eCitation
(Re-issue DB 18-028)

Since early 2018, members of the Department have been successfully using the eCitation app during the course of their duties. 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. This bulletin shall serve as a reminder to all members to use the eCitation app on their department issued cell phone when writing infraction and misdemeanor citations, except in limited circumstances.

Members may access the eCitation app via their department-issued smartphone, utilizing the AnyConnect VPN connection, and Crime Data Warehouse password.

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

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

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.

- 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 shall use eCitation when citing a person(s) unless any of the following circumstances exist:

Safety with Respect

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 sfpdeCitation@sfgov.org 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 person(s) – 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 that is not equipped with a printer.

Members can review 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 sfpdeCitation@sfgov.org. If a member does not use eCitation for any reason other than listed above, they shall email sfpdecitation@sfgov.org to document the problem with the system. Members experiencing issues with their department-issued smartphone or RSA application, should contact the SFPD Help Desk at sfpdhelpdesk@sfgov.org, or by phone at (415) 558-3877 no later than their next working shift. 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 DN 20-150, all sworn & non-sworn members shall electronically acknowledge this Department document in PowerDMS. Members whose duties are relevant to this document shall be held responsible for compliance. Any questions regarding this policy should be made to sfpd.writtendirectives@sfgov.org who will provide additional information.