

VOLUME 2 - CHAPTER 10

TECHNICAL SERVICES DIVISION

2-10/000.00 TECHNICAL SERVICES DIVISION

This chapter outlines the functions, responsibilities and jurisdiction of the Technical Services Division.

2-10/005.00 FUNCTIONS AND RESPONSIBILITIES

The Technical Services Division is comprised of Communications and Fleet Management Bureau, Data Systems Bureau, Records and Identification Bureau, and Scientific Services Bureau.

Technical Services Division is responsible for providing technical staff services to the Department and ensuring that all Department Information Technology (IT) systems are implemented strategically. Security and compatibility, optimum efficiency, and the effective delivery of Department services are integral to IT solutions.

2-10/010.00 INFORMATION TECHNOLOGY GOVERNANCE

The Department employs centralized governance to managing all Information Technology (IT) projects. The governance process ensures that all IT projects are properly identified, vetted, prioritized and implemented in accordance to the Department's strategic goals and protocols.

The Information Technology Governance body consists of the Department's Chief Information Officer (CIO), Technology Advisory Body (TAB), and Office of Technology Planning (OTP).

Effective IT governance will:

- provide a strategic and centralized approach to addressing the Department's increasingly complex IT requirements;
- provide a process to resolve issues of competing interest within the IT domain;
- establish procedures for initiating new IT projects;
- prioritize IT projects based on Department needs and available resources;
- identify standards and protocols for Department IT solutions;
- identify and track all current and developing IT programs to ensure system compatibility and non-duplication of effort;
- provide technical IT expertise/support as needed; and
- ensure the Department's IT efforts are coordinated with the Chief Information Officer (CIO) of Los Angeles County.

2-10/010.01 DEPARTMENT CHIEF INFORMATION OFFICER (CIO)

The Chief of Technical Services Division shall serve as the Department's Chief Information Officer (CIO) with oversight responsibility to ensure that all technology programs and efforts are consistent with the Department's IT goals. The Department's CIO is responsible for:

- ensuring adherence to the Information Technology Governance process;
- granting approval for all IT projects that do not require approval of the Executive Planning Council or higher authority;
- ensuring a unified Departmental effort in the development, implementation, vetting and function of Department-wide IT projects;
- ensuring that the Department's IT strategy and individual IT projects are coordinated with the County's strategic IT plan; and
- reporting the status of information technology projects and programs to the Executive Planning Council.

2-10/010.02 TECHNOLOGY ADVISORY BODY (TAB)

The Technology Advisory Body (TAB) is comprised of a Commander of the Department and a Commander from each Division, as well as a representative from Financial Programs Bureau. TAB is chaired by a Commander from Technical Services Division. TAB is an integral component of the Department's Information Technology Governance process.

The Technology Advisory Body (TAB) performs the following functions:

- recommends to the Department CIO which information technology projects and programs should be implemented and maintained in order to support the Department's strategic goals;
- makes Department priority and funding recommendations for IT projects to Department CIO;
- works in concert with the Department CIO (TSD Chief) to determine feasibility and impact of information technology projects and programs to existing LASD operations;
- creates a forum for all Divisions to equally participate in the Department's IT planning and portfolio management process; and
- provides status reports, as needed, to their respective Divisions on the development or acquisitions of notable IT solutions.

2-10/010.03 OFFICE OF TECHNOLOGY PLANNING (OTP)

The Office of Technology Planning (OTP) serves as a clearinghouse and advisory group for all Department Information Technology projects. OTP is comprised of the Project Management Office (PMO) and Technology Clearinghouse. OTP is an integral component of the Department's Information Technology Governance.

OTP works in support of the Department's Chief Information Officer (CIO) to develop strategic plans for the coordinated development, implementation and maintenance of current and emerging IT solutions.

The primary mission of the OTP is to ensure system compatibility amongst the various IT solutions; prevent duplication of effort; improve efficiencies within the IT domain; develop IT system standards/protocols; and assess new IT projects to determine their value and impact on the Department's operation.

- **Project Management Office (PMO)** performs the following functions:
 - reviews Department IT project proposals to ensure optimum effort, adherence to established standards, and compliance to County procurement guidelines;
 - facilitates the establishment of information technology project management guidelines, processes, and standards;
 - facilitates the establishment of performance measures and project status/reporting tools;
 - reviews proposed information technology Requests for Information (RFI), Requests for Proposal (RFP) and Statements of Work (SOW) prior to submission;
 - organizes technical experts into a project review team to help the project manager complete a successful project; and
 - provides the Technology Advisory Body with pre and post meeting support;
- liaisons with Los Angeles County's Chief Information Office;
- liaisons with Los Angeles County's Information Systems Advisory Body (ISAB);
- maintains the Department's information technology inventory, project portfolio and the County mandated Business Automation Plan (BAP);
- reports directly to the Chief of Technical Services Division (CIO); and
- recommends and develops a strategic IT plan and other IT related administrative reports with the Department's Chief Information Officer (CIO).

- **Technology Clearinghouse** performs the following functions:
 - gathers requests from Department units for assistance in evaluating technology:
 - coordinates technology activities performed in other parts of the department to avoid redundancies;
 - functions as the Department's single point-of-contact for vendors who wish to demonstrate their technology products; and
 - identifies and tracks Department technology programs and provides a central knowledge base of efforts and technologies.

2-10/015.00 INFORMATION TECHNOLOGY (IT) PROJECTS DEFINED

An Information Technology (IT) project is defined as:

- any process or implementation of hardware and/or software that is connected, by any method, to the Sheriff's Data Systems Network or software that analyzes, retrieves stores or transmits data across any Sheriff's data or voice communication system;
- any process or implementation of hardware and/or software that is operated by the Department to support criminal justice efforts throughout the Los Angeles County region or with other agencies outside the region;
- computer hardware, networking software, data cabling, bandwidth and new applications of existing LASD technologies or data that is utilized on a Unit or Bureau-Level;
- non-Department owned data, network, audio or video system that is designed, managed, or maintained by Department personnel (Federal, State, or public domain);
- conversion of data, computer programming, information storage and retrieval and data transmission;
- any IT device requiring installation, maintenance or technical support from any of the Department's IT units at any time during the life of the project; and
- any Departmental data connection with any other agency or department.

2-10/015.10 MANDATORY REPORTING OF INFORMATION TECHNOLOGY (IT) PROJECTS

All proposed IT projects must be submitted to the Technical Services Division's Project Management Office (PMO) prior to their acquisition or development. No IT project will be funded or implemented without having been first vetted through the Information Technology Governance process. This includes those projects wherein the funding originates from grants and/or other specialized accounts, including but not limited to the Inmate Welfare Fund, the Narcotic Forfeiture Funds, and Department of Homeland Security grants, NIJ, BJA, contract cities, or charitable donations. All Information Technology projects are subject to the Information Technology Governance process.

- the Division sponsor of an information technology project or their representative shall submit the project proposal to the Chief of Technical Services Division;
- the Project Management Office (PMO) and Division project manager review and discuss project direction (RFP, IT processes, project management documentation, performance measures, maintenance issues, reoccurring costs, etc.);
- PMO assembles a team of IT technical work groups and subject matter experts for input and recommendations regarding technology solutions, policies, standards, procedures, funding and maintenance in order to conduct a technical analysis to support business needs;

- PMO reviews possible alternatives (if any) and prepares recommendations for the Chief of Technical Services Division;
- Chief, Technical Services Division approves project or determines if project requires submission to the Technology Advisory Body (TAB);
- if required, the project sponsor presents project to TAB for review;
- upon positive recommendation from TAB, the PMO facilitates the project development as needed or confers with the Chief, Technical Services Division for presentation of the proposed IT project to the Executive Planning Council for approval;
- the PMO monitors project development in support of the Division project manager; and
- the PMO tracks the IT project until completion.

2-10/020.00 JURISDICTION

While the services provided by Technical Services Division are primarily designed to support Departmental operations, many of its functions and services now extend outside of the Department. Official records are available to personnel of other public agencies. Among these systems, Technical Services Division operates the Justice Data Interface Controller (JDIC) for the Criminal Justice System of the County with the exception of the Los Angeles Police Department and California Highway Patrol, the Countywide Warrant System (CWS), the Automated Fingerprint Identification System which is used by all local law enforcement agencies and law enforcement information sharing systems and efforts.

2-10/030.00 COMMUNICATIONS AND FLEET MANAGEMENT BUREAU

Communications and Fleet Management Bureau provides for quality communications vehicles, and vessels in a cost-effective manner to support the operations of the Department. The Bureau is comprised of eight primary units:

- Communications Center/Radio Room;
- Fleet Management Unit;
- Interoperability Section;
- Mobile Solutions Section;
- Communications Solutions Section;
- MDCS Training Unit;
- Data Solutions Section; and
- Information Technology Section.

This Bureau is responsible for:

Communication Center/Radio Room

- delivery of radio communicating services;

- Computer Aided Dispatch system specialists;
- alarm system central monitoring for LA County facilities (aka “Manitou Alarms”);
- Emergency Alert System (EAS) activations;
- AMBER alerts;
- coordination of “Alert LA” activations (shared responsibility with EOB);
- assignment of radio call numbers;
- custody of voice and digital radio transmission records;
- initiating voice interoperability system for LARTCS (Los Angeles Regional Tactical Communications System);
- tactical radio channel management;
- after hour’s notification for Department vehicle tow; and
- monitoring and coordinating of “3SI” tracking and “ETS” systems.

Fleet Management Unit

- budgeting for replacement of vehicles, vessels and related equipment;
- preparing specifications for the lease or purchase of vehicles, vessels, accessories and equipment;
- pre-purchase evaluating and testing of equipment;
- prioritizing and expediting equipment repairs;
- reporting of statistics on fleet operations;
- maintaining vehicle inventory records;
- maintaining vehicle take home authorization records;
- maintaining fuel supply and usage records;
- functioning as liaison between Sheriff's Department, and vehicle/vessel maintenance contractors;
- coordinating the assignment and replacement of vehicles and vessels; and
- conduct annual inspections of station/unit fleet.

Interoperability Section

- LARTCS (Los Angeles Regional Tactical Communications System) program;
- LARICS (Los Angeles Regional Interoperability Communication System) program management;
- mutual aid coordination and memorandum of agreements with outside agencies;
- CAL-SEIC coordination;
- operational coordination of Department Mobile Interoperability Units (MCU);
- coordinating and responding on FCC matters and policy; and
- tactical communications responses.

Mobile Solutions Section

- Mobile Digital Computer (MDC) program management;
- evaluation and implementation of new mobile technologies; and
- in-car video.

Communications Solutions Section

This section provides support in four major areas: Oversight of the Department's communications infrastructure and systems engineering, Radio Services (repair and maintenance), cellular phone and radio inventory control, and Telecommunications. These responsibilities include Department vehicles, Sheriff's Stations, other County facilities and communications sites.

- identifying and resolving communications problems;
- budgeting for the Department's communications infrastructure costs;
- planning and facilitating assistance with portable radios and cellular telephone communications for special events and other Department needs;
- coordinating the planning, purchasing, installation and maintenance of communications sub-systems in liaison with other County entities (i.e., Internal Services Department, Sheriff's Facilities, etc.);
- radio programming;
- MDT support (limited to repair and replacement of MDT's);
- Department issued calling cards;
- issuance, billing, and tracking of cellular devices;
- repair, replacement and maintenance of all mobile communications equipment for the entire Department, to include but not limited to; voice and data radios (portable and mobile), mobile digital terminals (MDT's), mobile digital computers (MDC) first point of contact for repairs, siren controls, base stations, etc.;
- testing and evaluation of new communications related equipment, such as new mobile and portable radios, MDT's, and other Communications Systems;
- develop, fabricate and test special and experimental electronics equipment;
- develop, test and implement Sheriff's voice radio channel plans for all portable, mobile and base station radios; and
- managing the Department Service Order Account (DSO) and Service Level Agreement (SLA) as it relates to the communications infrastructure, maintenance, new projects, expenditures, and billing.

MDCS (Mobile Digital Communications System) Training

- training personnel in the use of the Computer Aided Dispatch (CAD) equipment, to include Station desk operations (Complaint, Dispatch, and Watch Deputy), mobile computing, and E-911 answering equipment;
- develop and provide training for MCU participants;
- conduct annual inspections of Station/Unit desk operations;
- training for patrol school, security assistants, and security officers;
- assist in evaluation of equipment for station desk and patrol use;
- assist Help Desk resolution of issues related to CAD, MDT, and MDC;
- adding and verifying users to MDT/MDC systems;
- research, develop, and deploy elearning (LMS) products related to CAD, MDT,

- MDC, and other CFMB products;
- liaison with JDIC and other Data Systems Bureau Training elements; and
- function as Bureau LMS Coordinator.

Data Solutions Section

- Advance Surveillance and Protection Unit (ASAP) program management;
- bureau reserve/volunteer program management;
- quality assurance programs; and
- advanced planning.

Information Technology Section

- maintaining, evaluating, enhancing, upgrading, and replacing components of the Mobile Digital (Data/Voice) Communications System (MDCS);
- Computer Aided Dispatch (CAD) system management;
- data center liaison;
- technical advisory and support;
- video alarms program management;
- bureau website;
- Console Switch Interface system management;
- CSI WAN Management; and
- NG911 coordination.

2-10/035.00 STATION/BUREAU DESK OPERATIONS STANDARDS AND GUIDELINES

Central Coordinating Authority/Responsibility

- Communications and Fleet Management bureau shall have central coordinating authority for all hardware, software, and communication devices installed in station desk areas regardless of funding source. This includes any audio, visual, data, or other IT equipment or software that may be installed in the Station desk area (temporary or permanent) visible to the Watch Deputy and Dispatcher. This is done to maximize officer safety, provide for a standardized physical layout of equipment for personnel, standardize workflow, and establish a standard baseline for cost estimates of future technology projects;
- as a central coordinating authority for desk operations, Communications and Fleet Management Bureau shall be consulted prior to any installation, modification, or alteration of anything related to desk operations. No technology item regardless of funding may be placed in the desk area without prior approval from Communications and Fleet Management Bureau; and
- these projects are still subject to guidelines set forth in MPP section 2-10/015.10, Mandatory Reporting of Information Technology (IT) Projects.

Station/Bureau Desk Operations Training

- Communications and Fleet Management Bureau shall have the central coordinating authority for training related to all facets of technological assets deployed at the desk. To maximize officer safety, service to the public, and maintain a standard of operation across the Department, any training related to Station desk operations shall be vetted through Communications and Fleet Management Bureau.

Station/Bureau Desk Operations workflow Management

- to maximize officer safety and standardize workflow, any potential increase in workload for Station dispatchers and Watch Deputies (such as monitoring non CAD, CSI, Vesta, or GST systems) shall be vetted by Communications and Fleet Management Bureau.

2-10/040.00 DATA SYSTEMS BUREAU

Data Systems Bureau plans, develops, coordinates and manages Information Technology (IT) for the Department - including systems and data connections supporting or interfacing with County, State, and Federal criminal justice agencies.

This Bureau Is Responsible For:

- managing the IT infrastructure – consisting of servers, computers, terminals, networks and network equipment, software, applications, databases, and peripheral equipment;
- developing and implementing security measures and IT standards to ensure Departmental information and systems work efficiently and securely; and
- ensuring the IT infrastructure and IT usage meet mandated local, State, and Federal standards.

Mainframe Systems Support

- providing maintenance services for the Department's large mainframe-base law enforcement systems (Automated Jail Information System, Countywide Warrant System, and Transportation Management Automation System); and
- providing the Department and participating agencies with an on-line and batch system to track individuals through the criminal justice process from the time of arrest or remand through release.

Sheriff's Data Network

- providing a high-speed data communications infrastructure which interconnects all

- Department sites;
- providing a mature, stable and robust network which will furnish a means by which all Units can access services and applications that are required to perform vital Department functions;
 - providing liaison with the County and State Coordinators for Public Safety Answering Points and Wireless 9-1-1 telephone operations;
 - providing liaison with the California Law Enforcement Telecommunication System Advisory Committee;
 - ensuring systems meet California Justice Information Systems (CJIS) guidelines;
 - managing systems/services including, but not limited to the following:
 - network connections and interfaces with other criminal justice agencies;
 - Department Voice over Internet Protocol (VoIP) telephone systems;
 - Department telecommunication equipment and lines, including data circuits, analog voice lines, and 9-1-1 equipment and lines;
 - Closed Circuit Television (CCTV);
 - Department E-Mail;
 - office automation;
 - personal computer and file server support; and
 - help desk and computer training.

Systems Development Section

- providing various levels of technical staff support in the acquisition and/or development of new automated systems within the Department. More than 65 systems are maintained by staff;
- enabling rapid on-line access to the Regional Allocation of Police Service (RAPS) to report patrol activity for the purpose of providing the Department executives, Contract Law Enforcement Bureau, and Station Administrators with statistical data relevant to particular policing jurisdictions. RAPS serves as a management tool for deployment of Patrol Personnel, analysis of individual Unit performance, budgetary justifications and reporting to contract cities regarding levels of police services; and
- providing a Personnel Performance Information System that is an integrated database for administrative investigations and service comment forms. It also includes a system to flag instances that meet predefined criteria and thresholds. PPI was originally comprised of three modules that automated the business processes of Internal Affairs Bureau, Civil Litigation, and Pitchess Motions. PPI consolidates the information kept in these independent databases into an integrated database that serves as a Department-wide decision support system in matters related to risk management and service reviews.

Law Enforcement Information Sharing Program

The Law Enforcement Information Sharing Program (LEISP) handles the business and technical needs required to capture, organize and share crime data and information, both within the Sheriff's Department and outside law enforcement agencies.

- the LEIS Section is responsible for the overall business and technical operations of the entire LEISP unit, along with the implementation of law enforcement applications such as COPLINK, LASDDashboard and records management systems. A Help Desk is staffed to handle inquiries related to these applications as well as LARCIS (Los Angeles Regional Crime Information System), the current Records Management System for LASD;
- the Crime Analysis Program (CAP - formerly Management Information Services MIS) is responsible for:
 - mandated state and federal crime;
 - supervision of the collection of the Department's crime data;
 - prepare specialized crime studies and statistical reports;
 - handles all ad hoc requests for crime information;
 - the oversight and approval of all aspects of Geographical Information Systems (GIS) within the Sheriff's Department, including development of boundary layers, determination of mapping standards, and GIS software licensing;
 - the creation and maintenance of reporting districts, arresting agency identifiers, and statistical codes and the related automated system tables;
 - data proprietor of the Regional Allocation of Patrol Services (RAPS) system; and
 - directs all crime analysis services, including selection, training, and supervision of all crime analysts as well as development and implementation of new crime and intelligence services;
- the Crime Assessment Center (CAC) analyzes crime throughout the entire County, without regard to jurisdictional boundaries;
- the Advanced Surveillance and Protection (ASAP) unit specializes in closed circuit video surveillance (CCTV), Automated License Plate Recognition (ALPR) systems, Acoustical Gunshot Detection Systems and Advance Command Center Integration. It oversees the procurement, installation and maintenance of these systems.

Custody Automation

Jail issues, including medical and mental health, classification, overcrowding, erroneous release, and over detention, have been addressed from a technology perspective. A series of systems projects, both short-term and long-term, were identified to address the Custody issues. Major systems being implemented or maintained are:

- Jail Hospital Information System (JHIS) - JHIS provides complete, accurate, and accessible clinical documentation to Medical Services. Using a customized version of hospital software package, an on-line medical record is available from any Custody facility. The system supports all the major functions of Medical Services, including patient care management, laboratory, radiology, pharmacy, mental health, dietetics, and other major processes. JHIS is fully integrated with AJIS.

- Jail Information Management System (JIMS) - JIMS is a multi-faceted development project that was designed to address short-term needed system fixes while concurrently proceeding down an orderly development path towards a replacement Automated Jail Information System (AJIS).

Data Center Administration

The Data Center Administration Unit is responsible for physically hosting in a secure, climate controlled environment all elements of the Department's data processing and Information Technology infrastructure, including Sheriff's Data Network and Records and Identification Bureau equipment. Data Center Administration is further responsible for the ongoing management and operational support, at the hardware and operating system level, of all Department-wide computer systems. Many of these systems are considered mission-critical and must be available on a 7-days-a-week, 24-hours-a-day basis. To effectively manage these systems, Data Center Administration maintains multiple Departmental Data Centers in geographically separate areas.

2-10/050.00 RECORDS AND IDENTIFICATION BUREAU

Records and Identification Bureau has the responsibility for the collection, electronic imaging, and storage of crime reports and booking jacket records. The Bureau collects, collates, and disseminates crime, arrest, and calls-for-services information, and disseminates this information to various authorized agencies and the public. The Bureau manages the Countywide Warrant System (CWS) and the Los Angeles County Regional Identification System (LACRIS), which is a sub-component of the California Identification System (Cal-ID). The Bureau maintains criminal histories of all state Department of Justice (DOJ) retainable arrest records based upon positive fingerprint identifications.

This Section is comprised of:

Consolidated Criminal History Reporting System (CCHRS) Unit

- provides the Los Angeles criminal justice community with complete, timely, and accurate criminal history information in an understandable format.

Countywide Warrant System Operations Unit

- manages the Countywide Warrant System (CWS);
- provides the law enforcement community with accurate and timely warrant information; and
- analyzes legislation and proposals regarding warrants.

Sealing Unit

- removes data from electronic Departmental databases to comply with legal requirements for sealing and destruction of adult and juvenile arrest records.

Fingerprint Unit

- makes fingerprint identifications for arrestees for Los Angeles County law enforcement agencies, with the exception of the Los Angeles Police Department;
- inputs fingerprint information on first time offenders into Automated Fingerprint Identification System (AFIS) for use in future comparisons;
- provides timely suspect identification notifications to booking locations and investigative Units throughout the County;
- verifies and combines the fingerprint-based records of subjects who have duplicate SID numbers and MAINs. Forwards the information about such records to various agencies, including the California Department of Justice;
- maintains hard copy and microfilm fingerprint files;
- provides court testimony for verification of fingerprint identifications and/or methods used to determine identification;
- performs name and numerical searches of subjects for possible prior arrest records; and
- assists local law enforcement agencies with information corrections, and coordinates those corrections with the California Department of Justice.

Los Angeles County Regional Identification Systems Unit

- manages and operates the Los Angeles County Regional Identification System (LACRIS), an Automated Fingerprint Identification System and a component of the statewide Cal-ID network;
- manages the Livescan Network and all of the tenprinters at all consolidated booking locations;
- manages the digital booking photograph system (which included photos of tattoos) and Cal-Photo;
- analyzes legislation and proposals regarding maintenance of fingerprints and booking photographs;
- monitors the release of booking photographs to comply with the Criminal Offenders Records and Information (CORI) Act; and
- assists local agencies establish applicant fingerprint transmissions to Cal-DOJ through the Sheriff's Data Network.

PUBLIC AND LAW ENFORCEMENT SERVICES SECTION

This Section is comprised of:

Applicant Unit

- responsible for providing local summary criminal history information to authorized

City, County, State, and Federal agencies for employment, permit, or licensing purposes;

- provides copies of crime reports and booking jacket records to authorized City, County, State, and Federal agencies for employment, permit, or licensing purposes; and
- charges fees for these services, pursuant to Section 13300(f) of the California Penal Code.

Subpoena Control Unit

- provides crime reports and booking jacket records in response to criminal, civil, and administrative subpoenas, and court orders; and
- provides crime reports and booking jacket records in response to pre-sentences, pre-sentences, prior convictions, and miscellaneous certification requests in accordance with evidence and government codes and civil criminal court rules.

Correspondence Unit

- responds to written and electronically mailed requests for police or accident reports and custody/booking information or local summary criminal history information received from authorized and agencies, attorneys representing victims, and private persons;
- prepares clearance, incarceration, adoption and local summary history letters, for requests received through the mail;
- responds to requests for traffic collision reports from involved private persons, attorney's and/or law firms, and insurance companies representing involved parties; and
- provides crime reports and booking jacket information to Child Protective Services and Social Services agencies to assist with the emergency placement of children.

Document Processing Unit

- coordinates the imaging of Incident Reports, supplementary reports, cite outs, and juvenile release packages, and booking jacket records received from Field Operations Regions, Custody Division, Correctional Services Division and from throughout the Department;
- verifies reports against each Station's, Facility's, or Bureau's Incident Log Sheets to ensure that all reports have been received;
- performs quality assurance reviews of the electronic images of converted crime reports and booking jacket packages, and the indices produced; and
- performs quality assurance reviews for the images captured and imported into Sheriff's Integrated Records Retrieval Assembly System (SIRRAS), the Department's electronic document management system, including the review of those indices and images that fail validation against the Historical Automated Justice Information System (HAJIS) and the Los Angeles Regional Crime Information System (LARCIS).

Information Retrieval Unit and Validation Desk

- works exclusively with Law Enforcement agencies conducting criminal investigations, California State Prisons preparing housing recommendations for incoming inmates, and District and City Attorneys preparing prosecutions; and
- disseminates information in response to requests received via fax for crime reports, booking jackets, and local summary criminal history information for use in furthering investigations and prosecutions.

Validation Unit

- Department's liaison to the California Department of Justice for audits of departmental entries into the National Crime Information Center (NCIC);
- provides instruction and guidance to Sheriff Stations and Specialized Bureaus regarding Department policies and procedures as well as NCIC requirements for maintaining accuracy and complete documentation of supporting entries in NCIC;
- conduct sheriff's station inspections on a monthly basis, to determine compliance with NCIC requirements for data entered. Provide feedback to sheriff's stations and Specialized Bureau Commanders on results of inspections; and
- oversees the monthly validation process of entries into NCIC. A list is provided, monthly, from California Department of Justice and this unit disseminates the list to all sheriff's stations and specialized bureaus and coordinates the Departmental response back to Cal DOJ indicating that all entries have been validated, are updated, and are accurate.

Public Services Unit

- full service Public Counter, providing a variety of criminal-history-related services to private persons and attorneys;
- prepares clearance, incarceration, adoption and local summary history letters, releases crime reports to victims, traffic collision reports to involved parties, and booking information, all in accordance with the Public Records Act (Government Code Sections 6250-6276), Penal Code Section 13300 (et al), and Vehicle Code Section 20012;
- provides applicant Livescan Fingerprint services;
- registers arson and narcotics offenders, provides associated Livescan Fingerprint services, and submits registration information to the California Department of Justice; and
- collects and transmits fees for these services as required by State Law and County Ordinance, and as administered by Fiscal Administration.

2-10/060.00 SCIENTIFIC SERVICES BUREAU

This Bureau is comprised of specialized sections with responsibilities as follows:

Biology Section

Laboratory Services

- identification of body fluids including blood, saliva and semen;
- determination of possible donors of evidentiary body fluid stains utilizing DNA testing methods; and
- Combined DNA Indexing System (CODIS): Entry of DNA profiles in a database for search against profiles from known donors and other criminal cases.

Crime Scene Investigation

- Trace-Biology Team - investigation of crimes against persons and some property crimes, including examination for and collection of biological evidence, trace evidence, impression evidence; conduct general evidence searches; and perform crime scene reconstructions.

Blood Alcohol Testing Section

Laboratory Services

- analysis of blood, urine, and beverage samples for alcohol concentration. Maintenance of breath alcohol testing instruments and instrument accuracy records. Train breath alcohol instrument operators. Provide expert testimony in DUI cases.

Controlled Substances Section

Laboratory Services

- examination and identification of solid dose controlled substances, including the examination of large drug seizures which require an appointment with the respective laboratory; and
- examination and identification of solid dose controlled substances and other evidence associated with the illicit manufacture of controlled substances.

Crime Scene Investigation

- Clandestine Laboratories Team – investigation of clandestine drug laboratories.

Evidence Control Section

- transports evidence between Bureau facilities and Stations, municipal police departments, and Central Property;

- accepts and releases evidence submitted to the Bureau; and
- maintains chain of custody records for evidence submitted to the Bureau.

Firearms Identification Section

Laboratory Services

- identification of bullets and cartridge cases to specific firearms; identification of type of firearm based upon expended bullets and/or cartridge cases; determination and function testing of full automatic firearms and silencers, determination of distance; serial number restoration; gunshot residue examination; and tool mark comparison; and
- National Integrated Ballistics Information Network (NIBIN) – entry of fired bullet and cartridge case information for search a National database.

Crime Scene Investigation

- Firearm Team – search for, collect, and interpret firearm and tool mark-related evidence to include bullet and cartridge case search and recovery, trajectory determinations, possible bullet strikes, and possible tool mark impressions. Provide expertise for the safe handling of unusual firearms.

Latent Print Section

Laboratory Services

- comparisons of friction ridge impressions to exemplar(s) of known persons for the purpose of making identifications and non-identifications;
- Automated Fingerprint Identification System (AFIS) – entry of latent finger and palm prints for search against a database of known finger and palm prints; and
- chemical processing – develop latent prints on evidence items utilizing chemicals, alternate light sources and digital imaging.

Crime Scene Investigation

- Major Crimes – investigation of crimes against persons such as homicides, rapes, robberies, or other crimes to include crime scene documentation, processing for latent prints, and casting of shoe and tire impressions. Crime scene documentation includes but is not limited to photography, aerial photography, video, sketches, diagrams, and three-dimensional laser scanning;
- Clandestine Laboratories – respond to clandestine laboratories to photograph and process evidence for latent prints; and
- Property Crimes – process property crimes or other crimes for latent prints where photography, videography or diagraming is not required.

Photo/Digital Imaging Section

- provides professional imaging services including processing, printing, storing, and maintain archives of film negative and digital images;
- complete public relations and/or evidence related digital photographic projects; and
- conduct studio photography of evidence, personnel, and Bureau operations.

Polygraph Section

- administers polygraph examinations in criminal investigations and pre-employment evaluations.

Quality Assurance and Training Section

- maintains the Bureau's international ISO/IEC 17025 accreditation program by conducting annual audits of accredited sections, ensuring court testimony monitoring, administering the proficiency testing program, issuing and following through on appropriate Corrective Action Requests, and calibrating and maintaining critical measuring devices;
- oversees the Bureau's Health & Safety Program by conducting appropriate audits, providing appropriate training and certification;
- oversees the Bureau's volunteer/intern program; and
- coordinates all aspects of the Bureau's external training program.

Questioned Documents Section

Laboratory Services

- provides a comprehensive range of document examination services which include but are not limited to – handwriting, printing, typewriting, inks, charred paper, and obliterated and altered documents.

Toxicology Section

Laboratory Services

- analysis of blood and urine samples for drugs in evidence samples and employee random drug testing samples; and
- analysis of food and product tampering cases and cases of suspected poison.

Trace Evidence Section

Laboratory Services

- identification and/or comparison of trace evidence, including: hairs, fibers,

paint, tire and footwear impressions, physical matches, tear gas and pepper spray, general chemical unknowns, gunshot residue (GSR), ignitable liquids and explosive residues.

Crime Scene Investigation

- Trace-Biology Team - see Biology section; and
- Fire Debris / Explosives Team - investigation of crimes of arson or explosive evidence.

2-10/070.00 COMMUNICATIONS EQUIPMENT

Communications and Fleet Management Bureau has responsibility for communications equipment of all types. Requests to purchase, survey, install, alter, extend, remove, or any other request in regard to any Department JDIC, MDT/MDC, CAD, portable or mobile voice radio, public address system, intercom, or other electronic devices (such as GPS monitors, video feeds, etc.) shall be requested on a SH-AD-32A through the Department Chief Information Officer (CIO) – Chief of Technical Services Division.

This includes any and all installations of any items in the Station desk area.

Units are specifically prohibited from altering in any way the CAD, GST, VESTA, CSI, and any and all fallback radio equipment. Unit Commanders are responsible for ensuring the standard equipment assembly (CAD, CSI, GST, VESTA, and fallback radios) as installed by Technical Services Division is not altered in any way.

To maximize officer safety and efficiency, unit Dispatchers and Watch Deputies shall ensure that all Station desk hardware and software is functional, operational, and all required users are logged on with the proper credentials. Specifically, they shall ensure that the CAD, CSI, 9-1-1 (VESTA), and GPS viewing units are functional, operational, and users are logged on with proper credentials.

The Station Dispatcher shall check the GST Viewer at least twice per shift as well as maintain constant vigilance to ensure that all GPS equipped units assigned to his or her Station are logged on and visible. If specific GPS equipped units are not visible to the Dispatcher on the GST Viewer, he or she shall contact the unit and ascertain the reason. If the Dispatcher and unit are not able to resolve the issue to become “visible” on the Dispatcher’s viewer, the unit shall contact the Central Help Desk for assistance. If the issue cannot be resolved at that level, the vehicle should be removed from service pending a response by technicians.

If the viewer is not functioning properly, the Dispatcher shall troubleshoot the issue to resolution according to training. If the issue is unable to be resolved at his or her level, he or she shall call the Central Help Desk and ensure a trouble ticket is generated.

Requests for telephones, additional directories and/or modifications of existing telephone equipment, shall be prepared on a Department Supply Requisition. Upon completion, send the form to the Telephone Coordinator, Communications and Fleet Management Bureau.

Any exceptions to this policy must be expressly in writing and kept on file at the Unit only after review by Communications and Fleet Management Bureau and Technical Services Division Chief.