

# SAN DIEGO POLICE DEPARTMENT



## RETIRED SENIOR VOLUNTEER PATROL OPERATIONS MANUAL

May 2024

# RSVP OPERATIONS MANUAL

## San Diego Police Department

### Vision

We are committed to working together, within the Department, in a problem-solving relationship with communities, government agencies, private groups and individuals to fight crime and improve the quality of life for the people of San Diego.

### Mission

To maintain peace and order through the provision of police services that are of the highest quality and responsive to the community's needs. We will contribute to the safety and security of the community by apprehending those who commit criminal acts, developing partnerships to prevent, reduce or eliminate neighborhood problems, and providing police services that are fair, unbiased, judicious, and respectful of the dignity of all individuals

The principles upon which we base our policing are:

#### **HUMAN LIFE**

The protection of human life is our highest priority.

#### **ETHICS**

We will demonstrate integrity and honor in all our actions.

#### **CRIME FIGHTING**

Our efforts to address neighborhood problems will be based on a Partnership with the community.

#### **VALUING PEOPLE**

We will treat each other with dignity and respect, protecting the rights and well-being of all individuals.

#### **LOYALTY**

We will be loyal to the community, to the department and its members, and to the standards of our profession.

#### **OPEN COMMUNICATION**

We will listen to one another's opinions and concerns.

#### **FAIRNESS**

Our decisions will be based on common sense, balanced, moral, legal, and without personal favoritism.

#### **DIVERSITY**

We appreciate one another's differences and recognize that our unique skills, knowledge, abilities and backgrounds bring strength and caring to our organization.

# RSVP OPERATIONS MANUAL

## RSVP Mission Statement

The Department's Retired Senior Volunteer Patrol (RSVP) program is committed to developing a spirit of cooperation and partnership with the community. We pledge to recruit, train, and retain talented volunteers who will be encouraged to participate in meaningful community safety, security, and service programs.

### **PURPOSE**

The RSVP Program is pledged to the recruitment, orientation, and retention of talented volunteers who are encouraged to develop their skills in a work environment that fosters participation in meaningful community safety and security programs.

RSVP personnel shall strive to enhance community safety and security through crime prevention programs, with active citizen involvement.

### **OBJECTIVES**

The RSVP program will be continually evaluated as to its effectiveness in accomplishing the following:

We are providing increased crime prevention programs within specific geographic boundaries.

We are promoting community awareness and acceptance of the RSVP program as a vital community relations tool.

We are providing additional resources to the Police Department Area Stations, thus enabling the expansion of police-related services without significant cost increases.

# RSVP OPERATIONS MANUAL

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# RSVP OPERATIONS MANUAL

## 1

### **THE VOLUNTEER SERVICES UNIT**

The Volunteer Services Unit (VSU) is an administrative unit responsible for coordinating the Department-wide operation of the RSVP program. Specifically, the office coordinates maintaining and updating Department-wide policies and procedures about the RSVP program. The office develops, and coordinates regional academy training, field training, annual update training, and command-specific training as needed.

VSU is responsible for researching points of legality and liability, which may pertain to the operation of the Department's RSVP programs, ensuring that the RSVP Program meets the City definition of volunteers, augmenting but not replacing employees, and processing background checks on new applicants.

VSU maintains personnel files of each RSVP Command, including course outlines and the names of members trained and acts as a resource to Area Commands on issues relating to the RSVP Program.

# RSVP OPERATIONS MANUAL

## 2

### SELECTION PROCESS

All Department members and volunteers are encouraged to recruit members for the RSVP program.

Applicants must have attained the age of 50 years, meet the requirements of the program, and be willing to perform the required tasks.

Applicants must agree to abide by all Department and Program rules, regulations, and procedures.

When an applicant contacts the Department about the RSVP program, he or she will be referred to the RSVP Captain (Administrator) at Area Command, where the applicant lives, unless the applicant specifically requests to join a program from another community.

When the applicant contacts the RSVP Administrator, an interview should be scheduled to determine whether the applicant's interests and the program are compatible.

Only persons trained in interviewing by a Department-approved instructor will conduct interviews. The VSU will coordinate additional City-sponsored interviewing classes if needed.

When an applicant successfully passes the initial interview, the RSVP Administrator shall send the name and contact information, along with the completed interview forms to the VSU. The VSU Coordinator will notify the applicant to fill out the online application through the city website at <https://www.sandiego.gov/volunteer-program>

The VSU coordinator will contact the applicant and schedule the Pre-Investigative Questionnaire. The applicant will complete the questionnaire at Headquarters. VSU will begin the investigation process. The background check process includes a Personal History Statement, partial criminal history computer check, DOJ fingerprint check, reference letters, pre-polygraph interview, polygraph, and a follow-up criminal history check from the Criminal Intelligence Unit.

When VSU clears the applicant, the RSVP Administrator will be notified along with the applicant if cleared, disqualified or not selected. The VSU Sergeant is the Appointing Authority for all volunteers and has the final decision.

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The VSU Coordinator shall notify the background-cleared applicant of the upcoming regional academy and field training.

The VSU Coordinator must provide the names of the background-cleared applicants to the San Diego Sheriff's Department Volunteer Services Sergeant. This must be done no later than two weeks prior to the academy.

VSU shall schedule and organize the graduation ceremonies, including production of graduation certificates. The graduation ceremonies will occur thrice annually (January, May and September). The academy is sponsored by the Sheriff's Department and will include San Diego Police RSVP field training officers.

Applicants may meet with RSVP staff at the division as a visitor and will remain in visitor status until their background investigation is cleared. Applicants may not participate in any formal or informal training or events until they have cleared the background investigation. Upon completion of the background investigation and the California Law Enforcement Telecommunications System (CLETS), they will be identified as recruits and be issued an identification card and access card. The access card will be restricted to the division the recruit is assigned.

Uniforms may be acquired prior to the academy but will not be worn until graduation. At which time, the recruit will be presented with the badge. Until the badge is presented, the recruit will be required to wear their identification so that it is visible on their person.

Recruits may receive training prior to attending the regional academy but will remain in ride-a-long status and shall not be permitted to drive any city vehicle or use either the portable or vehicle radio until the completion of the regional academy. As a ride-a-long, the recruit will train as an observer.

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### PATROL OPERATIONS

Area Commands shall determine the hours and days of RSVP operations. Routine RSVP patrols after dusk are generally prohibited, unless approved by the Commanding Officer of the assigned division. RSVP's are encouraged to take part in special events outside of normal scheduled patrol hours.

RSVP's are required to work three patrols a month and attend one monthly training. Exceptions must be cleared through the RSVP Administrator.

Patrols are scheduled and unit numbers are assigned by the individual Commands.

All hours will be entered on the Better Impact system.

RSVP operations shall normally be limited to the geographic boundaries of the Division Command to which members are assigned on a routine basis. RSVP members may work special events and assist other commands as requested or needed.

RSVP patrols shall always be conducted in two-person teams, with two portable radios in the patrol car. Exceptions to always having a partner would be RSVP members providing administrative support to the area command and RSVP Administration. In these instances, one portable radio is acceptable in the patrol car.



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### **RADIO PROCEDURES**

The Federal Communications Commission (FCC) regulates the use and maintenance of your RSVP radio.

The FCC forbids profanity and any superfluous or extraneous transmissions such as terms of courtesy, e.g., Please and Thank You. Section 90.19(A) of the FCC regulations states: Stations in the Police Service are authorized to transmit communications essential to official activities of the licensee.

Police Department Policy and Procedure 2.1 includes proper radio communications procedures for portable Police Radios (RSVP radios).

The 800 mhz radio has a computer-identification code attached to it so that police dispatchers are notified of the radio's use each time the transmit button is depressed.

Each Command has its own procedures for checking out a radio, assuring proper battery charging, repairing radios, and other radio-related tasks.

Whenever possible, each member should have their own radio while on patrol.

RSVP shall use the Checkpoint System when identifying vacation houses or You Are Not Alone (YANA) addresses. This is to prevent anyone with ill intent listening on the radio from locating a vacant residence.

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## 5 RSVP UNIFORMS

The Department provides the new members with their first set of uniforms, which includes shirt, long sleeve shirt, trousers, belt, hat, tie with a clip, and name tag before graduating from the regional academy. All other items that were provided by their commands shall be returned upon separation from the RSVP Programs.

RSVP Members are also provided with a badge, I.D. card, and access key card. The badge, I.D. card, and access key card are the property of the Police Department and shall be turned into VSU upon separation from the RSVP Program.

The approved RSVP uniform consists of the following items:

**Uniform Shirt:** Shall be long or short sleeve, plain light blue in color. The shirt shall have the approved San Diego Police arm patches and rockers sewn to the shirt in the same configuration as the uniformed members of the department, with the rockers above the patches. The very top button (collar/neck button) of the shirt will be the only button not buttoned.

**Trousers:** Shall be issued “Dickie” pants, wash and wear, and navy blue in color.

**Jackets:** The approved RSVP jacket is the HORACE SMALL Style 2510 with silver buttons. The jacket will have the same arm patches, rockers, and badge eyelets as the uniform shirt, arranged in the same manner. Jackets purchased prior to June 1997 that are not in compliance with the above standards shall be authorized until wear warrants replacement.

**Belt:** Shall be smooth black leather with plain silver buckle, 1 ½ inches in width.

**Hats:** Shall be blue baseball type or blue cloth visor with the Police patch affixed to the front. (The same colors as the Community Service Officers.) **OR** Navy-blue wool baseball type hat with “SDPD” embroidered across the front in **SILVER**. (GOLD lettering is for SDPD Officers) **OR** Aussie style hat, model name Crushable Breezer 3” flat brim, royal blue in color, made by The Henschel Hat Company. **NO** patches, pins or adornments of any type are authorized; throat latch/string **MUST** be removed.

**Shoes:** Shall be black, plain toe, soft or hard toe footwear. Boots are acceptable.

**Socks:** Shall be plain black if visible at any time when wearing long uniform pants.

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- Tee Shirt:** Tee Shirts are optional. If worn and visible, they shall be round-collared neck style and white or black in color. The sleeves of the Tee Shirt shall not extend beyond the sleeves of the uniform shirt.
- Name Tag:** Shall be silver metallic and will be worn on the outermost garment, (shirt or jacket). Any previously purchased name tags not in compliance with the above standards shall be allowed within reason. Area commands will decide what additional appropriate information may be placed on the name tags.

The following optional uniform items are authorized:

- Gloves:** Plain black, wrist length, in leather or cloth.
- Shorts:** Shall be the same color as the trousers and no longer than knee-length. If the optional shorts are worn, white socks and plain white footwear shall be worn.
- Suspenders:** RSVP Members have the option to wear suspenders. The suspenders must be black in color.
- Cloth Badges:** The silver cloth RSVP badge may be worn only on the approved RSVP jacket.
- FTO Pin:** May be worn by Members who have completed the 2-Hour Field Training Module. The Silver FTO Pin shall be worn on the uniform shirt or jacket's right pocket flap, directly below the name tag.
- Additional Pins:** Up to two approved optional pins may be worn on the RSVP uniform. The approved optional pins shall be worn on the right pocket flap.

**Approved Optional Pins:** McGruff the Crime Dog pin,  
National RSVP pin,  
other Police Department-approved pins.

Duly appointed Administrators and Managers may wear the following identifiers:

### **Management position**

Administrator  
Ass't. Administrator  
Manager  
Ass't. Manager

### **Bar description**

Silver two bars  
Silver one bar  
Silver with three Chevrons  
Silver with two Chevrons

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Bars shall be worn on the uniform collars, both shirt and jacket, parallel to the bottom of the collar, 1/2 inch up from the bottom and one inch in from the outermost seam edge.

Freedom of expression is one of our nation's most cherished rights. However, while on duty you are representing the Department, wearing anything other than what is listed is not a part of the uniform and therefore prohibited.

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### **APPEARANCE AND GROOMING STANDARDS**

Members of the San Diego Police Retired Senior Volunteer Patrol, while on duty, shall always be neat and clean. Uniforms shall be cleaned, pressed and in conformity with specifications contained in this manual and the San Diego Police Department's Policy and Procedures Manual.

Members of the RSVP shall always present a professional appearance in their dress and grooming. All Members shall comply with the following grooming standards:

#### MALE STANDARDS

The wearing of any earrings is expressly prohibited.

Male members of the RSVP may wear their hair any length on the front and sides of the head, so long as it is styled in such a manner as not to extend into the eyes or otherwise interfere with vision. The back of the hair may be cut in any style providing it does not extend more than one inch below the collar of the uniform shirt when the head is held erect.

Natural hair styles shall be no longer than four inches from any part of the head. Wigs and hairpieces must conform to the same standards. Extreme hairstyles, treatments, or colors are inappropriate.

Mustaches and beards shall be kept neatly trimmed.

#### FEMALE STANDARDS

Hair shall be worn in a neat style. Extreme hairstyles or colors are inappropriate. The length of the hair shall not be worn more than one inch below the bottom of the uniform shirt collar. Natural hair styles shall not be longer than four inches from any part of the head. If the hair is longer than described, it must be kept up neatly and securely fastened.

Approved earrings shall be stud type no more than 1/4 inch across, one per ear.

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## 7 DUTIES

RSVP members have various responsibilities and duties. Their main function is to perform non-confrontational duties, which were previously performed by sworn officers. The purpose of this is to free officers to perform the more serious duties that they have been trained to do, thus helping the Department to better achieve its goal of better serving the community.

Listed below are some of the variety of duties which RSVP personnel may be asked to perform:

- Patrolling the city in a marked car as extra eyes and ears of the Department
- Providing citizen assistance
- Vacation house checks
- Child identification fingerprinting
- Traffic diversion
- Enforcing disabled parking regulations/red curb violations/current registration not displayed
- You Are Not Alone program (YANA)
- Reporting unattended or abandoned vehicles
- Security surveys (Target Hardening)
- Clerical duties
- Stranger / Danger presentations
- Senior safety presentations

RSVP's will only perform those tasks that they have been trained for and are comfortable performing. Not all of the above tasks are covered in the initial RSVP Regional Training Academy. Additional training will be provided during agency specific training.

Commanding Officers are encouraged to expand RSVP duties according to their Area Command needs. If additions to the basic task list are desired, the area Captain (or designee) should contact VSU with the proposal. VSU will assess the requests for legality, liability, and conformance with Department Policies and Procedures. If approved, the designee RSVP Coordinator will oversee updating any changes to a Division-specific Operations Manual. A copy of this manual will be sent to the VSU.

If the Area Command conducts training, VSU must be provided with the training outline before the class. After the training, VSU must be supplied with the instructor's name and the names of trained members. A sworn police officer must perform instruction, or if conducted by a non-sworn person, must be monitored by a sworn officer (excluding RSVP Field Training). This is required to certify the RSVP training.

The VSU shall maintain copies of the training agendas and the names of those trained in a command file.

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## 8 TRAINING

**Training** is defined as instruction given to members to make them proficient in a task or to aid in their growth or development of a performed task. (Example: Training on locating and removing latent fingerprints would require review of the training outline prior to beginning the training.)

The Sheriff's Department shall conduct initial training of new RSVP members in the form of regional academy. Agency specific training such as radio operations and computer training shall be coordinated through VSU.

Field training shall be facilitated by the area commands. VSU must be provided with the field training manual signed by the command staff at the conclusion of the training.

**Operational Information** is provided to members with general information about the Police Department or community that will not require the members to perform those duties. (Example: The SWAT unit providing a demonstration at a monthly training meeting would be for informational purposes only and would not require an outline or a review of one).

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#### RSVP LIMITATIONS

Remember, **you are not a Police Officer!** You shall not take any type of enforcement action, apart from enforcing disabled parking laws, red curb violations, and current registration not displayed. You will enforce these violations only once you have received training.

**Never** place yourself in a dangerous situation, or get involved in anything, which could become confrontational. If you accidentally become involved in a dangerous or confrontational situation, immediately back away and notify Communications. As an RSVP member, **you will never carry any type of weapon** while on duty, even if you have a concealed weapons permit. You are not to make, or attempt to make, arrests. If you come across a dangerous situation, or observe a crime in progress, move to a safe location and observe as you have been trained. Do not respond to any radio calls unless RSVP is specifically asked for and never attempt to cover an officer who is involved in a dangerous situation.

If, during a vacation house check, you discover an open door or window, do not enter under any circumstances.

Remember, the success or failure of the RSVP program will depend on you and your actions. It is impossible to cover all situations which you may encounter, however you are always to use good, sound, judgment and common sense while performing your RSVP duties. Always error on the side of safety.



# RSVP OPERATIONS MANUAL

## **10 THE AREA COMMAND**

The purpose of the RSVP is to provide uniformed, non-enforcement service within specific geographic boundaries.

Area Commands shall be responsible for the day-to-day operations and supervising of the RSVP programs.

Area Commands are responsible for addressing labor and liabilities issues that pertain to their RSVP Program. Area Commands may refer personnel investigations concerning only RSVP personnel to the VSU.

The Captain at the Area Command is responsible for appointing or removing the RSVP Administrator for that Area. Additionally, the Captain will appoint a coordinator to work with the RSVP Program. RSVP Administrators should work closely with the Area Command coordinator, keeping the Captain abreast of ongoing operations and any problems that may exist.

Area Station Captains and the representatives may request that the RSVP perform additional non-standard duties. The VSU will evaluate the legality and training needs of the additional duties and respond in a timely manner.

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### 11 ON-DUTY INJURIES

The City provides Workers Compensation coverage for RSVP members if they are injured while acting within the normal scope of their duties. In terms of liability coverage, the City of San Diego is liable for the acts of its RSVP volunteers.

RSVP members must report all injuries incurred while on duty. Two types of reports will be used:

**Minor Injury:** When a member has a minor injury (small cut, scrape, strain, toxic exposure, etc.) that does not result in immediate medical treatment, the member shall complete the City “Report of Minor Injury,” form RM1568. This form documents the incident if medical treatment is required at a later date.

This form must be completed prior to leaving the facility at the end of the shift.

**Other Injury** When a member is injured and requires medical treatment, contact Communications Division and request a Patrol supervisor from the Division where you are currently located. For example, if you are a RSVP from Northeastern Division and are injured downtown while on a CA/DA run, call for a Central Division patrol supervisor. The supervisor will complete a “Medical Status Report for Occupational Injury or Illness.” Form RM-1634. This form must be signed by the treating physician and returned for processing.

Treatment for life-threatening and serious on-duty injuries should be performed at the nearest emergency room. Non-life threatening, less serious injuries should be treated at any Sharp Hospital emergency room or Sharp-Rees Steely urgent care centers.

RSVP Members may designate their own physician for treatment if they are injured. This must be done before an injury occurs. VSU has a supply of forms for this purpose. RSVP members that have pre-designated personal physicians may go to their own physician for treatment. If a member goes to their physician, the form RM-1634 must be completed and returned as described above.

**WHETHER AN INJURY IS ON-DUTY OR OFF-DUTY, THERE IS NO “LIGHT-DUTY STATUS” AVAILABLE FOR RSVP’S. BEFORE RETURNING TO DUTY, THE INJURED RSVP MUST HAVE A DOCTOR’S NOTE AUTHORIZING THEM TO RETURN WITH NO WORK LIMITATIONS.**

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### **12 PROGRAM FUNDING**

Each RSVP group is connected to a 501(c)(3) Public Benefit Corporation to handle donations and other funding revenues. RSVPs can be a part of an existing 501(c)(3) or form a separate fund for their RSVP Division.

The 501(c)(3) must remain separate from the RSVP group and the Department. RSVP members and City employees should not be directly associated with the 501(c)(3) corporation, or maintain membership on governing boards, nor should the San Diego Police Department's name be used in the title of these boards. Active members of the RSVP program are prohibited from soliciting funds on duty or in uniform.

The VSU coordinator is available to assist Commanding Officers in this area. (Note: all RSVP funding is provided solely by private donations. Inquiries regarding contributions should be referred directly to the parent Public Benefit Corporation.)

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### **13 REQUIRED MEETINGS**

All RSVP members shall be required to attend the scheduled monthly training meeting. The monthly meeting shall be used to keep RSVP members abreast of upcoming events, finalize work schedules, discuss patrol events and issues, and perform on-going training and operational information as described in Section 7. The only exceptions are emergencies or previously approved absences.

RSVP Administrators shall maintain a roster of those members attending the training meetings.

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#### **SICK LEAVE NOTIFICATION/INJURIES**

Members must give 24 hours' notice if they are unable to report for assigned shifts, unless sudden illness occurs. It is true that RSVP members donate their time; however, just as with paid staff, it is of utmost importance to know in advance if scheduled personnel will not be reporting for duty. If advance notice is not given in time to schedule a replacement, certain responsibilities and our service to the community will suffer. Remember, we are a team and we must work together to be as effective as possible.

Members should make every attempt to find their own replacement unless unable to do so because of an injury or severe illness. Once the member is symptom-free for twenty-four hours, he/she may return to duty. However, once the member returns, if it appears the member is still symptomatic, a supervisor should be notified. The supervisor will make the decision on whether the member needs to return home.

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### **15 LEAVE OF ABSENCE**

RSVP Members may take a leave of absence when necessary for medical or personal reasons. Members taking an official leave of absence shall turn in their Police Identification, badge, and magnetic access card prior to going on leave. Before returning to an active volunteer status, any member on medical leave must submit a medical release from their physician indicating no workplace restrictions. There is no “light-duty” status for volunteers.

Less than six months:

RSVP Members inactive for less than six months may be reinstated with the concurrence of the VSU Sergeant without additional training.

More than six months, less than one year:

If an RSVP member has been inactive for more than six months but less than a year, a criminal history control sheet (green sheet) must be completed. The form is then sent to VSU for review prior to activation of the member. The member is required to attend the RSVP OTJ training and the field training phase to review existing and new policies and procedures.

Over one year:

RSVP Members inactive for more than one year must submit a new application and PIQ and have their background investigation updated from the time they went inactive. The member is required to attend the academy or field training, at the discretion of the VSU Sergeant, and must review existing and new policies and procedures.

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### **16 RIDE ALONG POLICY**

#### Ride Along Benefits

A required part of the RSVP training is the ride-along with a Police Officer. The purpose of the ride-along is two-fold: First, it provides a chance to experience some of the various duties a patrol officer experiences and to better understand what their duties are and why they function a certain way. Second, the ride-along provides information about the police radio and patrol techniques.

#### Applicants

RSVP members may take prospective applicants on a ride-along with one of their daily patrols. These must be coordinated with the RSVP Administrator. The Administrator shall assure that a record check of the ride-along has been made prior to taking the applicant on the ride-along. The Administrator shall coordinate the records check and the ride-along with the area RSVP coordinator, or ride-along coordinator. The Department ride-along form must be completed prior to taking a RSVP Applicant on a ride-along.

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### CHAIN OF COMMAND

The following is the structure and chain of command within the RSVP Program. In order to maintain consistency and continuity within the RSVP program, management and/or supervision should be accomplished by the following personnel:

#### **Volunteer Services Unit**

*Volunteer Services Unit staff coordinates the background investigations process for new applicants, acts as the Appointing Authority for all Police Department volunteers, and coordinates the various volunteer programs of the Department, assuring consistency and compliance with applicable policies and procedures. The staff evaluates new proposed program elements and functions and obtains proper approvals when necessary. The staff coordinates field training of all volunteers and maintains personnel and training records.*

#### **Division Captain**

Shall supervise the operation and disciplinary matters of the RSVP program within the Division Command. Each area command Captain may customize the RSVP program to suit the needs of the service areas within the Division, with the concurrence of the Volunteer Services Administration.

#### **Patrol Supervisor - Service Area Sergeant on Duty**

The patrolling Service Area Sergeant shall be the immediate supervisor for RSVP Members while patrolling service areas including (but not limited to) investigation of traffic collisions involving on-duty RSVP Members, job-related injuries, citizen complaints against RSVP Members, etc.

#### **Area RSVP Coordinator(s) - Designated by the Division Captain**

Shall Coordinate and Liaison between the RSVP Members and the Division Command, keeping the Division Captain continually apprised of the status of the RSVP program and facilitating the program's needs.

#### **RSVP Administrator (Rank of Captain)**

An RSVP member responsible for the day-to-day administration of the RSVP program, assigned by the Division Commanding Officer.



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### **RSVP Assistant Administrator (Rank of Lieutenant)**

An RSVP member assigned to assist the Administrator.

### **RSVP Manager (Rank of Sergeant)**

As an RSVP member assigned to assist the Administrator and Assistant Administrator with day-to-day operations.

### **RSVP Assistant Manager (Rank of Sergeant)**

An RSVP member assigned to assist the Manager.

### **RSVP Field Training Officers (FTO)**

A specially trained RSVP member assigned to perform field training for new members.

### **RSVP Members**

These Volunteers must have reached the age of 50 and possess a valid California Driver's License. They must successfully complete all phases of orientation and training and agree to abide by program rules and regulations.

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### RSVP ADMINISTRATION

Specific RSVP members in each Area Command will be tasked with administering the day-to-day operations of the RSVP Program. These positions are the backbone of the RSVP program and allow and encourage growth in membership numbers and in scope of the program. Area Station Commanding Officers and their designees are responsible for assigning or approving these positions.

#### **RSVP Administrator**

The Area Station Captain has the responsibility for appointing or removing the RSVP Administrator. The Administrator is the key position in the RSVP program and coordinates all of the day-to-day administration of the program. RSVP Administrators should surround themselves with competent assistants and managers to assist with required tasks.

#### **RSVP Assistant Administrator**

The RSVP Administrator appoints the Assistant Administrator with the concurrence of the Area Station Commanding Officer and/or Division RSVP Coordinator. Assistant Administrators perform duties as directed by the Administrator. Assistant Administrators should be aware of all the duties of the Administrator and assumes the duties of the Administrator in his/her absence or inability to serve.

#### **RSVP Manager**

The RSVP Administrator appoints the Manager with the concurrence of the Division RSVP Coordinator. Managers perform duties as directed by the Administrator. Managers should be aware of all the duties of the Assistant Administrator and assumes the duties of the Assistant Administrator in his/her absence or inability to serve.

#### **RSVP Assistant Manager**

The RSVP Administrator appoints the Assistant Manager with the concurrence of the Division Coordinator. Assistant Managers perform duties as directed by the Administrator. Assistant Managers should be aware of all the duties of the manager and assumes the duties of the Manager in his/her absence or inability to serve.

#### **RSVP FIELD TRAINERS (FTO)**

The proper training of new RSVP members is an important task. The Administrator will appoint specific RSVP members with the concurrence of the Division Coordinator that he/she believes can properly train new members following the rules and regulations outlined for the RSVP Program. RSVP Field Training Officers are responsible for field training, practical application during field training for new members. The Volunteer Services Administration will coordinate a training class for all perspective Field Training Officers. RSVP Field Training Officers must have completed the RSVP FTO training session certification prior to training new members.

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### 19 VEHICLE MARKINGS

Each vehicle used for the RSVP Program shall have standardized markings as authorized by the Department. Markings will be as follows:

- **SAN DIEGO POLICE** in 2-inch letters across the front and rear.
- **SAN DIEGO POLICE** in 2-inch letters above the front wheels.
- On the front doors, **RSVP** on top, the **City seal** mid-door, and **RETIRED SENIOR VOLUNTEER PATROL** below the City seal. Both **RSVP** and **RETIRED SENIOR VOLUNTEER PATROL** will be in 2-inch lettering.
- Approved Amber lights attached to the roof of the car

If a vehicle was obtained through a donation process, the name of the donor or business will be stated on the rear of the vehicle in one-inch letters.

The Auto Maintenance Division staff will perform markings on all vehicles used in the RSVP program only. All unauthorized lettering, bumper stickers, and markings are subject to removal by garage staff.

# RSVP OPERATIONS MANUAL

## 20 VEHICLE OPERATION

All RSVP Members must have a valid driver's license issued by the State of California. There may be restrictions on individual licenses such as: Valid Sunrise to Sunset, Must Wear Corrective Lenses, etc. While patrolling as an RSVP member, you are operating a vehicle marked as San Diego Police Department and visible in the public eye. Use extra caution and care while driving. The public will be observing your driving performance.

As an operator of a city-owned vehicle, you are responsible for operating it in a safe manner at all times. That is, you should:

Obey all rules and laws.

Comply with all traffic controls, lights, and posted signs.

Don't insist on the right of way, even if the other driver fails to yield. Let them have it.

Check your vehicle for safety before you report on patrol, and also when you return.

If you detect mechanical abnormalities, make note of them on the Daily Log. Then consult the mechanic on duty, obtain a mechanical defect form from the garage, and fill it out. **MAKE SURE YOU NOTIFY THE NEXT DAY LINE-UP LEADER THAT THE VEHICLE IS BEING REPAIRED AND IS NOT AVAILABLE FOR PATROL THE FOLLOWING DAY.**

Clean the windows and mirrors and make use of your side mirrors.

The DMV defines accidents in this manner:

There are no accidents - only collisions and crashes. The word accident implies an unforeseen event that occurs without fault or negligence. In most collisions that is not the case. Most people involved in a collision can usually claim responsibility for what has taken place. (Ref. Page 1 of Introduction - California Commercial Driver's Handbook).

All RSVP vehicles will be assigned by the Administrator or a designee.

Due care and caution shall be exercised while operating any Police Department vehicle, (including RSVP vehicles). All traffic laws must be obeyed.

All vehicles should be inspected prior to being taken into the field. If a defect in a vehicle is discovered, report it to the garage personnel at the area command you are working under and advise your RSVP Administration of the defect.

## RSVP GENERAL OPERATIONS MANUAL

Upon securing from duty, the driver is responsible for filling the vehicle with gas if the tank registers less than 3/4 full, and for removing all trash. If appropriate, wash and vacuum the vehicle.

To eliminate potential complaints, horns should not be tested at the area stations or near residential neighborhoods.

Drivers shall comply with all parking regulations. Vehicles bearing E license plates are exempt from parking meter charges.

Proper care for the vehicle while driving and parking is very important. Always place the car in park, set the parking brake, and make sure the ignition is off and that you have the key when you leave the vehicle.

Always check behind the vehicle prior to backing up. Whenever possible, park the vehicle so that you do not have to back up, or so you have to back up for the shortest possible distance. The passenger RSVP should exit the patrol car and assist the driver when backing is required.

An RSVP Patrol Radio is required whenever an RSVP patrol car is being operated. Training in a controlled environment would be the only exception.

RSVP patrol vehicles shall not be used to jump-start other vehicles. Never use your patrol car to push-start any vehicle. If a citizen asks you to jump-start his/her vehicle, politely decline and offer to call for roadside assistance for them via radio on the Inquiry channel. If an Officer asks you to jump-start a police car, allow the Officer to connect the jumper cables. This is due to special equipment in the police cars that will be damaged if the Officer does not disconnect it.

RSVP members do not give rides to citizens unless asked by a Police supervisor.

Division coordinators can deem any RSVP member a "Non-Driver" based upon repeat driving violations.

All RSVP are subject to Driver's License Inspections. These inspections occur semi-annually (March, September). If the Driver's License is expired or suspended, the RSVP will be restricted from driving a city vehicle until the issue is remedied.

## RSVP GENERAL OPERATIONS MANUAL

### 21

#### **RSVP COLLISION PROCEDURES (RSVP INVOLVED)**

If you are involved in a collision with or without injuries, immediately notify Communications that you have been involved in a Police Equipment Collision. Follow the directions relating to Police Equipment Collisions located in the patrol car.

Should you become involved in a traffic collision, your first duty is to ***NOTIFY RADIO COMMUNICATIONS***. You should also do the following:

1. Protect the scene and request any necessary medical assistance via the radio.
2. ***DO NOT MAKE ANY STATEMENT CONCERNING THE COLLISION.***
3. It is recommended that the vehicle(s) involved in the collision NOT be moved. However, if the vehicle(s) must be moved out of the flow of traffic for safety purposes prior to the arrival of the police investigative personnel, mark the original location of all vehicles involved and move to a nearby safe location.
4. Remember, you are driving a vehicle owned by the City of San Diego, and reporting procedures must be followed. Each police equipment collision must be investigated by a Field Sergeant and a Traffic Officer.

# RSVP GENERAL OPERATIONS MANUAL

## 22

### **FUNERAL PROCEDURES**

When Volunteer Members of the Police Department, including RSVP's, pass away, VSU must be notified as soon as possible. VSU will then notify Wellness in order that proper notification can be made to the Office of The Chief of Police.

Divisions will be responsible for coordinating with the decedent's family for funeral arrangements. If the family members request RSVP to attend the funeral in uniform on behalf of the Department, members will wear long sleeves and a tie with a tie clip.

The Chief's Office is available for notifying all Divisions city-wide if requested by the Division involved.

# RSVP GENERAL OPERATIONS MANUAL

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### INTERNAL/EXTERNAL INVESTIGATIONS

If a complaint is generated by the public, an employee, or another volunteer member, the RSVP coordinator shall be notified first. All complaints shall be handled in the same manner as sworn or civilian and submitted to BlueTeam.

The RSVP coordinator will confer with the Lieutenant, who will meet with the Captain to determine if the allegations are egregious enough to place on inactive status. The Captain, or designee will notify the VSU Sergeant, who will arrange to meet with the subject member. During the meeting, the member will become informed of the investigation, the process, and if they will be inactivated during the course of the investigation. The RSVP member will not be allowed to keep their hard badge, identification card, or access card during the investigation, and will not be allowed to participate in any activities on or off duty with RSVP or other police employees and volunteers.

RSVP members will cooperate truthfully and fully with any personnel investigation being conducted by the Department.

Volunteers are non-paid employees and are not affiliated with a recognized union. Therefore, they are not subject to progressive disciplinary standards. However, the VSU Sergeant, in concurrence with the Northwestern Captain, shall impose the proper application to correct the behavior.

If there is a concern about a member pertaining to duty functions, it should be brought to their attention. If it continues to be an issue, the area station RSVP Coordinator will determine if additional training is needed. The area station RSVP Coordinator will notify VSU.

If, however, there is no need for further investigation for an alleged offense and the offense is egregious enough, the decision to temporarily or permanently remove a member from the field must be done by the Division Captain (On-Duty) or the VSU Sergeant (Off-Duty).

The Division Captain will make all final determinations on investigations involving volunteers of the Police Department assigned to their Command. Any discussions regarding the separation of a volunteer will be brought to the attention and reviewed by the Division Captain where the member regularly volunteers. However, investigations for off-duty incidents, will be brought to the attention of and reviewed by the VSU Sergeant.

The VSU Sergeant will handle all dismissals of RSVP Members and collection of all City property, including the identification card, access card, and badge.



# RSVP GENERAL OPERATIONS MANUAL

## 24

### **VOLUNTEERS EXITING THE PROGRAM**

RSVP Members leaving the Program shall return all City property to their assigned Division within one week.

The Division will be responsible for returning the exiting Member's Police Department Identification Card, access card, and badge to the VSU with the completed RSVP Exit Interview Form. If the exiting Member does not wish to be involved in an Exit Interview, the Division will be responsible for filling out as much of the Exit Interview Form as possible and returning it to the VSU.

# RSVP GENERAL OPERATIONS MANUAL

## 25

### TRAFFIC CONTROL & PARKING CITATION ENFORCEMENT

#### 24.1 Traffic Control

Traffic Control at the scene of an emergency is extremely difficult, especially when rerouting vehicles to other streets or on the opposite side of the street is necessary. To avoid further complications, limitations are placed on RSVP traffic control.

RSVP Members are trained to conduct emergency traffic diversion when they are first to arrive at a collision or other emergency. They may also direct traffic under the direct control of a Police Officer or Police Service Officer. Members finding themselves alone at any scene requiring traffic diversion or traffic control should immediately notify the dispatcher and ask for an officer to respond. Members should use their best judgment to control the situation until an officer arrives.

Once an officer is on the scene, RSVP members may assist with traffic control under the following circumstances:

- They have continual verbal (not including the radio) and visual contact with the officer they are assisting,
- Intervention is necessary to protect human life.

RSVP Members shall be utilized only to assist officers and not as a substitute for Police Officers responding to a traffic control situation.

RSVP Members should never perform traffic control if they are uncomfortable with the situation they are asked to assist in. The Member should advise the officer(s) of the discomfort and decline the assignment.

RSVP Members assigned to Traffic Division who have attended the four-day traffic control training class and are certified by a member of the Traffic Division Command Staff may control traffic without the direct control of an officer.

#### 24.2 Parking Citation Enforcement

Disabled Parking Citations. RSVP members may issue Disabled Parking Citations for violations of disabled parking spaces on public or private property. Disabled parking spaces are marked with blue lines, a painted blue and white disabled graphic on the pavement, and a proper disabled parking sign on a post in front of the space. Before a citation is written, the sign on the pole in front of the space and one additional marking listed must be present. Citations may also be issued for parking over blue hash marks, adjacent to a properly marked disabled parking space, designed for wheelchair ramp access.

## RSVP GENERAL OPERATIONS MANUAL

RSVP's are to remain non-confrontational. Because the fine on a disabled parking citation is very high, arguments can easily commence if the driver/owner/passenger returns to the vehicle while the RSVP is still present. Should the driver, owner, or passenger return to the vehicle, stop writing the citation or take the citation back and don't confront them. If a conversation ensues, simply explain the situation and take back the citation. If a citation is started or completed and not issued, a Void form must be completed. Do not cite out of state plates.

### 72-Hour Enforcement Citations

Only Traffic RSVP officers with special training and certification may perform vehicle 72-hour enforcement, mark vehicles and/or impound vehicles for 72-hour violations. All other RSVP's will address the issue as directed by their division coordinator. The Abandoned Vehicle Abatement and 72-Hour Violation Referral Form will be forwarded to the Abandoned Vehicle Abatement office at the Traffic Division (MS 732). If approached by a concerned citizens, the RSVP officers will refer them to the City of San Diego "Get It Done" application <http://www.sandiego.gov/police/forms/forms.shtml>,

### Red Curb Parking Violations Citations

RSVP members may issue Parking Citations for violations of parking at red curbs on public property. The vehicle must be at least 50% in the red curb to write the citation. RSVP's are to remain non-confrontational. Should the driver, owner, or passenger return to the vehicle, the RSVP shall stop writing the citation. The RSVP will take the citation back and won't confront the suspect. If a conversation ensues, the RSVP can educate the suspect about the violation. If a citation is started or completed and not issued, a Void form must be completed. Do not cite out of state plates.

### Current Registration Not Displayed (5204) Citations

RSVP members may issue Parking Citations for violations of current registration is not displayed on public property and confirmed through CLETS. A grace period of two months is provided before issuing the citation. If any type of DMV paperwork is displayed, no citation will be given. RSVP's are to remain non-confrontational. Should the driver, owner, or passenger return to the vehicle, the RSVP shall stop writing the citation. The RSVP will take the citation back and won't confront the suspect. If a conversation ensues, the RSVP can educate the suspect about the violation. If a citation is started or completed and not issued, a Void form must be completed. Do not cite out of state plates.

### Citation Accountability

Citation books are assigned and should not be loaned or borrowed. An ARJIS-9 must be completed for any lost citation or citation booklet. An RSVP coordinator will be responsible for writing and submitting the Arjis-9. In addition, a citation dismissal form must be completed for each citation missing and must be included with the ARJIS-9. Altering, destroying or intentionally throwing away a citation is strictly prohibited.

# RSVP GENERAL OPERATIONS MANUAL

## 26 ADDITIONAL DUTIES

When authorized and certified, RSVP's may perform additional specific duties. The following duties are currently available:

### **Automated License Plate Reader**

Operational Support Division coordinates the training and implementation of the Department's Automated License Plate Reader program. RSVP members, who are certified, may operate the automated stolen vehicle search equipment installed in specific RSVP vehicles. Certification expires 12 months from certification date. The member's RSVP Division as well as Operational Support will maintain a current list of certified members. The safety of the member is the highest concern.

RSVP members are to be an extra set of eyes and ears for patrol officers. When an activation occurs with the automated license plate reader, a photo and license plate is displayed. The RSVP will do the following:

- Continue driving normally to a safe location away from the immediate area of the activation, but with the subject vehicle still in sight.
- Compare the photo of the vehicle and the license plate matched from the database.
- If they match, fill in the LPR template. Then contact Communications via the handheld or in-car radio and read the LPR template to the dispatcher.
- Comply with dispatcher instructions.
- Wait for officers to arrive and report any changes to the vehicle (e.g. if the vehicle becomes occupied). DO NOT approach the vehicle prior to the arrival of officers.

# RSVP GENERAL OPERATIONS MANUAL

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### PERSONAL CONDUCT POLICIES

- 9.2 Obedience to Rules
- 9.3 Obedience to Laws
- 9.4 Obedience to Lawful Orders
- 9.6 Unbecoming Conduct
- 9.7 Immoral Conduct
- 9.8 Gifts or Gratuities
- 9.9 Abuse of Position
- 9.10 Endorsements and Referrals
- 9.11 Associations
- 9.12 Visiting Prohibited Establishments
- 9.13 Public Statements and Appearances
- 9.14 Political Activity
- 9.15 Performance of Duty
- 9.17 Reporting for Duty
- 9.18 Neglect of Duty
- 9.19 Identification Policy
- 9.20 Courtesy
- 9.21 Requests for Assistance
- 9.22 Patriotic Courtesy
- 9.23 Alcoholic Beverages and Drugs in Police Installations
- 9.24 Use of Alcohol
- 9.27 Investigations
- 9.28 Department Reports
- 9.29 Truthfulness

Rules and Policies that refer to Officer are intended for Sworn Police Officers, unless otherwise indicated.

Members refers to all persons working for the Police Department whether paid or unpaid (including RSVP's).

## RSVP GENERAL OPERATIONS MANUAL

### **9.2 OBEDIENCE AND RULES POLICY**

Members shall not commit any acts nor fail to perform any acts which constitute a violation of any of the policies, procedures, directives or orders of the Department whether stated in this Policy and Procedures Manual, Civil Service Rules, or the City Charter.

### **9.3 OBEDIENCE TO LAWS POLICY**

Members shall obey all federal, state, county and municipal laws.

### **9.4 OBEDIENCE TO LAWFUL ORDERS POLICY**

Members shall promptly obey any lawful orders of superiors. This includes orders relayed from a superior by someone of the same or lesser rank. While on duty or in the presence of others, members shall address superior officers by their titles.

### **9.6 UNBECOMING CONDUCT POLICY**

Officers shall conduct themselves both on-duty and off-duty in such a manner as to reflect most favorably on the Department. Officers shall not conduct themselves in any manner that brings the Department into disrepute or reflects discredit upon the officer as a member of the Department or impairs the operation and efficiency of the Department or officer. Members shall not engage in any conduct which is unbecoming of an employee of the Department, nor which impairs the operation of the Department.

### **9.7 IMMORAL CONDUCT POLICY**

Officers shall maintain a level of moral conduct in their personal and business affairs which is in keeping with the highest standards of the law enforcement profession.

Officers shall not participate in any activity or incident involving moral turpitude which impairs their ability to perform as members of the Department or cause the department to be brought into disrepute.

### **9.8 GIFTS OR GRATUITIES POLICY**

Definition: Gift or Gratuity, as used herein, includes, but is not limited to, meals, beverages, money, property, loans, promises, services or entertainment. Members shall not solicit or accept any gift or gratuity from any police-regulated business or person employed by, or having an interest in, a police-regulated business. Members shall not solicit or accept from any person, business or organization any gift or gratuity for the benefit of the member or others if it may reasonably be inferred that the person, business or organization:

1. Seeks to influence action of an official nature or seeks to affect the performance or non-performance of an official duty; or

## RSVP GENERAL OPERATIONS MANUAL

2. Has an interest which may be affected directly or indirectly by the performance of duty. While on duty, members shall pay full price for any goods, products or services obtained.

### **9.9 ABUSE OF POSITION POLICY**

#### **A. Use of Official Position or Identification**

Members shall not use their official position, official identification cards or badges: (1) for personal or financial gain, (2) for obtaining privileges not otherwise available to them except in the performance of duty, or (3) for avoiding consequences of illegal acts. Members shall not permit their identification cards to be reproduced.

#### **B. Use of Name, Photograph or Title**

Members shall not permit the use of their names, photographs or official titles in testimonials or advertisements of any commodity or commercial enterprise if such use identifies the person as a member of the San Diego Police Department without the approval of the Chief of Police.

- C. Members shall not enter into official Department correspondence over a signature other than the Chief of Police, except as authorized by Department procedures.

- D. Members shall not use the Department's name or address, nor the address of any station, for other than official purposes. Members shall not authorize the use of the Department's name, any Department address, or their official titles on any personal correspondence including personal checks, credit cards and other items deemed for personal use, without the prior approval of the Chief of Police.

### **9.10 ENDORSEMENTS AND REFERRAL POLICIES**

Members in an official capacity shall not recommend or suggest in any manner the employment or procurement of a particular product, or private, professional, or commercial service (such as an attorney, ambulance service, towing service, bondsman, crime prevention materials, private investigator firms, etc).

### **9.11 ASSOCIATIONS POLICY**

Members shall avoid maintaining associations or dealings with persons whom they know, or should know, are registered sex offenders, felons, suspected felons, or persons under criminal investigation or indictment, which may adversely affect Department operations. Such associations are permissible only in the performance of authorized official duties.

## RSVP GENERAL OPERATIONS MANUAL

### **9.12 VISITING PROHIBITED ESTABLISHMENTS (ILLEGAL CARD GAMES ETC.)**

Members shall not knowingly enter or frequent a house of prostitution, unlawful gambling house, or establishment maintained for the purpose of conducting illegal activity, except in the performance of duty or while acting under proper and specific orders from a superior.

### **9.13 PUBLIC STATEMENTS AND APPEARANCES POLICY**

Members shall not publicly criticize or ridicule the Department, its policies, or others by speech, writing or other expression, where this is defamatory, obscene, unlawful, undermines the effectiveness of the Department, interferes with the maintenance of discipline or is made with reckless disregard for truth or falsity.

\* Members shall not address public gatherings, appear on radio or television, lecture on police or other related subjects, prepare any articles for publications, act as correspondents to a newspaper or periodical, release or divulge investigative information, or any other matters of the Department while holding themselves out as having an official capacity in such matters, without the approval of the Chief of Police.

### **9.14 POLITICAL ACTIVITY POLICY**

Members shall not:

1. Use their official capacity to influence, interfere with, or affect the results of any election for political office.
2. Use or give the appearance of using their official status at any time or place for the purpose of soliciting contributions or attempting to exert influence in respect to any election for political office. This includes the use of title, wearing of the uniform or other apparel or badge or posing for campaign photographs in uniform.
3. Engage in any political activity during working hours or in any city work area.
4. Permit entry to any place under their control occupied for any purpose of the municipal government or any person for the purpose of therein making, Collecting or receiving any subscription or contribution or giving any notice of political activity.

### **9.15 PERFORMANCE OF DUTY POLICY**

Members shall maintain sufficient competency to properly perform their duties and assume the responsibilities of their positions. Members shall perform their duties in a manner which will maintain the highest standards of efficiency in carrying out the functions and objectives of the Department.



## RSVP GENERAL OPERATIONS MANUAL

Unsatisfactory performance may be demonstrated by, but is not limited to, a lack of knowledge of the application of laws required to be enforced, an unwillingness or inability to perform assigned tasks, or the failure to conform to work standards established for the member's rank, grade or position.

Officers shall not fail to take appropriate action on the occasion of a crime, disorder, or other condition deserving police attention, or be absent without leave or be unnecessarily absent from the assigned patrol beat during a tour of duty.

The following will be considered prima facie evidence of unsatisfactory performance for all members: repeated poor work performance evaluations or a written record of repeated infractions of the policies, procedures, directives or orders.

### **9.17 REPORTING FOR DUTY POLICY**

Members shall report for duty at the time and place required by assignment or orders and shall be physically and mentally fit to perform their duties. They shall be properly equipped and cognizant of information required for the proper performance of duty so that they may immediately assume their duties.

Absence from duty without leave for a period of three patrol days shall be considered a resignation and may be processed as such.

### **9.18 NEGLECT OF DUTY POLICY**

Members shall not engage in activities or personal business which would cause them to neglect or be inattentive to their duty. Such activities include, but are not limited to, recreational reading, playing games, watching television or otherwise engaging in entertainment while on duty, except as may be required in the performance of duty.

Members shall remain awake on duty. If unable to do so, they shall so report to their superior who shall determine the proper course of action.

### **9.19 IDENTIFICATION POLICY**

Members shall furnish their names and badge numbers to any person requesting that information when they are on duty or while holding themselves out as having official capacities, except when the withholding of such information is necessary for the performance of police duties or is authorized by the proper authority.

### **9.20 COURTESY POLICY**

Members shall be courteous to the public. Members shall be tactful in the performance of their duties, shall control their tempers, exercise the utmost patience and discretion and shall not engage in argumentative discussion even in the face of extreme provocation. In the performance of their duties, Members shall not use coarse, violent, profane or insolent language or gestures, and shall not make derogatory comments about or express any prejudice concerning race, religion, politics, national gender, lifestyle or personal characteristics.

## RSVP GENERAL OPERATIONS MANUAL

### **9.21 REQUEST FOR ASSISTANCE POLICY**

When any person requests assistance or advice or makes complaints or reports, either by telephone or in person, all pertinent information shall be obtained in an official and courteous manner and shall be properly and judiciously acted upon, consistent with established Department procedures.

### **9.22 PATRIOTIC COURTESY POLICY**

Patriotic courtesy and respect for the American flag is symbolic of the oath to support and uphold the U.S. Constitution. On approach of the flag, during the playing of the National Anthem, and when the Pledge of Allegiance is being recited, officers shall render the appropriate salute.

Officers in uniform, covered or not, shall stand at attention and render a military salute. When in private in civilian clothes, members shall stand at attention and place their right hands over their hearts. When wearing a hat, it should be removed and held in the right hand, over the heart.

### **9.23 ALCOHOLIC BEVERAGES AND DRUGS IN POLICE INSTALLATIONS POLICY**

Members shall not bring into or store alcoholic beverages, non-prescribed controlled substances, narcotics or hallucinogens in any police facility or vehicle, except in the performance of duties or as authorized by the Chief of Police. Such items shall be processed in accordance with Department procedures.

### **9.24 USE OF ALCOHOL POLICY**

Members shall not drink intoxicating beverages while on duty except in the performance of duty and acting under proper and specific orders from a superior.

Members shall not appear for duty, or be on duty, while under the influence of intoxicants to any degree whatsoever or with the odor of intoxicants on their breath.

Members, while off duty, shall refrain from consuming intoxicating beverages to the extent that it results in the level of impairment, intoxicating or obnoxious or offensive behavior which would discredit them or the Department, or render them unfit to report for their next regular tour of duty.

### **9.27 INVESTIGATIONS POLICY**

Officers shall not conduct any investigation or other official action not part of their regular duties without obtaining permission from their superior unless the urgency of the situation requires immediate action.

## RSVP GENERAL OPERATIONS MANUAL

### **9.28 DEPARTMENT REPORTS POLICY**

Members shall submit all necessary reports on time and in accordance with established Department procedures. Reports submitted by Members shall be truthful and no Member shall knowingly enter or cause to be entered any inaccurate, false or improper information.

### **9.29 TRUTHFULNESS POLICY**

Members shall be truthful in all matters relating to their duties.

Upon the order of a superior or any officer appointed by the Chief of Police to conduct internal investigations and in accordance with constitutional and contractual guarantees, including a right to representation, Members shall truthfully answer all questions specifically directed and narrowly related to the scope of employment and operations of the Department.

## TRAINED OBSERVER

<p><b>Introduction</b></p>	<p>As members of the Police Department’s Retired Senior Volunteer Patrol, you will learn to become more observant of things that occur around you. You will begin to make observations of things out-of-the-ordinary; things you may not have even noticed before starting this program. In a short period of time, you will begin to learn and develop a heightened awareness of the things and people around you.</p>
<p><b>Unique Differences</b></p>	<p>Practice looking at cars, people, and buildings, asking yourself what is different about them. Remember that no two things are alike; each car, person, vehicle, building, and animal are different and has unique qualities that make it different from similar items around it.</p>
<p><b>PD-145 Notebook</b></p>	<p>You can practice by GATHERING the information below. This information is also found on the back of your PD-145 notebook.</p>
<p><b>Practice</b></p>	<p style="text-align: center;"><b>HOT CRIME BROADCAST</b></p> <ul style="list-style-type: none"> <li>• TIME</li> <li>• LOCATION</li> <li>• NUMBER OF SUSPECTS</li> <li>• VEHICLE INFORMATION</li> <li>• DIRECTION OF TRAVEL</li> <li>• RACE</li> <li>• SEX</li> <li>• AGE</li> <li>• HEIGHT</li> <li>• WEIGHT</li> <li>• HAIR COLOR</li> <li>• BUILD</li> <li>• HAIR LENGTH / STYLE</li> <li>• FACIAL HAIR</li> <li>• CLOTHING (TOP TO BOTTOM)</li> <li>• UNIQUE DESCRIPTION</li> <li>• LOSS</li> </ul>

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### USE OF POLICE RADIOS

<p><b>Introduction</b></p>	<p>Proper and effective use of communications equipment such as mobile and hand-held radios and mobile computer terminals (MCT's) is the RSVP's lifeline to the law enforcement support system.</p> <p>The specific type of equipment used by RSVP members varies depending on the methods of patrol and the available resources of the volunteer's agency. Regardless of the available equipment, knowledge of the system's capabilities, procedures for proper use, and communications range can maintain the RSVP's safety.</p>
<p><b>Types of Radio Traffic</b></p>	<p>RSVPs will encounter two primary types of transmissions or "traffic": non-emergency radio traffic and emergency radio traffic.</p> <p style="text-align: center;">Examples</p> <p><b>Non-emergency Traffic</b></p> <ul style="list-style-type: none"> <li>• Status changes (back in service, change of locations, etc)</li> <li>• Calls for Service</li> <li>• Non-cover meets</li> <li>• License plate checks</li> </ul> <p><b>Emergency Traffic</b></p> <ul style="list-style-type: none"> <li>• Officer involved shootings</li> <li>• Officer calls for help</li> <li>• In-progress felonies</li> <li>• Crime broadcasts</li> <li>• Pursuits / failures to yield</li> <li>• Other situations as identified by agency policies</li> </ul> <p>NOTE: Emergency traffic always has priority. All non-emergency transmissions should be held until the termination of emergency traffic</p>
<p><b>FCC Rules and Regulations</b></p>	<p>All law enforcement radio communications must comply with Federal Communications Commission (FCC) rules and regulations. Noncompliance with FCC regulations could result in fines and/or loss of use of radio frequencies.</p> <p>FCC rules and regulations include, but are not limited to, the following:</p>

## USE OF POLICE RADIOS

	<p>Profanity is prohibited          There should be no malicious interference with authorized communications          Unnecessary transmissions are prohibited. This includes the use of:</p> <ul style="list-style-type: none"> <li>• Humor,</li> <li>• Slang, and/or</li> <li>• Familiar comments used in other conversations (“please,” “thank you,” etc.)</li> </ul> <p>Full identities (call signs) must always be used</p>
<p><b>Call Signs</b></p>	<p>The use of an entire call sign (caller or sender identification information) is required by the FCC to avoid misidentification between senders and receivers of radio information.</p> <p>Although specific call signs used are generally agency-specific, they may include information regarding transmitting and receiving the volunteer’s:</p> <ul style="list-style-type: none"> <li>• Specific unit identification,</li> <li>• Designation for the area of assignment, and</li> <li>• The agency involved</li> </ul>
<p><b>Radio demeanor</b></p>	<p>Be prepared to transmit your thoughts clearly and concisely. Say in your mind what you want to say once or twice before you transmit it.</p> <p>Listen for the emergency tone. If you hear this, stay off the radio until the channel is clear unless it is a life-threatening situation. If urgent, switch to an alternate frequency and make your transmission.</p> <p>Depress and hold the transmit button several seconds before you speak, then begin your transmission with “Unit ....”</p> <p>Vehicle license plate checks and other non-urgent requests should be performed on the “Inquiry” channel.</p> <p>All members should be familiar with the ABCs of radio communication demeanor.</p> <p><b>Accuracy</b></p> <ul style="list-style-type: none"> <li>• Use common terminology</li> <li>• Be specific regarding all requests</li> <li>• Convey critical information accurately and completely</li> </ul>

## USE OF POLICE RADIOS

	<p><b>Brevity</b></p> <ul style="list-style-type: none"> <li>• Plan all transmissions</li> <li>• Conserve airtime</li> <li>• Initiate only necessary transmissions</li> </ul> <p><b>Courtesy</b></p> <ul style="list-style-type: none"> <li>• Spell difficult or uncommon names phonetically</li> <li>• Avoid cutting off or overstepping other radio traffic</li> <li>• Maintain effective working relationships with dispatch operators and other Department personnel</li> </ul>
<p><b>Appropriate Radio Transmissions</b></p>	<p>The following table presents basic guidelines for executing an appropriate radio transmission.</p> <p><b>Monitor the frequency first</b></p> <ul style="list-style-type: none"> <li>• Listen to existing radio traffic.</li> <li>• Assess whether it is routine or emergency traffic. Wait until the air is clear (no traffic) before initiating a transmission.</li> </ul> <p><b>Initiate the call</b></p> <ul style="list-style-type: none"> <li>• Firmly press and hold the transmit button.</li> <li>• Wait one to two seconds before speaking.</li> <li>• Position the microphone area about two inches from the speaker's mouth.</li> </ul> <p><b>Speak clearly</b></p> <ul style="list-style-type: none"> <li>• Give a complete call sign.</li> <li>• Speak slowly.</li> <li>• Enunciate clearly.</li> <li>• Use a calm speaking voice.</li> <li>• Speak in a normal tone unless background noise dictates otherwise</li> </ul> <p><b>Limit the length of transmission</b></p> <ul style="list-style-type: none"> <li>• Allow breaks for other emergency traffic.</li> <li>• Allow time for the receiver of the call to speak.</li> <li>• Be aware of distance and geographic limitations and capabilities, such as Existing mountains, canyons, etc. that may affect transmissions.</li> </ul> <p>Note: RSVPs must always be aware of when their microphones are keyed on in order to prevent inadvertent transmission of unnecessary or inappropriate conversations.</p>

## USE OF POLICE RADIOS

<b>Crime Broadcasts</b>	Volunteers may be required to gather and transmit critical information regarding criminal activity. The effectiveness of such broadcasts can be greatly impacted by the RSVP's ability to transmit the appropriate type and amount of information. The following table indicates the amount and types of information that should be included when initiating crime broadcast.
<b>Incident Specifics</b>	<ul style="list-style-type: none"> <li>• Type of incident</li> <li>• Exact location</li> <li>• Time of occurrence</li> </ul>
<b>Victim related</b>	<ul style="list-style-type: none"> <li>• Number of victims</li> <li>• Type of injuries sustained</li> <li>• Need for emergency medical assistance</li> </ul> <p><b>Physical description</b></p> <ul style="list-style-type: none"> <li>• Race / complexion</li> <li>• Sex</li> <li>• Age (estimate)</li> <li>• Height &amp; weight</li> <li>• General Build</li> <li>• Hair / eye color</li> </ul> <p><b>Clothing</b></p> <ul style="list-style-type: none"> <li>• Clothing worn head to toe</li> <li>• Clothing worn inside to outside</li> <li>• Head gear worn</li> <li>• Glasses</li> </ul>
<b>Suspect Related</b>	<p style="text-align: center;"><b>Distinguishing Characteristics</b></p> <ul style="list-style-type: none"> <li>• Facial hair</li> <li>• Tattoos</li> <li>• Scars / marks</li> <li>• Speech Impediments</li> <li>• Physical impairments</li> <li>• Body piercing</li> <li>• Direction and mode of travel</li> </ul>
<b>Vehicle Related</b>	<ul style="list-style-type: none"> <li>• Color</li> <li>• Make</li> <li>• Year</li> <li>• Body style (e.g., 2-Dr, 4-Dr, etc.)</li> <li>• License number and State</li> </ul>



## USE OF POLICE RADIOS

	<ul style="list-style-type: none"> <li>• Additional descriptors such as:             <ul style="list-style-type: none"> <li>○ Damage</li> <li>○ Loud muffler</li> <li>○ Number of occupants</li> </ul> </li> </ul>
<b>Weapons</b>	<p><b>Firearm</b></p> <ul style="list-style-type: none"> <li>• Type             <ul style="list-style-type: none"> <li>○ Handgun</li> <li>○ Rifle</li> <li>○ Shotgun</li> <li>○ Other descriptors</li> </ul> </li> </ul> <p><b>Knife</b></p> <ul style="list-style-type: none"> <li>• Type             <ul style="list-style-type: none"> <li>○ Switchblade</li> <li>○ Axe</li> <li>○ Hunting knife</li> <li>○ Other</li> </ul> </li> <li>• Size</li> </ul> <p><b>Other Weapon</b></p> <ul style="list-style-type: none"> <li>• Type             <ul style="list-style-type: none"> <li>○ Baseball bat</li> <li>○ Crossbow</li> <li>○ Pipe</li> <li>○ Other</li> </ul> </li> <li>• Other Descriptors</li> </ul>
<b>Description of the loss</b>	<ul style="list-style-type: none"> <li>• Vehicle</li> <li>• Purse</li> <li>• Jewelry</li> <li>• Tools</li> <li>• Other</li> </ul>
<b>General Radio Procedures</b>	<p>Radios are issued in accordance with the policies at your individual assignment locations. Check the radio for proper operation and a fully charged battery. Radios with an LCD screen will display a flashing battery indicator if the battery is low.</p> <p>Indicate your radio number on your daily journal and the schedule that is sent to Communications Division. Each radio has a unique identifier. This information is entered into the Dispatch System and the dispatcher knows what Unit is calling as soon as you press your transmit button.</p>

## USE OF POLICE RADIOS

	<p>You must sign off on the radio (10-42) at the end of the shift. Failure to sign off means that the dispatcher does not know if you have safely returned to the station and a search could be initiated to locate you.</p> <p>Some newer radios have an emergency button. If you accidentally activate the emergency button the dispatcher will announce an emergency activation from unit RSV...., and ask you if you are code 4 (no further assistance needed). Indicate you accidentally activated the emergency button. Depress the button for 4-5 seconds to reset the radio. Most stations have deactivated the emergency buttons on RSVP radios, however, be aware of these procedures as there may be times when you are issued patrol radios to use.</p> <p>Specific unit designators have been allotted for RSVP units.</p>																				
<p><b>RSVP Unit Designators</b></p>	<table border="1"> <tr> <td>Northern Division</td> <td>RSV111-119, RSV121-129, RSV131-139</td> </tr> <tr> <td>Northeastern Division</td> <td>RSV231-239, RSV241-249</td> </tr> <tr> <td>Eastern Division</td> <td>RSV311-319, RSV321-329, RSV331-339</td> </tr> <tr> <td>Southeastern Division</td> <td>RSV411-419, RSV421-429, RSV431-439</td> </tr> <tr> <td>Central Division</td> <td>RSV511-519, RSV521-529, RSV531-539</td> </tr> <tr> <td>Western Division</td> <td>RSV611-619, RSV621-629, RSV631-639</td> </tr> <tr> <td>Southern Division</td> <td>RSV711-719, RSV721-729, RSV731-739</td> </tr> <tr> <td>Mid-City Division</td> <td>RSV811-819, RSV821-829, RSV831-839</td> </tr> <tr> <td>Northwestern Division</td> <td>RSV911-919, RSV921-929</td> </tr> <tr> <td>Traffic Division</td> <td>RS3941 – RS3949</td> </tr> </table>	Northern Division	RSV111-119, RSV121-129, RSV131-139	Northeastern Division	RSV231-239, RSV241-249	Eastern Division	RSV311-319, RSV321-329, RSV331-339	Southeastern Division	RSV411-419, RSV421-429, RSV431-439	Central Division	RSV511-519, RSV521-529, RSV531-539	Western Division	RSV611-619, RSV621-629, RSV631-639	Southern Division	RSV711-719, RSV721-729, RSV731-739	Mid-City Division	RSV811-819, RSV821-829, RSV831-839	Northwestern Division	RSV911-919, RSV921-929	Traffic Division	RS3941 – RS3949
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## COMMUNITY DUTIES

### 29

#### COMMUNITY DUTIES

<b>Be a trained Observer</b>	<p>Remember, in all the tasks performed by the RSVP, members are to be ever observant of things out of the ordinary; things the average citizen would never notice. In a short period of time members will begin to learn and develop a heightened awareness of things and people around you.</p> <p>As you observe cars, buildings, and people, ask yourself, “what is different about them?” No two things are alike. Challenge yourself to find what unique qualities make it different from something or someone similar. Practice by writing down information that could be used in a crime broadcast.</p>
<b>School Locations</b>	<p>It is important to know the locations of all schools in your patrol area. Each Division has its own separate locations and types of schools. Learn those in your Division.</p> <p>RSVP members should patrol elementary school sites in their service area when students are walking to and from school. During the patrol, be aware of the vehicles transporting students to and from school. Vehicles seen driving in the area numerous times without transporting children should raise suspicion.</p> <p>RSVP members are prohibited from driving in the school parking lots. Patrol the perimeter of the school.</p>
<b>Keep a watchful eye</b>	<p>If you see a suspicious vehicle or person, use your PD145 notebook and document the information. Pass on the information to your Administrator. If the situation warrants, use your radio to contact Police Communications and request a patrol officer.</p> <p>Do not make contact with the crossing guards. Student guards take great pride in their assignment and will salute you as a member of the Police Department as you approach. Please return the salute as you pass.</p>

## BANK AND ATM LOCATION CHECKS

<p><b>Be a trained Observer</b></p>	<p>Remember, in all the tasks performed by the RSVP, members are to be ever observant of things out of the ordinary; things the average citizen would never notice. In a short period of time members will begin to learn and develop a heightened awareness of things and people around you.</p> <p>As you observe cars, buildings, and people, ask yourself, “what is different about them?” No two things are alike. Challenge yourself to find what unique qualities make it different from something or someone similar. Practice by writing down information that could be used in a crime broadcast.</p>
<p><b>Checking banks and ATM locations</b></p>	<p>Recent statistics indicate that the number of bank robberies has decreased because of increased patrolling of police and RSVP units.</p> <p>Personnel are restricted from entering banks while in uniform. You are, however, encouraged to drive by and park at a distance from a bank and observe it for short periods of time. Park in a position that enables you to easily drive away, should you need to quickly leave the area. Should you notice persons parked close by, with a door open and the engine running, be alert. They may be robbing the bank. You should document in your PD145 the time, location, details of the vehicle to include, make, model, color, plate number and any other significant details, along with the description of the individuals in the car. <u>Do not forget the license plate number.</u></p> <p>Here again, as in many cases, the SDPD is not encouraging you to get involved in a bank robbery. Be alert, observant and helpful. There is nothing more important than your <u>safety</u> and using <u>good judgment</u></p>

## Citizen Contacts

<p><b>Be a trained Observer</b></p>	<p>Remember, in all the tasks performed by the RSVP, members are to be ever observant of things out of the ordinary; things the average citizen would never notice. In a short period of time members will begin to learn and develop a heightened awareness of things and people around you.</p> <p>As you observe cars, buildings, and people, ask yourself, “what is different about them?” No two things are alike. Challenge yourself to find what unique qualities make it different from something or someone similar. Practice by writing down information that could be used in a crime broadcast.</p>
<p><b>Citizen’s Contacts</b></p>	<p>Citizen contacts involve the friendly discussions involving local citizens in your service area, as well as business personnel of the community. They do not involve enforcement situations.</p> <p>When making business and citizen contacts, RSVP members should first introduce themselves and indicate that they are on patrol in the vicinity. Our purpose in doing so is to be visible and identified as being associated with the San Diego Police Department.</p> <p>Citizens in your Service Area may ask you a multitude of questions covering everything from graffiti hot lines to stolen bicycles. Study and be prepared. If you cannot answer a question, take the person’s name and phone number and find the answer from a police officer or an RSVP administrator after your shift. Then phone the citizen and provide the answer.</p> <p>Be friendly with those you meet while on patrol. We like to share our pride in RSVP with the general public and you will find that they are supportive of your mission and appreciate what you are doing.</p> <p>These contacts are also a great way of spreading the word about the RSVP program and a potential recruiting tool.</p>

## LIBRARY CHECKS

<b>Being a trained Observer</b>	<p>Remember, in all the tasks performed by the RSVP, members are to be ever observant of things out of the ordinary; things the average citizen would never notice. In a short period of time members will begin to learn and develop a heightened awareness of things and people around you.</p> <p>As you observe cars, buildings, and people, ask yourself, “what is different about them?” No two things are alike. Challenge yourself to find what unique qualities make it different from something or someone similar. Practice by writing down information that could be used in a crime broadcast</p>
<b>Library Checks</b>	<p>Take the opportunity to visit all of the libraries in your Service Area. You are encouraged to visit libraries and meet the employees. There is a wealth of information to be had from the librarians who live and work in the community. They know what is going on. Children use the libraries after school until their parents finish work. Seeing uniformed RSVP members is reassuring to the children and the librarians.</p> <p>Keep a keen eye out for suspicious activities during your visits.</p>

## VACATION HOUSE CHECKS

<p><b>What is a vacation house check?</b></p>	<p>One of the services offered to citizens by the RSVP is the Vacation House Check. These checks are performed on residential property while the owner or renter is temporarily away on vacation or out of the area. This is a vital service and gives the resident an extra peace of mind that things are being looked after while they are away.</p>
<p><b>How do they sign up?</b></p>	<p>Anyone can request a vacation house check. A form is available for the resident to complete and provides the RSVP member with the information needed to safely check the security of the property. When filling out a Vacation House Check Request, the following information is vital:</p> <ul style="list-style-type: none"> <li>• Local emergency contact person with a key to the home- If something happens to the home, contact is made with the emergency contact person so they can come secure the property.</li> <li>• Any windows or doors left unlocked – Sometimes, upstairs windows may be left open for ventilation. Surprisingly often, residents leave and fail to lock all their doors.</li> <li>• Any pets on the property? If dogs are staying in the back yard, we will not enter.</li> <li>• Gates &amp; fences- Is there a way to the back of the house? There must be a way to get to the back of the house in order to check the doors and windows. If not, just check the front</li> <li>• When are they returning? Often, residents come back early and do not notify the Department and RSVP's may call for patrol officer assistance when they see someone at the property.</li> </ul>

## VACATION HOUSE CHECKS

<p><b>Starting your shift</b></p>	<p>Before leaving the line-up room, review all Vacation House Check Forms to see if any have expired. If one has expired, telephone the residence to see if the occupants have returned safely.</p> <p>Use the information on the form to verify that the person with whom you are speaking is the resident. Make sure they found everything secure when they returned home.</p> <p>If you are unable to reach the resident or the Emergency Contact, refer to your Division policy concerning expired Vacation House Checks. It is suggested that house checks continue or, at least, drive-by inspections be conducted until the resident is contacted.</p> <p>Enter the address information on the RSVP Check Points list: I Drive: DBAPPS\Batches\CheckPnts.Bat.</p> <p>Print out the Access Data sheets and scan the sheets to SDPD Communications. Then, Notify the Lead Dispatcher (619) 685-0451.</p>
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## VACATION HOUSE CHECKS

<p>Making the check</p>	<p>The RSVP will use their callsign and the checkpoint number associated with the address they are checking.</p> <p>When approaching a home to do a house check be alert for obvious signs of trouble such as a broken window, a door which has been forced open, etc. This is obvious but you should also be alert for more subtle things such as strange cars parked in the driveway or parked near the house. Is there a suspicious person watching you? He/she could be a lookout for a burglary or other crime in progress. If you are concerned about the car or person write down the license plate or other physical description and watch from a safe distance. You can run the plate on Inquiry Channel to learn if it belongs in the neighborhood.</p> <p>The initial step in the vacation check is to drive past the house looking for anything unusual or suspicious. If all appears to be in order, turn around and park your patrol car in sight of the house but not directly in front of the house. (Do not corner a burglar; allow them an avenue of escape. Their only exit option is the front door). Parking across the street or at the property line of the abutting neighbors is recommended.</p> <p>When approaching a vacation house, look for spider webs attached to the house. You will get caught in them but so would someone who came shortly before you. Also look for footprints in the grass. If you find any which are unusually fresh (footprints don't last long in the grass), you should back away and watch from a safe distance. Your observation, if any, will help you decide whether to make your check or not make the check and request an Officer.</p> <p>When rounding corners, you should be cautious. Officers are taught to do 'corner drills', wide turns around a corner, to give them better visibility. This is good practice for RSVPs doing vacation checks.</p> <p>Sit in your patrol car for a moment and watch the home for activity.</p> <p>If no obvious problem is noted:</p> <ul style="list-style-type: none"><li>• Secure the parking brake</li><li>• Exit and lock your patrol vehicle</li><li>• As you approach the house, examine all the windows, doors, and shrubs for signs of disturbance. Check for missing screens, broken glass, and other signs of forced entry. As you check the garage doors, remember they often appear to be unlocked because they have automatic door openers. Do not attempt to force them open. <u><i>If any signs of forced entry are noted, immediately return to your vehicle and notify Communications!</i></u></li></ul>
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## VACATION HOUSE CHECKS

	<ul style="list-style-type: none"> <li>• Use the ‘BUDDY SYSTEM’ as you check the vacation house.             <ul style="list-style-type: none"> <li>○ The first member walks in front of the second member checking doors and windows as both walk around the house. Remember to round the corners or to do a quick peek.</li> <li>○ The second member walks behind the first member carrying the RSVP radio and the Vacation House Check Form. In the event that the first member encounters danger, the second member is responsible for advising Communications and requesting help. If the second Member forgets the location during an emergency, he or she will have the Vacation House Check Form in hand showing the address.</li> </ul> </li> </ul> <p>If a dangerous situation exists, or an entry location of a burglar is found, both Members should immediately return to the RSVP patrol car and notify Communications. Drive to a safe location. By staying in the RSVP patrol car with the engine running you will have a speedy avenue of escape if a burglar should run in your direction. Remember to be Trained Observers by closely watching the house as you wait for the Officers.</p> <ul style="list-style-type: none"> <li>• If a suspected burglar is seen and if it is safe to do so, use your Trained Observer skills and PD 145 to document a good description of the burglar and of his/her vehicle if one is seen.</li> <li>• Make a complete report to the Officer upon his/her arrival.</li> </ul>
<p><b>Challenges by neighbors</b></p>	<p>Nearly everything we do as RSVP Members is simple and requires common sense. Practice the ‘buddy system’ with your partner.</p> <p>If a neighbor confronts you during a vacation check and you are unable to satisfy their curiosity about why you are there, leave and report the incident to your Administrator. If possible, get the citizen’s name and phone number and tell them that your supervisor will be contacting them about their questions. Always carry the RSVP Administrators business card with you and when someone questions your presence and is not satisfied with your answers, give them the card and tell them to call the Administrator with any questions they may have. Always be positive and never argue or allow yourself to be drawn into an argument about the reasons for your presence. If they insist on speaking to an officer, notify the dispatcher.</p>
	<p>One of the obvious signs that a home is vacant is the accumulation of newspapers, and advertisements left in view on the property. Gather up any newspapers, handbills, etc., that are on the sidewalks or in the driveway of the house and place them out of sight of passers-by. Never</p>

## VACATION HOUSE CHECKS

<p><b>Moving / clearing items</b></p>	<p>touch, move, or disturb any mail, packages or deliveries. Contact the Emergency Contact and advise them of the item(s) so they may be properly secured.</p> <p>Note and record any open windows, doors, missing screens, etc., on the Vacation House Check Form. This is especially important on the first check, and the house should be in the same condition on each subsequent check.</p> <p>Remember, in the event that you find something unusual; don't disturb anything which could be evidence.</p>
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# VACATION HOUSE CHECKS



## VACATION HOUSE CHECK

*House should not be for rent or for sale*



**PLEASE PRINT - BLACK INK ONLY**

Occupant's Name (print only)	Phone	Service Area  Thomas Guide
Address	Zip code    Community Gate Code	
Depart Date and Time	Return Date and Time	

Alarm?   Y   N    If yes, might the alarm go off if doors are firmly checked?   Y   N

Name of Alarm Company \_\_\_\_\_ Phone \_\_\_\_\_

Door screens unlocked?   Y   N    (Note: Should be left unlocked so doors can be checked)

Any windows intentionally left OPEN?   Y   N    Where? \_\_\_\_\_

Gardener?   Y   N    Days   M   T   W   T   F   S    Name: \_\_\_\_\_

Gate(s) locked?   Y   N    OK to go in back yard?   Y   N    Dog in yard?   Y   N

Number of vehicles in driveway   0   1   2   3   4

Description of vehicle(s): \_\_\_\_\_

Radio left on inside house?   Y   N    Night light?   Y   N

1<sup>st</sup> Emergency Contact Name    \_\_\_\_\_    Home Phone    \_\_\_\_\_

Address    \_\_\_\_\_    Work Phone    \_\_\_\_\_

Relationship    \_\_\_\_\_    Has house key? \_\_\_\_\_

2<sup>nd</sup> Emergency Contact Name    \_\_\_\_\_    Home Phone    \_\_\_\_\_

Address    \_\_\_\_\_    Work Phone    \_\_\_\_\_

Relationship    \_\_\_\_\_    Has house key?    Y   N

Name(s) (if any) other than Emergency contact(s) authorized to be in the house: \_\_\_\_\_

Authorization to move packages and papers:  
Signature: \_\_\_\_\_

Comments or Special instructions: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Request taken	Office or Service Area	Date Taken	Control Number
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## YANA HOUSE CHECKS

<p><b>The YANA Program</b></p>	<p>The You Are Not Alone (YANA) program is a unique and important part of our volunteer program. Under the YANA program, RSVP members check the welfare of those living alone that would appreciate or need to have someone check on their welfare on a regular basis. A number of lives have been saved because RSVP members were checking on these people, finding them sick or injured and unable to call for help.</p> <p>YANA clients are usually elderly; however, there is no minimum age for the program. Clients can be those who need the service long-term or those just needing it for a short while, recuperating from surgery or an injury.</p>
<p><b>Signing Up</b></p>	<p>Normally, family members or caregivers sign up a YANA client and ask for the service, however the YANA themselves may ask for the service or they may be referred by other people or agencies, such as Aging and Independence Services. It is important when enrolling a new YANA client that an emergency contact person be named, preferably one who lives locally and has a key. This may not always be possible. Part of the enrollment forms include an Emergency Form that is to be placed on the refrigerator. This form includes the name and telephone number of their physician and emergency contact, as well as current medications being taken and any drug allergies. This form is extremely important should paramedics need to be called for assistance.</p>

## YANA HOUSE CHECKS

<p><b>Procedures</b></p>	<p>The Administrator and Volunteer Coordinator at each area station are responsible for reviewing each YANA application and determining the appropriateness of the new client. Factors that may exclude a YANA client from the program include other people living at or visiting the home with drug, criminal, or violent backgrounds. Each YANA client site must be a safe location for RSVP members to visit. The YANA addresses will be added to the Checkpoints database. As stated previously, the sheet will be printed and scanned to SDPD Communications. The RSVP member will use the Checkpoint as well.</p> <p>All YANA visits will be performed by a pair of RSVPs, never just one working alone. This is to protect both the volunteer and the YANA. Always stay together in the house; never separate into different areas or rooms where visual contact cannot be maintained. This will avoid any false allegations of misconduct against you and your partner.</p> <p>YANAs are provided with a signal device to indicate that they are OK, but not at home. Each Division uses different signaling methods. You must become familiar with the method used at your Division. When arriving at the home of a YANA client, and there is no signal device visible, you may assume that they are home. If no one answers the door you must use your judgment and experience with this client to determine the next course of action.</p> <p>Every attempt should be made to visit YANA clients at a regularly scheduled time and day(s). Your visit should consist of more than arriving, checking on the person, and leaving. While visiting, take the time to talk to the person and look around the premises, getting the full picture of their condition. Look for changes to living conditions, general health, or mental alertness. While at the home:</p> <ul style="list-style-type: none"><li>• Note irregularities with cleanliness and safety issues.</li><li>• Observe any visible bruising or nervousness of the individual.</li><li>• Note the general health condition of the person.</li><li>• Are there signs of anyone else living in the house?</li><li>• Is someone constantly a visitor when you arrive?</li><li>• Is the Emergency Form on the refrigerator?</li><li>• Is the sticker on the door jamb?</li></ul> <p>Engage the person in casual conversation about their condition that may draw them out and reveal any unpleasant situations that might exist. If unpleasantness is mentioned, you should notify the emergency contact person who has responsibility for this person. Be sure you have discussed it with your line-up leader before you proceed with the notification.</p>
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## YANA HOUSE CHECKS

	<p>After leaving the home, make any appropriate notes on the YANA form and log in your visit. This log serves as a complete record of your visits and can be useful in determining the exact time and date that an incident may have occurred and when an illness or injury may have taken place. If you are uncomfortable or concerned about anything, note the situation in detail on the YANA Request Form and report it to your Administration.</p> <p>If the YANA client tells you he or she has been the victim of elder abuse, contact Communications and request an Officer to respond for an investigation.</p> <p>The mental state of mind of a YANA client is very important, both for their health and your safety. As you visit, observe whether the person shows symptoms of what could be Alzheimer's Disease. If so, discuss the symptoms with your RSVP Administrator and contact the Emergency Contact Person to suggest a medical exam.</p>
<p><b>Their mental condition</b></p>	<p>Remember that many persons believed to have Alzheimer's Disease do not actually have it; they have another treatable medical condition or reaction to a medication.</p> <p>If you are advised that the YANA person <i>does</i>, in fact, have Alzheimer's disease, suggest the Safe Return Program to the Emergency Contact and assist in any way you can.</p> <p>You are not at the home to run errands. The use of your time on a YANA visit is your business. If you see that you can perform a small kindness while you're there, help yourself, but don't set bad precedents which other RSVP members may not be able to meet in the future.</p>

## YANA HOUSE CHECKS

<p><b>What You are Not to do</b></p>	<p>For safety and liability issues, RSVP members shall not:</p> <ul style="list-style-type: none"><li>• Repair electrical devices</li><li>• Make vehicle repairs</li><li>• Perform other home repairs</li><li>• Transport YANA clients in an RSVP vehicle</li><li>• Write checks or perform ANY financial functions</li></ul> <p>Any injuries or damage caused by these items while performing your duties as an RSVP are a liability to the Department. While working as an RSVP, everything you do is the responsibility of the Department.</p> <p>In many cases, a YANA client may be a former RSVP member or a personal friend of a member. Moreover, since RSVP's often develop a friendship with their YANA's, many RSVP's have expressed the desire to visit the YANA's on their own time (when not working in a volunteer capacity). Although this commitment and friendship to the YANA's is admirable, visiting YANA's on the RSVP's own time should be approached cautiously, in order to protect not only the YANA, but the RSVP, and the San Diego Police Department. The following guidelines should be observed when an RSVP visits with a YANA while not working in a volunteer capacity:</p> <ul style="list-style-type: none"><li>• Never visit a YANA alone.</li><li>• Upon your arrival, tell the YANA you are not acting in a volunteer capacity with SDPD. Make it clear to the YANA that you are there on your own time.</li><li>• Never wear an RSVP uniform.</li><li>• Do not perform any financial transactions for the YANA.</li></ul> <p>Any complaints received from a YANA, or a YANA's family resulting from an RSVP visiting on his/her own time will be investigated. If the RSVP has deviated from these guidelines, he/she will face possible termination from the program.</p>
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## DISABLED PARKING ENFORCEMENT

### PARKING ENFORCEMENT

<p><b>Introduction</b></p>	<p>State and local laws have been established to set aside certain parking spaces for people with disabilities that would otherwise have trouble walking long distances. These spaces are generally nearest to the entrances of buildings or in areas than afford the easiest access routes.</p> <p>In addition to having specific parking spaces available near an entrance, other benefits for disabled parking include free, no-time limit parking at parking meters, and free parking and some venues where other vehicles are charges a fee. Special plates or placards are issued by the Department of Motor Vehicles to persons with specific disabilities, with the approval of their physician. License plates may be issued if the vehicle owner qualifies, or a removable placard will be issued which can be moved from vehicle to vehicle. Special plates and placards are issued and registered to a <u>specific person</u>. There is no restriction on non-disabled drivers operating a vehicle displaying a special plate or placard, however the law required the <u>registered owner</u> of the special plate or placard to be present in the vehicle when parking in a disabled parking space.</p>
<p><b>The Problem</b></p>	<p>Because of the benefits allotted to drivers, unauthorized use of placards is prevalent. In addition, drivers without special plates or placards will park in spaces reserved for the disabled. Some believe that they are simply just running inside a store for one minute and it will be all right.</p>
<p><b>Issuing Citations</b></p>	<p>Citations may be written to those vehicles parked in a properly marked reserved disabled space. Because RSVP members routinely patrol in private shopping centers and large parking lots, they are in a perfect situation to observe and enforce violations of disabled parking spaces. The RSVP program in the City of San Diego has had a major impact in reducing the number of disabled parking violators by issuing citations to violators.</p> <p>RSVP is a non-confrontational program. As such, we do not issue citations to occupied vehicles parked in disabled spaces. If during the writing of a citation to an unoccupied vehicle, the owner or passenger returns to the vehicle simply remind them about not parking there and do not issue the citation. Void the citation as described later in this section.</p>
<p><b>When can a Citation be Issued</b></p>	

## DISABLED PARKING ENFORCEMENT

	<p>In order to issue a citation for disabled parking, the space must be marked with a blue disabled parking only sign, containing the white wheelchair picture. This is the approved international sign for a disabled parking space. The sign must be at least 70 square inches in size.</p> <p>In addition to the sign, it must have at least one of the following markings:</p> <ul style="list-style-type: none"> <li>• International blue/white wheelchair symbol painted on the ground inside the stall at least 36” by 36.”</li> <li>• Blue striped border painted on both sides of the parking space.</li> </ul> <p>A vehicle parked in a disabled space must have a special license plate marked with the disabled icon or display a handicapped placard. RSVP members enforce the spirit of the law and not the letter of the law. As such, you must fully examine the vehicle and look through the windows inside. Check to see if the driver simply did not hang the placard on the mirror and left it on the seat, dashboard, or sun visor. Only if you see no evidence of a placard anywhere in the vehicle should a citation be initiated.</p> <p>Many out-of-state vehicles have different styles of markings for disabled placards. RSVP members will honor any out of state marking indicating a disabled driver/occupant.</p>
<p><b>RSVP Procedures</b></p>	<p>Issuing a citation is a two-member function. Both partners should check the vehicle for signs of a placard. The passenger should write the citation and the driver should perform a double check to assure that all the information is clearly and accurately listed. If an error is made and you still have all the copies of the citation, simply cross out the incorrect information and rewrite the correct information. Once you issue the citation and no longer have <u>all</u> copies, <u>do not make any further changes</u>. A special form is available to make corrections to an issued citation after the fact.</p> <p>Place the card copy of the citation, along with the envelope, under the windshield wiper on the vehicle. After issuing the citation, you should drive to a different location to complete your journal and paperwork to avoid conflicts if the driver or passenger returns to the vehicle.</p>
<p><b>Placement of Citation</b></p>	<p>The cardboard copy of the citation and the pre-printed envelope should be placed on the windshield, under the wiper blade. Take care when lifting the wiper so as not to cause vehicle damage</p>
<p><b>Answering Citizen's Questions about Citations</b></p>	<p>Many citizens have questions about “fighting” a parking citation. Parking citations are not criminal offenses. As a civil offense, there are administrative reviews of each situation instead of trials. Information about this process is on the reverse side of the citation and should be reviewed.</p>

## DISABLED PARKING ENFORCEMENT

<p><b>Placards</b></p>	<p>Normal California disabled placards are either Red or Blue. Red placards are temporary, and blue are permanently issued. Each placard is issued to a <u>person</u>, not a <u>vehicle</u>. Disabled plates will be issued a vehicle, but the disabled portion is registered a specific person. RSVP's will not ask occupants of a vehicle for the placard registration and will remain non-confrontational. Any display of a placard is acceptable for RSVP enforcement purposes.</p>
<p><b>Types of Placards</b></p>	<ul style="list-style-type: none"> <li>• <b>Permanent parking placard</b> for permanent disabilities. Valid for two years and expires on June 30 of an odd-numbered year.</li> <li>• <b>Temporary parking placard</b> for temporary disabilities. Valid for up to 180 days (six months) or the date noted by your physician on the application, whichever is less.</li> <li>• <b>Travel parking placard for California residents</b> who currently have a permanent parking placard or Disabled Person or Disabled Veteran license plates. Valid for 30 days from the date DMV issues it.</li> <li>• <b>Travel parking placard for nonresidents</b> who plan to travel in California and are a disabled person or disabled veteran. Valid for up to 90 days or the date noted by your physician on the application, whichever is less.</li> </ul>
<p><b>Where can you park with a Disabled Placard or Plate?</b></p>	<ul style="list-style-type: none"> <li>• In parking spaces with the International Symbol of Access (wheelchair symbol).</li> <li>• Next to a blue curb authorized for handicap parking.</li> <li>• Next to a green curb (green curbs indicate limited time parking) for as long as you wish. There is no time limit with a DP placard, DP license plates, or DV license plates.</li> <li>• In an on-street metered parking space at no charge.</li> <li>• In an area that indicates it requires a resident or merchant permit</li> </ul>
<p><b>Where can you not park with a disabled placard or Plate?</b></p>	<ul style="list-style-type: none"> <li>• In spaces marked with a crosshatched pattern next to a parking space with the International Symbol of Access (wheelchair symbol). These spaces are for wheelchair and wheelchair lift access.</li> <li>• Next to red curbs, which indicate <b>no</b> stopping, standing, or parking.</li> <li>• Next to yellow curbs, which are for commercial vehicles to load and unload passengers or freight.</li> <li>• Next to white curbs, which are for loading and unloading passengers or depositing mail in an adjacent mailbox</li> </ul>

## CITATION CORRECTION PROCEDURES

<b>What if I Make a Mistake?</b>	<p>The Police Department recognizes that mistakes will occur when issuing citations of all types. Citations cannot be altered once they are issued. If a parking citation is written and all copies are not longer available (the cardboard copy was left with the vehicle and the vehicle or the RSVP is no longer there) <b>DO NOT</b> make corrections to the remaining copies. If you still have all of the copies, simply cross out the incorrect information and re-write the new information. Be sure to write legibly.</p> <p>If corrections are needed and you do not have all copies, you must complete a Citation Correction Notice. This notice indicates the corrections being made and will be processed and mailed to the Registered Owner of the vehicle. Attach the Notice of Correction to the copies of the citation and process according to your Division's procedures.</p>
<b>Voiding and Dismissing Citations</b>	<p>If you issue or begin to issue a parking citation and you discover that you are or have issued it in error, you must complete a Void / Dismissal Form, indicating the reason for the dismissal. Attach the form to all remaining copies of the citation and process according to your Division's procedures.</p>

## CITATION SCRIPT

Start at the top of the citation and work your way down.

<b>Date:</b>	Enter the date as MM/DD/YY
<b>Time:</b>	Use military (24 hour) time
<b>DMV File Code:</b>	Specific for the plate. See ticket book flap.
<b>State:</b>	2 letter abbreviation for the license plate issuing State
<b>LIC#: License plate number</b>	License plate number
<b>Vin#</b>	Last 4 digits of the Vin. If not visible, write UNRD or CVRD
<b>Exp. Date</b>	Month and year of license plate expiration
<b>Make</b>	Brand of vehicle, i.e., Ford, Chevy
<b>Body</b>	Body style (2dr 4dr, SW, etc.)
<b>Color</b>	Top over bottom (WHITE / BLUE)
<b>Location</b>	As exact as possible. 3300 J St is not enough.
<b>Remarks</b>	Describe the situation (% in hash marks) Make others understand the reason by reading your remarks. Write "NP" if placard is not visible.
<b>Officer</b>	Your first initial and last name
<b>Agency</b>	"S"
<b>ID</b>	<p>"V" followed by your ID # and command code.</p> <p>Central                   V### /C</p> <p>Diamond Gateway:   V### /DG</p> <p>Rancho Bernardo:   V### /RB</p> <p>Eastern:                V### /E</p> <p>Mid-City:               V### /MC</p> <p>Northern:              V### /N</p> <p>Southern:              V### /S</p> <p>Scripps Mesa:         V### /SM</p> <p>Western:               V### /W</p> <p>Traffic:                0### /T</p> <p>Southeastern:        V### /SE</p> <p>Northwestern:        V### /NW</p>
<b>Fine</b>	<p>Fine amounts constantly change. Existing ticket books with old fine amounts can still be used. You must change the fine listed to be correct. Check #13 for disabled parking. If the dollar amount is not \$440, cross off the dollar amount printed and write in \$440. Circle the entire entry.</p> <p>If writing for a violation of hash marks, on the first line of the citation write in "hash marks – 22507(c) CVC", with a fine of \$440.</p>

## 72-HOUR PARKING ENFORCEMENT

## 72-HOUR PARKING ENFORCEMENT

<p><b>Introduction</b></p>	<p>Many citizens complain about long-term parking and abandoned vehicles parked on the streets around their homes and businesses. It is important to properly and lawfully address these complaints in a timely manner.</p>
<p><b>When to Enforce</b></p>	<p>Several factors need to be considered when initiating 24-hour enforcement:</p> <ul style="list-style-type: none"> <li>• Vehicles parked on public roadways must be operable. Obviously inoperable vehicles may be impounded sooner than 72 hours, if certain conditions exist.</li> <li>• Vehicles that are operable and registered need only be moved 1/10 of a mile (528 feet) every three days and then may be parked right back in the same location.</li> <li>• Often, vehicles are moved and re-parked in the same place. An incorrect assumption that the vehicle has not moved can easily be made when you consistently see the vehicle in the same location, day after day. Vehicle owners who move their vehicles in this manner are conforming to the requirements in the law.</li> <li>• The requirements for motor homes are the same as those for other vehicles</li> </ul> <p>The policy and regulations for 72-hour enforcement are outlined in Department Procedure 7.08, Vehicle Towing, Impound, and Release. This applies to all employees, including with some minor modifications, RSVP members.</p>
<p><b>Enforcement Procedures</b></p>	<ul style="list-style-type: none"> <li>• Except for Traffic RSVP, RSVP Members may not mark or tow vehicles for 72-hour enforcement.</li> <li>• Direct the citizen to the City of San Diego “Get It Done” application or go to <a href="http://www.sandiego.gov/police/forms/forms.shtml">http://www.sandiego.gov/police/forms/forms.shtml</a></li> <li>• RSVP member may report for a citizen by using City of San Diego “Get It Done” application or <a href="http://www.sandiego.gov/police/forms/forms.shtml">http://www.sandiego.gov/police/forms/forms.shtml</a>;</li> <li>• Complete the Abandoned Vehicle Abatement and 72 Hour Violation Referral Form and send to the Abandoned Vehicle Abatement office at Traffic Division.</li> </ul>
<p><b>Abandoned Vehicle Abatement Unit</b></p>	<p>The AVA Unit consists of five Police Code Compliance Officers (PCCO) and the Traffic RSVP membership. Each is assigned to a division within the City. RSVP Administrators should become familiar with the AVA assignments to your Division and contact them via radio or telephone to discuss or inquire on specific problem vehicles. Often, after multiple markings, the unit may covertly mark the vehicle to assure compliance.</p>

## 72-HOUR PARKING ENFORCEMENT

<b>Traffic Division RSVP Members</b>	RSVP Members assigned to the Traffic Division perform specific duties and functions for the Abandoned Vehicle Abatement Unit. Some receive special training that allows them to enforce 72-hour violations.
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## TRAFFIC CONTROL CITATION SIGN-OFFS

In March 2016, the Volunteer Services Unit re-examined the fix-it ticket sign-off practices as it relates to our non-sworn and volunteer personnel.

On the back of the PD-177, Notice to Appear, the citation states specifically, “upon correction of the violation, have a law enforcement officer or an authorized inspection/installation station agent sign below (40616 VC)”. Based on the information presented and discussions with our Police Legal Advisors, it has been determined that neither RSVPs nor PISOs are authorized to certify a correctable violation. RSVPs and PISOs shall discontinue the signing off of a correctable violation on the notice to Appear, PD-177. This decision is consistent with our surrounding agencies, including the San Diego Sheriff’s department as they do not allow their RSVPs or any volunteer to sign off citations.

# TRAFFIC CONTROL

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### TRAFFIC CONTROL

<p><b>Goals</b></p>	<p>The goal of having RSVP Members perform traffic control is to assist officers at traffic accident scenes or other locations where vehicular traffic control is necessary as well as to reduce the overall number of officers required to safely manage the scene. While at a scene requiring traffic control, RSVP's will follow the instructions given them by the officer in charge.</p>
<p><b>Levels of Training</b></p>	<p>RSVP's are trained to one of two levels of competency in traffic control. Area Station RSVP's are trained to perform emergency traffic diversion until the arrival of a sworn Officer, Police Service Officer, or Traffic RSVP member. They may also assist Officers at a scene but must remain in direct contact with the Officer. Traffic Division RSVP members receive additional training and may act independently of Officers at a scene.</p>
<p><b>Area Station RSVP's</b></p>	<p>RSVP members who have completed the approved emergency traffic control course during the RSVP Academy are authorized to assist with traffic diversion when the following conditions are met:</p> <ul style="list-style-type: none"> <li>• Members will remain in verbal contact with a sworn Officer during traffic diversion. This does not include using a police radio</li> <li>• Members will remain in visual contact with Officers during traffic diversion</li> <li>• Members may direct traffic to the best of their ability when they are first on the scene, until the arrival of an Officer or Police Service Officer</li> <li>• Members will not replace a police response. Members will be used to assist and reduce the number of Officers required for traffic diversion. Members will not be used to replace Officers needed for traffic control at a scene</li> <li>• RSVP Members may volunteer on the radio when traffic direction assistance is requested by an Officer or Police Service Officer if they do not misrepresent their capabilities.</li> </ul>
<p><b>Traffic Division RSVP's</b></p>	<p>RSVP Members assigned to Traffic Division who have completed the approved four-day traffic control course, and maintain a current certification are authorized to assist Police Officers with traffic control under the following conditions:</p> <ul style="list-style-type: none"> <li>• Traffic RSVP Members may direct traffic independently of Officers or Police Service Officers at the scene</li> <li>• Traffic RSVP Members will make contact with others at the scene to determine what assistance is needed and what will be done</li> <li>• Traffic RSVP Members may direct traffic when they are first on the scene, and continue after the arrival of an Officer or Police Service Officer</li> </ul>

## TRAFFIC CONTROL

	<ul style="list-style-type: none"> <li>• Traffic RSVP Members may volunteer on the radio or MPS when traffic direction is requested and work independently</li> <li>• Traffic RSVP Members may respond to radio calls, with normal driving, for 11-84 anywhere in the City. Upon arrival they shall notify the dispatcher of the details of the collision and request additional assistance as may be needed.</li> <li>• Traffic RSVP Members may assist those involved in non-injury traffic accidents exchange names and insurance information, freeing Officer's time.</li> <li>• Traffic RSVP Members may direct traffic in major intersections</li> <li>• Traffic RSVP Members may manipulate traffic signal equipment</li> <li>• Traffic RSVP Members may override existing traffic control devices without the assistance of an officer</li> <li>• Traffic RSVP Members may direct traffic in the immediate area of railroad tracks</li> </ul>
<b>Civil Liability</b>	<p>RSVP Members are accepting a high level of civil liability when they step into the street and begin to direct traffic. Members and the City are liable if they are negligent and cause a collision.</p>
<b>Laws</b>	<p>The San Diego Municipal Code authorized the Chief of Police or his designee to train and authorize citizens to be utilized for traffic control/diversion. The RSVP training program has been authorized under this code.</p> <p>Regarding traffic control, section 81.04 states that no person shall refuse or fail to comply with any law, any lawful order, signal, or direction of a Police Officer, member of the Fire Department, or person authorized by the Chief of Police.</p>
<b>Safety Considerations</b>	<ul style="list-style-type: none"> <li>• Vehicle vs. Officer collisions are the #1 cause of CHP deaths</li> <li>• Don't put yourself at risk</li> <li>• You know your limitations</li> <li>• Don't work in situations that you are uncomfortable with</li> <li>• Wear approved hats and use sunscreen on prolonged traffic posts</li> <li>• Watch out for hazardous materials in vehicles. Look for placards and other signs             <ul style="list-style-type: none"> <li>○ Remain uphill and upwind</li> <li>○ Don't use flares</li> <li>○ Stay in your vehicle</li> <li>○ Notify the dispatcher</li> </ul> </li> </ul>
<b>11-82 Non-Injury Collisions</b>	<p>No reported injuries and vehicle damage only. SDPD does not take reports for non-injury collisions. If city or state property is damaged – guard rails, streetlights, hydrants, etc. are involved we do take a report.</p> <p>Have the drivers move their vehicles off the roadway if possible. Drivers should exchange names and insurance information. Trained RSVP Members may assist with this exchange.</p>

## TRAFFIC CONTROL

	<p>If the vehicles cannot be moved, notify the dispatcher and a private tow will be ordered. If a major intersection is involved or the vehicles are causing an emergency, ask for an expedited tow and an Officer to respond to the scene to assist.</p>
<p><b>11-81 Minor Injury Accidents</b></p>	<p>There are minor visible injuries or a complaint of pain from one of the drivers, occupants, or pedestrians involved.</p> <p>Determine the extent of the injuries and notify the dispatcher:</p> <ul style="list-style-type: none"> <li>• Is the victim pregnant?</li> <li>• Is the victim conscious?</li> <li>• What is the victim's approximate age?</li> <li>• What is the nature of the injury?</li> </ul>
<p><b>11-80 Major Injury Accident</b></p>	<p>A serious injury or fatal collision that requires extensive investigation. First arriving members shall determine the extent of the injuries and notify the dispatcher:</p> <ul style="list-style-type: none"> <li>• Is the victim pregnant?</li> <li>• Is the victim conscious?</li> <li>• What is the victim's approximate age?</li> <li>• What is the nature of the injury?</li> </ul> <p>Specially trained Traffic Officers and investigators will respond to the scene. Do not move any vehicles or vehicle parts. Divert all traffic away from the scene until a full traffic control pattern can be established. At a minimum, stop traffic from driving through the scene.</p>
<p><b>11-83 No-Detail Accident</b></p>	<p>An accident has been reported and no details were provided to the dispatcher. Do not respond to 11-83 announcements unless the dispatcher directs your unit to respond. Upon arrival, members shall notify the dispatcher of the proper class of traffic accident.</p>
<p><b>Flares</b></p>	<p>Chemical flares <b>SHOULD NOT</b> be used to controlling traffic around an obstacle or to gain the attention of a driver. Electronic turbo flares are the only mechanism to control traffic. Electronic flares, when used, are most effective at night.</p>

## TRAFFIC CONTROL

<b>Lane Closures</b>	It is often necessary to close one or more lanes of traffic to properly manage a scene. Give oncoming vehicles advance notice of the closure. Keep in mind the speed of the approaching traffic.																								
<b>Traffic Cones</b>	<p>Recommended Cone /Flare placement chart</p> <table border="1" data-bbox="431 474 1414 737"> <thead> <tr> <th>Approach Speed</th> <th>Taper Length</th> <th># Required for Taper</th> <th>Spacing Distance</th> </tr> </thead> <tbody> <tr> <td>25</td> <td>125</td> <td>6</td> <td>25'</td> </tr> <tr> <td>30</td> <td>180</td> <td>7</td> <td>30'</td> </tr> <tr> <td>35</td> <td>245</td> <td>8</td> <td>35'</td> </tr> <tr> <td>40</td> <td>320</td> <td>9</td> <td>40'</td> </tr> <tr> <td>45</td> <td>405</td> <td>10</td> <td>45'</td> </tr> </tbody> </table> <p>When closing a lane from the right or left, start at the side of the road and work your way into the street. Walk backwards, facing traffic</p> <p>Pros and Cons of Flares</p> <p><u>Pros</u></p> <ul style="list-style-type: none"> <li>• More visible at night</li> </ul> <p><u>Cons</u></p> <ul style="list-style-type: none"> <li>• Cost</li> <li>• Availability</li> </ul> <p>Cones or turbo flares are the preferred method of traffic control for the RSVP. Cones or turbo flares have none of the negative problems of flares. RSVP Members shall use cones whenever possible.</p>	Approach Speed	Taper Length	# Required for Taper	Spacing Distance	25	125	6	25'	30	180	7	30'	35	245	8	35'	40	320	9	40'	45	405	10	45'
Approach Speed	Taper Length	# Required for Taper	Spacing Distance																						
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<b>Signs and Barricades</b>	Signs and barricades are useful tools for long-term situations. If signs or barricades are used to completely close a street, do not leave room for cars to squeeze in between them. Cones are good supplements to signs and barricades when closing streets.																								
<b>Use of Hand Signals</b>	<p>Hand signals are used to supplement cones, turbo flares, signs, and barricades. Proper hand signals help motorists understand your traffic control pattern. It is important that all members directing traffic understand and use the same hand signals.</p> <p>It is very important to stand in a safe location when using hand signals. You should be clearly visible to oncoming traffic and the cone pattern should be between you and the oncoming traffic. Take into consideration the perception and reaction time of drivers to determine where to stand and <b>ALWAYS</b> have an exit plan if a vehicle penetrates the cone pattern.</p>																								

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	<p><b>Stop a Vehicle:</b>          To stop a vehicle, two motions are used. First, raise your hand so your palm is facing the oncoming traffic. Second, hold this position until the oncoming traffic stops.          Safely stop only one direction at a time.</p> <p><b>Start a vehicle:</b>          To start traffic, two motions are used. First, stand facing the car and point at the driver of the car you want to start with your arm extended. Hold this position until the driver sees you. Second, move your arm in large motions, point to where the vehicle is supposed to go. Continue until the vehicle moves.</p> <p><b>Keep Moving:</b>          Continue the same large sweeping motion to encourage slow, timid, or lookie-loo drivers.</p> <p><b>Left or Right Turn:</b>          To direct a driver to make a left or right turn, you need to stop all cross traffic. Stand facing the approaching or stopped vehicle. Point at the driver of the car you want to start with your arm extended. Hold this position until the driver sees you. Second, sweep your arm in large motions in the direction you want the driver to turn, momentarily stopping and pointing. Continue this motion as necessary.</p>
<p><b>Use of a Whistle</b></p>	<p>The whistle is used in conjunction with hand signals to get the immediate attention of drivers and pedestrians. The whistle is not a traffic control device on its own.</p> <p><b>Start a Vehicle:</b>  <p style="text-align: center;">Two short blasts along with appropriate hand signals</p> </p> <p><b>Stop a Vehicle:</b>  <p style="text-align: center;">One long blast along with appropriate hand signal</p> </p> <p><b>Get the Drivers Attention:</b>  <p style="text-align: center;">Several short blasts</p> </p>

## TRAFFIC CONTROL

<b>Using Voice Commands</b>	<p>The voice is sometimes used in directing traffic even though the hand and whistle is usually sufficient. There are several reasons why verbal commands are not commonly used.</p> <p>Verbal orders may not be fully heard or understood and can lead to misinterpretations. People may become offended by someone shouting at them; even it is not in anger. Occasionally, a driver or pedestrian will not understand your hand signals and a voice command will be necessary.</p> <p>When this happens, move closer and politely explain the command. Don't shout or lose your temper, even if you are provoked. <b>DO NOT</b> engage in conversation or give directions, as this only creates a larger traffic problem.</p> <p>When dealing with pedestrians, remember that they are much more independent than drivers and are less likely to obey your commands. Be firm, yet polite.</p>
<b>Using a Flashlight</b>	<p>A flashlight with a wand can be used to help direct traffic at night. Do not direct traffic at night without a flashlight with a wand.</p> <p>Do not assume that the oncoming driver will see you. Never stand in the path of the vehicle. Stand to one side. Avoid blinding the motorist with your flashlight. Always keep fresh batteries in your flashlight.</p> <p><b>Stop a Vehicle:</b> To stop a vehicle, point the flashlight at the oncoming traffic and slowly move the light from side to side to get the driver's attention. Once the vehicle stops. Once the headlights illuminate you, use the appropriate hand signals to direct the vehicle.</p> <p><b>Start a vehicle:</b> To start traffic, point the flashlight at the oncoming traffic and slowly move the light from side to side to get the driver's attention. Use the flashlight as an extension of your hand and give the signal for the driver to start or move in a specific direction.</p>

## ASSISTING MOTORISTS

<b>Disabled Motorists</b>	<p>As a visible member of the San Diego Police Department, you have a duty to assist stranded motorists when it can be done safely. If you see a disabled motorist on a city street and the motorist is obviously in need of assistance or waves you down, you should stop and determine what the problem is. You should only stop if it is safe to do so. If necessary, go around the block and approach again or turn around and approach from the other direction.</p> <p>If the street configuration or traffic make it impossible to stop, notify the dispatcher of the description and location of the vehicle and state that you are unable to get to the location due to traffic.</p>
<b>Observations</b>	<p>If the vehicle is blocking traffic, stop behind it and turn on your amber light to warn approaching vehicles and protect you and the motorist. Do not stand or wait between your vehicle and the disabled vehicles.</p>
<b>Assisting</b>	<p>You should call for an officer to respond if the situation is a hazard to traffic and the vehicle will be present for any length of time. Assist if possible, in calling for a tow truck. If they are not a member of an auto club, you may call for a private tow, but the motorist will be responsible for any fees. Once an Officer arrives, they will request a private tow for the motorist to clear the street.</p>
<b>Pushing Vehicles</b>	<p>Under no circumstances will you push a vehicle out of the street to a location of safety, wither manually or with your RSVP vehicle. Do not jump start other vehicles with your RSVP Vehicle. Do not make any repairs to the citizens vehicle.</p>
<b>Freeways</b>	<p>If you observe a disabled motorist on a freeway, notify the dispatcher immediately. Include a description of the vehicle and its location, shoulder, in a lane, etc. Tell the dispatcher if the vehicle is an immediate hazard. <b>DO NOT</b> stop your RSVP vehicle on a freeway to assist a disabled motorist.</p>



## ASSISTING MOTORISTS

	<p>The RSVP Daily Journal is a document that should list all the activities for a given shift. These are official Department documents and as such, must be complete and accurate. The Journal documents both where you were and where you were not, and as such can either confirm information regarding a complaint or other incident or serve as a means to exonerate the member.</p> <p>The journal is the record of your activities and extremely valuable in maintaining a vibrant RSVP Program with a variety of different activities.</p> <p>Journals are kept on paper or electronically through a laptop computer program used in some Divisions. The rules for either are the same. Mistakes happen, however deliberate falsification of the Daily Journal is grounds for dismissal.</p> <p>At the end of the shift, if you use a paper journal tally up the various activity categories and compute the time spent or number of instances.</p>
<b>Abandoned Vehicles</b>	<p>For paper Journals, count the number of vehicles marked, both 72 hour and abatements. (Abatements may also be part of a POP project or Special Duty of the Division.). Electronic Journals are tallied automatically</p>
<b>Assist Detectives</b>	<p>For paper Journals, tally the time you spent assisting, to the nearest 5 minutes. Electronic Journals tally automatically.</p> <ul style="list-style-type: none"> <li>• DA/CA Runs</li> <li>• Passing out crime information pamphlets</li> <li>• Witness checks</li> <li>• Follow up's</li> <li>• Account for al time spent assisting a Detective</li> </ul>
<b>Assist Patrol Officers</b>	<p>For paper Journals tally the time you spent assisting, to the nearest 5 minutes. Electronic Journals tally automatically</p> <ul style="list-style-type: none"> <li>• Responses to help an Officer in the field</li> <li>• Use of your camera</li> <li>• Delivering flares or supplies to officers in the field</li> <li>• Assisting at a crime scene</li> <li>• Assisting at an accident scene</li> </ul>
<b>Bank Checks</b>	<p>For paper Journals, tally the number of bank checks you perform. Electronic Journals tally automatically</p>

## ASSISTING MOTORISTS

<b>Citizen Contacts</b>	<p>For paper Journals, tally the number of times you contact or are contacted by a citizen. Electronic Journals tally automatically</p> <ul style="list-style-type: none"> <li>• You give instruction</li> <li>• Assist a disabled motorist</li> <li>• Give out information on volunteering</li> <li>• Referrals</li> </ul>
<b>Crime Prevention</b>	<p>For paper Journals, tally the amount of time spent on crime prevention talks or other crime prevention activities. Electronic Journals tally automatically</p> <ul style="list-style-type: none"> <li>• McGruff the crime dog</li> <li>• Danger/Stranger</li> <li>• Neighborhood watch</li> <li>• Crime prevention pamphlets delivered</li> <li>• Auto burglary score cards</li> </ul>
<b>Crimes Reported / Discovered</b>	<p>Number of crimes you discover</p> <ul style="list-style-type: none"> <li>• Unreported vandalism</li> <li>• Burglary</li> <li>• Bank robbery               <ul style="list-style-type: none"> <li>• You find suspects wanted in earlier crimes</li> </ul> </li> </ul>
<b>Deficiencies Reported</b>	<p>For paper Journals tally the number of deficiencies you observe. Electronic Journals tally automatically</p> <ul style="list-style-type: none"> <li>• Potholes</li> <li>• Street signs down</li> </ul>
<b>Disabled Parking Citations Issued</b>	The number of disabled citations issued
<b>Fingerprints</b>	The number of fingerprint cards taken
<b>POP</b>	The total time spent on problem solving efforts regardless of the project originator.
<b>Radio Calls</b>	The number of calls and tasks you are assigned by the dispatcher
<b>School Patrols</b>	The number of schools you checked during your patrol
<b>Vacation House Checks</b>	The number of houses checked during your patrol
<b>YANA</b>	The number of YANA visits you make during your patrol
<b>Special Duty 1-4</b>	Special Duty tasks vary between Divisions. Some are tracked by time while others are simple tallies of activity. Each Division will inform you of their special duty codes.