



CONCORD POLICE DEPARTMENT

GENERAL ORDER

DCI TRANSACTIONS AND SECURITY

GENERAL ORDER: 03.19	CREATED: April 9, 2018	ISSUE DATE: April 25, 2025
CALEA STANDARD:		EFFECTIVE DATE: April 25, 2025
ACTION: Amends general order dated October 1, 2022.		REVIEW DATE:

03.19.0 **PURPOSE**

The purpose of this general order is to establish procedures and guidelines for the use of Division of Criminal Information (DCI) terminals for criminal justice purposes and the certification of coworkers.

03.19.1 **POLICY**

It shall be the policy of the Concord Police Department to meet all security, dissemination, and operator certification requirements in compliance with state and federal laws pertaining to Division of Criminal Information/National Crime Information Center information and operations.

03.19.2 **DEFINITIONS**

A. ASSISTANT TERMINAL AGENCY COORDINATOR (ATAC)

Individuals who serve as an assistant to the Terminal Agency Coordinator (TAC) and have received specialized training in administering DCI testing, setting up DCI classes, resetting DCI passwords, etc. These individuals also oversee DCI and/or CJIS information systems and administer system programs within the local agency and oversee the agency's compliance with the necessary rules and regulations.

B. "BOLO-Be on the Lookout For"

Statewide messages were sent out via DCI to law enforcement agencies as well as the NC Center for Missing Persons to inform them of important information.

C. CRIMINAL JUSTICE INFORMATION SERVICES (CJIS)

CJIS is the Federal Bureau of Investigation division responsible for the collection, warehousing, and dissemination of relevant criminal justice information to the Federal Bureau of Investigation and law enforcement, criminal justice, civilian, academic, employment, and licensing agencies.

D. DIVISION OF CRIMINAL INFORMATION (DCI)

Established by the Attorney General of North Carolina, DCI is the computer network used to collect, maintain, correlate, and disseminate information and provide access to information collected by other federal, state, and local entities necessary for the administration of criminal justice.

E. DCI OPERATOR

A person who has received training and is certified on the operation of DCI.

F. NCIC HOT FILE

A NCIC hot file contains identifying information concerning wanted and/or missing persons, stolen vehicles and/or identifiable stolen property of several types.

G. STOLEN PROPERTY

For the purpose of this general order, stolen property is any property that has been unlawfully taken from the rightful owner that would not be entered in NCIC as a vehicle.

H. TERMINAL AGENCY COORDINATOR (TAC)

An individual who serves as a point of contact at a local agency in matters relating to DCI or CJIS information systems and administers system programs within the local agency and oversees the agency's compliance with the necessary rules and regulations.

03.19.3 SECURITY

- A. Only coworkers that are certified DCI operators, or coworkers being trained by a certified DCI operator shall have access to the DCI network.
- B. Coworkers shall control physical access to all areas where a DCI terminal is located. Areas that have access to a DCI terminal and contain criminal justice information shall be classified as a restricted area. Visitors shall not be allowed in restricted areas unescorted.
- C. DCI operators shall not disclose their password to another coworker or utilize another coworker's password. In the event a coworker forgets his/her assigned password they shall notify one of the department's ATAC's or the Customer Service Unit sergeant (TAC).
- D. Coworkers shall not release DCI record information, by telephone or otherwise, to anyone other than authorized law enforcement or criminal justice personnel. If the requesting person does not meet authorization criteria or is unknown, coworkers shall deny releasing the requested information.
- E. Coworkers may not release any written or verbal confirmation or denial of the existence of a DCI/NCIC record.
- F. All DCI printed records that are not maintained for criminal justice proceedings shall be shredded and not put in the trash or recycle bins.

03.19.4 MISSING PERSONS

- A. Upon the receipt of a missing person report of any type, DCI operators shall enter the missing person into NCIC in accordance with General Order 08.07 Missing Persons.

B. LOCATED / RETURNED MISSING PERSON

1. Upon receipt of a located/returned missing person report/supplement, the DCI operator shall immediately perform a query into DCI to determine if the missing person has been cleared.
2. If it is determined that the located/returned missing person has not been cleared from DCI, the DCI operator shall first determine the record holder. If the Concord Police Department is the record holder, the DCI operator shall:
 - a. Pull the NCIC hot file;
 - b. Cancel the "Be on the Lookout" (BOLO);
 - c. Clear the located/returned missing person from DCI;
 - d. Print and process hard copies of the DCI actions according to current guidelines.
3. Should another law enforcement agency be determined to be the record holder, the DCI operator shall:
 - a. Verify that a "Hit Request" was sent and a "Confirmed" Hit Response was received;
 - b. A "Locate" was sent to the department holding the record;
 - c. Print and process hard copies of the DCI actions according to current guidelines .
4. Upon receiving a "Hit Confirmation" for a missing person through DCI from another agency, the DCI operator shall:
 - a. Determine that the missing person is still considered missing by the Concord Police Department;
 - b. Send a "Hit Confirmation Response" to the requesting agency advising that the missing person is still reported missing and request the recovering agency to send a "Locate", along with information about the recovery, the recovering agency's incident case number, and if the agency has made contact with the reporting person.
 - c. Once the "Locate" has been received, the DCI operator shall complete the recovery portion of the DCI entry form, then print and process hard copies of the DCI actions according to current guidelines.
 - d. Complete a supplement in reference to the recovery of the missing person.

NOTE: When a "Locate" is sent on a missing person, the record will automatically be cleared from the DCI/NCIC system.

Other agencies' "Locate" will clear out missing persons from the DCI system.

A BOLO must be sent out that a missing person has been located.

03.19.5 STOLEN PROPERTY

A. Upon receipt of a report or supplement for stolen property, the DCI operator shall:

1. Enter the stolen item information into DCI;
2. Complete the DCI entry form, located within DCI;
3. Create a NCIC hot file the stolen item;
4. Print and process hard copies of the DCI actions according to current guidelines.

B. RECOVERED PROPERTY

1. Upon receipt of a recovered property report, the DCI operator shall immediately query DCI to determine if the recovered property was previously reported as stolen and that the record is active in DCI/NCIC.
2. When it is determined that the recovered property was previously reported as stolen from our jurisdiction and is an active record in DCI, the DCI operator shall:
 - a. Pull the NCIC hot file;
 - b. Clear the recovered property from DCI;
 - c. Update Records Management System (RMS) to show the property is recovered;
 - d. Print and process hard copies of the DCI actions according to current guidelines.
3. When it is determined that the recovered property was not previously reported/entered as stolen in DCI, the DCI operator shall notify the officer that the item is not entered in DCI as stolen.
4. If the recovered property was previously reported from another agency, the DCI operator shall:
 - a. Verify that a Hit Request was sent and "Confirmed" Hit Response was received by the Communications Center and placed in the CAD call;
 - b. Send a Locate;
 - c. Print and process hard copies of the DCI actions according to current guidelines.

03.19.6 VEHICLES AND BOATS

A. STOLEN VEHICLE/BOAT

1. Upon receipt of a stolen vehicle or boat report the DCI operator shall immediately perform a query into DCI to confirm ownership, and determine if the stolen vehicle or boat has been previously entered.

2. If the DCI operator entering the information into DCI finds an error in the report, the DCI operator shall advise the officer that took the report of the needed corrections. Until the corrections are made the entry shall not be made into DCI.
3. If it is determined that the stolen vehicle or boat has previously been entered into DCI, the DCI operator shall notify the officer who took the report that the vehicle or boat has already been listed as stolen in DCI.
4. When it is determined that the stolen vehicle or boat has not been previously entered into DCI, the DCI operator shall:
 - a. Enter the stolen vehicle into DCI using both the vehicle identification number (VIN) and license plate number or enter the stolen boat into DCI using both VIN and Hull number;
 - b. Enter the vehicle or boat owner's name, complete address, phone number(s) and additional vehicle or boat information in the miscellaneous field;
 - c. Send out a 50-mile radius BOLO.
 - d. Create a NCIC hot file for a stolen vehicle or boat;
 - e. All printed DCI material shall be maintained in records in the original file.

B. RECOVERED VEHICLES OR BOATS


1. When a vehicle or boat is recovered in our jurisdiction, it is the responsibility of the officer reporting the recovery to complete an incident report (if vehicle was stolen out of another jurisdiction) or a supplement (if the vehicle or boat was stolen out of our jurisdiction). Once the incident report or supplement has been completed and forwarded to the DCI operator. The DCI operator shall make sure ~~to ensure~~ the vehicle or boat is removed from DCI.
2. Upon receipt of a recovered vehicle or boat incident report (vehicle or boat stolen from another jurisdiction), the DCI operator shall immediately:
 - a. If out of our jurisdiction, verify that a Hit Request was sent and a "Confirmed" Hit Response was received by the DCI operator;
 - b. Send a Locate;
 - c. Print and process hard copies of the DCI actions according to current guidelines.
3. Upon receipt of a recovered vehicle or boat supplement (vehicle or boat stolen from our jurisdiction), the DCI operator shall immediately:
 - a. Cancel the BOLO;
 - b. Clear the vehicle or boat from DCI;
 - c. Update RMS and complete the recovery portion of the DCI entry form;
 - d. Print and process hard copies of the DCI actions according to current

guidelines.

- C. Upon receiving a Hit Confirmation Stolen Vehicle Request through DCI from another agency, the DCI operator shall:
- a. Determine that the vehicle or boat is still considered stolen by the Concord Police Department by pulling the incident report;
 - b. Send a Hit Confirmation Response to requesting agency, advising that vehicle or boat is still stolen and request they send a locate, along with information advising the condition of vehicle or boat, suspect information, storage information, recovering agency incident case number, and if the agency has made contact with the owner.
 - c. Once a locate has been received, the DCI operator shall cancel the BOLO and clear the vehicle or boat from DCI.
 - d. Update RMS to show the vehicle or boat is recovered.
 - e. Print and process hard copies of the DCI actions according to current guidelines.
 - f. Complete a supplement in reference to the recovery.

03.19.7 WANTED PERSONS

- A. Wanted Persons (NCIC/DCIN)
1. When an officer has a felony warrant(s) issued, the warrant(s) shall be entered into NCIC within 72 hours of issuance.
 - a. Form DCI-1 (Request for DCI/NCIC Entry of Wanted Person) shall be completed by the officer and signed by a supervisor. All fields in italics are mandatory. The completed form shall be turned into the Customer Service Unit to be entered into NCIC.
 2. Subjects entered NCIC will be extradited from surrounding states. If the officer requests that the subject be extradited from more than surrounding states, the officer shall obtain a letter or a signature on Form DCI-1 from the District Attorney's Office.
 3. When a wanted person has been located, the District Attorney's office shall be contacted to arrange extradition as soon as practicable.


JAMES S. HUGHES
CHIEF OF POLICE