

# **REPORT SERVICES SECTION**

**Training Manual**

**10/23/19**

# REPORT SERVICES SECTION TRAINING PLANS

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**TITLE: ARREST SUMMARY INTAKE**

**LAST UPDATED: 10/23/19**

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**FRONT COUNTER INTAKE:**

1. Using applicant's government ID, search name in CCHRS to verify LAPD arrests. If none, direct applicant to specific arresting agency, if any. If multiple agency arrests, direct applicant to DOJ.
2. If there are active warrants in CCHRS, note warrant number.
  - a. Query CHK2 (key F5) via NECS. If warrant is active, inform citizen he/she needs to resolve the warrant before we can proceed.
  - b. If warrant is not active, proceed.
3. Pull the following print outs: CCHRS criminal history, CCHRS ID, and DOJ Rap Sheet.
4. Have applicant fill out application completely (see attached example, however always check for most current version).
  - a. Take payment: \$25
    - If payment is cash, validate application as proof.
    - If payment is check or money order, make a copy of the receipt.
  - b. Roll right thumb print in appropriate box.
  - c. Using the back of the application, roll both hands (10-fingerprint) for IDENT.
  - d. Write your serial number in the "Fingerprints Taken By:" field.
  - e. Complete the rest of the application and worksheet.
5. Enter in arrest summary database.
6. Prepare application for IDENT
7. On DOJ Rap Sheet, check for LAPD arrests and highlight them. Note: If person was a juvenile at time of arrest, we DO NOT include.
8. Start the checklist.

**ARREST SUMMARY BIN:**

1. Make sure the application is complete, signed, and fingerprints are attached, as well as noted for either "Pick up" or "Mail".
2. If there is no proof of payment indicated on form, check the "Z" tape and note the transaction number on the application.
3. Pull the following print outs: CCHRS criminal history, CCHRS ID, and DOJ Rap Sheet.
4. Enter in arrest summary database.
5. Prepare application for IDENT
6. On DOJ Rap Sheet, check for LAPD arrests and highlight them. Note: If person was a juvenile at time of arrest, we DO NOT include.
7. Start the checklist.

**BY MAIL:**

1. Verify the applicant provided a written/ signed request and fingerprints (10-print) and copy of government ID are attached, along with payment.
  - If incomplete, send letter requesting the missing documentation.
2. Fill out department application: On signature line write "by mail", at thumb print location, write "prints attached".
3. Pull the following print outs: CCHRS criminal history, CCHRS ID, and DOJ Rap Sheet.
4. Enter in arrest summary database.
5. Prepare application for IDENT

**TITLE: ARREST SUMMARY INTAKE**

**LAST UPDATED: 10/23/19**

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6. On DOJ Rap Sheet, check for LAPD arrests and highlight them. Note: If person was a juvenile at time of arrest, we DO NOT include.
7. Start the checklist.

**FROM IDENT:**

1. Make sure there are two serial numbers.
2. Update the forms- database and checklist.
3. Pull the following print outs: CCHRS criminal history, CCHRS ID, and DOJ Rap Sheet.
4. Create letter and submit packet.

**ARRESTEE OR APPLICANT RECORD NOTICE**

**LAST UPDATE: 10/23/19**

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An Arrest Notification Letter (ANL) is prepared when individuals in the following occupations are arrested by LAPD:

- LAPD Sworn/ Civilian- all charges
- City of Los Angeles employees- all charges
- Postal employees – all charges
- LAUSD Teachers/ School Employees – for Drug/DUI and Sex charges
- Private School Teachers/ School Employees – for Drug/DUI and Sex charges
- Community College District Teachers- for Drug/DUI and Sex charges

When the Criminal History Section (CHS) submits the half sheets (Form 08.32) for employee/Applicant Arrest, Watch Commander Office staff shall follow these steps:

1. Verify from the Guidelines (attached) if a notification needs to be made.
2. If notification is required, print out the CCHRS criminal history of the arrestee and highlight the arrest date and booking number. Attach it to the half sheet.
3. Check for warrants on W/W on the DOJ and put your initials in the “Warrant Files Checked By” box.
4. If a warrant shows up in CCHRS, verify the warrant on ‘CHK2’ to make sure that it is valid.
  - All warrants are usually taken care of at the time of the arrest. In the event of a system failure at the time of the arrest, the warrant might still be showing as outstanding. In this case, the R&I Watch Commander will notify the appropriate Area/division detective for felony warrants, and the Fugitive Warrants Unit at 213 486-5300 for misdemeanor warrants, so that the warrants can be taken care of and removed from the system.
5. Create letter(s) according to instructions on page two.
6. Submit the half sheet, CCHRS printout, letter, and any warrant printout to the Watch Commander.
  - The Watch Commander should consult the guidelines to determine if notifications should be made. He/she should submit the paperwork to R&I Commanding Officer’s Secretary for making notifications.
7. The Watch Commander should put his/her initials and Serial Number in the space below the signature of the CHS employee.

**Records and Identification Division**  
**Government/School/Postal Employee Arrests - Notification Guidelines**

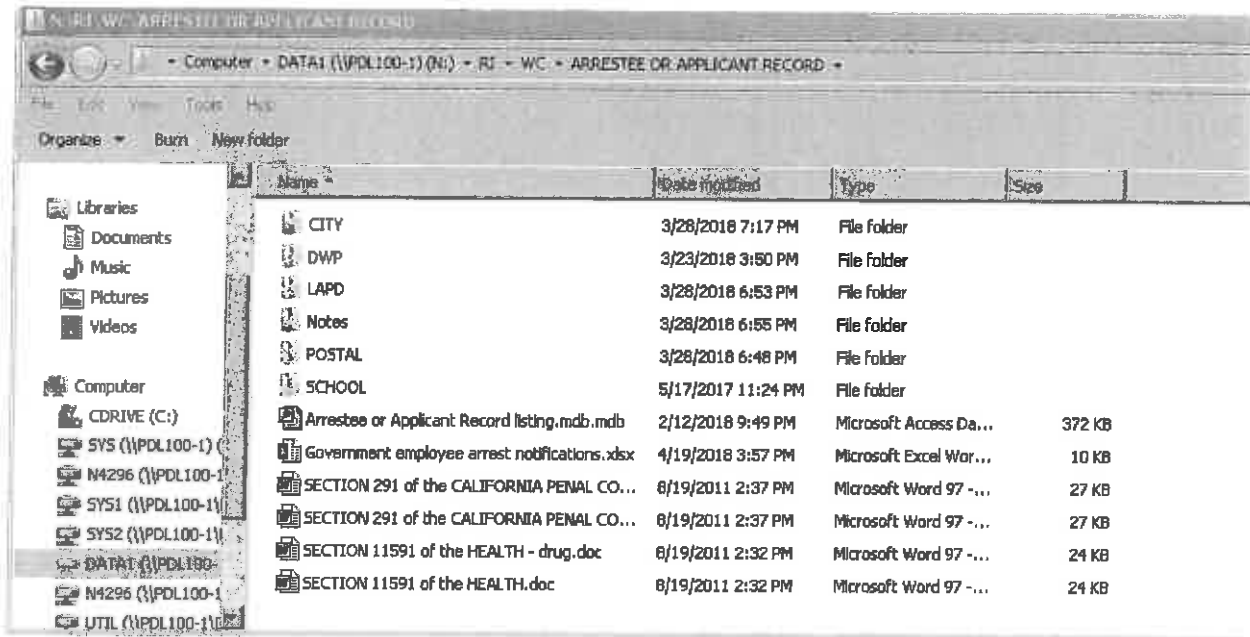
Employee	Procedure
LAPD Sworn/ Civilian	1.) Process according to page one 2.) Letter to the C/O of Internal Affairs Group 3.) File Half Sheet submitted by CHS.
City Employee	1.) Process according to page one 2.) Look up employee name on City Phone to get Department and classification of arrestee. (If employee does not come up in roster, create letter regardless; with information given) 3.) Letter to Personnel Department regardless of charge. 4.) For proprietary Departments (LAX, DWP, Harbor) also send a letter to the Department Head
Postal Employee	1.) Process according to page one 2.) Letter to USPS regardless of charge.
LAUSD School Employee	1.) Process according to page one For these arrests, only: <ul style="list-style-type: none"> <li>• Sex Offenses – In compliance with PC 291.</li> <li>• Drugs – In compliance with H&amp;S 11591.</li> </ul> 2.) Letters to: <p><b>For Teachers:</b></p> <ul style="list-style-type: none"> <li>• Commissioner of Teacher Credentialing,</li> <li>• Superintendent of Schools</li> <li>• Chief of Police, LAUSD (LAUSD teachers only)</li> </ul> <p><b>For non-teachers: (including teacher's aides)</b></p> <ul style="list-style-type: none"> <li>• Letter to Governing Board of School District</li> <li>• Chief of Police, LAUSD (LAUSD employees only)</li> </ul>
Private School Employee	1.) Process according to page one For these arrests, only: <ul style="list-style-type: none"> <li>• Sex Offenses – In compliance with PC 291.</li> <li>• Drugs – In compliance with H&amp;S 11591.</li> </ul> 2.) Letter to the Private school authority employing the teacher.
Community College District Teacher	1.) Process according to page one For these arrests, only: <ul style="list-style-type: none"> <li>• Sex Offenses – In compliance with PC 291.</li> <li>• Drugs – In compliance with H&amp;S 11591.</li> </ul> 2.) Letter to the Office of the Chancellor of the California Community Colleges.
All Others	File. No affirmative duty to notify.

**ARRESTEE OR APPLICANT RECORD NOTICE**

**LAST UPDATE: 09/11/18**

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Keep copy of letters created in N: Folder under name/date according to where letter sent:



Once the letter comes back signed from the CO, make a copy and attach with the printed documentation (half sheet, CCHRS, WW, etc.) and file. Mail out Original.

**TITLE: CITIZENS' REQUESTS FOR REPORTS AT THE COUNTER**

**LAST UPDATED: 12/23/17**

Although the Report Services Section (RSS) generally does not provide citizens copies of reports, we will, as a courtesy, provide them an Application For Release of Crime or Traffic Collision Report form. This form is also available in Spanish.

Follow the steps below when assisting a citizen requesting for a report at the counter:

1. Do let the citizen know that we do not provide this service. However, as a courtesy, we can provide them the application to obtain the **report by mail**. Show where it is noted where to mail in the request
2. If the citizen request to submit the Application at the counter, advise them that their request will still be processed in the order received
3. Have citizen fill out the application with as much information as possible and ask for their ID
4. Run the information provided using NECS and write the report number in the designated area
  - a. **Effective April 9, 2019 – no search for DR# will be conducted. Not required.**
5. Confirm that the address listed is where they want the report mailed
6. Charge the current fee set by the Police Commission, except for DV report which is free, and make a copy of their ID
7. Validate the bottom of the Application & attach their ID copy. Return their ID & give them their receipt
8. If the register is closed, provide green receipt and indicate at the bottom of the Application payment was made and initial
9. Submit the Application to your supervisor for a quick review before placing the Application w/ a copy of the ID in the tray for ARS pick up

If the report is for Domestic Violence and the incident happened more than five years ago, process as shown above. If the incident happened within the last five years and the report is available in ICARS, process the request immediately. If the report is not available, provide & accept the application and take their phone number and let them know you will call them when the report is ready (within five days).

If the report is for a Traffic Collision incident, give them the option of purchasing online

If the citizen has proof of a court date, the request will be handled immediately

If the report is for a child abuse case, refer the citizen to ARS

Do not release RFC's, property information, 3.14 report, Traffic Accident Status Report, Vehicle Impound Report



**TITLE: CLEARANCE LETTER (TRAVEL / ADOPTION)**

**LAST UPDATED: 10/23/19**

Applicant must live in the City of Los Angeles. Staff are to verify this by conducting an RO Lookup based on the valid Drivers License and/or valid Passport

1. Check warrants in CHK or PF 17 in NECS
  - a. If no warrants, then proceed
2. Check QH or PF 7 in NECS
  - a. If no open investigation, then proceed
3. Check CCHRS under a name search to see if there is a record
  - a. If no record, then proceed
4. Go to the P-1 Tracker Switchboard and Select Clearance Letter
  - a. Input data into the fields below and specify "Search Revealed"
  - b. Print Letter for review and signature by CO or Team Leader
  - c. Stamp final document
  - d. Receive payment for Clearance Letter (Travel /

**NOTE:** The customer will have to purchase an Arrest Summary if they want to know about the specific crime. Also, people with multiple convictions are referred to DOJ for all their arrests.

**Clearance Letter (Travel / Adoption)**

Date:

Name: (LAST, FIRST, MIDDLE):

Date of Birth:

Identification (1):  No:

Identification (2):  No:

Search Revealed:

NO RECORD OF ANY LAPD ARRESTS FOUND.  
 NO RECORD OF FELONY ARRESTS FOUND.  
 NO RECORD OF FELONY CONVICTIONS FOUND.  
 FELONY CONVICTION ON RECORD.  
 FELONY CONVICTIONS ON RECORD.

**TITLE: CLOSING THE REGISTER**

**LAST UPDATED: 10/23/19**

1. At BOW, verify cash in the drawer by turning the key to X position and hit NS
2. Compare the amount on hand with the amount on the receipt. Report any discrepancies to a supervisor
3. At closing time, turn the key to X position, then hit NS button. Keep the receipt to verify cash and check amount
4. Remove \$100 worth of preferably \$5 and \$1 bills from the register and place in envelope labelled Petty Cash
5. Note the breakdown of denominations on the envelope
6. Count the remaining cash in the register and place in envelope labelled as LAPD Cash Revenue
7. In case of coins, use smaller envelope and label it "COINS" \$X amount
8. Note the amount on the envelope. The cash amount has to match the amount on the X receipt
9. Take out all the checks located in the register and count the total amount. This amount also must match the check amount noted on the X receipt
10. Close the register drawer and save the X receipt for banking purposes. Before pulling out key, enter checks received from ARS
11. Pull out the key and insert the Z key. Turn the Z key to Z position and hit CASH to print out Z receipt. Retain the Z receipt for our records
12. Turn Z key to Off position & return the X key and turn it to X position and hit Cash
13. Take the X receipt with all 0000s and put in the register, replacing the one from the day before
14. Close the drawer and open the register cover
15. Pull out the spool, cut receipt from below date and time and retain for our records
16. Connect receipt back into the register and cover
17. Hit the JF key once to tighten the roll
18. Turn key to OFF position

**TITLE: COMMANDING OFFICER NOTIFICATIONS**

**LAST UPDATED: 10/23/19**

The following incidents require a telephonic notification to the Commanding Officer (CO), of Records and Identification Division. These are policies, they do not allow for supervisory discretion. After emergency services have been contacted and/or secured\*\* call the CO. If the CO is not available, call a Team Leader. If you are unable to contact either, call RACR to assist with the notifications.

- If an on-duty employee receives or needs to receive emergency medical services for their own personal medical emergency, or needs to be treated for an on the job injury; or
- If an employee indicates that they are or were going to harm themselves or others; or
- Alleged serious misconduct and/or arrest of employee. If an employee has contact with the police or other government agency, other than a minor traffic incident; or
- Suspicious package incidents; or
- If there is a Tactical Alert, to check if R&I Division will need to be activated; or
- Death or hospitalization of an employee; or
- Death or serious illness/injury/incident to immediate family member of an employee; or
- Arrest of an immediate family member; or
- If an employee is transported home, because they cannot drive themselves home; or
- RACR Notifications (See attachment, call the Commanding Officer first.)

\*\* If an employee hits their head, loses consciousness, is disoriented or needs emergency medical care, call 911 for Paramedics or Rescue Ambulance (RA). Send someone to meet the Paramedics or RA in the lobby, so they can escort them to employee. This should be done, even if the employee insists they do not want medical attention. Once the Paramedics or RA arrives, they can assess the situation. The employee still has the right to receive/refuse medical attention, because we cannot force them to accept medical attention. The Paramedics or RA is qualified to determine whether medical attention is needed or not.

Contact numbers:

<p><b>Terry Carter, Commanding Officer</b> Office: (213) 486-8170</p>	<p><b>Charles Shivers, Team Leader</b> Office: (213) 486-8167</p>	<p><b>Chief Clerk Police</b> Office: (213) 486-8310</p>
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**TITLE: CONFIDENTIAL REPORT—ISSUANCE OF DR#**  
**LAST UPDATED: 10/23/19**

This training plan supersedes previously written material in reference to issuing Division of Record (DR) number for a confidential report.

When a report has been classified as confidential by the Investigating Officer (I/O), RSS employee will issue the DR number as follows:

- \* Enter Victim's last name as Confidential, first name as the I/O's last name, assigned division as the middle name
- \* Use generic data for DOB, i.e. 01012017
- \* Use the corresponding AICC code and enter the CC code already noted under "UCR"
- \* Change the "CONF" field to 1
- \* Do not enter the victim's information
- \* Do enter all available suspect's information
- \* Advise the I/O that in order to ensure confidential handling, the report must be handed over to the Watch Commander or Alternate Watch Commander (AWC) of R&I.
- \* Have the I/O fill out the Confidential slip and clip it on the envelope prior to submission.
- \* Submit the printout of the DR number to the auditing supervisor.
- \* Enter work completed on the P1 Tracker
- \* Deliver confidential report to CO to be vaulted

**TITLE: DAILY DEPOSIT SUMMARY STATS ENTRY****LAST UPDATE: 10/23/19**

The PM Watch is responsible for closing the cash register and filling out the Daily Deposit Summary is part of that process. Once the designated employee has reconciled and closed the register, the supervisor will be provided with the Daily Deposit Summary (see attached Exemplar A).

Steps for entering the STATS is a simple process and they are as follows:

1. Go to P drive and click open RSS STATS - Weekly
2. Click on the Daily Deposit Summary
3. Click on the corresponding DP
4. Click on the corresponding Day and update the Date on the left-hand corner of the Summary (see Exemplar B)
5. Enter the TRANS COUNT data as indicated on the Daily Deposit summary hard copy and you are done. No other entries are needed
6. Close and save
7. If you are given a copy of the Summary, simply shred the copy
8. If you are given the original, return it to the designated employee

**TITLE: DAILY DEPOSIT SUMMARY**

**LAST UPDATED: 10/23/19**

1. Click on P1 Tracker
2. From P1 Tracker, click on the Daily Deposit Summary
3. Enter the Register Reading and Transaction Count based on the Z tape
4. If checks received do not match the Z tape, go through the register tape to find the error
  - a) Once error is noted, the correct amount should be entered in the Adjust Column. The Net Column is the accurate amount for cash and checks deposit.
  - b) Make a copy of the error and tape it to the ADJ Void Log noting the error in the Comments Section. This log is for checks only.  
(See attached exemplars)
5. Enter the cash and check amount from the Z tape.
6. Under Total Receipts, cash amount is what we have total from the register. The check amount is from what we have from the register and what we have received from ARS. The checks are broken down by how many received from each denomination
7. For cash overage and shortage, adjustment is made under the Adj Column. The amount is noted in the Cash – Reg field.
8. Submit completed Daily Deposit Summary to supervisor for signature.

**TITLE: DETENTION LETTER**

**LAST UPDATED: 10/23/19**

1. Obtain completed "Application to Receive Detention Information"
2. Make copy of their Identification:
  - a. CA Driver's License, Personal ID, Permanent Resident Card, or Passport
3. Check warrants in CHK or PF 17 in NECS
  - a. If no warrants, then proceed
4. Check QH or PF 7 in NECS
  - a. Print out the DOJ Rapsheet that verifies
    - i. Date of Arrest
    - ii. Disposition
5. Check CCHRS under a name search to locate their record
  - a. Use Snip-It Tool to copy and paste their Arrest and Release Dates along with the Description into a Word Document
6. Determine if they qualify for a Detention Letter:
  - a. DOJ Rapsheet under Disposition must indicate they were detained (I.e. DISPO: PROS REL-DET ONLY-LACK OF SUFF EVID)
7. Go to the P-1 Tracker Switchboard and Select Detention Letter
  - a. Input data into the fields
  - b. Print Letter for review and signature by CO or Team Leader
  - c. Stamp final document
  - d. Receive payment for Detention Letter

**NOTE:** The customer will have to purchase an Arrest Summary if they were arrested and want to know the disposition for a specific crime. People with multiple convictions are referred to DOJ for all their arrests.

**Detention Letter**

Date

Name (LAST, FIRST MIDDLE)

Birth Date

ID Presented  No

Booking Number

Arrest Date

Charge

Release Date

Release Reason

Case Filing Info

**TITLE: DIVISIONAL WALK THROUGH & WC LOG ENTRIES**

**LAST UPDATED: 10/23/19**

The purpose of the walk through is to ensure each unit is properly staffed and that there are no system/maintenance problems that need to be reported. Your observation during the walk through should be documented on the Watch Commander's Log. You should conduct at least one walk through during your shift, preferably at change of watch times.

1. The watch commander of each shift/watch makes a personal inspection of all R&I units (i.e. "walkthrough").
2. Conduct a walkthrough at least once during the shift (PM & AM Watch only).
3. Note any items needing correction and inquire of the unit supervisor or, if no supervisor is present, of the staff if all is well.
4. Enter the record of your walkthrough in the Daily Log for the shift. See sample entries in the Daily Logs (e.g. "Divisional walkthrough performed, nothing unusual to report"; "Walkthrough: no problem reported/observed").

**WATCH COMMANDER'S LOG**

(Send to the Commanding Officer, All Team Leaders, All Watch Commanders and RSS Supervisors)

In addition to the observations from the walk through, the following information should be documented on the Watch Commander's Log.

- Departmental or divisional unusual occurrences
- Open repair and maintenance service requests
- Sick and Family Illness notifications
- Translation assistance by R & I personnel not assigned to the WC Office
- Any noteworthy event

When in doubt, it is probably better to include more on the log, than to omit something valuable to the Commanding Officer or Team Leaders.



**TITLE: FALSE PERSONATION / CLEARANCE CERTIFICATE REGARDING ARREST**  
**LAST UPDATED: 10/23/19**  
**PAGE: 1 OF 3**

If an individual asserts that he/she is not the same as the person arrested or who is wanted on a warrant arising out of the arrest, he/she is welcome to come to the Watch Commander's office during normal business hours to request a Certificate of Clearance Regarding Arrest. Bring all known info (booking numbers, etc.), and Identifications.

False personation as defined by Penal Code Section 529, a felony, is the use of another person's identity or personal information that could result in the victim becoming liable for any suit or prosecution. R & I helps the victim prove that another person is using his/her name. The Area detective section in the Area of occurrence shall investigate false personation cases resulting from any arrest or any other incident, excluding a traffic citation or traffic report. The traffic detective section responsible for the Area of occurrence shall investigate false personation cases resulting from a Traffic Notice To Appear (citation) or traffic collision report. After the victim has proof, that someone has used his/her name, refer him/her to the correct detective section to file a complaint.

1. The requestor may come with an order from a judge with a booking number indicated in the order. Make a copy of the judge's order for the file package. You will need a booking number for a search.

In most instances, persons requesting have no booking number or any other information regarding the arrest of the person who has falsely used their identification and you will conduct a CCHRS search.

2. To obtain the booking number, search CCHRS or DOJ (if CCHRS is down) by:
  - a. Driver License
  - b. Name and date of birth (DOB)
3. Per CIS, make sure the case number for a booking number is included in the False Personation letter if that number is shown in CCHRS.
4. Print the RAPSHEET (Criminal History) from CCHRS:
  - a. Highlight selected file from subject list.
  - b. On the upper left corner of the screen, click on "FILE" for the drop down menu.
  - c. Select the "PRINT CRIMINAL HISTORY REPORT."
  - d. A separate window displaying report will open for viewing, click "FILE" and choose "PRINT" or click on print icon to open print window.
  - e. Press key, ENTER, and your report will be printed on the designated printer.
5. On the Rapsheet (Criminal History) highlight the booking number and dates of arrests and charges.

**TITLE: FALSE PERSONATION / CLEARANCE CERTIFICATE REGARDING ARREST**

**LAST UPDATED: 10/23/19**

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6. Print the Booking Slip from ICARS. This is the most important document because it has the fingerprint of the person who actually committed the crime. This will be used to compare against the fingerprint of the impersonated person who claims he did not commit the crime.

>>> JANNETTE ALLEN 4/16/2008 3:56 PM >>> We have been given the approval to request up to 20 conversions per day, until further notice. RAD, will require a list of the conversions being requested. You should note priority "1" for these items. Please submit one of your two copies of the court requested reports to me. Mark this copy to show the reports needing conversion. I will forward our requests for conversions.

7. A False Personation Letter is typed. The letter is saved on the P drive, under Watch Commander/clearance/false personation.
8. After the letter is typed the victim's right thumbprint is put on each copy of the letter. Four originals are needed if not a DUI Personation. Five originals are needed, if a DUI Personation.

If the applicant does leave the WC Office and returns at a later time, the person will need to be re-printed on the application so that an FIE can verify that it's the same person that made the request.

9. Complete the form, FINGERPRINT SEARCH REQUEST FORM (yellow copy). See Sample form.
10. Put the document PACKAGE together in the following order:
  - a. Yellow copy – this is the face sheet.
  - b. Booking slip (obtained from ICARS)
  - c. Rapsheet/Criminal History (obtained from CCHRS or DOJ – CCHRS preferred)
  - d. Copy of court order, if available.
  - e. Copy of requestor's Driver License – in order to type the clearance letter ("Certificate of Clearance Regarding Arrest") if the requestor qualifies.
  - f. Certificate of Clearance Regarding Arrest printouts

11. Take the document package to the IDENT Section for processing.

12. Fingerprint match made:

If IDENT Section determines that the requestor is the SAME person arrested, then the process STOPS and the requestor is told that the fingerprints are for the same person and the requestor does NOT qualify for a clearance letter.

**TITLE: FALSE PERSONATION / CLEARANCE CERTIFICATE REGARDING ARREST**  
**LAST UPDATED: 10/23/19**  
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13. Fingerprint match not made—the victim is not the arrestee:
  - a. Stamp all copies with the LAPD seal using purple ink.
  - b. Give the victim two copies of the letter. Instruct the victim to keep one copy on his person and save the other copy for back up. Also advise the victim that the originals are for his/her personal use and other interested parties must take a copy of the original document.
  - c. Give Ident an original letter, the original Fingerprint Search Request Form, a copy of the 5.1, CII the finger print cards used to compare to victim. You may hole punch package and attach it to the clipboard located near the PIRSU unit.
  - d. R&I file an original letter, a copy of the Fingerprint Search Request Form, Copies of all the fingerprint cards, copy of the CCHRS Criminal History Report, and a copy of the 5.1
  - e. If the arrest is DUI arrest, DMV is sent an original victim's print card with victim printed on card, an original letter and a copy of the 5.1. The address is:

Department of Motor Vehicles  
DUI Impersonations  
Attention: Jennifer  
Driver Safety Services MS-J234  
PO Box 942890  
Sacramento, CA 94290-0001

TITLE: FAX ASSIGNMENT  
 LAST UPDATED: 10/23/19  
 PAGE: 1 of 2

- Pending faxes are located on the table near the cash register and get distributed by the supervisor for that watch.
- Whomever is assigned to faxes for the day:
  - pulls incoming faxes from the fax machine and separates them by date.
  - Stamp reports on the left-hand side w/your serial #, date stamp
  - Put a post-it with the incoming date of the report and how many in the batch, clip them together and place in the tray by order of oldest on top
  - Continue to check and stamp the incoming requests; count the total received at the end of your shift and enter totals: incoming, pending requests and dates on the clipboard and XL Spreadsheet

*\*\*Rush requests are a priority and should be completed first. (vehicle or person in custody, probation/ parole which must be done within 14 days of request, and faxes with proof of upcoming court date)\*\**

**Processing Faxes:**

- Stamp report on the top right-hand side w/your serial #, date stamp.
- Search in NECS for the report number, date of occurrence, stat code, arrestee/ victim info. **Write that info on fax sheet (see sample)**
- Retrieve reports from ICARS
- Copy fax request and attach with reports
- Attach fax requests to reports
- Reports requesting certification: Stamp the first and last page with the certified stamp.
- Reports that indicate “Call for pick up” or “to be gray mailed” do not get placed on mail out table and should be completed by person handling the request
- Reports from Parole/ probation must be complied within 14 days of the request. See Fax list for those that can be faxed. Place copy of fax and proof of fax/mail out on bin by SRDU inboxes.
- Place all other reports on mail out desk table (retrieved documents, original fax request and 1 copy of the request). Authorization from an Investigating Officer (I/O) for reports such as murder, attempt murder, etc. should be handled by employee
- Reports that are not available should be prepared and mailed out with a kickback letter. Copy of Kickback letter and fax request made for our files.
- Reports that are Not In File (NIF’s) should be searched on the RSS Agency Table database and entered if it’s not a duplicate
- Once NIF have been entered in the database, file them in the Hand Search (H/S) Drawer under crime or arrest with attached face sheet. **Exception: ARREST** reports for DMV & DCFS go on the H/S files on the desk across from Amoree’s desk

**TITLE: FAX ASSIGNMENT**

**LAST UPDATED: 10/23/19**

**PAGE: 2 of 2**

- File the original fax request in drawer once completed (Outside government Agency/ LAPD drawer by copy machine.
- Track all work done according to the samples (see attached) in your P1 Tracker

Supervisors will audit and ensure these expectations are followed.

Attached samples: Criteria for fax requests  
Fax tally sheet for P1 Tracker purposes  
P1 Tracker examples for entering  
To Determine the Type of Report  
Kickback letters (2)

**TITLE: STATS ENTRY FOR FAXED REQUESTS****LAST UPDATED: 10/23/19**

Steps for entering the statistical data is a simple process and they are as follows:

1. Go to the P drive and click open the RSS STATS – Weekly
2. Click on the Fax Tally folder
3. Click on the corresponding DP
4. Click on the corresponding Day
5. Indicate each team member's Work Status under the Work Status column (i.e. DO, SK, VC)
6. Enter work data from the P1 Tracker print outs onto the corresponding column of the Excel spreadsheet. Attachment A is an example of an employee mailing out 27 reports and making 40 searches. The data will be entered under OUTSIDE AGENCY/OTHER MAILED OUT FOR THE 27 Mailed out, and 40 under O/S AGENCY/OTHER AGENCY SEARCHES column
7. The RAD mail is also reported in the same manner as the faxed requests.
8. Address any entries that are unclear or incorrect with the team member
9. Close and save
10. Entering stats is generally performed every day

**TITLE: IMPOUNDED VEHICLE SEARCH**

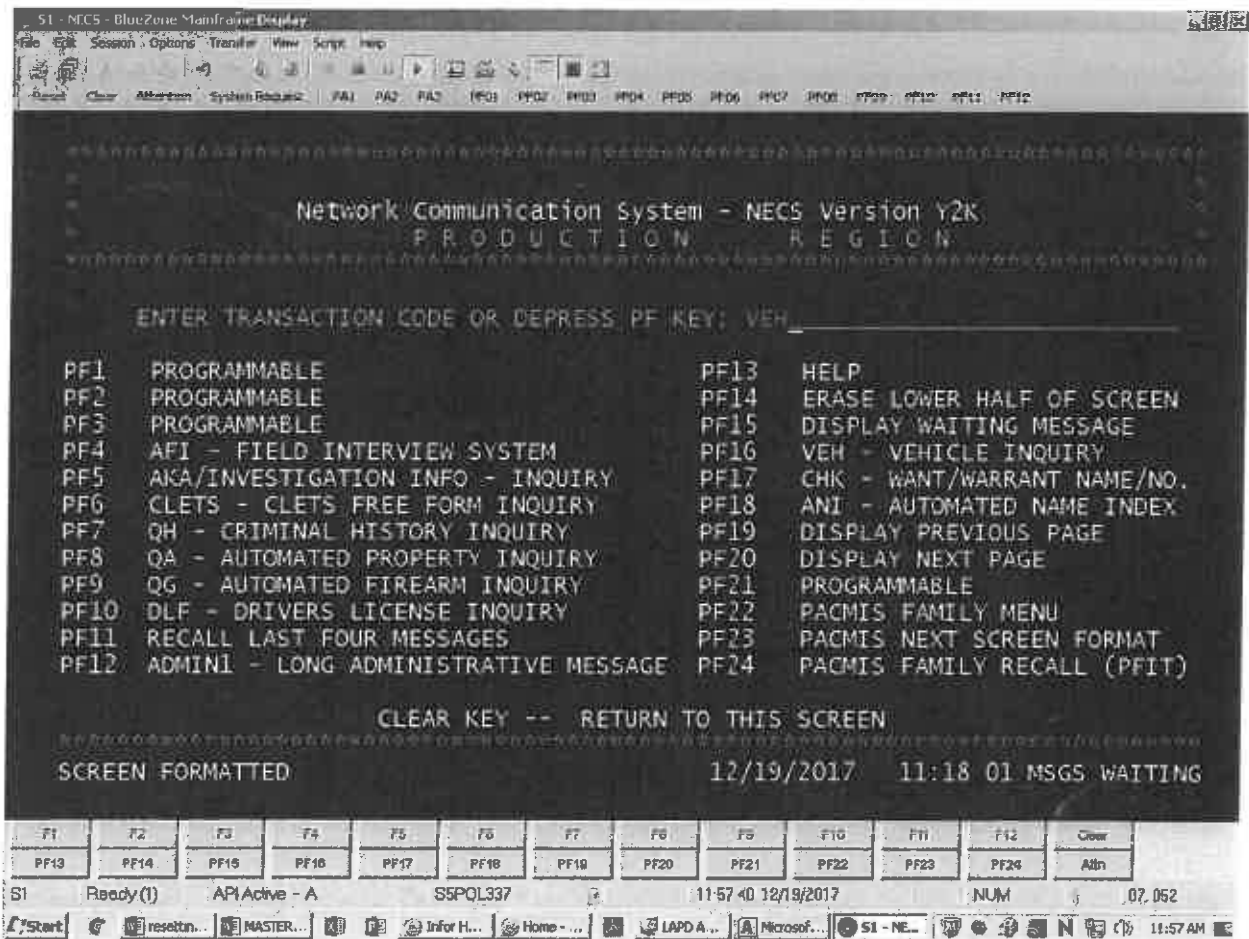
**LAST UPDATED: 10/23/19**

**PAGE: 1 OF 3**

All vehicles that are impounded by the City of Los Angeles and towed by an authorized Los Angeles Official Police Garage are uploaded to the Vehicle Information Impound Center (VIIC) within one hour. Information is released to finance companies and the registered owner of the vehicle.

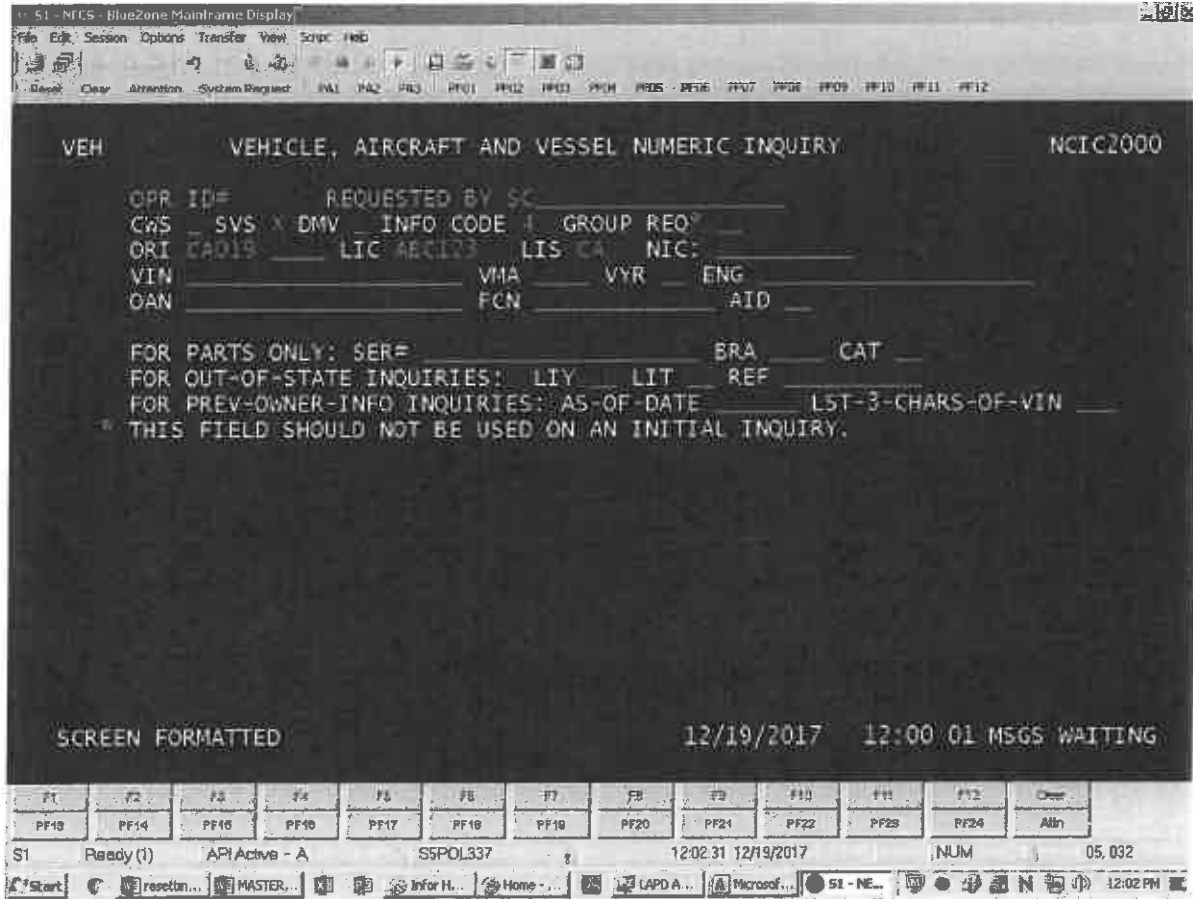
The following steps provided will assist in locating an impounded vehicle:

1. Sign onto NECS
2. On transaction code, type "VEH" or PF16



**TITLE: IMPOUNDED VEHICLE SEARCH**  
**LAST UPDATED: 10/23/19**  
**PAGE: 2 OF 3**

3. Enter the following information on VEH screen: Operator ID, Requested by, Mark an X on SVS, License number or VIN number



4. Press enter, information will populate



TRAINING PLAN

TITLE: IMPOUNDED VEHICLE SEARCH

LAST UPDATED: 10/23/19

PAGE: 2 OF 3

S1 NLS - BlueZone Mainframe Display

File Edit Session Options Transfer View Sort Help

PF1 PF2 PF3 PF01 PF02 PF03 PF04 PF05 PF06 PF07 PF08 PF09 PF10 PF11 PF12

VEH VEHICLE, AIRCRAFT AND VESSEL NUMERIC INQUIRY NCIC2000

OPR ID# \_\_\_\_\_ REQUESTED BY SC \_\_\_\_\_  
 CWS SVS X DMV INFO CODE 4 GROUP REQ \_\_\_\_\_  
 ORI CA019 LIC LIS CA NIC \_\_\_\_\_  
 VIN \_\_\_\_\_ VMA \_\_\_\_\_ VYR \_\_\_\_\_ ENG \_\_\_\_\_  
 OAN \_\_\_\_\_ FCN \_\_\_\_\_ AID \_\_\_\_\_

FOR PARTS ONLY: SER# \_\_\_\_\_ BRA \_\_\_\_\_ CAT \_\_\_\_\_  
 FOR OUT-OF-STATE INQUIRIES: LIY \_\_\_\_\_ LIT \_\_\_\_\_ REF \_\_\_\_\_  
 FOR PREV-OWNER-INFO INQUIRIES: AS-OF-DATE \_\_\_\_\_ LST-3-CHARS-OF-VIN \_\_\_\_\_  
 \* THIS FIELD SHOULD NOT BE USED ON AN INITIAL INQUIRY.

IA  
 OV CA0194276 LIC/ LIS/C  
 INQUIRY MATCH ON  
 TOWED/STORED VEHICLE  
 LIC/C LIS/CA LIY/2018 LIT/PC  
 2018 LL BLK VIN/  
 ORI/ OCA/PRIVATE FCN/  
 DOT/  
 MIS/ CAR CARRIER/ ANGELES/323 913 4040  
 NOA/N  
 ENT/ON CALIF FILE ONLY  
 OUTPUT MSG 031, PAGE 01 OF 02, FROM 12/19/2017 12:18 NO MSGS WAITING

F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12	Clear
PF13	PF14	PF15	PF16	PF17	PF18	PF19	PF20	PF21	PF22	PF23	PF24	Alt

S1 Ready (1) APIActive - A S5POL337 12-19-03 12/19/2017 NUM 18 024

Start [N] resettin... [N] impound... [N] [N] Infor H... Home... [N] LAPDA [A] Microsof... S1-NE... 12:19 PM

**TITLE: ISSUING DR NUMBERS****LAST UPDATED: 10/23/19**

- When a Division of Records (DR) number is requested, SRDU personnel issuing any type of DR number must be responsible for entering the required data into CCAD
- For the Investigative Report (IR), obtain the DR number by entering PACMU from the Master Screen in NECS, entering Option 1 to get to the Preliminary Investigation Report (PIR) screen; or hit key PF22, then choose 1, hit enter
- For Death or Injury report, obtain the DR number by entering PACMU or hit key PF22, choose 5 to get to the Death/Injury (PINJ) screen, then enter
- For RFC, again, obtain the DR number by entering PACMU or hit key PF22, choose 23 to get the Arrest Report screen (PARR), then enter
- Personnel must refer to the most recent CCAD manual available when entering codes such as MO, premise, weapon, AICC codes, etc
- In the "Party" field, enter all appropriate party information
- Write the DR number in the designated space on the concerned report
- If DR is obtained telephonically, have the requestor repeat the DR number to ensure no error has been made in the transcription
- Submit a copy of the face sheet and printout for audit purposes
- Review attached exemplars and memos relevant to issuing DRs in SRDU
- Refer to the unit manuals for information relating to other type of DR numbers

**TITLE: JAIL CUSTODY CARD PROCUDURES**

**LAST UPDATED: 10/23/19**

**PAGE: 1 OF 4**

Jail Custody Record, Form 05.05, is commonly known as Jail Custody Card (JCC). This form is used to record the taking of a person into the custody by the Department. **(Exemplar A)**

BOOKING NO.	NO.	DOC NO.	BOOKING NO.	BOOKING NO.	BOOKING NO.
36		4279	NONE		
APPELLATE UNIT	BOOK	BOOK	BOOK	BOOK	BOOK
PA		JL	AI		
APPELLATE	17	LOC			
CITY	GRAN				CA
AGE					

**JAIL CUSTODY RECORD**

NO.	NO.
J	NO.
NO.	NO.
NO.	NO.

The Jail Custody Record, along with various booking documents are stapled together forwarded to Records and Identification Division (R&I), Criminal History Section (CHS) for review. The JCC are sorted, batched and entered into an access database for records retention by the Reports Services Section (RSS) personnel. The expectation for data entry is 100 JCC's per hour.

The miscellaneous booking documents included, but are not limited to:

- Booking Approval
- Probable Cause Determination (Declaration)
- Medical Screening form
- Inmate Classification Questionnaire
- Live Scan Transaction Agency Notification
- Order for Release
- CWS Warrant-Abstract
- CCHRS printouts
- Notice to Appear
- Booking of Property Record

**Procedures continued, Page 2**

**Full size view of exemplars (A-H) are attached**



## TRAINING PLAN

**TITLE: JAIL CUSTODY CARD PROCUDURES**

**LAST UPDATED: 10/23/19**

**PAGE: 3 OF 4**

- Supplemental Charge Record (form 5.8 – **Exemplar E**). These are usually golden color or occasionally white. Place in the Identification Unit mailbox.

Los Angeles Police Department  
**SUPPLEMENTAL CHARGE RECORD**  
CH No. [Handwritten] LA No. [Handwritten] W/B

- If the Division Record (**Exemplar F**) is among the stapled documents which also has the JCC face sheet, remove the Division Record page from the stapled documents and forward it back to the Jail Division based on the LOCATION BOOKED (from the first box next to the booking number on the JCC face sheet):

**DIVISION RECORD**

- 4265 – Topanga
- 4273 – Metro Jail
- 4279 – Valley Jail
- 4203 – Southwest Jail
- 4206 – Hollywood
- 4205 – Harbor
- 4207 – Wilshire
- 4211 – Jail Division for all others not listed
- 4212 – 77<sup>th</sup> St.
- 4214 – Pacific
- 4217 – Devonshire

Sort and organize the JCC by the dates of arrest. Use a rubber-band to bundle a stack of sorted JCC by month, date, and year, in groups of 25. Use Exemplar H as a batch cover sheet.

**Jail Custody Record**  
Batch Cover Sheet  
Box #: \_\_\_\_\_  
Batch #: \_\_\_\_\_

**PROCEDURES FOR DATA ENTRY OF JCC:**When ready to do Data Entry, combine several bundles of JCC that contain the same month. A record retention box is made up.

**TRAINING PLAN**

**TITLE: JAIL CUSTODY CARD PROCUDURES**  
**LAST UPDATED: 10/23/19**  
**PAGE: 4 OF 4**

The LAPD/JCC Record Retention Numbers log, also known as the Records Transfer list, (Exemplar G) is reviewed. This log is maintained in Report Services Section to keep track of current available record retention boxes issued by the Records Retention Coordinator for the JCC project. This is separate from the JCC's received from LASD.

Form Gen. 62 (R.12/95)

**CITY OF LOS ANGELES  
 RECORDS TRANSER LIST**

Page: 4 OF 4

RTL

Date:

Records of:  
 Dept: **LAPD Bureau Administrative Services Bureau** Division: **R & J - Report Services Section**

Address / Location of Records: **100 West 1st Street, Rm. P-137, Los Angeles 90012** Compiled By: \_\_\_\_\_ Phone: **213-486-8300**

Records Retention Schedule No. **PD 76**     Original Records     Oversized Records     Historical Recds.  
 Vital Records     Confidential Records

DEPT. BOX NO.	SCH. ITEM NO.	RECORD TITLE & RANGE (SAME AS ON SCHEDULE)	FORM NO.	DESTRU. DATE	INCLUSIVE DATES		CRC/ ARCH. BARCODE BX.#	SERIAL #
					FROM	TO		
62715	32	JAIL CUSTODY RECORDS (LAPD)	126					
62716	32	JAIL CUSTODY RECORDS (LAPD)	127					
62717	32	JAIL CUSTODY RECORDS (LAPD)	128					

Complete the log (Exemplar G), by entering the last name/serial # of the employee and the start/end of the arrest dates they are planning to do entry are documented. The box number is then written on the records retention box as:



The department box number should also be written on the front of box, on the left-hand side as shown. The department code and division code do not need to be written on the front of the box.



The records retention label will be applied on the records retention box, after it has been scanned to Storetrieve.

**TITLE: MAIL UNIT PROCEDURES**  
**LAST UPDATED: 10/23/19**  
**PAGE: 1 OF 2**

**As the Administrative Clerk assigned to the Mail Unit, you are expected to complete the following duties daily and regularly.**

**PROCESSING THE INCOMING BLUE BAGS & MAIL TUBS MUST BE COMPLETED PRIOR TO CODE 7:**

**Step 1**

- 1) Begin with the major sort by emptying out the Blue Bags into Mail Bins
- 2) Conduct a secondary sort by separating out Gray Mail from US Mail (Stamp vs. No Stamp)
- 3) Place Gray Mail and US Mail into their respective Division Boxes
- 4) When unsure where a piece of mail should go, set it aside until all blue bags have been sorted and distributed. Only then should an unknown item be researched/queried

**Step 2**

- 1) Sorting Outgoing Mail
  - a. Gray Mail
  - b. US Mail – check for ref #s & kick back the ones without
  - c. Bundle all unstamped U.S. mail together and bind together w/ a rubber band
  - d. Place all unsealed & unstamped mail together in flap-over-flap fashion. The envelopes should be nestled together & bind with a rubber band

**NOTE: FOR UNKNOWN ADDRESSEES, SET ASIDE CORRESPONDENCE UNTIL BAGS & TUBS ARE UNPACKED. THEN DO YOUR LOOK UPS AND/OR CONSULT WITH YOUR TRAINER/SUPERVISOR IF NEEDED ASSISTANCE.**

**TO USE YOUR TIME WISELY, THE MAILROOM LOG SHOULD BE DONE TOWARDS YOUR EOW.**

=====

**AFTER CODE 7, START PACKING OUT. THIS TASK SHOULD BE COMPLETED IN TWO HOURS**

- 1) Prepare the bags, making sure large bags are used for the Areas
- 2) Create labels if none are available
- 3) Pack mail into corresponding bags
- 4) Use mail tubs for City Hall, Discovery, C/A, and County mail
- 5) Place the RUN # sign on top of each corresponding stack of blue bags

**TITLE: MAIL UNIT PROCEDURES**

**LAST UPDATED: 10/23/19**

**PAGE: 2 OF 2**

**FOR THE REMAINDER OF YOUR TIME, THE FOLLOWING TASKS SHOULD BE COMPLETED:  
LOGGING CERTIFIED MAIL & PACKAGES**

**Step 1**

- 1) Before signing off on packages, make sure the address has a Division/Unit/Contact Name/phone number. If it only has this building's address, reject the package.
- 2) Make notifications either by phone/email
- 3) Fill out the log completely and affix it to the package. Make sure the tracking # is noted as there have been occasions where employee denied receiving the item, claiming it's for a different package
- 4) After two/three days, follow up on packages that are still in the Mail Unit still to be picked up

**Step 2**

- 1) Enter Certified Mail in database located in the P drive and then throw into corresponding bins

**PROCESSING THE RETURNED MAIL & JUNK MAIL**

- 1) Sort envelopes w/ ref numbers and place them in their respective mail bins
- 2) Open envelopes w/o ref numbers to determine from which division the mail belongs to  
Look up via roster to determine what division the officer belongs to
- 3) Junk mail, catalogs, flyers addressed to unknown personnel can be returned to sender  
Affix the label created for this purpose & place

**PROCESSING DISTRIBUTION REQUEST**

On occasion, the Mail Unit will receive a request to duplicate and/or distribute a notice. Follow the steps below once the request has been confirmed by a supervisor.

- 1) Log request into the Mail Unit's Distribution Log
- 2) Make the appropriate amount of copies depending on the type of distribution (A, B, C, D, Flyer, etc.)
- 3) Distribute copies accordingly
- 4) Return the original notice to the requestor with the "Rec'd/Completed" form attached
- 5) File a copy for our records



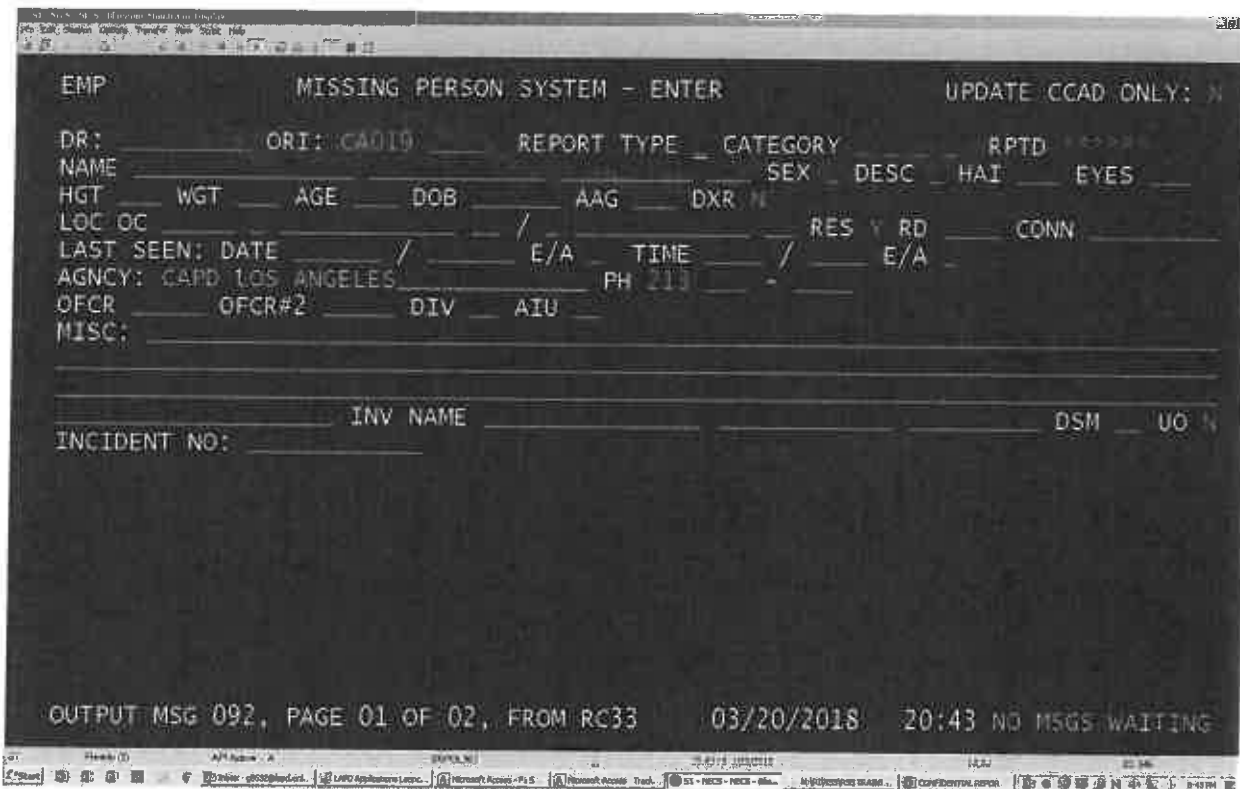
**TITLE: MISSING PERSON—FOUND PERSON/PALCING A LOCATE ON A MISSING ADULT**

**LAST UPDATED: 10/23/19**

**PAGE: 1 OF 4**

A “locate” transaction is used when the missing person was found by LAPD, but the originating agency is not LAPD. To place a locate, follow the instructions below:

1. Requestor must submit/fax a Missing/Found Person’s Report.
2. Clear your screen and type in MUPS, press 1
3. See the **UPDATE CCAD ONLY: N** located on the upper right hand side of your screen. Change the **N** to **Y \*\*\* very important\*\*\***
4. Enter the rest of the info beginning w/ORI: CA019\_\_\_\_\_
5. Once mandatory data is entered, press enter to obtain the DR number. Don’t need to enter the second page, you just need the DR number and FCN number for our records.



6. Go to PCMOD, X on MUPS, enter. See below exemplar.
7. CHANGE the existing CC code to 986.

**TITLE: FOUND PERSON/PALCING A LOCATE ON A MISSING ADULT**

**LAST UPDATED: 10/23/19**

**PAGE: 2 OF 4**

```

PCMOD          CRIME REPORTING MENU - MODIFICATION REQUEST
ENTER DR NUMBER: 12345
INCIDENT NO OLD: _____ NEW: _____

SELECT EVENT TYPE (ONE FROM BELOW):
EVENT DATA          VEHICLE DATA          BOAT DATA
_PPIR   _PINJ   x MUPS   _PVEH   _PRCV   _RVD   _PBOT   _PRCB
          _PVPT   _IMPD          _PBPT

SELECT OPTION (ONE FROM BELOW):
ADD NEW PARTIES : _____ UPDATE PARTIES (ALL): _____
UPDATE PARTY NAME: _____
UPDATE VEHICLES: _____

*****
** W A R N I N G **
*****
THIS FORMAT IS TO BE USED FOR MODIFYING EXISTING RECORDS
AND ADDING ADDITIONAL PARTIES AND VEHICLES.
DO NOT use this format if you are attempting to connect
related reports. GO BACK to the PACMIS menu and select
item number '2' (PCADD) to connect related report.

PACMIS-00 INPUT ACCEPTED.  HERE IS THE SCREEN YOU REQUESTED.
INPUT MSG 157                                03/20/2018  20:51 NO MSGS WAITING
    
```

8. If originating agency is in California, place locate by using MUPS, enter 14, and fill out required info. The FCN should be on the report. If unsuccessful using this screen, use the free format instead. If originating agency is out of state, use free format. To use the free format, hit PF6.



**TITLE: FOUND PERSON/PALCING A LOCATE ON A MISSING ADULT**

**LAST UPDATED: 10/23/19**

**PAGE: 4 OF 4**

**LMP.LAPDORI.(fcn#). (name). (ric). (dti). (OCA) \**

**FCN: this is the originating agency's FCN – requestor will provide this info for you and it should be on the face sheet of the MUPS report or NCIC print out.**

**NAME: subject's name exactly as it appears in DOJ**

**RIC: reason report is inactivated: L-Located, D for Located-Detained or X for Located-Released.**

**DTI: date report's inactivated/cancelled (mmddyyyy)**

**OCA: locating agency's OCA/our DR number**

**TITLE: NO CODE 7 (I.e. LUNCH)**

**LAST UPDATED: 10/24/19**

If an employee is working alone, the employee is to post a sign on the Counter window, (using the metal plate in the center of the window). The sign will state the office will be closed for one hour. Include the time of return.

Also, the employee is to notify the Front Desk not to let anyone down to the counter.

If an employee needs to leave the office for a few minutes, a sign is to be posted on the Counter window, (using the metal plate in the center of the window). This sign is to state they will be out of the office for 10 minutes. Include the time of return and notify the Front Desk

**TITLE: PACKAGES AT WAREHOUSE (PAW) REQUEST**

**LAST UPDATED: 10/23/19**

When an employee submits a request with a PAW page printed from ICARS, a supervisor needs to ascertain whether the requested package is at Piper Tech or at DWP. The PAW page will contain the LAPD box number (PD76-xxxx) which will indicate the location of the package. (See Attached Exemplar)

Follow the steps below when processing a PAW request received from employees:

\*If the LAPD box number is over 14482, email Records Retention to arrange for DWP to deliver the box on behalf of the employee. The email should include the LA number, booking number, and the name of the subject noted on the PAW page

\*If the LAPD box number is below 14482, obtain the CRC number from the PAW black book located on PCP Robert's desk. Find the LAPD Box number on the left-hand column to locate the corresponding CRC number on the right-hand side column. Note the CRC number on the PAW Request form. Send your request to Jackie Middleton at Records Management Division via email. Her email address is [jackie.middleton@lacity.org](mailto:jackie.middleton@lacity.org) The package will be ready for pick up after a couple of days. They do not make notifications unless they are unable to find the package

\*Pick up is at Piper Tech, 555 Ramirez Street, Space 320. Their phone number is (213) 473-8440

\*Employee will make copy of package. Log it into the P-1 Tracker under Old LA Numbers—enter information and obtain reference number. Write reference number on copy of report, then file copy in folder for old numbers/old mirco reports

\* Deliver the package to requesting employee to handle. Once completed, they will hand it back to you to return to Piper Tech. Place the package in the in-tray located on Maria's desk to wait for the next Piper Tech run

- This completes the supervisor's responsibilities for handling PAW requests from employees

**TITLE: RAD MAIL ASSIGNMENT**

**LAST UPDATED: 10/23/19**

- \*Pick up sealed envelopes from Mail Unit and from the RAD Box in ARS (7<sup>th</sup> floor)
- \*Clock in all envelopes, count and add totals to P-1 Tracker under US Mail, type in box, picked up from Mail Unit and/or ARS
- \*Open and review mail, log the total under Incoming (under your watch)
- \*Review each piece, if it's RAD Mail:
- \*Stamp on the left-hand side w/your serial #, date stamp
- \*Add to the "pending stack" in date order by date of the RSS Stamp
- \*Process requests from the oldest to the most recent (refer to Fax requests)
- \*Redirect the requests that are not RAD Mail
- \*Log completed (this includes re-direct, retrieved, mailed out, and rejects)
- \*Count and log the total pending requests with dates on the RAD Mail board and on the XL Spreadsheet

Enter the aforementioned work on the P1 Tracker; include those totals on the e-mail you send to your supervisor daily.

**TITLE: REPORTS NOT IN FILE (NIF)**

**LAST UPDATED: 10/23/19**

When you are retrieving reports that are not in ICARS, please pay attention to the date of the request. If it is a recent date, it is considered Not In File (NIF), and it needs to be added to the hand search (HS) drawer.

Prior to adding to the HS drawer, ensure that you:

- Search/verify report # (if it's an A, then there is also a booking number, not just a DR#)
- Date stamp and write DR#/BK#, date of incident at the top right-hand corner
- Query the Agency Table on the P1 Tracker
  - (a) if it's not a duplicate, add it to the table
  - (b) if it's a duplicate, attach duplicate to the first request
- requests for crime or traffic, past the scan date and past 8 weeks, should be faxed to division of occurrence, not placed on H/S drawer. Note: If it's a TC, fax to Traffic Division
- place appropriate sheet
  - (a) Crime if only crime/TC
  - (b) Arrest if arrest (even if it has a DR#)
- place in H/S drawer by the date of the incident  
**EXCEPTION:** recent arrests for DMV and DCFS go in the H/S folders on the supervisor's desk behind the Chief Clerk's desk



**TITLE: RSS PUBLIC COUNTER**

**LAST UPDATED: 10/23/19**

**PAGE: 1 OF 2**

STANDARD APPLICATION

- When a citizen inquires how long it will take before they will get a report, advise it could be up to 6 to 8 weeks (do not say 2 weeks or anything like that.) If they need a phone number to call, provide phone number: (213) 486-8310.
- Give an application to the citizen and tell them to mail it in.
- If a citizen insists on giving their completed application and their payment, then all requests are to be checked for a DR # first; if a DR # is located, write in both DR # and Stat Code. Collect the payment, and stamp or write in your serial on the bottom of the application along with the current date.
  - o NOTE: If there is no DR #, inform the citizen there is no DR#, return the application, and do not collect payment.
- All applications should be placed in the ARS basket tray for ARS staff to pick up for further processing except as noted further down in this memo.

FREE REPORT

- Do not collect any payment if the crime code on the application is written as being any of the following:
  - o Domestic Violence
  - o Identity Theft
  - o Elder Abuse
  - o Stalking
  - o Human Trafficking
  - o Sexual Assault

DOMESTIC VIOLENCE

- Any application for Domestic Violence (DV) report incurred within the last 5 years shall be expedited regardless; these should not go into the ARS basket tray to be picked up by ARS staff unless the DV is more than 5 years old. See next page on Court Date for DV incidents.
  - o Check in Documentum for the report; if not available, then every attempt needs to be made to secure a copy of the report by going up to ARS or call the assigned division.
  - o Upon getting the DV report, immediately release to the citizen.
  - o Batch the application for scanning.

COURT DATE

- You may immediately give the citizen any type of report (except Sexual Assault or Child Abuse) when a citizen provides a court date documentation which reflects a pending court hearing (it does not matter when the court is scheduled). You may offer citizen to pick up the report when it is ready. Please do not forward an application with court date to ARS.

**NOTE:**

- o Check in Documentum for the report; if not available, then every attempt needs to be made to secure a copy of the report including checking the file room in ARS or calling the assigned division.
- o Upon getting the report, immediately release to the citizen.
- o Batch the application for scanning.

**TITLE: RSS PUBLIC COUNTER**

**LAST UPDATED: 10/23/19**

**PAGE: 2 OF 2**

SEXUAL ASSAULT COURT DATE

- This type of report needs to go to ARS staff for further processing. Process this application just like a standard application, do not collect any payment, and hand deliver to an ARS supervisor (or employee in DPU/Audit Unit if no supervisor is available).
- ARS staff will secure an approval or denial from RHD to release the report; if approved, ARS will redact the report, and notify us to pick up the report when ready. If denied, ARS staff will provide a form letter indicating RHD denied the request and provide the investigator's name and phone number.
- Release the redacted report or denial letter to the citizen.

CHILD ABUSE

- If a request is determined to be a Child Abuse report, do not process the application as outlined in the Standard Application directions above. Instead, return the application and payment to the citizen. Stamp or write in current date along with your serial # on the Child Abuse letter (07/2018-15 is located on the bottom right corner of the form) and give the citizen the letter. It is fine to put in the DR # and stat code on the letter.
- If there is a court date, do the same direction in the immediate above paragraph.

TEMPORARILY CLOSED PUBLIC COUNTER

A sign has been created for employees working alone to post when leaving the office unattended. (See attached). This sign is not to be taped as we are not allowed to tape anything to the windows. Use the hook provided and hang it at the window when posting.

When working alone, follow the steps below when leaving the office temporarily or at end of watch:

1. If you are at end of watch, notify the front desk at 486-1000 that the office will be closed so that they will not allow citizens to come down to the public counter. Also let them know the officers can still leave their reports through the glass window slot onto the cart. Make sure you place one of the carts except the gray one against the window.
2. Post the sign using the hook provided and make sure it is facing outward. Write in the date and ETA of the next watch before doing so.
3. If you are leaving the office to go to the Mail Unit or going down the hall for a few minutes, post the sign with the date and time of return. You do not need to notify the front desk.
4. When taking your Code 7, follow Step 1. Write in the date and time of return before posting.
5. Upon your return, notify the front desk that you are back and take down the sign. Review, kick back, and/or clock in any reports that came in during your Code 7. Report actions taken in the P1 Tracker.

**TITLE: SEALING, 851.8**  
**LAST UPDATED: 10/23/19**

An 851.8 Request to Seal an adult arrest record starts with the receipt of a request from a member of the public.

1. The person mails a letter to LAPD along with the state form requesting that the department seal their adult arrest
2. Staff prints out a copy of the arrest report
3. Staff prints out the DOJ Rapsheet
4. Staff prints out the CCHRS Report
5. Staff prepares a summary of the arrest and determines if the requestor is factually innocent—did the crime occur based on their review of the arrest report
6. A letter is prepared indicating if the request is approved or denied
7. The Watch Commander signs off on their review and provides their summary, a letter of approval or denial and the original form that they have signed to the CO or Team Leader
8. The CO or Team Leader review the Watch Commander's finding and sign the letter as well as on the original form sent in by the requestor
  - a. The request is either approved, denied, or the requestor is informed that they will need to go to the Court to review their case as their case was previously heard by the Court
  - b. Copies are then made and the letter is mailed out
9. The requestor then takes the letter to the Court to request that the Court review their record to determine if they will Seal their Arrest Record

**NOTE:** A member of the public must obtain a denial letter from LAPD to move forward with approaching the court to request that their arrest be Sealed.

**TITLE: SEALING—COURT ORDERED ADULT SEALING**

**LAST UPDATED: 10/23/19**

Any Court Ordered Sealing be received directly from the Court and cannot be accepted from a member of the public.

1. Court mails a letter to LAPD informing the department of a Adult Sealing
  - a. Staff verifies that the Court Seal is on the document
2. Staff prints out a copy of the arrest report
3. Staff prints out the DOJ Rapsheet
4. Staff prints out the CCHRS Report
5. Staff enters relevant data into the Sealing Database in the P-1 Tracker
6. Staff creates a folder to be assigned a numeric identifier
7. Staff generates a letter from the R&I CO to the geographic area of the arrest
  - a. Letter signed by R&I CO or Team Leader
8. Geographic area is notified of the Sealing and is requested to gray mail all related documents pertaining to the arrest to R&I
9. Upon receipt of the documentation or a signed letter indicating that no records are available, staff files all related documents into the folder with the assigned numeric identifier
10. A form indicating the Booking and DR number is provided to ARS who goes into ICARS to Seal the record
11. The form is signed off by ARS staff indicating that the record has been Sealed in ICARS
12. Staff place the form in the folder with the assigned numeric identifier
13. The folder is then reviewed by the Watch Commander
14. Upon review and approval of the Watch Commander, the folder is filed in the High-Density Files
15. A courtesy notice is provided to the Court and LA County Sheriffs that the record has been Sealed

NOTE: The record is considered Sealed once DOJ provides the Court Order; this process is only to remove any record from the LAPD of the arrest.

**TITLE: SEALING—COURT ORDERED JUVENILE SEALING**  
**LAST UPDATED: 10/23/19**

Any Court Ordered Sealing be received directly from the Court and cannot be accepted from a member of the public.

1. Court mails a letter to LAPD informing the department of a Juvenile Sealing
  - a. Staff verifies that the Court Seal is on the document
2. Staff prints out a copy of the arrest report
3. Staff prints out the DOJ Rapsheet
4. Staff prints out the CCHRS Report
5. Staff enters relevant data into the Sealing Database in the P-1 Tracker
6. Staff creates a folder to be assigned a numeric identifier
7. Staff generates a letter from the R&I CO to the geographic area of the arrest
  - a. Letter signed by R&I CO or Team Leader
8. Geographic area is notified of the Sealing and is requested to gray mail all related documents pertaining to the arrest to R&I
9. Upon receipt of the documentation or a signed letter indicating that no records are available, staff files all related documents into the folder with the assigned numeric identifier
10. A form indicating the Booking and DR number is provided to ARS who goes into ICARS to Seal the record
11. The form is signed off by ARS staff indicating that the record has been Sealed in ICARS
12. Staff place the form in the folder with the assigned numeric identifier
13. The folder is then reviewed by the Watch Commander
14. Upon review and approval of the Watch Commander, the folder is filed in the High-Density Files
15. A courtesy notice is provided to the Court and LA County Sheriffs that the record has been Sealed

**NOTE:** The record is considered Sealed once DOJ provides the Court Order; this process is only to remove any record from the LAPD of the arrest.

**TITLE: SEARCHING IN NECS**

**LAST UPDATED: 10/23/19**

**PAGE: 1 OF 3**

There are multiple options available when searching for a Division of Report (DR) number

**1. CC10 – CCAD NAME SEARCH**

- a. You can search for a DR number by **LAST NAME** and **FIRST NAME**
- b. If you are searching a common name you can narrow your search by entering the following:
  - i. Subjects **DOB-YR**
  - ii. **Date Range**
  - iii. **Reporting District (RD) number**
- c. Check your Messages to see if any hits returned. Be sure to hit **PF20** to scroll through messages for multiple hits

```

CC10  CCAD NAME SEARCH                DR# _____ / BOOKING# _____
NAME: _____ / _____ / _____ / _____ SEX _ RACE _ DOB-YR _
CRIME CODE _____ DATE RANGE _____ - _____ REPT DIST _____
REQUEST FOR EXACT MATCH  N

NOTE:  ENTER "Y" FOR EXACT MATCH - LAST NAME / FIRST NAME / SEX  REQUIRED
    
```

**2. CC09 – CCAD RECORD LICENSE SEARCH**

- a. You can search for a DR number by vehicle license plate. This is helpful when you are looking for a traffic collision report.
- b. You can even run a partial license plate if you have the plate State information

```

CC09          CCAD NUMBER / RECORD LICENSE SEARCH
DR# _____ / BOOKING# _____
LIC#: _____ LIS: _____
    
```

**TITLE: SEARCHING IN NECS**  
**LAST UPDATED: 10/23/19**  
**PAGE: 2 OF 3**

**3. CC08 – CCAD ADDRESS INQUIRY**

- a. You can search by physical address or cross streets. This search is an EXACT match search. To get the most hits, try all possible abbreviations and combinations.
- b. For example: 207 S Broadway:

```

CC08  CCAD NUMBER / ADDRESS  INQUIRY
DR#   _____ / BOOKING# _____
CRIME CODE ____ REPT DIST ____  DATE ____ / ____
LOC OCC ____  BROADWAY █ _____ / _____
    
```

```

CC08  CCAD NUMBER / ADDRESS  INQUIRY
DR#   _____ / BOOKING# _____
CRIME CODE ____ REPT DIST ____  DATE ____ / ____
LOC OCC ____  2ND _____ / BROADWAY █ _____
    
```

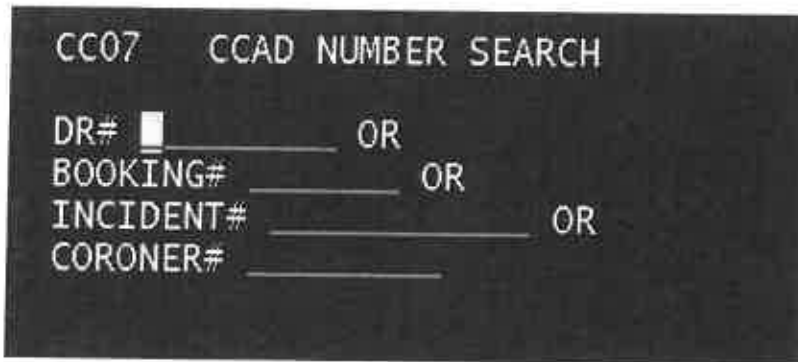
```

CC08  CCAD NUMBER / ADDRESS  INQUIRY
DR#   _____ / BOOKING# _____
CRIME CODE ____ REPT DIST ____  DATE ____ / ____
LOC OCC ____  BROADWAY _____ / 2ND █ _____
    
```

**TITLE: SEARCHING IN NECS**  
**LAST UPDATED: 10/23/19**  
**PAGE: 3 OF 3**

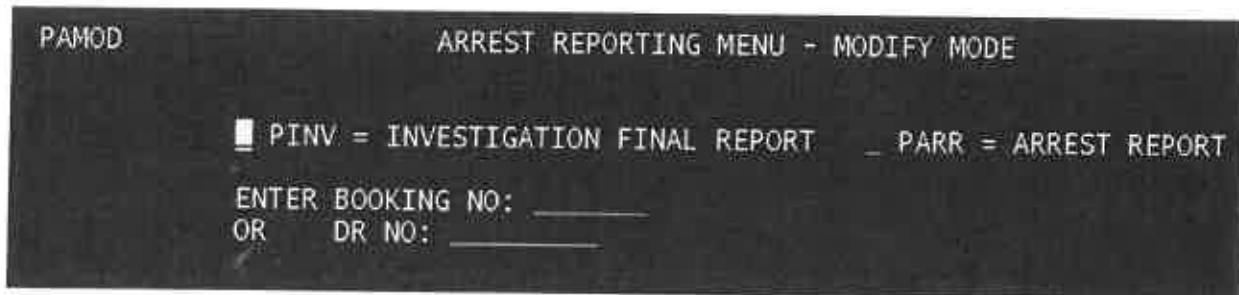
**4. CC07 – CCAD NUMBER SEARCH**

- a. You can search by the following:
  - i. DR number
  - ii. Booking number
  - iii. Incident number
  - iv. Corner number (located on a Death Investigation report)



**5. PAMOD – ARREST REPORTING MENU MODIFY MODE**

- a. If you have a Booking number and need to find the corresponding DR number, place an "X" in PARR = ARREST REPORT, then enter the Booking Number





**TITLE: TRAFFIC COLLISION PHOTO REQUESTS**  
**LAST UPDATED: 10/24/19**  
**PAGE: 1 OF 3**

Requests for LAPD PHOTOS are considered "Traffic Collision Photo Request" when they come from various insurance companies, law firms, processing firms and/or parties involved in the accident. They are received via U.S. Mail or over the counter:

Verify that request meets our requirements (5-8 minutes)

- Letter from the party requesting
- Reason for the Request (photo only)
- Signed waiver by the client of the law firm to release photo/report
- Name of parties involved
- Date of incident
- Cross streets of incident
- DR number
- Verify the DR number in NECS to ensure it's an LAPD report
- Claim # if requestor is a processing firm in lieu of signed waiver
- Check of \$5 for photo CD fee & there is an additional charge of \$5 per photo CD
- Proof of relationship with the party involved is deceased or a minor
- Confirm that the incident is within the City of Los Angeles
- Confirm that report that is being requested is T/C and not crime report
- If report is a crime, log the request and mail a denial letter

If the above requirements are not met, mail a "reject letter" requesting additional information/ signed waiver, informing that is another agency's report or check payment is needed to process the request. Log it at before mailing it out. (5-10 minutes)

If the report is too recent and it is not in ICARS, used a post-it place it on the report and stamp the date it was received. File it on the "No Reports available" file and check every week if the report has been scanned on ICARS. Once it is available, go ahead and process the request.

Log into the Integrated Crime and Arrest Records System (ICARS) (5-10 minutes)

- Run the DR number at ICARS to look for the report
- Print the first page (face sheet) of the report being request
- Write the check # and amount on the letter of the requestor
- Email photo request to SID photo lab for the corresponding report
- Make a copy of the letter to be mailed out when the photo CD arrives
- File all documents based on the division of occurrence and wait for the photo CD

**TITLE: TRAFFIC COLLISION PHOTO REQUESTS****LAST UPDATED: 10/23/19****PAGE: 2 OF 3**

Wait until the photo CD arrives from the SID photo lab (depending on the availability of the images which can take anywhere from 1 -4 weeks). Review and mail out photo CDs (depending on the quantity of the images on CD 5-10 minutes)

- Pull out the photo request documents based on the CD received
- Match out the report (based on the face sheet your printed) and compare the pictures if it's the correct cross streets, cars involved by checking the cars (make, model or color) & plate numbers
- If it's the correct images for the corresponding report/request, log the total number of images.
- Stamp the original letter of request and copy the date today it was received and processed. This date also means it will be mailed out on the same day
- Stamp the back of the envelope with the date and serial number
- Place the actual CD and a copy of their request on an padded envelope
- Be sure to stamp the date (and your serial number) it was mailed out on the photo log and indicate the total number of images mailed out
- Take to the Mail Unit at the end of the day

Process the photo request documents and place separators to forward to ICARS for scanning (2-3 minutes)

If SID states that there are no photos, mail letter indicating No Photos, along with a Request for Refund Form to the requestor. (2-3 minutes)

**TITLE: TRAFFIC COLLISION PHOTO REQUESTS**

**LAST UPDATED: 10/23/19**

**PAGE: 3 OF 3**

OPEN T/C MAIL

1. Needs authorization, client consent, and \$5.00 (check must not be more than 60 days old)
2. Attach together so Yong will know it is opened
3. Log Kick back in Log book
  - a. P:RAD/Document i. Go to  
Photo Log
    1. Photo Reject Log

**TITLE: UPS or FEDERAL EXPRESS – ACCOUNT NUMBERS**  
**LAST UPDATED: 10/23/19**

Whenever you get inquiries for these account numbers, inform them to check with their own adjutant, as the adjutant should have the account numbers for each division. If the adjutant does not have them, they need to contact:

Howard Bein, Senior Management Analyst I (Operations Manager)  
Mail Services Division (MSD)  
Department of General Services  
City of Los Angeles  
Phone: 213-978-0287 or fax: 213-978-1620  
E-mail: [howard.bein@lacity.org](mailto:howard.bein@lacity.org)

**Note:** Neither Records & Identification Division nor the Mail Unit has a list of account numbers for UPS or Federal Express for the Department.