



# CHATHAM COUNTY POLICE DEPARTMENT

## STANDARD OPERATING PROCEDURES

**SOP # OPS-061:**

**EFFECTIVE: 02/01/18**

**GCIC / CJIS OPERATIONS**

**REVISION: 01/06/22**

### PURPOSE

To establish procedures for Georgia Crime Information Center (GCIC) terminal operations for the Chatham County Police Department.

### POLICY

Records regarding stolen property, wanted persons, and missing persons must be entered into the GCIC system accurately to ensure that Hit Confirmation Requests are correct at all times. Failure to receive Hit Confirmation Requests and to respond to them in accordance with GCIC regulations could jeopardize the investigative process, the standing of the Chatham County Police Department with the Georgia Crime Information Center, and the safety of officers and citizens. All GCIC entries made regarding incidents that occurred in the unincorporated areas of Chatham County shall be made on the Primary Originating Agency Identifier (ORI/DRI), GA0250100. Records that are no longer valid due to the apprehension of wanted persons or the recovery of stolen property must be removed from the GCIC system as soon as possible after the recovery or apprehension has been made.

### AGENCY ORIs

Chatham County Police Department	GA0250100
Bloomington Police Department	GA0250900
Chatham County DA's Office	GA025015A
Chatham County Sheriff's Department	GA0250000
CSX Railroad Police	GA025139E
Garden City Police Department	GA0250200
Georgia Ports Authority	GA0250800
Georgia Southern Public Safety	GA0251100
Office of Child Support Enforcement	GA025035A
Pooler Police Department	GA0250400
Pt. Wentworth Police Department	GA0250500
Savannah Chatham BOE Police Department	GA0251600
Savannah Fire Arson Unit	GA0252500
Savannah Police Department	GA0250300
Savannah State University Police	GA0251000
Savannah Technical College PD	GA0252400
Savannah/Hilton Head Airport Police Dept.	GA0252700
Savannah-Chatham Counter Narcotics Team	GA0251800
The Housing Authority of Savannah	GA025019Q
Thunderbolt Police Department	GA0250700
Tybee Island Police Department	GA0250600

## DEFINITIONS

**GCIC - Georgia Crime Information Center** - Is established for the state, within the Georgia Bureau of Investigations, a system for the intrastate communication of vital information relating to crimes, criminals, and criminal activity.

**CJIS** - Criminal Justice Information System –All agencies, procedures, mechanisms, media, and forms, as well as the information itself, which are or become involved in the organization transmission, storage, retrieval, and dissemination of information related to reported offenses, offenders, and the subsequent actions related to such events or persons.

**NCIC - National Crime Information Center** - A nationwide computerized index of documented criminal justice information concerning crimes and criminal of nationwide interest and a locator file for missing and unidentified persons which can be instantly retrieved by and/or furnished by any authorized agency.

**Validations** - Validations are a mandatory check of the accuracy and completeness of all record entries for your agency in NCIC. Validations are performed monthly with a scheduled due date.

**Hit Confirmation** - A “hit confirmation” is when the entering Agency that entered a record into NCIC about a person or property is contacted by another Agency to:

- Confirm the person or property is identical to the person or property specified in the record;
- Confirm the warrant, missing person report, protection order, or theft report is still outstanding; and
- Obtain a decision regarding:
  - (1) Extradition of a wanted person when applicable
  - (2) Information regarding the return of the missing person to the appropriate authorities
  - (3) Information regarding the return of stolen property to its rightful owner, or
  - (4) Information regarding the terms, conditions, and service of a protection order.

**LASO** - Local Agency Security Officer- The local agency security POC for agencies that access the GCIC CJIS network.

**Criminal History Record Information** - Information collected by criminal justice agencies on individuals consisting of identifiable descriptions and notations of arrests, detentions, indictments, accusations, information or other formal criminal charges, and any dispositions arising therefrom, including sentences, correctional supervision, and releases.

**DRI** - Destination Routing Identifier – The ORI, or two-(2) character state code, Area Broadcast Code, or the four-character terminal code utilized to transmit messages to an agency, State, region, or terminal.

**Hot Files** – Those files maintained by FBI CJIS to assist the criminal justice community in performing its duties by providing a computerized filing system of accurate and timely documents relating to the following files: Vehicle; License Plate; Boat; Gun; Article; Securities; Wanted Person; Foreign Fugitive; the United States Secret Service; Missing Person; Unidentified Person; Violent Gang and Terrorist Organization; Deported Felon; Protective Order; Convicted Sexual Offender Registry; Convicted Person on Supervised Release; Vehicle/Boat Part.

**ORI** - Originating Agency Identifier – A nine-character identifier assigned to each agency by GCIC.

**MDT Operator** – Law Enforcement Officers who use CJIS network terminals to receive, contribute, or benefit from the Georgia CJIS network, the NCIC system, and other CJIS network databases needed to perform official duties and responsibilities. **(GCIC Council Rule 140-1-.02)**

**Terminal Agency Coordinator (TAC)** – The person designated by an agency head to serve as a liaison between the agency and the Georgia Crime Information Center for CJIS network related matters (**GCIC Council Rule 140-1-.02**).

**Terminal Operator** – An agency employee whose primary job function includes accessing the CJIS network.

## **I. GCIC Training**

- A. All Department Personnel must receive GCIC Security Awareness Training within 60 days of employment.
  - 1. Police Recruits shall receive Security Awareness training during Departmental Orientation.
- B. Terminal Operators must be certified within 60 days of employment or assignment to Terminal Operator duties and recertified every two (2) years after the initial certification. (GCIC Council Rule 140-1-.02).
  - 1. A list containing the names of all Department Terminal Operators and their dates of certification has been placed on the I drive under the Records title. Quarterly this list will be sent for recertification purposes to the Commanders and Department Supervisors by the Terminal Agency Coordinator assigned to GCIC Training.
  - 2. Commanders must ensure that personnel under their command recertify in Security Awareness and Terminal Operator Training, if applicable, no later than seven days prior to their expiration date.
  - 3. Failure to complete recertification requirements prior to the expiration date may result in disciplinary action, no less than a Written Reprimand.

## **II. Access to the NCIC, GCIC, and local criminal justice information systems**

- A. Access to criminal justice information obtained via the GCIC/NCIC system will be limited to Records Specialist, certified Mobile Data Terminal (MDT) Operators, Records clerks, and police officers directly involved in criminal investigations.

## **III. Dissemination of Criminal Justice Information**

- A. CHRI is available through the CJIS network from CCH, other states' computerized files, and Interstate Identification Index (known as III). CHRI shall only be accessed for an authorized purpose and shall only be used for an authorized purpose consistent with the purpose for which the information was accessed or requested.
- B. Information from the III may only be used for criminal investigations and criminal justice employment. Accessing such information is prohibited for licensing or other NCJ employment purposes.
- C. Dissemination of FBI and Georgia CHRI is authorized if (a) the requesting agency is an authorized recipient of such information and is serviced by the accessing agency, or (b) the requesting agency is performing personnel and appointment functions for CJA applicants. CHRI shall not be transmitted via the CJIS network to access points not authorized to receive such information.
- D. Criminal History Record Information may be broadcast over the radio network when an officer determines there is an immediate need for this information to further an investigation or there is a situation affecting the safety of an officer or the general public. **GCIC Council Rule, 140 – 2 -.04 (h)**
- E. The sale and/or dissemination of criminal justice information accessed via the GCIC/NCIC system to unauthorized persons or a non-governmental agency is prohibited.

- F. All employees are required to follow the policies, rules, and procedures set forth by GCIC, NCIC, FBI CJIS Security Policy, and the laws of the State of Georgia. The commercial dissemination of GCIC/NCIC non-restricted files, formally known as hot files, is prohibited.
- G. All dissemination of sensitive and restricted data must be logged and signed for in the appropriate dissemination logs.

#### **IV. State and Federal Laws**

- A. All personnel will receive the State of Georgia mandated training on the Security Awareness of Criminal History Record Information (CHRI) and other data accessed on the CJIS network.
- B. It shall be the responsibility of all members of the Chatham County Police Department to review all policies and directives governing the use of the Criminal Justice Information System online at [gcicweb.gbi.state.ga.us](http://gcicweb.gbi.state.ga.us).

#### **V. Access to GCIC Computer Terminals**

- A. Access to Criminal Justice Information System (CJIS) terminals is restricted to those persons authorized to operate the equipment.
- B. All computer terminals will be housed in restricted areas out of public view.

#### **VI. Criminal Investigations**

- A. All wanted/missing person entries and stolen or recovered property record entries will be performed by Records Specialist or E911 personnel
- B. All GCIC and NCIC record entries must be supported by official documentation that has been assigned a case report number. Official documentation shall include the following:
  - 1. Wanted person, missing person, article, vehicle, boat, and gun or securities worksheets.
  - 2. Incident and Supplemental Reports.
  - 3. Copies of Warrants.
  - 4. Extradition letters from the District Attorney's office (obtained by the investigating officer).
  - 5. Driver's license inquiry (performed by a terminal operator).
  - 6. Vehicle inquiry (performed by a terminal operator).
- C. Entry requests must be forwarded by investigating officers to teletype for processing.
- D. Teletype and Communications Center personnel will perform stolen vehicle and missing person record entries for CCPD after business hours, on holidays and weekends, and when a certified terminal operator is not on duty.
- E. The Chatham County Police Department maintains an Information exchange agreement with Chatham 911 Communication services which allows GCIC/NCIC record entries to be made on behalf of the Chatham County Police Department.

#### **VII. Criminal History Record Information**

- A. Authorized personnel who have access to confidential information contained in the CJIS network files will only retrieve CHRI for officers and investigators directly involved in an investigation.
- B. Purpose Code C must be used when performing criminal history records checks for investigative purposes or criminal justice administration.
- C. Case Report numbers must be used when performing CHRI record checks for criminal justice administration. If a case number has not been assigned, then citation numbers, warrant

numbers, or any other significant numbers, which link criminal history record requests to a criminal investigation and create an audit trail may be used.

- D. Records Unit personnel will perform CHRI checks for the purpose of criminal justice administration employment, licensing, etc.
- E. The Records Specialist must utilize the appropriate purpose codes when performing criminal history record checks for employment and licensing purposes.

### **VIII. Hit Confirmation Requests and Responses**

- A. A hit response to an inquiry advises a terminal operator that information contained in the inquiry may match the information in the GCIC/NCIC Hot Files.
- B. When a Hit Confirmation Request is received regarding a record entered using the Chatham County Police Department ORI, the terminal operator must respond to the agency within the required time frame using one of the following responses:
  - 1. **Y (Yes)** - All documentation supporting the entry has been checked, and the person or property Hot File entry is valid.
  - 2. **N (No)** – The record is no longer valid (The record must be canceled from the system).
  - 3. **P** – In the process of being confirmed (Advise in the narrative of the Hit Confirmation Response, an approximate time of confirmation, and any other pertinent information regarding the record to be confirmed).
  - 4. **E** – Valid but awaiting a decision on **extradition**.
- C. Hit Confirmation Requests for CCPD will be routed to the Chatham 911 Communication Services after business hours, weekends and holidays.
- D. If a record entry is valid, a Hit Confirmation Response must be sent to the inquiring agency confirming the validity of the record. The record entry must be cleared from the GCIC/NCIC system after the inquiring agency performs a locate transaction on the record unless a Detainer is placed on the wanted person record.
- E. If the confirmed Hot File entry is a wanted person record, and the wanted person is to be extradited, the wanted person record must **not** be removed from the system. A Detainer Warrant Entry transaction must be performed on the wanted person record entry until the warrant can be served.
- F. A Detainer Warrant cannot be entered on a wanted person record unless the locating agency has performed a locate transaction on the record.
- G. An NCIC Hit alone is not probable cause to:
  - 1. Arrest wanted persons.
  - 2. Seize stolen property.
- H. The inquiring agency must compare all descriptors indicated in a wanted/missing person or stolen property record with the information used to run the inquiry to aid in making a positive identification. A hit will include the following information:
  - 1. Date of theft.
  - 2. Date of entry.
  - 3. Name, DOB, sex, and race if it is a person's record.
  - 4. Serial number and/or OAN (originating agency number) if it is a property record.
  - 5. NIC Number.

## **IX. Validation of Hot File Record Entries**

- A. All Hot File record entries established on the NCIC/GCIC system must be validated in accordance with Department policy, the Rules of the GCIC Council, and State and Federal laws.
- B. It shall be the responsibility of the Terminal Agency Coordinator (TAC) to ensure that the validations process of terminal Hot File entries, regarding wanted/missing persons and stolen property, are performed as set forth by the Georgia Crime Information Center and the National Crime Information Center Rules and Regulations.
- C. The TAC must ensure that the staff assigned to complete the monthly validation of record entries under review by GCIC following the protocol as stated:
  - 1. Review Incident and Supplemental reports, warrants, and any other documentation used to establish the record entry.
  - 2. The Records Specialist must forward a Validations Report Form to the officer or the officer's designee of the precinct where the incident originated. The form must then be assigned to the investigating officer to determine if the status of a record under review has changed (i.e., extradition of wanted persons, etc.) and to obtain additional information. The investigating officer must return the form to the Records Specialist upon completion so that the record can be updated if the case will not be prosecuted or contains incorrect information that cannot be modified.
    - a. If the Case Report containing the record under review has not been assigned to an investigator, the Commander or the Commander's designee will assign an investigator or officer to validate the record. The investigator will review all records in the Department files pertaining to the case to verify the validity, accuracy, and completeness of the record, complete the GCIC Validations Form and return it to the Records Specialist that made the request.
  - 3. Records that are active, but contain inaccurate information that cannot be modified, must be canceled and reentered using the correct information.
  - 4. Perform a NAQ inquiry on all stolen vehicle record entries to check the National Insurance Crime Bureau files for export, impound, theft recovery, International Index, and other NICB files.
  - 5. Contact the owners of stolen property to determine if the stolen property has been recovered or if ownership has changed.
  - 6. Contact complainants to determine if persons reported missing have been located.
- D. The investigating officer assigned to a case under review by GCIC must return the GCIC Validation Report Form to the Records Specialist no later than ten days of receipt of the form.
- E. When validating wanted and missing person record entries, the Records Specialist must check the record to ensure that the record was entered on the correct ORI. The Records Specialist must also perform a criminal history (IQ) and a driver's inquiry (DQ) transaction. If the person has a criminal or driver record, all information in the responses must be compared character by character to the existing information in the record being validated and to all other supporting documents, including the documentation obtained from the investigator.
- F. If additional information has been obtained, the record must be modified to reflect the change or a supplemental entry must be done to include the additional information. The name of the person modifying the record must be indicated in the Name of Validator (VLN) screen.

Failure to do so may result in an automatic purge of the record by NCIC.

- G. The mandatory second person check must be performed by another Entry Level Terminal Operator on all entries, modifications, supplemental GCIC entries to ensure the record is accurate and complete.
- H. If the entry contains inaccurate information, the record must be modified, if possible, to reflect the correct information. If the record cannot be modified, cancel the record entry and reenter the wanted person record using the correct information.
- I. The investigating officer must contact the District Attorney's office to determine if extradition limits have changed and to determine if cases will be prosecuted on all wanted person records being validated.
- J. The Records Specialist will perform the necessary computer transaction via the GTA website to notify GCIC when all records under review for the month have been completed.
- K. The Monthly Validations must be completed prior to the deadline set forth by GCIC each month to prevent purging of the files under review by GCIC.

## **X. Teletype Operations**

- A. Records personnel shall be responsible for performing the following functions:
  - 1. Entering, modifying, and clearing all wanted/missing persons and stolen/Lost/Recovered property records maintained by Chatham County Police Department. The E911 personnel shall be responsible for entering a stolen vehicle and missing person record entries if there is not a certified terminal operator on duty.
    - a. All wanted person and stolen property records must be entered as soon as possible after enough information has been obtained to perform the entry, not to exceed 12 hours.
    - b. A record for a missing person who is under the age of 21 should be entered into NCIC using one of the
    - c. Appropriate categories (Disability, Endangered, Involuntary, Juvenile, Catastrophe Victim, or Other) within 2 hours of receipt of the minimum data required to enter an NCIC record. A missing person report filed with an agency is sufficient documentation for entering a juvenile in the NCIC Missing Person File.
    - d. Missing person records for a person 21 years or older must be entered as soon as possible after enough information has been obtained to perform the entry, not to exceed 12 hours.
  - 2. Performing stolen vehicle and missing juvenile record entries for the Chatham County Police Department when a terminal operator is not on duty.
  - 3. Performing locate transactions on person and property records when a wanted/missing person entered by another agency is located in the unincorporated Chatham County or in the jurisdiction of a municipal agency serviced by CCPD.
  - 4. Querying pawn tickets via NCIC for wants upon receipt of a request from investigators.
  - 5. The investigator assigned to the stolen vehicle case must be notified of the recovery.
  - 6. If the vehicle was reported stolen in another jurisdiction, the appropriate agency must be notified by performing the Hit Confirmation Request/Response protocol.
  - 7. Handling Hit Confirmation Request and Responses and performing other GCIC/NCIC related duties as required.

- B. The Communications Center shall be responsible for performing Hit Confirmation Requests and Responses, stolen vehicle entries, and missing juvenile entries when Teletype personnel are not on duty.
- C. NCIC/GCIC record entries, records of clearances, and Hit Confirmations performed in the Communications Center must be forwarded to Teletype for file retention.
- D. A completed record entry shall include the appropriate worksheet and printouts of the following transactions:
  - 1. **Wanted/Missing persons** – Driver inquiry, Criminal History record check (IQ) on a person 13 years of age or older, vehicle registration inquiry if a subject is known to be driving a vehicle and the tag or VIN number is known, a record of entry, wanted person inquiry.
  - 2. **Vehicles and Boat** – Registration inquiry, NAQ transaction, stolen vehicle or boat inquiry.
  - 3. **Articles and Guns** – stolen article/gun inquiry, record entry.

## **XI. Media Disposal Procedure**

- A. When no longer usable hard drives, diskettes, tape cartridges, CDs, ribbons, hard copies, print-outs, and other similar items used to process, store and/or transmit CJI and classified and sensitive data shall be properly disposed of in accordance with measures established by this agency.
- B. Physical media (print-outs and other physical media) shall be disposed of by one of the following methods:
  - 1. Shredding using agency-issued shredders.
  - 2. Placed in locked shredding bins for the current contracted vendor to come on-site and shred the material,
  - 3. Incineration using agency incinerators or at a contractor incineration site.
  - 4. Each method will be witnessed by agency personnel throughout the entire process.
- C. Electronic media (hard-drives, tape cartridge, CDs, printer ribbons, flash drives, printer, and copier hard-drives, etc.) shall be disposed of by one of these methods:
  - 1. **Overwriting (at least three times)** - an effective method of clearing data from magnetic media. As the name implies, overwriting uses a program to write (1s, 0s, or a combination of both) onto the location of the media where the file to be sanitized is located.

## **XII. Mobile Data Terminal (MDT) Operations**

- A. Officers accessing Criminal Justice Information via GCIC/NCIC shall be governed by Department policy, GCIC/NCIC policy, Rules of the GCIC Council, and State and Federal Laws.
- B. Officers accessing Criminal Justice Information via GCIC/NCIC shall receive MDT Level Terminal Operator Training. The training shall be conducted by the Terminal Agency Coordinator or a designee.
- C. MDT Level Terminal Operator training shall consist of the online training and associated End of Part Tests and a GCIC Certification Exam.
- D. Terminal Operators must be recertified every two years after the initial certification.



### **XIII. GCIC Hits originating from MDTs**

- A. If a Hit is received on a person or property record inquired upon by a Mobile Data Terminal (MDT) Operator, The MDT Operator must do the following:
  - 1. Advise the Records channel Operator that a Hit was received.
  - 2. Provide the operator with the name and date of birth if the hit is on a person record, or the serial number, or the tag number if the hit is on a property record.
- B. The Terminal Operator must contact the entering agency to verify the validity of the record by performing a Hit Confirmation Request transaction via GCIC.
- C. Hit Confirmation Requests originating from MDT Terminal Operators must be handled by Teletype personnel or the Communications Center personnel when a Teletype operator is not on duty.
- D. Hit Confirmation Requests must not be handled by MDT Operators via telephone.
- E. Hit Confirmations originating from MDT terminal operators must be assigned a message number, logged in the appropriate logbook, attached to an Administrative Message Card and submitted to Teletype for file retention and further processing, if applicable.

### **XIV. Man-made/Natural Disaster**

- A. The section is to establish guidelines in the event of a man-made or natural disaster to ensure that GCIC CJIS Network material, records, and information obtained thereof are secure.
- B. This applies to all agency employees, non-paid employees, and vendors/contractors with access, to include physical and logical access, to GCIC materials, records and information.
- C. Procedures and Responsibilities:
  - 1. All employees, non-paid employees, and vendors/contractors are required to follow the policies, rules, and procedures set forth by GCIC, GCIC Council Rules, CJIS Security Policy, and the laws of the State of Georgia.
    - a. In the event of a man-made or natural disaster, the Chief of Police or designee and/or the Local Agency Security Officer (LASO) shall have the responsibility of ensuring that GCIC materials and records maintained by the agency are not in danger of being damaged or destroyed.
  - 2. The Chief of Police, designee, and/or LASO shall be responsible for taking necessary steps to ensure that all materials and records are secure on-site or that the materials and records are moved to another secure location.
    - a. If necessary, personnel shall be stationed in the area to secure GCIC materials and records.
      - (1) Affected areas include but are not limited to: Records and Administrative Offices.
  - 3. In the event that the materials or records are not secure or have been damaged or destroyed, the affected agency personnel shall make immediate notification to the Chief of Police or designee and/or LASO to inform of the situation.

**BY ORDER OF:**

*Electronically Signed in PowerDMS on 01/06/2022*

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**Jeffrey M. Hadley**  
**Chief of Police**