


Atlanta Police Department Policy Manual		Standard Operating Procedure
Effective Date September 7, 2021		APD.SOP.6020 Central Records
Applicable To: Central Records Unit employees, Records Section Communications, and CAO		Review Due: 2025
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1. PURPOSE

To establish responsibilities and standard operating procedures within the Central Records Unit.

2. POLICY

- 2.1 Secure storage and retrieval of accurate records are essential to the Department. The Central Records Unit is the Department's repository for all original incident reports, copies of accident reports, and related reports. The Central Records Unit provides prompt and efficient support service to all Department Divisions 24-hours a day, seven (7) days a week, prepares and submits Department crime data to the Federal Bureau of Investigation (FBI) Uniform Crime Reporting (UCR) Program. (CALEA 6th ed. Standards; 82.1.1b, 82.1.4, and 82.3.3a)
- 2.2 All persons requesting criminal history records will be referred to the Identification Unit. Central Records Unit will not furnish any arrest reports or other records that would make up an individual's criminal record, to unauthorized individuals. (CALEA 6th ed. Standard 82.1.1c)
- 2.3 All agency Uniform Crime Reporting Program submissions will be made in accordance with the procedures outlined in the FBI UCR Handbook utilizing the National Incident Based Reporting System (NIBRS).



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3. RESPONSIBILITIES

3.1 Central Records Unit Functions:

1. To securely store all incident, accident and related reports in a manner that allows for prompt retrieval, upon request.
2. To provide backup and long-term storage of information through usage of the Department's imaging system.
3. To classify Department incident reports in accordance with the Uniform Crime Reporting (UCR) Program requirements; prepare and submit official crime reports to the State of Georgia as well as management data needed within the Department.
4. To review all incoming incident reports to ensure that reports have required fields completed.
5. To enter information from all reports into the computer system for automated indexing and retrieval. (CALEA 6th ed. Standard 82.1.5)

3.2 The Central Records Unit commander is responsible for the overall management of the Central Records Unit. The commander coordinates the prompt submittal of UCR reports.

3.3 The Chief Administration Officer and Administrative Services Commander will monitor the work of the Central Records Unit. They will issue such command memoranda as necessary to guide the Central Records Unit functions.

4. ACTION

4.1 Unit Operations

4.1.1 Organization

1. The Central Records Unit is composed of the Report Review Area, Validations Area, Customer Service Area, UCR Area, Unit commander's staff, and the Georgia Crime Information Center Unit (GCIC).
2. The Report Review Area operates on Day Watch supervised by a civilian supervisor.
3. The Validations Area is responsible for Validating the GCIC hot files and complying with the GCIC mandates as required by the state.
4. The Customer Service Area provides counter services, accounts payable, and special search requests. The Customer Service Area is supervised by a civilian supervisor. The Statistician (compiles and reports all official UCR data to the state) falls within this group.
5. The UCR Area verifies that the classification and reporting of crime falls within the current UCR guidelines provided by the FBI. This area is supervised by the Central Records Unit Commander.



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6. The GCIC Area operates 24 hours a day, seven days a week. The GCIC Area receives warrants from officers. The GCIC Area enters, modifies, clears, and cancels entries from GCIC/NCIC data bases. These entries pertain to criminal warrants, missing/unidentified persons, stolen vehicles, lost or stolen guns/articles, and repossessions.

4.2 Security

- 4.2.1 The Central Records Unit controls the space assigned to it and provides secure storage and confidentiality of records. An assigned employee must escort personnel with restricted access to the Central Records Unit while in the Central Records Unit work areas and offices.

- 4.2.2 Only Central Records Unit authorized employees and/or their chain of command are permitted to enter Central Records Unit work areas and offices unescorted. CRU employees will access work areas through the keyless security door. The supervisor on duty determines whether to allow access to all other persons.

1. Security and privacy of criminal records information will be governed by all applicable State and Federal statutes and regulations including the National Crime Information Center (NCIC) manual. (CALEA 6th ed. Standard 82.1.1c)
2. Computer monitors should never be in public view.

- 4.2.3 The Validations Unit has unrestricted access to hot and cold file rooms within Central Records.

4.3 Records System Security (CALEA 6th ed. Standard 82.1.6)

- 4.3.1 Atlanta Information Management (AIM) is responsible for the supporting network pertaining to the Report Management Systems and assisting with cyber security concerns.

- 4.3.2 The Central Records Unit reporting system verifies all users ID and passwords each time a user logs on. This is maintained through the city single sign on system provided by AIM (CALEA 6th ed. Standard 82.1.6).

1. Passwords expire every 90 days and registered users are required to set a new password.
2. The user must enter the old password in order to set a new password.

4.4 Police Report Technician

4.4.1 Incident Reporting

The Atlanta Police Department participates in the Uniform Crime Reporting (UCR) program operated by the Federal Bureau of Investigation. Reported crimes are coded in accordance with UCR guidelines. Information on the following offenses are collected for, and forwarded to, the FBI on a monthly basis:

Group A	
a. Murder	r. Embezzlement
b. Negligent Manslaughter	s. Extortion/Blackmail
c. Justifiable Homicide	t. Fraud
d. Rape	u. Gambling



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e. Robbery	v. Kidnapping
f. Aggravated Assault	w. Pornography
g. Burglary	x. Prostitution
h. Larceny	y. Sodomy
i. Motor Vehicle Thefts	z. Sexual Assault/with object
j. Arson	aa. Fondling
k. Simple Assault	ab. Incest
l. Intimidation	ac. Statutory Rape
m. Bribery	ad. Stolen Property
n. Counterfeiting/Forgery	ae. Weapons Law Violations
o. Vandalism	af. Human Trafficking, Commercial Sex Acts
p. Drug/Narcotic Violations	ag. Human Trafficking, Involuntary Servitude
q. Drug Equipment Violations	ah. Animal Cruelty

Group B	
a. Bad Checks	g. Liquor Law Violations
b. Curfew / Vagrancy	h. Peeping Tom
c. Disorderly Conduct	i. Runaways
d. DUI (Driving Under the Influence)	j. Trespass
e. Drunkenness	k. All other Offense
f. Family Offenses – Non-violent	

4.4.2 Incident report review and classification in accordance with UCR guidelines.

1. Original copies of handwritten incident and accident reports are delivered to the Central Records Unit and placed in the Police Report Technician's in-basket. The reports will be stamped with the date and time. Computer generated reports will be downloaded from the Central Records RMS mailbox to the Police Report Technician's desk top computer.
2. The Police Report Review Technicians will ensure that each report is complete, accurate and in adherence to UCR guidelines. The technicians will check each report to verify the correct date, complaint number, location of incident, and all other required fields have been correctly entered on the reports. (CALEA 6th ed. Standard 82.1.5)
3. The Police Report Technician receives, reviews, classifies, and completes GCIC Data Forms on stolen items, and missing persons.
4. A Police Report Technician reviews and classifies each incident report in accordance with the UCR Handbook.
5. The Police Report Technician/GCIC Warrant Technician will fill out forms for the entry, modification, clearance, and cancellation of pertinent GCIC information.
 - a. The Police Report Technician/GCIC Warrant Technician fills out GCIC entry forms on all stolen autos, guns, boats, missing persons, securities, and articles as specified in the GCIC Code Manual and Operations Manual.
 - b. A cancellation form will be used when there is an error in the entry.



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- c. When stolen property is recovered, the Police Report Technician will fill out a clear form and deliver it to the GCIC Warrant Technician seated at the GCIC Unit where the property is removed from the GCIC system.

4.4.3 The report review section will monitor the accident reporting system to ensure that reports are flowing efficiently and correctly into the state accident reporting repository. Field supervisors will review all accident reports for completeness and accuracy. This will be done according to the instruction manual issued by the Accident Reporting Section of the Georgia Department of Public Safety. Accident reports will be directly submitted to the Georgia Electronic Accident Reporting System (GEARS). All accident report data will be maintained in the GEARS system. (CALEA 6th ed. Standard 82.3.3)

4.4.4 The report review area will also monitor the citizen self-reporting system for incident and impound reports. These reports will be handled in the order they are received. Once they meet the requirements for a self-reporting report, they will be imported into the RMS.

4.4.5 Open Record Requests

All open record requests will be made and documented through the Open Records section. If the Open Records section requires assistance with a large number of reports, the customer service section will assist. If the request is too large, the report review group will also assist. The report review area will also assist in filling open records requests for citations or other stored items by the report review area.

4.5 Imaging

Imaging is done on a daily basis by a Police Report Technician (PRT) or assigned employee.

1. After handwritten reports have been reviewed, classified and approved, a PRT will put copies of original incidents, accidents and related documents in the basket, to be imaged. Approved computer-generated reports are automatically placed on the imaging system.
2. A PRT will organize the reports into batches, and then scan the batches into the system.
3. When the batch has been scanned in, a PRT will index each report by entering the type of report, case number and date.

4.6 Handwritten File Reports

1. All vehicle-related theft reports (auto thefts, carjacking, robberies), and missing persons reports are filed by the case number at the GCIC station.
2. Incident reports are filed in numerical order by date and Call Incident Case Arrest number (CICA).

4.7 Handwritten Juvenile Criminal Records

All police reports listing juveniles as victims, suspects or arrestees will be filed separately, in a blue file folder, in numerical sequence (CALEA 6th ed. Standards; 82.1.1a and 82.1.2).



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4.8 Data Entry

4.8.1 Basic Duties (CALEA 6th ed. Standard 82.1.5)

1. Police Report Technicians (PRT) enter data from all handwritten incident reports into the RMS except those that are entered electronically. All incident reports are computerized for the purpose of indexing the file and compiling UCR report data.
2. PRT employees will also input handwritten supplemental and additional loss reports.
3. When data entry is complete, the original handwritten reports are filed in the file room.

4.8.2 Customer Service will have an assigned employee responsible for responding to requested reports from other law enforcement agencies and courts.

4.8.3 Law enforcement agencies can request reports through the customer service window, by mail, or through email by sending the request to APDrequest@atlantaga.gov.

4.8.4 A response or the requested report will be sent within two business days of receiving the request.

4.9 Counter Service

The counter clerk retrieves reports electronically and assists customers at the counter.

1. Customers arrive at the customer service counter and fill out a report request form. The form is submitted to a counter clerk in order to receive a copy of an incident or accident report.
2. Upon receipt of the request, the clerk enters the incident number, victim's name or street location, and date to retrieve the incident report from one of the electronic databases housing reports.
3. If the report is located, a copy is printed from one of the electronic databases.
4. The customer will pay the fee as specified by city ordinance and state laws, for the report.
5. In instances where the report cannot be located, the customer service representative will attempt to find out which Officer is responsible for completing the report. This can be attempted through the RMS or the CAD.
6. Customer service employees must search each electronic data base that may contain the report which could include, Image Director or any applicable RMS.
 - a. If the report is not found or the report is incomplete, the searching customer service employee will provide the citizen with the name of the responsible officer, the unit the officer is assigned to, and supervisor of the responsible officer.



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- b. The address and telephone numbers to the unit responsible will be provided to the citizen.

4.10 Collection of Funds

- 4.10.1 The cash register in the retrieval area operates Monday through Friday. The customer service supervisor is responsible for its efficient operation.
- 4.10.2 At the end of the shift, the cashier will clear the register, count the money, sign the register tape, put the money and register tape in an envelope, seal it, write the date and amount on the envelope, and sign it. If the money and the register tape do not balance, the cashier will report the difference to the customer service supervisor. The envelope is then given to the assigned customer service employee to enter into the Billing Cash Receipts System (BCRS).
- 4.10.3 The next business day, an assigned customer service employee will deliver the report and the money to the Property Control Unit. In the absence of the assigned customer service employee, the customer service supervisor will appoint another employee to perform this function. This process will occur daily, except holidays and weekends. The supervisor will keep copies of the accountant's report and the receipt from Property Control (filed together by date) for one year in the unit, and two years in long-term storage.

4.11 Processing Private Impounds/Repossessions

1. Private Impound information will be received either by fax or through the citizen self-reporting system. The Report Review area will be responsible for running the vehicle information through the GCIC database and retrieving registration information. The impound information will then be either entered or approved into the RMS. The registration information will be returned to the towing companies only if they are registered as a user through the citizen self-reporting system. The private impound information will be stored in the RMS.
2. Repossession information will be received either by fax or through the citizen self-reporting system. During day watch hours the Report Review area will be responsible for running the information through GCIC, retrieving the registration information, and then ensuring the information is properly entered into the RMS. During evening and morning watch hours this responsibility will be with the GCIC area.

4.12 Repository Area/ Customer Service

- 4.12.1 Customer service clerks fulfill requests for incident reports, accident reports, and general information received by mail.
- 4.12.2 Customer service clerks return the hardcopy reports to the proper files once the requests have been worked.
- 4.12.3 No-charge requests must be approved by a Central Records Supervisor. Requests that are not prepaid or have inadequate information are returned to the sender.



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4.13 UCR Area

4.13.1 The UCR Review Officer reviews Case Clearance reports submitted through the RMS thoroughly to see if they meet UCR guidelines. If a report is rejected, the reason for the rejection is entered into the comments section of the report. The report status is then changed to rejected to be corrected by the author of the report.

1. A report may be cleared by:
 - a. Arrest; or
 - b. Exceptional means.
2. To clear a report by arrest, it must be verified that the report has not been cleared already, since a report can be cleared only once. An additional arrest must use the clear-up date of the first arrest.
3. To clear a report by exceptional means, all UCR guidelines must be met. If not, the clear-up report is rejected. The perpetrator must be known, his or her location must be known, and there must be a valid reason which prevents his or her arrest.
4. A report can also be unfounded, but the investigating officer must determine that a crime did not occur.
5. All property entered on GCIC will be cancelled by the investigator.

4.13.2 The UCR Review Officer reviews the Case Clearance/Change of Status reports. If they meet UCR guidelines, the UCR Review Officer makes the changes in the RMS and approves the Case Clearance/Change of Status report. Reports that do not meet all UCR guidelines are rejected in the RMS.

1. A change of status is requested when the investigation reveals that the crime is something other than what it was classified by the Police Review Technician. The UCR Review officer reviews the requests against UCR guidelines. Those that meet the guidelines are changed.
2. If the UCR guidelines are not met, the request is rejected, and the reason for the rejection is placed in the comments section.
3. All Case Clearance reports found to be completed correctly will be approved by the UCR Officer in the RMS and the status of the case file will be updated by the UCR officer.

4.13.3 The Report Review Technicians will provide computer printouts of activities by address at a cost specified by city ordinance.

4.14 Repository Area/ Police Crime Statistician

4.14.1 The Statistical Office compiles crime according to UCR standards and maintains the official files on homicides and traffic fatalities. These statistics are available to authorized department employees and the Office of Public Affairs.



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4.14.2 Homicide

1. The Homicide Unit will forward their weekly crime report to the Crime Statistician for review and comparison to the statistical information in the RMS. This report will (at minimum) contain the case number of the incident, date, victim's name, suspect/arrestee, and status of the case.
2. A representative from the Homicide Unit will communicate monthly with the Crime Statistician to verify the statistical information for the unit before the submission of the monthly crime report.
3. The Homicide Unit will deliver all closed homicide case files to the Crime Statistician for documentation and storage.

4.14.3 Traffic Fatalities

The Accident Investigation Unit is responsible for reporting traffic fatalities to the state and will deliver all closed traffic fatality case files to the Crime Statistician for documentation and storage.

4.14.4 The Statistical Office reviews all reports on officers assaulted or killed in the line of duty. Copies of approved reports are maintained in the RMS (CALEA 6th ed. Standard 82.1.5).

4.14.5 The Property Control Unit will maintain a record of all stolen, found, recovered, and evidentiary property, property retained for safekeeping, and property stored until it can be destroyed. (CALEA 6th ed. Standard 82.3.2c)

4.14.6 The GCIC Unit will enter all reported stolen property, missing persons, criminal warrants, FTA warrants, and stolen vehicles into the National Crime Information Center (NCIC) stolen property file in accordance with GCIC procedures.

4.15 Retention of Records

1. As outlined in the 2003 Georgia Records Act, Retention Schedules for Local Government Records, the Central Records Unit specifically maintains:
 - a. Incident reports for 5 years;
 - b. Accident reports for 7 years; and
 - c. Impounded Vehicle Reports for 3 years.
2. Documents that are over three years old will be stored in the Property Control Unit's Local Records Holding Center or the City's Records Management Division. Active GCIC "hot" files are maintained in Central Records Unit on a permanent basis.

4.16 Records Management System (RMS)

4.16.1 The RMS contains a master list of all persons identified on an incident and accident report. This list serves as a cross-reference to all documents associated with a report. (CALEA 6th ed. Standard 82.3.1)



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1. The master name list includes persons found on the incident and reports as the following:
 - a. Victims;
 - b. Complainants;
 - c. Suspects;
 - d. Witnesses;
 - e. Person arrested;
 - f. Drivers and all occupants in traffic accidents; and
 - g. Juvenile Arrest.
- 4.16.2 The RMS contains the location of each incident and a master list of geographical locations. This file also enables other units of the department, such as Crime Analysis, to pinpoint problem areas quickly and efficiently in order to assist officers and investigators in their daily activities. (CALEA 6th ed. Standard 82.3.2b)
- 4.16.3 The RMS identifies and captures information concerning call type and categories of the principal offenses recorded in NIBRS and the UCR Part I and Part II offenses. (CALEA 6th ed. Standard 82.3.2a)
- 4.17 Records Maintained in Agency Operational Components (CALEA 6th ed. Standard 82.3.5)
 1. Criminal investigators maintain their active case files in RMS Case Management. All completed investigative files submitted in RMS Case Management will be stored electronically.
 2. Records of the Homeland Security, Homicide, Special Victims Unit and Office of Professional Standard are maintained in the respective unit's files for additional security.
- 4.18 Monthly Crime Report
 - 4.18.1 The statistician will be responsible for submitting the monthly crime report to the state. The initial report will be run through the RMS to identify any crime reporting errors defined by the UCR manual. All errors identified will then be corrected through the reporting process within the RMS. Once all errors have been corrected a report will be generated through the RMS and sent to the state electronically. This will be accomplished within the RMS.
 - 4.18.2 Once this report has been submitted to the state the Crime Statistician will receive a "receipt" from the state showing that the submission has been successful, and the state will list any errors in the report it has identified.
- 4.19 Bias Crime Report
 - 4.19.1 Homeland Security will investigate all bias (hate) crimes indicated in the RMS. Homeland Security will determine if these crimes should be labeled as biased and forward the number of verified bias crimes (with case numbers) monthly to the UCR Review Officer.



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- 4.19.2 If the bias label should be altered for any reason, a change of status report should be submitted to the UCR Officer.
- 4.19.3 The UCR Officer will review and compile bias crime data provided by Homeland Security into the quarterly Bias Crime Report in accordance with APD.SOP.3066 "Bias Crime Data Reporting" and submit it to the FBI (CALEA 6th ed. Standard 82.1.3).

5. DEFINITIONS

- 5.1 Georgia Crime Information Center (GCIC): A state agency which receives, stores, processes, and disseminates information on crimes and criminals in Georgia.
- 5.2 Hit: Notification generated when a terminal agency receives a positive response from an inquiry made on a record entered by another agency.
- 5.3 Hot File: Stolen item, missing person, and wanted person records entered into the GCIC or NCIC system.
- 5.4 NSC (National Safety Council): A non-profit public service organization furnishing leadership in traffic safety and other areas.
- 5.5 GCIC Unit: GCIC entry and response station.
- 5.6 Uniform Crime Reporting (UCR): A national program for the reporting of crime statistics by local and state law enforcement agencies, operated by the Federal Bureau of Investigation.
- 5.7 National Incident-Based Reporting System (NIBRS): An incident-based reporting system used by law enforcement agencies in the United States for collecting and reporting data on crimes. Local, state and federal agencies generate NIBRS data from their records management systems (RMS).

6. CANCELLATIONS

APD.SOP.6020 "Central Records", issued March 15, 2018.

7. REFERENCES

Uniform Crime Reporting (UCR) Handbook
National Crime Information Center (NCIC) Code Manual
National Safety Council (NSC) Guidelines
Georgia Crime Information Center (GCIC) Operation Manual
Georgia Crime Information Center (GCIC) Policy Manual

Commission on Accreditation for Law Enforcement Agencies (CALEA) 6th ed. Standards; 82.1.1, 82.1.2, 82.1.3, 82.1.4, 82.1.5, 82.1.6, 82.3.2, and 82.3.5.

8. SIGNIFICANT CHANGES

The policy has gone through extensive revisions throughout the entire document. The policy should be re-read in its entirety and understood.