

Asheville Police Department Policy Manual

Chapter: 15 - Support Services

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Contents

Introduction
Policy Statement
Rules and Procedures
1501.1 Records Unit
1501.2 Records Security
1501.3 Records Dissemination
1501.4 Records Retention & Destruction
1501.5 Juvenile Records
1501.6 Wanted Person Records
1501.7 NCIC Entries

Associated Directives

- [Policy 206 – Technology Use & Security](#)
- [SOP 3000 – Case File Documents & Media](#)
- [SOP 3017 - Online Incident Reporting](#)
- [SOP 3301 - Records Unit Incident Reports](#)

Introduction

This policy establishes guidelines for the operations of the department's Records Unit and the security of department records and files.

Policy Statement

It is the policy of the Asheville Police Department (APD) to have a central records component, referred to as the Records Unit. The Records Unit is primarily responsible for field reporting, management, and central records activities and is not intended to address the records functions of other specialized entities within the department.

Rules and Procedures

1501.1 Records Unit

- A. The Records Unit is a component of the department's Administrative Services Section and is overseen by the Records Unit supervisor. The Records Unit supervisor serves as the department's chief records custodian.
- B. The Records Unit will maintain, secure, and control all reports under its control, including department documents, electronic or otherwise. [4.01]
- C. The department will ensure that records personnel receive appropriate training in records management practices. [4.01]
- D. The primary functions of the Records Unit include:
 - 1. Review of reports for compliance with department policies and crime reporting guidelines. [82.1.4]
 - 2. Control of the flow of department incident reports.
 - 3. Overall maintenance and storage of department records.
- E. The Records Unit supervisor and/or designee(s) will ensure the following reports are completed and submitted according to established procedures: [82.1.4]
 - 1. Reporting crime statistics to the North Carolina State Bureau of Investigation (NC SBI).
 - 2. Racial profiling traffic stop submissions to the NC SBI.
 - 3. Hate crimes and human trafficking reporting.
- F. Specific agency components will maintain, store, and manage records required for operational effectiveness, security, and/or retention compliance. These records include but are not limited to: [82.3.5]
 - 1. Inspectional records and work schedules maintained by supervisors.
 - 2. Reports and records created as part of administrative investigations maintained by the Professional Standards Section.
 - 3. Personnel files maintained by the Recruitment & Hiring Section.
 - 4. Intelligence records maintained by the [Intelligence and Technology Division](#) and/or the Criminal Investigations [Division](#).

5. Informant [and case file](#) records maintained by the Criminal Investigations Division.

- G. The department will maintain a case numbering system that provides a uniquely assigned number to each case, including but not limited to traffic collision investigations, criminal investigations, and other documented reports. [82.2.3]

1501.2 Records Security

- A. The security of the information held by the police department is a responsibility all employees share. [Physical case files or other department records held within organizational components must be handled to ensure proper security and confidentiality.](#) [82.1.1 a]
- B. [The Administration Bureau Commander or designee will work with appropriate entities to ensure the electronic records database utilized by the department complies with all applicable laws related to privacy, security, and retention of records.](#) [4.01]
- C. [The Records Unit supervisor is responsible for ensuring the privacy, security, and retention of any physical or paper records maintained within the Records Unit.](#) [4.01]
- D. Authorized employees may access report information 24 hours a day through the department's electronic records management system (RMS) and local Criminal Justice Information Systems (CJIS). [Policy 206 – Technology Use and Security](#) provides additional security guidelines for digitally maintained files. [82.1.1 a,b]

1501.3 Records Dissemination [82.1.1 c]

- A. The department will comply with all applicable North Carolina public records laws ([Chapter 132: Public Records](#)).
- B. Due to the complex nature of records dissemination regulations, Records Unit personnel may only release public information contained in incident and traffic accident reports. Additional records or information requests should be referred to the Records Unit supervisor for follow-up. [82.2.4]

1501.4 Records Retention and Destruction

- A. The department will comply with applicable records retention schedules. [82.1.3]
- B. Copies of sensitive documents no longer needed by employees **will not** be placed in recycling bins or general wastebaskets for disposal. Employees must

use one of the department's designated secure shredding depositories to dispose of sensitive documents properly. Particular care should be taken with documents containing NCIC/DCI, CJI, or criminal history/intelligence information.

- C. The Records Unit supervisor is responsible for ensuring juvenile and adult record expungements are completed as provided by the criteria set in [N.C. Gen. Stat. § 7B-3200](#). [82.1.2 e] [4.01]

1501.5 Juvenile Records

- A. Photographs and records relating to juvenile offenders will not be open for public inspection except as authorized by the North Carolina General Statutes. [4.01]
- B. Juvenile records, reports, affidavits, and case files will be securely maintained and clearly distinguishable from adult files. [82.1.2 a]
- C. The RMS system maintains a separation of juvenile and adult identification records and redacts confidential juvenile names to prevent unauthorized access. [82.1.2 a,b,c]
- D. Care will be taken to flag case file documents related to juveniles as outlined in [SOP 3000 – Case File Documents and Media](#).
- E. The department will comply with all applicable provisions of North Carolina law regarding the confidentiality of juvenile records.
- F. The disposition of juvenile records will be in accordance with applicable NC statutes and records retention schedules. [82.1.2 d,e]

1501.6 Wanted Person Records

- A. The entry of wanted person data into the North Carolina Statewide Warrant Repository will be conducted in accordance with procedures established by the NC Administrative Office of the Courts. [74.1.3 b,g]
- B. Warrants may be entered into the NCIC/DCI wanted persons files with the approval of the District Attorney's office, verbally or in writing. If the approval is verbal, the officer obtaining the approval must note the date, time, and name of the Assistant District Attorney granting the approval. [74.1.3 a]
 - 1. The Records Unit or Criminal Investigations Division are primarily responsible for entering wanted persons. If the Records Unit and designated personnel within Criminal Investigations are unavailable, the communications center may enter wanted persons.

2. All wanted person entries will be documented in the RMS case file. A copy of all warrants entered by the department will be kept in Criminal Investigations until the entry is removed. [74.1.3 c,g]
3. The Criminal Investigations Division commander or designee must ensure that monthly wanted person file validations are conducted according to DCI procedures. [74.1.3 d]
4. When the department is notified of the arrest of a wanted person, the entry will be removed. Criminal Investigations must be notified of the arrest/removal of wanted persons. [74.1.3 e,f]

1501.7 NCIC Entries

- A. Reports requiring a person and/or property to be entered into NCIC can be entered by personnel in the communications center, Records Unit, or Criminal Investigations Division. In all cases, a second-party check is required for all NCIC entries and must be documented in the department's records management system.

By order of:

A handwritten signature in black ink, appearing to read 'ML LH', is positioned above the name and title of the signatory.

Michael Lamb
Chief of Police