



JUNEAU POLICE DEPARTMENT

POLICY AND PROCEDURES

Title: Records Administration

Issued: February 28, 2008

Revised: May 6, 2026

Distribution: All Staff

Chapter: 5.400

Approved by:

Derek Bos

Chief of Police

I. PURPOSE

The purpose of this policy is to establish guidelines for managing police department records.

II. POLICY

The federal government, the State of Alaska, and the City and Borough of Juneau have enacted laws and ordinances that control the security, privacy, and dissemination of police records. The release of criminal history information to non-authorized persons is a criminal violation. JPD has established this policy which is based on best practices and is written to protect sensitive information contained in police records during the investigative process.

III. PROCEDURE

A. Security

1. Original paper records are secured inside locked metal file cabinets located in secure areas of the police building.
 - a. Current case records are stored in the Records Unit in locked metal file cabinets.
 - b. Personnel and correspondence records are stored in the office of the Chief of Police.
 - c. Records are retained in accordance with ROM 5.401.
2. JPD employees may access the Records Unit during normal business hours and must obtain any records needed through a Records employee.
3. Computerized/digital records maintained in the Department's records management system and network file server are available to authorized Department personnel at any time.
 - a. The security of this system is accomplished with pass codes and granted authorities.
 - b. Police records will only be disseminated to the public or to criminal justice partners by Records Unit employees. Dissemination of all documents is logged in the Juneau Police Department records management system, regardless of their destination.
 - 1) Confidential reports may be disseminated with criminal justice partners as authorized by the Chief of Police and logged with Records.
4. Original records may not leave the Records Unit without authorization from the Records Supervisor or their designee and will be checked out with a designated time line. When original records are checked out from the Records Unit, those records may not be taken out of the secured JPD building.

B. Requests

1. Requests for records shall be made in writing on the approved records search request form.
 - a. Verbal requests from other than Juneau Police Department employees will not be accepted.
 - b. Insurance companies and attorneys' offices may request a record on their letterhead stationery, or they shall complete the approved records request form.
 - c. Other police departments and government agencies may request a record using an agency email address, on their letterhead stationery, or they shall complete the approved records request form.
2. Requested records will be delivered by U.S. mail, electronic delivery, or given directly to the person authorized to receive them.
 - a. Records requested by government agencies may be sent by email or facsimile.
3. Requested records will be provided on a first-come, first-served basis. Requests will be reviewed by Records Unit staff, and a status update will be provided to the requestor within (5) business days of request receipt. Letters of denial will be mailed via U.S. Postal Service, emailed, or given directly to the requestor.
4. Employees outside of the Records Unit who receive direct requests for records should direct the requestor to make an official request per this chapter.

C. Identification of Information Sought

1. Request for records must be specific and may require the following:
 - a. Name;
 - b. Social security number;
 - c. Date of birth;
 - d. Date/location of incident;
 - e. Case or incident number;
 - f. Reason for the request.
2. A person requesting a record shall not review files to locate the record.

D. Release of Records

1. Police reports that are still open and under investigation, have charges pending, or cases in which a suspect has been identified but not yet adjudicated are not subject to public disclosure.
 - a. Police reports for open or otherwise active investigations may be provided to justice partners in accordance with JPD policy.
 - b. Police reports, and photos for open or otherwise active investigations may be provided to insurance companies, as follows;
 - 1) Report narratives, evidence, names of individuals other than the drivers and passengers will be redacted.
 - 2) Any photographs should only be of the damaged vehicles.
2. Missing person reports may be released to the family, 180-days after the investigation becomes inactive, with approval from the Deputy Chief of Police.

- a. The Special Operations Sergeant and Commander will oversee report redactions that may compromise investigative methods, reveal confidential sources, or identify protected witnesses.
 - b. The Records Unit will conduct all other redactions as required by law and JPD policy.
 - c. For incidents in which reports become active and inactive on multiple occasions, the records may be released 180-days after the latest inactivation.
3. Release of body-worn or in-car camera video requires authorization from the Deputy Chief of Police.
 - a. Records staff are authorized to release videos associated with non-criminal motor vehicle collisions when there is a records request on file with the department, and the investigation of the crash is no longer active.
 4. Confidential information will be redacted from police reports, photographs, audio, and videos, in accordance with applicable laws.
 5. Third party reports, such as, those generated by other law enforcement agencies, hospitals, or fire departments will not be released.
 6. Fees for copies of records will be assessed according to applicable state and city laws and the Department's fee schedule.
 7. Advice or counsel shall be obtained from the City Attorney's Office for any unusual requests or dissemination outside of normal business practice.

E. Media

1. The media shall have no greater right of access to records than the general public.
2. If access to certain records is permitted to one member of the media, it shall be permitted to all members of the media.

F. Sealed or Expunged Records

1. Juvenile arrest records are sealed by the courts on the individual's 18th birthday and not released without a court order in accordance with AS 47.12.300.
2. If a request is made to inspect records that are sealed or expunged, Records shall respond, "No records exist with respect to such person."
3. Sealed or expunged records may be inspected only pursuant to a court order permitting such inspection.