

SUPPORT SERVICES

ACIC SYSTEM

Purpose: This directive establishes policy for entry, removal, and validation of information in the Arkansas Crime Information Center (ACIC) system. It also designates the North Little Rock Police Department's Local Agency Security Officer (LASO) and establishes the department's Terminal Agency Coordinator (TAC).

Policy Statement: Information contained in the ACIC and National Crime Information Center (NCIC) systems are vital to carrying out the law enforcement functions of the North Little Rock Police Department (NLRPD). Compliance with this policy, as well as state law, federal law, and ACIC/NCIC rules and regulations are imperative for all members.

Summary of Changes:

Definitions:

ACIC: Arkansas Crime Information Center.

NCIC: National Crime Information Center.

Terminal Agency Coordinator (TAC): The Support Services Division Commander is responsible for designating the department's TAC.

Local Agency Security Officer (LASO): The Support Services Division Commander is responsible for designating the department's primary LASO. The TAC will serve as the secondary LASO.

CJIS: Criminal Justice Information Services

NamUs: The national information clearinghouse and resource center for missing, unidentified, and unclaimed person cases across the United States.

Procedure:

1. ACIC/NCIC Computer Terminals

- 1.1 ACIC/NCIC computer terminals, including mobile data terminals, will be operated by following Policy Directive 35-03, *Computer Systems*, as well as ACIC system operating policies.
- 1.2 Members working mobile data terminals for ACIC transactions must be ACIC Level I certified.
 - 1.2.1 Sworn members will receive ACIC Level I training at an Arkansas police academy. Upon completion of the academy, sworn members are required to complete the ACIC Level I certification test via a departmental terminal.
 - 1.2.2 Non-sworn members will receive ACIC Level I certification at the next available class after the date of hire.
 - 1.2.3 Members terminating employment with the department will surrender the ACIC token issued after completion of ACIC level 1 training.
 - 1.2.3.1 The TAC will be responsible for adding and removing member access to ACIC terminals.
 - 1.2.3.2 The TAC and primary LASO will be accountable for establishing ACIC, CJIS, and NamUs activation for newly hired members who are authorized, both uniformed and non-uniformed (who have ACIC access).
- 1.3 Upon separation of employment from the department, both uniformed and non-uniformed members will have their ACIC, CJIS, and NamUs privileges deactivated by the TAC and the primary LASO.
- 1.3 A copy of the current ACIC system operating procedures will be maintained near all department fixed terminals.
 - 1.3.1 The TAC will be responsible for replacement copies of the ACIC system operating procedures.
- 1.4 Reading of the CJIS online level one training is required for any person with access to ACIC/NCIC (Support Service Division data entry personnel, janitors, etc.). After reading the CJIS online training, an acknowledgment of understanding is required.

2. Entry of Information

- 2.1 Entries and deletions into the ACIC system will be made by Level II certified members.
 - 2.1.1 Certifications expire two years after issuance. Members must complete a recertification test to maintain an ACIC certification.
 - 2.1.2 Members will also complete online CJIS recertification every two years.
- 2.2 Information entered into the ACIC system will be correct, current, and documented in an NLRPD report or noted on a warrant.
- 2.3 All information required by the appropriate ACIC entry transaction will be entered with the record.
 - 2.3.1 Any data entry errors will be immediately corrected.
- 2.4 All missing persons and runaway reports will be accompanied by a photo of the missing person(s) to be entered into NCIC/ACIC as soon as possible.
- 2.5 The member entering the information will stamp the report or warrant with the ACIC stamp, write the SRN and NCIC numbers, as appropriate, on the report and legibly sign his/her name (initials are not acceptable).
 - 2.5.1 All criminal and traffic warrants will be stamped and entered into ACIC within 72 hours of the signature date of the issuing official.
 - 2.5.2 The printout from the record entry will be attached to the report or warrant.
- 2.6 All entries into the ACIC system will be checked by a second party.
 - 2.6.1 The person completing the second party check is responsible for verifying all information on the report or warrant.
 - 2.6.2 The inspection should include matching the data on the record entry printout and all pertinent information from the report or warrant.
 - 2.6.3 Any discrepancies noted will be immediately corrected.
 - 2.6.4 The record modification printout will be attached to the report or warrant on top of the original record entry printout.
 - 2.6.5 The person completing the second party check will legibly sign the ACIC record entry stamp (initials are not acceptable).
- 2.7 The original reports with all printouts attached will be immediately forwarded to the Support Services Division to be imaged.
- 2.8 If more than one Community Service Assistant (CSA) is working the desk, any entries made will be checked via the other CSA on duty. If there is only one person on duty at the CSA Desk, the listing will be checked by the following shift before the end of duty. The person reviewing the report is responsible for verifying the second party check has been completed and noted on the record entry stamp.
- 2.9 The supervisor of other employees entering records into ACIC is accountable for establishing written procedures to ensure inspections are completed. The TAC will receive a copy of all written procedures regarding ACIC.

3. Clearing of Information

- 3.1 Records will be immediately cleared (deleted) from ACIC when the person or property is located.
- 3.2 Policy Directive 35-07, *Legal Process of Warrants*, contains detailed instructions on deleting warrants.
- 3.3 Only ACIC Level II certified members will delete information from ACIC.
- 3.4 Deletion transactions will be printed (including the deletion confirmation) and attached to a supplemental report or warrant. The deleting member will stamp the report with the ACIC record stamp and complete the deletion section.
 - 3.4.1 A second party check will be made of all deletions.

4. Hit Confirmations

- 4.1 Per ACIC policy, a priority hit has a ten-minute window for confirmation.
 - 4.1.1 If unable to respond within ten minutes, the member receiving the hit must respond to the agency requesting the information and explain the delay and how long it will take to confirm the record.
- 4.2 The desk CSA will be responsible for responding to all hit confirmation requests, whether the request is for an NLRPD record or that of another agency.
 - 4.2.1 A hit is an indicator the person or property described *may* be wanted or stolen.
 - 4.2.2 Before arresting a person or seizing property, the hit will be confirmed by ACIC hit confirmation with the agency that entered the record.
 - 4.2.3 If the hit is confirmed and our agency recovers the person or property, the file will be "located." Exception: A warrant is outside the entering agency's geographic extradition area will not be "located."
- 4.3 When confirming a hit contact, the desk CSA or, if it is not on an NLRPD record, the agency that entered the record will:
 - 4.3.1 Ensure the person or property inquired upon, is identical to the person or property identified in the hit;

- 4.3.2 Ensure the warrant, a missing person, no-contact order or theft report is still outstanding; and
- 4.3.3 Obtain a decision regarding:
 - 4.3.3.1 The extradition of a wanted person when applicable,
 - 4.3.3.2 Information regarding the return of the missing person to the appropriate authorities,
 - 4.3.3.3 Information regarding the return of stolen property to its rightful owner; and
 - 4.3.3.4 Information regarding the terms, conditions, and service of a no-contact order.

5. Validations of ACIC Records

- 5.1 ACIC requires all agencies entering records into ACIC to participate in a validation process. The validation process is designed to confirm the accuracy and completeness of records entered, as well as to verify the file is still current. (I.E., the recovered property and the report documenting the theft can be physically located, etc.).
- 5.2 The Support Services Division is responsible for the validation of ACIC records.
- 5.3 The validation process for all records, **except warrants**, is as follows:
 - 5.3.1 The validator will attempt telephone contact with the victim to confirm the item/person is still missing.
 - 5.3.2 If unable to contact by phone, mail a notification card to the last known address of the victim.
 - 5.3.3 If the victim does not respond, contact the Investigations Division in writing to confirm the record is still valid.
 - 5.3.4 If the file is no longer valid, or if unable to confirm the data is valid, the record will be deleted.
- 5.4 The validation process for a **warrant** is as follows:
 - 5.4.1 Forward a copy of the warrant validation printout to the court requesting they confirm the warrant has not been served or abated. If the court fails to respond, the assumption will be that the warrant is valid.
 - 5.4.2 If a warrant is no longer valid, delete the warrant record.

6. Terminals and Information Security

- 6.1 All ACIC/NCIC terminals will be located in an area only accessible to authorized personnel. An escort will be provided to any person unauthorized to be in an ACIC/NCIC area.
- 6.2 Any information printed from an ACIC/NCIC terminal will be shredded once it is no longer needed. An authorized member with a minimum of ACIC Level I training will ensure the shredding of printed information.
- 6.3 Any member found to abuse or misuse an ACIC/NCIC terminal will be subject to disciplinary action up to and including criminal prosecution.

7. NameUs Entry

- 7.1 Missing person records can be entered into NamUs by anyone, including the general public; however, NamUs will verify the record before publication. The desk CSA will enter information, or if needed, any officer can make an entry into NamUs.
- 7.2 Upon receipt of a missing/runaway person's complaint, the information should be entered into ACIC/NCIC as soon as possible. After the ACIC/NCIC entry is completed, an entry into NamUs will be made regarding the missing/runaway person.
- 7.3 Any member receiving information regarding a found missing person shall write a supplement and ensure removal from NamUs.

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