

Greer Police Department

General Order 920.1 Records Management

This order consists of the following numbered sections:

- I. ORGANIZATION
- II. DOCUMENTATION OF POLICE ACTIONS
- III. REPORT CONTROL
- IV. RECORDS OPERATIONS

By Order of: *Matt Hamby*
Chief of Police

August 25, 2024

CALEA 11.4.2; 82.1.1; 82.1.2; 82.1.3; 82.1.4; 82.1.5; 82.1.6; 82.2.1; 82.2.2; 82.2.3; 82.2.4; 82.3.1; 82.3.2;
82.3.4; 82.3.5; 82.3.6; 82.3.6

I. ORGANIZATION

A. Records Component

The Records Section is assigned to the Administration Division Commander. The Records Supervisor and Records Clerks are responsible for the daily operation of the Records Section.

B. Records Section Functions

The functional responsibilities assigned to the Records Section include report control, records maintenance and records retrieval.

1. Report Review- Report review is delegated to the immediate supervisor of the reporting officer or employee. This review is made to ensure thoroughness and accuracy of all reports submitted and that all required reports are completed in a timely manner. The Records Section will conduct a secondary review of reports to ensure that SLED and UCR requirements are met.
2. Report Control- The Records Section will control the availability, disclosure, or confidentiality of all reports and records in accordance with all applicable laws and Departmental policy.
3. Records Maintenance- The Records Section will maintain all reports and records and distribute copies to authorized persons/agencies.
4. Records Retrieval- Filing and retrieval of reports will be by the assigned case number.

II. DOCUMENTATION OF POLICE ACTIONS

A. It is the policy of the Greer Police Department that official records are prepared and maintained to document every police activity, whether originated by a citizen or a Department member.

B. It is Department policy to prepare documentation for the following categories of incidents, if they are alleged to have occurred within the City of Greer:

1. Citizens' reports of crime.
2. Citizens' complaints.
3. All citizens' requests for services of the Department when an officer is dispatched, an employee is assigned to investigate, or an employee is assigned to take action at a later time.
4. Criminal and non-criminal cases initiated by or coming to the attention of Department personnel.
5. Incidents involving arrests, citations or summonses.

- C. Documentation of police activity may be in the form of a completed incident/traffic report, booking report, citation, field interrogation card or CAD entry.
- D. Specific Information for Documenting Police Action
 - 1. All reports and records maintained to document police activity will contain, at a minimum, the following information, if available:
 - a. Date and time of initial report.
 - b. Names of victims and complainants.
 - c. Nature of the incident ("Information Only" as a report type should only be used if the complaint does not meet criteria for state law or ordinance violation).
 - d. Date, time and type of action taken, if any, by police personnel.
 - 2. In situations where a request for service is made through dispatch and the caller refuses to be identified, the CAD entry should contain, in the complainant name field, "refused."
 - 3. Documentation of Domestic Violence (DV). Officers who respond to any DV call will document the call on an Incident Report, even if there is no police action at the time. If the victim refuses to cooperate or there was insufficient evidence to prosecute will also be noted in the Incident Report. In the report the Officer will document that the victim was advised of their right to, and how to, request a Restraining Order or Order of Protection.
 - 4. Some incidents may be reported to police over the telephone. Refer to General Order 510.2.
- E. Report Forms
 - 1. Policy
 - a. Members of the Greer Police Department will use the appropriate report form(s) as indicated by the nature of the incident being reported.
 - b. A supply of blank forms used by the Police Department will be maintained by each patrol squad, the Criminal Investigation Division and maintained in an area that members of the police department have access.

Forms generally used in field reporting include:

 - (1) Statement Forms
 - (2) Tow Sheets
 - (3) Field Interrogation (FI) Card
 - (4) Property Report
 - (5) Evidence Tag
 - (6) Collision Report (Computerized)
 - (7) Citation (Computerized)
 - (8) Incident Reports (Computerized)

(9) Victim Notification (VNI)

2. Report Numbering

- a. The case numbering system used by the Police Department requires the assignment of a unique master report number to all offense reports, traffic collision reports and incident reports. Master numbers are assigned by CAD consecutively in an infinite numerical sequence beginning with the calendar year, followed by the sequential number.
- b. Under this procedure, all numbers should be accounted for, and no numbers should be duplicated. The Records Clerk shall review reports to ensure the numbering system is followed.

III. REPORT CONTROL

A. Supervisory Review of Reports

Every report submitted by an Officer will be reviewed by a supervisor for completeness and accuracy and unsatisfactory reports will be returned for necessary corrections.

In order to ensure that all Incident and Collision Reports are accounted for at the end of the shift, the shift supervisor will obtain an end of shift report of the shift's activity and match all Code 5 and 6 disposition codes to the submitted reports. The printout will be forwarded to the Patrol Commander prior to the shift supervisor leaving the shift. The appropriate entries pertaining to this task will be made on the Daily Patrol Squad Activity report. All reports will be completed prior to the Officer leaving their shift. If there are circumstances that will not permit the completion of a report prior to the end of the shift, the Supervisor will note on the CAD printout which report is not complete and why.

B. Distribution of Reports

1. All approved reports will be forwarded in the RMS to the Records Section for distribution as follows:
 - a. Reports will be used for data entry into the Department's UCR system. All reports and possible hardcopies are digitized and filed in the Records Section.
 - b. A copy of reports will be forwarded to the Criminal Investigation Division.
 - c. Reports will be forwarded to the state-wide records repository which is the State Law Enforcement Division (SLED) via computer modem.

Non-computerized reports will be forwarded via mail as required by the repository agency.
 - d. Copies of all reports marked as involving juveniles will be forwarded to the Juvenile Officer.
 - e. A copy of each incident involving injury to a City employee or damage to City property will be sent to the Director of Human Resources.

f Any other report or copies of reports will be sent, as necessary, to personnel, departments, or outside agencies as appropriate and within legal guidelines.

2. The distribution of reports to the public will be covered by the applicable provisions of the South Carolina Code of Laws and other applicable public records laws. Any distribution of reports will be managed through the Records Section and/or the SSB Captain.

C. Status of Reports

1. Criminal Offense Reports

a. A copy of all criminal offense reports will always be in Records Section files. A copy will be sent to CID for review and assignment for follow-up investigation.

b. The Records Clerks will conduct daily audit of reports in the CAD compared with the actual reports on file. This will ensure all reports are present. A listing of missing reports will be provided to the appropriate Division Commander for appropriate action.

2. Traffic Collisions

a. Traffic collision reports will be completed and submitted for supervisory review by the end of shift. Reports requiring further investigation will be supplemented as appropriate.

D. Audit and Evaluation

1. Records audits are conducted regularly by the State Law Enforcement Division (SLED) and The South Carolina Department of Public Safety.

2. Monetary audits are included in the annual City-wide audit.

3. The Department's reporting system is part of the computerized Greenville County E-911 Records Management System. Therefore, evaluations and improvements to the reporting system are conducted based on their schedule for improvements.

E. Records Security and Privacy

1. As a matter of policy, direct access to files in the Records Section is limited to Records Section personnel.

2. Information contained in written reports stored in the Records Section will be released outside this Department in accordance with South Carolina law.

3. Original reports or any portion thereof are not to be removed from the control of Records Section personnel unless subpoenaed for court. When subpoenaed, a copy of the complete file will be made prior to release.

4. Security precautions for criminal history records will be in accordance with regulations of SLED and the US Department of Justice regulations governing NCIC.

5. Records information stored in the Police Department computer system is available to personnel. Access is restricted through a multi-level password system. The password system is maintained by Greenville County E-911 and Greenville County Information Systems who conducts audits of passwords, access, codes and security violations, stores, and backs up data annually. The City of Greer IT facilitates password audits every 90 days.
6. When no Records Section personnel are on duty the records room will be kept locked.

F. Records Retention Schedule

In accordance with the South Carolina Code of Law, a schedule of retention and destruction of records is established. Police incident and collision reports will be kept on file in the records Section according to that schedule. Departmental records will be destroyed in accordance with the Municipal Records Retention Schedule.

All CJI materials are destroyed via an independent shredding contractor. The disposal of the CJI material will be observed by department personnel.

G. New Form Development

1. The development, modification and approval of all internal use forms is the responsibility of the Support Services Bureau (SSB) Captain.
 - a. The SSB Captain may appoint an employee to develop, number, and/or modify forms and maintain the master list found in PowerDMS.
 - b. Members of the Department are encouraged to make suggestions for forms, including modifications, which may be discussed at staff meetings.
2. As a general policy, forms will be developed with input from the components or sections that use them.
3. Forms will be reviewed as necessary to ensure that they are current and consistent with records maintenance and/or data processing requirements.

H. Handling Funds

1. The City of Greer may charge fees for reports or FOIA requests received by uninvolved parties. Any fee shall not exceed the actual cost of searching for or making copies of records. Any fees or monies received by the police department will be sent to City Hall for receipt.
2. There will be no fees charged to other law enforcement agencies.

IV. RECORDS OPERATIONS

A. Accessibility of Records

Personnel assigned to the Records Section will control the accessibility to all reports, records and other information stored in the Records Section. At those times when no records personnel are on duty the records room will be kept locked. General access to computerized records will be through the password protected V-Connect Records Management system.

B. Records Repository

1. The Records Section maintains a repository of records which includes:
 - a. Offense reports (including arrests).
 - b. Incident reports.
 - c. Traffic collision reports.
 - d. Traffic citations and warnings
2. The offense, incident and traffic collision reports are filed sequentially by the master report number. Reports are numbered as outlined in Section II.E.4 of this order. Citations are filed numerically by the number on the citation.

C. Alphabetical Master Name Index

The Records Section maintains a computerized master name index which will consist of the names of the following individuals:

1. Traffic Offenders
2. Drivers/occupants/pedestrians/witnesses from traffic collision reports.
3. Persons arrested.
4. Victims/complainants/witnesses/suspects of criminal offenses.

D. An automated index of incidents by location and type is maintained in the Police Department.

E. An automated index of Stolen, Found, Recovered, and Evidentiary property is maintained in the Records Management computer system.

F. Arrest Files

The Greer Police Department maintains criminal history files of persons arrested in the form of a computerized entry in the arrest module of the Records Management System, supplemented by case files. These files contain fingerprint cards, disposition cards, photographs, and other hard-copy items not suitable for entry in the computerized files. The files are maintained in the central records repository. Criminal history transcripts are available on-line through the state SLED system. All files are cross-referenced by a master case number.

G. Warrant and Wanted Person File

1. The Communications Section enters information on warrants and wanted persons into the SLED and, if applicable, NCIC systems. Those warrants not suitable for entry in these systems are entered into the Records Management System.
2. Procedures to maintain this file are as follows:
 - a. Warrant entries will be made in accordance with procedures established in the SLED/NCIC manuals.

- b. Information may be received from other jurisdictions addressing warrants and wanted persons over the telephone or through the SLED terminal. As a general policy, telephone communications will be followed up by confirming information over the SLED terminal.
- c. The Detention Section will maintain an active warrant file. All warrants will be stored and maintained in this file and the file will be periodically examined for accuracy and to purge outdated or canceled warrants.
- d. All information about a warrant will be verified before entering the warrant into the SLED system. When the computer indicates an outstanding warrant from another jurisdiction for a suspect the information will be verified either over the telephone or by SLED terminal before an arrest is made.
- e. After a warrant is served, the arresting officer will ensure the wanted entry is canceled from the SLED and NCIC systems, and the original warrant is removed from the warrant file and computer by a Detention Officer.

H. Traffic Citation Records

- 1. Citations will be issued in accordance with procedures described in General Order 720.1.
- 2. Annually, the Records Clerk will audit the traffic citations to ensure accountability for blank and issued tickets that originate in the non-electronic form.
- 3. The blank, non-electronic citation forms will be stored in the office of the Records Clerk. Once a citation is issued, a copy of the citation will be filed numerically in the Records Section.
- 4. The citation number is cross-referenced by the traffic arrest entry typed into the computer system. The citation is included in the master name index file.
- 5. Dispositions for issued citations will be entered in the arrest file by Records Section personnel as they are received from the applicable court.

I. Recording Arrest Information

- 1. An offense report must be completed for every person physically arrested, with or without a warrant, or summonsed on a criminal charge. The report will contain the details of the arrest and the processing of the suspect. This report should be filled out as completely as possible. Details not appropriate for release to the public should be included on an investigative supplement.
- 2. Fingerprints and photographs will be taken on all adult arrests. Each arrest requires a new set of prints and a new picture. Juveniles will be photographed; their fingerprints will be taken as allowed by South Carolina state statute.

J. Arrest Identification Numbers

Each adult arrest is assigned a unique arrest number when arrested. Before processing, the Detention Officer will ascertain if the defendant already has an assigned number from prior arrests. If not, the next available number will be assigned.

K. Records Maintained Outside of the Records Section

1. Original reports generated by the Greer Police Department are maintained in the Records Section. Some records, usually of either a confidential nature or containing such information which renders them more appropriately stored in a specific unit or section, are maintained outside the Records Section.
2. Other reports and records which are maintained by the various components within the Police Department include, but are not limited to the following:
 - a. City of Greer Human Resources
 1. Original personnel records
 2. Original disciplinary records
 3. Original training records
 4. Applicant information at completion of hiring process
 5. Original equipment issuance records
 4. Any records pertaining to employment
 - b. Office of the Support Services Bureau Captain
 1. Internal Investigation Files (Locked in secure cabinet) until completed
 2. Confidential Line of Duty Death Files
 3. Pursuit and Use of Control
 4. Accreditation Files
 - c. Administrative Lieutenant Office
 1. Employment applications and associated correspondence (until vacancies filled).
 2. Copies of equipment and supply records
 - d. Criminal Investigation Division
 1. Active Investigative case files
 2. Intelligence files
 3. Informant files
 4. Confidential fund records
 - e. Communications Section
 1. Teletypes
 2. Tow records
 3. Taxi inspections and permits

- f. Detention Section
 - 1. Warrant file
 - 2. Detention/booking records until completed
- g. Chief's Administrative Assistant
 - 1. General correspondence
 - 2. Inter-departmental memoranda
 - 3. Purchasing records
 - 4. Budgetary records
- h. Training Officer
 - 1. Computerized training records
 - 2. Issued departmental equipment

L. Separation of Juvenile and Adult Criminal History Records

The Records Section computerized records management system maintains separate files for juvenile and adult arrest records.

Juvenile records shall:

- 1. Be prominently marked as such.
- 2. Be stored in Records and kept separate from any adult records by using a separate and secured storage cabinet accessible only by records personnel.
- 4. Contain juvenile fingerprints and photographs, when such instances occur, and maintained in the Records Section.
- 5. Transition to adult records upon reaching the appropriate age.
- 6. Expunged or sealed appropriately.

M. National Incident Based Reporting System (NIBRS) Procedures

- 1. All incident reports received by the Records Section are assigned a NIBRS classification.
- 2. The Police Department NIBRS information is sent to SLED electronically.

N. Public Access to Records

- 1. Freedom of Information Requests

All Freedom of Information Requests will be completed in accordance with state law through the Records Section and/or the SSB Captain. Records released to the media or public will be redacted accordingly per SC Code 30-4-40(a)(3)A-G.

- 2. Personnel Information

The home address, home and cell phone numbers, social security numbers or any other identifying information, or medical/insurance information on any employee of the Greer Police Department, past and present, will not be disclosed to any party. Inquiries by solicitors, attorneys or investigators regarding a civil or

criminal issue will be referred to the SSB Captain for review and consultation with Human Resources and the City Attorney, as needed.

Any inquires regarding the employment of any member of the Greer Police Department, past or present, will be directed to the City Human Resource Director.