



City of San Marino

Memorandum

TO: City of San Marino Community

FROM: John Incontro, Chief of Police

DATE: March 18, 2020

SUBJECT: Restricted Services Due to Covid-19

In light of concerns regarding the COVID-19 virus, the San Marino Police Department will temporarily implement some changes to the services we provide to the community. The safety of the community is still the top priority for the police department and these changes will not affect the police services for emergency response. These changes are being implemented to protect the health and safety of the community, our employees, and help flatten the curve of the COVID-19 virus.

The San Marino Police Department will temporarily take all non-emergency reports telephonically. Each of these types of calls will be handled by phone or based on the nature of the call, officers may respond to the victim's location. These reports would include:

- Late reported thefts
- Missing or lost items (Passports, driver's license/plates, etc.)
- Minor crimes that occurred over 30 days prior to reporting
- Non-injury traffic collisions
- Other non-emergency type calls that do not require immediate police response

Access to the San Marino Police front lobby will be restricted. The outside of the lobby is equipped with a two-way intercom that the public can use for assistance, it will allow any person coming to the station to communicate immediately with a member of the San Marino Police Department.

The San Marino Police front lobby access will be restricted to the following:

- Walk-in emergencies where police presence is needed immediately to preserve life or property
- Custody exchanges
- Individuals who are required to check in with law enforcement
- Other police related matters significant in nature.
- People who need to collect property stored at the police department, pay fees, etc., need to contact the San Marino Police Department and make an appointment.

At this time, we will not be providing the following services at the front lobby:

- Livescan
- California Vehicle Code equipment violation citation sign off. All equipment violations will be handled by the Traffic Court listed on the citation.
- Requests for clearance letters. Clearance letters can still be obtained through email at Police@smpd.us or telephonically requested.

We recognize that residents may have children returning home early from school, other family members or visitors staying for extended periods. This may create a parking problem for those with vehicles. Therefore, through the end of March, we will not be issuing parking citations for violations of overnight parking rules.

Again, it is our goal to provide the community with the highest care and quality, while safely limiting your exposure to our personnel and to the community. The police department is not lowering our officer deployment or staffing levels, we are here to ensure that we will maintain the quality of service that the San Marino Police Department has always been known to provide our community. These changes will remain in effect until March 31st, at which time the City and the Police Department will reassess the need to continue with these temporary policies. In case of Emergencies please dial 9-1-1.

In all other non-emergency requests please contact the main number at 626-300-0720.

