OPERATIONS MANUAL

Records Unit

San Diego Police Department

November 2026

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Portions of this document are deemed by the San Diego Police Department to be records of security procedures and are exempt from disclosure under the California Public Records Act (CPRA), Government Code Section 7923.600.

Our goal is to make information accessible to our customers as *quickly*, *accurately* *and* *efficiently* as possible.

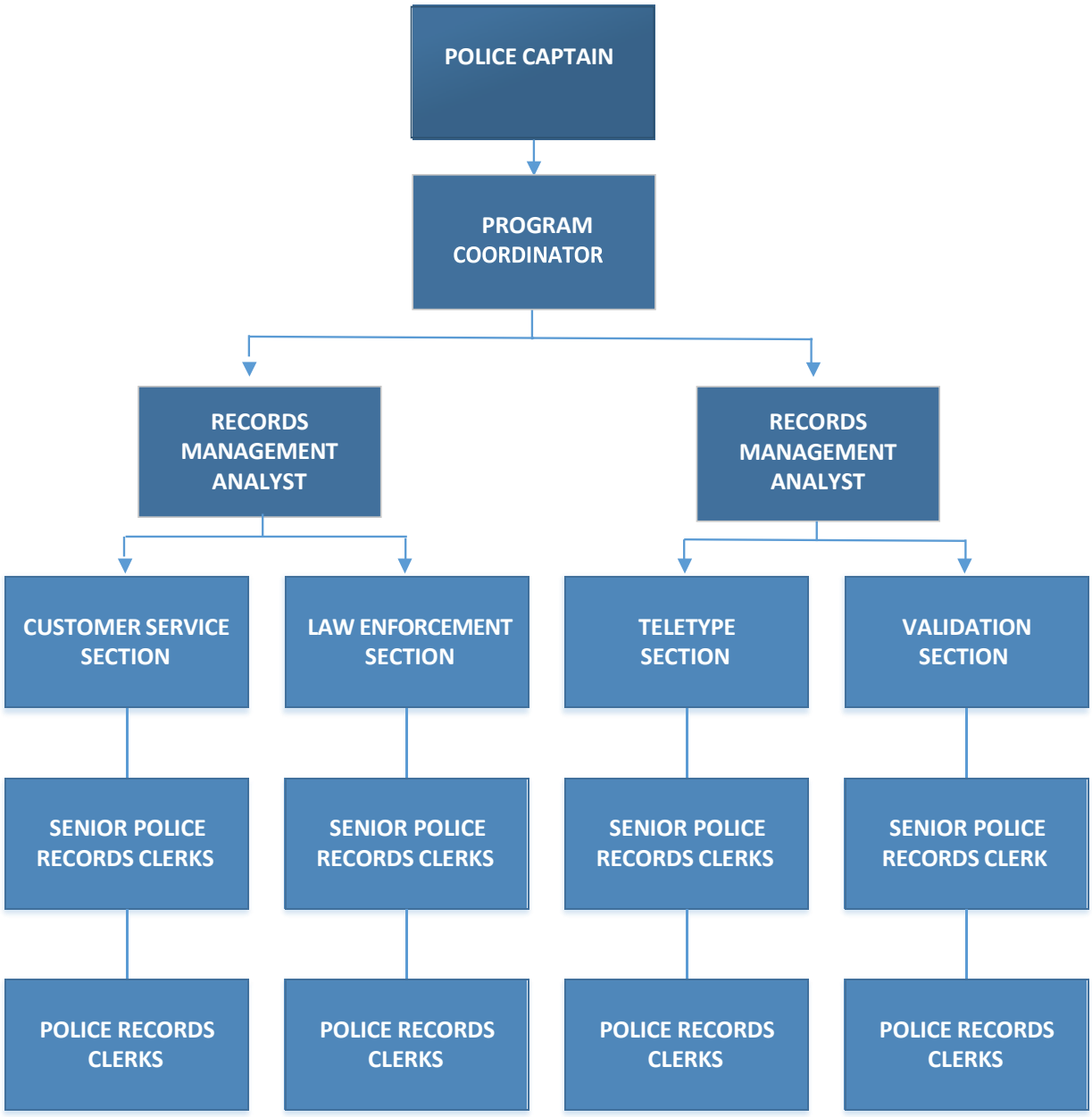
Records staff assists all customers in a professional, efficient, and timely manner. All information obtained through this office is treated confidentially and in compliance with policy, procedure, laws, and other pertinent rules and regulations.

Records staff develop partnerships with other units, departments, and agencies in order to provide judicious and proficient service. Records staff support the neighborhood policing philosophy and implement problem solving techniques in accomplishing tasks.

Conduct in the Unit shall be always professional. All members shall set a positive example, meet job related standards of performance and strive for professional development. Violations of Equal Employment Opportunity (EEO) policies, the City's Threat Management Policy or any other City or Department Policy or Regulation shall not be tolerated and must be reported immediately as stated in Department Policy 9.33-Duty to Report Misconduct Policy dated 12/28/21.

I. ORGANIZATION CHART

SAN DIEGO POLICE DEPARTMENT
RECORDS UNIT



II. RECORDS UNIT OVERVIEW

A. The Records Unit is responsible for law enforcement related records retention and storage, California Law Enforcement Telecommunications System (CLETS) entries into National Crime Information Center (NCIC) database, service to the public, including therelease of crime, arrest and accident reports, subpoenas for records, and for assisting citizens with requests to seal arrest records.

B. Records is comprised of four (4) sections that are grouped by the services they perform and the customers they serve. The sections have related but varied responsibilities, personnel are cross-trained and have daily and routine interaction between sections.

III. DUTIES AND RESPONSIBILITIES

A. ADMINISTRATION

1. Records Unit is managed by a Program Coordinator and two (2) Records Management Analysts.

2. Responsibilities include:

    a. Provide overall management and effective performance of Records Unit staff;

    b. Plan, organize and implement procedures for manual and automated records systems;

    c. Review, evaluate and provide input for various records management program software, hardware needs and requirements;

    d. Prepare cost benefits and other analysis to provide input leading to system and process improvements;

    e. Ensure the accessibility and availability of documents to appropriate parties, while maintaining security for the documents relating to the release and retention practices;

f. Study space allocations, document storage and access issues, make appropriate recommendations and alternations to unit configuration and procedures;

g. Compile and maintain records system documentation, reporting and analysis;

h. Develop internal retention schedules based on legal, historical, departmental, and other requirements;

i. Maintain the Records Disposition Schedule for the Department;

j. Serve as a liaison between the Police Department and the City Clerk's Office, the City Attorney's Office and others on matters related to record keeping; and

k. Serve as the liaison with Department of Justice (DOJ) regarding audits on Criminal Justice Information System (CJIS) database entries.

B. CUSTOMER SERVICE SECTION

1. Provide copies of crime, arrest, juvenile contact, and collision reports to the public, by mail or in person;

2. Assist the public in person (Monday through Thursday from 0730 to 1600 hours), via the public telephone line and the Records Unit email Monday through Thursday from 0800 to 1600 hours;

3. Process, disseminate and maintain traffic collision reports;

4. Provide criminal history reports to the public (Walk-In) (Tuesday through Thursday from 0800 to 1100 hours);

5. Provide criminal history and arrest reports to governmental and contract agencies pursuant to 5 USC9101;

6. Process sex and arson registrant information;

7. Accept, track, and distribute officer's criminal personalappearance subpoenas;

8. Accept, track, and distribute custodian of records civil andcriminal subpoenas for the Department;

9. Release and collect corresponding fees for civil subpoenas pursuant Evidence Code section 1563 (b);

10. Accept and distribute Certificate of Release Requests to Custodian of Records;

11. Accept and forward Petition to Seal and destroy Adult Arrest Records pursuant to PC 851.8 to the Custodian of Records; and

12. Prepare Daily Cash Register (DCR) reports and deposits.

C. VALIDATION SECTION

1. Enter, modify, and delete field interviews, traffic, voids, dismissal, and Beach Area Community Court (BACC) list citations into the Automated Regional JusticeInformation System (ARJIS) database ;

2. Enter, modify, and cancel serialized property into the California Law Enforcement Telecommunications System (CLETS) and National Crime Information Center (NCIC) databases;

3. Entry of gun destruction into to the Automatic Firearms System (AFS) database;

4. Enter Emergency Response Referrals from Child Welfare Services (CWS) into the NetRMS Emergency Referral database for the Child Abuse Unit and provide notification to Child Abuse of serious injuries;

5. Monitor NetRMS, ARJIS, CIBRS, and NIBRS Error and provide information to department personnel regarding correction and status.

6. Perform NetRMS to ARJIS interface.

7. Conduct Juvenile Sealing of crime and arrest in ARJIS.

8. Responsible for assisting the mail distribution for the Department.

9. Scan, and attach documents, and review unassigned cases into NetRMS. Enter Traffic Reports from other agencies into ARJIS.

D. LAW ENFORCEMENT SUPPORT SECTION

1. Provide police reports and computer information to local, state and federal law enforcement personnel according to the California Department of Justice Authorized Agencies List as well as, Provost Marshal, Military Liaison, NCIS, Child Welfare

Services, District Attorney's Office, City Attorney's Office, Risk Management, Cal VCB, and Victim Witness Program;

2. Process SDSO Certificate of Release by verifying arrest in County Local Inquiries and in NetRMS, and inputting pertinent data onto Electronic DOJ JUS 8715 Form through the Criminal Justice Data Exchange (CJDE) for submission to change to Detention Only status;

3. Certify reports submitted in NetRMS, citations, and 290 registrants for SDPD 290 Unit, other law enforcement agencies, City Attorney, District Attorney, and Risk Management;

4. Process juvenile sealings and adult sealings by confirming information and redacting subject's information. Confirm that amended information is current in NetRMS, as well as, Automated Regional Justice Information System (ARJIS),CrimeTracer (formerly COPLink X) and State Regional & Federal Enterprise Retrieval System (SRFERS);

5. Acting as a liaison between officers, Validation Section and traffic/misdemeanor courts when processing citations. Process and maintain filing system for traffic and misdemeanor citations, as well as, field interview reports, parking citations, and traffic warnings;

6. Review and sort incoming mail to appropriate unit to process inquiries;

7. Process criminal history inquiries for other law enforcement agencies and government institutions pertaining to employment;

8. Process subpoenas by obtaining reports and evidence. Gathers all subpoenaed items for other departmental units and provide invoice to deposition officers. Acts as a liaison between the deposition officer/attorney and the Department.

9. Process incoming courtesy repots and distribute to appropriate unit and other Law Enforcement agencies.

E. TELETYPE SECTION

1. Make missing person and stolen vehicle inquiries, entries, and updates into CLETS and NCIC, create missing/runaway juvenile reports in NetRMS;

Respond to hit confirmations (Stolen (Firearm, vehicle, trailer, boat, and property), missing person, runaway juvenile, and warrant);

2. Send outgoing teletype messages to other law enforcement agencies;

3. Receive and distribute incoming messages throughout the Department;

4. Monitor and input as necessary, vehicle impound, private tow, and repossession information from tow companies;

5. Process and maintain stolen vehicles, impounded vehicles, privately towed vehicles, and repossessed vehicle records;

6. Notify registered and legal vehicle owners of impounded vehicles;

7. Perform validations on all CLETS and NCIC entries;

8. Update Temporary Restraining Orders (TRO) including Civil Harassment and Elder Abuse, Domestic Violence Restraining Order, Criminal Protective Order (CPO) including Stay Away Order and No Negative Contact Order, Protective Order, Gun Violence Restraining Order (GVRO), and Emergency Protective Order (EPO);

9. Monitor and order impound reports that have not been received;

10. Prepare statistical information;

11. Respond to CPRA's for tow records;

12. Send Law Enforcement Officer Flying Armed (LEOFA) request to Transportation Security Administration (TSA);

13. Validate missing person reports.

IV. ATTENDANCE PROCEDURES

All requests for planned time off must be submitted and approved in advance by the immediate supervisor via a "Request for Leave of Absence" form. In advance means at least one hour prior to the start of the scheduled shift and workday.

Records employees are expected to be on time for each scheduled workday which includes arriving to work and returning from breaks and lunches on time. We understand that sometimes unforeseen circumstances prevent arriving on time. If this occurs and results in unpaid time, a supervisor may approve employees to work an equal amount of time on the same day to make up for loss of pay due to the late arrival. This can be accomplished by approving the employee to reduce an hour meal period to 30 minutes or working extra time following the end of that day's schedule. All instances of tardiness will be accurately documented in payroll records.

When too ill to report to work as scheduled, staff must personally contact their supervisor at least one hour prior to the beginning of their shift, advising the length of time they expect to be absent. If the immediate supervisor is not available, they must speak to another Records Unit supervisor. Between 0230 and 0530 hours, a message must be left for the Records Management Analyst (RMA) who is on-call.

Following illness or emergency absences, personnel must complete a "Request for Leave of Absence" form immediately upon returning to work and update their One SD timecard.

A. OVERTIME

1. When overtime is needed, it will first be offered to the employees within that section. When additional assistance is needed it will be offered to other qualified personnel.

2. Overtime must be approved in advance by the employee's immediate supervisor as outlined in Department Procedure 1.20. Staff may not perform any duties outside scheduled work hours without the prior authorization of the appropriate supervisor.

B. BREAKS AND LUNCHES

1. For each workday, employees are entitled to take two 15-minute breaks and one 30-minute lunch. Breaks and lunches must be coordinated to always provide sufficient coverage in the office. Supervisors are responsible for ensuring break and lunch schedules provide for adequate customer service and employee relief.

2. Eating in unit work areas is restricted to special occasions authorized by supervisors. There is a cafeteria on the 7th floor and a lounge within the unit equipped with a microwave and a refrigerator for all staff to use.

C. TIMECARD INSTRUCTIONS

1. Paychecks are prepared from electronic time entries and will be distributed two weeks following the end of a pay period. The staff is responsible for entering their own time electronically. Incomplete/incorrect entries or late submissions could result in payment delays.

2. When working overtime, the Rec Order # must be included. Although not exclusive, the most commonly used Rec Order # is 11001542, which is used for extension of shift or planned overtime. Once the Rec Order # is filled in, 1914161213 will automatically populate the Rec CCtr field.

   Common Att/Abs #'s Numbers:

1000	Annual Leave – vacation
1002	Annual Leave – sick/personal
1001	Annual Leave – sick/family
1100	Holiday Off – scheduled workday
0030	Holiday Off – scheduled day off
1090	Floating Holiday
1020	Compensatory Leave
1125	Mandatory Furlough
2005	Sick Without Pay
2000	Leave Without Pay – Authorized
2070	Leave Without Pay - Unauthorized

   See One SD User Guide and/or DP 1.18 - Payroll Procedures

V. UNIT RULES AND REGULATIONS

A. DEPARTMENT SECURITY

1. Staff members receive a Police Identification Card that must be worn in all police facilities and will also be issued a Security Access Card. This card is the only means of gaining entry into Records Division. Lost access cards must be reported to the immediate supervisor immediately so the lost card can be deactivated and a new one issued by Police Human Resources.

2. All outside doors to Records must remain closed at all times.

3. Only Records employees are allowed in Records unless approved by a supervisor.

B. SUPPLY

Records Division has a designated Supply Clerk who places the supply orders for all the individual sections. Each section has a designated area where supplies are stored, as well as a procedure for ordering necessary supplies.

Each section's supply clerk will submit the supply order to their respective supervisor, ensuring there is enough time to get the order through the approval process for the weekly order deadline of Wednesday.

C. POWER OUTAGE OR INTERNET FAILURE PROCEDURE

1. Per memorandum dated May 2, 2017, from Operational SupportAdministration - In the case of SDPD power outage or internetfailure that is expected to last for more than 24 hours, several alternate sites have been identified that can be used. Operational Support staff will respond and set up stations at the identified locations.

2. Once the stations are operational, the Watch Commander will notify Information Systems personnel and Records Management staff on the situation. Operational Support staff will contact and coordinate the appropriate response with Information Systems.

3. (Deleted – records of security)

VI. SAFETY, FACILITIES & EQUIPMENT

A. SAFETY

The Records Management Analyst is the designated Safety Officer for the Unit. Once a month, the Safety Officer shall inspect the workplace.

The Safety Officer shall also maintain the Unit's Safety Board as per Department Orders. The Board shall be monitored and updated at least one (1) time each month to ensure compliance.

B. LOUNGE

A lounge has been provided for the staff and users are expected to clean up after themselves. A list of "housekeeping" rules is posted in the lounge.

Each month, one section is assigned to maintain the lounge (clean refrigerator and microwave, etc.).

The assignment schedule is posted on the refrigerator.

C. UNIT TELEPHONES and COMPUTERS

1. Staff will be instructed on the proper telephone answering procedures for each section. Conduct on the telephone reflects on all Records employees and the San Diego Police Department. Employees must be always courteous to callers.

2. When answering incoming calls Records staff shall clearly identify the Department Unit and identify themselves to the caller. This ensures the Unit is projected in a professional manner to our internal and external customers. The following is an example of how to appropriately answer the telephones:

   "Good Morning/Good Afternoon, Police Records Unit, this is _____."

3. Personal phone calls must be kept to a minimum – no more than one or two calls a day lasting no more than two or three minutes each. Department phone lines may not be used for personal long-distance calls.

D. NAME/ADDRESS/PHONE CHANGES

Employees must report name, home address, and phone number changes by completing a Personal Data Form. The form is available on the F Drive or from a supervisor. Completed forms must be submitted to the immediate supervisor as soon as possible. The supervisor will ensure changes are noted within Records and forward forms to HR.

In addition, employees must update address changes in One SD, Employee Self Service whenever a change in their residence or mailing address occurs that would affect where benefit information is received.