OPERATIONS MANUAL

Records Unit

San Diego Police Department

August 2019

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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 professional at all times. 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". (04/29/14)

I.   ORGANIZATION

SAN DIEGO POLICE DEPARTMENT RECORDS UNIT

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                    ┌─────────────────────┐
                    │   Police Records    │
                    │    Administrator    │
                    └─────────────────────┘
                              │
                    ┌─────────────────────┐
                    │      Program        │
                    │    Coordinator      │
                    └─────────────────────┘
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| Records Management Analyst | Senior Police Records Clerk | Records Management Analyst |

| Customer Service Section | Law Enforcement Support Section | Teletype Section | Validation Section |

| Senior Police Records Clerk | Senior Police Records Clerk | Senior Police Records Clerk | Senior Police Records Clerk |

| Police Records Clerks | Police Records Clerks | Police Records Clerks | Police Records Clerks |

II. RECORDS UNIT OVERVIEW

A. The Records Unit is responsible for law enforcement related records retention and storage, service to the public, including the release of crime, arrest and accident reports, California Public Records Act requests, subpoenas for records, and for assisting citizens with requests to seal arrest records.

B. Records is comprised of four 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; and

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, via the public telephone line and the Records Unit email Monday through Friday from 0800 to 1600 hours;
3. Process, disseminate and maintain traffic collision reports;
4. Provide criminal history reports to the public;
5. Provide criminal history and arrest reports to governmental and contract agencies pursuant to 5USC9101;
6. Process sex, narcotic and arson registrant information;
7. Accept, track and distribute officer's criminal personal appearance subpoenas;
8. Accept, track and distribute custodian of records civil and criminal subpoenas for the Department;
9. Release and collect corresponding fees for civil subpoenas;
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 traffic citations and traffic accident reports;
2. Enter field interviews;
3. Enter Child Abuse referrals; and
4. Perform ARJIS validation.

D. LAW ENFORCEMENT SUPPORT SECTION

1. Provide police reports and computer information to law enforcement personnel by telephone, in person, via fax and mail;
2. Resolve and route AFR Report Resolution, Beat 999, and Certificate of Release notifications;
3. Certify documents;
4. Process juvenile sealings;
5. Process and maintain field interviews, parking cites and traffic warnings;
6. Process and maintain traffic and misdemeanor citations; and
7. Process postal and interoffice mail.

E. TELETYPE SECTION

1. Make missing person and stolen vehicle inquiries, entries, and updates into CLETS and NCIC;
2. Respond to hit confirmations;
3. Send outgoing teletype messages to other law enforcement agencies;
4. Receive and distribute incoming teletype messages throughout the Department;
5. Monitor and input as necessary, vehicle impound, private tow, and repossession information from tow companies;
6. Process stolen vehicles and impound records;
7. Notify registered and legal vehicle owners of impounded vehicles;
8. Perform validations on all CLETS and NCIC entries;
9. Update Temporary Restraining Orders (TRO);
10. Monitor and order impound reports that have not been received;
11. Prepare statistical information;
12. Respond to CPRAs for tow records;
13. Send LEOFA (Law Enforcement Officer Flying Armed) requests to Transportation Security Administration (TSA).
14. Validate missing person reports;
15. Monitor and order missing person report that have not been received;
16. Monitor runaway juvenile status on JST log;

17. Research problems and write up resolution requests on missing person reports;
18. Monitor and order stolen vehicle and recovery reports that have not been received; and
19. Follow up on late impound vehicle reports that were not received per request.

IV. <u>ATTENDANCE PROCEDURES</u>

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 work day.

Records employees are expected to be on time for each scheduled work day. That includes arriving to work and returning from breaks and lunch 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 call their supervisor at least one hour prior to the beginning of their shift, advising how long 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 a supervisor at (619) 531-2844.

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

A. <u>OVERTIME</u>

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 work day, employees are entitled to take two 15-minute breaks and one 30-minute lunch. Breaks and lunches must be coordinated to provide sufficient coverage in the office at all times. 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. TIME CARD 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 card electronically. Incomplete/incorrect entries or late submission 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 work day
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 OneSD 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.
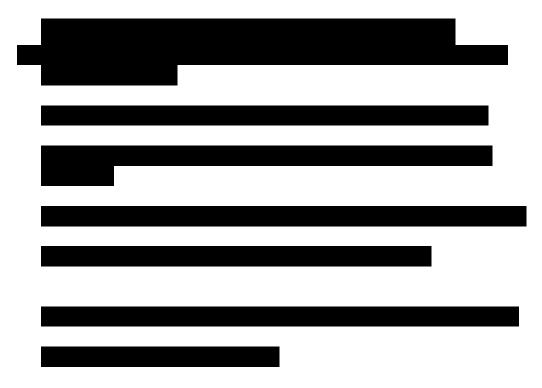
      B. SUPPLY

         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 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 Support
             Administration – In the case of SDPD power outage or internet
             failure 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.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

VI.   SAFETY, FACILITIES & EQUIPMENT

A. SAFETY

One Records Management Analyst is the designated Safety Officer for the Unit. Once a month, the Safety Officer shall inspect the work place and complete the Department's Safety Inspection form to be submitted on the first of every month to the Police Records Administrator. An electronic copy of the report shall be maintained in the G: Drive/Records/Workplace Safety Inspections.

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. <u>UNIT TELEPHONES and COMPUTERS</u>

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 courteous at all times to callers.

2. When answering incoming calls clerical 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. <u>NAME/ADDRESS/PHONE CHANGES</u>

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 OneSD, Employee Self Service whenever a change in their residence or mailing address occurs that would affect where benefit information is received.