

SURVEILLANCE REQUESTS

Surveillance Requests are sent out to alert officials of a problem and to request their assistance.

Usually surveillance requests are the result of a follow-up to a potential problem and indicate that a local or a state agency is considering legal action.

Though there are two forms used for surveillance requests, under-filled packages and price irregularities, any violation that can occur region-wide or statewide is suitable for a surveillance request to enable officials to evaluate the extent of any problem encountered.

When Responding to a Surveillance Request:

Copies of all reports and forms generated from the investigation of the request are to be sent to the requesting agency. A tabulation of hours and costs expended while investigating the request or problem should be kept. If legal action is taken as a result of the request, the prosecuting agency may request that all involved parties send costs for reimbursement.

NOTE: The surveillance tare is to be used **only** to audit the commodity. An actual tare average must be determined to complete the PIR and legally determine the lot status.

If the commodity or violation is not found, return the request to your area Price and Quantity Verification Investigator, noting on the margin "**Unable to Locate**".

Instructions for Requests:

Instructions for requests involving under-filled packages and pricing irregularities are on the following pages. For any other type of violation, similar requests have been issued, including those resulting from deceptive package complaints, faulty tare weight procedures, and incorrect price computations in bulk sales.

The following examples and instructions can be used as a guide to help ensure that key information is provided to other investigating officials.

12-2
Rev. 11/09

STATE OF CALIFORNIA

DEPARTMENT OF FOOD AND AGRICULTURE

Division of Measurement Standards
6790 Florin Perkins Road, Suite 100
Sacramento, CA 95828-1812
(916) 229-3070
FAX (916) 229-3064

SURVEILLANCE REQUEST, QUANTITY VERIFICATION PACKAGE SHORTAGES

INFORMATION REQUESTED BY: MISSION COUNTY WEIGHTS & MEASURES

BRAND NAME: RAMIREZ

COMMODITY: CORN TORTILLAS

LABELED CONTENTS: 24 oz (1-1/2 LB) 680 g

PRICE: \$0.49

AVERAGE SHORTAGE: 1.1 oz

% AVERAGE SHORTAGE: 4.5

CODE/PLANT/ESTABLISHMENT #: A-15 11-19-96

COMMODITY # 3.11: **CATEGORY A** EGA, MLA 3%, OTHER, **CATEGORY C**

SURVEILLANCE TARE: 0.25 oz

PARTY RESPONSIBLE FOR NET CONTENTS: SINALOA INDUSTRIES, NATIONAL CITY, CA 90585

DISTRIBUTOR (IF DIFFERENT): JUAN CARLOS DIST., CHULA VISTA, CA 90444

LOCATION WHERE COMMODITY CAN BE FOUND: MOST MARKETS, BAKERY, OR
MEAT DEPARTMENT

REMARKS: PLEASE CHECK ANY OTHER SIZES AND CODES.
QUESTIONS, CONTACT KAREN LANGFORD, (916) 229-3070

SEND INSPECTION REPORTS AND INVESTIGATION RESULTS TO:

KAREN LANGFORD, DMS
6790 FLORIN PERKINS ROAD, SUITE 100, SACRAMENTO, CA 95828-1812

INCLUDE COSTS

DATE ASSIGNED: 11-21-99

ASSIGNED TO:

<input checked="" type="checkbox"/> CLAY	<input type="checkbox"/> ALAMEDA	<input type="checkbox"/> SAN FRANCISCO	<input checked="" type="checkbox"/> STANISLAUS
<input checked="" type="checkbox"/> DELPERDANG	<input type="checkbox"/> AMADOR	<input checked="" type="checkbox"/> SAN JOAQUIN	<input type="checkbox"/> TUOLUMNE
<input checked="" type="checkbox"/> MACEY	<input type="checkbox"/> CALAVERAS	<input type="checkbox"/> SAN MATEO	
<input checked="" type="checkbox"/> McDERMOTT	<input type="checkbox"/> SACRAMENTO	<input type="checkbox"/> SANTA CLARA	

SHORT QUANTITY SURVEILLANCE REQUESTS:

To request surveillance when package shortages have been found:

1. First check at least two more retail establishments and, if possible, at the distribution or packaging level.
2. Verify that the shortages are not caused by excessive shelf life or poor distribution. Old or poorly kept merchandise should be corrected immediately at the location where found.
3. Notify the area Price and Quantity Verification Investigator for the county, or DMS, with the following information:

- * Brand Name
- * Commodity
- * Marked Contents
- * Average Shortage
- * Unit Price
- * Code Number and Plant Number
- * Category Number
- * Surveillance Tare
- * Packer Name and Address
- * Distribution Locations
- * Retail Locations where they may be found
- * Remarks; e.g., Control Weight, MLA or EGA percentage, special test methods, etc.

4. The Investigator will contact another county to determine if the shortage exists in a larger area.
5. If the shortage is found in more than one area, the Investigator will contact DMS and the other Specialists to send out a statewide surveillance.

To maintain effective and efficient communication between agencies, please report legal actions involving the Price and Quantity Verification Program to your area Price and Quantity Verification Investigator. See page 13-1, Legal Action Report, for reporting procedure.

NOTE: The surveillance tare is to be used only to audit the commodity. An actual tare average must be determined to complete the PIR and legally determine the lot status.

STATE OF CALIFORNIA

DEPARTMENT OF FOOD AND AGRICULTURE

Division of Measurement Standards
6790 Florin Perkins Road, Suite 100
Sacramento, CA 95828-1812
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SURVEILLANCE REQUEST, PRICE VERIFICATION

DATE REQUESTED: 9/2/03

INFORMATION REQUESTED BY: GOLDEN COUNTY WEIGHTS & MEASURES

PLEASE CONDUCT PRICE VERIFICATION INSPECTIONS AT:

ULTRA SAVE DISCOUNT EMPORIUM

NOTE: ENSURE THAT SALES REGISTERS ARE NOT IN TRAINING MODE.

REMARKS: ERRORS HAVE BEEN FOUND THROUGHOUT THE STORE. PLEASE CHECK A SAMPLE OF ITEMS FROM ALL DEPARTMENTS.

SEND INSPECTION REPORTS AND INVESTIGATION RESULTS TO:

DENNIS GORMAN, DMS SACRAMENTO
6790 FLORIN PERKINS ROAD, SUITE 100, SACRAMENTO, CA 95828-1812

INCLUDE INVESTIGATIVE COSTS

ASSIGNED TO:	<input checked="" type="checkbox"/> DELPERDANG	<input checked="" type="checkbox"/> ALAMEDA	<input type="checkbox"/> NEVADA
	<input checked="" type="checkbox"/> DeCONTRERAS	<input type="checkbox"/> AMADOR	<input type="checkbox"/> SACRAMENTO
	<input checked="" type="checkbox"/> ESTABROOKS	<input type="checkbox"/> CALAVERAS	<input type="checkbox"/> SAN JOAQUIN
	<input checked="" type="checkbox"/> LANGFORD	<input type="checkbox"/> CONTRA COSTA	<input checked="" type="checkbox"/> SAN MATEO
	<input checked="" type="checkbox"/> THESKEN	<input type="checkbox"/> EL DORADO/ALPINE	<input type="checkbox"/> PLACER

To Request Surveillance When Pricing Irregularities Have Been Found:

1. Check at least two more branches of the business
2. Notify the area Price and Quantity Verification Investigator for the county, or DMS, with at least the following information:
 - Business name
 - Type or types of items with pricing problems; i.e., all departments, sale or non-sale items, end-cap display, secondary checkstand display, etc.
 - Special instructions
3. The Price and Quantity Verification Investigator will contact another county to determine if the pricing irregularities exist in a larger area.
4. If the problem is found in more than one area, the Price and Quantity Verification Investigator will contact DMS and the other Investigators and send out a statewide surveillance.

To maintain effective and efficient communication between agencies, please report legal actions involving the Price and Quantity Verification Program to your assigned Price and Quantity Verification Investigator. See page 13-1, Legal Action Report, for reporting procedure.

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