



TUCSON POLICE DEPARTMENT

*Ready to Protect,
Proud to Serve*

FIELD SERVICES BUREAU

MANUAL

Tucson Police Department
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TUCSON POLICE DEPARTMENT
FIELD SERVICES
BUREAU MANUAL

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INTRODUCTION

This manual is an adjunct to Department *General Orders*. In the event of conflict between information contained herein and Department *General Orders*, City *Administrative Directives*, and the current labor agreements for commissioned and noncommissioned members, then those documents and volumes shall prevail.

The Field Services Bureau (FSB) Assistant Chief or his/her designee shall review this manual annually or sooner if deemed necessary.

The Chief of Police or his/her designee may amend this manual as necessary.

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100 DIVISION STRUCTURE

105. GOALS AND OBJECTIVES

The goals and objectives of Field Services Bureau Divisions shall be consistent with those established for the Tucson Police Department as a whole. FSB Divisions shall pursue Community Policing Objectives congruent with the strategic plan of the Tucson Police Department.

110. COMMAND ORGANIZATION AND STRUCTURE

All Field Services Bureau Divisions are commanded by a Captain selected by the Chief of Police. The Captain will have a management staff usually consisting of two Patrol Commanders at the rank of Lieutenant, assigned by the Chief of Police, a Community Resource Sergeant and a Secretary-I selected by the Division Commander.

The Division will consist of:

- A. Patrol component: This is composed of the number of sergeants, police officers, and community service officers authorized by the annual budget and assigned by the Chief of Police.
- B. Investigative component: Each Division will have an investigative component supervised by a sergeant selected by the Division and Patrol Commanders. The investigative component is comprised of the number of detectives and additional officers as authorized by the annual budget and as deemed necessary by the Division Commander.
- C. Fleet service: Fleet service personnel are loaned from the Administrative Resources Section.
- D. Volunteers: Volunteers will be assigned as needed within the Division by the Division Community Resource Sergeant.

200 COMMAND STAFF

205. DIVISION COMMANDER

In order to ensure the efficient and effective operation of the Division, the duties of the Commander, in addition to those established by *General Orders*, include the following:

- A. Manage assigned resources and administer Department policies within the Field Division.
- B. Ensure all personnel within the Division are in compliance with all Department *General*

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Orders and City Administrative Directives.

- C. Conduct personnel inspections and administrative investigations pertaining to Division personnel and resources as well as those assigned by the Field Services Bureau Commander.
- D. Directly supervise the Patrol Commander(s), the Community Resource Sergeant and the Division secretary.
- E. Participate in the annual Department budget process in accordance with Department budget procedures. The Division budget activity numbers are as follows: Operations Division South (2310), Operations Division West (2320), Operations Division Downtown (2325), Operations Division Midtown (2330) and Operations Division East (2340). A copy of the current Department budget will be maintained in the Division.
- F. Serve on Boards of Inquiry as assigned.

210. PATROL COMMANDERS

Patrol Commanders assigned to FSB Divisions shall, in addition to the other duties required by Department policies, have the following duties:

- A. Assist the Division Commander in the administration of the Division. The Commanders shall focus primarily upon the delivery of high quality service to the community by all Division personnel. Field oversight and tactical command are critical elements of their duties. They shall also oversee the quality of field and investigative supervision, the quality of personnel evaluations, Division paperwork, and the proper response to citizen's complaints.
- B. Maintain a visible supervisory oversight of patrol operations by ensuring adequate command presence. They will monitor and inspect all aspects of Division patrol, investigative functions and community policing. They will identify relevant Division problems by considering the needs of the area being served. Patrol Commanders are a focal point for planning and implementing efforts to resolve problems and achieve Departmental objectives.
- C. Evaluate the quality of supervision provided by field sergeants and the detective sergeant. They shall identify training needs and performance deficiencies, and pursue remedies as appropriate. They will maintain PPR files on Division sergeants and are responsible for preparing evaluations on these supervisors. They shall also regularly inspect all PPR files and training progress files maintained by their sergeants.
- D. Review personnel evaluations of subordinates assigned to their respective sergeants as to form, completeness, and effectiveness.
- E. Personally coordinate and review Division responses to citizen complaints, ensuring that

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a fair and complete investigation is prepared in accordance with established *General Orders*.

- F. Serve as a voice for the administration regarding policy and direction of the agency, and act as an effective conduit upward for the concerns and suggestions of Division personnel.
- G. Regularly monitor overtime and other controllable expenditures for appropriateness and effect on the Division budget. In addition, they shall assist in the preparation of the annual budget.
- H. In public safety emergencies, assume incident command as the scope, nature, or duration of the situation dictates, following the Department Incident Command System.

215. FORCE COMMANDERS

The Tucson Police Department Force Commander (FC) Program and associated assignments are designed to provide citywide police command coverage, oversight of patrol resources during normal daily operations, as well as high profile events, serious tactical situations, and any other situations and events within the field that might have significant impact on the agency, City of Tucson or the community.

- A. Two Lieutenants are assigned as permanent Force commanders to cover night FC shifts. Their schedule is 1700 - 0300 Sunday – Thursday and 1800 – 0400 Fridays and Saturdays; which constitute four ten-hour shifts.
- B. Department Lieutenants provide weekend dayshift Force Command coverage on a rotating basis as well as back-up coverage for the permanent Force Commanders.
- C. The FSB Executive Officer is responsible for coordinating the scheduling of weekend dayshift and night Force Command back up.
- D. Force Commanders are expected to report incidents to the FSB Chief that may reflect crime patterns and trends, significant arrests, incidents that may place the City of Tucson in civil liability or significant incidents such as officer involved shootings, in-custody deaths, significant police traffic accidents, *etc.*

*Refer to the Force Command Duties and Responsibilities Manual located in the Common Drive.

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300 SUPERVISORS

305. COMMUNITY RESOURCE SERGEANT (CRS)

The Community Resource Sergeant shall, in addition to the duties and responsibilities outlined for a Sergeant in *General Orders*, be responsible for the below listed duties. The CRS may delegate and assign any of these listed duties as appropriate, with the approval of his/her Commander.

- A. Perform planning and organizational tasks assigned by the Division Commander to ensure smooth operation of the Division.
- B. Disseminate, file, and store briefing book information, daily bulletins and resumes, and training notices.
- C. Maintain Juvenile/Adult Detention Logs and Juvenile/Adult Lock Up Forms.
- D. Maintain active control over the physical facility that houses the Division and all Division equipment, ensuring appropriate City Departments are notified of needed repairs, maintenance, *etc.*
- E. Determine the Division needs for the acquisition, distribution, and maintenance of equipment.
- F. Maintain an accurate and up-to-date inventory of all equipment issued to the Division, including but not limited to the following:
 - Copy Machine
 - Computers
 - Audio Recorders
 - Field Cameras
 - Division Weapons
 - Mobile Field Force Equipment
 - Entry Tools
 - Automated External Defibrillators (AEDs)
 - Radar/LIDAR Units
- G. Maintain the Division supply needs. Requests for supplies shall be routed through the Community Resource Sergeant.
- H. Provide assistance in the development of the Division annual budget, and maintain appropriate records during the fiscal year that may be required to justify budget submissions.
- I. Coordinate with Fleet Services to ensure the proper maintenance and availability of the Division fleet.

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- J. Provide direct supervision to the Division Community Resource Officer (CRO), Fleet Technician, Front Desk personnel, and other administrative staff as assigned by the Division Commander. In addition, the Community Resource Sergeant shall be responsible for overseeing the use of volunteers by the Division to ensure effective utilization of this resource.
- K. Provide a field presence as needed, make community contacts, address citizen/council complaints, and represent the Division at community or Department meetings.
- L. Monitor the community policing activities of the Division, which includes coordinating the scheduling of Division personnel at Neighborhood Association Meetings.
- M. Inspect as needed/directed all field equipment and equipment at the substation to include (but not be limited to) shotguns, spare radios, radar and LIDAR guns, AEDs, exercise equipment, the Division cellular phone(s) and the proper functioning of the Mobile Video Recorders (MVR's). It will be the responsibility of the CRS to ensure any equipment found to be unserviceable is repaired.
- N. Conduct monthly inspections of Divisional Mass Casualty Bags to ensure the bags are sealed. If a broken seals are encountered, audit the contents of the bag(s) and request and restock replacement items via established protocols.

310. PATROL SERGEANTS

There shall be continuous coverage of each Division by at least one Sergeant assigned to that Division. Gaps in coverage of up to two hours may occur due to unusual circumstances. In the event of a gap the next closest Division shall be contacted and one of their Sergeants will be identified as providing coverage. Gaps of over two hours must be filled within the Division. Those gaps will be covered as overtime.

Patrol sergeants assigned to FSB Divisions shall fulfill all the duties required of them by *General Orders* and *City Administrative Directives*, as well as those duties and responsibilities normally associated with the supervision of subordinates. In addition, their duties may include the following:

- A. Patrol Sergeants will conduct daily briefings and debriefings for their personnel at the beginning and end of their shift, respectively. This will include the following tasks and duties. These duties may be delegated or shared with an LPO or other designee as appropriate:
 1. Read material in the briefing book, provide six-minute training, provide other appropriate information, and answer any questions that may arise. This includes the responsibility to monitor officers' recording of briefing information.
 2. Sort and distribute out-going paperwork in the mail shuttle system. This includes reviewing and approving or rejecting all reports submitted by officers to ensure accuracy and completeness. In-coming paperwork shall be distributed

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to squad members.

3. Make sector, vehicle, and special assignments in accordance with proper field staffing needs and/or as directed by the Division Commander.
4. Complete the daily roster through TeleStaff, ensuring that leave time is properly documented.
5. Process leave requests and monitor to ensure appropriate staffing levels are maintained.
6. Ensure that all Patrol Units are in service no later than thirty minutes after the hour that they start their shift. Going into service before that is encouraged.
7. Ensure that Patrol Units report to debriefing no sooner than thirty minutes before the end of their shift.

B. Patrol Sergeants shall also be responsible for the following duties:

1. Monitor and evaluate calls for service and respond when necessary. Coordinate response to major incidents or investigations. Maintain a highly visible supervisory presence in the field. Coordinate with other on-duty supervisors to ensure supervisory presence in the field. Patrol Sergeants shall spend as much on-duty time as possible in the field. In addition, the Sergeant shall be readily available to subordinates, serving as an information and training resource.
 2. Evaluate and recommend solutions to Division, sector, and community policing problems. Keep the Division Commander, Patrol Commanders, and CRS aware of conditions and circumstances that may require their attention or action.
 3. Observe personnel performance; evaluate, and provide assistance or training as needed. Maintain up-to-date PPR files on assigned subordinates and be responsible for performance evaluations. Supervisors shall also be accountable for regular, documented inspections to include subordinates' appearance, uniform, equipment, assigned vehicle, CityLearn and other training records, and MTC usage. Weapon(s) inspection will occur as required by *General Orders* and will be documented in each performance evaluation. The Divisional Inspection sheet shall be utilized to reflect the monthly inspection of uniforms, duty-related equipment, and vehicle.
 4. Investigate and review member-involved accidents and incidents involving Department or City personnel where liability may be an issue.
- C. Patrol Sergeants will evaluate and make recommendations on citizen complaints, personnel inspections, administrative reviews and other investigations as directed or required. The Sergeant shall administer discipline/corrective action in a positive fashion and maintain the integrity of Chain-of-Command decision(s).

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- D. Patrol Sergeants play a vital role in relaying communications up and down the chain. This includes relaying feedback and queries from subordinates and acting as a liaison between the squad and other Department units.
- E. Sergeants recognize that enforcing laws, maintaining public safety, and community policing are primary responsibilities of the Department. Supervisors shall continually strive to instill objectivity and willingness to serve among subordinates consistent with Department Values.
- F. Patrol supervisors process leave requests in accordance with established leave policy, ensuring the required documentation is submitted to Payroll via TeleStaff in a timely manner. The sergeant shall also be charged with ensuring that their subordinates schedule, attend, and complete mandatory training.
- G. Patrol Sergeants shall ensure pursuit of Department community policing objectives, to include: assigning/attendance of officers to neighborhood meetings, monitoring sector books, monitoring Division phone lines, and other applicable duties as assigned.
- H. All other duties assigned by Division command staff.

315. NEIGHBORHOOD CRIMES DETECTIVE (NCS) SERGEANT

The Detective Sergeant assigned to FSB Divisions shall fulfill all the duties required by *General Orders* and *City Administrative Directives*, as well as those duties and responsibilities normally associated with the supervision of subordinates. In addition, duties will include the following:

- A. Supervise and coordinate the activity of Detectives and personnel designated by the Division Commander.
- B. Assign cases using the case management system, ILEADS. Critique, evaluate and track assigned cases, establish due dates, develop/implement quality control standards, and develop quantitative measuring and inspection procedures.
- C. Prepare a monthly Investigative Activity Summary Report and an annual summary of the unit's activities for the Division.
- D. Coordinate and schedule in-service training of detectives and prepare needed training programs for Division personnel.
- E. Prepare Detective call-out rosters and schedules and be available for call-out as needed.
- F. Maintain professional liaison with other Department investigative units, task forces, specialized details and other law enforcement and criminal justice agencies.
- G. Oversee and control the maintenance and utilization of vehicles assigned to the unit.

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H. Perform those duties assigned by the Division command staff.

320. COMMUNITY RESPONSE TEAM (CRT) SERGEANT

Refer to the *CRT Manual* located in the “Common Drive.” The CRT Sergeant assignments are considered *non-designated special assignments*. FSB Division Commanders may fill the openings in their Divisions through Administrative review.

325. FIELD TRAINING SERGEANTS (FTS)

Each Patrol Division is allotted three FTSs. FTSs receive special assignment pay (unless they are already receiving that pay for another reason) the entire time they are in the FTS status. If there are more trained FTSs than the number allowed, they will rotate on a one-year basis according to number of years in the FTS position. The rotation commences at the beginning of shift change each calendar year. If, during that one-year period, the FTS has not had the opportunity to train a new sergeant or a sergeant returning to the field, the Division Captain may waive the one-year rotation and keep the sergeant in the FTS position for an additional year.

FTS SKILLS: The Field Training Sergeant has the primary responsibility of developing newly promoted sergeants by acclimating them to bureau and Division policies, procedures and responsibilities. They are responsible for exposing them to administrative tasks, personnel matters, tactical responses and general supervisory responsibilities.

Field Training Sergeants will be evaluated on the following dimensions: job knowledge, leadership, diverse experience, interpersonal skills, administrative skills, communication skills, teaching aptitude, and performance congruent with Department values.

FTSs are expected, at a minimum, to:

- A. Complete the requirements of the Department’s FTS protocols, including the timely submission of the *Daily Observation Report* and other paperwork associated with the Sergeant training process.
- B. Maintain a professional teaching relationship.
- C. Function as a role model.
- D. Identify training needs, impart information, utilize approved training techniques and introduce innovative techniques to facilitate the successful application of their instruction.
- E. Direct the transition of the trainee from officer or detective to sergeant.
- F. Be available during training periods.

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G. Keep up to date with electronic evaluations and maintain the files.

H. Maintain confidentially.

330. SCHOOL RESOURCE OFFICER UNIT SERGEANT (SRO)

The School Resource Officer (SRO) Unit is assigned within FSB. The SRO Sergeant position involves enhancing a safe atmosphere in our community schools through thoughtful supervision and leadership of School Resource Officers. The SRO Sergeant will be responsible for ensuring SROs are meeting all grant-funding requirements, and will work collaboratively with school administrators to ensure that the program goals are met. The SRO Sergeant will be expected to regularly visit school sites and will promote a positive image of law-enforcement with students, parents, and school staff. The SRO Sergeant reports directly to the FSB Executive Officer.

400 OFFICERS AND INVESTIGATIVE PERSONNEL

405. UNIFORMED FIELD OFFICERS

Uniformed officers assigned to the Field Services Bureau shall fulfill all the duties required by *General Orders* and *City Administrative Directives*, as well as those duties and responsibilities normally associated with that position.

410. LEAD POLICE OFFICERS (LPO)

Lead Police Officers shall direct their effort toward the accomplishment of Squad, Division, Bureau, and Department goals. In order to further the achievement of these goals, the LPO shall be an information resource to other officers, assist squad members in establishing activity goals, assist with administrative paperwork, provide training to squad members and assume temporary supervisory duties in the absence of the squad sergeant or perform supervisory duties as directed by a supervisor or commander.

The patrol sector assignment of LPOs shall be done in a manner that facilitates the meeting of Division objectives. LPOs will normally be assigned tactically as a "wild unit," but will be subject to the activities and responsibilities assigned to a sector or area as needed to achieve community-policing goals. Also, LPOs may be given special assignments, operative in nature, where their experience or knowledge is of particular value.

LPOs shall assist the supervisor with administrative tasks at the direction of the supervisor, to include in the absence of a supervisor the authority to approve leave (pursuant to Divisional policy) and complete minor administrative packages (*e.g.*, completing the "Collision/Industrial Injury Folder Checklist"). LPOs shall not complete or review evaluations, citizen's complaints or personnel investigations, nor shall they make recommendations on or evaluate administrative packages. The

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primary roles of the LPO are to serve as a consultant to other officers and as an administrative assistant to supervisors, and to assume the squad supervisory duties in the absence of the squad sergeant.

LPOs may request additional officers or request that officers be held over provided a supervisor is advised of the situation as soon as possible. In order to assist the Incident Commander during tactical situations or critical incidents, they may perform supervisory tasks, such as ordering an ID unit, in the absence of a supervisor in the Division. When directly involved in an investigation, LPOs may request the dispatching of a Crime Scene Unit, Service Dog Unit, Air Support, or Traffic Investigator. If an LPO makes the determination that a Detective should be called to the scene, the appropriate ISB Supervisor should be notified.

LPOs are regarded as a field resource and a positive role model serving in a non-supervisory capacity with limited supervisory authority in the absence of or at the direction of a supervisor.

LPOs are expected to demonstrate the following characteristics:

- A. Leadership Ability - Lead Police Officers should have the ability to influence the actions of their peers as directed by their supervisor. They should be perceived as people of integrity, initiative, and ability.
- B. Job Knowledge - An LPO's field experience and knowledge should be sufficient to enable the LPO to readily answer questions from fellow officers regarding routine tasks and to quickly locate information necessary to answer questions about unique situations. The LPO also serves as a trainer at the direction of the squad supervisor.
- C. Administrative Skills - The LPO is expected to possess sufficient administrative skills to perform all of the routine and repetitive tasks associated with the daily operation of an FSB patrol squad in the absence of, or as directed by, the squad sergeant.
- D. Community Focus - LPOs are expected to analyze and serve the needs of their assigned areas of responsibility as they relate to community policing. This includes participation in neighborhood events, attendance at neighborhood association meetings, and the organization/direction of area officers.

Assignment to the position of LPO shall be made within the guidelines set forth by Department *General Orders*.

LEAD POLICE OFFICER CRITERIA AND SELECTION

Candidates for Lead Police Officer (LPO) shall have three years continuous service. Tenure requirements are counted from the applicant's date of hire, or rehire, as a salaried police officer to the advertisement's closing date. Tenure as a Reserve Officer is not counted as continuous service. Officers hired to lateral entry positions are eligible to process after they have completed probation, provided their combined law enforcement experience meets the tenure requirements of the position. The Chief of Police may waive any part of the minimum tenure requirements.

Since LPO's are considered a *non-designated special assignment*, FSB Division Commanders may fill

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the openings in their Divisions through intra-Divisional transfers of current Lead Police Officers.

Openings not filled by the above method will be advertised within the Division. As with a special assignment, such notice will be published for a minimum of seven days in the Division Briefing Book. The announcement will contain the closing date for memoranda, requirements of the position, and a brief description of the selection process to be used.

The selection process for LPO is by administrative review, and may include, but is not limited to, any or all of the following components or dimensions, at the discretion of the Division command staff.

- Tenure
- Discipline History (last five years)
- Evaluations (last two)
- Personnel Jacket
- Memorandum of Interest
- Leadership Ability
- Communication
- Knowledge
- Administrative Skills
- Community Focus

415. FIELD TRAINING OFFICER (FTO)

Each Patrol Division is allotted 20 FTOs. FTOs receive special assignment pay (unless they are already receiving that pay for another reason) the entire time they are in FTO status. If there are more trained FTOs than the number allowed, they will rotate on a two-year basis, with the rule being “first in, first out.” LPOs who are also FTOs will not be counted as part of the 20 positions.

The Division Commander may designate two FTOs as FTO Coordinator and Assistant FTO Coordinator. They will not be counted as part of the 20 FTO positions. The Division Commander will choose the coordinator and assistant from FTOs within their Division.

FTO SKILLS: The Training Officer is the primary means by which the goal of the FTO Program is achieved; specifically, the development of a police officer that is capable of working solo in a safe, skillful, productive, and professional manner. FTOs are expected, at a minimum, to:

- A. Submit timely, unbiased and well-documented evaluations and recommendations.
- B. Maintain a professional student-teacher relationship.
- C. Function as a role model.
- D. Identify training needs, impart information, utilize approved training techniques and introduce innovative techniques to facilitate the successful application of their instruction.

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- E. Direct the growth of the trainee to develop, maintain, and improve the professional standards of the Tucson Police Department.
- F. Be available during training periods.
- G. Maintain confidentiality.

420. NEIGHBORHOOD CRIMES SECTION DETECTIVES

Detectives assigned to the Neighborhood Crimes Sections (NCS) of the Field Services Bureau shall fulfill all the duties required by *General Orders* and *City Administrative Directives*, as well as those duties and responsibilities normally associated with that position.

- A. Division detectives report directly to the Neighborhood Crimes Supervisor.
- B. NCS detectives are responsible for providing investigative assistance for felonies not handled by special investigative units. NCS detectives may also respond to assist field officers with search warrants or in situations involving multiple suspects or victims in felony cases.
- C. General callout criteria for NCS detectives are as follows:
 - 1. A felony offense where the case is not handled by a specialized investigative unit and a suspect is in custody and willing to give a statement.
 - 2. Felony Theft Investigations – Situations involving multiple victims or witnesses. Suspect interview is necessary for the completion of the current investigation, as well as others.
 - 3. Aggravated Shoplifting – Cases involving multiple victims or multiple suspects. Follow up on the case is necessary and the officer should be able to document the circumstances of the case.
 - 4. Weapon Violations – Witness and suspect interviews as necessary.
 - 5. Animal Abuse – Felony abuse/neglect cases where the suspect is known.
 - 6. Search Warrants – Aid and assist uniform officers in securing/serving warrants not handled by specialized units.
 - 7. Metal theft larceny cases
- D. In addition to the call out criteria listed above, NCS detectives shall be responsible for the investigation of the following:
 - Animal Cruelty

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- Shoplifting
- Assaults
- Threats/Phone
- Violations of Court Orders (Non-Domestic Violence)
- Weapons Violations/CCW
- Larceny
- DOC/Red Tags
- Criminal Damage
- Criminal Trespass
- Runaway Juveniles
- Follow up on Juvenile Cases Adjudicated to Adult Status
- Miscellaneous Misdemeanors
- Miscellaneous Felonies, to include narcotic cases not handled by CNA
- Abatements
- *Landlord Accountability Initiative* cases

E. Selection of NCS detectives will be by administrative review and in consultation with ISB.

425. CRIMINAL INTELLIGENCE OFFICERS (CIO)

An officer assigned to the position of Criminal Intelligence Officer for the Division shall be responsible for all the duties required by *General Orders* and *City Administrative Directives*, as well as those duties and responsibilities normally associated with that position.

Since CIOs are considered a *non-designated special assignment*, FSB Division Commanders may fill the openings in their Divisions through an Administrative Review. Memorandums of interest will first be considered from personnel within the Division. If no one within the Division applies, or is chosen, the position will be opened up within FSB. If the position is not filled then, it will be opened up to all commissioned personnel.

The goals and objectives of the CIO position are to:

- A. Facilitate the flow of information between uniformed officers and investigative personnel.
- B. Evaluate the information, making it applicable for field use, for the purpose of identifying criminal activity through trends and patterns and impacting that activity through directed patrol and deterrence and/or arrest. In furtherance of these goals, the CIO shall have the following specialized responsibilities:
 1. Provide FSB personnel with in-house street level criminal intelligence.
 2. Provide FSB personnel with crime analysis and criminal intelligence, including timely statistical analysis of localized problems.

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3. Assist with ongoing Department-wide intelligence-led policing efforts (Targeted Operational Planning [TOP]), as required, and provide the Division Commander with information necessary for TOP efforts.

The CIO shall report to the supervisor designated by the Division Commander, generally the CRO Sergeant. The designated supervisor shall determine regular duty hours for this position. These hours may vary as directed by the Division Commander.

The primary duties of the CIO are the collection of information, problem identification and the dissemination of information. In accordance with those duties, the following tasks will be performed:

- A. Receive and review Incident Reports relating to criminal activity that originates within the Division on a daily basis.
- B. Attend patrol briefings and debriefings as needed or upon request.
- C. Review all memorandums or other documents directed to the CIO position that relate to the transmission of information regarding criminal activity within the Division. In addition, CIOs shall disseminate this information to the beat officers.
- D. Exchange information with the Neighborhood Crimes Section.
- E. Review Sector Books at least biweekly. They will also sign the log at the front of the book to indicate that they have reviewed the material.

At the discretion of the Division Commander, the CIO may also be assigned various administrative tasks that may be determined to be in the best interest of the Division.

430. COMMUNITY SERVICE OFFICERS (CSO)

Community Service Officers (CSO) will be assigned to patrol squads, the front desk, or other duties as determined by the Division Commander. If assigned to a squad, they will only work a shift that falls between 0600-2400 hours. Division Commanders may restrict CSOs hours as necessary due to safety considerations within the Division. If assigned to the front desk they will complete callbacks and assist with other duties. CSOs on the front desk will report to the CRS.

435. RESERVE POLICE OFFICERS

Reserve Officers are unpaid sworn peace officers commissioned under the authority of AZPOST following a prescribed training program. Reserve Police Officers shall operate with the same authority as regular police officers except as otherwise provided under law or Department *General Orders*. Reserve Police Officers shall be assigned by the Training Division Commander. Reserve Police Officers assigned to FSB shall be subject to the following:

- A. Supervisors of Reserve Officers shall maintain Personnel Performance Records for

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evaluation purposes.

- B. Reserve Officers shall be required to attend briefings prior to their tour of duty. They shall debrief with their supervisor at the end of their tour of duty at which time all reports shall be submitted for review and approval.
- C. The coordination of the Reserve Officer assignment to a specific Division shall be facilitated through the Community Resource Sergeant.
- D. Reserve Police Officers shall serve at the discretion of the Division Commander.

440. COMMUNITY RESOURCE OFFICERS (CRO)

An officer assigned to the position of Community Resource Officer for a Division shall be responsible for all the duties required by *General Orders* and City Administrative Policies, as well as those duties and responsibilities normally associated with that position.

CROs are considered a *non-designated special assignment*; FSB Division Commanders may fill the openings in their Divisions through Administrative Review. Memorandums of interest will first be considered from personnel within a Division. If no one applies, or is chosen, the position will be opened up within the Field Services Bureau.

The CRO reports to the Community Resource Sergeant (CRS). The CRO is an important link in the Division's community policing efforts. The position involves working with neighborhood associations, other City departments and outside agencies to identify, address, and eliminate quality of life problems within the Division. At the discretion of the Division Commander, the CRO may also be assigned various administrative tasks that may be determined to be in the best interest of the Division.

445. COMMUNITY RESPONSE TEAM (CRT)

Refer to the *CRT Manual* located in the "Common Drive." CRT Sergeants and Officers are considered *non-designated special assignments*; FSB Division Commanders may fill the openings in their Divisions through Administrative review.

450. SCHOOL RESOURCE OFFICERS (SRO)

The School Resource Officer (SRO) Unit is a grant-funded unit assigned within FSB. SRO Unit members are responsible for enhancing a safe atmosphere in community middle and high schools through intervention and prevention strategies. In addition to providing law enforcement services, the SRO teaches law-related education topics, is a member of the School Safety Assessment and Prevention Team, promotes a positive law-enforcement image with students, parents, and school staff, and serves as a liaison between their school and the Department. SROs may be temporarily assigned to a patrol function within FSB during school breaks or as the needs of the Department dictate.

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500 CIVILIAN PERSONNEL

505. SECRETARY

- A. In addition to other required duties of the position of Secretary I, an employee assigned as Division Secretary will be responsible for the following:
1. Typing as required by the Division Commander and Patrol Commanders. In addition, the Secretary may perform typing tasks for other Division personnel as approved by the Division Commander. This may include the typing of statements, supplements, warrants, evaluations, Boards of Inquiry, and memorandums.
 2. Distributing Division mail.
 3. Answering the telephone lines for the division and for command staff, and recording messages as necessary.
 4. Managing all issues associated with daily rosters and leave requests.
 5. Providing reception to the public, as directed by the Division Commander.
 6. Tracking citizen's complaints, personnel inspections, personnel evaluations, industrial packages, vehicle damage and other Divisional matters requiring suspense dates, as directed by the Division Commander.
 7. Performing other duties that may develop within the Division or the Department, with the consent or at the direction of the Division Commander.
 8. Establishing and maintaining the Division library. The material contained in the library shall be kept current. It includes, but is not limited, to the following:
 - *General Orders*
 - *Command and Administrative Directives*
 - Tucson City Code
 - Arizona Revised Statutes
 - Field Services Bureau Policy Manual
 - Civil Service Commission Rules and Procedures
 - Loss Prevention Manual
 9. Maintaining confidentiality.
 10. Taking and maintaining minutes of Commanders' and Divisional Sergeants' meetings.

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11. Assisting Division personnel with TeleStaff entry as directed by the Division Commander.

The Division Commander, in accordance with *City Administrative Directives*, shall determine the duty hours for this position. However, it should be noted that *City Administrative Directives* require that published telephone lines be answered from 0800-1700 hours, Monday through Friday (except holidays).

510. FLEET SERVICES TECHNICIAN

The Fleet Services Technician is assigned to the Division from the Administrative Resources Section to oversee the Divisional assigned vehicles. He or she is under the supervision of the Community Resource Sergeant and is responsible for maintaining all Divisional vehicles. The Fleet Services Technician shall be responsible for the duties listed below:

- A. Performing minor mechanical operations on Division vehicles such as the checking of fluid levels, tires, lights, replacement of lights and fuses, *etc.* He/she shall also be responsible for maintaining an adequate stock of supplies for such repairs at the substation.
- B. Transporting vehicles to and from the Operations Center (City Shops) or the appropriate location for repair and service.
- C. Maintaining keys for dead lined Division vehicles.
- D. Keeping the substation parking lot clean.
- E. Taking inventory of all Division vehicles each day. The status of the fleet shall be reported to the Commanders or designee on the appropriate Division form. In addition to a daily inventory, the Fleet Services Technician shall be responsible for maintaining records on Division vehicles and associated property, and reporting any changes to the Administrative Resource Section.
- F. Preparing the Divisional Fleet Status Report to include the current mileage for all units assigned to the Division and the deadline percentage for each calendar day.
- G. Maintaining a stock of necessary supplies to comply with *General Order 3623.2*.
- H. Ensuring that all planned maintenance is performed on vehicles within the time/mileage limits set by Fleet Services.
- I. Inspecting vehicles for damage and determining if damage is on the Damage Locator Sheet before transporting vehicles for service.

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515. VOLUNTEER PERSONNEL

The Police Department uses unpaid civilian volunteers in a variety of roles throughout the agency. The Volunteer Program is administered and coordinated through the Department's Human Resources Division.

- A. Department volunteers are subject to all rules of the agency as may be appropriate to their function and to the specific rules created for the program.
- B. Volunteers assigned to FSB shall work under the supervision of the Community Resource Sergeant in whatever capacity may be deemed appropriate, keeping within the guidelines established by *General Orders*.
- C. Physical supervision of volunteers may be assigned to other personnel, either commissioned or civilian, as deemed appropriate.

600 ADMINISTRATIVE PROCEDURES

605. ROSTERS and TELESTAFF

Supervisors are responsible for ensuring their subordinates, or those under their control, are accounted for and properly entered on the daily roster through the Department's staffing and scheduling program, known as TeleStaff. This includes the following:

- A. Generally, employees shall be responsible for entering appropriate changes to their normal work schedule within TeleStaff, subject to supervisory approval, and the rules set forth in *General Orders* and *Administrative Directives*.
- B. If necessary, the supervisor shall make the appropriate changes in TeleStaff, noting employees who are on sick leave, special assignments, *etc.*
- C. Any changes occurring during normal working hours, such as an employee taking leave, shall be noted in TeleStaff prior to the completion of the tour of duty. If the employee is unable to make the changes in TeleStaff, a supervisor shall be notified and will ensure the change is noted in TeleStaff.

610. LEAVE POLICY

The use of vacation, compensatory time (CT), and/or other leaves shall be in accordance with *General Orders* and *City of Tucson Administrative Directives*. In addition, the following considerations shall be in effect:

- A. VACATION, COMPENSATORY TIME AND HOLIDAY LEAVE - All requests for

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scheduled leave will be submitted in advance of the beginning date of the leave through the employee's supervisor via TeleStaff.

The approval of leave requests shall be made only after due consideration has been given to the staffing needs of the Division during the shift involved. Sergeants are responsible for monitoring the leave requests from their officers. Generally, no more than two (2) officers per squad per shift may be absent on a given day. This total number includes officers scheduled off for schools or training. A Full Reserve Officer may be allowed to substitute for an officer requesting leave with the approval of his supervisor and notification to the squad's Patrol Commander.

Requests for leave will be accepted up to six months in advance. Leave will be granted in the order in which it is submitted. In case of ties, seniority on the Department will be used. No member of a Division shall request vacation, compensatory time or sick leave in excess of those amounts that they will have accrued by the time the leave is to be taken.

- B. **SICK LEAVE AND EMERGENCY LEAVE** - Employees desiring to use sick leave will make verbal (telephonic) notification to their Sergeant as soon as possible prior to their assigned shift. If their Sergeant is not available, they may contact an on duty Sergeant from their Division. If an on-duty Sergeant is not available, the employee will contact their Lieutenant. The Sergeant or Lieutenant contacted will make the appropriate entry into TeleStaff reflecting the employee's use of accrued leave to cover the absence.

Emergency and other non-routine leave shall be handled on an individual basis following notification by an employee to his/her supervisor.

615. OVERTIME POLICY

Overtime policies within FSB will be in accordance with established *General Orders* and City *Administrative Directives*. A supervisor shall approve all overtime in advance (court situations are deemed to have been authorized). The Division Commander must approve extended overtime for special details or assignments in advance. Supervisors shall attempt to minimize the use of overtime whenever possible.

Employees shall make every reasonable effort to enter overtime worked into TeleStaff prior to securing from the overtime shift. Supervisors will make every effort to have all overtime requests approved by 0900 hours every Monday to allow Payroll staff time to process the request.

620. ATTORNEY INTERVIEWS

Members shall comply with requests for defense attorney interviews. Scheduling of Attorney and Pre-trial Interviews will be done in accordance with *General Orders*. Officers and detectives who receive requests for interviews will comply with the request in accordance with *General Orders*.

First and second-notice requests for interviews are normally sent directly to the involved member.

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Third-request notices are sent to the member's Chain of Command. It is the duty of supervisors to ensure that their officers comply with requests for defense attorney interviews. Sergeants who become aware that a subordinate has failed to schedule an interview are responsible for ensuring that their subordinates comply with attorney interview requests.

625. LIMITED DUTY ASSIGNMENTS

Assignment of FSB personnel to limited duty status shall be in compliance with *General Orders*. Upon receiving notification of injury requiring a limited duty assignment, the officer's supervisor shall notify the chain of command. In the event a commissioned member is placed on limited duty status for a period not exceeding two weeks, that officer will report to the Division Commander for assignment. The limited duty officer will be utilized during this period at the substation under the supervision of the Community Resource Sergeant. However, the Division Commander may assign limited duty officers to other Divisions or Bureaus. For limited duty exceeding the two week period, the member shall report to the Human Resources Division for assignment.

630. IN-SERVICE TRAINING

In-service training will normally be scheduled via CityLearn. It will be each member's responsibility to ensure he/she schedules and attends in-service training as required. Overtime for attending in-service training is not authorized. Absent the Division Commander's approval, the "two (2) off per squad" rule shall govern attendance at any training.

635. TARDINESS

When members arrive late for work, documentation shall be made in accordance with *General Orders*.

- A. At the discretion of the supervisor, a member reporting to duty late may be required to write a Personnel Report documenting the tardiness.
- B. The member may be allowed to make the time up or use compensatory or vacation time at the discretion of the supervisor. This use of leave shall be reflected in TeleStaff.

640. TRANSFER POLICY

- A. Officers desiring to transfer between FSB Divisions shall first attempt to identify a member from the desired Division who is willing to transfer on a one-for-one basis. If a member is identified, both members shall request transfer via memorandum to their respective chains of command. The affected Division Commanders shall review the memorandums of interest and decide accordingly.
- B. If they are unable to identify a member willing to transfer they may request a transfer via a memorandum to their chain of command. Division commanders will attempt to

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accommodate this request, giving consideration to staffing levels and personnel issues.

- C. Officers transferring into FSB from another Bureau upon “rotating out” of a Special Assignment shall be assigned to the Division that their Special Assignment replacement has come from, absent an operational need to deviate from this protocol.
- D. Officers applying for special assignments are required to notify their chain of command by either written memorandum or email notification through GroupWise.
- E. All transfers are subject to approval by the FSB Bureau Chief.

645. ANNUAL SHIFT BID AND SQUAD ASSIGNMENT

- A. Annual Shift Bid shall be accomplished as outlined in *General Order 4352*.
- B. Squad assignments shall be made based on the needs of the Division.
- C. Once Annual Shift Bid has been completed, officers desiring to change squad assignments shall first attempt to identify another officer willing to trade assignments. When an officer is identified, both officers shall complete memorandums to their respective supervisors. Both supervisors shall agree to the trade before it can be forwarded to the Division command staff for consideration.
- D. If an officer desires to change squad assignments where paragraph C is not applicable, he or she may request a transfer through the chain of command. Such requests remain subject to approval by the FSB Chief.

650. PERSONNEL PERFORMANCE RECORDS (PPR)

All supervisors will be responsible for maintaining PPR files on their subordinates. These files should be updated frequently and reviewed regularly with the employee, usually monthly. Daily entries are not necessary, though weekly to bi-weekly summaries are required. The entries should reflect an honest appraisal of employee performance, documenting good as well as sub-standard performance. Specifics such as inspections and case report information should be included as well.

655. ANNUAL, MERIT, AND END OF PROBATION EVALUATIONS

As may be appropriate to the tenure and anniversary date for a particular employee, a supervisor shall be responsible for completing all necessary evaluations of his/her subordinates. All details and particulars required in such evaluations by Department *General Orders* and City Directives shall be adhered to and addressed as appropriate. Documentation shall be as thorough as possible, utilizing specific, personally observed examples including squad statistics and, at a minimum, documentation of one report review per month.

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660. PROBATIONARY OFFICER BI-WEEKLY EVALUATIONS

Officers who have completed the FTO Program, but who are not yet off probation, shall be evaluated on a bi-weekly basis by their supervisor. Supervisors are responsible for completing these evaluations in a timely manner. The evaluations will be submitted to the appropriate Patrol Commander for review.

665. SPECIAL EVALUATIONS

City procedures allow for the completion of special evaluations on any employee to document either exceptional or sub-standard performance. The preparation of such evaluations is the responsibility of the involved employee's supervisor. Such evaluations shall be completed in compliance with City *Administrative Directives* and policy.

670. REPLACEMENT PLANS

Each Division will be responsible for submitting equipment replacement plans and for tracking Division inventory. Consult the Budget Section for precise, current definitions of items that require the preparation of such plans and the steps to be followed in updating and developing the plans.

675. COMMISSION ON ACCREDITATION OF LAW ENFORCEMENT AGENCIES (CALEA)

As part of the ongoing re-accreditation process, each Division is required to provide the Audit Section with "proofs" of compliance with CALEA requirements. These "proofs" are mostly copies of case reports, or forms that are routinely completed. Requirements for the number of "proofs" required vary by type. Sergeants and LPOs shall be familiar with the general categories of required "proofs." When they become aware of a report that meets a CALEA "proof" requirement, they shall make a copy of the report and provide it to the CRS, with a notation of the applicable CALEA section number on the report. It will be the responsibility of the Division CRS to provide these "proofs" to the Audit Section.

700 SUBSTATION PROTOCOL/GUIDELINES

705. SUBSTATION HOURS AND STAFFING

The substations shall be staffed for public access from 0800-1700, Monday through Friday, excluding observed City holidays. During that time, Department personnel shall answer telephones. Answering machines shall not be used during normal business hours. Personnel and methods utilized for staffing the substation shall be at the discretion of the Division Commander.

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710. WALK-INS

When individuals come to a substation to request police service, staff shall determine what needs exist and shall complete the appropriate police reports and/or referrals. Absent special circumstances, all appropriate police response to a walk in request shall be handled within the Division.

715. SUBSTATION SECURITY

Security of the substation is a responsibility shared by all employees in accordance with the current *General Orders* governing facility security. The CRS is specifically charged with station security. All Department employees shall either be in uniform or display their Department ID while in the parking lot or building. Department personnel shall escort all others.

720. MAIL SHUTTLE SERVICE

Pick-up and delivery times are determined by City contract with the carrier. These times will be posted at the substation so that paperwork will be ready on time for pick up.

730. PAPERWORK ROUTING

During normal business hours (0800 – 1700, Monday - Friday) out-going paperwork shall be collected and placed in the identified location within the substation, usually at or near the front office. The paperwork shall be placed in a carrier pouch. The destination label on the pouch should be placed to indicate, "Main Station. 270 S. Stone." Incoming paperwork shall be placed in the proper location for distribution.

During non-business hours, holidays and weekends, Field Sergeants or their designee shall be responsible for out-going paperwork and its placement in the mail pouch. This pouch shall be locked and placed in the mail receptacle outside the substation. Incoming paperwork shall be placed in the proper location for distribution.

When an individual is physically booked for a felony or misdemeanor (or in the case of juveniles, detained at PCJCC) the Incident Report and any other appropriate paperwork will be completed prior to the end of the officer's shift and submitted to Records via the Intergraph Field Reporting System. A Sergeant shall electronically review arrest paperwork submitted to Records.

735. PRISONER SECURITY/PRISONER LOG

All commissioned personnel have a responsibility to ensure that prisoners in the substation are treated in accordance with *General Orders*. They are also responsible for maintaining a secure environment within the facility. The following rules, which supervisors are responsible for enforcing, shall be observed at all times:

- A. All prisoners shall be handcuffed behind the back, and the handcuffs shall be double locked at all times while in custody at the substation, unless physical conditions preclude

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this from occurring.

- B. Unless the room has a handcuffing ring and the prisoner is secured to that ring with both hands handcuffed, prisoners shall not be left unattended in any interview room. Prisoners being held in a holding cell shall be checked at least once every 15 minutes.
- C. Any injury to a prisoner in a holding room or damage to the room shall be reported through the Chain of Command of the officer in charge of the prisoner.
- D. In accordance with Department procedures, juveniles shall not be detained in an adult holding cell. In addition, juveniles shall be detained in such a way that they are always out of sight and hearing of adult prisoners.
- E. Officers turning over a prisoner to another member for transport from the substation shall not leave until they have been relieved of prisoner custody. It is not acceptable to merely request a transport, or to advise an oncoming squad of the prisoner and then leave.
- F. While in the holding cell, prisoners will be handcuffed to the provided bench.
- G. Officers shall notify General Services, Facilities & Communications Maintenance for the removal of any hazardous waste such as blood, vomit, urine or other bodily fluids contaminating any holding cell or interview room. Notification shall be made as soon as possible through Communications or the CRS. Refer to the red placards in all substations for how to deal with bodily fluid clean up.
- H. Detention logs shall be completely filled out for all adults and juveniles.

740. BLOOD AND BREATH TESTING

Officers obtaining blood samples or using the Intoxilyzer are responsible for the security of their prisoner.

745. INTERVIEW ROOMS

The dictates of *General Orders* and officer safety shall apply to all persons using the interview rooms at the substation. Prisoners or suspects shall not be left unattended in these rooms. The interview rooms may be used as holding rooms only if absolutely necessary, and in such cases, officers shall be especially cognizant of the security limitations of the interview rooms.

750. COMMON AREAS

All personnel are responsible for the cleanliness of their facility. All debris shall be thrown away. All other items shall be stored in the appropriate space and not left lying around.

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755. SINK/SNACK AREAS

Personnel utilizing this area of the substation shall ensure it is maintained in a clean and orderly manner. No evidence shall be processed in break or snack areas.

760. LOCKER ROOMS

Personnel utilizing these facilities shall maintain the premises in a clean and orderly fashion. Employees are responsible for the lockers they are issued. The Community Resource Sergeant makes locker assignments. Employees leaving the Division shall notify the Community Resource Sergeant so their locker may be re-issued. All lockers shall be secured with locks.

765. BRIEFING AND DEBRIEFING AREAS

Personnel utilizing these areas shall ensure they are maintained in a clean and orderly manner. While it is the duty of each employee to promote a clean and safe working environment it shall be the ultimate responsibility of the supervisor or his designee to ensure the area is left in good condition.

770. EVIDENCE AREA

Evidence Bins located at the substations may be used only in accordance with *General Orders*.

775. SMOKING IN SUBSTATION

Smoking is prohibited in all City buildings.

780. EQUIPMENT ROOM

Specialized equipment shall be secured in a locked room. All equipment secured in this room shall be signed out and in by a Supervisor or designee. It is the Supervisor's responsibility to ensure the equipment logs are completed and the equipment is in working condition and not damaged. Departmental/Divisional property or equipment shall not be used during the course of Special Duty employment without the approval of a Division Commander.

- A. SHOTGUNS AND LESS-LETHAL WEAPONS - Each Division has an assigned firearms coordinator who handles and maintains the shotguns/Flex Batons, and a coordinator who handles the Tasers.
- B. SPARE RADIOS - Spare Radios shall be kept in the equipment room and signed out and in by a supervisor or designee.
- C. OTHER SPECIALIZED EQUIPMENT - Other specialized equipment assigned to the Division shall be signed out and in on the appropriate logs by a supervisor or designee.

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Requests for repairs or maintenance to these items shall be directed through the CRS. Sign out to non-Division personnel shall be coordinated through the Community Resource Sergeant.

785. PARKING LOT

Privately owned vehicles may be parked in the Uniform Patrol Vehicle Lot with the approval of the Division Commander. Police Vehicles shall have priority for parking spaces.

Policy for the testing of police sirens will be set by the Division Commander.

800 FIELD PROCEDURES

805. STAFFING

Minimum staffing levels limit squad leave to two (2) officers off per squad per day, and at a minimum, one sergeant will be on duty in each Division at all times.

810. USE OF TWO-PERSON UNITS AND EXTRA UNITS

The use of two officer units (Baker Unit) will, in general, be restricted to when there are not enough uniform vehicles available for normal single officer deployment. Supervisors shall approve any Baker Units. Baker Units may be deployed for specific short-term problems, and Commanders will be advised of such deployment.

All “X-ray” units shall be deployed at the discretion of Division Command Staff.

815. SQUAD TRAINING DOCUMENTATION

When squad-based training is conducted, it is the responsibility of the supervisor to document that training.

820. MAJOR INCIDENT NOTIFICATIONS

When incidents occur that require command notification, the Incident Commander shall notify the appropriate Patrol Commander. If the Patrol Commander is not available, the Division Commander or designee shall be notified of the situation. When a Force Commander is on duty and a major incident occurs, the Force Commander shall be notified.

The following is a list of the types of incidents that would generally require notification of a Patrol or

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Division Commander and/or the Force Commander. If any doubt exists about notification, it should be made to the appropriate Commander.

- A. Homicides;
- B. Vehicle accidents resulting in deaths or unusual circumstances;
- C. Other violent and/or in-custody deaths;
- D. Officer involved shootings, where the officer was shot at or has shot;
- E. Disasters, either natural or accidental, which involve multiple injuries, death, extensive property damage, or the necessary commitment of a large number of Division personnel;
- F. Major incidents, such as robberies, rapes, or aggravated assaults, where there is significant injury to the victim;
- G. Large group situations that require police attention, or might otherwise be politically sensitive;
- H. Incidents involving VIPs (City Department Heads, appointed officials, or persons of stature in the community);
- I. Actions directed against individuals, groups, or organizations as a result of a protected class or political affiliation;
- J. Conduct on the part of Division personnel, on or off-duty, which could result in severe liability or embarrassment to the Department;
- K. Barricade or hostage situations;
- L. Any serious injury or death of Division personnel or their immediate families;
- M. Accidents involving City personnel or equipment that result in death, serious injury or substantial property damage;
- N. Any situation which becomes a media event; or
- O. Any intended search warrant plans that involve multiple agencies, high-risk situations, or large scale actions.

825. OTHER SPECIALIZED UNITS

Call out of other specialized units, such as Investigative Services Bureau, Service Dog Unit, or Air Support Unit, shall be made in accordance with existing *General Orders*.

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830. CELLULAR TELEPHONE/PAGERS

Each FSB Division is issued a shared cellular telephone. An on-duty sergeant may carry and use the phone to facilitate the required Division notifications and Department business for officers. Except in emergencies, this phone is for Department use only. Citizens may be allowed to use the cell phone to make short local calls as appropriate. Sergeants and officers may use their personally owned cellular phones in lieu of the Division cell phone.

The Chief of Police shall identify members and positions that shall be issued a Department alphanumeric pager. If issued, pagers must be worn both on and off duty, with the exception of VL, CT, authorized leave, or when it is impractical to carry (i.e., when participating in contact sports). In such a case, the pager must be readily accessible. Members are expected to respond to all pages within a timely manner. Department personnel may give out the pager number at their discretion. The pager may be used for non-Departmental activities. Pager numbers will remain confidential and will not be disclosed without the permission of the member.

Members may elect to carry personally owned pagers or cellular telephone capable of receiving alphanumeric pages in lieu of an issued pager, but these members shall provide the Department with the pager or cellular telephone number and the member shall adhere to the same response standards set forth above. No reimbursement from the City will be provided to members who elect such personal use options. See *General Order 3651 Cellular Telephones and 3652 Pagers* for specific guidance.

835. RIDE ALONG POLICY AND APPROVAL REQUIREMENTS

The general guidelines set forth in *General Orders* governing the Citizen Observer Program will be adhered to for observers riding with FSB personnel. Additionally, the following points will be observed:

- A. Non-police observers will be picked up in the substation's public lobby; they will not be allowed to attend briefing or de-briefing sessions, or wait for the officer in any other part of the building.
- B. Observers will wear appropriate attire during their ride. Casual business type attire shall be worn. That means a shirt with a collar, pants (not shorts or jeans), and appropriate closed-toe shoes. Wearing of hats by observers will follow the same rules as for Departmental personnel.
- C. Requests by an officer to have an observer will be submitted for approval on the Ride-Along Waiver of Liability form at least 48-hours in advance of the scheduled ride. Requests for friends, relatives, *etc.*, also require approval.
- D. Observers shall complete and sign a waiver form prior to starting their ride with any member. This form shall be forwarded to the Division's CRS at the end of the tour of duty.
- E. A Supervisor is required to complete the Ride-Along Incident Report in AIM upon the completion of the tour. The AIM Incident Report number shall be written on the upper-

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left corner of the waiver form.

- F. No more than one ride along per squad per day will be allowed (unless approved by a squad sergeant) and the supervisor shall be present when the ride along occurs.
- G. When out of the vehicle at a scene the ride along must wear the “Observer” vest.

840. MEAL PERIOD

Officers are allowed one 30-minute meal per shift. Breaks are subject to call load and staffing demands. Officers shall have their radios with them during such breaks and monitor them to maintain awareness of field situations.

Officers will not leave the Division for meals or coffee breaks without approval of a supervisor. A maximum of two marked patrol cars, plus a supervisor's car, may be at an establishment at any one time.

Officers will not routinely combine “10-64 and Code 7” resulting in a lengthy meal period. Every effort shall be made to adhere to the time constraint requirements. Officers will check out for “Code 7” or coffee breaks when cleared to do so, and not advise they are en route thus extending break time.

845. MAJOR CRIMES OR INCIDENTS

Refer to Incident Command information as reflected in *General Orders* 2420 and 2421.

850. POLICE SHOOTINGS

Refer to *General Orders*.

855. VEHICLE PURSUITS

Refer to *General Orders*.

860. SEX OFFENDER REGISTRATION AND TRACKING (SORT) COMPLIANCE CHECKS

FSB members are responsible for conducting monthly residency compliance checks on Level 2 and Level 3 SORT Offenders residing in the city limits. These compliance checks are a critical component in enhancing public safety.

A. SORT Offender Risk Levels:

- Level 2 offenders present an **intermediate risk** to the community. They are considered more likely to reoffend than Level 1 offenders due to the nature of

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their previous crime(s), and lifestyle (drug and/or alcohol abuse or other criminal activity). These offenders usually groom their victim(s), commit long-term abuse, use threats to commit their crimes, and may be predatory in their approach.

- Level 3 offenders present a **high risk** to the community, and are likely to reoffend if presented with an opportunity to do so. Most Level 3 offenders have prior sex-crime convictions in addition to convictions for other crime types. Frequently, Level 3 offenders have refused or failed to comply with treatment programs. These offenders are frequently predatory in their approach, may demonstrate cruelty to the victims, and tend to minimize or deny their crimes. Level 3 offenders may select victims who are not otherwise known or related to them.
- B. The SORT Unit will compile and distribute a list of those Level 2 and Level 3 offenders requiring a compliance check to the FSB CIOs. This distribution will occur in or around the first week of each month.

FSB responsibilities will be:

1. FSB CIOs – Will notify the appropriate officers who will be tasked with completing the checks, and their Sergeant, when there is a SORT compliance check to be done. The officer or the Sergeant may delegate or reassign the check to another officer, with notification to the CIO. The officer or Sergeant will return the list of completed checks to the CIO during the last week of the month. The CIOs will be responsible for returning the list of completed checks to the SORT Unit during the first week of the following month.
 2. FSB Officers – Will conduct the compliance checks by making personal contact with the subject, following the established procedures outlined in Section C. The compliance checks will be completed by the last day of each month.
 3. FSB Sergeants – Shall ensure that the assigned compliance checks are completed during the month, and that follow-up notification is made to the CIO.
- C. Compliance check procedures vary depending on whether the offender has a physical address or if the offender's address is registered as an intersection, as in the case of homeless offenders.
1. Offenders with a physical address – Officers will attempt contact at the listed address between the hours of 0600-2200. If no contact is made on first attempt, make three total attempts between 0600-2200 hours.
 - If offender is contacted and in compliance, generate an Event Number and document the check and compliance via a Field Interview. Ensure the address is validated.
 - If not in compliance, generate a Case Number and complete an Incident Report, listing the subject as a suspect, with a closure of A-Adam/17.06. Link all cases to the SORT unit in ILeads. (To be

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considered non-compliant, the officer must establish that the residence is a) vacant, or b) that the current tenants have lived at the location for more than three days and are unfamiliar with the subject.)

2. Offenders registered to an intersection – Officers will check the assigned quadrants of the intersection a minimum of three times during the month.
 - If the offender is not contacted during the attempts, generate an Event Number and complete a Field Interview documenting the lack of contact. Note: The offender is still considered compliant in these circumstances.
 - If the offender is contacted, generate an Event Number and complete a Field Interview documenting the contact.
 - If credible information is developed that the offender is no longer living in the area, generate a Case Number and complete an Incident Report, listing the subject as a suspect, with a closure of A-Adam/17.06. Link all cases to the SORT unit in ILeads.

D. The above procedures should be considered the minimum steps to be taken by FSB members regarding SORT Compliance Checks. FSB Commanders may, at their discretion, require additional procedures, to include Divisional forms or logs for tracking SORT Compliance Checks, maintenance of “Briefing Book” material related to SORT offenders, or requiring more than three attempts to locate offenders.

865. SB 1070

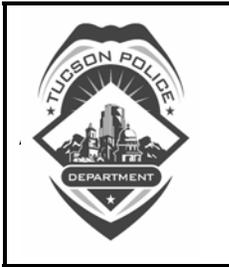
SB 1070 requires that law enforcement officers perform Status Inquiries to determine the immigration status of persons they contact under specific situations. These protocols are delineated in *General Orders* Chapter 2300, Immigration Policy.

Under SB 1070 requirements, officers shall conduct a Status Inquiry via TWX during every arrest when the individual will be field released, and prior to the subject being released. During a stop/detention, and when officers have developed reasonable suspicion of unlawful presence as outlined below, officers shall conduct a Status Inquiry, unless limited specific exceptions exist.

All inquiries shall be transmitted to Border Patrol via TWX. Direct calls to Border Patrol by officers will only occur when the short delay caused by routing through TWX would cause a significant problem, and in such an instance, the officer shall clearly document the deviation from policy in a case report. Further, after making a direct contact with Border Patrol, the officer shall report their inquiry to TWX to ensure proper logging.

The following sections highlight key points of the SB 1070 requirements as they apply to various public contact situations:

- A. Field release arrest – In all cases of an arrest in which the arrestee will be field released rather than booked into a detention facility, the officer shall conduct a Status Inquiry prior to releasing the subject.



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1. Officers are mandated by law to conduct a Status Inquiry in an arrest with field release situation, regardless of call-load, field resource levels, or other possibly extenuating circumstances.
 2. The Status Inquiry pursuant to an arrest with field release shall be performed regardless of whether or not the arrestee possesses an acceptable form of presumptive identification, regardless of the presence or absence of reasonable suspicion that the arrestee is unlawfully present, and regardless of the arrestee's race, color, or national origin.
 3. The Status Inquiry will be conducted via TWX.
 4. In an arrest situation in which TWX returns a "negative" response from Border Patrol during the mandated Status Inquiry but where the officer has articulable elements which give rise to a reasonable suspicion that the arrestee is unlawfully present, the officer may specifically request that Border Patrol respond regardless of the result of the Status Inquiry. Because the arrestee is in custody already, the officer may elect to meet with Border Patrol at another location if operationally necessary for the safety of the officer(s), Border Patrol Agent(s), or arrestee(s).
 5. If Border Patrol responds to the scene to interview the subject, the officer shall notify TWX of the end time of the stop.
- B. Reasonable suspicion during a stop/detention – If, during the course of a stop and/or detention for the investigation of a traffic violation or crime, an officer develops reasonable suspicion that a subject is unlawfully present in the United States, the officer shall conduct a Status Inquiry.
1. In establishing reasonable suspicion, all possible relevant factors should be considered including, but not limited to, those outlined in *G.O. 2334*.
 2. All of the factors that led to the reasonable suspicion that the subject was unlawfully present shall be clearly articulated in a case report. This includes the possible factors contained in *G.O. 2334*, as well as any other factors observed by the officer.
 3. The Status Inquiry will be conducted via TWX.
 4. In a reasonable suspicion-based Status Inquiry, the subject shall not be detained any longer than the time necessary to complete the original reason for the stop or investigative detention. If TWX has not returned a response from Border Patrol before the officer has completed the original purpose of their contact, the subject shall be released without further delay. If TWX indicates that Border Patrol is responding, but the officer completes the original stop/detention before Border Patrol arrives, the subject shall be released without further delay. The officer shall notify TWX of the end-time for the initial stop/detention in all instances in

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which Border Patrol responds to the scene.

C. Status Inquiries – The below procedures shall be followed when making Status Inquiries via TWX:

1. In the case of an inquiry based upon reasonable suspicion, in which the subject is not under arrest for criminal violations, the stop/detention cannot be prolonged beyond that time reasonably necessary to complete the original stop/detention solely for the purpose of conducting a Status Inquiry.
2. The Status Inquiry shall be initiated prior to field releasing the subject (in the case of an arrest) and prior to concluding the traffic stop or investigative detention (in the case of a reasonable suspicion-based inquiry).
3. The officer will provide one of the following responses to the TWX operator regarding the “reason for the initial contact”:
 - Traffic - on sight
 - FI - on sight
 - Consensual contact - on sight
 - 911 dispatch
4. The officer will provide one of the following responses to the TWX operator regarding “the reason for the immigration check”:
 - Field release arrest
 - Reasonable suspicion
5. If Border Patrol responds to TWX with anything other than a criminal want, the TWX response to the inquiring officer will be “Border Patrol will not confirm a criminal want; therefore you shall treat this as a negative response.”

D. Protests to Border Patrol response – In the event that a public demonstration or protest occurs during a Border Patrol response, officers will preserve the peace and provide scene security to allow Border Patrol personnel to address the transfer of the detainee.

Demonstrators have used various tactics to interfere with Border Patrol’s ability to respond to or take custody of a detainee. Some of these tactics have included forming a crowd and encircling the scene and/or Border Patrol vehicles, or standing in front of or crawling under Border Patrol vehicles to prevent them from leaving with a detainee. Officers should maintain a perimeter in order to provide a secure environment for Border Patrol personnel to respond and address such protest tactics.

Absent an immediate threat to the officers, Border Patrol Agents, or civilians, officers shall refrain from taking direct action against demonstrators who are employing such protest tactics against Border Patrol.

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1. Officers may consider any or all of the following tactics during such an incident:
 - Use of crime scene tape to establish a wide perimeter around the immediate incident scene
 - Use of sufficient TPD officers to maintain the “sterile” inner perimeter in order to ensure the safety of the officers, Border Patrol Agents, and the detainee
 - Use of MVR equipment, to include the microphone, to record the incident scene
2. As with many other protest situations, officers should assume that their actions are being recorded. A common protest tactic is to attempt to bait officers into actions that can be negatively portrayed via social or commercial media outlets.

900 DIVISION VEHICLES

905. ISSUING AND SIGN-OUT PROCEDURES

In addition to the requirements and use policies outlined in Department *General Orders*, the following shall apply to Division vehicles:

- A. The vehicles assigned to officers and sergeants shall be recorded in the appropriate places on the daily car sheet. Officers shall not change vehicles without good cause, such as for dead-lining of the vehicle, or at the direction of a supervisor. If an officer obtains another vehicle during his or her shift, the new vehicle number shall be recorded next to the original vehicle number on the car sheet section of the roster. The old vehicle number shall not be deleted or erased. Officers shall not drive vehicles designated as Sergeant's cars without approval.
- B. Non-Division personnel or Division personnel not using a vehicle for a scheduled uniform shift shall check with the Community Resource Sergeant for permission to use one of the Division's vehicles. The vehicle shall be signed out on the sign out sheet. Marked police units will not be checked out to attend court scheduled prior to or after an officer or sergeant's scheduled duty hours, unless that court time is directly adjacent to/includes duty hours.
- C. Personnel working off-duty jobs shall present authorization from the Special Duty Coordinator before they can request a patrol car. Daytime requests will go to the CRS. If the CRS is not available a Division Sergeant may be contacted. No more than 2 vehicles per Division shall be authorized for off duty work without permission of one of that Division's Commanders.
- D. Keys to assigned vehicles shall be turned in at the end of shift and properly secured in a locked key box. Only LPOs, Sergeants, Commanders, and the Fleet Service Technician

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shall access the key box.

- E. Unmarked vehicles are assigned to the Neighborhood Crimes Section and Community Response Team. Use of these vehicles by other than assigned personnel shall be coordinated through the Squad Sergeant.

910. SUPPLIES AND MAINTENANCE

The Fleet Services Technician assigned to the Division will be primarily responsible for the coordination of maintenance and repairs to all Division vehicles.

- A. Personnel assigned Division vehicles will ensure they are equipped as necessary and as required. This includes restocking flares, cones, *etc.* Officers and Sergeants on day shifts are responsible for having their assigned vehicles washed at the closest City contract car wash. Operators will not leave their vehicles in an unclean state at the end of their shift, shall remove trash and debris from the vehicle, and ensure it is fueled at the end of their tour of duty.
- B. Problems with a vehicle not requiring deadline shall be reported to the Fleet Services Technician for repair. This does not relieve officers from making minor adjustments or repairs themselves if appropriate. For example, officers will not normally deadline cars for flat tires, burned out headlights or spotlights, *etc.* Supplies and tools are available for such circumstances. All replacement equipment used will be logged on the sign-out sheet in the Fleet Technician's office.

915. MTC/MPS

Personnel are expected to type, send, receive and read MTC/MPS messages while driving. However, they are not relieved of the responsibility to use caution and obey all applicable traffic statutes when doing so. This equipment shall be used for job-related messaging only. The use of this equipment for personal or non-job related purposes is prohibited.

920. DEADLINING VEHICLES

Dead lined vehicles shall have a properly completed deadline sheet prepared by the operator. The original shall be left in the vehicle and the yellow copy placed in the Fleet Technician's basket, along with the keys. The problem with the vehicle should be explained clearly enough to allow for proper repair. A dead lined vehicle is identified with the use of an orange cone placed on the trunk. Vehicles will not be deadlined for routine service on weekends or holidays. The roving mechanic may be called to repair vehicles.

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925. DAMAGED VEHICLES

Any discrepancies shall be reported to the Sergeant as soon as they are noted. When a car is deadlined for damage estimates or repair, the supervisor will ensure that form 103 is completed and included in the package. A Vehicle Damage Locator shall be initiated for each car. The information on the Locator shall be checked against the vehicle at the start of each shift the vehicle is driven. The Sergeant shall then update the Locator. The Fleet Service Technician shall audit the damage locator for each vehicle when that vehicle is taken out of service for preventive maintenance. Any discrepancies shall be given to the CRS to rectify.

930. USE OF SPECIALTY VEHICLES

The use of specialty vehicles, such as the prisoner vans, *etc.*, by uniform patrol personnel shall be limited to specific, problem-related needs, and then only with the permission of a supervisor. The detail assigned normal use or control of such vehicles shall be contacted to arrange for the use of these vehicles.

935. FUEL CARDS & FOBS

A City of Tucson fuel card is issued to every officer on the Department and loss of the card requires administrative review. The same is true for the fuel fobs that are issued to each vehicle. Fuel fobs shall be left with the vehicle. Loss of either the fob or the card shall be reported to the individual's immediate supervisor as soon as it is known. An internal chain of command investigation shall be initiated. In addition, the Administrative Resource Section shall be notified in writing immediately.