

**VIRGINIA STATE POLICE**  
**H.E.A.T. PROGRAM AND AUTO THEFT**  
**POLICIES AND PROCEDURES**  
**MANUAL**



**Date: February 1, 2011 Approved: \_\_\_\_\_**  
**Superintendent**

# **H.E.A.T. Program and Auto Theft Policies and Procedures Manual**

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**VIRGINIA STATE POLICE**  
**H.E.A.T. PROGRAM**

**MISSION**

The Help Eliminate Auto Theft (H.E.A.T.) Program is comprised of personnel from the Department of State Police, Bureau of Criminal Investigation, (VSP/BCI) assigned for the purpose of combating the crime of vehicle theft. The mission of the sworn employees assigned to auto theft investigations will concentrate on organized theft groups dealing with stolen vehicles, insurance fraud, chop-shops, salvage yards, counterfeit vehicle documents, and other covert activity related to vehicles and/or vehicle parts. To this end, these agents must concentrate on forming close working relationships with local, federal and other State Agencies and promote H.E.A.T. program initiatives such as VIN Etchings, BAIT cars and License Plate Readers (LPR). The main focus of all assigned investigations will be on matters which involve Auto Theft and Insurance Fraud. Efforts of these sworn employees will be designed to reduce organized vehicle theft activity in the Commonwealth.

- A. On November 1, 1988, an Auto Theft Unit (ATU) was established as a joint effort between the Virginia State Police and the Department of Motor Vehicles.**
1. Effective May 1, 1996, the Department of Motor Vehicles withdrew all of their personnel from the Auto Theft Unit.
  2. Enabling legislation 38.2-414 requires that prior to March 1, of each year, each insurer pay an assessment equal to one-quarter of one percent of the total direct gross income for automobile physical damage insurance other

than collision written in the Commonwealth during the preceding calendar year.

3. This assessment is controlled and administered by the Superintendent of the Department of State Police to fund the H.E.A.T. Program to reduce losses from motor vehicle thefts.
4. The H.E.A.T. Program operates from the BCI Director's Office and is coordinated by the BCI Staff Assistant/Special Programs Administrator Lieutenant and the H.E.A.T./ IFP First Sergeant.

**B. Auto Theft Agent Intelligence Gathering Responsibilities**

1. Organized criminal groups - dealing in stolen vehicles and/or stolen vehicle parts, both intrastate and interstate.
2. Chop-shops - where stolen vehicles are dismantled and their parts sold; where Vehicle Identification Numbers (VIN) are switched and false documents used as proof of identity to secure valid titles.
3. Salvage yards - where salvage vehicles are stored, dismantled, or crushed and their parts sold.
4. Insurance fraud, (supplement the BCI Insurance Fraud Agents) - where the same vehicle is insured by multiple companies for the purpose of collecting from each, where vehicles are insured using false identity with fraudulent title documents, and where only fraudulent title documents exist creating a "Paper Car" which is reported stolen and insurance claim(s) made.
5. Covert activity involving stolen vehicles or vehicle parts and fraudulent or counterfeit title documents.
6. Identify "cloned" vehicle identification numbers and seize those vehicles.

**C. Auto theft agents will be responsible for and place high priority on gathering intelligence and developing profiles regarding the aforementioned illegal vehicle theft activity.**

1. The Intelligence Report (SP-267) will be used by all auto theft agents for the purpose of reporting any auto theft information to the H.E.A.T. Program.
2. The Insurance Fraud Notification Form (SP-292) will be utilized to report any information alleging Insurance Fraud directly to the IFP.

#### **D. Office Facilities, Supervision and Agents Assigned**

1. The auto theft agents will be provided office space designated by their assigned Field Office.
2. Supervision will include a BCI First Sergeant, Lieutenant, and Division Commander in each assigned Field Office.
3. One or more auto theft agents will be assigned to each of the seven Field Offices depending on the needs of the Department.
4. The H.E.A.T. Agents, Trooper/Agents, and civilian employees will be provided office space at Administrative Headquarters in Richmond or in their assigned Field Office.
  - a. Supervision will include a First Sergeant and the Staff Assistant/Special Programs Administrator Lieutenant in the BCI Director's Office.
  - b. H.E.A.T sworn employees will consist of Special Agents and Trooper/Agents depending on the needs of the Department.
  - c. Support Positions – One full-time Program Support Technician and one part-time Agency Management Analyst assigned to the H.E.A.T. office.

#### **E. Additional Duties and Case Assignment**

1. Cases investigated by the auto theft agents will be assigned according to the procedures set forth in the State Police Manual using the Complaint/Request/Incident Report (SP-103). Investigations will be assigned by their Field Offices. When considering case assignment, priority should be given to auto theft, insurance fraud and then other investigations.
2. Auto theft agents have extensive training in auto theft investigations and will assist in training assignments for the basic recruits at the State Police Academy and other H.E.A.T. sponsored schools for local law enforcement officers and special investigators for the insurance industry.
3. All Auto theft agents and H.E.A.T. sworn employees shall coordinate and attend monthly auto theft meetings with local law enforcement Auto Theft Units, DMV investigators, and insurance company special investigators to keep up with current auto theft problems and other needs for assistance. At these meetings, the auto theft agents shall offer the BAIT car and LPR initiatives as assistance to localities experiencing auto theft or related

criminal activity. Any requests for the BAIT cars or LPRs will be forwarded to the H.E.A.T. program.

4. The auto theft agents will conduct auto theft prevention displays and VIN etchings requested by local, state and federal law enforcement as well as public and private organizations within their assigned Field Offices. Assistance in obtaining display materials, etching materials, equipment, any informational materials and training will be provided by the H.E.A.T. employees.
  - a. Auto theft agents will dispense H.E.A.T. hotline reward money to the citizens approved to receive those funds by the Superintendent.

#### **F. The BCI H.E.A.T./IFP First Sergeant Responsibilities**

1. Coordinate the H.E.A.T. Program and ensure that the personnel funded for the purpose of investigating or preventing auto theft are provided the equipment necessary to complete their tasks and are afforded specialized training in their particular field.
2. Coordinate training events for VSP and other Law Enforcement Agencies ensuring dissemination of information regarding current trends in auto theft and techniques in theft prevention.
3. Serve as liaison with other law enforcement agencies and the insurance industry.
4. Coordinate the marketing efforts of H.E.A.T. and IFP to educate the public in auto theft prevention and raise public awareness of auto theft and insurance fraud related crimes.

#### **G. Auto Theft Agent Equipment**

1. Additional clothes (work-type, rainwear, and coveralls)
2. Tools and chest
3. Special equipment for identification of vehicles (torch, acid, brushes, jacks, jack stands, cleaning solvent, number restoration kit, tarpaulins, first aid kit, fire extinguisher, etc.)
4. Bar Code Scanners and/or current monitoring devices to identify confidential VIN numbers.



## **H. H.E.A.T. Program Agent Responsibilities**

1. The H.E.A.T. Program Agents will be responsible for the following:
  - a. Conducting and developing statewide education and marketing programs for H.E.A.T. and coordinating these efforts with the Public Relations Specialist of the Insurance Fraud Program.
  - b. Serving as the point of contact for H.E.A.T. media releases. These will be forwarded to the Public Relations Specialist of the Insurance Fraud Program for dissemination and release.
  - c. Coordinating H.E.A.T. Hotline tip information and disseminating them to the investigating agency and request funds for rewards.
  - d. Serving as the liaison for the H.E.A.T. Program with all Virginia law enforcement agencies.
  - e. Maintenance of all H.E.A.T. program special vehicles and equipment; to include BAIT cars, LPRs and SEV.
  - f. Coordinating quarterly and annual reports for the H.E.A.T. Program.

### **SALVAGE EXAMINATION VEHICLE (SEV) 2007 FREIGHTLINER #07-701**

This vehicle was purchased primarily to conduct motorcycle and vehicle VIN etchings and to promote the H.E.A.T. and Insurance Fraud Programs. It serves as a moving billboard and has been marked with a full vinyl wrap depicting H.E.A.T. and Insurance Fraud Program theft prevention messages. It also serves as a platform for automobile salvage yard inspections to identify stolen vehicles and parts. During H.E.A.T. schools, the SEV is used as a mobile classroom.

The responsibility of coordinating the use and maintenance of the SEV will be that of the H.E.A.T. sworn employees assigned to SPHQ.

## **POLICIES AND PROCEDURES**

### **A. Authorization for Use of the SEV**

The SEV equipment is to be used for vehicle salvage yard examinations, related auto theft investigations, and auto theft prevention events. Use of the SEV shall

be authorized by the H.E.A.T./ IFP First Sergeant. Unauthorized use of the SEV is not permitted. (The sworn employee utilizing the SEV will be held responsible for any damage resulting from unauthorized use.)

1. Responsibility for the issuance and return of the SEV will be that of the H.E.A.T. First Sergeant.
2. Personnel wishing to use the SEV shall only be authorized if they have completed SEV Operations Training from the H.E.A.T. staff.
3. The SEV is scheduled for H.E.A.T. Program events throughout the year; therefore, it is paramount that sufficient notice is given for all requests. This will prevent the H.E.A.T. Program from having to cancel events.

**B. SEV Operating Conditions and Limitations**

1. The SEV is equipped with emergency lights and siren; yet, it is not designed or intended for high speed operation or routine enforcement actions.
2. Prisoners will not be transported in the SEV except in cases of extreme emergency.
3. During conditions of inclement weather, the operator of the SEV will use extreme caution, particularly on unimproved surfaces, to avoid getting stuck or losing control of the vehicle. It is mandatory that the engine brake is activated when driving on wet roads or driving on a steep grade.
4. Operators will ensure that all external electrical connections, Kuzumal auto eject 30 amp plug, and the 50 amp dockside shore power line are disconnected prior to moving the SEV.
5. When the SEV is in stationary use, the leveling jacks must be utilized. All four leveling jacks must be engaged and the vehicle leveled before a slide out can be deployed.
6. Prior to returning the SEV, the 160 gallon diesel fuel tank shall be filled.
7. The interior will be cleaned prior to returning the SEV.
8. Exterior cleaning of the SEV will be the responsibility of the H.E.A.T. Program.
9. Any person damaging the SEV equipment will immediately notify the H.E.A.T. First Sergeant.
  - a. If the SEV is involved in a traffic accident, the Department of State Police shall investigate the accident.

- b. All repairs to the SEV and equipment will be authorized by the H.E.A.T. First Sergeant.
- c. Operators must be mindful of tree limbs, overhangs, and street signs so the vinyl wrap on the exterior is not damaged.

### C. Maintenance

1. When not in use, the SEV will be housed in the H.E.A.T. garage located near the "skid pan" at SPHQ.
2. The H.E.A.T. First Sergeant will appoint a Special Agent to inspect the SEV on a regular basis, secure scheduled maintenance, and complete the monthly Vehicle Expense Report (SP-93).
3. Diesel fuel should be obtained at State pumps when possible. Operators will be attentive to structure overhangs prior to refueling.
  - a. State diesel fuel receipts will be left in the SEV.
  - b. VDOT diesel fuel purchases (on Voyager card) shall be recorded on a log kept inside the vehicle as well as the operator maintaining his/her required SP-296.
  - c. Receipts for diesel fuel purchased by the Voyager card at commercial stations will be submitted promptly to the H.E.A.T. First Sergeant. **The Property and Finance Code #88888 - Service Code 310-09 will be recorded on those receipts.**
4. All costs of maintaining the SEV will be paid out of the Special Project Code #88888, the Insurance Fraud Program Fund.
5. A sign-in/sign-out log will be kept in the SEV and shall be completed by the person taking possession of the vehicle.
6. Any malfunctions of the SEV or equipment will be noted on the form and brought to the attention of the H.E.A.T. First Sergeant or H.E.A.T. Special Agent as soon as it is noticed.
7. Contact numbers for the H.E.A.T. First Sergeant and Special Agents are prominently posted inside the vehicle and will be provided to any operator utilizing the vehicle.

#### D. SEV Equipment

1. The SEV is equipped with three (3) computer stations. **Installation of any computer program on these computers is prohibited except under direct instruction of HEAT program staff or IT Division Personnel.**
  - a. Two HP computers with 24" monitors and wireless mouse on the driver's side; VCIN/NCIC inquiry capabilities. Each has two blue rolling desk chairs which must be secured with bungee cords prior to vehicle movement.
  - b. The passenger side computer has internet access. This computer is set up for the motorcycle VIN etching system and **must not be reconfigured or altered. The laptop in the cabinet must not be disconnected and removed.** All computers are connected to the HP Photo Smart printer/scanner/fax machine. The fax number is (804) 385-8128.
2. All electronic equipment will be stored in the "OFF" position when not in use.
3. The conference room in the rear is equipped with:
  - a. 1 flat screen Sony 40" Television
  - b. PLCO KDB 300A Control Panel for the exterior pole camera
  - c. 1 solid surface table
  - d. 5 rolling blue chairs (to be bungeed prior to travel)
4. One Linksys wireless router connects the computer to the printer
5. One Laser Motorcycle VIN Etching System with a Dell Laptop and touch screen monitor.
6. Closet towards the curbside contains:
  - a. One Yamaha DVD Player
  - b. One Nomad 2 Mobile Satellite System
  - c. Amplifier PBA 2150, 300 watt outside speaker at curbside
  - d. Sony color flat screen mounted to the outside at curbside
  - e. One 4 position battery charger for VIN etching Bar Code Readers
7. Curbside interior wall near rear door contains:
  - a. 10 Stream Light Flashlights with 110 volt chargers

8. One refrigerator/freezer unit
9. One automatic drip coffee maker
10. Bathroom contains:
  - a. Incinolet commode (water free system)
  - b. Follow direction for commode use posted in the bathroom
11. One Pelco 23X camera on a Will-Burt 5' – 20' exterior extending camera post
12. One exterior green command post beacon

**E. SEV Authorized Personnel and Training**

1. The SEV equipment shall be used only by sworn employees of the Department.
2. Authorized personnel must receive training in the operation of the vehicle from H.E.A.T. sworn employees. Personnel wishing to use the SEV shall only be authorized if they have completed SEV Operations Training from the H.E.A.T staff.

**Detailed SEV Operating Instructions**

**All Manuals for this Vehicle are Located in the Cabinet above the Copier**

**A. Driving the SEV**

1. This vehicle is forty (40') feet in length, eight feet six inches (102 inches) wide, and is thirteen (13') feet tall at its highest point. The approximate weight of this vehicle, while loaded, is thirty four thousand (34,000) pounds.
2. This vehicle is equipped with a diesel engine that must be warmed before it is started. Turn the key to the "ON" position and wait until the glow plug light goes out to start. If the battery is low the "jump switch" to the left of the steering wheel can be held and the generator battery will assist. If this is not enough energy to start the engine, start the generator and allow the battery charger to run for approximately thirty minutes to charge the battery.

3. This vehicle is equipped with a two chamber air braking system. Do not operate the vehicle until both air gauges have a minimum of 75 psi. If the air pressure drops to an unsafe level, the brakes will automatically lock.
4. This vehicle is equipped with an air ride suspension that needs to be inflated before operating the vehicle. To the left of the steering wheel is a silver lever marked "Air Dump". Raise this lever to "Inflate" and allow all four air bags to fill before driving the vehicle.
5. This vehicle is equipped with several alarm buzzers as follows:
  - a. Low Air - Do not operate until air pressure has reached at least 75 psi.
  - b. Steps Out - Turn on Master step switch located to the left of the steering wheel. Turn step switch to "step in" and wait while steps retract. Turn off master step switch.
  - c. Jacks Down - **DO NOT START THE ENGINE WHILE THE JACKS ARE DOWN.** Turn ignition key to the accessory position. Go to the HWH leveling panel and press the auto "store" button. Wait until the travel mode light is lit to start the engine.
  - d. Mast Warning - The camera mast is not completely stored. The mast controls are located in the driver's side rear access panel ahead of the rear bumper.
6. This vehicle is equipped with an Engine Brake to assist in slowing the vehicle on steep grades and wet roads without using the brakes. To activate the engine brake, lift the engine brake switch. This switch is located to the left of the steering wheel. When all pressure is removed from the accelerator, the engine brake will activate. As soon as pressure is added to the accelerator the brake will release.
7. This vehicle is equipped with an automatic six speed transmission. To engage, release the air parking brake and push the "D" button on the transmission selector. When changing to reverse, shift into "N", then into "R". Do not change directly from Drive to Reverse, or Reverse to Drive. When the vehicle is in "R" the Pioneer AM/FM/GPS unit will automatically display the back-up camera view.

## **B. Electrical System**

1. This vehicle is equipped with a Twenty (20) k.w. diesel generator on the driver's side of the vehicle ahead of the rear wheel. To start the generator, press and hold the preheat/stop button for approximately ten seconds. This control is located above the driver's door. Release the preheat button, then press the start button and hold until the generator starts. Once the generator begins to produce

electricity and it is at a safe level the switch box will allow electricity to flow to the main 240 volt switch panel above the windshield.

2. This vehicle is also equipped with a 50 amp docking cable. This cable is located in the forward exterior storage compartment on the driver's side. The connection for this docking cable is located behind the left front wheel. **Do not connect this cable when using the generator.** Once the cable is connected to a 50 amp service, the automatic switchover box will open and allow electricity to flow to the main 240 volt switch panel above the windshield.
3. This vehicle is equipped with a 120 volt 15 amp Kuzimall auto eject plug located behind the left front wheel. This plug will provide electricity to the battery chargers, refrigerator, and flashlight chargers. If the vehicle is started while this cord is connected the plug will be automatically ejected from the vehicle.
4. The main circuit breakers for the 12 volt system are located in the exterior driver's side storage compartment ahead of the generator. This compartment also houses the generator battery, chassis batteries and the battery charger. The main engine batteries are located in the exterior storage compartment on the passenger side behind the rear wheel.

#### **C. Computer Controlled Leveling System**

1. Park the vehicle on a **solid and level surface** and set the brake.
2. Turn the main engine off and place the key in the accessory position.
3. Start the generator.
4. Deflate the air bag suspension. The deflate switch is located to the left of the steering wheel. Press the switch down and wait until all bags have deflated.
5. The HWH computerized leveling panel is located above the driver's door. Press the "auto level" button once. The vehicle will automatically level itself.
6. If the vehicle was not parked on a solid and level surface, it will not be able to level itself and the excess slope indicator light will illuminate.

#### **D. Storage of the Leveling Jacks**

1. Turn the ignition switch to the accessory position.
2. Press the "auto store" button. The light above this button will begin to flash as the jacks retract.

3. Once all of the jacks are completely retracted, the "Travel Mode" light will illuminate.
4. Start the main engine and inflate the air bag suspension system.

#### **E. Hydraulic Room Extensions**

1. All four leveling jacks must be engaged and the vehicle must be leveled.
2. Check and be sure that no items have fallen between the room extension and the exterior wall of the vehicle.
3. If both extensions are to be deployed, extend the rear extension first.
4. The room extension control is located above the driver's door. Turn the ignition key to the accessory position.
5. Turn the key on the room extension control to the "ON" position.
6. Press and hold the "extend" button until the room is completely extended and lowered into position. You can watch the rear extension from the driver's side mirror.
7. Turn the room extension key to "OFF".
8. **If at anytime the room extension wrenches or jams it will have to be retracted by hand. These instructions are in the cabinet above the printer.**

#### **F. Room Extension Retraction**

1. Check and be sure that everything is clear and secure in front of the room extension. Three of the chairs in the conference room must first be stored in the room extension before it is retracted, or they will be crushed.
2. If both rooms have been extended the front room extension must be secured first.
3. Turn the ignition key to the accessory position.
4. Turn the room extension key to "ON".
5. Press and hold the "retract" button. The room extension will lift, and then it will begin to move back into the vehicle. Watch the room closely for any items that



could be crushed. The rear room extension can be viewed from the driver's mirror. Release the button when the room is completely retracted.

6. Turn the room extension key to "OFF".

#### **G. Camera Mast**

1. Before the camera mast can be deployed, all four leveling jacks must be down and the vehicle leveled.
2. The camera mast control is located in the last exterior compartment on the driver's side of the vehicle.
3. Push and hold the lever to inflate the mast. When the mast is at the desired height, release the lever.
4. To lower the mast, pull and hold the lever until the mast has completely retracted.

### **H.E.A.T. VEHICLES AND FIFTH WHEEL TRAILER**

In addition to other vehicles, the H.E.A.T. Program has two Ford Excursions (03-710 and 04-702) and one Chevrolet One-Ton Pickup Truck (07-701). The pickup truck tows the fifth wheel, 32 foot trailer. The vehicles and trailer are marked with H.E.A.T. logos and trailers are to be used to promote the H.E.A.T. Program and to inform the public of the auto theft problems and ways to prevent their vehicle from being stolen. The trailer is covered with a vinyl wrap which displays prevention information. All vehicles are equipped with emergency lights, siren, and STARS radios. However, they are not designed or intended for high speed operation or routine enforcement actions. The trailer is equipped with blue lights only.

### **POLICIES AND PROCEDURES**

#### **A. Authorization for Use**

Use of the H.E.A.T. vehicles and trailer shall be authorized by the H.E.A.T. First Sergeant. The tow vehicles and trailer may be used or displayed at any public or law enforcement function where the promotion of the program and auto theft prevention is consistent with the theme of the function. Examples include:

1. State and local fairs; any public information event.

2. Law enforcement training seminars.
3. Car shows and racing events.
4. Neighborhood watch and crime prevention gatherings.

**B. Operating Conditions and Limitations**

1. H.E.A.T. vehicles should not be used as a high-speed pursuit vehicle or for routine enforcement actions.

**CAUTION:** THE GENERATOR SHALL NOT BE USED WHILE INSIDE AN ENCLOSED STRUCTURE.

**C. Maintenance**

1. The vehicle and trailer will be maintained by H.E.A.T. Program Agents.
2. The storage location will be determined by the program administrators and the H.E.A.T. First Sergeant.
3. Diesel fuel should be obtained at State (VDOT) pumps whenever possible. Complete out SP-296 Voyager Receipt for VDOT Fuel Log provided in the vehicle in addition to the required SP-296 for the operator.
4. Receipts for fuel or other maintenance commercially purchased by Department Voyager will be promptly submitted to the H.E.A.T. First Sergeant.
5. All costs of maintaining the vehicle and trailer will be paid out of the **H.E.A.T. Fund, Project #76001**.
6. A Vehicle Expense Report (SP-93) will be completed on the vehicle and trailer separately.

**E. Equipment**

1. The trailer will be stocked with H.E.A.T. promotional items, as well as anti-theft devices to be used for demonstration and informational purposes.

**F. Authorized Personnel and Training**

1. Only persons authorized by the H.E.A.T. Program Special Agents or the H.E.A.T. First Sergeant shall operate the H.E.A.T. vehicles and trailer.

2. Persons authorized to use the H.E.A.T. vehicles and trailer shall be trained in the proper operation of the vehicle and related equipment by the H.E.A.T. Program Special Agents.

**Trailer Operation Vehicle Number 07-902**  
**(Diesel)**

**A. Start Up**

**The Generator should not be used in an enclosed structure. Trailer is equipped with a shore line located by the diesel fill for the generator.**

1. Ensure that all battery disconnects are in place. These are found in the cabinet located on the front outside of the trailer over the fifth wheel. The keys will be located in the pull unit.
2. Before operation check the fuel, oil, and the coolant. The fuel switch is located inside the trailer door to the left (switch must be turned on to check; turn off when finished).
3. Prime diesel generator before starting. Press and hold the bottom part of the generator switch until light on switch appears.
4. Once primed, press the top part of the switch and generator will start. Monitor fuel level; **do not let the fuel tank run dry.**
5. Once the generator is running, wait approximately 30 seconds before turning on equipment.
6. A/C units are located on the ceiling and are controlled from each unit.
7. Heating units are located below the cabinets and are controlled from each unit.

**B. Operation of Equipment**

**The trailer is equipped with a TV, DVD player, AM/FM radio and computer.**

1. TV is located on the wall of the trailer, **do not remove.** TV and DVD each have remotes.

2. Speaker system for the TV/DVD is located on the outside of the trailer. The switch for that system is on the wall, located under the TV.
3. AM/FM radio is located in the second cabinet on the left side.
4. Speakers for the radio are located in the ceiling of the trailer. Volume is controlled from the unit in the cabinet.
5. A Laptop Computer is located in the desk. This operates the Laser, which is located to the left of the desk. **DO NOT REMOVE, DO NOT UNPLUG, DO NOT ALTER IN ANY FORM, DO NOT INSTALL ANY PROGRAM ON THIS COMPUTER!** The monitor for the laptop is a touch screen and the controls are located on the right side.

**\*\*\*Shut down all equipment and lights prior to turning the generator off.\*\*\***

### **C. Connecting and Disconnecting Trailer**

1. Chock tires.
2. Lower hydraulic jack until the weight is taken off the fifth wheel. The hydraulic jack is located between the two larger jacks on the front of the unit. The jack is lowered with the control panel located on the right front of the trailer (key to the hydraulic panel is located on the trailer keys kept in the center console of the truck).
3. Lower the manual jacks to height required. In order to use the leveling jacks, the front must be lower than the rear.
4. Disconnect tow chains.
5. Disconnect emergency brake. This has a lock and is located at the fifth wheel release lever (key located on key ring).
6. Disconnect lights (located on the left side in the bed of the pull unit).
7. Release fifth wheel bar from the driver's side of the pull unit (if it will not release, you may have to put the pull unit in reverse to take the pressure off the fifth wheel). Once released, pull the truck away from trailer.

**To re-connect, reverse the order.**

### **D. Leveling Jacks**

**Trailer must be *disconnected* before use of the jacks.**

1. Trailer must be on solid and level ground.
2. If the temperature is extremely hot, place wooden blocks under jacks to prevent jack stands from sinking into the pavement. There are four jacks; front jacks are located by the manual jacks and rear jacks are behind the tandem axles.
3. The control panel for the leveling jacks is located beside the generator controls.
4. Turn the jacks "ON", then press "ON" button a second time for auto level (front of trailer must be lower than the rear). This will be indicated by an **orange** light at the top of the panel. When the jacks are extended, there will be a **red** indicator light on the panel.
5. To retract jacks, make sure the trailer is still chocked, then press "store" and the jacks will retract (ensure that all **red** lights are not lit.). **Orange** lights will remain on until the jack system is turned off.

## **License Plate Reader (LPR) Vehicles Standard Operating Procedures**

### **1. Purpose**

To establish guidelines for the deployment, maintenance, and training associated with the ELSAG MPH 900 and the LPR vehicles.

### **2. Mission Statement**

The H.E.A.T program seeks to reduce the impact of economic losses caused by auto theft, through the deployment of the LPR vehicles.

### **3. Definitions**

- A. **Hot List:** Any license plate alpha-numeric entered into NCIC for any reason, to include stolen vehicles, stolen plates and wanted persons.
- B. **Hot List Download:** The method, by which, the hot list data is transferred to the scanner vehicle computer.

- C. LPR (or Scanner) vehicle: A patrol vehicle equipped with a system designed to read, store, and check license plate numbers for wanted status.
- D. LPR (or Scanner) Vehicle Coordinator: Any sworn member of the H.E.A.T program assigned to deploy and maintain any of the LPR vehicles.
- E. Alert: Notification of the LPR operator by the system of a *possible* match of a scanned license plate to the Hot List.
- F. Hit: A *positive* match of a scanned license plate to the Hot List. All "hits" must be confirmed (see below).

#### **4. Deployment**

LPR vehicle coordinators will be responsible for deployments. Only sworn Department personnel shall operate the LPR vehicles while on patrol. The LPR vehicle is a pursuit equipped patrol vehicle. General Order OPR 02.0 of the State Police Manual shall be followed while utilizing an LPR vehicle during a pursuit.

When the system alerts the operator that a wanted plate or vehicle has been encountered, the operator must confirm the "hit" with dispatch, prior to any enforcement action based solely upon the "hit".

The vehicle operator shall complete a scanner car log sheet at the end of each shift. The log sheet should be submitted to the LPR vehicle coordinator daily, unless on extended deployment when the log sheet shall be submitted to the HEAT Analyst at SPHQ.

#### **5. Maintenance**

The LPR vehicle operator is responsible for the maintenance of the vehicle and submission of the monthly vehicle report (SP-93). The SP-93 is to be forwarded to the H.E.A.T program First Sergeant by close of business the 3<sup>rd</sup> day of each month. Each vehicle maintains a logbook for recording vehicle maintenance. Any damage to the vehicle shall be reported without delay to the operator's immediate supervisor. The LPR coordinator or HEAT First Sergeant shall also be notified without undue delay.

The laptop screen shall only be cleaned with the soft cloth stored in the vehicle console. The camera lenses may be cleaned with soap and water or window cleaner. The cameras and mounts shall not be adjusted without approval from the H.E.A.T program supervisor.

#### **6. Training**

The LPR vehicle is a patrol vehicle with no unique driving features; therefore, no special training is required to operate the vehicle.

Training the operator on the scanner system will be the responsibility of the LPR vehicle coordinator.

Members should be reminded that the LPR vehicles are to be used with local agencies and shared throughout the state. For these reasons, the use of tobacco products while operating these vehicles is prohibited.

Personnel shall not issue any media release nor should they discuss the LPR vehicle's function with the general public.

It is the intent of the H.E.A.T program to assist local agencies with the LPR vehicle program. This program is designed to build relationships with other law enforcement agencies and aid in the detection of stolen plates and vehicles, resulting in increased recoveries and arrests.

## **BAIT Vehicles**

### **General Information**

In order to combat auto theft and theft from vehicles, the H.E.A.T. program has obtained a number of generic vehicles to deploy as "bait" for criminals seeking to violate the citizens of the Commonwealth.

Vehicles are selected for this purpose based on analysis of the "most popular" stolen vehicles in the Commonwealth.

These vehicles are equipped with various electronic surveillance and monitoring devices designed to record and aid in the capture of auto thieves.

Since the vast majority of auto theft reports are investigated by local law enforcement agencies, the BAIT car program was established to provide assistance to our local partners in solving and preventing auto theft.

Local law enforcement agencies may request deployment of a BAIT vehicle or vehicles. This request should be made either directly to the H.E.A.T. program directly or through a Divisional Auto Theft Special Agent.

ANY requests for media releases regarding the BAIT vehicles shall be forwarded to the H.E.A.T. Program First Sergeant or the Public Relations Specialist of the Insurance Fraud Program.

## BAIT CAR DEPLOYMENT

A requesting agency must complete a Memorandum Of Understanding (MOU) between themselves and the Department prior to any BAIT car deployment. Once the MOU has been signed by the requesting agency's authorized representative and the Superintendent, the *original* MOU will be retained in file at the H.E.A.T. Program office. A copy of the signed MOU will be forwarded to the requesting agency.

After the MOU has been executed, a schedule for training and deployment of a BAIT vehicle will be determined by a H.E.A.T. Special Agent and the point of contact for the requesting agency.

All deliveries of the BAIT vehicles to requesting agencies will be conducted by H.E.A.T. program sworn personnel.

H.E.A.T. program agents will conduct training in the operation, usage and maintenance of these vehicles and their equipment for the requesting law enforcement agency. It is highly recommended that the Auto Theft Special Agent for the Division in which the requesting agency is located attend this training.

Once training is completed, the time, precise location and duration of actual deployment of the vehicle as "bait" will be conducted by the requesting agency. The Divisional auto theft agent's involvement with the local agency's efforts is a matter to be decided between that agency and the Field Office and should be determined on a case by case basis. Some examples of factors which may influence greater or lesser involvement are size of the requesting agency, precise nature of the problem, location of the deployment and specific needs of the agency or the Department.

### Maintenance of BAIT Vehicles

Routine maintenance of BAIT vehicles will be handled primarily by H.E.A.T. program Special Agents or trooper agents as assigned. Periodically, routine issues such as oil changes, tire changes, etc. will require the Field Office auto theft agent to handle the maintenance. If the Field Office auto theft agent must have routine maintenance performed, extreme care must be taken to ensure the covert status of the vehicle. **Routine maintenance should NOT be performed in or near the locality of deployment.** Businesses should be chosen for reliability and ability to keep the existence of the vehicle confidential.

Occasionally repairs to the BAIT vehicle due to vandalism or crash damage while the vehicle is deployed become necessary. If this occurs, the Divisional auto theft agent will be the primary person to handle the repair. Notification of the damage



shall be made to a HEAT program special agent or the HEAT First Sergeant as soon as possible, regardless of the day or hour. As with routine maintenance, choice of repair facility shall be made with confidentiality and reliability as primary concern. **The covert status of the vehicle is of paramount importance.**

Any repairs or maintenance shall be paid for by the Department issued credit card (VISA or current issued brand). These expenditures will be recorded and reported on SP-299 in accordance with current Department Policy. **Project Code # 76001 (HEAT Program Fund) WILL be utilized on the appropriate line.** A copy of the SP299 and repair/maintenance receipt shall be forwarded to the H.E.A.T. program as soon as practicable.

Monthly vehicle reports (SP-93) shall be completed by H.E.A.T. program sworn personnel. Copies of all SP-299s and all original fuel receipts shall be forwarded to the H.E.A.T. program for this purpose by close of business of the 3<sup>rd</sup> of every month.

## **BAIT Vehicle Operation**

**The covert status of the BAIT vehicle is of paramount importance.** With this in mind, it is prohibited for personnel in uniform to operate BAIT vehicles except for specifically planned operations. BAIT vehicles shall not routinely be parked or operated where a law enforcement connection may be made.

BAIT vehicles are *not* equipped with emergency equipment such as blue/red lights or sirens. BAIT vehicles shall not be utilized to perform enforcement actions and shall not be utilized in pursuits.

The controlling units and much of the specialized electronics are installed in the trunk or cargo area of the BAIT vehicles. A high level of situational awareness must be maintained in order to keep this equipment out of the view of passersby; regardless of their status as civilians or even law enforcement.

BAIT vehicles are in essence average, everyday vehicles and require no special training to operate. The installation of the specialized surveillance and monitoring equipment is what sets them apart and requires their existence to be secretive.