PACIFIC GROVE POLICE DEPARTMENT

Parking Enforcement Officer Training Manual

TRAINING OVERVIEW

Welcome

The Administrative Services Team would like to welcome you to the Pacific Grove Police Department. The program you are beginning is designed to provide you with step-by-step training guidance in order for you to obtain the skills, knowledge, and abilities to perform as a Parking Enforcement Officer.

You are encouraged during this course to ask questions. The Police Department can be very fast paced, complex, and frustrating. Multi-tasking, prioritizing, and patience are the key skills that will help the learning process.

Your training team wants you to succeed. In a position that wears many different hats from enforcing parking, taking calls for service, assisting citizens, maintaining meters, or collecting coin.

Throughout the training process, we will have materials for you to read, either from manuals and websites. There is a room available for you to concentrate of these reading assignments.

We will also be having you ride-a-long with an officer to understand the beat assignments and orient yourself to the layout of the city. You will also be having a sit-a-long at the Monterey County Communications Center (Dispatch).

Parking Enforcement Officer Training is a 5-week program and will include the following weeks of instruction:

Week I: Orientation/Introduction

- Meeting with Human Resources & Payroll
  - Sign employment paperwork, obtain parking pass, payroll paperwork
- A tour of the station, City Hall, Public Works, Fire Department, key assignment
- Policy Manual Review through Lexipol
- Phone etiquette, routing of calls, checking voicemail
- Assignment of logons and passwords for various programs and computers
- Office equipment overview, shredder, toner and printer ink, etc.
- Location of reference manuals, office supplies, forms, identifying printers
- Explanation of schedule and breaks, posted schedules, timesheets/CHITs
- Assignment of Keys, Radio, Equipment, Locker
- Chain of command, officer beat assignments, proper routing of requests to appropriate administrator

- Ride-A-Long with an officer (4 hours) for orientation of city
- Call signs, radio etiquette, ten codes, channel changing, transmitting, calling in, listening skills
- Mailing procedures at City Hall
- Voice Mail & E-Mail Check
- Read Training Manual
- Communication Center Sit-A-Long

Week 2: TracNet/Records

- Read Parking Training Manual
- TracNet (Inquiry, Analysis, Approval, Data Entry, Attachments, Notes, Scans)
- Types of Cases & Modules in TracNet
- Assigning Cases to Officers
- Creating Info reports (PC's)
- Completing FI cards
- Counter & Phone Requests
- Abandoned Vehicle Requests
    - Stored and impound vehicle release and property release from vehicle
- Repossessions
- Counter Reports
- Forms, forms, forms
- CLETS/NCIC
    - Running, CDL, vehicle check, wants/warrants local and NCIC
    - Checking for stolen property, stolen guns, guns registered to, vehicles registered to
    - Entries and cancellation into APS, MUPS, SVS, AFS /2nd party validation
- Administrative messages
- APB Net entries
- CHP 180's
- Property & Evidence Overview

Verbal Evaluation

Week 3: Field & Parking Training Part I

- Read Training Manual
- Vehicle Code - Parking Regulation/Vehicle Abatement Read & Review
- Municipal Code - Parking Regulation/Vehicle Abatement Read & Review
- Review of Administrative Review & Hearing Process

- Map Read & Review - Memorization of Major Roadways, Downtown & Waterfront, & Major School & Buildings, ALL Timed Parking Areas, All City Lots, Permit Parking Areas, Parking Meter Location
- Review of Forms & Paperwork- Parking Citations, Warning Citations, CHP 180s, AV Logs and Requests - Properly Filling Out Each - Review of TracNet Report Writing, Form Completions, Photograph Attachments, Notes, Alphas, Vehicles, etc., Parking Cite Entries
- Review Crossing Guard DVD and Meet with Patrol FTO on safe Crossing Guard tips and Traffic Control Techniques, Review of Required Equipment (Safety Vest, Stop Signs, etc.) - Review of Traffic Control Boxes. Meet Crossing Guards & Observe Afternoon School Crossings
- Review of Proper Radio Communications, Codes, Logging In, Taking Calls, Requesting Information, Use of Radio, Memorization
- Ride-A-Long with Animal Control Officer - Full Shift - Review of Kennel Locations, Found Dogs, Dog Log, Pick-Up of Deceased Animals & Freezer, Review of Truck & Equipment, Common Animal Control Violations, Common Patrol Routes, Review of Local Wildlife, Marine Protected Areas, Animal License Review, Animal Behavior

Verbal Evaluation

Week 4: Field & Parking Training Part II

- Review of Required Equipment and Vehicle Check
- Go to PW Yard for Review of Parking Scooter Driving & Maneuvering - Practice Chalking Techniques - Parking - Lights - Radio, etc. - Fueling & Charging
- One More Review of Major Roadways, Parking Lots, Timed Areas, Common Vehicle and Muni Code Violations, and Shared Routes
- Learn Handheld Cite Process, Software, Photographs, etc.
- Observe Senior Parking Enforcement Officer for entire shift, Going Through Routes, Chalking, Issuing Citations, Responding to Calls, Following-Up on AV Complaints, Assisting with Traffic Control, Listening to the Radio, etc.
- Review of Parking Meter Collections, Assist SPEO with Collection Troubleshooting of Meters, IPS Contacts, Properly Charging, IPS Website Review
- Following Days - Complete Route, Chalk, Issue Citations, Respond to Calls, etc. with Assistance from Senior Parking Enforcement Officer - Make Corrections from SPEO Feedback

Written Evaluation

Week 5: Field & Parking Training Part III - Shadowing & Final Evaluation

- Two more days of SPEO Shadowing, Feedback, and Corrections w/ Additional Collection Procedures
- Full-Shift of Shadowing, Without Assistance or Guidance from SPEO.

Review of Final Evaluation

EXPECTATIONS

SCHEDULE

Currently, (2) Parking Enforcement Officers are scheduled and enforce 7 days a week during the hours of 0900 to 1700, with work days from Sunday through Thursday or Tuesday through Saturday. The Administrative Services Manager reserves the right to modify this schedule depending upon the needs of the Department.

The work day begins at 0900 and concludes at 1700 hours. During that time you will typically have a thirty (30) minute lunch period. It is included in your 8 hour shift, due to the fact you may be interrupted with a call for service or other request.

If you need a scheduled work day off, are unable to work due to illness, sickness, etc., need to adjust your hours, or any alteration of your scheduled work day, contact the Administrative Services Manager or, if not present, the On-Duty Patrol Watch Commander, and advise them of the situation. The Administrative Services Manager or the Watch Commander has the authority to make the necessary adjustments to your schedule.

EXPECTATIONS

You are to be in the field in your assigned vehicle available for calls no later than 15 minutes after your scheduled starting time, allowing ample time to get your needed materials together. Check your vehicle for damage before going out into the field and perform needed maintenance on your vehicle. You are responsible for the vehicle assigned to go 10-8. You must keep your daily log updated. The log will reflect your activity during your entire shift.

Expectations

- Be On Time & Ready to Work
- Be Respectful to All Your Co-Workers, Citizen Contacts
- Be a Team Player, Accept Assignments Given to You Without Complaints
- Discuss Concerns with Your Supervisor (Before They Escalate)

Responsibilities

- Enforce All Parking Violations
- Abandoned Vehicle Abatement
- Impound Vehicles
- Collect Coin & Maintain Parking Meters
- Report Suspicious Activity to Dispatch
- Identify Parking Problems & Find Proper Solutions

- Write Lost or Found Property Reports
- Traffic Control - As Needed
- Perform Clerical Duties & Special Projects As Assigned
- Crossing Guard Duty – As Needed
- Assist with Animal Control Calls - As Needed

DEPARTMENT POLICY MANUAL

All employees are issued a login to Lexipol, a web-based system, to read the Department Policy Manual and become familiar with the City of Pacific Grove Organizational Principals and the Pacific Grove Police Department Mission Statement.

During Week 1, as well as reference throughout your training, you will read and become familiar with the PGPD Policy Manual, specifically: Chapter 1, Chapter 2, Chapter 3, Chapter 5 Section 500.5, 502, 503, 506, 507, 508, Chapter 7, Chapter 8 Section 800, 803, 804, 806, 807.4, 809, and Chapter 10. These sections and chapters cover general organizational policies, traffic and parking related policies, property packaging, support services, and personnel policies, including e-mail, computer use, and discriminatory harassment.

Note: You must report any job related injury/illness to your supervisor as soon as possible, but not later than 24 hours after the occurrence.

TOUR OF THE CITY & STATION

- Police Station: 580 Pine Avenue, PG
  - Records, Animal Control, Parking, Office Supply Room, & Jail
  - Management Offices, Conference Room, Breakroom & Restrooms
  - Report Writing, Training Room, Range, & Locker Rooms
- City Hall: 300 Forest Avenue, PG
  - 1st Floor
    - City Council Chambers
    - Finance Department (Payroll & Coin Canisters)
    - IT Desk
    - Mail Room
    - Public Restrooms
  - 2nd Floor
    - City Clerk's Office
    - City Manager's Office
    - Community & Economic Development (Code Enforcement)
    - Human Resources Office
- City Yard: 2100 Sunset Drive, PG

    - Animal Kennels
    - Fueling Pumps
    - PD Garage & Storage
    - PW Admin Office
    - Vehicle Maintenance
- Fire Station: 600 Pine Avenue, PG
- City Attorney's Office: 606 Forest Avenue, PG
- Library: 550 Central Avenue, PG
- PG Golf Links: 77 Asilomar Avenue, PG
- Point Pinos Lighthouse: 80 Asilomar Avenue, PG
- Natural History Museum: 165 Forest Avenue, PG
- Recreation: Community Center: 515 Junipero Avenue, PG/Youth Center: 302 16th Street, PG

PERSONAL VEHICLE & EQUIPMENT

VEHICLE INSPECTION & OPERATION:

Read and become familiar with section 702, 703 & 1008 of the Policy Manual regarding Department Equipment and Vehicle Maintenance and Vehicle Use.

Materials Needed

- ✓ Abandoned Vehicle Stickers
- ✓ Business Cards
- ✓ Chalk & Chalk Stick
- ✓ Charger for Handheld & Printer
- ✓ Copy of Vehicle Inspection List
- ✓ Envelopes
- ✓ Flares/Cones/First Aid Kit/Flashlight/Batteries
- ✓ Gloves
- ✓ Handheld Device & Printer
- ✓ Keys: Building, Vehicle, Meters, Traffic Signal Box
- ✓ Logs/Pens/Markers/Pencils/Paper Rolls
- ✓ Maps, City Map, District Maps
- ✓ Meter Out of Service Bags
- ✓ Officer Index
- ✓ Paper Parking Citation Books – As Back-Up
- ✓ PEO Training Manual (Must Have with You at All Times During Training)
- ✓ Radio (Pack Set)
- ✓ Raincoat, Traffic Reflective Vest
- ✓ Storage Forms (CHP-180s)
- ✓ Whistle

Note: Vehicle inspections are conducted periodically by the On-Duty Watch Commander. You must have all of the items described above.

Vehicle Maintenance

- ✓ Check for Any Damage to Vehicle Prior to Usage
- ✓ Write Down Starting Mileage Prior to Usage
- ✓ Check Tire Pressure to Make Sure No Slow Leak or Flat
- ✓ Check Tire Tread
- ✓ Check All Lights On Vehicle Are Working. Amber Lights, Brake Lights
- ✓ Ensure Mirrors are Adjusted
- ✓ Always Fill Gas Tank at PW Yard (2100 Sunset Drive), or Plug-In Electric Vehicles at PD Parking Garage, at the End of Every Shift. Tank Should Never be Below Half-Way Full. You will be given an entry code for the fuel pump to allow access to fueling city vehicles.

- ✓ Keep the Unit Clean Inside/Outside- the Public Will Approach Your Window & You Are to Convey a Professional & Neat Impression. All Personal Items Are to be Covered or Out of Public Sight.
- ✓ Vehicle Must be Washed As Needed, But a Minimum of 1 Time Per Week

If vehicle needs other mechanical maintenance or is not functioning properly, ground the vehicle immediately, report it to your supervisor, and call Public Works at (831) 648-5722x200. You do need supervisor approval before grounding a unit for any reason not related to mechanical operation (ex. Radio, Heater, etc.)

When vehicle is damaged, report it to your supervisor immediately, or the On-Duty Watch Commander.

Driving Procedures

WHEN OPERATING A CITY VEHICLE YOU ARE REQUIRED TO WEAR A SEAT BELT.

Be careful when operating city vehicles. Never assume other drivers see you. Obey all driving and parking regulations when on-duty. You are not exempt from following the law. Keep in mind the public is watching and PEOs are held to higher standards than the public. Set a good example and represent the police department with pride.

Never use your cell phone while driving. If you need to take or make a call, pull over and park safely. **Do not** listen to your car stereo. Focus on the police radio. Absolutely no code 3 driving.

Traffic Collision

If you are involved in a traffic collision while on duty you must immediately notify dispatch. You will need to provide your location, any injuries, and if you need additional units for traffic control. You must request the patrol supervisor. An officer will be dispatched to take the report on the incident. This will be discussed further in detail during training.

Unit Breaks Down or Flat Tire

1. Notify Dispatch
2. A Tow Will be Dispatched to Either Fix the Flat Tire, or Tow the Vehicle to City Yard
3. Request a 10-42 From Dispatch Back to the Station

DAILY PROCEDURES

COMMUNICATIONS:

All staff are given a copy of the standardized 10- code used by Monterey County Communications and must familiarize themselves with the daily use of the code and the most frequently used mnemonics.

NOTE: A listing of radio codes used and the phonetic alphabet can be found at the back of this manual.

The Parking Enforcement training officer will demonstrate log on and other traffic related radio communication scenarios for the Trainee. Examples:

Logging On:

PEO:	"Center 5 Paul ( ) Log On"
Dispatch:	"5 Paul ( ) go ahead"
PEO:	"U4768 10-8" (This indicates the employees first initial of their last name and the last four digits of their social security number. 10-8 is the "10 code" for in service.)

Lunch:

PEO:	"Center 5 Paul ( ) Code 7 Station"
	…and after lunch...
PEO:	"Center 5 Paul ( ) 10-8" (In Service)

Logging Off:

PEO:	"Center 5 Paul ( ) 10-7 OD" (Off Duty)

Notes: Each time you change your status (activity) you must notify dispatch. <u>Always</u> know your location.

<u>Procedures for Clearing a Call</u>
There are several categories used to disposition a call/clear a call. These categories are important to PD and are used to collect important data for management. Make sure you use the correct disposition codes. All calls are to be clear with a disposition.

PARKING ENFORCEMENT RESPONSIBILITIES

DAILY ZONE ROUTES:
Write down the starting mileage of the enforcement vehicle. Proceed to one of the designated time routes. Write down the area and the beginning time from the auto cite clock. Proceed marking the vehicles in the chosen route.

Two (3) Hour, (2) Hour, (1) Hour, Permits, and Thirty (30) Minute Time Zones.

Note: Make a U-turn only when the roadway is clear and it is safe to do so.

On-Street Parking
There are 4 distinct time zones with numerous smaller timed areas throughout the city. the 4 zones are; the Downtown 2 hour (Lighthouse and Forest), Downtown 3 hour, Central Avenue 2 hour and Lovers Point 2 hour.

City Lots

- Lot 1 is a multi-use lot located between the 200 blocks of 15th and Fountain. This lot is a 3 hour and a 24 hour lot, behind the Lighthouse Cinemas Movie Theater.

- Lot 2 is located between the 200 blocks of 16th and 17th Street. This is a 2 hour lot, with permitted parking, behind Fandango's Restaurant.

- Lot 3 is located between the 200 blocks of Forest Avenue and 16th Street. This is a 90 minute lot, adjacent to Grove Market Grocery Store.

- Lot 4 is a multi-use located between the 100 blocks of Forest Ave. and 16th Street. This is a 90 minute and permit parking only lot, adjacent to Pepper's Restaurant.

- Lot 5 is located on the 100 block of 15th Street, between Central Avenue and Ricketts Row. This is a 2 hour lot and permit parking, behind the Monterey Credit Union.

- Lot 6 is located on the 600 block of Ocean View Boulevard. This is a 2 hour lot, adjacent to Lovers Point Park.

- Lot 6a is located directly across from Lot 6 and is also a 2 hour lot.

During times when enforcement is overlapped, the routes are assigned as follows:

- Route 1 – Includes the Southside of Lighthouse Avenue and all of the side streets and parking lots in the timed downtown area. In addition, it includes enforcing the timed areas on Central Avenue and Robert Down Elementary.

- Route 2 – Includes the Northside of Lighthouse Avenue and all of the side streets and parking lots in the timed downtown area. In addition, it includes enforcing the timed areas at Lover's Point and other parking violations on Ocean View Boulevard, as well as the High School/Forest Grove Elementary.

At the end of each timed area write down the ending time. If needed round up the time. Example; 0911 becomes 0915, 1119 becomes 1120, 1201 becomes 1205. The time starts from this ending mark for each zone marked. An ending mark of 1205 means a return time 1410 (5 minute grace period) assuming a 2 hour zone.

While marking a route it may be necessary to issue citations for vehicles parked over the space line, red curb, yellow curb, disabled spaces or any other violation noticed.

After marking the designated routes proceed to the metered parking area to search for expired meters or any other violation applicable (red zone, waterfront, schools, A/V).

DATE_____ IN_____

OUT_____

ROUTE	START	STOP	RETURN

Route Sheet

CHALKING/MARKING TIRES:

When marking tires for possible time zone violations, you are to strike the chalk stick to the driver's side rear tire on the tread portion. This should leave a circular mark.

When you are marking a tire for Vehicle Abatement purposes, you are to use a piece of chalk and place a line(s) from the tire to the pavement. You can also indicate the date and time on the sidewall. You want to make this mark as visible as possible. Remember, we are trying to obtain voluntary compliance. If you suspect a person is erasing chalk markings, other alternatives are available, i.e. placing a small rock or item on top of the tire. The types of markings you employ should be documented in your written report with photographs.

PARKING ENFORCEMENT:

Read, and become familiar with, Title 16 entitled, Traffic, in the City of Pacific Grove Municipal Code, available in the Watch Commanders Office and via the internet, www.cityofpacificgrove.org.

Read, and become familiar with, Title 9 entitled, Health, in the City of Pacific Grove Municipal Code, available in the Watch Commanders Office and via the internet, www.cityofpacificgrove.org Particular attention should be regarding Section 9.40 entitled Abandoned Vehicles.

It is suggested that a copy be made of Section 11.40.160, Curb Markings, to be kept as a ready

reference and to provide information to the public as necessary.

Disabled Parking

A vehicle in violation is subject to a citation whether the vehicle is parked on a public street or on private property (open to the public). Citizens caught misusing the placard can have their privileges cancelled or revoked and violators can be prosecuted to the full extent of the law. In these cases you should request an officer to confiscate the placard and issue the violator a "notice to appear."

Authorized parking for disabled persons (CVC 22511.55)

- Parking spaces designated for disabled persons
- Meters (without paying)
- Green zone (without time restrictions)
- Permit parking

Unauthorized parking

- Misuse of disabled placard
- Crosshatched lines next to handicap parking space
- No stopping anytime
- Street sweeping
- No parking any time
- Tow away zones
- Loading zone (yellow curb)
- Passenger loading zone (white curb)
- Red curb
- Commuter/ bike lane
- Parked over 72 hours
- No current registration

California Vehicle Code Sections

- 22507.8 (A) No Visible Placard Or Special Plate
- 22507.8 (B) Obstructing Or Blocking Parking Space
- 22507.8 (C)(1) Park/Leave Standing On Marking boundaries
- 22507.9 (C)(2) Park On Crosshatch Lines

Posting of Parking Restriction Signs

Parking restrictions signs must be posted at least 24 hours before enforcement begins. Note: if the city has replaced any signs which were missing then there is no grace period and vehicles are subject to citation.

Posting of "Temporary No Parking" or "Tow Away" signs

Signs must be posted at least 24 hours in advance prior to citing and/ or towing the vehicle. The sign

must include “no parking – tow away”. Date, day, and time involved. Lettering must be 1’ high and the sign must be posted in a manner, which is clearly visible. The person posting the signs is responsible for notifying Dispatch if any cars are parked illegally after the 24 hour period has elapsed.

Before a vehicle can be towed, you must verify proper posting and verification procedures were followed. Document the name of the city person who posted the signs, date, and time of posting. This information will be included in your 180 report. This type of storage will always require supervisor approval.

Parking Enforcement Violations

16.40.110 Angle Parking
16.40.130 Angle Parking - Wheel Position - 12" from curb/barrier
16.40.430 Blocking Alley
22500 (l) CVC Blocking Wheel Chair Access
16.40.500 Bus Zone - Other Vehicles Prohibited
16.40.280 City Parking Lots, Angle Parking
16.40.300 City Parking Lots, Reserved Spaces
16.40.290 City Parking Lots, Use of Single Space Only
16.40.360 (f) Curb Markings - Blue Handicapped Zone
16.40.360 (b-d) Curb Markings - Yellow/White/Green
16.40.610 Displaying Vehicle for Sale
22500 (h) CVC Double Parking
4000 (a) CVC Expired Registration
18.36.030 House Cars on Private Property
18.36.040 House Cars on Streets/Public Property
16.42.100 (a) Meter Violation -expired
5204 (a) CVC No Current Tab Displayed
5200 (a) CVC No Front Plates
16.40.560 No Parking 4 am-6am
16.40.550 No Parking Anytime
16.40.555 No Parking Certain Hours
16.40.360(a) No Parking -Red Zone
16.68.020 No tour bus parking
22500 (g) CVC Obstructing Traffic
16.40.510-535 Overtime Parking or Evasion of Parking Restrictions
16.40.060 Parallel parking
16.40.080 Parallel parking, one-way roadway
16.40.070 Parallel parking, one-way street
22514 CVC Park, Stop or Leave Vehicle within 15' of Fire Hydrant
16.68.030 Parked bus with engine running
22507.8(c)(2)CVC Parked in Crosshatched Portion of Disabled Space
22500.1 CVC Parked in Fire Lane

22505(e)(1)CVC Parked Wrong Way on One Way
16.40.575 Parking - Commercial Vehicles in Residential 2:00 AM to 4:00 AM
16.40.160 Parking Adjacent to Schools - Sign Compliance
22500 (e) CVC Parking Driveway
16.40.050 Parking for repair
21211 (b) CVC Parking in bicycle path
16.40.540 Parking in Business District
22500 (b) CVC Parking in crosswalk
22500 (a) CVC Parking in intersection
22502 (a) CVC Parking more than 18" from curb or on wrong side of roadway
14.12.010 Parking on golf course
16.40.190 Parking on Hills
14.08.010 Parking on ice plant
16.40.170 Parking on Narrow Streets
16.40.185 Parking on North Side of Mermaid Avenue
16.32.130 Parking on park grounds
16.40.585 Parking on Privately Owned Lots
22500(f) CVC Parking on Sidewalk
16.40.200(b) Parking within 20' of Intersection
16.40-580 Parking, Over Marked Space
16.40.210 Peddlers, vendors - Unlawful Parking
16.41.040 Resident Parking
16.40.040 Storing Vehicle on Street - Removal by Police
16.40.030 Storing vehicle on streets or public parking places - 72 hours
16.12.055 Tamper with chalk marks
16.40.260 Temporary No Parking
16.40.045 Trailers and semitrailers 48-hour parking
22515 CVC Unattended Vehicle with Engine On
22507.8(a) CVC Unauthorized parking in Handicapped Zone
14.12.020 Violation to turf - Golf Course/Park

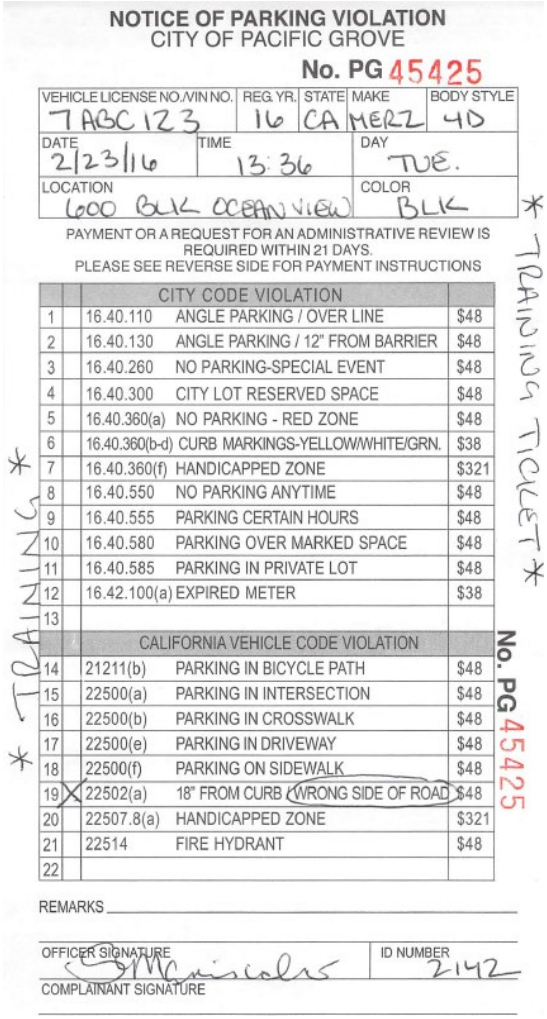
ISSUING CITATIONS:

Read and review the PGPD Policy Manual, particularly the sections related to Enforcement Policies/Procedures; and Voiding, Dismissal or Amendment of Citations, and Administrative Review procedures. They help to explain the parking violations process and the Parking Enforcement Officers responsibilities.

When you leave your vehicle to issue a citation or attend to another matter, avoid double parking. People look at you to set a standard for proper driving and parking maneuvers. When you leave your vehicle while it is running, use the overhead lights. The overhead lights must also be used while you are marking vehicles for time zone violations.

Prior to writing a citation, check the windshield and license plate on the vehicle to ensure that there is not a disabled placard or note stating special circumstances that might negate the citation.

When using hand-written citations, please ensure that you take the time to write legibly on all documents. This will allow the various people who read your documents an easier time of understanding. On the back of your copy of the citation, you can write notes that will be kept by the Department for future reference if and when you need them.



NOTICE OF PARKING VIOLATION
CITY OF PACIFIC GROVE

No. PG 45425

VEHICLE LICENSE NO./VIN NO.	REG. YR.	STATE	MAKE	BODY STYLE
7ABC123	16	CA	MERZ	4D

DATE	TIME	DAY
2/23/16	13:36	TUE.

LOCATION	COLOR
600 BLK OCEAN VIEW	BLK

PAYMENT OR A REQUEST FOR AN ADMINISTRATIVE REVIEW IS REQUIRED WITHIN 21 DAYS.
PLEASE SEE REVERSE SIDE FOR PAYMENT INSTRUCTIONS

		CITY CODE VIOLATION	
1	16.40.110	ANGLE PARKING / OVER LINE	$48
2	16.40.130	ANGLE PARKING / 12" FROM BARRIER	$48
3	16.40.260	NO PARKING-SPECIAL EVENT	$48
4	16.40.300	CITY LOT RESERVED SPACE	$48
5	16.40.360(a)	NO PARKING - RED ZONE	$48
6	16.40.360(b-d)	CURB MARKINGS-YELLOW/WHITE/GRN.	$38
7	16.40.360(f)	HANDICAPPED ZONE	$321
8	16.40.550	NO PARKING ANYTIME	$48
9	16.40.555	PARKING CERTAIN HOURS	$48
10	16.40.580	PARKING OVER MARKED SPACE	$48
11	16.40.585	PARKING IN PRIVATE LOT	$48
12	16.42.100(a)	EXPIRED METER	$38
13			
		CALIFORNIA VEHICLE CODE VIOLATION	
14	21211(b)	PARKING IN BICYCLE PATH	$48
15	22500(a)	PARKING IN INTERSECTION	$48
16	22500(b)	PARKING IN CROSSWALK	$48
17	22500(e)	PARKING IN DRIVEWAY	$48
18	22500(f)	PARKING ON SIDEWALK	$48
19	22502(a)	18" FROM CURB (WRONG SIDE OF ROAD)	$48
20	22507.8(a)	HANDICAPPED ZONE	$321
21	22514	FIRE HYDRANT	$48
22			

REMARKS

OFFICER SIGNATURE | ID NUMBER 2142

COMPLAINANT SIGNATURE

* TRAINING TICKET *

* TRAINING *

No. PG 45425

ELECTRONIC CITATIONS (IN-PROGRESS):

PGPD is currently in the process of contracting with a new electronic citation and processing vendor.

PARKING VIOLATION WARNING:

In situations not necessarily limited to the following and at the discretion of the Parking Enforcement Officer, a Parking Violation Warning can be issued in lieu of a citation.

1. Situations where violations do not constitute an immediate hazard.
2. Areas where Parking Enforcement has been previously inactive.
3. Areas where Parking Restrictions have been recently changed.

VIN NUMBERS

VIN stands for the vehicle identification number. the National Highway Traffic Safety Administration requires all automobile manufacturers to issue a unique 17 digit VIN number to all of the vehicles produced. the unique 17 digit vin number contains all letters and numbers except the letters I, o, and q which can be easily confused with the numbers 1, 0, and 9.

The VIN has numerous purposes. The Department of Motor Vehicles (DMV) can track ownership and law enforcement agencies can identify stolen vehicles or parts. It also assists automobile manufacturers to keep track of vehicles for recall, upgrades, or other information.

The VIN is also a way of tracking what happened to the vehicle during its life. The vehicle history gives you information such as service performed, stolen or salvaged, flood or water damage, number of owners, etc.

VIN Location

The VIN is printed on the vehicle itself. The most common places are on the driver's side dashboard (you can see it from outside) and on the driver's side door jamb. Other places include on the steering column, radiator, engine block or other areas.

Altered, Defaced or Removed VINs

- All Vehicles Must Display a VIN. The Public VIN Plate is Located on the Driver's Side Dashboard, Corner. Check for the VIN When the Vehicle Has No License Plates or Evidence of Vehicle In the Process of Getting Registered
- First Check for CHP Issued VIN Plate (Door Panel or Elsewhere, which should match Vehicle)
- if None, Request Direction from the On-Duty Watch Commander. the Vehicle May be Impounded.

What if the VIN & Plate Do Not Match?

- Run the VIN to Confirm Whether or Not the Vehicle is Stolen
- Make Sure the VIN Matches the Description of the Vehicle & Vehicle has Current Registration
- If Current, ask Officer to Remove the License Plates (CVC 4460) & Cite for CVC 5200 No Front/Rear No License Plate
- if the Vehicle Still Needs to be Towed, Follow Proper Procedure for Storing or Impounding

ADMINISTRATIVE REVIEWS & HEARING PROCESS

Citizens receiving parking citations, by law, have the ability to request an Administrative Review within 21 Days from the issuance of the citation or 14 calendar days from the mailing of a notice of delinquent parking violation per 40215(a) CVC. The ASM is responsible for reviewing all Administrative Reviews and determining if the citation is upheld, dismissed, or dropped to a $10 administrative fee.

If the citizen is dissatisfied with the results of the Administrative Review, they may request an Administrative Hearing within 21 Days of the mailing of the results of the Administrative Review per 40215(b) CVC. An Administrative Review shall be held within 90 calendar days following the receipt of the request and shall have the choice to complete it by mail or in-person. The City of Pacific Grove has a Hearing Review Panel made up of volunteer citizens. Each member rotates as the Hearing Officer for each scheduled hearing, and in addition to parking citations, reviews Municipal Code violations.

The Parking Enforcement Officer or ticketing officer is not required to attend the hearing, although it is preferred. The Hearing Officers encourage photographic evidence when possible or time keeping records for time violations.

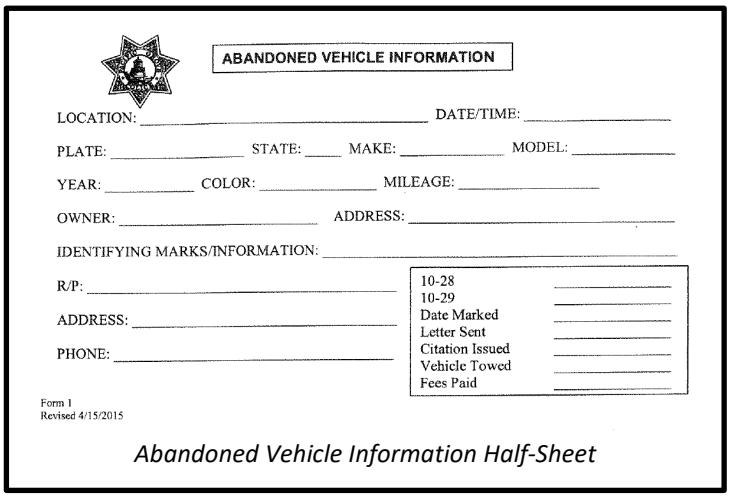
VEHICLE ABATEMENT & IMPOUNDS

VEHICLE ABATEMENT

Vehicle abatement is a term used and a process initiated to remove abandoned, wrecked, dismantled, or inoperative vehicles from public and private properties that create a public nuisance. Each process has different requirements that need to be followed and completed prior to the removal of the vehicle.

You may observe an abandoned vehicle, get dispatched to an abandoned vehicle call, or receive an abandoned vehicle information half-sheet (bin in Records). Read, and become familiar with, Pacific Grove Municipal Code Title 16 available online at www.cityofpacificgrove.org.

NOTE: If the response to the license plate/VIN check is 10851 CVC (Stolen Vehicle) request the Officer assigned to the beat respond to complete the necessary paperwork. You should wait with the vehicle for the Officer's arrival.



ABANDONED VEHICLE INFORMATION

LOCATION: _____ DATE/TIME: _____

PLATE: _____ STATE: ____ MAKE: _____ MODEL: _____

YEAR: _____ COLOR: _____ MILEAGE: _____

OWNER: _____ ADDRESS: _____

IDENTIFYING MARKS/INFORMATION: _____

R/P: _____

ADDRESS: _____

PHONE: _____

10-28	
10-29	
Date Marked	
Letter Sent	
Citation Issued	
Vehicle Towed	
Fees Paid	

Form 1
Revised 4/15/2015

Abandoned Vehicle Information Half-Sheet

If the vehicle is clear through the SVS (Stolen Vehicle System):

- ✓ Chalk the Tires
- ✓ Photograph
- ✓ Complete A/V Information Half Sheet for follow-up (either by you or co-workers) & Place in A/V Bin in Records (w/ Photo Attached).
- ✓ The Registered Owner's information can be obtained by returning to the Department and requesting Records to run the plate and provide you a print-out.
- ✓ Make Every Effort to Notify the Registered Owner Prior to Towing (includes personal contact, telephone, attaching A/V sticker visibly to windshield, and/or sending a certified letter).
- ✓ After 72 hours, if the vehicle has been re-parked or chalks removed, mark again for the 72-hour parking violation.
- ✓ If after 72 hours, the vehicle has not moved, follow towing/impound procedures (CVC 22651K and 22669A).

NOTE: ALWAYS ENSURE THAT THE VIN ON THE VEHICLE MATCHES DMV RECORDS.

If you find a vehicle that is inoperable/ immobilized, you will need to store the vehicle for CVC22669D (read CVC 22669 for more information). Here is a list of qualifying requirements:

- Lack of Engine
- Lack of Transmission
- No Wheels/Tires
- No Doors
- No Windshield
- Missing other parts or equipment necessary to operate safely on the highway or declared a hazard to public health, safety, and welfare.

WARNING
72 HOUR PARKING WARNING NOTICE PLEASE READ:
This vehicle is in violation of Pacific Grove Ordinance 16.40.030.
Stored vehicles must be removed from public road/property (16.40.040).
Vehicles must move 150 feet!
If the vehicle is not moved by: _____ it will be cited.
If the vehicle is not moved by: _____ it will be towed away.
If you have any questions, contact the Abandoned Vehicle Officer at 648-3143.
Vehicle Lic # _____ Date Posted: _____

NOTE: A/V reports can and should be self-initiated as well. When you observe a vehicle that you believe is abandoned, take the initiative to start the process of documentation. Requests for plates can be made and case numbers will be issued upon request as of providing location of same.

TYPES OF VEHICLE IMPOUNDS

Expired Registration:

- Vehicle has Expired Registration, but Not Over 6 Months & 1 Day, Issue a Citation for CVC 5204 No Month/Year Tab
  - ✓ Check the Front & Rear Windshield for Temporary Operating Permit
  - ✓ Check the Date of Issuance
  - ✓ Check the Date of Expiration

- Vehicle has Expired Registration Over 6 Months + 1 Day, Impound Vehicle for CVC 22651(O) & Also Place a Hold for Traffic.
  - ✓ the Vehicle Must Have Expired Registration Over 6 Months & 1 Day
  - ✓ Check Record for a RIP*, SIP & TIP
  - ✓ Please Wait 60 Days from the Date of the RIP, SIP & Tip, In Order for a Legal Impound.
  - ✓ Always Check Information is Accurate
  - ✓ Check Front & Rear Windshield for Temporary Operating Permit (Top)

To operate a vehicle legally on the street, current registration or a temporary operating permit must be displayed. Agencies determine what actions they will take based on information contained on the RIP line (citation or cite and tow).

- RIP= Report of a Deposit of Fees is an incomplete transaction that requires additional documentation or fees.
- SIP= Suspense In Progress indicates the vehicle record is pending update due to further processing required by DMV headquarters. the person completing the

application will be given an indicia or temporary operating permit (top) to operate the vehicle legally on the street. It may take days, weeks, or on occasions months to complete the suspense applications.

- TIP= completed transaction that will update to the master file in 48 hours to 10 days. All indicia on the vehicle are valid. the record will not reflect current registration. Updated registration information is given to the person completing the application.
- Record Shows Planned Non-Operated Vehicles (PNO) on File CVC 4604
  - Prior to Expiration the Owner of the Vehicle Shall File, Under Penalty of Perjury, a Certification That That Vehicle Will Not be Operated, Moved or Left Standing On Any Highway.
  - PNO Status is Not a Registration. If a Vehicle with a PNO Status is Operated, Parked or Left Standing On a Public Street, the Vehicle is Subject to Citation/Tow.
  - There is No Grace Period.
    - ✓ Check the Front & Rear Windshield for Temporary Operating Permit (Top)
    - ✓ Check That the Expiration Date is at Least One Day Old
    - ✓ Check On Purple to Confirm the Information You Already Have
    - ✓ Sometimes the R/O Will File a PNO Before the Registration is Expired
  - Record Comes Back Not On File
    - ✓ Check the Front & Rear Windshield for Temporary DMV Paperwork
    - ✓ Check On Purple to See if They Have Any Record
    - ✓ Check the Front & Rear Windshield for Temporary Operating Permit

Running License Plates & VIN Numbers

It is mandatory you run every license plate or VIN for all impounds. Always double check & write on your narrative that you checked Dispatch. Your narrative should include the time you confirmed the record with Dispatch & the exact information they gave you.

TOWING/IMPOUND:

Towing may be required either as the result of a situation of immediate concern, such as a vehicle blocking a driveway, for which a case file number will need to be requested, or as the result of having been properly marked and tagged for vehicle abatement.

If the Registered Owner, Legal Owner, or Property Owner is a City resident, every reasonable effort should be made to contact them and to inform them of the impending action on their vehicle. These contacts or attempts should be noted in the report.

Prior to towing a vehicle, a citation should be issued.

- Log Yourself Out on the Storage/Impound

- Prior to Requesting the Tow Advise Dispatch if the Vehicle Has No Tires, if a Tow Hitch is Needed to Tow a Trailer, a Flat Bed, Mid/Large Size, Etc.
- Fill Out the CHP 180 Form Completely & Legibly (You will Need 2 for Vehicle/Boat or Trailer)
- Request Tow through Dispatch
- Request Tow Company to Sign the CHP-180 & Open the Vehicle to Check for Inventory & Valuables. the Yellow Copy is for the Tow Company.
- Once Tow Company Signs CHP-180, the Vehicle is Their Responsibility
- Run 28/29 & Attach to CHP-180
- Go to Station, Enter Report Immediately & Paperwork to Records (In case the R/O calls the Station to report a Stolen Vehicle).

NOTE: The owner's copy of the citation should be attached to the vehicle. The appropriate copy of "Vehicle Report - CHP 180" for mailing to the Registered Owner and Legal Owner if different.

Filling Out Vehicle Report CHP 180

Reporting Department:	Pacific Grove Police Department
Location Code:	2707
File Number:	Case Number either as previously assigned or requested.
Appraised Value:	The vehicle should be neither undervalued nor overvalued, if unsure, ask the clerical staff pull information.
Remarks:	All contents not a part of the vehicle shall be inventoried, and, in particular and with sufficient detail, those items which appear to have value. There is a Section in the Traffic Manual that is applicable and should be read. Note all damage to the vehicle as well.

Show the form to the tow truck operator and ask them if they have/wish to make additions to the inventory as noted on the form. Ensure their signature and provide them with the yellow copy.

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL * TRAINING *

VEHICLE REPORT
CHP 180 (Rev. 7-13) OPI 061

NOTE: CHP 180 IS FURNISHED TO ALL PEACE OFFICERS BY THE CALIFORNIA HIGHWAY PATROL

REPORTING DEPARTMENT	LOCATION CODE	DATE / TIME OF REPORT	NOTICE OF STORED VEHICLE DELIVERED PERSONALLY	FILE NO.
PACIFIC GROVE P.D.		02/24/16	☐	PC 16 00123

LOCATION TOWED / STOLEN FROM	ODOMETER READING	VIN CLEAR IN SVS?	LIC. CLEAR IN SVS?	DATE / TIME DISPATCH NOTIFIED	LOG NO
500 LIGHTHOUSE		☒ YES ☐ NO	☒ YES ☐ NO	02/24/16 0700	

YEAR	MAKE	MODEL	BODY TYPE	COLOR	LICENSE NO.	MONTH / YEAR	STATE
15	FORD	FUSION	4D	RED	7ABC123 ☐ ONE ☒ TWO	12/15	CA

VEHICLE IDENTIFICATION NO.: 1 A B 2 C 3 D 4 5 E F 7 8 9 1 2 3
ENGINE NO.:
VALUATION BY: ☐ OFFICER ☐ OWNER ☐ 0-500 ☐ 501-4000 ☒ 4001+ ☐ $

REGISTERED OWNER
JOHN Q SMITH
580 PINE AVE
PACIFIC GROVE, CA 93950

☐ SAME AS R/O

LEGAL OWNER
BANK OF AMERICA
P.O. BOX 123
SACRAMENTO, CA

☒ STORED ☐ IMPOUNDED ☐ RELEASED ☐ RECOVERED - VEHICLE / COMPONENT

TOWING / STORAGE CONCERN (NAME, ADDRESS, PHONE): 375-7947
CALIFORNIA TOWING 1174 AIRPORT RD MONTEREY CA
STORAGE AUTHORITY / REASON: 22651(K) CVC

REASON FOR STOP:
AIRBAG? ☐ YES ☐ NO ☐ 1 ☐ 2
DRIVEABLE? ☐ YES ☐ NO ☐ JUNK ☒ UNK
VIN SWITCHED? ☐ YES ☒ NO

CONDITION	YES	NO	ITEMS	YES	NO	ITEMS	YES	NO	ITEMS	YES	NO	TIRES / WHEELS	CONDITION
WRECKED		/	SEAT (FRONT)	/		REGISTRATION			CAMPER			LEFT FRONT	OK
BURNED HULK per 431(c) CVC		/	SEAT (REAR)	/		ALT. / GENERATOR	/		VESSEL AS LOAD			RIGHT FRONT	OK
VANDALIZED		/	RADIO	/		BATTERY	/		FIREARMS			LEFT REAR	OK
ENG. / TRANS. STRIP		/	TAPE DECK		/	DIFFERENTIAL	/		OTHER N/A			RIGHT REAR	OK
MISC. PARTS STRIP		/	TAPES		/	TRANSMISSION	/					SPARE	
BODY METAL STRIP		/	OTHER RADIO		/	AUTOMATIC	/					HUB CAPS	
SURGICAL STRIP per 431(b) CVC		/	IGNITION KEY	/		MANUAL						SPECIAL WHEELS	

RELEASE VEHICLE TO: ☐ R/O OR AGENT ☐ AGENCY HOLD ☐ 22850.3 CVC
GARAGE PRINCIPAL / AGENT STORING VEHICLE (SIGNATURE):
DATE / TIME: 2/24/16
NAME OF PERSON / AGENCY AUTHORIZING RELEASE | I.D. NO. | DATE
CERTIFICATION: I, THE UNDERSIGNED, DO HEREBY CERTIFY THAT I AM LEGALLY AUTHORIZED AND ENTITLED TO TAKE POSSESSION OF THE ABOVE DESCRIBED VEHICLE.
SIGNATURE OF PERSON AUTHORIZING RELEASE
SIGNATURE OF PERSON TAKING POSSESSION

☐ STOLEN VEHICLE / COMPONENT ☐ EMBEZZLED VEHICLE ☐ PLATE(S) REPORT

DATE / TIME OF OCCURRENCE	DATE / TIME REPORTED	NAME OF REPORTING PARTY (R/P)	DRIVER LICENSE NO. / STATE
LAST DRIVER OF VEHICLE	DATE / TIME	ADDRESS OF R/P	TELEPHONE OF R/P ( )

I CERTIFY OR DECLARE UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE FOREGOING IS TRUE AND CORRECT.
SIGNATURE OF PERSON MAKING REPORT

REMARKS
(LIST PROPERTY, TOOLS, VEHICLE DAMAGE, ARRESTS)

DRIVER'S NAME	ARRESTED / SECTION?	REPORTED BY	CARGO / TYPE?	VALUE $
	☐ YES ☐ NO		☐ YES ☐ NO	☐ BILL OF LANDING ATTACHED

CLOTHING + PERSONAL PROPERTY, SCRATCH ON RIGHT REAR QUARTER PANEL, BUMPER STICKER ON REAR BUMPER "I ♡ PG"

FRONT LEFT SIDE RIGHT SIDE REAR TOP

SIGNATURE OF OFFICER TAKING REPORT	I.D. NO.	SUPERVISOR	REQUIRED NOTICES SENT TO REGISTERED AND LEGAL OWNERS PER 22852 CVC?	DATE NOTIFIED
[signature]	2142	SGT. FENTON	☒ YES ☐ NO	2/24/16

An Internationally Accredited Agency (RECORDS ↑) Chp180_0713.pdf

PARKING METERS

PARKING METERS:

The City currently owns and operates 101 parking meters near the Monterey Bay Aquarium, around the American Tin Cannery. The meters are heavily utilized on the weekends, during the summer months, and other popular travel times. The meters accept both Coin (Quarters & Dollar Coins Only) and Credit Cards, and are enforceable 0900-2000 hours Every Day (with 2 spots limited to 25 minutes). The meters will flash red when there is no more time left on the meter.

Coin Collection

Every Tuesday morning one of the two Parking Enforcement Officers is assigned to collect coin from the parking meters. In the summer months, collection times are twice a week. Before you begin, attach the trailer, ensure you have the meter keys, and meter cards. Drive to Sloat Avenue in the Police Vehicle parking spot and begin collection. After each canister is unloaded, be sure to use the coin collection card to zero out the transactions. Once collection is complete, drive back to the station, and drop off the coin with Finance. Then remember to pick-up the empty canisters from Finance the following morning at 0900 hours.

Maintenance

Our meter vendor, IPS, has a website that allows us to pull a variety of reports and information. In particular to find malfunctioning or non-reporting meters. In addition, there are a variety of manuals on the website to assist with maintenance questions. The most common errors are coin blockage, non-reporting meters (not reporting to the satellites), and low batteries. Coin blockages can be cleared during collection, or if not during collection, the meter can be opened and the coin cleared from the shoot and deposited into the green canister. Non-reporting meters may be fixed by manually doing a communications test, or in some cases need a software update, in which you request assistance from the IPS support desk. Low battery meters can be replaced with a spare charged meter (in the parking office) and plugged into the wall to recharge. In other problems where IPS is not able to assist over the phone, we can ship it to IPS for troubleshooting. Contact your supervisor.

TRAFFIC CONTROL

TRAFFIC CONTROL ASSISTANCE

- Officer Safety & Traffic Control
  - It is Your Responsibility to Get Vehicles Through the Intersections Safely Not Quickly
  - Never Assume a Driver See You or Will Obey Your Command

- Reporting On View Traffic Collisions
  - Review Traffic Collision Policies & Procedures
  - Always Make Sure to Let Dispatch Know Your Location, Type of Vehicles Involved, License Plate Numbers
  - Position Vehicle for Protection of Involved Persons, Vehicles and/or Scene.

- Requesting Fire Department/EMS
  - Give Description of Why Fire Department/EMS is Needed/Being Requested
  - How Many Persons Are Injured, Age & Type of Injury
  - Any Pertinent Information

- If a Vehicle is Stalled In the Intersection or On Traffic Lanes Creating a Traffic Hazard
  - Review (Do 325) Assistance to Disabled Motorist
  - Advise Dispatch of Your Location
  - Give Them a Description of the Vehicle Involved Along W/ Plate
  - Request a Unit with Push Bars if Necessary
  - Use Caution When Approaching the Vehicle (Officer Safety)
  - if the Vehicle is Stolen Leave the Area Immediately & Notify Dispatch
  - Do Not Approach the Vehicle or Attempt to Make Contact

- Requesting a Tow (Owners Request)
  - You May Request a Tow at Owner's Expense

- Wires or Trees Down
  - Advise Dispatch of Your Location & Activity
  - Position Your Unit to Avoid Having Traffic or Pedestrians Go Through the Danger Zone
  - Use Your Cones if You Need to Block Sidewalks
  - Ask for the Proper Company (Fire, Cable, Phone, Public Works, Etc.,)
  - **Never Leave the Scene** Unless Under Control & No Longer Poses a Danger to Citizens

- Malfunctioning Traffic Signals Traffic Control
  - Advise Dispatch of Your Location & Activity
  - Request Signal Box Key from the Station (for Pine/Forest, and Sinex/Forest Intersections)
  - Request Traffic Signal Maintenance for Intersections on Highway 68.
  - Start Traffic Control
  - Request Another Unit If Needed
  - Have Dispatch Call City Yard for Barricades & Stop Signs

- Use of Flares
  - Never Look Directly at the Flares
  - The Light Can Cause Temporary Blindness
  - Strike the Flare Away From You & Look the Other Way
  - In the Rain, Lay Your Flare On Top of the Cap
  - the Purpose of Flares is to Eliminate the Need of An Officer Using a Mechanical Device & to Provide Visual Awareness of a Hazard to Motorist Approaching the Scene.

- Gasoline Spills
  - Advise Dispatch of Your Location & Activity
  - if You Need Request HazMat to Respond
  - **Do Not Use Flares**
  - Ask for Other Units to Assist with Traffic Control
  - Block the Area Off Until Situation is Under Control & No Longer Possess a Danger to Citizens

- Hazardous Materials
  - Advise Dispatch of Your Location
  - Request HazMat if Necessary
  - Ask for Other Units to Assist with Traffic Control
  - Block the Area Off Until Situation is Under Control & No Longer Possess a Danger to Citizens

CROSSING GUARD DUTY

The City of Pacific Grove has a duty to maintain the safety and orderly crossing of children going to and from school. There are several assigned crossing guard locations and designated times.

- ✓ Crossing Guards Shall Position Themselves So As to Cross Children From the Direction of Most Traveled
- ✓ Crossing Guards Should Use a Red Stop Sign to Stop Traffic. the Sign Must be at Least Above Your Shoulder Level to Allow Oncoming Traffic to See It From a Distance
- ✓ Crossing Guards Should Keep Children On the Curb Until All Traffic Has Stopped

- ✓ Then the Children Should be Allowed to Cross
- ✓ Crossing Guards Should Have Traffic Stopped Until the Last Child In the Crosswalk Has Both Feet On the Curb
- ✓ Adults & Children Riding Bicycles Should be Told to Walk Across the Street with In the Mark Crosswalk
- ✓ Crossing Guards Shall Not Attempt to Direct Traffic When It is Not Safe to Cross Children
- ✓ When Heavy Pedestrian Traffic Crossing Guards Should Work Traffic Gaps to Allow Traffic Flow
- ✓ Crossing Guards Shall Not Place Their Hands On a Child at Any time Unless It is Necessary In An Emergency Situation In Order to Prevent An Injury
- ✓ Crossing Guards Shall Not Transport School Children to or From School In Their Private Vehicles
- ✓ Never Use a Cell Phone While Completing Crossing Guard Duties

FRONT COUNTER & RECORDS

ANSWERING THE PHONES

All incoming phone calls should be answered by the third ring. The greeting should be "Pacific Grove Police Department, this is (Your Name)" To Transfer Calls , hit the "Trnsfr" button, enter the extension or pre-programmed number, then hit "Trnsfr" again. If the caller is trying to get ahold of the Chief, Commander, or ASM, be sure to screen the caller and find out who they are and why they calling, then provide this information to Chief/Cmdr/ASM before transferring the call.

RADIO TRANSMISSIONS

Be sure to follow radio etiquette already covered, and keep an ear for "Records." Officers typically call into the station to request additional information about a location, person, or vehicle, as well as requesting assignment of Case Report Numbers.

CASE TYPES

- PA: Accident Report
- PG: General Crime Report
- PQ: DUI Report
- PC: Information Report

ASSIGNING CASE REPORT NUMBERS

PA/PG/PQ all pulled from the same queue so will be in numerical order.

To Assign: Select "Tracking" (Flag Icon) in TracNet > "Assign Number" > Select appropriate case type from the drop down (General, Accident, DUI), fill out "Assign to Officer", "Violation", and "Location, then hit "Save" and the number will be generated.

To find out what number was assigned to an officer: Select > "Tracking" > "List Numbers" and choose the date parameters you would like to see and hit "List" > A list of the cases assigned for the dates entered will pop-up

To Re-Assign (multiple case numbers issued for same incident, case number issued in error, or officer requests number is re-issued for another reason): Select "Tracking" in TracNet > "List Numbers" > In upper left-hand corner type number, starting with the year designator, then hit "Get" > The case assignment information will be pulled, and you can make the necessary changes.

PC (Info Reports) generated separately and will not be in the same count as the other case types.

To Assign: Select "Entry" (Keyboard) in TracNet > "I Case" > Hit enter through the Agency/Year/Number fields > Complete all fields (Activity is usually "Alarm", "Animal", or "Info" and Disposition is usually "Report") > Hit "Save" > The PC will be generated

DATA ENTRY

Moving Citations/Warning Citations

- Select "Entry" in TracNet then "Citation"
- Select "Citation" or "Warning" from the "Misd/Infraction" drop-down menu and then enter all information (for a warning citation, not all information will be on the citation and that is okay)
- Scan citation to documents. If there are notes on back of the pink copy, be sure to scan it as well and title the document "Citation w/ notes", if there are no notes, go ahead and scan without the pink copy and title "Citation w/ no notes"

RECORDS ROLE FOR ABANDONED VEHICLES

The abandoned vehicle program is operated under the state guidelines set forth by the California Highway Patrol. The program allows the participating agency to recoup certain costs associated with abandoned vehicles.
Any report of an abandoned vehicle should be forwarded to Parking Enforcement for their Review.

- If Parking Enforcement is on duty, transfer the call to Dispatch to have them notified.
- If Parking Enforcement is not on duty, complete the "Abandoned Vehicle Information" form with as much information as available. Run and attach the 10-28 and 10-29 information. Place in "Abandoned Vehicle" bin.
- If Officer marks vehicle, complete the "Abandoned Vehicle Information" form with as much information as available, including the date and time the vehicle was marked. Run and attach the 10-28 and 10-29 information. File in the "Abandoned Vehicle" accordion folder under the date that is 72 hours from the

time vehicle was marked.

VEHICLE REPOSSESSION

California law requires that whenever possession is taken of a vehicle by or on behalf of any legal owner under the terms of a security or lease agreement (repossessed), the person taking possession shall immediately notify the police department where the repossession occurred.

Notice of vehicle repossession is generally received by telephone from the repossession company taking possession of the vehicle. A written notice from the lending institution or repossession company should follow by mail.

- Telephone Notification
  - Verify the location of removal is in the City of Pacific Grove.
  - Complete a "Repossession Information" worksheet in its entirety.
  - Run 10-28 and verify all information is correct.
  - Notify Communications Center of the repossession if owner is not aware and provide the above information.
  - Enter Vehicle in the “Stolen Vehicles” System in LEAWeb. Choose “Enter Stored/Imp/Pawned/Repo Vehicle” from the SVS menu, and “Enter Repossessed Vehicle” in the drop-down menu.
  - Place SVS entry in 2nd party validation bin with 10-28 and Repo Info worksheet.
  - Once 2nd party validation has been completed, file in "Repossessions" folder at front desk. File the newest repossessions in the front of the folder.
- Written Notification
  - Verify if the vehicle information has already been entered into LEAWeb.
  - If vehicle has not been entered, complete LEAWeb entry. After vehicle has been entered, place entry in 2nd party validation bin with 10-28 and Repo Info Worksheet.
  - Once 2nd party validation has been completed, file in "Repossessions" folder at front desk. File the newest repossessions in the front of the folder.
- Repossession Fees
  - Verify that the original repossession report was handled by this agency. If the repossession was handled by another agency, refer the debtor to that agency for payment.
  - Government Codes 26751 and 41612 require the debtor to pay a $15.00 fee to the local law enforcement agency where the repossession notification was made, for the receipt and filing of the report of repossession. Failure to pay would prohibit the release of the vehicle until the debtor provides proof of payment. Collection of the $15.00 fee does not constitute a Vehicle Release (SDPM45), and a vehicle release form should **not** be issued. Accept the $15.00 fee, issuing a receipt with the notation "repossession fee" and the vehicle license number. This

receipt then becomes the debtor's proof of payment

VEHICLE RELEASE

Vehicles towed by the Pacific Grove Police Department under the authority of section 14601.2(a) CVC, or that have been placed on an agency hold by the towing officer require a written release form issued by the police department before the tow company will release the vehicle to anyone.

- Responsibilities
  - It is the responsibility of the Police Department to ensure that all vehicles are released in accordance with the tow policy and the California Vehicle Code.
- Definitions
  - Impounded Vehicles - vehicles which cannot be released without proper authorization (Detectives, Traffic Sgt., etc.) and/or the meeting of state requirements (current registration, unlicensed driver, etc.) prior to releasing the vehicle.
  - Stored Vehicles - any vehicle placed in storage by police that does not require police authorization to be returned to the owner.
- Release Requirements
  - Determine the current **Registered Owner** of the vehicle. Careful evaluation of documents is necessary due to the frequent turnover of buyers and sellers.
  - If a citizen inquires about obtaining the release of a vehicle on behalf of the registered owner, (due to illness, injury, arrest, etc.) they are required to obtain a notarized form from the vehicle's registered owner, in which the registered owner signs over authorization to pick up the vehicle.
  - Verify the identity of the person requesting the release. The only acceptable form of identification is a government issued picture I.D. (Driver license, state I.D. card). Identity can also be confirmed through Cal Photo in the event the person is not in possession of their license.
  - Driving privilege status must be verified through LEAWeb.
  - ***The DMV may issue a temporary driver's license. In this case the person may have a valid license even though LEAWeb will not show the updated status. PST's encountering this situation should use their best judgment and consult with the Watch Commander if in doubt. If the owner of the vehicle does not have a valid driver license or temporary driver license then they may choose to have an accompanying licensed friend drive the vehicle for them. The vehicle release paperwork should only be filled out in the name of the licensed driver. Be sure to photocopy both driver licenses if this is the case.
  - Proof of current registration for the vehicle prior to being released or a one day operating permit issued by the Department of Motor Vehicles.
  - Proof of insurance.

- Release Process
  - Pull the original copy of the CHP180 from the CHP180 Stored/Impounded folder. In cases where vehicle has been placed on a 30 day hold, releases are granted only after 30 calendar days have passed or with the approval of a Commander.
  - Collect Vehicle Release Fee.
  - Complete a Vehicle Release Form.
  - *** If the Registered Owner is not the person possessing the valid license, make the Vehicle Release Form out in the name of the licensed driver.
  - Scan the Vehicle Release Form, driver license, LEAWeb license status for the registered owner (and authorized driver if applicable), proof of current registration and proof of insurance into the TracNet case file.
- Vehicle Release Fees
  - A stored or impounded vehicle could be subject to release fee depending upon the circumstances. Careful review of the storage documents and the application of the following guidelines should aid in determining when fees are required.
    - Victims of crimes shall not be charged a release fee; however current registration, insurance, and a valid driver's license are required.
    - All 30 day impounds and those vehicles held for expired registration or driver's license hold are subject to a release fee.

  Examples:
  - A vehicle reported stolen is impounded as evidence in a robbery investigation. After processing by Investigations, Detectives authorize the release of the vehicle to the registered owner. This vehicle is not subject to a release fee.
  - A vehicle is stored when an unlicensed driver is stopped and cited. The registered own responds to pick up the vehicle. After review of the storage sheet and verification (ownership). The vehicle is released and is subject to our release fee.
- Release of personal property in vehicle.
  - A registered owner may request to retrieve their personal property from their vehicle. It is the responsibility of the Police Services Technician to ensure that any property is released to the registered owner of the vehicle. Also, verify that the property is releasable and not part of an ongoing investigation. There is no charge for a property release.
  - Determine the current **Registered Owner** of the vehicle. Careful evaluation of documents is necessary due to the frequent turnover of buyers and sellers.
  - If a citizen inquiries about obtaining a release of property from a vehicle on behalf of the registered owner, (due to illness, injury, arrest, etc.) they are required to obtain a notarized form from the vehicle's registered owner, in which the registered owner signs over authorization to collect property from the vehicle.

  - Verify the identity of the person requesting the release of property. The only acceptable form of identification is a government issued picture I.D. (Driver license, state I.D. card). Identity can also be confirmed through Cal Photo in the event the person is not in possession of their license.
  - Scan the property release to the TracNet case report.
- Stipulated Vehicle Release.
  - A stipulated vehicle release allows for a vehicle to be returned to an owner before the thirty day impound has come to an end.
  - Examples of this situation might include where a vehicle is community property and the only vehicle available to a family at the time of impoundment or whereas the vehicle was being driven by a person other than the owner. The person to whom the vehicle is released must possess a valid driver license and be forewarned that if the vehicle is driven by either an unlicensed driver or a driver with a suspended /revoked license, the vehicle will be subject to automatic forfeiture and transfer of title to state.
  - The PST must obtain a commander's approval prior to releasing the vehicle.
  - Once the form has been completed, scan the form in to the applicable case. The original stipulated vehicle release agreement must be forwarded to the Department of Motor Vehicles with ten days.

Procedure for Processing Report Requests

- The PST who receives the request (via mail, fax, email, or in person) verifies identity of victim and checks the status of the report to verify that it is approved. If approved and it is a non-injury accident and the requestor has provided payment, print and release the report in its entirety. Create a note in the case and scan the completed request form.
- If a report is not approved, create a note in the case that you have received the request and put the request in the unapproved requests folder. Do not scan the form at this time. Only complete the 'received by' section and make a note in the case.
- After a report is approved, the reviewing PST completes the bottom portion of the form and redacts the report if necessary, scans it into the case, and puts the copy with the request in the drawer. If no redaction is necessary, then put the request form in the drawer behind Records 1 desk. Do not print it at this time. Due to many reports not being picked up, only call the requestor to inform them of the status of their request. Make a note in the case as well.
- When the requestor comes in to pick up their report, print it at that time and make a note in the case. Now, scan the form to the case.

Any PST can process non-injury accident reports and most PC reports. This includes requests from insurance companies as well. All other report requests should be left for PRA trained

personnel. If you have any doubts about a report, please leave the request to be reviewed by the PRA PST's or Jocelyn.

Reports are only to be released to the victim or an authorized representative of the victim (insurance company, attorney, or parent if the driver is a juvenile). Other parties of interest may also receive a copy on a case by case basis. Ask Jocelyn or the city attorney if in doubt.

PROPERTY & EVIDENCE PROCEDURES

Property and Evidence:
Provide evidentiary proof that a person(s) committed/were involved in a crime. The property and evidence technician's role is to maintain the chain of custody and integrity of the property. Any property or evidence questions should be directed to the Property and Evidence Technician or Administrative Services Manager.

Found Property:
When an item is turned in to PGPD as "Found Property" we are to process the item(s) just as the officers would process Evidence. There is a chain of custody that we as PGPD employees are required to uphold in order to guarantee the integrity of the item and to eliminate loss. Upon accepting an item the PGPD employee shall first obtain information from the finder in regards to where and how the item(s) was found and how the finder can be contacted. In some cases the finder may have the opportunity to claim the item(s) if no owner comes forward, this should be documented in the informational report. Once the information is gathered, enter an informational report documenting the found property, all serialized property shall be entered into CLETS. The item(s) shall be photographed showing any distinct details, serial numbers or owner applied numbers and the photos shall be attached to the informational report. The PGPD employee shall do a records check of the item(s) by name, description or serial #, if a possible owner is located in the search the PGPD employee shall then attempt to contact the owner and notify them that the property was found. The item shall be processed appropriately; if the owner was contacted and is able to respond immediately to pick up their property, the item(s) may be held at the front desk temporarily. If there is no record, the item(s) shall be packaged, sealed and placed into a locker and secured (see property packaging procedure). If an owner comes in to claim property that has already been secured they shall be directed to make an appointment with the appointed Property and Evidence technician. Found Property will be held for 90 days, at the end of which an effort will be made to again contact the owner or the finder to advise that the property is ready for final disposition. If no one comes forward to claim the property after the appropriate holding period, the property will be destroyed or donated per department policy.

Lost Property:
When a citizen comes in to file a "Lost Property" report, the PGPD employee shall fill out a "lost property report form" with as much information and detail as possible. If the lost item(s) is serialized and the serial number is provided by the reporting party the item shall be entered into CLETS upon completion of the informational case. When entering the informational report, be as generic as possible.

Firearms:

Citizens may surrender firearms that they no longer want to have possession of. When citizens come in to the front lobby to surrender a firearm they shall be advised to leave the firearm(s) secured in their vehicle. Request through dispatch that an officer respond to the department for a firearms surrender. Non-sworn staff shall not accept any firearms or illegal weapons.

Drugs:
Non-sworn employees shall not accept drugs that are brought in to the department by citizens for destruction. An officer should be called in to accept and process the drugs appropriately.

Money:
Money shall be counted in an area where the employee can be seen on video counting the money. Money shall be booked separately from any other items as it is stored separately. Do not book wallets containing paper money or coins.

REFERENCE MATERIALS

DETAIL CODES

10-1 Receiving poor
10-2 Receiving good
10-3 Stop transmitting
10-4 Message received, OK
10-6 Busy
10-7 Out of service
10-8 In service
10-9 Repeat
10-12 Visitor present
10-19 Enroute/return to station
10-20 Location
10-21 Telephone
10-22 Cancel
10-23 Stand by
10-26 Clear, no wants
10-28 Registration
10-49 Enroute
10-63 Prepare to copy message
10-97 Arrived at scene
10-98 Completed assignment

TRAFFIC CODES

11-10 Obtain report
11-24 Abandoned vehicle
11-25 Vehicle traffic hazard
11-41 Ambulance needed
11-54 Suspicious vehicle
11-79 Accident/ambulance sent
11-80 Accident/major injury
11-81 Accident/minor injury
11-82 Accident/property damage
11-83 Accident/no details
11-84 Traffic control
11-85 Send tow truck
11-98 Meet _____
11-99 Officer needs help!

CODE RESPONSE

Code 1 At your convenience
Code 2 Urgent
Code 3 Emergency
Code 4 No further assistance needed
Code 5 Stake Out
Code 7 Meal time
Code 10 Dangerous person
Code 11 No Self-initiated activity

PHONETIC ALPHABET

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

Websites & Resources

City of Pacific Grove
www.cityofpacificgrove.org

PD Policy Manual
policy.lexipol.com

Parking Citation Software
www.turbodata.com

IPS Meter Software
www2.ipsmeters.com

i-worq City Permitting System
www.iworq.net

California Peace Officer Standards & Training
www.post.ca.gov

California Public Parking Association (CPPA)
www.cppaparking.org

International Parking Institute
www.parking.org