
	LEXINGTON POLICE DEPARTMENT POLICY AND PROCEDURE GENERAL ORDER	Distribution	General Order Number
		ALL PERSONNEL	10.08
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Order Title: RECORDS MANAGEMENT	Accreditation Standard:	Section	
	11.4.4; 82.1.1; 82.1.2; 82.1.3; 82.1.4; 82.2.4; 82.3.2; 82.3.4; 82.3.5 VLEPSC: ADM 25.02; 25.03; 25.04; 25.05; 25.06; 25.11;	10	
		Rescinds: ADM 25	
Section Title SUPPORT AND TECHNICAL SERVICES	 Anglea M. Greene, Chief of Police		

This General Order is for departmental use only and does not apply in any criminal or civil proceeding. This General Order should not be construed as creation of a higher legal standard of safety or care in an evidentiary sense with respect to third party claims. Violations of this General Order will only form the basis for departmental administrative sanctions. Violations of law will form the basis for civil and criminal sanctions in a recognized judicial setting.

I. PURPOSE

The purpose of this general order is to establish a written directive that describes the Lexington Police Department’s guidelines and procedures related to records management.

II. POLICY

The Lexington Police Department will maintain an accurate, complete, and efficient central records keeping system designed to record, file, retrieve, and disseminate information in an efficient and timely manner. The Lexington Police Department shall release or disseminate information from Department records in accordance with state and federal law enacted to safeguard the rights of individuals named within these records.

III. DEFINITIONS

Records: Records include the Master Case Files, Criminal History Files, and the paperless computerized records management system.

Reports: Reports as defined in this order are defined as any report submitted either as an initial or supplemental report including, but not limited to case reports, motor vehicle accidents reports, State of Virginia report forms, motor vehicle citations and warnings, and any other forms or reports developed and authorized by the Chief of Police or designee.

CAD/RMS: Paperless computer aided dispatch and records management system.

Records Management Software: Computer software for Records Management and Computer Aided Dispatch

Case/Incident Number: A number assigned by the computer identifying a particular call for service or reported criminal or motor vehicle incident, on a chronological basis, at the time the information or call for service is received.

Criminal History Identification Number: A number assigned by the Records Management Software or by Records Unit personnel to persons who have been arrested and/or charged with violations of state law or municipal ordinance. This number is assigned to only one person and is used to identify that person indefinitely.

IV. PROCEDURE

A. Records Responsibility and Function

1. The Records Manager is the official keeper of the records and as such is accountable for the collection, dissemination, and retention of all records. The Deputy Chief of Police is the System Administrator for purposes of the Lexington Police Department computer systems and responsible for overseeing the Computer Security provisions listed in Section P of this directive.
2. It will be the responsibility of the Deputy Chief of Police to cause an annual audit and evaluation of the record keeping requirements of Lexington Police Department.
3. It will be the responsibility of Records Manager maintain the records of this Department in accordance with this directive and applicable state and federal statutes.
4. As part of their record maintenance function, records personnel will:
 - a. Maintain reports and records;
 - b. Distribute copies to authorized persons or agencies;
 - c. Enter appropriate information into the department's computer system;
 - d. Maintain arrest records and related documents.
 - e. Maintain master name indexes
5. Personnel will code reports in the Records Management Software as necessary to comply with Uniform Crime Reporting/NIBRS purposes.

B. Records Administration

1. Access to records will be restricted to records personnel and department administration positions as required.

2. The door to the Records Unit and all the files shall be secured at all times when the Record Unit is closed for business.
3. Only the Records Manager s will file reports.
4. When the Records Unit is open, officers will have a Records Manager obtain original or copies of forms or reports if the report or form is not accessible from the platform they are authorized to use.
5. Police personnel needing documents from records should ideally submit a request through case tracking in RMS. Officers may also request documentation from records in person. Records personnel should furnish the copies of the reports to the requesting officer as soon as practical.
6. Only sworn personnel or Records Unit personnel may review original reports. The news media, under the supervision of authorized personnel, may also review original reports.
7. Full case reports may be viewed through the RMS system by personnel on a twenty-four (24) hour basis. Copies of case reports and Personnel narratives may be generated from the Records Management System. Supervisors have 24-hour access to the Records Unit to review reports after hours. The criminal record system shall be compatible with the requirements of the Virginia Central Criminal Records Exchange.
8. Copies of reports may be viewed, duplicated or otherwise obtained for investigative purposes, preparation for court or other hearings, and for follow up investigations.
9. When original documents from case reports are removed from records, they will be signed out on the case sign out log by the officer requesting the documentation.
10. Records Personnel shall place a colored file marker in the filing cabinet at the location of the removed case to indicate removal. The file marker is to be removed upon return of the original case.

C. Release of Information

1. Dissemination of information contained in written reports, criminal histories, and the computerized files to outside agencies and persons will be made through Records Unit personnel and in a manner consistent with applicable State and Federal statutes.
2. Release of records to the media and the public will meet Virginia Freedom of Information guidelines and related state statutes. These records will be released by the Chief of Police or designee.

3. The release of arrest information will generally be via the dispatch log. If news media requires further information, they should be notified to contact the Deputy Chief of Police for further information.
4. Mail requests for copies of cases may be honored if prepayment is made, a self-addressed stamped envelope is included, and it meets the criteria for release to the public.
5. Copies of open cases without a court ordered disposition will not be released to the public by records personnel.
6. Copies of reports may be released by records staff only. In an emergency, Command Personnel may release reports.

D. Report Distribution

1. Reports are reviewed and approved by a supervisor and then submitted to the Records Unit. Records Unit personnel will retain and/or distribute the reports as follows:

- a. Incident Reports:

All reports will be retained in the computer system. Arrest reports will be printed out and transmitted to court by the assigned Officer. The Records Unit will be responsible for the distribution of all other reports to the appropriate persons and agencies.

- b. Collision Reports:

The Records Unit personnel will print out these reports and distribute, upon request, to:

- 1) Persons who were involved in the collision
- 2) Persons who properly request copies
- 3) Insurance companies
- 4) Virginia Department of Transportation, Accident Department.
- 5) The utility companies when it involves damaged equipment (i.e. poles)

E. Records Storage

1. All original police reports regarding calls for police service and criminal investigations will be kept on file in the vault of the Records Division. The Records Manager shall have the authority to designate the manner in which records are filed within the vault.
2. Most records generated by the Lexington Police Department such as Case Incident Reports, Criminal Arrest Reports and other official reports are maintained in the records vault. Some records of an unusually confidential nature or containing

information which renders them more appropriately stored in another area are maintained outside the records vault. Examples of other records/reports, both official and unofficial, which are maintained in other areas of the Lexington Department include, but are not limited to:

a. Training: records of training classes given and attended

b. CID: intelligence files; active case files or sensitive cases

c. Administrative: financial and accounting records, personnel files, employee injury files

d. Chief of Police: personnel files, internal complaints and investigations

3. Only department personnel with a need to possess original records are authorized to access these files. In general, officers needing copies of reports can obtain a copy through the RMS system or request a copy through the Records Manager. Reports contained within the RMS system can be obtained 24 hours a day.

F. Records Retention

1. Records of the Department will be maintained in accordance with State Statutes governing the retention of records. Refer to the Virginia, Public Records Retention Schedules for Police Records.
2. No records or documents of any kind will be destroyed without the written permission of the Library of Virginia Archival and Records Management Services Division.
3. It will be the responsibility of the Records Manager to ensure that records remain neat and papers, reports, books, and logs are maintained, kept current and properly filed.
4. The Records Manager or designee shall ensure that records destruction is carried out in conformance with Virginia Code and regulations.
5. Any records to be destroyed that are considered confidential will be shredded or destroyed in some way to ensure continued confidentiality.

Before any records check is completed, a records release form must be properly filled out and presented to the person in charge of releasing records.

G. Erasure of Records

1. Upon receipt of a court order outlining the exact offense record that is to be erased or upon receipt of a list of juveniles whose records are to be erased, all copies of identification and arrest reports will be marked as "**ERASED**" and removed from the

Records Department files. No information or record will be acknowledged or released if it is marked as "**ERASED**".

H. Master Name Index File

1. A computerized master list of names and addresses are maintained by the Department. These names and addresses are taken from reports and dispatch entries.

I. Criminal History Files

1. The criminal history files of this Department are records maintained in the master name index stored in the Records Management System as well as printouts from VCIN/NCIC.
 - a. Access to and dissemination of state and federal criminal history records shall be in accordance with applicable state and federal statutes.
 - b. Access is based on computer security levels.
2. The Lexington Police Department assigns a specific identification number to individuals who are entered into the Department's Record Management System. The number assigned is the person is computer-generated and remains with the person once assigned.
3. All information on the individual will be referenced to this number.
4. There will be no duplications. Duplicated names will be checked and corrected by records personnel in the master-name index.
5. The criminal history files include the following:
 - a. Fingerprint card
 - b. Criminal history transcripts ("rap sheets")
 - c. Booking Sheet
 - d. Photograph
 - e. Name and aliases, if known
 - f. Date of birth
 - g. Last known address
 - h. Physical description
 - i. Outstanding physical characteristics (marks, scars, tattoos, etc.)
 - j. Henry fingerprint classification (if printed)
 - k. Social security number
 - l. Place of birth
 - m. Known associates
 - n. Listing of dates of arrest, case numbers, charges, arresting officer and disposition

6. All agency personnel will follow the procedures in this Section to assure that any records related to a person's arrest history are properly disclosed and are secured from accidental release.

J. Master Case File

1. The CAD system will issue a unique number for each case incident report generated by the central dispatch.
2. The RMS system maintains and assigns personal identification numbers to offenders and arrestees.
3. Original paper copies of all incident reports and motor vehicle accident reports will be maintained by the Records Department personnel, **IF** a paper copy is generated.
4. Most reports generated by Department personnel are maintained in the master case file located in the Records Unit office.
5. Older cases are kept in a storage area.
6. Some records, usually of either a confidential nature or containing such information that renders them more appropriately stored in a specific unit or department, are maintained outside of the Records Unit office. These records may include:
 - a. Personnel Records: Administrative Assistant;
 - b. Training Records: Deputy Chief of Police
 - c. Intelligence and Special Investigations: General Detective
 - d. Internal Affairs Investigations: Office of the Chief of Police
 - e. Informant and Confidential Intelligence Files: General/Narcotics Detective
 - f. Juvenile Records: Records Manager
 - g. All matters dealing with other services assigned to the Support Services Department will be maintained by the Support Services Department.

J. Index Files

1. The Lexington Police Department's Records Management System will maintain index files to include.
 - a. Service calls and crimes by type.
 - b. Service calls and crimes by location.
 - c. Stolen, found, recovered, and evidentiary property file.

K. Physical Security of Agency Files

1. Whenever the records office is left unattended, the door shall be locked, regardless of the brevity of the unattended period. In the event our VCIN terminal (with CHRI inquiry capability) has to be left unattended, a message must be sent to the State Police headquarters requesting that the terminal be inoperative for that period of time.
2. Records maintained on adults and juveniles inside of the department's computer system will not be released to anyone except authorized officers or employees of criminal justice agencies.

L. Traffic Records

1. The record management system, in collaboration with TRENDS, contains the locations of all traffic collisions and citations to provide a ready reference for collision/enforcement.
2. The Lexington Police Department will maintain traffic records containing:
 - a. Traffic accident date - reports, investigations, and locations.
 - b. Traffic enforcement date - citations, arrests, dispositions, and locations.
 - c. Roadway hazard reports.
 - d. Traffic accident and enforcement analysis reports.

L. Restraining/Protective Orders

1. The original order along with a copy of NCIC / VCIN entry supplement (s) will be filed alphabetically in Dispatch. A copy of the order will be forwarded to records.

M. National Incident Based Reporting System (NIBRS)

1. The Department records and submits NIBRS information on appropriate electronic media to the Virginia State Police Crimes Analysis Unit, on a monthly basis.

N. Traffic Citation Records

1. Infractions, Citations, Misdemeanor Summonses, and Parking Ticket Books are stored under lock and key in the Record Manager's Office.
2. Whenever an infractions citation is issued for a motor vehicle violation, the Police Department copy is forwarded to records for retention. Records personnel will conduct the accounting function to assure they account for all citations.
3. Whenever a misdemeanor summons is issued, the Department copy of that document is entered into the master case file jacket with the original copy of the corresponding incident report.

4. The department copy of misdemeanor summonses issued for speeding are stored in the RMS system.
5. Whenever a parking ticket is issued. A copy is given to the Parking Enforcement Officer for retention. Refer to General Order *10.10: Parking Enforcement*.
6. Issuing Forms to Officers
 - Summonses and Infractions - All officers shall sign the receipt for each book. The receipt shall be submitted to the Records Manager who shall retain the receipt in a file. The Shift Supervisor will ensure that the Officer completes the receipt portion of the summons book.
 - Parking Tickets - Parking tickets are issued by the Shift Supervisor or Lieutenant consistent with *10.10: Parking Enforcement*.
7. Cross Referencing:
 - When infractions citations and/ or misdemeanor summonses are issued, the issuing officer will enter the incident/call number on the citation for cross referencing.

O. Juvenile Records

1. The following are procedures for the collection, retention and dissemination of Department records pertaining to juveniles.
2. Separation of Adult and Juvenile Arrest and Identification Records
 - a. Fingerprint cards, photographs, and all other forms of identification and arrest reports pertaining to juveniles shall be kept separate from adult identification records in a secured location within the department."
3. Access to Records
 - a. All records of cases on juvenile matters shall be kept confidential and marked in the RMS system as a "Juvenile Record".
 - b. During the period of time that the juvenile arrestee's photograph, fingerprints, and the records of the arrest are retained at this Department, they shall be used only for identification purposes in official criminal investigations.
 - c. Department personnel and other law enforcement personnel outside this Department are permitted access to juvenile identification and arrest records on a need-to-know basis only; including prosecutors, adult probation, Department of Children and Families, school and court officials.

- d. If a copy of the records leaves the Department it must be marked by the Records Department personnel with as "**CONFIDENTIAL**" and "**NO SECONDARY DISSEMINATION**" warning.
- e. When any other report that contains juvenile names is sent to an outside agency; with the exception of law enforcement agencies, prosecutors, adult probation, school and court officials, the Records Unit personnel must blacken-out the names of the juveniles before release.
- f. If any member of the Department receives a request by a victim of a crime for the identification of the juvenile responsible, the victim shall be told that the information requested is confidential by law and direct the victim to the Lexington / Rockbridge Juvenile and Domestic Relations District Court.
- g. All juvenile records will be retained and destroyed in accordance with the applicable Commonwealth of Virginia Document Retention Schedule.

P. Computer Security and Confidentiality

1. The Deputy Chief of Police will work with in-house or City of Lexington IT personnel to assure the security and maintenance of the Lexington Police Department computer systems.
2. No computer hardware, data disks, or system software shall be moved, modified, added or introduced to the system without the permission of the System Administrator. Under no circumstances shall any software not licensed to the Lexington Police Department or City of Lexington be installed in any computer without the approval of the System Administrator.
3. All information obtained through any Police Department, VCIN or NCIC system shall be used for law enforcement purposes only. Under no circumstance shall Police Department systems be used for personal reasons or curiosity.
4. Disclosure of information transmitted or stored in agency computers is subject to the guidelines of the Freedom of Information Act and state and federal regulations. Illegal or inappropriate use of computer systems may expose the City of Lexington to significant liability and negative publicity.
5. System Administrator will assure that a system is in place to provide daily backups and storage of system data and provide a process for off- site storage of data to provide for a disaster recovery plan. The City of Lexington uses NAS Disk based storage for local backups as well as off-site. The Server Infrastructure Inc. backup servers are located in the secure records rooms in the basement of the Police Department. The off-site backups are stored in a secured server room at Lyburn Downing Middle School. On and off-site storage locations are determined by the

IT Director and System Administrator.

6. The System Administrator, or designee, will maintain a system for the issuance and modification of user names and passwords and conduct an annual audit of the computer system for verification of all system passwords, access codes or access violations and make a report to the Chief of Police.
7. Department staff are responsible for logging off the computer when they leave their workplace to assure system security and staff will use their own user name and password to log onto a computer.