



Association of Louisiana Bail Underwriters

Investigative Techniques & Interviews

Correspondence Continuing Education Course
3 Hours Upon Successful Completion

Bail Enforcement Credit

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Part One: Definitions

- **Investigate** (*Webster's*)
 - To trace out, to track, to search into so as to learn the facts: inquire into systematically; to make an investigation.
- **Investigation** (*Webster's*)
 - A careful search or examination, systematic inquiry.
- **Investigator** (*Larson*)
 - A person who, through detailed examination or search, uncovers facts to determine the truth; determines the who, what, when, where, why, and how of a crime or incident.
- **Witness** (*Black's Law Dictionary*)
 - One who, being present, personally sees or perceives a thing; a beholder, spectator or eyewitness.
- **Perceive** (*Webster's*)
 - To become aware of through sight, hearing, touch, taste, or smell.
- **Perception** (*Webster's*)
 - To become aware through the senses.
- **Impression** (*Webster's*)
 - An effect produced on the feelings or senses.
- **First Impressions** (*Curtis*)
 - That which causes you to decide that you like or dislike, trust or mistrust, estimate ones intelligence level or intentions, from

your perceptions of them.

- **Stereotyping** (*Webster's*)
 - A fixed or conventional notion or conception as of a person, group, idea, etc., held by a number of people, and allowing for no individuality, critical judgement, etc.

- **Communication** (*Webster's*)
 - A giving or exchanging of information, signals, or messages by talk, gestures, writing, etc.

Part Two: How We Perceive People

HOW WE PERCEIVE *PEOPLE*

... *THEY* PERCEIVE *US*

Everyone communicates their beliefs, prejudices, understandings, misunderstandings, attitudes, ideas, etc. through speech and non-verbal communication.

What effects perception?

1. Statements or actions
2. Voice tone or inflection (accents)
3. Various colors
4. Physical appearance, dress, and hairstyle
5. Attitudes
6. Odors
7. Lighting
8. Jewelry

Part Three: Witnesses: Motivations & Perceptions

- Motivations and perceptions influence a witness's responses during an interview.
- The interviewer must reorganize, overcome, and compensate for these factors.
- The interviewer must evaluate a witness's competency and credibility.

COMPETENCY

- A witness's personal qualifications to testify in court
- Factors the investigator must evaluate in determining the competency of a witness:
 - Age
 - Level of intelligence
 - Mental state
 - Relationship to individuals involved in the case
 - Background characteristics (i.e. convicted felon, etc.)
- The interviewer must learn as much as possible about the witness before and during the interview.
- Competency has nothing to do with the believability of a witness's information.

CREDIBILITY

- Relates to the quality of a witness which renders his or her testimony worthy of belief
- Credibility of a witness is established in terms of presence, consciousness, and attentiveness during the interview.
- Questions asked by the interviewer to establish credibility:
 - Was the witness conscious at the time of the event?
 - Was the witness under the influence of alcohol or drugs?

- How did the witness happen to be in a position of seeing, hearing, or otherwise perceiving the crime or incident(s)?
- Where was the witness coming from or going to?
- What was the witness doing at the exact moment of the occurrence?
- What else was going on at the time that might have distracted the witness's attention?
- To prevent impeachment or attack of state's witnesses, here are some additional questions to ask to establish credibility:
 - Does the witness have any particular bias, prejudice, or personal interest in the case?
 - Does the witness have any physical or mental impairments that may affect his or her ability to observe, recollect, or recount the events? (eyeglasses, hearing aid, etc.)
 - What physical conditions, weather, lighting, and visibility existed at the time of the event?
 - What is the witness's reputation for being a truthful person?

RELIABILITY OF EYEWITNESS IDENTIFICATION

- Eye witness identification and description is regarded as the most unreliable form of evidence and causes more miscarriages of justice than any other method of proof.
- Human perception is sloppy and uneven.
- Human perception and memory are selective and constructive functions, not exact copiers of the event perceived.
- Perception and memory are decision-making processes affected by the totality of a person's abilities, background, attitudes and beliefs, by the environment, and the way his recollection is eventually tested.
- Experts distinguish a number of factors that limit a person's ability to give a complete account of events or to identify people.

Limiting Factors

- The significance or insignificance of the event.
- Insignificant events do not motivate a person's selective process of attention.
- The length of the period of observation.
 - Shot observations limit a person's capability to fully record what has been observed.
- Lack of ideal conditions
 - Distance, poor lighting, fast movement or crowds interfere with the efficient working of the attention process.
- Psychological factors internal to the witness
 - Stress at the time of observation may be a major source for unreliability of the witness.
- The physical condition of the witness:
 - Health general, eyesight, hearing, etc.
- Expectancy
 - Stereotyping: a witness's biases or prejudices regarding how things should appear. (Example: Right-handed witnesses expect that the robber held the gun in his right hand.)

TYPES OF WITNESSES

- Honest & Cooperative Witness
 - Interview first to obtain basic information with which to compare later stories.
- Silent, Know-Nothing or Uninterested Witnesses
 - The most difficult to interview
 - Don't want to get involved
 - Fear contact with the law
 - Limited intelligence or unobservant
 - No desire to help police
- Reluctant or Suspicious Witness
 - Don't want to get involved

- Fear or reprisal
- Dislike for police
- Hostile & Deceitful Witness
 - Deliberately attempt to impede an investigation
 - Mislead or lie about information
 - Possible relationship to others involved in the investigation
 - Possible criminal background
 - Distrust or dislike police officers
 - Possibly a pathological liar
 - Pathological lying (pseudologia fantastica) is false recollection or fabrication of memory
 - A witness who can relate with conviction and circumstantiality events that took place, or can give a false picture by adding untrue details and meanings to a true recollection, may be a pathological liar.
 - Falsification and inconsistencies easily detected
- Talkative or Boastful Witness
 - Can be both valuable and dangerous
 - Offer imaginative observations
 - Give improper emphasis to portions of their stories
- “Under the Influence” Witness
 - Drunk or under the influence of drugs

Note: The substance of any witness's information must not be accepted unquestioned. The previously listed limiting factors apply to all witnesses.

INTERPERSONAL COMMUNICATION

- Types of Communication (Interviewing)
 - Verbal - Words
 - Verbal - Voice Inflections
 - Non-Verbal - Body Language
- Verbal – Words & Voice Inflections
 - Listening (*Webster's*)

- *To make a conscious effort to hear and attend closely, so as to hear.*
- Steps of 'Active Listening'
 - Be open & unbiased
 - Hear literally what is said
 - Interpret the words
 - Be aware of body language

VERBAL COMMUNICATION

- Hearing without listening, without concentrating, without comprehending that which is being communicated by another party provides little useful information.
- Active listening is as valuable in interviewing as is questioning.
- Voice tones and inflections convey specific thoughts and feelings: anger, surprise, question, fear, concern, humor, shock, sincerity, sorrow, happiness, etc.
- Words & Their Meaning
 - People acquire meaning for words
 - Meanings or words are arbitrary
 - Meanings reside in people
 - Meanings develop through a process of association (societal groups, ethnicity, age, sex, etc.)
 - Examples:
 - 'Bad' means 'Good'
 - 'Cool' means 'Hot'
 - 'Fox' means 'Good Looking'
- Never assume the meanings of words or terms unfamiliar to you.
- Never use words or terms unfamiliar to the witness.

NON-VERBAL COMMUNICATION

- It has been estimated that 65% of communication is non-verbal.
- 'Active listening' requires listeners to be conscious of their own body movements, as well as those of the witness being interviewed.

- Eye contact, hand gesture, facial expressions, head nodding, shifting of body position, arm crossing, etc. are all forms of non-verbal communication.
- Non-verbal communication projects the emotional and attitudinal thoughts and feelings of the communicator.
- Body language communicates what we are not saying verbally.
- Caution: people have different individual non-verbal vocabularies. Some gesture are a result of habit or general nervousness. Don't jump to conclusions based on a few minutes of observation.
- Examples of body language (general):
 - Facial expressions – convey tremendous amounts of information to the observer.
 - Attitudes, surprise, sorrow, sincerity, humor, concern, shock, fear, etc.
 - Eyes
 - Rapid blinking: tension, anxiety, physical disorder
 - Closed: shutting you out; symbolic gesture
 - No eye contact: good indicator of lying
 - Pupil dilation: involuntary action
 - Expansion: when something pleasant is seen or heard.
 - Contraction: When something unpleasant is seen or heard.
 - Eyebrows – add to what your eyes say
 - Eyebrow shapes are a result of muscle training from years of personality traits.
 - Crows feet: indicative of happy, laughing person
 - Brow lines: excessive frowning or acts of perplexity
 - Mouth
 - Compressed lips: anger
 - Lifted corner: uncertainty
 - Dryness: tension indicator

- Abnormal lip and tongue movement may indicate anxiety
- Breathing
 - Rapid, erratic breathing: nervousness, anxiety, stress
 - Breathing and voice work together; observe both.
- Voice – verbal communication, there are three aspects to voice:
 - Pace or Speed
 - Speak faster when nervous, causes speech disturbances, missed words, stuttering, mispronunciation of common words.
 - Speak slower, pauses when carefully thinking over what to say.
 - Pitch: High or Low
 - Variables: squeaky voice or deep low voice
 - High pitch when the voice, otherwise moderate or low, is indicative of nervousness, fear or even panic/high stress.
 - Modulation or Volume of Voice
 - Speaking loudly when normal voice is soft is indicative of stress or anxiety
- Hands & Arms
 - A large number of arm movements have little or no specific function in a conversation
 - Certain gestures are indicative of nervousness or anxiety, such as:
 - Brushing away the hair
 - Wiping away real (or imagined) sweat
 - Dry or sweaty hands
 - Wringing of hands
 - Ear pulls
 - Cross arms
 - Face scratching

- Holding of the hands
- Covering mouth with hand
- Overall body positions
 - Continuous shifting of body position – nervousness, anxiety, stress
 - Getting up & walking around – nervousness, anxiety, stress

HOW LIARS LIE

- People lie for good and bad reasons
 - To gain advantage, avoid hurting others, protect their own privacy, or out of fear or cowardice
- People often lie for the wrong reasons
 - Parents to children about sex, children to parents to protect themselves from trouble, and doctors to patients to avoid upsetting them.
- Two primary ways to lie:
 - Concealing: Withholding information without actually telling a lie.
 - Falsification: Presenting false information as if it were true.
- The Pathological Liar
 - They will lie uncontrollably, compulsively, and often fantasize.
 - They know people know they are lying and for the most part, people do recognize this trait in them.
- Why Lies Fail (to list a few)
 - Lack of time to prepare for lying process
 - Failure to get facts together
 - Emotion interjects itself into the process
 - Involuntary body actions
 - Fear of being caught
 - Lack of skills to plan a deceptive process
 - No benefit to gain from the lying process
 - Physical evidence refutes information

- A good interviewer should be able to detect and overcome a liar by proper preparation for the interview and proper evaluation of the witness and the information provided.

Part Four: Qualifications of the Interviewer

- Knowledgeable in the art and science of criminal investigation
- Knows how to use psychology, salesmanship, and dramatics.
- Knows how to become an actor, expressing beliefs, emotions, desires that suit the setting, not their real self.
- Knows how to be empathetic, systematic, objective and able to establish rapport with witnesses.
- Knows a broad range of topics of general interest.
- Knows how to take a positive, firm approach and an ability to inspire confidence.
- Knows how to persevere and be persuasive.
- The interviewer must:
 - Properly prepare for the interview by knowing, prior to the interview, as much information as possible about the crime or incident.
 - Obtain information from other officers, verbal and/or reports.
 - Review and evaluate physical evidence and/or photos.
 - Obtain information from other witnesses, verbal and/or written statements.
 - Know as much as possible about the witnesses, to be interviewed (See Witnesses)
 - Determine the order of witnesses to be interviewed.
 - Have proper equipment and materials to properly conduct and document the interview.
 - Dress appropriately for the interview.
 - Determine the proper time, place, and setting of the interview.
 - Psychological advantage for the interviewer.
 - Privacy of the interview, limit any distractions
 - Convenience to the witness

- Age and gender of the witness
- Interviewing:
 - The process by which an officer seeks, obtains, and evaluates information given by persons having personal knowledge of events or circumstances of a crime or incident.
 - A face to face conversation for the purpose of getting information from individuals who possess knowledge of a crime or incident.
 - Both art and skill that must be cultivated and practiced.

Part Five: Interviewing Process & Techniques

- Structure of an Interview
 - Beginning: 'Warm-Up Period'
 - Middle: 'Main Segment'
 - End: 'Shows Appreciation to Witness'
- Beginning:
 - Warm-up Period: Provide identification to witness, state purpose of interview, put witness at ease with small talk, establish rapport with witnesses.
 - Rapport (*Webster's*): Relationship; a close or sympathetic relationship; agreement; harmony
 - Purpose of 'Warm Up Period'
 - Opportunity to evaluate witness
 - Determine the "type" of witness
 - Establish techniques and tone to be used during interview
 - A successful warm-up period insures a successful interview
- Middle:
 - Main Segment
 - Direct the flow of the interview in a non-suggestive manner.
 - Phrase positive questions to solicit positive responses.
 - Ask concise questions one at a time, avoid long, complex questions.
 - Make sure the witness understands each question.
 - Keep witness talking by use of open-ended, non-directional questions such as "What happened next?"
 - Purpose of Main Segment
 - Allow witness to relate in their own words the events of which they had knowledge

- Establish presence, consciousness and attentiveness of witness
- Develop the chronology of events
- Obtain all relevant information the witness possesses
- Allow witness to clarify any honest mistakes or errors in their statement without seeming judgmental
- Final review of information obtained prior to ending interview
- End
 - Show appreciation to witness
 - After all relevant information has been obtained from witness
 - Solicit and establish continued rapport and cooperation from witness
 - Thank witness for their efforts and cooperation with the investigation

DOCUMENTING THE INTERVIEW

- Memory
- Notetaking by Interviewer
 - Save and maintain your notes (subject to discovery)
- Handwritten or Signed Statement by Witness
- Sound or Sound/Video Recording
 - Save tape recordings and tapes (evidence)

COMPARISON OF INTERVIEW DOCUMENTATION METHODS		
Method	Advantages	Disadvantages
Memory	Quick and easy	Limited absorption and recall; Most info lost shortly afterward
Notetaking by interviewer	Sufficient in most cases; Captures salient details; Prevents need for re-interviewing	May distract or offend witness; May preoccupy interviewer, creating appearance of inattentiveness; May cause interviewer to miss nonverbal messages
Handwritten or signed statement by witness	Useful if witness cannot testify; Can be used to impeach if witness changes story in court	Request may be offensive to witness; Not necessary in routine cases.
Sound or sound and visual recordings	Relatively inexpensive; Some equipment portable; All info recorded in witness's own words; Does not rely on inaccuracies of memory or another's notes; Does not distract; Prevents unnecessary re-interviews	Not necessary except in the most important cases; Generally not practical

TAPE RECORDED INTERVIEWS

- Interview format
 - Determine type of interview (custodial v. non-custodial – miranda v. no miranda)
 - Do pre-interview prior to turning on tape recorder
 - State the following on tape:
 - Name of the interview
 - Name of person being interviewed
 - Date, time, and location of interview
 - Ask person if they are aware the interview is being tape recorded and if they have given their permission to tape record the interview
 - Miranda warning and waiver (if applicable); obtain signed waiver
 - Conduct interview

- Prior to ending interview, again ask person if they were aware the interview was tape recorded and if they gave their permission to tape record the interview
- Save tape; place into evidence (if witness is flaky or defendant's statement).

TYPES OF INTERVIEWS

- Custodial (Miranda Warning)
 - Person not free to leave – arrest is imminent
 - Person is under arrest
 - Person is incarcerated
 - Must clear with council if represented
 - If initiated by defendant (not represented)
 - If juvenile defendant, felony offense, Miranda warning with parent present provision and adult conviction provision
 - When Miranda warning is given, person must waive rights prior to any questioning
- Non-Custodial (No Miranda)
 - When none of the above circumstances exist
- The Cognitive Interview
 - Developed in hope of improving the completeness and accuracy of an eyewitness account of an event
 - The cognitive interview technique is deceptively simple but has proven very effective
 - When the four specific techniques are employed by the interviewer, the witness should completely and accurately recall a picture of the events witnessed
 - Four techniques used to jog the eyewitness's memory:
 - Step 1: Ask witness to reconstruct the general circumstances surrounding the incident.
 - Recall surrounding environment at scene (sight, smell, hearing, touch, taste), room arrangement of

furniture, lighting, presence of vehicles, weather, conditions, smells, nearby objects or people, and any other details.

- Ask witness how he was feeling at the time and what his reaction was to the incident.
- Purpose of this inquiry is to return the witness deeply into the scene.
- Step 2: Ask witness to report everything remembered about the incident and all surrounding circumstances
 - Investigator explains to witness that people hold back information they don't feel is relevant or important.
 - Witness is asked not to edit any information or make determination of importance of that material.
 - By relating all information, the witness may remember something that had been forgotten.
- Step 3: Ask witness to recall events in a different order
 - Ask witness to recall the thing that most impressed him or her and work backward and forward from that point.
 - Starting at different points forces a witness to recall events that actually occurred.
 - Prevents a witness from trying to tell a logical story that is not entirely accurate.
- Step 4: Have witness change perspectives, by putting himself in the position of another person present and describe the incident from that person's point of view
- Additional Techniques to Jog Memory
 - Physical Description
 - Ask witness who suspect reminded him of (who and why)

- Ask witness if suspect's appearance or clothing brought back any memories
- Names
 - Go through alphabet to recall first letter of a name
- Voice
 - Ask witness if suspects voice sounded like anyone else's voice

PART SIX: APPLICATION & CHECKLIST

Investigator's Checklist

1. Court Check – Verify the bench warrant and the bail forfeiture. Ascertain if the defendant had returned to Court. Check on defendant's prior court cases, both criminal and civil. Check the courthouse at least once a week.
2. Jail Check – Confirm the defendant is not in custody at all jails within parishes that the defendant has connections. Pick up all/any copies of police reports concerning the defendant from the ARRESTING AGENCY and the WARRANT AGENCY. Collect complete and current descriptions for the subject and co-defendants, if any. Include any and all photos.
3. Call DEFENDANT'S PHONE NUMBER and obtain information.
4. Call SIGNER/INDEMNITOR'S PHONE NUMBER and obtain information.
5. Check 411 for current listings on any disconnected or non-working phone numbers.
6. Verify DEFENDANT'S ADDRESS. Check with the landlord/owner of the defendant's residence for current information. Check the city hall to find out who pays utilities at that residence. If the defendant does in fact live at that residence, you may want to set up a surveillance to gather intel. Note all license plates of the vehicles around the defendant's residence, and run them for the registration. Continue to do drivebys of the defendant's residence.
7. Verify SIGNER/INDEMNITOR'S ADDRESS and obtain information regarding the defendant if the defendant's address is not valid. Collect all license plate numbers of the vehicles at the residence and run them for ownership.
8. Check the Haines Reverse Directory in the library for any phone numbers that have no address. This directory will not give cellular phone or pager address.
9. Check the defendant's work address to verify the subject still works there. Use a simple pretext to verify this fact.
10. Go to the defendant's work and set up a surveillance for a time to look over the business. Look for the defendant and/or any of his known friends/co-defendants. Look for any of the defendant's registered vehicles. Remember that the employer might or might not be cooperative with you. You might have to use a pretext. Talk to the bail bondsman before talking to the defendant's supervisor.
11. Check the Post Office for any forwarding addresses, and this can also be done by computer database. To obtain information on a PO Box, you will need to show the Post Master at the branch, all the paperwork on the defendant.
12. Call any/all phone numbers on the bail bond application. Use pretexts as needed.
13. Start checking all addresses listed on the bail bond application.
14. Call PAROLE/PROBATION departments. Make an appointment to check their files on the defendant. Bring all paperwork on the defendant with you.
15. Check the location of the defendant's arrest. Why was the defendant in that location?
16. Locate and question the defendant's family. When you locate them, ask for any photos of the defendant.

17. Check the Voter Registration office in the defendant's parish of residence. You will need to have all the paperwork on the subject and your ID to get the address of the defendant.
18. Locate and investigate any hangouts for the subject. Be cautious about using strong pretexts at these locations.
19. If the defendant is a known gang member, locate the gang's turf and search the area. Use the local law enforcement for assistance. Most have a gang unit that keep photographs on gang members.
20. Check the Fictitious Business Name Statements, if the defendant owns a business within the parishes.
21. Check other public records sources.

Keep in mind that this is a general guideline for your investigation. Copy this list, customize it, and add-on to it as you gain more & more knowledge of investigating fugitive skips.

You have to remember the bottom line is no case is without leads. If you run out of ideas, ask another agent. Sometimes an investigator can become so close in the case that he becomes blind to an obvious clue or lead.

1. Go to the court where the case originated and review it in its entirety. Search for additional cases within the subject may be involved.
2. Pick up any copies of the documents you may need to complete the case file.
3. Check the court docket for the defendant's name to verify that the defendant has not returned to court since the bail forfeiture date.
4. If the defendant has been back to court since the forfeiture date, call the bail bondsman immediately before proceeding on the assignment.
5. The last action of the docket should be the Failure to Appear (FTA), and a bench warrant has been issued for the subject's arrest. Get a copy of the bench warrant. This is a qualifying document you should have to show to police officers while in the field.
6. If there are any co-defendants on the case, obtain complete information on them as well as the defendant. Pay close attention to any addresses and phone numbers.
7. When checking on co-defendants, be sure to ascertain if they are out on bond, if the bond is forfeited, and who holds the bond.
8. Contact the bond office who holds the bond on the co-defendants and obtain any further information on them. Be ready to share your information with them as well.
9. Check the microfiche and case books for additional cases on the defendant.
 - a. Research each additional case on the defendant and obtain complete information on that case.
 - b. Check for any upcoming court dates.
 - c. Check for any other bail bonds for the defendant (and the status of them).
 - d. Obtain the office number from the additional bonds if found.
10. Check both Municipal and Superior Courts' records: civil and criminal.
11. Check the Expanded Traffic Record System (ETRS) on the defendant. Ascertain if the defendant has a vehicle, last time cited, location of cite, and any addresses on the cite.

Court Check – Jail Check

1. Go to the Parish Jail PERSONALLY, DO NOT CALL. DO NOT bring in any weapons to the jail. Leave all weapons in your vehicle, locked up.

2. Check the CUSTODY BOOK for the defendant's name as well as all AKAs. You will usually find the custody book on the front counter at the booking desk.
3. If you find any exact or near matches, document the complete data on the individual from the custody book, including:
 - a. The name as it appears in the custody book
 - b. Booking number
 - c. Race
 - d. Sex
 - e. Charge or charges for which incarcerated
 - f. Date of the arrest
 - g. The next court date, time, and location
 - h. Case number
4. Take this information to the person running the computer at the prisoner information desk. Request a check of the defendant's booking number you obtained from the custody book. Then, compare the more detailed description to the description you have for the defendant.
5. If the two descriptions match and you feel that the person in custody is in fact the defendant you are looking for, prepare a paper surrender. Before you do this, however, compare the case number on which the subject is in custody for, against the case number that he jumped on. If they are a match, this can give you positive ID. This number can be found on the Bail Bond Form.
6. If the subject you are looking for is not in custody, note any near misses in your report.

Arresting Agency / Warrant Agency

1. Call the investigating officer (not the arresting officer necessarily) with the arresting agency. Introduce yourself and set up an appointment to discuss the case and compare information.
2. Meet with the investigating officer personally, and be completely open as to what you are doing and who you are. It's not a secret what we do for a living and you need to develop the professional image with every officer you meet. After you share information with him, leave your business card so he can contact you at a later time. Always get his business card and include it in the file.
3. Obtain all photographs of the defendant from the agency. Obtain all co-defendant's photographs from them as well.
4. Obtain the following information from him about the defendant:
 - a. Residence
 - b. Work address
 - c. Vehicles
 - d. Family
 - e. Friends, fellow gang members
 - f. Prior cases involving the defendant
 - g. Co-defendants or anyone else with information on the defendant
 - h. Disposition on them
 - i. The area the defendant was arrested
 - j. Is the defendant known to the officer
 - k. What follow-up investigation was done on the case?

- I. Victims and their relationship to the defendant
5. Make notes in your report about the meeting. Was the officer cooperative, friendly, time of meeting, date, and time.
6. Contact the agency handling the bench warrant. This is sometimes not the same agency as the arresting agency.
7. Upon contacting the bench warrant agency, follow the same procedures you did for the arresting agency. Keep an accurate record of all discussion of the defendant and record the information as soon as possible in your report.
8. Investigate the possibility of other warrants for the defendant.

Co-Signer/Indemnitor

Signers or Indemnitors are the people who sign the contract with the defendant. They are the people who put up the collateral and security for the defendant. These persons are often a relative of the defendant and are sometimes sympathetic to the defendant. They are however, a great source of information.

Signers are not always cooperative. Sometimes they hide the defendant, conceal information, or intentionally mislead you. Sometimes the signers are dirtier than the defendant. Other signers just don't care about the situation. Try and identify the type of signer on each assignment. It will make your investigation much more productive. If you are not sure as to what type of signer you might have, be very cautious. There are no set rules dealing with this situation as each case is different. Ask the signer the following questions:

1. Do you know the defendant had forfeited his bond?
2. Where could the defendant be located?
3. What are they going to do about the situation?
4. What can the signer do to help you retrieve the defendant?

You may want to tell the signer you are calling from the "bond office." This approach is usually safe and will give you an indication as to the type of person you are dealing with.

You could also use the reinstatement pretext with the signer if you think that they know where the defendant and don't want to tell you.

Ascertain the following information about the defendant:

1. Residence
2. Work address
3. Vehicles
4. Family
5. Friends, fellow gang members
6. Hangouts
7. Habits
8. Girl/boyfriend
9. Health
10. Recent arrests
11. Family history
12. Family names

13. Any scars, marks, tattoos, or unusual characteristics of the defendant
14. What is the relationship of the defendant to the signer

When recording the remarks, make detailed notes in your report about the call or contact. Note if the signer was cooperative, friendly, and the date and time of the call.

1. Follow the same procedures as outlined for the defendant's residence.
2. Upon contacting the signer in person, you may want to use a pretext on the address with some other agent. With the information gained, you might not have to meet with them again.
3. Pay close attention to vehicles at this residence.
4. Remember, some signers will hide the defendant. Always be in "condition red" when going to the signer's residence

Defendant's Telephone

During the call, be extremely cautious not to alert the defendant. You may want to use a pretext on the defendant. Say you are calling from the bail bond office and you are calling to find out what is happening with his/her case. Ask what they are going to do about the forfeiture and try to set up a meeting to "reinstate the bail bond."

If the defendant is not there, ascertain if this is the correct telephone number for the defendant. Ask when the defendant will be home so you can "call him back."

If the defendant does not live at this number, ascertain the correct phone number for the defendant. A "delivery" pretext may be good here.

Ask who you are talking with, and what is that person's relationship to the defendant. Ask them why you have this number for the defendant. Ascertain what address is for the phone number by using a pretext or database.

Obtain any information from the person on the phone, about the defendant that they will give you. Remember, say anything to get the information.

Defendant's Residence

1. Go to the defendant's neighborhood and perform a "drive by" on the defendant's house.
2. Record all vehicles at or near the defendant's residence. Be on the lookout for any of the defendant's registered vehicles.
3. Verify that the defendant is connected to the residence by:
 - a. Check for names on the mailbox or residence
 - b. Use a pretext on the postal employee to verify that the defendant receives mail at that address
 - c. Pretext the neighbors or apartment manager
4. Setup surveillance of the defendant's residence. Record in your investigative report, all arrivals and departures of all individuals from the defendant's residence. Record all vehicles that arrive or depart the defendant's residence.
5. Run the license plates on the vehicles immediately to obtain DMV information.
6. NEVER RAID A RESIDENCE UNLESS YOU HAVE ALL THE PROPER DOCUMENTS, BACKUP, AND FIRST-HAND KNOWLEDGE THE DEFENDANT IS IN THAT RESIDENCE AT THAT TIME.

First-hand knowledge is that information you know without any other verification, i.e. you see the defendant arrive in his car and enter a residence. Second-hand is information coming from another source other than you, i.e. the defendant's neighbor says he is in the house. Never hit a house based on second-hand information.

7. At the defendant's residence you may first want to pretext them in order to gain information.
8. Contact both the probation and parole departments and ascertain if the defendant is on either.

Probation & Parole Departments

Again, be up front with the officers and tell them who you are and what you are doing. Sometimes they will want you to come in and show them the documentation before they assist you. This is not unusual, and you should accommodate them if possible. If the defendant is on either parole or probation, ask to speak to the agent in charge of the defendant. Fully introduce yourself and ask them if the defendant has violated his probation/parole by jumping bond. Usually this will be the case.

1. Obtain the following information from him about the defendant:
 - a. Residence
 - b. Work address
 - c. Vehicles
 - d. Family
 - e. Known associates
 - f. Anyone else with information on the defendant
2. Ask the agent when the defendant is to report into the office next. Ask the agent if they will arrest the defendant when he arrives.
3. Obtain all photographs of the defendant.
4. Make notes in your report about the meeting. Was the agent cooperative, friendly, date and time of meeting/call.

Reference's Phone Numbers

1. The most productive procedure when the defendant uses friends as references is to use different pretexts on each one of them.
2. Use the interview guide to gain all the information you can from the person.
3. Ask them if you have the correct number for the defendant. Ask when the defendant will be home so you can "call him back."
4. If this is an incorrect number, ascertain what is the correct phone number for the defendant.
5. Ask who you are talking with, and what the person's relationship is to the defendant. Ask them why you have this number for the defendant.
6. Ascertain what the address is for the phone number by using another pretext on another date.
7. Obtain information about the defendant from the person on the phone.

Reference's Address

1. Follow the same procedures as outlined for the signer's address.

2. You may want to make contact with the reference first by using a pretext. Depending on the situation you could be honest with the first contact but keep in mind most references are friends and relatives of the defendant and will not be cooperative.
3. Make notes of all vehicles at this residence and have the office run the license plates.
4. Remember, some references will hide the defendant. Always be in "condition red" when going to the reference's residence.

Interview Guide

The following interview guide is a general guide and will not apply to all persons in all situations. Use this as a guide when doing interviews with co-defendants, police, or any other person. Not all questions will apply to all persons.

1. Is the defendant at the residence?
2. Where does the defendant live?
3. Has the defendant lived there in the past?
4. How well does the person you're speaking to know the subject?
5. How can you contact the defendant?
6. What is the defendant's whereabouts?
7. Does the defendant work?
8. Where does the defendant work?
9. Where/what is the defendant's address?
10. Where are the defendant's hangouts?
11. Does the defendant own or operate a vehicle? If so..
 - a. Make
 - b. Model
 - c. Year
 - d. Color
 - e. License
 - f. Dents
 - g. Primer Spots
 - h. Type of wheels
 - i. Interior color
 - j. Bumper stickers
 - k. Broken windows, taillights
 - l. Number of doors
 - m. Is paint faded
 - n. Vinyl top, color
 - o. Special paint
 - p. Custom windows
 - q. Luggage rack
12. What are the defendant's habits?
13. Does the defendant have a boy/girlfriend, and if so, obtain their address and phone number.
14. What is the condition of the defendant's health? If poor, what are the conditions and do any require special medication? Who is his doctor?
15. Was the defendant recently arrested? What agency?

16. Does the defendant travel to other locations to visit friends or family? If so, where?
17. Who are the defendant's friends? Obtain complete information on them as well.
18. What is the defendant's family history? Obtain address and phone numbers for any relatives.
19. Does the defendant have any distinguishing characteristics, such as tattoos, scars?
20. Complete description of the defendant:
 - a. Height
 - b. Weight – compare this to DMV description
 - c. Hair, style/color/length
 - d. Eyes – glasses/contacts; color
 - e. Age/DOB
 - f. Complexion
 - g. Cheekbones
 - h. Jewelry worn
 - i. Limps
 - j. Facial hair – color/type
 - k. Lips
 - l. Nose
 - m. Accent
 - n. Missing body parts
21. How does the person you're talking to know the defendant? What kind of contact do they have with the defendant? Do they have any mutual friends?
22. What is the address of the person you are speaking with?

Pretexts

The following are pretexts that may assist you on your various contacts during your investigation. Choose two or three and learn them well. Once you are comfortable with those pretexts, stick with them. It's better to know two pretexts well than to know fifteen bad.

1. Western Delivery with a money gram
2. Western Delivery with a package for the subject. It's registered and the defendant must sign for the package.
3. Private investigator working for "Heir Locators Service" regarding an inheritance
4. Census taker
5. Bail Bondsman regarding reinstatement of the bond
6. Traffic investigator looking for witnesses from an accident.
7. Investigator for the defendant to assist him on his case.
8. Friend of the defendant
9. House inspector giving free inspections today
10. Exterminator giving free estimates for a free service
11. Real estate salesman returning the call
12. Utility company employee
13. Notifying the defendant about winning a lottery
14. Looking for lost dog
15. Free TV or car giveaway
16. Anything involving money for the defendant

17. TV or radio interview
18. Religious contact
19. Newspaper sales
20. Bill collector
21. Cable TV installation or sales
22. Fire inspector
23. Product salesman
24. Pizza delivery
25. Gardener
26. Survey taker
27. Home interior photographer
28. Santa Claus (Christmas-time only)
29. Investigating neighbor
30. Flower delivery
31. Neighborhood watch group

Information Sources

1. Marriage license
2. Parish business records
3. County fictitious business name filings
4. Birth records
5. Death records
6. Small claims records
7. Civil records
8. DMV
9. Credit header (office will run for you)
10. Churches in the defendant's neighborhood
11. US Passport Office
12. Immigration Department
13. Telephone book and 411
14. US Border Patrol
15. Check cashing businesses
16. Parish jails
17. Victims of the defendant
18. US Post Office
19. Police
20. Utility companies
21. Former employees
22. Past employers
23. Social Security Administration
24. Local pizza delivery services. They keep phone numbers and addresses in the computer for years.
25. Unemployment office
26. Credit agencies
27. Voter registration