40/00 OPERATIONS

• 40/01 Care and Operation of Vehicles

Prior to leaving the parking lot, the employee shall inspect his/her assigned vehicle for body damage, mechanical conditions, tire wear and cleanliness. Personnel shall immediately report any needed service or new damage sustained to a vehicle.

Accidents - All traffic accidents and incidents resulting in damage to County vehicles shall be reported to a supervisor **immediately** after the collision and appropriate written reports submitted. Under no circumstances will the failure to report vehicle damage be tolerated.

End of Tour of Duty - Employees shall be responsible for necessary servicing of vehicles. Vehicles returning from a tour of duty shall be filled with gas and the oil checked. **Trash shall be cleaned out and the interior left in a clean condition.**

The practice of depositing lunch debris, liquids and other material in the rear seating area is not acceptable. You will find ample trash containers within the unit facility grounds for deposit of these materials.

The Warehouse Manager shall make frequent inspections and require compliance with this order.

• 40/02 Telephone Courtesy and Demeanor

Establishing and maintaining good public relations shall be a primary concern of all Department members handling telephone calls. Proper telephone demeanor is a **must**.

Telephone courtesy consists not so much in what a person says, but how he/she says it. It is possible to be merely civil without being courteous. Courtesy, as it applies to law enforcement, is the essence of, and the key to, good public relations. It is an integral and vital tool in obtaining, for the law enforcement profession, the acceptance and respect of the public which are so essential.

With the majority of people, their telephone call to the Sheriff's Department may be their first official contact

with the law. The tone of voice they hear can make or break a public relations program.

Telephone contacts warrant special consideration since the person calling, cannot see you, your smile, or facial expression.

There are five basic qualitites to a good telephone voice. They are:

1. Alertness - You should give the impression you are wide awake, and interested in the person calling.

2. Pleasantness - Build a pleasant Departmental image with a pleasant voice.

3. Naturalness - Use simple, straightforward language. Avoid repetition of mechanical word or phrases; particularly, avoid slang terms.

4. Distinctness - Speak clearly and distinctly. Talk directly into the transmitter.

5. Expressiveness - A well-modulated voice is carried best over the telephone. Use a normal tone of voice and talk at a moderate rate. Vary the tone of your voice - it will add meaning to what you say.

With the foregoing in mind, the following procedures will be adhered to:

1. Answer the telephone as promptly as possible

2. Use the caller’s name

3. Treat every call as an important one

4. Be tactful when it is necessary to refuse a request

5. Apologize for errors or delays
6. Take time to be helpful
7. Say “please”, “thank you”, and “you’re welcome”
8. When finished, hand up gently

If you must put a person on “hold”, explain the reason, then get back to him as soon as possible. If you answer the call and the caller asks for a specific detail or someone by name, state, “Just a moment, I’ll ring.” or “I’ll page.” If you are unable to contact the person/detail requested, get back to the caller as soon as possible and offer to take a message. Don’t automatically advise people they will have to call back, as they may be returning a call at our request.

Personnel not assigned to the office area, but in the office area, shall assist in answering the telephones when the office personnel are busy with other calls and related Department business. This is to ensure that there are no undue delays in answering calls.

Personnel being paged regarding an incoming telephone call shall make every effort to answer the call as promptly as possible.

If you answer every call as if you were on the other end, you will no doubt satisfy the Department regulations regarding telephone courtesy and at the same time win friends for the Sheriff’s Department.

Courtesy and responsiveness are an absolute “must” when dealing with our clientele over the telephone. Conveying the right amount of sincerity goes a long way toward boosting our image.

• 40/03 Uniform and Equipment Inspections

EQUIPMENT MAINTENANCE

Prescribed uniforms, equipment and identification items shall be maintained at all times in a clean and serviceable condition (3-01/040.05)

1. Uniform clothing items, i.e., shirts and pants shall be clean, pressed, and worn in a military manner.

2. All leather equipment shall be kept dyed black and shined.

3. Metal equipment shall be kept polished and refinished as needed.

4. Firearms shall be kept clean at all times.

5. Uniform equipment shall be replaced when it is so worn or damaged as to present an unacceptable appearance or no longer meets current specifications.

All newly purchased items of uniform equipment shall be inspected and approved by the Warehouse Manager to ensure it meets Department specifications (3-03/040.10)

UNIFORM INSPECTION

Inspections of uniforms and equipment shall be made as follows:

1. Supervisors shall conduct frequent inspections to ensure that prescribed articles of uniform and equipment are in clean, serviceable condition and that they are worn in the proper manner.

2. Any unit in the Department may expect an inspection by the Sheriff at any time (3-03/040.15).

3. Division Chiefs and Commanders may schedule periodic inspections to determine that

uniforms and equipment are maintained in conformance with Department requirements (3-03/040.15).

INSPECTIONS

Supervisory personnel shall conduct frequent inspections of their subordinates to ensure that prescribed articles of uniforms and equipment are in clean, serviceable condition, conform to Department standards, and are worn or carried in the proper manner. When such inspections are made, that fact shall be recorded in the supervisor's unit diary.

• 40/04 Supplies and Requisitions

UNIT SUPPLY ROOM

The Unit Commander, Sergeant, Unit Commander's aide (OA II), and Warehouse Supervisors have keys to the unit supply room. Personnel wishing to obtain supplies may ask one of the above to provide access to the supply room.

An inventory control sheet will be maintained in the supply room. All personnel obtaining supplies shall indicate the exact items removed and shall sign the inventory control sheet.

REQUESTS TO PURCHASE SUPPLIES FROM VENDOR

Personnel wishing to purchase supplies not available in the unit supply room shall prepare a Departmental Supply Requisition (DSR) containing information on the desired supplies. The DSR shall be approved by the individual's supervisor and submitted to the Unit Commander's aide.

All DSR's will be batched according to Account Code and vendor, reviewed to ensure that requests do not exceed the unit's allocated budget, and submitted to the Unit Commander and Bureau for approval. Requests approved by the Unit Commander and Bureau will be processed and the order placed with the appropriate vendor.

• 40/05 Teletype Broadcast Procedures

Teletype broadcasts are designed to relay information to other Department units.

Unit members wishing to broadcast information shall prepare a written message and submit it for approval to the Unit Commander/Director.

Messages approved by the Unit Commander/ Director shall be forwarded to the OA II , who shall assign office staff to broadcast the message on JDIC.

• 40/06 Security of Keys

MASTER KEY LOCKER

A key for every lock in the facility shall be kept in the Master Key Locker. The Unit Commander, Sergeant, Supervising Operations Assistant II, and Warehouse Supervisors shall each have a key to the Master Key Locker. Anyone wishing access to the Master Key Locker must present their request to the Unit Commander or his designees.

The Unit Commander, or his designees, are the only unit members allowed access to the Master Key Locker.

Any key removed from the Master Key Locker must be returned immediately after use. The individual returning the key must notify the Unit Commander, or his designees, that he/she wishes access to the Master Key Locker for the purpose of returning a borrowed key.

ASSIGNED KEYS

Keys assigned to specific staff members must be safeguarded at all times. The responsible staff member must ensure that any keys assigned to him/her is secure and accounted for at all times. Any missing keys must be reported to the Warehouse Manager, Supervising Operations Assistant III, and Unit Commander at

once.

• 40/11 Visitorsâ€™ Log

PURPOSE OF ORDER:

This order outlines entry and exit procedures at Central Property and Evidence for any person not assigned to the unit.

SCOPE OF ORDER:

This order shall apply to any person, other than assigned Evidence and Property personnel, entering and exiting the Central Property and Evidence office and/or warehouse.

ORDER:

Any person who is not assigned to Central Property and Evidence will be required to sign an established visitors' log upon entering and exiting the office and/or warehouse. The visitors' log identifies the individual, time and date of entry/exit, and purpose for entry.

All visitors shall be in the immediate physical presence of departmental Property and Evidence personnel.

All visitors' logs will be kept on file.

• 40/12 Threshold for Cash

PURPOSE OF ORDER:

This order identifies a threshold for cash prior to depositing it into a bank account.

SCOPE OF ORDER:

This order shall apply to all personnel at Central Property and Evidence.

ORDER:

Central property and evidence does not have a threshold for cash prior to depositing it into a bank account. Money will be deposited routinely, and as feasibly as possible.

• 40/13 Annual Form/Procedures Review

PURPOSE OF ORDER:

This order outlines the process of annually reviewing documents and forms to determine their necessity and relevance.

SCOPE OF ORDER:

This order shall apply to the Evidence and Property Managers (EPM).

ORDER:

The Evidence and Property Manager shall conduct an annual review of all evidence and property forms to ensure any procedural changes have been implemented properly. The EPM will also act as the forms custodian by logging any changes to the forms.

The EPM will also ensure the newest version of each form is in circulation. All previous versions will be destroyed and older forms will be refused.

• 40/15 Health and Safety Inspections

PURPOSE OF ORDER:

This order outlines health and safety inspections and quality assurance requirements at Central Property and

Evidence.

SCOPE OF ORDER:

This order shall apply to all personnel at Central Property and Evidence.

ORDER:

Health and safety inspections are to be conducted annually by the full time health and safety coordinator employed by Central Property and Evidence. A report will be generated based on the findings of the inspection and staff will be addressed on the findings. Recommendations will be provided to department executives so that corrective actions can be taken.

• 40/16 Identifying and Mitigating Problems

PURPOSE OF ORDER:

This order outlines the procedure for identifying and resolving issues or problems that may arise during daily operations at Central Property and Evidence.

SCOPE OF ORDER:

This order shall apply to all personnel assigned to Central Property and Evidence.

ORDER:

When personnel observe operating or system problems, they are responsible for mitigating and resolving the problem. If the problem cannot be resolved, personnel will report it to a supervisor as soon as feasible so that the problem can be rectified.

• 40/20 Transfer of Data from EPIC to PRELIMS

Central Property and Evidence has original paper documentation (property control cards, photos, notes, disposal orders etc) corresponding with each item of evidence from 1932 to 2014 (2014 is the year our department transitioned to the web-based Property and Evidence Laboratory Information Management System (PRELIMS).

Due to the importance of evidence we cannot discard the paper documentation, which accounts for the chain of custody and provides accurate records in case an item or records are subpoena to court. All evidence and property that is dated pre-2014 has been stored in a DOS operating system (Evidence and Property Inventory Control (EPIC). In an effort to reduce bulky paper storage, maintain legible copies, and gain the ability to electronically retrieve/review the EPIC data, all EPIC data shall be transferred into the PRELIMS database.

• 40/22 Random/ Scheduled Inspections -

PURPOSE OF ORDER:

This order outlines health and safety inspections and quality assurance requirements at Central Property and Evidence.

SCOPE OF ORDER:

This order shall apply to all personnel at Central Property and Evidence.

ORDER:

Inspections are to be conducted as necessary under the direction of a full- time Supervisor of Central Property and Evidence. A report will be generated based on the findings of the inspection and staff will be addressed on the findings. Recommendations will be provided to department executives so that corrective actions can be taken.

• 40/23 Prohibited Areas For Bringing Evidence Into Or Storage Of Evidence

PURPOSE OF ORDER:

This order outlines the use of receiving and processing areas.

SCOPE OF ORDER:

This order shall apply to all Evidence and Property Custodians.

ORDER:

To ensure employee safety, personnel shall not use report-writing areas for receiving and packaging property/evidence. Personnel are directed to receive and package property/evidence in designated areas.