



# TITUSVILLE POLICE

PROMOTING  
TEAMWORK  
WITHIN *Our* COMMUNITY.

1100 John Glenn Blvd. • Titusville, FL 32780 • PH 321-264-7800

## GENERAL ORDER

|                                |                                                                                                                                       |                |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|----------------|
| Effective Date: April 14, 2026 | <input type="checkbox"/> Rescinds –<br><input checked="" type="checkbox"/> Amends – 213.11                                            | Number: 213.12 |
| SUBJECT: RECORDS               |                                                                                                                                       |                |
| Distribution: ALL PERSONNEL    | Reference: Florida Statutes 119, 257, 316.650, 985.04, 985.11, GS1-L, GS2<br>CFA Standards: 26.01 M, 26.02 M, 26.03 M, 26.04 M, 26.08 |                |

This order consists of the following:

1. **Purpose**
2. **Discussion**
3. **Policy**
4. **Definitions**
5. **Procedures**

1. **Purpose:**  
To establish guidelines for the administration and operation of the agency's central records function.
2. **Discussion:**  
The daily activities of Titusville Police Department members involve the completion of reports, including offense and crash reports, and other forms and documents required to record an incident or event, or to conduct the operations of the agency. This necessitates the establishment of the central records function, including computer systems and electronic records, to ensure report accountability and to standardize procedures for records maintenance, security, distribution, retrieval, release to the public, and destruction. The Records Section shall serve as the department's central records function responsible for report accountability, records maintenance, and records retrieval.
3. **Policy**  
The Titusville Police Department establishes administrative and management, privacy, security, and control procedures, within statutory guidelines, for the orderly maintenance, backup, retention, distribution, retrieval, release and destruction of documents in order to ensure records accountability and compliance with Florida Statutes.
4. **Definitions**
  - A. **Arrest Records** – all documents and records, except complaint and incident records, completed as a result of an arrest including, but not limited to, arrest reports/affidavits, fingerprints, palm prints and photographs.

- B. **Case Report Numbers** – numerically automated sequenced numbers, prefixed with the four (4) digits of the calendar year, for indexing and recording complaint and incident report information. Case report numbers repeat annually, beginning with the first call for service for each calendar year.
- C. **Complaint Reports** – automated records containing initial response data related to criminal offenses and calls for service.
- D. **Custodian of Records** – by Statute, the Chief of the Titusville Police Department is the department custodian of records. The Chief of Police has delegated the custodian of records function to the Police Records Manager or designee.
- E. **Exception to No Report** – documentation completed on an action by department members where no incident report is initiated.
- F. **FCIC** – Florida Crime Information Center
- G. **FDLE** – Florida Department of Law Enforcement, a statewide investigative agency.
- H. **GS1-L/GS2 General Records Retention Manuals** – guidebooks published by the Department of State, Division of Archives and Records Management, that establish the schedules for retention of public records for state and local government agencies (GS1-L), and law enforcement agencies (GS2).
- I. **NCIC** – National Crime Information Center
- J. **No Report** – no written incident report generated.
- K. **Notice to Appear (NTA)** – a charging affidavit including a court date issued to a person in lieu of being transported to jail.
- L. **Notice of Deposition** – the equivalent of a subpoena issued to secure the appearance of a department member at a deposition. Members that fail to appear on such notice shall be subject to contempt proceedings.
- M. **Offense Reports** – forms that when completed, record initial and follow-up investigative information to include all attachments.
- N. **Originating Agency Case Report Numbers (OCA)** – numerically automated sequenced numbers that track all dispatch calls for service and officer activity.
- O. **Public Record** – all documents, papers, letters, maps, books, tapes, photographs, film, sound recordings or other material regardless of physical form or characteristics made or received pursuant to law or ordinance in connection with the transaction of official business by any public agency.
- P. **Record** – any media that captures, preserves and/or disseminates information. A

record may be a map, letter, computer tape, film, photograph, sound recording, or any other format that contains information.

- Q. **Records Management Liaison Officer (RMLO)** – an individual appointed by the Chief of Police or designee to coordinate department records retention schedules and disposition in accordance with applicable law.
- R. **Records Management System (RMS)** – Electronic centralized records repository which allows for the management of data via inquiries, reporting, data sharing, evidentiary, found and safekeeping property, investigations and administrative processes.
- S. **Subpoena** – a writ commanding a designated person to appear in court or a hearing under penalty for failure to do so.
- T. **Uniform Crime Reports (UCR)** – a standardized report and reporting procedure for collecting and reporting statewide and national complaint, incident, and arrest data.
- U. **Validation** – a procedure to verify the accuracy of each record entered into FCIC/NCIC.

## 5. Procedures

### A. Central Records Function [CFA 26.01 M]

The Records Section shall serve as the department's central records function responsible for the control, maintenance, retention, retrieval, and distribution of all official department records.

#### 1. Report Accountability [CFA 26.01 M (A)]

Reports generated by department members shall be documented within the department's Records Management System (RMS) and are subject to supervisory and records review to ensure accuracy, completeness, proper classification, and compliance with department directives.

##### a. Members shall:

- 1) Generate a case report for calls for service when required by department policy, applicable law, or at the member's discretion when documentation of an incident or event is necessary;
- 2) Document all verified criminal acts reported, to include traffic crashes;
- 3) Ensure incidents or activities requiring documentation are assigned a unique case number generated through the department's Computer Aided Dispatch (CAD) and/or Records Management System (RMS), including, but not limited to:
  - a) Field Interview Reports (FIRs)
  - b) Criminal intelligence entries
  - c) Property watch or property check activities;
  - d) Tow sheets;

- 4) Enter the assigned case number on each page of handwritten reports or supplemental document(s) when applicable;
  - 5) Submit reports for supervisor review prior to the end of each shift. No report shall be held past the end of the member's shift or over the duration of the member's non-duty days without prior supervisor approval.
- b. Communications Section members shall:
- 1) Ensure a unique computer-generated incident number is created within the Computer-Aided Dispatch (CAD) system for each call for service received, whether initiated by phone, radio request, or other reporting method.
- c. Supervisors of members generating reports shall:
- 1) Review and approve reports submitted by members daily to ensure accuracy, completeness, proper classification, and compliance with department directives, and to prevent or control delinquent reports;
  - 2) Ensure reports are generated for all calls for service requiring documentation;
  - 3) Ensure reports are submitted prior to the end of the member's shift, unless otherwise authorized by a supervisor;
  - 4) Require reports be generated for incidents when documentation is necessary, at the supervisor's discretion.
  - 5) Return reports with deficiencies to the originating member for correction and ensure corrected document(s) are resubmitted to the Records Section within seven (7) days, when notified by the Records Section reports have not been received or properly submitted;
  - 6) Ensure supplemental reports are accurately completed in the department's electronic records management system (RMS) when supervising members assigned follow-up investigations.
- d. Records Section members shall:
- 1) Review reports to ensure appropriate UCR information has been collected.
    - a) Applicable reports shall be coded for UCR purposes and entered into the automated UCR files.
  - 2) Maintain the control, security, and confidentiality of department records in accordance with applicable State and Federal laws and department directives.
- e. The Police Records Manager or designee shall:
- 1) Ensure records review, control, maintenance, retrieval, and dissemination are conducted in accordance with department directives, administrative procedures, and applicable law;
  - 2) Ensure automated UCR data is transmitted monthly to FDLE;
  - 3) Direct periodic reviews of incident and complaint records to ensure the following:
    - a) Reports have been generated, received, and

- accurately filed for each case requiring documentation;
      - b) Reports have been appropriately and accurately entered into automated files, to include UCR files;
      - c) All entries, except warrant-related entries, into FCIC/NCIC have been verified correct, modified, or cancelled by authorized members in accordance with FDLE and FBI administrative procedures;
    - 4) Ensure appropriate supervisors are notified through the chain of command when corrective action is necessary due to document deficiencies;
    - 5) Ensure any computer program deficiencies are communicated to appropriate Network Analyst(s) to assist in conducting periodic system reviews;
    - 6) Ensure all Records Section members assigned duties requiring access to or operation of FCIC/NCIC system are properly trained and certified in the operation and security of those systems and related information.
    - 7) Ensure submission of the department's Use-of-Force (UoF) incident data to the Florida Department of Law Enforcement (FDLE) at least quarterly, in accordance with §943.6872, Florida Statutes including data collected for the Federal Bureau of Investigation's National Use-of-Force Data Collection.
  - f. Dispositions and Cases Filed with the State Attorney's Office
    - 1) All cases filed with the State Attorney's Office shall be routed through and tracked by the Records Section.
    - 2) The Records Section receives dispositions on all cases filed and ensures the routing of dispositions as follows:
      - a) Investigations Division to ensure criminal tracking and for analytical purposes.
      - b) Forensic Investigations Section (FIS) to ensure disposition of collected evidence.
      - c) Members filing the case for informational purposes.
  - g. Notices to Appear (NTAs)
    - 1) All Notices to Appear (NTAs) shall be routed to the Clerk of the Court with the appropriate copy sent to the Records Section, which shall then forward a copy to the State Attorney's Office.
2. Records Maintenance and Classification
- [CFA 26.01 M (B)]**
- a. Records received or generated by the Records Section and other areas of the department shall be stored and maintained using an electronic digital imaging system and/or other approved electronic records management systems, as appropriate.
  - b. Records shall be classified and indexed by an identifying number and/or other unique identifiers to ensure accurate identification,

management, and efficient retrieval of records maintained by the department.

- c. Access to electronic records systems and stored records shall be limited to authorized personnel and controlled through system access controls, permissions, and other security measures established by the department to protect the integrity and confidentiality of records. Access permissions shall be assigned based on a member's role or job function in accordance with the Principle of Least Privilege, ensuring members are granted only the level of access necessary to perform their official duties. Access permissions shall be reviewed and adjusted as necessary when a member's assignment, role, or employment status changes.

3. Records Retrieval **[CFA 26.01 M (C)]**

- a. Records information shall be accessible to agency members twenty-four (24) hours a day through the department's electronic records management system (RMS) for official law enforcement purposes.
  - 1) Copies of records obtained in this manner are for TPD members ONLY, for official law enforcement purposes, and only disseminated outside the agency in accordance with department directives, administrative procedures, and applicable law.
- b. Personnel assigned to the Records Section will control the accessibility of all reports, records and other information stored in the Records Section.
- c. The Records Section shall be open to the public Monday through Friday, 8 a.m. to 5 p.m., daily, holidays excepted, unless days/hours are modified by the Chief of Police or his or her designee.
- d. Members requesting records not otherwise accessible through authorized systems shall submit the request to the Records Section by email, phone, or in person.
- e. Hard copies of reports shall be picked up in person or, upon request, placed in member's departmental mailbox.

B. Procedures and Authority for Report Records Distribution

1. Within the agency: **[CFA 26.02 M (A)]**

- a. Case reports shall be completed within the department's electronic records management system (RMS). Supervisors shall review reports. The case report will then be open/active and available for review by the Investigations Division supervisors. An Investigations Division supervisor reviews and assigns the case to a detective, an officer, or the State Attorney's Office. If the case is determined to be closed, the report will be assigned to the Records Section for maintenance.
- b. Supplemental Reports and associated documents or attachments shall be routed and distributed in the same fashion as case reports.
- c. Accident Reports
  - 1) Copies of all traffic accidents involving city property or city vehicles shall be forwarded to the City Risk Manager's Office.

- 2) Traffic crash reports are submitted electronically daily to the Florida Department of Highway Safety and Motor Vehicles (FLHSMV).
2. To organizations outside the agency: **[CFA 26.02 M (B)]**
  - a. Distribution of reports to individuals, organizations, or agencies not connected with or outside the Titusville Police Department shall comply with appropriate administrative procedures, department directives, and Florida Public Records Law (Chapter 119, Florida Statutes).
  - b. Requests for information from members of other law enforcement agencies shall be granted without redaction as conformity to public records law transfers to the receiving entity.
3. When a public records request is received: **[CFA 26.02 M (C)]**
  - a. Public Records requests for arrest and case reports will be received by a Police Records Specialist or Police Records Manager. All documents and information requested shall be reviewed for applicability with Florida public records law prior to release. Public records requests shall be acknowledged and processed as promptly as practicable in accordance with Chapter 119, Florida Statutes. Florida public records law shall be the guideline for distribution of reports to the public.
  - b. Reports may be reviewed Monday through Friday, 8:00 A.M. to 5:00 P.M., at the public assistance window located in the front lobby excluding holidays, unless days/hours are modified by the Chief of Police or his or her designee.
  - c. Public records requests for a criminal history will not be honored as criminal history information is not public information. Criminal history information can be requested directly from FDLE via their website.
  - d. Any type of record mandated as "Confidential" according to Chapter 119 will not be opened for public inspection. Such records may include:
    - 1) Active criminal intelligence information;
    - 2) Identity of confidential informants;
    - 3) The names of victims of sex offenses and of child abuse;
    - 4) Surveillance techniques or procedures;
    - 5) Substance of a confession;
    - 6) Records of juveniles;
    - 7) Tactical operation plans;
    - 8) Identity of undercover personnel;
    - 9) Personal information on active or former law enforcement and corrections personnel;
    - 10) Sealed purchasing bids;
    - 11) All records supplied by telecommunications companies which contain the name, address and telephone number of subscribers;
    - 12) Information relating to the medical condition of employees.

C. Privacy and Security of the Central Records Area

1. Restricted Access **[CFA 26.03 M (A)]**

- a. The Titusville Police Department's Records Section is designated as a restricted access area. Access to records, both physical and electronic, shall be limited to authorized personnel based on job function. The restricted access to the central records area will:
  - 1) Ensure privacy and maximum security as required by applicable statutes; and
  - 2) Minimize distractions and interruptions experienced by records personnel while performing normal duties.
- b. Restricted access areas shall be posted with signs designating admittance only to authorized personnel.
- c. When the Records Section is not staffed, the door to the office shall be closed and locked.
- d. If records cannot be obtained through the department's electronic records management system (RMS) and after-hours record access is needed, the requesting supervisor shall:
  - 1) Contact the Police Records Manager or his or her designee stating his or her emergency or reason for requesting after-hours access.
  - 2) The Police Records Manager or his or her designee will respond to assist the requesting supervisor, if warranted.
- e. In the event the Police Records Manager will be out of reach or unavailable for response to the police department, the Staff Member supervising the Police Records Manager will respond or designate a contact person from the Records Section who will respond in case of an emergency after-hour request.
- f. Cleaning, pest control, maintenance and/or any other non-member may only be admitted to the Records Section under the direct and continuous observation of a member.

2. Restricted Viewing of Files and Computer Monitors **[CFA 26.03 M (B)]**

- a. To ensure the privacy and security within the Records Section (central records area), all workstations (computers and/or monitors) are turned away from view to prevent unintentional viewing or shoulder surfing.

D. Computerized Central Records System Security and Access Control

1. Safeguarding against unauthorized attempts to access, alter, remove, disclose, or destroy stored information: **[CFA 26.04 M (A)]**

- a. Access, and the levels thereof, is granted to users through the electronic records system administration module(s). Access to the system is controlled with unique usernames and passwords assigned to each individual user to ensure accountability for system activity. Levels of access are granted as specified by systems administrators, the Police Records Manager, or a designee of the Chief of Police.
- b. Unauthorized individuals shall be denied access to any computer system, system password, individual's password, or system

- procedures allowing the changing of access or system passwords.
2. Computer Files Maintenance, Backup, and Retention **[CFA 26.04 M (B)]**
    - a. For those records electronically stored on digital media, backup media will be stored and maintained on servers in a secure on-site location, or on a secure cloud-based evidence management system.
    - b. Unscanned records shall be maintained by the Division or Section generating the records in accordance with the department's records management procedures until eligible for destruction in accordance with Florida Department of State approved Records Retention Schedules; to include GS1 and GS2 schedules.
    - c. The Records Section will provide storage within an on-site location for hardcopy records not meeting retention schedules, but are no longer needed for agency operations, upon approval of the Police Records Manager.
      - 1) Agency hardcopy records accepted by the Records Section for storage will be in letter or legal-size storage boxes unless the records are of a non-standard size requiring special packaging.
      - 2) Each box of hardcopy records will be clearly labeled per category indicating any pertinent information required for retention purposes.
    - d. Records Retention
      - 1) The Chief of Police has adopted the GS1-L (General Records Schedule for Local Government Agencies) and GS2 (General Records Schedule for Law Enforcement, Correctional Facilities, and District Medical Examiners) issued by the Florida Department of State, Division of Library and Information Services, as the department's official records retention schedules.
      - 2) Department records shall be maintained in accordance with the provisions of the GS1-L and GS2 manuals.
      - 3) Records may be maintained longer than the minimum time specified in the manual for purposes of administrative convenience and usefulness.
      - 4) Records shall not be destroyed if they are the subject of pending litigation, investigation, public records request, audit, or other legal action, and shall be retained until such matters have been fully resolved.
      - 5) In accordance with the Florida Records Management Program and Chapters 119 and 257, Florida Statutes, a schedule of retention and destruction for police records has been established. No department records are to be retained, transferred, destroyed, or otherwise disposed of in violation of this schedule.
      - 6) Destruction of Records
        - a) Shredding, incineration, or other secure methods of destruction are the approved methods for the disposal of nonpublic or confidential records once retention

requirements are met to ensure the records cannot be reconstructed.

- b) Destruction of nonpublic or confidential records shall be accomplished or observed by a department member(s).
    - c) Public records may be destroyed internally by shredding or by licensed vendors without members' observations.
  - e. Records Management Liaison Officer (RMLO)
    - 1) In compliance with §257.36(5)(a), Florida State Statutes, an employee shall be designated to act as the Records Management Liaison Officer (RMLO). The Police Records Manager or designee shall serve as the department's Records Management Liaison Officer (RMLO). The RMLO shall serve as the primary contact for matters relating to records retention, destruction, and storage. Questions regarding records management procedures shall be directed to the RMLO. The duties of an RMLO include, but are not limited to, the following:
      - a) To serve as a point of contact between the Titusville Police Department and the Florida Division of Library and Information Services' record management program.
      - b) Helps ensure proper disposition of eligible records.
      - c) Trains and advises agency staff in records management practices.
      - d) Responds to questions from the public regarding agency records.
      - e) Works with the Division to establish retention schedules.
      - f) Inventories agency records.
      - g) Participates in agency decisions regarding microfilming, imaging, storage and disposal.
- 3. Removal of Unauthorized Personnel within a Specified Timeframe  
**[CFA 26.04 M (C)]**
  - a. Network Analysts or a designee of the Chief of Police shall remove unauthorized personnel from the computerized central records system(s) within ten (10) business days after receiving notification of termination, separation, transfer, or reassignment requiring removal of access is received from Professional Standards or the City's Human Resource Department.
  - b. Documentation of personnel removal from the computerized central records system(s) shall be provided to the Accreditation Manager each year by a Network Analyst or a designee of the Chief of Police, when requested for the accreditation file.

E. Collection, Dissemination, and Retention of Agency Records pertaining to Juveniles **[CFA 26.08]**

- 1. Collection

- a. Juvenile arrest records shall be maintained in the same fashion as adult records. Applicable department directives, administrative procedures, and law shall be adhered to in the maintenance and control of juvenile records.
    - b. Members shall be familiar with the provisions of § 985.11, Florida State Statutes (Fingerprinting and photographing of juvenile offenders, separation of files from adult offenders, etc.) and the provisions of §985.04, Florida State Statutes (Oaths; records; confidential information) (Reference GO 436 – *Juveniles*, regarding fingerprinting juveniles).
    - c. Juvenile photograph and fingerprint records shall be maintained in the Forensic Investigations Division (FID).
  - 2. Dissemination
    - a. Requests for obtaining juvenile records by officers or other authorized personnel shall only be for valid “need-to-know” reasons and will be made to the Police Records Manager or his or her designee.
      - 1) If the record has not been sealed or expunged, the Police Records Manager or his or her designee will permit access to the file.
      - 2) If the record has been sealed, the Police Records Manager or his or her designee shall permit access to the file only if a court order is presented.
      - 3) If the record has been expunged, the Police Records Manager or his or her designee will advise the requesting party there is no record.
    - b. All juvenile records shall be reviewed by the Police Records Manager or a Police Records Specialist prior to release to the public.
    - c. Information classified as non-public pursuant to Chapter 119 will be deleted prior to public release.
  - 3. Juvenile Records Retention
    - a. The Records Section shall maintain logs recording the movement or destruction of each juvenile hardcopy record in its custody.
    - b. Destruction of Juvenile Records
      - 1) Members considering destroying any record, including any court-ordered destruction of records, are instructed to comply with the directions articulated by the Florida Bureau of Archives and Records Management, or as may otherwise be directed by Florida State Statute.
      - 2) NOTE: ALL requests for the destruction of records will be forwarded to the RMLO to determine if said records meet the minimum criteria recommended or mandated by the Florida Bureau of Archives and Records Management or of any court order ordering said destruction.
- F. Records Fees for Copying and Dissemination
- 1. Fees assessed or charged by the department for copying, researching, or

dissemination of department records shall be in accordance with applicable law.

2. The Police Records Manager shall maintain a current fee schedule for copying, researching, or dissemination of department records and shall ensure Records Section members assess fees accordingly.

G. Traffic Records

Refer to *GO 418 – Traffic Enforcement* for procedures regarding traffic enforcement.

H. Subpoenas

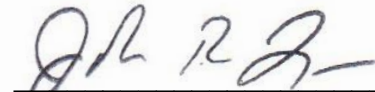
1. All subpoenas, hard copies and digital, shall be processed through the “Electronic Subpoenas” email group. Members of the “Electronic Subpoena” email group shall consist of Records personnel and the Patrol Administrative Assistant or his or her designee.
  - a. For the purposes of this policy a Subpoena shall be any subpoena, either civil or criminal, which is served to a member of the department as a direct result of his or her employment at the department.
  - b. Subpoenas served to the member outside the scope of his or her employment, are not subject to this policy.
2. Records Section Responsibilities
  - a. The Records Section shall scan/email any hard copy subpoenas to the “Electronic Subpoenas” email group. The delivered email will become the record of the subpoena, as well as the record of acceptance and delivery of the subpoena.
3. Patrol Administrator Responsibilities
  - a. The Patrol Administrative Assistant or his or her designee shall forward all subpoenas received electronically from the Officer of the State Attorney to the respective member. This duty will only be assigned to the Records Section when the Patrol Administrative Assistant or his or her designee is out of the office for an extended period.
4. Retention
  - a. All subpoenas shall be retained for a minimum of one (1) year after date of compliance specified in the subpoena, in accordance with § 119.01 and § 119.0201, Florida Statutes.
5. Member Responsibilities
  - a. If a member is personally served a subpoena, the member shall provide the original copy of the subpoena to the Records Section as soon as practicable.
6. Member Copy Retention
  - a. Members shall retain copies of his or her subpoenas until the subpoena is obsolete, superseded, or its administrative value is no longer required for administrative purposes.

I. Expunging – Sealing of Records

1. Upon receipt of a court order to expunge or seal a criminal history record, a

Records Section member shall ensure all requirements of applicable state statutes are fulfilled, and shall:

- a. Confirm the court order is appropriately signed and certified as a true copy;
  - b. Ensure the arrest report, photographs, and any related records associated with the criminal history record are removed or otherwise processed in accordance with applicable Florida Statutes governing expunction or sealing, whether maintained electronically or in physical files;
  - c. Transmit electronic notification of the court order to the Florida Department of Law Enforcement (FDLE) in accordance with FDLE procedures. If electronic notification is not received or cannot be completed, the Records Section shall mail a letter of transmittal and a copy of the court order to FDLE;
  - d. Notify all agencies to whom the record has been disseminated;
  - e. Retain records as required pending confirmation from the FDLE. Upon receipt of confirmation, the Records Management Liaison Officer (RMLO) shall ensure records are to be purged or retained and disposed of in accordance with applicable Florida Statutes;
  - f. Maintain records ordered sealed by a court within the Records Section in accordance with applicable statutes;
2. Requests for sealed or expunged records shall be processed in accordance with applicable Florida Statutes. Records ordered expunged shall be treated as though they do not exist for purposes of public records requests, except as otherwise authorized by law.



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John R. Lau  
Chief of Police