

1.431 RECORDS

1.431.02 Central Records – Generally (82.1.2, 82.1.3, 82.1.4, 82.3.6, 91.1.3)

- A. The agency's Central Records function is supervised and organizationally managed as described in **1.200 Organization**.
- B. Duties and responsibilities of the Central Records function include, but are not limited to:
1. Managing and controlling the agency's central repository of criminal and civil records;
 2. Maintaining distinctive designations, security, separation of, and access to, adult and juvenile arrest related records;
 3. Collecting and reporting crime related information consistent with the FBI's Uniform Crime Reporting (UCR) system;
 4. Consistent with the Clery Act, **20 USC 1092 (f)**:
 - a. Ensuring the agency's crime log is compiled and published;
 - b. Compiling and reporting required crime, referral and arrest information to the US Department of Education; and
 - c. Retaining related records for seven years;
 5. Assigning adult booking information (BI) or juvenile information (JI) numbers to each person arrested
 6. Expunging and disposing of arrest records as required by law and the courts;
 7. Retaining and disposing of records under control of the Central Records function consistent with the agency's records retention and destruction schedule; and
 8. Disseminating records information to authorized individuals and entities;
- C. The commander and supervisor of the central records function, hereafter "records commander" and "records supervisor," are responsible for ensuring up-to-date standard operating procedures (SOPs) are in place implementing these general directives.
- D. The records supervisor is the official custodian of the agency's records once they are delivered to Central Records or entered into the agency's on-line, consolidated records management system (RMS). These responsibilities include safeguarding official files and ensuring records are released consistent with applicable administrative and statutory requirements.

1.431.04 Records Management System (82.1.1.a, 82.1.1.b, 82.1.6, 81.3.3, 82.3.4, 82.3.5)

- A. The agency's RMS contains computer aided dispatch (CAD), report writing, and other modules that are used to generate, approve, track, retain, and analyze information that is critical to the agency's mission.
- B. The RMS is:
1. Hosted and backed up within the university's secure server system;
 2. Access controlled based on employee's individual access needs as determined by commanders, authorized by the Chief, and set by the agency's in-house system administrator;
 3. Password protected by a system that requires passwords be periodically changed and conform to certain standards; and
 4. Always accessible to authorized users from within the university's network.
- C. Certain, specified operational related records are stored or maintained outside the Central Records function. These records are described in directives that include, but are not limited to:
1. **SOP PAT-01 K-9 Procedures;**
 2. **2.306.08 Investigative Case File Management;**
 3. **2.320.06 Informant Records**
 4. **2.322 Surveillance Equipment;**
 5. **2.326 Vice, Drugs, & Organized Crime; and**
 6. **2.328 Criminal Intelligence & Homeland Security.**

1.431.06 Central Records Office Access (82.1.1.a, 82.1.1.b)

- A. Office space used to conduct Central Records activities is designated a restricted access area.
- B. The office door stays closed and locked at all times except when authorized persons are accessing the office.
- C. On-duty records employees are ultimately responsible for controlling and authorizing access to the office.
- D. On-duty records employees, other employees temporarily assigned to records and commanders are allowed unrestricted access to the office.
- E. Other people are permitted to be in the records office only in the furtherance of agency business or activities that can only be conducted in the office and when they are admitted and escorted by employees with unlimited access.

1.431.08 Reporting System (82.1.5, 82.2.1, 82.2.2, 82.2.3, 82.3.1, 82.3.2) (Revised: 12/11/14)

- A. The agency's field reporting system is primarily contained in the case management module of the on-line RMS. A hand written, hard copy version of the field reporting system is in place for use only when the on-line system is unavailable or when otherwise directed by a commander.
- B. Capabilities and contents of the case management system include, but are not limited to:
 - 1. Recording of every incident of:
 - a. Citizens' complaints and crime reports;
 - b. Incidents that resulted in employees being dispatched or assigned;
 - c. Criminal and non-criminal cases initiated by employees; and
 - d. Arrests, citations, or summonses being issued;
 - 2. Assigning unique case numbers to every case;
 - 3. Instructions on when and how case reports must be written;
 - 4. Computer applications and forms to be used in field reporting;
 - 5. Information required in field reports;
 - 6. Procedures for submitting, processing, and supervisory review and approval of field reports;
 - 7. Maintaining indexed information that includes, but is not limited to:
 - a. All persons identified in reports;
 - b. Case numbers;
 - c. Incident types;
 - d. Incident locations;
 - e. Stolen, found, recovered, and evidentiary property; and
 - 8. Accounting for the status of all case numbers, reports, case assignments, follow-ups, and dispositions.
- C. Other forms and reports required by other entities will be used as required by those entities. These other forms and reports include, but are not limited to:
 - 1. ACRS REPORTS will be completed consistent with the ACRS FIELD REPORTING GUIDE and **2.228 Accident Investigation**;
 - 2. State of Maryland Missing Person Reports (MSP #79) will be completed, in addition to agency reports consistent with **2.423 Missing Persons**;
 - 3. Animal Bite Reports consistent with **2.403 Animal Complaints & Bites**;
 - 4. Maryland Uniform Complaint and Citations (DR-49) consistent with the "Law Enforcement Manual" (DR-24), the DC/CR 90 and **2.210 Traffic Citations**; and
 - 5. Various charging and referral documents consistent with **2.410 Criminal, Civil, & Juvenile Citations**.
- D. See also **SOP REC-01 Report Writing**.

1.431.10 Alternative Reporting Methods (82.2.5)

- A. The agency may take specified reports and information over the phone in order to make efficient use of its limited resources. This process can be used at any time and may be staffed with officers on regular or modified duty or as designated by a commander. Officers may take reports over the phone when:
1. It is an eligible incident listed in **B.**;
 2. Suspects are unknown and are not on the scene;
 3. Incidents happened at least 30 minutes prior;
 4. There is an absence of solvability factors, such as witnesses, physical evidence, tag numbers of suspect vehicles or any other information which may assist in identifying suspects;
 5. The incident is not a part of another matter that is not telephone reportable;
 6. The incident is not homeland defense related such as theft of official identifications, uniforms, explosive materials or components, or malicious destruction of property to official buildings or property if the destruction does not appear to relate to homeland defense;
 7. The incident is not hate/bias related;
 8. There are no injuries; and
 9. The complainant or victim is willing to have the matter handled over the telephone.
- B. Incidents eligible for telephone reporting, provided the criteria of **A.** are met, are:
1. Theft under \$500 except for shoplifting;
 2. Malicious destruction of property, unless:
 - a. The damage is \$500 or greater; or
 - b. There is more than one victim;
 3. Missing person reports consistent with **2.423 Missing Persons**;
 4. Telephone misuse provided there is no apparent danger to complainants;
 5. Identity theft;
 6. Supplement reports to previously reported incidents;
 7. Lost property;
 8. Police information where the information is just being provided without an expectation of additional actions on behalf of the agency;
 9. Suspicious subjects, vehicles, noises or condition calls; and
 10. Lost or stolen license plates.
- C. Additionally, officers assigned to take telephone reports may conduct activities that include, but are not limited to handling:
1. Routine walk-in complaints that do not require that officers respond to scenes away from Headquarters;
 2. Requests for general information that cannot be readily handled by Communications personnel;
 3. Inspecting and certifying appropriate types of vehicle repair orders; and
 4. Conducting video patrols.
- D. Patrol supervisors with more than minimum mandatory staffing may assign an officer to conduct the telephone reporting function and the other duties described in **C.**
- E. Calls for service will be screened by Communications for compliance with telephone report writing criteria. Calls that meet the criteria will be directed to an officer, if any, who has been assigned to telephone reporting duty. If an officer has not been designated to take phone reports, Communications will contact the on-duty patrol supervisor who will decide if the report will be taken over the phone.
1. Reports that require immediate attention or routine follow-up will be promptly forwarded to the appropriate patrol officer or supervisor.
 2. Officers will not respond to calls that require reports be written only to tell complainants to file their reports over the telephone.
 3. The narratives of telephone reported incidents must clearly state that the reports were filed over the telephone.

4. On-duty patrol supervisors will review any reports generated during their shifts by the telephone reporting process.
- F. A commander may:
1. Expand telephone reporting to accommodate times of unusual operational demands; or
 2. Suspend telephone reporting if a pattern of incidents or other factors indicates that it is appropriate to do so.

1.431.12 Records Disseminations – Generally (82.1.1.a, .b, .c, 82.2.4)

- A. Employees who need documents kept in Central Records that are not otherwise available for printing from the RMS must request these records at least two business days in advance by sending emails to PoliceRecords@towson.edu or completing and submitting **Records Request (UPO.039.D)**. The records supervisor will ensure:
1. Records requests are promptly processed;
 2. Requesting employees are promptly contacted if the records cannot be located or requests cannot be fulfilled;
 3. Printed copies of the emails or **Records Requests** are retained in case files as dissemination records; and
 4. The records commander is consulted when requests are not received within the required time limit.
- B. Records staff members are responsible for the routine and timely distribution of various printed or electronic report copies within the agency, to appropriate university officials, and to various officials and allied agencies outside the university.
- C. Citizens who request copies of agency records must submit **Records Requests** or similar written requests to records for appropriate action.
- D. The agency has an approved fee schedule and payment methods for certain records services. Cash payments are not accepted by Records staff.
- E. See also **2.429 Public Information**.

1.431.14 Criminal History (82.1.1.c, 82.1.7, 82.3.6)

- A. On-line and hard copy records are maintained of each arrest.
1. Hard copy arrest folders are made and arrest numbers are assigned for each person arrested and processed consistent with **2.610.20 Booking Procedures**.
 2. Records staff assigns a distinctive, person-oriented booking identification number (BI#) for each adult arrested. This number is subsequently referenced to any future arrests.
 3. The MD Criminal Justice Information System (CJIS) assigns a State Identification Number (SID) to each person whose arrest is reported to CJIS. SIDs are person-oriented, individual specific, and are linked to that person for all subsequent arrests.
- B. Criminal history record information (CHRI) will not be released by employees except as authorized by statute and related directives.
1. People may inspect their own CHRI maintained by this agency.
 2. Attorneys may inspect the CHRI of their clients who were arrested by this agency. The right to review local CHRI does not extend to being able to make copies of the documents.
 3. Local CHRI may be released when officers or agents from allied agencies request CHRI and delays in receiving the information from CJIS would unduly impede necessary action by requesting agencies or would violate or materially impair the substantive right of persons about whom the information is released. Instances when such disclosure would be appropriate include, but are not limited to:
 - a. State's Attorneys records checks for court;
 - b. Court Commissioners' inquiries relating to bail hearings; or
 - c. Requests from allied agencies during the conduct of ongoing investigations.

4. Military recruiters are entitled to local CHRI only after they have applied to CJIS and have been authorized to obtain locally held CHRI.
5. Private employers who request local CHRI will be referred to CJIS.
6. The Security Clearance Information Act (SCIA), **5 USC 9101** requires that local CHRI be provided to investigators from certain federal agencies without the investigators first obtaining CJIS authorizations. Central Records maintains a current list of agencies covered by SCIA.

1.431.16 Juvenile Records (82.1.1.c, 82.1.2.a - .e)

- A. HARD COPY JUVENILE REPORTS AND ARREST RECORDS ARE STORED AND PHYSICALLY SEPARATED FROM ADULT REPORTS AND ARREST RECORDS WITHIN CENTRAL RECORDS.
 1. THE STORAGE AREA FOR HARD COPY JUVENILE RECORDS STAYS locked at all times unless records staff members are actively performing related work with the files.
 2. Arrest records of juveniles who are charged as adults are filed with adult arrestee records.
 3. Records staff assigns a distinctive, person-oriented juvenile identification number (JI#) to each juvenile arrested. Juveniles are subsequently referenced to by their individual JI# in any future arrests.
- B. HARD COPY JUVENILE POLICE REPORTS AND ARREST RECORDS WILL BE REMOVED FROM ACTIVE JUVENILE FILES, stored separately when the juveniles reach the age of 18, and retained consistent with the agency's records retention and destruction schedule.
- C. Refer to **CJ § 3-8A-27** and **ED § 7-303** for restrictions, permissions, and mandatory situations for the release or sealing of juvenile arrest record information.
- D. Refer to **CP § 10-105** and **CP § 10-106** for conditions relating to the expungement of juvenile arrest records.