GREENVILLE POLICE DEPARTMENT POLICY AND PROCEDURES MANUAL		
Chapter 82	**Central Records**	
Date Initially Effective: 11/30/1994	**By the Order Of: Richard Tyndall, Chief of Police**	
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82.1 Administration

Under the supervision of the Virtual Response/Records Supervisor, the functions of the Virtual Response Unit include, but are not limited to:

- *Report entry performed daily*:
  - Using the Records Management System (RMS): Review all approved (accepted) cases, arrests, juvenile contacts, case supplements and field contact reports daily.
  - Using the eCrash Web Client: Approve all "supervisor approved" crash reports daily.
  - Using the BRAZOS software, import all citations transmitted to AOC. This process writes the citations to a location on the corresponding server where they are imported automatically to be name candidated and then into the ticket module of RMS.
- *Report Review:* The report review process will begin with shift supervisors who will review and approve all field case reports after they have been electronically submitted. The Virtual Response Unit will conduct another review of the electronically submitted reports. This final review will be for purposes of verifying that all documents submitted are accounted for and contain proper classification, disposition codes, and case numbers.
- *Report Access and Release:* The Virtual Response Unit will control the availability and confidentiality of all reports and records to the public. Records access shall be limited to authorized personnel. Information released to the public shall be in accordance with North Carolina General Statutes and Federal Driver's Privacy Protection Act (DPPA) of 1994, 18 U.S.C. § 2721 et seq. regarding public information. CentralSquare RMS publishes reports online as authorized in a redacted format approved by the GPD and CAO.
- *Records Maintenance:* The Greenville Police Department's RMS maintains electronically all police reports and records identified in this directive.
- *Records Retrieval:* The Virtual Response Unit will use the case number reporting system for all filing and retrieval purposes. Information from state uniform citations is data entered and indexed by the defendant's name and citation number.
- *Court Ordered Expungement:* Process expungements as soon as possible in accordance with court orders.
- *Automatic Expungements:* Process expungements granted by operation of the law as soon as possible
- *Process Subpoenas for Records:* In accordance with NC State law, and in coordination with the City Attorney's Office, process subpoenas for records to ensure that the correct records are released.
- *Enter Trespass/Consent agreements:* Once turned into records, these agreements are reviewed and forwarded to the appropriate Zone Commander. Upon approval from the Zone Commander, Communications enter the agreement into the Alerts module of CAD.
- *Notary services:* Available to the department or citizens, as needed for official City and GPD purposes unless authorized by supervisor.

82.1.1 RECORD STORAGE

CALEA Standard: 42.1.3 (Case File Management) 82.1.1 (Privacy and Security)

Privacy and Security

It is the policy of the Greenville Police Department to have a Virtual Response Unit to meet the management, operational, and informational needs of the Department and to place accountability for the records function in a specific specialized component. The Virtual Response Unit is a component of the Logistics Division and is responsible for the records function of the Greenville Police Department. The Virtual Response Unit is in a secure area of the Police Department and is under the supervision of the Virtual Response/Records Supervisor.

The purpose of this directive is to establish guidelines for the security of Greenville Police Department records and files consistent with public record laws and for the overall operation of the Virtual Response Unit. Although most records are submitted electronically, the Virtual Response Unit maintains the capability of scanning original records of documents into the RMS. Access to records shall be limited to authorized personnel in order to maintain security and to comply with North Carolina law. This procedure shall ensure the confidentiality, availability, access, and security of records maintained by the Greenville Police Department. The privacy and security of criminal history records shall be in accordance with the criteria set forth in FBI Criminal Justice Information Services (CJIS) Security Policy and North Carolina law regarding access and review.

Records Accessibility

Records information is accessible to all authorized personnel on a twenty-four (24) hour basis through RMS. Access to all CJIS records in RMS are governed by individual password protocols maintained as part of the network security policy for the City of Greenville IT Department. Once records have been located by querying the computer system, authorized users have the option to print the selected report(s) at any police department printer/copier. All mobile computers using the RMS or the corresponding mobile software are required to use two-level authentication in order to access CJIS records in compliance with the latest CJIS rules that can be found on the FBI's website. All CJIS related documents in RMS are subject to Field Level Auditing. Access to the audit log is available to the Virtual Response/Records Supervisor and when requested to the Command Staff and Internal Affairs.

Once a record is transmitted following supervisor approval, it is stored in accordance with *NC Records Retention and Disposition Schedule.*

External Distribution

Copies of police reports may be provided to law enforcement/criminal justice agencies upon written request. The information contained in the police report must be needed for performance of their official law enforcement duties. The only exception to this rule is the Special Investigations case files.

The release of information from the Special Investigations case files must be authorized by either the investigating officer or the Special Investigations Supervisor.

The Greenville Police Department shall release the following records to the public upon request:

- Select pages of case reports
- Redacted arrest reports
- Redacted NC DMV-349 Crash reports in accordance with Federal Driver's Privacy Protection Act (DPPA) of 1994, 18 U.S.C. § 2721 et seq.

Requests for audio and video recordings must abide by N.C.G.S. 132-1.4A and follow the procedures described in departmental policy Chapter 83.

Requests for reports can be made in person, through written request, or on-line. On-line reports include:

- eCrash

- Daily case reports
- Daily arrest reports
- Daily calls for service
- LexisNexis Community Crime Map

North Carolina General Statute 132-1.4 stipulates that records of criminal investigations or records of criminal intelligence information are not public records with the following exceptions:

- The time, date, location, and nature of a violation or apparent violation of the law reported to a public law enforcement agency
- The name, sex, age, address, employment, and alleged violation of law of a person arrested, charged, or indicted
- The circumstances surrounding an arrest, including the time and place of the arrest, whether the arrest involved resistance, possession or use of weapons, or pursuit, and a description of any items seized in connection with the arrest
- The name, sex, age, and address of a complaining witness

Greenville Police Department personnel may temporarily withhold the name or address of a complaining witness pursuant to North Carolina General Statute 132-1.4, if release of the information is reasonably likely to pose a threat to the mental or physical health or personal safety of the complaining witness or materially compromise a continuing or future criminal investigation or criminal intelligence operation. Release of the information is governed by North Carolina General Statute 132-6.

The Greenville Police Department may release other records not categorized as confidential to the public upon request. All reports of incidents involving juveniles as either the victim or suspect, shall have the names of the juvenile removed.

82.1.2 JUVENILE RECORDS

CALEA Standard: 82.1.2 (Juvenile Records)

North Carolina law requires that all law enforcement agencies take special precautions to ensure those law enforcement records concerning a juvenile are protected against disclosure to any unauthorized person.

The Greenville Police Department's juvenile arrest and criminal history records shall be maintained in the agency's RMS. These records are distinctly flagged in the 'juvenile' jackets and are separated from adult records. Juvenile arrest reports are completed electronically in the mobile version of the records management system (RMS) by officers in the field on the Juvenile Contact Form. In the unusual event a juvenile arrest report cannot be completed electronically it shall be recorded on the pink "Juvenile Contact Form" which is easily distinguished from other types of paperwork. Case investigations involving juveniles that are not completed electronically must contain the phrase "See Narrative" in the victim or suspect fields. Those not completed electronically, or any other physical documents that are included in a juvenile case file must be stored in a secure location within the Virtual Response Unit.

Juvenile photographs may be taken in certain circumstances with the appropriate Court Order using any digital imaging other than the mug imaging system. Photographs should be delivered to the Forensic Services Unit for storage in a separate folder in the Forensic Services Unit. Juvenile fingerprints may be obtained in certain circumstances with the appropriate Court Order. Juvenile fingerprint cards will be delivered to the Forensic Services Unit and notification made that they are associated with a juvenile case. Juvenile fingerprint cards will be stored in the Forensic Services Supervisor's office in a separate and secured filing cabinet.

In compliance with N.C.G.S. § 7B-3001(b)(2), the Virtual Response Unit may release un-redacted reports involving juveniles to an involved juvenile's guardian in consultation with the investigating officer and City Attorney's Office if necessary.

Additional procedures relative to the collection, dissemination, retention, disposition and expungement of records, and identification pertaining to juveniles are contained in Chapter 44 of departmental policy and procedures.

82.1.3 RECORD RETENTION

CALEA Standard: 82.1.3 (Record Retention Schedule)

The Greenville Police Department follows the guidelines set forth in the *North Carolina Municipal Records Retention and Disposition Schedule* for all records. Additionally, for rules that are the discretion of the municipality there is an endorsed copy of the City's Retention and Disposition Schedule maintained by the City Attorney's Office available on request.

82.1.4 CRIME REPORTING

CALEA Standard: 82.1.4 (Crime Reporting)

Incident Based Reporting (IBR)

The Greenville Police Department participates in the North Carolina Uniform Crime Reporting System through the FBI Incident Based Reporting system (IBR). Statistical data is routinely uploaded monthly by Virtual Response Unit personnel. Using RMS, the Virtual Response Unit checks for and corrects any errors, prepares a submission file and uploads the information to the North Carolina State Bureau of Investigation (SBI). Submission of the IBR files shall be the responsibility of the Virtual Response/Records Supervisor or designee.

82.1.6 COMPUTER FILE BACKUP AND STORAGE

CALEA Standard: 82.1.6 (Computer File Backup and Storage); 11.4.4 (Computer Software Policy)

Audit of Central Records Access

The integrity and security of the central records files is dependent upon the access systems that provide control through a series of passwords and access codes. Employees are not permitted to use passwords, access a file, or retrieve any stored communication unless authorized to do so. The Information Technology Department of the City of Greenville maintains a current "Computer Security and Use Procedure". All employees of the Greenville Police Department are required to sign, acknowledge and comply with these procedures.

Specific requirements regarding computer access and passwords can be found in the Information Technology "Computer Security and Use Procedure".

Computer System Access

Computing resources, data, and information must be protected from unauthorized use, external intrusion, theft and accidental or malicious damage. To protect active sessions:

1. Close down active sessions and use a password protected screensaver to secure your terminal or workstation if you intend to leave it unattended or inactive. The example below is the correct way to immediately lock and unlock your workstation. (e.g., press Ctrl-Alt-Del keys, and then press Enter to lock the workstation. To unlock your workstation, move your mouse or press a key on the keyboard, press Ctrl-Alt-Del keys, then enter your password in the password field of the dialog box).
2. Logoff the network and shut down or lock your computer at the end of the working day and on weekends unless otherwise instructed.
3. Use secure network file locations to store all City data, unless there is a specific need or limitation requiring data to be stored on your computer's local hard drive (local drives are not backed up). Do not store sensitive information on your local hard drive unless it is protected by access controls. Contact the IT Department to discuss data encryption software options. Health information must be stored and protected on secure drives where backup, recovery, and retention are available and to meet HIPAA rules and regulations governing these electronic records.

Passwords

Guard your password carefully. Adhere to the following guidelines:

- Do not reveal passwords to anyone. If required to disclose current password to an authorized computer technician for system maintenance or troubleshooting, change your password immediately after maintenance is complete.
- Do not write down and post or store passwords near a workstation, under the keyboard or mouse pad, or other areas where they could be found and used.
- For new accounts, change passwords upon first login or upon password reset for the account.
- Change passwords immediately if it is suspected that they have been compromised.
- Change passwords every forty-two (42) days. If greater security is required, change passwords more frequently. (Network passwords will expire automatically after forty-two (42) days.)
- Change default passwords supplied with new software packages immediately after the software installation.
- After five unsuccessful network login attempts (invalid user ID and/or password), the system will lock the user ID account. Contact the help desk if this occurs.

The following guidelines for choosing passwords should be used:

- Passwords must be composed of at least fourteen (14) characters. If the computer software in use does not support six (6) character passwords, use the largest number of characters possible.
- The password must not contain a user name or surname(s) and avoid using easily guessed passwords such as those derived from initials, user ID, address, telephone number, license plate of your car, date of birth, spouse's name, children's names, pet's name, etc.
- Passwords should be difficult to guess. A password must contain one letter in upper case (A, B, C…Z), one letter in lower case (a, b, c…z) and one digit (0, 1, 2…9) at a minimum.
- Do not reuse any of the previous four (4) passwords.
- If prompted to save passwords while using Internet Explorer, select "No".
- The sign on procedures require the user to enter a name and password. The password is entered invisibly on the screen. Access to the menu selections is assigned to a particular user by the IT Department in conjunction with information provided by the Police Department Information Services Administrator. The Information Technology Department (IT) monitors, on a regular, recurring basis, authorized passwords and access codes, and observes for evidence of security violations.

The Information Services Administrator or designee shall notify the IT Department as necessary to remove a user from the mainframe system and to disable the User Profile. The Information Services Administrator or designee shall provide necessary information to the IT Department when a user will be replaced.

Outside Computer Software and Data

Section X and XI of the City of Greenville "Computer Security and Use Procedure" govern the introduction of computer software and data into agency-controlled computer systems and hardware.

Software

All employees shall comply with all legal obligations that relate to software copyright and licensing agreements. The City of Greenville provides a standard suite of supported software for use. If you require additional software, the following applies:

- IT support staff are responsible for the purchase, installation, and configuration of software/hardware for the city. Software intended for use on City of Greenville servers and other shared resources must be submitted for testing and verification to IT support staff before installation.
- Installation of any software must be approved by IT Support.
- Do not create or use an unlicensed copy of software

Virus Prevention and Detection
Any file received from an unknown source should be considered highly suspicious and deleted without opening. The following guidelines must be followed to minimize the impact of viruses:

- Ensure that installed virus protection software is not deliberately disabled or prevented from running.
- Never open links received in e-mail, unless certain of the origin of the link.
- Scan all flash drives, CDs, DVDs or other media. This includes media last used on a home computer, and media obtained from business partners, training agencies, service technicians and vendors.
- Scan all software and electronic documents acquired from third parties and external networks.
- Report the suspicion of any virus to the IT support staff immediately.

Files Backup and Storage
Citywide computing systems backup and storage provisions are handled according to the "Information Technology Backup Strategy".

82.2 Field Reporting and Management

82.2.1 FIELD REPORTING SYSTEM

CALEA Standard: 82.2.1 (Field Reporting System)

The Greenville Police Department Field Reporting System is electronically housed in the RMS. The following forms are utilized:

- Case Report
- Case Supplement
- Arrest Report
- Juvenile Contact
- Field Contact

Specific Reporting Requirements
Information required on all initial field reports of criminal activity is defined by the RMS system. Specific information requirements parallel reporting requirements by the FBI Incident Based Reporting (IBR) system. Informational items should be documented with all information that is provided to the employee completing the report. Exceptions are informational incidents reported on the case report form where crimes did not occur but the event was determined to need documentation. The data entered, while it would not report to the IBR system, will adhere to the same rules.

Records that document police activity shall include the following information:

- Date and time of the initial reporting
- Name (if available) of the citizen requesting the service, or the victim's or complainant's name
- Nature of the incident
- Nature, date and time of action taken (if any) by law enforcement personnel

Police officers investigating traffic collisions shall follow the procedures set forth in Chapter 61 governing the use of report forms.

Report Submission Procedures
In order to generate a report in the Records Management System, an employee should be assigned to a call in the CAD system. Utilizing the reporting system, employees will electronically generate the type of report they will complete. Officers will complete the mandatory fields for the respective form and save the report. Once the report has been completed, employees will use the 'error check' function in the system. If necessary, employees should correct any returned errors. After an error check has been completed, the employee will utilize the 'submit' function to electronically forward the report for supervisory review.

Report Review Procedures
Every report will be reviewed by a supervisor in a timely manner in accordance with Greenville Police Department Policy and Procedures. The supervisor who reviews the report will place his/her electronic signature on the report to indicate the supervisor has reviewed the report and has approved its contents for Departmental purposes. Supervisors shall check reports for accuracy and completeness. Reports not approved will be returned to the police officer completing the report for required corrections. Supervisors will either select "approve" or "deny" before the report is submitted electronically to the Virtual Response Unit as verification that they have reviewed the report. Electronically approved reports are automatically forwarded to the Virtual Response Unit and normally reviewed in DRR in RMS by the next business day. The Virtual Response Unit may reject a report to the reporting employee or supervisor.

82.2.2 REPORTING REQUIREMENTS

CALEA Standard: 82.2.2 (Reporting Requirements)

The following categories of incidents occurring within the jurisdiction of the Department shall be documented in reports, and/or entered into the Computer Aided Dispatch (CAD) system:

- Citizen reports of crimes
- Citizen complaints
- Citizen requests for service when a police officer is dispatched; an employee is assigned to investigate; or an employee is assigned to take action later
- Criminal and non-criminal cases initiated by law enforcement officers
- Incidents involving arrests, citations, or summons

A record shall be made of actions taken by law enforcement personnel in any of the above-described circumstances, whether in response to a request for service or for self-initiated actions.

82.2.3 CASE NUMBERING SYSTEM

CALEA Standard: 82.2.3 (Case Numbering System)

The Computer-Aided Dispatch (CAD) system generates a case number system with the following provisions:

- The CAD system is designed to automatically assign a sequential unique number (incident number) to all incidents that also serve as a sequential unique case number to incidents of law enforcement service requiring a case investigation, traffic investigation and/or arrest report.
- The CAD numbering system is designed to ensure that all cases receive a number and that numbers are neither omitted nor duplicated.
- Issued Case Numbers shall not be deleted. In compliance with the *North Carolina Municipal Records Retention and Disposition Schedule* all issued case numbers issued in error shall have a report completed detailing that the case number was issued in error and submitted for review in accordance with this chapter.

82.2.4 REPORT DISTRIBUTION

CALEA Standard: 82.2.4 (Report Distribution), 82.1.5 Report Accounting System

The Greenville Police Department's RMS maintains a repository of records filed sequentially by incident numbers that includes:

- Incident reports
- Case reports
- Arrest reports
- Crash reports (DMV 349)
- Towed vehicle reports

Internal Distribution
The Special Investigations Supervisor and the Criminal Investigations Supervisors shall utilize their assigned computers to review reports and records for follow-up assignment. Supervisors will screen all cases and make case assignments in accordance with Greenville Police Department Policy and Procedures, Chapter 42.

82.2.5 REPORTS BY PHONE, MAIL OR INTERNET

CALEA Standard: 82.2.5 (Reports by Phone, Mail or Internet)

Police headquarters, as well as sub-stations have a reception desk that is staffed intermittently by either a desk officer, a Community Service Clerk, civilian personnel or volunteers. The reception desk provides an additional means of communication for the public to correspond with the Police Department. Among other tasks, personnel staffing the reception desk are responsible for receiving donations and handling specific types of calls for service.

Donations
Any donations received at a reception desk for the Police Department should be documented utilizing the *Perishable/Non-perishable Goods Charitable Donation Form (GPD 38:05-17).* The form should be completed with all information, to include verification of the contributor's identification. Completed forms should be forward to the Patrol Bureau Staff Support Specialist. The form will be maintained by the Staff Support Specialist for a period of 30 days before being purged.

Tele-Serve
Tele-serve is an alternative reporting program that establishes a standard method of handling routine calls for service in lieu of an on-scene response by a patrol officer. This program increases the availability of proactive patrol through the use of more efficient reporting procedures. This method is available in select crime or incident reporting categories under specific conditions.

Telecommunicator Responsibilities
When a telecommunicator screens an incoming call for service and determines the call can be handled by a Tele-serve call, the information shall be entered into the CAD, and transferred to the appropriate Community Service Clerk or desk officer. If no one is currently available to handle a Tele-serve call, but will return prior to the end of the workday, the caller will be advised that a Community Service Clerk or desk officer will return the call as soon as possible. The telecommunicator will try to obtain a time frame as to when the complainant will be available for a return call.

In the event the call requires I.D. work, the telecommunicator shall make the caller aware of this information. An officer should be dispatched unless, the caller declines to have an officer respond for I.D. work, or a supervisor makes a decision to not have an officer respond. This information shall be included on any supplements or incident reports that are completed.

Tele-serve may be used in the following instances:

- Crime reports outlined in this directive
- Citizen requests for information and advice
- Giving information to police officers
- Reporting problems that require police attention at a later time.

A call for service may be handled by tele-serve if it is determined that all of the following circumstances exist:

- There are no suspects on the scene or specific suspect description
- There are no witnesses at the scene to be interviewed, other than the caller
- The incident is not in progress
- There are no injuries
- There is no threat of imminent danger or injury to the caller
- Physical evidence does not appear obvious to the caller

- Reporting party is 16 or older
- The immediate presence of a police officer at the scene will not increase the chances of resolving the problem or solving the crime
- The citizen is receptive to accepting police services by telephone

The following categories of criminal offenses may be handled by tele-serve:

- Anonymous, harassing, and threatening telephone calls
- Larcenies (with the exception of auto-larceny and larceny of prescription medication and stolen firearms)
- Damage to property
- Information reports such as incidents reported for insurance purposes only
- Supplemental investigations or reports
- Incidents where the victim refuses to prosecute (excluding a domestic incident)
- Forgery
- Fraud
- Found Property
- Identity Theft
- Other as directed by the on-duty supervisor

General Order 2022-005 All Greenville Police Department personnel when completing an incident report will be required to also complete the Crime Victims' Rights Act/Victim Information Sheet. The State AOC Victim Information form (page 1 & 2) will be sent to the District Attorney's Office. The Victim Information Sheet (page 3) will be printed and provided to the victim. The Crime Victim's Rights Act/Victim Information Sheet will be attached to the case prior to submitting for supervisor review and approval within RMS. Tele-serve report victims will be advised that this information will be attached to their incident report and available upon system merge completion.

For incidents that involve no suspects, witnesses, or information for follow-up and an incident report is not required (i.e. gas drive-off, lost property), the Telecommunicator or Community Service Clerk (CSC) will generate a CAD call for service, enter all pertinent information, dispatch themselves to the call, and provide the complainant with the event ID number.

Community Service Clerk/Desk Officer Responsibilities

- Review the CAD database to identify pending calls.
- Contact with the complainant must be made before the end of the shift.
- Complete the appropriate incident or supplemental report.
- If sufficient suspect or vehicle information is available, forward to the Communications Center for broadcast
- Advise the complainant of the procedures required to obtain a copy of the report.
- Enter serial numbers for stolen items into NCIC if certified to do so. Otherwise, forward information to Communications for entry.
- Attach the NCIC entry printout to the incident or supplemental investigation.
- Forward NCIC entry printout to Virtual Response/Records Supervisor or designee for required NCIC second party review and error correction if applicable.

If the Community Service Clerk or desk officer determines that a police officer should respond to the scene the following procedures shall apply:

- The Communications Center will be requested to dispatch a police officer to the scene
- Any additional pertinent call information will be added to the CAD by the Community Service Clerk or desk officer.

- The caller should be informed that the first available police officer will be dispatched to the scene.
- The police officer dispatched to the scene will complete the incident report.

When exigent circumstances exist, the on-duty supervisor has the discretion to use the tele-serve function for calls for service not addressed in this directive.

Criminal Investigations Bureau Responsibilities
It shall be the responsibility of the Property Crimes Sergeant to review tele-serve reports and identify crime patterns, trends, or need for additional follow-up actions.

On-line Reporting
The Greenville Police Department makes on-line reporting available for non-investigative incidents through the City of Greenville website. Individuals who are a victim of non-emergency crime may utilize the on-line reporting system.
The following incident types may be filed through the on-line system:

Damage to Property/Vandalism
Harassing Phone calls
Theft/Larceny from Vehicle
Theft/Larceny/Stolen Property
Lost Items of Value

Not Eligible for On-line Reporting:
Police Officers/Tele-communicators are encouraged to offer on-line reporting as an alternative to traditional police response as a convenience to citizens. However, any incident that meets any of the following criteria is not eligible and shall not be referred to online reporting.

Any incident that occurred outside GPD jurisdiction.
Any incident where suspect information/description or video is available
Reporting party is a Business
Stolen/Lost Firearms
Stolen/Lost Vehicles
Stolen/Lost license plates
Theft of any items valued at 500 or greater
Auto Larceny
Fraud/Identity theft
Prescription Drugs
Any vehicle collision e.g. Hit and Run or Traffic Crash"

82.3 Records

82.3.1 NAME IDENTIFICATION INDEX

CALEA Standard: 82.3.1 (Master Name Index)

An alphabetical master name index is maintained through the RMS computer system. The master name index includes names of persons identified in incident reports, supplemental reports, arrest reports, NC DMV-349 crash reports traffic citations, tow/impound reports and mug shots. The following types of people meet the criteria for inclusion into the master name index:

- Victim
- Reporting Party
- Suspect/Offender
- Arrestee

- Witness
- Injured (crash report related)
- Other/Mentioned
- Persons of Interest

82.3.2 INDEX FILE

CALEA Standard: 82.3.2 (Index File)

Calls for Service Records

The Greenville Police Department maintains a computerized database containing records that include service calls, calls by type, and calls by location. This information is available to all Department personnel via incident history module search of the RMS Computer Aided Dispatch (CAD).

Stolen, Found, Recovered, and RMS Property Module

The Property & Evidence Unit maintains a record of all found/recovered property, evidentiary property, property retained for safekeeping, and property to be destroyed. All property received by the Property & Evidence Unit is recorded in the RMS property module by the Property and Evidence Unit. All property is recorded as part of the case report and filed in the Property and Evidence Unit as outlined in Chapter 84 of the Greenville Police Department Policy and Procedures Manual.

Prior to submitting the property or evidence to the Property & Evidence Unit, police officers shall request a query of the DCI/NCIC files for any property that has a unique identifying number to determine if the property has been reported stolen. Stolen property will be cleared/located from the DCI/NCIC files in accordance with DCI regulations.

82.3.3 TRAFFIC RECORDS SYSTEM

CALEA Standard: 82.3.3 (Traffic Records System)

The Greenville Police Department utilizes various systems to maintain or have access to traffic information to include:

- Crash data, (reports, investigations, and locations)
- Traffic enforcement data, (citations, arrests, dispositions, and locations)
- Report of roadway hazards and hazardous conditions

The Traffic Safety Unit utilizes TEAAS – Traffic Engineering Accident Analysis System to collect statistical information. Additionally, the RMS provides accurate information including locations of crashes and citations to field personnel and provides data upon which management decisions can be based.

Greenville Police Department Policy and Procedures Manual, Chapter 61 identifies data to be collected, analyzed, and disseminated relative to traffic records.

82.3.4 TRAFFIC CITATIONS

CALEA Standard: 82.3.4 (Traffic Citations)

The Administrative Office of the Courts manages the automated program BRAZOS used by NC law enforcement agencies. BRAZOS allows officers to issue a state citation for traffic offenses without having to handwrite data. The forms are completed electronically and the offenders copy is printed from the vehicle. Once an officer has submitted the information, it is uploaded almost immediately to the local Clerk of Superior Court's office.

Personnel are issued Uniform Traffic Citation books as needed. Handwritten citations should be utilized for driving while impaired offenses and city ordinance traffic violations. The Patrol Bureau Staff Support Specialist shall obtain uniform state citation books from the Clerk of Court as needed. Uniform state citation books shall be stored in a secured area with restricted access. Watch commanders or supervisors shall contact the Patrol Bureau Staff Support Specialist to obtain state uniform citation books which are then assigned to the requesting

supervisor. The Patrol Bureau Staff Support Specialist shall record the control numbers from each uniform state citation book issued and the date issued. The requesting supervisors shall issue citation books to personnel under their command and shall maintain a log of citation books assigned to police officers.

Accounting for Citations and Citation Books
Department personnel are accountable for the citation books issued to them. Citations are cross-referenced by the issuing police officer's name and date of issuance.

If a citation or citation book is lost or stolen, notification should be made immediately to the on-duty supervisor. Hand-written documentation that explains the circumstances of the loss and documents the citation control number(s) should be identified. If either a citation or a citation book is missing, a copy of the written documentation should be submitted to the Clerk of Court's office.

All used citation books should be returned to the on-duty supervisor. The supervisor shall inspect the used citation book to ensure that all necessary copies are accounted for, and record the used citation book as being returned. The supervisor shall verify that all of the yellow copies of the citations have been left in the citation book prior to returning the used citation books to the Patrol Bureau Staff Support Specialist.

Additional policy and procedures relative to the preparation and accountability for Uniform Traffic Citations is presented in the Greenville Police Department Policy and Procedures, Chapter 61.

82.3.5 OPERATIONAL COMPONENT RECORDS

CALEA Standard: 82.3.5 (Operational Component Record)

Operational records are maintained as follows:

- The Greenville Police Department's RMS shall be the central repository for all offense and incident reports, arrest reports, citations, other field reports, and official records.
- The Greenville Police Department's eCrash server shall be the central repository for all NC DMV-349 crash reports completed in-house. Statistical data for crashes will be imported from the eCrash server into the RMS.
- The Special Investigations Unit shall maintain a secured file containing Greenville Police Department Intelligence and Informant activities.
- The Special Victims Unit shall maintain only working files of current investigations concerning juveniles.
- The Administrative Services Bureau shall maintain the Department's personnel records and training records.

82.3.6 CRIMINAL IDENTIFICATION AND HISTORY

CALEA Standard: 82.3.6 (ID Number and Criminal History)

The Department database includes a criminal history file maintained on every person arrested by the Department. The file can include:

- Fingerprint card
- Criminal history transcripts (state and federal)
- Photograph (mugshot if available)
- Arrest reports

Arrestee criminal history file information is maintained in at least one of the following locations:

- North Carolina State Bureau of Investigation, Division of Criminal Information (DCI)
- Police Department RMS
- Clerk of Court's office
- Greenville Police Department Forensic Services Unit

All information subject to inclusion in an arrestee's criminal history file is accessible through the DCI terminal and is cross-referenced according to a number of descriptors including, but not limited to:

- Name
- Case number
- FBI number
- SID (state identification) number

Arrest Identification Number

The Greenville Police Department's records management system automatically assigns a unique Name ID number to each person entered in the system. All arrests and other information concerning that person should be referenced to his or her Name ID number. The Virtual Response/Records Supervisor or designee shall ensure that numbers are not skipped or duplicated.

Access and Dissemination of Criminal History Records

The State Bureau of Investigation (SBI) Division of Criminal Investigative Records (DCI) maintains a computerized criminal history of individuals who have been arrested and/or for which the SBI has a valid criminal fingerprint card.

Access is restricted to DCI authorized law enforcement/criminal justice agencies and personnel.

DCI provides an automated log of criminal/investigative inquiries. The automated log will contain the information supplied by the operator in the inquiry screen. Secondary dissemination to any person outside the initial requesting agency must be indicated in the inquiry screen or in the case file pertaining to that record. All inquiries and disseminations must comply with all DCI rules regarding access and dissemination. Any misuse or possible violations must be reported to DCI. Violations may result in loss of access and/or fines to the agency.

The NC SBI identifies all regulations and requirements for DCI certification, access, and dissemination of criminal histories.

Accountability and Compliance of Sensitive Information

Each law enforcement database (LInX, CJ Leads, NCIC/DCI, and LexisNexis) requires a periodic audit of official justification for records searches in their database. As a result, only official capacity searches should be conducted utilizing these systems, this includes field training. The field training officer should only run names that they come across during their tour of duty.