the owner after adjudication.
 - a. Release of evidence will be approved by the assigned detective, their superior, or the court.
 - b. Release of property will be at the discretion of the evidence personnel, unless unusual circumstances are involved.
2. All unclaimed legal items will be auctioned at public sale.
 - a. Found property will be held three months before public sale, as authorized by Civil Code Section 2080.4.
 - b. Stolen or embezzled property that is unclaimed after 15 days after the owner has been notified can be disposed of as authorized by Penal Code Section 1413(b).
 - c. All weapons that cannot be returned to an owner will be destroyed at Gerdau Steel, 12459 Arrow Hwy, Rancho Cucamonga by authority of Penal Code 12028. The Forensic Specialist/Property Clerk will transport the weapons to Gerdau Steel and will be accompanied by a person designated as a witness by the Investigations Division Commander.
3. Any item that is illegal to possess or has no value may be destroyed after the case is adjudicated.
 - a. Controlled substances will be turned over to the S.B.S.O. Lab for destruction.
 1. In cases involving 10 pounds or more, a sample may be obtained, and the remainder destroyed prior to adjudication.
 - b. Unclaimed property or evidence that is deemed to have no value will be destroyed by authority of Penal Code Section 2080.4.

- c. Weapons that are illegal in nature or have no value will be turned over to the S.B.S.O. Lab for destruction, by authority of Penal Code Section 12028.
 - d. Fireworks or destructive devices will be turned over to the Fire Department for destruction.
- 4. Some items may be claimed by the Department for its use, or by the person who found the item.
 - a. Property which has come into the possession of the Police Department, and is deemed to have a usage value, may be claimed for use by the Department.
 - i. Unclaimed stolen or embezzled property may be claimed under authority of Penal Code Section 1411.
 - ii. Unclaimed property may be claimed under the authority of Civil Code Section 2080.4.
 - iii. Weapons may be claimed under the authority of Penal Code Sections 12028 and 12030.
 - iv. Unclaimed money may be turned over to the City's General Fund.
- 5. Property or evidence shall not be loaned or given to any member of the Upland Police Department or employee of the City of Upland for personal use.
- 6. Property with a value of \$250 or more, which was found, but is unclaimed after three months, can be returned to the finder after the police department has caused a notice to be printed in a newspaper of general circulation. If no one responds within seven days, the item will be released to the finder, if they agree to pay cost of publication. This does not apply to property found in the course of employment by an employee of any public agency.

J. Evidence Room Security

- 1. Security of the Evidence room is the responsibility of the Forensic Specialist and Property Clerk.
 - a. Doors to the Evidence Room will be kept closed and locked at all times except when necessary to process items of evidence.
 - b. Admittance to the Evidence Room is restricted to those individuals who have a demonstrable need to enter and who has received clearance from the Forensic Specialist, Property Clerk or

Support Services Division Commander. Visitors will be required to sign in and out on the " Visitor Log " and during their stay will be accompanied by either the Property Clerk, Forensic Specialist, or Support Services Division Commander.

Chapter	2
Section	2.18
Title	Department Divisions, Units, Details and Teams
Subject	Reserve Police Officer Unit
Effective Date	03/01/1988
Revision Date	12/18/19
Revised By	Captain Clifford Mathews
Authorized By	Chief Darren L. Goodman

I. Reserve Police Officers

- A. **Policy:** The Upland Police Reserve Unit is created to provide an important link between the police and the community; to aid the career officers of the Department in the performance of their duties. The Police Reserve Unit is a voluntary organization of paraprofessional peace officers who have completed State mandated training from an accredited college or reserve academy. They are a vital and integral link in the operational structure of the Department. Reserve Officers supplement regular manpower in the performance of law enforcement duties, and provide additional personnel in times of disaster or major emergencies.
- B. **Procedures** - Each Reserve Police Officer is required to perform his duties as directed by the Reserve Coordinator (Professional Standards Unit Supervisor).
- C. **Organization**
1. The Police Reserve Unit is a distinct organizational entity within the Patrol Division. Responsibilities within the Unit are as follows:
 - a. Reserve Coordinator (Professional Standards Unit Supervisor)
 - 1) Administration of the Unit
 - 2) Legal restrictions and procedures
 - 3) Departmental policies and procedures
 - 4) Disciplinary procedures
 - 5) Coordination of training.
 - b. Reserve Captain - A Reserve Police Officer, assigned by the Police Chief as the administrative director of the unit. He/she shall:
 - 1) Preside at all Reserve functions
 - 2) Be responsible to the Professional Standards Unit Supervisor for the performance of the Reserve Unit

- 3) Assist in the assignment of members to various tasks and special details and attend all meetings concerning Reserve Officers.
- c. Reserve Lieutenant - A Reserve Police Officer selected with the approval of the Police Chief by a board of three (3) members, consisting of the Patrol Division Commander, the Reserve Coordinator, and the Reserve Commander. He is the assistant commanding officer of the Police Reserve Unit and shall:
 - 1) Preside as Commanding Officer in the absence of the Reserve Commander.
 - 2) Be responsible to the Reserve Commander for the performance of his duties.
 - 3) See that all business functions of the unit are carried out properly.
 - d. Reserve Sergeant - A Reserve Police Officer selected, with the approval of the Patrol Division Commander, by a board consisting of the Reserve Coordinator, the Reserve Commander, and the Reserve Lieutenant. he shall be in charge of a Reserve Unit Team and shall be responsible:
 - 1) To the Reserve Commander for the performance of his duties.
 - 2) For the orderly functioning of his team.
 - 3) For maintaining the records of the individual members of his Team in the matters of:
 - a) Attendance
 - b) Dues
 - c) Assignments.
 - e. Reserve Police Officers - All Reserve Police Officers are appointed by the Chief of Police. They shall be responsible to their Reserve Commander and supervisors:
 - 1) When performing his/her duties, he/she shall be under the command of the on-duty Watch Commander and Field Sergeant; and
 - 2) When assigned to ride with a Regular Officer, he/she will be under the Regular Officer's direct supervision.
 - f. Reserve Police Officer of any title is never considered superior in rank to a regular Police Officer.
 - g. Administrative rank is recognized only within the Reserve organization, and is worn on Class "A" and secondary uniforms only during Reserve Meetings and functions while performing administrative duties. It shall not be worn or displayed at any other time.
 - h. Insignia

- 1) Reserve Captain - shall wear two silver color metal bars on each collar flap on all uniform shirts, centered 3/4" from the tip of the collar flaps.
- 2) Reserve Lieutenant - shall wear one silver color bar on each collar flap of all uniform shirts, centered 3/4" from the tip of the collar flaps.
- 3) Reserve Sergeant - shall wear on silver color Sergeant insignia on each collar flap of all uniform shirts, centered 3/4" from the top of the collar flaps.

D. Requirements and Responsibilities

1. Reserve Officers are subject to a probationary period of fifteen (15) months from the date of appointment.
 - a. Laterally transferred Reserve Officers are subject to a probationary period of twelve (12) months.
2. Business/Training Meetings
 - a. All members of the Reserve Unit are required to attend monthly meetings, excluding July and August.
3. Range Requirements - all members are expected to comply with range qualifications requirements as set forth in applicable Departmental policies.
4. Field Assignment Requirements
 - a. Unpaid regular patrol tours of duty should total not less than the following:
 - 1) Four (4) hours per month at Training Meeting.
 - 2) Sixteen (16) hours per month of Patrol duties.
 - b. All Reserve Personnel are required to work all events and/or emergencies which may require a large number of Police personnel.
 - c. All Reserve personnel are required to assist in any assignment designated during a period of emergency.
 - d. Paid assignments may be on a voluntary basis or assigned.
 - e. Level One Reserve Officers, who have successfully completed 400 hours of field training with a Field Training Officer, may work in the Department's Reserve Officer Patrol program. These Reserve Officers will be assigned a police unit and be given the added responsibility of patrolling specific areas of the City. The below guidelines have been established to regulate the duties and responsibilities of the Reserve Officer program.
 - 1) Patrol Area – Reserve Officers are to patrol assigned areas to prevent and investigate crime.

- 2) Patrol Duties – The Reserve Officer shall respond to emergencies and other incidents as directed. He/she shall be responsible for traffic enforcement, complete investigations of all incidents assigned to him/her and the proper documentation of all cases handled.
- 3) As a general guideline, Reserve Officers should not be assigned to calls which are likely to result in a court appearance, such as in-custody incidents or crimes involving known suspects.
- 4) Typically Assigned Tasks:
 - a) Automobile VIN verification
 - b) Assist regular officers at major crime scenes in protecting the scene
 - c) Assist regular officers in storing vehicles at the scene of traffic accidents, arrests, or as necessary
 - d) Provide enforcement for downtown parking violations.
- 5) Typical calls which may be assigned to Level One Reserve Officers:
 - a) Grand theft auto
 - b) Thefts
 - c) Malicious mischief
 - d) Burglary (all types)
 - e) Annoying telephone calls
 - f) Parking complaints
 - g) Lost and Found property
 - h) Non-injury traffic accidents
 - i) Abandoned/recovered vehicles
 - j) Public services
 - k) Notifications
 - l) Animal details
 - m) Illegal dumping
 - n) Suspicious subject, vehicle, and circumstances
 - o) Public hazards
 - p) Runaway juveniles and missing persons – routine
 - q) Solicitors
 - r) Extra or special patrol
 - s) Illegal signs
 - t) Yard sale regulations

- 6) Level II Reserve Officers and Level I Reserve Officers who have not entered field training may be assigned as the second officer in a police unit driven by a regular officer. They will operate under the direct supervision of the regular officer who will be responsible for any work completed by the Reserve Officer assigned to him.
 - a) As a general guidelines, Reserve Officers should not be assigned duties which are likely to result in a court appearance.
 - b) Typically Assigned Tasks:
 - 1. Assist regular officers at major crime scenes in protecting the scene;
 - 2. Assist regular officers in storing vehicles at the scene of traffic accidents, arrests, or as necessary; and
 - 3. Assist regular officers with basic report forms, such as citations, Field Interview cards, face pages, and property reports.
- 7) Reserve Officers Operating Police Units
 - a) Level I Reserves may drive alone; Level II Reserves are allowed to operate police units while directly supervised by a regular officer who possesses a Basic P.O.S.T. Certificate.
 - b) Reserve Officers will be allowed to operate police units at the discretion of the Watch Commander and/or regular officer to whom they are assigned.
 - c) A Level I Reserve Officer assigned a specific police function may work alone (transportation of prisoners, working as a backing officer, assigned to patrol a specific area, etc.)
- 5. Reserve Manual - Reserve Officers will adhere to all rules and regulations specified in the Upland Police Reserve Officer's Manual.
- 6. Uniforms/Appearance Standards – All Reserve Police Officers are required to comply with the same uniform/equipment policies outlined in Section 2.1 for Patrol Officers, and all appearance standards as outlined in Section 7.3.

II. Reserve Police Officer Retirement

- A. Upland Police Reserve Officers may, upon the recommendation of the Reserve Unit Staff, and with the concurrence of the Police Chief, be honorably retired from the Reserve Unit upon meeting any of the following conditions:
 - 1. Upon attaining accruing 10 years of active service as a Reserve Officer.

2. May be retired at any time for medical or other good reasons as determined by the Police Chief.

- B. Identification Issuance: Upon the recommendation of the Reserve Unit Staff, and at the sole discretion of the Police Chief, when an officer has completed 10 years of honorable and satisfactory service prior to retirement, or in the case of an officer retired pursuant to "2" above, he may be issued an Upland Police Department Reserve Officer's Retirement Identification Card and/or Badge. Retirement, as denoted in this statement of policy, shall not in any way, imply that a Reserve Police Officer is entitled to any retirement benefits or compensation from the City of Upland in any form, whatsoever.

Chapter	2
Section	2.19
Title	Department Divisions, Units, Details and Teams
Subject	Professional Standards Unit
Effective Date	03/01/1988
Revision Date	12/18/2019
Revised By	Captain Clifford Mathews
Authorized By	Chief Darren L. Goodman

I. Professional Standards Unit

A. Responsibilities

1. Internal Affairs

a. Policy: The Internal Affairs Unit is created to investigate and provide a prompt, just, open, and expeditious disposition of complaints regarding the conduct of members and employees of the Police Department. The investigative procedures are in accordance with Penal Code Section 832.5. The investigation of citizen complaints is primarily the responsibility of the Special Services Supervisor and his/her designees; however, citizen complaints are also assigned by the Chief of Police to other personnel and Division Commanders according to the seriousness and nature of the complaint.

b. Responsibilities

- 1) Encourage citizens to bring complaints about Departmental operations and the conduct of its members to the attention of the Upland Police Department whenever a citizen believes that such an act is improper.
- 2) Investigate citizen complaints with an objective of administering corrective action to the officer when he conducts himself improperly and also to protect him from unwarranted criticism when he discharges his duties properly.
- 3) Investigations will be conducted in accordance with Penal Code Section 832.5, Upland Police Department Policy and Procedures Chapter 7, Section 7.12 and Chapter 7, Section 7.12

2. Recruitment and Training

- a. The Professional Standards Unit Supervisor is responsible for directing the Background and Training Coordinator in the recruiting and training of new employees and officers (pursuant to Section 2.5 of this manual).

Chapter	2
Section	2.20
Title	Department Divisions, Units, Details and Teams
Subject	Background and Training Coordinator
Effective Date	03/01/1988
Revision Date	12/2/2019
Revised By	Captain Marcelo A. Blanco
Authorized By	Chief Darren L. Goodman

I. Background and Training Coordinator

A. Policy: The Background and Training Unit is created to provide a program of training administration to develop general, technical, and management skills for recruit, specialist, supervisory, and command personnel. The Background and Training Unit is staffed by a sworn officer, and is under the direction of the Support Services Commander.

B. Responsibilities - The Background and Training Unit shall be responsible for:

1. Training Functions

- a. Determining training needs and potential by identifying areas of deficiency, personnel with special knowledge or skills, projecting future training requirements, and making recommendations for specific personnel assignments to increase Department efficiency and effectiveness.
- b. Supporting specialized training for appropriate specialist, supervision, and management personnel and insuring that selected personnel are qualified and utilized as instructors.
- c. Maintaining records of training and education acquired by Department personnel, preparing required reports, and insuring full compliance with current California Peace Officer Standards and Training criteria.
- d. Providing comprehensive training material through bulletins, films, tapes, and various audio-visual aids.
- e. Sustaining a liaison with outside sources to promote cooperative training programs and to obtain technical and financial assistance not readily available to the Department.
- f. Identifying, publicizing, and encouraging full participation in educational and training opportunities available to all personnel.

2. Recruitment and Background Functions

- a. The Background and Training Unit shall perform the necessary liaison with the City Personnel Department regarding the processing of police employee applicants and candidates.
 - b. The Unit shall conduct investigations into the personal history of all applicants for positions in the Police Department and will make recommendations accordingly.
3. Personnel Uniforms and Safety Equipment
- a. The Background and Training Unit shall maintain control of all Departmental uniforms and safety equipment.
 - b. The Unit shall issue uniforms and safety equipment to all police personnel, in keeping with policies pertaining thereto.

II. Department Hiring Policy

A. Purpose: Standardize Procedures for Conducting Background Investigations and Establish Pre-Employment Behavioral Standards.

B. Policy:

1. It is the policy of the Upland Police Department to conduct a background investigation on applicants for any position within the Upland Police Department, whether sworn or non-sworn, paid or volunteer.
2. The Upland Police Department shall conduct background investigations in accordance with the guidelines established by the Commission on Peace Officer Standards and Training for all peace officer and public safety dispatcher applicants. Additionally, background investigations on public safety dispatcher applicants will comply with the requirements of the California Department of Justice CLETS Operating Manager's Policies. Background investigations on all peace officer applicants shall include a polygraph examination. All background investigations will comply with applicable state and federal statutes. The Chief of Police may specify additional or different processing requirements.
3. The Upland Police Department shall treat all information gleaned during the background investigation as confidential. Specifically, the Department shall inform parties interviewed during the course of the background investigation that their responses have absolute privilege pursuant to Civil Code Section 47, subsection (2).
4. The Upland Police Department shall immediately disqualify from consideration for employment any applicant who is deceptive, deceitful, not truthful, misleading, or uncooperative during any portion of the background investigation.
5. Applicants who do not successfully complete the pre-employment screening process shall not be eligible to reapply or be reconsidered for employment for a minimum of three years.

6. An applicant who is disqualified as a result of the background investigation, polygraph examination, psychological examination, or who withdraws from further consideration after the background investigation has been initiated shall be considered as not having successfully completed the pre-employment screening process.

C. Background Investigations – Responsibility

1. Background investigations shall be the responsibility of the Background and Training Unit. The primary responsibility for conducting background investigations shall rest with the Background and Training Coordinator.
2. Chief of Police. The Chief of Police has overall responsibility for overseeing the operation of the Professional Standards Unit. The Chief shall be the final reviewer of all completed background investigations.
3. Supports Services Commander. The Support Services Commander shall be responsible for insuring the Background and Training Unit conducts all background investigations accordance with applicable state and federal statutes and this General Order.
4. Background and Training Coordinator. The Background and Training Coordinator shall be the primary background investigator. It is the Background and Training Coordinator's responsibility to supervise the completion of all background investigations and shall, whenever feasible, conduct the background investigation.

D. Conducting of Background Investigations: Background investigations shall be conducted in the following sequence:

1. The Background and Training Coordinator shall conduct an initial interview with the applicant. The interview and background process will be discussed with emphasis on the requirement for complete, honest responses to all questions.
2. The applicant shall complete a pre-investigative questionnaire to determine if past and/or current conduct meets the moral character requirements for employment. Lateral peace officer applicants shall complete a second pre-investigative questionnaire to determine previous conduct as a peace officer.
3. The applicant will be issued a background packet to consist of the following:
 - a. Personal History Statement (POST Form 2-251)
 - b. Pre-Investigative Autobiography Guide (Peace officer and dispatcher applicants only)
 - c. Credit report form
 - d. Follow-up interview date/time
 - e. Department Pre-Employment Behavioral Standards.
4. A follow-up interview shall be conducted, normally within five working days of the initial interview. The background investigator shall review all

paperwork for sufficiency. Viable candidates will receive further processing as follows:

- a. Completion of notarized release/waiver
 - b. Photos
 - c. Criminal history fingerprint checks
5. If at any time during the background investigation, information of a potentially disqualifying nature is discovered, the Background and Training Coordinator shall notify the Support Services Commander. The Support Services Commander shall determine if the background investigation continues or the applicant is disqualified from further consideration. The Background and Training Coordinator will notify the applicant if the background investigation is terminated.
 6. Applicants for employment shall receive a copy of the Department's Pre-Employment Behavioral Standards. The applicant will certify his/her understanding of the standards by signing and dating the document. The original will be kept on file and a copy provided to the applicant.
 7. Background investigations, whenever possible, will be completed within ninety days of the follow-up interview. The completeness and integrity of the investigation will not be compromised nor will any applicable statutes be circumvented to comply with this artificial time constraint. Whenever feasible, references, relatives, and all previous employers will be personally contacted. Residential checks will be accomplished on all residences within the last ten years from date of application whenever geographically practical. Travel outside the immediate area to comply with these provisions requires prior coordination and approval from the Support Services Commander. Whenever personal contact cannot be accomplished, appropriate inquiries will be sent through the mail.
 8. The Background and Training Coordinator shall notify the Support Services Commander and Chief of Police when a background investigation is completed. The Chief or his designated representative shall contact the applicant and inform him/her of a conditional offer of employment. The conditional offer of employment shall specifically state the terms and conditions of employment, should the applicant successfully complete the remainder of the selection process.
 9. Processing will continue by completing psychological and medical examinations as required by POST directives and Departmental policy.
 10. The Chief of Police shall review all completed background investigations.

Chapter	2
Section	2.21
Title	Department Divisions, Units, Details and Teams
Subject	Crime Prevention Unit
Effective Date	03/01/1988
Revision Date	02/23/2011
Revised By	Captain Ken Bonson
Authorized By	Chief Jeff Mendenhall

I. Crime Prevention Unit

A. Policy: The Crime Prevention Unit is created to provide continual programs of education in crime prevention techniques, and to train the community to recognize and accept their responsibility for the prevention of crime. The Crime Prevention Unit is staffed by a Police Services Technician and is under the direction of the Professional Standards Unit Supervisor

B. Responsibilities

1. Community Liaison - Perform necessary liaison with the community for the development, promotion, and implementation of community crime prevention programs.
2. Citizen Information - Institute crime prevention and other educational programs for citizens through seminars, workshops, and the media.
3. Schools
 - a. Create and present safety and crime prevention programs to students of all grade levels within the City.
 - b. Work with various groups connected with the City schools in crime prevention activities.
4. Media - Cooperate and work with the various media representatives in the community and surrounding area in furtherance of crime prevention activities within the City.
5. Environmental Planning - Serve as the Police Department representative as an advisor to the City Planning Commission for matters relating to environmental planning.
6. False Alarm Program - Assist in the administration of the City's False Alarm Program.
 - a. Maintain records of all alarms which elicit a police response.
 - b. Determine which alarms are false alarms.
 - c. Send appropriate notices to alarm subscribers regarding false alarms.

- d. Make recommendations regarding penalty assessments, appeals, and disconnection due to excessive false alarms.

II. Uniforms

- A. This policy sets forth the official uniforms for the civilian personnel of the Upland Police Department. All uniforms shall conform to the specifications of this policy, and there shall be no deviation without prior approval from the immediate supervisor of the requesting employee.
- B. The purpose of this policy is to maintain standardization of uniforms for all civilian personnel assigned to a specific unit or division.
- C. Civilian personnel receiving uniform allowance are given a yearly amount to purchase, replace, repair, and maintain clothing and uniforms authorized by the Department. As a result, all civilian employees receiving such allowance shall be individually responsible for maintaining their uniforms in a clean and acceptable condition at all times.
- D. Uniform:
 1. Shirt: Solid polo shirt, short or long sleeved, with UPLAND POLICE in script on the left breast. Below UPLAND POLICE, in script should be "CRIME PREVENTION"). No department patches or badge should be worn.
 2. Slacks: Appropriate color for the shirt worn.
 - a. BDU style pants are authorized only for checkpoints or other details as approved by the employee's immediate supervisor.
 3. Shoes: Black, Navy blue or brown, with closed toe and heel not exceeding 2 ½" in height.
 4. Sweater: A black or Navy blue sweater, with the same lettering as the polo shirt, is optional.
 5. Jacket: L.A.P.D. black nylon, front zipper only, with cloth UPLAND POLICE tag above the right breast pocket and cloth division tag ("CRIME PREVENTION") above the left breast pocket.
 6. Class A Uniform: For purposes of maintaining uniformity during a department-wide event (public event, funeral, department photo, etc.), all employees in these divisions are required to maintain the following uniform which is only required to be worn when notified in advance by a supervisor, but may be worn any time:

- a. Shirt: Heather gray short-sleeve polo shirt with ½" block black lettering stating UPLAND POLICE on the right breast; the words "CRIME PREVENTION" should appear below UPLAND POLICE; the employee's last name should appear on the left breast. No department patches or badge should be worn.
- b. Pants: Black Dickies or similar style pants.
- c. Shoes: Black low quarter or ¾ black military type, rounded toe boot with 11" top or other approved shoes.
- d. Socks: Black.
- e. Belt: Black basket weave, leather.

Chapter	2
Section	2.22
Title	Department Divisions, Units, Details and Teams
Subject	Code Enforcement Unit
Effective Date	03/01/1988
Revision Date	02/23/2011
Revised By	Captain Ken Bonson
Authorized By	Chief Jeff Mendenhall

I. Code Enforcement

- A. **Policy:** The Code Enforcement Unit is to improve the quality of life within the City by seeking compliance of City Municipal Codes through education and enforcement.

- B. **Responsibilities:** Under the direction of the Professional Standards Unit Supervisor, the Code Enforcement Unit is responsible for the identification of Municipal Code violations, the investigation of violations, and the enforcement of regulations when compliance is not obtained.

- C. **Duties:** Their duties include the documentation, inspection, public education, and enforcement of specific offenses related to, but not limited to, the following:
 - 1. Public nuisances
 - 2. Graffiti
 - 3. Weed abatement
 - 4. Abandoned vehicles on public or private property
 - 5. Unsafe living conditions
 - 6. Building regulations

II. Uniforms

- A. This policy sets forth the official uniforms for the Code Enforcement Officers of the Upland Police Department. All uniforms shall conform to the specifications of this policy, and there shall be no deviation without prior approval from the immediate supervisor of the requesting employee.

- B. The purpose of this policy is to maintain standardization of uniforms for all civilian personnel assigned to a specific unit or division.
- C. Civilian personnel receiving uniform allowance are given a yearly amount to purchase, replace, repair, and maintain clothing and uniforms authorized by the Department. As a result, all civilian employees receiving such allowance shall be individually responsible for maintaining their uniforms in a clean and acceptable condition at all times.
- D. Uniform:
 - 1. Shirt: Short or long sleeved heavy cotton pique polo shirt, in heather gray. The shirt shall have department patches on both sleeves, the words UPLAND POLICE in ½" block black letters on the right breast, the words CODE ENFORCEMENT under UPLAND POLICE, and the employee's last name on the left breast.
 - a. At least one short-sleeved shirt should be maintained for uniformity during a department-wide function.
 - 2. Optional Shirt:
 - a. Short or long sleeved cotton canvas 5.11 Tactical shirt, style 71152, in heather gray. The shirt shall have department patches on both sleeves, Upland Police Department cloth badge on the left breast and black cloth name tab with silver block letters above the right breast pocket.
 - 3. Pants: Blauer model 8810 black BDU pants.
 - a. The pants are unacceptable to be worn if it fades from black.
 - 4. Belt: Black basket weave, leather.
 - 5. Socks: Black.
 - 6. Shoes: Black low-quarter or ¾ black military type, rounded toe boot with 11" top, or other shoes as approved.
 - 7. T-shirt: Black crew neck; optional V-neck for females.
 - 8. Jacket: Black nylon Chill Chaser type, front zipper, silver buttons on pockets, and a cloth name tag with the employee's last name in silver block letters above the right breast pocket. The cloth badge shall not be worn.
 - 9. Shoulder patches: The Department patches shall be worn on the right and left shoulders on all shirts and jackets worn while on duty.
 - 10. Optional shorts
 - a. Brand 5.11 tactical short.
 - b. Shoes: ¾ high, all black, tennis or police style.
 - c. Socks: Low cut solid white or all white crew socks, with no visible logos.

11. Baseball cap: Department approved cap, black in color, to be worn squarely on the head with the bill facing forward. Caps can be obtained at Thread At Work, 1933 W. 11th St., Suite B, Upland. The department approved template has been prearranged with the business.

Chapter	2
Section	2.24
Title	Department Divisions, Units, Details and Teams
Subject	Records Unit
Effective Date	03/01/1988
Revision Date	12/11/2019
Revised By	Captain Marcelo A. Blanco
Authorized By	Chief Darren L. Goodman

I. Records Unit

A. **Policy:** It shall be the responsibility and function of the Records Unit to maintain, secure, and facilitate the records information and files while providing communication among members of the Department and the community.

B. **Organization:** The Records Unit is under the Administrative Services Division Commander.

C. **Duties and Responsibilities**

1. To maintain police records in compliance with State and Federal Laws, as well as local ordinances.
2. To maintain police records as a service to the public.
3. To maintain police records as an investigative aid.
4. To maintain police records as an administrative aid.
5. To maintain police records to provide statistical data.
6. To maintain police forms and supplies as a service to other personnel.
7. Perform varied typing and clerical tasks incidental to major assignment.
8. Make inquiries into State and Federal computer systems for criminal record information, vehicle, driver, missing person, and other automated systems information.
9. Assist the public and other agencies with copies of records or reports, based on the need or the right to see and obtain them.

D. **File Access and Security**

The security of files in the Records Section must be a high priority and shall be maintained as mandated by state or federal law. All case reports including, but not limited to, initial, supplemental, follow-up, evidence and any other reports related to a police department case, including field

interview (FI) cards, criminal history records and publicly accessible logs, shall be maintained in a secure area within the Records Section, accessible only by authorized members of the Records Section. Access to case reports or files when Records Section staff is not available may be obtained through the Watch Commander.

II. Uniforms

- A. This policy sets forth the official uniforms for the Records Unit of the Upland Police Department. All uniforms shall conform to the specifications of this policy, and there shall be no deviation without prior approval from the immediate supervisor of the requesting employee.
- B. The purpose of this policy is to maintain standardization of uniforms for all civilian personnel assigned to a specific unit or division.
- C. Civilian personnel receiving uniform allowance are given a yearly amount to purchase, replace, repair, and maintain clothing and uniforms authorized by the Department. As a result, all civilian employees receiving such allowance shall be individually responsible for maintaining their uniforms in a clean and acceptable condition at all times.
- D. Uniform:
 - 1. Shirt: Solid polo shirt, short or long sleeved, with UPLAND POLICE in script on the left breast. Below UPLAND POLICE, in script should be "RECORDS". No department patches or badge should be worn.
 - 2. Slacks: Appropriate color for the shirt worn.
 - a. BDU style pants are authorized only for checkpoints or other details as approved by the employee's immediate supervisor.
 - 3. Shoes: Black, with closed toe and heel not exceeding 2 ½" in height.
 - 4. Sweater: A black or Navy blue sweater, with the same lettering as the polo shirt, is optional.
 - 5. Jacket: L.A.P.D. black nylon, front zipper only, with cloth UPLAND POLICE tag above the right breast pocket and cloth division tag ("RECORDS") above the left breast pocket.
 - 6. Class A Uniform: For purposes of maintaining uniformity during a department-wide event (public event, funeral, department photo, etc.), all employees in these divisions are required to maintain the following

uniform which is only required to be worn when notified in advance by a supervisor, but may be worn any time:

- a. Shirt: Heather gray short-sleeve polo shirt with $\frac{1}{2}$ " block black lettering stating UPLAND POLICE on the right breast; the word "RECORDS" should appear below UPLAND POLICE; the employee's last name should appear on the left breast. No department patches or badge should be worn.
- b. Pants: Black Dickies or similar style pants.
- c. Shoes: Black low quarter or $\frac{3}{4}$ black military type, rounded toe boot with 11" top or other approved shoes.
- d. Socks: Black.
- e. Belt: Black basket weave, leather.

Chapter	2
Section	2.26
Title	Department Divisions, Units, Details and Teams
Subject	Police Cadet Unit
Effective Date	03/01/1988
Revision Date	12/18/2019
Revised By	Captain Marcelo A. Blanco
Authorized By	Chief Darren L. Goodman

I. Cadets

- A. **Policy:** The purpose of the Police Cadet Unit is to provide personnel for performing certain tasks which would otherwise be provided by sworn or non-sworn police personnel. The Police Cadet Unit is intended to serve as a source of future manpower for the Police Department.
- B. **Responsibilities:** Under the direction of the Administrative Services Division Commander, Police Cadets perform a wide variety of tasks under the direct supervision of the Unit to which they are assigned. Tasks include, but are not limited to, the following:
1. Filing of records in the Records Unit.
 2. Answering telephones and handling counter traffic in the Records Unit.
 3. Assisting with the telephones and radios in the Dispatch Unit.
 4. Preparing miscellaneous counter police reports for the Patrol Division.
 5. Assisting with crime prevention and safety programs with the Crime Prevention Unit.
 6. Taking fingerprints of citizens.
 7. Assisting the Police Technician with property and evidence control tasks.
 8. Patrol Cadet Program
 - a. The purpose of this program is to address parking violations and abandoned vehicles in the City.
 - b. Assignments to the program will be done by the cadet supervisor.
 - c. Cadets assigned to the program will also be cross-trained on other Department duties. When cadets are assigned to parking enforcement, they are under the supervision of the on-duty patrol supervisor.
 - d. While on parking enforcement, the cadet will fill out a traffic worksheet.
 - e. All parking enforcement paperwork will be turned in to the Traffic Division tray.

- f. The Traffic Sergeant will track the cadet's performance.
- g. A cadet can be reassigned to the Records Division at the discretion of the Division Commander.
 - 1) The program can be canceled or modified by the Chief of Police, depending upon the needs of the Police Department.

II. Uniforms

- A. This policy sets forth the official uniforms for the Police Cadets of the Upland Police Department. All uniforms shall conform to the specifications of this policy, and there shall be no deviation without prior approval from the immediate supervisor of the requesting employee.
- B. The purpose of this policy is to maintain standardization of uniforms for all civilian personnel assigned to a specific unit or division.
- C. Civilian personnel receiving uniform allowance are given a yearly amount to purchase, replace, repair, and maintain clothing and uniforms authorized by the Department. As a result, all civilian employees receiving such allowance shall be individually responsible for maintaining their uniforms in a clean and acceptable condition at all times.
- D. Uniform:
 - 1. Shirt: Short or long sleeved polo shirt, in heather gray. The shirt shall have the words UPLAND POLICE in ½" block black letters on the right breast, the word CADET under UPLAND POLICE, and the employee's last name on the left breast.
 - a. At least one short-sleeved shirt should be maintained for uniformity during a department-wide function.
 - 2. Pants: Blauer model 8810 black BDU pants.
 - a. The pants are unacceptable to be worn if it fades from black.
 - 3. Belt: Black basket weave, leather.
 - 4. Socks: Black.
 - 5. Shoes: Black low quarter or ¾" black military type, rounded toe boot with 11" top, or other shoes as approved.
 - 6. T-Shirt: Black crew neck; optional V-neck for females.

7. Jacket: L.A.P.D. black nylon, front zipper only, with cloth UPLAND POLICE tag above the right breast pocket and cloth CADET tag above the left breast pocket.
8. Baseball cap: Department approved cap, black in color, to be worn squarely on the head with the bill facing forward. Caps can be obtained at Thread At Work, 1933 W. 11th St., Suite B, Upland. The department approved template has been prearranged with the business.