

**AURORA POLICE DEPARTMENT
DIRECTIVES MANUAL**

8.13	EFFECTIVE: September 1, 1998	_____ Daniel J. Oates, Chief of Police
	REVISED: April 21, 2013	
SUBJECT: CITIZEN'S REQUESTS, RECORDS CHECKS, AND COPIES OF POLICE REPORTS		
REFERENCES:		
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Annual Review: Tech Services Section Lieutenant		

8.13 CITIZEN'S REQUESTS, RECORDS CHECKS, AND COPIES OF POLICE REPORTS

8.13.1 Citizen Requests

To ensure citizen's requests are acted upon in a timely manner the following procedure will be used:

- (a) Requests for police services will be classified and handled as described in Directive 8.4 "CALL PRIORITY DESIGNATIONS".
- (b) Requests for dispatch tapes will be forwarded to the Public Safety Communications Department (PSCD) supervisor and will be handled as described in the PSCD Standard Operating Guidelines manual.
- (c) Requests for police photograph copies will be forwarded to the Crime Laboratory Section and will be handled as described in the Crime Laboratory Section Standard Operating Procedure manual.
- (d) Requests for crime analysis information will be forwarded to the appropriate District Command Officer and will be handled as described in their Standard Operating Procedure manual.
- (e) Requests for traffic statistical information will be forwarded to the Traffic Section and handled as described in the Traffic Section Standard Operating Procedure manual.
- (f) Requests for crime prevention information will be forwarded to the appropriate Police Area Representative.
- (g) Requests for employment information will be referred to City Personnel or Civil Service Commission.
- (h) Requests for observation of operations will be handled as described in Directive 15.3 - Civilian Ride-Along Program.

- (i) Requests for building tours will be forwarded to the Community Resource Section and handled as described in the Community Resource Sections Standard Operating Procedure manual.
- (j) Requests for alarm monitoring will be forwarded to the Public Safety Communication Department.
- (k) Requests for extra patrol and area watches will be documented by the receiving member on an Area Watch Form and added to the appropriate district pass-on book.
- (l) Requests for other information that cannot be handled by the Front Desk personnel will be forwarded to the appropriate District Patrol Lieutenant. Requests of this type will not have a specific procedure due to the variety of information that may be requested.

All requests that fall into this section will be properly documented and kept on file at the District/Bureau/Section where the request was handled. This will include the following:

- Date and time of the request.
- Nature of the request.
- Name, address, and phone number of the person making the request.
- Action taken on the request.
- Information provided to the requesting party.

8.13.2 Requests for Records Checks

The following procedures for requests for record checks are posted at the front desk of each District Station:

The record furnished is an accurate representation of the information as it appears in the arrest records of the AURORA POLICE DEPARTMENT ONLY.

- (a) Complete form APD FM 015. Failure to thoroughly and accurately complete the form may result in the request being returned and the money forfeited as a search fee.

- (b) Bring or mail the completed form, money, and a stamped, self-addressed envelope to the AURORA POLICE DEPARTMENT, (15001 East Alameda Parkway, Aurora, Colorado 80012, Northeast of the Aurora Mall near the Central Public Library).
- (c) Forward the completed form to the Records Unit.
- (d) The arrest record will be mailed within three working days upon receipt of the request.
- (e) Arrest Records for other police agencies will be processed as time allows.
- (f) The fee may be waived by the Tech Services Section Lieutenant.

8.13.3 Requests for Copies of Police Reports

Citizens requesting copies of police reports will be directed to:

- (a) Complete form APD FM 057. Include the Aurora Police case number if known. Failure to thoroughly and accurately complete the form may result in the request being returned and the money forfeited as a search fee.
- (b) Bring or mail the completed form, money, and stamped, self-addressed envelope to the AURORA POLICE DEPARTMENT: Records Unit, (15001 East Alameda Parkway, Aurora, Colorado, 80012).
- (c) The report copy may be mailed or picked up from the Records Unit.
- (d) The fee may be waived, by the Tech Services Section Lieutenant.

8.13.4 Request for Fingerprinting

The applicant must:

- (a) Respond to the Records Unit of the District II Station during the current posted times for public fingerprinting with unsigned fingerprint cards and valid identification.
- (b) Present the completed form and valid identification to Records personnel.
- (c) Records will process the form and return the form along with a receipt.
- (d) The applicant will be given the form and receipt and instructed to have a volunteer complete the fingerprinting process.

- (e) The Aurora Detention Center will fingerprint Court ordered correction clients and sex offenders pursuant to their Standard Operating Procedure.

8.13.5 Service Fee

The City Council establishes service fees based on recommendations from the Police Department. The Administrative Services Analyst is responsible for the maintenance of this list. The Administrative Services Analyst will also ensure that an accurate list is maintained at the Front Desk of each District Station.