

<b>ALAMEDA COUNTY SHERIFF'S OFFICE</b>  <b>DETENTION AND CORRECTIONS</b>  <b>POLICY AND PROCEDURE</b>	<b>NUMBER:</b> 10.14	<b>PAGES:</b> 1 of 5
	<b>RELATED ORDERS:</b> ACA 4-ALDF-2A-02 G.O. 6.05 P&P 8.05, 10.01 P.C. 4013	
	<b>ISSUED DATE:</b> November 10, 1993	
	<b>REVIEW DATE:</b> December 5, 2015	
	<b>REVISION DATE:</b> September 22, 2013	
<b>CHAPTER:</b> Post Orders	<b>SUBJECT:</b> Lobby Staff Post Order (CP 11/Lobby)	

- I. PURPOSE:** To describe the duties of the Lobby /CP-11 Staff.
- II. POLICY:** The Lobby at Glenn E. Dyer Detention Facility (GEDDF) and CP-11 at Santa Rita Jail (SRJ) are the main public entrances to the facilities and the main information points for posting bails and fines.
- III. PROCEDURE:**
- A. GEDDF:
1. General Security and Hours of Operation:
    - a. The Lobby is a restricted area; only assigned personnel are permitted in the area. When other personnel require access (e.g., janitors, maintenance staff, etc.), the non-assigned individuals will be supervised while in the area.
    - b. Employees assigned to the Lobby shall enforce the access restriction. If assistance is required, the Watch Sergeant or in his/her absence, the Watch Commander, will respond.
    - c. The Lobby will be staffed from 0630 through 2300 hours, daily.
  2. Specialist Clerks assigned to the Lobby shall:
    - a. Have a working knowledge of, and comply with, all existing post orders, policies, procedures and directives.
    - b. Never allow an unauthorized person to enter the lobby control area.
    - c. Receive and account for all keys, equipment and documents necessary to this post. All such items will be checked when assuming the post. Missing, damaged or inoperable keys or equipment and any unusual conditions will be reported to the shift supervisor. Keys will be issued to authorized personnel pursuant to Policy and Procedure 8.05, "Key Control and Emergency Access."

- d. Maintain a permanent log (Redbook) to record routine information, emergency situations and unusual incidents.
- e. Perform daily checks to ensure all security equipment, communication and alarm systems are in good working order. Report any malfunctions to the proper maintenance department.
- f. Maintain the visitors log and issue passes.
- g. Identify all persons entering the facility by personal identification and/or official identification card, including verification of appointments, prior to issuing a pass.
- h. Receive monies and issue receipts for inmate accounts.
- i. Obtain bail information from Records, accept bail at anytime, ensuring that all necessary paperwork is in order, and submit the documents to Booking for verification.
- j. Notify the Accounting Clerk or Property Room Clerk of the need to release money or property, and maintain a file of property release forms.
- k. Refer all legal process served on the County to the on-duty Booking Sergeant or Watch Commander and be familiar with procedures for the acceptance of civil process for inmates (4013 PC).
- l. Comply with General Order 6.05, "Media Relations" regarding prepared press releases.
- m. Maintain and account for the money and receipts in the lobby money lock box.
- n. Provide general information to the public, either in person or via the telephone, in compliance with release of inmate information policy and procedures. Ensure that confidential information is not given out, such as:
  - 1) Classification information
  - 2) Housing information
  - 3) Specific times of inmate movements
  - 4) Appointments and/or transportation moves
- o. Assist visiting deputies as needed.
- p. Notify the Booking Sergeant of the following:
  - 1) Self surrender
  - 2) Warrant surrenders
  - 3) Bail surrender
  - 4) Citizen's complaints
  - 5) Any problem that requires their attention.

- q. Perform other duties as assigned.

B. SRJ:

1. General Security and Hours of Operation:

- a. CP-11 is a restricted area; only assigned personnel are permitted in the lobby control area. When other personnel require access (e.g., janitors, maintenance staff, etc.), the non-assigned individuals will be supervised while in the area.
- b. Employees assigned to CP-11 shall enforce the access restriction. If assistance is required, the Watch Commander or Watch Sergeant will respond.
- c. CP-11 will be staffed twenty-four hours a day, seven days a week.
- d. Maintain a permanent log (Redbook) to record lobby staff attendance, routine information, emergency situations and unusual incidents.

2. Sheriff's Technicians and Specialist Clerks assigned to CP-11 shall:

- a. Have a working knowledge of, and comply with, all existing post orders, policies, procedures and directives.
- b. Never allow an unauthorized person to enter the lobby control area.
- c. Maintain the visitors log and issue passes.
- d. Identify all persons entering the facility by personal identification and/or official identification card. Appointments must be verified prior to issuing a pass.
- e. The Sheriff's Technician (or Specialist Clerk if no Technician is available) will inventory the passes at the beginning and end of shift. Any incident of a missing pass will be reported to the ITR Sergeant or Watch Commander without delay.
- f. Immediate steps will be taken to locate and/or recover the pass. If a pass is lost, the Sergeant or Watch Commander will assign a deputy to write a report.
- g. If a special request is made for a pass/number of passes by Administration, a note will be placed in the appropriate slot(s) in the passes box, indicating the number of passes given out. The note must include date, name and telephone number of the person responsible for the passes.
- h. Receive and account for all keys, equipment and documents necessary to this post. All such items will be checked when assuming the post. Missing, damaged, or inoperable keys or equipment and any unusual conditions will be reported to the shift supervisor. Keys will be issued to authorized personnel pursuant to Policy and Procedure 8.05, "Key Control and Emergency Access."

- i. Monitor all video surveillance equipment and notify the appropriate staff of unusual activities.
- j. Monitor perimeter fence alarms. Notify CP-1, CP-52, supervisors and other staff of the nature and location of the alarm.
- k. Monitor all radio traffic and direct deputies and other staff regarding incidents in the lobby.
- l. Perform daily checks to ensure all security equipment, radio equipment and alarm systems controlled by CP-11 are in good working order. Report any malfunctions to the proper maintenance department.
- m. Receive monies and issue receipts for inmate accounts.
- n. Obtain bail information from Records, accept bail at anytime, and ensure that all necessary paperwork is in order.
- o. Maintain a file of property release forms.
- p. Notify the on-duty accounting/property room staff of the need to release money or property.
- q. Refer all legal process served on the County to the on-duty ITR Sergeant or Watch Commander and be familiar with procedures for accepting civil process for inmates.
- r. Comply with General Order 6.05, "Media Relations", regarding prepared press releases.
- s. Make the current daily record available to press personnel requesting it.
- t. Sheriff's Technicians/Specialist Clerks will maintain and account for the money and receipts in their assigned cash drawer.
- u. Provide general information to the public, in person or via the telephone, in compliance with release of inmate information policy and procedures. Ensure that confidential information is not given, such as:
  1. Classification information
  2. Housing information
  3. Specific times of inmate movement
  4. Any appointment and/or transportation moves
- v. Assist the Visiting staff as needed.
- w. Notify the ITR Sergeant of the following:
  1. Self surrenders
  2. Warrant surrenders

3. Bail Surrenders
  4. Citizen's complaints
  5. Any problem that requires their attention
- x. Perform other duties as assigned.