

SUPPORT SERVICES

CENTRAL RECORDS

Purpose: The purpose of this directive is to establish policy and procedures for the records received and maintained by the North Little Rock Police Department.

Policy Statement: It is the policy of the North Little Rock Police Department to manage all records, ensuring the privacy and security of information while providing access to Department members, other law enforcement and governmental agencies, and the general public. The Support Service Division serves as the central repository for all incident, accident, arrest records, and all other associated documents. The Support Service Division Records Unit is responsible for the processing, maintenance, security and distribution of Police Department records.

Summary of Changes:

Procedure:

1 Responsibilities

1.1 Responsibilities of the Support Service Division Records Unit include, but are not limited to:

- 1.1.1 Maintenance and dissemination of records in accordance with local, state, and federal laws;
- 1.1.2 Maintenance and control of records in an orderly and systematic manner;
- 1.1.3 Maintenance of the security and confidentiality of all records in their custody;
- 1.1.4 Preparing and or processing criminal reports, accident reports, arrest disposition reports, warrants, traffic and criminal citations, code enforcement tickets, and other related documents;
- 1.1.5 Conducting records checks for other law enforcement agencies, local and state, and federal governmental agencies, the military and the public;
- 1.1.6 Maintaining copies of all original reports, supplements, and any attachments;
- 1.1.7 Archiving of records;
- 1.1.8 Compiling, retrieving and reporting statistical data to NIBRS; and
- 1.1.9 Assisting the public, businesses and other agencies with obtaining copies of reports as prescribed by law.

2 Hours of operation/access

2.1 The hours of operation for the Records Unit are Monday thru Friday 7:30 A.M. until 4:30 P.M.

- 2.1.1 The office is closed Saturdays, Sundays and holidays recognized by the City of North Little Rock.
- 2.1.2 North Little Rock inclement weather policy will apply as indicated by road conditions.

2.2 The Front Desk area of the Support Service Unit is operational 7 days a week, 24 hours a day. Community Service Assistants (CSA) are responsible for the security of the building and operations after regular business hours. [CALEA 82.1.1 b]

2.3 Only authorized members on official business are permitted to enter the Support Service Division Records Unit or Payroll office. A member of the unit must escort authorized vendors and visitors. [CALEA 82.1.1a]

2.4 The following persons are authorized access to the Support Service Division Records Unit:

- 2.4.1 Chief of Police;
- 2.4.2 Court personnel performing official duties; and
- 2.4.3 On-duty members assigned to the Support Service Division.

2.5 The following persons are authorized limited access to the Records Unit:

- 2.5.1 Captains, lieutenants, and sergeants when performing official duties or assisting Desk personnel;
- 2.5.2 Administrative personnel performing official duties; and
- 2.5.3 Persons authorized entrance by the Chief of Police or Support Service Division Commander.

2.6 Persons needing reports or supplies will do so through the Criminal records window during regular business hours.

2.7 The Front Desk area is a restricted area. Only authorized members conducting official police business are permitted in this area. Persons who are repairing/installing items or those that are training or checking on equipment such as ACIC personnel are permitted, but an authorized member must remain with them in the desk area at all times.

3 Release of Departmental Records

3.1 Department members may obtain copies of records in the following manner:

- 3.1.2 After completion, the form is to be placed in the request pending basket.
- 3.1.3 The request will be processed within two working days and placed in the officer's zone basket or sent where requested. [CALEA 82.1.1c]
- 3.2 Incident and accident reports may be obtained by the public or private businesses with the paid appropriate fee in three (3) to five (5) business days in the following ways [CALEA 82.1.1c]:
 - 3.2.1 In person;
 - 3.2.2 Over the telephone;
 - 3.2.3 Over the Internet (Accident reports only);
 - 3.2.4 By facsimile; and/or
 - 3.2.5 By mail.
- 3.3 Only copies of the incident report will be released. Supplements to the incident report will not be released without prior approval.
- 3.4 Any document containing juvenile information will have the juvenile's name and personal information (date of birth, address) edited from the report before it is released to the public.
- 3.5 Any request for police records or information made under the Arkansas Freedom of Information Act will be governed by the Act itself. These requests will be processed through the Professional Standards Unit. [CALEA 82.1.1 c]
- 3.6 Requests for a North Little Rock criminal history or background check will only be completed by a trained, authorized member of the Support Service Division Records Unit. [CALEA 82.1.7]
- 3.7 Requests made for a North Little Rock criminal history or background check will be granted with a signed release from the person and the paid appropriate fee in the following manner: [CALEA 82.1.7]
 - 3.7.1 In person;
 - 3.7.2 By facsimile; or
 - 3.7.3 By mail.
- 3.8 An individual may only request a North Little Rock criminal history or background check on themselves and will complete a "Records Search Request" form.
- 3.9 An official government employee, with proper identification may request the release of records. If done by facsimile or mail, the governmental agency must put the request on official letterhead of the agency.
- 3.10 Law enforcement or court personnel acting in their official capacity may request North Little Rock criminal history and background information without a release form or paid fee.

4 Accident Reports Distribution [CALEA 82.2.4]

- 4.1 Copies of accident reports involving City vehicles, other than police vehicles, will be sent to the North Little Rock Finance Department and to the Safety Director. This will be done by the accident report clerk or designee.
- 4.2 If an accident report involves a police vehicle, the involved member's supervisor will ensure that a copy of the accident report is sent to the Police Department Fleet Manager.
- 4.3 The accident report clerk or designee will be responsible for copying and sending copies of all accident reports received to North Little Rock Traffic Services Department and the Arkansas State Police.

5 Juvenile Records

- 5.1 All juvenile automated arrest and report records will have the word "yes" in the appropriate drop box to indicate the person is a juvenile. [CALEA 82.1.2.a]
- 5.2 All fingerprints, photographs and other forms of identification associated with juveniles arrested and confined in juvenile facilities will be maintained at the Pulaski County Juvenile Detention Center. [CALEA 82.1.2 b]
- 5.3 All juveniles charged as adults will be fingerprinted and photographed at the Pulaski County Regional Detention Facility.
- 5.4 The security and access of juvenile information is controlled by members of the Support Service Division Records Unit. Only authorized members will view juvenile information, including photographs. [CALEA 82.1.2 c]
- 5.5 When a juvenile reaches 18 years of age, any new entries into that person's criminal record will be entered into a newly created adult jacket. The juvenile jacket will remain intact and separate from the adult jacket via the computer software system. [CALEA 82.1.2d]
- 5.6 Court ordered expungements will be completed by an authorized member of the Support Service Division Records Unit. [CALEA 82.1.2 e]
 - 5.6.1 All documents will be indexed in the computer system with the heading of "Contains Juvenile Information." All names and personal information will be removed before the document is reproduced and printed for the public.

6 Retention of Records

- 6.1 Original hard copy records will be maintained on site as long as space allows. After this time, they will be boxed, labeled and stored off site for a period of time as required by Arkansas State Law. [CALEA 82.1.3]
- 6.2 Imaged and field reports will be archived and stored on the Department's servers.

7 National Incident Based Reporting System

- 7.1 The North Little Rock Police Department participates in the National Incident Based Reporting System (NIBRS).
- 7.2 All reports entered into the computer system will have specific information extracted and entered into NIBRS.
- 7.3 A file will be created for properly validated reports and sent to the Arkansas Crime Information Center (ACIC) for completion of the monthly reporting process. ACIC then forwards the information to the FBI. [CALEA 82.1.4]

8 Field Reporting and Management

- 8.1 It is the policy of the North Little Rock Police Department to record every incident in one or more of the following categories if the incident is alleged to have occurred in the Department's jurisdiction:
 - 8.1.1 Citizen report of a crime; [CALEA 82.2.2a]
 - 8.1.2 Citizen complaints; [CALEA 82.2.2b]
 - 8.1.3 When officers are dispatched or assigned to a reportable incident; [CALEA 82.2.2c]
 - 8.1.4 Criminal and non-criminal cases initiated by law enforcement officers; and [CALEA 82.2.2d]
 - 8.1.5 Incidents involving arrests or citations. [CALEA 82.2.2 e]
- 8.2 Forms to be used include, but are not limited to: [CALEA 82.2.2b]
 - 8.2.1 Incident Report forms;
 - 8.2.2 Accident Report forms;
 - 8.2.3 Arrest Disposition Report forms;
 - 8.2.4 Uniform Traffic Tickets;
 - 8.2.5 Vehicle Tow Sheets;
 - 8.2.6 Supplemental Report forms; and
 - 8.2.7 Other required and applicable forms.
- 8.3 Minimum information to be included on forms and reports includes, but is not limited to: [CALEA 82.2.1 c]
 - 8.3.1 Date and time of initial reporting;
 - 8.3.2 Name (if available) of the citizen requesting the service and/or victim's name;
 - 8.3.3 Nature of incident;
 - 8.3.4 Date and time of action taken, if any, by the officer;
 - 8.3.5 Responding officer or CSA name(s) and ID numbers
 - 8.3.6 All required NIBRS information subject to the individual offense that may have occurred
- 8.4 Reports will contain all required information. The member's supervisor will ensure the information has been included in the report. Unless authorized by the member's immediate supervisor, all reports will be completed and submitted prior to the end of the member's tour of duty. [CALEA 82.2.1d]
- 8.5 Written reports and supplemental reports will be submitted to the member's supervisor for review. The report will be reviewed and approved before being processed in the following manner: [CALEA 82.2.1 e]
 - 8.5.1 A report log will be completed by the generating area listing all reports being turned into the Desk by the supervisor.
 - 8.5.2 The CSA will check the log, ensuring all reports listed are present and all reports received are on the log.
 - 8.5.3 Reports and log will be picked up by a member of the Investigations Division. The investigator will confirm all reports received from the Desk are present and on the log. After investigative supervisors have reviewed the reports and assigned them as necessary, the reports and report log will be taken to the Support Service Division Records Unit.
 - 8.5.4 The Support Service Division Office Manager or designee will review the log to ensure no reports are missing. The reports will then be imaged and processed into the computer system.
- 8.6 The Imaging clerk will ensure the report number matches the original report number on any supplemental reports and addendums prior to the reports being imaged and entered into the system. [CALEA 82.1.5]
- 8.7 Supplemental reports or addendums will be submitted in a timely fashion. Follow up reports should be completed within 10 days. [CALEA 82.1.5]
 - 8.7.1 The member's supervisor will be responsible for ensuring supplemental reports are completed within the time period.

9 Desk Reports

9.1 Certain reports will be completed by Desk personnel if the complainant comes to headquarters. These include, but are not limited to:

- 9.1.1 Attempted theft;
- 9.1.2 Battery 3rd (NO VISIBLE INJURIES AND NON DOMESTIC ONLY);
- 9.1.3 Accident;
- 9.1.4 Accident-hit and run;
- 9.1.5 Accident-parking lot;
- 9.1.6 Criminal mischief;
- 9.1.7 Disturbance;
- 9.1.8 Forgery;
- 9.1.9 Found property;
- 9.1.10 Harassment;
- 9.1.11 Harassing communications/telephone threats;
- 9.1.12 Lost property;
- 9.1.13 Recovered property;
- 9.1.14 Recovered vehicle;
- 9.1.15 Theft;
- 9.1.16 Threats; and
- 9.1.17 Unauthorized use of a vehicle.

9.2 The following reports will be completed by Desk personnel if the complainant calls the desk, or calls Communications/switchboard:

- 9.2.1 Attempted theft;
- 9.2.2 Forgery (suspect not at scene, no evidence);
- 9.2.3 Harassment;
- 9.2.4 Harassing communications/telephone threats;
- 9.2.5 Lost property;
- 9.2.6 Recovered vehicle (from tow sheets or from another agency);
- 9.2.7 Theft (approximately \$500 value or less);
- 9.2.8 Threat; and
- 9.2.9 Unauthorized use of a vehicle.

9.3 The following reports will be completed by Desk personnel if the complainant calls or comes to headquarters, and they have left the scene of the offense, or the offense was discovered/occurred over two hours prior to the report being requested:

- 9.3.1 Criminal mischief;
- 9.3.2 Disturbance;
- 9.3.3 Found Property;
- 9.3.4 Indecent exposure (Initial report and only if the above requirements are met);
- 9.3.5 Attempted theft;
- 9.3.6 Theft; and/or
- 9.3.7 Threats.

9.4 Depending on the circumstance, the following may be forwarded to the Desk for action if the circumstance has changed (person or vehicle is gone). This may only require an Intradepartmental forwarded to the zone where the incident occurred and to the Investigations Division, though on occasion a report may be required:

- 9.4.1 Suspicious circumstance;
- 9.4.2 Suspicious person; and/or
- 9.4.3 Suspicious vehicle.

9.5 Stolen vehicle reports will be taken at the Desk if:

- 9.5.1 The complainant filing the report has current identification AND proof of ownership of the vehicle, AND,
- 9.5.2 The complainant is in fact at the desk (no stolen vehicle reports will be taken over the phone), AND,
- 9.5.3 There is no physical evidence at the scene such as broken glass, etc. (Desk personnel will ask if there is any obvious evidence at the scene), AND,
- 9.5.4 The date of the theft is unknown, but at least one day prior to the time of the report.

9.6 Desk personnel will contact communications to request a BOLO be broadcast if needed.

10 Status of Reports

The Information Systems Unit of the Professional Development Division will generate a monthly validation report and review it through the computer system to check for any report(s) that have not been validated. Once validated, the original report will be maintained in the Records Unit.

11 Computer Security

11.1 A batch back up will be performed every 24 hours, and the archival tape will be stored at an off-site location.

[CALEA 82.1.6 a, b]

11.1.1 A weekly back up will be performed and stored at an off site location. It will be kept for one month.

[CALEA 82.1.6 a, b]

11.1.2 A monthly back up will be performed every 30 days, and the archival tape will be stored at an off site location for one year. [CALEA 82.1.6 a, b]

11.2 The storage of all equipment for maintaining security of the central records computer system is the responsibility of the Manager of Information Systems.

11.3 Security access will be determined by Division Commanders or designee and then entered into the computer system for the Information System Unit. [CALEA 82.1.6 c]

11.4 An annual audit will be conducted of the central records computer unit for verification of all passwords, codes, or access violations. [CALEA 82.1.6 d]

11.5 Security access and release of computerized North Little Rock criminal history records will follow the same protocol as for conventional hard copy reports stated in Section 3.

12 Numbering System

When calls for service are received, the Communication Center will issue an incident number. The Communication Center ensures through the Computer Aided Dispatch (CAD) system that all numbers are unique and that no numbers are omitted or duplicated. [CALEA 82.2.3]

13 Index Files

13.1 The Central Records Computer System Master Name Index File will include, but is not limited to [CALEA 82.3.1]:

13.1.1 Persons arrested;

13.1.2 Victims, complainants, and suspects;

13.1.3 Persons or pedestrians involved in auto accidents; and

13.1.4 Witnesses.

13.2 The central records computer system maintains records searchable by:

13.2.1 Service calls and crimes by type [CALEA 82.3.2a]

13.2.2 Service calls and crimes by location [CALEA 82.3.2b]

13.2.3 Stolen, found, recovered and evidentiary property files [CALEA 82.3.2c]

14 Traffic Citation Records

14.1 The CSA will issue traffic citation books to sworn members and document the following on the ticket book issue log: [CALEA 82.3.4a]

14.1.1 Ticket book starting and ending number;

14.1.2 Officers printed name and signature;

14.1.3 Officer's ID number; and

14.1.4 Date the book is issued.

14.2 White and yellow copies of issued citations will be turned into the Records Unit.

14.3 These copies of issued citations will be filed at the Customer Service Window in the Records Unit. Out of state violators, partial pay customers, DWI/time pay customers or any ticket set for trial will be kept in the Traffic Court Clerks office. [CALEA 82.3.4 c]

14.4 The completed ticket book will be returned to the Records Unit. Once it has been validated in the computer system, it will be returned to the officer to be maintained in their records. [CALEA 82.3.4 b]

15 Traffic Record System

15.1 The North Little Rock computer system maintains information on traffic records, which includes, but may not be limited to:

15.1.1 Traffic accident reports; and, [CALEA 82.3.3a]

15.1.2 Roadway hazard data. [CALEA 82.3.3c]

15.2 The North Little Rock District Courts computer system provides information for traffic enforcement data such as citations/arrests/dispositions and locations. [CALEA 82.3.3 b]

16 Criminal History Files [CALEA 82.3.6]

- 16.1 The Department's computer software system keeps records of persons arrested in the master name file. The computer system issues a person's individual information jacket a unique number.
- 16.2 Any person arrested under the jurisdiction of the City of North Little Rock is entered into the computer system. Subsequent arrests will be entered in the system under the person's existing jacket.
- 16.3 Each person will have only one jacket. An exception to this would be if the person was arrested as a juvenile and has since turned 18. This person would have a juvenile jacket and an adult jacket.
- 16.4 A person's criminal history outside the City of North Little Rock can be accessed through ACIC/NCIC using a person's name or CSN number. A CSN number is unique to an individual.
- 16.5 The Department computer system and ACIC/NCIC are available to CSA's and other Level II ACIC/NCIC certified members requiring information from the system 24 hours a day, 7 days a week.

17 Records Maintained Outside of the Records Unit [CALEA 82.3.5]

- 17.1 The Professional Development Division will maintain the following records:
 - 17.1.1 Internal affairs files;
 - 17.1.2 Random drug screen files;
 - 17.1.3 Legal pleading files;
 - 17.1.4 EEOC complaint files;
 - 17.1.5 Training records;
 - 17.1.6 Accreditation files; and
 - 17.1.7 Applicant files.
- 17.2 The Investigations Division will keep the following files:
 - 17.2.1 Confidential informant files;
 - 17.2.2 Evidence and property files;
 - 17.2.3 Criminal intelligence files;
 - 17.2.4 Buy Fund records; and
 - 17.2.5 Active files of cases being investigated.

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