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Implementation of the eCitation App

The department has started training members in the use of the eCitation app. The eCitation app is to be used for citing adults and juveniles, for traffic and non-traffic violations, misdemeanor arrests, and juvenile felonies. eCitation is not to be used for parking violations.

As with eStop, members will access the eCitation app via their department-issued smartphone, utilizing the AnyConnect VPN connection, and Crime Data Warehouse password.

Bluetooth enabled printers will be mounted in all patrol vehicles. Officers at Traffic Company, the Honda Units, and the Mounted Units will each be supplied with their own printers. Additional printers will be available for checkout from the Station Keeper's office. A stationary printer will be mounted in the Keeper's office of each station for prisoners eligible for a cite and release.

Use of the eCitation app will allow for easier, more accurate violation and citation counts, provide violator frequency information, violation address mapping, electronic data transfer to the courts, and add a more robust search capability in the Crime Data Warehouse platform.

eCitation will significantly decrease the amount of paper citations that are "thrown out" each week due to poor legibility.

Features of eCitation include:

- Default templates that store your daily information, such as unit ID, district, officer assignment and officer vehicle.
- Scanning functions for driver's licenses and vehicle registration.
- Pre-population of the *eStop* data collection fields relevant to the eCitation.
- A table of charges searchable by code or text.
- Population of court info based on "Violation Type" (Inf/Misd/Fel)
- An "Officer Notes" section that allows members to type in notes, or draw diagrams, that are relevant to their enforcement action.

All members, once trained, shall use eCitation when citing a violator unless any of the following circumstances exist:

- 1) The member is walking a foot beat. (Bicycle patrols may check out a printer to keep in their saddlebag for using eCitation.)
- 2) There is a malfunction with the member's phone or RSA token. If this should occur, members shall respond to Technology for replacement or repair at their first convenience. (Station facility maintenance personnel may assist members working nights.)
- 3) There is a malfunction with the printer. NOTE: Printers installed in the vehicle are not to be removed from the printer's cradle except in extenuating circumstances. If there is an issue with the installed printer in a vehicle, contact the station's VMO immediately.
- 4) The member loses network connectivity on their phone. (If this occurs, the member shall notify the eCitation group at [REDACTED] and provide the date, time, and location where the network connectivity was lost.
- 5) If the officer has to disembark from the vehicle (motorcycle or car) and walk a distance to the violator – far enough away where the printer cannot be easily returned or retrieved, then a hand-written citation may be done in lieu of an eCitation. This is officer safety-related.
- 6) If the member is assigned to a Station Investigation Team (SIT), or plainclothes unit driving an unmarked vehicle.

Members will have access to view all of their previous eCitations and any notes belonging to that citation on their department phone or on station computers, should they want them for traffic court. Questions regarding training or policy issues may be directed to [REDACTED]. Members experiencing issues with their department-issued smartphone or RSA token, should contact the SFPD Help Desk at [REDACTED], or by phone at [REDACTED]. Training guides and department policies are available on the SFPD Intranet.

Members assigned to the Airport Bureau shall follow San Mateo County procedures.


WILLIAM SCOTT
Chief of Police

Per DB 17-080, sworn members are required to electronically acknowledge receipt and review of this Department Bulletin in HRMS.