




Cocoa Beach Police Department

Standard Operating Procedure



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Approving Authority: Chief of Police Wes Mullins		
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1. PURPOSE

The purpose of this standard operating procedure is to establish guidelines and delegate responsibility for the management of the Cocoa Beach Police Department's records.

2. SCOPE

This standard operating procedure shall apply to all members of the Cocoa Beach Police Department.

3. POLICY

It is the policy of the Cocoa Beach Police Department to have a central records component to meet the management, operations and information needs of the department. Responsibility for the records system lies with the Records Manager who is charged with maintaining comprehensive records of all calls for service received consistent with state and federal administrative procedures and applicable law.

4. DEFINITION(S)

- A. ADMINISTRATIVE FILES – Records that consist of correspondence, reports, publications, memoranda, etc., maintained for the convenience of employees in carrying out their duties.
- B. ARREST RECORDS – All documents and records completed as a result of an arrest including but not limited to arrest reports/affidavits and photographs.
- C. CASE REPORT NUMBERS – Numerically automated sequenced numbers prefixed with the last two (2) digits of the calendar year, for indexing and recording complaint, incident report, field interview and motor vehicle crash information. Complaint numbers repeat annually, beginning with the first call for service for each calendar year.
- D. CRIMINAL JUSTICE INFORMATION SERVICES (CJIS) – Programs within both the Florida Department of Law Enforcement and the Federal Bureau of Investigation responsible for the collection, warehousing, and timely dissemination of relevant Criminal Justice Information to qualified law enforcement, criminal justice, civilian, academic, employment, and licensing agencies.
- E. CUSTODIAN OF RECORDS – By Florida Statute 119.011, the Chief of Police is the agency custodian of records. The Chief of Police has delegated the custodian of records function to the Records Manager.
- F. COMPUTER AIDED DISPATCH (CAD) – A system to record criminal and non-criminal requests for service.
- G. CALL FOR SERVICE NUMBERS (CFS) – Numerically automated sequenced numbers that track all dispatch calls for service and officer activity.
- H. DHSMV - Department of Highway Safety and Motor Vehicles
- I. FBI – Federal Bureau of Investigation

- J. FHSMV – Florida Highway Safety and Motor Vehicles
- K. FIBRS – Florida Incident Based Reporting System
- L. FLORIDA CRIME INFORMATION CENTER (FCIC) – The State of Florida’s centralized database for tracking crime-related information, which can be queried by appropriate federal, state and local law enforcement and other criminal justice agencies.
- M. FLORIDA DEPARTMENT OF LAW ENFORCEMENT (FDLE) – The agency responsible for providing the Florida Crime Information Center (FCIC), National Crime Information Center (NCIC), Interstate Identification Index (III), the International Justice and Public Safety Network (Nlets) and Computerized Criminal History (CCH) services to Florida agencies as well as enforcing all policies and regulations mandated by The Federal Bureau of Investigations. FDLE is also responsible for operating and maintaining FCIC.
- N. GENERAL RECORDS SCHEDULE FOR STATE AND LOCAL GOVERNMENT AGENCIES (GS1) – A guidebook published by the Department of State, Division of Library and Information Services that establishes the schedules for retention of public records for state and local government agencies.
- O. GENERAL RECORDS SCHEDULE FOR CRIMINAL JUSTICE AGENCIES AND DISTRICT MEDICAL EXAMINERS (GS2) – A guidebook published by the Department of State Division of Library and Information Services that establishes the schedules for retention of public records for law enforcement agencies, correctional facilities, and district medical examiners.
- P. INCIDENT REPORTS – Documents that, when completed, record initial and follow-up investigative information to include all attachments.
- Q. NATIONAL CRIME INFORMATION CENTER (NCIC) – A computerized index of criminal justice information designed for the rapid exchange of information between criminal justice agencies.
- R. NIBRS – National Incident Based Reporting System
- S. PUBLIC RECORD – All documents, papers, letters, maps, books, tapes, photographs, film, sound recordings or other material regardless of physical form or characteristics made or received pursuant to law or ordinance in connection with the transaction of official business by any public agency.
- T. RECORDS MANAGER – Person appointed by the Chief of Police, or designee, to coordinate agency records, retention schedules, and dispositions in accordance with applicable law.
- U. SYSTEM ADMINISTRATOR – City of Cocoa Beach IT Personnel.
- V. TRAFFIC AND CRIMINAL SOFTWARE (TraCS) – A data collection and reporting program used to create and submit forms electronically.
- W. UNIFORM CRIME REPORT (UCR) – A standardized report and reporting procedure for collecting and reporting statewide and national complaint, incident, and arrest data.
- X. VALIDATION – A procedure to verify the accuracy of each record entered into FCIC/NCIC.

5. PROCEDURES

A. ORGANIZATION

- 1. The Records Division is a component of the Support Services Division, and will be the agency’s repository for the following:
 - a. Incident reports
 - b. Crash reports
 - c. Uniform traffic citations/warning citations/parking tickets
 - d. Field interviews
 - e. Adult/juvenile arrests
 - f. Uniform Crime Reporting, identification and validation
 - g. General correspondence
 - h. Documentation pertaining to stolen/recovered/evidence/found property

- i. Cash collection file
 - j. Internal affairs files
 - 2. On-duty Shift Supervisors may store:
 - a. General correspondence
 - b. Administrative files
 - 3. Executive Assistant to the Chief of Police may store:
 - a. Agency administrative correspondence
 - b. General administrative files
 - c. Training files
- B. RECORDS MAINTENANCE, ACCOUNTABILITY AND RETRIEVAL
- The Records Manager will ensure that the function and accountability of records review, control, maintenance, retrieval, and dissemination is conducted in accordance with Department directives and applicable administrative law.
1. Communications Center members will assign a computer-generated CFS number to each call received, whether by telephone or radio request from field personnel.
 2. All incident reports, arrest reports, and crash reports completed by Department members will be reviewed by the On-duty Shift Supervisor before the reports are submitted to the Records Division. (CFA 26.01MA) (CFA 26.02MA)
 3. Each business day a member of the Records Division will review the pass-on and submitted shift paperwork to ensure that all items have been submitted. Every Monday morning the pass-on shall be reviewed for the previous Friday, Saturday and Sunday unless exceptional circumstances exist. (CFA 26.01MA)
 4. If Records members determine that shift paperwork has not been submitted, held out, or accounted for, they will notify the shift supervisor by email. (CFA 26.01MA)
 5. Records members will review each report to ensure appropriate NIBRS information has been collected. Applicable reports will be coded for NIBRS purposes. Automated UCR data will be transmitted monthly to FDLE by the TraCS automated system.
 6. Filing and retrieval of all reports will be conducted in numerical sequence, by the assigned case report number, and maintained in orderly and accurate files. Original reports shall be maintained for a period consistent with State archive requirements. (CFA 26.01MB)
 7. Supplementary reports indicating status of cases or additional information relating to the incident are received on a regular basis and are filed with the original case file. (CFA 26.01MB)
 8. Upon receipt of completed Marsy's Law documentation, the Records office will make note of the victims' election within the TraCS system.
 9. When cases are cleared by the State Attorney's Office, disposition sheets are received electronically as a PDF by the Records Manager. The PDF will be uploaded to TraCS with the original case. A copy will be emailed to the investigator/officer. (CFA 26.01MB)
 10. All applicable records can be cleared through NIBRS using the disposition sheets.
 11. The Records Manager, or designee, shall conduct daily reviews of the incidents and complaint records to ensure the following:
 - a. The reports have been appropriately and accurately indexed using the appropriate FDLE Offense Codes.
 - b. Entries into FCIC/NCIC have been verified correct, modified, or canceled by validation procedures in accordance with FDLE and FBI administrative procedures.
 12. Retrieval (CFA 26.01MC)
 - a. Records information is accessible to Department personnel at all times. Access may be accomplished through electronic records (e-mail), postal mail or in-person at the Records division.

- b. Electronic records retrieval is accomplished via computer systems (CAD, Crimes, TraCS, STAC and Clerk of Courts). Each use several search methods including the use of the case number, address of occurrences and/or name of the victim or suspect.
- c. Only Shift Supervisors and Police Administrators have access to the Records office after business hours.

C. RECORDS DISTRIBUTION

- 1. Records will be distributed among the various divisions of the Department to meet operational needs. (CFA 26.02M)
- 2. Records will be made available to other law enforcement agencies as requested. Records may be disseminated to other law enforcement agencies in person, via fax, emailed via secure CJNet email system or postal mail. Records can be shared with other law enforcement agencies with no redaction requirements. (CFA 26.02MB)
- 3. The Records Division has the authority to distribute public records. Public records requests will be released per applicable public records law, subject to fees where authorized by ordinance or state law. The information protected by law will be redacted from such copies in accordance with F.S.S. 119.07. Records can be released in person, via fax, email, or postal mail. (CFA 26.02MC)
- 4. The Records Division has the authority to distribute motor vehicle crash reports. Distribution may be done in person, via fax, email, or postal mail. Crash reports cannot be obtained for the purpose of monetary gain. Crash reports must be redacted in accordance with SB1614 (2022) before release and are only to be disseminated to the parties outlined on the HSMV Form 94010. (CFA 26.02MBC)

D. SECURITY OF THE RECORDS DIVISION

- 1. Access to Records
 - a. Customer service hours for the Records Division will be Monday – Friday, 8:30 a.m. to 4:30 p.m. During these hours routine requests for records, copies of reports and record checks may be made at the Records Division counter.
 - b. Routine access to the Records Division for Department members shall be from 8:30 a.m. – 4:30 p.m., Monday – Friday. The Records Division is restricted to members assigned to the Records Division and authorized members who require access to conduct Department business. Access to the Records Division is controlled by an electronic access control system, which restricts access to only those members with a proximity card or fob to gain entry. (CFA 26.03MA)
 - c. Shift Supervisors and Police Administrators have access to the Records Division after business hours. (CFA 26.03M)
 - d. Individuals who are not CJIS certified will only be allowed in the Records Division while under the constant supervision of the Records members and are required to sign into the visitor log.
 - e. Records members shall not allow their computer screens or any records in their work areas to be in the view of the public or anyone else that is not authorized to view such records. (CFA 26.03MB)

E. RECORDS RETENTION

- 1. The Records Manager will be responsible for ensuring that all records created and maintained by the Department are retained in accordance with the General Records Schedule GS1 and GS2 established by the Department of State, Division of Library and Information Services.
- 2. All records will be purged in accordance with the General Records Schedule GS1 and GS2 established by the Department of State, Division of Library and Information Services and applicable Florida State Statutes.
- 3. Duplicate records will be retained until obsolete, superseded or their administrative value is lost. No prior approval is required for the destruction of duplicate records. Duplicate records will be destroyed in accordance with current directives.

F. TRAFFIC CITATION ACCOUNTABILITY

1. Traffic Citation and E-Citation

- a. Florida uniform traffic citations are provided by the DHSMV and shall be issued to officers in pre-numbered books with the citation in three (3) parts. E-Citations will be handled, numbered, and issued by the TraCS infrastructure by pulling from the block of E-Citation numbers assigned to the Department by the DHSMV.
 - (1) The Florida Uniform Traffic Citations will be stored under lock and key.
 - (2) All citations will be accounted for by the citation number.
 - (3) A log shall be made of all Uniform Traffic Citation books and to whom the citation books were issued. E-Citations generated by the TraCS software are issued and numbered automatically.
 - (4) Officers receiving a citation booklet will sign a receipt in duplicate and return the original to the Records Division.
 - (5) Officers utilizing the TraCS software for E-Citations will be assigned a citation number upon the validation of the ticket, at which time the citation will be suitable for issuance. The citation will be accepted automatically and submitted to the Clerk of Courts electronically when applicable.
- b. The officer shall be accountable for all pre-numbered citations issued to them or TraCS E-Citations which have been numbered after validation. If any of the following occurs, the officer shall:
 - (1) If the alleged violator is released at the scene, the original (white) copy of the traffic citation and the third (pink) copy will be turned in to the Records Division by the end of the Officer's shift. If an E-Citation requires a signature from the driver being cited, one (1) copy of the citation will be submitted to the Records Division along with the corresponding report. If no case report is created, a copy does not need to be submitted to records.
 - (2) If the alleged violator is taken into custody and transported to the Brevard County Jail, the original (white) copy of the traffic citation and the original copy of the court information form will be transferred in the arrest package with the alleged violator. The third (pink) copy will be turned in to the Records Division as part of the case packet by the end of the shift. If an E-Citation is issued, the original signed copy will be given to the Brevard County Jail, and a copy will be given to the alleged violator. One (1) additional signed copy will be turned in to the Records Division with the case report packet by the end of the shift.
 - (3) If the citation is initiated but not completed for any reason, the officer will mark "void" across it, write an email and submit both to the Records Manager by the end of the shift. The officer shall copy the On-duty Shift Supervisor. E-Citations that have not been validated, or that have been created for training or document management reasons can be deleted by the user as they are not E-Citations until they have been validated in TraCS. Deleted E-Citations will be retained in TraCS with the "user deleted" document status.
 - (4) If a citation is lost or stolen, the officer shall write an email stating the facts and submit it to the Records Manager by the end of the shift. The officer shall copy the On-duty Shift Supervisor.
 - (5) If the entire book of citations or part of it is rendered unusable in any way, it shall be turned over to the Records Division via the On-duty Shift Supervisor with an email stating the reason(s).
- c. Within five (5) days of the issued citation the Records Division shall:

- (1) If the alleged violator was released, the original (white) citation will be electronically filed to the Clerk of the Court. When using TraCS E-Citations, the signed original citation, when applicable, will be submitted to the Records division for transfer the same as above.
- d. A traffic citation issued and signed for by the alleged violator cannot be altered or voided unless:
 - (1) A citation has been issued and the officer deems the traffic citation should be voided or changed as to the alleged charges, the officer shall submit a memorandum stating the reason(s) to the On-duty Shift Supervisor. The On-duty Shift Supervisor then submits the memorandum to the Records Division electronically.
 - (2) An E-Citation has been validated and issued and the officer deems the E-Citation should be voided or changed as to the alleged charges, the officer shall submit a memorandum stating the reason(s) to the On-duty Shift Supervisor who then submits the memorandum to the Records Division electronically.
 - (3) Only the issuing/arresting officer may void an E-Citation, and a citation CANNOT be voided once it is issued to a violator.
 - (4) Supervisors may accept a voided citation and the form will move to Accepted Voided status.
 - (5) No employee of this City shall change, alter, or void a traffic citation or E-Citation other than the officer that signed the citation. Only the Records Manager or designee shall make changes with the issuing Officer's written authorization.
- e. The Records Manager, or designee, will conduct documented annual internal audits for citation accountability. The TraCS software audit logs and search functions will be used as the primary audit function for the E-Citation and E-Warning log.

G. PARKING CITATIONS

1. Parking Citations are provided by the City of Cocoa Beach and are pre-numbered, two-part citations with an envelope on the violators copy.
 - a. The citations shall be pre-numbered never repeating itself. The fines and violations are in accordance with City of Cocoa Beach Ordinances and state statute.
 - b. The City's parking citations will be stored under lock and key. Each parking citation will be accounted for by parking citation numbers. A log shall be made of all numbers and to which officer the parking citations were issued.
 - c. Every officer upon issuing a parking citation to an alleged violator or vehicle, for any provision of the City of Cocoa Beach Ordinance or state statute, shall place the citation in a secure place on or about the violator's vehicle. The original (white) copy of the parking citation shall be turned into the Records Division by the end of shift.
 - d. The officer shall be accountable for all pre-numbered citations issued to them. If any of the below events occur, the officer shall:
 - (1) If the citation is initiated but not completed for any reason, the officer will mark "void" across it, write an email and submit both to the Records Manager by the end of shift. The officer will copy the On-duty Shift Supervisor.
 - (2) If a citation is lost or stolen the officer shall write an email stating the facts and submit to the Records Manager by the end of shift. The officer will copy the on-duty Shift Supervisor.
 - (3) If the entire book of citations or part of it is rendered unusable in any way, it shall be turned over to the Records Division via the on-duty Shift Supervisor with an email stating the reason(s).
 - (4) The Records Division shall, within five days of an issued parking citation, submit the original parking citation with a transmittal form to the Cocoa Beach Finance Department.
 - (5) A parking citation issued and transmitted to the Cocoa Beach Finance Department cannot be altered or voided unless:

1. A citation has been issued and the officer who writes the violation deems the parking citation should be voided or the charges changed. The officer shall submit a memorandum stating the reason(s) to the on-duty Shift Supervisor.
2. The following staff members have the authority to change, alter or void a parking citation:
 - a. Command Staff
 - b. On-duty Shift Supervisor
 - c. Issuing officer

H. JUVENILE RECORDS (CFA 26.08M)

1. Juvenile criminal records shall be collected, disseminated, and retained in compliance with F.S.S. Chapters [119](#) and [985](#).
2. Original incident reports that are submitted to the Records Division and contain information identifying juveniles are to be entered using the same procedures used for reports that do not contain juvenile information.
3. Juvenile affidavits, non-traffic arrest reports, warrants and other paperwork identifying a juvenile shall be kept with the original report.
4. The storage of juvenile traffic offenses, non-arrest field interview cards or other non-criminal reports may be open to inspection in the same manner as similar adult records.
5. Juvenile criminal records may be purged in accordance with Schedule GS2. The Records Manager shall make the determination as to which records are to be purged and the method of disposition, in compliance with applicable law.
6. The following procedures will apply to incident reports where information identifying any juvenile appears:
 - a. Records containing juvenile information will be reviewed by the Records Manager or designee before any information is released.
 - b. If a juvenile commits a crime that is a felony or a misdemeanor listed by [F.S.S. 985.11](#) and photographs and/or fingerprints are taken, they must be stamped "Juvenile Confidential". All Juvenile fingerprints are sent directly to FDLE. (CFA 26.07MA)
 - c. Juvenile arrest information will not be released to persons outside the Department except as authorized in [SOP 019.20 Public Information](#).
 - d. Juvenile arrest reports shall be forwarded to the State Attorney's Office Juvenile Division and the Brevard County School Board.
 - e. The exception is Juvenile DUI arrests which are sent to Misdemeanor Division of the State Attorney's office.

I. SEAL AND EXPUNGE ORDERS

1. A criminal history record which is ordered sealed by a court of competent jurisdiction pursuant to this section is confidential and exempt from the provisions of [F.S.S. 119.07\(1\)](#).
2. Any criminal history record which is ordered expunged by a court of competent jurisdiction pursuant to this section must be destroyed by any criminal justice agency having custody of such record.

J. TRAFFIC RECORDS SYSTEM

1. A traffic record system is available that contains:
 - a. Traffic crash data – reports/investigations/locations
 - b. Traffic enforcement data – citations/arrests/locations

K. FORMS MANAGEMENT

1. Requirements for new or revised forms will be reviewed by the agency staff and approved by the Chief or designee. New forms will be scrutinized for the following:
 - a. Suitability, content and need

- b. Possible duplication
 - c. Cost of reproduction
 - d. Reproductions method
 - e. Legality of form – reviewed by State Attorney’s Office
2. The Records Manager is responsible and accountable for maintaining agency forms.
 3. Records Division members will be responsible for ensuring an adequate supply of forms is in stock and available to the officers.

L. FUNDS MANAGEMENT

1. The Records Division will maintain \$500.00 cash and cash receipt book that identifies initial balance, credits, debits, and the balance on hand in a secured cabinet. (CFA 5.02MA)
2. Records personnel, Deputy Chief or designee will be the only individuals authorized to disburse or accept cash and will be responsible for the issuance of receipts or documentation for cash received. (CFA 5.02MBE)
3. Authorization for cash disbursement other than in the normal course of duty for Records transactions must be approved by a member of the Department’s command staff. Requests for disbursement exceeding \$500.00 will require authorization from the Chief of Police and arrangements made through the City’s Finance Department. (CFA 5.02MC)
4. The Records Manager will ensure cash reports are prepared weekly and verified by Records Division personnel. If for some reason the report cannot be completed by the end of the week, a memo to the Chief of Police explaining the reason for the delay shall be submitted by the Records Manager by the end of the next business day. (CFA 5.02MF)
5. A member of the City’s Finance Department will conduct an audit of the Records Division cash account annually.

6. REFERENCES

- A. [The Office of Attorney General Ashley Moody \(2024\). Public Records, A Guide For Law Enforcement Agencies.](#)
- B. [Florida Department of State Library and Archives of Florida \(2023\). State of Florida General Records Schedule. GS1-SL State and Local Government Agencies.](#)
- C. [Florida Department of State Library and Archives of Florida \(2023\). State of Florida General Records Schedule. GS2 Law Enforcement, Correctional Facilities, and District Medical Examiners](#)