

	<b>SECTION:</b>	<b>SERVICES</b>	<b>SER- 321</b>
	<b>CHAPTER:</b>	<b>RECORDS MANAGEMENT</b>	
	<b>DIRECTIVE:</b>	<b>RECORDS ADMINISTRATION AND OPERATIONS</b>	

**321.01 SUMMARY**

This directive describes the duties and procedures of the Records Management staff. The policy purpose of this directive is to ensure that records are prepared and maintained to meet the management, operational, and information needs of the Department.

**321.02 DEFINITIONS**

**NCIC** – National Crime Information Center

**CCIC** – Colorado Crime Information Center

**NIBRS** – National Incident Based Reporting System

**321.03 RECORDS MANAGEMENT MAJOR FUNCTIONS**

**MAJOR FUNCTIONS / RESPONSIBILITIES** – The major functions of Records Management are:

- Review reports to ensure compliance with reporting requirements, as defined in this directive.
- Control receipt, routing, and release of reports per C.R.S. 24-72-302 and 19-1-302
- Maintain and retrieve records from the automated records management system.
- Collect fees for report copies, business licenses, and bicycle registrations.

**321.04 SPECIFIC RECORDS**

**NAME RECORDS** – Records Management maintains name records on all police contacts, as part of the records management system, which cross-reference all case reports in which a person is named. Criteria for inclusion in the name records are any of the following:

- Victim in an offense report.
- Driver or injured person in a traffic accident report.
- Reporting party in an incident report.
- Suspects and/or arrested person (excluding a traffic summons).
- Witnesses.

**SPECIFIC RECORDS (con't)**

The master name records control all references and cross-references between individuals and case reports, documents, and other records. The Department maintains no duplicate reference systems, such as numerical indexes.

**INCIDENTS BY TYPE** – Records Management maintains statistics of incidents by type on a monthly and annual basis. The statistics include Part I and Part II NIBRS categories. Records Management may use other categories and classifications as needed to track specific data.

**PROPERTY RECORDS (Stolen or recovered property)**– Records Management maintains the records management system for cross referencing all stolen and recovered or found property. The Records Management staff enters all stolen property containing a serial number into the NCIC system for comparing or matching items, and removes items from NCIC that have been recovered containing a serial number.

**EVIDENTIARY PROPERTY** – The Laboratory and Property Section maintains indexes as part of the inventory of evidentiary property.

**WARRANT MANAGEMENT** – Records Management staff maintains Department warrants in the records management system and NCIC. CJIS warrants are entered into the state systems by the court. CJIS warrants do not require confirming when subjects are apprehended by law enforcement. Non-CJIS warrants (felonies and domestic violence) are “packed” (adding additional identifying information from other sources) in the NCIC system by Records Management staff. Both CJIS and non-CJIS warrants are entered into the records management system.

During business hours Records Management staff is responsible for confirming warrants. This involves checking the Colorado Courts system to determine the validity of the warrant. The Communications Center confirms warrants after Records business hours.

When defendants are apprehended outside of the Department’s jurisdiction and the warrant is confirmed, Records Management works with the Mesa County Jail Extradition Coordinator to extradite the defendant back to the Mesa County Jail.

**PAWN SLIP MATCHING SYSTEM** – The Investigations Police Service Technicians maintain the interface from participating area pawn shops. Other pawn slips are entered into the records management system by volunteers. This system may be used to compare or match stolen or recovered property, especially items without serial numbers.

**SPECIFIC RECORDS (con't)**

**FINGERPRINTS** – Records Management maintains files on fingerprints obtained when an individual is arrested for a felony or booked into jail. This information is audited for actual charges and corrected if necessary per CBI requirements so that the Criminal History (rap sheet) is complete and accurate.

**JUVENILES** – The records management system contains name records on juveniles that are identified specifically as minors at the time of the incident. Local background history records on juveniles are maintained and released to the public as required by state statute.

**NIBRS** –Records Management is responsible for compiling and reporting information as part of NIBRS using the procedures in the NIBRS Operations Manual.

**CASE DISPOSITION** – Records Management tracks case status and disposition information (for examples: cleared by arrest, inactivated, felony filing pending, juvenile petition, for DA review, exceptional clearance, warrant requested and warrant issued) in the records management system as that information becomes available, from supplemental investigative reports submitted by operations personnel.

**321.05 REPORTING REQUIREMENTS**

**REQUIRED REPORTING** – The Department requires a report, or written record, in the following situations when a crime or incident is alleged to have occurred in the Department’s jurisdiction:

- Citizen reports a crime or incident.
- Department employee initiates a case, criminal or non-criminal.
- Arrests or summonses.
- Officers respond to a traffic accident that is required to be reported to the State of Colorado.
- Officers issue a traffic citation

**CONTENTS** – At a minimum, the reports will include:

- Date and time of initial report.
- Name and address, if available, of the victim, complainant, or the citizen requesting service.
- Nature of the incident.

**REPORTING  
REQUIREMENTS (con't)**

- Description, date, and time of action taken, if any, by Department personnel.
- Summary and initial case narrative report

**REPORT WRITING PROCEDURES** – See the Grand Junction Police Department **Report Writing Manual** for a description and illustration of the reporting writing systems and procedures to be used to complete a report.

**SUPERVISORY REVIEW** – The first-line Supervisor or Corporal is normally responsible for the supervisory review of field reports. The Supervisor will review the report for both form and substance and submit the approved report to Records Management staff for review, rejection or acceptance into the records management system.

**321.06 CASE NUMBERS**

**CAD INTERFACE** - The Communications Center generates an incident number from the Computer Aided Dispatch (CAD) system for each incident that results in the dispatching of an officer. If the call for service results in a case report, the record is closed in CAD with a disposition of ARR or REP. All dispatched calls for service, whether resulting in a case report or not, are transferred upon clearance to the records management system.

**321.07 REPORT RECEIPT**

Records Management staff are the custodians of all official records on Department reports. The records management system includes security permissions that allow authorized personnel to maintain records. Other personnel have read-only rights to the records contained in the records management system. Records in the records management system include:

- Offense reports.
- Non-criminal Incident reports.
- Traffic citations
- Traffic accident reports.
- Sex Offender records
- Field Interview reports
- Warrants

**321.08 CASE  
ACCOUNTABILITY**

**WEEKLY TRACKING** – Each week Records Management staff compares the CAD incident numbers having the disposition of ARR or REP to records approved by supervisors and merged into the records management system. If a CAD incident has not yet been approved and merged into the records management system it is added to a weekly report to Patrol containing case reports that have not been completed. In preparing the weekly report Records Management staff references the dispatched incident in the records management system to determine the circumstances of the call. Incidents containing narratives that indicate no arrest or report is required will be excluded from the weekly report.

**CASE ACCOUNTABILITY REPORT** – Records Management maintains a weekly list of cases that require reports. Missing reports or those that are in the workflow status of *work in progress, submitted, under review or rejected* are included on the weekly case accountability report.

If in the opinion of the officer and his supervisor, the incident did not require a report, the primary officer is required to change the CAD disposition with the Communications Center to remove the record from the Case Accountability report.

The weekly Case Accountability report is sent to the Patrol Commanders, Investigations Commander, Services Commander, both Deputy Chiefs and the Records Supervisor by e-mail and is posted to the Patrol teaming site.

**OPEN CASE ASSIGNMENT REPORT** – All open cases require an assigned officer or detective recorded in the records management system. A bi-weekly report of all open cases by assigned officer is generated for supervisory review and follow up with their personnel.

**321.09 REPORT  
DISSEMINATION**

**CRIMINAL JUSTICE ENTITIES** –Records Management maintains a Case Dissemination Check List (CDCL) with all dissemination requirements to include the District Attorney, School District, Department of Human Services and others. Some dissemination is required by state law. Other dissemination is exchange of information on an as needed basis.

**PUBLIC** – Records Management handles request for copies of reports from the public per **C.R.S. 24-72-301** of the adult **Criminal Justice Records** and **C.R.S. 19-1-302** of the **Children’s Code Records and Information Act**. All Records Management staff are required to attend a Colorado Open Records Act course annually to stay informed of new legislation affecting open records. Records Management collects fees for copies pursuant to the statutes.

**321.10 PRIVACY AND SECURITY PRECAUTIONS**

U.S. Department of Justice regulations (28 CFR Part 20) govern the Department's policies and procedures regarding the privacy and security of criminal history record information (CHRI). Also, state statutes (**C.R.S. 24-72-301 et seq. and 19-1 Part 3**) govern the Department's release of criminal justice records on juvenile records.

Records Management procedures are designed to maintain the degree of security necessary to ensure the reasonable confidentiality of Department records and reports. These include:

- Familiarizing Records personnel with security requirements.
- Limited access to records management systems to personnel on official business.
- Restricting report-handling duties, to the extent practicable, to Records personnel.

**321.11 RECORDS ACCESS**

The official records maintained in the Department records management system is fully automated from report generation in the field to scanning of paper reports into the corresponding case record within the records management system. This provides 24-hour access to all official records as needed by Department employees through the City network.

**321.12 RECORDS RETENTION**

The Department has determined that all criminal justice record have potential investigative value. Therefore, no records maintained by Grand Junction Police Department are destroyed per **C.R.S. 24-80, Part 1** which is a recommended policy by the state archivist.

**321.13 FEE COLLECTION**

Records Management collects fees for copies of reports, second hand goods, pawn licenses, and bicycle registrations. A fee schedule posted at the information counter lists the applicable fees.

**ACCOUNTABILITY** – Records personnel are accountable for all monies received for copying reports for the general public, issuing business licenses, and issuing bicycle registrations.

**FEE COLLECTION (con't)**

**COLLECTION PROCEDURES** – Any time a Records employee collects a fee, that employee shall:

- Issue a sequentially-numbered receipt from the cash register at the information counter.
- Retain the duplicate receipt and give the original to the payer.
- Secure the money received in a locked cash drawer.
- Retain the original and duplicate copy of a voided receipt in the same receptacle used for non-voided receipts.

**WEEKLY TRANSFER** – Forward the collected monies to the City Finance Department weekly along with an itemization of the fees and the services provided.

**DAILY AUDIT** – Records Management staff accounts for each receipt in a twice daily audit, each morning and at office closure. Should Records Management staff find an error in the daily audits of funds received, the Records Supervisor shall conduct an audit of all funds received and forward the results to the Services Deputy Chief.

**CASE ACCOUNTABILITY** - The Services Deputy Chief will initiate an audit and evaluation of the Case Accountability procedure not less than bi-annually. The audit and evaluation will examine all phases of the recording and reporting processes and will address any discrepancies and recommended changes.

